



Lexmark™

# **Mobile Printing**

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## **User's Guide**

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# Change history

## December 2015

- Added support for iOS Extensions

## September 2015

- Added support for new configuration file settings

## May 2015

- Configuration file support for Lexmark Print Service Plugin

## Overview

The following applications let you send documents and images directly to network-connected Lexmark printers and servers from an iOS or Android™ mobile device:

- Lexmark Mobile Printing
- Lexmark Print Service Plugin

**Note:** These applications can be downloaded for free from the online iTunes Store, the App Store, and the Google Play™ store app.

For iOS mobile devices, you can use AirPrint to send documents and images directly to a Lexmark Print Management (LPM) server. For more information, see [“Using AirPrint” on page 21](#).

# Lexmark Mobile Printing Application

## Getting started

### System requirements

- iOS 6.1.x or later
- Android 2.2 or later

### Installing the application

#### On iOS devices

- **Using the online App Store**
  - 1 From your iOS device, download the application from the online App Store.
  - 2 Grant permissions to install the application.
- **Using the online iTunes Store**
  - 1 Download the application from the online iTunes Store.
  - 2 Sync the application with your iOS device.


#### On Android devices


- 1 From your Android device, download the application from the Google Play store app.
- 2 Grant permissions to install the application.

## Using Lexmark Mobile Printing

### Adding a printer to the list of devices

#### On iOS devices

- 1 Touch **+**.
- 2 Do one of the following:
  - Touch , and then align the printer QR code (Quick Response) within the screen borders. The application captures the QR code and adds the printer.

**Note:** Lexmark touch-screen printers support the QR Code Generator application, which encodes the printer IP address or host name into a QR code. For more information, see the *QR Code Generator Administrator's Guide*.
  - Touch , and then select a printer from the list.
  - Type the printer IP address or host name in the Address field.
- 3 Touch **Add Now**.

## On Android devices

Do one of the following from the action bar:

- Touch **+**, and then type the printer IP address or host name.
- Touch **O**, and then select a printer from the list.
- Touch **QR**, and then align the printer QR (Quick Response) code within the screen borders. The application captures the QR code and adds the printer.

### Notes:

- You can skip verification when adding the printer to the list, but you need to verify the printer before use.
- This option is available only in devices with a rear camera.
- Lexmark touch-screen printers support the QR Code Generator application, which encodes the printer IP address or host name into a QR code. For more information, see the *QR Code Generator Administrator's Guide*.

## Updating printer information

- 1 From the application home screen, select a printer from the list.
- 2 Update the Nickname or the Address field.
- 3 Touch **Update**.

## Deleting a printer

### On iOS devices

- 1 From the application home screen, do either of the following:
  - Touch **Edit**, and then touch **⊖** beside the printer you want to delete.
  - Swipe the printer you want to delete.
- 2 Delete the printer.

### On Android devices

- 1 From the application home screen, press and hold the printer you want to delete.
- 2 Delete the printer.

## Printing documents

- 1 Open the document.
- 2 Send or share the document to Mobile Printing.

**Note:** Some third-party applications may not support the send or share feature. For more information, see the documentation that came with the application.


**3** Select a device. If necessary, change the print settings.

**Note:** For the list of supported file types, see the documentation that came with the device.

**4** Touch **Send**.

## Printing photos

### On iOS devices


- 1** From the application home screen, touch .
- 2** Take a photo using the camera, or choose a photo from a photo album, and then touch **Next**.
- 3** If necessary, select a device and change the print settings.
- 4** Send the print job.

### On Android devices



- 1** Select a photo from a photo album.
- 2** Share the photo to Mobile Printing.
- 3** Select a device. If necessary, change the print settings.
- 4** Send the print job.

## Printing text from the clipboard

**Note:** This feature is available only in iOS devices.

- 1** From the application home screen, touch  > **Clipboard** > **Print**.
- 2** If necessary, select a device and change the print settings.
- 3** Send the print job.

## Printing a Web page

- 1** From the application home screen, touch .
- 2** Type the URL.
- 3** Touch .

**Note:** To preview the page and change the paper size before printing the Web page, touch .

- 4** If necessary, select a device or change the print settings.
- 5** Send the print job.

## Printing with Lexmark Mobile Direct using a Lexmark NFC tag

*Lexmark Mobile Direct* lets you print from your device through a secure peer-to-peer wireless connection. For more information, see the *Lexmark Mobile Direct User's Guide*.



Before you begin, make sure that:


- Your device supports near field communication (NFC) and that it is enabled.
- Your device supports peer-to-peer wireless connection.
- Lexmark Mobile Direct is enabled. For more information, see the *Lexmark Mobile Direct User's Guide*.
- Your printer has firmware version P436 or later. For more information, visit <http://support.lexmark.com>.
- The Lexmark MarkNet N8350 or Lexmark MarkNet N8352, and a Lexmark NFC tag are installed on the printer.

**Notes:**

- Some third-party applications may not support the send or share feature. For more information, see the documentation that came with the application.
- This feature is available only in Android devices.

- 1 Open the document.
- 2 Send or share the document to Mobile Printing.
- 3 Tap the device against the NFC tag of the printer.

**Notes:**


- To check if NFC is enabled, find . For information on enabling NFC, see the documentation that came with the device.
- Depending on the printer settings, you may be required to accept the device and printer connection.

- 4 If necessary, change the print settings.
- 5 Send the print job.


## Accessing the Jobs screen

If a job fails to print, access the Jobs screen to resend or delete the print job.

### On iOS devices

- From the application home screen, touch .

### On Android devices

- From the application home screen, touch .


## Using iOS Extensions

When the Lexmark Mobile Printing application is installed, it also adds iOS Extensions support. With iOS Extensions, users can print documents, photos, or Web pages directly from applications that support the iOS Extensions feature. This feature is available only in iOS 8.0 or later.

Before you begin, make sure to do the following:

- Enable the Lexmark Mobile Printing extension to make it available in the Share menu.

**Note:** Some applications that support iOS Extensions may not support the Lexmark Mobile Printing extension.

- 1 Open the application, and then touch .
  - 2 Touch ... or **More**.
  - 3 Enable **Lexmark Print**.
- Add printers and Lexmark Print Management (LPM) servers in the Lexmark Mobile Printing application. The extension can detect only printers and LPM servers added in the Lexmark Mobile Printing application. For more information, see [“Adding a printer to the list of devices” on page 6](#).
  - Log in to the LPM servers added in the Lexmark Mobile Printing application. For more information, see [“Adding the LPM server to the list of devices” on page 11](#).


**Note:** The extension cannot detect unvalidated or unverified printers or servers.

## Printing using iOS Extensions


### Printing photos

- 1 Open the photo gallery, and then touch **Select**.
- 2 Select the photo.

**Note:** Selecting multiple photos disables the extension.

- 3 Touch  > **Lexmark Print**.
- 4 Select a printer or LPM server.
- 5 If necessary, adjust the print settings.
- 6 Touch **Print**.

### Printing documents or Web pages


- 1 With a document or Web page open, touch  > **Lexmark Print**.
- 2 Select a printer or LPM server.
- 3 If necessary, adjust the print settings.
- 4 Touch **Print**.

# Using Lexmark Mobile Printing with Lexmark Print Management (LPM)


For more information, see the *LPM User's Guide*.

## Adding the LPM server to the list of devices

### On iOS devices

- 1 From the application home screen, touch **+**.
- 2 Do either of the following:
  - Type the server URL in the Address field, and then touch **Add Now**.  
**Note:** Some LPM servers require the suffix **/mobile** after the URL. To verify your server URL, contact your administrator.
  - Touch , and then align the QR code of the URL within the screen borders.
- 3 Type your user name and password, and then touch **Login**.


### On Android devices

- 1 From the application home screen, do either of the following:
  - Touch **+**, and then type the server URL in the Address field.  
**Note:** Some LPM servers require the suffix **/mobile** after the URL. To verify your server URL, contact your administrator.
  - Touch , and then align the QR code of the URL within the screen borders.
- 2 Type your user name and password, and then touch **Login**.

**Note:** You can skip verification when adding the server to the list, but you need to verify the server before use.

## Updating the LPM server information

### On iOS devices

- 1 From the application home screen, select the LPM server.
- 2 Touch .
- 3 If applicable, touch **Logout**.
- 4 Update the LPM server nickname and address.
- 5 Touch **Update**.

### On Android devices

- 1 From the application home screen, select the LPM server.
- 2 If necessary, swipe the screen to the left.
- 3 If applicable, touch **LOGOUT**.

- 4 Update the LPM server nickname and address.
- 5 Touch **Update**.

## Sending a print job to the LPM server


**Note:** Some third-party applications may not support the send or share feature. For more information, see the documentation that came with the application.

### Sending documents

- 1 Open the document.
- 2 Send or share the document to Mobile Printing.
- 3 Select the LPM server, and then send the print job.

### Sending photos

#### On iOS devices


- 1 From the application home screen, touch .
- 2 Take a photo using the camera, or choose a photo from a photo album, and then touch **Next**.
- 3 Select the LPM server, and then send the print job.

#### On Android devices



- 1 Select a photo from the photo album.
- 2 Share the photo to Mobile Printing.
- 3 Select the LPM server, and then send the print job.

### Sending text from the clipboard

**Note:** This feature is available only in iOS devices.

- 1 From the application home screen, touch  > **Clipboard** > **Print**.
- 2 If necessary, change the device and print settings.
- 3 Select the LPM server, and then send the print job.

### Sending a Web page

- 1 From the application home screen, touch .
- 2 Type the URL.
- 3 Touch .


**Note:** To preview the page and change the paper size before printing the Web page, touch .

- 4 Select the LPM server, and then send the print job.


## Releasing a print job

**Note:** You can let another user release the print job for you by selecting a delegate from the title bar. For more information, contact your administrator.

- 1 From the application home screen, select the LPM server.

**Note:** To access the recent LPM server used, touch .

- 2 Select one or more jobs from the queue.

- 3 Touch .

- 4 Select a printer. If necessary, adjust the print settings.

**Note:** You can add a printer to the list. For more information, see [“Adding a printer to the list of devices” on page 6](#).


- 5 Send the print job.

## Deleting a print job from the print release queue

- 1 From the application home screen, select the LPM server.

**Note:** To access the recent LPM server used, touch .

- 2 Select one or more jobs from the queue.

- 3 Depending on your device, touch  or .

# Lexmark Print Service Plugin

## Getting started

### System requirements

- Android 4.4 or later


### Installing and enabling the application

- 1 From your Android device, download the application from the Google Play store app.
- 2 Grant permissions to install the application. Wait for the installation to complete.
- 3 Navigate to the settings page of your device.
- 4 Touch **Printing** > **Lexmark Print Service Plugin**.
- 5 Enable the application.

## Using Lexmark Print Service Plugin


### Adding a printer or an LPM server

- 1 Navigate to the settings page of your device.
- 2 Touch **Printing** > **Lexmark Print Service Plugin**.
- 3 Touch the overflow menu icon, and then touch **Add Printer**.
- 4 Do one of the following from the action bar:

- Touch , and then type the printer IP address or host name, or the LPM server URL, in the Address field.

**Notes:**

- In the Preferred name field, type a unique name for your printer or LPM server.
- Some LPM servers require the suffix **/mobile** after the URL. To verify your server URL, contact your administrator.

- Touch , and then select a printer or an LPM server from the list.
- Touch the overflow menu icon, then touch **Capture QR Code**, and then align the printer QR code (Quick Response) within the screen borders. The application captures the QR code and adds the printer.

**Notes:**

- This option is available only in devices with a rear camera.

- Lexmark touch-screen printers support the QR Code Generator application, which encodes the printer IP address or host name into a QR code. For more information, see the *QR Code Generator Administrator's Guide*.

**5** If prompted, type your credentials, and then touch **Login**.

## Updating or deleting a printer or an LPM server

- 1** Navigate to the settings page of your device.
- 2** Touch **Printing** > **Lexmark Print Service Plugin**.
- 3** Touch the overflow menu icon, and then touch **Add Printer**.
- 4** Touch the printer or LPM server that you want to update or delete.
- 5** Do either of the following:
  - Touch **Edit Properties**, and then update the printer information.  
**Note:** If you are logged in to the LPM server, then log out to edit the URL of the server. For more information, see [“Logging in to an LPM server” on page 15](#).
  - Touch **Delete**.
- 6** Apply the changes.

## Logging in to an LPM server

Log in to an LPM server in order to send print jobs or edit the URL of the server.

- 1** Navigate to the settings page of your device.
- 2** Touch **Printing** > **Lexmark Print Service Plugin**.
- 3** Touch the overflow menu icon, and then touch **Add Printer**.
- 4** Touch the LPM server, and then touch **Log In**.
- 5** Type your credentials, and then touch **Login**.

## Printing documents, photos, or Web pages

### Notes:

- Make sure that the Lexmark Print Service Plugin is enabled. For more information, see [“Installing and enabling the application” on page 14](#).
- Make sure that the application you are using to open the document, photo, or Web page has a Print option.

**1** With a document, photo, or Web page open, touch **Print**.

**Note:** If necessary, touch the overflow menu icon to show the Print button.

**2** Select a printer or an LPM server.

**Note:** Make sure that you are logged in to the LPM server to send print jobs. For more information, see [“Logging in to an LPM server” on page 15](#).

**3** If necessary, adjust the print settings.

**Note:** To adjust advanced print settings, touch **Printer settings**.

**4** Send the print job.

**Note:** File types that are not supported by LPM servers are converted to JPEG file format. For example, when sending an image file *sample\_image.png* to an LPM server, the file is converted to *sample\_image-png.jpeg* when queued on the server.



# Using a configuration file to manage multiple printers and servers

## Notes:

- This file supports only the Lexmark Mobile Printing application for Android and iOS devices, and the Lexmark Print Service Plugin for Android devices.
- The configuration file can also disable the adding and deleting of printers or servers.

## Understanding the configuration file elements and their values

When creating a configuration file, use `lxmobileprint.lmpcf` as the file name.

**Note:** The configuration file is case-sensitive.

- **<providers>**—Defines the printers or servers that are added or managed for the application.
  - **<name>**—Type the name of the printer or server.
  - **<address>**—Type the IP address or URL of the printer or server.
  - **<providerType>**—Type **printer** or **server**, depending on the provider that you want to manage.

### Notes:

- If there are multiple providers, then make sure that the address values are not duplicate.
- Other **<providerType>** elements are accepted, but the provider is flagged as unknown. The application validates the provider using the address value. If the provider is not a supported device, then it is deleted.
- **<settings>**—Defines alterations to the application features, behavior, and settings after importing.
  - **<add-providers>**—Type **true** to allow adding printers or servers from the application.
  - **<delete-providers>**—Type **true** to allow deleting printers or servers from the application.
  - **<supports-web>**—Type **true** to allow printing Web pages from the application.
  - **<supports-jobs>**—Type **true** to allow access to print queues.
  - **<supports-manual-add>**—Type **true** to allow adding printers manually.
  - **<supports-qr-code>**—Type **true** to allow adding printers using a QR code.
  - **<supports-network-search>**—Type **true** to allow adding printers by searching the network.

Settings for iOS only

**Note:** If the following settings are all set to **false**, then the local option is disabled.

- **<supports-clipboard>**—Type **true** to allow printing files from the clipboard.
- **<supports-camera>**—Type **true** to allow printing camera captures.
- **<supports-photos>**—Type **true** to allow printing photos from the gallery.

Settings for Android only

- **<supports-help>**—Type **true** to allow access to the help pages.
- **<supports-nfc>**—Type **true** to allow printing using near field communication (NFC).

**Notes:**

- If `<add-providers>` is set to **false**, then adding printers is disabled even if `<supports-manual-add>`, `<supports-qrbarcode>`, `<supports-network-search>`, and `<supports-nfc>` are set to **true**.
- If the element value is undefined, then it is **false**.
- If these elements are not added in the configuration file, then the application uses the previous settings. For example, if the option to add is disabled before you load a configuration file with no `<settings>` element, then the option remains disabled after loading.
- `<behavior>`—Defines how the import is processed.
  - `<import-configList>`—Defines how the providers in the configuration file are managed when importing.
    - **use\_config**
      - Delete the printers and servers that are not in the configuration file.
      - Add the printers and servers that are in the configuration file and not in the application. To use these printers or servers, validate the printer and enter your credentials for the servers.
      - Update the printers and servers that are in the configuration file and in the application.
    - **merge**
      - Add the printers and servers that are in the configuration file and not in the application. To use these printers or servers, validate the printer and enter your credentials for the servers.
      - Update the printers and servers that are in the configuration file and in the application.
    - **reset\_all**
      - Delete the printers and servers that are not in the configuration file.
      - Add the printers and servers that are in the configuration file and not in the application. To use these printers or servers, validate the printer and enter your credentials for the servers.
      - Reset the printers and servers that are in the configuration file and in the application. To use these printers or servers, validate the printer and enter your credentials for the servers.

**Notes:**

- If the only element in the configuration file is `<import-configList>` with **reset\_all** value, then available printers or servers in the application are deleted.
- If the `<behavior>` or `<import-configList>` element is not in the configuration file, then the default `<import-configList>` value is **merge**.

Import the sample configuration file to do the following:

- Enable adding and deleting printers or servers from the application.
- Add or update the following printers and servers:
  - Lexmark Print Management SaaS
  - Lexmark Print Management On Premise
  - Lexmark Color Laser Printer
  - Lexmark Mono Laser Printer
- Delete the printers and servers that are not in the configuration file.

**Sample configuration file**

```
<?xml version="1.0" encoding="UTF-8"?>
<config>
```

```

<providers>
  <provider>
    <name>Lexmark Print Management SaaS</name>
    <address>https://lsp.lexmark.com/YourCompany</address>
    <providerType>server</providerType>
  </provider>
  <provider>
    <name>Lexmark Print Management On Premise</name>
    <address>https://123.123.123.123/mobile</address>
    <providerType>server</providerType>
  </provider>
  <provider>
    <name>Lexmark Color Laser Printer</name>
    <address>123.123.123.124</address>
    <providerType>printer</providerType>
  </provider>
  <provider>
    <name>Lexmark Mono Laser Printer</name>
    <address>123.123.123.125</address>
    <providerType>printer</providerType>
  </provider>
</providers>
<settings>
  <add-providers>true</add-providers>
  <delete-providers>true</delete-providers>
  <supports-web>true</supports-web>
  <supports-clipboard>true</supports-clipboard>
  <supports-camera>true</supports-camera>
  <supports-photos>true</supports-photos>
  <supports-jobs>true</supports-jobs>
  <supports-help>true</supports-help>
  <supports-manual-add>true</supports-manual-add>
  <supports-qrcode>true</supports-qrcode>
  <supports-network-search>true</supports-network-search>
  <supports-nfc>true</supports-nfc>
</settings>
<behavior>
  <import-configList>merge</import-configList>
</behavior>
</config>

```

To disable adding and deleting printers or servers, and enforce the list of providers in the configuration file, implement the following changes:

```

<settings>
  <add-providers>false</add-providers>
  <delete-providers>false</delete-providers>
</settings>
<behavior>
  <import-configList>use_config</import-configList>
</behavior>

```

## Importing the configuration file

- 1 Navigate to the location of your configuration file.

**Note:** For more information on creating a configuration file, see [“Understanding the configuration file elements and their values” on page 17.](#)

- 2 Touch the configuration file, and then select the Lexmark Mobile Printing or Lexmark Print Service Plugin icon.

### Notes:

- For Android devices using the mobile printing application, import the file automatically when the application is launched by saving the file in the **Lexmark/com.lexmark.print/** folder. If the folder is not available, then create the folder in the root directory of the device.
- For Android devices using the print service plug-in, import the file automatically when the application is launched by saving the file in the **Lexmark/com.lexmark.print.plugin/** folder. If the folder is not available, then create the folder in the root directory of the device.
- For iOS devices, we recommend creating the file on Mac OS X or later to avoid issues in importing.
- You can also share the configuration file with the application from an e-mail or from another application using available sharing options.




# Using AirPrint

## System requirements

- iOS 6.1.x or later

## Sending a print job to the LPM server using AirPrint

**Note:** Make sure that the application you are using supports AirPrint.

- 1 With a document, photo, or Web page open, touch  or .
- 2 Touch  or **Print**.
- 3 From the list, select the LPM server.
- 4 If necessary, adjust the settings.
- 5 Touch **Print**.

**Note:** You can view or cancel your print job in the Print Summary page. To access the page, double-click the Home button, and then swipe the screen to the left. Print Summary is available only if there are ongoing print jobs.

# Troubleshooting

## Cannot find the printer or LPM server when adding to list of devices

Try one or more of the following:

### **Make sure that the IP address is correct**

Some LPM servers require the suffix **/mobile** after the URL. To verify your server URL, contact your administrator.

### **Make sure that the printer or server is connected to the network**

For more information, see the printer *User's Guide* or contact your administrator.

### **Make sure that the printer, server, and mobile device are connected to the same network**

If necessary, configure the proxy settings for the mobile device to allow all necessary communication. For more information, see the documentation that came with the mobile device.

## Lexmark Mobile Printing Application

### Printer model is not supported

#### **Make sure that Mobile Printing supports the printer model**

For the list of supported printers, see the application description in the online iTunes Store, the App Store, or the Google Play store app.

### Unable to verify the printer or LPM server

Try one or more of the following:

#### **Make sure that the printer is not currently busy processing another print, copy, scan, or fax job**

#### **Make sure that the printer or server is connected to the network**

For more information, see the printer *User's Guide* or contact your administrator.

#### **Make sure that the printer, server, and mobile device are connected to the same network**

If necessary, configure the proxy setting for the mobile device to allow all necessary communication. For more information, see the documentation that came with the mobile device.

## Cannot share files with Mobile Printing

### **Make sure the third-party application supports the share feature**

Some third-party applications may not support the share feature. For more information, see the documentation that came with the application.

## Print job did not print properly

### **Make sure that Mobile Printing supports the printer model**

For the list of supported printers, see the application description in the online iTunes Store, the App Store, or the Google Play store app.

### **Make sure that the printer supports the file type**

For the list of supported file types, see your printer *User's Guide*.

## “File type is not supported by this device” message

### **Make sure the printer or LPM server supports the file type**

For the list of supported file types, contact your system support person.

## “You do not have enough quota to complete the request” message

### **Check your printing quota**

Note the page count for each job you print from your print release queue. If the total page count for all the jobs you selected exceeds your printing quota, then you will not be able to print. For more information on quotas, contact your system support person.

## Unable to print with Lexmark Mobile Direct using a Lexmark NFC tag

### **Make sure that your device is NFC capable and that it is enabled**

For more information, see the documentation that came with your mobile device.

### **Make sure that Lexmark Mobile Direct is enabled**

For more information, see the *Lexmark Mobile Direct User's Guide*.

### **Make sure that your device supports peer-to-peer wireless connection**

For more information, see the documentation that came with your mobile device or the *Lexmark Mobile Direct User's Guide*.

### **Make sure that the firmware version is P436 or later**

For more information, go to <http://support.lexmark.com>.

**Make sure that your device is no more than 4 cm (1.6 inches) away from the NFC tag**

An audible tone indicates that the tag is read. You can also try moving the device around the tag until it is registered.

**Make sure that the Lexmark Mobile Direct MAC address matches the NFC tag MAC address**

To obtain the Lexmark Mobile Direct MAC address, print a network setup page. For more information, see the printer *User's Guide*.

**Restart your device and the printer**

## Lexmark Print Service Plugin

### Cannot find the Print button

**Note:** If the Print button is not available, then use the Lexmark Mobile Printing application.

**Make sure that the Android application you are using supports the Print button**

For more information, see the help of the application.

**Make sure that the device meets the system requirements**

For more information, see [“System requirements” on page 14](#).

### Cannot find the Lexmark Print Service Plugin

**Make sure that the plug-in is enabled**

For more information, see [“Installing and enabling the application” on page 14](#).

**Make sure that the plug-in was downloaded and installed from the Google Play store app**

### Cannot use an LPM server when printing

**Make sure that you are logged in to the LPM server**

For more information, see [“Logging in to an LPM server” on page 15](#).

**Make sure that the LPM server is online**

For more information, contact your administrator.



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