



Tungsten Printix User Guide

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TUNGSTEN
AUTOMATION

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Chapter 1

Introduction

This documentation describes how to use the Tungsten Printix Cloud Print Management Service for flexible, secure, and mobile printing.

If you are a new user, follow the instructions in [Getting started](#).

If you are an administrator, see the [Printix Administrator Help](#).

Quick links

Use these links to quickly locate details about typical tasks:

- [Register as a new user](#)
- [Install the Printix Client for Windows](#)
- [Open the Printix Client menu](#)
- [Print with Printix](#)
 - [Print from Android phone or tablet](#)
 - [Print from iPhone or iPad](#)
 - [Print from Chrome](#)
- [Add printers](#)
- [Open the Printix App](#)
- [Printix Go](#)
- [Printix Product Support](#)

Chapter 2

Getting started

Before you can start using the Printix Cloud Print Management Service:

- Ask your administrator about your [Printix Home](#).
- [Register as a new user](#).
- Install the Printix Client on a [Windows](#) or [Mac](#) computer.
- Install the Printix App on your phone or tablet.
 - [Get Printix App for Android](#)
 - [Get Printix App for iOS/iPadOS](#)

Also, see these topics to help you get started:

- [How to sign in](#)
- [How to reset your password](#)
- [How to open the Printix Client menu](#)
- [How to open the Printix App](#)
- [How to change the language](#)

Printix Home

The Printix Home is a URL that represents your organization. It is required for specific work processes.

Example: The Printix Home for a fictional organization named Acme would be `acme.printix.net`, which is used as an example throughout the user documentation.

To obtain the Printix Home URL for your organization, contact your administrator.

Register as a new user

As described below, some registration methods may already be enabled by your administrator:

- [Register with your Microsoft / Google Workspace / Okta / OneLogin account](#)
- [Register with your network user name and password](#)
- [Self-registration by email](#)
- [Request an email invitation](#)

Register with your Microsoft / Google Workspace / Okta / OneLogin account

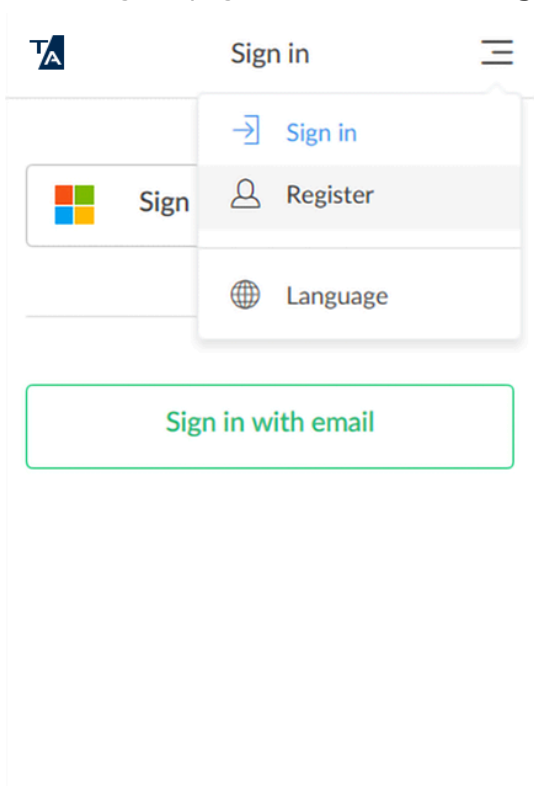
If your administrator enabled Microsoft, Google Workspace, Okta, or OneLogin authentication, you are automatically registered when you first sign in with your respective account. You also receive an email with the subject Get started with Printix.

Register with your network user name and password

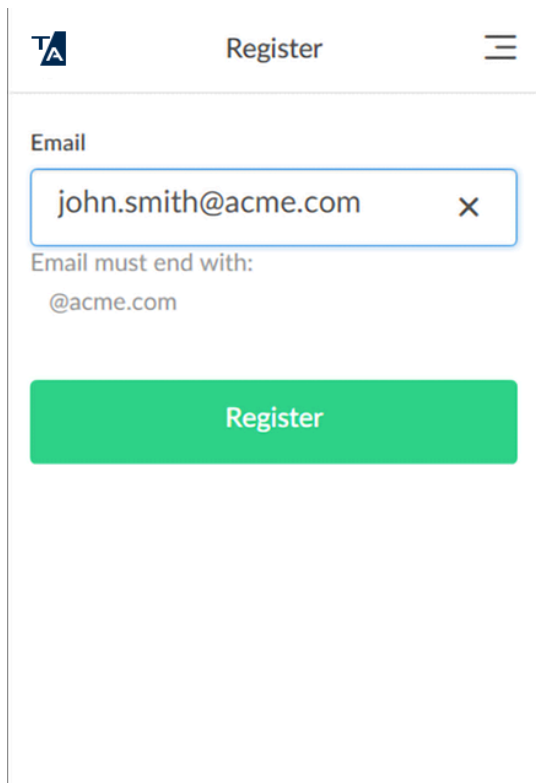
If your administrator enabled Active Directory authentication, you are automatically registered when you first sign in with your network account. You also receive an email with the subject Get started with Printix.

Self-registration by email

1. Open a web browser and enter your [Printix Home](#) URL.
Example: acme.printix.net
2. On the sign-in page, select **Menu** ☰ > **Register** in the top right corner.

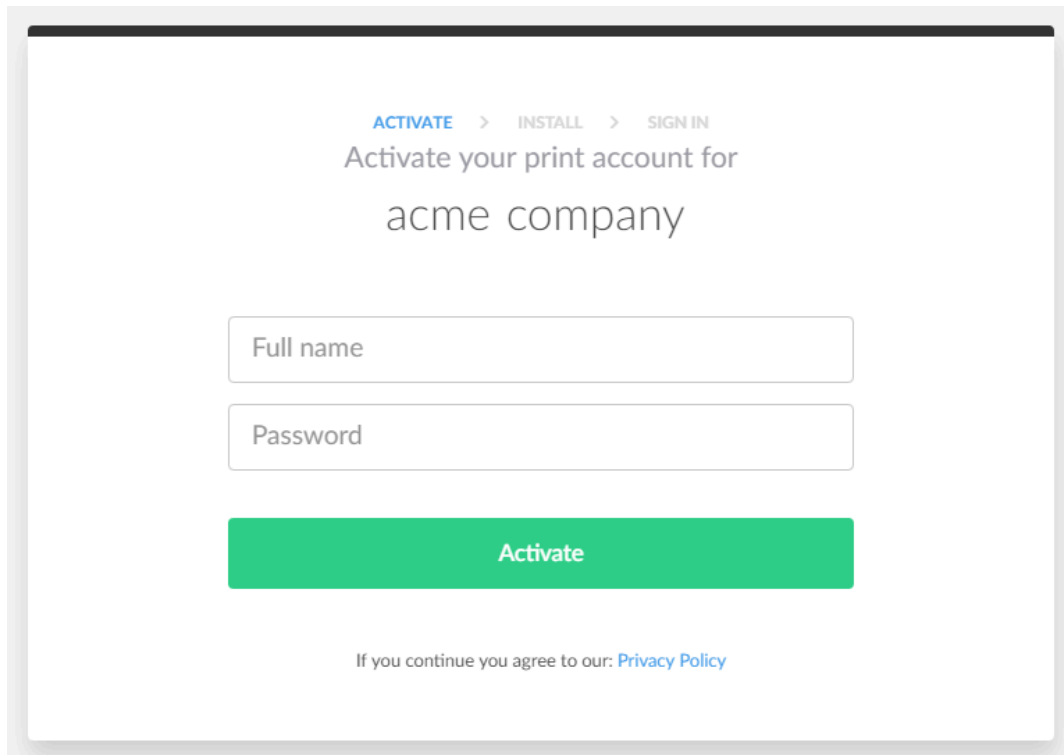


3. On the **Register** page, enter your email address.



The screenshot shows a mobile application interface for registration. At the top, there is a logo on the left, the word "Register" in the center, and a hamburger menu icon on the right. Below the header, there is a section labeled "Email". Inside this section, there is a text input field containing the email address "john.smith@acme.com" and a small "x" icon to its right. Below the input field, there is a validation message: "Email must end with:" followed by "@acme.com". At the bottom of the form, there is a prominent green button with the text "Register" in white.

4. Select **Register**.
You receive an email with the subject **Welcome to Printix**.
5. Open the email and select **Get started**.
If you do not see the email within a few minutes, check your spam/junk mail folder.
6. On the **Activate your print account for {organization}** page:
 - Enter your full name.
 - Enter your password.



[ACTIVATE](#) > [INSTALL](#) > [SIGN IN](#)

Activate your print account for
acme company

Full name

Password

Activate

If you continue you agree to our: [Privacy Policy](#)

7. Select **Activate**.

Request an email invitation

1. Contact a member of your organization with a system manager role and ask to be invited by email.
You receive an email with the subject **Welcome to Printix**.
2. Open the email and select **Get started**.
If you do not see the email within a few minutes, check your spam/junk mail folder.
3. On the **Activate your print account for {organization}** page:
 - Enter your full name.
 - Enter your password.
4. Select **Activate**.

Install the Printix Client for Windows

- [Download the installer file](#)
- [Install the Printix Client](#)
- [Sign in](#)

Download the installer file

On your Windows computer:

1. Open a web browser and enter the Printix Home URL for your organization followed by / **download**.
Example: acme.printix.net/download
2. Select **Download Printix Client**.

i Do not rename the installer file, because it prevents the Printix Client from working with your Printix Home.

Install the Printix Client

Printix Client requires [.NET Runtime 6](#).

Open and run the file you downloaded:

1. Double-click **CLIENT_{home}_{id}.EXE**.

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

If a User Account Control dialog box appears, select **Yes** when prompted to allow the Printix Client Setup program to make changes on this computer.

2. Change the setup language if required. Select **OK**.
The **Setup - Printix Client** wizard appears.
3. Select **Next**.
4. Select **Install**.
The installation is started.
5. After the installation is complete, select **Finish**.

Sign in

After the installation, the sign-in page appears in a web browser. See [How to sign in](#).

- Sign-in is required the first time you start the Printix Client.
- After signing in to the Printix Client, you can close the browser window.

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

Install the Printix Client for Mac

- [Download the installer file](#)

- [Install the Printix Client](#)
- [Sign in](#)

Download the installer file

On your Mac computer:

1. Open a web browser and enter the Printix Home URL for your organization followed by **/download**.
Example: acme.printix.net/download
2. Select **Download Printix Client**.

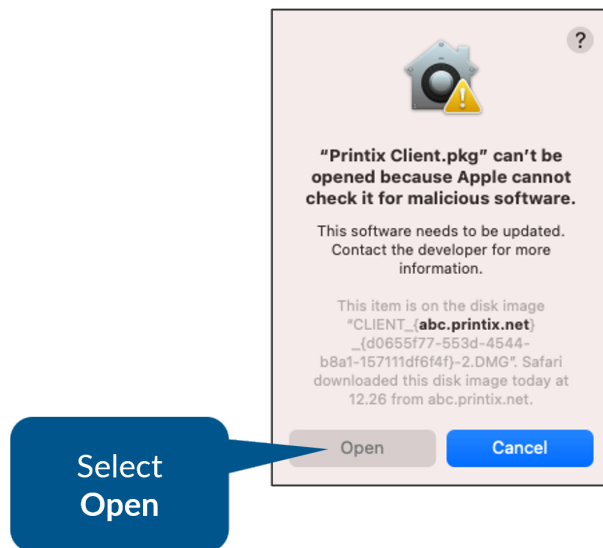


- Do not rename the installer file, because it prevents the Printix Client from working with your Printix Home.
- On Mac computers running macOS 10.15.1 or higher, you may get the message: **Printix Client.pkg can't be opened because Apple cannot check it for malicious software**. See: [FAQ - Printix Client for Mac will not install on macOS](#).
- Mac computers with Apple M2 require Printix Client for Mac version 1.3.1239 or higher. Submit a support request if you need a newer version.

Install the Printix Client

Open and run the file you downloaded:

1. Open the **Downloads** folder, which is typically available from the Dock at the bottom of the screen.
2. Double-click **CLIENT_{home}_{id}.DMG**.
After a few seconds, the Printix Client dialog box appears.
3. Hold down the **Control** ^ key and right-click the **Cardboard box** 📦 (Printix Client.pkg), then select **Open With > Installer**.
A warning message appears.



4. Select the option (typically **Open** or **OK**) to continue the installation.
5. If the **Install Printix Client** dialog box does not appear, repeat steps [2](#) to [4](#) or change your system settings as described in the [related Apple documentation](#).

i Printix is an identified Apple developer and the Printix Client software is signed with our Apple developer ID.

6. In the **Install Printix Client** dialog box, select **Continue**. If you are prompted to select a destination, select **Install for all users of this computer**, then select **Continue**.
7. Select **Install**.
8. Enter your password to allow installation. Select **Install Software**.
9. Select **Close** to finish installing the Printix Client.

Sign in

After the installation, the sign-in page appears in a web browser. See [How to sign in](#).

- Sign-in is required the first time you start the Printix Client.
- After signing in to the Printix Client, you can close the browser window.

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

How to sign in

Your administrator configures which sign-in options are available to you on the sign-in page.

- [Sign in with Microsoft](#)

- [Sign in with Google](#)
- [Sign in with Okta](#)
- [Sign in with OneLogin](#)
- [Sign in with email](#)
 - You can also select this option to sign in with your network account.

Sign in with your Microsoft account

1. Select **Sign in with Microsoft**.

If you were already signed in to the browser with your work or school account, you are signed in automatically.

2. On the Microsoft sign-in page:
 - Enter your work or school account.
 - Enter your password.
3. Select **Sign in**.
4. If prompted, select **Accept** to grant permissions to Printix.

Sign in with your Google Workspace account

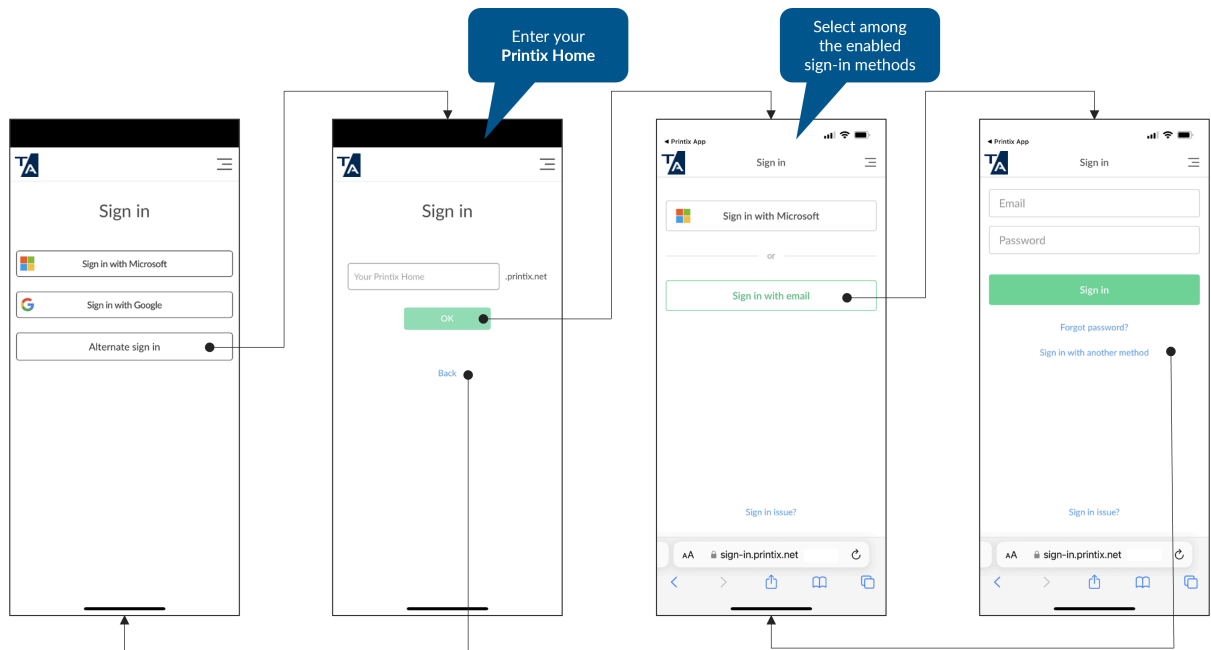
1. Select **Sign in with Google**.

If you were already signed in to the browser with your work or school account, you are signed in automatically.

2. On the Google sign-in page:
 - Enter your work or school account.
 - Enter your password.
3. Select **Sign in**.

Sign in with your Okta account

On the [Printix App](#) for Android and iOS/iPadOS, to sign in with Okta, select **Alternate sign in**, enter your Printix Home (such as acme.printix.net), then select **OK**. Then, you can select a sign-in method your administrator has enabled, such as Okta.



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

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

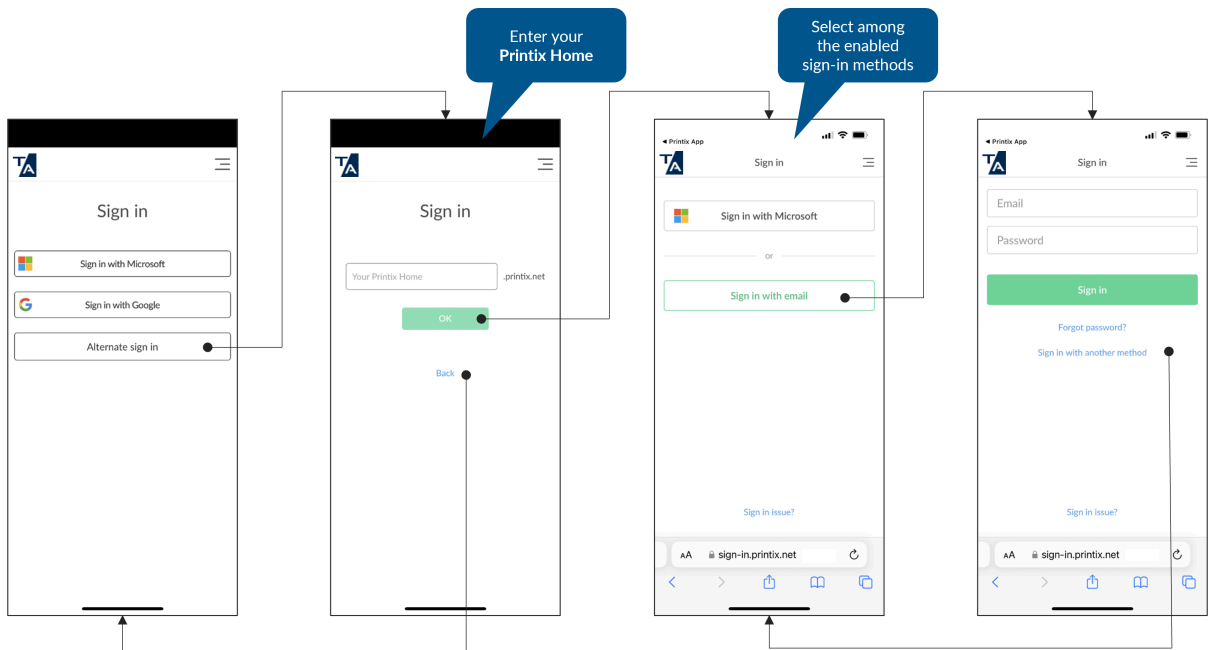
2. On the Okta sign-in page:

- Enter your account name.
- Enter your password.

3. Select **Sign in.**

Sign in with your OneLogin account

On the [Printix App](#) for Android and iOS/iPadOS, to sign in with OneLogin, select **Alternate sign in**, enter your Printix Home (such as `acme.printix.net`), then select **OK**. Then, you can select a sign-in method your administrator has enabled, such as OneLogin.



1. Select **Sign in with OneLogin.**

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

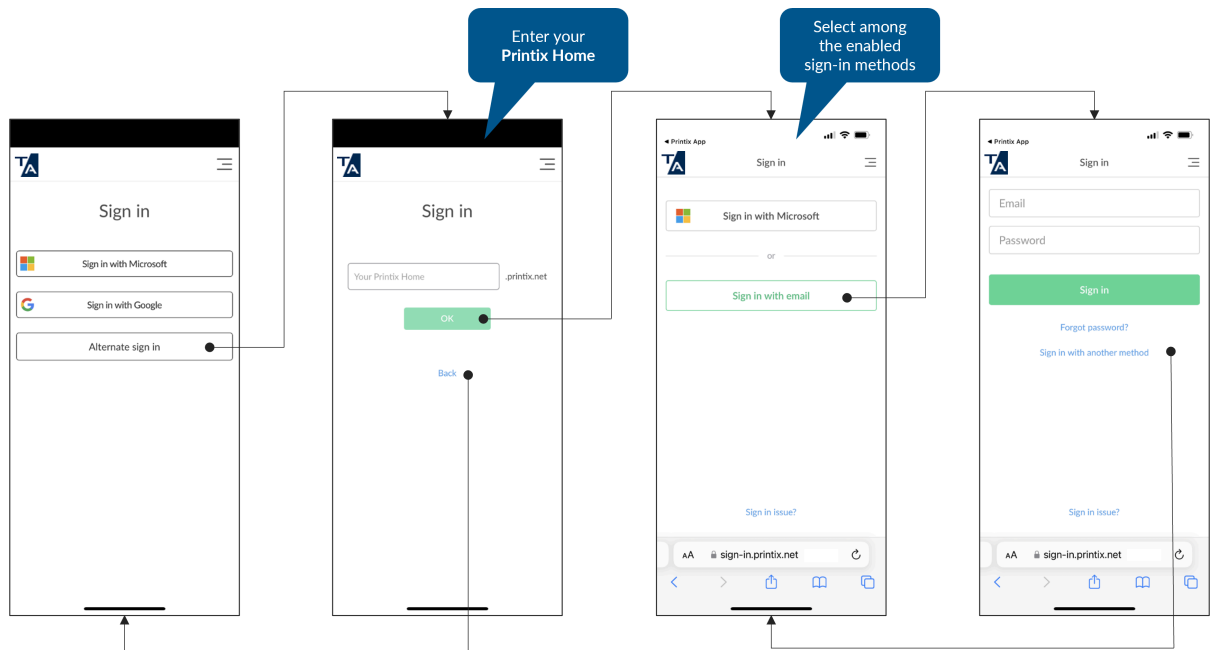
2. On the OneLogin sign-in page:

- Enter your account name.
- Enter your password.

3. Select **Sign in.**

Sign in with your email address

On the [Printix App](#) for Android and iOS/iPadOS, to sign in with email, select **Alternate sign in**, enter your Printix Home (such as acme.printix.net), then select **OK**. Then, you can select a sign-in method your administrator has enabled, such as email.



If you registered with your email address, select **Sign in with email** and enter your email address and password. Your email address serves as the user name.

If Active Directory authentication is enabled, you can enter your network user name instead of your email address.

TA Sign in

Username or email

Password

Sign in

[Forgot password?](#)

Pick a Printix Home



When you sign in to the Printix App for Android or iOS/iPadOS or from printix.net, you are prompted to select a Printix Home if you:

- **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**.

To change to another Printix Home, select **Menu** ☰ > **Change home** in the Printix App.

How to reset your password

If you forget your network password, contact your administrator or use the following procedure to reset it.

To change your password, or if you have forgotten your password:

1. On the sign-in page, select **Forgot password**.
This option is not supported for the Printix App for Android and iOS/iPadOS.
2. On the **Reset password** page, enter the email address used when you registered.
3. Select **Send**.
An email is sent to you. If you do not see the email within a few minutes, check your spam/junk mail folder.
4. Open the email with the subject **Reset password instructions** and select **Reset password**.
If you ignore the email, your password is not changed.
5. On the **Reset password** page, enter your new password.
6. Select **Reset**.

How to change the language

The default language is based on the language of your browser and computer OS.

If you change the language in the Printix App, the selected language is stored in your profile.

The selected language is stored as browser data for these pages:

- Sign-in page
- Download page

Change the language for Printix App

1. In the Printix App, select **Menu** ☰ > **Language**.
2. Select the language 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.

Change the language for Printix Client

Language is inherited from the computer operating system (OS). If the OS language is not among the supported languages, it uses the language saved as part of the user's profile in Printix. If no language is saved in the user's profile, English is used. To change the language in your profile, you need to sign in to the Printix App and change the language there (see the steps above).

Chapter 3

Print with Printix

You can use the following print-related functions while printing with Printix:

- [Select a print method](#)
 - [Print](#)
 - [Print Later](#)
- [Print Anywhere](#)
- [Print on both sides](#)
- [Print to a printer at home](#)
- [Print from Android phone or tablet](#)
- [Print from iPhone or iPad](#)
- [Print from Chrome](#)
- [Release documents](#)
- [Reprint](#)

Documents you print with Print Later or Print Anywhere are not printed immediately. Instead, they are stored in the cloud or on your computer until you [release](#) them at the printer.

1. On your computer, open the item to print.
2. On the **File** menu, select **Print**.
3. Select a specific printer or **Printix Anywhere**.

- **Specific printer**

- If you select a specific printer, you can print the document only at that printer.

When searching for a printer, you can identify each printer by its [printer ID](#). The printer ID is a unique, three-letter ID that is automatically added to the name of all Printix printers.

Example:

- Reception ASD
- Sales BNM

 Your administrator can optionally configure the printer ID to not be visible to users.

If you cannot find a specific printer, see [how to add printers](#).

- If you select a specific printer, you need to set a [preferred print method](#) to determine how your document is printed:
 - You can [print directly](#) to the selected printer without any delay.
 - You can use [Print Later](#) to send the document to the print queue, and subsequently use your phone or tablet to release the document.

- **Printix Anywhere**

If you select **Printix Anywhere**, you can release the document at any Printix printer.

4. Select **Print**.

- If you selected a printer and your preferred print method is **Print**, your document is printed immediately at the selected printer.
- If you selected a printer and your preferred print method is **Print Later**, use your phone or tablet to [release](#) the document at the selected printer.
- If you selected **Printix Anywhere**, use your phone or tablet to [release](#) the document at any Printix printer.

Select a print method

The preferred print method is **Print Later** by default. To change your preferred print method, follow the steps below.

If the Internet connection is lost, you cannot use Print Later until Printix is online again. See [Can I print while my Internet connection is lost?](#)

1. Open the [Printix Client menu](#).

2. Configure your preferences.

- **[Preferred print method: Print](#)**

Prints the document directly to the selected printer without any delay.

- **[Preferred print method: Print Later](#)** (default)

Does not print the document until you [release](#) it through your phone or tablet.

This option requires your administrator to enable it. See "[How to enable Print Later](#)" in the *Printix Administrator Help*.

- **Ask me to select print method at every print**

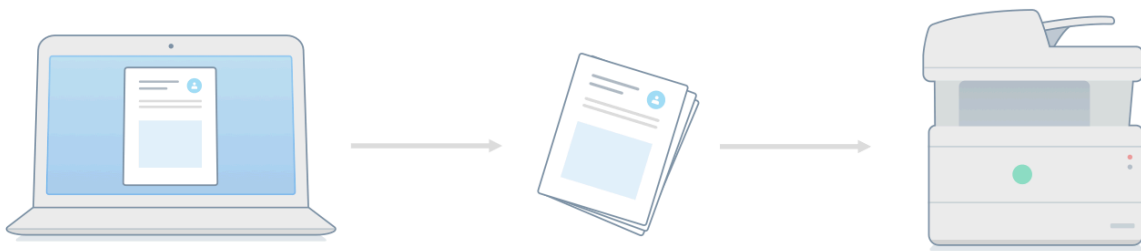
Prompts you to select Print or Print Later every time you print from your computer. If you do not make a selection within 30 seconds, your preferred print method is automatically selected and no print notification appears.

- **Show print notification**

If selected, a notification bar appears for a few seconds when you print, displaying the document being printed.

Print

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

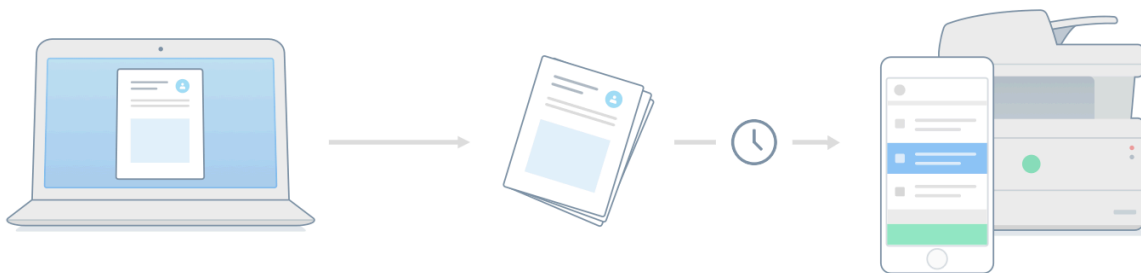


1. Open the [Printix Client menu](#).
2. Select **Preferred print method: Print**.
3. Clear **Ask me to select print method at every print**.
4. Clear **Show print notification**.
5. On your computer, open the item to print.
6. On the **File** menu, select **Print**.
7. Select a Printix printer, then select **Print**.

Print Later

With **Print Later**, your documents remain in the print queue until you arrive at the selected printer and use your phone or tablet to release them.

This is the ideal method if you need to print confidential documents and you want the printer to perform finishing options (such as drilling and embossing) on your printed document.



1. Open the [Printix Client menu](#).
2. Select **Preferred print method: Print Later**.
3. Clear **Ask me to select print method at every print**.
4. On your computer, open the item to print.
5. On the **File** menu, select **Print**.
6. Select a printer, then select **Print**.
Example: Reception ASD

You cannot change the selected printer after you select **Print**.

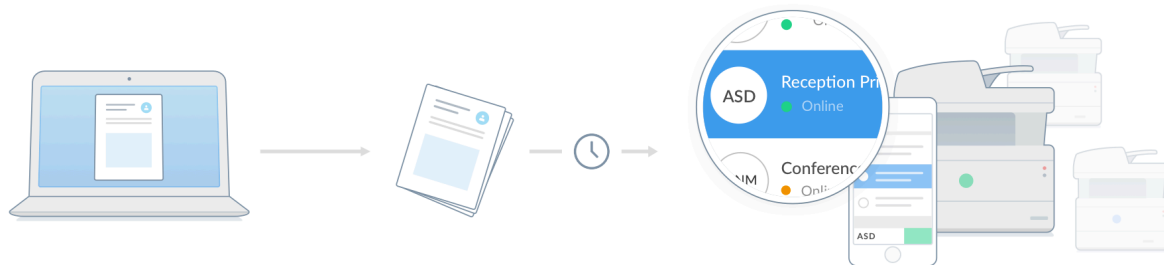
Your document is not printed until you release it.

7. [Release the document](#).

Print Anywhere

With **Print Anywhere**, after selecting a document to print from your computer, you can go to any available Printix printer and start printing at that printer. Your document is kept in the print queue until you release it at the printer, or from your phone, tablet, or computer.

Due to printer limitations or restrictions configured by your administrator, you may not be able to automatically perform finishing options (such as drilling and embossing) on your printed document if you use Print Anywhere. However, if this limitation is not a concern, Printix Anywhere could very well turn out to be the only printer you need on your computer.



1. On your computer, open the item to print.
2. On the **File** menu, select **Print**.
3. Select **Printix Anywhere**, then select **Print**.
Your document is not printed until you release it.
4. [Release the document](#).

Print on both sides

The name of the control for printing on both sides may vary based on your operating system and printer:

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

i Printing on both sides is not supported on the Print Anywhere queue when using the default **Print to PDF** configuration.

Windows

1. Open the item to print.
2. Select **File > Print**, or press **Ctrl+P**.
3. In the **Print** dialog box, enable printing on both sides.
If you cannot find this print control, select **Preferences** or **Printer properties**.

Mac

1. Open the item to print.
2. Select **File > Print**, or press **Command+P**.
3. In the **Print** dialog box, enable printing on both sides.
If you cannot find this print control, select **Show Details**.

Print to a printer at home

If your organization enabled home office printing for your business laptop, you will notice the following behavior:

- When you power on your computer at home, it attempts to discover your printers at home.
 - Your computer can only discover powered-on printers.
 - If the printer is a USB printer, it must be attached to your computer.
- When at home, your computer installs a print queue for your printers at home.

This Printix-managed home office print queue must be used for work-related printing. Data is collected.

- The first part of your organization's Printix Home (such as acme.printix.net) is appended to the printer name and displayed within parentheses.
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.

To print **work-related documents**, print as usual, and select the Printix-managed home office print queue.

Example: myprinter (acme)

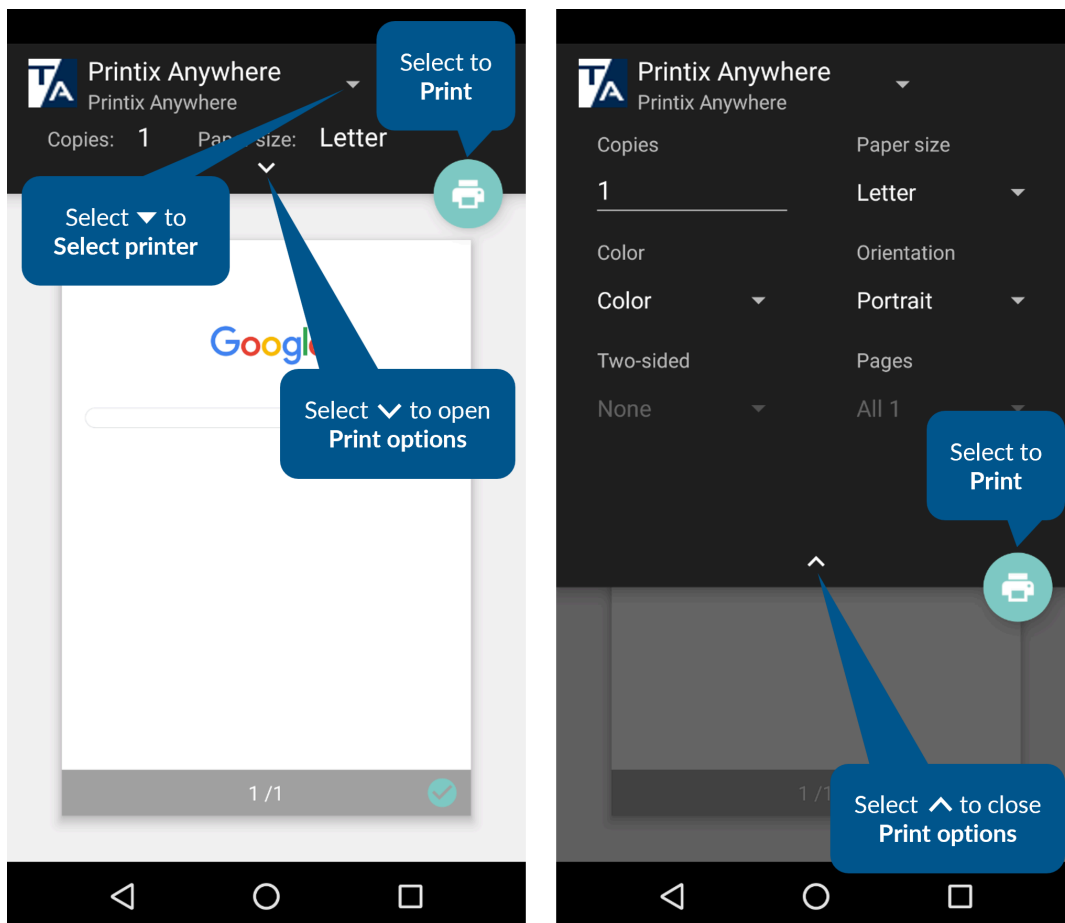
To print **personal documents**, print as usual, and select the print queue without the appended parenthesis.

Example: myprinter

Print from Android phone or tablet

This feature requires your administrator to enable mobile print.

1. On your Android phone or tablet, open the application to print from.
 - To find the print option, select **More** in the upper-right corner.
 - If you cannot find the print option, see the documentation provided with your application.
2. Select **Print**.
 - Select the down arrow next to the selected printer's name and select your Printix printer from the list.
 - Optionally, configure the number of copies and other print preferences.
 - If this is the first time you are printing to this printer, a **Use Printix App?** dialog box may appear. Select **OK**.





3. Select the **Printer** icon to print.
The document is printed.
The document is pending to be released from the Printix App if:
 - You selected Printix Anywhere as your printer.


- Your administrator configured that you must use Print Later.

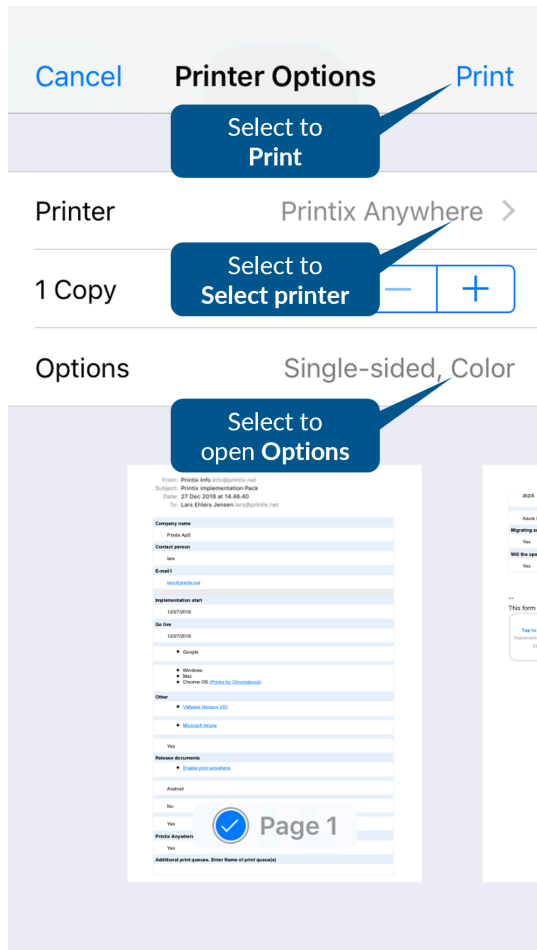
Print from iPhone or iPad

This feature requires your administrator to enable mobile print.

Ensure the [Printix App](#) is installed on your iPhone or iPad.

1. On your iPhone or iPad, open the application to print from.
 - To find the print option, select the **Share**  icon or select **More ...**.
 - If you cannot find the print option, see the documentation provided with your application. Not all applications support printing from an iPhone or iPad.
 2. Select **Print** .
- Use **Select printer** to select a Printix printer.
 - Optionally, configure the number of copies and other print preferences.
 - If this is the first time you are printing to this printer, it appears locked and a **Password required for {printer}** dialog box appears. To unlock the printer, you need to enter your [AirPrint password](#), which you can get from the Printix App for iOS/iPadOS.

 Make sure the iPhone or iPad is not in Low Power Mode, which prevents the Printix App from running in the background and displaying the Printix AirPrint printers.



3. Select **Print** in the upper-right corner.


The document is printed.

The document is pending to be released from the Printix App if:

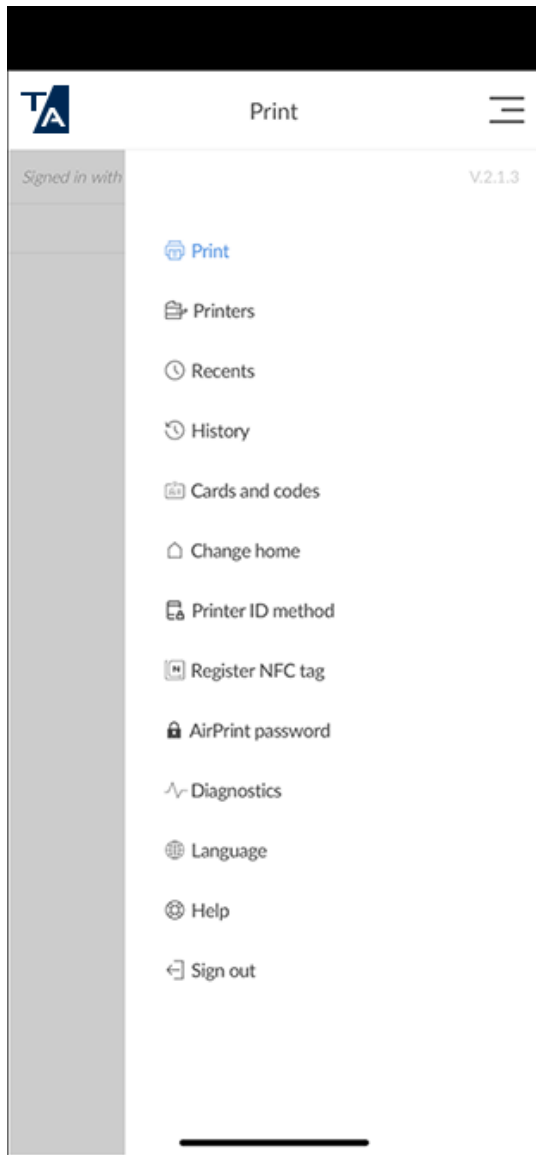
- You selected Printix Anywhere as your printer.
- Your administrator configured that you must use Print Later.

How to get your AirPrint password

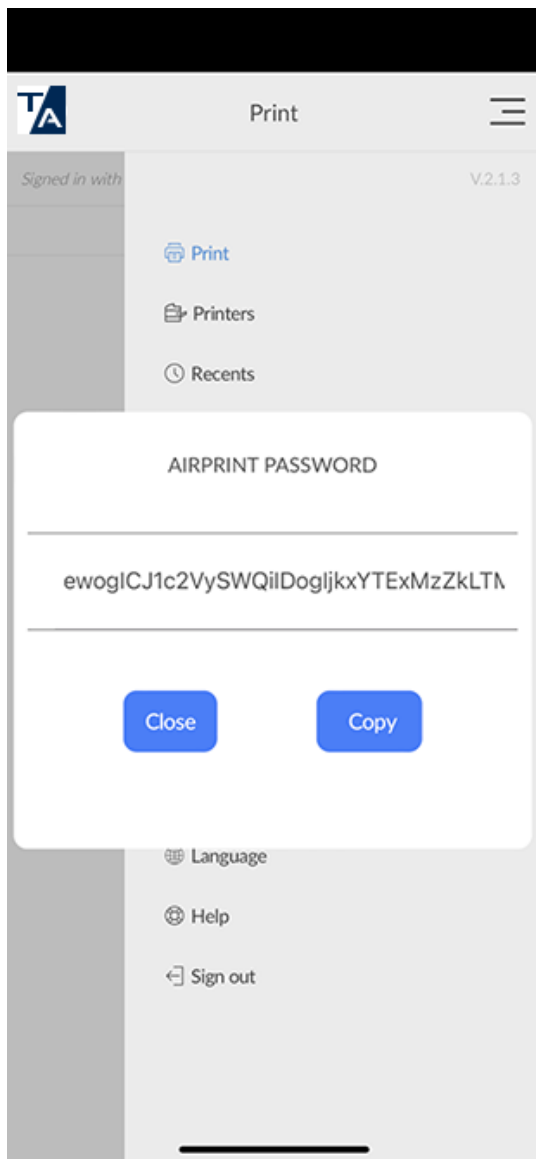
Your AirPrint password is the same for all printers. You need to enter your AirPrint password only once per printer.

1. On your iPhone or iPad, open the Printix App for iOS/iPadOS.
2. Select **Menu**  **> AirPrint password**.

If you cannot find this menu item, close and reopen the Printix App.

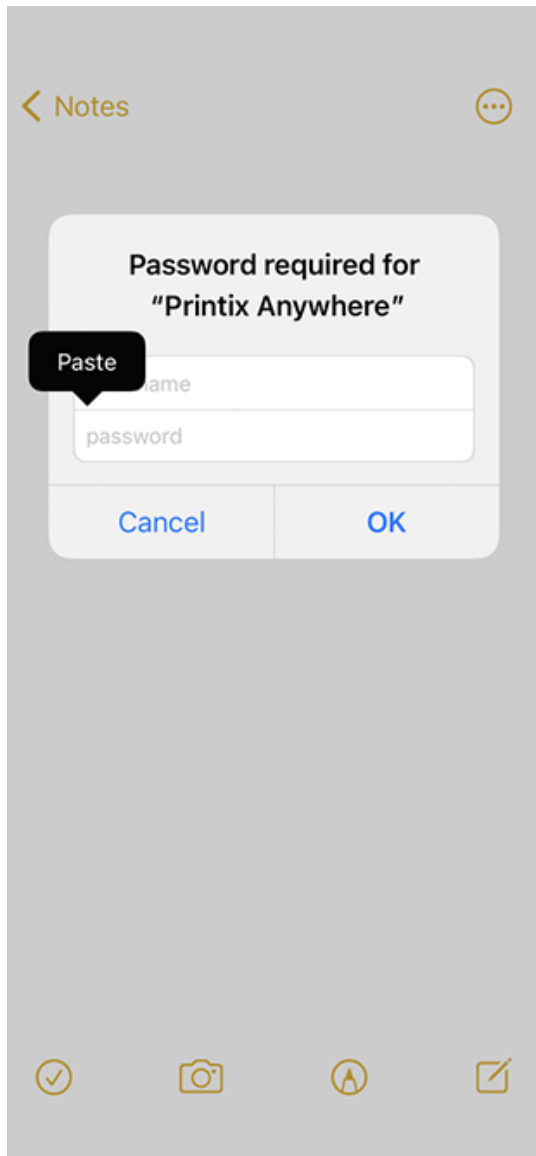


A dialog box appears with a password.



3. Copy the password to the clipboard.
4. Return to the **Password required for {printer}** dialog box.
 - On iPhone X: Swipe up from the bottom to the middle of your screen and hold until you see the app swicher. Swipe left or right to find the application. Select the application.
 - On other iPhones: Select the Home button twice. Swipe left or right to find the application. Select the application.
5. Paste the password into the **Password** field.
 - Select and hold the **Password** field until the text magnifies.
 - When the text is magnified, remove your finger and select **Paste**.
 - Enter a user name, which can be any string (such as **noname**).

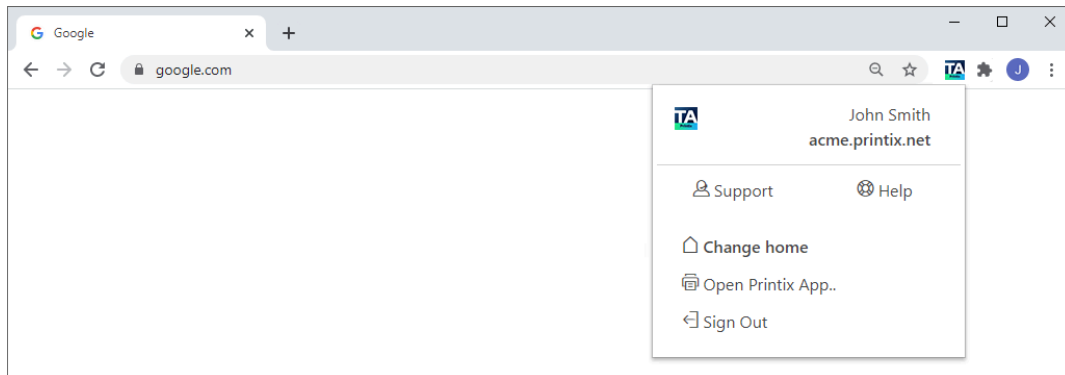
i If you leave the **Username** field empty on an iPad, the **Password required for {printer}** dialog box appears every time you print to the printer.




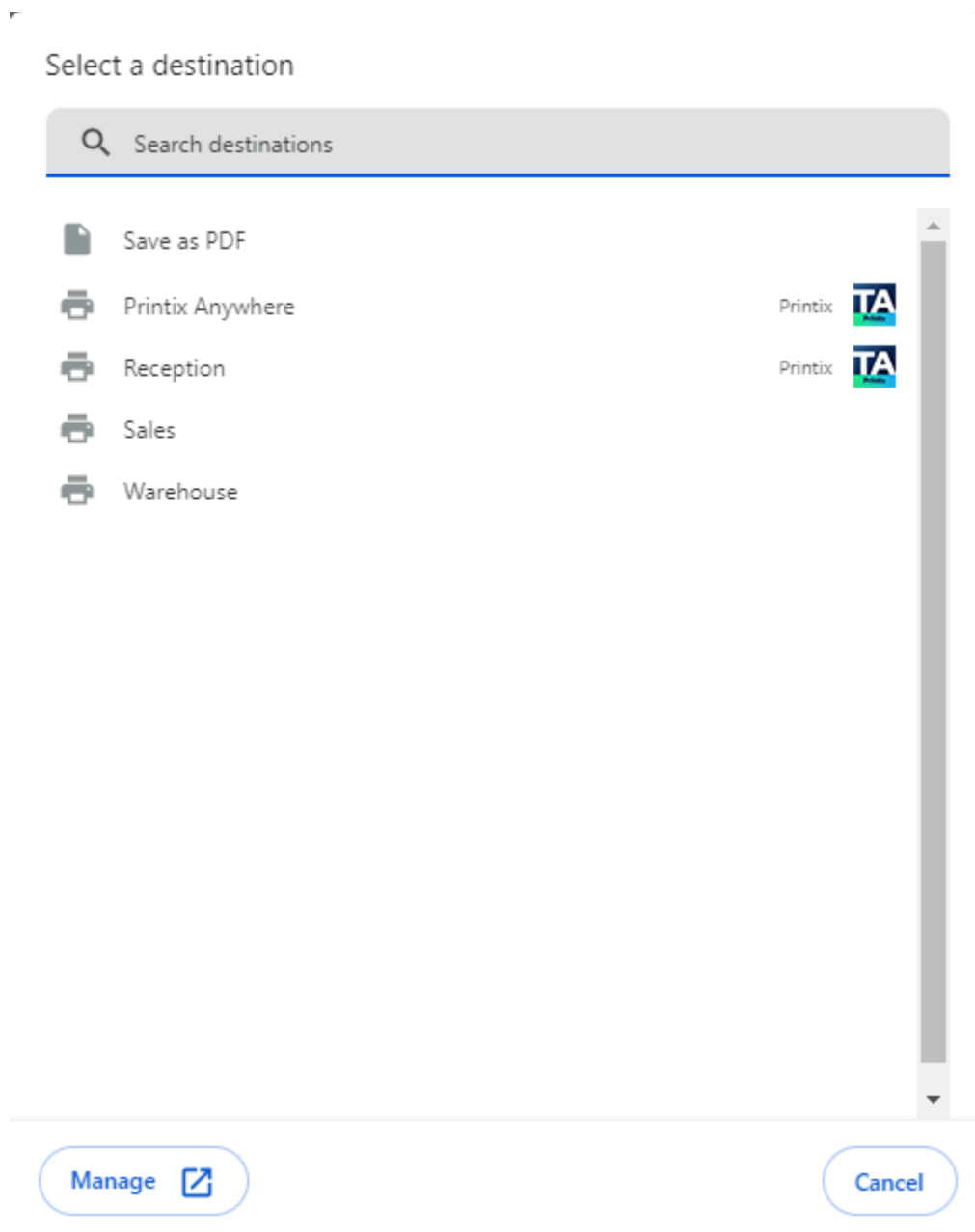
6. Select **OK**.

Print from Chrome

1. Verify that the Printix extension for Google Chrome is installed.
2. Sign in to the Printix extension.



3. Open the item to print in the Google Chrome browser.
4. Select **Print** on the Chrome menu (or press **Ctrl+P**).
5. Select the current **Destination**, then select **See more**.
6. In the **Select a destination** dialog box, select a Printix printer as identified by the text Printix  on its right.



Print Anywhere documents printed from Chrome can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with **Via the cloud (On all networks)** selected.

7. Optionally, modify the [available settings](#) or set the [print method](#) to **Print** or **Print Later**.
8. Select **Print**.


Available settings

The available settings depend on the properties of the Printix printer:

- **Pages**
Always available.
- **Copies**
Always available.
- **Layout**
Available, unless the document is a PDF, or if the printer supports PDF printing and **Process PDF/XPS** is disabled.
- **Color**
Available, unless the printer does not support color, or if the printer supports PDF printing and **Process PDF/XPS** is disabled.


Select **More settings** to access the following settings:

- **Paper size**
Always available.
- **Pages per sheet**
Available, unless the printer does not support it.
- **Margins**
Available, unless the document is a PDF.
- **Scale**
Always available.
- **Options**
 - **Print on both sides**
Available, unless the printer does not support two-sided printing.
 - **Headers and footers**
Available, unless the document is a PDF.
 - **Background graphics**
Available, unless the document is a PDF.

 The print driver on your computer may not be able to process your settings for **Color**, **Paper size**, and **Two-sided**. The **Two-sided** setting is ignored while using Print Anywhere.

Select print method

You can select a print method from Google Chrome without opening the Printix Client menu.

 Not available for Print Anywhere. Not available if **Print Later** is disabled or if your administrator configured that you can only use **Print Later**.

1. Select **More settings**, then select **Advanced settings**.

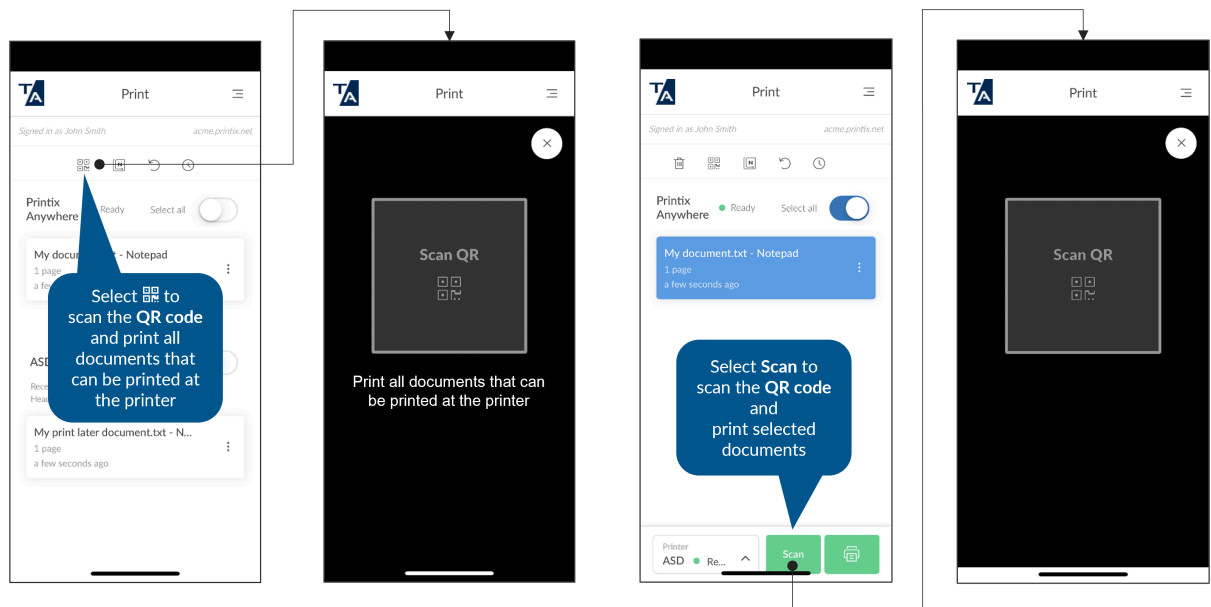
2. In the **Advanced settings** dialog box, select a print method:
 - **Print:** The document is printed immediately at the selected printer.
 - **Print Later:** The [Printix App](#) must be used to release the document at the selected printer.
3. Select **Apply**.
4. Select **Print**.
5. If required, open the Printix App or sign in at the printer to release the document.

Release documents

When you print with [Print Later](#) or [Print Anywhere](#), you have multiple ways to release your documents.


- [Scan a QR code to release documents at a specific printer](#)
- [Scan an NFC tag to release documents at a specific printer](#)
- [Release a Print Later document](#)
- [Release a Print Anywhere document](#)
- [Release documents with the printer's touchscreen control panel](#)



Scan a QR code to release documents at a specific printer




You can select a Printix printer by scanning the QR code on the printer ID sign of the physical printer. This option is helpful if you do not know the name of the printer.

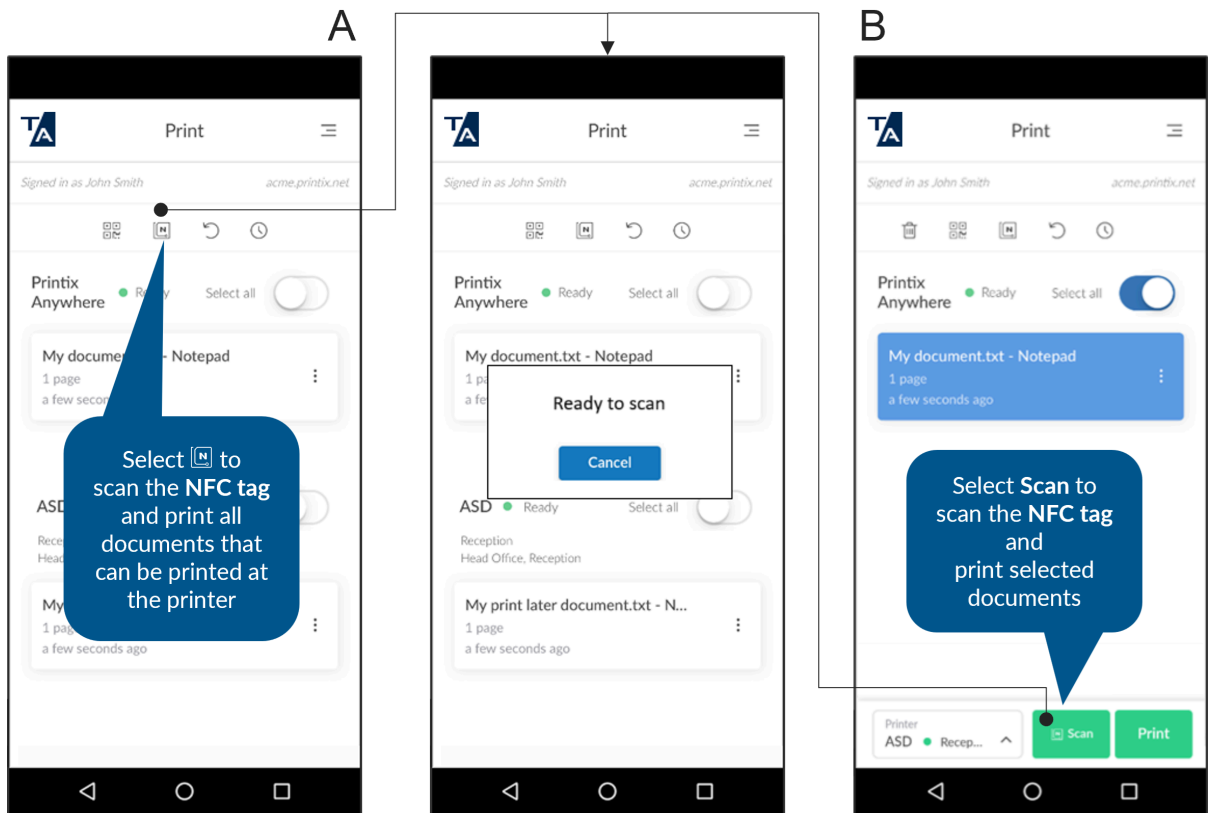
1. Go to any Printix printer with your phone or tablet (with Printix App installed).
2. Open the Printix App on your phone or tablet.
You see a list of documents you can release.

3. If you do not want to release all documents, only select the documents you want to release. If you do not select documents, the printer attempts to release all listed documents, except **Print Later** documents that must be [printed at a different printer](#).
4. Select the **QR code** icon  at the top of the page. If you selected documents in the previous step, you can also select **Scan** at the bottom of the page.

 The **QR code** icon  and the **Scan** button are unavailable if the [printed ID method](#) does not include QR code.

- **Android:** If prompted, select **Allow** to allow the Printix App to take pictures and record videos.
 - **iOS/iPadOS:** If prompted, select **OK** to allow the Printix App to access the camera to scan QR codes.
5. Use the camera to scan the QR code on the printer ID sign.
 - The message **Invalid QR code** appears if the QR code does not reference a printer. Select **Close**.
 - The message **Document is not for this printer** appears if you [selected a different printer](#) for a Print Later document. Select **Close**.
 6. If this printer has multiple print queues, you may be prompted to select one. You are not prompted if only one of these print queues is marked as a favorite . The message **No print queue** appears if no valid print queue exists for the scanned QR code. The documents start to print.

Scan an NFC tag to release documents at a specific printer



You can select a Printix printer by scanning the NFC tag on the physical printer. This option is helpful if you do not know the name of the printer.

1. Go to any Printix printer with your phone (with Printix App installed).
2. Open the Printix App on your phone.
 - **Android:** Most Android phones support NFC.
 - **iOS:** Apple iPhone 7 and above with iOS 11 or higher can be used to scan NFC tag.

You see a list of documents you can release.

3. If you do not want to release all documents, only select the documents you want to release. If you do not select documents, the printer attempts to release all listed documents, except **Print Later** documents that must be [printed at a different printer](#).
4. Select the **NFC tag** icon [N] at the top of the page. If you selected documents in the previous step, you can also select **Scan** at the bottom of the page.



i The **NFC tag** icon [N] and the **Scan** button are unavailable if the [printed ID method](#) does not include NFC tag.

5. When your phone displays **Ready to scan**, hold the phone close to the NFC tag to start scanning.
 - 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** appears if the NFC tag is not registered with a printer. Select **Close**.
 - The message **Document is not for this printer** appears if a Print Later document you wanted to release at this printer is supposed to be [printed at a different printer](#). Select **Close**.
6. If this printer has multiple print queues, you may be prompted to select one.

You are not prompted if only one of these print queues is marked as a favorite (★).

The message **No print queue** appears if no valid print queue exists for the scanned NFC tag. The documents start to print.

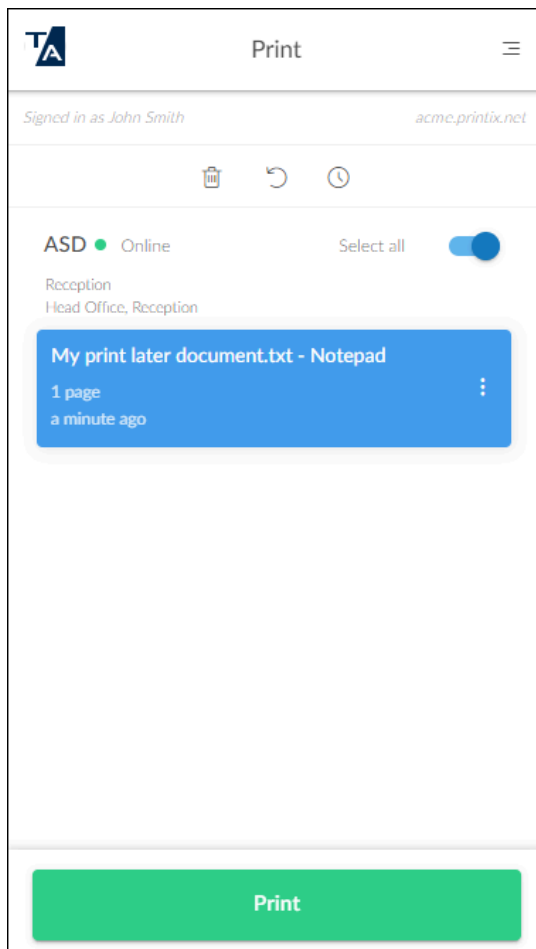
Why does my Android phone display: New tag collected?

The message "New tag collected" may appear when an Android phone is held near an NFC tag without selecting the **Scan** button or the **NFC tag** icon  first. Just ignore the message by selecting **Back**, and proceed to select the **Scan** button or the **NFC tag** icon .

Release a Print Later document

1. Open the Printix App for Android or iOS/iPadOS.

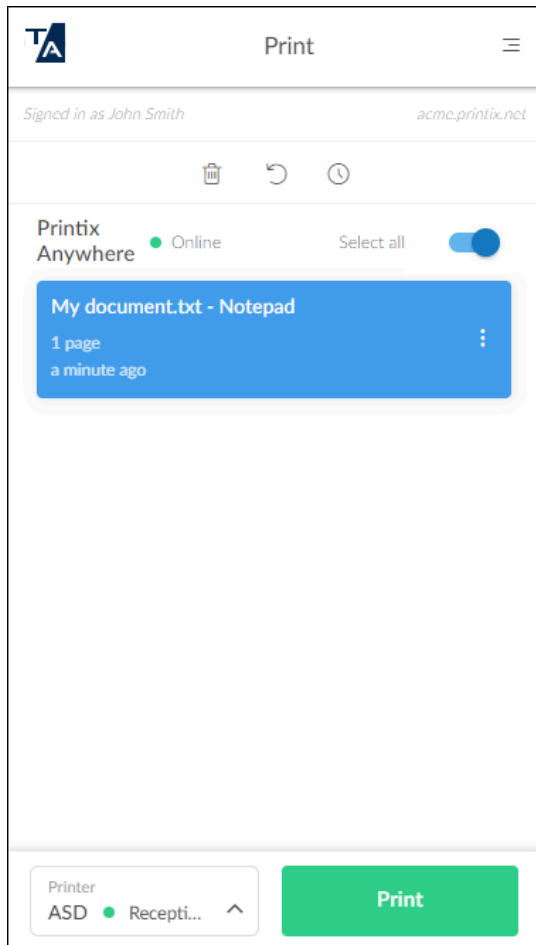
You can also open the web app.



2. Select a Print Later document.
 - The selected printer is listed above the documents.
 - The Printix App checks if printing is possible based on the availability of the selected printer and document (stored in the cloud or on your computer).
3. Go to the selected printer with your phone or tablet, unless you used the web app. If you are using the web app, go to the selected printer after the next step.
4. Select **Print** at the bottom of the page.
 - Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Release a Print Anywhere document

1. Open the Printix App for Android or iOS/iPadOS. You can also open the web app.



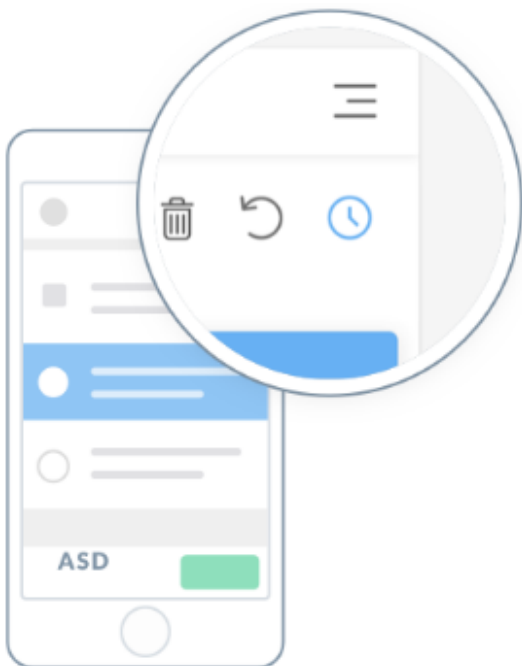
2. Select a Print Anywhere document.
3. Select **Select printer** or **Printer** at the bottom left corner of the page to [select or change the printer](#).
 - The Printix App checks if printing is possible based on the availability of the selected printer and document (stored in the cloud or on your computer).
 - Mobile-printed Print Anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with **Via the cloud (On all networks)** configured.
 - Chromebook-printed Print Anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with **Via the cloud (On all networks)** configured.
4. Go to the selected printer with your phone or tablet, unless you used the web app. If you are using the web app, go to the selected printer after the next step.
5. Select **Print** at the bottom of the page.
 - Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Reprint

From the Printix App (from your phone, tablet, or computer), you can reprint documents that were deleted or printed within the previous 12 hours.

You can reprint documents from a different device than you originally printed from. However, unless you used Print Anywhere, you cannot change the printer.

- Example: You printed from a computer, but you can reprint from phone without doing anything on your computer.



1. Open the Printix App.
2. Select **Menu** ☰ > **Recents**.
3. Select the documents.
4. Select **Print** at the bottom of the page.
 - To return to the **Print** page, select the **Blue clock** ⌚.
 - To permanently delete a recent document, select the document and select **Delete** 🗑️.

Chapter 4

Printix Client

With the Printix Client, you can automatically [add printers to your network and install print drivers](#).

The Printix Client runs on Windows and Mac computers. No manual effort is required to maintain the Printix Client, because it silently updates itself to the latest certified version.

The Printix Client supports one gateway per network adapter.

See also:

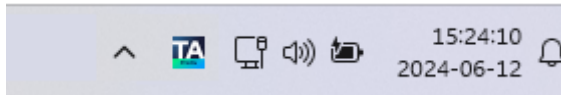
- [Install the Printix Client for Windows](#)
- [Install the Printix Client for Mac](#)

Open the Printix Client menu

1. Do one of the following:

- **Windows** computer: Locate the task bar.

You may need to select the arrow next to the notification area.



- **Mac** computer: Locate the menu bar.

2. Select the **Printix TA** icon.

If it does not appear, install the Printix Client for [Windows](#) or [Mac](#).

The Printix Client menu appears.

- If you are already signed in, your name appears next to **Sign in as another user**. Otherwise, select [Sign in](#).
- If you have issues while signing in to the Printix Client, your administrator can refer to "[Sign-in issues](#)" in the *Printix Administrator Help*.

Printix Client menu

- [Printers](#)
Adds printers and installs print drivers.
- [See what's printing](#)

Displays a list of the documents the Printix Client is printing.

- **[Release and print documents](#)**
Opens the Printix App in a web browser where you can manage and print documents.
- **[Preferred print method: Print](#)**
Prints your document directly to the selected printer.
Not available if **Print Later** is disabled or if your administrator configured that you must use Print Later.
- **[Preferred print method: Print Later](#)**
Stores the printed document until you release it using your phone or tablet.
Not available if **Print Later** is disabled or if your administrator configured that you must use Print Later.
- **Ask me to select print method at every print**
If selected, the [Select print method](#) dialog box appears every time you print. Your preferred print method is pre-selected in the dialog box. If you do not respond, it closes after 30 seconds, prints using your preferred print method, and no print notification appears. Not available if **Print Later** is disabled or if your administrator configured that you must use Print Later.
- **Show print notification**
If selected, a print notification is displayed every time you print.
- **Open Printix Administrator**
Opens the dashboard for administrators.
- **Help**
Opens the User Help in a web browser.
- **Sign in**
Required the first time you use the Printix Client. If you are already signed in, your name is displayed.
Example: Sign in as another user (Now: John Smith (Microsoft))

Add printers

1. Open the Printix Client menu.
2. Select **Printers**.
3. Select the printers to install.
If you have many printers to select from, you can search for printers. The search is not case-sensitive.
4. Select **Add**.
After installation, the printers are listed as either **Installed** ✓ or with **Error** ▲ (installation failed).
5. Select **Finish**.

Identify the printer

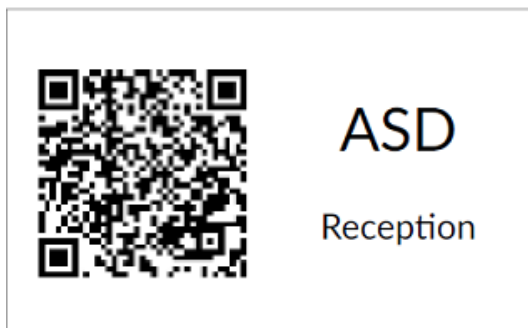
Your administrator may have configured the Printix Client to convert the printers in your organization to Printix printers. Other printers, such as those you use at home, are not changed. Any further [printers you add](#) to Printix through the Printix Client are also converted to Printix printers.

To help you identify printers, when a printer is converted to a Printix printer, its name is automatically extended with a unique, three-letter [printer ID](#).

Example:

- Reception ASD
- Sales BNM

The printer ID can also appear on the ID sign mounted on the physical printer.



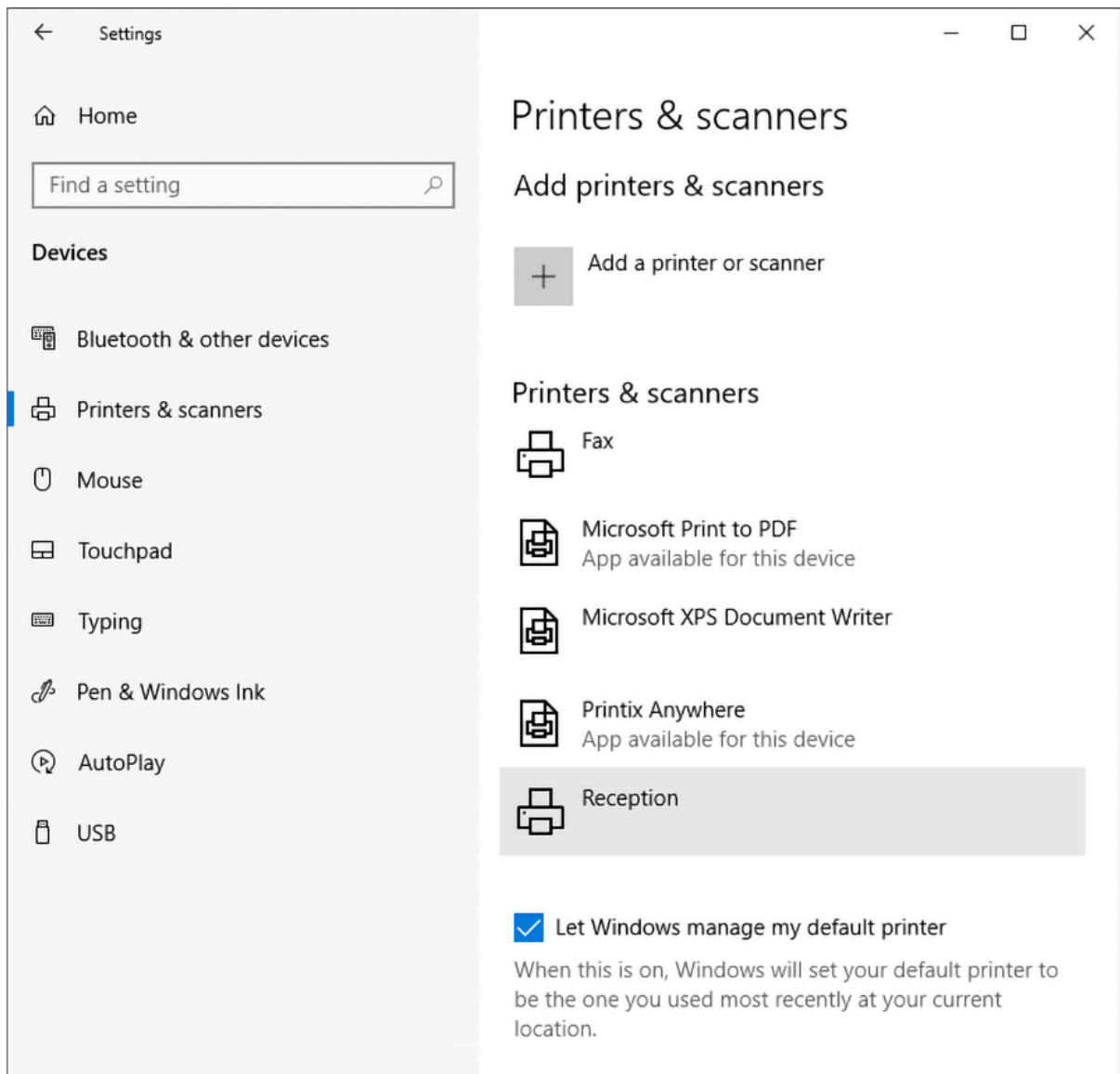
Your administrator can optionally configure the printer ID to not be visible to users.

Printers are also identified by their [QR code](#) and [NFC tag](#).

Set the default printer

By default, Windows manages the default printer. To turn off this behavior:

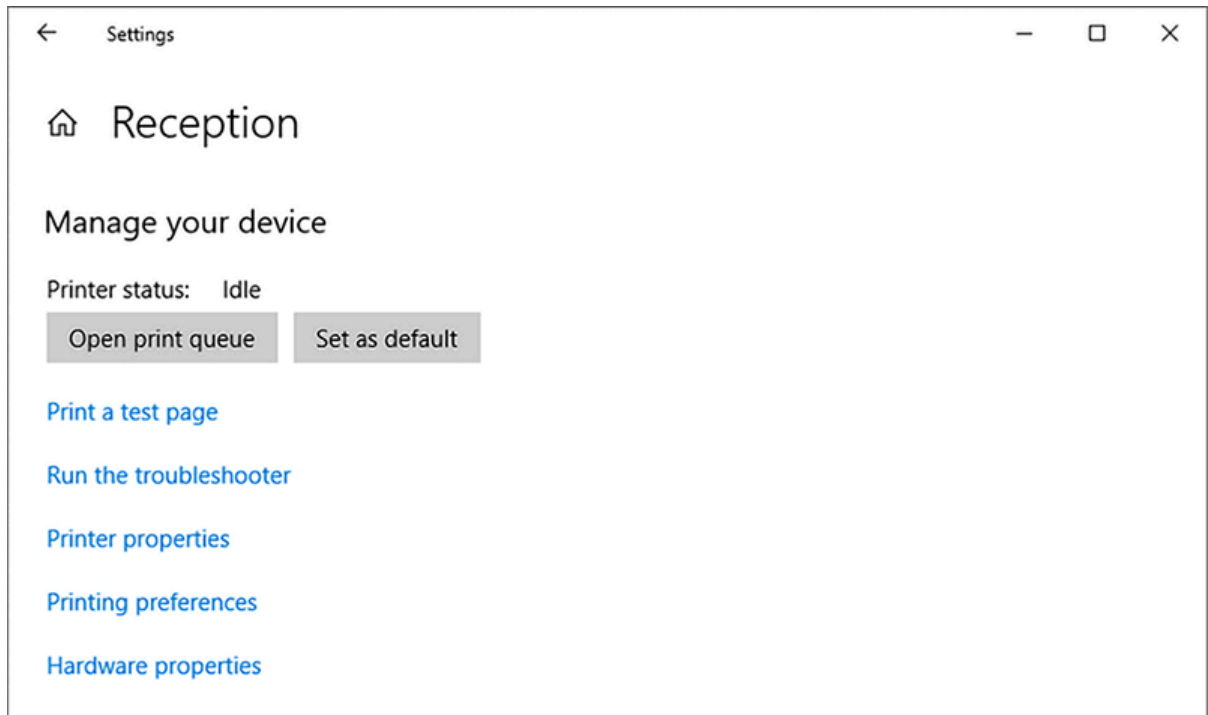
1. Press **Windows+I**.
The **Settings** window appears.
2. Select **Devices** (or **Bluetooth & devices** on Windows 11).
3. Select **Printers & scanners**.
4. Turn off **Let Windows manage my default printer** at the bottom of the page.



Printers & scanners on Windows 10

Set default printer on Windows

1. Press **Windows+I**.
The **Settings** window appears.
2. Select **Devices** (or **Bluetooth & devices** on Windows 11).
3. Select **Printers & scanners**.
4. Select the printer and select **Manage**.
On Windows 11, you only need to select the printer.
5. Select **Set as default**.

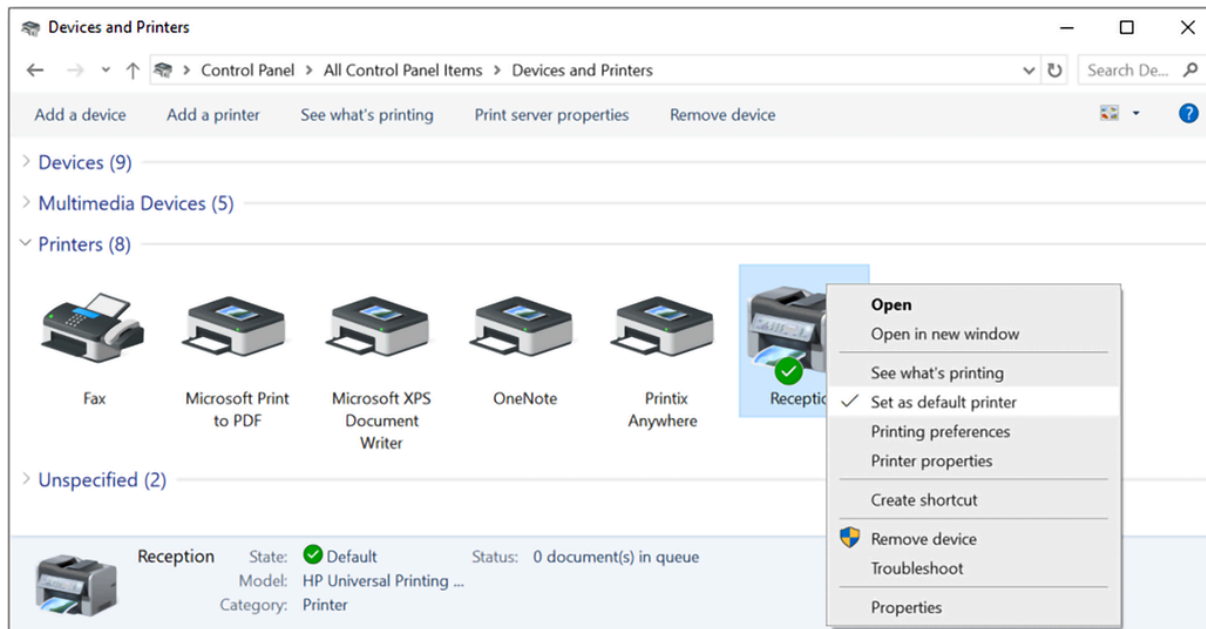


Selected printer on Windows 10

Alternatively, set default printer using the Control Panel

This method is not available on Windows 11.

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



Set default printer on a Mac

1. In the Apple menu, select **System Settings > Printers & Scanners**.
On macOS 12 or lower versions, select **System Preferences** instead of **System Settings**.
2. Select the menu labeled **Default printer** and select the preferred printer.
If you select **Last printer used**, the computer remembers the last printer you used at your current network location.

Remove printers

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

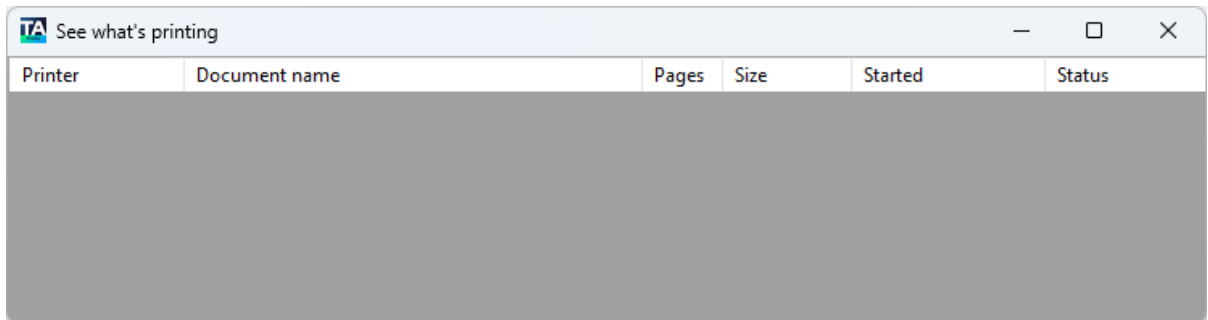
Windows

1. Open the Control Panel and select **Devices and Printers**.
2. If you use Windows 11, select **Printers & scanners**.
3. Select the printer and select **Remove device** (or **Remove** on Windows 11).

Mac

1. In the Apple menu, select **System Settings > Printers & Scanners**.
On macOS 12 or lower versions, select **System Preferences** instead of **System Settings**.
2. Select the printer and select **Remove Printer**.
On macOS 12 or lower versions, select **Delete** instead.

See what's printing



Printer	Document name	Pages	Size	Started	Status

To access this page:

1. Open the Printix Client menu.
2. Select **See what's printing**.

Documents are only visible for a short period of time, unless they are queued behind other documents or waiting for the printer to become available.

- **Printer**
Name of the printer.
- **Document name**
File name for the document.
- **Pages**
Number of pages in the document.
- **Size**
Size of the document.
- **Started**
The date and time the document was submitted.
- **Status**
Indicates the current state, such as:
 - **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 that user's documents are printed, the printer is no longer reserved. If no communication occurs, the printer reservation is automatically cleared after 5 minutes. By reserving the printer, other users' documents are not intermixed with your documents, which reduces the risk of 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**

An error has occurred.

- **Printer error**

An error has occurred on the printer. Check its status and resolve the error, typically by restarting the printer.

Uninstall the Printix Client

Follow these instructions to uninstall the Printix Client from [Windows](#) and [Mac](#) computers.

If you uninstall the Printix Client, your Printix printers are converted to standard network printers.

The printer IDs are removed from the printer names. Your administrator may have configured printer IDs to not be visible to users.

Example: **Reception** ASD changes to **Reception**.

Windows

1. Open the Control Panel and select **Programs and Features**.
2. Select **Printix Client** and select **Uninstall**.

If Printix Client was installed with Windows Installer (MSI), select the Printix Client without Printix logo (smallest size).

3. You are prompted to confirm the uninstallation. Select **Yes**.
The uninstallation is complete.

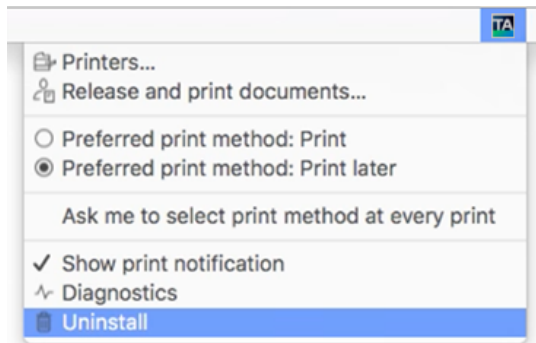
4. Select **OK**.

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

i 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. Press the **Option** key to toggle **Sign in** to **Uninstall**.
On a Windows keyboard, press the **Alt** key instead of the **Option** key.



3. Select **Uninstall**.

If the uninstallation fails, it could be because you are not signed in. Select **Sign in** and then select **Uninstall** again. Alternatively, you can run the script:

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

On macOS 10.15 or older, you should use:

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

Chapter 5

Printix App



The Printix App is used to release documents with [Print Later](#) or [Print Anywhere](#). The Printix App is available in a web browser or as a mobile app:

- [Get Printix App for Android](#)
- [Get Printix App for iOS/iPadOS](#)

You can open the web app by selecting **Release and print documents** in the Printix Client menu or by entering {your Printix Home}.printix.net in a web browser.

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

- Only sign in once.
- Integrated [QR code scanning](#).
- Integrated [NFC tag scanning](#).
- Printing to Printix-managed printers is enabled for mobile print.

Open the Printix App

You can open the Printix App on your phone, tablet, or computer.

Open the Printix App on your phone or tablet

Android

- Select the Printix App  on your Android device.

[Get the Printix App for Android](#)

iOS/iPadOS


- Select the Printix App  on your iPhone or iPad.

[Get the Printix App for iOS/iPadOS](#)

Web browser

Use any of the following options:

- Visit printix.net and select **Menu** ☰ > **Sign in**.
When prompted to select a Printix Home, select **Printix App** under the appropriate Printix Home.
- Select the Printix App link in the email with the subject **Get started with Printix**.
- Open a web browser and enter the Printix Home URL for your organization.
Example: <https://acme.printix.net>
Do not put **www** in front of the address, because your browser will report the page as not private, untrusted, or as having problems with the security certificate.


 If you sign in with Microsoft or Google through printix.net, you are prompted to sign in every time. To avoid signing in every time, either sign in with email, bookmark the Printix App URL in your web browser, or install the Printix App for Android or iOS/iPadOS.

Open the Printix App on your computer

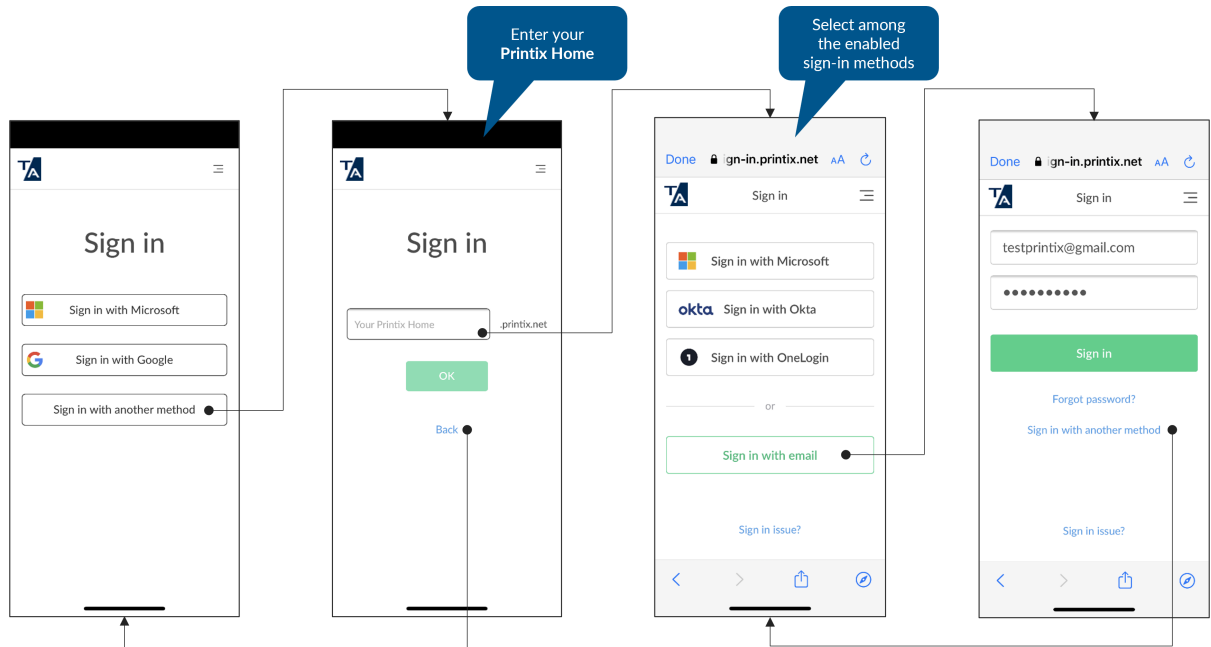
The Printix App opens in a web browser.

Use any of the following options:

- Visit printix.net and select **Sign in**.
When prompted to select a Printix Home, select **Printix App** under the appropriate Printix Home.
- [Open the Printix Client menu](#) and select **Release and print documents**.
- Select the Printix App link in the email with the subject **Get started with Printix**.
- Open a web browser and enter the Printix Home URL for your work or school.
Example: <https://acme.printix.net>
Do not put **www** in front of the address, because 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 your browsing data](#).

Sign in through the mobile app



1. Select **Alternate sign in** on the sign-in screen.
You must use the Printix App for Android or iOS/iPadOS to see this option.
2. Enter your Printix Home, then select **OK**.
3. [Sign in](#) with one of the enabled sign-in methods.

Printix App menu

Open the Printix App and select **Menu** ☰ in the top right corner to access the functions. The open menu displays the version number in the top right corner.

- [Print](#)
- [Printers](#)
- [Capture](#) (only available in the mobile app)
- [Recents](#)
- [History - Print](#)
- [History - Capture](#)
- [Cards and codes](#)
- [Change home](#)
- [Printer ID method](#) (only available in the mobile app)
- [AirPrint password](#) (only available in the mobile app)
- [Diagnostics](#) (only available in the mobile app)

- [Language](#)
- [Help](#)
- Sign out

Print

Lists the documents you can print. Depending on your selected print method, documents may be grouped as:

- **Print Later documents**


These are the documents you selected to print with **Print Later**. You can only release them at the printer you specified. Documents are grouped by printer.

See [How to release Print Later documents](#).

- **Print Anywhere documents**

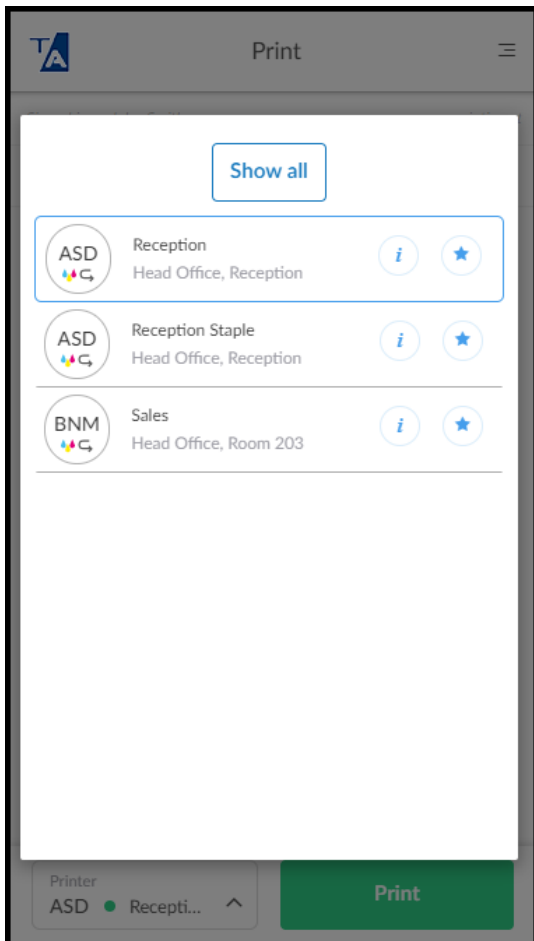
These are the documents you selected to print with **Print Anywhere**. Before you can print, you must select a printer. You can select any Printix (ASD, BNM) printer. Your last used printer is selected by default.

See [How to release Print Anywhere documents](#).

 With the Printix App for Android and iOS/iPadOS, you can also scan a [QR code](#) or an [NFC tag](#) to release documents.

Select a printer

1. Select a document.
2. Select **Select printer** or **Printer** at the bottom left corner of the page to select or change the printer.
A list of printers appears.





i 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.

- Selecting a printer or selecting outside the list closes the list.
- Select **Info** **i** to see more information and the status of the printer.
- Select the **Star** **★** to remove the printer from the list of favorites.
- Select **Show all** to open the [Printers](#) page, where you can search for printers.



Printer information

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


Document information

1. Select **More**  and **Info**  to see information about the document:
 - **Name:** Name of the document.
 - **Pages:** Number of pages in the document.
 - **Created:** Date and time when the document was created.
 - **Stored on computer:** Name of the computer where the document is stored.
 - **Cloud storage:** Indicates if the document is stored in the cloud.
2. Select **Close**.

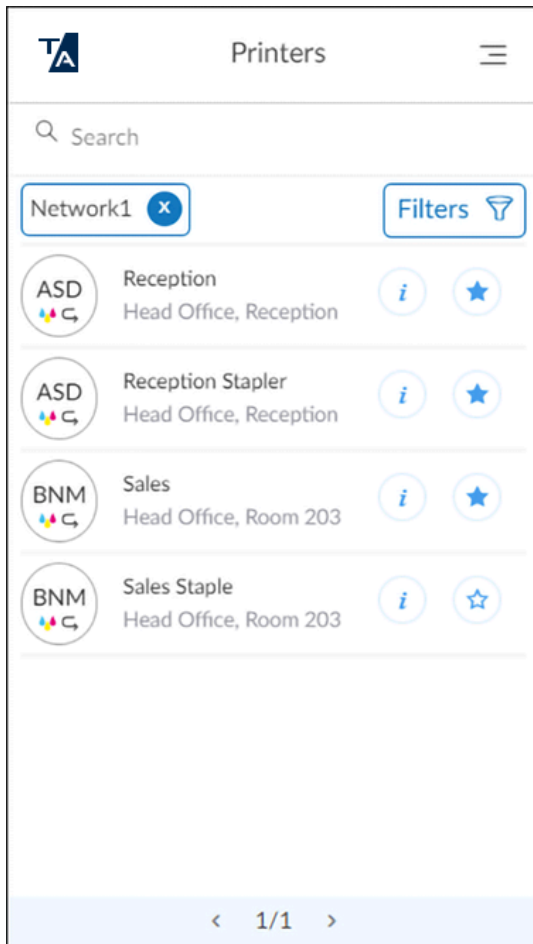
Delete document

- To delete a document, select **More**  and **Delete**.
- To delete multiple documents, select them and select **Delete** .
- Documents are automatically deleted after a specified period (default is 24 hours).

Reprint recent documents

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

Printers



Lists the printers.

- Select the **Hollow star** ☆ to make the printer a favorite.
- Select the **Solid star** ★ to remove the printer from the list of favorites.
- Select **Info** ⓘ to see information about the printer:
 - ID, Name, Status, Model, Location, and Features.
 - The Features include color printing, 2-sided printing, and PDF printing.

ⓘ Printing to a printer automatically makes the printer a favorite. Printers without a print queue do not appear.

Search

1. Enter a name or printer ID in the search bar.

The search is not case-sensitive.

2. Press **Enter** to start the search.
If no printers match your search criteria, select **Back**.

Filters


1. Select **Filters**.
2. Select **Network**, then select the networks to filter with.
Each filter appears as a text box above the list of printers.
3. Select **Close**.
4. If you added too many filters, select **X** in a filter's text box to remove it, or select **Filters** > **Clear all filters** to remove all filters.

Capture



Using the Printix App on your phone or tablet, you can use the camera to capture or select existing photographs.

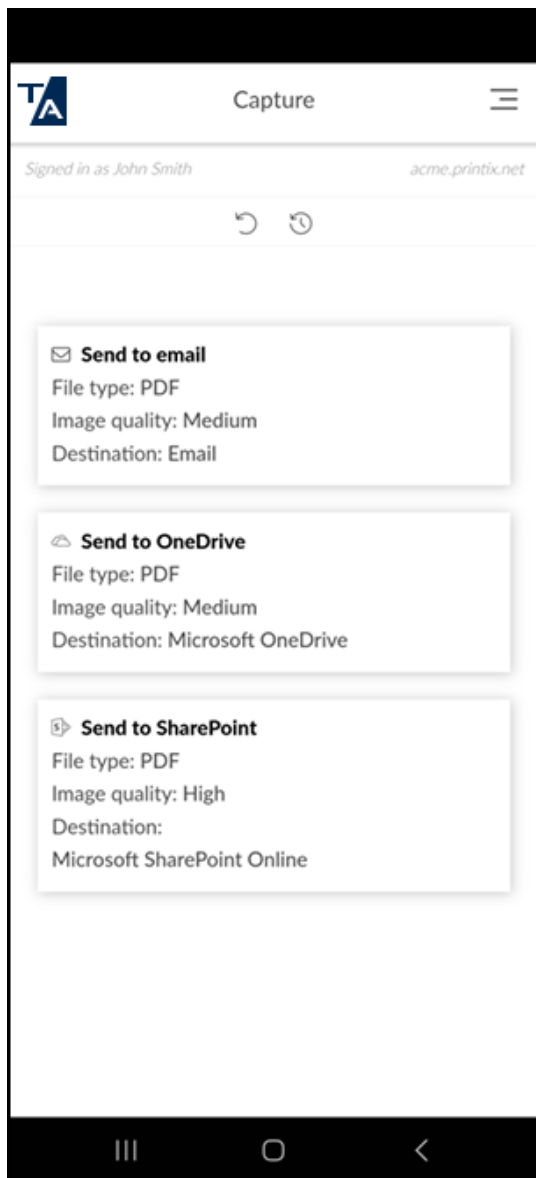
- [Capture with Android phone and tablet](#)
- [Capture with iPhone and iPad](#)

Capture with Android phone and tablet

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

Use the camera to capture

1. On your Android phone or tablet, open the Printix App.
2. Select **Menu**  > **Capture**.
 - Alternatively, you can select **Capture**  on the **Print** page.
3. Select a box with the appropriate settings.

**Example:**

- **File type: PDF**
 - **Image quality: Medium**
 - **Destination: Email**
4. Follow the instructions, then take a photo.
- If you do not want to proceed, select **X** to cancel and return to the list of boxes.
 - The built-in, automatic crop function works best if the document is placed on a darker background.
 - Select the lightning icon to toggle the flashlight.
 - If prompted, select **Allow** to allow the Printix App to take pictures.



5. Preview the photo. Optionally, select **Retake**, or select **Edit** to **Crop** or **Rotate** the image.
6. Select **Use**.

i If you did not crop the image, it is cropped automatically. If you are not satisfied with the automatic cropping, select the photo, select **Delete**, then retake it, but this time, crop the image manually by selecting **Edit** and **Crop**.

7. Optionally, select a photo and select **Delete** to delete it. Select **Add** to add another photo. Select **Close** when done.
8. Select **Send**.

Capture existing photos

1. On your Android phone or tablet, open the Printix App.
2. Select **Menu** ☰ > **Capture**.
 - Alternatively, you can select **Capture** 📷 on the **Print** page.
3. Select a box with the appropriate settings.
Example:
 - **File type: PDF**
 - **Image quality: Medium**
 - **Destination: Email**
4. Select **Gallery**.
5. Select the photo.
 - If you do not want to proceed, select **X** to cancel and return to the list of boxes.
6. Preview the photo. Optionally, select **Edit** to **Crop** or **Rotate** the image.
7. Select **Use**.

i If you did not crop the image, it is cropped automatically. If you are not satisfied with the automatic cropping, select the photo, select **Delete**, then select it again in the **Gallery**, but this time, crop the image manually by selecting **Edit** and **Crop**.

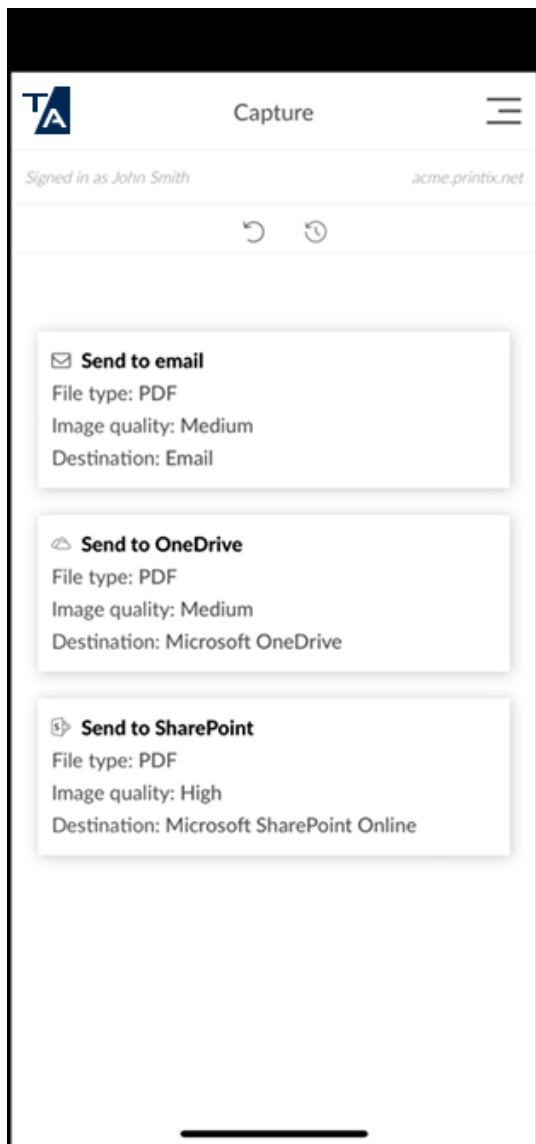
8. Optionally, select a photo and select **Delete** to delete it. Select **Add** to add another photo. Select **Close** when done.
9. Select **Send**.

Capture with iPhone and iPad

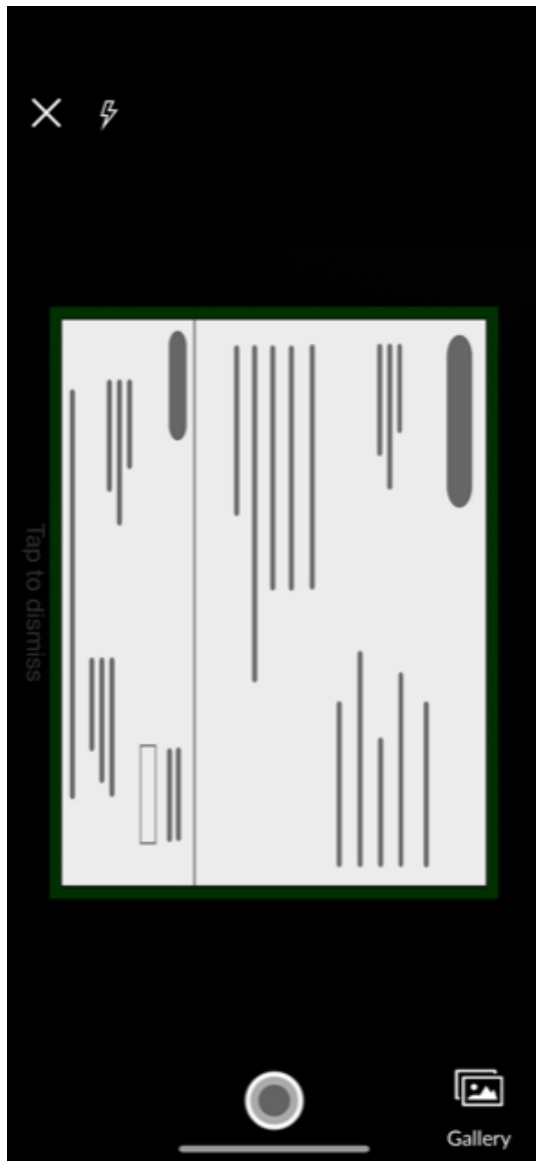
i Capture is intended for text-based documents and the output is delivered in black and white.

Use the camera to capture

1. On your iPhone or iPad, open the Printix App.
2. Select **Menu** ☰ > **Capture**.
 - Alternatively, you can select **Capture** 📷 on the **Print** page.
3. Select a box with the appropriate settings.

**Example:**

- **File type: PDF**
 - **Image quality: Medium**
 - **Destination: Email**
4. Follow the instructions, then take a photo.
- If you do not want to proceed, select **X** to cancel and return to the list of boxes.
 - The built-in, automatic crop function works best if the document is placed on a darker background.
 - Select the lightning icon to toggle the flashlight.
 - If prompted, select **Allow** to allow the Printix App to take pictures.




5. Preview the photo. Optionally, select **Retake**, or select **Edit** to **Crop** or **Rotate** the image.
6. Select **Use**.

i If you did not crop the image, it is cropped automatically. If you are not satisfied with the automatic cropping, select the photo, select **Delete**, then retake it, but this time, crop the image manually by selecting **Edit** and **Crop**.

7. Optionally, select a photo and select **Delete** to delete it. Select **Add** to add another photo. Select **Close** when done.
8. Select **Send**.

Capture existing photos

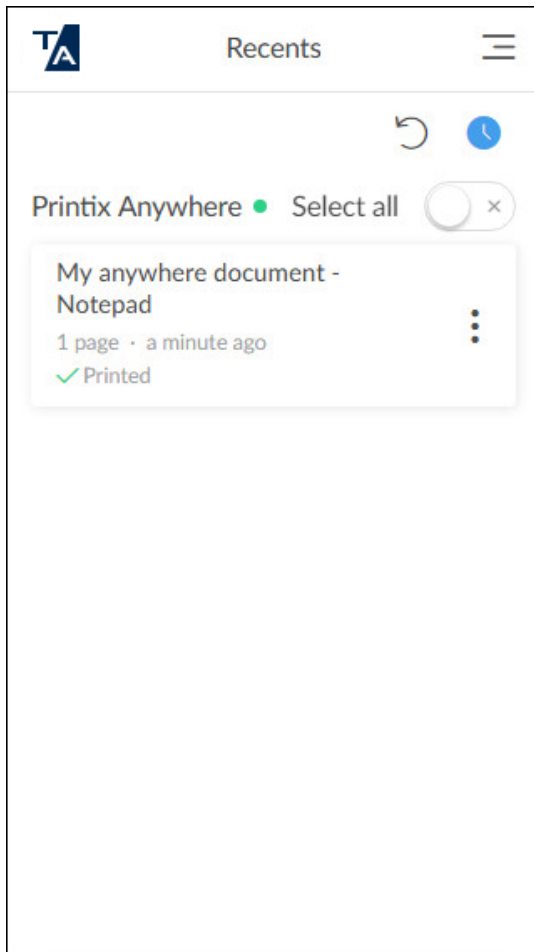
1. On your iPhone or iPad, open the Printix App.
2. Select **Menu** ☰ > **Capture**.
 - Alternatively, you can select **Capture** 📷 on the **Print** page.
3. Select a box with the appropriate settings.
Example:
 - **File type: PDF**
 - **Image quality: Medium**
 - **Destination: Email**
4. Select **Gallery**.
5. Select the photo.
 - If you do not want to proceed, select **X** to cancel and return to the list of boxes.
6. Preview the photo. Optionally, select **Edit** to **Crop** or **Rotate** the image.
7. Select **Use**.

 If you did not crop the image, it is cropped automatically. If you are not satisfied with the automatic cropping, select the photo, select **Delete**, then select it again in the **Gallery**, but this time, crop the image manually by selecting **Edit** and **Crop**.

8. Optionally, select a photo and select **Delete** to delete it. Select **Add** to add another photo. Select **Close** when done.
9. Select **Send**.

Recents

On this page, you can 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.

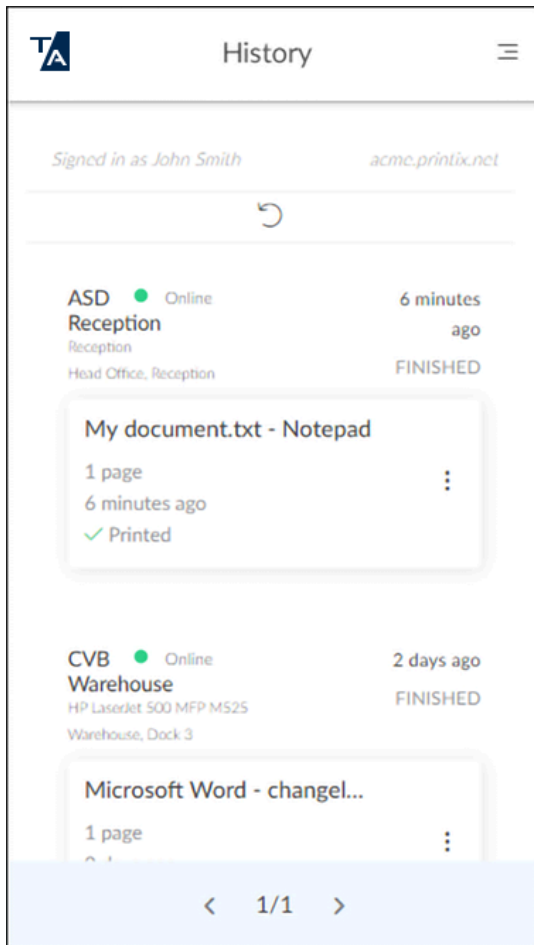


1. Select the documents.
2. Select **Print** at the bottom of the page.
 - To return to the **Print** page, select the **Blue clock** ⌚.
 - To permanently delete a recent document, select the document and select **Delete** 🗑️.

History - Print

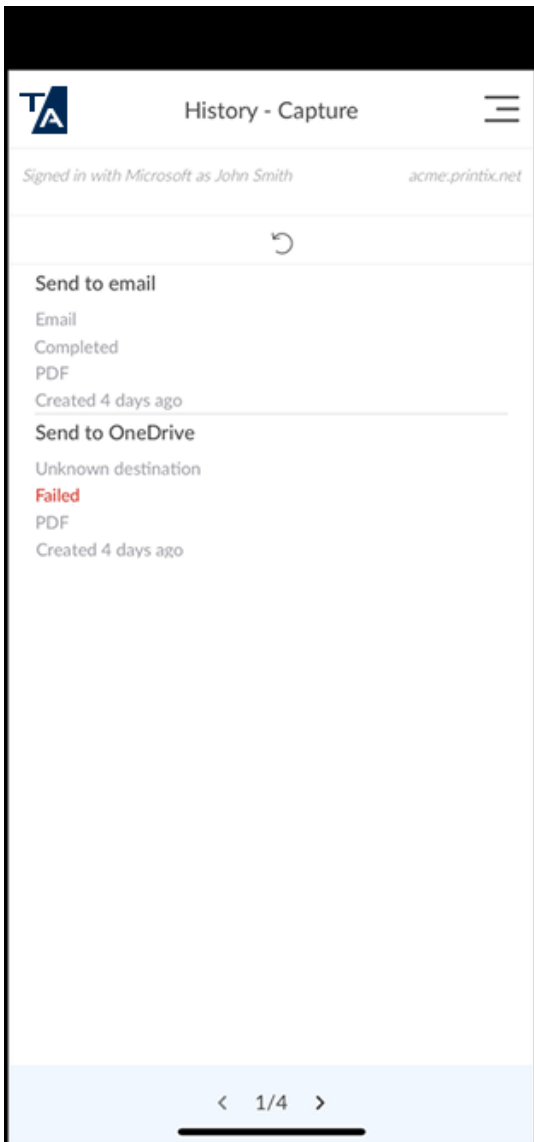
See which documents you printed during the previous 30 days.

Until a document is deleted, it appears with its document name. After it is deleted, the document appears with an ID.



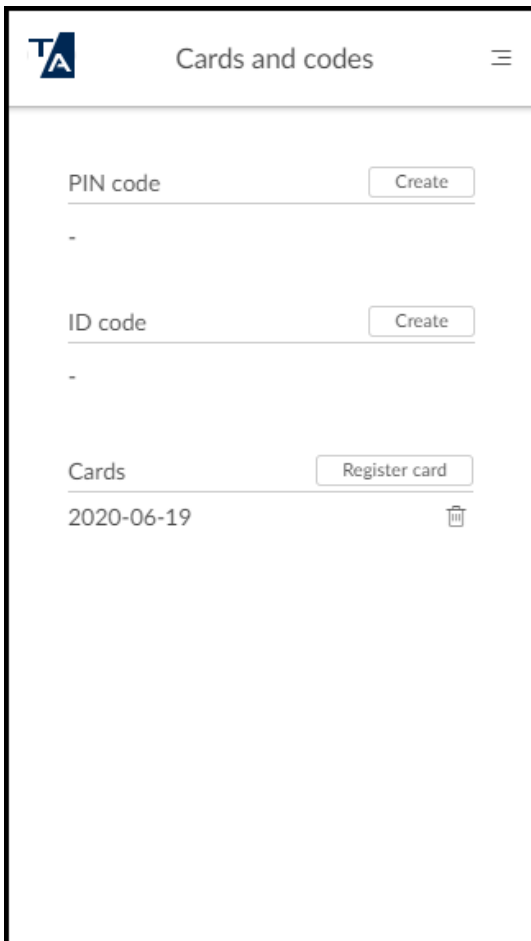
History - Capture

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




Cards and codes

To get here, select **Menu** ≡ > **Cards and codes** in the Printix App.




Manage the cards, ID code, and PIN code used to sign in at printers that have [Printix Go](#) installed.

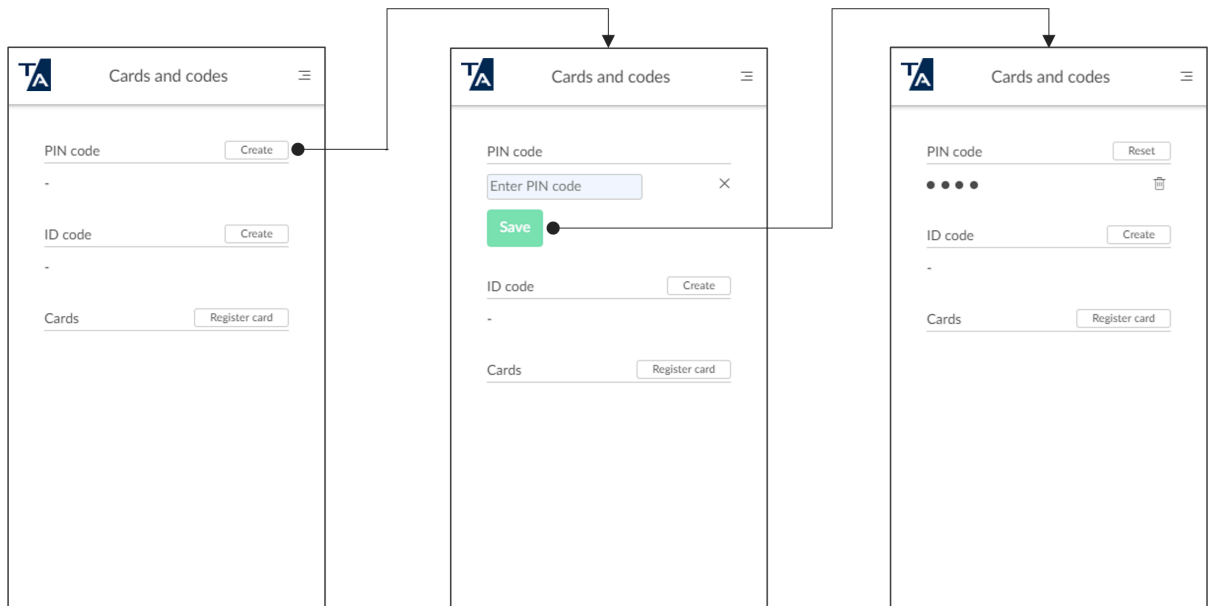
It may take a few seconds for the page to load.


- **PIN code:**
 - [Create and reset the PIN code](#)
- **ID code:**
 - [Create and reset the ID code](#)
- **Cards:**
 - Select **Register card** to register a card.
 - Select **Delete**  next to a card to delete it.


Create and reset the PIN code

The PIN code is the same whether you sign in with an ID code or card.

1. Sign in to the Printix App.
2. Select **Menu**  > **Cards and codes**.




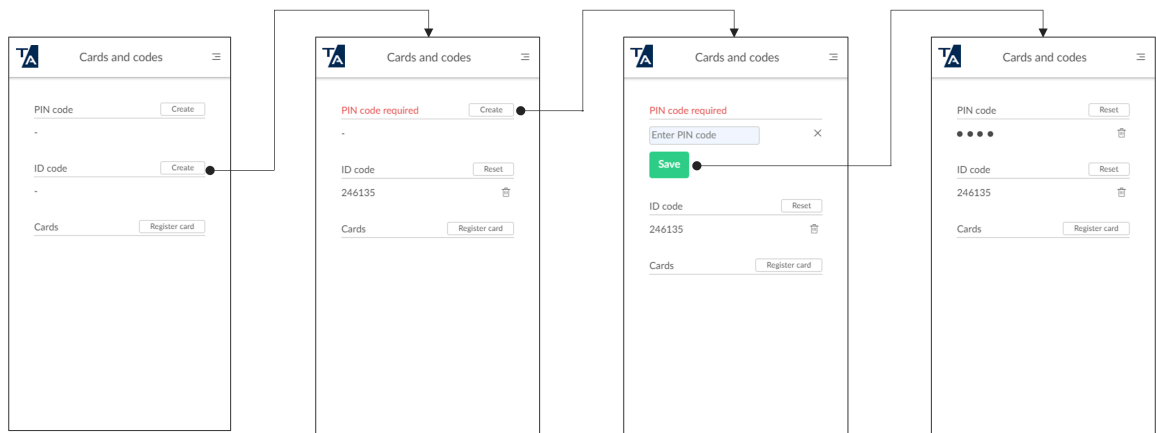
3. Select **Create** next to **PIN code**.
4. Enter a new PIN code (4 digits), then select **Save**.
 - Select **Reset** next to **PIN code** and enter a new PIN code to replace the old one.
 - Select **Delete**  next to your PIN code to delete it.


 The message **PIN code disabled** appears after three consecutive, failed sign-in attempts. In this case, you must open the Printix App, reset the PIN code, and enter a new and different value. Otherwise, the Printix App displays **The new PIN code must be different from the previous one**.

Create and reset the ID code

Use the ID code to sign in at printers that have Printix Go installed.

1. Sign in to the Printix App.
2. Select **Menu**  > **Cards and codes**.



3. Select **Create** next to **ID code** to get an ID code.
4. If you see **PIN code required**, select **Create**, enter a new PIN code (4 digits), then select **Save**.
 - Select **Reset** next to **ID code** and enter a new ID code to replace the old one.
 - Select **Delete**  next to your ID code to delete it.

Change home

Selecting a Printix Home is relevant when you sign in to the Printix App for Android or iOS/iPadOS. You are prompted to select a Printix Home if you:

- **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.


Printer ID method

This function is relevant if you want to disable some of the available printer ID methods.

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

AirPrint password

You need the AirPrint password if you see the "Password required for {printer}" dialog box. This feature requires your administrator to enable mobile print.

 Your AirPrint password is the same for all printers. You need to enter your AirPrint password only once per printer.

See [How to get your AirPrint password](#).

Diagnostics

Diagnostics are relevant if you are advised to get and submit the logs to Support personnel.

See also:

- [How to get Printix App logs](#)

Chapter 6

Printix Go

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


- [Sign in with an ID code at the printer](#)
- [Sign in with card at the printer](#)
- [Release documents at the printer](#)
- [Capture at the printer](#)
- [Sign out](#)
- [Register a card](#)
- [Forgot the ID code or PIN code](#)
- [Create and reset the ID code](#)
- [Create and reset the PIN code](#)

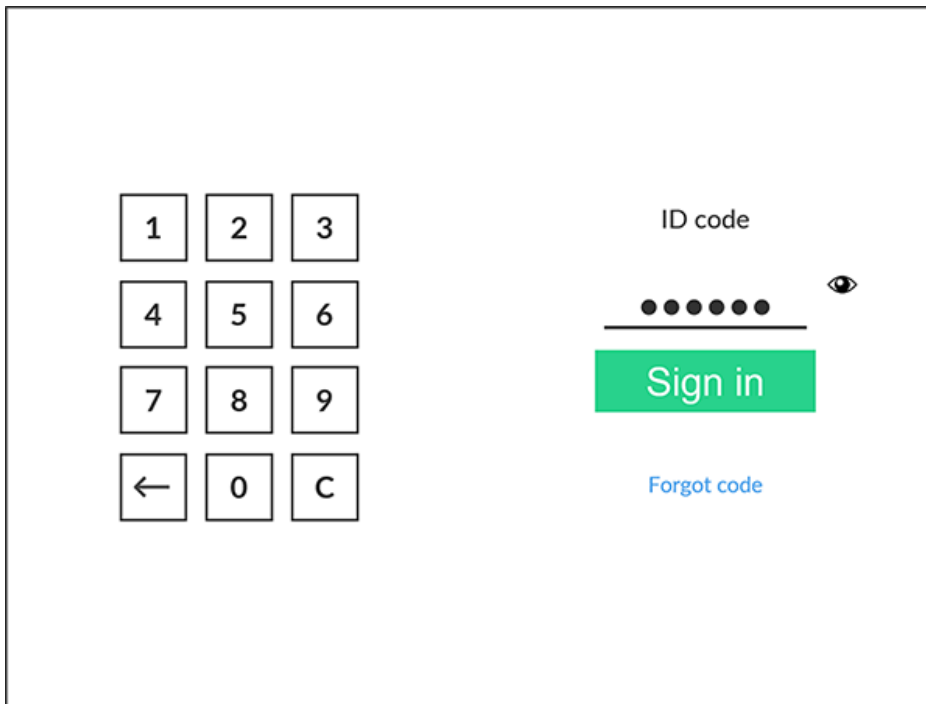
You can use Printix Go with the following printers:


- [Brother](#)
- [Epson](#)
- [Fujifilm](#)
- [HP](#)
- [Konica Minolta](#)
- [Kyocera](#)
- [Lexmark](#)
- [Ricoh](#)
- [Xerox](#)

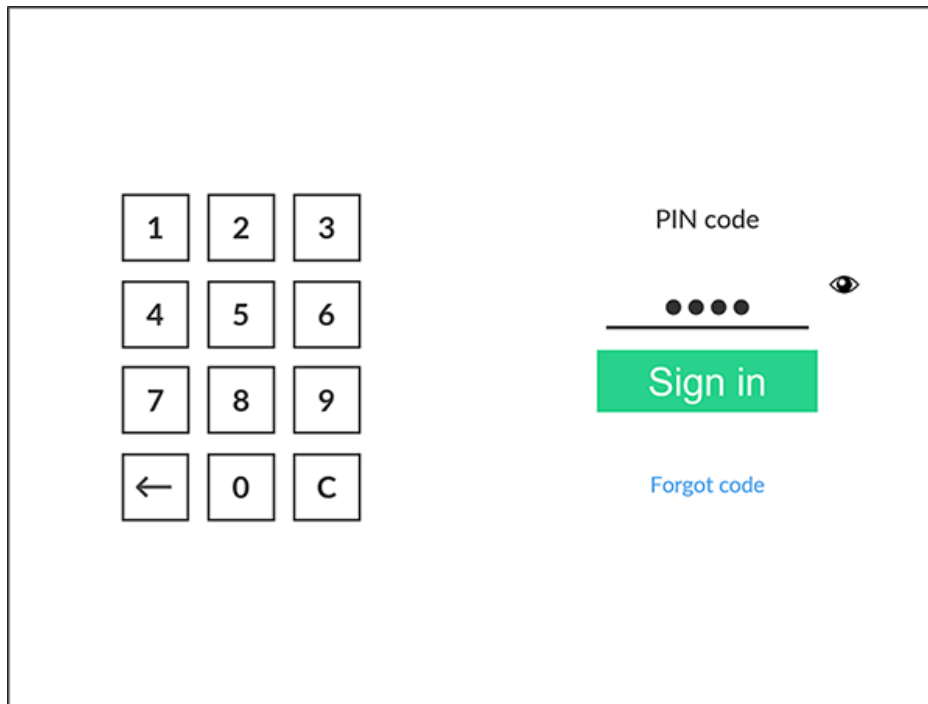
Sign in with an ID code at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.



2. Enter your PIN code (4 digits) on the touchscreen.
 - This step is skipped if your administrator configured that users only need an ID code to sign in.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.




See also:


- [Create and reset the ID code](#)
- [Create and reset the PIN code](#)

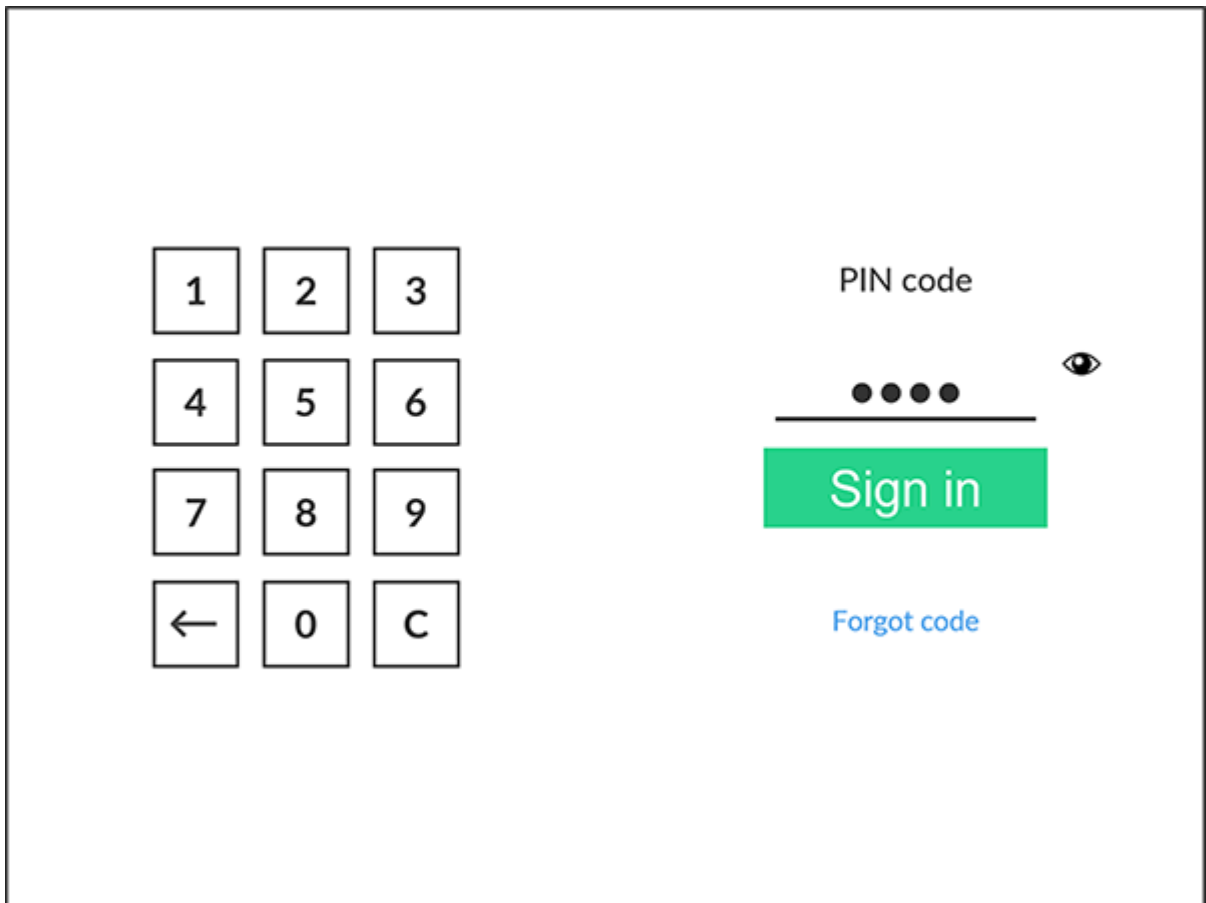
Sign in with card at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

1. Swipe your card at the card reader on the printer.
 - 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 swiped.



2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.



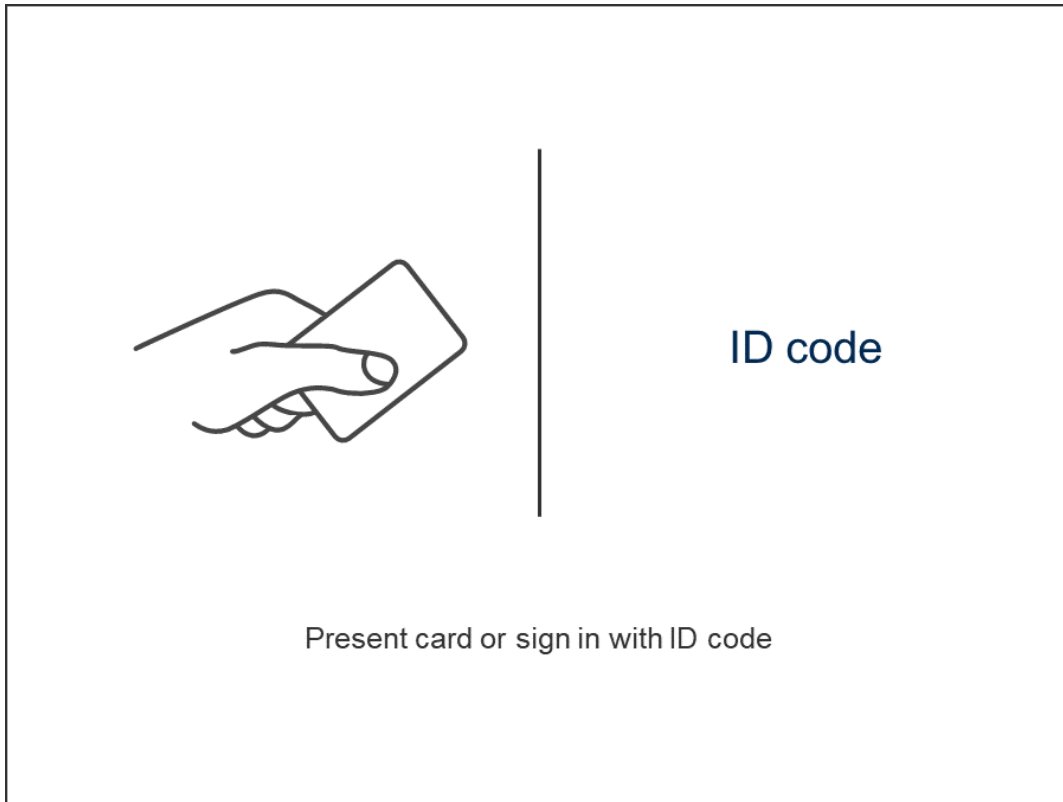
See also:

- [Register a card](#)
- [Create and reset the PIN code](#)

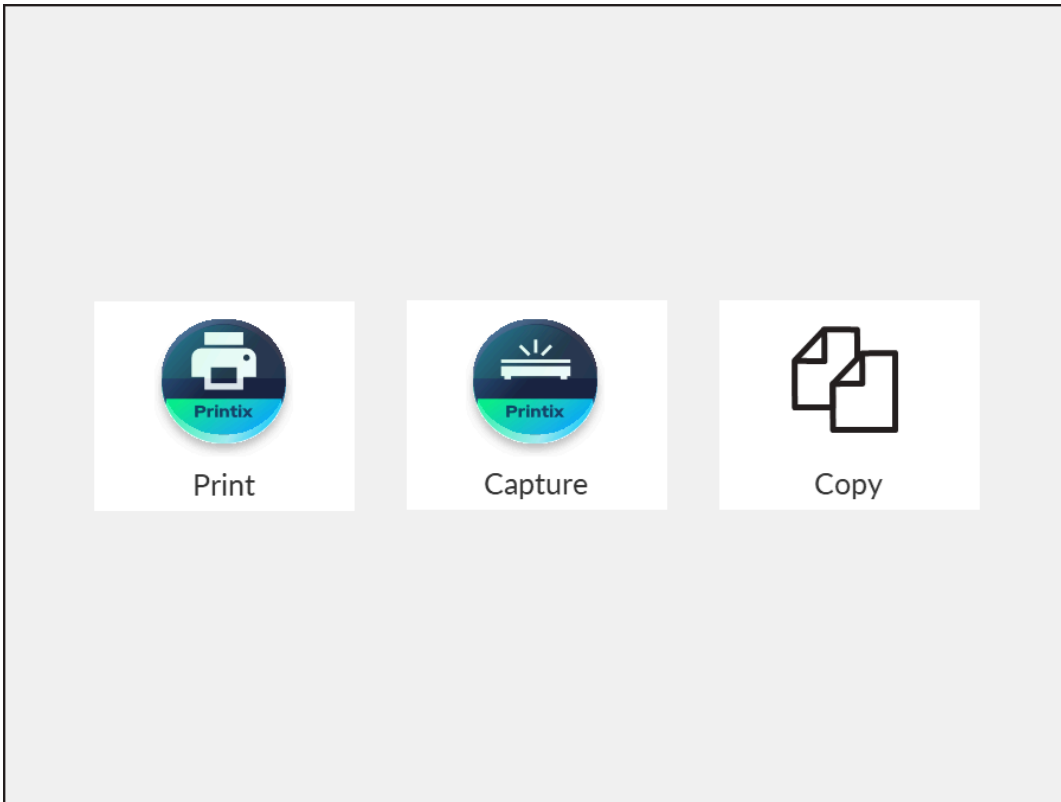
Release documents at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

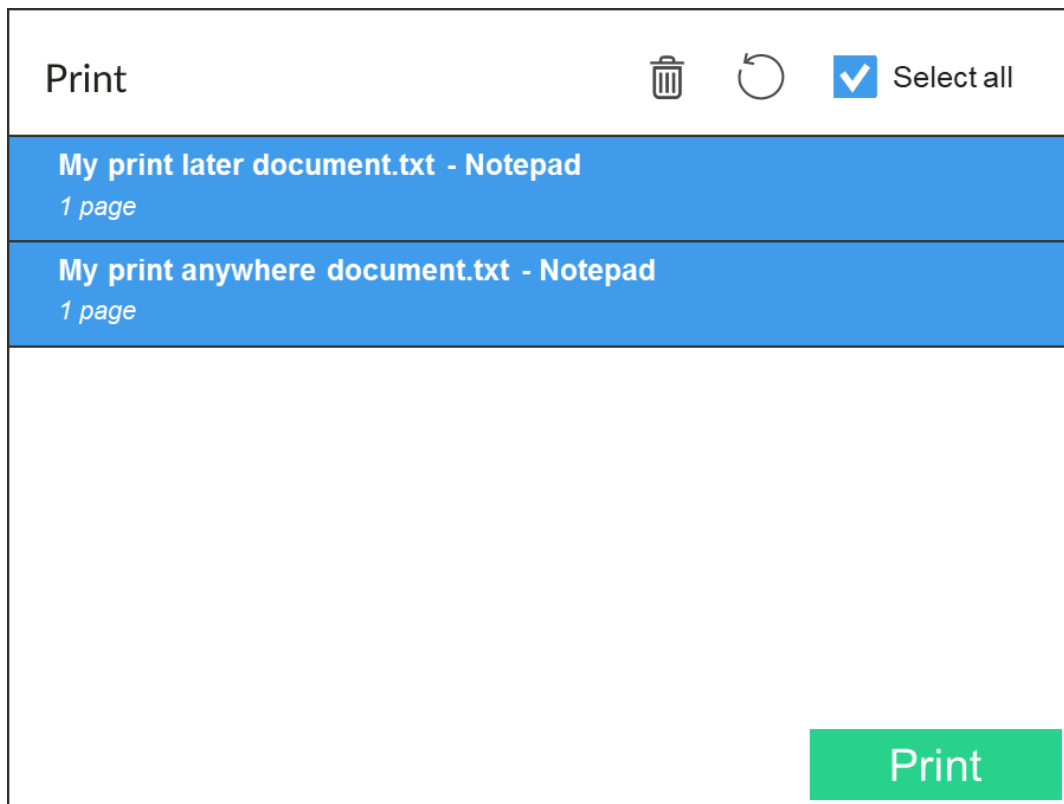
1. Sign in to the printer.



2. Select the Printix **Print**  icon.




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at the printer

These are generic instructions. For vendor-specific instructions, see: [HP](#), [Konica Minolta](#), [Kyocera](#), or [Ricoh](#).

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

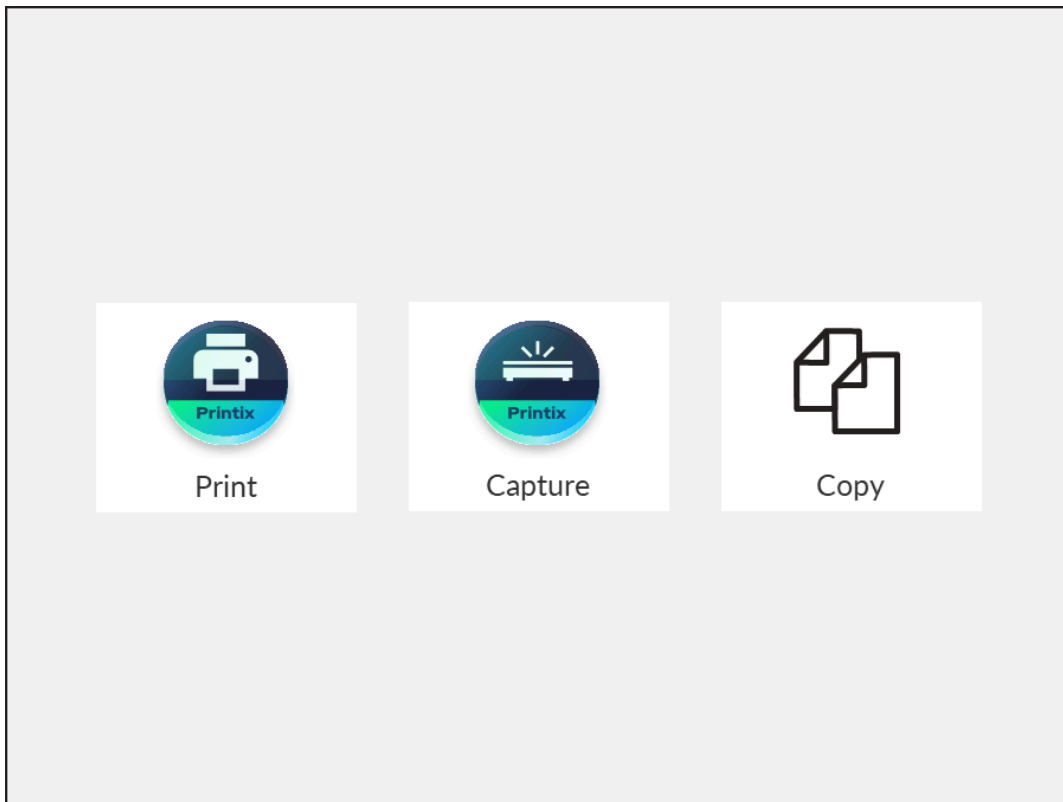
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.





- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

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



A list of capture workflows appears.




Capture 	
	Send to email
	Send to OneDrive
	Send to SharePoint

3. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:

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

Send to SharePoint X	
	Orientation: Portrait Paper size: Select automatically Color: Grey Resolution: 300 2-sided: No
	File type: PDF 1.6 Image quality: Medium File name: sendtosharepoint-2022-10-31
	Destination: https://acme.sharepoint.com/Documents/Scans
<div style="background-color: #00a651; color: white; padding: 10px 20px; display: inline-block; border-radius: 5px;">Start</div>	

5. Select **Start** to start scanning.

- If you do not want to start the scan, 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.
- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

Sign out

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

You can sign out from the printer using these methods:

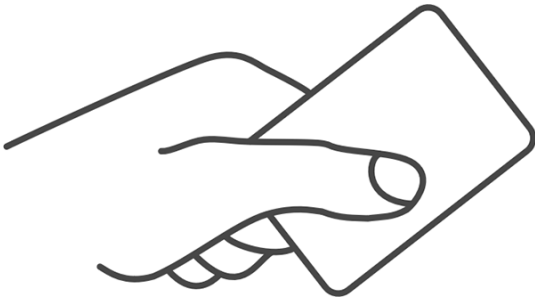
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register a card

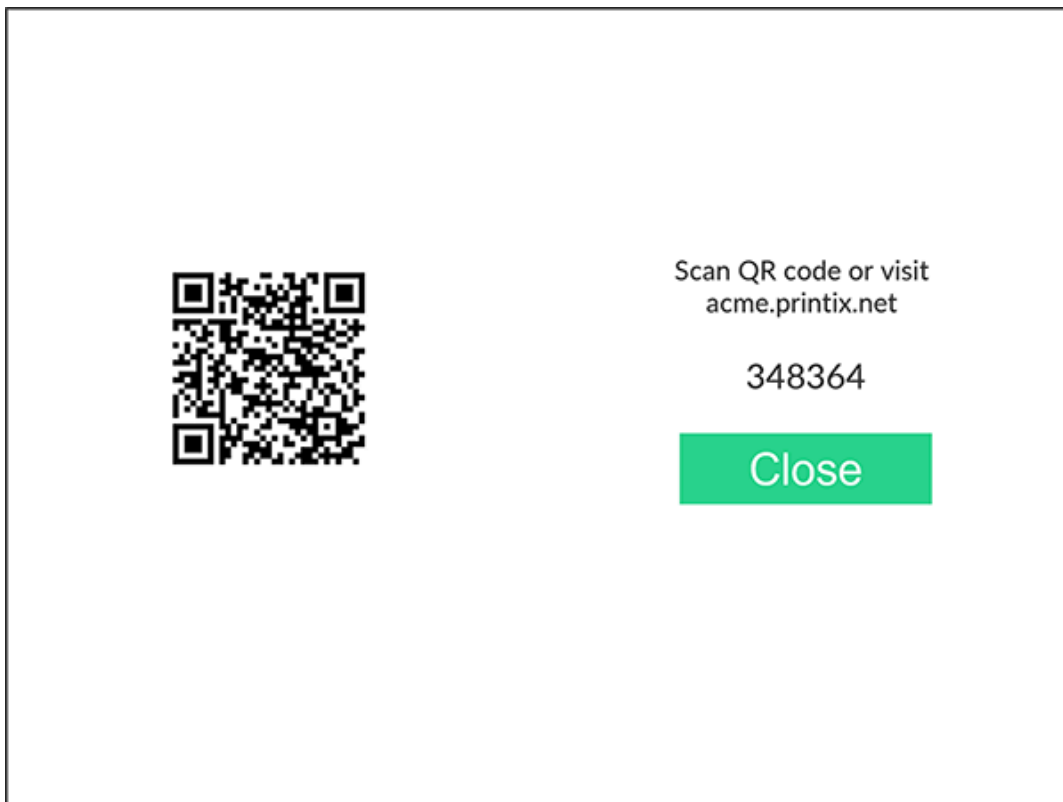
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card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

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card without a phone.](#)
 - Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

Scan the QR code with the Printix App on your phone

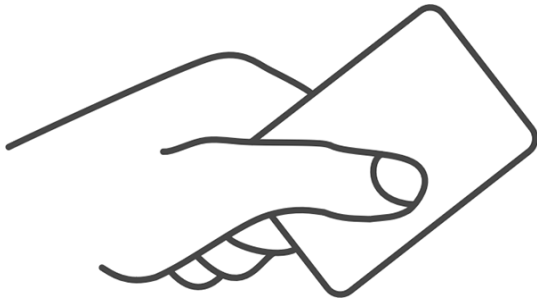
If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

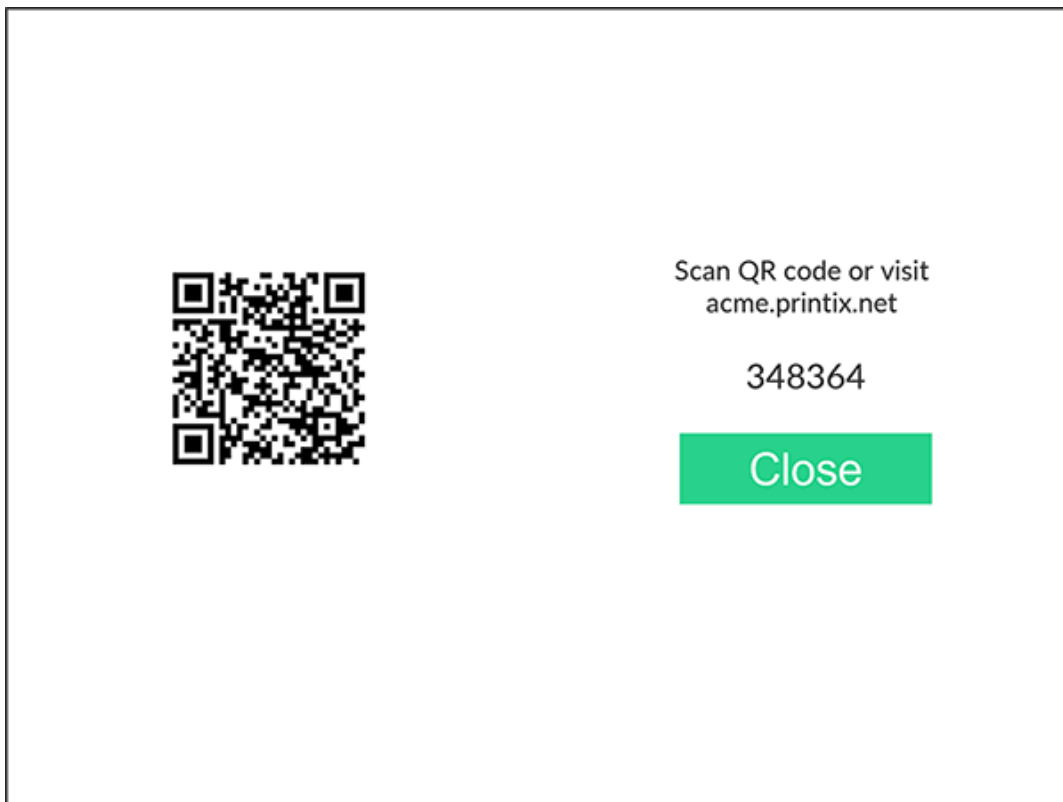
Register a card without a phone

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 can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



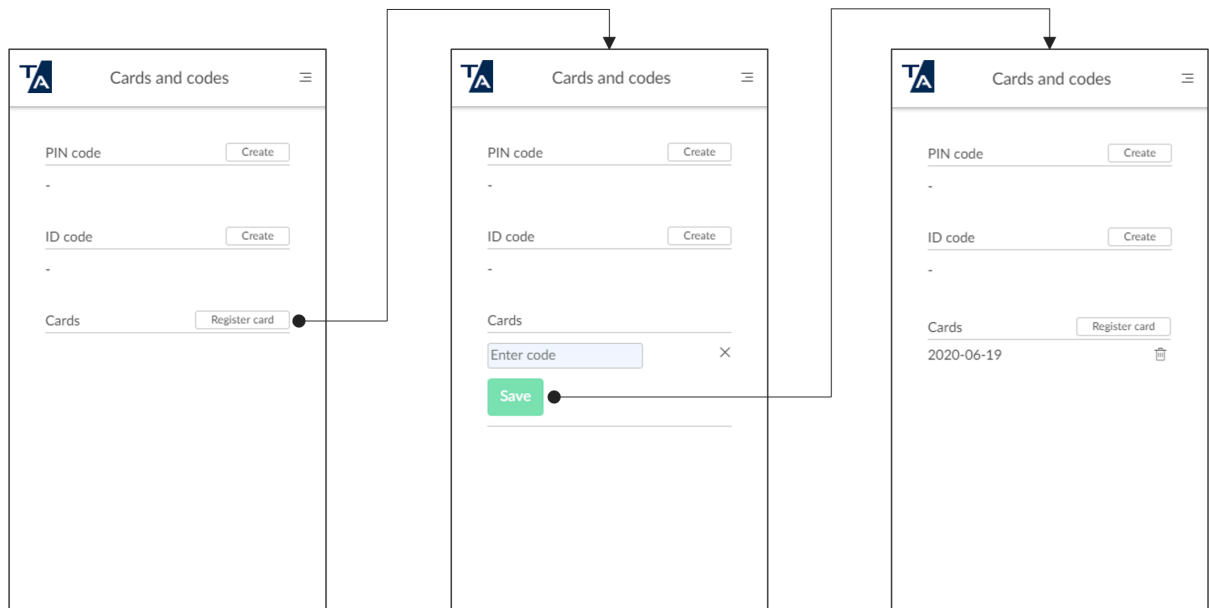
A 6-digit card registration code appears. The code is valid for 1 hour.



2. Make a note of the card registration code.

Enter card registration code on your computer

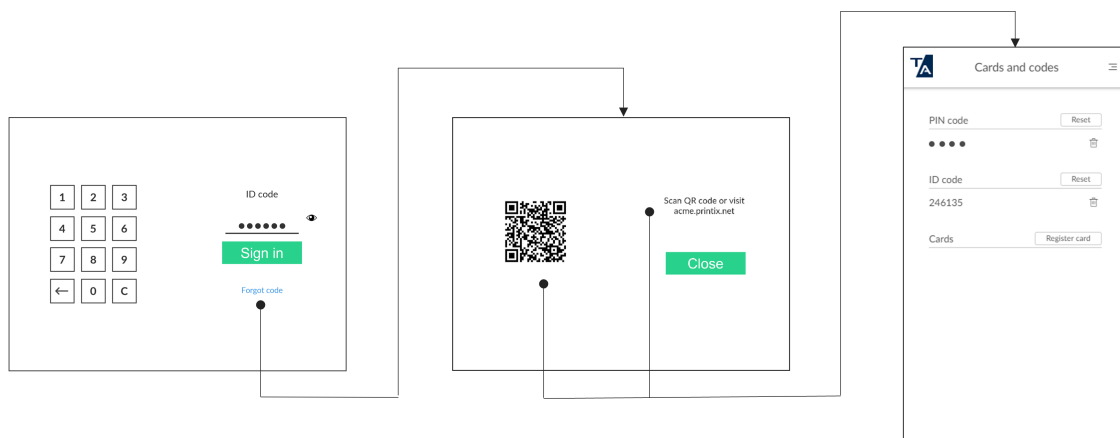
1. [Open the Printix App.](#)
2. Select **Menu** ☰ > **Cards and codes.**



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Forgot the ID code or PIN code

You can reset the ID code or PIN code from the **Cards and codes** menu in the Printix App. The printer's sign-in screens that prompt for the ID code and PIN code also include a **Forgot code** button.



1. Select **Forgot code**.
A new screen appears with a QR code and the text: **Scan QR code or visit {acme.printix.net}**.

2. Use your phone or tablet to scan the QR code to open the **Cards and codes** menu in the Printix App.
 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - If the Google application is installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

i The message **PIN code disabled** appears after three consecutive, failed sign-in attempts. In this case, you must open the Printix App, reset the PIN code, and enter a new and different value. Otherwise, the Printix App displays **The new PIN code must be different from the previous one.**

See also:

- [Create and reset the ID code](#)
- [Create and reset the PIN code](#)

Use Printix Go on Brother printers

- [Sign in with an ID code at a Brother printer](#)
- [Sign in with card at a Brother printer](#)
- [Release documents at a Brother printer](#)
- [Sign out from a Brother printer](#)
- [Register card on a Brother printer](#)

See also:

- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

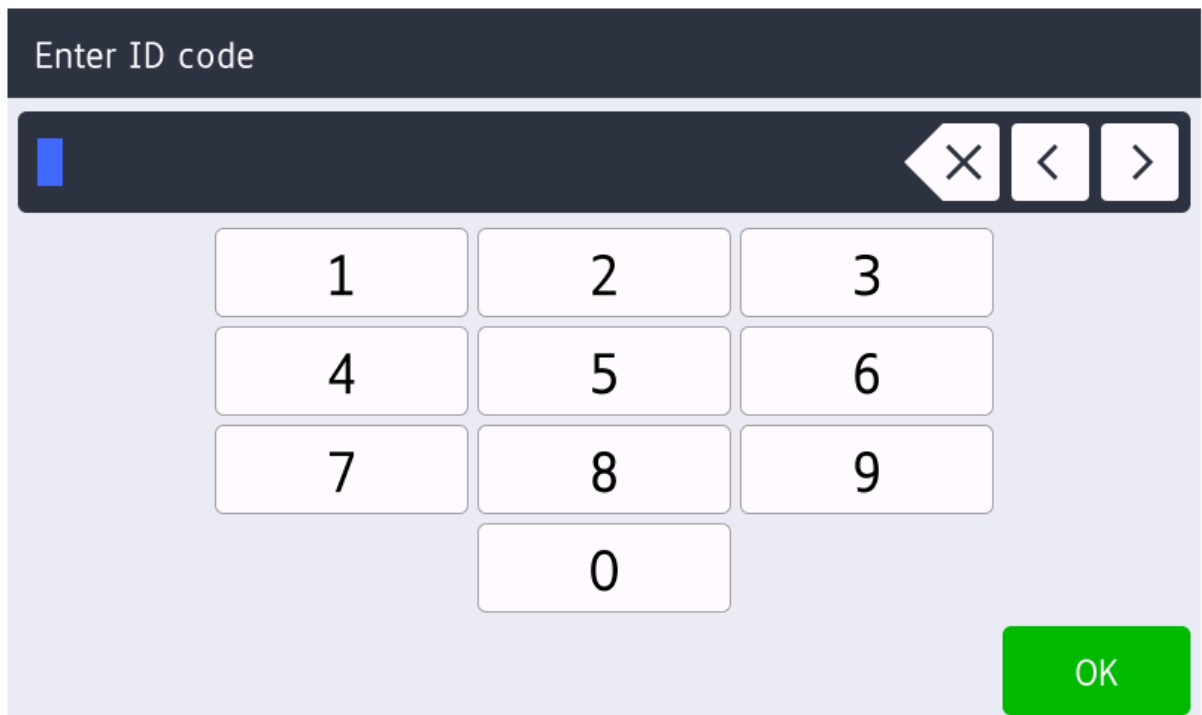
Sign in with an ID code at a Brother printer

1. When the printer's touchscreen control panel displays **Press OK to sign in** or **Present card or press OK**, select **OK**.
2. Select **ID code**.
 - 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 URL provided to reset your ID code.



The screenshot shows a login interface with a dark header labeled "Printix". Below the header are three white rectangular buttons stacked vertically: "ID code", "Guest", and "Forgot code". The background is a light gray gradient.

3. Enter your ID code (6 digits) on the touchscreen.



The screenshot shows a numeric keypad interface. At the top, a dark header contains the text "Enter ID code". Below the header is a dark bar with a blue cursor on the left and three navigation icons (a back arrow with an 'X', a left arrow, and a right arrow) on the right. The keypad consists of white buttons with black numbers: 1, 2, 3 in the first row; 4, 5, 6 in the second row; 7, 8, 9 in the third row; and 0 in a single button centered in the fourth row. A green "OK" button is located in the bottom right corner.

4. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Return to the screen where you selected **ID code**, but instead of selecting **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 URL provided to reset your PIN code.

The screenshot shows a touchscreen interface for entering a PIN code. At the top, a dark header displays "Enter PIN code". Below this is a dark bar with a blue square on the left and a white arrow pointing left with an "X" on the right. The main area features a numeric keypad with buttons for digits 1 through 9 and 0. A green "OK" button is located in the bottom right corner.

Sign in with card at a Brother printer

1. When the printer's touchscreen control panel displays **Present card or press OK**, swipe your card at the card reader on the printer.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.
2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Return to the screen where the control panel displays **Present card or press OK**, select **OK**, then 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 URL provided to reset your PIN code.

Enter PIN code

1 2 3

4 5 6

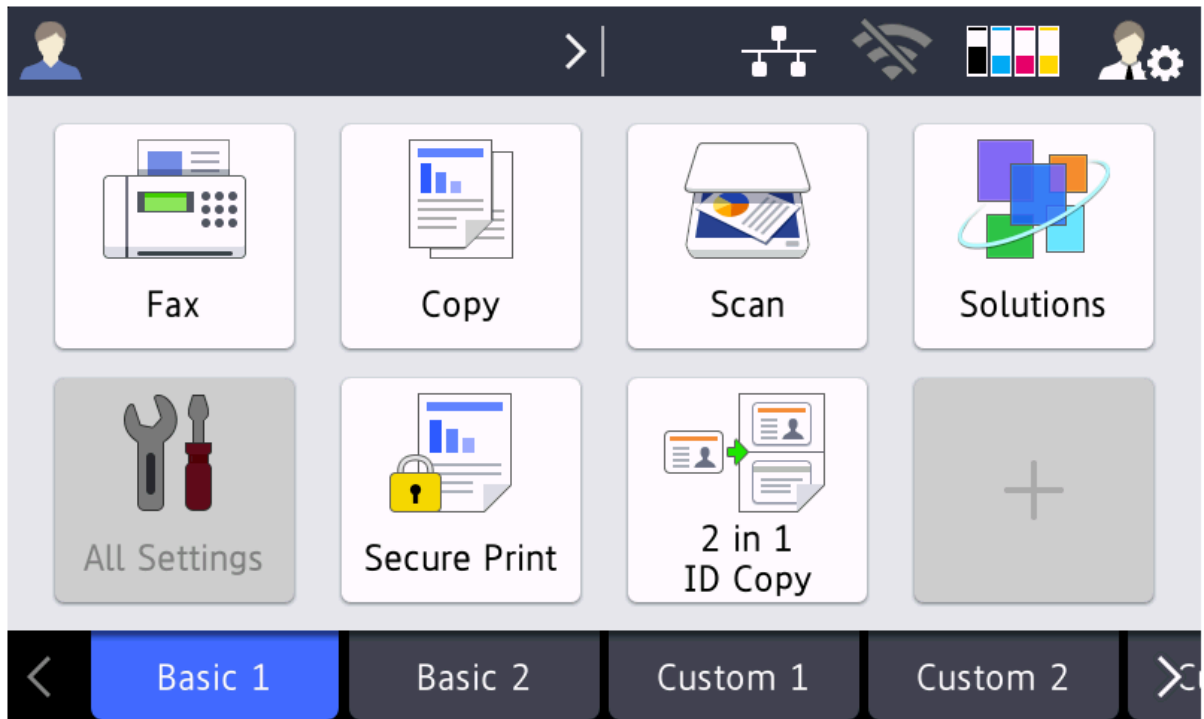
7 8 9

0

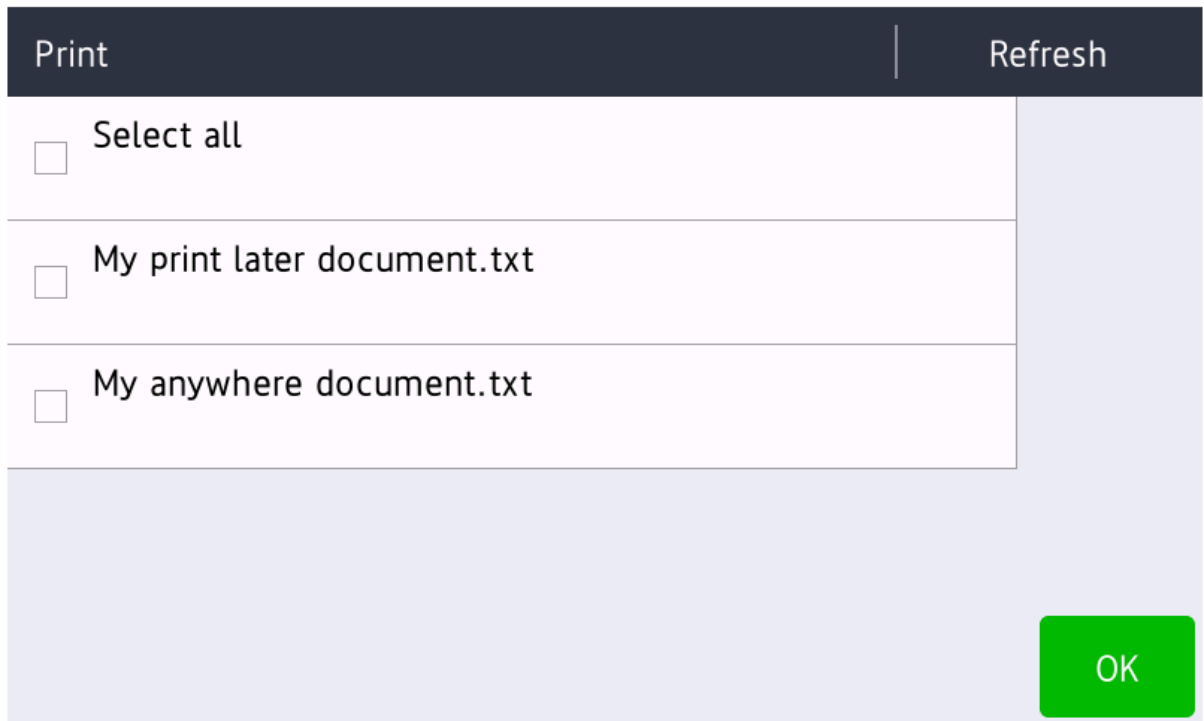
OK

Release documents at a Brother printer

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



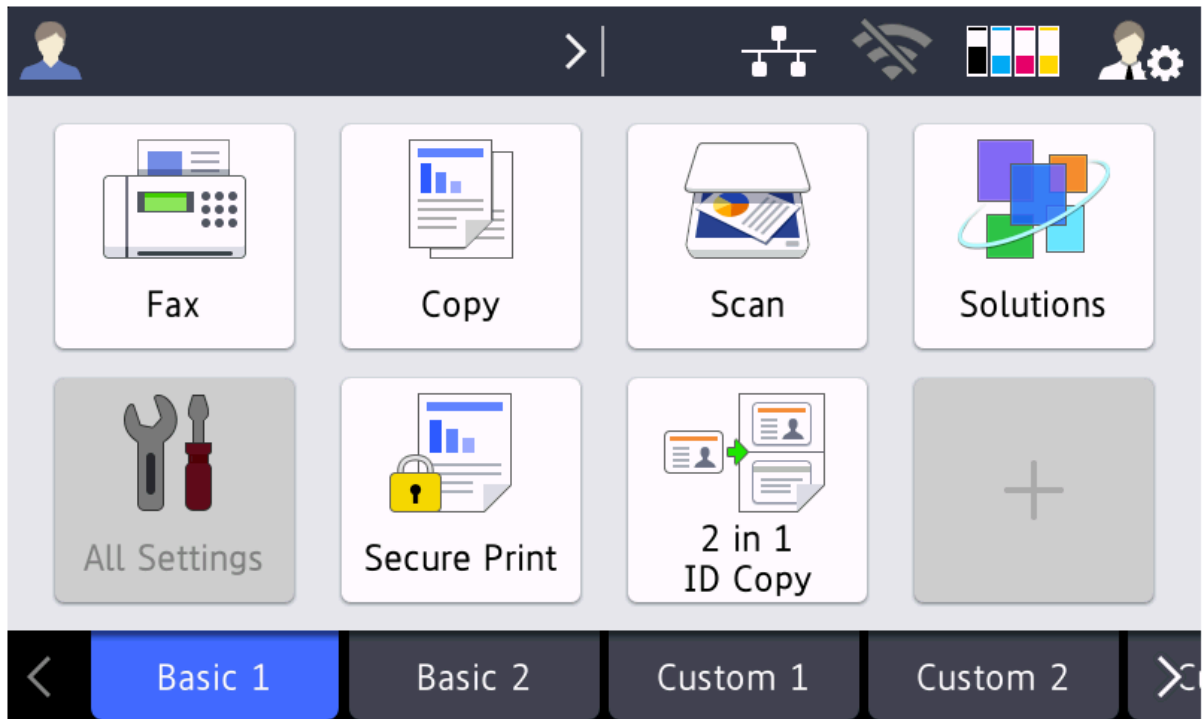
3. Select **Select to print** to only release specific documents, or select **Print all** to release all documents.
4. Select the documents to release, or select **Select all**.
The other documents are not visually marked with a check mark if you use **Select all**.



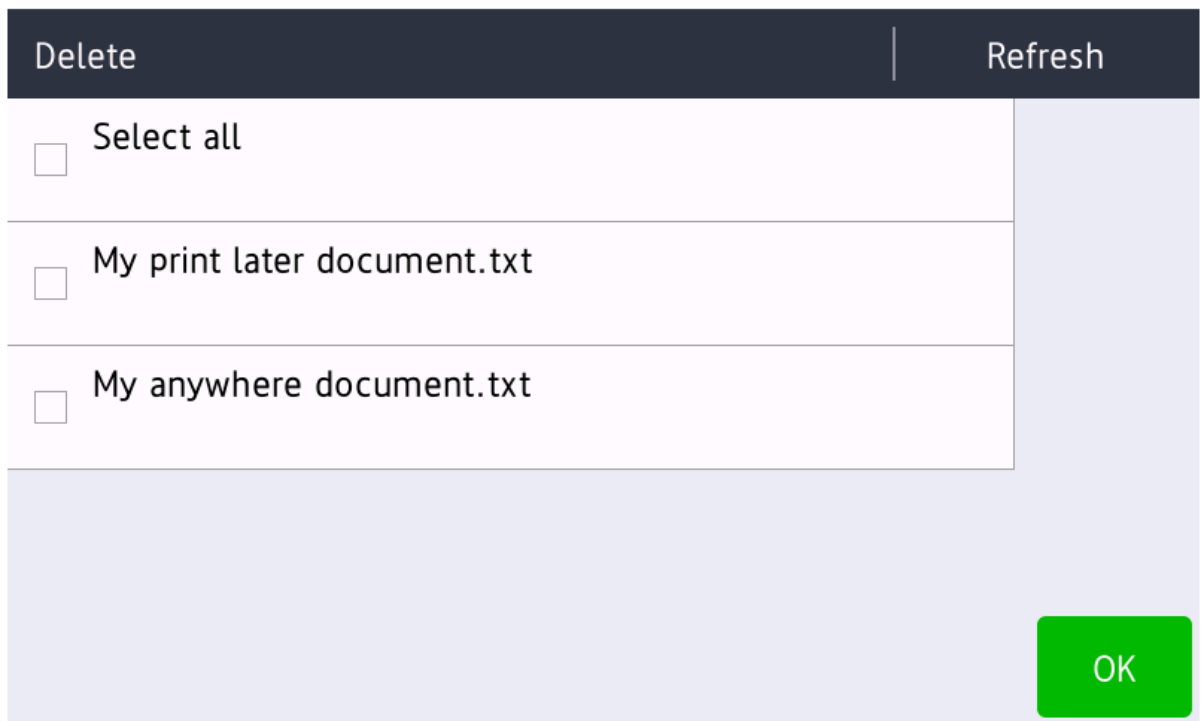
5. Select **OK** at the bottom of the screen.

Delete documents

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



3. Select **Select to delete**.
4. Select the documents to delete, or select **Select all**.



5. Select **OK** at the bottom of the screen.

Sign out from a Brother printer

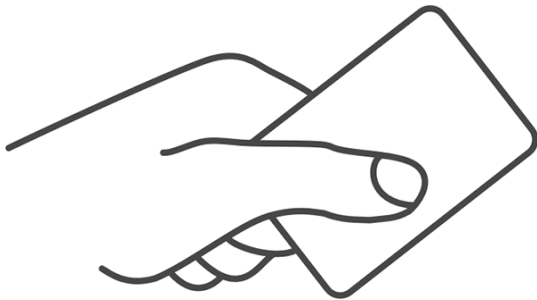
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select the signed in user's name in the upper left corner.

Register card on a Brother printer

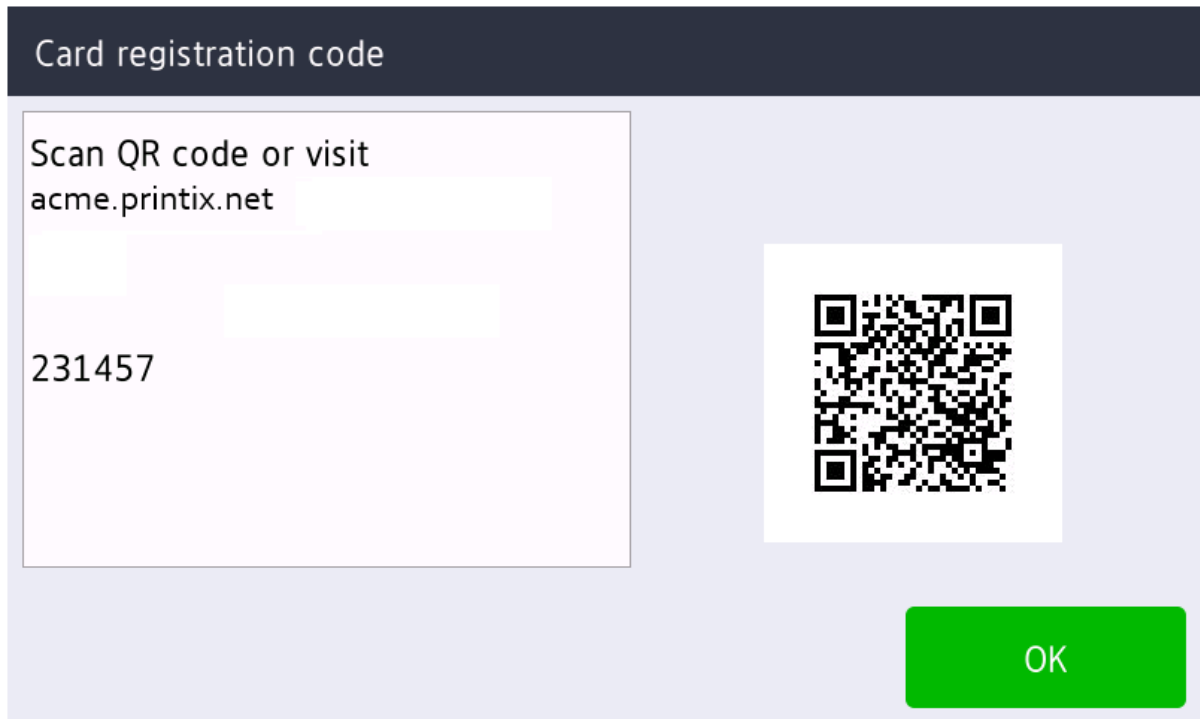
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card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

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.



2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone


1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.


Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.


Scan the QR code with the Printix App on your phone

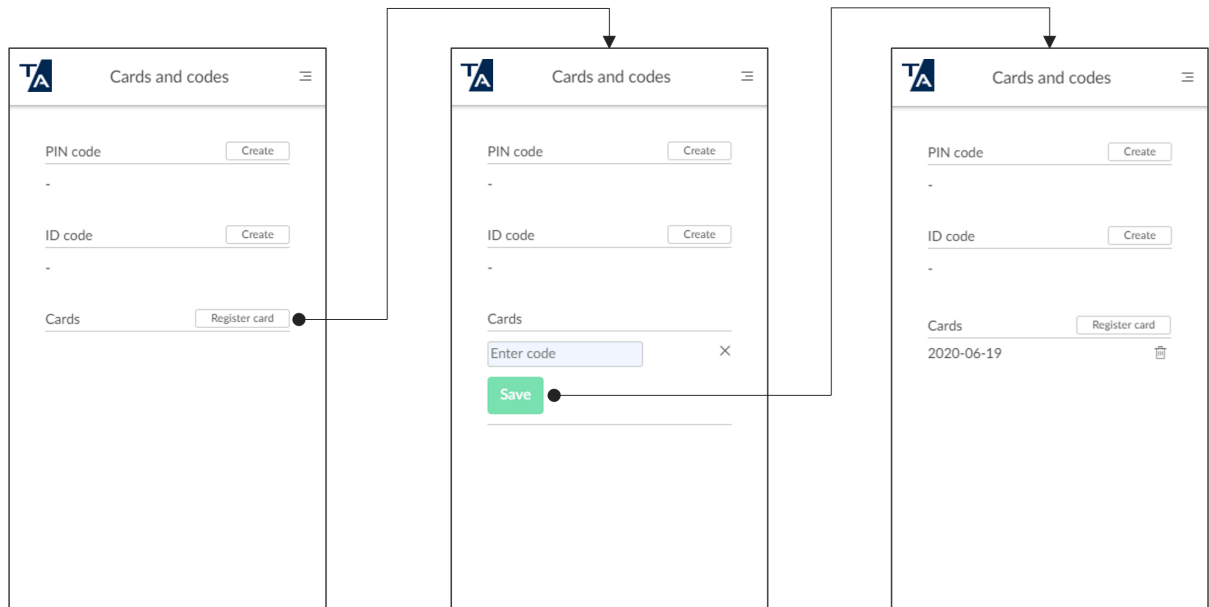
If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  **> Cards and codes**.
3. Select **Register card**.

4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. [Open the Printix App](#).
2. Select **Menu**  > **Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.


Use Printix Go on Epson printers

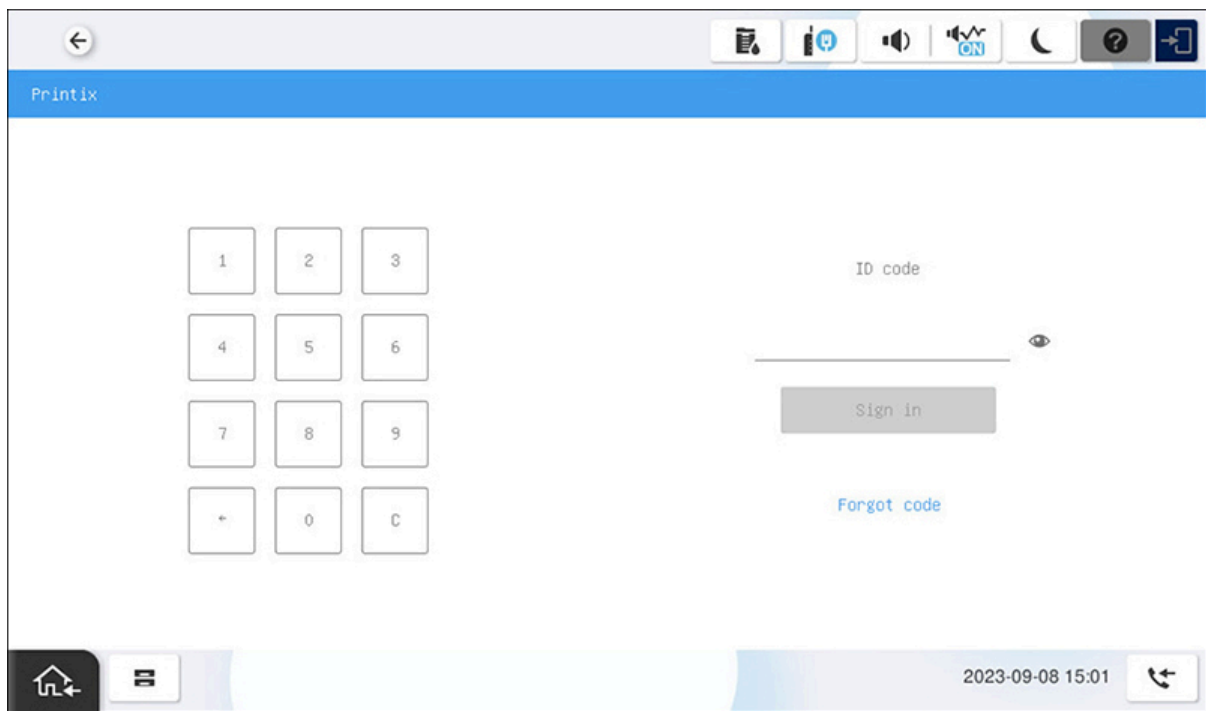
- [Sign in with an ID code at an Epson printer](#)
- [Sign in with card at an Epson printer](#)
- [Release documents at an Epson printer](#)
- [Sign out from an Epson printer](#)
- [Register card on an Epson printer](#)


See also:

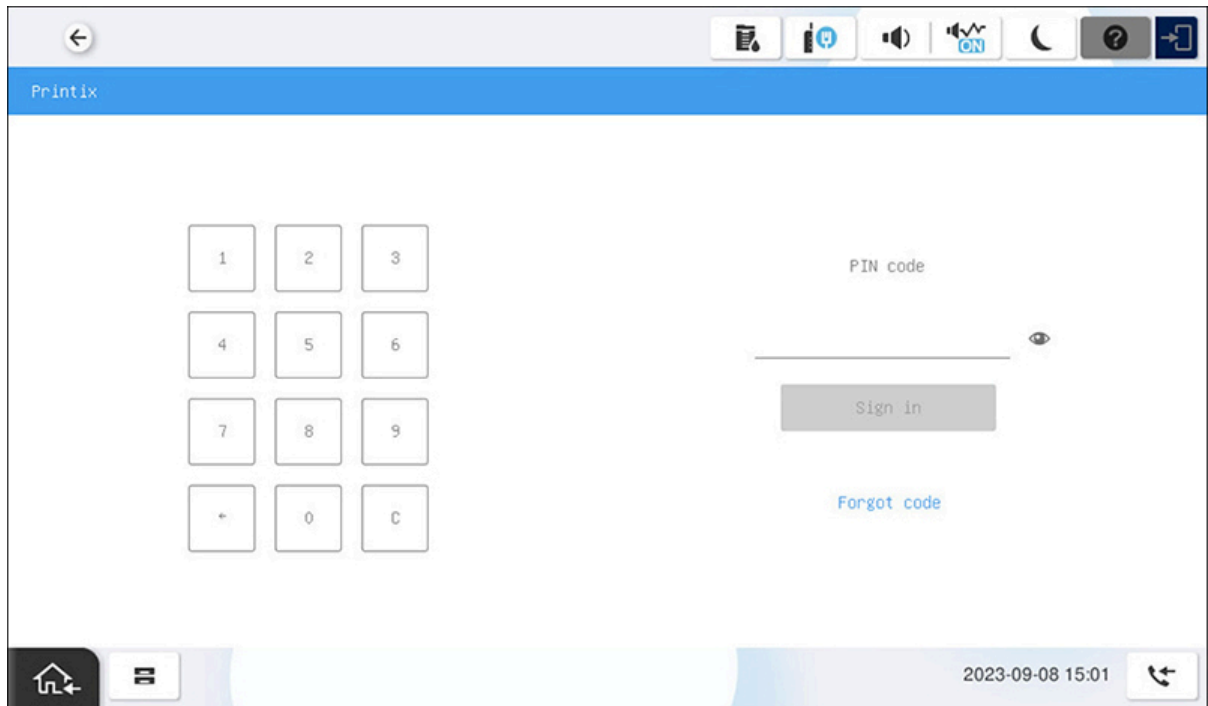
- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

Sign in with an ID code at an Epson printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.

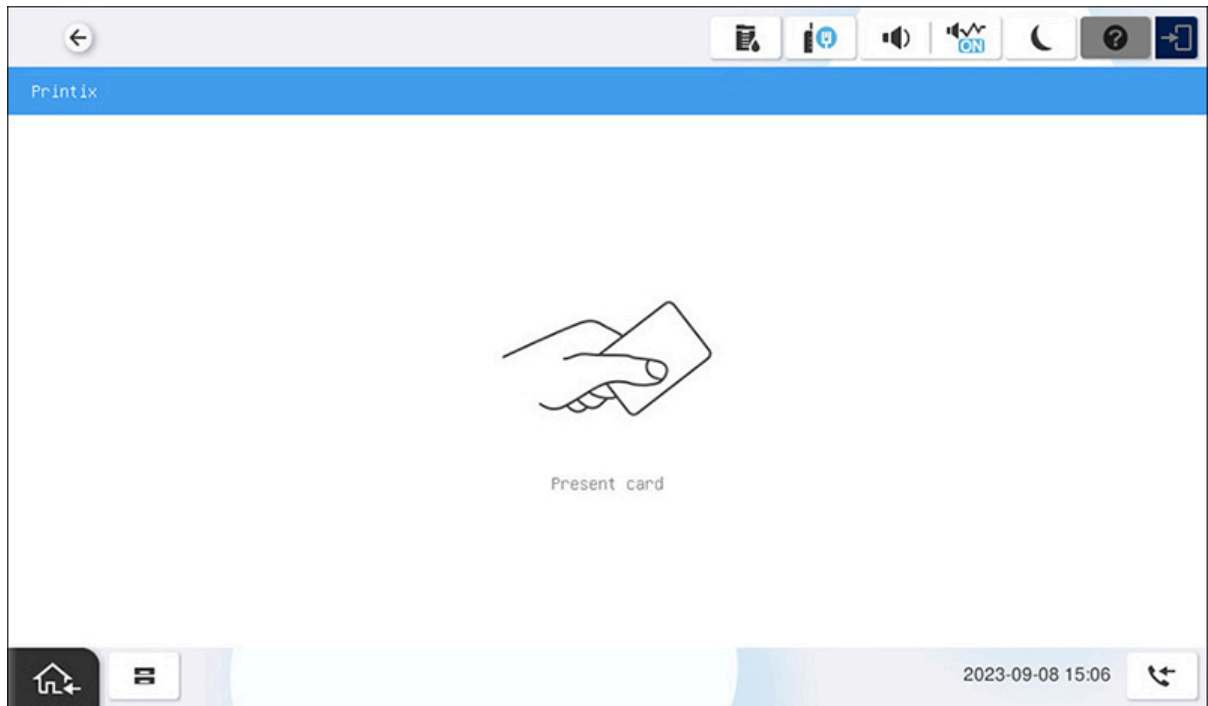



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone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

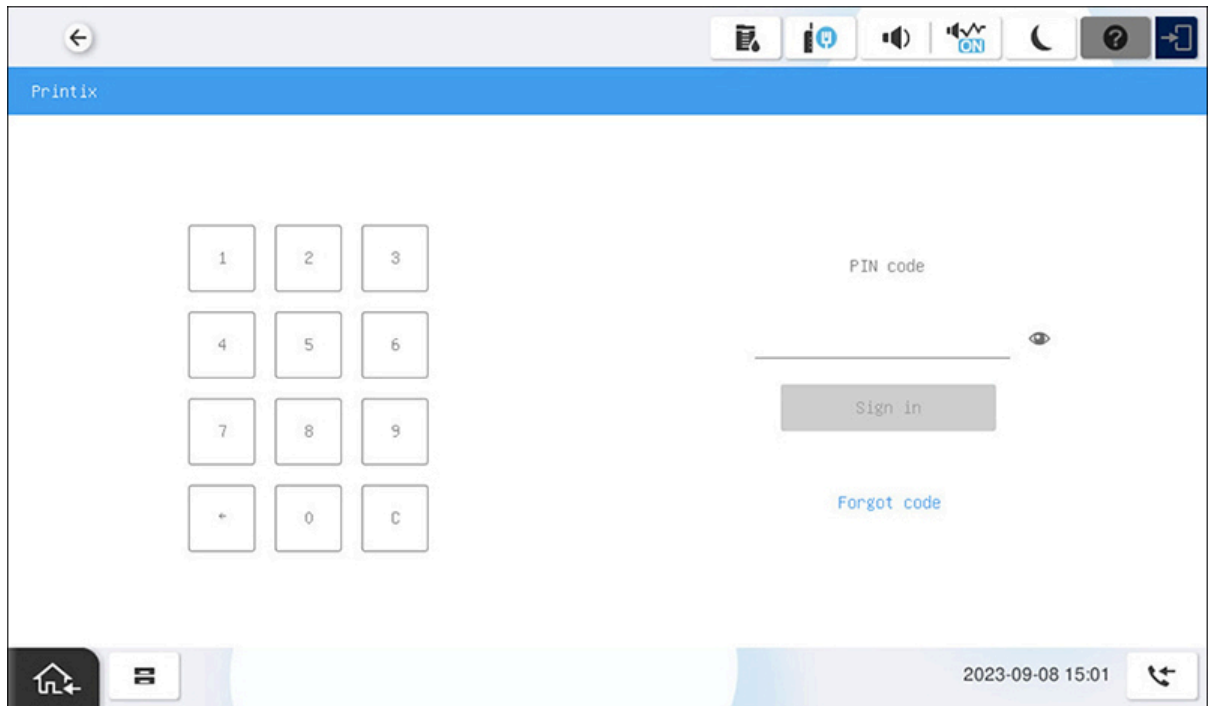


Sign in with card at an Epson printer

1. Swipe your card at the card reader on the printer.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.

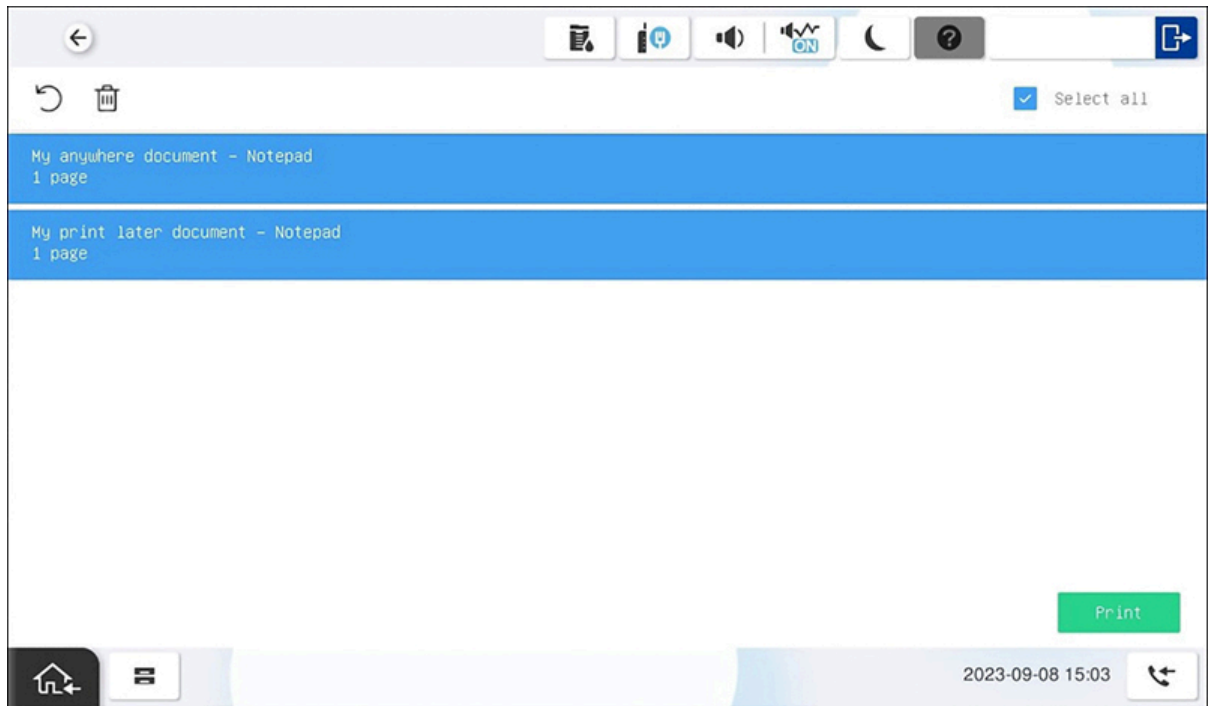


2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera 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 URL provided to reset your PIN code.




Release documents at an Epson printer

1. Sign in to the printer.
2. Before 60 seconds have elapsed, select the **Home** icon on the printer.
3. Select the documents to release, or select **Select all** (the check box in the top right corner).



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Sign out from an Epson printer

You can sign out from the printer using these methods:

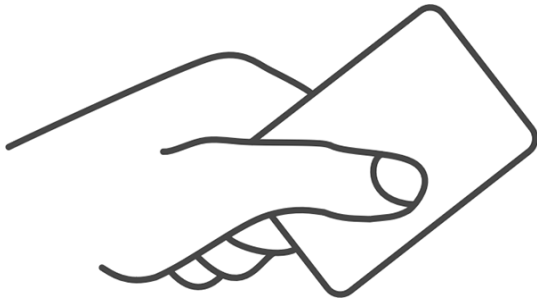
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on 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 can be

registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. [Open the Printix App](#).
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Use Printix Go on Fujifilm printers

- [Sign in with an ID code at a Fujifilm printer](#)
- [Sign in with card at a Fujifilm printer](#)
- [Release documents at a Fujifilm printer](#)
- [Sign out from a Fujifilm printer](#)
- [Register card on a Fujifilm printer](#)

See also:

- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

Sign in with an ID code at a Fujifilm printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye** 👁 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 URL provided to reset your ID code.

Printix

1 2 3

4 5 6


7 8 9

← 0 C

ID code

Sign in

[Forgot code](#)

2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.

Printix

1 2 3

4 5 6

7 8 9


← 0 C

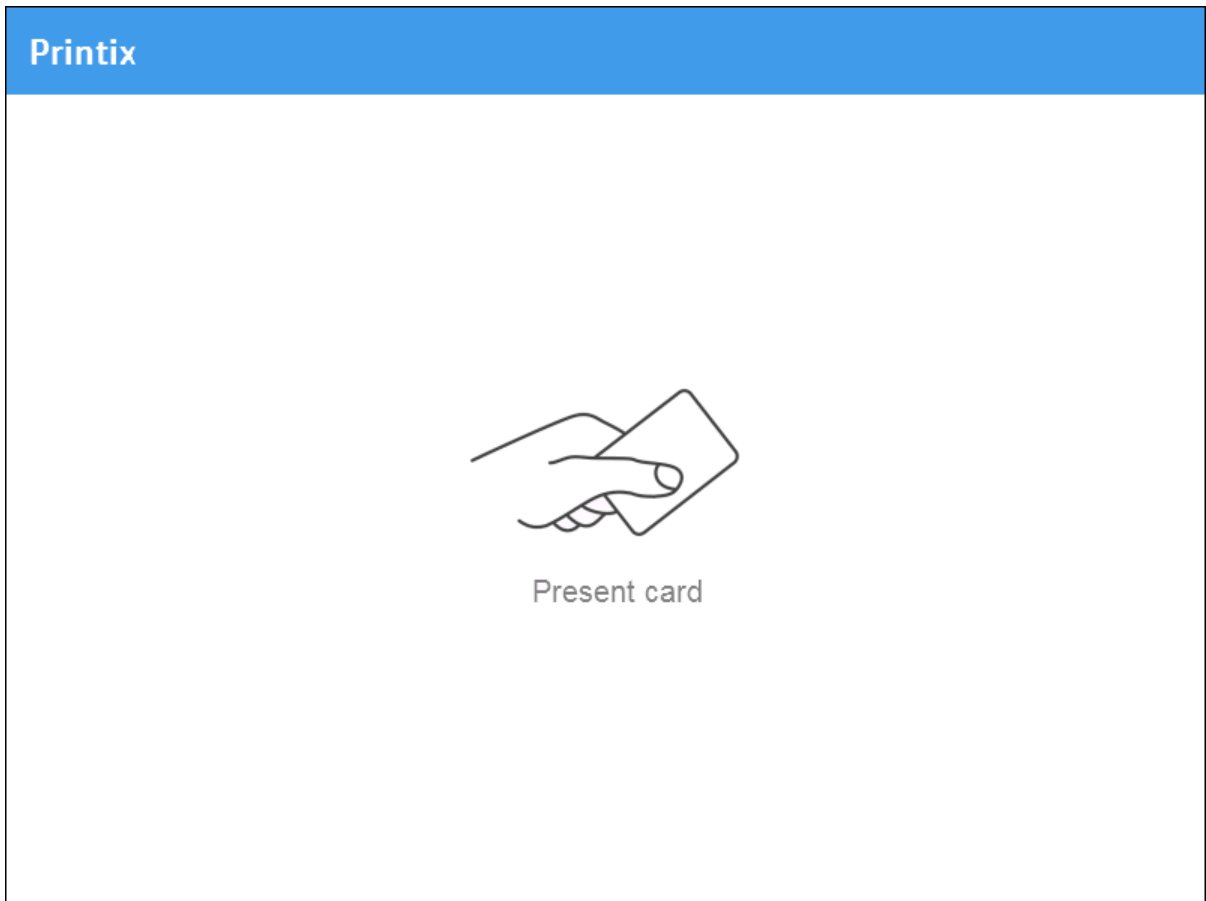
PIN code


Sign in

[Forgot code](#)

Sign in with card at a Fujifilm printer

1. Swipe your card at the card reader on the printer.
 - 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 swiped.



2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.

Printix

1 2 3

4 5 6

7 8 9


← 0 C

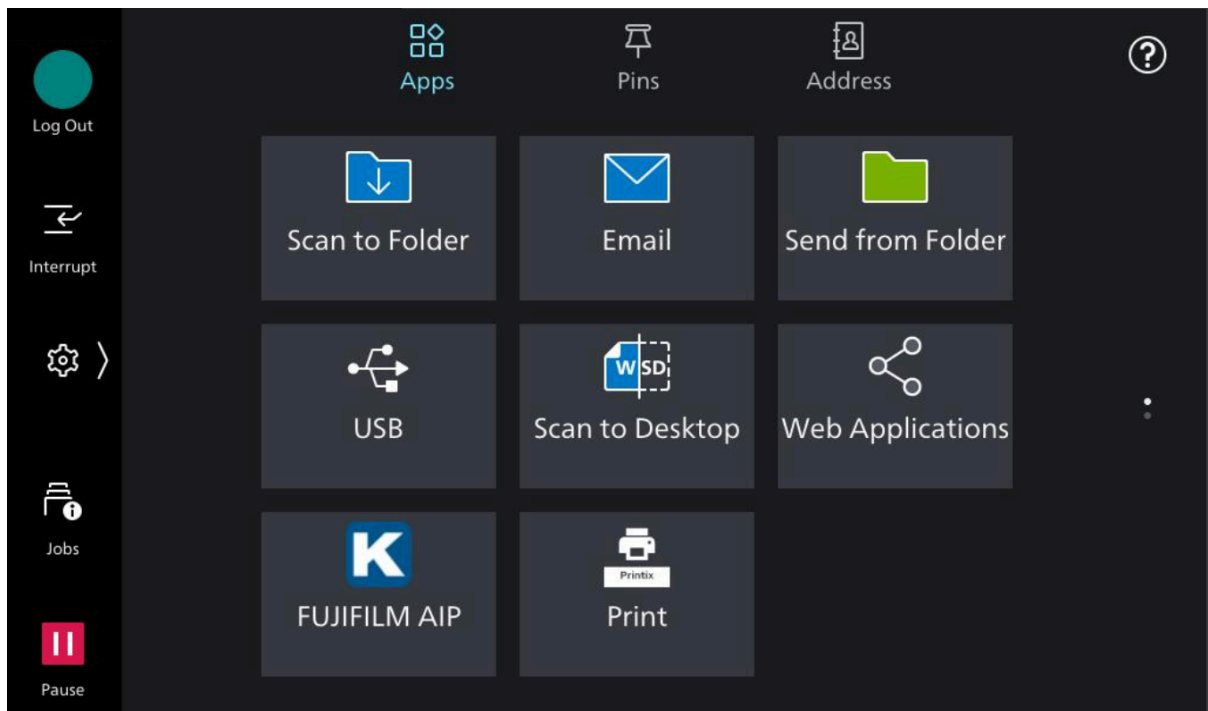
PIN code

Sign in

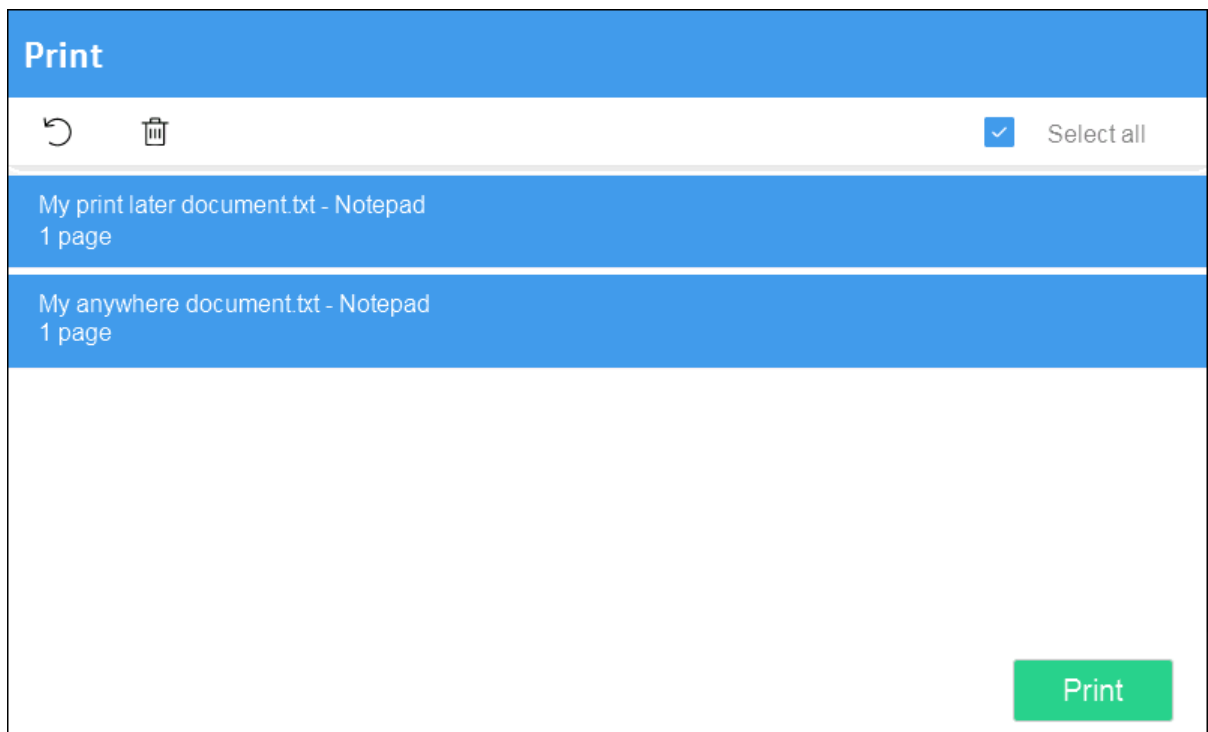
[Forgot code](#)

Release documents at a Fujifilm printer

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




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Sign out from a Fujifilm printer

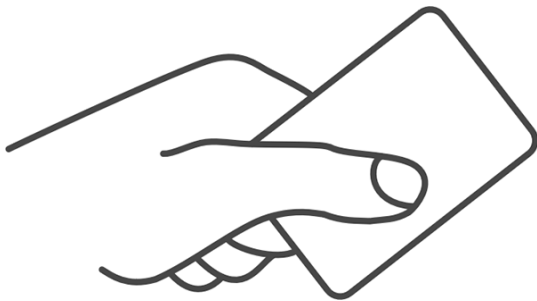
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Fujifilm printer

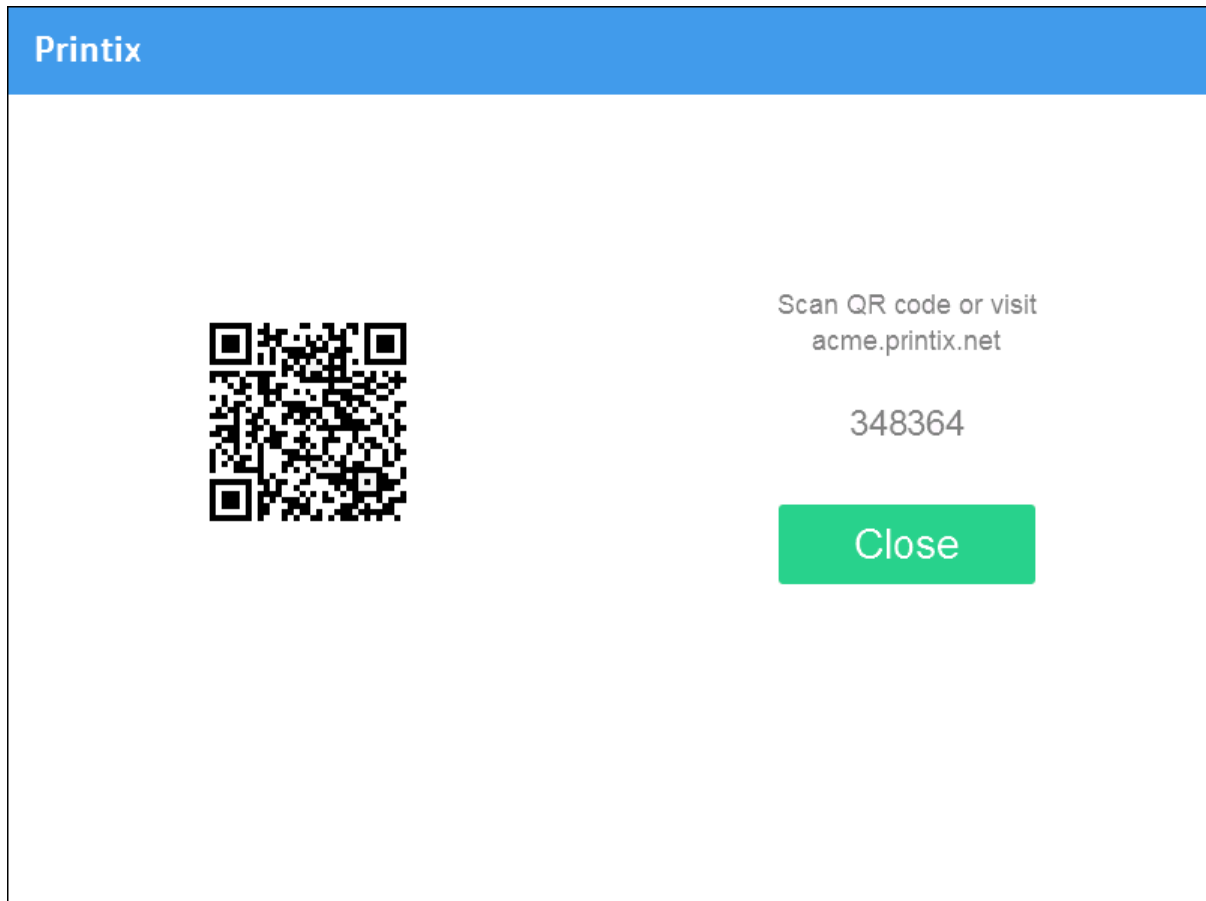
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card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

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.



2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web [Printix App](#).

 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

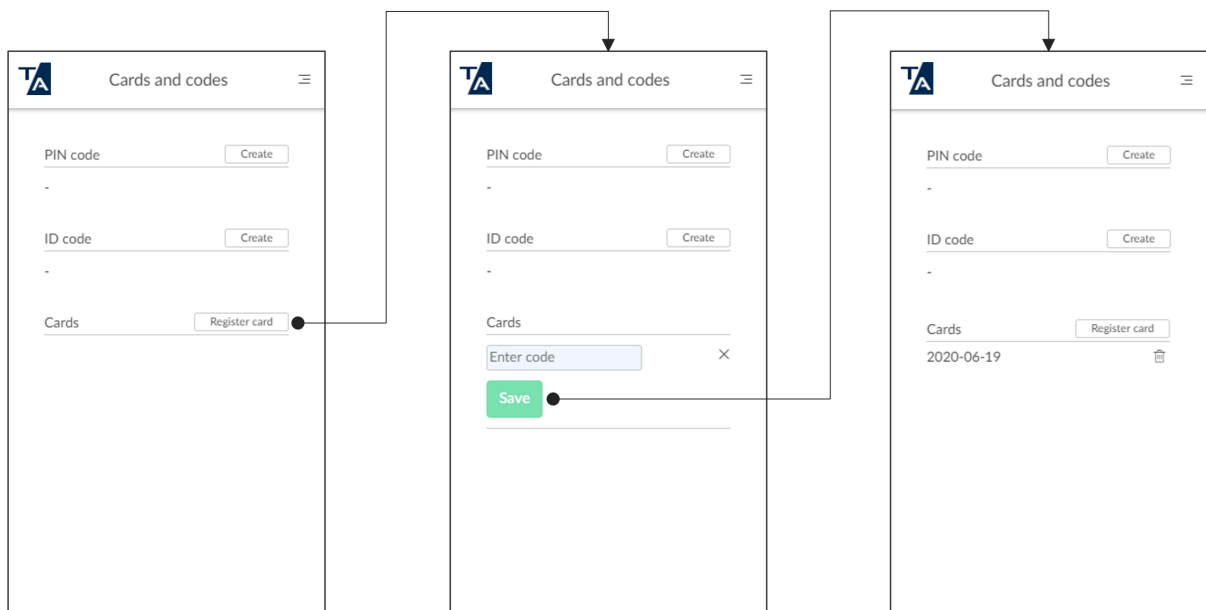
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. [Open the Printix App](#).
2. Select **Menu** ☰ > **Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.


Use Printix Go on HP printers

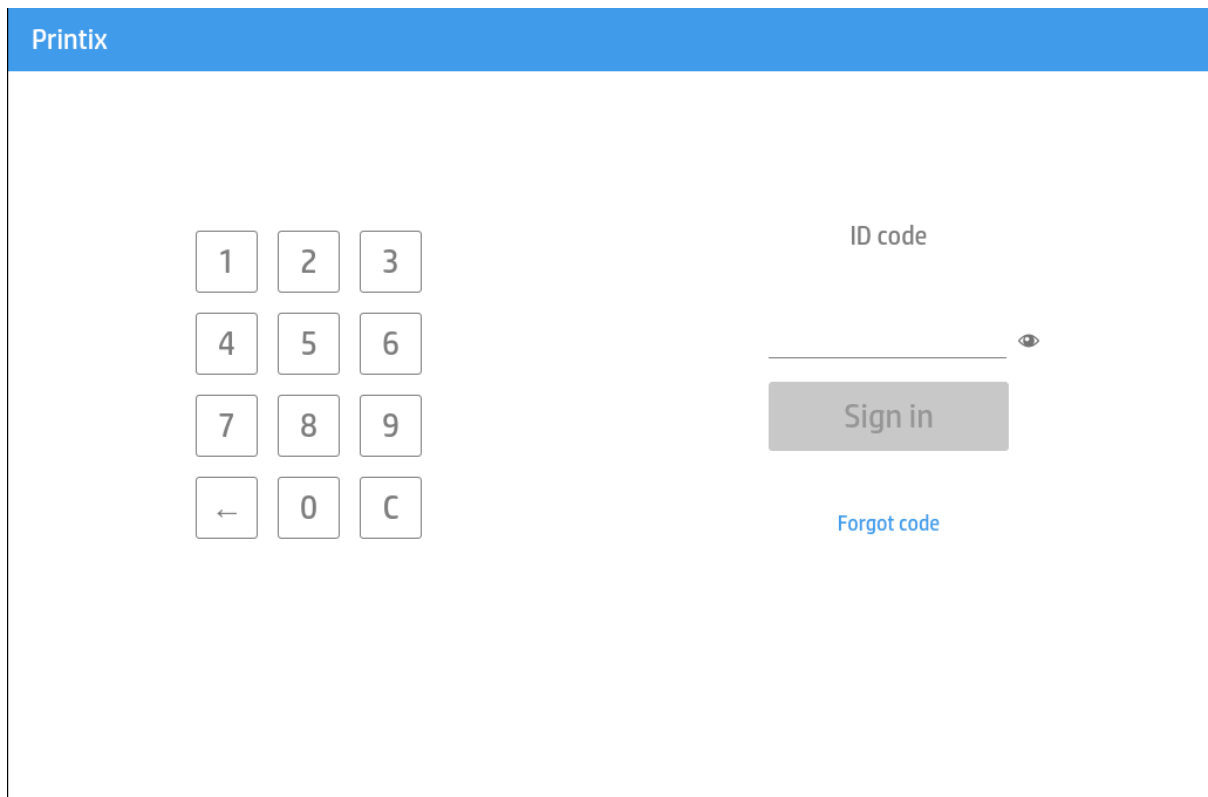
- [Sign in with an ID code at an HP printer](#)
- [Sign in with card at an HP printer](#)
- [Release documents at an HP printer](#)
- [Capture at an HP printer](#)
- [Sign out from an HP printer](#)
- [Register card on an HP printer](#)

See also:


- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

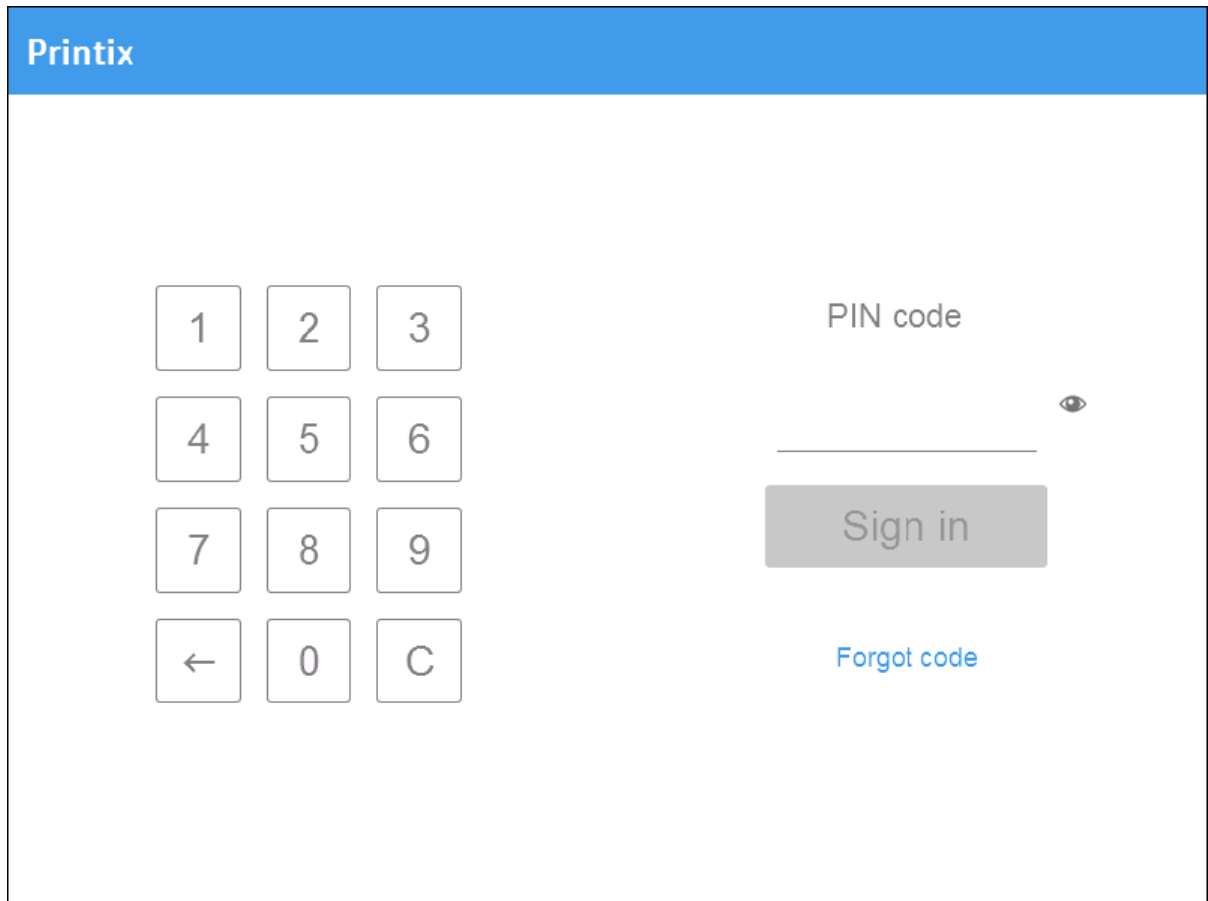
Sign in with an ID code at an HP printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.




The screenshot shows the Printix sign-in interface. At the top, there is a blue header with the word "Printix" in white. Below the header, there is a numeric keypad with buttons for digits 1-9, 0, and a "C" (clear) button. To the right of the keypad, there is a text input field labeled "ID code" with a small eye icon to its right. Below the input field is a grey "Sign in" button, and further down is a blue "Forgot code" link.

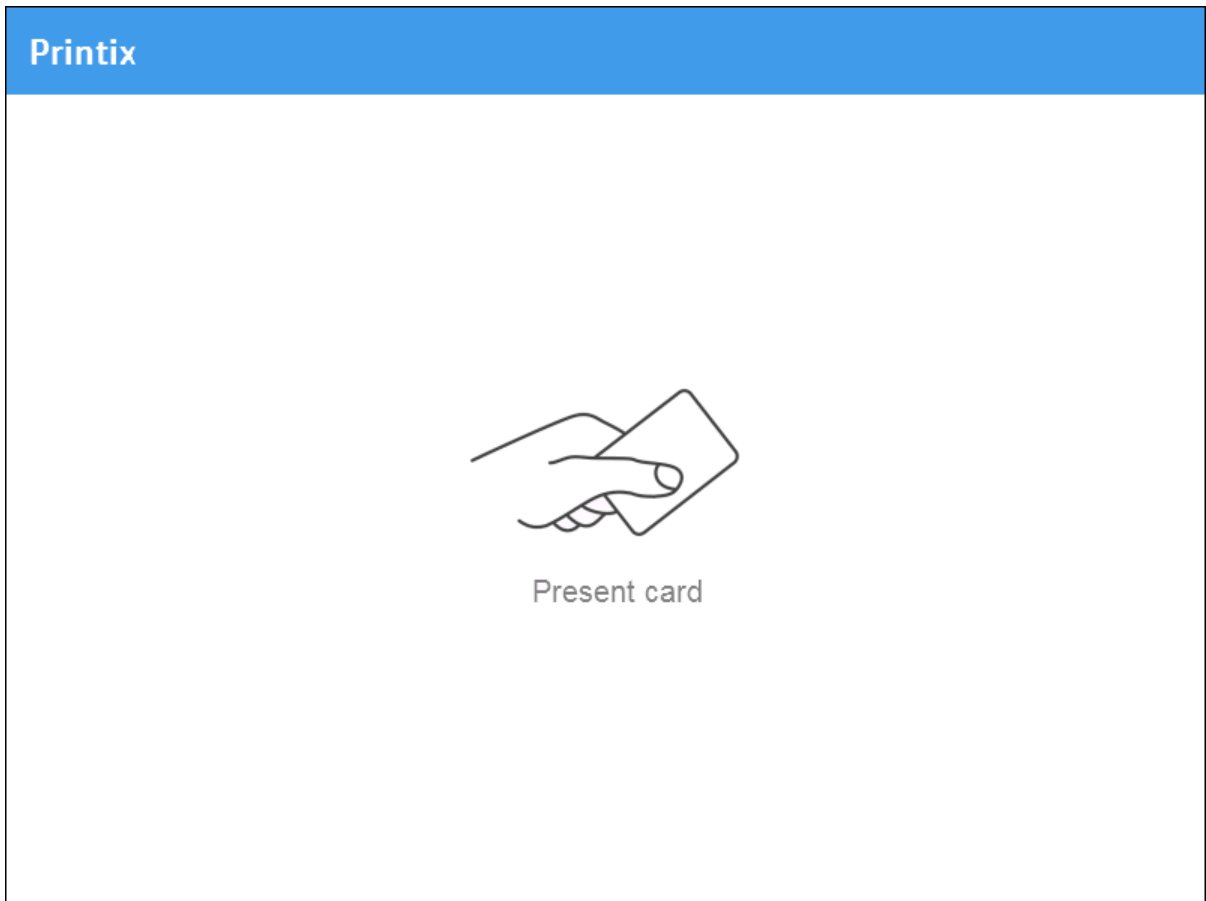
2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone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




The screenshot shows the Printix sign-in interface. At the top, there is a blue header with the word "Printix" in white. Below the header, on the left side, is a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a "C" (clear) button. On the right side, there is a "PIN code" label above a horizontal input field. To the right of the input field is an eye icon. Below the input field is a grey "Sign in" button. Below the "Sign in" button is a blue link labeled "Forgot code".

Sign in with card at an HP printer

1. Swipe your card at the card reader on the printer.
 - Before 60 seconds have elapsed, select the **Print**  icon.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.



2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.

Printix

1 2 3

4 5 6

7 8 9


← 0 C

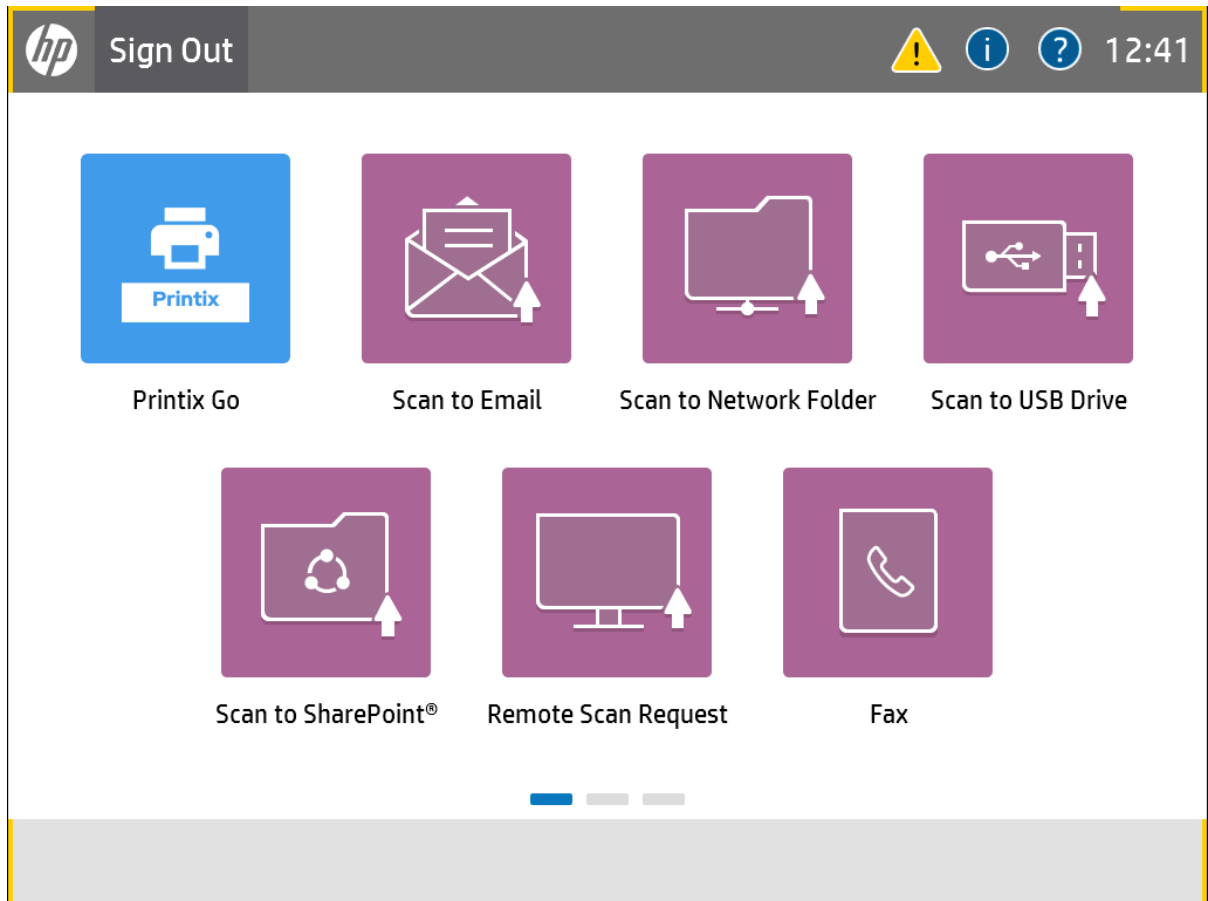
PIN code

Sign in

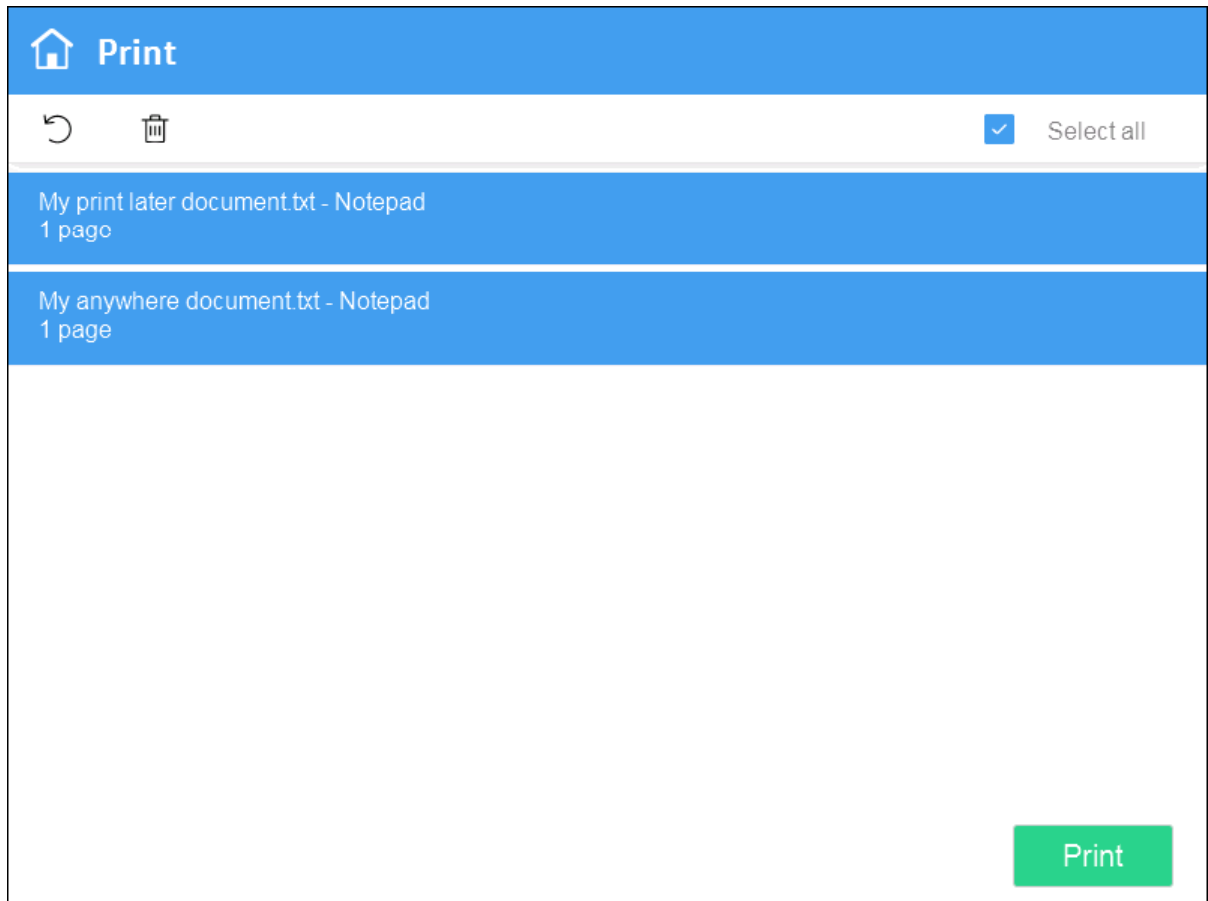
[Forgot code](#)

Release documents at an HP printer

1. Sign in to the printer.
2. Before 60 seconds have elapsed, select the **Print**  icon.
On HP Workpath printers, the icon is called **Printix Go**.




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at an HP printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

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



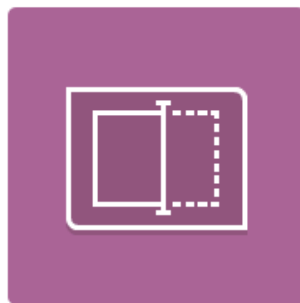
Print



Capture



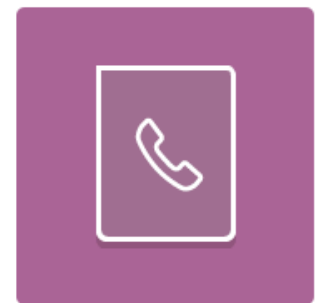
Copy



Scan

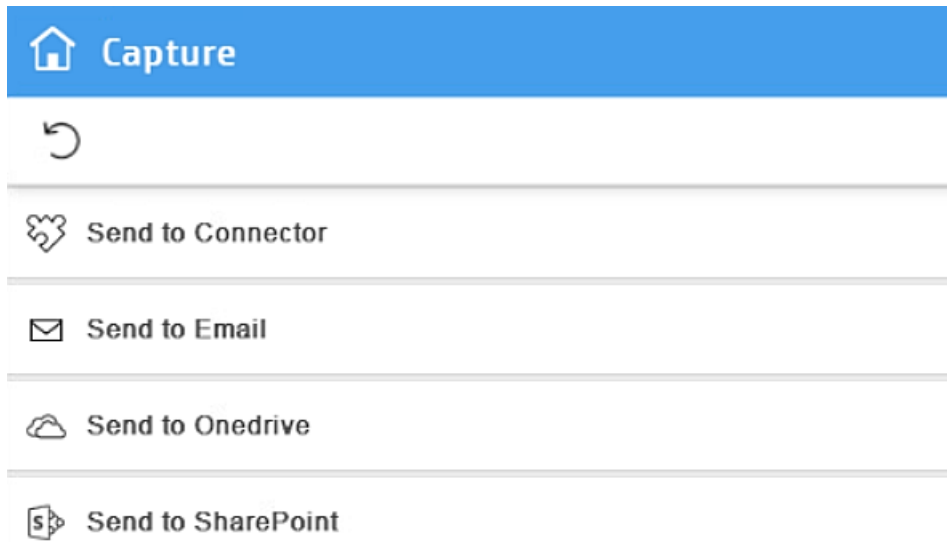


Print



Fax

A list of capture workflows appears.



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

Capture

Send to email ✕

Orientation: Select automatically
Paper size: Select automatically
Color: Color
Resolution: 300
2-sided: No

File type: PDF 1.6
Image quality: Medium
File name: sendtoemail-2023-01-24_08-34-13

To: john.smith@printix.net
Cc: lars@printix.net

Start

5. Select **Start** to start scanning.

- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

Sign out from an HP printer

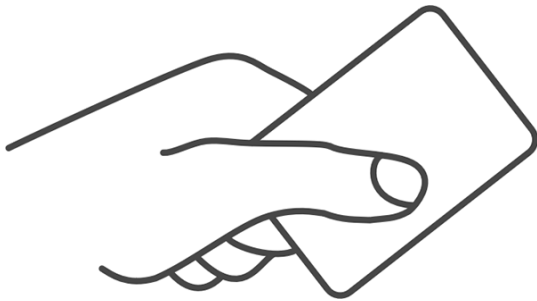
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

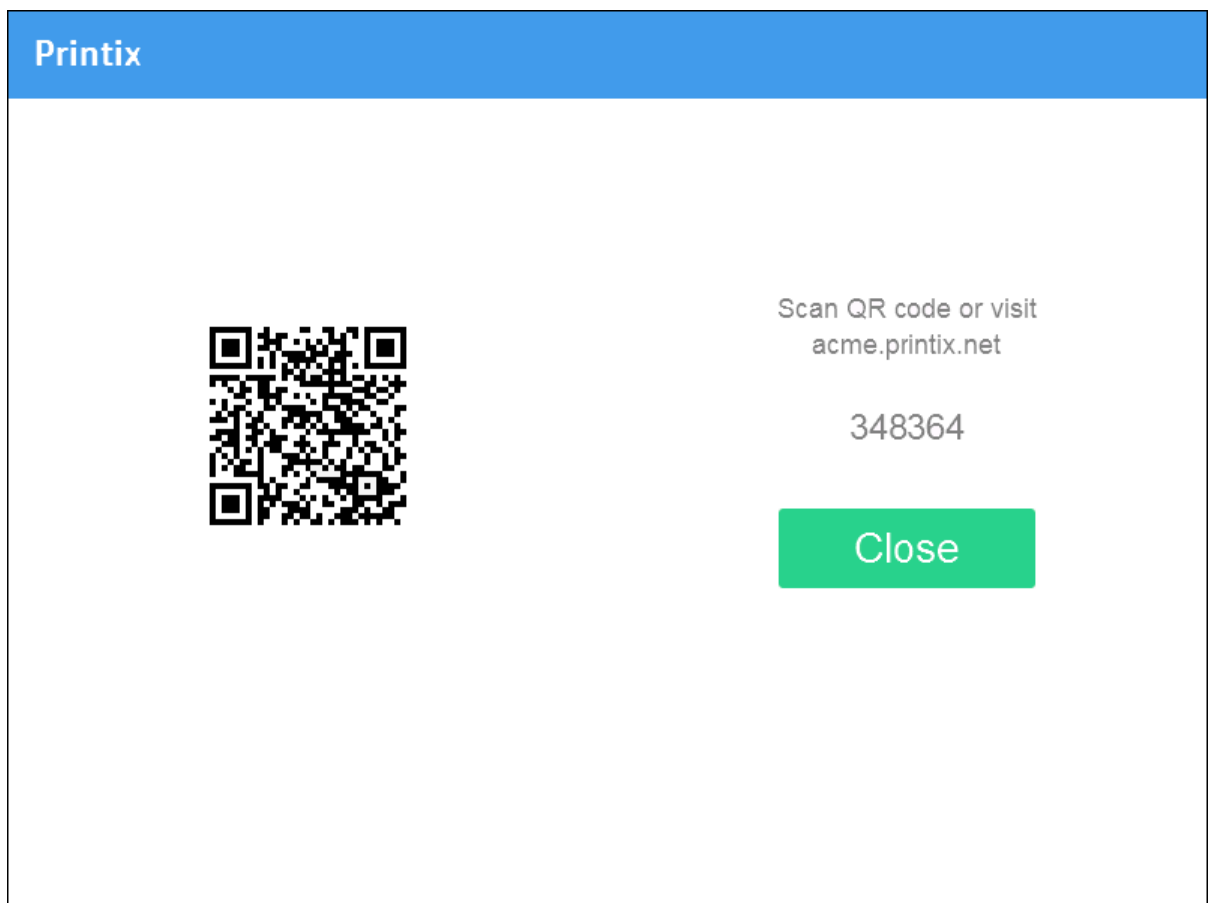
Register card on an HP printer

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 can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.



Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

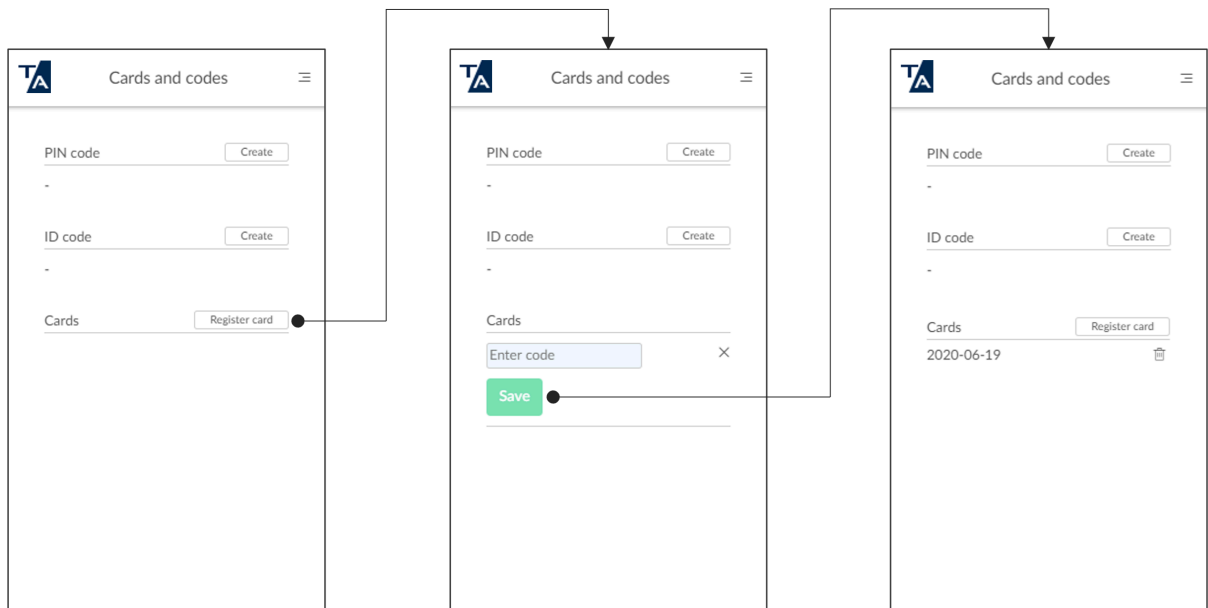
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  **> Cards and codes**.
3. Select **Register card**.
4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. [Open the Printix App](#).
2. Select **Menu**  **> Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.


Use Printix Go on Konica Minolta printers

- [Sign in with an ID code at a Konica Minolta printer](#)
- [Sign in with card at a Konica Minolta printer](#)
- [Release documents at a Konica Minolta printer](#)
- [Capture at a Konica Minolta printer](#)
- [Sign out from a Konica Minolta printer](#)
- [Register card on a Konica Minolta printer](#)
- [Sign in as guest on a Konica Minolta printer](#)

See also:


- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

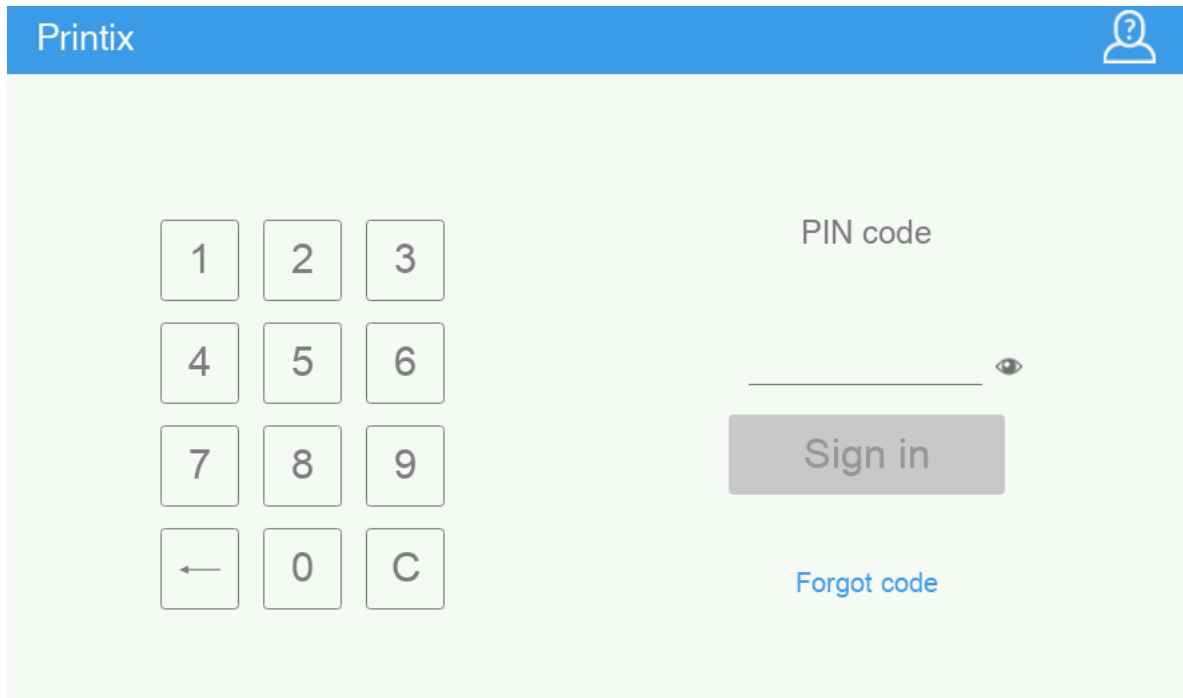
Sign in with an ID code at a Konica Minolta printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.


The screenshot shows the Printix login interface. At the top, there is a blue header bar with the word "Printix" on the left and a user profile icon on the right. Below the header, the main area has a light green background. On the left side, there is a numeric keypad with buttons for digits 1-9, a back arrow, and a "C" button. On the right side, there is a label "ID code" above a text input field. To the right of the input field is a small eye icon for toggling visibility. Below the input field is a grey "Sign in" button. At the bottom right, there is a blue link labeled "Forgot code".

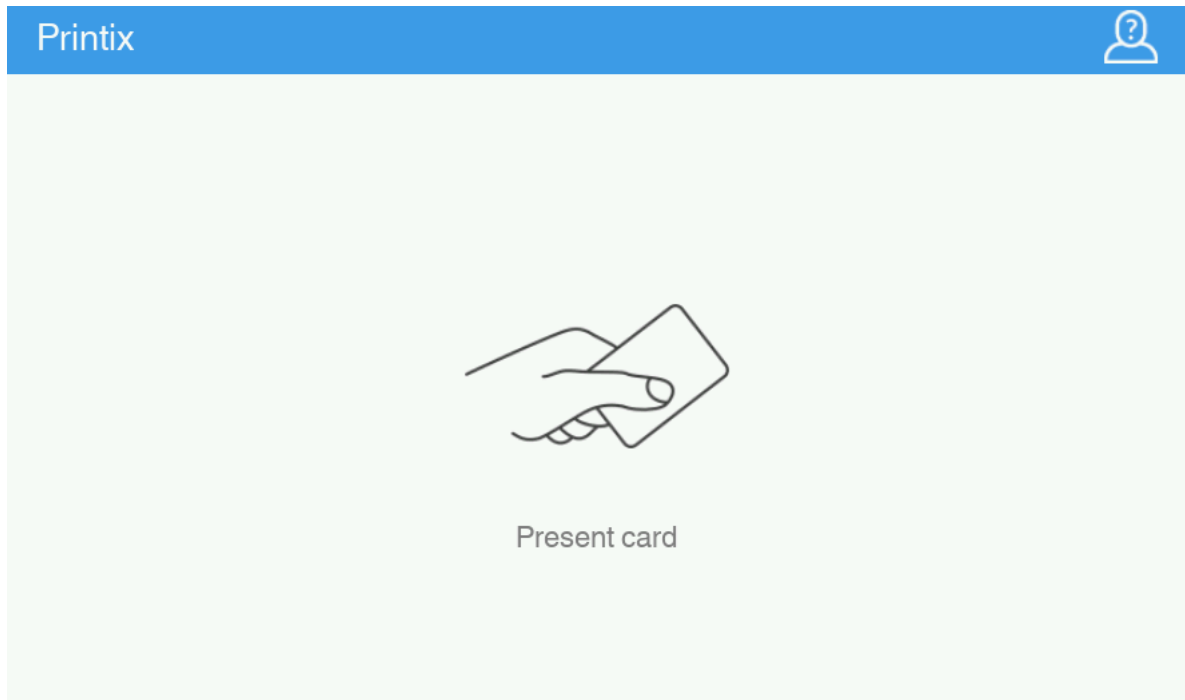
2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your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




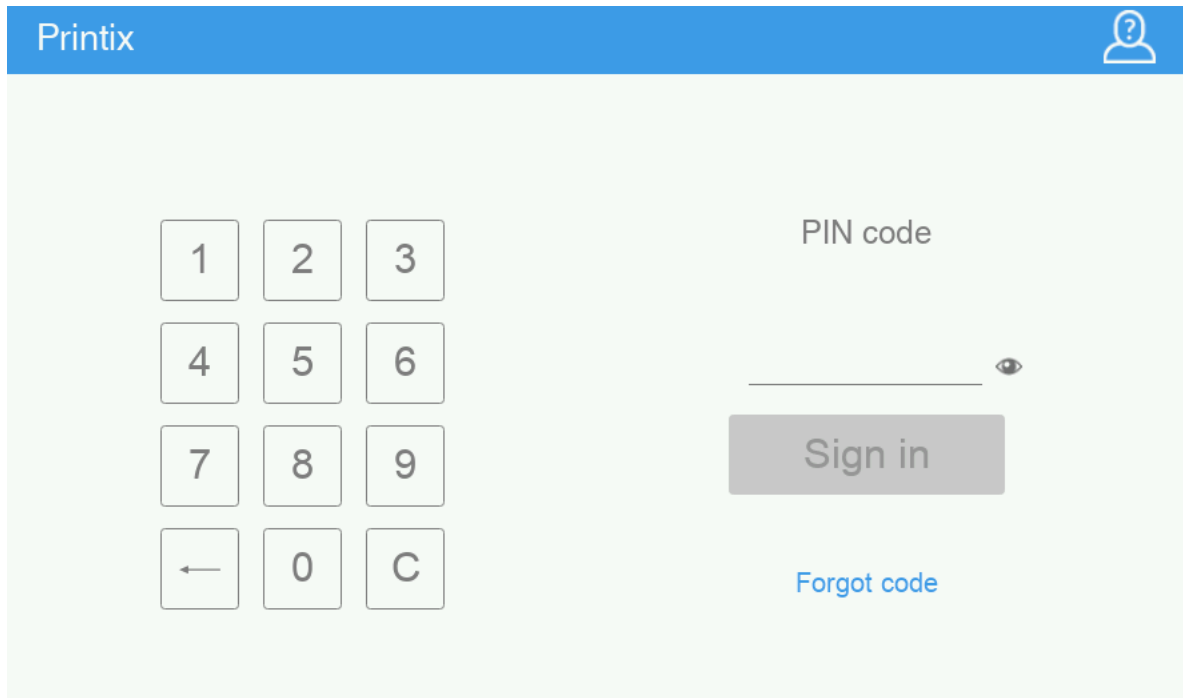
The image shows a digital sign-in interface for Printix. At the top, there is a blue header with the word "Printix" on the left and a user icon with a question mark on the right. Below the header, the interface is divided into two main sections. On the left, there is a numeric keypad with buttons for digits 1 through 9, a back arrow, 0, and a "C" (clear) button. On the right, the text "PIN code" is displayed above a horizontal input field. To the right of the input field is an eye icon, indicating a toggle for password visibility. Below the input field is a grey "Sign in" button. At the bottom right, there is a blue link that says "Forgot code".

Sign in with card at a Konica Minolta printer

1. Swipe your card at the card reader on the printer.
 - 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 swiped.

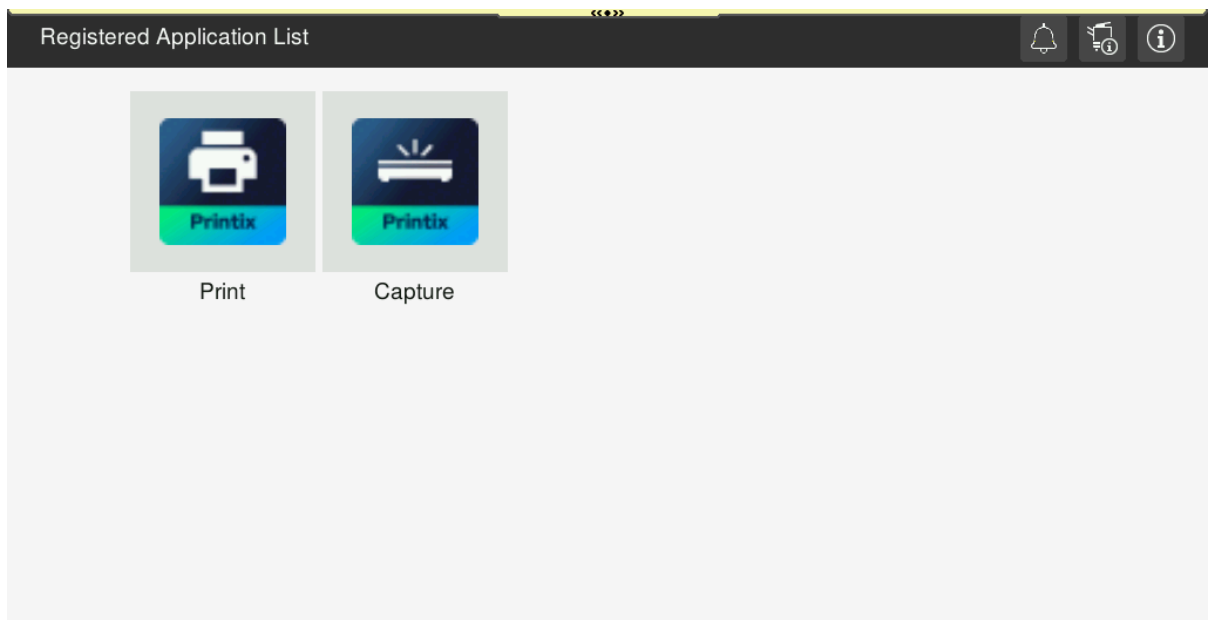


2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera 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 URL provided to reset your PIN code.

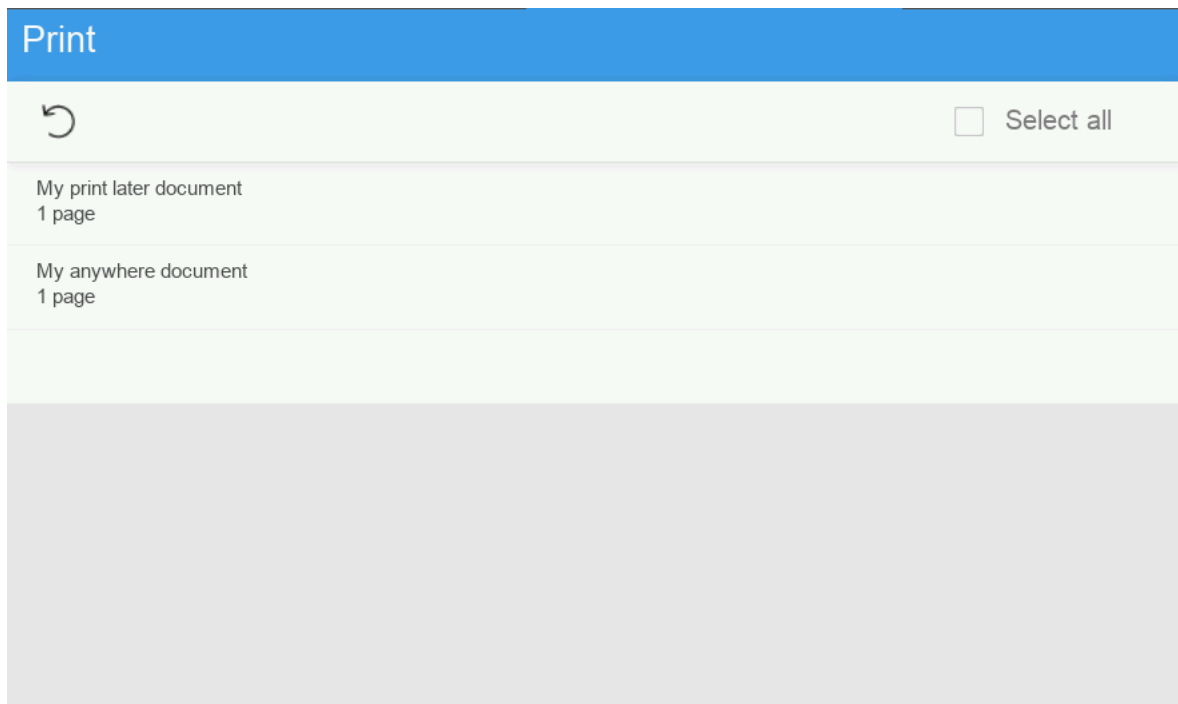


Release documents at a Konica Minolta printer

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




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Konica Minolta printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

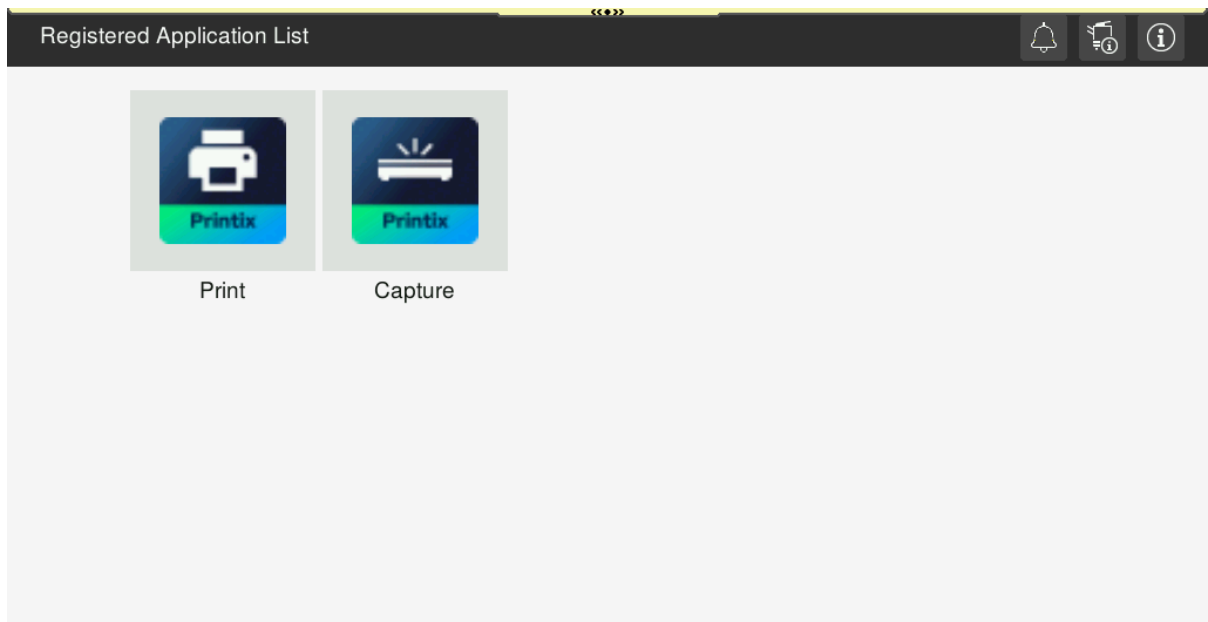
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

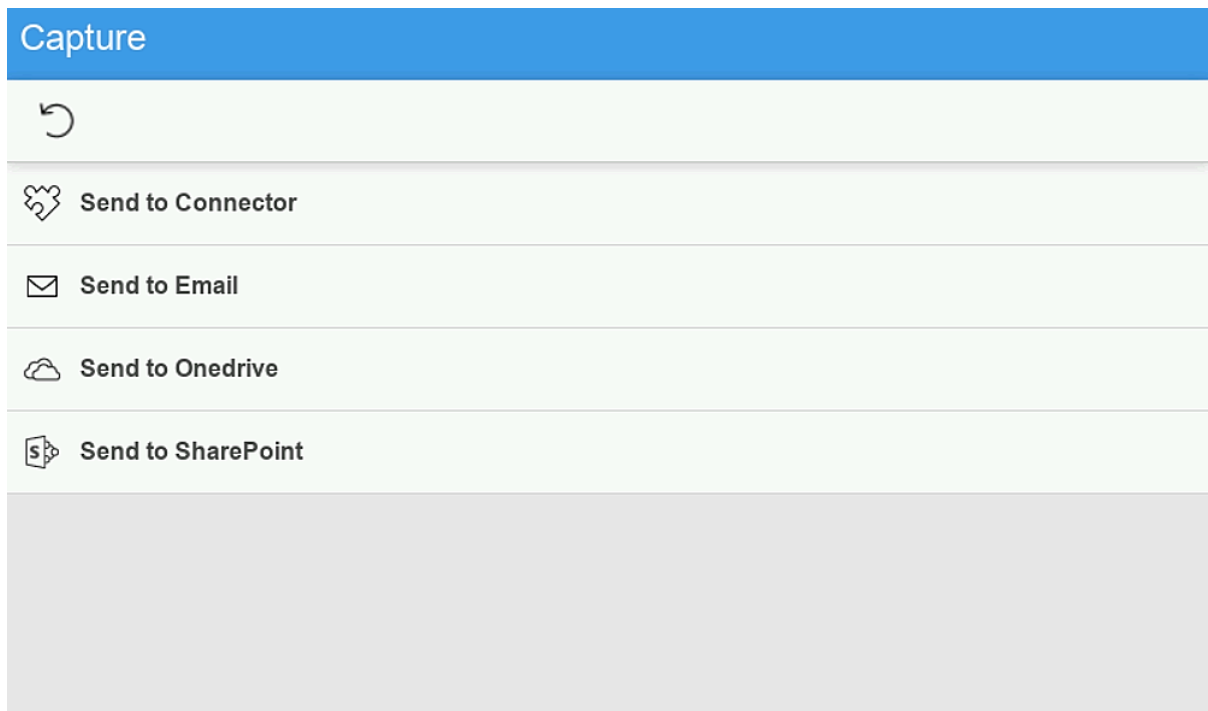
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

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



A list of capture workflows appears.






3. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.
Scanning multiple pages from the flatbed glass is not supported.

Capture

Send to email ✕

	Orientation: Select automatically Paper size: Select automatically Color: Color Resolution: 300 2-sided: No
	File type: PDF 1.6 Image quality: Medium File name: sendtoemail-2023-01-24_09-06-58
	To: john.smith@printix.net Cc: lars@printix.net

Start

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

Sign out from a Konica Minolta 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 are signed out automatically.
- Select the printer's **Access** button.

Swiping your card at the printer's card reader to sign out is not recommended, because the printer cannot detect if the card belongs to an already signed in user.

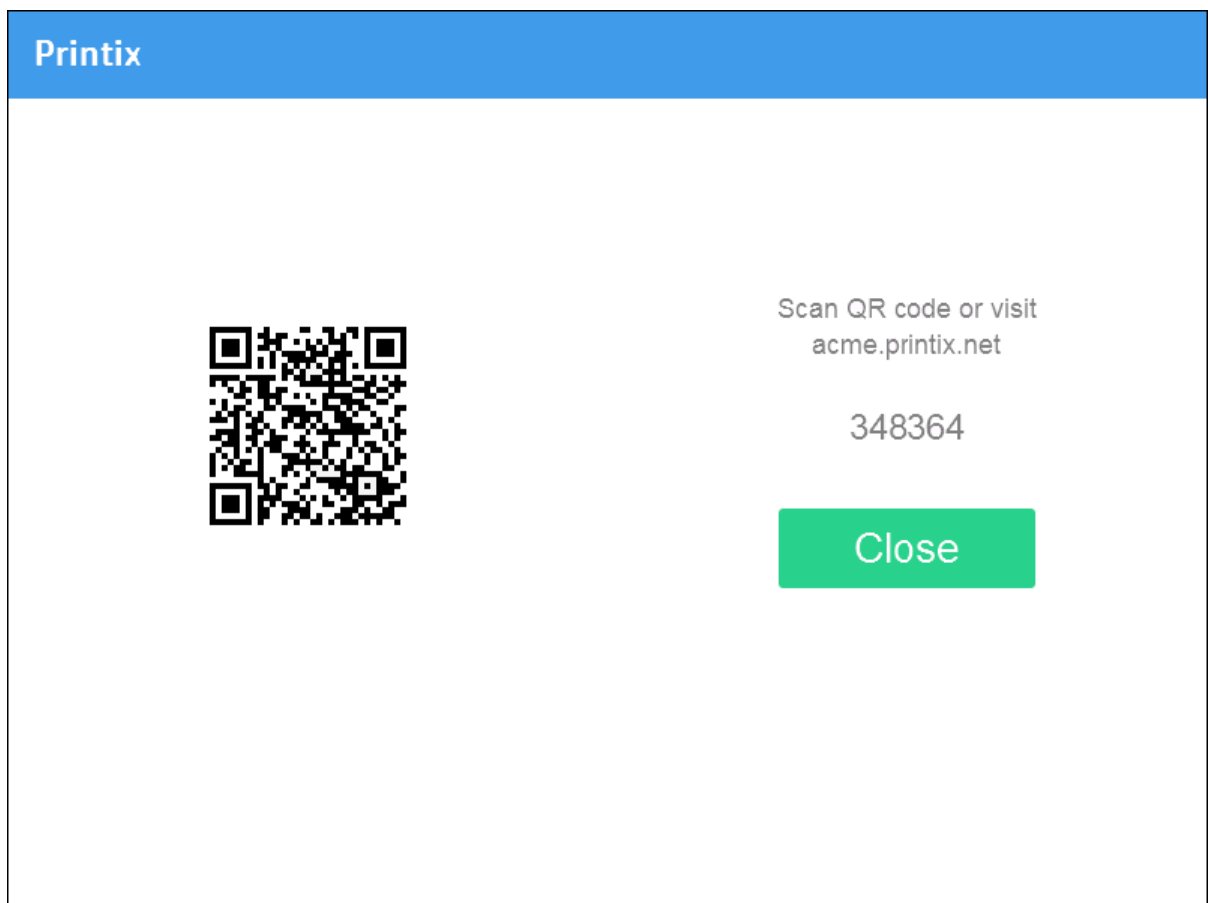
Register card on a Konica Minolta printer

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 can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.



Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.


2. Select **Close**.

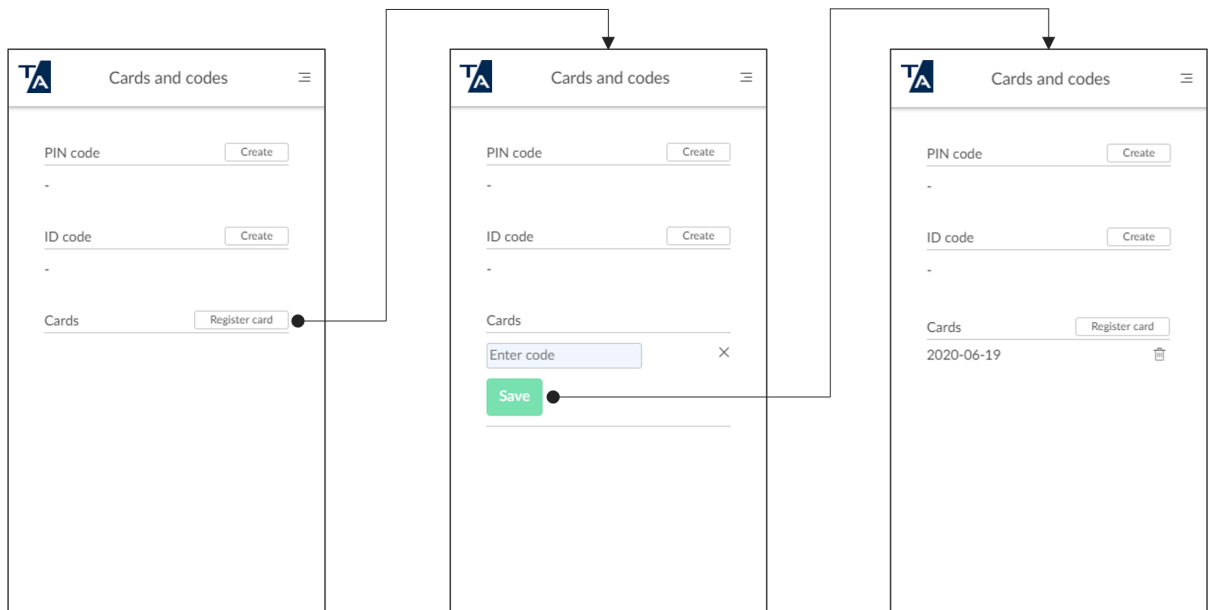
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  **> Cards and codes**.
3. Select **Register card**.
4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.


Register the card on your computer

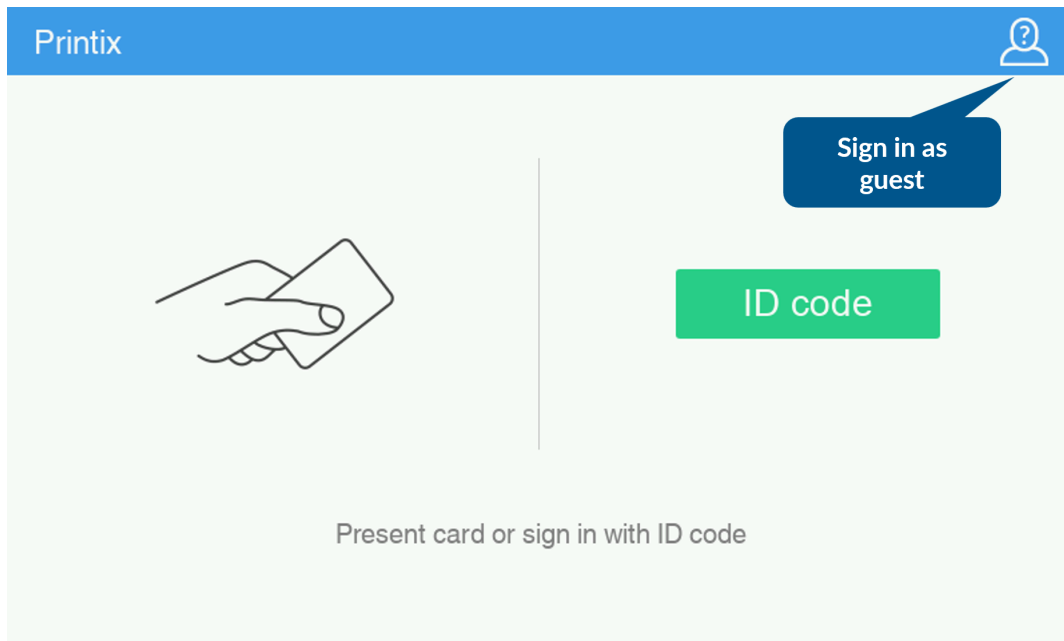
1. [Open the Printix App](#).
2. Select **Menu**  **> Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Konica Minolta printer

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



2. Select a function to use, such as **Copy** if that is available.


Use Printix Go on Kyocera printers

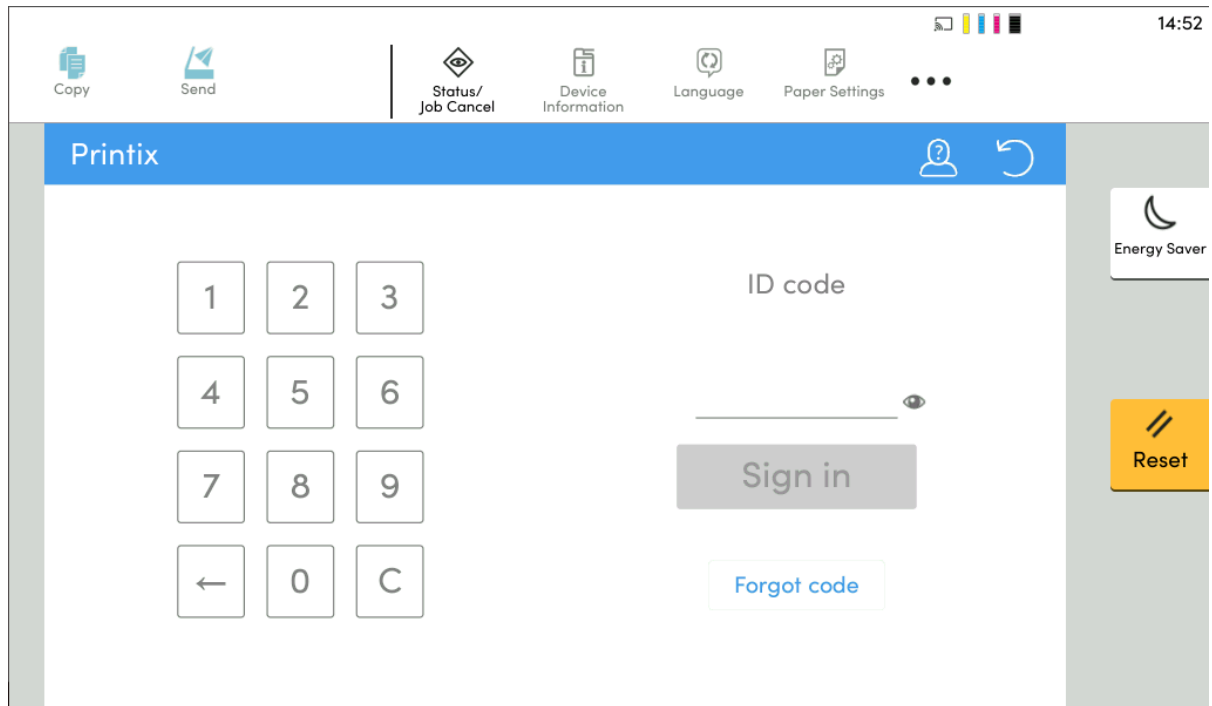
- [Sign in with an ID code at a Kyocera printer](#)
- [Sign in with card at a Kyocera printer](#)
- [Release documents at a Kyocera printer](#)
- [Capture at a Kyocera printer](#)
- [Sign out from a Kyocera printer](#)
- [Register card on a Kyocera printer](#)
- [Sign in as guest on a Kyocera printer](#)


See also:

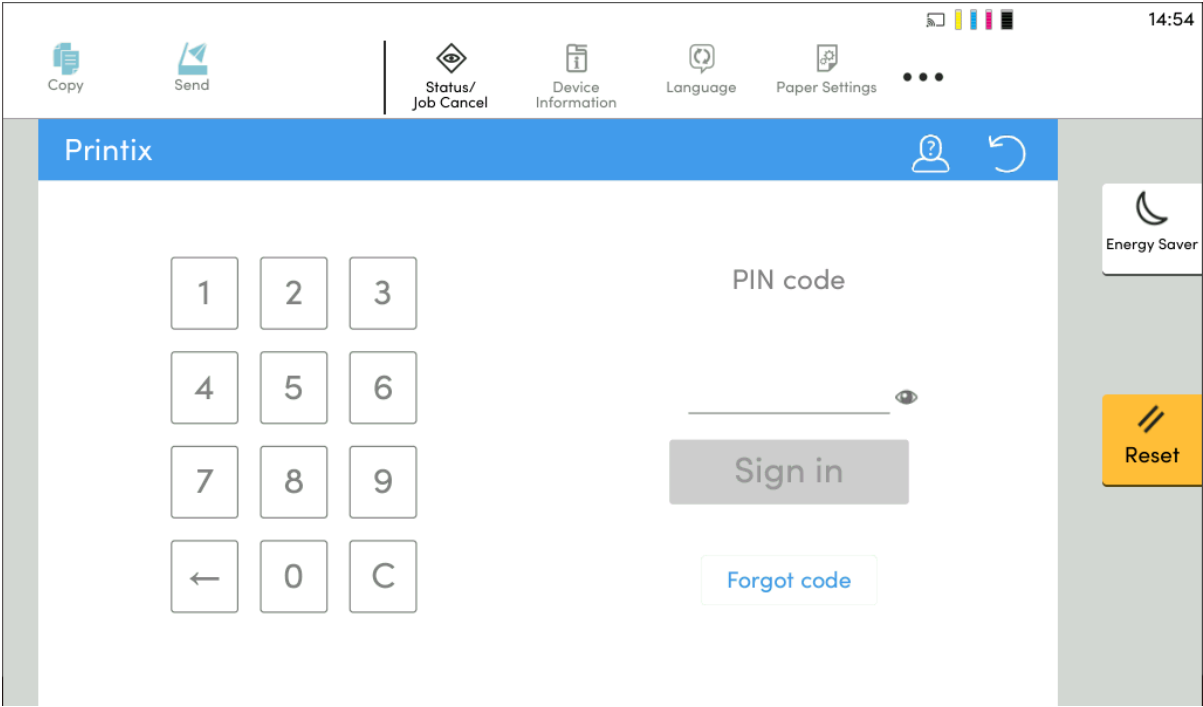
- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

Sign in with an ID code at a Kyocera printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.

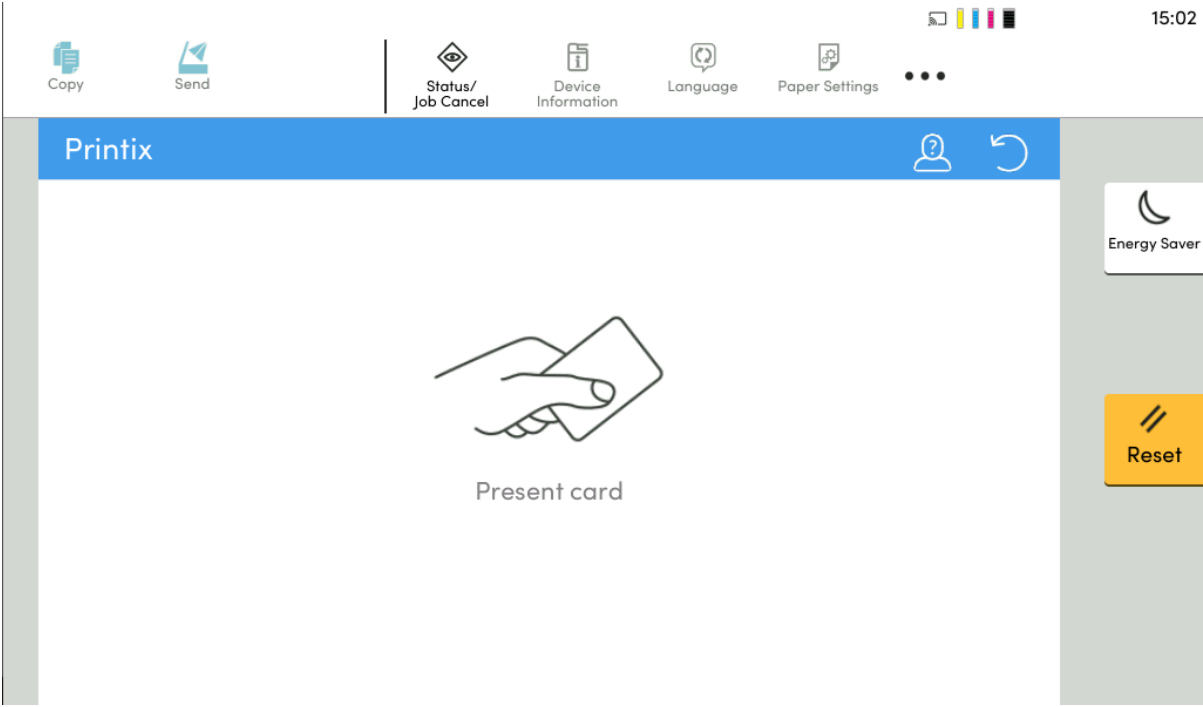



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone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

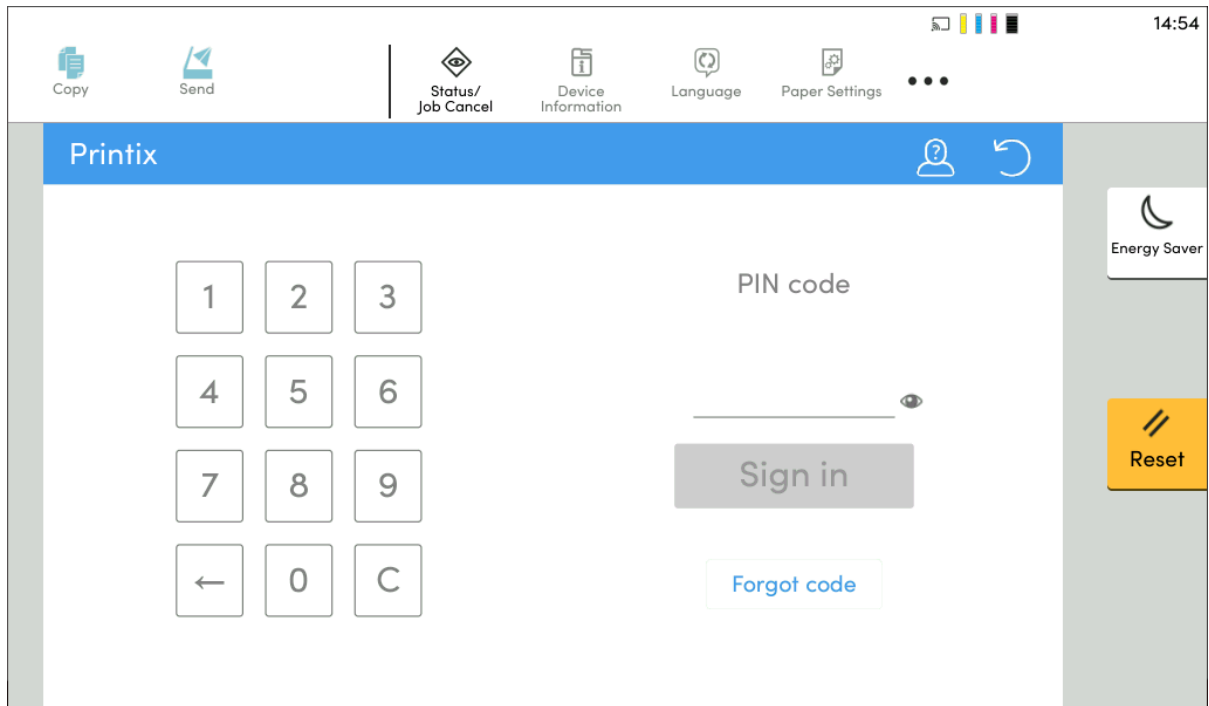


Sign in with card at a Kyocera printer


- 1. Swipe your card at the card reader on the printer.

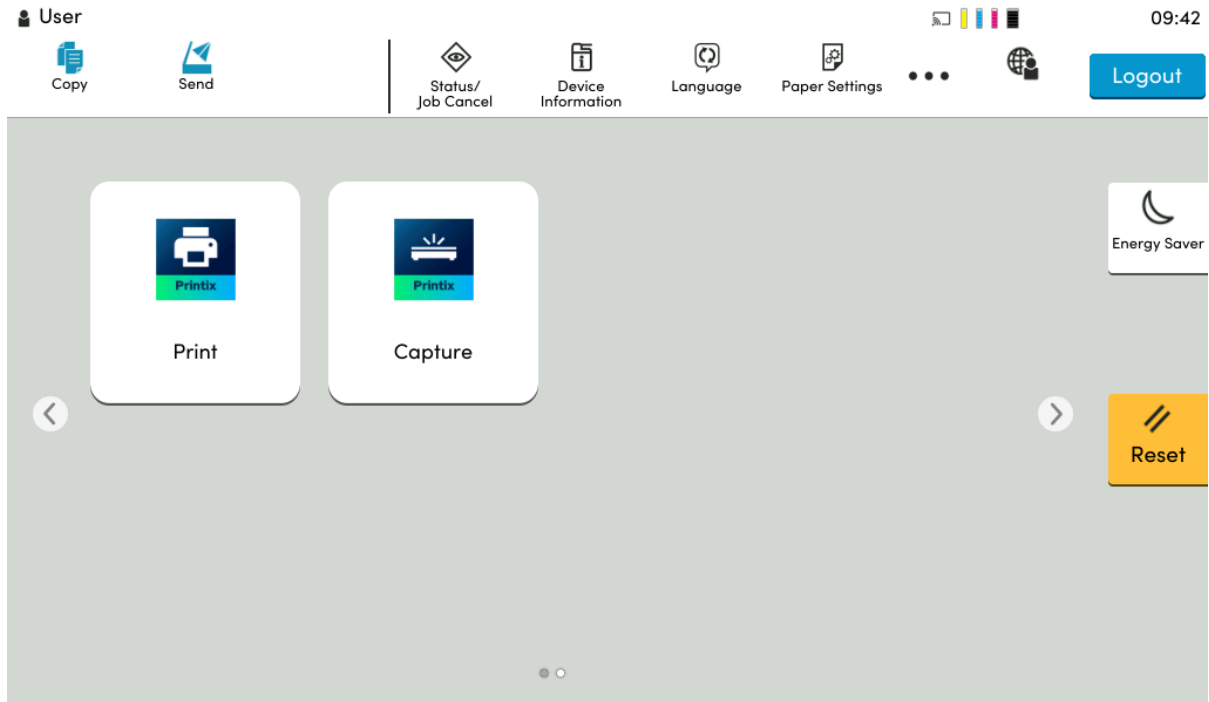


2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera 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 URL provided to reset your PIN code.

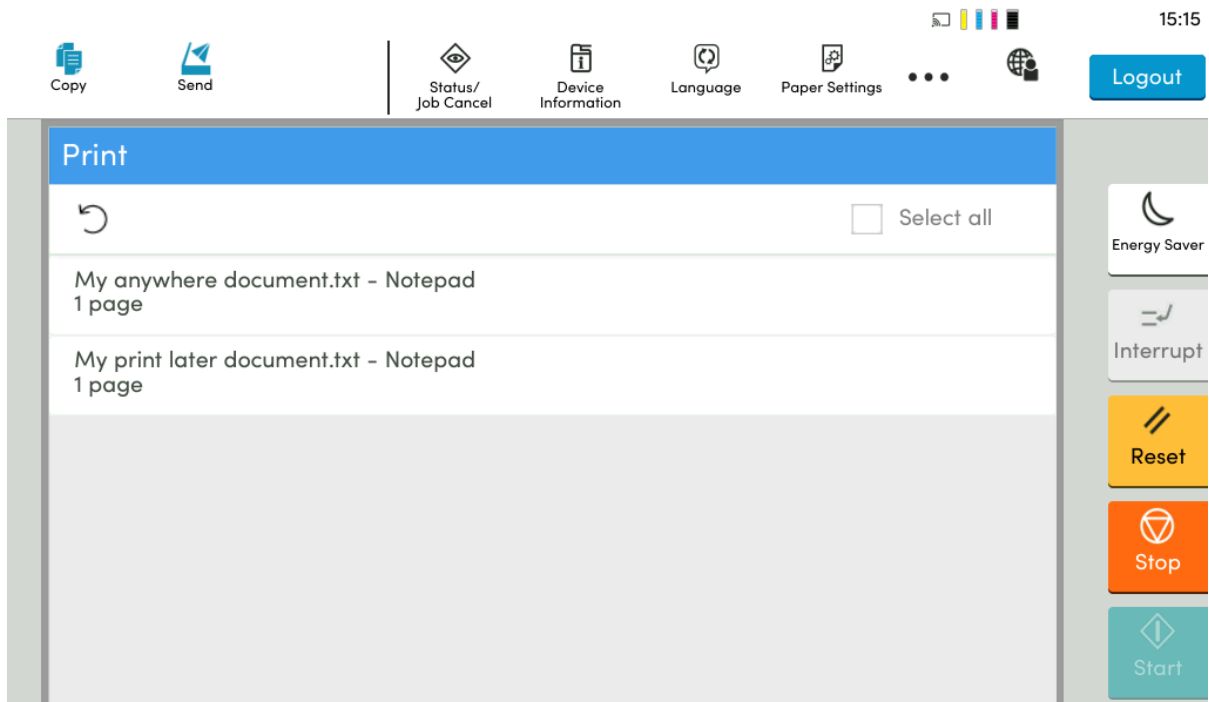


Release documents at a Kyocera printer

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




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Kyocera printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

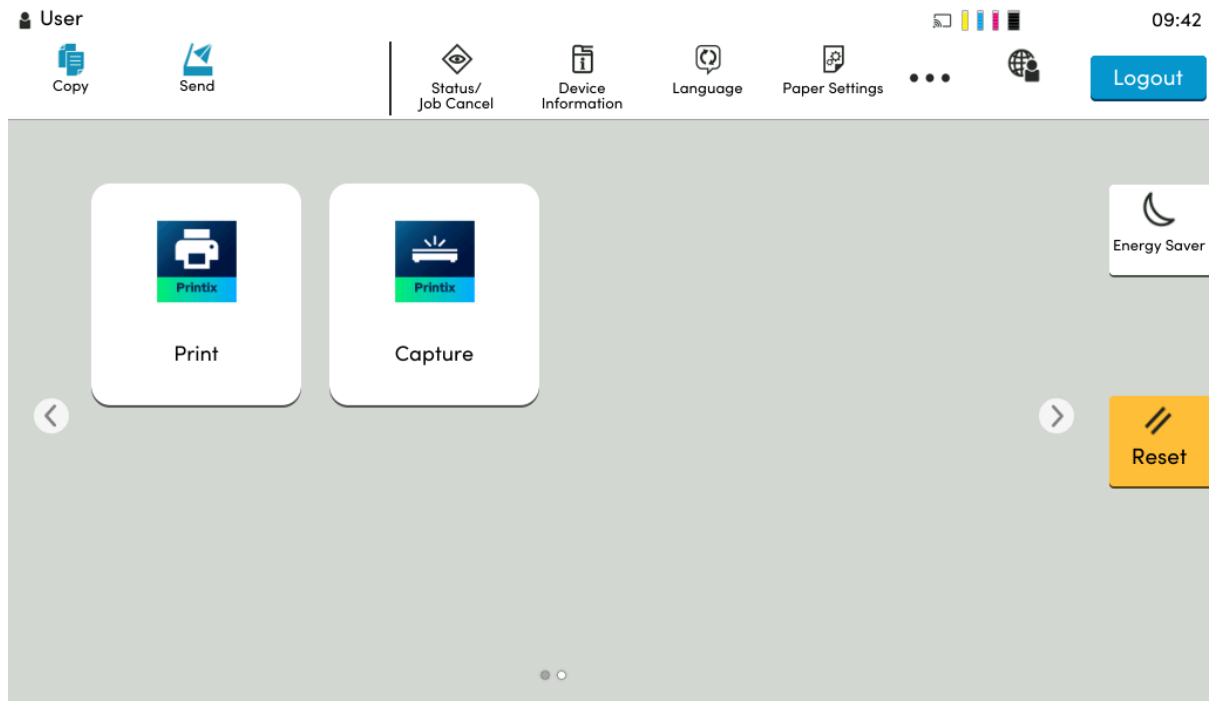
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

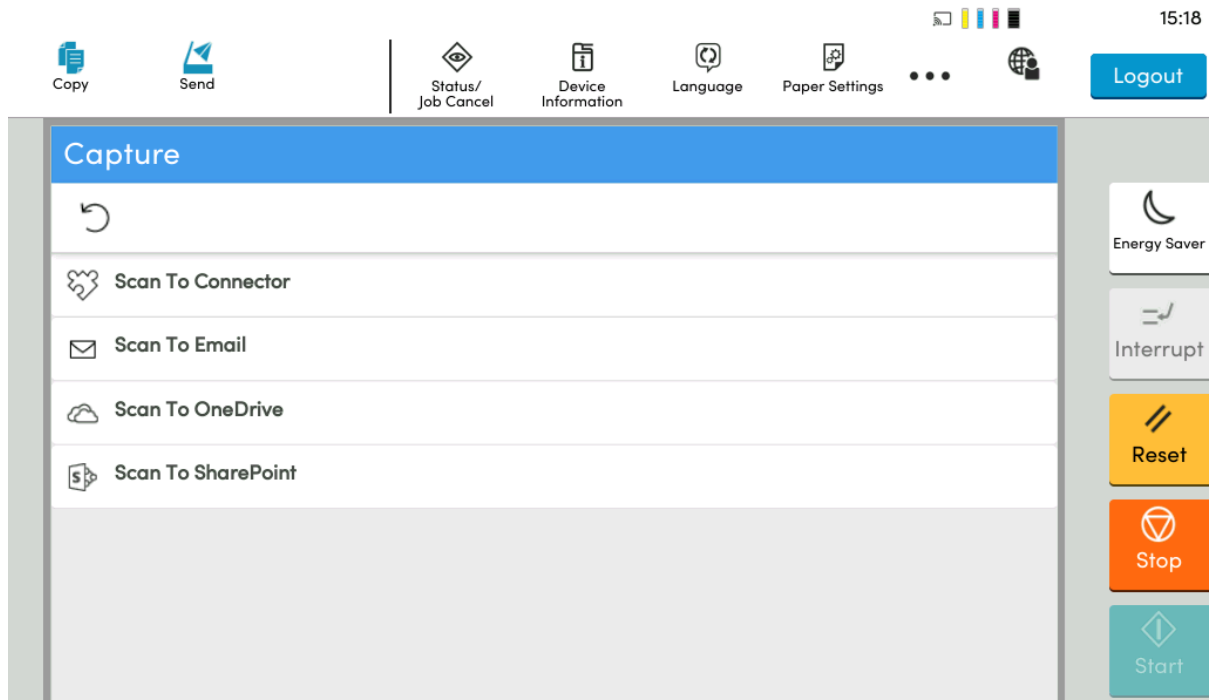
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

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



A list of capture workflows appears.

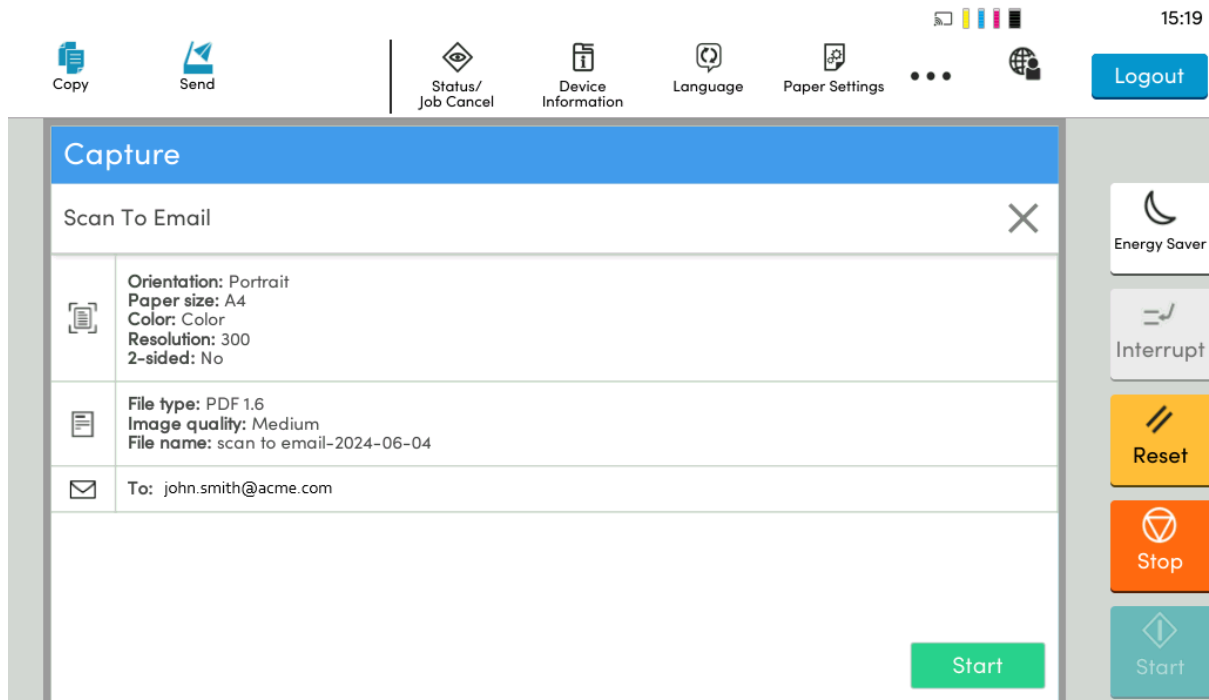


3. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:

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



5. Select **Start** to start scanning.

- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.
- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.

Sign out from a Kyocera printer

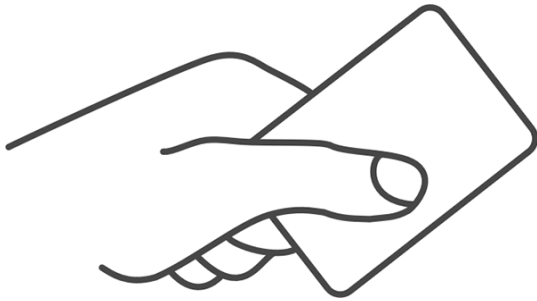
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

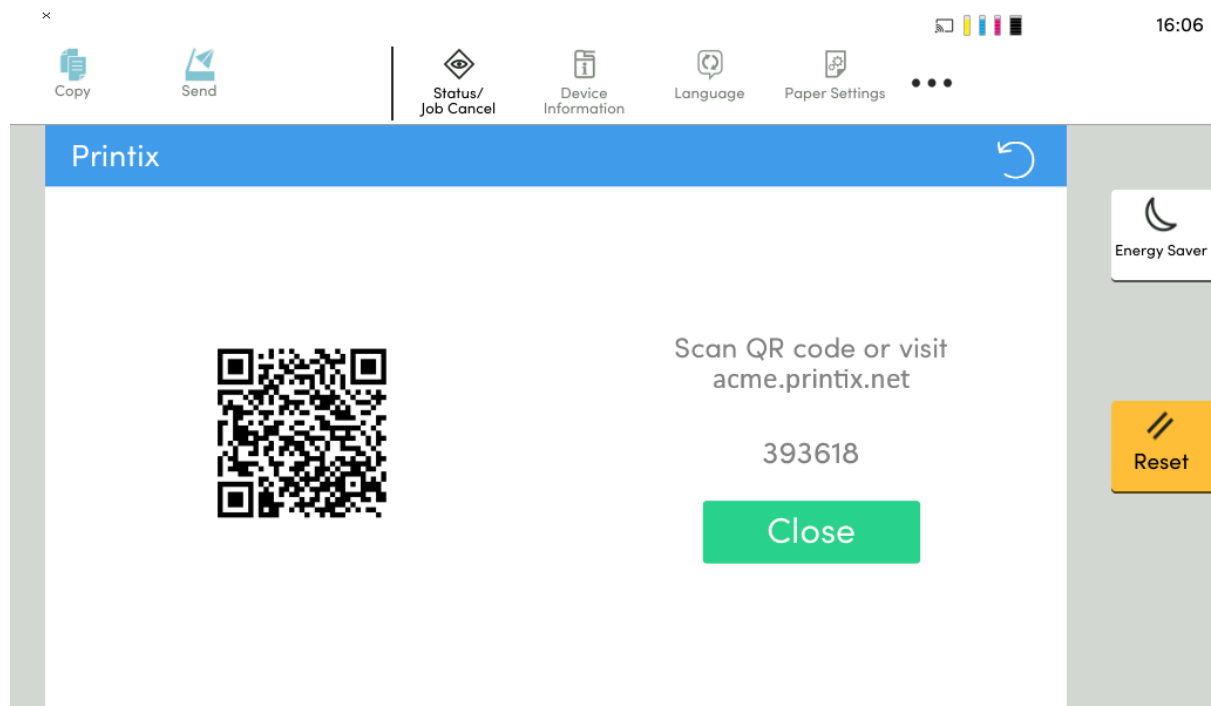
Register card on a Kyocera printer

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 can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.

- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

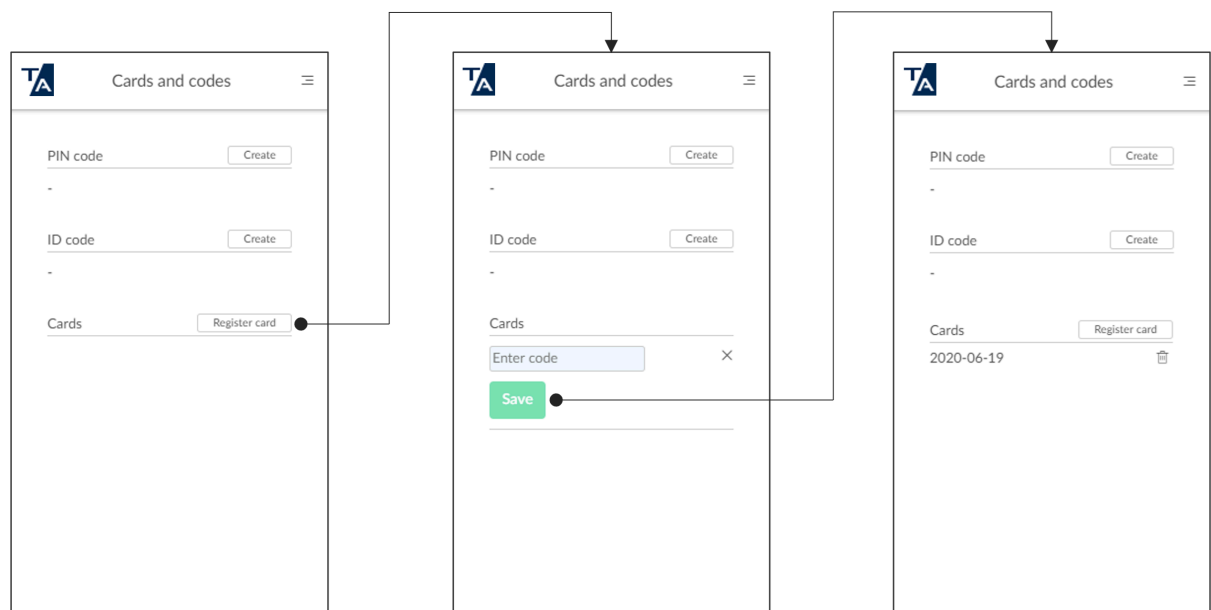
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

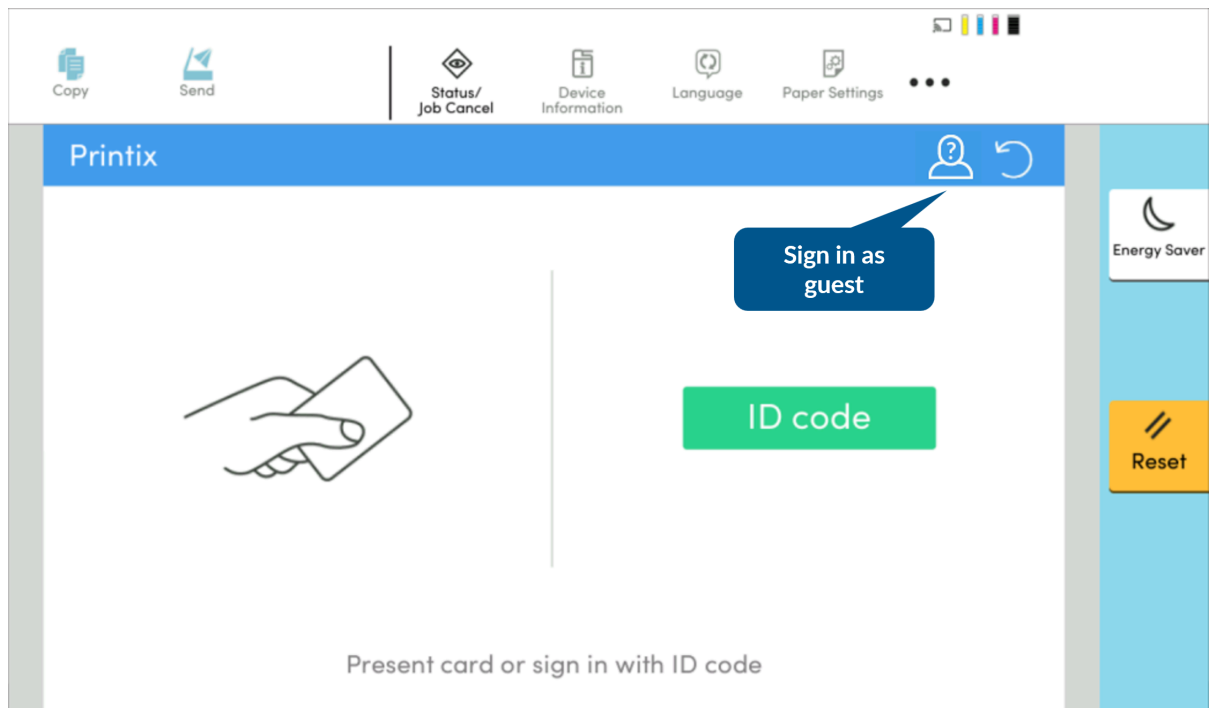
1. [Open the Printix App](#).
2. Select **Menu** ☰ > **Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Kyocera printer

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



2. Select a function to use, such as **Copy** if that is available.


Use Printix Go on Lexmark printers

- [Sign in with an ID code at a Lexmark printer](#)
- [Sign in with card at a Lexmark printer](#)
- [Release documents at a Lexmark printer](#)
- [Sign out from a Lexmark printer](#)
- [Register card on a Lexmark printer](#)

See also:

- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)


Sign in with an ID code at a Lexmark printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.

Printix


The screenshot displays the Printix login interface. On the left is a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a 'C' (clear) button. On the right, the text 'ID code' is positioned above a horizontal input field. To the right of the input field is an eye icon. Below the input field is a grey 'Sign in' button. At the bottom right, there is a blue link labeled 'Forgot code'.

2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.

Printix

1	2	3
4	5	6
7	8	9
←	0	C


PIN code

_____ 

Sign in

[Forgot code](#)


Sign in with card at a Lexmark printer

1. Swipe your card at the card reader on the printer.
 - 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 swiped.

Printix




Present card

2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  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 URL provided to reset your PIN code.

Printix

1	2	3
4	5	6
7	8	9
←	0	C


PIN code

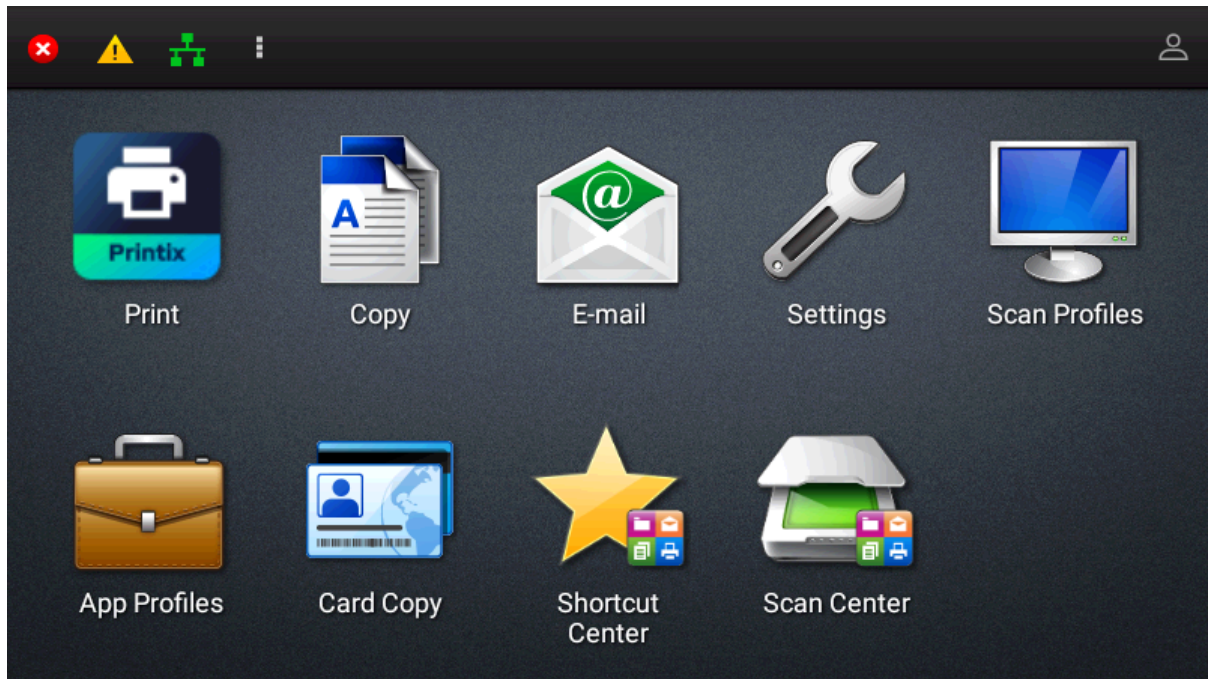
_____ 

Sign in

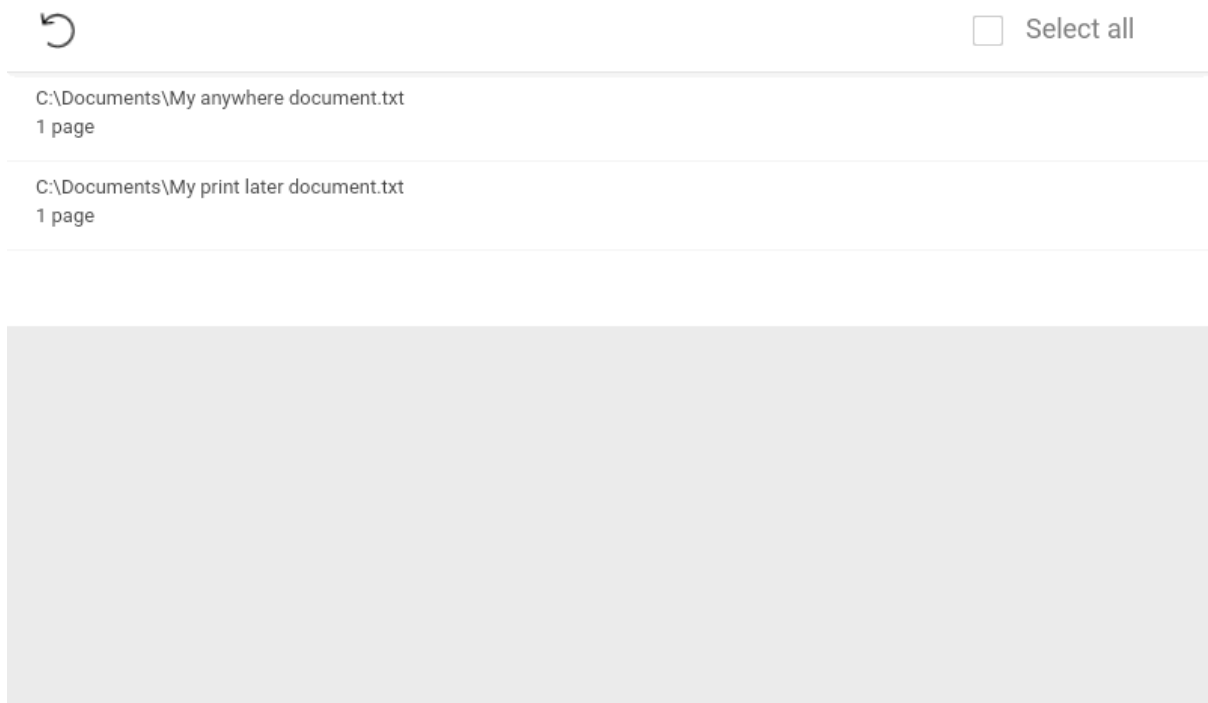
[Forgot code](#)

Release documents at a Lexmark printer

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




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Sign out from a Lexmark printer

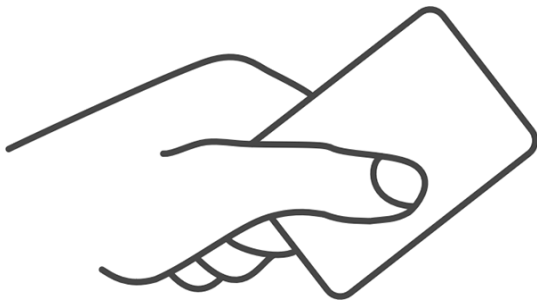
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on 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 can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

Printix



Scan QR code or visit kofax-red.dev03.printix.dev

439517

Close

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

Scan the QR code with the Printix App on your phone

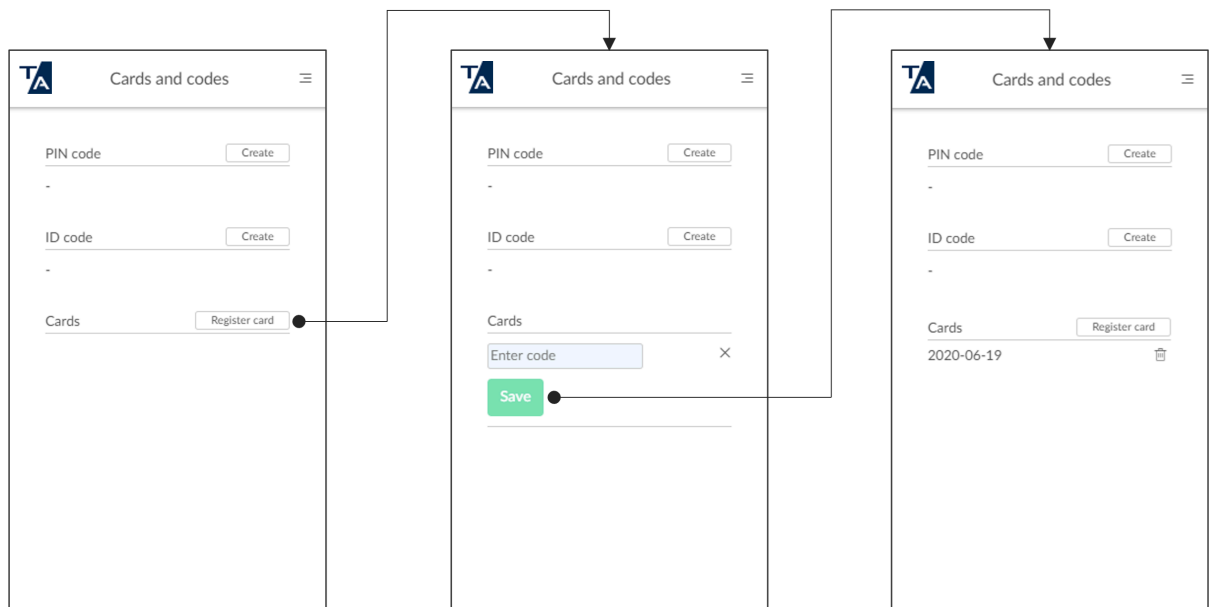
If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.

2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. [Open the Printix App](#).
2. Select **Menu** ☰ > **Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Use Printix Go on Ricoh printers


- [Sign in with an ID code at a Ricoh printer](#)
- [Sign in with card at a Ricoh printer](#)
- [Release documents at a Ricoh printer](#)
- [Capture at a Ricoh printer](#)
- [Sign out from a Ricoh printer](#)
- [Register card on a Ricoh printer](#)
- [Sign in as guest on a Ricoh printer](#)

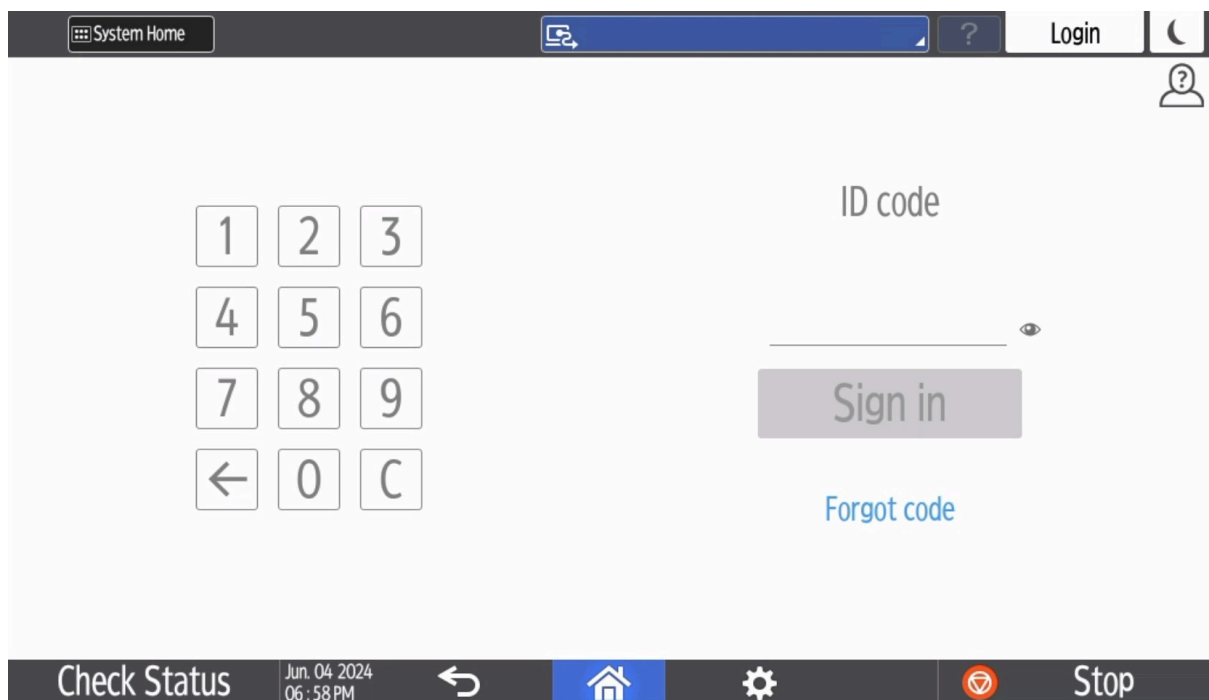
See also:


- [Register and delete cards](#)
- [Create and reset the PIN code](#)

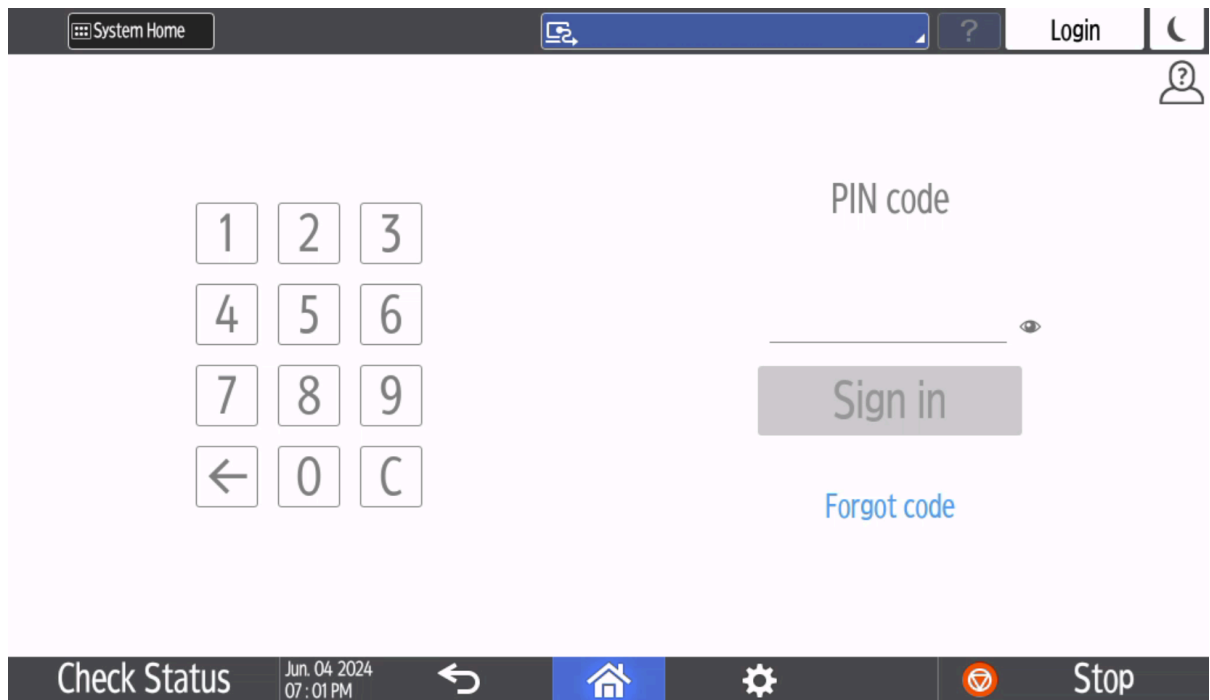
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

Sign in with an ID code at a Ricoh printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  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 URL provided to reset your ID code.

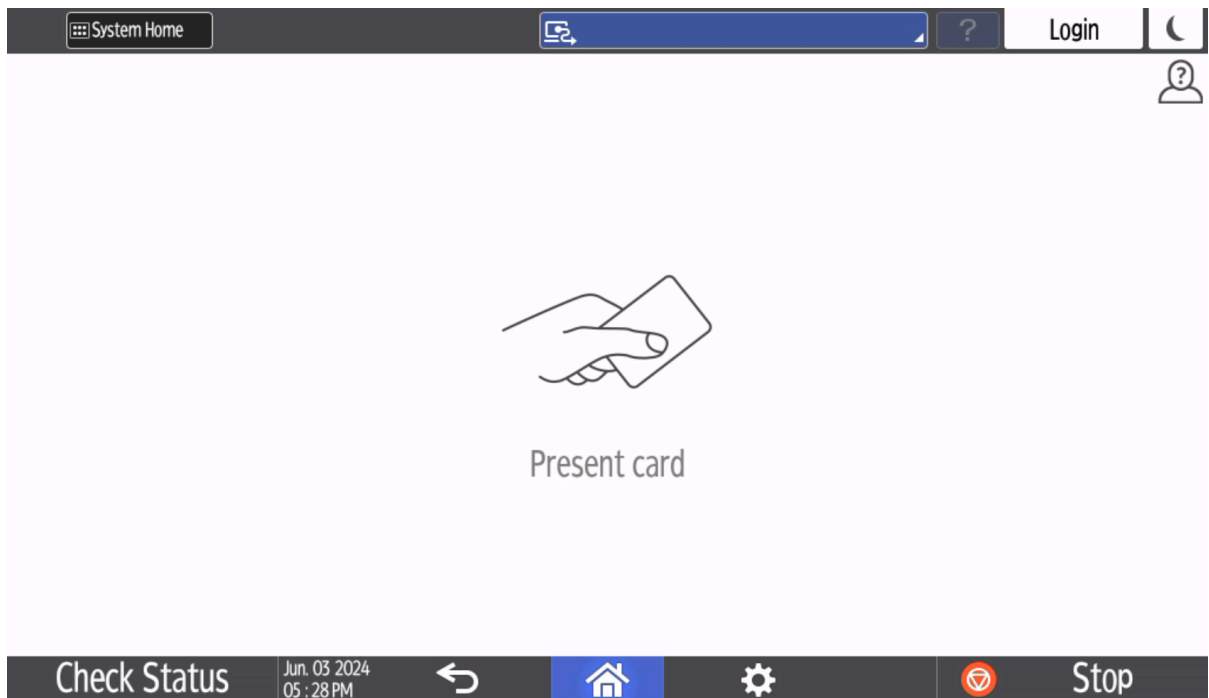



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone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

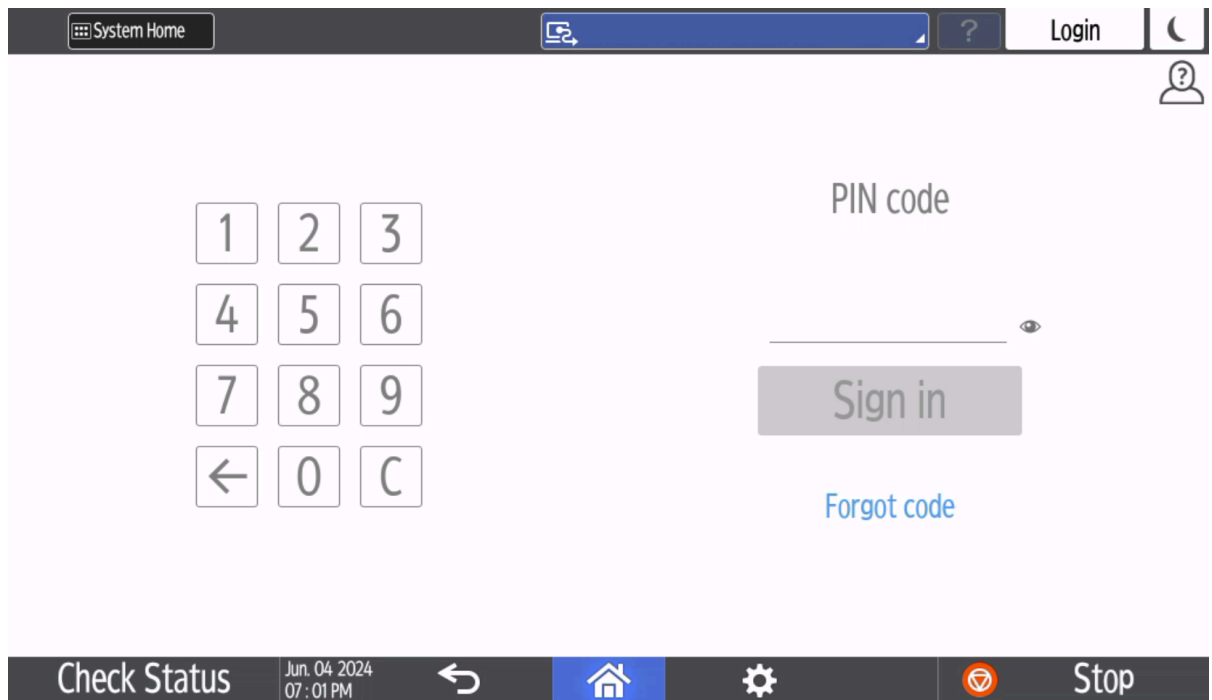


Sign in with card at a Ricoh printer


1. Swipe your card at the card reader on the printer.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.
 - If another user was signed in, swiping your card started to sign out that user. Wait until the sign-out process is completed, then swipe your card again.

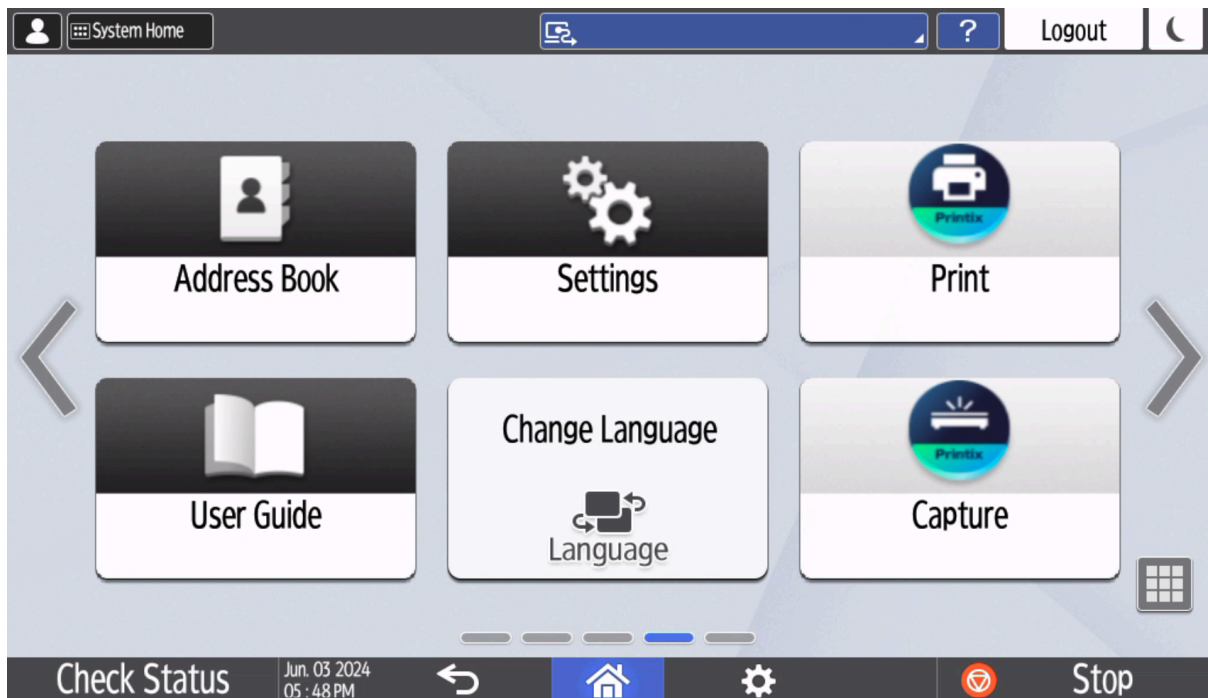


2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera 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 URL provided to reset your PIN code.



Release documents at a Ricoh printer

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




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Ricoh printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

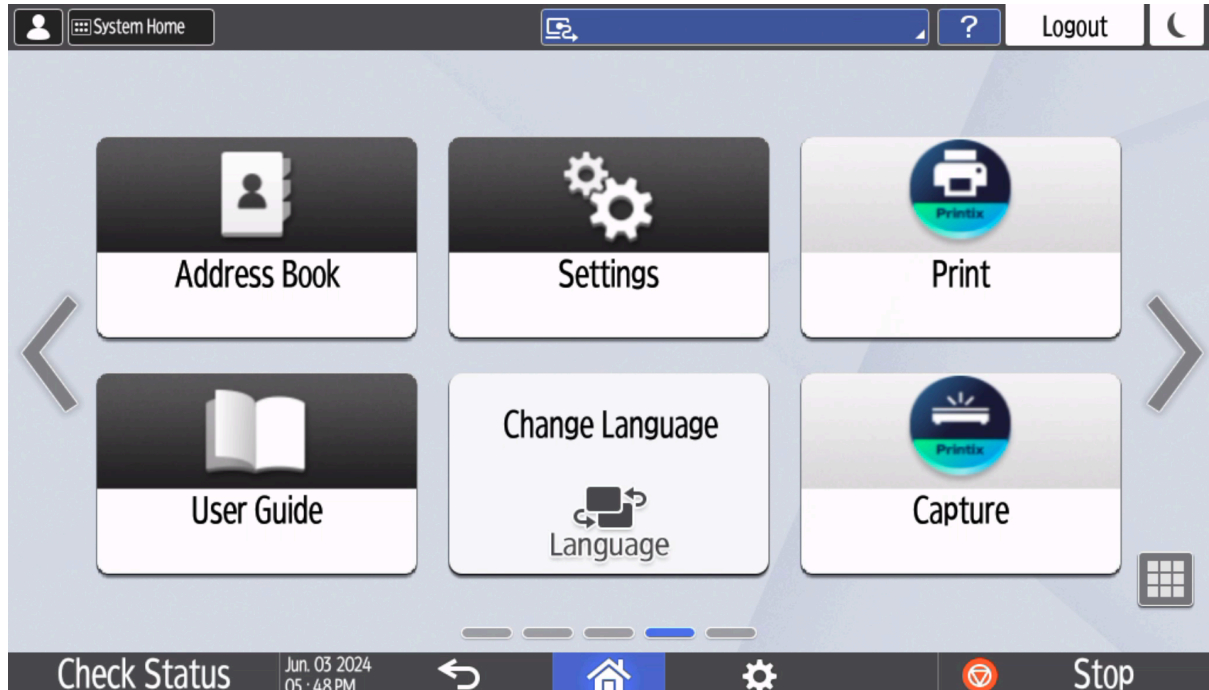
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

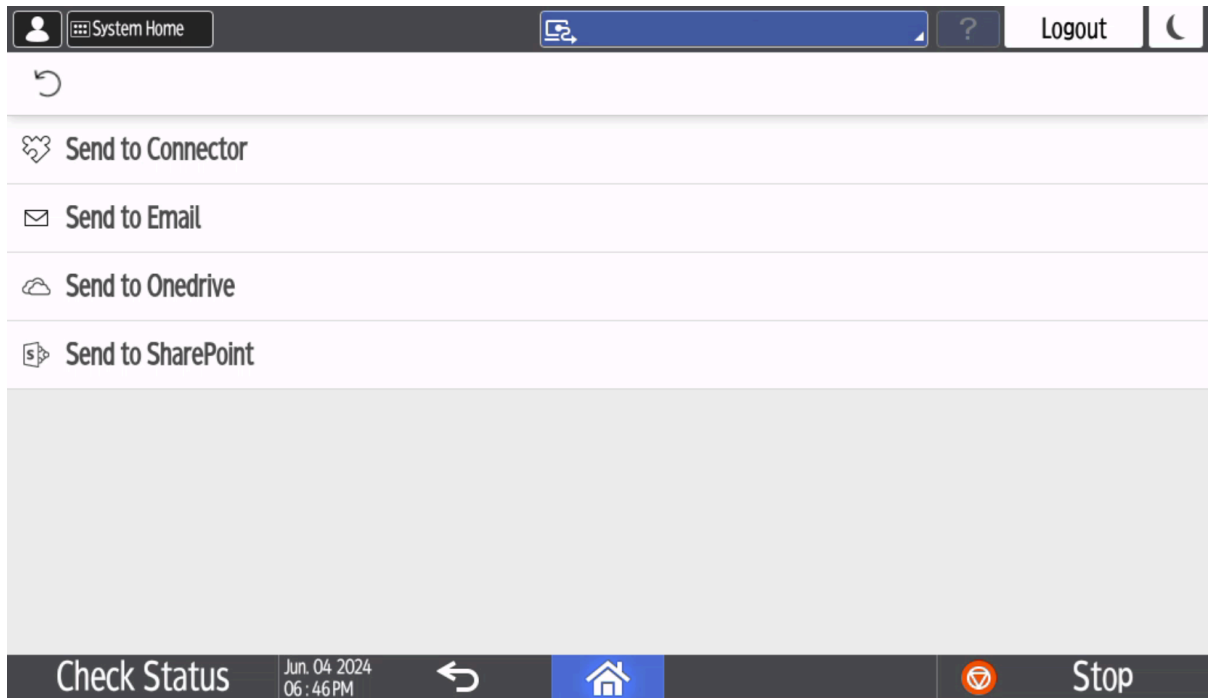
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

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



A list of capture workflows appears.

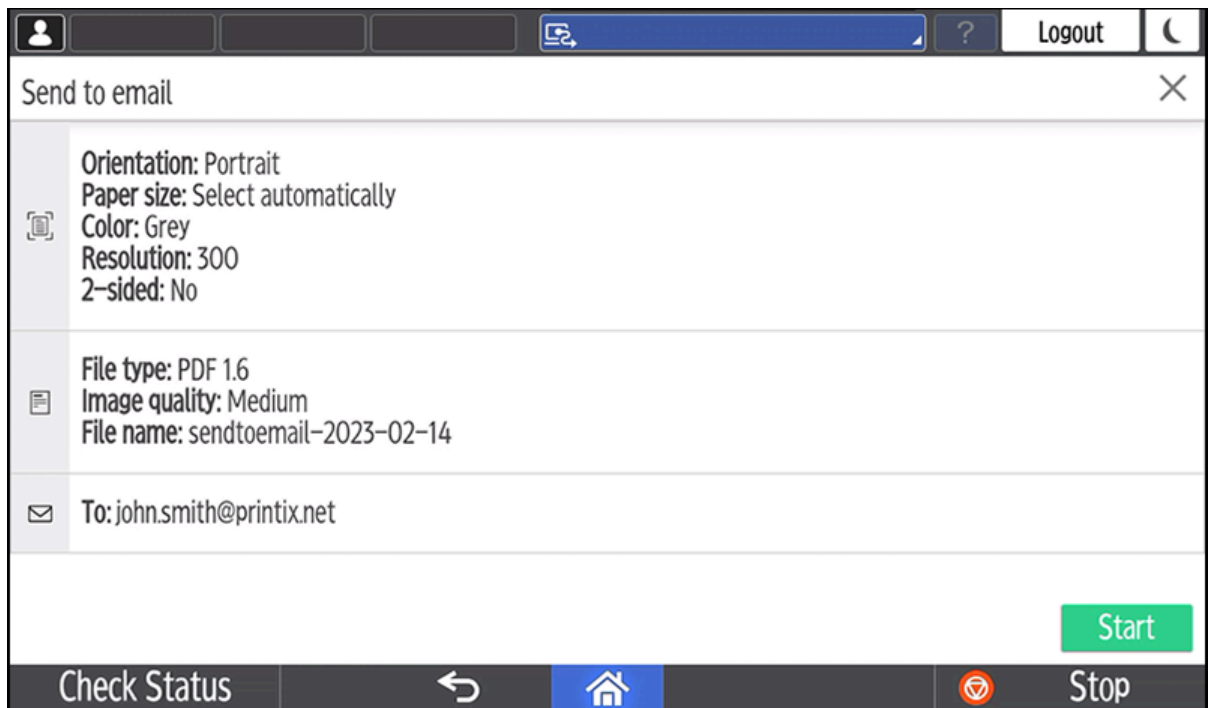


3. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:

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



5. Select **Start** to start scanning.
 - If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
 - You cannot log out from the printer while the printer is scanning.
 - As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

Sign out from a Ricoh printer

You can sign out from the printer using these methods:

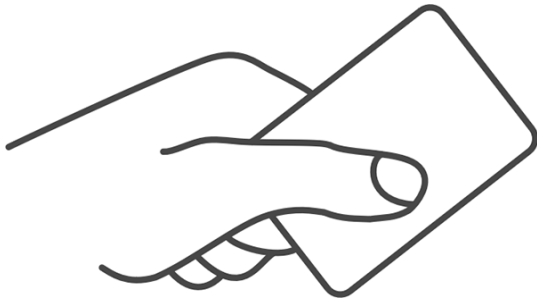
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Ricoh printer

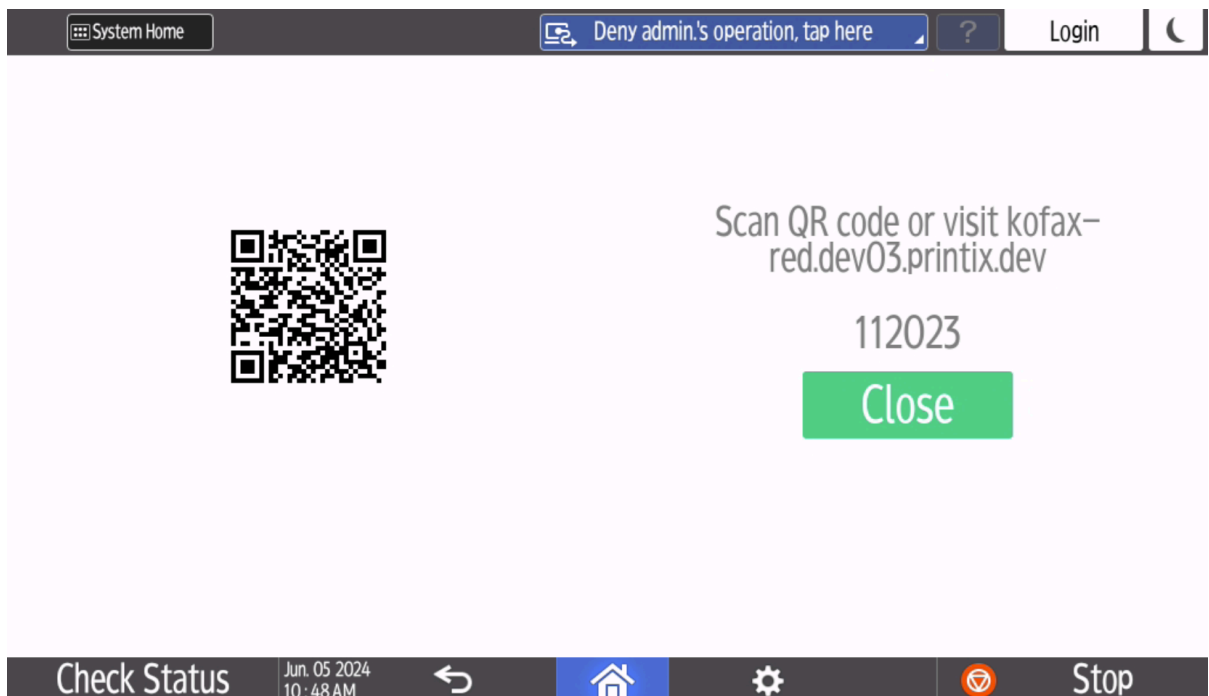
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be

registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

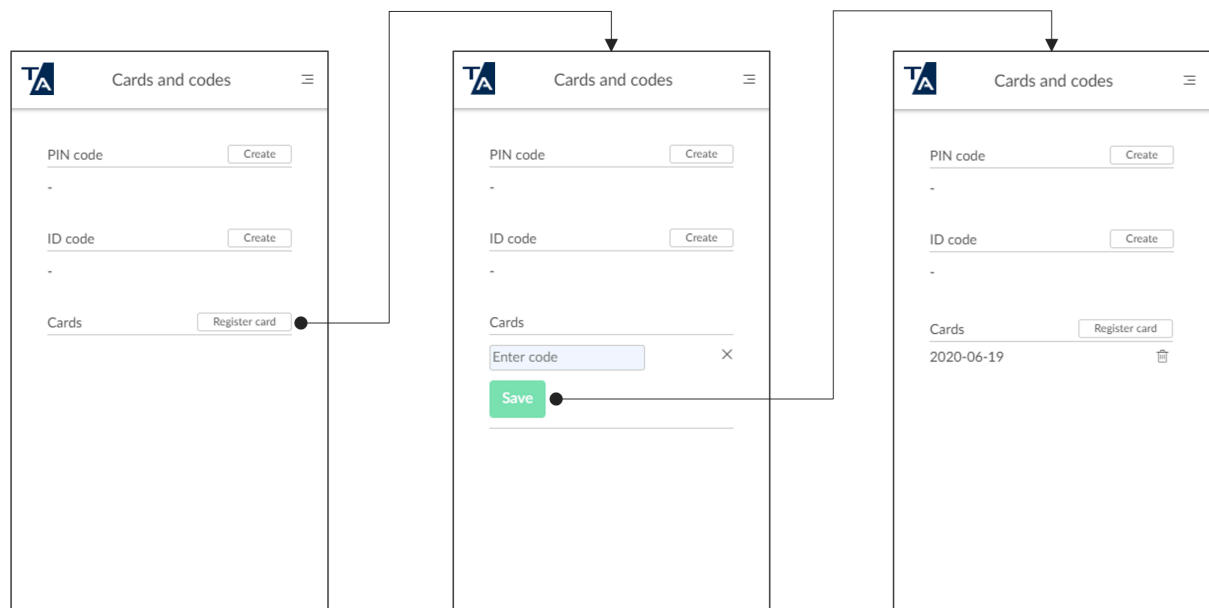
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer


1. [Open the Printix App](#).
2. Select **Menu** ☰ > **Cards and codes**.

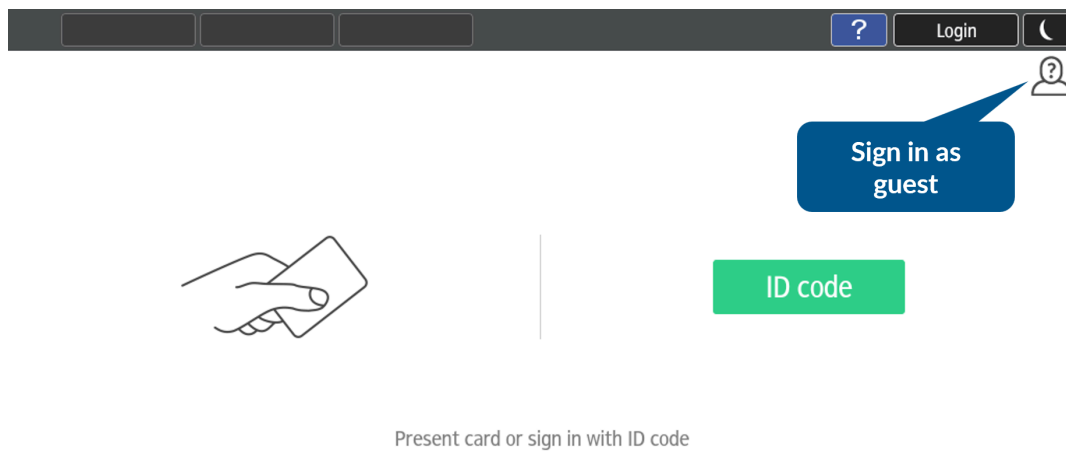


3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Ricoh printer

This option requires Printix Go Ricoh version 2.0.0.27 or higher.

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



2. Select a function to use, such as **Copy** if that is available.

Use Printix Go on Xerox printers

- [Sign in with an ID code at a Xerox printer](#)
- [Sign in with card at a Xerox printer](#)
- [Release documents at a Xerox printer](#)
- [Sign out from a Xerox printer](#)
- [Register card on a Xerox printer](#)

See also:

- [Register and delete cards](#)
- [Create and reset the PIN code](#)
- [Create and reset the ID code](#)
- [Forgot the ID code or PIN code](#)

Sign in with an ID code at a Xerox printer

i 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 your ID code (6 digits) on the touchscreen.
 - If you do not know your ID code:
 - Open the **Cards and codes** menu in the [Printix App](#).

Enter ID code

ID code

1 2 3

4 5 6

7 8 9

* 0 #

Enter

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

Enter PIN code

PIN code


1 2 3

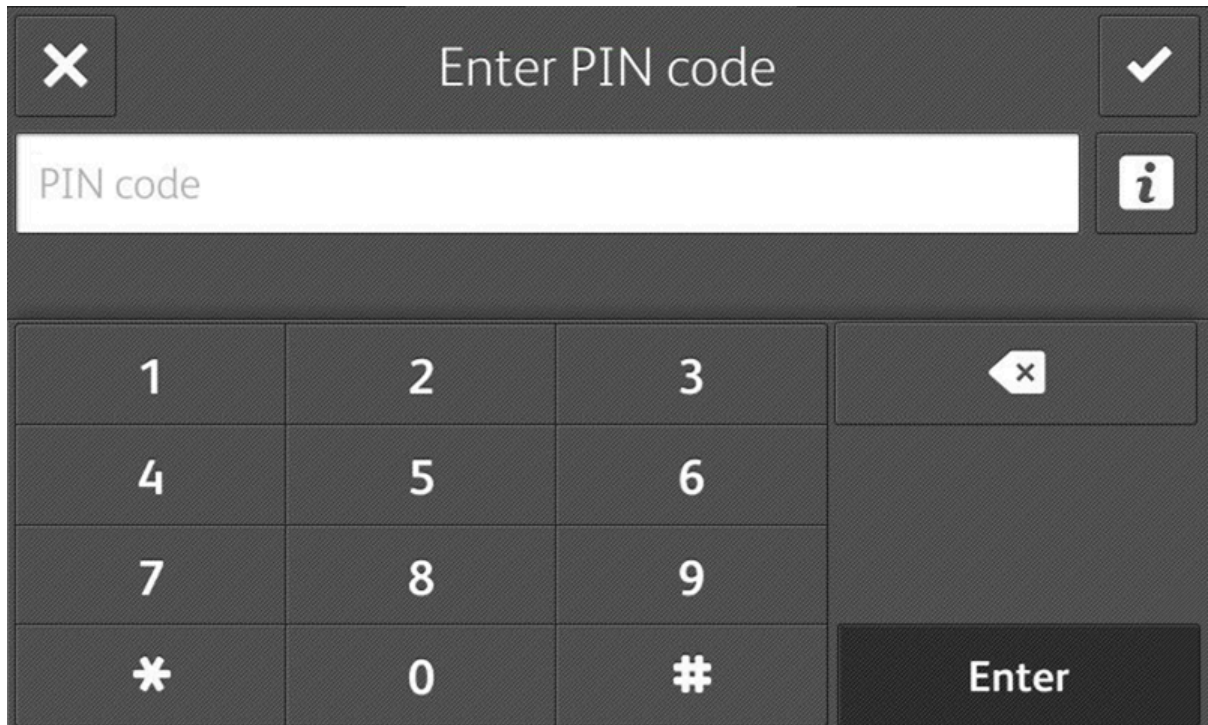
4 5 6

7 8 9


* 0 # Enter

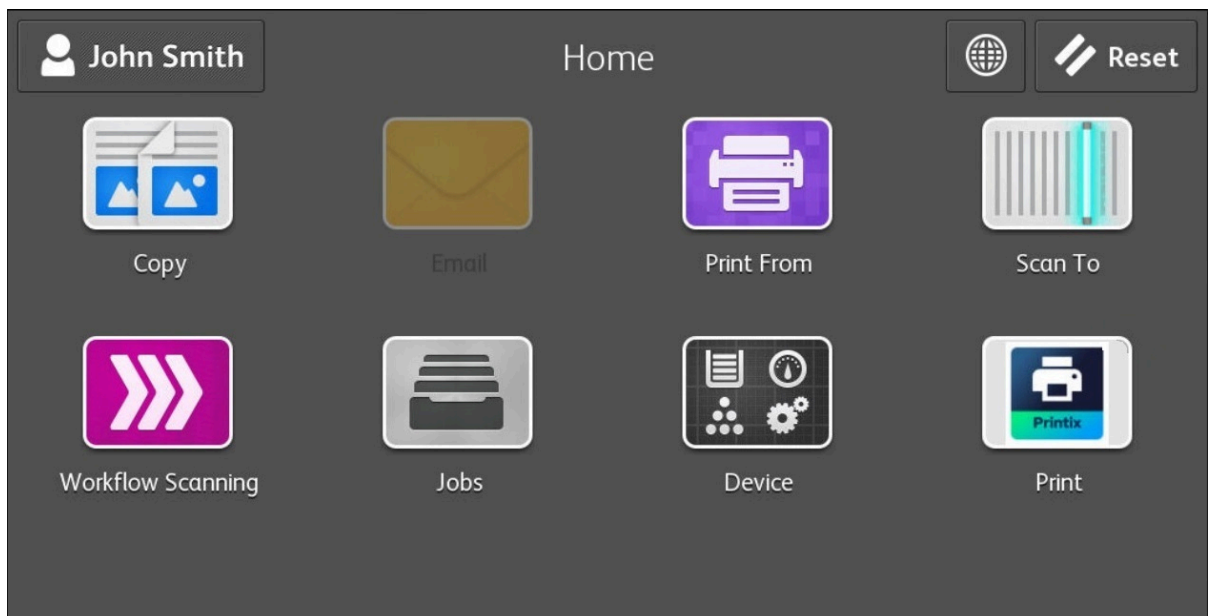
Sign in with card at a Xerox printer

1. Swipe your card at the card reader on the printer.
 - 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 swiped.
2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Open the **Cards and codes** menu in the [Printix App](#).

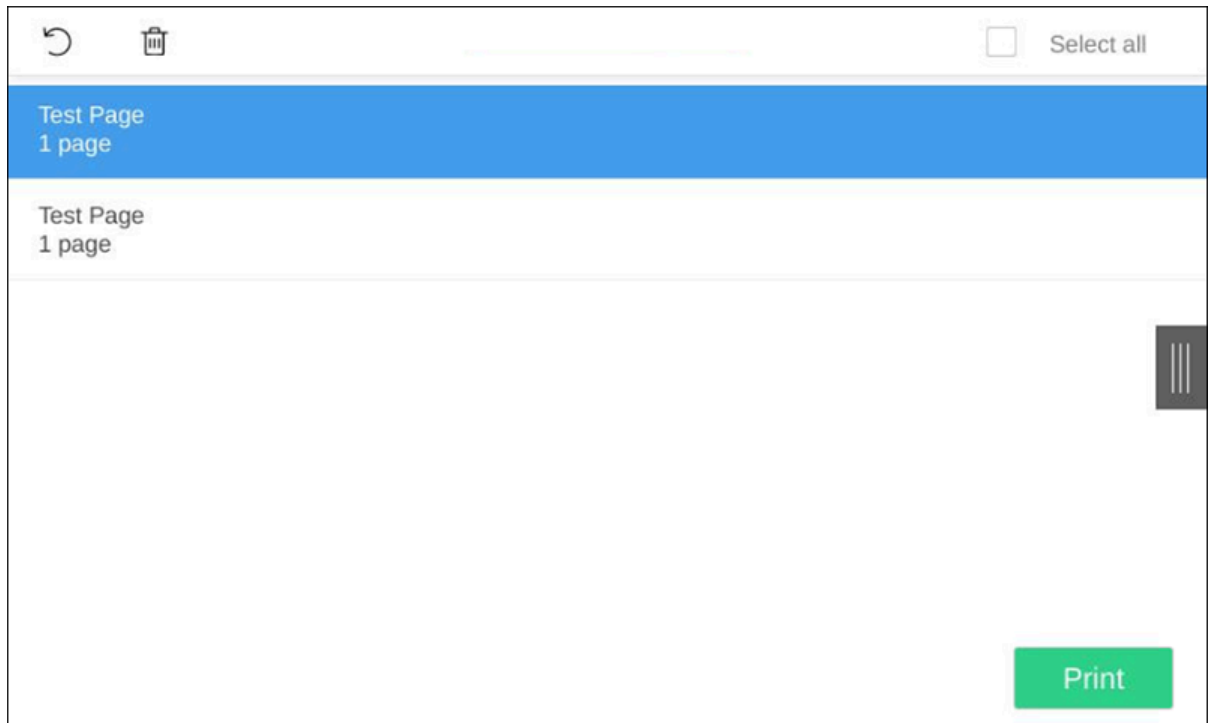


Release documents at a Xerox printer

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




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



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

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Sign out from 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 are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Xerox printer

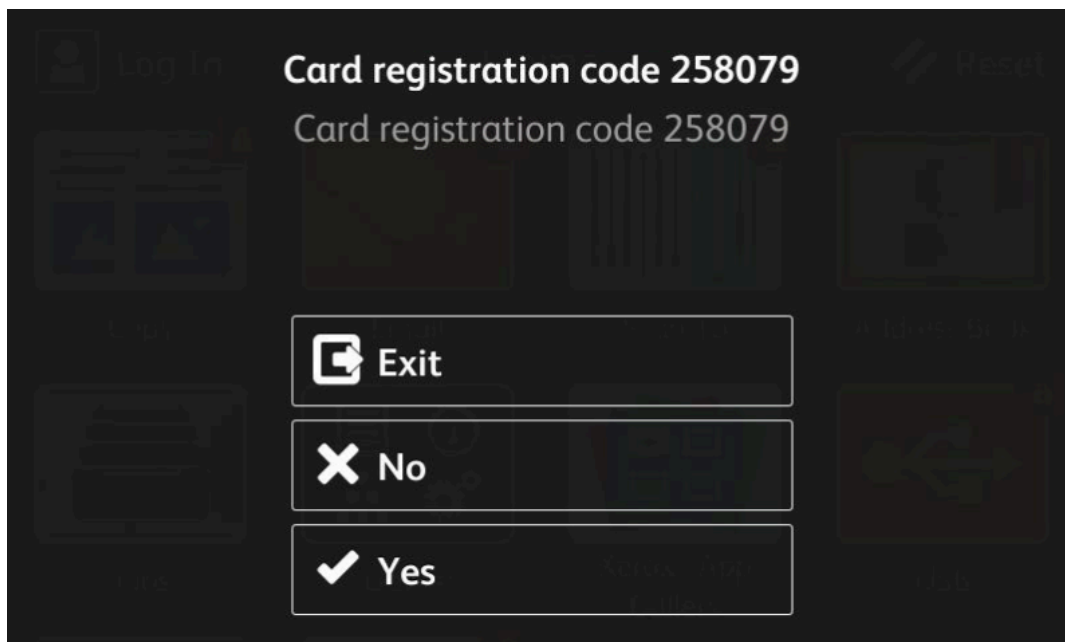
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card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

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

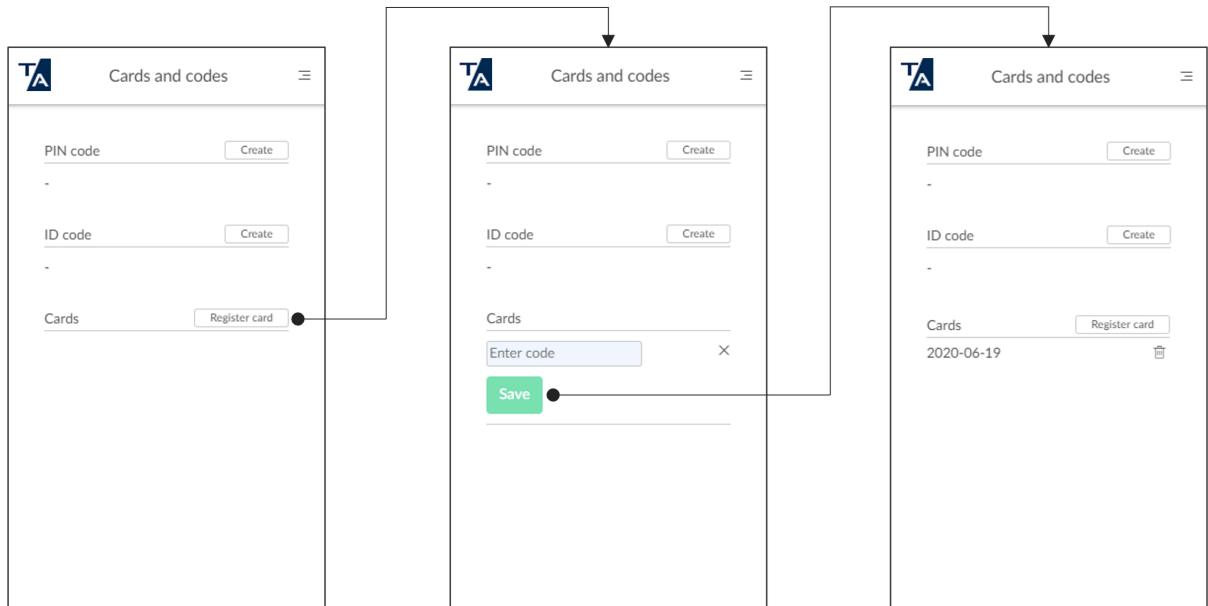
2. Make a note of the 6-digit card registration code and select **Home** to close the screen. Alternatively, you can close the screen by:
 - Selecting **Exit** and then **Cancel**.
 - Selecting **No/Yes** and then **OK**.



Enter card registration code in the Printix App

1. [Open the Printix App](#).

2. Select **Menu** ☰ > **Cards and codes**.



3. Select **Register card**.

4. Enter the 6-digit card registration code you saw previously and select **Save**.

Appendix A

Frequently asked questions

This topic contains answers to the following frequently asked questions:

- [Why are printers named ASD, BNM?](#)
- [What are the benefits of Printix?](#)
- [Can I print while my Internet connection is lost?](#)
- [What does it cost in data traffic to use my phone?](#)
- [Are documents stored on my phone?](#)

Why are printers named ASD, BNM?

The name of all Printix printers is automatically extended with a unique, three-letter ID, also known as the printer ID. This ID makes it efficient to search for printers and easy to identify the printers.

- **Searching** for a printer is efficient.
 - If Printix manages 26 or fewer printers, you need to only enter the first letter when searching for a printer.
 - The search is not case-sensitive.
- **Identifying** the printer is made easy.
 - The 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?

Up to 2200 printers can be assigned with three-letter IDs. If more printers are added, the software automatically uses four-letter IDs.

Keyboard sequence

The sequence of 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 printers ASD and BNM



What are the benefits of Printix?

As a user, Printix gives you flexibility to:

- **Print when and where you want**

Print Anywhere makes it possible to roam between printers and release the document at the printer you choose.

- **Prevent others from collecting your documents at the printer**

Wait until you arrive at the printer, then [release the documents](#) using your phone. That way, you prevent others from collecting your confidential and sensitive documents.

- **Make fewer visits to the printer**

Submit documents to a print queue, but postpone the printing and collection of the documents until it suits you to release them.

- **Delete unwanted documents from the print queue**

You can use your phone, tablet, or computer to delete unwanted documents from the print queue before they are printed. Without **Print Later**, such documents would go straight from the printer's output bin to the wastepaper basket.

- **Reprint documents**

You can reprint documents until 12 hours after they are marked for deletion. You can reprint documents straight from your phone without having to return to your computer to reprint them.

Printix also creates a win-win situation for your organization and the environment:

- **Reduced printing saves on paper and toner**

By minimizing the number of printed documents, your organization saves money on paper, toner, maintenance, and electricity.

- **Environmental benefits**

Fewer trees are cut down to produce paper, thus reducing the carbon footprint and water usage.

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 online documentation.
- Release documents.
- Reprint recent documents.

As long as you remain signed in and keep your computer powered on, you can:

- **Print** directly to printers on the network.
- Print with **Print Anywhere**, but you cannot 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.
 - If your administrator enabled the [Allow direct print if offline](#) setting, the Printix Client displays 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, and it prompts you to select a printer. Printers are listed only if they are on the same network as your computer, AND if you have previously released documents to them. 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.
- Print with **Print Later**, but you cannot release any documents.
 - If your administrator enabled the [Allow direct print if offline](#) setting, 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 use 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** the document immediately at the printer you originally selected.
 - If your administrator did not enable the [Allow direct print if offline](#) setting, the Printix Client displays the message Printix is currently offline. Your document {file name} can be released when Printix is online again, and it does not prompt you to make a choice.

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 Document {file name} deleted. Your document cannot be printed, because Printix Client is offline and cannot reach the target printer ({printer name}).

When the Internet connection is restored, all functionality is working again and you can:

- **Release documents**
Including any Print Anywhere and Print Later documents you submitted while the Internet connection was lost.

- **Reprint documents**

Including any documents you submitted with direct print while the Internet connection was lost.

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 through 3G/4G/5G
- Print data is sent directly to the printer without involving the phone.

Are documents stored on my phone?

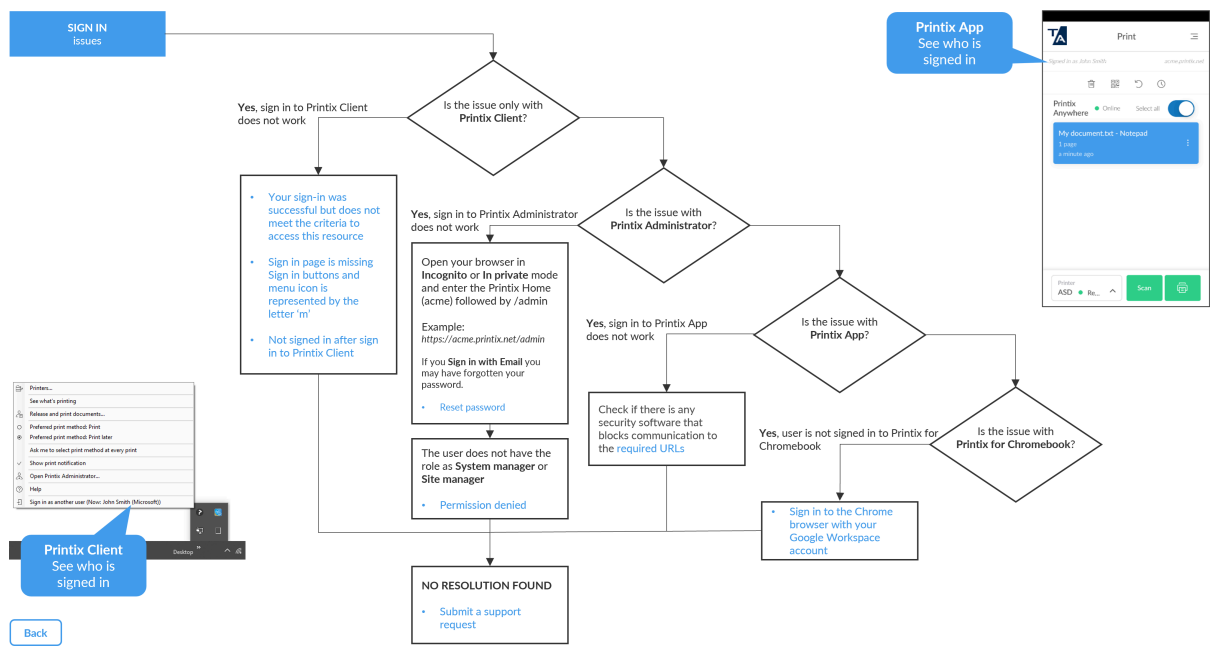
No, documents are not stored on your phone or tablet. Documents are typically stored on your computer, and they remain encrypted until expiration or deletion. So, you do not have to worry about your phone running out of space.

Appendix B

Error messages

In this topic, you can read about possible error causes and solutions.

- If you have sign-in issues, see the following diagram for instructions:



- [Print issues](#)
- [User name 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](#)

Print issues

As you release documents in the [Printix App](#), you may encounter the following issues:

- [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, the Printix App displays 'Working on it'](#)
- [Submitted document does not appear in the Printix App](#)
- [Printix App displays 'Document release is not possible at the moment due to system error'](#)
- [Printix App displays 'Internal error'](#)

Printing failed

Resolution: Confirm the following requirements, then try to resolve the issue.

- Ensure that the printer is online.
- Ensure that the printer is not paused, jammed, or out of paper, and that it has no other issues.

If you see the message "Printing failed - retrying", repeated attempts are made for up to 30 minutes to deliver the print data to the printer.

Document is unavailable

In the Printix App, you may notice the following scenario:

- One or more selected documents are labeled: **Document is unavailable**.
- After selecting all documents, an **Unavailable documents** dialog box appears with the question: **Deselect unavailable documents?**

The preceding behavior is expected and happens because the Printix App checks if printing is possible based on the availability of the selected printer and documents. The 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 labeled: **Document is unavailable**. If **Select all** is used to select documents (including unavailable ones), the **Unavailable documents** dialog box appears and you can select **OK** to deselect the unavailable documents.

Resolution: Deselect the unavailable documents.

Release not possible

If the computer is connected through a weak Wi-Fi signal, the connection may have been temporarily lost at the time of release.


Resolution: Ensure that the computer with the document is online, then try to release the document again.

Release failed

Resolution: Confirm the following requirements, then try to resolve the issue. Printix attempts to print the document when the issue is resolved.

- Ensure that the computer with the document is online.
- Ensure that the printer is online.
- Ensure that the printer is on the same network as the computer.
- Ensure that the printer is not paused, jammed, or out of paper, and that it has no other issues.

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 traveling or at home.
- When the computer is on an unknown network, a yellow dot appears on the Printix Client icon .

Resolution: Wait until your computer is connected to a known and trusted network, then release the document. Alternatively, print the document directly to the printer.

Timeout

Resolution: Confirm the following requirements, then try to release the document again.

- Ensure that the computer with the document is online.
- Ensure that the document did not expire before 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, then try to release the document again.

When I release a document, the Printix App displays 'Working on it'

- If you are releasing a Print Anywhere document to a printer you did not use 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 displays 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.

Resolution: Wait for the print queue to be created.

Submitted document does not appear in the 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 displays 'Document release is not possible at the moment due to system error'

- An issue occurred with the Printix Cloud and therefore, it is not possible to release documents from the Printix App. You can check the Announcements section on the Printix website and look for any ongoing system errors.

Resolution: Try again when the system error is fixed.

Printix App displays 'Internal error'

- An internal error occurred in the Printix App. Select the message to see the details. If the issue continues, take a screen shot and submit a support request.

Resolution: Stop and restart the Printix App.

User name or password is wrong

Sign-in reports: **Username or password is wrong.**

Resolution: Enter your correct user name and password. If you registered with your email address, enter your email address as the user name.

- See also: [How to reset your password](#)

Connecting to service

The Printix Client is trying to connect to the Printix Service on the computer. The message typically appears for a few seconds, followed by the message: [Fetching data](#). However, if the message is displayed for several minutes, it could be because the Printix Service is stopped.

Resolution: Contact your administrator if the issue persists. The administrator can refer to the [Printix Administrator Help](#) for additional instructions.

Fetching data

- Trying to fetch data from the printer, or the Printix Client is trying to contact the Printix Cloud.
- Verify that you can reach the printer, that is, you can ping the printer from a computer with Printix Client on the printer's network.

Resolution: Wait until data has been fetched. Submit a support request if the issue persists.

Permission denied

- You are trying to sign in to Printix Go, but your ID code or PIN code is incorrect.
Resolution: Open the Printix App and check your [ID code](#) and if necessary, [reset your PIN code](#).
- You are trying to sign in to Printix Go with card, but your PIN code is incorrect.
Resolution: Open the Printix App and [reset your PIN code](#).

Wrong ID code

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

Resolution: Try again, but this time, select the **Eye**  to see the digits entered and verify that they are the correct digits.

See also:

- [Sign in with an ID code at the printer](#)
- [Create and reset the ID code](#)

Wrong PIN code

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

Resolution: Try again, but this time, select the **Eye**  to see the digits entered and verify that they are the correct digits.

Other PIN code messages:


- **PIN code disabled**
This message appears after three consecutive, failed sign-in attempts. In this case, you must open the Printix App, reset the PIN code, and enter a new and different value. Otherwise, the Printix App displays The new PIN code must be different from the previous one.
- **Wrong PIN code. Remaining attempts: X**
This message appears when the wrong PIN code is entered.
- **You need to create a PIN code**
This message appears if a PIN code is required but not yet created by the user. You must open the Printix App and create a PIN code.

See also:

- [Sign in with an ID code at the printer](#)
- [Sign in with card at the printer](#)
- [Forgot the ID code or PIN code](#)
- [Create and reset the PIN code](#)

Http failure response for (unknown URL): 0 Unknown Error

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

Resolution: Update to Printix App version 2.0.14 or open the [Printers](#) page and reduce the number of favorite printers by selecting the **Solid star**  to remove printers from the list of favorites.