



PrintMe Mobile 3.0 User's Guide

Overview of contents

- [About PrintMe Mobile](#)
- [System Requirements](#)
- [Printing](#)
- [Troubleshooting](#)

About PrintMe Mobile

PrintMe Mobile is an enterprise solution that enables mobile printing. With it, users can print files, photos, and web pages from tablets, smartphones, laptops, and other mobile devices.

Printing methods

- **Wi-Fi printing:** Users can send a job directly to a printer using the wireless network.
See [Wi-Fi printing](#).
- **Printing via email:** Users can attach a file to an email, and then send the email to a printer.
See [Printing via email](#).
- **PrintMe Mobile printer driver:** Automatically discovers nearby PrintMe Mobile-enabled printers on the network and allows end users to print to them from any application on a laptop or computer with a wireless or wired network connection using standard File > Print workflows.
See [PrintMe Mobile printer driver](#).

Secure print release

Administrators can configure a secure queue, so that users can print jobs on demand. Jobs are held in the secure queue until the user releases the job to a printer. This ensures that sensitive documents are not left in the printer tray unattended. Administrators can also set the numbers of days documents remain in the secure queue.

Authenticated users send a file to an email address specified by the administrator and then receive an email with a link to the Secure Release web page. From the web page, they release the file to the printer. Network credentials are required. Alternatively, they can send the file to the secure queue by Wi-Fi.

See [Secure print release](#).



What's New?

This release includes the following new and updated features:

Printing via email from a personal account

Users can now print via email from a personal email account (vs. a corporate account), if allowed by the PrintMe Mobile administrator. When using a personal email account, users are still required to provide appropriate network credentials. For more information, see [Printing via email from a personal account](#).

Printing documents with multiple or unsupported page sizes

Some documents include multiple page sizes, or a page size that is not supported by the printer. The page sizes specified by a document are used unless

- The printer does not support the page size.
In this case, the printer's default page size is used instead.
- The printer is set to a different unit of measurement than the document (for example, metric or US).
In this case, a comparable size is used instead.
- The document uses a large format (for example, B sizes).

Use page size from the original document

If the administrator has enabled the capability, documents may be printed according to the document page size, not the printer default settings. For example, if the user sends a document with Legal paper size, but the printer default is Letter paper size, then the document will be printed on Legal paper size provided that a paper tray with Legal paper size is available.

The following paper sizes are supported:

- Letter
- Legal
- A3
- A4
- Tabloid

System Requirements

Before you use PrintMe Mobile, make sure that your equipment meets all of the following hardware and software requirements:

- [Apple mobile devices](#)
- [Android mobile devices](#)
- [BlackBerry mobile devices](#)
- [Other mobile devices](#)

Apple mobile devices

- iPhone, iPad, iPod touch running iOS 4.2 or later (required for Wi-Fi printing)
- Mac OS X 10.6 or later (required for secure print release from computers with Mac OS X 10.8 or later)
- Connected to a Wi-Fi network which is on the same subnet as the Windows computer running the PrintMe Mobile computer application (required for Wi-Fi printing). Check with your PrintMe Mobile administrator.
- Email client (required for printing via email)
- Browser (required for secure print release)

Android mobile devices

- OS 2.1 or later
- EFI PrintMe Mobile app (required for Wi-Fi printing)
Free download from Google Play.
- Connected to a Wi-Fi network which is on the same subnet as the Windows computer running the PrintMe Mobile computer application (required for Wi-Fi printing). Check with your PrintMe Mobile administrator.
- Email client (required for printing via email)
- Browser (required for secure print release)

BlackBerry mobile devices

- OS 5.0 or later
- EFI PrintMe Mobile app
- Browser (required for secure print release)
- Email client (required for printing via email)

Chromebook

- Chromebook laptops
- Chrome OS 29 or later
- EFI PrintMe Mobile Chrome extension (free from the Chrome Web Store > Extensions)
- Email client (required for printing via email)

Other mobile devices

- Email client (required for printing via email)
- Browser (required for secure print release)
- Laptops: Windows XP, Vista, 7, 8, or 8.1 and a wireless or wired network connection
- Windows 8 tablet and a wireless connection

Printing

For information about printing with PrintMe Mobile, see

- [Printing via email](#)
- [Wi-Fi printing](#)
- [PrintMe Mobile printer driver](#)
- [Secure print release](#)
- [Network credentials](#)
- [The Print Information page](#)

Printing via email

You can attach a file to an email, and then send the email to a printer. Both the email and the attachment print. You receive an email notification that the job printed or an error report.

To print via email (BlackBerry app)

- 1 Open the email app.
- 2 Select PrintMe Mobile from the menu.
- 3 Select the email you want to print. Select Next.
- 4 Enter the printer's email address, or select it from your corporate address book.
- 5 Select printing options. Select Print.

To print via email (all other devices)

- 1 Open the email app.
- 2 Select the email that you want to print. Select Forward.
- 3 Enter the printer's email address, or select it from your corporate address book.
- 4 Select Send.

To print via email from a personal account

You can only print via email from a personal email account (vs. a corporate account), if allowed by the PrintMe Mobile administrator. When using a personal email account, you are still required to provide appropriate network credentials.

- 1 Send the email to a secure print queue.
You receive an email with a link.
- 2 In the email, click the link to the secure web page.
- 3 On the secure web page, if prompted, login to authenticate your email address and print the job.

Wi-Fi printing

You can send a job directly to a printer using the wireless network.

To Wi-Fi print (iOS)

- 1 **Open the email app.**
- 2 **Tap Action.**
- 3 **Tap Print.**
- 4 **Select a printer.**
- 5 **Specify print settings.**
- 6 **Tap Print. If prompted, enter your network credentials.**

To Wi-Fi print (Android)

Implementation of the Android operating system may vary by mobile device manufacturer and model, so steps may vary.

- 1 **Based on what you want to print, do the following:**

File

- Open the **PrintMe Mobile** app.
- Press **Select file to print**.
- Navigate to the file.
- Select the file.

NOTE: You can also print by navigating to the file that you want to print, selecting it, selecting **PrintMe Mobile** in the “Complete action using” screen, and performing steps 3-5.

Photo

- Go to the photo.
- Select the **Share** icon.

Web page

- Go to the web page.
- Press the **Menu** button.
- Select **More**.
- Select **Share** page.

- 2 **Select PrintMeMobile.**
- 3 **If desired, select Change Printer and choose a printer.**
- 4 **Specify print settings.**
- 5 **Select Print. If prompted, enter your network credentials.**

To Wi-Fi print (Chromebook)

1 Download and install the PrintMe Mobile extension for Chromebook.

Free from the Chrome Web Store > Extensions.

2 Make sure you are logged into Google Drive.

Files that can print on PrintMe Mobile-enabled printers are displayed.

3 Select a file.

4 Select a printer.

5 Specify print options.

6 Click Print.

The print status are displayed at the bottom of the interface.

To check the status of a Wi-Fi job

When you send a Wi-Fi printing job, you can check on the status when the job is queued or printing. You can cancel the job if it has not yet printed, or is in the process of printing.

1 Based on your device, do the following:

- On Apple devices, press the **Home** icon, then tap the **Print Center** icon.
- On Android devices, select the **PrintMe Mobile** app.

PrintMe Mobile printer driver

After PrintMe Mobile is set up and configured, users or administrators can install the PrintMe Mobile printer driver on end-user computers. It automatically discovers nearby PrintMe Mobile-enabled printers on the network and allows end users to print to them from any application using standard File > Print workflows. It is ideal for companies with multiple office locations and employees or guests that frequently travel between offices.

This printer driver is supported on Windows XP, Vista, 7, 8, and 8.1.

To install PrintMe Mobile Driver

1 Go to download.efi.com/pmmdriver and save the *PrintMeMobileDriverSetup.exe* file to your desktop.

2 Double-click the file.

3 Select a language, click OK, and follow the on-screen instructions.

If a Hardware Installation message displays during the installation process, click **Continue Anyway**.

To print from a user computer

1 Open a document in any application and select Print.

2 In the Print dialog box, in the Printers drop-down list, select EFI PrintMe Mobile from the list of printers and click OK.

A PrintMe Mobile dialog box displays with a list of available printers.

3 Select a printer or Secure Release and click Print.

If a lock icon displays next to a printer in the printers list, the PrintMe Mobile administrator has enabled user authentication for that printer. You are prompted to enter your network credentials when printing to that printer. For more information, see your administrator.

Secure print release

Administrators can configure a secure queue, so that users can print jobs on demand. Jobs are held in the secure queue until the user releases the job to a printer. This ensures that sensitive documents are not left in the printer tray unattended.

Administrators can also set the numbers of days documents remain in the secure queue.

Authenticated users send a file to an email address specified by the administrator and then receive an email with a link to the Secure Release web page. From the web page, they release the file to the printer. Network credentials are required. Alternatively, they can send the file to the secure queue by Wi-Fi.

Secure print release (authenticated users)

1 See your administrator to confirm whether this print method is enabled and, if so, to obtain the email address of the secure queue.

2 Do one of the following:

- Email the file to the secure queue.
- Send the file to the secure queue by Wi-Fi (see [Wi-Fi printing](#)). When prompted, enter your network credentials.

You receive an email with a link. If desired, you can release the job by forwarding this email to a printer's email address and skip the remaining steps.

3 In the email, tap the link.

4 Enter your network credentials.

5 Specify print settings. Select Print.

The Print Information page

The PrintMe Mobile Administrator can print a Print Information page for each printer. These pages can then be posted near each printer for your use. The Print Information Page includes the following:

- the printer's name
- the printer's email address
- a QR (Quick Response) code

The QR code allows users to access the secure print release website by taking a photo of the QR Code from their mobile device (a QR code reader app on the mobile device is required). Users bookmark this site and refer to it when they want to print secure documents with secure print release.

- a URL for the secure print release website

Troubleshooting

What do you need help with?

- [Mobile device does not detect printer](#)
- [Microsoft Office files](#)
- [Job is not formatted correctly](#)
- [My jobs do not print when they are sent from my mobile device](#)
- [How do I check the wireless subnet of a mobile device?](#)
- [Network credentials](#)

Mobile device does not detect printer

If a printer does not display in the list of printers, see your administrator.

Microsoft Office files

If you cannot print Microsoft Office files, notify the system administrator. They may need to install Microsoft Office on the PrintMe Mobile computer as specified in the *Installation and Administration Guide*.

Job is not formatted correctly

Verify that the file is formatted correctly from the file's application on a computer, and then print from your mobile device. For example, Microsoft Excel files must have the correct Print Area set in the application to print correctly from your mobile device, or clipping may occur. For more information about setting the Print Area in Excel, see your Excel documentation.

My jobs do not print when they are sent from my mobile device

- Verify that your printer is configured properly by asking your administrator to print a Print Information Page, and then print your job again from your mobile device. For more information, see your PrintMe Mobile administrator.
- If you are printing via email, verify that your PrintMe Mobile administrator has not blocked your email address or domain. Email filtering allows the administrator to limit the domains from which email is accepted. For more information, see your PrintMe Mobile administrator.

How do I check the wireless subnet of a mobile device?

To troubleshoot some issues, your administrator may need to know what wireless subnet is used by your mobile device.

1 Do one of the following, based on your mobile device:

- On Android devices, select **Settings > Wireless & Networks > Wi-Fi Settings > Network Name**.
- On other mobile devices, select **Settings > Wi-Fi**. Press the arrow for the currently connected wireless network.

Note the IP address and subnet mask (for example, IP Address: 172.16.30.21; Subnet Mask: 255.255.255.0).

Network credentials

If a lock icon displays next to a printer in the printer list, your PrintMe Mobile administrator has enabled user authentication for that printer. You are prompted to enter your network credentials when printing to that printer. For more information, see your administrator.