



# PrintHand Mobile Print User Guide

Ver. 1

# Copyright Statement

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# Privacy policy

## General information

At PrintHand we take user privacy very seriously. By the nature of the Android OS, PrintHand needs to ask it for the System Permissions in order to print various data elements on the device including images, contacts, web pages, emails, local files, calendar, call log and messages.

This information is not shared with anyone and we have no interest in it ourselves. It stays on the device at all times (except printing via Google Cloud Print or PrintHand Remote) and then gets sent directly to the printer (possibly via a computer when using PrintHand Remote locally) in a special format ready for printout.

Simply put, the permissions are needed for printing purposes only. I.e. the app needs to have access to your messages simply to be able to print them. You can find the latest version of our [privacy policy](#) with explanation of permissions on our web site.

*Note: when using Google Cloud Print, such information is sent via Google Cloud to the receiving end, leaving PrintHand application (and our control) once transmitted.*

*Note: when printing via computer, the information is directly sent to the Mac or PC, and then to the printer. It never leaves your local network.*

## Android OS System Permissions

As mentioned above, PrintHand requires a wide range of permissions on the device in order to access the information to be printed. Below is the list of permissions with brief explanation why we require them and what they are user for:

To be able to print emails, Google Docs, configure Google Cloud printers:

- YOUR ACCOUNTS
- GOOGLE SPREADSHEETS
- GOOGLE DOCS

To discover and manage connections to local printers:

- CREATE BLUETOOTH CONNECTIONS
- BLUETOOTH ADMINISTRATION
- CHANGE WI-FI STATE
- ALLOW WI-FI MULTICAST RECEPTION

To print corresponding data elements and files from the device:

- YOUR MESSAGES
- READ SMS OR MMS
- YOUR PERSONAL INFORMATION

- READ BROWSER'S HISTORY AND BOOKMARKS
- READ CALENDAR EVENTS PLUS CONFIDENTIAL INFORMATION
- READ CONTACT DATA
- PHONE CALLS
- READ PHONE STATE AND IDENTITY
- STORAGE
- SYSTEM TOOLS

To improve quality of the application and report problems. It's also used for anonymous analytical data collection via industry-standard Flurry.com service, which helps us improve the app.

- FULL INTERNET ACCESS

If you have any questions or concerns about PrintHand privacy, please feel free to contact us [via email](#).

# Introduction

## What is PrintHand Mobile Print?

PrintHand Mobile Print is a one-stop solution for mobile printing letting one print from a mobile device (e.g. smartphone or a tablet) on a printer locally (via Wi-Fi, Bluetooth or USB) or via the Internet (via Google Cloud Print).



There are many ways to connect to printers. While some models have Wi-Fi and Bluetooth capabilities and can work independently, others need to be connected to a computer. Typically the printer is right next to you, but you can also print anywhere else in the world over the Internet. No matter what printer you have, what connection it supports and where it is located, you'll be able to print today.

## What content can one print with PrintHand Mobile Print?

- Office documents, including MS Word, Excel, PowerPoint, PDF;
- Text files and other popular file types;
- Photos and images;
- Web pages, emails and attachments;
- Google Drive content;
- Call logs, SMS & MMS (if your mobile device supports these features - has a cell module);
- Events from Calendar app;
- Contacts;
- Facebook albums;
- Files from Dropbox;
- Files from Box;
- Files from OneDrive;
- Files from Creative Cloud;
- Files from SugarSync;
- Notes from Evernote;
- Content shared from other apps.

## How it works?

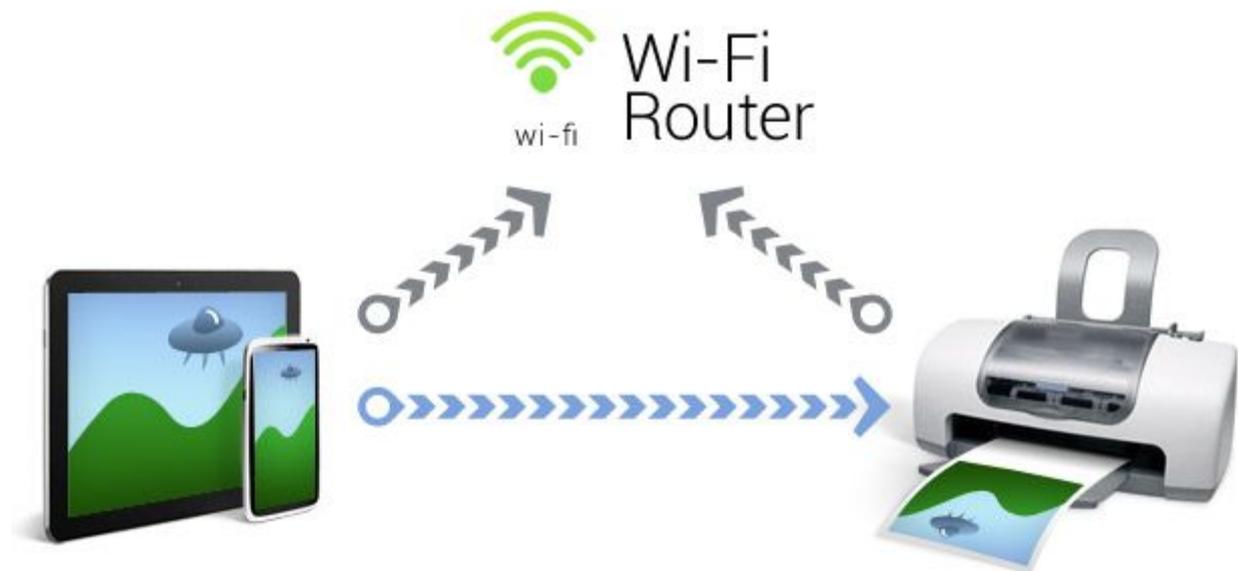
PrintHand Mobile Print application installed on a mobile device sends a print job to a printer via Wi-Fi, Bluetooth, USB or via the Internet connection depending on the capabilities of your printer and the way it is connected to the network in order to print.

When you connect your device to the printer, printing is just a few clicks away. You can select what you wish to print, preview pages, adjust printing options (margins, image quality, color, etc. depending on your printer capabilities). You may optionally select page range or individual pages to be printed.

### Wireless printing: Wi-Fi and Bluetooth

Many printers support Wi-Fi Direct and/or Bluetooth connectivity and don't require a computer as a middleman. PrintHand Mobile Print can automatically detect your printer and connect to it directly making it the easiest and fastest way to print.

Also your printer can be shared via a wireless Wi-Fi router or a print-server in a Wi-Fi network, which will make it available for the PrintHand Mobile Print as well.



*Note: To print via Wi-Fi your mobile device needs to be on the same Wi-Fi network as your printer.*

*Note: To print via Bluetooth your device needs to be paired with the printer first.*

### Shared local and remote printing

Other printers, old and new, which do not support Wi-Fi or Bluetooth connectivity have to be connected to a computer (Mac, PC or Linux) with USB cable and shared.

## Windows, macOS and Linux native tools

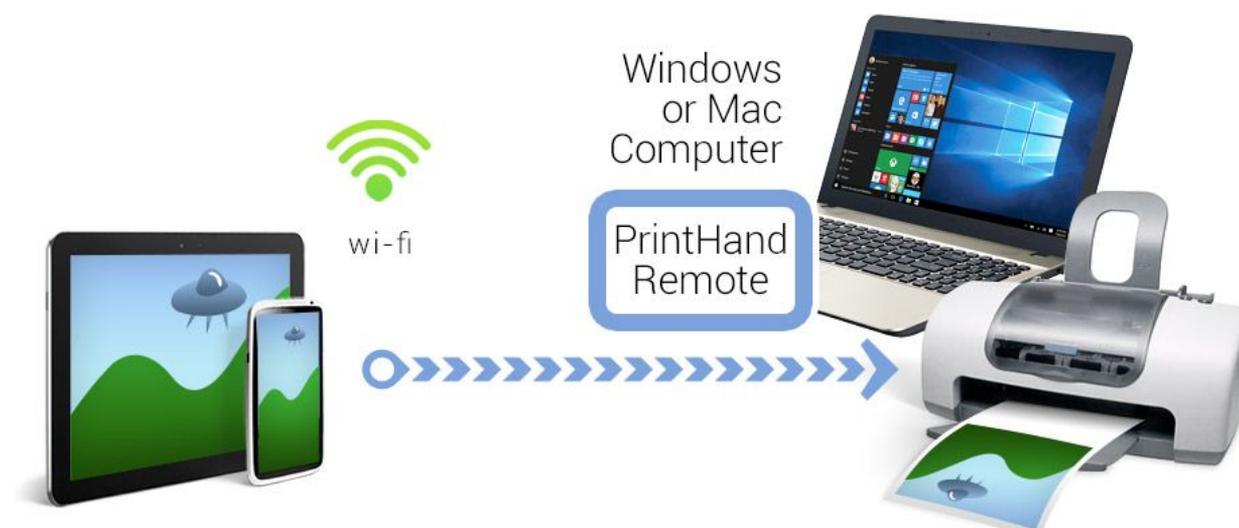
Normally, you can use native tools available in each operating system to share your printer with just a few clicks and have it available to PrintHand Mobile Print application installed on your mobile device.



*Note: To print via Wi-Fi on a shared printer your mobile device needs to be on the same Wi-Fi network as your printer.*

## PrintHand PrintHand Remote for Windows and macOS

Printing via PrintHand Remote is useful when you cannot connect to the printer directly (over Wi-Fi or Bluetooth) or face compatibility (or printing quality) issues. It requires a macOS or Windows powered computer to install the free software PrintHand Remote on it. The PrintHand Remote installation is simple and requires no special knowledge. Once running on your computer, it automatically shares all the printers connected to that computer on local wireless network.



You can always switch the sharing off and on for any printer through the PrintHand Remote's settings. By default, the PrintHand Remote is running in background and starts with operating system so you don't need to interact with it much.

There are 2 ways to share your printer using PrintHand Remote:

- Remotely (via Remote server) - PrintHand Remote account required
- Locally (via Nearby Service) - no PrintHand Remote account required

The main advantage of using PrintHand Remote to share your printers is the PrintHand for Windows/macOS utilizes the desktop driver installed on your computer. All other printing modes use drivers available on mobile device. Because of that, there's no compatibility or quality problems for any mobile device, content type or printer. Practically, it's guaranteed to work as long as you can print from the computer itself.

We recommend using Shared Printing when nothing else works, but this may be a good option to start with. It does require installing free PrintHand Remote and running a computer at the time of printing. But if it's not a big inconvenience, you may find Shared Printing the best and the easiest option.

*Note: printers shared via PrintHand Remote are detected automatically by PrintHand Mobile Print application as Wi-Fi printers.*

*Note: your computer needs to be on with the PrintHand Remote running at the time of printing.*

## Printing via USB

Some mobile devices can work in USB Host mode, which can be used to connect your mobile device directly to the printer via USB. This is as fast and reliable as Wi-Fi printing. If your device doesn't have computer-like USB connection, you can use USB OTG cable widely available on the market to connect your printer to the micro USB port of your mobile device.



*Note: This functionality is only available on Android 4.0 and above.*

*Note: some mobile devices are unable to communicate with a printer properly even if USB Host mode is supported.*

## Printing via Internet

If a printer you want to print to is located remotely, you can use Google Cloud Print or PrintHand Client software to print via Internet. Moreover, you can use this feature to print on a local printer via Internet as well.

### Google Cloud Print

In most cases to print via Google Cloud Print you need to have Google Chrome installed and configured on the computer to which your printer is connected. Some printers support Google Cloud Print natively and do not require any computer to receive print jobs.



Anyway, you'll need to have access to your Google account to share the printer using Google Cloud Print.

### Mobile scanning

In addition to printing, you can use PrintHand to scan documents and photos by supported scanners and multifunctional printers with scanning capabilities directly into your mobile device without a computer involved.



Scanned images can later be stored into device memory, transferred to one of the supported cloud storages under your account, printed to make copies, sent via email, etc.

# App overview

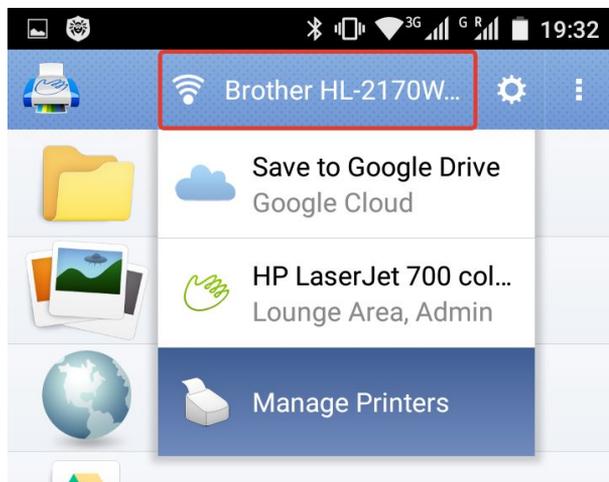
## Controls

Here is a short description of the app's controls:

- **Manage Printers** — Select a printer to print on.
- **Gear** — Access **Settings** menu of the app.
- **Action overflow** — Access additional menu items.

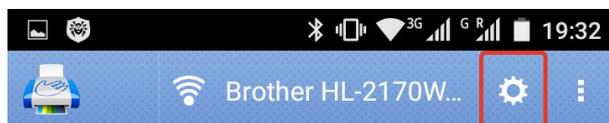
## Manage Printers

**Manage Printers** menu lets one select a printer by tapping the following **Manage Printers** menu entry or selecting one of the recent printers from the drop-down list.



## Gear

**Gear** icon provides access to the **Settings** menu of the app.

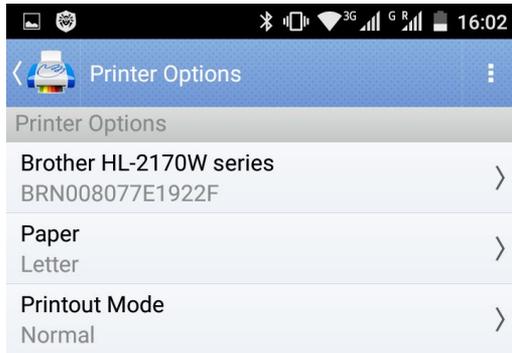


## Settings menu

In the **Settings** menu one can choose among following categories:

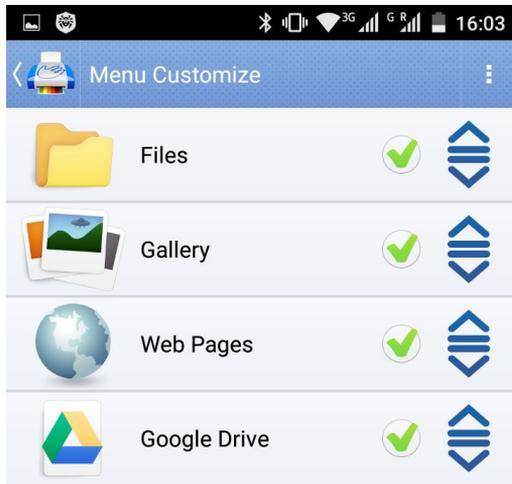
- **Printer**

Manage printing options (e.g. **Printout Mode**, **Paper**, etc.)



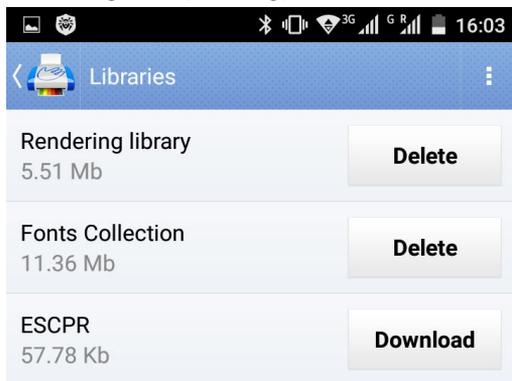
- **Menu Customize**

Manage the **Main menu** items (e.g. enable/disable the menu items and alter their order)



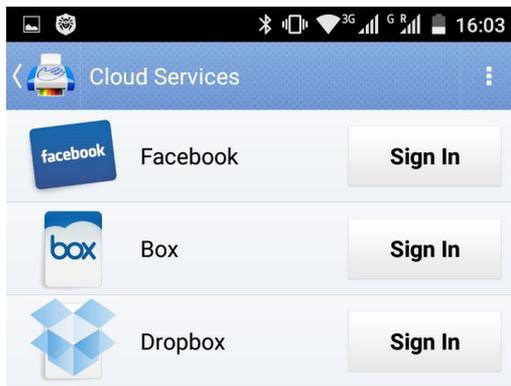
- **Libraries**

Manage the libraries (e.g. download/delete rendering or driver libraries needed for scanning and printing)



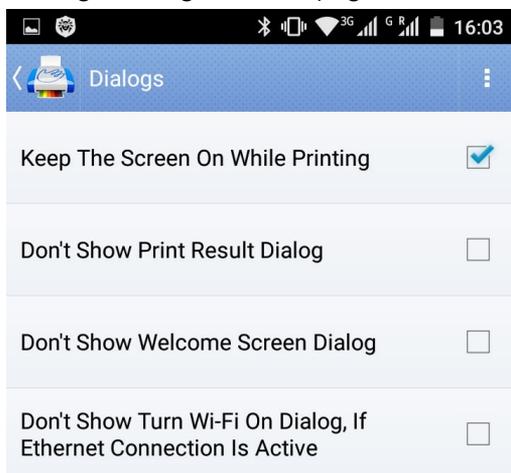
- **Cloud Services**

Sign in to the cloud service of your choice (e.g. Dropbox or OneDrive)



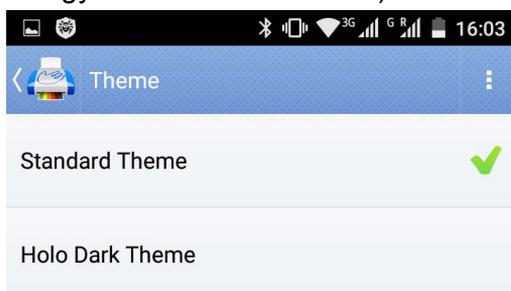
- **Dialogs**

Manage dialogs shown (e.g. disable/enable app's dialogs to save time while printing)



- **Theme**

Switch between **Standard Theme** and **Holo Dark Theme** (the latter helps save energy on AMOLED screens)



- **Language**

Alter the language of the app's user interface (e.g. English, German, Chinese, etc.)

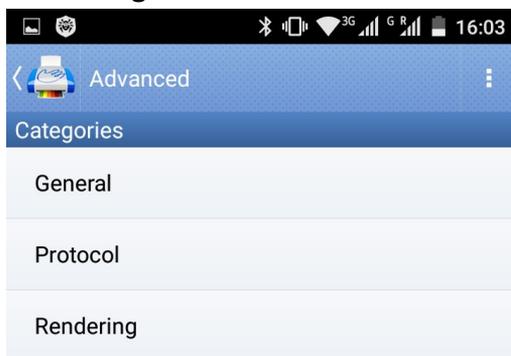


- **Advanced**

**General:** set printing timeouts and default paper size

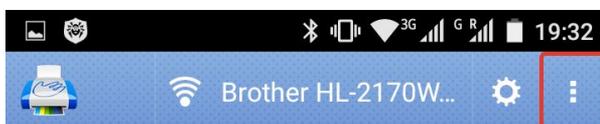
**Protocol:** set USB delay

**Rendering:** choose default PDF rendering library



## Action overflow

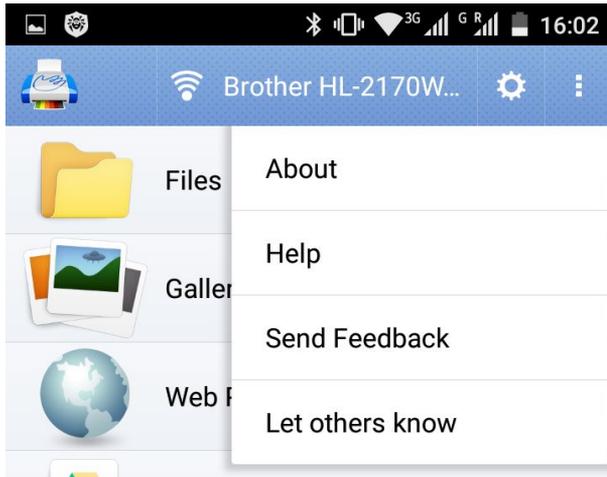
This button provides access to the additional menu items and is depicted by the 3 vertical dots.



**Action overflow** button triggers a drop-down menu with the following menu items available:

- **About**  
Learn the app's version, your Device ID or send feedback to the developers
- **Help**  
Learn about the app's features and screens

- **Send Feedback**  
Share your thoughts about the app with the developers
- **Let others know**  
Share a couple of words about the app on Facebook or Twitter



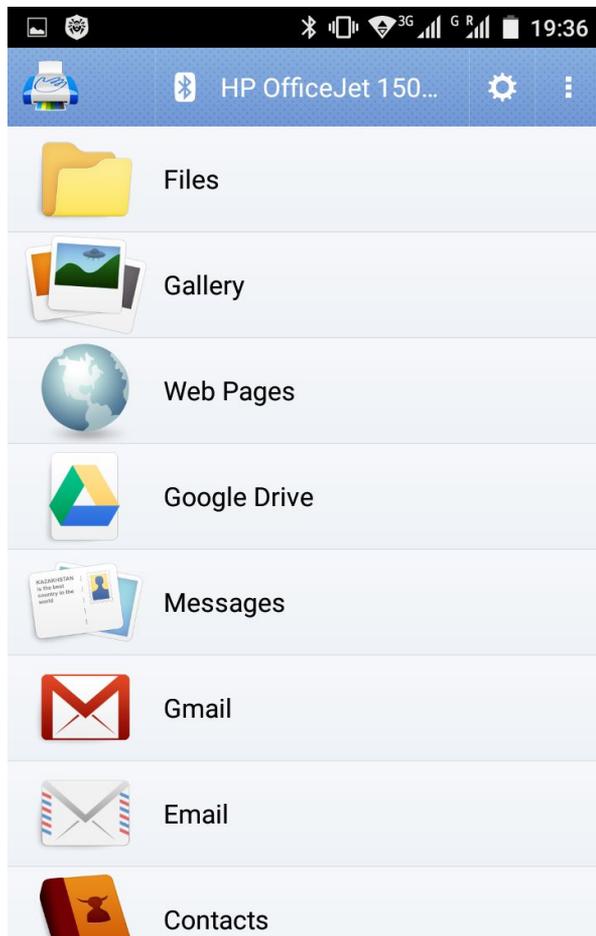
## Main menu

Main menu of the app is used to access all the main features of the app being the main entry point of the app.

Here is a short description of the main entries available in the Main menu:

- **Files** — Print documents (pdf, doc/docx, ppt/pptx, txt, hwp and more) and images (jpg, gif, png, bmp) on your smartphone or tablet.
- **Gallery** — Print images from the Gallery.
- **Web Pages** — Browse the Web and choose web pages to print.
- **Google Drive** — Print documents and images stored in your Google Drive.
- **Messages** — Print SMS and MMS.
- **Gmail** — Print Gmail messages and attachments.
- **Email** — Print email messages and attachments stored in a non-Gmail account.
- **Contacts** — Print your contacts info.
- **Calendar** — Print events from your Google Calendar.
- **Call Log** — Print list of calls.

*Note: Some options can be disabled if corresponding features are not available on your device.*



## Files

You can print documents and files stored on your device. Please navigate through the folders to find the file you would like to print. In addition to internal storage many devices have external SD card with its own list of folders and files.

When navigating, don't be surprised to only see the files that we can print. The following are main supported types:

- DOC/DOCX - Microsoft Word
- XLS/XLSX - Microsoft Excel
- PPT/PPTX - Microsoft PowerPoint
- PDF - Adobe PDF
- TXT - text files
- JPG/JPEG, BMP, PNG, GIF - images
- HWP - Hangul Word Processor

You can browse only through images by selecting the **Gallery** option on the left, or by navigating to where the files are stored from here, typically in the **DCIM** folder in the internal memory or on the microSD card.

In addition to navigating through folders, you can search for a file by typing in its name. The app will try to find all the files beginning with the letters you typed in, regardless of file type (as long as it is supported). You can limit the scope of search by selecting **Images** or **Documents**.

*Note: to print documents you need to have several megabytes of free space on your microSD card to install the Rendering library.*

## Gallery

In this section you can browse through the all the images and photos available on your device. Please select the ones you like to print. Alternatively, you can find the same images as files in the Files section. Typically images are located in the **DCIM** folder.

Another way to find image you need to print is to use our **Files** section.

## Web pages

In this section you can type in a web address or navigate to the page you like to print. Access your browser bookmarks by clicking the **Star** icon. PrintHand uses the same browse component as the standard browser available on your device so the pages should look exactly the same as the appear in the standard browser. However, keep in mind that many sites look different on desktops/laptops and mobile devices.

Alternatively, you can open pages with standard Android browser and select **Share** from the menu (click on 3-dot vertical bar on the right top). Choose **PrintHand** and you'll be able to print the page without having to start PrintHand application and manually navigating to the same page from it.

## Google Drive

You can print documents and images stored in your Google Drive tied to any Google account configured on the device. Typically the account is setup and configured during device initialization. Additional accounts can be added later on through Android's **Settings > Accounts & sync** section.

Navigate to and select a document or an image you wish to print.

## Messages

In this section you can choose SMS or MMS to print. Once can select a single message thread (recipient) or multiple threads.

*Note: This menu entry might be disabled if your device does not support the feature.*

## Gmail

You can print email messages and attachments (documents or images) stored in your Gmail account configured on your device. Typically the account is setup and configured during device initialization. Additional accounts can be added later on through Android's **Settings > Accounts & sync** section.

Navigate the email folders and threads and select an email message or an attachment you wish to print.

## Email

You can print email messages and attachments (documents or images) stored in your email account. Accounts can be added through **Accounts** menu of the **Email** section.

Navigate the email folders and threads and select an email message or an attachment you wish to print.

## Contacts

You can print contacts available on your device. Please mark the ones you like to print.

## Calendar

You can print Google Calendar entries accessible under one of your Google accounts. Typically the account is setup and configured during device initialization. Additional accounts can be added later on through Android's **Settings > Accounts & sync** section.

Define the Date range to print calendar events for a desired time interval.

## Call Log

You can print the list of incoming and outgoing calls available on the device.

Define the Date range to print the list of calls for a desired time interval.

*Note: This menu entry might be disabled if your device does not support the feature.*

## Facebook

In this section you can print photos available in your Facebook account.

## Box

You can print documents and images stored in your Box account.

## Dropbox

You can print documents and images stored in your Dropbox account.

## OneDrive

You can print documents and images stored in your OneDrive account.

## Evernote

You can print notes stored in your Evernote account.

## Creative Cloud

You can print assets (if the file type is supported) stored in your Creative Cloud account.

## SugarSync

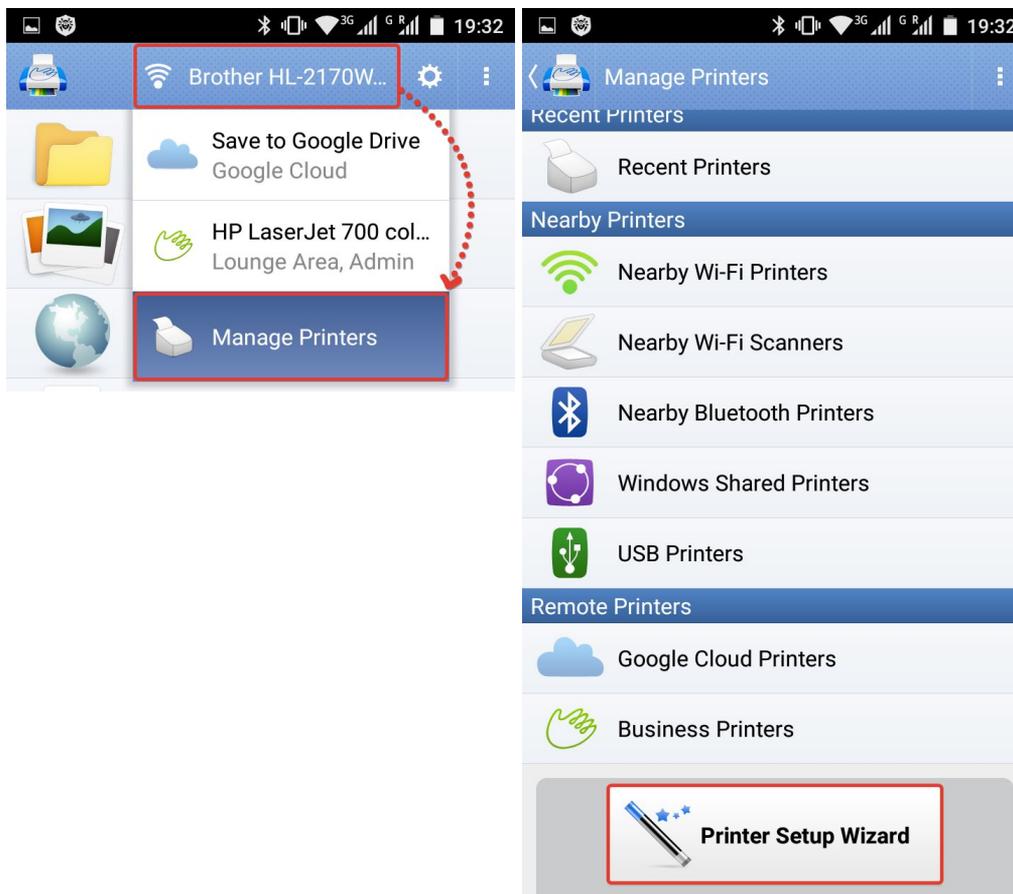
You can print documents and images stored in your SugarSync account.

# Printing

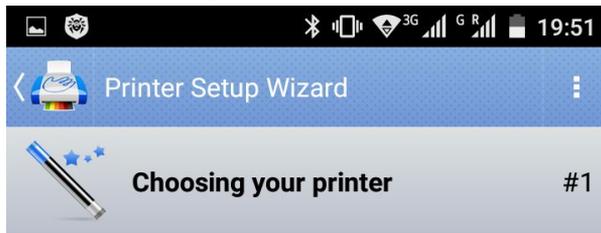
## Printer Setup Wizard

It is a good place to start working with a new printer if you are not familiar with PrintHand application yet. Just go through several easy steps to detect and setup your printer.

1. Launch the PrintHand app on your mobile device
2. Tap **Manage Printers** button (or the name of the printer currently selected), select **Manage Printers** option in the drop-down menu and tap **Printer Setup Wizard** button located in the bottom of the said menu



3. After that you will see the **Choosing your printer** dialog which will guide you through the printer configuration process



There are many printer types and printing options. We'll help you choose the right one. What kind of printer do you want to print to?

- Wi-Fi printer
- Bluetooth printer
- Connected to a computer
- Connected to a print server or hub
- Connected to your Android via USB
- Located somewhere else



4. Finally you should be able to print on the printer by selecting content from the app's main menu or by sharing content to the PrintHand app from 3rd party apps

## Printing via Wi-Fi

To print via Wi-Fi one needs to do as follows:

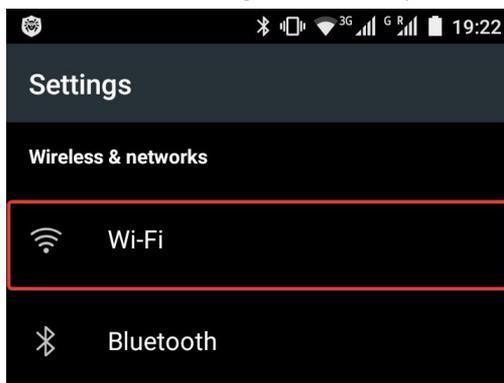
1. Make sure that the Wi-Fi connection is ON on both mobile device and the printer
2. Make sure that both devices are connected to the same Wi-Fi network (in case of printing on a local printer via the local Wi-Fi network)
3. Set up the printer in the PrintHand app
4. Select content in the PrintHand app in order to print it out

### Switching Wi-Fi On

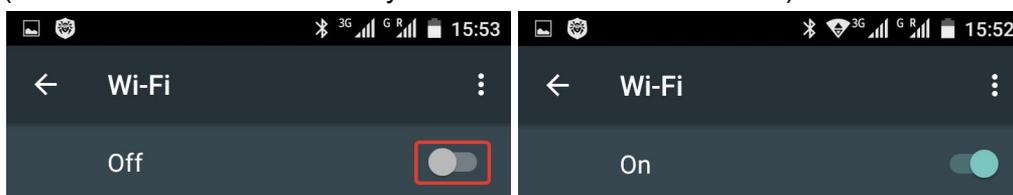
If you are printing via Wi-Fi, please go to Android **Settings** - **Wi-Fi** and make sure that Wi-Fi connectivity is enabled.

Make sure that your printer is turned ON, connected to the Wi-Fi network (via a router, PC or using Wi-Fi Direct or AirPrint features) and not in the sleep mode.

1. Launch the **Settings** menu on your mobile device and select the **Wi-Fi** option



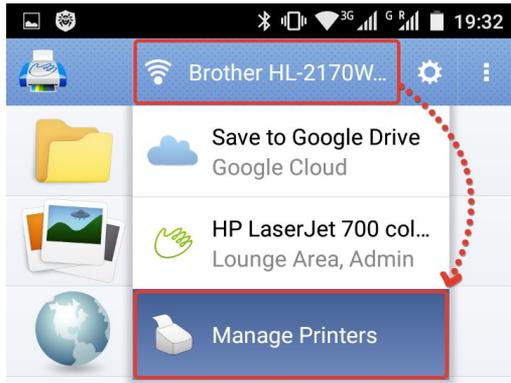
2. Turn the Wi-Fi connection **On** and connect to the desired Wi-Fi network (if not connected automatically to one of the saved networks)



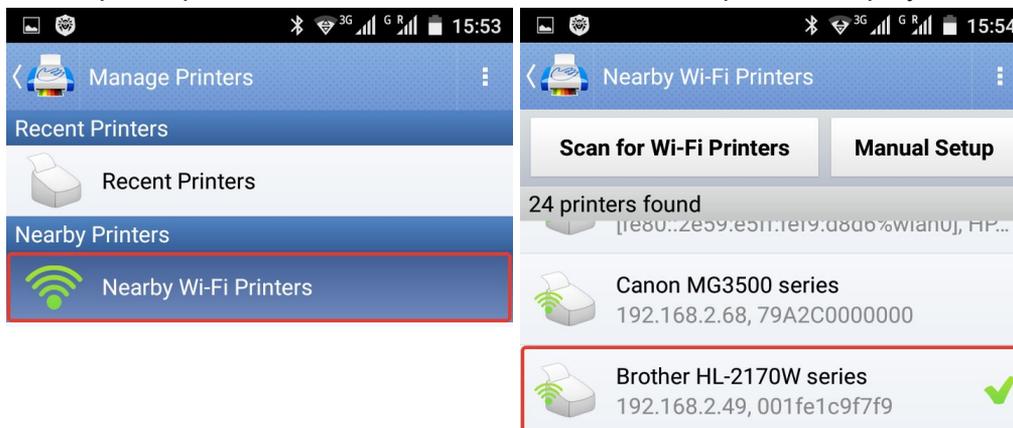
 Dynamix  
Connected

## Setting up the printer in the PrintHand Mobile Print app

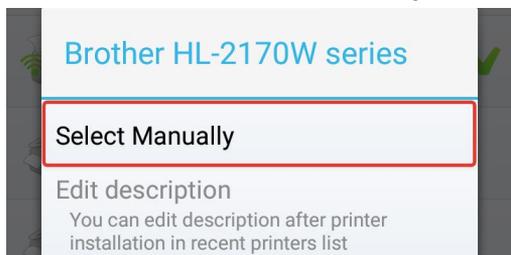
1. Launch the PrintHand Mobile Print app on your mobile device
2. Tap **Manage Printers** button (or the name of the printer currently selected) and select **Manage Printers** option in the drop-down menu



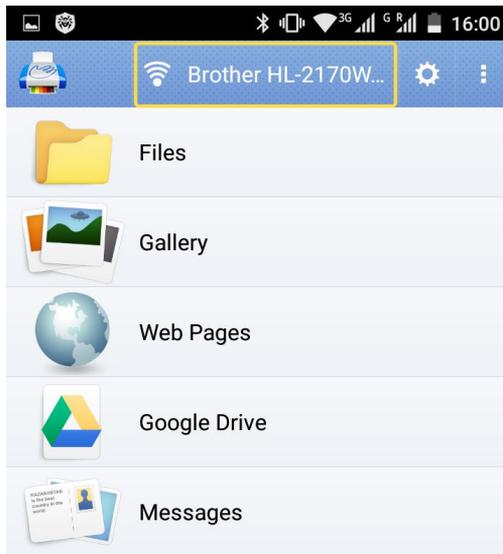
3. Select **Nearby Wi-Fi Printers** option and tap the Wi-Fi printer, which you would like to set up or tap **Scan for Wi-Fi Printers** if there are no printers displayed



4. Also you can select a driver for your printer manually by long tapping the printer's name and then **Select Manually** (optional)



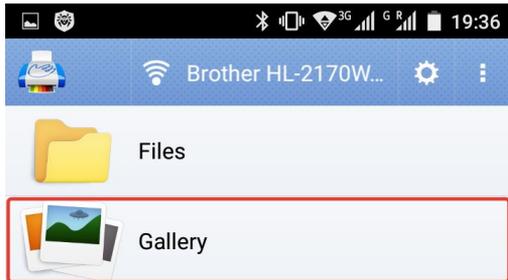
5. After selecting the printer you might see the pop-up asking you to install the drivers and finally see the printer's name in the header of the app's main screen



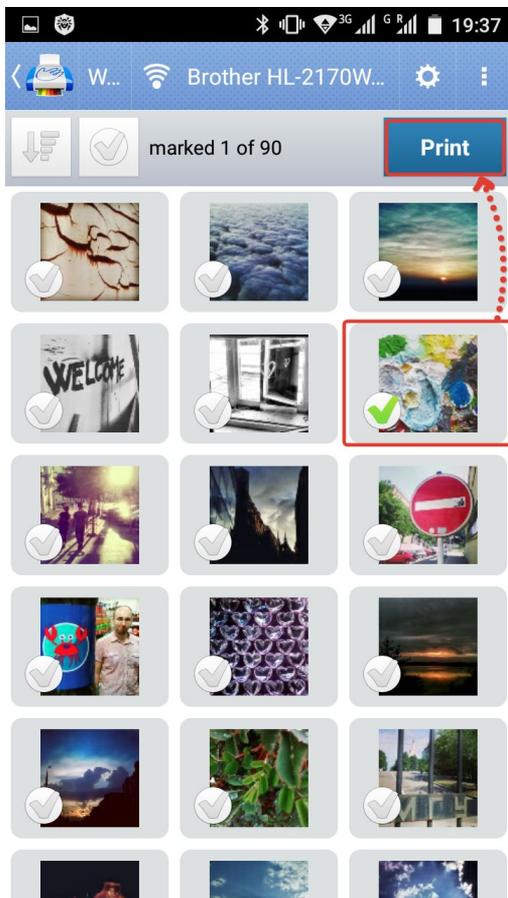
6. With this done, you should be ready to print

## Printing from the PrintHand Mobile Print app

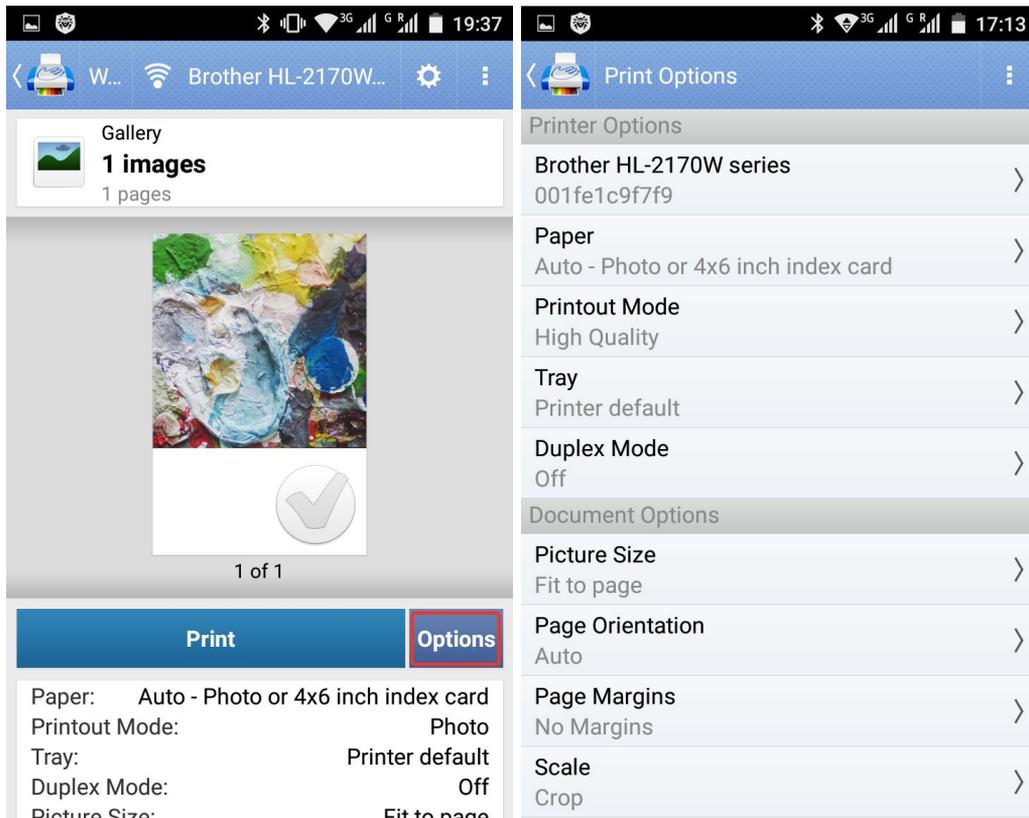
1. If you would like to print an image, go to the app's main menu and select **Gallery** entry to select a bucket (folder)



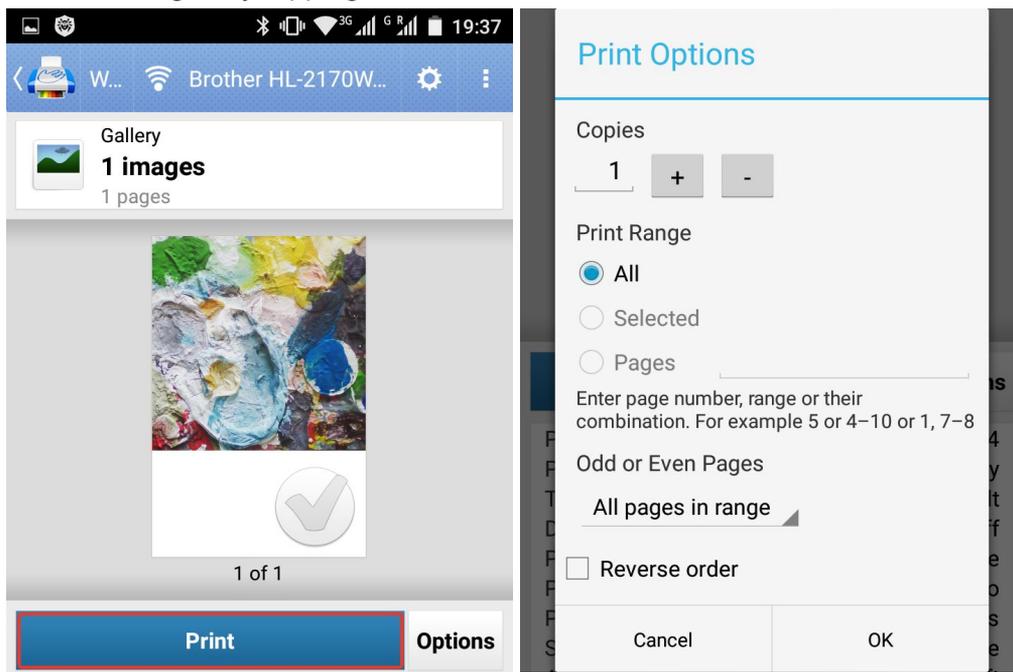
2. Select a single image or a series of images by tapping on each of them and then tap **Print** to see the print preview



3. In the print preview screen you can tap **Options** button to alter the printing options



4. Finally tap **Print** to select the additional **Print Options** and finally print the image or a series of images by tapping **OK**



# Printing via Bluetooth

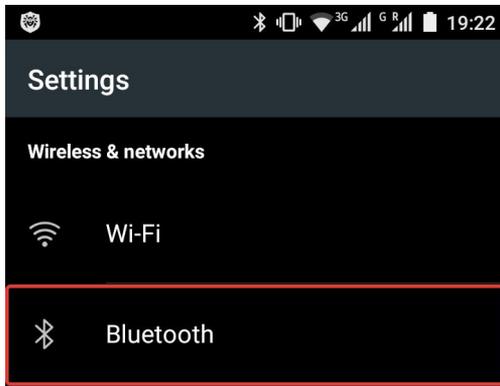
To print via Bluetooth one needs to do as follows:

1. Pair the printer with the mobile device
2. Set up the printer in the PrintHand app
3. Select content in the PrintHand app in order to print it out

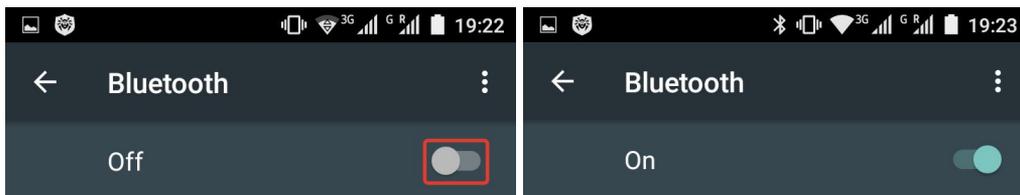
## Pairing a printer with your mobile device

If you are printing via Bluetooth, please go to Android **Settings - Bluetooth** and pair your Android device and your printer first. Make sure that your printer is turned ON and not in the sleep mode.

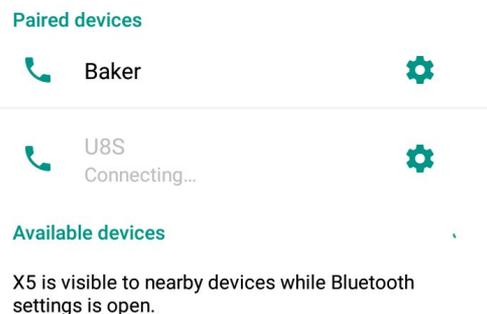
1. Launch the **Settings** menu on your mobile device and select the **Bluetooth** option



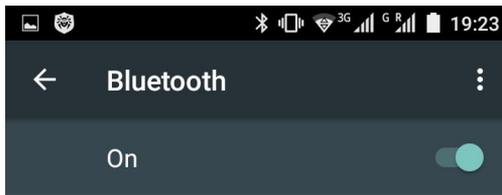
2. Turn the Bluetooth connection **On**



When Bluetooth is turned on, your device can communicate with other nearby Bluetooth devices.



3. Wait for the app to discover the printer and tap the printer's logo or name in the **Available devices** section



**Paired devices**

Baker

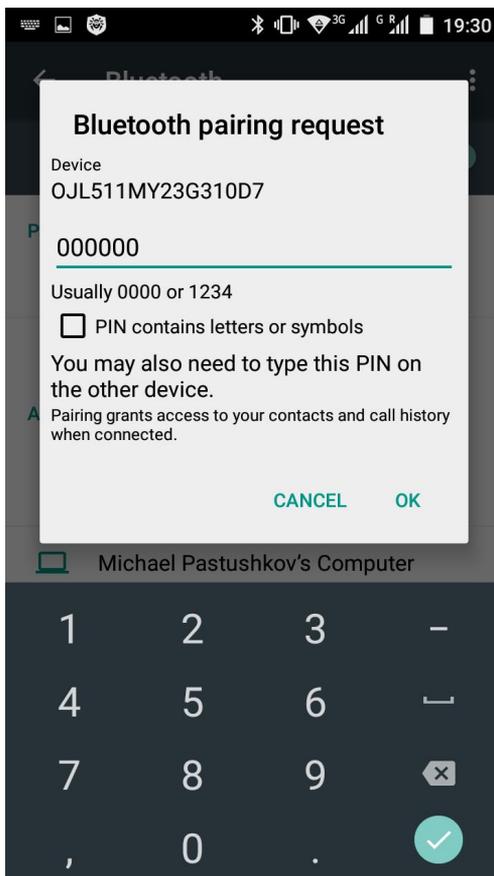
U8S

**Available devices**

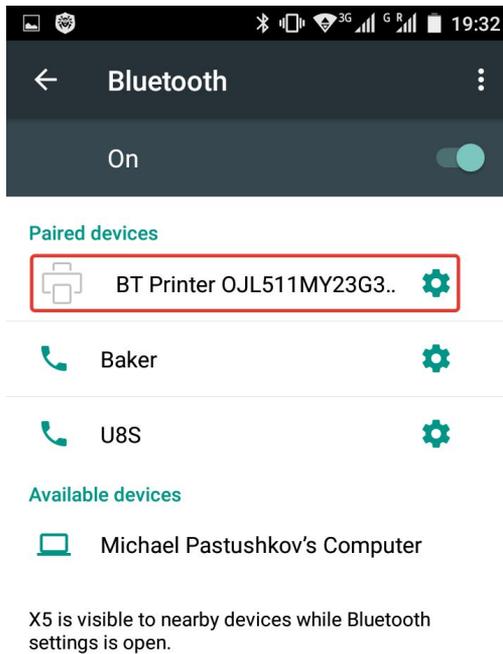
OJL511MY23G310D7

X5 is visible to nearby devices while Bluetooth settings is open.

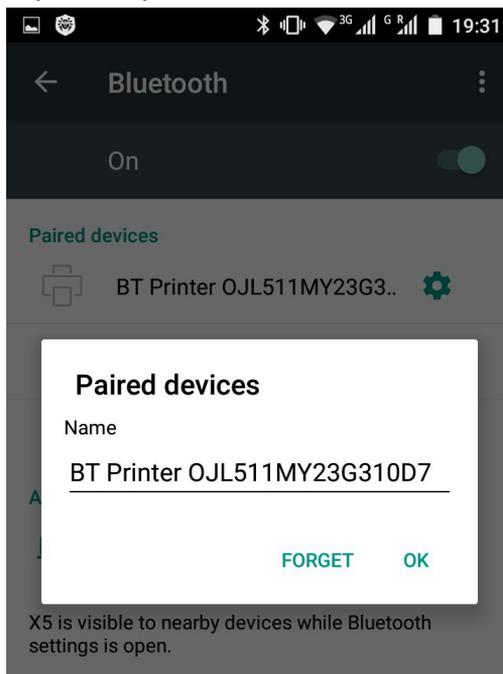
4. Enter the **PIN** (usually can be found in the printer's manual) and tap **OK** to pair the devices



5. After that you will see the printer displayed in the **Paired devices** list



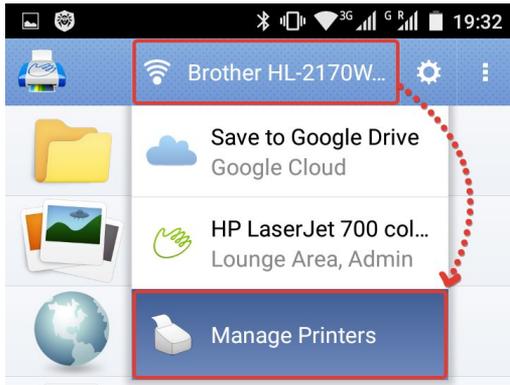
6. Tap the **Gear** icon next to the printer to change its name or **FORGET** if you need to unpair the printer



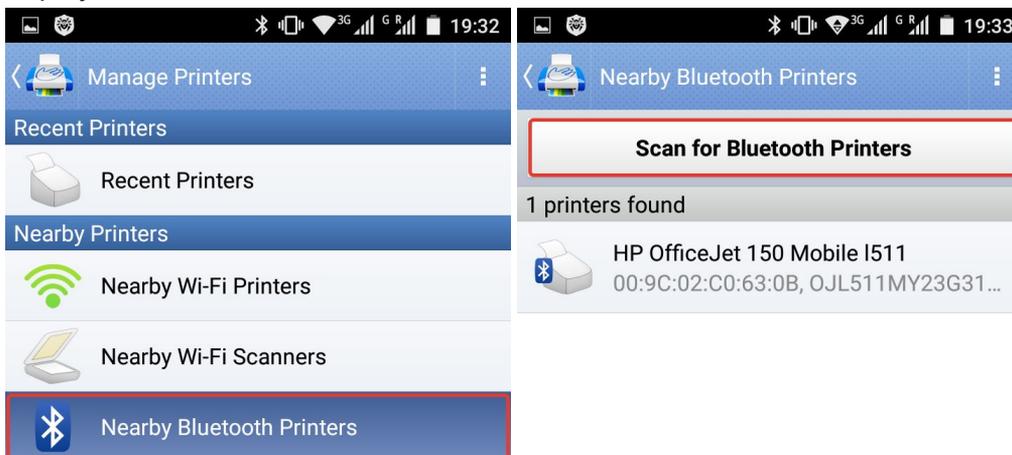
7. Now, when the printer is paired with your mobile device, you can tap the **Home** button on your device to get back to the **Home screen**

## Setting up the printer in the PrintHand Mobile Print app

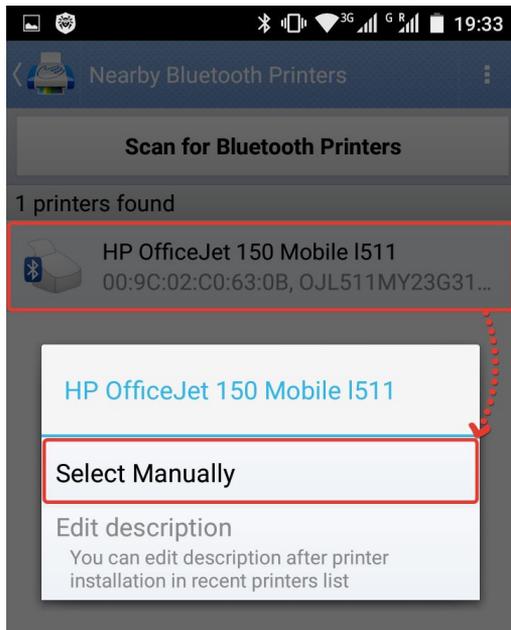
1. Launch the PrintHand Mobile Print app on your mobile device and tap **Manage Printers** button (or the name of the printer currently selected) and select **Manage Printers** option in the drop-down menu



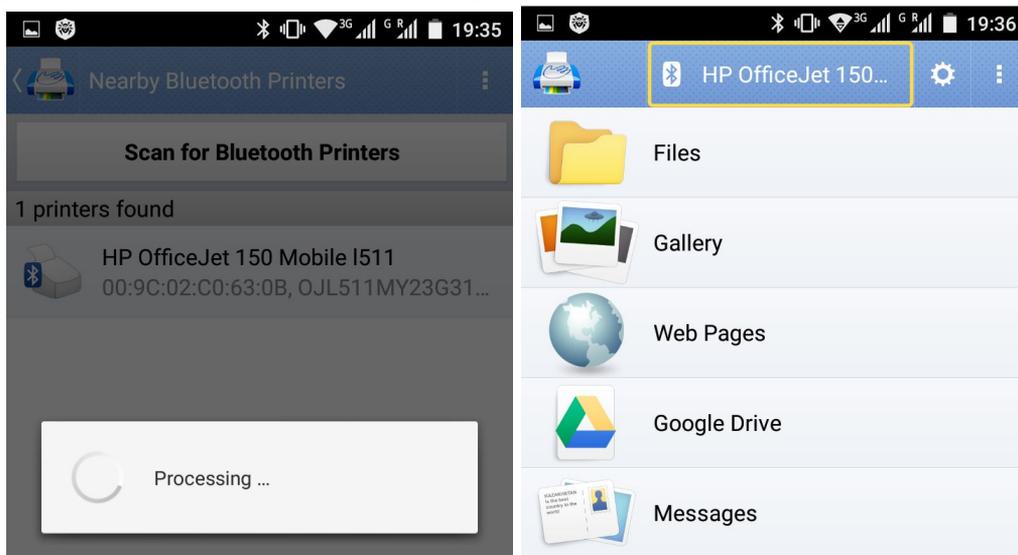
2. Select **Nearby Bluetooth Printers** option and tap the Bluetooth printer, which you would like to set up or tap **Scan for Bluetooth Printers** if there are no printers displayed



3. Also you can select a driver for your printer manually by long tapping the printer's name and then **Select Manually (optional)**



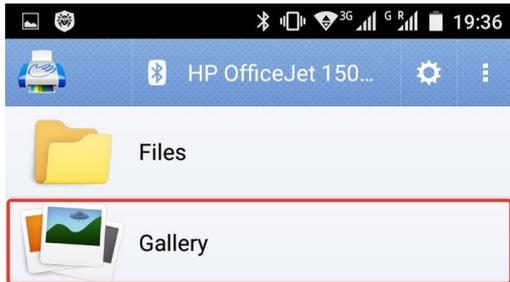
4. After selecting the printer you should see the **Processing** pop-up and see the printer's name in the header of the app's main screen



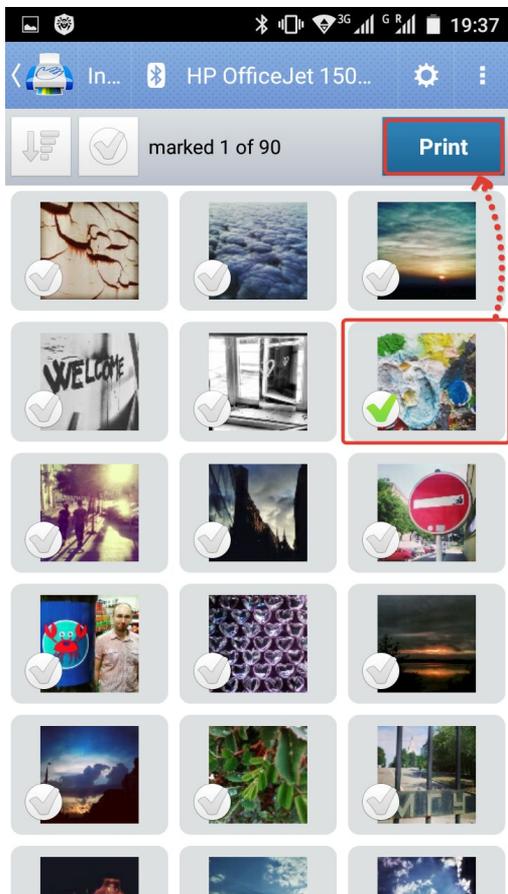
5. With this done, you should be ready to print

## Printing from the PrintHand Mobile Print app

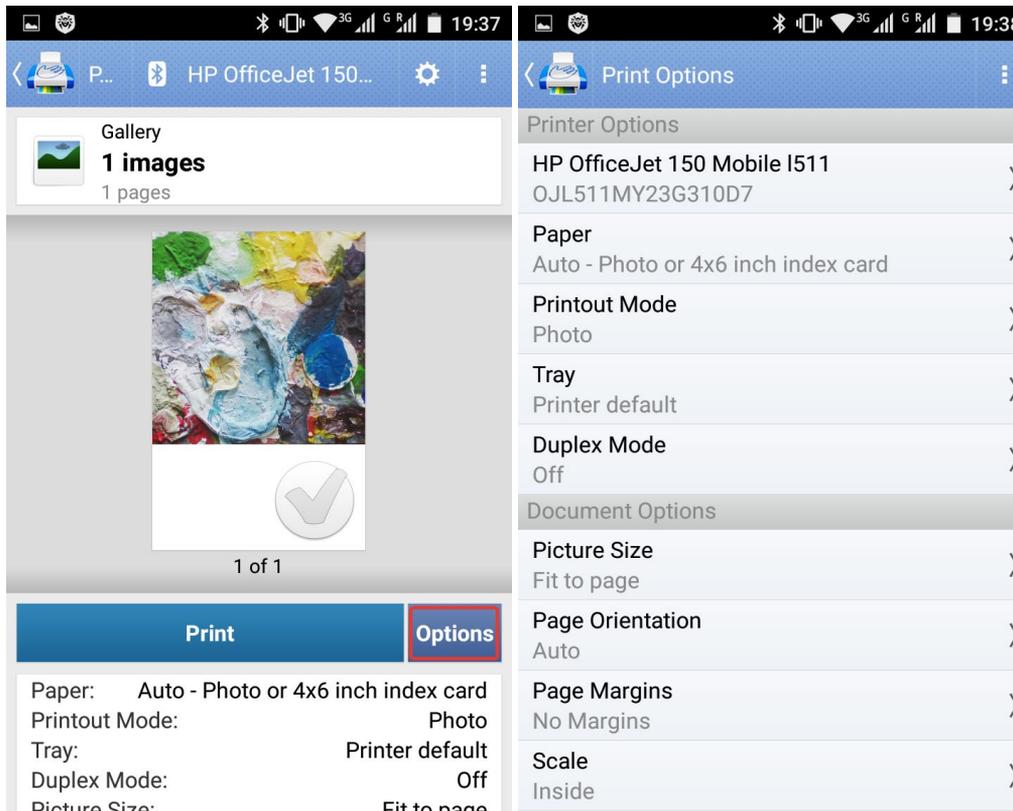
1. If you would like to print an image, go to the app's main menu and select **Gallery** entry to select a bucket (folder)



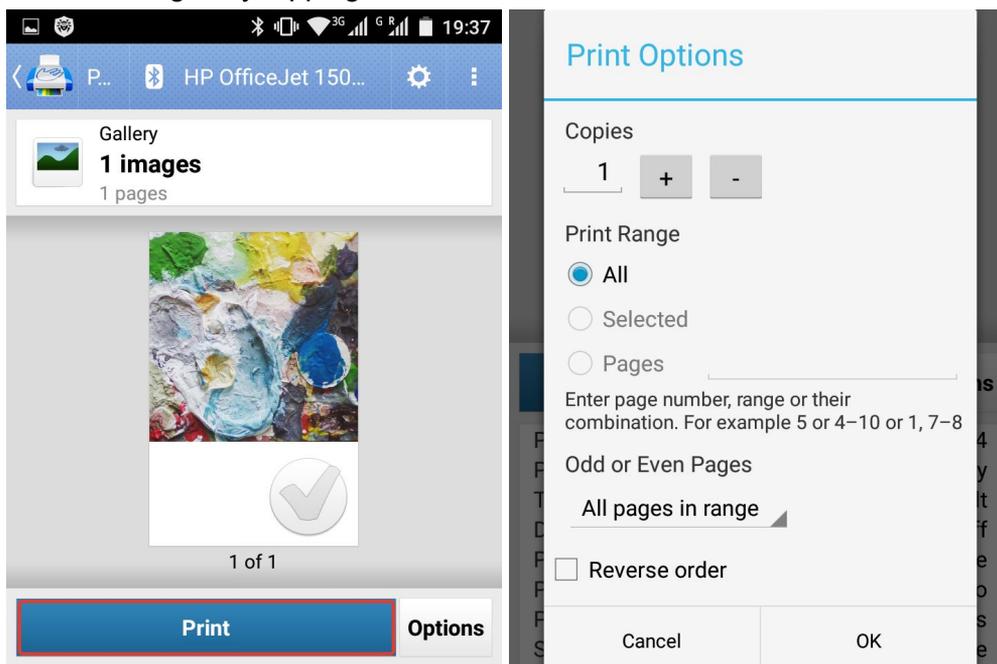
2. Select a single image or a series of images by tapping on each of them and then tap **Print** to see the print preview



3. In the print preview screen you can tap **Options** button to alter the printing options



4. Finally tap **Print** to select the additional **Print Options** and finally print the image or a series of images by tapping **OK**



## Printing via USB

To print via Bluetooth one needs to do as follows:

1. Connect the printer to the mobile device using USB OTG cable
2. Set up the printer in the PrintHand app
3. Select content in the PrintHand app in order to print it out

### Connecting a printer to your mobile device

If you are printing via USB, please connect your mobile device to the printer first.

- Make sure that your printer is turned ON and not in the sleep mode
- Connect your mobile device to the printer using an USB OTG cable

The USB OTG cable is depicted in the picture below. However, it might look differently depending on the make and model.



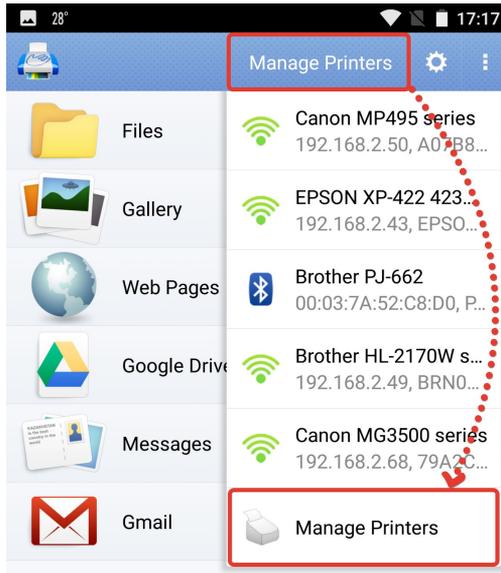
Your mobile device has to run at least Android 4.0 and have USB Host driver. If USB connection is grayed-out in the software, the Android device you are using does not support USB Host mode.

Please note that some of the mobile devices are unable to communicate with a printer properly even if USB Host mode is supported. This happens due to specific electrical design of the USB port or limitations placed by the device manufacturer.

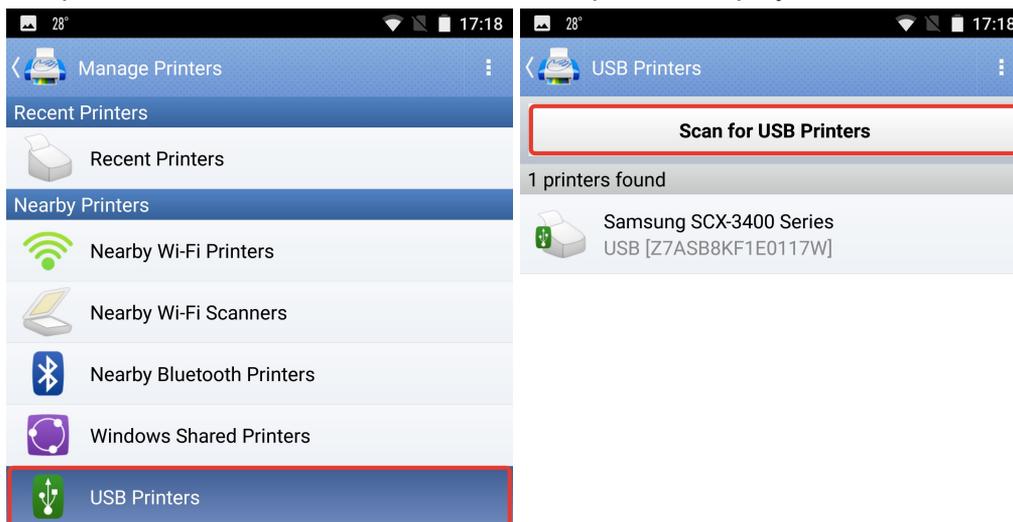
*Note: The fact that your mobile device works properly with USB mice/keyboards or lets you browse files stored on USB flash drives does not guarantee that it will be able to print via USB.*

## Setting up the printer in the PrintHand Mobile Print app

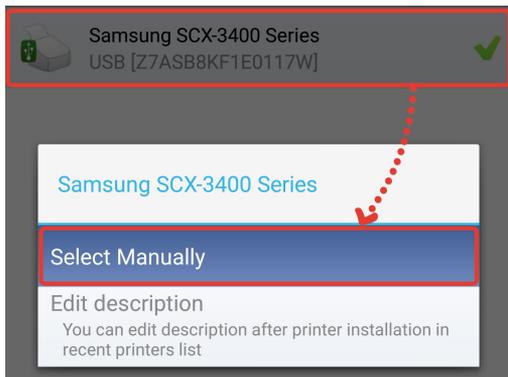
1. Launch the PrintHand Mobile Print app on your mobile device and tap **Manage Printers** button (or the name of the printer currently selected) and select **Manage Printers** option in the drop-down menu



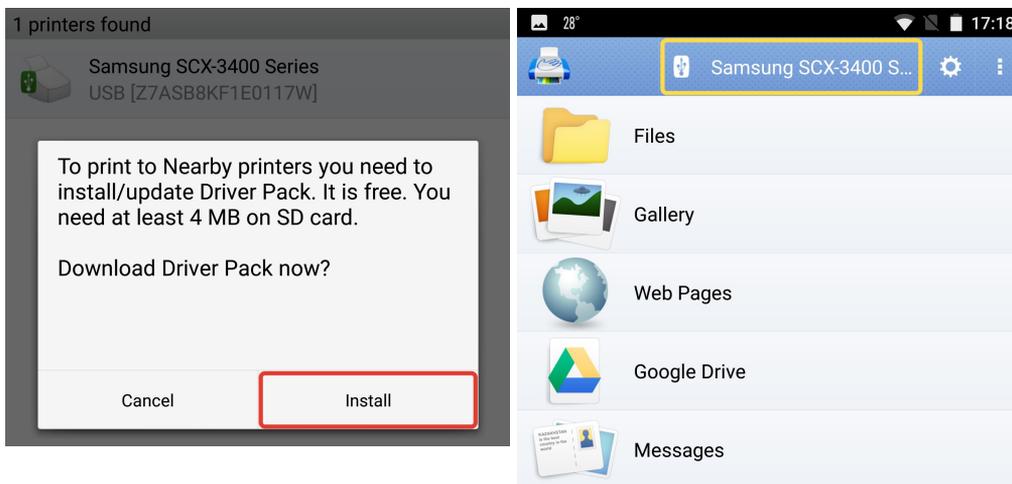
2. Select **USB Printers** option and tap the USB printer, which you would like to set up or tap **Scan for USB Printers** if there are no printers displayed



3. Also you can select a driver for your printer manually by long tapping the printer's name and then **Select Manually** (optional)



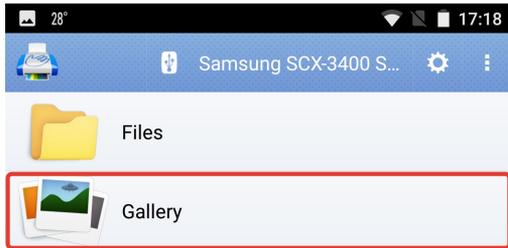
4. After selecting the printer you might see the pop-up asking you to install the drivers (which need to be installed by tapping the **Install** button) and finally see the printer's name in the header of the app's main screen



5. With this done, you should be ready to print

## Printing from the PrintHand Mobile Print app

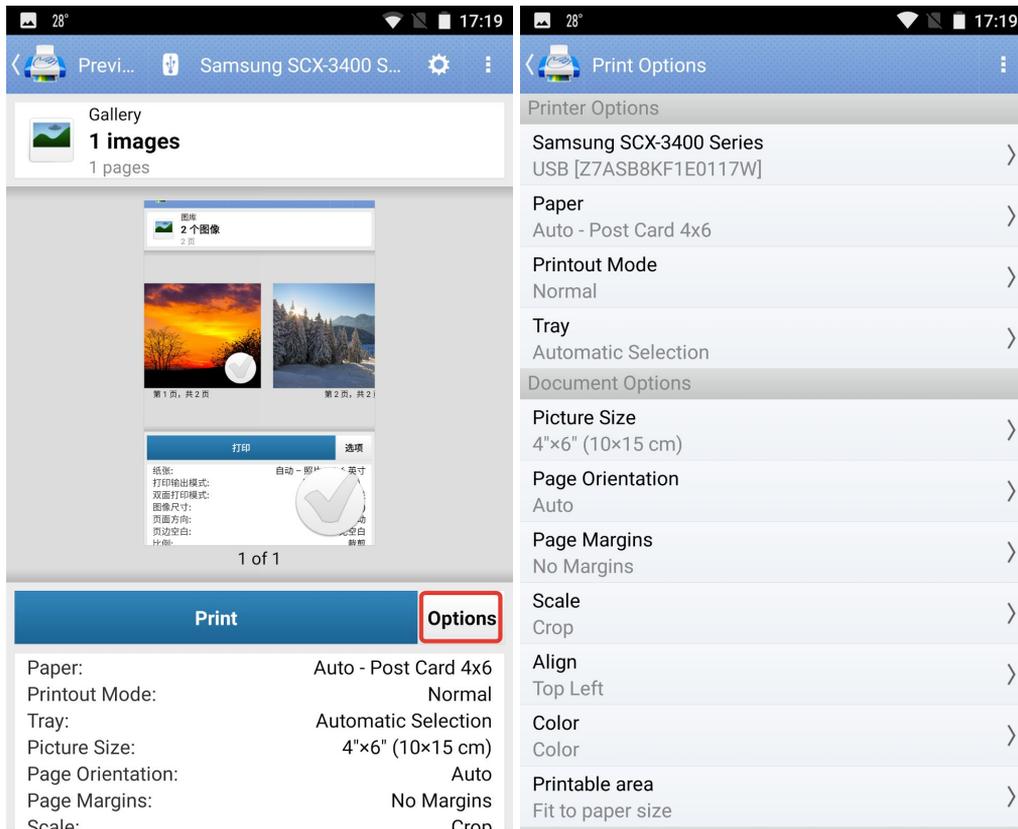
1. If you would like to print an image, go to the app's main menu and select **Gallery** entry to select a bucket (folder)



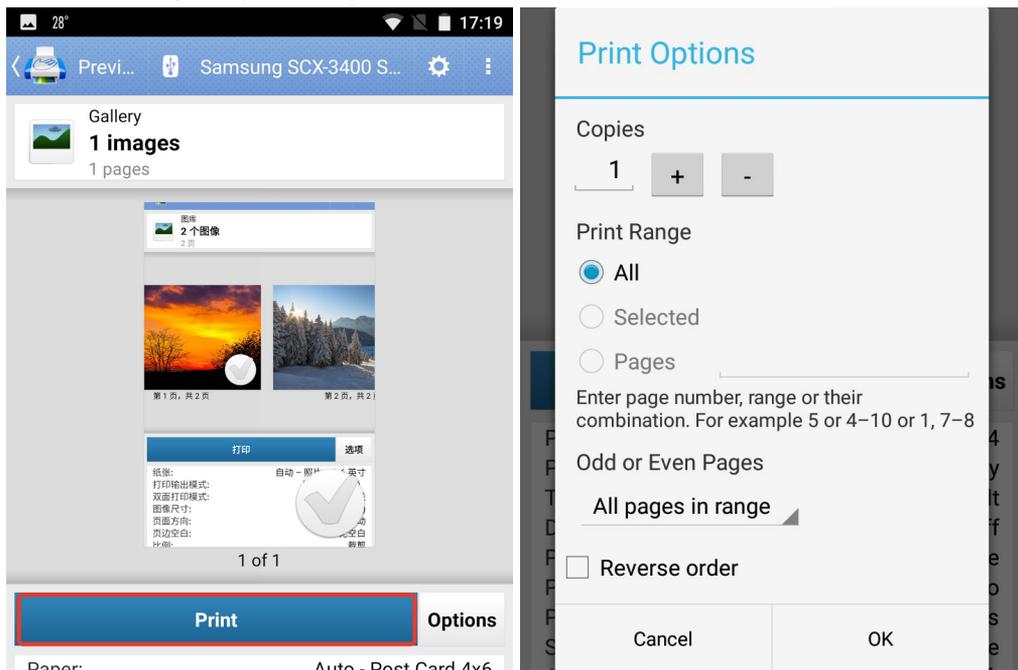
2. Select a single image or a series of images by tapping on each of them and then tap **Print** to see the print preview



3. In the print preview screen you can tap **Options** button to alter the printing options



4. Finally tap **Print** to select the additional **Print Options** and finally print the image or a series of images by tapping **OK**



## Printing via PrintHand Remote

With PrintHand Remote you can share printers connected to your Windows or Mac computer and then print to them both locally and remotely from any device. It's fast, secure and easy to setup. You can also let other people - relatives, friends, colleagues - print on one of your printers in almost no time.

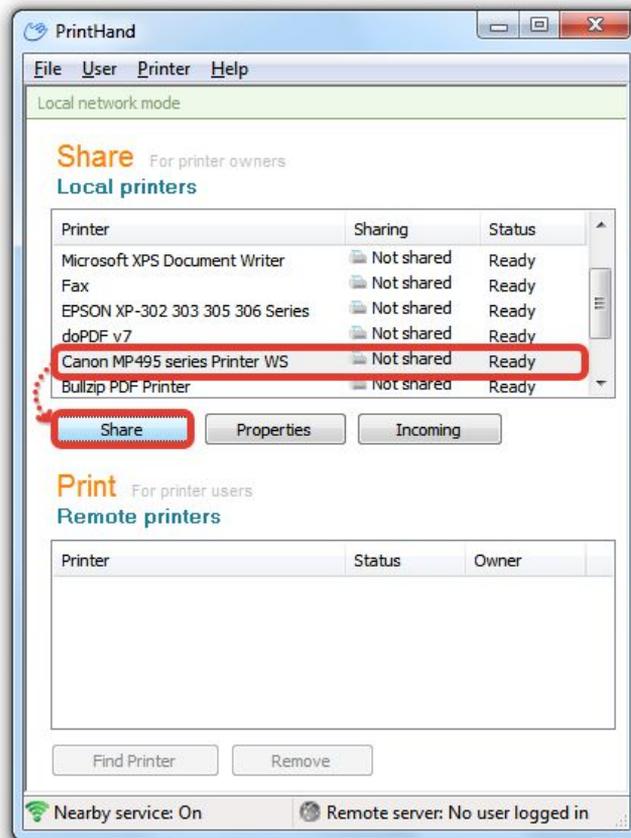
To print via PrintHand Remote one needs to:

1. Install the PrintHand Remote desktop software and share printers using it
2. Select one of the shared printers in the PrintHand app and send content to it

### Setting up Nearby service on PC/Mac: Local network mode

To share printers in Local network mode from your PC or Mac using PrintHand Remote you need to do as follows:

1. Download and install the PrintHand Remote software from [our web site](#)
2. Launch PrintHand Remote
3. Select your printer from the **Local printers** list and click **Share** button to share it

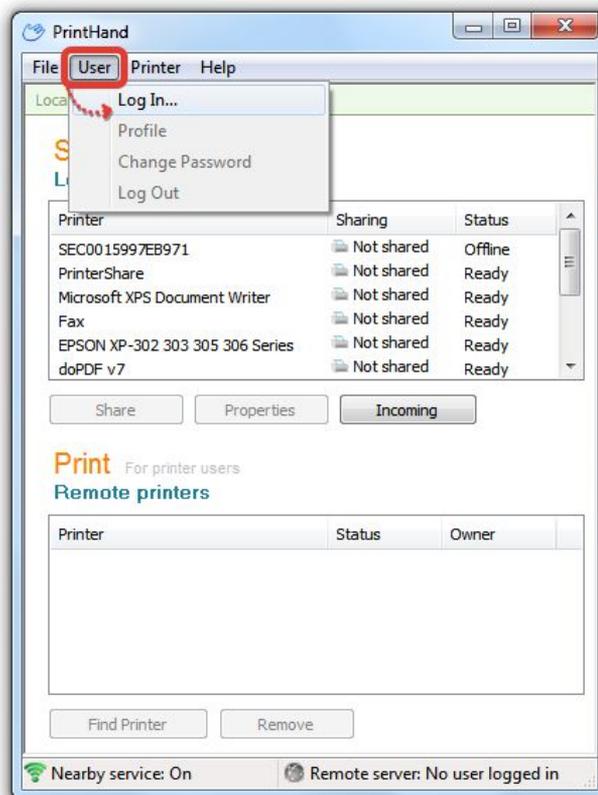


4. With this done, you should be ready to print via the PrintHand Remote Nearby service

## Setting up Remote service on PC/Mac: Remote mode

To share printers from your PC or Mac using PrintHand Remote in the Remote mode (to make them available via the Internet) you need to do as follows:

1. Download the PrintHand Remote software installer from [our web site](#)
2. Launch the installer and follow the on-screen instructions to install the app
3. Launch PrintHand Remote
4. Go to the **User - Log In...** menu



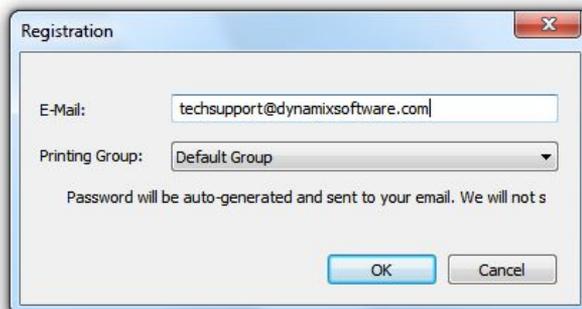
5. After that click **Signup** to create a new account or input your **User ID** and **Password** and go to the step 7 in case you've already got an account registered with PrintHand Remote



The screenshot shows a 'Login' dialog box with the following elements:

- User ID:** A text input field.
- Password:** A text input field.
- Options >>**: A link to expand options.
- OK** and **Exit**: Two buttons at the bottom right.
- Can't login?**: A section header.
- Signup**: A button to create a new account.
- Remind me...**: A button to resend a password.
- Local Network**: A button to receive documents from mobile devices.

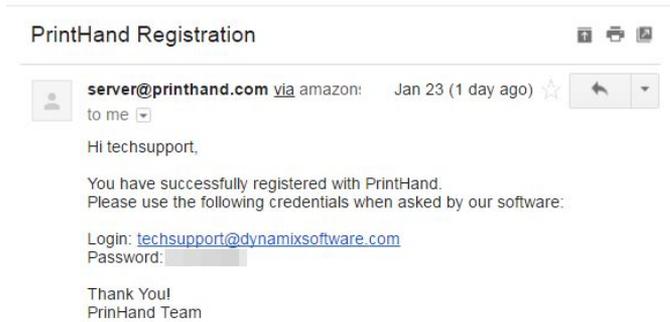
6. If you've clicked the **Signup** button, you will see the **Registration** window, where you need to input your email address and tap **OK** (our email address is used as an example)



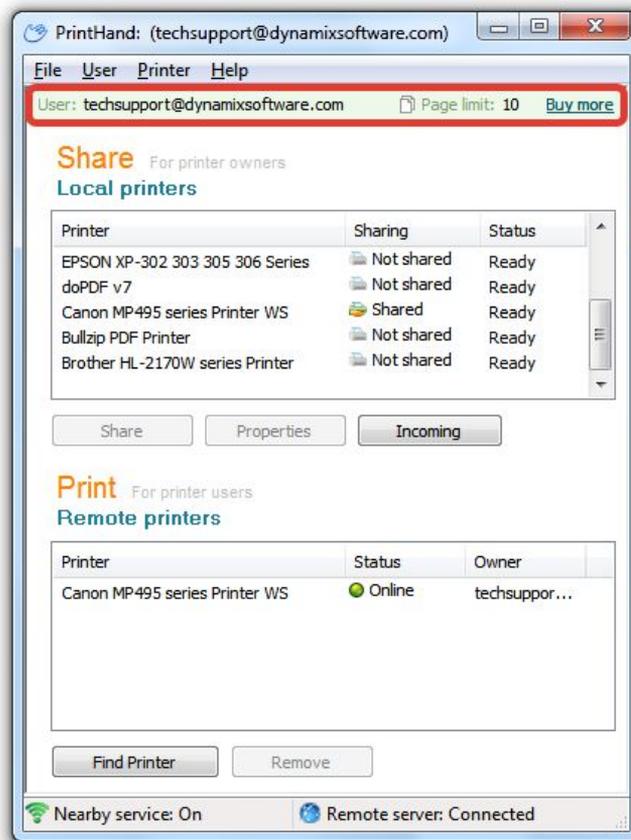
The screenshot shows a 'Registration' dialog box with the following elements:

- E-Mail:** A text input field containing 'techsupport@dynamixsoftware.com'.
- Printing Group:** A dropdown menu showing 'Default Group'.
- OK** and **Cancel**: Two buttons at the bottom.

7. After that you will be logged in automatically and receive the confirmation to your email address



8. When logged into your account, you should see a new header in the main screen of the PrintHand Remote software and should be ready to print remotely



*Note: By default PrintHand Remote provides newly registered customers with 10 free pages so that one could test printing via our Remote server.*

9. Click **Buy more** button in the header of the PrintHand Remote to visit our web site in case you would like to set up a Premium subscription (unlimited remote printing for a monthly fee) or simply buy a bulk of pages (**optional**)

### PrintHand Remote Purchase

Please review your account details:

<b>Users ID</b>	<input type="text"/>
<b>Email</b>	techsupport@dynamixsoftware.com
<b>User name</b>	techsupport

Add 100 pages You only can print when you have free pages left. When you are out of free pages, you can buy more. Each set of 100 pages costs \$4.95. There are no other charges except this one-time purchase.

Buy 100 pages on PayPal for \$4.95 [Buy Now](#)

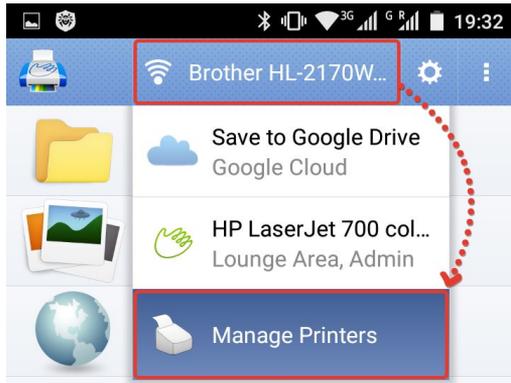
Instead of buying pages over and over, you can simply become a Premium subscriber. This way you can print any number of documents any time without ever thinking about page limits. Premium subscription is \$9.95 per month and you can cancel it any time by logging to PayPal.

Subscribe using PayPal for \$9.95/month [Subscribe](#)

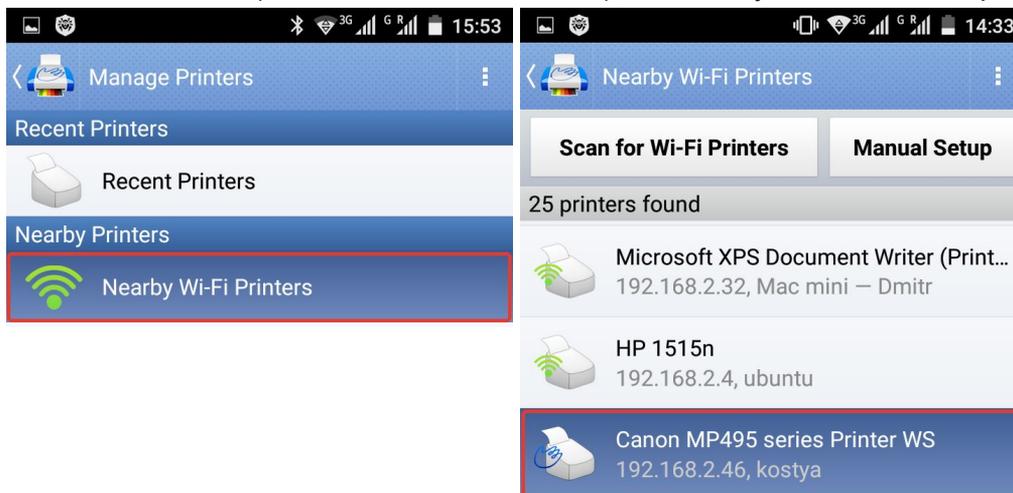
10. With this done, you should be ready to print on remote printers

## Setting up the printer in the PrintHand Mobile Print app

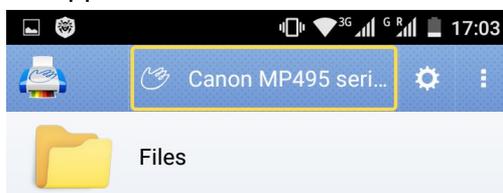
1. Launch the PrintHand app on your mobile device
2. Tap **Manage Printers** button (or the name of the printer currently selected) and select **Manage Printers** option in the drop-down menu



3. Select **Nearby Wi-Fi Printers** option and tap the instance of your printer shared via PrintHand Remote (with a blue hand icon on it), on which you would like to print



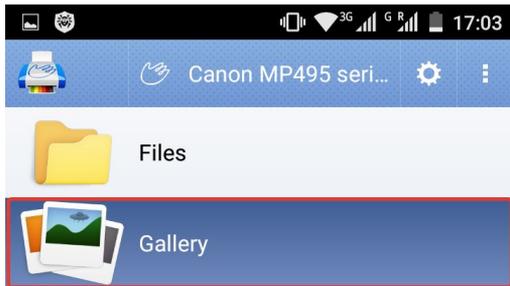
4. After selecting the printer you should finally see the printer's name in the header of the app's main screen



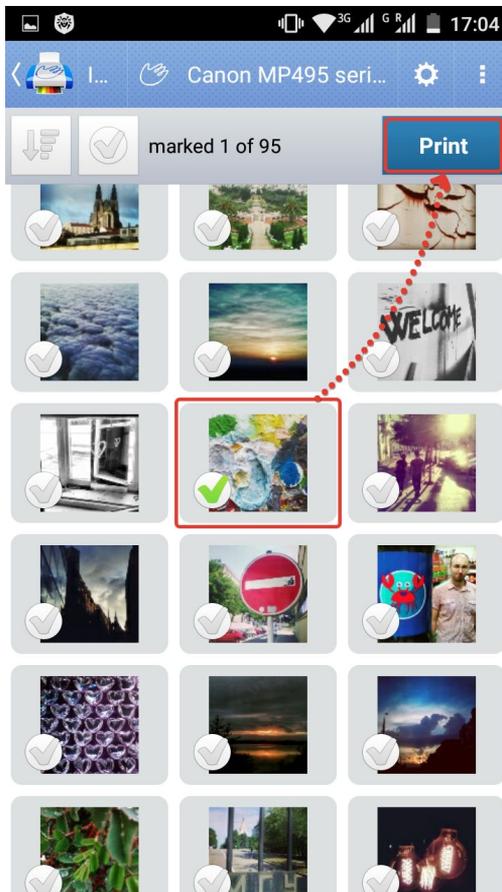
5. With this done, you should be ready to print

## Printing from the PrintHand Mobile Print app

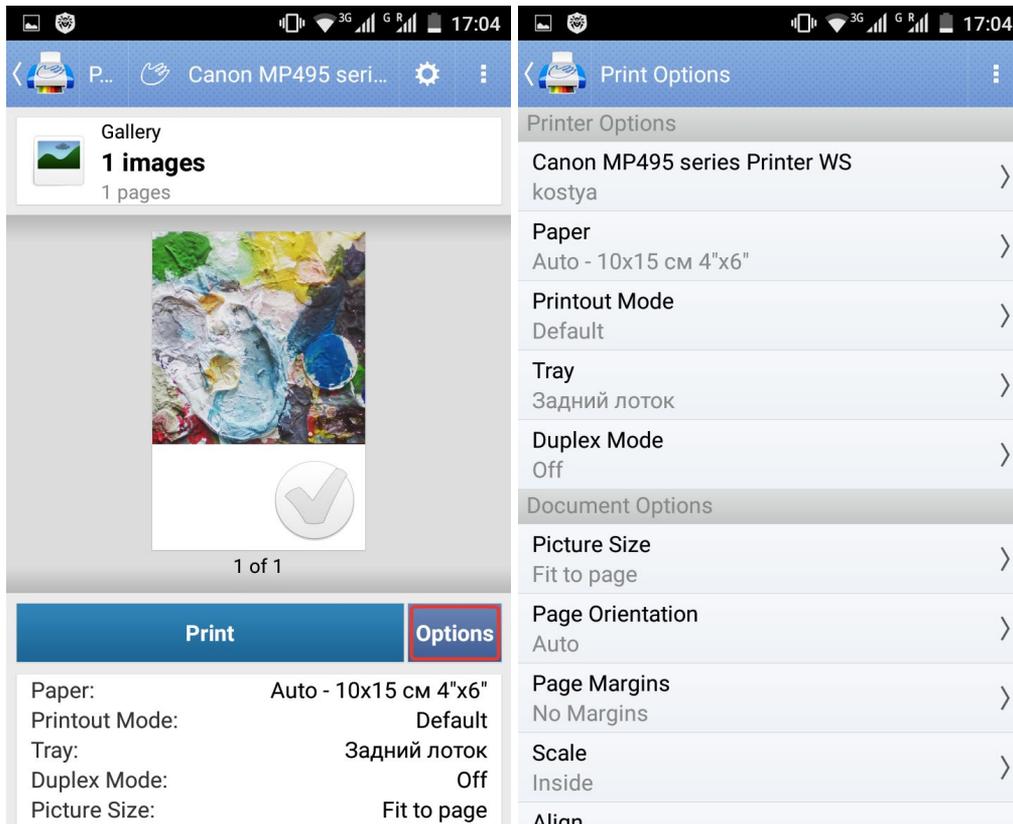
1. If you would like to print an image, go to the app's main menu and select **Gallery** entry to select a bucket (folder)



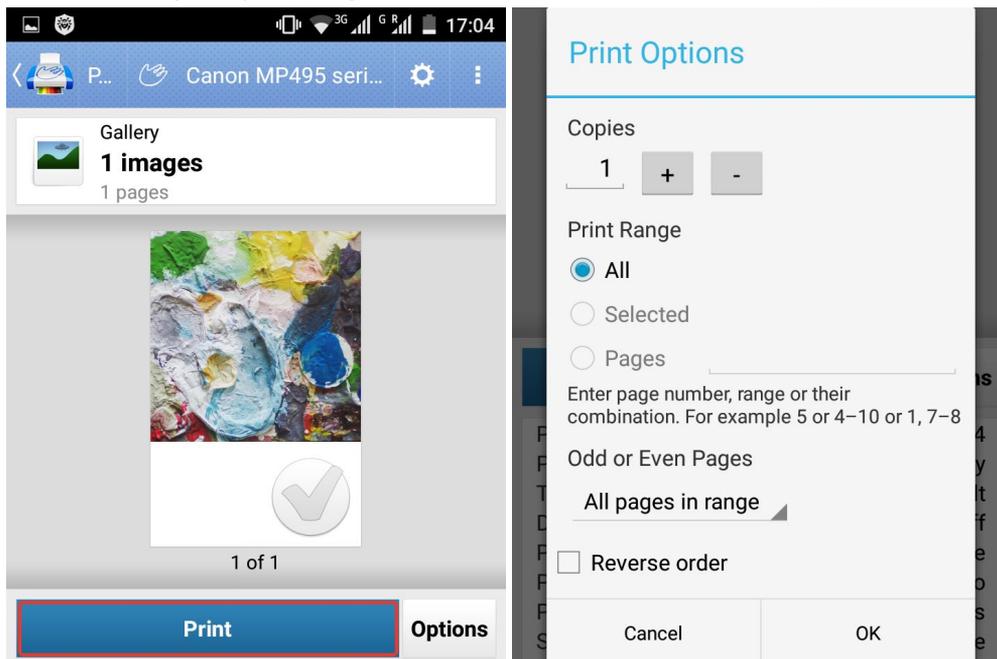
2. Select a single image or a series of images by tapping on each of them and then tap **Print** to see the print preview



3. In the print preview screen you can tap **Options** button to alter the printing options



4. Finally tap **Print** to select the additional **Print Options** and finally print the image or a series of images by tapping **OK**



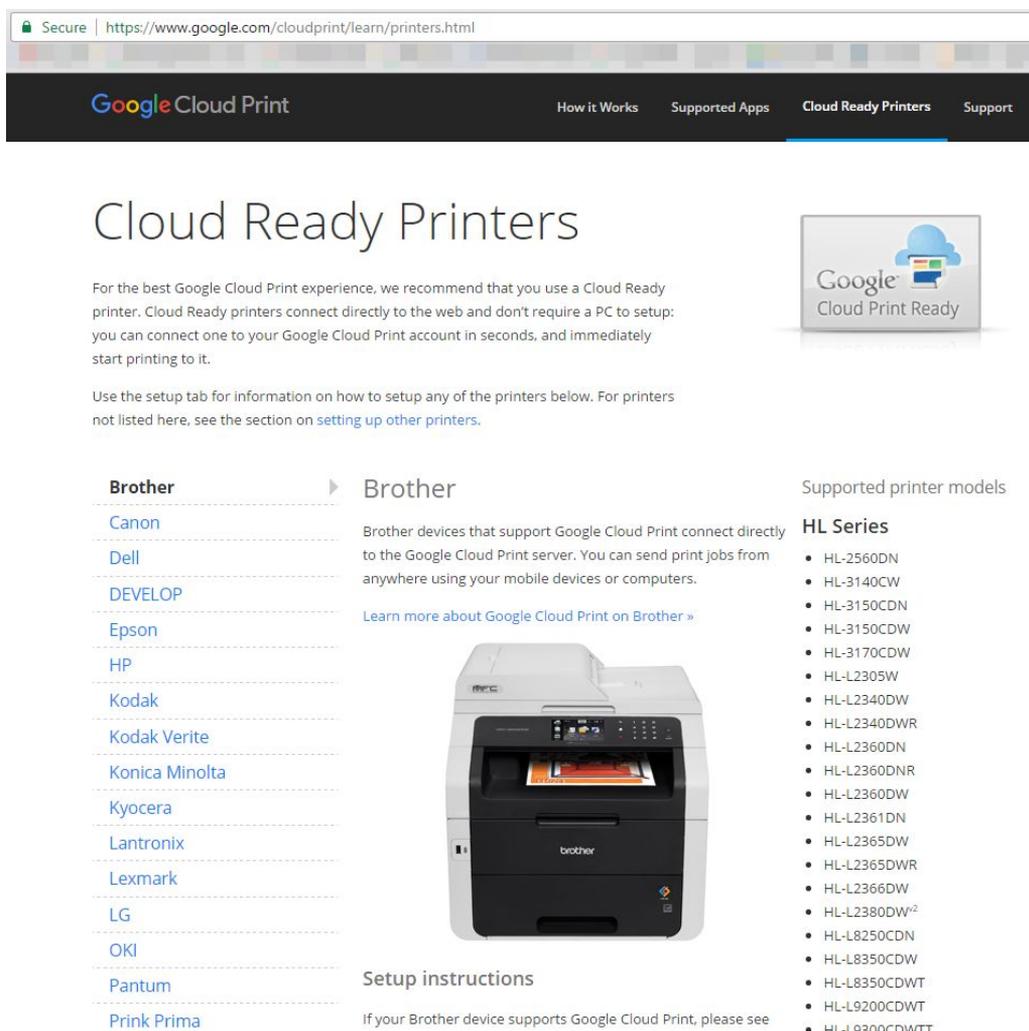
# Printing via Google Cloud Print

To print on your printer via Google Cloud you need to [set up your printer as Google Cloud Printer](#). Please refer to the abovementioned Google's help page in case the following guide becomes outdated due to likely updates of the Google Cloud Print.

In terms of Google Cloud Print there are 2 types of printers:

- **Classic printers** (any printer, which does not support Google Cloud Print out of the box)
- **Cloud-ready printers** (any standalone or shared [Google Cloud Print Ready printer](#)).

Simply put, if your printer is not on the [list of Cloud Print Ready devices](#), you need to connect your printer to the Google Cloud Print service via your computer with the Chrome browser installed on it.



The screenshot shows the Google Cloud Print website interface. At the top, there's a navigation bar with 'Google Cloud Print' logo and links for 'How it Works', 'Supported Apps', 'Cloud Ready Printers', and 'Support'. The main heading is 'Cloud Ready Printers'. Below it, a text block explains that Cloud Ready printers connect directly to the web. A list of printer manufacturers is provided, with 'Brother' selected. Under 'Brother', there's a description of how their devices connect to Google Cloud Print and a list of supported printer models including the HL Series. An image of a Brother printer is also shown.

**Cloud Ready Printers**

For the best Google Cloud Print experience, we recommend that you use a Cloud Ready printer. Cloud Ready printers connect directly to the web and don't require a PC to setup: you can connect one to your Google Cloud Print account in seconds, and immediately start printing to it.

Use the setup tab for information on how to setup any of the printers below. For printers not listed here, see the section on [setting up other printers](#).

**Brother**

Brother devices that support Google Cloud Print connect directly to the Google Cloud Print server. You can send print jobs from anywhere using your mobile devices or computers.

[Learn more about Google Cloud Print on Brother »](#)

**Supported printer models**

**HL Series**

- HL-2560DN
- HL-3140CW
- HL-3150CDN
- HL-3150CDW
- HL-3170CDW
- HL-L2305W
- HL-L2340DW
- HL-L2340DWR
- HL-L2360DN
- HL-L2360DNR
- HL-L2360DW
- HL-L2361DN
- HL-L2365DW
- HL-L2365DWR
- HL-L2366DW
- HL-L2380DW<sup>2</sup>
- HL-L8250CDN
- HL-L8350CDW
- HL-L8350CDWT
- HL-L9200CDWT
- HL-L9200CDWT<sup>2</sup>

**Setup instructions**

If your Brother device supports Google Cloud Print, please see [Setup instructions](#)

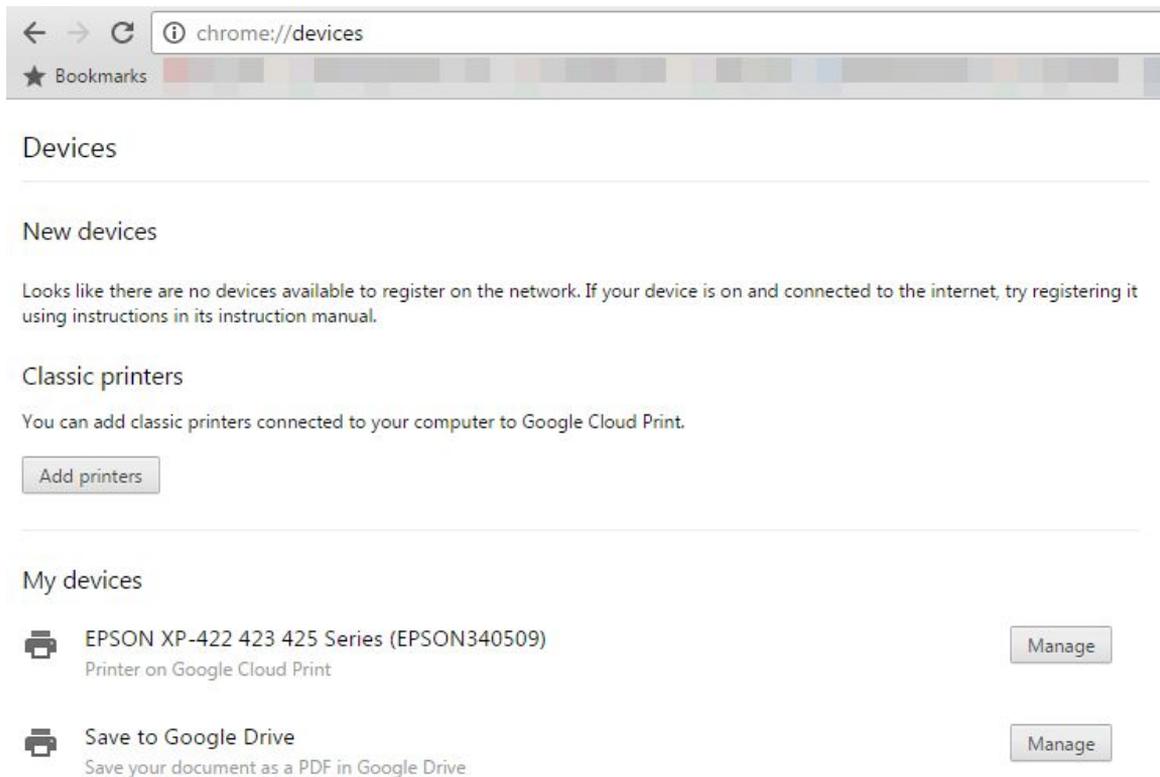
However, if your printer is on the list, you can connect your printer to the service directly using the instructions provided by your printer manufacturer.

## Connecting a Cloud-ready printer

To set up your Cloud Ready printer, [search for your printer here](#) and follow your manufacturer's instructions. Then follow the steps below to connect your printer.

On a computer

1. Open **Chrome** browser 
2. In a new tab, go to **chrome://devices**

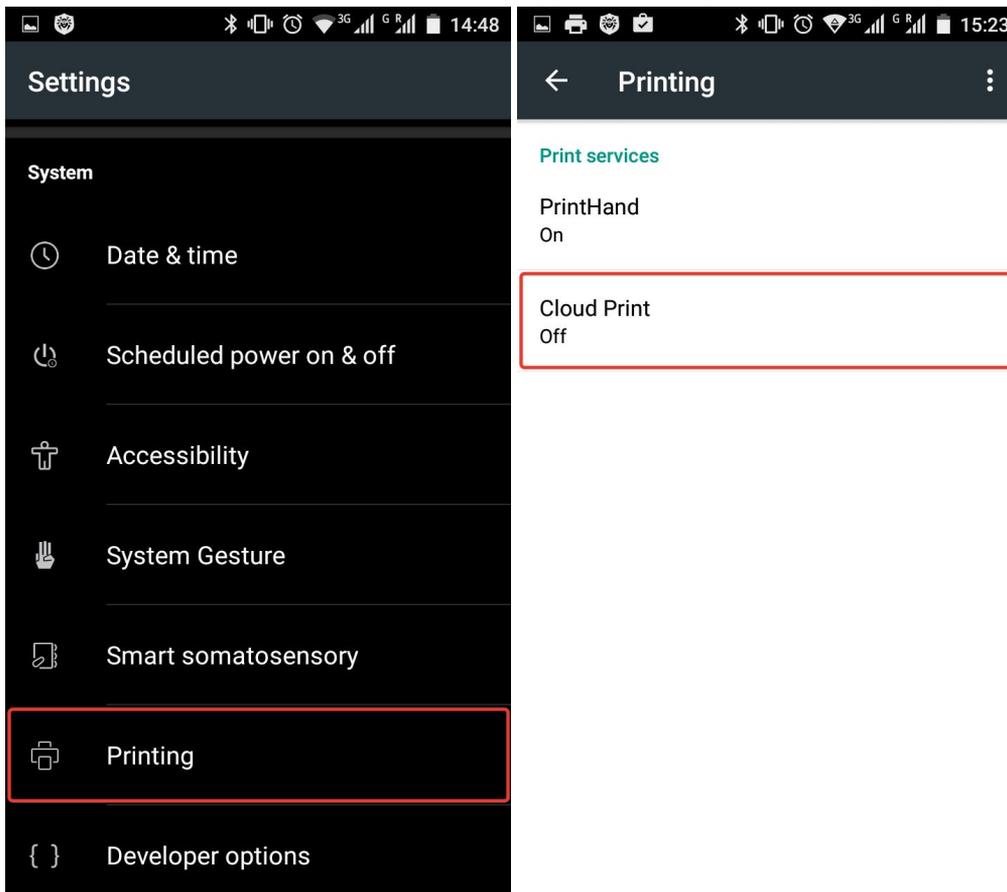


3. You should find your printer listed under "My devices" (if it is not listed, make sure that you've completed the setup procedure suggested by the printer's manufacturer)

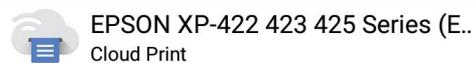
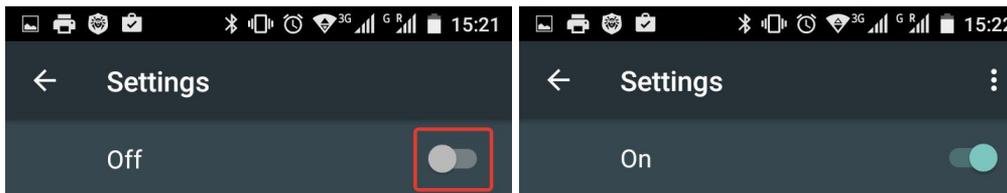
On an Android device

1. Open the **Settings** menu

2. Under “System”, select **Printing > Cloud Print**  
(if it is not available, install **Cloud Print** app from Google Play using **Play Store** app)



3. Switch the **Cloud Print** print service **On** (it is turned **Off** by default)



4. Click the **Action overflow** icon (also known as More or 3 vertical dots)  in case your printer is not displayed in the list yet and select **Add Printer** to locate a printer (**optional**)

## Connecting a classic printer

On a computer

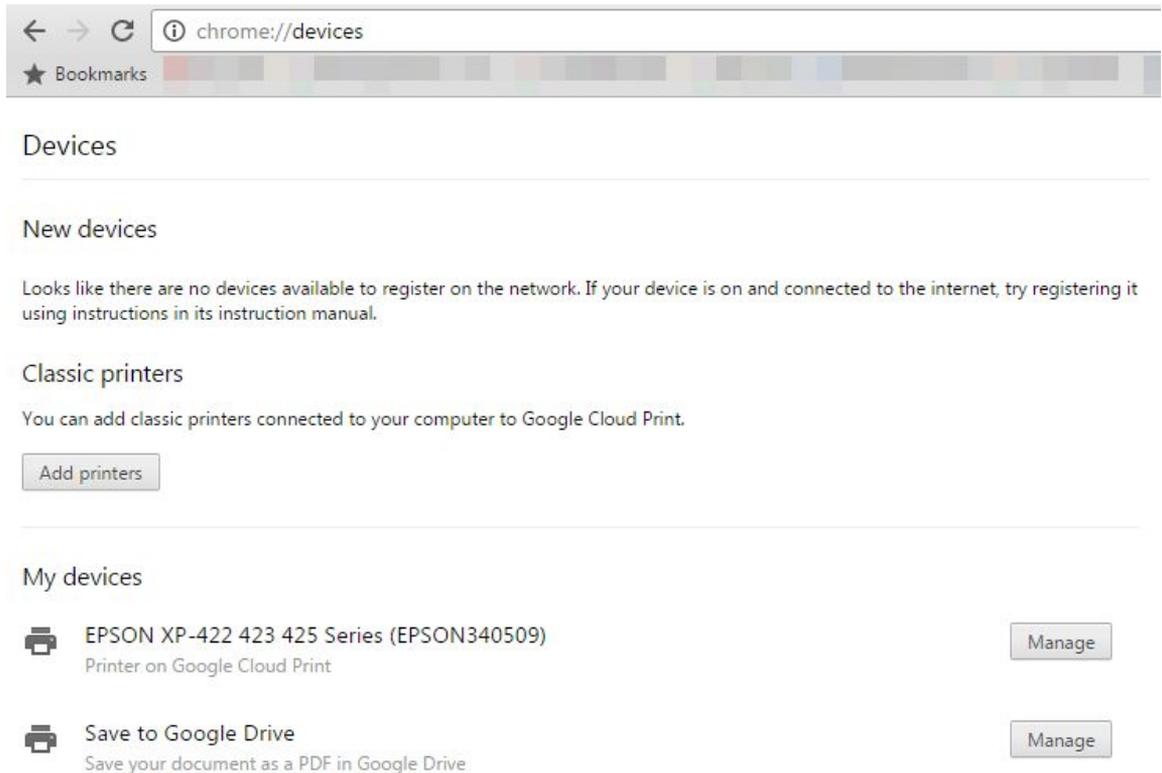
Before connecting your classic printer, confirm if you have:

- [Google Chrome](#)

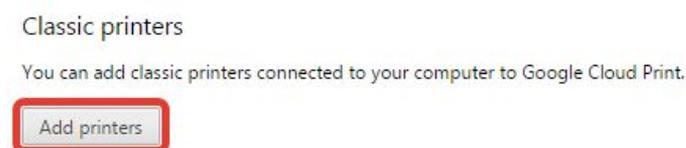
- Windows or Mac computer

Then, follow the steps below to enable the Google Cloud Print connector:

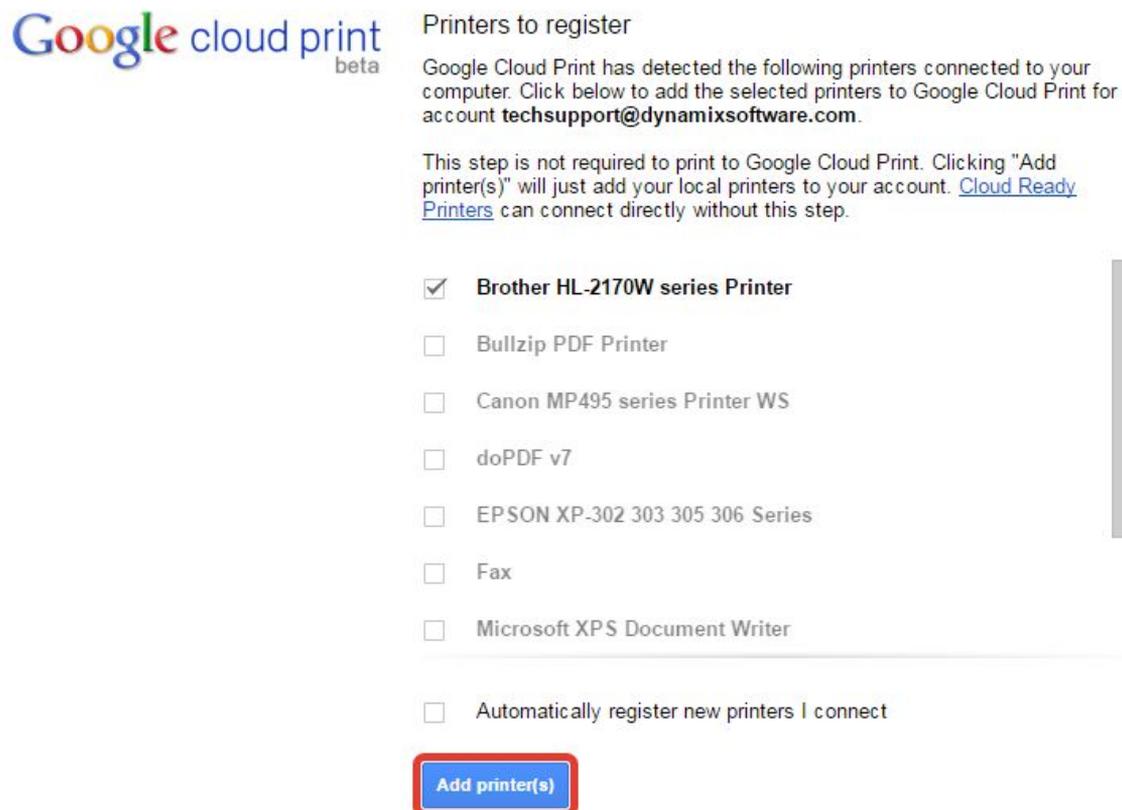
1. Open **Chrome** browser 
2. In a new tab, open **chrome://devices**



3. You'll see a list of devices already registered with Google Cloud Print, and new devices available on the network (if any)
4. Under "Classic printers", click **Add printers** to see the list of available printers



5. Select all printers you would like to connect to the Google Cloud Print and click Add printer(s)



**Google cloud print**  
beta

### Printers to register

Google Cloud Print has detected the following printers connected to your computer. Click below to add the selected printers to Google Cloud Print for account **techsupport@dynamixsoftware.com**.

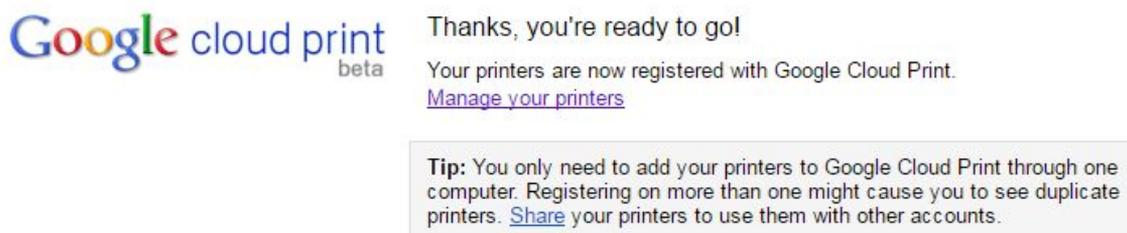
This step is not required to print to Google Cloud Print. Clicking "Add printer(s)" will just add your local printers to your account. [Cloud Ready Printers](#) can connect directly without this step.

- Brother HL-2170W series Printer**
- Bullzip PDF Printer
- Canon MP495 series Printer WS
- doPDF v7
- EPSON XP-302 303 305 306 Series
- Fax
- Microsoft XPS Document Writer

Automatically register new printers I connect

**Add printer(s)**

6. You'll see a confirmation that Google Cloud Print has been enabled



**Google cloud print**  
beta

### Thanks, you're ready to go!

Your printers are now registered with Google Cloud Print. [Manage your printers](#)

**Tip:** You only need to add your printers to Google Cloud Print through one computer. Registering on more than one might cause you to see duplicate printers. [Share](#) your printers to use them with other accounts.

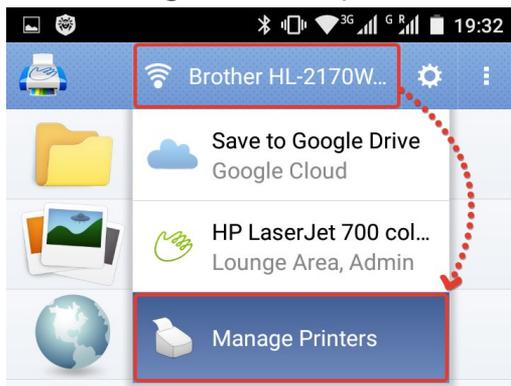
*Tip:* To learn more, click **Manage your printers**

To connect classic printers in a business or school environment, use the Cloud Print Connector service on [Windows](#) or [Linux](#).

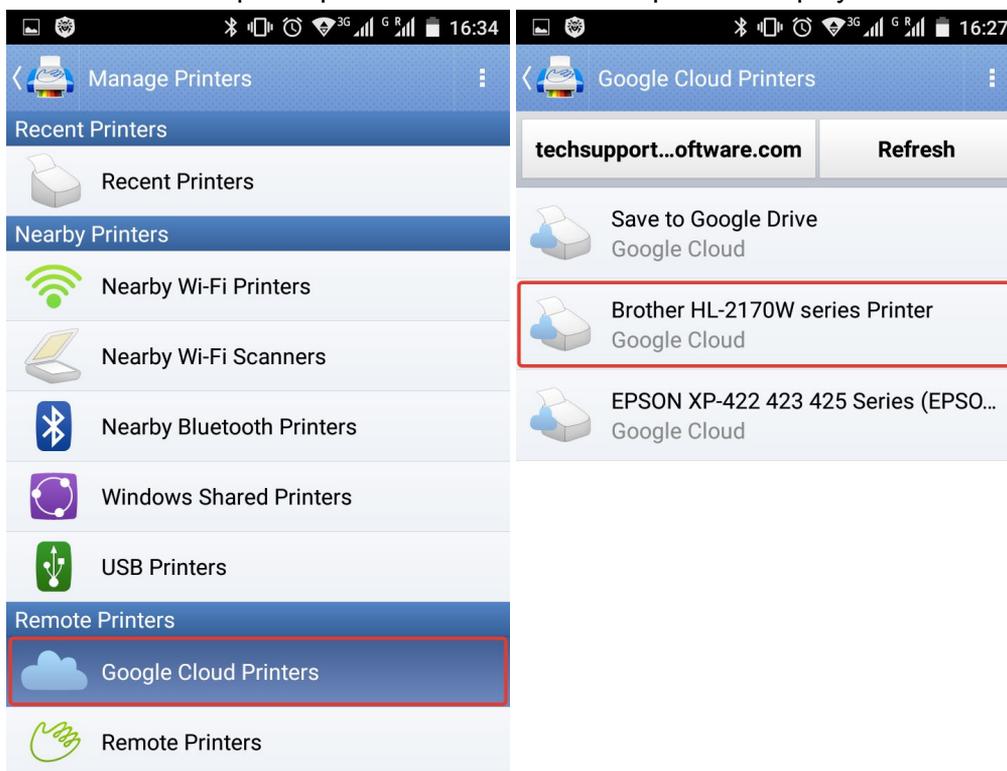
*Note:* If you need to reconnect a classic printer, make sure you're signed in to Google Cloud Print from Chrome browser. For a Cloud Ready printer, follow the instructions above.

## Setting up the printer in the PrintHand Mobile Print app

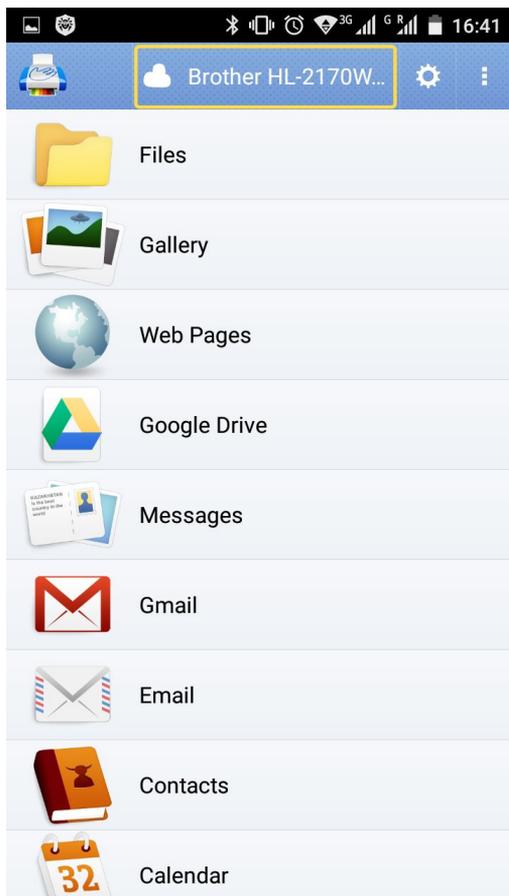
6. Launch the PrintHand Mobile Print app on your mobile device
7. Tap **Manage Printers** button (or the name of the printer currently selected) and select **Manage Printers** option in the drop-down menu



8. Select **Google Cloud Printers** option and tap the Google Cloud printer, which you would like to set up or tap **Refresh** if there are no printers displayed



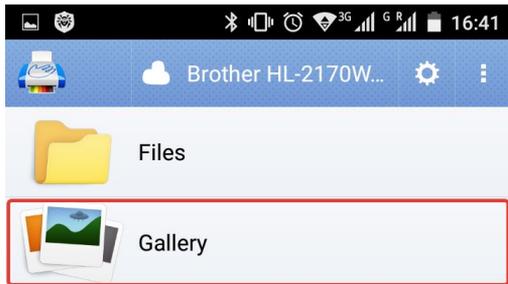
9. After selecting the printer you will finally see the printer's name in the header of the app's main screen



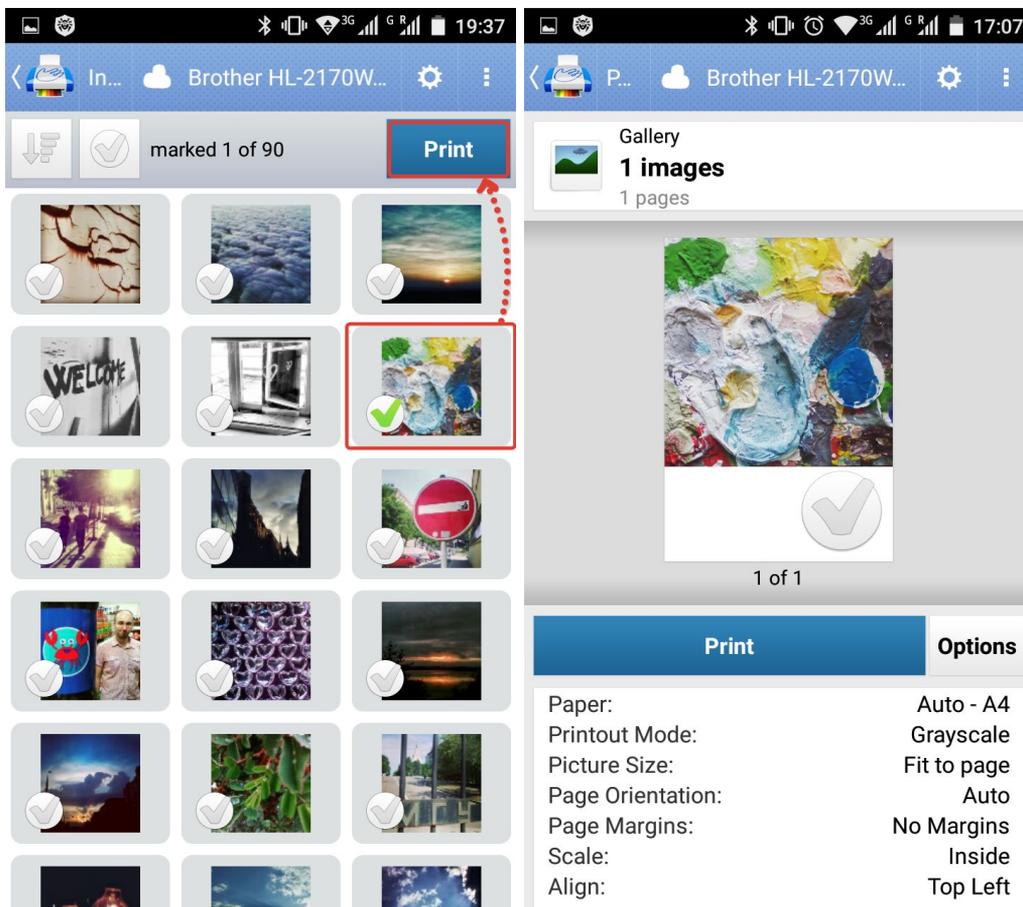
10. With this done, you should be ready to print

## Printing from the PrintHand app

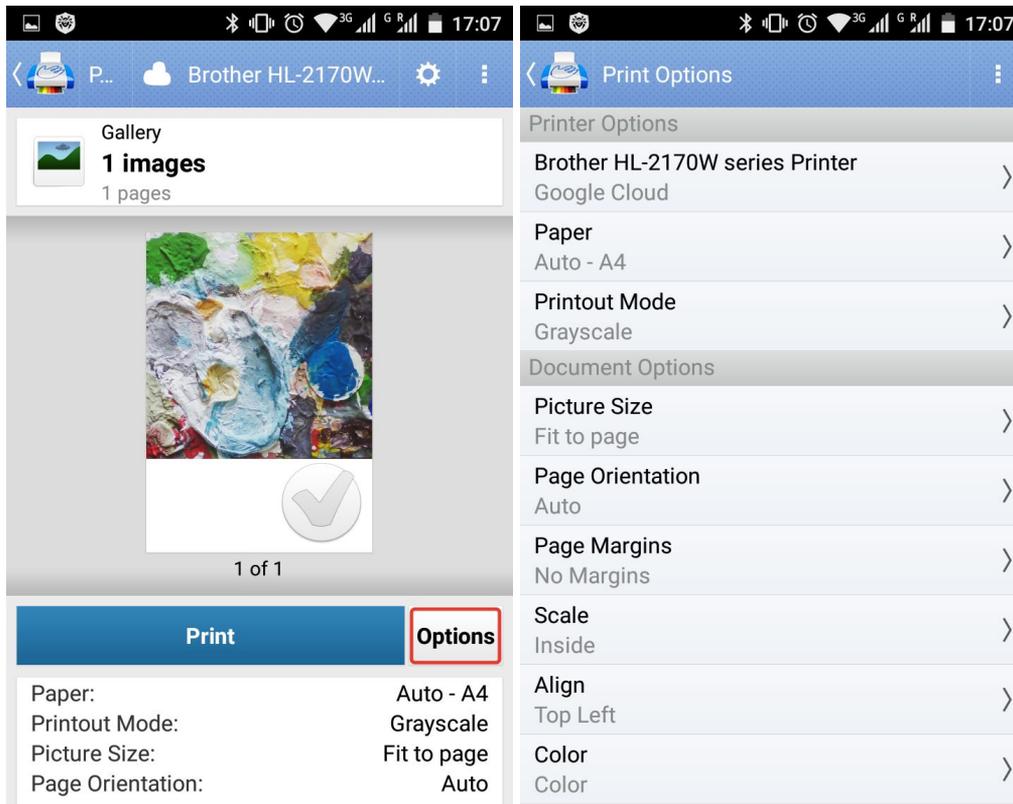
1. If you would like to print an image, go to the app's main menu and select **Gallery** entry to select a bucket (folder)



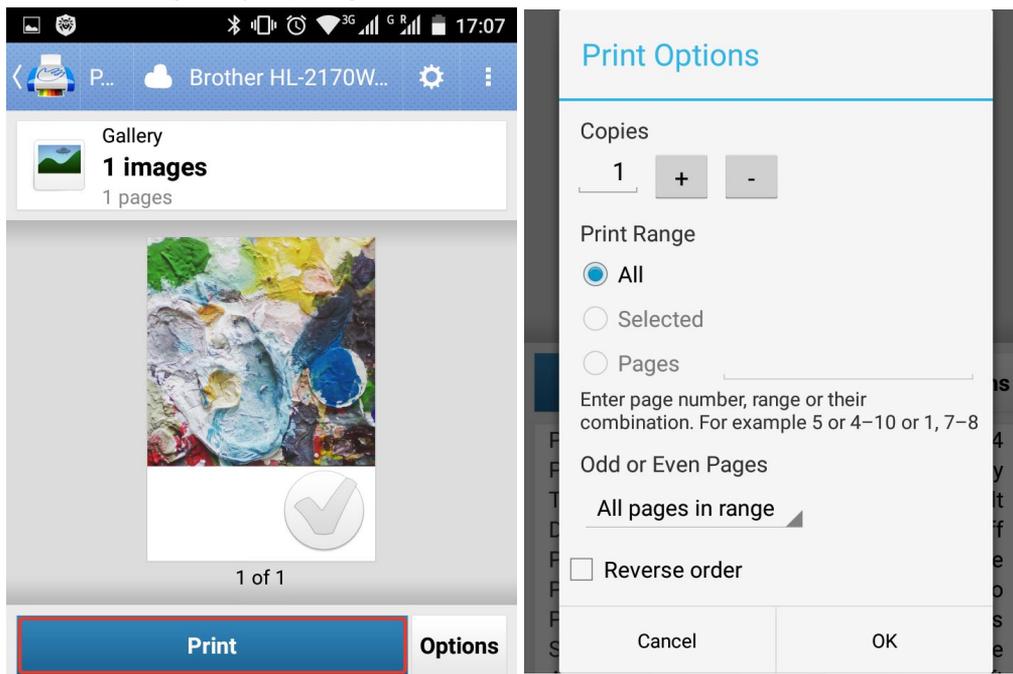
2. Select a single image or a series of images by tapping on each of them and then tap **Print** to see the print preview



- In the print preview screen you can tap **Options** button to alter the printing options



- Finally tap **Print** to select the additional **Print Options** and finally print the image or a series of images by tapping **OK**

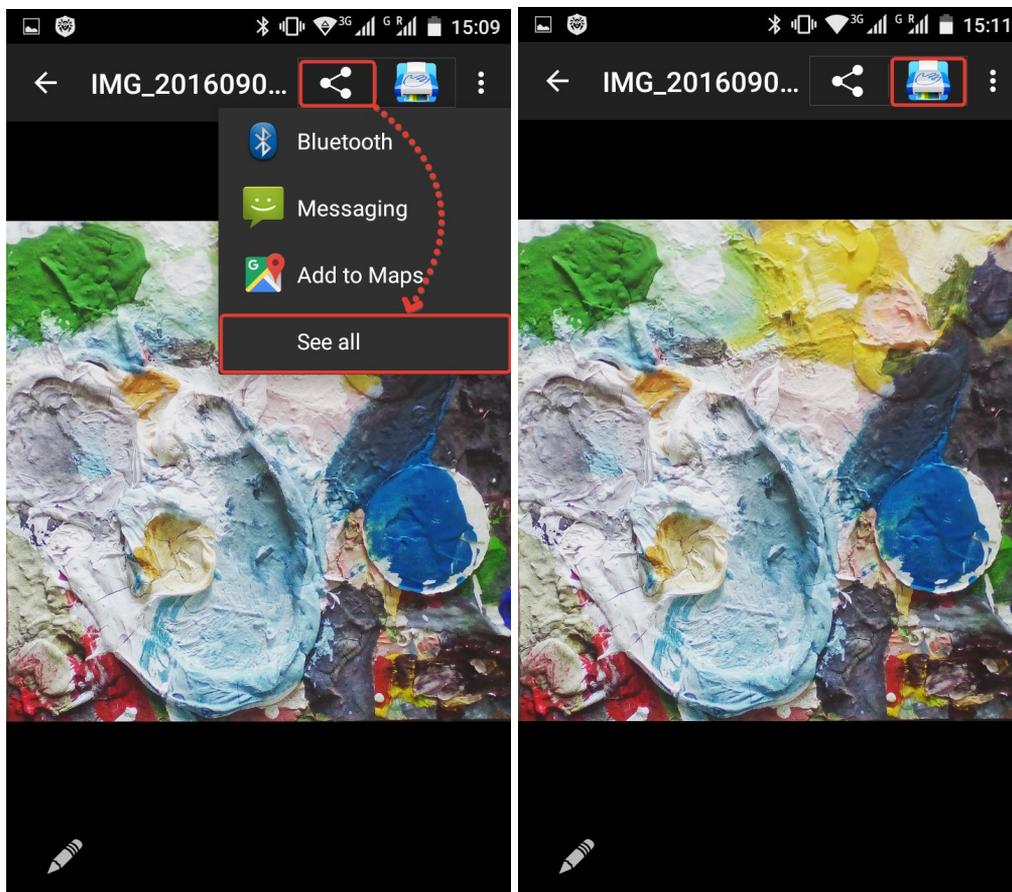


# Sharing content from 3rd party apps to PrintHand Mobile Print

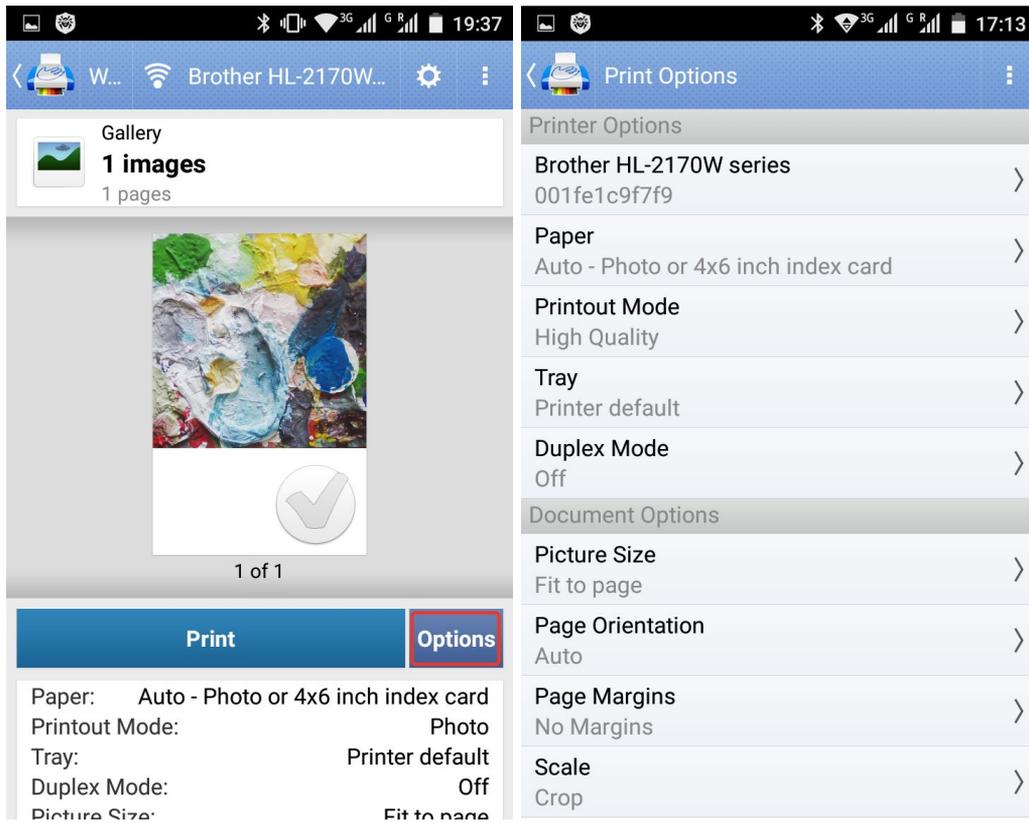
## Sending content using the Share feature

Using this feature one can share content from most 3rd party apps to PrintHand Mobile Print to print it: from pictures to documents and web pages.

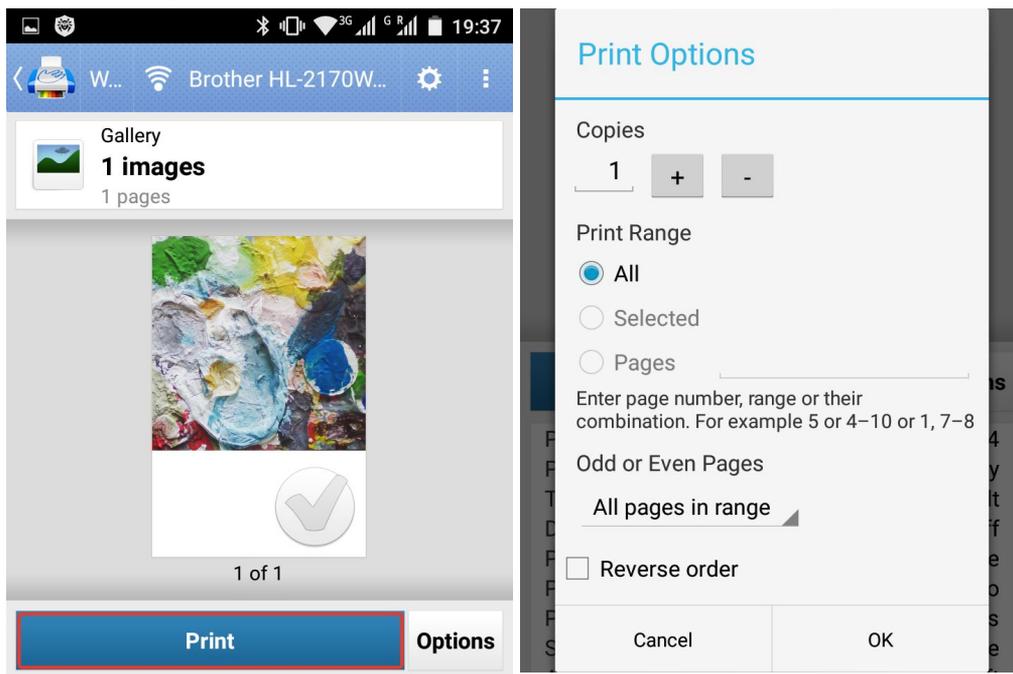
1. Open content which you would like to print in a corresponding 3rd party app
2. Tap the **Share - Select all (optional)** in the top portion of the app's menu and select **PrintHand** from the drop-down list  
or  
simply tap **PrintHand** icon next to the said **Share** icon (in case you've already got PrintHand selected as your default app for content sharing)



- This will trigger the PrintHand's print preview screen where you will be able to tap **Options** button to alter the printing options



- In the end tap **Print** to select the additional **Print Options** and finally print the image

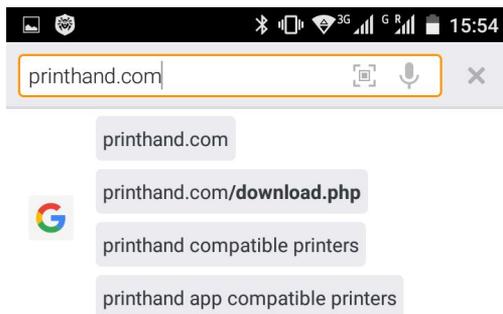


## Sending a piece of text using the Share feature

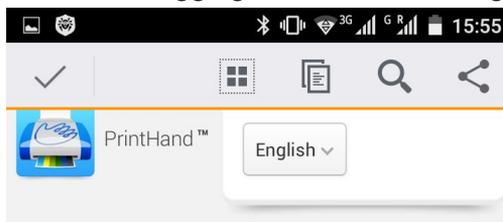
One can print a piece of text from a 3rd party app using the Share feature built into the Android OS. For instance, if you need to print a recipe instead of printing out the whole web page with all the ads, you can use this feature to save ink or toner.

To print a piece of text from a browser app please do as follows:

1. Open a web page in a browser app of your choice



2. Navigate to the piece of text you would like to print and highlight it by long-tapping a word and dragging the set of bounding handles to fit, say, a paragraph



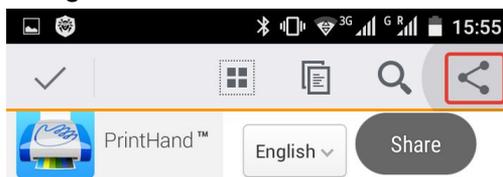
### FAQ

#### What is PrintHand?

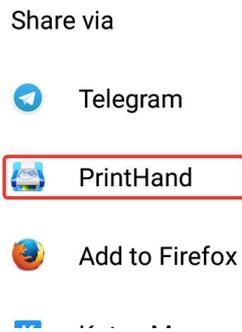
PrintHand is a mobile printing solution available today on *Android, iOS, Windows Phone, Blackberry* and *Google Glass* platforms. No matter what printer type you have or what its connection capabilities are, you can print from your mobile device on it. There are several options available, some require a computer and some do not. Either way, you need to install our mobile application on your device in order to print.

#### Is PrintHand free?

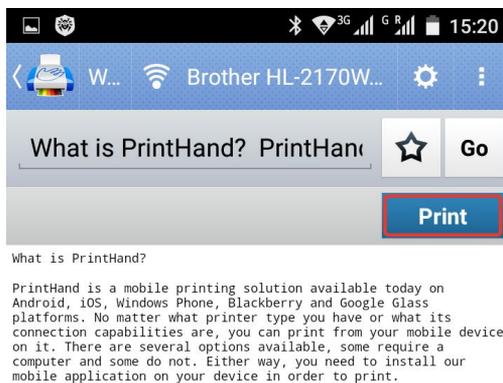
3. Tap Share button in the top right portion of the screen which will trigger the **Share via** dialog



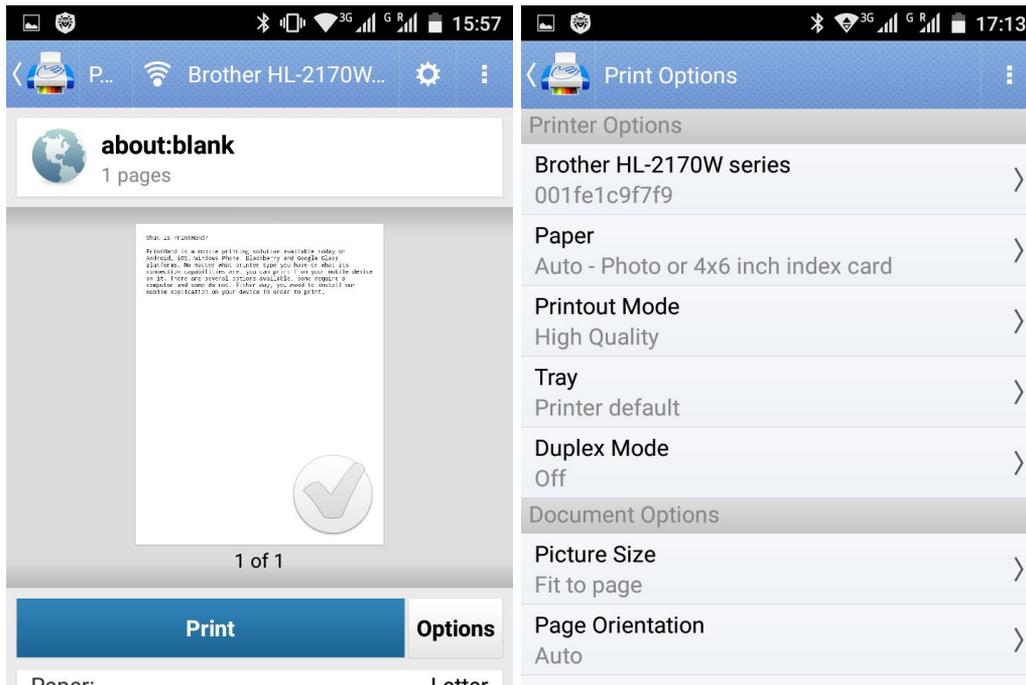
- In the **Share via** dialog in the bottom of the screen please select PrintHand to share the text to the PrintHand app



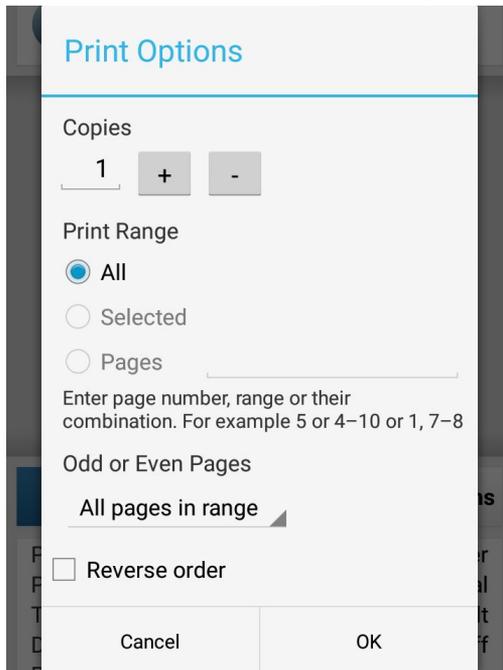
- To see the print preview screen please tap **Print**



- In the print preview screen you will be able to adjust the printing settings in the **Options** menu and proceed further by using the **Print** button



7. After tapping the **Print** button in the previous screen you will be asked to adjust the additional **Print Options** to finally print the text after tapping the **OK** button



## Printing from 3rd party apps using PrintHand as a Print service

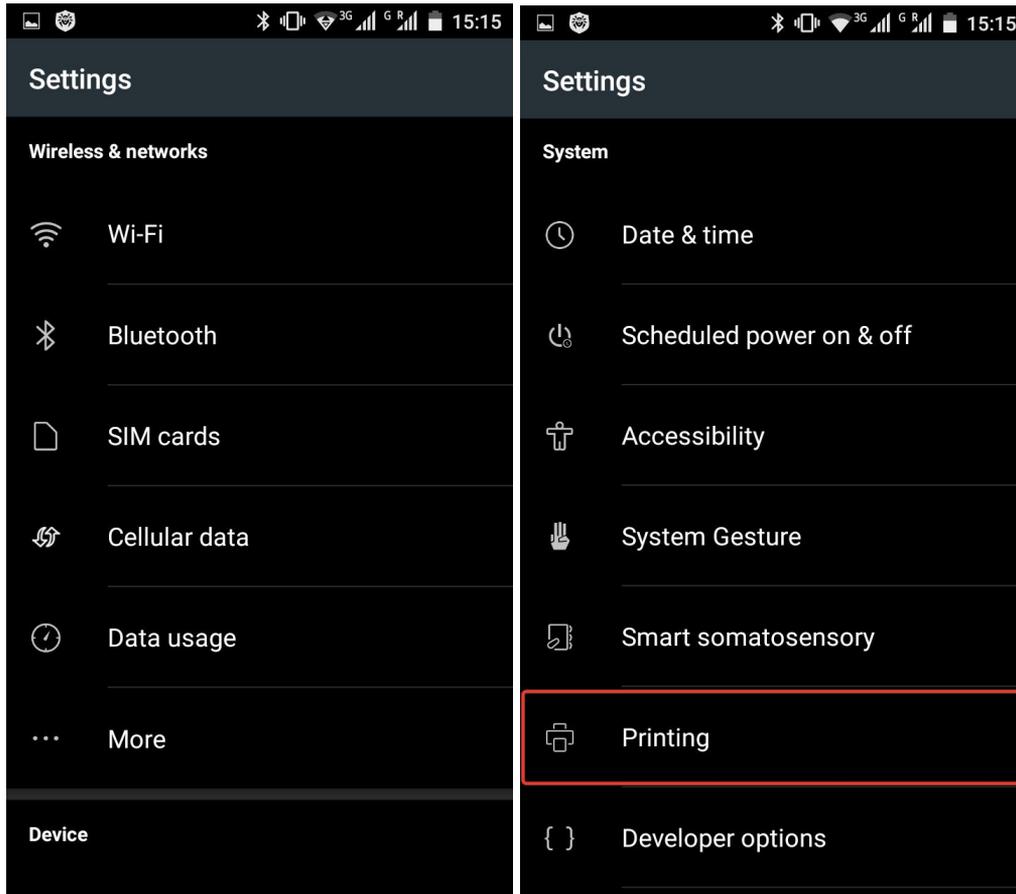
In order to print from 3rd party apps using PrintHand as Print service, do the following:

1. Set up PrintHand as Print service in **Settings - Printing**
2. Use the **Print** command in a 3rd party app

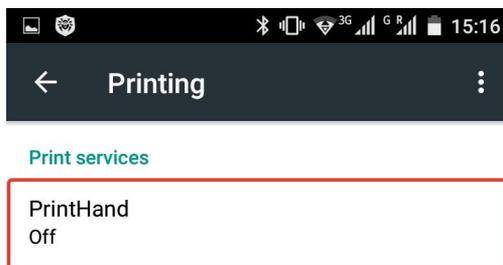
## Setting PrintHand as the Print service

To use Print menu in 3rd party apps to print content using PrintHand one needs to set up PrintHand as a Print service in the Settings menu of the Android device as follows:

1. Go to the **Settings - Printing** menu of your mobile device

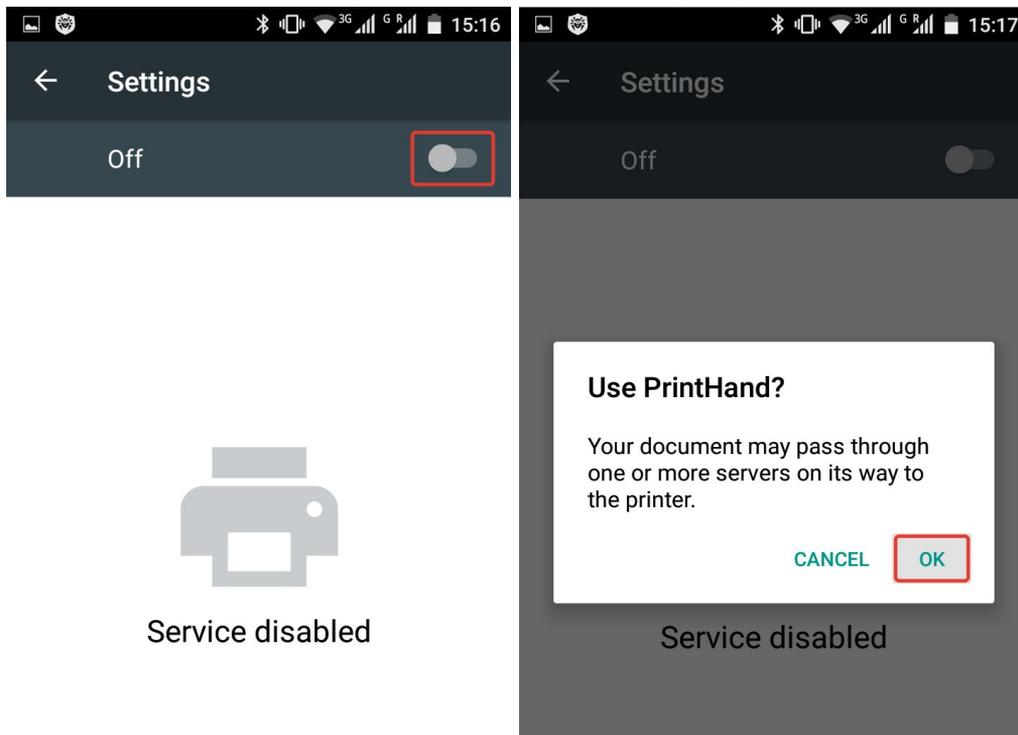


2. Tap **PrintHand** in the list of available Print services

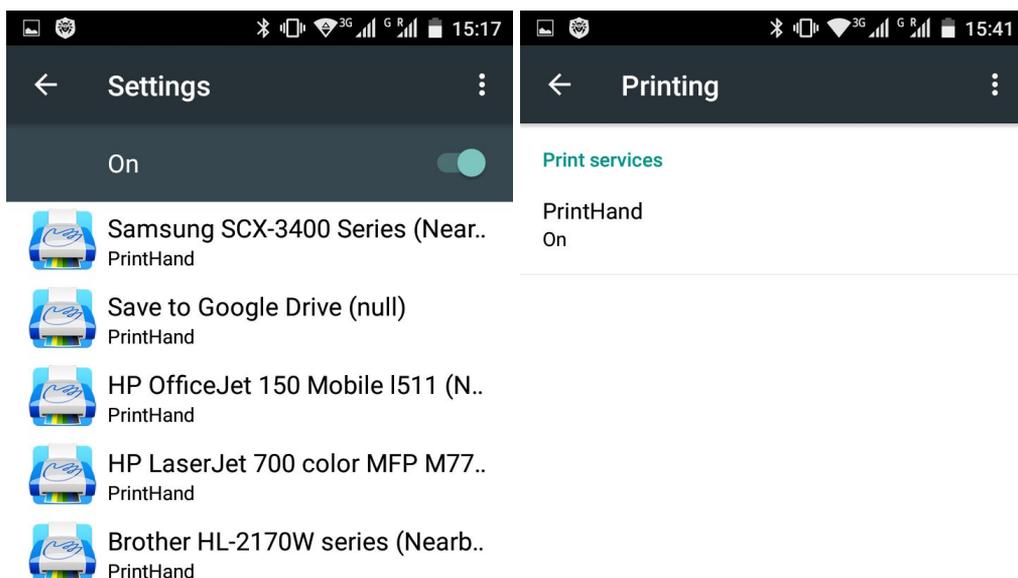


3. Enable PrintHand as Print service by tapping on the switch in the upper right corner and then **OK** in the **Use PrintHand?** pop-up window (note that none of your data leaves your local network while you are not using

PrintHand Remote or Google Cloud Print feature to print)



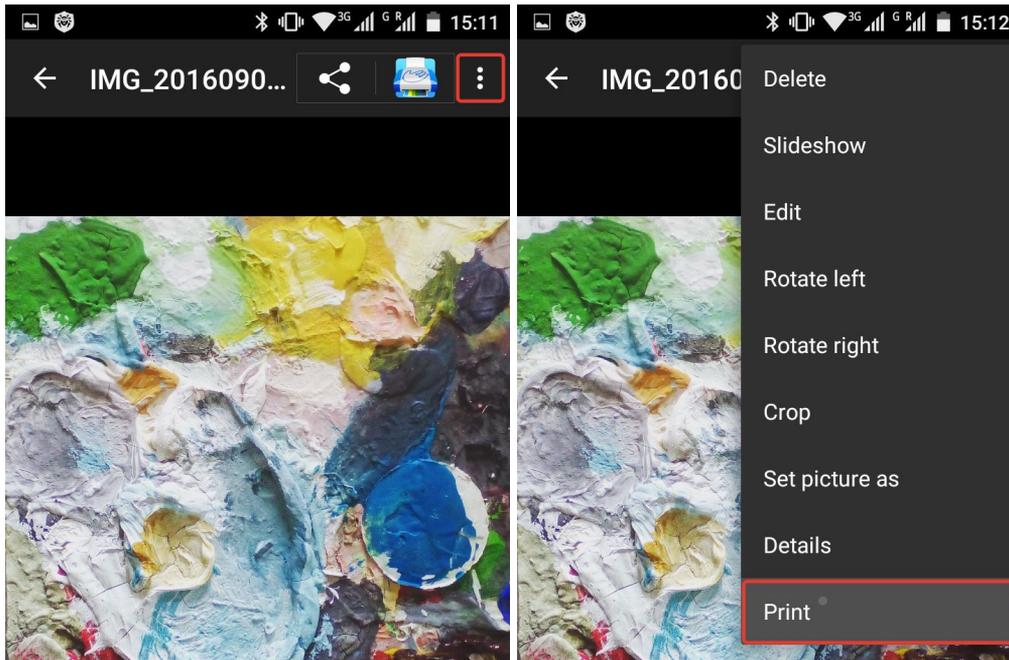
4. When done you will see the list of printers available for the PrintHand app at the moment



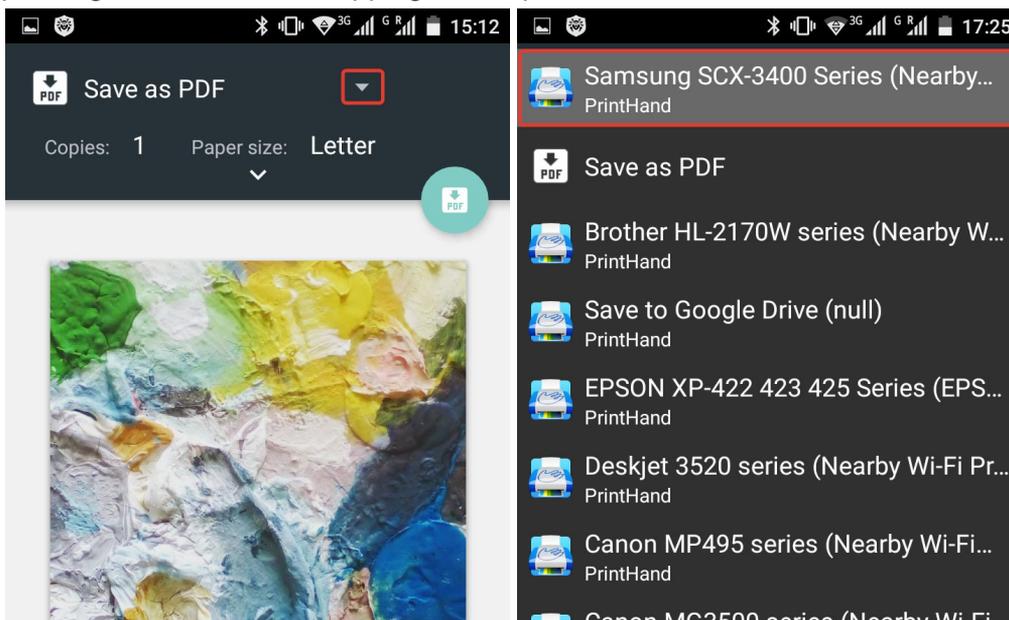
5. With this setup finished, you should be ready to print using the **Print** option in 3rd party apps

## Printing from 3rd party apps using the Print option

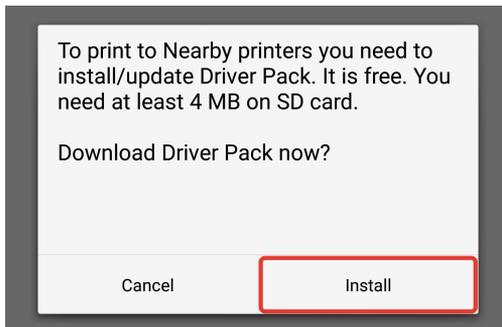
1. Launch some content in a 3rd party app (say, **Gallery**), tap **Action overflow icon** (three vertical dots in the top right corner of the screen) and select the **Print** option



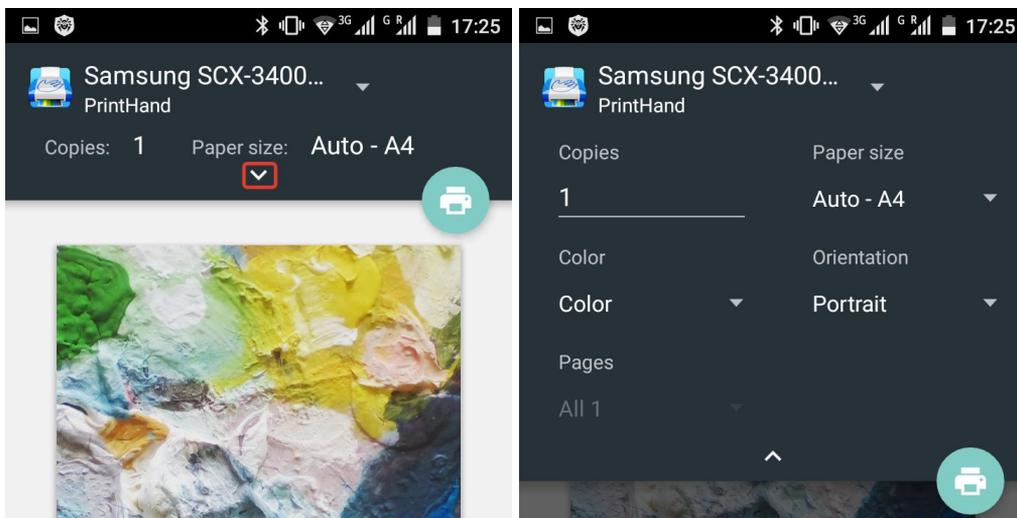
2. Select your printer in the top left corner of the new screen by tapping on the **triangle** pointing downwards and tapping on the printer's name in the list



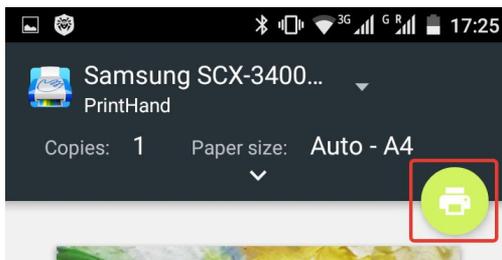
3. After selecting the printer you might see the pop-up asking you to install the drivers, which need to be installed by tapping the **Install** button



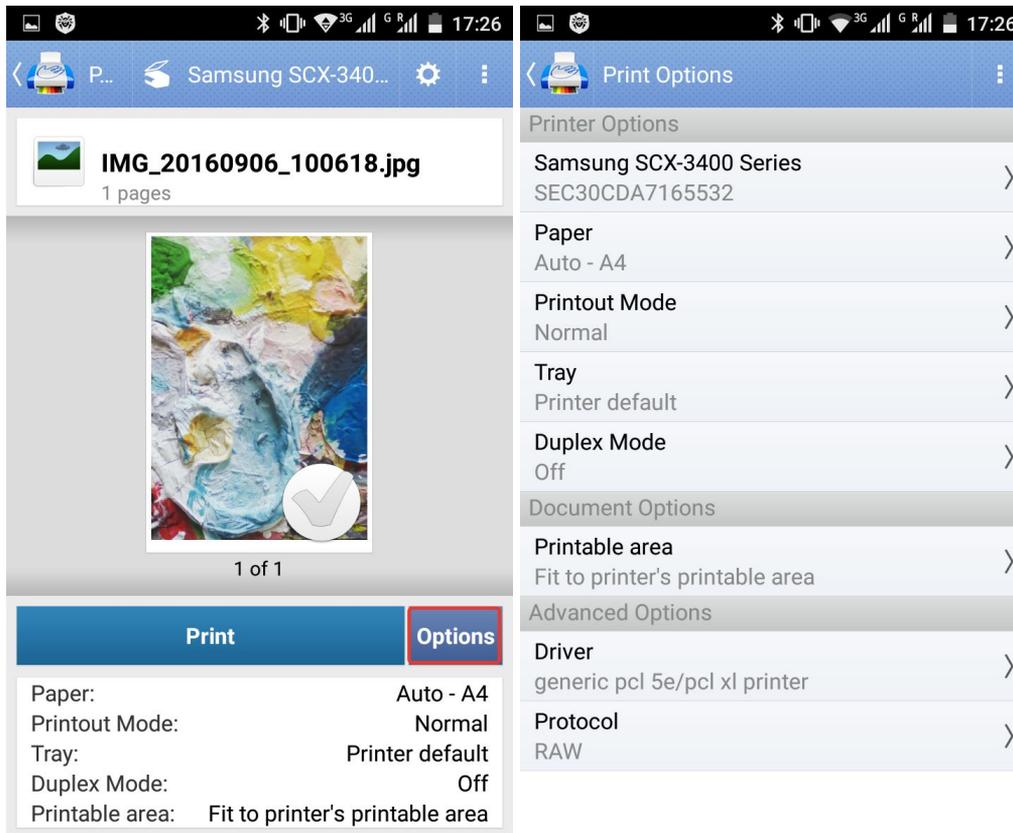
4. You can adjust the printer's options by tapping the downward pointing button (optional)



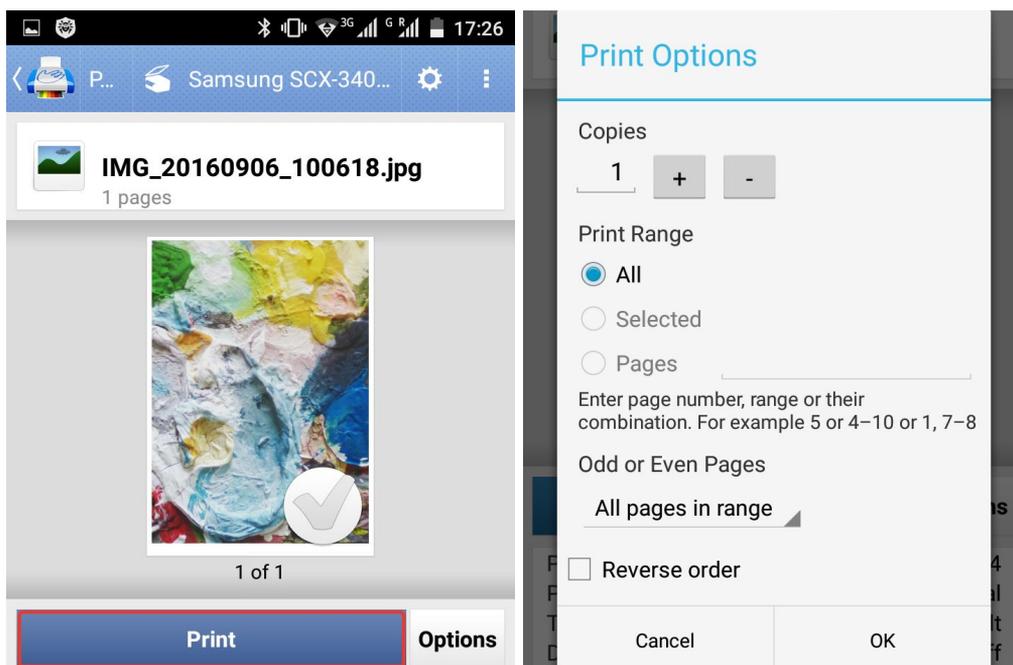
5. Tap the **Printer** icon to launch the PrintHand app in order to print out the content



6. To fine-tune the printing options tap the **Options** button (optional)



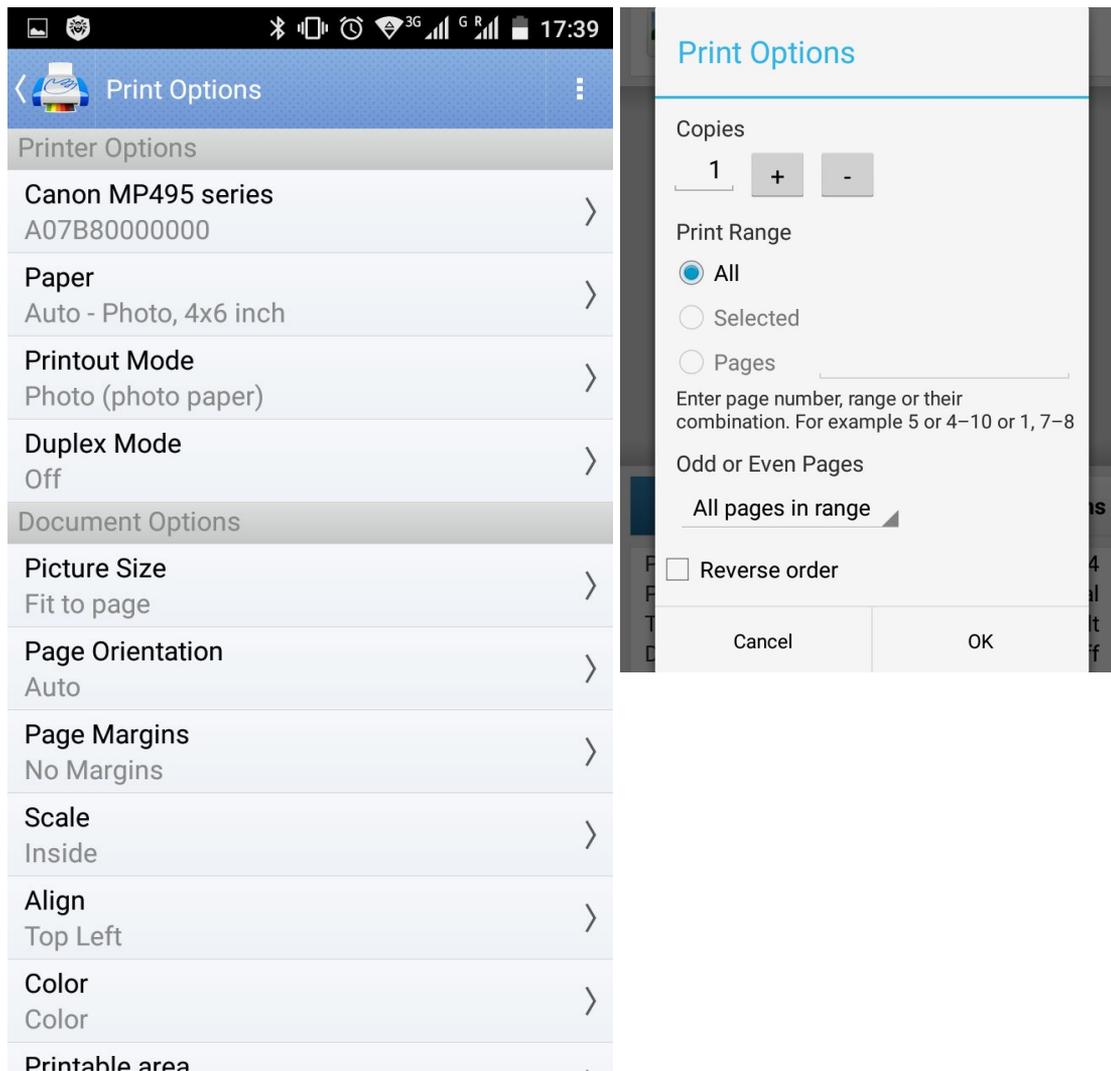
7. Finally tap **Print**, select the additional **Print Options** and print the image by tapping **OK**



## Print options

PrintHand app provides variety of printing options depending on the make and the model of your printer and the driver selected.

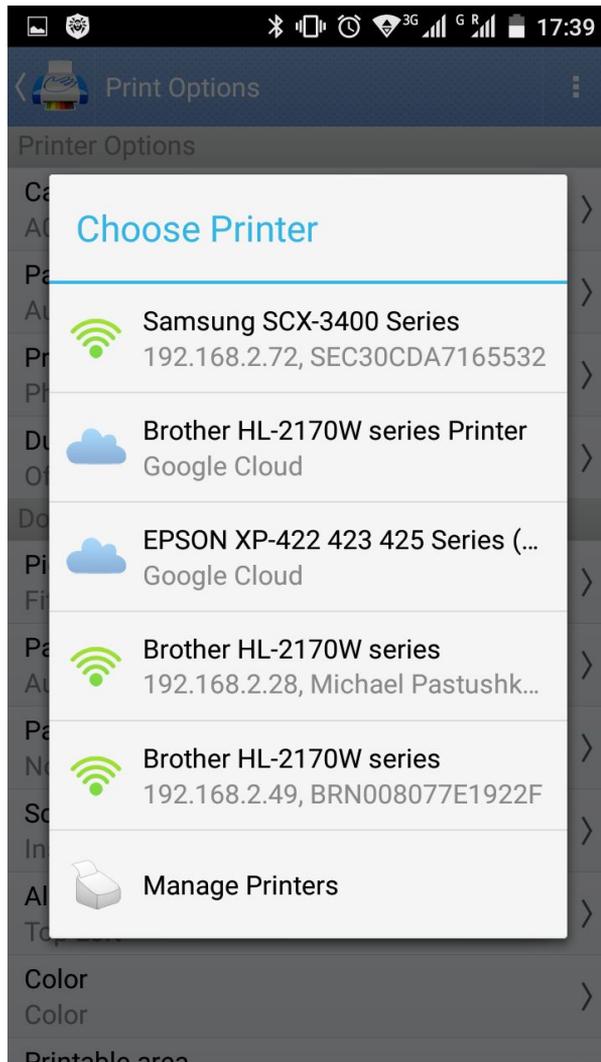
Most options are available from the **Print Options** menu located in the print preview screen. Other options are located in the **additional Print Options** menu available after tapping the **Print** button in the print preview screen.



The key options are listed below.

## Printer

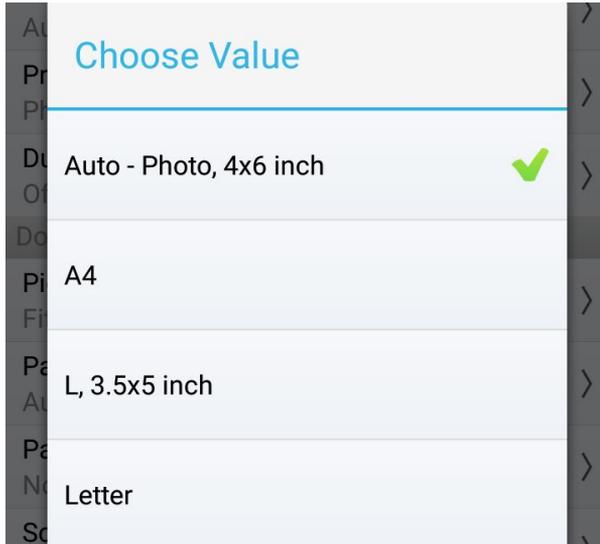
This option lets one to select a printer.



Also one can select a driver (mostly needed when printing on an unsupported printer or on a printer supported by a driver designed for a similar printer model) using the **Manage Printers** menu entry.

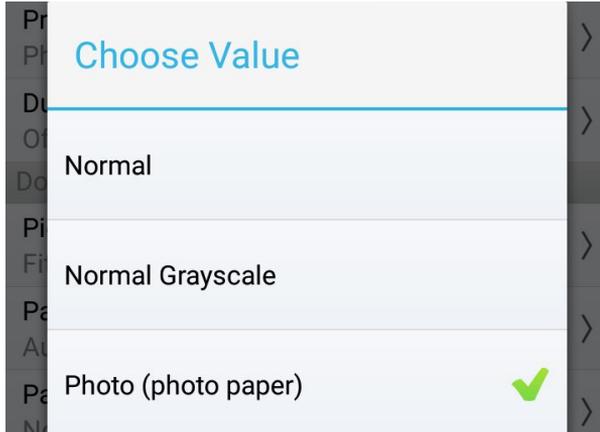
## Paper

This option lets one to select a proper paper size to fit the media used to print. Say, if you are using A4 paper size, selecting A4 paper size in the app should be the right decision.



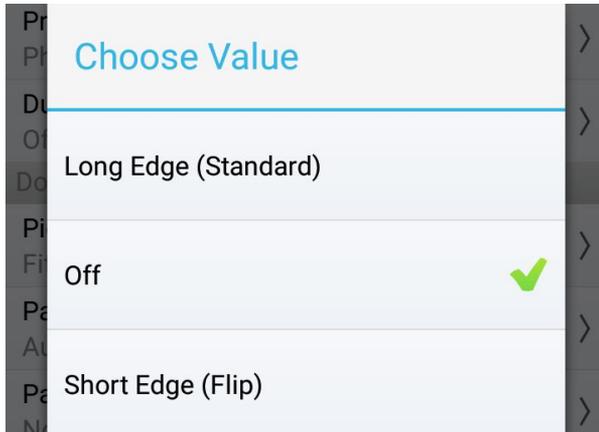
## Printout Mode

Using this option one can switch between printing in color and grayscale (shades of gray or b/w, if you will) or select a better printing quality.



## Duplex Mode

With this option one can print on both sides of a sheet of paper. Say, if you would like to save some paper (and trees), you can switch this mode on to print on both sides.

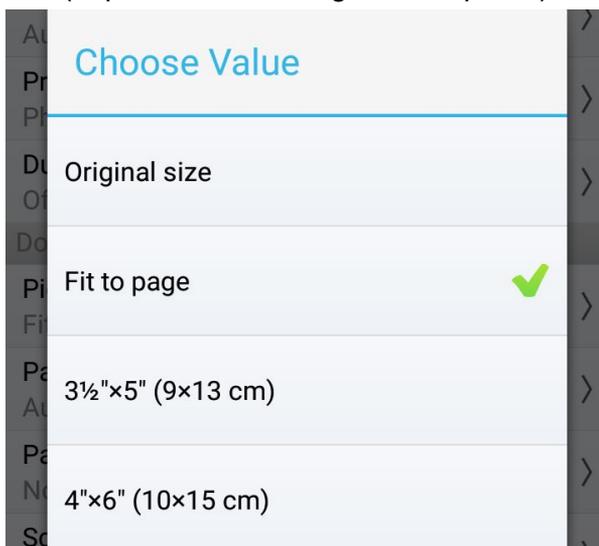


Actually, there are 2 options available:

- **Long Edge (Standard)**  
The app will print the pages so that you flip them like you would a **book**.
- **Short Edge (Flip)**  
The app will print them so that you flip them like you would a **calendar**.

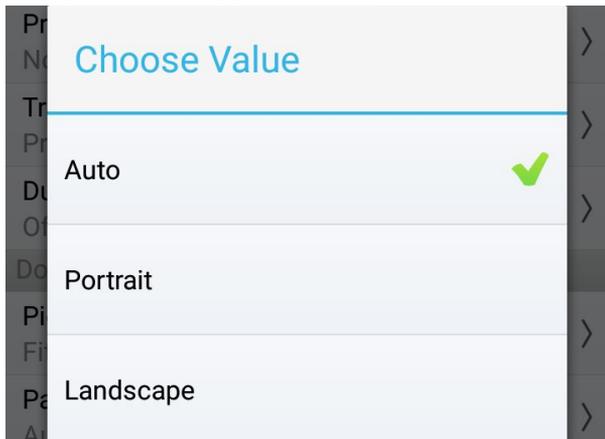
## Picture Size

This option lets one to select the desired actual size of the printout. You might not want all the pictures to fit the sheet of paper. Instead you might want to print them in their original size (depends on the image size in pixels).



## Page orientation

Using this setting you can select whether to print your image in album or portrait orientation.

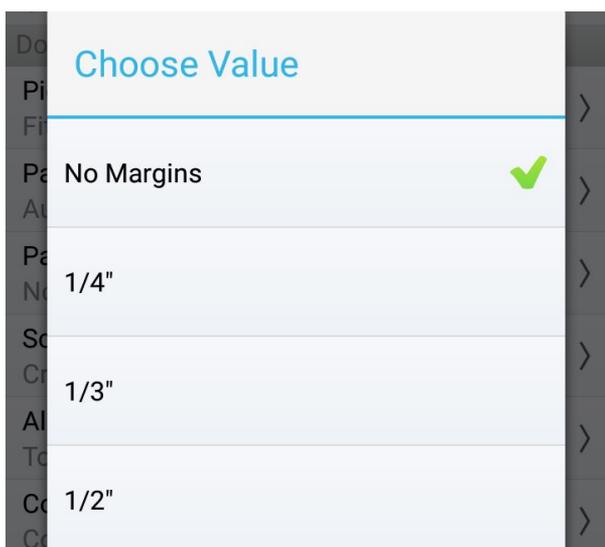


By default it is set to Auto to let your printer's driver decide on the better option.

*Note: this option is available for images only.*

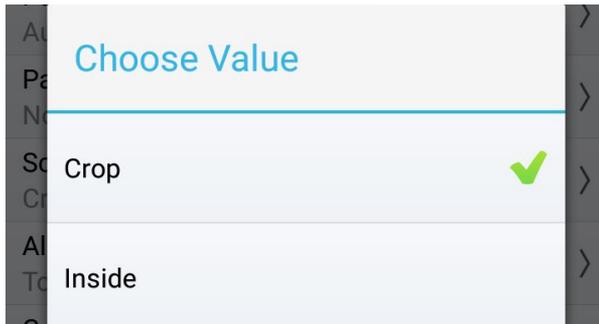
## Page Margins

If you need to leave some free space between the content and the page border, select one of the values provided. If you would like to fill the page with content, stick to the **No Margins** option.



## Scale

With this option you can tell the printer how to deal with content which does not have the same aspect ratio as your media.



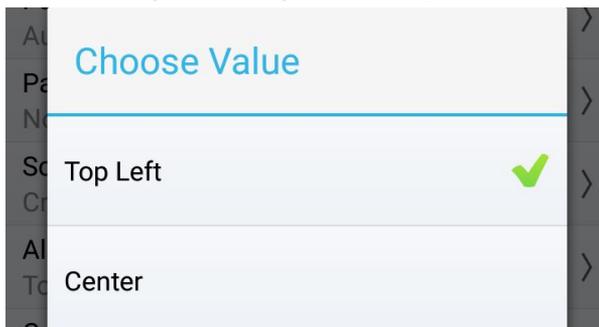
Say, if you are printing a photo on A4 paper, there is a chance that your photo has aspect ratio different from your media. For instance, you might have some photos with aspect ratio of 4:3 or 16:9. However, the A4 sheet has aspect ratio of 3:2.

This means that you need to crop the photo so that it fits the sheet of paper if you would like to fill the whole sheet of paper with it. In this case use the **Crop** option.

However, if you need to print the photo without cropping it, you will have to leave some margins on the printout. In this case use the **Inside** option.

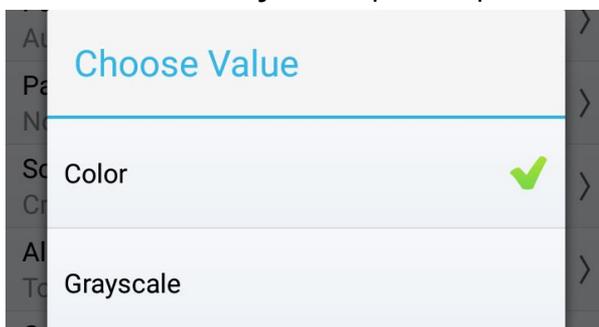
## Align

You can align an image to the top left corner or to the center of the page.



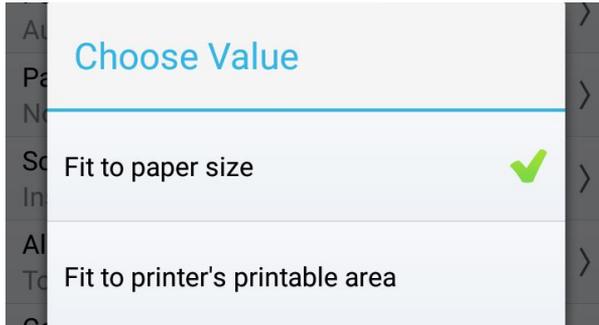
## Color

One can select **Grayscale** option to print in shades of gray or to save color ink.



## Printable area

Printer's printable area might be smaller than the paper size. When printing with the **Fit to paper size** option selected, some of the content might be cropped. One can use the **Fit to printer's printable area** to print content without cropping it.



## Driver

Using this option one can select a printer driver. It might come in useful in case one is trying to configure an unsupported printer by selecting a Generic driver from our collection.

## Protocol

Availability of the printing protocols depends on the driver (corresponding to the printer model).



We recommend to alter this option in case of printing issues only as PrintHand selects the protocol automatically according to the driver selected.

## Copies

In the additional **Print Options** menu you can set the number of copies you would like to print out instead of sending the same documents to print multiple times.

## Print Range

With this option one can set the range of pages to be printed out. There are 3 options:

- **All** - prints all pages in the document
- **Selected** - prints pages selected with a tick in the print preview screen

- **Pages** - prints the pages listed manually using the page numbers

## Odd or Even Pages

Using this option one can select only odd or even pages to be printed. Say, if you just need to print pages 1, 3, 5 and 7 - you can simply select odd pages to be printed instead of inputting all the numbers manually.

Select **All pages in range** if you need to print the whole document.

*Hint:* you can use the option to print on both sides of paper in case the **Duplex** option is not available for your printer.

## Reverse order

In case your printer deposits printed pages in such a manner that the last page appears to be the first one you see when you take the document out from the printer, this option might be extremely helpful. It can simply help you collate a large multi-page document properly automatically.

# Scanning

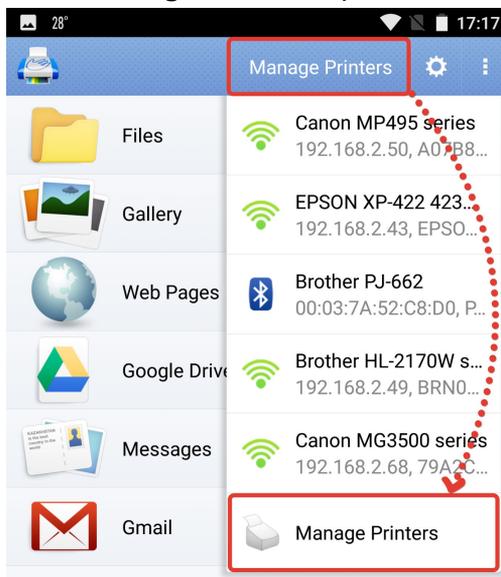
If you've got a supported multifunction printer which is available in our [list of supported scanning devices](#), you can also scan from your MFP to your mobile device.

To scan using a supported MFP, one needs to do as follows:

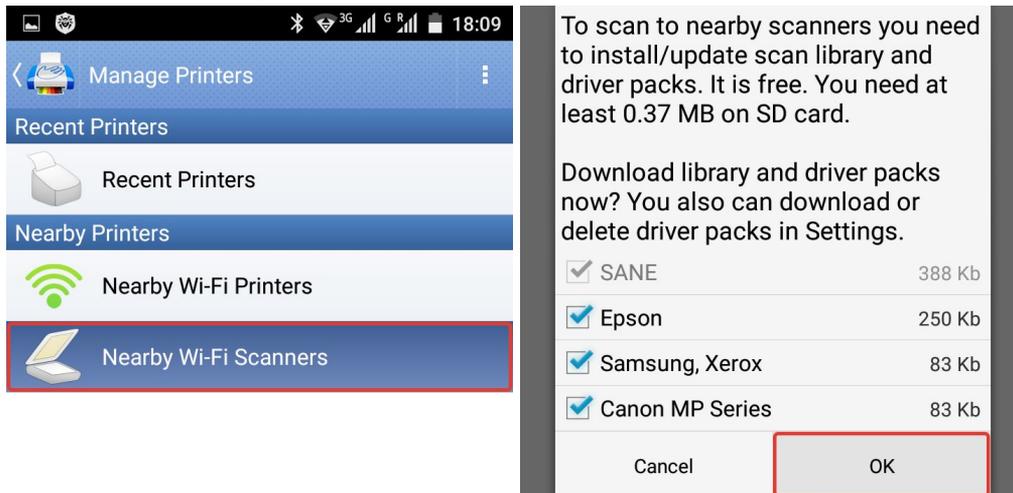
1. Detect your scanning device and add **Scanning** item to the app's **Main menu**
2. Scan using the **Scanning** entry of the app's **Main menu**

## Setting up a scanning device (MFP)

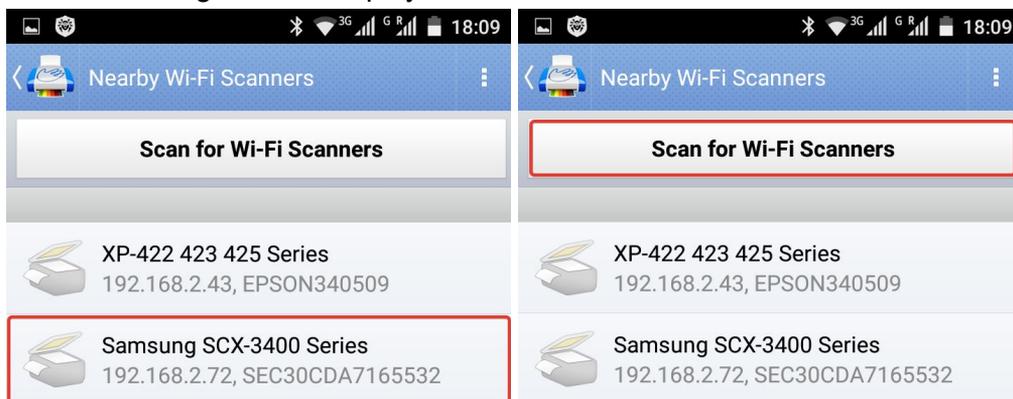
1. Launch the PrintHand app on your mobile device
2. Tap **Manage Printers** button (or the name of the printer currently selected) and select **Manage Printers** option in the drop-down menu



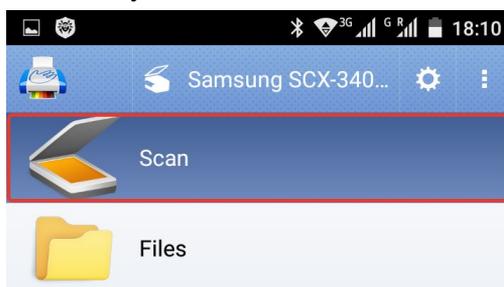
3. Select **Nearby Wi-Fi Scanners** option and install all the drivers necessary to scan when the app asks you to do so



4. Tap the MFP which you would like to set up or tap **Scan for Wi-Fi Scanners** if there are no scanning devices displayed



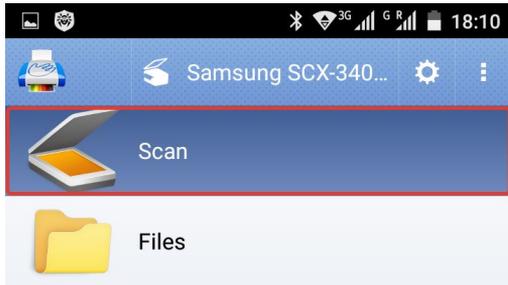
5. After that you will see **Scan** item in the main menu of the app



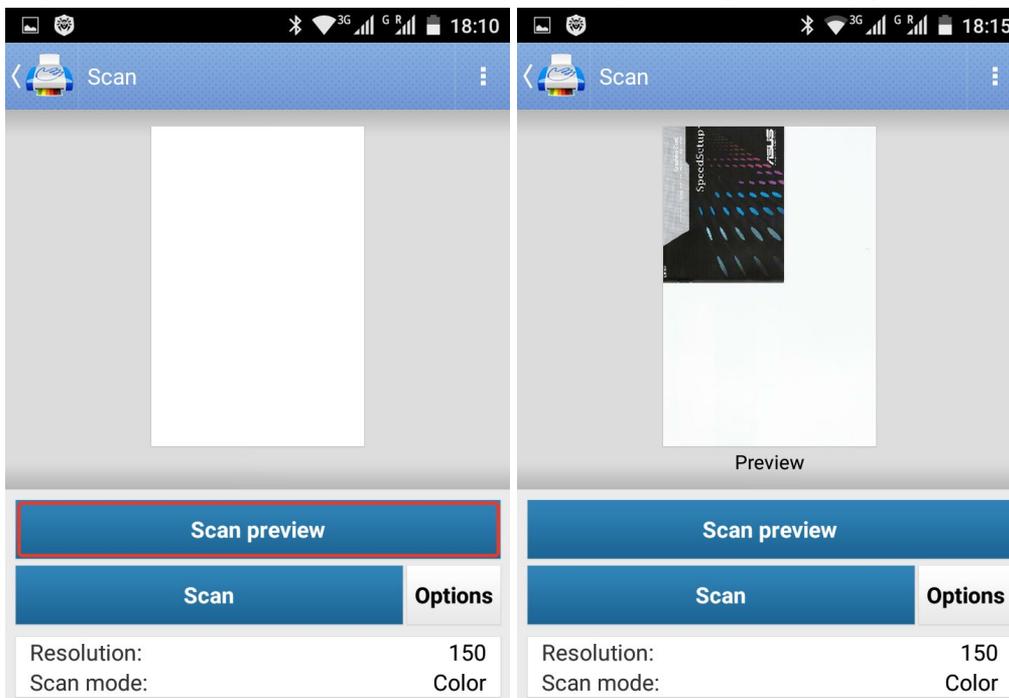
6. With this done, you should be ready to scan to your mobile device

## Scanning to a mobile device via PrintHand

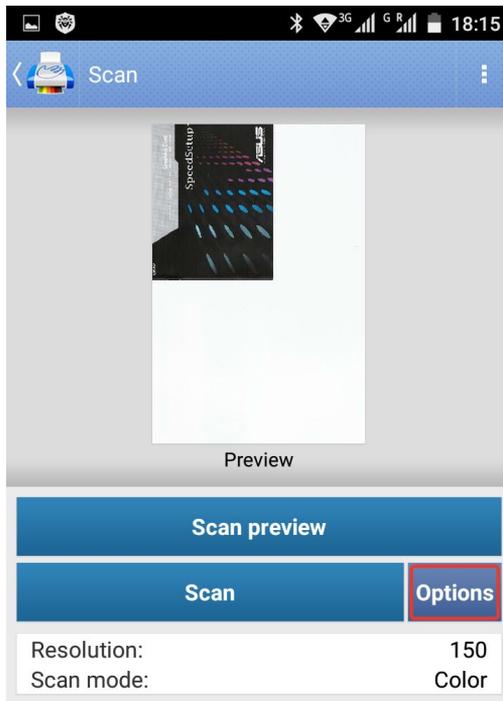
1. Make sure that your MFP is on
2. Place a media (e.g. document) face down on the document glass
3. Launch the PrintHand app on your mobile device
4. Tap **Scan** item located in the Main menu of the app  
(please set up your MFP if it is not available)



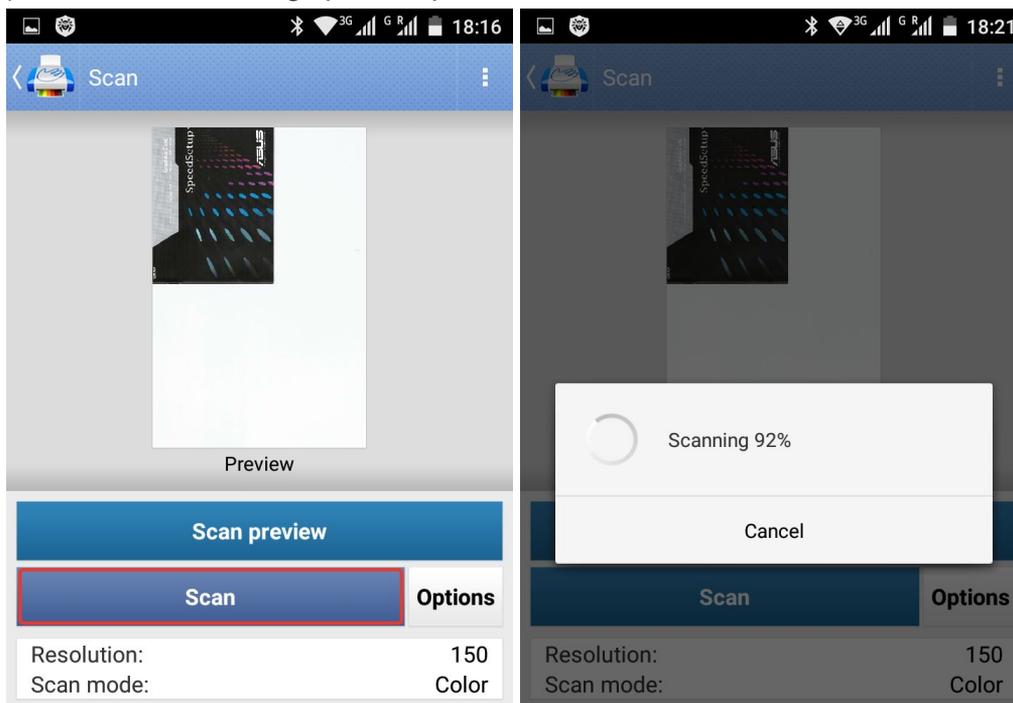
5. To preview the content to be scanned please tap **Scan preview (optional)**



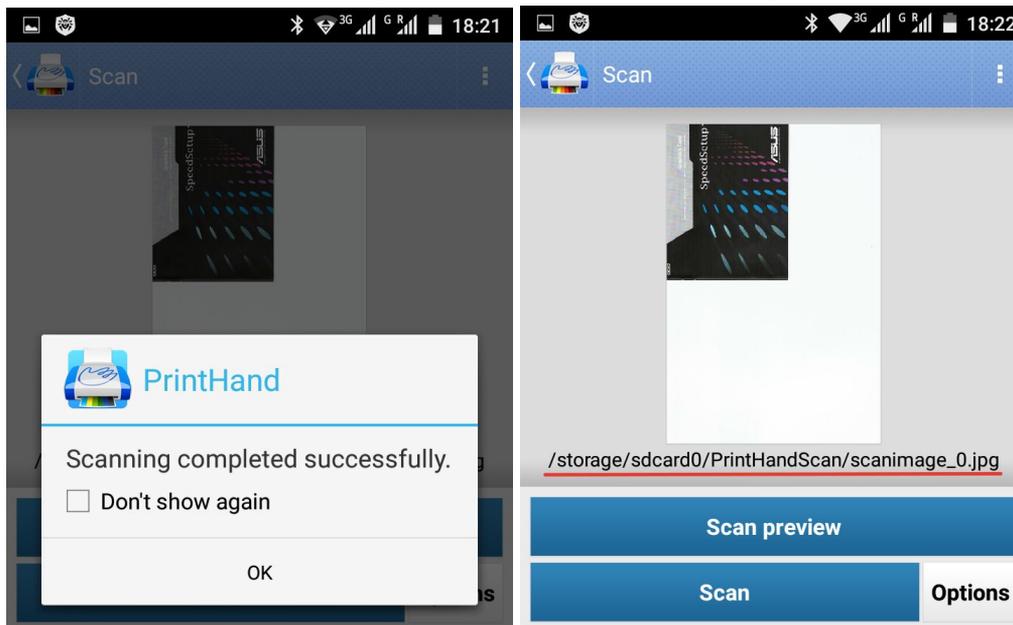
6. After that you can alter the scanning options by tapping the **Options** button



7. To scan the media using the options selected please tap **Scan** button  
(note that the scanning speed depends on the **Resolution** selected and Wi-Fi speed)



8. When the scanning process is finished you will see the **Scanning completed successfully** pop-up message and the path to the resulting file



9. To view the file you just need to open it using the **Gallery** app or any File browser app of your choice
10. To open the scanned image for printing you can use the **Gallery** or **Files** menu of the PrintHand app

# Troubleshooting

Here we have gathered solutions for the issues one might face while using our mobile app.

If you've been unable to find a solution suitable for you, please send a message to our [Customer support](#).

Please describe your problem thoroughly and provide complete information about your setup. This will help us to find a solution for the issue in a timely manner.

## Alert: Invalid credentials

This error might occur when inputting incorrect login information.

Please make sure that you are entering correct login information. You can copy and then paste login and password from a txt file or email message to be sure that you are entering correct information.

If you are sure that you've entered correct login information, please follow the suggestions below.

- Please make sure that your Internet connection is stable
- Please restart your mobile device, your printer and the router
- Re-install the app if the problem persists

## Alert: Please log in via your web browser (Gmail)

This error might appear upon entering password incorrectly.

If you're using the wrong Gmail password, you might experience these problems:

- The app keeps asking for your username and password
- You see the "Invalid credentials" error message
- You see the "Web login required" error message

If you have these problems or can't sign in, first of all make sure you're using the right password.

Tip: Keep in mind that passwords are case-sensitive.

For more suggestions please refer to the [Google's help section](#).

## Connection error: 0002, OK, Locked for printing

This error message is known to be displayed due to the lack of ink or paper. It might be displayed even upon finishing a print job successfully.

Please make sure that your printer is not running out of paper or ink. See if it helps.

If content could not be printed and the error message was displayed, please tell us more about the problem: we will need to know what content you printed and if your printer did not respond to printing command.

## Connection error: Connection refused

This is a connectivity issue. Possible causes of the connection error message are listed below alongside with the solutions.

1. Your firewall may be blocking the incoming connection.
2. Check your firewall settings.
3. If you are sure that the firewall does not block it, restart the PC and the router.
4. Unknown Network error
5. If you are printing directly to a printer and not through an intermediate PC, restart your mobile device, your printer and the router.
6. You input an incorrect value in IP address field in manual setup screen or left the field empty
7. If you would like to connect to a network printer by specifying its IP address, you will first need to learn its IP address. You may need to input its IP address if the printer is located on a subnet different from the one on which your mobile device is located.
8. Some printers with network capabilities can display their IP address on a built-in screen.
9. If your network printer does not have a screen, you can find its address from any networked computer configured to use the printer.
10. To find the printer IP address from a Windows machine, do this:
  1. Click 'Start' button> Devices and Printers
  2. Right-click the name of your printer>Properties
  3. Click 'Web Services' tab or 'Ports' (will depend on your Windows version).
11. To find the printer IP address from a Mac, do this:

1. Go to the 'Apple' menu and select the 'System Preferences' option. Click 'Print & Fax' from the menu
  2. Select the printer from the menu on the left and press the 'Open Print Queue' button
  3. Open the 'Printer' menu at the top of the screen and select 'Print Test Page'
  4. Go to the 'Device URI' on the CUPS text page and look towards the end of the string. The IP address appears after 'ip='
12. The app is using an improper printing protocol.
  13. Please try altering Protocol in Options.
  14. The printer is not properly connected.
  15. If your printer is connected to a PC, print-server or to a router using a cable, please unplug the cable from both devices and then plug it in again. Also please try using another data cable.
  16. Inappropriate driver selected
  17. Make sure that your printer is [supported](#). If it is supported, please try selecting an appropriate driver manually.
  18. To select a driver for your printer you need to do as follows:
    1. Launch the app
    2. Go to the list of detected printers by tapping 'Manage printers' (if you've already selected a printer, it can display the printer's make and model) button in the top of the screen -> 'Nearby Wi-Fi printers'
    3. Tap and hold your printer (you will see a new pop-up menu)
    4. Tap 'Select manually'
    5. Select the driver

## Connection error: ECONNREFUSED (Connection refused)

This is a connectivity issue. Possible causes of the connection error message are listed below alongside with the solutions.

1. Your firewall may be blocking the incoming connection.
2. Check your firewall settings.
3. If you are sure that the firewall does not block it, restart the PC and the router.

4. Unknown Network error
5. If you are printing directly to a printer and not through an intermediate PC, restart your mobile device, your printer and the router.
6. You input an incorrect value in IP address field in manual setup screen or left the field empty
7. If you would like to connect to a network printer by specifying its IP address, you will first need to learn its IP address. You may need to input its IP address if the printer is located on a subnet different from the one on which your mobile device is located.
8. Some printers with network capabilities can display their IP address on a built-in screen.
9. If your network printer does not have a screen, you can find its address from any networked computer configured to use the printer.
10. To find the printer IP address from a Windows machine, do this:
  1. Click 'Start' button> Devices and Printers
  2. Right-click the name of your printer>Properties
  3. Click 'Web Services' tab or 'Ports' (will depend on your Windows version).
11. To find the printer IP address from a Mac, do this:
  1. Go to the 'Apple' menu and select the 'System Preferences' option. Click 'Print & Fax' from the menu
  2. Select the printer from the menu on the left and press the 'Open Print Queue' button
  3. Open the 'Printer' menu at the top of the screen and select 'Print Test Page'
  4. Go to the 'Device URI' on the CUPS text page and look towards the end of the string. The IP address appears after 'ip='
12. The app is using an improper printing protocol.
13. Please try altering Protocol in Options.
14. The printer is not properly connected.
15. If your printer is connected to a PC, print-server or to a router using a cable, please unplug the cable from both devices and then plug it in again. Also please try using another data cable.
16. Inappropriate driver selected

17. Make sure that your printer is [supported](#). If it is supported, please try selecting an appropriate driver manually.
18. To select a driver for your printer you need to do as follows:
  1. Launch the app
  2. Go to the list of detected printers by tapping 'Manage printers' (if you've already selected a printer, it can display the printer's make and model) button in the top of the screen -> 'Nearby Wi-Fi printers'
  3. Tap and hold your printer (you will see a new pop-up menu)
  4. Tap 'Select manually'
  5. Select the driver

## Connection error: EHOSTUNREACH (No route to host)

This is a connectivity issue. Possible causes of the connection error message are listed below alongside with the solutions.

1. Your firewall may be blocking the incoming connection.
2. Check your firewall settings.
3. If you are sure that the firewall does not block it, restart the PC and the router.
4. Unknown Network error
5. If you are printing directly to a printer and not through an intermediate PC, restart your mobile device, your printer and the router.
6. You input an incorrect value in IP address field in manual setup screen or left the field empty
7. If you would like to connect to a network printer by specifying its IP address, you will first need to learn its IP address. You may need to input its IP address if the printer is located on a subnet different from the one on which your mobile device is located.
8. Some printers with network capabilities can display their IP address on a built-in screen.
9. If your network printer does not have a screen, you can find its address from any networked computer configured to use the printer.
10. To find the printer IP address from a Windows machine, do this:
  1. Click 'Start' button> Devices and Printers
  2. Right-click the name of your printer>Properties

3. Click 'Web Services' tab or 'Ports' (will depend on your Windows version).
11. To find the printer IP address from a Mac, do this:
    1. Go to the 'Apple' menu and select the 'System Preferences' option. Click 'Print & Fax' from the menu
    2. Select the printer from the menu on the left and press the 'Open Print Queue' button
    3. Open the 'Printer' menu at the top of the screen and select 'Print Test Page'
    4. Go to the 'Device URI' on the CUPS text page and look towards the end of the string. The IP address appears after 'ip='
  12. The app is using an improper printing protocol.
  13. Please try altering Protocol in Options.
  14. The printer is not properly connected.
  15. If your printer is connected to a PC, print-server or to a router using a cable, please unplug the cable from both devices and then plug it in again. Also please try using another data cable.
  16. Inappropriate driver selected
  17. Make sure that your printer is [supported](#). If it is supported, please try selecting an appropriate driver manually.
  18. To select a driver for your printer you need to do as follows:
    1. Launch the app
    2. Go to the list of detected printers by tapping 'Manage printers' (if you've already selected a printer, it can display the printer's make and model) button in the top of the screen -> 'Nearby Wi-Fi printers'
    3. Tap and hold your printer (you will see a new pop-up menu)
    4. Tap 'Select manually'
    5. Select the driver

## Connection error: Host is unresolved

This error comes up if you are not connected to any network and are trying to specify an IP address of your printer or if the IP address you specified is incorrect.

It may also come up if you typed in an incorrect IP address of your network printer.

Please enter correct host name or IP address. You can refer to any network-connected device in either of two ways:

1. by its IP address (a four-part number string such as "18.72.0.3"), in which the first part(s) identify the specific network to which the machine is connected;
2. by its host name (a text string such as "bitsy.mit.edu") which consists of the machine name (e.g., "bitsy") and the domain name.

## ERR Authentication failure: unknown user name or bad password

This message is displayed if incorrect email account settings were rejected by the email service provider.

1. After inputting your email address and your password, tap 'Manual setup' button in the same dialogue window
2. Select Account type depending on the server you are connecting to: IMAP or POP3
3. Input server name, port number and security type

Also please do as follows if the suggestions above were not helpful.

- Restart your mobile device and your router
- Re-install the app if the problem persists

Settings for some email services can be found below.

### **Hotmail, Outlook, Live (all share the same settings):**

Account type: IMAP

IMAP server: imap-mail.outlook.com

Port: 993

Security type: SSL

### **Gmail:**

Account type: IMAP

IMAP server: imap.gmail.com

Port: 993

Security type: SSL

### **Orange:**

Account type: IMAP

IMAP server: imap.orange.fr

Port: 993

Security type: SSL

**Web.de:**

Account type: POP3

POP3 server: pop3.web.de

Port: 995

Security type: SSL

**Optonline:**

Account type: POP3

POP3 server: mail.optonline.net

Port: 110

Security: None

**Verizon:**

Account type: POP3

pop.verizon.net

Port: 995

Security type: SSL

**Yahoo:**

Account type: IMAP

IMAP server: imap.mail.yahoo.com

Port: 993

Security type: SSL

**Sbcglobal:**

Account type: POP3

POP3 server: inbound.att.net

Port: 995

Security type: SSL

**AOL:**

Account type: IMAP

IMAP server: imap.aol.com

Port: 993

Security type: SSL

**Charter:**

Account type: IMAP

IMAP server: mobile.charter.net

Port: 993

Security type: SSL

**GMX:**

Account type: IMAP

Server: imap.gmx.com

Port: 993

Security type: SSL

(If "SSL" is not available, you simply have to enable the "Encryption" function.)

**Seznam:**

Account type: IMAP

IMAP server: imap.seznam.cz

Port: 993 (143 if not using SSL)

Security type: SSL

**1und1:**

Account type: IMAP

IMAP server: imap.1und1.de

Port: 993 or 995

Security type: SSL

**Comcast:**

Account type: IMAP

IMAP server: imap.comcast.net

Port: 993

Security type: SSL

**Yandex:**

Incoming mail

IMAP server: imap.yandex.com (imap.yandex.ru for russian email accounts)

Port: 993

Security type: SSL

Outgoing mail

SMTP server: smtp.yandex.com (smtp.yandex.ru for russian email accounts)

Port: 465

Security type: SSL

## Error during discover: Cloud printers authorization failed

This error might appear if there is no active Internet connection or if you are using proxy while trying to print on a [Google Cloud Printer](#).

The only way to avoid this issue while using PrintHand is to avoid using proxy. If you are not using proxy but are still experiencing this issue, please do as follows.

- Restart your mobile device and your router
- Check that you have a stable Internet connection

Generally one needs to do as follows to [set up one's Google Cloud Printer](#) using a desktop or a laptop.

- Click the Customize and control Google Chrome icon in your [Google Chrome browser](#) (you will need to install it if you're using a different browser)
- Click the Menu icon (3 horizontal lines or 3 vertical dots) in the top right portion of the browser's window
- Click 'Settings' in the drop-down menu
- Click 'Show advanced settings...' in the bottom part of the page

- Sign in with your Google Account if necessary
- Select the printers you want to connect, and then click Add printer(s)
- Make sure that the printers configured to work with your computer are displayed in the Devices section

To print from your mobile device on a Google Cloud Printer please do as follows.

- Make sure that the Gmail account you would like to use with Google Cloud Print is registered on your mobile device ('Settings' > 'Accounts & sync')
- Launch PrintHand app
- Tap 'Manage Printers' button (if you've already selected a printer, it might display the printer's make and model) in the top portion of the main menu and select 'Manage Printers' entry in the drop-down list
- Tap 'Google Cloud Printers'
- Make sure you're logged in to correct account by tapping 'Accounts' button (if you've already selected an account, it will display the account's name)
- Choose the printer model from the list of available printers on which you would like to print
- Go back to the main menu and select an item you would like to print (a document, picture, etc.) and print it out

## Error during discover: ERROR\_BUSINESS\_PRINTERS

This error occurs when inputting incorrect credentials while signing into Business printers environment.

Typically one does not need to select 'Business printers' entry in order to print via Wi-Fi, Bluetooth or USB.

If you are printing on a local Wi-Fi printer, please select 'Nearby Wi-Fi printers' in 'Manage printers' menu.

Note that your Wi-Fi printer and your mobile device have to be connected to the same wireless network.

Please refer to our [Wi-Fi Printing](#) help page for more information.

If you are printing via Bluetooth, USB or on a shared printer, please see corresponding sections of our [Help](#) page.

## Error during discover: Printer is off or network is unreachable

This error comes up if the printer cannot be detected by the app.

Please try to:

- power-cycle the printer (we would advise switching it off and then waiting for about a minute before turning it back on);
- reboot a router or a printer server if the printer is connected to them;
- reboot your mobile device.

If that does not help, you can try to:

- reinstalling the app;
- un-share the printer from your network and then share it again.

Please note that you have to configure your wireless printer using the network utility tool that came with it if you have not done so already (probably on an installation disk). If the printer is not shared through the router using this piece of proprietary software provided by printer manufacturer, no devices (including your mobile device) are going to detect your printer. Both your mobile device and your printer should be connected to the same wireless network.

## Error during discover: Windows shared printers error

This error might appear when printing on a Windows shared printer.

When the app asks for authorization, please enter your login and password of the PC to which your printer is connected. If your PC is not protected by a password, please leave the fields blank and tap OK.

If the printer cannot be detected by the app, please try to:

- power-cycle the printer (we would advise switching it off and then waiting for about a minute before turning it back on);
- reboot the computer (if the printer is connected to it);
- reboot your mobile device.

If that does not help, you can try to:

- reinstall the app;
- un-share the printer from your network and then share it again using standard tools of the OS.

Please note that you have to configure your printer if it supports wireless connectivity using the network utility tool that came with it (probably on an installation disk). If a wireless printer

is not shared through the router using this piece of proprietary software provided by printer manufacturer, no devices (including your mobile device) are going to detect your printer. Both you mobile device and your printer should be connected to the same wireless network.

## Error during printing: Printer unsupported

This error message appears if a printer is not supported by the app.

Unfortunately we are not sure when or if we are going to be able to create a specific driver for the printer if it is not supported at the moment.

This means that there are no known compatible drivers for this printer, sorry.

But you can try using one of the Generic drivers by selecting it manually. Also you can try using a driver designed for a similar printer model.

To select a driver for your printer you need to do as follows:

- Launch the app
- Go to the list of detected printers by tapping 'Manage printers' button (if you've already selected a printer, it might display the printer's model) in the top of the screen
- Select Nearby Wi-Fi printers (in case you are printing via Wi-Fi)
- Tap and hold your printer (you will see a new menu)
- Tap Select manually and select a driver

If nothing helps or if you've found a driver compatible with your unsupported printer, please let our support know.

NOTE: [The list of printers supported by PrintHand app](#) is available on our web site.

## Error during scanning

This error might occur when trying to scan using an unsupported scanning device.

Please make sure that your scanning device is on [our list](#).

If you are using a supported MFP, you can scan using it as follows.

- Tap 'Manage Printers' button (if you've already selected a printer, it might display the printer's make and model) in the top portion of the main menu and select 'Manage Printers' entry in the drop-down list
- Detect your printer using 'Nearby Wi-Fi Scanners' section of the menu (you will need to install all the drivers required for scanning)
- Go back to the main menu of the app

- Tap 'Scanning' item and follow the instructions in order to scan

## Error during setup: Library pack installation error

This error might occur if one of the libraries has not been installed properly.

Please make sure that you have a stable Internet connection at the time you are installing library pack.

Re-install the app if the problem persists.

Alternatively you can try downloading the libraries manually.

- Make sure that your Internet connection is ON
- Launch the app
- Tap the Gear icon in the top right portion of the screen
- Tap 'Libraries' and download all the libraries needed

Libraries needed for printing:

- ESCPR
- Gutenprint
- HPLIP
- Rendering library
- Fonts collection (optional)

## Error: Authorization failed or network error has occurred

This error might occur when experiencing connectivity issues or inputting incorrect login information.

Please make sure that you are entering correct login information. You can copy and then paste login and password from a txt file or email message to be sure that you are entering correct information.

If you are sure that you've entered correct login information, please follow the suggestions below.

- Please make sure that your Internet connection is stable
- Please restart your mobile device, your printer and the router
- Re-install the app if the problem persists

## Error: File open error

This error might appear when opening a file which has an unsupported file format.

Please make sure that the file format is supported by the app. Supported file formats are listed below.

Images:

- JPEG
- PNG (not to be confused with Animated PNG)
- GIF (not to be confused with Animated GIF)

Documents:

- DOC/DOCX
- XLS/XLSX
- PPT/PPTX
- PDF
- TXT
- HWP

If it is listed as supported and you are still having issues, please send us a copy of the file for testing.

## Error: Invalid key hash

This error might appear when using an app installed from an unauthorized web site.

Please install the app from Google Play, Amazon or from any other authorized marketplace corresponding to your device.

Installing the app provided by unauthorized web-sites might be dangerous and insecure due to the wide range of permissions used by the app. The app might be reassembled and modified with malicious code. This means that your private information may fall into the wrong hands.

If you are using the app provided by unauthorized web-sites, you are doing so at your own risk.

## Error: Invalid transaction ID

This error is displayed when the app fails to be restored using a PayPal Transaction ID.

Please make sure that the ID you are entering is valid and input correctly.

You can copy and then paste the ID and password from a txt file or from an email to be sure that it is correct.

If the app fails to be restored using a valid ID, please contact support. Do not forget to specify the Transaction ID and details of your transaction.

Please specify:

- The app store on which you bought the app
- The email account which you were using to purchase the app

## Error: Library not found

This error might occur if one of the libraries has not been installed properly.

Please make sure that you have a stable Internet connection at the time you are installing library pack.

Re-install the app if the problem persists.

Alternatively you can try downloading the libraries manually.

- Make sure that your Internet connection is ON
- Launch the app
- Tap the Gear icon in the top right portion of the screen
- Tap 'Libraries' and download all the libraries needed

Libraries needed for printing:

- ESCPR
- Gutenprint
- HPLIP
- Rendering library
- Fonts collection (**optional**)

## Error: Restore failed

This error is displayed when the app fails to be restored using a promo code.

Please make sure that the code you are entering is valid and input correctly.

You can copy and then paste login and password from a txt file or from an email to be sure that the code you are entering is correct.

If the app fails to be restored using a valid code, please contact support. Do not forget to specify the promo code and the ID of your device.

## Error: USB device not found

This error might appear when trying to print on a USB printer.

Your mobile device has to run at least Android 4.0 and have USB Host driver included into the firmware of the device.

If USB connection is grayed-out in the software, the Android device you are using does not support USB Host mode.

If the app is unable to identify the printer over USB, restart the printer along with the mobile device.

Please follow the steps below to troubleshoot the issue

- Please try using the [USB Host Diagnostics app](#). With the help of the said app you can check if the functionality of the USB port of your mobile device is limited for the 3rd party apps by the device manufacturer.
- One can get rid of such limitation using the said app on a rooted device only. We do not recommend rooting a device if you are not authorised to do so as this might lead to the violation of the warranty.
- Moreover, please try using another USB OTG cable
- If above listed steps are not helpful, please try using a driver for a similar printer model (this might be helpful if a specific driver used by the app for your printer is not fully functional)

*Note: the fact that your mobile device works properly with USB mice/keyboards or lets you browse files stored on USB flash drives does not guarantee that it will be able to print via USB.*

Some of the mobile devices are unable to communicate with a printer properly even if USB Host mode is supported. This happens due to specific electrical design of the USB port.

Sadly in such case the app is not likely to work properly.

## HTTP error: 500 Internal Server Error

This is a connectivity issue.

- Please make sure that your Internet connection is stable

- Try accessing the resource later (this might be a temporary problem on the server side)

Also please do as follows if the suggestions above were not helpful.

- Restart your mobile device and your router
- Re-install the app if the problem persists

## Internal error: Data transfer error

This error might occur while transferring data to printer.

- Please make sure that your Internet connection is stable
- Please restart your mobile device, your printer and the router
- Re-install the app if the problem persists

## Internal error: EPIPE (Broken pipe)

This error appears when the app fails to send a print job to a printer correctly.

This issue can be fixed by selecting BJNP as the printer's protocol if you are using a Canon printer.

Please note that your printer should be detected by the app prior to selecting the protocol.

- Launch the main screen of the app
- Tap 'Gear' icon in the top portion of the screen
- Select 'Printer' menu
- Tap 'Protocol' entry in the 'Advanced Options' section of the menu
- Select 'BJNP' protocol

If you are using a printer manufactured by any other company, please try reinstalling the app and rebooting your mobile device as well.

## Internal error: IJS Error

This error might occur while transferring data to printer.

Sadly there is no 100% working fix for this error at the moment. However, you can try doing as follows.

- Please restart your mobile device, your printer and the router
- Re-install the app if the problem persists

## Internal error: read failed, socket might closed or timeout

This happens when the app is unable to establish a connection between a Bluetooth printer and a mobile device properly.

If you are printing via Bluetooth, please do as follows to fix the issue.

- Launch the 'Settings' menu of your device
- Select 'Bluetooth' entry and un-pair your mobile device with your printer
- Restart your mobile device and the printer
- Launch the 'Settings' menu of your device again
- Select 'Bluetooth' entry and pair your mobile device with your printer

Also please make sure that your printer is turned ON.

## Rendering error 131072

This error appears when opening an empty or corrupted file.

Please follow the suggestions below to troubleshoot the issue.

- Make sure that the document you are trying to print is not empty
- Make sure that the document is not corrupted
- Try reinstalling the app and rebooting your mobile device as well

## Rendering error 16777216

This error might appear when using an app installed from an unauthorized web site.

Please install the app from Google Play, Amazon or from any other authorized marketplace corresponding to your device.

Installing the app provided by unauthorized web-sites might be dangerous and insecure due to the wide range of permissions used by the app. The app might be reassembled and modified with malicious code. This means that your private information may fall into the wrong hands.

If you are using the app provided by unauthorized web-sites, you are doing so at your own risk.

## Rendering error 2048

This error message appears if Fonts collection has not been installed properly.

Try reinstalling the app or clearing its data in Settings/Apps/PrintHand as follows.

- Go to the 'Settings' menu. This can be done by tapping the Gear icon in the notification shade or in the app drawer where all apps are located
- Locate 'Apps' (or 'Applications', depending on your device) in the menu, then locate the PrintHand app
- Tap 'Clear data' button (if you are using Android 6.0+, prior to doing so tap on 'Storage' entry so that the buttons for clearing the cache and app data will become available)

If nothing helps, please contact support and specify the account (email address) which you were using to buy the app.

## Rendering error 256

This happens with documents generated by some mobile Office apps.

Our app works properly with documents created with MS Office suite and other word processors.

As for documents generated by mobile Office apps, we have tested those that are generated with Olive office, WPS Office (former Kingsoft Office) - both are free. We have also tested Documents created with Google Docs, Office Suite Pro and Docs2Go with satisfactory results. QuickOffice word documents are not supported yet.

You can also try converting the document from DOCX or XLSX to DOC or XLS file format respectively.

## Rendering error 32

This usually happens to TXT documents with a type of encoding that is not supported by our app.

Please try changing the encoding of a document to UTF8 or a different type of encoding and see if this helps.

Usually one can alter encoding of a text file in a text editor. This can be done in a free [Sublime Text](#) editor available for Windows, Linux and macOS.

In the menu of the editor you can select 'File' - 'Save' with 'Encoding' and switch it to 'UTF-8'.

Alternatively you can try using Microsoft Word to do so. Please see [Microsoft's help page](#) on choosing encoding when saving files.

Please don't forget to save file after altering the encoding.

Moreover, there are some mobile apps capable of doing so. For instance, you can try using a 3rd party app called [Change Encoding](#).

## Rendering error 4096

This error is related to fonts. It is likely that the Fonts collection has not been downloaded or installed properly.

You can try installing or reinstalling the libraries manually.

- Make sure that your Internet connection is ON
- Launch the app
- Tap the Gear icon in the top right portion of the screen
- Tap 'Libraries'
- Delete the Fonts collection and download it again

If nothing helps, please go to Settings/Apps/PrintHand and tap on 'Clear data' button.

Also please try reinstalling the app and rebooting your mobile device as well.

## Rendering error 64

This happens with documents generated by some mobile Office apps.

Our app works properly with documents created with MS Office suite and other word processors.

As for documents generated by mobile Office apps, we have tested those that are generated with Olive office, WPS Office (former Kingsoft Office) - both are free. We have also tested Documents created with Google Docs, Office Suite Pro and Docs2Go with satisfactory results. QuickOffice word documents are not supported yet.

You can also try converting the document from DOCX or XLSX to DOC or XLS file format respectively.