iPrint Mobility Printing

Android

umTech

100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888 Email:
umtech@memphis.edu
umTech Website

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Table of Contents

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 includes Android phones and tablets from Google, Samsung, HTC, Lenovo, LG, Sony, 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](#).
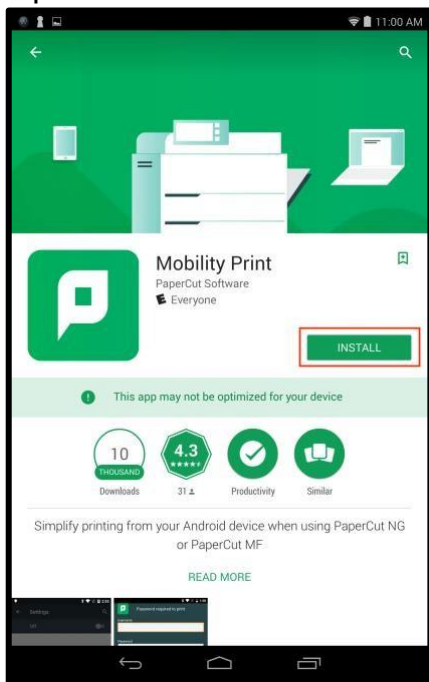
Note: *It is recommended to connect to um, as these features are not available on um-guest.*

Installing Mobility Print Printer Setup

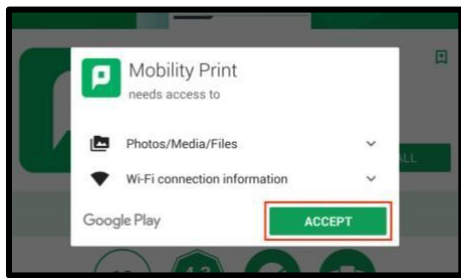1. If this is your first time using Mobility Print, you will need to install the *Mobility Print app* from the Google Play Store. You can download the app using this link or you can search for it directly in the Google Play Store.
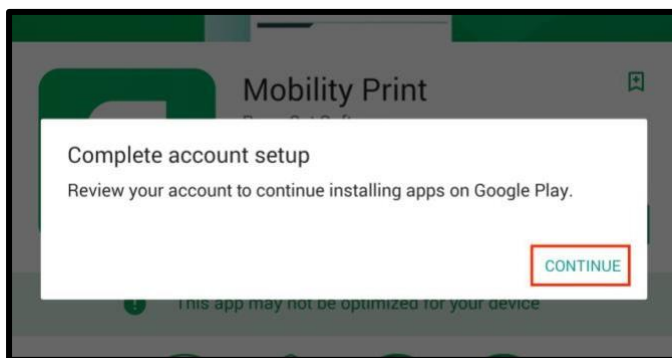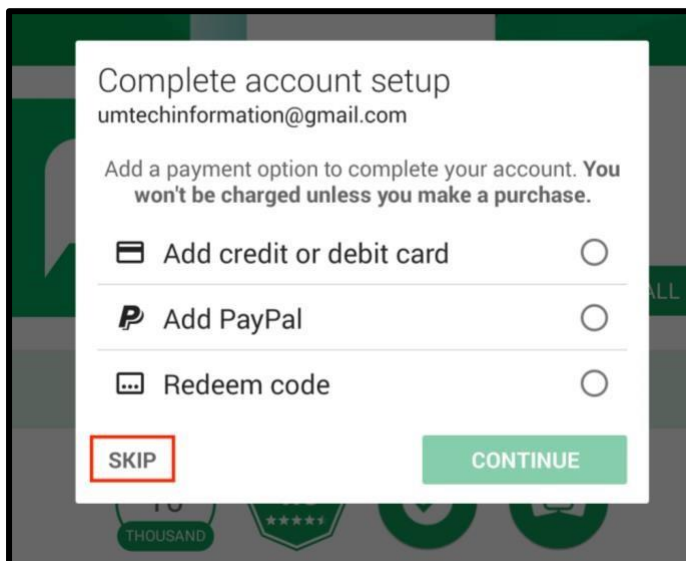

2. Tap **Install.**

3. Next, **Mobility Print** may ask for access to **Photos/Media/Files**, if so, click **Accept.**
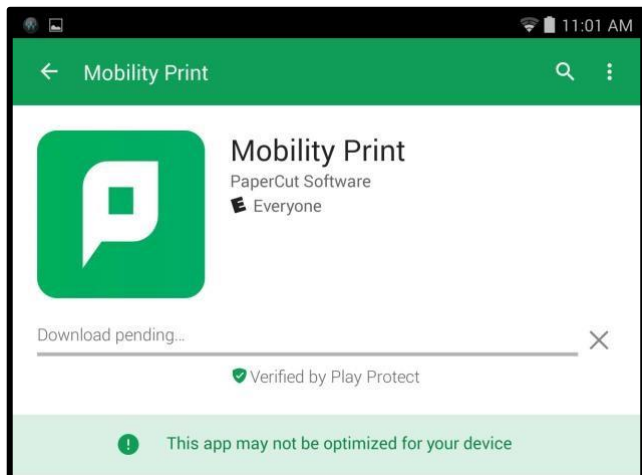
4. Google Play may ask you to complete account set up. Click **Continue**, to review your account and to continue installing apps on Google Play.
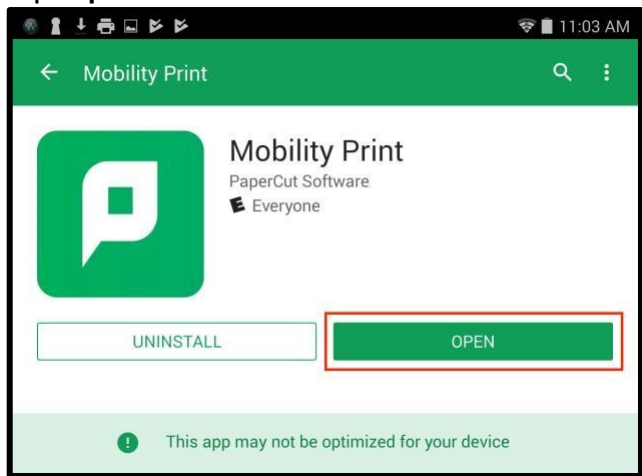

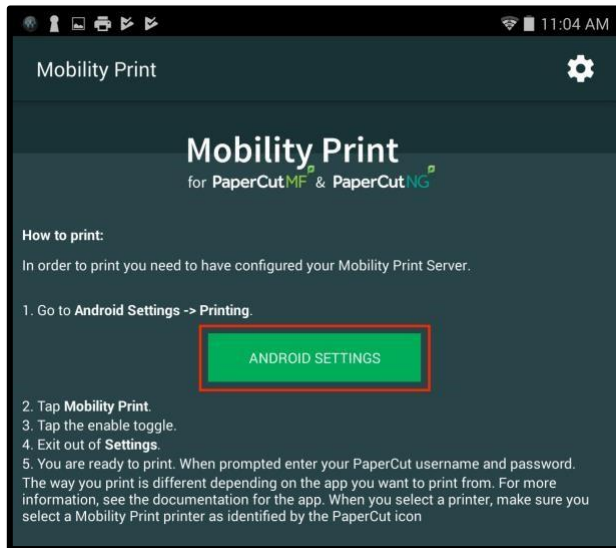5. You can choose to skip this step. By clicking **Skip**.

6. The software will begin to install.
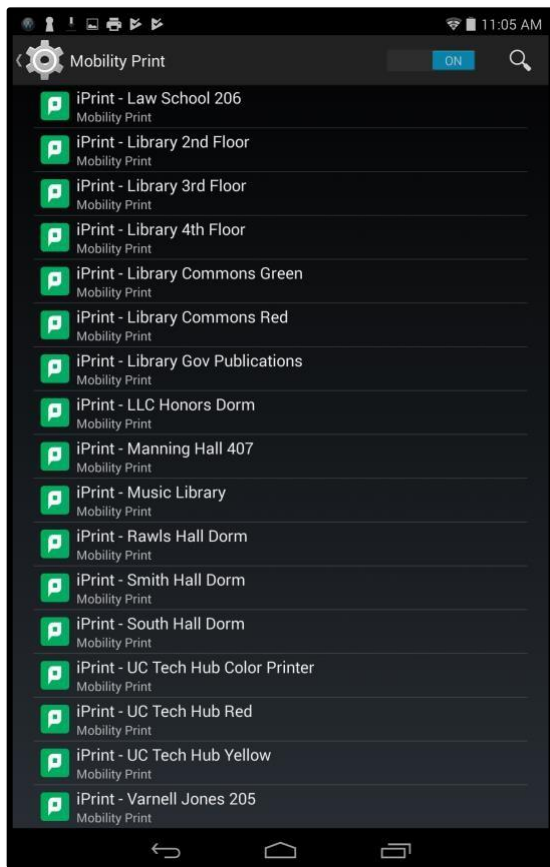

7. Tap **Open**.

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.
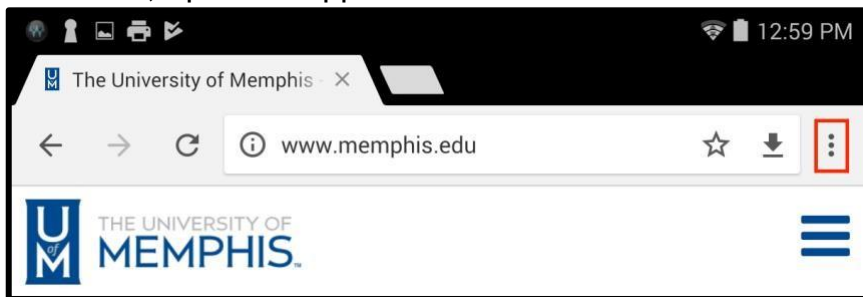
11. Exit settings.

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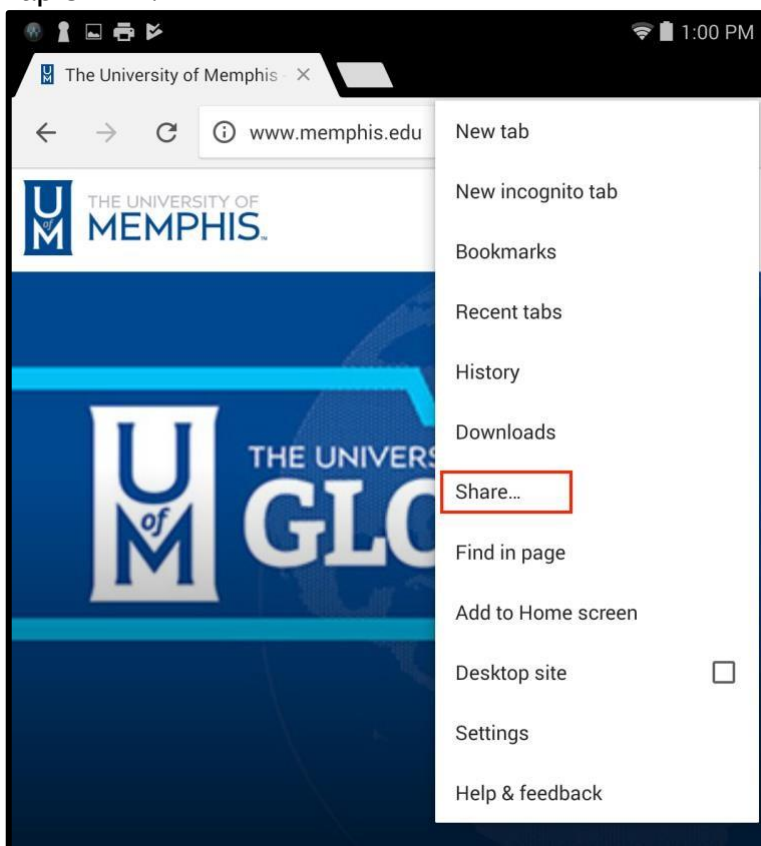
Printing on an Android

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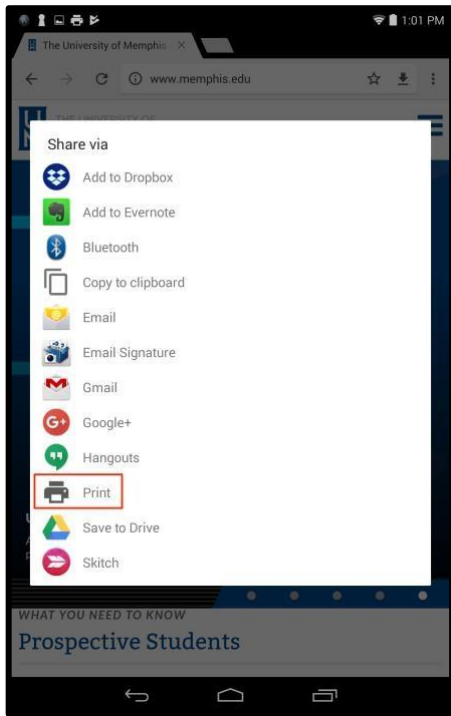   *Note: Printing may vary from program to program.*
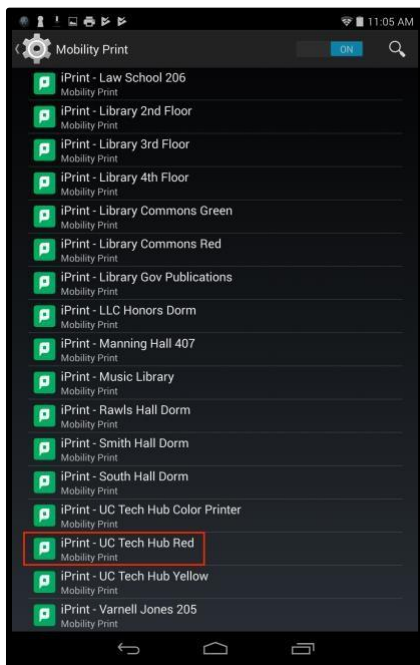
2. In Chrome, open the app menu.

3. Tap **Share.**

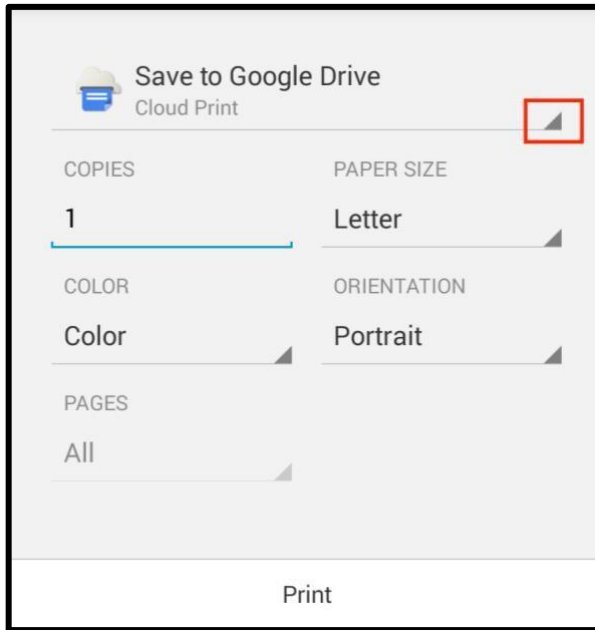4. Tap **Print** or the print icon to see a list of printers.

5. If you do not wish to use the default printer, tap the default printer and choose the correct one.
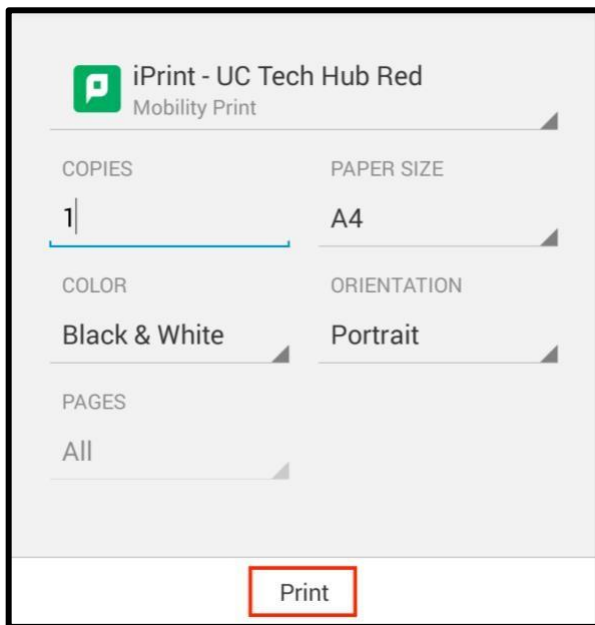
Note: Papercut printers have the Papercut logo beside them.
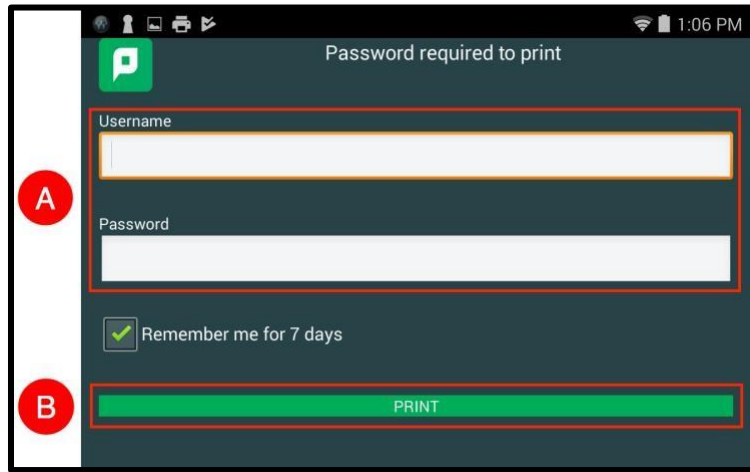
6. To change the print settings, tap the **down arrow** in the center of the screen.

7. Once you have chosen your settings, tap P**rint**.

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

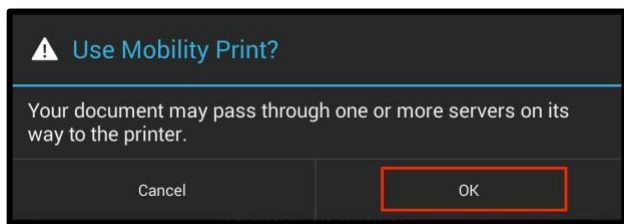*Note: If you select the **Remember me for 7 days** checkbox, your tablet will remember your login details for that printer for one week.*

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

9. Pick up your print from the specified printer.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: Click here for our service desk ticketing system. After logging in, choose the appropriate form request for services.

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

ITS Service Desk Hours

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

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

Important Links
Explore the umTech Website
Search the Solutions Page