



printix.net

Printix Zero User Manual

Zero

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printix.net

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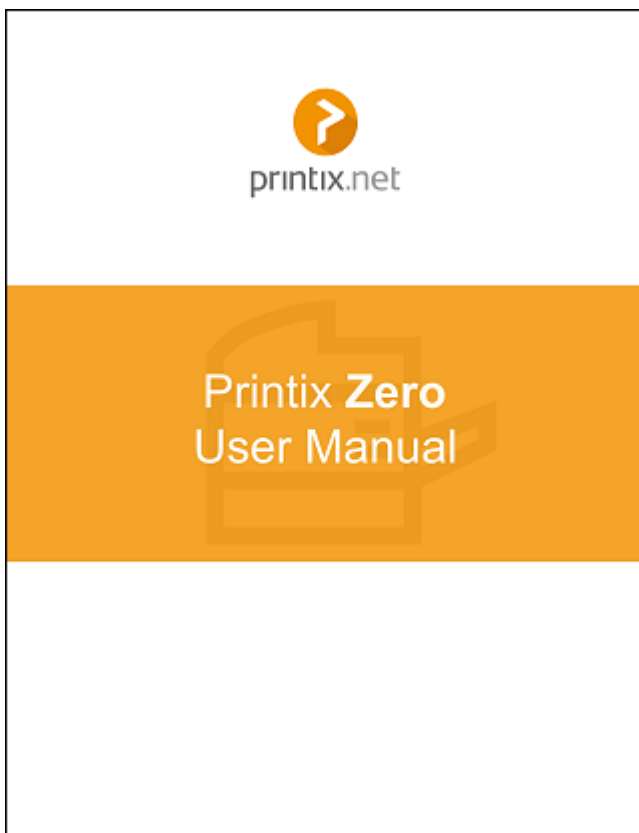
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Introduction

Printix Zero makes it easy for you to [add printers](#) at the office.

Popular topics

- [How to add printers](#)
- [Printing](#)
- [How to](#)



About this manual

This manual is organized as follows:

- [Introduction](#)
Introduces Printix, and describes how this manual is organized.

- [Install Printix Client](#)
Describes the installation of Printix Client.
- [Printing](#)
Describes how to print.
- [Printix Client](#)
Describes the menus and dialogs of Printix Client.
- [How to](#)
Easy-to-follow step-by-step procedures.
- [FAQ](#)
Contains answers to some of the questions frequently asked by users.



You can use [Translate](#) in Chrome web browser to translate the online manual to your language.

Available documentation

- [Printix Administrator Manual](#)
- [Printix Zero User Manual](#)

This manual

Welcome

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

Friendly regards

The printix.net team



printix.net

Install Printix Client

[Printix Client](#) automates the creation of print queues and installation of print drivers.

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

Install Printix Client for Windows

Download

On your **Windows**  computer:

1. Read the email “*Welcome to Printix at ...*” and click **Get started**.
2. On the **Activate** page fill out the form:
 - **Full name**
 - **Password**
3. Click **ACTIVATE**.
4. You are redirected to the Printix Download page.
5. Click **DOWNLOAD** at the bottom of the Printix Download page.

Alternatively:

1. Open a web browser and enter the Printix home of your company (acme) followed by /download
Example: *acme.printix.net/download*
2. Click **DOWNLOAD** at the bottom of the Printix Download page.

Install

1. Click **PrintixClientWindows.exe** to start the installation.
A **User Account Control** dialog may appear asking you if you want to allow the Printix Client Setup program to make changes on this computer. Click **Yes**.
2. Change setup language if required. Click **OK**.
3. The **Setup – Printix Client** wizard appears. Click **Next**.
4. Click **Install**. The installation begins.
5. The installation completes. Click **Finish**.

Printix Client is now installed and the Printix Client icon  is added to the system tray.

Sign in

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

Next: [Printing to a Printix printer](#)



You can open Printix Client any time to [add printers](#)

Install Printix Client for Mac

Download

On your **Mac**  computer:

1. Read the email “*Welcome to Printix at ...*” and click **Get started**.
2. On the **Activate** page fill out the form:
 - **Full name**
 - **Password**
3. Click **ACTIVATE**.
4. You are redirected to the Printix Download page.
5. Click **DOWNLOAD** at the bottom of the Printix Download page.

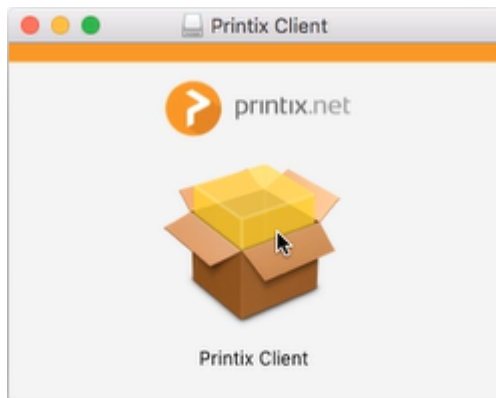
Alternatively:

1. Open a web browser and enter the Printix home of your company (acme) followed by /download
Example: *acme.printix.net/download*
2. Click **DOWNLOAD** at the bottom of the Printix Download page.

Install

1. In the **Dock** at the bottom of the screen click **Downloads**.
2. Click **Printix Client.dmg**.

3. After a few seconds the **Printix Client** dialog appears. Click the cardboard box icon to start the installation.



4. In the **Install Printix Client** dialog click **Continue**.
If you are asked to select a destination, click **Install for all users of this computer**, and then click **Continue**.
5. Click **Install**.
6. Enter your **Password** to allow installation. Click **Install Software**.
7. Click **Close** to finish installing Printix Client.

Printix Client is now installed and the Printix Client icon  is added to the menu bar in the top of the screen.

Sign in

1. [Sign in](#) to Printix Client. This is required first time.
 - The window closes after sign in.
 - Open Printix Client again to [add printers](#).

Next: [Printing to a Printix printer](#)



You can open Printix Client any time to [add printers](#)

Printing

1. Open the item that you want to print.
2. Click **Print** on the **File** menu, or
Press the keyboard shortcut:
 - **Windows**  **Ctrl+P**
 - **Mac**  **Command ⌘-P**
3. [Identify the printer](#), select it, click **Print**.

Identify the printer

All Printix managed printers gets a unique three-letter ID, also known as, the [printer ID](#).

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

ASD – HP Officejet X555dn

BNM – Ricoh Aficio SP 4210

Printer ID sign

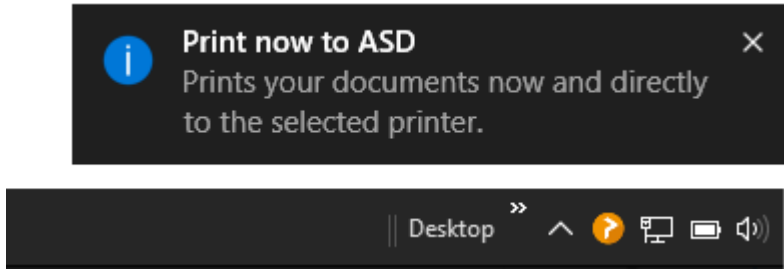
The three-letter ID also appear on the printer ID sign mounted on the physical printer. The printer ID sign has icons for the printer's capabilities:

Color  Printer supports color.

2-sided  Printer supports automatic printing on both sides.

Print notification

The **Print notification** popup can appear for a few seconds when you print. Use the [Printix Client menu](#) to show or hide the popup.



Print Notification on Windows

Printix Client

Printix Client automates the creation of print queues and installation of print drivers. Printix Client runs on [Windows](#)  and [Mac](#)  computers.

- [How to add printers](#)
- [How to open Printix Client](#)
- [How to sign in to Printix Client](#)
- [Printix Client menu](#)

Client menu

[Open Printix Client](#) to see the menu:

- **Printers** 
[Add printer](#) and install print driver.
- **Show print notification**
Check this to show [Print notification](#) popup every time you print.
- **Manual** 
Open User Manual in a web browser.
- **Sign in** 
Sign in as another user. Sign in is required first time.

How to

- [How to sign in](#)
- [How to register as a new user](#)
- [How to reset password](#)
- [How to open Printix Client](#)

- [How to add printers](#)
- [How to remove printers](#)

- [How to set a printer as default](#)
- [How to print on both sides](#)
- [How to uninstall Printix Client](#)

How to sign in

To **Sign in** → you must enter your:

- **Username**
- **Password**

Enter your company network username and password. If you do not have your own sign in to the company network, then enter your email address as the username. The email address must be the one you used when you [Registered as user](#).

How to register as a new user

If the **Sign in** page asks for **Username or email**, you can register automatically by signing in with your company network **Username** and **Password**:

1. On the **Sign in** page.
2. Enter **Username**.
3. Enter **Password**.
4. Click **SIGN IN**
You are automatically registered.

If the administrator has enabled self-registration, you may register by email as a **New user**:

1. On the **Sign in** page click **Menu**  in the top right corner.
2. Click **New user** 
3. Enter your email address.
4. Click **REGISTER**.
An email is sent to you.
5. Open the email and click **Get started** to complete the registration.

Alternatively, contact someone with an administrative role and ask to be **Invited by email**:

1. An email is sent to you.
2. Open the email and click **Get started** to complete the registration.

How to reset password

1. On the **Sign in**  page click **Forgot password?**
2. Enter the email address you used when you registered.
3. Click **SEND**.
An email is sent to you.
4. Read the email "... *Reset password instructions*" and click **Reset password**.
5. Enter **Password**.
6. Click **SEND**.
The **Sign in**  page opens.
7. Enter **Email** and **Password** and click **SIGN IN**.



If you have forgot your company network password, you should contact your administrator.

How to open Printix Client

Windows

You can search for Printix Client or open it from the system tray:

- **Search**

1. To open **Search Windows**, press the **Windows Key**  or click the magnifying glass icon on the task bar.
2. Start typing: Printix Client.
3. Click **Printix Client**  to add printer and install print driver.
If it does not show, then [Install Printix Client](#).

- **System tray**

1. In the system tray click the Printix Client icon  to add printer and install print driver.

- **System tray context menu**

1. In the system tray right-click the Printix Client icon .
2. [Printix Client menu](#) appears.
3. Click [Printers...](#) to add printer and install print driver.

Mac

You can search for Printix Client or open it from the menu bar:

- **Search**

1. To open **Spotlight Search**, press **Command ⌘-Space**, or click the magnifying glass icon in the upper-right corner of the menu bar.
2. Start typing: Printix Client.
3. Click **Printix Client**  to add printer and install print driver.
If it does not show, then [Install Printix Client](#).

- **Menu bar**

1. On the menu bar click the Printix Client icon .
2. [Printix Client menu](#) appears.
3. Click [Printers...](#) to add printer and install print driver.

How to add printers

[Printix Client](#) automates the creation of print queues and installation of print drivers.

- [Add printers on Windows](#) 

- [Add printers on Mac](#) 🍏

Add printers in Printix Client for Windows

1. Press the **Windows Key** 🖱️ or click the magnifying glass icon on the task bar.
2. In **Search Windows**, start typing: Printix Client.
3. Click **Printix Client** 📄
If it does not show, then [Install Printix Client](#).
4. Select the printers you wish to install.
If there are many printers to choose from you can do a **Search** 🔍
 - Uppercase and lowercase letters are treated the same.
5. Click **Add**.
6. After installation the printers are listed as either **Installed** 📄, or with **Error** ⚠️ (installation failed)
7. Click **Finish**.



Add printers in Printix Client for Mac

1. Press **Command ⌘-Space**, or click the magnifying glass icon in the upper-right corner of the menu bar.
2. In **Spotlight Search**, start typing: Printix Client.
3. Click **Printix Client** 📄
If it does not show, then [Install Printix Client](#).
4. Select the printers you wish to install.
If there are many printers to choose from you can do a **Search** 🔍
 - Uppercase and lowercase letters are treated the same.
5. Click **Add**.
6. After installation the printers are listed as either **Installed** 📄, or with **Error** ⚠️ (installation failed)
7. Click **Finish**.

How to remove printers

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

Windows

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

Mac

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

How to set a printer as default

Windows

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

Mac

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

How to print on both sides

Printing on both sides is a great way to save paper and benefit our environment. The [printer ID sign](#) will include an icon for **2-sided**  if the printer supports automatic printing on both sides.

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

- **Double-sided**
- **Two-sided**
- **2-sided**

- **Duplex**
- **Front-and-back**

Windows

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

Mac

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

How to uninstall Printix Client

Windows

1. Open **Control Panel** and click **Programs and Features**.
2. Select **Printix Client** and click **Uninstall**.
3. You are asked to confirm the uninstall. Click **Yes**.
4. The uninstall completes. Click **OK**.

Mac

1. Click on the search icon in the top right corner.
2. Type: *terminal*, and press **Enter**.
3. In the **Terminal** window type this sequence of commands:

 1. `sudo launchctl unload /Library/LaunchAgents/net.Printix.UI.plist`
 2. `sudo launchctl unload /Library/LaunchDaemons/net.Printix.Service.plist`
 3. `sudo rm -rf /Applications/Printix\ Client.app/`
 4. `sudo rm -rf /Users/Shared.Printix.net/`

5. `sudo rm /Library/LaunchDaemons/net.Printix.Service.plist`
6. `sudo rm /Library/LaunchAgents/net.Printix.UI.plist`
7. `sudo rm -rf /Library/Frameworks/Mono.framework/Versions/Printix`

FAQ

Frequently asked questions:

- [Why are printers named ASD, BNM, ... ?](#)
- [Can I print while my Internet connection is lost?](#)
- [How secure is Printix printing?](#)
- [What happens to my existing printers when I install Printix Client?](#)
- [What happens if I uninstall Printix Client?](#)

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

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

- **Search** 🔍 for printer is efficient
 - If Printix manage 26 or fewer printers you only have to enter the first letter when searching for a printer.
 - Uppercase and lowercase letters are treated the same.
- **Identifying** the printer is made easy
 - Printer ID sign mounted on the physical printer includes the printer ID.
 - Print queues are named so they start with the printer ID.

How many printers can be supported?

The three-letter ID is based on the alphabet's 26 letters and allows for up to 15.600 printers. If you need more, the software will automatically use four-letter IDs with support for a total of 374.400 printers.

Keyboard sequence

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



Keyboard sequence for printer ASD and BNM

Can I print while my Internet connection is lost?

Yes, as long as your computer is powered on and you remain signed in to Printix Client, you can print.

Without an Internet connection you are temporarily unable to:

- [Add printers](#)
- Change language
- Access this manual

How can I print if I can not sign in?

You can always use your computer's methods for adding a networked printer and then print directly to this printer.

How secure is Printix printing?

Printing with Printix is at least as secure as traditional network printing.

All Printix communication inside and outside the network is secured with encryption and the use of HTTPS.

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

When you install Printix Client on your computer it converts your existing office printers to Printix managed printers. Printers you use at home or outside the company do not get changed.

To help you [identify the printer](#) it's name is modified and now starts with a unique three-letter ID, also known as, the printer ID.

Original: Color printer in reception

Printix: **ASD** – Color printer in reception

Your choice of [default printer](#) is preserved.

You can [add printers](#) any time with Printix Client.

What happens if I uninstall Printix Client?

If you uninstall Printix Client your Printix printers gets converted to normal network printers.

The name is stripped of the three-letter ID.

Printix: **ASD** – Color printer in reception

After: Color printer in reception

[? Administrator Manual](#)

Mac

- Printix printers do not get converted to normal network printers.