HP Roam for Business - Set up and Use Guide

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1 Introduction

HP Roam for Business (HP Roam) is a secure print solution that allows users to discover and print to HP Roam-enabled printers from virtually anywhere using the cloud.

For information about privacy, security, and data protection, go to http://www.hp.com/privacy.

This document provides instructions for users that already have an HP Roam for Business account on how to install the HP Roam App and send print jobs to the cloud.

2 HP Roam Requirements

Use the following list to ensure that the HP Roam app and printer requirements are met before using the HP Roam solution in a business environment.

Printer requirements

- HP Roam is compatible with select HP LaserJet Pro, HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, and HP PageWide Managed printers.

  To view the list, go to the HP Roam for Business Compatibility matrix.

- HP Enterprise printers must be running **HP FutureSmart firmware version 4.9 and newer**.

  For more information, go to the Latest Firmware Versions.

- Printers must have Bluetooth Low Energy (BLE) capability to print using the HP Roam App for Android and iOS. Go to the HP Roam for Business compatibility matrix for a list of printers supported by HP Roam and whether each has embedded BLE capability or requires a Bluetooth accessory to discover printers.

- Printers must have internet access with the following ports accessible through the firewall, if applicable:

  – Port 631 IPP/IPPS

  – Port 443 HTTP

HP Roam App for Android or iOS requirements

- Android 6.0 or newer
- iOS 11 or newer
- Bluetooth capability and Location services must be enabled on the phone or tablet.
- Android and iOS devices must allow notifications in order to receive HP Roam discovery prompts when nearby printers are detected.

HP Roam App for macOS requirements

- macOS High Sierra (10.13) and newer

HP Roam App for Windows requirements

- Windows 7 or Windows 10
- Windows platforms require .Net 4.6.1 installed on the client workstation
- Windows 10 on ARM CPU devices is not supported.

3 Install the HP Roam app on an Android or iOS

The HP Roam app allows a Bluetooth-enabled phone or tablet to send stored jobs directly to the HP Roam cloud and send print jobs from the cloud to an HP Roam-enabled printer.

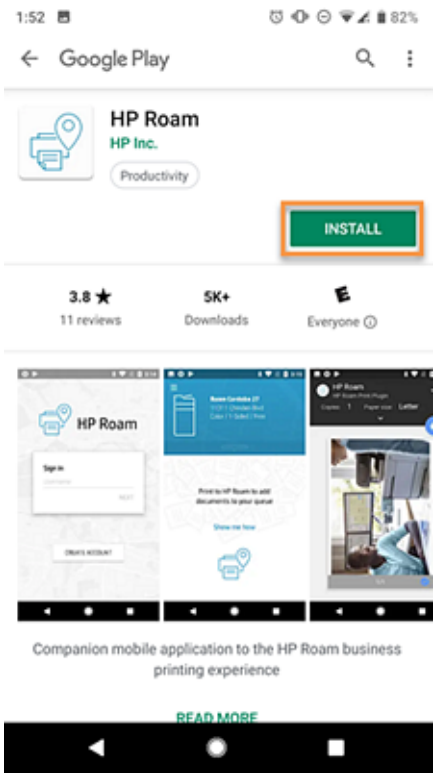
To install the HP Roam mobile app, follow the steps for your operating system.

NOTE: An HP Roam user account is required to set up the HP Roam App for Android.

Install the HP Roam App for Android

NOTE: Before you can begin using HP Roam, you will need to create an account. See the *Deployment Guide* or contact your system administrator.

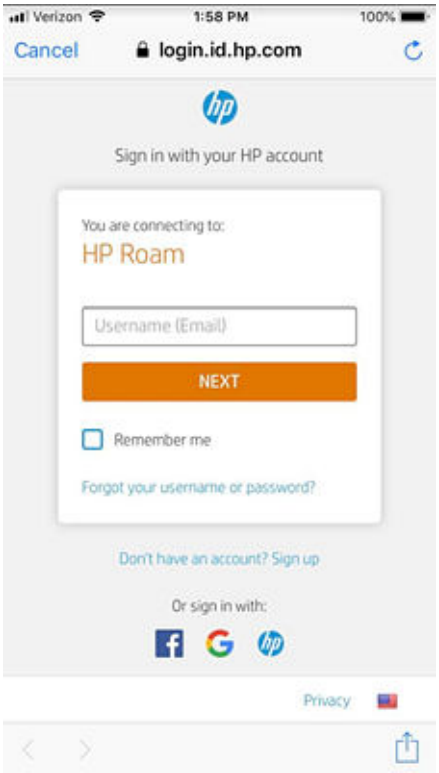
1. Make sure the phone or tablet is Android 6.0 or newer.
2. Download and install the HP Roam app from Google Play.



3. Read the End User License Agreement and select the check box to confirm.

4. Click **Sign In or Create Account**.

5. Sign in with HP Roam for Business account credentials. If you don't already have an account, click **Don't have an account? Sign up**.



6. Select **Allow Location Access** if you would like the HP Roam app to discover nearby HP Roam-enabled printers.

7. If prompted, select **Turn On Bluetooth**.

NOTE: Bluetooth Low Energy (BLE) is used by the HP Roam App to discover HP Roam-enabled printers. To print, Bluetooth must be enabled. To wait until later to turn on Bluetooth after the installation, select **Skip**.

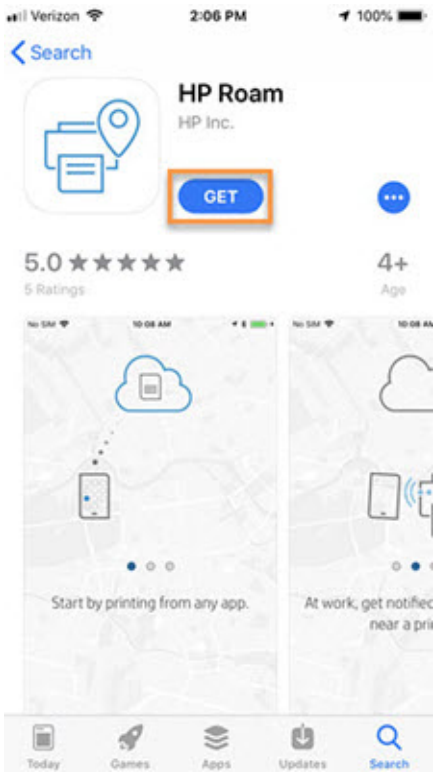
Install the HP Roam App for iOS

To use HP Roam for iOS, install the HP Roam app and then set up the profile.

NOTE: An HP Roam user account is required to set up the HP Roam App for iOS.

1. Make sure the iPhone or iPad is running iOS 11 or newer.

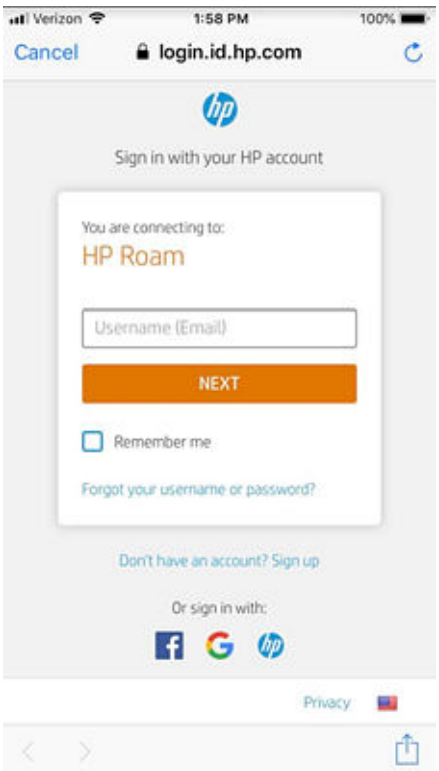
2. Download and install the HP Roam app from the Apple App Store.



3. Read the End User License Agreement and select the check box to confirm.

4. Click **Sign In or Create Account**.

5. Sign in using HP Roam account credentials.



6. Follow the prompts to complete the installation.

   a. Select **Allow Location Access**.

   NOTE: Enabling Location Access allows the HP Roam app to detect when you are near an HP Roam-enabled printer. HP recommends selecting **Always Allow**, but be advised that this setting could impact battery consumption.

   b. Select **Allow Notifications**.

   NOTE: Enabling Notifications allows the HP Roam app to notify you when you have jobs in your queue and are near an HP Roam-enabled printer.

   c. Select **Download Profile**.

   NOTE: The HP Roam print profile must be downloaded to your iOS device to install it. The HP Roam print profile enables you to print natively from iOS apps.

   d. If prompted to "Let printers find you," select **Turn on Bluetooth**.

   e. Select **Allow**.

   f. When the Profile Downloaded screen displays, select **Close**.

   g. When the 'Quickly print from other apps' screen displays, select **OK** to complete the profile download.

   h. Select **Open this page in HP Roam**. The HP Roam app opens.

7. Before continuing with the HP Roam app installation process, minimize the HP Roam installer, and install the profile.

   a. Open **Settings** and select **General**.

   b. Select the HP Roam profile.

   c. In the upper-right corner, select **Install**.

   d. Type the device passcode.

   e. Use the button (bottom-center) to select **Install**.

   f. Select **Done**.

   g. Close **Settings** and return to the HP Roam installer screen.

8. On the **Quickly print from other apps** screen, select **OK**.

9. Print a test page.

   a. Select **Print Test Page**.

   b. On the Printer Options screen in the upper-right corner, select **Print**.

   c. Select **Finish**.

4 Install the HP Roam App for macOS or Windows

The HP Roam app allows a Bluetooth-enabled laptop to send stored jobs directly to the HP Roam cloud and send print jobs to the printer.

To install the HP Roam mobile app, follow the steps for your operating system.

Install the HP Roam App for macOS

To use HP Roam for macOS, install the HP Roam print driver. To install the HP Roam for macOS print driver, follow these steps:

NOTE: The HP Roam installer for Mac will install only the HP Roam print driver.

1. Make sure the macOS version is 11 or newer.
2. Download the HP Roam for macOS installer.
   a. Go to HP Roam software.

      NOTE: To manually navigate to the file, go to hp.com/support, search for **HP Roam**, and select **Software, Drivers & Firmware**.

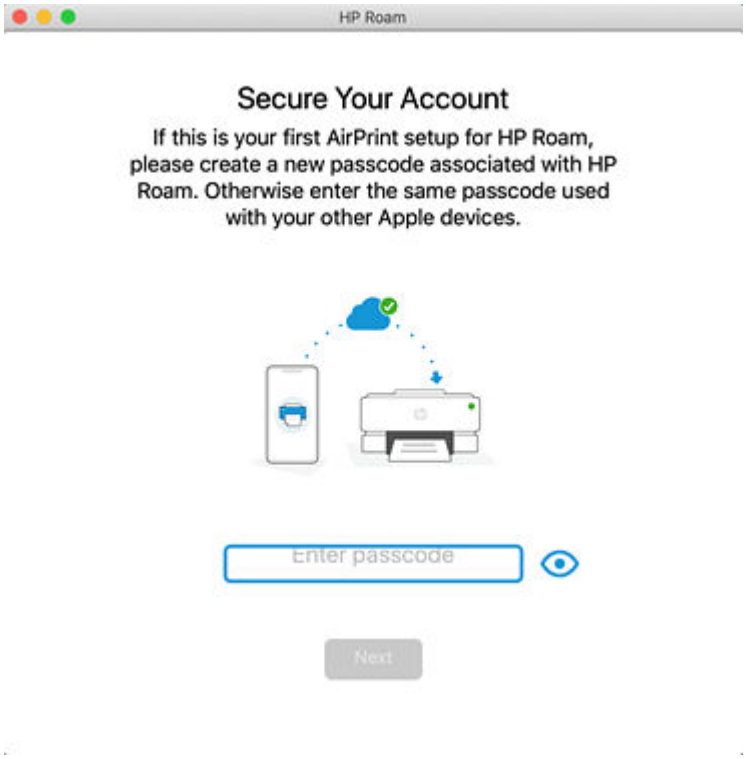
   b. Locate the installer file and click **Download**.
   c. Click **Save as** to save the file to the Mac.
3. Launch the HP Roam for macOS installer.

4. Read the End User License Agreement and select the check box to confirm.

5. Click **Sign in or Create Account** and sign in using HP Roam account credentials.

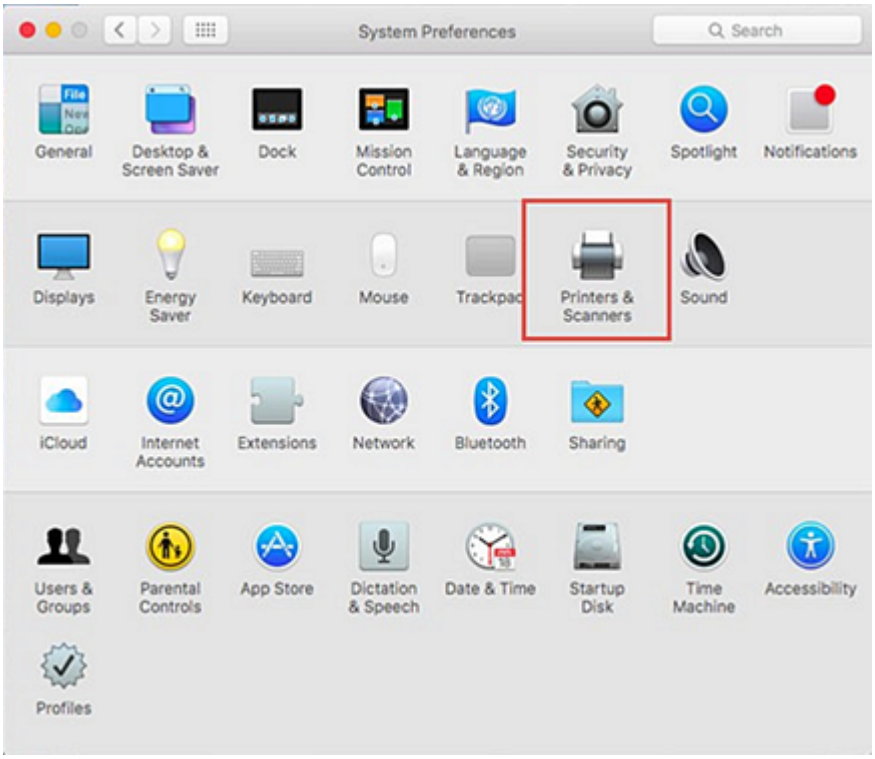
6. Type an AirPrint passcode to be associated with HP Roam and click **Next**.

NOTE: If you have previously installed HP Roam on an iOS device, use the same passcode that you used to install the HP Roam print profile.

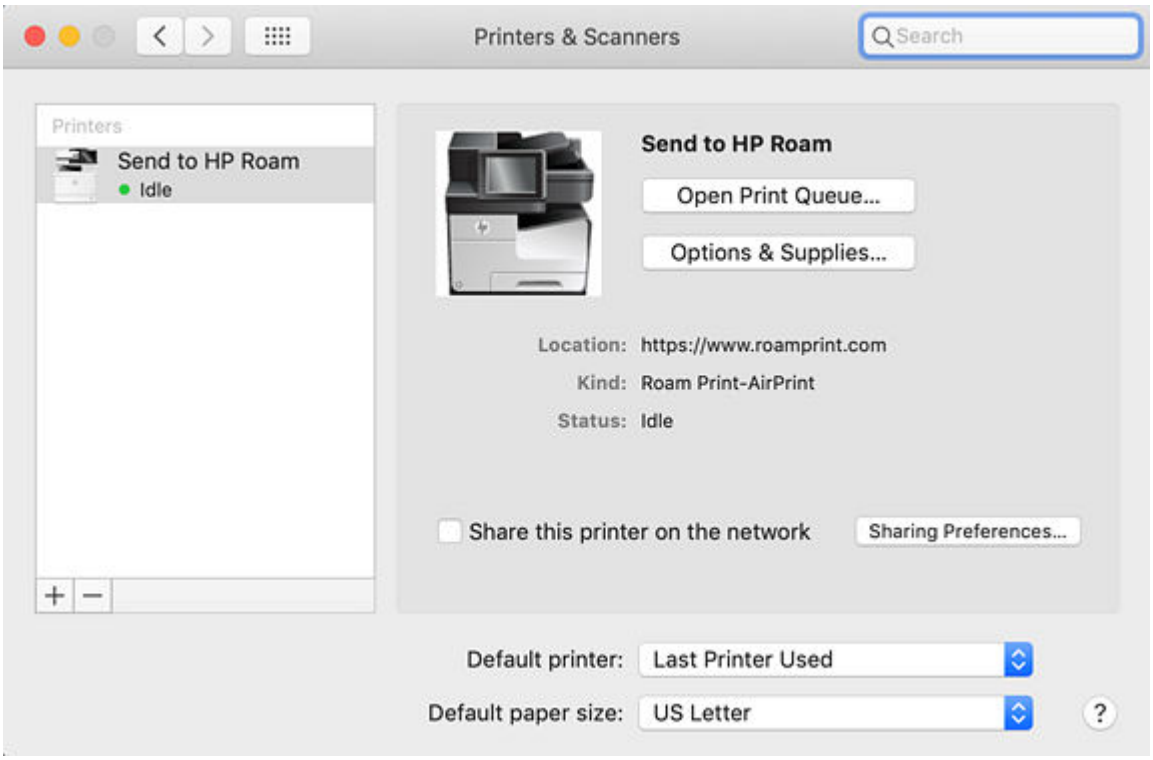


7. Wait for the installation to complete and when finished, click **Done**.

8. Open **Printers and Scanners**.



9. Make sure **Send to HP Roam** is listed as an available printer.



You can now print to **Send to HP Roam** from any macOS application.

Install the HP Roam App for Windows

The HP Roam installer for Windows will install both the HP Roam app and the print driver. To install the HP Roam for Windows app and print driver, follow these steps:

NOTE: The HP Roam printer is the default printer during installation. Windows might change this default printer based on the 'Let Windows manage my default printer' setting.

1. Make sure the following system requirements are met:
   - Windows 7 or Windows 10
   - .Net 4.6.1 or newer
2. Download the HP Roam Windows Driver.
   a. Go to HP Roam software.

      NOTE: To manually navigate to the file, go to hp.com/support, search for **HP Roam**, and select **Software, Drivers & Firmware**.

   b. Locate the driver file and click **Download**.
   c. Click **Save as** to save the .exe file to the PC.
3. Run the .exe installer as an admin.
   a. Double-click **RoamInstaller.exe** to launch the installation process.
   b. Read the End User License Agreement and select the check box to confirm.
   c. To set HP Roam as the default printer, click **Installation settings**.
   d. Click **Install**.

When completed, there is no confirmation message. The app will be visible on the workstation from the programs menu.

5 Print from Android or iOS to the HP Roam cloud

To send print jobs from a phone or tablet to an HP printer or the HP Roam cloud using HP Roam, follow these steps:

IMPORTANT: To use these steps, you must have an HP Roam for Business account.

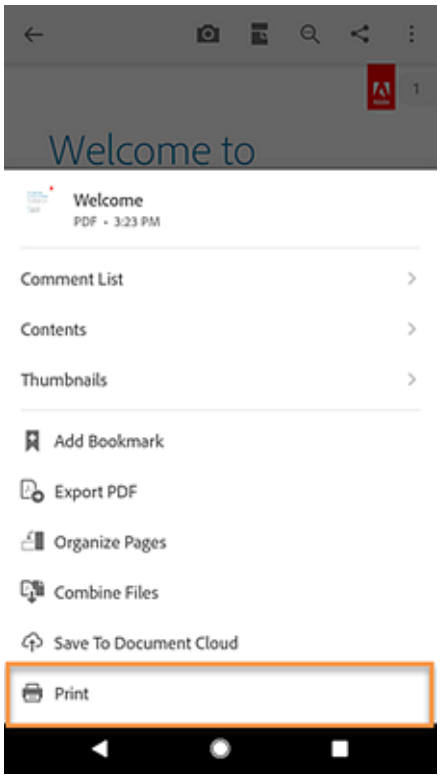
Send print jobs from an Android

NOTE: Some applications may not have a Print selection on the first level and might require navigating to **Share & Export** > **Print**.

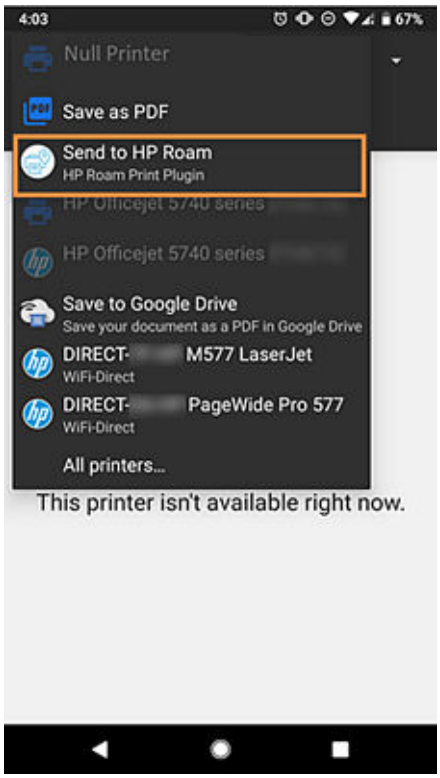
1. Open a document or page to print.
2. Send a print job from the application to the HP Roam cloud. The following example uses Adobe.
   a. Select the menu icon ⋮ in the upper right corner of the display.

      NOTE: Depending on the application, you might need to select the share icon .

b. Select **Print**.

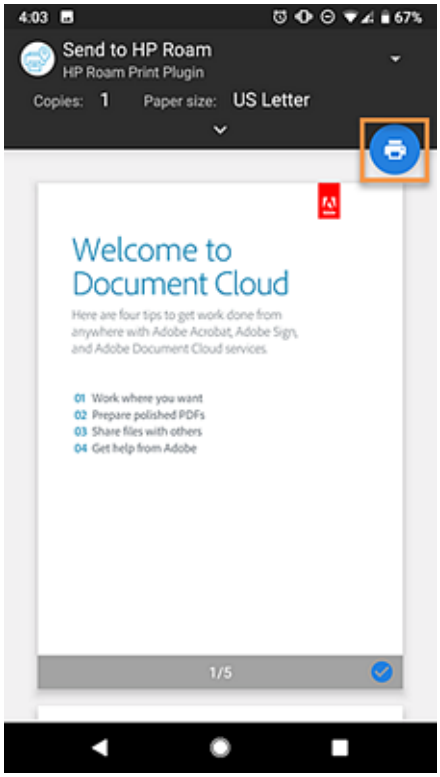


c. Select **Send to HP Roam**.



d. Select the Print icon .

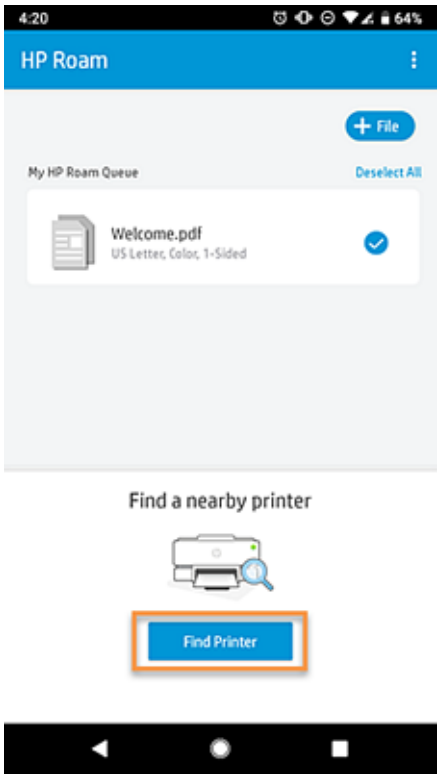
NOTE: This will save the print job to the HP Roam cloud. When the upload is complete, you will receive a notification that the job is available to print.



3. To print the job now, select the HP Roam notification or open the HP Roam app.

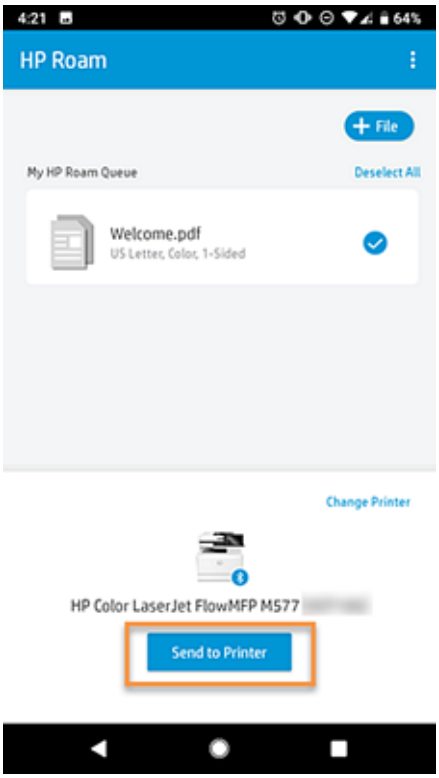
NOTE: When you open the HP Roam app, you will see the stored print job. You can also print the stored job later from either the HP Roam app or directly from the printer control panel.

4. Select **Find Printer** to discover nearby HP Roam-enabled printers.



5. Select the printer.

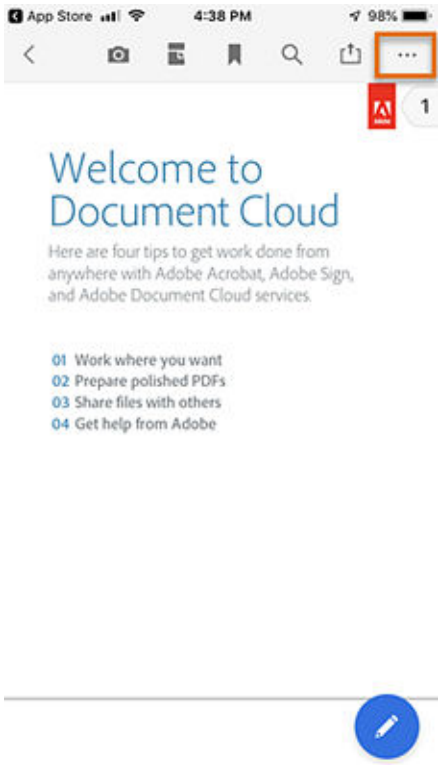
6. Confirm the print job is selected and click **Send to Printer**.



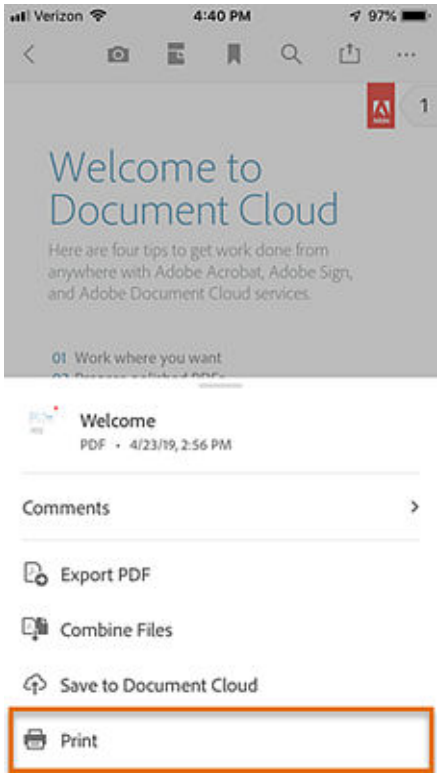
Send print jobs from an iPhone or iOS device

NOTE: These steps will vary depending on the application from which the document is being printed.

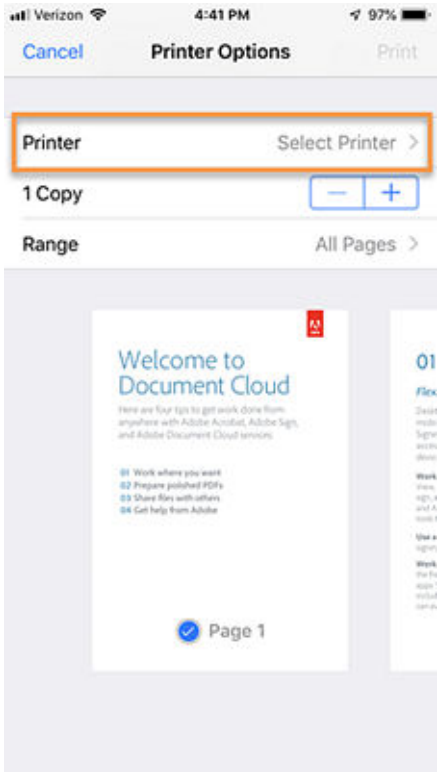
1. Open a document or page to print.
2. Send a print job from the application to the HP Roam cloud. The following example uses Adobe.
   a. Open the menu ••• in the upper right corner of the display.



b. Select **Print** or the Print icon .

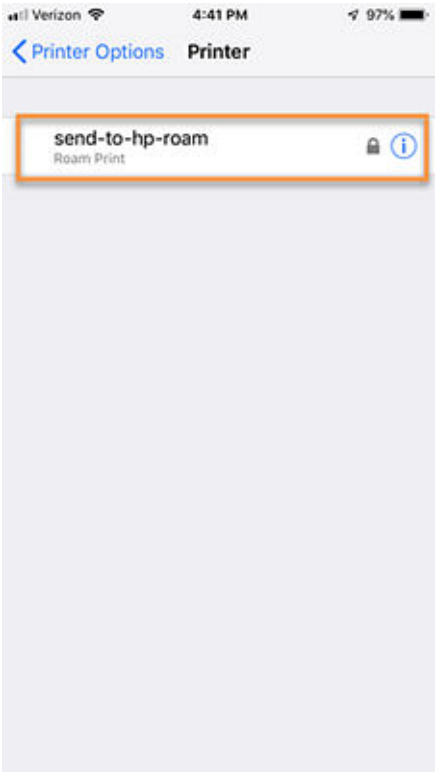


c. Open the **Select Printer** menu.



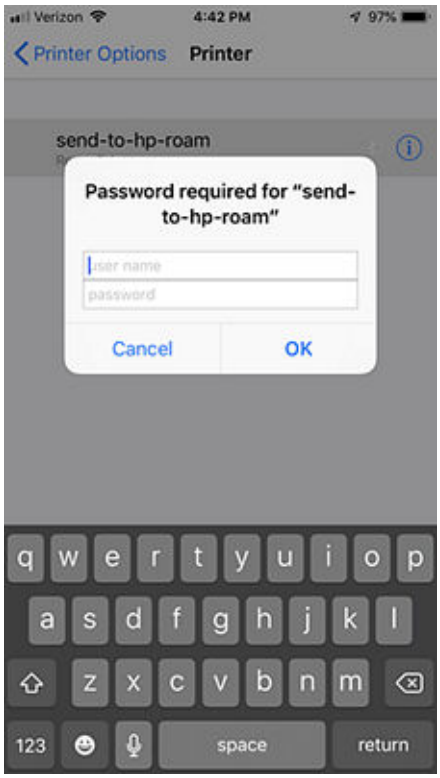
d. Select the **send-to-hp-roam** printer.

NOTE: If you are not sure whether it is the correct printer, select **Identify** to display an identification prompt on the printer control panel.



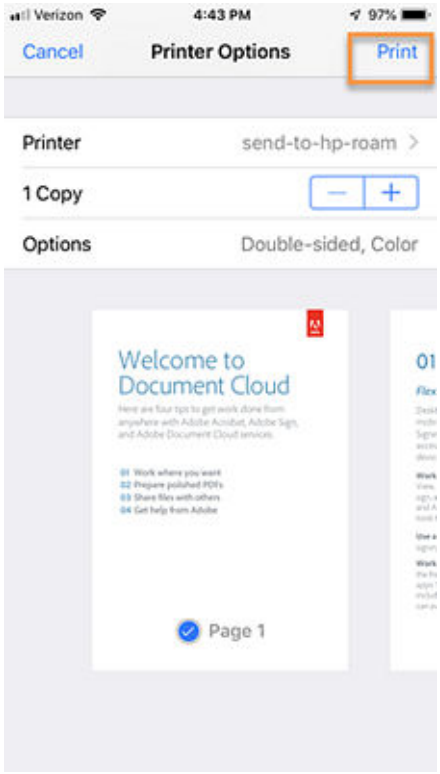
e. Sign in using HP Roam AirPrint credentials.

NOTE: If you have already installed HP Roam for macOS, use the same Airprint password with iOS.



f. Select **Print**.

NOTE: This will save the print job to the HP Roam cloud. When the upload is complete, you will receive a notification that the job is available to print.

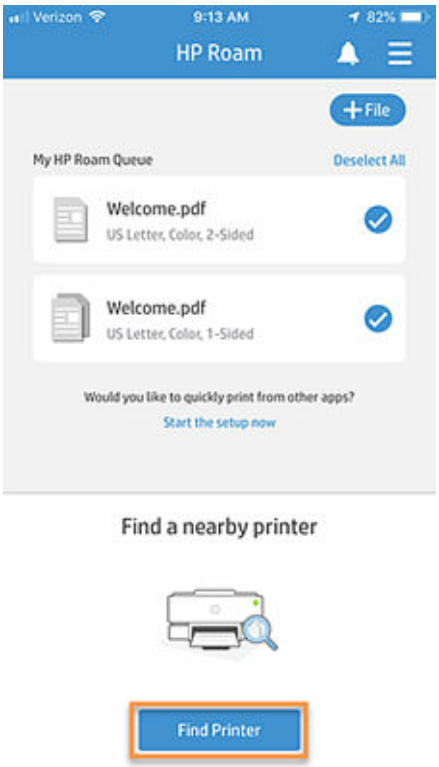


3. To print the job now, select the HP Roam notification or open the HP Roam app.

NOTE: You can also print the stored job later from either the HP Roam app or directly from the printer control panel.

4. Wait for the list of print jobs to display.

5. Select **Find Printer** to discover nearby HP Roam-enabled printers.



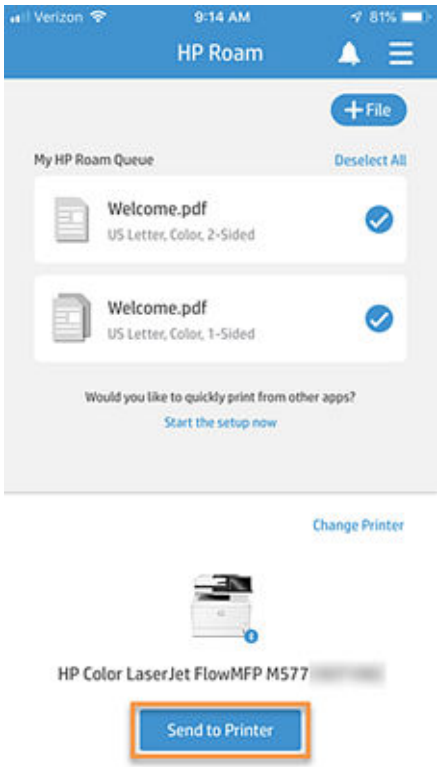
6. Select the printer.

NOTE: If you are not sure whether it is the correct printer, select **Identify** to display an identification prompt on the printer control panel.

7. Make sure it is the correct printer and then select **Select Printer**.

NOTE: If you are not sure whether it is the correct printer, use the Information icon to view the printer details before selecting it. To trigger an identification prompt to display on the printer control panel, select **Identify**.

8. Click **Send to Printer**.



6 Print from macOS or Windows to the HP Roam cloud

To send print jobs from a macOS or Windows laptop to the HP Roam cloud using HP Roam for Business, follow these steps:

IMPORTANT: To use these steps, you must have an HP Roam for Business account.

Send print jobs from macOS

1. Open a document or page to print.
2. Select **Print**.
3. Select the **Send to HP Roam** printer.

Release (print) the job from the HP Roam cloud using one of the following methods:

- HP Roam App for Android
- HP Roam App for iOS
- HP Roam Embedded Printer App

Send print jobs from Windows

NOTE: The first time you try to print in Windows using HP Roam, you will be prompted to enter your credentials by launching HP Roam from the programs menu. Select the check box **Keep me signed in** to avoid future login prompts.

1. Open a document or page to print.
2. Select **Print**.
3. Select the HP Roam printer.
4. Select **Print**.

NOTE: This will save the print job to the HP Roam cloud. When the upload is complete, you will receive a notification that the job is available to print.

Release (print) the job from the HP Roam cloud using one of the following methods:

- HP Roam App for Android
- HP Roam App for iOS
- HP Roam Embedded Printer App

7 Use the HP Roam Embedded Printer App

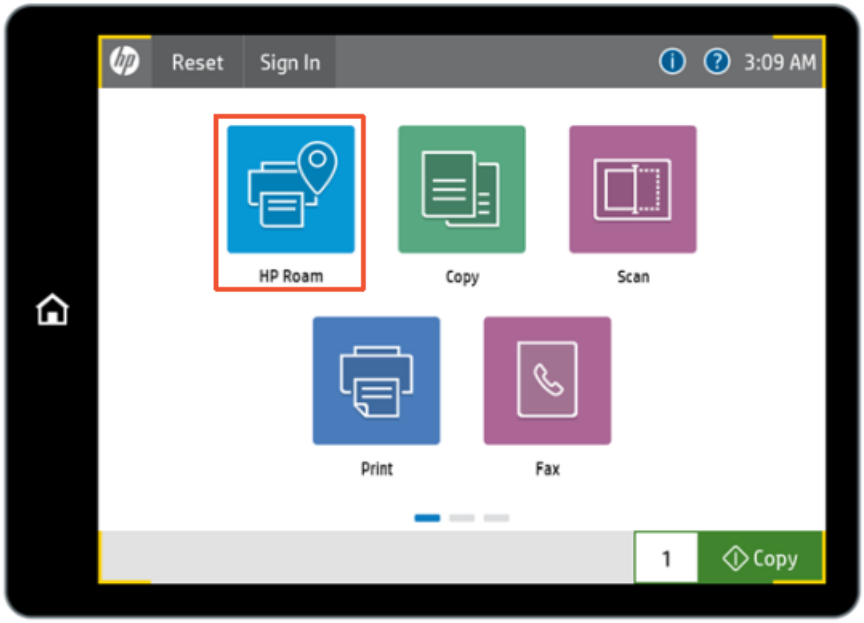
If a badge reader has been installed on a Roam-enabled printer, you can release (print) jobs from the printer control panel by swiping your enrolled badge. Otherwise, you can manually sign in to Roam to release jobs from the printer control panel.

Enroll a badge to HP Roam

If the printer administrator has attached an HP Proximity Card Reader X3D03A to the printer and enabled it for use with HP Roam, you can authenticate to Roam by swiping your badge instead of manually typing in your Roam credentials. The credentials must be manually entered once at the printer to associate them with the badge.

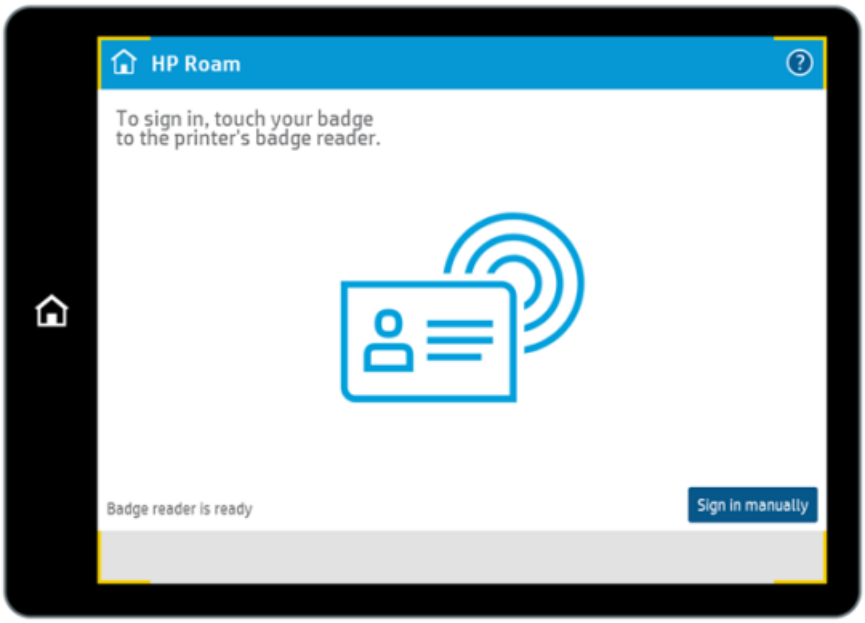
1. On the printer control panel, select the HP Roam button to open the HP Roam Embedded Printer App.

   Figure 7-1 HP Roam button on the printer control panel



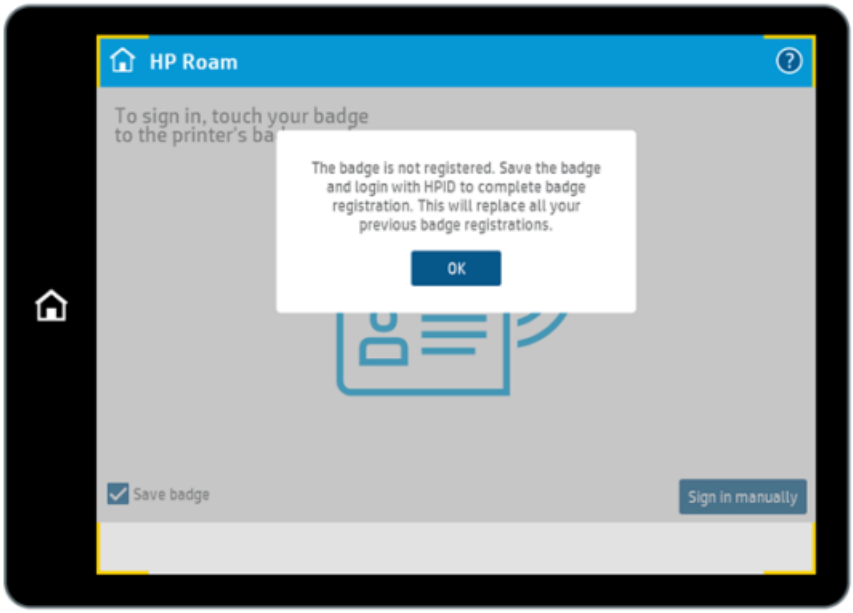
2. Follow the on-screen instructions and swipe the proximity badge across the proximity card reader.

   Figure 7-2 HP Roam sign in screen



3. If the badge is not yet registered, a message that the badge is not registered appears on the screen. Select OK to dismiss the message.

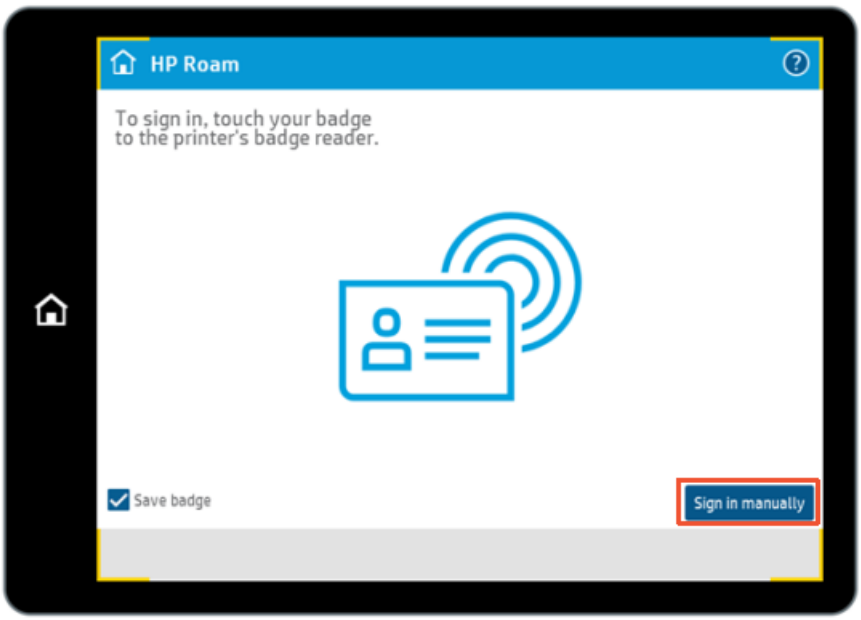
Figure 7-3 The badge is not registered message in HP Roam



NOTE: The Save badge option in the lower left corner is selected by default. If you encountered an issue during the badge swipe and you do not want to associate the new badge number with your account, clear the Save badge check box so the badge number is not retained.

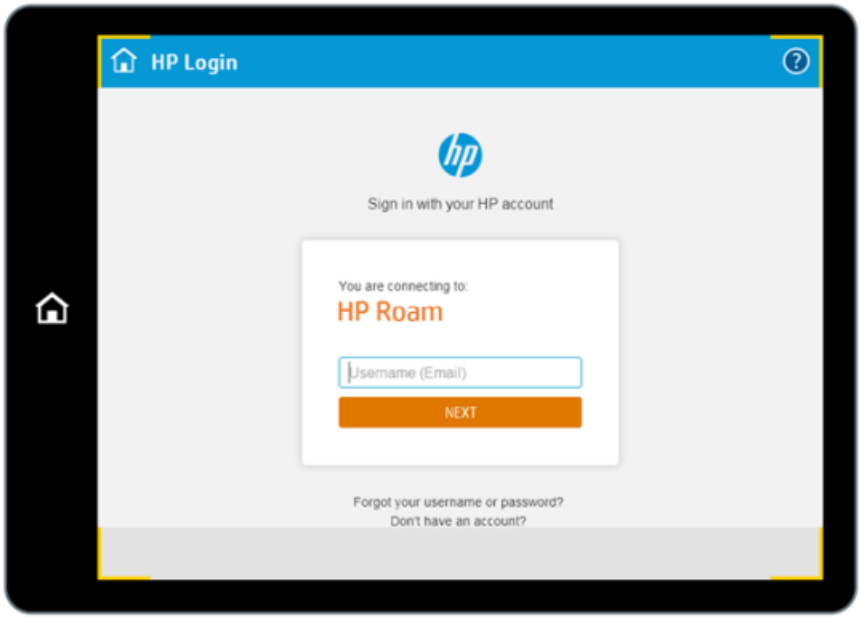
4. To register the swiped badge to your HP Roam user account, select Sign in manually.

Figure 7-4 Select Sign in manually to register a swiped badge to a Roam account



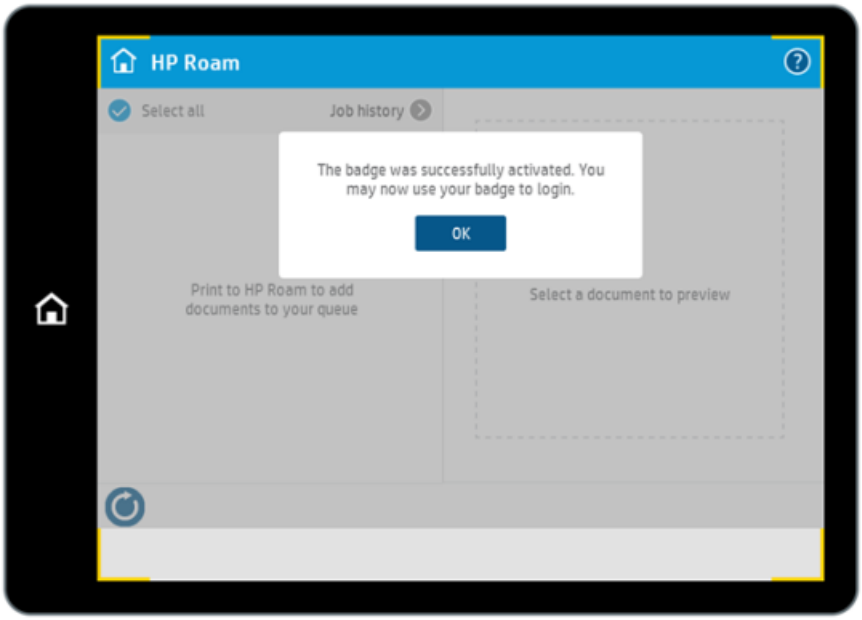
5. Sign in to HP Roam with the HP ID credentials to register to the badge.

Figure 7-5 Log in to HP Roam manually from the printer control panel



6. When the credentials are entered and accepted, the HP Roam Embedded Printer App displays a message that the badge was successfully activated. Select OK to dismiss the message.

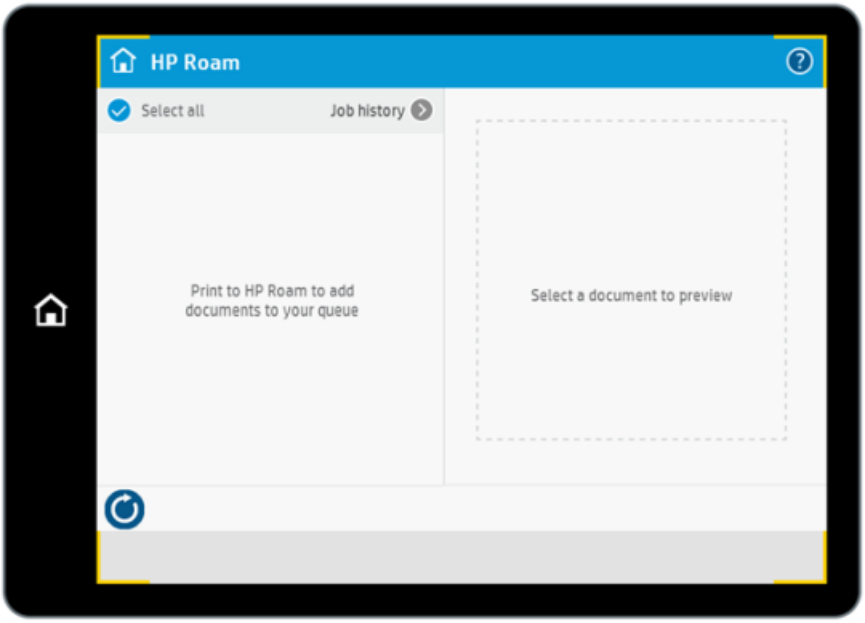
Figure 7-6 The badge was successfully activated message in HP Roam



The app displays your list of available HP Roam print jobs.

In the following example, the list of print jobs is empty.

Figure 7-7 List of available Roam print jobs

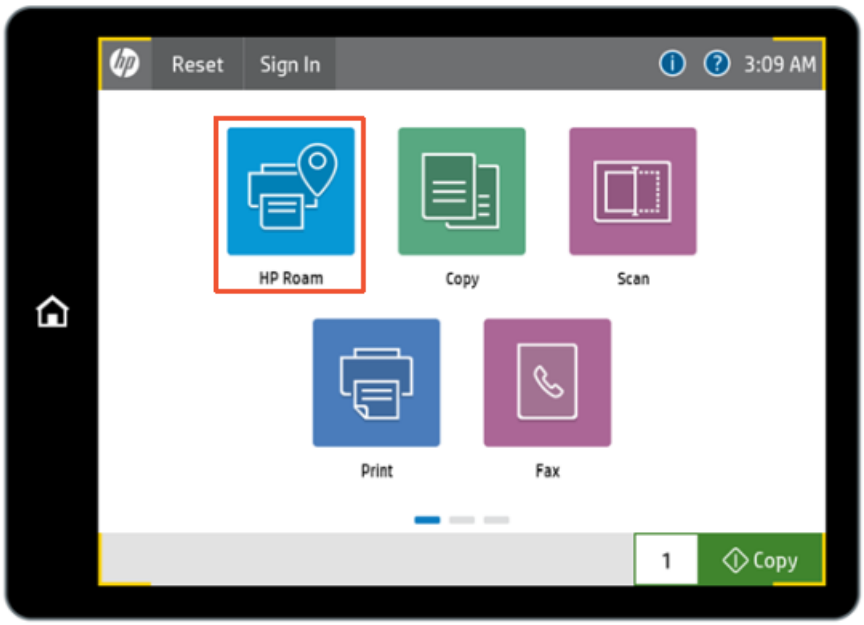


Authenticate to HP Roam at the printer control panel

After you enroll your badge, you can authenticate at any time to the HP Roam by swiping the badge. If you do not have a badge, you can sign in to HP Roam manually.

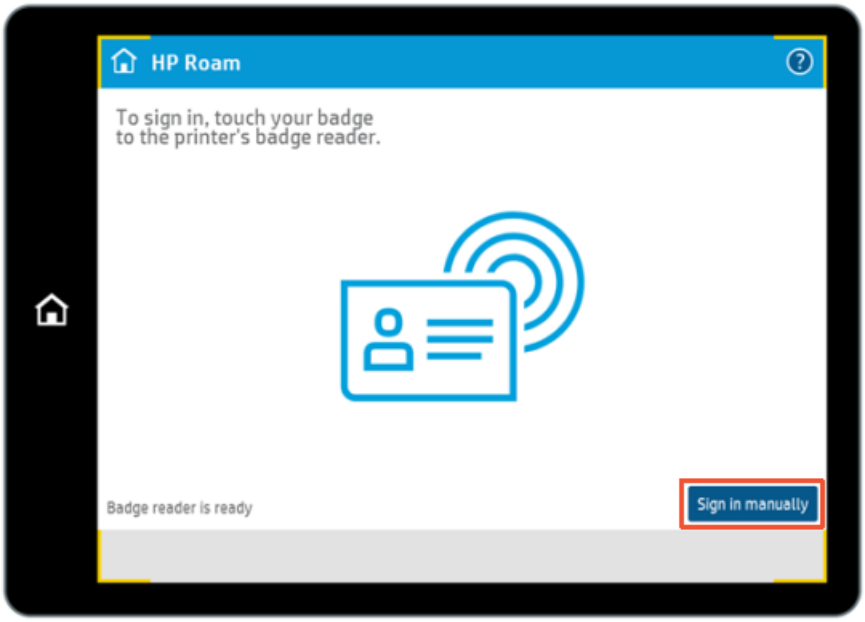
1. On the printer control panel, select the HP Roam button to open the HP Roam Embedded Printer App.

   Figure 7-8 HP Roam button on the printer control panel



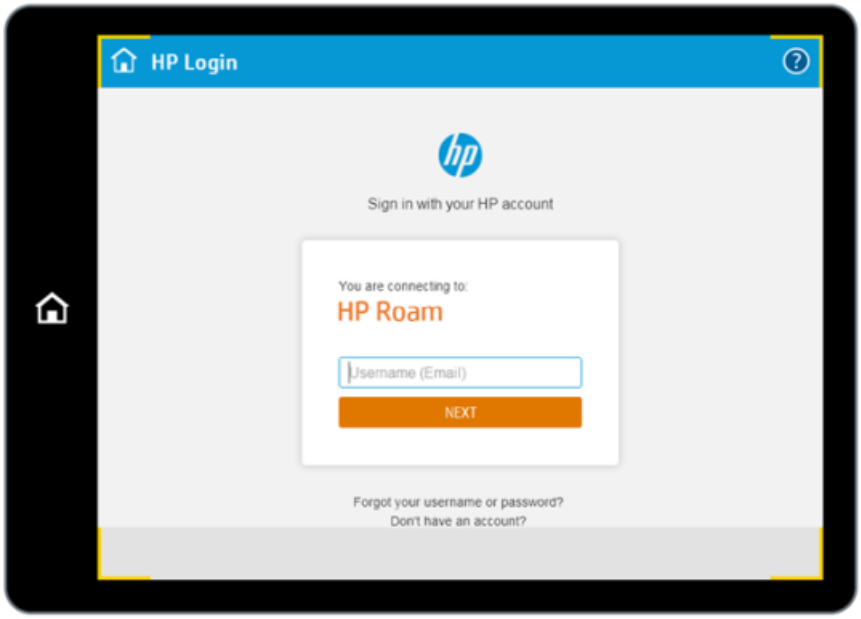
2. If you do not have a badge, select Sign in manually.

   Figure 7-9 Sign in manually to HP Roam



3. Sign in to HP Roam using your HP ID credentials.

Figure 7-10 Log in to HP Roam manually from the printer control panel

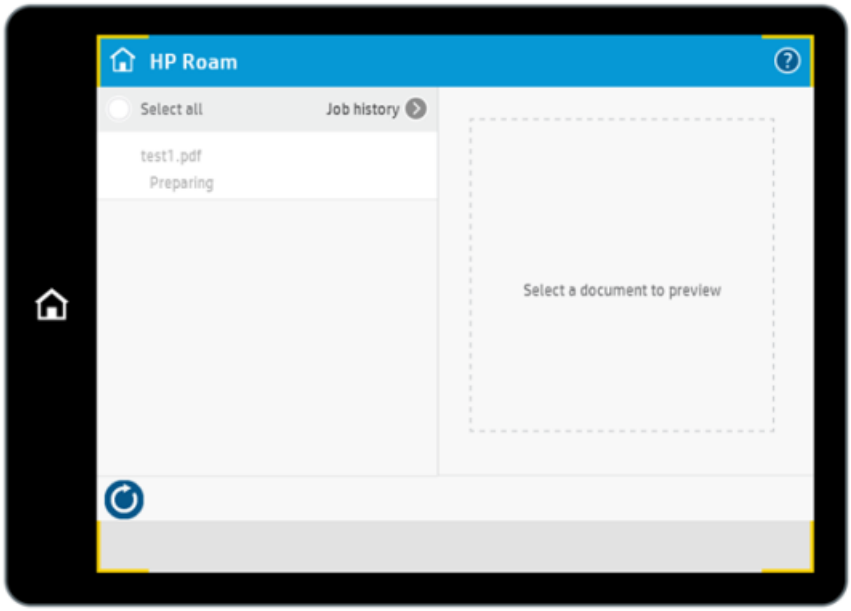


Print using the HP Roam Embedded Printer App

After signing in manually to HP Roam or using a proximity badge, HP Roam displays a list of your print jobs. You can release any available print jobs you have previously submitted.

1. If you view your print job list immediately after submitting a job, you can see the job being posted to the job queue.

   Figure 7-11 Print job in the process of posting to the queue



2. When a job is available for printing, it is selected by default. The number of pages in the job appears. If multiple jobs are in the queue and available for printing, they are all selected by default.

Figure 7-12 Job available for printing in the queue

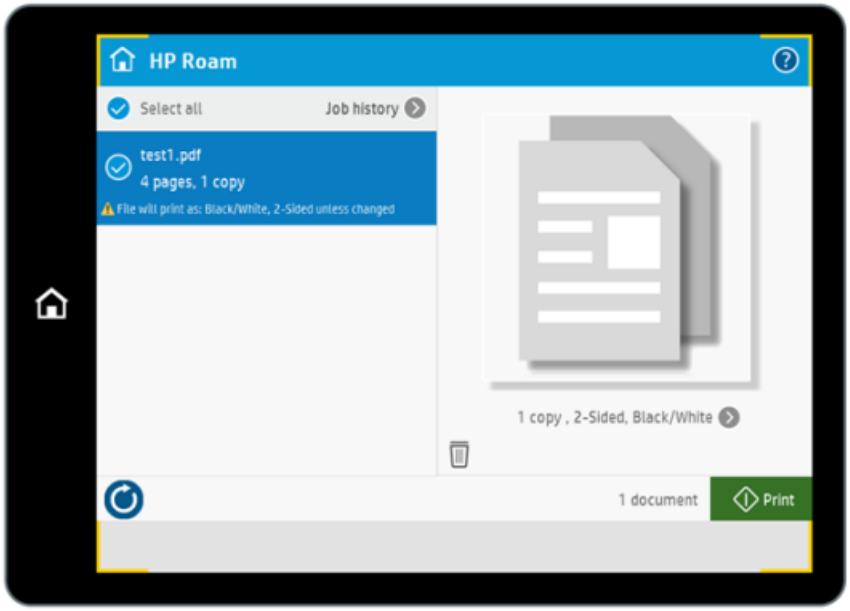
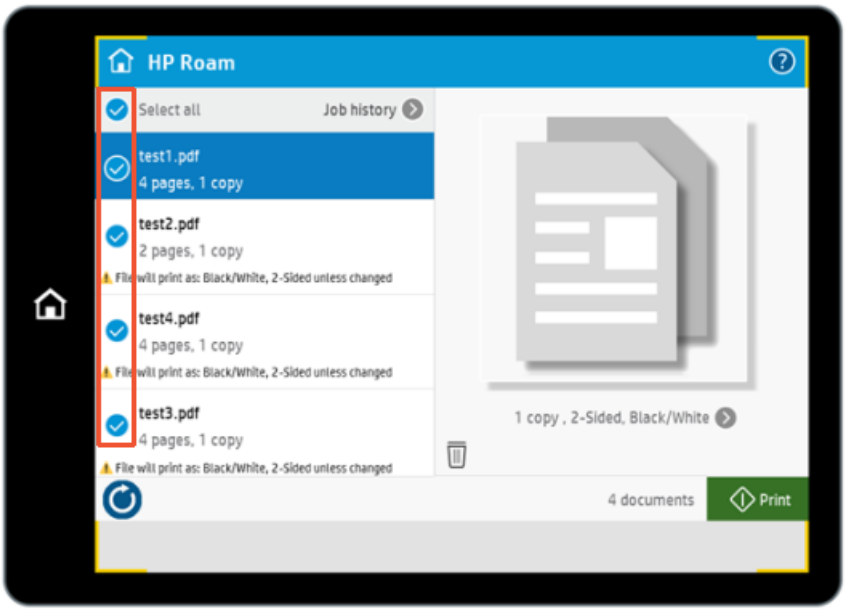
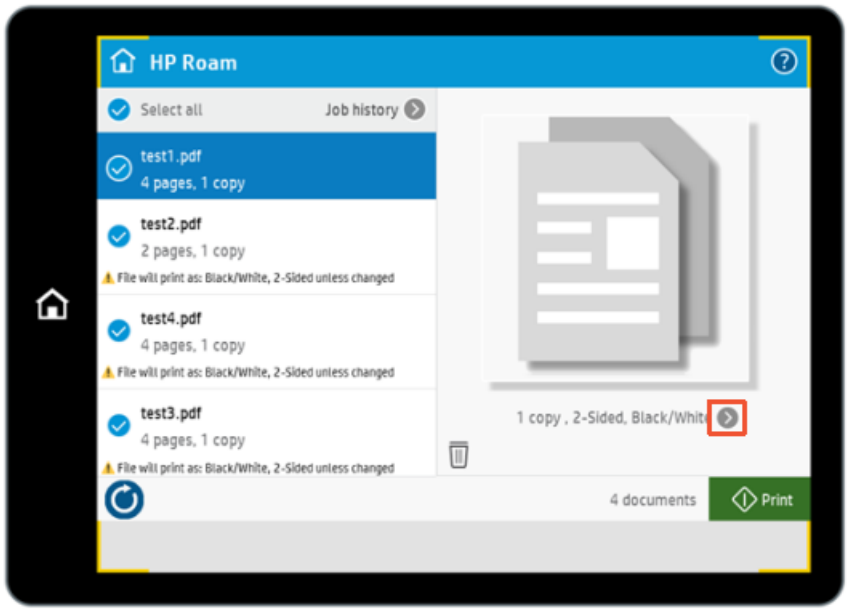


Figure 7-13 Multiple jobs available for printing in the queue



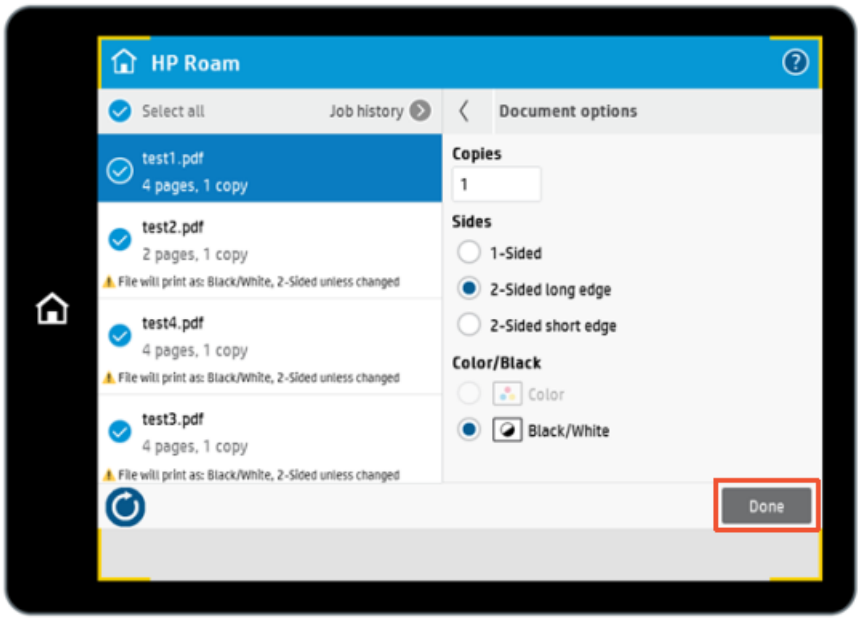
3. To specify different job options, select the arrow under the job preview image on the right side of the control panel screen.

Figure 7-14 Select the arrow to view different job options for a print job



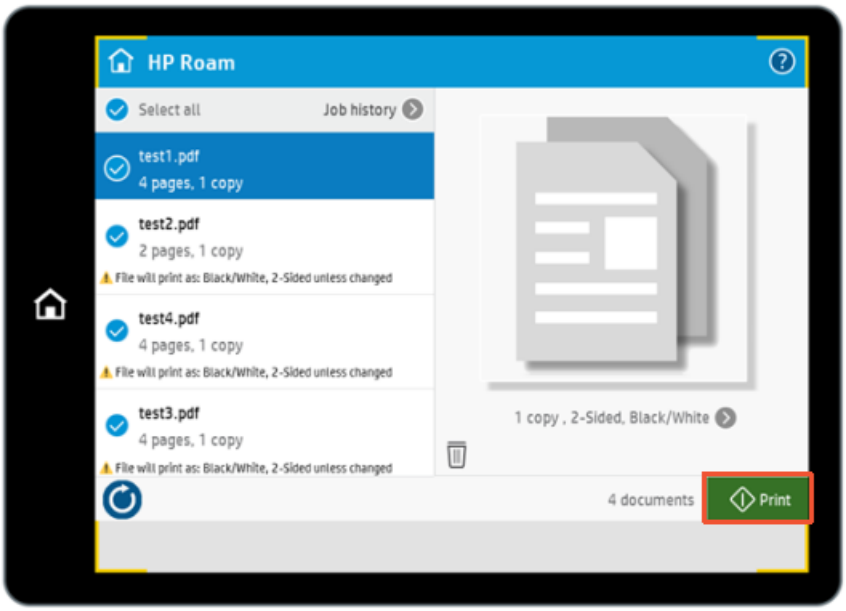
4. Adjust options for the print job, such as the number of copies, 1-sided or 2-sided printing, and printing in color or black and white on color printers. On monochrome printers, the Color option is not available. When finished, select Done.

Figure 7-15 Select options for the print job



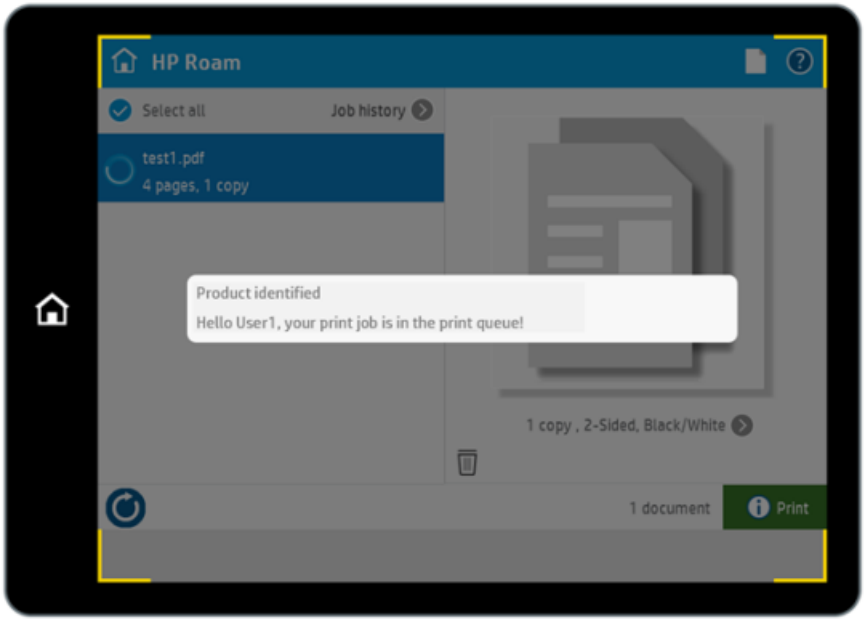
5. Select Print to release the selected job for printing.

Figure 7-16 Select Print to release the job for printing



6. When the print job is sent to the printer, a message stating the job is in the print queue appears.

Figure 7-17 A released print job is in the print queue



8 Troubleshooting FAQs

Use the following FAQs as a guide to help troubleshoot any issues encountered when using HP Roam for Business.

My IT administrator said I was invited to use HP Roam but I have not received an invitation email

HP Roam emails might take several minutes to arrive in the inbox. Please make sure emails have not been routed to junk or spam folders.

Will the HP Roam Windows app work on Windows 8?

No. The HP Roam Windows App is supported only in Windows 7 or Windows 10.

Where do I get the HP Roam app?

Download and install the HP Roam app from one of the following sites:

- Apple App Store
- Google Play
- HP Roam software for Windows and macOS

How do I print from my phone directly to an HP Roam-enabled printer?

For instructions on installing the HP Roam App on your phone or tablet, see the section *Install the HP Roam app on an Android or iOS*.

After installing the HP Roam App (iOS users also need to install the HP Roam Printer Profile) and logging into your HP Roam account, you can print from many apps by selecting Print from either the Share menu or the extended menu (...) in the upper-left corner of the app.

From the print screen, select “Send to HP Roam” as the destination printer and then hit print.

After submitting jobs to your HP Roam queue, you can view submitted jobs using the HP Roam web portal (www.roamprint.com) and the HP Roam Mobile App for iOS or Android.

How long will a print job remain in the print queue?

Print jobs will remain in the print queue for 72 hours.

How many print jobs can be in the queue at one time?

There is no fixed limit to the number of jobs that can be in the print queue but stored jobs will be purged from the queue after 72 hours.

How do I get my phone to automatically discover HP Roam-enabled printers?

If you want your phone to automatically discover nearby HP Roam-enabled, make sure the following criteria are met:

- The HP Roam App (for iOS or Android) is installed
- Notifications are allowed from HP Roam (see Settings)
- Bluetooth is enabled on the Android device
- Location services for HP Roam is enabled on the phone or tablet
- Make sure that you are added as User to the account or that the printer is allowed to received print jobs from guests

Can I use the HP Roam Mobile App on an older Android or iOS phone?

The HP Roam Mobile App requires Android 6.0 or newer and iOS 11 or newer.

"Location Services is not enabled" message in the HP Roam app

When you have print jobs stored in the HP Roam cloud queue, the HP Roam Mobile App uses Location Services to determine when you are near a printer capable of printing those jobs. When you are within range of the printer's Bluetooth Low Energy (BLE) beacon, the HP Roam will present a notification message. Clicking the notification will open the HP Roam App where you can release the job.

1. Follow the HP Roam prompts to enable Location Services, or
2. Open **App info** for the HP Roam App and select **Permissions**.
3. Within App permissions, enable **Location**.

Why can't I get HP Roam to work with a printer?

Check the HP Roam for Business compatibility matrix to confirm the printer is supported with HP Roam.

I don't see "Send to HP Roam" in the list of printers on my iPhone or iOS

Make sure the profile has been added. See section *Install the HP Roam App for iOS*.

I don’t see “Send to HP Roam” in the list of printers on my Mac

See section *Install the HP Roam App for macOS*.

A guest user is unable to print to the HP Roam printer

Guest printing enables individuals with HP Roam user accounts that are not a member of your HP Roam site to print stored jobs to your HP Roam-enabled printer. Guest printing is enabled by default but can easily be disabled or re-enabled from the HP Roam Web Portal.

If local users can print, but guest users cannot, check if Guest access is enabled for that printer in the HP Roam Web Portal. See the section *Enable Guest access to an HP Roam printer*.

The HP Roam mobile app can not find the printer

1. Make sure Bluetooth is enabled on the phone or tablet.
2. Make sure the Bluetooth Low Energy (BLE) setting is enabled on the **General Security** tab in the Embedded Web Server (EWS).
3. Make sure Web Services is enabled on the **HP Web Services** tab in the EWS and that the printer has an ePrint email address assigned.
4. Make sure the proxy is enabled and the setting is configured correctly on the **HP Web Services** tab in the EWS.
5. Make sure the printer’s ePrint email address is configured correctly in the HP Roam Admin settings.
6. Make sure the printer can print using the ePrint email address.

   NOTE: To test printing from the WPP Cloud, email a PDF document to the printer’s ePrint email address.
7. If the job does not print, make sure the printer is online, that you have permission to use the printer, and that the file size does not exceed 10MB.
8. If you still can’t print, ask your HP Roam site administrator to make sure the printer has been added to the HP Roam Web portal.

What is the maximum file size that can be sent via HP Roam

80Mb from the HP Roam App for Android or iOS

400Mb from Windows or macOS

What tray selections and media types are available?

Android/iOS: 11x17, Executive, US Legal, US Letter, and Statement

macOS/Windows: Letter and A4

What if the HP Roam-enabled printer does not have the paper size in which my document is formatted

The document will be scaled to fit a paper size supported by the printer.

Can I print color documents on black & white printers and vice versa?

HP Roam will release color documents to monochrome printers but the print job will be printed in black & white or grayscale. Likewise, HP Roam will release monochrome documents to color printers. You can also select to print color documents in monochrome on color printers.

The print job did not automatically print

After you select the Print icon, the print job is saved to the HP Roam cloud. When the upload is complete, you will receive a notification that the job is available to print.

"Safari can't open the page" error message displayed when trying to submit print jobs using drag-and-drop

This error is received when trying to submit print jobs using the drag-and-drop method on the HP Roam web portal in a Safari browser.

Drag-and-drop print job submission does not work in Safari. Safari users can submit print jobs by clicking the "+" icon and browsing to upload the file.

"Unable to set your password. An unknown error occurred." message when trying to create an Admin account

The email address has already been used. HP Roam will not allow re-use of the same email address. This can happen if you attempt to activate an already-activated account by clicking the link in the activation email.