# PrinterOn Mobile App for iOS and Android

## User Guide

Version 3.6

# Contents

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# Getting started

The PrinterOn® Mobile App for iOS and Android print from your Apple or Android devices to any PrinterOn-enabled printer worldwide. With the PrinterOn app, you can locate a printer, and print pictures, boarding passes, spreadsheets, documents, email attachments, and more, all directly from your mobile device.

The PrinterOn Mobile App for iOS supports iOS 9+.

The PrinterOn Mobile App for Android supports Android 5+.

## Features of the PrinterOn Mobile App

The PrinterOn app offers the following features:
- Support for PrinterOn Secure Release Anywhere printer pools
- Quick printer discovery
- Printer discovery with QR code scanning
- Saved printers list

## Support for PrinterOn Secure Release Anywhere printer pools

The PrinterOn Mobile App supports printing to Secure Release Anywhere pools. A Secure Release Anywhere pool appears just like any other printer when you select it. However, rather than representing an single printer, it represents a group of PrinterOn printers, any of which can print the submitted print job. Once you submit your print job, you can choose which of the member printers will do the printing.

Printer pools are a way to simplify printing for the user. Instead of needing to know a specific printer name, you simply select the printer pool, walk up to the closest printer, scan the QR code, and the print job is sent there for you.
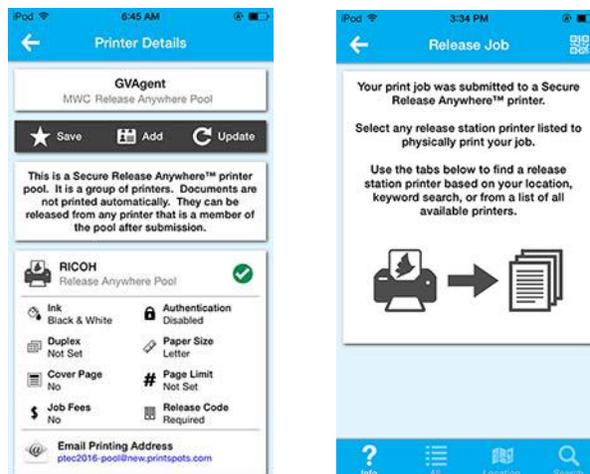
# Quick printer discovery

It's easy to find a printer to print to. PrinterOn maintains a directory that contains entries for every PrinterOn enabled printer worldwide. With the PrinterOn app, you can search this directory to locate and select a printer.
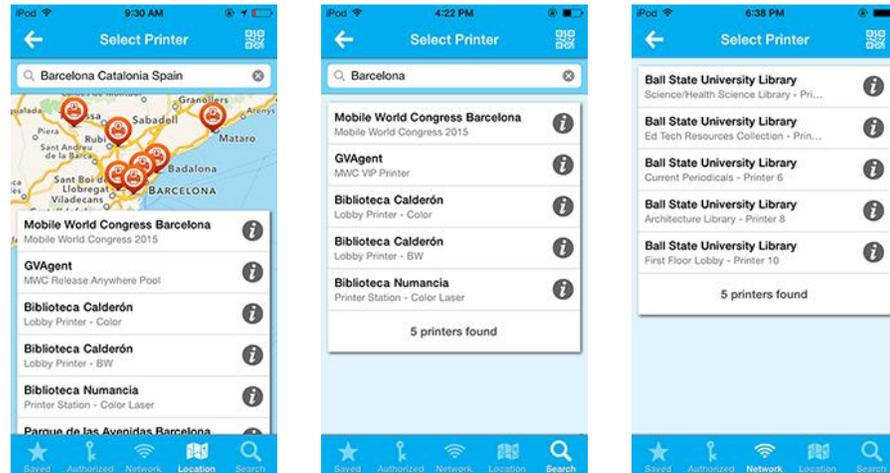


The app provides several methods to quickly locate a specific printer from among the thousands available:

- **Search by location**: Use your device's Location Services to locate nearby printers, or search specific geographic locations.

- **Search by keyword**: Search the PrinterOn directory for a printer with specific printer name, or search for a hotel name.

- **Search for network printers**: If you are using the PrinterOn Mobile App for iOS, you can also use the network discovery features to scan your local network for available printers.

- **Search for secured printers**: Configure the mobile app with server and user account information and you can restrict your search to those printers you are authorized to access.

## Printer discovery with QR code scanning

Every registered PrinterOn printer receives its own QR code which contains the connection information for the printer. If you have access to a PrinterOn enabled printer with a QR code, you can quickly select the printer just by scanning the code.



## Saved printers list

The PrinterOn Mobile App lets you maintain a list of saved printers. When you discover printers that you may want to access again in the future, you can save them to the Saved list to provide quick access for future use.
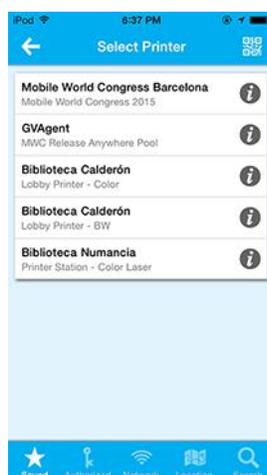
## 1.1  New in this release

This guide documents the PrinterOn Mobile App for iOS v3.5.9 and PrinterOn Mobile App for Android v3.5.9. This release follows on previous releases of the product.

This release is primarily focused on performance improvements and some additional MDM-related features that provide increased administrative control over the app in enterprise environments.

Note that in this release of the PrinterOn app for Android, PrinterOn has **deprecated support for versions of Android earlier than Android 5.0**. The app now only supports Android v5.0 or newer.

There are no substantive changes to the documentation.

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# Locating printers

PrinterOn maintains a directory that contains entries for every PrinterOn enabled printer worldwide. You can search this directory from the mobile app to locate a printer.

When you select a printer, you can select printers of two types:

- A PrinterOn enabled printer: An individual printer. All print jobs are printed by one physical printer.
- A Secure Release Anywhere pool: A group of printers, any of which can print the job. When you select a printer pool, you must specify which member printer the print job is sent to, either by scanning a printer's QR code, or by choosing it from a list. When you submit the job, the PrinterOn server holds the job until you specify which member printer the job should be released to.

When you search for a printer, a printer pool is indistinguishable from an individual printer, unless the owner has clearly indicated in the name or description. If necessary, you can check the Printer Details to determine if a printer is actually a Secure Release Anywhere pool.

# Locating and selecting a printer

The app provides several methods to quickly locate a specific printer or printer pool from among the thousands available:

- Search by location
- Search by keyword
- Search for a network printer (iOS only)
- Search for a secured printer

Alternatively, if you have access to a printer with a QR code, the app lets you select that printer by scanning the code. For more information, see Viewing printer information.

Once you locate a printer, you can add it to the Saved list so you can quickly access it in the future. For more information, see Selecting a Saved printer.

## Searching by location

When you search by location, the PrinterOn Mobile App displays a map with pins that indicate locations of printers in a specified area. By default, the location search centers on your current position. However, you can drag the map or use the location-based search bar to search another location.

Note:  You must have Location Services enabled on your mobile device to use the location search. If Location Services are disabled, the app prompts you to enable the services and opens the device settings for you.

To search for printers by location:

1.  On the Printers page, tap **Location**. The app locates you and displays pins to indicate nearby locations with printers.
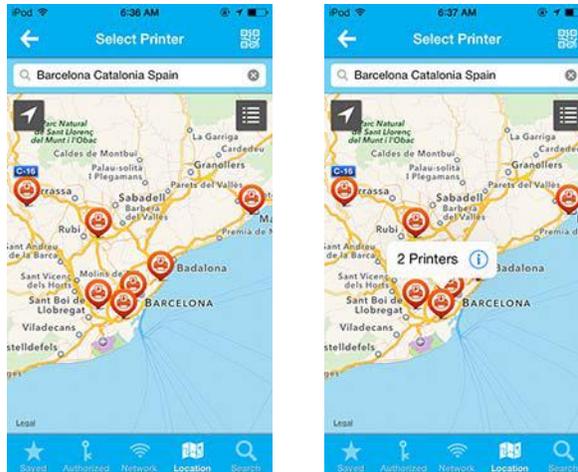
> **Note:** Tap a pin to get information about the printer(s) at that location.

2.  To locate printers in a different location:

    *   Enter another location in the Search bar at the top of the screen. For example, you can enter a city name, or point of interest.

    *   Drag the map to another location.

    Tap ⏷ to re-center the map on your current location.

3.  Tap ☰ to view a list of the printers.

4.  If you want, add one or more of the listed printers to the Saved list for quick access in the future.

5.  Select the printer that you want to print to from the list.

## Searching by keyword

You can locate a printer by searching on a keyword such as a printer name, a business name, an address, or some other piece of identifying criteria. For example, you could search for all printers with the word Lobby in the name, or search for all printers available at a particular hotel chain.

To search for printers by keyword:

1.  On the Printers page, tap **Search**.
2.  In the Search bar, type a keyword associated with the printer you want to add.

    The app searches the PrinterOn directory and returns a list of printers that match the search criteria. To reduce search response times, the app returns 25 printers at a time.



3.  If you want, add one or more of the listed printers to the Saved list for quick access in the future.
4.  Select the printer you want to add from the list.

## Searching for a network printer

If you are using an iOS device, the PrinterOn app can scan the network your device is connected to for any available printers.

To search for a network printer:

1. On the Printers page, tap **Network**. The app scans the network that the device is currently connected to and displays a list of all the printers that are connected to the same network.



2. If you want, add one or more of the listed printers to the Saved list for quick access in the future.
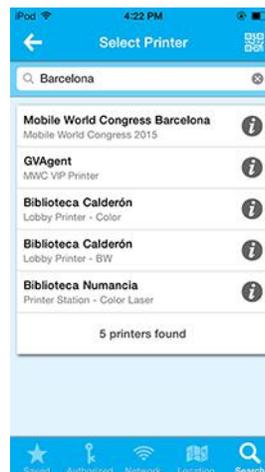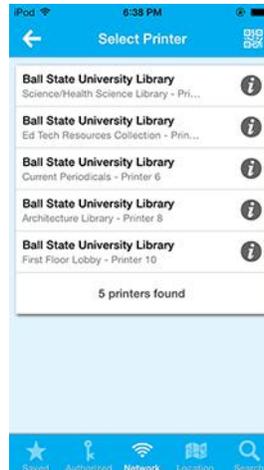
3. Select the printer you want to add from the list.

## Searching for a secured printer

If you have a user account that gives you access to a particular PrinterOn Server, you can quickly access any printer connected to that server to which you have access.

A secured printer might be:

- a private printer within an enterprise that is only accessible to users within the firewall

- a public printer with restricted access, such as a printer at a hotel that is available only to hotel guests

Before you can view a list of printers that you are authorized to use, you must first configure server settings and define your account information so that the app can ascertain your printing privileges. For more information, see Accessing secured printers.

To search for an authorized or enterprise printer:

1.  On the Printers page, tap **Authorized** or **Enterprise.**

    > **Note:** Enterprise only appears if you have previously configured your server settings and selected an enterprise server as the default service.

    The app returns a list of all the printers to which you have access.



2.  If you want, add one or more of the listed printers to the Saved list for quick access in the future.
3.  Select the printer you want to add from the list.

## Selecting a printer using a QR code

If you have access to a PrinterOn enabled printer with a QR code, you can select the printer by scanning the code. If the printer is part of a Secure Release Anywhere pool of printers, scanning the code adds the pool, not the individual printer.

You can open the Scan Code page using by tapping the 🔲 icon, wherever it appears in the app. The app displays this icon at the top of the Printers page, as well as on the Home screen.

To select a printer or printer pool by QR code:

1.  Tap 🔲.
2.  Line up your device to a QR code of a PrinterOn printer, and then tap **Scan Code**.

The QR code may represent the individual printer itself, or it may represent the printer pool to which the printer belongs. If the code is for a printer pool, and the printer belongs to multiple pools, you'll be prompted to choose which printer pool you want to select.



Scanning a QR code



Selecting a printer pool when a printer belongs to multiple pools

3. If authentication is required, add your account information, or link an existing account to the service.

> **Note:** Once the printer is scanned and accepted, the app saves the service URL information in the Services settings. If you scan another printer from the same Service, the app uses the information from the initial configuration so you don't need to re-enter the same information.

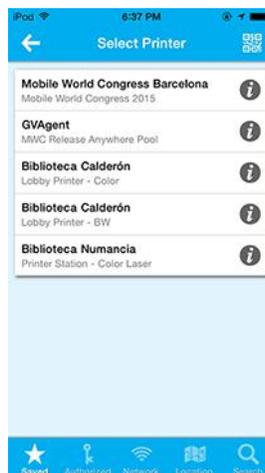4. If you want, add the printer or printer pool to the Saved list for quick access in the future.

## Selecting a Saved printer

Once you have located a printer or printer pool, you can add it to the Saved list. The Saved list allows you to quickly access your commonly used printers without having to search for them each time.

For more information on adding or removing printers from the Saved list, see Managing your list of saved printers.

To select a previously saved printer or printer pool:

1.  On the Printers page, tap **Saved.**



2.  Select the printer you want to print to.

# Viewing printer information

The Printer Details page provides information about the selected printer or printer pool.

For an individual printer, the Printer Details provides the printer name and location. For a Secure Release Anywhere pool, only the name is displayed. No location is provided, since each member printer could be located in a different physical location.

The Printer Details page also shows configuration information, such as color and duplex support, supported page sizes, whether you must provide authentication credentials or a release code, or whether there is a printing fee for the printer. In the case of the printer pool, the configuration information applies to each member printer.

In addition to viewing information about the selected printer, the Printer Details page also lets you save printer or printer pools, or to add them to you contacts list.

To view information about a printer or printer pool:

1.  In any list of printers, tap 🛈 to display the Printer Details page. The Printer Details page opens.
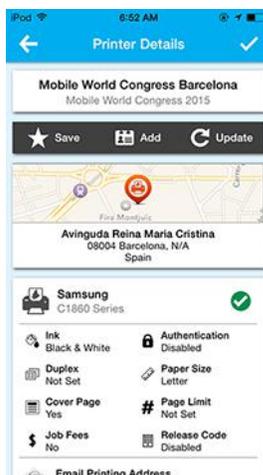


Printer Details for an individual printer

Printer Details for a printer pool

2.  If necessary, perform any of the following tasks:

    *   To add the printer or printer pool to the Saved list, tap **Save** or ☆. To remove the printer from the list, tap **Delete** or ★.

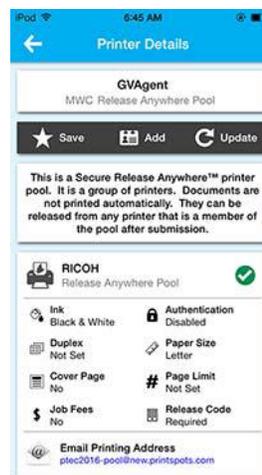    *   To add the printer or printer pool to your Contacts, tap **Add** or 🔳. To remove the printer from your Contacts, tap **Remove** or 🔳.

    *   To refresh the printer information, tap **Update** or ♻.

# Managing your list of saved printers

The PrinterOn app allows you to save printers or printer pools so that you can easily re-select them in the future. To keep the list useful and prevent it from getting cluttered, you can remove printers you are unlikely to use again.

You add a printer to the Saved list from the Printer Details screen. You can access the Printer Details screen wherever you see the 🛈 icon. The app displays this icon in every printer list, as well as on the Home screen adjacent to the currently selected printer.

To add a printer or printer pool to the Saved list:

1. When you locate a printer you want to save, tap the adjacent 🛈 icon. The Printer Details page appears.
2. On the Printer Details page, tap **Save** or ☆.

To remove a printer or printer pool from the Saved list:

1. On the Printers page, tap **Saved**.
2. From the Saved list, locate a printer you want to save and tap the adjacent 🛈 icon. The Printer Details page appears.
3. On the Printer Details page, tap **Delete** or ★.

# Adding a printer to your Contacts list

Every PrinterOn enabled printer and printer pool has an associated email address, which you can view when you display the printer information. You can add that email address to your address book so that you can send print jobs directly to the printer pr printer pool.

To add a printer or printer pool to your Contacts:

1. In any list of printers, press the 🛈 icon adjacent to the printer you want to add as a contact. The Printer Details page appears.
2. In the Printer details page, tap **Add** or 📇.

To remove a printer or printer pool from your Contacts:

1. In any list of printers, press the 🛈 icon adjacent to the printer you want to remove as a contact. The Printer Details page appears.
2. On the Printer details page, tap **Remove** or 📇.

**3**

# Submitting a print job

There are several ways to print using the PrinterOn Mobile App:

- Printing directly from the PrinterOn app: You navigate to a document, image, or URL, then preview and print it, all from within the PrinterOn app.
- Sharing files to the PrinterOn app for printing: You can open a file in it's host application and then share it to the PrinterOn app, where you can preview and print it.

> **Note:** Not every app permits sharing files with other apps.

- Printing email attachments: You can share an email attachment to the PrinterOn app, where you can preview and print it.

> **Note:** If you have difficulty with any of these printing options, please see the Frequently asked questions in this guide for possible solutions.

# Printing directly from the PrinterOn app

To print with the PrinterOn Mobile App:

1. On the Home screen of the app, tap one of the following:

   • **Documents:** Lets you browse for documents in local storage, or from cloud storage providers such as Dropbox, Box, OneDrive, and others.

   > **Note:**
   >
   > • The storage provider app must be installed on your device to access it from the PrinterOn app. For more information, see Frequently asked questions.
   >
   > • Storage providers' credentials are managed by each storage provider directly, not by the PrinterOn App.
   >
   > • Support for storage providers is introduced in iOS 8. If your device is running a version of iOS prior to iOS 8, the **Documents** button is be available in the PrinterOn app. For information about printing documents in this case, see Sharing files to the PrinterOn app for printing.

   • **Photos**: Lets you browse for images.

   • **Web**: Lets you browse to a URL.

   > **Note:** iOS also includes an **Email** button that you can use to browse for and print email messages and attachments. For more information, see Printing email messages and email attachments directly from the app.

2. Navigate to the file or URL that you want to print.

3. Tap 🖨 in the top right corner. The app renders the file or content and displays a preview of the output.

   > **Note:** The PrinterOn app is not able to preview all file formats. For more information, see Frequently asked questions.

4. To choose a different destination printer, tap **Tap here to change printers**, then locate and select a printer.

5. Modify the print options as necessary by tapping 🖹 in the top right corner.

> **Note:** The number of options you can modify may be limited. As part of the printer configuration, the printer owner defines which options users can set.

6. Tap **Print** to submit your job.

7. If requested by the app, provide any required input and tap ✓ to proceed.

   Input required by the app may include a job name, authentication credentials, or payment information. The app prompts you should it require additional information to finalize your print job and send it to the printer.

8. If necessary, release the job to the printer.

## Sharing files to the PrinterOn app for printing

You can print a file by sharing that file with the PrinterOn app from the host application. When you share the file from the host application, the PrinterOn app opens and, if possible, previews the file. You can then print the file from the PrinterOn app as you normally would.

To share a file or URL with the PrinterOn app:

1. Launch the host app, such as Dropbox, Box, or other app.

2. Navigate to the file or URL you want to print.

3. Do one of the following:

   • In Android, tap ⇖, or open the menu and tap **Share**, then select the PrinterOn app.

   • In iOS, tap 📤, tap **Open In**, then select **Open in PrinterOn** or **Print with PrinterOn**.

   The PrinterOn Mobile App opens the file and displays a preview.

   > **Note:** The PrinterOn app is not able to preview all file formats. For more information, see Frequently asked questions.

4. If necessary, change the destination printer by locating and selecting a printer.

5. Modify the print options as necessary by tapping ▣ in the top right corner.

> **Note:** The number of options you can modify may be limited. As part of the printer configuration, the printer owner defines which options users can set.

6. Tap **Print**.

7. If requested by the app, provide any required input and tap ✓ to proceed.

   Input required by the app may include a job name, authentication credentials, or payment information. The app prompts you should it require additional information to finalize your print job and send it to the printer.

8. If necessary, release the job to the printer.

## Printing email attachments

To print an email attachment:

1. Launch the mail app.

2. Navigate to the email which contains the attachment(s) you want to print.

3. Do one of the following:

   • In Android, tap the attachment, then, in the **Complete action using** dialog, select the PrinterOn app.

   • In iOS, tap and hold the attachment, then select **Open in PrinterOn** or **Print with PrinterOn**.

   The PrinterOn Mobile App opens the file and displays a preview.

> **Note:** The PrinterOn app is not able to preview all file formats. For more information, see Frequently asked questions.

4. If necessary, change the destination printer by locating and selecting a printer.

5. Modify the print options as necessary by tapping ⬚ in the top right corner.

> **Note:** The number of options you can modify may be limited. As part of the printer configuration, the printer owner defines which options users can set.

6. Tap **Print**.

7. If requested by the app, provide any required input and tap ✓ to proceed.

   Input required by the app may include a job name, authentication credentials, or payment information. The app prompts you should it require additional information to finalize your print job and send it to the printer.

8. If necessary, release the job to the printer.

# Additional features of the PrinterOn Mobile App for iOS

If you are using the PrinterOn Mobile App for iOS, there are a few additional features and considerations that you should be aware of:

- Printing email messages and email attachments directly from the app
- Reprinting a job in iOS
- Printing with the PrinterOn iOS extension

## Printing email messages and email attachments directly from the app

With version 3.4 or later, the PrinterOn Mobile App for iOS lets you add an IMAP email account to your app so that you can view and print email messages and their attachments directly from the PrinterOn app.

Once you add your email account information, you can browse your email messages in the PrinterOn app just as you would in your mail app. You can page through your folders and refresh the list to display the latest messages.

> **Note:** The PrinterOn App Email feature is *not* a full-featured email client. You cannot delete messages, sort them into folders, or mark them as read/unread, etc.

From the PrinterOn App, you can:

- Manage your email accounts
- Print the body of email messages
- Print email attachments

## Managing your email accounts

To view and print email messages from the PrinterOn app, you must first add email account information for one or more email accounts.

To add an email account to your app:

1. On the Home screen of the app, tap **Email**. The Email Accounts page appears.

2. On the Email accounts page, tap ⊕.

3. Choose one of the email providers listed, or select **Other**, if you use an email provider not listed.

> **Note:** If you selected Google or Outlook as your email provider, you must log into your account to proceed.

The Email Setup page appears.

4. Configure your account information.

- **Email Address**: Your email address. For example, myaccount@gmail.com.

- **Password**: The password for your email account.

- **Host Name**: The domain of the host email server. For example, imap.mail.yahoo.com. If you selected one of the email provider shortcuts, this setting should already be completed for you.

- **Port**: The port on which your account communicates with the host server.

- **SSL**: Whether the connection is secured using TLS (a more secure version of SSL).

5. Tap ✓. The PrinterOn app attempts to verify the account information, and, if successful, adds the email account to the app.

To modify or delete an account:

1. On the Email Accounts page, tap ✎.

2. To modify the information for an account, tap the account and modify the information as necessary on the Edit Account page.

3. To delete an account, tap ⊖ beside the account you want to remove, then tap **Delete**.

## Printing email messages

Once you have added an email account to the app, you can view and print email messages and email attachments directly from within the PrinterOn app. Note that the email body and each attachment you print is treated as a separate print job.
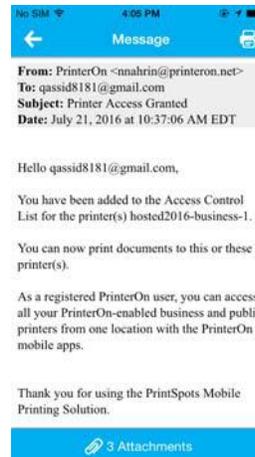
To print the email body from the PrinterOn Mobile App:

1. On the Home screen of the app, tap **Email**. The PrinterOn App's email client appears.

2. Tap the email account you want to view. The inbox for the selected account appears.
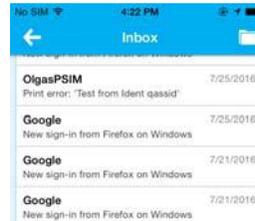


3. Navigate to the email message that you want to print, then tap it. To browse a different folder, tap ⬜ in the top right corner.

   The message appears.



4. To print the body of the attachment, tap 🖨 in the top right corner. The app renders the message body and displays a preview of the output.

5. If necessary, change the destination printer by locating and selecting a printer.

6. Modify the print options as necessary by tapping ⬚ in the top right corner.

   > **Note:** The number of options you can modify may be limited. As part of the printer configuration, the printer owner defines which options users can set.

7. Tap **Print** to submit your job.

8. If requested by the app, provide any required input and tap ✓ to proceed.

Input required by the app may include a job name, authentication credentials, or payment information. The app prompts you should it require additional information to finalize your print job and send it to the printer.

9.  If necessary, release the job to the printer.

## Printing email attachments

To print an email attachment from the PrinterOn Mobile App:

1.  On the Home screen of the app, tap **Email**. The PrinterOn App's email client appears.

2.  Tap the email account you want to view, then navigate to the email message containing the attachments that you want to print, then tap it.

    To browse a different folder, tap 🗀 in the top right corner.

    The message appears. If the message has attachments, the number of attachments is displayed at the bottom of the page.

    As a registered PrinterOn user, you can access all your PrinterOn-enabled business and public printers from one location with the PrinterOn mobile apps.

    Thank you for using the PrintSpots Mobile Printing Solution.

    📎 3 Attachments

3.  Tap the bottom of the message to display a list of the attachments.

    No SIM     11:21 AM
    ←        3 Attachments

    AcrobatReader5.pdf          🖨
    610.3 KB

    Annual Report.docx          🖨
    240.0 KB

    Gorod Shan Shui Kitai.jpg   ⤓
    138.5 KB

4.  To print an email attachment, you must first download it. Tap ⤓ to download an attachment.

    > **Note:** Downloaded attachments are cached locally by the Attachment Manager, so the attachment remains available for printing even if you close the app and restart it.
    >
    > The device may purge the Attachment Manager's cache if device memory is low.

5.  Tap 🖶 to print the attachment. The app renders the attachment and displays a preview of the output.

    > **Note:** The PrinterOn app is not able to preview all file formats. For more information, see Frequently asked questions.

6.  If necessary, change the destination printer by locating and selecting a printer.

7.  Modify the print options as necessary by tapping 🗋 in the top right corner.

    > **Note:** The number of options you can modify may be limited. As part of the printer configuration, the printer owner defines which options users can set.

8.  Tap **Print** to submit your job.

9.  If requested by the app, provide any required input and tap ✓ to proceed.

    Input required by the app may include a job name, authentication credentials, or payment information. The app prompts you should it require additional information to finalize your print job and send it to the printer.

10. If necessary, release the job to the printer.

## Reprinting a job in iOS

iOS users can choose to reprint an existing print job submitted from their mobile application.

You can access the reprint feature from the Job Details page, which you access via the Print History. When you reprint, you can modify your print options or even change the selected printer. The document is resubmitted to the server for processing.

To resubmit a print job:

1.  On the PrinterOn app Home page, tap **Print History**.

2.  From the Print History page, tap the print job. The Print Job Details page appears.

3.  Tap 🖶 in the top right corner. The Preview page appears.
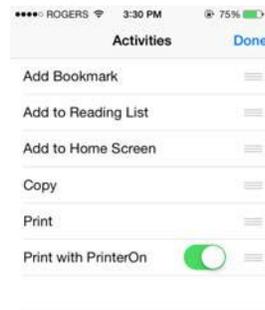
4. Continue with the print submission process as normal.

# Printing with the PrinterOn iOS extension

Some iOS applications support PrinterOn's iOS extension. The iOS extension allows an app to access the PrinterOn app's printing capabilities from within the app itself.

To use the extension, you must first activate it. This is a one-time action. If printing is not supported using the iOS Extension, you can continue to use the iOS Open In option.

To set up the PrinterOn iOS extension:

1. Select your content, such as browsing to a web page.

2. Tap ⬆.

3. Select **More**, then enable **Print with PrinterOn**.



4. Select **Print with PrinterOn**.



5. Continue with the print submission process as necessary.

# Releasing a print job

Depending on how the destination printer is configured, the PrinterOn server may hold your print job until you manually release it. When you release a print job, you are permitting the PrinterOn server to send the job to the destination printer.

There are a couple of scenarios in which releasing a print job is necessary:

- If the printer was configured to require a release code before printing. If the printer requires a release code, the app sends the code as part of the success notification.

    For more information, see Viewing and entering a release code for the print job.

- If you submitted the print job to a Secure Release Anywhere pool. In this case, you must specify which of the pool's member printers the server should send the print job to.

    For more information, see Releasing a job to a Secure Release Anywhere pool printer.

You can also use the PrinterOn app to release a print job that you submitted using some other print submission method (for example, through the PrinterOn web portal, or via email). For more information, see Releasing print jobs submitted using other print methods.

## Viewing and entering a release code for the print job

To view the release code for a print job:

1. On the PrinterOn app Home page, tap **Print History**.
2. From the Print History page, tap the print job. The Print Job Details page appears.
3. From the Print Job Details, view the Release code.

4.  Do one of the following:

    •   At the printer, type the release code using the printer keypad.

    •   If the printer owner has configured remote release, tap the **Release** button that to release the job remotely.

    Once you release the print job, the printer adds it to the print queue and prints it in sequence.

## Releasing a job to a Secure Release Anywhere pool printer

When you select your printer, you may be selecting a Secure Release Anywhere pool as your destination printer. A Secure Release Anywhere pool is a group of PrinterOn printers, any of which you can choose to print the file.

If you select a printer pool, documents are not printed automatically. Instead, after successfully submitting a print job, you must release the document to one of the printers in the printer pool.

To release your print job to a member printer:

1.  On the PrinterOn app Home page, tap **Print History**.

2.  From the Print History page, tap the print job. The Print Job Details page appears.

3.  From the Print Job Details, view tap **Release**. The Release Job page appears. From this page, you can view the printers that are members of the pool, and select which printer to send the job to.

4. Choose the destination printer in one of the following ways:

- Tap **All** to view a list all the printers in the pool, then choose your printer from the list.

- Tap **Location** to view the locations of every member printer on a map, then tap ☰ to view a list of the printers and choose your printer from the list.

- Tap **Search** to search for a specific printer in the pool using a keyword, then choose your printer from the returned results.

- Tap ▦ to scan the QR code of a member printer and release the job to that printer.
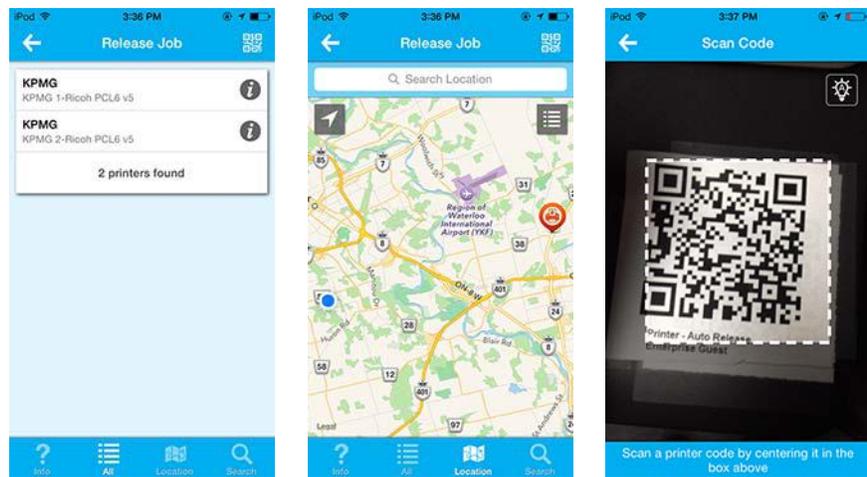


If the destination printer supports remote release, it prints the job immediately.

If the printer requires a release code, go to the printer and enter the release code. For more information, see Viewing and entering a release code for the print job.

## Releasing print jobs submitted using other print methods

In addition to the PrinterOn Mobile App, PrinterOn provides several other methods for submitting print jobs to supported printers. For example, you can submit print jobs using the PrinterOn Web Print Portal, you can email a print job directly to the printer, you can print from Windows using the PrintWhere Universal print driver, etc.

Should these print jobs return a release code required to release the print job to the printer, you can use the PrinterOn app to supply the release code. For

example, if you submit a print job from your computer using the PrinterOn Web Portal and you receive a release code, you can go to the destination printer, then use the PrinterOn App to scan the printer QR code and submit the release code to release the job to the printer. Once you release the print job, the printer adds it to the print queue and prints it in sequence.

To release a print job that was submitted via another PrinterOn print method:

1. Note the release code sent to you by PrinterOn.
2. In the PrinterOn Mobile App, tap ▓, then scan the QR code of the printer—or any of the printers in the Secure Release Anywhere printer pool—that you submitted the job to.
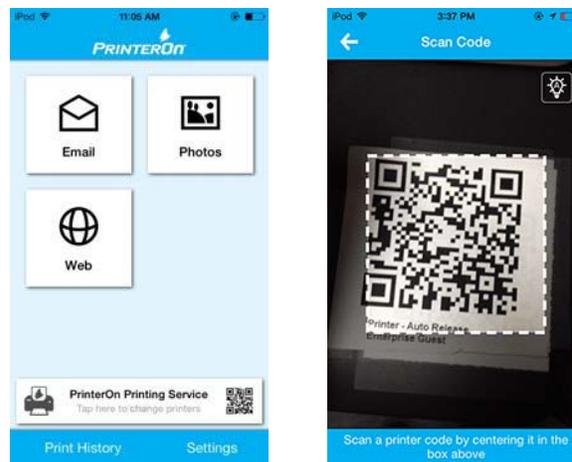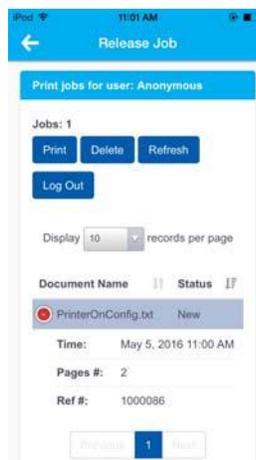
3. Tap **Release Job**. The Release Job interface appears.
4. Tap **Secure Release Code**.
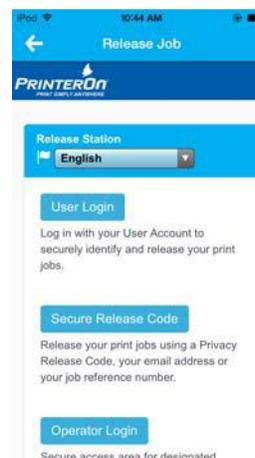
5.  In the **Privacy Release Code** field, enter the release code, then tap **Get Jobs**.



6.  From the list of print jobs, select the job you want to release, then tap **Print**.

# Managing active and past print jobs

Once you have submitted a print job, you can open the Print History page to monitor its status. The Print History page lists print jobs from newest to oldest.

A status icon lets you quickly determine the print job status:

- ✓ – Success: The server successfully processed the print job.
- ✗ – Failed: The server was not able to send the job to the printer.
- ! – Pending: Processing of the job has paused for some reason, for example, because the server requires additional user input.

All print jobs displayed in the Print History are stored in the PrinterOn app's document cache. The size of this cache is configurable. For information on modifying the size of the cache, see Managing the Print History document cache.

To view the Print History:

1. On the PrinterOn app Home page, tap **Print History**. The Print History page appears.

## Viewing print job details

To view detailed information about a print job:

1. Tap the print job in the list to display the Print Job Details page.

From the Print Job Details page you can:

- Release the print job to the printer, if remote release is configured, or retrieve the release code.

- Get information about the destination printer.

2. If necessary, release the print job to the printer.

## Managing the Print History document cache

Each document you print is stored on the device in a document cache. By default, this cache is set to store a maximum of 100MB; once the contents of the cache reaches this limit, the app begins to delete stored print jobs, beginning with the oldest. The maximum size of this cache is configurable.

The Document Cache page of the PrinterOn Mobile App lets you control the size of the document cache to minimize the app's impact on available device storage space. You can increase or decrease the cache size, or you can turn the cache off completely. When the cache is turned off, print jobs are deleted as soon as they are uploaded. You can also clear the document cache to remove all print jobs from the Print History.

To change the document cache settings:

1. On the Home page, tap **Settings**. The Settings page appears.
2. Tap **Document Cache**. the Document Cache page appears.
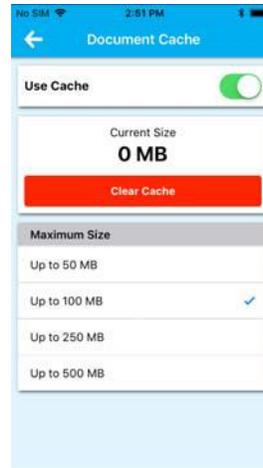


The Document Cache displays the current size of the cache.

3. To turn the document cache off, toggle the **Use Cache** switch.

> **Note:** When you turn off the cache, the Print History is cleared immediately.

4. To clear the cache, tap **Clear Cache**.
5. To change the maximum size of the cache, select one of the options available.

## 4

# Accessing secured printers

If you have permission to use one or more secured printers, you must provide the necessary service and account information so that the PrinterOn app can access them. A secured printer might be:

- a private printer within an enterprise that is only accessible to users within the firewall
- a public printer with restricted access, such as a printer at a hotel that is available only to hotel guests

Once you correctly configure your service and/or user account settings, you can quickly locate the secured printers to which you have access.

## Configuring service settings

If you have authorization to use private PrinterOn printers, you must supply your server and account information so that the PrinterOn app can locate and connect to the service.

The Services Setup page allows you to define the server information to allow the app to communicate with the service.

To add and configure service information:

1. On the Home page, tap **Settings**. The Settings page appears.

2. Tap **Services**, and then tap **+** to view the Service Setup page.



3. Configure the following settings:

   • **Server**: The server's domain or IP address. For example, print.empcorp.com.

   • **Path**: The path to service on the specified server. For example, /cps.

   • **SSL**: Defines whether the connection is secured using TLS (a more secure version of SSL).

   • **Description**: An optional description used to identify the server.

   • **Default service**: Defines whether this service is the default service.

4. To determine whether the plugin can successfully communicate with the server, tap **Test Service**.

5. Tap ✓.

# Configuring your user accounts

The User Setup page of the PrinterOn Mobile App allows you to set and save account information and link those credentials to a previously defined PrinterOn service. When authentication is required to use the service, the app supplies the saved credentials on your behalf so you don't need to enter them manually each time.

The user account information also stores other information. For example, if a printer requests that you enter a custom release code, the app saves the value; the next time you print to that printer, the app will use the same release code. You can clear any saved codes at any time from the User Setup page.

To add and configure user account information:

1. On the Home page, tap **Settings**. The Settings page appears.

2. Tap **User Accounts**, and then tap ➕ to view the User Setup page.



3. On the Service Setup page, configure the following settings:

   • **Account**: The email address associated with your PrinterOn account.

   • **Password**: Your printeron.com password, if you have one.

   • **Description**: An optional description for the user account.

4. Define for which services the account will serve as the default user by toggling each service on or off as applicable.

   When you toggle a service on to apply the account credentials, the app attempts to validate the credentials against that service.

   > **Note:** You can validate your credentials against a service at any time by toggle the service setting off and on again.

5. Tap ✓.

# A

# Frequently asked questions

The following FAQ attempts to answer some common questions users have when using the app:

Q:   Why isn't my preferred storage provider listed in the app when I attempt to open a document?

A:   The PrinterOn app only lists those storage providers with an associated app installed and available on the device. You must download and install your preferred storage provider's mobile app, such as Dropbox or Box, for it to appear in the PrinterOn app.

Q:   Why can't I preview my document in the PrinterOn app?

A:   The PrinterOn app does not preview all formats. The PrinterOn app integrates with the device's preview capabilities. Because the device preview of certain document formats (for example, Excel spreadsheets) does not match the printed version, the app does not display the provided preview for those formats to avoid displaying a misleading representation.

However, if you can successfully open the document in the PrinterOn app, the app can still print the document, even if preview is unavailable.

**Q:** How can I use the PrinterOn app to print Microsoft Office documents that are stored in OneDrive?

**A:** To access and print documents stored in OneDrive with the PrinterOn Mobile App, you must have the OneDrive app installed on the device.

**Q:** How do I print from Microsoft Office applications such as Word?

**A:** Microsoft Office applications have disabled certain features that allow you to share documents with other apps. To share a Microsoft Office document with the PrinterOn app, use the **Send Attachment** option inside the Office application instead.

To share a Microsoft Office document:
1. If the document is open, tap the action icon, then tap **Share** > **Send Attachment** > *Document* > **Send a Copy**.

   If the document is not open, tap the action icon, then tap **Share** > **Send Attachment** > **Send a Copy**.
2. Select **Print with PrinterOn**.

**Q:** I'm unsure if the credentials saved in the app are still valid. How can I validate them?

**A:** You can validate your saved credentials against the PrinterOn service at any time.

To validate your account credentials:
1. On the Home page, tap **Settings**. The Settings page appears.

2.  Tap **User Accounts**, and then tap ✚ to view the User Setup page.



3.  In the Set as default user panel, locate the name or IP address of the PrinterOn server you want to validate your credentials against, then toggle the service setting off and then on again.

    The app attempts to validate the credentials against that service.

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