



Lexmark™

# Mobile Print

Version 2.0

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## User's Guide for iOS

July 2016

[www.lexmark.com](http://www.lexmark.com)

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# Change history

## July 2016

- Initial document release

# Overview

Use the application to send documents and images directly to network-connected Lexmark™ printers and servers from an iOS mobile device.

**Notes:**

- This application is locked in portrait orientation. The orientation does not change when you rotate your mobile device.
- This application can be downloaded free of charge from the online App Store.

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

## System requirement

- iOS 8.4 or later

# Using the application

## Installing the application

- 1 From your iOS device, download the application from the App Store.
- 2 Grant permissions.

## Managing printers

### Adding a printer

- 1 From the application home screen, touch **Settings > Manage Devices**.
- 2 Touch **Add a Device**.
- 3 Do one of the following:
  - Touch **Network Address**, and then type the printer IP address or host name.
  - Touch **QR Code**, and then align the printer QR (Quick Response) code within the screen borders. 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 **Remove Printer > Remove**.

## Managing Lexmark Print Management (LPM) servers

### Adding an LPM server

- 1 From the application home screen, touch **Settings > Manage Devices**.
- 2 Touch **Add a Device**.

**3** Do one of the following:

- Touch **Network Address**, and then in the Address field, type the server URL.
- Touch **QR Code**, and then align the QR code of the URL within the screen borders.

**4** Type your credentials.

**5** 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 touch **Log In**, 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 touch **Log In**, type your credentials, and then touch **LOGIN**.

**2** Touch **Remove Server > Remove**.

## 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** From the "Scanner" menu, select a device.

**3** If no scanner is found, then do the following:

- a** Touch **Add a Device**. For more information, see [“Adding a printer” on page 6](#).
- b** Select the scanner that you have added.

**4** If necessary, change the scan settings.

5 Touch **Scan**.

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 **Begin**. 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 **Begin**.
- 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 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 **Print**.

**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 **Use Photo**.

3 Select a printer, and if necessary, change the print settings.

4 Touch **Print**.

## Printing photos

- 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 **Print**.

## Printing 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 a printer, and if necessary, change the print settings.
- 4 Touch **Print**.

## 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 **Print**.

## 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 **Print**.

### **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 **Print**.

### **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 **Print**.

### **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 **Print**.

### **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 **Print**.

## Releasing print jobs

- 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 touch **Log In**, 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 **Print**.

### 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 from queue 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 touch **Log In**, 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 .

## 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 iOS Extensions

## Enabling the application in iOS Extensions

When the Lexmark Print 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.

iOS has imposed lower memory limits for running application extensions. Printing a document with a large file size using the Lexmark Print extension may cause the extension to stop. We recommend printing a document with a file size that is 25MB or less for optimal performance.

### Notes:

- Some applications that support iOS Extensions may not support the Lexmark Print extension.
- Before using the extension, make sure to add printers or servers.
- The extension cannot detect unvalidated or unverified printers or servers.

Do either of the following:

### Enable the Lexmark Print extension during installation

- 1 From the application home screen, touch **Set up Sharing**.
- 2 Touch ..., and then enable Lexmark Print.
- 3 Touch **Done**.

### Enable the Lexmark Print extension after installing the application

- 1 From the application home screen, touch **Settings > Set up iOS Extension**.
- 2 Touch ..., and then enable Lexmark Print.
- 3 Touch **Done**.

## 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 a configuration file to manage multiple printers and servers

This file supports only the Lexmark Mobile Print application.

## 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-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-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.
- **<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 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:
  - 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-manual-add>true</supports-manual-add>
<supports-qr-code>true</supports-qr-code>
<supports-scan>true</supports-scan>
<supports-network-search>true</supports-network-search>
</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 15](#).

- 2 Touch the configuration file, and then select the Lexmark Mobile Printing icon.

### Notes:

- To avoid issues in importing, create the file on Mac OS X or later.
- 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

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

The Lexmark Print application and extension 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 9751 is not blocked in your network**

The Lexmark Print application uses port 9751 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 App Store.

**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 App Store.

## 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.

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