How to print from an Android device

An Android phone or tablet prints to Print Director with the **Mopria Print Service**. Android's own print service (the Default Print Service) cannot sign in to a queue, so Mopria is needed. The job waits at the print server until you release it at the printer.

Before you start

The print server must be set up for mobile device printing, with the queue advertised on the network. See *How to set up the print server for mobile device printing*. The device must be on the same network as the print server, for example the office Wi-Fi.

Install the Mopria Print Service

Android phones do not come with it, so install it once:

1. Open the **Play Store**, search for **Mopria Print Service**, and install it.
2. Open the Mopria app once and accept the licence agreement.
3. Open the phone's **Settings**, search for **Printing**, and check that **Mopria Print Service** is turned on.

When Mopria is on, Android's Default Print Service no longer lists the Print Director queues. This is expected: print through Mopria.

Print a document

1. Open the document, photo or web page in its app.
2. Open the app's menu (often the three dots) or **Share**, and tap **Print**.
3. Tap the printer list at the top. Choose the Print Director queue, or, if it is not listed, tap **All printers** at the bottom of the list and choose it there.
4. The first time you print to the queue, a notification appears at the top of the screen saying that the queue requires credentials. Tap it to open the sign in window, which shows the queue name.
   - **User Name** and **Password:** your Print Director login name and password.
   - If the queue signs in with your printer PIN instead, enter the PIN in **User Name**, and type anything in **Password**. The password is ignored, but it cannot be left empty.

   Tick **Remember Me** so you are not asked again, and tap **OK**.
5. Tap **Print**.

The print notification disappears after a few seconds, once the job has reached the print server. Go to the printer and release the job as usual.

If the printer does not appear

- Check that the device is on the same network as the print server.
- Open the Mopria app, then go back and print again. Some phones pause Mopria in the background, and opening the app wakes it.
- Ask your administrator to check that the queue is ticked to **Advertise on mDNS** and is matched to a device.

Related articles

- *How to set up the print server for mobile device printing*
- *How to print from an iPhone or iPad*

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