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1. Introduction

This manual is for users and explains Printix flexible, secure and mobile printing.

Popular topics

- **Printing with Printix**
  - How to print from Android phone and tablet
  - How to print from iPhone and iPad
  - How to print from Chrome
- How to add printers
- How to open Printix Client
- How to open Printix App
- Printix Product Support

Select cover to open as PDF

Administrator manual

- **Printix Administrator Manual**
  Describes how it works, how to configure it, and the features.
  - Authentication with Microsoft Azure Active Directory (AD).
  - Deployment via MSI file and Microsoft Intune.
  - Citrix and Remote Desktop Services (RDS).
  - Management of print drivers.

About this manual

This manual is for users and is organized as follows:
1. **Introduction**
   Introduces Printix, and describes how this manual is organized.

2. **Printing with Printix**
   Describes how to print.

3. **Printix App**
   Describes the menus and pages of the document release app.

4. **Printix Client**
   Describes the menus and dialogs of Printix Client.

5. **Install Printix Client**
   Describes the installation of Printix Client.

6. **How to**

7. **FAQ**
   Contains answers to some of the questions frequently asked by users.

8. **Error messages**
   Read about possible error cause and solution.

You can use [Translate](https://translate.google.com) in Chrome web browser to translate the online manual to your language.

### 1.1. Welcome

We are very pleased you have chosen to use our **Printix Cloud Print Management Service**. It is built to work for you and grow with you. We hope you will enjoy the Printix experience.

Friendly regards

*The Printix team*
2. Printing with Printix

1. On your computer open the item you want to print.
2. Select **Print** on the **File** menu.
3. Identify a Printix printer, select it, and select **Print**.
   - I do not see the printer on my computer – [How do I add the printer?](#)

See also:

- [How to release documents](#)
- [How to print from Android phone and tablet](#)
- [How to print from iPhone and iPad](#)
- [I am using Printix for Chromebook – How to print from Chrome](#)
- I want to learn [how Printix works](#)
- Show me the [Printix Administrator Manual](#)

### Printix printers

- **ASD, BNM, ...**
  A three-letter **printer ID** is by default part of the printer's name. Example: *Reception ASD*. Please observe, that your administrator may have chosen that printer names should be without printer ID.
  Anyway, if you do not see the printer, you can use Printix Client to **add the printer**.
  - You can **Print** directly (as usual), or.
  - You can choose to **Print later** and subsequently **release the document** at the particular printer via your phone.

- **Printix Anywhere printer**
  A print queue named Printix Anywhere on your computer.
  - Print to the Printix Anywhere printer and subsequently **release the document** at any Printix (ASD, BNM, ...) printer via your phone.

### Print methods

- **Print**
- **Print later**
- **Print anywhere**
- **Reprint from your phone**
Print

Your document is printed immediately and directly at the selected printer.

- The document is processed using the matching print driver, with full control of finishing options, for example.

Print later

Print later is the perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to.

- Document can only be released to the printer it was printed to.
- Document is processed using the matching print driver, with full control of finishing options, for example.
Print anywhere

When you submit a document to the **Printix Anywhere** print queue you can roam between printers and release the document at the printer you choose.

- Document can be released to any Printix (ASD, BNM, ...) printer.
- Document is sent as **PDF**, except if the printer does not support PDF printing or **Process PDF** is checked. In this case, the PDF document is processed using a matching print driver.

Reprint

From your phone you can **reprint** those of your documents that were deleted or printed within the previous 12 hours.

- Even documents you printed directly to the printer, can be reprinted without going back to your computer and submit them again.

2.1. Print later

The perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to. The document can be released to the printer it was printed to. Requires your administrator to **Enable print later**.
First time use

1. Print on your computer

   1. Open Printix Client menu.
   2. Check Ask me to select print method at every print.
   3. Open the item you want to print.
   4. Select Print on the File menu.
   5. Identify a Printix printer, select it, and select Print.
      Example: Reception ASD.
   6. In the Select print method dialog select Print later.

2. Release document

   8. In Printix App select the print later document.
      • Printix App dynamically checks if printing is possible based on the availability of the selected
        printer and document (stored in cloud or on your computer).
      • You can print to one printer at a time.
      • The release printer is listed above the documents.
   9. Select Print at the bottom of the page.
      • Print to a Printix Anywhere print queue if you want roam between printers and release the
        document at the printer you choose.
      • Documents are automatically deleted after a period (default is 24 hours).
Subsequent use

- You can change your preferred print method and behavior in Printix Client.

Print and release

1. Open the item you want to print.
2. Select Print on the File menu.
3. Identify a Printix printer, select it, and select Print.
   Example: Reception ASD.
4. You may be asked to Select print method.
5. Release the document.

2.2. Print anywhere

Print to the Printix Anywhere printer and release the documents at any Printix printer via your phone.

Print on your computer

1. Open the item you want to print.
2. Select Print on the File menu.
3. Select the Printix Anywhere printer, select Print.

Release document

5. In Printix App select the print anywhere document.
   - Printix App dynamically checks if printing is possible based on the availability of the selected
printer and document (stored in cloud or on your computer).
- You can print to one printer at a time.

6. If required select **Select printer** or **Printer** at the bottom left of the page.

![Select printer dialog](image1)

7. Select **Print** at the bottom right of the page.
- Documents are automatically deleted after a period (default is 24 hours).

### 2.3. Select print method

Check **Ask me to select print method at every print** on the Printix Client menu to display the dialog that allows you to select print method whenever you print to a Printix printer. If you do not respond to the dialog within 30 seconds it assumes your **preferred print method**. Requires your administrator to **Enable print later**.

**Windows**

![Select print method dialog on Windows](image2)

- On Windows 8 and 8.1 the dialog does not appear if you print from "modern" Apps like: Reader,
2.4. Identify the printer

All Printix printers get a unique three-letter ID, also known as, the printer ID.

This makes it easy to identify the physical printer and the corresponding print queue(s), and furthermore it allows for efficient search for printers. Example:

- Reception ASD
- Sales BNM

Printer ID sign

The three-letter ID also appear on the printer ID sign mounted on the physical printer.

2.5. Print notification

The Print notification can appear for a few seconds when you print. Use the Printix Client menu to show or hide this.
Print Notification on Windows

Mac

Print Notification on Mac
3. Printix App

Printix App is used to release documents. Printix App is available as a web app that runs in a web browser, and as a native app:

- **Printix App for Android**
- **Printix App for iOS**

Compared to the web app, the native app offers these advantages:

- Only sign in once.
- Integrated [QR code scanning](#).
- Integrated [NFC tag scanning](#).
- Print to Printix managed printers enabled for mobile print.
Open Printix App and select Menu  in the top right corner to access functions.

- **Print**
- **Printers**
- **Recents**
- **Change home**
- **Printer ID method**
- **AirPrint password**
- **Language**
3.1. Print page

The documents you can release and print. Depending on how you have printed, documents may be grouped as:

- **Print later documents**
  Documents you can release to the printer they were printed to. Documents are grouped by printer. These documents were the ones you printed with **Print later**.

- **Print anywhere documents**
  Documents you can release to any Printix (ASD, BNM, ...) printer. Before you can print you must select a printer. Your last used printer is selected by default. These documents were the ones you printed to a **Printix Anywhere** printer.

* With the native **Printix App** on Android and iOS phones and tablets you can **Scan QR code** to release documents.

### Release print later documents

1. Select a print later document.
   - Printix App dynamically checks if printing is possible based on the availability of the selected printer and document (stored in cloud or on your computer).
   - You can print to one printer at a time.
• The release printer is listed above the documents.

2. Select Print at the bottom of the page.

Release print anywhere documents

1. Select a print anywhere document.
   • Printix App dynamically checks if printing is possible based on the availability of the selected printer and document (stored in cloud or on your computer).
   • You can print to one printer at a time.

2. If required select Select printer or Printer at the bottom left of the page. The Select printer list appears.
   • Select a printer to select it and return.
   • Select Info to see information and status of printer.
   • Select to remove the printer as favorite.
   • Select outside list to return.
   • Select Show all to open the Printers page, where you can Search for printers.
3. Select Print at the bottom right of the page.

Printer information

1. Select Info and to see information about the printer:
   - ID, Name, Status, Model, and Location.
   - Features. Color printing, 2-sided printing, and PDF printing.
2. Select Close.

Document information

1. Select and Info to see information about the document:
   - Name. The name of the document.
   - Pages. The number of pages in the document.
   - Created. When document was created.
   - Stored on computer. The name of the computer where the document is stored.
   - Cloud storage. The document is stored in the cloud.
2. Select Close.

Delete document

- To delete a document select and Delete.
- Select the document(s) and select Delete
- Documents are automatically deleted after a period (default is 24 hours).
Reprint recent documents

1. Select **Recents** 🔘 to list documents that were deleted or printed within the previous 12 hours.

3.2. Printers page

Lists the **Printers** 📦

- Select 🔘 to make the printer a favorite.
- Select ⭐ to remove the printer as favorite.
- Select **Info** 🔘 and to see information about the printer:
  - **ID**, **Name**, **Status**, **Model**, and **Location**.
  - **Features**: Color 🌈 printing, 2-sided ☞ printing, and **PDF** printing.

Search

1. Select **Search** 🔍
2. Enter name or printer ID.
   Uppercase and lowercase letters are treated the same.
3. Select **Return** to do the search.
4. Select printer.
   If no printers match your documents, then select **Back**.
Filters

1. Select Filters.
   - Select Network to filter by this.

3.3. Recents page

Reprint documents that were deleted or printed within the previous 12 hours. The page works the same as the Print page. You can reprint to one printer at a time.

1. Select the document(s).
2. Select Print at the bottom of the page.

   - To return to the Print page select
   - Recent documents are permanently deleted when you use Delete

3.4. Change home

To get here:

   - Select Menu, and Change home

Pick a Printix Home

This is relevant if you are using the native Printix App and:
- **Sign in with Microsoft** and Azure AD is used by multiple Printix Homes.
- **Sign in with Google** and G Suite is used by multiple Printix Homes.
- **Sign in with email** and your Printix account is part of multiple Printix Homes.

### 3.5. Printer ID method

To get here:

- Select **Menu** and **Printer ID method**

#### Printer ID method

This is relevant if you are using the native Printix App and want to disable some of the available Printer ID methods:

- QR code
- NFC tag

1. Check the methods you want available.
2. Select **OK**

### 3.6. AirPrint password

Requires your administrator to [Enable mobile print](https://printix.net).

1. On your iPhone or iPad open Printix App for iOS.
2. Select **Menu** in the top right corner.
3. Select **AirPrint password**
   - If you do not see this menu item, then try to close and open Printix App.
4. **Copy** the password to the clipboard.
   - Select and hold the password text until the text magnifies, then remove your finger.
   - Select **Select all**, and then select **Copy**.

5. **Switch** back to the **Password required for “printer”** dialog.
   - Select the **Home** button twice. Swipe left or right to find the app. Select the app.
   - iPhone X: Swipe up from the bottom to the middle of your screen and hold until you see the **App Switcher**. Swipe left or right to find the app. Select the app.

6. **Paste** the password in to the password field.
   - Select and hold the password field until the text magnifies.
   - When it shows up you can remove your finger and select **Paste**.
   - You can leave the **Username** empty.
7. Select OK.

* You only have to do this once per AirPrint printer. The AirPrint password is personal, but is the same for all AirPrint printers.
4. Printix Client

Printix Client automates the creation of print queues and installation of print drivers. Printix Client runs on Windows and Mac computers.

- There is no manual effort involved in maintaining Printix Client, as it will silently update itself to the latest approved version.

See also:

- How to open Printix Client
- How to sign in to Printix Client
- How to add printers
- Printix Client menu

4.1. Client menu

Menu on Windows

Open Printix Client to see the menu:

- Printers
  - Add printer and install print driver.

- See what’s printing
  - Shows a list of the documents the Printix Client is printing.
• Release and print documents...
  Open Printix App in a web browser.

• Preferred print method: Print
  Prints your document directly to the selected printer. You can toggle your preferred print method between: Print and Print later. Not available if Print later is disabled, or if you Must print securely or Must print later by default.

• Preferred print method: Print later
  Stores the printed document until you release the document via your phone, tablet or computer. Not available if Print later is disabled, or if you Must print securely or Must print later by default.

• Ask me to select print method at every print
  Check this to have the Select print method dialog pop up every time you print. Your preferred print method is pre-selected in the dialog and if you do not respond it closes after 30 seconds and prints using your preferred print method. No print notification is shown. Not available if Print later is disabled, or if you Must print securely.

• Show print notification
  Check this to show Print notification popup every time you print.

• Help

• Sign in
  Sign in is required first time. If you are already signed in it will show your name. Example: Sign in as another user (Signed in as John Smith)

### 4.2. See what’s printing

![See what's printing](image)

* This is coming functionality. Requires version 1.3.422.0 or later of Printix Client for Windows.
1. Open Printix Client to see the menu.
2. Select See what's printing.

- **Printer**
  The name of the printer.
- **Document name**
  The name of the documents.
- **Pages**
  The number of pages in the document.
- **Size**
  The size of the document.
- **Started**
  The time and date the document was submitted.
- **Status**
  Can take on these states:
  - Waiting
  - Waiting to reserve printer
  - Connecting
  - Printing
  - Error
  - Printer error
5. Install Printix Client

Printix Client can automate the creation of print queues and installation of print drivers.

- Install Printix Client for Windows
- Install Printix Client for Mac

5.1. Install Printix Client for Windows

Download

These instructions are for the EXE file. Administrators can download the Microsoft Installer (MSI) package.

On your Windows computer:

1. Open a web browser and enter the Printix Home of your work or school (acme) followed by /download
   Example: acme.printix.net/download
2. Select Download Printix Client.

Do NOT rename the file, as it will prevent it from working with your Printix Home.

Install

Open and run the downloaded file:

1. Select CLIENT_[home]_[id].EXE to start the installation.
   A User Account Control dialog may appear asking you if you want to allow the Printix Client Setup program to make changes on this computer. Select Yes.
2. Change setup language if required. Select OK.
4. Select Install. The installation begins.
5. The installation completes. Select Finish.
Sign in


1. Sign in to Printix Client.
   - This is required first time.
   - The window closes after sign in.

Next: Printing with Printix

You can always Open Printix Client from the notification area.

5.2. Install Printix Client for Mac

Download

On your Mac computer:

1. Open a web browser and enter the Printix Home of your work or school (acme) followed by /download
   Example: acme.printix.net/download
2. Select Download Printix Client.

Do NOT rename the file, as it will prevent it from working with your Printix Home.

Install

Open and run the downloaded file:
1. **Open Downloads**, for example from the **Dock** at the bottom of the screen.
2. **Double-click** **CLIENT_{home}_{id}.DMG**.
   
   After a few seconds the **Printix Client** dialog appears.
3. **Double-click** the cardboard box icon (**Printix Client.pkg**) to start the installation.
4. **In the** **Install Printix Client** dialog select **Continue**.
   
   If you are asked to select a destination, select **Install for all users of this computer**, and then select **Continue**.
5. **Select** **Install**.
6. **Enter your Password** to allow installation. Select **Install Software**.
7. **Select** **Close** to finish installing Printix Client.

### Sign in

1. **Sign in** to Printix Client.
   
   - This is required first time.
   - The window closes after sign in.

   > It may take about a minute before the **Sign in** dialog appears.

**Next:**  
[Printing with Printix](#)
6. How to

Sign in

- How to sign in
- How to reset password
- How to change language
- How to open Printix Client
- How to open Printix App
- How to register as a new user

Printix App

- How to release documents
- How to reprint documents
- How to delete documents

Mobile print

- How to print from Android phone and tablet
- How to print from iPhone and iPad

Chrome print

- How to print from Chrome

Printix Client

- How to add printers
- How to change your preferred print method and behavior
  - Continue printing as before
  - Always print later
  - Ask me to select print method at every print

Printers

- How to set a printer as default
- How to print on both sides
- How to remove printers

Uninstall

- How to uninstall Printix Client
6.1. How to sign in

If you see **Sign in with Microsoft**, select this to sign in with your Microsoft work or school account.

![Sign in with Microsoft]

If you see **Sign in with Google**, select this and sign in with your G Suite account (not @gmail.com).

![Sign in with Google]

If you **registered** with your email address, then select **Sign in with another method**, and then **Sign in with email** and enter your email address as the username. If **Active Directory authentication** is enabled, you can sign in with your network **Username** and **Password**.

![Sign in with email]

**Pick a Printix Home**

![Pick a Printix Home]

When you sign in to the native Printix App or from printix.net you may be asked to **Pick a Printix Home**. This happens if:
• **Sign in with Microsoft** and Azure AD is used with multiple Printix Homes.
• **Sign in with Google** and G Suite is used with multiple Printix Homes.
• **Sign in with email** and your Printix account is registered with multiple Printix Homes.

If you want to change to another Printix Home (tenant), then select **Menu** and **Change home**.

### 6.2. How to reset password

1. On the **Sign in** page select **Forgot password**?
   - This is **NOT** supported for the native Printix App for Android and iOS.
2. On the **Reset password** page:
   - Enter the **Email** address you used when you registered.
3. Select **Send**.
   An email is sent to you.
4. Read the email “... *Reset password instructions*” and select **Reset password**.
   If you do not see the email within a few minutes then check your spam/junk mail folder.
   If you ignore the email, your password will not be changed.
5. On the **Reset password** page:
   - Enter your new **Password**.
6. Select **Reset**.

* If you have forgotten your network password, you should contact your administrator.

### 6.3. How to change language

• The default choice of language is based on the language of your browser and computer OS.
• Your choice of language is stored in your profile if you change language in Printix App or Printix Administrator.
• Choice of language is stored as browser data for these pages:
  ◦ **Sign in page**
  ◦ **Download page**

**How to change language for Printix App, Printix Administrator**

1. Select **Menu** in the top right corner.
2. Select **Language**
3. Select the language you want to use.
   - If you are signed in your choice of language is stored as part of your profile
   - Otherwise it is stored as browser data.
How to change language for Printix Client

- Language is inherited from the computer OS. If the OS language is not among the supported languages, then it will use the language saved as part of the user’s profile in Printix. If there is no language saved in the user’s profile, then it will use English. To change the language in your profile you need to sign in to either Printix App or Printix Administrator and change language there.

6.4. How to open Printix Client

Windows

1. Select the arrow next to the notification area on the task bar.
2. Select the Printix Client icon.
   If it does not show, then Install Printix Client.
3. Printix Client menu appears.
   - If you are already signed in your name is shown next to Sign in. Otherwise select Sign in.
   - If you have issues with Sign in to Printix Client, then please read: Sign in issues.

Mac

1. On the menu bar select the Printix Client icon.
   If it does not show, then Install Printix Client.
2. Printix Client menu appears.
   - If you are already signed in your name is shown next to Sign in. Otherwise select Sign in.
   - If you have issues with Sign in to Printix Client, then please read: Sign in issues.

6.5. How to open Printix App

There are multiple ways in which you can open Printix App on your phone, tablet and computer.
Open Printix App on your computer

Printix App opens in a web browser.

- Visit printix.net and select Sign in.
- Open Printix Client menu and select Release and print documents...
- Select the Printix App link in the email “Get started with Printix …”
- Open a web browser and enter the Printix Home of your work or school (acme). Example: https://acme.printix.net
  Do not put www in front of the address, as your browser will report the page as not private, untrusted, or as having problems with the security certificate.

Open Printix App on your phone or tablet

Android

- Select the Printix App on your Android device.

iOS

- Select the Printix App on your iOS device.

Web browser

- Visit printix.net and select Sign in.
- Select the Printix App link in the email “Get started with Printix …”
- Open a web browser and enter the Printix home of your company (acme). Example: acme.printix.net
  Do not put www in front of the address, as your browser will report the page as not private, untrusted, or as having problems with the security certificate.

Opening via the Home Screen works well if you Sign in with email, but if you Sign in with Microsoft, or Sign in with Google, you will be asked to sign in everytime. Instead we recommend you to Bookmark Printix App in your web browser, or install the native Printix App for Android or iOS.
6.6. How to register as a new user

Only some of these methods may have been enabled by your administrator:

- Register with your Microsoft work or school account
- Register with your G Suite work or school account
- Register with your network username and password
- Self-registration by email
- Get invited by email (always possible)

Register with your Microsoft work or school account

1. Select **Sign in with Microsoft**.
   If you are already signed in to the browser with your work or school account, then you are signed in automatically.

2. On the **Microsoft Sign in** page:
   - Enter your work or school account name. Accounts like (yourname)@(company).microsoftonline.com, can NOT be used.
   - Enter **Password**.

3. Select **Sign in**.

4. Printix will ask you for permission to:
   - View your basic profile.
   - Sign in as you.
   - Sign you in and read your profile.

5. Select **Accept** to grant these permissions.
   You are automatically registered and receive the email: “Get started with Printix ...”
If you registered with your email address, then select **Sign in with email** and enter your email address and password.

### Register with your G Suite work or school account

1. Select **Sign in with Google**.
   
   If you are already signed in to the browser with your work or school account, then you are signed in automatically.

2. On the **Google Sign in** page:
   
   - Enter your work or school account name.
   - Enter **Password**.

3. Select **Sign in**.
   
   You are automatically registered and receive the email: “*Get started with Printix …*”

If you registered with your email address, then select **Sign in with email** and enter your email address and password.
Register with your network username and password.

1. On the Sign in page:
   - Enter Username.
   - Enter Password.
2. Select Sign in.
   You are automatically registered and receives the email: “Get started with Printix…”

Self-registration by email

1. Open a web browser and enter the Printix Home (acme.printix.net).
2. On the Sign in page select Menu in the top right corner.
3. Select Register
   - Self-registration is also possible from the Printix Client Sign in page.
4. On the **Register** page:
   - Enter **Email**.
5. Select **Register**.
   An email is sent to you.
6. Read the email: "Welcome to Printix at ..." and select **Get started**.
   If you do not see the email within a few minutes then check your spam/junk mail folder.
7. On the **Activate your print account** page:
   - Enter your **Full name**.
   - Enter **Password**.
8. Select **Activate**.
Get invited by email

1. Contact someone with an administrative role and ask to be Invited by email:
   An email is sent to you.
2. Read the email: “Welcome to Printix at …” and select Get started.
   If you do not see the email within a few minutes then check your spam/junk mail folder.
3. On the Activate your print account page:
   • Enter your Full name.
   • Enter Password.
4. Select Activate.

6.7. How to release documents

When you Print later or print to the Printix Anywhere printer you can release the document from your phone, tablet or computer.

- Scan QR code to release documents
- Scan NFC tag to release documents
- Release Print anywhere documents
- Release Print later documents
Scan QR code to release documents

1. Open the native Printix App on your phone or tablet.

2. To Print all matching documents (anywhere and later), select the QR code icon at the top of the page. Alternatively select the documents (anywhere or later) and then select Scan at the bottom of the page.
   - Android
     If asked select Allow to allow Printix App to take pictures and record video.
   - iOS
     If asked select OK to allow Printix App to access the camera to scan QR codes.

3. Use the camera to scan the QR code on the printer ID sign.

4. If there are multiple print queues for this printer, you may be asked to select one. You will not be asked if only one of these print queues is marked as favorite.
   - Documents will start to print.

The message Document is not for this printer will appear if the scanned QR code does not match the selected print later documents. Select Close.
Scan NFC tag to release documents

Requires Printix App for iOS version 1.3.4 or Printix App for Android version 1.3.5 or later. Contact support to get it.

1. Open the native Printix App on your phone.
   - Android
     Most Android phones support NFC.
   - iOS
     Apple iPhone 7 and above with iOS 11 or later can be used to scan NFC tag.

2. To Print all matching documents (anywhere and later), select the NFC tag icon at the top of the page.
   Alternatively select the documents and then select Scan at the bottom of the page.

3. Phone shows: Ready to scan.
   Hold the phone close to the NFC tag to scan this.
   - For optimal scanning the distance to the NFC tag should be less than 4 cm.
   - The message Invalid NFC tag will appear if the NFC tag is not registered with a printer.

4. If there are multiple print queues for this printer, you may be asked to select one. You will not be asked if only one of these print queues is marked as favorite.
   - Selected documents will start to print.
   - The message Document is not for this printer will appear if the scanned NFC tag does not match the selected print later documents. Select Close.
Why does Android phone show: New tag collected?

The message **New tag collected** may appear if an Android phone is held near an NFC tag without the Printix App Scan button or NFC tag icon has first been selected. Just ignore the message by selecting Back and proceed to select the Scan button or the NFC tag icon.

**Release Print anywhere documents**

1. Open **Printix App**
2. Select a print anywhere document.
   - Printix App dynamically checks if printing is possible based on the availability of the selected printer and document (stored in cloud or on your computer).
   - You can print to one printer at a time.
3. If required select **Select printer** or **Printer** at the bottom left of the page.
4. Select **Print** at the bottom right of the page.
Release Print later documents

1. Open Printix App
2. Select a print later document.
   - Printix App dynamically checks if printing is possible based on the availability of the selected printer and document (stored in cloud or on your computer).
   - You can print to one printer at a time.
   - The release printer is listed above the documents.
3. Select Print at the bottom of the page.

6.8. How to reprint documents

You can reprint documents that were deleted or printed within the previous 12 hours. You can also reprint documents that were printed directly to the printer.

2. Select Recents.
3. Select the document(s).
4. Select Print at the bottom of the page.

   - To return to the Print page select
   - Recent documents are permanently deleted when you use Delete.
6.9. How to delete documents

You can Delete documents you regret printing.

1. Open Printix App
2. On the Print page:
   • To delete a document select and Delete.
   • Select the document(s) and select Delete
   • Documents are automatically deleted after a period (default is 24 hours).

6.10. How to print from Android phone and tablet

Requires your administrator to Enable mobile print.

1. On your Android phone or tablet open the app you want to print from.
   • To find the print option, select the Menu icon at the upper-right corner.
   • If you can not find the print option, read the app’s documentation.

2. Select Print...
   • Select the down-arrow to the right of the currently selected printer (Save as PDF) and choose your Printix printer. Select the printer.
   • Optionally choose the number of Copies and other Print options.
   • If this is the first time you are printing to this printer, a Use Printix App? dialog may appear. Select OK.
3. Select **Print** icon to print.

Document is printed. The document will be pending you releasing it from the Printix App if:

- You print to a Printix Anywhere printer.
- You are subject to **Must print securely** or **Must print later by default**.

### 6.11. How to print from iPhone and iPad

Requires your administrator to [Enable mobile print](#).

1. On your iPhone or iPad open the app you want to print from.
   - To find the print option, select the app’s **Share** icon or select **More**.
   - If you can not find the print option, read the app’s documentation. Not all apps support AirPrint.

2. Select **Print**.
   - Select **Select printer** and choose a Printix printer.
   - Optionally choose the number of **Copies** and other **Print options**.
   - If this is the first time you are printing to this printer, it will appear locked and a **Password required for “printer”** dialog will appear.
     To unlock the printer you need to enter your [AirPrint password](#) which you can get from the installed Printix App for iOS.
3. Select Print in the upper-right corner. Document is printed.
   The document will be pending you releasing it from the Printix App if:
   - You print to a Printix Anywhere printer.
   - You are subject to Must print securely or Must print later by default.

How to get your AirPrint password

1. On your iPhone or iPad open Printix App for iOS.
2. Select Menu in the top right corner.
3. Select AirPrint password
   If you do not see this menu item, then try to close and open Printix App.

4. Copy the password to the clipboard.
   - Select and hold the password text until the text magnifies, then remove your finger.
• Select **Select all**, and then select **Copy**.

5. **Switch** back to the **Password required for “printer”** dialog.
   - Select the **Home** button twice.Swipe left or right to find the app. Select the app.
   - iPhone X: Swipe up from the bottom to the middle of your screen and hold until you see the App Switcher. Swipe left or right to find the app. Select the app.

6. **Paste** the password in to the password field.
   - Select and hold the password field until the text magnifies.
   - When it shows up you can remove your finger and select **Paste**.
   - You can leave the **Username** empty.

7. Select **OK**.
6.12. How to print from Chrome

This is relevant if you are using Printix for Chromebook.

1. Open the item you want to print in the Google Chrome browser.
2. Select Print on the menu (or press Ctrl+P).
3. Select Destination, select See more...
4. In the Select destination dialog select the Printix printer (Reception) as identified by Printix on the right.
5. Optionally modify the available print settings or select print method Print or Print later.
6. Select Print.

* You must have the Printix extension installed and be signed in to the Chrome browser with your G Suite account (john.smith@acme.com).
Available print settings

The printer settings you can set is dependent on the capabilities and properties of the Printix printer:

- **Pages**
  Always available.

- **Copies**
  Always available.

- **Layout**
  Not available if printer support PDF printing and **Process PDF** is unchecked. Otherwise you can select between **Portrait** and **Landscape**.

- **Color**
  Not available if printer does not support color, or if the printer support PDF printing and **Process PDF** is unchecked. Otherwise you can select between **Black and white** and **Color**.

Select **More settings** to see:
- **Paper size**
  Select between A4, A3, Legal and Letter.

- **Margins**
  Always available.

- **Quality**
  Not available.

- **Scale**
  Always available.

- **Options**
  - **Headers and footers**
    Available if the printer supports this.
  - **Two-sided**
    Always available.
  - **Background graphics**
    Always available.
Select print method

Not available for Printix Anywhere printer. Not available if Print later is disabled, or if user Must print securely or Must print later by default.

1. Select More settings.
2. Select Advanced settings.
3. In the Advanced settings dialog select the Print method:
   - Print. Document is printed immediately and directly at the selected printer.
   - Print later. Printix App must be used to release the document at the selected printer.
4. Select Apply.
5. Select Print.
6. If required open Printix App to release the document.
6.13. How to add printers

Printix Client automates the creation of print queues and installation of print drivers.

- Add printers on Windows
- Add printers on Mac

Add printers in Printix Client for Windows

1. Select the arrow next to the notification area on the task bar.
2. Select the Printix Client icon.
   If it does not show, then Install Printix Client.
3. Printix Client menu appears.
4. Select Printers...
5. Select the printers you wish to install.
   If there are many printers to choose from you can do a Search.
   Uppercase and lowercase letters are treated the same.
6. Select Add.
7. After installation the printers are listed as either Installed, or with Error (installation failed).
8. Select Finish.

Add printers in Printix Client for Mac

1. On the menu bar select the Printix Client icon.
   If it does not show, then Install Printix Client.
2. Printix Client menu appears.
3. Select Printers...
4. Select the printers you wish to install.
   If there are many printers to choose from you can do a Search.
Uppercase and lowercase letters are treated the same.

5. Select **Add**.
6. After installation the printers are listed as either **Installed ✔**, or with **Error ▲** (installation failed)
7. Select **Finish**.

### 6.14. How to change your preferred print method and behavior

![Printix Client menu](image)

**Menu on Windows**

1. Open [Printix Client menu](#)
2. Configure your preferences:

   - Print method:
     - Preferred print method: Print
     - Preferred print method: Print later
   - Ask me to select print method at every print
   - Show print notification

**Popular print behaviors**

Configuration steps for popular behaviors:

- [Ask me to select print method at every print](#)
- [Always print later](#)
- [Continue printing as before](#)
6.14.1. Ask me to select print method at every print

This print behavior is very flexible and good if you sometimes need to print confidential documents. Printer later is the default as it benefits the environment more and it saves on paper and toner.

1. Open Printix Client menu
2. Select Preferred print method: Print later
3. Check Ask me to select print method at every print

Every time you print from your computer you will be asked to select print method: Print or Print later (default). If you do not respond to the dialog within 30 seconds it assumes Print later. No Print notification popup will appear.

6.14.2. Always print later

This print behavior is good if you print many confidential documents and/or you simply enjoy the print later convenience and environmental benefits.

1. Open Printix Client menu
2. Select Preferred print method: Print later
3. Clear Ask me to select print method at every print
4. Check Show print notification

A Print notification popup will appear for a few seconds when you print and remind you that the printed document is stored until you release the document via your phone, tablet or computer.

6.14.3. Continue printing as before

This is the print behavior you used before Printix Client was installed.

1. Open Printix Client menu
2. Select Preferred print method: Print
3. Clear Ask me to select print method at every print
4. Clear Show print notification

You will be printing directly without questions and notifications.
6.15. How to set a printer as default

Windows

In Windows 10 the default printer is the last used printer. You can turn off this behavior:

1. Select the Windows icon.
2. Select Settings.
4. Select Printers & scanners.
5. Clear Let Windows manage my default printer.

Set a printer as default:

1. Open Control Panel and select Devices and Printers.
2. Right-click the printer you want to use, and then select Set as default printer.

Mac

Set a printer as default:

1. Select Apple menu, System Preferences..., then select Printers & Scanners.
2. Select the drop-down menu labeled Default Printer and select the desired printer.

6.16. How to print on both sides

Printing on both sides is a great way to save paper and benefit our environment.

The control for printing on both sides may also be named:

- Double-sided
- Two-sided
- 2-sided
- Duplex
- Front-and-back

Windows

1. Open the item you want to print.
2. Select Print on the File menu, or press Ctrl+P.
3. In the Print dialog enable Print on both sides.
If you do not see this print control, then open **Preferences** or **Printer properties**, and make your selections.

### Mac

1. Open the item you want to print.
2. Select **Print** on the **File** menu, or press **Command ⌘-P**.
3. In the **Print** dialog enable **Two-sided** printing.
   If you do not see this print control, then select **Show Details**, and make your selections.

### 6.17. How to remove printers

If you no longer use a printer, you can delete it from your list of printers.

#### Windows

1. Open **Control Panel** and select **Devices and Printers**.
2. Select the printer and select **Remove device**.

#### Mac

1. Select **Apple menu**, **System Preferences...**, then select **Printers & Scanners**.
2. Select the printer and select **Delete**.

### 6.18. How to uninstall Printix Client

#### Windows

1. Open **Control Panel** and select **Programs and Features**.
2. Select **Printix Client** and select **Uninstall**.
   If Printix Client was installed with Windows Installer (MSI), then select the Printix Client without Printix logo (smallest size).
3. You are asked to confirm the uninstall. Select **Yes**.
4. The uninstall completes. Select **OK**.

   Alternatively you can run `unins000.exe` in the Printix Client installation folder.

#### Mac
1. Open the Printix Client menu.
2. Select the Option key to toggle Sign in to Uninstall. On a Windows keyboard the Alt key corresponds to the Option key.
3. Select Uninstall.

If the Uninstall does not work, it could be because you are not signed in. Select Sign in and then try to Uninstall again. Alternatively you can run the script:

1. `sudo /Users/Shared/Printix.net/Service/uninstallMac.sh`

*Printix Client for Mac, Uninstall*
7. FAQ

Frequently asked questions:

- Why are printers named ASD, BNM,...?
- What is the Printix Anywhere printer?
- What are the benefits of Printix?
- Can I print while my Internet connection is lost?
- What happens to my existing printers when I install Printix Client?
- What happens if I uninstall Printix Client?
- What does it cost in data traffic to use my phone?
- Are documents stored on my phone?

7.1. Why are printers named ASD, BNM, ...?

All Printix printers get a unique three-letter ID, also known as, the printer ID. This makes it efficient to search for printers and easy to identify the printers.

- **Search** for printer is efficient
  - If Printix manage 26 or fewer printers you only have to enter the first letter when searching for a printer.
  - Uppercase and lowercase letters are treated the same.

- **Identifying** the printer is made easy
  - Printer ID sign mounted on the physical printer includes the printer ID.
  - Print queues are named so they include the printer ID.

How many printers can be supported?

The three-letter ID is based on the alphabet’s 26 letters and allows for up to 15,600 printers. If you need more, the software will automatically use four-letter IDs with support for a total of 374,400 printers.

Keyboard sequence

The sequence of the letters for the first 78 printer IDs are grouped together on the keyboard to optimize searching for printers by their ID.

Printer ID examples:
7.2. What is the Printix Anywhere printer?

The Printix Anywhere printer allows you to roam between printers and collect the document at the printer you choose.

- When you submit a document to the Printix Anywhere printer your document is always kept for later release via your phone, tablet or computer.
- Document is sent as PDF, except if the printer does not support PDF printing or Process PDF is checked. In this case, the PDF document is processed using a matching print driver.

If you do not care about finishing options, a Printix Anywhere printer could very well turn out to be the only printer you need on your computer.

7.3. What are the benefits of Printix?

As a user Printix gives you flexibility to:
• **Print when and where you want**
  The Printix Anywhere printer allows you to roam between printers and collect the document at the printer you choose.

• **Avoid stressful print and sprint**
  Wait until you have arrived at the printer, and then release the documents via your phone. That way, you prevent others from collecting your confidential and sensitive documents.

• **Make fewer visits to the printer**
  Submit documents for printing, but postpone the actual collection of the documents until it suits you to release them.

• **Delete documents you regret printing**
  From your computer, tablet or phone you can easily delete documents you did not need anyway. Without **Print later** such documents would go straight from the printer’s output bin to the wastepaper basket without having been used.

• **Reprint documents**
  Documents can be reprinted until 12 hours after they are marked for deletion. You can reprint documents straight from your phone. No need to walk back to your computer and print the document all over again.

**Printix** also creates a Win-Win situation for your company and our environment:

• **Reduced printing saves on paper and toner**
  By not printing documents that never get collected anyway, your company saves money on paper, toner, maintenance and electricity.

• **Environmental benefits**
  Fewer trees are cut down to produce paper thus reducing carbon footprint and water usage.

### 7.4. Can I print while my Internet connection is lost?

**Yes**, in most cases, you can continue to print while the Internet connection is lost, but functionality is limited.

Without an Internet connection you are temporarily unable to:

• **Sign in to Printix**
• **Add printers**
As long as you remain signed in and keep your computer powered on, you can:

- **Print** directly to your printers on the network.
- **Print to a Printix Anywhere** printer, but you can not release any documents.
- **Print later**, but you can not release any documents.

### What happens when the Internet connection is back?

When the Internet connection is back, all functionality is working again and documents can be:

- **Released**
  - Including any Print anywhere and Print later documents you submitted while the Internet connection was lost.
- **Reprinted**
  - Including any documents you submitted with Print while the Internet connection was lost.

### 7.5. What happens to my existing printers when I install Printix Client?

When you install Printix Client on your computer, your administrator may have configured, that it should convert your existing work or school printers to Printix printers. Other printers, like those you use at home do not get changed.

To help you **identify the printer** it's name is by default modified and now include a unique three-letter ID, also known as, the printer ID. Please observe, that your administrator may have chosen that printer names should be without printer ID.

Original: Reception  
Printix: Reception **ASD**

You can **add printers** any time with Printix Client.

### 7.6. What happens if I uninstall Printix Client?

If you uninstall Printix Client your Printix printers gets converted to normal network printers.
The name is stripped of the three-letter ID. Please observe, that your administrator may have chosen that printer names should be without printer ID.

Printix: Reception ASD
After: Reception

See also: Administrator Manual

7.7. What does it cost in data traffic to use my phone?

Very little, and you can save on your phone’s monthly data allowance by connecting to the local Wi-Fi whenever possible.

- The Printix App phone traffic consists of small amounts of control data and does not include print data.
  - 3 KB per session to sign in.
  - 0.2-0.3 KB per document.
  - 400 KB to gain Internet access via 3G/4G.
- Print data is sent directly to the printer without involving the phone.

7.8. Are documents stored on my phone?

No, documents are not stored on your phone or tablet for that matter. Documents are typically stored on your computer. The documents are stored encrypted until they expire and get deleted. So you do not have to worry about your phone running out of space.
8. Error messages

- **Printing issues**
- **Username or password is wrong**
- **Connecting to service**
- **Fetching data**

8.1. Print issues

As you release documents for printing in the [Printix App](https://printix.net) you will see the document transition through the states: Working on it, Printing and Printed.

- **Printing failed**
- **Document is unavailable**
- **Release not possible**
- **Release failed**
- **Unable to perform action while Printix Client is on an unknown network**
- **Timeout**
- **When I release a document it says: Working on it**
- **The submitted document does not appear in Printix App**

**Printing failed**

- Is the printer online?
- Is the printer paused, jammed, out of paper or has other issues?

RESOLUTION: Check the above and try to resolve the issue. If the message says **Printing failed – retrying**, repeated attempts will be made for up to 30 minutes to deliver the print data to the printer.

### Document is unavailable

In Printix App you may experience the following:

- One or more selected documents are labelled: **Document is unavailable**.
- After a **Select all** of documents, an **Unavailable documents** dialog appears with the question: **Deselect the unavailable documents?**

The above behavior is expected and happens because Printix App dynamically checks if printing is possible based on the availability of the selected printer and selected documents. Printix App considers whether the selected documents are stored in the cloud or on a computer. If the document is stored on a computer that is not reachable from the selected printer, then the document is labelled: **Document is unavailable**. If **Select all** is used to select documents (including unavailable ones) the **Unavailable documents** dialog will appear and you can select **OK** to deselect the unavailable documents.

RESOLUTION: Deselect the unavailable documents.

### Release not possible

- Is the computer with the document online?
- If the computer is connected via a weak Wi-Fi signal, connection may have been temporarily lost at the time of release.

RESOLUTION: Check the above and try to release the document again.

### Release failed

- Is the computer with the document online?
- Is the printer online?
- Is the printer on the same network as the computer?
- Is the printer paused, jammed, out of paper or has other issues?

RESOLUTION: Check the above and try to resolve the issue. Printix will attempt to print the document when the issue is resolved.

### Unable to perform action while Printix Client is on an unknown
network

- You are trying to release a document to a printer at the office while you are travelling or at home.
- When the computer is on an Unknown network a yellow dot is shown on the Printix Client icon.

**RESOLUTION:** Wait until your computer is back on a known company network, and then release the document. Alternatively print the document directly to the printer.

**Timeout**

- Is the computer with the document online?
- Did the document expire after you tried to release it?
- If you were releasing a print anywhere document to a printer that does not support PDF, then the computer was not able to add the required print queue within the expected time. Wait 5 minutes and then try to release the document again.

**RESOLUTION:** Check the above and try to release the document again.

**When I release a document it says: Working on it**

- If you are releasing a print anywhere document to printer you have not used before it may require your computer to first add the printer. This may take 1-5 minutes depending on the print driver. During this time the Printix App will show the state **Working on it**, before transitioning to **Printing** and then **Printed**. The printer is kept after printing, so it does not have to be added again when you release subsequent print anywhere documents to this printer.

**RESOLUTION:** Wait for the print queue to be created.

**The submitted document does not appear in Printix App**

- In Printix Client and Printix App look at who is listed as **Signed in as**, and verify that it is the same user.

**RESOLUTION:** Sign in as the same user in Printix Client and Printix App.

**8.2. Username or password is wrong**

- Sign in reports: **Username or password is wrong**
  **RESOLUTION:** Enter your correct username and password. If you registered with your email address, then enter your email address as the username.
8.3. Connecting to service

Printix Client is trying to connect to the Printix Service on the computer. The message normally appears for a few seconds and is then replaced by the message: *Fetching data*. However, if the message shows for several minutes, it could be because the Printix Service is stopped.

RESOLUTION: Please contact your administrator if it keeps happening. The administrator should refer to the *Printix Administrator Manual* for additional instructions.

8.4. Fetching data

- Trying to fetch data from the printer or Printix Client is trying to contact Printix Cloud.
  
  RESOLUTION: Wait until data has been fetched. Please submit a support request if it keeps happening.