



Using Apple[®] AirPrint[™] with Xerox[®] Devices Built on Xerox[®] ConnectKey[®] Technology User Guide

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What is Apple® AirPrint™?

AirPrint is Apple's driverless printing/job submission technology. It enables Apple devices including the iPhone®, iPad®, iPod touch® and even Mac® OS X® to print/fax to AirPrint-enabled devices, without installing drivers or downloading software. AirPrint uses well-established, familiar technologies already in use today including Apple Bonjour®, IPP (Internet Printing Protocol), PDF and JPEG.

What new AirPrint capabilities are Available with Xerox® ConnectKey® Technology?

In addition to driverless printing, ConnectKey Technology enabled devices can also support:

- **Outgoing facsimile:** Some clients can utilize AirPrint to support outgoing facsimile from an embedded fax-enabled ConnectKey enabled device.
- **Accounting workflows via IPP exceptions:** Some AirPrint/IPP clients can track their jobs against specific IPP accounting exceptions on the ConnectKey enabled device.
- **Authentication support:** Some AirPrint/IPP clients can be required to authenticate via HTTP Basic Authentication with the ConnectKey enabled device before submitting a job.
- **Identify Printer capability:** Some AirPrint clients can Identify the Printer to help end users find the ConnectKey enabled device.

See the following for additional information on these new capabilities.

What are the requirements for using AirPrint™?

Network Requirements

AirPrint requires that devices are discoverable via the Bonjour® protocol. Bonjour is Multicast DNS (mDNS) based. In some networks, mDNS traffic is not allowed to be passed across subnets. In these instances, a device will only be discoverable if the Apple® device and the AirPrint-capable Xerox® device are on the same subnet.

Xerox® Device Requirements

The Xerox® device can be configured for wired or wireless networking. There is no requirement for a Xerox® device to be wirelessly enabled. The Apple iOS device will be using wireless. For AirPrint to work with a wired printer, the wired and wireless network segments need to be bridged and allow mDNS traffic to be routed between them.

For outgoing facsimile support through AirPrint, the Xerox® device must have at least one embedded fax line configured for at least the 'Send' functionality.

Apple Device Requirements

AirPrint iOS Requirements

To use AirPrint, you will need one of the following devices with the latest version of iOS:

- iPad® (all models)
- iPhone® (3GS or later)
- iPod touch® (third generation or later)

AirPrint OS X® Requirements

- OS X 10.6 and above

See www.apple.com for the latest operating systems that support AirPrint.

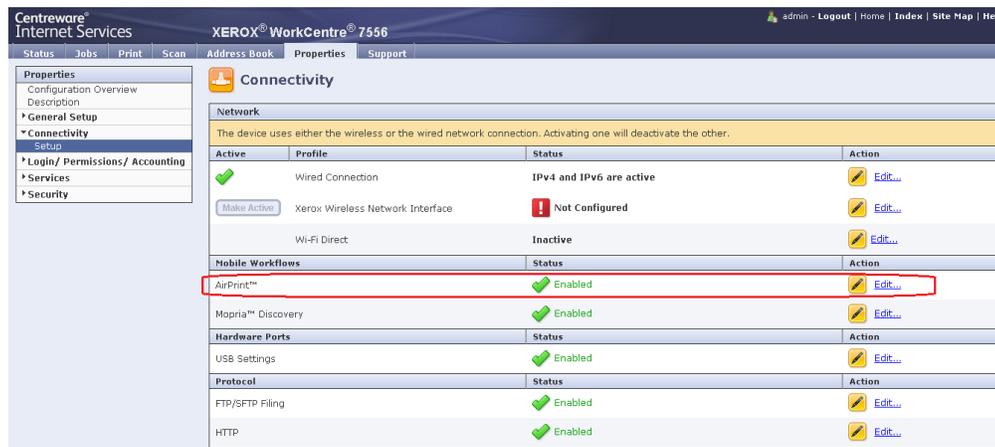
Applications that Support AirPrint

You can print from any iOS application that supports the Print function, such as Apple iBooks®, Mail, iPhoto® and Safari®. Other applications are available from the Apple App StoreSM and may also offer this feature.

How is AirPrint™ enabled and configured on a Xerox® device?

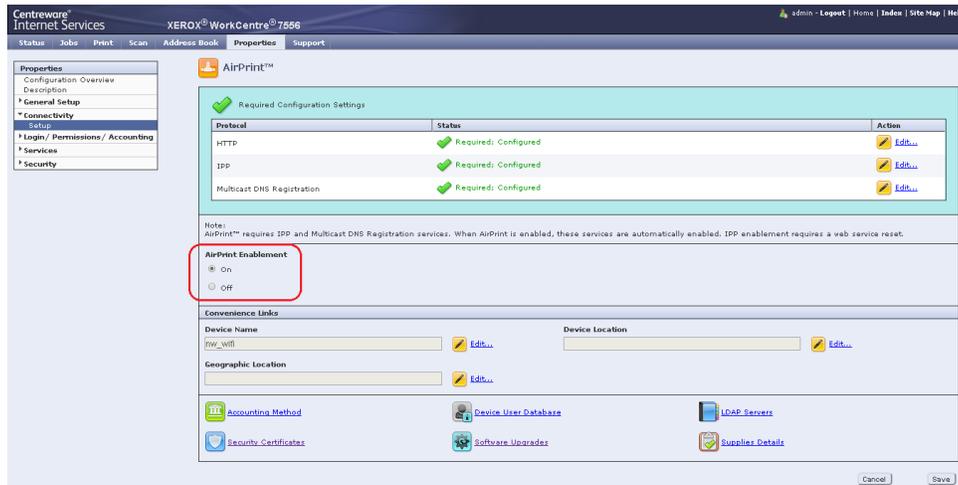
AirPrint is enabled on Xerox® devices by default. If, however, AirPrint has been disabled on the Xerox® device, an administrator can re-enable it following the steps below:

- You will need the device IP address or DNS name to access the AirPrint configuration Web interface from your browser. You can find the IP address at the device UI screen. From the front panel in the device, go to the **Machine Status** menu and select the **Machine Information** tab. The IP address will be shown on this page or you can select the **Informational Pages** button and select and print the configuration report.
- Open the Xerox® device's Web interface by entering the IP address of the Xerox® device into a Web browser's address box (<http://<IP>>). This will open the Web interface.
- Click on the **Properties** tab (enter credentials if prompted).
- Select **Connectivity > Setup**. This will bring up the Connectivity page in the right frame.
- Under **Mobile Workflows**, look for AirPrint.



- Select **Edit** on the **AirPrint** row.

- This will open the AirPrint™ configuration page.



- On the AirPrint page, under **AirPrint Enablement**, select the radio button for **On**.

Note: AirPrint™ requires IPP and Multicast DNS Registration services. When AirPrint is enabled, these services are automatically enabled.

- Configure a **Device Name**, **Device Location** and **Geographic Location**. These attributes distinguish the AirPrint printer as seen from the Apple application.

How do I send a print job over AirPrint™ from an Apple® iPad®?

- Select something to print (such as an email or a photo) from an Apple iPad. You can print from these Apple iOS applications: iBooks®, Mail, iPhoto® and Safari®. These applications are available from the Apple App StoreSM and support printing.
- You can initiate printing by selecting the **Share** icon (i.e., the arrow) at the bottom/top of the app.

It will look similar to this:  or this: 

- Then tap the **Print** button or Printer icon to print via AirPrint.



Note: If the Print button does not display in an app, then the app does not support AirPrint at this time.

- If you are printing for the first time, or if the previously selected printer is not available, you will need to choose the AirPrint printer by touching **Select Printer**. You should see a list of one or more AirPrint-enabled printers in your area. Touch the printer to which you would like to print.



- Configure the printer options:
 - You should now see configuration options for the printer that you selected under **Printer Options**. Adjust these as desired for the print job.



- In general, there are a few print options (depending on the printer and the file type):
 - a) Number of copies: Select the number of copies of the document or image that you want to print.
 - b) Double-sided printing: You can choose to print on both sides of the paper if your printer supports two-sided (duplex) printing.
 - c) Paper selection: Choose from the supported paper sizes.
 - d) Page range: You can select certain pages within a document to print. Page range is only available with certain apps and file types, such as PDFs.
 - e) Finishing: Choose from the supported finishing options (i.e., staples, fold, punch, etc.). Note: Advanced finishing options are configuration dependent.
- Tap the **Print** button to begin printing.

How do I send a job over AirPrint™ from an Apple® iPhone®?

- Open the document, picture or email that you need to print and touch the **Share** icon (i.e., the arrow).



- Select the **Print** option.



- Touch **Select Printer**.



- Select a printer.



- Select the print options and touch **Print**.



- After submitting a job via AirPrint™, you may see a message like this on the iPhone®:



How do I manage/cancel print jobs from my Apple® iOS device?

- You can check the Apple device print queue by double-tapping the **Home** button to show the recently used apps.
- Next, tap the **Print Center**.



Note: The Print Center is only available while printing is in progress.

- The Print Center will display a window with the jobs queued locally on the Apple iOS device.
- To cancel a print job from your Apple device queue, select the **Cancel Printing** button.
- When there are no more jobs queued on the Apple device, the Print Center will show no documents waiting.

How do I send a job over AirPrint™ from a Mac® OS X® client?

- Open an item to print on the Mac OS X client.
- Select **Print** from the **File** menu.
- For the **Printer**, select a previously configured AirPrint printer, or select **Add Printer**.
- **Select** the AirPrint Printer from the list of Bonjour®-discovered printers.
- Configure the Printer to **Use: AirPrint** or **Secure AirPrint** (depending on the options available).
 - Note: An AirPrint Printer will use IPP/HTTP. A Secure AirPrint Printer uses IPPS/HTTPS.
- Select **Add**.
- Configure the desired printer options (i.e., copies, media, layout, finishing, etc.).
- Select **Print**.

How do I manage/cancel print jobs from my Apple® OS X client?

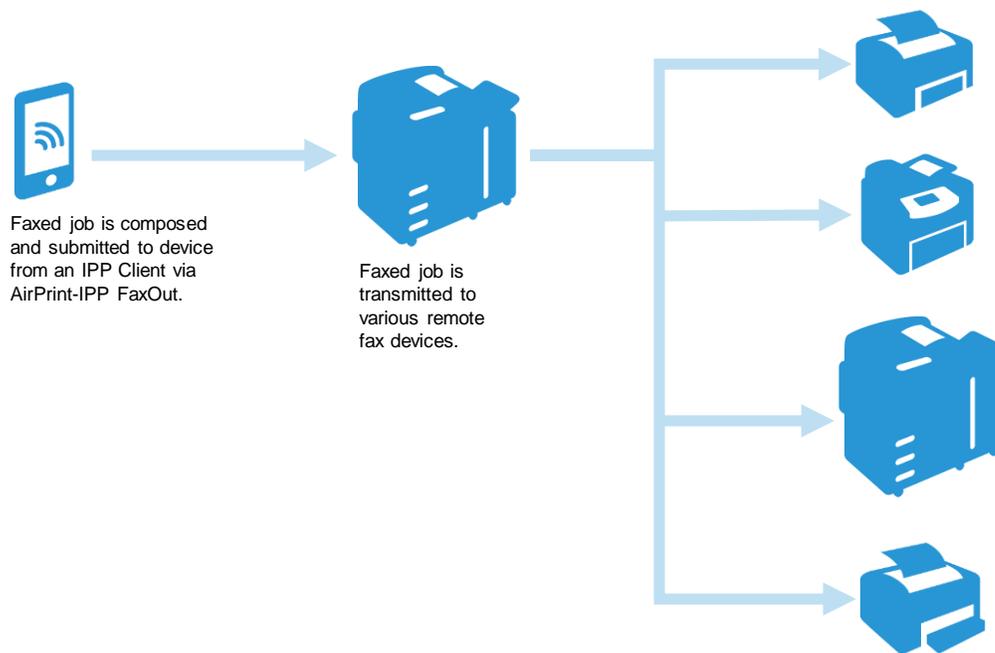
- Open the print queue for the Printer that the job was submitted to.
 - Select the icon of the printer in the OS X dock. (Note: The icon appears when the queue has jobs present.)
 - Or go to **Apple menu > System Preferences**, then click **Printers & Scanners**. Select the printer from the list, then click **Open Print Queue**.
- To cancel a print job from your Mac OSX printer queue, select the 'X' icon button. To pause a job, select the **Pause** button.

New AirPrint™ Capabilities in Xerox® ConnectKey® Technology

Outgoing Facsimile (FaxOut via IPP)

What is it?

Some AirPrint clients can support sending an outgoing facsimile via AirPrint to a ConnectKey enabled device (with embedded fax enabled and configured), which will then send the fax to a final fax destination.



Requirements

The ConnectKey enabled device must have at least one embedded fax line configured for at least the 'Send' functionality in addition to having AirPrint enabled.

Limitations

Not all AirPrint clients support this AirPrint capability at this time.

Configuration

No additional configuration is required once the Xerox® device has embedded fax enabled and configured. See the *System Administrator Guide* for more details on configuring embedded fax.

Workflow

- An AirPrint™ client (such as Mac® OS X®) submits a job to an AirPrint Fax Destination.
 - Note: This job submission workflow follows the same workflow as printing a job, only a Fax AirPrint Printer is chosen for the Printer destination instead of a standard printer.
 - Mac OS X adds a designation “-Fax” to identify the Fax AirPrint Printer during the Printer installation.
- The submitter enters the fax destination phone number from the AirPrint client.
- The job is submitted.
- The job is transferred to the Xerox® device, which in turn completes the fax transmission to the remote fax destination.

Notes

- An IPP FaxOut submission can be sent to one or more fax recipients.
- Supported IPP FaxOut Dialing characters (for phone numbers including line selection, dialing prefixes and private data delimitation):

IPP FaxOut Dialing Characters	Notes
0 – 9	DTMF (Dual Tone Multi-frequency) or PULSE digit to dial
*	Begin DTMF
#	End DTMF
=	* Wait for dial tone
w	* Wait for dial tone
:	Switch to DTMF mode
(Readability
)	Readability
space	Readability
!	Start Mailbox signaling
,	* Pause character (default is 3 seconds pause time)
p	* Pause character (default is 3 seconds pause time)
/	Private Data delimiter
<1>	Select line 1
<2>	Select line 2

Accounting Workflows Via IPP Exceptions

What is it?

A way to work around current AirPrint/IPP accounting workflow limitations.

At this time, some AirPrint™ clients do not provide a way to supply accounting codes and some AirPrint clients send jobs with accounting codes that cannot be altered by the job submitter. When accounting with tracking/validation is enabled on the Xerox® device, accounting codes are required to successfully print and track jobs. Jobs without accounting codes or with invalid accounting codes will be rejected.

The Xerox® ConnectKey® Technology IPP accounting exception allows AirPrint/IPP clients to track their jobs against a specific IPP exception code, enabling these jobs to successfully print and be tracked when accounting is enabled and configured for tracking/validation.

Note: This exception is available for both Xerox® Standard Accounting (XSA) and Network Accounting.

Requirements

The ConnectKey enabled device must have an accounting method enabled (Xerox Standard Accounting tool or Network Accounting) and tracking enabled.

Limitations

At this time, AirPrint clients do not provide a way for job submitters to supply/alter accounting codes.

Note: In the future when AirPrint clients do allow for submitting/altering accounting codes, the ConnectKey enabled device will support using those codes for Network Accounting and Xerox® Standard Accounting. (For Xerox® Standard Accounting tool, the Account Type will be automatically determined based on the Account ID. If there is no Account ID, then the Default Group Account is assumed.)

XSA Workflow

1. Enable XSA. See the *System Administrator Guide* for more details.
2. Configure XSA Validation Policies and Print Job Exceptions.
 - a. Set the printer to validate the accounting codes for all jobs except those that originated from IPP/AirPrint.
 - b. In the Xerox Device Web page, click **Properties > Login/Permissions/Accounting > Accounting Methods**.
 - c. Under **Action**, for **Validation Policies/Print Job Exceptions**, click **Edit**.
 - d. **For Validate Accounting Code**, select **Yes with Exceptions**.
 - e. To allow IPP print jobs, for **Exceptions for Jobs Not Containing an Accounting Code**, select **IPP Exception Mode**. Select an option.
 - Track IPP jobs with invalid accounting codes against the IPP Exception User and Account IDs: Use this option to allow print jobs with invalid accounting codes from IPP sources. This configuration prevents rejection of jobs from IPP clients such as AirPrint.

IPP Exception User and Account IDs:

User ID: IPPExceptionUserId

Account ID: IPPExceptionAcctId

- Reject IPP jobs with invalid accounting codes: Use this option to reject print jobs with invalid accounting codes.

Note: Apple® iOS 7 and iOS 8 clients send an unalterable accounting user ID value of **mobile**. To allow jobs from iOS 7 and iOS 8 clients, select **Track IPP jobs with invalid accounting codes against the IPP Exception User and Account IDs**.

Accounting

Validation Policies / Print Job Exceptions

Print Job Exceptions

Validate Accounting Code (User ID)
Yes with Exceptions

Validation Failure Policy
Delete Job

Exceptions for Jobs Not Containing an Accounting Code

Guest Mode: Always print jobs from any computer.
[What accounting codes are logged?](#)

IPP Exception Mode: Process IPP Jobs (includes AirPrint and Mopria jobs).

- Track IPP jobs with invalid accounting codes against the IPP Exception User and Account IDs
[What accounting codes are logged?](#)
- Reject IPP jobs with invalid accounting codes
[What accounting codes are logged?](#)

Designated Source Mode: Always print jobs from specific computers
[What accounting codes are logged?](#)

Cancel Save

- f. Click **Save**.

Network Accounting Workflow

1. Enable Network Accounting. See the *System Administrator Guide* for more details.
2. Configure Network Accounting Validation Policies and Print Job Exceptions.

Set the printer to validate the accounting codes for all jobs except those that originated from IPP/AirPrint:

- a. In the Xerox Device Web page, click **Properties > Login/Permissions/Accounting > Accounting Methods**.
- b. On the **Accounting Methods** page, for **Action**, next to Validation Policies/Print Job Exceptions, click **Edit**.
- c. For **Enablement**, select **Enabled**.
- d. For **Validate Accounting Code**, select **Yes with Exceptions**.
- e. To allow IPP print jobs, for **Exceptions for Jobs Not Containing an Accounting Code**, select **IPP Exception Mode**. Select an option.
 - Track IPP jobs with invalid accounting codes against the IPP Exception User and Account IDs: Use this option to allow print jobs with invalid accounting codes from IPP sources. This configuration prevents rejection of jobs from IPP clients such as AirPrint.

IPP Exception User and Account IDs:

User ID: IPPExceptionUserId

Account ID: IP Address or Host of the IPP client that submitted the job.

- Reject IPP jobs with invalid accounting codes: Use this option to reject print jobs with invalid accounting codes.

Note: Apple® iOS 7 and iOS 8 clients send an unalterable accounting user ID value of **mobile**. To allow jobs from iOS 7 and iOS 8 clients, select **Track IPP jobs with invalid accounting codes against the IPP Exception User and Account IDs**.

Accounting

Validation for Accounting Codes

Enablement

Enabled Database Location
Locally on the Device

Disabled

Print Validation Policies

Validate Accounting Codes Validation Failure Policy
Delete Job

▼

Exceptions for Jobs Not Containing an Accounting Code

Guest Mode: Always print jobs from any computer.
[What accounting codes are logged?](#)

IPP Exception Mode: Process IPP Jobs (includes AirPrint and Mopria jobs).

Track IPP jobs with invalid accounting codes against the IPP Exception User and Account IDs
[What accounting codes are logged?](#)

Reject IPP jobs with invalid accounting codes
[What accounting codes are logged?](#)

Designated Source Mode: Always print jobs from specific computers
[What accounting codes are logged?](#)

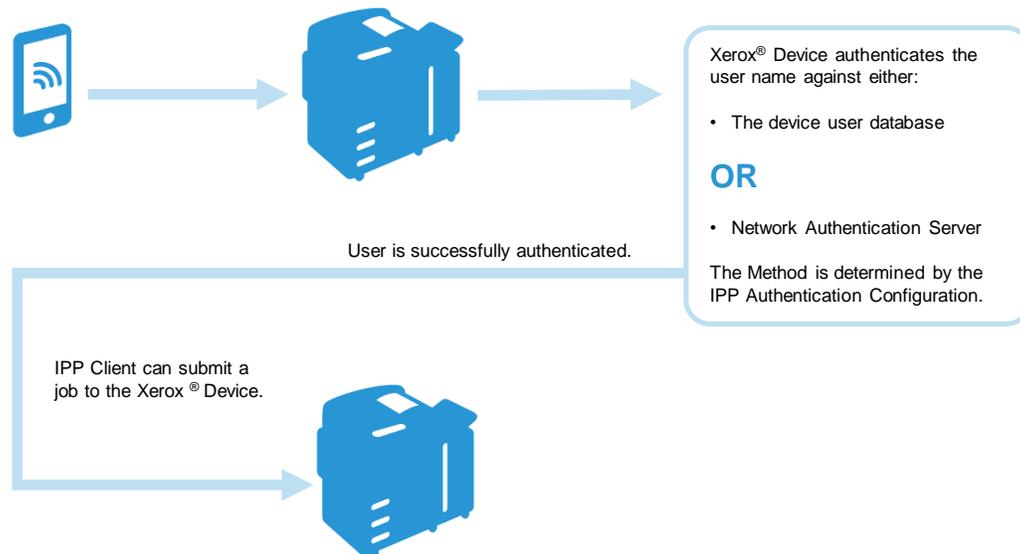
- f. Click **Save**.

Authentication Support

What is it?

IPP can be configured on the Xerox® ConnectKey® enabled device to require authentication, (through HTTP Basic authentication), providing a way for AirPrint™ clients to use the Xerox® device-configured authentication.

IPP Client sends Xerox® Device a user name and password for authentication.



Requirements

IPP can be configured on the Xerox® device to require IPP clients (which includes AirPrint clients) to use authentication before submitting a job. When configured, credentials must be passed from the AirPrint client to the Xerox® device for authentication. Depending on the Xerox® device IPP Authentication Configuration, the Xerox® device will then authenticate that username and password locally on the Device User Database or remotely on the configured Network Authentication Server. Once the credentials are successfully authenticated, then the AirPrint/IPP client can submit the job to the Xerox® device.

Configuration

1. By default, Requiring Authentication for IPP is disabled.
2. To enable IPP to Require Authentication using HTTP Basic Authentication:
 - a. In the Xerox® device Web page, click **Properties > Connectivity > Setup**.
 - b. For **Protocol**, next to IPP, click **Edit**. IPP should be enabled by default.
 - c. To enable IPP authentication, for **Require Authentication**, select **HTTP Basic**.
 - d. When HTTP basic authentication is enabled, for **Validation Location**, select an option.
 - Validation on the Device: This option enables IPP authentication of users who are configured in the device user database.

Configure users in the Device User Database.

Connectivity

IPP

IPP Enablement

On

Off

Require Authentication

Off

HTTP Basic

Validation Location

Validate on the Device

Configuration Settings	Status	Action
HTTP	✔ Required; Configured	Edit...
Device User Database	✔ Required; Configured	Edit...
Identify Printer	✔ Optional; On	On

Cancel Save

- Validation on the Network: This option enables IPP authentication of users who are configured on the network authentication server for the printer.

Configure the network authentication server.

Note: The same network authentication configuration is used on the printer for each login method that is configured for Network Authentication.

Connectivity

IPP

IPP Enablement

On

Off

Require Authentication

Off

HTTP Basic

Validation Location

Validate on the Network

Configuration Settings	Status	Action
HTTP	✔ Required; Configured	Edit...
Authentication Server	✔ Required; Configured	Edit...
Identify Printer	✔ Optional; On	On

Cancel Save

Note: If IPP Authentication is configured and two or more authentication servers are configured, then the IPP Authentication Policy window displays. The IPP Authentication Policy is used to determine which server to use for IPP Authentication.

Identify Printer Capability

What is it?

The Xerox® ConnectKey® enabled device can be identified from remote IPP clients trying to find the device by either making a sound or a message at the Xerox Device Local Interface. This could be used to help find a particular Xerox® device if a client is in an area where multiple devices are supported.

Requirements

The fault tone is enabled.

Limitations

This Identify Printer Capability is not yet supported on AirPrint™ clients.

Configuration

1. By default, the IPP identify printer functionality is enabled.
2. To configure the IPP identify printer functionality:
 - a. In the Xerox Device Web page, click **Properties > Connectivity > Setup**.
 - b. For **Protocol**, next to IPP, click **Edit**. IPP should be enabled by default.
 - c. To configure the IPP identify printer functionality, for **Identify Printer**, select an option.
 - **On**: This option enables an IPP client to request the printer to identify itself through a graphic or sound.
 - **Off**: This option revokes the ability of an IPP client to request the printer to identify itself through a graphic or sound.



The screenshot shows the 'Connectivity' section of the Xerox Device Web page, specifically the 'IPP' configuration. The 'IPP Enablement' section has 'On' selected. The 'Require Authentication' section has 'Off' selected. The 'Validation Location' is set to 'Validate on the Network'. Below this is a table with three columns: 'Configuration Settings', 'Status', and 'Action'.

Configuration Settings	Status	Action
HTTP	✔ Required; Configured	Edit...
Identify Printer	✔ Optional; On	On ▾

At the bottom right of the configuration area are 'Cancel' and 'Save' buttons.

Note: When the IPP client requests sound, the Identify Printer feature uses the Fault tone. You can configure the Fault tone on the printer control panel. For details, see the *System Administrator Guide* for your printer model.

- d. Click **Save**.

Workflow

- An AirPrint™ client (such as a future iOS device) user is attempting to submit an AirPrint job to a local Xerox® device. The user has selected a Printer, but isn't sure which of the several output devices is actually the printer they have chosen.
- The AirPrint user submits an Identify Printer request to the Xerox® device.
- The Xerox® device sounds the fault tone and/or raises a Local UI message or flash to allow that user to identify the Xerox® device.

Secure AirPrint

What is it?

Secure AirPrint is AirPrint communication over IPPS (secure IPP) via HTTPS. By default, the ConnectKey® enabled device can support both non-secured AirPrint (over IPP) and Secure AirPrint (over IPPS). The ConnectKey enabled device can be configured to only support Secure AirPrint by enabling the HTTP configuration item called “Force Traffic over Secure Connection (HTTPS)”.

Requirements

When “Force Traffic over Secure Connection (HTTPS)” is enabled, the Xerox® device will support AirPrint only over IPPS (only Secure AirPrint).

When “Force Traffic over Secure Connection (HTTPS)” is disabled, the Xerox® device will support AirPrint over either IPP (AirPrint) or IPPS (Secure AirPrint).

Limitations

Enabling “Force Traffic over Secure Connection (HTTPS)” switches all HTTP requests to the Xerox® device to HTTPS, not just those related to AirPrint.

Configuration

1. In the Xerox Device Web page, click **Properties > Connectivity > Setup**.
2. For **Protocol**, next to HTTP, click **Edit**.
3. To encrypt HTTP communication, for **Force Traffic over Secure Connection (HTTPS)**, select **Yes**. When Force Traffic over Secure Connection (HTTPS) is enabled, all Web pages contain https:// in the URL and AirPrint is limited to only Secure AirPrint connections.
 - a. For the **Choose Device Certificate** menu, for **HTTPS**, select the Device Certificate.
 - b. To view the selected certificate details, or save the certificate to your computer, click **View/Save**.
 - c. If you select Xerox® Default Device Certificate, you can install the Generic Xerox® Trusted CA Certificate in your Web browser. Installing the Generic Xerox® Trusted CA Certificate ensures that your browser trusts the printer. To download the certificate, click **Download the Generic Xerox® Trusted CA Certificate**.

Change the Secure HTTP Port Number as needed.



The screenshot shows the 'HTTP' configuration window in the Xerox Device Web page. The window is titled 'Configuration' and contains several sections:

- Connection:** Radio buttons for 'Disabled' and 'Enabled' (selected). A text input field for 'Port Number' contains the value '80'.
- Force Traffic over Secure Connection (HTTPS):** This section is highlighted with a red box. It contains two radio buttons: 'No (Requests can be made over HTTP and HTTPS)' and 'Yes (All HTTP requests will be switched to HTTPS)' (selected). Below it is a text input field for 'Port Number' containing the value '443'.
- Physical Connection:** A dropdown menu showing 'Ethernet'.
- Maximum Connections:** A text input field containing the value '32'.
- Keep Alive Timeout:** A text input field containing the value '10' with the unit 'seconds (1 - 60)'.
- Choose Device Certificate:** A dropdown menu showing 'Xerox Default Device Certificate'.

At the bottom of the window, there are three buttons: 'Default All', 'Cancel', and 'Save'.

- d. Click **Save**.

Troubleshooting

What if I can't find an AirPrint™ printer from my Apple® device?

I can't find my Xerox® device when I try to print from my Apple device or I get a message: "No AirPrint Printers Found". What's going on?

- First try to confirm that AirPrint is enabled on the Xerox® printer. See [“How is AirPrint™ enabled and configured on the Xerox® device?”](#) above.
- Next, AirPrint requires that devices are discoverable via the Apple proprietary protocol. In some networks, this traffic is not allowed to be passed across subnets. In this case, a device will only be discoverable if the Apple device and the Xerox® device are on the same subnet.
 - Make sure that your Apple device is connected to the same subnet as the Xerox® device.
 - a) From the Apple device, tap on the **Settings** icon.
 - b) Navigate and tap on **Wi-Fi networks**.
 - c) Confirm the Apple device is connected to the correct Wi-Fi network (check mark next to network name).



Check the IP address of the Apple device by selecting the **More Details** arrow to the right of the network.



- d) Confirm that the IP address of the Apple device is for the correct network.



- Make sure that the Xerox® device is connected to the correct network.
 - e) Either print a Configuration Report to confirm the IPv4 address of the device (See the Connectivity Physical Connections, and Connectivity Protocols, TCP/IPv4 sections of the report) or check the Xerox® device's Control Panel and select the **Machine Information** button and view the IPv4 address in the **Machine Information** tab.
 - f) Confirm that the IP address of the Xerox® device is for the correct network.
- If both devices are on the same subnet and your device is still not being discovered, check with your IT administrator to ensure that mDNS traffic is not being filtered on your network.
- Finally, if you still can't find the Xerox® AirPrint™-enabled device, restart the Apple® device and the Xerox® device.

Where are my AirPrint jobs on the Xerox® device's queue?

When an Apple iOS device appears to submit consecutive print jobs to an AirPrint-enabled Xerox® device, it really only sends the first job and queues the subsequent jobs at the Apple device until it gets notification that the prior print job is complete. After one job completes, the next job is released from the Apple device. This behavior is driven by Apple's AirPrint implementation.

For example:

- On an Apple iOS device, submit five consecutive jobs to a Xerox® device. (See [How do I send a job over AirPrint™ from an Apple® iPad®?](#) or [How do I send a job over AirPrint™ from an Apple® iPhone®?](#))
- Observe the jobs in the Apple device's print queue. (See [How do I manage/cancel print jobs from my Apple® device?](#))



- Notice the status of each of the five jobs by touching each job in the list. The first job has a status of **Printing**, all subsequent jobs are **Waiting**.



On the Xerox® device, select the **Job Status** button. Observe the device Print Queue (Active Jobs) and notice that only the first job from that Apple® iOS device is visible. It is the only job that has been sent to the Xerox® device from that Apple iOS device. Once this job completes, the next job queued on the Apple iOS device will be sent to the Xerox® device.



I discovered the Xerox® device from my Apple device. Why am I having trouble with my job completing?

Please try disconnecting your Apple device from any cellular data networks (by enabling airplane mode and re-enabling Wi-Fi) and then try submitting the job again.

I submitted a print job from my Apple® device to a Xerox® device via AirPrint™, but I am getting a message on my Apple device that says “Check the printer for errors.” What is going on?

AirPrint provides generic error message handling. The AirPrint message, “Check the printer for errors,” can correspond to multiple kinds of alerts or faults on the device and often it will not impact the ability of the Xerox® device to print. Select **Continue** and check the printer for your output. If your job has not been completed, check the Xerox® device for errors.



I submitted a print job from my Apple device to a Xerox® device via AirPrint, but I am getting a message on my Apple device that says “Printer out of paper.” My job still prints. Why is this happening?

AirPrint provides generic error message handling. The AirPrint message, “Printer out of paper,” can correspond to multiple kinds of paper alerts on the device and often it will not impact the ability of the Xerox® device to print. The message may be alerting you that one tray is out of paper but other trays may be available to complete the job. Select **Continue/Cancel** and check the printer for your output. If your job has not been completed, check the Xerox® device for errors.

I only see a few printer configuration features in the AirPrint dialog. Why?

Currently Apple is only providing a limited subset of printer configuration features from within iOS. As the AirPrint feature evolves, you can expect to see additional device settings and capabilities within the print dialogs. For the time being, only a small number of printer configurations are available.

What are some possible solutions for Enterprise Networks that span multiple subnets but still want to leverage AirPrint capabilities?

Please refer to: “AirPrint in multi-subnet networks – [Xerox® ConnectKey® Enabled Devices Deliver Apple® AirPrint™ to the Enterprise](#)”.