



Xerox® Mobile Print Portal

User Guide

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Introduction

Get Started

Xerox® Mobile Print Portal gives you the freedom to print when you are on the go-- away from your desktop and usual printers.

Use any mobile device (e.g., smartphone, tablet) to quickly and easily print to supported printers.

Xerox® Mobile Print Portal runs on the following devices:

- Android™ Version 4.0 or higher

Note: The first time you login there is a brief getting started tutorial that you may follow. After the initial login, if you would still like help, the user guide is available from Settings>Support.

Download

You may install Xerox® Mobile Print Portal from the app store for your device.



Once the install is complete, look for the Xerox® Mobile Print Portal icon in your menu of apps.

Login

You only need to log in the **first** time you access the application or when you return to the application after signing out.

When you use the application for the first time, you will be prompted to set your push notification preference. Choose Yes if you want to receive pop-up messages from the server. You may change this option under Settings>User.

Note: To log out, **Sign Out** swipe open the menu and tap the **Logout** icon.

All users start by accepting the terms of use and entering an email address. After you enter your email, you will be prompted to enter your credentials in one of three ways depending on your system setup. Not sure what to enter? Check with your administrator.

Option 1: Confirmation Number

1. Enter your email. Select **Next**.
2. You may be asked to enter a company code. This helps identify you. Your company should supply this information before you log in.
3. You will be prompted for a confirmation number. If this is your first time using the application, you may not know your confirmation number. It will be emailed to you. Select the retrieve confirmation number option to retrieve your confirmation number from the server in your email.

4. Enter the number you received via email and touch **Done**.

Option 2: Corporate Login

1. Enter your email. Select **Next**.
2. You may be asked to enter a company code. This helps identify you. Your company should supply this information before you log in.
3. Enter your User Name and Password. This is determined by your company. It may be the same credentials you use to log on each day. If you are unsure, check with your system administrator.

Option 3: Password

1. Enter your email. Select **Next**. A temporary password is sent to you.
2. You may be asked to enter a company code. This helps identify you. Your com-

pany should supply this information before you log in.

3. Enter the temporary password.
4. Supply a new password and confirm it.
Touch **Done**.

Note: Passwords should be at least eight characters long and contain at least one upper alpha character and one numeric character.

Overview

Use your mobile device to print from email, the web, an image library, and other applications to a network of workplace and public printers.

Note: Public printing availability depends on your deployment. See your administrator for more information.

Go straight to the [Print](#) topic to get help printing.

Welcome

This view lets you quickly access the most popular features in Print Portal. From here just tap the icon you want to:

- print from various sources
- select printers
- view status of pending jobs, and
- go to the Documents list.

For more extensive options, swipe open the navigation menu on the left. This can be accessed throughout the application.

Settings

The Settings view allows you to check your network information, unlock printers, and find support information.

If you want to receive pop-up messages from the server, under Notifications toggle the Enabled field to "On."

Unlock Printer

Note: The availability of this feature depends on your deployment.

1. Swipe open the menu and tap **Settings**.
2. Tap **Unlock Printer**.
3. Enter the unlock code from the printer display.
4. Tap **Unlock**.
5. The Unlocking Printer view instructs you to either tap **Next** on the printer to continue or tap **Cancel** in Print Portal to keep the printer locked.

Print Preferences

Follow the steps below to configure your print preference for stapling, color, and plex.

1. Swipe open the menu and tap **Print Preferences**.
2. In the Preferences view set the color, stapling, plex (1-sided or 2-sided), and media size options that you prefer.

Once you configure these settings they will be remembered across devices. The settings apply to all document and release workflows. You can override these settings for a specific print job in the Print Job view.

Configure Email

If you want to access your email account from within Print Portal, you can add an email account. Please note that your email is not stored in Print Portal.

1. Swipe open the menu and tap **Configure Email**.
2. In the Add Email Account view you must enter your user name and password.

3. Optionally, you may expand and enter additional settings. For example, you may want to set how often to sync your email Inbox with Print Portal.

Manage Documents

In the Documents list you can perform the actions below for documents that you have uploaded and are ready to print.

Print

1. Touch the document and Print Job opens.
2. Set a Printer.
3. Choose your print options.
4. Touch **Print**.

Note: Go to [Print](#) for more information.

Preview

1. Open the Document Actions menu for the file and touch **Document Details**.
2. In the Details view tap the **Preview** icon.
3. If applicable, choose an application to view in (e.g., Gallery or Quickoffice). The pre-view opens.

Print History

You can view the print history from Details for a specific document or go to Job Status to view your history for the last seven days.

To view public print submissions, go to the Public view.

1. Open the Document Actions menu for the file and touch **Document Details**.

Delete

1. Open the Document Actions menu for the file and touch **Delete Document**.

Print

Xerox® Mobile Print Portal makes it simple for you to print on the go. Print to any enabled device at your workplace or to other authorized print locations. (This may include Xerox® Mobile Print Cloud guest devices or public hotspots.)

There are a variety of file types you can print. (See the FAQ for a full list.) You can print:

- webpages
- images captured with your camera
- files and images stored on your device
- emails and their attachments
- content from your clipboard

All you need to do is choose a file, choose your settings, and print.

Can I Upload Now and Print Later?

Note: The amount of time your document is available to print is designated by your company's system administrator.

1. Open the file in Print Portal.
2. On the Print screen touch the **Upload** icon.

This saves your file in the Documents queue until you send it to a specific printer later or release it at the printer.

Can I Reprint a File?

1. Go to the Documents view.
2. Select the file you want to reprint from the Document list. You can reprint an item that has been uploaded.
3. Open the Details view and tap the **Print** icon.

File Library

Follow the steps below to print from the file library you select on your device.

1. Either swipe open the menu or go to the Welcome view and tap **Library**.
2. In the Choose Application dialog, select the library you want (e.g., Gallery).
3. Select a file from the library.

4. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

Email

Once you have associated an email account with your Print Portal account, you can print email messages from that email account. There are two email workflows depending on your configuration.

1. Manual Email: From your email you send a message to the Print Portal server or directly to a printer.
2. Integrated Email: Your IMAP/POP email account is accessible from within Print Portal.

Manual Email

1. To print an email message, forward it to the general email address to upload the file for later release. (See the FAQ, if you do not

know the email address.)

Note: Some deployments also allow you to email the printer directly using a device-specific email address. The job is sent to the printer immediately and you will not be able to set print options.

2. Open Print Portal.
3. Touch the message you want to print. The Print Job screen opens. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

Note: To print an attachment, follow the steps for Other Applications.

Integrated Email

Emails may be printed from within Print Portal using the IMAP or POP protocol. By default, this feature is disabled in the Print Portal and must be enabled by an administrator.

Please note that your email is not stored in Print Portal.

1. Either swipe open the menu or go to the Welcome view and tap **Email**.
 - The first time you use this feature you will need to log in to your account. Enter the User Name and Password for the email account. Tap **Save**.
 - The settings may already set by your administrator. To change them, swipe open the menu and tap **Configure Email**. For example, you may choose another email address or change how many days of your email sync with Print Portal.
2. Open the message and tap **Print**. If there are attachments in the email choose what to print; otherwise, go to the next step.
 - All
 - Email Only

- Attachment: Labeled with attachment name
3. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

Note: If you do not wish to print the email now, tap the **Hold** icon.

Note: If you are sending multiple files from email to print, and they require different print options (color, staple, pages) the best practice is to submit the files individually so that you can customize the print job.

Other Applications

1. Choose a mobile application (e.g., Dropbox). Select the file you want to print.
2. Select print and use the Open in Print Portal option. (**Note:** The action name varies by device; it could be Send to, Share with, etc.)

Webpage

Webpages are printed by converting the page to a PDF document for upload. Print Portal supports printing multiple webpages and sizes the pages for printing.

1. Either swipe open the menu or go to the Welcome view and tap **Webpage**.
2. In the browser, enter the URL for the webpage you wish to print.
3. Once the page opens, select the **Print** icon
4. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

Create And Manage Bookmarks

Do you frequently visit and print from the same webpages?

You can create bookmarks for these pages in Print Portal to make your printing more efficient.

To create a bookmark:

1. In the welcome screen select **Webpage**.
2. In the More menu, tap **Add Bookmark**.
3. Enter a title for you bookmark and tap **Add**.
4. Enter the URL for the webpage you wish to bookmark and tap the web icon.
5. Once the page opens, tap the **Print** icon.
6. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

To edit or delete a bookmark:

1. In the Webpage view, open the menu and tap **Show Bookmarks**.
2. In the bookmark list, touch and hold the bookmark you wish to edit or delete.
3. To edit, enter the revised title or URL and tap **Save**.
4. To delete, tap the **Delete** button.

Camera

Follow the steps below to take a picture with your device and then immediately print it.

1. Either swipe open the menu or go to the Welcome view and tap Camera.
2. Take a picture and select **Save**.
3. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

Clipboard

Follow the steps below to print content that you have copied to your clipboard.

1. Save content to your clipboard.
Note: The content can be text. It may come from webpages as well as a variety of other sources.
2. Either swipe open the menu or go to the Welcome view and tap **Clipboard**.
3. Tap the **Print** icon.

4. In the Print Job view, if necessary, select a printer, set print preferences, and tap the **Print** icon.

Note: The clipboard content is converted to a .PDF file in order to print.

Printing to Public Locations

The steps to print files to workplace and public printers are very similar.

Print Portal users will see these public printers in the public workflow of the application, assuming they are authorized for public print. Users who release jobs to these printers will receive a release code (under View Status) and will use the device's secure print path to release the job.

1. Follow the steps for the particular print type (i.e., camera, library, etc.)
2. Choose a public print location.
3. Tap the **Printer** icon.

Note: Prior to submitting to some public

locations, you may be required to accept terms of use for that location.

4. You are routed to the Public view while the file is processed.
5. Use your release code to release the print job at the print location.

Note: For jobs sent to some public locations, you will receive an email confirmation with your release code when the print job is ready to be released. This includes public printers from the Xerox® Mobile Print Cloud, which follow a secure print path to release the print job. In the secure print release process you select the Jobs button on the printer panel. Then select your job, which has your email address associated with it. Enter your release code at the prompt.

See [Job Status](#) for more information.

Print Job Settings

As part of the print workflow for all file types, you can change the settings in the Print Job view. If applicable, you may also update your Accounting information here.

The view varies slightly for public and workplace printers.

Current Printer

Touch to change printers. See [Printers](#) for more information.

Printer Options

You may preset your print preferences under Settings. Otherwise, the available print options vary depending on the printer you have set.

Copies

To set the number of copies, touch the field and enter a number or use the + and - buttons.

Page Range

If enabled, use this section to choose which pages of your file will print. This option is not available for public printers. This setting is visible for supported file types, which include:

- Images
- Microsoft Office
- OpenOffice (excludes the .ODF file type)
- PDF
- DocuWorks (only with the DocuWorks plug-in)

You may use comma-separated values for all the supported file types except Excel spreadsheets, which only accept single pages or a hyphenated page range.

Note: If the page range you select is invalid for an OpenOffice spreadsheet (.ods) the valid pages will print. For other formats the entire print job will fail.

Color, 2 Sided, Staple

For color, two-sided, and staples, touch the appropriate box to select or deselect an option.

If enabled, you can specify on which edge to flip two-sided print jobs. Long edge is the default behavior.

Media Size

This option allows you set the size of your print output based on what the printer supports. Your document will

scale to the size selected. The default option is auto. If the media you chose is not available in the printer, the job will be held for resources.

Secure Print

You may set a passcode in order to release documents on supported printer models.

This adds an additional level of security to your print job. To use secure print:

1. Open **Secure Print**.
2. In the Secure Print view enter a passcode and tap **Save**.
3. You will receive a notification on your device with the passcode in it.
4. At the device, go to the held jobs queue and enter the passcode to release your job.

Accounting

If enabled for the printer that you have chosen, accounting allows you to track the

volume of material you print. This can be useful if you need to know how much you have printed for a specific client or account. You must enter the accounting credentials before you can print.

Job Status

Either swipe open the menu or go to the Welcome view and tap **Job Status**.

The history for both public and workplace print displays the file that was printed and the print date. In addition, the Public view provides print job status and lets you obtain the release codes for the provider.

Note: When you submit a file to print, the job status icon flashes from yellow to red to let you know that there is a new status reporting.

Public Print Details

To see information about your public print jobs and to access the confirmation code, go to the Public view and select a document. Touch and hold the document to open its Details. This view shows:

- **Print Location:** If you did not choose Pick-up Ready, then the Location icon displays and you can choose the printer pick up location.
- **Job Information:** Shows print job information, any special instructions, and provides pick-up ready information if applicable.
- **Release Code:** Displays a code number and bar code.

Note: To cancel a public print job, tap the **Delete Document** icon.

Printers

Manage Printers

There are two main ways to manage your printers. You can find or change a printer during your print process in the Print view, or you can access the **Select Printers** view.

In the Select Printers view you can find printers and manage printer options (e.g., favorites) for both workplace and public printers (if enabled). The Workplace tab displays a list of the printers in your vicinity. If you print a file, but have not selected a printer or set a favorite, Print Portal prompts you to choose a printer.

Access Printers

1. Either swipe open the menu or go to the Welcome view and tap **Select Printers**.

The list of printers shows the last printer selected and a list of your favorite printers.. The Favorites tab first lists your currently selected printer. Then the list is split into workplace and public favorites.

View Printer Details

1. Open the action menu from the bottom right corner of the printer row.
2. Tap **Printer Details**.

Delete Printer

1. Open the action menu from the bottom right corner of the printer row.
2. Tap **Delete Printer**.

Manage Contacts

You can also add and remove printers from your contact list in this view.

1. Open the action menu from the bottom right corner of the printer row.
2. Tap either **Remove from Contacts** or **Add to Contacts**.

Add Printers

The Add Printers view is divided into Favorites, Workplace, and Public printers. The Workplace and Public printer lists show the last printer you sent files to and your favorite printers/locations. The Add Printers and Print Job views both display the device status of workplace printers. For a more detailed status update, tap the printer.


You can add favorite printers and locations to your lists.



This icon indicates a favorite printer.

Touch and hold a printer to open Site Details.

You can find printers using the following methods:

- Explore: Searches for print sites near your current location.
- Search: Allows you to search by printer name or location.
- Scan QR: Tap the **QR Code Scanner** icon. 

Note: If you want to change the printer from print dialog, select from your favorite printers or add from search. The printer selected will automatically become your favorite printer.

Explore

Search for a printer by location. The closest printer sites are pinpointed on a map. If public printing is enabled, both public and workplace printers appear in the results. Workplace is the default view for the

mapped search results. To view public sites, if enabled, open the Public tab. Toggle to the appropriate view for your options.

Select the site to view its available printers.

Search

Enter text in the search bar to find a printer or location. If enabled, the search will return both public and workplace printers. Tap a row to view the printer or site details.

Note: Clicking the **Explore** icon from this view generates a new list of sites based on your location; it does not pin the current search list results to a map.

Scan QR Code



If there is a QR code available for the printer, use Print Portal to scan the QR code and add the printer to your Favorites.

It's the most accurate way to make sure you send your print jobs to the right device.


Scanning Tips

In the Printers tap the **QR Code Scanner** icon.

Check conditions below if you are having difficulty scanning.

1. Make sure you are close enough.
2. Make sure there is enough light.
3. Center the code in your viewer.
4. Check your focus.

Favorites

 Tap to remove a printer as a favorite or

 Tap to add a printer as a favorite.

Printer Details


The Printer Details displays the printer's capabilities and provides general and location


information. In the Printer Details view you may set the favorite and default status as well as add a printer to your device's contact list.


FAQ

What file types are supported?


The file types below are always supported.


 Microsoft Word documents (*.doc, *.docm, *.docx)

 Text and rich text files (*.rtf, *.tif, *.tiff, *.txt)

 Images (*.gif, *.jpeg, *.jpg)

 Adobe PDF (*.pdf)


 Microsoft PowerPoint presentations (*.ppt, *.pptm, *.pptx)

 Microsoft Excel spreadsheets (*.xls, *.xlsm, *.xlsx)


These file types may be supported depending on your deployment.

 Email messages (*.eml)

 Images (*.png)

 Compressed files (*.zip)

 Docuworks (*.xdw)

 Open Office file types (*.ods, *.odp, *.odg *.odf, *.odt)

What if I do not have or do not know my Company Code?

Depending on how your system is set up, you may not need to enter this information .

If Print Portal requests this information and you do not know it, check with your administrator.

How do I change Company Code?

If you are logged into the app, you will need to log out to change your company code.

1. Depending on your device, at the login screen open Menu or press the **Settings** icon.
2. Under Settings, check the Prompt for Company Code option.
3. Continue with the log in process.
4. When prompted to enter your company code, enter your new company code. If it is different from code you used at your last log in, a verification email is sent to your email address.
5. Get the verification code from the email and enter it in the app. Continue with your normal login process.

Why is file preview slow?

File size and network speed impact the preview load time. If you have a large file that is

taking a long time to preview, go directly to print.

What email address do I use to print emails?

For Xerox® Mobile Print Cloud deployments, send emails to `print@-printbyxerox.com` and the file will upload for printing later.

For some deployments, you can find the printer email address in the Printer Details view.

Why can't I print?

Unsupported File Types Or Print Options

Check the list of file types above. Your device may not allow the file type.

If the printer you selected is not configured for the paper size of your document, select a different printer and reprint.

Document Did Not Print

You can view the print history from Details for a specific document or go to Job Status to view your history for the last seven days.

To view public print submissions, go to the Public view.

1. Open the Document Actions menu for the file and touch **Document Details**.

Review the history to verify that the document was successfully sent to the printer.

You can also check the printer; perhaps the print submission was successful, but the device is out of paper, etc.

Check that the accounting configuration for the printer and for mobile print match. If there is a disconnect, your file may not print.

I received a User Validation error when I forwarded a file to Print Portal. Why can't I print?

If you have multiple email accounts that you aggregate, and you want to forward files from the aggregated email account to Print Portal, it must be the email account that is associated with your Print Portal profile. To successfully print, you could forward from one email account to the one associated with Print Portal and send the file to print from there.

What if I do not want to print the file immediately?

Use the Upload option. This saves your file until you send it to a specific printer later, or release it at the printer.