Google Cloud Print

Administrator's Guide

Contents

Change history

April 2018

- Updated instructions on accessing the configuration page for the application.
- Updated instructions on registering a printer.
- Added instructions on unregistering a printer.
- Updated instructions on printing documents.
- Updated the troubleshooting chapter.

February 2016

- Added support for the built-in version of the application.

January 2016

- Initial document release for multifunction products with a tablet-like touch-screen display.

Overview

Use the application to connect your printers to the web, and then share them through the Google Cloud Print[TM] web printing service. Send documents from any web-connected device to your printers in different locations at any time.

There is no limit to the number of printers that can be connected to a single Google[TM] account.

This document provides instructions on how to configure, use, and troubleshoot the application.

Notes:

- Depending on your printer model, you may need to obtain the application from your Lexmark representative.
- A working knowledge of the Google Cloud Platform[TM] service is preferred.

Configuring the application

Acquiring a Google account

Before configuring the application, make sure that you have a valid Google account, taking note of your user name and password. If you do not have an account yet, then go to the Google website and create one before accessing the application.

Accessing the configuration page for the application

1 Obtain the printer IP address. Do either of the following:
- Locate the IP address on the top or upper-left corner of the printer home screen.
- View the IP address in the Network Overview section or in the TCP/IP section of the Network/Ports menu.

2 Open a Web browser, and then type the printer IP address.

3 Depending on your printer model, do one of the following:
- Click **Settings** > **Network/Ports** > **Google Cloud Print**.
- Click **Apps** > **Google Cloud Print** > **Configure**.
- Click **Settings** > **Apps** > **Apps Management** > **Google Cloud Print** > **Configure**.
- Click **Settings** > **Device Solutions** > **Solutions (eSF)** > **Google Cloud Print** > **Configure**.
- Click **Settings** > **Embedded Solutions** > **Network/Ports**.
- Click **Configuration** > **Embedded Solutions** > **Google Cloud Print** > **Configure**.

Registering a printer

Note: You can connect the printer to one Google account only.

Using the Embedded Web Server

1 Access the configuration page for the application.

2 Type a printer name and its description.

3 Click **Register** or **Register Printer**.

4 In the new window, click **Finish printer registration**.

Using the control panel

This section may not be applicable to some printer models.

1 From the home screen, touch **Settings** > **Network/Ports** > **Google Cloud Print** > **Registration**.

2 Touch **Start**.

3 From a web browser, type the URL shown on the printed document.

> **Note:** You can also scan the QR code using your mobile device. Make sure that you have a QR code reader application installed.

4 Click **Finish printer registration**.

Notes:

- Depending on your printer model, you can also update your printer registration.
- You can also register a printer by accessing `chrome://devices/` from Google Chrome™. For more information, see the help information for Google Chrome.
- Users with the right to manage share settings and owners can share the registered printer. To share the printer, access the Google Cloud Print management page. For more information, see the help information for Google.

Unregistering a printer

Using Embedded Web Server

1 Access the configuration page for the application.

2 Click **Deregister** or **Deregister Printer**.

Using the Google Cloud Print website

1 From a web browser, go to **www.google.com/cloudprint**.

2 Log in using your Google account.

3 Click **Printers**.

4 Select the printer, and then click **Delete**.

Using the control panel

This section may not be applicable to some printer models.

1 From the home screen, touch **Settings** > **Network/Ports** > **Google Cloud Print**.

2 From the Deregister section, touch **Start**.

Setting application preferences

Note: These settings are available only in some printer models.

1 Access the configuration page for the application.

2 From the Options section, select one or more of the following:

- **Enable Google Cloud Print**
- **Enable Local Discovery**—This option allows the registered user and other users on the same subnet to send jobs to the printer locally.

- **Enable SSL Peer Verification**—Checks the SSL-enabled communication between peers.
- **Always Print As Image**

3 Save the changes.

Using the application

Printing documents

Using Google Chrome

1 Open a document or web page in Google Chrome.

Note: Google Chrome does not support some file formats.

2 Click ⋮ > **Print**.

3 From the Destination section, click **Change**.

4 From the Google Cloud Print section, select a printer.

Note: You can also select a printer from the Local Destinations section. Make sure that your network and the printer are on the same subnet, and the Enable Local Discovery setting is selected.

5 Click **Print**.

Using an Android mobile device

Before you begin, make sure that you have downloaded the Cloud Print plug-in from the Google Play™ store.

1 From your Android™ mobile device, open a document or select a document from your file manager.

2 Tap ⋮ > **Print**.

Note: Make sure that the Cloud Print plug-in is enabled.

3 Select a printer, and then tap 🖨.

Using any web-connected device

1 From your web-connected device, access an application that supports Google Cloud Print. For a list of supported applications, see the help information for Google Cloud Print.

2 Print the document.

Notes:

- You can also adjust the print settings.
- To send jobs to unregistered printers, enable local discovery. For more information, see "Setting application preferences" on page 6.
- To view the print status and its details for jobs sent to registered printers, access the Google Cloud Print management page.
- Secure PDF is not a supported file format.

Troubleshooting

Jobs do not print

Try one or more of the following:

Make sure that the printer is online

Make sure that the printer has sufficient memory

The application requires a minimum of 256MB memory. For more information, see the printer *User's Guide*.

Make sure that the printer is connected to the network

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

Restart the application

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Jobs do not print using the selected paper size

Make sure that Auto Fit is disabled

Note: This feature is available only in some printer models.

1 From the Embedded Web Server, depending on the printer model, do either of the following:
   - Click **Settings** > **Print** > **Image**.
   - Click **Settings** > **Print Settings** > **Image Menu**.
2 Clear the **Auto Fit** check box.
3 Click **Submit**.

Cannot complete printer registration

Try one or more of the following:

Restart the application

Make sure that you finish the printer registration before doing another task

For more information, see .

Cannot find a local destination

Try one or more of the following:

Make sure that Google Cloud Print is installed on the printer

Make sure that the devices are on the same subnet

Cannot verify the peer SSL certificate

Try either of the following:

Clear the Enable SSL Peer Verification setting

For more information, see "Setting application preferences" on page 6.

Make sure that a valid certificate is installed

For more information, contact your administrator.

Cannot communicate with Google Cloud Print

Try either of the following:

Make sure that the printer is connected to the network

Restart the printer

Turn off the printer, wait for about 10 seconds, and then turn on the printer.

Cannot subscribe to Google Cloud Print notifications

Try either of the following:

Make sure that the printer is connected to the network

Restart the printer

Turn off the printer, wait for about 10 seconds, and then turn on the printer.

Group members cannot delete the shared printer

Request the owner to delete the group from the list of users to whom the printer is shared

Only the owner can delete a printer shared to a group.

Note: After deletion, all members of the group can no longer use the registered printer.

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