Xerox® Solutions
Frequently Asked Questions

For working professionals on the go, Xerox PrintBack is a free solution that makes it fast and easy to print back from your Apple or Android mobile device to the printer connected to your office or home computer.

Following are answers to the most frequently asked questions regarding PrintBack's features, capabilities and compatibility requirements.

How would I use PrintBack?

PrintBack serves two main functions – printing and saving. While people use their mobile devices in different ways to complement their computer, some examples of how PrintBack can be used to improve your work process include:

- **Printing out of the office:** When making sales calls or visiting customers and you receive documents via email that need to be printed back at the office, or you need to print more forms or brochures, PrintBack allows you to take immediate action—no need to set a reminder because the documents will be waiting for you upon returning to the office.

  – If your laptop is with you but powered off, the PrintBack agent will see and automatically print the job once your laptop is reconnected and powered-up.

  – Similarly, if you want quick access to the document after returning to your computer, save it to Dropbox or your Downloads folder, and the document will be ready to open at your computer.

- **Meetings in your office but away from your desk:** Consider the instances when you receive an email with an attachment that you need to print from your tablet or smartphone. Instead of having to remember to print that document when you return to your desk, print it then from your device and the document will be waiting for you.

- **Save a Copy with Photo Shoot mode:** When using your device to take photos, using Photo Shoot mode in PrintBack with the Save a Copy setting is a convenient time saver – automatically saving the photos, as you take them, to Dropbox or your Downloads folder and avoiding the need to sync your device or email the photos to yourself.

Does my computer need to be turned on and connected to my network for PrintBack jobs to print?

Yes, to print the jobs submitted from your mobile device your computer must be turned on, and able to communicate with or connect to its default printer.

- **However, that doesn't mean jobs can't be submitted when your computer is turned off** – the jobs will be stored in Dropbox or your selected email account and, when the computer is turned back on, the PrintBack agent will find and print them.

How do I set up PrintBack?

PrintBack consists of three main components:

1) Download the PrintBack agent (**www.xerox.com/downloadprintback**) and install it on your Mac or Windows-based computer.

2) Select your desired online service:

- **Cloud-based storage** – If you already have a Dropbox account with the client installed on your computer, PrintBack installation will automatically complete after selecting Dropbox. If you already have a Box account, simply input your log-in information during PrintBack agent setup. If you are not already a user, visit www.dropbox.com or www.box.com to sign up and then resume the PrintBack agent installation (if using Dropbox, be sure to install the Dropbox client on your computer before continuing).

- **Web-based email** – Xerox recommends using a dedicated email account with PrintBack. First, set up a new email account at Gmail, Hotmail, MSN, MSN Live, AOL or Yahoo! Plus, and then enter your log-in details in the PrintBack agent.

3) Install the Xerox PrintBack app on your iOS- or Android-based smartphone or tablet. Next, enter the log-in details for Dropbox, or enter the email address you used when you installed the agent.

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What can I print with PrintBack?

Xerox PrintBack supports the following file types:

- Microsoft Word, PowerPoint, and Excel*
- Apple Pages, Keynote and Numbers*
- PDF
- Photos (JPEG, TIFF, BMP, PNG)
- Email and web content via copy/paste to PrintBack clipboard

*Windows Applications –
- Microsoft Office 2003, 2007, 2010 required to print Word, PowerPoint and Excel files

*Mac Applications –
- Microsoft Office 2008 or 2011 required to print Word, PowerPoint and Excel files
- Apple iWork '09 required to print Pages, Keynote, and Numbers files

How do I use PrintBack from other applications?

Many document and photo apps let you 'share' or 'open' content in PrintBack. Look for 'Share' or 'Open In' buttons inside your favorite apps, then select 'PrintBack' in the menu to print the document or photo.

Why can't I use my corporate email system with PrintBack?

Our goal with PrintBack is simplicity for the customer. By limiting the types of supported emails to broadly-used, publicly available web-based services we delivered a simple set up process that does not require customers to provide SMTP or POP server address, port numbers, etc.

If support for corporate email systems is something you'd like to see in future versions of PrintBack, please let us know by emailing your feedback to **Xerox.PrintBack@xerox.com**.

Does PrintBack let me print to multiple printers?

PrintBack is a personal-class solution designed to extend access to your default printer from your iOS- and Android-based devices via your Mac or Windows computer. Supporting multiple printers is out of scope for PrintBack at this time.

However, changing the default printer on your computer will change the printer to which PrintBack jobs are submitted. For instance, if you travel to another company location you likely will install a printer at that location – making it your temporary default printer and ensuring PrintBack works in that location as well.

What does the 'Set Print Password' do in the PrintBack app and agent?

If you want to ensure that only your device is able to send jobs to your PrintBack agent, you can establish a password on the agent and in the PrintBack app that keeps others from printing using your email address or Dropbox account.

I have feedback I would like to give Xerox, who can I contact?

The easiest way to submit feedback, or suggestions for future capabilities, is to send us an email at **Xerox.PrintBack@xerox.com**.

For more information, visit us at **www.xerox.com/office**