



## Direct Print and Scan to Mobile v2.4 FAQs

### 1. What is Canon Direct Print and Scan for Mobile (DPSM)?

- DPSM is a mobile print and scan application that allows users to print and scan from their iPhone®, iPad®, Android™ tablets and phones, and BlackBerry® smartphones (for versions of those devices detailed below), using the Canon imageRUNNER ADVANCE platform and certain imageRUNNER multifunction products (MFPs).

### 2. What is required to utilize DPSM?

- A. The Canon Direct Print and Scan for Mobile MEAP application<sup>1</sup>
- B. The Direct Print Kit or PS Printer Kit and Additional Memory Type B (512MB) or Type D (512MB) is required for certain Canon imageRUNNER MFPs.<sup>2</sup>
- C. A direct network connection between the Canon MFP and mobile device, either via VPN or WiFi
- D. The Canon DPSM mobile client application installed and running on the user's mobile device

### 3. Where can I download the DPSM application?

- iPhone and iPad users can download the application from the App Store<sup>SM</sup>



<http://itunes.apple.com/us/app/direct-print-scan-for-mobile/id530128712?ls=1&mt=8>

- Android tablet and phone users can download the application from Google Play™ or the Amazon Appstore



Google Play link:

<https://play.google.com/store/apps/details?id=com.canon.cusa.meapmobile.android#?t=W10>

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<sup>1</sup> Direct Print and Scan for Mobile MEAP application is available for purchase through Authorized Canon Dealers in the United States and Canada ONLY.

<sup>2</sup> Please see FAQ 18 for more information on supported devices and accessory requirements.



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Amazon Appstore link:

<http://www.amazon.com/Canon-U-S-A-Inc-Direct-Mobile/dp/B00CEBIP12>

- BlackBerry smartphone users can download the application from BlackBerry App World™



<http://appworld.blackberry.com/webstore/content/110098/?lang=en>

#### 4. Can I select printing finishing features using DPSM?

- Yes, you can select the following finishing features if the Canon MFP has the finishing features enabled/installed:
  - Duplex printing
    - “Left Edge” formatting (booklet style)
    - “Top Edge” formatting (calendar style)
  - Color vs. B/W printing
  - Select number of prints (select 1 – 99)
  - Collate / Group
  - Staple (different positions are available)
  - Hole-punch



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### 5. Can I select options for my scan jobs?

- Yes, you can select the following options:
  - Color Mode
    - Auto
    - Black & White
    - Color
  - Resolution
    - 200 DPI
    - 300 DPI
  - Page Size<sup>3</sup>
    - Auto
    - Ledger
    - Legal
    - Letter
    - Letter-R
  - Document/File Type
    - PDF
    - JPG
    - TIFF
    - XPS
    - PPTX
  - Page Layout
    - 1-sided
    - 2-sided

### 6. Can I set usage limitations across a user-base?

- No, currently, there is no integration with the Canon Access Management System (AMS)

### 7. Can I specify the paper size for my print jobs?

- No, the Canon imageRUNNER or imageRUNNER ADVANCE MFP will utilize Auto Paper Size for all print jobs
  - Note: TXT and TIFF files will use the default paper size set on the Canon MFP

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<sup>3</sup> Only the paper sizes that the MFP supports are displayed and can be selected.



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8. Can the scanning functionality be disabled?

- Yes, an IT/Application Administrator can disable the scanning functionality via the Configuration servlet

9. Can I print an email body using DPSM?

- BlackBerry - Yes
- Android - No
- iPhone and iPad – No
  - Note: iPhone, iPad and Android users will be able to print supported file type attachments, but not the email body

10. Can I print a Microsoft Word, Excel, or PowerPoint document attached in an email or stored on the mobile device?

- No, only PDF, TXT, TIFF, JPG, and Photo files can be printed. However, you can first convert the MS Office file into a PDF file and then use DPSM to print it.

11. Can I print from my mobile device web browser?

- No. However, DPSM v2.4 has a built-in web browser that allows users to access and print web pages.

12. Can I store the Canon MFP device in my mobile device queue?

- Yes. Once a user has registered the QR Code for a particular Canon MFP device, it is stored on his/her mobile device, until it is deleted
  - Note: When a user stores the Canon MFP on his/her mobile device, he/she will not be required to rescan the QR Code each time he or she wants to print and/or scan

13. Can I delete a Canon MFP that has been added to my list of Canon MFP's in my device queue?

- Yes. When a Canon MFP is deleted, the user is prompted to confirm the deletion. If the mobile device is currently connected to the Canon MFP, another prompt will ask the user if he or she wishes to disconnect
  - Note: Even if a Canon MFP is deleted from the users' device queue, that same Canon MFP may still be re-added using the QR Code Reader

14. Is there a difference between iPhone and iPad printing and scanning?

- No



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15. What is the maximum file size I can print?

- DPSM does not impose a maximum file size restriction

16. What is the proximity range for communication between my mobile device and the Canon MFP?

- As long as your mobile device can connect to the same network to which the Canon MFP is connected, either via VPN connection over a cellular connection or Wi-Fi, there is no range limitation

17. Which mobile devices does DPSM support?

- iPhone and iPad running iOS v7.0 - iOS v8.3
- Android tablets and phones running OS 4.2 – OS 5.0
- BlackBerry smartphones running OS 5.0, OS 6 and OS 10

18. Which Canon MFP devices support DPSM and what are the MFP requirements?

<b>Models</b>	<b>Optional Direct Print Kit or PS required</b>	<b>Additional Memory Required</b>
imageRUNNER ADVANCE C9200 PRO/ C7200/ C5200	YES	512MB Type D
imageRUNNER ADVANCE C9000 PRO/ C7000/ C5000	YES	512MB Type B
imageRUNNER ADVANCE C3330i/C3325i	Standard on Device	NO
imageRUNNER ADVANCE C2200/C2000	YES	NO
imageRUNNER ADVANCE C350iF/C250iF	Standard on Device	NO
imageRUNNER ADVANCE 8200/6200/4200	YES	NO
imageRUNNER ADVANCE 8000/6000/4000	YES	NO
imageRUNNER ADVANCE 400iF/500iF	Standard on Device	NO



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### imageRUNNER Requirements

The imageRUNNER model must have an internet connection and be configured with the following:

Models	Optional Direct Print Kit or PS required	Additional Memory Required
imageRUNNER 3245i/3235i	Standard on Device	NO
imageRUNNER 3245/3235/3230/3225	YES	512MB Type A
imageRUNNER LBP 3580/3480	PS is Standard on Device	NO
Color imageRUNNER LBP 5480/5280	PS is Standard on Device	NO

19. What file types are supported for printing?

- PDF
- TXT
- TIFF
- JPG

20. What files types are supported for scanning?

- PDF
- JPG
- TIFF
- XPS
- PPTX

21. What languages are supported with DPSM v2.4?

- English
- Spanish
- French
- Portuguese

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