



HP ePrint & Share

User's guide

© 2011 Hewlett-Packard Development
Company, L.P.

5th edition

Legal notices

The information contained in this document is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing contained in other sections different from the express warranty should be construed as constituting an additional warranty. HP shall not be liable for technical and editorial errors or omissions contained herein.

Trademarks

Microsoft, Windows and Windows Vista are U.S. registered trademarks of Microsoft Corporation.

Table of contents

1 Introduction	1
What is HP ePrint & Share?	1
Who is a typical user of HP ePrint & Share?	1
What are the components of HP ePrint & Share?	1
Register as an HP ePrint & Share user	2
2 Software installation	4
System requirements	4
Install the software	5
Sign in	7
Run the HP ePrint & Share Uploader	7
Close the HP ePrint & Share Uploader	8
Close your HP ePrint & Share account	8
Uninstall the software	8
3 Print from AutoCAD	9
Introduction	9
AutoCAD plug-in description	9
User interface	10
Plug-in requirements	12
Print using the Printing Tool	13
Share using the Printing Tool	14
4 Print from MS Office applications	15
Introduction	15
User interface	15
5 Print from other applications	16
Introduction	16
HP Designjet Go Web	16
6 Print files directly	18

7 HP ePrint & Share Printing Tool	19
Introduction	19
User interface	19
Print with the Printing Tool	20
Print remotely with the Printing Tool	21
Upload to your Library	21
Share files with your colleagues	22
8 The HP ePrint & Share Library	24
Manage the files in your Library	24
Print from your Library	25
Print remotely from your Library	26
Share with your colleagues	28
Request support	31
Download your files	32
Sort events	32
Tag events	33
Delete events or files	34
Search your Library	34
Save favorite searches	35
9 Web-connected printer operations	36
Print from a Web-connected printer	36
Scan to your Library (T2300 only)	39
10 Further information	43
Upload history	43
Paper sizes	43
Print previews	44
Multiroll printing	44
11 Troubleshooting	45
General	45
HP ePrint & Share Printing Tool	45
AutoCAD plug-in	46
Office plug-ins	48
HP Designjet Go Web	48
Print-ready files	48
Library management	49
Glossary	50

1 Introduction

What is HP ePrint & Share?

HP ePrint & Share is designed to streamline design document printing and sharing for HP Designjet and LaserJet users. With one simple tool, you can:

- Print documents on any HP Designjet or LaserJet printer to which you have a network or USB connection, with an accurate print preview. No printer driver is needed.
- Share files of any type with specific colleagues, without needing to send the files by email.
- Automatically and effortlessly add your printed, scanned and shared files (and files shared with you by others) to a personal Internet repository (the Library) that you can access wherever you are.
- Easily print, share, download, organize, sort or delete files that are already in the Library.

HP ePrint & Share has been designed to work fully integrated with AutoCAD, but it is suitable for use with all applications.

Who is a typical user of HP ePrint & Share?

HP ePrint & Share has been designed for professionals who work in collaborative projects on printed paper, and interact together through the Internet or face-to-face; people such as architects, engineers and designers. It makes publishing fast, with easy access to prints and printers from any location. It is a mobile solution that keeps project teams, working remotely, literally all on the same page.

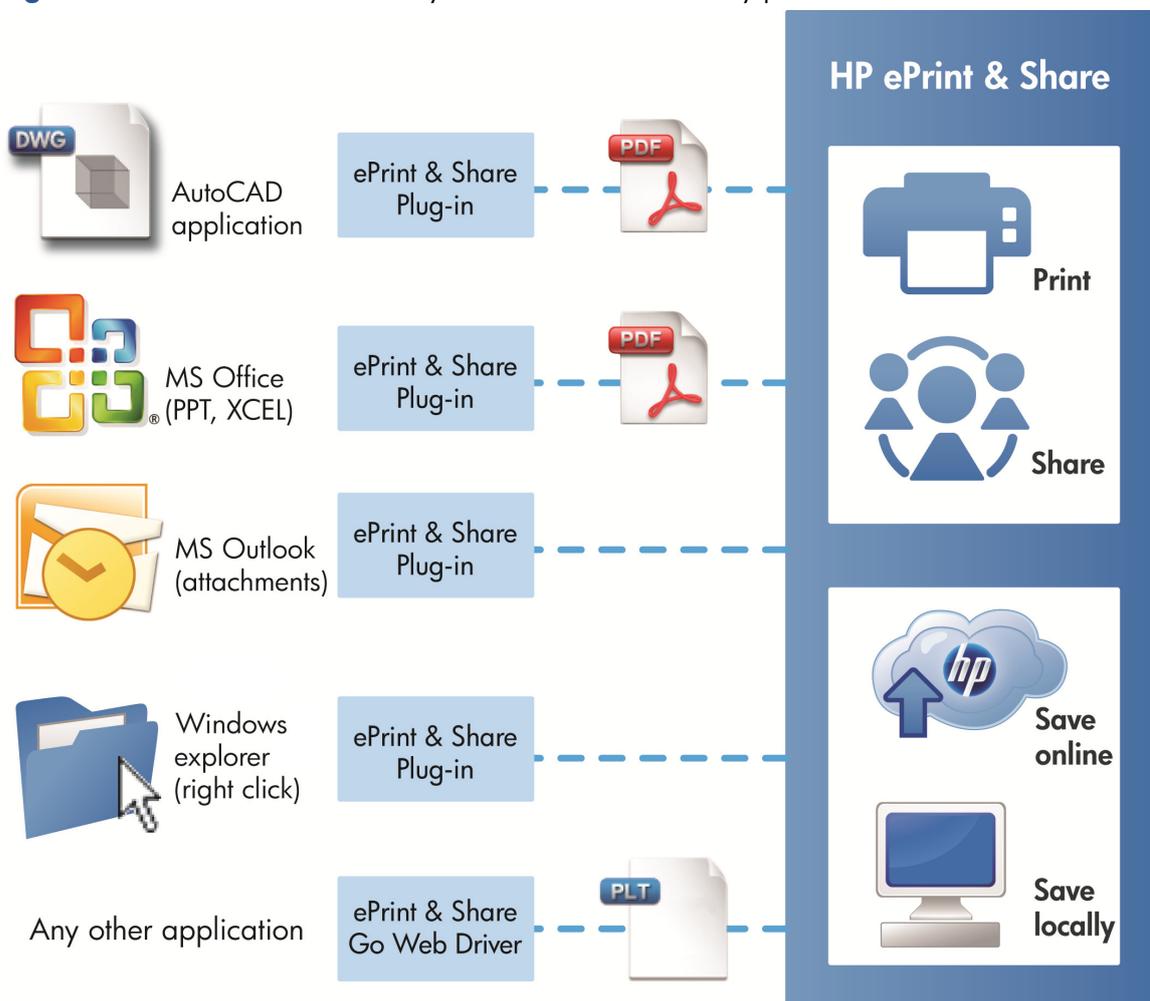
What are the components of HP ePrint & Share?

HP ePrint & Share consists of the following components.

- **HP ePrint & Share Library:** This is your personal online collection of printer-friendly files stored on the HP ePrint & Share server. All the files you decide to print and/or share are stored in your Library. As long as you have access to the Web, you can reprint from or share the contents of your Library with your colleagues.
- **HP ePrint & Share Printing Tool:** The main printing and sharing tool of the HP ePrint & Share ecosystem. Unlike an ordinary printer driver, it offers:
 - **A true print preview:** In which you can see how the print will render on paper on a specific printer for a right-first-time experience.
 - **Simple layout settings:** Including rotation, scaling and clipping preview to help you save paper.

- **Multiprinter:** One tool for all your HP Designjets and LaserJets, avoiding the installation of multiple drivers. For a complete list of printers compatible with the HP ePrint & Share Printing Tool, see <https://h30510.www3.hp.com/public/features/>.
- **Uploading:** To save print-ready and other types of files to your Library, so you can access them later through a Web browser for instant reprinting or sharing with your colleagues.
- **Sharing:** Provides your partners and collaborators with access to the files in your Library.
- **HP ePrint & Share plug-ins:** These are application-specific printing plug-ins, they allow you to print more easily from some of your favorite applications: AutoCAD, Excel, Outlook, PowerPoint, Word and direct printing from Windows Explorer. The AutoCAD plug-in is especially easy to use.
- **HP Designjet Go Web:** A virtual printer driver that allows you to create a print-ready file (PLT) and manage it in the HP ePrint & Share Printing Tool from any Windows application, even if a specific printing plug-in for that application does not exist.

Figure 1-1 HP ePrint & Share ecosystem architecture and entry points



Register as an HP ePrint & Share user

You can register at any time here: <https://h30510.www3.hp.com/public/createfreeaccount/>.

If you are not already registered, the first time an HP ePrint & Share user shares something with you, the system sends you an email message inviting you to register.

In order to be able to use an HP ePrint & Share Library, you must create a user account on the HP ePrint & Share Web server by following the instructions in the message.

1. Click the registration link provided in the invitation email message.
2. Complete the registration form.
3. Click **Create account**. Your new HP ePrint & Share account is created, and you are redirected to the HP ePrint & Share main page where you will find two new events in your inbox:
 - The event with the files that the other user wanted to share with you
 - A special “Welcome to HP ePrint & Share” event that contains this *User's Guide*.
4. Validate your account by following the instructions in another email message.



NOTE: If you do not respond to the validation message within 48 hours, your account is cancelled.

In the next section of this guide you will learn how to install the HP ePrint & Share Printing Tool in your computer.

2 Software installation

System requirements

Component	Requirement
Computer hardware	A basic hardware configuration enough to run the operating system and your applications (AutoCAD, MS Office) should be enough. No additional CPU power or RAM is required.
Operating system	<ul style="list-style-type: none">• Microsoft Windows XP (32-bit) with Service Pack 3• Microsoft Windows Vista (32- or 64-bit¹) with Service Pack 2• Microsoft Windows 7 (32- or 64-bit¹) with latest Windows Updates
Microsoft .NET Framework	.NET Framework 2.0 or later must be present before HP ePrint & Share installation. During installation, it is automatically updated to .NET Framework 3.5 with Service Pack 1.
Recommended Web browsers	<ul style="list-style-type: none">• Microsoft Internet Explorer 7 or 8• Mozilla Firefox 3.6 or later• Google Chrome 5.x or later• Other browsers may be compatible
AutoCAD and AutoCAD Architecture (if used)	<ul style="list-style-type: none">• AutoCAD 2007, 2008, 2009 with Adobe PDF driver• AutoCAD 2010, 2011, 2012 with Adobe PDF driver• AutoCAD 2010, 2011, 2012 with AutoCAD DWGtoPDF
Adobe Acrobat (optional for AutoCAD 2010, 2011, 2012)	Adobe Acrobat 8.x or later
Microsoft Office (if used)	Microsoft Office 2007 or 2010 ² Microsoft Office 2007 Add-in: Microsoft Save as PDF or XPS (free download)

¹ The Windows Explorer right-click plug-in works only with 32-bit versions of Windows.

² Microsoft Outlook 2010 is not currently supported, and the Microsoft Excel 2010 plug-in works only with 32-bit versions of Microsoft Office.

Install the software

 **NOTE:** If you have previously installed another version of HP ePrint & Share or the HP Instant Printing Utility, you must uninstall it before installing the new version. However, it is not necessary to uninstall HP Instant Printing Pro.

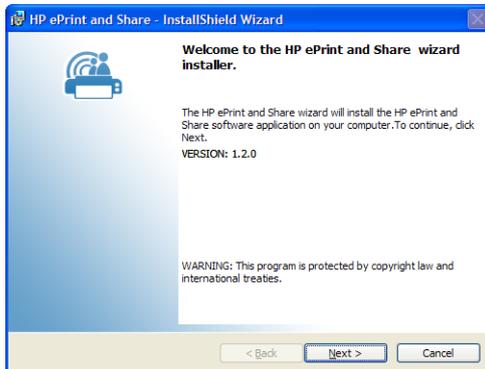
 **NOTE:** You must have administrator rights to install HP ePrint & Share. That is, you must belong to the administrator group or (under Windows Vista or later) be able to give the administrator password when requested.

Press the **Download** button in the Welcome email message or in the home page. A relatively small preinstallation program is downloaded, which then proceeds to download and run the main installation program automatically. This installs the following components:

- HP ePrint & Share Printing Tool
- HP Designjet Go Web driver
- HP ePrint & Share Plug-ins for Microsoft Office 2007 and Autodesk AutoCAD
- HP ePrint & Share Uploader

Depending on your operating system version and the software options that you may have already installed, the installation program may need to download additional components from the Web. Please keep your computer connected to the Internet during the installation process.

When the installation process starts, click **Next** to continue with the installation.



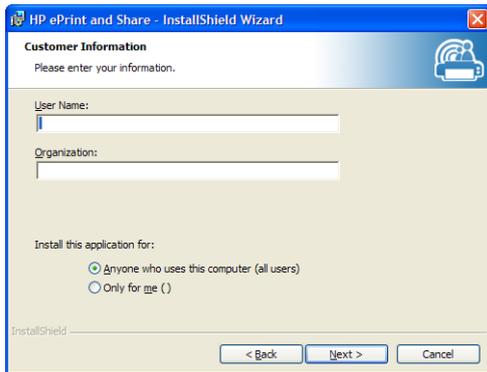
You may be also prompted to accept the End User License Agreement for several 3rd-party components.

Particularly in Windows Vista and Windows 7 with User Account Control enabled, Windows may ask for your permission to install software. In this case, please press **Continue**.

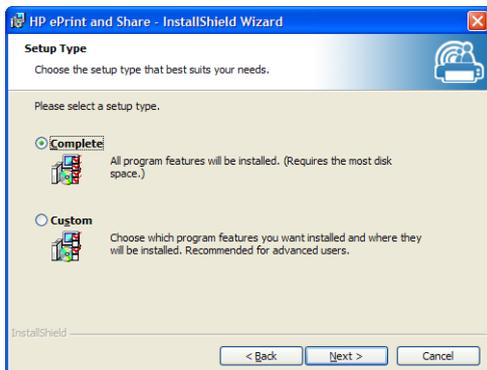
Once the different prerequisite components have been installed, you must accept the End User License Agreement for the HP ePrint & Share software. When the Agreement is displayed, please read it and then click **I accept the terms in the licence agreement** followed by **Next**.



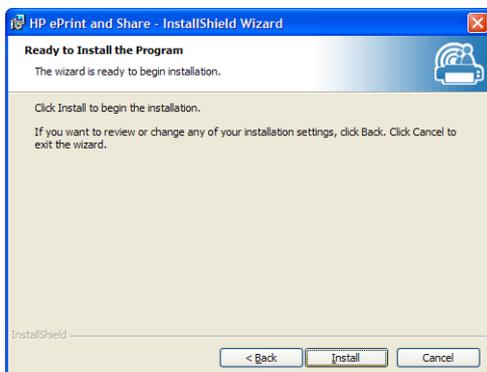
Enter your user name and organization, and choose whether to install the software for yourself only, or for all users. Then click **Next**.



Choose whether to install all program features, or only some of them. Then click **Next**.



Click **Install** to begin the installation.



Depending on your operating system and system security settings, you may see a dialog box telling you that an unidentified program wants access to your computer. Please select **Allow** to proceed with the installation.

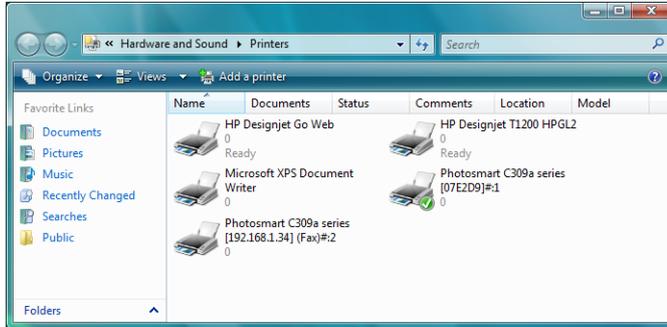
After installation is complete

When the installation is complete, you can see the following new items:

1. A HP ePrint & Share shortcut on your desktop:



2. A new printer driver in your system, called HP Designjet Go Web:

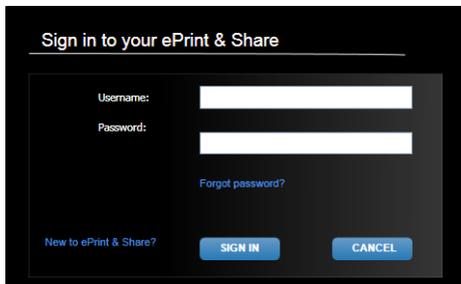


3. The HP ePrint & Share Uploader icon in your system tray area:



Sign in

Before uploading files to your Library, you must sign in. When required, the following dialog box appears:



The user name (email address) and password are the ones you used to register with the HP ePrint & Share server. Once you have signed in successfully, you remain authenticated until the Printing Tool is closed or you click the **Sign out** option from the task bar icon menu.

Run the HP ePrint & Share Uploader

The Uploader runs automatically when you start your computer and Windows. You can access the Uploader options by right-clicking the HP ePrint & Share icon in the task bar.



Close the HP ePrint & Share Uploader

The Uploader closes automatically when you log off from your Windows user account.

If for any reason you need to stop the Uploader, select **Exit** from the Uploader options available from the task-bar icon. The Uploader will restart the next time you log on or execute it from the **HP ePrint & Share** folder in your programs menu.

 **NOTE:** If you are not the only user of your computer, before closing the Uploader please ensure that all pending uploads are already submitted or cancelled. Otherwise they could be uploaded to another user's Library.

Close your HP ePrint & Share account

While viewing your Library, select **Settings** at the top of the page, and then **Close account and delete all events and info associated with it**. You are asked to give your password and confirm your intention.

Uninstall the software

To uninstall HP ePrint & Share go to **Control Panel > Programs and Features**, select **HP ePrint & Share** and then **Remove** or **Uninstall**.

3 Print from AutoCAD

Introduction

HP ePrint & Share Plug-in for AutoCAD is an extension (plug-in) for AutoCAD developed by HP to facilitate the printing process from AutoCAD.

This plug-in enables you to quickly generate a print-ready document (in PDF format) of the current layout by using a customer-defined preset, or one of the existing page setups defined in the drawing. Once the PDF file is generated, HP ePrint & Share is launched and the PDF file is loaded for quick preview, printing or sharing.

An advantage of the plug-in is that it creates a PDF file containing your chosen print settings, so that anyone with whom you share the file can easily print it with the same settings. Other methods of creating a PDF file do not normally include the print settings.

AutoCAD plug-in description

The plug-in enables you to print the current layout quickly:

- By using a preset that you have defined
- By using an AutoCAD Page Setup

A preset is a set of print settings that determine how the current layout should be printed. Presets are managed by the plug-in, which provides a dialog box to select the print setting values that are applied when the preset is used for printing. To print with a preset, the plug-in also provides some menus, and a command-line command.

- If the Adobe PDF driver that is shipped with Acrobat Professional is installed, the plug-in uses it to create PDF files.

In this case, you may find that Adobe Reader is launched automatically to display each PDF file. If you want to prevent this, go to the **Plot** dialog, select the **Adobe PDF.pc3** printer, press the **Properties** button, select **Custom Properties** in the settings tree, press the **Custom Properties** button and uncheck the **View Adobe PDF results** checkbox.

- If there is no Adobe PDF driver, the plug-in for AutoCAD 2007 to 2009 creates PLT files instead of PDF files; the plug-in for later versions of AutoCAD uses the DWG to PDF driver to create PDF files.

If Acrobat Professional is installed in the PC, but the Adobe PDF.pc3 printer is not shown (only Adobe PDF is available), then run the configuration by using this printer, and at the end, when AutoCAD asks to save the configuration, select the option to save the changes to the suggested file.

Print with presets

A preset includes only the scale to apply to the drawing (including whether lines weights have to be adjusted as well), and which CTB/STB has to be used. Hence, presets use very few of the available AutoCAD print settings. The intent is that the print settings used by the plug-in are the most common ones. For printing scenarios involving more advanced print settings, the AutoCAD plot dialog should be used.

To compute the size of the printout at printing time, the plug-in starts from the layout size, then applies the scale selected in the preset. If the scale reduces the drawing, the paper size is reduced as well. If scale magnifies the drawing, only the drawing is scaled—the paper size is left as it was defined in the layout. Please note that the scaling factor is applied on top of the one selected on the layout definition done through the Page Setup Manager.

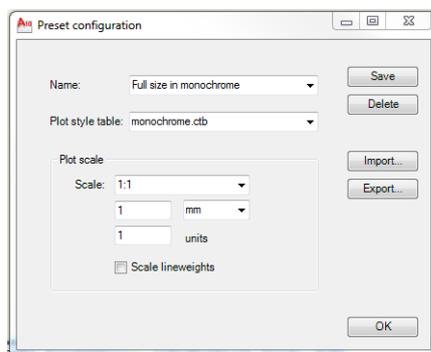
Print with page setups

The plug-in can also print by using page setups available in the drawing currently loaded.

User interface

The plug-in user interface depends on the version of AutoCAD being used. When the plug-in is loaded, some menu entries are added, and the commands HPIPPS, HPIPPRESET and HPIPCONFIG are added to the list of AutoCAD commands.

The plug-in also provides a dialog box to create and manage presets:

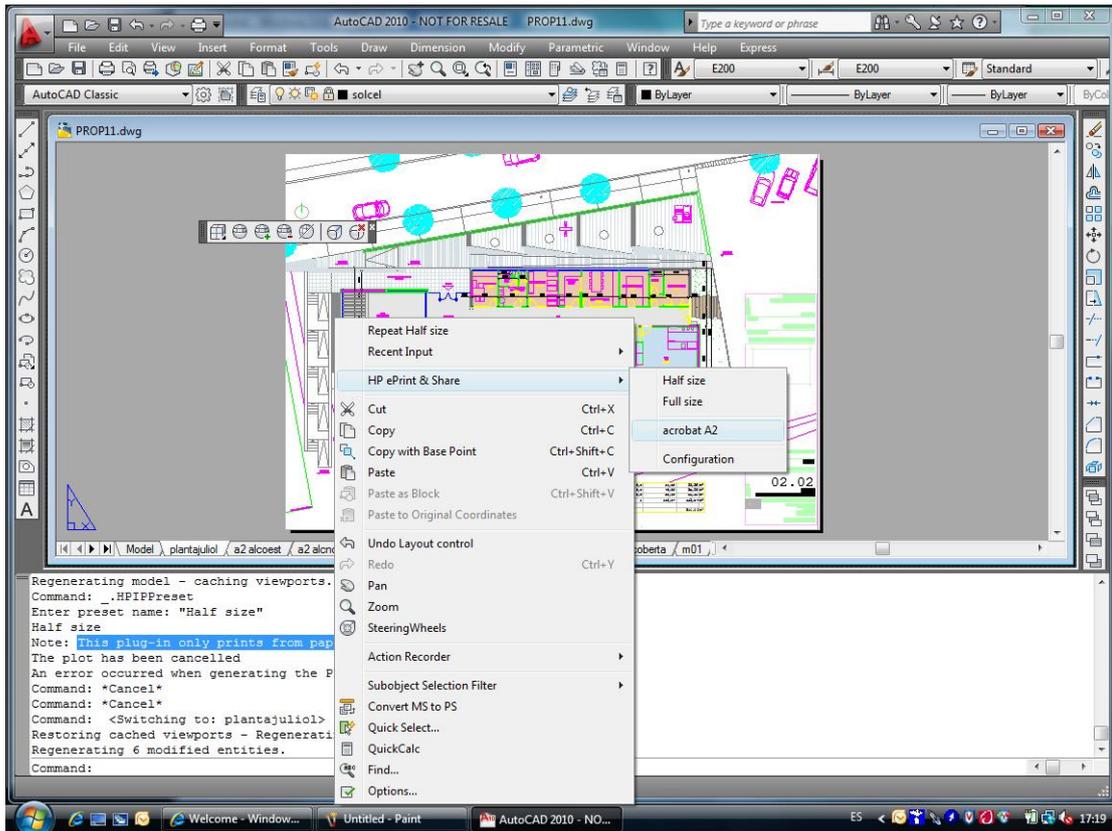


This dialog box can be invoked through the plug-in menus or the HPIPCONFIG command.

The following sections explain the user interface available depending on the AutoCAD version.

AutoCAD 2010

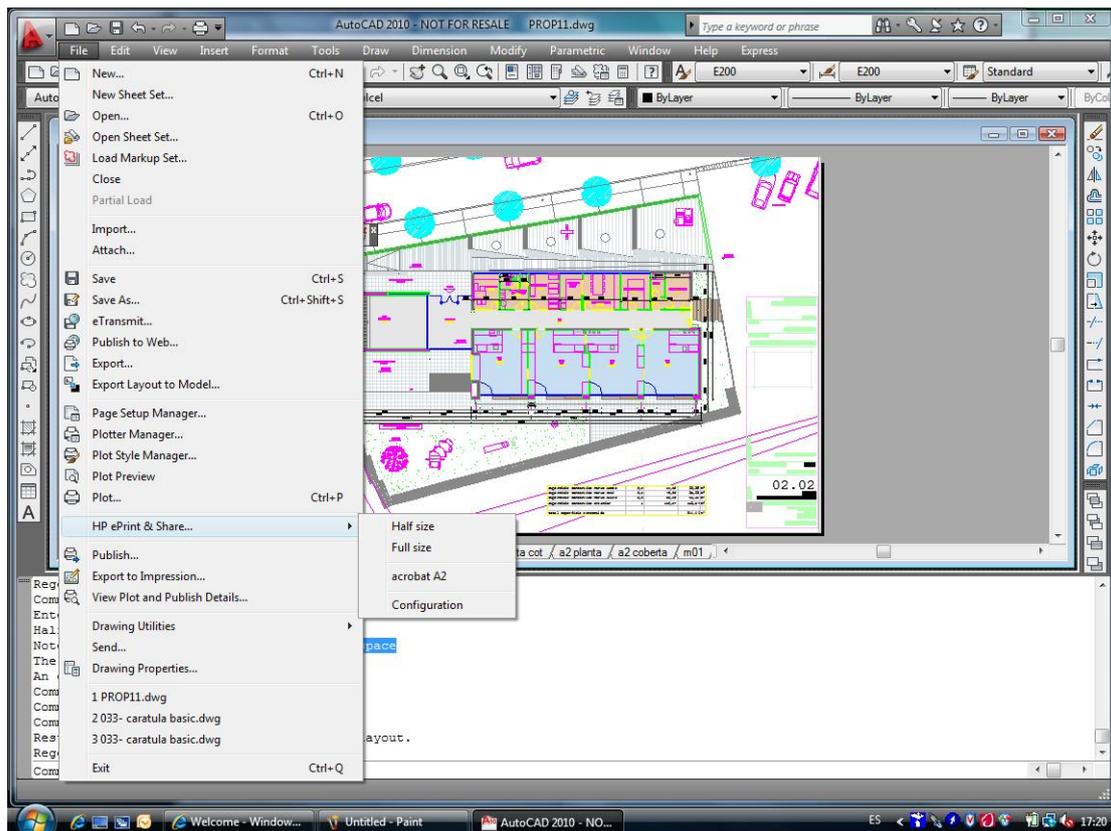
The plug-in can be invoked by right-clicking any part of the working space, and then selecting the **HP ePrint & Share** menu entry. Note that this menu is shown only if the right-click action has not been redefined—to repeat the last command, for example.



The menu shown is divided into three areas:

- The top area shows the presets currently available. These presets are always available, regardless of the drawing currently loaded.
- The middle area shows the page setups available in the current drawing.
- The bottom area shows plug-in configuration tasks. Currently, it just shows a menu entry to launch the user interface to manage presets.

HP ePrint & Share is also available through the menu bar:



AutoCAD 2007, 2008, 2009

User interface for these versions of AutoCAD is similar to the one for AutoCAD 2010:

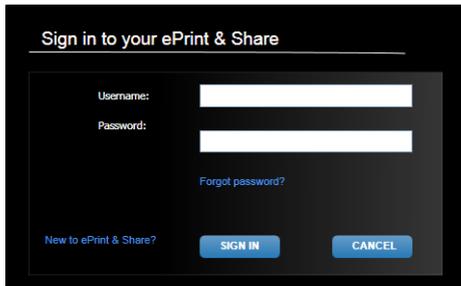
- Commands HPIPPRESET, HPIPPS and HPIPCONFIG are available.
- Context menu entry when right-clicking is available.
- Menu entry in **Menu Bar** > **File** is available.

Plug-in requirements

The plug-in prints from Paper Space only. Model Space printing is not supported, as the Autodesk recommendation is to use the Paper Space instead. The Model Space does not support batch file printing.

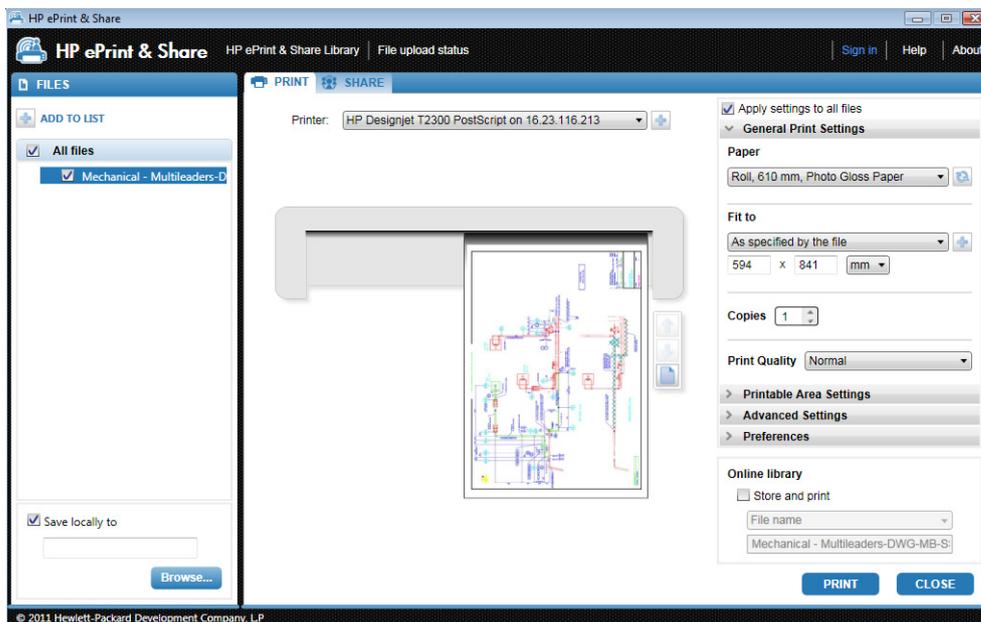
After a drawing is printed from the plug-in, the HP ePrint & Share Printing Tool opens.

If you are not currently logged into HP ePrint & Share, a message box tells you that you are not currently logged in, and asks you to log in and retry. A dialog box is also displayed, in which you can log in.



Print using the Printing Tool

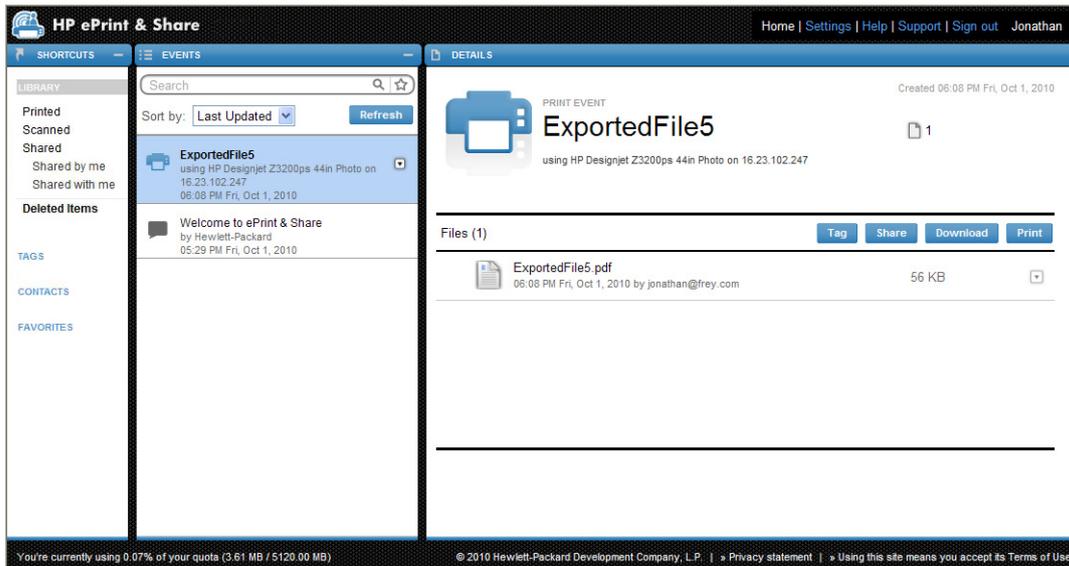
You can choose to print your drawing by pressing the **PRINT** button in the HP ePrint & Share Printing Tool. You can change the print settings (size, rotation, quality, paper size) before printing.



If you want to store the drawing as a PDF file on your computer, check the **Save locally to** box at the bottom left and select a destination folder before pressing the **PRINT** button.

If you want to store the drawing in your Library as well as printing it, check the **Store and print** box at the bottom right and select an event name before pressing the **PRINT** button.

In the latter case, the Printing Tool uploads the Printed event to your HP ePrint & Share Library. If you now log into your Library, you can see the recently uploaded event there.



Your new event is displayed in the EVENTS column, with the event details in the DETAILS column. You can download each of the documents individually by selecting the document and pressing the **Download** button.

You can also download and print the whole event using the HP ePrint & Share Printing Tool by pressing the **Print** button. For details of how to print, see [The HP ePrint & Share Library on page 24](#).

Depending on your operating system and system security settings, you may see a dialog box warning that a program on your computer wants to open Web content. Please select **Allow** to open the downloaded event using the HP ePrint & Share Printing Tool.

After the event is downloaded, the HP ePrint & Share Printing Tool opens.

Share using the Printing Tool

If you want to share a drawing with your colleagues, go to the **SHARE** tab in the HP ePrint & Share Printing Tool.

In the **SHARE** tab, you can enter the subject of the message, the addresses and a description of the Share event.

After you have pressed the **SHARE** button, the main dialog box updates the completed marks for the shared files.

4 Print from MS Office applications

Introduction

HP ePrint & Share Plug-in for Microsoft Office 2007 is an extension (plug-in) for some applications in the Office 2007 suite (currently Excel, Outlook, PowerPoint and Word) developed by HP to facilitate the printing process from Microsoft Office applications.

This plug-in enables you to quickly generate a print-ready document (in PDF format) of the current document. Once the PDF file is generated, HP ePrint & Share is launched and the PDF file is loaded for quick preview, print or share to HP ePrint & Share.

The Microsoft Outlook plug-in behaves slightly differently: it allows you to send any document attached to your email messages to the HP ePrint & Share Printing Tool directly.

User interface



In most Microsoft Office applications, select the **HP ePrint & Share** tab; select your printer; select **Current Page** or **All Pages**; click **Preview and print**; and the document you selected appears in the main window of the HP ePrint & Share Printing Tool.

In Microsoft Outlook, right-click a message attachment, and select **HP ePrint & Share** from the popup menu.

 **NOTE:** You can select your printer from the drop-down list only if you have installed the printer driver.

 **TIP:** If you want to discover a printer on your network, you can select any printer from the drop-down list, then click **Preview and print** to launch the Printing Tool, which enables you to search for networked printers.

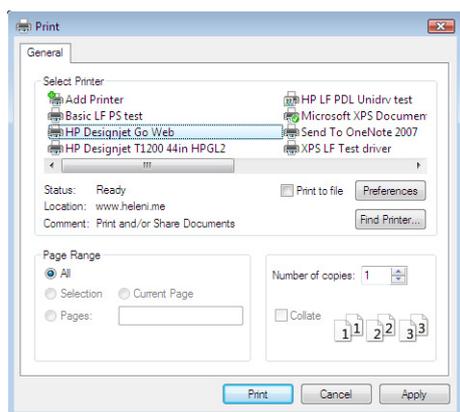
5 Print from other applications

Introduction

The HP Designjet Go Web printer driver allows you to print from any Windows application even when no HP ePrint & Share plug-in is available for that application.

HP Designjet Go Web

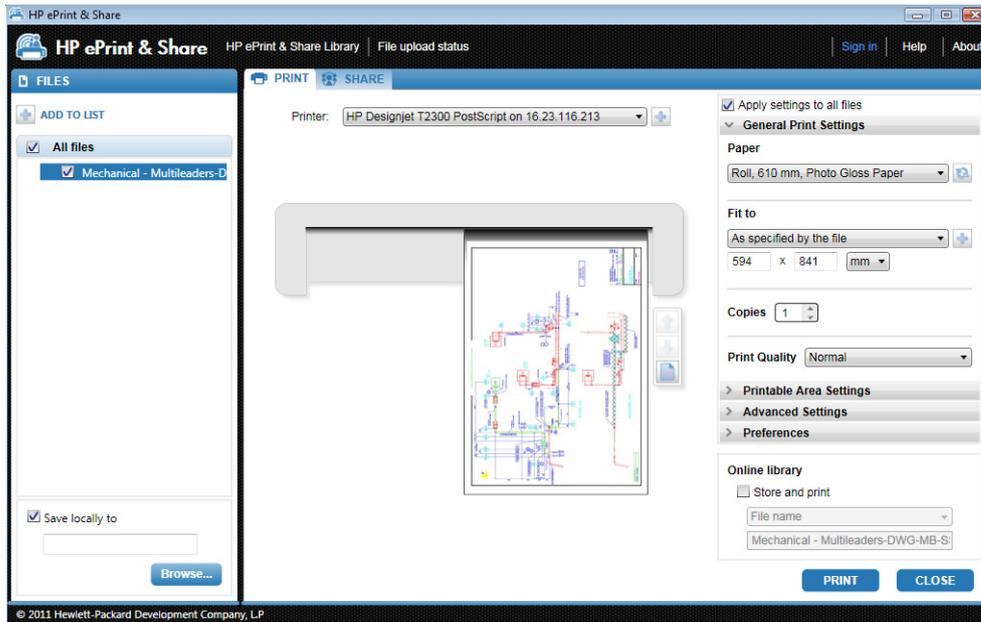
From any Windows application, select **File > Print** and choose the HP Designjet Go Web printer from the printer selection dialog box:



You may select the print settings (page size, orientation) as for any HP printer.

There are other applications that offer you a slightly different user experience in order to select the destination printer. For example, the Picture Editor that comes with Windows Vista allows you to choose the printer directly from the main screen.

Once you press the **Print** button, as when printing from AutoCAD or from MS Office applications, the document appears in the main window of the HP ePrint & Share Printing Tool.



HP Designjet Go Web generates a print-ready PLT file that can be stored in your Library.

6 Print files directly

HP ePrint & Share can print some 'print-ready' file types without needing any plug-in or third-party application.

- PDF files version 1.9 or earlier (made by Adobe Acrobat version 9 or earlier)
- PLT files
- HP-GL/2 files (but not HP-GL)
- DWF files (3D sections are not supported)
- JPEG 8-bit RGB files without ICC profiles (but not JPEG2000)
- TIFF 1-bit, 8-bit or 24-bit RGB files without ICC profiles

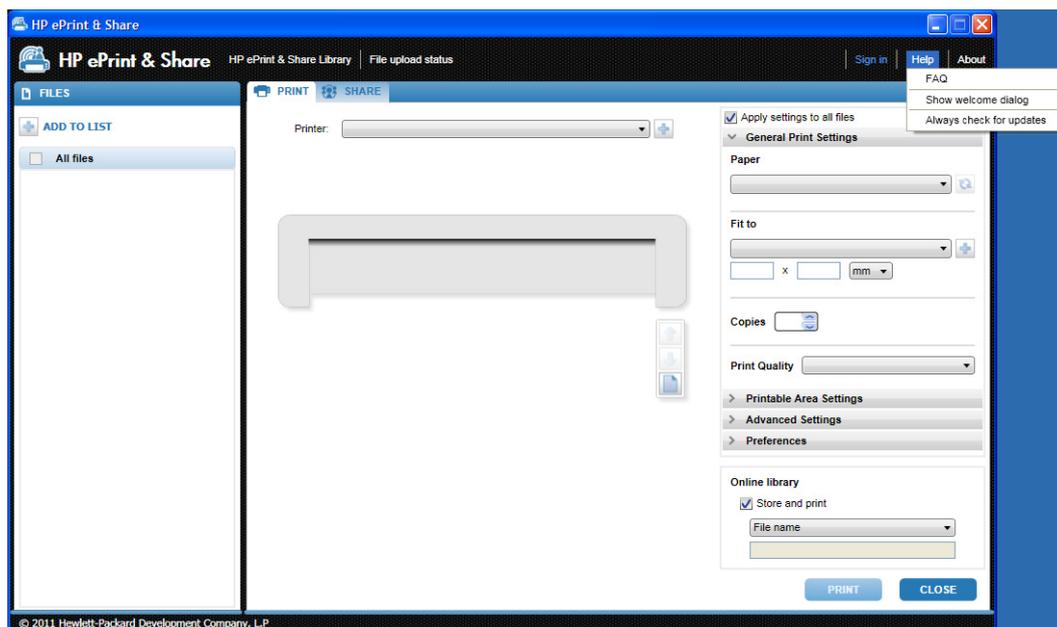
7 HP ePrint & Share Printing Tool

Introduction

The HP ePrint & Share Printing Tool is the main printing and sharing tool of the HP ePrint & Share ecosystem. Unlike an ordinary printer driver, it offers:

- **A true print preview:** In which you can see how the print will render on paper on a specific printer for a right-first-time experience.
- **Simple layout settings:** Including rotation, scaling and clipping preview to help you save paper.
- **Multiprinter:** One tool for all your HP Designjets and LaserJets, avoiding the installation of multiple drivers.
- **Upload functionality:** To save print-ready and other types of files to your Library, so you can access them later through a Web browser for instant reprinting or sharing with your colleagues.
- **Sharing functionality:** Provides your partners and collaborators with access to the files in your Library.

User interface



The HP ePrint & Share Printing Tool provides information and options to help in printing your files.

- On the left of the window, a list of files that you have chosen for printing. You can add to the list by pressing the **+** button.
- In the center of the window:
 - A drop-down list for printer selection
 - An accurate preview of the final print
 - Icons that you can use for various operations on the preview
- On the right of the window, a selection of print settings, including resizing, number of copies and print quality. At the bottom, options to save a copy of the print-ready file in your Library or in your local file system.

The **Help** menu at the top right of the window provides access to several helpful resources.

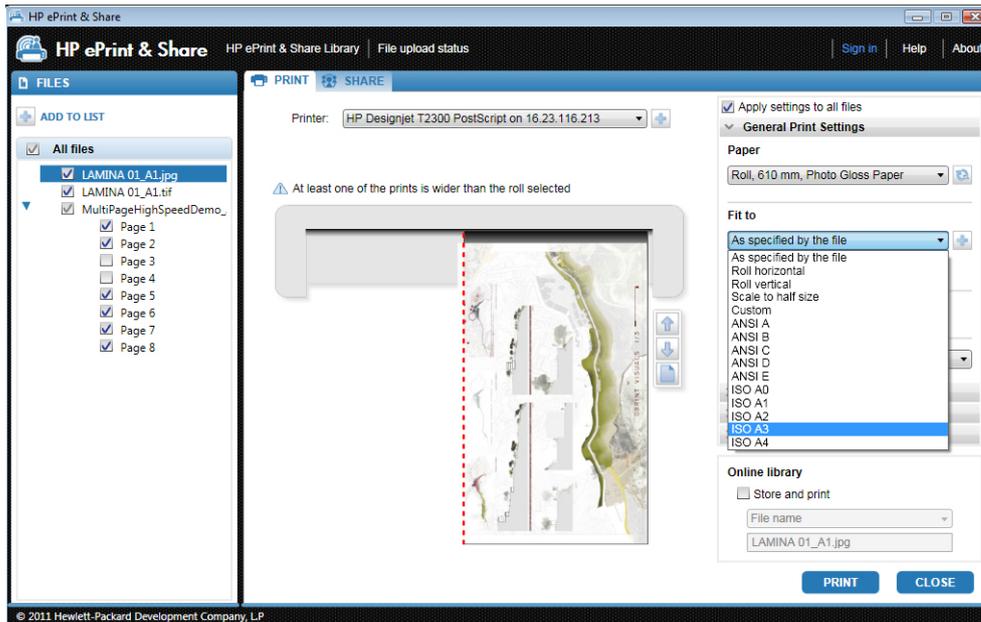
- **FAQ:** The list of Frequently-Asked Questions.
- **Show welcome dialog:** You can display or hide the welcome dialog that appears by default when you start the Printing Tool. The welcome dialog shows information on how to print, how to share and how to store using HP ePrint and Share.
- **Always check for updates:** You can turn automatic software updates on or off. You are recommended to keep this option turned on.

Print with the Printing Tool

The **Print** option of the HP ePrint & Share Printing Tool allows you to send your output to your favorite HP Designjet or LaserJet printer.

Thanks to the real preview, you can have assurance that what you see on the HP ePrint & Share Printing Tool is exactly what you will get in your printer output, with no wasted paper and no last-minute surprises.

 **TIP:** To print a number of different files with the same print settings, select the files in the FILES column and check the **Apply settings to all files** box at the top right.



Print remotely with the Printing Tool

Remote printing is now available from the Printing Tool. It allows you to print to your Web-connected printer or a partner's printer. To enable remote printing in the client, you need to configure your Web-connected printer by visiting <http://www.hp.com/go/designjetprinters/> and your Library; for details, see [Print remotely from your Library on page 26](#).

Printing remotely differs in some respects from printing locally.

- The print settings available for remote printing are the print quality and the number of copies.
- The true-to-output preview is not available for remote printing.

A print event will be saved in your Library every time you send a remote print.

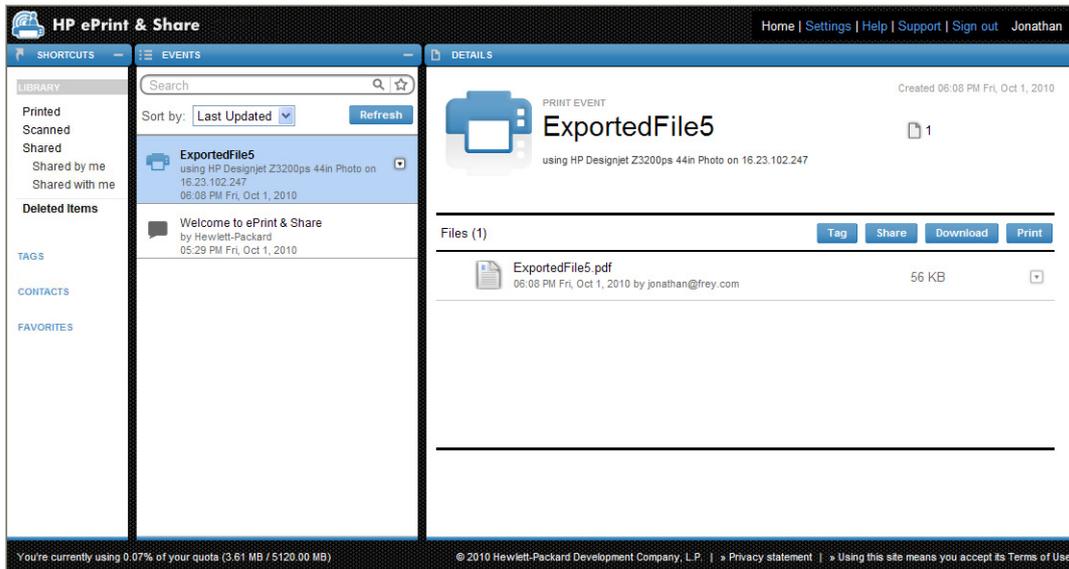
Remote printing is available for Web-connected printers only. For a complete list of supported printers, see <https://h30510.www3.hp.com/public/features/>.

Upload to your Library

If, besides printing your documents, you want to store a copy of the print-ready files in your HP ePrint & Share Library, you should check the **Online library** box and then click **Print** to save to your Library.

In that way, besides printing your drawings on your HP Designjet or LaserJet printer, a printer-friendly copy of your document is stored in your HP ePrint & Share Library, so that you can easily reprint or share it later.

When the upload completes, you can see a new Printed event in your HP ePrint & Share Library.

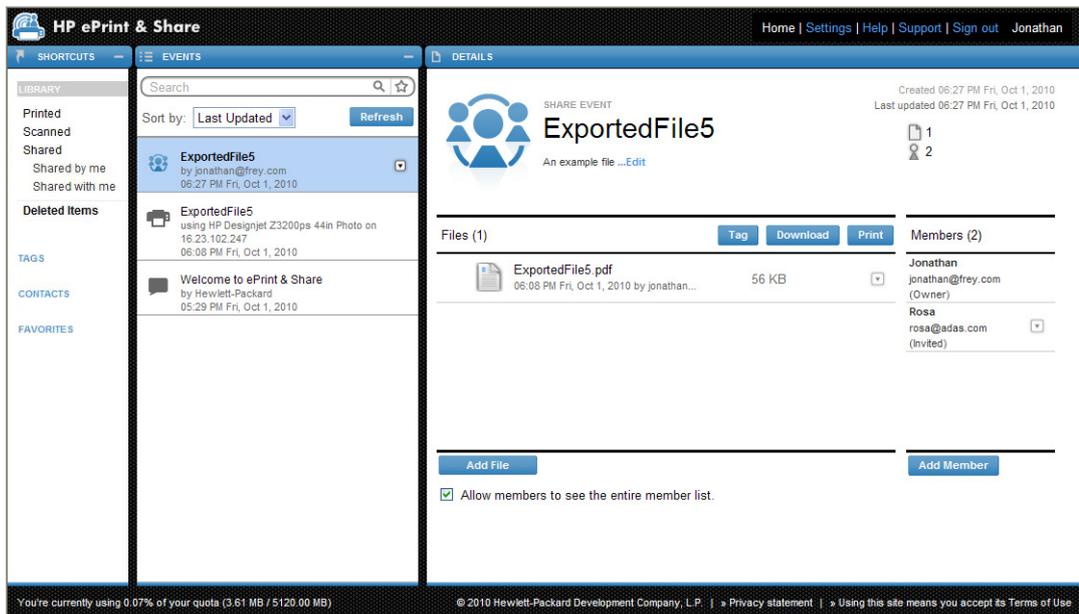


Share files with your colleagues

You can share any type of file (including non-printable files) with your colleagues.

1. Go to the **SHARE** tab of the Printing Tool.
2. In the **SHARE** tab, you can provide the following information:
 - The subject
 - The list of people with whom you want to share your files (similar to the list of recipients in an email message)
 - Some descriptive text about the nature of the shared files
3. Select the files that you want to share from the list in the FILES column. You can press the + button to add files to the list.
4. When you have selected the files and entered the information into the **SHARE** tab, press the **SHARE** button at the bottom right of the window.

5. The files are uploaded to your Library and you can see a new Share event in your personal queue:



6. All the recipients of your sharing event will see the following:

- An email message from the system informing them that you have shared something with them
- A new Share event in their personal queue

8 The HP ePrint & Share Library

Manage the files in your Library

Once you have your user account, and have stored files in your Library through Print or Share events, you can operate with them to:

- Print them on any HP Designjet or LaserJet printer.
- Share them with your colleagues (Add Members).
- Download them to your local file system.
- Tag your files to create different groups with Tag events.

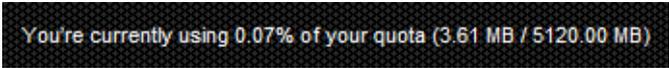
Accessing the Library

You can access your Library as follows.

1. Type <http://www.hp.com/go/ePrintAndShare/> in your Web browser.
2. Provide your registration email address and password.

The size of your Library

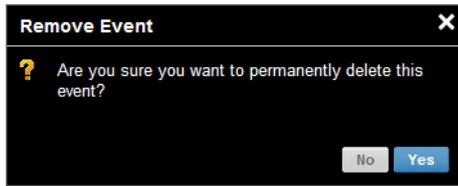
When you register with HP ePrint & Share, you are allocated a quota of free space for your Library. The current size of your Library, and your quota, are shown at the bottom left of the Library window. You can request a higher quota if needed by contacting the HP ePrint & Share support team through the website.



You're currently using 0.07% of your quota (3.61 MB / 5120.00 MB)

- All files that you have added to your Library occupy your personal space.
- Shared files occupy the personal space of the owner only.
- Tag events do not occupy a significant amount of space. However, if you tag a file owned by someone else, the file is copied into your space; you will receive a warning message every time this happens.

- The system has a recycle bin for events, called **Deleted Items** (on the left of the Library window), so deleting an event does not immediately release any space. To release the space, you must delete it from the Deleted Items (permanently) or select **Empty** to delete all Deleted Items. You are asked to confirm permanent deletions.



- However, if you delete individual files, they are permanently deleted, so their space is immediately released.
- HP reserves the right to terminate free accounts at any time without notice. Without limiting the generality of the foregoing, if a free account is inactive for ninety (90) days HP may delete any or all of your content without providing additional notice.

File icons

File types in your Library are identified by different icons, as shown below.

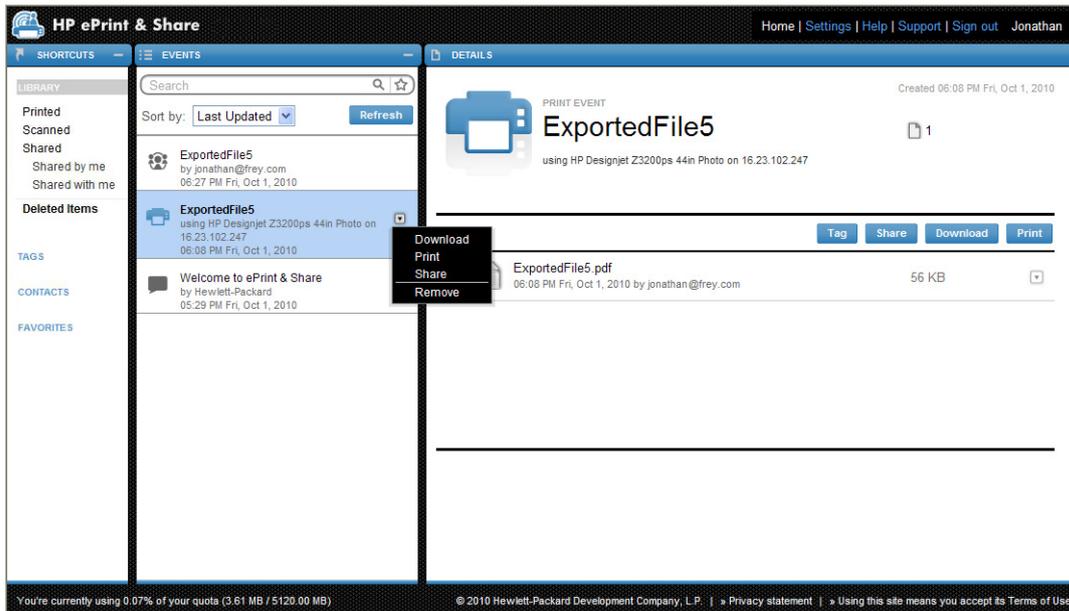
-  A bitmap (raster) image: .bmp, .tiff, .jpg, .gif, .ico
-  A vector image: .dwg, .dxf
-  A document: .doc, .xls, .ppt, .txt, .rtf, .pdf
-  An email message: .msg
-  A print-ready file: .plt, .ps
-  Any other kind of file

Print from your Library

While viewing your Library on the Web, you can launch a Print operation for:

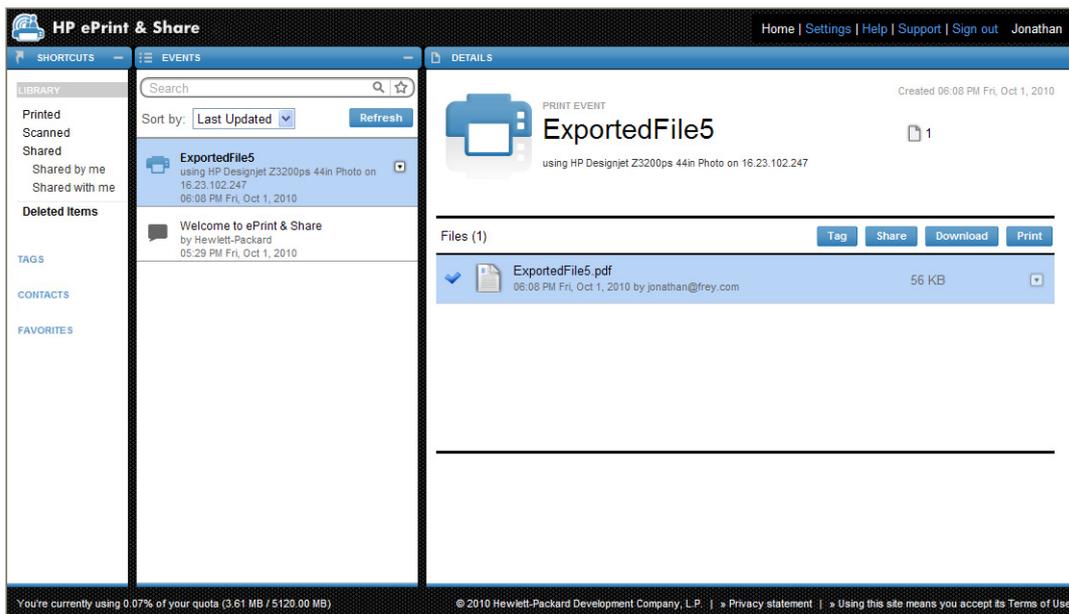
- One full event
- One or several files, included in one of your events

To print one full event, click the little triangle to the right of the event and select **Print** from the popup menu.



Depending on your operating system and system security settings, you may see a dialog box warning that a program on your computer wants to open Web content. Please select **Allow** to open the downloaded event using the HP ePrint & Share Printing Tool.

To print a file from any event in your Library, check the file you want to print and press the **Print** button.



For the list of supported printers, see <https://h30510.www3.hp.com/public/features/>.

Print remotely from your Library

Now you can print your documents (projects) on the go. Remote printing allows you to print your documents to your Web-connected printer from any computer or from your iPhone.

The first time that you click the **Remote Print** button in the Library you will be asked to activate remote printing for your own Library. This is a one-time activation, once activated you can add as many printers as you want.

To activate Remote Print for your Library

1. Click **Activate Remote Print** in the Shortcuts area of the Remote Printer section.
2. When you receive an email message asking you to confirm the activation, click the link in the message and log in to your Library.

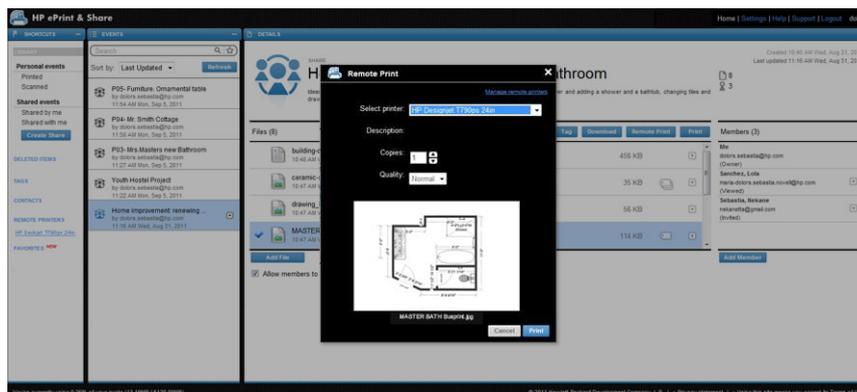
After activating Remote Print, you can see the Web-connected printers that you are allowed to use for remote printing. These may consist of your own printers when suitably configured and registered (see below) plus any other printers whose owners have made them available to you.

To make your Web-connected printer available for remote printing

1. Configure the printer for remote printing. See <http://www.hp.com/go/designjetprinters/>.
2. Register the printer and add your HP ePrint & Share email account, and the email accounts of your colleagues, so that you can print remotely from your computer at home or from your iPhone. See <http://www.hp.com/go/eprintcenter/>. You will need to create an account at the HP ePrint Center. We recommend that you register your Web-connected printer at the HP ePrint Center using exactly the same user name and password that you use for your HP ePrint & Share account.

Once you have gone through the configuration, registration process, and activation, you will be able to see the printer in the Shortcuts area in your Library.

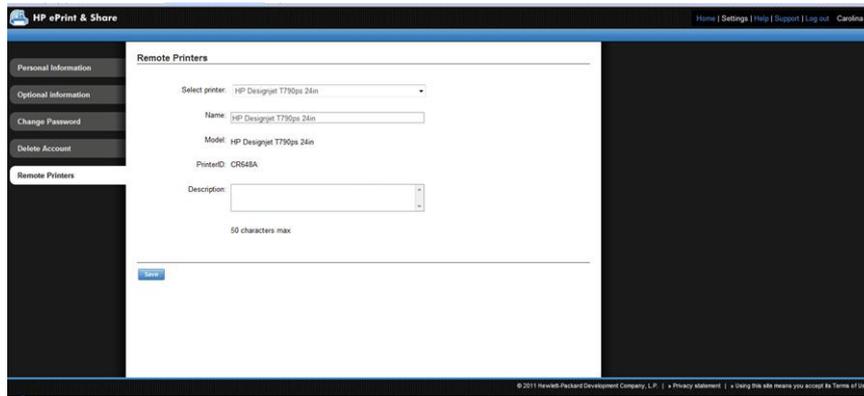
To print remotely, select the files you want to print, click the **Remote Print** button and you will see the Remote Print dialog.



In this dialog you can select the number of copies and the print quality.

When you have the print settings that you like, click **Print** and your documents will be sent to print on your Web-connected printer.

If you need to manage your printer properties you can go to the **Remote Printers** tab under the **Settings** link in your Library.



Share with your colleagues

You can launch a Share operation for:

- One full Printed event (not for Share events)
- Any of the files in one of your events
- Any files not yet in your Library but accessible from your computer

 **NOTE:** If you delete a Share event that you earlier created, the other members of the event will see it grayed out, and will be able to do nothing with it, except to delete it themselves.

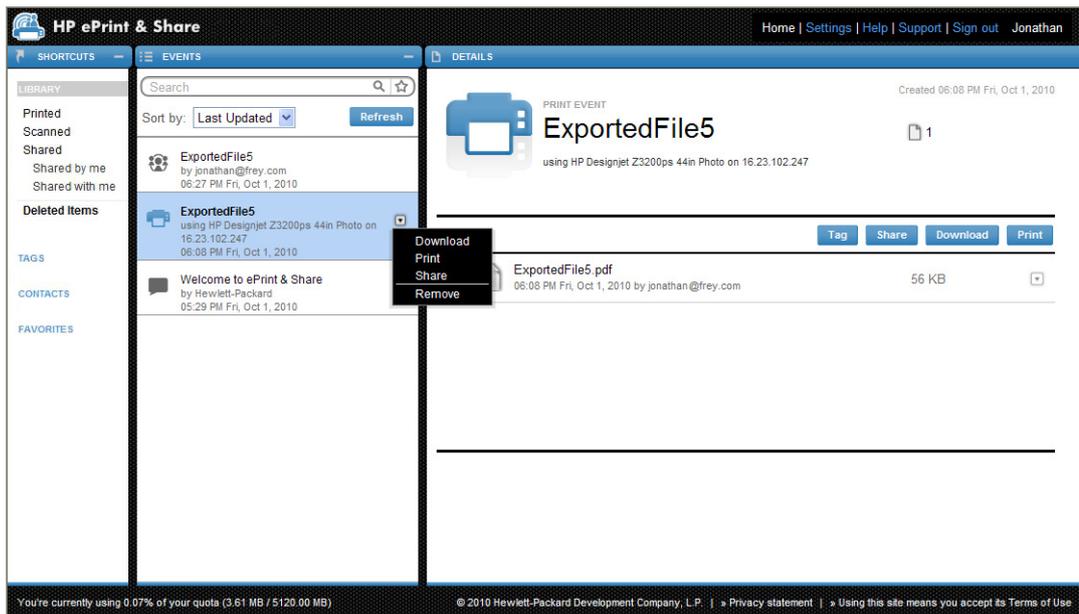
 **TIP:** If you delete an event by mistake, you can recover it from **Deleted Items** on the left-hand side of the window.

TIP: When you view your Library in a Web browser, the Share events that you can see are not updated automatically in real time. If Share events have been added or deleted since you started viewing the page, you must manually refresh the page to see the current situation.

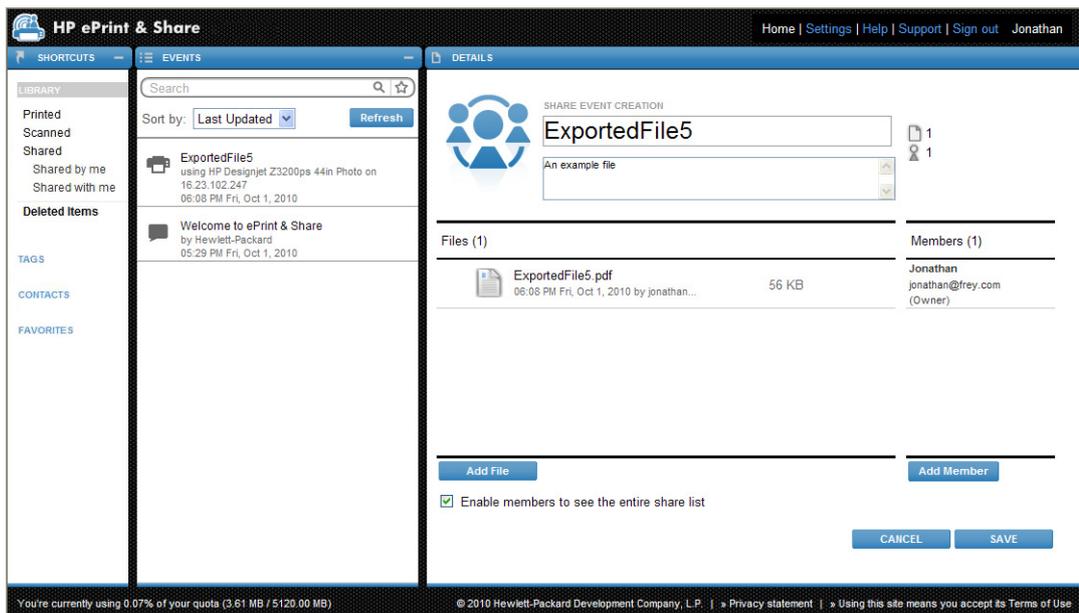
TIP: If you have created a Share event and want to re-send one of the original invitations, go to the Members section of the Share event, right-click the member you want to invite again, and select **Re-send invitation** from the popup menu.

To share a full Printed event

1. Click the little triangle beside the event and select **Share**.



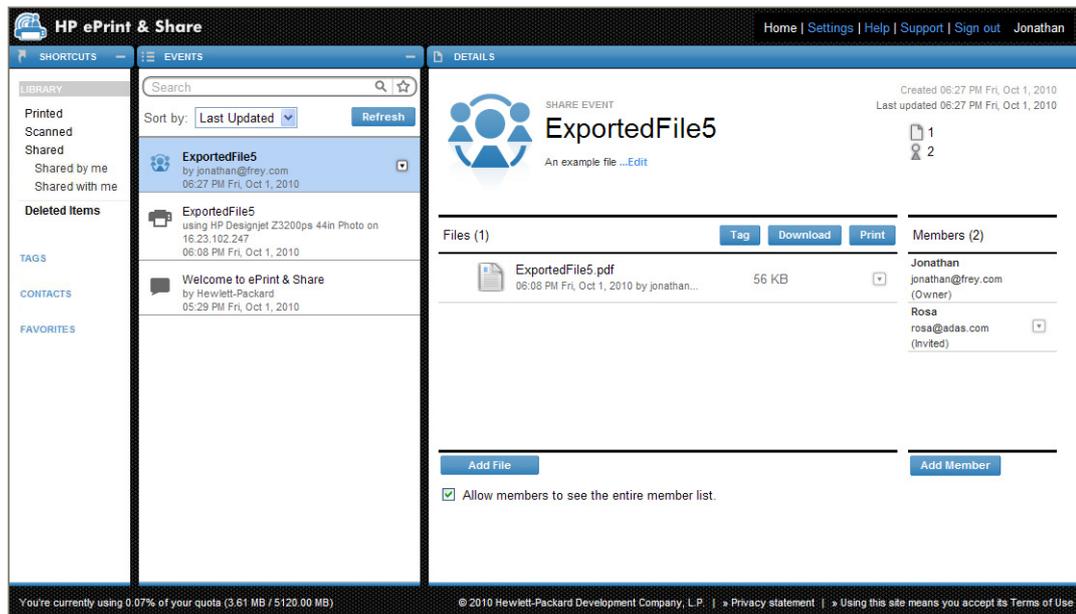
2. Select the colleagues with whom you want to share, by pressing the **Add Member** button. You can check the box if you want to allow the invited people to see each other's names.



3. Fill in each email address and name.

The 'Add Member' dialog box is shown, featuring a close button (X) in the top right corner. It contains two input fields: 'Email' and 'Name'. Below these fields is a blue button labeled 'Add to List'.

- Once you click **SAVE**, a new Share event is created. The newly-added member is indicated as Invited.



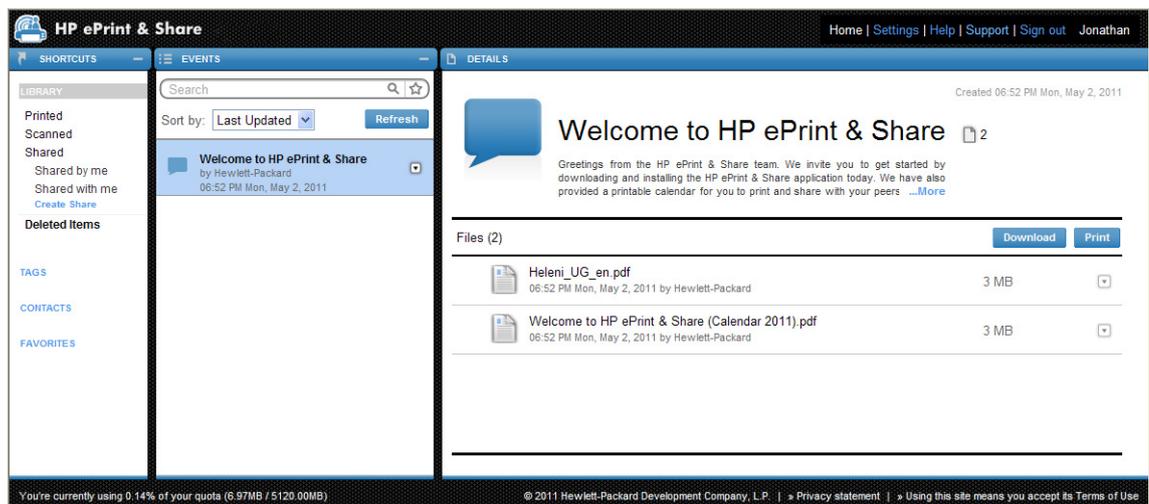
 **NOTE:** You can add more files to the same Share event at any time by pressing the **Add File** button.

- Each invited member receives an email message about the new event.
- If the invitation is accepted, the status of that member changes from Invited to Viewed.

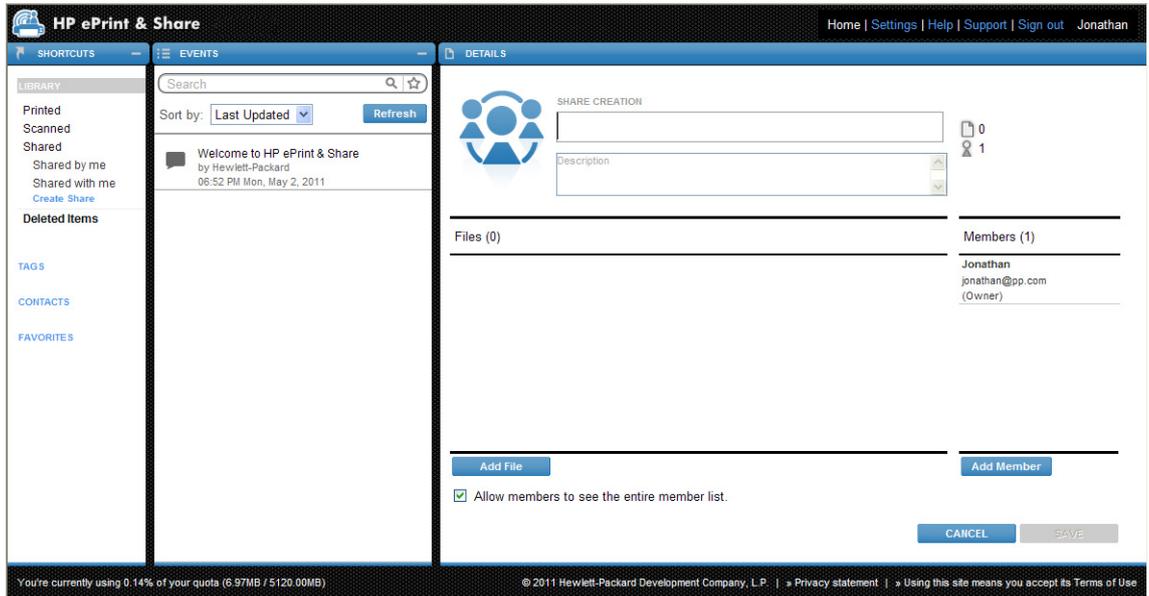
You can share specific files rather than a whole event: select the files you want to share, then press the **Share** button, and proceed as above.

To share files from your computer

- Select **Create share** from the SHORTCUTS column.



- The DETAILS column changes to allow you to create the new Share event. You must give a name to the event, and you can add a description. Click the **Add File** button to add files, and click the **Add Member** button to add members to the Share event.



- When you are ready, click the **SAVE** button to save the new event.
- Each invited member receives an email message about the new event.

Request support

If you have a problem or question concerning HP ePrint & Share, please consult this guide and the information provided on the HP ePrint & Share website.

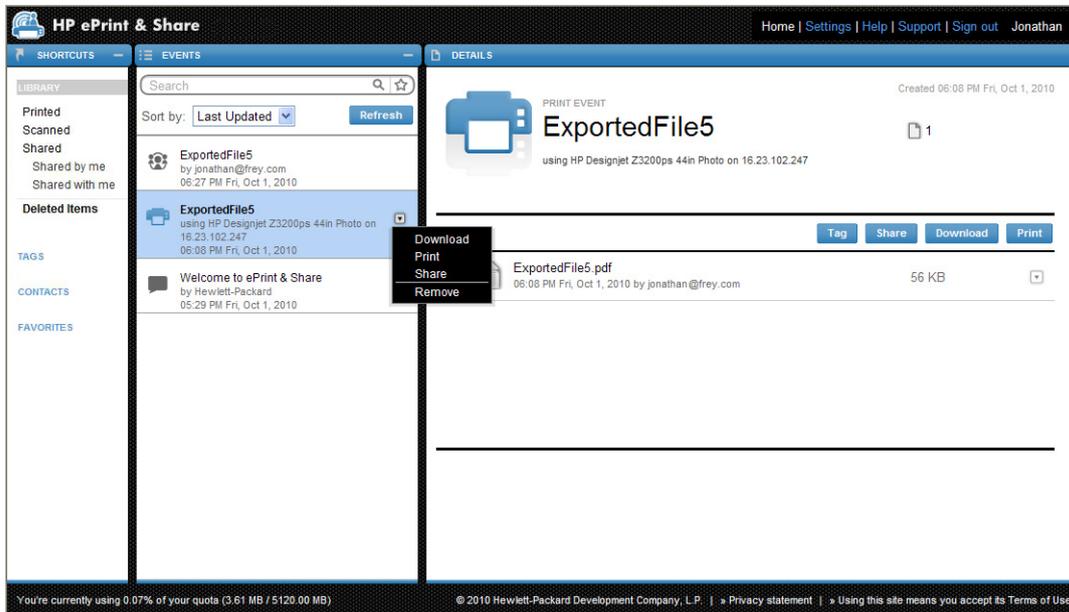
If don't find an answer, you can request help from the HP ePrint & Share support team by clicking **Support** at the top right of the Library window, and then filling in the form that pops up.

The screenshot shows the HP ePrint & Share support request form. The form includes the following fields: 'Name' and 'Surname' (text input), 'Email' and 'Telephone' (text input), 'Country' (dropdown menu with 'United States' selected), 'Problem Type' (dropdown menu with 'Printing from ePrint & Share' selected), 'If your problem is related to a printer, please describe your printer model name' (text input), and 'Problem description' (text area). A 'Submit' button is located at the bottom of the form.

Download your files

You can download events or specific files easily from the main Events Web page.

To download an event, click the little triangle beside the event and select **Download** from the popup menu.



You can download individual files by selecting them and pressing the **Download** button. If you download several files at once, a zip file is created and downloaded instead of several independent files. Just unzip the files to use them.

Sort events

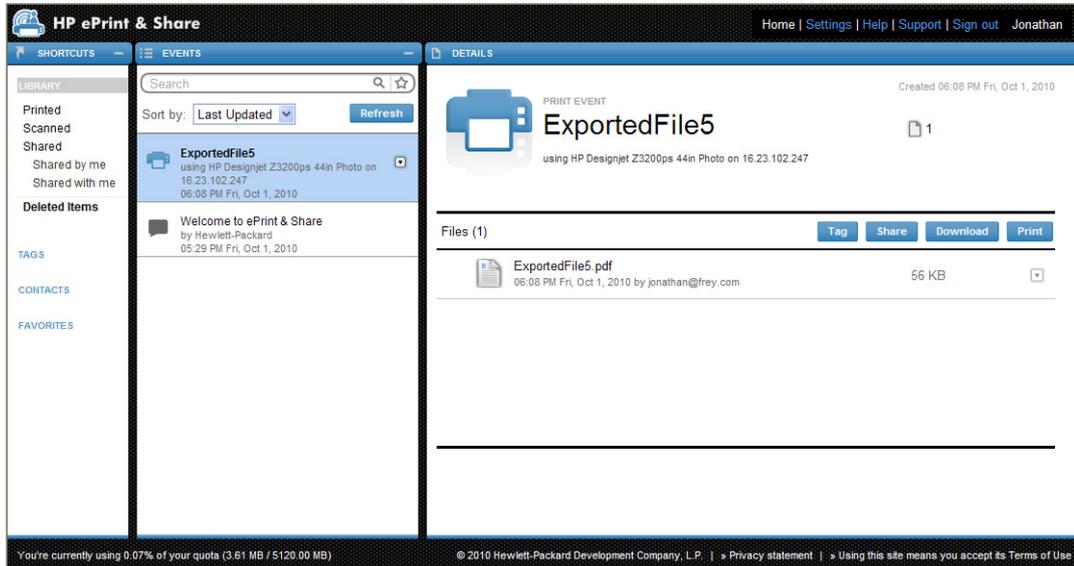
You can sort the events in your Library by using one of the sort options that appear under the Search field:

- Event name
- Owner
- Creation date
- Last updated

Tag events

Tags can be used to organize the files in your HP ePrint & Share Library.

1. Select any file or files and press the **Tag** button. If you want to give the same tag to all files in the selected event, you don't need to select them individually.



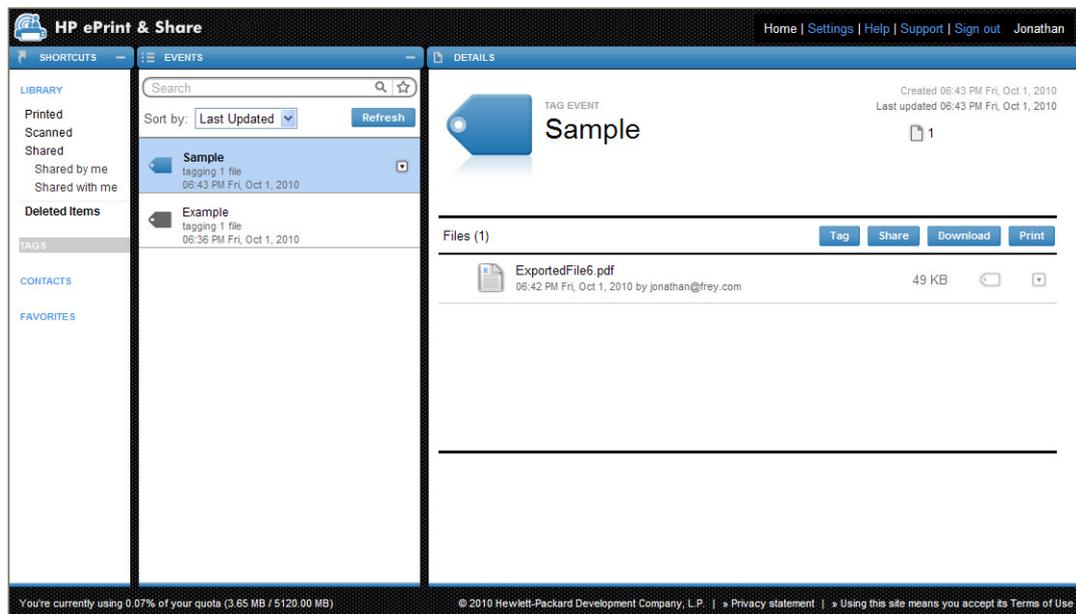
2. You can either choose an existing tag (A), or create a new one by clicking **New**, and adding the name of the new tag (B).



NOTE: If some of the files in the selected event already have a different tag, that tag appears in gray, but that is just for your information. You can apply the new tag to all files in the event.

- When you have created one or more tags, you can see the tag events in the EVENTS column. If you select a tag event, the files with that tag appear in the DETAILS column.

 **NOTE:** If you select **TAGS** in the SHORTCUTS column, only your tag events are shown in the EVENTS column.



- You can change a file's tag by selecting the file and pressing the **Tag** button again.

Delete events or files

You can delete only your own events or specific files inside your events. You cannot modify or remove the events shared with you by someone else, because you are not the owner of the asset. Anything you share and then delete disappears from all accounts in which it was shared.

Search your Library

You can use the Search field at the top of the EVENTS column to search for events in your Library with particular characteristics. Here are some examples of text that you might enter into the Search field.

- **karina** searches the Library and tags for the word 'karina'.
- **eventname:karina** searches the Library for events whose names contain the word 'karina'.
- **event:print karina** searches the Library for all print events and files whose names contain the word 'karina'.
- **event:share karina** searches the Library for all share events containing the word 'karina'.
- **event:share member:karina** searches the Library for all share events whose member names contain the word 'karina'.
- **event:share owner:karina@xxx.com** searches the Library for all share events owned by karina@xxx.com.

Reserved words

- **eventname:**
- **event:all** (all events)
- **event:print** (all print events)
- **event:share** (all share events)
- **filename:**
- **member:**
- **owner:**

Operators

- **-** means 'not'.
- **OR** means 'or'.
- **" "** means a case-sensitive literal search for the text between quotation marks, which may contain spaces.

Save favorite searches

When you have completed a search, you can save that search in the SHORTCUTS column under **FAVORITES** by clicking the ☆ icon to the right of the search field. To repeat the search later, just click its name.

If you later want to delete one of your favorites, first click **FAVORITES** and then click the × mark to the right of the favorite that you want to delete. You can also choose to hide the search without deleting it, in which case it disappears from the SHORTCUTS column but can still be seen when you click **FAVORITES**.

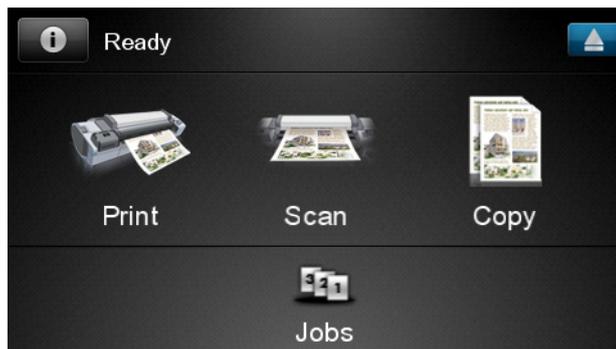
9 Web-connected printer operations

If you have an HP Web-connected printer, some extra possibilities are available to you.

Print from a Web-connected printer

You can print files from your Library from your Web-connected printer's touchscreen, without needing a computer; and you can print them either on the same printer or on any remote Web-connected printer to which you have access.

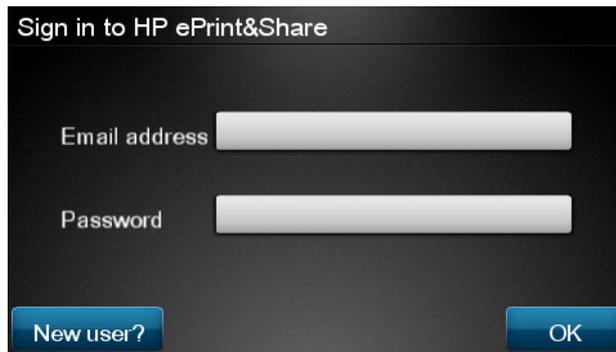
1. If the touchscreen's home screen looks like this, first press the Print icon.



2. Press the **HP ePrint&Share** icon.



3. To access your Library, sign in to HP ePrint & Share using your registered email address and password.



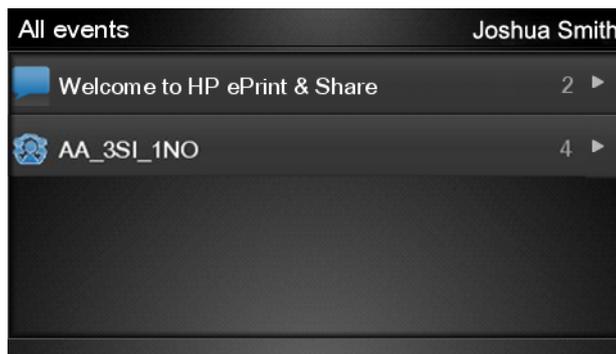
4. Press the white Email address field to enter your email address. A keyboard is displayed so that you can enter the letters. Press **OK** when you have finished; then enter your password in the same way.



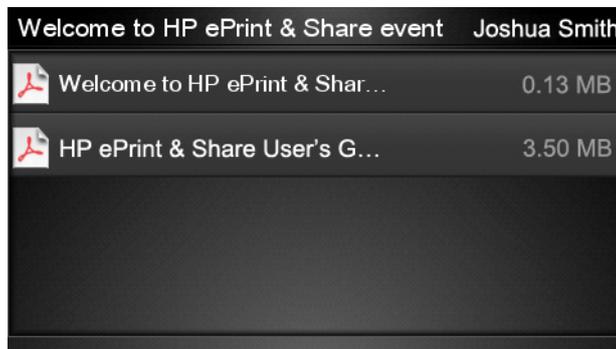
5. Select an event category by pressing the category. You can select All events, all Printed events, all Scanned events, all Shared events, all events Shared by you or all events Shared by others.



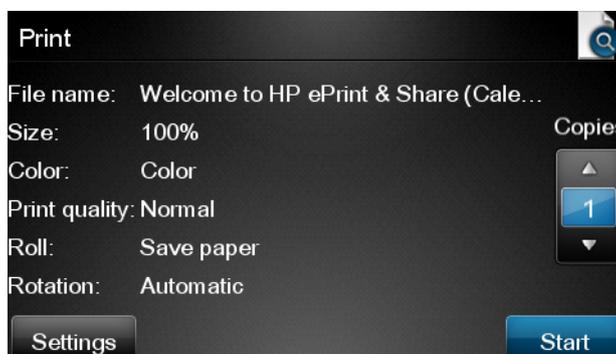
6. Select a particular event from your Library by pressing the event name. The number of files associated with each event is shown on the right.



7. Select a file from the event by pressing the file name.

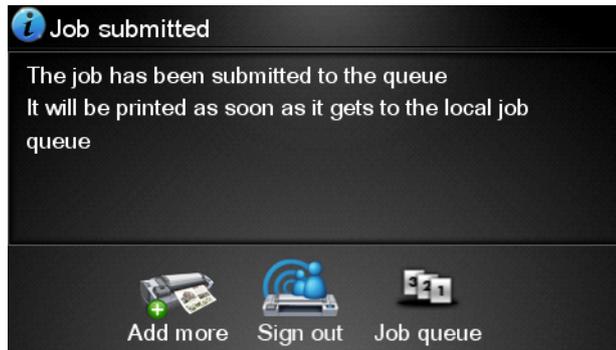


8. The default print settings are displayed, and you can change them by pressing the **Settings** button.



9. When you are ready to print, press the **Start** button.

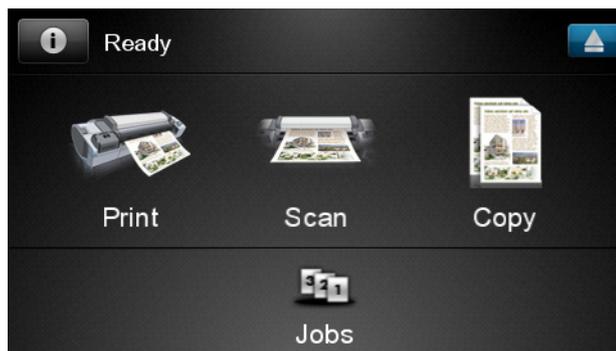
10. After sending one file to print, you can press the **Add more** icon to select another file. Alternatively, press the **Sign out** icon to return to the home screen, or the **Job queue** icon to go to the job queue.



Scan to your Library (T2300 only)

If you have an HP Designjet T2300 eMFP, you can scan documents directly into your Library from the Designjet's touchscreen.

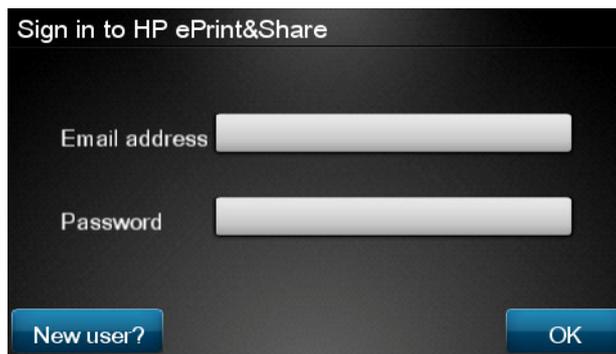
1. Press the **Scan** icon on the touchscreen's home screen.



2. Press the **HP ePrint&Share** icon.



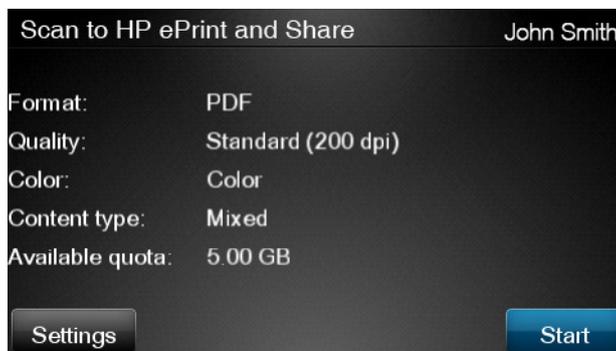
3. To access your Library, sign in to HP ePrint & Share using your registered email address and password.



4. Press the white Email field to enter your email address. A keyboard is displayed so that you can enter the letters. Press **OK** when you have finished; then enter your password in the same way.

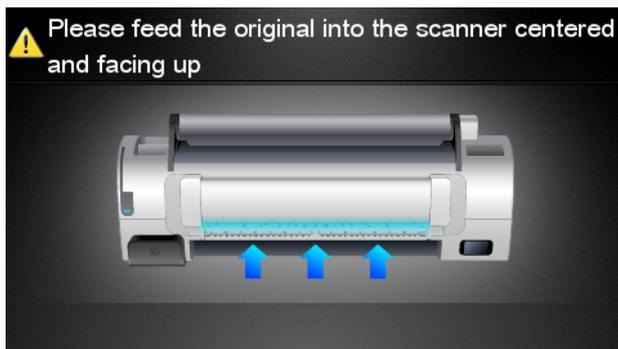


5. The default scan settings are displayed, and you can change them by pressing the **Settings** button.



6. When you are ready to scan, press the **Start** button.

7. Feed the document into the scanner as shown.



8. When the scan is complete, the scan results are displayed. You can press the event name or the file name to change it.

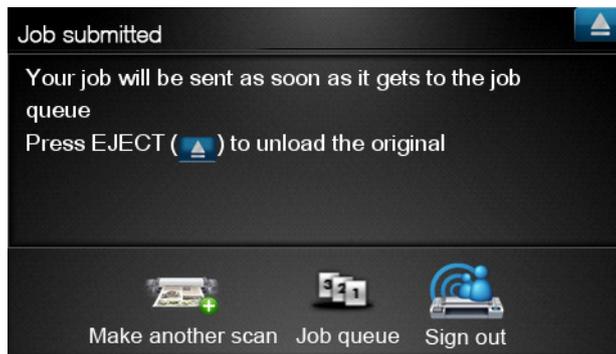
If the scanned file is within your quota, press the **Next** button to continue; otherwise, you can press **Scan again** to change the scan settings and try again.



9. In the next screen, you can choose to share the scan with any of your contacts. You can also add new contacts. Press the **Send** button when ready.



10. After adding one document to the scan queue, you can press the **Make another scan** icon to scan another document. Alternatively, press the **Sign out** icon to return to the home screen, or the **Scan queue** icon to go to the scan job queue.

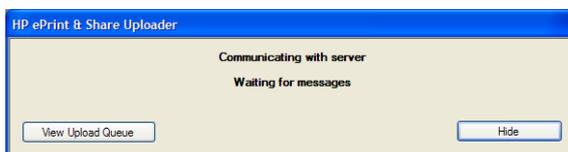


11. The scanned document will be available in a Scanned event in your Library, and you can later print it or share it with other people.

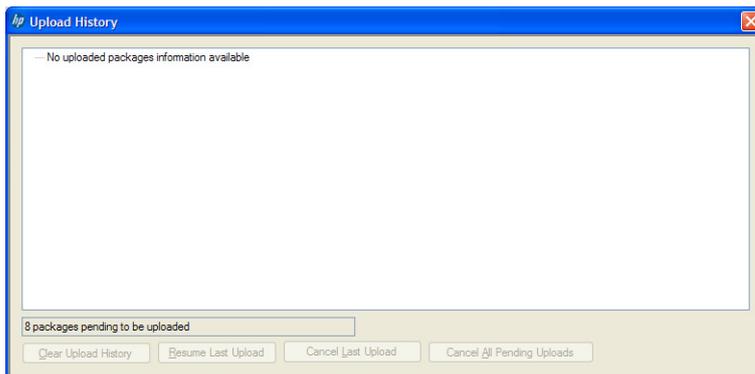
10 Further information

Upload history

When you double-click the Printing Tool task-bar icon or select the **Track** option from the menu, the Uploader window appears:



If you press the **View Upload Queue** button, the Upload History window appears:



This window provides the history of your uploads. The buttons at the bottom provide the following options:

- **Clear Upload History:** Delete the upload history.
- **Resume Last Upload:** Restart the upload process at the first pending file.
- **Cancel Last Upload:** Delete one event that has failed to upload and continue with the upload of subsequent events in the queue.
- **Cancel All Pending Uploads:** Delete all of the files waiting to be uploaded. This button is enabled when the latest upload failed.

Paper sizes

HP ePrint & Share supports paper rolls of the following widths: 440 mm (17.32 in), 457 mm (18 in), 610 mm (24 in), 620 mm (24.41 in), 762 mm (30 in), 810 mm (31.89 in), 880 mm (34.65 in), 914 mm (36 in), 1067 mm (42 in), ISO A0, A1, A2, A3, B0, B1, B2.

Print previews

- To preview a multi-page document, double-click the document name to see an expanded list of all the pages of the document.
- Two previews are available:
 - The print preview is displayed by default. It shows a preview of how the print will appear when printed on the loaded paper.
 - The content preview can be requested by clicking its icon. It shows the image as specified in the file, without regard to the loaded paper.

Multiroll printing

If you have a multiroll printer, you can choose to print all jobs on one specified roll; or you can choose to use the multiroll printing strategy set in the printer, which could mean that some jobs are printed on one roll and some on another. See your printer's documentation for more information.

11 Troubleshooting

General

- When I right-click a file in Windows Explorer, I don't see the **ePrint & Share** option.
Answer: Under the 64-bit version of Windows XP, you can access your Library on the Web, but the Printing Tool is not supported (see [System requirements on page 4](#)).
Recommendation: Use the 64-bit version of Windows Vista or Windows 7.
- I cannot use HP ePrint & Share from Mac OS.
Answer: Under Mac OS, you can access your Library on the Web, but the Printing Tool is not supported (see [System requirements on page 4](#)).
Recommendations:
 - From Mac OS, you can use HP ePrint & Share to share and store files in the cloud.
 - If you have access to another computer running Windows, you can then use the Printing Tool on that computer.
 - If you have an HP Designjet T2300 eMFP, you can upload files by scanning directly to your Library.
- I cannot preview a multipage document.
Answer: Double-click the document name to see an expanded list of all the pages of the document.

HP ePrint & Share Printing Tool

- I cannot install the Printing Tool successfully.
Answer: Administrator privileges are required to install the Printing Tool.
Recommendation: Before trying to install the Printing Tool, please log in as an administrator, or as a user with administrative rights.
- I cannot delete all the printers from the printer list in the Printing Tool.
Answer: You can delete a printer from the printer list only if it has been added by network discovery. To remove any other printer from the list, you must uninstall it from your computer.
Recommendation: To uninstall a printer, remove the corresponding HP Designjet driver. For example, in Windows XP, select **Start > Printers & Faxes > Printers** and delete the printer's icon. The process for removing the driver may vary depending on your operating system.

- The Printing Tool cannot detect my printer.

Answer: This may happen for one of the following reasons.

- The Printing Tool does not detect installed drivers if they point to a file port or local port.
- You cannot install a driverless printer if it is already installed as a driverless printer with an old IP address.
- Print servers are not supported. If a printer is connected to a computer by a USB cable, and the printer is shared, it will not be detected by the Printing Tool.

- I don't see an option in the Printing Tool to print in black and white.

Answer: The Printing Tool always sends prints to the printer in color.

Recommendation: Convert the image to black and white before sending it through the Printing Tool, or print using the printer driver, if the printer driver has a black and white option.

- I don't see color management options in the Printing Tool.

Answer: The Printing Tool does not provide color management. Only sRGB is sent to the printer.

Recommendation: If you need color management options, use the printer driver instead of the Printing Tool.

- I cannot print on a particular roll of paper.

Answer: The roll widths shown in the **Fit to** drop-down list in the **General Print Settings** are supported by the Printing Tool. If you load rolls of other widths, they appear on the list grayed out.

Recommendation: Use one of the supported roll widths: see [Paper sizes on page 43](#).



NOTE: Your printer may not support all of these widths.

AutoCAD plug-in

- After installing my new version of AutoCAD, I no longer see the ePrint & Share option in the AutoCAD menu.

Answer: The AutoCAD plug-in is not installed with your new AutoCAD application.

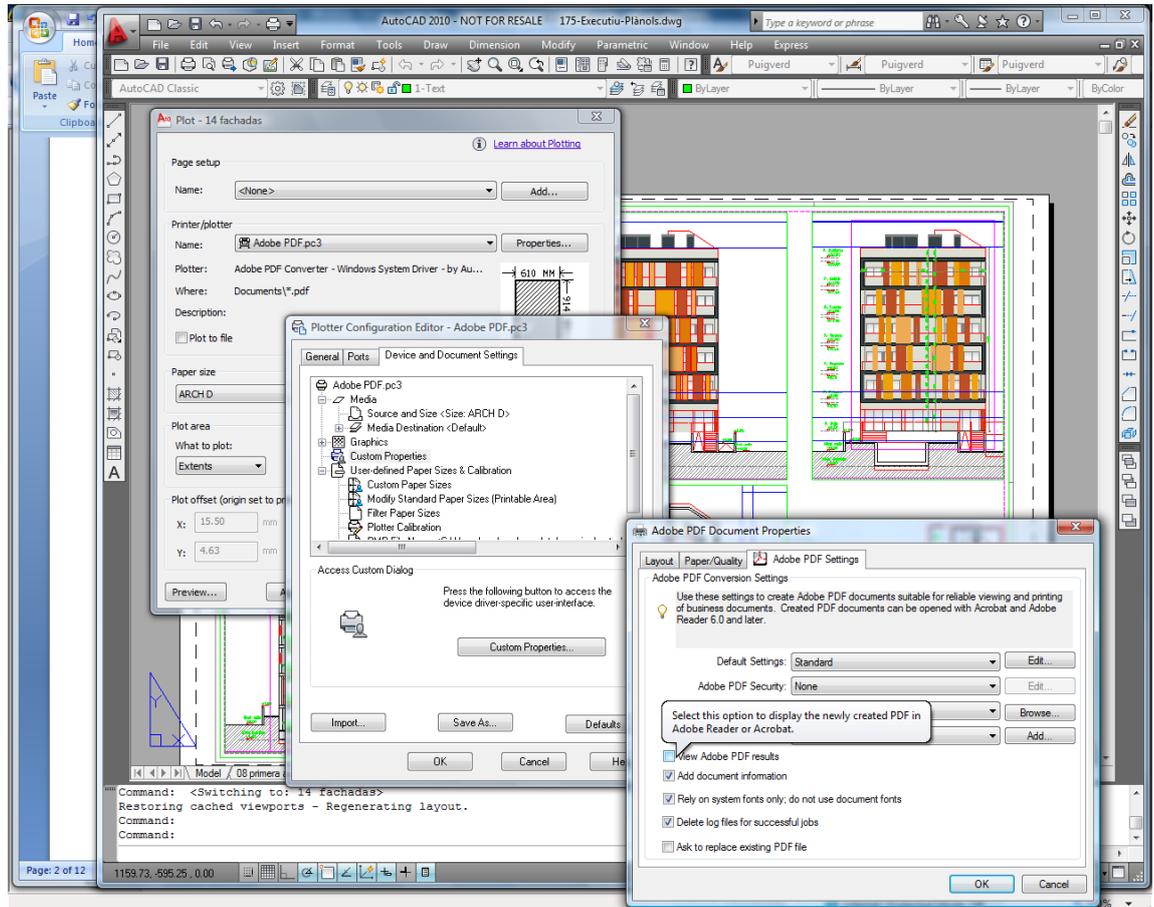
Recommendation: Uninstall and reinstall HP ePrint & Share, so that the plug-in is added to the AutoCAD options.

- When I click a preset, it does not open any window, and I see a message: **Note: This plug-in only prints from paper space. The plot has been cancelled. An error occurred when generating the PDF.**

Answer: This is normal behavior, because ePrint & Share is designed to work on Layouts, not on Model objects, in accordance with the Autodesk AutoCAD design guidelines.

- When printing, you may see an Adobe Acrobat splash screen.

Answer: To get rid of it, you should uncheck the **View Adobe PDF results** box in the AutoCAD **Plot** tool (**File** menu).



- When using the configuration option to import presets, the CTB files are not saved.

Answer: This is correct, the CTB files are not saved in this situation.

Office plug-ins

- I can't select my printer in the Excel plug-in.

Answer: The HP ePrint & Share plug-in for Excel does not support all HP Designjet printers, because of problems in specifying a custom page size with those printers. The HP Designjet T and Z series printers are supported.

- I can't select my printer in any Office plug-in.

You can select a printer in the Microsoft Office plug-ins only if you have the printer driver installed. To work around this limitation, select a different printer and request a print preview. Then change the printer selection in the HP ePrint & Share Printing Tool.

Answer: If you have not installed a driver for your printer, it will not be visible in the printer list. Only printers with a driver installed are visible from within Microsoft Office. Driverless printers will not appear.

Recommendation: To avoid the need to install a driver, you can select a different printer and request a print preview. Then change the printer selection in the HP ePrint & Share Printing Tool.

- The print of an image in an Excel file is clipped.

Answer: The PDF may not have been created correctly.

Recommendation: Try selecting a wider range of cells around the image, then select **Print selection only**.

HP Designjet Go Web

- I used HP Designjet Go Web, and it didn't produce a PDF file.

Answer: This is normal. It produces a PLT file.

Recommendation: To produce PDF files, use the AutoCAD and Office plug-ins.

Print-ready files

- The fonts in the PDF file have printed incorrectly.

Answer: This will happen if the fonts are neither embedded in the file, nor installed in your computer.

Recommendation: Embed the fonts in the file, or install them in your computer.

- I cannot print long PDF files.

Answer: The Printing Tool has a limitation for PDF conversions: at a resolution of 600 dpi, the maximum length of a print is 1.3 m (51 in). At 300 dpi, the maximum length increases to 2.7 m (106 in). If you try to exceed the limit, a warning icon appears next to the job, which is not printed.

Recommendation: If you need to exceed the maximum length permitted by the Printing Tool, you can reduce the resolution by lowering the print-quality setting; or use the printer driver, which has no such length limit.

Library management

- I just received a message from someone who has shared files with me, but when I look in my Library I don't see the Share event.

Answer: Try pressing your browser's refresh/reload button to ensure that the page is up to date.

- I cannot offer to other people shared files that I have received but do not own.

Answer: This is an intentional feature, to limit the distribution of files created by the sharing originator. If you want to use the files, you can print them or download them to your local disk.

- I cannot delete some Share events.

Answer: You can delete only events that you own.

- I have a file in a Share event in my Library that is gray, and I can do nothing with it.

Answer: This indicates that the owner of the Share event has deleted the file, in which case it is true that you can do nothing with it.

- I cannot upload any more files to the Library.

Answer: Your quota in the Library is 5 GB. Once you reach that limit, you cannot upload any more files until you free some space by deleting files from your Library.

Recommendation: If you are scanning to your Library using an eMFP, consider modifying the quality/resolution of the job to decrease the file size, so that each file requires less space in your Library.

Glossary

Event

One or more files associated with each other by being printed, shared or tagged together.

HP Designjet Go Web

A printer driver that allows you to print to HP ePrint & Share from any application on your computer.

HP ePrint & Share

HP's system for document storing, organizing, printing and sharing.

HP ePrint & Share Printing Tool

A program installed on your computer that prints your files on any connected HP Designjet or LaserJet and stores them in your Library.

HP ePrint & Share uploader

A program installed on your computer that manages the queue of files sent to HP ePrint & Share.

Library

Your collection of stored events and files on the HP ePrint & Share server.

Member

One of the people allowed to share the set of files in a Share event.

Plug-in

A software module that adds some functions to a program.

Quota

The amount of space allocated to your Library on the HP ePrint & Share server.

Tag

A descriptive label applied to a set of files in your Library.