



Print

User's Guide

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Change history

July 2022

- Added instructions on using the Lexmark Print Service Plugin.

June 2022

- Updated information on importing configuration files.

December 2021

- Added instructions for iOS operating system version.

May 2021

- Initial document release.

Overview

Lexmark™ Print is an application that lets you send documents and images to network-connected printers and print management servers from a mobile device. The application is compatible with mobile devices that run the iOS operating system or Android™ platform.

The application is locked in portrait orientation. The orientation does not change when you rotate your mobile device.

You can download the application free of charge from the Apple App Store online store or Google Play™ store.

For the list of supported printer models, go to the [Mobile Print Device Support](#) page.

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

System requirement

- Android platform version 6.0 or later
- iOS operating system version 13.0 or later

Supported file types

Lexmark Print supports all files types that the printer or print management server supports. For the complete list of supported file types, see the “Supported flash drives and file types” section in the printer *User’s Guide*.

The following document and image file types are the common file types that both the application and the printer support:

- PDF (version 1.7 or earlier)
- BMP
- GIF
- JPEG or JPG
- PNG
- TIFF or TIF

Using the application

Installing the application

1 Download the application from the App Store online store or the Google Play store, and then launch the application.

2 Tap **GET STARTED**, and then accept the User Agreement and Privacy Policy.

Note: To let Lexmark collect your application usage information anonymously, accept the terms of service.

3 Tap **CONFIRM**, and then do one of the following:

- To import a configuration from Lexmark Mobile Print version 2.x, tap **Import Data**.

Notes:

- Import Data appears only if the latest version of Lexmark Mobile Print is installed in your mobile device.
- To skip importing a configuration from Lexmark Mobile Print, tap **Setup as new**.

- To add printers and servers, tap **ADD A DEVICE**, and then do the following:

Note: To skip adding printers and servers, from the upper-right corner of the display, tap **Skip**.

a Do one of the following:

- Select a printer from the list.
- Tap **Enter Network Address**, and then type the device IP address or full domain. For example, **192.168.254.254** or **ET0021B7C38ACB.dhcp.company.com**.
- Tap **QR Code**, and then scan the device QR code.

Note: Allow the application to access the camera.

b Tap **SAVE PRINTER**, and then if necessary, change the printer nickname.

c Click **SAVE**.

Importing configurations from Lexmark Mobile Print version 2.x

Note: This feature is available only in mobile devices with the latest version of Lexmark Mobile Print.

From the application home screen, tap **More > Import Data**.

Managing printers

Adding a printer

Note: Make sure that the printer and the mobile device are connected to the same network.

- 1 From the application home screen, tap **Find Device**, and then do one of the following:
 - Select a printer from the list.
 - Tap **Enter Network Address**, and then type the printer IP address or full domain. For example, **192.168.254.254** or **ET0021B7C38ACB.dhcp.company.com**.
 - Tap **QR Code**, and then scan the printer QR code.

Note: Allow the application to access the camera.

- 2 Tap **SAVE PRINTER**, and then if necessary, change the nickname.



Notes:

- The first printer added in the application is automatically set as the default.
- To set another printer as the default, select **Make default**.

- 3 Click **SAVE**.

Checking printer status

- 1 From the application home screen, do one of the following:



- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED** > .
- Tap **More** > **Manage devices**, and then select a printer.

- 2 View the alerts and supplies status of the printer.

Updating a printer nickname

Note: You cannot update the printer IP address. If the IP address has changed, then remove the printer, and then add the printer again using its new IP address.

- 1 From the application home screen, do one of the following:

- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED** > .
- Tap **More** > **Manage devices**, and then select a printer.



- 2 Tap , and then in the Device Nickname field, type the new name.

- 3 Tap **SAVE**.

Setting a default printer

When printing documents or releasing print jobs, the default printer is selected automatically.



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


- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED** > .
- Tap **More** > **Manage devices**, and then select a printer.

2 Tap **Set as Default Device**.

Removing a printer

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

- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED** > .
- Tap **More** > **Manage devices**, and then select a printer.

2 From the upper-right corner of the screen, tap  > **Remove**.

Managing print management servers

Adding a Lexmark Print Management server

Notes:

- These instructions apply only to users whose organization has a Lexmark Print Management (LPM) On-Premises server installed.
- The application supports one print management server.

Note:

1 From the application home screen, tap **Find Device**, and then do one of the following:

- Select a server from the list.
- Tap **Enter Network Address**, and then type the server IP address or full domain. For example, **192.168.254.254** or **ET0021B7C38ACB.dhcp.company.com**.
- Tap **QR Code**, and then scan the server QR code.

Note: Make sure that mobile support is enabled on the LPM server. For more information, contact your administrator.

2 Select a domain, type your user name and password, and then tap **LOG IN**.

3 If necessary, change the nickname.

Notes:

- The first server or printer added in the application is automatically set as the default.

- To set another server as the default, enable **Make default**.

4 Tap **SAVE**.

Adding Cloud Print Management

Note: These instructions apply only to users whose organization has a Lexmark Cloud Services subscription.

1 From the application home screen, tap **Find Device** > **Lexmark Print Management Cloud**.

2 Select one of the following data centers:

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

- **Auto detect**—Set your data center automatically to either Europe or North America.
- **Americas**—Use the North American data center as determined by your Lexmark Cloud Services agreement.
- **Europe**—Use the European data center as determined by your Lexmark Cloud Services agreement.

3 Tap **CONTINUE**, and then type your Lexmark Cloud Services e-mail address and password.



4 If necessary, change the server nickname.

5 Tap **SAVE**.


Updating a print management server nickname

Note: You cannot update the server URL.

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

- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED**. Tap  beside the server that you want to update.
- Tap **More** > **Manage devices**, and then select a server.



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

2 Tap , and then type the new name in the Device Nickname field.

3 Tap **SAVE**.

Setting a default server

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



- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED**. Tap  beside the server that you want to update.
- Tap **More** > **Manage devices**, and then select a server.


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

2 Tap **Set as Default Device**.

Removing a print management server

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

- Tap **Selected device**, and then from the CURRENTLY SELECTED section, tap .
- Tap **Selected device**, and then from the OTHER DEVICES section, tap **SAVED**. Tap  beside the server that you want to delete.
- Tap **More > Manage devices**, and then select a server.

2 From the upper-right corner of the screen, tap  > **Remove**.

Scanning documents

Note: Make sure that the printer and the mobile device are connected to the same network.

1 Load the document into the automatic document feeder (ADF) tray or on the scanner glass.

2 From 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 **Scan**, and then wait for the scan job to complete.

Note: You can select a different device from the Other Devices section. You can also set the selected device as the default scanner for the succeeding scan jobs.

5 From your printer control panel, touch **Send**.

6 If necessary, manage the scanned document.

- To add pages, tap . You may add pages from the scanner, camera, or gallery.
- To rearrange pages, tap on a page, then touch **Reorder**, and then drag a page to the new location.
- To delete pages, tap on a page that you want to remove, and then touch **Delete**.

7 Save or share the document.

Printing a document

Note: Make sure that the printer and the mobile device are connected to the same network.

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 more information, see [“Supported file types” on page 5](#).
- 2 Share the document, and then select **Print with Lexmark**.
Note: Some third-party applications may not support the share feature. For more information, see the application support information.
 - 3 Select a printer, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).
 - 4 Tap **PRINT**.

Printing from the camera

- 1 From the application home screen, tap **Camera**.
Note: Allow the application to access the camera and storage.
- 2 Take a photo. Depending on your device, tap **OK** or **Use Photo**.
- 3 Select a printer, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).
- 4 Tap **PRINT**.

Printing a photo

- 1 From the application home screen, tap **Photos**.
Note: Allow the application to access the gallery.
- 2 Select a photo.
- 3 Select a printer, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).
- 4 Tap **PRINT**.

Printing a web page

- 1 From the application home screen, tap **Web**.
- 2 Type or paste the URL, and then tap **PRINT WEB PAGE**.
- 3 Select a printer, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).
- 4 Tap **PRINT**.

Printing from the file manager

- 1 From the application home screen, tap **Files**.

Note: Allow the application to access the storage.

- 2 Select a file.

Note: You can only select a file of a supported file type. For more information, see [“Supported file types” on page 5](#).

- 3 Select a printer, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).

- 4 Tap **PRINT**.

Sending print jobs to a print management server

Notes:

- These instructions apply only to users whose organization has a Lexmark Print Management On-Premises server setup or Lexmark Cloud Services subscription.
- To send print jobs to a print management server, you must be logged in to the server.
- Some third-party applications may not support the share feature. For more information, see the application support information.
- Some print settings are not available when Lexmark Print Management On-Premises server policies are in effect.
- Some file types are not supported. For the list of supported file types, see [“Supported file types” on page 5](#).

Sending a document

- 1 Do either of the following:
 - Open the document.
 - From the mobile device file manager, select a document.

Note: You can select one or more documents.

- 2 Share the document, and then select **Print with Lexmark**.

- 3 Select a server, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).

- 4 Tap **PRINT**.

Sending from the camera

- 1 From the application home screen, tap **Camera**.

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

- 2 Take a photo. Depending on your device, tap **OK** or **Use Photo**.

3 Select a server, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13.](#)

4 Tap **PRINT**.

Sending a photo

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

Note: Allow the application to access the gallery.

2 Select a photo from your gallery.

3 Select a server, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13.](#)

4 Tap **PRINT**.

Sending a web page

1 From the application home screen, tap **Web**.

2 Type the URL, and then tap **PRINT WEB PAGE**.

3 Select a server, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13.](#)

4 Tap **PRINT**.

Sending from the file manager

1 From the application home screen, tap **Files**.

Note: Allow the application to access the storage.

2 Select a file.

3 Select a server, and then if necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13.](#)

4 Tap **PRINT**.

Understanding the print settings

Notes:

- Some settings may not be available in some printer models or print management servers.
- For LPM On-Premises, the policy set by your administrator may change the print settings. For more information on policies, see the *Lexmark Print Management On-Premises Administrator's Guide*.

When sending print jobs, configure one or more of the following:

- **Paper**—Select the paper source.
- **Copies**—Specify the number of copies.
- **Two-sided**—Print on both sides of the paper.
 - **Short edge**—Flip the document on its short edge.
 - **Long edge**—Flip the document on its long edge.

- **Off**—Disable two-sided printing.
- **Use printer default**—Use the printer default setting. This option is available only in Lexmark Cloud Services print queues.

- **More settings**

- **Color**—Print in color or black and white.
- **Orientation**—Change the document orientation to either portrait or landscape.
- **Pages per side**—Print multiple pages on one side of the paper.
- **Pages to Print**—Select the pages to print. This setting is available only when printing PDF documents.
- **Send as a Held Job**—Store the print job in the printer memory for printing later.

Notes:

- If you are logged in to Cloud Print Management, then your Cloud Print Management user name is used when sending a held job.
- To configure the printer to show held jobs, see [“Configuring the printer to show held jobs” on page 16](#).
- The Send as a Held Job setting appears only when the selected device is a printer.
- To disable the Send as a Held Job setting, select **Off**.

Notes:

- The default setting is Off.
- Disabling this setting clears the held job credentials.
- To print and review the first copy of a multiple-copy print job, select **Verify**, 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**, and then type your user name.
- To print the job immediately and store a copy in the printer memory, select **Repeat**, and then type your user name.
- To secure your print job with a PIN, select **Confidential**, and then type your user name and PIN.
- **Staple**—Staple the printed document.
- **Hole Punch**—Punch holes on the printed document.
- **Output bin**—Select an output bin.

Notes:

- The Staple, Hole Punch, and “Output bin” settings appear only when the associated hardware options are installed in the selected printer.
- You can change only one of the Staple, Hole Punch, and “Output bin” settings at a time. For example, if you change the Staple setting, then the Hole Punch and “Output bin” settings use their default values.

Releasing print jobs

Note: These instructions apply only to users whose organization has a Lexmark Print Management On-Premises server setup or Lexmark Cloud Services subscription.

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

- Tap **My Jobs**.
- Tap **More > Manage devices > select a server > Queues**.

Note: If you are not logged in to the server, tap **LOG IN**.

2 Do one of the following:

- Select one or more jobs, and then tap **PRINT**.

Note: To select all jobs, tap **SELECT ALL**.

- Swipe right or left on a print job, and then tap **PRINT**.
- To release delegated print jobs, tap your user name or e-mail address, and then select a user. Select one or more jobs, and then tap **PRINT**.

3 Select a printer, and then tap **PRINT**.

Notes:

- If your administrator enables Automatic Print Release, then you can release a print job without adding a printer. Tap **ENTER NETWORK ADDRESS**, and then type the printer IP address or full domain. You can also tap **QR Code**, and then scan the QR code.
- To add a printer, see [“Adding a printer” on page 7](#).
- If necessary, change the print settings before sending print jobs to the print management server.

Deleting print jobs from the print release queue

Note: These instructions apply only to users whose organization has a Lexmark Print Management On-Premises setup or Lexmark Cloud Services subscription.

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

- Tap **My Jobs**.
- Tap **More > Manage devices > select a server > Queues**.

Note: If you are not logged in to the server, tap **LOG IN**.

2 Do one of the following:

- Select one or more jobs, and then tap **DELETE**.

Note: To select all jobs, tap **SELECT ALL**.

- Swipe right or left on a print job, and then tap **DELETE**.
- To delete delegated print jobs, tap your user name or e-mail address, and then select a user. Select one or more jobs, and then tap **DELETE**.



3 Tap **DELETE**.

Managing print jobs

- 1 From the application home screen, tap **Status**.
- 2 Do any of the following:
 - To resend a failed print job, select a job, and then tap **RETRY**.
 - To delete a failed print job, select a job, and then tap **DELETE**.
 - To cancel an ongoing print job, tap **X** beside the job, and then tap **Delete**.
 - To clear all jobs, tap **HISTORY** > **CLEAR HISTORY**.

Note: You can also swipe left or right on a failed job to delete or resend it.

Managing document sources

- 1 From the application home screen, do either of the following:
 - From the Sources section, tap **Edit**.
 - Tap **More** > **Sources**.
- 2 Do one or more of the following.
 - Disable one or more sources.
 - To rearrange the sources, tap  or , depending on your device, and then move the source.
- 3 Tap **Done**.

Obtaining a Cloud Authentication login code

Notes:

- These instructions apply only to users whose organization has a Lexmark Cloud Services subscription.
- The login code lets you access printers that are secured using Cloud Authentication.

- 1 From the application home screen, tap **Cloud**.

Note: To show the Cloud icon, make sure that you are logged in to the Cloud Print Management server.

- 2 Take note of the login code.
- 3 From the printer control panel, enter the code in the 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 automatically appears when a held job is submitted.

Adding imported printers or servers

Notes:

- These instructions are applicable to printers and servers that are imported from Lexmark Mobile Print version 2.x or using a configuration file.
- If you have an existing print management server, then you cannot add an imported server.

Note:

1 From the application home screen, tap **Find Device > Imported Devices**.

2 Select a printer or server.

Note: If you select an LPM server, then type your user name and password, and then tap **LOG IN**. For Lexmark Cloud Services, type your e-mail address and password.

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 the Lexmark Print Service Plugin

Installing and enabling the plug-in

Note: The Lexmark Print Plugin is available only in mobile devices that run on the Android platform.

- 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.
 - 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 [“Installing and enabling the plug-in” on page 18](#).
- 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 [“Logging in to an LPM server” on page 19](#).
- 3 If necessary, change the print settings. For more information, see [“Understanding the print settings” on page 13](#).
- 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 configuration files

Understanding the configuration file elements and their values

Create a configuration file to manage multiple printers and print management servers. 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>**—Define 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>**—Define whether the device is a printer or an LPM On-Premises server.
 - For Lexmark Print Management On-Premises, type **server-premise** to make sure that the server is available for discovery.
 - For printers, type **printer** to make them available for automatic discovery.
 - **<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 automatic discovery applies only to the first provider.
- **<settings>**—Define changes to the application features, behavior, and settings after importing.
 - **<add-providers>**—Type **true** to allow adding printers or servers from the application.
 - **<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-qrcode>**—Type **true** to allow adding printers by using a QR code. For this setting to take effect, make sure that **<add-providers>** and **<supports-camera>** are set to **true**.
 - **<delete-providers>**—Type **true** to allow deleting printers or servers from the application.
 - **<supports-photos>**—Type **true** to allow printing photos from the gallery.
 - **<supports-camera>**—Type **true** to allow printing camera captures.
 - **<supports-web>**—Type **true** to allow printing web pages from the application.
 - **<supports-secure-window>**—Type **false** to allow recording a video or taking a screenshot when using the application.
 - **<eula>**—Type **accept** to accept the End-User License Agreement automatically.
 - **<terms-of-use>**—Do one of the following:
 - Type **accept** to allow Lexmark to collect application usage information.
 - Type **decline** to prevent Lexmark from collecting application usage information.

- Type **user_choice** to let the user decide whether to allow Lexmark to collect application usage information.
- **<quick-print-release>**—Type **true** to enable Quick Print release.
Note: To enable this feature, make sure that the Quick Print license is configured on your LPM On-Premises server.
- **<quick-print-release-type>**—To set a Quick Print release option, type either **IP** or **QR**.
Note: To make both options available, leave the value blank.
- **<easy-saas>**—Type **true** to enable access to LPM Cloud permanently.

Notes:

- If **<add-providers>** is set to **false**, then adding printers is disabled even if **<supports-manual-add>**, **<supports-qr-code>**, 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>**—Define 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>**—Define 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 number is 631.
 - **<secure-print-release-port>**—Type the port number to use for secure communication with the servers. The default port number is 443.
 - **<web-port>**—Type the port number to use for web communication. The default port number is 80.
 - **<printer-capabilities-data-port>**—Type the port number to use for sending raw data to the printer. The default port number is 9100.
 - **<premise-server-ssl-port>**—Type the port number to use for releasing print jobs on the servers. The default port number is 9743.

- **<behavior>**—Define how the import is processed.
 - **<import-configList>**—Define how the providers in the configuration file are managed when importing.
 - **use_config**
 - Delete from the application 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.
 - Update the nicknames of the printers and servers that are in the configuration file and in the application.
 - **merge**
 - Keep the printers and servers that are in the application.
 - Add the printers and servers that are in the configuration file but not in the application.
 - Update the nicknames of the printers and servers that are in the configuration file and in the application.
 - **reset_all**
 - Delete all the printers and servers that are in the application.
 - Add 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:
 - Cloud Print Management
 - LPM On-Premises
 - Lexmark Color Laser Printer or MFP
 - Lexmark Mono Laser Printer or MFP
- Delete the printers and servers that are not in the configuration file.
- Configure the ports that are 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>Cloud Print Management</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-camera>true</supports-camera>
    <supports-photos>true</supports-photos>
    <supports-web>true</supports-web>
    <supports-manual-add>true</supports-manual-add>
    <supports-qr-code>true</supports-qr-code>
    <supports-network-search>true</supports-network-search>
</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 Save the configuration file in the file manager.

Note: For more information on creating a configuration file, see [“Understanding the configuration file elements and their values” on page 20](#).

- 2 Tap the configuration file, and then tap **Print with Lexmark**.

Note: For mobile devices using the application, saving the file in the print folder imports the file automatically when you launch the application. In Android platform version 11 or later, the folder is **Android/data/com.lexmark.mobile.lxkprint/files**. In Android platform version 6 to 10, the folder is **Lexmark/com.lexmark.mobile.lxkprint**. If the folder is not available, then create the folder in the root directory of the device.

Troubleshooting

Cannot import configurations from Lexmark Mobile Print version 2.x

Make sure that you have updated Lexmark Mobile Print version 2.x to the latest version

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 the 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 supports mobile printing

For the list of supported printer models, go to the [Mobile Print Device Support](#) page.

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, go to the [Mobile Print Device Support](#) page.

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 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

Make sure that the printer or server supports the file type

For more information, see [“Supported file types” on page 5](#).

Print job does 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, go to the [Mobile Print Device Support](#) page.

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, go to the [Mobile Print Device Support](#) page.

Cannot 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.

Unexpected application behavior or the application stops working

Enable event logging, and then contact your administrator

To enable event logging, from the application home screen, tap **More > About > Event Logging**.

Job exceeds the printing quota

Check your printing quota

Take note of the page count for each job that you print from your print release queue. If the total page count for all the jobs that you released exceeds your quota, then you cannot print. For more information on quotas, see the *Lexmark Print Management On-Premises User's Guide*, or contact your administrator.

Scanning is disabled

Make sure that the printer supports the scan feature

Scanner is unavailable

Try one or more of the following:

Make sure that the printer is turned on

Make sure that the mobile device and the printer are connected to the same network

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