Sharpdesk Mobile V2.2 Operation Manual

For Windows

SHARP CORPORATION

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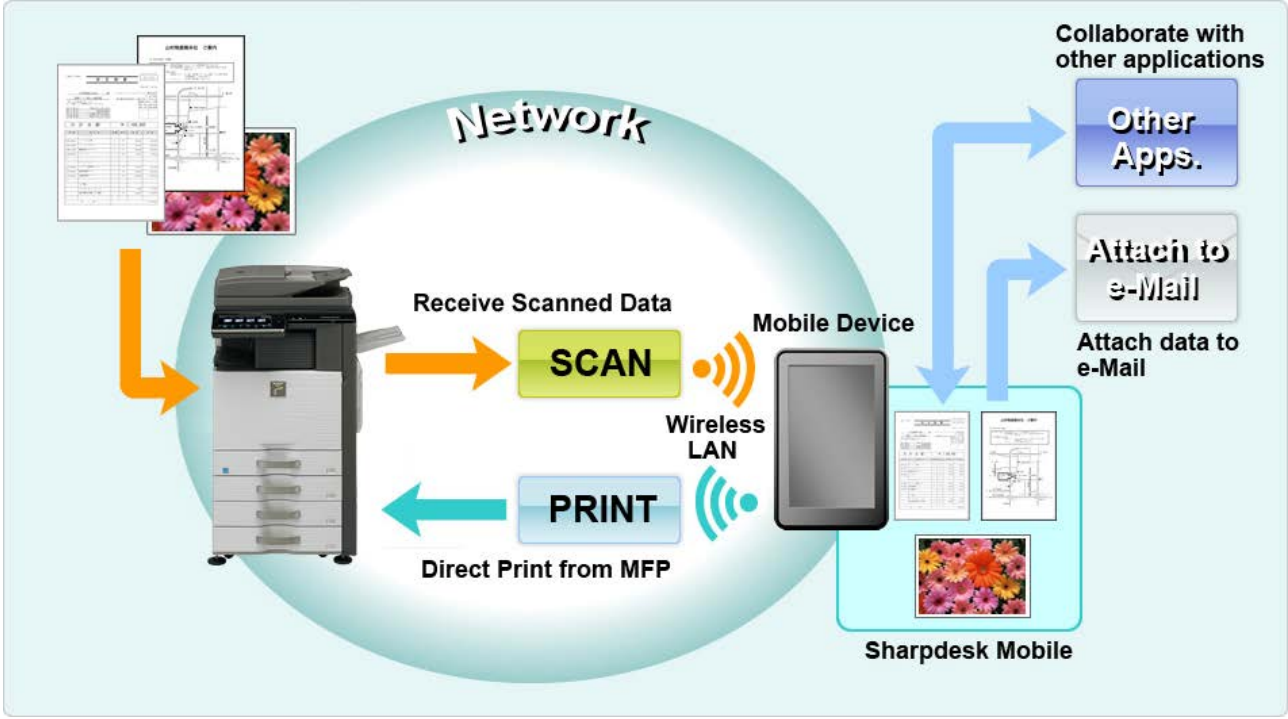
1 Overview

This product is an application that

- Receives, previews and stores scanned documents from your scanner to your mobile device
- Prints the documents and photos stored in your mobile device, e-mails received in your mobile device and Web pages browsed from your mobile device to your printer
- Attaches the scanned documents to e-mail, or sends the documents to other applications installed in your mobile device



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2 Usage Notes

- Design and specifications are subject to change without notice.
- Please see the following support web site for the latest information of this application.
  http://sharp-world.com/products/copier/docu_solutions/mobile/sharpdesk_mobile/
- Your mobile device must be connected to wireless network.
- This application can handle the following file formats:
  - JPEG, TIFF, PNG, PDF (including compact PDF and encrypted PDF) and Office Open XML files (OOXML files: DOCX, XLSX and PPTX)
    Note: This is limited to machines which can print and scan OOXML (DOCX, XLSX and PPTX) files.
  - Maximum length of file names of these file formats that this application can handle is 150 characters.
  - Preview and thumbnail image are not available for some of the file formats.

File format	Viewable and Rotatable
Encrypted PDF	Yes*
Unencrypted PDF	Yes
TIFF	Yes
JPEG	Yes
PNG	Yes
OOXML files (DOCX, XLSX, PPTX)	No

* Thumbnail is not viewable.

- The instructions are set up to be used in landscape mode of Windows 8.1 Pro.
- If you wish to remove the SD card from your mobile device, make sure it is safe to do so. Otherwise loss or corruption of stored data may occur.
- This application uses SNMP, FTP, HTTP and Raw to discover scanners and printers on the network, receive scanned data from scanners, and print to printers.

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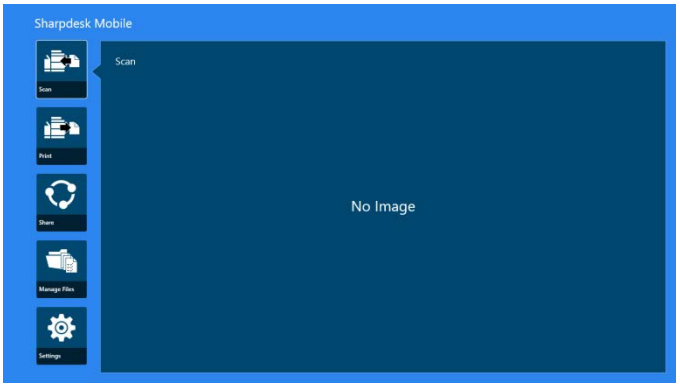
3 Install and Start

Install Sharpdesk Mobile application on your mobile device.

I. Install the application from the Windows Store.
Sharpdesk Mobile application can be found under “Productivity.” Or, type in “Sharpdesk Mobile” in a keyword search box to locate the application.

II. After installing this application, tap the “Sharpdesk Mobile” icon to start.
End User License Agreement is displayed for the first time. If you agree to the terms of the agreement, tap “Agree.”
Note: If you disagree, you cannot use this application even for a trial purpose. Once agreed, the End User License Agreement is no longer displayed.

III. The main screen is displayed.



Note: If no scanners are registered, a dialog to automatically find printers/scanners will be displayed for the first time. Otherwise, this dialog will be displayed only when you select “Scan” or “Print”.

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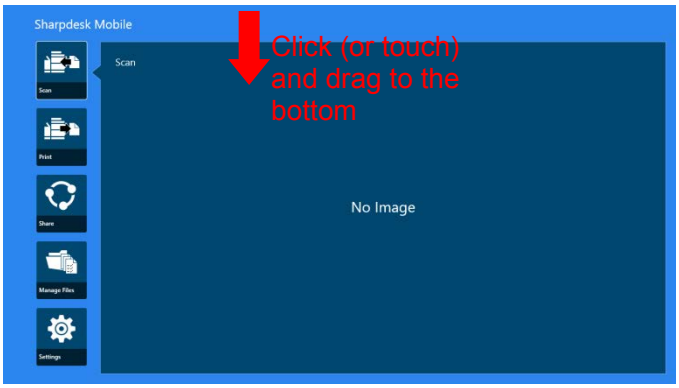
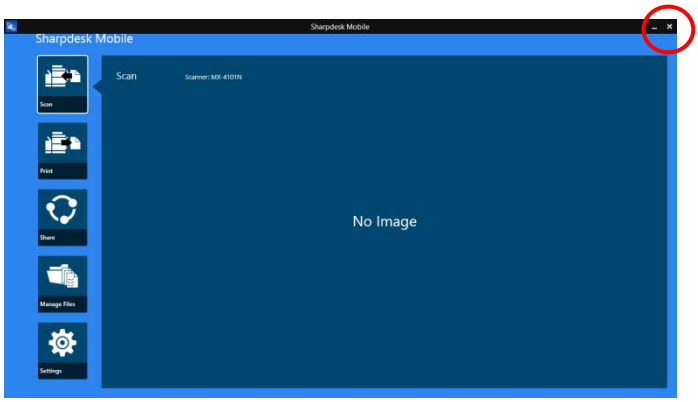
How to close the application:

- With touch operation, drag the application to the bottom of the screen.
- If you are using a mouse, click and hold the top of the application and drag it to the bottom of the screen.



- The title bar appears in the application from Windows 8.1 Update 1 or later, so tap the [x] in the top-right corner of the window.



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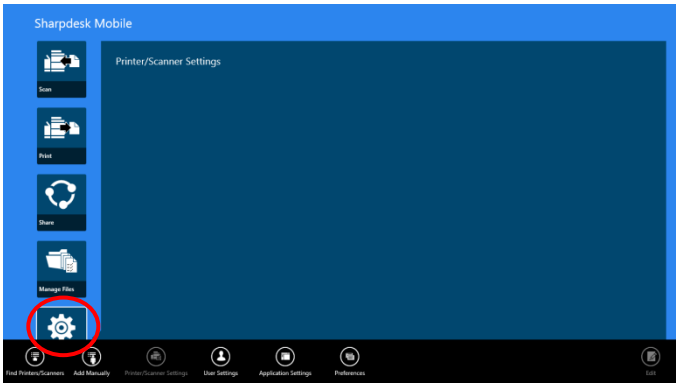
4 Printer/Scanner Settings

Set up printers to print from and scanners to send data to this application.

On the main screen, tap “Settings” to display Printer/Scanner Settings and AppBar in the bottom of the screen.



4.1 Register Printers/Scanners on this Application

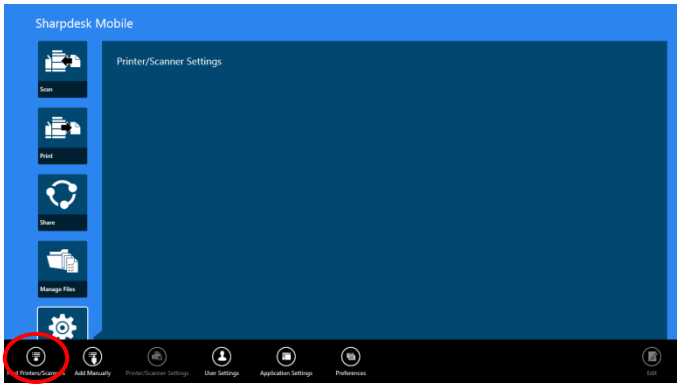
Printers and scanners must be registered to print from and scan document to this application.

When printers/scanners are connected to a local network, you can automatically discover printers/scanners and register them.

When printers/scanners are not connected to a local network or cannot be discovered automatically, you can manually register them.

4.1.1 Find Printers/Scanners

I. Tap “Find Printers/Scanners”. Printers and scanners on the network are automatically discovered.



Note: Printers/scanners must be on the same network segment where your mobile device is connected. If you wish to use a printer/scanner on a different network segment, you may manually add a printer/scanner. Go to “Add Printers/Scanners Manually” (Section 4.1.2) for further instruction.

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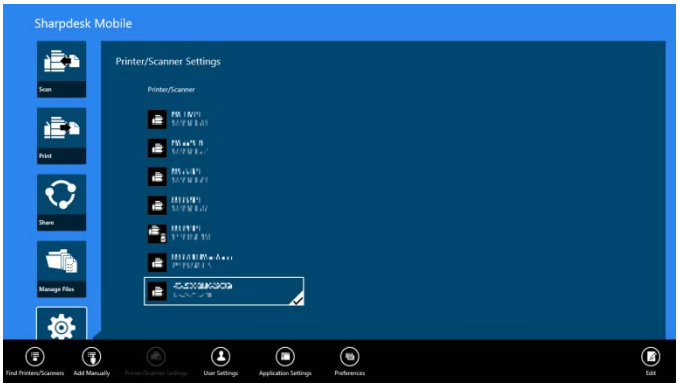
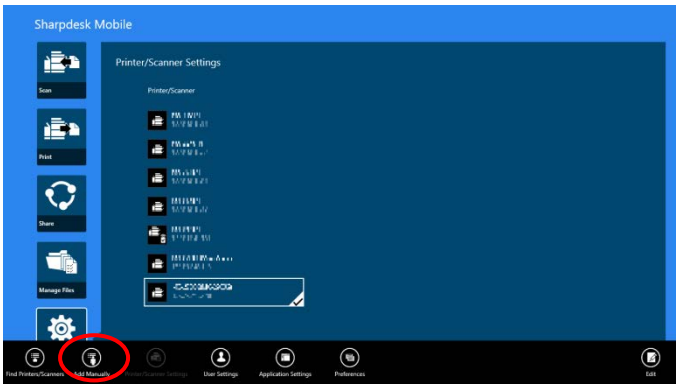
II. Discovered printers and scanners are displayed in a list.
“Product Name” and “Location” information retrieved from a printer/scanner is displayed. (“Product Name(Location)” or “Product Name(IP Address)” is displayed above the “IP address”).



Note: The display format (“Product Name(Location)” or “Product Name(IP Address)”) in the list can be configured in “Application Settings” (See chapter 6). “SHARP” which is included in the “Product Name” retrieved from the printer/scanner is not displayed.

4.1.2 Add Printers/Scanners Manually

I. Tap “Add Manually”.



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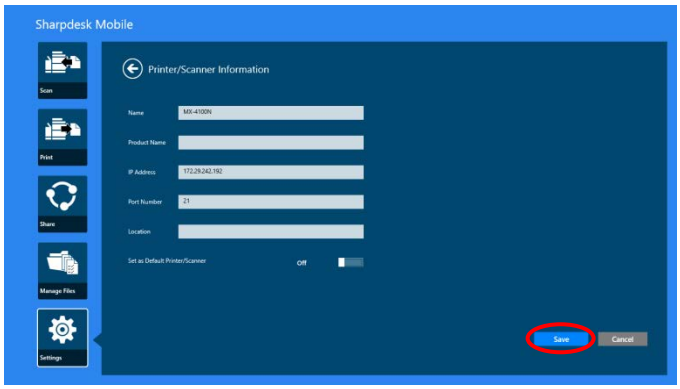
II. The following items can be set.
Tap “Save” to save the settings. If you wish to cancel, tap “Cancel” (located outside the screen) to go back to the previous screen.



Item	Description	
Name	Enter printer/scanner name that you wish to add. Note: If Name is not entered, IP address is set as the name. If the address which was entered for "IP Address" can be connected to, the "Product Name" and "Location" settings for the printer/scanner will be acquired, and the name will be set according to "Naming Method" in "Application Settings".	
Product Name	Enter the Product Name for the printer/scanner to be registered. Note: If you do not enter a Product Name, then if the address which was entered in "IP Address" can be connected to, an attempt will be made to acquire the "Product Name" setting for the printer/scanner.	
IP Address	Enter printer/scanner IP address. This is a required field. Note: The IP address that has already been added manually cannot be entered.	
Port Number	Enter a port number for the printer/scanner. This is a required field. Port Number is necessary to print from this application. Enter the same port number as configured on the printer. If different port number is entered, this application cannot print to the printer. To check the port number in the printer, see printer/scanner’s web page.	
	If “Use Raw Print” in “Application Settings” is “Off”	[Setting for Print from the PC] on the printer's Web page. The default port number for both printer and this application is 21.
	If “Use Raw Print” in “Application Settings” is “On”	See [Network Settings]-[Print Port Settings]-[RAW] tab in the printer’s Web page. The default port number is 9100.

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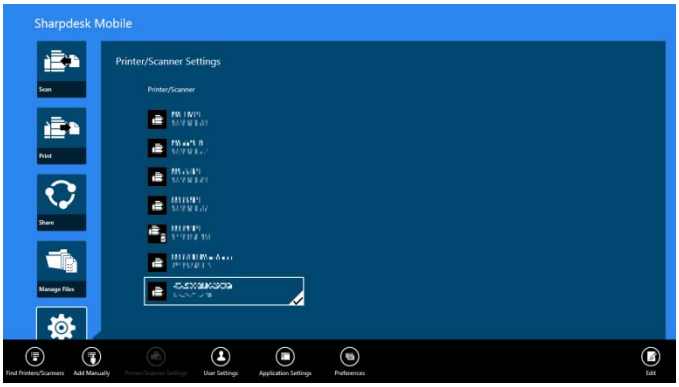
Item	Description
Location	Enter the Location for the printer/scanner to be registered. Note: If you do not enter a Location, then if the address which was entered in "IP Address" can be connected to, an attempt will be made to acquire the "Location" setting for the printer/scanner.
Set as Default Printer/Scanner	When “On” is selected, the selected printer/scanner is set as a default printer/scanner for “Print” or “Scan”. Note: “Set as Default Printer/Scanner” cannot be configured if “Auto Printer/Scanner Selection” is set to "On" under “Application Settings” (see chapter 6).

4.2 View and Edit Printer/Scanner Information

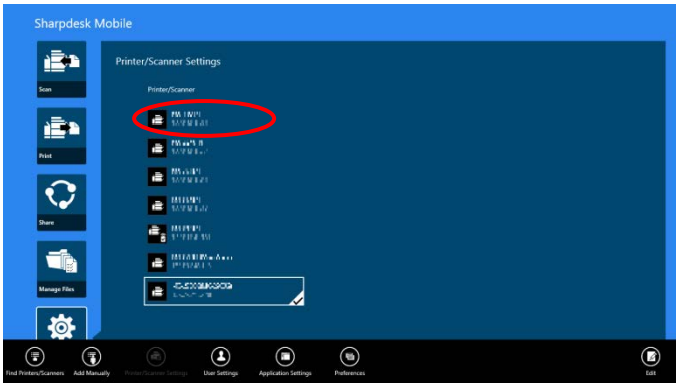
You can view and edit information of the printer/scanner registered in this application.

A list of registered printers/scanners is displayed by tapping “Settings” on the main screen.



The icon indicates automatically added printers/scanners. The icon indicates manually added printers/scanners. The icon or indicates printers/scanners support scanning document from a mobile device (see section 8.1).

I. Select a printer/scanner to view its information.



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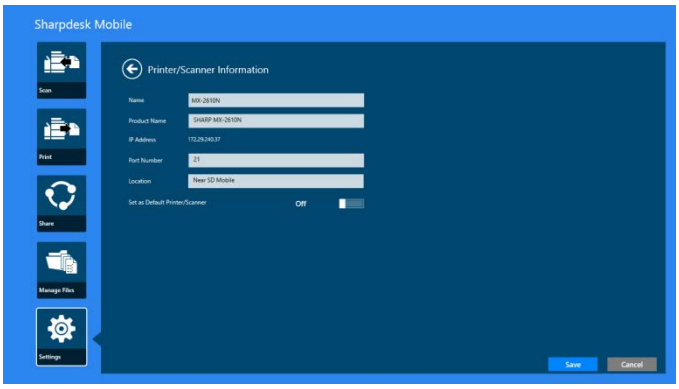
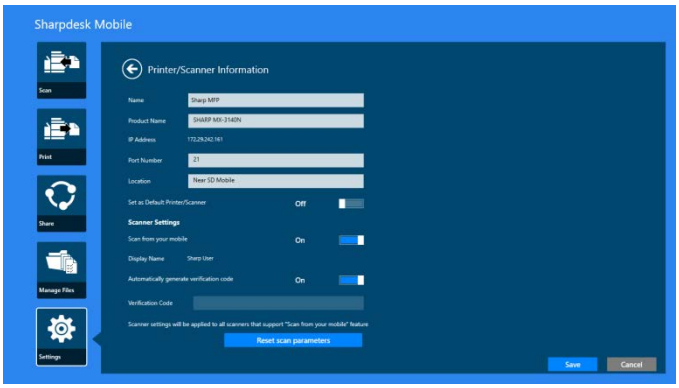
II. The information about the selected printer/scanner is displayed. The items displayed here are available in “Add Printers/Scanners Manually” (Section 4.1.2).



Note: For automatically added printers/scanners, IP address is not editable.

When “Scan from your mobile device” feature is available, the following information and options are displayed.



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The following additional settings are available under “Operation Settings”.

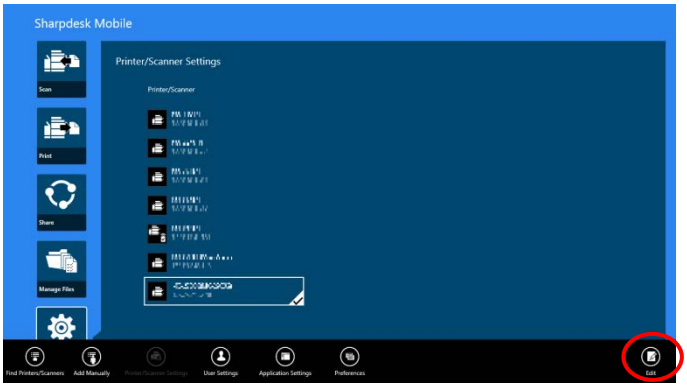
Tap “Save” to save the settings.

Item	Description
Scan from your mobile device	If “On” is selected, configure scan settings and scan from your mobile device (see section 8.1).
Display Name	Display Name is displayed along with a Verification Code on both scanner operation panel and your mobile device to ensure your target scanner.
Automatically generate verification codes	If “On” is selected, it automatically generates a Verification Code. If “Off” is selected, you need to enter a code in the “Verification Code” field.
Verification Code	Verification Code is displayed along with Display Name on both scanner operation panel and your mobile device to ensure your target scanner.
Reset scan parameters	Tap this if you wish to reset scan parameters configured at the last scan operation.

4.3 Move or Delete Printer/Scanner in the List

In the printer/scanner list, the printer/scanner list can be reordered and selected printers/scanners can be removed from the list.

Tap “Edit” to manage printer/scanner list.



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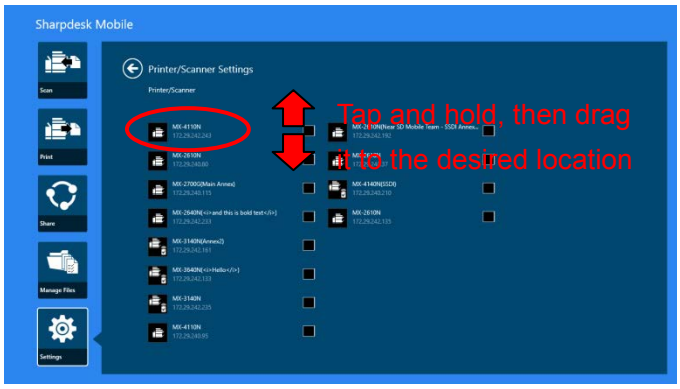
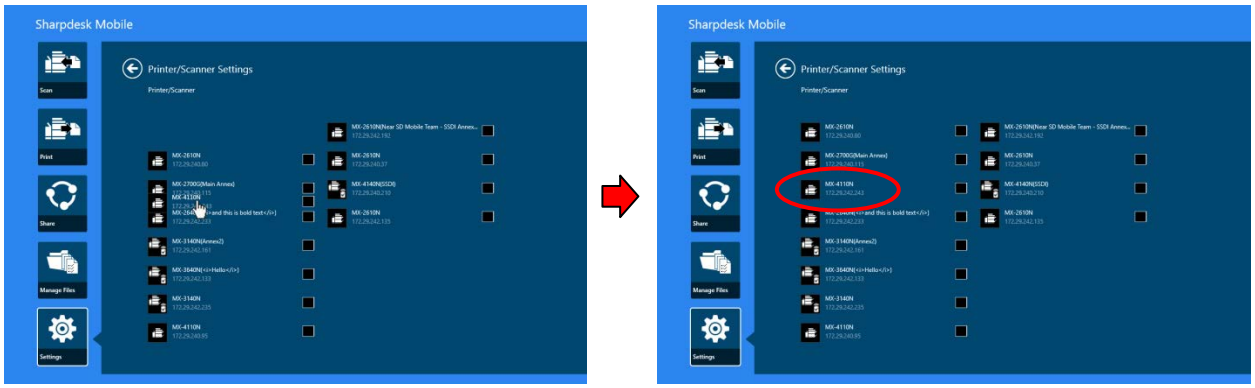
4.3.1 Reorder the Printer/Scanner List

Tap and hold the selected printer/scanner that you wish to reorder.



The printer/scanner can be moved while it is being held, so you can reorder it by moving it up or down while keeping your finger pressed down.



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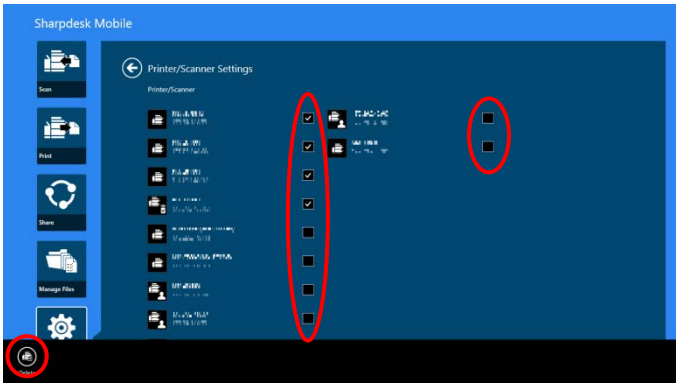
4.3.2 Delete Printers/Scanners

A check box appears next to each printer/scanner. Tap the check box(es) to select printers/scanners (multiple printers/scanners can be selected). Tap “Delete” and a dialog, “Selected printers/scanners will be deleted.” is displayed. Tap “Delete” to delete the selected printers/scanners.



Deleted printers/scanners can be added again. Go to “Find Printers/Scanners” or “Add Printers/Scanners Manually” (Section 4.1).

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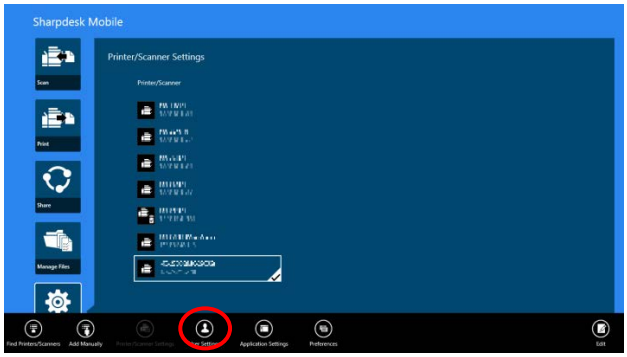
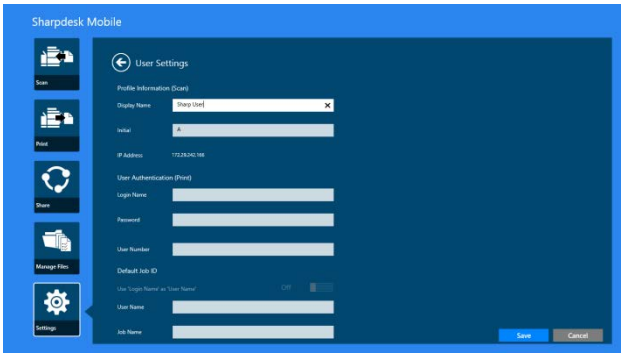
5 User Settings

Set up user information for this application.

Tap “Settings” on the main screen, and then tap “User Settings”.





The following settings are available:

Tap “Save” to save the settings.

Profile Information: They are required settings to register a scanner for scan operations	
Item	Description
Display Name	Display Name will be displayed in the scanner address book as a scan destination. The default display name is the name already assigned to the computer or device.
Initial	Initial is used for a sort key to display “Display Name” in the scanner address book.

User Authentication: They are required settings when user authentication is enabled on the printer		
Item		Description
Use Login Name for authentication		Select this when Login Name is used for user authentication on the printers. Type in “Login Name” and “Password”.
	Login Name	Enter your login name used for user authentication on the printers.
	Password	Enter your password used for user authentication on the printers.
Use User Number for authentication		Select this when User Number is used for user authentication on the printers. Type in “User Number”.
	User Number	Enter your user number used for user authentication on the printers.

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Default Job ID: Printers use the values entered in here to display “User Name” and “Job Name” on the operation panel.	
Item	Description
Use 'Login Name' as 'User Name'	If this setting is set to “ON”, the User Name displayed on the printer operation panel is fixed to the “Login Name” setting in the User Authentication Settings described above.
User Name	Enter a user name which will be displayed on printer operation panel. If this is not set, the printer uses the value, “SharpdeskM User”. Note: If 'Login Name' as 'User Name' " is set to "ON", a User Name cannot be entered.
Job Name	Enter a job name which will be displayed on printer operation panel. If this is not set, the printer uses the name of the file to be printed.

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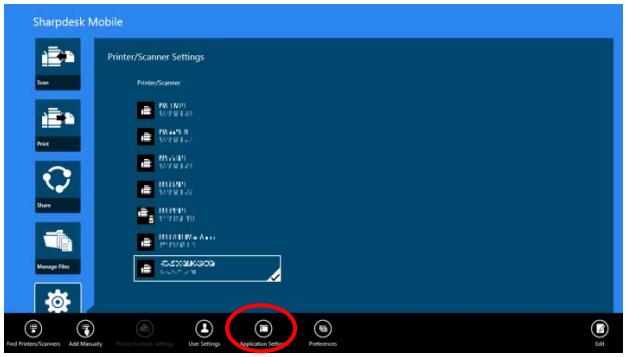
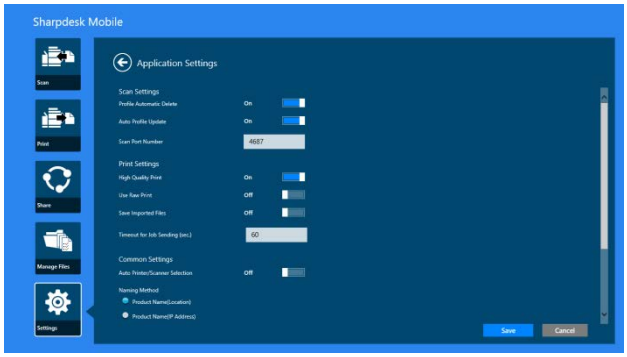
6 Application Settings

Set up operation settings for the application.

Tap “Settings” on the main screen, and then tap “Application Settings.”





The following settings are available:

Tap “Save” to save the settings.

Scan Settings:	
Item	Description
Profile Automatic Delete	When "On" is selected, delete your mobile device profile from the address book on the scanner after scanning is completed.
Auto Profile Update	When set to "On", automatically overwrite the destination (profile) that was registered at last scanning.
Scan Port Number	The port number is used to receive scanned data from scanner. The default port number is 4687. When this port number is used by another application, a different port number needs to be assigned.
Print Settings:	
Item	Description
High Quality Print	Set this to "On" for higher quality printing.
Use Raw Print	When "On" is selected, use Raw port (default port number is 9100) instead of FTP port (default port number is 21) for printing.
Save Imported Files	When set to "On", keep a file received from other application(s) for printing.
Timeout for Job Sending (sec.)	This sets the timeout period when print jobs are sent to the printer. It can be set to a value from 60 seconds to a maximum 300 seconds. The default setting is 60 seconds.

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Common Settings:	
Item	Description
Auto Printer/Scanner Selection	When set to "On", automatically set a default printer/scanner in the connected wireless network (SSID).
Naming Method	This sets the name which is displayed in the printer/scanner list. “Product Name(Location)” or “Product Name(IP Address)” can be selected.
SNMP Settings: if you need assistance, ask your network administrator.	
Item	Description
Public Get Community	Set this to "Off" when the network uses other than default SNMP GET Community string.
Enter Community String(s)	Enter the string(s) that are used in the network in “Enter Community String(s)” if “Public Get Community” is set to "Off". Up to 10 strings can be set.

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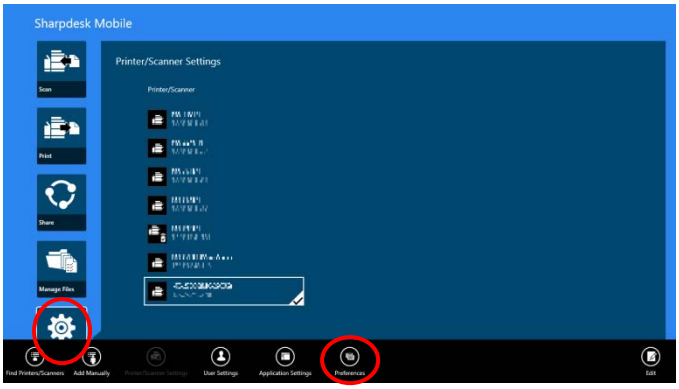
7 Preferences

Here you can set your application preferences.

Tap “Settings” on the main screen, and then tap “Preferences” in the AppBar.



Tap any colors in "Themes" to change the application user interface color.

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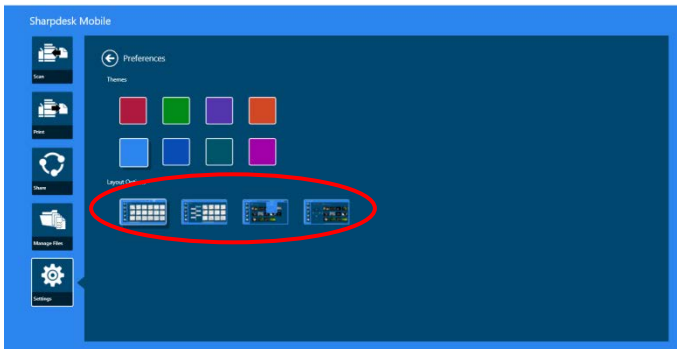
"Layout Options" lets you define how files and folders are displayed in this application.
Tap the icon furthest to the left to select “Normal View”. Timeline and a file type filter will be displayed on the list screen.
Tap the icon second from the left to select “Tree View”. Timeline and a file type filter will be displayed on the left side of the list screen.
Tap the icon third from the left to select “Calendar View”. The calendar and timeline bar will be displayed at the top of the list screen.
Tap the icon furthest to the right to select “Circle View”. The calendar timeline will be displayed on the left side of the list screen.



These settings are automatically saved. Tap the arrow button to return to the menu.

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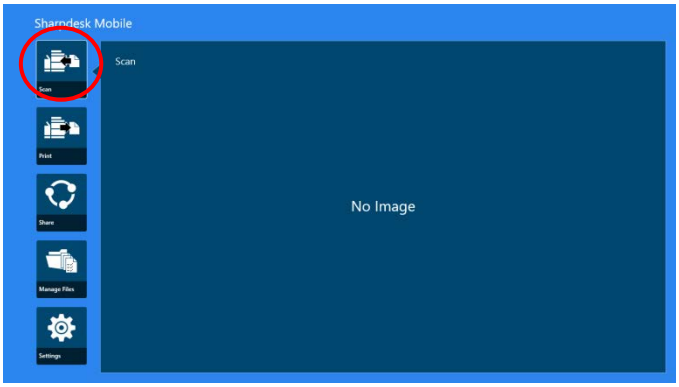
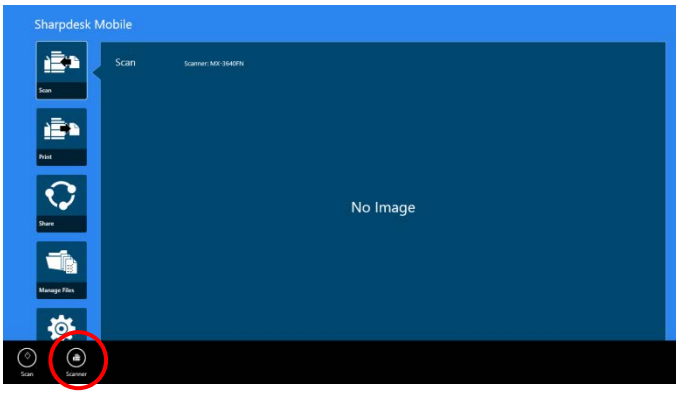
8 Scan

This function receives and stores scanned documents.

Tap “Scan” on the main screen.



Tap “Scanner” to select the target scanner.



In the printers/scanners list (see step I in section 4.1), the default scanner is highlighted with a rectangle.

Operations may vary depending on scanner.

Please go to “Scan from Your Mobile Device” (Section 8.1) to learn how to execute a scan from your mobile device. If scan setting option is not available on your mobile device, please go to “Scan from the Scanner Operation Panel” (Section 8.2).

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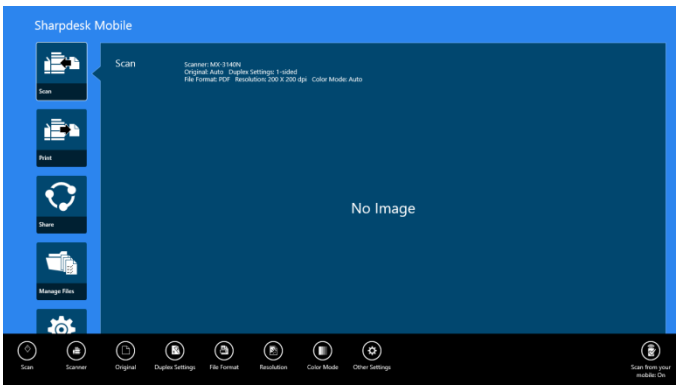
8.1 Scan from Your Mobile Device

Please complete the following steps to configure scan settings on your mobile device. Go to your local Sharp Web site for a list of supported scanners.

All operations except “setting a document on the scanner” can be completed within the application.

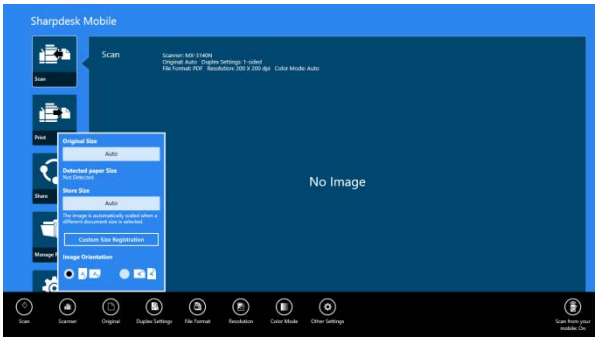
Note: Please confirm scanner home screen or user authentication screen is displayed on the scanner. When external authentication is enabled, user authentication screen will be displayed. Upon successful authentication, scanner home screen will be displayed.

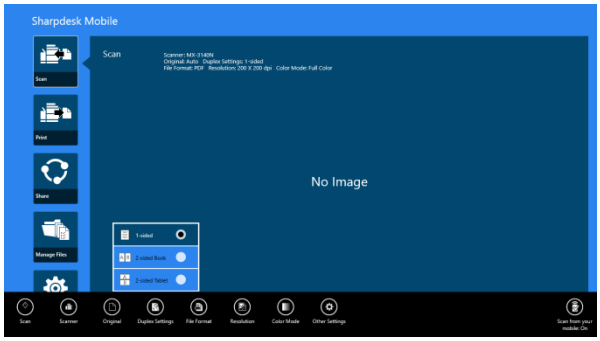
I. If you select the scanner that supports Scan from Your Mobile Device feature, setting menus and current scan settings will be displayed.



Note: When you disable this feature, you can initiate scan from scanner. Please go to “Scan from the Scanner Operation Panel” (Section 8.2) for further instructions.

The following settings are available:
Settings are automatically saved.





Item	Subitem	Description
Color Mode		Settings to scan color originals (Auto/Full Color/Grayscale/Mono2). The default value is “Auto”. Note: When “Long Size” is selected for “Original Size” under “Original”, only “Mono2” is available.

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Item	Subitem	Description
Original	Original Size	While “Auto” is set as a default, non-standard original paper size cannot be detected by the scanner. You need to manually change the original size setting.
	Detected paper size (display only)	When you set a document on the target scanner, the original paper size will be automatically detected and displayed on your mobile device.
	Store Size	The size of the scanned image can be manually set. If this size is different than the detected paper size, the image will be automatically adjusted to fit the page. The default value is “Auto”. Note: You can only select “Auto” when any of the following original paper sizes is selected: Long Size/Japanese Postcard/Business Card/L Size/2L Size/Card/Custom Size.
	Custom Size Registration	Custom original paper sizes can be registered. Up to 5 custom sizes can be registered.
	Image Orientation	Select orientation of the image. You can select either “Rotation Off” or “Rotation 90 Degrees”. The default value is “Rotation Off”.
Duplex Settings		Select 1-sided or 2-sided original. 1-sided, 2-sided Book or 2-sided Tablet can be selected. The default value is “1-sided”.
File Format	Color	Format mode for scanning (Color/Grayscale, or B/W) can be selected.
	File Type	Scan file type can be selected. When “Color/Grayscale” is selected in “Color”, PDF, PDF/A-1b*[1], TIFF, and JPEG file types are available.*[2] When “B/W” is selected in “Color”, PDF, PDF/A-1b*[1], and TIFF file types are available*[2].
	Compact PDF	The type of Compact PDF (None, Compact, or Compact Ultra Fine) can be selected when “Color/Grayscale” is selected in “Color”, and “PDF” or “PDF/A-1b”*[3] is selected in “File Type”. Note: Compact PDF is available only if the Scanner Expansion Kit is installed in the scanner.
	Comp. Ratio	Compression Ratio (low, middle, high) can be selected when “Color/Grayscale” is selected in “Color”. In addition, “Bk Letter Emphasis” can be selected if the scanner supports Bk letter emphasis PDF and “PDF” or “PDF/A-1b”*[3] is set as the “File Type”.

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Item	Subitem	Description
	Compression Mode	This can be selected when “B/W” is selected in “Color”. None, MH(G3) or MMR(G4) can be selected for scan in Mono2 image.
	Specified Pages per File	This can be selected if you select “PDF”, “PDF/A-1b”*3 or “TIFF” in “File Type”. When selected, scanned document is split into files by specified number of pages. (E.g. when 2 pages is specified, the scanned document is grouped by 2 pages to create multiple files.)
	Encryption	When “PDF” file type is selected, PDF encryption is available. When checked, a “Password” should be assigned to open the encrypted PDF.
	OCR	OCR…This can be set to "ON" or "OFF". When set to "ON", you can then set "Language Setting", "Font", "Detect Original Direction" and "File Name Auto Extraction". Language Setting…This sets the language when using OCR. Font…This sets the output font. Detect Image Direction…This sets whether the direction of the original is detected or not. File Name Auto Extraction…This sets whether the file name is extracted or not. Note: Refer to your local support website for details on which scanners are compatible with OCR.
Resolution		Scan resolution can be set. The following resolution options are available: 100x100dpi, 150x150dpi, 200x200dpi, 300x300dpi, 400x400dpi, 600x600dpi Note: 150x150dpi can be selected only on the scanners that support the resolution. Note: Only 300x300dpi is available when you select “Compact” or “Compact Ultra Fine” under “Compact PDF”.
Other Settings	Exposure	Exposure (Auto, Characters, Text/Prtd.Photo, Printed Photo, Text/Photo, Photo, Map) for scanning can be selected.
	Exposure Level	Exposure level (1 to 5) for scanning can be selected. This can be set if “Auto” is selected for “Exposure”.
	Blank Page Skip	If set to other than “Off”, if the original contains blank pages or back shadow, the scanner will automatically detect them and skip them when scanning. Setting options are “Off”, “Skip Blank Page”, and “Skip Blank and Back Shadow”.

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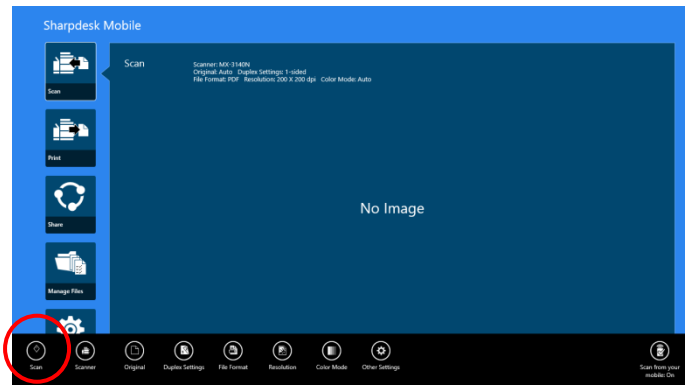
*1 For some models, it will be PDF/A-1a or PDFA-1b.

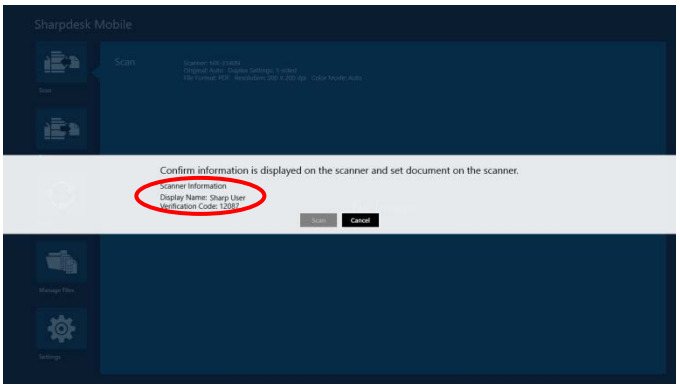
*2 For some models, DOCX, XLSX and PPTX can also be selected.

*3 For some models, setting is also possible if PDF/A-1a or PDF/A-1b is selected.

II. When you complete all settings, tap “Scan”.



III. After tapping “Scan” button, the information of the target scanner (“Display Name” and “Verification Code”) will be displayed on the scanner operation panel and move to a waiting (scanning ready) stage.



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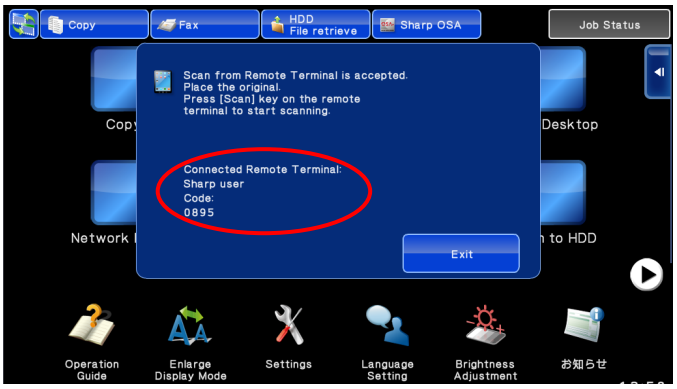
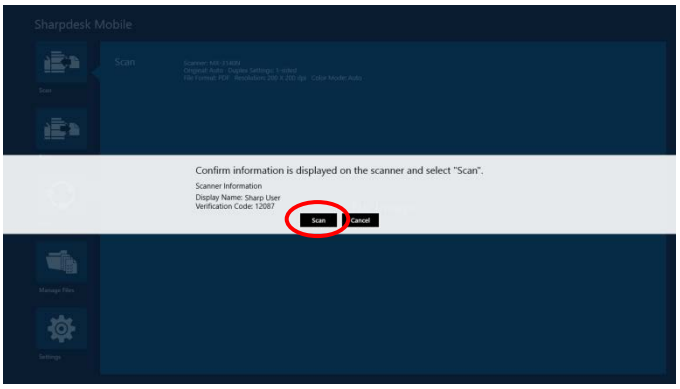
IV. Confirm if the selected scanner displays information of your mobile device, then set a document on the scanner.

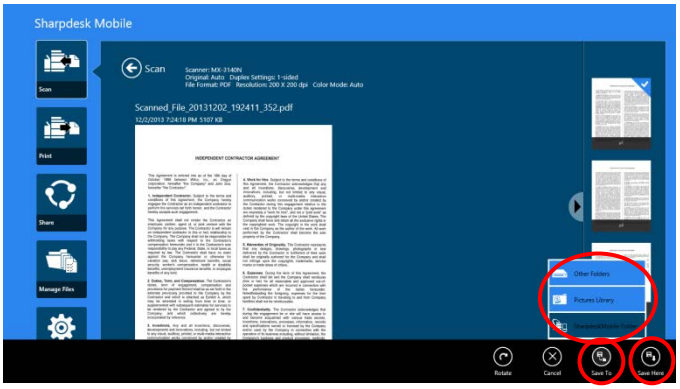


V. Select “Scan” on a pop-up dialog to continue.



VI. Scanned data is sent to this application.
If a single data is received, the preview of the data is displayed. For preview operation, go to Section 12.3.

VII. Tap "Save To" in the AppBar to select the folder you wish to save this data to, and then tap “Save Here”.



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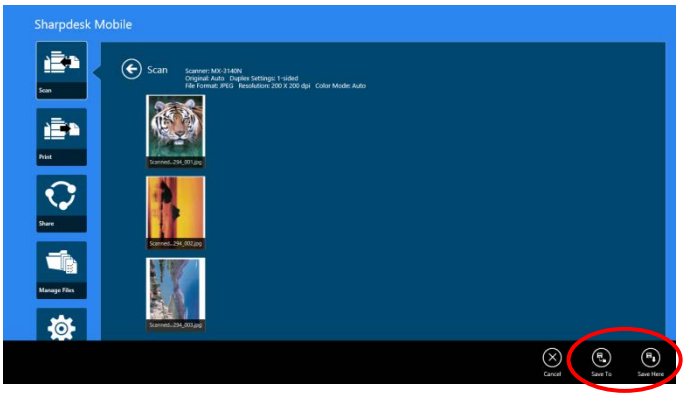
If multiple scanned data is received, a list of received data is displayed. Tap “Save Here" or "Save To” and then complete step VII to store files to selected folder on your mobile device.



Note: You may tap any data in the list to preview. However, this data can only be stored together with the rest of the received data.

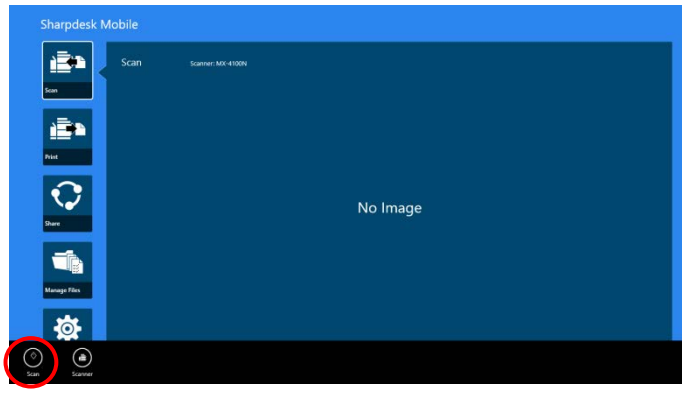
8.2 Scan from the Scanner Operation Panel

If “Scan from Your Mobile Device” is not available on the scanner, use following steps to scan from scanner operation panel.

Resolution, file format and other scan settings must be configured on the MFP operation panel when scanning.

Note: Please be sure address book is not displayed on the scanner operation panel. If address book is displayed, this operation will not work.

I. Tap “Scan”.



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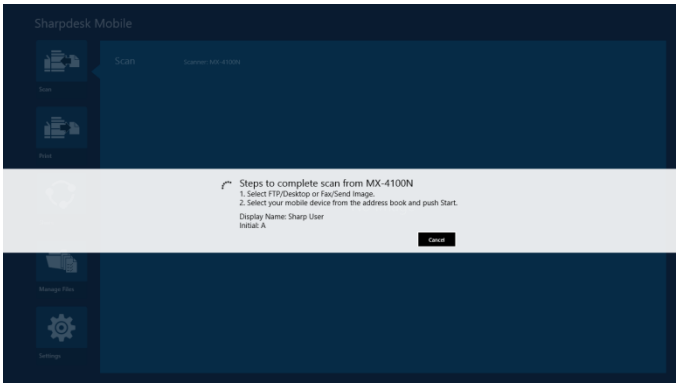
II. Tap "OK" when the dialog "Steps to complete scan from MFP:" is displayed. Set a document on the scanner and follow the steps on the operation panel of the scanner to complete scan. For details, see the operation guide of the scanner.
Note: If "Display Name" and "Initial" is displayed in the dialog, make sure the same values are displayed in the operation panel of the scanner.



III. Begin at step VI in section 8.1 to complete the process.

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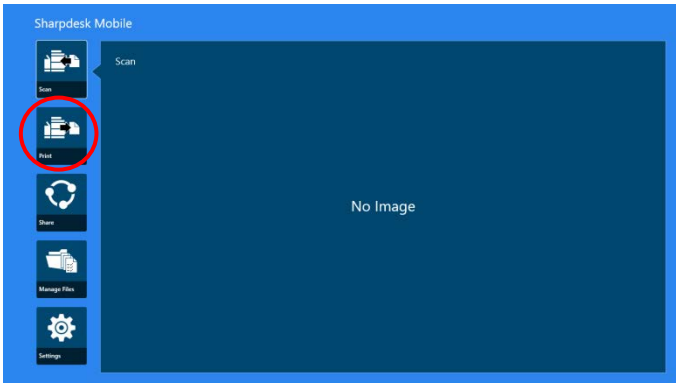
9 Print

The documents stored in this application, photo images, web pages and e-mails can be printed.

Tap “Print” on the main screen.



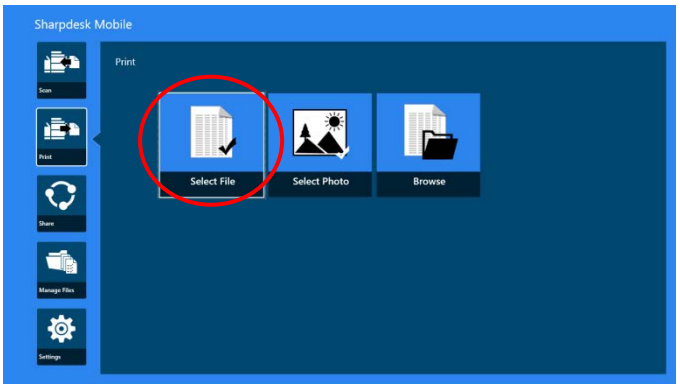
9.1 Print a Stored Document in this Application

The documents stored in this application can be printed.

Supported file formats are JPEG, TIFF, PNG, PDF (including compact PDF and encrypted PDF) and OOXML Files (DOCX, XLSX, PPTX).

Note: Refer to the website for details on which printers are able to print DOCX, XLSX and PPTX files.

I. Tap “Select File”.



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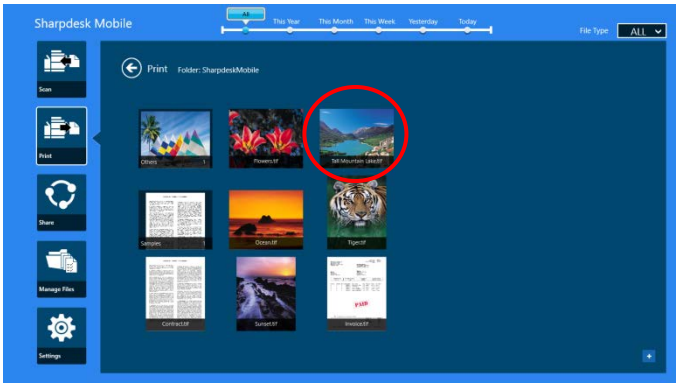
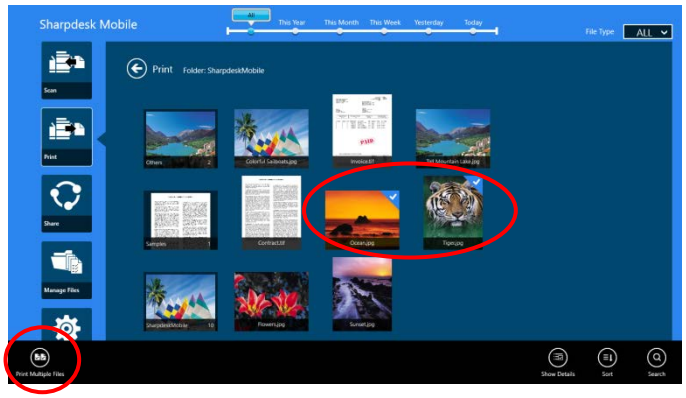
II. Files and folders stored in the SharpdeskMobile folder are listed.
See section 12.1 to modify files/folders list or section 12.2 to search files/folders. Select a file to display a preview with print settings.

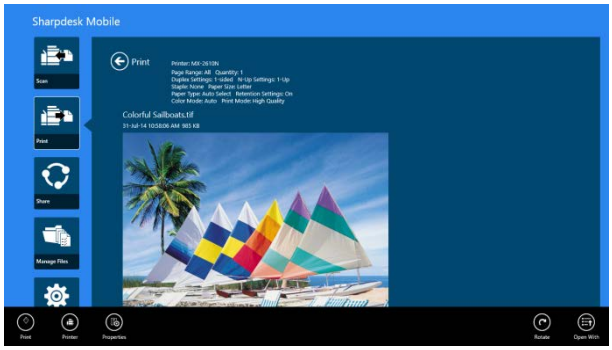


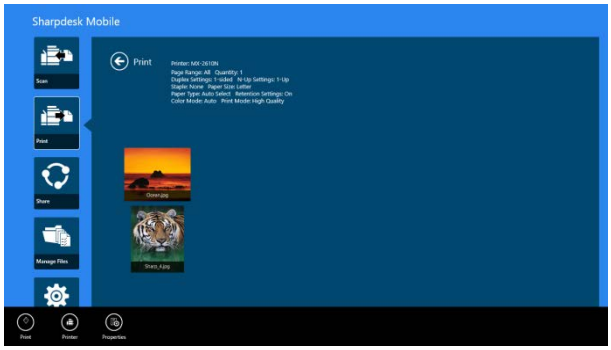
- To print multiple files all at once, vertically swipe the files to be printed so that they show a ✓ mark, and then tap "Print Multiple Files".



Note: Multiple files will print in the order they are selected. If an error occurs while multiple files are printing (job transmission), only the files sent before the error occurred will be printed.

III. For a preview operation, go to section 12.3.





(For multiple files)

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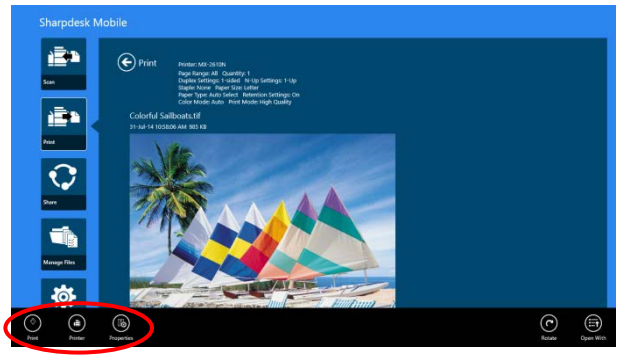
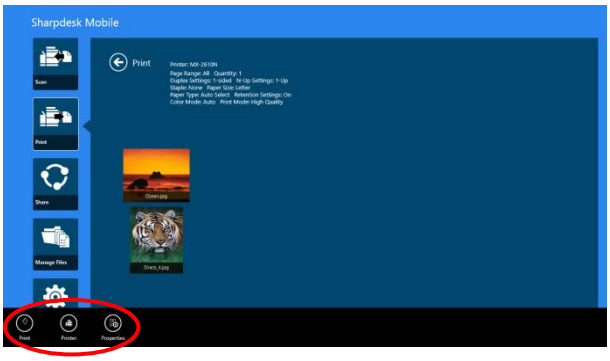
IV. The following print settings are available:





(For multiple files)

Items	Description
Printer	Select a printer to print and configure print settings. In step II of section 4.1.1, highlighted rectangle identifies the printer assigned as the default printer.
Properties: Sets the various print settings.	
Items	Description
Main	
Page Range	Configure print range to print. You can specify Page Range only for TIFF files or the PDF files scanned by Sharp scanners (including Scan Accessory Kit). All: Print all pages. Current Page: Print the page that is currently previewing. Pages: Enter page numbers and/or page ranges. For page ranges, use a hyphen. You can separate each page or range with a comma.
Print What	This can be set when XLSX is selected from OOXML files (DOCX, XLSX, PPTX) for printing. You can select either "Selected Sheet" or "Entire Workbook" for printing.
Quantity	Tap to configure print quantity if necessary. Quantity can be configured from 1 set to 99 sets.
Duplex Settings	Tap to configure 1-sided print or 2-sided print if necessary. Regarding 2-sided print, it can be configured along with binding direction of Tablet or Book. Note: For JPEG and PNG, double-sided/single-sided printing cannot be selected. For 1-page files, PDF and TIFF cannot be specified.

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Items		Description
	N-Up Settings	Tap to reduce image size and fit multiple pages on a single page. You can specify N-Up only for the PDF files scanned by Sharp scanners (including Scan Accessory Kit). 1-Up (1 page per a single sheet), 2-Up (2 pages per a single sheet) or 4-Up (4 pages per a single sheet) can be selected. Order: For 2-Up printing select “Left to Right” or “Right to Left”. For 4-Up printing select “Right, and Down”, “Down, and Right”, “Left, and Down” or “Down, and Left”.
	Binding Edge	When using the Staple function, Left, Right or Top can be selected. Note: If the Staple finisher function is not installed in the selected printer, this setting will not be displayed.
	Staple	When using the Staple function, None, 1 Staple or 2 Staples can be selected. Note: If the Staple finisher function is not installed in the selected printer, this setting will not be displayed.
Paper		
	Paper Size	Tap to configure paper size to be printed. The following sizes can be configured: A3 Wide, A3, A4, A5, B4, B5, Ledger, Letter, Legal, Executive, Invoice, Foolscap, 8K, 16K, DL, C5, COM10, Monarch, Japanese Postcard, 240 x 332, Choukei 3, Japanese You #2, Japanese You #4 Note: If " Japanese Postcard " is selected, the printer will select " Japanese Postcard " as the paper size when printing. If "DL", "C5", "COM10", "Monarch", "240 x 332", "Choukei 3", "Japanese You #2" or "Japanese You #4" is selected, the printer will select "Envelope". Set the required paper into the printer. If any other paper is set, it may not print properly, or printer blockages may occur.
	Paper Type	This sets the type of paper to be used for printing. The following options can be selected. Auto Select/Plain/Letter Head/Pre-Printed/Pre-Punched/Recycled/Color/Labels/Heavy Paper/Transparency Note: If the paper size is set to "Japanese Post Card", the setting will switch automatically to "Japanese Post Card".

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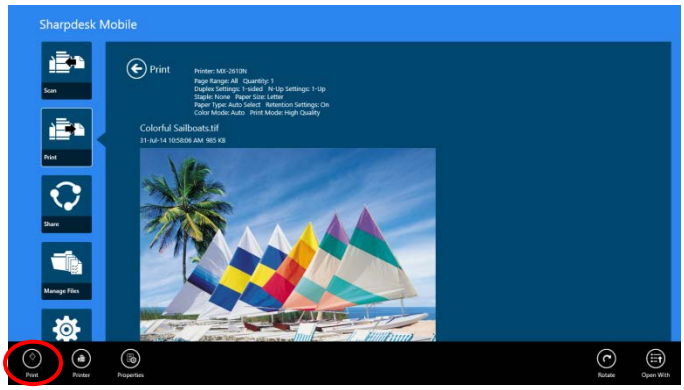
Items		Description
Job Handling		
	Retention Settings	Tap “Retention” to hold a print job as a file on the printer's hard disk, allowing the job to be printed from the printer operation panel when needed. Set “Hold Only” to “ON” to enable this feature. Main Folder is specified as the location of the held file. If “Specify PIN Code” is set to “ON”, the PIN Code (a number from 5 to 8 digits) allows a confidential job to be stored on the printing device and the file cannot be printed unless the correct PIN Code is entered at the printing device's operation panel. Note: You cannot specify retention for encrypted PDFs if they are not being displayed in preview mode. It can be securely printed by completing the operations explained in section 9.1.1. Note: When this item has been set, the print release setting is disabled.
	Print Release	This setting is only enabled when a printer which supports print release is selected. Note: Refer to the website for details on which printers support print release. This specifies if the print release function is to be used rather than printing directly to the specified printer. When this item has been set, the retention setting is disabled. Refer to the operation manual for the machine for details on the machine's output operations when using the print release function.
Color		
	Color Mode	Tap to configure color mode. Either Auto, Color or Grayscale can be selected.

V. Tap “Print”.



The dialog “Do you want to Print?” is displayed. Tap “OK” to print the image.
Note: If selected printer does not have appropriate options to print the file, an error message is displayed. Please select another printer.

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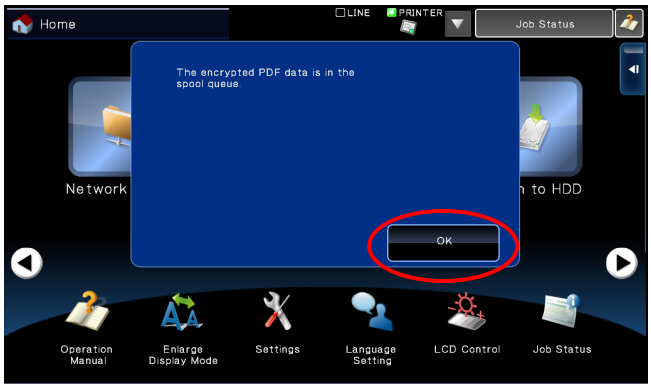
9.1.1 Print an Encrypted PDF File

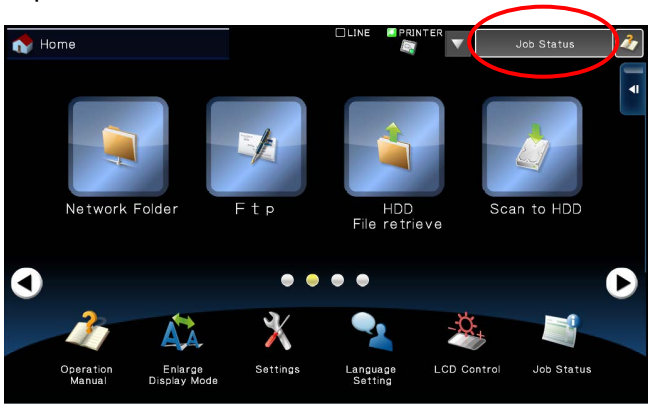
To print encrypted PDF files, complete the following steps:

Note: The following operation is an example using the MX-2610N/MX-3110N/MX-3610N. Printing steps may vary per printer model.

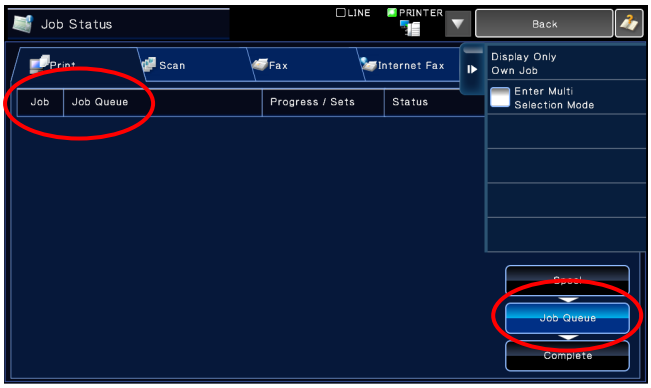
I. The dialog “The encrypted PDF data is in the spool queue.” is displayed. Tap “OK”.



II. Tap “Job Status”.



III. Select “Print” tab, and then tap “Spool”.



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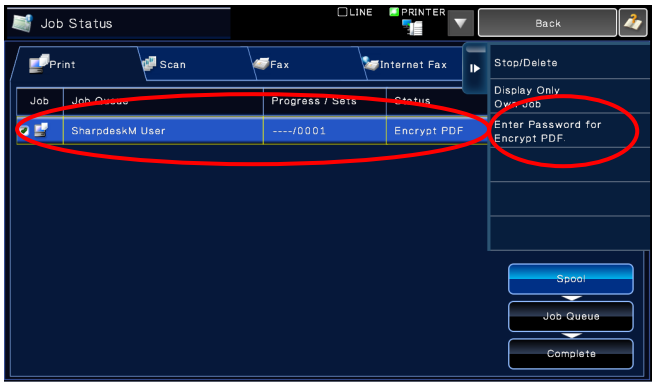
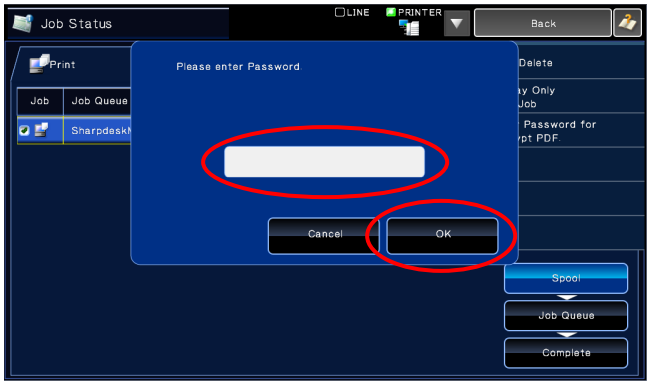
IV. The print jobs sent from this application are listed. Select the job, and then tap “Enter Password for Encrypted PDF” in Action Panel.



V. The dialog “Please enter Password.” is displayed. Tap “OK” to start printing.

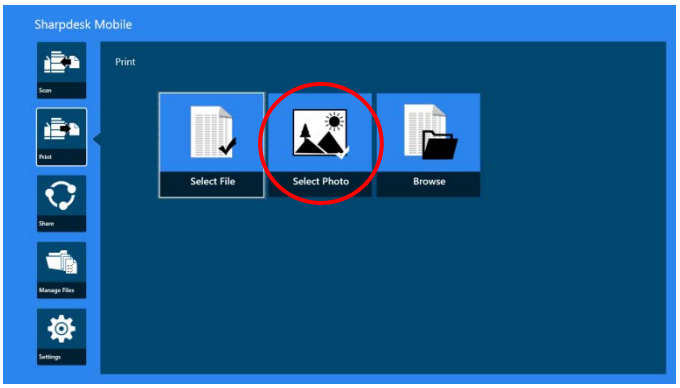


9.2 Print a Photo Image

The photos stored in the "Picture" folder in your mobile device can be printed.

Note: JPEG, TIFF and PNG can be printed.

I. Tap “Select Photo”.



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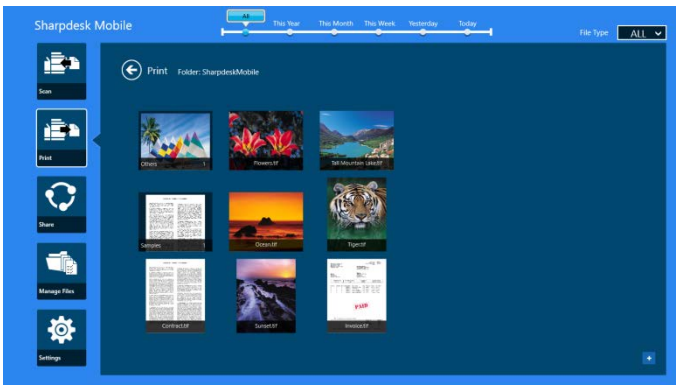
II. Photo images stored on your mobile device are listed. Tap a thumbnail to preview the image.



Note: Preview is not displayed if free memory on your mobile device is not sufficient.

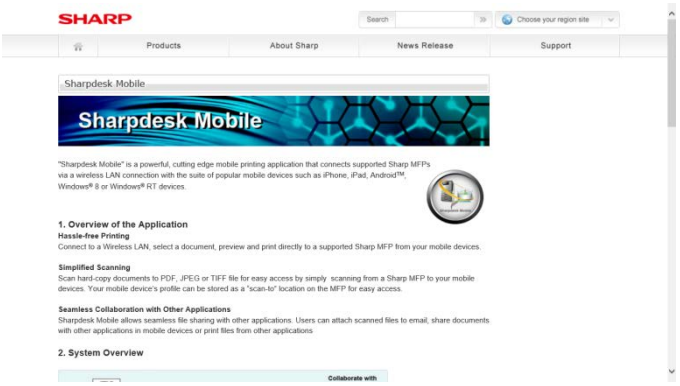
III. Go to step IV in section 9.1 for the subsequent steps.

9.3 Print Web Pages

Web pages browsed in the Internet Explorer in the Windows 8 UI (tap or click [Internet Explorer] tile), or Microsoft Edge in the Windows 10 UI (tap or click [Microsoft Edge] tile) can be printed. You can print only one web page at a time.

Note: You cannot print a web page with Sharpdesk Mobile application using Internet Explorer opened in the desktop mode.

I. Type a URL of the web page in the Internet Explorer (or Microsoft Edge) to open the web page.



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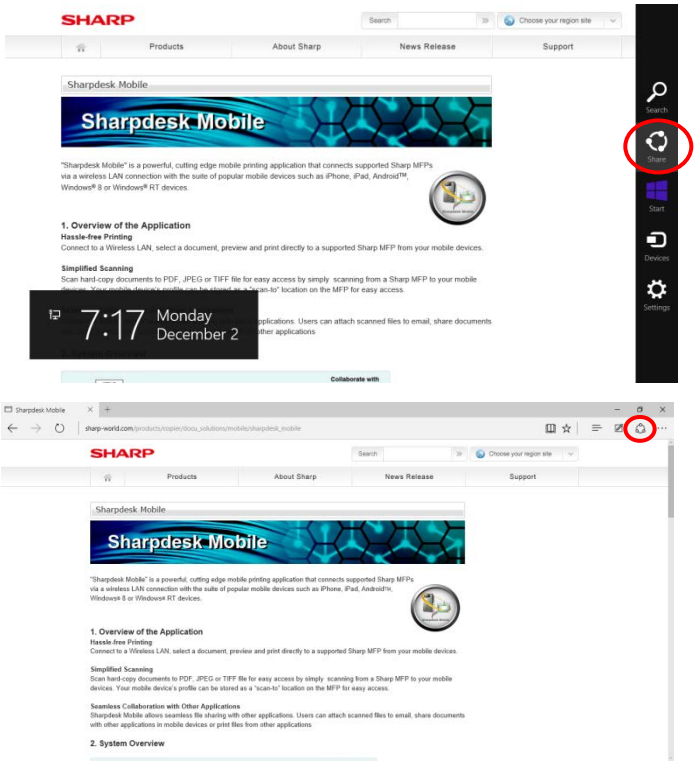
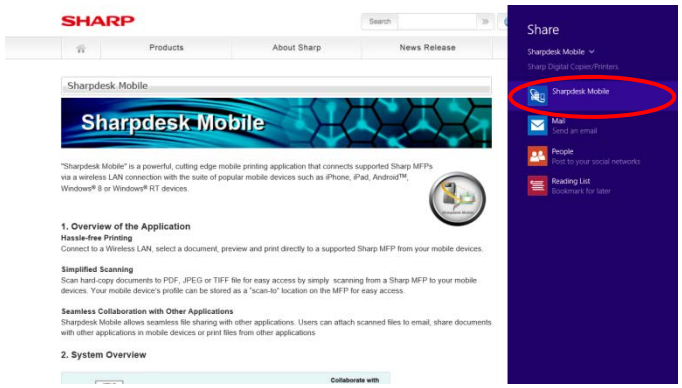
II. Swipe the screen from the right edge to display the Charm, and then tap "Share". On Microsoft Edge, tap “Share” icon in the right edge of the address bar.



III. Available applications are listed in the Share charm. Select "Sharpdesk Mobile".



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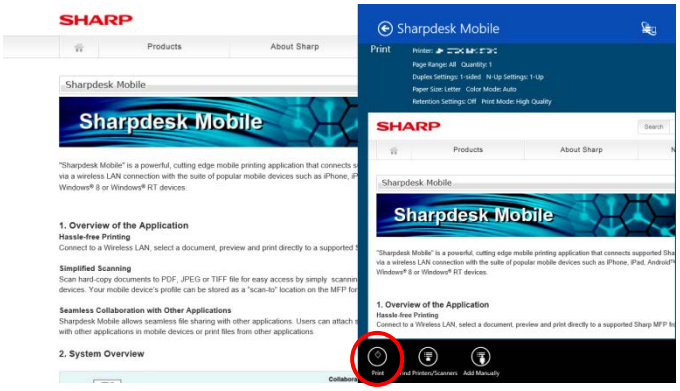
IV. Sharpdesk Mobile application opens in the Share charm. Tap "Print" in the AppBar.



V. Go to step IV in section 9.1 for the subsequent steps.

9.4 Print E-mails

E-mails received in the standard Mail application can be printed.

Note: Your mobile device requires an internet connection to receive e-mails.

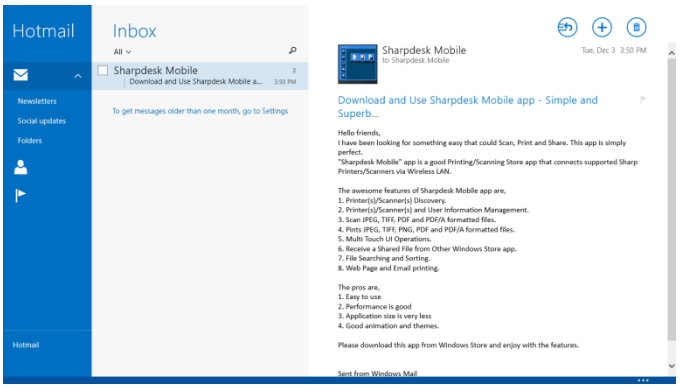
Note: You cannot send e-mails from this application.

Note: This feature is not available on Windows 10.

You can print only one e-mail at a time.

Steps I through IV are the operations within the Mail app.

I. Browse e-mails in the Mail app (tap or click [Mail] tile on the Start screen).



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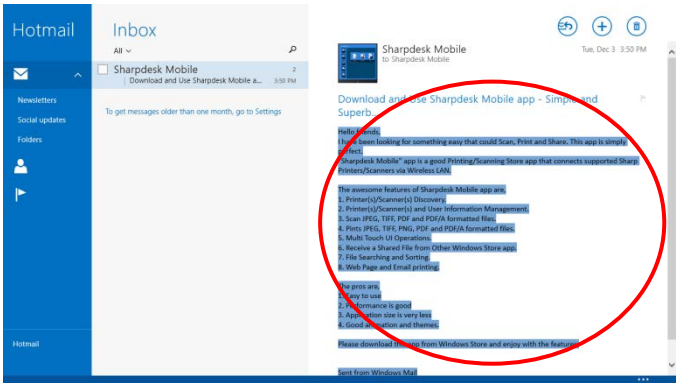
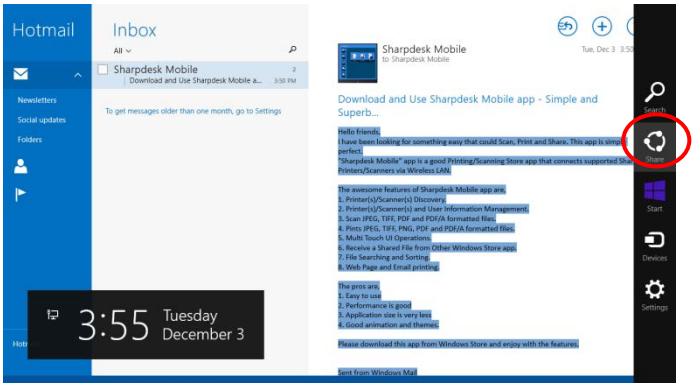
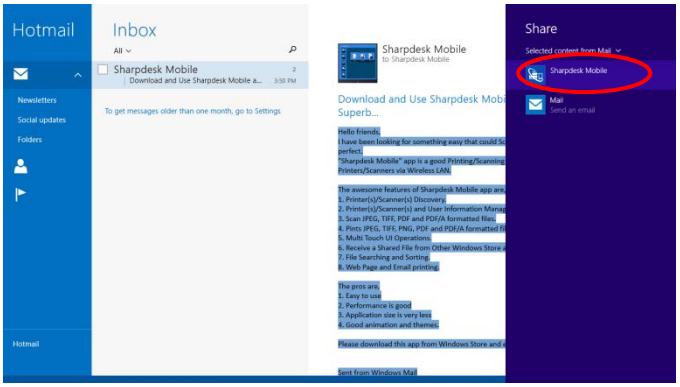
II. By touch or mouse operation, drag to select the area of the e-mail that you wish to print.



III. Swipe the screen from the right edge to display the Charm, and then tap "Share".



IV. Available applications are listed in the Share charm. Select "Sharpdesk Mobile".



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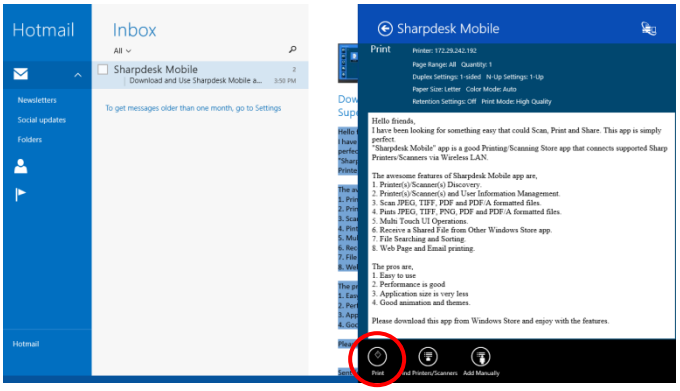
V. Sharpdesk Mobile application opens in the Share charm. Tap "Print" in the AppBar.



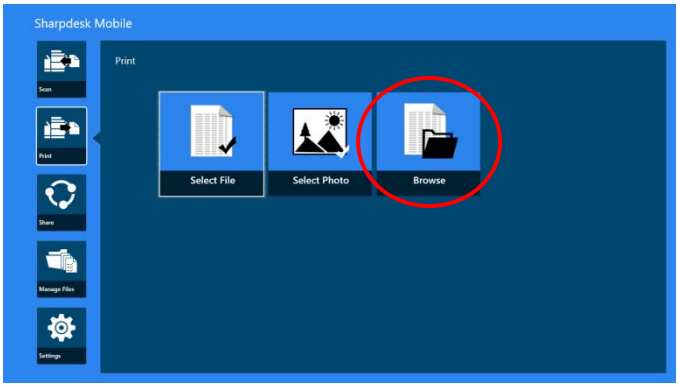
VI. Go to step IV in section 9.1 for the subsequent steps.

9.5 Print Documents Stored in Other Folders

The documents stored in the folder other than SharpdeskMobile folder on your device can be printed.

Supported file formats are JPEG, TIFF, PNG, PDF (including compact PDF and encrypted PDF) and OOXML Files (DOCX, XLSX, PPTX).

I. Tap "Browse".



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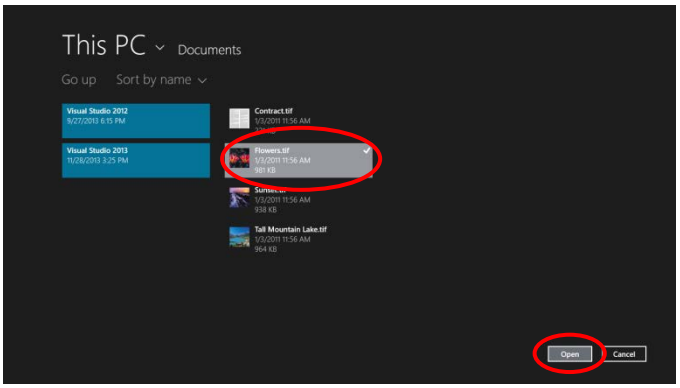
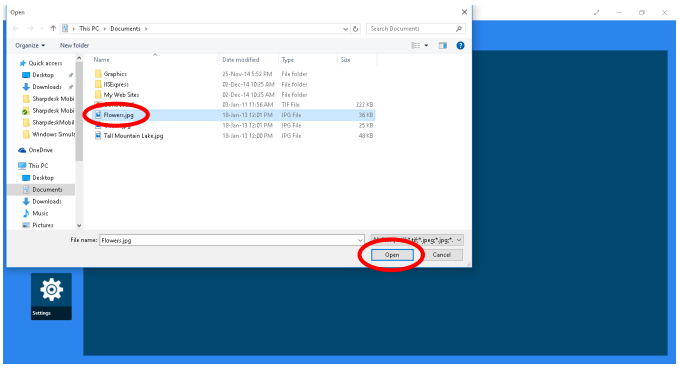
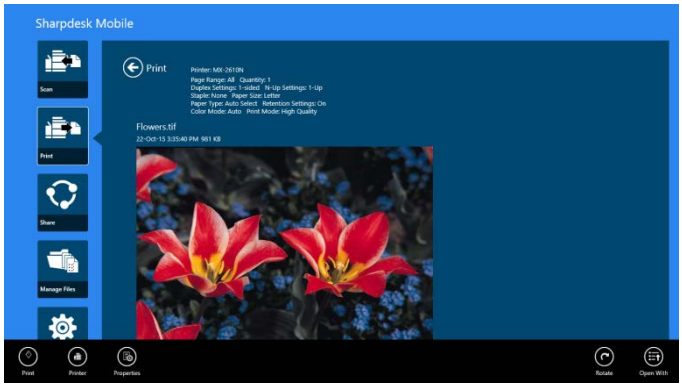
II. Files and folders stored in Documents folder (SharpdeskMobile folder on Windows 10) are listed.
On Windows 10, the Open File dialog will be displayed to select a file.
Any folders in the device that you are allowed to access can be browsed and only the files in supported file format are listed.





III. Tap to select a file and tap "Open". A preview of the selected file will be displayed.
For preview operation, go to Section 12.3.



IV. Go to step IV in section 9.1 for the subsequent steps.

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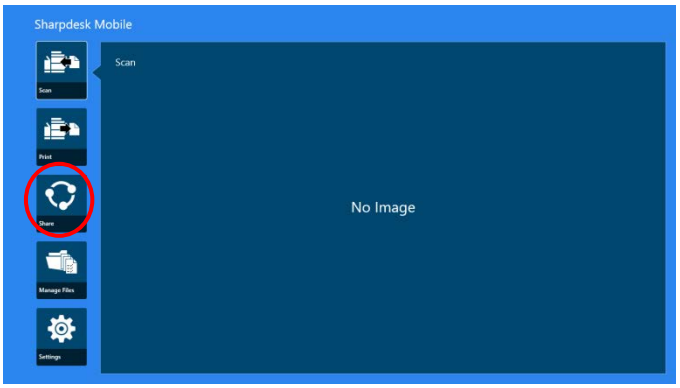
10 Attach to E-mail

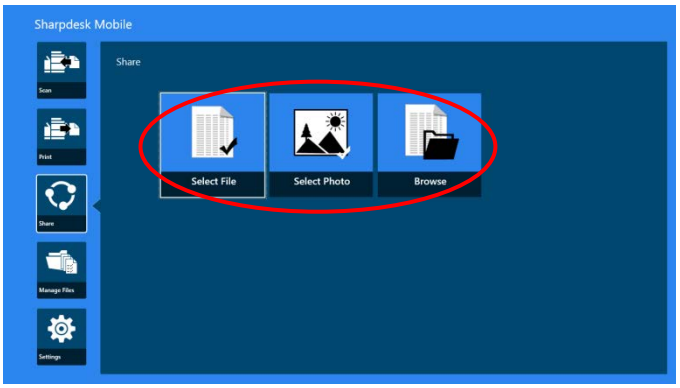
The document stored in this application can be attached to E-mail.

Note: E-mail application has to be configured beforehand.

I. On the main screen, tap “Share”.



II. Tap "Select File" to select a file from the SharpdeskMobile folder, tap "Select Photo" to select a photo from "Pictures" folder, or tap "Browse" to select a file from any folder (Documents by default) on your device.



Preview of the selected file is displayed. For preview operation, go to section 12.3.

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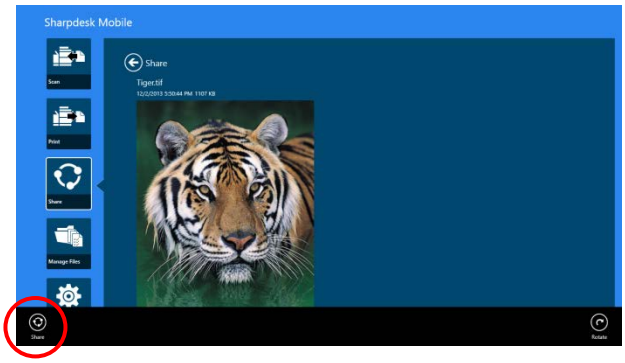
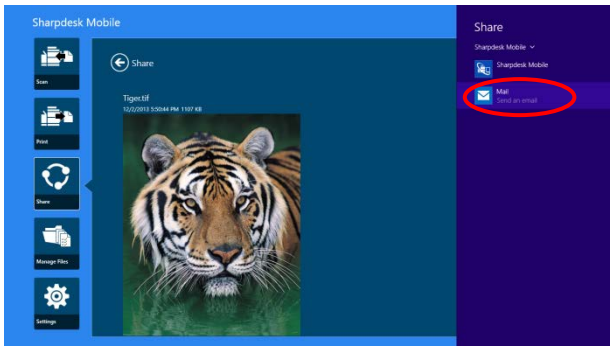
III. When you tap “Share” in the AppBar, all available applications will be listed in the right side of the screen. When you tap any E-mail application in the list, the selected E-mail application will be invoked and an E-mail message with attached file is displayed in the Share charm. Send the E-mail after composing the mail.





Note: This application can share documents only with Windows® Store apps.

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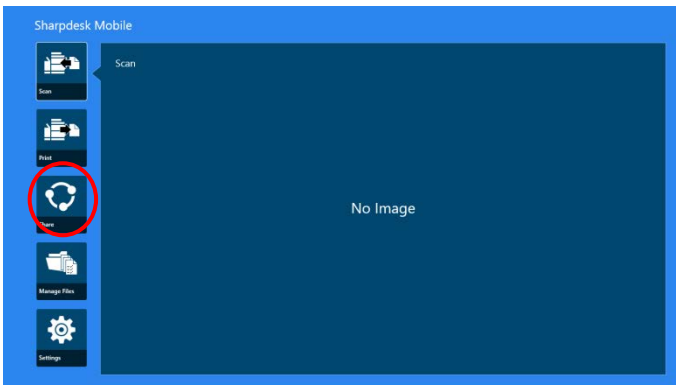
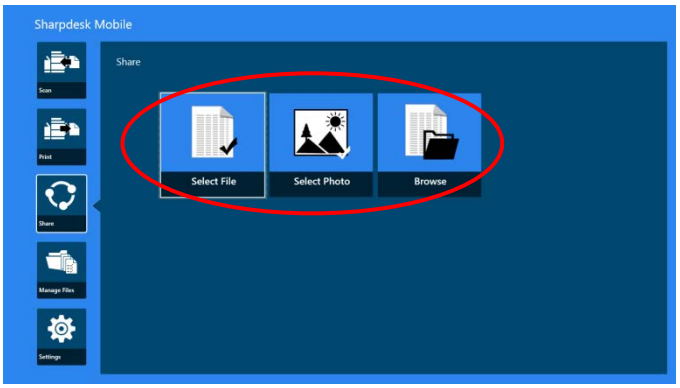
11 Send to Application

The documents stored in this application can be sent to other application.

I. On the main screen, tap “Share”.

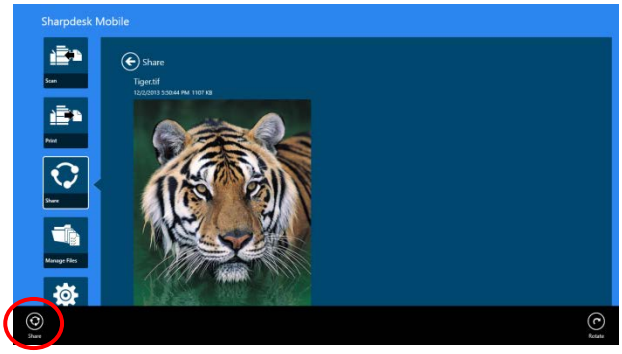


II. Tap "Select File" to select a file from the SharpdeskMobile folder, tap "Select Photo" to select a photo from "Pictures" folder, or tap "Browse" to select a file from any folder (Documents by default) on your device.



Preview of the selected file is displayed. For preview operation, go to section 12.3.

III. Tap “Share” in the AppBar.



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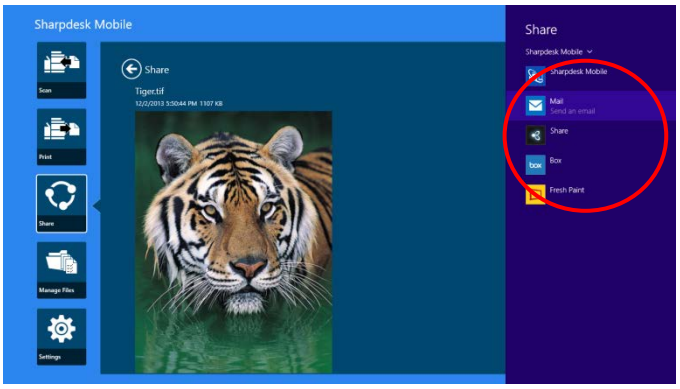
IV. Available applications are listed.

To send the file to another application, select the application from the list.



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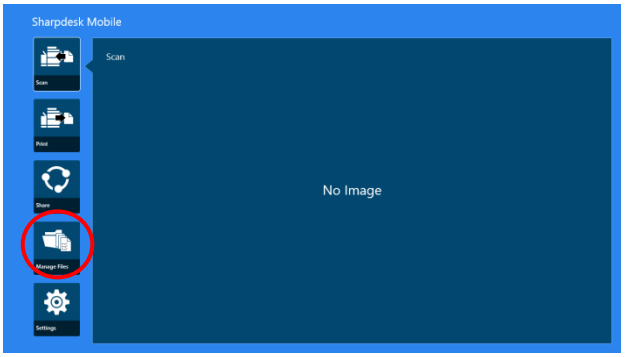
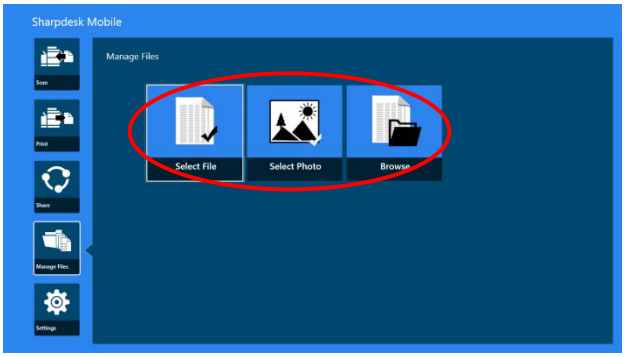
12 Manage Files

Files or folders stored in the application can be managed. Available actions include listing files and folders stored in the application, searching for files and folders, previewing files, changing a file/folder name, move, delete, or create a folder.

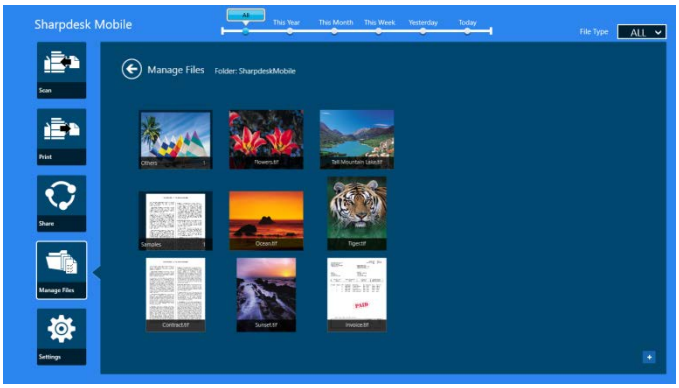
Tap “Manage Files” on the main screen.

Tap "Select File" to browse files in the SharpdeskMobile folder. "Select Photo" to browse pictures in the "Pictures" folder. "Browse" to browse folders on your device (Documents by default).





Files and folders stored in this application are listed.



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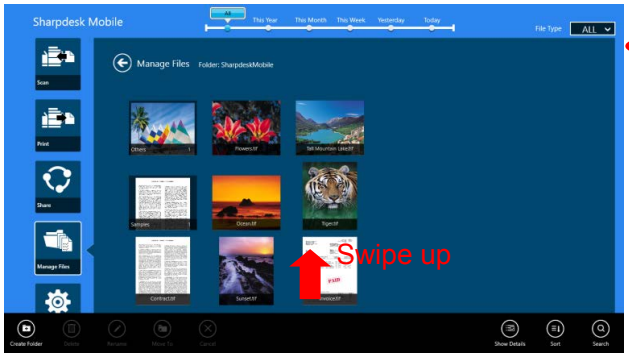
12.1 Modify File/Folder List

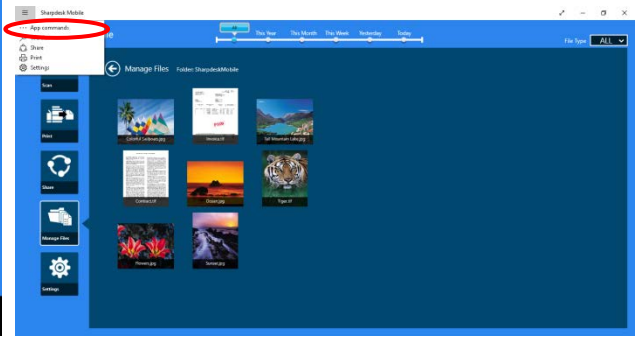
You can search files and folders, sort file and folder lists or switch views.

Note: For searching files and folders, go to section 12.2.

Note: Switching to browse storage for files/folders is not possible.

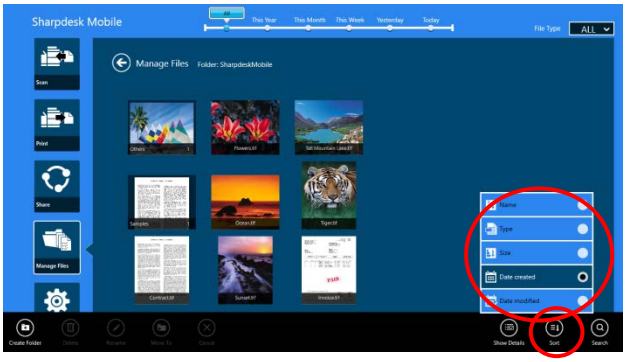
To sort the file/folder list, swipe up from the bottom edge of the screen or right click on the mouse to display the AppBar. (On Windows 10, AppBar can be displayed by tapping the top left corner of the title bar and then tapping “App Commands” menu.)

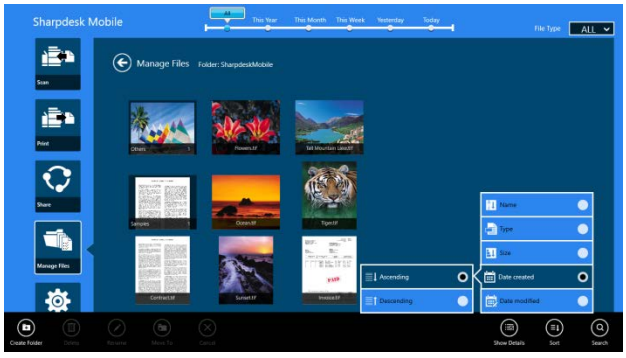




Tap "Sort Files". "Name", "Type", "Size", "Date created" or "Date modified" can be selected as a sorting condition, and "Ascending" or "Descending" can be selected for a sorting order.

Note: "Type" can be selected only when "All" is selected in the file type filter.





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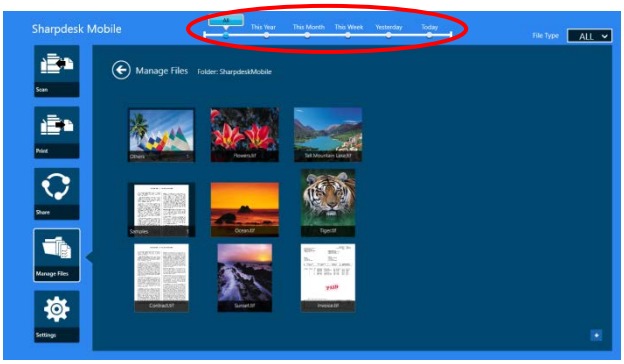
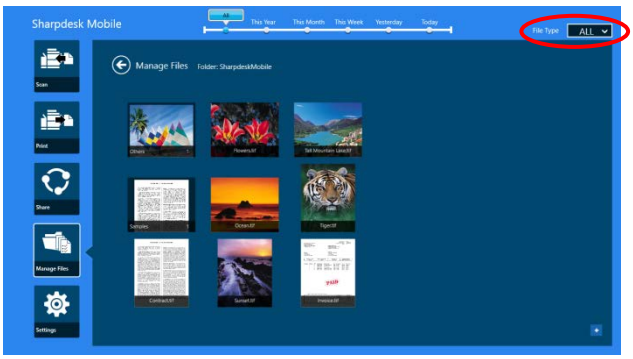
There are two ways to filter the file/folder list:

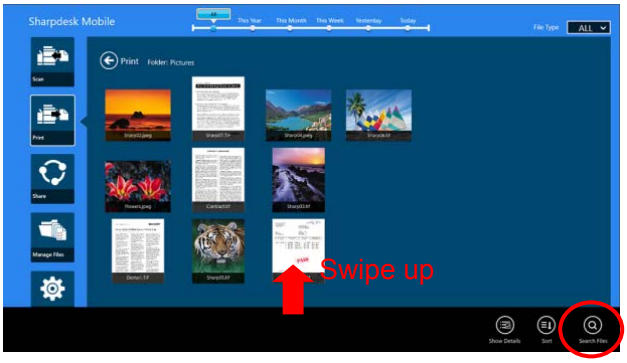
- By tapping the time line filter in the upper screen, you can filter the list by the time when the files or folders were created.
  "Normal View" and "Tree View": "All", "This Year", "This Month", "This Week", "Yesterday" and "Today" can be selected ("Today " is the default).
  "Calendar View" and "Circle View": "Year", "Month", "Week", and "Day" can be selected ("Day" is the default).
- By tapping the file type filter in the upper-right side on the screen, you can filter the list by file types.
  "PDF", "JPEG", "TIFF", "PNG", DOCX, XLSX, PPTX and "ALL" can be selected ("ALL" is the default).

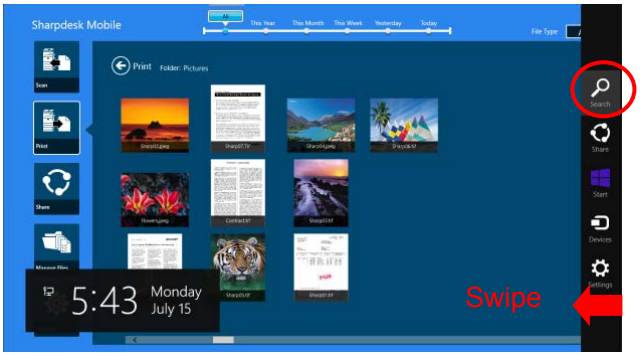




12.2 Search Files/Folders

Swipe up from the bottom edge of the screen or right click on the mouse to display the AppBar, and then tap "Search". This method is used in Windows 8.1, but for Windows 10, tap or click the left corner of the title bar to display the menu and then select "Search" to display the Search charm.





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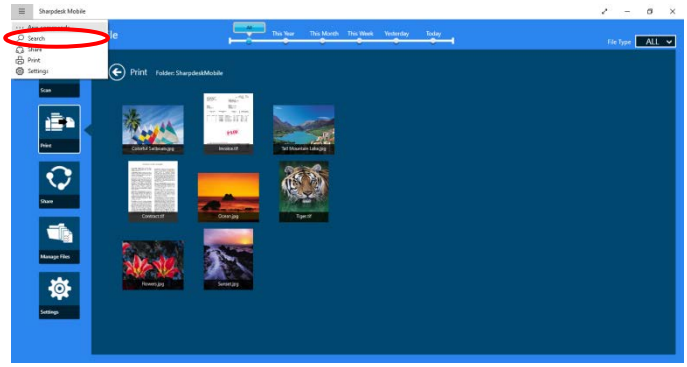
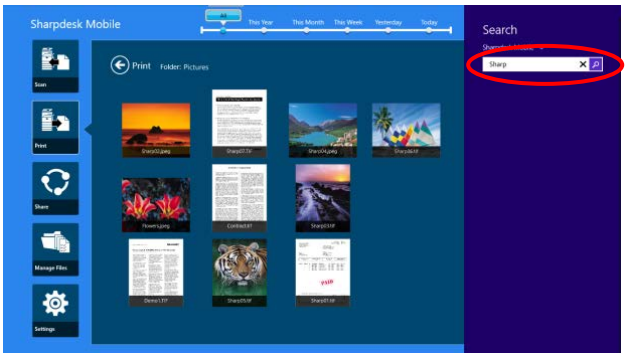
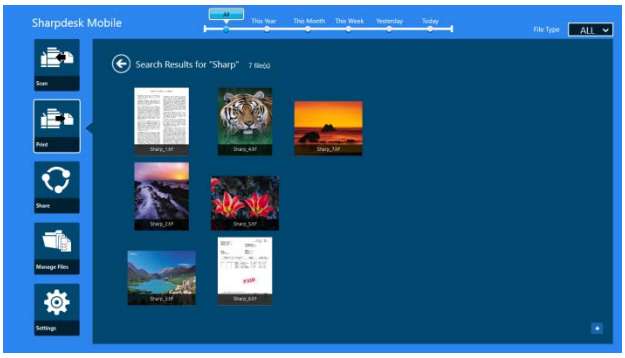
On Windows 10, tap the left corner of the title bar to display the menu and tap “Search” to display the Search charm.



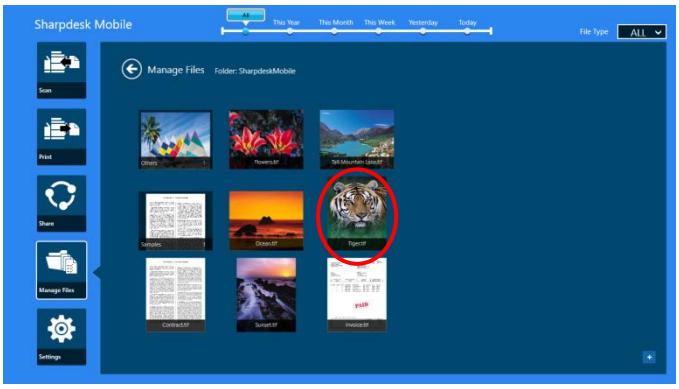
File search charm will be displayed. Enter a full file name, or a portion of the name that you are looking for, files contain the entered word will be searched from the current folder and its subfolders and then displayed as a list. The results can be filtered using the timeline or file type filter.





12.3 Preview a File

You can preview a file in the files/folders list.



Note: Preview is not displayed if free memory in your mobile device is not sufficient.

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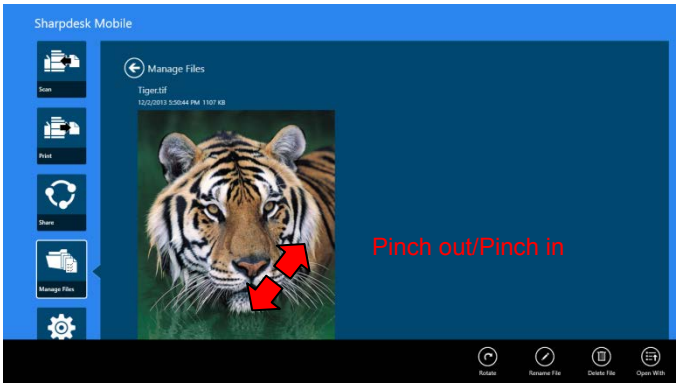
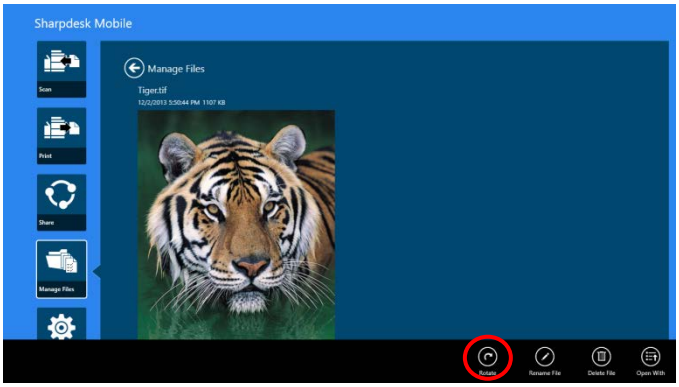
Use two fingers to zoom in/out the preview image. (Pinch out/Pinch in)

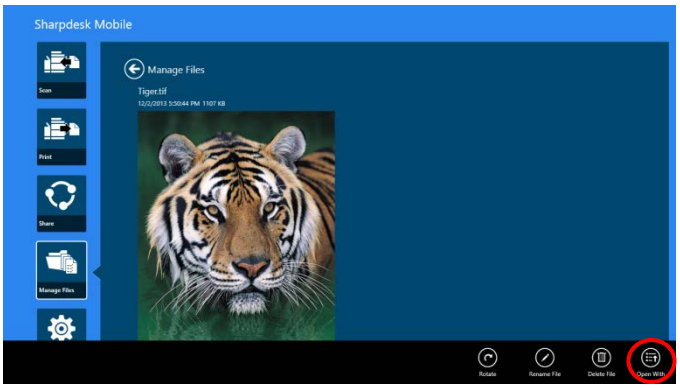


Tap “rotate” to rotate the preview 90 degrees clockwise.



Note: Original size and/or orientation of the image are kept even if another operation is performed after the preview was rotated and/or zoomed.

You can tap "Open With" to select an appropriate application to preview the file.



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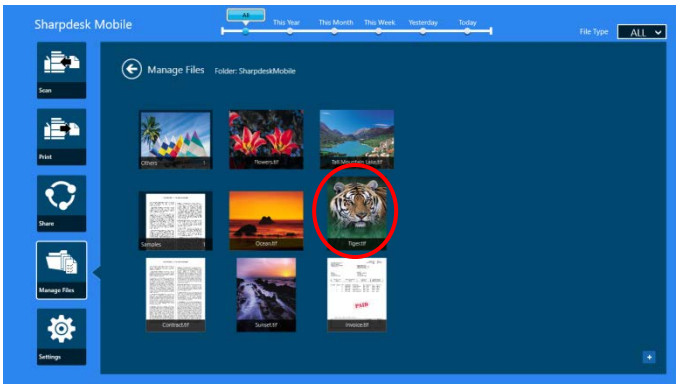
12.4 Rename a File/Folder

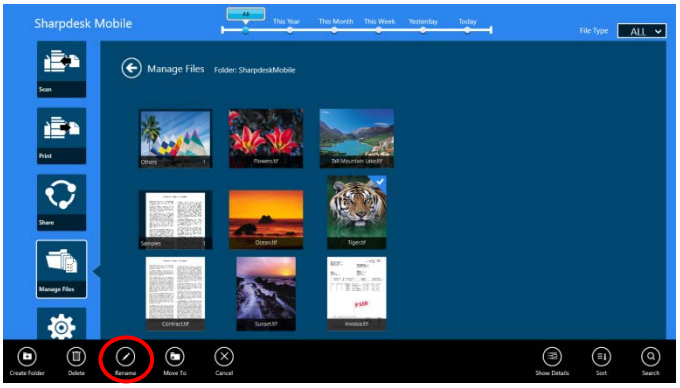
Note: You can rename only 1 file/folder at one operation. You cannot rename multiple files/folders at once.

I. Vertically swipe the file or the folder that you wish to rename.
Note: When multiple files/folders are selected, "Rename" is not available.

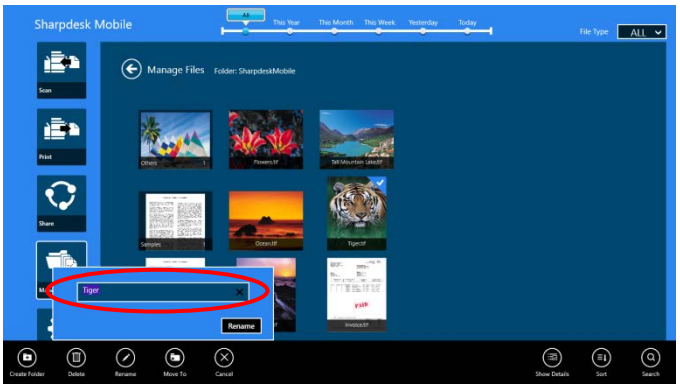


Note: If you selected "Browse", tap the file icon, and tap "Open".

II. Tap “Rename” on the AppBar (“Rename File” when opening the file from “Browse”).



III. “Change File(Folder) Name” dialog is displayed. Enter a new name.



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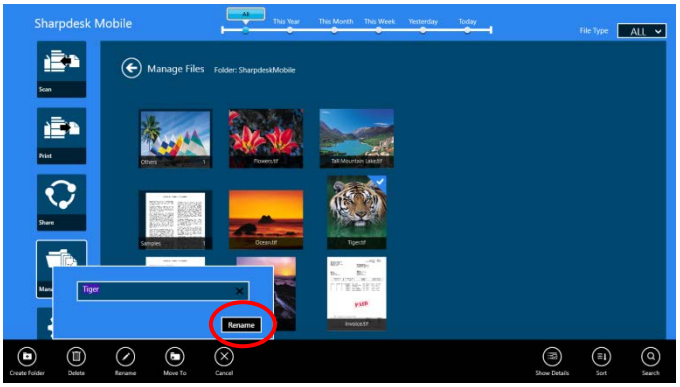
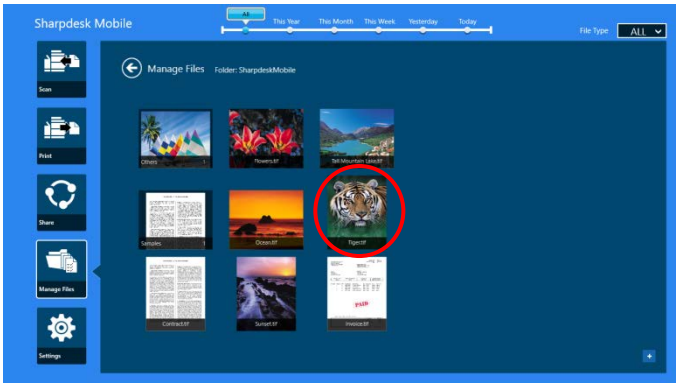
IV. Tap “Rename” to rename.

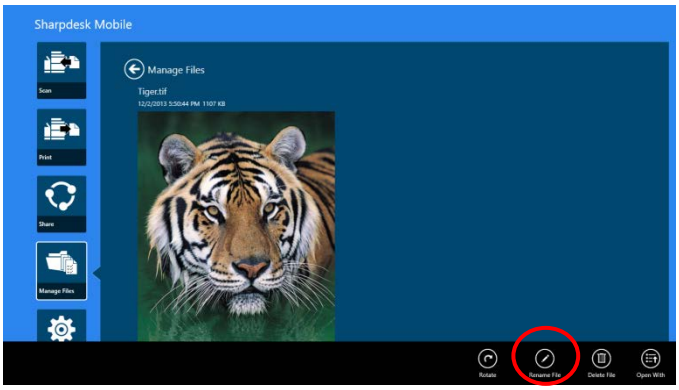


You can also rename files following the steps below:

Tap the file you wish to rename in step I.



The preview image and the AppBar is displayed. Tap "Rename File" in the AppBar.



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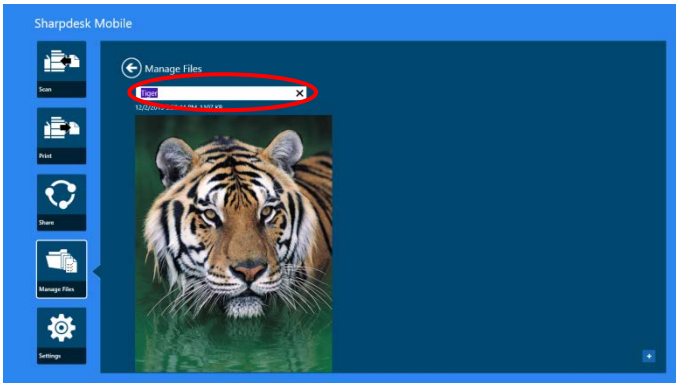
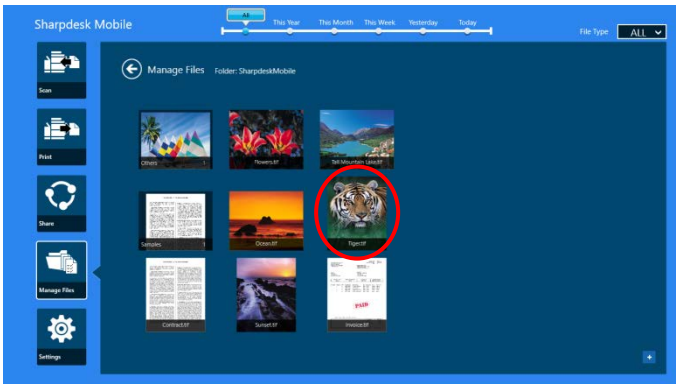
A text box will be displayed above the preview image. Enter a new file name.



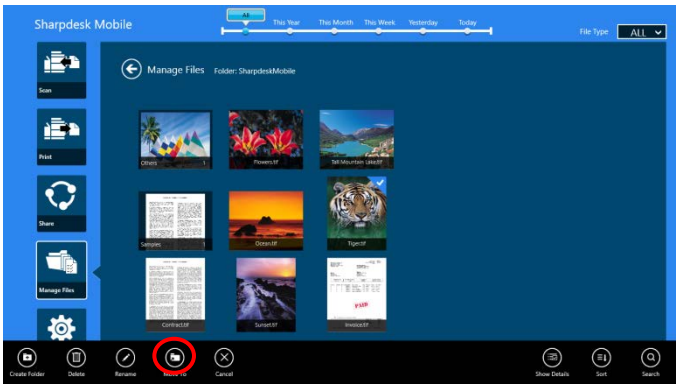
Note: The extension name of the file cannot be changed.

12.5 Move Files/Folders

I. Swipe the files/folders that you wish to move. Multiple files/folders can be selected.



II. Tap “Move To” in the AppBar.



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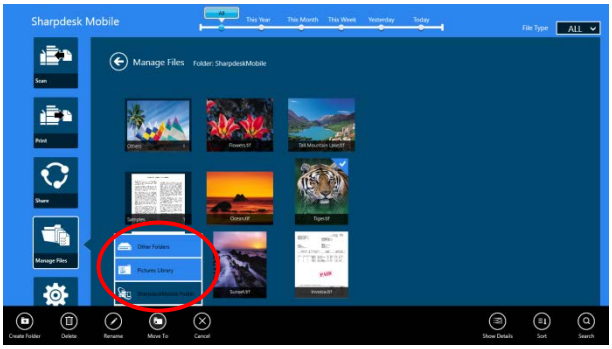
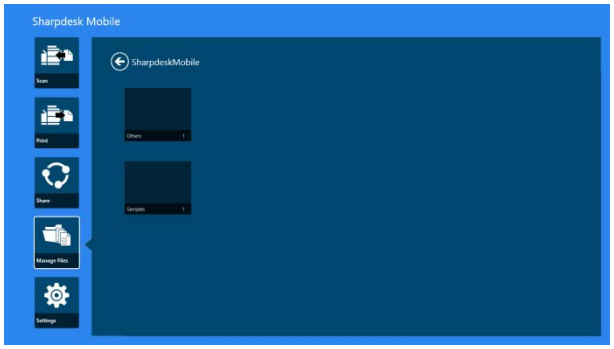
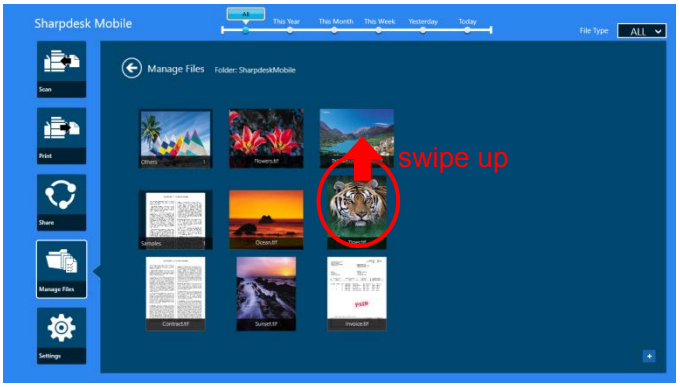
III. Select a destination. When "SharpdeskMobile Folder" is selected, files and folders in the SharpdeskMobile folder will be displayed. When "Pictures Library" is selected, pictures in the Pictures Library folder will be displayed. When "Other Folders" is selected, files and folders in "My Documents" folder will be displayed. Move to the target folder, and then tap "Move Here" to move the target files/folders.



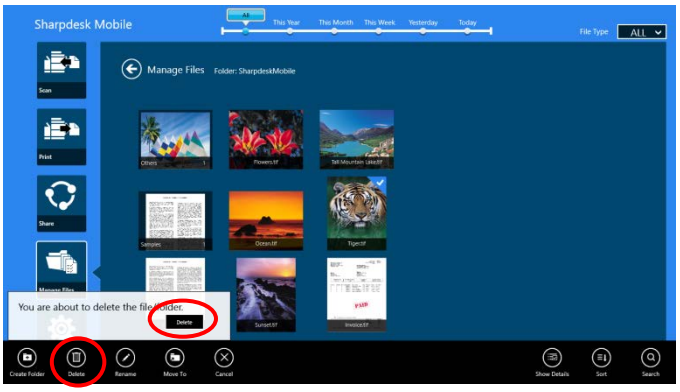


12.6 Delete Files/Folders

I. Swipe up the files/folders that you wish to delete. Multiple files/folders can be selected.



II. Tap "Delete" in the AppBar. "You are about to delete the file/folder" dialog is displayed, then tap "Delete" to delete the selected files/folders.



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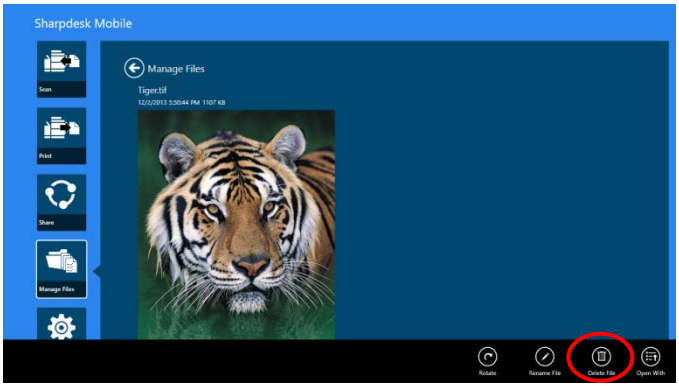
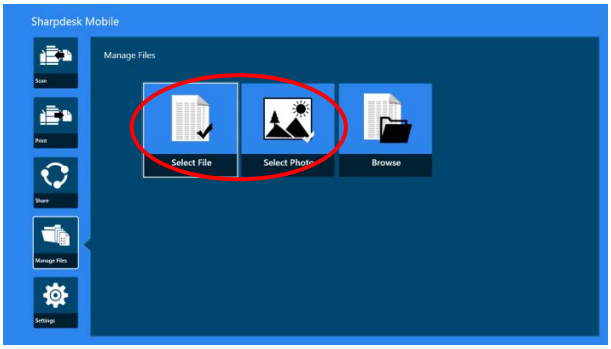
You have an option to preview a file before deleting it:

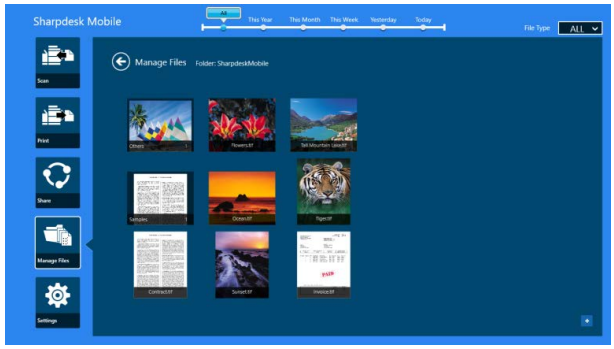
Tap “Delete File” in the preview screen (see section 12.3).



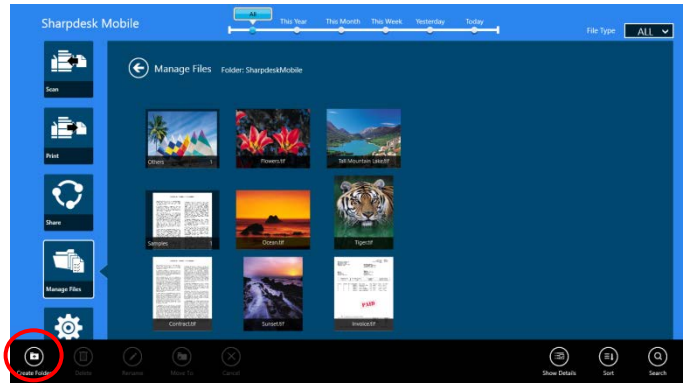
12.7 Create a Folder

I. Tap "Select File" to browse files in the SharpdeskMobile folder or "Select Photo" to browse pictures in the "Pictures" folder. Move to the folder under which you wish to create a new folder.
Note: If “Browse” is selected on Windows 8.1, a folder cannot be created. On Windows 10, the Open File dialog will be displayed and a folder can be created in the dialog.





II. Tap "Create Folder" in the AppBar.



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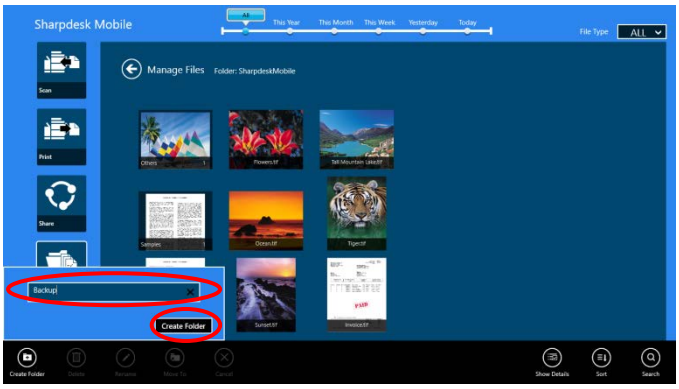
III. “Create Folder” dialog is displayed. Enter a new folder name, then tap “Create Folder” to create the folder.



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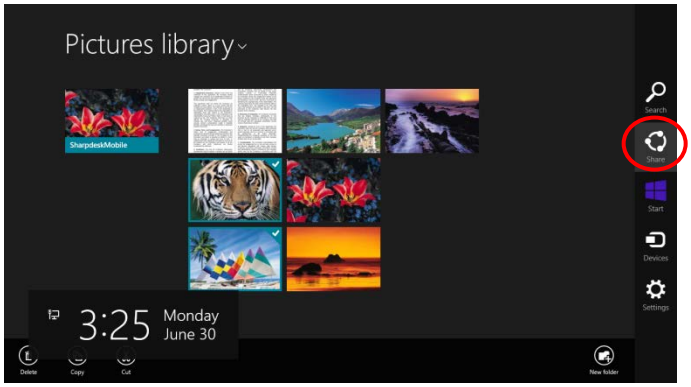
13 Print from External Application

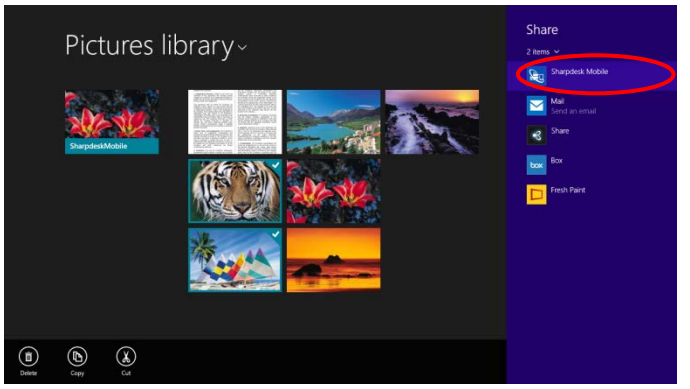
Data sent from other applications in your mobile device can be printed from this application.

I. Open the file that you wish to print (JPEG, TIFF, PNG, PDF, DOCX, XLSX or PPTX) in other application.

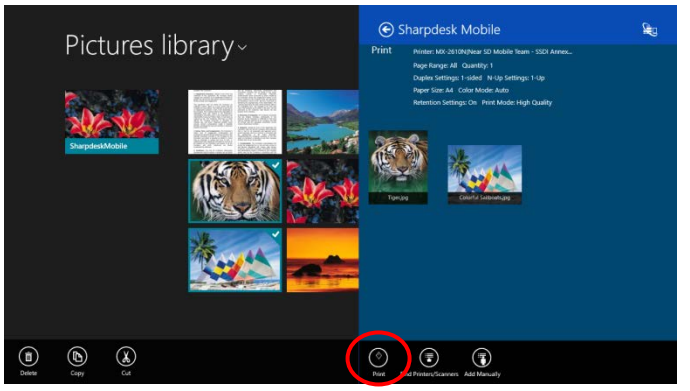
II. Perform the steps to share the file(s). ("Pictures Library" on Windows 8.1 is used as an example.)



III. Available applications are listed in the Share charm. Select "Sharpdesk Mobile".



IV. This application appears in the Share charm. Tap “Print” in the AppBar.



V. See step IV or later in section 9.1 for the subsequent steps.

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