

FAQs

Mopria Print Service



What is Mopria Print Service?

Mopria® Print Service is a mobile printing solution that enhances the print functionality available in Android KitKat (4.4) OS and later. With this service, you can connect and print to any [Mopria-certified printer](#) without additional set-up. Connect to the same network as the printer or make a direct connection with Wi-Fi Direct®.

Which printers are compatible with Mopria Print Service?

The list of printers is growing every week; go to [Mopria.org](#) to see the latest. Your printer at home or at work may already be included in this list, manufacturers are continually certifying older models.

Which Android apps are print-enabled?

Many native Android apps currently support printing, including Chrome, Gmail, Photo and Drive. Additionally, other popular apps available in the Google Play™ Store include the print feature, you can see a selection of apps with print at [Mopria.org](#).

What new functionalities are available with the latest release v1.2?

The current release of the Mopria Print Service v1.2 includes a significant list of enhancements and features, including:

- Support for x86/Intel Android devices
- Capability to add a printer manually with an IP address
- Wi-Fi Direct connection
- Duplex printing
- Default media settings for documents or photos
- Print resolution enhancement
- Added media sizes
 - A3
 - A5
 - US Legal
 - 11" x 17"
 - 5" x 7"
 - Hagaki (100 x 148 mm)
 - 89 x 119mm
 - 54 x 86mm
 - JIS B4
 - JIS B5
 - L (3.5" x 5" Photo)
 - 8" x 10"

What are the requirements for printing with Mopria Print Service?

1 A smartphone or tablet with the Android Operating System, version 4.4 or later

Your Android smartphone or tablet may be able to be upgraded to Android KitKat (4.4) or later. Check your phone settings to update your device.

2 A printer, MFP or print accessory that is Mopria-certified

The list of printers is growing every week; go to [Mopria.org](#) to see the latest. Your printer at home or at work may already be included in this list, manufacturers are continually certifying older models. A printer accessory may be able to add the mobile print capability to your printer.

3 A wireless network

The mobile device and printer need to be connected to the same network. Depending on the type of device, to connect to a wireless network, click the Wi-Fi icon. You should now see a list of available networks. To connect to a network, simply click on its name. If it's a secure network and it's the first time you're using it, you will need a password. Be careful if you connect to unsecured wireless networks. Mopria Print Service uses mDNS to automatically discover your printer either through the local 802.11 wireless network or directly if the printer includes Wi-Fi Direct[®]. The printer must be either wirelessly connected to the network router or with an Ethernet cable.

Note: Mopria Print Service is not supported through public wireless networks such as public Wi-Fi hotspots, Bluetooth connections, or on cellular 3G or 4G data connections.

Definitions:

mDNS resolves host names to IP addresses within small networks that do not include a local name server.

802.11 is an evolving family of specifications for wireless local area networks (WLANs) that specifies an over-the-air interface between a wireless client and a base station or between two wireless clients.

4 Apps that support Android KitKat (4.4) or later printing

Many native Android apps support printing, including Chrome, Gmail, Photo and Drive. Additionally, other popular apps available in the Google Play Store include the print feature. If the Print button does not display in an app, the app does not support Mopria Print Service at this time.

How do I discover a Mopria-certified printer?

1. Go to **Settings** > Printing and enable Mopria Print Service
2. Make sure the mobile device is connected to the same Wi-Fi network as the printer
3. A list of Mopria-certified printers available on the network will appear for use with print-enabled apps

Why does my printer show up twice?

When there are multiple print services installed on your device (e.g. Mopria, Google Cloud Print, etc.), or if the printer is connected to Wi-Fi Direct and a Wi-Fi Network, the printer may be displayed twice on the printer list. You may resolve this issue by filtering down to one active print service through the print settings menu or disabling one of the Wi-Fi connections.

What if I'm unable to print to a local printer using Mopria Print Service?

- Make sure that the printer is turned on. If the printer is on, turn it off and then on again to see whether that resolves the issue.
- Make sure that the printer is connected to the same network as your Android device.
- Make sure that the printer has paper in the tray, and that ink or toner is not empty.
- Make sure that there are no error messages on the printer control panel.
- Make sure that the printer has the latest firmware version installed.

FAQs

Mopria Print Service



How do I connect with Wi-Fi Direct?

To connect with Wi-Fi Direct, you must enable Wi-Fi Direct mode in your printer. Please refer to the printer manufacturer's support page for details. In your mobile device, select the Wi-Fi network name and enter the password (it will be the same credential in your setup when you enabled the Wi-Fi Direct on your printer).

How do I manually add a printer?

1. Go to **Settings > Printing**
2. Select Mopria print service
3. Click on the 3-dots icon and choose "add printer"
4. Click on the "+" icon to add your printer
5. Enter your preferred printer name and printer IP address

Why are devices greyed out in the printer device list?

Printers may be greyed out if they were previously discovered on a network that is currently out of range. Devices may also be greyed out if they are offline.

How do I remove a printer from the printer list?

1. Go to **Settings > Printing**
2. Locate the list of active printers on your mobile device
3. Touching and holding down any of the selected printers will trigger the option box to "Forget Printer"
4. Selecting "Forget Printer" will remove the printer from the list

How do I monitor print jobs and view the print queue?

While a print job is being sent to the printer, a print dialogue box displays the most recently used application list. After the print job completes, the information is no longer available.

How do I cancel a print job?

From the printer control panel: Press the "Cancel" button to cancel the print job.

What if my mobile device does not support Wi-Fi Direct printing?

If your mobile device or computer does not support Wi-Fi Direct printing, you will have to switch temporarily from a local wireless network to the printer's Wi-Fi Direct connection. This Wi-Fi Direct connection is for printer use only. Be sure to reconnect to your local network when you've completed printing to access the Internet again.

FAQs

Mopria Print Service



What if my device or computer reconnects to the printer instead of my local network when in Wi-Fi range?

After you've established a Wi-Fi Direct connection with your printer, your mobile device or computer might maintain that connection after you turn the device or computer off and on, or leave and then move within range of the connection again.

If you cannot connect to the Internet, confirm that you are connected to the name of your local wireless Internet connection in your network or wireless settings.