Lexmark

Mobile Print

User's Guide for Android

Contents

Change history

May 2019

- Added information on understanding the print settings.
- Added instructions on the following:
  - Accessing held jobs in the printer
  - Configuring the printer to show held jobs
- Updated information on understanding the configuration file elements and their values.

November 2018

- Updated the system requirement.
- Added information on Lexmark Software License agreement.
- Updated instructions on adding an LPM Cloud server.
- Updated information on understanding the configuration file elements and their values.

January 2018

- Updated the system requirement.
- Updated information on sending print jobs to LPM servers.
- Added instructions on obtaining the login code.
- Added instructions on printer autodiscovery using the configuration file.

September 2017

- Updated information on understanding the configuration file elements and their values.

July 2017

- Added information on mobile application management.
- Added instructions on adding an LPM Cloud server.
- Updated information on understanding the configuration file elements and their values.

April 2017

- Added instructions on print settings.
- Added instructions on scanning from the camera or gallery.
- Updated information on scan settings.
- Updated information on understanding the configuration file elements and their values.

January 2017

- Updated the system requirement.
- Added information on the following:
  - Availability of the application as a widget
  - Filtering device search

- Viewing printer alerts and supplies
- Scanning enhancements
- Printing multiple documents and photos
- Printing a bookmark
- Configuring ports by using a configuration file

October 2016

- Updated information on adding an LPM On-Premises server.

September 2016

- Added information on installing and using 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 a mobile device running the Android^{TM} platform:

- 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^{TM} store application.

A widget for the application is available in Android 5.1 or later. The default printer or server is shown on the widget. If the default device is a server, then the number of jobs are also shown.

Lexmark^{TM} Mobile Print supports mobile application management (MAM) services, such as MobileIron, Microsoft Intune, and VMware AirWatch. To manage the application using MAM, contact your system administrator.

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

System requirement

- Android 5.1 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, and then accept the Lexmark Software License agreement.

Note: To let Lexmark collect your application usage information, accept the Data Collection agreement.

Managing printers

Adding a printer

1 From the application home screen, tap **Settings** > **Manage Devices**.

2 Tap ![plus icon].

3 Do one of the following:

- Tap **Network Address**, and then type the printer IP address or host name.
- Tap **QR Code**, and then scan the printer QR (Quick Response) code. The application captures the QR code, and then adds the printer.
- Tap **Search**, and then select a printer from the list. To narrow down your search, you can filter the device list to show printer or printer and scanner, and color, black-and-white, or color and black-and-white.

Checking printer status

1 From the application home screen, tap **Settings** > **Manage Devices**.

2 Select the printer.

3 Check the alerts and supplies status of the printer.

Updating the printer nickname

Note: You cannot update the printer IP address. To use a new IP address, add the printer again.

1 From the application home screen, tap **Settings** > **Manage Devices**.

2 Select the printer.

3 Type the new name in the Nickname field.

4 Tap **< Printer** to save the new name.

Setting the default printer

1 From the application home screen, tap **Settings** > **Manage Devices**.

2 Select the printer.

3 Tap **Set as default printer**.

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, tap **Settings** > **Manage Devices**.

2 Tap ➕.

3 Do one of the following:
- Tap **Network Address**, and then in the Address field, type the server IP address.
- Tap **QR Code**, and then scan the QR code of the server IP address. The application captures the QR code, and then adds the LPM server.
- Tap **Search**, and then select a server from the list. To show only servers, filter the device list.

Note: For some LPM servers, the application adds `/mobile` after the server IP address. Make sure that mobile support is enabled on the LPM server. For more information, contact your administrator.

4 Tap **Next**.

Adding an LPM Cloud server

1 From the application home screen, tap **Settings** > **Lexmark Print Management Cloud**, and then enable **Access to Lexmark Print Management Cloud**.

2 To set the data center, tap **Data Center**, and then select one of the following:

   Note: Before you change the Data Center setting, contact your administrator.

- **Default**—To set your data center automatically as determined by your location.
- **Americas**—To use the North American data center as determined by your Lexmark Cloud Services agreement.
- **Europe**—To use the European data center as determined by your Lexmark Cloud Services agreement.

Updating the LPM server nickname

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

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

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

  Note: If you are prompted to log in to the server, then type your credentials, and then tap **LOGIN**.
- Tap **Settings** > **Manage Devices**, and then select the server.

2 Type the new name in the Nickname field.

3 Tap **< Server** to save the new name.

Setting the default server

1 From the application home screen, tap **Settings** > **Manage Devices**.

2 Select the server.

3 Tap **Set as default server**.

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 tap **Edit**.
- Tap **Settings** > **Manage Devices**, and then select the server.

2 Tap 🗑 .

Scanning documents

Start a scan job from the printer, and then share or save the scanned document.

1 Load the document into the automatic document feeder tray or scanner glass.

2 From the Capture From section of the application home screen, tap **Scanner**.

Notes:

- If no scanner is found, then add a device. For more information, see "Adding a printer" on page 7.
- Make sure that the device supports the scan feature.

3 If necessary, change the scan settings.

4 Tap 🛒 .

5 Depending on your printer model, do either of the following:

- From your mobile device, tap **Scan**. Wait for the scan job to complete.
- From your mobile device, tap **Next**, and then note the shortcut number. From the printer control panel, press **#**, and then enter the shortcut number. Wait for the scan job to complete.

6 If necessary, manage the scanned document.

- To set the file name or output file format, tap ✐ .

- To add pages, tap ⊞ . You may add pages from the scanner, camera, or gallery.

- To rearrange pages, drag a page to the new location.

- To delete pages, tap ✖ on each page that you want to remove. Tap **Undo** to recover the deleted page.

  Note: To undo all changes, tap ⋮ > **Undo All**.

7 If necessary, edit a page of the scanned document. Tap the page, and then do any of the following:

- To crop a page, tap ⎍ . You can crop a page by using either rectangular mode or perspective mode. In rectangular mode, the corners of the crop border remain at right angles. In perspective mode, you can drag the corners of the crop border toward different oblique angles.

- To rotate a page clockwise, tap ↻ .

- To increase the image clarity, tap ✳ .

  Note: To undo all changes, tap ⋮ > **Undo edits**.

8 Share or save the scanned document.

Adding photos from the camera or gallery

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

- Tap **Camera**, take a photo, and then tap **OK** or ✔ .
- Tap **Photos**, and then select one or more photos.

  Note: Allow the application to access the camera and storage.

2 If necessary, manage the photo.

- To set the file name or output file format, tap ✐ .

- To add pages, tap ⊞ . You may add pages from the scanner, camera, or gallery.

- To rearrange pages, drag a page to the new location.

- To delete pages, tap ✖ on each page that you want to remove. Tap **Undo** to recover the deleted page.

  Note: To undo all changes, tap ⋮ > **Undo All**.

3 If necessary, edit a page of the document. Tap the page, and then do any of the following:

- To crop a page, tap ⎍ . You can crop a page by using either rectangular mode or perspective mode. In rectangular mode, the corners of the crop border remain at right angles. In perspective mode, you can drag the corners of the crop border toward different oblique angles.

- To rotate a page clockwise, tap ↻ .

- To increase the page clarity, tap ✳ .

Note: To undo the changes, tap ⋮ > **Undo edits**.

4 Share or save the document.

Printing documents

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

Notes:

- Make sure that the mobile device supports the document file type.
- Make sure that the printer supports the file type. For the list of supported file types, see the printer *User's Guide*.

2 Share the document to Lexmark Print.

3 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap 🖶.

Printing from the camera

1 From the Print From section of the application home screen, tap **Camera**.

Note: Allow the application to access the camera and storage.

2 Take a photo, and then tap **OK** or ✓.

3 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap 🖶.

Printing photos

1 From the Print From section of the application home screen, tap **Photos**.

Note: Allow the application to access the storage.

2 Select one or more photos from the storage.

3 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap 🖶.

Printing a web page

1 From the Print From section of the application home screen, tap **Web**.

   Note: Allow the application to access the storage.

2 Type the URL, and then tap ![print icon].

3 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap ![print icon].

Printing a bookmark

1 From the Print From section of the application home screen, tap **Web**.

   Note: Allow the application to access the storage.

2 Tap ⋮ > **Bookmarks**.

   Note: To bookmark a web page, type the URL, and then tap ⋮ > ![bookmark icon].

3 Select the bookmark, and then tap ![print icon].

4 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

5 Tap ![print icon].

Printing from the clipboard

1 From the Print From section of the application home screen, tap **Clipboard**.

   Note: Allow the application to access the storage.

2 Tap ![print icon].

3 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap ![print icon].

Understanding the print settings

Notes:

- Some settings may not be available in some printer models or LPM servers.
- For LPM On‑Premises, the policy set by your administrator may change the print settings. To view the settings changed by the policy, select the LPM On‑Premises server from the application home screen.

Tap **My Jobs**, and then select the job with 🔶 icon beside it. For more information on policies, see the *Lexmark Print Management On*‑*Premises Administrator's Guide*.

- **Copies**—Specifies the number of copies.
- **Paper**—Selects the paper source.
- **Color**—Prints in either color or black and white.
- **Two-Sided**—Prints on both sides of the paper.
- **More Options**
  - **Job Name**—Sets the job name.
  - **Pages per Side**—Prints multiple pages on one side of the paper.
  - **Orientation**—Changes the orientation.
  - **Print and Hold**—Stores the print job in the printer memory for printing later.

    Notes:

      - If you are logged in to LPM Cloud, then Print and Hold uses your LMP Cloud user name.
      - To configure the printer to show held jobs, see .
      - The Print and Hold setting appears only when the selected device is a printer.

    - To secure your print job with a PIN, select **Confidential Held Job**, and then type your user name and PIN.
    - To print and review the first copy of a multiple-copy print job, select **Verify Held Job**, and then type your user name. This option holds the remaining copies until they are released for printing or canceled.
    - To store a print job in the printer memory for printing later, select **Reserve Held Job**, and then type your user name.
    - To print the job immediately and store a copy in the printer memory, select **Repeat Held Job**, and then type your user name.
    - To turn off the Print and Hold setting, select **Off**.

      Notes:

        - The default setting is Off.
        - Selecting the Off setting clears the held job credentials.

  - **Staple**—Staples the printed document.
  - **Punch Hole**—Punches holes on the printed document.
  - **Output bin**—Selects the output bin.

    Note: For Staple, Punch Hole, and Output bin settings, you can change only one of these settings. For example, if you change the Staple setting, then the Punch Hole and Output bin settings use their default values.

Sending print jobs to LPM servers

Notes:

- To send print jobs to an LPM server, you must log in to the server. Type your credentials, and then tap **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 one or more documents.

2 Share the document to Lexmark Print.

3 Select an LPM server, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap 🖶.

Sending from the camera

1 From the Print From section of the application home screen, tap **Camera**.

  Note: Allow the application to access the camera and storage.

2 Take a photo, and then tap **OK** or ✔.

3 Select an LPM server, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap 🖶.

Sending a photo

1 From the Print From section of the application home screen, tap **Photos**.

  Note: Allow the application to access the storage.

2 Select a photo from your gallery.

  Note: You can select one or more photos.

3 Select an LPM server, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap 🖶.

Sending a web page

1 From the Print From section of the application home screen, tap **Web**.

   Note: Allow the application to access the storage.

2 Type the URL, and then tap ![print icon].

3 Select an LPM server, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap ![print icon].

Sending from the clipboard

1 From the Print From section of the application home screen, tap **Clipboard**.

   Note: Allow the application to access the storage.

2 Tap ![print icon].

3 Select an LPM server, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

4 Tap ![print icon].

Releasing print jobs

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

   - From the Print Release section, select the server.

      Note: If you are prompted to log in to the server, then type your credentials, and then tap **LOGIN**.

   - Tap **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, tap ![person icon], type your credentials, and then tap **LOGIN**.

2 Select the user with jobs to print.

3 Select one or more jobs.

4 Tap ![print icon].

5 Select a printer, and if necessary, change the print settings. For more information, see "Understanding the print settings" on page 12.

6 Tap ![print icon].

Notes:

   - You can add a printer to the list. For more information, see "Adding a printer" on page 7.
   - To select all jobs, tap ![select all icon].
   - 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.

  Note: If you are prompted to log in to the server, then type your credentials, and then tap **LOGIN**.

- Tap **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, tap ![person icon], type your credentials, and then tap **LOGIN**.

2 Select the user where the jobs belong to.

3 Select one or more jobs.

  Note: To select all jobs, tap ![select all icon].

4 Tap ![trash icon] .

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^TM 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 ![NFC icon]. 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 ![print icon] .

Monitoring print jobs

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

2 Do any of the following:

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

Obtaining a Cloud Authentication login code

The login code lets you access the printers that are configured with Cloud Authentication.

1 From the application home screen, tap **Login Code**.

Note: To show the Login Code icon, make sure that you are logged in to the LPM Cloud server.

2 Take note of the login code.

Note: Enter the login code in the login code field on the printer login screen.

Notes:

- The login code expires after 15 minutes.
- The login code can be used only once.

Configuring the printer to show held jobs

1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Depending on your printer model, do one of the following:

- Click **Settings** > **Device** > **Visible Home Screen Icons**, and then enable **Held Jobs**.
- Click **Settings** > **General Settings** > **Home screen customization**, and then enable **Held Jobs**.

Note: For non-touch-screen printer models, the Held Jobs icon appears only when a held job is submitted.

Accessing held jobs in the printer

1 From the printer home screen, navigate to:

Held Jobs > select a user name

For non-touch-screen printer models, press `OK` to navigate through the settings.

2 If necessary, select a folder.

3 Select a job.

4 Print or delete the job.

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 Printing settings page of your mobile device.

2 Depending on your mobile device, do either of the following:

    • Tap **Lexmark Print Service Plugin** > ⋮ > **Add Printer** > .

    • Tap **Lexmark Print Service Plugin** > **MORE** > **Add Printer** > .

3 Do one of the following:

    • Tap **Network Address**, and then type the printer or server IP address or host name.

    • Tap **QR Code**, and then scan the QR code of the printer or server IP address or host name. The application captures the QR code, and then adds the printer or LPM server.

    • Tap **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.

• For some LPM servers, the application adds `/mobile` after the server IP address.

Updating or deleting a printer or an LPM server

1 Navigate to the Printing settings page of your mobile device.

2 Depending on your mobile device, do either of the following:

    • Tap **Lexmark Print Service Plugin** > ⋮ > **Add Printer**.

    • Tap **Lexmark Print Service Plugin** > **MORE** > **Add Printer**.

3 Tap the printer or LPM server.

4 Do either of the following.

- To change the printer nickname, type the new name in the Nickname field, and then tap **< Printer**.

- To delete the printer or LPM server, tap 🗑 .

Logging in to an LPM server

Log in to an LPM server to send print jobs.

1 Navigate to the Printing settings page of your mobile device.

2 Depending on your mobile device, do either of the following:

- Tap **Lexmark Print Service Plugin** > ⋮ > **Add Printer**.
- Tap **Lexmark Print Service Plugin** > **MORE** > **Add Printer**.

3 Tap the LPM server, and then from the Logged In As section, tap 👤 .

4 Type your credentials, and then tap **LOGIN**.

Printing documents, photos, or web pages

Notes:

- Make sure that the Lexmark Print Service Plugin is enabled. For more information, see <u>"Installing and enabling the plug-in" on page 19</u>.
- 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, tap ⋮ > **Print**.

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 <u>"Logging in to an LPM server" on page 20</u>.

3 If necessary, change the print settings. For more information, see <u>"Understanding the print settings" on page 12</u>.

4 Tap 🖨 .

Note: If the LPM server does not support the file type, then the server converts the file format to JPEG. For example, when sending a **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.

Notes:

- The configuration file is case sensitive.
- Add only the elements that are applicable to your configuration.
- **`<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>`**—Defines whether the device is a printer or an LPM On-Premises server.
        - For Lexmark Print Management On-Premises, type **`server-premise`** to show the LPM On-Premises icon in the Print Release section of the application home screen.
        - For printers, type **`printer`** to make it available for autodiscovery.
    - **`<auto-discover>`**—Type **`true`** to discover the printer automatically after importing the configuration file. For this setting to take effect, make sure that **`<providerType>`** is set to **`printer`**.

        Note: This setting applies to one provider only. If **`<auto-discover>`** is added to multiple providers, then autodiscovery applies only to the first provider.
- **`<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.
    - **`<easy-saas>`**—Type **`true`** to enable access to LPM Cloud permanently.
    - **`<supports-camera>`**—Type **`true`** to allow printing camera captures or starting a scan from the camera.
    - **`<supports-clipboard>`**—Type **`true`** to allow printing from the clipboard.
    - **`<supports-help>`**—Type **`true`** to allow access to the help pages.
    - **`<supports-jobs>`**—Type **`true`** to allow access to job queues.
    - **`<supports-manual-add>`**—Type **`true`** to allow adding printers manually. For this setting to take effect, make sure that **`<add-providers>`** is set to **`true`**.
    - **`<supports-network-search>`**—Type **`true`** to allow adding printers by searching the network. For this setting to take effect, make sure that **`<add-providers>`** is set to **`true`**.
    - **`<supports-photos>`**—Type **`true`** to allow printing photos or starting a scan from the gallery.
    - **`<supports-nfc>`**—Type **`true`** to allow printing by using NFC.
    - **`<supports-qrcode>`**—Type **`true`** to allow adding printers by using a QR code. For this setting to take effect, make sure that **`<add-providers>`** is set to **`true`**.
    - **`<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>**, and **<supports-network-search>** are set to **true**.
- If the element value is undefined, then the application ignores the element.
- 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.

- **<cloud-config>**—Defines the LPM Cloud data center.
  - **<data-center>**—Do one of the following:
    - Type **0** to set the data center to Auto Detect.
    - Type **1** to set the data center to Americas.
    - Type **2** to set the data center to Europe.

    Notes:

    - If the data center is set in the configuration file, then you cannot change the data center setting in the application.
    - To allow data center updates in the application, do not include **<data-center>** in the configuration file.

- **<network>**—Defines the ports required for the application to communicate with the printers and servers on the network.
  - **<direct-printing-port>**—Type the port number to use for printing directly from the mobile device to the printer. The default port is 631.
  - **<secure-print-release-port>**—Type the port number to use for secure communication with the servers. The default port is 443.
  - **<web-port>**—Type the port number to use for web communication. The default port is 80.
  - **<printer-capabilities-data-port>**—Type the port number to use for sending raw data to the printer. The default port is 9100.
  - **<premise-server-ssl-port>**—Type the port number to use for releasing print jobs on the servers. The default port is 9743.

- **<behavior>**—Defines how the import is processed.
  - **<import-configList>**—Defines how the providers in the configuration file are managed when importing.
    - **use_config**
      - Deletes the printers and servers from the application that are not in the configuration file.
      - Adds the printers and servers that are in the configuration file and not in the application.
      - Updates the nicknames of the printers and servers that are in the configuration file and in the application.
    - **merge**
      - Keeps the existing printers and servers from the application.
      - Adds the printers and servers that are in the configuration file, but are not in the application.
      - Updates the nicknames of the printers and servers that are in the configuration file and in the application.

- **reset_all**
  - Deletes all the printers and servers that are in the application.
  - Adds the printers and servers that are in the configuration file.

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 in the application:
  - Lexmark Print Management Cloud
  - Lexmark Print Management On-Premises
  - Lexmark Color Laser Printer
  - Lexmark Mono Laser Printer
- Delete the printers and servers that are not in the configuration file.
- Configure the ports required for the application to communicate with the printers and servers, depending on the customer environment.

Sample configuration file

```
<?xml version="1.0" encoding="UTF-8"?>
<config>
    <providers>
        <provider>
            <name>Lexmark Print Management Cloud</name>
            <address>https://lsp.lexmark.com/YourCompany</address>
        </provider>
        <provider>
            <name>Lexmark Print Management On-Premises</name>
            <address>https://123.123.123.123/mobile</address>
            <providerType>server-premise</providerType>
        </provider>
        <provider>
            <name>Lexmark Color Laser Printer</name>
            <address>123.123.123.124</address>
            <providerType>printer</providerType>
            <auto-discover>true</auto-discover>
        </provider>
        <provider>
            <name>Lexmark Mono Laser Printer</name>
            <address>123.123.123.125</address>
        </provider>
    </providers>
    <settings>
        <add-providers>true</add-providers>
        <delete-providers>true</delete-providers>
        <easy-saas>true</easy-saas>
        <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-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>
   <cloud-config>
      <data-center>0</data-center>
   </cloud-config>
   <network>
      <direct-printing-port>631</direct-printing-port>
      <secure-print-release-port>443</secure-print-release-port>
      <web-port>80</web-port>
      <printer-capabilities-data-port>9100</printer-capabilities-data-port>
      <premise-server-ssl-port>9743</premise-server-ssl-port>
   </network>
   <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 <u>"Understanding the configuration file elements and their values" on page 21</u>.

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

Garbage text is printed

Try one or more of the following:

Make sure that the printer RAM is at least 256MB

To view the printer RAM, from the control panel, navigate to:

Settings > **Reports** > **Device** > **Device Information**

For non-touch-screen printer models, press OK to navigate through the settings.

Note: From the printed report, the value for Installed Memory is the printer RAM.

Make sure that the printer supports mobile printing

For the list of supported printer models, go to the **Mobile Print Device Support** page.

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 of the printer or server is correct

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.

Make sure that mobile support is enabled on the server

For more information, contact your administrator.

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 your mobile device and the multifunction product are connected to the network on the same subnet

For more information, 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 that the printer or LPM server supports the file type

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

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 cannot print. For more information on quotas, see the printer *User's Guide* or contact your administrator.

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

Make sure that your device is NFC capable and NFC 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 <u>"System requirement" on page 6</u>.

Cannot find the Lexmark Print Service Plugin

Make sure that the plug-in is enabled

For more information, see <u>"Installing and enabling the plug-in" on page 19</u>.

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 .

Make sure that the LPM server is online

For more information, contact your administrator.

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