

**Honeywell**

# Honeywell

Printer Management App

---

**User Guide**

---

# Disclaimer

Honeywell International Inc. (“HII”) reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult HII to determine whether any such changes have been made. HII makes no representation or warranties regarding the information provided in this publication.

HII shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material. HII disclaims all responsibility for the selection and use of software and/or hardware to achieve intended results.

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of HII.

Copyright © 2024 Honeywell Group of Companies. All rights reserved.

Web Address: [www.honeywellaidc.com](http://www.honeywellaidc.com)

# Trademarks

Microsoft and Windows are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Android is a trademark of Google LLC.

Other product names or marks mentioned in this document may be trademarks or registered trademarks of other companies and are the property of their respective owners.

For patent information, refer to [www.hsmpats.com](http://www.hsmpats.com).

# TABLE OF CONTENTS

Customer Support .....	iii
Technical Assistance .....	iii
<b>Chapter 1 - Overview .....</b>	<b>1</b>
Introduction .....	1
Supported Printer Models .....	2
Prerequisites .....	2
Honeywell Mobile Device .....	2
RP Printer Firmware Compatibility .....	2
RP Printer Settings .....	3
Whitelist Apps when using MDM .....	3
Install Printer Management App .....	3
<b>Chapter 2 - App Configuration .....</b>	<b>5</b>
Configure Printer Management Application .....	5
Auto Connect Printer with Printer Management Application .....	5
Manually Connect .....	5
Printer Disconnection .....	6
Printer Management App Configuration .....	6
Printer Software Updates .....	7
FAQs .....	8
Limitations .....	8
Known Issues .....	8



# Customer Support

## Technical Assistance

Go to [honeywell.com/PSStechnicalsupport](https://honeywell.com/PSStechnicalsupport) to search our knowledge base for a solution or to log into the Technical Support portal.



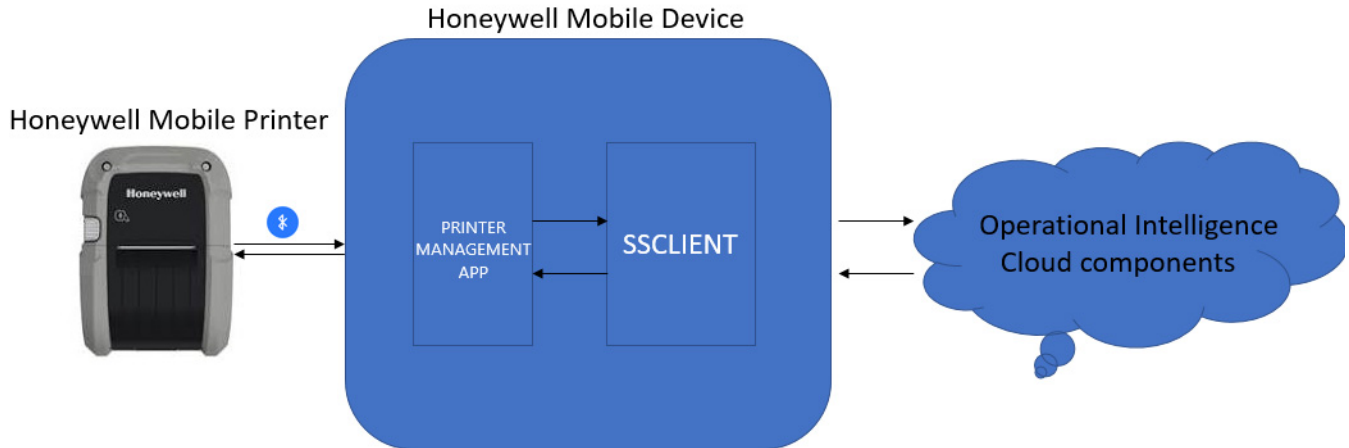
## Introduction

The Honeywell Printer Management app enables connectivity for Honeywell printers to the Operational Intelligence (OI) Cloud platform to provide asset management, battery insights, software updates, event monitoring and alerting, etc.

This solution is designed with the following modules:

- Bluetooth printer - Printer enabled with Bluetooth communication and loaded with the latest BT connection enabled firmware. Once the connection with the Printer Management app is enabled with the device, firmware on the device is enabled to collect the device health information (also called telemetry data) at regular intervals and to collect the events generated on the device (Print head open, etc.).
- Printer Management app - This app is installed on a mobile device and communicates with the printer using a Bluetooth connection. Once a connection with the device is enabled, the app collects the device health information (telemetry) and event data at regular intervals. The app leverages the Honeywell mobile device agent (also called SSClient or OI Agent) as a gateway for communicating the printer data to the cloud and also receives the commands triggered from the cloud via SSClient and passes it on to printers.
- SSClient - SSClient acts as a gateway for sending the printer data received from the app to the Honeywell cloud. It receives the commands directed to the printers (for example, software/config download) and passes it on to the Printer Management app.
- Honeywell Cloud - Receives the printer data sent via SSClient and displays the data on the Operational Intelligence web console, shows the battery health data in the dashboards aggregated at site/region/organization level, and enables device management operations like software/configuration updates.

The following diagram shows how these modules interact:



## Supported Printer Models

- RP2e/RP4e
- RP2f/RP4f

## Prerequisites

### Honeywell Mobile Device

- Compatible Device Types: CT40, CT40XP, CT60
- Android OS: Version 10.00 or higher
- Mobile device onboarded to Honeywell Operational Intelligence and side loaded with SSClient (OI Agent) 5.11.02.0113 or higher

### RP Printer Firmware Compatibility

- Printer MBoot Version: 21.13 or above - Required before loading the below given firmware.
- RP2/RP4 and RP2e/RP4e printer firmware:  
SAV\_19.07\_402\_0002\_S16491\_2023-02-10.bin - This is the latest firmware enabled with Bluetooth connectivity.
- RP2f and RP4f printer firmware: firmware-signed-M10.19.050006.bin - This is the latest firmware enabled with Bluetooth connectivity.



## RP Printer Settings

- SystemSettings.InputMode set to either "Auto" or "DPL"
- Bluetooth.BluetoothEnable set to true
- Bluetooth.Discoverable set to true
- Bluetooth.Connectable set to true

## Whitelist Apps when using MDM

Whitelist the following processes to avoid problems if MDM agents are used on the mobile computers:

- com.honeywell.tools.ssclient
- com.honeywell.tools.btprinterapplication

## Install Printer Management App

The current version of the Printer Management app can be downloaded at [honeywell.com/PSSsoftware-downloads](https://honeywell.com/PSSsoftware-downloads).

1. Go to the *Technical Support Downloads Portal* at [honeywell.com/PSSsoftware-downloads](https://honeywell.com/PSSsoftware-downloads).
2. Create an account if you have not already created one. You must login to download the software.
3. Install the *Honeywell Download Manager* tool on your workstation (e.g., laptop or desktop computer) prior to trying to download any files.
4. Locate the app in the Software directory tree.
5. Select **Download**. Follow the prompts to download the file.

See the device user guide for additional information on installing software on the mobile computer. User guides are available at [sps.honeywell.com](https://sps.honeywell.com).



## Configure Printer Management Application

Download the Printer Management app on the mobile device then connect to a printer. Connectivity with a printer can be achieved using either Auto Connect or Manual method. For more information on the mobile device, refer to the user guide available at [sps.honeywell.com](http://sps.honeywell.com).

Prior to connecting with the Printer Management app, the printer must be manually paired with the mobile computer.

**Note:** *The Printer Management app enables communication with only one device at a time. When connecting to another printer, the app automatically disconnects from the first device.*

## Auto Connect Printer with Printer Management Application

This method is applicable when the Printer LOB application coexists with the BTA Printer Application and SSClient on the mobile device. In this method, the Printer Management app monitors “Print Job” events (triggered when a user issues a print job using the LOB application) to read the printer MAC address and then establishes connectivity with the printer. Upon successfully establishing connectivity, the Printer Management application reads telemetry and event data from the printer and sends it to Operational Intelligence.

## Manually Connect

In this method, the user can launch the Printer Management app to view the list of printers available and select a device for connecting manually.

1. Launch the Printer Management application.  
A list of printers within discoverable range is displayed.
2. Select the desired printer from the list and select **Connect**.

3. Log into the Operational Intelligence web portal to view the device.

**Note:** By default, the "Auto Connect" option is enabled. This feature is configurable.

## Printer Disconnection

A connected printer will be disconnected if one of the following scenarios occurs:

- A user launches the Print Management application and selects "Disconnect."
- There is no response from the printer for more than a specified time. The printer will be disconnected when two telemetry send intervals have been missed. The default for this is 8 hours.
- When the Auto Connect option is enabled, a connected printer gets disconnected when the user issues a print job to a different printer.

## Printer Management App Configuration

The Printer Management app works with the default configuration given in the table. If a configuration change is required for any of the following, use Enterprise Provisioner from the OpIntel cloud as follows.

1. Launch Enterprise Provisioner.
2. In the **Device settings package** drop-down list, select "apps BTPrinter\_1.00.XX.YYYY".
3. Modify the settings listed in the table below.
4. Generate the barcode (complete configuration) and scan it using the mobile device. Alternatively, a user can push the configuration file to the OpIntel cloud from Enterprise Provisioner and then use the software update feature in Operational Intelligence to update the device. This will push the xml file to the device persist folder.

**Note:** Modified settings will be effective on subsequent onboarding of the printer OR after the printer reboots.

Interval	Details	Default Value	Minimum Value
PrinterTelemetryCollection Interval	Printer collects telemetry data at this interval, stores in in the device RAM and make it available for Printer Management app to query.  This storage is restricted to the last 24 telemetry points.	60 minutes	60 minutes

Interval	Details	Default Value	Minimum Value
TelemetrySendInterval	Printer Management app queries the 'connected' printer at this frequency and sends telemetry data to the cloud.	240 minutes (Once in 4 hours)	60 minutes
EventCollectionInterval	Printer Management app queries 'Connected' printer at this frequency and sends event data to the cloud.	15 minutes	15 minutes
Telemetry cycles to disconnect device	Printer Management app marks 'Connected' printer state to 'Disconnected' when printer fails to respond to query after these number of cycles	2	2
Auto Connect	When enabled, Printer Management app monitors 'Print Job' events (triggered when user issues print job using LOB application) to read the printer MAC address and further establishes connectivity with the printer.  If this value is disabled, the user need to launch the Printer Management app and manually select the printer to connect.	Enabled	NA

## Printer Software Updates

Operational Intelligence supports the following updates to the printer:

- Printer Firmware: Make sure the device has the MBOOT 21.13 before proceeding with firmware update to the remote device on RP2/RP4 and RP2e/RP4e.
- Updates supported on RP2/RP4 and RP2e/RP4e : Firmware, Printer Configuration, Font, Image, Stored Label
- Updates supported on RP2f/RP4f : Firmware, Printer Configuration, Font, Image, Stored Label, Web forms, Fingerprint, Label Formats, Smart Apps, Bundle

# FAQs

- Can I see my printer mapped under the mobile device (Honeywell Mobile Device) that is used for managing the printer?

No. This association is not currently displayed in Op Intel.

- Can I see printer events update in a near real-time basis in the Op Intel web portal?

No. Unlike printers connected using Wi-Fi where printer events get updated quickly, it takes a few minutes to update printer events in Op Intel.

# Limitations

- Fiji Bluetooth Printers (RP2f/RP4f) support only sleep disable. Currently, sleep enable is a limitation for these printers.
- The Bluetooth app intermittently fails to discover all the paired printers using Manual device discovery.
- Software updates retry mechanism was not supported in the current release in case Bluetooth printers are not available at the time of software updates.
- Offline data will not be stored when mobile printers are rebooted for CEE printers (RP2/RP4, RP2e/RP4e).
- Mobile Printers will not save any telemetry in sleep mode.
- Software updates will not be supported when there is an active print job for longer duration.
- The Printer Management app and Printer combination was tested only on the following mobile computers: CT40 XP, CT40, CT60.

# Known Issues

- Software Update: Stored Labels pushed to X and Y Protected drives are not shown in the printer.
- Printer Software update fails with the error “File Not Found” (intermittent).
- Printer Management app fails to process Events data to the cloud after the connection is reestablished (Devices Mobile + Printer longer time power off and power on) (intermittent).
- Printer fails to respond to Bluetooth onboarding commands using the latest MR19.5 RC builds (Firmware upgrade from previous builds to latest build).
- Printer fails to respond to the Enrollment, Telemetry and SW updates commands when the Printer Management app tries to query the packet based on the collection interval (Long run) - Sleep disabled - (Intermittent).

- Delay in processing the Telemetry data from the Printer Management app to cloud after the successful collection (10-15 minutes).







Honeywell  
9680 Old Bailes Road  
Fort Mill, SC 29707

[www.honeywellaidc.com](http://www.honeywellaidc.com)