printix

BY TUNGSTEN AUTOMATION

User Manual

Printix User Manual

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printix.net

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1. Introduction

This manual is for **users** and explains Printix flexible, secure and mobile printing. If you are an **administrator**, then please see: *Printix Administrator Manual*.

Popular topics

- How to
  - How to register as a new user
  - How to install Printix Client for Windows
  - How to add printers
  - How to open Printix Client
  - How to open Printix App
- Printing with Printix
  - How to print from Android phone and tablet
  - How to print from iPhone and iPad
  - How to print from Chrome
- Printix Go – How to release documents at the printer
  - How to reset ID code or PIN code
  - How to register card
  - How to register card without a phone
- Printix Product Support

Select cover to open as PDF

How to have your web browser translate Printix manuals.

Administrator manual

- *Printix Administrator Manual*

Describes how it works, how to configure it, and the features.
- Authentication with Microsoft Entra ID.
- Deployment via MSI file and Microsoft Endpoint Manager.
- 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 Go
   How to sign in with card or ID code on printers to offer secure print release, copy control and more.
5. Printix Client
   Describes the menus and dialogs of Printix Client and how to install it.
6. How to
   Easy-to-follow step-by-step procedures.
7. FAQ
   Contains answers to some of the questions frequently asked by users.
8. Error messages
   Read about possible error cause and solution.

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

printix
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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.
    - Printix Go – How to release documents at the printer.
- How to print from Android phone and tablet.
- How to print from iPhone and iPad.
- I am using Printix Chromebook – How to print from Chrome.

- I want to learn how Printix works.
- Show me the *Printix Administrator Manual*.

Printix printers

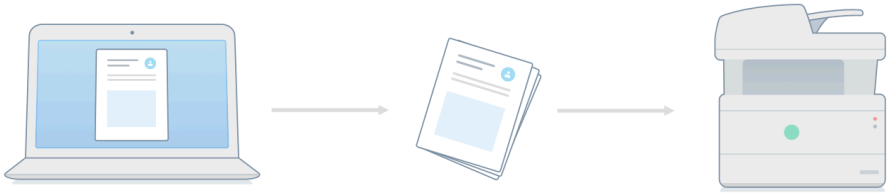
- **ASD, BNM, …**
  A three-letter printer ID is by default part of the printer's name. Example: *Reception ASD*. Please observe that your administrator may have chosen that printer names should be without printer ID. If you do not see the printer, you can use Printix Client to add the printer.
    - 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

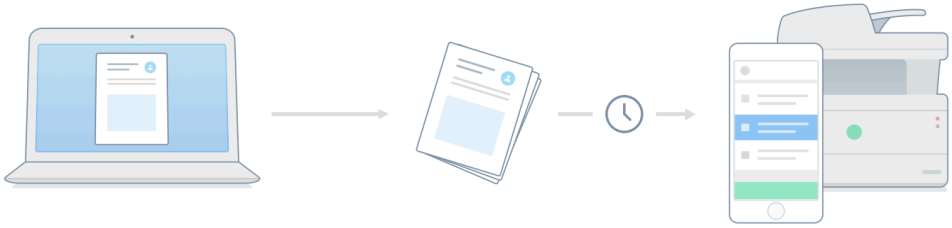
Print



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.

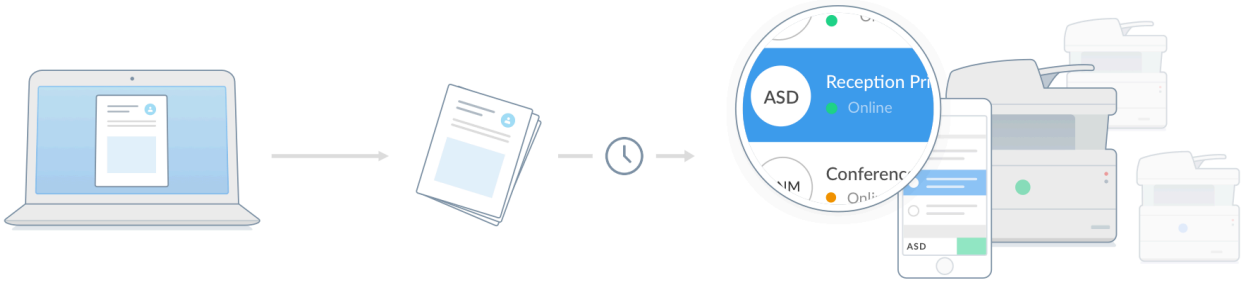
Print later



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.

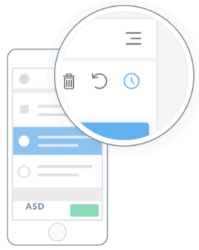
Print anywhere



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.

- The document can be released to the printer, (ASD, BNM, …) you choose.
- If the release printer support PDF, the document is sent directly to the printer.
- If the release printer does not support PDF, the 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 submitting them again.

2.1. Print later

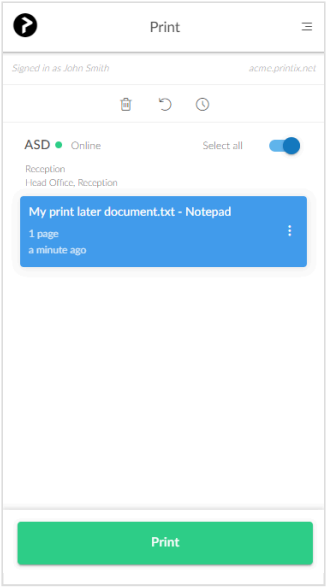
The perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to. The document can be released to the printer it was printed to. Requires your administrator to **Enable print later**.

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



7. Open Printix App.
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.

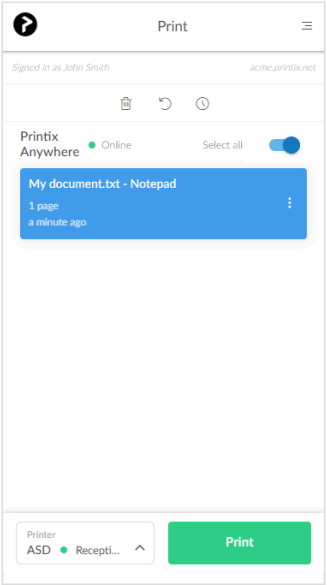
2.2. Print anywhere

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

Print on your computer

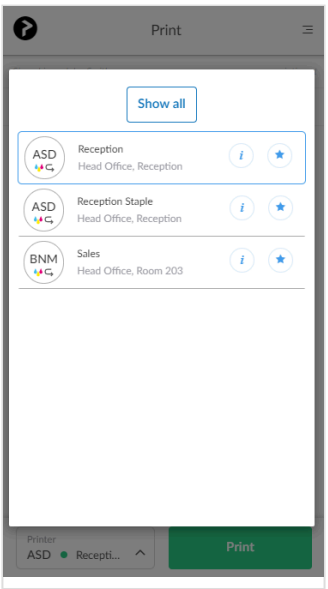
1. Open the item you want to print.
2. Select **Print** on the **File** menu.
3. Select the **Printix Anywhere** printer, select **Print**.

Release document



4. Open [Printix App](#).
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.



7. Select **Print** at the bottom right of the page.

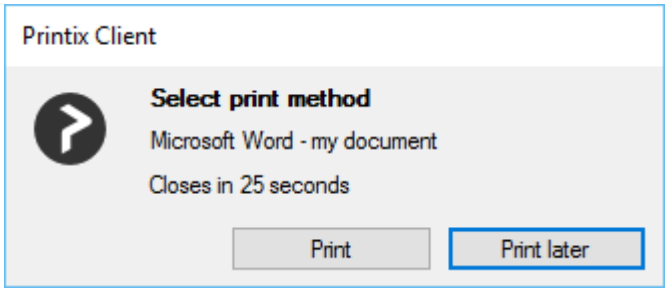
- Documents are automatically deleted after a period (default is 24 hours).

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**.

While Internet connection is lost, you can only use direct printing until Printix is online again. See Can I print while my Internet connection is lost?.

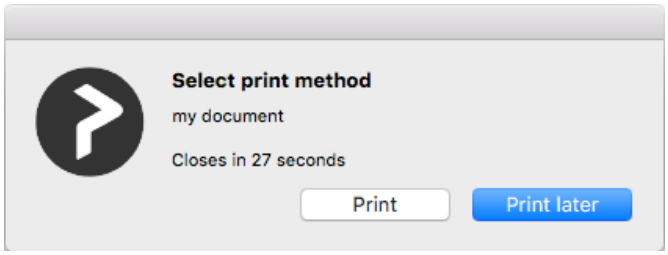
Windows



Select print method dialog on Windows

- On Windows 8 and 8.1, the dialog does not appear if you print from “modern” Apps like: Reader, Maps, and Photos.

Mac



Select print method dialog on Mac

2.4. Identify the printer

All Printix printers gets 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**

Printers can also be identified by QR code and NFC tag

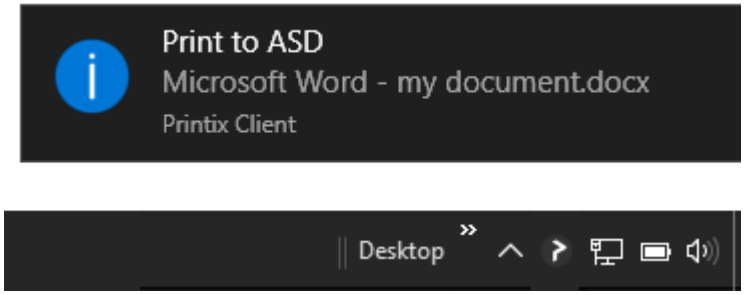
Printer ID sign

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

2.5. Print notification

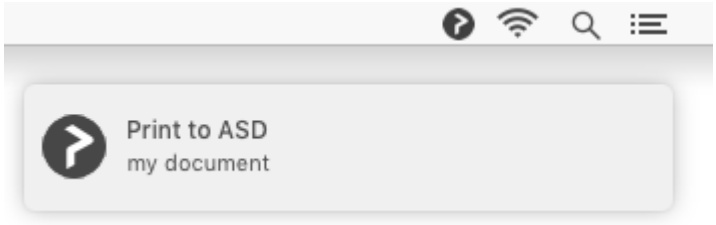
The **Print notification** can appear for a few seconds when you print. Use the Printix Client menu to show or hide this.

Windows



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**

GET IT ON Google Play

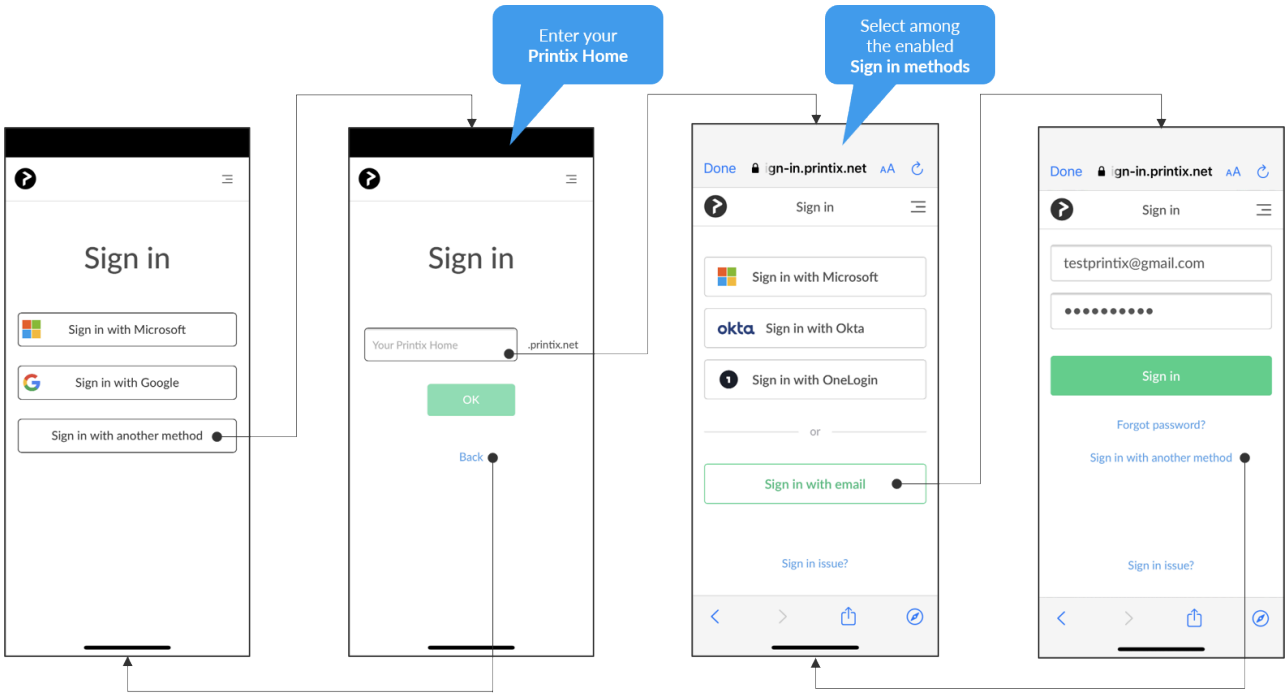
- **Printix App for iOS**

Download on the App Store

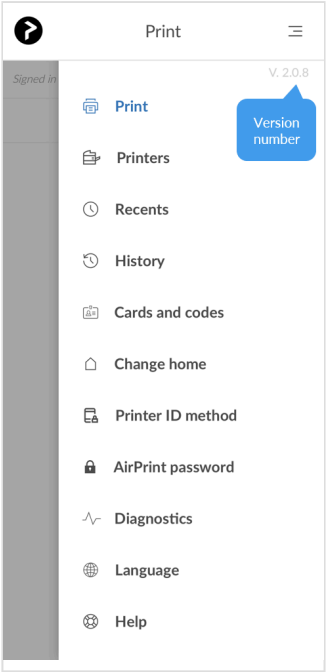
Compared to the web app, the native app offers these advantages:

- Only sign in once.
- Integrated QR code scanning.
- Integrated NFC tag scanning.
- Print to Printix managed printers enabled for **mobile print**.

Sign in



Menu



Open Printix App and select **Menu** ☰ in the top right corner to access functions.

- **Print**
- **Printers**
- **Capture**
- **Recents**

- History – Print
- History – Capture
- Cards and codes
- Change home
- Printer ID method
- AirPrint password
- Diagnostics
- Language
- Help
- **Sign out**

3.1. Print

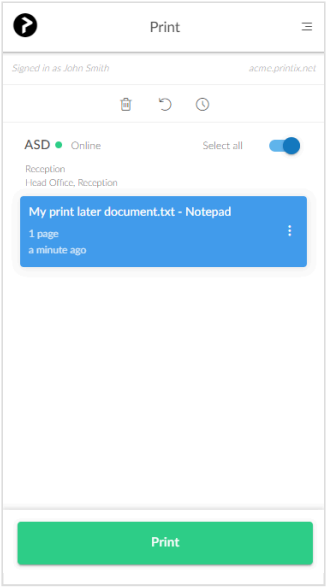
The documents you can release and print. Depending on how you have printed, documents may be grouped as:

- 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/iPadOS you can scan QR code or NFC tag to release documents.

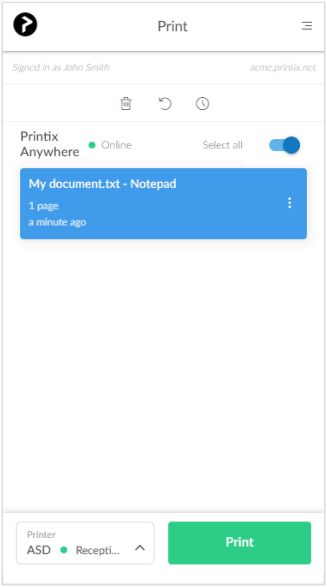
Release print later documents



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

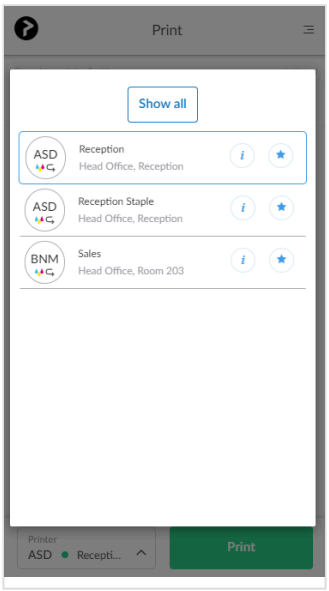


1. Select a print anywhere document.
    - Printix App dynamically checks if printing is possible based on the availability of the selected printer and document (stored in cloud or on your computer).
    - You can print to one printer at a time.

2. If required, select **Select printer** or **Printer** at the bottom left of the page.
   The **Select printer** list appears.

> Favorite printers only appear in this list if your administrator enabled both **Via the cloud** and **Add print queue automatically** in the **Print queue settings**.

- 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**.

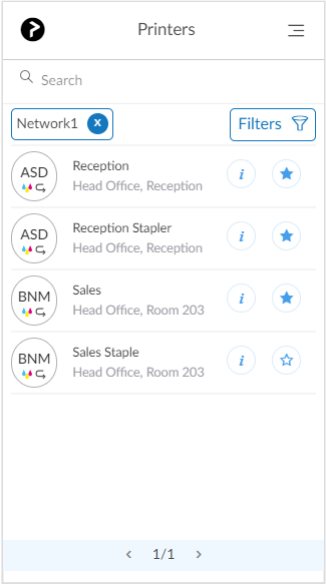
Delete document

- 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



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.

> Printing to a printer automatically makes the printer a favorite. Printers that do not have a print queue does not appear.

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. Capture

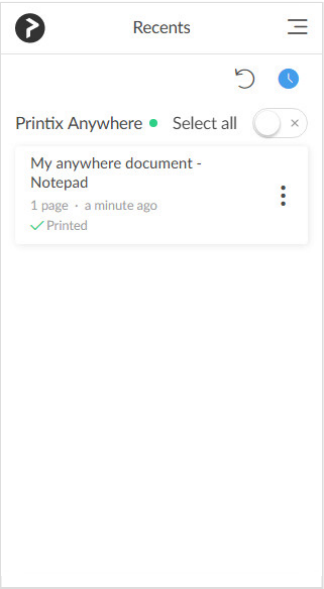
Using the native Printix App on your phone or tablet, you can either use the camera or select existing photos.

See also:

- How to capture with Android phone and tablet
- How to capture with iPhone and iPad

3.4. Recents

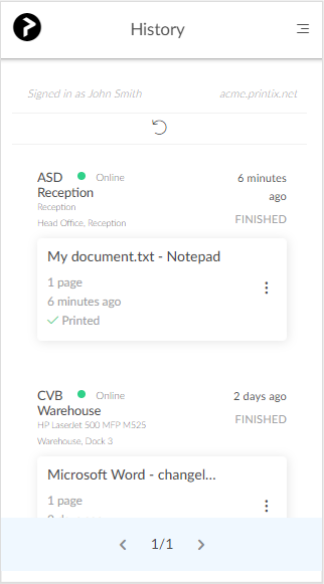
Reprint documents that were deleted or printed within the previous 12 hours. The page works the same as the **Print** page. You can reprint to one printer at a time.



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**

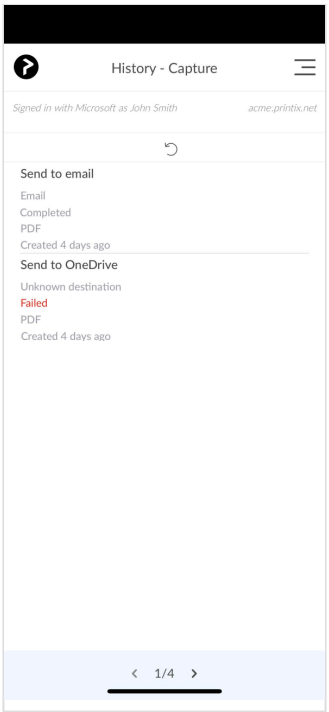
3.5. History – Print

See what documents you printed during the previous 30 days. Until the document is deleted it appears with the document name, thereafter the document appears with an ID.



3.6. History – Capture

See information about your completed and failed capture workflows for the previous 30 days.



3.7. Cards and codes

On this page you can manage your **Cards**, **ID code** and **PIN code** you use to sign in at printers with

Printix Go installed.

To get here:

- Select **Menu** ☰, and **Cards and codes**

PIN code

- How to create and reset PIN code

ID code

- How to see and reset ID code

Cards

- How to register card
- How to manage cards

3.8. 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 Microsoft Entra ID is used by multiple Printix Homes.
- **Sign in with Google** and Google Workspace is used by multiple Printix Homes.
- **Sign in with Okta** and Okta is used by multiple Printix Homes.
- **Sign in with OneLogin** and OneLogin is used by multiple Printix Homes.
- **Sign in with email** and your Printix account is part of multiple Printix Homes.

3.9. 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

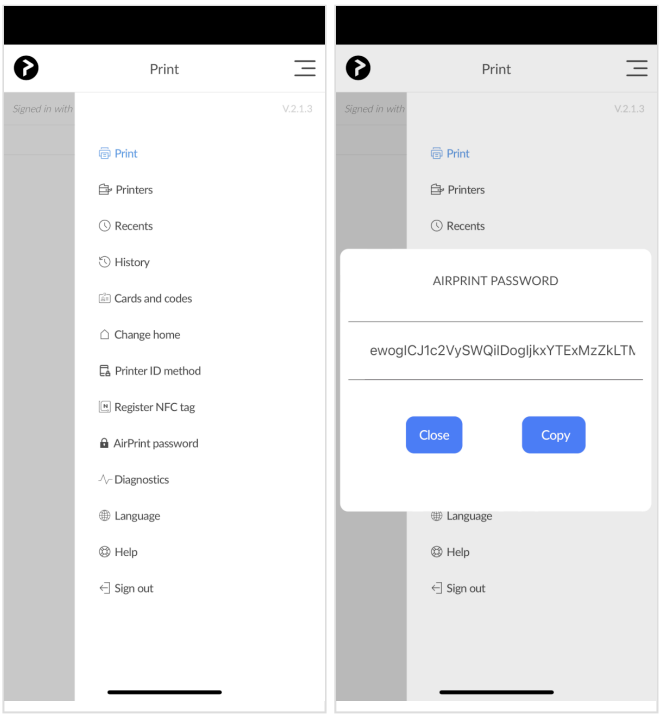
1. Select the methods you want to be available:
   - **QR code**
   - **NFC tag**
     Not available if the phone is not NFC enabled.

2. Select **OK**

3.10. AirPrint password

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

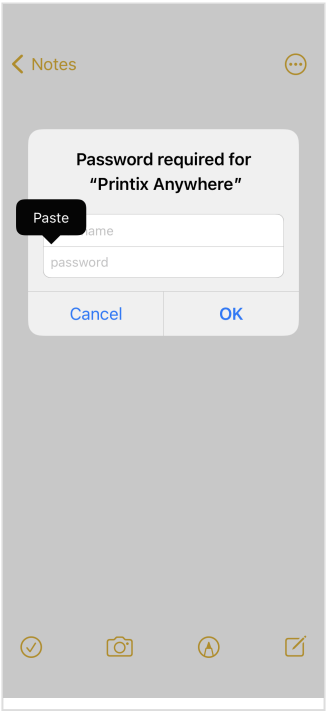
1. On your iPhone or iPad, open Printix App for iOS/iPadOS.
2. Select **Menu** in the top right corner.
3. Select **AirPrint password** .
   If you do not see this menu item, then try to close and open Printix App.



4. **Copy** the password to the clipboard.
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**.
   - Enter a **Username**, which can be any string (Example: *noname*).

If you leave the **Username** empty on an iPad, the **Password required for *"printer"*** dialog will appear every time you print to the printer.



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.

3.11. Diagnostics

To get here:

- Select **Menu** ☰, and **Diagnostics** ∿

Diagnostics

This is relevant if you have been advised to get the **logs** and submit these to support.

See also:

- How to get Printix App logs

4. Printix Go

Printix Go integrates with your printer's touchscreen control panel, offering secure print release, copy control, card-based authentication and more.

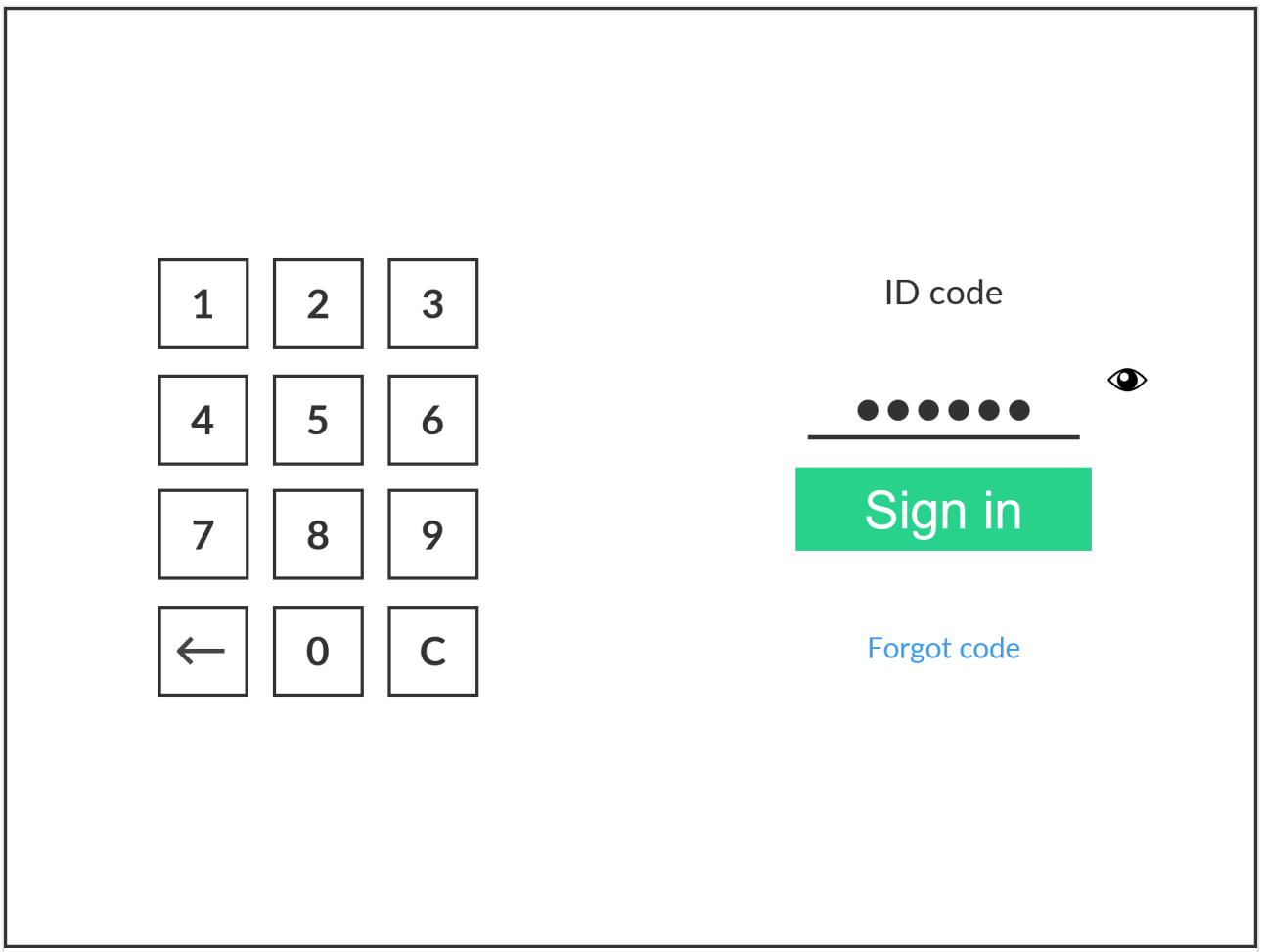
- How to sign in with ID code at the printer
- How to sign in with card at the printer
- How to release documents at the printer
- How to capture at the printer
- How to sign out
- How to register card

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

Printer vendor specific instructions

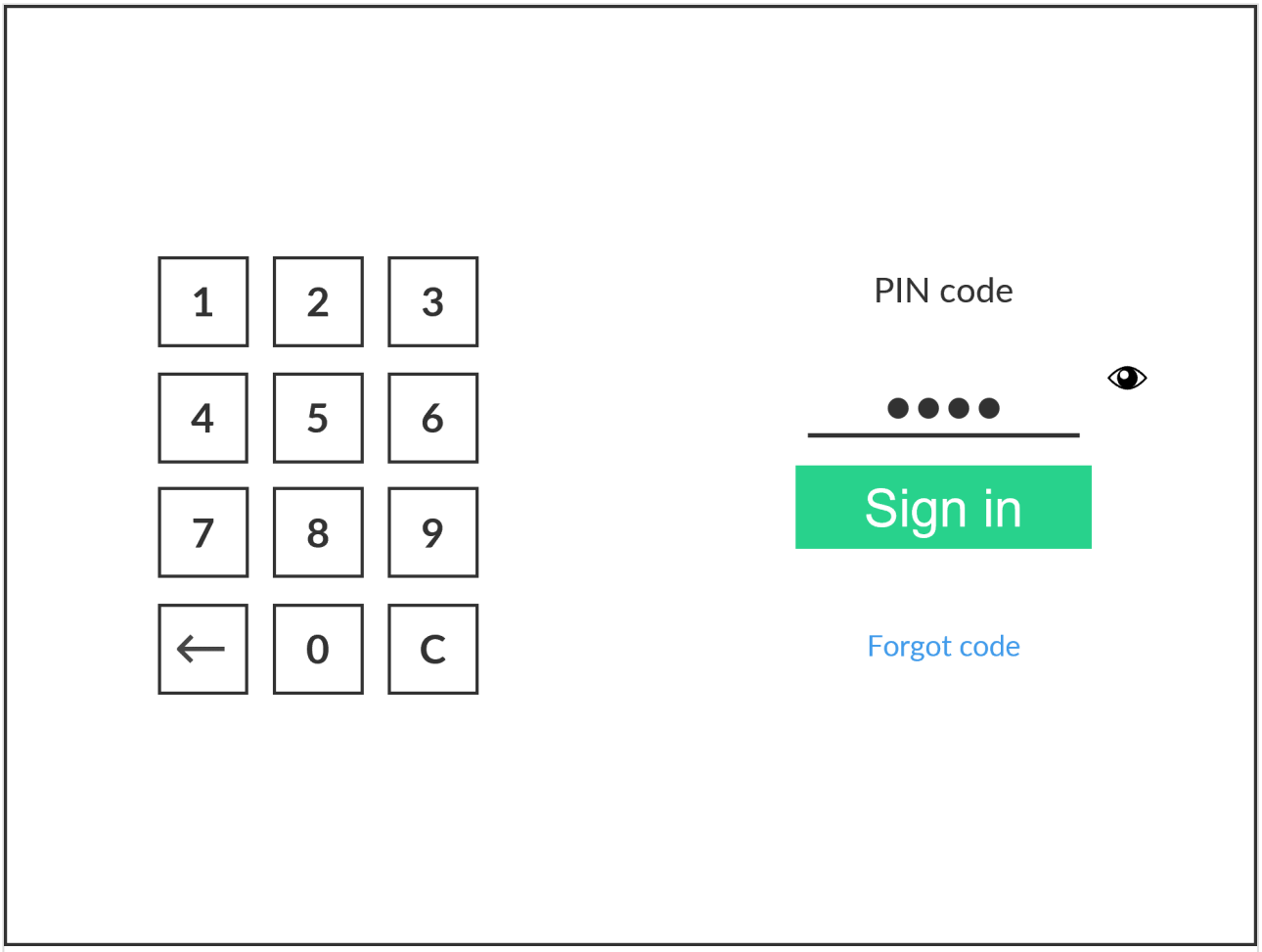
- How to use Printix Go on:
  - **Epson**
  - **HP**
  - **Konica Minolta**
  - **Kyocera**
  - **Lexmark**
  - **Ricoh**
  - **Xerox**

4.1. How to sign in with ID code at the printer



These are generic instructions. Printer vendor specific instructions: Epson, Fujifilm, HP, Konica Minolta, Kyocera, Lexmark, Ricoh, Xerox.

1. Enter **ID code** (6-digit) on the touchscreen.
    - Select 👁 to see the digits entered.
    - If you do not know your **ID code**:
        - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your ID code.



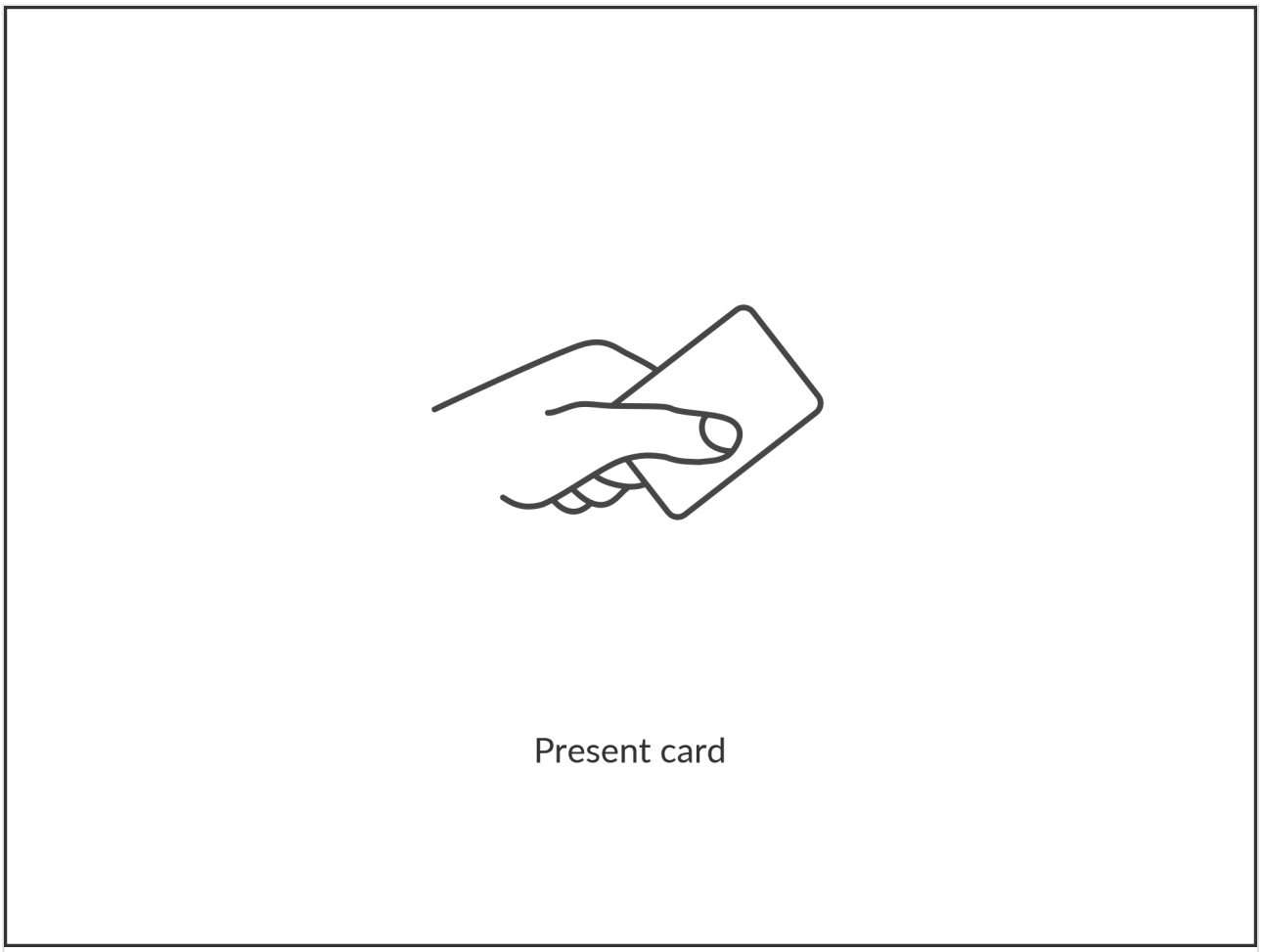
2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

See also:

- How to see and reset ID code
- How to create and reset PIN code

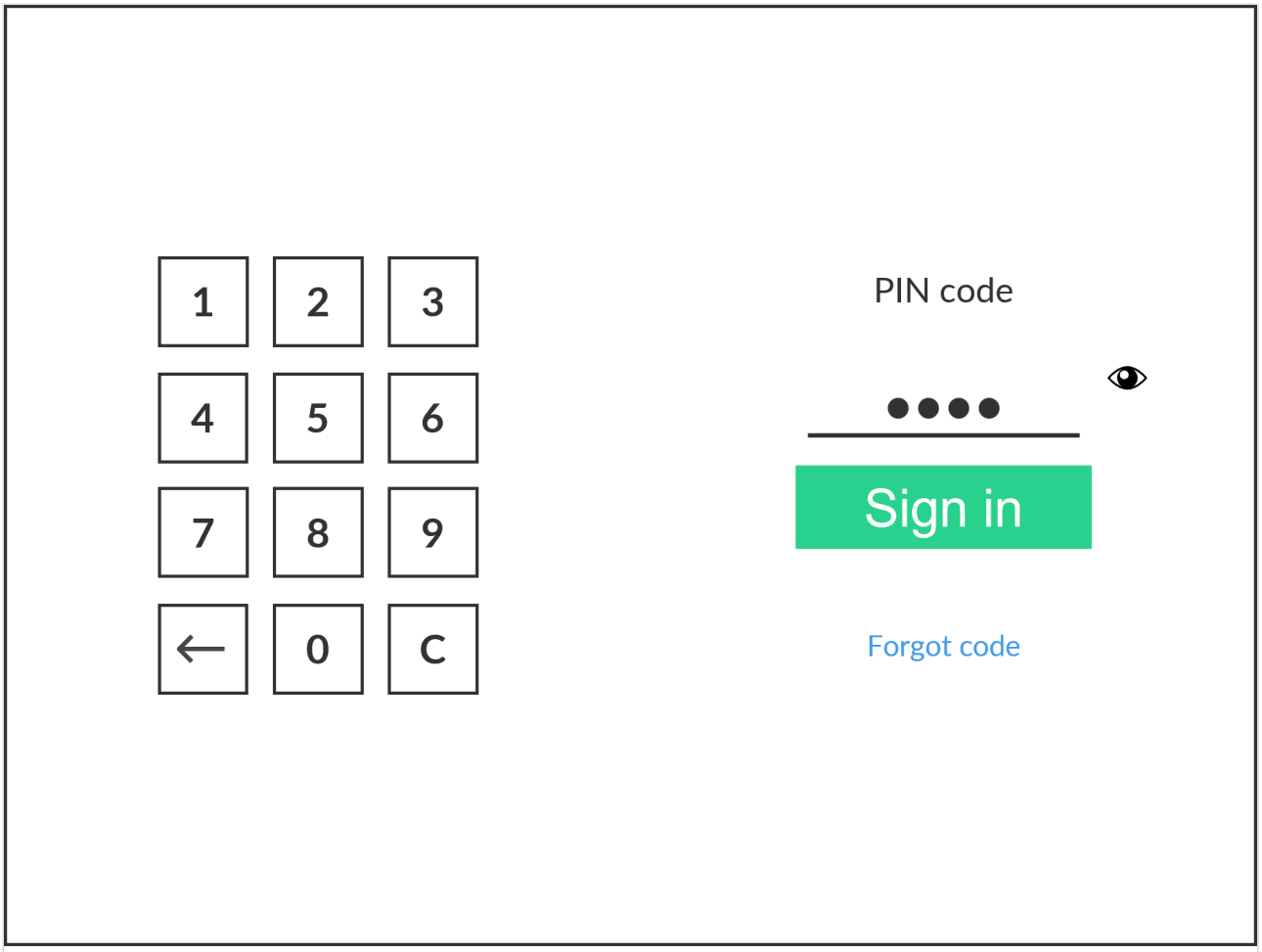
> If users are to only enter ID code to sign in, then your administrator must contact us so we can uncheck the setting **Require PIN code for sign in with ID code**. This is for security reasons and will apply to all users.

4.2. How to sign in with card at the printer



These are generic instructions. Printer vendor specific instructions: Epson, Fujifilm, HP, Konica Minolta, Kyocera, Lexmark, Ricoh, Xerox.

1. Present card to the printer's card reader.
    - Before 60 seconds have elapsed, select the Printix **Print** icon.
    - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.

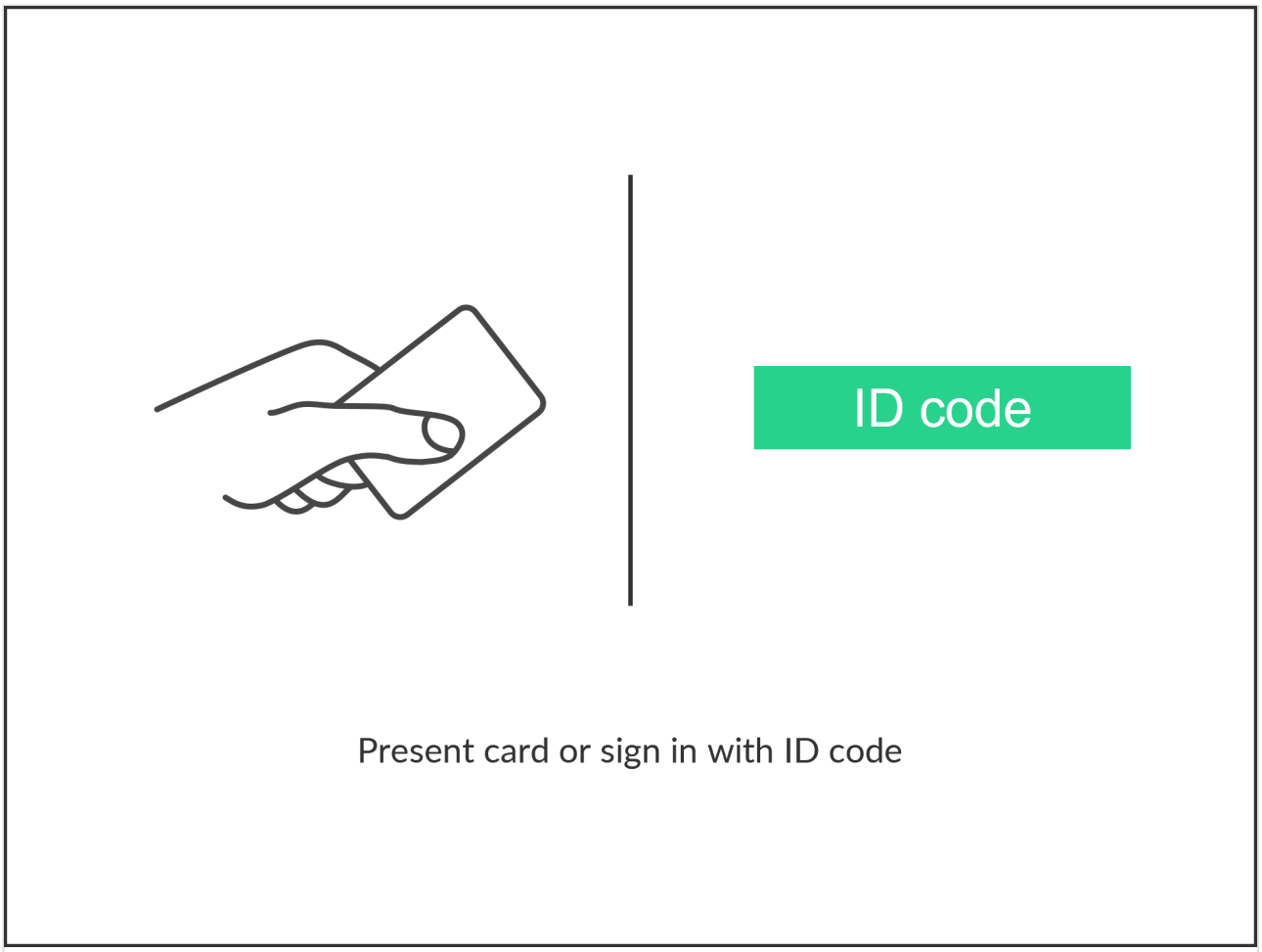


2. If asked, enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

See also:

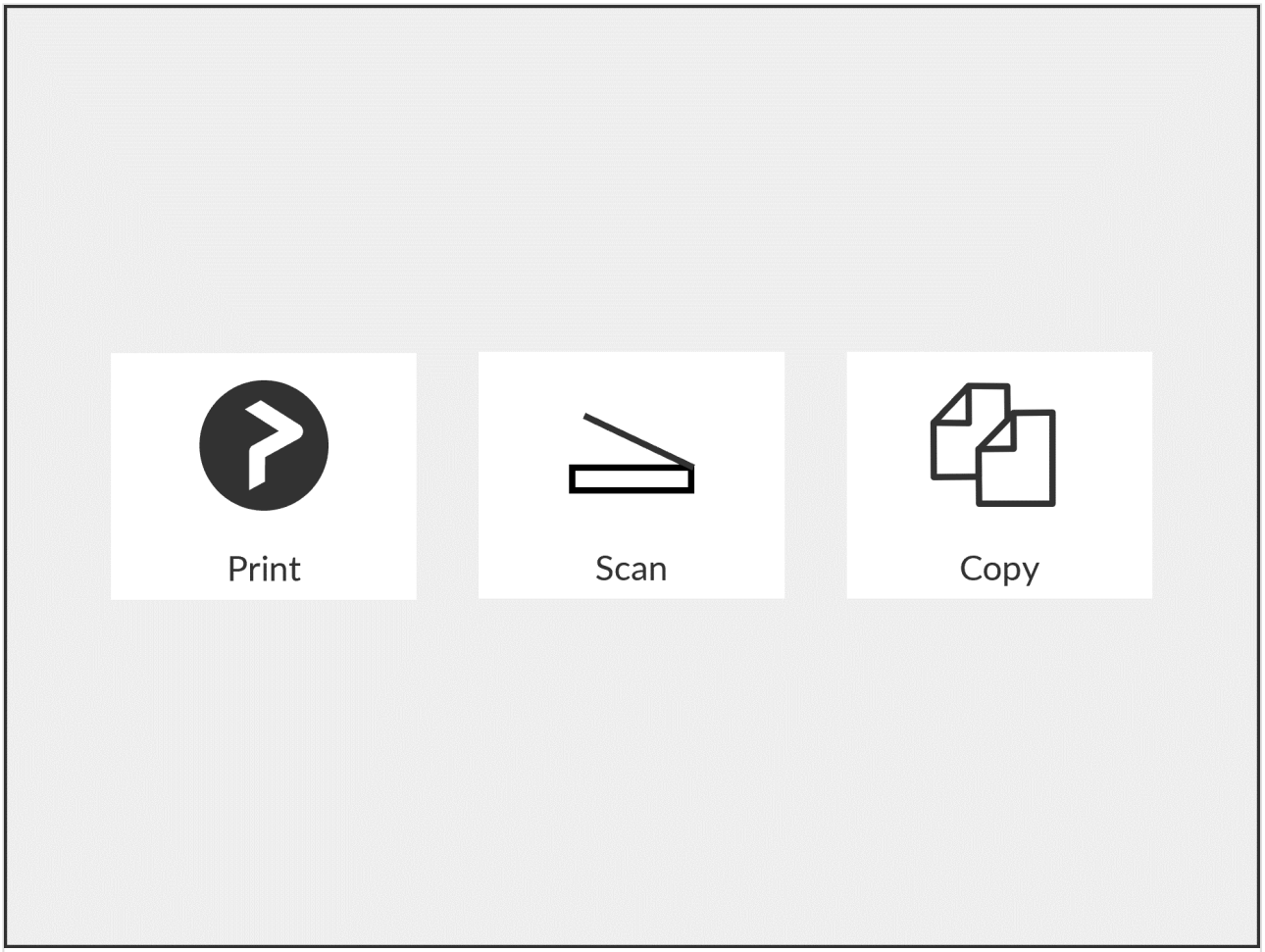
- How to register card
- How to create and reset PIN code

4.3. How to release documents at the printer

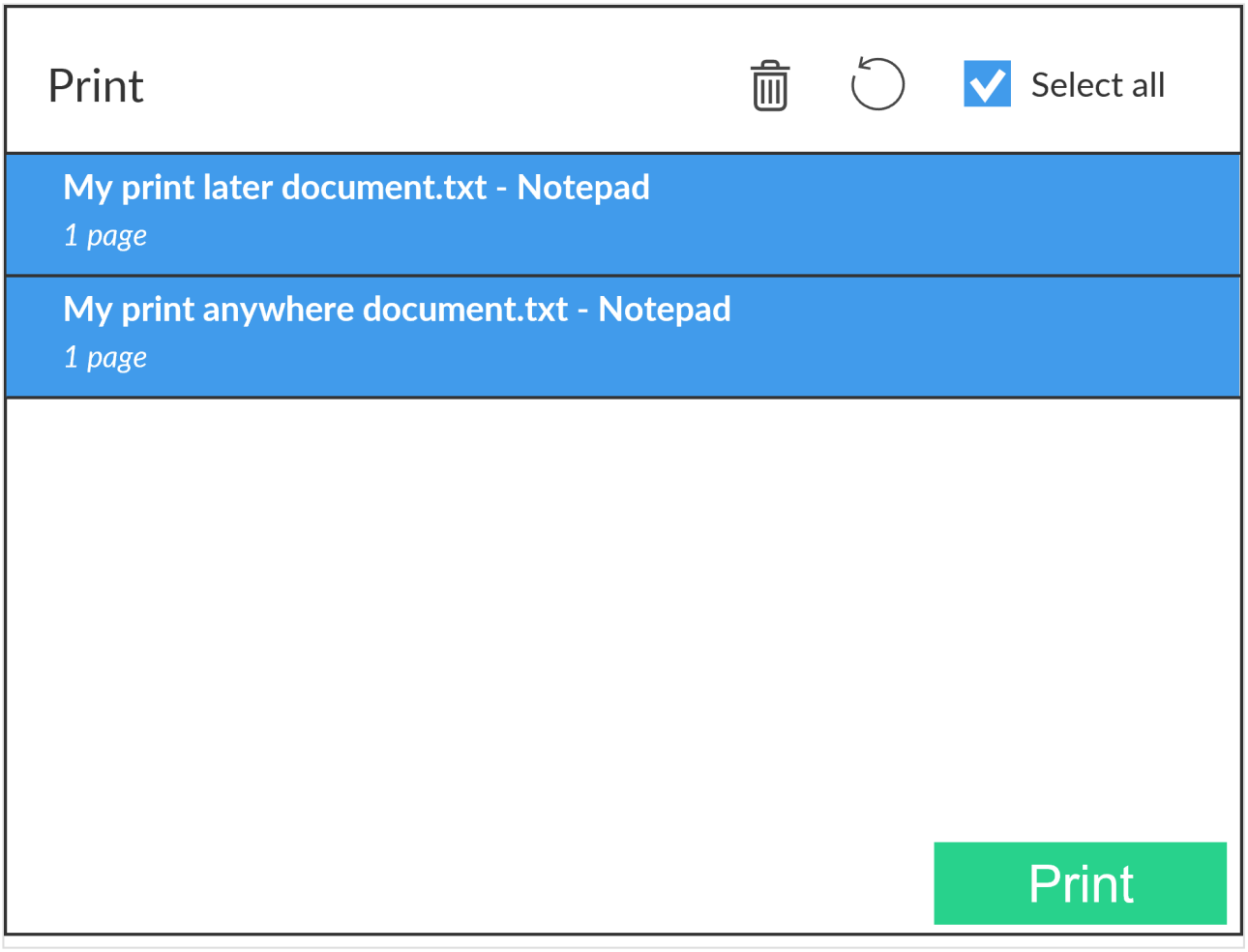


These are generic instructions. Printer vendor specific instructions: Epson, Fujifilm, HP, Konica Minolta, Kyocera, Lexmark, Ricoh, Xerox.

1. **Sign in** to the printer.
2. Select the Printix **Print** icon.



3. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

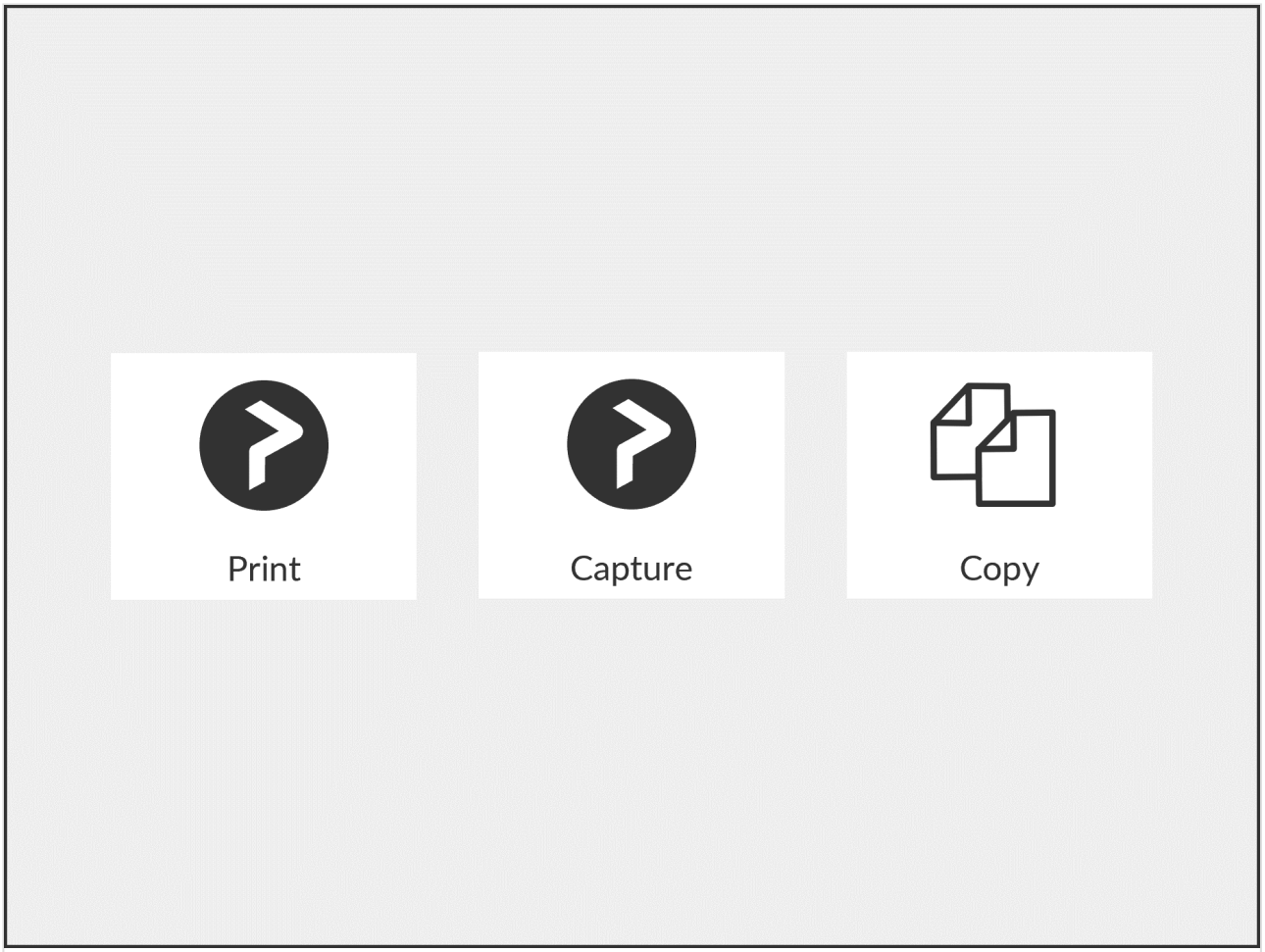
How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

4.4. How to capture at the printer

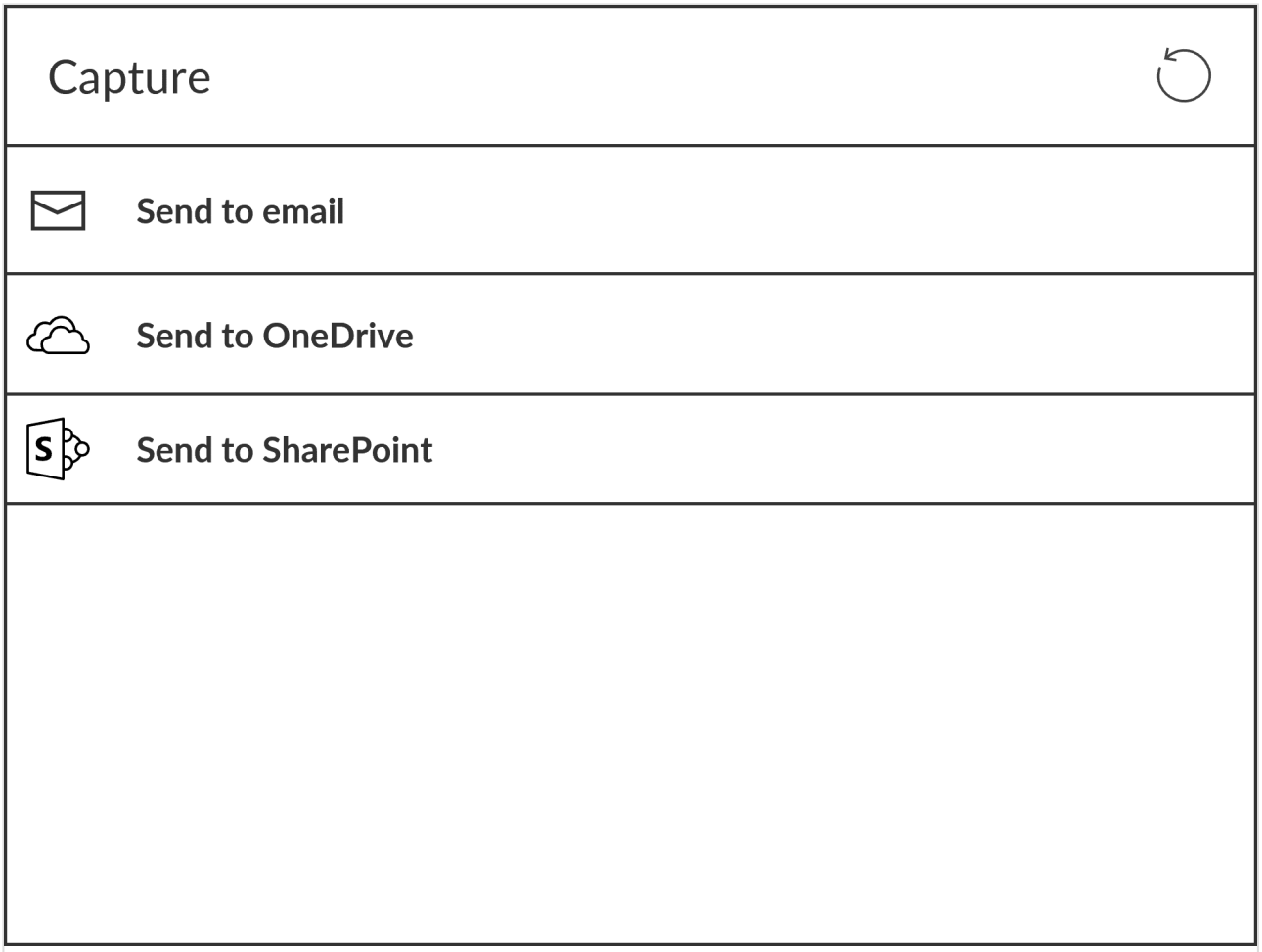
These are generic instructions.

1. Sign in to the printer.

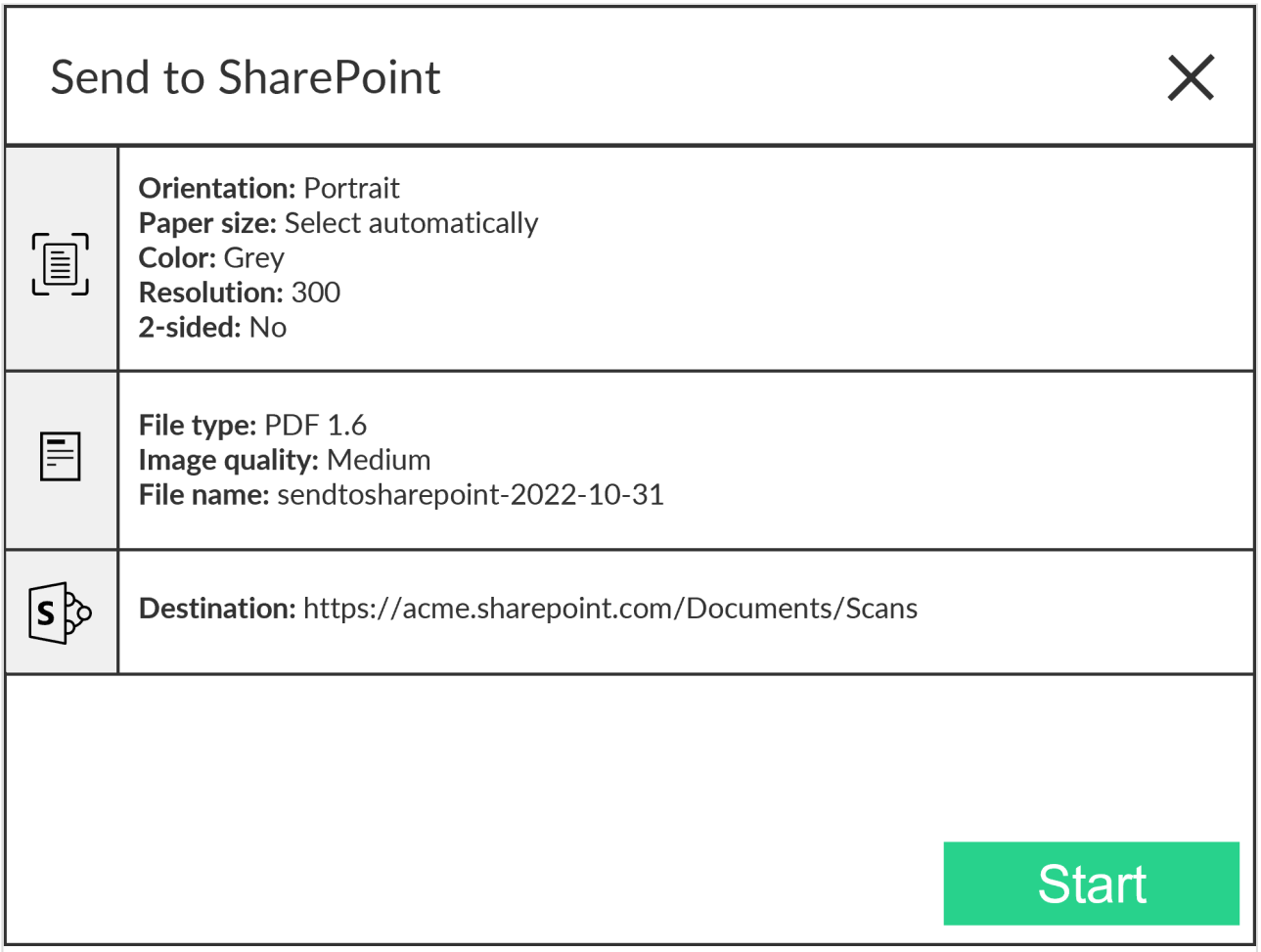


2. Select the Printix **Capture** icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
    - Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
    - Place multi-page document in the Automatic Document Feeder (ADF).
      Ensure pages are in the correct order.
    - Place one-page document on the printer’s flatbed glass.
      Scanning of multiple pages from flatbed glass is currently not supported.



5. Select **Start** to start scanning.
    - As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
    - If you do not want to start the scan, then select **X** to cancel and return to the list of workflows.
    - On Ricoh, you cannot log out from the printer while the printer is scanning.

The capture process consists of three steps:

- **Scan and upload**
  As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- **Processing**
  Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.
- **Delivery**
  The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

4.5. How to sign out

These are generic instructions. Printer vendor specific instructions: Epson, Fujifilm, HP, Konica Minolta, Kyocera, Lexmark, Ricoh, Xerox.

You can sign out from the printer using these methods:

- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to swipe the registered card again to sign in.

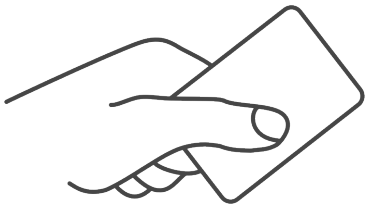
4.6. How to register card

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

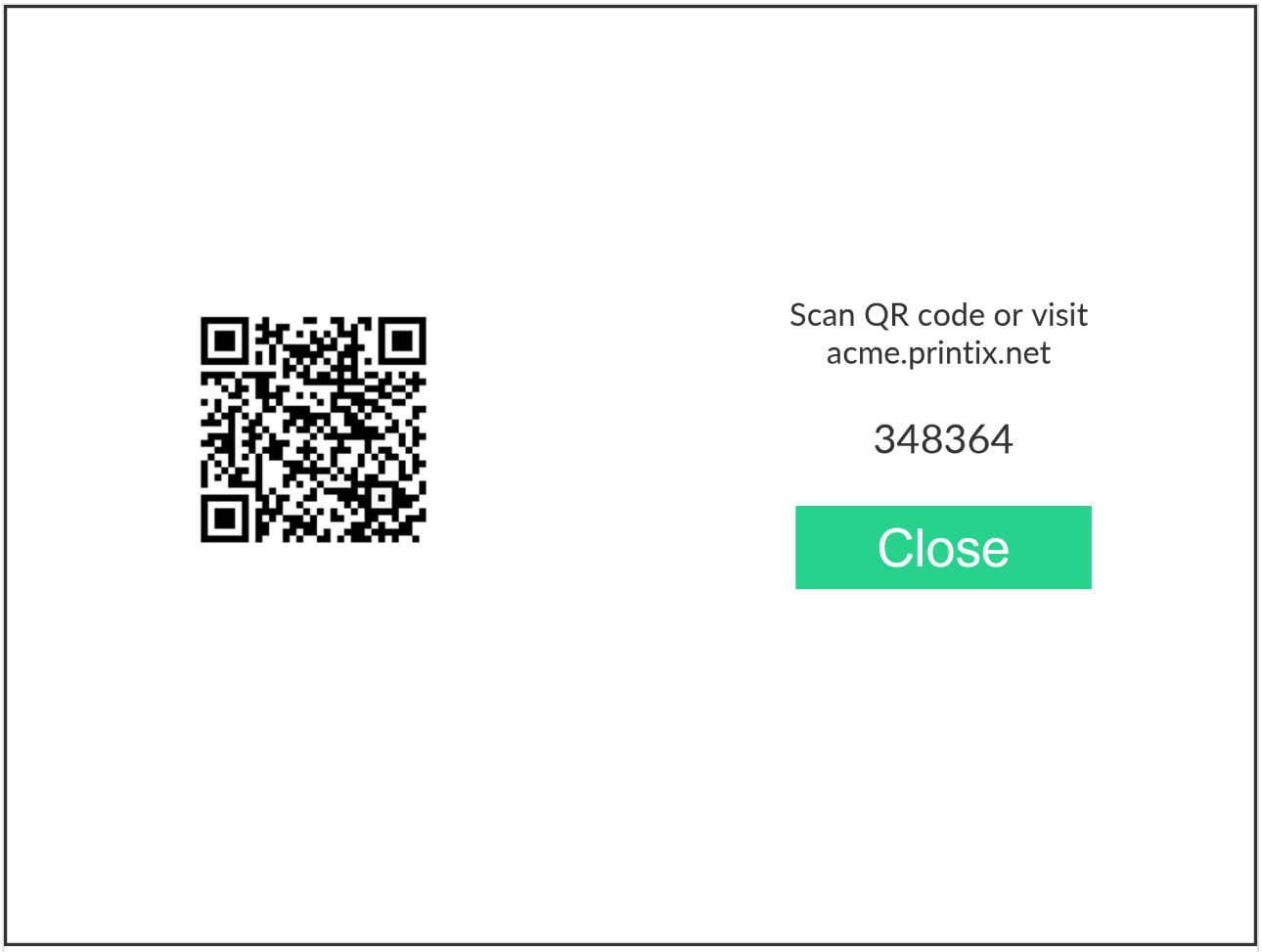
These are generic instructions. Printer vendor specific instructions: Epson, Fujifilm, HP, Konica Minolta, Kyocera, Lexmark, Ricoh, Xerox.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
   - The code is valid for 1 hour.



You can register the card as follows:

- Scan QR code with the camera on your phone
- Scan QR with native Printix App on your phone
- Register the card without a phone
  Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web Printix App in your browser and register the card. You may be asked to sign in to the web Printix App.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

2. Select **Close**.

Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

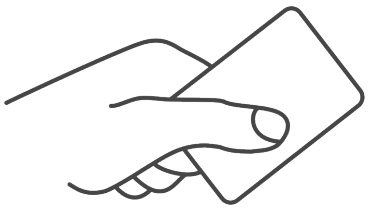
1. Open the native Printix App.
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan** and then point the camera to the QR code shown on the printer's touchscreen.

4.6.1. How to register card without a phone

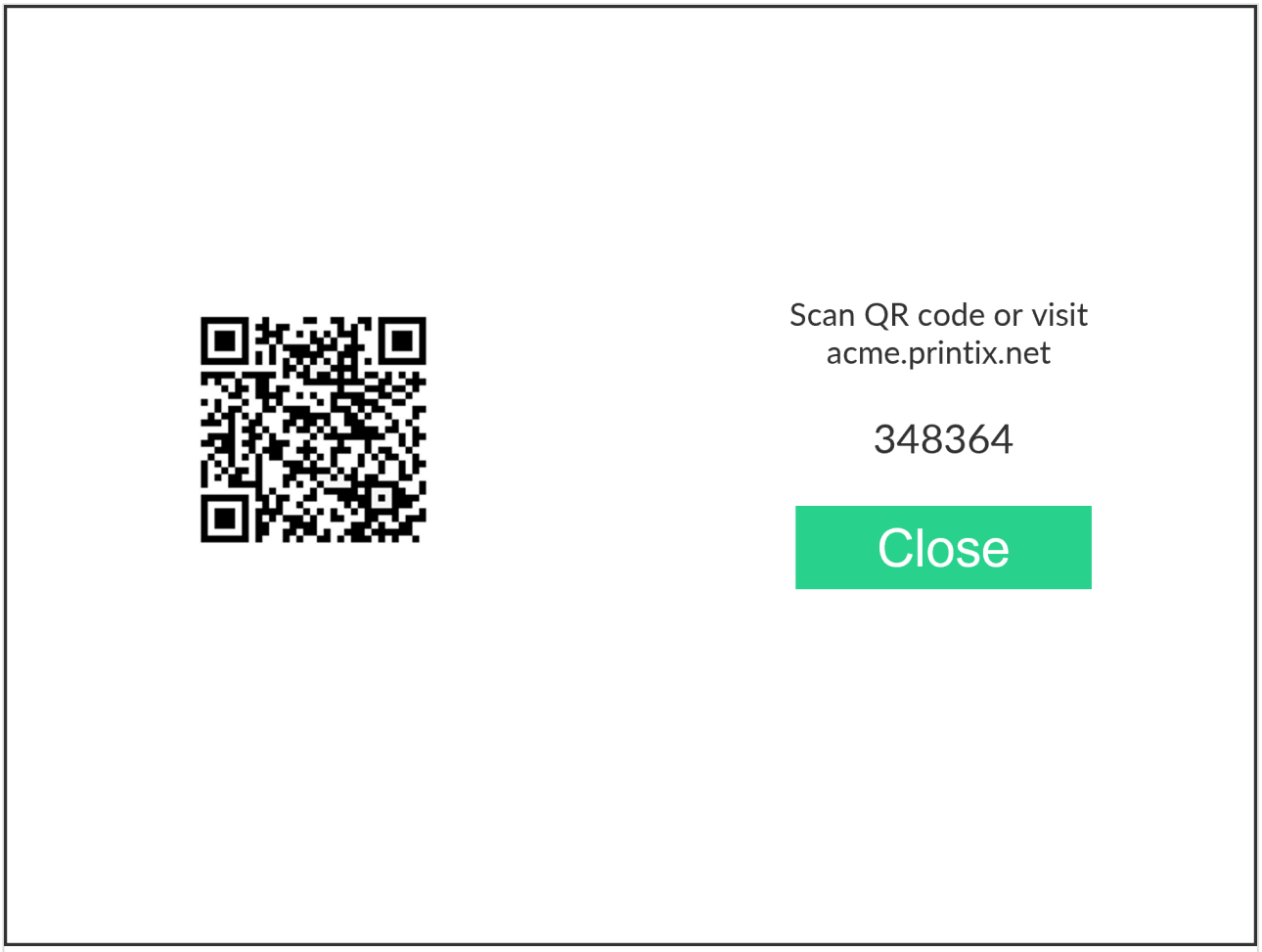
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



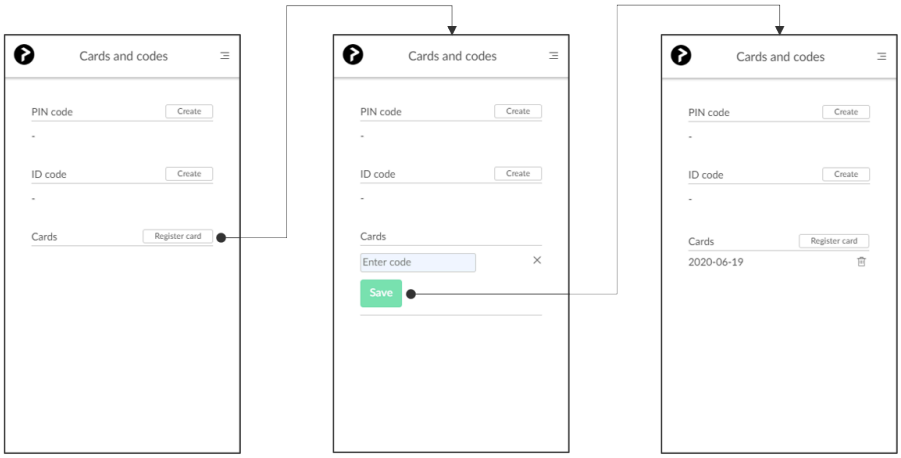
2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
    - The code is valid for 1 hour.



3. Write down the **Card registration code**.

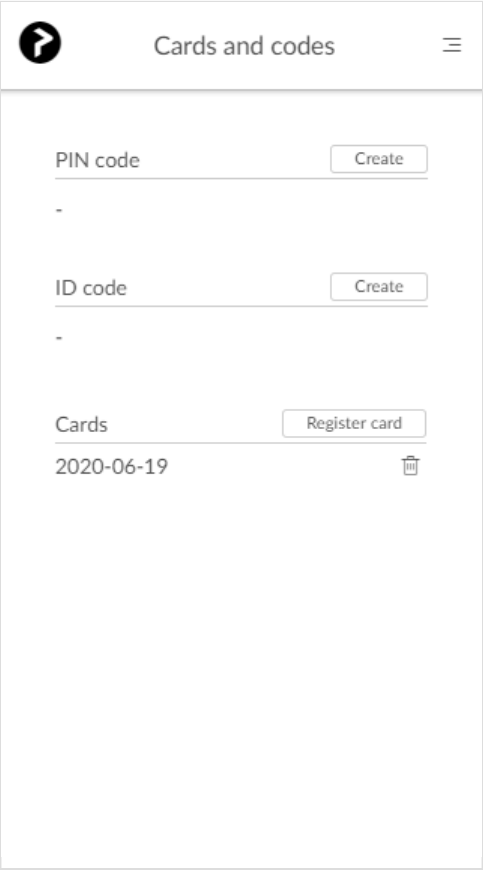
Enter card registration code on your computer

1. Open Printix App.
    - Alternatively, visit printix.net and select **Sign in**.
    - You are not required to use a phone but can also open Printix App on your computer:
        - Open Printix Client menu and select **Release and print documents…**
        - Open a web browser and enter the Printix Home of your work or school (*acme*). Example: *https://acme.printix.net*



2. Select **Menu** ☰, and **Cards and codes** 🪪.
3. Select **Register card**.
4. Enter the 6-digit **Card registration code** you wrote down previously and select **Save**.

4.7. How to manage cards



You can see a list of your registered cards and delete cards you no longer use.

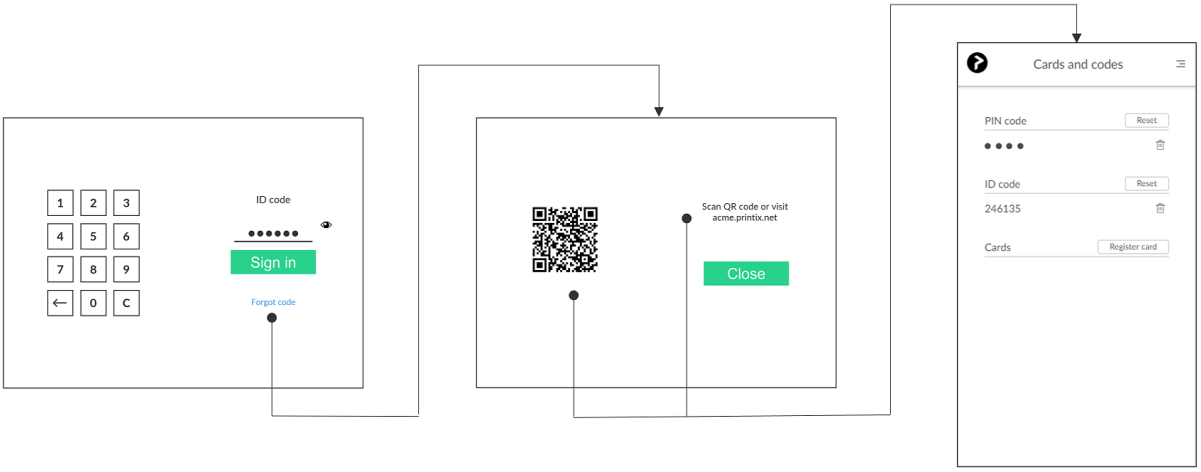
1. **Sign in** to Printix App.
2. Select **Menu** ☰, and **Cards and codes** 🪪
   - Select **Register card** to register a card.
   - Select **Delete** 🗑 to delete a card.

See also:

- How to see and reset ID code
- How to create and reset PIN code

4.8. How to reset ID code or PIN code

The **ID code** and **PIN code** can be reset from the **Cards and codes** 🪪 menu in Printix App.
The printer's **Sign in** touchscreen that asks for **ID code** and the touchscreen that asks for **PIN code**, also includes a **Forgot code** link.



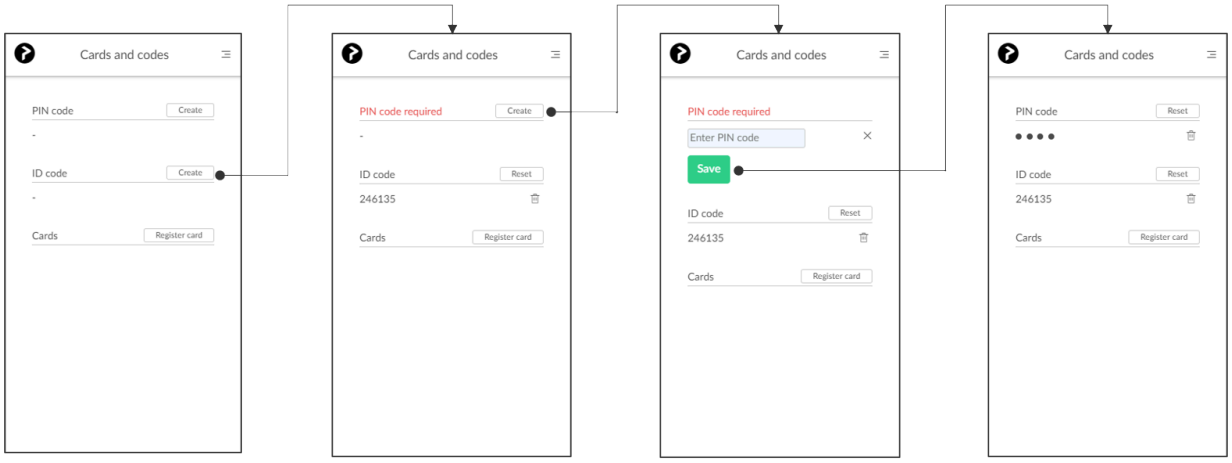
1. Select **Forgot code**, to open a new screen with a QR code and the text: *Scan QR code or visit acme.printix.net*.
2. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone and tablet you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offer you to open the link in a browser, then chose this.

> **PIN code disabled** is shown after three consecutive failed sign in attempts. User must open Printix App and **Reset PIN code** and choose a new and different value, otherwise Printix App will show **PIN code must be different from the current**.

See also:

- How to see and reset ID code
- How to create and reset PIN code

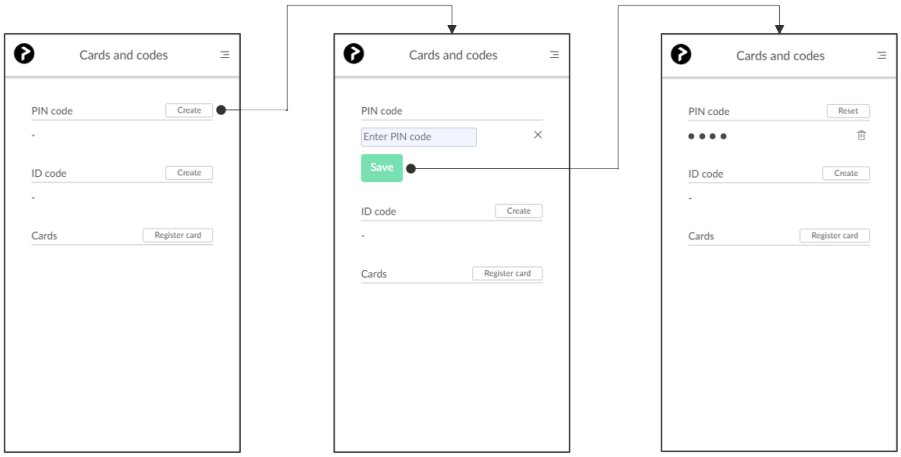
4.9. How to see and reset ID code



The **ID code** can be used to sign in at printers that has **Printix Go** installed.

1. **Sign in** to Printix App.
2. Select **Menu** ☰, and **Cards and codes**.
3. Select **Create** to get an **ID code**.
4. If you see **PIN code required**, then select **Create** to create a PIN code and enter PIN code (4-digits) and select **Save**.
    - Select **Reset** and get a new ID code to replace the old one.
    - Select **Delete** 🗑 to delete **ID code**.

4.10. How to create and reset PIN code



The **PIN code** is the same whether you sign in to printer with ID code or card.

1. **Sign in** to Printix App.
2. Select **Menu** ☰, and **Cards and codes**.
3. Select **Create** to get a **PIN code**.
4. Enter **PIN code** (4-digits) and select **Save**.
    - Select **Reset** and enter a new **PIN code** to replace the old one.
    - Select **Delete** 🗑 to delete **PIN code**.

> **PIN code disabled** is shown after three consecutive failed sign in attempts. User must open Printix App and **Reset PIN code** and choose a new and different value, otherwise Printix App will show **The new PIN code must be different from the previous one**.

4.11. Printer vendor specific instructions

How to use Printix Go on:

- **Epson**
- **HP**

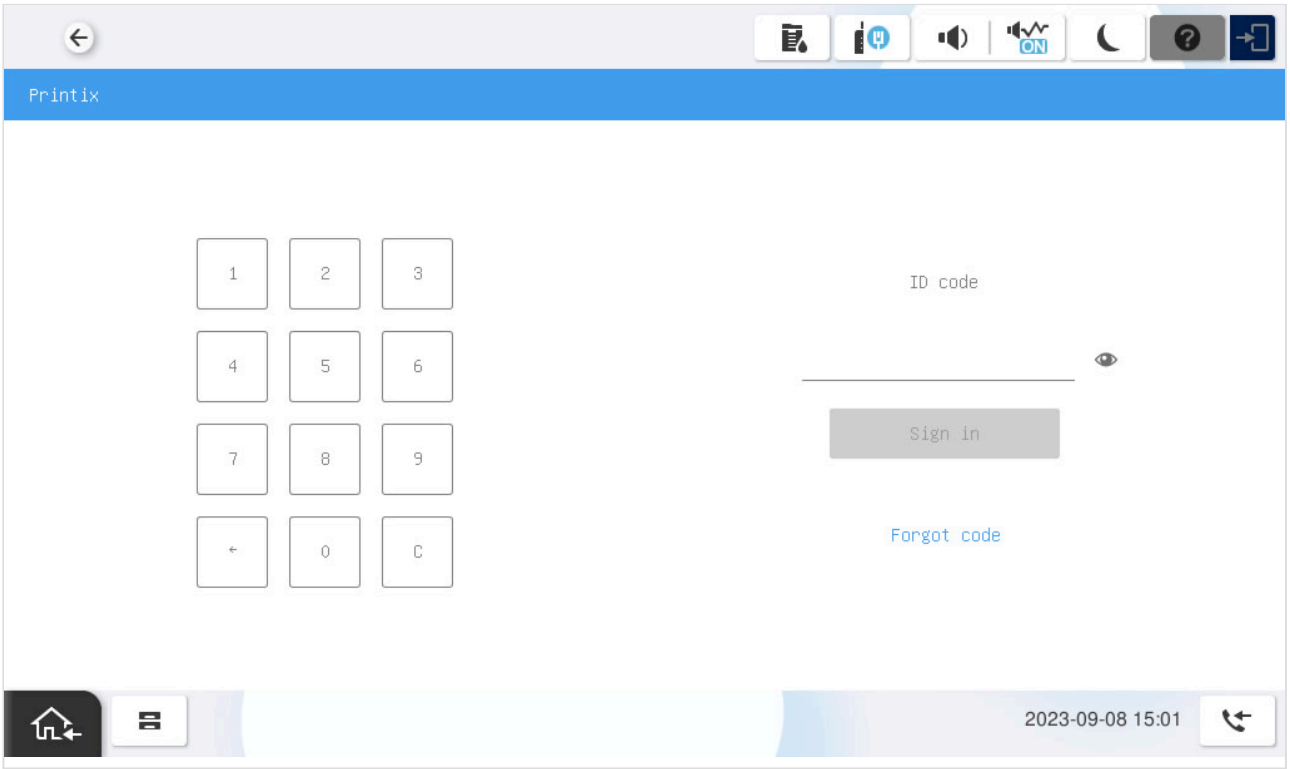
- Konica Minolta
- Kyocera
- Lexmark
- Ricoh
- Xerox

4.11.1. How to use Printix Go on Epson printers

- How to sign in with ID code at an Epson printer
- How to sign in with card at an Epson printer
- How to release documents at an Epson printer
- How to sign out at an Epson printer
- How to register card at an Epson printer

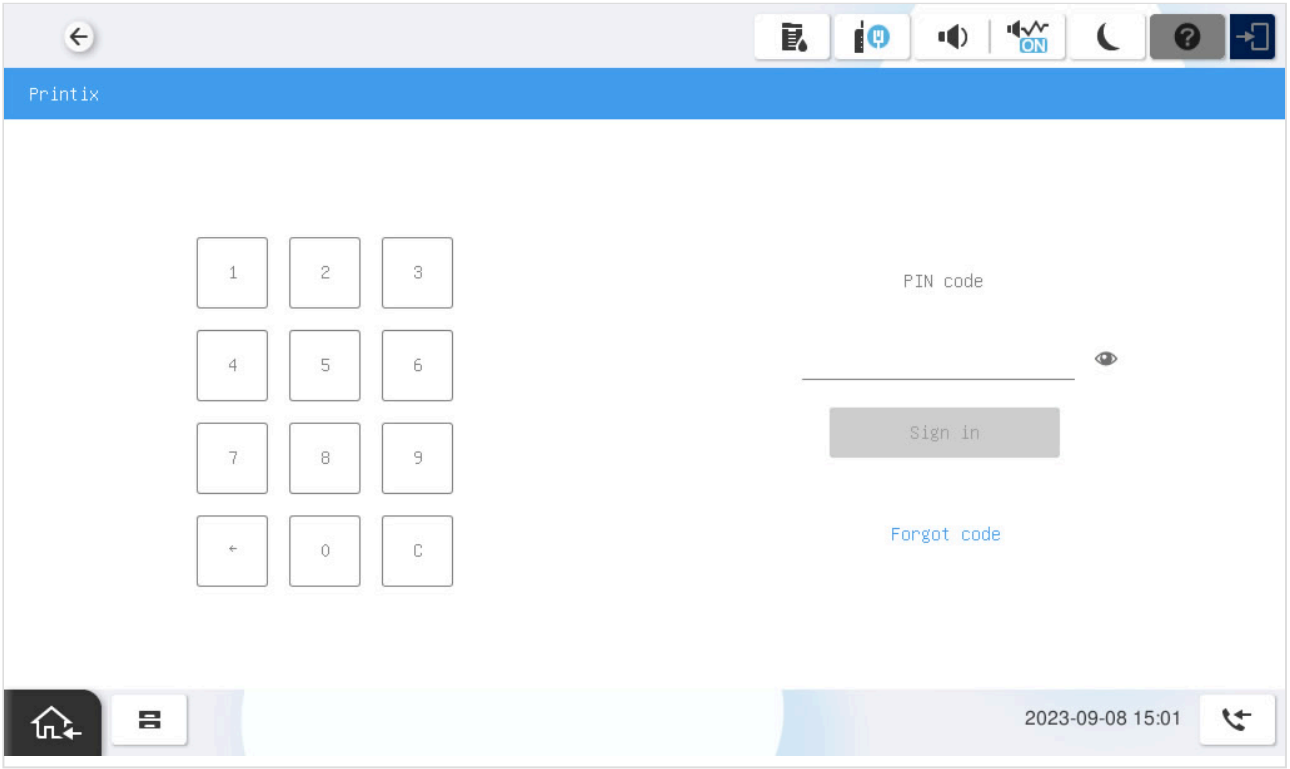
- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at an Epson printer



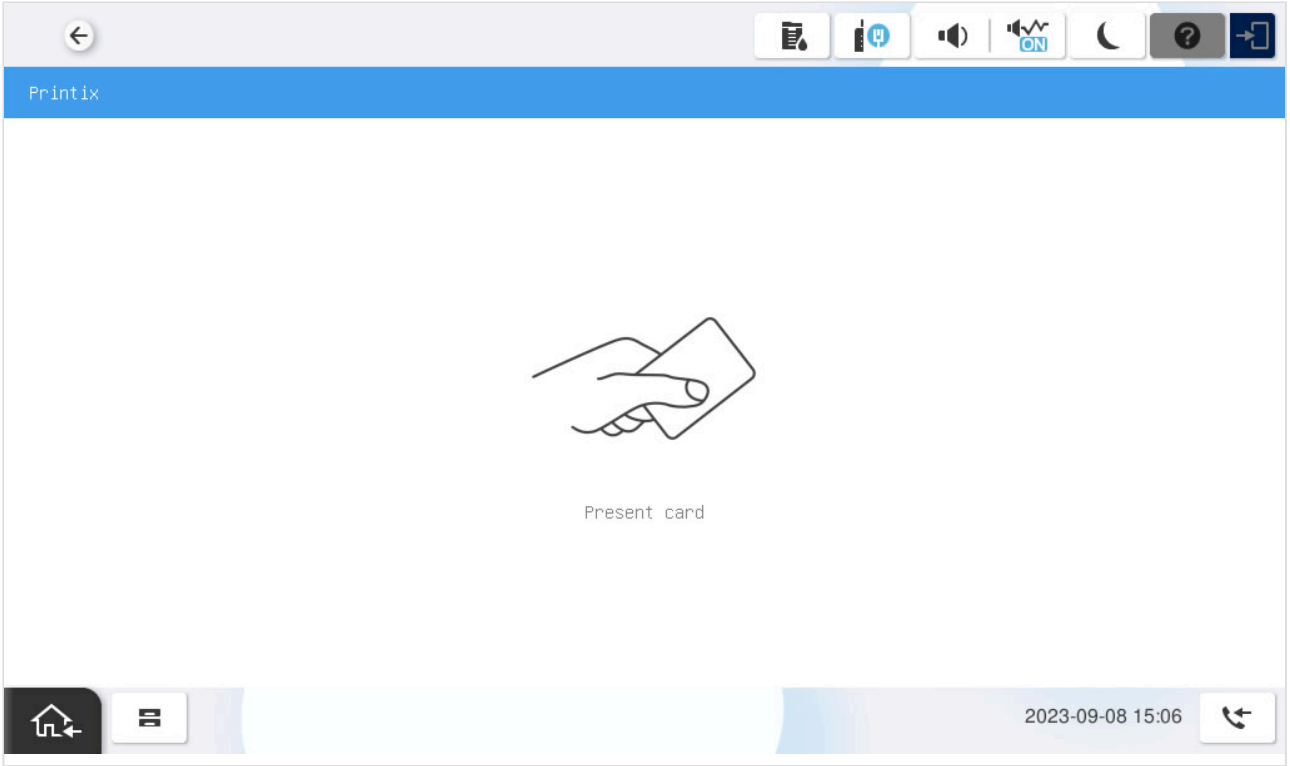
1. Enter **ID code** (6-digit) on the touchscreen.
    - Select 👁 to see the digits entered.
    - If you do not know your **ID code**:
        - Select **Forgot code** to open a new screen with a QR code. Use the camera on your

phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your ID code.

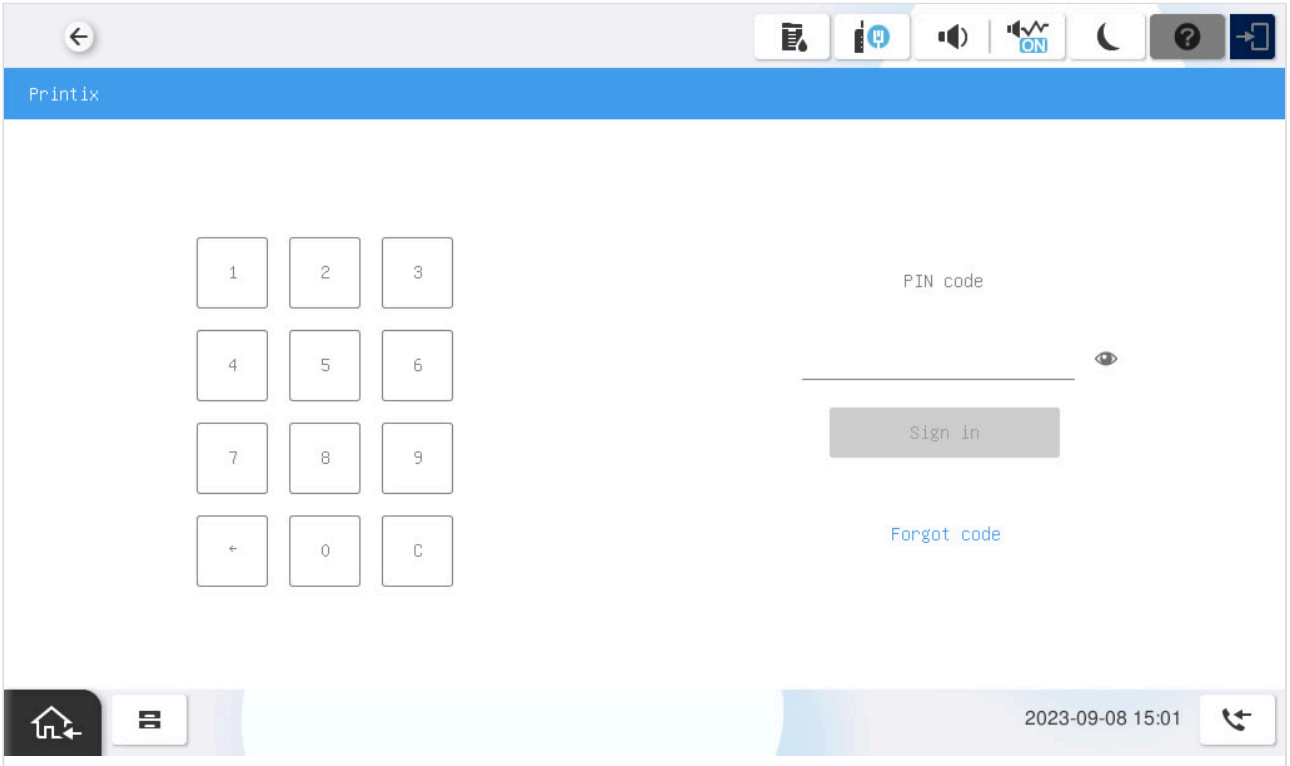


2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to sign in with card at an Epson printer



1. Present card to the printer's card reader.
    - Before 60 seconds have elapsed, select the Printix **Print** icon.
    - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.

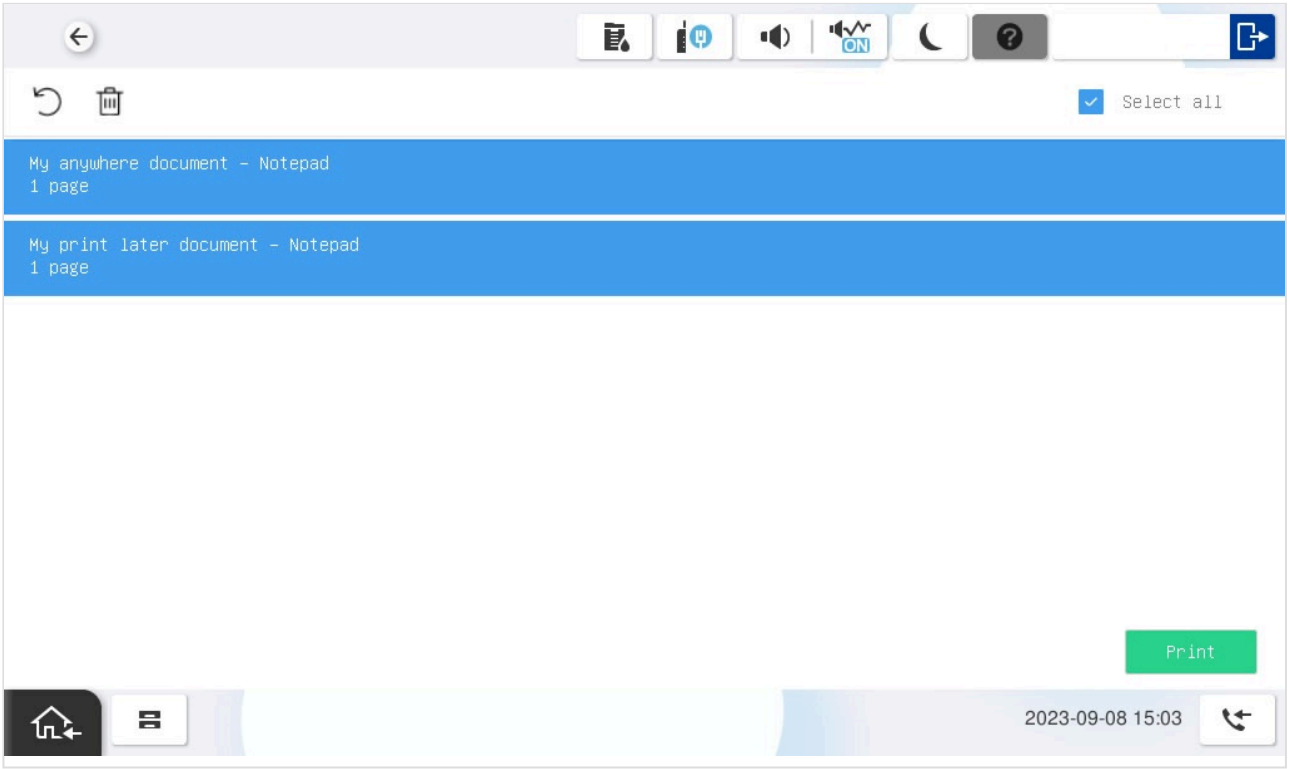


2. If asked, enter **PIN code** (4-digit) on the touchscreen.
    - The **PIN code** is the same whether you sign in with ID code or card.

- Select 👁 to see the digits entered.
- If you do not know your **PIN code**:
  - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to release documents at an Epson printer

1. **Sign in** to the printer.
   - Before 60 seconds have elapsed, select the Printix **Print** icon.
2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** 🗑.
- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at an Epson printer

You can sign out from the printer using these methods:

- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.

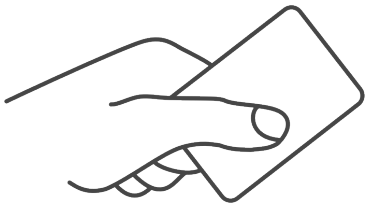
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at an Epson printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
   - The code is valid for 1 hour.

You can register the card as follows:

- Scan QR code with the camera on your phone
- Scan QR with native Printix App on your phone
- Register the card without a phone
  Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web Printix App in your browser and register the card. You may be asked to sign in to the web Printix App.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

2. Select **Close**.

Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native Printix App.
2. Select **Menu** ☰, and **Cards and codes** 🪪.
3. Select **Register card**.
4. Select **Scan** and then point the camera to the QR code shown on the printer's touchscreen.

4.11.2. How to use Printix Go on Fujifilm printers

- How to sign in with ID code at a Fujifilm printer
- How to sign in with card at a Fujifilm printer
- How to release documents at a Fujifilm printer
- How to sign out at a Fujifilm printer
- How to register card at a Fujifilm printer

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at a Fujifilm printer

1. Enter **ID code** (6-digit) on the touchscreen.
   - Select 👁 to see the digits entered.
   - If you do not know your **ID code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** 🪪 menu in Printix App or browse to the appearing URL to reset your ID code.

2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** 🪪 menu in Printix App or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Fujifilm printer

1. Present card to the printer's card reader.
   - Before 60 seconds have elapsed, select the Printix **Print** icon.

- A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.

2. If asked, enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to release documents at a Fujifilm printer

1. **Sign in** to the printer.
   - Before 60 seconds have elapsed, select the Printix **Print** icon.

2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).
3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at a Fujifilm printer

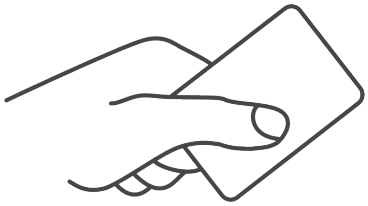
You can sign out from the printer using these methods:

- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Fujifilm printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

1. Present the card you want to register to the printer's card reader.



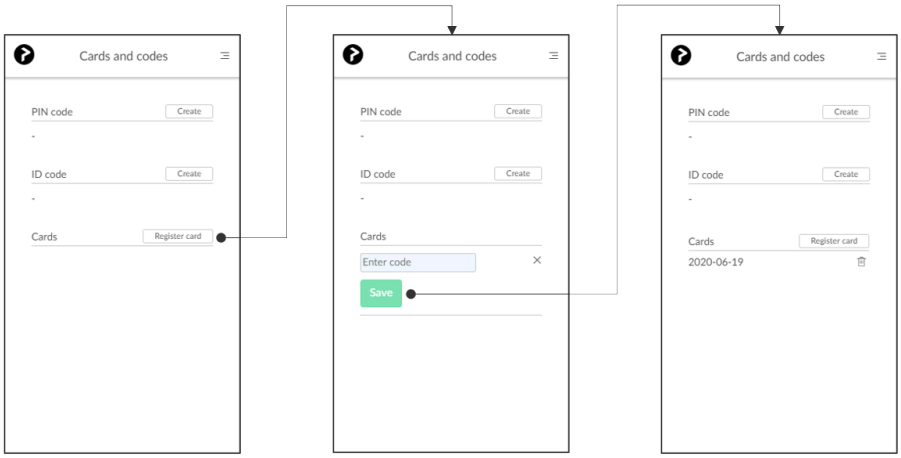
2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
    - The code is valid for 1 hour.

3. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. You may be asked to sign in to Printix App. You can also register the card without a phone by writing down the 6-digit code so you can enter it in step 8.
   Scanning the QR code will open Printix App and register the card.
    - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
    - With Google App installed on your Android phone and tablet, you can activate **Google Screen search** to scan the QR code.
    - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

4. Select **Close**.

If you did not scan the QR code, then proceed on your computer, phone, or tablet as follows:

5. Open Printix App.
    - Alternatively, visit printix.net and select **Sign in**.



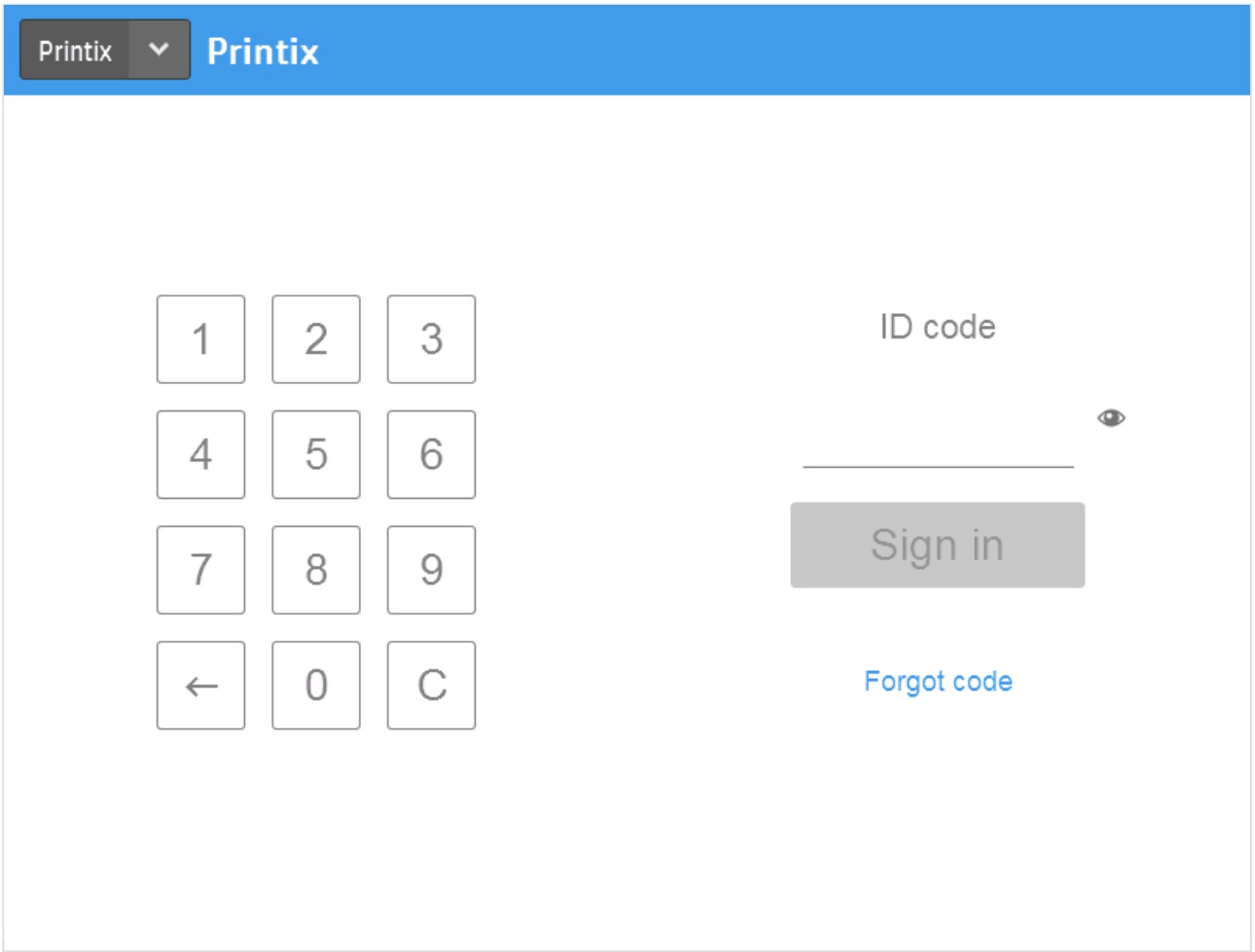
6. Select **Menu** ☰, and **Cards and codes**
7. Select **Register card**.
8. Type the 6-digit code you obtained in step 3 and select **Save**. In the native Printix App for Android and iOS, you can also select **Scan** and then point the camera to the QR code.

4.11.3. How to use Printix Go on HP printers

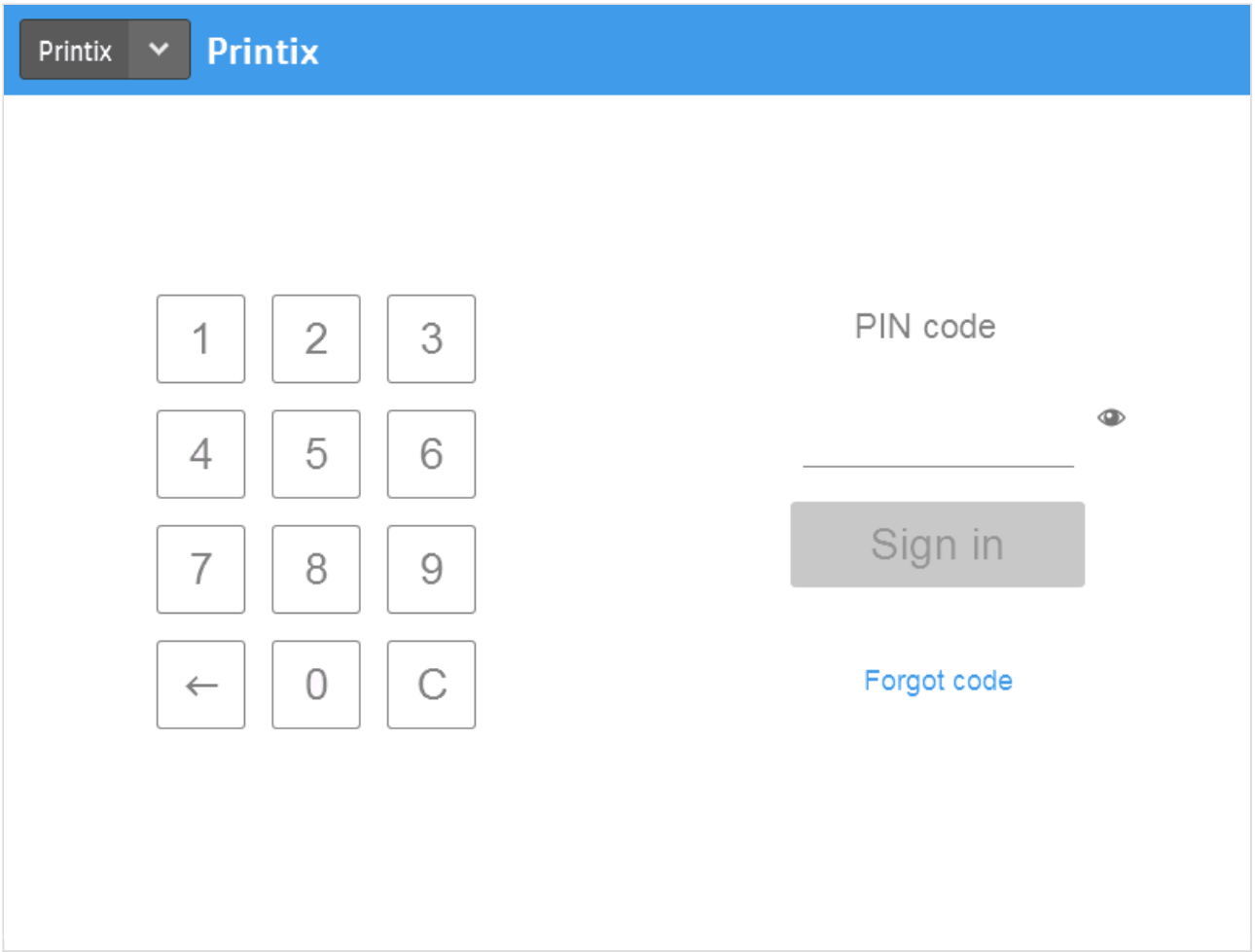
- How to sign in with ID code at an HP printer
- How to sign in with card at an HP printer
- How to release documents at an HP printer
- How to capture at an HP printer
- How to sign out at an HP printer
- How to register card at an HP printer

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at an HP printer

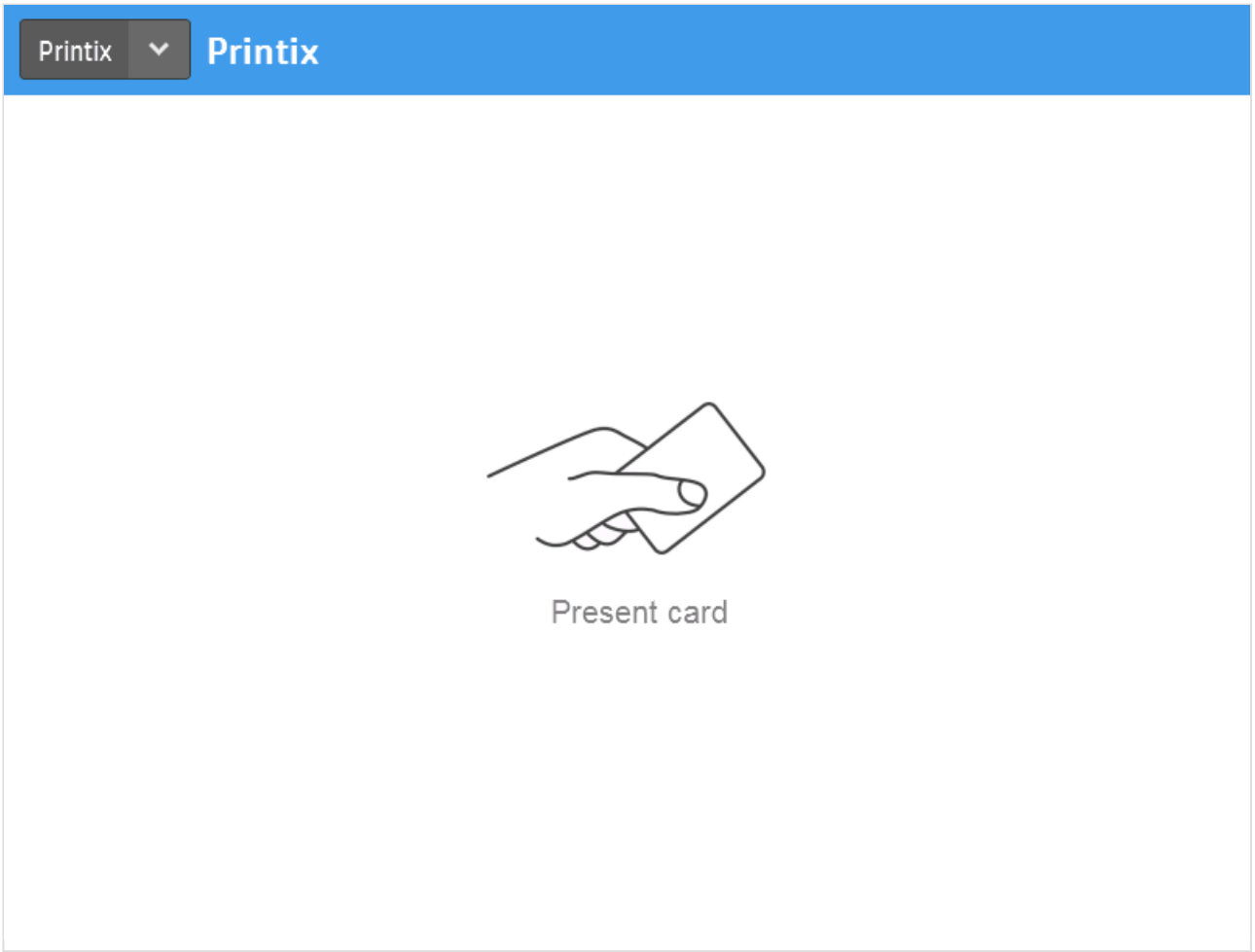


1. Enter **ID code** (6-digit) on the touchscreen.
    - Select 👁 to see the digits entered.
    - If you do not know your **ID code**:
        - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your ID code.

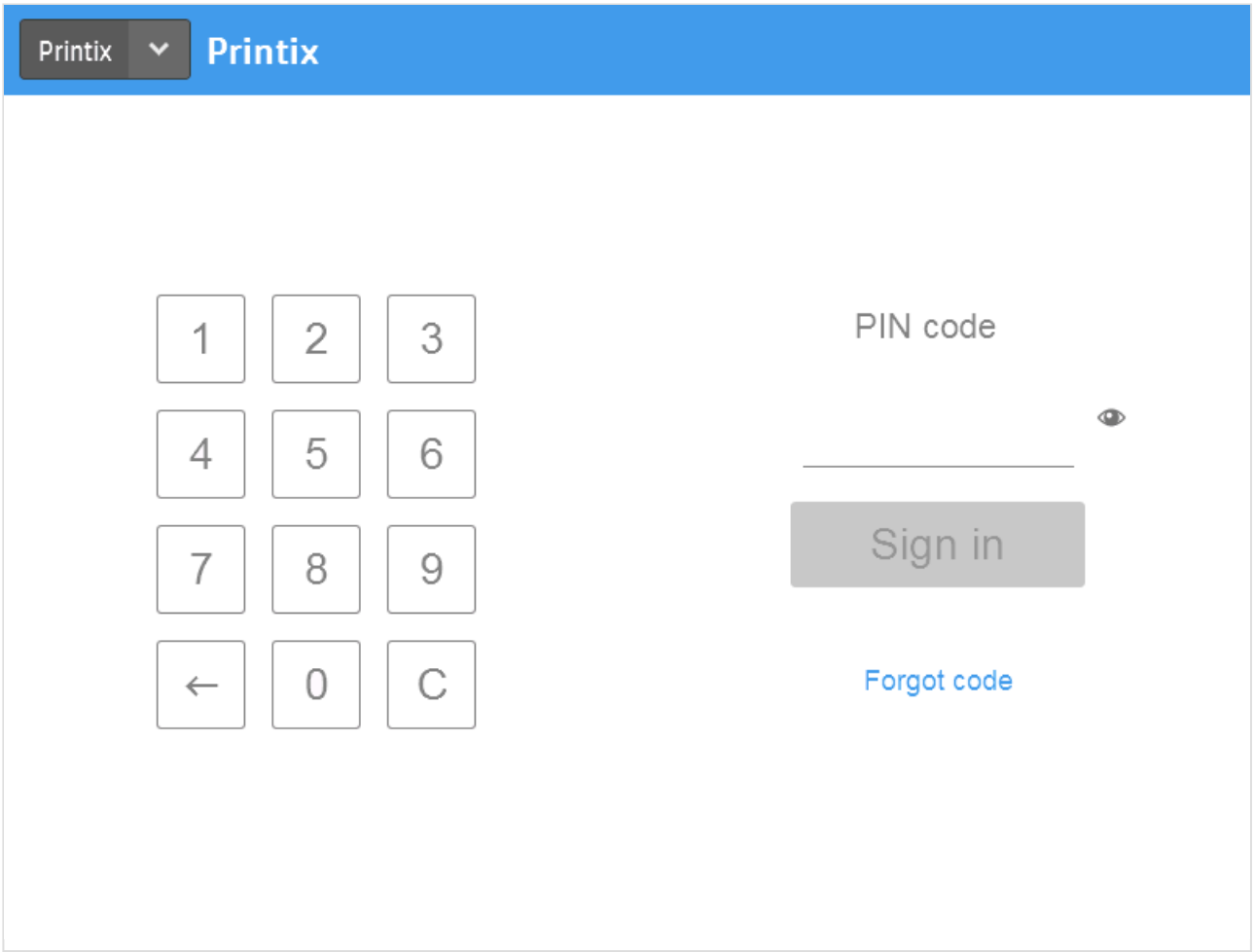


2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to sign in with card at an HP printer

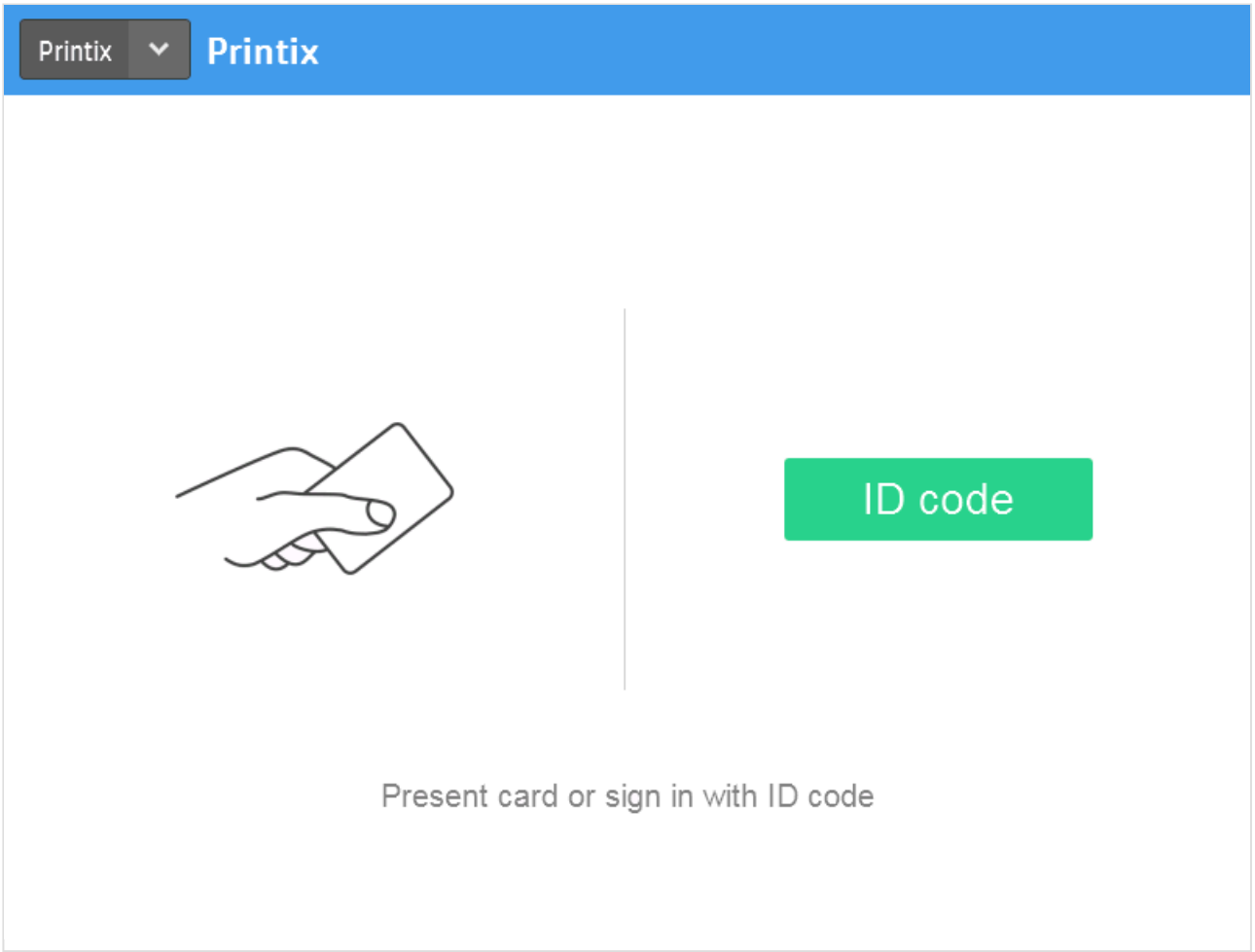


1. Present card to the printer's card reader.
    - Before 60 seconds have elapsed, select the Printix **Print** icon.
    - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.

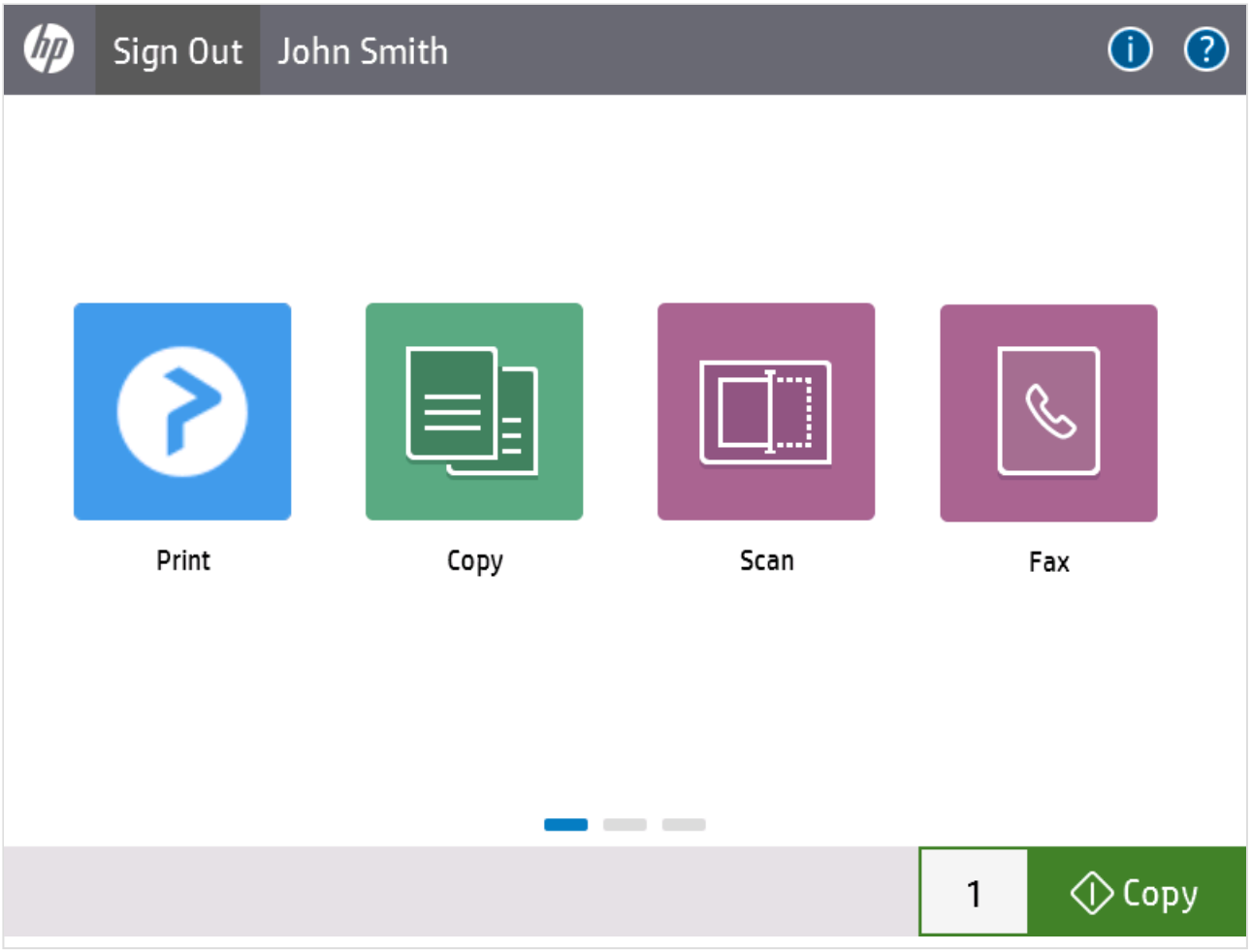


2. If asked, enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

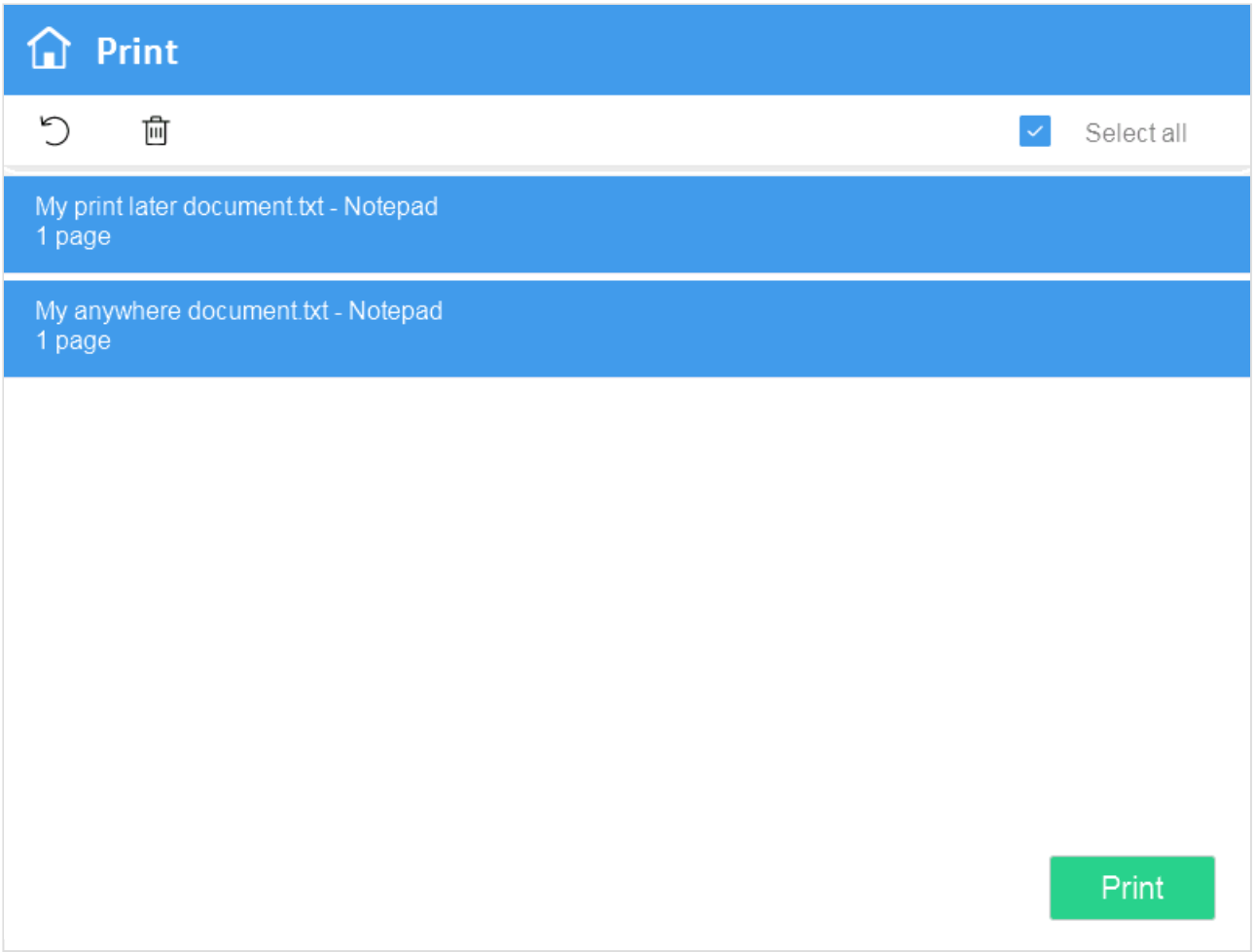
How to release documents at an HP printer



1. **Sign in** to the printer.
    - Before 60 seconds have elapsed, select the Printix **Print** icon.



2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



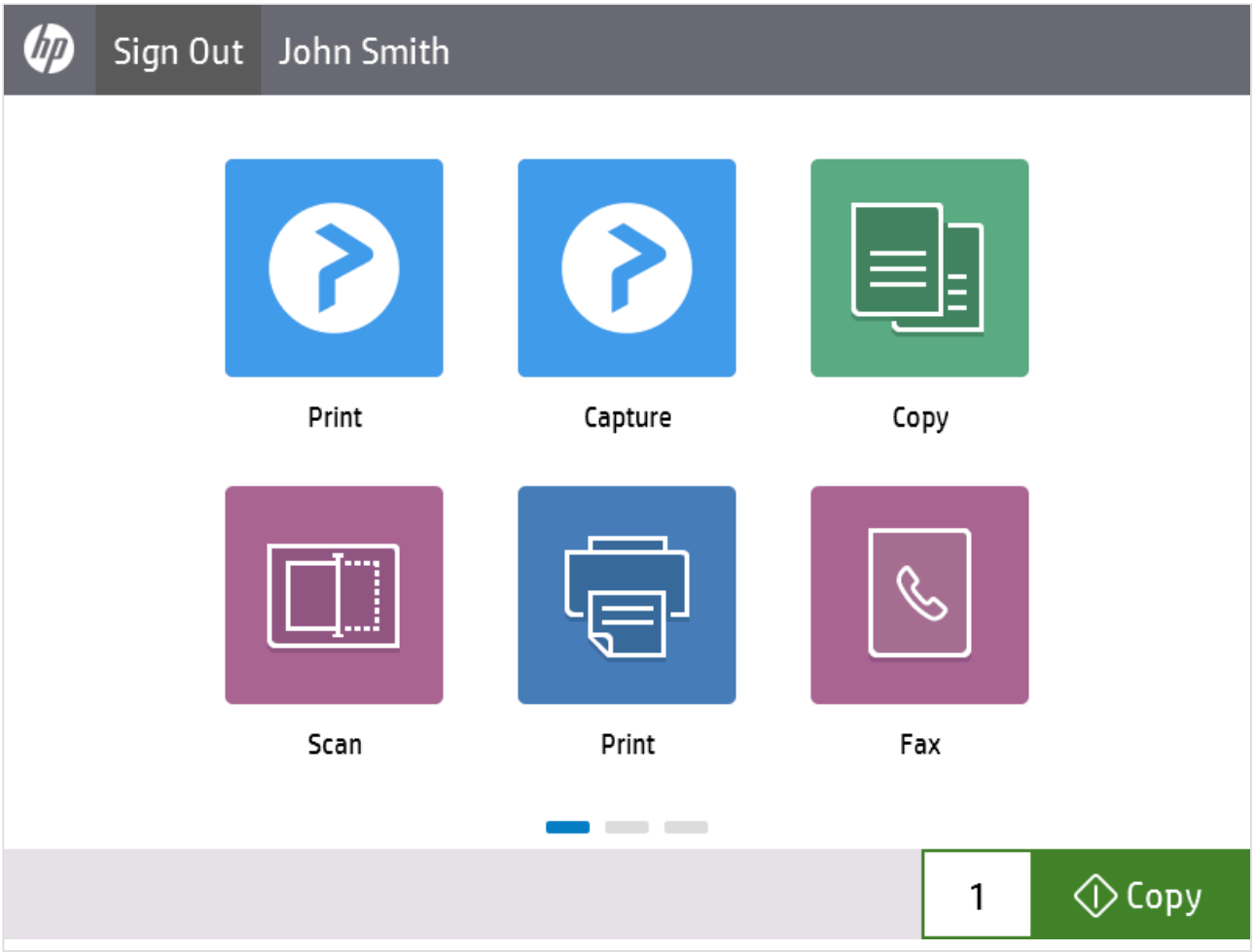
3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** 🗑.
- Documents are automatically deleted after a period (default is 24 hours).

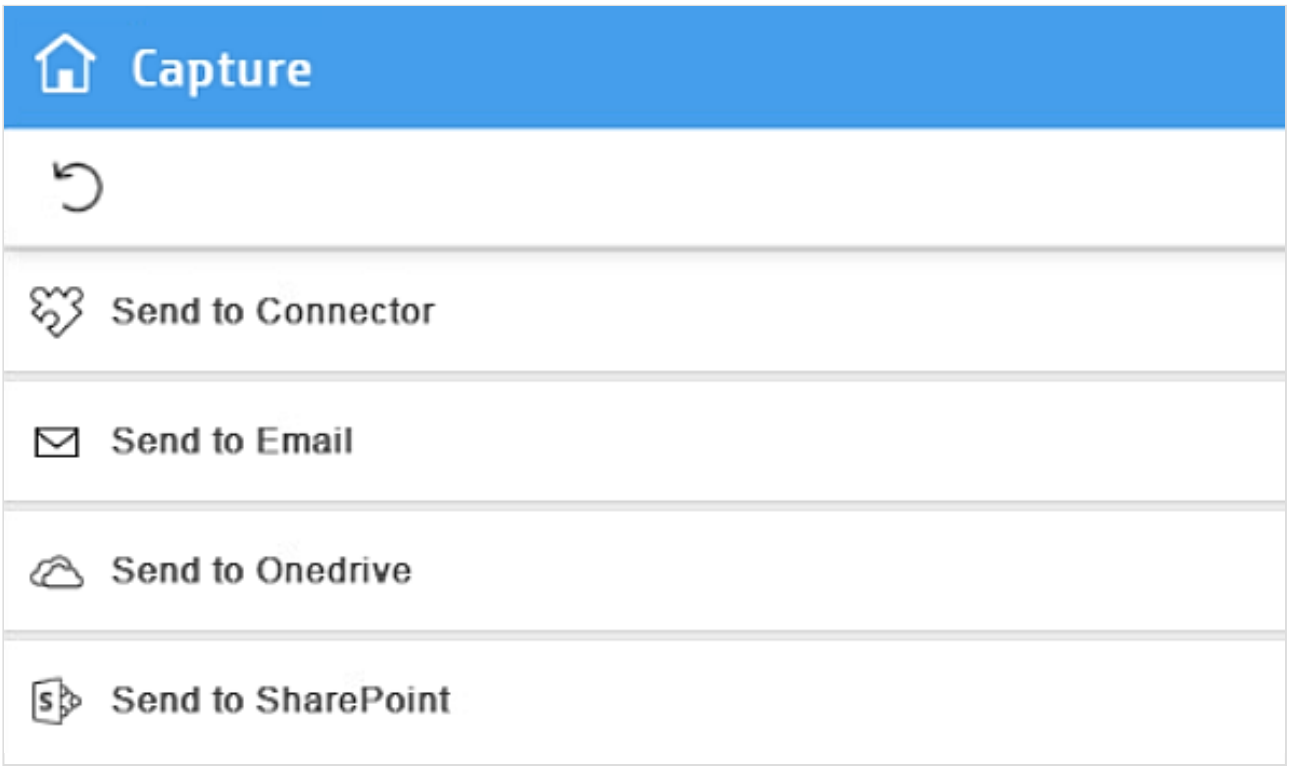
How to capture at an HP printer

1. Sign in to the printer.

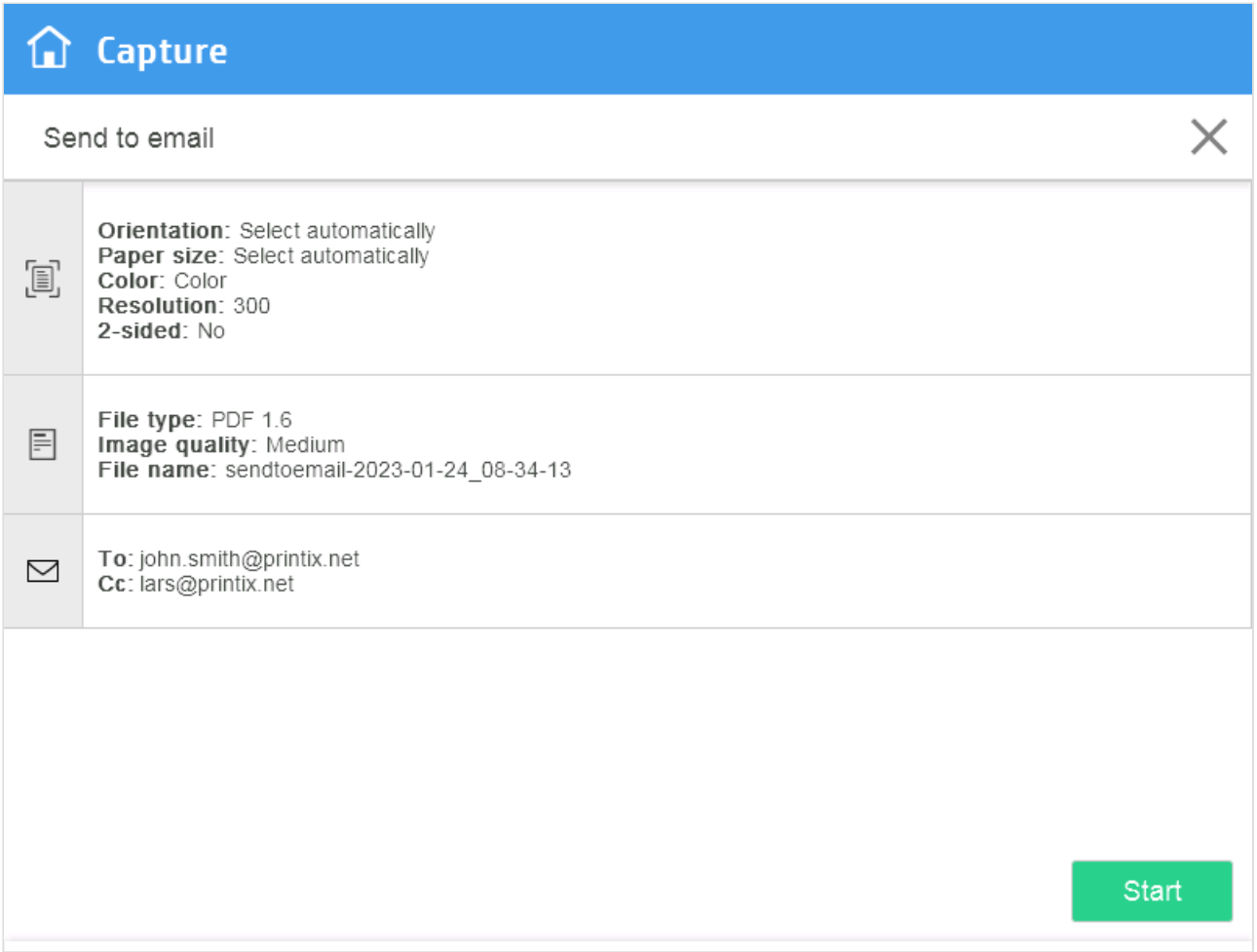


2. Select the Printix **Capture** icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
   Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
   - Place multi-page document in the Automatic Document Feeder (ADF).
     Ensure pages are in the correct order.
   - Place one-page document on the printer's flatbed glass.
     Scanning of multiple pages from flatbed glass is currently not supported.



5. Select **Start** to start scanning.
   - As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
   - If you do not want to start the scan, then select **X** to cancel and return to the list of workflows
   - On Ricoh, you cannot log out from the printer while the printer is scanning.

The capture process consists of three steps:

- **Scan and upload**
  As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- **Processing**
  Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.

- **Delivery**
  The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at an HP printer

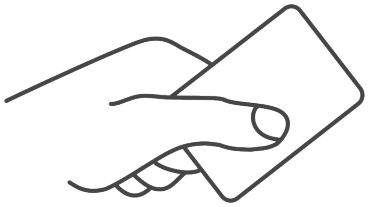
You can sign out from the printer using these methods:

- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

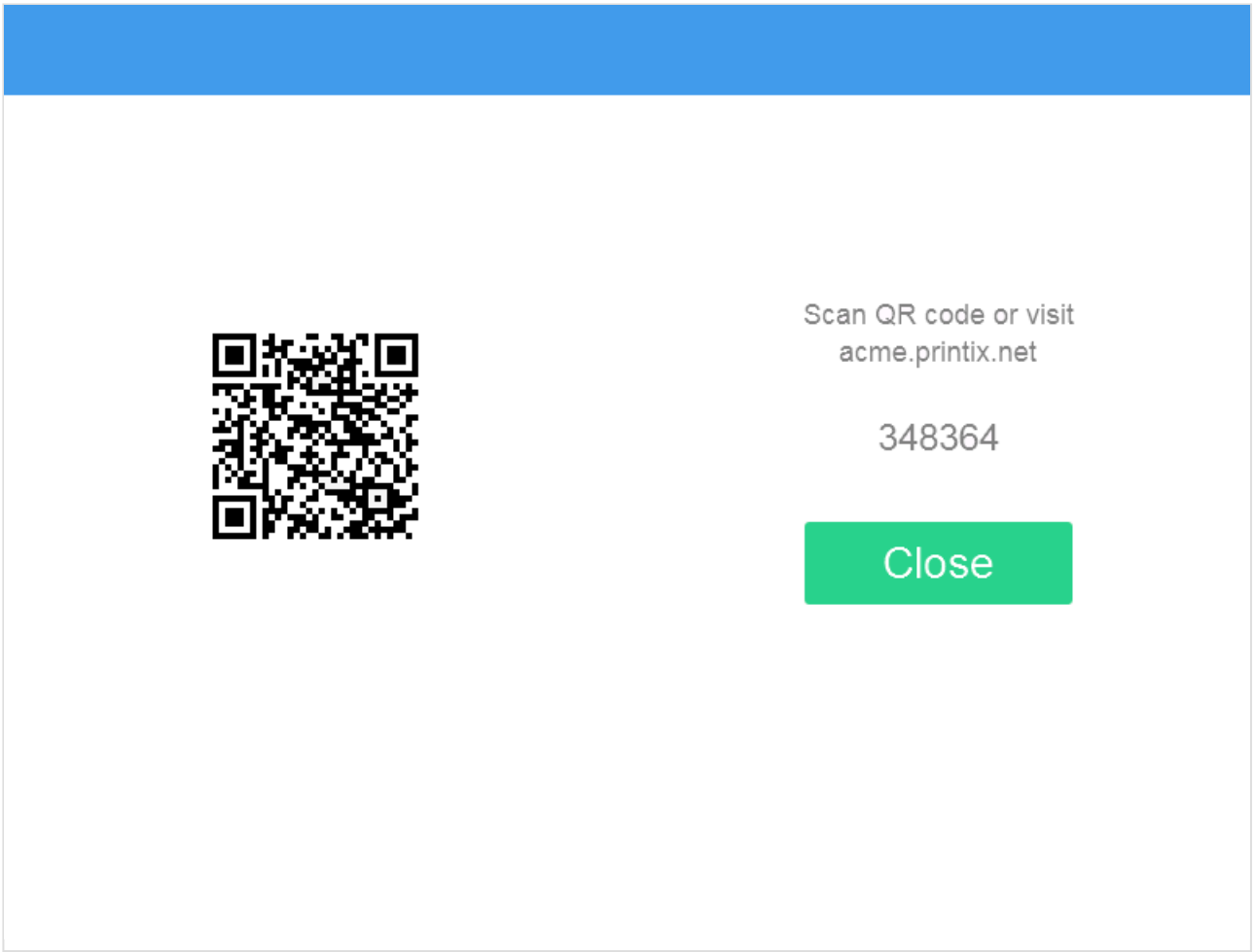
How to register card at an HP printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
   - The code is valid for 1 hour.

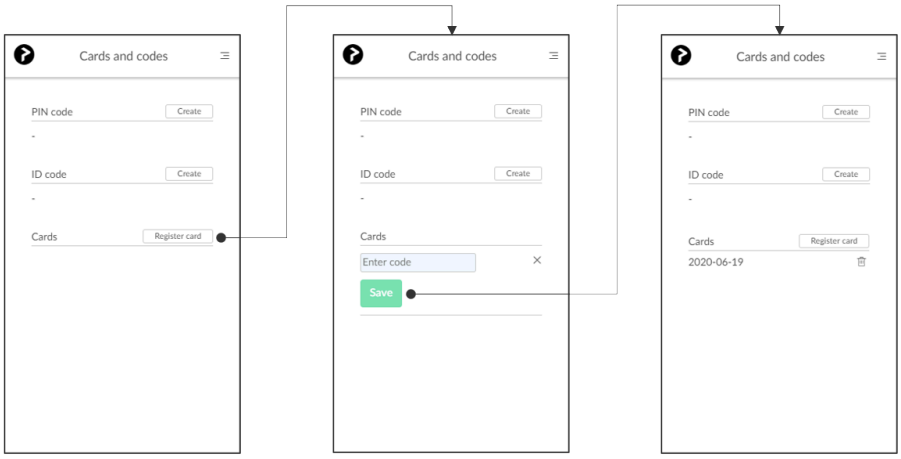


3. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. You may be asked to sign in to Printix App. You can also register the card without a phone by writing down the 6-digit code so you can enter it in step 8.
   Scanning the QR code will open Printix App and register the card.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone and tablet, you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

4. Select **Close**.

If you did not scan the QR code, then proceed on your computer, phone, or tablet as follows:

5. Open Printix App.
   - Alternatively, visit printix.net and select **Sign in**.



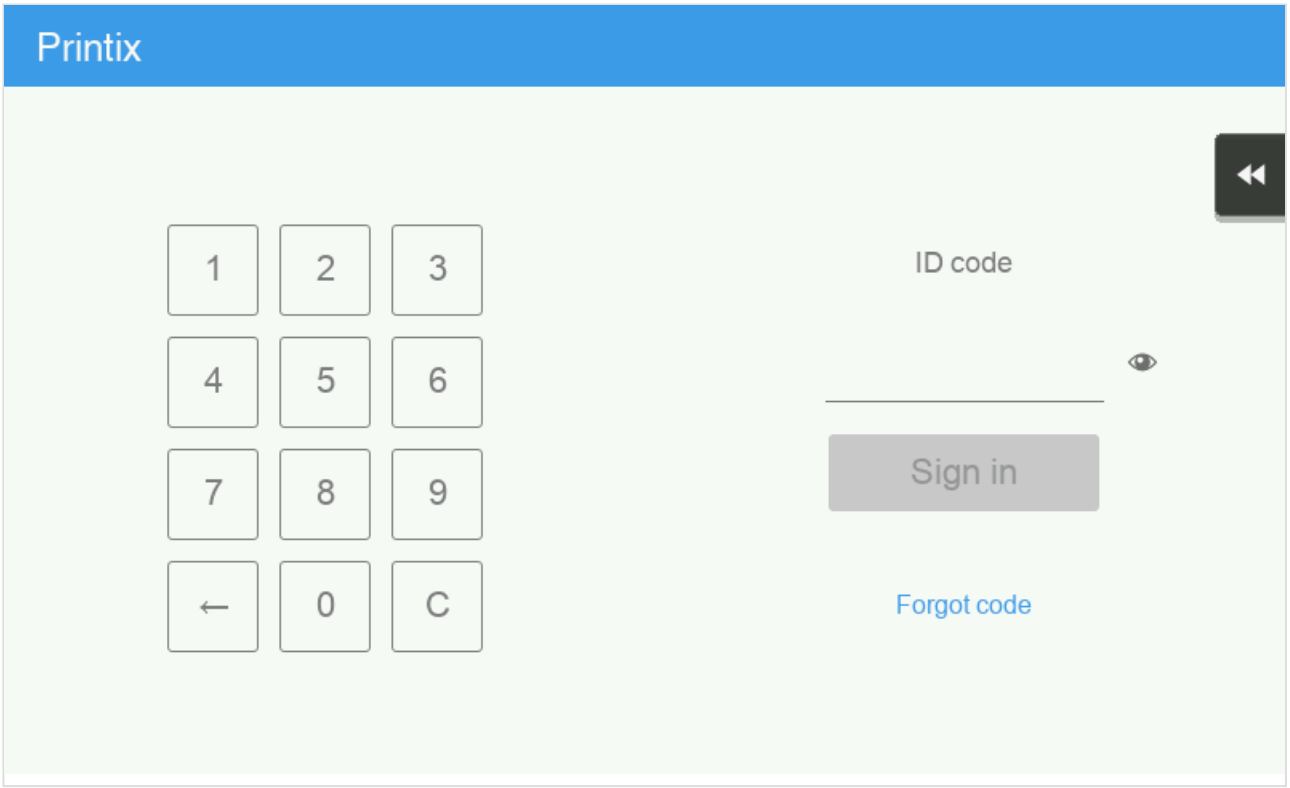
6. Select **Menu** ☰, and **Cards and codes**
7. Select **Register card**.
8. Type the 6-digit code you obtained in step 3 and select **Save**. In the native Printix App for Android and iOS, you can also select **Scan** and then point the camera to the QR code.

4.11.4. How to use Printix Go on Konica Minolta printers

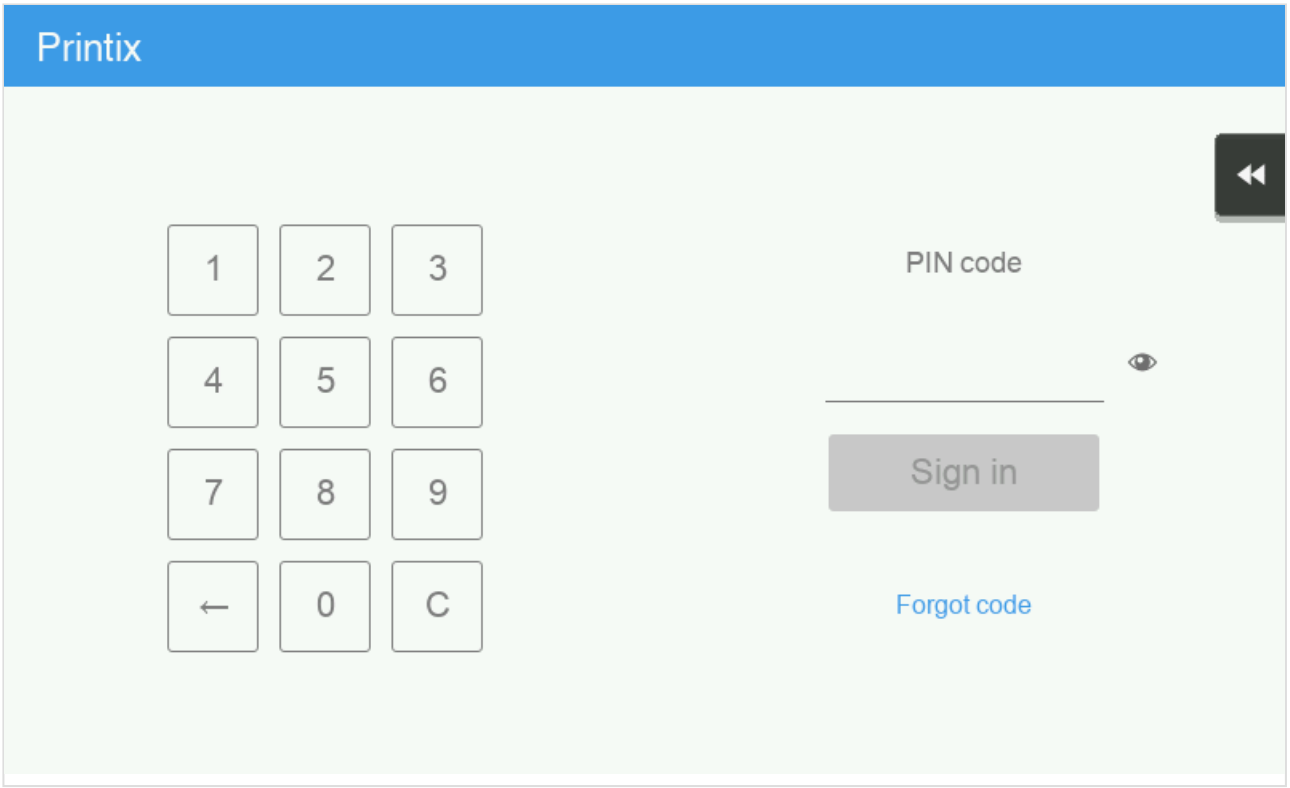
- How to sign in with ID code at a Konica Minolta printer
- How to sign in with card at a Konica Minolta printer
- How to release documents at a Konica Minolta printer
- How to capture at a Konica Minolta printer
- How to sign out at a Konica Minolta printer
- How to register card at a Konica Minolta printer
- How to sign in as guest on Konica Minolta printers

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at a Konica Minolta printer



1. Enter **ID code** (6-digit) on the touchscreen.
   - Select 👁 to see the digits entered.
   - If you do not know your **ID code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your ID code.



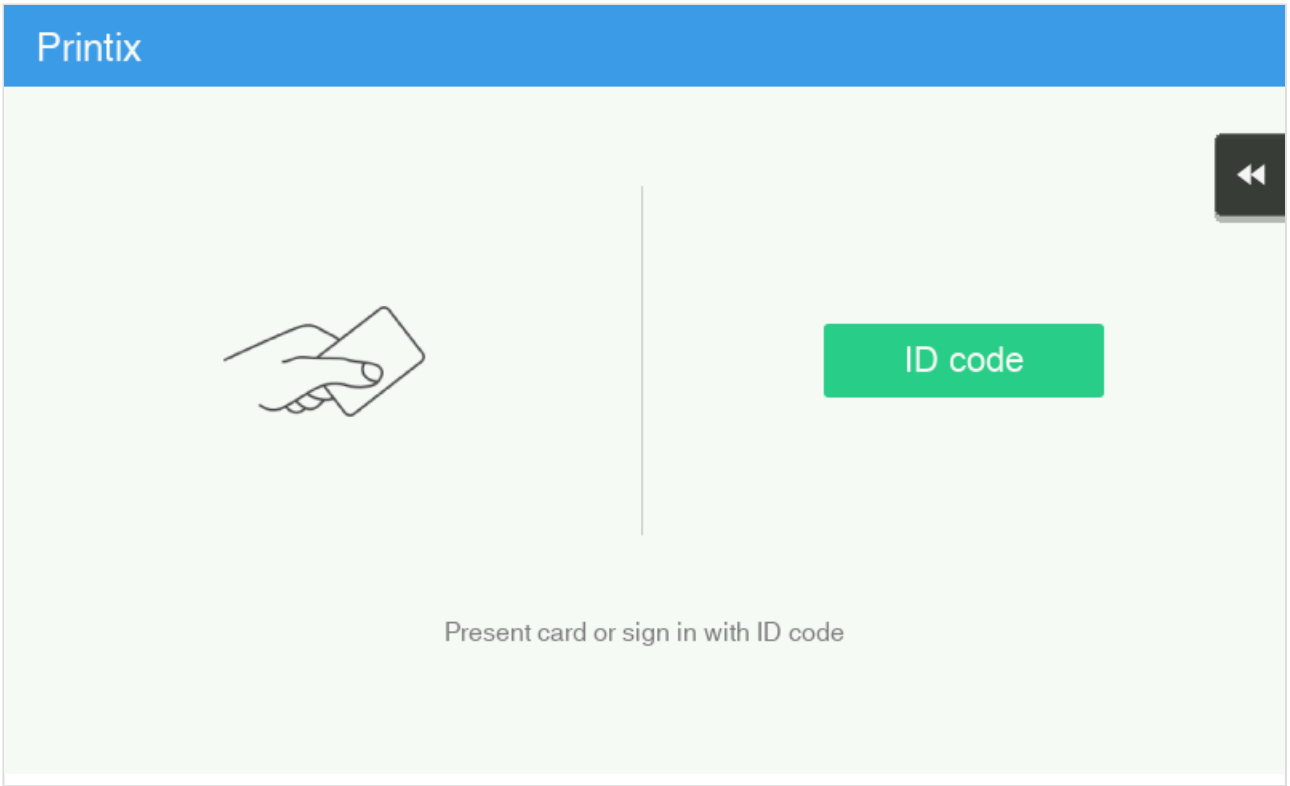
2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Konica Minolta printer

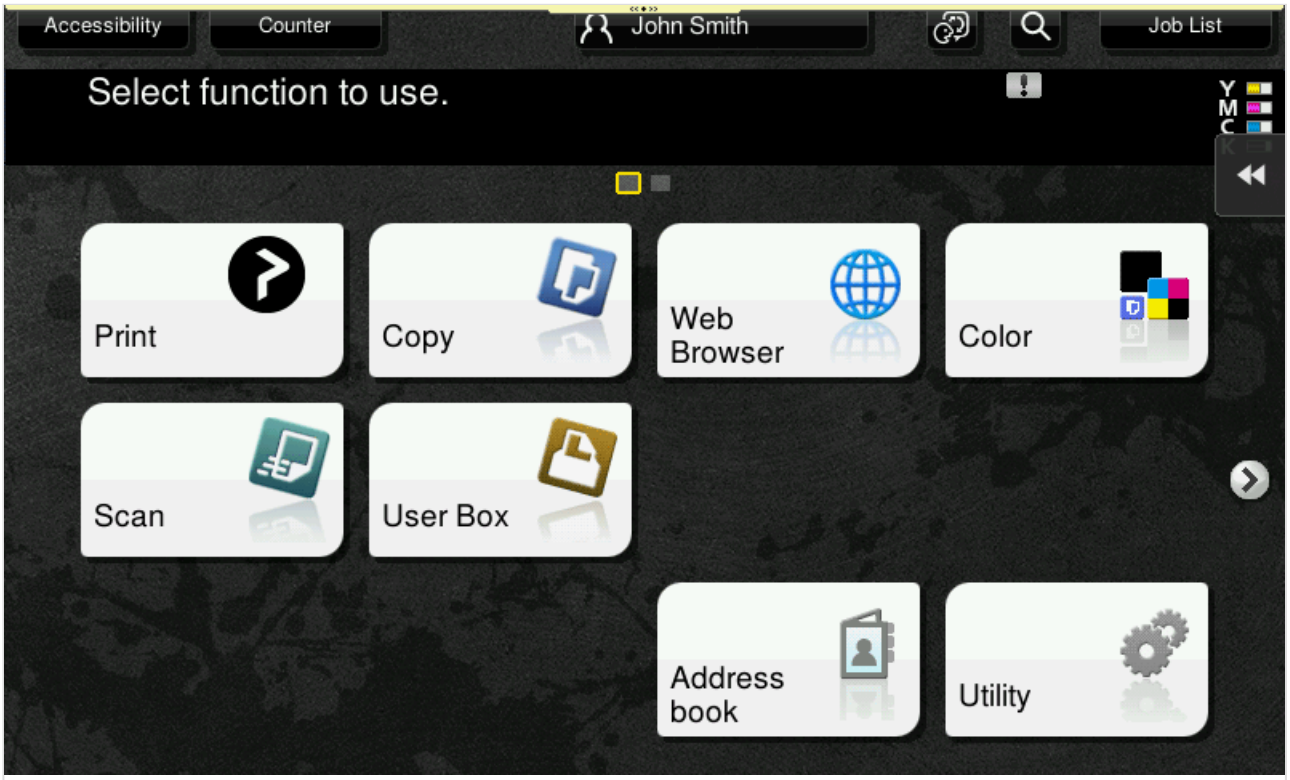
1. Present card to the printer's card reader.
   - Before 60 seconds have elapsed, select the Printix **Print** icon.
   - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.

2. If asked, enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

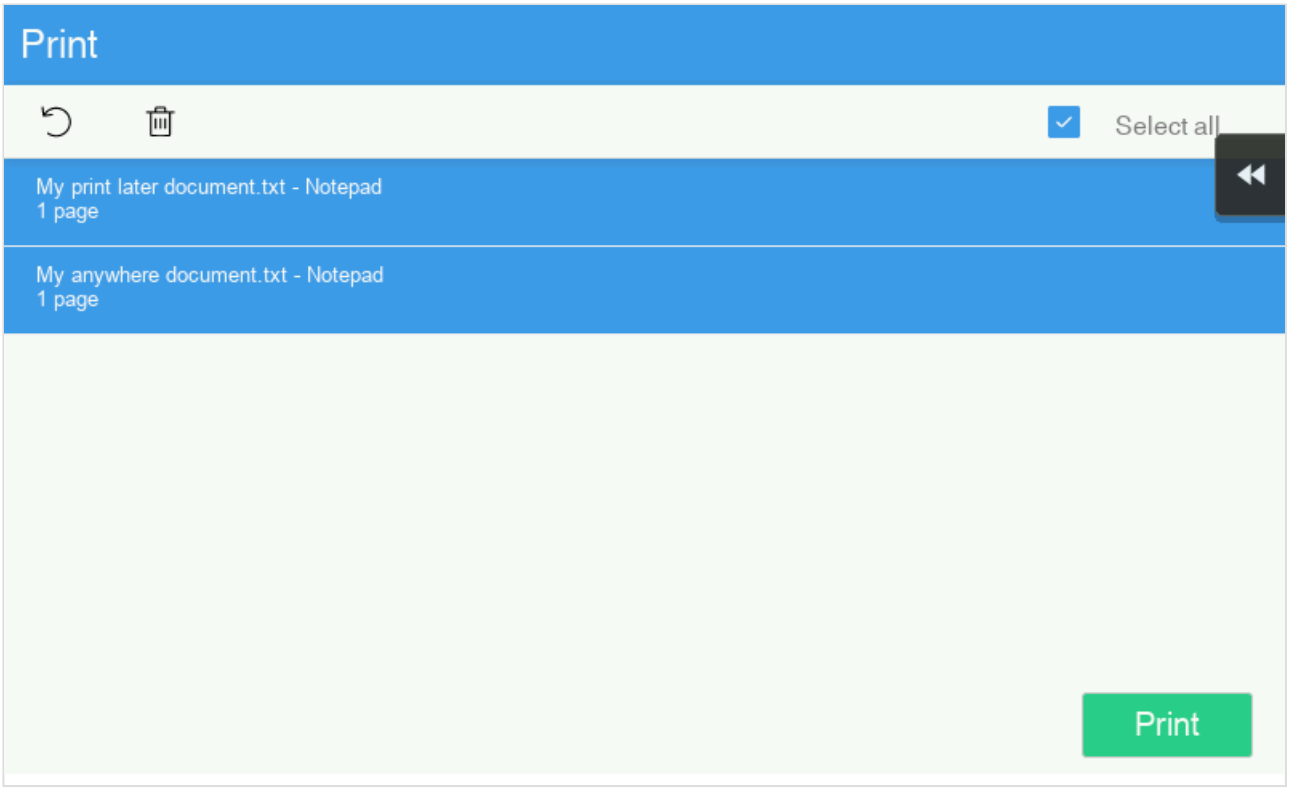
How to release documents at a Konica Minolta printer



1. **Sign in** to the printer.
    - Before 60 seconds have elapsed, select the Printix **Print** icon.



2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



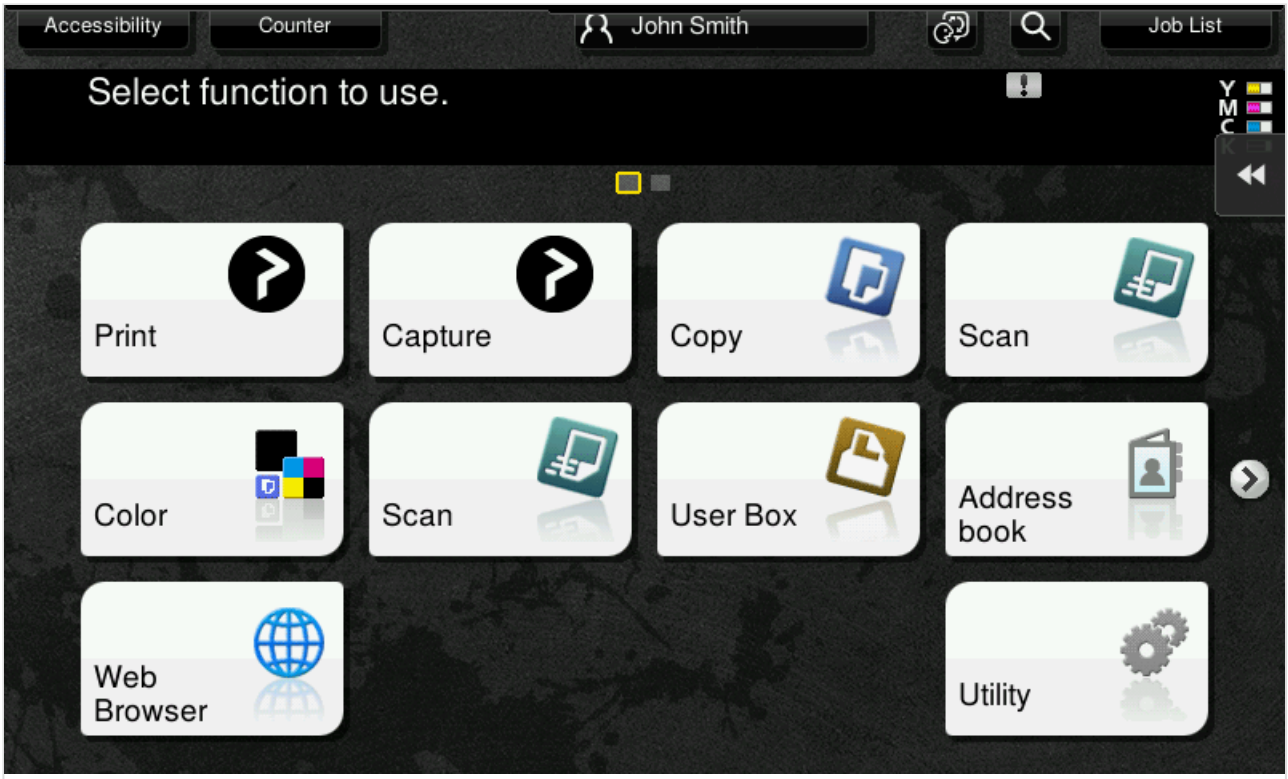
3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** 🗑.
- Documents are automatically deleted after a period (default is 24 hours).

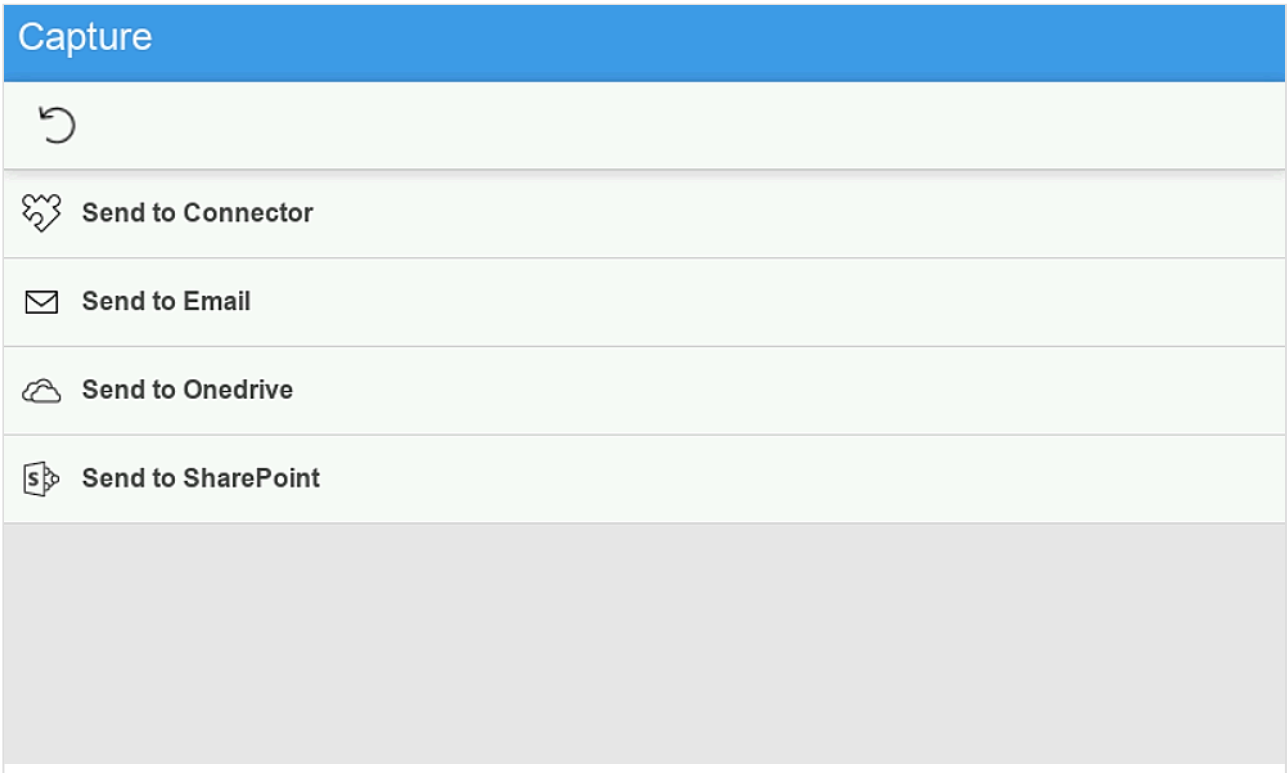
How to capture at a Konica Minolta printer

1. Sign in to the printer.



2. Select the Printix **Capture** icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
   Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:

- Place multi-page document in the Automatic Document Feeder (ADF).
  Ensure pages are in the correct order.
- Place one-page document on the printer's flatbed glass.
  Scanning of multiple pages from flatbed glass is currently not supported.

5. Select **Start** to start scanning.
   - As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
   - If you do not want to start the scan, then select **X** to cancel and return to the list of workflows
   - On Ricoh, you cannot log out from the printer while the printer is scanning.

The capture process consists of three steps:

- **Scan and upload**
  As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- **Processing**
  Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.
- **Delivery**
  The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at a Konica Minolta printer

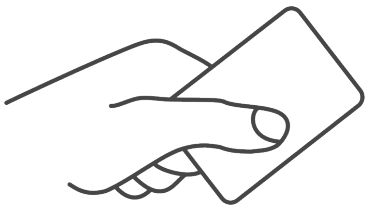
1. Select the printer's **Access** button. The method of presenting card to the printer's card reader to sign out is not recommended, as the flow can not detect if the card belongs to perhaps an already signed in user.

How to register card at a Konica Minolta printer

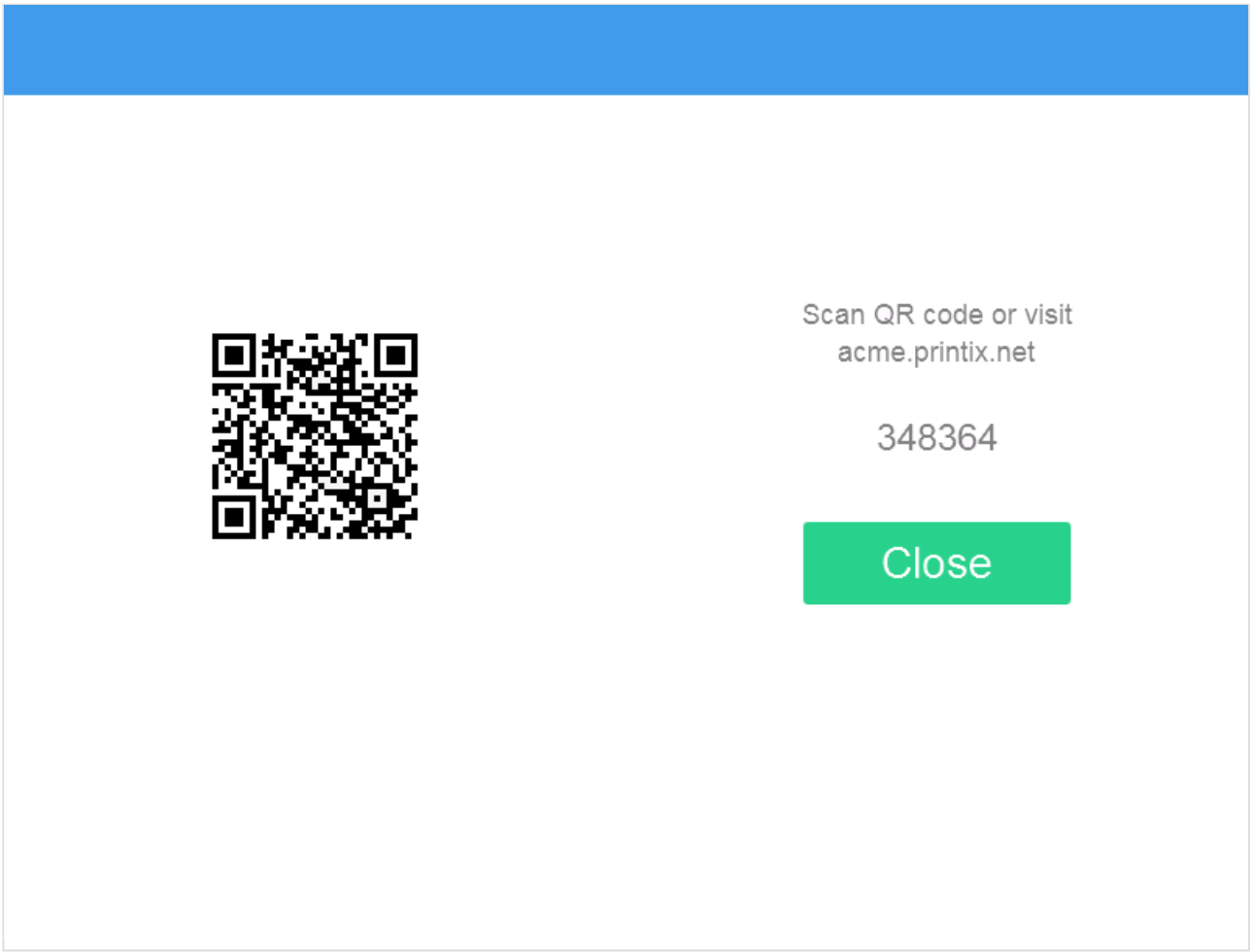
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
    - The code is valid for 1 hour.



You can register the card as follows:

- Scan QR code with the camera on your phone
- Scan QR with native Printix App on your phone
- Register the card without a phone
  Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web Printix App in your browser and register the card. You may be asked to sign in to the web Printix App.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

2. Select **Close**.

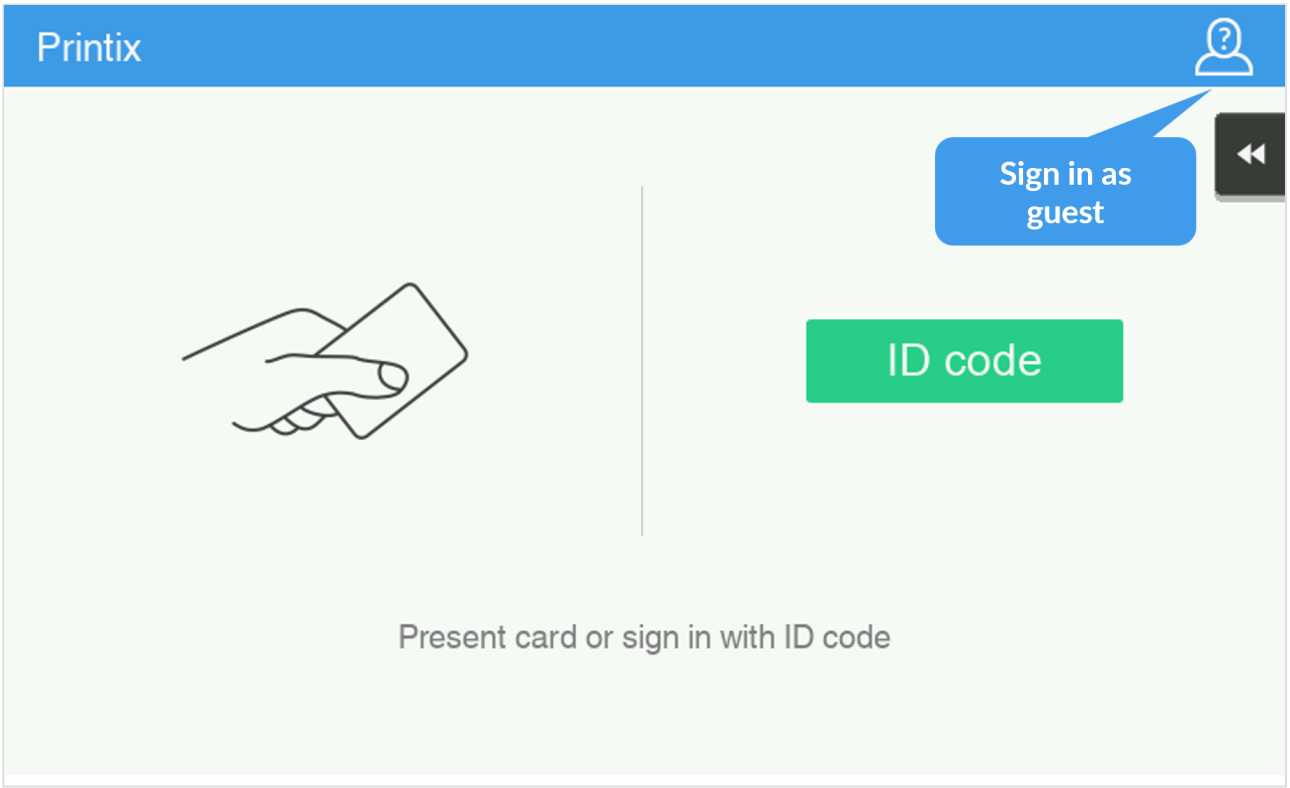
Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native Printix App.
2. Select **Menu** ☰, and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan** and then point the camera to the QR code shown on the printer's touchscreen.

How to sign in as guest on Konica Minolta printers

1. On the **Sign in** page, select **Guest** in the upper right of the printer's touchscreen control panel.



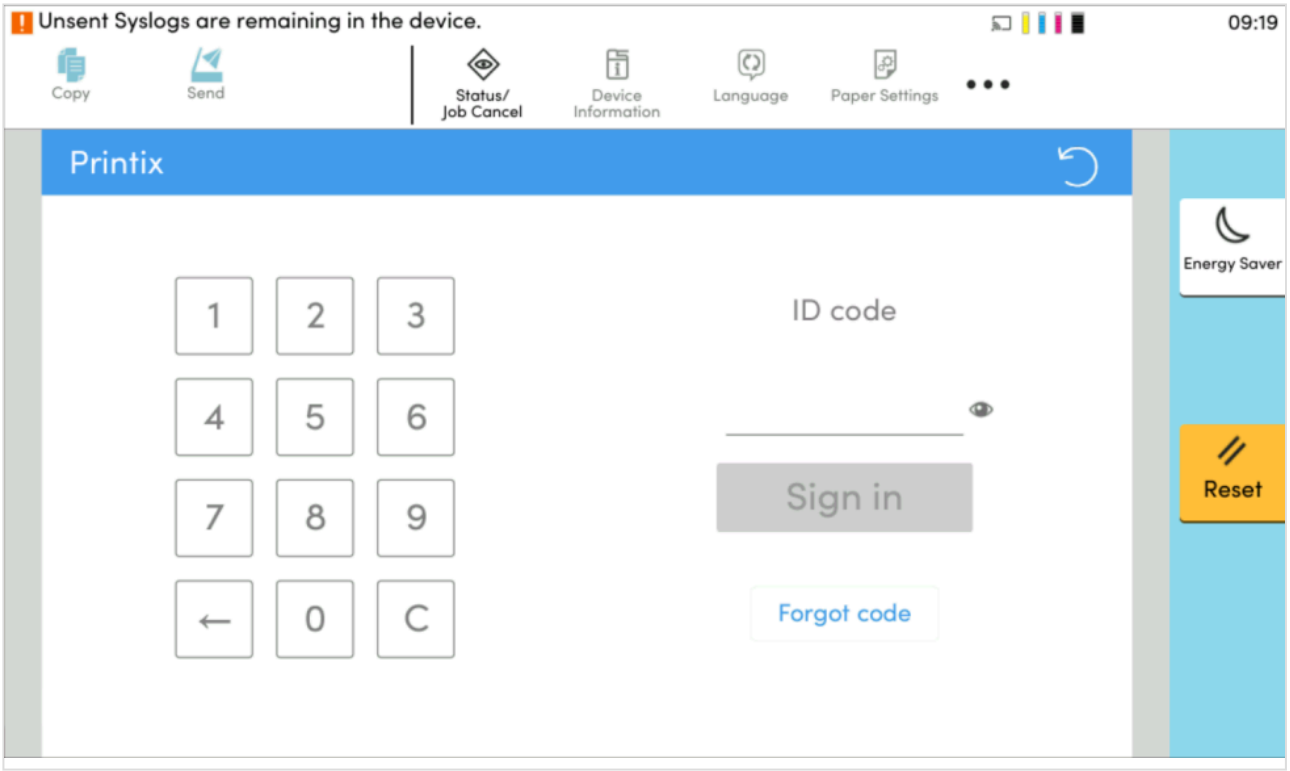
2. Select the function you wish to use, for example **Copy** if that is available.

4.11.5. How to use Printix Go on Kyocera printers

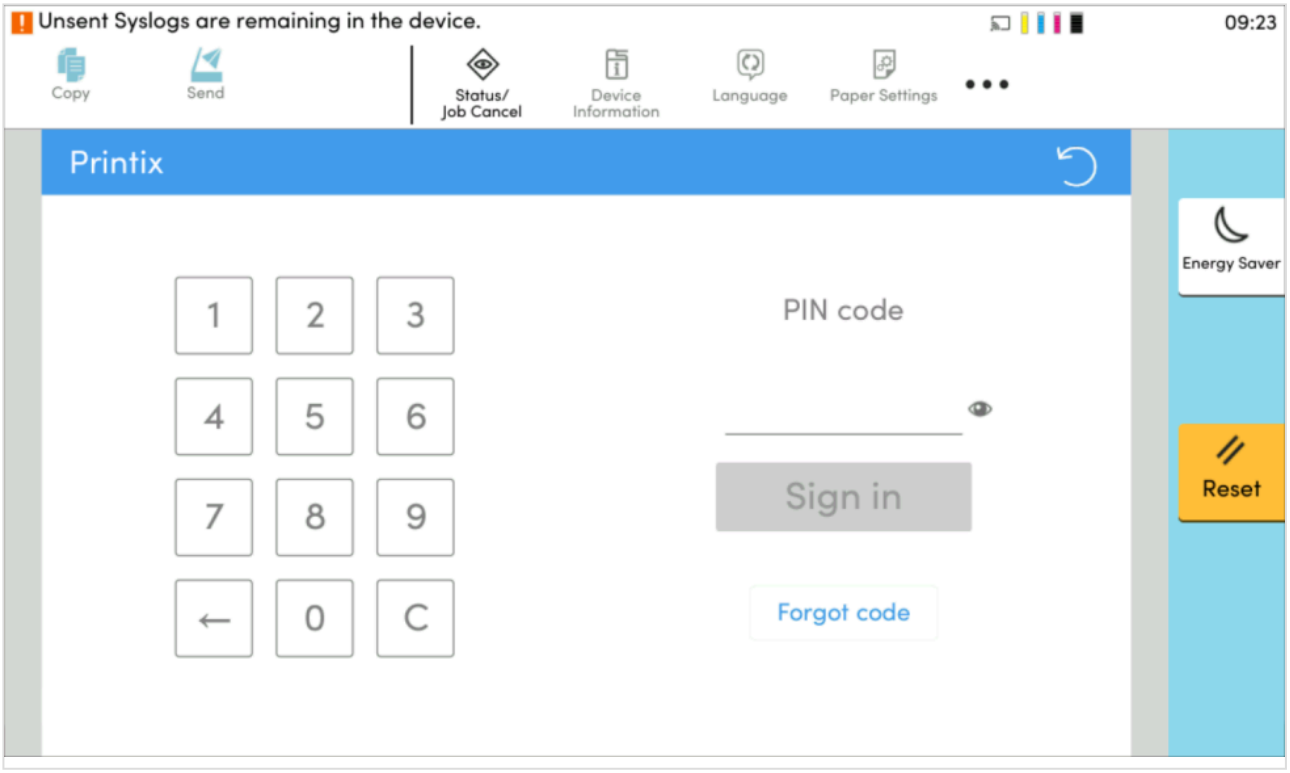
- How to sign in with ID code at a Kyocera printer
- How to sign in with card at a Kyocera printer
- How to release documents at a Kyocera printer
- How to capture at a Kyocera printer
- How to log out from a Kyocera printer
- How to register card at a Kyocera printer
- How to sign in as guest on Kyocera printers

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at a Kyocera printer

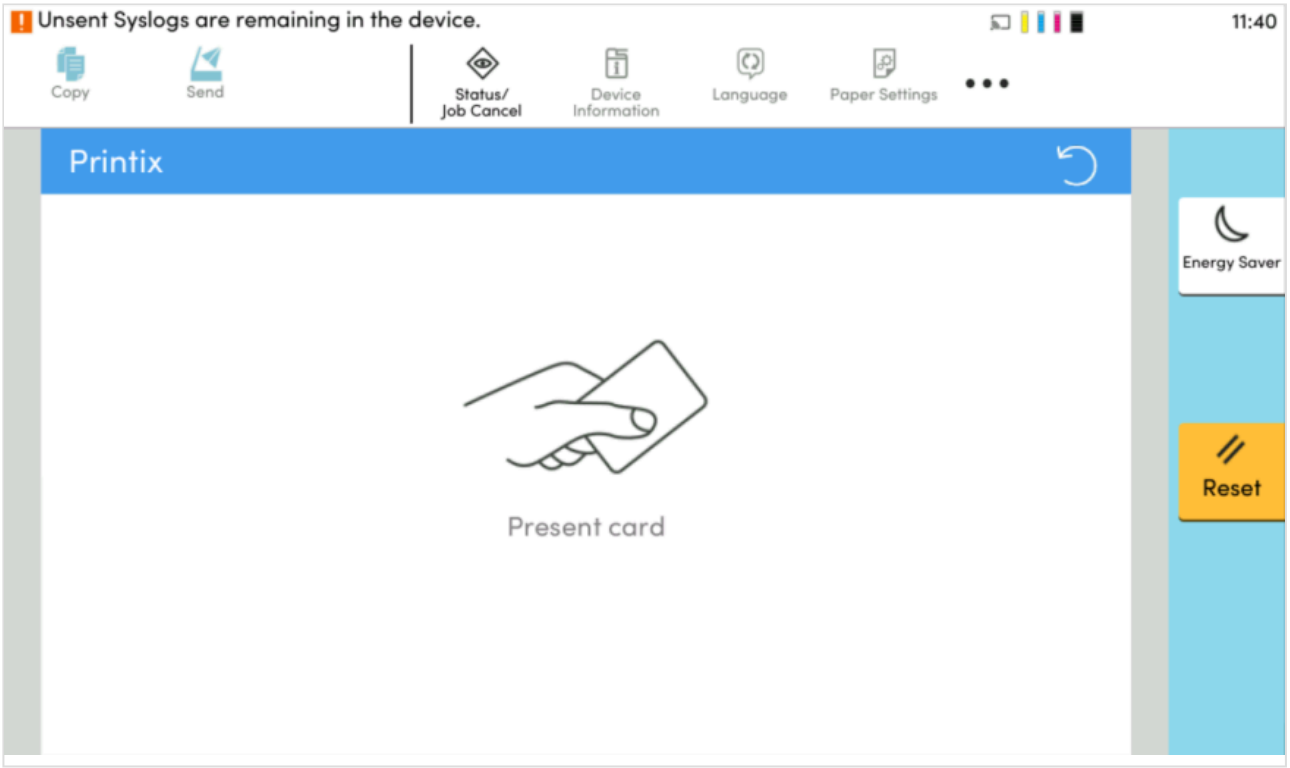


1. Enter the **ID code** (6-digit) on the touchscreen.
   - Select 👁 to see the digits entered.
   - If you do not know your **ID code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the Printix App or browse to the appearing URL to reset your ID code.



2. Enter the **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the Printix App or browse to the appearing URL to reset your PIN code.

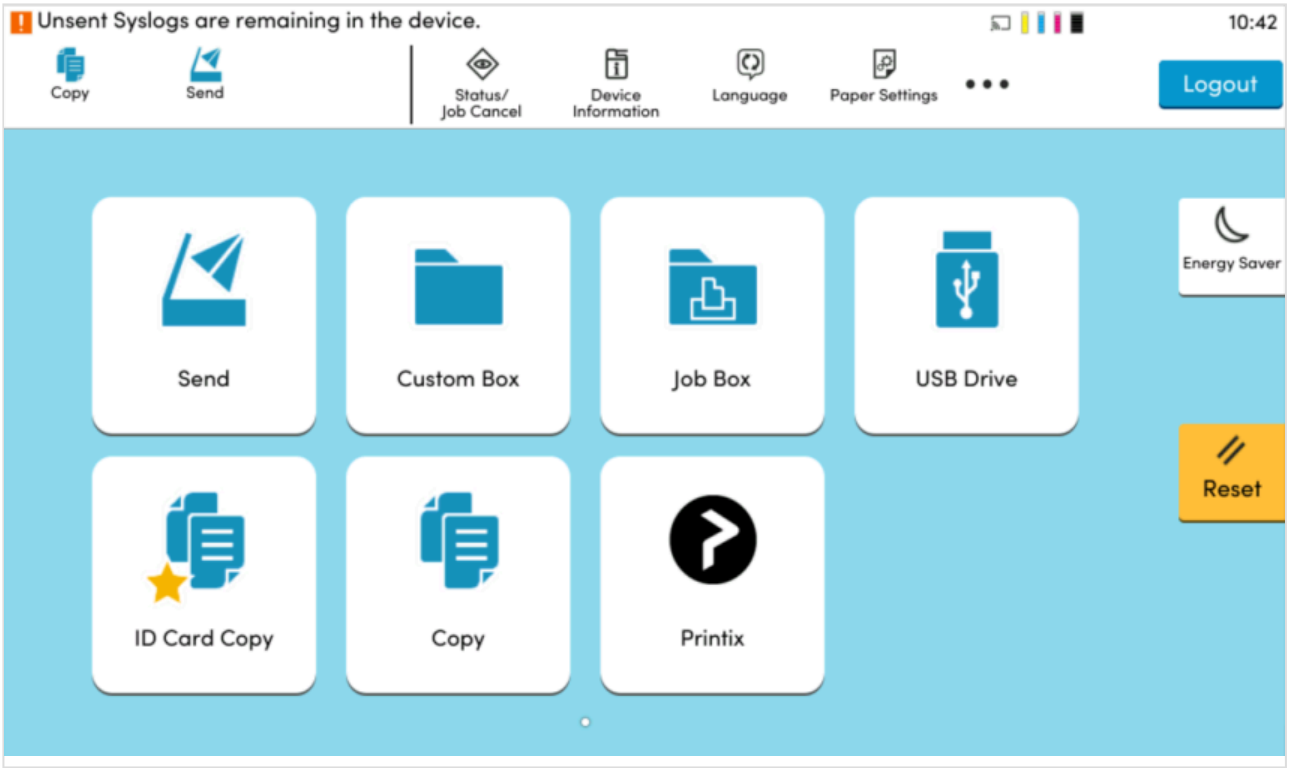
How to sign in with card at a Kyocera printer



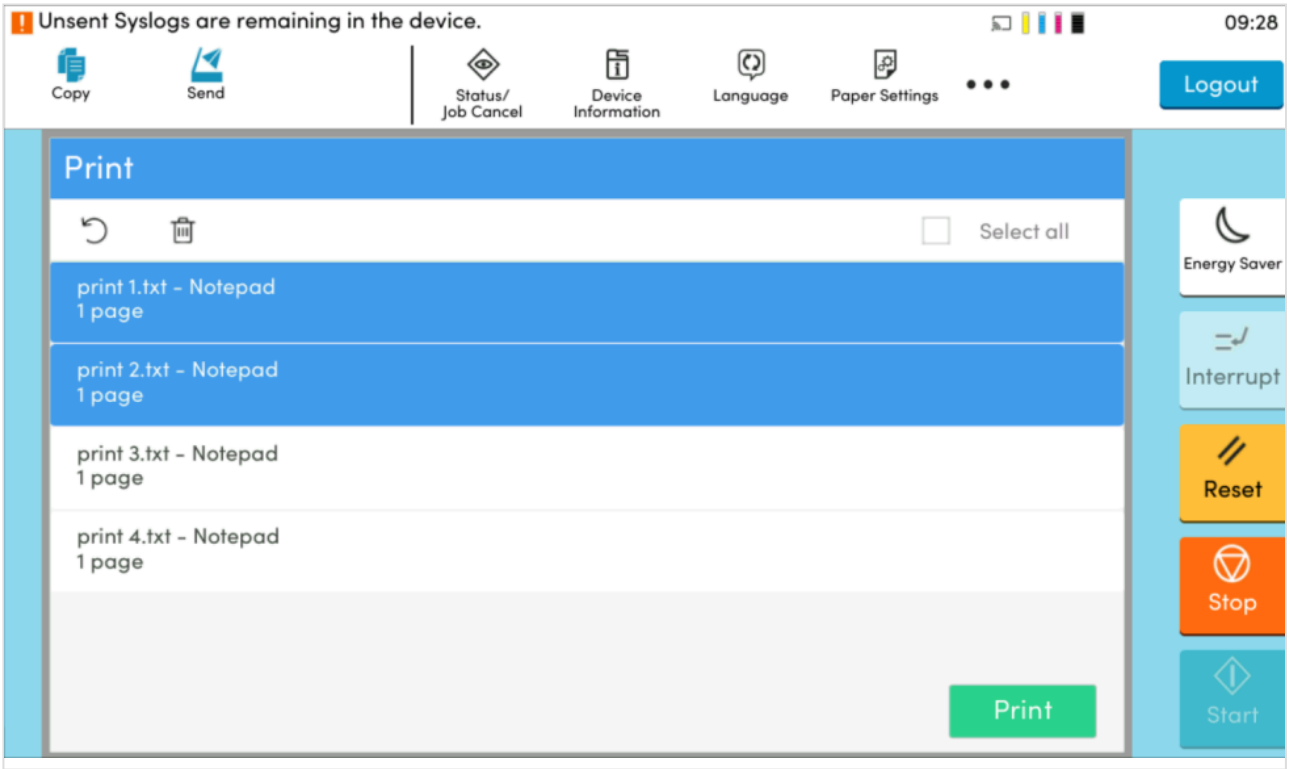
1. Present your card to the printer's card reader.
2. If asked, enter your **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the Printix App or browse to the appearing URL to reset your PIN code.

How to release documents at a Kyocera printer

1. **Sign in** to the printer.
2. Select **Printix**.



3. Select the documents you wish to print, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

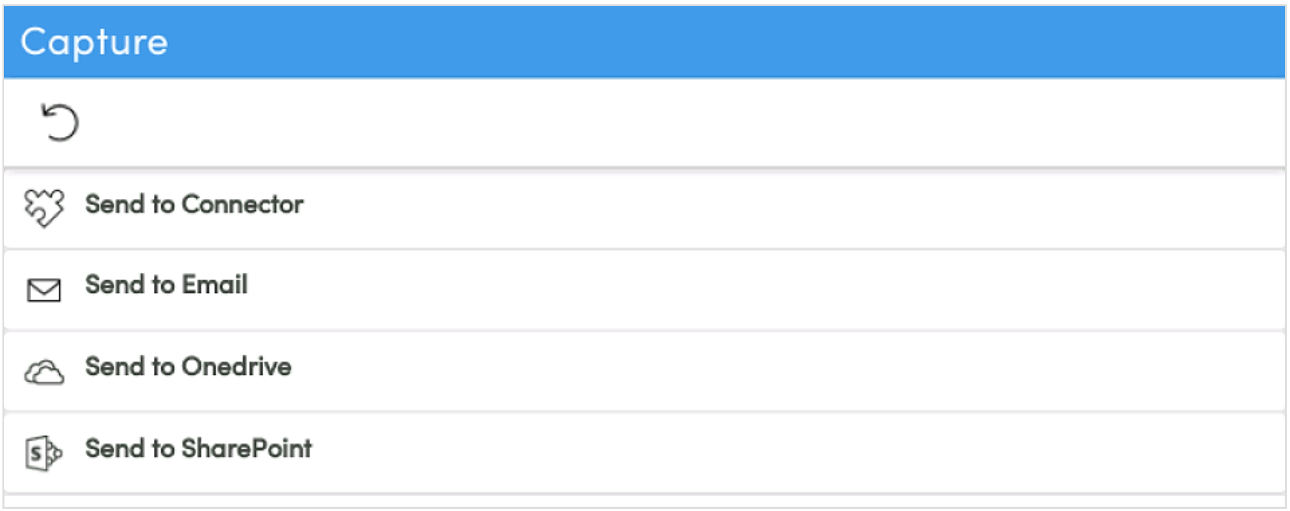
How to remove documents you do not want to print

- Select the documents you want to remove from the list and select the bin icon 🗑.

How to capture at a Kyocera printer

1. Sign in to the printer.
2. Select the Printix **Capture** icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
   Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
   - Place multi-page document in the Automatic Document Feeder (ADF).
     Ensure pages are in the correct order.
   - Place one-page document on the printer's flatbed glass.
     Scanning of multiple pages from flatbed glass is currently not supported.

5. Select **Start** to start scanning.
   - As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
   - If you do not want to start the scan, then select **X** to cancel and return to the list of workflows

The capture process consists of three steps:

- **Scan and upload**
  As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- **Processing**
  Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.
- **Delivery**
  The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at a Kyocera printer

You can sign out from the printer using these methods:

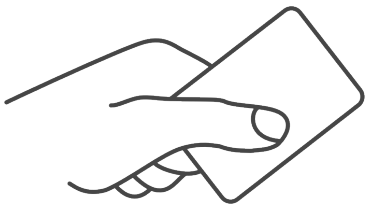
- Automatic sign out if no activity.
    - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Logout** on the printer's Home screen.
    - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
    - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Kyocera printer

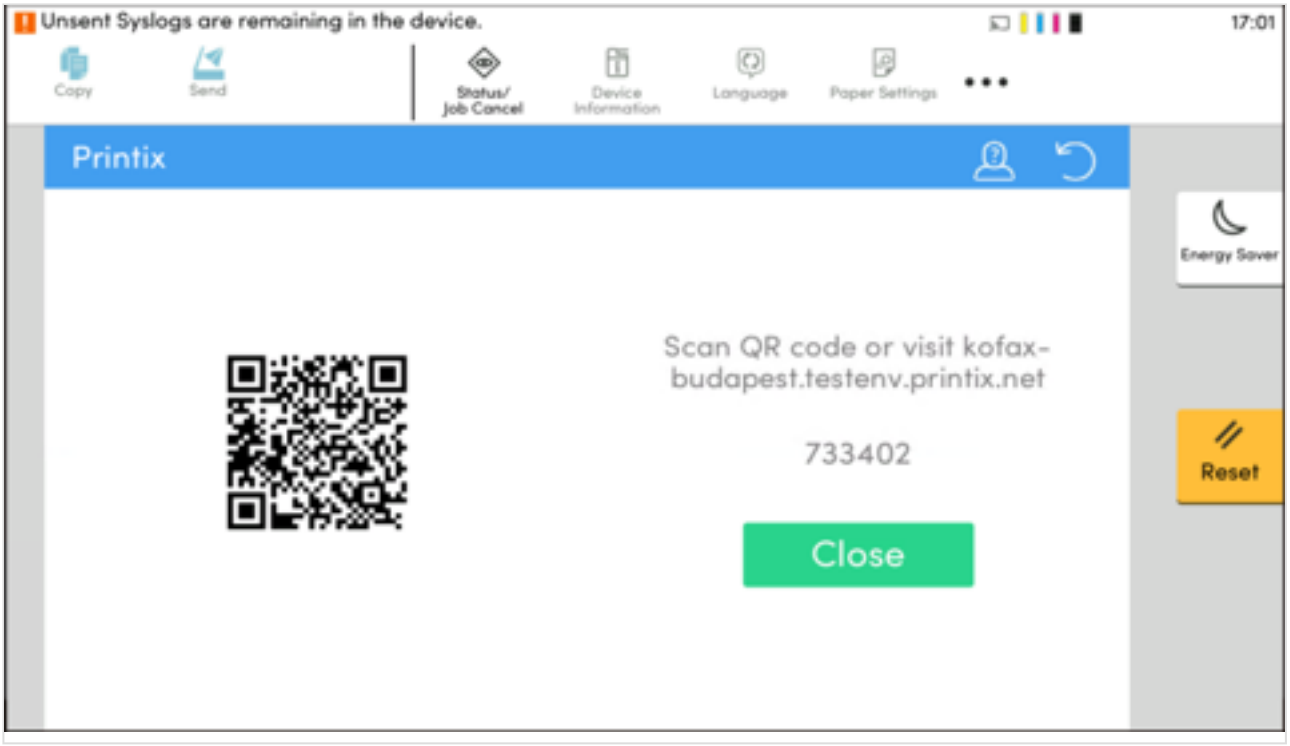
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *733402*).
    - The code is valid for 1 hour.



You can register the card as follows:

- Scan QR code with the camera on your phone
- Scan QR with native Printix App on your phone
- Register the card without a phone
  Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web Printix App in your browser and register the card. You may be asked to sign in to the web Printix App.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

2. Select **Close**.

Scan QR with native Printix App on your phone

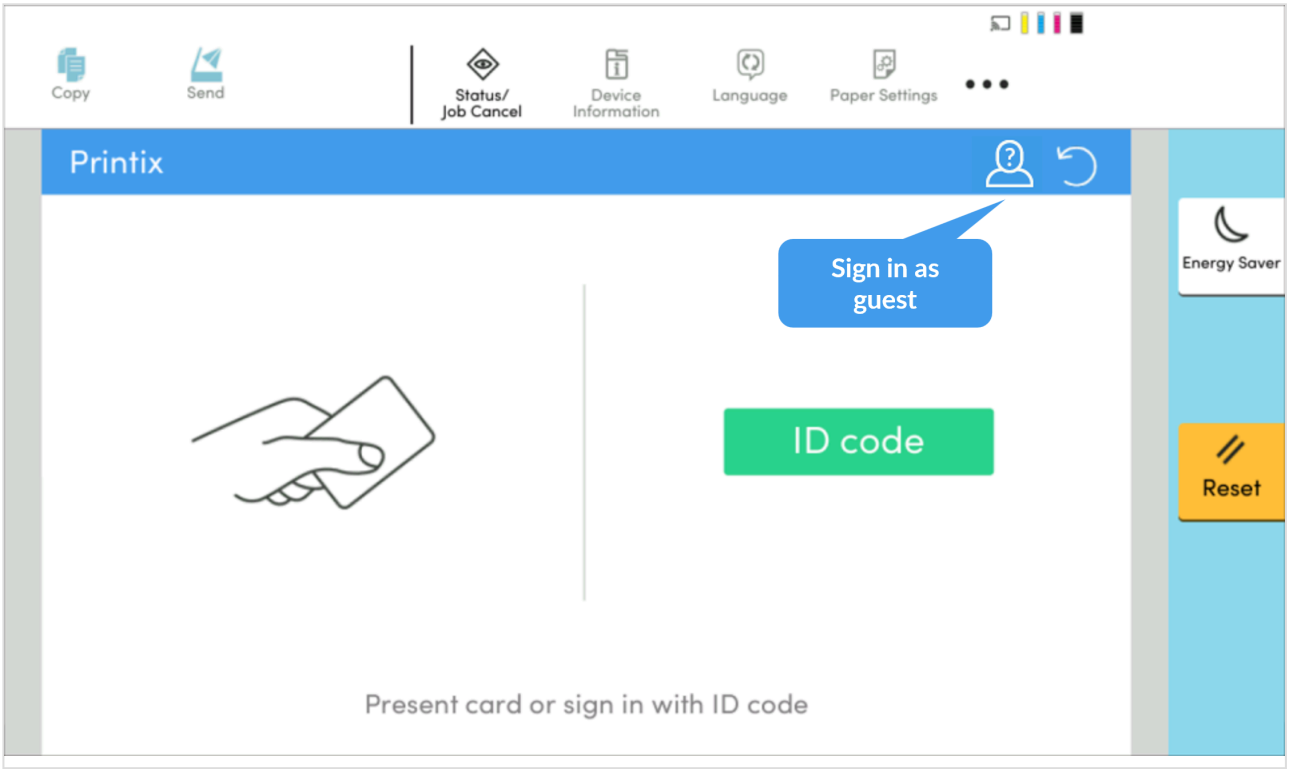
If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native Printix App.
2. Select **Menu** ☰, and **Cards and codes** .
3. Select **Register card**.

4. Select **Scan** and then point the camera to the QR code shown on the printer's touchscreen.

How to sign in as guest on Kyocera printers

1. On the **Sign in** page, select **Guest** in the upper right corner of the printer's touchscreen control panel.



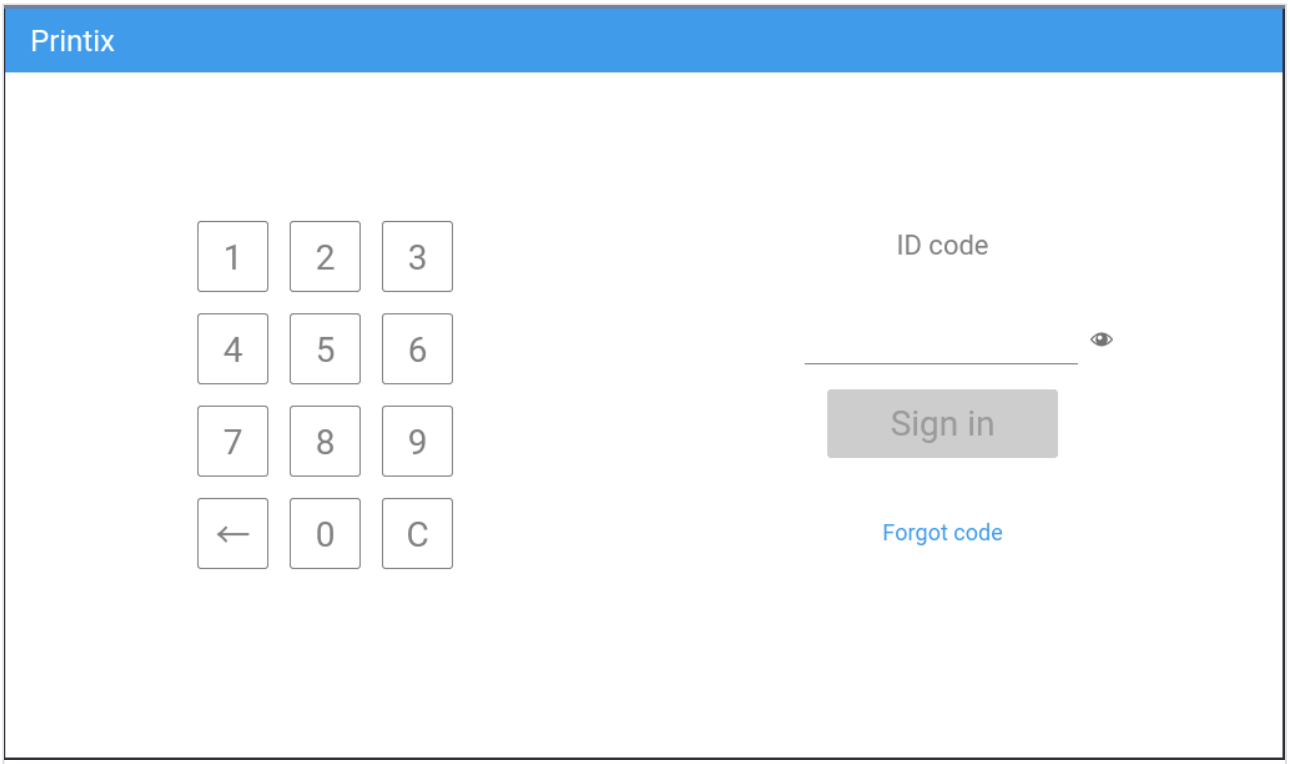
2. Select the function you wish to use, for example, **Copy** if that is available.

4.11.6. How to use Printix Go on Lexmark printers

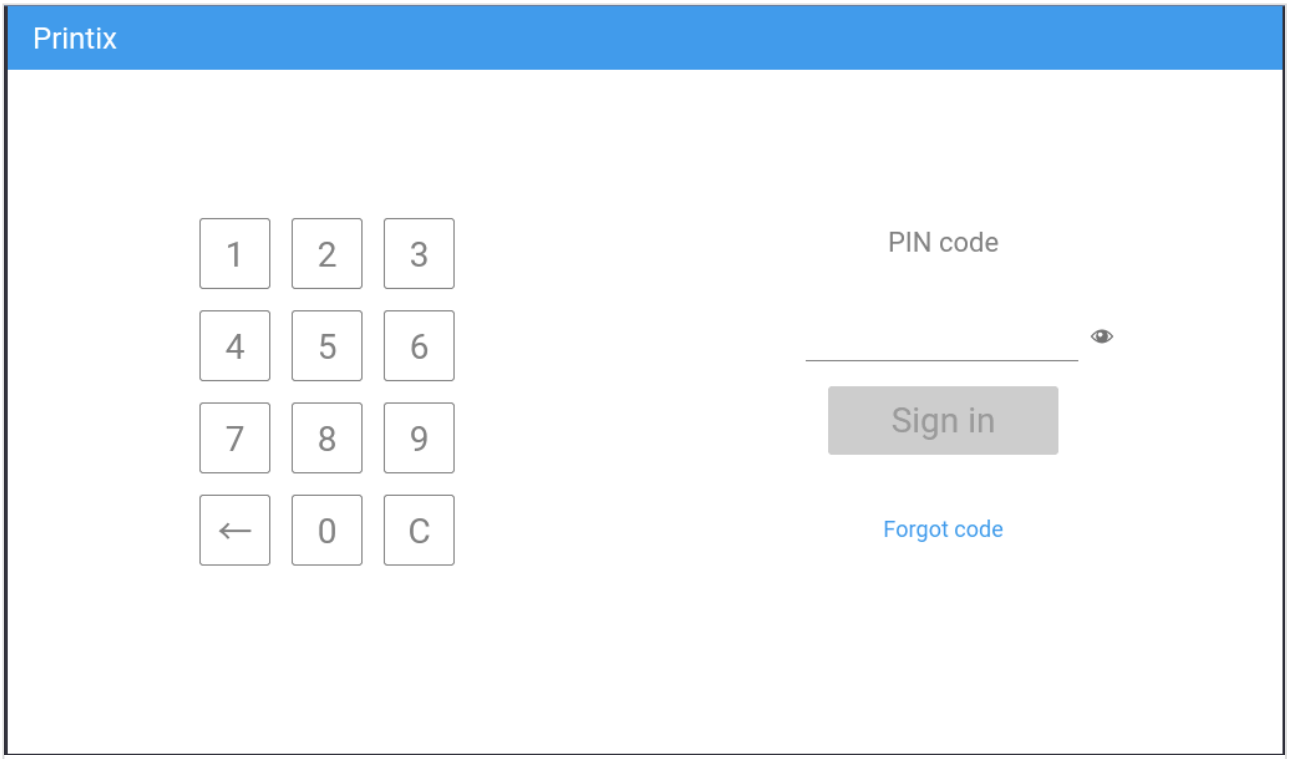
- How to sign in with ID code at a Lexmark printer
- How to sign in with card at a Lexmark printer
- How to release documents at a Lexmark printer
- How to sign out at a Lexmark printer
- How to register card at a Lexmark printer

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at a Lexmark printer

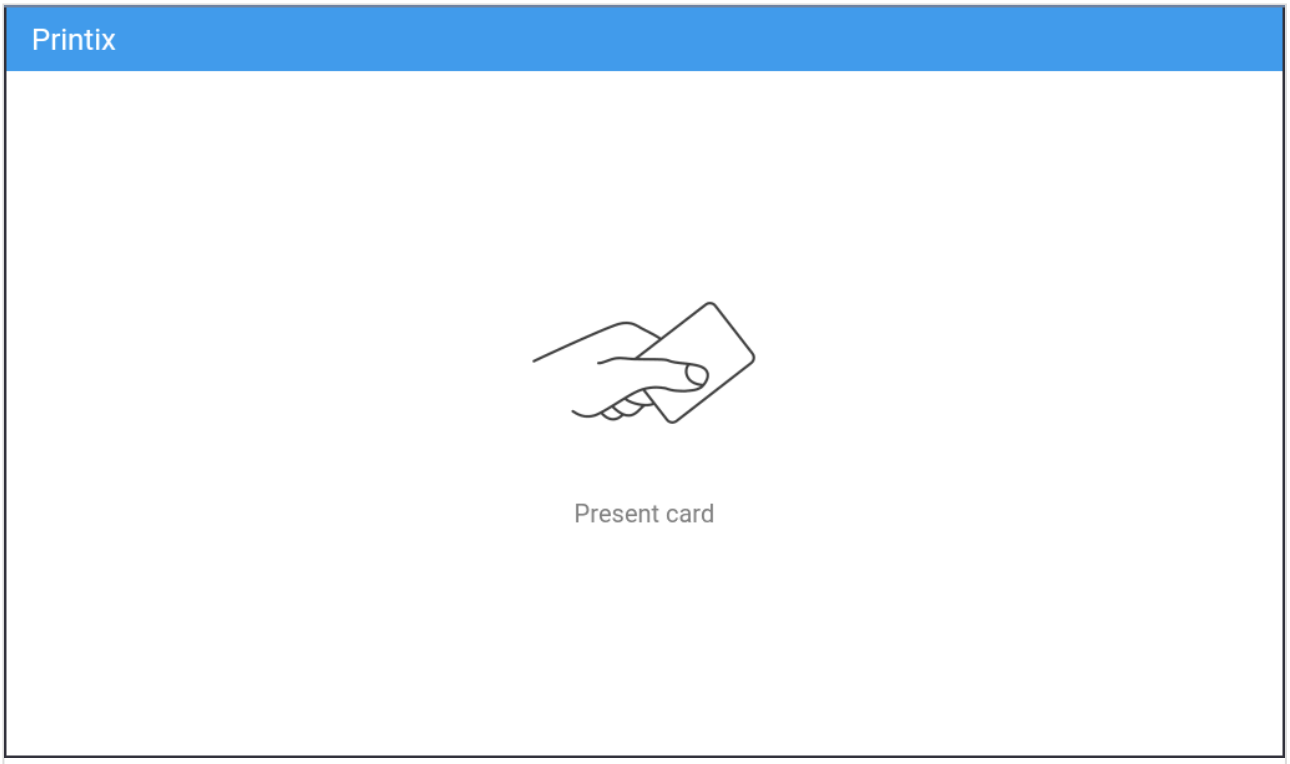


1. Enter **ID code** (6-digit) on the touchscreen.
   - Select 👁 to see the digits entered.
   - If you do not know your **ID code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your ID code.

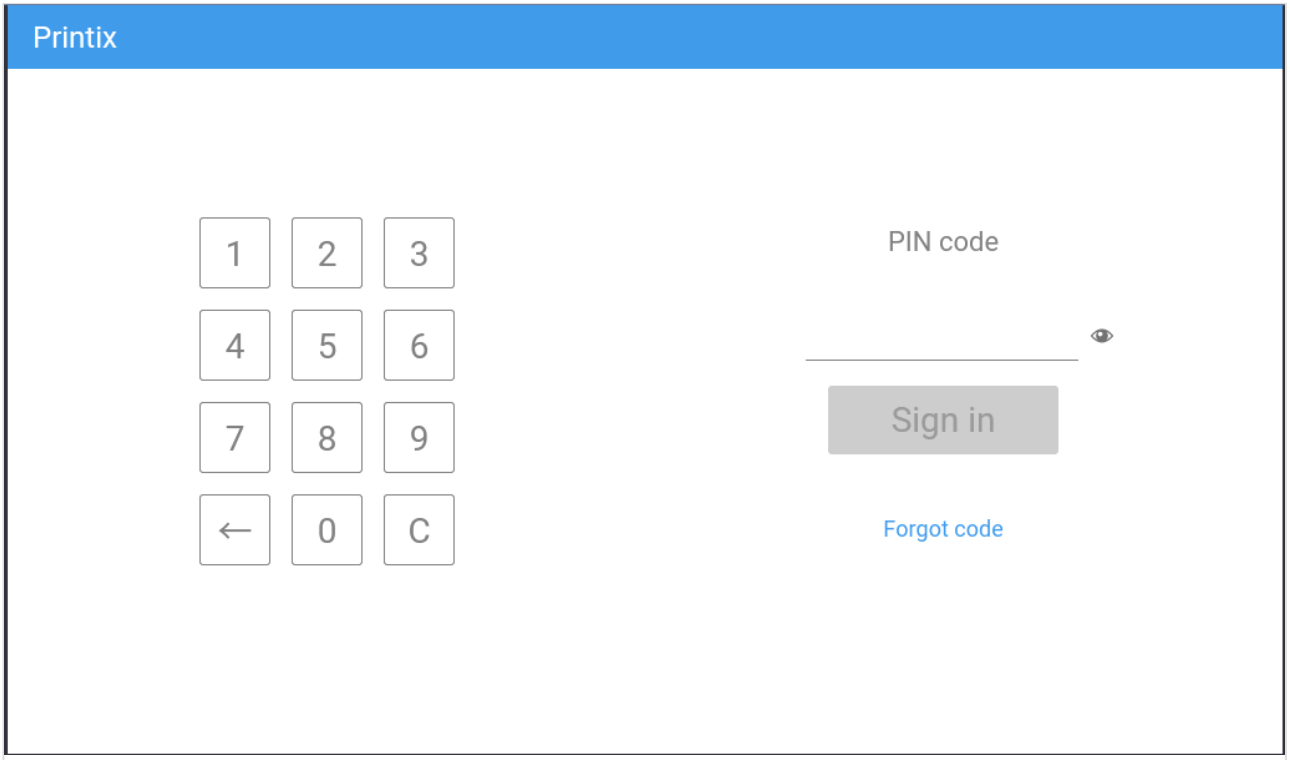


2. Enter **PIN code** (4-digit) on the touchscreen.
    - The **PIN code** is the same whether you sign in with ID code or card.
    - Select 👁 to see the digits entered.
    - If you do not know your **PIN code**:
        - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Lexmark printer



1. Present card to the printer's card reader.
    - Before 60 seconds have elapsed, select the Printix **Print** icon.
    - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.



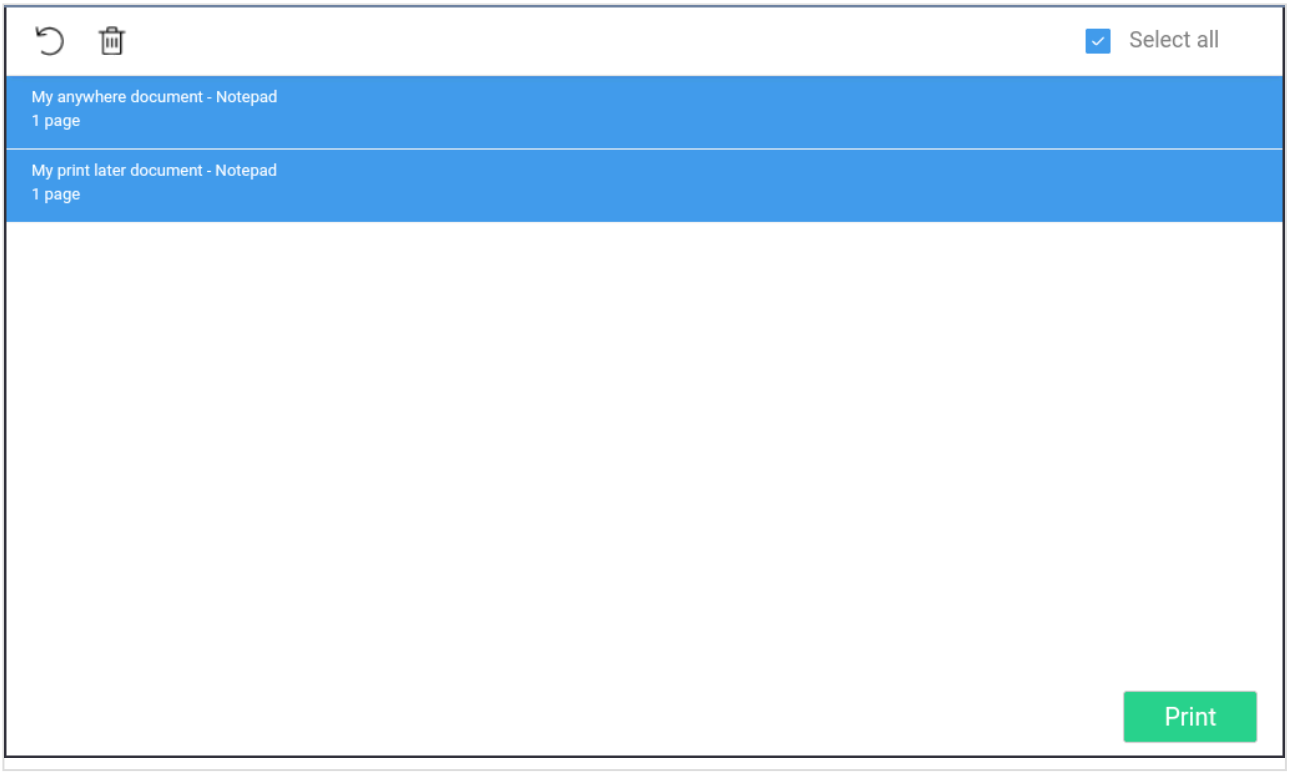
2. If asked, enter **PIN code** (4-digit) on the touchscreen.
    - The **PIN code** is the same whether you sign in with ID code or card.

- Select 👁 to see the digits entered.
- If you do not know your **PIN code**:
  - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to release documents at a Lexmark printer

1. **Sign in** to the printer.
   - Before 60 seconds have elapsed, select the Printix **Print** icon.

2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** 🗑.
- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at a Lexmark printer

You can sign out from the printer using these methods:

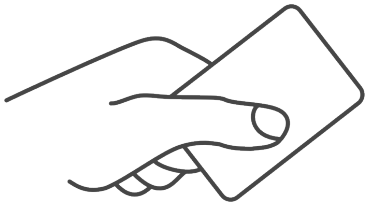
- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Lexmark printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
    - The code is valid for 1 hour.

You can register the card as follows:

- Scan QR code with the camera on your phone
- Scan QR with native Printix App on your phone
- Register the card without a phone
  Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web Printix App in your browser and register the card. You may be asked to sign in to the web Printix App.
    - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
    - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
    - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

2. Select **Close**.

Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native Printix App.
2. Select **Menu** ☰, and **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** and then point the camera to the QR code shown on the printer's touchscreen.

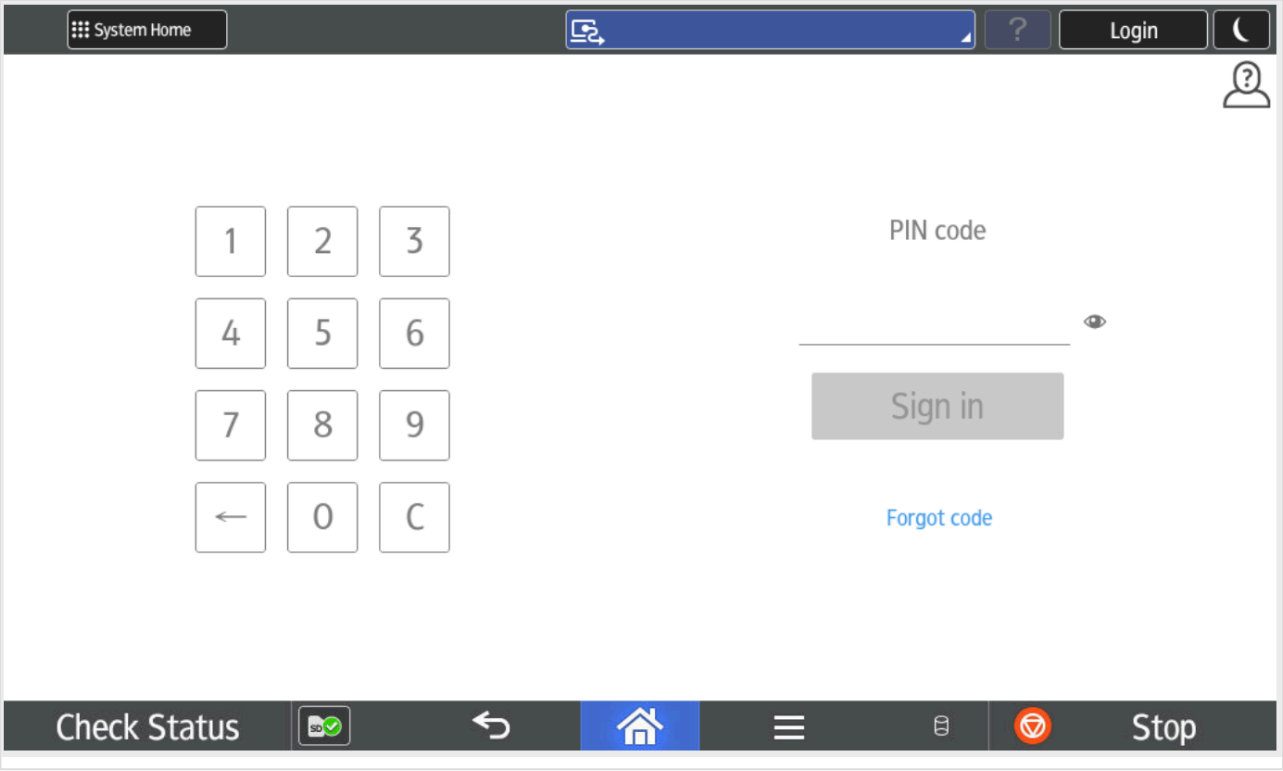
4.11.7. How to use Printix Go on Ricoh printers

- How to sign in with ID code at a Ricoh printer
- How to sign in with card at a Ricoh printer
- How to release documents at a Ricoh printer
- How to capture at a Ricoh printer
- How to sign out at a Ricoh printer
- How to register card at a Ricoh printer
- How to sign in as guest on Ricoh printers

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

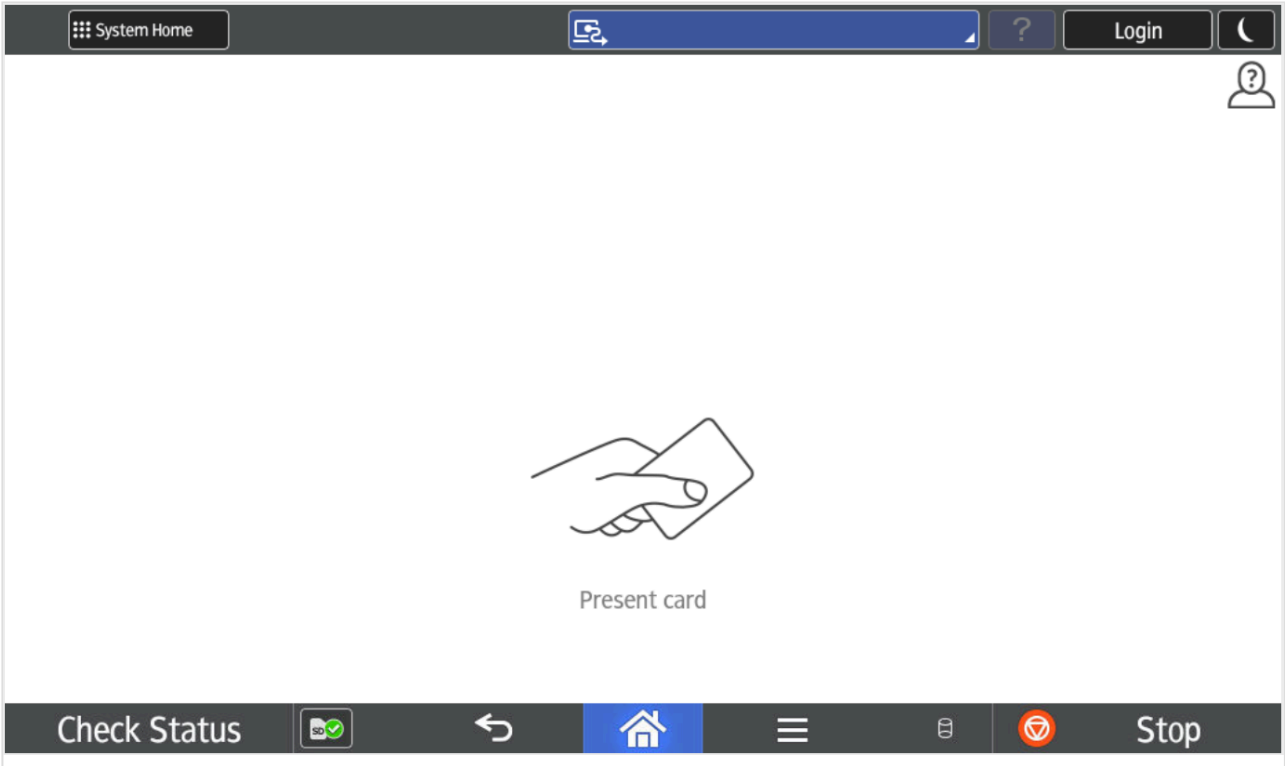
How to sign in with ID code at a Ricoh printer

1. Enter **ID code** (6-digit) on the touchscreen.
   - Select 👁 to see the digits entered.
   - If you do not know your **ID code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your ID code.

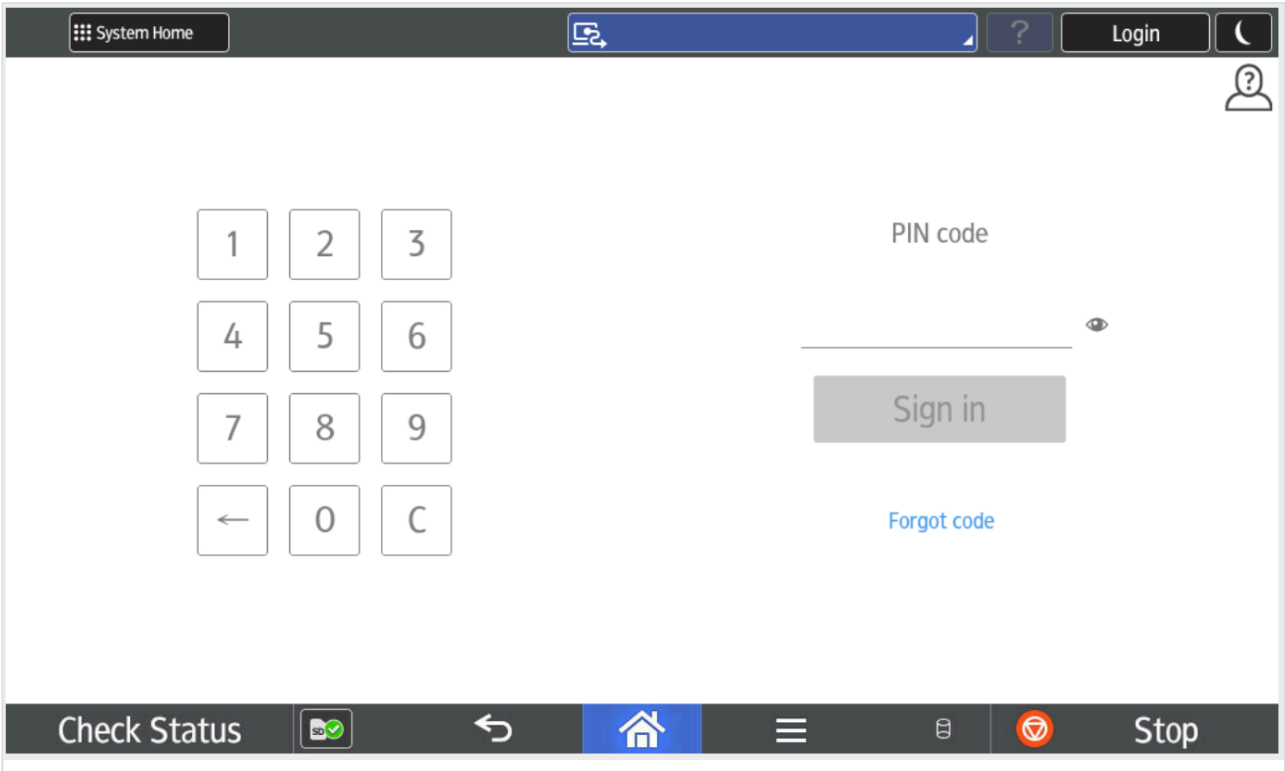


2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.
   - Select 👁 to see the digits entered.
   - If you do not know your **PIN code**:
     - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Ricoh printer



1. Present card to the printer's card reader.
    - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.
    - If another user was signed in, presenting your card started to sign out that user. Wait until the sign-out process is completed, then present your card again.

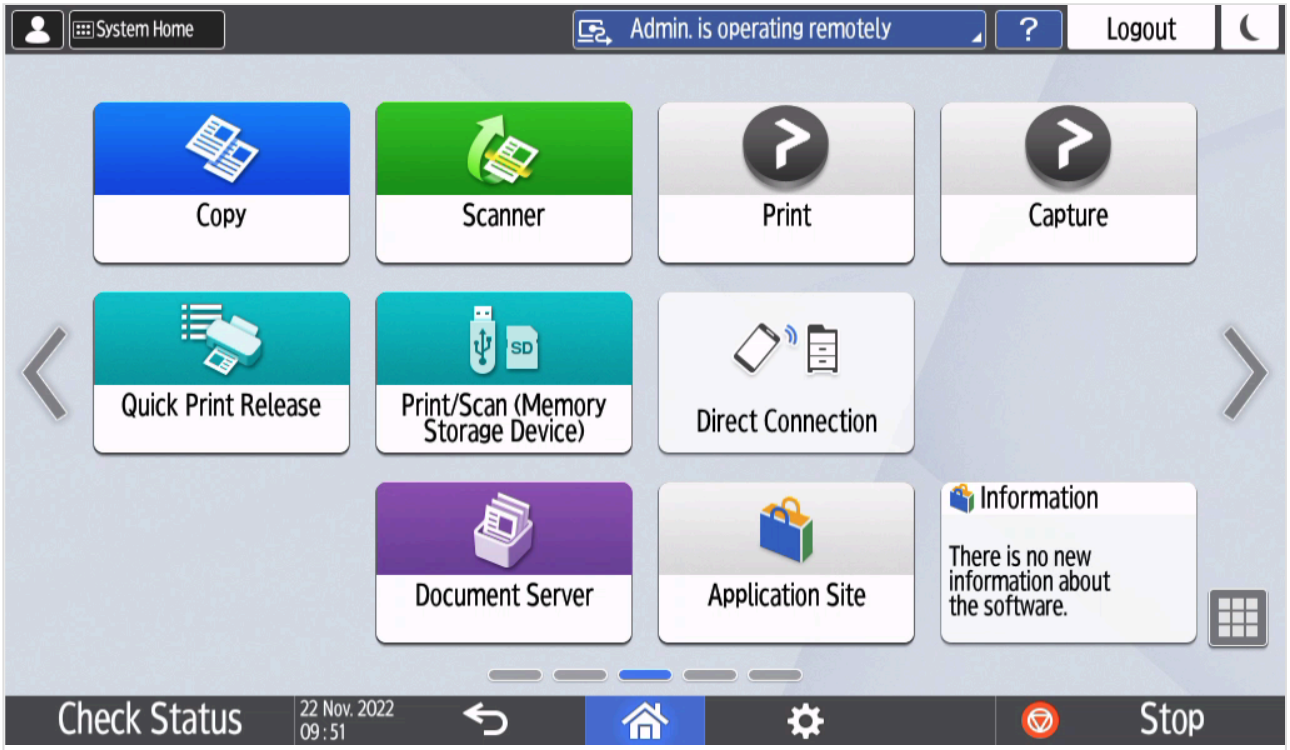


2. If asked, enter **PIN code** (4-digit) on the touchscreen.

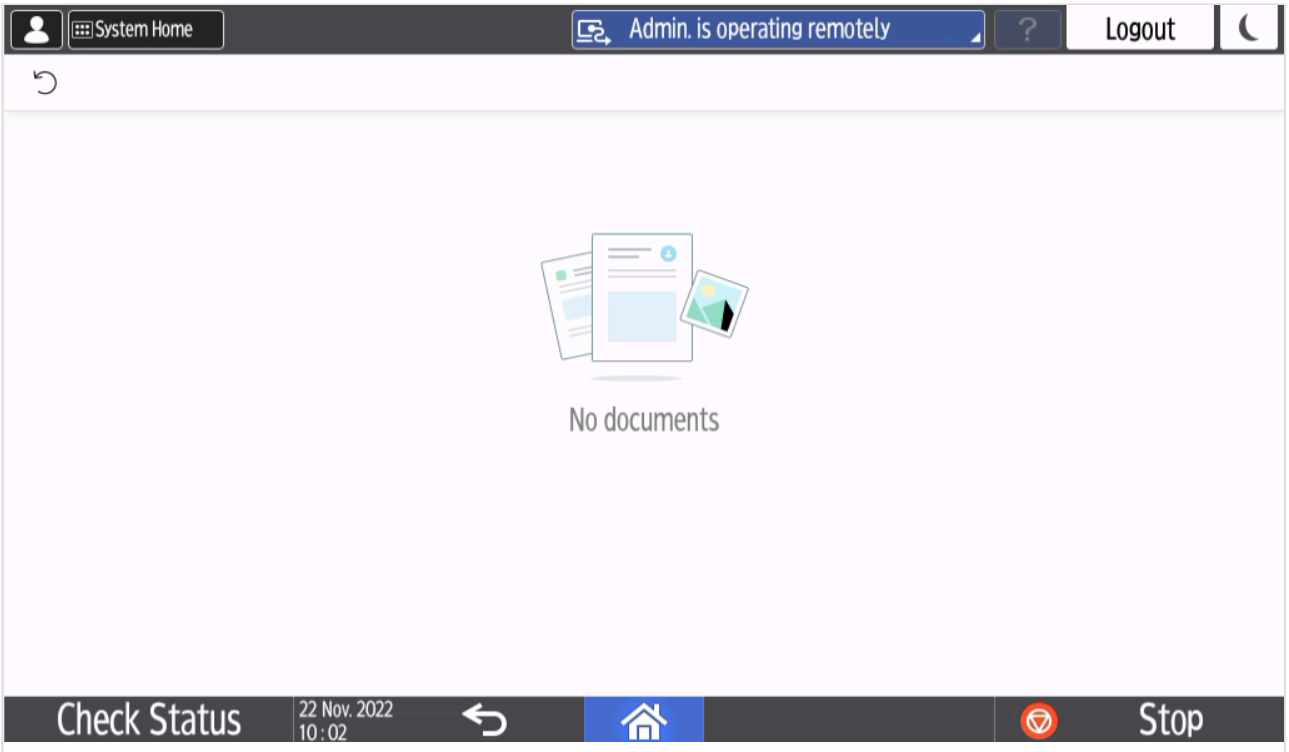
- The **PIN code** is the same whether you sign in with ID code or card.
- Select 👁 to see the digits entered.
- If you do not know your **PIN code**:
  - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in Printix App or browse to the appearing URL to reset your PIN code.

How to release documents at a Ricoh printer

1. **Sign in** to the printer.



2. Select the Printix **Print** icon.
3. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



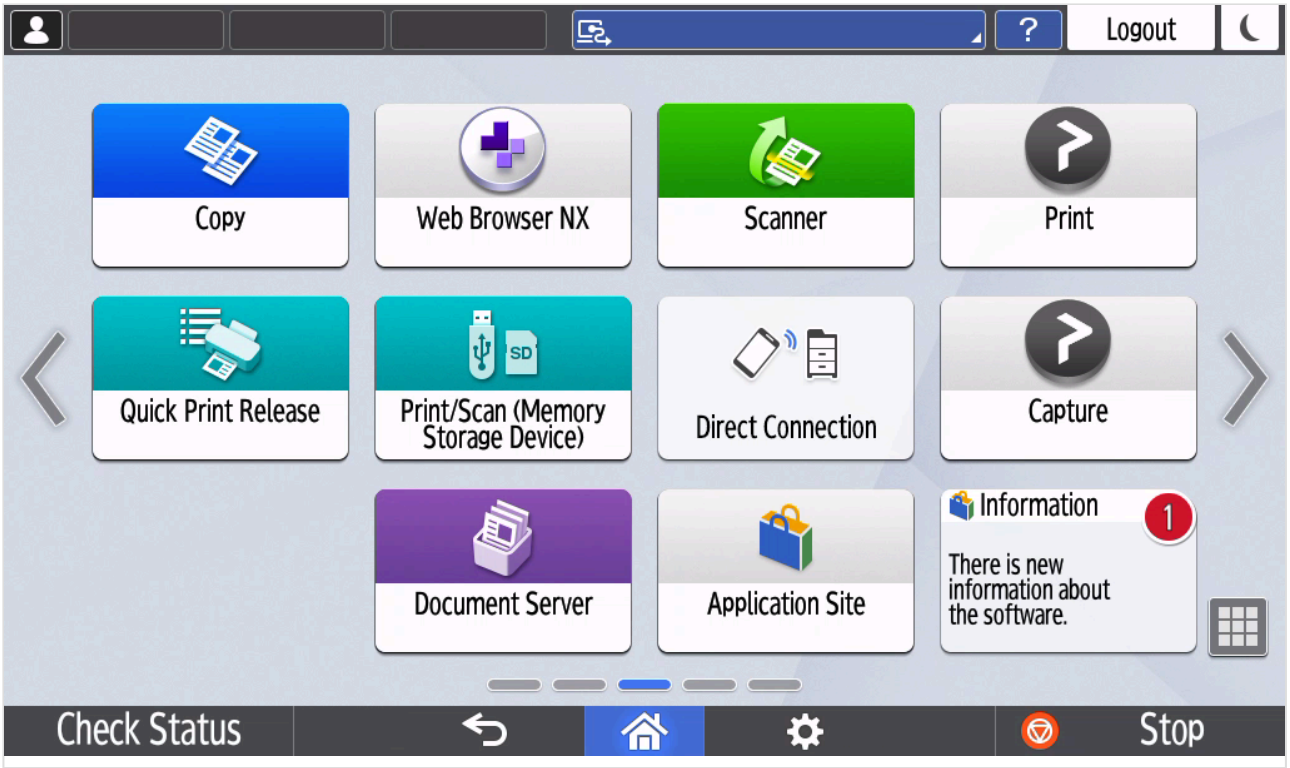
4. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** 🗑.
- Documents are automatically deleted after a period (default is 24 hours).

How to capture at a Ricoh printer

1. Sign in to the printer.

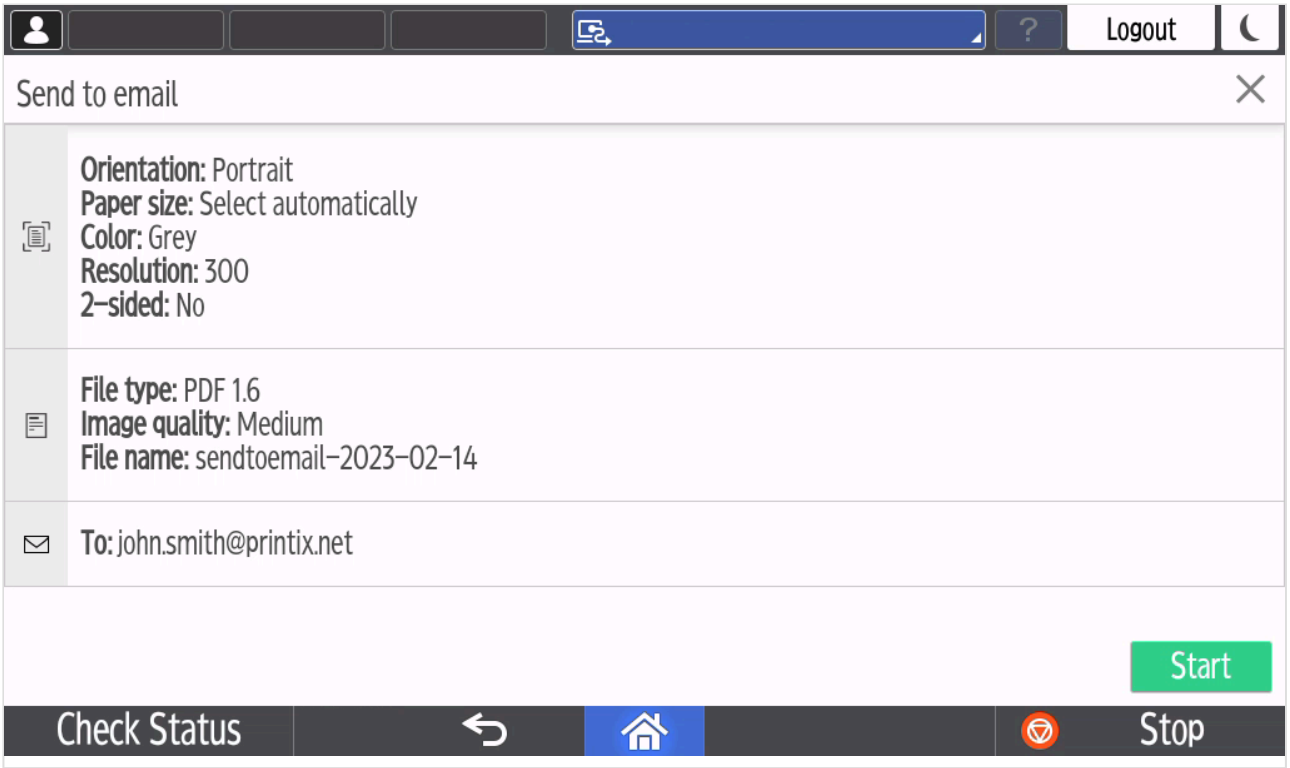


2. Select the Printix **Capture** icon.

A list of capture workflows appears.

3. Select the appropriate capture workflow.
   Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
   - Place multi-page document in the Automatic Document Feeder (ADF).

Ensure pages are in the correct order.
- Place one-page document on the printer's flatbed glass.
  Scanning of multiple pages from flatbed glass is currently not supported.



5. Select **Start** to start scanning.
   - As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
   - If you do not want to start the scan, then select **X** to cancel and return to the list of workflows
   - On Ricoh, you cannot log out from the printer while the printer is scanning.

The capture process consists of three steps:

- **Scan and upload**
  As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- **Processing**
  Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.
- **Delivery**
  The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at a Ricoh printer

You can sign out from the printer using these methods:

- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for a set amount of time,

you will be signed out automatically.

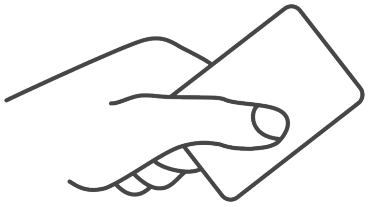
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Ricoh printer

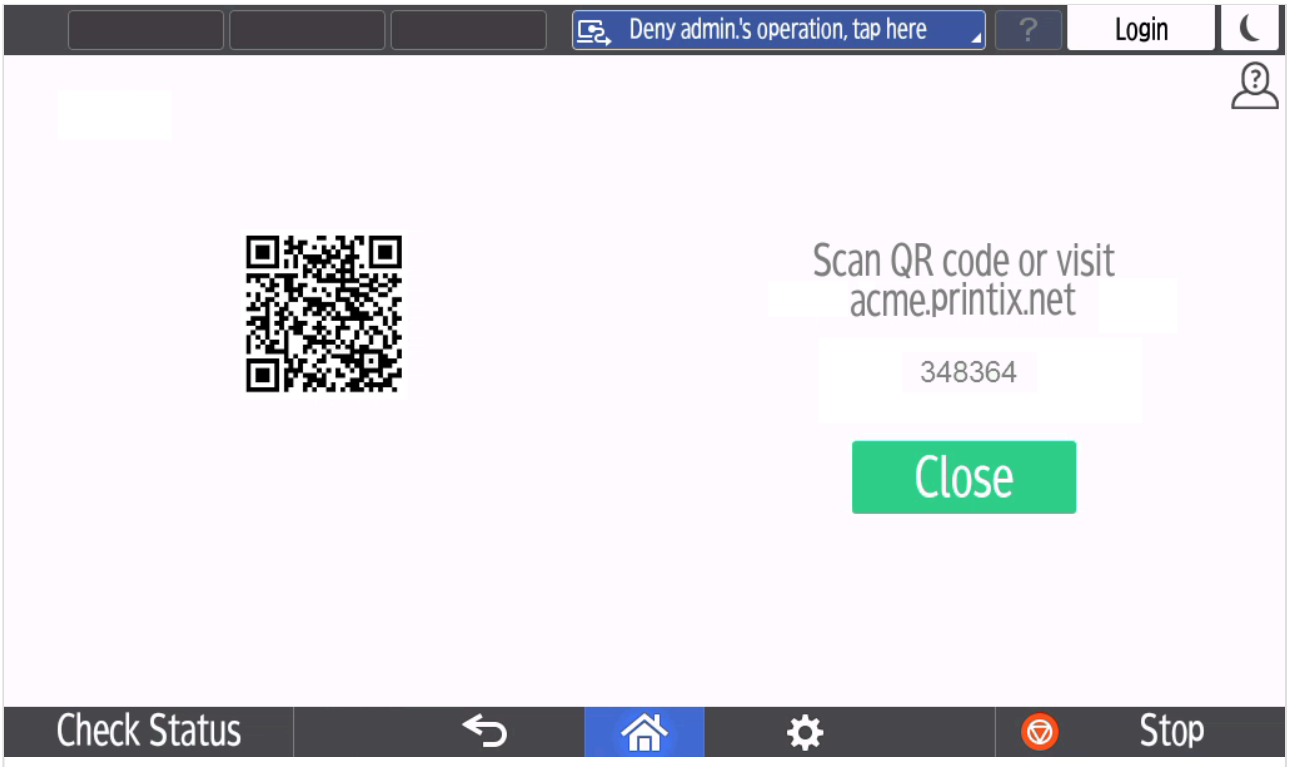
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example *348364*).
   - The code is valid for 1 hour.



You can register the card as follows:

- Scan QR code with the camera on your phone
- Scan QR with native Printix App on your phone
- Register the card without a phone
  Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web Printix App in your browser and register the card. You may be asked to sign in to the web Printix App.
   - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
   - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
   - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.

2. Select **Close**.

Scan QR with native Printix App on your phone

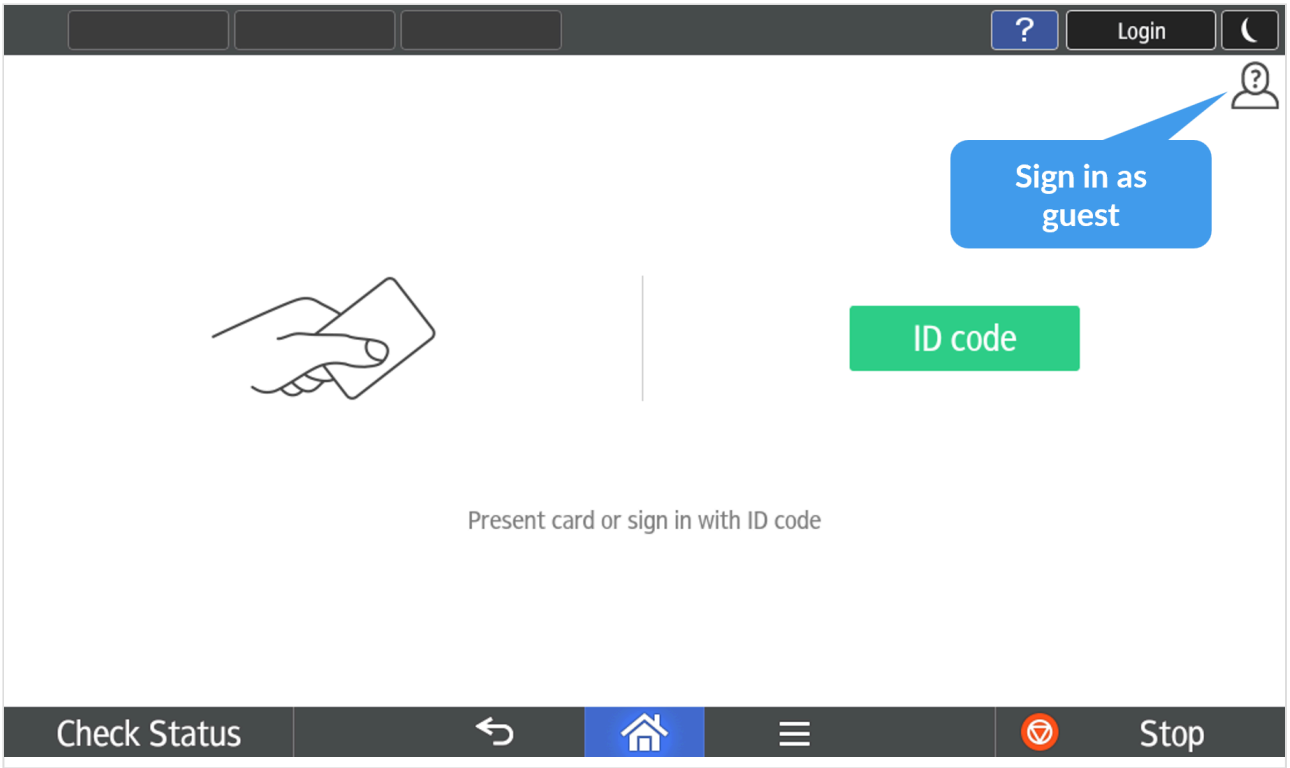
If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native Printix App.
2. Select **Menu** ☰, and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan** and then point the camera to the QR code shown on the printer's touchscreen.

How to sign in as guest on Ricoh printers

Follow these steps to sign in as guest on Ricoh printers when Printix Go is installed. This requires Printix Go Ricoh version 2.0.0.27 or later.

1. On the **Sign in** page, select **Guest** in the upper right of the printer's touchscreen control panel.



2. Select the function you wish to use, for example, **Copy**.

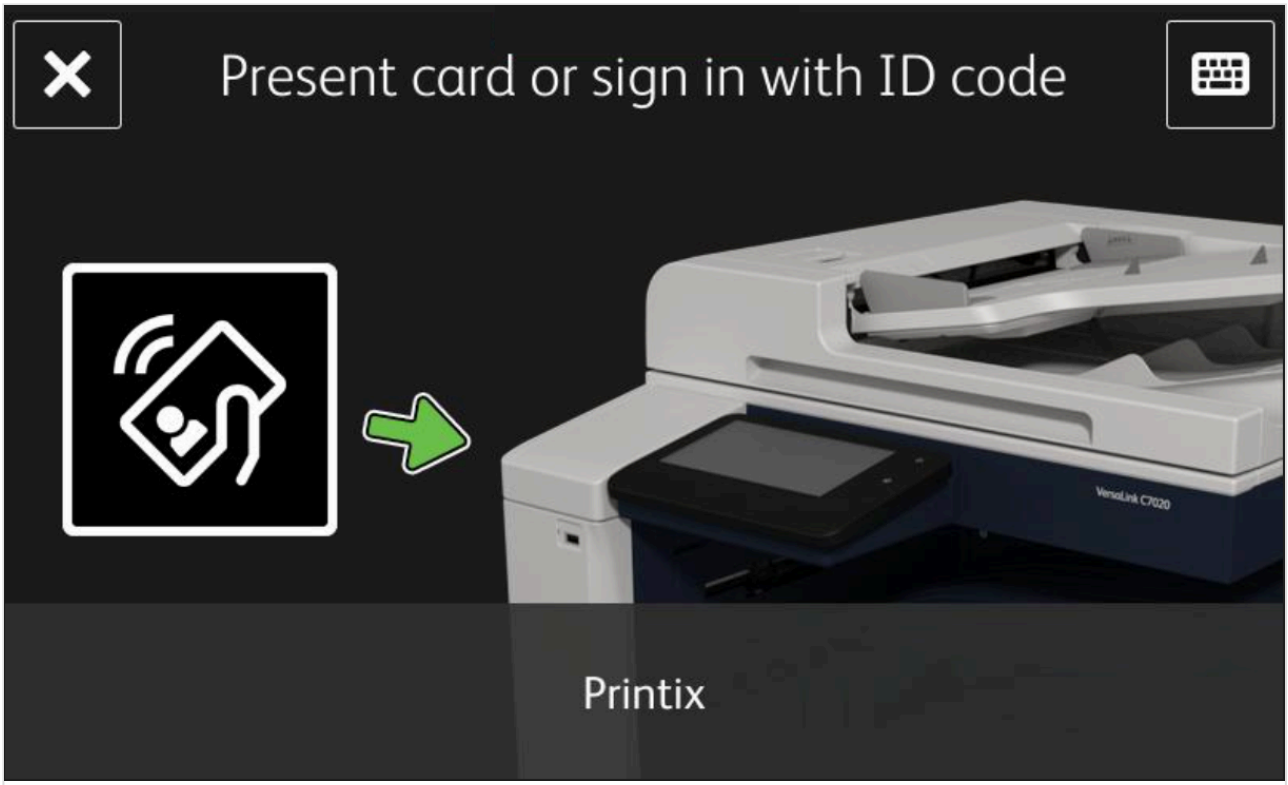
4.11.8. How to use Printix Go on Xerox printers

- How to sign in with ID code at a Xerox printer
- How to sign in with card at a Xerox printer
- How to release documents at a Xerox printer
- How to sign out at a Xerox printer
- How to register card at a Xerox printer

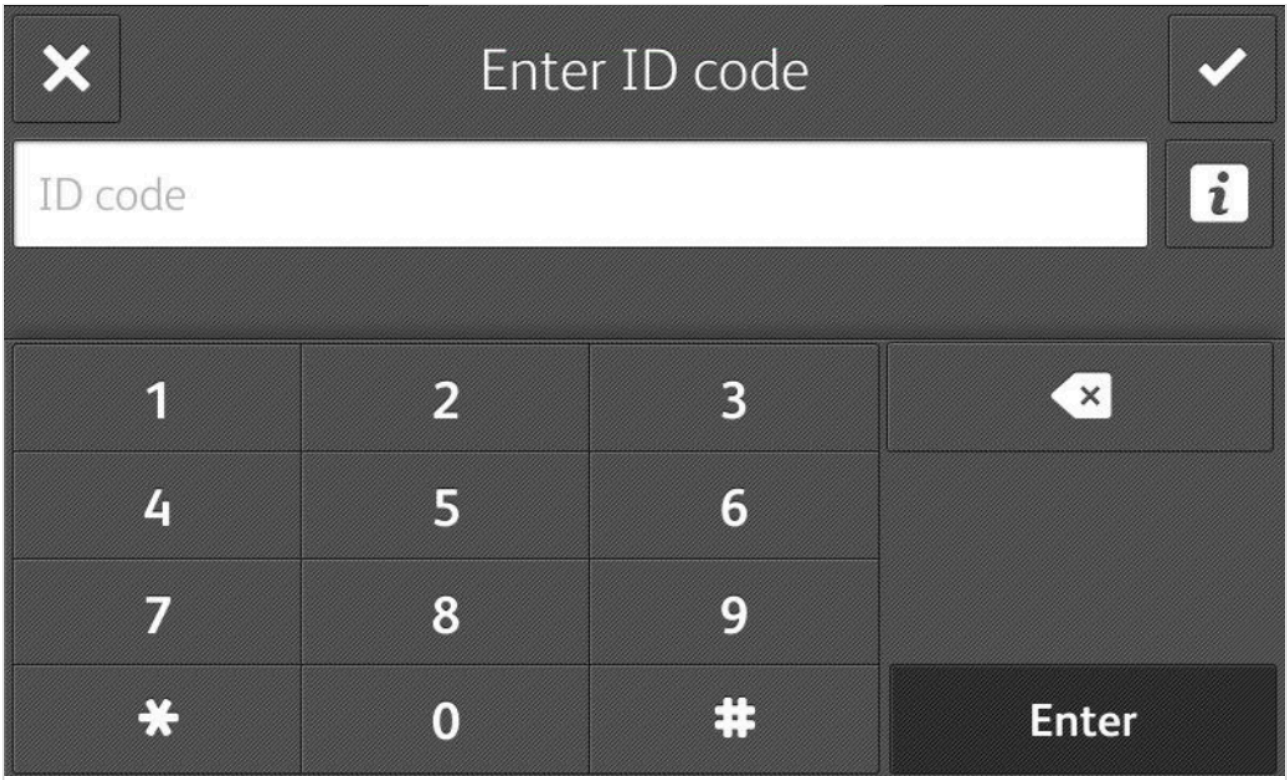
- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

How to sign in with ID code at a Xerox printer

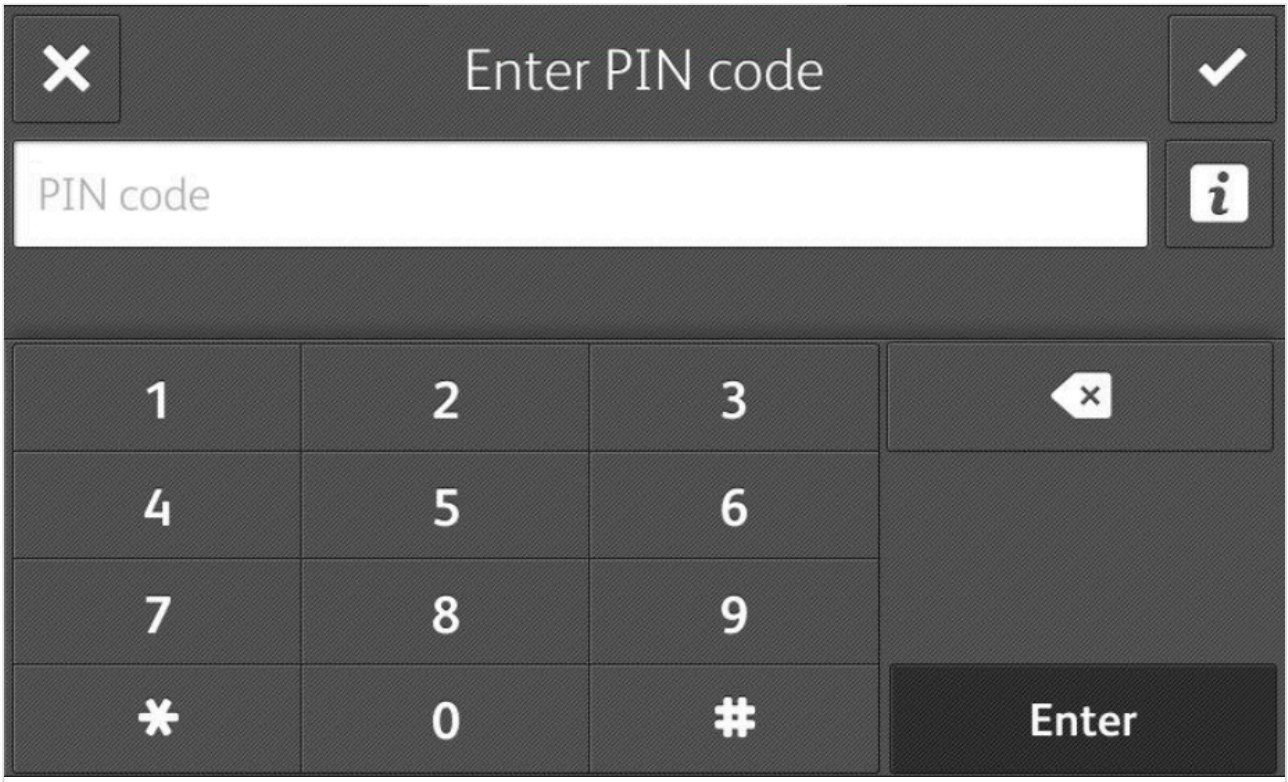
The authentication on Xerox AltaLink printers has a different visual design than on other Xerox printers, but they have the same functions.



1. Select the **Keyboard** icon in the top right corner.



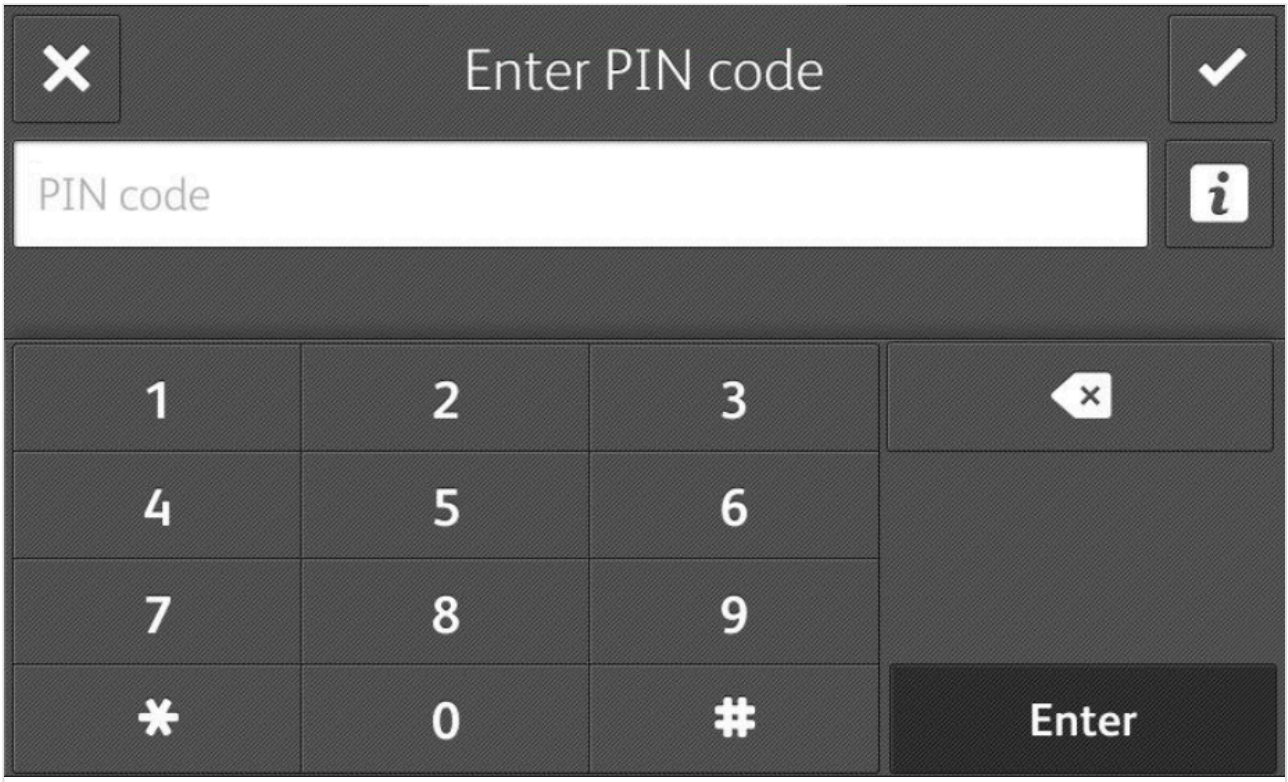
2. Enter **ID code** (6-digit) on the touchscreen.
    - If you do not know your **ID code**:
        - Open the **Cards and codes** menu in Printix App.



3. Enter **PIN code** (4-digit) on the touchscreen.
    - The **PIN code** is the same whether you sign in with ID code or card.
    - If you do not know your **PIN code**:
        - Open the **Cards and codes** menu in Printix App.

How to sign in with card at a Xerox printer

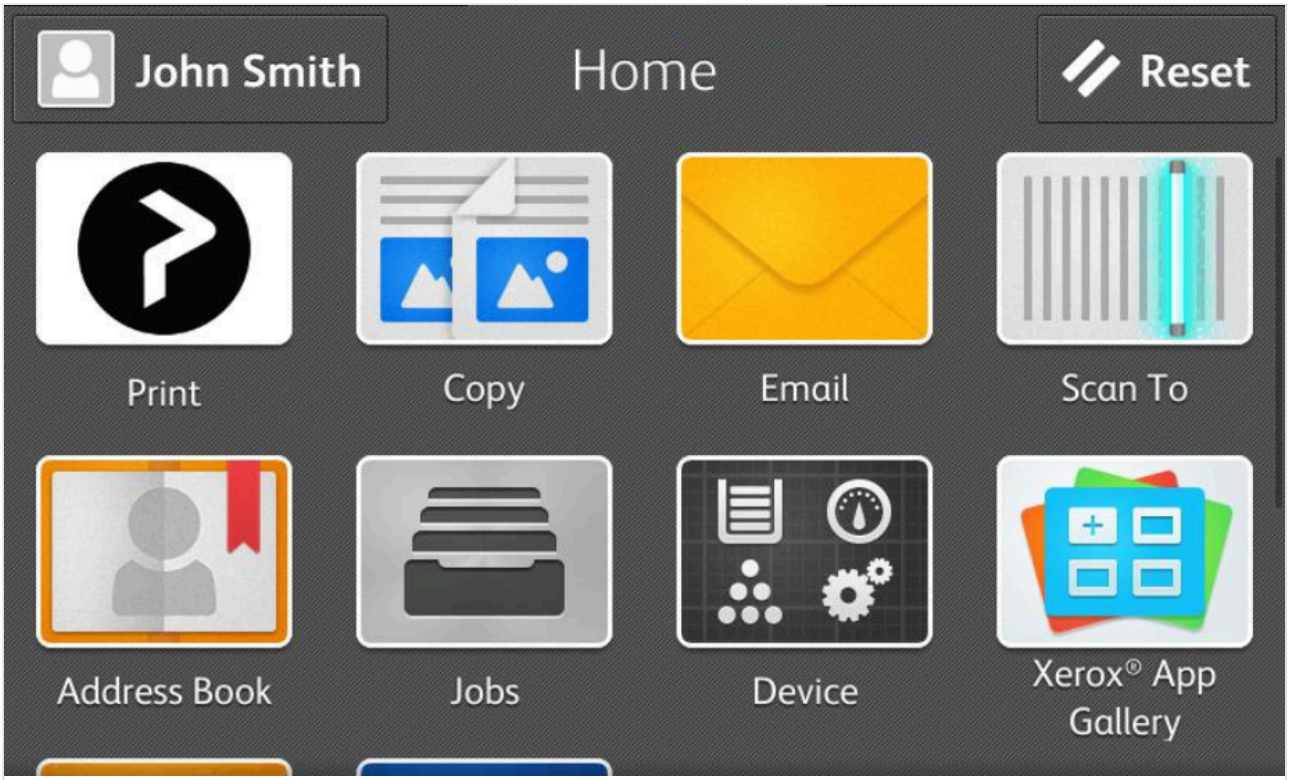
1. Present card to the printer's card reader.
    - Before 90 seconds have elapsed, select the Printix **Print** icon.
    - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.



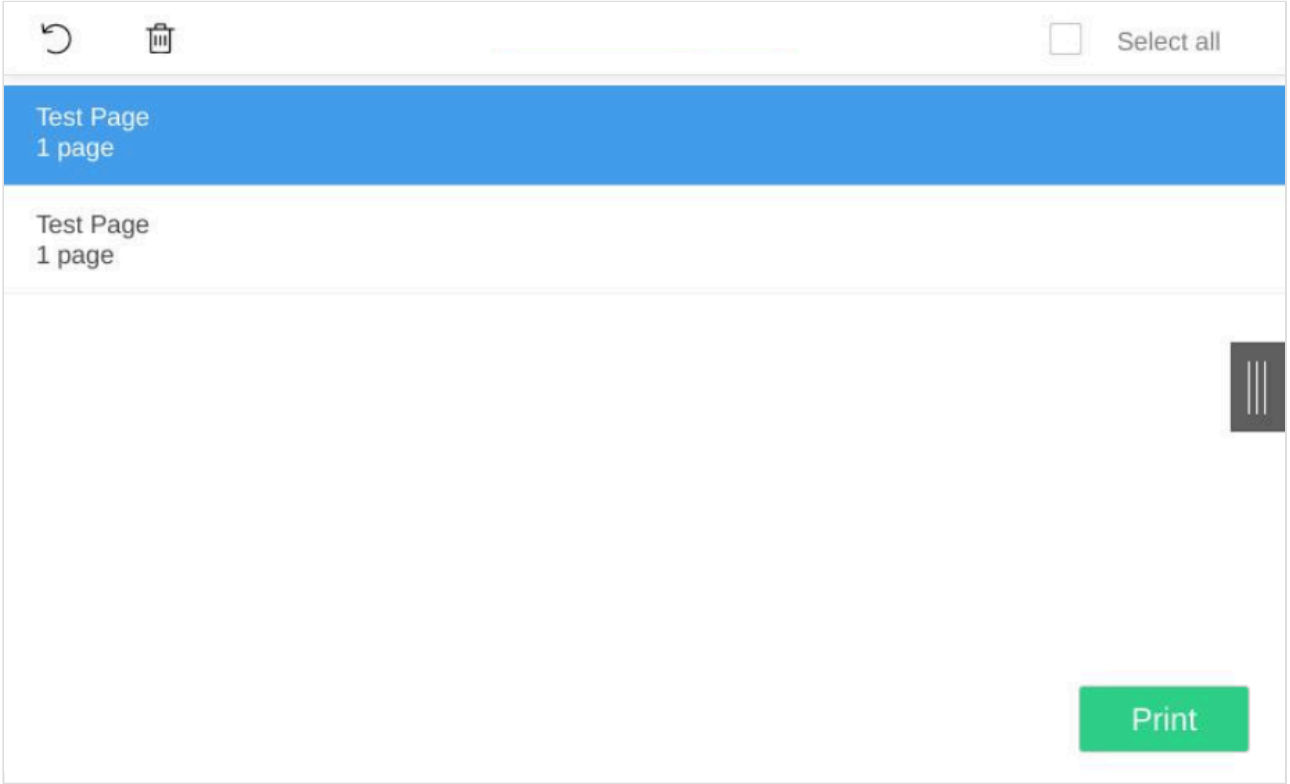
2. If asked, enter **PIN code** (4-digit) on the touchscreen.
    - The **PIN code** is the same whether you sign in with ID code or card.
    - If you do not know your **PIN code**:
        - Open the **Cards and codes** menu in Printix App.

How to release documents at Xerox printer

1. **Sign in** to the printer.
    - Before 90 seconds have elapsed, select the Printix **Print** icon.



2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** 🗑.

- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at a Xerox printer

You can sign out from the printer using these methods:

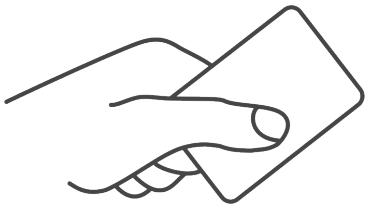
- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for 90 seconds, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
  - To get to the printer's Home screen, select the **Home** button.
- Present card to the printer's card reader.
  - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Xerox printer

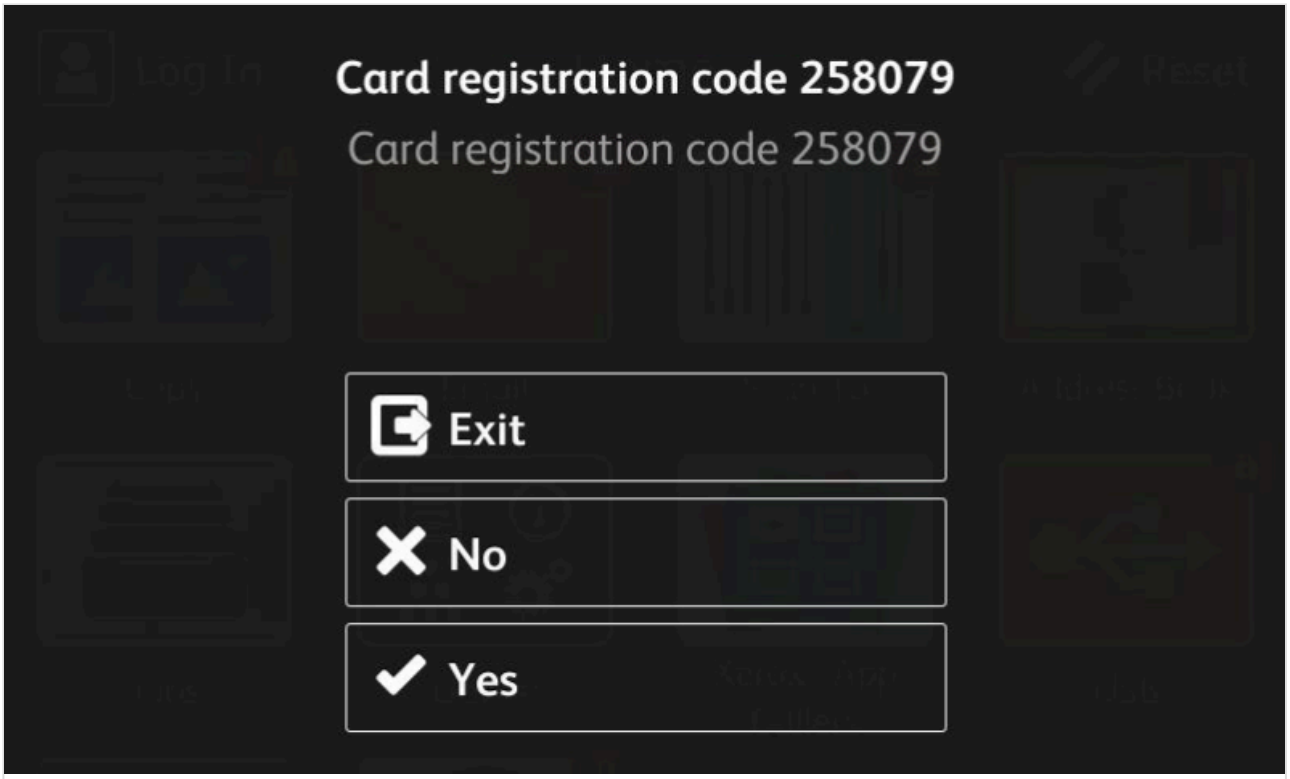
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.

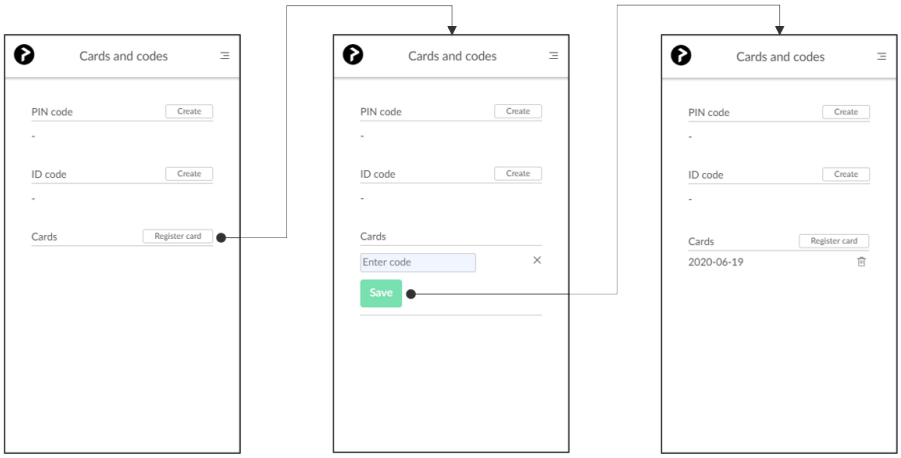


2. As it is an unknown card you will be presented with a 6-digit **Card registration code** (Example *258079*).
   - The code is valid for 1 hour.
   - Write down the code and select **Home** to close the screen.
   - Alternatively, you can close the screen by:
     - Selecting **Exit** and then **Cancel**.
     - Selecting **No** and then **OK**.
     - Selecting **Yes** and then **OK**.



Enter card registration code in Printix App

3. Open Printix App.
    - Alternatively, visit printix.net and select **Sign in**.
    - You are not required to use a phone, but can also open Printix App on your computer:
        - Open Printix Client menu and select **Release and print documents…**
        - Open a web browser and enter the Printix Home of your work or school (*acme*). Example: *https://acme.printix.net*



4. Select **Menu** ☰, and **Cards and codes** 🪪.
5. Select **Register card**.
6. Enter the 6-digit **Card registration code** you wrote down previously and select **Save**.

5. Printix Client

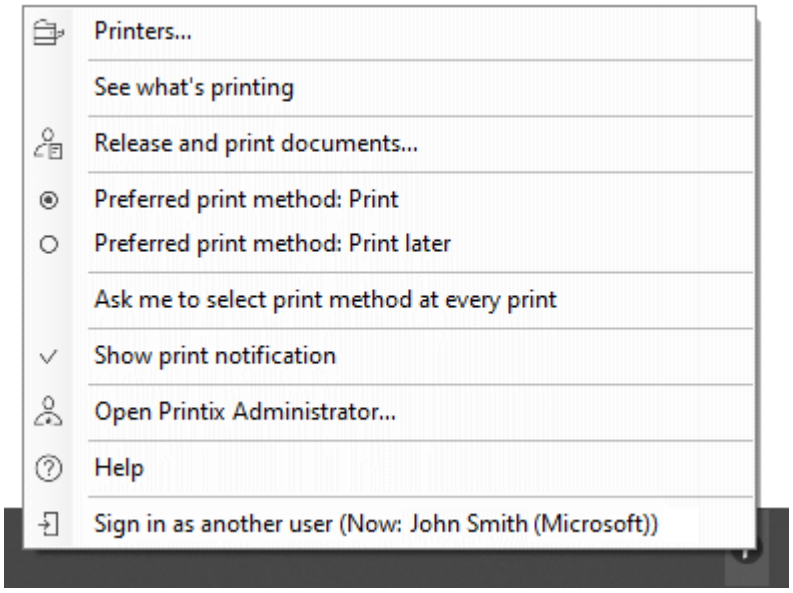
Printix Client automates the creation of print queues and installation of print drivers. Printix Client runs on Windows and Mac computers.

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

See also:

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

5.1. 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**
  Open User Manual in a web browser.

- **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*)

5.2. See what's printing

1. Open Printix Client to see the menu.
2. Select **See what's printing**.
   Documents will only be visible for a short period of time, unless they are queued behind other documents or if they are waiting for the printer to become available.

- **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 for the printer to become ready.
  - **Waiting to reserve printer**
    Another Printix user is printing on this printer, and during this time the printer is reserved. As soon as the documents have been printed the printer is no longer reserved. In case there is no communication, the printer reservation is automatically cleared after 5 minutes. By reserving the printer, other users' documents will not be intermixed with your documents, and this reduces the risk of users mistakenly collecting other users' documents from the printer's output bin.
  - **Connecting**
    Connecting to the printer.
  - **Printing**
    The document is being transferred to the printer and printed.
  - **Error**
    There is some sort of error.
  - **Printer error**
    There is an error on the printer. Please check its status and resolve the error, perhaps by restarting it.

5.3. 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

5.3.1. 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:

> Microsoft Defender SmartScreen may prevent Printix Client from running. You can safely select **Run anyway** and proceed with the installation of Printix Client.

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**.
3. The **Setup – Printix Client** wizard appears. Select **Next**.
4. Select **Install**. The installation begins.
5. The installation completes. Select **Finish**.

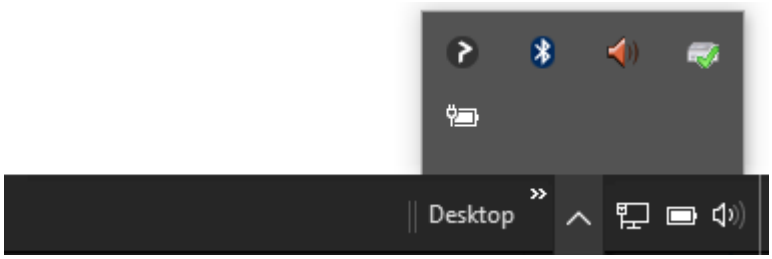
Sign in

> Sign in to Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers. Works with editions: Pro, Enterprise, and Education. Microsoft does not support Microsoft Entra join on Windows Home editions.

1. **Sign in** to Printix Client.
   - This is required first time.
   - After successful sign in to Printix Client you can close the browser window.

Next: Printing with Printix

You can always **Open Printix Client** from the notification area.



5.3.2. 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.

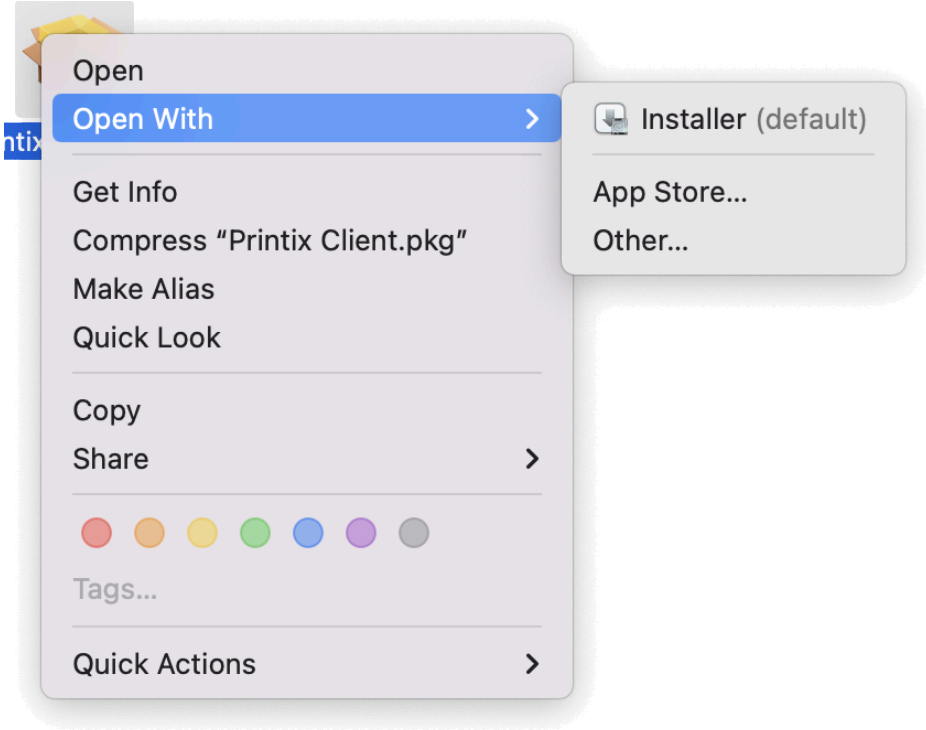
On Mac computers running macOS 10.15.1 or later you may get the message: *"Printix Client.pkg" can't be opened because Apple cannot check it for malicious software*.
Please see: FAQ – Printix Client for Mac will not install on macOS.

Mac computers with Apple M2 requires Printix Client for Mac version 1.3.1239 or later.
Please submit a support request if you need a newer version.

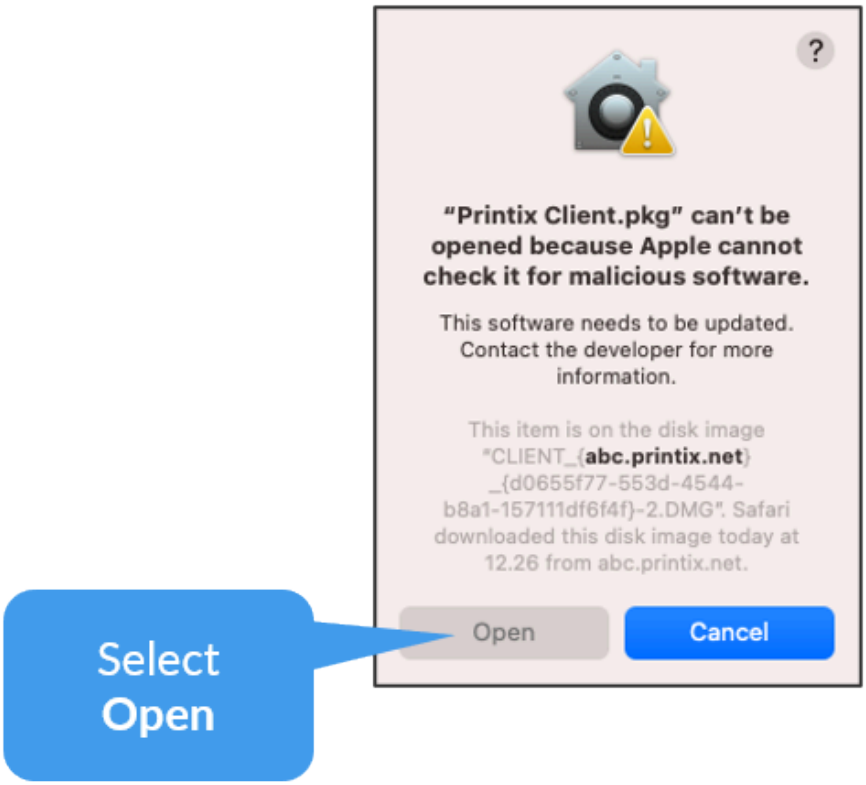
Install

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. Select and hold the **Control ^** key and right-click the cardboard box icon (Printix Client.pkg), select **Open With** and then **Installer**.



4. Select **Open**.



5. If the **Install Printix Client** dialog does not open, then repeat step 2-4 or open **Security & Privacy** as described in Apple documentation: *Safely open apps on your Mac*.
6. 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**.

7. Select **Install**.
8. Enter your **Password** to allow installation. Select **Install Software**.
9. Select **Close** to finish installing Printix Client.

> Apple documentation: *Safely open apps on your Mac* (in particular the section: How to open an app that hasn't been notarized or is from an unidentified developer.
> Printix is indeed an identified Apple developer and the Printix Client software is signed with our Apple developer ID. We have reported this to Apple.

Sign in

1. **Sign in** to Printix Client.
    - This is required first time.
    - After successful sign in to Printix Client you can close the browser window.

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

Next: Printing with Printix

You can always **Open Printix Client** from the menu bar in the top of the screen.

6. How to

Categories:

- Sign in
- Printix App
- Printix Go
- Home office print
- Mobile print
- Chrome print
- Printix Client
- Printers
- Uninstall

Sign in

- How to sign in
- How to reset password
- How to change language
- How to have your web browser translate Printix manuals
- 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

- How to capture with Android phone and tablet
- How to capture with iPhone and iPad

Printix Go

- How to sign in with ID code at the printer
- How to sign in with card at the printer
- How to release documents at the printer
- How to capture at the printer

- How to register card
- How to register card without a phone
- How to sign out

- How to manage cards
- How to reset ID code or PIN code
- How to see and reset ID code
- How to create and reset PIN code

- How to use Printix Go on Epson printers
- How to use Printix Go on HP printers
- How to use Printix Go on Konica Minolta printers
- How to use Printix Go on Kyocera printers
- How to use Printix Go on Lexmark printers
- How to use Printix Go on Ricoh printers
- How to use Printix Go on Xerox printers

Home office print

- How to print to home office printer

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 default printer
- How to print on both sides
- How to remove printers

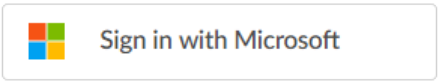
Uninstall

- How to uninstall Printix Client

6.1. How to sign in

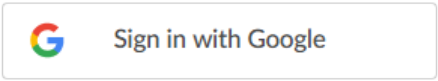
Sign in with Microsoft

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



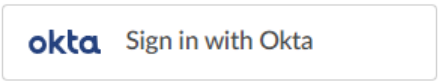
Sign in with Google

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



Sign in with Okta

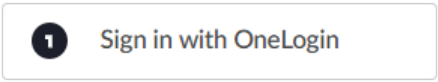
If you see **Sign in with Okta**, select this and sign in with your Okta account.



> Printix App for Android and iOS/iPadOS. If you administrator has enabled other sign in methods (not Microsoft and not Google), you will have to select **Alternate sign in** (or **Sign in with another method**) and then enter **Your Printix Home** (*acme.printix.net*). After you select **OK** proceed to select among the sign in methods your administrator has enabled, like **Okta**.

Sign in with OneLogin

If you see **Sign in with OneLogin**, select this and sign in with your OneLogin account.



> Printix App for Android and iOS/iPadOS. If you administrator has enabled other sign in methods (not Microsoft and not Google), you will have to select **Alternate sign in** (or **Sign in with another method**) and then enter **Your Printix Home** (*acme.printix.net*). After you select **OK** proceed to select among the sign in methods your administrator has enabled, like **OneLogin**.

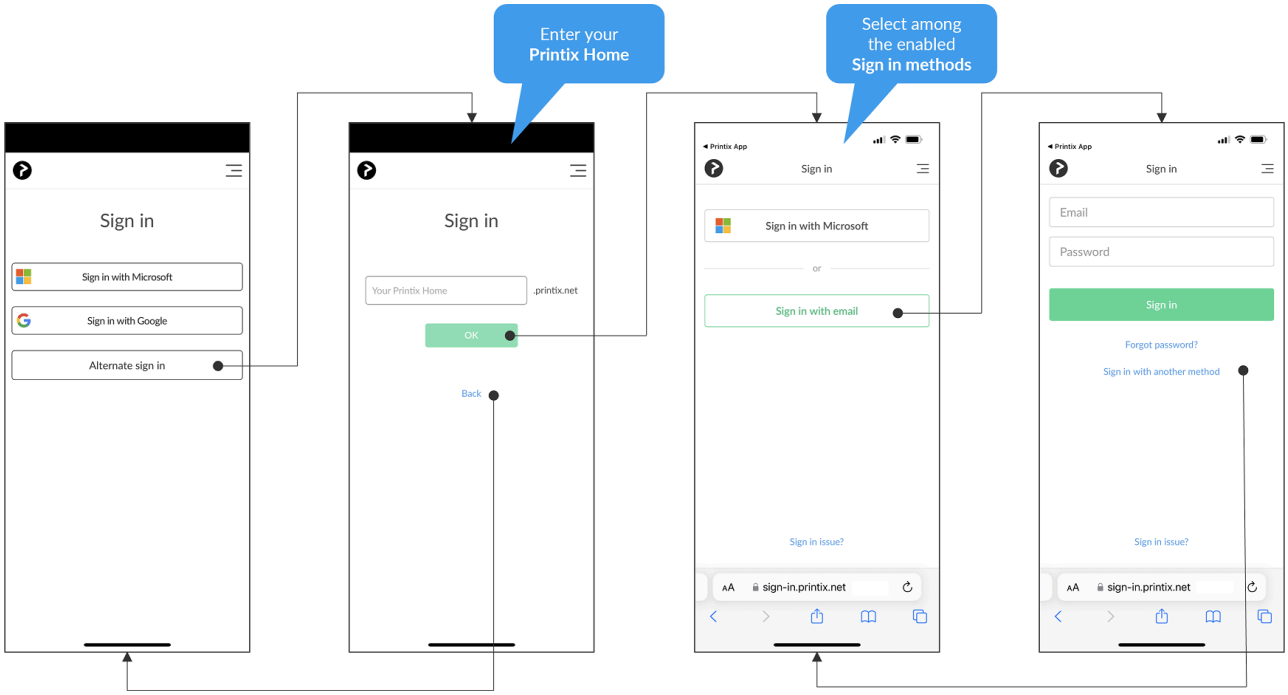
Sign in with email

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

Printix App for Android and iOS/iPadOS. If you administrator has enabled other sign in methods (not Microsoft and not Google), you will have to select **Alternate sign in** (or **Sign in with another method**) and then enter **Your Printix Home** (*acme.printix.net*). After you select **OK** proceed to select among the sign in methods your administrator has enabled, like **email** (Printix account).

Alternate sign in



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 Microsoft Entra ID is used with multiple Printix Homes.
- **Sign in with Google** and Google Workspace is used with multiple Printix Homes.
- **Sign in with Okta** and Okta is used with multiple Printix Homes.
- **Sign in with OneLogin** and OneLogin is used with multiple Printix Homes.
- **Sign in with email** and your Printix account is registered with multiple Printix Homes.

To change language, select **Menu** ☰, **Language**. (coming function)
If you want to change to another Printix Home (tenant), then select **Menu** ☰, and **Change home** ⌂.

6.2. How to reset password

If you want to change your password or have forgotten your password:

1. On the **Sign in** page select **Forgot password?**
    - This is NOT supported for the native Printix App for Android and iOS/iPadOS.
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 have your web browser translate Printix manuals

Printix manuals are available as online versions and PDF. The manuals are maintained in English only, but most web browsers can be configured to translate web pages and thereby the Printix online manuals.

Google Chrome

- Use Translate in Chrome web browser to translate the online manual to your language.

Microsoft Edge

- Use Microsoft Translator in Microsoft Edge browser

Mozilla Firefox

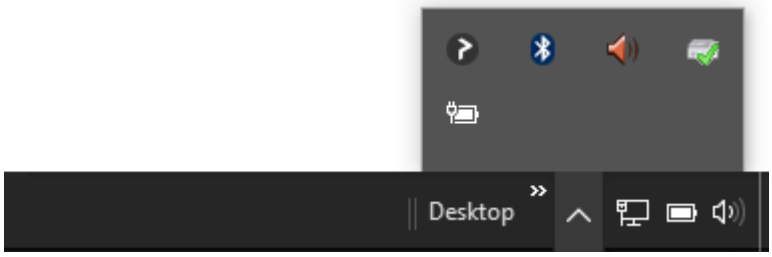
- Use the To Google Translate extension for Firefox.

Apple Safari

- Translate a webpage in Safari on Mac.

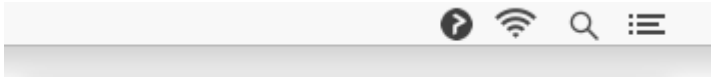
6.5. How to open Printix Client

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.

6.6. 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.

> If you get a blank screen you may have to clear browsing data.

Open Printix App on your phone or tablet

Android

- Select the Printix App on your Android device.

GET IT ON Google Play

iOS/iPadOS

- Select the Printix App on your iPhone or iPad.

Download on the App Store

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.

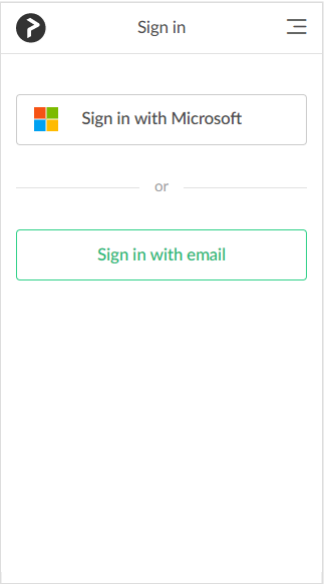
> ! Opening via the **Home Screen** works well if you **Sign in with email**, but if you **Sign in with Microsoft**, or **Sign in with Google**, you will be asked to sign in everytime. Instead we recommend you to **Bookmark** Printix App in your web browser, or install the native Printix App for Android or iOS/iPadOS.

6.7. How to register as a new user

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

- Register with your Microsoft account
- Register with your Google Workspace account
- Register with your Okta account
- Register with your OneLogin account
- Register with your network username and password
- Self-registration by email
- Get invited by email (always possible)

Register with your Microsoft account

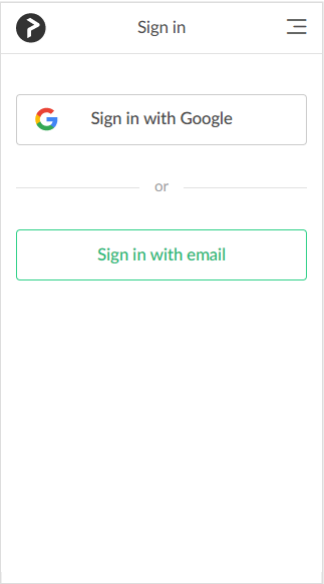


1. Select **Sign in with Microsoft**.
   If you are already signed in to the browser with your work or school account, then you are signed in automatically.
2. On the **Microsoft Sign in** page:
   - Enter your work or school account name. Accounts like (yourname)@(company).microsoftonline.com, can NOT 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.

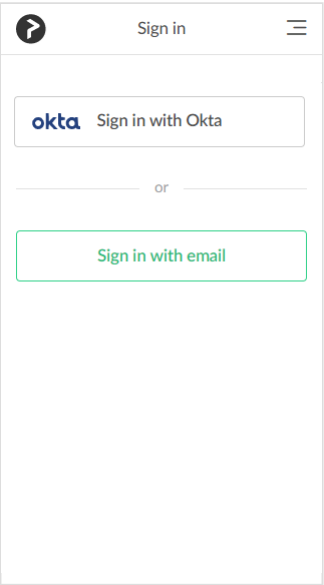
Register with your Google Workspace account



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 Okta account



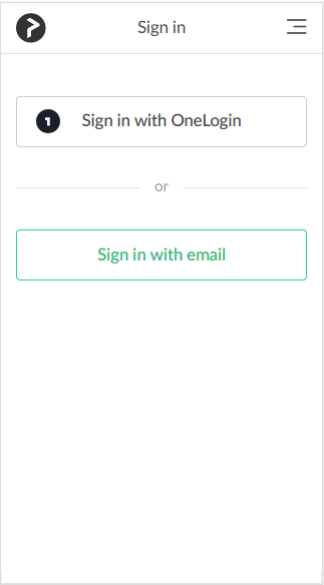
1. Select **Sign in with Okta**.

If you are already signed in to the browser with your Okta account, then you are signed in automatically.

2. On the **Okta Sign in** page:
    - Enter your 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.

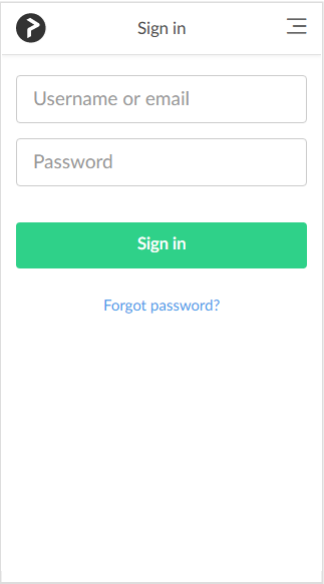
Register with your OneLogin account



1. Select **Sign in with OneLogin**.
   If you are already signed in to the browser with your OneLogin account, then you are signed in automatically.
2. On the **OneLogin Sign in** page:
    - Enter your account name.
    - Enter **Password**.
3. Select **Sign in**.
   You are automatically registered and receive the email: *"Get started with Printix …"*

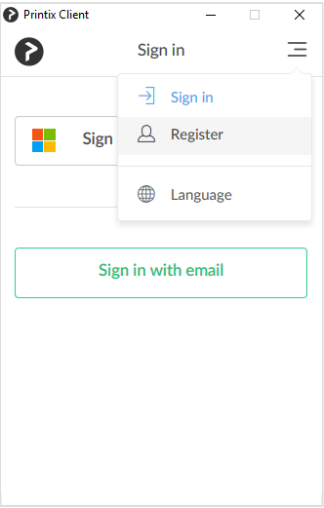
If you registered with your email address, then select **Sign in with email** and enter your email address and password.

Register with your network username and password.

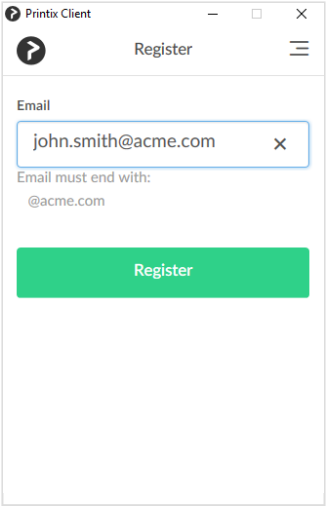


1. On the **Sign in** page:
    - Enter **Username**.
    - Enter **Password**.
2. Select **Sign in**.
   You are automatically registered and receives the email: *"Get started with Printix …"*

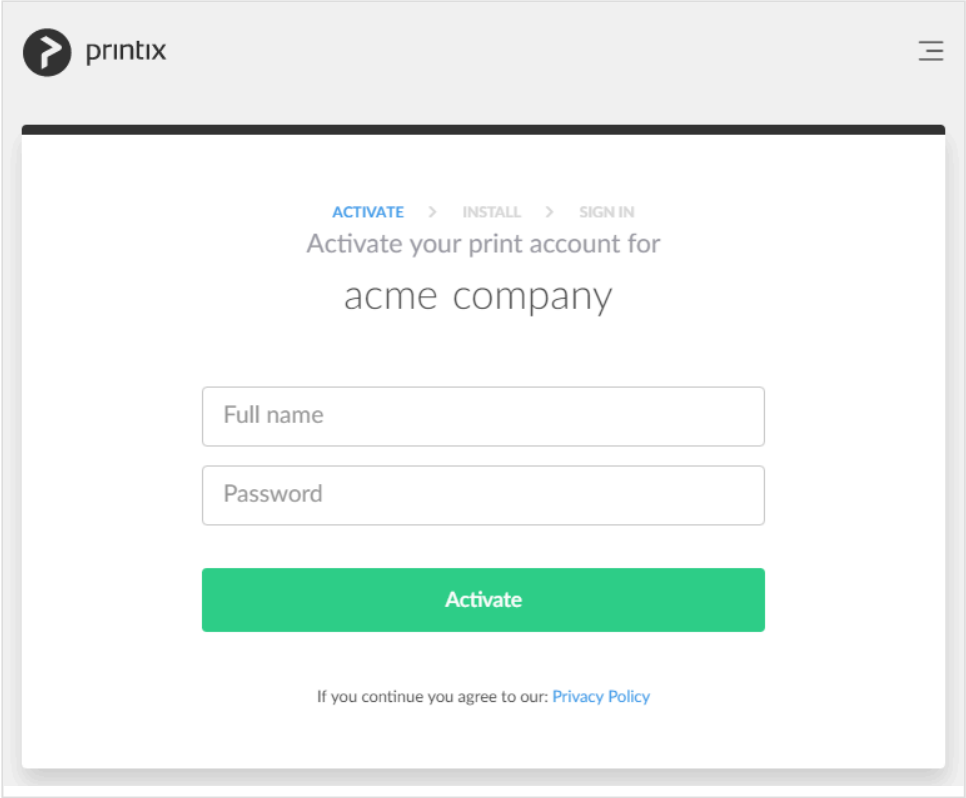
Self-registration by email



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

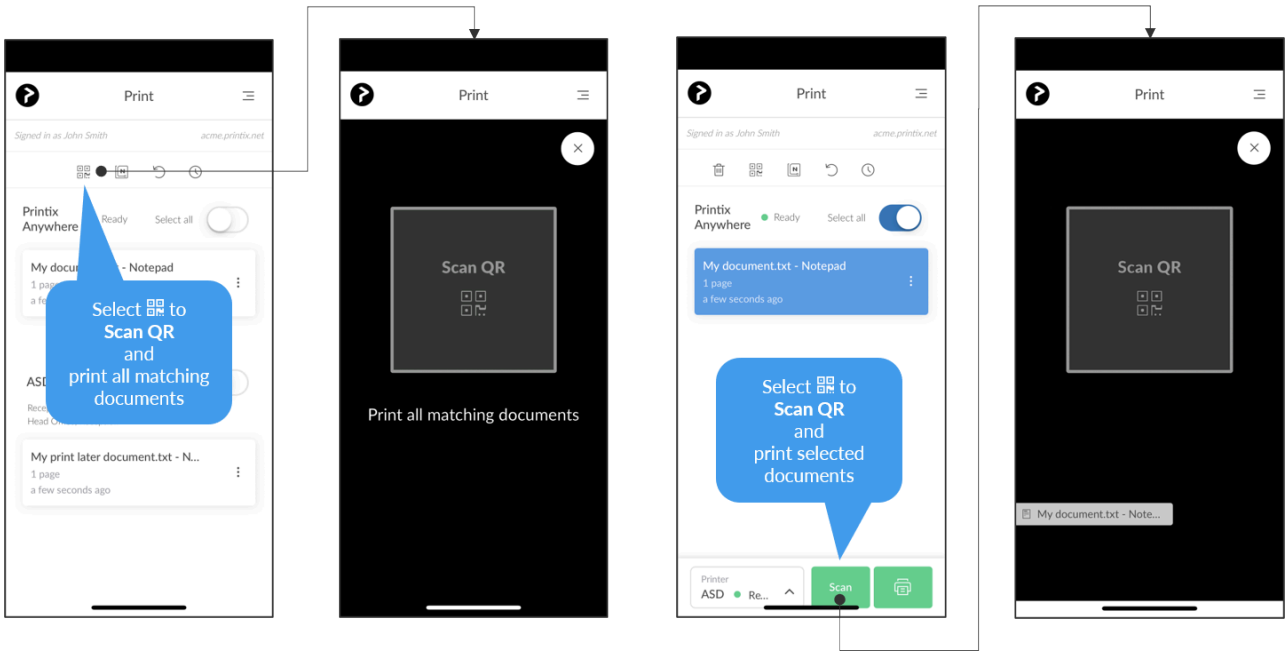
1. Contact someone with an administrative role and ask to be **Invited by email**:
   An email is sent to you.
2. Read the email: *"Welcome to Printix at …"* and select **Get started**.
   If you do not see the email within a few minutes then check your spam/junk mail folder.
3. On the **Activate your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

6.8. 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
- How to release documents at the printer

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.

   To print selected documents (anywhere or later), you can **A)** Select the **QR code** icon at the top of the page or, **B)** Select **Scan** at the bottom of the page.

- **Android**
  If asked, select **Allow** to allow Printix App to take pictures and record video.
- **iOS/iPadOS**
  If asked, select **OK** to allow Printix App to access the camera to scan QR codes.

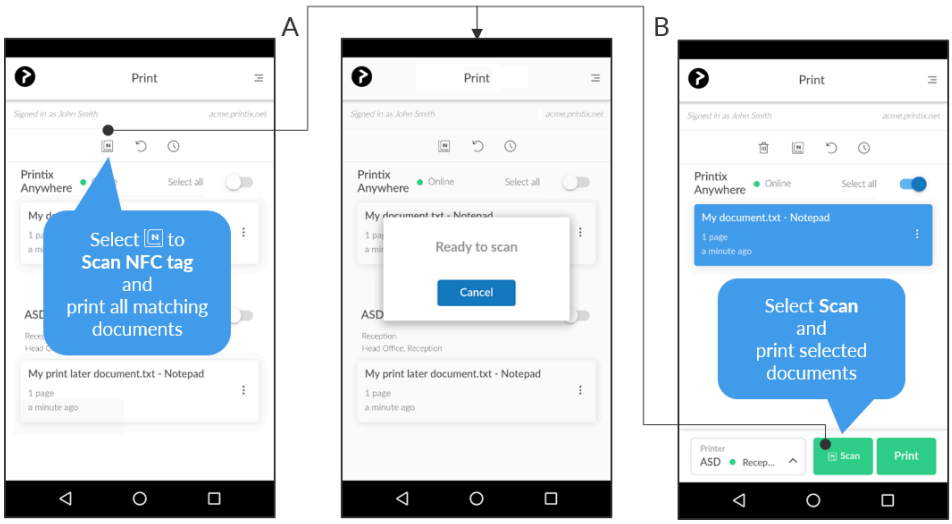
3. Use the camera to scan the QR code on the printer ID sign.
   - The message **Invalid QR code** will appear if the QR code does not reference a printer.
   - The message **Document is not for this printer** will appear if the scanned QR code does not match the selected print later documents. Select **Close**.

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
   - The message **No print queue** will appear if there is no valid print queue for the scanned QR code.

5. Documents will start to print.

> The **Scan** button is dimmed if there is no selected **Printer ID method** matching your secure print level (**1 – Must scan QR code** or 2 – **Must scan NFC tag**).

Scan NFC tag to release documents



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.

   To print selected documents (anywhere or later), you can **A)** Select the **NFC tag** icon at the

top of the page or, **B)** 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 phone's NFC detection area depends on the mark and model, and is typically on the backside near the top of the phone.
   - The message **Invalid NFC tag** will appear if the NFC tag is not registered with a printer.
   - 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**.

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
   - The message **No print queue** will appear if there is no valid print queue for the scanned NFC tag.

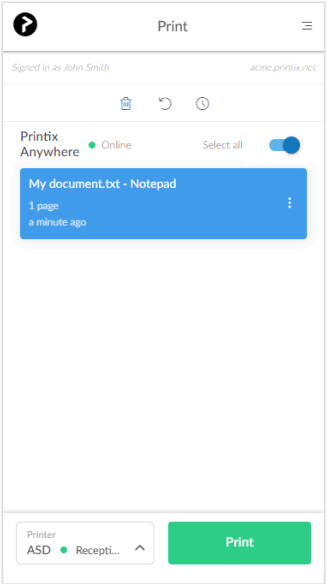
5. Documents will start to print.

> The **Scan** button is dimmed if there is no selected **Printer ID method** matching your secure print level (**1 – Must scan QR code** or 2 – **Must scan NFC tag**).

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



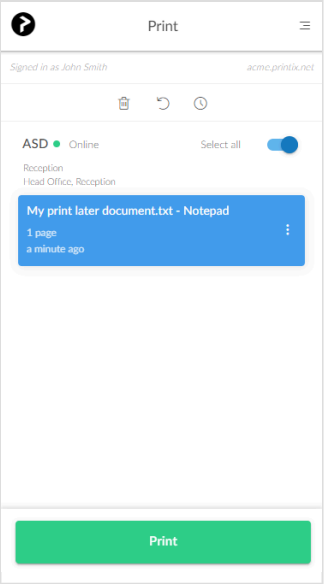
1. Open Printix App
2. Select a print anywhere document.

- 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.
   - Mobile printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud** (**On all networks**) checked.
   - Chromebook printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud** (**On all networks**) checked.

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.

6.9. 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.

1. Open Printix App.

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**

6.10. 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).

6.11. How to print to home office printer

If your company has enabled **Home office printing** for your company laptop, then you will experience the following behavior:

- When you power on your computer at home, it will try to discover your home printer(s).
    - Only powered on printers can be discovered.
    - If the printer is a USB printer, it must be attached to you computer.

- When at home, your computer will install a print queue for your home printer.
- The Printix managed home office print queue appears. This must be used for work related printing. Data is collected.
    - A parenthesis with the first part of your company's Printix Home (*acme.printix.net*) is appended to the printer name. Example: *myprinter (acme)*.
- Any existing print queue (*myprinter*) for the home printer remains untouched and can be used for personal printing. Data is not collected.

How to print work-related documents

1. Print as usual, but select the Printix managed home office print queue.
   Example: *myprinter (acme)*.

How to print personal documents

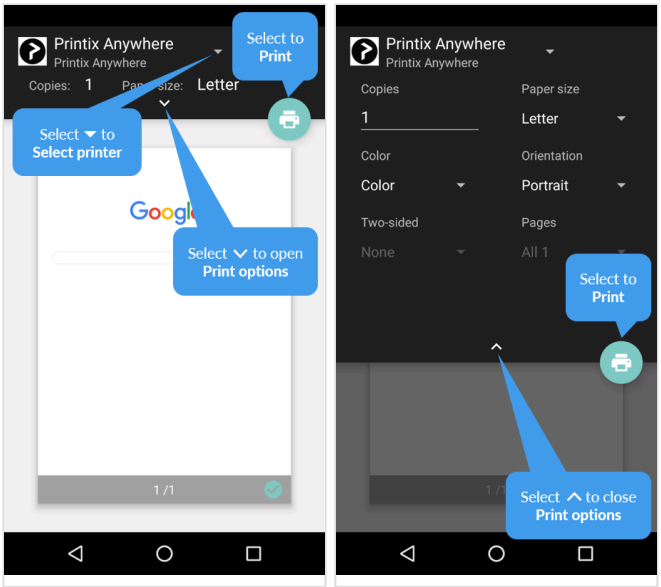
1. Print as usual, but select the printer queue without the appended parenthesis.
   Example: *myprinter*.

6.12. How to print from Android phone and tablet

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

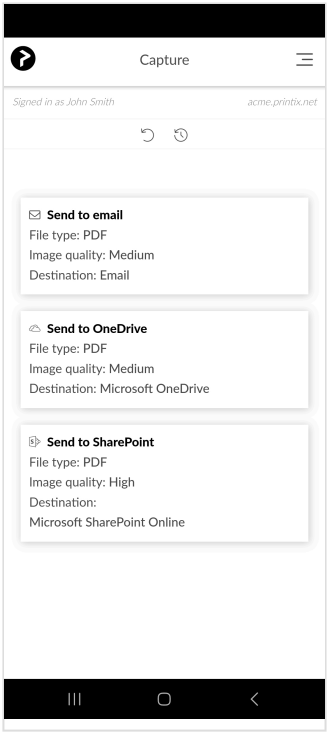
1. On your Android phone or tablet open the app you want to print from.
   - To find the print option, select the **Menu** ⋮ icon at the upper-right corner.
   - If you can not find the print option, read the app's documentation.

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. Anywhere documents can be released only to printers that has a print queue with **Via the cloud** (**On all networks**) checked.
   - You are subject to **Must print securely** or **Must print later by default**.

6.13. How to capture with Android phone and tablet



Capture is intended for text-based documents and output is delivered in black and white.

How to use the camera with a capture workflow

1. On your Android phone or tablet, open Printix App.
2. Select **Menu** in the top right corner.
3. Select **Capture** .
    - Alternatively, you can select **Capture** on the **Print** page.
4. Select the appropriate capture workflow.
    - Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.

5. Follow the instructions to take photo.
    - If you do not want to proceed with the workflow, then select **X** to cancel and return to the list of workflows.
    - The built-in automatic crop function works best if the document is placed on a darker background.
    - Select lightning icon to toggle use of torch light.
    - If asked, select **Allow** to allow Printix App to take pictures and record video.
6. Preview photo. Optionally, select **Retake** or select **Edit** to **Crop** or **Rotate** the image.
7. Select **Use**.

> If you did not **Crop** the image, it will be cropped automatically. If you are not satisfied with the result of the automatic cropping, then delete it, and then take it again, and this time crop the image manually, by selecting **Edit** and **Crop**.

8. Optionally, select **Add** to add another photo. Select **Delete** to remove photo from workflow. Select **Close** when done.
9. Select **Send**.

How to select photos for a capture workflow

1. On your Android phone or tablet open Printix App.
2. Select **Menu** in the top right corner.
3. Select **Capture** .
    - Alternatively, you can select **Capture** on the **Print** page.
4. Select the appropriate capture workflow.
    - Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.

5. Select **Gallery**.
6. Select photo.
   - If you do not want to proceed with the workflow, then select **X** to cancel and return to the list of workflows.
7. Preview photo. Optionally, select **Edit** to **Crop** or **Rotate** the image.
8. Select **Use**.

> If you did not **Crop** the image, it will be cropped automatically. If you are not satisfied with the result of the automatic cropping, then delete it, and then select it again in the **Gallery**, and this time crop the image manually, by selecting **Edit** and **Crop**.

9. Optionally, select **Add** to add another photo. Select **Delete** to remove photo from workflow. Select **Close** when done.
10. Select **Send**.

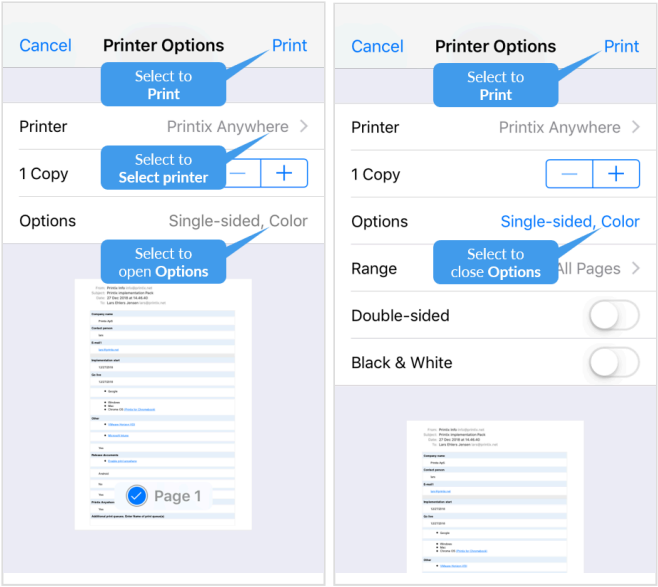
6.14. How to print from iPhone and iPad

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.

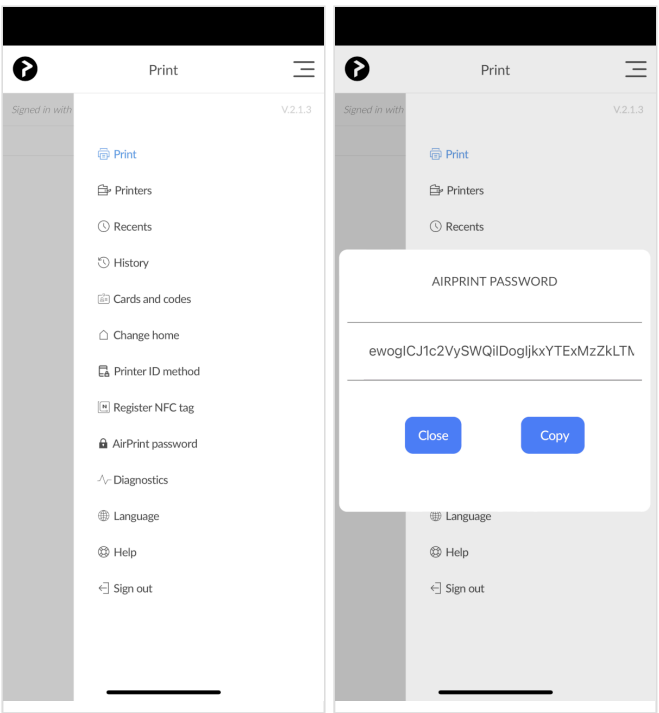
> Make sure the iPhone or iPad in not in **Low Power Mode**, as this prevents the Printix App from running in the background and present the Printix AirPrint printers.



3. Select **Print** in the upper-right corner. The document is printed.
   The document will be pending to be released from the Printix App if:
   - You print to a Printix Anywhere printer. Anywhere documents can be released only to printers that has a print queue with **Via the cloud** (**On all networks**) checked.
   - 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 the Printix App for iOS/iPadOS.
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 the Printix App.

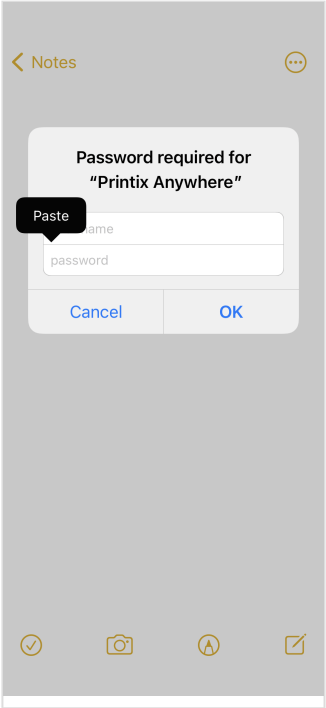


4. **Copy** the password to the clipboard.
5. **Switch** back to the **Password required for *"printer"*** dialog.

- 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**.
   - Enter a **Username**, which can be any string (Example: *noname*).

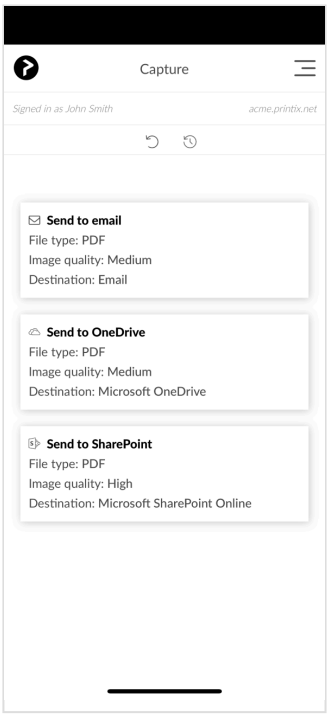
> If you leave the **Username** empty on an iPad, the **Password required for *"printer"*** dialog will appear every time you print to the printer.



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.

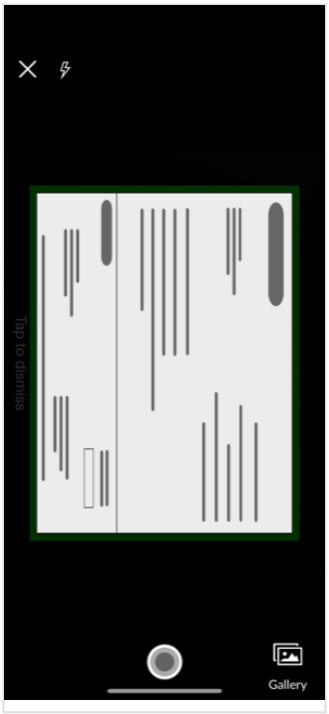
6.15. How to capture with iPhone and iPad



Capture is intended for text-based documents and output is delivered in black and white.

How to use the camera with a capture workflow

1. On your iOS phone or tablet, open Printix App.
2. Select **Menu** in the top right corner.
3. Select **Capture**
   - Alternatively, you can select **Capture** on the **Print** page.
4. Select the appropriate capture workflow.
   - Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.



5. Follow the instructions to take photo.
    - If you do not want to proceed with the workflow, then select **X** to cancel and return to the list of workflows.
    - The built-in automatic crop function works best if the document is placed on a darker background.
    - Select lightning icon to toggle use of torch light.
    - If asked, select **OK** to allow Printix App to access the camera to take photos.
6. Preview photo. Optionally, select **Retake** or select **Edit** to **Crop** or **Rotate** the image.
7. Select **Use**.

> If you did not **Crop** the image, it will be cropped automatically. If you are not satisfied with the result of the automatic cropping, then delete it, and then take it again, and this time crop the image manually, by selecting **Edit** and **Crop**.

8. Optionally, select **Add** to add another photo. Select **Delete** to remove photo from workflow. Select **Close** when done.
9. Select **Send**.

How to select photos for a capture workflow

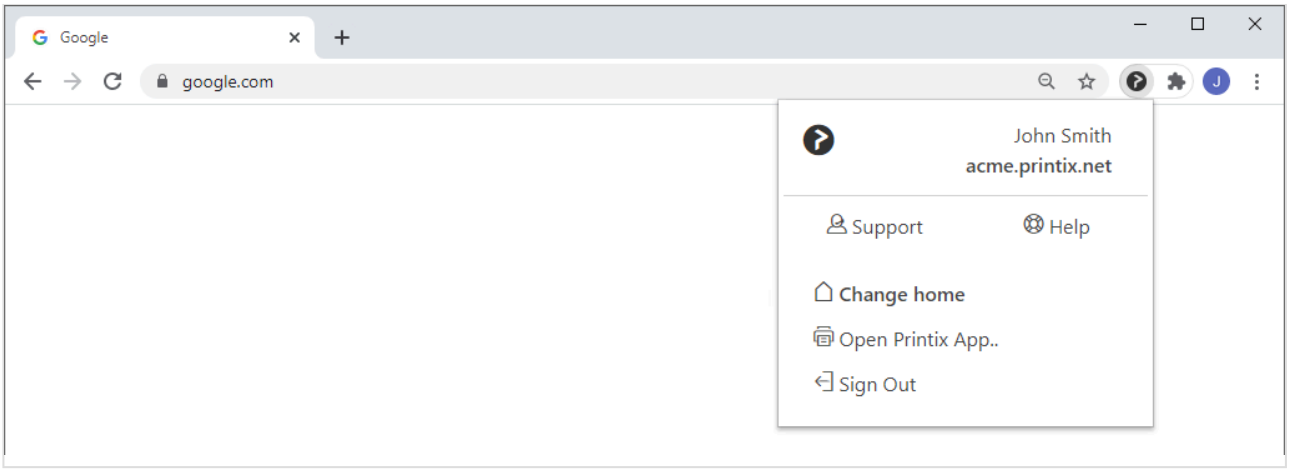
1. On your iOS phone or tablet, open Printix App.
2. Select **Menu** in the top right corner.
3. Select **Capture**
    - Alternatively, you can select **Capture** on the **Print** page.
4. Select the appropriate capture workflow.
    - Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.

5. Select **Gallery**.
6. Select photo.
    - If you do not want to proceed with the workflow, then select **X** to cancel and return to the list of workflows.
7. Preview photo. Optionally, select **Edit** to **Crop** or **Rotate** the image.
8. Select **Use**.

> If you did not **Crop** the image, it will be cropped automatically. If you are not satisfied with the result of the automatic cropping, then delete it, and then select it again in the **Gallery**, and this time crop the image manually, by selecting **Edit** and **Crop**.

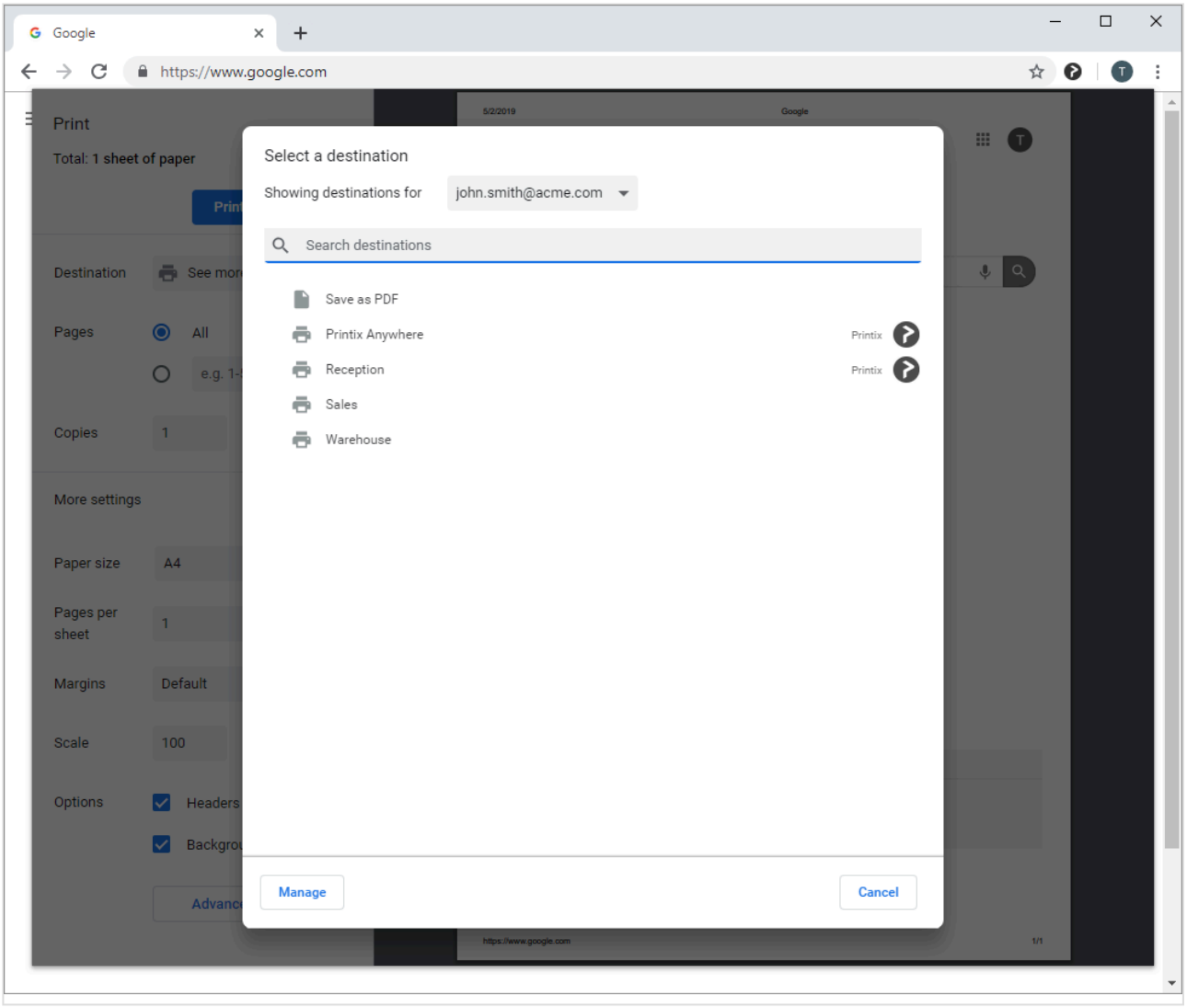
9. Optionally, select **Add** to add another photo. Select **Delete** to remove photo from workflow. Select **Close** when done.
10. Select **Send**.

6.16. How to print from Chrome



> You must have the Printix extension installed and be signed in to it.

1. Open the item you want to print in the Google Chrome browser.
2. Select **Print** on the menu (or select **Ctrl** + **P**).
3. Select **Change...**
4. In the **Select destination** dialog, select the Printix printer (*Reception*) as identified by the text Printix on the right.
    - Chrome printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud** (**On all networks**) checked.
5. Optionally, modify the available print settings or select print method **Print** or **Print later**.
6. Select **Print**.



Available print settings

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

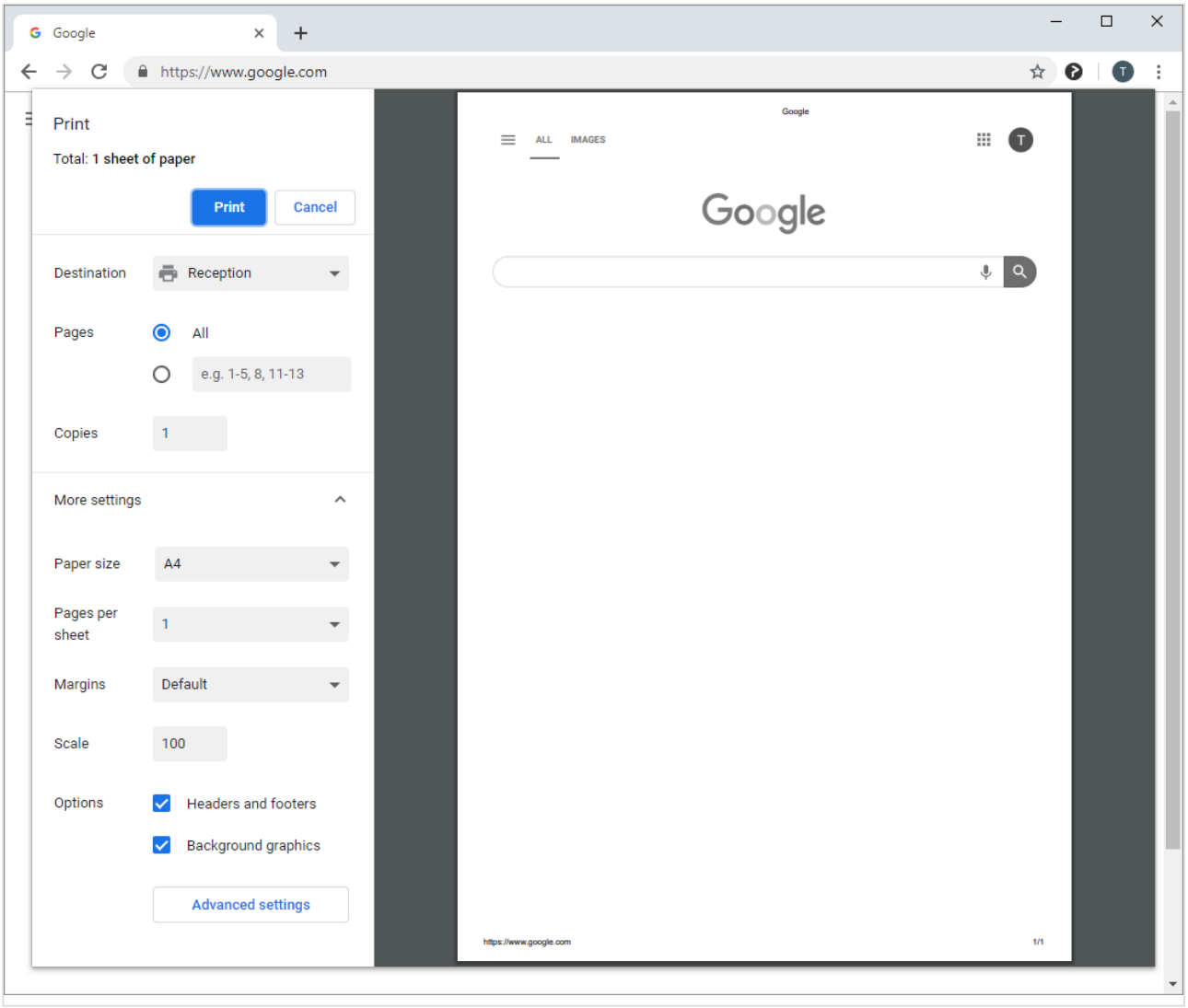
- **Pages**
  Always available.
- **Copies**
  Always available.
- **Layout**
  Not available if the document is a PDF. Not available if printer support PDF printing and **Process PDF/XPS** is unchecked. Otherwise, you can select between **Portrait** and **Landscape**.
- **Color**
  Not available if printer does not support color, or if the printer support PDF printing and **Process PDF/XPS** is unchecked. Otherwise, you can select between **Black and white** and **Color**.

Select **More settings** to see:

- **Paper size**
  Select paper size.
  - How to control the default and available paper sizes

- **Margins**
  Always available, except if the document is a PDF.
- **Scale**
  Always available.
- **Options**
  - **Headers and footers**
    Always available, except if the document is a PDF.
  - **Two-sided**
    Available if the printer supports this.
  - **Background graphics**
    Always available, except if the document is a PDF.

> Printix Client will consider the user's choice of the print settings: **Paper size**, **Color**, and **Two-sided**. The **Two-sided** print setting is not considered for Printix Anywhere print queue.



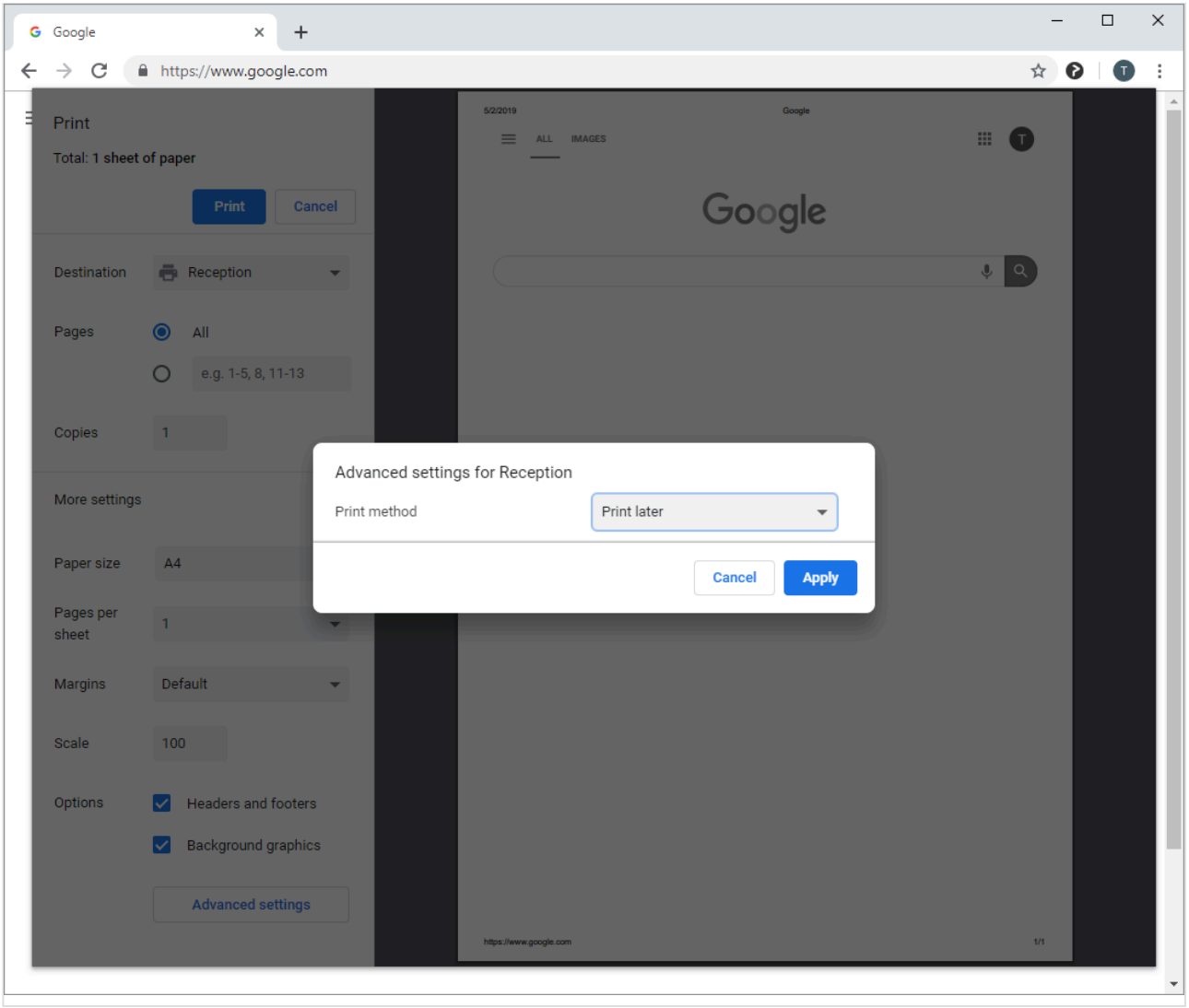
Select print method

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 or sign in at the printer to release documents.

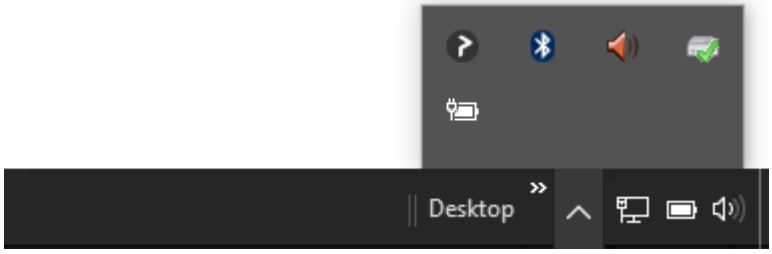


6.17. How to add printers

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

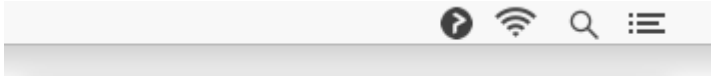
- Add printers on Windows
- Add printers on Mac

Add printers in Printix Client for Windows



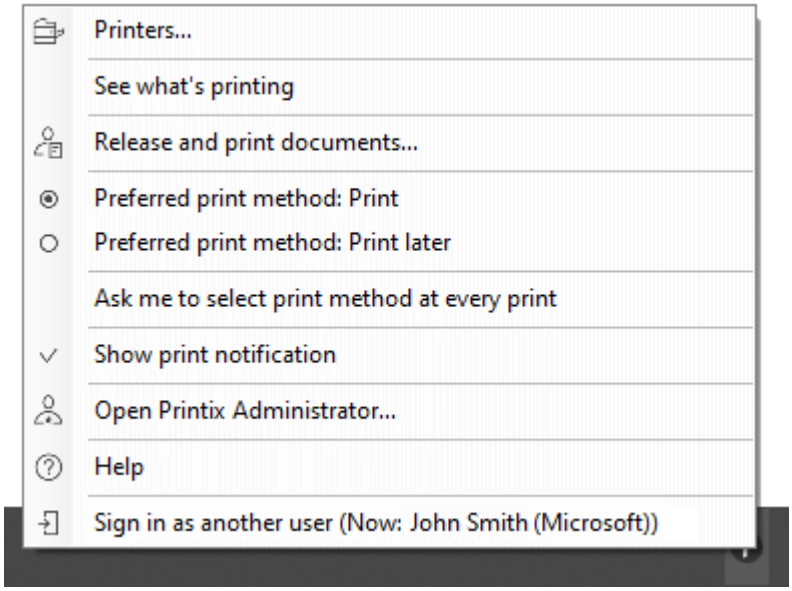
1. Select the arrow next to the notification area on the task bar.
2. Select the Printix Client icon.
   If it does not show, then Install Printix Client.
3. Printix Client menu appears.
4. Select **Printers...**
5. Select the printers you wish to install.
   If there are many printers to choose from 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**.

6.18. How to change your preferred print method and behavior



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

6.18.1. 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.

6.18.2. 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. Uncheck **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.

6.18.3. Continue printing as before

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

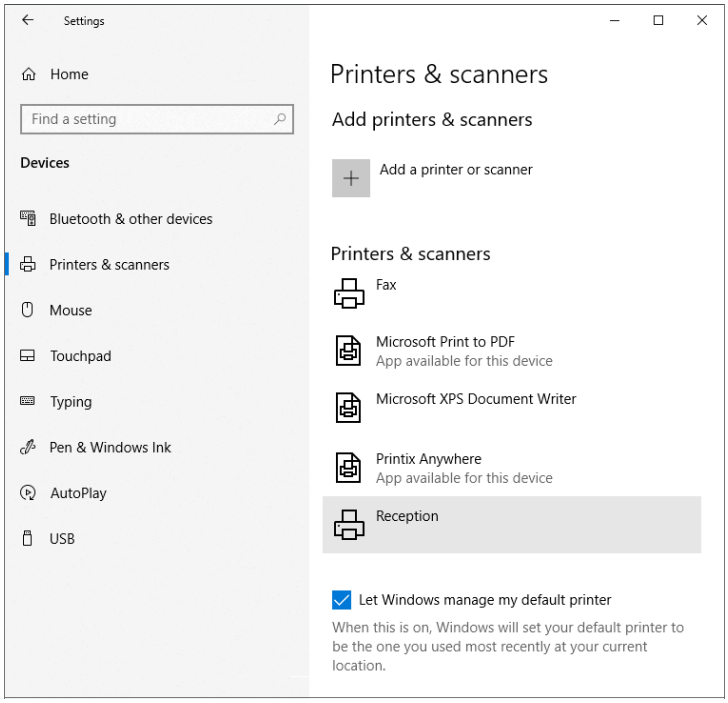
1. Open Printix Client menu
2. Select **Preferred print method: Print**
3. Uncheck **Ask me to select print method at every print**
4. Uncheck **Show print notification**

You will be printing directly without questions and notifications.

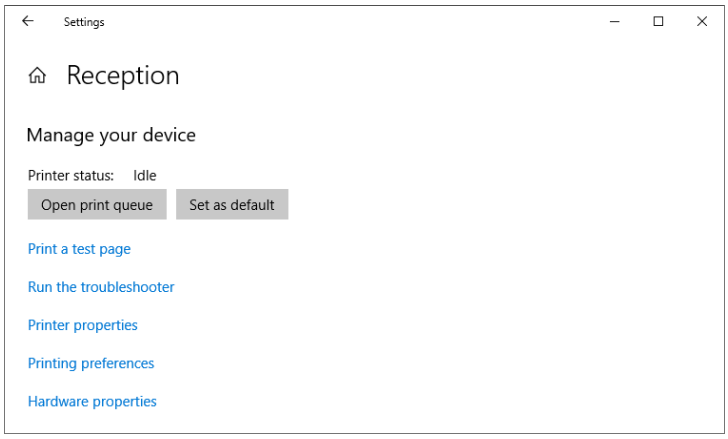
6.19. How to set default printer

By default, Windows will manage the default printer. You can turn off this behavior:

1. Select the **Windows** icon + **I**.
2. Select **Devices** (or **Bluetooth and devices** on Windows 11).
3. Select **Printers & scanners**.
4. Uncheck **Let Windows manage my default printer**.

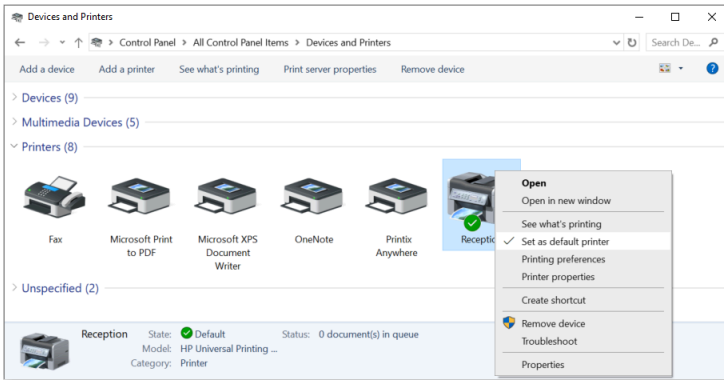


Set default printer on Windows



1. Select the **Windows** icon + **I**.
2. Select **Devices** (or **Bluetooth and devices** on Windows 11).
3. Select **Printers & scanners**.
4. Select the printer and select **Manage**.
5. Select **Set as default**.

Alternatively, do it from the **Control panel**.



1. Open **Control Panel** and select **Devices and Printers**.
2. Right-click printer and select **Set as default printer**.

Set default printer on Mac

1. Select **Apple menu** , **System Preferences...**, then select **Printers & Scanners**.
2. Select the drop-down menu labeled **Default Printer** and select the desired printer. If you select **Last printer used**, the computer remembers the printer you used last at your current network location.

6.20. 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**

> Does not work on print anywhere queue when using the default Print to PDF configuration.

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.

6.21. 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 Settings…**, then select **Printers & Scanners**.
2. Select the printer and select **Remove Printer…**.

On macOS 12 or earlier:

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

6.22. 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.

> If your organization has used for example Microsoft Endpoint Manager to deploy Printix Client as a required application, then Printix Client will be installed again.

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

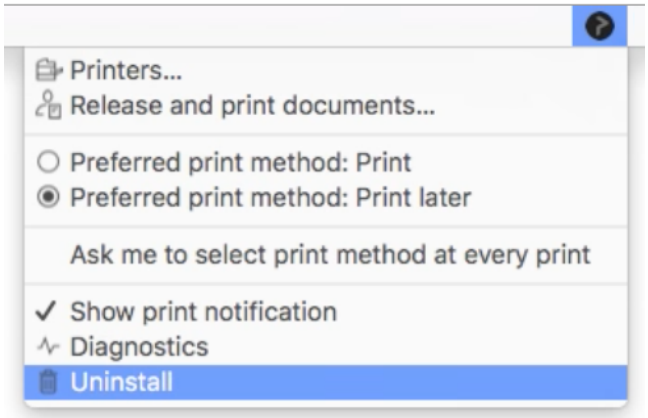
corresponds to the **Option** key.
3. Select **Uninstall**.

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. *sh /Users/Shared/.Printix.net/Service/uninstallMac.sh*

On macOS 10.15 or older you should use:

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 gets 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 around 2200 printers. If you need more, the software will automatically use four-letter IDs.

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.

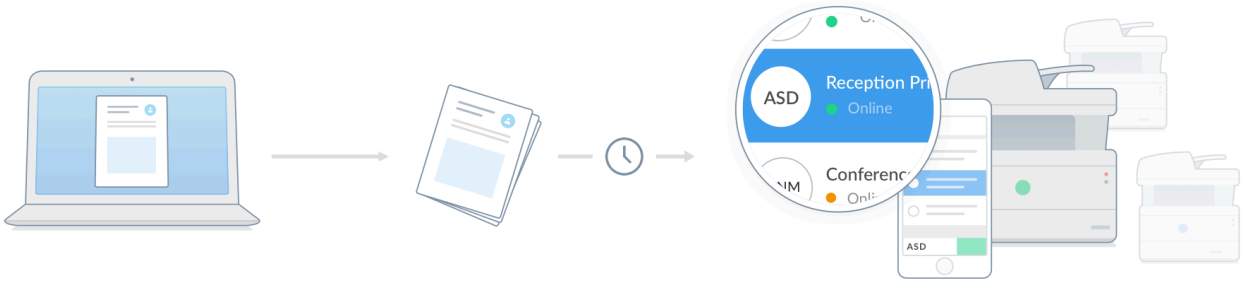
Printer ID examples:

- Reception **ASD**
- Sales **BNM**

Keyboard sequence for printer ASD and BNM

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/XPS** 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. Number of copies is not supported (only 1 copy is printed).

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 allow 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
- Access this manual
- Release documents
- Reprint recent documents

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.
  - The Printix Client displays the message **Printix is currently offline. Your document {file name} can be released when Printix is online again**.
  - With Printix Client version 1.3.1286.0 or later Printix Client will offer users to select a different printer after displaying the message: Printix is currently offline. You cannot release your document from Printix Anywhere until Printix is online again. Consider printing your

document now by selecting a different printer..
    - If you select **Printix Anywhere**, your document can only be released when the Internet connection is restored. Alternatively, you can print your document immediately at another printer that is listed. The printers to select from are those that are on the same network as your computer AND you have previously released to.
- **Print later**, but you can not release any documents.
  - The Printix Client displays the message **Printix is currently offline. If you select Print later, you can only release your document when Printix is online again**, and it prompts you to print now or print later.
  - If you still decide to use **Print later**, your document can only be released when the Internet connection is restored. Alternatively, you can **Print** your document immediately at the printer you originally selected.

If your Internet connection is lost and the printer is also unreachable (for example, it is offline or on another network), the print fails, then the Printix Client displays the message **Your document {file name} is deleted. Your document cannot be printed, because Printix Client is offline and cannot reach the target printer {printer name}**.

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 its name is by default modified to 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/5G.
- Print data is sent directly to the printer without involving the phone.

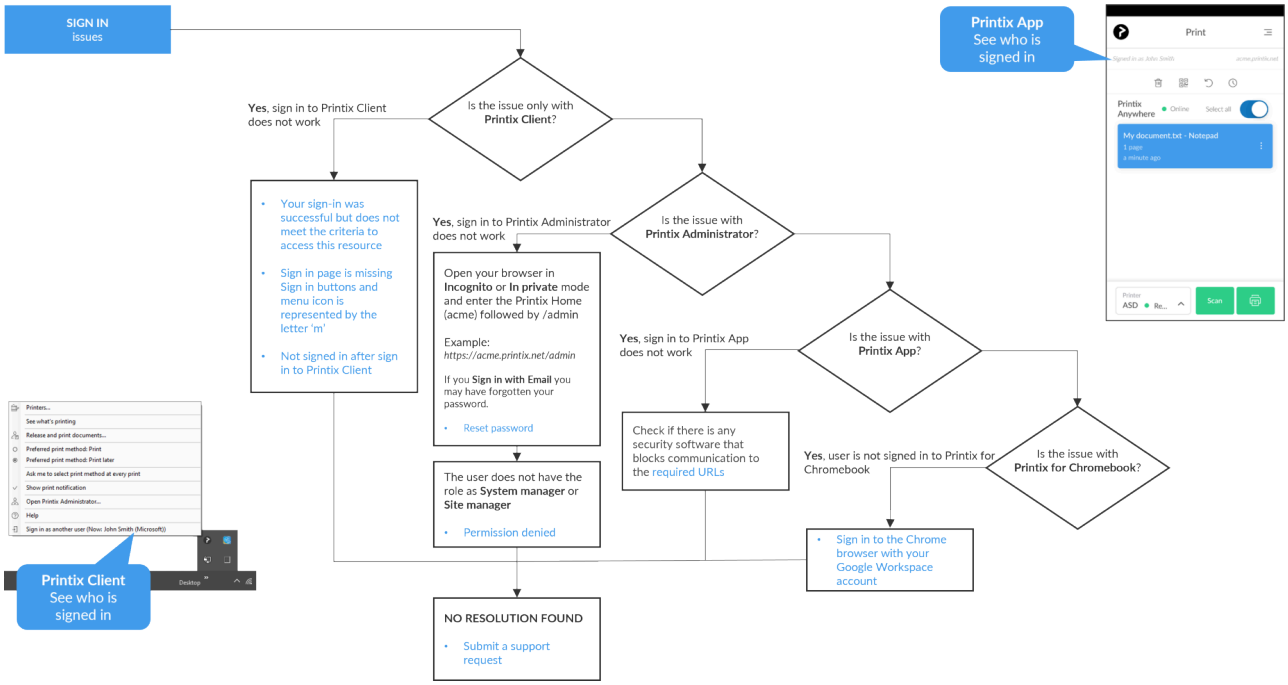
7.8. Are documents stored on my phone?

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
- Permission denied
- Wrong ID code
- Wrong PIN code
- Http failure response for (unknown url): 0 Unknown Error

8.1. Print issues



As you release documents for printing in the Printix App, 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
- Printix App says: Document release is not possible at the moment due to system error
- Printix App says: Internal error

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 the 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.

Printix App says: Document release is not possible at the moment due to system error

- There is an issue with the Printix Cloud and therefore, it is not possible to release documents from the Printix App. You may want to check the **Announcements** section if there are any ongoing system errors.

RESOLUTION: Try again when the system error has been fixed.

Printix App says: Internal error

- There is an internal error in Printix App. You select the message to see details. If the issue continues, please make a screenshot and submit a support request.

RESOLUTION: Try to stop and start 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.

See also: How to reset password

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 the Printix Cloud.
- Verify that you can reach the printer, that is, you can **ping** the print from a computer with Printix Client on the printer's network.
  RESOLUTION: Wait until data has been fetched. Please submit a support request if it keeps happening.

8.5. Permission denied

- You are trying to **Sign in** to Printix Go, but your **ID code** or **PIN code** is wrong.
  RESOLUTION: Open Printix App and check your ID code and perhaps reset your PIN code.

- You are trying to **Sign in** to Printix Go with card, but your **PIN code** is wrong.
  RESOLUTION: Open Printix App and reset your PIN code.

8.6. Wrong ID code

You attempted to sign in at the printer (Printix Go), but you have entered a wrong ID code.

RESOLUTION: Try again, but this time select 👁 to see the digits entered and verify that they are the right six digits.

See also:

- How to sign in with ID code at the printer
- How to see and reset ID code

8.7. Wrong PIN code

You attempted to sign in at the printer (Printix Go), but you have entered a wrong PIN code.

RESOLUTION: Try again, but this time select 👁 to see the digits entered and verify that they are the right four digits.

Other PIN code messages:

- **PIN code disabled**
  This is shown after three consecutive, failed sign-in attempts. User must open Printix App and **Reset PIN code** and choose a new and different value, otherwise Printix App will show **The new PIN code must be different from the previous one**.
- **Wrong PIN code. Remaining attempts: X**
  This is shown when a wrong PIN code is entered.
- **You need to create a PIN code**
  This is show if PIN code is required but not yet created by the user. User must open Printix App and **Create PIN code**.

See also:

- How to sign in with ID code at the printer
- How to sign in with card at the printer
- How to see and reset ID code or PIN code
- How to create and reset PIN code

8.8. Http failure response for (unknown url): 0 Unknown Error

Having more than 20 printers marked as favorites in Printix App may result in the **Error message**: *Http failure response for (unknown url): 0 Unknown Error*.

RESOLUTION: Open the **Printers** page and reduce the number of favorite printers by selecting the solid star ★ to remove printer as favorite.