



Sharpdesk® Mobile Frequently Asked Questions

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General Issues

What is a Multifunction Peripheral (MFP)?

Sharp MFPs are multi-function printers capable of printing, faxing, copying, and scanning documents. Although typically found in office environments, Sharp offers a line of smaller and less expensive MFPs tailored for the home office or small business environments. And, given the cost of supplies for an MFP versus ink-jet printers, a Sharp MFP can be a more economical solution, even for a smaller home office. Click on the following link to learn more about [Sharp MFPs](#).

Which MFPs are supported by Sharpdesk Mobile?

- MX-2310U
- MX-2610N
- MX-3111U
- MX-3110N
- MX-3610N
- MX-4110N
- MX-4111N
- MX-5110N
- MX-5111N

How do I find the IP Address of my Sharp MFP?

On the front panel of a Sharp MFP, press the 'System Settings' button, then select the 'List Print' option. From the List Print option, select 'Printer Test Page' and then print the 'NIC Page'. The MFP's IP Address will be printed on this page.

I can't start Sharpdesk Mobile on iPhone®/iPad®.

Sharpdesk Mobile requires iOS version 4.3 or higher to work. Please update the iOS version on your iPhone/iPad and try again.

I can't view thumbnails for some of the data in the list of scanned files.

1. Thumbnail is only created if there is enough free memory (RAM). The default thumbnail image is displayed when there's not enough free memory.
2. For PDF files, thumbnail is not created if the file size per page exceeds 1.2MB.

Generally, rescanning the document with lower resolution or higher compression ratio may enable Sharpdesk Mobile to create the thumbnail.

Note: You can still print, attach to email or send to another app

Thumbnails are corrupt for some of the files in the list of scanned data.

Thumbnail images not created for PDF files may appear corrupt. However you can still print, attach to email or send to another app.

An error message is displayed when I try to preview a file.

1. Preview is only available if there is enough free memory (RAM). Terminating other apps not in use may enable preview.
2. Preview is not available for files that exceed 1.2MB.

You can still perform other functions including print, attach to e-mail, or send to another app.

I can't fit the preview image on the screen even after shrinking the image to the limit.

This may occur in iOS 4.3. Updating to iOS 5.0 may resolve the issue.

Print, attach to e-mail, or send to another app, are not affected.

Print Issues

I can't print to a supported MFP from Sharpdesk Mobile.

1. If using MX-2310U or MX-3111U, make sure that the Printer Expansion Kit (MX-PB14) is installed.
2. Make sure user authentication is disabled on the printer.

When printing a PDF file, a large amount of unknown characters was printed.

Please check if PS3 Expansion Kit (MX-PK11) is installed in.

“Select File” only displays the list of documents that were received by Sharpdesk Mobile.

If you print a file from another application, open the file in that application and send it to Sharpdesk Mobile. The file is then saved in Sharpdesk Mobile.

I can't rotate the image when confirming the file for print.

Sharpdesk Mobile doesn't support image rotation.

I can't pinch-in/pinch-out or scroll when previewing an image/file for printing.

If you cannot pinch-in or pinch-out the image, it may already be magnified or shrunk to the limit. If you cannot scroll, the image/file may already be magnified or shrunk so as to fit the screen.

I printed other than letter size but the output was Letter size.

Letter is printed if the “Default Paper Size” in [System Settings]-[Printer Condition Settings] on the MFP is set to “Letter” and the “Fit to Page” checkbox is checked. Uncheck “Fit to Page.”

If you are printing a JPEG, the file may be printed as Letter size even if the checkbox is unchecked since the printer was not able to detect the size. In this case, set the “Default Paper Size” to the size you wish to print.

Scan Issues

The screenshot image of my iPhone/iPad (captured by pushing the power button and Home button simultaneously) cannot be printed.

The screenshot file format (PNG) is not supported by Sharpdesk Mobile.

No printers/scanners are displayed when I select “Find Printers/Scanners” in “Set Up Printer/Scanner.”

Printers/scanners must be on to the same network segment as the iPhone/iPad. If they are connected to different segments of the network, try adding a printer/scanner manually by selecting “Add Manually” and enter the IP address of the printer/scanner.

I can’t print to/scan from a printer/scanner whose IP address was entered in “Add Manually.”

I. Make sure that HTTP and FTP are enabled on the network segments to which the iPhone/iPad and the printer/scanner are connected. Authentication or proxy setting may be required on the network.

II. Make sure that the port number configured on the printer/scanner is the same as the one entered in “Add Manually” on the iPhone/iPad.

You can check the printer/scanner port number by following the steps below:

From a web browser go to the printer/scanner’s web page

Select [Application Settings]

Select [Setting for Print from the PC].

When I select “Scan from (scanner name)” to begin receiving scan data, I get an error message –“Profile Registration Failed” after selecting “Registering profile” and Sharpdesk Mobile doesn’t go into waiting status.

1. Make sure that HTTP and FTP are enabled on the network segments to which the iPhone/iPad and the printer/scanner are connected. Authentication or proxy setting may be required on the network.

2. From the MFP, select “Home” and try again.

“Failed to delete profile” is displayed after receiving scan data.

This may occur if the address book is displayed on the MFP after the scan job starts. iPhone/iPad profile stored on the MFP can be deleted through the MFP’s home page.

Since the device uses fixed IP address and I always use the same scanner, I don't want the entry in the address book to be deleted.

From Sharpdesk Mobile's main menu, select "Setting", then Select "Set up User Information." Make sure "Profile Automatic Delete" is set to "OFF."

The file received from the scanner is not shown in the file list when I select "Send to E-mail" or "Organize".

Only saved files are shown. Select "Save" after receiving a scanned file to save to Sharpdesk Mobile.

Only the first page can be previewed although I scanned multiple pages of document.

If file format is set to TIFF when scanning, only the first page can be previewed. The images themselves are stored correctly.

E-mail Issues

When I select “Attach to E-mail” after selecting a file, the iPhone/iPad E-mail application is started but the attached image looks horizontally (vertically) longer.

Due to the E-mail app’s specification, it may show incorrect aspect ratio for the source image for some images that has specific aspect ratio. The attached image will be sent with the correct aspect ratio.

The application that I wish to send this file to is not listed when I select “Send to Application.”

Sharpdesk Mobile only support JPEG, TIFF and PDF. The applications listed in “Send to Application” are those to which Sharpdesk Mobile can send these file formats.