

iPrint Mobility Printing

Android

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Purpose

This training material highlights how to install and use Papercut Mobility Printing on Android devices.

Audience

This training material is designed for university faculty, staff, and students.

Device Requirements

Mobility Print supports Android 4.4+. Supported devices include Android phones and tablets from Google, Samsung, HTC, Lenovo, LG, Sony, and Huawei, among others.

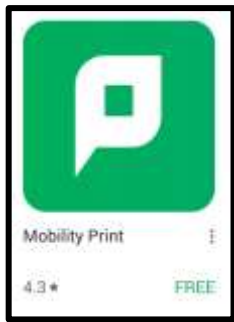
Connect to the UofM Wi-Fi Network

For instructions on how to connect to the **um** Wi-Fi network, [please see our umWireless documentation](#).

Note: *It is recommended that you connect to um, as these features are not available on um-guest.*

Installing Mobility Print Printer Setup

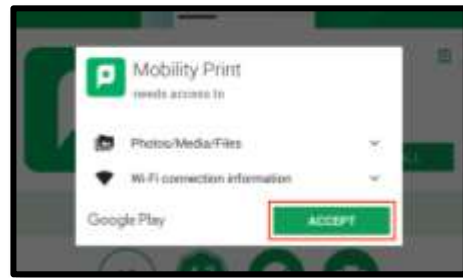
1. If this is your first time using Mobility Print, you will need to install the [Mobility Print app](#) from the Google Play Store. You can download the app using this link or you can search for it directly in the Google Play Store.



2. Tap **Install**.

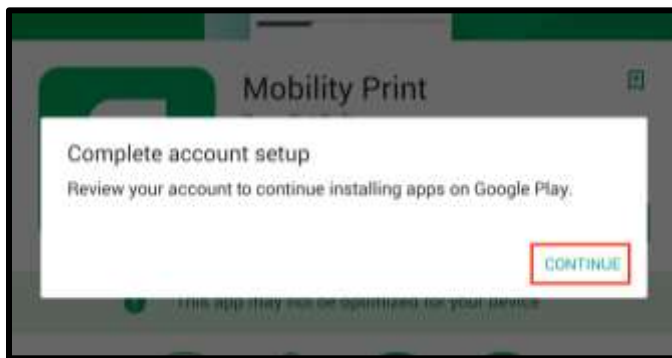


3. Next, **Mobility Print** may ask for access to **Photos/Media/Files**, if so,

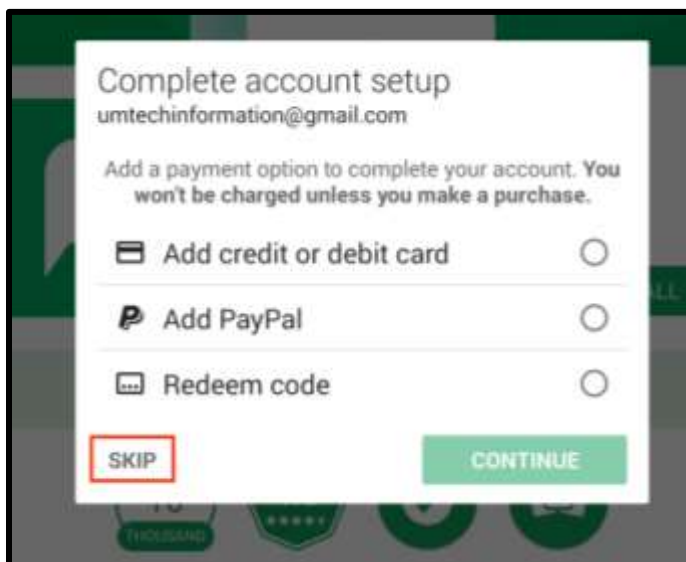


click **Accept**.

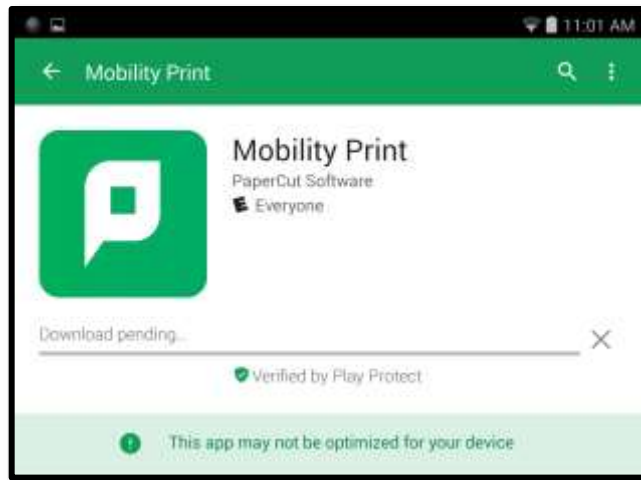
4. Google Play may ask you to complete account set up. Click **Continue**, to review your account and install apps on Google Play.



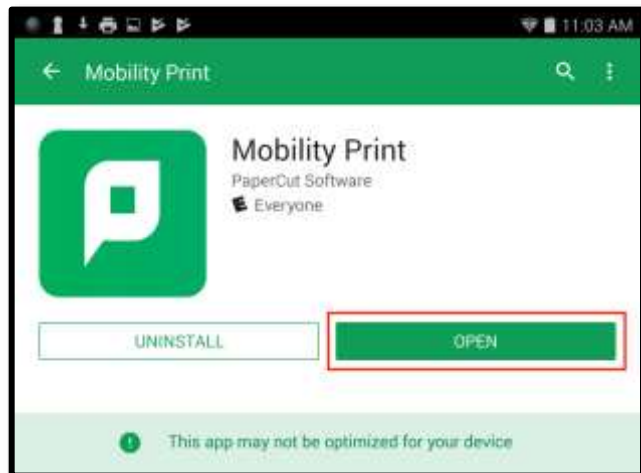
5. You can choose to skip this step. By clicking **Skip**.



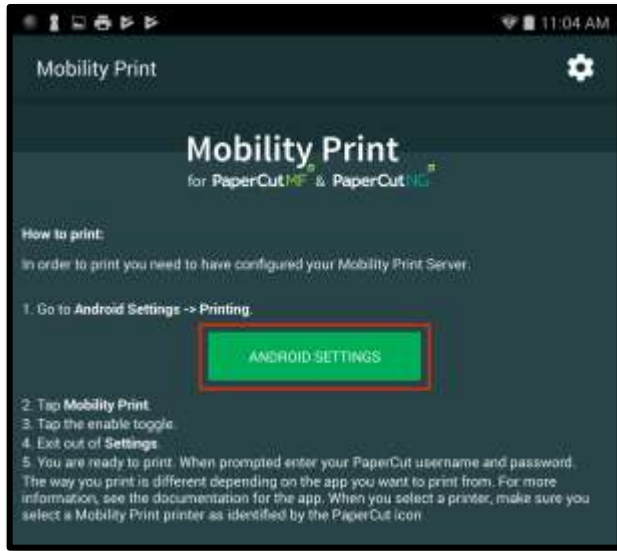
6. The software will begin to install.



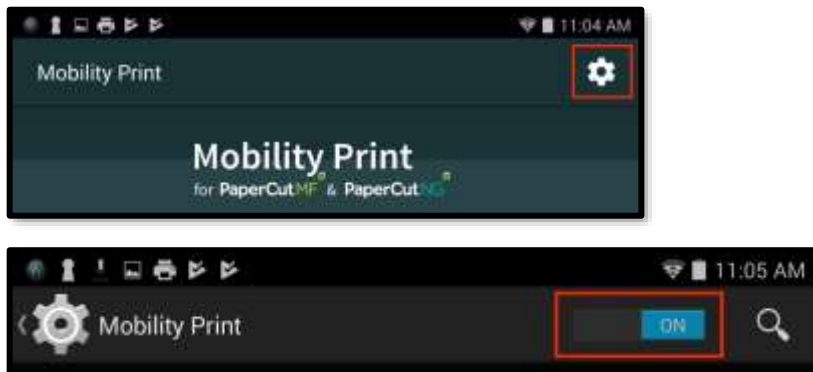
7. Tap **Open**.



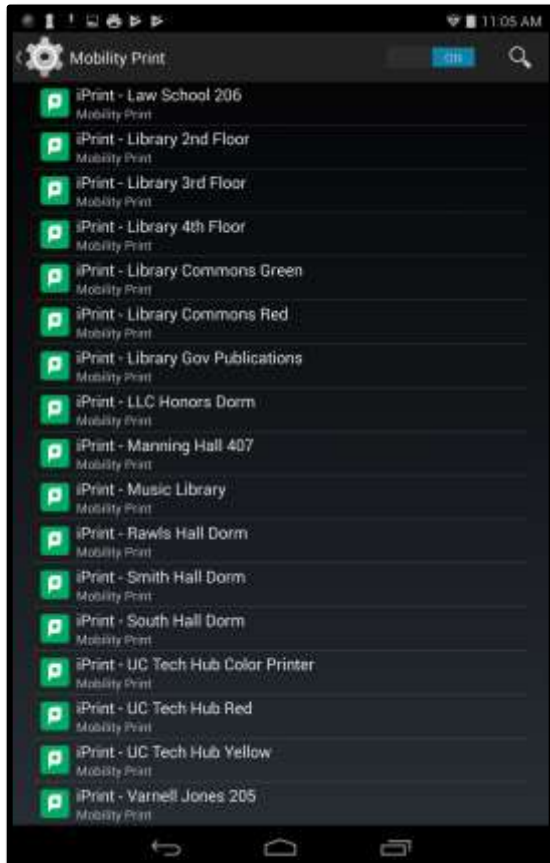
8. Next, tap **Android Settings**.



9. Select the Mobility Print Settings Button to enable the service. Tap on the toggle button in the top-right corner of your screen to **ON**.



10. A list of available printers should appear once Mobility Print has been switched to the on position.

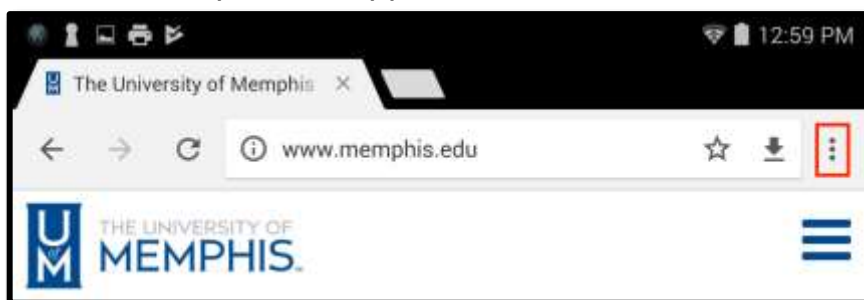


11. Exit settings.

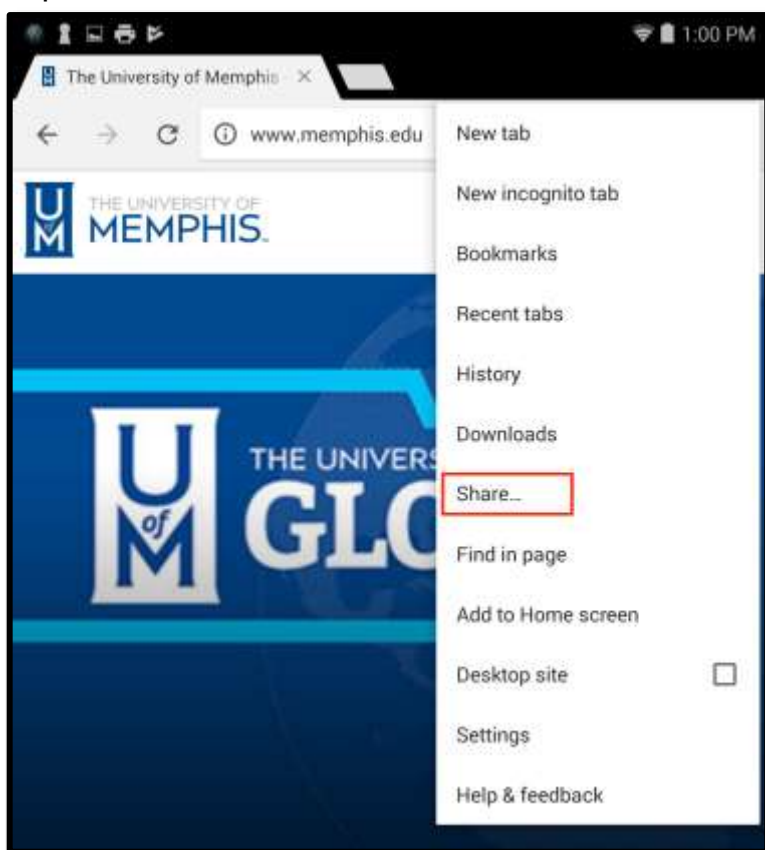
Note: If you want to use more than one printer on campus, repeat these steps for each printer.

Printing on an Android

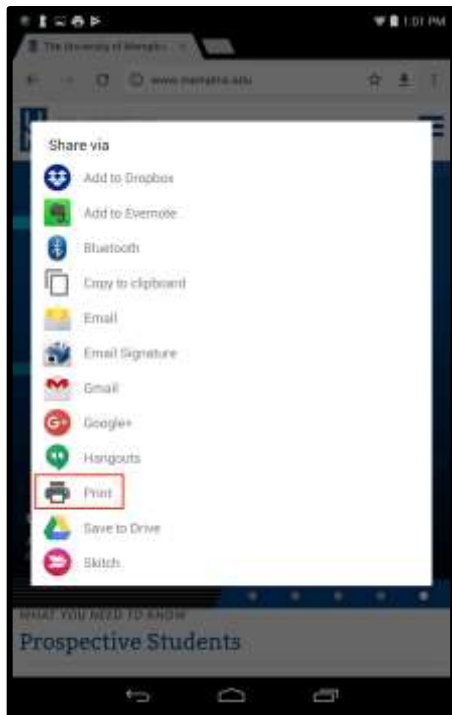
1. To print, open the content you want to print.
Note: Printing may vary from program to program.
2. In Chrome, open the app menu.



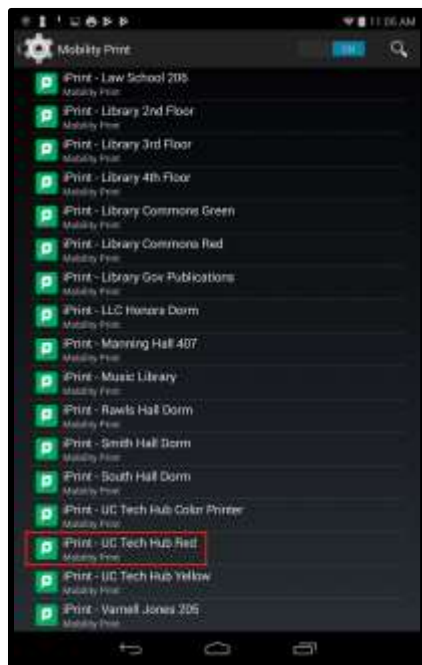
3. Tap **Share**.



4. Tap **Print** or the print icon to see a list of printers.

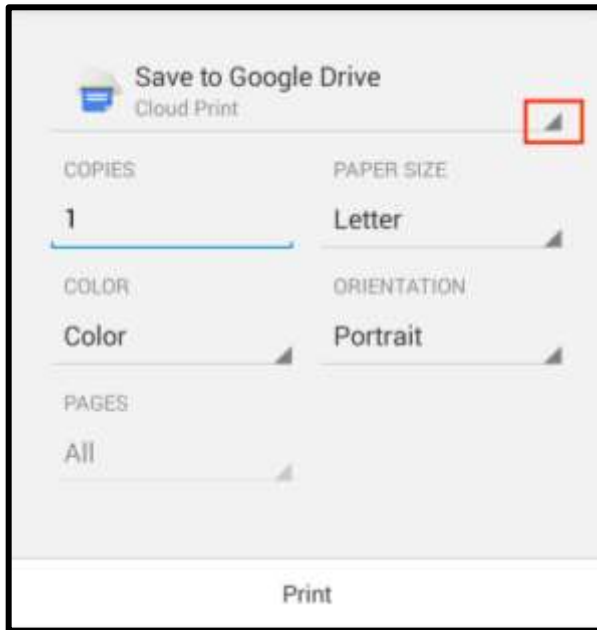


5. If you do not wish to use the default printer, tap the default printer and choose the correct one.

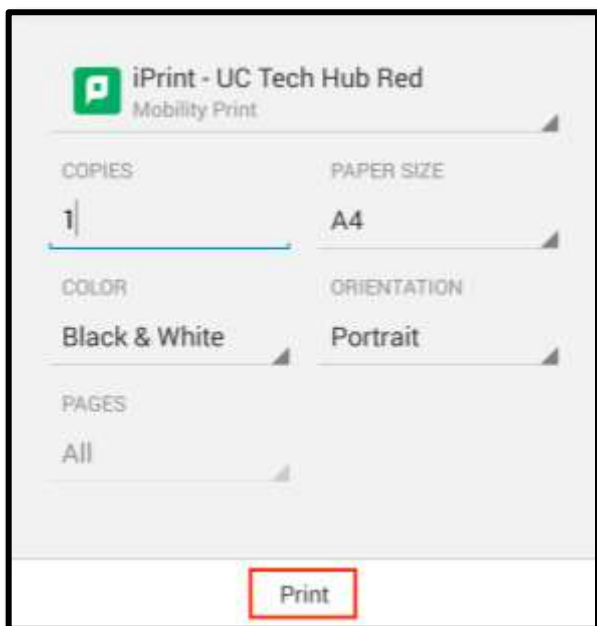


Note: Papercut printers have the Papercut logo  beside them.

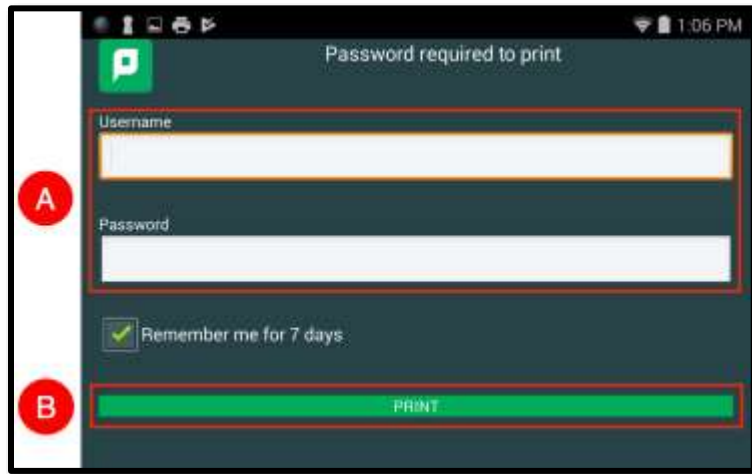
6. To change the print settings, tap the **down arrow** in the center of the screen.



7. Once you have chosen your settings, tap **Print**.

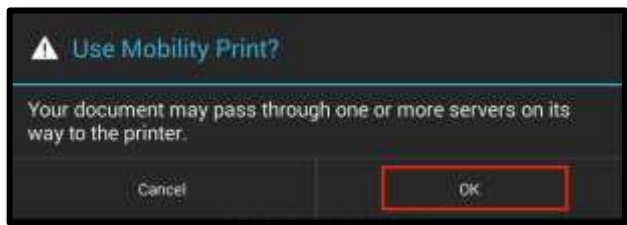


8. **A)** Authenticate using your UofM credentials. **B)** Tap **Print**.



Note: If you select the **Remember me for 7 days** checkbox, your tablet will remember your login details for that printer for one week.

You may receive this message once your item has been sent to print. Click, **OK**.



9. Pick up your print from the specified printer.

Note: When printing multiple pages, keep your page amount below 50, or the print tab will reset.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (*Excluding Some Holidays*)

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. (**Note:** Using this email will automatically generate a service request.)

Important Links

[Explore the umTech Website](#)
[Search the Solutions Page](#)