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Xerox[®] Workplace Suite

Printer Client User Guide

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About Xerox® Workplace Suite

Xerox® Workplace Suite supports submitting files for printing through the Workplace Suite Mobile Printing and Workplace Mobile App Workflows.

Submit documents to print at a later time using any of these workflows:

Mobile Printing Workflow

- Send an email with your office documents or photos to the Xerox® Mobile Printing Workflow incoming email address
- Use the Document upload feature in the Xerox® Workplace Mobile App
- Send documents from your workstation to the Mobile Print Basic Client Print Queue

Print Management Workflow

- Submit jobs using the Workplace Suite Client Queue
- Submit Jobs using the Print Management Network Queue

Document can be released for printing using:

- Printer Client
- Workplace Mobile App

Note

- Only jobs can be released for the workflows that are enabled on the destination printer.
- Once you submit your files you can print your files on any Workplace Suite enabled Printer.
- For the Print Management Workflow, the Printer and the Print Queue must be in the same Printer Group.

This guide is designed to show you how to send a job, retrieve the job at a multifunction printer (MFP), and print your job.

For information on how to submit and print documents using the Workplace Mobile App, refer to the *Xerox® Workplace Mobile App Quick Start Guide*.

Additional help can be found at <http://www.support.xerox.com/support/>.

The Steps

There are two simple steps to release your jobs using the Printer Client:

1. Submit
2. Print

1. Submit

Xerox® Workplace Suite Users

Xerox® Workplace Suite supports submitting files for printing through the Workplace Mobile Printing and Print Management Workflows.

Submitting Documents Through Email

1. Send an email with the documents you want to print as attachments to the email address provided by your Mobile Printing Workflow administrator.
2. A confirmation email is sent to you indicating that your submitted documents were received.

Submitting Documents Using Desktop Printing

Your System Administrator will provide one or more Shared Network Print Queue names. They may also provide specific information about how to install these print queues.

One way that this can be done would be to go to your Windows Devices and Printers.

1. Select **Add a printer**.
2. Select **Add a network, wireless or Bluetooth printer**.
3. Select **The printer that I want isn't listed**.
4. Choose: **Select a shared printer by name** and enter the name provided by your System Administrator, which will be in the format `\\<servername>\<printqueue>`.
5. Follow the prompts to finish installing the print queue.
6. Repeat as required for any other Shared Network Print Queues.

Submitting Documents Using the Mobile Print Portal App

Choose the document that you want to print and select **Upload**.

2. Print

Xerox® Workplace Suite Users

1. At a Xerox® Workplace Suite-enabled MFP, select the Xerox® Workplace Suite icon on the display panel.
2. Enter your confirmation number or company logon.
3. Select the items you want to print, as well as the desired Output Settings (number of copies, sides printed, paper size, etc.)
4. Select **Print**. You may preview selected items before printing.
5. Collect your prints.

3. Copy

To select a copy-capable device:

1. From a Xerox® Workplace Suite-enabled multifunction printer, on the display panel, select the Xerox® Workplace Suite icon.
2. If necessary, log in.
3. Touch **Copy**.

Selecting the Copy Settings

To select copy settings:

1. Select the number of copies and the following copy settings:
 - Output Color: Black and White or Auto Detect
 - 2-sided Copying: 1-sided
 - Original Size: Auto Detect
 - Original Type: Text and Photo
 - Original Orientation: Portrait
 - Paper Supply: Auto Detect
 - Collation: On or Off
2. Insert the document in the automatic document feeder, or place one page on the device document glass, then touch **Start**.

Note

If the device does not Copy, see the Workplace Suite Administrator.

4. Scan

The Workplace Suite allows you to Scan to Email, create digital documents, and email the documents to yourself and others.

Note

The scan functionality can vary by device.

Scanning to Email

To scan to emails:

1. If necessary, at the device, log in.
2. Touch the **Scan To** icon.
3. To add recipients:
 - a. To email a scan to yourself, type your email address, then touch the **Contacts** icon.
 - b. To email the scan to someone else, type the recipient email address, then touch **OK**. To add more recipients, repeat this step. If an email address is not found, return to the Device Users list, view the Contacts, or use the Search feature.
 - c. To search for a recipient, type the first name, last name, or email address, then touch **Search**. When the recipient is found, touch **+Add > OK > .**

Editing the Name and Format

To edit the name and format of a scanned document:

Note

The file name and type are preset.

1. Touch the **File Name** field, then type the filename.
The list of users assigned to the device appears.
2. Touch **PDF** or **PDF/X**, then touch **Enter**.

Note

PDF/X is a subset of the PDF file format for archiving text, graphics, images, and embedded fonts.

3. Scroll to the Email Features, then type an Email **Subject** and **Message**. If an email is sent to this recipient often, touch **Save**.

Selecting the Scan Features

Available scan settings vary by user group and device. All setting variations are based on Rules.

To select the features for your scanned document:

1. Select the scan settings:
 - 2-sided Scanning: 1-sided
 - Original Orientation: Portrait
 - Original Type: Text and Photo
 - Output Color: Black and White or Auto Detect

The Steps

- Original Size: Auto Detect
- Resolution: 300 DPI
- Message: None

2. Touch **Scan**.

FAQs and Troubleshooting

What are the Supported Formats for Submission?

Supported formats for submission are:

- Microsoft Office documents: .ppt, .pptm, .pptx, .doc, .docm, .docx, .xls, .xlsb, .xlsx

Note

Microsoft Excel documents will print as if you had right-clicked the document from a list of documents in a folder and selected **Print**. Ensure that you save your selected printable area and desired page breaks prior to submission.

- Rich Text Format documents: .rtf
- Text documents: .txt
- PDF: .pdf files, excluding pdf Portfolio files
- Image files: .gif, .jpg, .jpeg, .tif, .tiff, .png
- Formatted and unformatted email messages: .msg
- Multiple documents in a .zip file

What do I do if I do not receive a confirmation email?

- Make sure that you have the correct email address for the Xerox Workplace Suite.
- Make sure that you have waited an appropriate amount of time. With heavy traffic either on the Xerox® Workplace Suite solution server or the mail server hosting the Xerox® Workplace Suite email messages, there might be some congestion resulting in a longer than anticipated wait time for an email confirmation.
- Check your junk mail folder in your email program. If the confirmation message is there, make sure you add the Xerox® Workplace Suite server email address to your “safe” email list.

What do I do if I cannot print?

- Check that you have entered your correct confirmation number (Xerox® Workplace Suite only).

- Check that you have not already printed your documents. After printing any part of an email, the entire email including the attachments are deleted as a security measure.
- Check that you printed your email and any attachments within the system auto-delete time limit. The System Administrator can set the length of time that emails remain in the system. If your job is unexpectedly removed, contact your System Administrator or re-send your email.

What should I do if my job was submitted, but has not printed?

If your job did not print and you did not receive a **Job Failure** notification from the Xerox® Workplace Suite, check the **Job Status** of the printer. If the print dimensions are different than any paper size available on the MFP, the job status will be “held for resources” in the list of **Active Jobs**. To work around this, either load the correct paper or re-send the job and use the Media Size feature when releasing the job.

Who do I contact if I have problems?

Contact the System Administrator in your company that is responsible for the mobile solution.

What can I expect when my documents print?

The following table lists the supported file types and the expectations when printing a file.

Application	File extension	Expectation
Formatted email printing	.msg	Emails sent in .msg files with text and graphics will print as expected. Some variation in print may occur with html-based email communications.
GIF images	.gif	Each GIF image is printed on a separate page.
JPG images	.jpg, .jpeg	Each JPG image is printed on a separate page.
PDF	.pdf	Documents print as expected.
PNG	.png	Each PNG image is printed on a separate page.
Microsoft Excel	.xls, .xlsm, .xlsx	Excel spreadsheets must be formatted for printing before sending the email. For example, selecting and saving the printable area and desired page breaks must take place prior to submission to ensure desired page formatting.
Microsoft PowerPoint	.ppt, .pptm, .pptx	All slides print as expected. Handouts, note pages, and outlines are not printed.
Microsoft Word	.doc, .docm, .docx, .rtf	Documents print as expected.
Text files	.txt	Documents print as expected.
TIFF images	.tif, tiff	Each TIFF image is printed on a separate page.

Application	File extension	Expectation
Unformatted, text-only email printing	n/a	Plain text emails print as expected.
Zip	.zip	Zip files may contain file types that are not supported. Supported file types in a zip file will print even if the zip file also contains unsupported file types.

If your document prints with different fonts than expected, check if your document is using custom or special fonts. Contact the System Administrator in your company that is responsible for the mobile solution to discuss the font problem.

An alternate solution is to save your document as a PDF file with the custom or special font embedded into your PDF. When you resubmit the job it should print correctly. See the “My job was submitted but has not printed” section for other tips about fonts and printing.

Where is the media size option?

If the interface for your MFP uses a gray scale screen, the media size option is not available. The mobile solution will use the **Auto Scale** Media Size option.

Note

The Media Size option is used to select a specific paper size or automatically detect the appropriate paper size a document should be printed on.

Additional Notes

Make sure that none of your documents is password protected or uses any of the following character in the file name: ‘ * : < > ? \ /

Output Settings apply to all selected items. For example, if you select 2-sided, all the documents print 2-sided. Selecting stapling causes each item to be stapled separately.

If you did not send the email from your mobile device, for example, the email was sent from a desktop computer, you may have to check the email account from which you initially sent the print job to get the confirmation.

The administrator sets the document retention policy and determines whether jobs are immediately deleted or are available to reprint later.

For Xerox® Workplace Suite, various retention possibilities include:

- Only **printed attachments** are deleted when **more than one attachment** is included in an email. The email body and any unprinted attachments remain available to the user until the auto-delete limit is reached.
- The email body and any unprinted attachments are available for printing when only the **email body** is printed until which time the auto-delete limit is reached.
- When all files attached to a message are printed, the entire job is deleted, including the email body, even if the email body was not printed.

Continue to make your selections; the document will print correctly.

For Xerox® Workplace Suite, retention is handled as follows:

- Documents uploaded to Xerox® Workplace Suite will be available for 7 days.
- For documents printed, retention settings are based on the user's home account. The setting could be immediate, 1 day, or 7 day deletion.

Xerox® Workplace Suite Notes

The confirmation number you receive is the same for all the emails you send from that email address. The confirmation email has a link that you can select to request a new randomly-generated confirmation number.

Some mobile devices do not let you use the “send to” reply link to request a new confirmation number. In this case, use a computer to access your confirmation message and then request a new confirmation number.

When, on occasion, you cannot preview a file, it does not mean that the file will not print. The preview is only an approximation of the printed page. For example, you may experience some of the following discrepancies:

- font substitution
- content running off the edge of the displayed page
- a different number of pages displayed for printing caused by text flow

