



LexmarkTM

Mobile Print

Version 2.0

User's Guide for Android

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www.lexmark.com

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Change history

September 2016

- Added information on how to install and use the Print Service Plugin version 2.0.

July 2016

- Initial document release.

Overview

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

- Lexmark Mobile Print
- Lexmark Print Service Plugin

Notes:

- These applications are locked in portrait orientation. The orientation does not change when you rotate your mobile device.
- These applications can be downloaded free of charge from the Google Play™ store application.

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

System requirement

- Android 4.3 or later


Using the application

Installing the application

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

Managing printers

Adding a printer


- 1 From the application home screen, touch **Settings > Manage Devices**.
- 2 Touch .
- 3 Do one of the following:
 - Touch **Network Address**, and then type the printer IP address or host name.
 - Touch **QR Code**, and then scan the printer QR (Quick Response) code. The application captures the QR code, and then adds the printer.
 - Touch **Search**, and then select a printer from the list.

Updating printer information

Note: You cannot update the printer IP address. To use a new IP address, you need to add it as a new printer.



- 1 From the application home screen, touch **Settings > Manage Devices**.
- 2 Select the printer.
- 3 Update the printer nickname.

Removing a printer

- 1 From the application home screen, touch **Settings > Manage Devices**.
- 2 Select a printer.
- 3 Touch .

Managing Lexmark Print Management (LPM) servers

Adding an LPM server

- 1 From the application home screen, touch **Settings** > **Manage Devices**.
- 2 Touch .
- 3 Do either of the following:
 - Touch **Network Address**, and then in the Address field, type the server URL.
 - Touch **QR Code**, and then scan the QR code of the server URL.
- 4 Touch **Next**.
- 5 From the Logged In As section, touch .
- 6 Type your credentials, and then touch **LOGIN**.


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

Updating LPM server information

Note: You cannot update the server URL. To use a new URL, add it as a new server.

- 1 From the application home screen, do either of the following:
 - From the Print Release section, select the server, and then touch **Edit**.



Note: You may be prompted to log in to the server, type your credentials, and then touch **LOGIN**.
 - Touch **Settings** > **Manage Devices**, and then select the server.

Note: If you are not logged in to the server, then from the Logged In As section, touch , type your credentials, and then touch **LOGIN**.
- 2 Update the server information.

Removing an LPM server



- 1 From the application home screen, do either of the following:
 - From the Print Release section, select the server, and then touch **Edit**.

Note: You may be prompted to log in to the server, type your credentials, and then touch **LOGIN**.
 - Touch **Settings** > **Manage Devices**, and then select the server.

Note: If you are not logged in to the server, then from the Logged In As section, touch , type your credentials, and then touch **LOGIN**.
- 2 Touch .

Scanning documents

You can use the application to start a scan job from the printer, and then capture the scan output to your mobile device.

- 1 From the application home screen, touch **Scan**.
- 2 If no scanner is found, then do the following:
 - a Touch **Manage Scanners**.
Note: The printers and servers shown may not support the scan feature.
 - b Touch . For more information, see [“Adding a printer” on page 6](#).
- 3 From the "Select scanner" menu, select a scanner.
- 4 If necessary, change the scan settings.
- 5 Touch .
- 6 Depending on your printer model, do either of the following:

For eSF version 4 or later


- a Place the document on the scanner glass or automatic document feeder (ADF).
- b Touch **Scan**. Wait for the scan job to complete.

For eSF version 3 or earlier

- a Place the document on the scanner glass or ADF.
- b Touch **Next**.
- c Copy the generated shortcut number.
- d From the printer control panel, press #, and then enter the shortcut number. Wait for the scan job to complete.

- 7 Share or save the scanned document.
- 8 Touch **Done**.


Printing a document

- 1 Do either of the following:
 - Open the document.
 - From your mobile device file manager, select the document.
Note: You can select only one document.
- 2 Share the document to Lexmark Print.
- 3 Select a printer, and if necessary, change the print settings.
- 4 Touch .


Notes:

- Some third-party applications may not support the share feature. For more information, see the documentation that came with the application.
- Some file types are not supported. For the list of supported file types, see the documentation that came with the application.



Printing from the camera

- 1 From the application home screen, touch **Camera**.
Note: Allow the application to use the camera.
- 2 Take a photo, and then touch **OK**.
- 3 Select a printer, and if necessary, change the print settings.
- 4 Touch .



Printing a photo

- 1 From the application home screen, touch **Photos**.
Note: Allow the application to access your photo album.
- 2 Select a photo from a photo album.
Note: You can select only one photo.
- 3 Select a printer, and if necessary, change the print settings.
- 4 Touch .

Printing a web page

- 1 From the application home screen, touch **Web**.
- 2 Type the URL, and then touch .
- 3 Select a printer, and if necessary, change the print settings.
- 4 Touch .

Printing from the clipboard

- 1 From the application home screen, touch **Clipboard**.
- 2 Touch .
- 3 Select a printer, and if necessary, change the print settings.
- 4 Touch .

Sending print jobs to LPM servers

Notes:

- You may be prompted to log in to the server, type your credentials, and then touch **LOGIN**.
- Some third-party applications may not support the share feature. For more information, see the documentation that came with the application.
- Some file types are not supported. For the list of supported file types, see the documentation that came with the application.

Sending a document

1 Do either of the following:

- Open the document.
- From your mobile device file manager, select the document.

Note: You can select only one document.

2 Share the document to Lexmark Print.

3 Select an LPM server, and if necessary, change the print settings.

4 Touch .

Sending from the camera

1 From the application home screen, touch **Camera**.

Note: Allow the application to use the camera.

2 Take a photo, and then touch **OK**.

3 Select an LPM server, and if necessary, change the print settings.

4 Touch .

Sending a photo

1 From the application home screen, touch **Photos**.

Note: Allow the application to access your photo album.

2 Select a photo from a photo album.

Note: You can select only one photo.



3 Select an LPM server, and if necessary, change the print settings.

4 Touch .



Sending a web page

- 1 From the application home screen, touch **Web**.

Note: Allow the application to use the web browser.

- 2 Type the URL, and then touch .
- 3 Select an LPM server, and if necessary, change the print settings.
- 4 Touch .

Sending from the clipboard

- 1 From the application home screen, touch **Clipboard**.
- 2 Touch .
- 3 Select an LPM server, and if necessary, change the print settings.
- 4 Touch .

Releasing print jobs


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, do either of the following:

- From the Print Release section, select the server, and then touch **Edit**.


Note: You may be prompted to log in to the server, type your credentials, and then touch **LOGIN**.

- Touch **Settings > Manage Devices**, and then select the server.

Note: If you are not logged in to the server, then from the Logged In As section, touch , type your credentials, and then touch **LOGIN**.

- 2 Select the user where the jobs belong to.
- 3 Select one or more jobs.
- 4 Touch .
- 5 Select a printer, and if necessary, change the print settings.
- 6 Touch .

Notes:

- You can add a printer to the list. For more information, see [“Adding a printer” on page 6](#).
- To select all jobs, touch .
- To delete the selected jobs after printing, select **Delete this Document after Printing**.


Deleting print jobs from the print release queue

1 From the application home screen, do either of the following:

- From the Print Release section, select the server, and then touch **Edit**.

Note: You may be prompted to log in to the server, type your credentials, and then touch **LOGIN**.


- Touch **Settings > Manage Devices**, and then select the server.

Note: If you are not logged in to the server, then from the Logged In As section, touch , type your credentials, and then touch **LOGIN**.

2 Select the user where the jobs belong to.

3 Select one or more jobs.

4 Touch .

Note: To select all jobs, touch .

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 mobile device supports and has enabled near field communication (NFC).
- Your mobile 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 support.lexmark.com.
- The Lexmark MarkNet™ N8350 or Lexmark MarkNet N8352, and a Lexmark NFC tag are installed on the printer.


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

1 Open the document.

2 Send or share the document to Lexmark Print.

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 Touch .

Managing print jobs

1 From the application home screen, touch **Job Status**.

2 Do one of the following:


- To resend a failed print job, touch  beside the job.
- To delete a failed print job, select the job, and then touch **DELETE**.
- To delete an ongoing print job, touch  beside the job.
- To clear the successful print jobs history, touch **Clear History**.

Using Lexmark Print Service Plugin

Installing and enabling the plug-in

- 1 Install the plug-in.
 - a Do either of the following:
 - From the Lexmark Print application, touch **Settings** > **Download Lexmark Print Plugin**.
 - From your mobile device, download the application from the Google Play store app.
 - b Grant permissions to install the application. Wait for the installation to complete.
- 2 From the Lexmark Print application, touch **Settings** > **Launch Printing Settings** > **Lexmark Print Service Plugin**.
- 3 Enable the plug-in.

Adding a printer or an LPM server

- 1 Navigate to the settings page of your mobile device.
- 2 Touch **Printing** > **Lexmark Print Service Plugin** > **MORE** > **Add Printer** > .
- 3 Do one of the following:
 - Touch **Network Address**, and then type the printer IP address or host name or the server URL.
 - Touch **QR Code**, and then scan the QR code of the printer IP address or host name or the server URL. The application captures the QR code and then adds the printer or LPM server.
 - Touch **Search**, and then select a printer from the list.

Notes:


- The Search feature is applicable only when searching printers on your network. This feature does not search for LPM servers.
- Some LPM servers require the suffix **/mobile** after the URL. To verify your server URL, contact your administrator.

Updating or deleting a printer or an LPM server

- 1 Navigate to the settings page of your mobile device.
- 2 Touch **Printing** > **Lexmark Print Service Plugin** > **MORE** > **Add Printer**.
- 3 Touch the printer or LPM server.
- 4 Do either of the following:
 - Touch **Edit Properties**, update the printer information, and then apply the changes.
 - Touch **Delete**, and then follow the instructions on your mobile device.

Logging in to an LPM server

Log in to an LPM server to send print jobs.

- 1 Navigate to the settings page of your mobile device.
- 2 Touch **Printing** > **Lexmark Print Service Plugin** > **MORE** > **Add Printer**.
- 3 Touch the LPM server, and then from the Logged In As section, touch .
- 4 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 plug-in” 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

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 there are no duplicate address values.
- 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-camera>**—Type **true** to allow printing camera captures.
 - **<supports-clipboard>**—Type **true** to allow printing files from the clipboard.
 - **<supports-help>**—Type **true** to allow access to the help pages.
 - **<supports-jobs>**—Type **true** to allow access to print queues.
 - **<supports-manual-add>**—Type **true** to allow adding printers manually.
 - **<supports-network-search>**—Type **true** to allow adding printers by searching the network.
 - **<supports-photos>**—Type **true** to allow printing photos from the gallery.
 - **<supports-nfc>**—Type **true** to allow printing using NFC.
 - **<supports-qrcode>**—Type **true** to allow adding printers using a QR code.
 - **<supports-scan>**—Type **true** to allow scanning a document.
 - **<supports-web>**—Type **true** to allow printing Web pages from the application.

Notes:

- If **<add-providers>** is set to **false**, then adding printers is disabled even if **<supports-manual-add>**, **<supports-qrcode>**, **<supports-network-search>**, and **<supports-nfc>** are set to **true**.
- If the element value is undefined, then the value 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 without a **<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 and 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 and 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 and 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 and servers, validate the printer and enter your credentials for the servers.

Notes:

- If the only element in the configuration file is **<import-configList>** with a **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 added in application:
 - 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>
  </providers>
</config>
```

```

    <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-clipboard>true</supports-clipboard>
  <supports-camera>true</supports-camera>
  <supports-photos>true</supports-photos>
  <supports-web>true</supports-web>
  <supports-jobs>true</supports-jobs>
  <supports-help>true</supports-help>
  <supports-manual-add>true</supports-manual-add>
  <supports-qrcode>true</supports-qrcode>
  <supports-scan>true</supports-scan>
  <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 apply 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 16](#).

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

Notes:

- For mobile devices using the application, saving the file in the **Lexmark/com.lexmark.print/** folder imports the file automatically when the application is launched. If the folder is not available, then create the folder in the root directory of the device.
- For mobile devices using the plug-in, saving the file in the **Lexmark/com.lexmark.print.plugin/** folder imports the file automatically when the application is launched. If the folder is not available, then create the folder in the root directory of the device.
- You can also share the configuration file with the application from your e-mail or from another application using available sharing options.

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.

Cannot print directly to the printer

Try one or more of the following:

Make sure that Lexmark Print supports the printer model

For the list of supported printers, see the application description in the Google Play store application.

Make sure that ports 9100 and 631 are not blocked in your network

The Lexmark Print application and plug-in use ports 9100 and 631 to communicate with the printer. For more information on opening these ports in your network, contact your system administrator.

Cannot scan

Make sure that port 80 is not blocked in your network

The Lexmark Print application uses port 80 to communicate with the printer when sending a scan job. For more information on opening this port in your network, contact your system administrator.

Cannot send print jobs to the LPM server

Make sure that ports 80 and 443 are not blocked in your network

The Lexmark Print application uses ports 80 and 443 to communicate with the LPM server. For more information on opening these ports in your network, contact your system administrator.

Cannot share files with Lexmark Print

Make sure that the third-party application supports the share feature

For more information, see the documentation that came with the application.

“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.

Print job did not print properly

Try one or more of the following:

Make sure that Lexmark Print supports the printer model

For the list of supported printers, see the application description in the Google Play store application.

Make sure that the printer supports the file type

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

Printer model is not supported

Make sure that Lexmark Print supports the printer model

For the list of supported printers, see the application description in the Google Play store application.

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.

“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 Print application.

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

For more information, see the documentation that came with the application.

Make sure that the mobile device meets the system requirements

For more information, see [“System requirement” on page 5](#).

Cannot find the Lexmark Print Service Plugin

Make sure that the plug-in is enabled

For more information, see [“Installing and enabling the plug-in” 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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Edition notice

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