Direct Print & Scan for Mobile

Version 2.0

Installation and User's Guide

11008-20-UD1-003

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Contents

Preface 7

How to Use This Manual 7
Symbols Used in This Manual 7
Keys Used in This Manual 8
Buttons Used in This Manual 9
Abbreviations Used in This Manual 10
Hyperlinks 10
Legal Notices 11
Trademarks 11
Copyright 11
Disclaimers 11

Chapter 1 Introduction 13

1.1 Overview 13
1.2 System Requirements 15
1.2.1 Operating Environment 15
1.2.2 Software Requirements 15
1.2.2.1 Canon MFP System Requirement 15
1.2.2.2 Supported Web Browsers 15
1.2.3 Hardware Requirements 16
1.2.4 Supported Mobile Devices 17
1.2.5 MEAP Application Coexistence Support 17

Chapter 2 Installing DPSM 19

Chapter 3 Configuring DPSM 29

3.1 Preparing the Device and Network Environment 29
3.1.1 Specifying the Network Settings 29
3.1.2 Confirming Your Mobile Device Is on the Wi-Fi Network 30
3.1.3 Disabling SSL Communication 32
3.2 Configuring DPSM 36
3.2.1 Logging On to the Configuration Servlet 36
3.2.2 Configuring the Scanning Options 37
3.2.3 Configuring the Printing Options 38
3.2.4 Configuring the Security Settings 39
3.2.5 Configuring the Barcode Settings 41
3.2.6 Configuring the Logging Settings 47
3.2.7 Configuring the Configuration Servlet Options 50
3.2.8 Logging Out of the Configuration Servlet 52

Chapter 4 Using DPSM on a BlackBerry Smartphone 53

4.1 Downloading the DPSM App 53
4.1.1 Downloading the App from BlackBerry App World 53
4.1.2 Downloading the App via the MEAP Device 54
4.2 Connecting to a MEAP Device 56
4.3 Printing E-Mail Messages and Attachments 64
4.3.1 Printing from the Print & Scan Mobile App 64
4.3.2 Printing from the BlackBerry's Native E-Mail Application..... 75
4.3.3 Printing Using the Quick Print Pop-Up Menu..... 79
4.4 Printing a File..... 82
4.5 Scanning a Document to Your Smartphone 88
4.5.1 Performing Operations on a Scanned Document 96
4.6 Deleting a Canon Device 102
4.6.1 Deleting a Device from the Canon Devices Menu 102
4.6.2 Deleting a Device from the Context Menu 106
4.7 Disconnecting and Exiting the DPSM Application..... 109
4.8 Obtaining Version Information and Help 112

Chapter 5 Using DPSM on an Android Smartphone or Tablet.....115

5.1 Downloading the DPSM App 115
5.1.1 Downloading the App from the Google Play Store 115
5.1.2 Downloading the App via the MEAP Device 116
5.2 Adding a MEAP Device 118
5.3 Printing a File..... 125
5.4 Printing an Image from the Photo Gallery..... 137
5.5 Printing an Image from the Camera..... 144
5.6 Printing a Web Page..... 151
5.7 Performing Print Job Operations 160
5.8 Scanning a Document to Your Android Device 165
5.9 Performing Operations on a Scanned Document 173
5.10 Specifying the Default Printer 178
5.11 Viewing Device Information 181
5.12 Viewing the Print Jobs Sent to a Device 185
5.13 Sharing Device Information 188
5.14 Updating Device Information 191
5.15 Deleting a Canon Device 194
5.16 Obtaining Version Information and Help 198

Chapter 6 Using DPSM on an Apple iPhone or iPad 201

6.1 Downloading the DPSM App 201
6.1.1 Downloading the App from the Apple App Store 201
6.1.2 Downloading the App via the MEAP Device 202
6.2 Adding a MEAP Device 204
6.3 Printing an E-Mail Attachment 210
6.4 Printing an Image from an iPhone 223
6.5 Printing an Image from an iPad 230
6.6 Printing a Saved File 238
6.7 Printing a Web Page 243
6.8 Canceling a Print Job 250
6.9 Scanning a Document to Your iPhone or iPad 254
6.10 Specifying Default Printer and Scanner Settings 268
6.11 Deleting a Canon Device 271
6.12 Obtaining Version Information and Help 275

Chapter 7 Troubleshooting 279

7.1 List of Error Messages 279
7.1.1 BlackBerry Smartphone Error Messages 279
7.1.2 Android Smartphone and Tablet Error Messages 284
7.1.3 Apple iPhone and iPad Error Messages 287
7.1.4 DPSM MEAP Application Error Messages 289
7.1.5 DPSM Configuration Servlet Error Messages 289

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Preface

Thank you for purchasing the Direct Print & Scan for Mobile software application. Please read this manual thoroughly before installing and operating the product to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

How to Use This Manual

This manual assumes that the reader has a good understanding of Canon's MEAP (Multifunctional Embedded Application Platform), imageRUNNER ADVANCE and imageRUNNER machines, BlackBerry smartphone, Android smartphone or Android tablet, or Apple iOS operating systems. This manual also provides instructions for application installation and use.

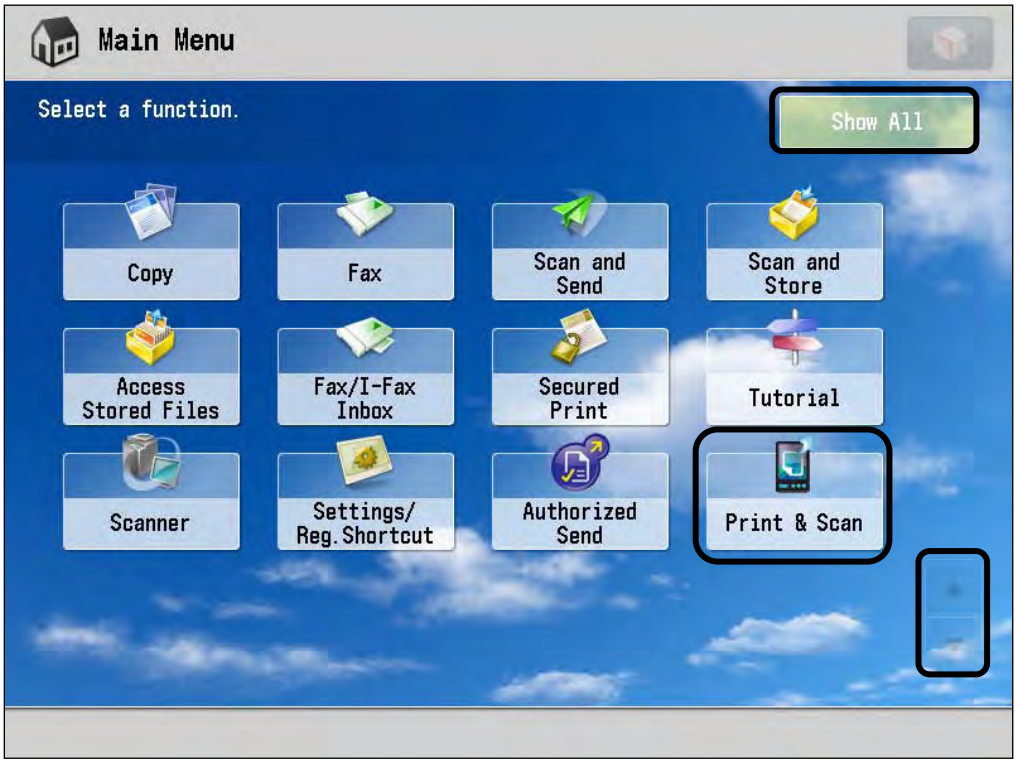
Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, and instructions that should be observed for safety.

IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damaging the machine.
NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

Keys Used in This Manual

Keys for using the machine's UI (User Interface) functions are located on the Main Menu screen. To use any of the desired function's features, you must first press the key for the desired function. If the desired function is not displayed, press [Show All] or [▼] or [▲] to scroll to the desired function.



The following key names are a few examples of how keys to be pressed on the machine's UI are represented in this manual:

Touch Panel Display Keys:	[Key Name]
Examples:	[Print & Scan]

The default icon for the Direct Print & Scan for Mobile application is:

Buttons Used in This Manual

Buttons on the BlackBerry smartphone, Android smartphone or Android tablet, and Apple iPhone and iPad UIs (User Interfaces) and on and computer operation screens that you should press, touch, or click, are circled, and represented as shown below.

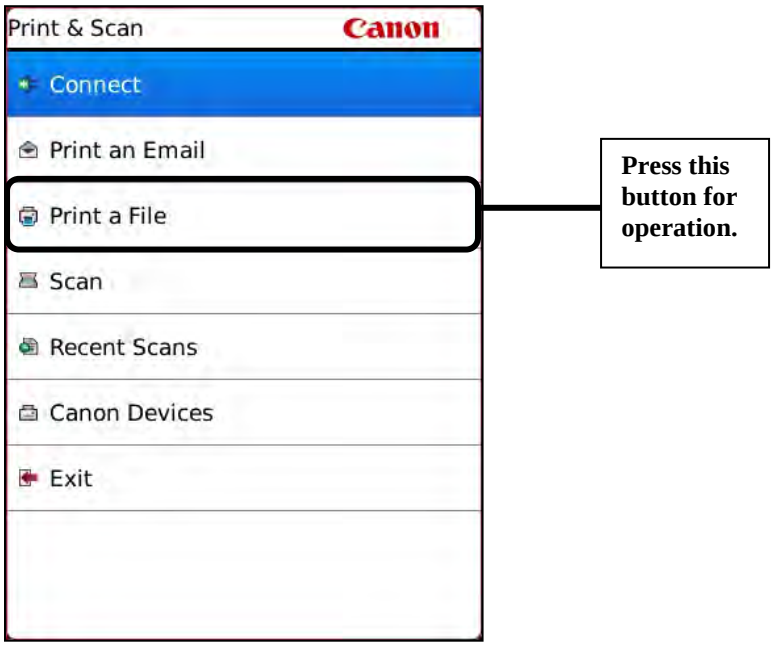
Buttons on the UI:	[Button Name]
Examples:	[Print a File]
	[Scan]

Buttons on Computer Operations Screens:	[Button Name]
Examples:	[Install]
	[OK]

When multiple buttons can be pressed, touched, or clicked, all buttons are marked.

Example:

1. Select or touch [Print a File].



Abbreviations Used in This Manual

The following abbreviations are used in this manual.

Abbreviation	Definition
DPSM	Direct Print & Scan for Mobile
HTTPS	Hypertext Transfer Protocol Secure
IP	Internet Protocol
MEAP	Multifunctional Embedded Application Platform
MEAP device	Supported Canon imageRUNNER ADVANCE multifunctional machine that features embedded MEAP technology.
PDF	Portable Document Format
PIN	Personal Identification Number
SMS	Service Management Service
SSID	Service Set Identifier
SSL	Secure Sockets Layer
UI	User Interface
URL	Uniform Resource Locator
USB	Universal Serial Bus
VPN	Virtual Private Network
WEP	Wireless Encryption Protocol
WPA	Wi-Fi Protected Access

Hyperlinks

When this manual is in its native PDF form, the blue underlined text represents a hyperlink to the corresponding sections of this manual or to external Web sites.

For example: See Chapter 1, “Introduction,” on p. 13.

Likewise, all entries in the Table of Contents are hyperlinks.

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Chapter 1 Introduction

This chapter consists of an overview of DPSM, and the system requirements for installing and operating the software on the supported mobile platforms.

1.1 Overview

DPSM is a combination of a MEAP (Multifunctional Embedded Application Platform) application that runs on a Canon imageRUNNER or imageRUNNER ADVANCE MFP (Multi-Functional Printer) and a client mobile application that runs on certain BlackBerry smartphones, Android smartphones and tablets, and Apple iPhone and iPad devices.

The DPSM application enables you to connect your mobile device to a Canon MEAP-enabled MFP to print documents, e-mail messages, attachments, and images, as well as load scanned data from the MFP to your mobile device. DPSM requires a MEAP device, a client application running on a mobile device, and a direct network connection between the two, either via VPN (Virtual Private Network) or Wi-Fi.

MEAP is a software platform embedded in Canon imageRUNNER and imageRUNNER ADVANCE machines that enables the development of custom applications, which run alongside native functions, such as Copy and Scan and Store.

MEAP, developed by Canon, is based on Sun Microsystems' Java and Java 2 Micro Edition technology.

"MEAP device" is a MEAP enabled Canon imageRUNNER or imageRUNNER ADVANCE that is running the DPSM application. It may also be referred to as "the machine."

DPSM is designed to perform the following functions:

- Print e-mail messages, attachments, and PDF (Portable Document Format), XPS, TIFF, JPEG, and PPTX files from a supported mobile device.
- Scan hard-copy documents at the machine and send it to your mobile device.
- Manage the Print and Scan settings on a Canon machine from your mobile device, such as finishing settings, and selecting the paper size and scan resolution.
- Print photos from a photo album stored on your mobile device.
- Print a document from the Web and save it as a PDF.

IMPORTANT

- If you are using an Apple iPhone or iPad that is running iOS 5.*x* or higher, the System Administrator must disable SSL (Secure Sockets Layer) communication, or install a local certificate on the MEAP device so you can connect to the MEAP device. For instructions, see "Disabling SSL Communication," on p. 32.
- Prior to using DPSM, the MEAP application must be installed on a MEAP device, the mobile application must be downloaded to your mobile device, and a Wi-Fi or VPN connection established. For instructions on installing the MEAP application, see Chapter 2, "Installing DPSM," on p. 19.

1.2 System Requirements

The DPSM software requires the proper installation of all items documented in this guide. Failure to correctly install the software will affect its operation.

1.2.1 Operating Environment

DPSM requires a MEAP-enabled device, the client application that runs on a mobile device, and a direct network connection between the client and mobile device via VPN (Virtual Private Network) or Wi-Fi.

1.2.2 Software Requirements

The DPSM application must meet the following software requirements for its proper operation.

1.2.2.1 Canon MFP System Requirement

The Direct Print Kit for PDF Files or PS Printer Kit must be installed and activated on the MEAP device to print PDF documents.

IMPORTANT

- Devices, such as the imageRUNNER ADVANCE C5000 Series, C7000 Series, and C9000 PRO Series machines, require that the optional Additional Memory Type B (512 MB) be installed on the machine to expand the machine's memory when the Direct Print Kit is installed.
- Only the Direct Print Kit for PDF Files or PS Printer Kit can be installed. These kits cannot be installed together.

1.2.2.2 Supported Web Browsers

- Internet Explorer 7 or later
- Safari 5 or later

1.2.3 Hardware Requirements

The DPSM application is designed to operate on the following Canon MEAP-enabled devices using the minimum MEAP Contents version indicated in the table below.

On the supported devices described below, Apple iPhones and iPads running iOS 5.*x* or higher will not make a secure connection with a Canon device when using SSL (Secure Sockets Layer), as some Canon devices only support TLS (Transport Security Layer) 1.0, and Apple iOS 5.*x* or higher devices only support TLS 1.2. Therefore, if you want to connect to a Canon device and you are using an iPhone or iPad running iOS 5.*x* or higher, SSL communications must be disabled, or the System Administrator must install a local certificate on the MEAP device. See "Disabling SSL Communication," on p. 32.

IMPORTANT

If you are using an iPhone or iPad running iOS 5.*x*, SSL and TLS are supported, but only when an external key and certificate are generated and loaded on the MEAP device. For more information on generating and uploading an external key and certificate, see the user documentation that came with your MEAP device.

Device Family	Minimum MEAP Contents Version
imageRUNNER 3245/3245i/3235/3235i/3230/3225	21.06
imageRUNNER ADVANCE C2030/C2020	12.02 (System Software)
imageRUNNER ADVANCE 4051/4045/4035/4025	11.10
imageRUNNER ADVANCE C5051/C5045/C5035/C5030	20.25
imageRUNNER ADVANCE C5255/C5250/C5240/C5235	Latest
imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055	25.23
imageRUNNER ADVANCE 8105/8095/8085	All
imageRUNNER ADVANCE 6075/6065/6055	All
imageRUNNER ADVANCE 8205/8295/8285	Latest
imageRUNNER ADVANCE 6275/6265/6255	
imageRUNNER ADVANCE C9280 PRO/C9270 PRO/C7270/C7260	
imageRUNNER ADVANCE 500iF/400iF	
imageRUNNER ADVANCE C2230/C2225	

1.2.4 Supported Mobile Devices

The DPSM application supports the following mobile devices:

- BlackBerry smartphones running OS 5 and OS 6
- Apple iPhones and iPads running iOS 5 and higher
  - iPad 1
  - iPad 2
  - iPad (3rd Generation)
  - iPad (4th Generation)
  - iPad Mini
  - iPhone 3GS
  - iPhone 4 (GSM and CDMA)
  - iPhone 4S
  - iPhone 5
- Android V2.2 (Frozen Yogurt and higher)

IMPORTANT

If you experience any issues with any particular device using DPSM, contact your local authorized Canon dealer.

1.2.5 MEAP Application Coexistence Support

DPSM can coexist with other installed MEAP applications that have received verification by Canon U.S.A., Inc., provided that there are sufficient resources available on the MEAP device.

DPSM requires the following MEAP resources:

- A maximum file space usage of 60,000 KB
- A maximum memory usage of 5,000 KB
- A maximum file descriptor usage of 50
- A maximum socket usage of 10
- A maximum thread usage of 15

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Chapter 2 Installing DPSM

This chapter describes how to install and start the DPSM MEAP application on a MEAP-enabled imageRUNNER ADVANCE or imageRUNNER machine using the MEAP SMS program.

The System Administrator for the target MEAP device must install the DPSM software using a networked computer that is connected to the MEAP device.

MEAP SMS is the program interface used to install the DPSM software. You can access the SMS Login screen via a Web browser.

Before installation, you must obtain the license file from www.canon.com/Meap, and have the IP address of the MEAP device.

IMPORTANT

- Do not use the browser's [Back] and [Forward] buttons during the installation process. Only use the clickable links in the browser's window.
- This procedure describes installing DPSM on an imageRUNNER ADVANCE machine. For instructions on installing DPSM on an imageRUNNER machine, see the *MEAP SMS Administrator Guide* that came with your MEAP device.
- MEAP Settings and Use HTTP settings (from the Settings/Registration screen or Additional Functions screen) on the MEAP device must be enabled. (See the *Settings/Registration e-Manual* or the *Reference Guide* that came with your machine.)
- For more information on using SMS or uninstalling MEAP applications, see the *MEAP e-Manual* or the *MEAP SMS Administrator Guide* that came with your MEAP device.

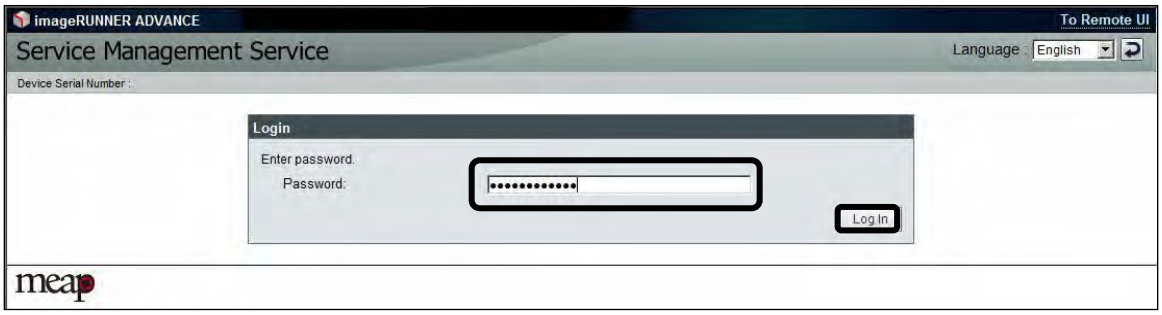
---

1. Open a browser window → enter the following URL:

   http://<IP>:8000/sms
   https://<IP>:8443/sms (if you are using SSL for communications)

   (Replace <IP> with the IP address of the MEAP device.)

2. Enter **MeapSmsLogin** in the [Password] text box ➞ click [Log In].

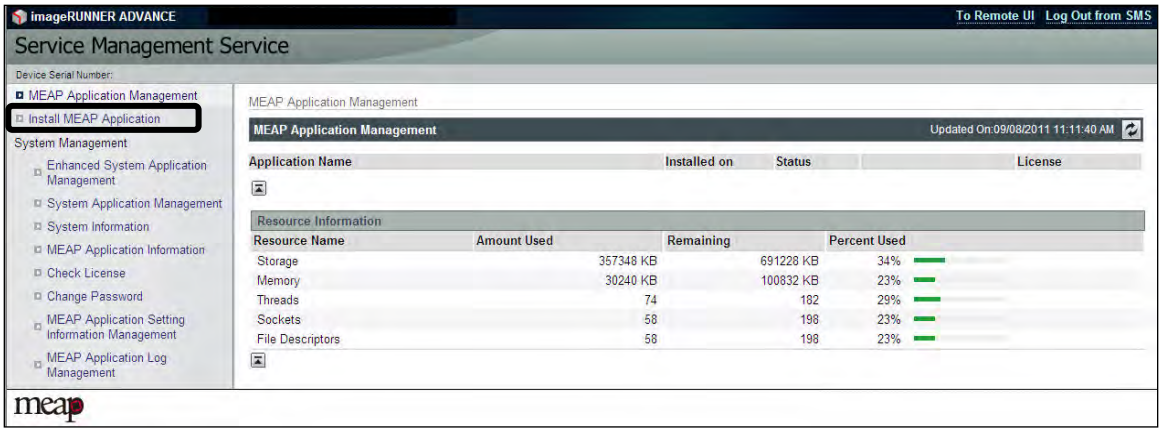


The SMS MEAP Application Management screen is displayed.

IMPORTANT

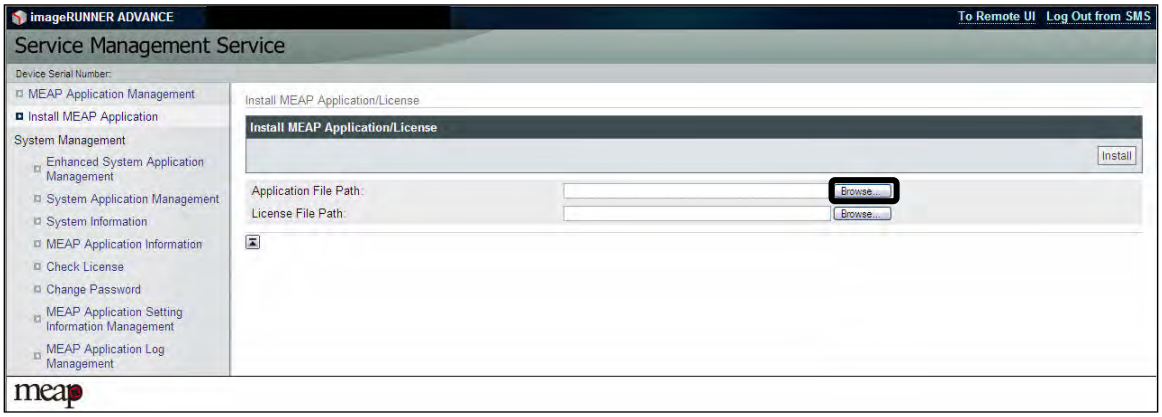
The default password is ‘MeapSmsLogin’ (case-sensitive). If this password was changed from the default one, you must enter the correct password to access SMS. If you forget your password, contact your local authorized Canon dealer.

3. Click [Install MEAP Application].



The SMS Install MEAP Application/License screen is displayed.

4. Click [Browse] to the right of <Application File Path>.

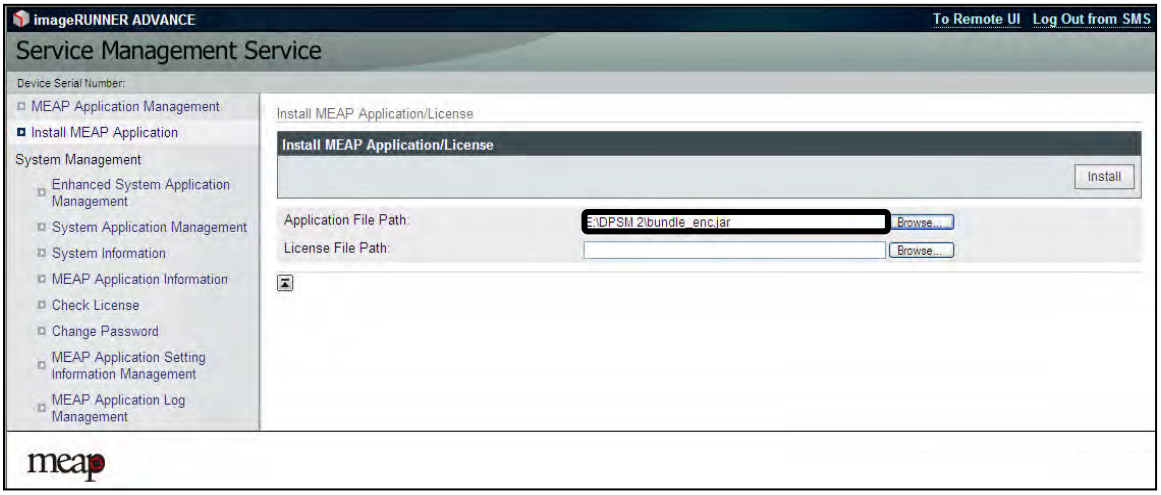


5. Navigate to the drive or directory containing the .jar file → select the file → click [Open].

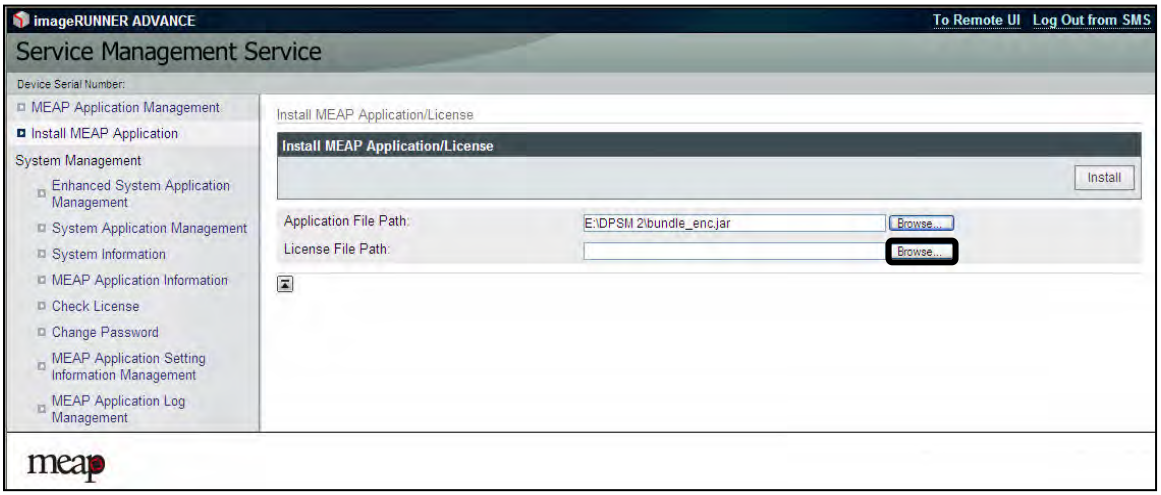
IMPORTANT

Make sure that you select the file that ends with the .jar extension for the application file.

6. Verify that the correct file was selected.



7. Click [Browse] to the right of <License File Path>.



IMPORTANT

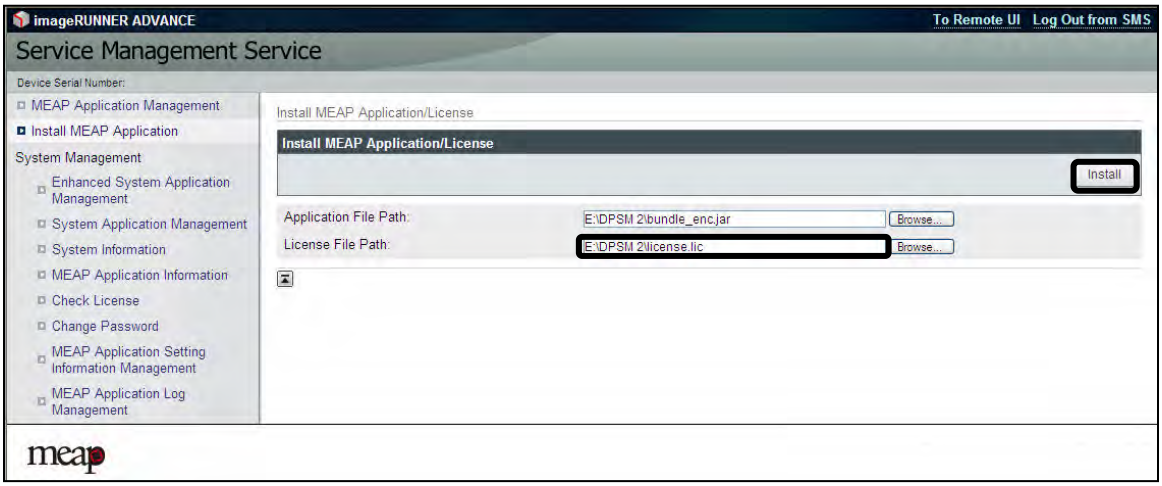
The license file must be downloaded from the LMS (License Management System) beforehand. For more information, contact your local authorized Canon dealer.

8. Navigate to the drive or directory containing the .lic file → select the file → click [Open].

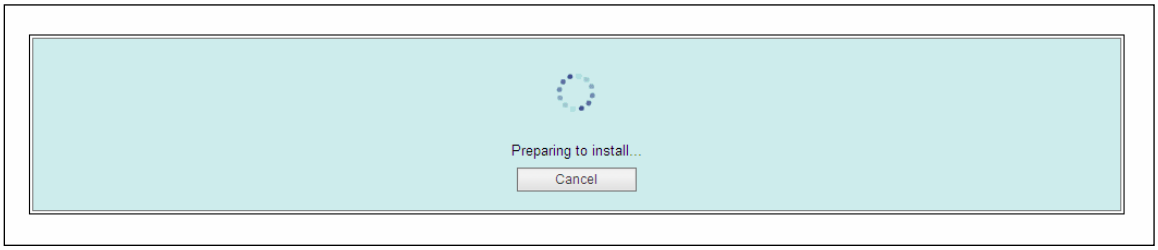
IMPORTANT

Make sure that you select the file that ends with the .lic extension for the license file.

9. Verify that the correct file was selected → click [Install].

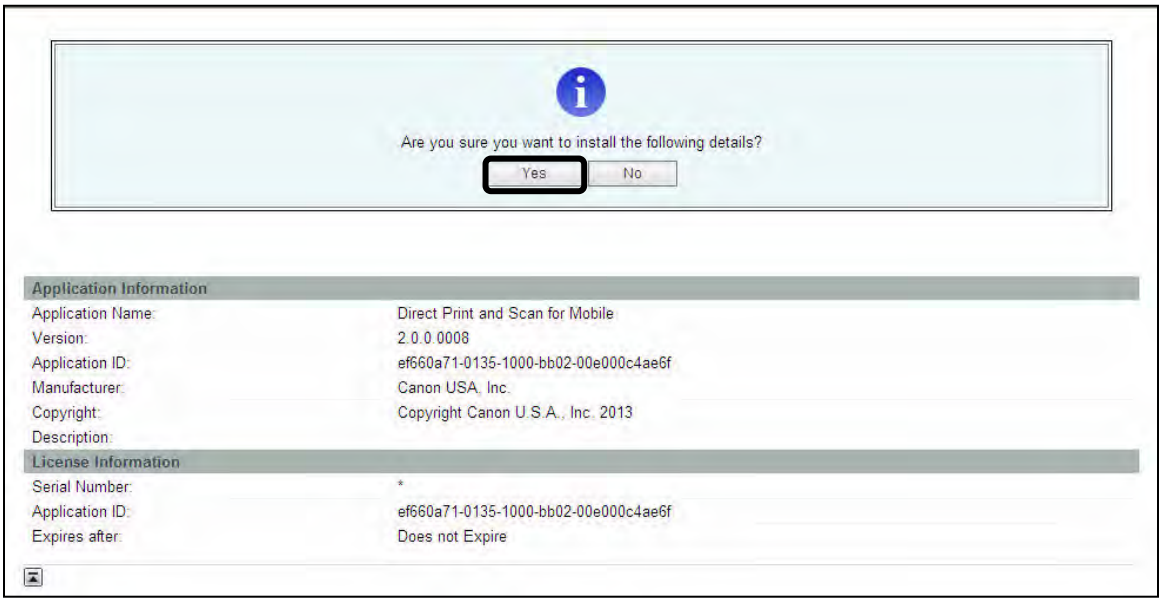


During installation, the message <Preparing to install...> is displayed.

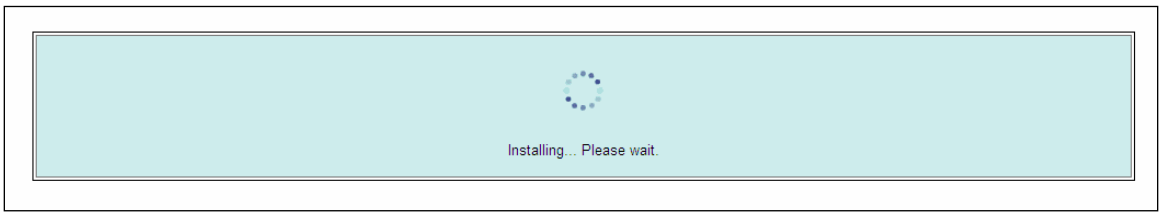


NOTE
To cancel the installation, click [Cancel].

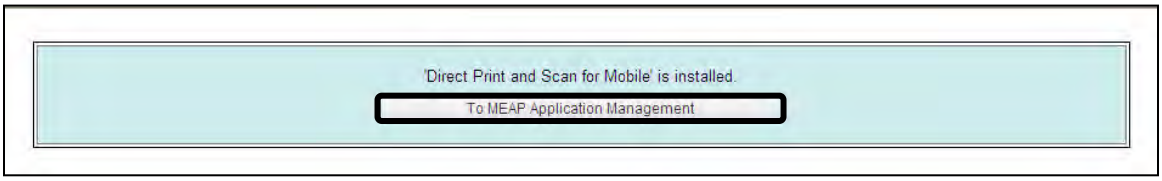
10. Click [Yes].



During installation, the message <Installing…Please wait.> is displayed.

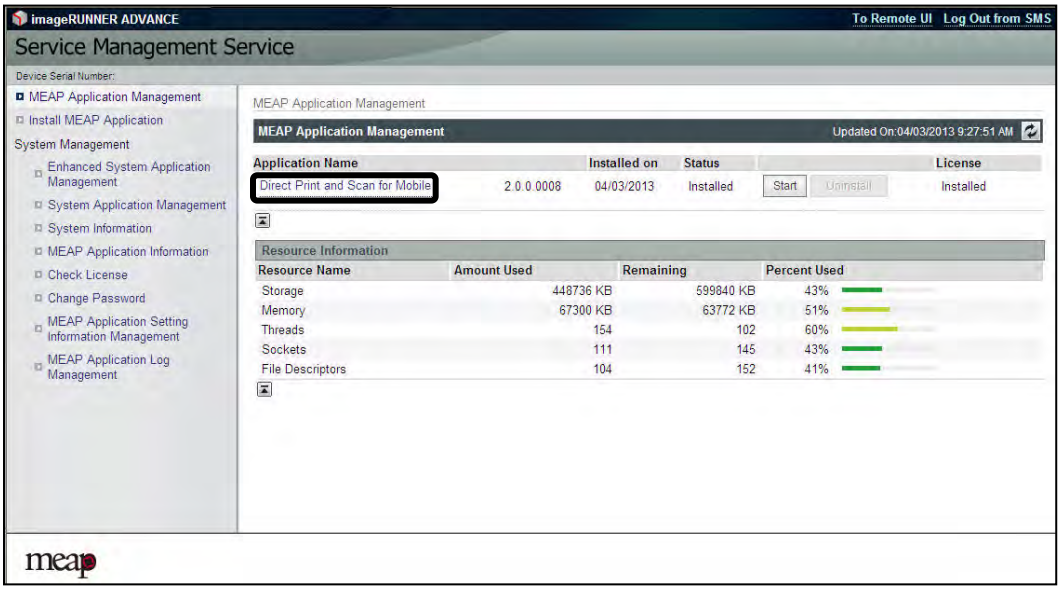


11. Click [To MEAP Application Management].

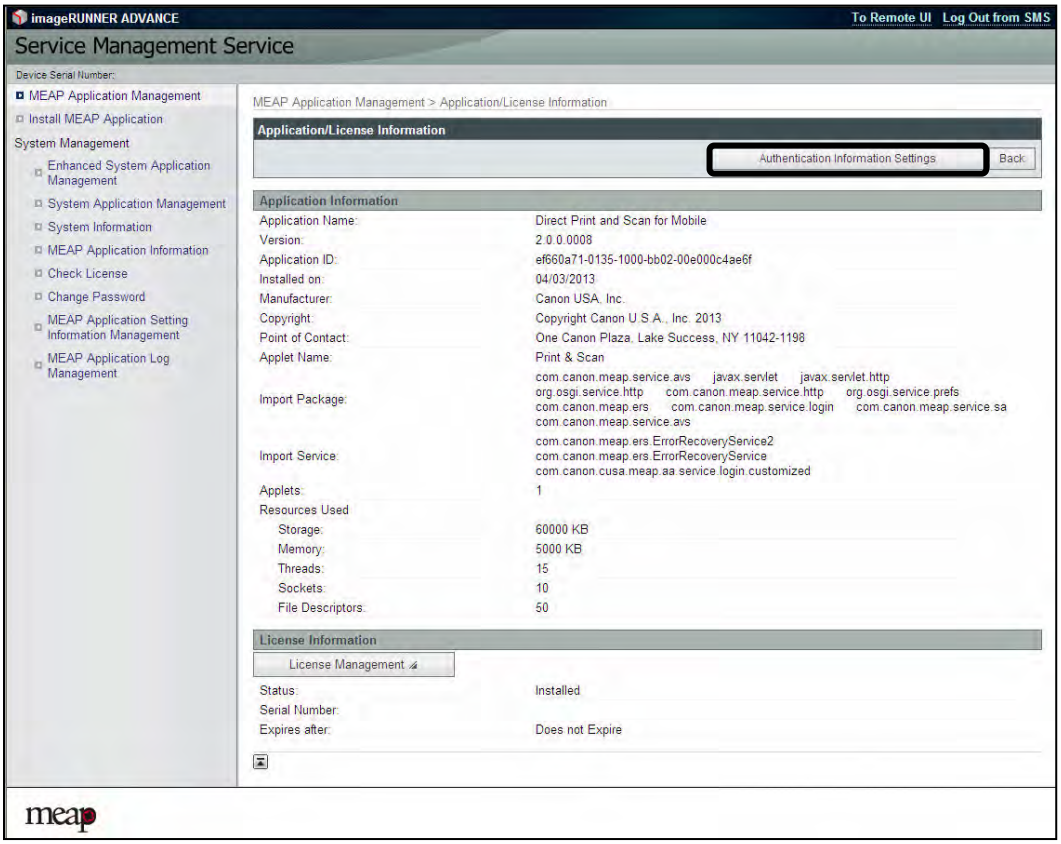


12. Specify user authentication credentials before you start the DPSM application.

12.1 Under <Application Name>, click on the [Direct Print and Scan for Mobile] link.

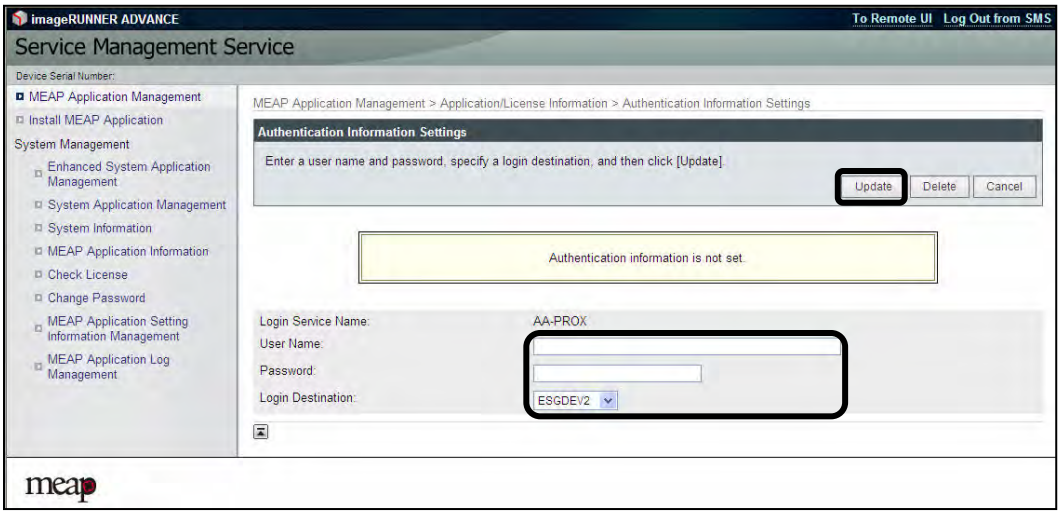


12.2 Click [Authentication Information Settings].



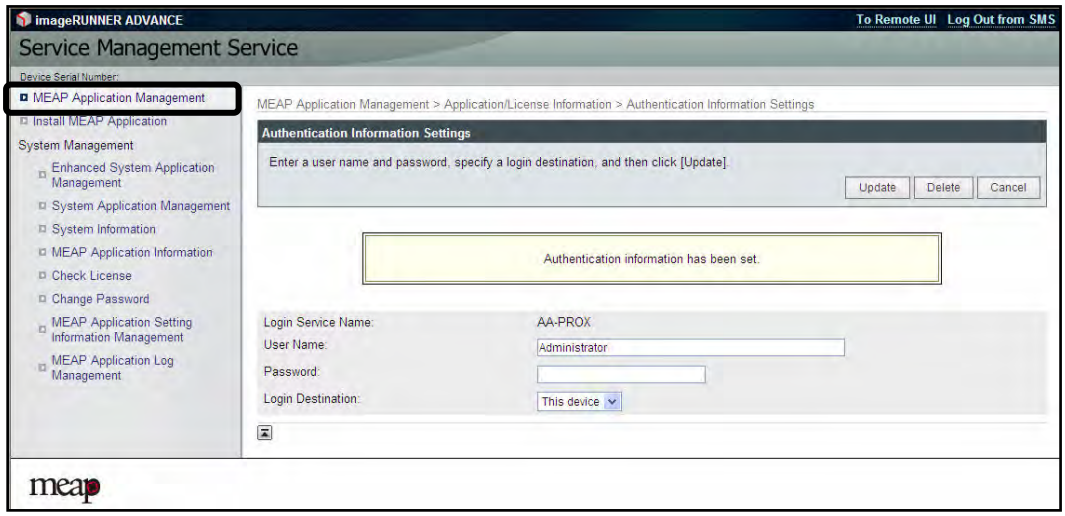
12.3 If the machine you are using has a Login Service installed and set, enter your user credentials (User Name and Password), select the login destination → click [Update].

If the machine you are using only has the default local authentication set, enter your Department ID and PIN → click [Update]. For more information, contact your System Administrator.

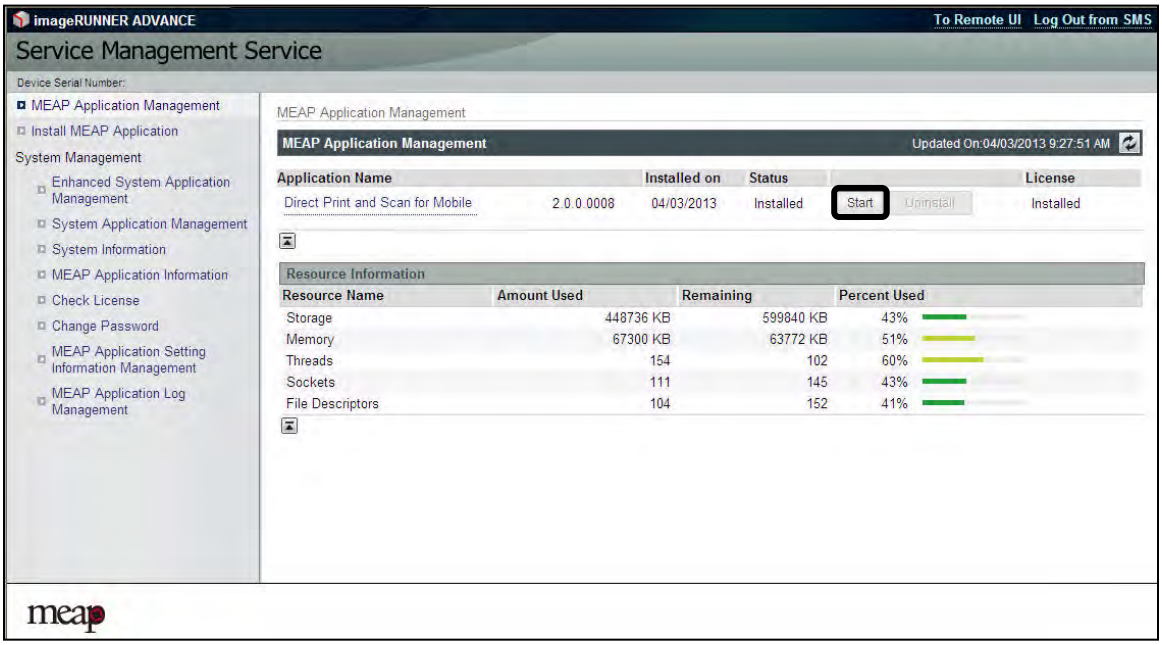


Authentication information is set.

12.4 Click [MEAP Application Management].

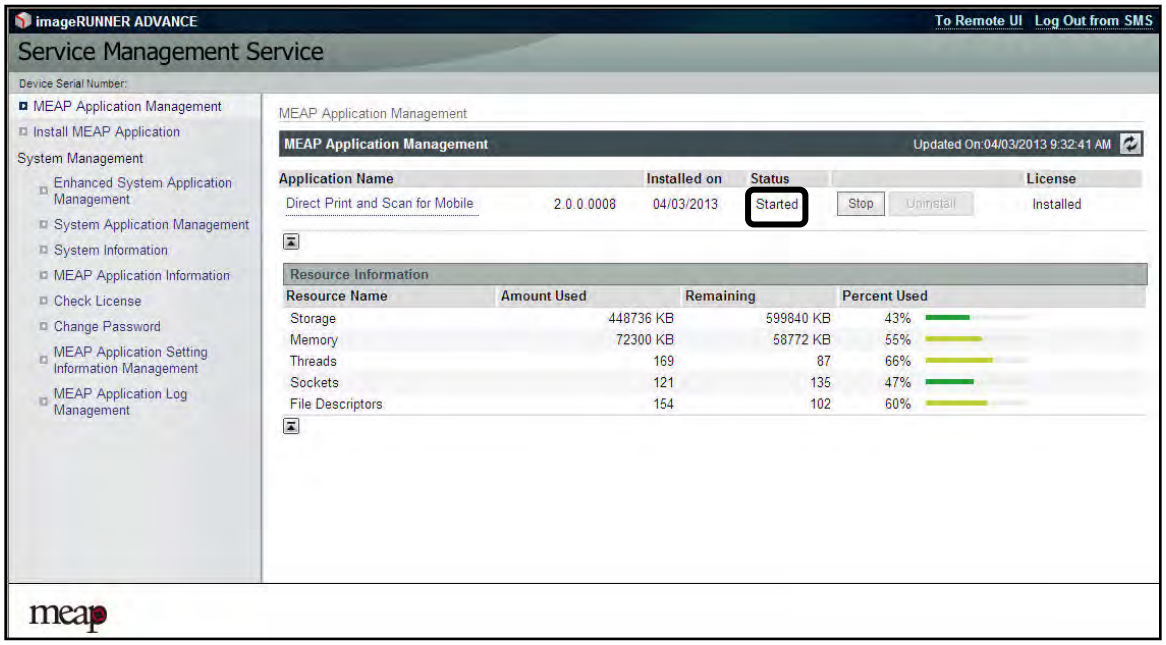


13. Click [Start] for <Direct Print and Scan for Mobile>.



Note that the status of the Direct Print and Scan for Mobile application is <Installed> before clicking [Start].

The status of Direct Print and Scan for Mobile changes to <Started> if successful.



Installation is complete.

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Chapter 3 Configuring DPSM

This chapter describes how to properly configure DPSM.

3.1 Preparing the Device and Network Environment

Before you configure DPSM, you should prepare to specify the following settings:

1. Specify the Network Settings.
2. Make sure that your smartphone, tablet, iPad, or iPhone is on the same Wi-Fi network or VPN as where the MEAP device is located.
3. Disable SSL communication. (Only if you are using an iPhone or iPad running 5.*x* or higher.)

3.1.1 Specifying the Network Settings

Make sure that the correct IP address is set on the machine, and specify the necessary network settings by pressing (Settings/Registration) → [Preferences] → [Network].

IMPORTANT

- If the device is already operating on the network (i.e., documents can already be printed or sent from a computer), this operation is not necessary.
- For more information on specifying the Network settings, see the *Network e-Manual* that came with your machine.

3.1.2 Confirming Your Mobile Device Is on the Wi-Fi Network

IMPORTANT

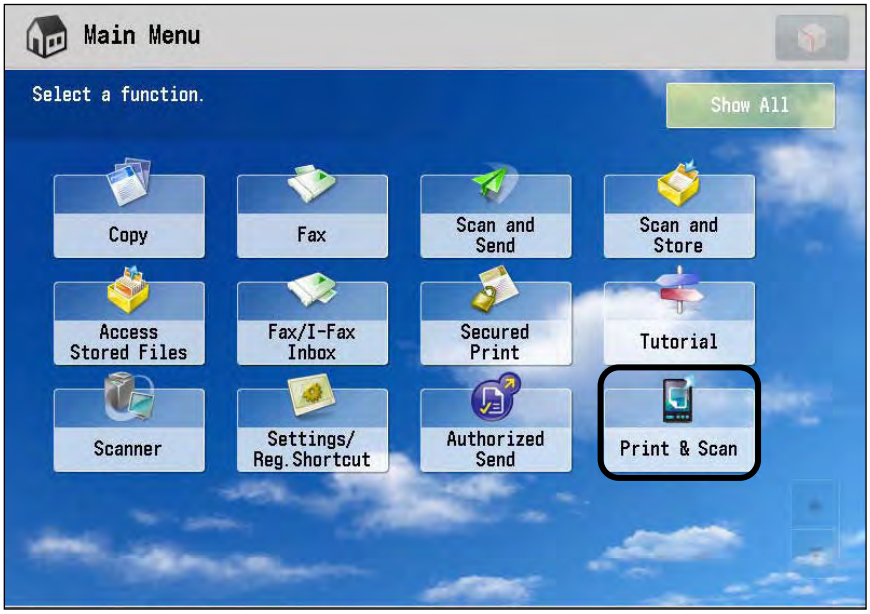
- If your mobile device is already operating on the Wi-Fi network, this operation is not necessary.
- For more information on confirming whether your mobile device is on the network, see the manual that came with your mobile device.

1. Make sure that your mobile device is turned ON.

2. Locate and touch the [Settings] application on your smartphone, tablet, iPad, or iPhone.

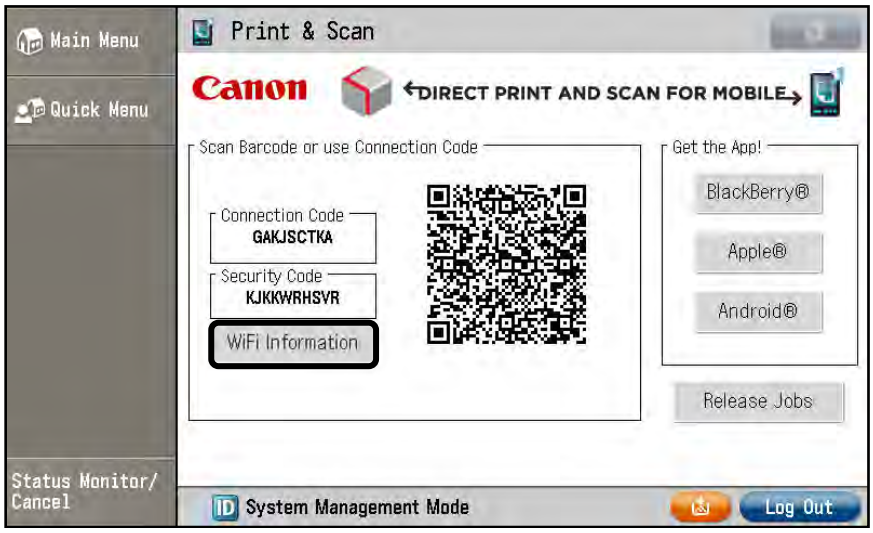
3. Locate your Wi-Fi settings, and join the network on which the MEAP device is located.

4. To make sure your mobile device is on the same wireless network as the machine, log on to the device, if necessary → from the Main Menu, press [Print & Scan].

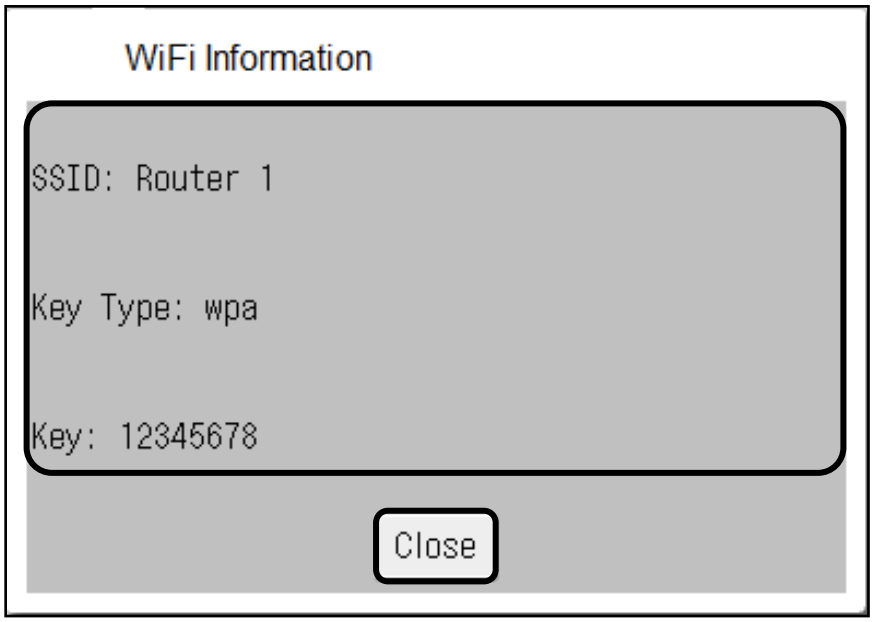


5. If the Administrator enabled Security and enabled the [WiFi Information] button from the Configuration servlet, press [WiFi Information].

   For information on configuring the Security settings, see "Configuring the Security Settings," on p. 39.



6. Depending on how the Administrator configured the settings, verify the SSID, Key Type, and Key → click [Close].



3.1.3 Disabling SSL Communication

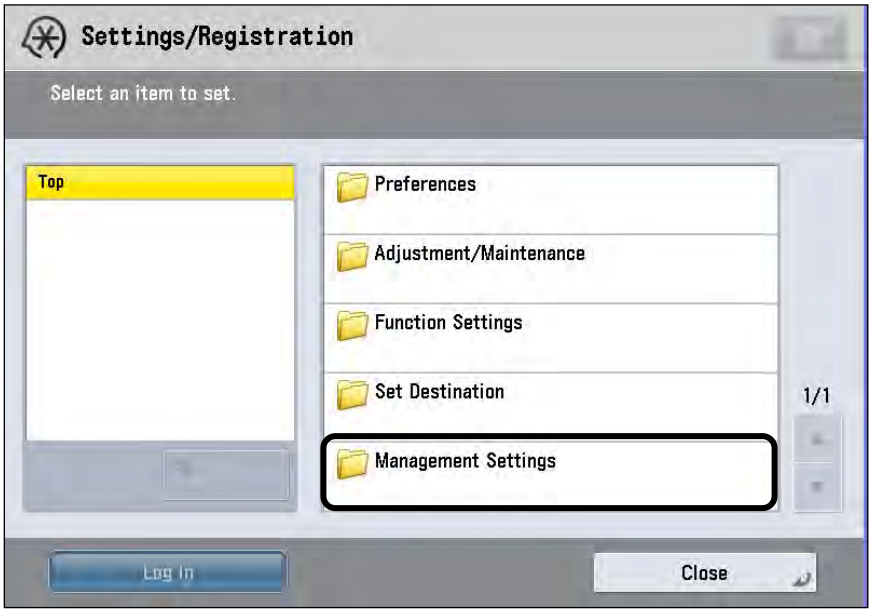
This section describes how to disable the SSL Setting on an imageRUNNER ADVANCE MEAP device. For information on specifying SSL settings on an imageRUNNER machine, see the documentation that came with your imageRUNNER.

1. Log on to the machine as the System Administrator.

   For instructions on logging on to the machine as the System Administrator, see the documentation that came with your MEAP device.

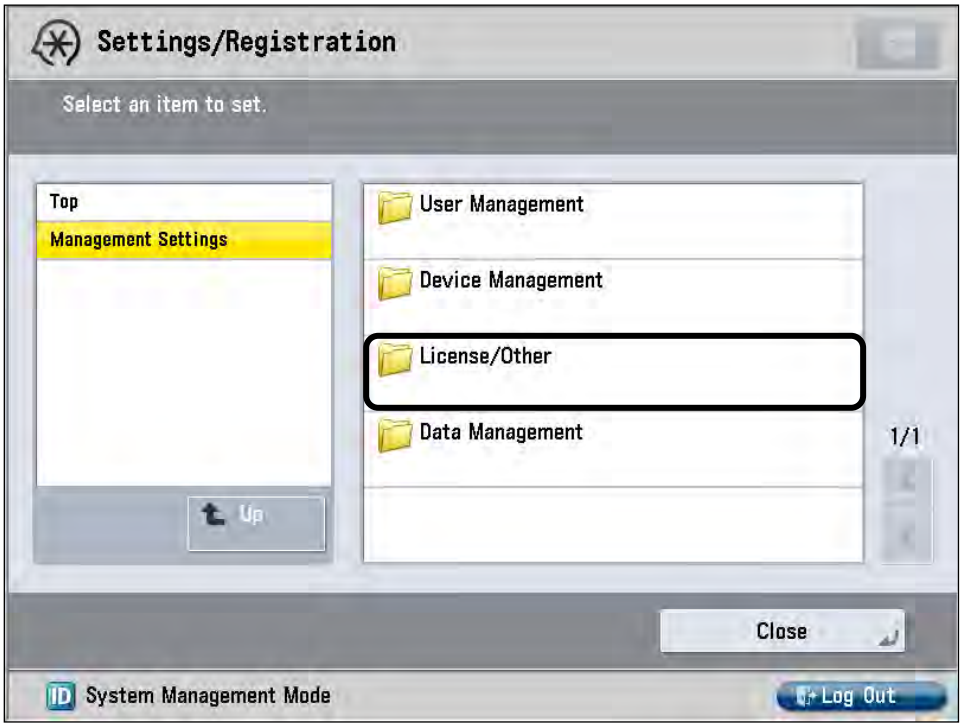
2. On the machine's control panel, press (Settings/Registration).

3. Press [Management Settings].

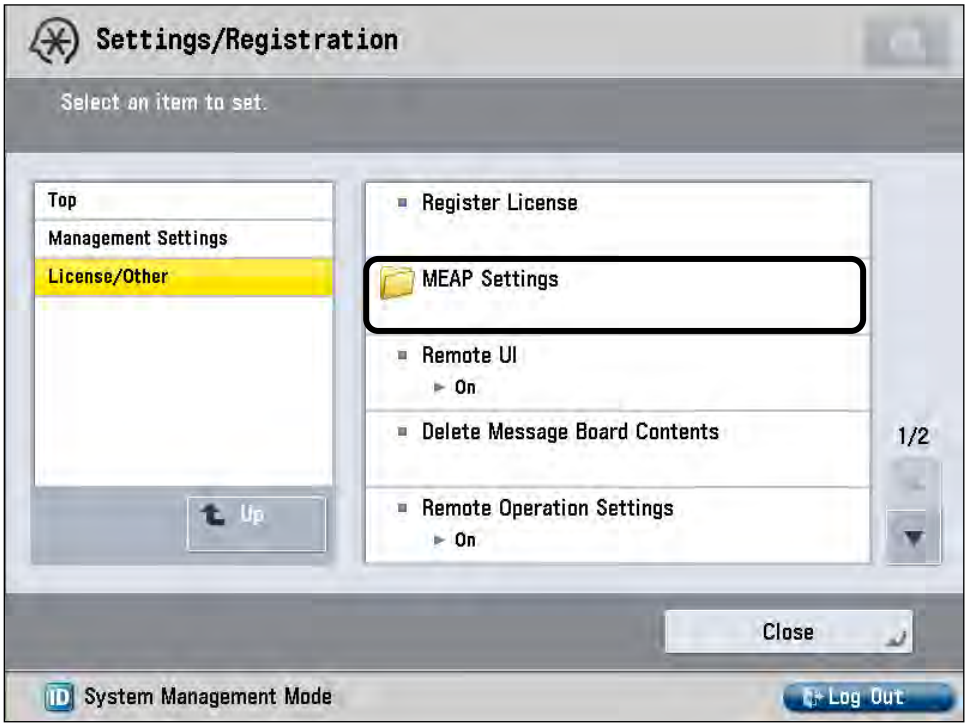


If the System Manager ID and System Password have been set, press [Log In] → enter the System Manager ID and System PIN using ⓪ – ⑨ (numeric keys) → press [Log in].

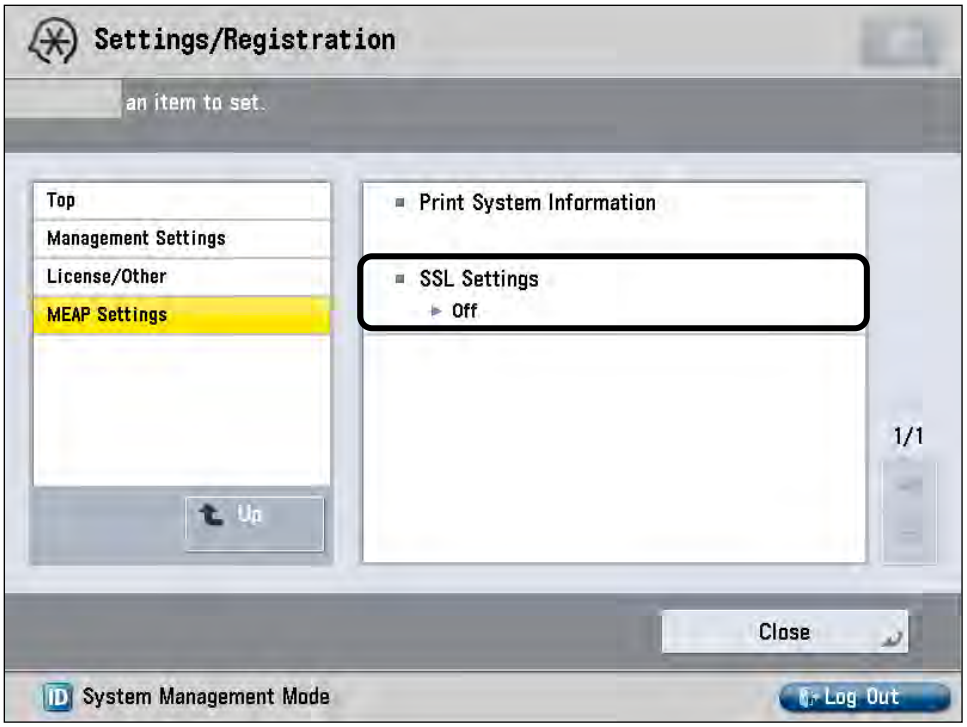
4. Press [License/Other].



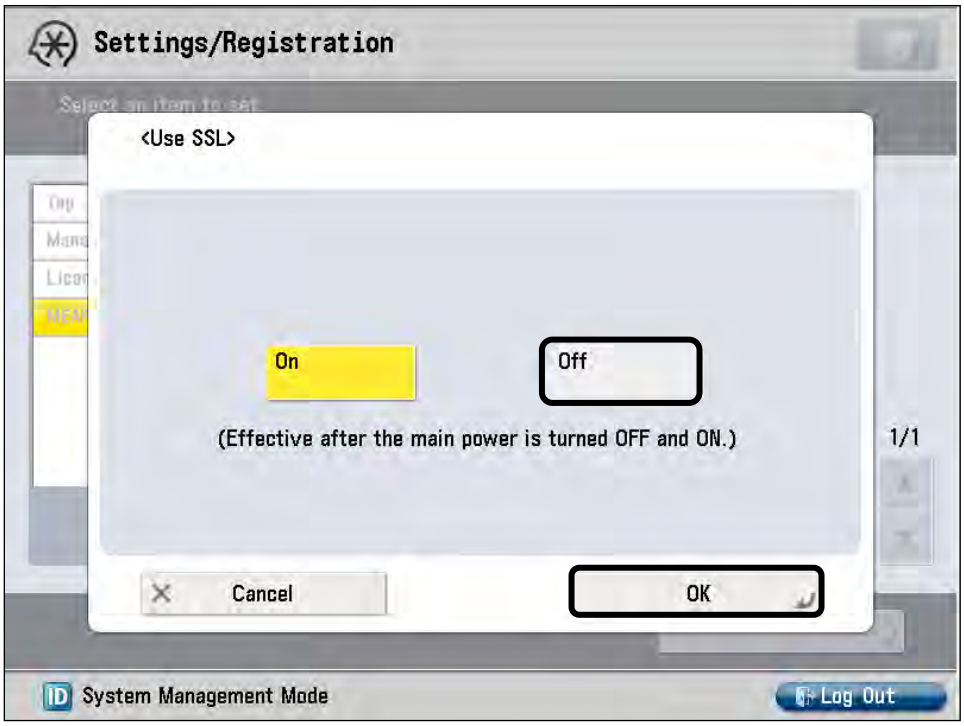
5. Press [MEAP Settings].



6. Press [SSL Settings].



7. Select [Off] ➞ press [OK].



8. Press [Close] ➞ restart the machine.

   For instructions on restarting the machine, see the appropriate user documentation that came with your MEAP device.

3.2 Configuring DPSM

DPSM provides a small configuration servlet to customize the application to your needs. For example, you can specify to enable or disable printing, and configure logging functionality.

Follow the procedures described in this section to configure the DPSM MEAP application.

3.2.1 Logging On to the Configuration Servlet

Follow the procedure below to log on to the DPSM configuration servlet.

1. Open a browser window ➞ enter the following URL:

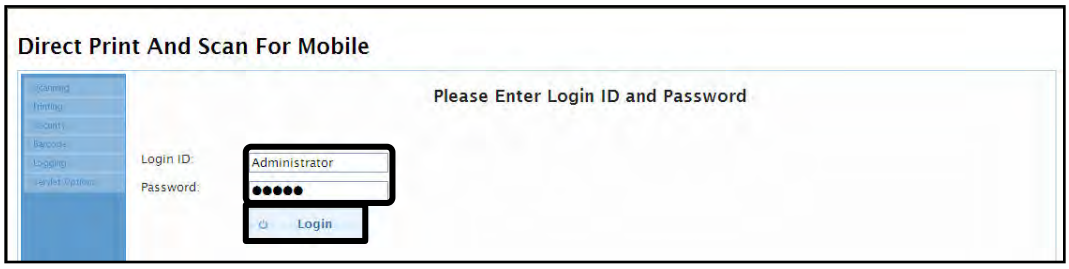
   http://<device IP>:8000/PrintAndScanMobile
   (Replace <device IP> with the IP address of the MEAP device.)

   The Login screen is displayed.

   IMPORTANT
   Enter **PrintAndScanMobile** exactly as shown, as it is case-sensitive.

2. Enter the Administrator's Login ID and password ➞ click [Login].

   The default Administrator's Login ID is **Administrator**, and the default password is **Admin**. Both are case-sensitive.



NOTE
- The [Password] text box displays a solid black circle (●) for each character entered. (Note that some browsers may display asterisks or some other symbol.)
- If authentication succeeds, the Scanning Configuration screen is displayed.

3.2.2 Configuring the Scanning Options

Follow the procedure below to configure the scanning functionality of the MEAP application.

1. Click the Scanning drop-down list → select [Enabled] or [Disabled].

If [Disabled] is selected, users cannot scan from the MEAP device to their mobile device.

2. Click [Save].

The Scanning Options are saved.

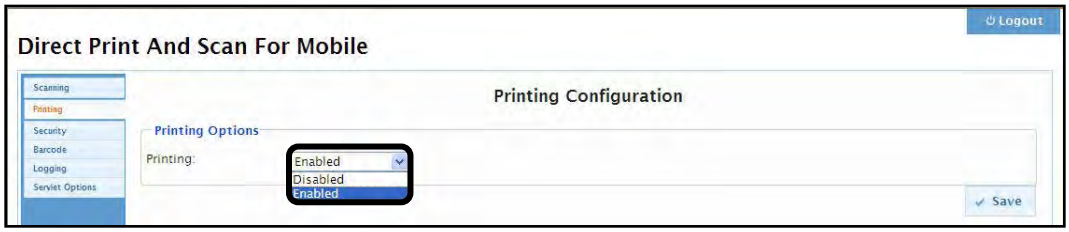
3.2.3 Configuring the Printing Options

Follow the procedure below to configure the printing functionality of the MEAP application.

1. Click the [Printing] tab.

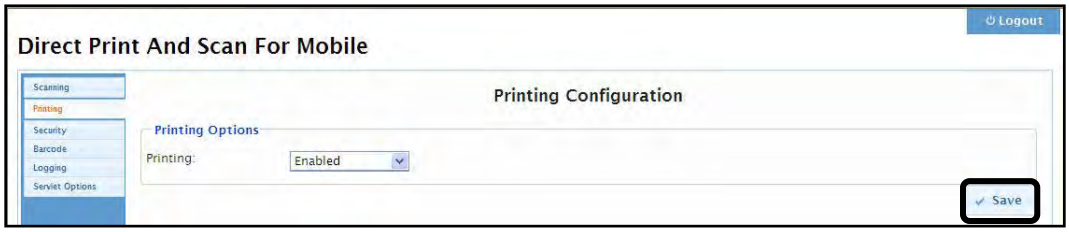
The Printing Configuration screen is displayed.

2. Click the Printing drop-down list → select [Enabled] or [Disabled].



If [Disabled] is selected, users cannot print from their mobile device to the MEAP device.

3. Click [Save].



The Printing Options are saved.

3.2.4 Configuring the Security Settings

Follow the procedure below to configure the security and tracking settings for the MEAP application.

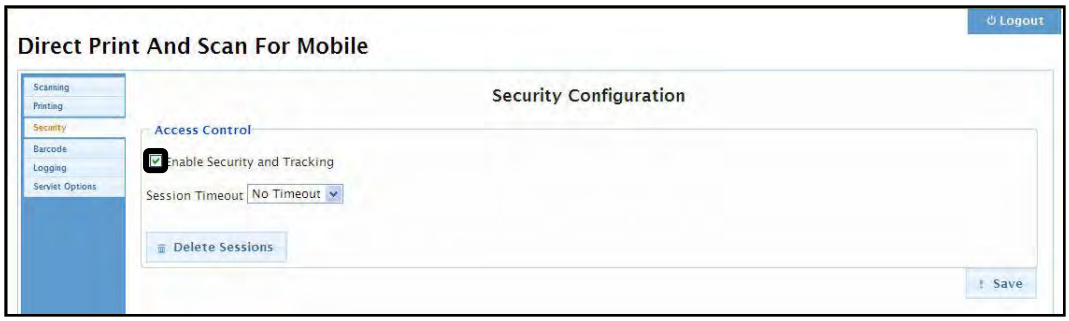
IMPORTANT

- If Security and Tracking are enabled, the mobile device must scan the barcode in the DPSM application on the MEAP device, or you must enter the security code to print and release a job.
- SSL must be enabled to activate the Security Options. To enable SSL, see "Disabling SSL Communication," on p. 32, and select 'On' instead of 'Off' for <Use SSL>.

1. Click the [Security] tab.

The Security Configuration screen is displayed.

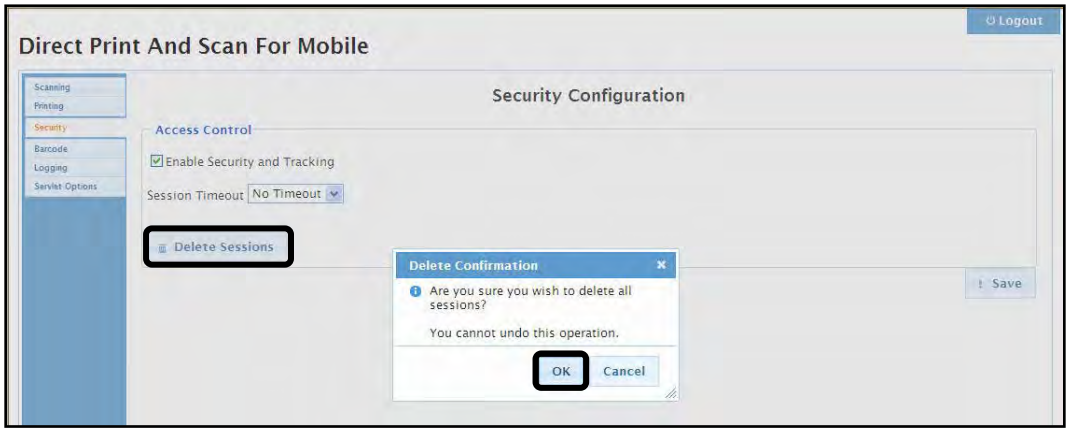
2. Select the [Enable Security and Tracking] check box to secure and track DPSM transactions on the MEAP device.



3. Select how long a security and tracking session should last from the Session Timeout drop-down list.

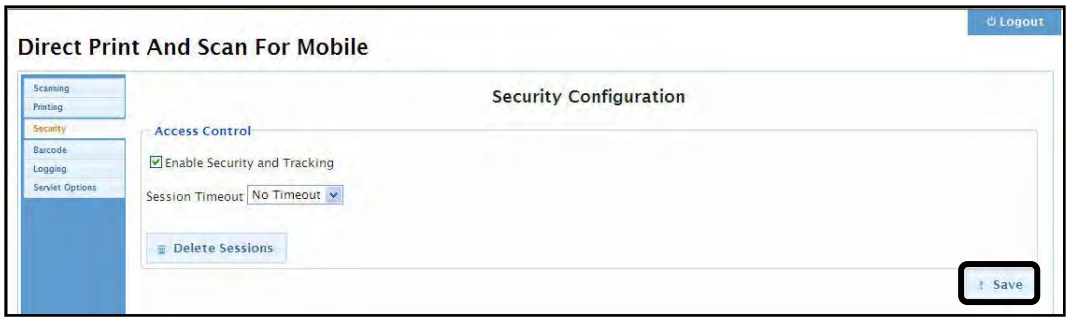
The default setting is ‘No Timeout’.

4. If you want to delete all existing sessions, click [Delete Sessions] ➞ click [OK].



If you do not want to delete all sessions, click [Cancel].

5. Click [Save].



The Security settings are saved.

3.2.5 Configuring the Barcode Settings

This section describes how to configure the Barcode settings of the MEAP application. The Barcode Configuration screen enables the Administrator to print or share the barcode for the DPSM MEAP application using a share URL. The barcode displayed does not contain a Security Code, and the Security Code can only be seen on the MEAP device.

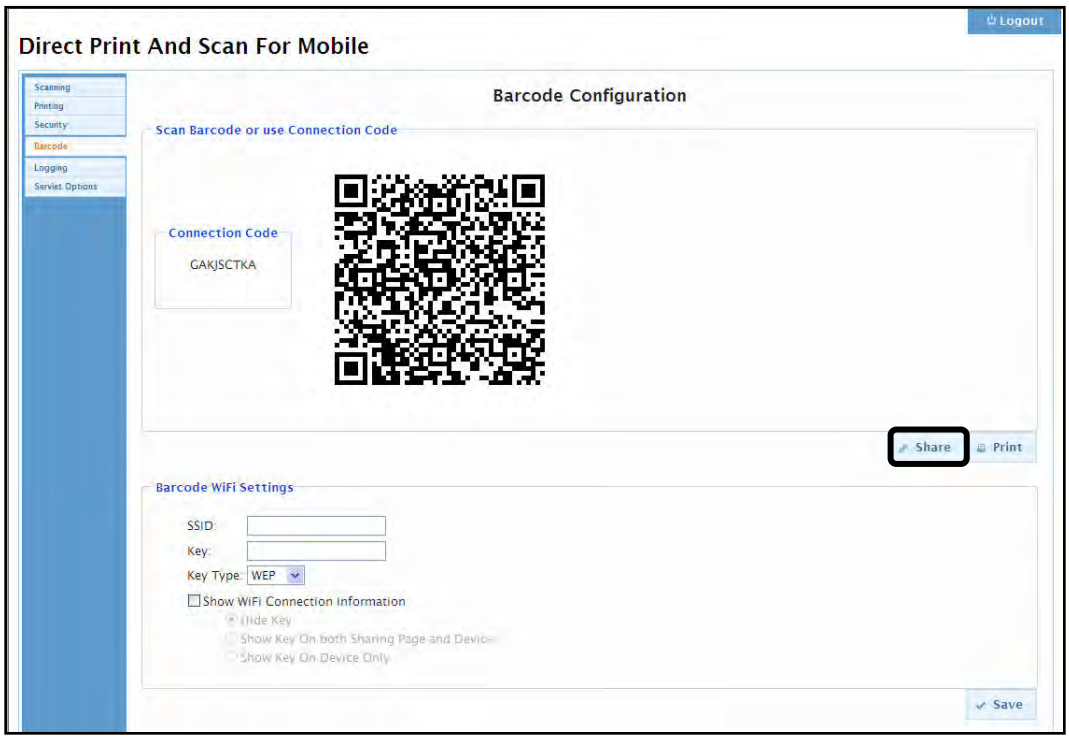
Follow the procedure below to configure the barcode settings for the MEAP application.

---

1. Click the [Barcode] tab.

The Barcode Configuration screen is displayed.

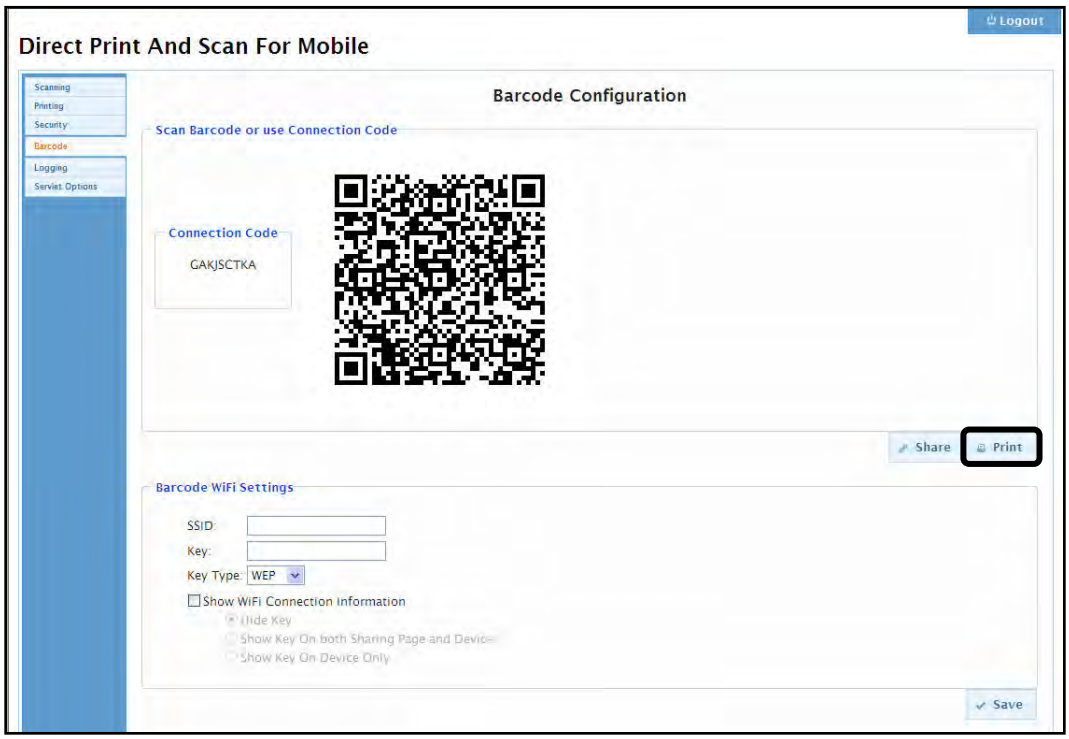
2. If you want to share the barcode, click [Share].



2.1 Verify the URL for sharing the device barcode via a Web page → click [X] to close the dialog box.

If you want to copy the link and paste it into an e-mail message or document to share the barcode, click [Copy Link]. The link is copied to the Clipboard.

3. If you want to print the barcode, click [Print].



A print preview page is displayed.

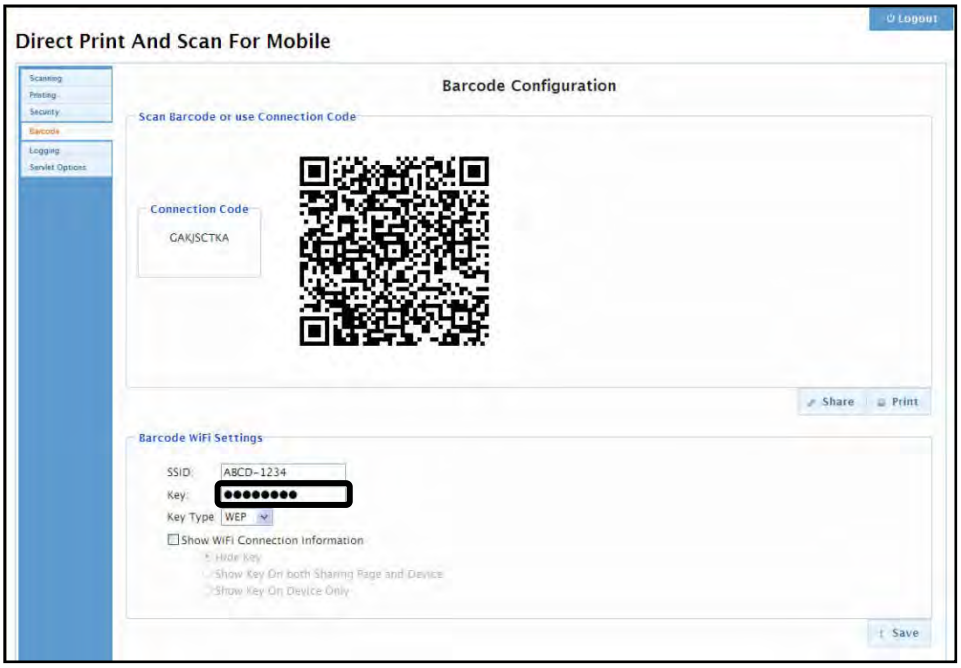
3.1 Click [Print].

The Web browser's native print dialog box is displayed.

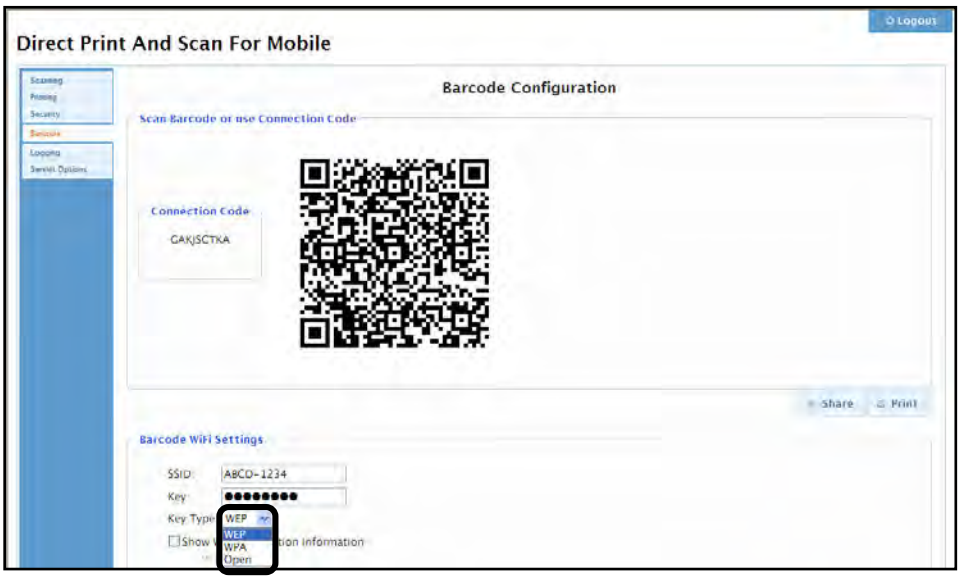
4. Specify the Barcode Wi-Fi Settings.

4.1 Enter the SSID (Service Set Identifier) of the router for accessing the machine over Wi-Fi in the [SSID] text box.

4.2 Enter the router's key for accessing the machine over Wi-Fi in the [Key] text box.



4.3 Select [WEP], [WPA], or [Open] from the Key Type drop-down list.



4.4 If you want the SSID and Key Type displayed in the barcode, select the [Show WiFi Connection Information] check box → select exactly what you want displayed in the barcode.

[Hide Key]:	If selected, the key is hidden in the barcode.
[Show Key On both Sharing Page and Device]:	If selected, the key is displayed in the barcode on both the device and on the sharing page.
[Show Key On Device Only]:	If selected, the key is displayed in the barcode on the device only.

5. Click [Save].

The Barcode Configuration settings are saved.

3.2.6 Configuring the Logging Settings

This section describes how to configure the Console logging and File logging types, and how to download and delete a log file.

Follow the procedure below to configure the Logging settings.

1. Click the [Logging] tab.

The Logging Configuration screen is displayed.

2. Click the Console Logging drop-down list → select [Enabled] or [Disabled].

If you select [Enabled], all severity levels are logged.

The following eight logging severity levels for both Console Logging and File Logging are supported. The number preceding the severity level is the numerical code. The severity levels cannot be adjusted.
0 = Emergency
1 = Alert
2 = Critical
3 = Error
4 = Warning
5 = Notice
6 = Informational
7 = Debug

3. Click the File Logging drop-down list ➞ select [Enabled] or [Disabled].

If you select [Enabled], log messages are written to a Log file.

4. If you want to download a log file, click [Download] next to <Current Log File> or <History Log File> ➞ click [Save] ➞ follow the instructions on the screen to save the file.

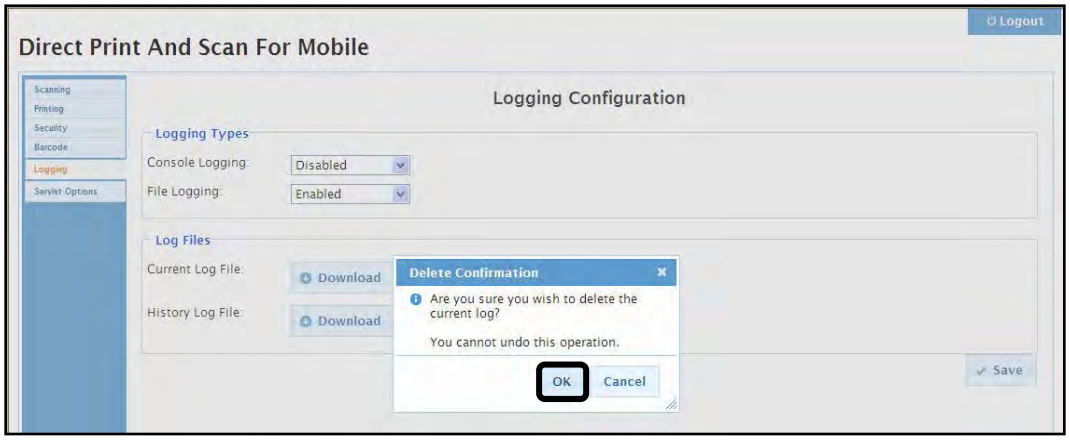
   If you want to display a log file, click [Open] instead of [Save].

The Current Log File and History Log File are rendered as text files.

NOTE

The history log file remains empty until the current log file reaches its maximum file size (512 KB). When the current log file reaches it maximum file size, its contents are transferred to the history log file, and the current log file is reset. The previous history log file is overwritten with the new content.

5. To delete a log file, click [Delete] next to <Current Log File> or <History Log File> ➞ click [OK].



6. Click [Save].

   The Logging Configuration settings are saved.

3.2.7 Configuring the Configuration Servlet Options

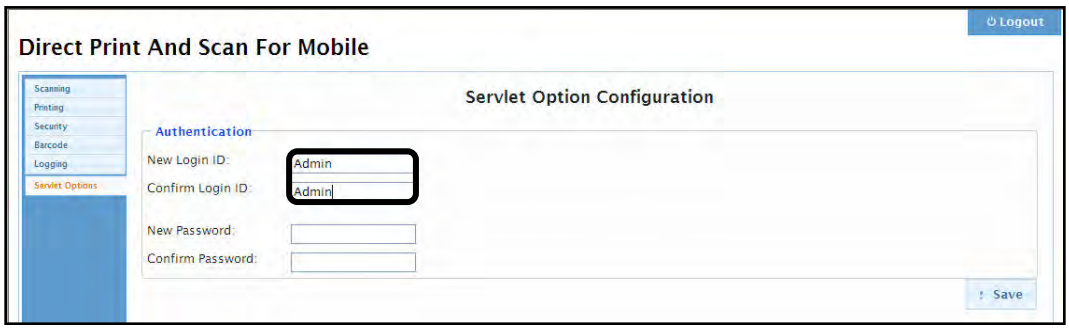
This section describes how to configure a new Login ID and password to access the Configuration servlet.

Follow the procedure below to configure the Servlet Options.

1. Click the [Servlet Options] tab.

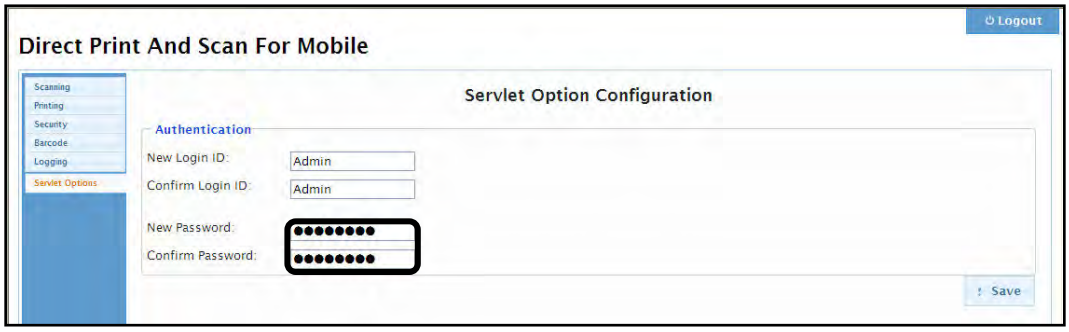
The Servlet Options Configuration screen is displayed.

2. Enter a new Login ID in the [New Login ID] text box → enter the same Login ID in the [Confirm Login ID] text box.



If the Login IDs do not match and you select another text box, the message <The Login IDs do not match.> is displayed in red. Re-enter the Login ID, and make sure the value in [Confirm Login ID] matches the value entered in [New Login ID].

3. Enter a new password in the [New Password] text box → enter the same password in the [Confirm Password] text box.



If the passwords do not match and you select another text box, the message <The Passwords do not match.> is displayed in red. Re-enter the password, and make sure the value in [New Password] matches the value entered in [Confirm Password].

4. Click [Save].

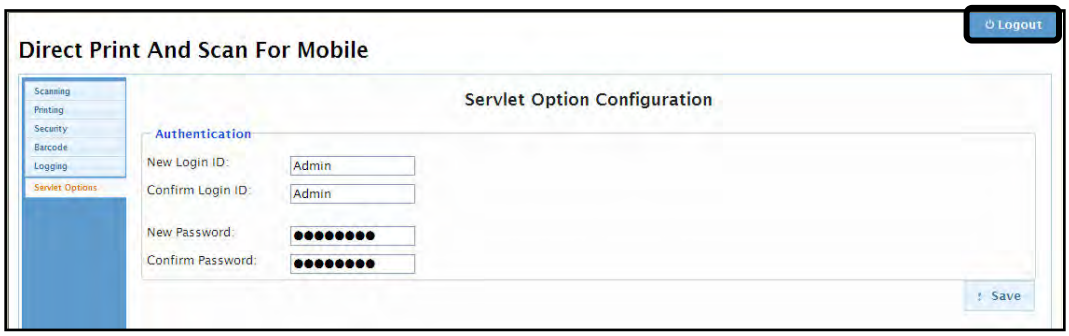
The new Login ID and password are saved, and you are logged out automatically.

If you want to continue to use the Configuration servlet, log back in with the new Login ID and password.

3.2.8 Logging Out of the Configuration Servlet

This section describes how to log out of the Configuration servlet.

1. Click [Logout] from any DPSM configuration screen.



The Please Enter Login ID and Password screen is displayed.

Chapter 4 Using DPSM on a BlackBerry Smartphone

This chapter describes how to download and use the DPSM application on a supported BlackBerry smartphone. For more information on supported BlackBerry smartphones, see "Supported Mobile Devices," on p. 17.

4.1 Downloading the DPSM App

This section describes how to download the DPSM app from BlackBerry's App World Web site, either directly, or via the MEAP application on the MEAP device.

IMPORTANT
The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.

4.1.1 Downloading the App from BlackBerry App World

This section describes how to download the DPSM app via BlackBerry App World.

1. From your BlackBerry smartphone, go to the BlackBerry App World Web site at http://appworld.blackberry.com/webstore.

2. Search for the DPSM app → download the app to your smartphone.

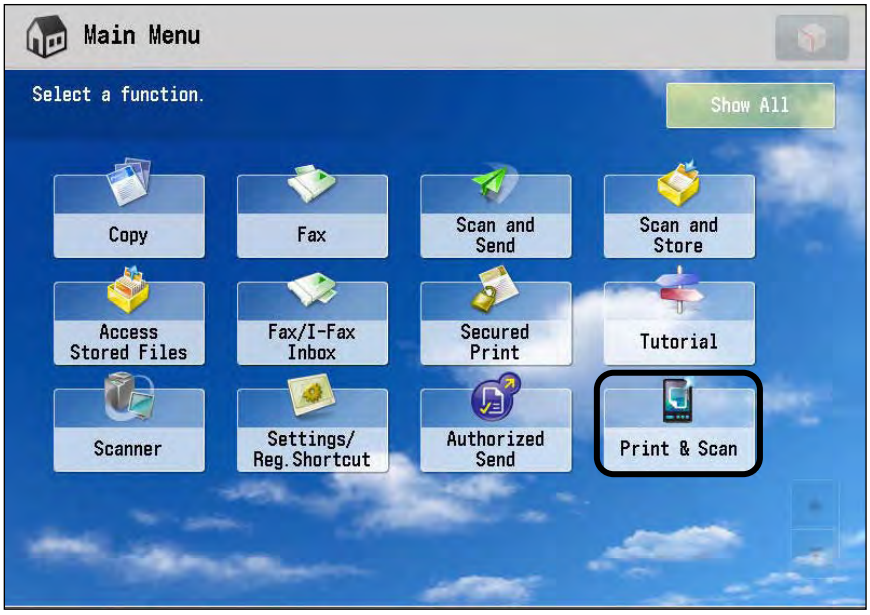
4.1.2 Downloading the App via the MEAP Device

This section describes how to download the DPSM app via the DPSM MEAP application installed on the MEAP device.

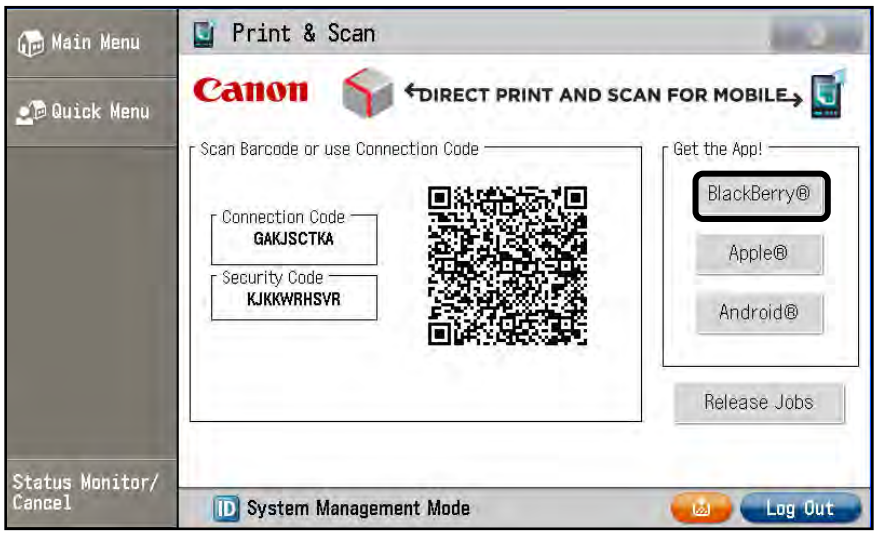
IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- To download the DPSM app, your smartphone must be equipped with a camera to scan the barcode and go to BlackBerry App World.

1. Walk up to the MEAP device → from the Main Menu, press [Print & Scan].



2. Press [BlackBerry®].



3. Scan the QR-Code to go directly to the DPSM app in BlackBerry App World.

If you do not want to scan the QR-Code, press [Close].

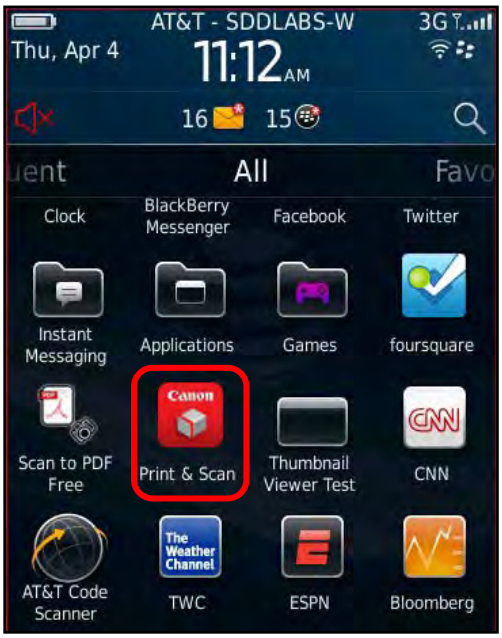
4.2 Connecting to a MEAP Device

Follow the procedure below to connect to an existing MEAP device or scan the barcode of a new device.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- Make sure that your smartphone is on the same Wi-Fi network as the machine. For information, see “Confirming Your Mobile Device Is on the Wi-Fi Network,” on p. 30.

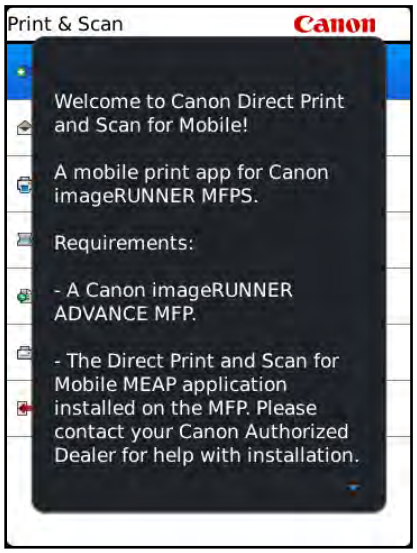
1. Find the DPSM app on your smartphone → select or touch the [Print & Scan] icon.

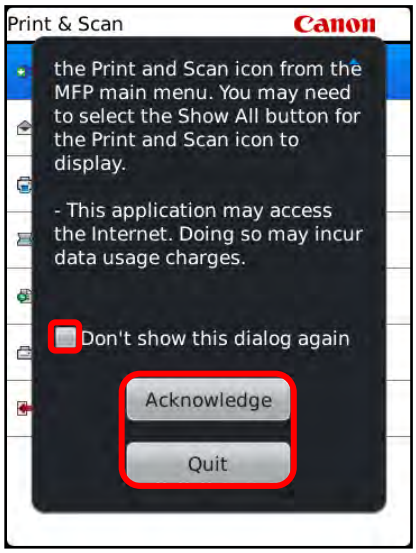


The Print & Scan menu is displayed.

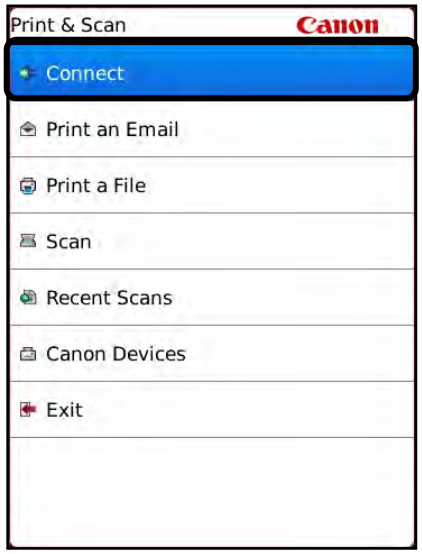
When the application first loads, the following screen appears. Select or touch [Acknowledge] to continue, or select or touch [Quit] to exit the application.

You can also select the [Don't show this dialog again] check box, so this message does not appear every time you launch the application.





2. If you are not connected to a Canon MEAP device, select or touch [Connect].



3. Connect to a new device or an existing device.

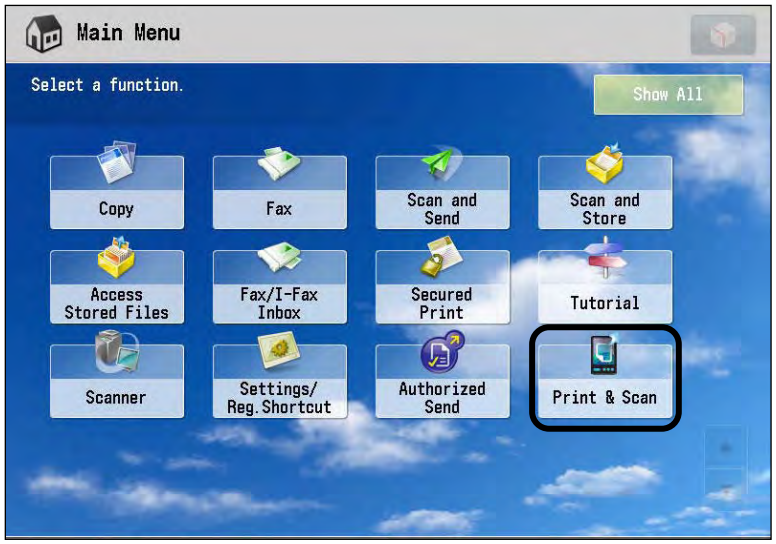
   3.1 To add a new device, select or touch [Scan Barcode] or [Enter Connection Code].

IMPORTANT
To scan the barcode in the DPSM application on the MEAP device, your mobile device must be equipped with a camera.

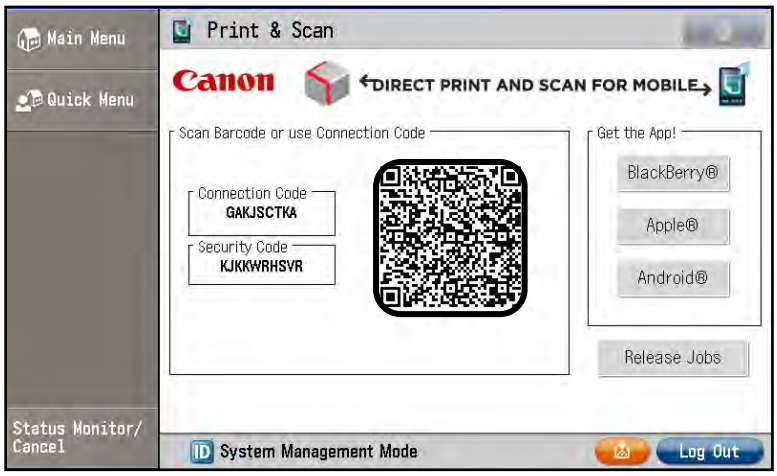
If there is a blank space, this means the Canon device was not given a name. To connect to a device, you must assign the device a name. For more information on naming a device, see the documentation that came with your MEAP device.

If you selected [Scan Barcode], the message <Point your camera at the barcode image and hold the camera steady to scan it.> may appear. Select or touch [OK] to dismiss the message and start the barcode scanner.

3.1.1 If you selected [Scan Barcode], walk up to the MEAP device → from the Main Menu, press [Print & Scan].



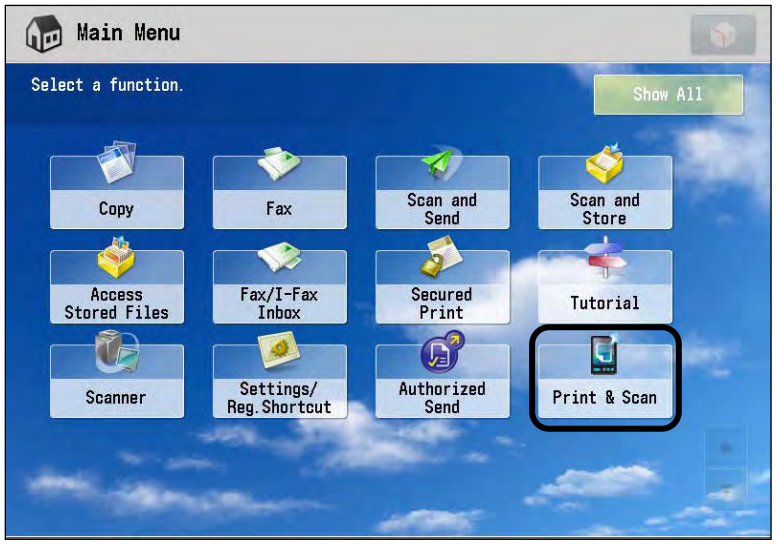
3.1.1.1 Hold your phone's camera lens over the QR code on the MEAP device.



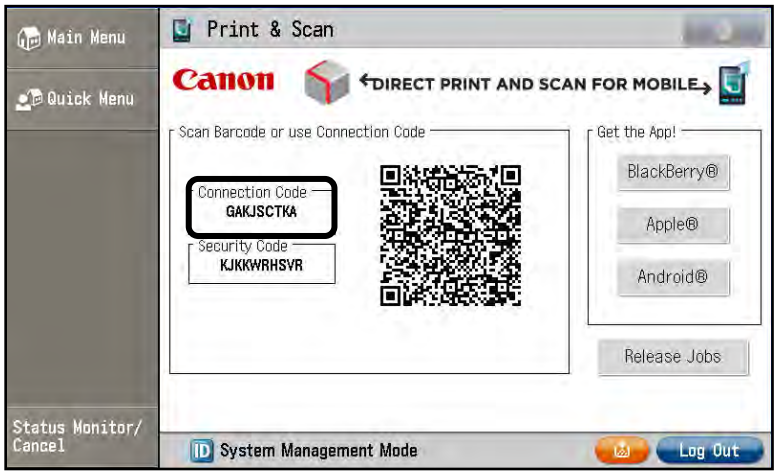
Your phone automatically scans the barcode. If the scan is successful, the MEAP device is added to the printer list on your mobile device.

In the screen shot above, Security is enabled, and a Security Code is displayed under the Connection Code. When you scan the barcode, the security code is automatically attached, and you do not have to enter the security code manually.

3.1.2 If you selected [Enter Connection Code], walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



3.1.2.1 Locate the Connection Code on the MEAP device.



3.1.2.2 Enter the code on the Print & Scan screen on your smartphone ➞ select or touch [OK].

You can enter the code in uppercase or lowercase characters.

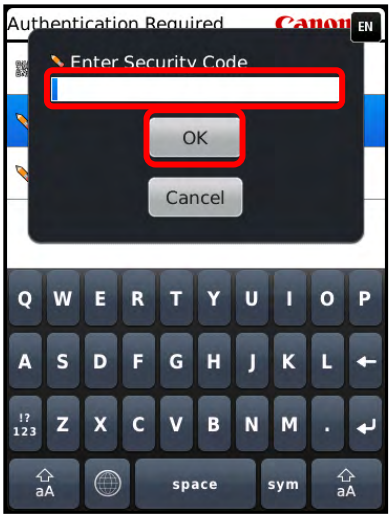
If the entered code is valid, the MEAP device is added to the printer list on your mobile device.

If you do not want to enter the code, select or touch [Cancel].

3.1.2.3 If Security is enabled, the screen below may appear during the connection process. Select or touch [Enter Security Code].

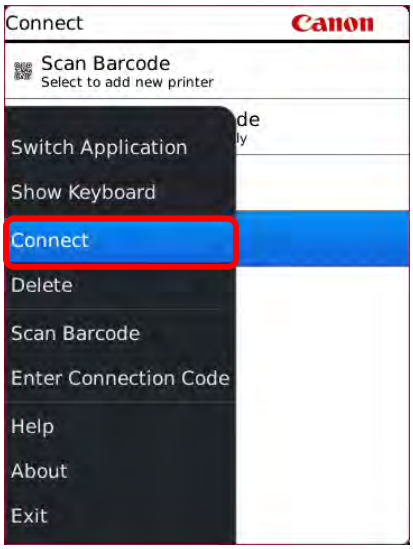
The screen above may not be displayed if you already scanned the barcode, or previously established a session that is still valid. Depending on how the Administrator configured the Security settings, you may only have to authenticate to the device once.

3.1.2.4 Enter the security code found on the DPSM screen on the MEAP device → select or touch [OK].



3.2 To connect to an existing device, highlight an existing device ➞ press the BlackBerry Menu button ➞ select or touch [Connect].

You can also just select or touch the device's name.



If there is a blank space, this means the Canon device was not given a name. To use a device, you must assign the device a name. For more information on naming a device, see the documentation that came with your MEAP device.

Your smartphone is connected to the MEAP device.

4.3 Printing E-Mail Messages and Attachments

There are a few ways you can print e-mail messages and attachments from your BlackBerry smartphone:

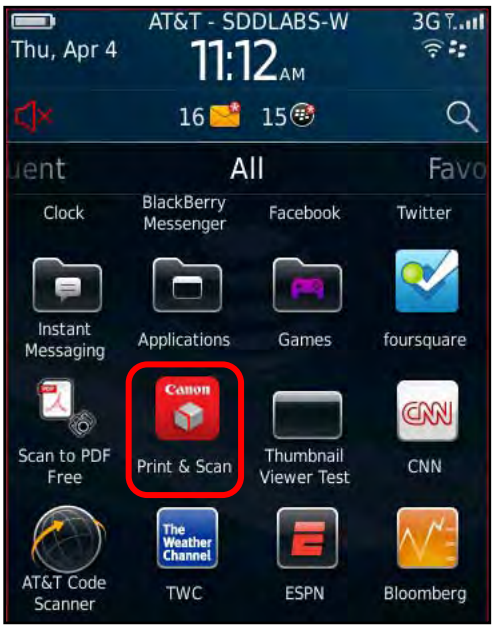
1. Print via the DPSM app.
2. Print directly from the BlackBerry's native e-mail application.
3. Press and hold down an e-mail message (if you are using a BlackBerry smartphone with a touch screen), and select [Print] from the pop-up menu that appears.

4.3.1 Printing from the Print & Scan Mobile App

Follow the procedure below to print e-mail messages and attachments from your BlackBerry smartphone using the Print & Scan mobile app.

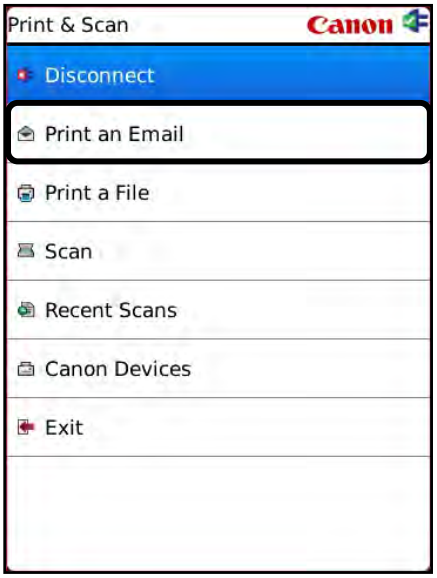
---

1. Find the DPSM app on your BlackBerry → select or touch the [Print & Scan] icon.



The Print & Scan menu is displayed.

2. Select or touch [Print an Email].

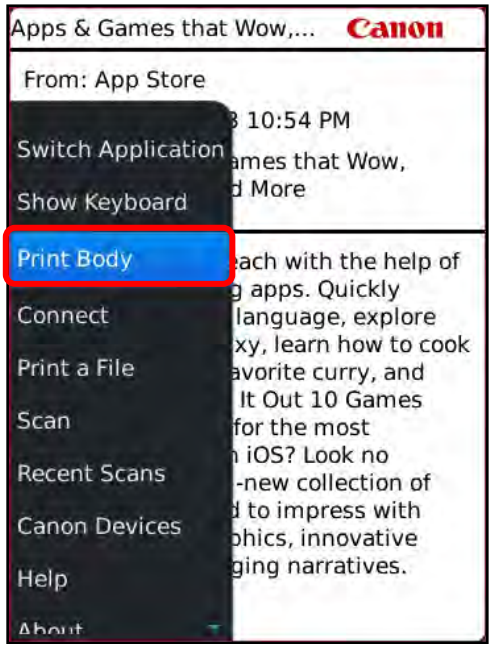


The E-mail screen is displayed.

3. Select or touch the e-mail message you want to print.

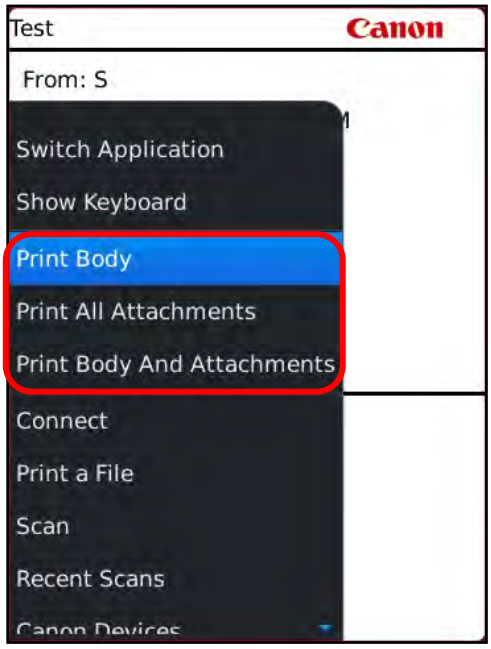
If the e-mail message has an attachment, the context menu will have additional options.

3.1 If you selected an e-mail message without an attachment, press the BlackBerry Menu button → select or touch [Print Body].



3.2 If you selected an e-mail message with attachments, select or touch an attachment to print → press the BlackBerry Menu button → select or touch [Print Body], [Print All Attachments], or [Print Body And Attachments].

If you want to print an individual attachment, select or touch the desired attachment from the e-mail preview screen → press the BlackBerry Menu button → select or touch [Print Attachment].



If you selected to print the attachments, or if a large e-mail body has been selected, the Download Progress screen appears.

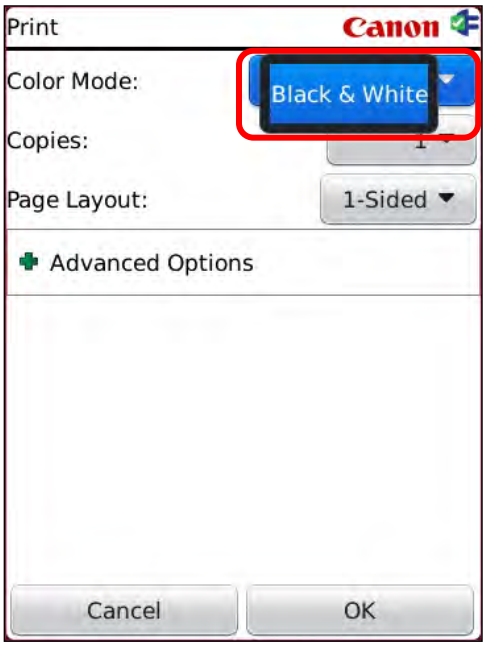
NOTE

- To cancel the download process, select or touch [Cancel].
- If your BlackBerry smartphone is not connected to a MEAP device, the Connect screen is displayed. You must first connect to a device before printing. For more information on connecting your BlackBerry smartphone to a MEAP device, see "Connecting to a MEAP Device," on p. 56.

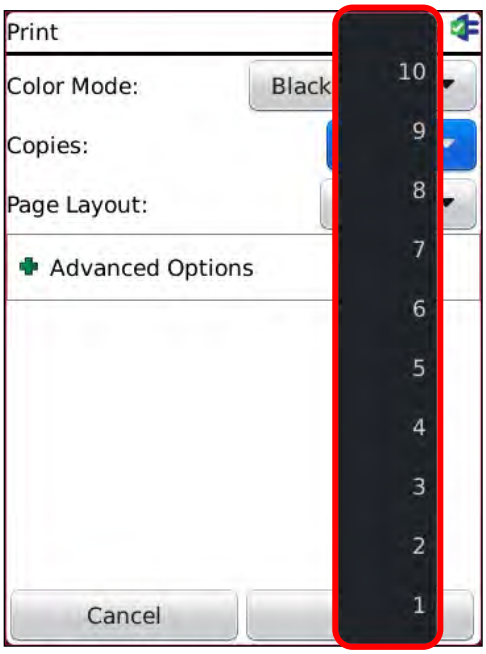
4. Select the Print options.

4.1 From the Color Mode drop-down list, select [Auto], [Color] or [Black & White].

[Color] is only an option if your MEAP device supports color printing.

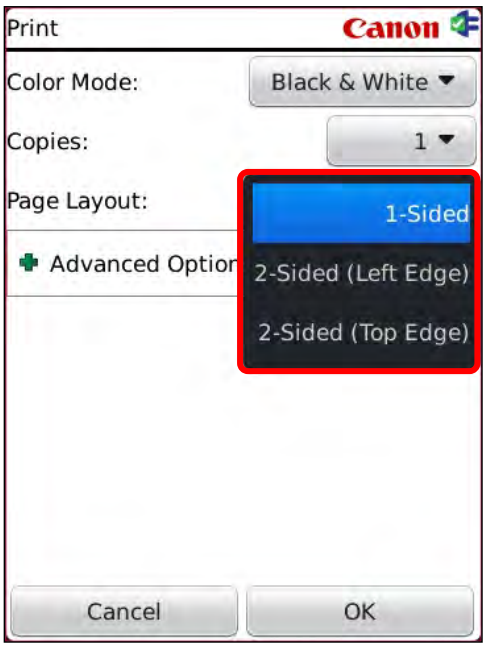


4.2 From the Copies drop-down list, select or touch the number of copies that you want to print.



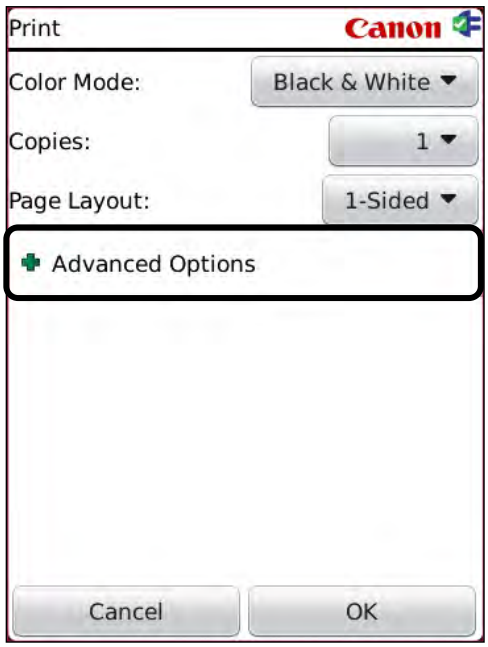
You can select to print from 1 to 99 copies.

4.3 From the Page Layout drop-down list, select or touch [1-Sided], [2-Sided (Left Edge)], or [2-Sided (Top Edge)].



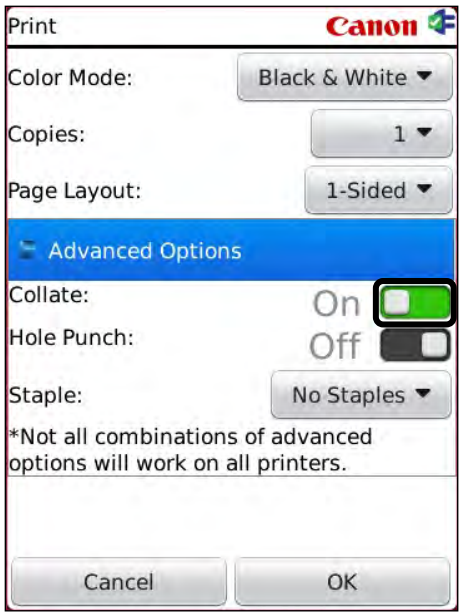
[1-Sided]:	The e-mail attachments and body are printed on only one side of the paper.
[2-Sided (Left Edge)]:	The e-mail attachments and body are printed on both sides of the paper, and can be bound at the left edge.
[2-Sided (Top Edge)]:	The e-mail attachments and body are printed on both sides of the paper, and can be bound at the top edge.

4.4 If the MEAP device you are using has stapling and hole punch capabilities, select or touch [Advanced Options].



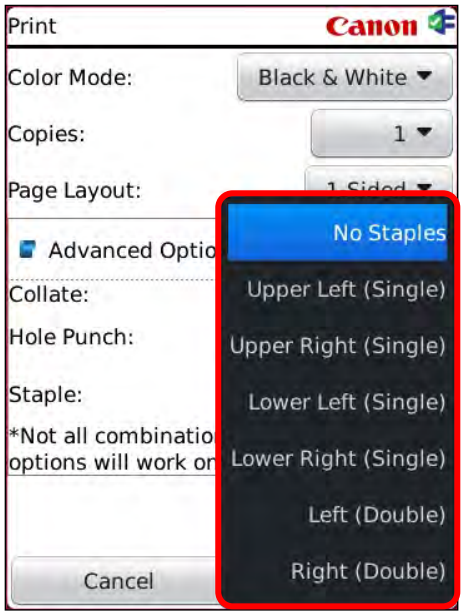
4.4.1 If you want to collate your documents, select or touch the toggle switch to turn collating ‘On’ or ‘Off’.

If Collate is set to ‘Off’, you documents are grouped by page, in page order.



4.4.2 If you want to hole punch your document and the MEAP device has this capability, select or touch the toggle switch to turn hole punching ‘On’ or ‘Off’.

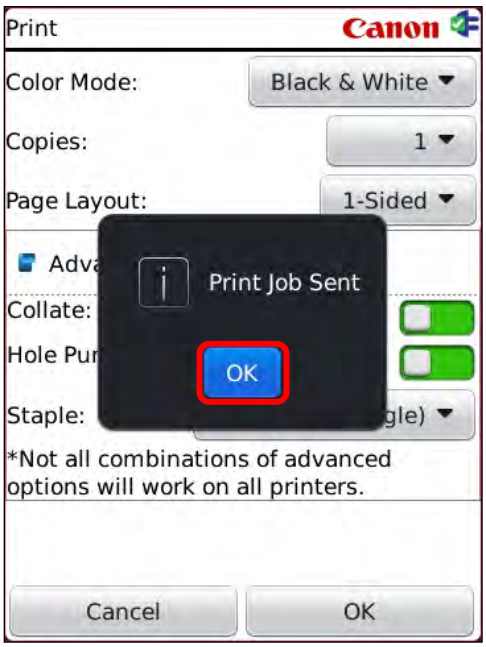
4.4.3 If you want to staple your document and the MEAP device has this capability, select or touch the Staple drop-down list → select or touch the stapling location.



5. Select or touch [OK].

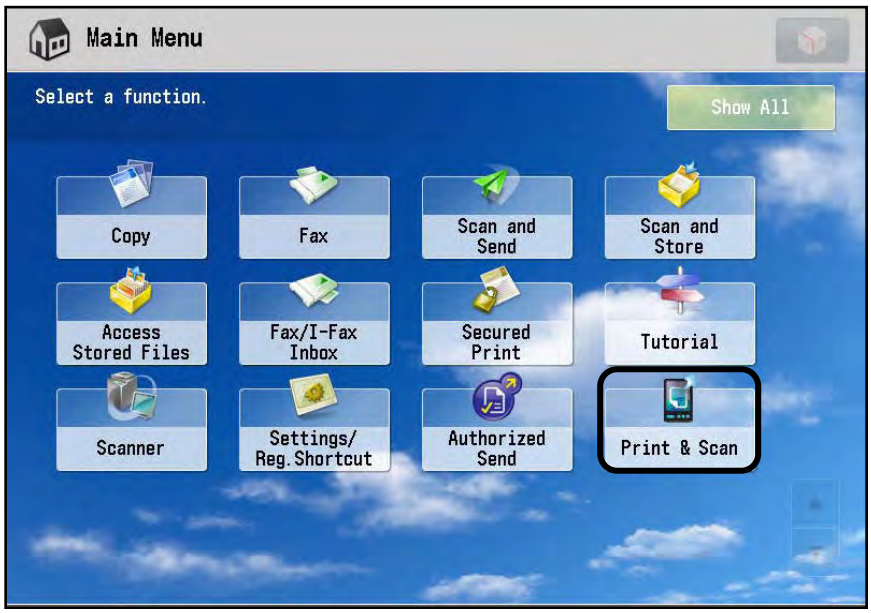
The Print options are set, and the print jobs are created and sent to the selected printer.

6. If Security is not enabled on the MEAP device and the device is not locked, select or touch [OK].

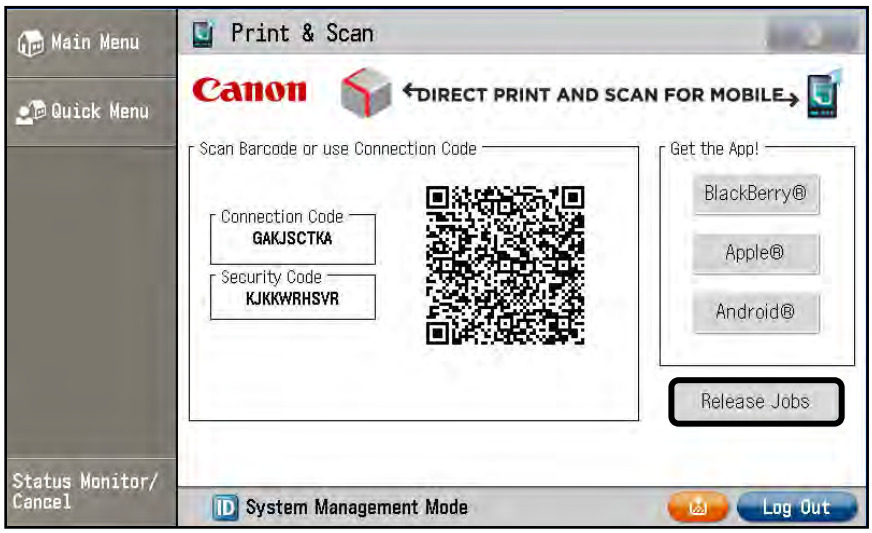


The job is printed.

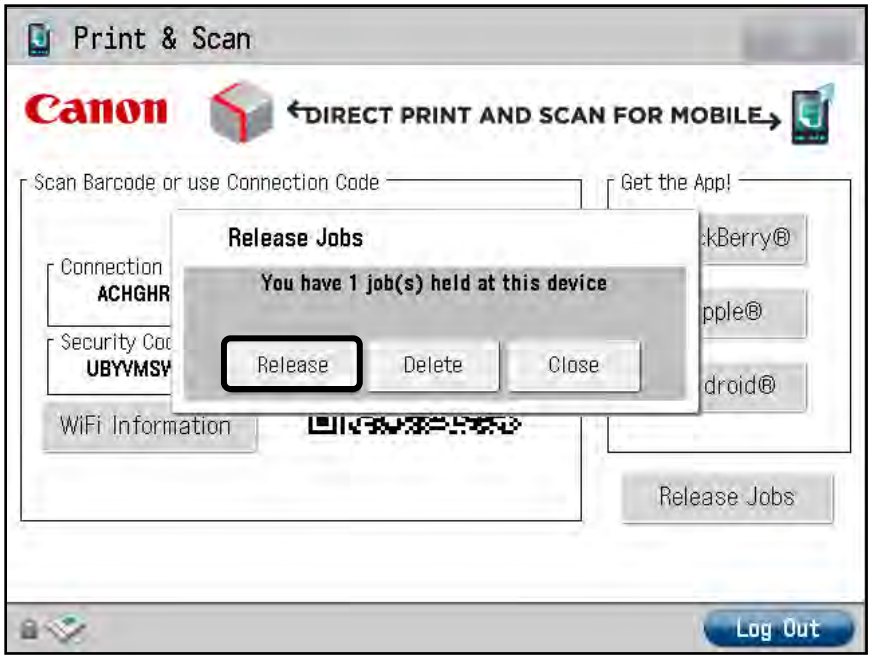
7. If Security is enabled on the MEAP device, and the device is locked, the print job is held and stored on the MEAP device's hard disk drive. To print the held job, walk up to the MEAP device → log on with your user credentials → from the Main Menu, press [Print & Scan].



8. Press [Release Jobs].



9. Press [Release] to print the job.



To delete the job, press [Delete].

To close the dialog box, press [Close].

IMPORTANT

- There is a maximum of 50 MB of total file space for held jobs and a maximum of 35 files across all users the MEAP device can store on its hard disk drive.
- Once a job is released, the file is deleted from the hard disk drive.

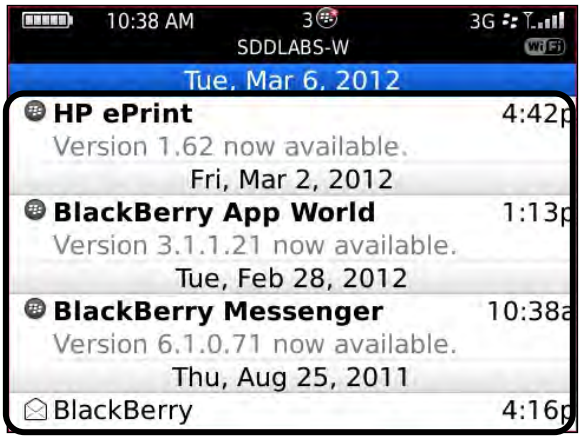
4.3.2 Printing from the BlackBerry's Native E-Mail Application

Follow the procedure below to print e-mail messages and attachments directly from your BlackBerry smartphone's native e-mail application.

1. Open the native e-mail app on your BlackBerry smartphone.

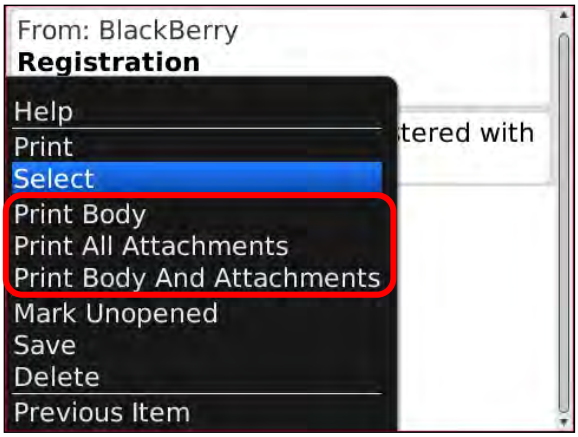
The E-Mail screen is displayed.

2. Highlight the e-mail message you want to print → press the BlackBerry Menu button.



3. Select or touch [Print Body], [Print All Attachments], or [Print Body And Attachments].

   If you want to print an individual attachment, select or touch the desired attachment from the e-mail preview screen → press the BlackBerry Menu button → select or touch [Print Attachment].



   If you selected to print the attachments, or if a large e-mail body has been selected, the Download Progress screen appears.

NOTE

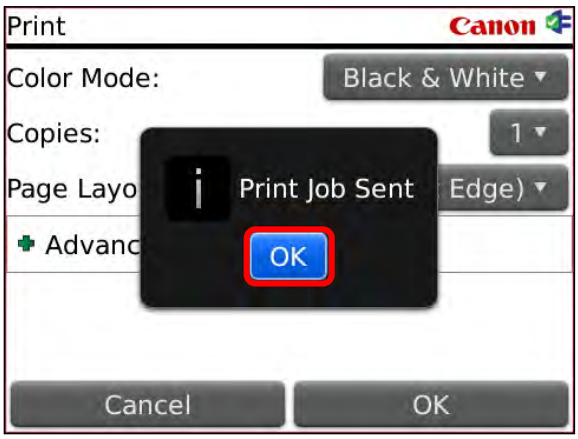
- To cancel the download process, select or touch [Cancel].
- If your BlackBerry smartphone is not connected to a MEAP device, the Connect screen is displayed. You must first connect to a device before printing. For more information on connecting your BlackBerry smartphone to a MEAP device, see "Connecting to a MEAP Device," on p. 56.

4. Select the Print options.

   For more information on specifying the Print options, see step 4 of "Printing from the Print & Scan Mobile App," on p. 64.

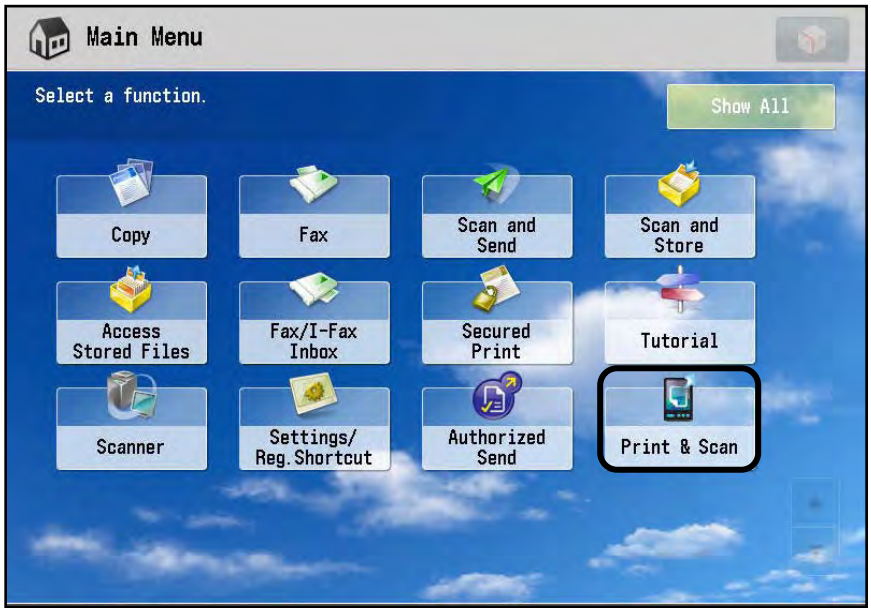
   The Print options are set, and the print jobs are created and sent to the selected printer.

5. If Security is not enabled on the MEAP device and the device is not locked, select or touch [OK].

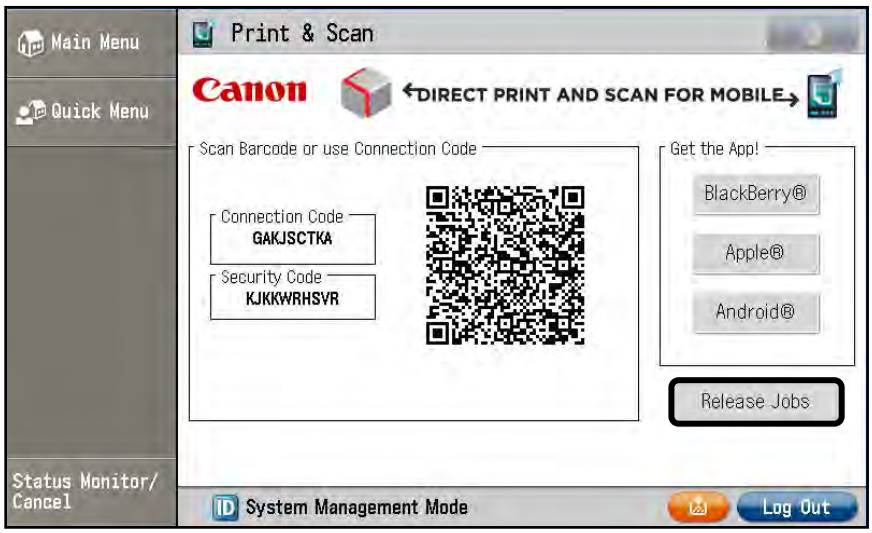


The job is printed.

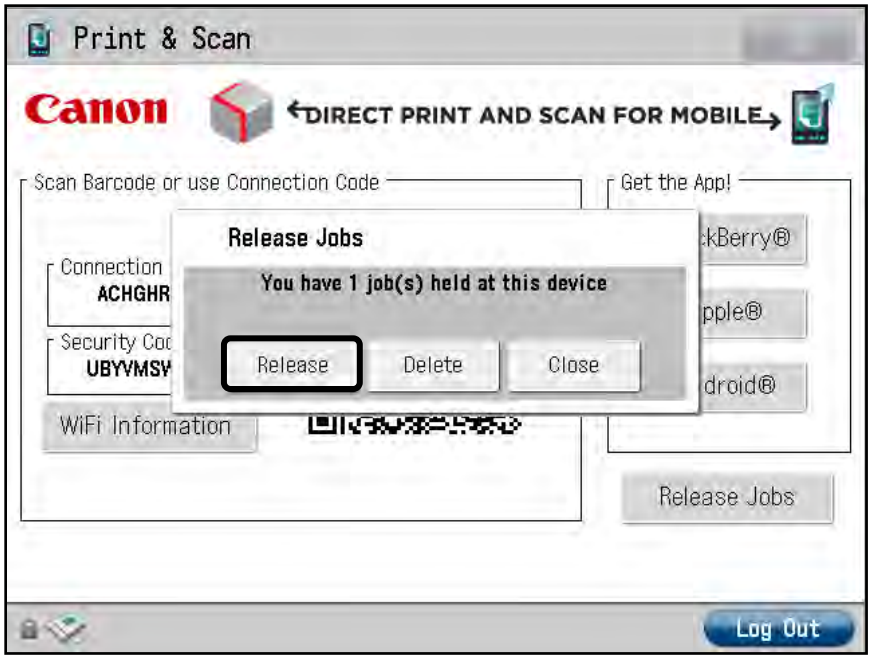
6. If Security is enabled on the MEAP device, and the device is locked, the print job is held and stored on the MEAP device's hard disk drive. To print the held job, walk up to the MEAP device → log on with your user credentials → from the Main Menu, press [Print & Scan].



7. Press [Release Jobs].



8. Press [Release] to print the job.



To delete the job, press [Delete].

To close the dialog box, press [Close].

IMPORTANT

- There is a maximum of 50 MB of total file space for held jobs and a maximum of 35 files across all users the MEAP device can store on its hard disk drive.
- Once a job is released, the file is deleted from the hard disk drive.

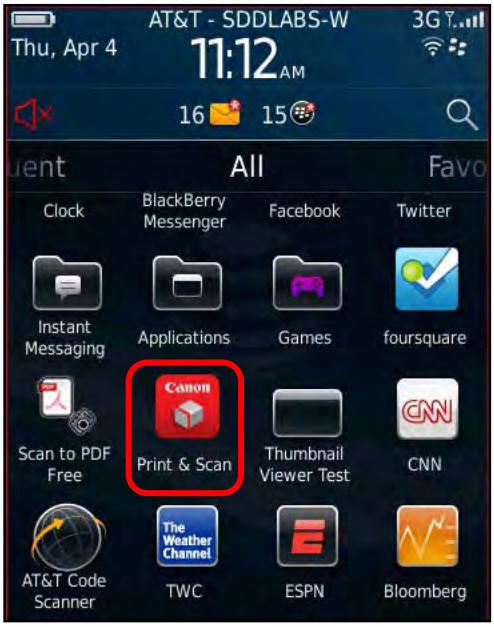
4.3.3 Printing Using the Quick Print Pop-Up Menu

Follow the procedure below to print e-mail messages and attachments from your BlackBerry smartphone using the quick print pop-up menu.

IMPORTANT
This printing method is only available if you are using a BlackBerry smartphone running OS 6.

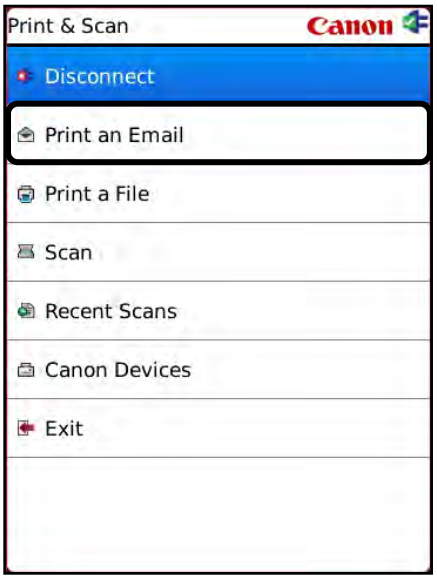
1. Find the DPSM app on your BlackBerry, or access your BlackBerry's native e-mail app.

   This procedure describes how to access the pop-up menu from the DPSM app. Touch the [Print & Scan] icon.



   The Print & Scan menu is displayed.

2. Touch [Print an Email] or select an e-mail message from the BlackBerry's native e-mail app.



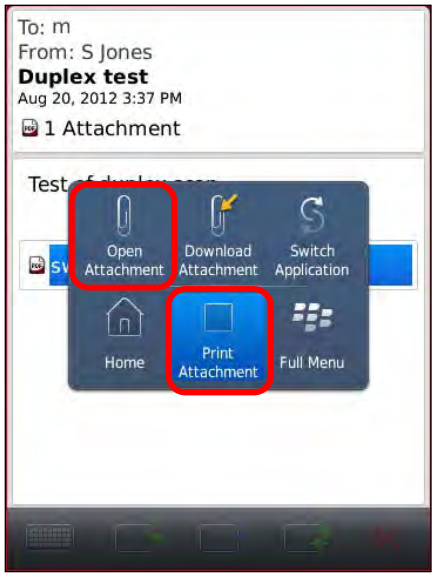
The E-mail screen is displayed.

3. Press and hold down the e-mail message you want to print.

4. Touch [Print Body].

[Print Body] is only displayed when you access an e-mail message from the DPSM app. [Print Attachment], as shown below, is only displayed when you access an attachment from the BlackBerry's native e-mail client.

If you selected an e-mail attachment to print via the BlackBerry's native e-mail client, you can also open the attachment from the pop-up menu, as shown below.



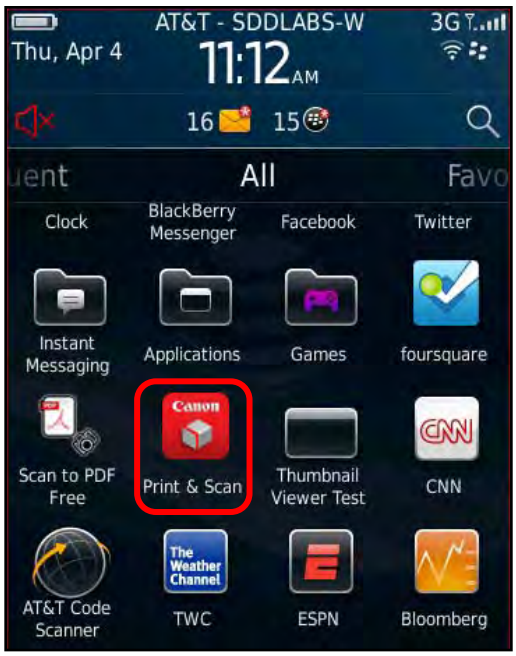
5. Follow steps 4-9 of "Printing from the Print & Scan Mobile App," on p. 64.

4.4 Printing a File

DPSM enables you to scan a document at the MEAP device, save the file to the BlackBerry smartphone's media card, and then print it out on the MEAP device. You can also print out pictures from your smartphone using the same procedure.

Follow the procedure below to print a saved file using the DPSM app on your BlackBerry smartphone.

1. Find the DPSM app on your BlackBerry → select or touch the [Print & Scan] icon.

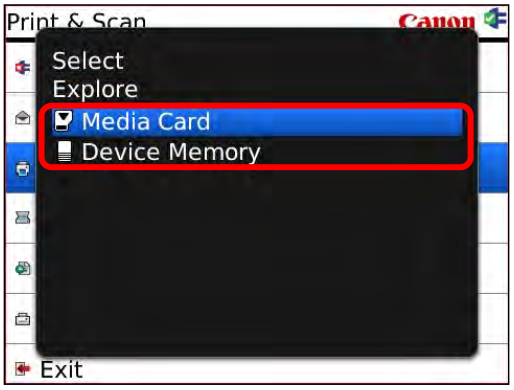


The Print & Scan menu is displayed.

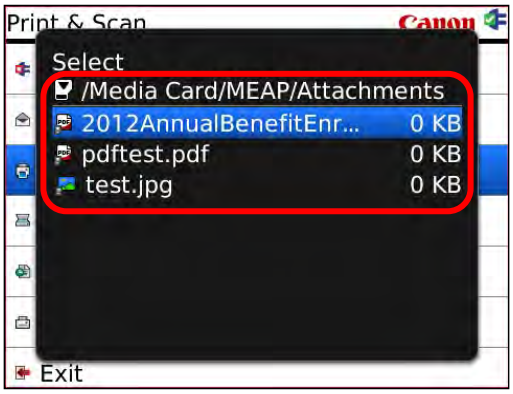
2. Select or touch [Print a File].

The BlackBerry's native file picker is displayed.

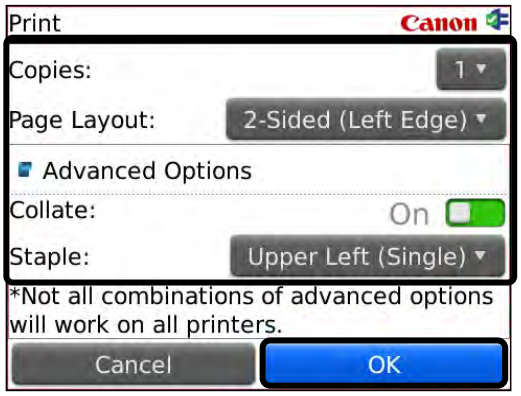
3. Select or touch from where you want to select the file to print.



4. Select or touch the folder that contains the file you want to print → select or touch the file.



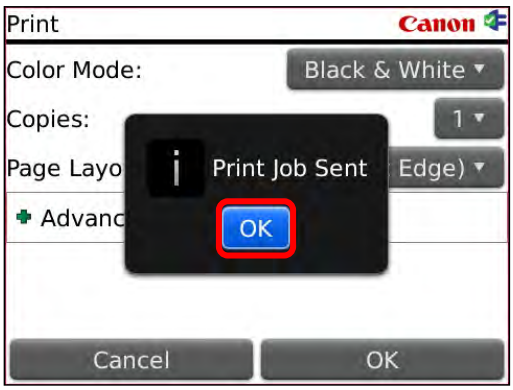
5. Specify the Print options → select or touch [OK].



For more information on specifying the Print options, see step 4 of "Printing from the Print & Scan Mobile App," on p. 64.

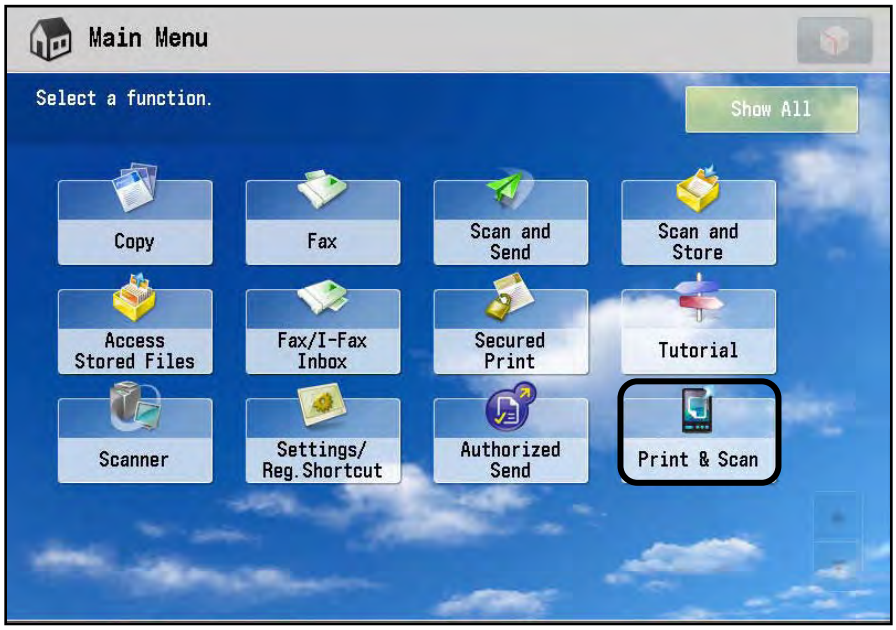
The Print options are set, and the print jobs are created and sent to the selected printer.

6. If Security is not enabled on the MEAP device and the device is not locked, select or touch [OK].

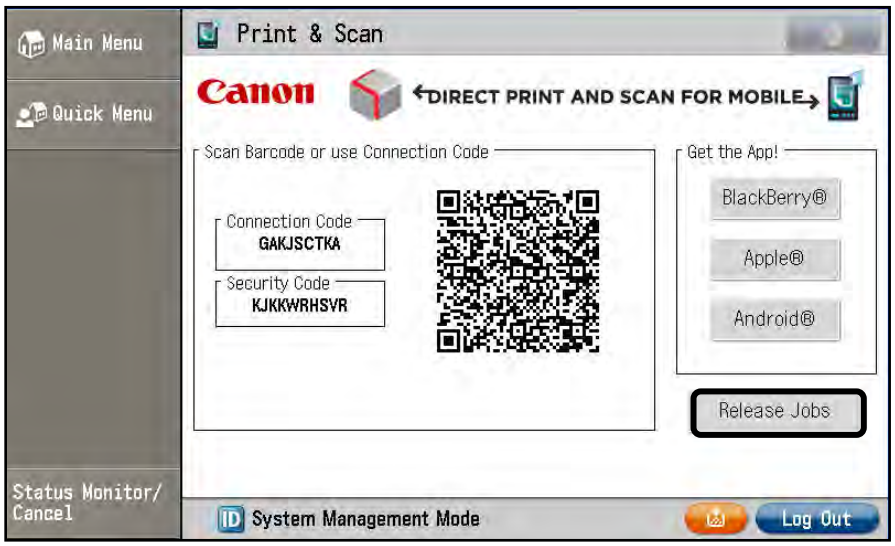


The job is printed.

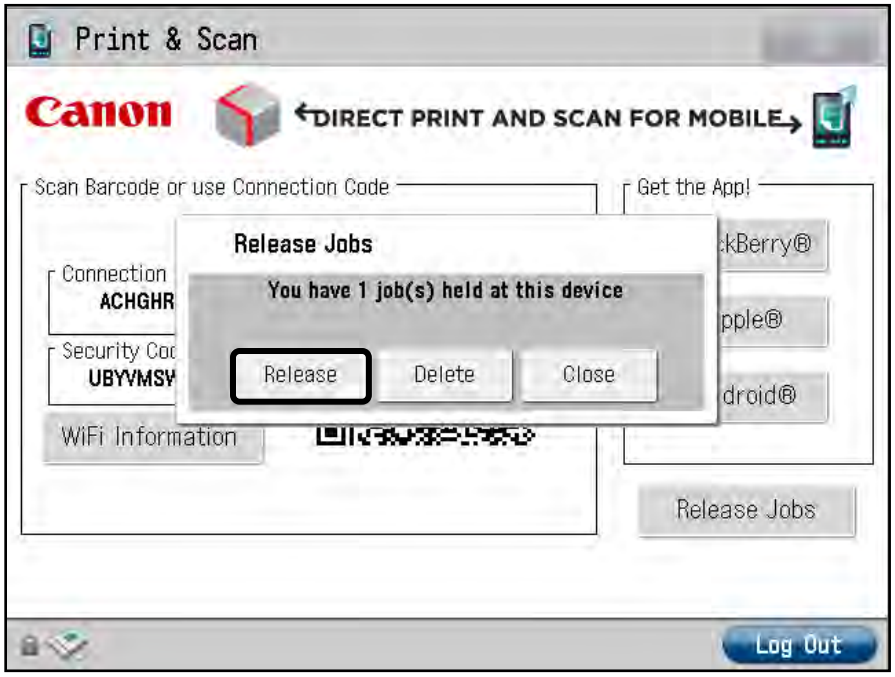
7. If Security is enabled on the MEAP device, and the device is locked, the print job is held and stored on the MEAP device's hard disk drive. To print the held job, walk up to the MEAP device ➞ log on with your user credentials ➞ from the Main Menu, press [Print & Scan].



8. Press [Release Jobs].



9. Press [Release] to print the job.



To delete the job, press [Delete].

To close the dialog box, press [Close].

IMPORTANT

- There is a maximum of 50 MB of total file space for held jobs and a maximum of 35 files across all users the MEAP device can store on its hard disk drive.
- Once a job is released, the file is deleted from the hard disk drive.

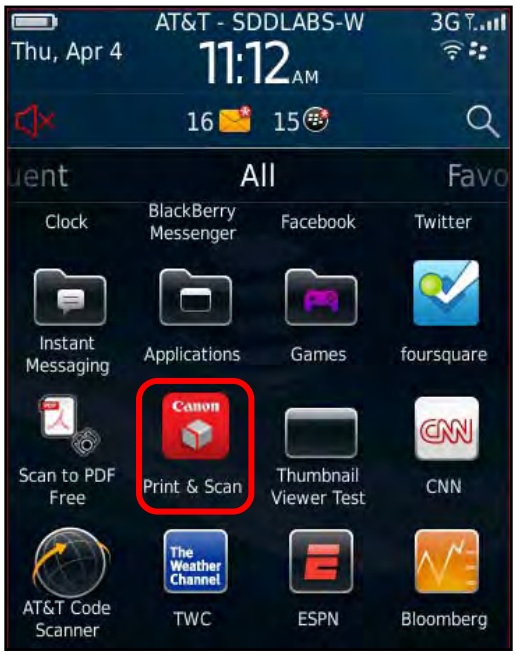
4.5 Scanning a Document to Your Smartphone

DPSM enables you to scan a document at a MEAP device, and then save it to your smartphone.

Follow the procedure below to scan a file using the DPSM app on your BlackBerry smartphone.

1. Place the document you want to scan into the feeder or on the platen glass of the MEAP device.

2. Find the DPSM app on your BlackBerry → select or touch the [Print & Scan] icon.



The Print & Scan menu is displayed.

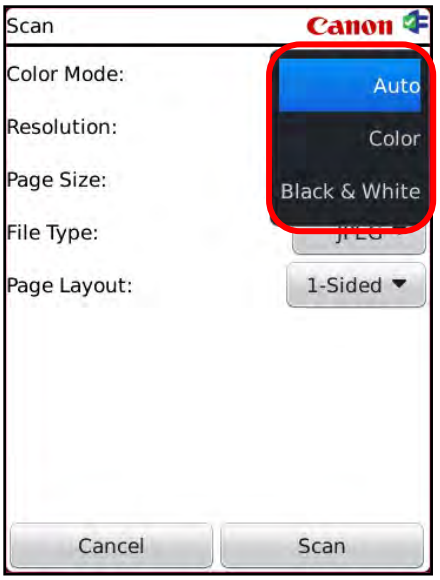
3. Select or touch [Scan].

The Scan screen is displayed.

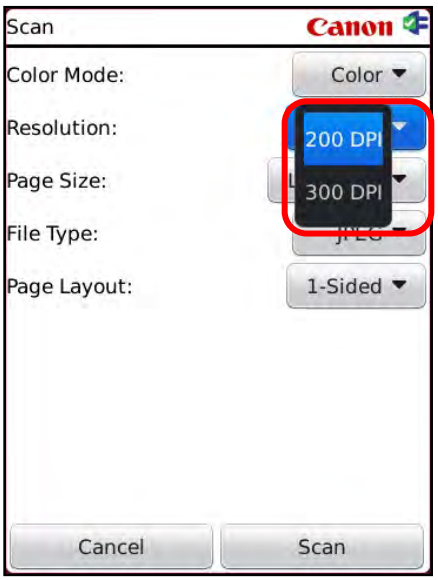
If your BlackBerry smartphone is not connected to a MEAP device, the Connect screen is displayed. You must first connect to a device before scanning. For more information on connecting your BlackBerry smartphone to a MEAP device, see "Connecting to a MEAP Device," on p. 56.

4. Specify the Scan options.

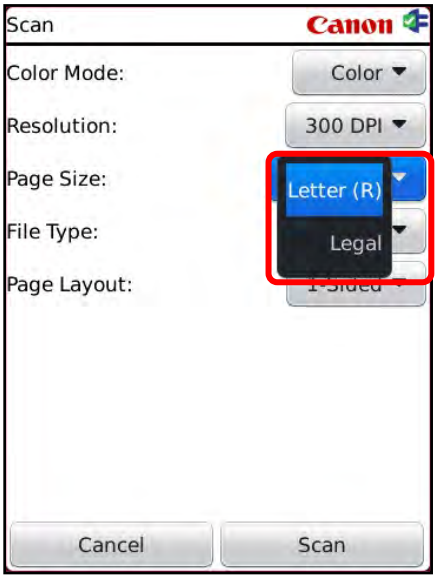
   4.1 From the Color Mode drop-down list, select or touch [Auto], [Color], or [Black & White].



4.2 From the Resolution drop-down list, select or touch the scanning resolution.

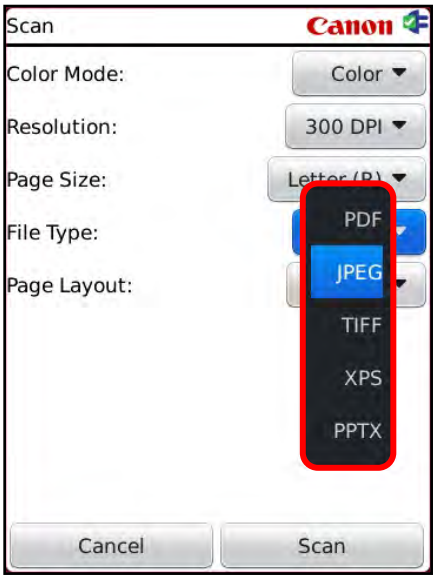


4.3 From the Page Size drop-down list, select or touch the size of the paper on which you are scanning.

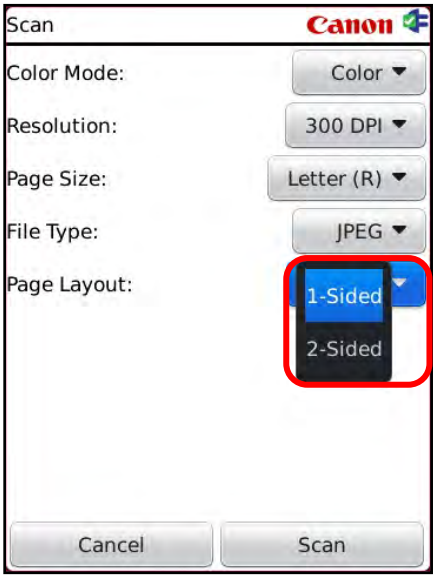


Only the paper sizes that the machine supports are displayed and can be selected.

4.4 From the File Type drop-down list, select or touch [PDF], [JPEG], [TIFF], [XPS], or [PPTX].



4.5 From the Page Layout drop-down list, select or touch the type of one- or two-sided document you are scanning.

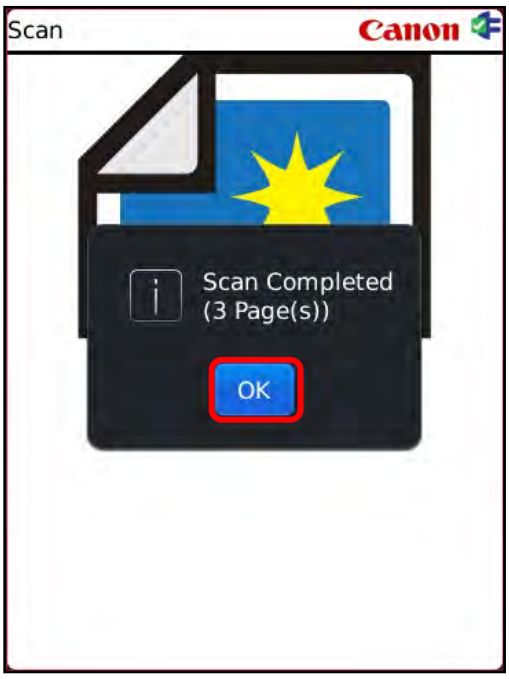


The Scan options are set.

5. Select or touch [Scan].

Scanning starts.

6. Select or touch [OK].

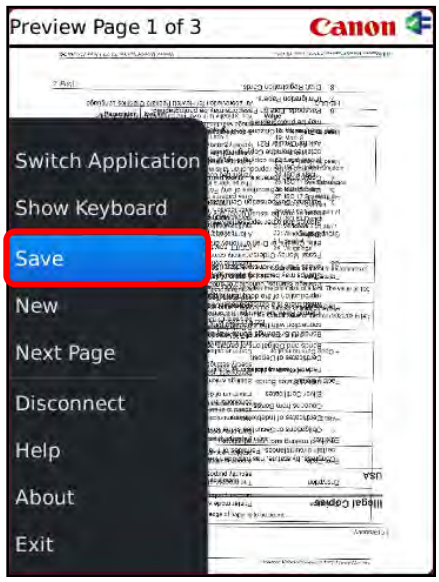


The Scan Preview screen is displayed if thumbnails are supported on your MEAP device.

The message <Preview unsupported.> is displayed if you are scanning from a black-and-white MEAP device and you also selected [Black & White] from the Color Mode drop-down list.

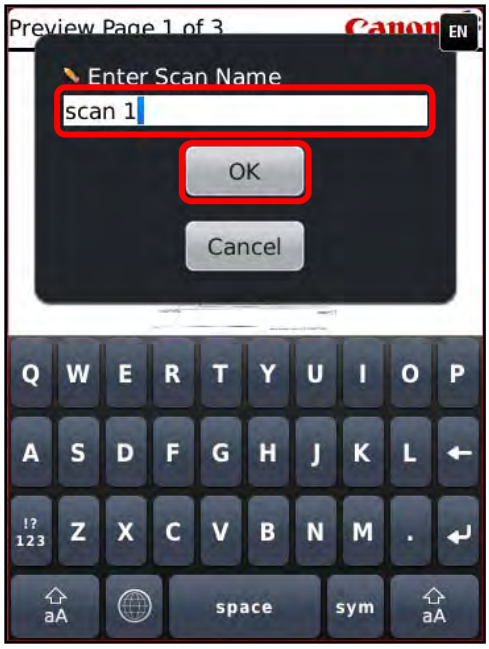
7. If the scan is acceptable, you can save it to your smartphone or create a new scan job.

   7.1 If you want to save the scan, press the Blackberry menu button ➞ select or touch [Save].



   To scroll through the pages of the scan, press the Blackberry menu button ➞ select or touch [Next Page] or [Previous Page].

7.1.1 Select or touch the text field ➞ enter a name for the scan ➞ select or touch [OK].



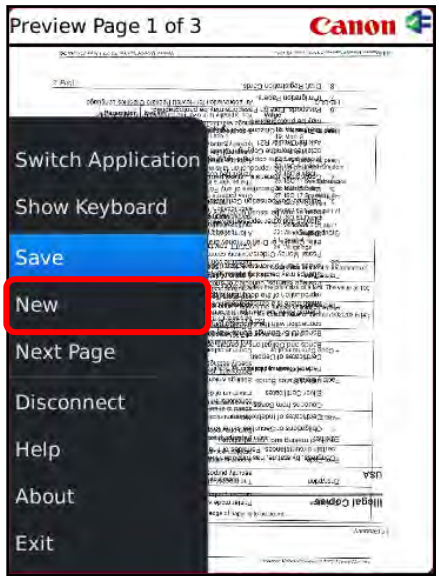
If you do not want to enter a name for the scan, select or touch [Cancel].

The Download Progress screen is displayed, and when the download is complete, the Recent Scans screen is displayed.

NOTE

- If an SD card is inserted into the smartphone, the scanned file is saved on the SD card; otherwise, the file is saved to the smartphone's internal memory. The SD card path is file:///SDCard/MEAP/Scans. The internal path is file:///store/home/user/MEAP/Scans.
- Multiple page JPEG scans are saved in a sub-directory, and each page is saved as a single JPEG file.

7.2 If you want to create a new scan job, press the Blackberry menu button ➞ select or touch [New] ➞ follow steps 4-7.



Scanning is complete.

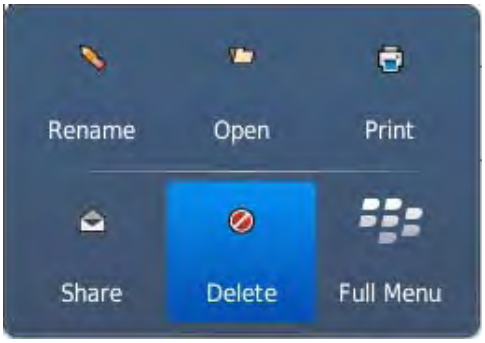
4.5.1 Performing Operations on a Scanned Document

After you scan a document to your smartphone, you can open the scan (RepliGo PDF Reader must be installed on your phone), print the scan, delete, rename, or share it.

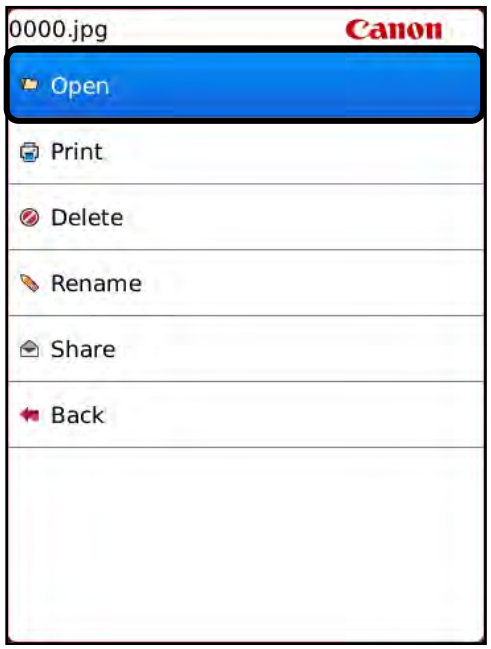
This section describes how to perform operations on a recently scanned document that has been saved to your smartphone.

1. From the Recent Scans menu, select the saved document on which you want to perform operations.

If you are using a BlackBerry smartphone running OS 6, you can touch and hold down the scan on which you want to perform operations to display a pop-up menu, as shown below.



2. If you want to open the selected file, select or touch [Open].



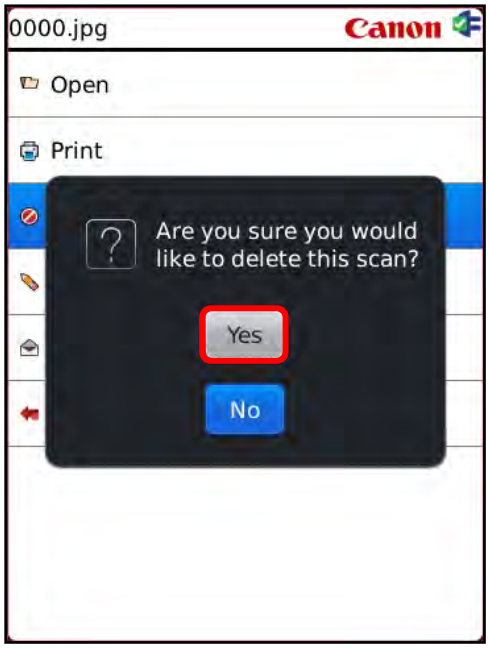
If no viewer is available the message <No application found to view file. Would you like to view a suggested app in App World?> is displayed. Select or touch [Yes] if you would like to be redirected to App World. Otherwise, select or touch [No].

3. If you want to print the selected file, select or touch [Print] ➞ specify the Print options ➞ select or touch [OK].

For more information on specifying the Print options, see step 4 of "Printing from the Print & Scan Mobile App," on p. 64.

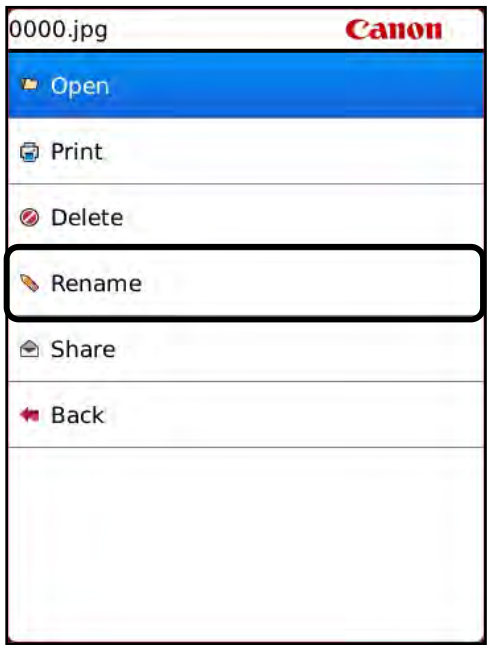
Printing starts.

4. If you want to delete the selected scan, select or touch [Delete] → select or touch [Yes].

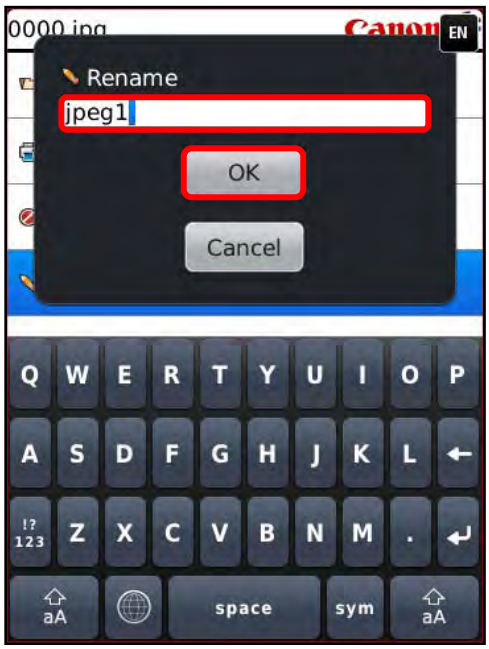


If you do not want to delete the scan, select or touch [No].

5. If you want to rename the scan, select or touch [Rename].

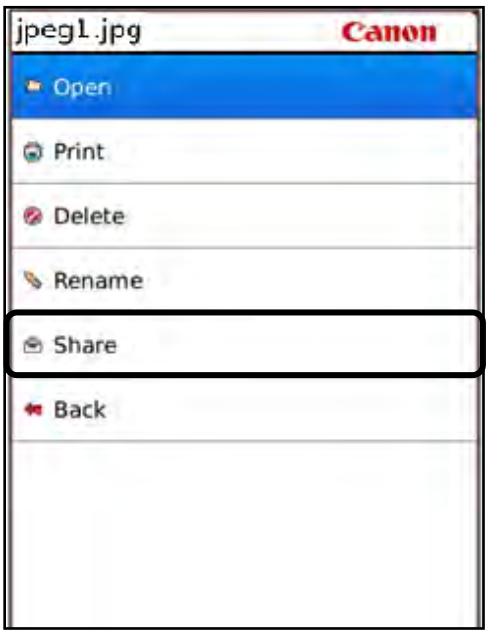


5.1 Select or touch the text field → enter a new name for the scan → select or touch [OK].



If you do not want to rename the file, select or touch [Cancel].

6. If you want to e-mail the scan, select or touch [Share].



The e-mail compose screen is displayed.

6.1 Specify the recipients to whom you want to send the scan.

Scan operations are complete.

4.6 Deleting a Canon Device

This section describes how to delete a Canon MEAP device from the DPSM app on your smartphone.

You can delete a Canon device in one of two ways:

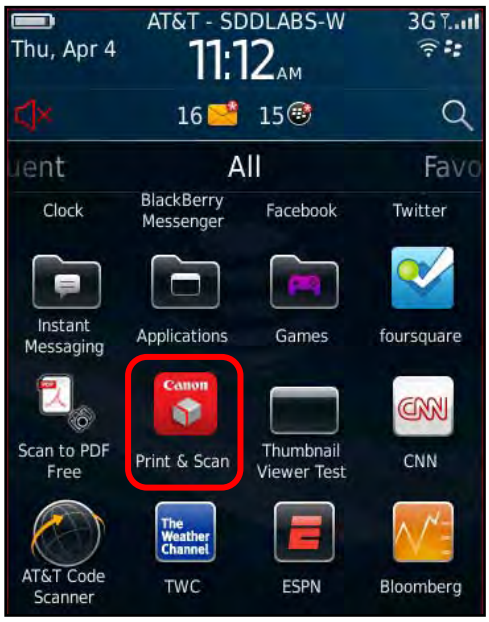
1. From the DPSM Canon Devices menu.
2. From the Canon Devices context menu.

4.6.1 Deleting a Device from the Canon Devices Menu

This section describes how to delete a device from the DPSM Canon Devices menu.

---

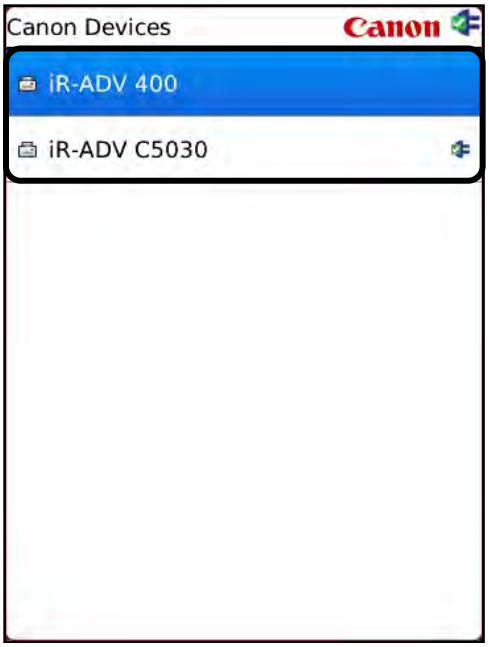
1. Find the DPSM app on your BlackBerry → select or touch the [Print & Scan] icon.



The Print & Scan menu is displayed.

2. Select or touch [Canon Devices].

3. Select or touch the device you want to delete.



The device's details screen is displayed.

5. Select or touch [Delete].

If you want to go back to the Canon Devices menu, select or touch [Back].

5. Select or touch [Yes].

If you do not want to delete the selected device, select or touch [No].

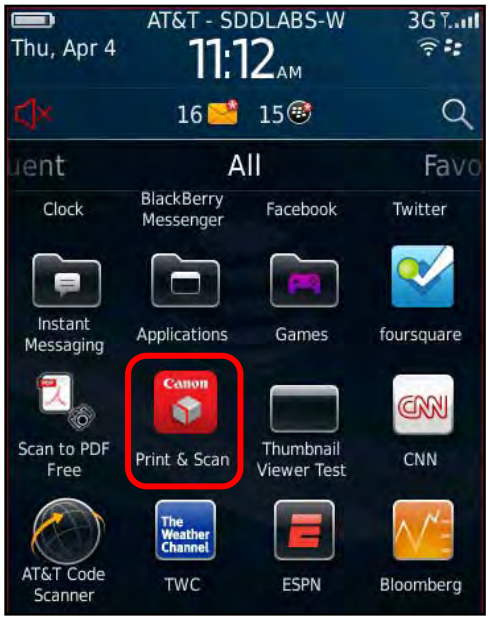
If you are connected to the selected device, the message <You are currently connected to this device. Do you wish to disconnect?> is displayed. Select or touch [Yes].

The device is deleted.

4.6.2 Deleting a Device from the Context Menu

This section describes how to delete a device from the Canon Devices context menu.

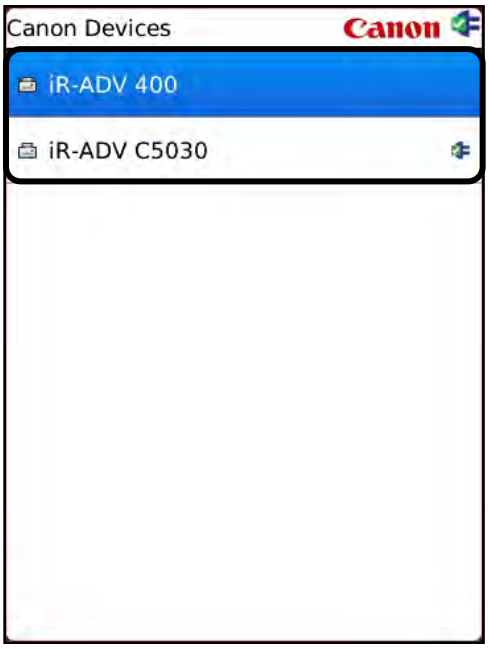
1. Find the DPSM app on your BlackBerry → select or touch the [Print & Scan] icon.



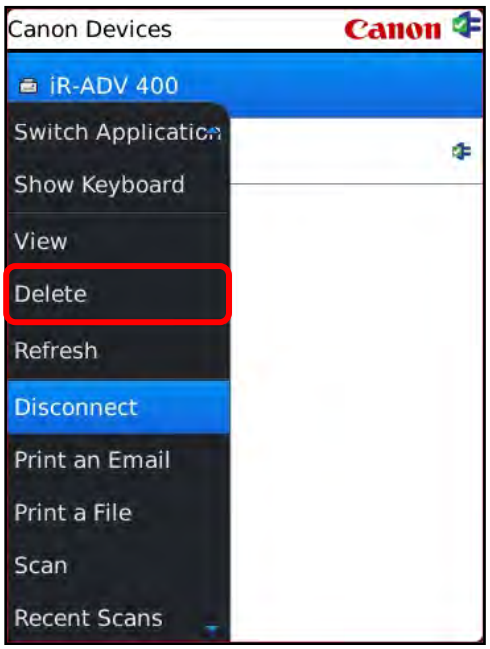
The Print & Scan menu is displayed.

2. Select or touch [Canon Devices].

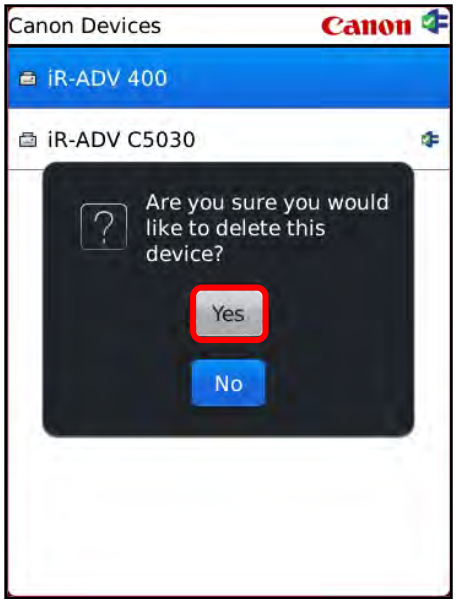
3. Highlight the device you want to delete → press the BlackBerry Menu button.



4. Select or touch [Delete].



5. Select or touch [Yes].



If you do not want to delete the selected device, select or touch [No].

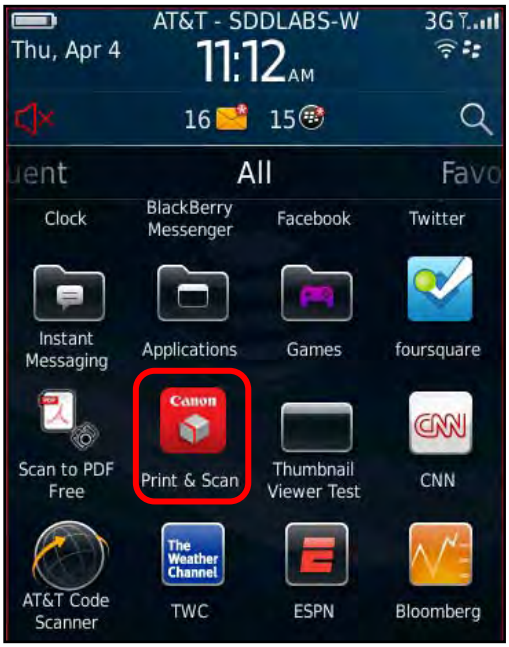
If you are connected to the selected device, the message <You are currently connected to this device. Do you wish to disconnect?> is displayed. Select or touch [Yes].

The device is deleted.

4.7 Disconnecting and Exiting the DPSM Application

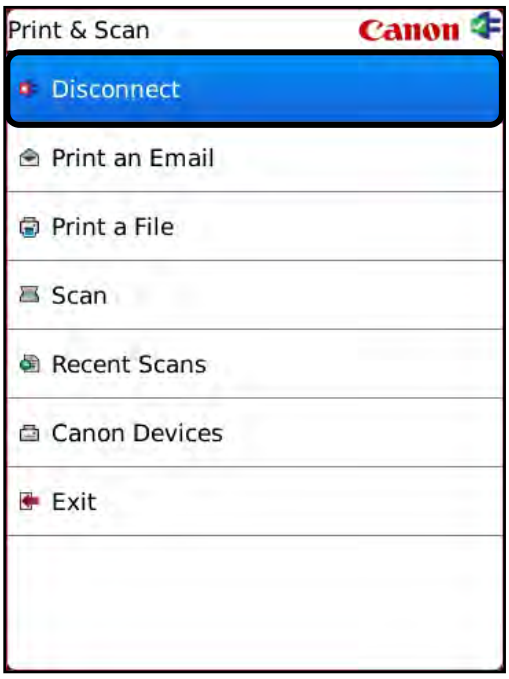
This section describes how to disconnect and exit from the DPSM app on your smartphone.

1. Find the DPSM app on your BlackBerry ➞ select or touch the [Print & Scan] icon.



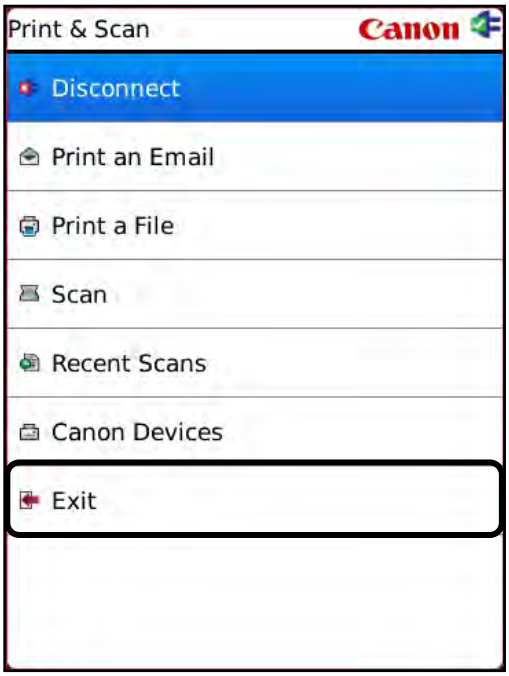
The Print & Scan menu is displayed.

2. Select or touch [Disconnect].

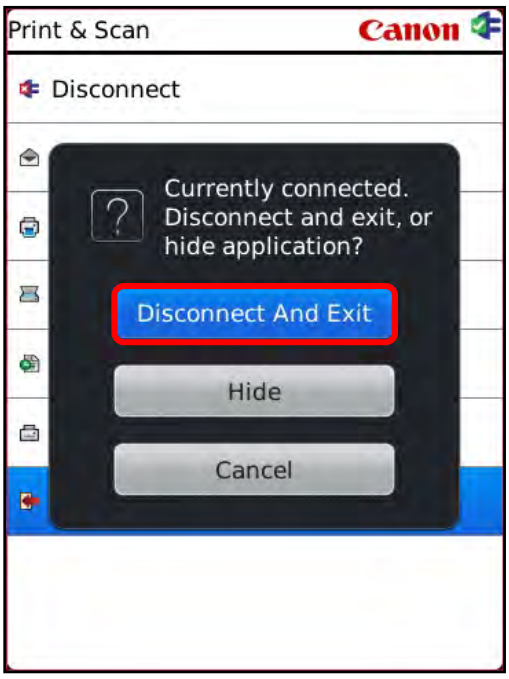


This only disconnects you from the current device, as you can only be connected to one device at a time.

3. If you want to exit out of the application, select or touch [Exit].



4. If you are connected to a device, select or touch [Disconnect And Exit].



If you select or touch [Hide], the application only runs in the background.

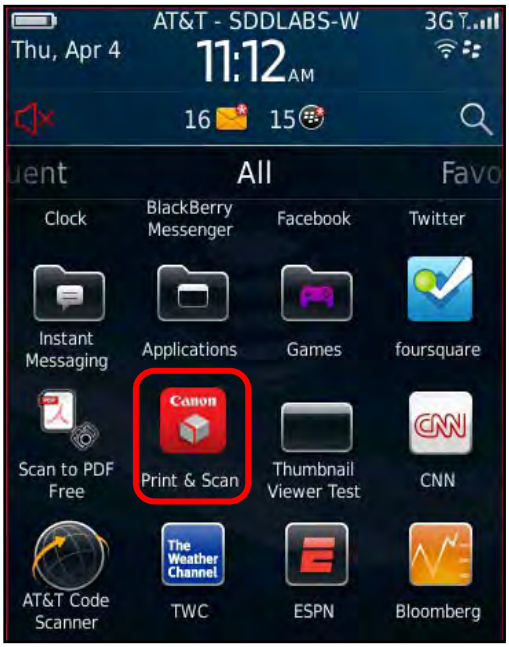
If you do not want to disconnect and exit the application, select or touch [Cancel].

You are disconnected from the Canon MEAP device, and exited out of the application.

4.8 Obtaining Version Information and Help

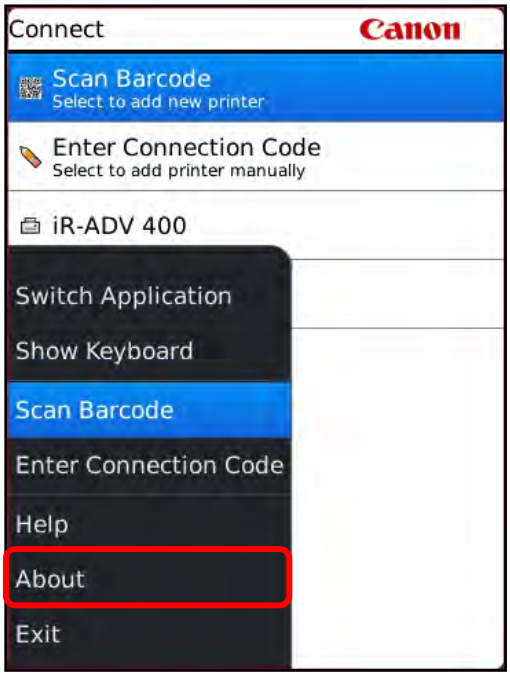
This section describes how to obtain the DPSM app version information, and to access Help on your BlackBerry smartphone.

1. Find the DPSM app on your BlackBerry → select or touch the [Print & Scan] icon.



The Print & Scan menu is displayed.

2. Highlight a menu option ➞ press the BlackBerry Menu button ➞ select or touch [About].



The About screen with the version information is displayed.

If you want to access the DPSM Help Web page, select or touch [Help].

3. Confirm the version information ➞ select or touch [OK] to close the About screen.

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Chapter 5 Using DPSM on an Android Smartphone or Tablet

This chapter describes how to download and use the DPSM application on a supported Android smartphone or tablet. For more information on supported Android smartphones and tablets, see "Supported Mobile Devices," on p. 17.

5.1 Downloading the DPSM App

This section describes how to download the DPSM app from the Google Play Store, either directly, or via the MEAP application on the MEAP device.

IMPORTANT
The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.

5.1.1 Downloading the App from the Google Play Store

This section describes how to download the DPSM app via the Google Play Store.

1. From your smartphone or tablet, go to the Google Play Store Web site at http://play.google.com, or touch the [Play Store] icon on your smartphone or tablet.

2. Search for the DPSM app → download the app to your smartphone or tablet.

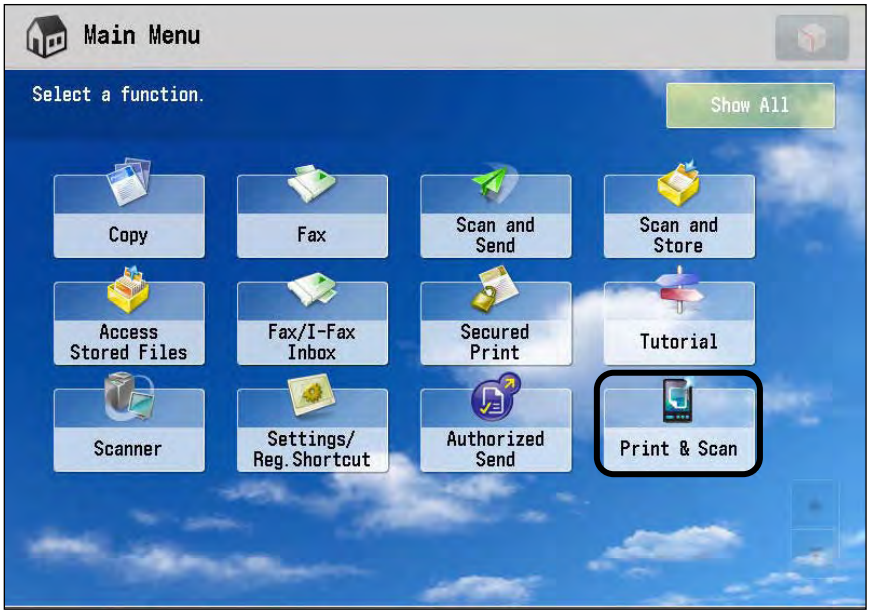
5.1.2 Downloading the App via the MEAP Device

This section describes how to download the DPSM app via the DPSM MEAP application installed on the MEAP device.

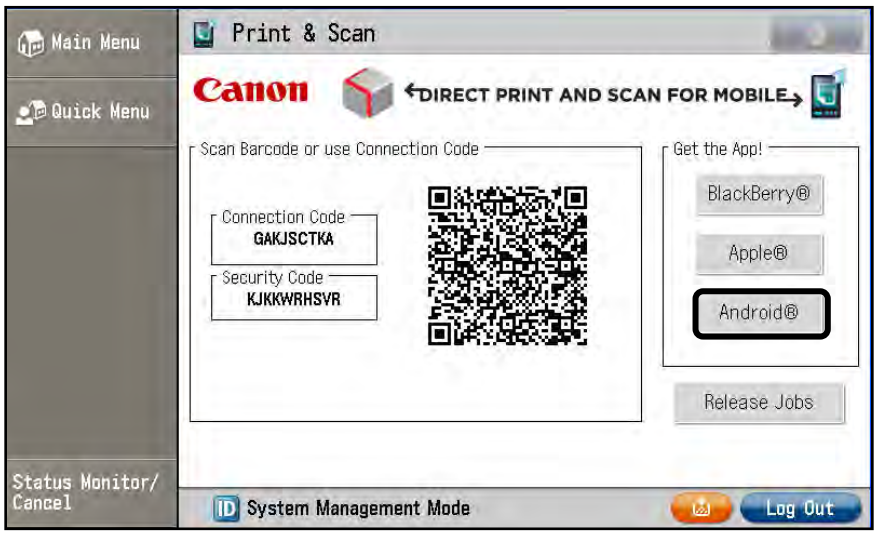
IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- To download the DPSM app, your smartphone or tablet must be equipped with a camera to scan the barcode and go to the Google Play Store.

1. Walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



2. Press [Android®].



3. Scan the QR-Code to go directly to the DPSM app in the Google Play Store.

If you do not want to scan the QR-Code, press [Close].

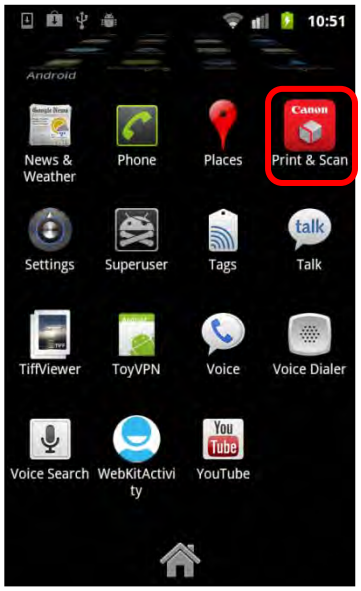
5.2 Adding a MEAP Device

Follow the procedure below to add a new MEAP device.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- Make sure that your smartphone or tablet is on the same Wi-Fi network as the machine. For information, see “Confirming Your Mobile Device Is on the Wi-Fi Network,” on p. 30.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

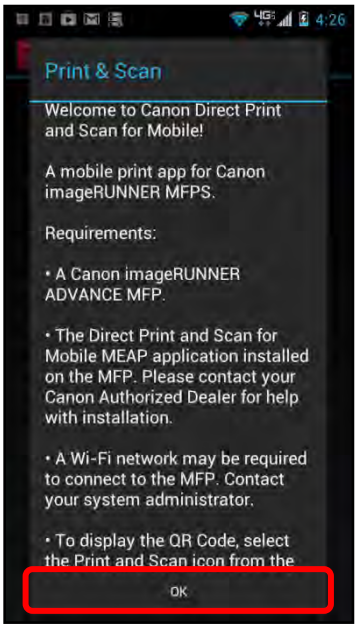


Print & Scan Icon on a Smartphone

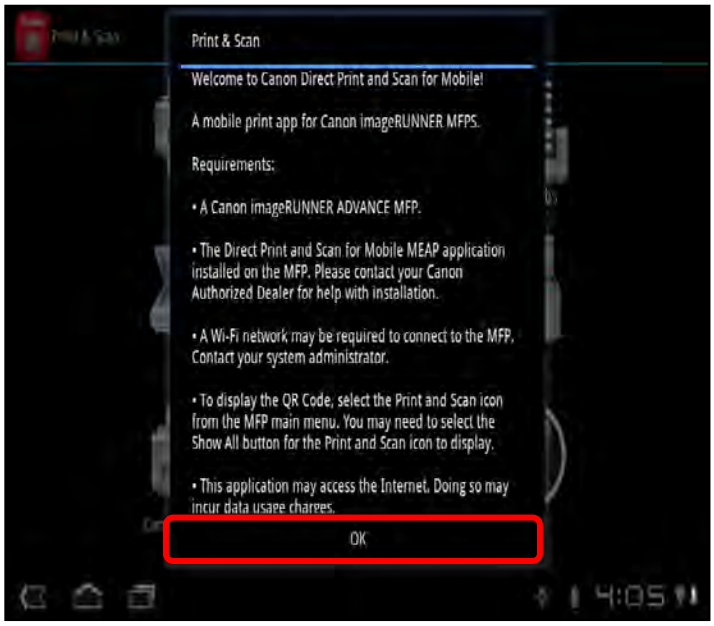
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

When the application first loads, the following screen appears. Touch [OK] to continue.

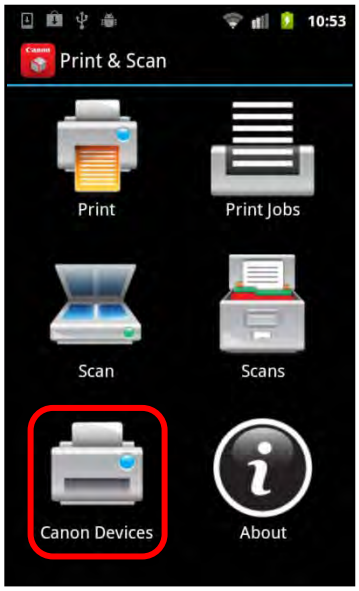


Smartphone

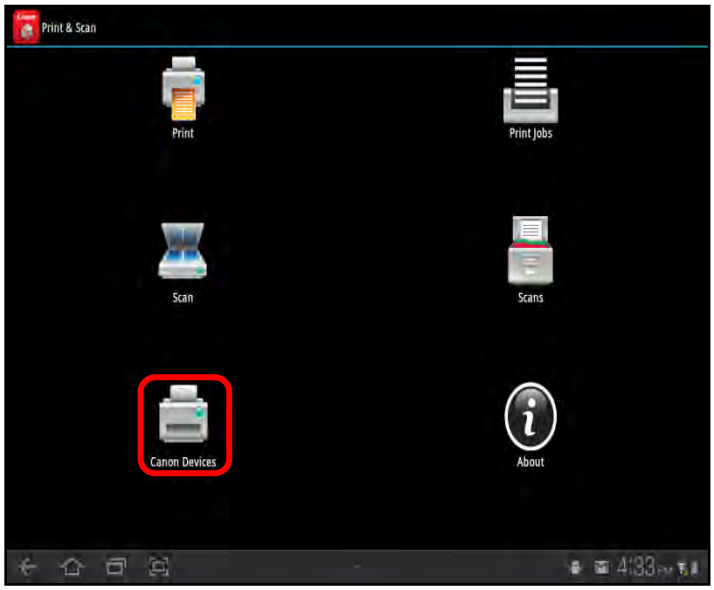


Tablet

2. From the Print & Scan screen, touch [Canon Devices].



Smartphone



Tablet

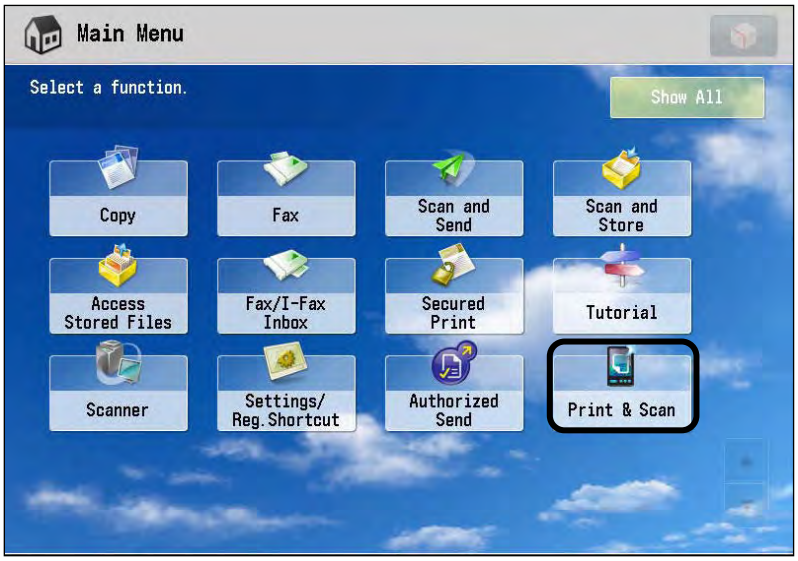
3. Touch [SCAN BARCODE] or [ENTER CODE].

IMPORTANT

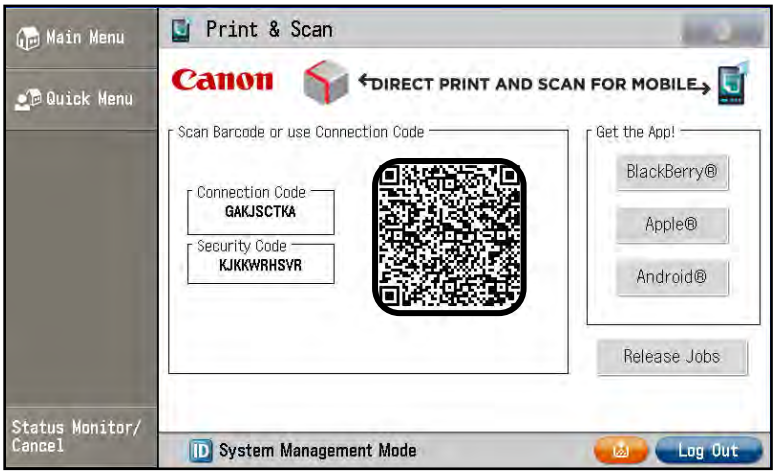
To scan the barcode in the DPSM application on the MEAP device, your mobile device must be equipped with a camera.

If you selected [SCAN BARCODE], the message <Place a barcode inside the viewfinder rectangle to scan it.> appears.

3.1 If you selected [SCAN BARCODE], walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



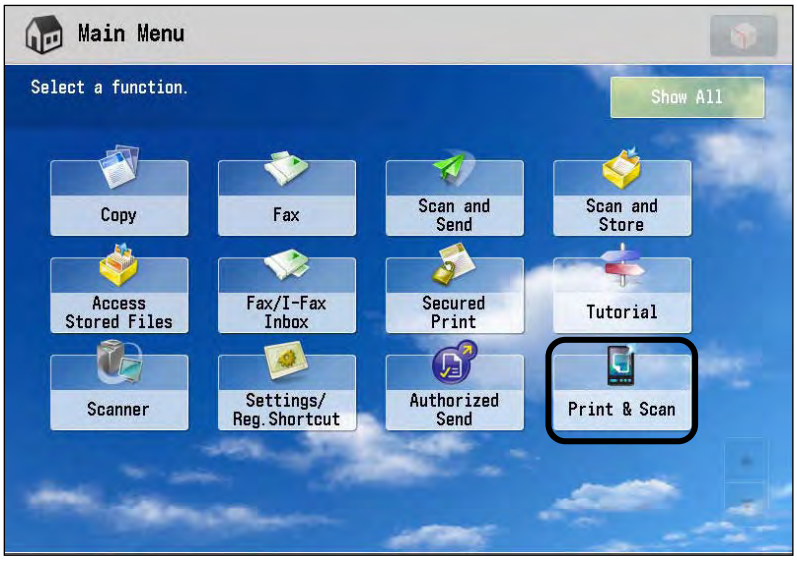
3.1.1 Hold your smartphone or tablet camera lens over the QR code on the MEAP device.



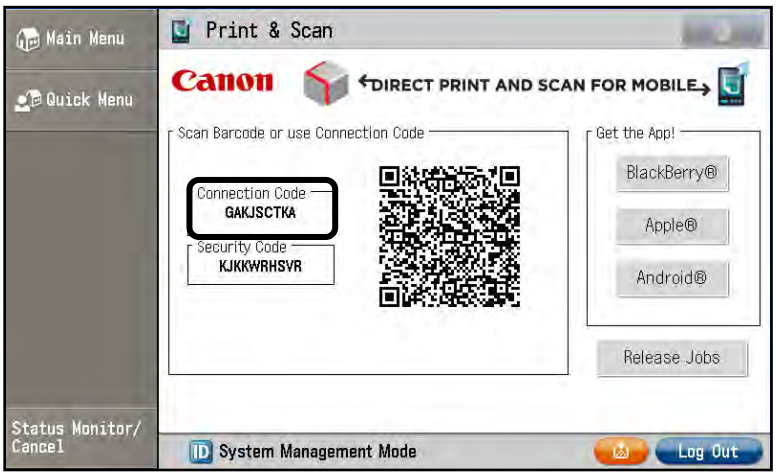
Your smartphone or tablet automatically scans the barcode. If the scan is successful, the MEAP device is added to the printer list on your mobile device.

In the screen shot above, Security is enabled, and a Security Code is displayed under the Connection Code. When you scan the barcode, the security code is automatically attached, and you do not have to enter the security code manually.

3.2 If you selected [ENTER CODE], walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



3.2.1 Locate the Connection Code on the MEAP device.



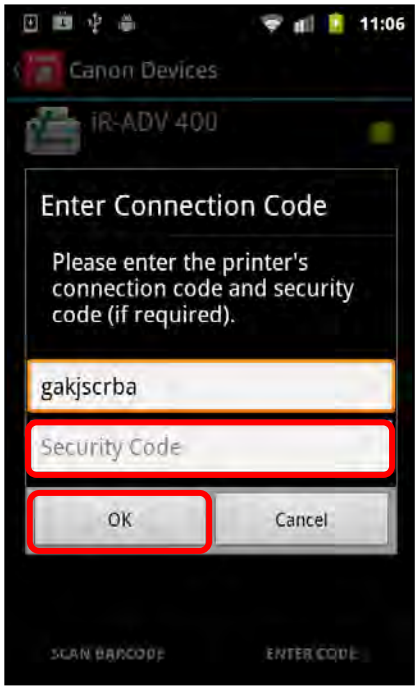
3.2.2 Enter the connection code → touch [OK].

You can enter the code in uppercase or lowercase characters.

If the entered code is valid, the MEAP device is added to the printer list on your mobile device.

If you do not want to enter the code, touch [Cancel].

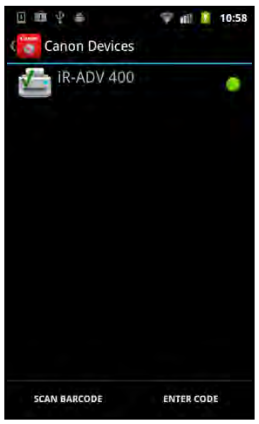
3.2.3 If Security is enabled, enter the security code found on the DPSM screen on the MEAP device → touch [OK].



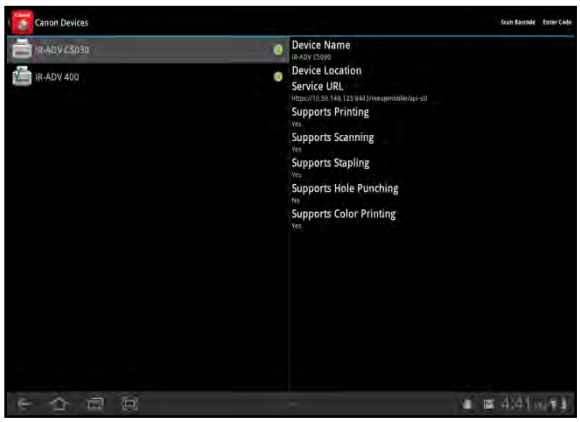
The device is added to the Canon Devices screen.

A status indicator is displayed to the right of each device.

On a tablet, the Device Information screen is displayed with the Canon Devices list.



Smartphone



Tablet

Green:	Indicates that the device is available on the network.
Gray:	Indicates that the device is not available on the network.
Check mark:	Indicates the default device.

5.3 Printing a File

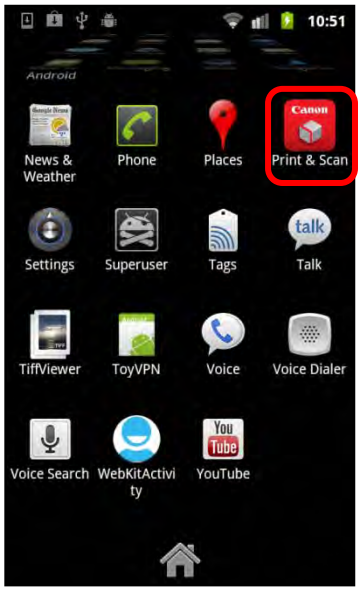
DPSM V2.0 enables you to scan a document at the MEAP device, save the file to your smartphone or tablet, and then print it out on the MEAP device. You can also print out pictures and Web pages from your smartphone or tablet using the same procedure.

Follow the procedure below to print a saved file using the DPSM app on your smartphone or tablet.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.
- Make sure that your smartphone or tablet is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

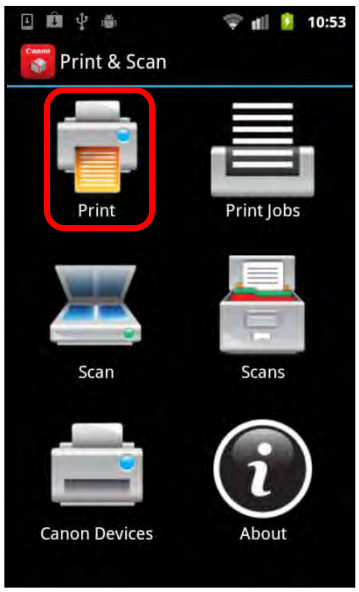


Print & Scan Icon on a Smartphone

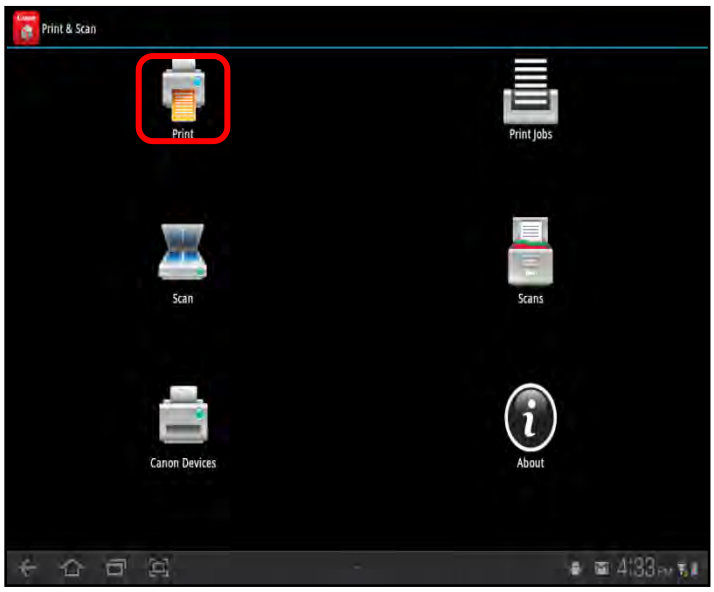
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

2. From the Print & Scan screen, touch [Print].

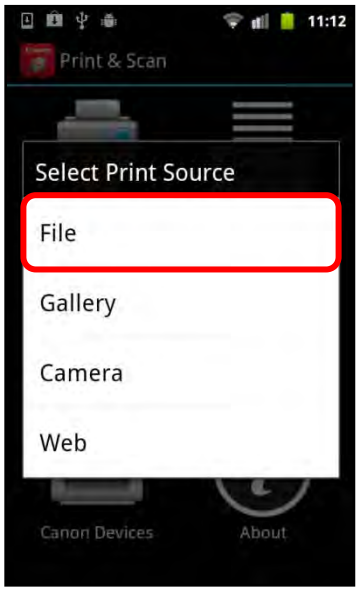


Smartphone

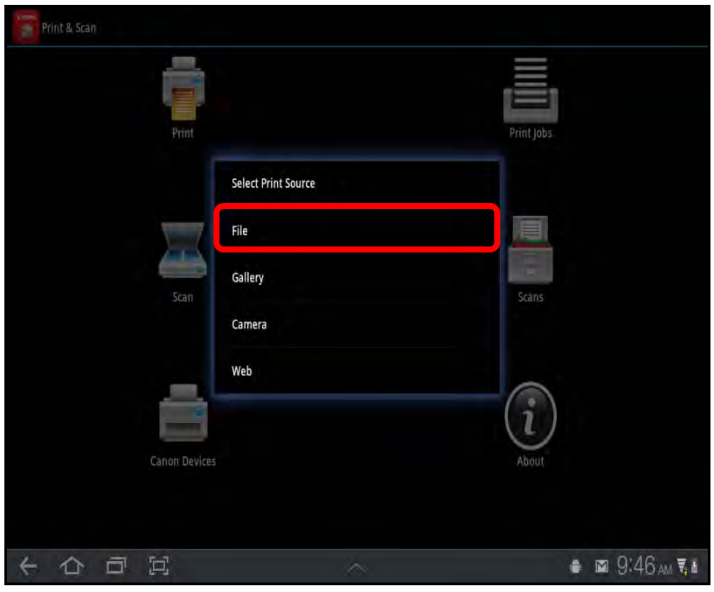


Tablet

3. Touch [File].



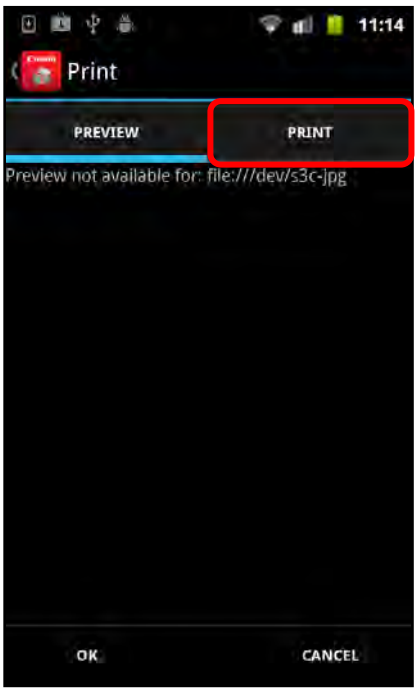
Smartphone



Tablet

4. Navigate to the desired folder → touch the folder that contains the file you want to print → touch the file.

5. Touch [Print].



If the content supports a preview image, you can view the file before you print it.

Press [OK] while in the Preview tab to switch to the Print tab.

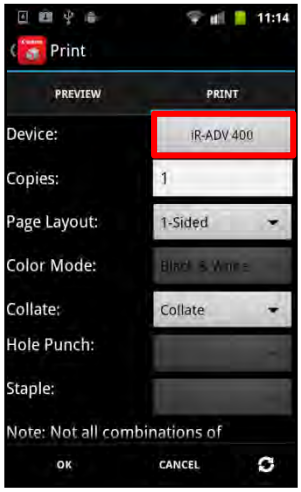
Press [Cancel] to return to the previous screen.

6. Specify the Print Settings.

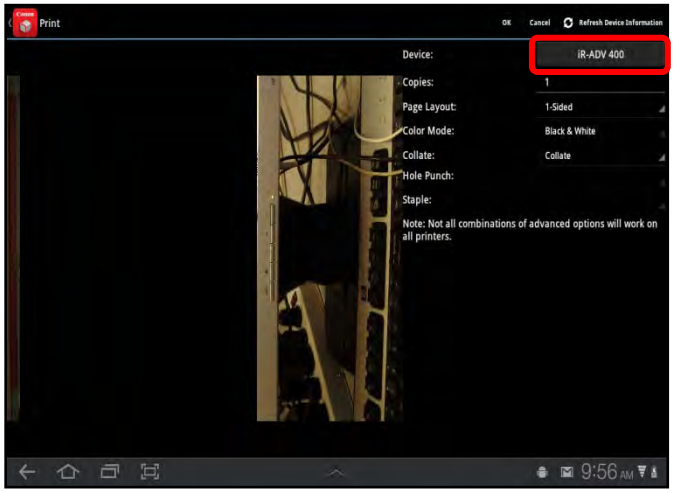
NOTE

- The order, in which the Print Settings are listed, is strictly determined by the MEAP device. DPSM displays these settings in the order in which they are received from the device.
- You can also select to print from a different device.

6.1 To select a different device from which to print, touch the device's name next to <Device> ➞ select the device you want to use.



Smartphone

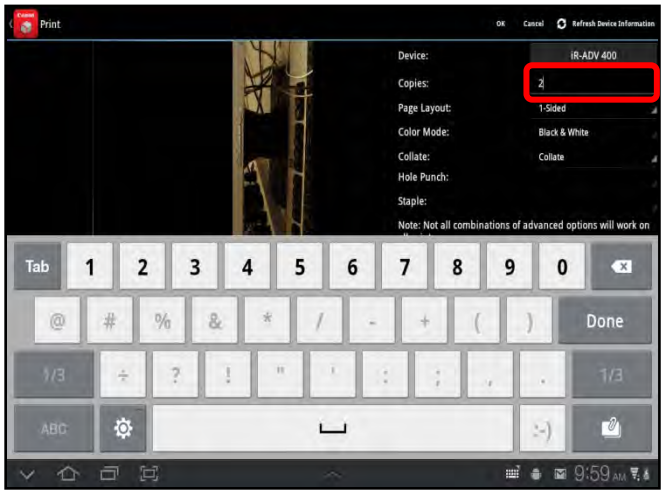


Tablet

6.2 To select the number of copies to print, touch the number next to <Copies> ➞ enter the number of copies on the keyboard that is displayed ➞ touch [Done].

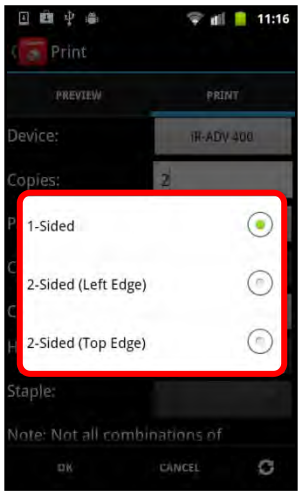
Before entering the number of copies, delete the number that is displayed currently, and then enter the desired number of copies.

Smartphone

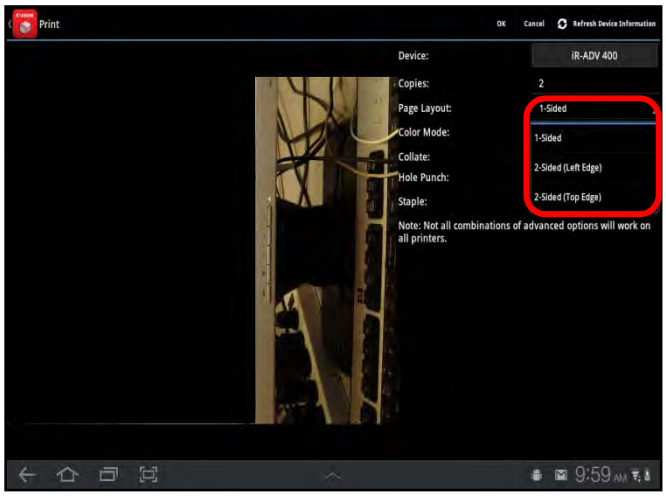


Tablet

6.3 If you want to print the document on one side of the paper or both sides of the paper, touch [Page Layout] → select [1-Sided], [2-Sided (Left Edge)], or [2-Sided (Top Edge)].



Smartphone



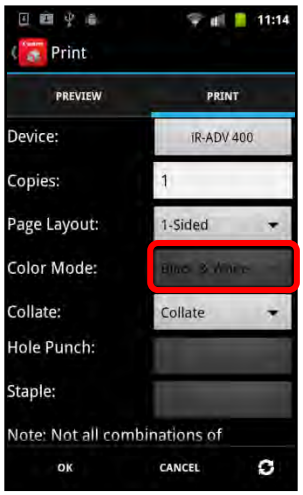
Tablet

[1-Sided]:	The file is printed on only one side of the paper.
[2-Sided (Left Edge)]:	The file is printed on both sides of the paper and can be bound at the left edge.
[2-Sided (Top Edge)]:	The file is printed on both sides of the paper and can be bound at the top edge.

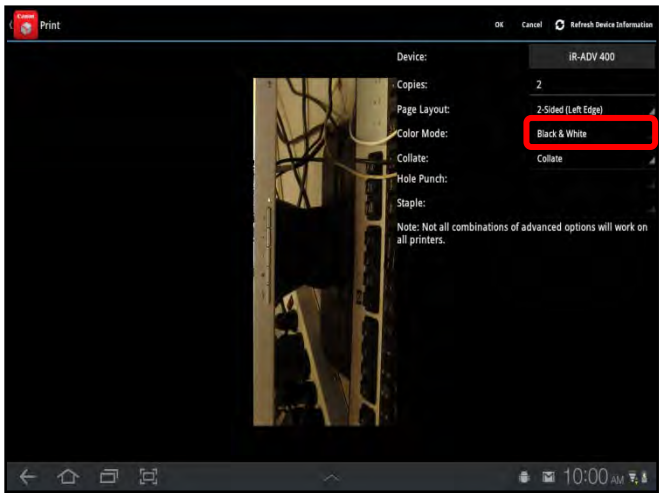
6.4 To select whether to print in black-and-white or color, touch [Color Mode] → select the color mode.

[Color] is only an option if your MEAP device supports color printing.

Select [Auto] if you want the machine to automatically determine the color mode.

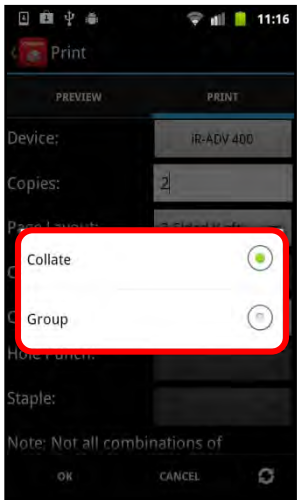


Smartphone

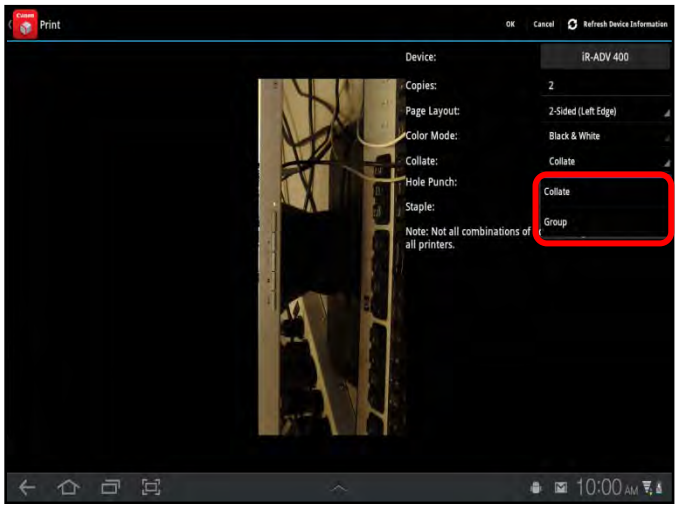


Tablet

6.5 If you want to collate or group your document pages, touch [Collate] → select [Collate] or [Group].



Smartphone

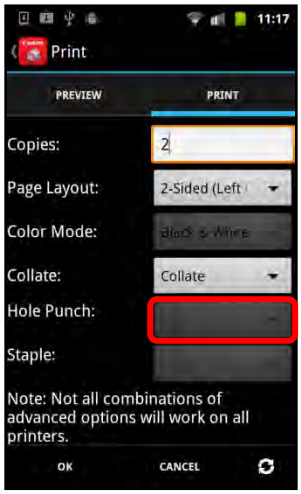


Tablet

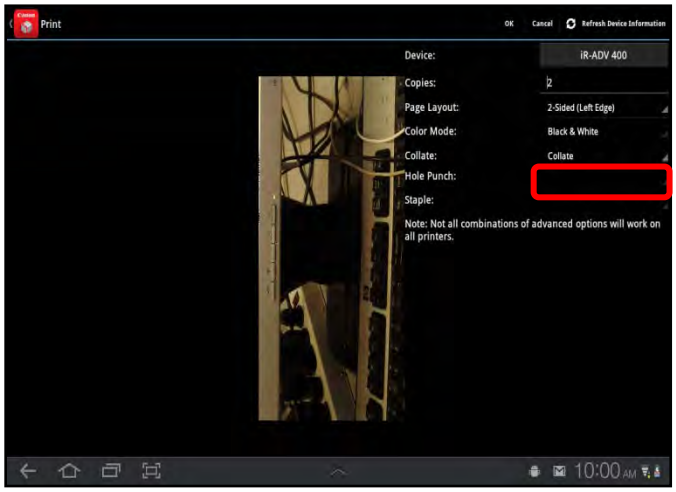
[Collate]: The pages of your document are offset in page order.

[Group]: Each page of your document is grouped together in page order, depending on how many copies you select to make.

6.6 If the MEAP device you are using has hole punch capabilities, touch [Hole Punch] ➞ select [Yes] or [No].



Smartphone



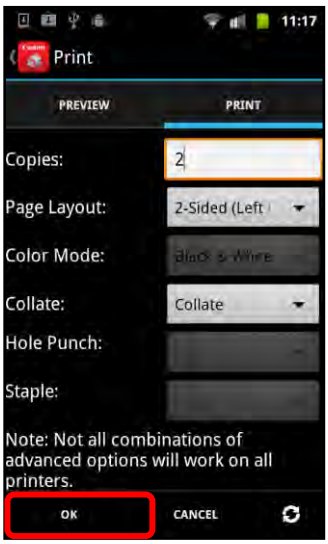
Tablet

6.7 If the MEAP device you are using has stapling capabilities, touch [Staple] ➞ select the stapling location.

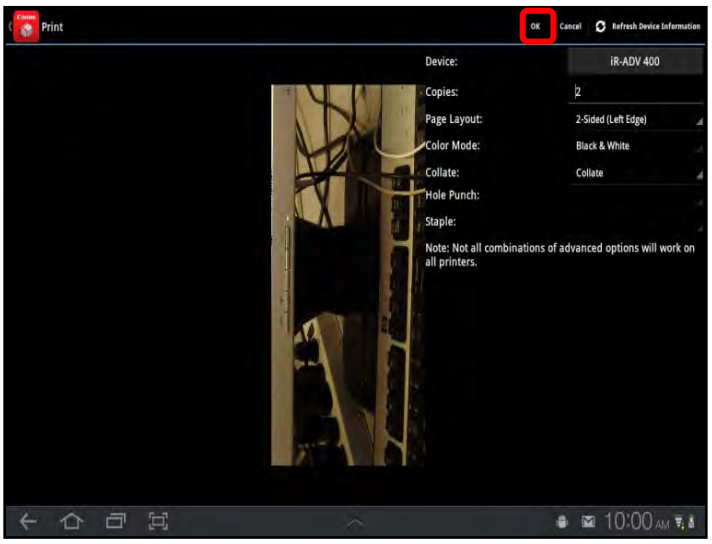
You can select from [No Staples], [Upper Left (Single)], [Upper Right (Single)], [Lower Left (Single)], [Lower Right (Single)], [Left (Double)], [Right (Double)] as the stapling location.

The Printer Settings are set.

7. Touch [OK] to send the print job to the machine.



Smartphone



Tablet

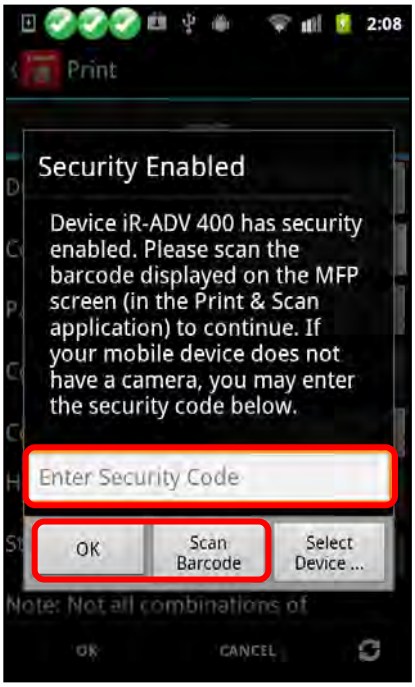
The print job is created and sent to the selected printer. If security is enabled, proceed to step 8.

If you do not want to send the print job, touch [Cancel].

If you want to refresh the capabilities of the selected device, touch [ ] on your smartphone, or touch [Refresh Device Information] on your tablet → touch [OK] to clear the message <Device information has been updated. If you attempted to print or scan, please review your job options and try again.>.

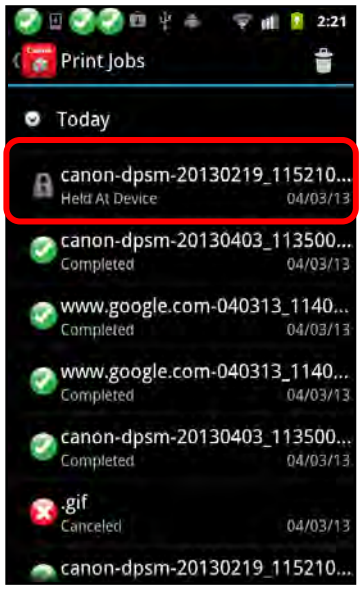
8. If security is enabled on the MEAP device and your session expired, you must authenticate to the device by scanning the barcode or by entering the security code ➞ touch [OK].

   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 118.

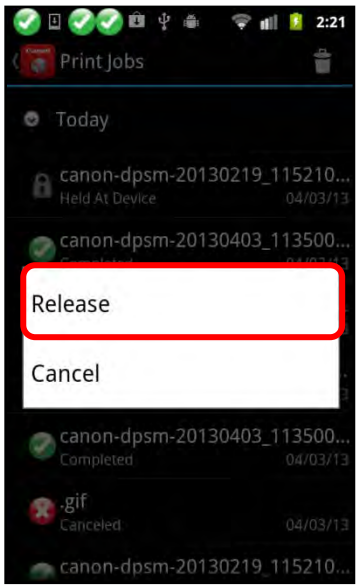


   You can also select a different device to print your document by touching [Select Device].

8.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, go to the Print Jobs screen → touch the print job that was held.



8.2 Touch [Release].



The print job is released and printed.

If you do not want to release the selected job, touch [Cancel].

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

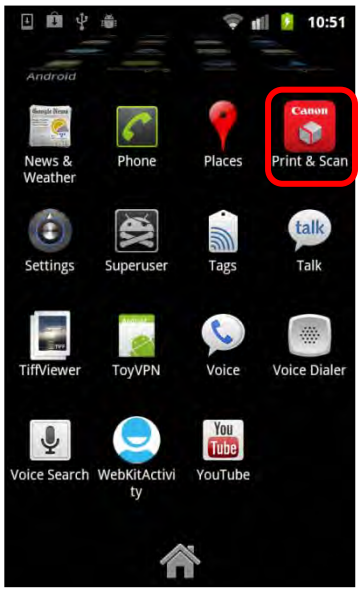
5.4 Printing an Image from the Photo Gallery

Follow the procedure below to print a saved image from the photo gallery using the DPSM app on your smartphone or tablet.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.
- Make sure that your smartphone or tablet is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

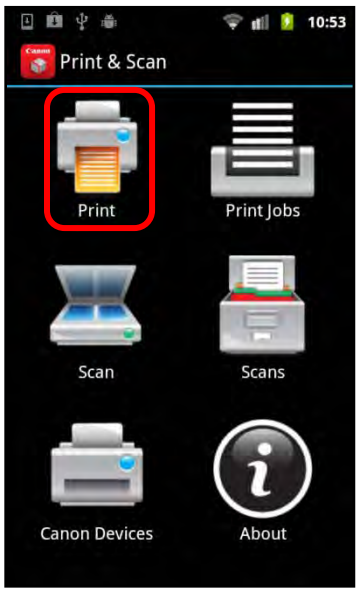


Print & Scan Icon on a Smartphone

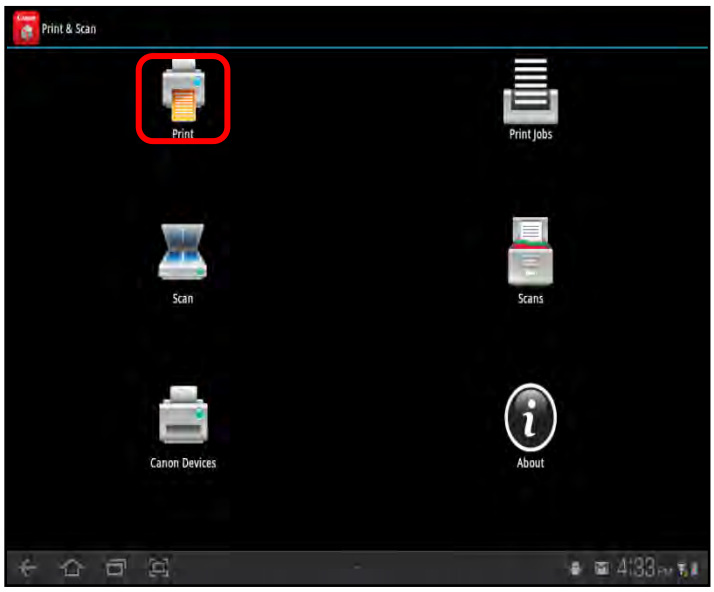
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

2. From the Print & Scan screen, touch [Print].

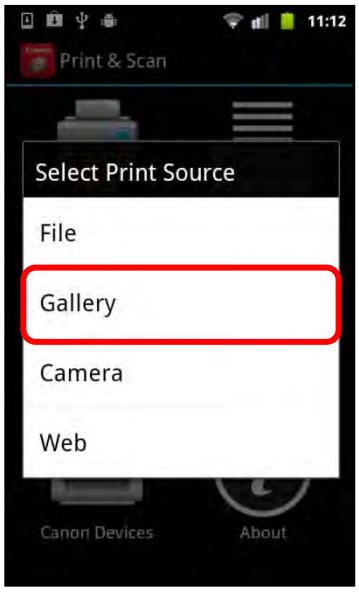


Smartphone

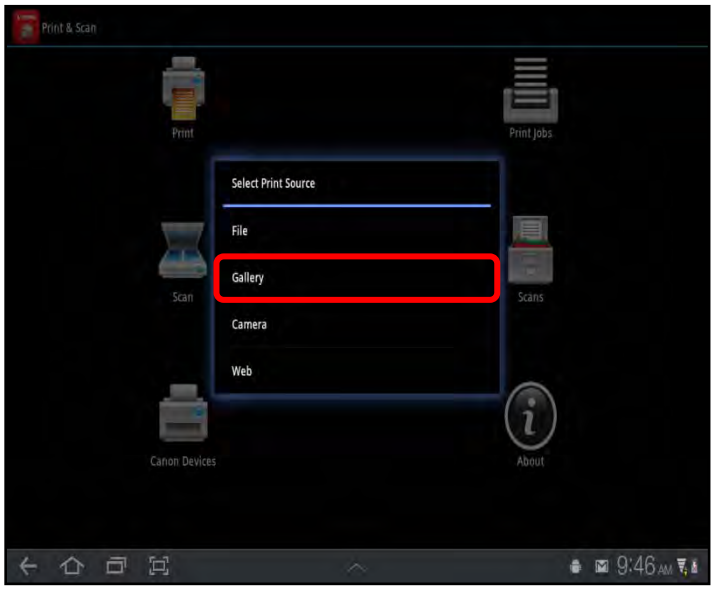


Tablet

3. Touch [Gallery].



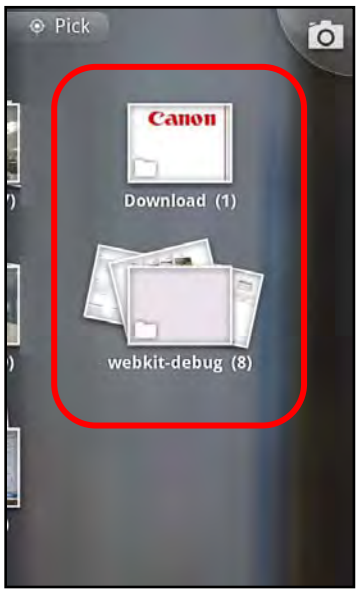
Smartphone



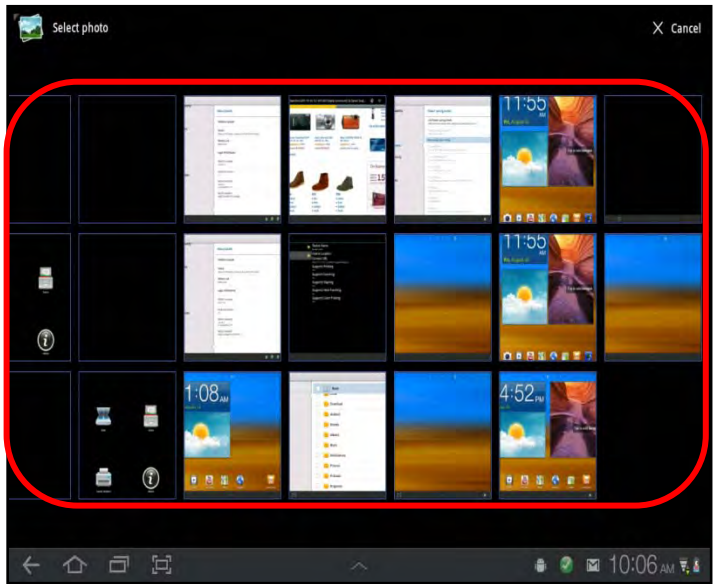
Tablet

If there are multiple gallery apps installed on your smartphone or tablet, you are prompted to select the app in which your image is stored.

4. Select the image you want to print.



Smartphone

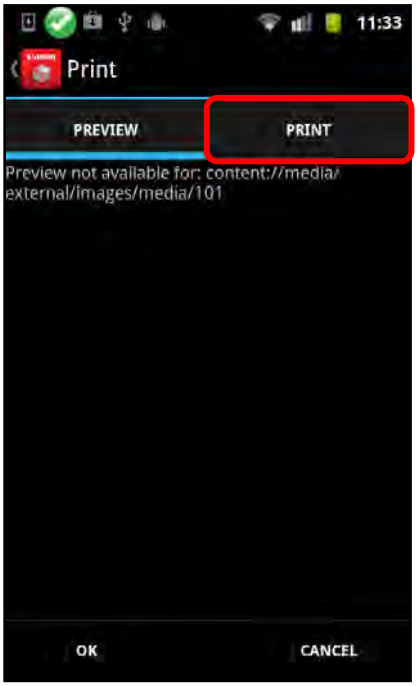


Tablet

The print preview screen is displayed.

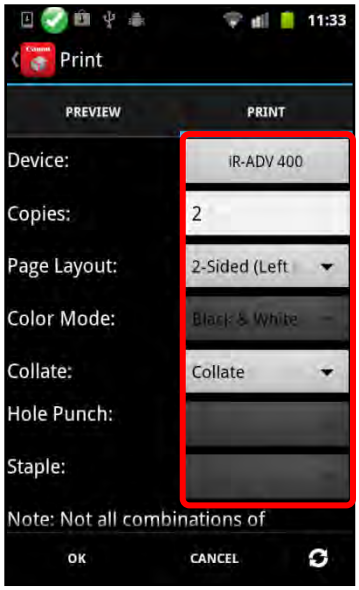
5. Touch [Print].

If you are using a tablet, proceed to step 6.

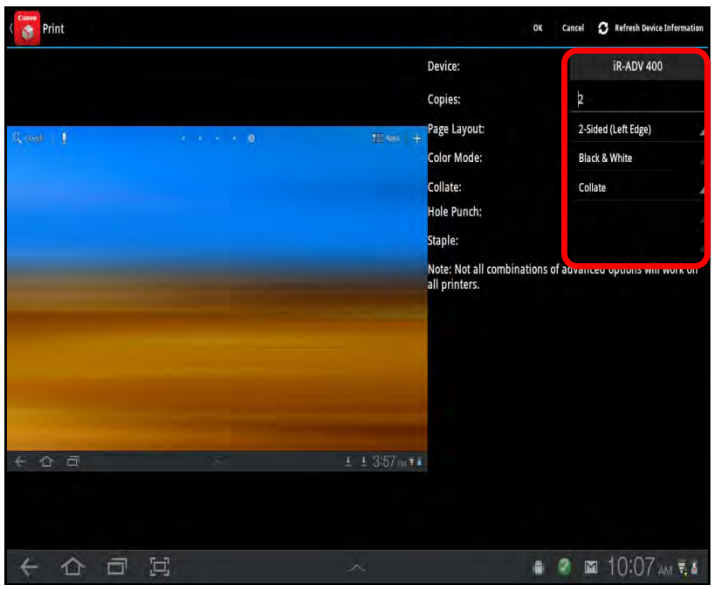


6. Specify the Print Settings.

   For instructions on specifying the Print Settings, see step 6 of "Printing a File," on p. 125.

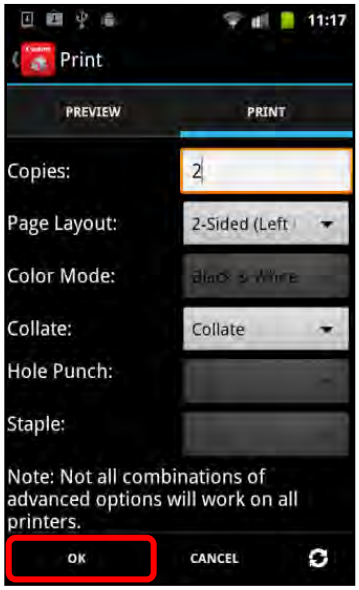


Smartphone

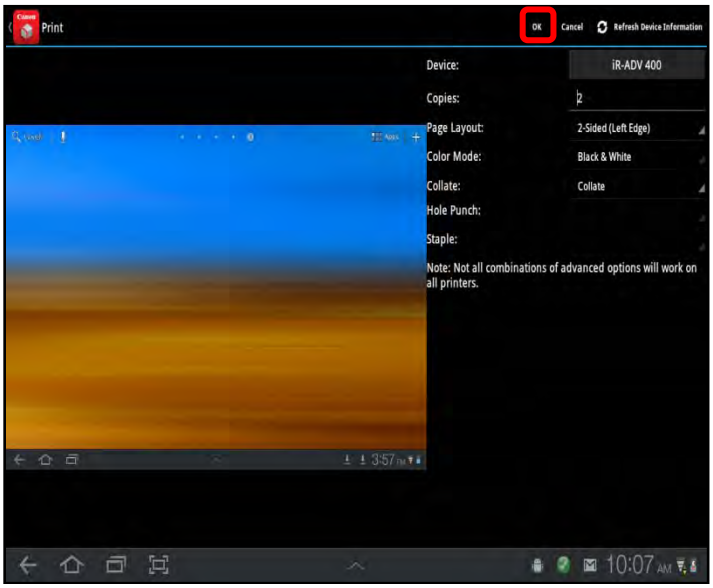


Tablet

7. Touch [OK] to send the print job to the machine.



Smartphone



Tablet

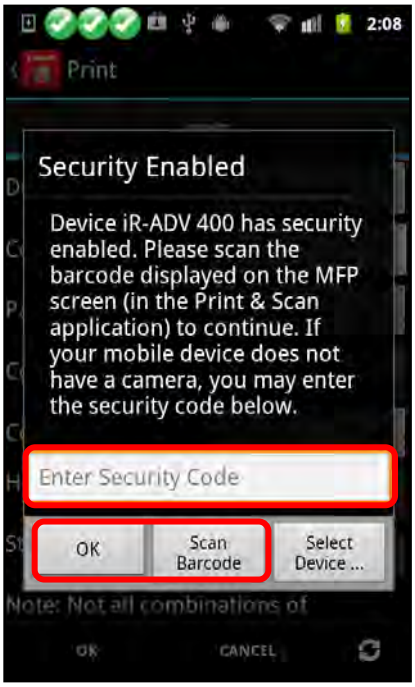
The print job is created and sent to the selected printer. If security is enabled, proceed to step 8.

If you do not want to send the print job, touch [Cancel].

If you want to refresh the capabilities of the selected device, touch [ ] on your smartphone, or touch [Refresh Device Information] on your tablet → touch [OK] to clear the message <Device information has been updated. If you attempted to print or scan, please review your job options and try again.>.

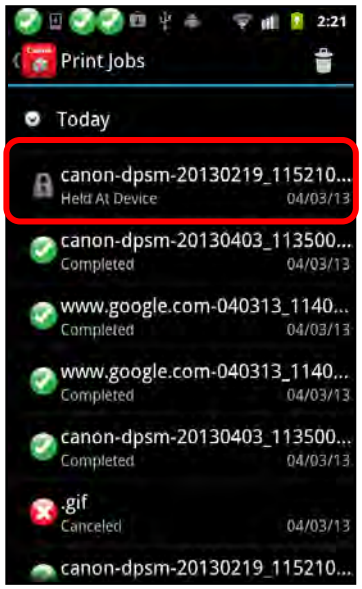
8. If security is enabled on the MEAP device and your session expired, you must authenticate to the device by scanning the barcode or by entering the security code ➞ touch [OK].

   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 118.

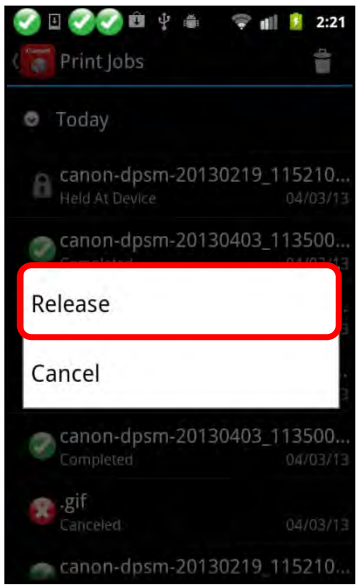


   You can also select a different device to print your document by touching [Select Device].

8.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, go to the Print Jobs screen → touch the print job that was held.



8.2 Touch [Release].



The print job is released and printed.

If you do not want to release the selected job, touch [Cancel].

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

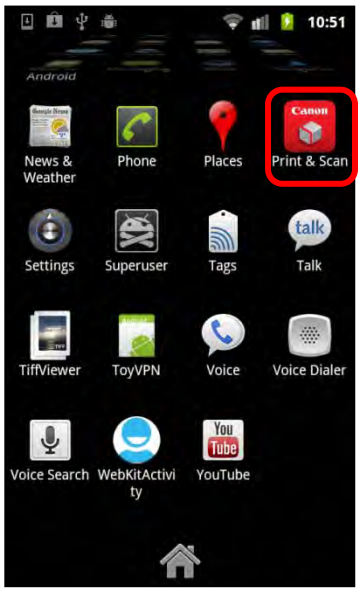
5.5 Printing an Image from the Camera

Follow the procedure below to print a photo from the camera using the DPSM app on your smartphone or tablet.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.
- Make sure that your smartphone or tablet is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

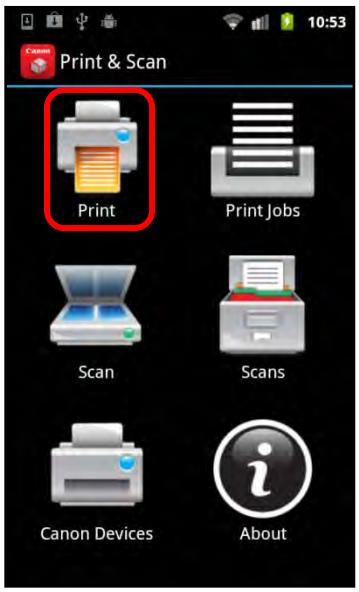


Print & Scan Icon on a Smartphone

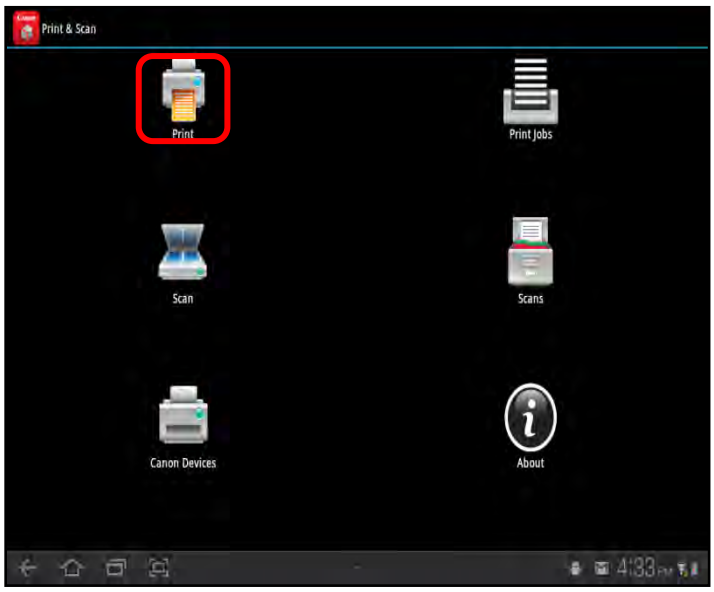
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

2. From the Print & Scan screen, touch [Print].

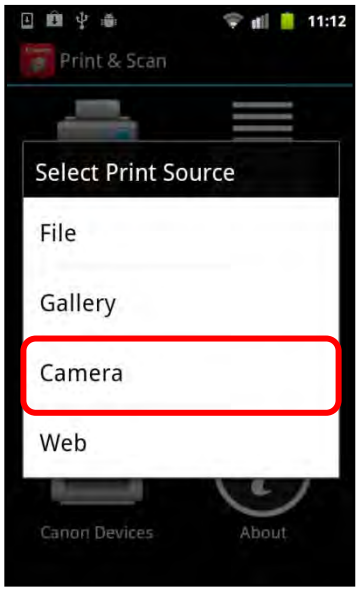


Smartphone



Tablet

3. Touch [Camera].



Smartphone

Tablet

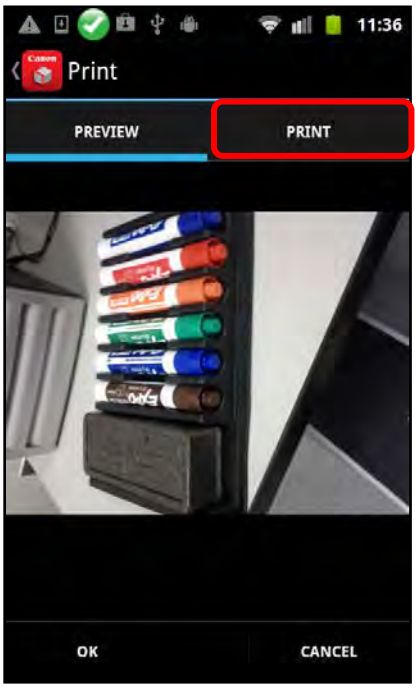
If there are multiple camera apps installed on your smartphone or tablet, you are prompted to select the app in which you want to take your picture.

4. Using the camera app, take the photo you want to print.

The print preview screen is displayed.

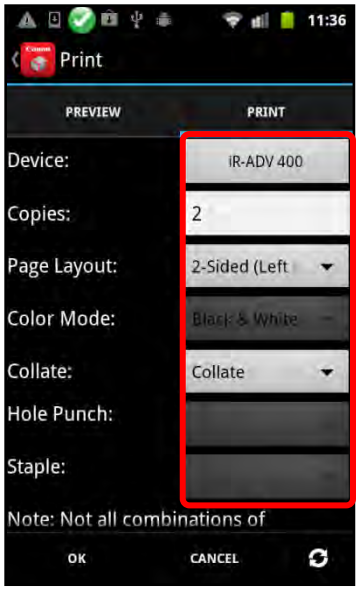
5. Touch [Print].

If you are using a tablet, proceed to step 6.

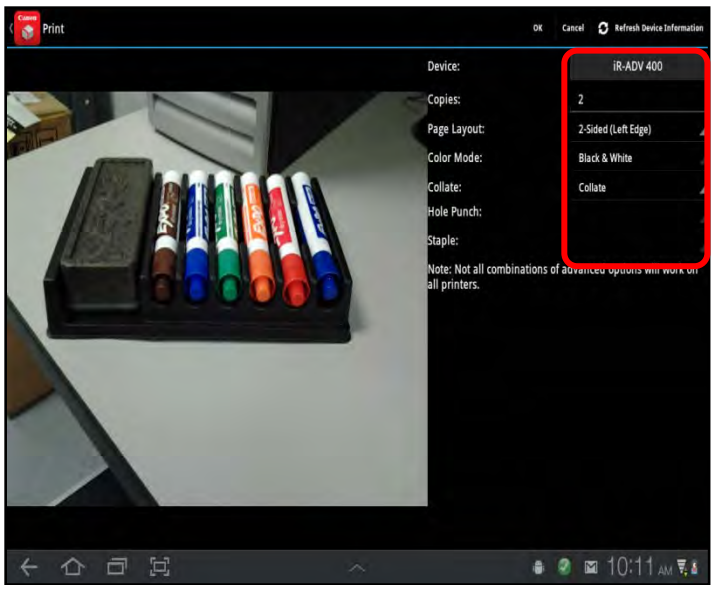


6. Specify the Print Settings.

   For instructions on specifying the Print Settings, see step 6 of "Printing a File," on p. 125.

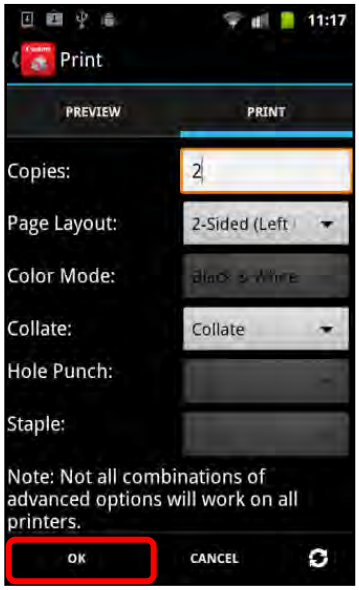


Smartphone

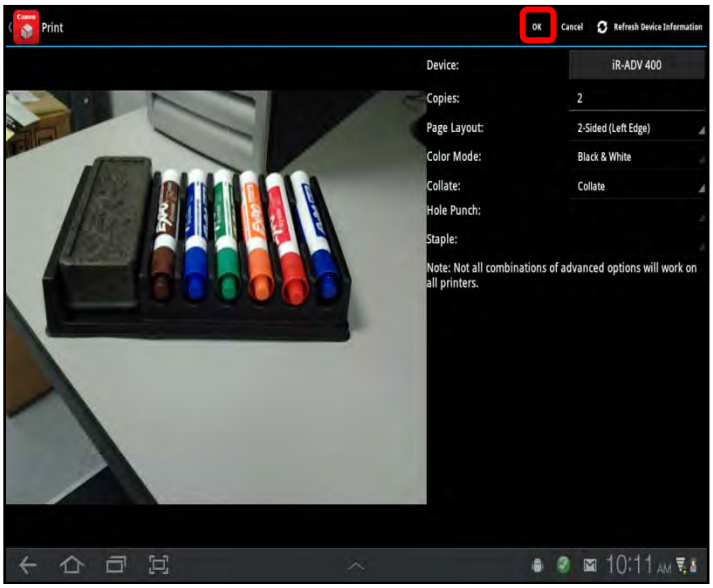


Tablet

7. Touch [OK] to send the print job to the machine.



Smartphone



Tablet

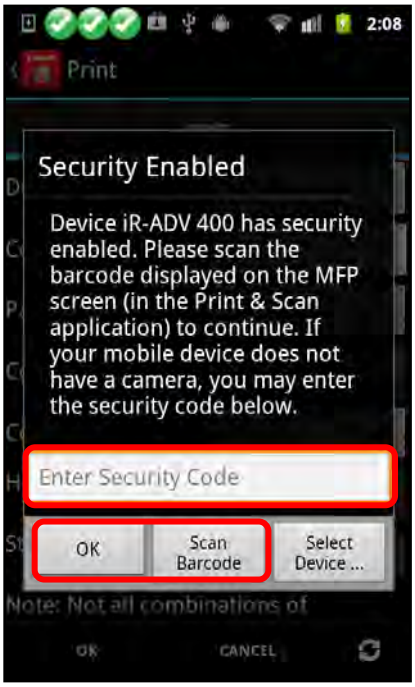
The print job is created and sent to the selected printer. If security is enabled, proceed to step 8.

If you do not want to send the print job, touch [Cancel].

If you want to refresh the capabilities of the selected device, touch [ ] on your smartphone, or touch [Refresh Device Information] on your tablet → touch [OK] to clear the message <Device information has been updated. If you attempted to print or scan, please review your job options and try again.>.

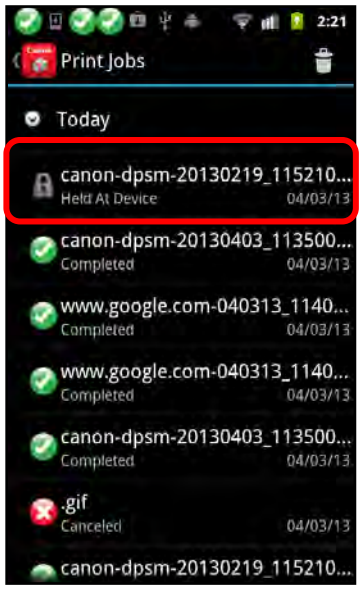
8. If security is enabled on the MEAP device and your session expired, you must authenticate to the device by scanning the barcode or by entering the security code ➞ touch [OK].

   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 118.

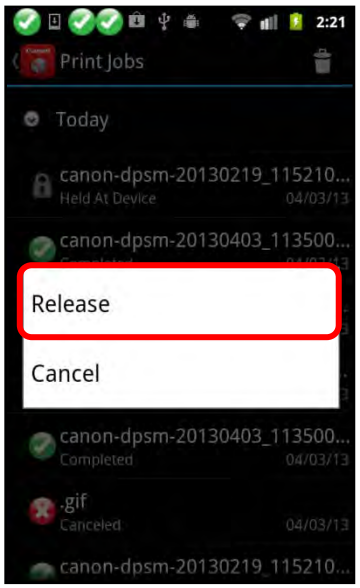


   You can also select a different device to print your document by touching [Select Device].

8.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, go to the Print Jobs screen → touch the print job that was held.



8.2 Touch [Release].



The print job is released and printed.

If you do not want to release the selected job, touch [Cancel].

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

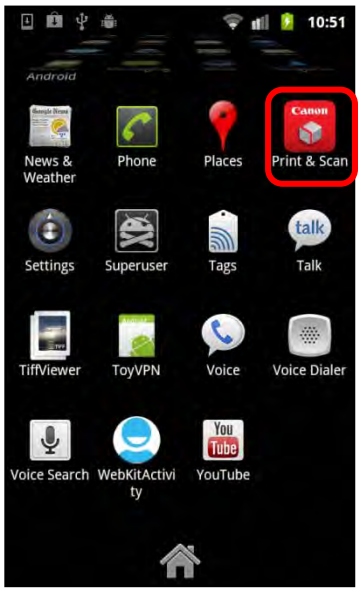
5.6 Printing a Web Page

Follow the procedure below to print a Web page using the DPSM app on your smartphone or tablet.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.
- Make sure that your smartphone or tablet is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

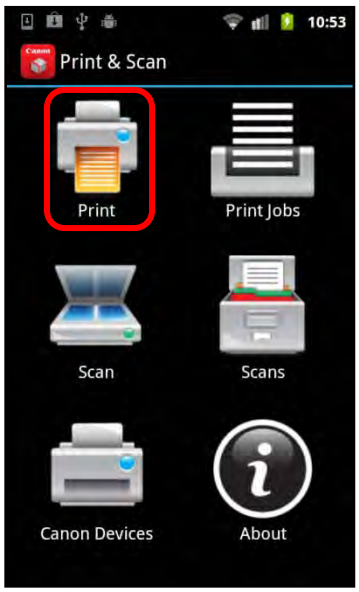


Print & Scan Icon on a Smartphone

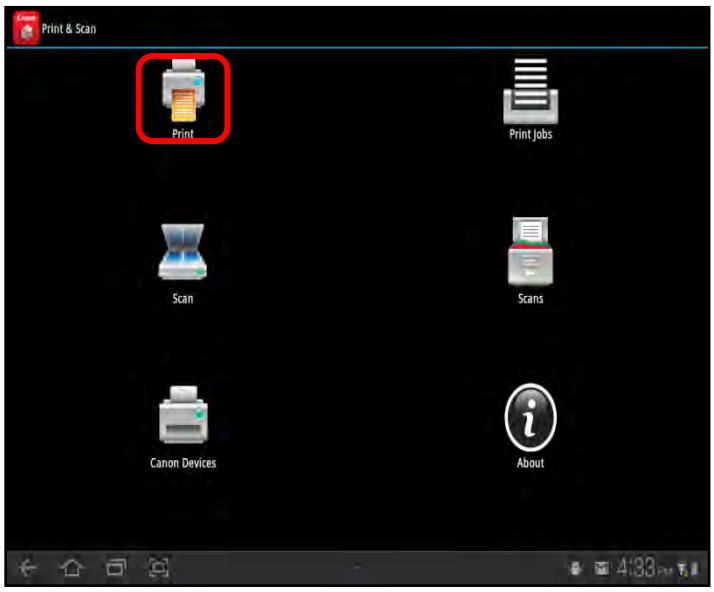
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

2. From the Print & Scan screen, touch [Print].

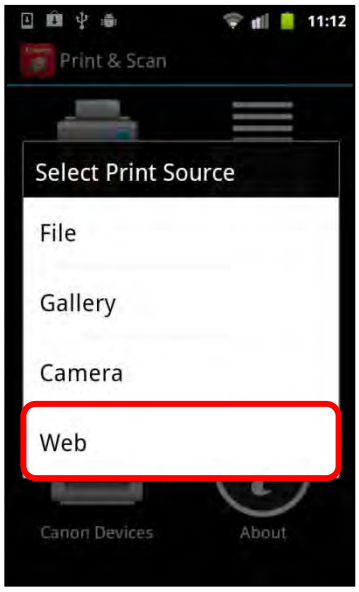


Smartphone

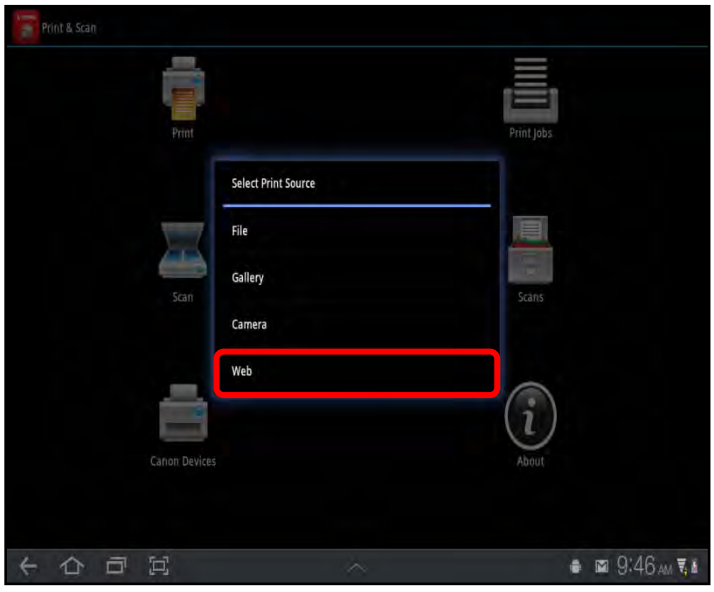


Tablet

3. Touch [Web].



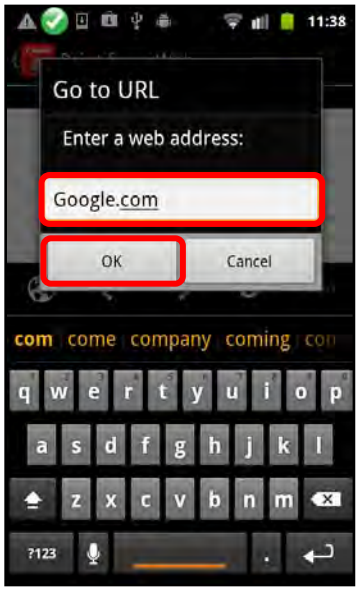
Smartphone



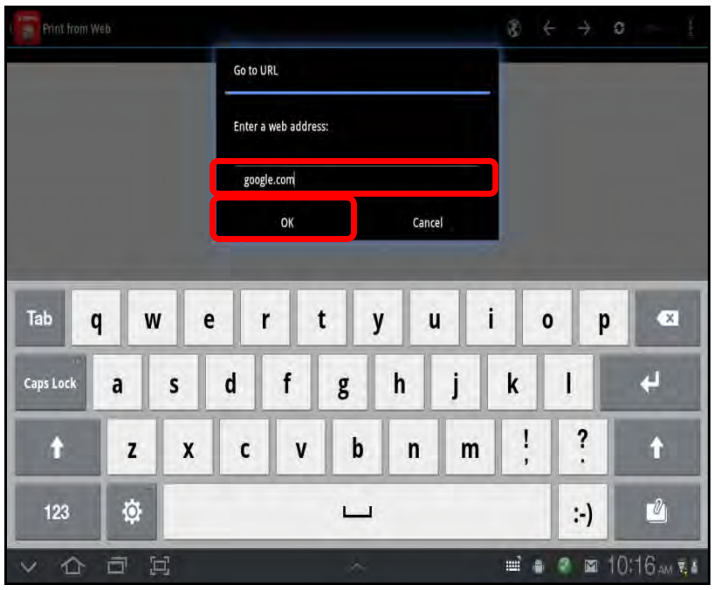
Tablet

A URL entry dialog box is displayed.

4. Enter the URL to the Web page you want to print → touch [OK].



Smartphone

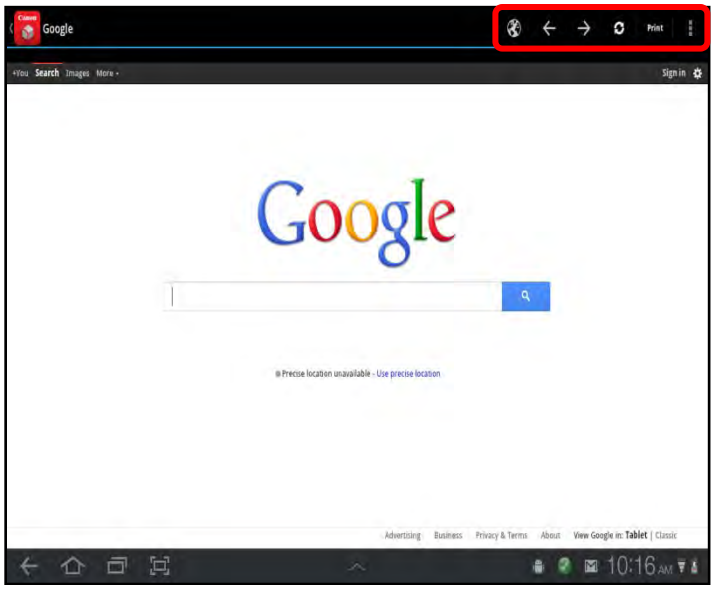


Tablet

The Web page preview screen is displayed.

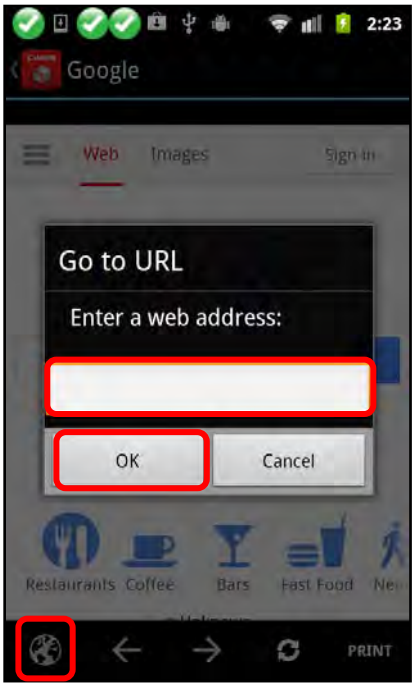
5. Use the DPSM tools to navigate to a different Web page, go back or forward in your Web page navigation, refresh the Web page, save the Web page as a PDF, or print the Web page.

Smartphone



Tablet

5.1 To go to a different Web page, touch [ ] → enter a new Web address → touch [OK].



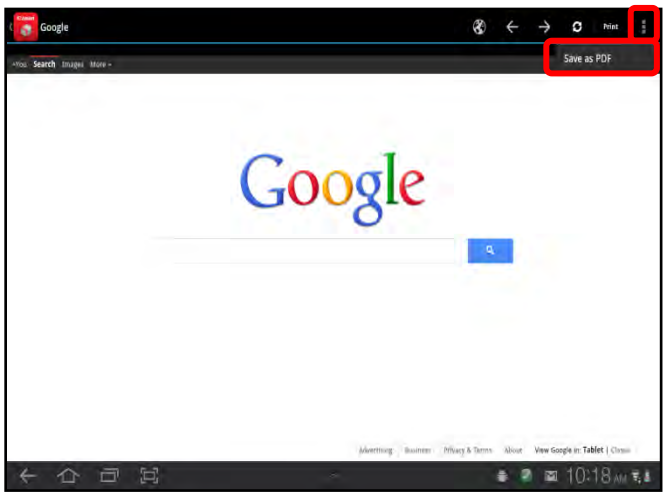
If you do not want to enter a new Web address, touch [Cancel].

5.2 To go back in your Web page navigation, touch [←]. To go forward, touch [→].

5.3 To reload the current URL, touch [ ].

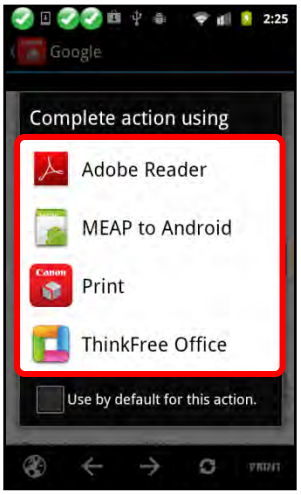
5.4 To save the Web page as a PDF, touch the Menu button [ ] → touch [Save as PDF].

Smartphone



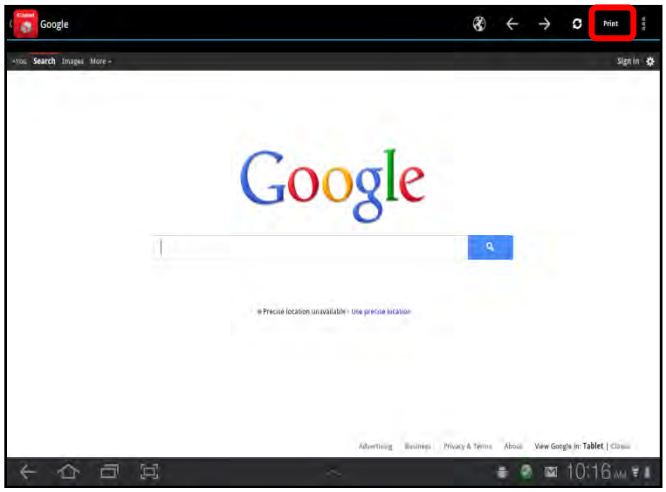
Tablet

5.4.1 Select the program in which to save the PDF file.



5.5 To print the selected Web page, touch [Print].

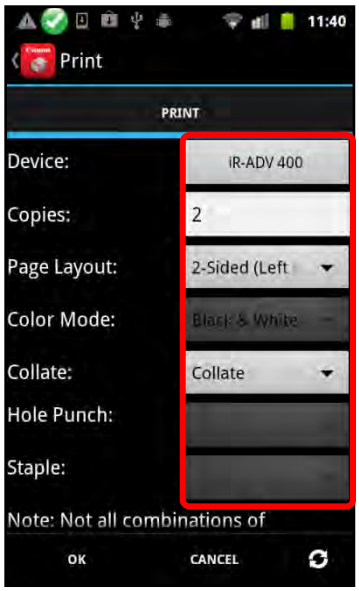
Smartphone



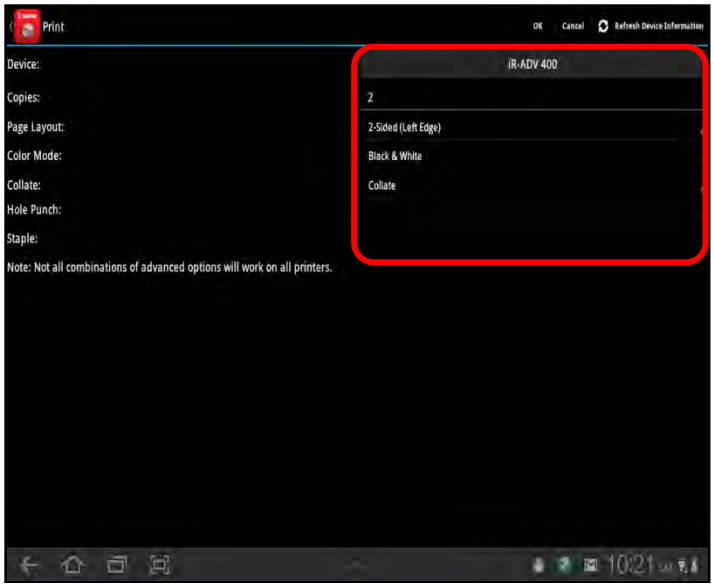
Tablet

6. Specify the Print Settings.

For instructions on specifying the Print Settings, see step 6 of "Printing a File," on p. 125.

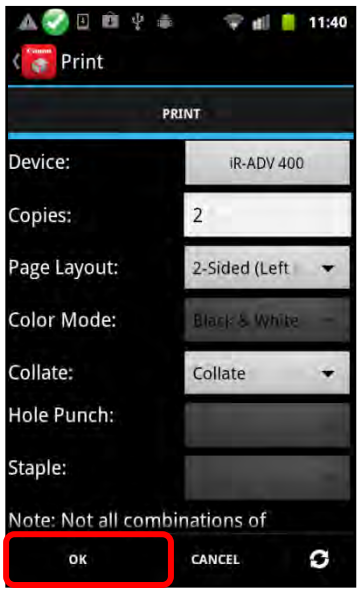


Smartphone

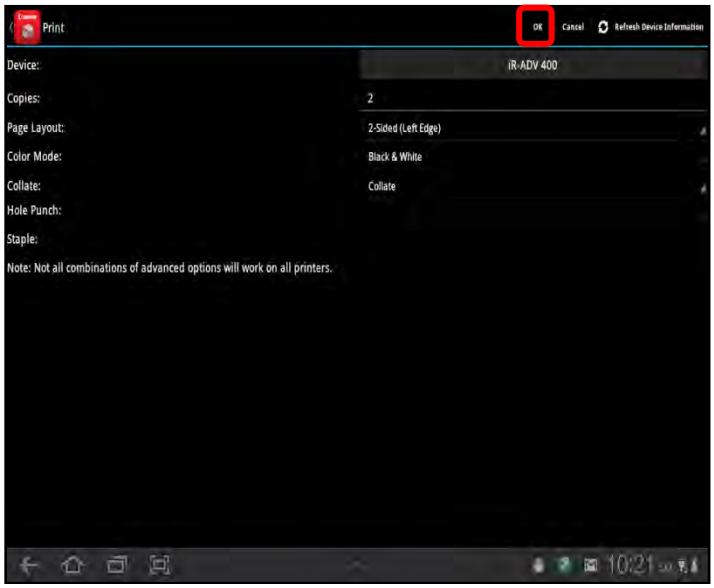


Tablet

7. Touch [OK] to send the print job to the machine.



Smartphone



Tablet

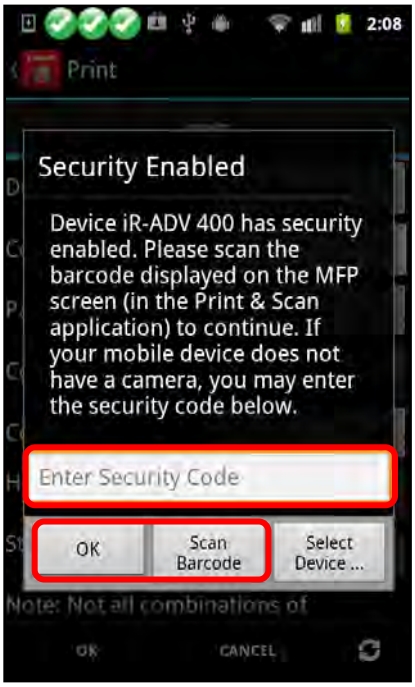
The print job is created and sent to the selected printer. If security is enabled, proceed to step 8.

If you do not want to send the print job, touch [Cancel].

If you want to refresh the capabilities of the selected device, touch [ ] on your smartphone, or touch [Refresh Device Information] on your tablet → touch [OK] to clear the message <Device information has been updated. If you attempted to print or scan, please review your job options and try again.>.

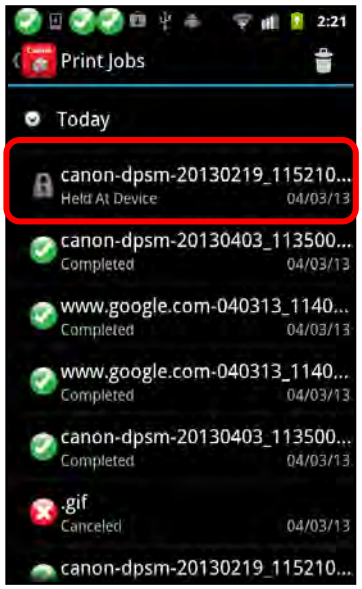
8. If security is enabled on the MEAP device and your session expired, you must authenticate to the device by scanning the barcode or by entering the security code ➞ touch [OK].

   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 118.

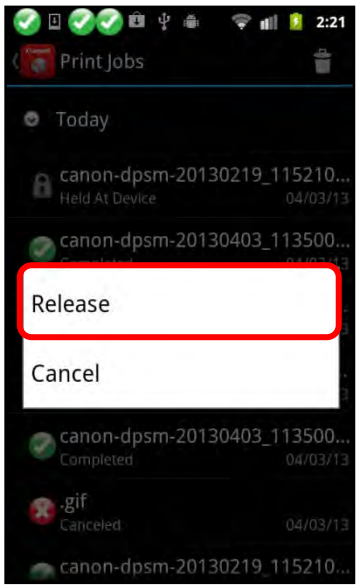


   You can also select a different device to print your document by touching [Select Device].

8.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, go to the Print Jobs screen → touch the print job that was held.



8.2 Touch [Release].



The print job is released and printed.

If you do not want to release the selected job, touch [Cancel].

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

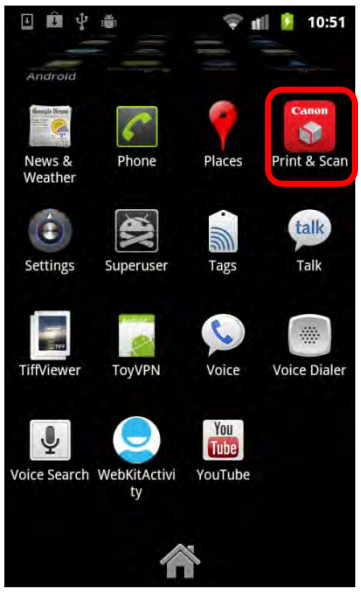
5.7 Performing Print Job Operations

Follow the procedure below to perform print job operations from your smartphone or tablet.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.
- Make sure that your smartphone or tablet is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

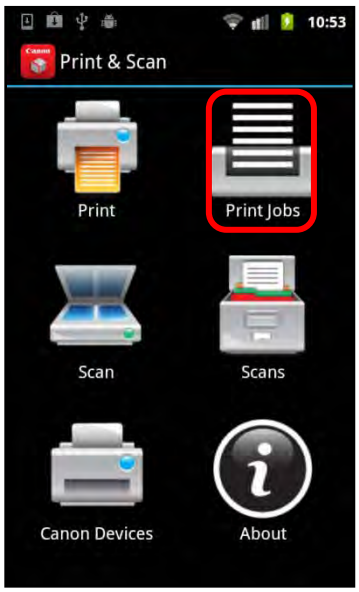


Print & Scan Icon on a Smartphone

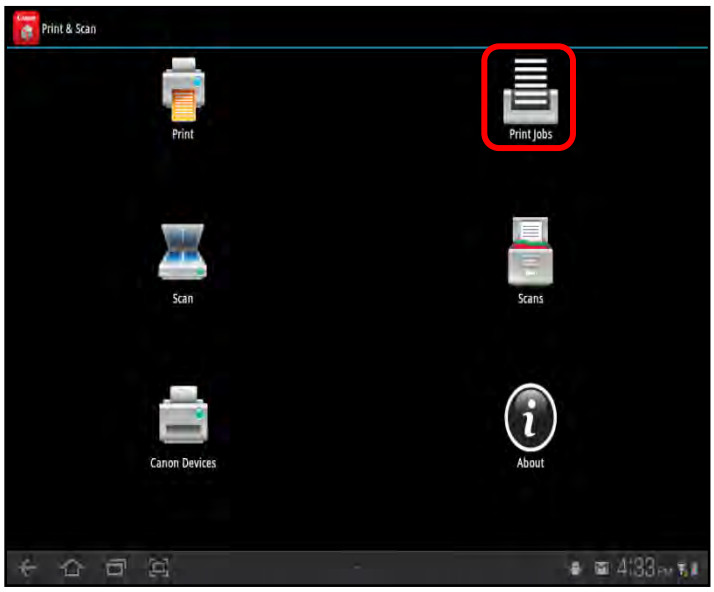
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

2. From the Print & Scan screen, touch [Print Jobs].

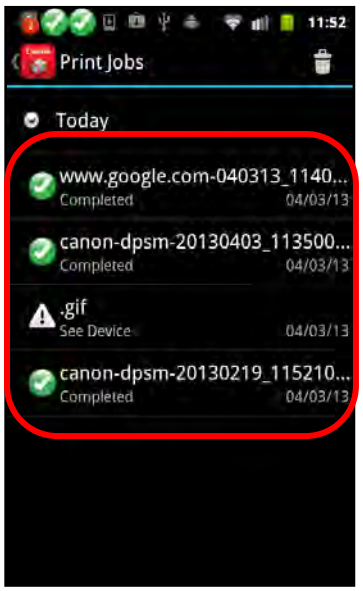


Smartphone

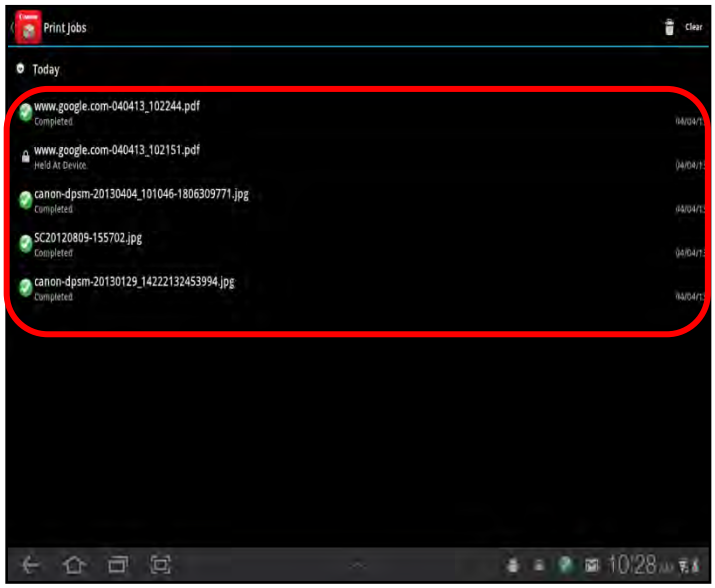


Tablet

3. Touch and hold down the job on which you want to open, print, or delete.



Smartphone

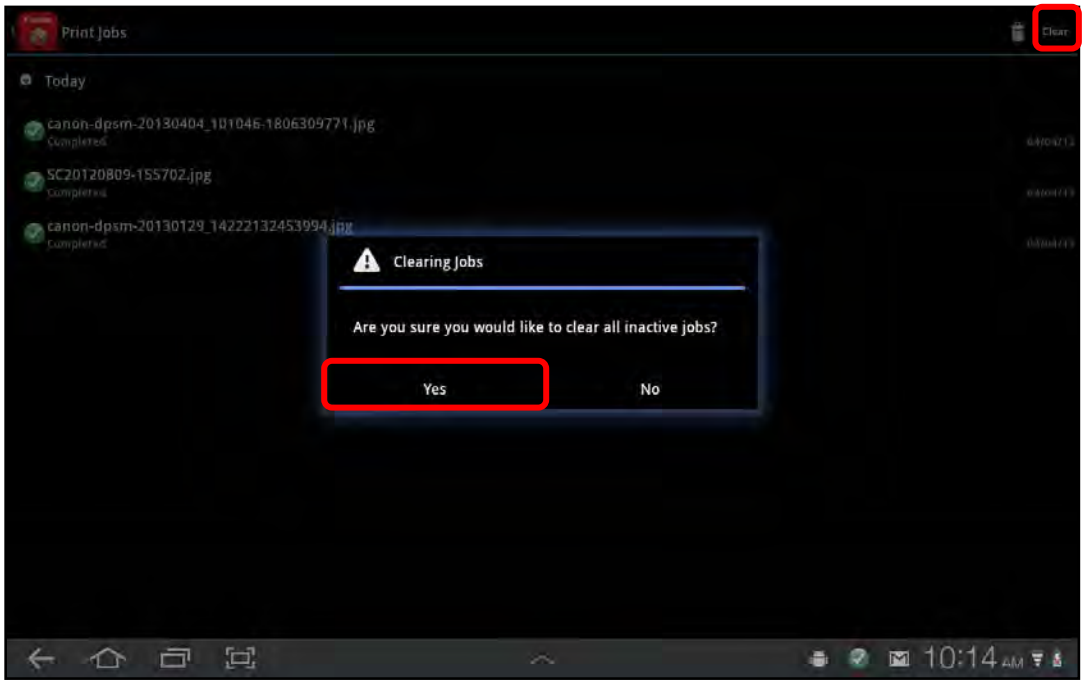


Tablet

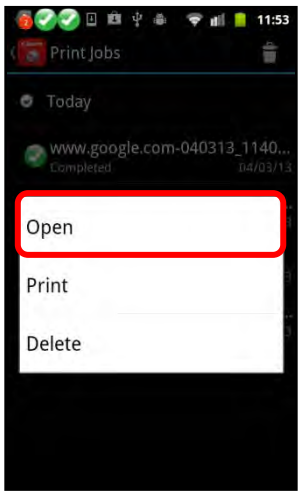
A pop-up menu appears.

If you are using a tablet, you can clear all inactive print jobs. From the Print Jobs screen, touch [Clear] ➞ touch [Yes].

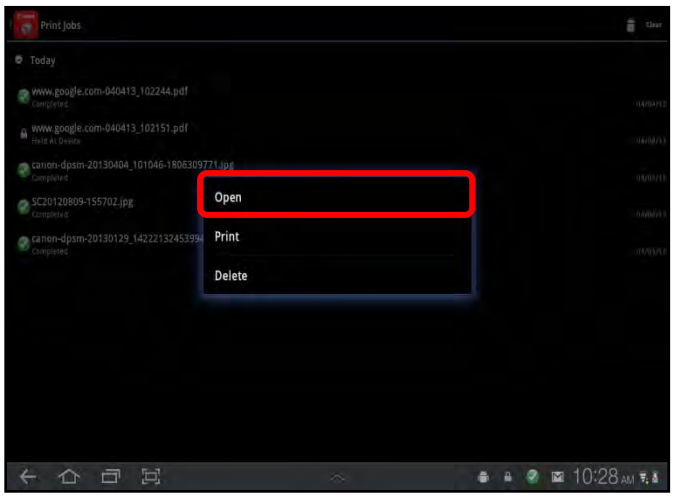
If you do not want to clear all inactive print jobs, touch [No].



3.1 If you want to open the selected job, touch [Open].



Smartphone

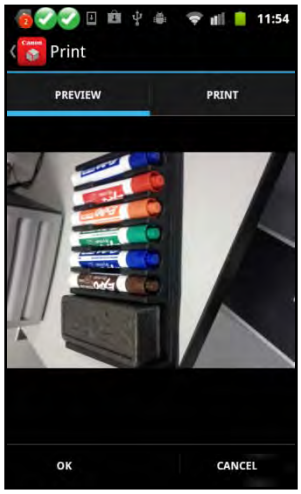


Tablet

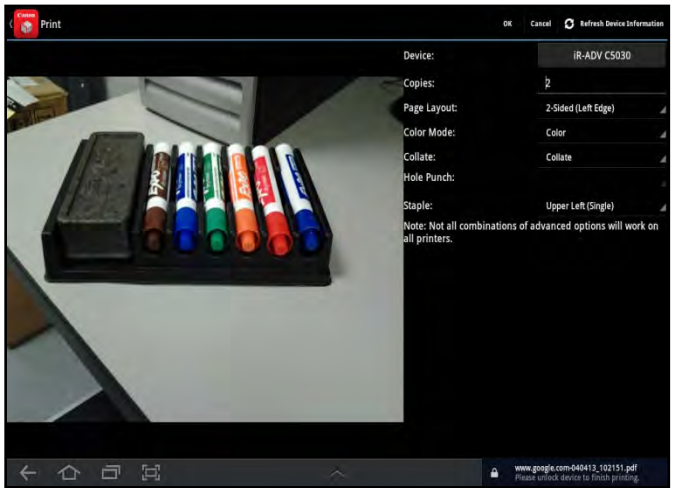
The document opens in the file format that was selected.

3.2 If you want to print the selected job, touch [Print] ➞ print the document.

For instructions on printing the document, see steps 5 to 8 of "Printing a File," on p. 125.

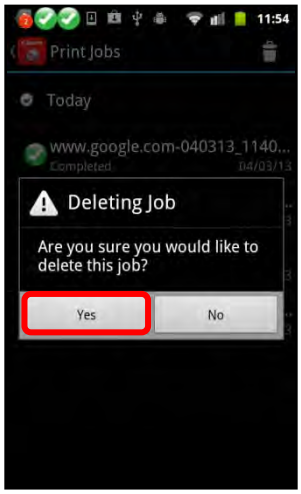


Smartphone

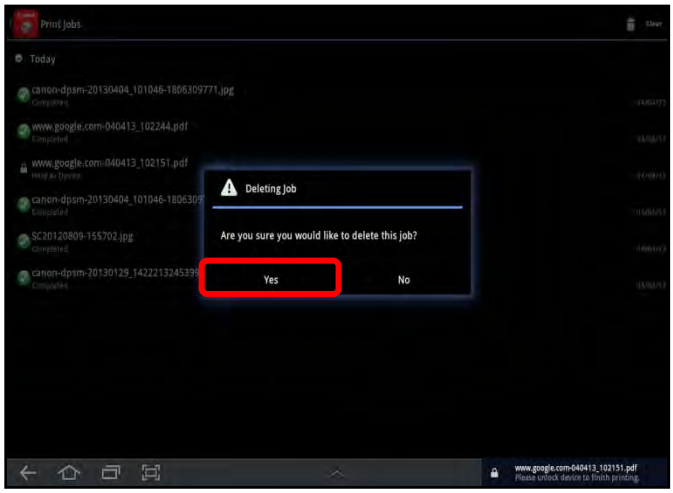


Tablet

3.3 If you want to delete the print job, touch [Delete] ➞ touch [Yes].



Smartphone



Tablet

If you do not want to delete the print job, touch [No].

The print job is deleted from the list.

Operations complete.

5.8 Scanning a Document to Your Android Device

DPSM enables you to scan a document at a MEAP device, save it to your Android mobile device, and then share it.

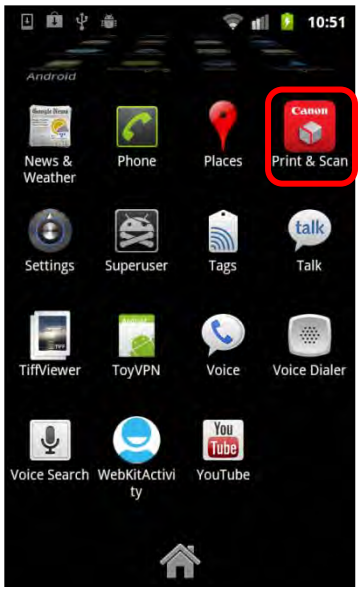
Follow the procedure below to scan a file using the Direct Print & Scan Mobile app on your smartphone or tablet.

IMPORTANT

Before you scan, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 118.

1. Place the document you want to scan into the feeder or on the platen glass of the MEAP device.

2. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

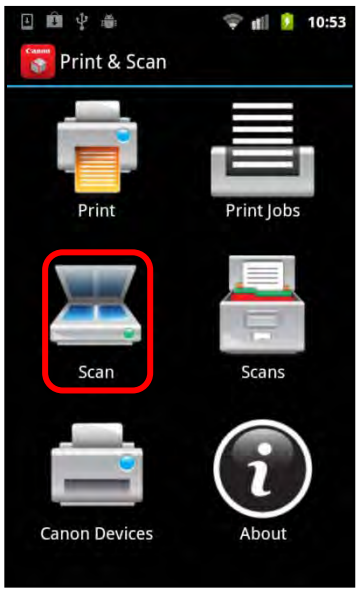


Print & Scan Icon on a Smartphone

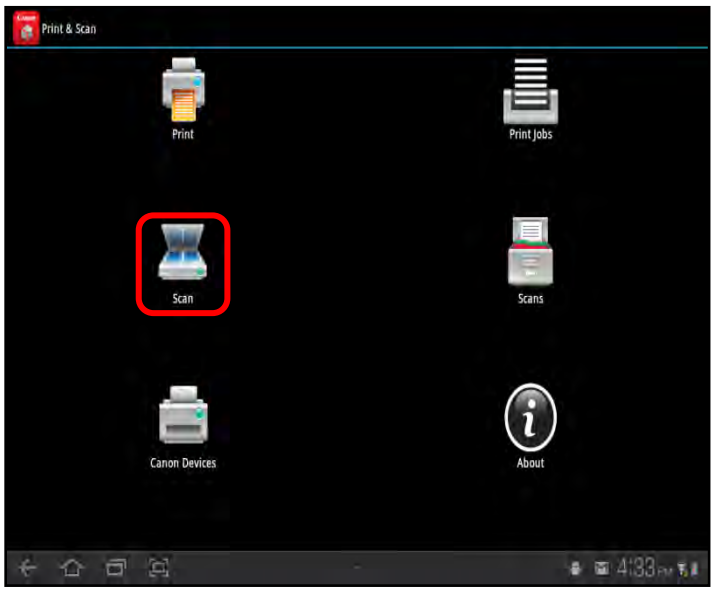
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Scan].



Smartphone



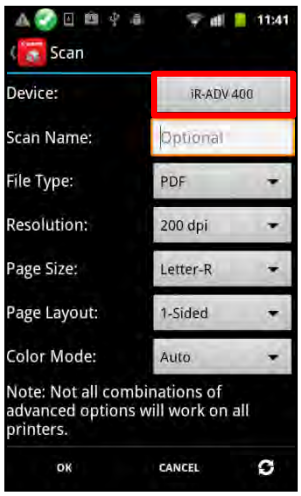
Tablet

4. Specify the Scan Settings.

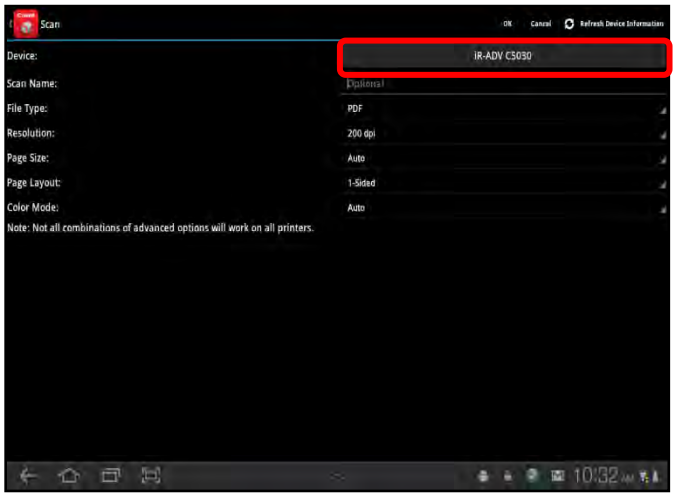
NOTE

- The order, in which the Scan Settings are listed, is strictly determined by the MEAP device. DPSM displays these settings in the order in which they are received from the device.
- You can also select to scan from a different device.

4.1 To select a different device from which to scan, touch the device's name next to <Device> ➞ select the device you want to use.



Smartphone

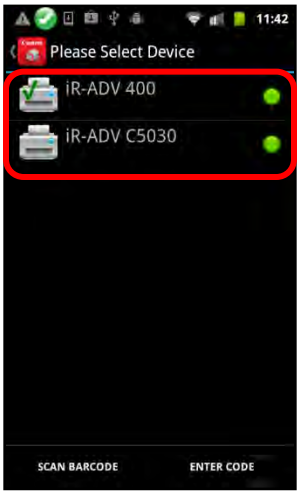


Tablet

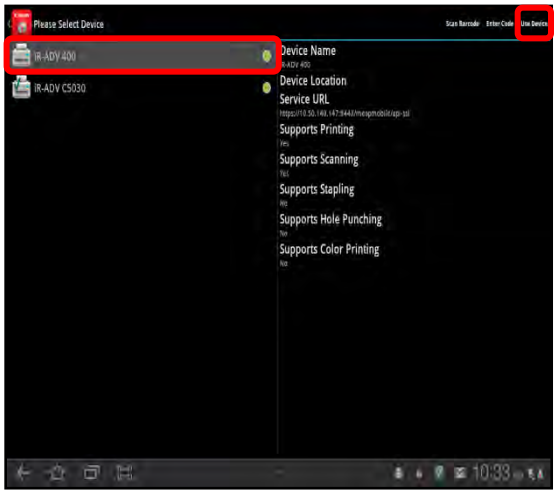
4.1.1 Select the desired device, or connect to a new device.

For information on connecting to a new device, see "Adding a MEAP Device," on p. 118.

If you are using a tablet, select the device → touch [Use Device]

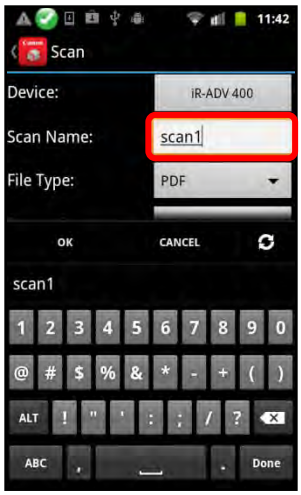


Smartphone

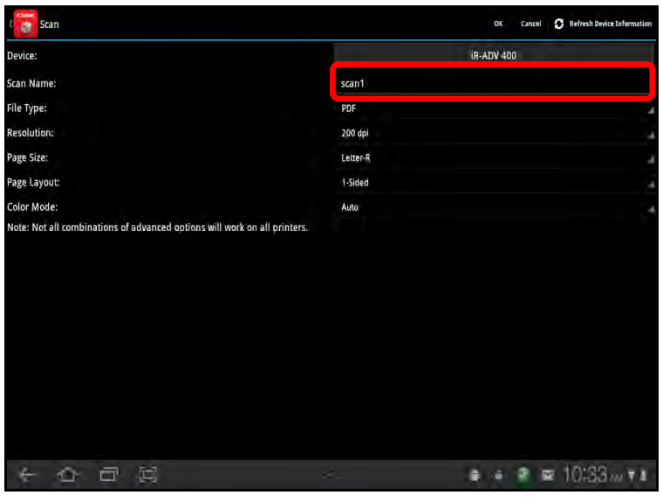


Tablet

4.2 If necessary, enter a name for the scan → touch [OK].

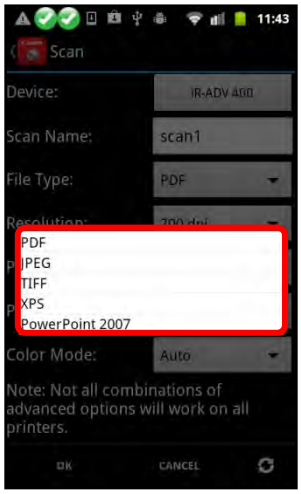


Smartphone

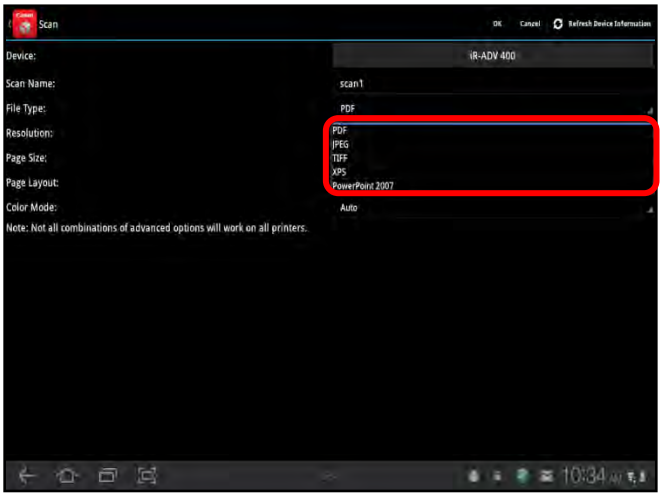


Tablet

4.3 To specify the file type for the scan, touch the File Type drop-down list → select the file type.



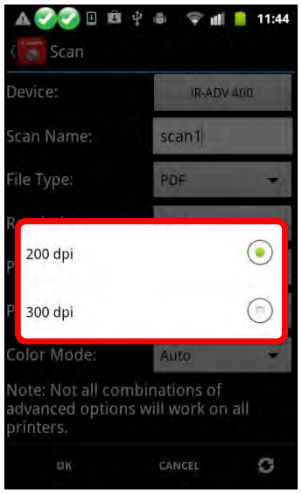
Smartphone



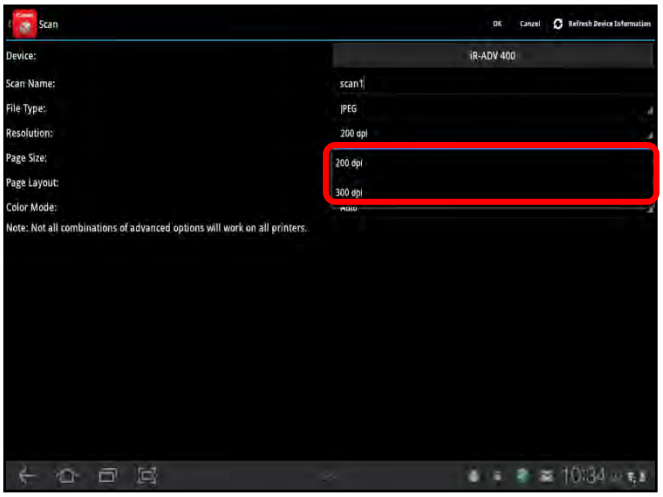
Tablet

The default file type is ‘PDF’.

4.4 To specify the scan resolution, touch the Resolution drop-down list → select the scanning resolution.



Smartphone

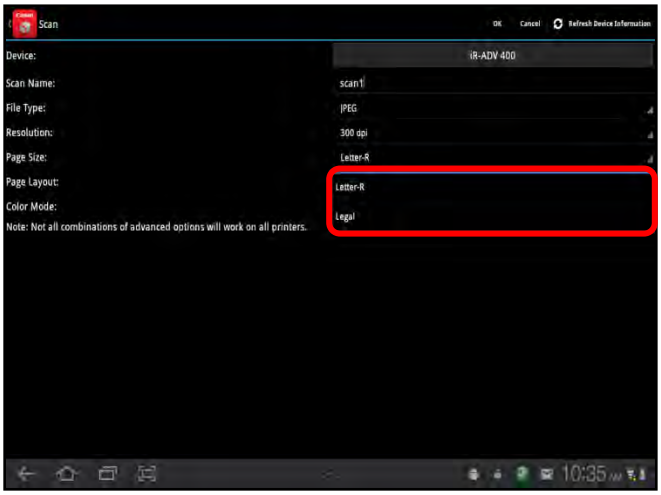


Tablet

The default resolution is ‘200 dpi’.

4.5 To specify the paper size of the scan, touch the Page Size drop-down list → select the paper size.

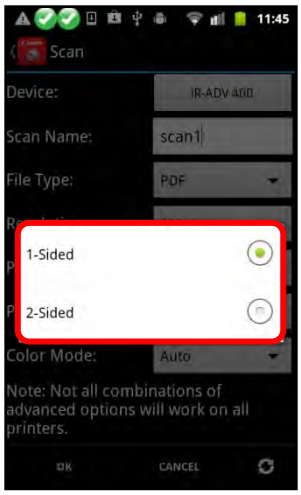
Smartphone



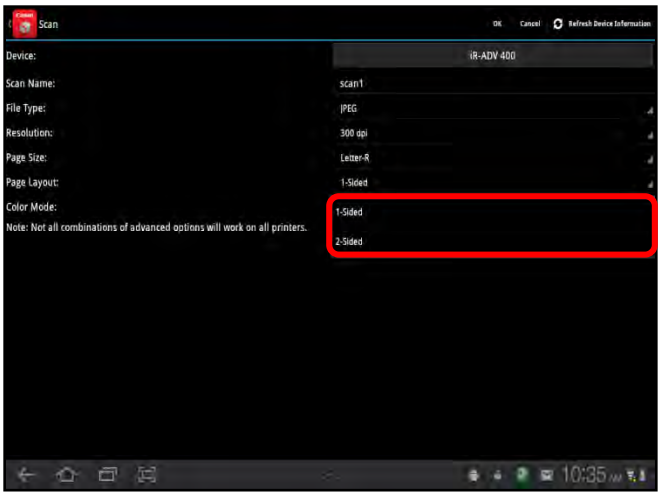
Tablet

Only the paper sizes that the machine supports are displayed and can be selected.

4.6 To specify the type of one- or two-sided document you are scanning, touch the Page Layout drop-down list → select [1-Sided] or [2-Sided].



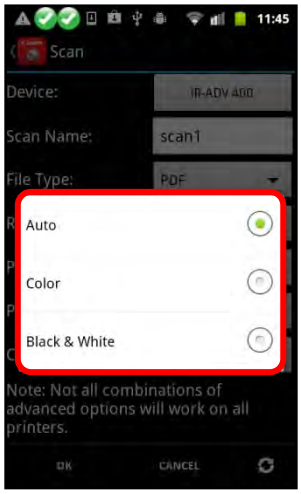
Smartphone



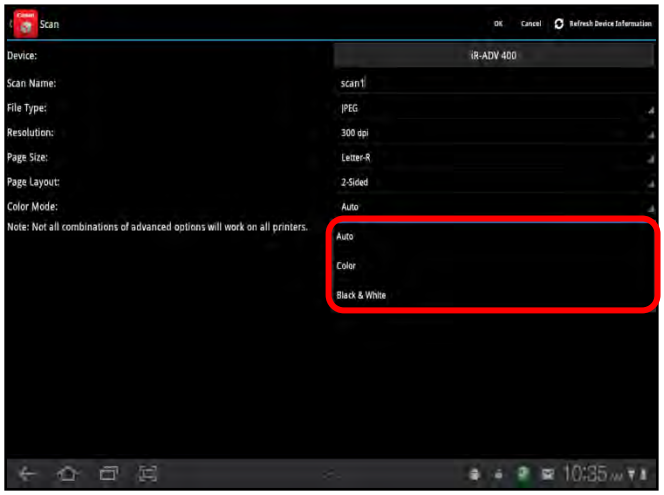
Tablet

The default page layout is ‘1-Sided’.

4.7 To specify the color mode, touch the Color Mode drop-down list → select [Auto], [Color], or [Black & White].



Smartphone

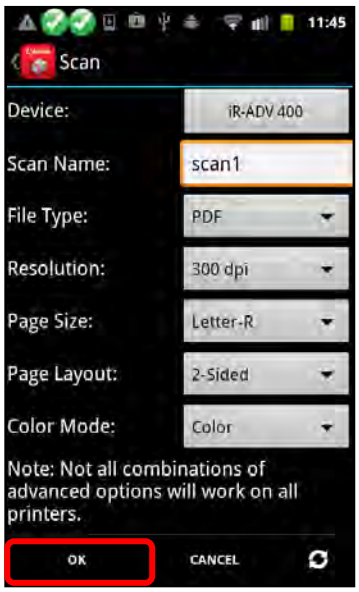


Tablet

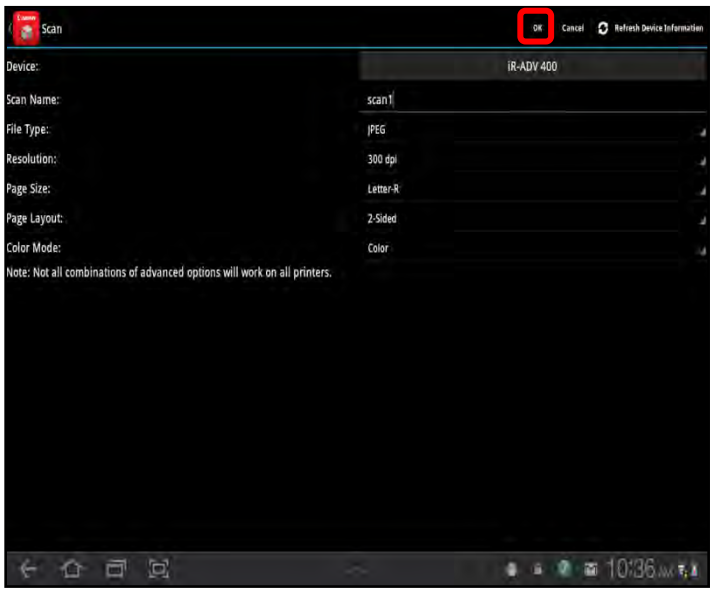
The default color mode is ‘Auto’.

The Scan Settings are set.

5. Touch [OK] to start scanning.



Smartphone



Tablet

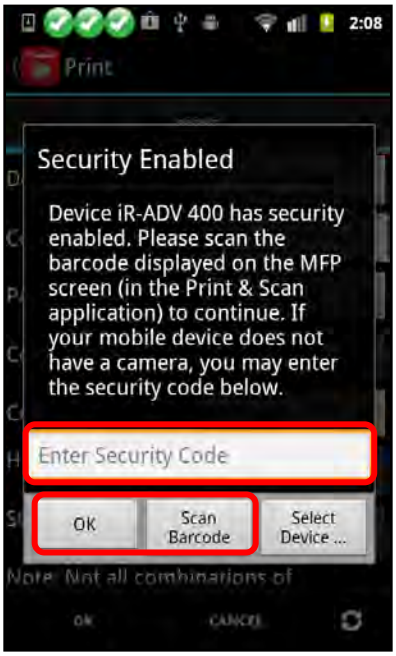
Scanning starts. If security is enabled, proceed to step 6.

If you do not want to scan the document, touch [Cancel].

If you want to refresh the capabilities of the selected device, touch [ ] on your smartphone, or touch [Refresh Device Information] on your tablet → touch [OK] to clear the message <Device information has been updated. If you attempted to print or scan, please review your job options and try again.>.

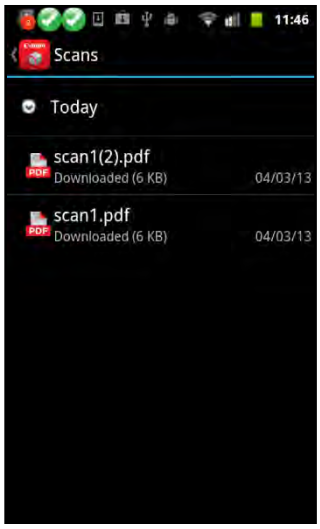
6. If security is enabled on the MEAP device and your session expired, you must authenticate to the device by scanning the barcode or by entering the security code ➞ touch [OK].

   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 118.



   You can also select a different device to scan your document by touching [Select Device].

   Once you have authenticated to the device, the document is scanned, and the result of your scan is as shown below. To open, print, share, or delete your scanned document, see "Performing Operations on a Scanned Document," on p. 173.

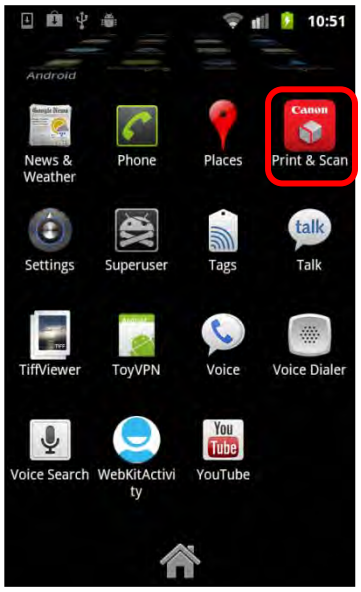


5.9 Performing Operations on a Scanned Document

After you scan a document to your smartphone or tablet, you can open, print, share, or delete it.

Follow the procedure below to perform operations on a scanned document using the Direct Print & Scan Mobile app on your smartphone or tablet.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

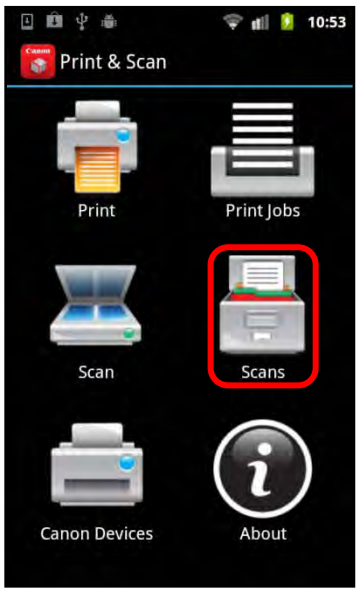


Print & Scan Icon on a Smartphone

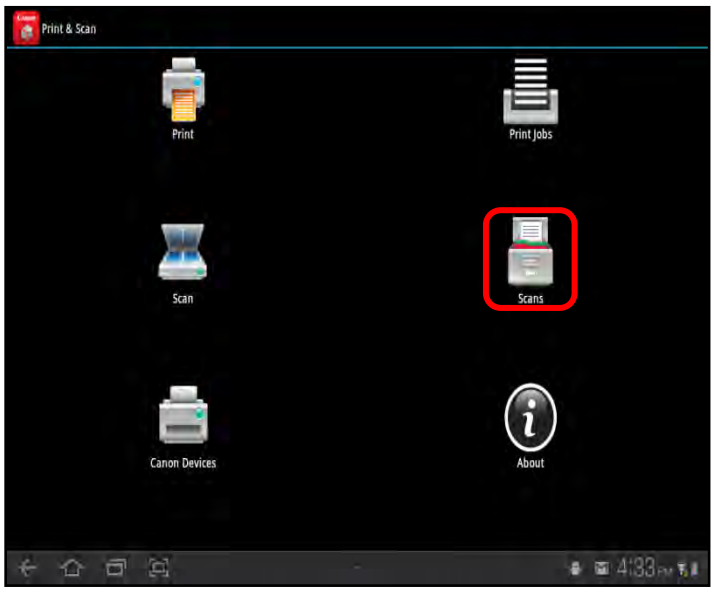
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Scans].

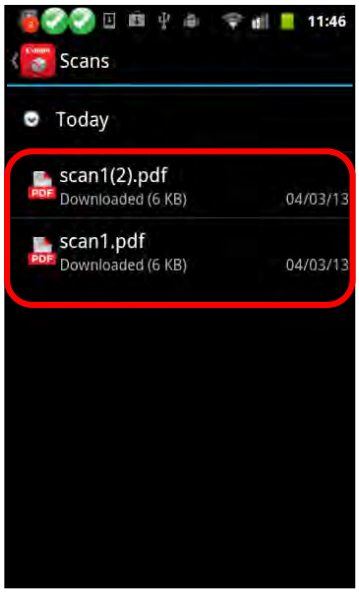


Smartphone

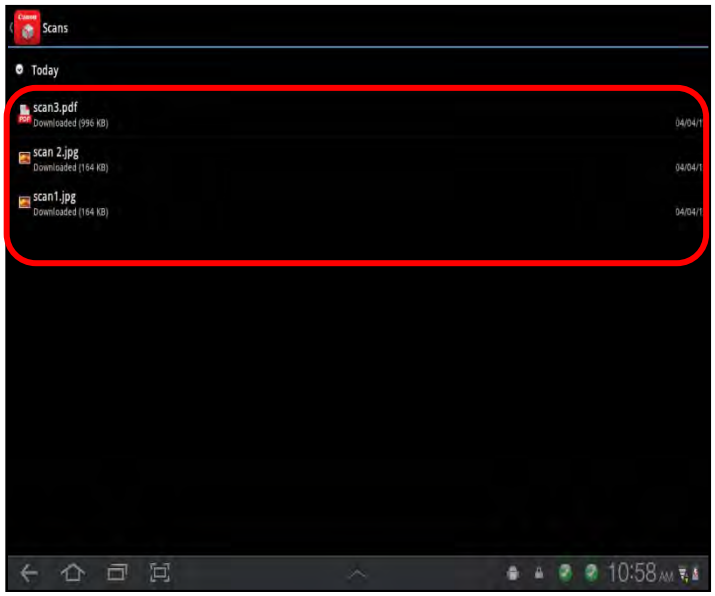


Tablet

4. Touch and hold down the scan on which you want to open, share, print, or delete.



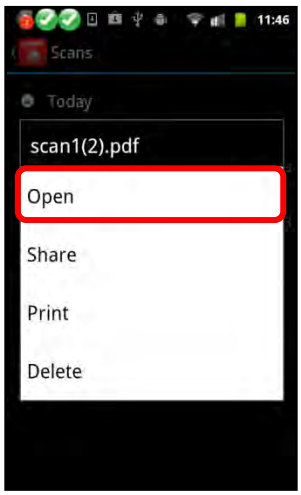
Smartphone



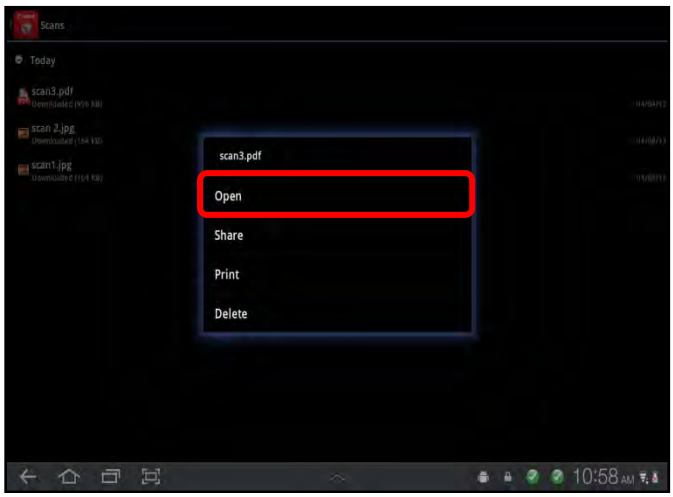
Tablet

A pop-up menu appears.

4.1 If you want to open the selected job, touch [Open].



Smartphone



Tablet

The document opens in the file format that was selected.

If a supported application is not available, an application selection screen appears, and you must select an appropriate application in which to open the selected document.

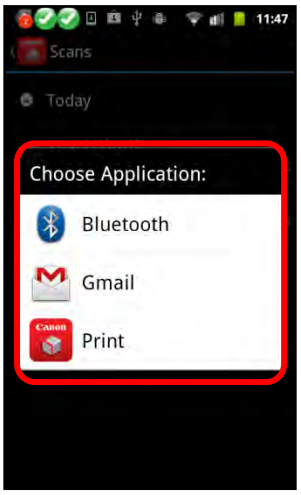
IMPORTANT

TIFF files may not open properly. For example, the screen may turn blank. You may need to find an app that properly supports TIFF files.

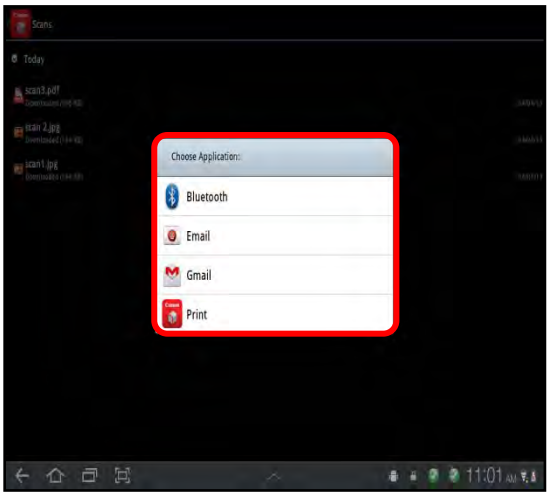
4.2 If you want to share the selected job, touch [Share].

An application selection screen is displayed.

4.2.1 Select an application to use for sharing the document.



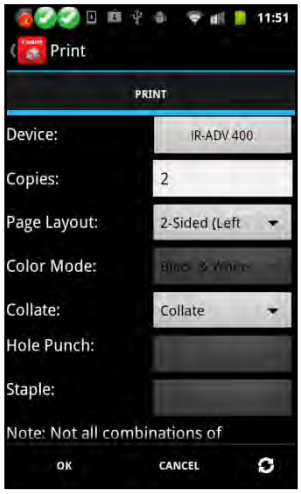
Smartphone



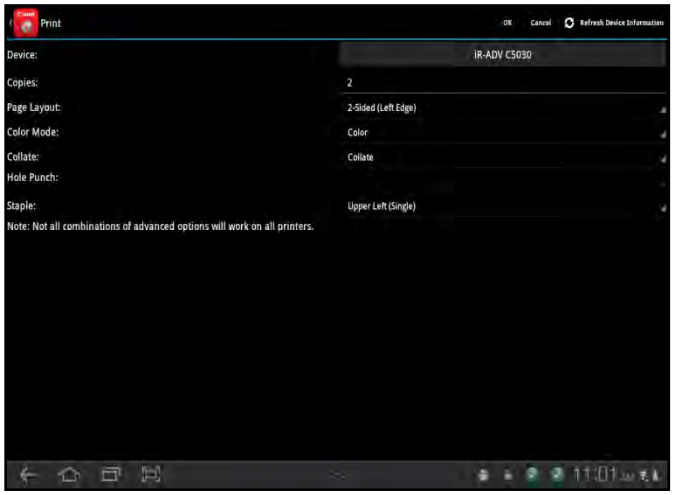
Tablet

4.3 If you want to print the selected job, touch [Print] ➞ print the document.

For instructions on printing the document, see steps 6 to 8 of "Printing a File," on p. 125.

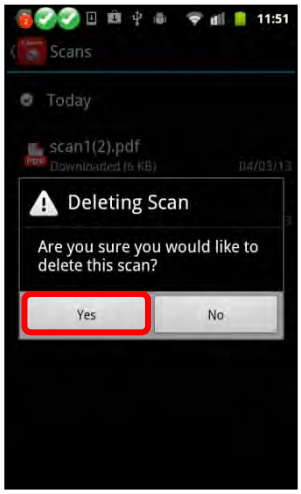


Smartphone

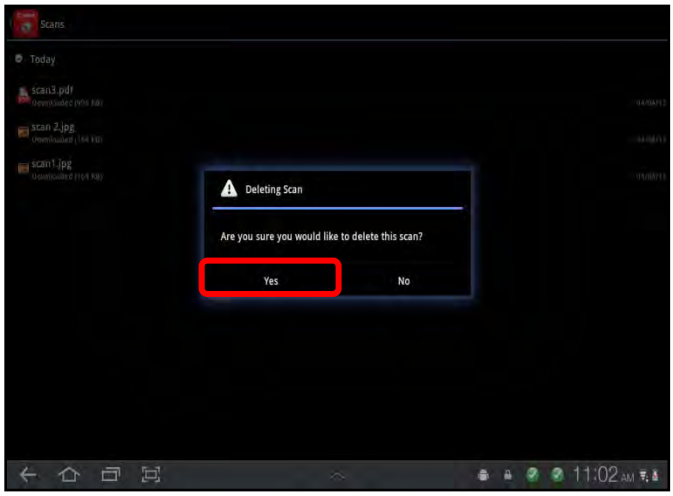


Tablet

4.4 If you want to delete the scanned job, touch [Delete] ➞ touch [Yes].



Smartphone



Tablet

If you do not want to delete the scanned job, touch [No].

The scanned job is deleted from the list.

Operations complete.

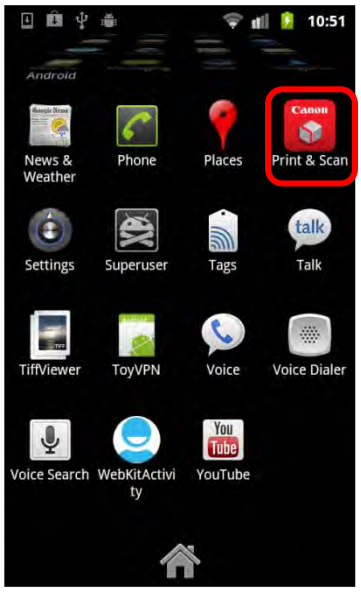
5.10 Specifying the Default Printer

The DPSM V2.0 app enables you to select a default printer to use for printing and scanning operations from your smartphone or tablet.

This section describes specifying the default printer on a smartphone, but the procedure is the same for a tablet.

---

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

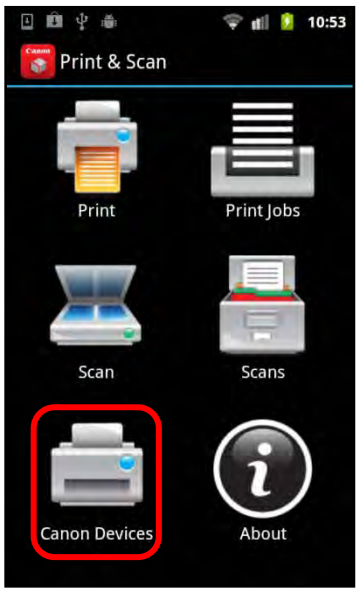


Print & Scan Icon on a Smartphone

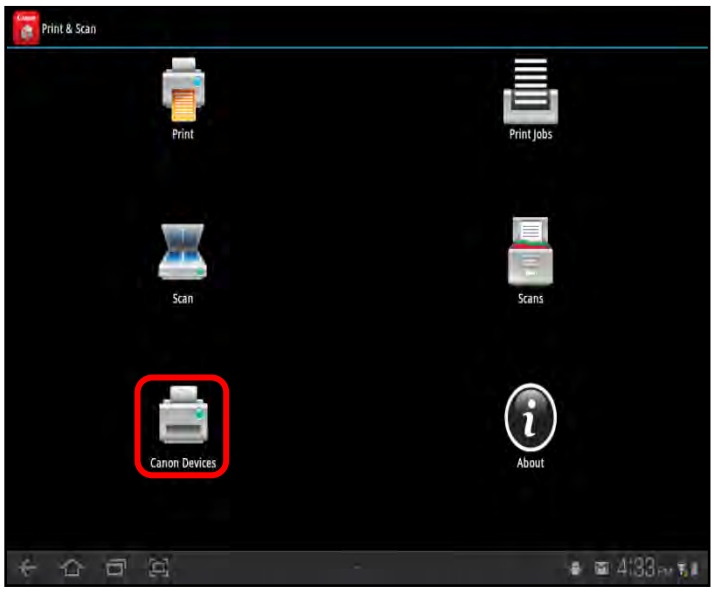
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Canon Devices].

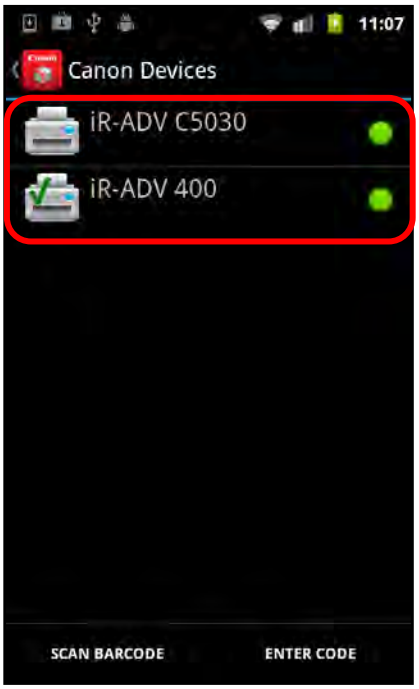


Smartphone



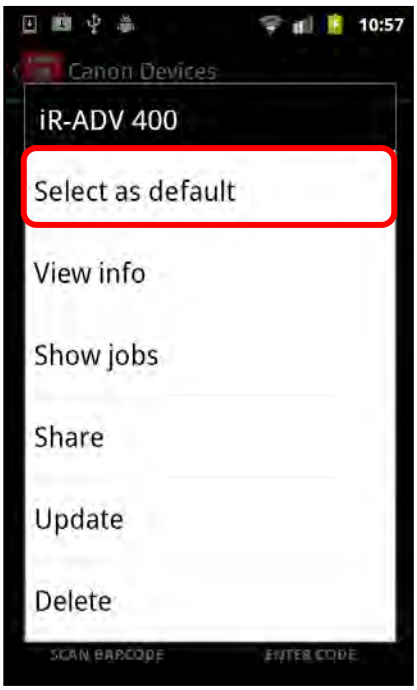
Tablet

4. Touch and hold down the device you want to set as the default printer.

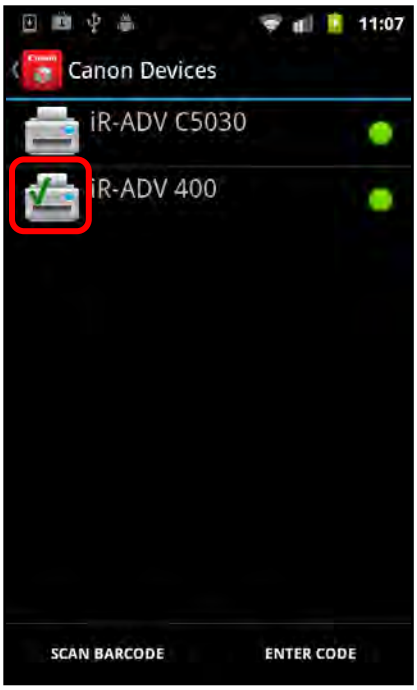


A pop-up menu is displayed.

5. Touch [Select as default].



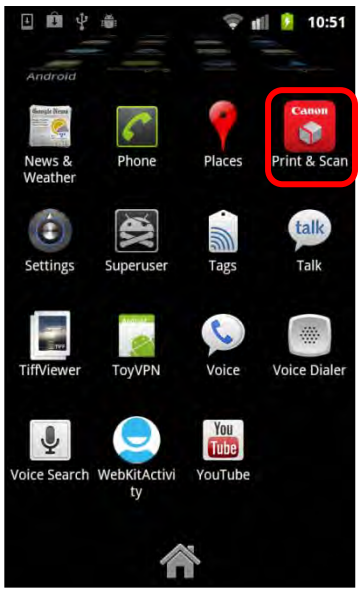
A green check mark appears on the default printer.



5.11 Viewing Device Information

This section describes how to view specific device information from the DPSM app.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

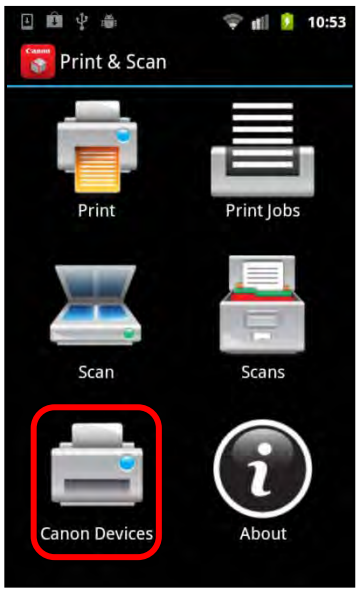


Print & Scan Icon on a Smartphone

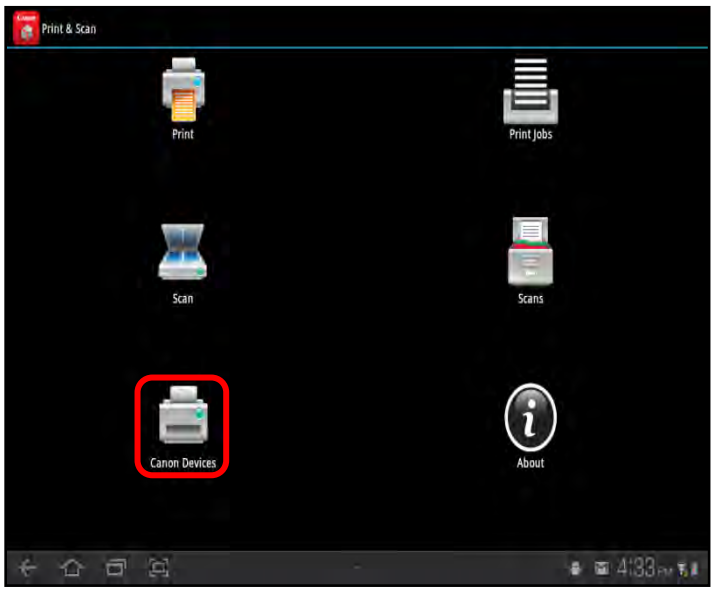
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Canon Devices].



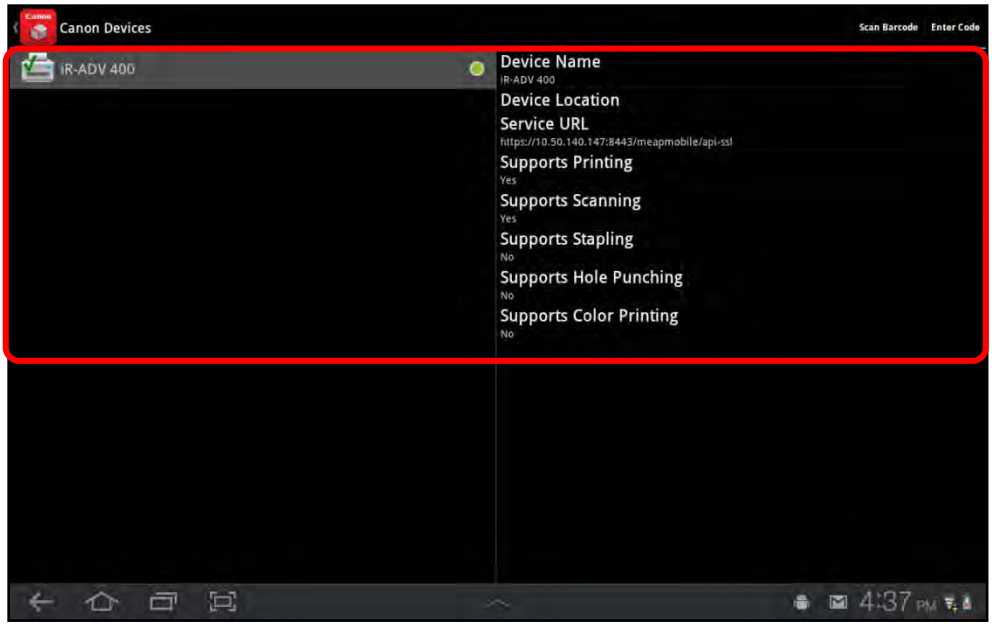
Smartphone



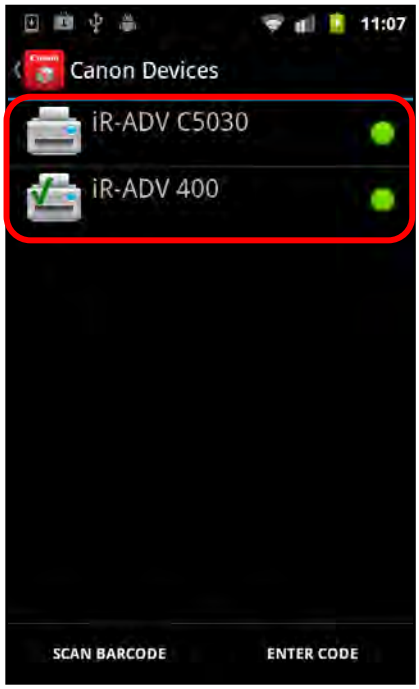
Tablet

4. View the device information.

4.1 If you are using a tablet, the device information is displayed next to the selected device.



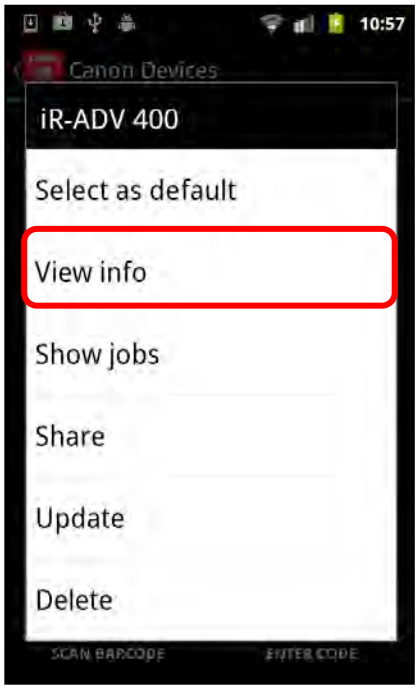
4.2 If you are using a smartphone, touch the device of whose information you want to view.



The Device Information screen is displayed.

4.2.1 View the device information.

You can also view the device information by holding down the device name, and touching [View info] from the pop-up menu.

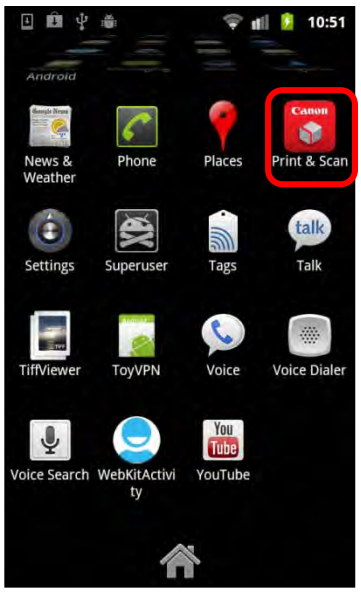


The Device Information screen is displayed.

5.12 Viewing the Print Jobs Sent to a Device

This section describes how to view the print jobs sent to a specific device.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

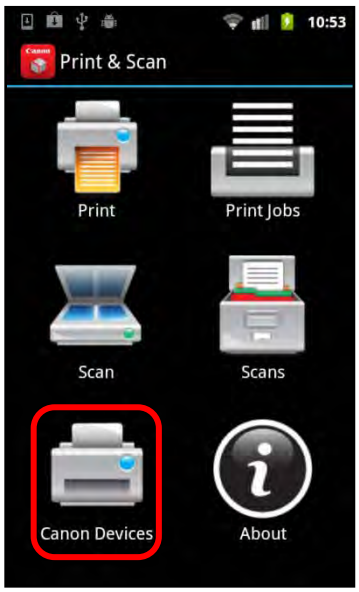


Print & Scan Icon on a Smartphone

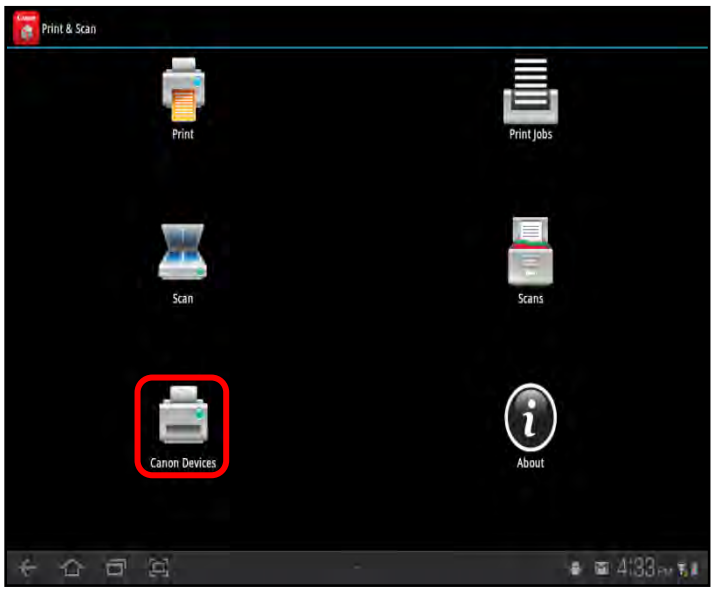
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Canon Devices].

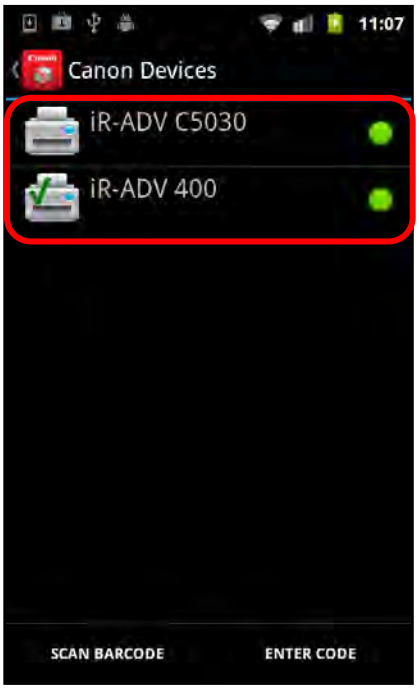


Smartphone



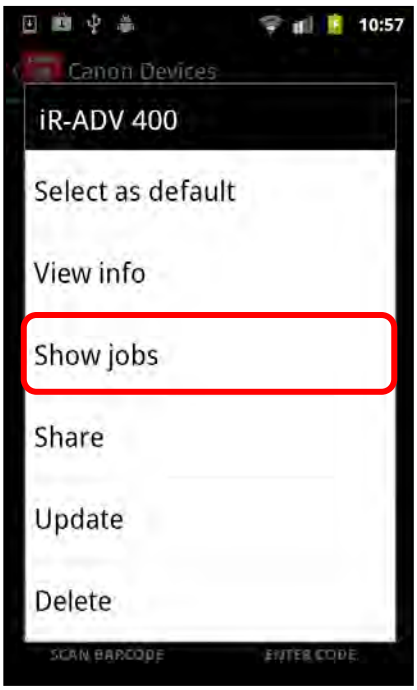
Tablet

4. Touch and hold down the device that contains the print jobs you want to view.



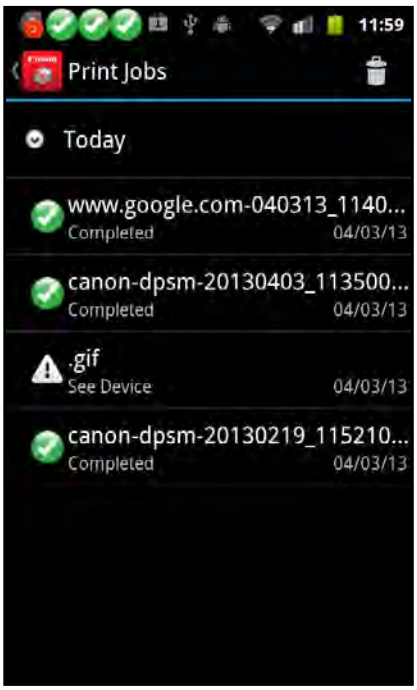
A pop-up menu is displayed.

5. Touch [Show jobs].



The Print Jobs screen is displayed.

6. View the print jobs that were sent to the device you selected in step 4.

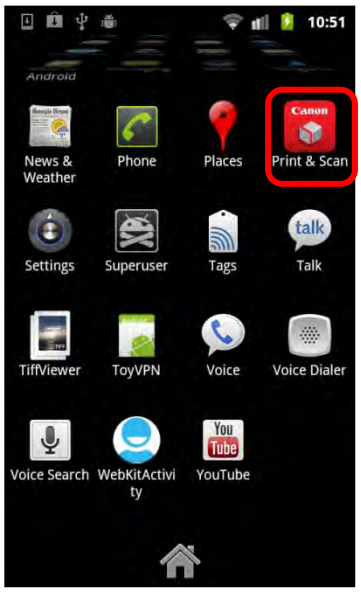


5.13 Sharing Device Information

This section describes how to share the URL to the printer via a barcode.

Only the URL of the printer is shared.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

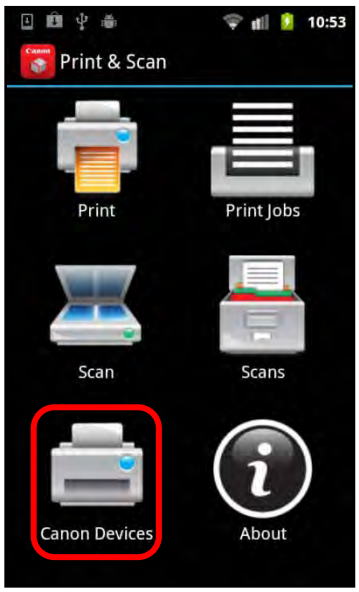


Print & Scan Icon on a Smartphone

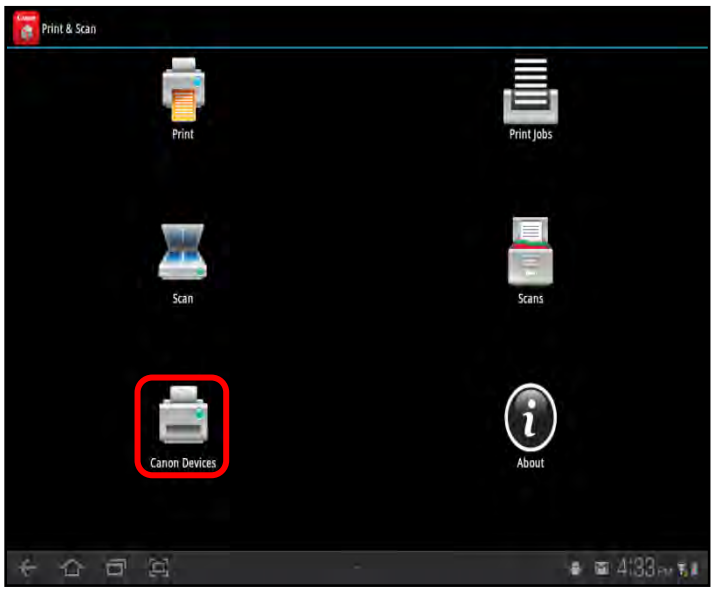
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Canon Devices].

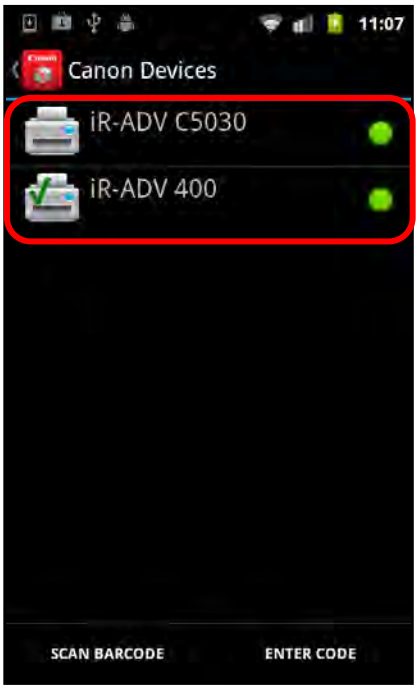


Smartphone



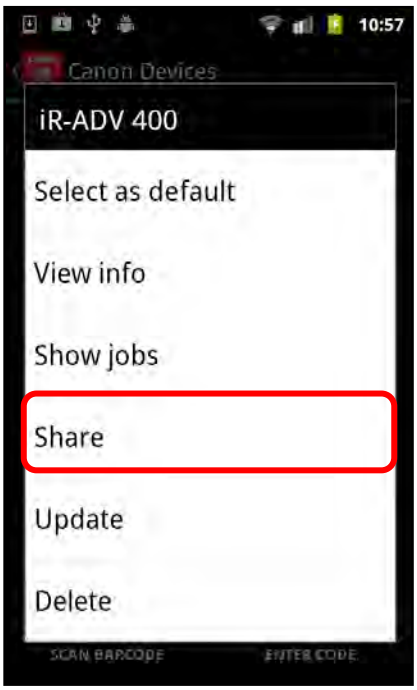
Tablet

4. Touch and hold down the device that you want to share.



A pop-up menu is displayed.

5. Touch [Share].



A barcode that you can scan with your mobile device is displayed.

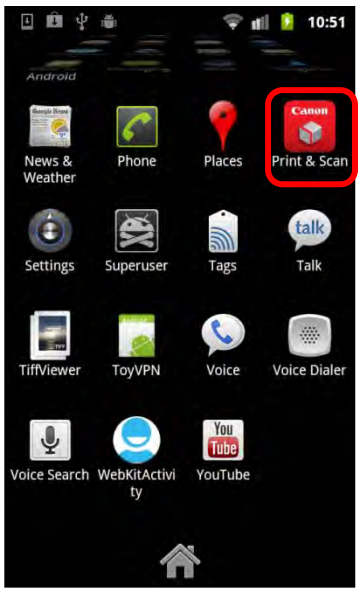
6. Scan the barcode with your Android mobile device.

The URL of the printer is shared.

5.14 Updating Device Information

This section describes how to update the capabilities of a selected MEAP device.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

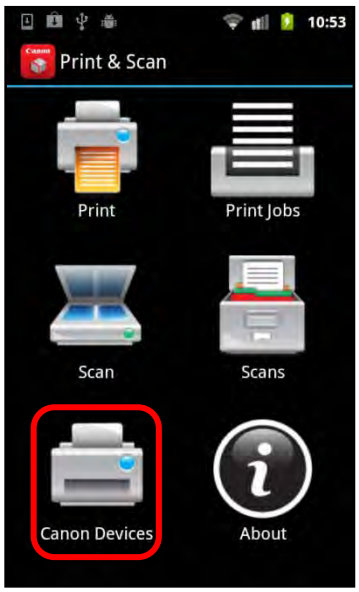


Print & Scan Icon on a Smartphone

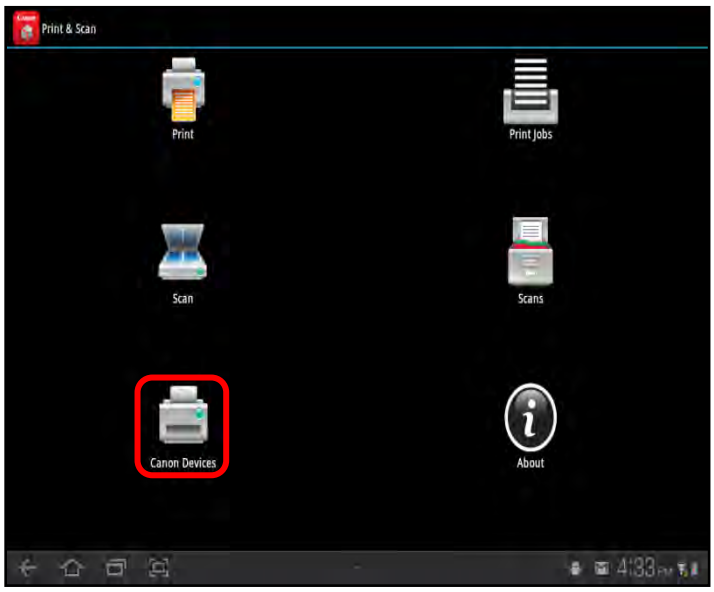
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Canon Devices].

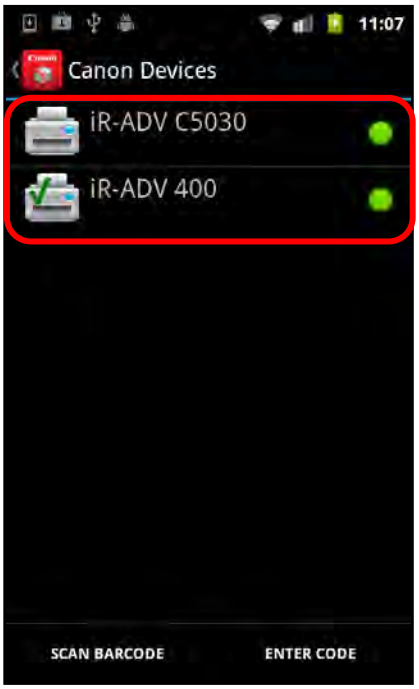


Smartphone



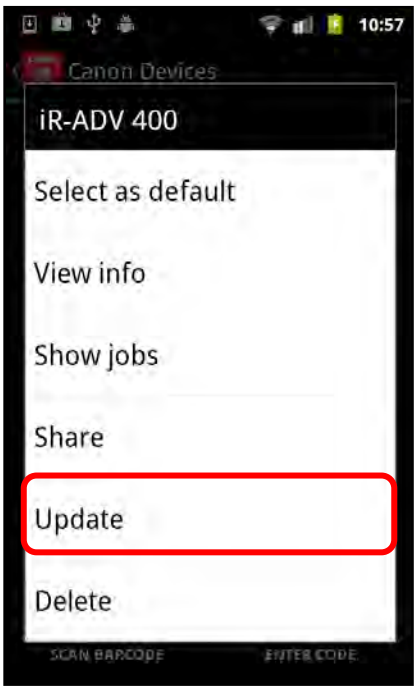
Tablet

4. Touch and hold down the device that contains the capabilities you want to update.



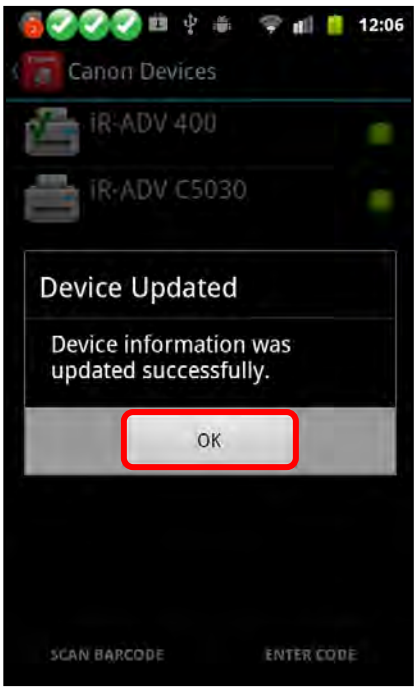
A pop-up menu is displayed.

5. Touch [Update].



A confirmation message is displayed.

6. Touch [OK].

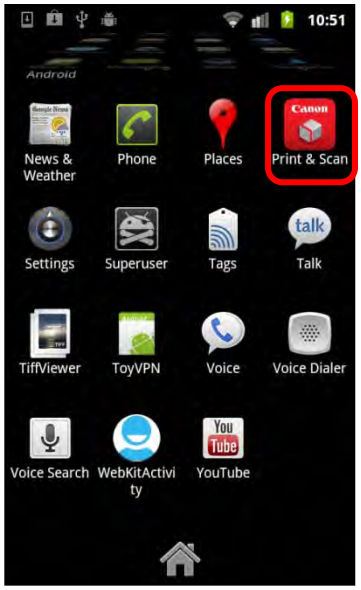


The device information is updated.

5.15 Deleting a Canon Device

This section describes how to delete a Canon device from your smartphone or tablet.

1. Find the DPSM app on your smartphone or tablet → touch the [Print & Scan] icon.

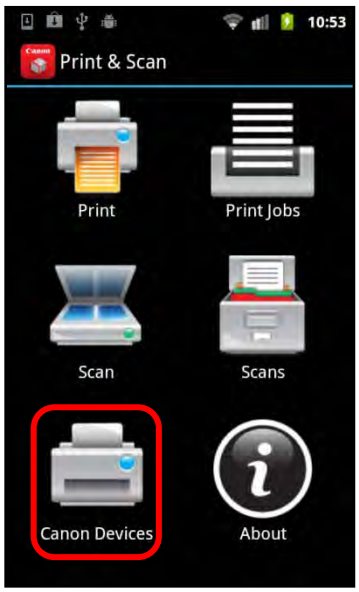


Print & Scan Icon on a Smartphone

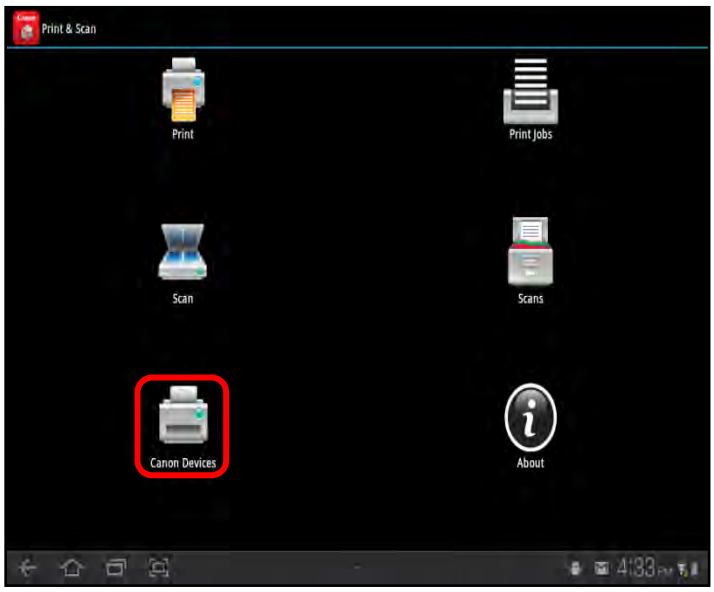
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

3. From the Print & Scan screen, touch [Canon Devices].

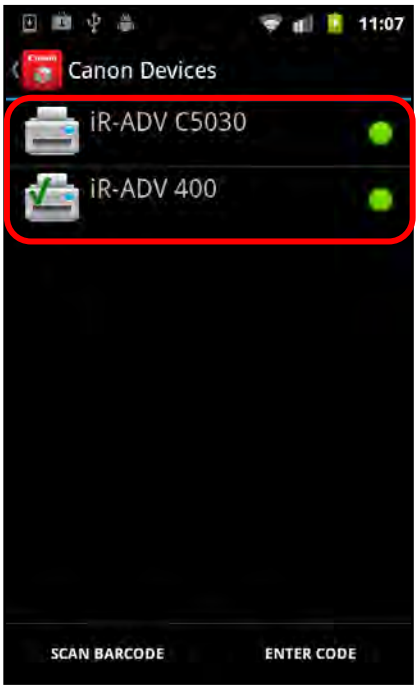


Smartphone



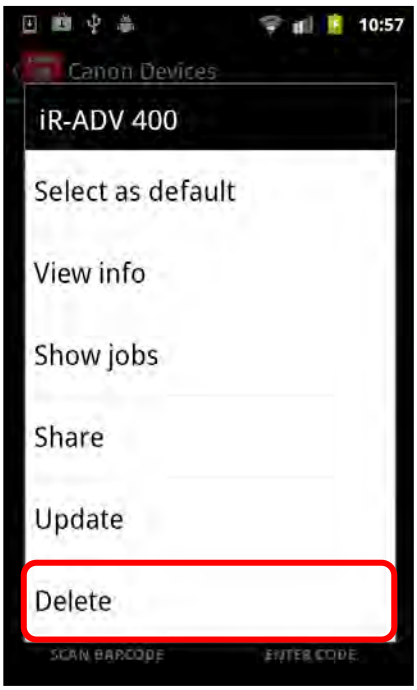
Tablet

4. Touch and hold down the device that you want to delete.



A pop-up menu is displayed.

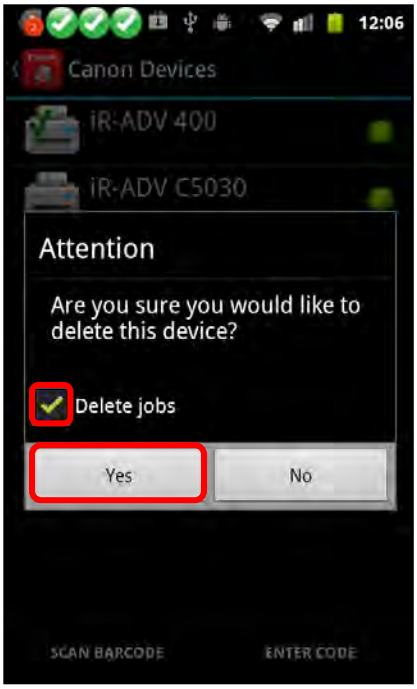
5. Touch [Delete].



A confirmation message is displayed.

6. Touch [Yes].

   You can also select to delete the print or scan jobs remaining on the selected device by touching the [Delete jobs] check box.

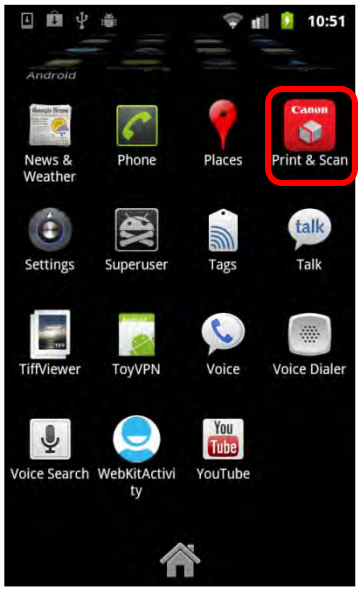


   The device and any jobs are deleted.

5.16 Obtaining Version Information and Help

This section describes how to obtain the DPSM version information, and to access Help on your smartphone or tablet.

1. Find the DPSM app on your smartphone or tablet ➞ touch the [Print & Scan] icon.

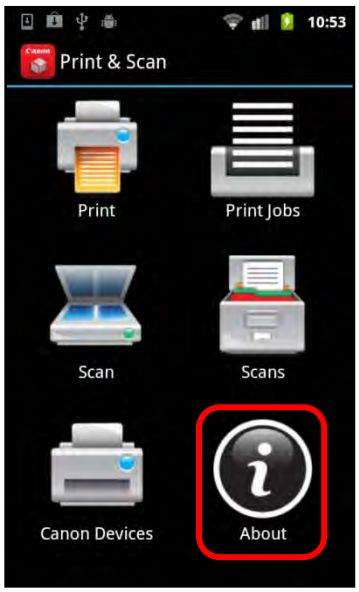


Print & Scan Icon on a Smartphone

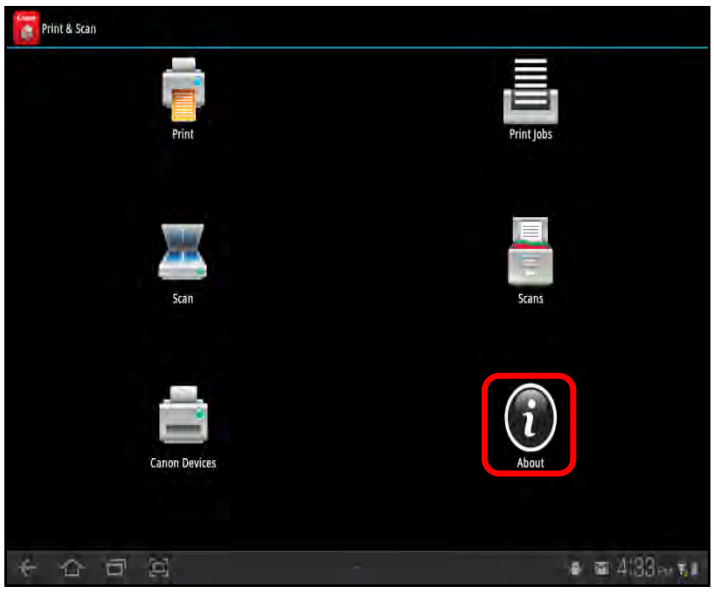
Print & Scan Icon on a Tablet

The Print & Scan screen is displayed.

2. From the Print & Scan screen, touch [About].

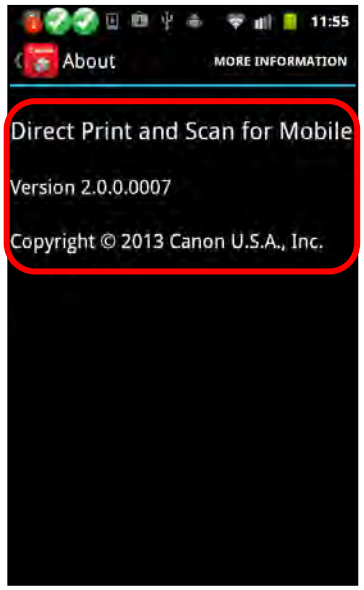


Smartphone

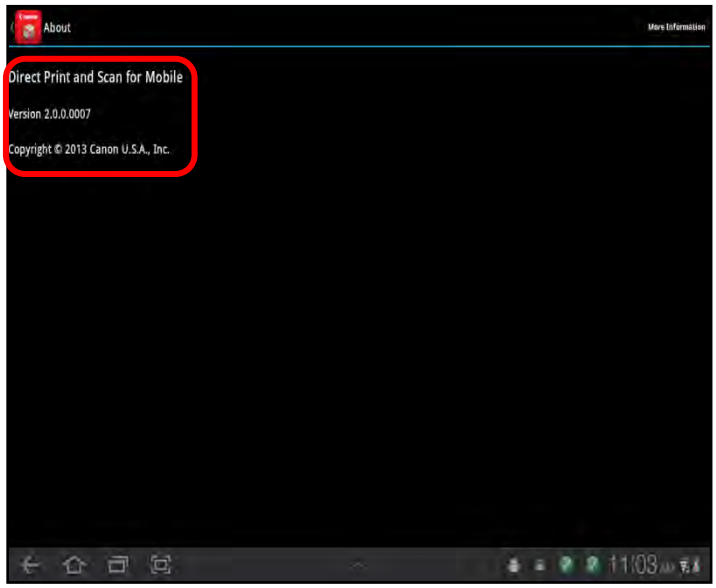


Tablet

3. Confirm the version information



Smartphone



Tablet

4. If you want to access the DPSM Help Web page, touch [MORE INFORMATION] (smartphone) or [More Information] (tablet).

   The Help Web page opens.

This page is intentionally left blank.

Chapter 6 Using DPSM on an Apple iPhone or iPad

This chapter describes how to download and use the DPSM application on a supported Apple iPhone or iPad. For more information on supported Apple iPhones or iPads, see "Supported Mobile Devices," on p. 17.

6.1 Downloading the DPSM App

This section describes how to download the DPSM app from Apple's iTunes Web site, either directly, or via the MEAP application on the MEAP device.

IMPORTANT
The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, "Installing DPSM," on p. 19.

6.1.1 Downloading the App from the Apple App Store

This section describes how to download the DPSM app via Apple's App Store (iTunes).

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1. From your iPhone or iPad, go to the App Store (iTunes).

2. Search for the DPSM app → install and download the app to your iPhone or iPad.

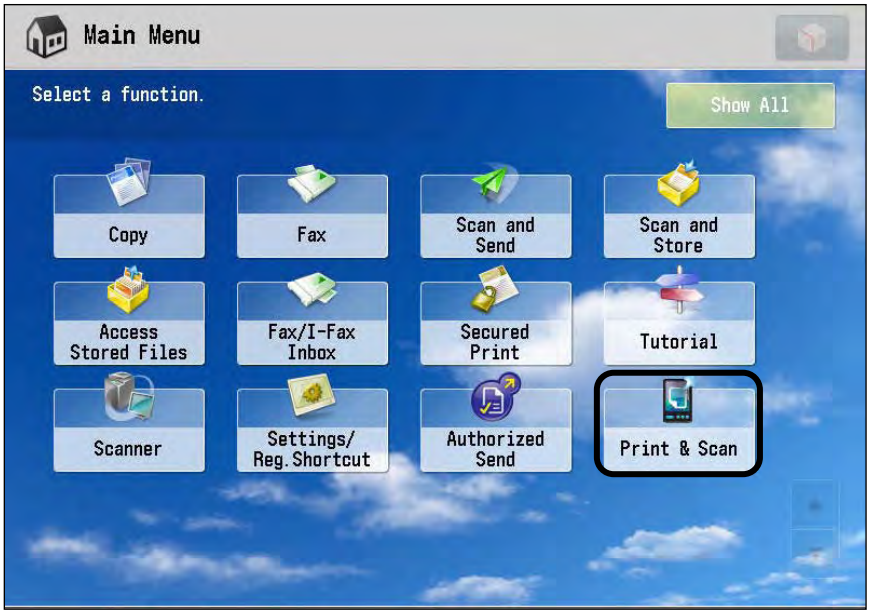
6.1.2 Downloading the App via the MEAP Device

This section describes how to download the DPSM app via the DPSM MEAP application installed on the MEAP device.

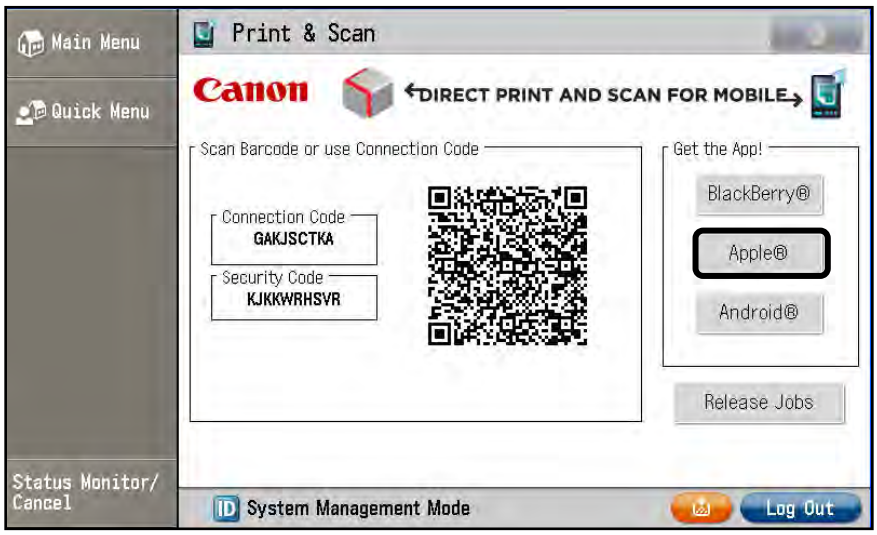
IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- To download the DPSM app, your smartphone must be equipped with a camera to scan the barcode and go to Apple’s iTunes App Store.

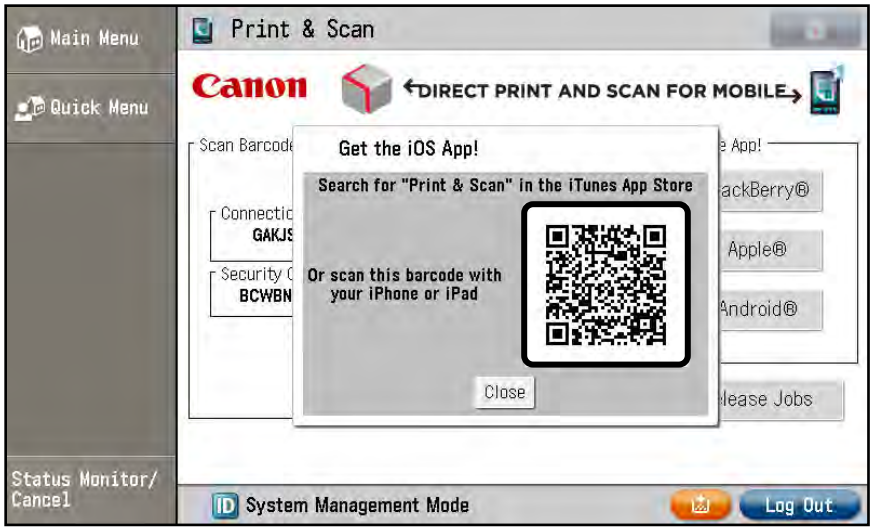
1. Walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



2. Press [Apple®].



3. Scan the QR-Code to go directly to the DPSM app in Apple's iTunes App Store.



If you do not want to scan the QR-Code, press [Close].

6.2 Adding a MEAP Device

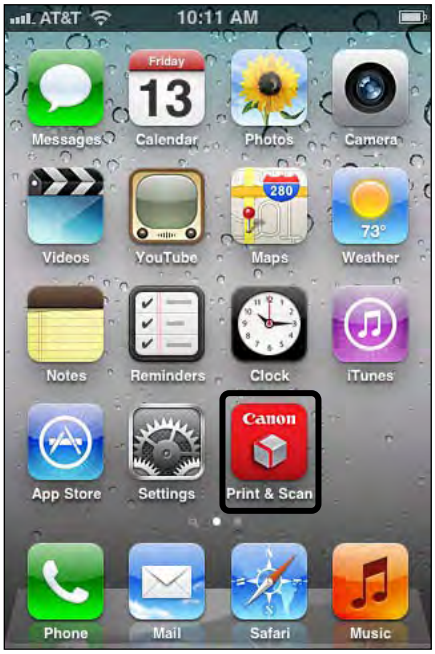
Follow the procedure below to add a new device.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- Make sure that your iPhone or iPad is on the same Wi-Fi network as the machine. For information, see “Confirming Your Mobile Device Is on the Wi-Fi Network,” on p. 30.

---

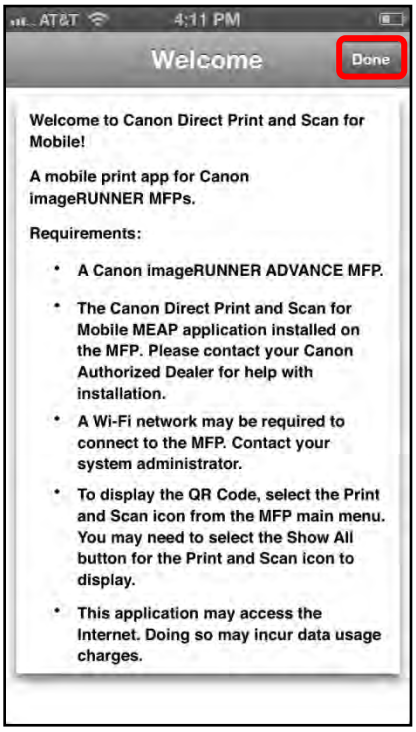
1. Find the DPSM app on your iPhone or iPad ➞ touch the [Print & Scan] icon.



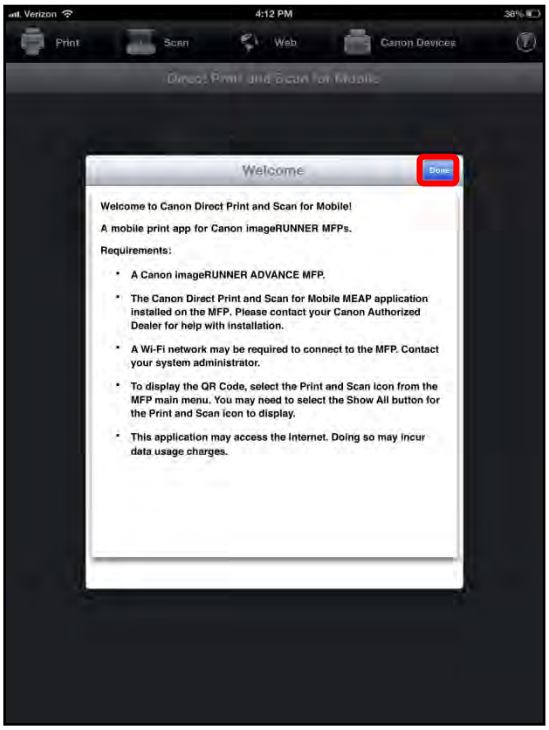
Print & Scan Icon on an iPhone

Print & Scan Icon on an iPad

When the application first loads, the following screen appears. Touch [Done] to continue.

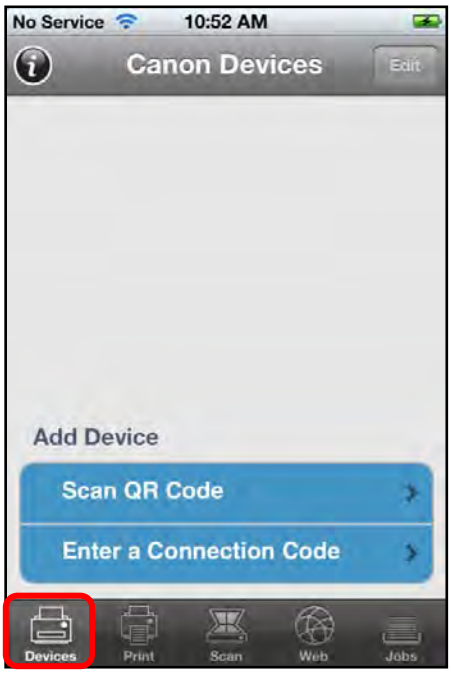


iPhone



iPad

2. If you are using an iPhone, touch the [Devices] icon. If you are using an iPad, touch [Canon Devices].



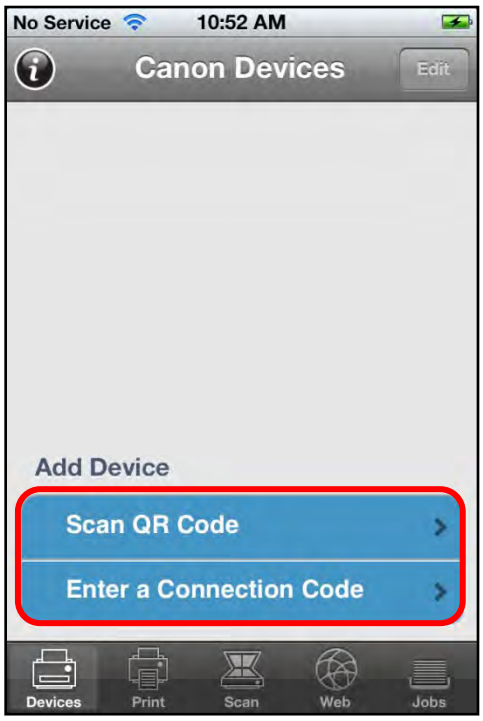
iPhone

iPad

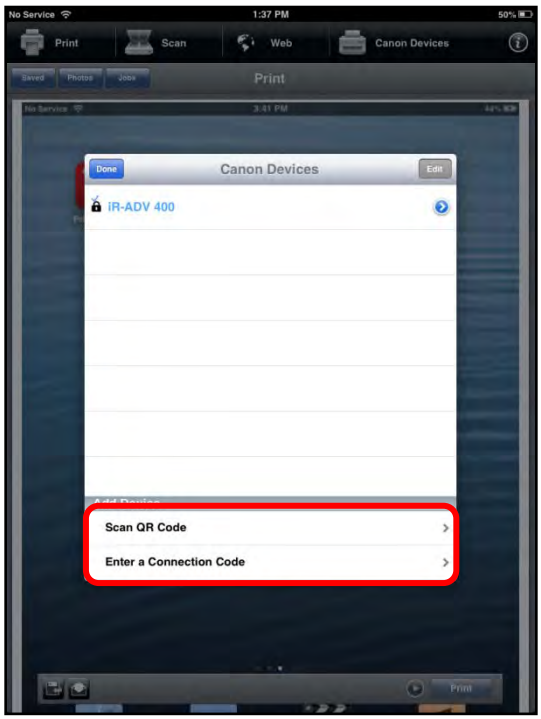
3. To add a new device, touch [Scan QR Code] or [Enter a Connection Code].

IMPORTANT

To scan the barcode in the DPSM application on the MEAP device, your mobile device must be equipped with a camera.



iPhone



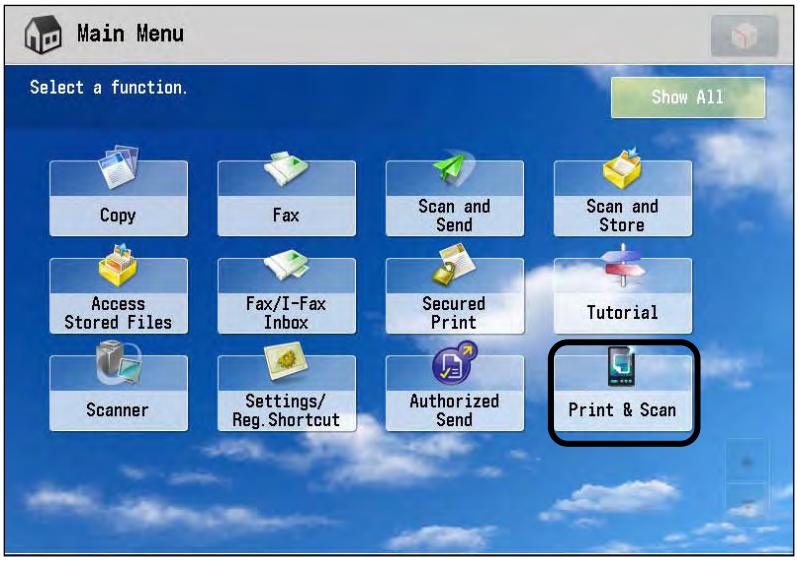
iPad

If there are other devices listed and you want to use one, touch the desired device's name.

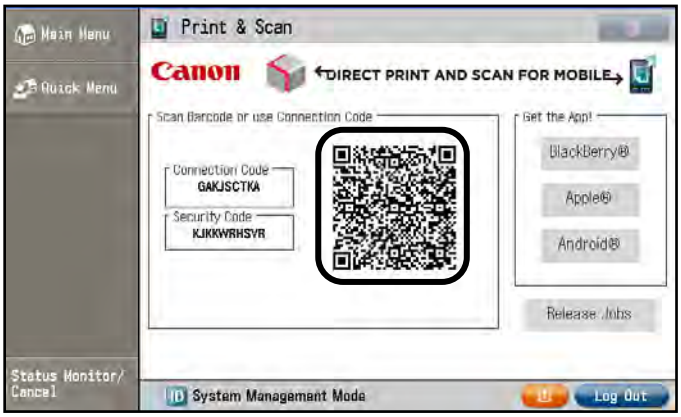
When you touch the blue arrow next to a device's name, you can also set the device's default Printer Settings and Scanner Settings. See, "Specifying Default Printer and Scanner Settings," on p. 268.

If there is a blank space, this means the Canon device was not given a name. To use a device, you must assign the device a name. For more information on naming a device, see the documentation that came with your MEAP device.

3.1 If you selected [Scan QR Code], walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



3.1.1 Hold your iPhone or iPad's camera lens over the QR code on the MEAP device.



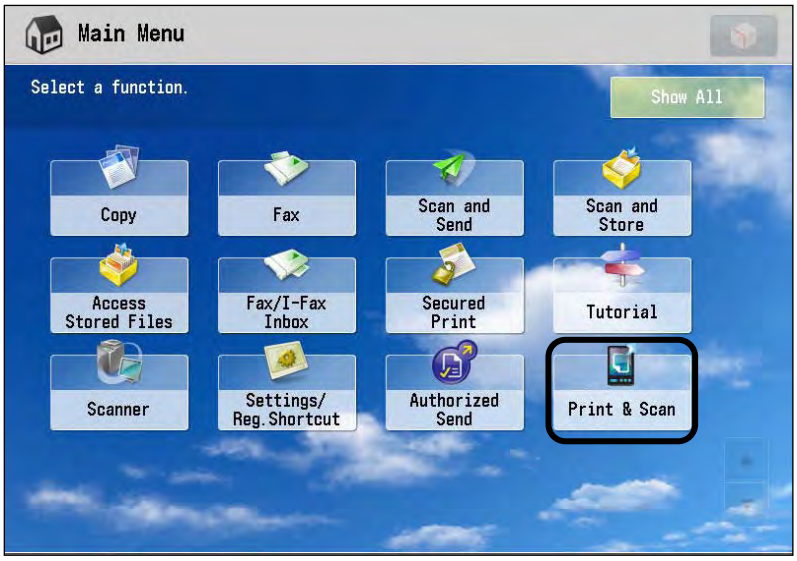
Your iPhone or iPad automatically scans the barcode. If the scan is successful, the MEAP device is added to the Canon Device's List.

In the screen shot above, Security is enabled, and a Security Code is displayed under the Connection Code. When you scan the barcode, the security code is automatically attached, and you do not have to enter the security code manually.

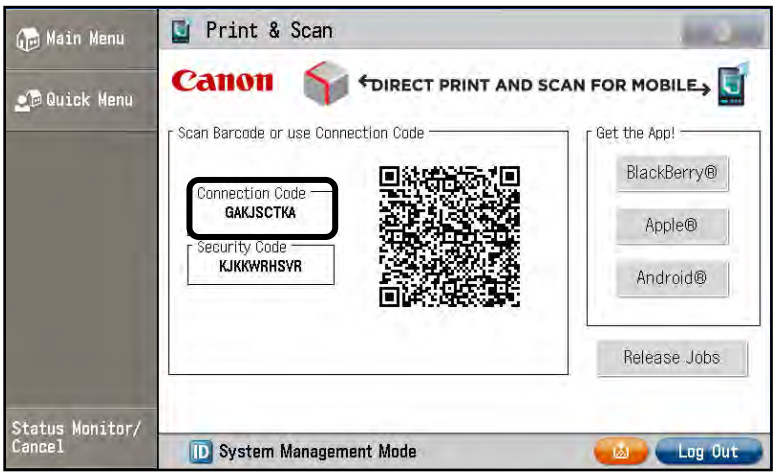
IMPORTANT

If your iOS device does not add the Canon device, you may have to disable the SSL Settings. See "Disabling SSL Communication," on p. 32.

3.2 If you selected [Enter a Connection Code], walk up to the MEAP device ➞ from the Main Menu, press [Print & Scan].



3.2.1 Locate the Connection Code on the MEAP device.



3.2.2 Enter the connection code.

You can enter the code in uppercase or lowercase characters.

If the entered code is valid, the MEAP device is added to the printer list on your iOS device.

If you do not want to enter the code, touch [Canon Devices].

3.2.3 If Security is enabled, enter the security code found on the DPSM screen on the MEAP device → touch [Next].

The device is added to the Canon Devices screen.

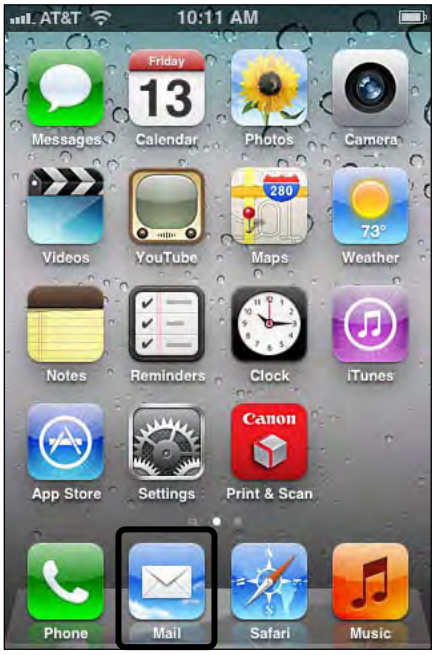
6.3 Printing an E-Mail Attachment

Follow the procedure below to print an e-mail attachment from your Apple iPhone or iPad using the DPSM app.

IMPORTANT

- Before you print, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 204.
- If you want to print graphic file attachments (such as JPG, TIFF, or MTIFF), save the graphic file attachments to the Photo Library via the Save Image button on the Share Menu. Then, you can print them with DPSM.

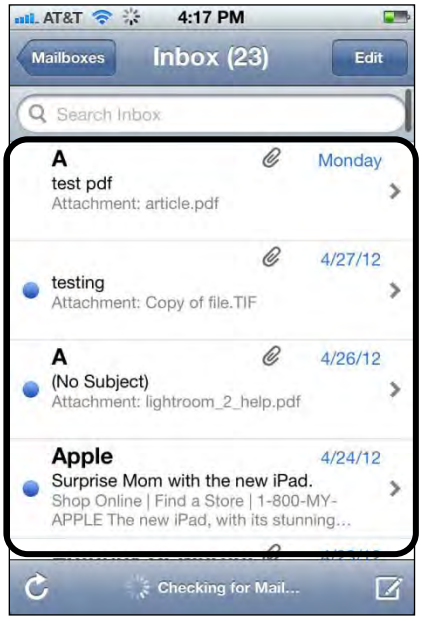
1. Find and touch the native e-mail application on your iPhone or iPad.



iPhone

iPad

2. Select an e-mail message from your inbox that has the attachment you want to print.



3. Print the attachment.

IMPORTANT

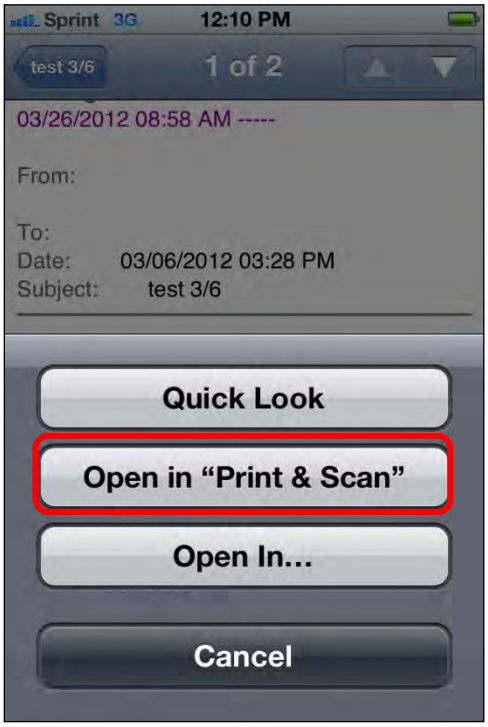
Only PDF and TXT documents are supported, and can only be printed with the DPSM app.

3.1 If you want to print directly, press and hold down the attachment.

The Action menu is displayed.

3.1.1 Touch [Open in “Print & Scan”].

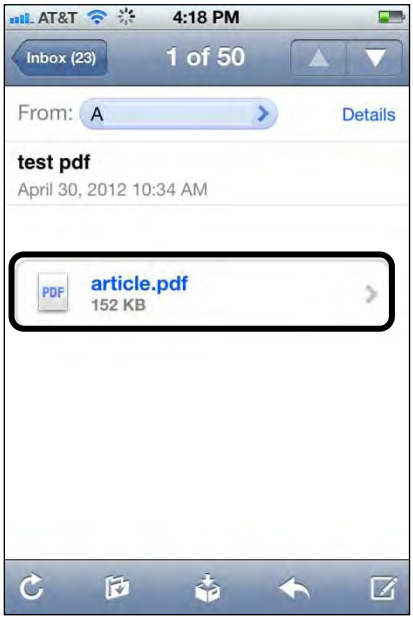
If there are multiple print applications on your iPhone or iPad and [Open in “Print & Scan”] is not displayed, touch [Open In] → touch [Print & Scan].



Touch [Quick Look] to quickly view the attachment.

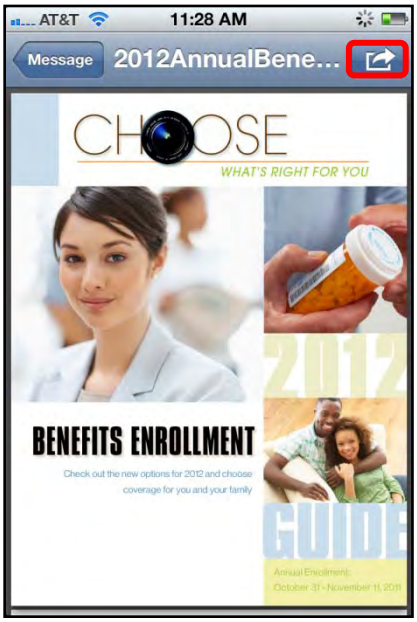
If you do not want to print the attachment, touch [Cancel].

3.2 If you want to preview the attachment before you print it, tap the attachment once.



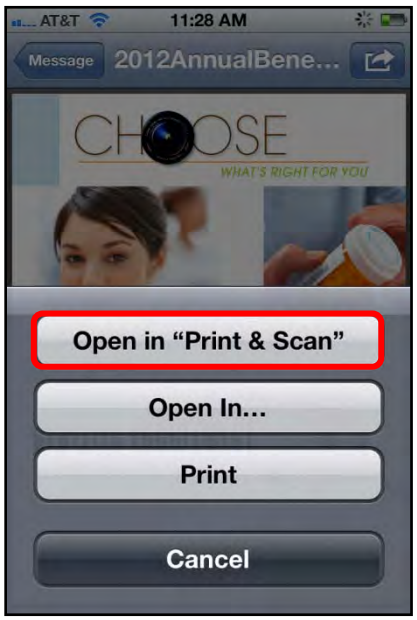
The attachment opens in the Quick Look preview.

3.2.1 Select [ ] to display the Open in menu.



The Open in menu is displayed.

3.2.2 Touch [Open in “Print & Scan”].



If there are multiple print applications on your iPhone or iPad, select [Open In] to display [Open in “Print & Scan”].

If you select [Print], the native Apple iOS print driver opens.

4. If you want to change or set the Print settings, touch the Device Options [ ] icon.

5. Specify the Print Settings.

NOTE

- The order, in which the Print Settings are listed, is strictly determined by the MEAP device. DPSM displays these settings in the order in which they are received from the device.
- You can also select to print from a different device.

5.1 To select a different device, touch the device's name under <Device Name> → select the device you want to use.

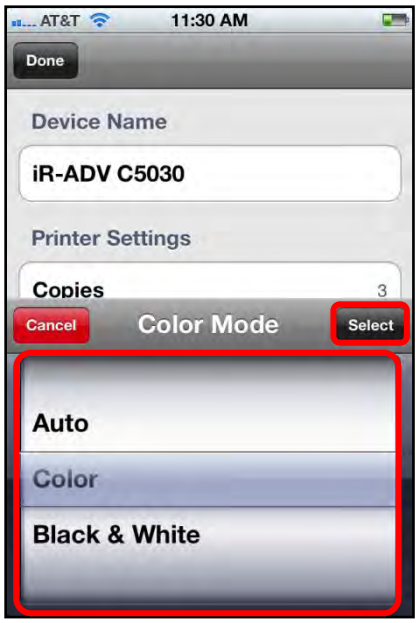
5.2 To select the number of copies to print, touch the number next to <Copies> → scroll to and select the desired number of copies → touch [Select].

If you do not want to select the number of copies, touch [Cancel].

5.3 To select whether to print in black-and-white or color, touch [Color Mode] ➞ scroll to and select the desired color mode ➞ touch [Select].

[Color] is only an option if your MEAP device supports color printing.

Select [Auto] if you want the machine to automatically determine the color mode.



If you do not want to select the Color Mode, touch [Cancel].

5.4 If you want to print the document on one side of the paper or both sides of the paper, touch [Page Layout] → scroll to and select [1-Sided], [2-Sided (Left Edge)], or [2-Sided (Top Edge)] → touch [Select].

[1-Sided]:	The e-mail attachment is printed on only one side of the paper.
[2-Sided (Left Edge)]:	The e-mail attachment is printed on both sides of the paper and can be bound at the left edge.
[2-Sided (Top Edge)]:	The e-mail attachment is printed on both sides of the paper and can be bound at the top edge.

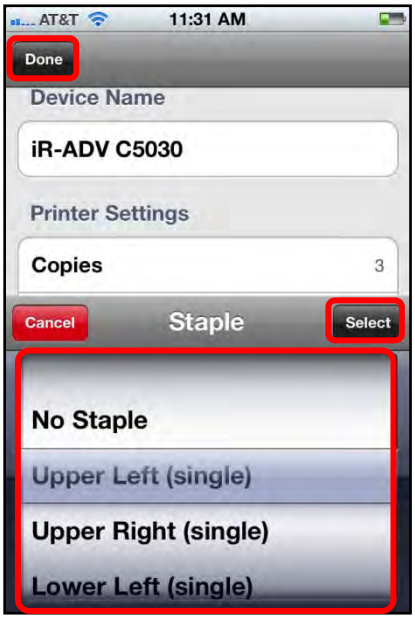
5.5 If you want to collate or group your document pages, touch [Collate] ➞ scroll to and select [Collate] or [Group] ➞ touch [Select].

[Collate]: The pages of your document are offset in page order.

[Group]: Each page of your document is grouped together in page order, depending on how many copies you select to make.

5.6 If the MEAP device you are using has hole punch capabilities, touch [Hole Punch] ➞ scroll to and select [On] or [Off] ➞ touch [Select].

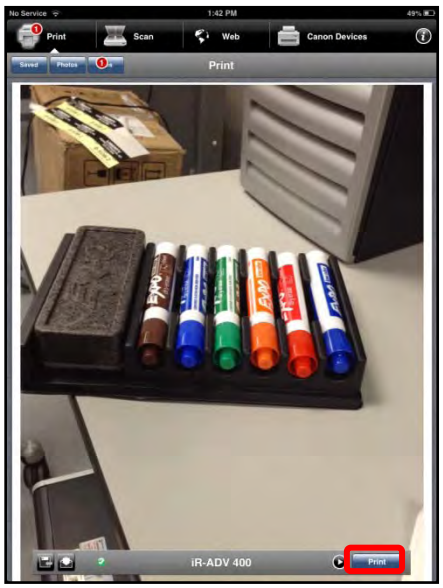
5.7 If the MEAP device you are using has stapling capabilities, touch [Staple] ➞ scroll to and select the stapling location ➞ touch [Select] ➞ [Done].



The Printer Settings are set, and the Print Preview screen is displayed.

6. Touch [Print].

iPhone



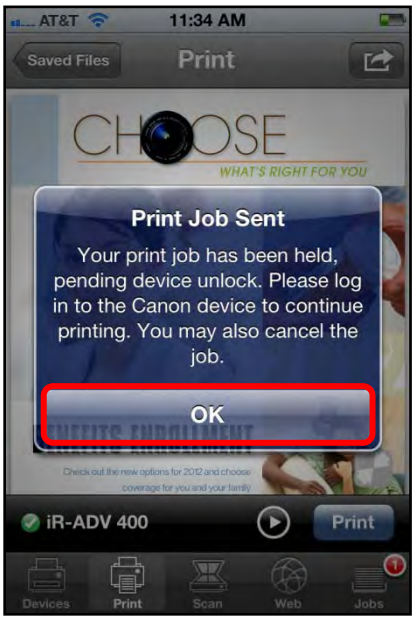
iPad

The print job is created and sent to the selected printer. If security is enabled, proceed to step 7.

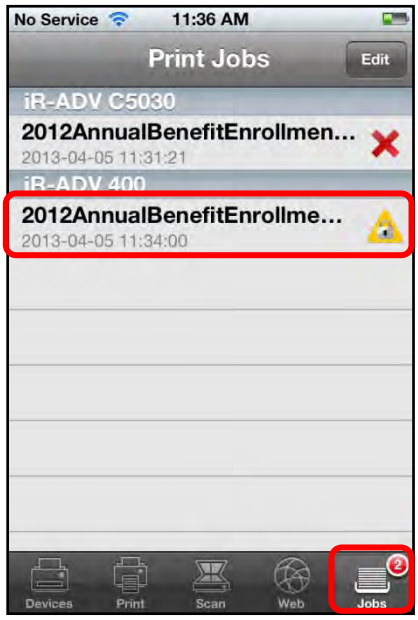
If you are using an iPad, you can also save the PDF or TXT attachment by touching the Save [ ] icon, and then following the instructions on the screen. To save the e-mail attachment to your iPhone, touch [ ] → touch [Save].

7. If security is enabled on the MEAP device and your session expired, touch [OK] ➞ authenticate to the device ➞ scan the barcode or enter the security code.

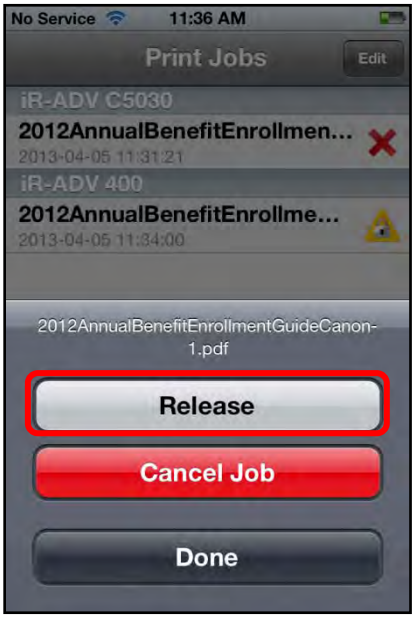
   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 204.



7.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, touch [OK] ➞ go to the Print jobs screen ➞ touch the print job that was held.



7.2 Touch [Release].



The print job is released and printed.

To cancel the selected job, touch [Cancel Job].

If you do not want to release the selected job, touch [Done] to return to the Print Jobs screen.

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

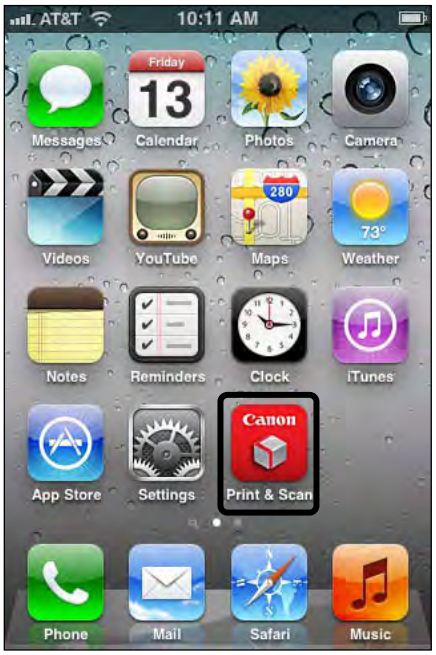
6.4 Printing an Image from an iPhone

Follow the procedure below to print an image from a photo album or camera roll on your iPhone using the DPSM app.

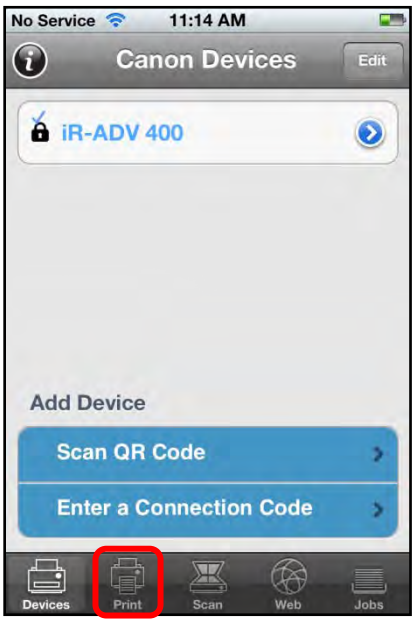
IMPORTANT

- Before you print, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 204.
- Make sure that your iPhone is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your iPhone → touch the [Print & Scan] icon.



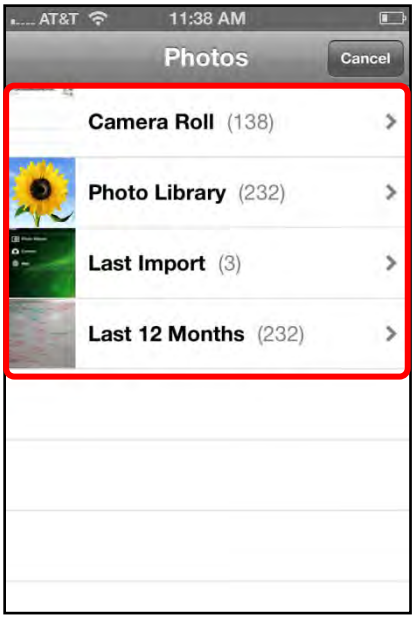
2. Touch [Print].



3. Touch [Photos].

4. Select an image, or select [Camera Roll] or [Photo Library] to open the desired image you want to print.

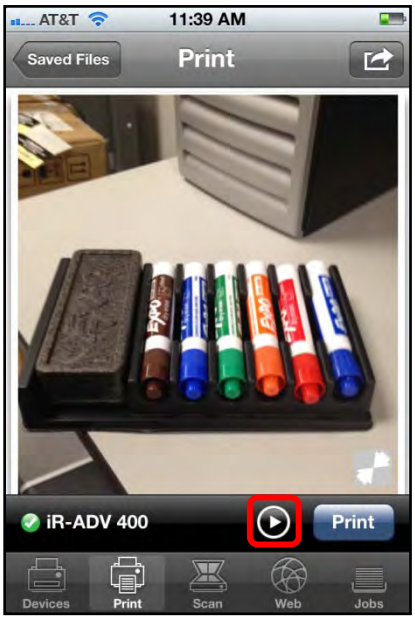
   The next few steps show that [Camera Roll] was selected.



5. Select the image you want to print.

   The Print Preview screen is displayed.

6. If you want to change or set the Print settings, touch the Device Options [ ] icon.

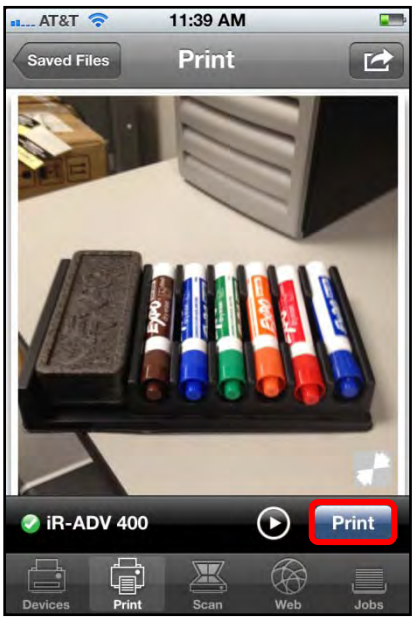


NOTE
You can also select to print from a different device.

7. Specify the Print Settings.

For instructions on setting the Print Settings, see step 5 of "Printing an E-Mail Attachment," on p. 210.

8. Touch [Print].

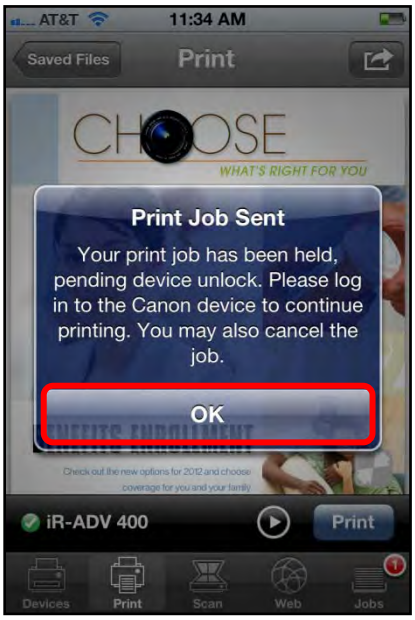


The print job is created and sent to the selected printer.

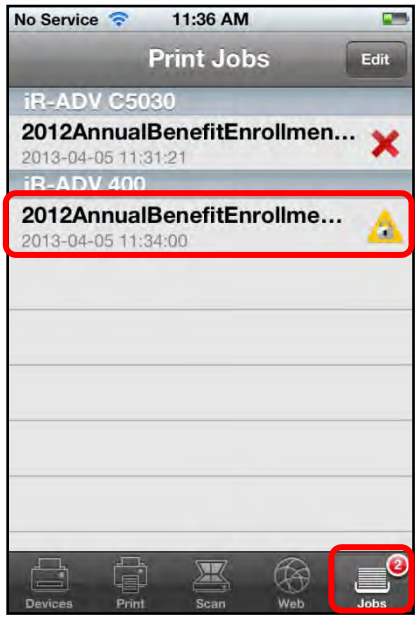
If security is enabled, proceed to step 9.

9. If security is enabled on the MEAP device and your session expired, touch [OK] → authenticate to the device → scan the barcode or enter the security code.

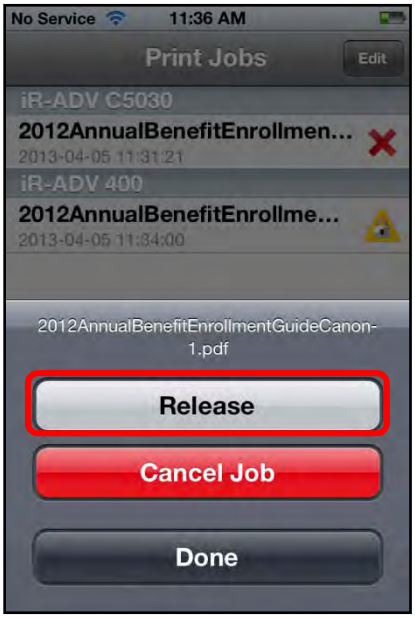
For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 204.



9.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, touch [OK] ➞ go to the Print jobs screen ➞ touch the print job that was held.



9.2 Touch [Release].



The print job is released and printed.

To cancel the selected job, touch [Cancel Job].

If you do not want to release the selected job, touch [Done] to return to the Print Jobs screen.

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

6.5 Printing an Image from an iPad

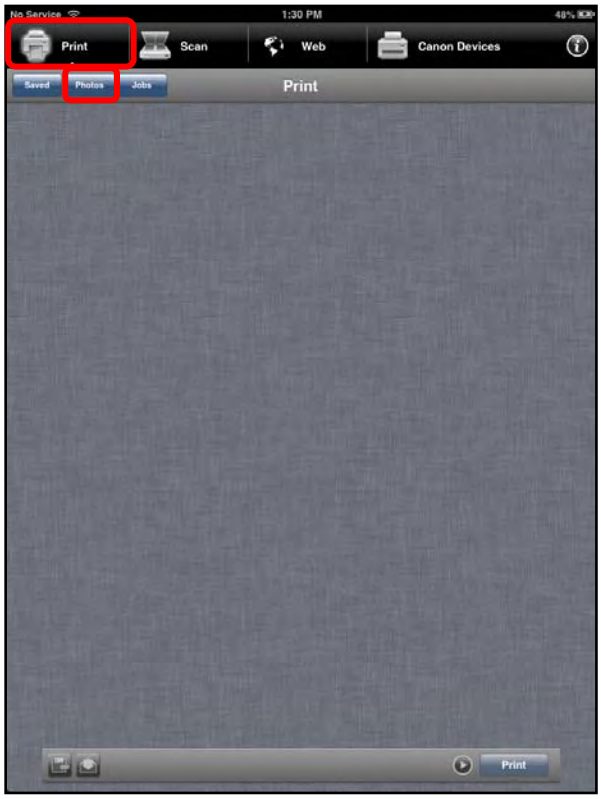
Follow the procedure below to print an image from the photo album on your iPad using the DPSM app.

IMPORTANT

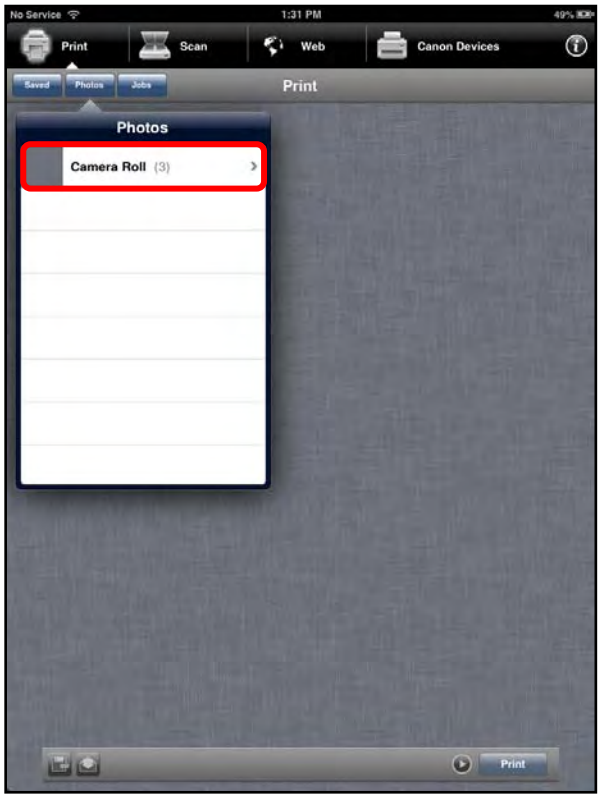
- Before you print, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 204.
- Make sure that your iPad is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

1. Find the DPSM app on your iPad → touch the [Print & Scan] icon.

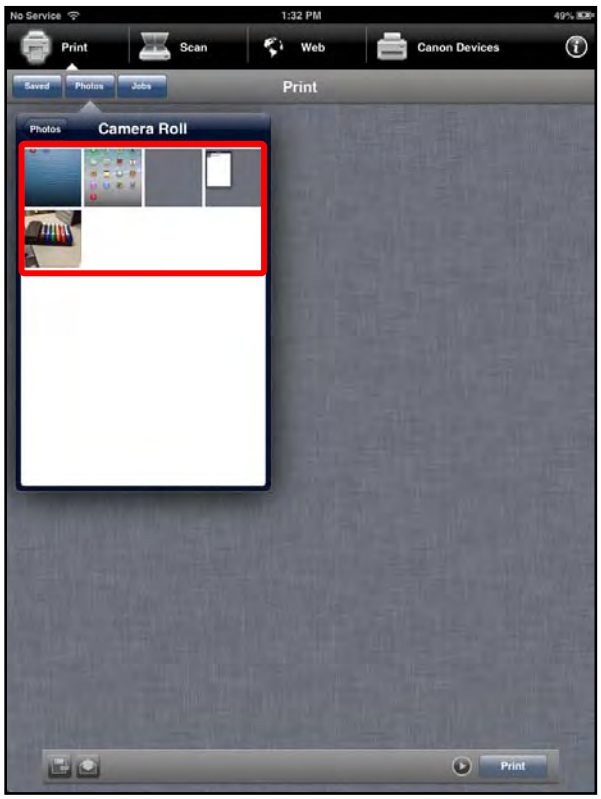
2. Touch [Print] ➞ [Photos].



2. Touch [Camera Roll], or select a photo album to open the desired image you want to print.

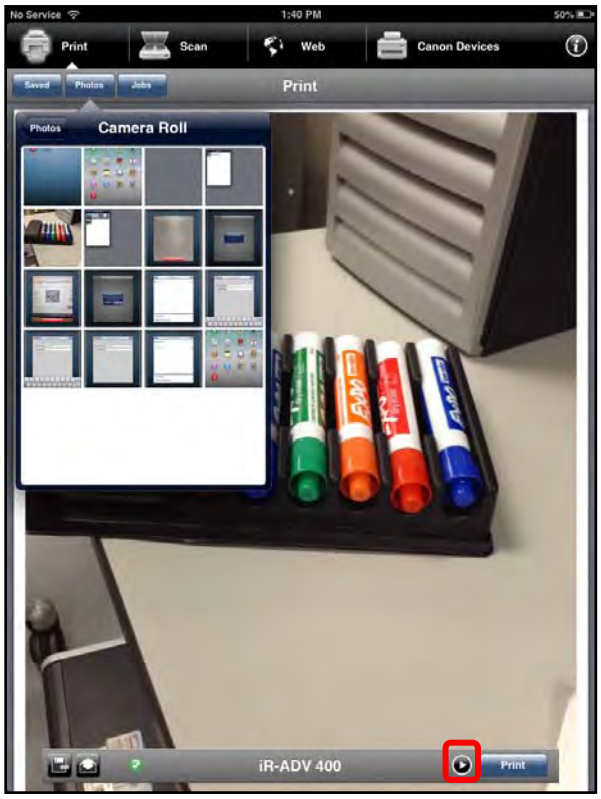


3. Select the image you want to print.



The Print Preview screen is displayed.

4. If you want to change or set the Print settings, touch the Device Options [ ] icon.



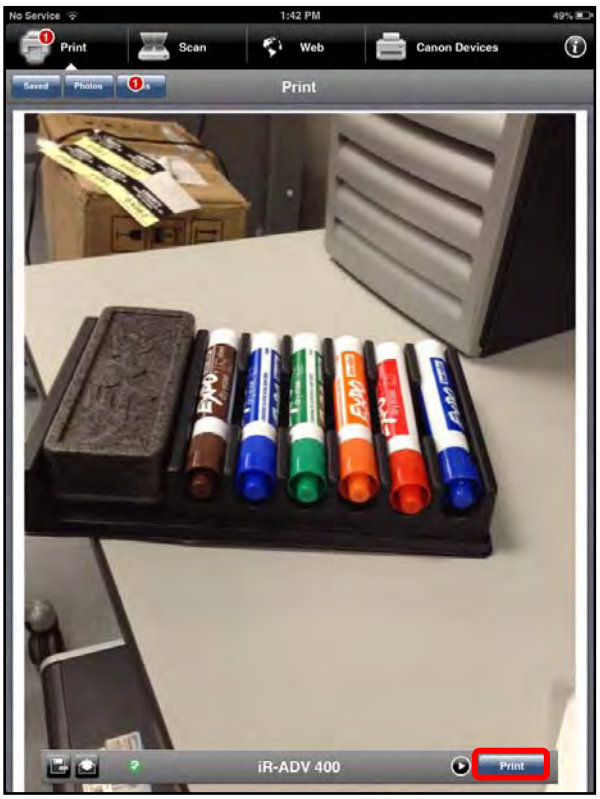
NOTE

You can also select to print from a different device.

5. Specify the Print Settings.

   For instructions on setting the Print Settings, see step 5 of "Printing an E-Mail Attachment," on p. 210.

6. Touch [Print].

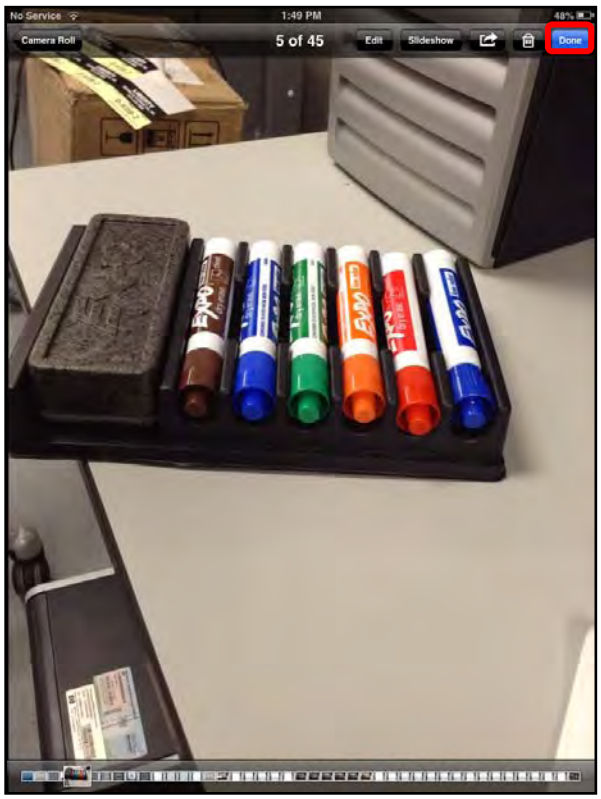


The print job is created and sent to the selected printer.

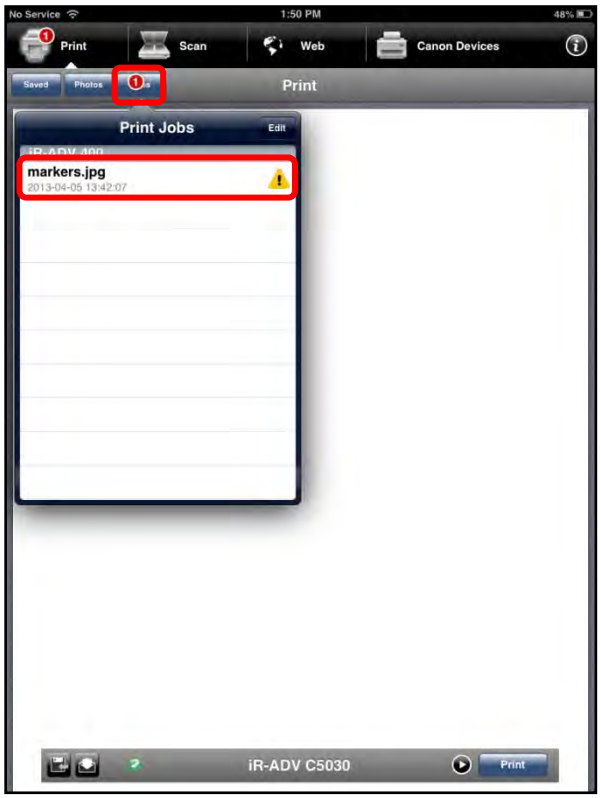
If security is enabled, proceed to step 7.

7. If security is enabled on the MEAP device and your session expired, touch [Done] ➞ authenticate to the device ➞ scan the barcode or enter the security code.

   For instructions on scanning the barcode or entering the security code, see "Adding a MEAP Device," on p. 204.



7.1 If security is enabled and your session did not expire, your print job is held at the MEAP device. To print the held job, touch [Done] → touch [Jobs] → touch the print job that was held.



7.2 Touch [Release].

The print job is released and printed.

To cancel the selected job, touch [Cancel Job].

If you do not want to release the selected job, touch [Done] to return to the Print Jobs screen.

You can also release your document at the MEAP device. For instructions, see steps 7 to 9 of "Printing a File," on p. 82.

6.6 Printing a Saved File

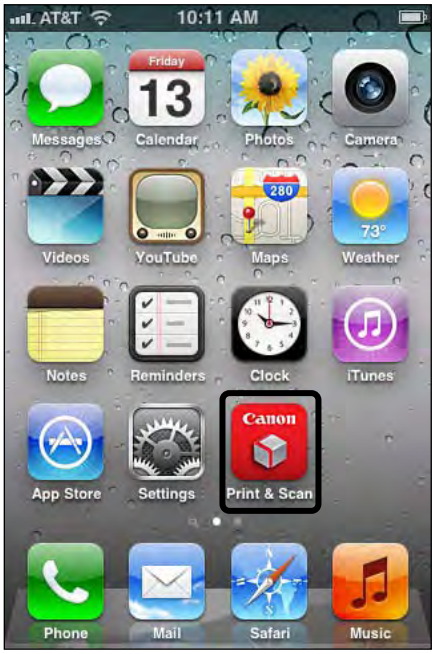
Follow the procedure below to print a saved file using the DPSM app on your iPhone or iPad.

The saved files are retrieved from the local storage on the iOS device. You can print PDF, TIFF, TIF, MTIFF, JPEG, JPG, and TXT file types, as well as files downloaded from iTunes.

IMPORTANT

- Before you print, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 204.
- Make sure that your iPhone or iPad is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

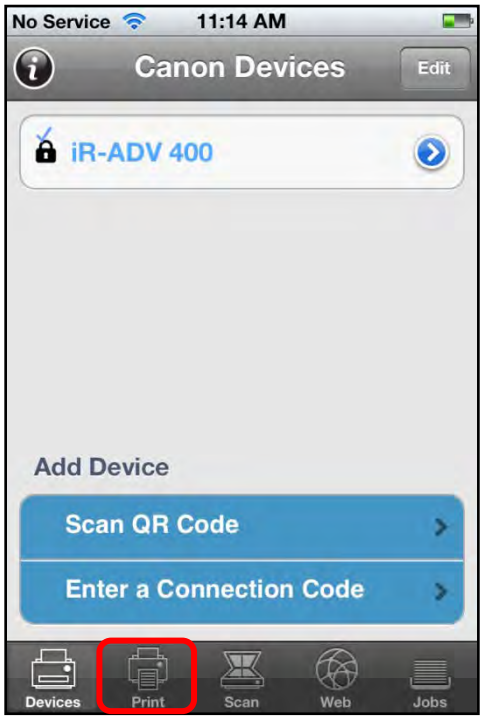
1. Find the DPSM app on your iPhone or iPad ➞ touch the [Print & Scan] icon.



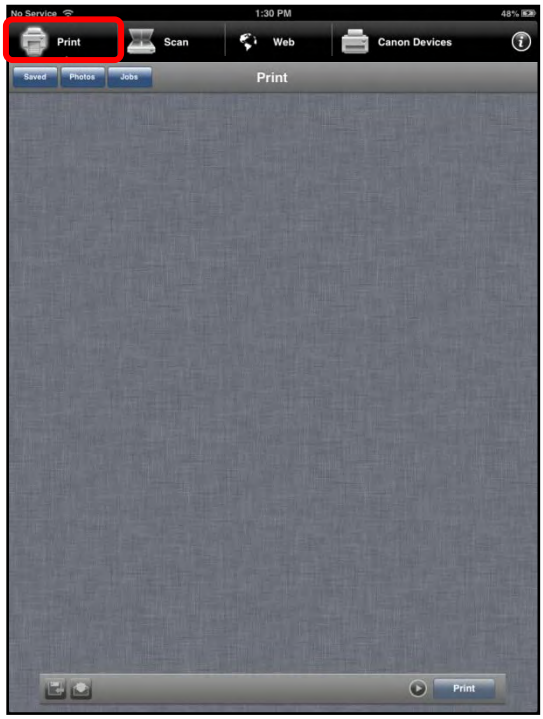
Print & Scan Icon on an iPhone

Print & Scan Icon on an iPad

2. If you are using an iPhone, touch the [Print] icon. If you are using an iPad, touch [Print].



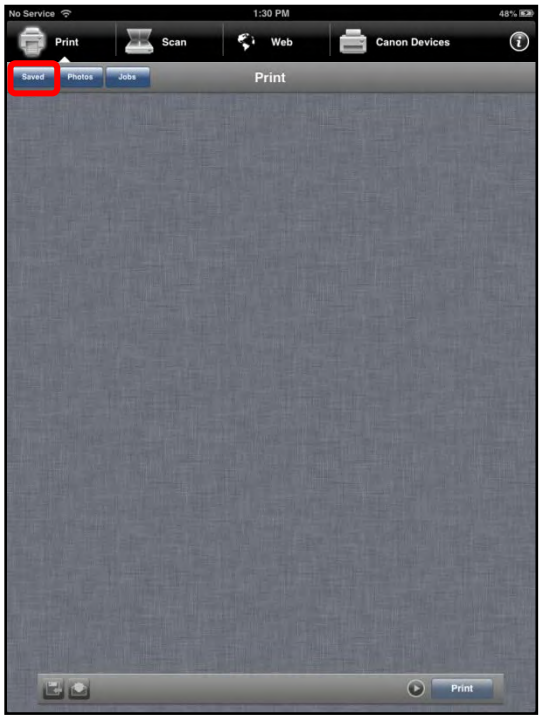
iPhone



iPad

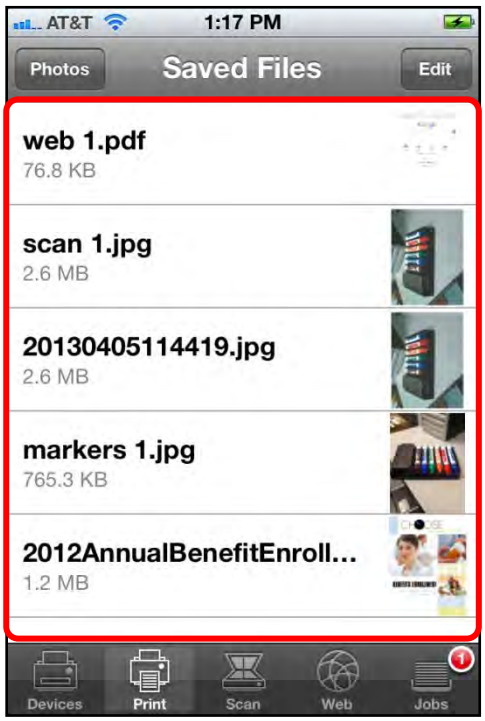
3. If you are using an iPhone, touch [Saved Files]. If you are using an iPad, touch [Saved].

iPhone

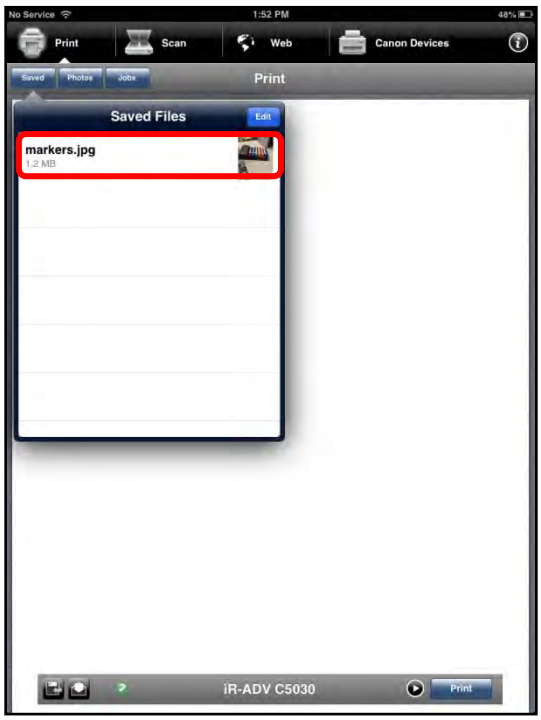


iPad

4. Select the saved file you want to print.

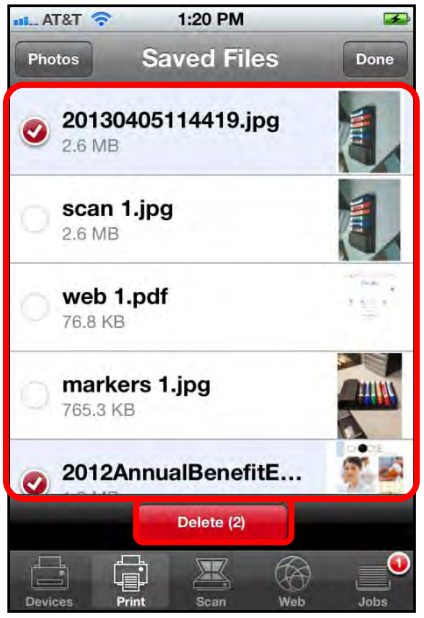


iPhone



iPad

To delete a saved file, touch [Edit] ➞ select the file you want to delete ➞ touch [Delete].



5. Specify the Print Settings.

   For instructions on setting the Print Settings, see step 5 of “Printing an E-Mail Attachment,” on p. 210.

6. Print the saved file.

   For instructions on printing the saved file, see steps 6 and 7 of ““Printing an E-Mail Attachment,” on p. 210.

   You can also e-mail the file by touching the E-Mail [ ] icon (iPad), or touching [ ] → [Email] (iPhone), and then sending the file.

NOTE

You can also select to print from a different device by touching the Device Options [ ] icon.

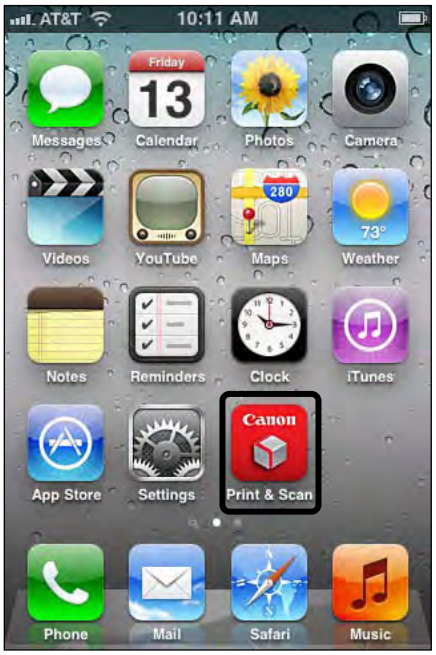
6.7 Printing a Web Page

Follow the procedure below to print a Web page using the DPSM app on your iPhone or iPad.

IMPORTANT

- Before you print, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 204.
- Make sure that your iPhone or iPad is on the same Wi-Fi network as the machine. For information, see "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.

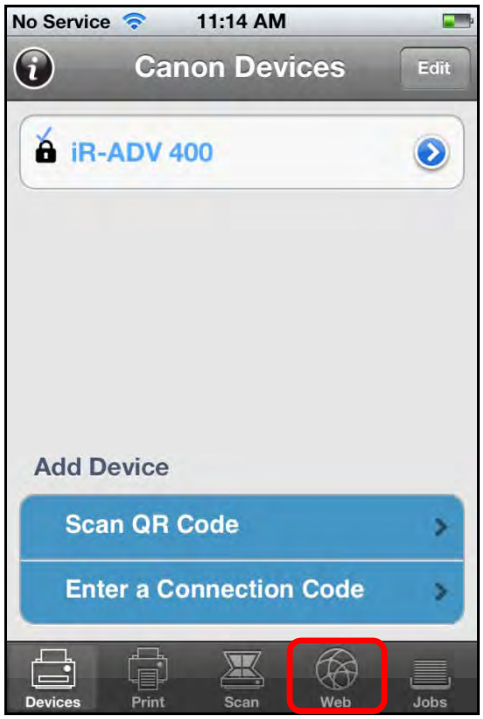
1. Find the DPSM app on your iPhone or iPad → touch the [Print & Scan] icon.



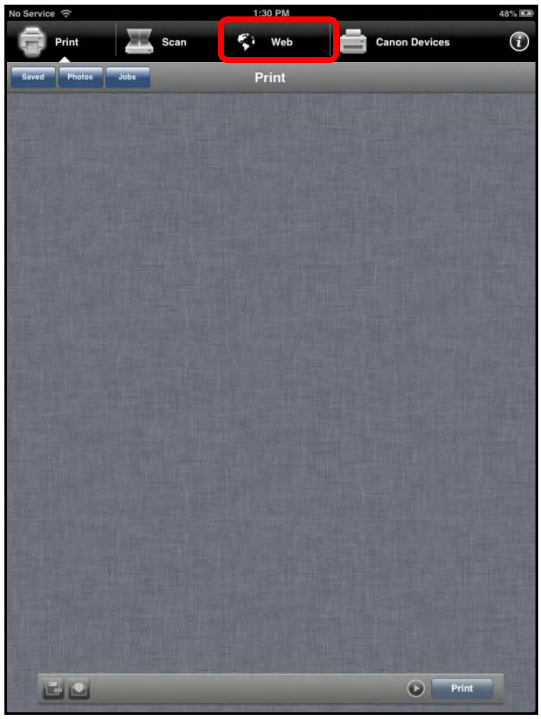
Print & Scan Icon on an iPhone

Print & Scan Icon on an iPad

2. If you are using an iPhone, touch the [Web] icon. If you are using an iPad, touch [Web].



iPhone

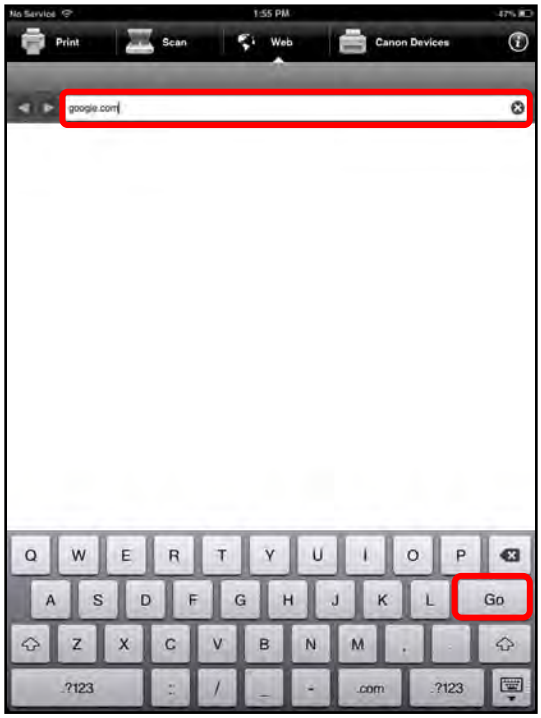


iPad

A blank Web page opens.

3. Touch the Address Bar → enter the URL of a Web page you want to print → touch [Go].

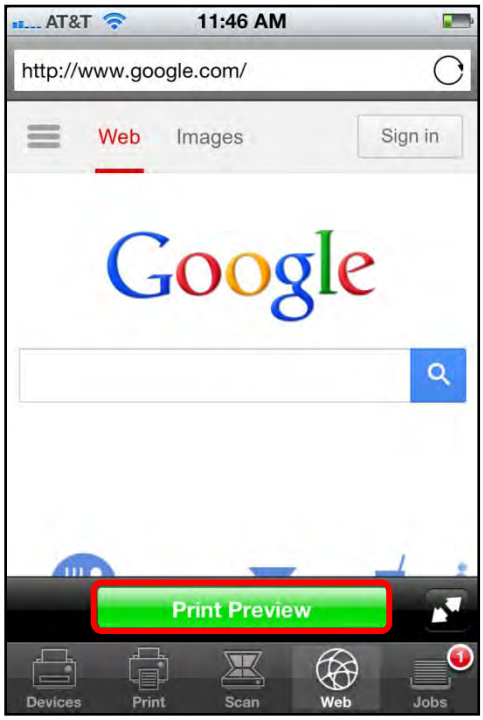
iPhone



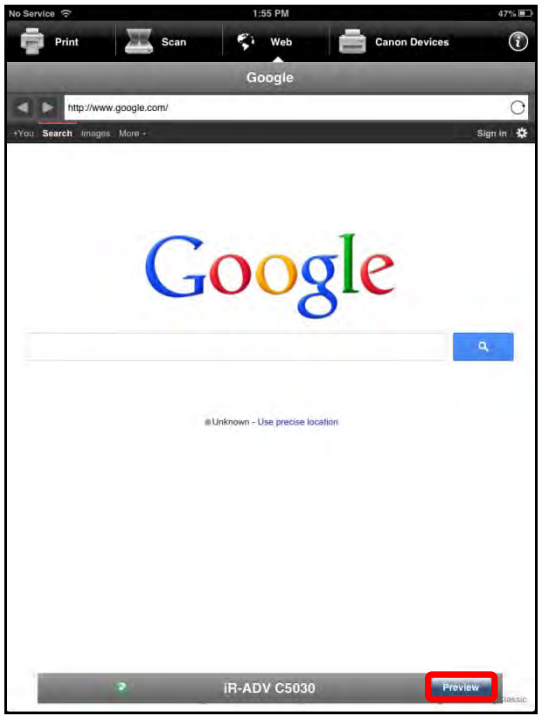
iPad

The Web page opens.

4. If you are using an iPhone, touch [Print Preview]. If you are using an iPad, touch [Preview].



iPhone



iPad

5. Print, save, or e-mail the Web page.

5.1 If you want to print the Web page, touch [Print].

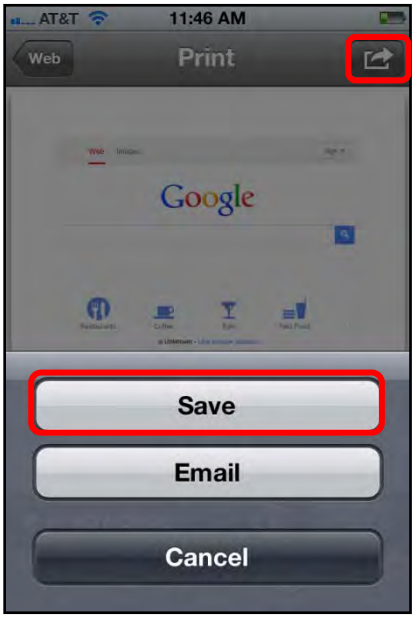
iPhone

iPad

5.1.1 Specify the Print Settings → print the Web page.

For instructions on setting the Print Settings and printing the Web page, see steps 5 to 7 of "Printing an E-Mail Attachment," on p. 210.

5.2 If you are using an iPhone and want to save the Web page as a PDF, touch [ ] → touch [Save]. If you are using an iPad, touch the Save [ ] icon.



iPhone

iPad

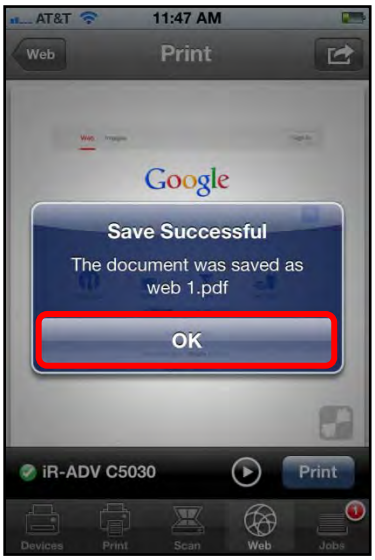
5.2.1 Enter a name for the Web page ➞ touch [Save].

iPhone

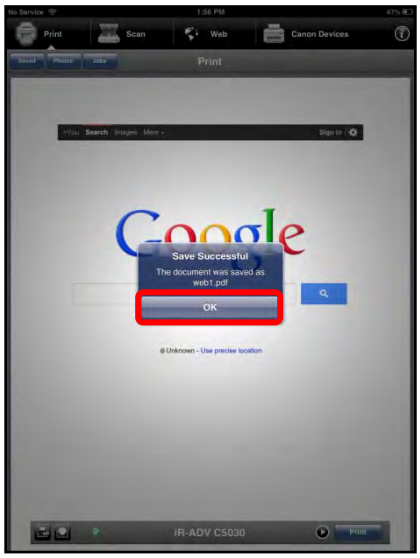
iPad

If you do not want to save the Web page, touch [Cancel].

5.2.2 When the screen below appears, touch [OK].



iPhone

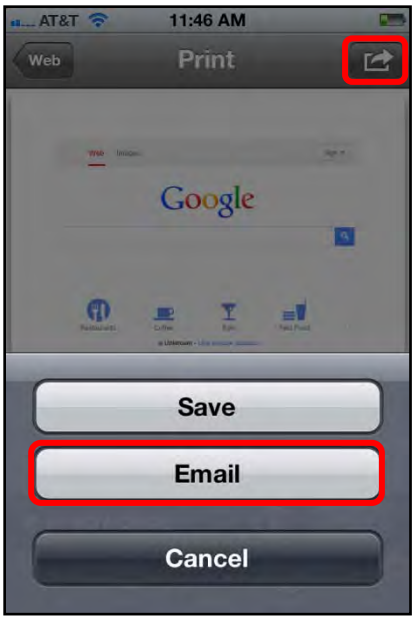


iPad

The Web page is saved as a PDF.

5.3 If you are using an iPhone and want to e-mail the Web page as an attachment, touch [ ] → touch [Email].

If you are using an iPad, touch the Send [ ] icon.

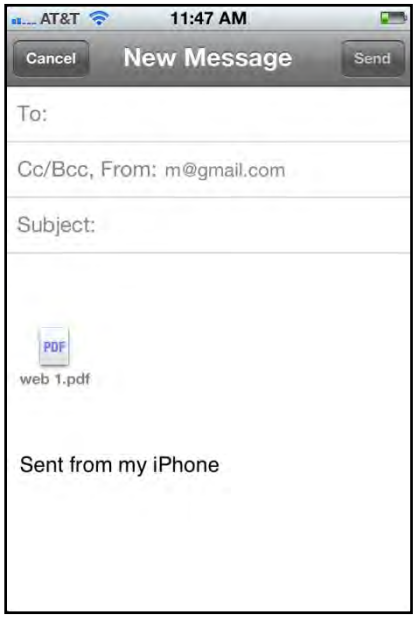


iPhone

iPad

The e-mail application is launched, and the Web page PDF is attached.

5.3.1 Send the e-mail.



The e-mail and the attachment are sent.

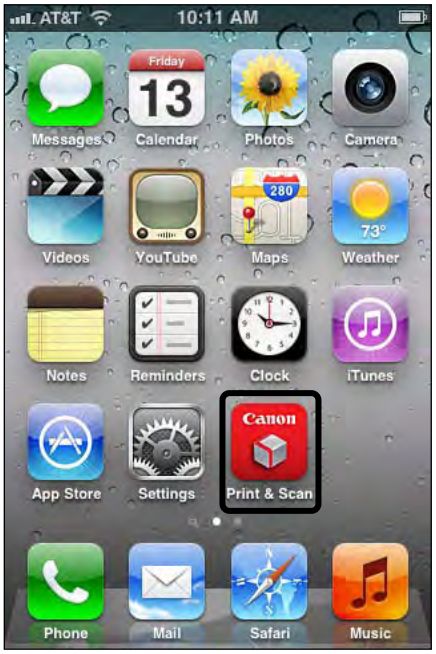
6.8 Canceling a Print Job

Follow the procedure below to cancel a print job from your iPhone or iPad.

IMPORTANT

- The DPSM MEAP application must be installed on the target MEAP device. For more information, see Chapter 2, “Installing DPSM,” on p. 19.
- Make sure that your iPhone or iPad is on the same Wi-Fi network as the machine. For information, see “Confirming Your Mobile Device Is on the Wi-Fi Network,” on p. 30.

1. Find the DPSM app on your iPhone or iPad ➞ touch the [Print & Scan] icon.

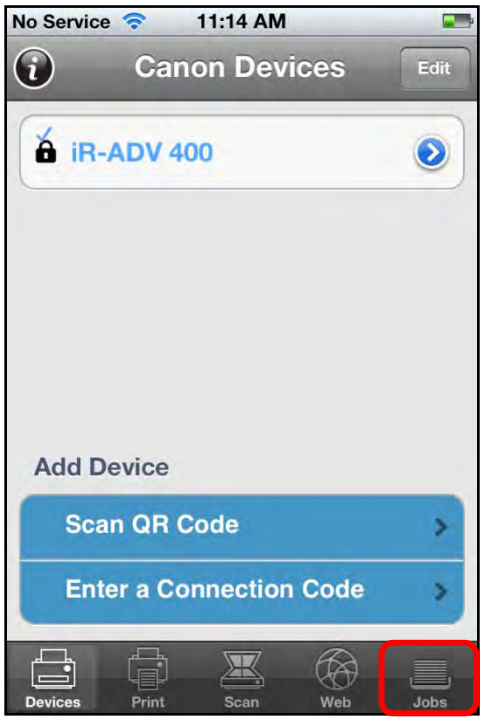


Print & Scan Icon on an iPhone

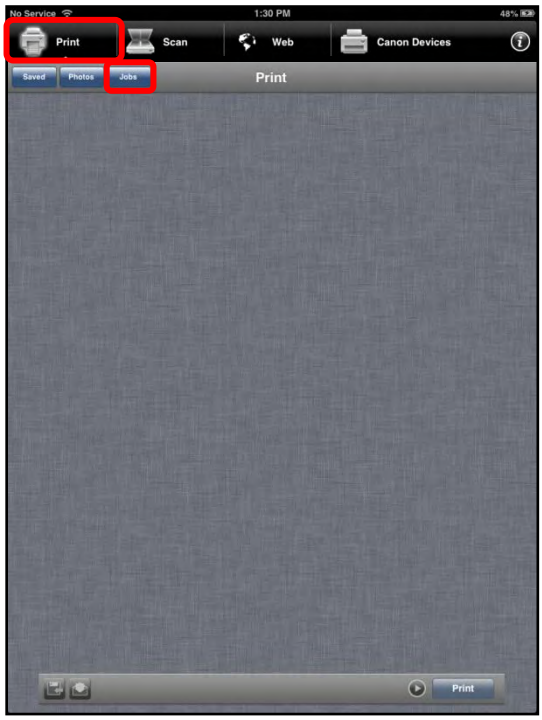
Print & Scan Icon on an iPad

2. If you are using an iPhone, touch the [Jobs] icon.

   If you are using an iPad, touch [Print] → [Jobs].



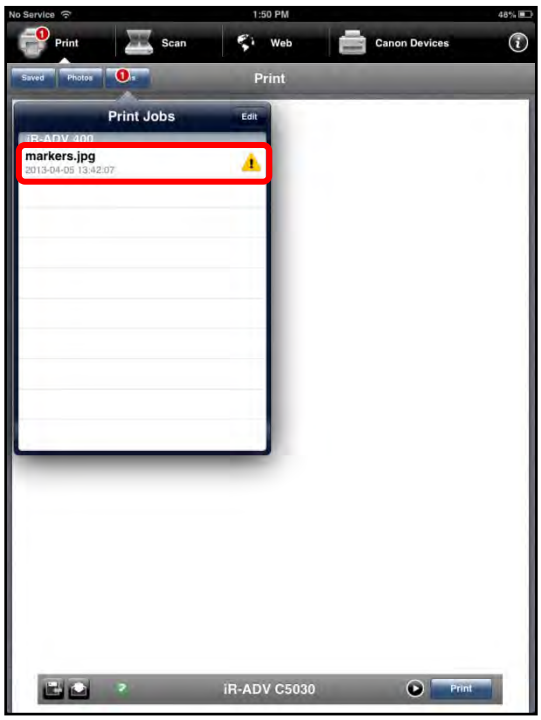
iPhone



iPad

3. Select the job you want to cancel.

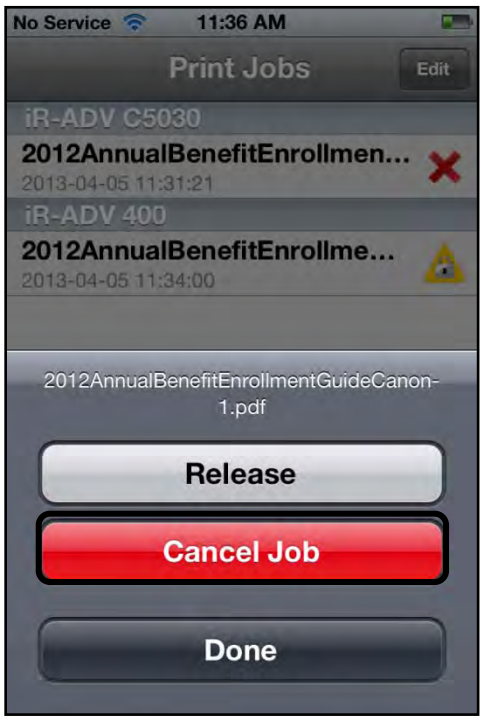
iPhone



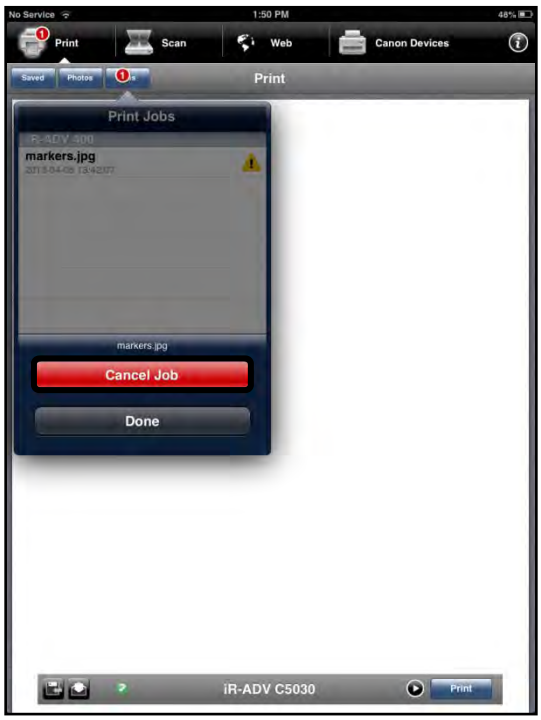
iPad

You can also touch [Edit] ➞ select the job you want to cancel.

4. Touch [Cancel Job].



iPhone

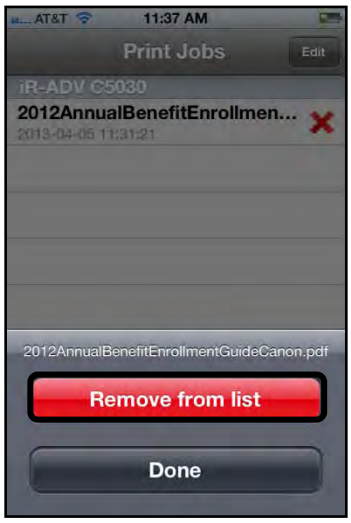


iPad

The job is cancelled.

If you do not want to cancel the job, touch [Done].

If you want to permanently remove the job from the Print Jobs list, select the cancelled job → touch [Remove from list].



The job is removed from the Print Jobs list.

6.9 Scanning a Document to Your iPhone or iPad

DPSM enables you to scan a document at a MEAP device, and then save it to your iPhone or iPad, or e-mail it.

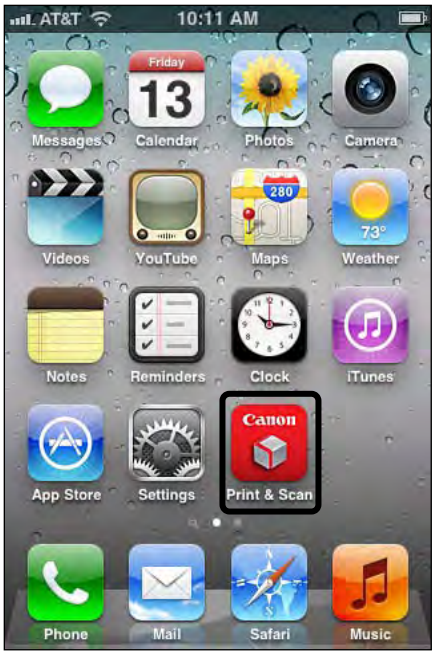
Follow the procedure below to scan a file using the Direct Print & Scan Mobile app on your iPhone or iPad.

IMPORTANT

Before you scan, you must first select a printer. For information on selecting a device, see "Adding a MEAP Device," on p. 204.

1. Place the document you want to scan into the feeder or on the platen glass of the MEAP device.

2. Find the DPSM app on your iPhone or iPad → touch the [Print & Scan] icon.



Print & Scan Icon on an iPhone

Print & Scan Icon on an iPad

3. If you are using an iPhone, touch the [Scan] icon.

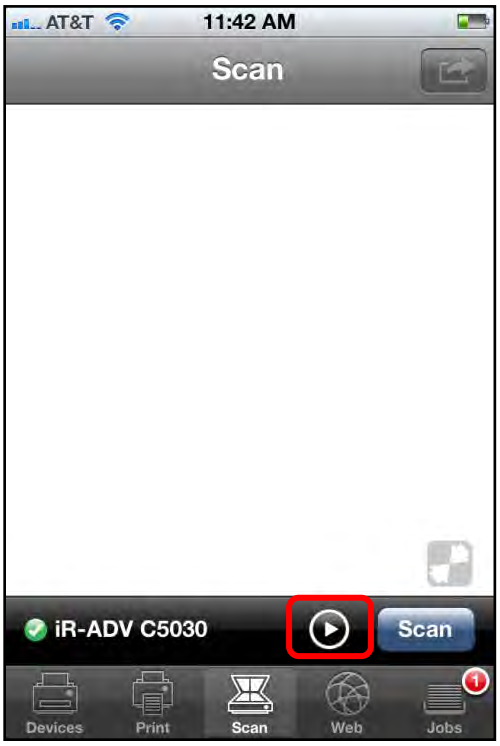
   If you are using an iPad, touch [Scan].

iPhone

iPad

The Scan screen is displayed.

4. Select the Settings [ ] icon to specify the Scan options.



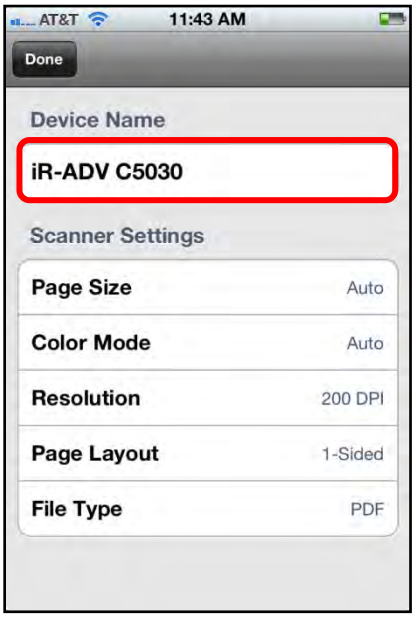
iPhone

iPad

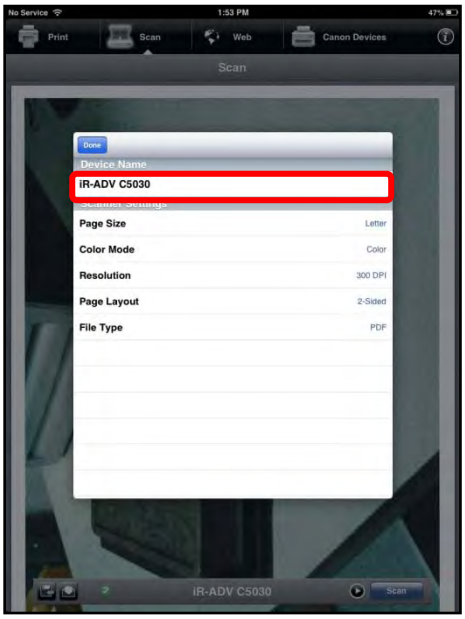
NOTE

- The order, in which the Scanner Settings are listed, is strictly determined by the MEAP device. DPSM displays these settings in the order in which they are received from the device.
- You can also select to scan from a different device.

4.1 To select a different device from which to scan, touch the device's name under <Device Name>.



iPhone



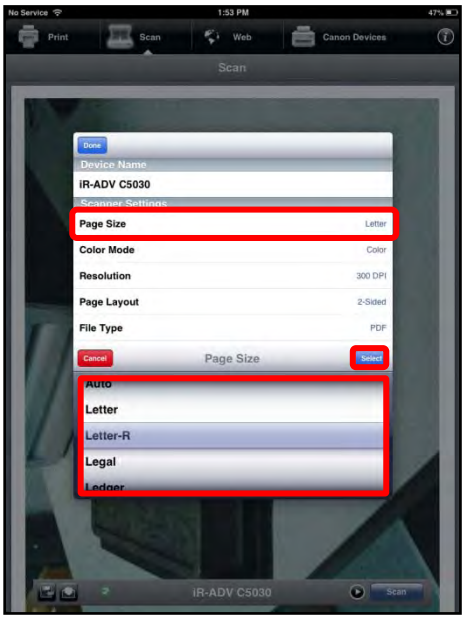
iPad

4.1.1 Select the device you want to use, or connect to a new device.

For instructions on connecting to a new device, see "Adding a MEAP Device," on p. 204.

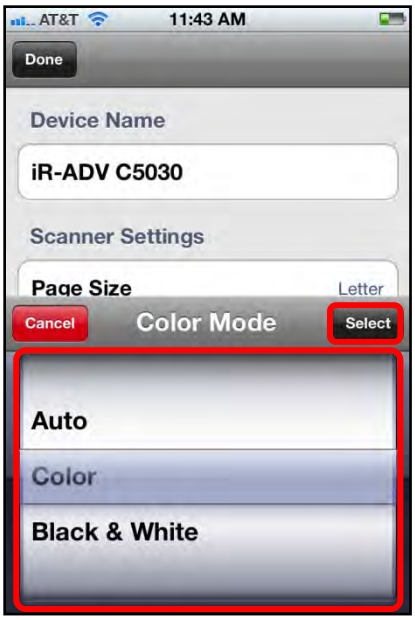
4.2 To specify the paper size of the scan, touch [Page Size] → scroll to and select the paper size → touch [Select].

iPhone

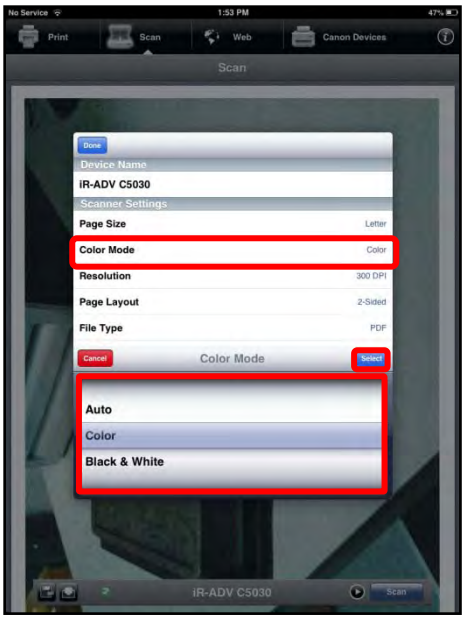


iPad

4.3 To specify the color mode, touch [Color Mode] → scroll to and select the desired color mode → touch [Select].



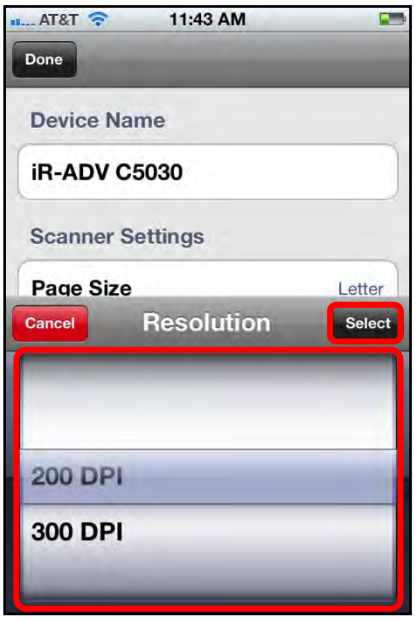
iPhone



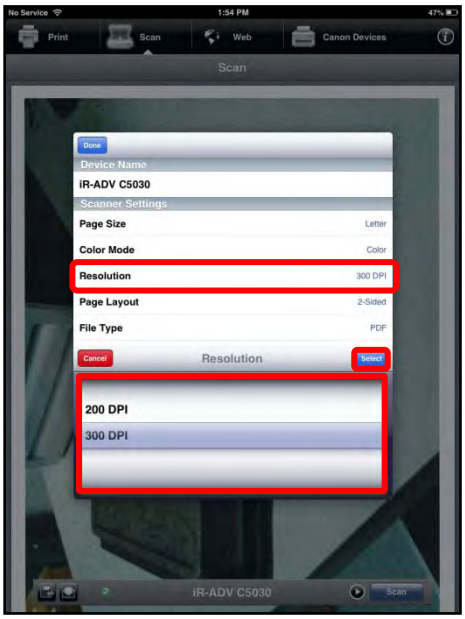
iPad

The default color mode is ‘Auto’.

4.4 To specify the scan resolution, touch [Resolution] ➞ scroll to and select the scanning resolution ➞ touch [Select].



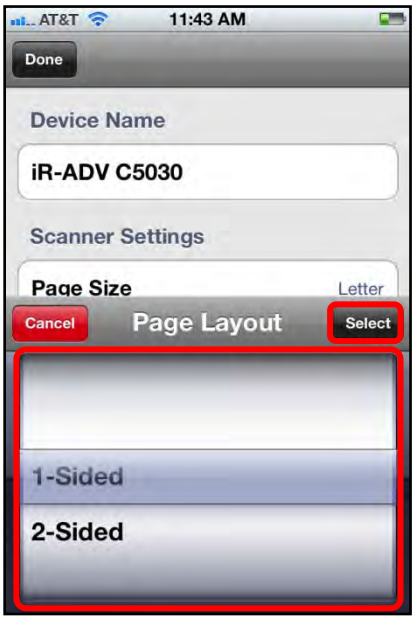
iPhone



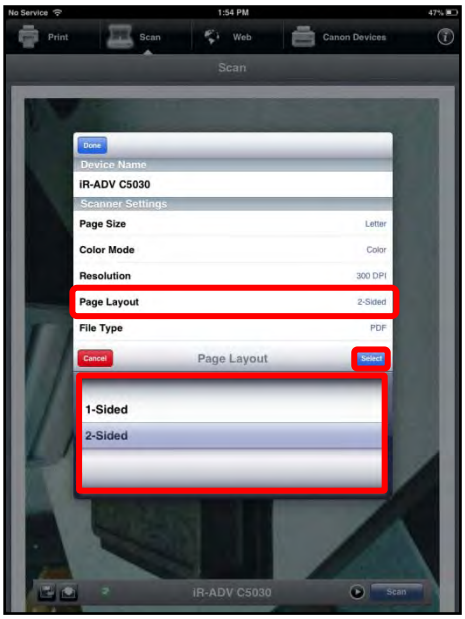
iPad

The default resolution is ‘200 DPI’.

4.5 To select the type of one- or two-sided document you are scanning, touch [Page Layout] ➞ scroll to and select [1-Sided] or [2-Sided] ➞ touch [Select].



iPhone

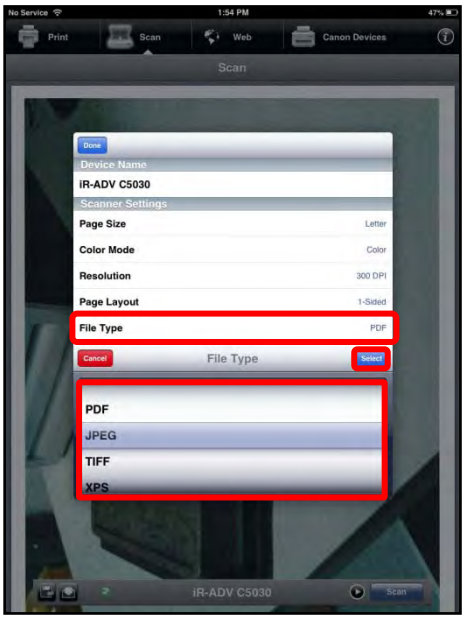


iPad

The default page layout is ‘1-Sided’.

4.6 To specify the file type, touch [File Type] ➞ scroll to and select the file type for the scan ➞ touch [Select].

iPhone

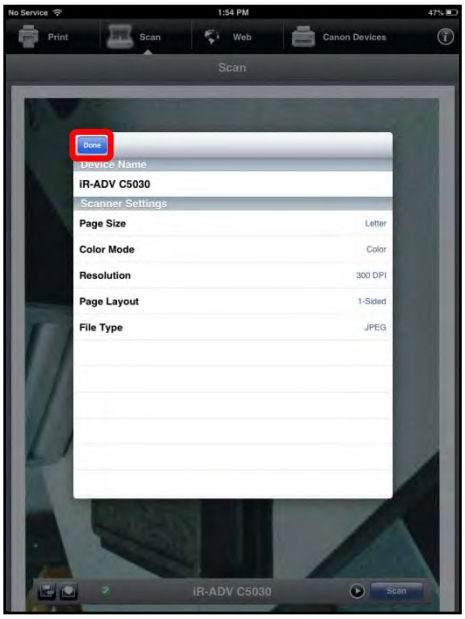


iPad

The default file type is ‘PDF’.

4.7 Touch [Done].

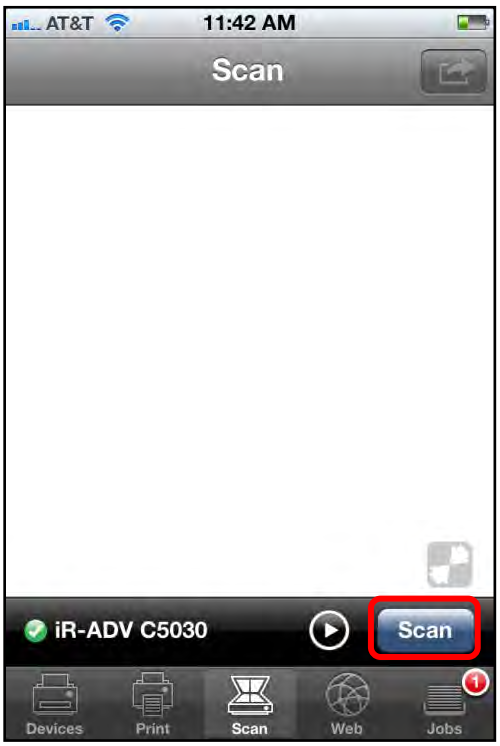
iPhone



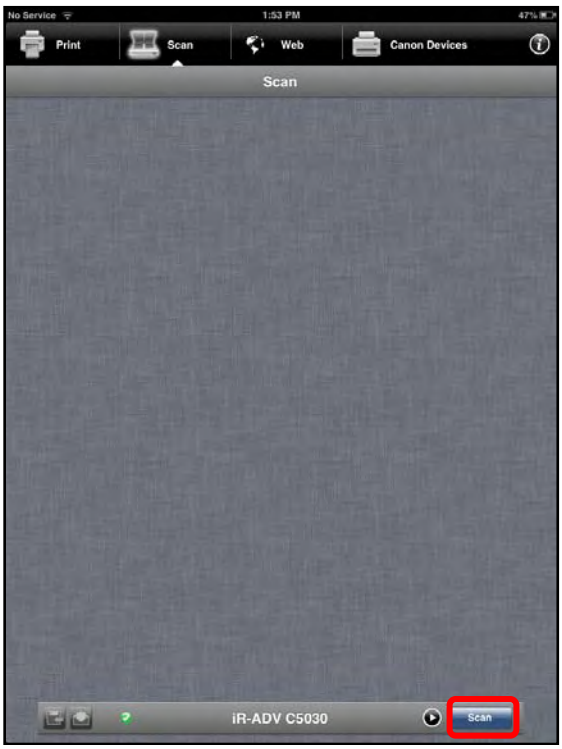
iPad

The Scanner Settings are set.

5. Touch [Scan].



iPhone



iPad

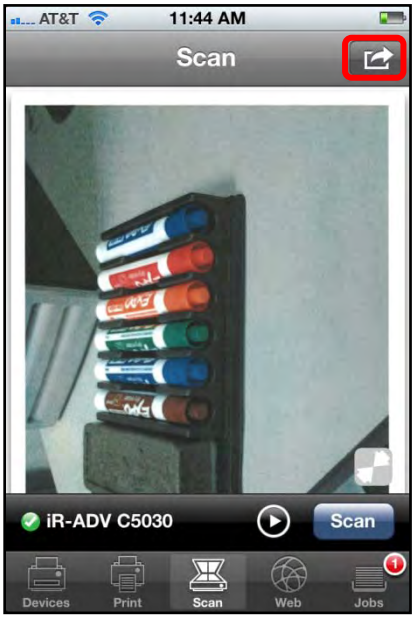
Scanning starts, and after the Scan in Progress screen appears, the Scan Preview screen is displayed.

You can only cancel the scan while the document is being scanned at the machine.

6. If the scan is acceptable, you can save it or send it via e-mail.

   6.1 If you are using an iPhone and want to save the scan, touch [ ] → proceed to step 6.1.1.

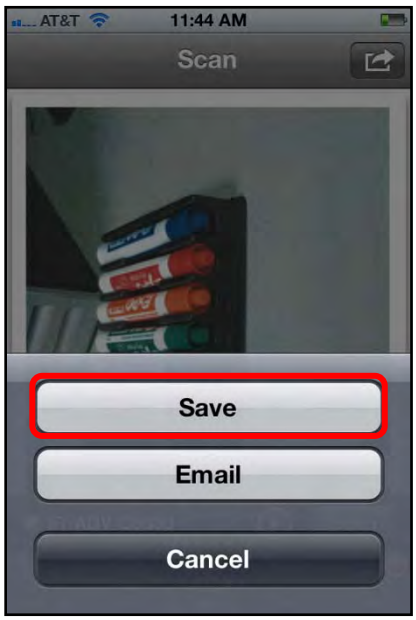
   If you are using an iPad, touch [ ] → proceed to step 6.1.2.



iPhone

iPad

6.1.1 If you are using an iPhone, touch [Save].



If you do not want to save the scanned document, touch [Cancel].

IMPORTANT

The document is automatically saved as a PDF, and the file name is a time stamp in this format: YYYYMMDDHHMMSS.pdf.

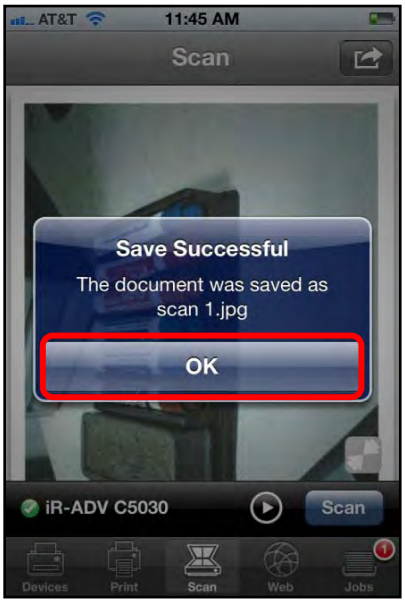
6.1.2 To enter a name for the scan, touch the text field ➞ enter a name ➞ touch [Save].

iPhone

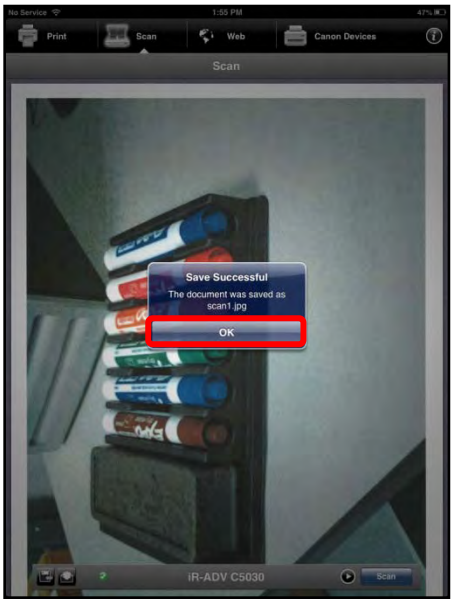
iPad

If you do not want to enter a name for the scan, touch [Cancel].

6.1.3 Touch [OK].



iPhone

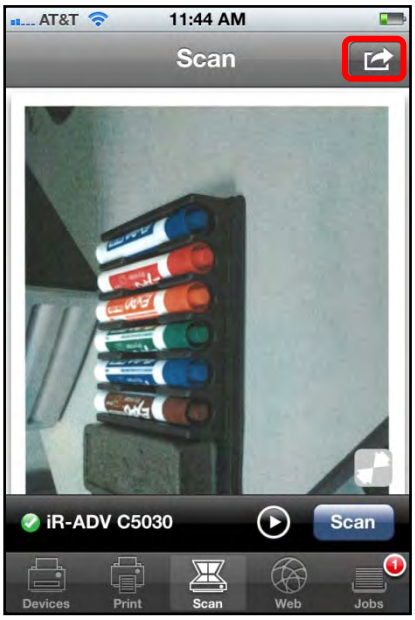


iPad

The document is saved to the DPSM Saved Files location.

6.2 If you are using an iPhone and want to e-mail the scan, touch [ ] → proceed to step 6.2.1.

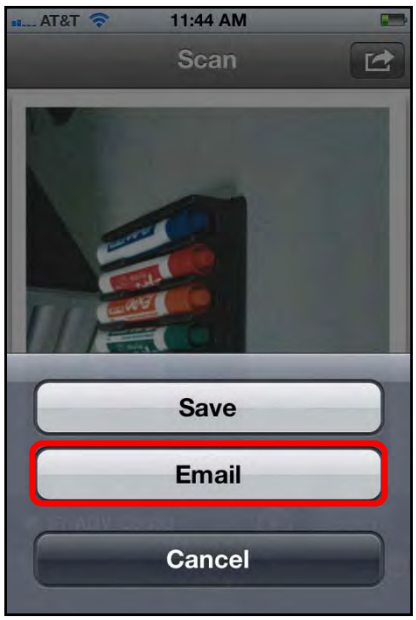
If you are using an iPad, touch [ ] → proceed to step 6.2.2.



iPhone

iPad

6.2.1 If you are using an iPhone, touch [Email].



If you do not want to e-mail the scanned document, touch [Cancel].

The e-mail application is launched, and the scanned document is attached, as shown below.

6.2.2 Send the e-mail.

The e-mail and the attachment are sent.

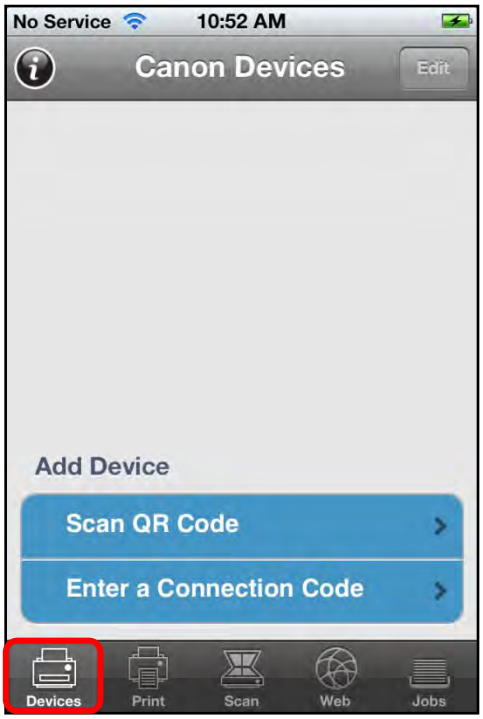
6.10 Specifying Default Printer and Scanner Settings

The Apple iPhone and iPad versions of the DPSM app enable you to specify the default Printer and Scanner settings for each connected Canon device.

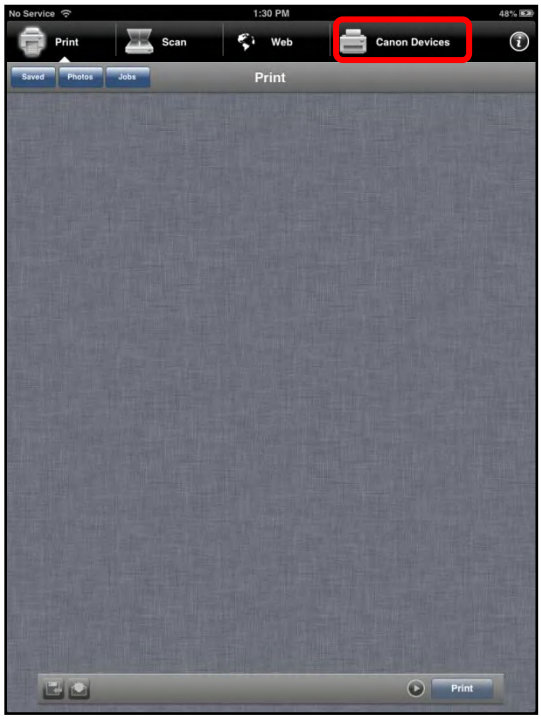
This section describes how to set the default Printer and Scanner settings on an iPad, but the procedure is the same for the iPhone, except where noted.

1. Find the DPSM app → touch the [Print & Scan] icon.

2. If you are using an iPhone, touch the [Devices] icon. If you are using an iPad, touch [Canon Devices].



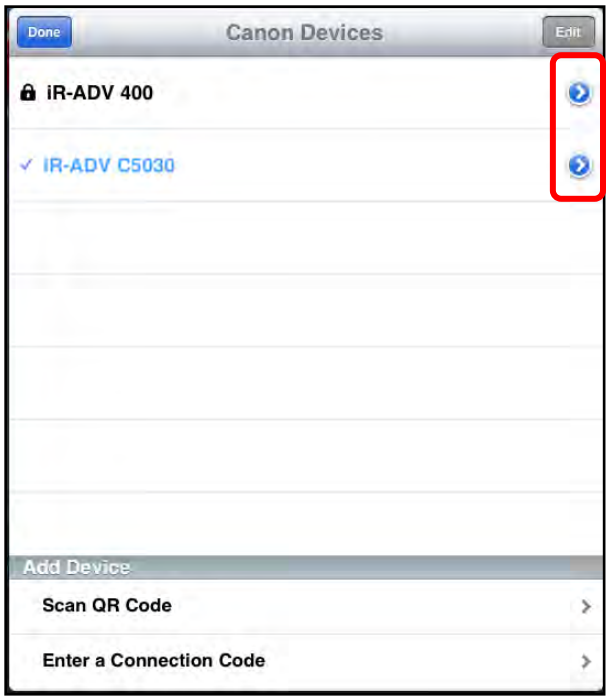
iPhone



iPad

The printer list is displayed.

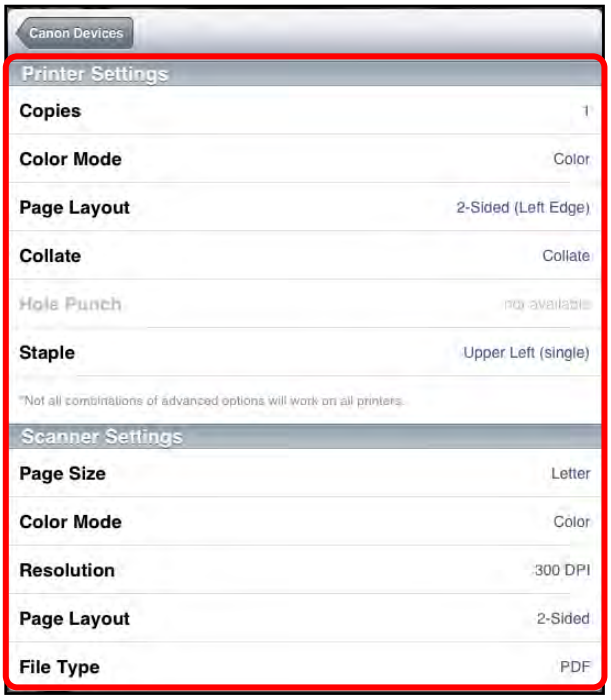
3. Touch the blue arrow next to a device's name.



4. If necessary, specify the default Printer Settings and Scanner Settings.

   For the details on specifying the Printer Settings, see step 5 of "Printing an E-Mail Attachment," on p. 210.

   For the details on specifying the Scanner Settings, see steps 4.1 to 4.7 of "Scanning a Document to Your iPhone or iPad," on p. 254.



NOTE

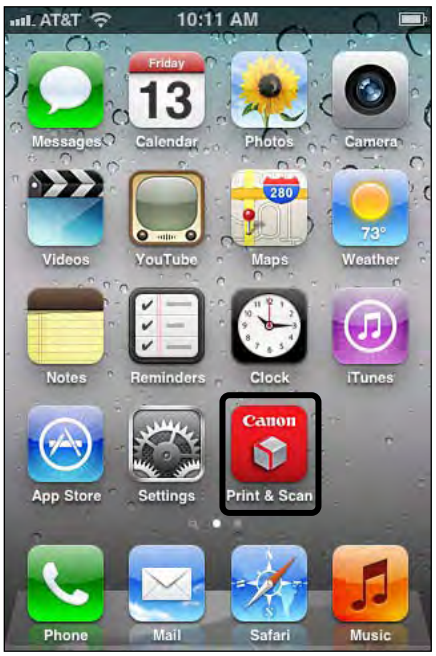
The order, in which the Printer Settings and Scanner Settings are listed, is strictly determined by the MEAP device. DPSM displays these settings in the order in which they are received from the device.

The default Printer and Scanner Settings are set.

6.11 Deleting a Canon Device

This section describes how to delete a Canon device from an Apple iPhone or iPad.

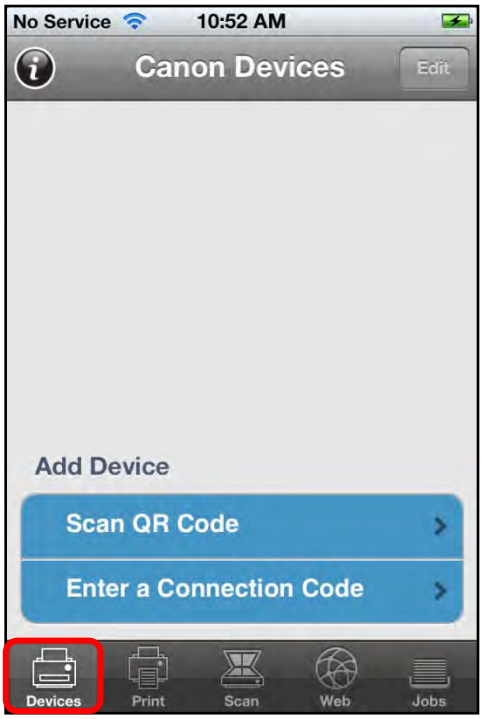
1. Find the DPSM app on your iPhone or iPad ➞ touch the [Print & Scan] icon.



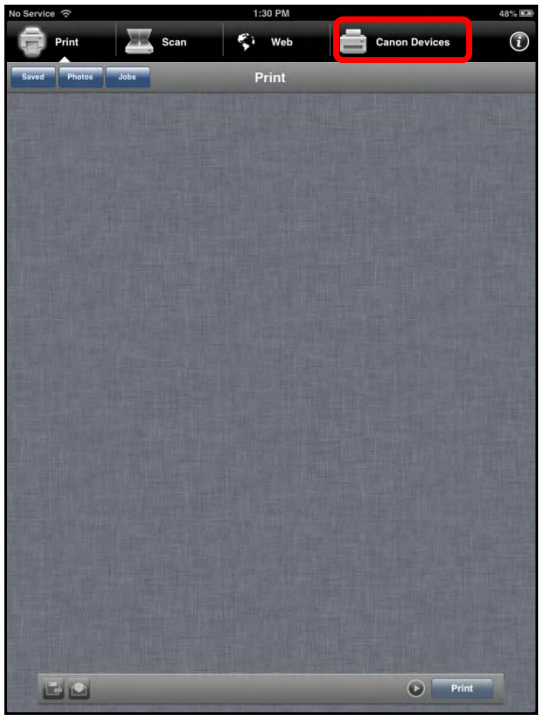
Print & Scan Icon on an iPhone

Print & Scan Icon on an iPad

2. If you are using an iPhone, touch the [Devices] icon. If you are using an iPad, touch [Canon Devices].



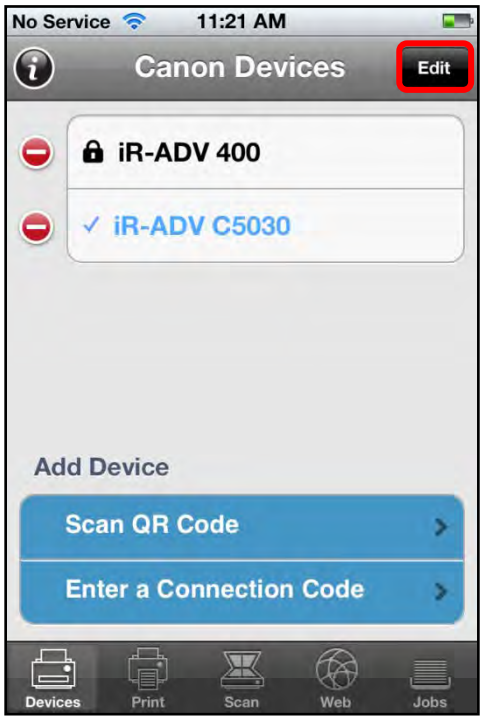
iPhone



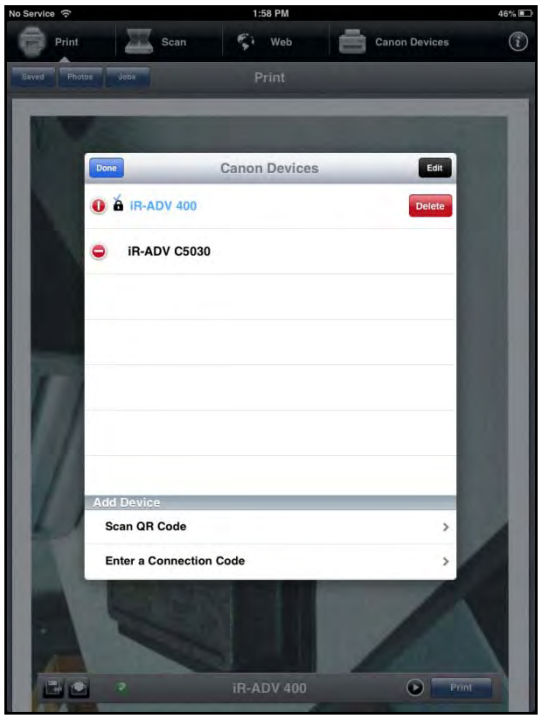
iPad

3. Swipe your finger in the area to the right of the device's name to reveal [Delete] → touch [Delete].

   You can also touch [Edit] to reveal [ ] to the left of the device's name → proceed to step 4.

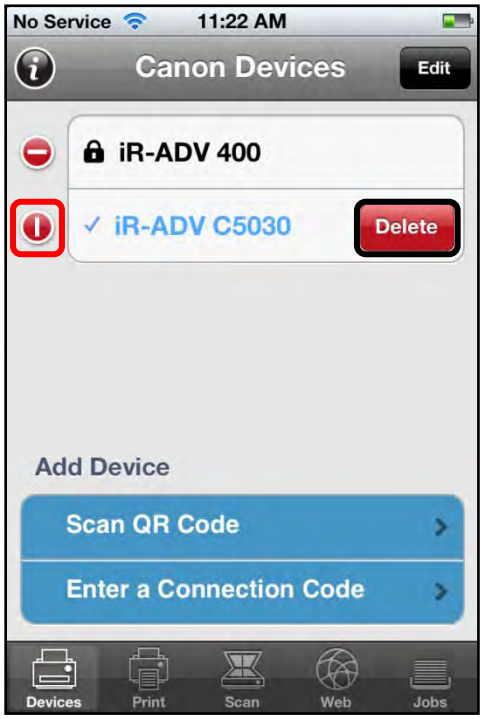


Edit Touched on the iPhone



Finger Swipe to Reveal [Delete] on the iPad

4. If you touched [Edit] on the Canon Devices screen, touch [ ] to the left of the device's name → touch [Delete].



iPhone

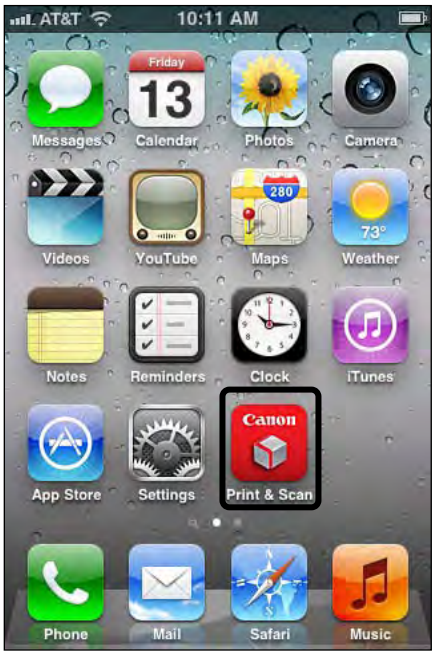
iPad

The device is deleted from the list.

6.12 Obtaining Version Information and Help

This section describes how to obtain the DPSM app version information, and to access Help on your iPhone or iPad.

1. Find the DPSM app on your iPhone or iPad ➞ touch the [Print & Scan] icon.

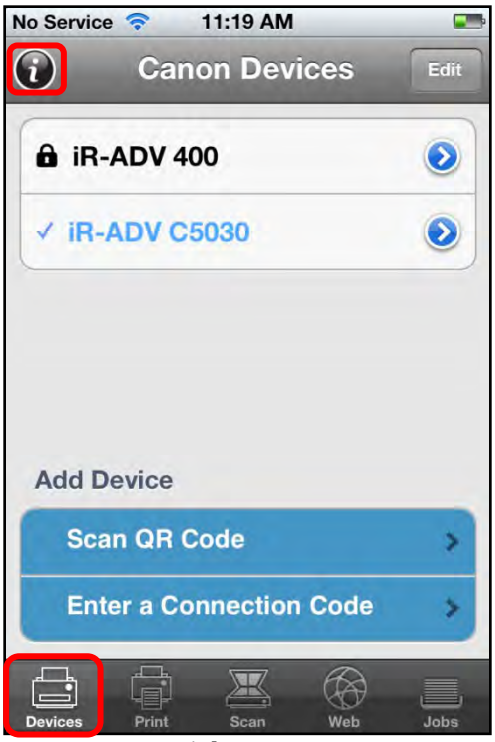


Print & Scan Icon on an iPhone

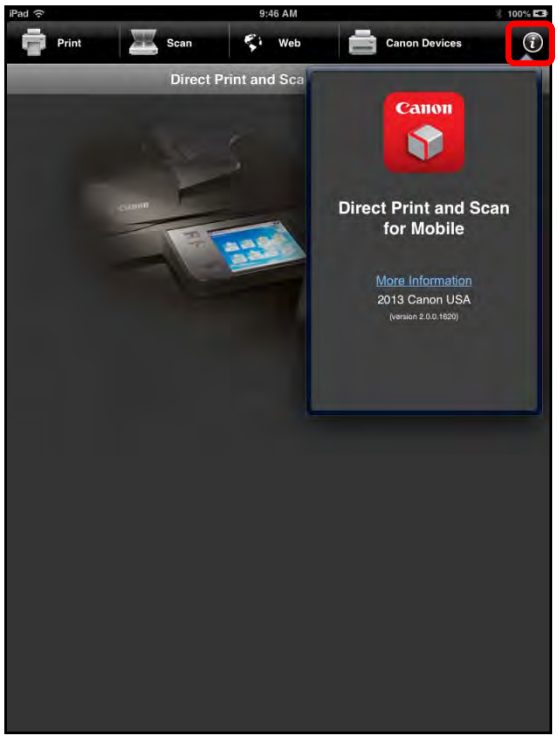
Print & Scan Icon on an iPad

2. If you are using an iPhone, touch the [Devices] icon → touch the [ⓘ] icon.

   If you are using an iPad, touch the [ⓘ] icon from any screen.



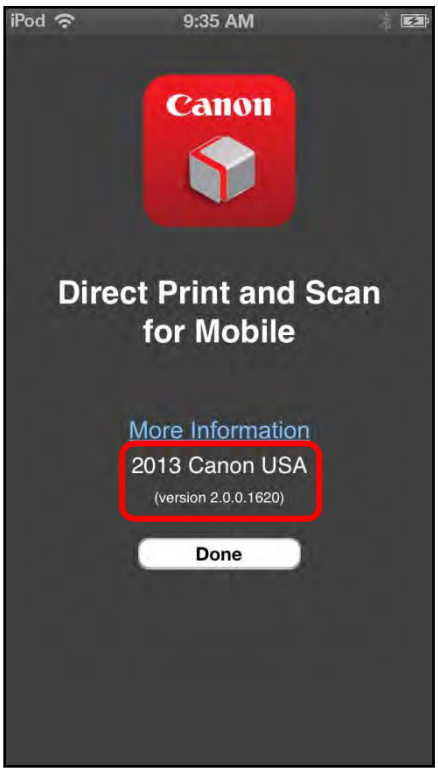
iPhone



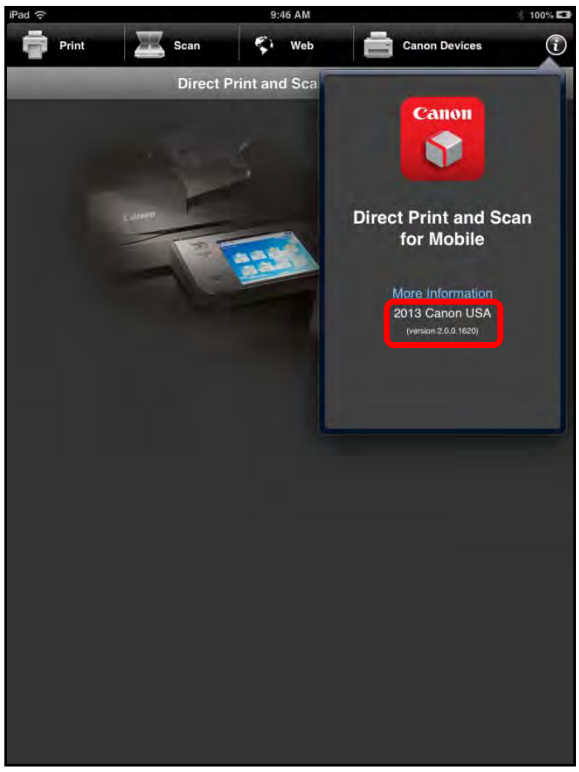
iPad

The About screen with the version information is displayed.

3. Confirm the version information.



iPhone



iPad

4. If you want to access the DPSM Help Web page, touch [More Information]. The DPSM Help Web page opens.

   If you are using an iPhone, touch [Done] to close the About screen. If you are using an iPad, touch outside the About screen.

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Chapter 7 Troubleshooting

This chapter explains the error messages that may appear when configuring and using DPSM.

7.1 List of Error Messages

This section explains the various messages that may appear when configuring and using DPSM on a BlackBerry smartphone or tablet, an Android smartphone or tablet, or Apple iPhone or iPad, along with their possible causes and remedies.

For a list of the error messages that may appear, along with their causes and remedies when installing the DPSM MEAP application using the MEAP SMS, see the *MEAP e-Manual* that came with your machine.

7.1.1 BlackBerry Smartphone Error Messages

This section explains the error messages that may appear on your BlackBerry smartphone when using DPSM, along with possible causes and remedies.

Message	Cause	Remedy
Scan failed.	MEAP device error, or the user did not place a document on the MEAP device to scan.	Check the MEAP device, and place a document in the feeder or on the platen glass of the machine to scan.
Download failed.	The attachment or e-mail body you were trying to print did not download.	Make sure that you have Internet access to download the attachment, and try again.
Failed to find a scan storage location.	DPSM is unable to access the SD card or internal memory of the smartphone when saving a scan.	Either insert an SD card into the phone, or contact your administrator to find out why you cannot access your phone's internal memory.
Failed to create email.	An error occurred when you tried to access the native BlackBerry e-mail application to compose an e-mail message.	Make sure that your BlackBerry e-mail client is functioning properly and that you have set up an e-mail account.
Failed to create file.	The DPSM application could not create a scan file.	Make sure that you have permissions to create a file, or make sure that your SD card is functioning properly.

Message	Cause	Remedy
Failed to create print job (Code=X).	A request to create the print job failed, where X is an HTTP code or 0, if a network error occurred.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to create scan job (Code=X).	A request to create the scan job failed, where X is an HTTP code or 0, if a network error occurred.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to create session.	The BlackBerry smartphone could not establish a session with the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to delete file.	The scanned file could not be deleted, because you do not have permissions to delete a file, or your SD card is not functioning properly.	Make sure that you have permissions to delete a file, or make sure that your SD card is functioning properly.
Failed to download scan.	An error occurred when trying to download a scanned file in full resolution from the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to get device information.	An error occurred when DPSM was trying to get the printer's information (name, server version, location, etc.).	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to get file location.	An error occurred when trying to retrieve the print job information from the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to get printer capabilities.	An error occurred when trying to retrieve printer capabilities from the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.

Message	Cause	Remedy
Failed to get scanner capabilities.	An error occurred when the smartphone tried to retrieve scanner capabilities from the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to get scan job status.	An error occurred when the smartphone tried to retrieve the scanned job's status from the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to launch Print & Scan.	Print & Scan failed to launch after you selected an attachment in the native BlackBerry e-mail client.	Reboot the smartphone, or re-install the DPSM app.
Failed to open file.	You may not have the user rights to open files, or your SD card is not functioning properly.	Make sure that you have permissions to open files, or make sure that your SD card is functioning properly.
Failed to open Help.	The Help file could not be opened in a Web browser.	Make sure that your Web browser is functioning properly.
Failed to read scan.	The scanned document could not be read to share as an attachment.	Make sure that you have permissions to open files, or make sure that your SD card is functioning properly.
Failed to rename file.	You may not have the user rights to rename files, or your SD card is not functioning properly.	Make sure that you have permissions to rename files, or make sure that your SD card is functioning properly.
Failed to send document.	An error occurred in the phone when trying to send the document to the printer.	Make sure that the DPSM MEAP application is functioning properly on the printer and that there is a good network connection between the phone and the printer.
Failed to start BlackBerry App World.	DPSM tried to launch BlackBerry App World (when recommending a viewer for a scanned file), and it did not work.	Make sure the DPSM app is working properly.
Feature disabled on this Canon device.	The System Administrator disabled printing or scanning on the target Canon device from the DPSM Configuration servlet.	To print and scan from the selected printer, the System Administrator must enable Printing and Scanning from the Configuration servlet. See "Configuring DPSM," on p. 36.

Message	Cause	Remedy
Invalid API Version.	The API version of the printer is not compatible with that of the client.	Your smartphone app version is either too new or too old to work with the DPSM application version installed on the printer.
Invalid barcode.	The structure of the barcode data is not valid.	Try scanning the barcode again.
Invalid code.	The user entered a connection code that could not be processed.	Enter the connection code again, or contact your System Administrator.
Invalid code length.	The user entered an incorrect amount of characters for the connection code.	Make sure that you enter all the characters of the code (in either upper or lower case characters).
No application found to view file.	DPSM could not open the scanned file, and could not find a suitable app in the App World to recommend as a viewer.	It is recommended that you download RepliGo PDF Reader on your BlackBerry smartphone as the reader to view scanned files.
No attachments found.	You tried to print an attachment when there are no attachments found in the e-mail.	Make sure that you select an e-mail with an attachment, if this is your selected action.
No emails found.	There are no e-mail messages found on your BlackBerry smartphone to display in the Email screen list.	To print an e-mail, make sure there are e-mail messages received on your BlackBerry smartphone.
No Canon devices found.	You have not connected to any supported Canon devices.	Connect to a Canon device. See, "Connecting to a MEAP device," on p. 56.
No scans found.	No scanned files have been saved.	After you scan a document, save it, and it appears in the Recent Scans menu. See "Scanning a Document to Your Smartphone," on p. 88.
No supported attachments found.	You tried to print an attachment that is not supported.	Only PDF, TIFF, JPEG, or TXT attachments are supported. Select an e-mail with a supported file type attached.
Only emails supported.	You tried to print a text message using the DPSM app.	Select to print only e-mail messages from the DPSM app.

Message	Cause	Remedy
Preview unsupported.	1. The MEAP device you are using to scan the document does not support thumbnails. 2. You are using a black-and-white MEAP device and set the Scanner Settings Color Mode to 'Black & White'.	1. Proceed to save the scanned document. See "Scanning a Document to Your Smartphone," on p. 88. 2. Set the Scanner Settings Color Mode to 'Auto' or 'Color' if you are scanning the document on a black-and-white MEAP device.
Error: See Canon device.	A recoverable error occurred on the Canon device.	Correct the error on the MEAP device, and try to scan your document again.
Unsupported attachment.	You tried to print an attachment that is not supported.	Only PDF, TIFF, JPEG, or TXT attachments are supported.
Access Error	An error occurred that is related to your BlackBerry permissions.	Contact your Administrator to obtain the permissions to perform the desired operation.
This file type is unsupported. Please choose a file with a supported type.	You tried to print an unsupported file type from the Print a File menu.	Select a file with a supported file extension (PDF, TIFF, JPEG, or TXT), and try to print the file again.
No supported attachments found. Only the email body will be printed.	The user selected to print the body and attachments of an e-mail message, but no supported attachments can be found.	Only PDF, TIFF, JPEG, or TXT attachments are supported. Select an e-mail with a supported file type attached, and try to print again.
This type of email must be opened in order to print it.	You selected to print an e-mail message from the phone's native e-mail program, and certain e-mail accounts, such as Gmail requires that you open the e-mail message first.	Open the e-mail message first, and then select to print it from the DPSM app.
Printer out of holding space. Unlock the printer and try again.	Too many files are stored, or too much space on the device is occupied.	Try to delete unnecessary DPSM jobs and stored files from the MEAP device.
Network error. Try connecting to WiFi network: X	The barcode on the MEAP device contains Wi-Fi information, and a network error occurred.	Make sure that the Wi-Fi information is correct, and try to scan the barcode again.
Unauthorized barcode or security code.	The Security mode has been enabled on the MEAP device, and the Security Code entered is incorrect.	Verify the Security Code on the MEAP device, and make sure you are entering it correctly on your smartphone.
Please unlock device before scanning.	The device has been locked by a Login Service, and you cannot print or scan a document.	Log on to the MEAP device, and try to print or scan your document again.

7.1.2 Android Smartphone and Tablet Error Messages

This section explains the error messages that may appear on your Android smartphone or tablet when using DPSM, along with possible causes and remedies.

Message	Cause	Remedy
You must select a Canon device before continuing. Do you want to do this now?	You navigated to the Print or Scan screen, and you did not add at least one Canon device.	You must add at least one Canon device before you perform a Print or Scan job. See "Adding a MEAP Device," on p. 118.
You have entered an invalid scan name. Please use only a combination of letters, numbers, and spaces.	You entered an invalid file name on the Scan Options screen.	Enter a valid file name (letters, numbers, and spaces).
There was an error creating one or more file(s) or directories. Please make sure your device has enough free space and try again.	DPSM was not able to create a directory to store the scanned files. This could be caused by a lack of free space, or a hardware problem with the device. Also, this can happen with some Android devices when a user accesses the phone's files from a PC (plugged in via USB).	Disconnect your Android device from your PC; make sure that your memory card is not full, or replace your device's memory card.
The Canon device is not responding. Check that the Direct Print and Scan for Mobile Application is installed and running.	There may be an error on the MEAP device, or the DPSM MEAP application is either not installed or started.	Check and resolve the error displayed on the MEAP device, and make sure that DPSM V2.0 is installed and started on the MEAP device. See Chapter 2, "Installing DPSM," on p. 19.
There was an error communicating with the Canon device. Please check your network connection and try again, or contact your Administrator.	• Your mobile device is not on the same Wi-Fi or VPN network as the MEAP device. • The network is congested (poor service). • The MEAP device is behind a firewall.	• Make sure your mobile device is on the same Wi-Fi network as the MEAP device, or start your VPN service (if you are using one). • Contact your System Administrator, and make sure that the MEAP device is reachable over the network.
The Canon device requires your attention. Please check its status to complete your request.	A recoverable error occurred on the Canon device, such as a paper jam, empty toner, or waste toner container.	Correct the error on the MEAP device, and try to print or scan your document again.

Message	Cause	Remedy
There was an error downloading your scan. Please check your network connection and try again, or contact your Administrator.	A network connection error occurred, and DPSM cannot retrieve the final scan file from the MEAP device. This could be caused by an interrupted network connection, or the mobile device's storage may be full.	Clear space on your mobile device, verify network connectivity, and try again.
This device is on a private network. Please enter the network password to connect to the device.	You scanned a new device's barcode, and could not connect to the device. The System Administrator configured the network name and encryption information, but not the password.	Ask the System Administrator to add the network's password to the barcode information.
Device <device name> has security enabled. Please scan the barcode displayed on the MFP screen (in the Print & Scan application) to continue. If your mobile device does not have a camera, you may enter the security code below.	The System Administrator enabled the Security mode on the MEAP device, and the user's session expired or was cleared out by the System Administrator.	While logged on to the MEAP device, either scan the barcode on the MEAP device, or enter the provided security code. See "Adding a MEAP Device," on p. 118.
Please enter a valid security code.	You entered an invalid security code.	Confirm the security code provided on the MEAP device, and make sure you enter all characters correctly.
There was an error releasing your job(s). Please check your network connections, and make sure you have unlocked the device.	The device has been locked by a Login Service, or your mobile device is not connected to the same Wi-Fi network as the machine, and you cannot release your jobs.	Log on to the MEAP device, and verify that your mobile device is on the same Wi-Fi network as the machine. See "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.
Unable to connect to the device network. Please check your connectivity before using the device.	DPSM attempted to connect to the MEAP device's wireless network, but failed. Possibly, the wireless network is down.	Check with your System Administrator that the wireless network is working. Update the password you use to connect to the network (from the Android Settings screen).
Unable to connect to the chosen device. The on-screen security code or barcode may have changed. Please rescan the barcode or enter the security code and try again.	The user entered an invalid security code when adding the device.	Enter the correct security code displayed on the MEAP device's screen.
Scan failed!	MEAP device error or the user did not place a document on the MEAP device to scan.	Check the MEAP device, and place a document in the feeder or on the platen glass of the machine to scan.

Message	Cause	Remedy
Device requires attention. Please check device for details.	A recoverable error occurred on the Canon device, such as a paper jam, empty toner, or waste toner container.	Correct the error on the MEAP device, and try to print or scan your document again.
An error has occurred. Tap for details.	An error occurred that has prevented the MEAP device from processing your job.	Contact your System Administrator or Authorized Canon dealer.
Please unlock device to finish printing.	Security is enabled on the MEAP device and the user sent a print job without being logged on to the device.	Make sure to log on to the device to unlock it, and then release your job either from the MEAP device or the Print Job list screen. See "Printing a File," on p. 125.
There was an error starting the scan. Verify that: **The MFP screen is unlocked.** **Scanning has been enabled by the Administrator.**	• Security is enabled on the MEAP device and the user did not unlock the device. • The System Administrator disabled scanning on the servlet's configuration page.	• Make sure to log on to the device to unlock it, and then release your job either from the MEAP device or the Print Job list screen. See "Printing a File," on p. 125. • Contact the System Administrator and have them enable Scanning from the Configuration servlet, or use another Canon device.
There was an error starting the scan. Verify that: **You are connected to the MFP's network (e.g., via Wi-Fi).** **A document is loaded into the automatic document feeder or scanning bed.**	DPSM could not connect to the MEAP device to start the scan.	Check that your Android device is on the same Wi-Fi network as the MEAP device. See "Confirming Your Mobile Device Is on the Wi-Fi Network," on p. 30.
Could not access content for printing. It may require permission from the originating application (such as Gmail). Please use your application's "Share" functionality to open this content with Print & Scan.	From the Print Jobs screen, the user attempted to print content that belongs to another application (i.e., an attachment from Gmail).	Open the initial application, and use the "Share" option to print it with DPSM.
Unable to update the chosen Canon Device. Please remove and re-add it on the "Canon Devices" screen.	DPSM has detected the software on the MEAP device has changed. For example, the version of DPSM was upgraded from V1.0 to V2.0, and the application cannot retrieve device capability information. This is most often caused by network issues.	• Delete the Canon device from the Canon Devices screen, and then re-add it. See "Adding a MEAP Device," on p. 118. • Check your connection to the MEAP device's Wi-Fi network, and try again.

7.1.3 Apple iPhone and iPad Error Messages

This section explains the error messages that may appear on your Apple iPhone or iPad when using DPSM, along with possible causes and remedies.

Message	Cause	Remedy
Check that the Direct Print and Scan for Mobile Application is installed and running.	The MEAP device is connected; however, the DPSM MEAP application is either not installed or started.	Install and start the DPSM MEAP application. See Chapter 2, "Installing DPSM," on p. 19.
The Canon Device requires attention.	A recoverable error occurred on the Canon device.	Correct the error on the MEAP device, and try to print or scan your document again.
The QR Code you've scanned is invalid.	The barcode is in an invalid format, or contains invalid information.	Contact your System Administrator to restart the MEAP device.
Error Adding Device	The user scanned the QR Code, but cannot connect to the MEAP device.	1. Check that the MEAP device is connected to the network, and that an IP address has been entered for the MEAP device in the MEAP device's Network Settings. See "Specifying the Network Settings," on p. 29. 2. Check that your iPhone or iPad is still connected to the network. 3. If the problem persists, contact your network System Administrator.
Invalid Connection Code.	The user entered an incorrect connection code.	Enter the correct connection code found on the MEAP device, or contact your System Administrator.
Scan Failed: Check the Canon device for further information.	MEAP device error, or the user did not place a document on the MEAP device to scan.	Check the MEAP device, and place a document in the feeder or on the platen glass of the machine to scan.
Save error.	The document with the same name has already been saved.	Save the document with a different name.
Document already exists. Would you like to overwrite it?	The user touched [OK] on the Save As dialog screen, and did not enter a file name in the File Name text box.	You must enter a name for the file before saving it.

Message	Cause	Remedy
Unable to connect to Canon device.	Your Apple iPhone or iPad cannot connect to the selected Canon device.	Make sure that the Canon device is connected to the network. Also, if you are using an Apple iPhone or iPad running iOS 5 or higher, you must disable SSL communication on the MEAP device. See "Disabling SSL Communication," on p. 32.
File name cannot be blank.	You scanned a document to an iPhone or iPad running iOS 5 or higher, and did not name the file.	You must enter a name for the file before saving it.
Untrusted SSL Certificate: The device's SSL certificate <*Certificate Name*> is not trusted. Do you want to connect anyway?	You attempted to connect to an SSL-enabled MEAP device, and the device's certificate cannot be validated by the iOS device.	Install the root certificate that issued the device certificate on the iOS device. Alternatively, the user may select to accept the unrecognized certificate; however, accepting an invalid certificate may expose the user to man-in-the-middle attacks, and should be avoided.
Feature disabled on this Canon device.	The System Administrator disabled printing or scanning on the target Canon device from the DPSM Configuration servlet.	To print and scan from the selected printer, the System Administrator must enable Printing and Scanning from the Configuration servlet. See "Configuring DPSM," on p. 36.
This device is configured to accept secure connections only.	You are trying to connect to an SSL-enabled MEAP device, and SSL is disabled.	You must connect to the device using an SSL connection. Enable SSL on the MEAP device.

7.1.4 DPSM MEAP Application Error Messages

This section explains the error messages that may appear on your MEAP device when trying to scan the DPSM QR Code, along with possible causes and remedies.

Message	Cause	Remedy
Error: Make sure the Authentication Information is set. Contact your Administrator.	This error is displayed on the applet screen in place of the QR Code, and is because no authentication information was set when installing the Direct Print & Scan MEAP application via SMS.	Before you start the DPSM MEAP application, you must specify authentication information. See Chapter 2, "Installing DPSM," on p. 19.
Network Error. Contact your Administrator	This error is displayed on the applet screen in place of the QR Code if the MEAP device's network settings have not been set, or if there are network issues.	Before you install and start the DPSM MEAP application, specify the Network Settings on the MEAP device. See "Preparing the Device and Network Environment," on p. 29.
Error: See Print & Scan Application.	An error occurred on the MEAP device that needs your attention.	From the touch panel display on the MEAP device, press [Print & Scan]. Confirm the scan error, and then follow the directions on the MEAP device to resolve the error.

7.1.5 DPSM Configuration Servlet Error Messages

This section explains the error messages that may appear when trying to configure the DPSM MEAP application, along with possible causes and remedies.

Message	Cause	Remedy
Incorrect login or password.	You entered invalid credentials when trying to log on to the Configuration servlet.	Enter the correct Login ID and password.
You have unsaved changes. These changes will be lost if you continue.	You switched to a different servlet screen without saving the changes.	If you want to save your changes, go back to the previous screen, and click [Save].
New Login ID and Confirm Login ID do not match.	The values entered in the New Login ID field and Confirm Login ID field do not match, and [Save] was clicked.	Enter matching values, and then click [Save].
New Password and Confirm Password do not match.	The values entered in the New Password field and Confirm Password field do not match, and [Save] was clicked.	Enter matching values, and then click [Save].

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