



PrinterOn Print Service Plugin for Android

User Guide



mobile printing solutions | enterprise | education | public printing locations

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1

Getting started

The PrinterOn[®] Print Service Plugin for Android lets you print from any application that supports Android's native printing without the need for an intermediate app.

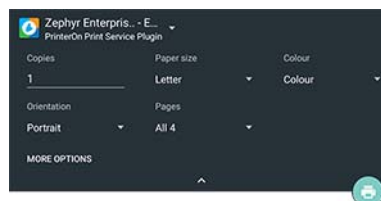
With the PrinterOn Plugin, you can easily find and print to any PrinterOn enabled printer to which you have access.

The PrinterOn Print Service Plugin supports Android 4.4+.

Mobile printing on Android with the PrinterOn plugin

Before native print, if you wanted to print content from your Android device, you had to send that content from the source app to a third-party app that handled the rendering and print submission. This workflow takes you out of the original app to submit the print job.

Beginning with Android KitKat 4.4, Android supports a printing framework that provides UI components and rendering support.



This framework lets you print directly from the original app itself, resulting in a much more streamlined workflow.

However, native print does not eliminate the need for third-party components, because Android does not natively communicate with printers. For that, Android relies on third-party print services like the PrinterOn Plugin. When you submit a print job to a printer, Android passes the rendered content to the print service plugin associated with that printer. The plugin then passes it on to the printer and listens for updates in the status of the print job.

Interaction between the PrinterOn Plugin and the PrinterOn Mobile app

In addition to the plugin, PrinterOn also offers a mobile app, which you can use to print content from apps that do not yet support native print.

When both are installed on the same device, the plugin and the app share configuration information and interact seamlessly.

For example, if you have previously installed the mobile app, any saved printers, services, or user accounts that you have added to the app are automatically added to the plugin. Should you modify those settings in the plugin, your changes are applied in the mobile app.

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Installing the PrinterOn Print Service Plugin

Before you can print with the PrinterOn Print Service Plugin, you need to install it from the Google Play Store and then enable it. You can add the plugin in the following ways:

- from the Printing settings in the Android Settings app
- from within the printing workflow

Once you have installed and enabled the plugin, you can create a list of printers by adding them to the plugin.

Note: When installed on the same device, the PrinterOn Print Service Plugin and the PrinterOn Mobile app share the same list of printers. If you have previously saved printers in the mobile app, you do not need to add them to the plugin; they are immediately available.

Installing the plugin from the Android Settings

To install the plugin from the Printing settings in the Android settings app:

1. Launch the Android Settings app.
2. Locate and open the Android Printing settings, then select **PrinterOn Print Service Plugin**.

3. Depending on which version of Android you're using, do one of the following:
 - Open the menu and select **Add Service**.
 - Tap ⊕.
4. From the Google Play Store, select the PrinterOn Print Service Plugin.
5. Download and install the plugin on your device. When the plugin is installed, you'll receive a notification:



6. Tap the notification to open the Printing Settings page in the Settings app. The PrinterOn Print Service Plugin now appears in the list.
7. Tap **PrinterOn Print Service Plugin**, and then tap the switch at the top of the screen to enable the plugin.

Installing the plugin while printing

To install the plugin while submitting a print job:

1. While viewing the content you want to print, open the app menu and select **Print....** The Print Options dialog appears.
2. Tap the printer, and then select **All printers....**
3. Tap ⊕, and then select **Add service**.
4. From the Google Play Store, select the PrinterOn Print Service Plugin.
5. Download and install the plugin on your device. When the plugin is installed, you'll receive a notification:



6. Tap the notification to open the Printing Settings page in the Settings app. The PrinterOn Print Service Plugin now appears in the list.
7. Tap **PrinterOn Print Service Plugin**, and then tap the switch at the top of the screen to enable the plugin.
8. [Add a printer to the plugin](#) and finish submitting the print job.

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Submitting a print job

You can submit a print job with the PrinterOn plugin from any application with a **Print** menu item.

Note: To use the plugin to submit a print job, you must first [install and enable the PrinterOn plugin](#).

To submit a print job:

1. While viewing the content you want to print, open the app menu and select **Print...**
2. Tap the printer to display a short list of printers.
3. Do one of the following:
 - If the printer you want appears in the list, select it.
 - If not, select **All printers...**, and then find and select the printer you want.
 - If the printer you want to use doesn't appear in either list, [add it now](#).
4. Modify the print options as necessary.

Note: You may not be able to modify all the print options available. As part of the printer configuration, the printer owner defines which options users can set.

5. Tap **Print**.

Once you submit the print job, you'll receive notifications each time the job status changes, which you can act on as necessary. You can also monitor the job status in the plugin's [Printer History](#), where you can manage your print jobs.

6. If necessary, [provide additional required input](#), such as authentication credentials or payment information. You can provide additional input from the Print Job Details.
7. If necessary, [release the job](#) to the printer. You can retrieve the release code from the Print Job Details.

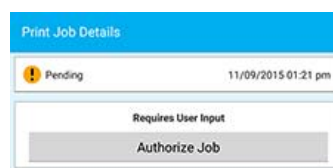
Providing additional information to the server

Depending on the printer configuration, you may need to provide additional input, such as authentication credentials or payment information, before the server can continue to process your print job.

If you need to provide additional information, you'll receive a notification that appears in the Android status bar.

To provide required information:

1. Open the Print Job Details page, which you can access in the following ways:
 - Open the notifications bar on the device, and then tap the notification.
 - From the Print History page, tap the print job.
2. In the Requires User Input section of the page, tap the button.



A dialog appears prompting you for the required information.

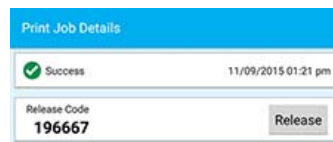
3. Provide the necessary information, and then tap **OK**. When the server receives the information, it continues to process the print job.

Releasing the print job

Depending on how the printer was configured, you may need to enter a release code at the printer so it can print the job. If the printer requires a release code, the plugin sends the code as part of the success notification.

To view the release code:

1. Open the Print Job Details page, which you can access in the following ways:
 - Open the notifications bar on the device, and then tap the Job Success notification.
 - From the Print History page, tap the print job.
2. From the Print Job Details, view the Release code.






3. Do one of the following:
 - At the printer, type the release code using the printer keypad.
 - If the printer owner has configured remote release, tap the **Release** button that to release the job remotely.

Once you release the print job, the printer adds it to the print queue and prints it in sequence.

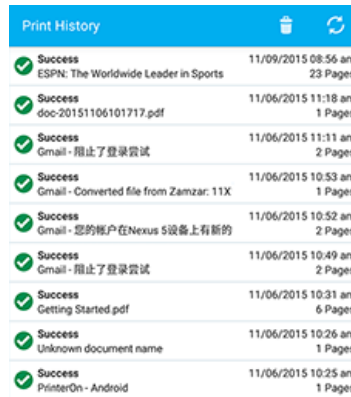
Managing active and past print jobs

Once you have submitted a print job, you can open the Print History page to monitor its status. The Print History page lists print jobs from newest to oldest. A status icon lets you quickly determine the print job status:

-  – Success: The server successfully processed the print job and sent it to the destination printer.
-  – Failed: The server was not able to send the job to the printer.
-  – Pending: Processing of the job has paused for some reason, for example, because the server requires additional user input.

To view the Print History:

1. Launch the Android Settings app.
2. Locate and open the Android Printing settings, then select **PrinterOn Print Service Plugin**.
3. Open the menu and select Printing Settings.
4. Tap **Print History**. The Print History page appears.



Viewing print job details

To view detailed information about a print job:

1. Tap the print job in the list to display the Print Job Details page.



From the Print Job Details page you can:


- [Provide additional required input](#), such as authentication credentials or payment information.
 - [Release the print job](#) to the printer, if remote release is configured, or retrieve the release code.
 - [Get information](#) about the destination printer.
2. If necessary, [provide additional required input](#), such as authentication credentials or payment information. You can provide additional input from the Print Job Details.
 3. If necessary, [release the job](#) to the printer. You can retrieve the release code from the Print Job Details.

Cleaning up the Print History

To delete one or more print jobs from the Print History:

1. Tap and hold the print job you want to delete.



2. Select any additional print jobs you want to delete.
3. Tap .

To clear the Print History:

1. On the Print History page, tap .

To refresh the Print History:

1. On the Print History page, tap .

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Adding printers to the plugin

Before you can use the PrinterOn Plugin to print, you must add at least one printer to the plugin. You can add printers in the following ways:

- before you need them, through the Settings app
- as you need them, during the print request process

Note: When installed on the same device, the PrinterOn Print Service Plugin and the PrinterOn Mobile app share the same list of printers. If you have a list of saved printers in the mobile app, you do not need to add those printers to the plugin. Similarly, any printers you add to the plugin are automatically added to the list of saved printers in the mobile app.

Adding a printer from the Settings app

If you know of a particular printer that you expect to use frequently, you can add it through the Android Printing Settings so that it is available to select the first time you attempt to submit a print job to it.

To add a printer in the Settings app:

1. Launch the Android Settings app.
2. Locate and open the Android Printing settings, then select **PrinterOn Print Service Plugin**.
3. Open the menu and select **Add printer**. The Add Printer page appears.

4. [Locate and select](#) the printer you want to add.

Adding a printer during a print request

If you need to print to a printer that you haven't yet added to the plugin, you can locate and add the printer from the printing workflow, and then select that printer as the print request destination.

To add a printer during a print request:

1. While viewing the content you want to print, open the app menu and select **Print...**
2. Tap the printer, and then select **All printers...**
3. Tap **+**, and then select **PrinterOn Print Service Plugin**. The Add Printer page appears.
4. [Locate and select](#) the printer you want to add, and then select it to add it to the plugin.
5. To print to the printer you just added, select it from the All printers page.

Locating a printer

PrinterOn maintains a database that contains entries for every PrinterOn enabled printer worldwide. You can search this database using the PrinterOn Plugin. The plugin provides several methods to quickly locate a specific printer from among the thousands available:

- [Search by location](#)
- [Search by keyword](#)
- [Search for secured printers](#)


Alternatively, if you have access to a printer with a QR code, the plugin lets you add that printer by scanning the code. For more information, see [Adding a printer using a QR code](#).

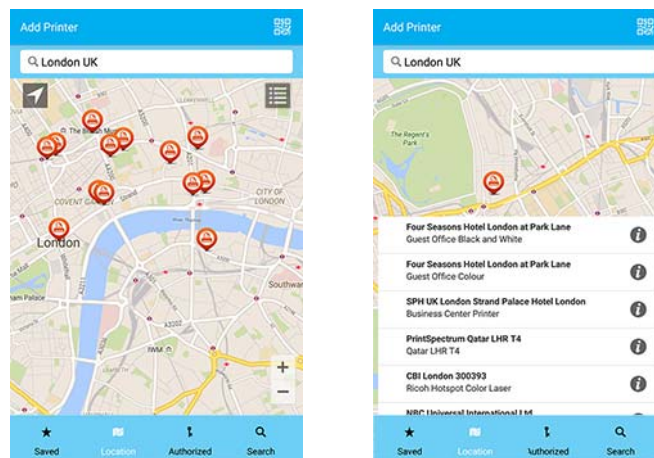
Searching by location


When you search by location, the PrinterOn Plugin displays a map with pins that indicate locations of printers in a specified area. By default, the location search centers on your current position. However, you can drag the map or use the location-based search bar to search another location.

Note: You must have Location Services enabled to use the location search. If Location Services are disabled, the plugin prompts you to enable the services and opens the Android Settings for you.

To search for printers by location:

1. On the Add Printer page, tap **Location**.
2. The app locates you and displays pins to indicate locations with printers. Tap  to view a list of the printers.



3. To locate printers in a different location:
 - Enter another location in the Search bar at the top of the screen. For example, you can enter a city name, or point of interest.
 - Drag the map to another location.
4. To center the map on your current location, tap .
5. Select the printer you want to add from the list.

Searching by keyword

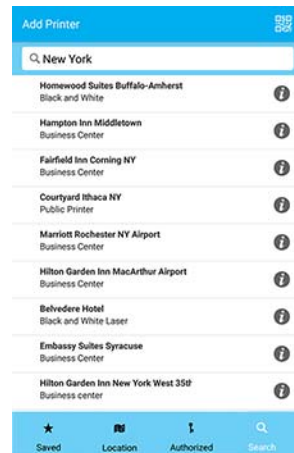
You can locate a printer by searching on a keyword such as a printer name, a business name, an address, or some other piece of identifying criteria. For

example, you could search for all printers with the word Lobby in the name, or search for all printers available at a particular hotel chain.

To search for printers by keyword:

1. On the Add Printer page, tap **Search**.
2. In the Search bar, type a keyword associated with the printer you want to add.

The plugin searches the PrinterOn database and returns a list of printers that match the search criteria. To reduce search response times, the plugin returns 25 printers at a time.



3. Select the printer you want to add from the list.

Searching for secured printers

If you have a user account that gives you access to a particular PrinterOn Server, you can quickly access the printers connected to that server to which you have access.

A secured printer might be:

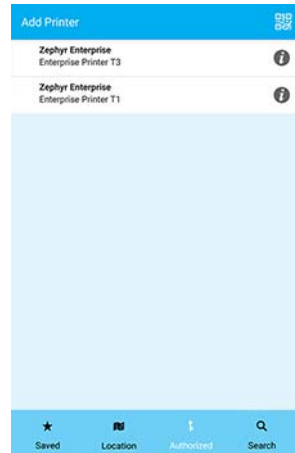
- a private printer within an enterprise that is only accessible to users within the firewall
- a public printer with restricted access, such as a printer at a hotel that is available only to hotel guests

Before you can view a list of printers that you are authorized to use, you must first configure the server settings for those services to which you have access

and define your account information so that the plugin can ascertain your printing privileges. For more information, see [Accessing secured printers](#).

To search for authorized or enterprise printers:

1. On the Add Printer page, tap **Authorized** or **Enterprise**. The plugin returns a list of all the printers to which you have access.




Note: Enterprise only appears if you have previously [configured your server settings](#) and selected an enterprise server as the default service.

2. Select the printer you want to add from the list.

Adding a printer using a QR code

If you have access to a PrinterOn enabled printer with a QR code, you can add the printer by scanning the code.

To add a printer by QR code:

1. On the Add Printer page, tap .
2. Line up your device to a QR code of a PrinterOn printer, and then tap **Scan Code**.

3. If authentication is required, add your account information, or link an existing account to the service.

Note: Once the printer is scanned and accepted, the plugin saves the service information in the Services settings. If you scan another printer from the same Service, the plugin uses the information from the initial configuration so you don't need to re-enter the same information.

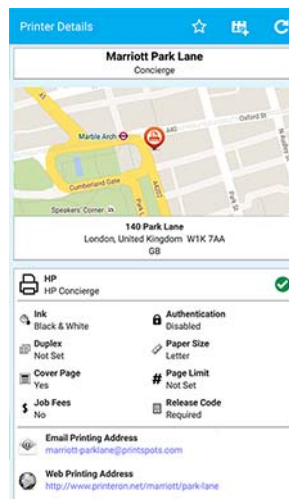
4. To print to the printer you just added, select it from the All printers page.

Viewing printer information

The Printer Details page provides information about the selected printer, including its name, location, and make and model. It also shows configuration information, such as color and duplex support, supported page sizes, whether you must provide authentication credentials or a release code, or whether there is a printing fee for the printer.

To view printer information:

1. In any list of printers, tap ⓘ to display the Printer Details screen. The Printer Details page opens.



2. If necessary, perform any of the following tasks:
 - To add the printer to the plugin list, tap ☆. To remove the printer from the list, tap ★.
 - To add the printer to your Contacts, tap 📧. To remove the printer from your contacts, tap 📧.
 - To refresh the printer information, tap ↻.

Adding a printer to your Contacts list

Every PrinterOn enabled server has an associated email address, which you can view when you display the printer information. You can add that email address to your address book so that you can send print jobs directly to the printer.

To add a printer to your Contacts:

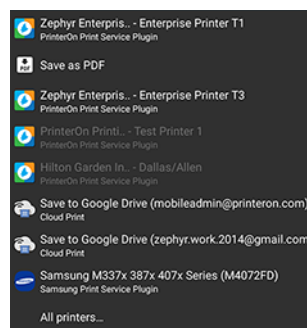
1. In any list of printers, press the information icon to display the Printer Details page.
2. In the Printer details screen, tap 📧.

To remove a printer from your Contacts:

1. In any list of printers, press the information icon to display the Printer Details page.
2. In the Printer details screen, tap 📧.

Managing the printer list

The PrinterOn plugin maintains a list of all the printers that you have added. Android aggregates this list of printers with the printer lists of other activated print services to populate a master list of printers from which you can choose.



Android requires that you add a printer to the plugin, even if you only intend to use that printer once. As a result, you may need to occasionally manage the list of printers to prevent it from getting cluttered.

Note: When installed on the same device, the PrinterOn Print Service Plugin and the PrinterOn Mobile app share the same list of printers. Any modifications you make to this list in the plugin are automatically applied in the mobile app.

Removing a printer from the plugin

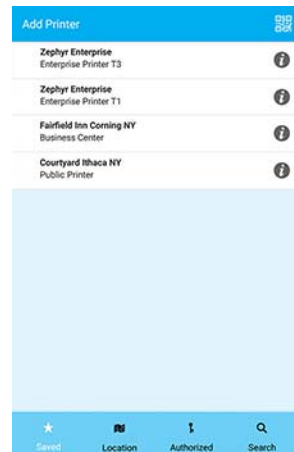
If you no longer need to print to a printer, you may want to remove it from the plugin.

You can remove a printer from the list in two ways:

- By deleting it directly from the plugin.
- By tapping ★ in the [Printer Details screen](#).

To remove a printer from the plugin list:

1. On the Add Printers Page, tap **Saved**.



2. Tap and hold the printer you wish to remove from the list
3. Select any additional printers you want to remove.
4. Tap 🗑️.

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Accessing secured printers

If you have permission to use one or more secured printers, you must provide the necessary server and account information so that the plugin can access them. A secured printer might be:

- a private printer within an enterprise that is only accessible to users within the firewall
- a public printer with restricted access, such as a printer at a hotel that is available only to hotel guests

Once you correctly configure your server and/or user account settings, you can quickly [locate the secured printers](#) to which you have access.

Configuring server settings

If you have authorization to use private PrinterOn printers, you must supply your account and server information so that the plugin can locate and connect to the service.

To add and configure server information:

1. Launch the Android Settings app.
2. Locate and open the Android Printing settings, then select **PrinterOn Print Service Plugin**.
3. Open the menu and select **Printing Settings**. The PrinterOn Plugin Settings page appears.

4. Tap **Services**, and then tap **+** to view the Service Setup page.

5. Configure the following settings:
 - **Server:** The server's domain or IP address. For example, print.empcorp.com.
 - **Path:** The path to service on the specified server. For example, /cps.
 - **SSL:** Defines whether the connection is secured using SSL.
 - **Description:** An optional description used to identify the server.
 - **Default service:** Defines whether this service is the default service.
6. To determine whether the plugin can successfully communicate with the server, tap **Test Service**.
7. Tap **✓**.

Configuring your user accounts

To add and configure user account information:

1. Launch the Android Settings app.
2. Locate and open the Android Printing settings, then select **PrinterOn Print Service Plugin**.
3. Open the menu and select **Printing Settings**. The PrinterOn Plugin Settings page appears.

4. Tap **User Accounts**, and then tap **+** to view the User Setup page.

Set as default user for the following services:	
172.16.100.107	No
172.16.100.107	No
PrinterOn Hosted	No

5. On the Service Setup page, configure the following settings:
 - **Account:** The email address associated with your PrinterOn account.
 - **Password:** Your printeron.com password, if you have one.
 - **Description:** An optional description for the user account.
6. Define for which services the account will serve as the default user.
7. Tap **✓**.

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