iOS
Canon PRINT Business

User's Guide
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Introduction

- How to Use the Manual (P. 3)
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How to Use the Manual

This explains things that you need to know in order to use this manual.

- Notations Used in the Manual(P. 4)
Notations Used in the Manual

This explains symbols and settings used in this manual.

Symbols Used in This Manual

In this manual, explanations of items and operations that must be followed while using the driver are set forth the symbols that indicate the following.

**IMPORTANT**

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the product correctly, and avoid damage to the product.

**NOTE**

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

About Settings

In this manual, setting names displayed on the computer screen are represented as shown in the following examples.

Example:

- [Print]
- [OK]
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Outline

- What You Can Do with Canon PRINT Business (P. 10)
- Support Devices (P. 15)
- Support Operating Systems and Terminals (P. 16)
What You Can Do with Canon PRINT Business

You can scan, manage documents, and print from an iPhone or iPad using a Canon multi-function device on a network.

NOTE

Functions that can be used vary according to the device, firmware version of the device, and device settings you are using.

Overview of Functions

Scan

Receive data scanned by a multi-function device on mobile terminals.

Capture

Takes images using the camera and reads them in PDF format in the app.
Document Management

You can manage scanned/captured data or files in the mobile terminal as local documents. You can also upload them to cloud storage supported by the app, mail them, or print them.

You can also print and download files stored in supported cloud storage.

Printing Photo Album Images/Web Pages

You can print not only documents that can be managed by the app, but photo album images and Web pages as well.
Search and Register Devices

Automatically or manually discover devices on a network, and register up to ten of them in a list. Check the device status and display the Remote UI for the device.

Linking with the Device

You can use the Address Book of a mobile terminal as the destination for the [Scan and Send] function of the device, and check and change the print settings of, as well as print, data held in the device.
Linking To External Apps (iPad only)

If you install Readiris in an iPad, you can extract text from data and create text-searchable PDFs.

Opening Documents from Other Apps

You can save and print data opened in other apps installed on the mobile terminal as documents of this app.
Support Devices

Check the list of supported devices on the Canon PRINT Business support page.
You can access the support page by following the procedure below.

**From this app**
Tap `[ ] > [Help] on the top right corner of the home screen → tap the link to the support site on the top page.

**From App Store**
Access from the Canon PRINT Business download page.

**From the Canon web site**
Search "Canon PRINT Business."

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**NOTE**
- Depending on the device model, you may need to update the firmware. If the app displays a message prompting you to update the firmware, update the firmware of the multi-function device.
- If you specify a print server as the output destination, manually search for the server by specifying the IP address/DNS.
- Multi-function device with external server option installed are not supported in this app.
Support Operating Systems and Terminals

Compatible Operating Systems

iOS 9.0 or later

Compatible Terminals

- iPhone 4s/5/5s/5c/6/6 Plus/6s/6s Plus/7/7 Plus/SE
- iPad (iPad 2/3rd generation/4th generation)
- iPad Air/iPad Air 2
- iPad Pro (12.9 inch/9.7 inch)
- iPad mini (1st generation/2nd generation/iPad mini 3/iPad mini 4)

NOTE

- iPod touch is not compatible.
- You cannot use functions that use Bluetooth on an iPad 2.
Preparation

- Getting Started (P. 19)
- Connecting a Device via Wireless LAN (P. 20)
- Network Environment When Using a Device That Supports Direct Connection (P. 21)
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- How to View the [Select Printer] Screen (P. 29)
- How to View the [Printer Details] Screen (P. 31)
Getting Started

- Check the network connection environment.
  - The mobile terminal must be connected to a wireless LAN access point.
  - The access point and the device you are using must be connected by LAN or wireless LAN.

- Confirm that the Wi-Fi settings on your mobile terminal are enabled.

**NOTE**

If you want to use a service that requires an Internet connection, such as the Data Conversion Service or cloud storage, check that the Wi-Fi network that the mobile terminal is connected to is connected to the Internet. In an environment that does not allow you to connect to the Internet from the Wi-Fi network, you may be connected to the Internet from a cell phone network such as LTE or 3G, in which case connection costs will be borne by you, the customer.

Related Topics

- Connecting a Device via Wireless LAN(P. 20)
Connecting a Device via Wireless LAN

To connect a device via wireless LAN, connect the device to the same network as the network that your mobile terminal is connected to in the SSID settings of the wireless LAN settings of the device.

The SSID of the network that the mobile terminal is connected to can be checked in [Auto Search] > [To Set Printer Wireless LAN].

The setting method differs depending on the device you are using. For details, refer to the manuals provided with the device.
Network Environment When Using a Device That Supports Direct Connection

When using a direct connection compatible device, you can directly connect a mobile terminal and a device wirelessly even in an environment without a wireless LAN router.

**NOTE**

- If you want to use a service that requires an Internet connection, such as the Data Conversion Service or cloud storage, connect to the Internet with a cell phone network such as LTE or 3G.
- If you connect to the Internet with a cell phone network such as LTE or 3G, connection costs will be borne by you, the customer.
Registering the Device (Searching with a Wi-Fi Network)

You can search for and register devices to be used for scanning, printing, etc. There is a method for automatically finding devices on a network, and a method for finding devices by specifying an IP address or DNS name.

Prerequisites

- The number of registered devices has not reached the upper limit.
  Up to 10 devices can be registered in this app. If a total of 10 devices are registered, search devices after deleting registered devices.

Procedures

Automatically Searching for Devices on the Same Network

1. Tap [ ] in the top left corner of the Canon PRINT Business home screen.  
   [Select Printer] screen is displayed.
2. Tap [Auto Search (Wi-Fi)].  
   Discovered devices are displayed.
3. Select the device → tap [Add].

   NOTE
   If the device you want to use is not displayed, search for it by [Manual Search (Wi-Fi)].

Manually Searching for Devices by Specifying IP Address/DNS Name

1. Tap [ ] in the top left corner of the Canon PRINT Business home screen.
   [Select Printer] screen is displayed.
2. Tap [Manual Search (Wi-Fi)]
3. Enter the IP address or DNS name of the device you want to use.

   WHEN SEARCHING BY SPECIFYING A DNS
   Enter the host name or FQDN. When you cannot specify the device with a host name, enter the FQDN.  
   <FQDN Entry Sample>
   If the host name is “device01”, the subdomain name is “aaa”, and the domain name is “bbb.com”:
   device01.aaa.bbb.com
4. Select the device → tap [Add].

Result

The device is registered in the [Select Printer] screen list.
You can also register a device from the printing [Preview] screen. Tap [Printer] in the [Preview] screen to display the [Select Printer] screen.

Related Topics

- To Check the IP Address of a Device(P. 122)
- How to View the [Select Printer] Screen(P. 29)
Registering the Device (Registering by QR Code)

You can register devices to be used for scanning, printing, etc. Here, the method for registering a device by scanning the QR code displayed in the device with a mobile terminal is explained.

Prerequisites

- The number of registered devices has not reached the upper limit. 
  Up to 10 devices can be registered in this app. If a total of 10 devices are registered, search devices after deleting registered devices.
- The device you are using supports the QR code display function.
- A rear camera is attached to the mobile terminal.

When connecting with a device by direct connection

- [Direct Connection] is open in the device.

Procedure

Displaying the QR Code at the Device

1. Display the QR code from [Mobile Portal].

Scanning the QR Code with a Mobile Terminal

1. Tap [ ] in the top left corner of the Canon PRINT Business home screen. 
   [Select Printer] screen is displayed.
2. Tap [QR Code].

- When the [Usage] screen is displayed
  Check the content and tap [Continue].
3. Position the QR code within the borders of the displayed camera screen.
   When the QR code is positioned within the borders, the app automatically scans the QR code.

- If the [Wi-Fi Settings] screen is displayed
  Connect to the specified network with the Wi-Fi settings of the iOS according to the instructions on the screen.

Result

The device is registered in the [Select Printer] screen list.

NOTE

You can also register a device from the printing [Preview] screen. Tap [Printer] in the [Preview] screen to display the [Select Printer] screen.
Related Topics

- How to View the [Select Printer] Screen (P. 29)
Registering the Device (Searching with Bluetooth)

You can search for and register devices to be used for scanning, printing, etc. Here, the method for searching for and registering nearby devices with Bluetooth is explained.

Prerequisites

- The number of registered devices has not reached the upper limit. Up to 10 devices can be registered in this app. If a total of 10 devices are registered, search devices after deleting registered devices.
- A Bluetooth-compatible option is installed in the device to be used.
- Bluetooth is enabled in the settings of the device you are using.
- Bluetooth is enabled in the settings of the mobile terminal.
- [App Settings] > [User Information] is set.

Procedure

Searching for Nearby Devices with Bluetooth

1. Tap [ ] on the top left corner of the Canon PRINT Business home screen. [Select Printer] screen is displayed.
2. Tap [Nearby Printers]. Discovered devices are displayed.

- If the device is not detected
  Approach a location where the device is visible and tap [Search]. The estimated distance in which a device is detectable by Bluetooth is 2 m/80 inches.
3. Select the device → tap [Add].

- If the [Usage] screen is displayed
  Enter the PIN code according to the screen and register (pair) the device in the mobile terminal as a device connected by Bluetooth.

- If the [Wi-Fi Settings] screen is displayed
  Connect to the specified network with the Wi-Fi settings of the iOS according to the instructions on the screen.

- If the [Adjust Sensitivity]/[Adjust Sensitivity for Login] screen is displayed
  Bluetooth sensitivity adjustment is necessary for the mobile terminal you are using. Adjust the sensitivity according to the instructions on the screen.

Result

The device is registered in the [Select Printer] screen list.
You can also register a device from the printing [Preview] screen. Tap [Printer] in the [Preview] screen to display the [Select Printer] screen.

**Related Topics**

- How to View the [Select Printer] Screen(P. 29)
- Starting Direct Connection with Bluetooth(P. 99)
- Setting User Information(P. 111)
Registering a Print Server

You can register output destinations that cannot be found from the [Select Printer] screen and devices other than printers/multi-function devices (such as print servers etc.).

Prerequisites

- The number of registered devices has not reached the upper limit.
  
  Up to 10 devices can be registered in this app. If a total of 10 devices are registered, search devices after deleting registered devices.

Procedure

1. Tap [ ] in the top left corner of the Canon PRINT Business home screen.
   
   [Select Printer] screen is displayed.

2. Tap [Manual Search (Wi-Fi)]

3. Enter the IP address or DNS name of the device you want to use.
   
   - When Searching by Specifying a DNS
     
     Enter the host name or FQDN. When you cannot specify the device with a host name, enter the FQDN.
     
     <FQDN Entry Sample>
     
     If the host name is “device01”, the subdomain name is “aaa”, and the domain name is “bbb.com”:
     
     device01.aaa.bbb.com

4. If the [Could not find a supported printer.] message is displayed, tap [Register As].

5. In the [Register As] screen, enter a name in [Registered Name].

6. Set [Queue Name], [Printer Port], and [Byte count].

7. Tap [Register].

Result

The device is registered in the [Select Printer] screen list.

NOTE

Registered device information can be changed in the [Printer Details] screen.

Related Topics

- To Check the IP Address of a Device(P. 122)
How to View the [Select Printer] Screen

In the [Select Printer] screen, you can check device information and device states and select the device you want to use in the registered device list.

[Access Point]
Displays the wireless LAN connection state and access point SSID.

Device List
The registered devices are displayed in list form. You can check the device information and status with the icon. Tapping the device name enables you to select it as the device to use.

If you tap the details icon, you can check details about the device information in the [Printer Details] screen.

[ ]: Devices whose maximum paper width is A4/Letter.

[ ]: Color printers.

[ ]: B&W printers.

[PDF]: PDF direct printing compatible devices*

* Devices equipped with PDF direct printing or the PS printing function, or with an optional HDD, ROM, or RAM attached

[ ]: There is information from the device.

Display the Remote UI from the [Printer Details] screen and check the information.

[Edit]
You can edit the list after tapping [Edit].
- **Change order**
  Drag [ ] to change the order.

- **Delete device**
  Tap [ ] and tap [Delete] to delete the device from the list.

**[Auto Search (Wi-Fi)]**
Automatically searches for devices on the network to which the mobile terminal connected.

**[Manual Search (Wi-Fi)]**
Manually searches for devices by specifying IP address or DNS name.

**[QR Code]**
Scans the QR codes of devices that can display QR codes, and registers those devices.

**[Nearby Printers]**
Automatically detects devices with Bluetooth.
How to View the [Printer Details] Screen

You can check detailed device information.

Displays the device status, [Printer Name], [Product Name], [IP Address], and [MAC Address].

**[Printer Settings]**

[Update Printer Information]

This function is displayed when the device supports acquisition of configuration information. It acquires device information and displays the following in the [Print Settings] screen, depending on what functions are installed in and supported by the device.

- [Output Method] > [Secure Print]
- [Authentication Mode]
- [2-sided]
- [Staple]

Normally, information is acquired and applied in the [Print Settings] screen when the device is registered. Use this function in the following cases.

- The configuration information of the device cannot be acquired during registration of the device.
- The options of the device are changed after registration.

**NOTE**

If the configuration information of the device cannot be acquired, all items will be displayed in the [Print Settings] screen.

**[Port Settings]**

You can set the queue name and type of printer port of the device.

**[Print Options]**

Switches PDF direct printing on and off when printing a PDF file from a PDF direct printing compatible device.

**[Remote UI]**

You can display the Remote UI for the device. When a [Check the details using the Remote UI.] message is displayed in [Scanner]/[Printer], tap [Remote UI] to check the information.
NOTE

- To return to this app after displaying the Remote UI, tap the icon of this app in the home screen of your mobile terminal.
- Depending on the device, you might not be able to display the Remote UI from the mobile terminal. If this happens, check the status of the device at the Remote UI displayed from the PC or the control panel of the device.
- If the Remote UI is displayed from the mobile terminal, you may not be able to use some functions such as file operations. If this happens, perform the operations from the Remote UI displayed from the PC or the control panel of the device.

[Support Site]

You can access the Canon support site.
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- Items That Can Be Set with the Print Function (P. 55)
Printing Local Documents

You can print files saved in the mobile terminal.

Prerequisites

When executing PDF direct printing

For PDF direct printing compatible devices*, you can send a PDF file directly to the device and print it.

- The device you are using is PDF direct print-compatible.*
- [PDF] is displayed in the [Select Printer] screen.
- In the [Printer Details] screen > [Print Options], [PDF Direct Print] is set to on.

NOTE

For devices other than those above, the rendering process is executed for printing in the mobile terminal's operating system.

Procedure

Selecting the file to print

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the file name.
   - When you select a PDF file, and if a message that says [This document is password protected.] is displayed, enter the password set in the PDF.
   - The document preview screen is displayed.
4. In the preview screen, tap [ ].
5. For Microsoft Excel files (xls and xlsx), in the screen for selecting a sheet, select the sheet you want to print → tap [Preview].
   - The [Preview] screen is displayed.
Printing the selected file

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings to change them.
3. Check the preview in the [Preview] screen.

- **To check the second and following pages**
  Tapping the thumbnail image displays an enlarged preview. If you are printing a file of multiple pages, you can check the second and subsequent pages as enlarged previews.

- **To delete unnecessary pages**
  Tapping the thumbnail image displays an enlarged preview. Display unnecessary pages and tap [ ].

- **About Image Correction**
  - If Microsoft Office file previews are not displayed satisfactorily or their layout is broken up, they may be improved using the Data Conversion Service. If you want to use the Data Conversion Service, tap [Image Correction].
  - Perform [Image Correction] after completing the print settings.
  - If you use the Data Conversion Service to print an Excel file, all sheets will be printed even if you select the sheet to be printed when selecting the file. After data conversion, delete unwanted pages in the [Preview] screen.

4. In the [Preview] screen, tap [Print].

Result

The local document is printed.
Related Topics

- Items That Can Be Set with the Print Function (P. 55)
- How to View the [Printer Details] Screen (P. 31)
- What is the Data Conversion Service? (P. 53)
Printing Cloud Storage Files

You can print files saved in cloud storage.

Prerequisites

- An account is set.
  
If the cloud storage you are using is not displayed in the [Documents] screen, tap [Account Settings] and set the account.

![NOTE]

Cloud storage services that can be used with Canon PRINT Business are as follows.

- Dropbox
- Google Drive
- iCloud/iCloud Drive
  
If you are using iCloud, add the account with the iOS settings and login.
  
Turning iCloud Drive on is recommended.

When executing PDF direct printing

For PDF direct printing compatible devices*, you can send a PDF file directly to the device and print it.

- The device you are using is PDF direct print-compatible.*
  
* [PDF] is displayed in the [Select Printer] screen.

- In the [Printer Details] screen > [Print Options], [PDF Direct Print] is set to on.

![NOTE]

For devices other than those above, the rendering process is executed for printing in the mobile terminal’s operating system.

Procedure

Selecting the file to print

1. In the Canon PRINT Business home screen, tap [Documents].
2. In the [Documents] screen, tap the cloud storage you are using.
3. Tap the file name.
   
   When you select a PDF file, and if a message that says [This document is password protected.] is displayed, enter the password set in the PDF.
   
   The document preview screen is displayed.
4. In the preview screen, tap [ ].
5. For Microsoft Excel files (.xls and .xlsx), in the screen for selecting a sheet, select the sheet you want to print → tap [Preview].
The [Preview] screen is displayed.

![Preview screen](image)

**Printing the selected file**

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings to change them.
3. Check the preview in the [Preview] screen.

- **To check the second and following pages**
  Tapping the thumbnail image displays an enlarged preview. If you are printing a file of multiple pages, you can check the second and subsequent pages as enlarged previews.

- **To delete unnecessary pages**
  Tapping the thumbnail image displays an enlarged preview. Display unnecessary pages and tap [ ].

- **About Image Correction**
  - If Microsoft Office file previews are not displayed satisfactorily or their layout is broken up, they may be improved using the Data Conversion Service. If you want to use the Data Conversion Service, tap [Image Correction].
  - Perform [Image Correction] after completing the print settings.
  - If you use the Data Conversion Service to print an Excel file, all sheets will be printed even if you select the sheet to be printed when selecting the file. After data conversion, delete unwanted pages in the [Preview] screen.

4. In the [Preview] screen, tap [Print].

**Result**

The cloud storage file is printed.
Related Topics

- Items That Can Be Set with the Print Function (P. 55)
- How to View the [Printer Details] Screen (P. 31)
- What is the Data Conversion Service? (P. 53)
Printing Photo Album Photographs

You can select and print images from Photo Albums.

**Procedure**

**Selecting the photograph to print**

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Print from Photo Albums].
3. Select the image(s) you want to print.
4. In an iPhone, tap [Select] in the enlarged preview.
5. If you want to print multiple images, repeat steps 3-4.
   You can select up to 20 images at one time.
6. In an iPhone, tap [Confirm Selection].
7. Tap [Preview].
   The [Preview] screen is displayed.

![Preview screenshot]

**Printing the selected file**

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings to change them.
3. Check the preview in the [Preview] screen.

To check the second and following pages
Tapping the thumbnail image displays an enlarged preview. If you are printing a file of multiple pages, you can check the second and subsequent pages as enlarged previews.

- **To delete unnecessary pages**
  
  Tapping the thumbnail image displays an enlarged preview. Display unnecessary pages and tap [ ].

4. In the [Preview] screen, tap [Print].

---

**Result**

The selected photograph is printed.

**Related Topics**

- [Items That Can Be Set with the Print Function](P. 55)
Printing a Web Page

You can display and print a web page.

There are two methods for displaying and printing a web page: a method where you select this app from the share menu of Safari and print the page you are viewing, and a method where you display and print the page you want to print with this app.

**NOTE**

If you have directly opened an image file on the Internet with Safari, you may not be able to print it with this app.

Procedure

**Displaying the Web page for printing**

**When printing a page displayed in Safari**

1. Start Canon PRINT Business from the share menu of Safari.
   The page displayed in Safari is displayed in the [Web] screen of Canon PRINT Business.

2. Tap [Preview].
   The [Preview] screen is displayed.

**When displaying the page you want to print in this app**

1. In the Canon PRINT Business home screen, tap [Documents].

2. Tap [Print from Web].

3. Display the web page.

4. Tap [Preview].
   The [Preview] screen is displayed.
Printing the selected Web page

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings to change them.

3. Check the preview in the [Preview] screen.

- **To check the second and following pages**
  Tapping the thumbnail image displays an enlarged preview. If you are printing a file of multiple pages, you can check the second and subsequent pages as enlarged previews.

- **To delete unnecessary pages**
  Tapping the thumbnail image displays an enlarged preview. Display unnecessary pages and tap [ ].

4. In the [Preview] screen, tap [Print].

**Result**

The selected web page is printed.

**Related Topics**

- Items That Can Be Set with the Print Function(P. 55)
Executing Secure Printing

You can attach a PIN to print data and save it in the device. This function is useful when you want to print a confidential document.

Prerequisites

- The device you are using supports secure print.

Procedure

Selecting the file to print

1. Display the file to be printed in the document preview screen.
2. Tap [ ].
3. For Microsoft Excel files (xls and xlsx), in the screen for selecting a sheet, select the sheet you want to print → tap [Preview].
   The [Preview] screen is displayed.

Printing the selected file

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings → tap [Output Method].
4. Set secure print in the [Secure Print] screen.

- [PIN]:
  Enter the required password when printing from the device.

- [Confirm User Information When Performing Secure Print]:
When enabled, a dialog box for confirming/setting the document name, user name, and password is displayed in the app when executing secure print.

5. Return to the [Output Method] > [Print Settings] > [Preview] screen.
6. In the [Preview] screen, tap [Secure Print].
7. Select a document name and enter the password at the control panel of the device.

**NOTE**

For information about printing the file saved in the device, refer to the manuals provided with the device.

**Result**

The selected data is printed.

**Related Topics**

- Items That Can Be Set with the Print Function (P. 55)
Storing Print Data in an Inbox in a Device

You can store print data in an inbox of the device. You can print, change the settings of, and combine stored data from the control panel of the device or the Remote UI.

**Prerequisites**

- The device you are using supports the box function.

**Procedure**

**Selecting the file to store**

1. Display the file to be printed in the document preview screen.
2. Tap [ ].
3. For Microsoft Excel files (xls and xlsx), in the screen for selecting a sheet, select the sheet you want to print → tap [Preview].
   The [Preview] screen is displayed.

**Storing the selected file**

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings → tap [Output Method].
4. Change [Document Name].
5. Tap [Mail Box].
6. Select an inbox number as a store destination.
7. Return to the [Store] > [Output Method] > [Print Settings] > [Preview] screen.
8. In the [Preview] screen, tap [Store].
Result

The selected data is stored in the device.

NOTE

For information about printing the file in the inbox, refer to the manuals provided with the device.

Related Topics

Items That Can Be Set with the Print Function(P. 55)
Performing User Management for Printing

You can manage printing by means of the department ID management function or the user authentication function.

Prerequisites

- The device you are using supports the Department ID Management function/User Authentication function.
- The Department ID Management/User Authentication function is enabled at the device.

**NOTE**

- For details, refer to the manuals provided with the device.
- User Authentication uses the local user information registered in the device.

Procedure

Selecting the file to print

1. Display the file to be printed in the document preview screen.
2. Tap [ ].
3. For Microsoft Excel files (xls and xlsx), in the screen for selecting a sheet, select the sheet you want to print → tap [Preview].
   - The [Preview] screen is displayed.

Printing the selected file

1. Tap [Printer] and select the device to be used for printing.
2. Tap the print settings → tap [Authentication Mode].
3. Tap the details icon for [Dept. ID Mgt.]/[User Authentication].
4. Configure the user management settings.

[Dept. ID Mgt.]

- [Department ID]/[PIN]: Enter the value set at the device.

[User Authentication]

- [User Name]/[Password]: Enter the value set at the device.
- [Confirm Department ID/PIN When Printing]: When enabled, a dialog box for confirming/setting the authentication information is displayed in the app when executing printing.

6. In the [Preview] screen, tap [Print].

Result

Printing of the selected data is managed with the method you set.

Related Topics

- Items That Can Be Set with the Print Function(P. 55)
To Print the Content of an Email

You can print the content of an email by converting it to a data format compatible with this app.

Print an email using the following method.

If you are using iOS 10 or later

Recall this app from an email and print:

You can print an email by recalling this app from the standard email app of the iOS.

If you display a print preview from the reply icon of an email and expand it by pinching out, the share icon is displayed. Tap the share icon and select this app.

If you are using iOS 9 or earlier

Save the email screen as a screenshot and print:

Pressing and holding both the power button and the sound reduction button of the mobile terminal saves screenshot image data. You can print the saved screenshot with the photo album function of this app.

Related Topics

- Printing Photo Album Photographs(P. 41)
To Print from iWork

As well as printing files in iWork format by starting this app from iWork 2.0 for iOS or later (Pages, Numbers, Keynote) and printing files, you can print using the following method.

**NOTE**

- For information about how to operate iWork 2.0 or later, refer to the iWork help.
- If you print using the following method, there may be cases where the print job is not output with completely the same layout as the original.

Convert to PDF Format with iWork and Print

If you select “PDF” for [Format] when opening the file in iWork 2.0 or later (Pages, Numbers, Keynote) and start this app, you can print with the original layout.

Printing Microsoft Office Files

You can open Microsoft Office files (doc, docx, xls,xlsx, ppt, pptx) in iWork 2.0 or later. If you select “PDF” for [Format] when starting Canon PRINT Business, you can print the almost the same layout as the original.

**NOTE**

If you want to print documents with a layout that is more faithful to the original, open the file with Microsoft Office rather than iWork, start Canon PRINT Business, and use Data Conversion Service.

Related Topics

- What is the Data Conversion Service? (P. 53)
What is the Data Conversion Service?

The Data Conversion Service is a free service for use when previewing and printing certain files. When printing a Microsoft Office file, by performing layout correction using the Data Conversion Service on the Internet, you can print the file with its original layout.

If you use the Data Conversion Service, a rendering process is performed by communicating with a server on the Internet. Depending on the content of the data to be printed and the communication environment you are using, data uploading and downloading may take several minutes each.

To Check Maintenance Information

The Data Conversion Service performs a rendering process by communicating with a server over the Internet. This service is sometimes temporarily unavailable due to maintenance.

To check maintenance information, tap [ ] > [Information] > [About] > [Maintenance Information] in the upper right corner of the Canon PRINT Business home screen.

NOTE

- When using the Data Conversion Service for the first time, the Terms of Use are displayed. Read the content and if you agree, tap [Agree]. You can verify the Terms of Use by tapping [ ] > [Information] > [About] > [Terms of Use] from the Canon PRINT Business home screen.
- If you do not use the Data Conversion Service, the print data may not be laid out correctly when output.

Related Topics

- Network Environment When Using a Device That Supports Direct Connection(P. 21)
- Restrictions on Data Conversion Service(P. 134)
Maximum File Size That Can Be Previewed and Printed

You can preview and print files of up to 10 MB.

If a file is too large, an error message may be displayed due to insufficient memory, or this app will quit.

Depending on the data content, such as images with an extremely large number of pixels, you may not be able to print files of less than 10 MB.
Items That Can Be Set with the Print Function

[Output Method]
Select an output method for print data.
- [Print]: Performs normal printing.
- [Store]: Stores the print data in an inbox in the device.
- [Secure Print]: You can attach a PIN to print data and save it in the device. This function is useful when you want to print a confidential document.
- [User Name]: Displays the user name for the print data. You can change the user name by tapping it.
- [Domain Name]: Sets the user’s domain name. If you do not need a domain name when printing, leave this blank. If you do not know the domain name, consult the administrator of the device.

[Authentication Mode]
You can manage printing by means of the department ID management function or the user authentication function.
- [Off]: User management is not performed.
- [Dept. ID Mgt.]: Sets the Department ID Management information.
- [User Authentication]: Sets the User Authentication information.

**NOTE**
If you are using a print server (manually registered printer) as an output destination, [User Authentication] is not displayed, even if the printing destinations printer supports User Authentication.

[Output Size]
Select the paper size to be printed on.
If you turn [Minimize Margins and Print] on, this expands the print region to the edges of the paper. Depending on the content of the print data, part of the edge data may be lost when printing. The minimum width of margins differs depending on the device model.

**NOTE**
When executing PDF direct printing*, margins are always set to the minimum regardless of the [Minimize Margins and Print] setting.
*PDF] is shown in the [Select Printer] screen for PDF direct printing compatible devices.

[Copies]
Set the number of copies to be printed.

[Print Range]
Set the range of pages to be printed.

[Source]
Select [Auto] (uses the device setting) or [Tray].

[Select Color]
Switches between color and grayscale (black and white) printing. Select [Auto] for normal situations.
[2-sided]

Switches between 1-sided and 2-sided printing.

** NOTE 

When printing on both sides of A5/B5 size paper, depending on the device you are using only one side may be printed on.

[Staple]

Switches whether to staple the pages.

The page is stapled at the positions shown in red in the thumbnail on the [Preview] screen.

** NOTE 

- When executing PDF direct printing*, the document may be stapled at different positions to those indicated in the thumbnail image.

  * [PDF] is shown in the [Select Printer] screen for PDF direct printing compatible devices.

- In the following cases, paper may not be stapled in the correct positions.
  - When printing a file scanned from a landscape oriented original.
  - When printing a scanned file with the [2 on 1] setting.

[2 on 1]

Switches whether to print two pages on one sheet of paper.

** NOTE 

- Available settings differ depending on the device model.
- If you set functions that are not supported by the device you are using, the settings will not be applied.
- When the device supports acquisition of configuration information, if you use the [Select Printer] > [Printer Details] > [Update Printer Information] function, you can display the items corresponding to the functions of the device in the [Print Settings] screen.
Scan

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Scan

- Scanning (imageRUNNER ADVANCE Series)(P. 59)
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- Items That Can Be Set With the Scan Function(P. 70)
Scanning (imageRUNNER ADVANCE Series)

You can receive data scanned in the multi-function device on your mobile terminal.

With the imageRUNNER ADVANCE series, you can configure scan settings and execute scanning from a mobile terminal using the [Scan for Mobile] function of the multi-function device.

If you cannot use the [Scan for Mobile] function, you configure scan settings and execute scanning by installing the free Canon Mobile Scanning MEAP Application in the imageRUNNER ADVANCE.

Start Scan for Mobile or the Canon Mobile Scanning MEAP Application from the touch panel display of the multi-function device, then perform the operation with the mobile terminal.

Prerequisites

When using the [Scan for Mobile] function

- The [Scan for Mobile] function is activated.
- If the ACCESS MANAGEMENT SYSTEM is activated, user privileges for the [Scan for Mobile] function are applied for the logged-in user.

NOTE

If you cannot use Scan for Mobile or the Canon Mobile Scanning MEAP Application, configure the scan settings using the [Scan and Send] function of the multi-function device.

Procedure

Preparing the Multi-function Device

1. Set the original on the platen glass or feeder of the multi-function device.
2. Press [Scan for Mobile] or [Canon Mobile Scanning] on the touch panel display.

If the icon above is not displayed, press [Show All] in the Main Menu to change the display.
3. If you are required to log in to the device, enter the user name and password and log in.
4. In the [Scan for Mobile]/[Canon Mobile Scanning MEAP Application] screen, confirm [Device Name] and [IP Address].

Performing Operations with the Mobile Terminal

1. Tap [ ] in the upper left corner of the Canon PRINT Business home screen and register/select the device to use.

Refer to the device name/IP address displayed in the [Scan for Mobile]/[Canon Mobile Scanning MEAP Application] screen of the multi-function device.
2. In the home screen, tap [Scan].
3. In the [Scan] screen, configure the scan settings.

- **If you are using an iPad**
  You can change the scan settings by tapping [ ] at the bottom of the screen.

4. Tap [Scan].

- **When scanning from the platen glass**
  The confirmation screen is displayed at the control panel of the multi-function device.
  - When you want to continue scanning:
    Set the original → press [ ] (Start).
  - When you want to finish scanning:
    Press [Start Sending].

**NOTE**
When scanning both sides of an original using a feeder, to align the orientation of even pages and odd pages, set [2-Sided Original] to match the binding direction of the original.
However, for devices that have [A4/LTR] displayed in the [Select Printer] screen, set [2-Sided Original] as follows when scanning landscape originals.
  - For book type double-sided originals with binding on the short edge: [Calendar Type]
  - For calendar type double-sided originals with binding on the long edge: [Book Type]

**Result**
The scanned data is saved and the document preview screen is displayed.

**JPEG/PDF**
A preview is displayed in the document preview screen.

**TIFF/OOXML**
A file icon is displayed in the document preview screen.

**Related Topics**
- Items That Can Be Set With the Scan Function (P. 70)
- How to View the Document Preview Screen (P. 96)
- Setting the Images Save Location (P. 108)
- What is the Canon Mobile Scanning MEAP Application? (P. 69)
- Scanning (imageRUNNER ADVANCE Series When Using the [Scan and Send] Function) (P. 61)
Scanning (imageRUNNER ADVANCE Series When Using the [Scan and Send] Function)

You can receive scanned data on your mobile terminal using the [Scan and Send] function of the multi-function device.

Procedure

Checking the Mobile Terminal Host Name

1. Tap [ ] in the upper left corner of the Canon PRINT Business home screen and register/select the device to use.
2. In the Canon PRINT Business home screen, tap [Scan].
3. In the scan screen, check [Host Name].

![Image of scan screen with host name]

Scanning an Original at the Device

1. Set the original on the platen glass or feeder.
2. Press [Scan and Send] → [New Destination].

![Image of device interface with scan and send options]
3. Press [File].

4. In the [File] screen, set the destination.
   - **Protocol**: Select [WebDAV].
   - **Host Name**: Enter the host name displayed in the [Scan] screen of Canon PRINT Business.

5. Press [OK].
6. Change the scan settings.
7. Press [ ] (Start).

**Result**

The scanned data is saved and the document preview screen is displayed.

**JPEG/PDF**

A preview is displayed in the document preview screen.

**TIFF/OOXML/XPS**

A file icon is displayed in the document preview screen.

**Related Topics**

- Registering Settings to the Device Quick Menu (imageRUNNER ADVANCE Series When Using the [Scan and Send] Function)(P. 67)
- How to View the Document Preview Screen(P. 96)
- Setting the Images Save Location(P. 108)
- Setting the WebDAV Port(P. 109)
Scanning (imageCLASS/i-SENSYS Series)

You can operate the multi-function device from the mobile terminal and capture the scanned data.

Procedure

Preparing the Multi-function Device

1. Set the original on the platen glass or feeder.
2. Press [Scan].
   A remote scanner waiting (online) screen is displayed.

   **NOTE**

   Some device models enable you to set the scanner to go online automatically. However, depending on the device settings, automatic online may not be enabled. For details, refer to the manuals provided with the device.

Performing Operations with the Mobile Terminal

1. Tap [])( in the upper left corner of the Canon PRINT Business home screen and register/select the device to use.
2. In the home screen, tap [Scan].
3. In the [Scan] screen, configure the scan settings.

   ❏ **If you are using an iPad**
   
   You can change the scan settings by tapping [ ][ ] at the bottom of the screen.

4. Tap [Scan].

   ❏ **When scanning from the platen glass**
   
   When scanning of the original is finished, a continue scanning confirmation screen is displayed on the mobile terminal.
   - When you want to continue scanning:
     Set the original → Tap [Scan].
   - When you want to finish scanning:
     Tap [Done].

   **NOTE**

   When scanning both sides of an original using a feeder, to align the orientation of even pages and odd pages, set [2-Sided Original] to match the binding direction of the original.
   However, set [2-Sided Original] as follows when scanning landscape originals.
   - For book type double-sided originals with binding on the short edge: [Calendar Type]
   - For calendar type double-sided originals with binding on the long edge: [Book Type]
Result

The scanned data is saved and a preview is displayed.

Related Topics

- To Update the imageCLASS/i-SENSYS Series Firmware (P. 65)
- Items That Can Be Set With the Scan Function (P. 70)
- How to View the Document Preview Screen (P. 96)
- Setting the Images Save Location (P. 108)
To Update the imageCLASS/i-SENSYS Series Firmware

Depending on the device model, you may need to update the firmware.

When a message prompting you to update the firmware is displayed, do so by according to the following methods.

**NOTE**
- For imageRUNNER ADVANCE series, you do not need to update the firmware.
- If [Enable Canon Mobile Scanning] at the device is set to [Off] when you update the firmware that supports this app, a message prompting you to update the firmware will be displayed when you register the device. When using this app, set [Enable Canon Mobile Scanning] to [On]. If there are no settings for [Enable Canon Mobile Scanning] in the device you are using, set [Dedicated Port Settings] to [On].

There are two methods for updating the firmware.

Check the support site for this app and use the method that corresponds to the device model you are using.

**Updating Via the Internet**

Download the firmware to the multi-function device you are using via the Internet without using a PC (Windows/Mac), and then update the firmware.
- The multi-function device needs to be connected to the Internet.
- Depending on the device model, updating via the Internet may not be supported.

**Updating Via a PC (Windows/Mac)**

Download the firmware to a PC (Windows/Mac) from the Canon website, and then update the firmware.
- The multi-function device and PC need to be connected by LAN or USB.

**NOTE**
For information on the required system environment, refer to the "User Support Tool Operation Guide."

**For More Information About the Update**

Check the support site of this app.

1. Tap [ ] > [Help] on the top right corner of the home screen for Canon PRINT Business → tap the link to the support site on the top page.
2. In the support site, display the firmware update page and follow the instructions.

**NOTE**
- When you want to update via a PC (Windows/Mac), download the firmware to the PC from the Canon website, and then update the firmware. Access the support site of this app from the PC, and follow the procedure described in the firmware update page.

- You can also access the support site by sending the URL to the PC from your mobile terminal as follows.
  1. In the firmware update page of your mobile terminal, tap [ ] → [Email].
  2. Send the URL to an email destination that the PC can refer to.
  3. Refer to the email from the PC, and display the support site in a browser.
Registering Settings to the Device Quick Menu
(imageRUNNER ADVANCE Series When Using the [Scan and Send] Function)

If you register settings in the Quick Menu when scanning, you no longer need to set the send destination settings and scan settings.

Procedure

Registering Settings to the Quick Menu
1. Press [Scan and Send] at the control panel of the device.
2. Configure the scan settings.
3. Press [ ]
4. Press [Register to Quick Menu].
5. Press [Next].
6. Specify the recall settings for the button to register → press [Next].
   - [Display Confirmation Screen When Recalling]:
     When there is a button recall, a settings confirmation screen is displayed.
     If you set [Off], the settings confirmation screen is not displayed when there is a button recall.
   - [Start Operation for Recall]:
     The job is executed at the same that you press the button, without [ ] (Start) being pressed.
7. Select a registration location from among [Personal] and [Shared] → select the button to register → press [Next].
8. Press [Name]/[Comment] → enter a name/comment → press [OK].

9. Press [OK] → [Close].

Scan settings are registered in the Device Quick Menu.

**Recalling Settings from the Quick Menu**

1. Press [Quick Menu] (Quick Menu).

2. Select [Personal] or [Shared] → press the button you want to use.

3. Press [Yes].

**NOTE**

Depending on the network settings of the device, the wireless router, and the mobile terminal, the IP address of the mobile terminal may not be fixed. If this happens, in the [Scan and Send] screen of the device, press [Details] and change the IP address entered in [Host Name].

**Result**

Registered scan settings are recalled from the Device Quick Menu.
What is the Canon Mobile Scanning MEAP Application?

The Canon Mobile Scanning MEAP Application is a MEAP application that supports import of data scanned by imageRUNNER ADVANCE devices into mobile terminals.

By linking this MEAP application and Canon PRINT Business, you can set and execute scanning from a mobile terminal.

If the [Scan for Mobile] function is not installed in the imageRUNNER ADVANCE device you are using, installing the Canon Mobile Scanning MEAP Application in the multi-function device enables you to set and execute scanning from a mobile terminal.

How To Install the Canon Mobile Scanning MEAP Application

Installation of the Canon Mobile Scanning MEAP Application should be performed by the manager of the multi-function device. For details about the installation method, refer to the support site. The support site can be accessed by tapping the link to the support site on the top page of the help screen of this app.

Without Using the Canon Mobile Scanning MEAP Application

To import data scanned with an imageRUNNER ADVANCE series device into a mobile terminal without using the Canon Mobile Scanning MEAP Application, use the [Scan and Send] function of the device to send the scanned data to the mobile terminal.
Items That Can Be Set With the Scan Function

A list of scan settings supported by Canon PRINT Business.

For imageRUNNER ADVANCE series

You can configure scan settings and execute scanning from a mobile terminal using the [Scan for Mobile] function of the multi-function device you are using.

If you cannot use the [Scan for Mobile] function, you configure scan settings and execute scanning by installing the free Canon Mobile Scanning MEAP Application in the imageRUNNER ADVANCE.

Supported Settings

Select Color
- Auto (Color/Gray), Auto (Color/B&W), Color, Grayscale, Black & White

Resolution
- 150 x 150 dpi, 300 x 300 dpi, 600 x 600 dpi

Original Size/Scan Size
- Auto, A4, A4R, A3, A5, ASR, B4, B5, B5R, LTR, LTRR, LGL, STMT, STMTR, 11x17

File Format
- PDF^1, JPEG, TIFF, OOXML (pptx), OOXML (docx), XPS^2
  - ^1 Compact, OCR, and Encryption can be set.
  - ^2 Can only be set when using the [Scan and Send] function.

2-Sided Original/2-Sided
- Off, Book Type, Calendar Type

Original Type
- Text, Photo, Text/Photo

Density
- Nine levels

NOTE

- Available settings differ depending on the device model.
- If you configure the scan settings at the mobile terminal, [Different Size Originals] is not supported.
- If you set items that cannot be set simultaneously, a message prompting you to change the settings is displayed. If you tap [OK], the settings are changed.
- Set the supported scan functions and file formats at the multi-function device. If you set unsupported functions and file formats, a message is displayed when scanning and scanning is canceled. If this happens, operation might be improved by decreasing the resolution or changing the file format in the scan settings.
- If you scan both sides of a landscape original using a feeder, every second page may not be scanned in the correct orientation.
- If you set [Function Settings] > [Common] > [Generate File] > [OCR (Text Searchable) Settings] > [Smart Scan] on the multi-function device to [On] when selecting [PDF] > [OCR] or [OOXML (docx)] in [File
Format] and scanning a double sided document, it may be scanned by a different orientation than when you set [2-Sided Original] in this app.

- When scanning using the [Scan and Send] function, the following send destination settings are not supported by this app.
  - [Folder Path]
  - Encrypted communication
  - [User Name], [Password]
  - [Delayed Send] function

For imageCLASS/i-SENSYS series

Configure the scan settings of the mobile terminal.

Supported Settings

**Original Placement**
- Auto, ADF (1-Sided), ADF (2-Sided), Platen Glass

**Select Color**
- Color, Grayscale

**Resolution**
- 150 x 150 dpi, 300 x 300 dpi

**Original Size**
- A4, A4R, A3, LTR, LTRR, LGL

**File Format**
- PDF, JPEG

**2-Sided Original**
- Book Type, Calendar Type

**NOTE**

- Available settings differ depending on the device model.
- If you select [ADF (2-Sided)] for [Original Placement] and scan a landscape original, every second page may not be scanned in the correct orientation.
Capturing Images with the Camera
Capturing Images with the Camera

Use the camera to take photographs and import them into this app in PDF format. You can trim and correct distortion of the image prior to PDF conversion. You can also correct and convert images saved in Photo Albums into PDFs.

Procedure

1. In the Canon PRINT Business home screen, tap [Capture].
2. Import the image.

- **When taking a photograph with the camera**
  Take a photograph with the document you want to capture within the guides. If the guides are not displayed, tap [ ] to display them.

- **When importing an image from Photo Albums**
  Tap [ ] and select an image from Photo Albums.

3. Select the required part of the image in the [Correct Distortion (Trapezoid)] screen.
Adjusting the boundary

- \[ \text{[ ]}/\text{[ ]} \]:
  Tapping \[ \text{[ ]} \] selects the entire limit. Tapping \[ \text{[ ]} \] automatically sets the limit.

- \[ \text{[ ]}/\text{[ ]} \]:
  Moving \[ \text{[ ]}/\text{[ ]} \] enables you to manually adjust the limit.

Selecting a vertical to horizontal ratio

- \[ \text{Auto}/\text{A4}/\text{LTR} \]:
  The selected part of the image is corrected to match the selected height to width ratio.

4. Tap \[ \text{Next} \].

5. Correct the image in the \[ \text{Image Processing Mode} \] screen.

- \[ \text{[ ]} \]:
  Rotates the image to the left.

- \[ \text{Paper} \]:
  A suitable mode for capturing the original paper.

- \[ \text{Whiteboard 1} \]:
  A suitable mode for capturing the whiteboard. It enables you to remove shadows, irregularities, and reflections.

- \[ \text{Whiteboard 2 (Thick)} \]:
  A suitable mode for capturing the whiteboard. It enables you to not only remove shadows, irregularities, and reflections, but also correct the blurred letters and lines on the board.

- \[ \text{Off} \]:
  Correction is not performed.

6. Tap \[ \text{Store} \].

A preview of the saved PDF is displayed.

NOTE

- In the case of \[ \text{Whiteboard 1} \], blurred letters and lines may be broken up.
- \[ \text{Whiteboard 2 (Thick)} \] cannot correct all blurred letters and lines.
Related Topics

- How to View the Document Preview Screen (P. 96)
- Setting the Images Save Location (P. 108)
# Document Management

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Using Local Documents

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Editing the File Names of Local Documents

You can edit the names of files stored in the mobile terminal.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the Edit icon.
4. Select a file.
5. Tap [ ].
6. Tap [Rename].
7. Enter the file name.

Result

The name of the file is changed.
Deleting Local Documents

Deletes files saved in the mobile terminal.

Procedures

Deleting the selected file

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the Edit icon.
4. Select the file to delete.
5. Tap [ ].
6. Tap [Delete].

Deleting all the files in a folder

You can also delete all the files in a folder.

Tap the Edit icon, then tap [ ] > [Delete All].

Result

The file is deleted.
Uploading Local Documents to Cloud Storage

You can upload files saved in the mobile terminal to cloud storage.

Prerequisites

- An account is set.
  If the cloud storage you are using is not displayed in the [Documents] screen, tap [Account Settings] and set the account.

NOTE

Cloud storage services that can be used with Canon PRINT Business are as follows.

- Dropbox
- Google Drive
- iCloud/iCloud Drive
  If you are using iCloud, add the account with the iOS settings and login.
  Turning iCloud Drive on is recommended.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the Edit icon.
4. Select the file to be uploaded.
5. Tap [ ].
6. Select the cloud storage you are using.
7. Select a folder in the displayed cloud storage and tap [Save].

NOTE

- You can select up to 100 files at a time.
- You can upload files previewed in the document preview screen. In the document preview screen, tap [ ] and select the cloud storage you are using.

Result

The file is uploaded to the cloud storage.

NOTE

When uploading files to Dropbox or Google Drive, uploading may fail depending on the file name(s). For details, refer to the customer support for the cloud storage you are using.
Opening Local Documents with Readiris

You can open a file saved in an iPad with Readiris. Readiris is an app that can extract text from JPEG or PDF files and create a text-searchable PDF file.

Prerequisites

- Readiris is installed in the iPad you are using.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the Edit icon.
4. Select the file to open in Readiris.
5. Tap [ ].
6. Tap [Open in Readiris].

NOTE

- You can select up to 100 files at a time. In such cases, you can select only one file format: JPEG or PDF.
- You can open files previewed in the document preview screen in Readiris. In the document preview screen, tap [ ] > [Open in Readiris].

Result

The selected file is opened in Readiris.
# Opening Local Documents with Another App

You can open a file managed with this app as a local document with another app.

## Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the file you want to open with another app.
4. Tap [ ] in the document preview screen.
5. Tap [Open in].
6. Tap the app you want to use.

## Result

The file is opened in the selected app.

- **NOTE**
  
  Depending on the selected file and the selected app, the file may not be opened correctly.
Sending Local Documents by Email

You can send files saved in the mobile terminal in emails.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Local] > [Images]/[Documents]/[Downloads].
3. Tap the Edit icon.
4. Select the file to send.
5. Tap [ ].

NOTE

● You can select up to 5 files at a time.
● You can email files previewed in the document preview screen. In the document preview screen, tap [ ].

Result

The mailer is opened and the selected file is attached to a new email.

Related Topics

● Setting the Default Email Destination(P. 107)
File Formats and Save Destinations That Can Be Managed with This App

This is a list of data formats that can be managed as local documents by Canon PRINT Business and save destinations for each data format.

Supported file formats

Images: JPEG/JPEG 2000/TIFF/GIF/PNG/BMP

Documents: PDF/XPS*1/TXT/RTF/Microsoft Office files (Word/Excel/PowerPoint)*2/iWork files (Pages/Numbers/Keynote*3)

*1 You cannot print XPS files with this app.
*2 Including OOXML format.
*3 Keynote files may not be displayed correctly.

File Save Destination

Scanned Data/Captured Data

Image save destination: [Documents] > [Local] > [Images]

Document save destination: [Documents] > [Local] > [Documents]

Scanned data and captured data are categorized as images and documents.

If you select a camera roll in [App Settings] > [Save Image To], you can check the images in [Documents] > [Print from Photo Albums].

Other Data

Save destination: [Documents] > [Local] > [Downloads]

Data downloaded from cloud storage and data saved in this app from other apps is saved in [Downloads] regardless of data format.

NOTE

If you uninstall this app from a mobile terminal, data saved in [Local] by the app is deleted. If necessary, back up the data to cloud storage etc.
Using Cloud Storage

- Downloading Files from Cloud Storage (P. 87)
- Changing the Names of Files in Cloud Storage (iCloud only) (P. 89)
- Deleting Files in Cloud Storage (iCloud only) (P. 90)
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- Opening a Cloud Storage File with Another App (iCloud only) (P. 93)
- Sending Cloud Storage Files by Email (iCloud only) (P. 94)
- Logging Out from a Cloud Storage Service (P. 95)
Downloading Files from Cloud Storage

You can download files saved in cloud storage.
You can send downloaded files by email, or upload them to another cloud storage service.

Prerequisites

- An account is set.
  If the cloud storage you are using is not displayed in the [Documents] screen, tap [Account Settings] and set the account.

NOTE

- Cloud storage services that can be used with Canon PRINT Business are as follows.
  - Dropbox
  - Google Drive
  - iCloud/iCloud Drive
  If you are using iCloud, add the account with the iOS settings and login.
  Turning iCloud Drive on is recommended.
- iCloud automatically synchronizes the mobile terminal and data. No operations are required in this app.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap the cloud storage you are using.
3. Tap the Edit icon.
4. Select the file to download.
5. Tap [ ].
6. Tap [Save in download folder].

NOTE

- You can download files previewed in the document preview screen. In the document preview screen, tap [ ] > [Save in download folder].
- When downloading files from Dropbox or Google Drive, if the following characters are included in the file name(s), substitute "_".
  - ":" and "/"
  - ":" at the beginning
  <Example> ".abc/def.jpg" → "_abc_def.jpg"
The file is saved to [Local] > [Downloads].
Changing the Names of Files in Cloud Storage (iCloud only)

You can edit the names of files stored in iCloud.

**Prerequisites**

- An iCloud account has been added and logged in with the iOS settings.
  - Turning iCloud Drive on is recommended.

**Procedure**

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [iCloud].
3. Tap the Edit icon.
4. Select a file.
5. Tap [ ].
6. Tap [Rename].
7. Enter the file name.

**Result**

The name of the file is changed.
Deleting Files in Cloud Storage (iCloud only)

You can delete files stored in iCloud. You can also delete files from other devices using the same iCloud account.

Prerequisites

- An iCloud account has been added and logged in with the iOS settings.
  Turning iCloud Drive on is recommended.

Procedures

Deleting the selected file

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [iCloud].
3. Tap the Edit icon.
4. Select the file to delete.
5. Tap [ ].
6. Tap [Delete].

Deleting all the files in a folder

You can also delete all the files in a folder.

Tap the Edit icon, then tap [ ] > [Delete All].

Result

The file is deleted.
Uploading Files to Another Cloud Storage Service
(iCloud only)

You can upload files stored in iCloud to another cloud storage service.

Prerequisites

- An iCloud account has been added and logged in with the iOS settings. Turning iCloud Drive on is recommended.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [iCloud].
3. Tap the Edit icon.
4. Select the file to be uploaded.
5. Tap [ ].
6. Select the cloud storage you are using.
7. Select a folder in the displayed cloud storage and tap [Save].

NOTE

- You can select up to 100 files at a time.
- You can upload files previewed in the document preview screen. In the document preview screen, tap [ ] and select the cloud storage you are using.

Result

The file is uploaded to the cloud storage.

NOTE

When uploading files to Dropbox or Google Drive, uploading may fail depending on the file name(s). For details, refer to the customer support for the cloud storage you are using.
Opening Cloud Storage Files in Readiris (iCloud only)

You can open files stored in iCloud with Readiris. Readiris is an app that can extract text from JPEG or PDF files and create a text-searchable PDF file.

You can use this function if you are using an iPad.

Prerequisites

- Readiris is installed in the iPad you are using.
- An iCloud account has been added and logged in with the iOS settings.
  Turning iCloud Drive on is recommended.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [iCloud].
3. Tap the Edit icon.
4. Select the file to open in Readiris.
5. Tap [ ].
6. Tap [Open in Readiris].

NOTE

- You can select up to 100 files at a time. In such cases, you can select only one file format: JPEG or PDF.
- You can open files previewed in the document preview screen in Readiris. In the document preview screen, tap [ ] > [Open in Readiris].

Result

The selected file is opened in Readiris.
Opening a Cloud Storage File with Another App (iCloud only)

You can open files stored in iCloud in other apps.

Prerequisites

- An iCloud account has been added and logged in with the iOS settings.
  - Turning iCloud Drive on is recommended.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [iCloud].
3. Tap the file to be opened in another app.
4. Tap [ ] in the document preview screen.
5. Tap [Open in].
6. Tap the app you want to use.

Result

The file is opened in the selected app.

NOTE

Depending on the selected file and the selected app, the file may not be opened correctly.
Sending Cloud Storage Files by Email (iCloud only)

You can email files stored in iCloud.

Prerequisites

- An iCloud account has been added and logged in with the iOS settings.
  Turning iCloud Drive on is recommended.

Procedure

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [iCloud].
3. Tap the Edit icon.
4. Select the file to send.
5. Tap [ ].

NOTE

- You can select up to 5 files at a time.
- You can email files previewed in the document preview screen. In the document preview screen, tap [ ].

Result

The mailer is opened and the selected file is attached to a new email.

Related Topics

- Setting the Default Email Destination(P. 107)
Logging Out from a Cloud Storage Service

Logout from the cloud storage service.

Procedure

When logging out from iCloud
Log out with iOS settings.

Logging Out from Another Cloud Storage Service

1. In the Canon PRINT Business home screen, tap [Documents].
2. Tap [Account Settings].
3. Tap the detail icon of the cloud storage to logout from.
4. Tap [Log Out].

Result
The cloud storage service you have logged out from is no longer displayed in the [Documents] screen.
How to View the Document Preview Screen

In the document preview screen, you can check data previews, upload to cloud storage, send emails, and print.

[Save in iCloud]/[Save in Dropbox]/[Save in Google Drive]/[Account Settings]
Saves the previewed data in cloud storage.

NOTE

- If the cloud storage you are using as a storage destination is not displayed even if you tap [Save in iCloud], tap [Account Settings] and set the account.
- You can upload up to 100 files at a time.

[Open in]
Opens the previewed data in another app installed in the mobile terminal.
[Open in Readiris] (iPad only)
If Readiris is installed in the iPad you are using, you can open previewed data in Readiris.

[Send email]
Sends the previewed data in an email.
Tapping [Send email] attaches a scanned data file to a new email.
You can send up to 5 data files a time.

[Preview]
Other Functions

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Other Functions

- Starting Direct Connection with Bluetooth (P. 99)
- Sending a Destination of the [Scan and Send] Function to a Device (P. 100)
- Setting/Printing Print Data Held in a Device from a Mobile Terminal (P. 102)
- Touching the Device to Log In (P. 103)
- How to View the [Other Functions] Screen (P. 104)
Starting Direct Connection with Bluetooth

The direct connection mode of the device is started from a mobile terminal using Bluetooth, and connects directly with the device. You can connect directly with operations from the mobile terminal without directly operating the device.

Prerequisites

- The device you are using is compatible with direct connection.
- A Bluetooth-compatible option is installed in the device to be used.
- Bluetooth is enabled in the settings of the device you are using.
- Bluetooth is enabled in the settings of the mobile terminal.
- [App Settings] > [User Information] is set. However, [Log in as Guest user] should be deactivated.

Procedure

1. Tap [Other Functions] in the home screen of Canon PRINT Business.
2. Tap [Direct Connection].
3. Tap [Connect].
4. In the [Nearby Printers] screen, tap the device you are using.

- **If the device is not detected**
  Approach a location where the device is visible and tap [Search]. The estimated distance in which a device is detectable by Bluetooth is 2 m/80 inches.

- **If the [Usage] screen is displayed**
  Enter the PIN code according to the screen and register (pair) the device in the mobile terminal as a device connected by Bluetooth.

- **If the [Wi-Fi Settings] screen is displayed**
  Connect to the specified network with the Wi-Fi settings of the iOS according to the instructions on the screen.

- **If the [Adjust Sensitivity]/[Adjust Sensitivity for Login] screen is displayed**
  Bluetooth sensitivity adjustment is necessary for the mobile terminal you are using. Adjust the sensitivity according to the instructions on the screen.

5. When a message informing you of the completion of direct connection is displayed, tap [OK].

Result

The mobile terminal is connected with the selected device. [Direct Connection] is displayed under the device icon at the top of the home screen.

To disconnect the direct connection, tap [End] in the [Direct Connection] screen.

Related Topics

- Setting User Information(P. 111)
Sending a Destination of the [Scan and Send] Function to a Device

When using the [Scan and Send] function of the device, you can send a destination from the Address Book of the mobile terminal to the device. You can also enter a subject name, text, and file name in the app and send them to the device. When selecting the device to send to, you can use either Bluetooth or a QR code.

Prerequisites

- [App Settings] > [User Information] is set.

Procedure

Enter the destination with the mobile terminal

1. In the home screen, tap [Other Functions] > [Provide Address].
2. Enter the destination/CC/subject name/file name/text.

Select a device and send the destination

When selecting the device with Bluetooth

Operations at the mobile terminal

4. Select the device you are using in the [Nearby Printers] screen.
   The destination is sent to the selected device.

- If the device is not detected
  Approach a location where the device is visible and tap [Search]. The estimated distance in which a device is detectable by Bluetooth is 2 m/80 inches.

- If the [Usage] screen is displayed
  Enter the PIN code according to the screen and register (pair) the device in the mobile terminal as a device connected by Bluetooth.

- If the [Wi-Fi Settings] screen is displayed
  Connect to the specified network with the Wi-Fi settings of the iOS according to the instructions on the screen.

- If the [Adjust Sensitivity] / [Adjust Sensitivity for Login] screen is displayed
  Bluetooth sensitivity adjustment is necessary for the mobile terminal you are using. Adjust the sensitivity according to the instructions on the screen.

When selecting the device by QR code

Operations at the device

3. Display the QR code from [Mobile Portal] on the device.
Operations at the mobile terminal


5. If the [Nearby Printers] screen is displayed, tap [Select from QR Code].

6. Position the QR code displayed in the control panel of the device within the frame of the displayed camera screen.
   
   When the QR code is positioned within the borders, the app automatically scans the QR code.
   
   The destination is sent to the device selected by QR code.

☐ If the [Wi-Fi Settings] screen is displayed

Connect to the specified network with the Wi-Fi settings of the iOS according to the instructions on the screen.

NOTE

If you enable [Provide Address to Selected Printer] in [App Settings] > [Provide Address], you can send a destination to the device displayed in the home screen of the app. In this case, you do not need to select the device after entering each item in the [Provide Address] screen.

Result

A message indicating that sending is complete is displayed in the app.

Check that the sent destination is set in the control panel of the device, and continue operation of the [Scan and Send] function.

Related Topics

- Scanning (imageRUNNER ADVANCE Series When Using the [Scan and Send] Function)(P. 61)
- Setting the Sending Method of Destinations(P. 112)
- Setting User Information(P. 111)
- Risks of Communication Using a Self-signed Certificate(P. 123)
Setting/Printing Print Data Held in a Device from a Mobile Terminal

You can check and change the print settings of, as well as print, print data held in a device. You can also use the functions of the device that cannot be set with the print functions of this app.

NOTE

With this function, jobs belonging to the user set in [User Name] and [Domain Name] in the [User Information] screen are displayed.

Prerequisites

- [App Settings] > [User Information] is set.

Procedure

1. In the Canon PRINT Business home screen, tap [ ].
2. In the [Select Printer] screen, select the device in which the print data is held.
3. In the Canon PRINT Business home screen, tap [Other Functions].
4. Tap [Release and Print].
5. Tap [ ] for the job you want to print.
6. Check and/or change [Print Settings]/[Template]/the number of copies.
7. Tap [Print].

Result

The selected job is printed.

Related Topics

- Setting User Information(P. 111)
- Risks of Communication Using a Self-signed Certificate(P. 123)


**Touching the Device to Log In**

You can log in to a device registered in [Nearby Printers] by touching it with the mobile terminal.

**Prerequisites**
- The Bluetooth-compatible option is installed in the device to be used.
- Bluetooth is enabled in the settings of the device you are using.
- Bluetooth is enabled in the settings of the mobile terminal.
- The device to be used is registered on the [Select Printer] screen of the [Nearby Printers] function.
- [App Settings] > [User Information] is set. However, disable [Log in as Guest user].

**NOTE**
Depending on the device you are using, it may not be detected if you touch the mobile terminal when the device is in sleep mode. Touch the mobile terminal after pressing the [Energy Saver] key to exit from sleep mode.

*Sleep mode: The control panel of the device is turned off.*

**Procedure**

1. In the Canon PRINT Business home screen, tap [Other Functions].
2. Tap [Printer Control Panel Login] at the front of the device you are using. The device you are using is displayed on the [Printer Control Panel Login] screen.
3. Touch the device to use with the mobile terminal.

**NOTE**
If the device you are using displays a message indicating that the device is not registered from [Printer Control Panel Login], tap [OK] on the message screen to display the [Printer Control Panel Login] screen. Refer to "Registering the Device (Searching with Bluetooth)(P. 26) " for how to register your device.

**Result**

You are logged in to the device. A message indicating that login is complete is displayed in this app.

**Related Topics**

- Setting User Information(P. 111)
How to View the [Other Functions] Screen

In the [Other Functions] screen, you can use the optional functions that are available to this app and display shortcuts to functions in the home screen.

Functions List

Tapping a function name displays the screen of that function.

Tapping the name of an app linked to this app displays the App Store page for that app.

- Shortcut Display

  Activating each function displays a shortcut to the home screen.

- Edit

  You can change the order of the functions by tapping the Edit icon.

- Changing the Order

  Dragging [ ] enables you to change the display order.
App Settings

- Setting the Default Email Destination (P. 107)
- Setting the Images Save Location (P. 108)
- Setting the WebDAV Port (P. 109)
- Setting an SNMP Community Name (P. 110)
- Setting User Information (P. 111)
- Setting the Sending Method of Destinations (P. 112)
- Displaying Menu Tip (P. 113)
Setting the Default Email Destination

You can set the destination beforehand when sending a file saved in the mobile terminal with an email.

Procedure

1. Tap [ ] in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Tap [Send To] → enter an address.

Result

The set address is displayed in the [App Settings] screen > [Send To].
Setting the Images Save Location

You can set the save destination when saving an image scanned in JPEG/TIFF format in the mobile terminal.

Procedure

1. Tap \[
\]
   in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Tap [Save Image To].
3. Select the save location → tap the icon to return to the previous screen.

Result

The set address is displayed in the [App Settings] screen > [Save Image To].
Setting the WebDAV Port

You can set the WebDAV port number used when scanning with an imageRUNNER ADVANCE device. The default setting is “80”.

Procedure

1. Tap [ ] in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Tap [WebDAV Port].
3. Enter a port number → tap [Done].

Result

The set number is displayed in the [App Settings] screen > [WebDAV Port].

NOTE

- Do not set the port number already used by the mobile terminal you are using.
- If you scan using the [Scan and Send] function of the imageRUNNER ADVANCE series, specify a host name in [Host Name] on the control panel of the device. Enter the host name in the following format, including the port number, according to the instructions displayed in the [Scan] screen.
  <Entry Sample>
  If the IP address is "192.168.0.xxx" and the new port number is "8008":
  http://192.168.0.xxx:8008/
Setting an SNMP Community Name

You can set an SNMP community name. The default name is “public”. This setting does not normally need to be changed.

Procedure

1. Tap [ ] in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Tap [SNMP Settings].
3. Enter an SNMP community name.

Result

The set SNMP community name is displayed in the [App Settings] screen > [SNMP Settings].
Setting User Information

You can set beforehand the user information needed to login to the device. The entered user information is used by the following functions.

- Bluetooth device registration
- Provide Address
- Release and Print
- Printer Control Panel Login

Also, the information you set can be used when printing.

Procedure

1. Tap [ ] in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Tap [User Information].
3. Enter the user information.
   - [Log in as Guest user]: Enables you to log in without using user information that can be set with this app.
   - [User Name]: Enter the user name.
   - [Password]: Enter the password.
   - When setting [Domain Name]: Enter the same domain name as the one needed when logging in to the device.
   - [Use the same user information when printing]: The [User Name]/[Domain Name] you set are applied in the following.
     - [Print Settings] > [Output Method] > [User Name]/[Domain Name]*1
     - [Authentication Mode] > [User Authentication] > [User Name]/[Password]*2
   *1 [User Name]/[Domain Name] are not applied if they are left blank.
   *2 The domain name is not used for user authenticated printing.
   - [Use the domain name when logging in to the printer]: Enables you to log in using the domain name entered into [Domain Name], when using Bluetooth device registry and/or the [Direct Connection]/[Provide Address]/[Release and Print]/[Printer Control Panel Login] function.
4. Tap [Done].

Result

The set user name is displayed in the [App Settings] screen > [User Information].
Setting the Sending Method of Destinations

You can configure settings that enable a destination to be sent to a device displayed in the home screen using the [Provide Address] function.

**Procedure**

1. Tap 📚 in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Tap [Provide Address].
3. Turn [Provide Address to Selected Printer] On.

**Result**

The setting is displayed in the [App Settings] screen > [Provide Address].
Displaying Menu Tip

You can redisplay the operating instructions displayed in the home screen when you activate this app for the first time.

Procedure

1. Tap [≡] in the upper right corner of the Canon PRINT Business home screen → [App Settings].
2. Turn [Menu Tip] ON.

Result

The operation guide will be displayed the next time the home screen is displayed.
Troubleshooting

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- Device/Network Trouble (P. 116)
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Device/Network Trouble

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- What Port Numbers to Allow in a Firewall (P. 121)
- To Check the IP Address of a Device (P. 122)
- Risks of Communication Using a Self-signed Certificate (P. 123)
The Device Is Not Detected

When you discover devices by the [Select Printer] screen > [Auto Search (Wi-Fi)]/[Nearby Printers], detected devices are listed as they are discovered. The device searching process normally takes about 10 seconds.

If you enter an IP address of an invalid DNS server in the Wi-Fi settings of the mobile terminal, a timeout occurs during the host name acquisition process, therefore the device searching process may take some time.

If the device is not detected after the search process has finished, it may be detected if you execute the search process again. If the target device is still not detected after you have searched again, check the following:

- **Support Devices** (P. 117)
- **Network Environment (if the name of the device is determined by a DNS server)** (P. 117)
- **Search Method** (P. 117)
- **Network Settings of the Mobile Terminal** (P. 117)
- **Network Settings for this App** (P. 118)
- **Network Settings of the Device** (P. 118)

**NOTE**

- If the device is not detected even after you have confirmed the following, restart the mobile terminal. The device may be detected.
- If the device is still not detected, consult your network administrator about the network environment.

**Support Devices**

- Does the device you are using support Canon PRINT Business?
  Check the list of supported devices on the Canon PRINT Business support page.

**Network Environment (if the name of the device is determined by a DNS server)**

- Is the IP address of the device correctly registered in the DNS server name resolution table (normal/reverse resolution)?
  Even if you change the content of the name resolution table, it may take some time for the change to be reflected in the mobile terminal. If this happens, restart the terminal or disconnect from then reconnect to the Wi-Fi network.

**Search Method**

- Can you discover the device from [Select Printer] > [Manual Search (Wi-Fi)]?
  Depending on the network environment to which the mobile terminal is connected, the device might not be discovered by [Select Printer] > [Auto Search (Wi-Fi)]. If this happens, you need to do a manual search.
- Can you discover the device when searching for devices manually by entering the FQDN (format including host name, subdomain name, and domain name)?
  <FQDN Entry Sample>
  If the host name is “device01”, the subdomain name is “aaa”, and the domain name is “bbb.com”:
  device01.aaa.bbb.com

**Network Settings of the Mobile Terminal**

- Is [Settings] > [Wi-Fi] enabled on your mobile terminal?
- Is an HTTP proxy set on your mobile terminal?
  If an HTTP proxy is set in the Wi-Fi settings of the mobile terminal, you cannot connect to the device from this app. If this is the case, change the setting so that a proxy is not used, or specify an IP address or DNS name for the device as a host that does not use a proxy. For details, consult your network administrator.
- Is Bluetooth enabled?
If you are using Bluetooth to search for devices, enable Bluetooth in the mobile terminal. Also, be conscious of the following.

- Are you holding the terminal horizontally?
- Is the Bluetooth sensor hidden?*

* The location of the Bluetooth sensor varies from terminal to terminal. You may be able to connect if you change the way you are holding the terminal.

**NOTE**

- If you cannot connect by Bluetooth when the above problems do not exist, you may be able to connect by reconnecting at the front of the device.
- If you have executed [Initialize All Data/Settings] in [Management Settings] > [Data Management] at the device, from the list of devices connected by Bluetooth in the settings of the mobile terminal, delete the device that has been initialized and register (pair) the device again in this app.

**Network Settings for this App**

- Does the SNMP community name set in [App Settings] > [SNMP Settings] match the setting at the device?

**Network Settings of the Device**

- Is the SNMPv1 setting set to [On]?
- Is the gateway address set correctly?
- Is the subnet mask set correctly?
Cannot Direct Connect with the Device

If the network settings of the device and mobile terminal you are using are not configured correctly, you may not be able to direct connect even with a device detected by this app.

If you cannot direct connect to a device, check the following.

**Network Settings of the Mobile Terminal**
- Is it connected to the network of the device you are using?
  - When registering a device detected by Bluetooth, connect to a network specified in the [Wi-Fi Settings] screen of this app.

**System Settings of the Device**
- Is direct connection enabled in the [Preferences]/[Network Settings] of the device?
  - To direct connect, you need to enable direct connection in the [Preferences]/[Network Settings] of the device. For details about the setting method, check with the administrator of the device.

**Settings of This App**
- Is [User Information] > [Log in as Guest user] disabled?
  - If [Log in as Guest user] in [App Settings] > [User Information] is enabled, you cannot start direct connection using [Other Functions] > [Direct Connection] in this app.
Cannot Display the Remote UI from the Mobile Terminal

- Depending on the device, you might not be able to display the Remote UI from the mobile terminal. If this happens, check the status of the device at the Remote UI displayed from the PC or the control panel of the device.
- If the Remote UI is displayed from the mobile terminal, you may not be able to use some functions such as file operations. If this happens, perform the operations from the Remote UI displayed from the PC or the control panel of the device.
## What Port Numbers to Allow in a Firewall

Canon PRINT Business uses the following port numbers.

<table>
<thead>
<tr>
<th>Port Number</th>
<th>Protocol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>80 (TCP)</td>
<td></td>
<td>WSD, WebDAV</td>
</tr>
<tr>
<td>161 (UDP)</td>
<td></td>
<td>SNMP</td>
</tr>
<tr>
<td>427 (UDP)</td>
<td></td>
<td>SLP</td>
</tr>
<tr>
<td>443 (TCP)</td>
<td></td>
<td>For the following (HTTPS)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Communication with cloud storage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Communication with Data Conversion Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Transmission of usage states</td>
</tr>
<tr>
<td>515 (TCP)</td>
<td></td>
<td>For print jobs</td>
</tr>
<tr>
<td>9100 (TCP)</td>
<td></td>
<td>For print jobs</td>
</tr>
<tr>
<td>8000 (TCP)</td>
<td></td>
<td>REST</td>
</tr>
<tr>
<td>8443 (TCP)</td>
<td></td>
<td>WSD, REST (HTTPS)</td>
</tr>
<tr>
<td>9013 (TCP)</td>
<td></td>
<td>For acquiring MF series device information</td>
</tr>
<tr>
<td>47545 (UDP)</td>
<td></td>
<td>For acquiring device information</td>
</tr>
</tbody>
</table>

**NOTE**

You can change the port number for WebDAV in [App Settings] > [WebDAV Port].
To Check the IP Address of a Device

You can confirm the IP address from the network settings screen of the device.
For details, refer to the manuals provided with the device.

NOTE

In the case of a device for which manager settings have been configured, you need to enter a password.
For details, refer to the manuals that are provided with the device or contact your system administrator.
Risks of Communication Using a Self-signed Certificate

When mobile terminals and devices are connected by Wi-Fi, a server certificate installed in the device is used for encrypted communication. The server certificate installed at the time of shipping is a self-signed certificate.

When using a self-signed certificate, there is a possibility of confidential information such as user names, passwords, etc. leaking when a man-in-the-middle attack occurs, such as a PC that assumes the device being installed in the intranet.

To prevent man-in-the-middle attacks and ensure strong security, it is necessary to install an authenticated server certificate in the device. Regarding installation of a server certificate, check with the administrator of the device.
Printing Trouble

- Cannot Print (P. 125)
- Excel Sheets That Are Not Selected Are Printed (P. 126)
- Black and White Data Is Counted as Color Data (P. 127)
- Data Is Not Printed According to the Print Settings (P. 128)
- Printing Documents Takes Time (P. 129)
- A Time Out Error Is Displayed After Printing Starts (P. 130)
- Cannot Use the [Release and Print] Function (P. 131)
- Restrictions on Previewing and Printing Documents (P. 132)
- Restrictions on Using PDF Direct Printing (P. 133)
- Restrictions on Data Conversion Service (P. 134)
Cannot Print

Check the following.

Status of the Device
- Is the device turned on?
- Is the device's LPD (LPR) print setting set to [On]?
- Is the device online?

NOTE
The confirmation method differs for each device model. For details, refer to the manuals provided with the device.

Settings of This App
- If you are using a print server, do the share name of the device and the queue name set in this app match?
  Depending on the print server you are using, if the share name of a device registered with the print server and the name set in [Queue Name] of Canon PRINT Business do not match, you may not be able to print.

NOTE
- If you are using a print server and register a device that is compatible with the UFRII LT printer driver, you may not be able to print.
- The characters that you can use for the user name may be restricted, depending on the device you are using. If a restricted character string is set in [App Settings] > [User Information] of the app or [Output Method] > [User Name] of the print settings, you may not be able to print data from this app.

User Authentication
- Has [Update Printer Information] been working properly?
  Updating the information of authentication mode may be limited depending on the device settings. Tap [Update Printer Information], acquire the latest configuration information of the device, then display the supported authentication modes.
- Is printing from the device limited to user authenticated printing?
  If printing from the device is limited to user authenticated printing, set [User Name] and [Password] in [Print Settings] > [Authentication Mode] > [User Authentication] in this app.
- Are the user authenticated printing settings of this app correct?
  User authenticated printing can only be performed if [User Name] and [Password] are entered correctly.
- Are you trying to perform user authentication with your domain user name?
  A user name registered in the device is used for user authentication of user authenticated printing. Make the user name used in user information the same as the user name registered in the device.

Printing from Safari
When printing from the share menu of Safari, if you cancel starting of this app, reload the web page or restart Safari, then reselect Canon PRINT Business from the share menu.
Excel Sheets That Are Not Selected Are Printed

When you print Microsoft Excel files (xls and xlsx) that comprise multiple sheets using the Data Conversion Service, all sheets are subject to printing.

After the Data Conversion Service has finished, delete unwanted pages in the [Preview] screen.
Some devices may count black and white data as color data when printing from Canon PRINT Business.

To have black and white data counted as black and white data, print using one of the following procedures.

- **Change the print settings**
  Tap Print Settings in the preview screen when executing printing, and select [Select Color] > [B&W].

- **Print without using the [Photo Albums] function**
  If you read an image into [Photo Albums] via iTunes on a computer, the colors may be adjusted and converted into color data in iTunes.
  If this happens, re-read the image into a file management app other than [Photo Albums], and after opening the image, recall this app in the share menu and print.
Data Is Not Printed According to the Print Settings

If the device you are using does not support functions displayed in the [Print Settings] screen, those settings are not applied.

If the functions are not supported by the device you are using, the following operation is performed.

[Output Method] > [Save]

For devices that do not support user inbox storing, normal printing is executed.

[Output Method] > [Secure Print]

For devices that do not support the Secure Print function, normal printing is executed.

[Dept. ID Mgt.] > On

For devices that do not support the Department ID Management function, normal printing is executed.

**NOTE**

For using the Department ID Management function, enabling the Department ID Management function at the device is necessary. For details, refer to the manuals provided with the device.

[Output Size]

If you specify a paper size that is not supported by the device, the print job is printed on another paper size or a paper confirmation message is displayed on the control panel of the device.

[Select Color] > [Color]

For devices that do not support color printing, the settings are not applied and the print job is printed in black and white.

[2-sided] > ON

For devices that do not support 2-sided printing, the settings are not applied and the print data is printed on one side of the paper.

[Staple] > ON

For devices that do not support stapling, the settings are not applied and the print data is printed without being stapled.

Even if you are using a device with a finisher that supports stapling attached, for a page size other than LTR or A4, the print job may be output without stapling.

**NOTE**

- The settings that are displayed differ for each device.
- When the device supports acquisition of configuration information, if you use the [Select Printer] > [Printer Details] > [Update Printer Information] function, you can display the items corresponding to the functions of the device in the [Print Settings] screen. If the configuration information of the device cannot be acquired, all items will be displayed in the [Print Settings] screen.
Printing Documents Takes Time

When using the Data Conversion Service for printing a Microsoft Office file, uploading and downloading data may take several minutes depending on the content of the data to be printed and the communication environment you are using. The method for shortening the processing time is as follows.

**When using the Data Conversion Service**

If you can tap [Print] in the [Preview] screen before all rendering by the Data Conversion Service is complete, printing is started. Because the rendering and printing processes are being executed in parallel, the processing time is shortened. However, if you specify the print range in an Excel file (xls and xlsx), you cannot do so until all the data has finished being converted.

**When not using the Data Conversion Service**

Files that have simple layouts and text may only suffer minimal layout errors if you do not use the Data Conversion Service. If there appear to be no problems when you check the preview, tapping [Print] without tapping [Image Correction] will print the file with the mobile terminal OS performing the rendering process. In this case, although the processing time is shortened compared to using the Data Conversion Service, there is a possibility of the file being printed with an incorrect layout.
A Time Out Error Is Displayed After Printing Starts

Depending on the content of the print data, the time from the start of printing in this app and print output may take some minutes.

Because mobile terminal OSes support multi-tasking, print processing continues for the enabled period even if this app is not being displayed.

If the enabled period is exceeded, the job will be canceled.
Cannot Use the [Release and Print] Function

If "HTTP 404 Not Found" is displayed

Check the following.

- Has the device finished starting up?
  If it has not finished starting up, tap [Release and Print] again after the device has finished starting up.

If an error message is displayed

Check the following.

- Is the Remote UI set to [Administrator Authentication Mode]?
  If [Authentication Mode] of the Remote UI you are using is set to [Administrator Authentication Mode], you cannot login to the device from a mobile terminal. For details, consult the administrator of the device.

- Administrator privileges password
  If the password for logging in with administrator privileges to the device you are using is the default password, you cannot login to the device. If this happens, change the password.

If print data is not displayed

Check the following.

- Are the [User Information] settings correct?
  In the [User Information] screen, set the user name and domain name that you used when holding the print data.
  When logging in as a domain user, check that [User Information] > [Use the domain name when logging in to the printer] is set to on.

- Are the device settings correct?
  If the device settings are set so that the print data is not displayed, the print data will not be displayed.

- Has the hold time expired?
  If the hold time of the print data has expired, the print data is deleted.

- Has another user deleted the print data?
  If the print data is categorized as [Shared] or [Group], it is possible that another user has printed or deleted the print data.
Restrictions on Previewing and Printing Documents

If you activate this app from other apps and print documents other than PDF files, this app may not start correctly, and the files may not be able to be previewed or printed correctly.

Microsoft Office Files

• When printing a Microsoft Office file, by performing layout correction using the Data Conversion Service, you can print the file with its original layout.

PDF Files

• Convert the file to PDF and print it. If you are using special fonts, enable the setting for embedding fonts when converting to PDF.

• If an encryption level is used that is not supported by the iOS, such as 256-bit encryption or encryption by a digital certificate, you cannot print a PDF with Canon PRINT Business. In such a case, a message saying that the file cannot be opened is displayed. To print with Canon PRINT Business, change the encryption level of the PDF on a computer.

• In an iPhone 4s/iPad 2/iPad mini (1st generation), data scanned in PDF format with 600 dpi resolution is not previewed. If you want to preview the scanned data, rescan with reduced resolution.
Restrictions on Using PDF Direct Printing

For devices equipped with the PDF direct printing or PS printing function, send the PDF file directly to the device to be printed.

Take care of the following when doing so.

- The print preview displayed in the [Preview] screen and the actual print result may differ.
- If you set [Preview] screen > [Print Settings] screen > [Staple], the document may be stapled at different positions to those indicated in the thumbnail image in the [Preview] screen.
- You cannot delete a page you do not want to print in the enlarged preview screen. To specify the pages to print, do so in the [Print Settings] screen > [Print Range].
- Depending on the device you are using, printing of a PDF file in which a password has been set may not be supported. In such devices, if you attempt to print a PDF file in which a password has been set, printing is canceled by the device.
  
  To print a PDF file in which a password has been set, set [Printer Details] > [Print Options] > [PDF Direct Print] to Off.
- If an error occurs when printing a PDF file in which a password has been set, an error message is not displayed on the mobile terminal.
Restrictions on Data Conversion Service

Internet Connection Environment

- If the mobile terminal and the device are connected via an access point, check whether you can connect to the Internet from the Wi-Fi network you are connected to. In an environment that does not allow you to connect to the Internet from the Wi-Fi network, you may be connected to the Data Conversion Service from a cell phone network such as LTE or 3G, in which case connection costs will be borne by you, the customer.

- If you use the Data Conversion Service with a device that supports direct connection, you may be connected to the Data Conversion Service from a cell phone network such as LTE or 3G, in which case connection costs will be borne by you, the customer.

Restrictions

- There may be cases where the print job is not output with completely the same layout as the original even if you use the Data Conversion Service.

- You can upload files of up to 20 MB to the Data Conversion Service.

- You cannot convert password-protected files, files whose data is unauthorized or corrupted, and empty files.

- You cannot download files of more than 99 pages after data conversion.

- If you print a file opened in another app using the Data Conversion Service with this app, you cannot save the converted data in [Local].
Scanning/Document Management Trouble

- Cannot Scan (P. 136)
- Scan Data is Separated and Stored (P. 137)
Cannot Scan

If you cannot scan, check the following.

- Is the file name set at the device single-byte letters/numbers? (P. 136)
- Is the resolution of the scanned data too high? (P. 136)
- Are the management settings of the device correct? (P. 136)
- Are the network settings of the device correct? (P. 136)

Is the file name set at the device single-byte letters/numbers?

If you are scanning from an imageRUNNER ADVANCE using the [Scan and Send] function, and set a file name at the device that includes diacritical marks or certain symbols such as double-byte characters, umlauts, and/or accents, the data cannot be correctly received in this app and a transmission failure error message will be displayed at the device.

When specifying a file name at the device, enter a file name using single-byte roman characters or single-byte symbols (ASCII characters).

Is the resolution of the scanned data too high?

If you scan data with a high resolution setting, the operations of this app may become unstable. In order to stabilize operations, reduce the resolution when scanning.

Are the management settings of the device correct?

If [Management Settings] > [License/Other] > [MEAP Settings] > [Use SSL]/[Use TLS] is set to [On] in an imageRUNNER ADVANCE device and the version of certificate used is "X.509v1", you may not be able to configure scan settings on a mobile terminal even for devices that support [Scan for Mobile] or devices with the Canon Mobile Scanning MEAP Application installed.

Set [Use SSL]/[Use TLS] to [Off] or change the device authentication version to “X.509v3” or later. For details, check with the device administrator.

Are the network settings of the device correct?

If you set [On] for [Preferences] > [Network] > [TCP/IP Settings] > [Proxy Settings] at the imageRUNNER ADVANCE device, scanning may not operate correctly. In such a case, set [Off] for it and rescan.
Scan Data is Separated and Stored

In the following cases, scanned data is split into multiple files.

- When scanning multiple originals and outputting them as JPEG format files.
- When the [Divide into Pages] function is set at the device when scanning from an imageRUNNER ADVANCE using the [Scan and Send] function.

Handle data split into multiple files as follows.

**Uploading to Cloud Storage**

You can upload up to 100 files at one time.

**Emailing Files**

You can send up to 5 files at one time.

**Print/[Open in]**

Work on one file at a time from [Documents] in the home screen of this app.

One file at a time can be printed or opened in another app. You cannot print data divided into multiple files from the document preview screen or open it in another app.

**File Preview**

Tap [ ← ] or [ → ] at the bottom of the document preview screen to switch between and check file previews.
Specifications/Restrictions

- An Inappropriate Warning Message Is Displayed (P. 139)
- Operations When Receiving a Telephone Call (P. 140)
An Inappropriate Warning Message Is Displayed

If you use this app when the usable storage capacity of the mobile terminal is approaching 0, an inappropriate warning message may be displayed.

If this happens, use the mobile terminal after deleting unnecessary data.
Operations When Receiving a Telephone Call

Since the operating system of the mobile terminal supports multi-tasking, even when receiving a telephone call while using the app, the state prior to receiving the call is maintained, and the screen of the app returns when the telephone call is finished. Cases where the state prior to the telephone call is not maintained are as follows.

**While Scanning**
If the effective time is exceeded, the scanning process is canceled.

**While a Preview of the Local Document is Being Created**
If the effective time is exceeded, the preview process is temporarily suspended and resumed after the phone call is finished.

**While Uploading to Cloud Storage/Downloading from Cloud Storage/Creating a Preview of the Data in Cloud Storage**
If the effective time is exceeded, the saving process is cancelled.

**While print processing**
If the effective time is exceeded, the printing process is cancelled.
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