
A Frequently Asked Questions

This section provides the frequently asked questions about Micro Focus iPrint App for iOS users:

A.1 What is Micro Focus iPrint App?

Micro Focus iPrint app provides secure enterprise print services for your iPhone and iPad. You can seamlessly print Office documents, PDFs, and images directly from their device, anywhere and anytime.

A.2 What does **Add Server** do?

The Add Server button adds an iPrint server and all the printers configured on that server on your device.

Tap **Add Server** to add an iPrint server. When you add a server, then all printers configured on that server are listed under **Printers**.

A.3 Why do I get an error, “The certificate for server ‘iprint-server’ is invalid...”

This error is displayed when your administrator has not added the security certificate to the iPrint server and the server is presenting a self-signed certificate. You must trust the certificate to continue with the process.

To trust the certificate, click **Continue**.

A.4 Why is an empty screen displayed after adding a server?

This screen displays the available WalkUp jobs and status of the normal jobs. If no jobs are available or printed, this screen is empty.

A.5 How do I change the display name of a printer?

- 1 Launch the iPrint app.
- 2 Tap **Settings > Printers**.
- 3 Tap **info**.
- 4 Under the **Display Name**, tap the printer name to be edited.

A.6 What is displayed under WalkUp Jobs and Jobs?

WalkUp Jobs displays the jobs submitted to the WalkUp printer. Adjacent to each job the time of expiry is displayed. When the job is deleted, expired, or printed it is no longer listed.


Jobs displays the list of jobs submitted for printing from this device. The status are: Processing, Completed, Failed, Cancelled, Unavailable

- ♦ **Processing:** The job is submitted for printing.
- ♦ **Completed:** The job is printed.
- ♦ **Failed:** The job has failed to print due to network, server, or printer not available. Contact your administrator and then print the job again.
- ♦ **Cancelled:** The job is cancelled by the administrator or you cancelled the job when the job was in the processing state.
- ♦ **Unavailable:** The job status is not available with the app.

A.7 How do I enable iPrint for app extensions?

You can enable iPrint extension from any app that supports the extension functionality. When enabled, it is available as an app extension for apps on your device.

For example to enable iPrint for Photo app, do the following:

- 1 Open the Photos app, then any photo.
- 2 Tap  **share** on the bottom left of the image.
- 3 In the second row of icons, swipe to the end of the list and tap **More**.
A list of installed apps that support photo extensions is available. Enable the Micro Focus iPrint extension.
- 4 Tap **Done**.
- 5 In the second row, Micro Focus iPrint icon is visible. Tap the icon to preview and submit the print job.



A.8 How to use the Scan using QR Code option?

You can use the **Scan using QR Code** option to add a server or select printer. Your administrator should provide you the QR code.

A.9 How to print documents, photos, and web pages with this app?

You can print documents by enabling the iPrint app to use app extensions or using the iPrint app.

A.10 Can I reprint a document?

Yes, it is very easy. All jobs can be reprinted except the job that is in the **Processing** state. Navigate to the main screen, under **Jobs**, navigate to the specific failed job, swipe the status and tap the **Print** option.

A.11 Why do I get an error, “Printer is not enabled for mobile printing?”

Your administrator has not enabled the printer to print from the mobile device. You cannot print to this printer.

A.12 How do I give feedback?

We want to hear your comments and suggestions about this manual and other documentation

included with this product. Use the  **comment on this topic** link at the bottom of each page of the online documentation.

A.13 How do I give an enhancement request?

Visit the [Idea Portal](#) to suggest new enhancements or vote the existing ideas listed in the portal.

