The new Print Release App is a great enabler for PrinterCloud customers who want to add secure pull printing or mobile printing without the expense of badge release systems or costly printer upgrades. The app is easy to install and use, has zero infrastructure impact, and works with any network printer—regardless of make or features. It has an intuitive interface and remembers authentication details so users only need to enter them once. It’s easy for IT to deploy because users can get the app from the same stores where they get all of their smartphone apps.

Q: What advantage does the app have over other release methods?
A: The app is for releasing print jobs that have already been initiated. It can work in conjunction with PrinterLogic’s mobile printing feature as a means of releasing print jobs that are held in the queue.

Q: Does the app replace PrinterLogic's mobile printing module?
A: No. The app is for releasing print jobs that have already been initiated. It can work in conjunction with PrinterLogic’s mobile printing feature as a means of releasing print jobs that are held in the queue.

Q: Where can I download the app?
A: You can download the app from the App Store on your iPhone, or from Google Play on your Android phone.

Q: How much does the app cost? Are there other licensing requirements for using it?
A: The app is free. However, because it’s used to release print jobs, your organization must have a pull printing license, or a mobile printing license, in order to use it. These are optional PrinterLogic features, and are not included in the core license.

Q: What about the Apple Watch or tablets?
A: The app does not support the Apple Watch at this time. It works with iPads or Android tablets, but it runs in “phone mode” and is not optimized for larger displays at this time.

Q: Will the app work with both PrinterCloud and Printer Installer?
A: The app is ideal for PrinterCloud environments because a smartphone connected to the internet will always work. In addition, using a smartphone for print release (and not having to buy more expensive printers or badging systems for pull printing) is a perfect fit with the zero infrastructure approach of a cloud solution. In the case of an on-prem (Printer Installer) configuration, the smartphone must be connected to the same network as the PI server. Some IT administrators may not allow a personal device to be on the company’s network, and therefore we view this as an exception case.
Do I have to sign in with my credentials each time I use the app?

No. The first time you use the app you’ll enter your PrinterCloud web address (URL) and log in with the username and password that you use to access your computer at work. After that, if you toggle the Remember Me switch on the app, your login is automatic and print jobs in your queue will appear.

How does the app know what printers to show me?

When you launch the app and select a print job, the printer or printers that are available for that job show up automatically. This is determined by your (AD) login and the type of job. If the print job is assigned to a specific printer, only that printer will appear. If, however, you are set up for “follow me” pull printing, you’ll see all printers where you can receive your print job.

Does my phone need to be connected to my organization’s Wi-Fi network?

No, not when using the app with PrinterCloud. It works on any Wi-Fi or cellular network that provides an internet connection on your phone. As explained above, if you use the app with our on-prem solution (Printer Installer), the phone must be on the same network as the PI server.

Can I use the app over my cellular data network?

Yes. Wi-Fi is not required. If your cell service provides an internet connection, you can use the app in a PrinterCloud environment. That’s all there is to it.

Can I release more than one print job at a time?

Yes. You can select one, several, or all print jobs and have them release with one keystroke, so long as all of the print jobs you select are going to the same printer.

Doesn’t releasing print jobs from my phone compromise security?

No. Your print jobs are not sent to your phone. PrinterCloud keeps them on the originating computer until you release them. They remain on the local network, and do not travel to the cloud. The only information sent to the phone app is metadata, e.g., the job name, printer names available to print the job, etc. In addition, smartphones are secure devices that can employ biometric (fingerprint or facial recognition) and/or PIN authentication.