

Xerox® Print Service Plug-in for Android Frequently Asked Questions

Any Android device operating with the Google® Android™ 4.4 or later operating system supports the Xerox® Print Service.

Printing with the Xerox® Print Service

Follow these steps to print from a supported Android device using the Xerox® Print Service.

1. From a supported app (such as Google® Gmail™), find the Print option from the app's menu, and then tap **Print**.
2. Find the option to select your printer. The Android device displays a list of printers that are available on the Wi-Fi network.
3. Find your printer on the list, and then tap to select it.
4. Make any changes to the available printing options, if desired.
5. Tap **Print** to send the print job to the printer.
6. You may tap **Printer Settings** to see additional print options.

Question	Answer
Where do I get the Xerox® Print Service Plug-in?	The plug-in is available at the Google Play™ store. Search on "Xerox Print Service".
What is the Xerox® Print Service Plug-in?	<p>The Xerox® Print Service Plug-in provides native printing support on Android devices.</p> <p>The Xerox® Print Service Plug-in extends Android's printing feature in Android 4.4 to support printing on Xerox® printers. The plug-in enables printing to many Xerox® printers and multifunction printers without the need for third-party apps or additional print drivers or middleware. Easily print photos, Web pages and documents when your mobile device is connected to a compatible Xerox® device through a wireless network. You can control print settings including Secure Code Printing, colour, number of copies, paper orientation and paper type.</p>

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<p>Does my Xerox® printer or multifunction device support Xerox® Print Service?</p>	<p>The Android printing solution supports the following Xerox® printers and multifunction devices.</p> <p>Please visit Xerox® Print Service at www.xerox.com for the latest, ever-growing list.</p> <p>Xerox® Multifunction Printers</p> <ul style="list-style-type: none"> • Xerox® ColorQube® 8700 Colour Multifunction Printer • Xerox® ColorQube® 8900 Colour Multifunction Printer • Xerox® ColorQube® 9301/9302/9303 Colour Multifunction Printer • Xerox® WorkCentre® 3615 Multifunction Printer • Xerox® WorkCentre® 3655 Multifunction Printer • Xerox® WorkCentre® 4265 Multifunction Printer • Xerox® WorkCentre® 5845/5855 Multifunction Printer • Xerox® WorkCentre® 5865/5875/5890 Multifunction Printer • Xerox® WorkCentre® 5945/5955 Multifunction Printer • Xerox® WorkCentre® 6605 Colour Multifunction Printer • Xerox® WorkCentre® 6655 Colour Multifunction Printer • Xerox® WorkCentre® 7220/7225 Colour Multifunction Printer • Xerox® WorkCentre® 7830/7835/7845/7855 Colour Multifunction Printer • Xerox® WorkCentre® 7970 Colour Multifunction Printer <p>Xerox® Printers</p> <ul style="list-style-type: none"> • Xerox® ColorQube® 8580 Colour Printer • Xerox® ColorQube® 8880 Colour Printer • Xerox® Phaser® 3610 Printer • Xerox® Phaser® 6600 Colour Printer
<p>What file formats can I print?</p>	<p>Xerox® Print Service supports the following file formats:</p> <ul style="list-style-type: none"> • HTML • JPEG • Microsoft® Office files • PDF • PNG • TXT
<p>Which apps can I print from?</p>	<p>The applications listed below have been used in testing and you can print from these applications on your Android™ 4.4 or later device. This is an example list and may not reflect all the available apps but it does provide a sample list for your convenience:</p> <ul style="list-style-type: none"> • Email <ul style="list-style-type: none"> – Google® Gmail™ – Microsoft® Outlook® • Microsoft® Office <ul style="list-style-type: none"> – Microsoft Office Mobile – Google Docs™/Sheets – Polaris Office™ – Microsoft OfficeSuite 7 • Web browsers <ul style="list-style-type: none"> – Stock Browser (provided by the device manufacturer) – Google Chrome™ – Mozilla® FireFox® – Opera™ • Others <ul style="list-style-type: none"> – Google Drive™ <p>NOTE: More applications will become available over time as app developers take advantage of the Android printing support in Android 4.4 or later.</p>

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The list of apps does not include one that I frequently use. Does that mean I cannot print from that application?	Currently, Xerox® Print Service supports printing only from the applications listed. More apps will become available over time. You can contact your app developer and encourage them to take advantage of the Android printing support in Android™ 4.4 or later.
What print options are available with Xerox® Print Service?	<p>These printing options are available:</p> <ul style="list-style-type: none"> • Copies: Select the number of copies that you want to print. • Colour Mode: Select either the Colour or Black and white option for your print output. • Orientation: Select Auto, Portrait or Landscape format. • Paper Size: You can print on all media sizes supported by the printer or multifunction devices you are printing to. • Page Range: Select the pages to be printed in a multi-page document. <p>Additional Print Options (found by tapping Printer Settings)</p> <ul style="list-style-type: none"> • Secure Print: Used to print confidential documents. After submitting the job, the job will be stored on the printer hard disk and will not be printed until the user releases the job from the printer control panel with a PIN. • 2-Sided Print: Select to print an image on both the front and back, or only front of each sheet. • Paper Type: Select type of media to use, such as transparency or pre-cut tabs. • Paper Colour: Select colour of paper to use. • Stapling: Select stapling option (as long as the device being printed to supports stapling). • Collation: Select collation if the job is being printed with multiple sets. • Print Quality: Select image quality option as supported by the printer or multifunction device.
How do I cancel a print job that I already started?	To cancel the print job, open the print notification area, select the print job and then tap Cancel .
How do I monitor print jobs and view the print queue?	To monitor jobs in the print queue, open the notification area.
My printer is connected to a wired (Ethernet) network. Can I still print to it from my Android device?	If your printer is on the same network as the Android device, you can print to the printer.
Can I print from my Android device at any location?	Yes, you can connect to the Wi-Fi network (access point) at any location, and then use the Android device to print to the local printers.
How do I print Microsoft® Office documents from an Android device?	You can use the Microsoft® Office Mobile app to print your Microsoft Office documents.
Can I send print jobs to different printers and get them printed simultaneously from my Android device?	Yes
The print service appears to be disabled. How do I turn it on?	By going to Android Settings > Printing > Xerox Print > tap/slide ON .
How can I find out more about the Xerox® Print Service Plug-in?	You can find out more by going to Android Settings > Printing > Xerox Print > Menu > Settings > About “i” in the upper right corner.
My printer does not appear in the list of all printers. What should I do?	<p>You can try one of the following:</p> <ol style="list-style-type: none"> 1. Go to Android Settings > Printing > Xerox Print > Add Printer > select option to find new printer. 2. Go to App > Print > All Printers > tap the + symbol in the upper right corner > Xerox Print > select option to find a new printer.

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Definitions

Android™ Print Service (APS)—These are general term for Android 4.4 or later devices. Printing support is built into the operating system, eliminating the need to install drivers or download software. Android 4.4 updates include wireless printing features for mobile devices like smartphones and tablets.

“Vendor XYZ” Print Service—Many vendors also have similar names. You can run these plug-in options interchangeably without a problem.

Xerox® Print Service—The Xerox® Print Service Plug-in extends Android’s printing feature in Android 4.4 to support printing on Xerox® printers. The plug-in enables printing to many Xerox® printers and multifunction printers without the need for third-party apps or additional print drivers or middleware. Easily print photos, Web pages and documents when your mobile device is connected to a compatible Xerox® device through a wireless network. You can control print settings including Secure Code Printing, colour, number of copies, paper orientation and paper type.

Mopria™ Print Service—This is an industry-level Android print service plug-in. Mopria plug-in represents many vendors in one plug-in. In comparison, the Xerox® Print Service for Xerox® printers only gives customer value-add Xerox options not available in a Mopria plug-in. Mopria Print Service is available through Google Play™.

