

the professional
labeling software

www.nicelabel.com, info@nicelabel.com



NicePrintQueue User Guide

English Edition

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Euro Plus d.o.o.
Poslovna cona A 2
SI-4208 Šenčur, Slovenia
tel.: +386 4 280 50 00
fax: +386 4 233 11 48
www.europlus.si
info@europlus.si

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Welcome to NicePrintQueue

NicePrintQueue is a the labeling software component used to control printers and their print jobs on the local computer. It can be compared to Windows Spooler but provides advanced functionality and overview of printer statuses not available in the regular Windows Spooler. Some printers allow bidirectional communication with the NiceDriver, and you can also review printer status in real time (for example, "out of labels", "out of ribbon", "print head opened", etc.)

Note: NicePrintQueue is not a replacement for Windows Spooler, it runs in conjunction with the Windows Spooler.

NicePrintQueue provides the following features:

- Show printers installed on the system
- Group printers
- Pause printer
- Resume printer
- Show print jobs for selected printer
- Pause selected jobs
- Resume selected jobs
- Restart selected jobs
- Delete all jobs for selected printer
- Change order of selected jobs
- Move the print jobs to another printer
- Show detailed printer status (e.g. open printer internal website, if supported)

Software Requirements

To successfully run the application, make sure you have the following:

- Bidirectional printer
- NiceDriver with bidirectional support for your printer
- Enabled logging to the local log file (NiceLabel Pro -> Tools -> Options -> General -> Log File). You must enable logging to Microsoft Access database. Otherwise the reprint feature is not available.
- Use the port monitor that ships with the NiceDrivers. If you connect your printer to LAN port, make sure to have port monitor from NiceDrivers, not the original Windows port monitor.

Note: The easiest method to install port monitor is using PRNINST.EXE (Printer Installation Wizard) that is available on the product CD and also bundled with NiceDriver installations.

Use the Application

Move Print Job to Another Printer

If you see that some printer cannot cope with all the traffic coming in its spooler or the printer has some unrecoverable error, you can easily redirect the job files to some other printers.

Note: You can only move the jobs that were created by the software. Jobs are identified by the icon next to the job entry.

To move the print job to another printer, do the following:

1. Select the printer for which you want to move the job file.
2. Look at the list of print jobs for this printer (bottom pane) and select the individual print job or group of jobs you want to move.
3. Select **Print Jobs -> Move to Another Printer**.
4. Select the printer in the list that must take over the job from the current printer.

Note: You can also simply drag & drop the print job from one spooler to another.

5. Click **OK**.

Note: Make sure you enable logging to the local Microsoft Access log file (NiceLabel Pro -> Tools -> Options -> General -> Log File). Otherwise move feature is not available. If several jobs fail to move, a dialog displays an error message for each job that failed to move.

If you move the print job from printer of one thermal brand to another (for example, Zebra to SATO), the job cannot simply be moved to new spooler. The printer programming languages are not compatible, so the application must prepare entirely new print job for the new printer. The information of the existing job file is read from the log file and the same label printed to the new printer.

Note: When you want to move the print job to another printer, the label cursor icon changes to the "forbidden" icon, when you try to drop the label to unsupported printer. If you drop the print job into empty space, the action is ignored.

See the Error Log

The application logs all printer related errors in the Windows Event log database. You can review the detailed error messages along with the severity information and time-stamp of the error event.

To see the error events, do the following:

1. Start the Print Queue Manager application.
2. Select View -> Error Log.
The error log will open in a separate window.

Note: You can also open the error log using the keyboard shortcut F12.

Share the Printer

Once you share a printer with your colleagues in the network, they are able to print the labels on your printer.

To share a printer with user in your network, do the following:

1. Select the printer.
2. Select Printer -> Sharing.
3. Enable the option **Share this printer**.
4. Type in the name of the printer share in the **Share name** edit field.

Technical Support

Online Support

You can find the latest builds, updates, workarounds for problems and Frequently Asked Questions (FAQ) on the product web site at www.nicelabel.com. If you cannot solve the problem on your own, please contact your local vendor or representative offices listed in the topic [Contact Information](#).

For more information please refer to:

- Support FAQ: <http://kb.nicelabel.com>
- NiceLabel FAQ: www.nicelabel.com/Learning-center/Sales-FAQ
- NiceLabel Tutorials: www.nicelabel.com/Learning-center/Tutorials
- NiceLabel Forums: forums.nicelabel.com

Contact Information

Head Office

Euro Plus d.o.o.

Poslovna cona A 2
SI-4208 Šenčur
Slovenia
Tel: +386 4 280 50 00
Fax: +386 4 233 11 48
support@nicelabel.com
www.nicelabel.com

North American Office

Niceware International, LLC.
200 South Executive Drive, Suite 200
Brookfield, Wisconsin 53005
USA
Tel: (888) 894-NICE (6423)
Fax: (262) 784-2495
support@nicewareintl.com
www.nicewareintl.com

German Office

NiceLabel Germany GMBH
Liebknechtstr. 29
63179 Obertshausen
Germany
Tel: +49 (0)6104 405 400
support@nicelabel.de
www.nicelabel.de

China Office

GARDEN BUSINESS CENTER
Julu Rd. 889, Building 23
Office 8311
Shanghai 200040, PR China
Tel: +21-62490371
Fax: +21-62490372
support@nicelabel.cn
www.nicelabel.cn