

xPrintServer: FAQs

Common Questions

1) What is a wireless print server? What is the xPrintServer™?

A “print server” is a network appliance / hardware device that enables a printer to be installed in the network. The xPrintServer is a print server dedicated to supporting printing from Apple® / iOS® devices, such as an iPhone®, iPad®, iPad2, or iPod®.

2) How many xPrintServers do I need?

For optimal performance, we recommend one (1) xPrintServer for every 7-10 printers on each subnet.

3) Is there a limit to the size of documents xPrintServer can handle?

No, there is no limit to the number or size of documents. However, as with all printers, the larger the size of the document, file or image, the longer it will take to print.

4) Where can I find product documentation?

Please visit www.Lantronix.com, and visit the xPrintServer product pages to view and download a variety of product documentation.

5) How much does the xPrintServer cost?

The xPrintServer-Network Edition has an MSRP of \$149.95.

6) How can I purchase an xPrintServer?

The xPrintServer is available for purchase directly from Lantronix at www.Lantronix.com, or by calling 800.422.7025. In calendar Q1 of 2012, the xPrintServer will also be available through Amazon, NewEgg, Buy.com, MacMall and other leading e-tailer sites.

7) Does Lantronix offer volume discounts?

Please contact one of our sales professionals directly @ 1.800.422.7025 for sales, pricing, and distribution questions.

8) What is included with the product?

The xPrintServer device itself, universal power supply, 3' RJ45 cable, and QuickStart Guide.

Supported Environments

1) What devices are supported by xPrintServer?

The xPrintServer supports any iOS device running version 4.2 or later, including iPad and iPad 2, iPhone (3GS or later), and iPod Touch (3rd generation or later).

2) What printers are compatible with xPrintServer?

The xPrintServer supports thousands of printer models from printer manufacturers including HP, Brother, Epson, Canon, Xerox, and more. Lantronix will post a list of supported printers (updated monthly) at www.Lantronix.com. If you have a new or a legacy printer you'd like supported, please email us the brand name and model number, to xprintserver@lantronix.com.

3) If I need to custom configure the device (for specific users, specific printers, etc.), what browsers does the user interface support?

The xPrintServer supports Microsoft Internet Explorer (v8.0 or later), Firefox (v7.0 or later), Safari (v5.0 or later), and Chrome (v14.0 or later).

Installation, Configuration and Printing

1) Where do I connect the xPrintServer? Does it need to be located near the printers or the users?

No, the xPrintServer can be connected anywhere on your LAN (on the subnet on which your printers are located). Simply use the RJ45 cable and plug it directly into the LAN, router, etc. Your iOS device users should then connect to your corporate WiFi network – at which point the xPrintServer will auto discover and auto populate your available printer list on the iOS device.

2) Will the xPrintServer change or negatively impact my current network or printer settings?

No. The xPrintServer will not change or impact any of your existing settings or printers. Users can continue to use printers as they normally do – now they can enjoy the added benefit of printing from their mobile devices.

3) How can I reset xPrintServer to factory default?

You can reset the xPrintServer to factory default settings – this is available via a “pin hole” in the underside case of the device. To reset the unit, (1) Place the end of a paperclip or similar object into the reset opening (pin sized hole at the bottom of the device) – press and hold for ten (10) seconds; (2) remove the paperclip to release the button. The firmware restores the factory settings to the original configuration and reboots the unit.

Firmware Updates

1) Will there be any updates to xPrintServer?

Yes, the company will periodically provide both general maintenance updates as well as updates to support additional printer / print drivers.

2) How do I retrieve updates to xPrintServer?

Step 1: Open a browser on any device or computer that’s located on the same network as the xPrintServer;

Step 2: Visit ‘xprintserver.local’ – which will open the xPrintServer user interface;

Step 3: You will be prompted for a username and password. The default user name is ‘admin’ and the password is ‘PASS.’

Step 4: Click ‘Admin >>> Firmware’ from the navigation menu, then click the button that says “Check for firmware.”

Your device will then automatically update itself to the latest version.