—

Getting Started with the BarTender® Mobile App

User Guide

Supports BarTender Cloud®

Contents

Getting Started with the BarTender Mobile App

The BarTender® Mobile app makes professional printing as easy and flexible as using your mobile handheld computer or device and as powerful and secure as printing with BarTender Cloud, BarTender 11.5, and BarTender 11.4 by Seagull Software.

The BarTender Mobile app works with BarTender Cloud; BarTender 11.5 Enterprise, Professional, and Automation editions; and BarTender 11.4 Enterprise edition. By using the app, you can do the following:

- Automatically authenticate with a BarTender site and then browse to a specific document folder within the site.

- Use your device to print to local Bluetooth-connected printers and IP-connected printers as well as printers that are hosted on a BarTender site.

- 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 Mobile app requires that one of the following operating systems be installed on your mobile device:

- Android (version 10 or newer)

- iOS (version 15 or newer)

The app connects remotely to a BarTender site, which is a BarTender Cloud or Print Portal server that hosts your BarTender documents. The app requires that at least one of the following versions of BarTender be accessible from your network:

- BarTender Cloud

- BarTender 11.5 Professional, Automation, or Enterprise edition with Print Portal installed and configured

- BarTender 11.4 Enterprise edition with Print Portal installed and configured

Terminology

The following terms appear in this document:

- *BarTender Mobile app* refers to the BarTender Mobile app that you download to your device.

- *BarTender Cloud* refers to the BarTender software as a service (SaaS) product, which offers click-and-print functionality in a cloud-based setting.

- *Print Portal* refers to the Print Portal companion application that you can install with BarTender 11.5 and BarTender 11.4. For more information, refer to [Installing BarTender Print Portal](#) in the BarTender help system.

- *BarTender site*refers to the web service that hosts your BarTender documents, which might be BarTender Cloud or a Print Portal website or server. Collectively, these websites and servers are called BarTender sites.

  The app must be connected to a BarTender site to print the documents that are hosted on the site. You can add more than one BarTender site to the app, and these sites can be connected to the app simultaneously. However, the app can display only one BarTender site at a time.

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

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

Downloading the BarTender Mobile App

You can download the BarTender Mobile app from both the Google Play store and the Apple App Store. Search for "BarTender by Seagull". The app is free to download and does not require a BarTender product key code.

The app interface includes a navigation menu at the bottom of the app window. This menu includes the following options:

- : Indicates whether an active connection to a BarTender site exists. When you tap this icon, the BarTender site that you last connected to is displayed. *Available when you have previously connected to a BarTender site.*

- : Refreshes the BarTender site that you are connected to. *Available when you are currently connected to a BarTender site.*

- : Opens the Manage Printer Settings 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](#).

- : Opens the BarTender Sites page, which you can use to connect to a BarTender site, add one or more BarTender sites to the app, and edit or delete a BarTender site. Use this option to switch from one BarTender site to another. For more information, refer to [Managing Your BarTender Sites](#)[Managing Your BarTender Sites](#).

- : Opens the Information page, which displays version information and provides links to the Settings page, to the online help documentation, and to a list of the open-source licenses that the BarTender Mobile app uses. If a newer version of the app is available, you can tap **Install** on this page to update the app.

Using the BarTender Mobile App Help System

This help system is divided into the following sections:

- Managing Your BarTender Sites

  Learn how to add, configure, and delete BarTender sites.

- Managing Your Printers

  Learn how to detect printers, manually add a printer to the app, and configure a selected printer's settings.

- Printing Documents

  Learn how to select and print your documents in the BarTender Mobile app, select a printer to send the print job to, and add data to data entry forms and query prompts as needed.

- Managing Settings

  Learn how to configure settings in the BarTender Mobile App.

- Troubleshooting

  Get answers for commonly asked questions to troubleshoot your BarTender Mobile app configuration.

Managing Your BarTender Sites

When you open the BarTender Mobile app for the first time, the BarTender Sites page is displayed. This page has links to several BarTender Cloud sites already configured so that you can sign in to your BarTender Cloud account if you have one. Tap the link for the BarTender Cloud site that hosts your account to connect to it and then locate and print your documents.

The BarTender Sites page also provides options to add more BarTender sites to the app and to edit or delete sites that you have added. After you add one or more additional sites, tap a site to connect to it and then locate and print your documents.

To open the BarTender Sites page if you have navigated away from it, tap ▢.

Adding a BarTender Site

To add a BarTender site to the app

1. On the BarTender Sites page, tap ⊕.

2. On the Add BarTender Site page, enter the following information for the BarTender site that you want to connect to:

   • A name for the BarTender site

   • The BarTender site URL (this is the URL for your installed instance of BarTender 2022 or BarTender 2021 Print Portal)

   Typically, the print router URL, which includes the port number that the print router uses, is detected automatically, but you might be prompted to enter it if the app cannot detect it.

3. Tap **Save**.

Editing a BarTender Site

To edit the settings of a BarTender site that you added

1. On the BarTender Sites page, tap **Edit**.

2. On the Edit BarTender Site page, tap the BarTender site that you want to edit.

3. On the Edit BarTender Site page, make the changes that you want.

4. Tap **Save**.

Deleting a BarTender Site

To delete a BarTender site that you added from the app

1. On the BarTender Sites page, tap **Edit**.

2. On the Edit BarTender Site page, tap 🗑 for the BarTender site that you want to delete.

Switching to a Different BarTender Site

If you have configured more than one BarTender site, you can switch to a different site at any time. To do this, tap ▣ to display the BarTender Sites page, and then tap the BarTender site that you want to switch to.

Managing Your Printers

Typically, printers are added to a BarTender site by your BarTender administrator. When this is the case, you do not need to add printers to the BarTender Mobile app to print your documents; you need only to connect to the BarTender site that hosts the printers. These printers appear in the BarTender site's Printers list at print time so that you can select the printer that you want to use.

 However, in some cases, you might need to add one or more local printers to the app. After you do this, the printers that you add to the app are shared with the BarTender site at print time and appear in the site's Printers list.

This topic describes how to manage printers that are added to the app, not the printers that are hosted on a BarTender site. Use the Manage Printer Settings page to detect local printers, to manually add a printer to the app, and to delete a printer from the app.

To open the Manage Printer Settings page, tap 🖶 .

Detecting and Adding Printers

When you open the BarTender Mobile app, it automatically detects connected Bluetooth printers and connected network printers that use an IP address. These printers are then listed on the Manage Printer Settings 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 BarTender site when you connect to it.

By default, after you add a printer, it appears in the list together with a check mark that indicates that the printer will be shared to the BarTender site and will appear in the site's Printers list. If you clear this check mark, the printer will not be shared and will not appear in the list.

Adding a Bluetooth printer

To manually add a Bluetooth printer, use your device's Bluetooth connection settings to locate and pair with the printer that you want.

Adding a network IP printer

To manually add a network IP printer

1. On the Manage Printer Settings page, tap 🖶 .

2. In the Add Printer dialog, enter the following information:

    - The IP address or host name for the printer

    - The port number

- The printer manufacturer name and model number

> (i) If the printer is an IPP printer, select **Universal (IPP)** in the Manufacturer list.

- The height and width of the labels to be printed, in inches or millimeters (this information is required by most printers)

3. Tap **Save**.

Deleting Printers

If the BarTender Mobile app cannot identify, locate, or re-establish a connection with printers that you manually added to the app, you can delete those printers. To do this, tap 🗑 next to the printer that you want to delete.

Printing Documents

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

> Occasionally, the BarTender Mobile 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 BarTender site server for the printer that you want.

To return to your BarTender site from a different page in the app, tap (o) .

Selecting a Document to Print

To select the document that you want to print

1. Open the BarTender Mobile app.

2. Connect to the BarTender site that you want to use.

3. Browse the displayed documents to find the document that you want. Alternatively, enter a search term in the Search field.

4. Tap the document to begin the printing process. (If you are in the Manage Files view in a BarTender Cloud site, tap ⋮ next to the document, and then tap **Print**.)

The BarTender Mobile app supports BarTender Cloud and the BarTender 2022 and BarTender 2021 versions of Print Portal as BarTender sites. For more information about how to print a document in BarTender Cloud and in Print Portal, refer to the following topics in their help systems:

- For BarTender Cloud: Printing Documents

- For Print Portal: Printing a Document

You can also access the BarTender Cloud or Print Portal help system through the BarTender Mobile app when the BarTender site is displayed, as follows:

- In BarTender Cloud, tap �ⓘ .

- In Print Portal, tap ☰ , and then tap **Help.**

Printing Your Document

To print a document

1. Locate the document that you want, and then tap it to open the Print dialog. (If you are in the Manage Files view in a BarTender Cloud site, tap ⋮ next to the document, and then tap **Print**.)

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 BarTender site.
>
> Alternatively, you can add the printer locally to the BarTender Mobile app. When you do this, you share the printer with the BarTender site when you connect to the site. 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 tap **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

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 BarTender site.
>
> Alternatively, you can add the printer locally to the BarTender Mobile app. When you do this, you share the printer with the BarTender site when you connect to the site. 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.

Managing Settings

You can manage various settings in the BarTender Mobile app, such as the inactivity timer, by tapping the **Settings** link on the Information page.

To open the Information page, tap .

Setting the Inactivity Timer

By default, the BarTender Mobile app enhances application security by automatically signing you out after five minutes of inactivity. You can turn this functionality off or on by setting the inactivity timer on the Settings page.

To set the inactivity timer

1. On the Information page, tap **Settings**.

2. On the Settings page, tap the **Inactivity Timer** toggle switch.

Troubleshooting

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

Why doesn't my app connect to the BarTender site?

- 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 BarTender site 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 Mobile 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 BarTender site 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

To view and download technical documents, visit:

https://www.bartendersoftware.com/resources/library

Other Resources

- BarTender Software Website
  https://www.bartendersoftware.com/

- BarTender Support Center
  https://support.seagullscientific.com

- BarTender Online Help System
  https://help.seagullscientific.com

bartendersoftware.com