

WEBINAR Q&A SESSION – MAKE YOUR LIFE EASIER WITH MOBILE AND GUEST PRINTING

Question 1: Does the app now communicate over port 443, or is it still port 9444?

Answer: The new SAFEQ mobile app uses port 443.

Question 2: I'm interested in new features for the demo.

Answer: Please register [here](#), and you'll be contacted as soon as we're ready to have them tested.

Question 3: Why is the name Push Printer instead of Direct Print if this should be user-friendly?

Answer: That's just Mark calling his printer push printer because the job would be routed through SAFEQ Cloud and needs to somehow get into the customer's network to be delivered to the printer. So, if you are doing direct print or push print submission from a mobile app, you'll generally need something on the network. This suggests that the term "Push Printer" is used because it accurately reflects the technical process, where the print job is routed through SAFEQ Cloud before reaching the customer's network and printer.

Question 4: What file types can you submit using the app? (.doc, jpeg., ppt?)

Answer: Any image, file, any office file.

Question 5: What type of documents are permitted to print from the mobile app?

Answer: Essentially, we support any image, file, any office file.

Question 6: Is there any limit to the size of the submission of Jobs from the Mobile app?

Answer: There's no real limitation. If you can open it and view it on your phone, you can use it for printing.

Question 7: Will the QR code be displayed on the MFP-embedded login screen? If not available now, is it in the road map?

Answer: It is not available now. QR codes are quite often used for devices that don't have embedded applications installed, such as dumb printers and those sorts of things, to allow secure release through them. We are looking at options for embedding and showing a QR code on that screen. It's not officially in the roadmap, but it's definitely under consideration. The goal here is to make it super simple.

Question 8: Can users easily find out how to get the app and log in, or do I need to roll it out?

Answer: Cloud users can access it via their portal or share it very easily. It's available in the iOS App Store and Google Play Store if users wish to search for it.

Or, we have a way to download the app using the QR code. The same QR code can then be used within the account to configure the app, as Mark showed in his demo. So it can be very, very straightforward for a user to get the mobile app and then configure the mobile app just with one QR code. Obviously, some of the users won't have access to SAFEQ Cloud at this point. So that's something that could easily be shared.

Question 9: Please can the video of the mobile device showing the examples please be shared with me post-call?

Answer: We will put together some videos on how to use the mobile app and the user experience and share them once we have them.

We will refine the videos and get them onto our website / YouTube in the coming weeks too.

Question 10: Hi Rashid, when will Epson MFPs supported on SafeQ Cloud embedded?

Answer: We're considering this. We update and evaluate new embedded clients constantly. Epson is definitely on the horizon, but we don't have any fixed timelines at this time.

Question 11: Presumably, is a secondary server (OMNI VM or appliance) required when releasing jobs from the mobile app to the print device?

Answer: Depending on where the job is stored. So, for instance, we're doing secure print, and the job is stored on the PC. Client. Then there's no strict requirement for a gateway. If the job can be delivered directly from where it's stored on the user's PC to the device. If the job is stored in the cloud, for instance, then yes, you may require a secondary gateway to deliver the job to the actual printer.

Question 12: Did the report work for color/BW print per page from mobile?

Answer: Yes, The reporting from mobile will cover exactly the same elements of the standard reporting form anywhere else.

Question 13: Does push print require a gateway?

Answer: Yes, because the job would be routed through safe queue cloud and needs to get somehow into the customer's network to be delivered to the printer. So if you are doing direct print or push print submission from a mobile app, you'll generally need something on the customer's network to deliver the job.

Question 14: When will the mobile app be ready?

Answer: The mobile app is currently available, and we're adding functionality to it. So the 1st iteration was around job submission and the finishing options. All of that is currently available in the Apple App Store or the Google Play store; the QR code release that Mark showed is being finished now. So we think that will actually be in the next update in the App Store in January. So it's currently available today, both in the Google Play Store and in the Apple App Store, And some of the functionality that we share today. They are not yet in production. But if you install the app and you follow our release notices, you'll see when the additional things get added, like, I think the QR code is done. ios is nearly done on Android, and once it's available on both platforms, we'll Update the app stores. As shown on the screen, if you go to the website <https://www.ysoft.com/safeq/support>, you can actually access the roadmap and see what's coming up.

Question 15: When will Print by Mail be launched? If you already mentioned it I missed it.

Answer: it's currently in development. We expect it to be available very early next year.