
NiceLabel Software

Pocket NiceLabel Quick Start Guide

Euro Plus d.o.o.

Niceware International, LLC

English Edition

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www.nicelabel.com

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1. Introduction

1.1 Welcome to Pocket NiceLabel

Thank you for choosing Pocket NiceLabel, the industry's leading bar code labeling and printing software for Windows-based mobile devices!

The new version 5 of Pocket NiceLabel is a complete .NET rewrite and features many improvements from previous Pocket NiceLabel versions. Pocket NiceLabel version 5 supports Microsoft Compact Framework 2.0, has a smaller deployment footprint than in previous versions, consists of one Pocket NiceLabel application that can now print form files (no longer separate Pocket NiceForm application is installed), and comes with an enhanced synchronization utility that replaces the old Synchronization Manager.

This guide introduces you to using Pocket NiceLabel and printing bar code and RFID smart labels through Mobile Devices. You will learn how to install and register Pocket NiceLabel software on your Mobile device, design labels with NiceLabel Pro and NiceForm on your desktop computer, transfer the label files to your Mobile Device, and print bar code labels with mobile thermal printers or through a server-based network environment.

1.2 Pocket NiceLabel Overview

Pocket NiceLabel enables you to create robust data entry screens for your Mobile Device. With the help of Pocket NiceLabel users can print bar code labels directly with Windows Mobile Devices that are connected with thermal printers through WiFi, Bluetooth or serial cable. In addition, Pocket NiceLabel enables bar code label printing in a network environment. Using NiceWatch, you can print bar code labels to a centralized print server that handles printing and driver selection. Pocket NiceLabel and centralized printing through NiceWatch (called Distributed (Print Server) Printing Method) offer a truly mobile distributed printing application.

Pocket NiceLabel can also be used as a print engine (.NET Assembly) to enable other applications on your Mobile Device to control label printing functions. Using Pocket NiceLabel as a print engine appeals to system integrators and software developers who wish to use Pocket NiceLabel as a label printing module for their mobile applications. For more information about using Pocket NiceLabel as a print engine in a customized mobile Windows application, please see the NiceLabel Web site at www.nicelabel.com.

1.3 NiceLabel Editions Supporting Pocket NiceLabel

Pocket NiceLabel is part of two NiceLabel products that are dedicated to simple mobile printing application design: NiceLabel Pocket PC Designer and NiceLabel Suite. Both products enable mobile printing through a direct connection to mobile printers (direct printing method) and client/server connections with server based database lookups (distributed (print server) printing method).

1.3.1 NiceLabel Pocket PC Designer

NiceLabel Pocket PC Designer enables you to create mobile printing applications that print directly from the Mobile Device to the printer through Wi-Fi (TCP/IP), Bluetooth or COM (serial) communication. NiceLabel Pocket PC Designer includes the following:

- **NiceLabel Pro:** WYSIWYG label template design for over 900 optimized thermal label printers.
- **NiceForm:** A limited version of the standard NiceForm that allows rapid user interface design for a Mobile Device only. Interface design for a desktop computer is not enabled.
- **Pocket NiceLabel:** A mobile client that executes the label and form designs that were created on a desktop computer.

1.3.2 NiceLabel Suite

NiceLabel Suite enables you to create mobile printing applications that print directly from the Mobile Device to the printer or through a server when used with the NiceWatch print server. NiceLabel Suite includes all features of NiceLabel Pocket PC Designer **plus** the following:

- **NiceForm:** A full version of the standard NiceForm that will allow rapid user interface design for a Mobile Device as well as for a desktop computer.
- **NiceWatch:** A centralized print server for automating label printing operations. NiceWatch accepts a print request from any mobile wireless, desktop, ERP or WMS application to automate label printing without user intervention. Print requests can be made through a file drop, TCP/IP socket, COM port or email trigger.
- **NiceMemMaster:** Utility to download true type fonts and graphics to a printer's internal memory to enhance printing performance for thermal printers.
- **NiceData:** A powerful database manager to create and edit database tables and import data from text files to database tables.
- **NicePrintQueue:** A print job management module that provides overview of print jobs, data used on the label and quantity of printed labels. All data is stored for easy re-prints of past print jobs.

1.3.3 NiceLabel Print Center

The NiceLabel Print Center is the enterprise solution for client-based label printing and centralized system management. The NiceLabel Print Center enables users to initiate label design and printing on different local clients and to manage them from a centralized location.

NiceLabel Print Center includes all features of NiceLabel Suite **plus** the following:

- **Enterprise Print Manager:** A web-based module installed on the Web server that you can access from any workstation on your network or through the Internet to manage your printing process on your network clients.

1.4 Setup and Test Mobile Device

Before you install Pocket NiceLabel, you have to familiarize yourself with your Mobile Device. You must know what processor type and what Windows CE operating system your device uses. In addition, you have to establish functioning communication between both your desktop computer and your Mobile Device through an established ActiveSync partnership and

between your Mobile Device and a (thermal) label printer through serial cable, WiFi or Bluetooth.

Please refer to the documentation of your Mobile Device to learn more about processor, operating system and how to establish different communication modes.

1.5 About this Manual

The Pocket NiceLabel Quick Start Guide helps you design and print labels quickly with a Mobile Device. The Pocket NiceLabel Quick Start Guide is an excerpt of the complete NiceLabel User Guide that you can obtain on the NiceLabel CD or online at www.nicelabel.com.

1.5.1 Typographical Conventions


Text that appears in **bold** refers to menu names, file names like **SETUP.EXE** and buttons like the **OK** button.

Text that appears in *italic* refers to confirming actions like *Read only* and locations like *Folder*.

Text enclosed in <Less-Than and Greater-Than signs> refers to keys from the desktop computer keyboard like <Enter>.

Variables are enclosed in [brackets] like [variable].

1.5.2 Software Restrictions

All features explained in the Quick Start Guide are available in the NiceLabel Suite edition. However, sections discussing NiceWatch setup (distributed printing method) do not apply to users using the NiceLabel Pocket PC Designer. The NiceWatch  icon will alert you that you must have NiceLabel Suite to be able to implement these features.

2. Installing Pocket NiceLabel

Before you install Pocket NiceLabel, make sure you have the following:

- NiceLabel CD-ROM
- Pocket NiceLabel Quick Start Guide
- Client Access Number (25-digit Software Key)

2.1 System Requirements

To work with Pocket NiceLabel, you need to have the following:

1. **Desktop computer** to design labels and forms meeting the following requirements:
 - Pentium based computer with at least 64 MB of free RAM.
 - One of the 32-bit Windows operating systems: Microsoft Windows 2000, XP, 2003 or Vista. NiceLabel also supports 64-bit Windows operating system.
 - Hard disk with 50 to 250 MB of free disk space (depending on the installation options).
 - CD-ROM drive.
 - Support for OLE DB database drivers. Recent Windows operating systems have included OLE DB database drivers. If your operation system does not have the database support, the installation wizard will prompt you to install it.
 - Administrator rights to the local computer during installation.
2. **Windows Mobile Device** meeting the following requirements:
 - At least 8 MB RAM.
 - Installed ActiveSync Version 3.5 or higher.
 - Microsoft .NET Framework Version 2.0 (included on NiceLabel CD-ROM)

- One of the following Windows operating systems:
 - Windows Mobile 2003 and 5.0
 - Windows CE.NET 4.2 and 5.0

Pocket NiceLabel works on all devices with Microsoft's .Net Compact Framework 2.0 installed.

3. NiceDrivers

- Required for Direct Printing Method.
- Not Required, but recommended for Distributed (Print Server) Printing Method.

2.2 Software Installation

Please note: If your desktop computer runs Windows NT, 2000 or XP, you have to log on with administrator rights to be able to install the software properly. Furthermore, you must ensure that your Mobile Device works properly, including file synchronization with ActiveSync and any printing capabilities your Mobile Device supports.

If your Mobile Device does not have installed Microsoft Framework version 2.0, the Pocket NiceLabel installation wizard will install Microsoft Framework version 2.0 before it installs Pocket NiceLabel.

To install Pocket NiceLabel on your Mobile Device, do the following steps:

1. Connect your Mobile Device to the desktop computer.
2. Make sure that an ActiveSync partnership is established between the desktop computer and Mobile Device.
3. Put the NiceLabel CD-ROM in your CD drive. The **START.EXE** application will start automatically. If not, go the folder 'X:\' and click on the file **Start.exe** ('X' stands for the letter of your CD-ROM drive). The window **NiceLabel Product CD** will open.
4. Click on **Install**.
5. Click on **Pocket NiceLabel (CE.NET)**.
6. Click on **Pocket NiceLabel** and follow the prompts.
7. Follow the prompts to finish the installation.

8. If Pocket NiceLabel installation on your desktop computer is complete, ActiveSync will start and transfer the necessary files to the Mobile Device. Follow the prompts on both the desktop computer and Mobile Device.

The Pocket NiceLabel application will be stored in the folder *\Program Files\Pocket NiceLabel*. Pocket NiceLabel will also appear in the *Start\Program* menu of your Mobile Device.

Note: If you want to install Pocket NiceLabel on more than one Mobile Device from the same desktop computer, the installation wizard will uninstall Pocket NiceLabel from your desktop computer and reinstall it again before it installs Pocket NiceLabel on the Mobile Device. Just follow the prompts of the installation wizard.

2.3 Demo Mode

After you have installed Pocket NiceLabel on your Mobile Device, Pocket NiceLabel will open in DEMO mode. The DEMO version of Pocket NiceLabel allows you to print only one (1) variable field per label. You will also see a DEMO warning between each print request.

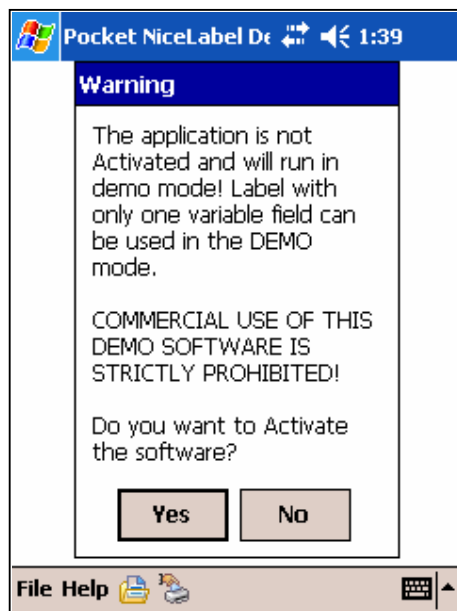
Please note that you should use the DEMO version only to evaluate the software. Any commercial use of the DEMO software is prohibited. To obtain the full working version of Pocket NiceLabel, you have to activate the software with the 25-digit Client Access License (CAL) number provided at the time of purchase of Pocket NiceLabel.

3. Activating Pocket NiceLabel

The licensed version of Pocket NiceLabel comes with a 25-digit Client Access License (CAL) number that releases the application from DEMO mode and enables you to print labels without limitations from your Windows Mobile Device.

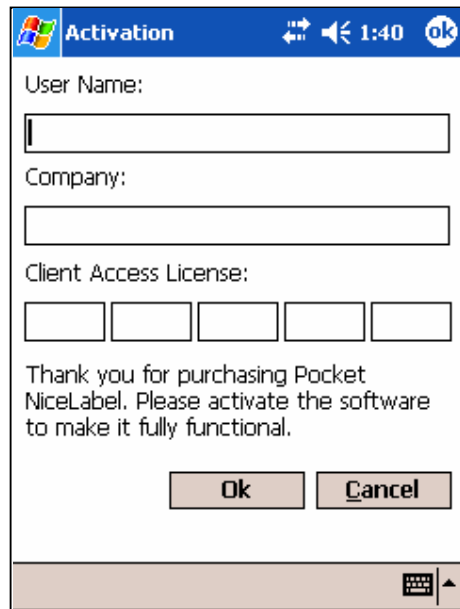
To activate Pocket NiceLabel on your Windows Mobile Device, do the following steps:

1. Open **Start/ Programs/ Pocket NiceLabel folder/ Pocket NiceLabel** (or Pocket NiceForm).
2. Read the DEMO warning and tap the **YES** button.



Demo Warning Pocket NiceLabel

3. Enter the required information into the registration dialog box on the Mobile Device and tap the **OK** button.



Activating Pocket NiceLabel

Activating Pocket NiceLabel with your Mobile Device will remove the DEMO mode limitations. The CAL number you received with your initial NiceLabel software is only valid for one (1) Mobile Device. If you want to use Pocket NiceLabel with more than one Mobile Device, contact your NiceLabel reseller to upgrade the Client Access License for multiple devices.

4. Designing Labels for Pocket NiceLabel¹

Creating a label for your Mobile Device requires two steps: First, you need to design a label or form with NiceLabel Pro or NiceForm on your desktop computer. Second, you need to transfer the label or form to your Mobile Device. To learn more about the differences between labels and forms designed with NiceLabel Pro and NiceForm, go to the NiceLabel web site at www.nicelabel.com and see the NiceLabel User Guide (under *Downloads/ Manuals*) or tutorials (under *Support*).

The following section will discuss how to design labels and forms for Pocket NiceLabel using both NiceLabel Pro and NiceForm.

TIP: Before you start designing a label, create a synchronization folder on your desktop where you save your label for the Mobile Device. You will synchronize the files in the synchronization folder with your Mobile Device.

Note on printing method: Before you start designing the label for your Mobile Device using NiceLabel Pro, make sure you understand the different label design restrictions between the **Direct Printing Method** and the **Distributed (Print Server) Printing Method**.

Direct Printing Method: You print labels directly from the Mobile Device that is connected to the printer through Bluetooth, WiFi or serial cable. With the direct printing method consider the following requirements when you design your label:

- Only text and bar code objects can be linked to variables.

¹ The following instructions are based on and were tested with Unitech Windows CE.Net v4.2, Unitech PocketPC v4.20, HPP PocketPC (Windows Mobile 2003) Mobile Devices and Zebra R4Mplus and Sato CL408e printers.

- Only use native (printer resident) fonts for all the variables on the label. Exporting to Pocket NiceLabel does not support variables in true type font (unless you use NiceMemMaster to download true type fonts and graphics to your printer's internal memory to enhance printing performance for thermal printers. See Online Help of the NiceMemMaster module for more information).
- Use only printer internal counters on the label. Exporting to Pocket NiceLabel does not support NiceLabel variable counters.
- Select the printer you will print the labels with in the field at the time you design the label. The generated .LVX file only works with the selected printer because native language compliance is required at the time of label design.

Distributed (Print Server) Printing Method: You print labels from the Mobile Device to NiceWatch, which handles printing and enables selection of different printer drivers. Pocket NiceLabel becomes a client to NiceWatch. When you design a label using the print server method, you can use true type fonts for both fixed text objects and objects using variables.

4.1 Supported Functions in Pocket NiceLabel

Pocket NiceLabel supports the following functions:

- Concatenation
- Date Addition
- Internal Printer Counters
- Internal Printer Clock (Date/ Time)
- EAN.UCC 128
- Linear
- Subset

4.2 Design Mobile Device Labels with NiceLabel Pro

Open NiceLabel Pro on your desktop computer and design a label using the following objects²:

- Text objects with Fixed Text in true type fonts.
- Text objects with Keyboard Input variables in native font.
- Native Bar Code object with Keyboard Input variable.
- Text object with New Date Field in native font.
- Fixed Picture object.



NiceLabel Design – Data and Variable View

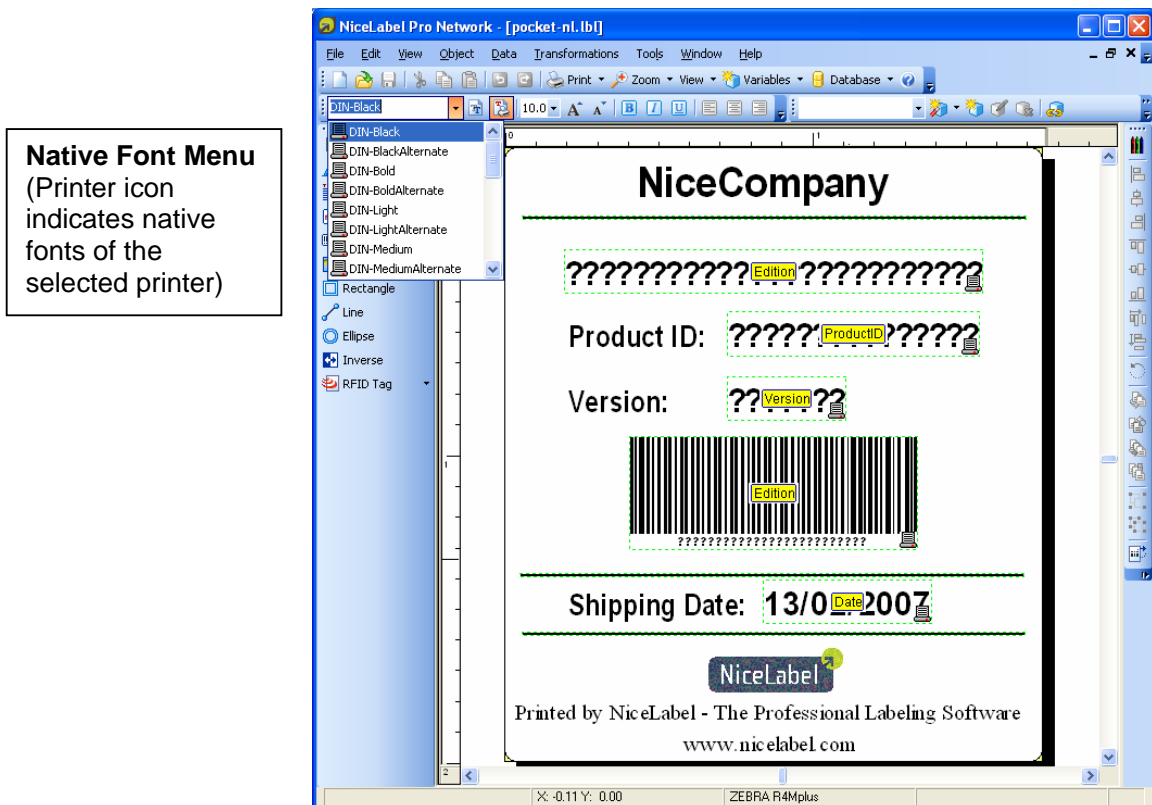
Note: Please make sure of the following:

- All text objects using keyboard input variables (showing variable names in yellow) must use **printer native fonts** in order to work with Pocket NiceLabel. NiceLabel shows all

² For more detailed information on how to design labels using NiceLabel Pro, look at the NiceLabel Quick Start Guide (included in your product box or available as a PDF file on your NiceLabel CD or at the NiceLabel web site at www.nicelabel.com).

native font types with a printer icon in the font name drop down menu (see figure below).

- Use unique variable names that identify the variables; however, do not use a space in the variable name (for example, use **ProductID** instead of **Product ID**).
- Select the printer you want to print the label with your Mobile Device at the time you design the label. You have to install the printer driver (NiceDriver) on the computer you design the label with even though the printer is not connected to that computer.



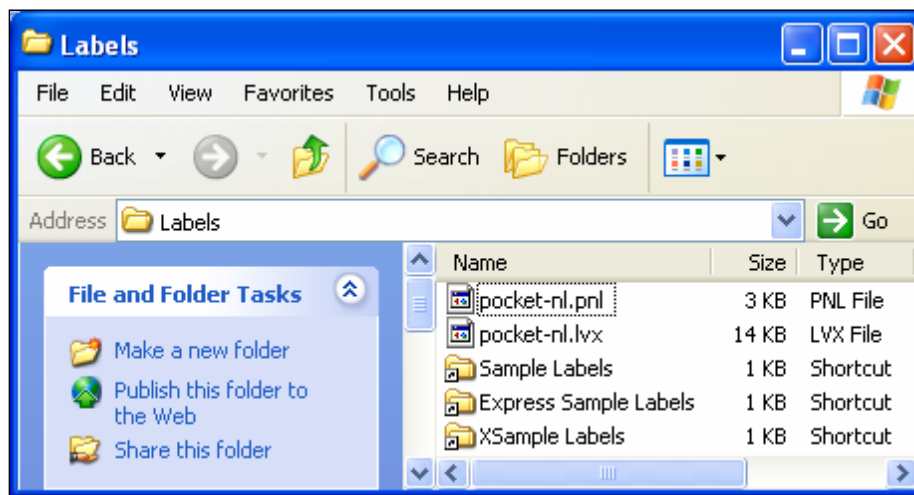
NiceLabel Pro Designer – Printer Native/ Resident Font

4.3 Transfer Labels to Mobile Device

After you have designed your label, you need to transfer the label to your Mobile Device. If you have not done so already, you should create a synchronization folder on your desktop where you save your label for the Mobile Device.

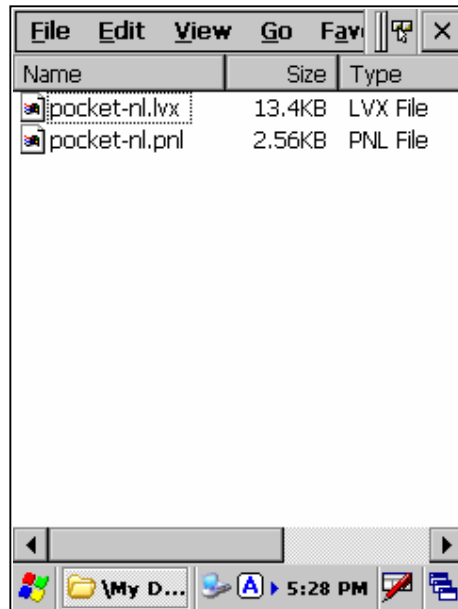
Synchronize the files in the synchronization folder with your Mobile Device by doing the following steps:

1. Save the open label file on your desktop with NiceLabel Pro.
2. In NiceLabel Pro, go to **File/ Export/ Export to Pocket PC...**
An Information window will open telling you that the export function has been completed successfully.
3. On your desktop computer, open the folder *My Documents/ My Labels/ Labels*.
4. Copy the two label files with the suffixes .LVX and .PNL to the synchronization folder of your Mobile Device.



Exported Pocket NiceLabel Files

5. Connect and synchronize your Mobile Device with your desktop computer.
6. Open the folders *My Documents/ My Labels* on your Mobile Device and check if both .LVX and .PNL files have been synchronized successfully.



Exported Files on Mobile Device

You should now be able to open and print the label with your Mobile Device using Pocket NiceLabel.

Note: You cannot change the label using Pocket NiceLabel on your Mobile Device. If you want to change the label for your Pocket NiceLabel, you have to make the changes with NiceLabel Pro on your desktop computer, export the revised file and transfer it to the Mobile Device again. Make sure that you delete the old file from the memory of your Mobile Device first before you transfer the new label (.PNL and .LVX) files from your desktop computer to the Mobile Device.

4.4 Design Mobile Device Forms with NiceForm

This section will discuss how to use NiceForm to design a basic Mobile Device label and a Mobile Device label connected to a database. You can create a form both ways: either start with a blank form and create the form manually or use a label template created with NiceLabel Pro first and convert the template to a form.

The following section uses a label template created with NiceLabel Pro as the starting point for creating a form. The form will use Combo Boxes for



the existing variables so that the operator in the field can select the data from a pre-defined drop-down menu.

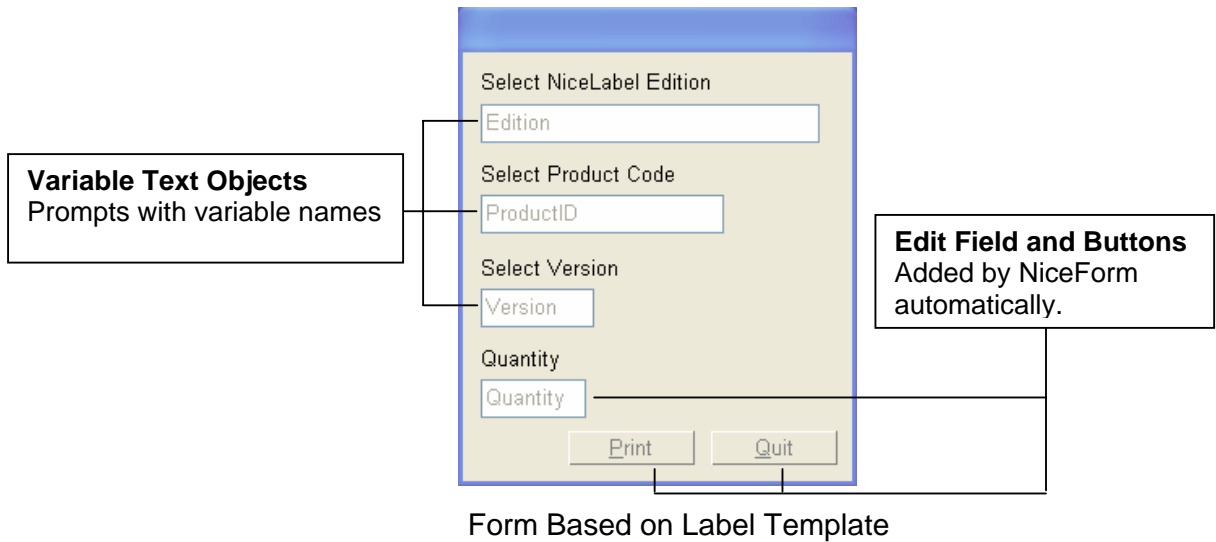
Note: If you design a form for Pocket NiceLabel, your Mobile Device determines what features of NiceForm can be used or not. In general, all Pocket NiceLabel certified Mobile Devices support the following NiceForm objects and features:

- Text, Button, Edit Field, Memo Field
- Combo Box and List Box
- Table
- Database Navigator and Database Search

4.4.1 Design a Basic Form

To design a basic form, do the following steps:

1. Open NiceForm on your desktop computer.
2. Start the  New Form Wizard or go to the File menu and select **New/ New Form Wizard**. The New Form Wizard will open.
3. Read the summary and click on the **Next** button.
4. Select **Mobile Windows application** and select the platform (VGA screen size) of your Mobile Device. Click on the **Next** button.
5. Click on the  button and browse to the label template you created with NiceLabel Pro (here: **pocketnl-label.lbl**).
6. Select **Use default template**. A new window will open.
7. Select Vertical arrangement of the object and click on the **Next** button. A new window will open.
8. Select Top arrangement of the captions and click on the **Next** button. A new window will open summarizing your selection.
9. Click **Finish** to submit the settings and the form will be generated. A new window opens showing the form similar to the figure below:




Note: The form shows the 3 Keyboard Input prompts with the variable names and created as a default feature three additional objects: Quantity Keyboard Input object, Print and Quit buttons.


TIP: You can define the order for the TAB button and set the tab Order in which the Data is entered

- Select the command **Tab order** in the Design menu.
- Select the order of the objects.
- Click on the OK button.
- Select Run in the Design menu to start the form.
- Test the behavior of the tab order.

As the user presses the <Tab> key, the focus advances from one object to the other. The next object in the tab order is selected and becomes active.

10. Save the form by clicking on the  button or select command **Save** from the File menu.

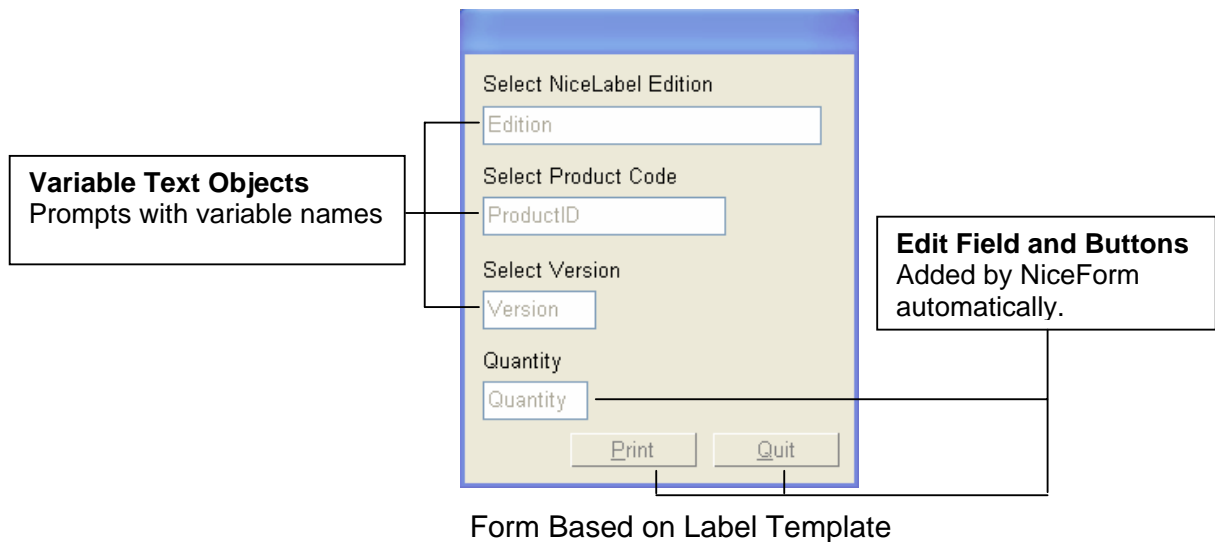
Note: All forms of Pocket NiceForm are saved as an **.XFF** file on the desktop computer and saved as a **.PFF** file on the Mobile Device.

- TIP:** If the printer you selected on the label template is connected to your desktop computer, test-print the form from your desktop computer and do the following:
- Run the form by clicking on the  button or selecting the **Run** command in the Design menu.
 - Type in the values for the variable fields on the form. See how the label preview refreshes for each entered data.
 - Click on the **Print** button to print the label to the default printer.
 - Click on the **Quit** button to close the running form.

4.4.2 Create Combo Box on the Form

Change the Variable fields on the label template to Combo Box fields


Before you synchronize the form with your Mobile Device, replace prompts **Edition**, **ProductID** and **Version** with a Combo Box. A Combo Box has a defined list of values you can select to print on the label. You will have to enter the information for that field manually (or scan) at print time. Using a Combo Box makes keyboard entry in the field with the Mobile Device easier and faster than typing each value with the keyboard tab.




To create a Combo Box, do the following steps:

1. From the Toolbox menu, select **Combo Box/ Use Existing Variable/ Edition** and click on the form.
2. Double-click on the Combo Box you placed on the form and a window with the **Combo Box Properties** will open.
3. Open **Contents** tab and select **Variable Value** and **Edition**.
4. Open **Values** tab and click on the **Edit** button. A new window **Edit Items** will open. Do the following:
 - a. Select **Use Custom Values** in the drop-down menu.
 - b. Enter the list of items you want to select from at print time (one item per line).
 - c. Click on **OK** button twice.
5. Replace (delete) the original variable field with the new Combo Box.
6. Repeat steps one (1) to five (5) for the variable fields showing prompts **ProductID** and **Version**.

Form with Combo Boxes

7. Save the form by clicking on the  button or select **Save** from the **File** menu.

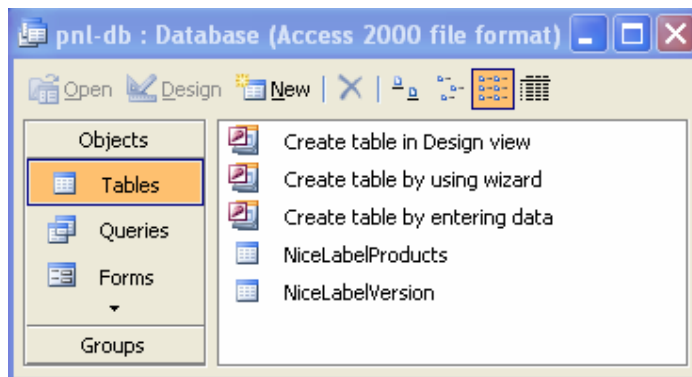
Note: All forms for Pocket NiceForm are saved as an **.XFF** file.

- TIP:** If the printer you selected on the label template is connected to your desktop computer, test-print the form from your desktop computer and do the following:
- a. Run the form by clicking on the  button or selecting the **Run** command in the Design menu.
 - b. Type in the value for the first variable field (Key Number) and select the item from the Combo Boxes.
 - c. Click on the **Print** button to print the label to the default printer.
 - d. Click on the **Quit** button to close the running form.

4.4.3 Design Form with Database Connection

You can link a form to any kind of database or Excel worksheet, synchronize the form and database files to and print the form with your Mobile Device. To design the form for you Mobile Device that is connected to a database, do the following steps:

- a) Create a Microsoft Access database with two (2) tables: NiceLabel Products and NiceLabel Version.
- b) Link the Combo Text objects on the form to the database.



Access Database with 2 Tables

Create a Microsoft Access Database with the following tables and content:

1. Table **NiceLabel Products** with columns for product edition and product code (see figure): NL Express, NLE; NL Pro, NLP; NL Pro Print Only, NLPP0; etc.
2. Table **NiceLabel Version**: 3.6.4, 3.6.5, 4.0.0, 4.0.1, 4.1.0, 4.1.1, 5.0.0, 5.0.1, 5.1.0

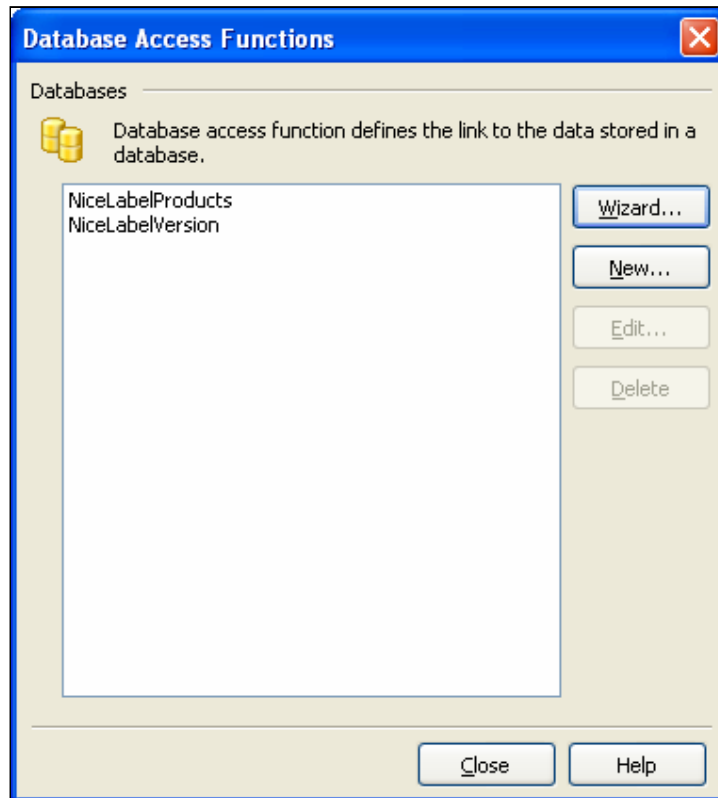
ID	ProductEdition	ProductCode
1	NL Express	NLE
2	NL Pro	NLP
3	NL Pro Print Only	NLPP0
4	NL Suite	NLS
5	NL Suite Print Only	NLSPO
6	NL Suite Dealer Demo	NLSDD
7	NL Suite Network 5	NLN5
8	NL Suite Network 10	NLN10
9	NL Suite Network 20	NLN20
10	NL Suite Network 50	NLN50
11	NL Express Upgrade	NLE_U
12	NL Pro Upgrade	NLP_U
13	Pro Print Only Upgrade	NLPP0_U
14	Suite Upgrade	NLS_U
15	Suite Print Only Upgrade	NLSPO_U
16	Suite Dealer Demo Upgrade	NLSDD_U
17	Suite Network 5 Upgrade	NLN5_U
18	Suite Network 10 Upgrade	NLN10_U
19	NL Suite Network 20	NLN20_U
20	NL Suite Network 50	NLN50_U
21	NL Print Center 5	NLPC5
22	NL Print Center 10	NLPC10
23	NL Print Center 20	NLPC20
24	NL Print Center 50	NLPC50

Access Database Table **NiceLabelProducts**

To connect the form to a database using a Combo Box, you must create database access functions that define a link to your database and create objects that use the data from the database.

To create database access functions, do the following steps:


1. Open the form above with NiceForm on your desktop computer.
2. Go to **Data/ Database Access** in the menu bar. The window **Database Access Functions** will open.
3. Click on the **Wizard** button and a new window will open.
4. Click on **Next** and the window **Database Wizard – Browse for Database file** will open.
5. Select **Direct database access** and browse for the Access database file in your directory.
6. Select **NiceLabelProducts** in the drop-down menu and click on the **Next** button. A new window will open.
7. Select **I will link the database fields to the objects myself later** and click on the **Next** button. A new window will open summarizing the steps you have completed.
8. Click on the **Finish** button. The open window **Database Access Functions** will now show the link **NiceLabelProducts**.
9. Repeat steps three (3) to eight (8) but select **NiceLabelVersion** in step six (6) to create a link to other table of the database.
10. When you have established a link to all tables, the window **Database Access Functions** should show all two (2) links. See figure below.
11. Click on the **Close** button.




NiceForm: Links to Database Tables

To link the database tables to a Combo Box on your form, do the following steps:

1. Double click on the Combo Box **Edition**. The window **Combo Box Properties** will open.
2. Open tab **Values** and click on the **Edit** button. The window **Edit items** will open.
3. Select **Use database values** from the drop-down menu.
4. Select **NiceLabel Products** under Database and **Product Edition** under Field and click on the **OK** button. The values tab in the window **Combo Box Properties** will show all the values of your database table.
5. Click on the OK button.
6. Repeat steps two (2) to five (5) with the Combo Box objects of prompts **ProductID** and **Version** and connect to the correct table of your database.

7. Save the form by clicking on the  button or select command **Save** from the File menu.

TIP: If the printer you selected on the label template is connected to your desktop computer, test print the form from your desktop computer and do the following:

- a. Run the form by clicking on the  button or selecting the **Run** command in the Design menu.
- b. Type in the value for the first variable field (prompt5) and select the item from the Combo Boxes.
- c. Click on the **Print** button to print the label to the default printer.
- d. Click on the **Quit** button to close the running form.

You can also link the form to an XLS file with multiple worksheets. The equivalent to the Access database above with three tables would be an XLS file with two (2) worksheets named **NiceLabel Products** and **NiceLabel Version**.

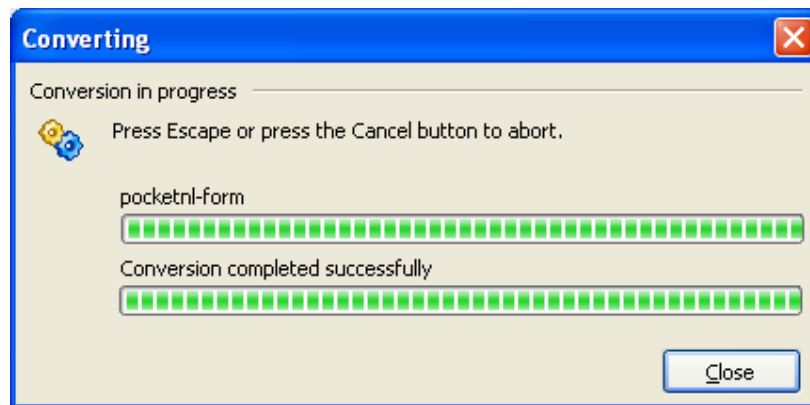
Note: You cannot change the form using Pocket NiceLabel on your Mobile Device. If you want to change the form or the database for your Pocket NiceForm, you have to make the changes with NiceForm and the database program on your desktop computer and transfer the revised form file to the Mobile Device again. Make sure that you delete the old form file from the memory of your Mobile Device first before you transfer the new form (.XFF) file with ActiveSync.

4.5 Transfer Forms to Mobile Device

After you have designed your label and form files on the desktop computer you have to transfer your form (.XFF) files from your desktop computer to your Mobile Device. NiceForm offers a synchronization wizard that uses the ActiveSync technology for your label and form transfers to the Mobile Device.

To transfer the form (.XFF) file to your Mobile Device, do the following steps:

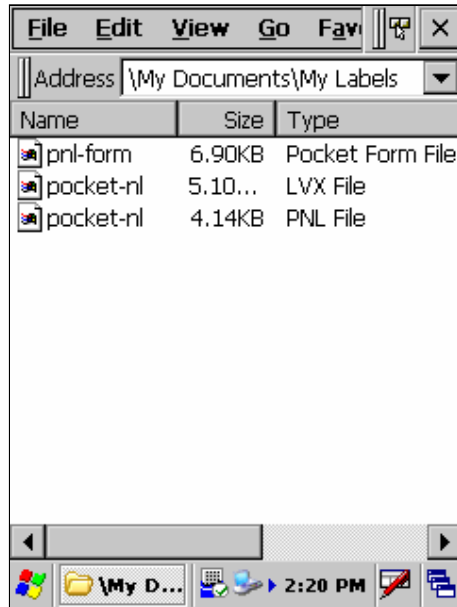
1. Save the open form file on your desktop.
2. Go to **File/ Save to Pocket PC...** The window *Pocket PC Conversion Wizard* will open telling you the single steps of the file conversion.
3. Click on the **Next** button and select the form file (.XFF) that you want to transfer to the Mobile Device.
4. Click on the **Next** button and follow the instructions of the wizard.
5. Read the summary of the wizard window *Completing the Pocket PC Conversion Wizard* and click on the **Finish** button to complete to file transfer to your Mobile Device.
6. Click on the **Close** button when you see the following window:



Form transfer with NiceForm

NiceForm has completed the form transfer to the Mobile Device. The .XFF file becomes a .PFF file on the Mobile Device.

The folder *My Labels* on your Mobile Device should show the following files:



Synchronized Files on Mobile Device

Open the *My Label* folder (in the My Documents folder) on your Mobile Device and check if all the .PFF, .LVR and .PNL files have been synchronized successfully.

You should now be able to open and print the form with your Mobile Device using Pocket NiceLabel.

Note: You cannot change the form (.XFF) file using Pocket NiceForm on your Mobile Device. If you want to change the form, you have to make the changes with NiceForm on your desktop computer and transfer the modified form (.XFF) file to the Mobile Device again. Make sure that you delete the old file from the memory of your Mobile Device first before you transfer the new form (.XFF) file from your desktop computer to the Mobile Device.

5. Printing Labels with Pocket NiceLabel

You must transfer all necessary label, form and database files to your Mobile Device before you can print the labels and forms with Pocket NiceLabel. Pocket NiceLabel offers three (3) types of label printing methods: direct, distributed (print server) and print engine printing method.

5.1 Direct Printing Method

With the Direct Printing Method you print labels directly from the Mobile Device that is connected to the printer through Bluetooth, WiFi, or serial cable. You can print labels (.PNL files) and forms (.XFF files) using Pocket NiceLabel.

5.1.1 Select Communication Port between Printer and Mobile Device

On your Mobile Device, select the port that connects your Mobile Device with the printer you want to print the labels. You have three (3) port options for the direct printing method:

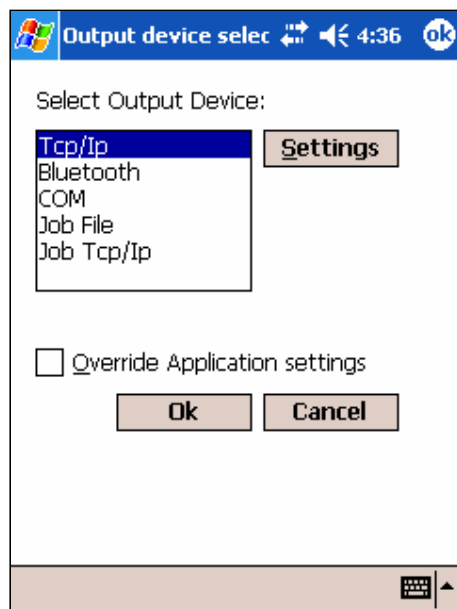
- **TCP/IP port:** Select this port if you want to print to the printer using the TCP/IP protocol. Please note that the printer must be equipped with a wireless network card and be connected directly to the network. The printer must have its own IP address and the port must be known for the incoming connection.
- **Bluetooth:** Select this option if you want to print labels using the Bluetooth wireless protocol. In the Bluetooth properties on the Mobile Device, you must define a mapping to a virtual COM port through the Bluetooth administration tool. Select the appropriate mapped COM port. The printer has to be in range of

the Bluetooth printer. Check the operating manual of your Bluetooth device for effective distances.

- **COM port:** Select this port if your printer is connected to the serial port on the Pocket PC device. Set the required connection parameters. The parameters on the printer should be the same as on the Mobile Device.

To select the port on your Mobile Device using Pocket NiceLabel, do the following steps:

1. On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.
2. Tap **File/ Set Output Device** and a new window will open.
3. Select the port of your choice and tap the **Settings** button to define the settings.



Mobile Device: Communication Ports

4. Tap the **OK** button twice to finish connection settings.

5.1.2 Print Label File with Pocket NiceLabel

To print your label with Pocket NiceLabel, please note that you must follow certain requirements when you design your label (.PNL file) for Pocket NiceLabel using NiceLabel Pro (see **Designing Labels for Pocket NiceLabel**).

Select printer at the time of label design (NiceLabel Pro)

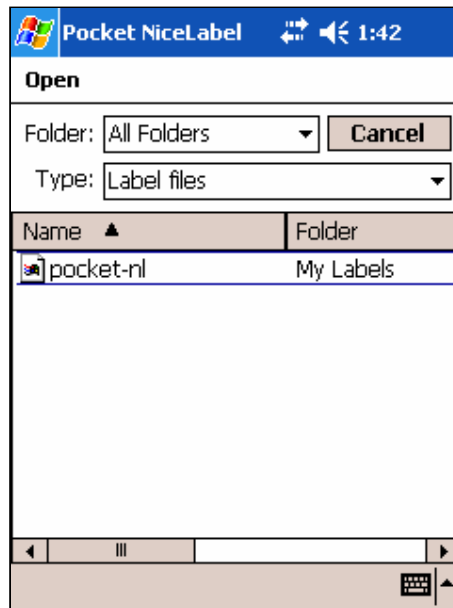
When you design the label (.PNL file) make sure you select the printer you want to print the label with your Mobile Device. The label file will only print from the Mobile Device with the printer you selected when you designed the label with NiceLabel Pro. Because the Mobile Device does not have NiceDrivers installed you cannot change the printer assigned to the label using your Mobile Device with Pocket NiceLabel if you use the direct printing method.

To be able to design the label with the correct printer assigned to it, you must install the printer driver (NiceDriver) on the computer you design the label with even though the printer is not connected to that computer.

Print labels with Pocket Nicelabel from Mobile Device

To print the label with your Mobile Device using Pocket NiceLabel, do the following steps:

1. Export the label files (.PNL and .LVR) to your Mobile Device (see above).
2. On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.
3. Tap **File/ Open** and select **Label files** under **Type**.
4. Tap the label file you want to print.



Pocket NiceLabel: Open Label

- You will see the following information on the screen:

The screenshot shows the Pocket NiceLabel application interface. At the top, there is a blue header bar with the Windows logo, the word 'Start', and system icons for network, volume, and time (1:48). Below the header, there is a 'Quantity' label and a text input field containing the number '1'. Underneath is a table with two columns: 'Var. Name' and 'Var. Value'. The table has three rows: 'Edition', 'Version', and 'ProductID'. Below the table is a scrollable area with a horizontal scrollbar. At the bottom, there are two buttons: 'Print' and 'Quit'.

Pocket NiceLabel: Print Label

- Enter the required information. You must enter a value for all the variable prompts.
- Tap the **Print** button to print the label.

5.1.3 Print Form File with Pocket NiceLabel

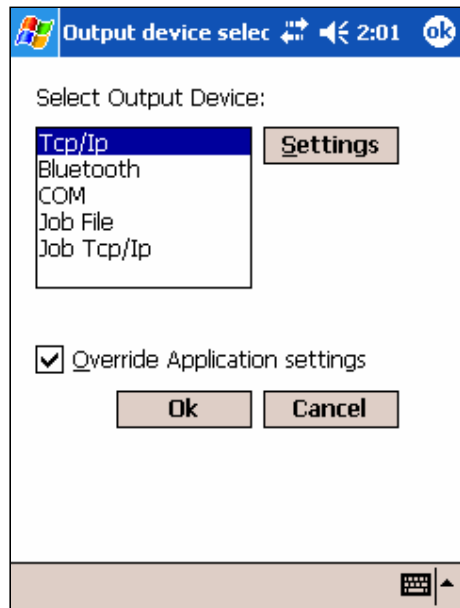
Printing form files is a very user-friendly method to print labels (here forms) with a Mobile Device. You design a file with NiceForm (on your desktop computer) that has a data entry interface or application printing interface and includes all possible variable values. The operator in the field only has to select the values from a drop-down menu (combo box) to initiate a print job with the Mobile Device. Printing form files simplifies data input, reduces input errors and reduces errors in data collection and label printing.

Select form preferences on your Mobile Device

On your Mobile Device, select to override the application settings so that the Pocket NiceLabel application overwrites the .XFF file settings by doing the following steps:

- On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.

2. Tap **File/ Set Output Device** and a new window will open.
3. Check the box **Override Application settings**.



Mobile Device: Application Settings

4. Tap the **OK** button to close the window.

To print the label with your Mobile Device using Pocket NiceForm, do the following steps:

1. Export the form file (.XFF) to your Mobile Device (see above). The .XFF file becomes a .PFF file on the Mobile Device.
2. On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.
3. Tap **File/ Open** and select **Form files** under **Type**.
4. Tap the form file you want to print.
5. Enter and select the required information.
6. Tap the **Print** button to print the form.

Select NiceLabel Edition

- NL Suite Network 20
- NL Suite Network 20**
- NL Suite Network 50
- NL Express Upgrade
- NL Pro Upgrade
- Pro Print Only Upgrade
- Suite Upgrade
- Suite Print Only Upgrade

Quantity

1

Print Quit

Pocket NiceLabel: Enter Form Data

Select NiceLabel Edition

NL Suite Network 20

Select Product Code

NLN20

Select Version

5.0.0

Quantity

1

Print Quit

Pocket NiceLabel: Print Form

5.2 Distributed (Print Server) Printing Method

With the Distributed (Print Server) Printing Method you print labels from the Mobile Device to NiceWatch, which handles printing and enables selection of different printer drivers. Pocket NiceLabel becomes a client to NiceWatch, which is the automated label-printing server running on a PC or a server.

Pocket NiceLabel will output a print request that describes the label layout and the printing process, encode this information to a .JOB file using NiceCommands and send the .JOB file to a file trigger or a TCP/IP socket in NiceWatch. NiceWatch processes the .JOB file and prints the label to any available network printer.

Using the distributed (print server) printing method allows you to select the printer type and format at the time of printing versus at the time of label design. Because NiceLabel Pro is running on the print server at the same time as the labels are printed, there are no design limitations as discussed under the direct printing method. You can use all the NiceLabel Pro and NiceForm functionalities, such as true type font for both fixed text objects and objects using variables.

If you want to use the distributed (print server) printing method, you can either print label (.LBL) files created with NiceLabel Pro or form (.XFF) files created with NiceForm from a printer on your network. However, using form (.XFF) files created with NiceForm is the recommended application because of its ease-of-use for the operator in the field. The following sections will focus on the distributed (print server) printing method using NiceWatch, NiceForm and form file printing with Pocket NiceLabel.

To set up the distributed (print server) printing method, you need to do the following steps:

- Select the communication port of your Mobile Device and Print Server.
- Setup NiceWatch on your server or computer where the NiceLabel software is installed.
- Select the correct form (.XFF) file properties.

5.2.1 Select Communication Port between Print Server and Mobile Device

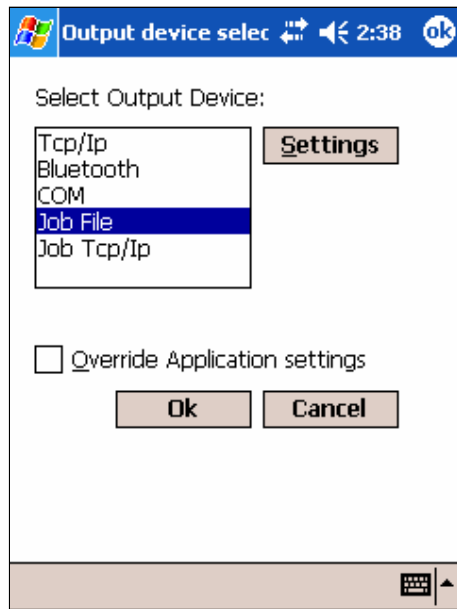
On your Mobile Device, select the port that connects your Mobile Device with the printer you want to print the labels. You have two (2) port options for the distributed (print server) printing method:

JOB file: A .JOB file will be created and saved to the defined network drive location into a customized filename. The .JOB file contains NiceCommands describing the label you want to print, the network printer you want to use and the data for the label. NiceWatch, which runs on the server, will detect the file drop and initiate the .JOB file to be processed and printed by the NiceWatch printing server.

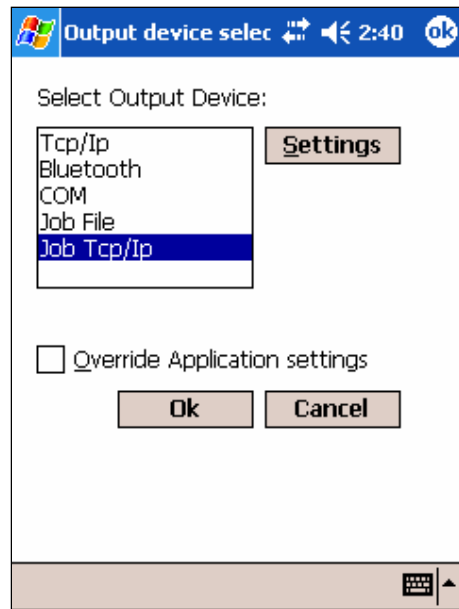
JOB TCP/IP: As discussed with the previous option, a .JOB file is created and then sent to NiceWatch using the TCP/IP protocol. NiceWatch accepts the incoming connection on a predefined TCP/IP port and processes the NiceCommands from the file. The NiceWatch printing server will print the labels.

To select the port on your Mobile Device using Pocket NiceLabel, do the following steps:

1. On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.
2. Tap **File/ Set Output Device** and a new window will open.
3. Select either JOB File or JOB TCP/IP and tap the **Settings** button to define the settings.

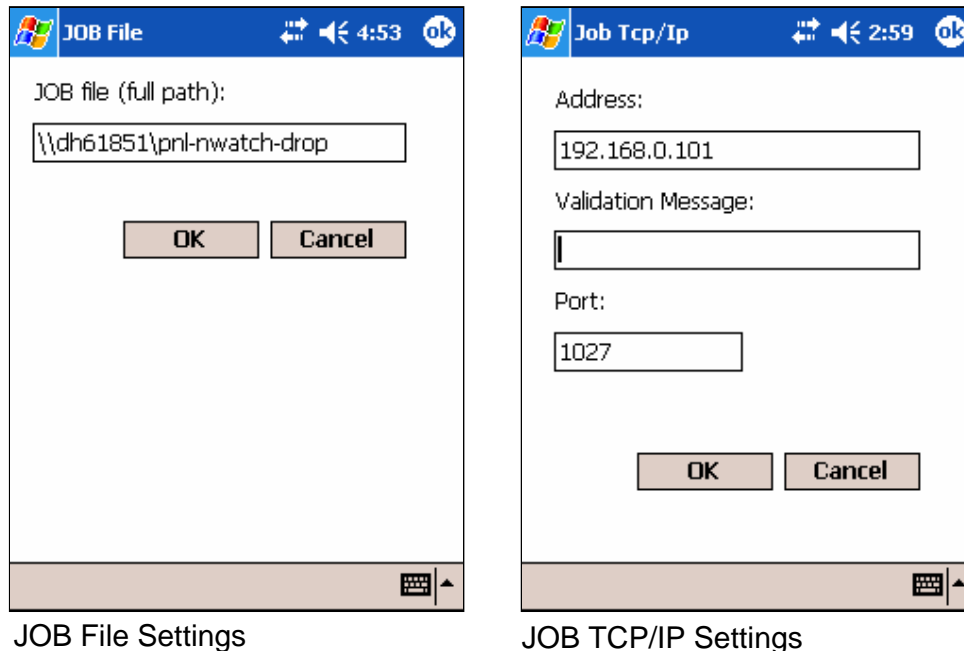


Distributed Printing: JOB File



Distributed Printing: JOB TCP/IP

4. Enter the required information for path/ name or host/ port. See example in figure below.



5. Tab the **OK** button twice to finish the connection settings.

5.2.2 Setup NiceWatch for Distributed (Print Server) Printing Method

NiceWatch is a module of the NiceLabel Suite edition that monitors events and automatically starts label production when specific (trigger) events occur. Trigger events can occur through a trigger file, an email, TCP/IP socket connection or COM port activity. NiceWatch can watch up to 99 events each with their own specified action. NiceWatch executes a pre-defined activity, such as label printing through a network printer, if one or more of such trigger events occur. You can use NiceWatch and start automatic label production on your computer where the NiceLabel software is installed or from your network.





For a detailed discussion about NiceWatch, please see the NiceWatch User Guide on our Web site at www.nicelabel.com.


If you want to print labels on a remote print server using your Mobile Device, you can set up NiceWatch with JOB file or TCP/IP triggers.

JOB File Trigger

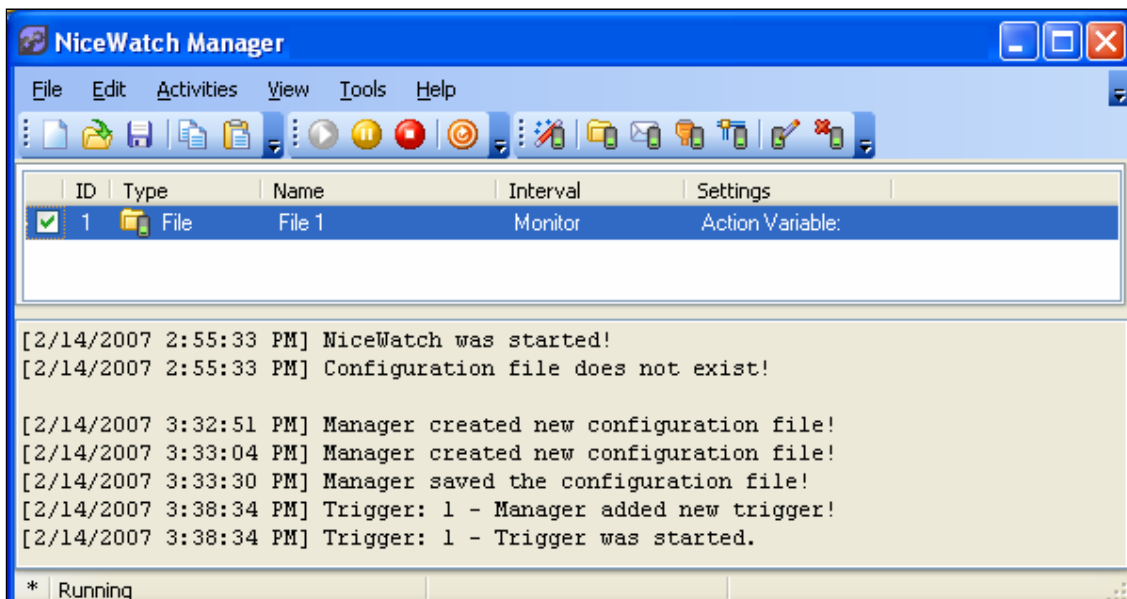
A .JOB file specifies all the information required to print a label (label, data and printer). When you select the data with your Mobile Device and send the print job by tapping the print button, NiceWatch detects the dropped file in a specified folder, processes the data and prints the label(s) from the NiceWatch printing server.

To set up a JOB file trigger with NiceWatch, do the following steps:

1. Open NiceWatch (Go to Tools/ NiceWatch in the menu bar of your open NiceWatch software) and the NiceWatch Manager will open.
2. Select **Activities/ Start Server** in the **File** menu or click on the icon  in the standard toolbar. NiceWatch will start.
3. Select **New** in the **File** menu or click on the icon  in the standard toolbar.
4. Save the new configuration file as **pnl-nwatch.mis**.
5. In the **File** menu bar, go to **Edit/ Add Trigger/ File...** or click on the icon  in the standard toolbar.
6. Select the following options:
 - i. File Trigger Options: enable trigger and select file name of your choice (here: **File1**)
 - ii. Detecting Options: select **Detect a set of files in the specified folder**, click on the  icon and create a folder on your hard drive where all the job files will be dropped (here: **C:\pnl-nwatch-drop**)

Note: Please make sure you change the properties of the **pnl-watch-drop** folder. Go to the directory where the folder is located, right-click on the folder, open the **Sharing** tab and select **Share this folder**. Under Permissions make sure you assign FULL CONTROL to the user(s). Close the properties windows. The folder icon should look like this: .
 - iii. Execution Event: select **Automatically detect changes in the folder**
7. In the open window **Trigger Properties**, click on the **Variable** tab.

8. Select **Show internal variables**. The window will show all internal variables.
9. Select the variable **DataFileName**.
10. Open the **Actions** tab and click on the **Properties** button. The **Actions Editor** window will open.
11. Double-click on **Run command file** under Action Types/ Labeling. The window **Action Properties [Run command file]** will open.
12. Select **Variable job file name** and **DataFileName**. Click on the **OK** button twice.
13. Click on the **OK** button to close the window **Trigger Properties**.





NiceWatch with File Trigger

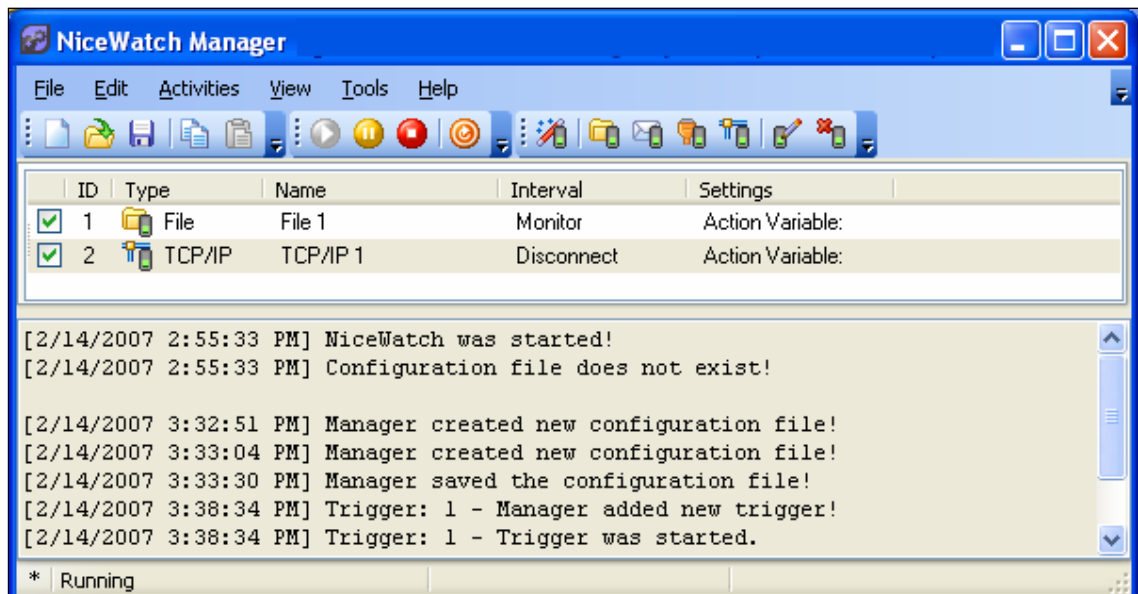
Now you have established a JOB file trigger with NiceWatch. In the next step you create a form (.XFF) file with the correct file properties.

(JOB) TCP/IP Trigger

A TCP/IP trigger works similar to a JOB file trigger. The Mobile Device sends the job file to NiceWatch through the TCP/IP. NiceWatch accepts the incoming file on a pre-defined TCP/IP port and processes the label printing on the NiceWatch printing server.

To set up a JOB file trigger with NiceWatch, do the following steps:

1. Open NiceWatch (Go to Tools/ NiceWatch in the menu bar of your open NiceWatch software) and the NiceWatch Manager will open.
2. Select **Activities/ Start Server** in the **File** menu or click on the icon  in the standard toolbar. NiceWatch will start.
3. Save the new configuration file as **pnl-nwatch.mis**.
4. In the **File** menu bar, go to **Edit/ Add Trigger/ TCP/IP...** or click on the icon  in the standard toolbar.
5. Select the following options:
 - i. TCP/IP Trigger Options: enable trigger and select file name of your choice (here: **TCP/IP1**)
 - ii. Detecting Options: Enter port number of the computer/ server where NiceWatch is running (here: **1027**)
 - iii. Execution Event: select **When client disconnects**
6. In the open window **Trigger Properties**, click on the **Variable** tab.
7. Select **Show internal variables**. The window will show all internal variables.
8. Select the variable **DataFileName**.
9. Open the **Actions** tab and click on the **Properties** button. The **Actions Editor** window will open.
10. Double-click on **Run command file** under Action Types/ Labeling. The window **Action Properties [Run command file]** will open.
11. Select **Variable job file name** and **DataFileName**. Click on the **OK** button twice.
12. Click on the **OK** button to close the window **Trigger Properties**.



NiceWatch: TCP/IP Trigger

Now you have established a TCP/IP trigger with NiceWatch. In the next step you create a form (.XFF) file with the correct file properties.

5.2.3 Create Form (.XFF) File for Distributed (Print Server) Printing Method

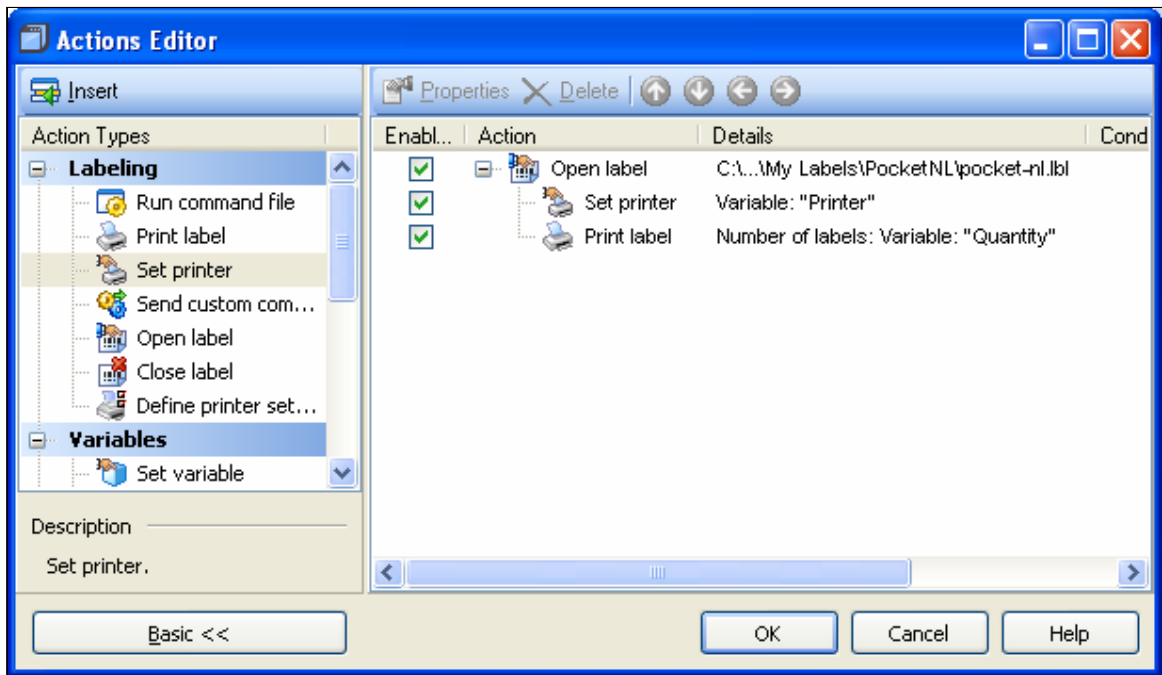
Before you print labels using the NiceWatch printing server, change the form file **pocketnl-form.xff** you created above in the following two ways:

- Add a **Select Printer** combo box with NiceForm so that you can pick the printer of your choice when you send the print job with your Mobile Device.
- Change the form properties with NiceForm to enable distributed (print server) printing with your Mobile Device.

Open NiceForm on your desktop computer and do the following steps:

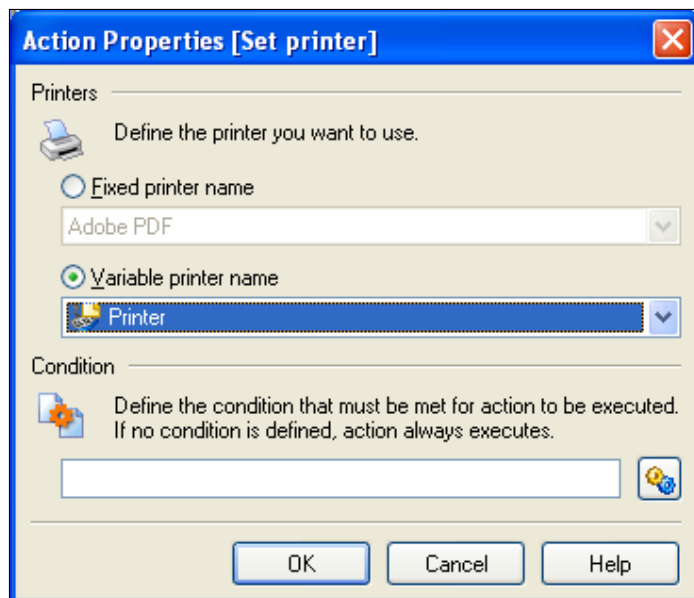
1. Open the file **pocketnl-form.xff** (see above).
2. In the menu bar, go to **Data/Variables...** The window **Variables** will open.
3. Click on the **Add** button. A new window will open.
4. Enter **Printer** in the Name text box and click on the **OK** button.
5. Click on the **Close** button to close the **Variables** window.

6. On the toolbox menu click on the **Combo Box** button and select **Existing Variables/ Printer**. Place the combo box object on the form.
7. Double-click on the printer combo box. The window **Combo Box Properties** will open.
8. Open the **Values** tab and click on the **Edit** button. A new window **Edit items** will open.
9. Select **Use names of installed printers** from the drop-down menu and click on the **OK** button. The **Values** tab of the **Combo Box Properties** window will show all the printer drivers you have installed on your computer.
10. Select and delete the printer drivers you do not want to use with your Mobile Device. Click on the **OK** button to close the window.
11. On the toolbox menu click on the **Text** button and place the text object on the form above the printer combo box. A new window **Text Properties** will open.
12. Enter **Select Printer** in the Contents tab as a fixed text value and click on the **OK** button.
13. Double-click on the **Print** button of the form. The window **Button Properties** will open.
14. Open the **Actions** tab and click on the **Edit** button. The window **Actions Editor** will open.
15. Select **Set printer** under **Action Types** and drag **Set printer** to the right window panel. Place **Set printer** under the first action **Open label**. The window **Action Properties [Set printer]** will open.




NiceForm: Actions Editor Set Printer Variable

16. Select **Variable printer name** and select the printer variable.




NiceForm: Set Printer Action Properties


17. Click the **OK** button three times to close all button properties windows.

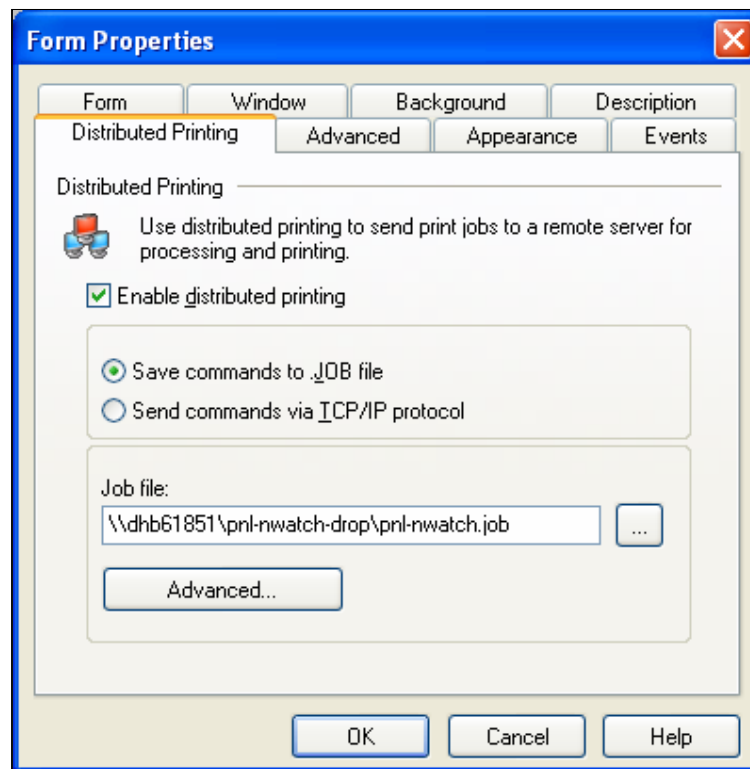
18. Save the form by clicking on the  button or select command **Save** from the File menu.

TIP: If the printer you selected on the label template is connected to your desktop computer, test-print the form from your desktop computer and do the following:

- a. Run the form by clicking on the  button or selecting the **Run** command in the Design menu.
- b. Enter the values for the variable fields from the Combo Box items.
- c. Select the printer you want to print the label with.
- d. Click on the **Print** button to print the label.
- e. Click on the **Quit** button to close the running form.


To change the form file properties using the **JOB file option**, do the following steps:

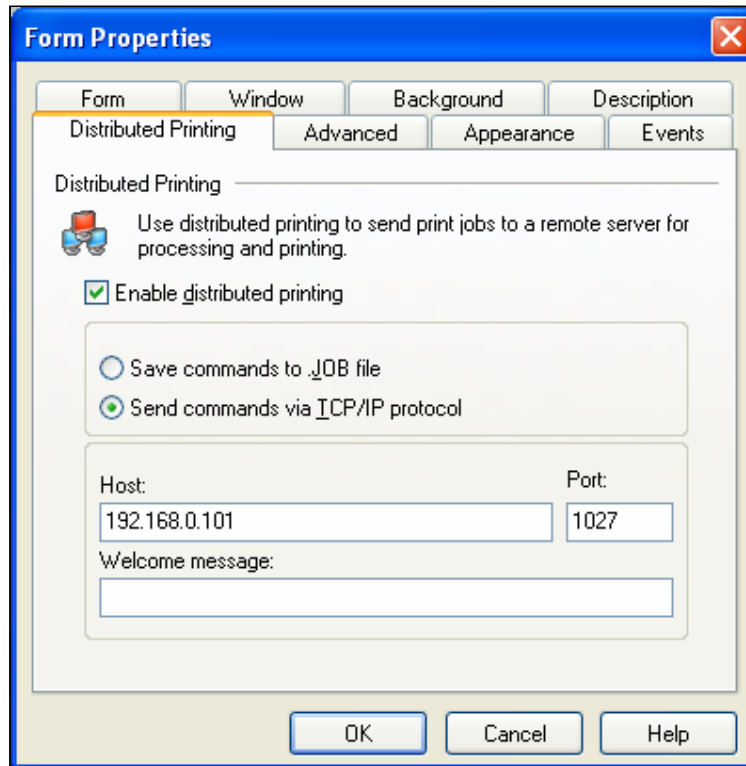
1. Go to **File/Form Properties...** The window **Form Properties** will open.
2. Open the Distributed Printing tab and select the following:
 - i. Enable distributed printing
 - ii. Save commands to .JOB file
3. Enter the path to your drop folder that you created with NiceWatch above and add the file name **pnl-nwatch.job** (here: `\\dhh61851\pnl-nwatch-drop\pnl-nwatch.job`). [Please note that the path name starts with your computer/ server name, which is in this example *dhh61851*].
4. Click on the OK button and save the form by clicking on the  button or select command **Save** from the File menu.



NiceForm: Form Properties JOB File Option

To change the form file properties using the **TCP/IP option**, do the following steps:

1. Go to **File/Form Properties...** The window **Form Properties** will open.
2. Open the Distributed Printing tab and select/ enter the following:
 - i. Send commands via TCP/IP protocol
 - ii. Host: enter host IP address of the computer/ server where NiceWatch is running (here: **192.168.0.101**)
 - iii. Port: enter port number of the computer/ server where NiceWatch is running (here: **1027**)
3. Click on the OK button and save the form by clicking on the  button or select command **Save** from the **File** menu.



NiceForm: Form Properties TCP/IP Option

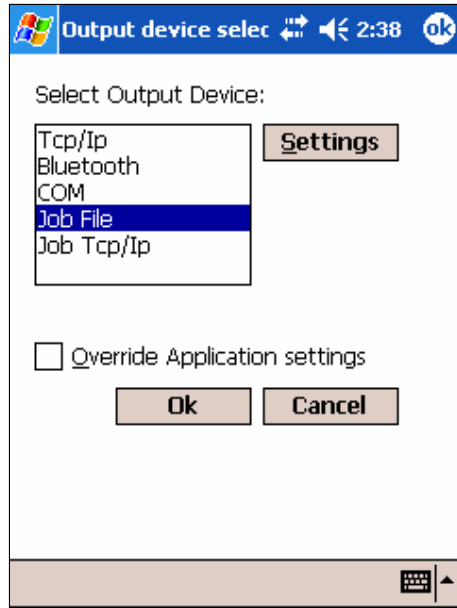
5.2.4 Print Labels with the Distributed (Print Server) Printing Method

To print labels with your Mobile Device using the distributed (print server) printing method, do the following steps:

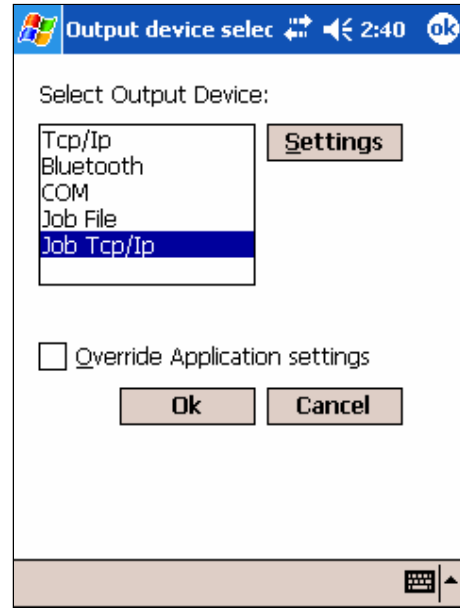
- Make sure NiceWatch is running with the settings you established above **Setup NiceWatch for Distributed (Print Server) Printing Method**.
- Transfer the modified form (.XFF) file above (here: **pocketnl-form.off**; see chapter **Transfer Forms to Mobile Device**).
- Change properties on your Mobile Device as discussed in chapter **Select Communication Port between Print Server and Mobile Device**.
- Open the form (.PFF) file on your Mobile Device, enter the data you want to print and tab the **Print** button.

To change properties on your Mobile Device, do the following steps:

1. On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.
2. Tap **File/ Set Output Device** and a new window will open.
3. Select either JOB File or JOB TCP/IP and tap the **Settings** button to define the settings.

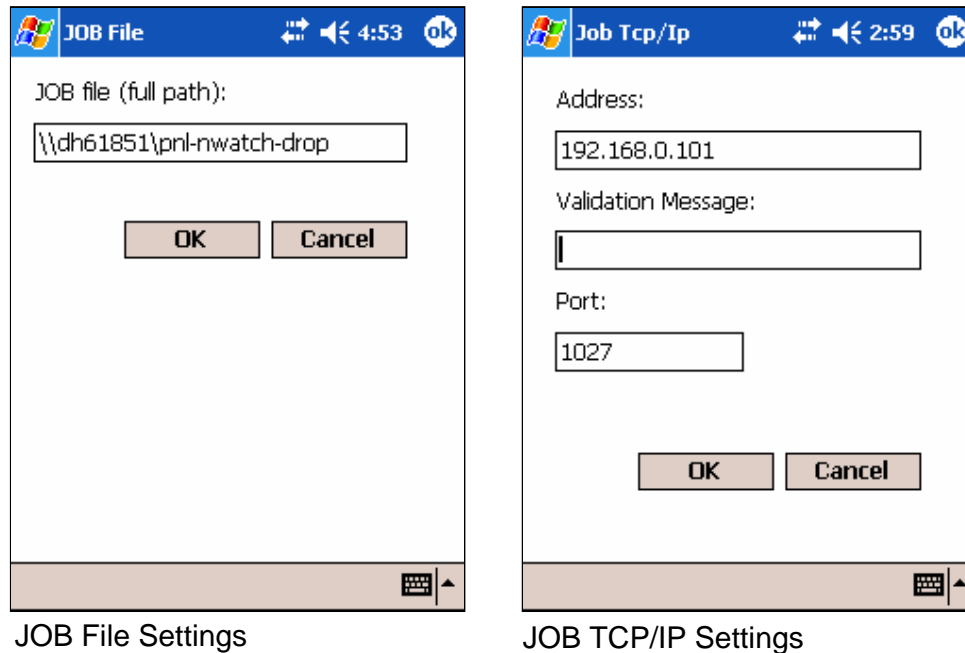


Distributed Printing: JOB File



Distributed Printing: JOB TCP/IP

4. Enter the required information for path/ name or host/ port. Make sure you enter the same information as discussed in chapter **Create Form (.XFF) File for Distributed (Print Server) Printing Method**. See example in figure below. See example in figure below.



JOB File Settings

JOB TCP/IP Settings

5. Tap the **OK** button twice to finish the connection settings.

To print the label with your Mobile Device using the form (.PFF) file, do the following steps:

1. Transfer the form file (.XFF) to your Mobile Device (see above). The .XFF file becomes a .PFF file on the Mobile Device.
2. On your Mobile Device, tap on **Start/ Programs/ Pocket NiceLabel/ Pocket NiceLabel**. Pocket NiceLabel will open.
3. Tap **File/ Open** and select **Form files** under **Type**.
4. Tap the form file you want to print. A new window will open showing the form with the variable combo boxes (see figure below).
5. Enter and select the required information.
6. Tap the **Print** button to print the form.

Pocket NiceLabel: Enter Form Data

Pocket NiceLabel: Print Form

5.3 Print Engine Printing Method

The Pocket NiceEngine (PNE), short Print Engine, is a .NET Assembly that allows other applications on the Mobile Device to control label printing functions. Application developers do not need to write an embedded printer code or communicate with the operating system's I/O. The Windows Mobile Device can print labels using NiceLabel as the print engine that will process opening of .LVR, .PNL and .XFF files and printing of labels to printers on the TCP/IP, Bluetooth and COM (serial) ports. Pocket NiceEngine, which is embedded in Pocket NiceLabel, functions as an integrated print engine for any data collection application on your Mobile Device.

The Pocket NiceEngine (PNE) with Pocket NiceLabel also supports the distributed (print server) printing method. The print engine creates a .JOB file with specific label printing commands (NiceCommands) that is saved on the computer or server where NiceWatch is running. The NiceWatch print server executes the NiceCommands from the .JOB file (see chapter **Distributed (Print Server) Printing Method**).

For more information about Pocket NiceEngine and .NET programming, see the Pocket NiceLabel Programming Guide available for download from the NiceLabel Web site at www.nicelabel.com.

6. Trouble Shooting with Pocket NiceLabel

The following chapter will not all address all the error messages you might encounter using Pocket NiceLabel. If you do not find an answer to your error, go to the support section of the NiceLabel Web site at www.nicelabel.com or contact the vendor you purchased the NiceLabel software.

6.1 Exporting and Synchronization Issues


Issue: Export to Pocket PC with NiceLabel Pro does not work. No .LVR and .PNL files are created in the *My Labels* folder.

Solution: Before you export the .PNL file, make sure that the data input fields are empty. If you have printed the .LBL file with entered data or printed a form .XFF file that bases on the .LBL file, the label .LBL file stores the input data in the memory. In such a case, you need to close and open the .LBL again before you export it to the Mobile Device.

Issue: Export to Pocket PC shows the error message: “True type text must not be variable!”

Solution: If you want to print labels with your Mobile Device using Pocket NiceLabel, remember that you must use native printer fonts for variable objects. See chapter **Designing Labels for Pocket NiceLabel**.

6.2 Label Printing Issues with Mobile Device

- Issue:** Label does not print or wrong variable prompts are displayed.
- Solution:** Transfer label to the Mobile Device again but follow these steps:
1. Delete the Pocket NiceLabel files (.PNL, .LVR, and .XFF files) from the memory or turn off the Mobile Device (suspend for Windows .Net devices).
 2. Delete files in Synchronization folder on your desktop computer.
 3. Export file from NiceLabel Pro.
 4. Synchronize with Mobile Device and start printing from Mobile Device.
-
- Issue:** Mobile Device displays error message: “Directory(\\computername\dropfolder\) is not accessible or does not exist!”
- Solution:** If you are using the JOB file trigger option for distributed (print server) printing method (see chapter **Setup NiceWatch for Distributed (Print Server) Printing Method**) create or change the settings of the folder on your hard drive where all the job files will be dropped (for example: **C:\pnl-nwatch-drop**).
- To change the folder’s preferences, do the following steps:
1. Go to the directory where the folder is located (for example: **C:\pnl-nwatch-drop**).
 2. Right-click on the folder.
 3. Open the **Sharing** tab and select **Share this folder**.
 4. Click on the **Permissions** button and assign **FULL CONTROL** to all the users.
 5. Click on the **OK** button twice to close the properties windows. The folder icon should look like this: .

Issue: Mobile Device displays error message: “Cannot write to file (\\computername\dropfolder\jobfile.job)!”

Solution: See above. Check sharing and permission rights for the drop folder.

Issue: Mobile Device displays error message: “Connection to the server (xxx.xxx.x.xxx:xxx) cannot be established.”

Solution: Check the following setup configuration:

1. Enter the correct server IP address and port number of the computer/ server where NiceWatch is running under options/preferences of your Mobile Device.
2. Enable or run the TCP/IP trigger setup in NiceWatch (for example, check the box in the row of your TCP/IP trigger name in NiceWatch; see NiceWatch figure above).

Issue: Mobile Device displays error message: “Engine Error! Cannot use this function from selected type of printing.”

Solution: Check the preferences under options on your Mobile Device and make sure that you have selected the correct port (for example, JOB TCP/IP versus TCP/IP port) for your selected printing method (direct versus distributed printing).

7. Technical Support

If you experience any technical difficulties using the NiceLabel software, refer to the on-line help and User Guides available on the NiceLabel CD. You will find a comprehensive **How to** section that explains how to use the NiceLabel software.

7.1 Online Support

You can find the latest builds, updates, workarounds for problems and Frequently Asked Questions (FAQ) under the support section 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 chapter **Contact Information**.

For more information please refer to:

Support FAQ: www.nicelabel.com/support/support_faq.php

NiceLabel FAQ: www.nicelabel.com/nicelabel/nlbl_faq.php

NiceLabel Tutorials: www.nicelabel.com/support/support_tutorials.php

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