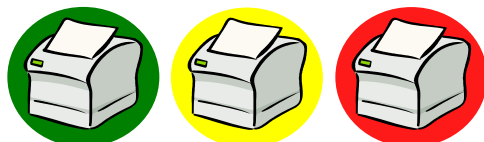




Status Monitor & Quick Print Setup

Last Updated: 4th August 2008
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1: Basic overview

Status monitor and quick print setup are two small free software utilities to help make using your Brother print devices much easier.

The status monitor utility is a configurable software tool that allows you to monitor the status of one or more devices, allowing you to get immediate notification of errors such as paper empty, paper jam or ink empty.

The quick print setup utility allows you to easily change driver settings without having to open the properties tab in the printer driver. This is effective if you need to change your printer settings on a regular basis.

2: Customer benefits

- Instant notification of printer errors - you no longer have to physically go up to your Brother device to see what is wrong with it.
- Time saving - apply configurations to your device without having to open the properties tab in the printer driver.

3: Brother's status monitor & quick print setup in practice

A busy insurance company employs a team of fifty telephone support advisors. They deal with telephone calls ranging from new insurance quotes to accident claims. This involves printing a lot of documentation on different types of paper and in a variety of formats, such as duplex and none duplex. To apply these changes, the advisor would have to open the properties tab in the printer driver then search for and apply the appropriate configuration.

During peak periods, where the volume of customers calling is high, it is important for the advisors to minimise customer waiting times. Thanks to quick print setup, each advisor is able to save five seconds per call when they need to modify their printer driver. They usually take an average of seventy calls per day. From this seventy, about thirty five require the customer advisor to modify the printer driver before printing. This equates to a time saving of about three and a half minutes per day. Spread over fifty advisors that's a saving of just over two and a half hours and over a seven day week period that's a huge saving of just over seventeen hours!

Not only that, but thanks to status monitor if there are any problems with their printer, each customer service advisor is notified so the next person to print is able to rectify it as efficiently as possible.

4: How to use Brother's status monitor

4.1: Viewing device errors

Brother's status monitor is able to notify you when errors occur on both locally-connected (USB and parallel) and network-connected devices. To use it you must have performed a full software driver installation. This driver can be found on your product CD, which you will have received when you first purchased your printer, or can be downloaded from Brother Solutions Centre, <http://solutions.brother.com>.

Step 1: The status monitor sits in the Windows® Tasktray and usually appears when you first load your computer.



Step 2: If the status monitor is not there click the **Windows® Start Button**, followed by **Programs → Brother → {The name of your printer or multifunction device} → Status Monitor**, to enable it. On some devices you may have to enter another sub folder called 'Status Monitor'.

Step 3: When a problem occurs with your Brother print device, the status monitor icon will change to yellow, red or grey. It will change to yellow if the problem does not cause the device to stop printing, such as a toner low message. It will go red if the printing process is interrupted, such as toner empty or no paper. If the device is offline or disconnected, the status monitor icon will go grey.



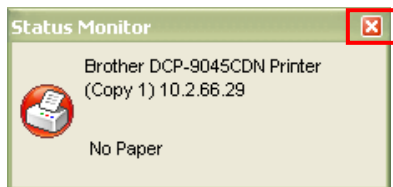
Step 4: Soon after the icon changes colour a pop-up box will appear showing you more information about the error. In the example below a network-connected DCP-9045CDN has run out of paper.



Step 5: This pop-up box will disappear after a few seconds but the status monitor icon will remain amber, red or grey until the error has been corrected.



Step 6: Double-clicking the icon will bring up a small dialogue box, stating what the error is. You will notice that the status monitor icon will disappear from the Windows® task tray. In some instances, you will be shown an image which is appropriate to the problem or an interactive tutorial for how to solve it. This will depend on which print device caused the error. To close the dialogue box and return the icon back to the Windows® task tray, simply click the 'X' in the top right hand corner of the dialogue box.



Step 7: Once the error has been corrected, the status monitor icon will go back to green.

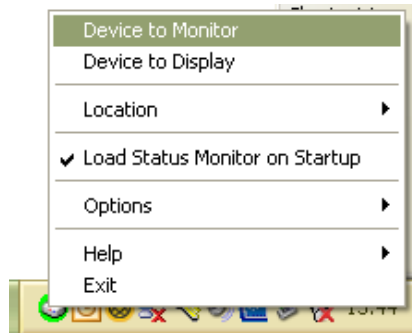


Step 8: To exit status monitor and stop it from monitoring your devices, right-click the icon and left-click 'Exit'.

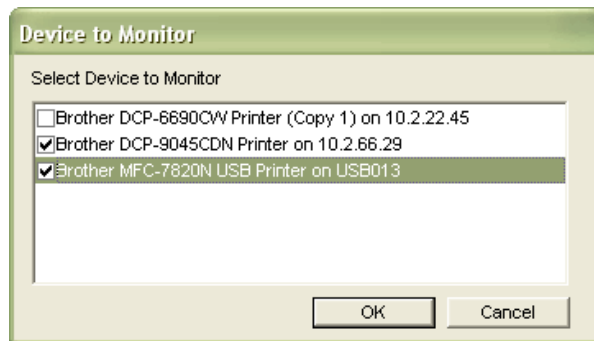
4.2: Monitoring multiple devices

Status monitor is able to monitor more than one device at a time, as long as you have the driver installed onto your computer.

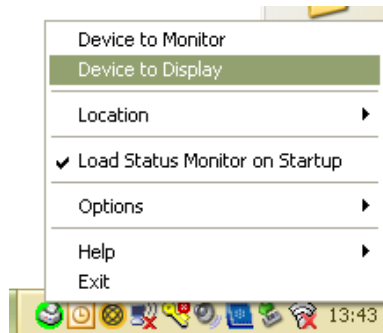
Step 1: To select more devices, right-click the status monitor icon and left-click '**Device to Monitor**'.



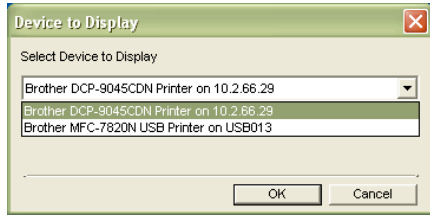
Step 2: A list of devices installed on your computer will be displayed. Place a tick next to the devices you want status monitor to monitor then click the '**OK**' button to confirm.



Step 3: Status monitor will now alert you when there is a problem with the devices you selected. Please note that there is a limitation with this. When you double-click the status monitor icon, to find out what the error is, you will only be given the status of one device. To select which device this is right-click the status monitor icon and left-click '**Device to Monitor**'.



Step 4: From here select the device.



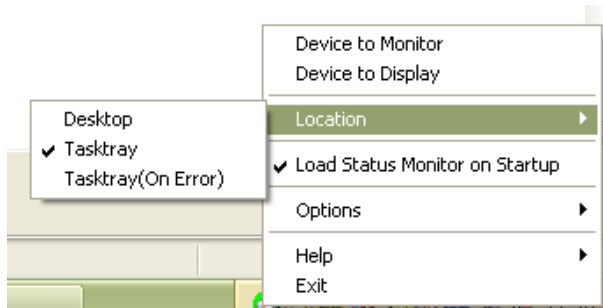
4.3: Changing the behaviour of status monitor

You can either choose to have the status monitor icon visible at all times or only when there is an error. It is also possible to configure it so that status monitor notifies you when your device is in use as well as when an error occurs to it.

4.3.1: On error visibility

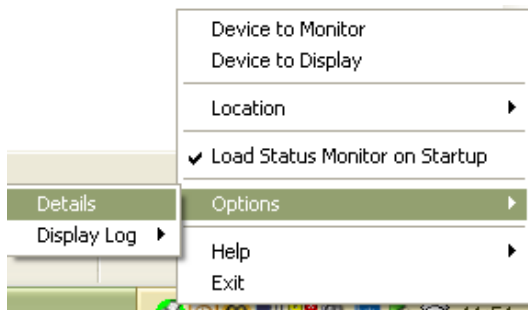
Right-click the status monitor icon and hover you mouse pointer of **'Location'** then left-click either **'Desktop'**, **'Tasktray'** or **'Tasktray (On Error)'**.

- Desktop: Status monitor will reside in a small dialogue box on your desktop.
- Tasktray: Status monitor will sit in your Windows® task tray.
- Tasktray: Status monitor will remain active but will only be visible when an error occurs.



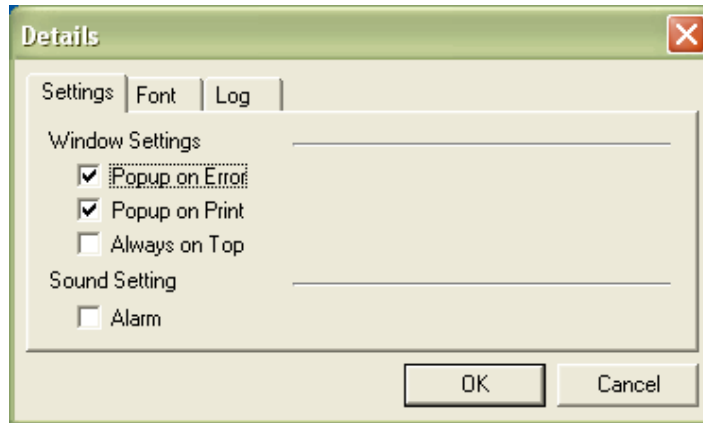
4.3.2: Notification alerts

Left-click the status monitor icon and hover you mouse pointer over **'Options'** then left-click **'Details'**.



A new window will open called '**Details**'.

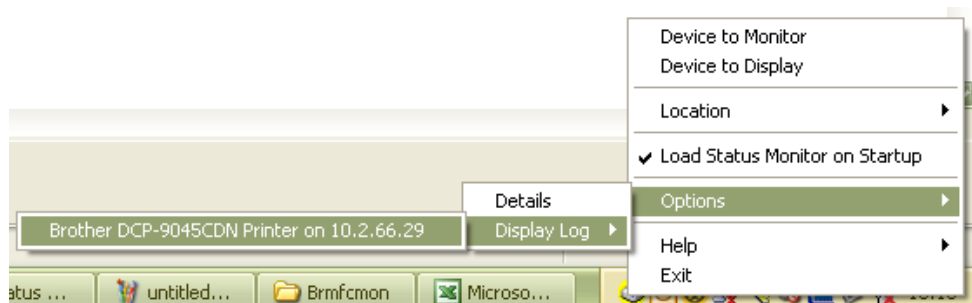
- Popup on Error: You will notified via a pop-up box when an error occurs.
- Popup on Print: You will be notified via a pop-up box when the device being monitored prints
- Always on Top: Ensures the pop-up box is always in front of other open applications.
- Alarm: Status monitor makes a sound each time each time it detects an error.



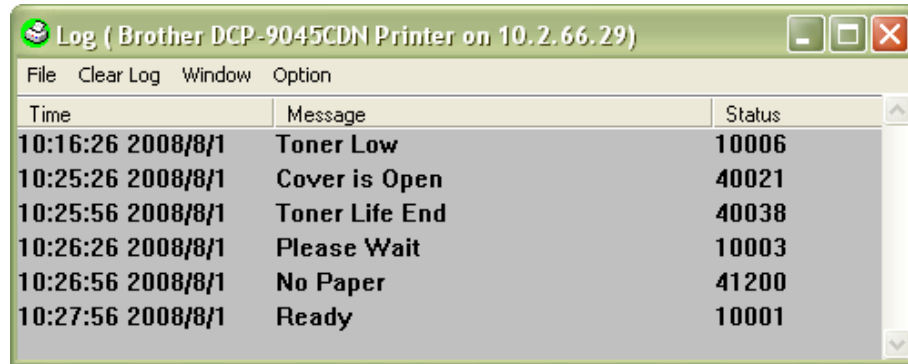
4.4: Viewing the error log

Status monitor keeps a record of the errors and conditions that your devices have been in.

Step 1: To view the log file, right-click the status monitor icon and hover you mouse pointer of '**Options**' followed by '**Device Log**' then left-click your printer. In this example it is a network-connected DCP-9045CDN.



Step 2: A window will appear showing you your devices recent error history. When you restart your computer, or close down and re-open status monitor, this error log will be reset. You can also reset the log by clicking '**Clear Log**' on the tool bar.

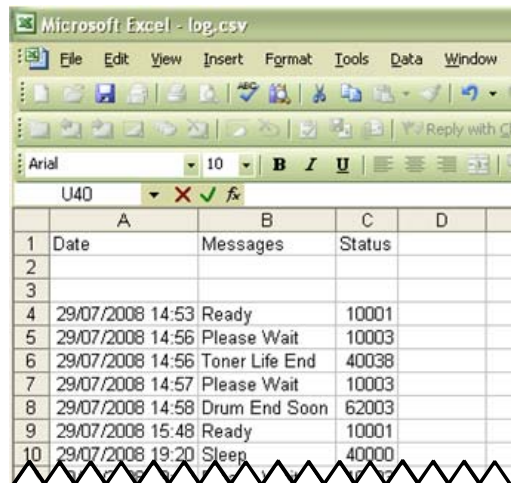


Step 3: Status monitor also records this information to a 'CSV' file. This 'CSV' file contains all the error messages, along with the time and date they occurred. To find this file, go to **My Computer** → {Your default hard drive, usually this is C:/} → **Program Files** → **Brother** → **Brmfcmon**.

Step 4: Find the file called '**Log.csv**' and double-click it



Step 5: A history of all the conditions your device has been in will be recorded. Please note that if status monitor is monitoring more than one device the error log will try to be updated with more than one set of information. As it can only hold one set of information, this will cause it to loose any existing data which it had stored. For more effective monitoring on multiple devices, Brother recommends BRAdmin Professional.



5: How to use Brother's quick print setup

The quick print setup utility allows you to easily change driver settings without having to open the properties tab in the printer driver. Like status monitor, it sits on the Windows® task tray.



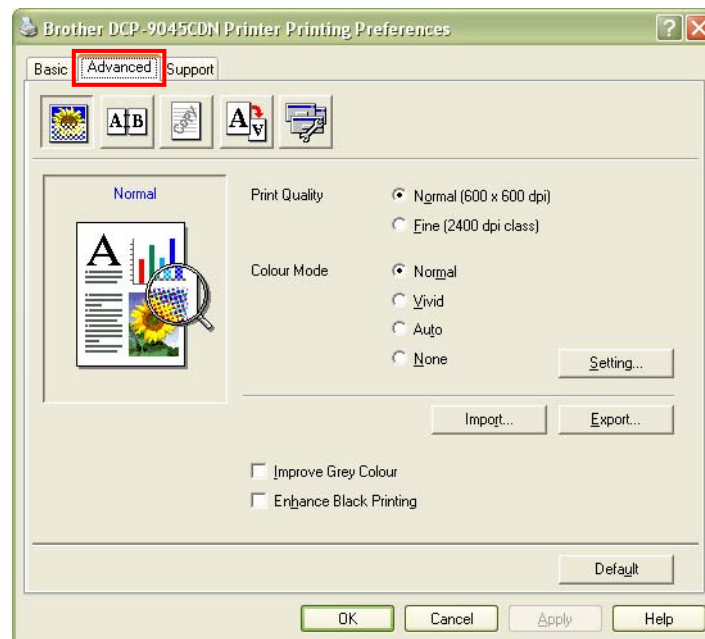
5.1: Activating quick print setup

Step 1: Quick print setup is activated from within your devices driver. To get to the device driver, click on the **Windows Start Menu** → **Settings** → **Printers and Faxes**.

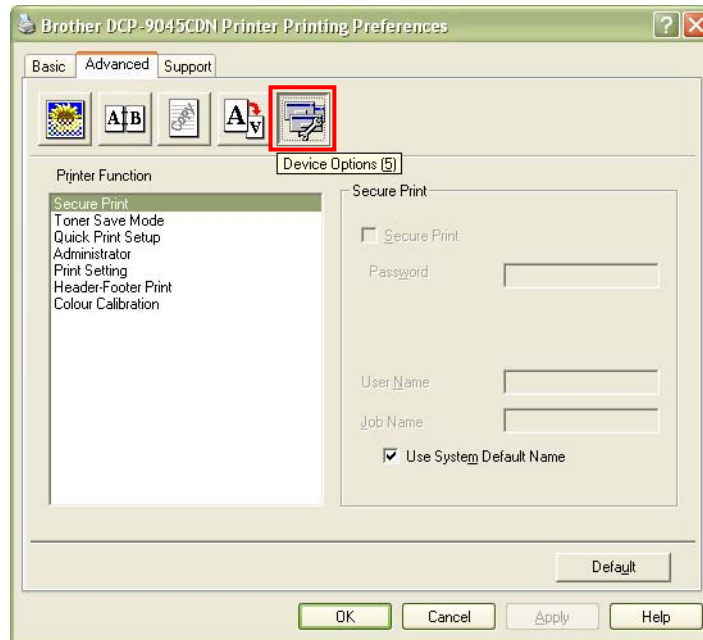
Step 2: Right-click the print device you want quick print setup to work with and left-click 'Printing Preferences'.



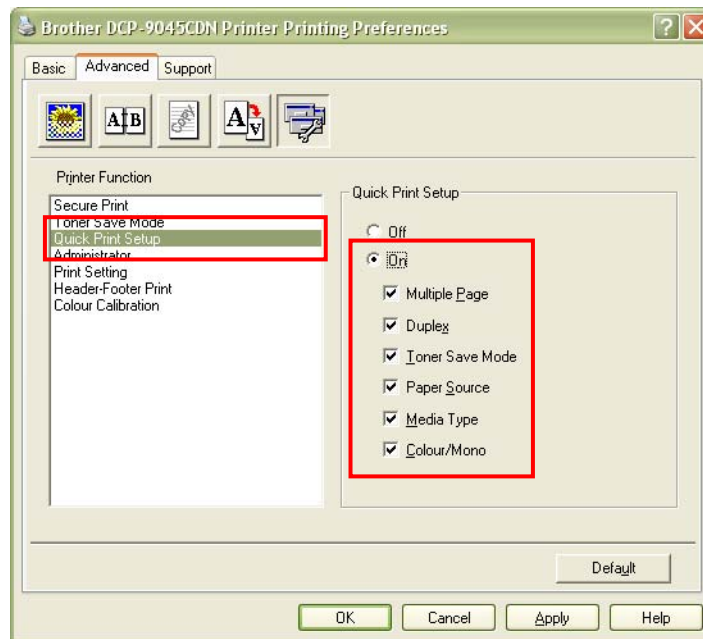
Step 3: Click on the 'Advanced' tab (the driver below is from a Brother DCP-9045CDN, other machines may vary slightly).



Step 3: Click on the 'Device Options' icon.



Step 4: Click 'Quick Print Setup' from the list of options in the left hand pane then enable it from the 'On' radio button. Select which options you want to be able to configure using quick print setup. When done, click 'Apply' then 'OK'.



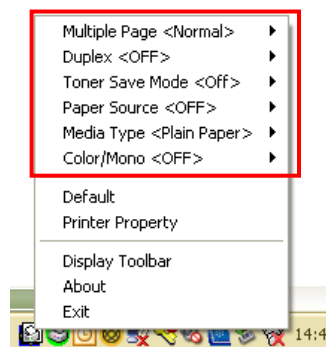
5.2: Using quick print setup

Step 1: Quick print setup sits inside the Windows® task tray.

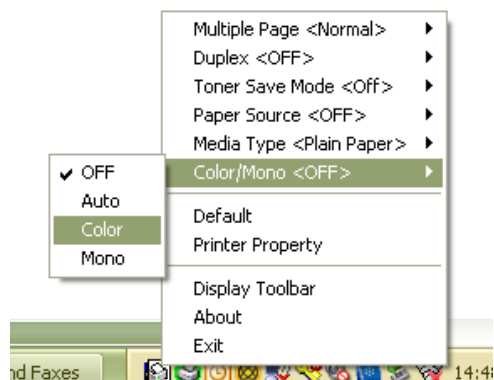


Step 2: You can either choose to keep it as an icon or have it displayed as toolbar on the desktop. To keep it as an icon proceed to step 3. To use it as a toolbar on the desktop, go to step 6 on page 11.

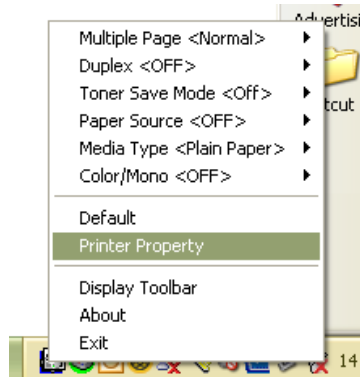
Step 3: You can start making basic driver modifications straight away. To do this, simply right-click the quick print setup icon. You will be presented with a list of configurable options. Please note that the type and quantity of things you can configure will depend on which machine you are configuring.



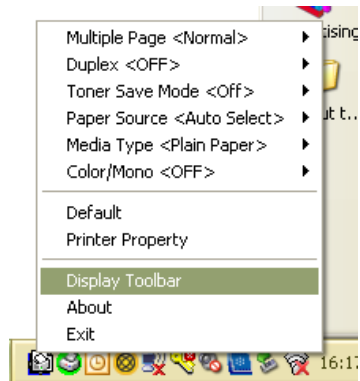
Step 4: From these list of options apply your configuration. In the example below a DCP-9045CDN will be configured to print in colour mode.



Step 5: If what you need to configure is not listed, then select **'Printer Property'** to open the driver. This process is still quicker than having to go through the start menu.



Step 6: To use quick print setup in toolbar mode on the desktop right-click the quick print setup icon and left-click **'Display Toolbar'**.



Step 6: Make your configuration by clicking on the appropriate settings icon. In the example below each icon shows a different paper source. To configure other things, such as media type, double-click the text at the bottom of the toolbar. This will cause quick print setup to go through all the different things it is able to configure.



Step 6: To come out of the 'toolbar mode' right-click the logo on the top right corner and left-click **'Indicator on Taskbar'**.

