Xerox® Mobile Express Driver®
Installation Guide

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About the Xerox® Mobile Express Driver®

Introduction

If you are a mobile professional or anyone else who has to print documents at several different locations—at multiple work sites, for example, or at school and at home—you know how much trouble it can be to get connected to a new printer. Either you have to install and configure a new print driver yourself, or you have to wait until someone else has the time to set up the driver for you. If you print at a lot of places, your computer quickly gets cluttered with print drivers.

The Xerox® Mobile Express Driver® is your way out of mobile printing hassles. Instead of needing multiple drivers and having to get used to a variety of printer interfaces, the Mobile Express Driver® is a single driver and interface that lets you easily connect to and print with almost any printer, Multi-function device, or production device that supports standard PostScript.

This installation guide gives you the information you need to get the most out of the Mobile Express Driver.

How Is the Mobile Express Driver® Different from Other Print Drivers?

The Mobile Express Driver® differs from traditional and global print drivers in that it configures your print driver at the time that you print, rather than when you install the driver. Instead of associating itself with a particular printer, The Mobile Express Driver® discovers all of the network printers available to your computer, and then lets you choose the printer you want. Before you make your choice, the Mobile Express Driver® can show you details about each printer (or other device) it found so that you can select the one with the features needed for your print job. For most network connected devices, the Mobile Express Driver® then automatically configures its interface to match the features of the printer you selected. For more information about your specific device, see the white paper at www.xerox.com/mobile.

When you select a printer, the Mobile Express Driver® saves your choice in a My Printers list. The next time you return to a location, you do not need to remember anything about the printer you used the last time. Instead, the Mobile Express Driver® stores that printer and offers it to you instead of making you wait while it goes through the printer discovery process again.

Once you have chosen a printer, the Mobile Express Driver® provides a single interface that you use to manage printer settings. If you are connected to a newer Xerox® printer, the interface lets you access all of the print features that you are used to. With other printers, you may only be able to access basic printer functions.

Supported Operating Systems and Printers

Operating Systems

Supported
Windows 8.1 32- and 64-bit: Standard, Professional, Enterprise
Windows 8 32 and 64-bit: Standard, Professional, Enterprise
Windows 7 32 and 64-bit: Home Premium, Professional, Ultimate, Enterprise
Windows Vista 32 and 64-bit: Vista Home Basic, Home Premium, Business, Ultimate, Enterprise
Windows XP SP3, Server 2003 64-bit: Windows XP SP3 Professional and Windows Server 2003 64-bit editions
Windows Server 2012 64-bit and server 2012 R2 64-bit: Foundation, Standard, Essentials, Datacenter
Windows Server 2008 32- and 64-bit, and server 2008 R2: Standard, Enterprise, Datacenter with and without Hyper-V

Printers

While the Mobile Express Driver® lets you print using almost any printer, there can be some differences between the features you can use with the Mobile Express Driver® and the features available with a traditional print driver.

- If you are printing on one of the most recent Xerox® printers, you will see the same print interface you are used to, and you can use all of the printing features you are accustomed to having.

- If you are printing on an older Xerox® printer or on a non-Xerox® printer that supports standard PostScript, only basic printer functions will be available. In most cases, you will be able to use more features on a newer printer than on an older one.

For More Information

This Installation Guide gives an overview of the capabilities and uses of the Mobile Express Driver®. For more detailed information, see the Xerox® Global Print Driver® & Mobile Express Driver® White Paper and related documents available at www.xerox.com/mobile.

Note: This Install Guide does not give details about every button or dialog box that appears during the discovery or printing process. If you need detailed information or step-by-step procedures, click the Help button (Represented by a ?) located in the lower left of most Mobile Express Driver® dialog boxes to view the Mobile Express Driver® Help system.

Installation

Installing the Xerox® Mobile Express Driver®

To install the Mobile Express Driver®:

1. In your Web browser, go to www.xerox.com/mobile.

2. Download the Mobile Express Driver® installation file and save it to your computer's desktop.

3. Double-click the Mobile Express Driver® icon to start the installation process.

4. When the License Agreement dialog box appears, click the I Agree button.

As the Mobile Express Driver® installs, a window shows you the progress of the installation.
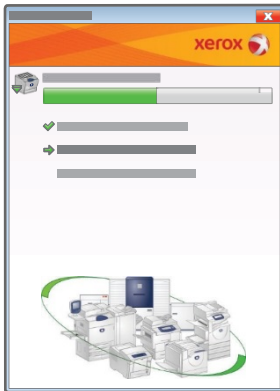
Note: A Windows dialog box may ask you whether you want to continue with the installation. If this happens, choose to continue.

5. The Installation Status dialog box appears when the installation is complete. The message confirms that the Mobile Express Driver® installed correctly.

Notes:
- If you do not want the Mobile Express Driver® to be the default print driver, clear the Set Printer As Default check box before you click the Finish button.

- The driver supports multiple languages. After the driver installation completes, the driver language is set to the language of the client operating system

6. If you want to print a test page, select the Print a Test Page check box to have the Mobile Express Driver® start looking for printers. Otherwise, click the Finish button to end the installation process.

Uninstalling the Mobile Express Driver®

1. Using the appropriate path for your Windows operating system version:

Operating System	Path
Windows XP SP3	Select Start → Printers and Faxes
Windows Vista	Select Start → Control Panel → Hardware and Sound → Printers
Windows 7	Select Start → Devices and Printers

2. Right-click the Mobile Express Driver® icon, then click the Delete/Remove Device button on the menu that appears.

3. When the confirmation message appears, click the Yes button.

4. Right-click in the blank area of the Printers or Printers and Faxes window, or on any printer object, depending on your Windows version.

5. On the menu that appears, click the Server Properties button to open the Printer Server Properties dialog box.

6. Click the Drivers tab, and then select Xerox® Mobile Express Driver®.

Note: If you are uninstalling from Windows Vista, you must have administrator rights to uninstall the driver. See the Vista help system for more information.

7. Click the 'Remove Driver and Driver Package' button.

8. When the confirmation message appears, click the 'Yes' button to delete the Mobile Express Driver®.

9. Restart your computer.

Add a Location

Basic Printer Discovery

The first time you use the Mobile Express Driver® at a location, it automatically finds all the accessible printers that are on the same subnet (network segment) as your computer—a process called discovery. When discovery is finished, the Mobile Express Driver® displays information about each printer so that you can determine which one is best for your print job.

1. To find the available printers, open the document you want to print and click the Print button.

2. When the Print dialog box appears, select Xerox® Mobile Express Driver®.

3. Click the Properties button to start the Mobile Express Driver® discovery process.

When the Mobile Express Driver® is running at a new location, the first thing you will see is a New Network Detected dialog box that asks you to create a new location and give it a name. Choose a name that is descriptive and easy to remember, for example, Work or Home.

Note: The Mobile Express Driver® can add any printers that are already installed on your computer to the current location. If you want these printers to be associated with the current location, select the Add all printers in the [Printers and Faxes] folder to this location check box.

The way that you choose a printer depends on how specific your printing needs are. In any case, however, what you see when the Mobile Express Driver® finishes discovery depends on what the Mobile Express Driver® found during its search for printers. If you configured the Mobile Express Driver® to add printers that are already installed on your computer, it lists them in a My Printers dialog box similar to the one below:
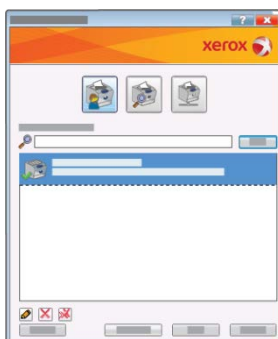
If Any Printer Will Do

Whether you are looking at the My Printers or Discovered Printers dialog box, it is easy to tell which printers are ready to accept your print job.

Note: By default, the Mobile Express Driver$^®$ automatically saves the selected printer to your my printers list. The next time you print at your current location, the Mobile Express Driver$^®$ will offer you this printer, and any other printers you have used at this location unless you tell it not to do so.

The printer icons show the status of each printer:

- The red warning symbol by the first printer shows that it is not ready to accept a print job. Perhaps the printer is out of paper, or maybe there is a more serious problem.

- The green check mark by the printer means that it is ready to print.

Select a printer that is ready, and then click the OK button.

A progress indicator displays while the Mobile Express Driver$^®$ builds a driver for the printer you selected. When the driver is ready, a Properties dialog box appears.

If You Need a Specific Printer

If the Mobile Express Driver® is not displaying the printer you need in the 'My Printers' or 'Discovered Printers' dialog box, you can search for that printer by its IP address or DNS name.

1. To start a search, click the 'IP Address' or 'DNS Name' button located near the top of the 'My Printers' or 'Discovered Printers' dialog box.
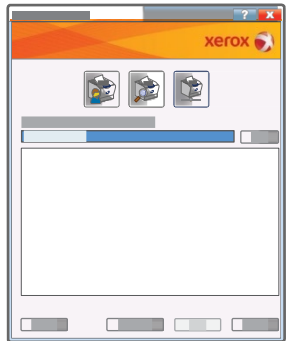
2. Type an IP address or DNS name into the box provided:

   • IP addresses have the format x.x.x.x, where x is a number between 0 and 255.

   • DNS Names have the format device_name.xxx.xxx.org or device_name.xxx.xxx.net.

3. Click the Search button. The Mobile Express Driver® searches for and then displays the printer you specified.

Note: By default, the Mobile Express Driver® automatically saves your chosen **printer** to the My Printers list. The next time you print at your current location, the Mobile Express Driver® will offer you this printer (plus any other printers you have used at this location) **unless** you tell it not to do so.

4. Select the printer and then click the OK button.

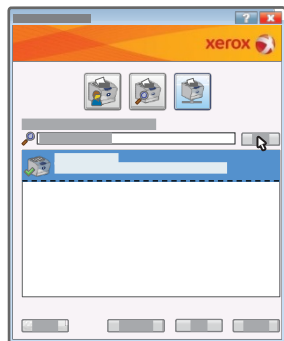A progress indicator displays while the Mobile Express Driver® builds a driver for the printer you selected. When the driver is ready, a Properties dialog box appears. (If the Mobile Express Driver® did not find your printer, a No Printer Found message appears.)

Advanced Printer Discovery

Finding Accessible Printers

The first time you use the Mobile Express Driver® at a location, it automatically finds all the accessible printers that are on the same subnet (network segment) as your computer—a process called discovery. When discovery is finished, the Mobile Express Driver® displays information about each printer so that you can determine which one is best for your print job.

Starting Discovery

1. To find the accessible printers, open the document you want to print and select 'Print'.

2. When the 'Print' dialog box appears, select 'Xerox Mobile Express Driver'.

3. Click the 'Properties' button to start the Mobile Express Driver® discovery process.

Naming Your Location

When the Mobile Express Driver® is running at a new location, the first thing you will see is a dialog box that asks you to create a new location and give it a name. Choose a name that is descriptive and easy to remember, for example, **Work or Home**.
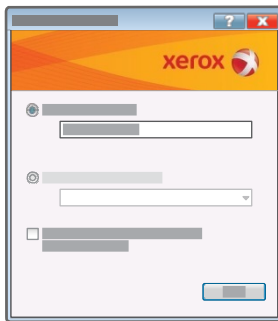

If you like, the Mobile Express Driver® can add any printers that are already installed on your computer to the current location. One advantage of letting the Mobile Express Driver® do this is that it saves you the trouble of looking up IP addresses if you decide to add some of the printers to this location later.

*   If **some or all** of the installed printers should be added to the current location, select the 'Add all printers in the Printers and Faxes folder to this location' check box. And then click the 'OK' button. After the Mobile Express Driver® adds the printers, you can open the 'My Printers' dialog box and delete any printers that you do not want associated with the current location.

*   If none of the installed printers should be added to the current location, click the 'OK' button.

Viewing the Available Printers

What you see next depends on what the Mobile Express Driver® found during discovery.

- If you configured the Mobile Express Driver® to add printers that are already installed on your computer, it lists them in a 'My Printers' dialog box similar to the one below:
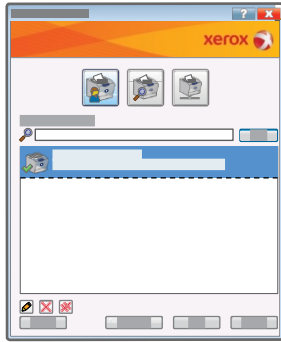
- Otherwise, a 'Discovered Printers' dialog box lists all of the accessible printers that the Mobile Express Driver discovered at your location.

In either case, the Mobile Express Driver® displays the following information for each printer that it discovered:

- The printer's name.

- The printer's DNS name and IP address.

- The printer's physical location (if the printer is capable of providing a location and is configured appropriately).

Getting Additional Printer Details

If you are at an unfamiliar location, the list of printers that the Mobile Express Driver® has found may not tell you much. For example, which printers can handle colors? Do they have enough toner or ink for your print job? Are any printers ready to accept your print job? Luckily, the Mobile Express Driver® can provide you with this information for recent Xerox® printers and for many printers from other manufacturers.

Is the Printer Ready?

The most basic information you need about a printer is whether it is ready to accept your print job. The list in the '**Discovered Printers'** dialog box makes it easy to find this out.

The printer icons show the status of each printer:

- The red warning symbol by the first printer shows that it is not ready to accept a print job. Perhaps the printer is out of paper, or maybe there is a more serious problem.

- The green check mark by the printer means that it is ready to print.

Does the Printer Have the Features You Need?

If you need more details about the printers listed on the Discovered Printers dialog box, the Mobile Express Driver® lets you expand the information shown for each printer. To view these additional details, click the View button, and then select Show Printer Details from the menu.

Additional text and two groups of icons appear below each printer's basic information.
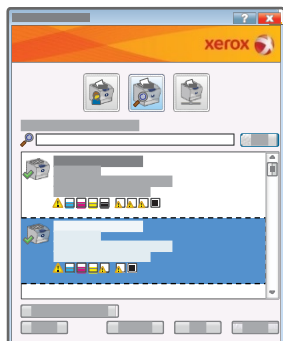

- The text tells you whether the printer is color or monochrome, and whether it can handle 2-sided (duplex) printing. For some printers, it also tells whether the printer has finishing or fax capabilities.
- The first group of icons tells you about the printer's toner/ink levels and available colors.
- The second group of icons indicates whether the printer's paper trays are full, partially filled, or empty.

# What If You Still Need More Details About a Printer?

If you still do not have enough information to choose a printer, move the mouse pointer over the icon for any printer that you are thinking about using. A pop-up window displays much more information about that printer, including:

- The amount of each color of toner/ink remaining (given as a percentage).

- The size, dimensions, and type of the paper in each paper tray.
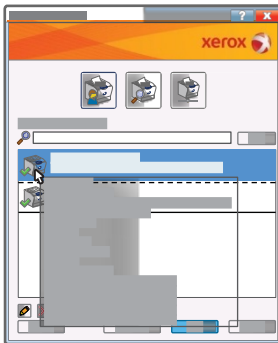
If you want to focus on particular printer details, move the mouse pointer over the icons that interest you:

- If the pointer is over the toner icons, a pop-up window displays the percentage of toner/ink remaining for each color.

- If the pointer is over the paper icons, a pop-up window displays the size, dimensions, and type of paper in each paper tray, and whether the tray is full, low, or empty.
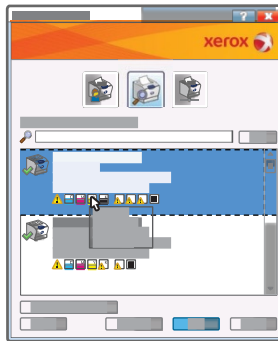
Note: Older Xerox® printers and non-Xerox® printers may not be able to display all of the toner/ink and paper information shown in the illustrations.

Printing

Choosing and Saving Printer Settings

Once you determine which printer best suits your needs, select it and click the OK button to continue. A progress indicator displays while the Mobile Express Driver® builds a driver for the printer that you selected


By default, the Mobile Express Driver® automatically saves the selected printer to your My Printers list. The next time you print at your current location, the Mobile Express Driver® will offer you this printer, plus any other printers you have used at this location, unless you tell it not to do so.

Note: If the Mobile Express Driver® did not find the printer you need, you may need to search on a different subnet.

Choosing Your Printer Settings

Once the Mobile Express Driver® builds your print driver, a 'Properties' dialog box similar to the one below appears.
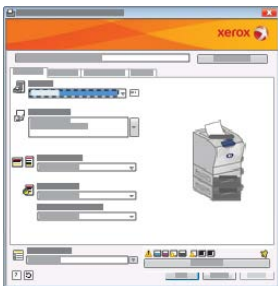
Note: If you need more information about any of the printer settings, click the Help button (Represented by a ?), located in the lower left of the dialog box.

The printer settings available on the dialog box vary according to the printer you are using:

- If it is one of the most recent Xerox® printers, you will see the same print driver interface you are used to, and you can use all of the features you are accustomed to having.

- If it is an older Xerox® printer or a non-Xerox® printer that supports standard PostScript, the dialog box offers only the basic printer functions.

Saving Your Printer Settings

To save your printer settings, open the 'Saved Settings' menu located in the lower left corner of the dialog box.


Select 'Save As' and enter a name for your print settings in the box that appears. Then, click the 'OK' button to add your settings to the 'Saved Settings' menu. The next time you use this printer, you can re-use your printer settings via the 'Saved Settings' menu.

Note: You can also use the Saved Settings menu to save settings that you use for particular applications. If you use Microsoft Outlook, for example, you might save settings that include Black and White and 2-Sided printing. Or, for PowerPoint, your saved settings might include Color and Landscape printing.

Once you have saved your settings, click the 'OK' button on the 'Properties' dialog box to start printing.

Sending Your Print Job to the Printer

Once the Mobile Express Driver® has built the driver for your selected printer, a 'Properties' dialog box appears.
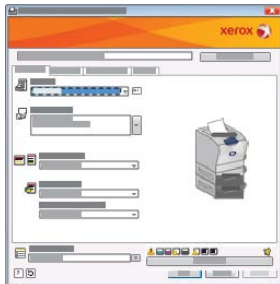
The printer settings available on the dialog box vary according to the printer that you are using:

- If you are using one of the most recent Xerox® printers, you are able to use all of the printing features using the same print driver interface that you are accustomed to.

- If you are printing to an older Xerox® printer or to a non-Xerox® printer that supports standard PostScript, the dialog box offers only the basic printer functions.

Just as when you are printing with a regular print driver, make any needed adjustments to the printer settings. Then, click the 'OK' button to start printing.

Note: If you need to know more about any setting on the Properties dialog box, click the Help button (Represented by a ?) , located in the lower left of the dialog box.

Troubleshooting

Why Can't the Mobile Express Driver® Find the Printer You Need?

By default, the Mobile Express Driver® looks for printers only on the subnet (network segment) that your computer is using. However, the printer you need might be on an entirely different subnet, even though it is physically located just around the corner from where you are. If a location has a large network, for example, it is a common practice to put printers and workstations on separate subnets. Luckily, the Mobile Express Driver® has an Advanced Search feature that can help you search other subnets.

Using Advanced Search

To have search for printers on another subnet, go to the 'Discovered Printers' dialog box and click the 'Advanced Search' button.
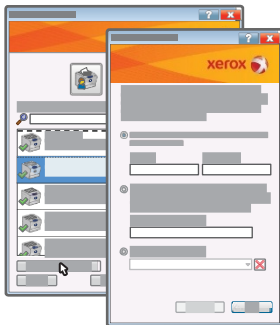
When the 'Advanced Network Search' dialog box appears, choose one of these search methods:

1. If you know the IP addresses for the gateway and subnet mask used by the printer you want, enter them into the 'Gateway' and 'Subnet Mask' boxes and then click the 'Search' button. If you do not have these addresses handy, try the next suggestion.

2. If you have the IP address for another printer on the same subnet as the one you need, enter that address in the 'IP Address' box and then click the 'Search' button. As with the gateway and subnet mask, you might find the IP address on a label on the printer you want.

3. If you have successfully searched for printers on this subnet sometime in the past, the Mobile Express Driver® will have saved the gateway and subnet masks from that search. Select the search from the list and then click the 'Search' button.

If the printer you want is accessible, it will be listed in the 'Discovered Printers' dialog box

If Advanced Search Fails

If an advanced network search does not find the printer you need, it is possible that your location does not allow cross-subnet searching. One of these options should help:

- Try to determine the IP address for the printer. Once you have it, click the 'IP Address or DNS Name' button [image] (located near the top of the 'My Printers' or 'Discovered Printers' dialog box) and then enter the address into the 'IP Address or DNS Name' box. If the printer is accessible, the Mobile Express Driver® will display it.

- If you cannot determine the IP address for the printer, contact your location's help desk or support desk for assistance