

# Getting Started with the BarTender<sup>®</sup> App

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## USER GUIDE

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# Contents

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- Getting Started with the BarTender App** ..... 3
  - Requirements ..... 3
  - Terminology ..... 3
  - Downloading the BarTender App ..... 4
- Managing Your Print Services** ..... 5
  - Adding a Print Service ..... 5
  - Editing a Print Service ..... 5
  - Deleting a Print Service ..... 6
  - Switching to a Different Print Service ..... 6
- Managing Your Printers** ..... 7
  - Detecting and Adding Printers ..... 7
  - Deleting Printers ..... 8
- Printing Documents** ..... 9
  - Selecting a Document to Print ..... 9
  - Printing Your Document ..... 10
- Troubleshooting** ..... 12
- Related Documentation** ..... 13

## Getting Started with the BarTender App

The BarTender® app makes professional printing as easy and flexible as using your Android smartphone or tablet and as powerful and secure as printing with BarTender 2021 and BarTender 2022 by Seagull Scientific.

The BarTender app works with BarTender 2021 Enterprise edition and BarTender 2022 Enterprise, Professional, and Automation editions to let you choose label designs, complete print-time data entry forms and query prompts, and start print jobs on any printer that is connected to your device over the internet. By using the BarTender app, you can do the following:

- Use your device to print to internet-connected printers and to Bluetooth-connected printers.
- Automatically authenticate with a BarTender Print Portal website or server and then browse to a specific document folder within the Print Portal installation.
- Add or edit data in real time by using in-app BarTender data entry forms and query prompts.
- Use BarTender security features to monitor and access permissions to documents.

### Requirements

The BarTender app requires that Android 11 or a newer version of the Android operating system be installed on your mobile device.

The BarTender app connects remotely to a print service, which is an instance of Print Portal that hosts your BarTender documents. The app requires that one of the following editions of BarTender be installed on your network:

- BarTender 2021 Enterprise edition with Print Portal installed and configured
- BarTender 2022 Professional, Automation, or Enterprise edition with Print Portal installed and configured

### Terminology

The following terms appear in this document:

- *BarTender app* refers to the BarTender mobile app that you download to your device.
- *Print Portal* refers to the Print Portal companion application that is installed with BarTender 2021 and BarTender 2022. Print Portal must be installed and configured on your network before you can use the BarTender app. For more information, refer to [Installing BarTender Print Portal](#) in the BarTender help system.
- *Print service* refers to the web service that hosts your BarTender documents, which might be a Print Portal website or a Print Portal server. Collectively, these websites and servers are called print services.

You can add more than one print service to the app. However, the app can connect to only one print service at a time. The app must be connected to a print service to print the documents that are hosted on the service.


Typically, a print service is installed and configured by your BarTender administrator. When this is the case, you do not need to configure the print service to use the BarTender app to print; you need only to connect to it.

For more information, refer to the [Managing Your Print Services](#) section of this document.

## **Downloading the BarTender App**

You can download the BarTender app from the Google Play store. The app is free to download and does not require a BarTender product key code. Search for "BarTender by Seagull", or use the following link:

- <https://play.google.com/store/apps/details?id=com.seagullscientific.printportal>


The BarTender app interface includes a navigation menu, which is displayed when you tap  in the upper left corner. This menu includes the following options:

- **Discover Printers:** Opens the **Configure Printers** page, which you can use to view, add, delete, and configure the printers that the app is connected to. Printers in your network are automatically detected, and you can manually add printers as needed. For more information, refer to [Managing Your Printers](#).
- **Print Services:** Opens the **Print Services** page, which you can use to connect to a print service, add one or more print services to the app, and edit or delete a print service. For more information, refer to [Managing Your Print Services](#).
- **About:** Displays version information, a link to online help documentation, and a list of the open-source licenses that the BarTender app uses. Click a license name to view its terms.

## Managing Your Print Services


After you download the BarTender app, you must add a print service to the app (if one has not already been added for you by your administrator) and then connect to it to be able to print your documents.

When you first open the BarTender app, the **Print Services** page is displayed. This page lists the print services that have been added to the app, if any, and provides options to add more print services and to edit or delete existing ones. To connect to a print service, tap to select it.

To return to the **Print Services** page from another page in the app, tap , and then tap **Print Services**.


### Adding a Print Service

To add a print service to the app, follow these steps:

1. On the **Print Services** page, tap .
2. On the **Add Print Service** page, enter the following information for the print service that you want to connect to:
  - A name for the print service
  - The print service URL (this is the Print Portal URL for your installed instance of BarTender 2021 or BarTender 2022 Print Portal, such as `https://print.<company name>.com/Browse`)
  - The Print Router URL, which includes the port number that the print router uses (such as `https://print.<company name>.com:5950/`)
3. Tap **Save**.

### Editing a Print Service

To edit the settings of an existing print service, follow these steps:

1. On the **Print Services** page, tap **Edit**.
2. On the **Edit Print Service** page, tap  for the print service that you want.
3. On the **Edit Print Service** page, make the changes that you want.
4. Tap **Save**. The print service is displayed automatically.

## ***Deleting a Print Service***

To delete a print service from the app, follow these steps:


1. On the **Print Services** page, tap **Edit**.
2. On the **Edit Print Service** page, tap  for the print service that you want to delete.

## ***Switching to a Different Print Service***

If you have configured more than one print service, you can switch to a different print service at any time. To do this, on the **Print Services** page, tap the print service that you want to switch to.


## Managing Your Printers

Typically, printers are added to a print service by your BarTender administrator. When this is the case, you do not need to add printers to the BarTender app to print your documents; you need only to connect to the print server that hosts the printers. However, in some cases, you might need to add one or more local printers to the app. This topic describes how to manage printers that are added to the app, not the printers that are hosted on a print service.

Use the **Configure Printers** page to detect local printers, to manually add a printer to the app, and to delete a printer. To open the **Configure Printers** page, tap , and then tap **Discover Printers**.

### Detecting and Adding Printers

When you open the BarTender app, it automatically detects connected Bluetooth printers and connected network printers that use an IP address. These printers are then listed on the **Configure Printers** page.

If the printer that you want is not listed, you can tap  to instruct the app to detect connected printers and refresh the printer list. Or, you can manually add a printer to the list. When you do this, the added printer is shared with your print service when you connect to the service.

The procedure to follow depends on whether the printer that you want to add is Bluetooth-enabled or is a network IP printer.

#### Adding a Bluetooth Printer

To manually add a Bluetooth printer, follow these steps:

1. On the **Configure Printers** page, tap **Tap to manually add printer**.
2. Tap **Go to Bluetooth Settings**.
3. On your device's Bluetooth settings page, enable pairing if it is not already enabled, and then select the printer that you want to add.
4. In the BarTender app, tap **Done**.

#### Adding a Network IP Printer

To manually add a network IP printer, follow these steps:


1. On the **Configure Printers** page, tap **Tap to manually add printer**.
2. Tap **Add Network Printer Manually**.
3. In the **Add network printer manually** dialog, enter the following information:
  - The IP address or host name for the printer
  - The port number
  - The printer manufacturer name and model number

- The height and width of the labels to be printed (this information is required by most printers)
- Offset information as needed

4. Tap **Save**.

5. Tap **Done**.

### ***Deleting Printers***

You can delete printers that you manually added to the app. To do this, tap  next to the printer that you want to delete.



## Printing Documents


After you connect to a print service, you can select documents that are hosted on the service and select a printer to send the print job to. The BarTender app supports data entry forms and query prompts, so you can add this data at print time.



Occasionally, the BarTender app might be unable to send a print job to the selected printer. If this occurs, the app notifies you so that you can contact your administrator and request that a driver be added to the print service server for the printer that you want.

### Selecting a Document to Print

To select the document that you want to print, follow these steps:

1. Open the BarTender app.
2. Connect to the print service that you want to use, as follows:
  - If you have not configured a print service, tap . On the **Add Print Service** page, enter a name, URL, and Print Router URL for the print service, and then tap **Save**. The app connects to and displays the print service.
  - If you have configured one print service, the app automatically connects to and displays it.
  - If you have configured more than one print service, the app lists them on the **Print Services** page. Tap the print service that you want to connect to and display it.
3. Scroll through the displayed documents to find the document that you want. Alternatively, enter a search term in the **Search** field.
4. Tap the document to open it and to start the printing process.

The BarTender app supports the BarTender 2021 and BarTender 2022 versions of Print Portal as print services. For more information about how to print a document in Print Portal, refer to [Printing a Document](#) in the Print Portal help system.

You can also access the Print Portal help system in the BarTender app when the print service is

displayed. To do this, tap , and then tap **Help**.

## Printing Your Document

To print a document, follow these steps:

1. Locate the document that you want, and then tap it to open the **Print** dialog.
2. In the **Printer** list, select the printer that you want.



If the printer that you want does not appear in the list, you can ask your administrator to add the printer to the server that is hosting the print service.

Alternatively, you can add the new printer to the BarTender app. When you do this, you share the printer with the print service when you connect to the service. For more information, refer to [Managing Your Printers](#).

3. In the **Copies** field, enter the number of copies that you want to print.
4. If your document contains serialized data, enter the number of serial numbers and the number of copies per serial number that you want to print in the **Serial Numbers** and **Copies per Serial Number** fields.
5. Tap **Print**.
  - If the **Select Records** dialog opens, select the records that you want to print, and then tap **Print**.
  - If a query prompt or data entry form is displayed, enter the required data, and then tap **Print**.

The print job runs.

6. In the **Print** dialog, review the print job details, and then click **Close** to return to the **Print** dialog. If you printed to a PDF, you can optionally tap **Download** to download a copy of the printed items and/or tap **Open** and then select a PDF viewer to review the printed items.

### Using Print Preview

You can view the document in Print Preview to verify that it is correct before you print it. Print Preview displays the printed items exactly as they will appear, including any data that is pulled from connected databases or entered from query prompts or data entry forms.

To use Print Preview, follow these steps:

1. Locate the document that you want, and then tap it to open the **Print** dialog.
2. In the **Printer** list, select the printer that you want.



If the printer that you want does not appear in the list, you can ask your administrator to add the printer to the server that is hosting the print service.

Alternatively, you can add the new printer to the BarTender app. When you do this, you share the printer with the print service when you connect to the service. For more information, refer to [Managing Your Printers](#).

3. In the **Copies** field, enter the number of copies that you want to print.
4. If your document contains serialized data, enter the number of serial numbers and the number of copies per serial number that you want to print in the **Serial Numbers** and **Copies per Serial Number** fields.
5. Tap **Preview**.
  - If the **Select Records** dialog opens, select the records that you want to print, and then tap **Preview**.
  - If a query prompt or data entry form is displayed, enter the required data, and then tap **Preview**.
6. In the **Print Preview** dialog, a preview of your printed item is displayed. If your print job includes more than one page, you can tap **Page** and then select the page that you want to view.

Tap **Print** to print the document, or tap **Cancel** to close Print Preview.

## Troubleshooting

The following answers to commonly asked questions provide solutions to help you troubleshoot your BarTender app configuration.

### **Why doesn't my app connect to the print service?**

- Make sure that a Wi-Fi connection is available and that you are connected to the internet.
- Make sure that the Wi-Fi capabilities of your mobile device are enabled.
- Make sure that the print service that you are trying to connect to is turned on and functioning correctly.
- If you still can't connect, turn off your device, turn it on again, open the BarTender app, and then try to connect again.

### **Why can't I find a printer?**

- Make sure that one or more printers are available on Bluetooth or an IP port and are connected to the print service that you are using.
- Make sure that the printer that you are trying to connect to is turned on and functioning correctly.
- If you are connected to a printer but the document still is not printed, refer to [Troubleshooting printing problems](#) on the BarTender Support Center website.

### **Why is my document displayed or printed incorrectly?**

- Verify that the document's formatting and settings are correct in BarTender Designer. For more information, refer to [Modifying the Page Setup](#) in the BarTender help system and the "Template Design" articles on the [BarTender Designer](#) page of the BarTender Support Center website.

## Related Documentation

### Technical Documents

- *BarTender 2021 Print Portal*
- *BarTender 2022 Print Portal*

To view and download technical documents, visit:

<https://www.seagullscientific.com/resources/white-papers/>

### Other Resources

- BarTender Software Website  
<https://www.seagullscientific.com>
- BarTender Support Center  
<https://support.seagullscientific.com>
- BarTender Online Help System  
<https://help.seagullscientific.com>

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