EFI PrintMe FAQs

1. How do I print using the EFI PrintMe mobile printing solution?
   A. Send files from your mobile device, laptop, or desktop computer to EFI s PrintMe Service for output on Canon imageRUNNER ADVANCE multi-function office products (MFPs). You will receive a release code.
   B. Select the PrintMe icon on the Main Menu of the Canon imageRUNNER ADVANCE MFP front panel display.
   C. Enter your release code using the touch pad of the front panel display.
   D. Select number of copies, color or black and white, and single or double-sided printing.
   E. Select Print using the touch pad on the front panel display.

2. How do I send files to PrintMe?
   A. Via Email
      - Send an email with files to be printed as attachments to print@PrintMe.com. Receive a return email containing a release code.
   B. Via Web Upload
      - Go to www.printme.com
      - Click the *Get Started* button on the home page.
      - Provide an email address if you want your release code to be emailed to your, otherwise your release code will be displayed in the browser window and you will have to jot it down and save it to be able to print your file.
      - Select one or multiple files to print.
      - Select Send.
      - Your release code will be displayed in the browser. If you provided an email address your release code will also be emailed to you.
   C. Via PrintMe Windows or Mac Print Driver
      - Download the PrintMe Windows or Mac print driver from www.printme.com/download.
      - Print using "File-Print" from any Windows or Mac application.
      - Your release code will be displayed in a new window. If you provided an email address your release code will also be emailed to you.

3. What is a release code?

- A release code is a unique eight character alphanumeric code assigned to the files that you send to PrintMe. The user will enter the eight digit release code at the frost panel display of the Canon imageRUNNER ADVANCE multi-function office product to print their documents.

4. Which Canon printers does EFI PrintMe MEAP application support?

EFI PrintMe v2.0
imageRUNNER ADVANCE 4525i
imageRUNNER ADVANCE 4535i
imageRUNNER ADVANCE 4545i
imageRUNNER ADVANCE 4551i
imageRUNNER ADVANCE 6555i
imageRUNNER ADVANCE 6565i
imageRUNNER ADVANCE 6575i
imageRUNNER ADVANCE 8505 series
imageRUNNER ADVANCE 8505i series
imageRUNNER ADVANCE 8585i
imageRUNNER ADVANCE C255iF
imageRUNNER ADVANCE C256iF
imageRUNNER ADVANCE C3325i
imageRUNNER ADVANCE C3330i
imageRUNNER ADVANCE C3525i
imageRUNNER ADVANCE C3530i
imageRUNNER ADVANCE C355iF
imageRUNNER ADVANCE C356iF
imageRUNNER ADVANCE C5535i
imageRUNNER ADVANCE C5540i
imageRUNNER ADVANCE C5550i
imageRUNNER ADVANCE C5560i
imageRUNNER ADVANCE C7565i
imageRUNNER ADVANCE C7570i
imageRUNNER ADVANCE C7580i

EFI PrintMe v1.1.8
imagePRESS C60
imagePRESS C800 series
imageRUNNER ADVANCE 400i

imageRUNNER ADVANCE 400iF
imageRUNNER ADVANCE 4025
imageRUNNER ADVANCE 4035
imageRUNNER ADVANCE 4045
imageRUNNER ADVANCE 4051
imageRUNNER ADVANCE 4225
imageRUNNER ADVANCE 4235
imageRUNNER ADVANCE 4245
imageRUNNER ADVANCE 4251
imageRUNNER ADVANCE 4525i
imageRUNNER ADVANCE 4535i
imageRUNNER ADVANCE 4545i
imageRUNNER ADVANCE 4551i
imageRUNNER ADVANCE 500i
imageRUNNER ADVANCE 500iF
imageRUNNER ADVANCE 6055
imageRUNNER ADVANCE 6065
imageRUNNER ADVANCE 6075
imageRUNNER ADVANCE 6255
imageRUNNER ADVANCE 6265
imageRUNNER ADVANCE 6275
imageRUNNER ADVANCE 6555i
imageRUNNER ADVANCE 6565i
imageRUNNER ADVANCE 6575i
imageRUNNER ADVANCE 8085
imageRUNNER ADVANCE 8095
imageRUNNER ADVANCE 8105
imageRUNNER ADVANCE 8205
imageRUNNER ADVANCE 8285
imageRUNNER ADVANCE 8295
imageRUNNER ADVANCE 8505 series
imageRUNNER ADVANCE 8505i series
imageRUNNER ADVANCE 8585i
imageRUNNER ADVANCE C2020
imageRUNNER ADVANCE C2020H
imageRUNNER ADVANCE C2025H
imageRUNNER ADVANCE C2030
imageRUNNER ADVANCE C2030H
imageRUNNER ADVANCE C2220

imageRUNNER ADVANCE C2220L
imageRUNNER ADVANCE C2225
imageRUNNER ADVANCE C2230
imageRUNNER ADVANCE C250iF
imageRUNNER ADVANCE C255iF
imageRUNNER ADVANCE C3325i
imageRUNNER ADVANCE C3330i
imageRUNNER ADVANCE C350iF
imageRUNNER ADVANCE C350P
imageRUNNER ADVANCE C3525i
imageRUNNER ADVANCE C3530i
imageRUNNER ADVANCE C355iF
imageRUNNER ADVANCE C5030
imageRUNNER ADVANCE C5035
imageRUNNER ADVANCE C5045
imageRUNNER ADVANCE C5051
imageRUNNER ADVANCE C5235
imageRUNNER ADVANCE C5235A
imageRUNNER ADVANCE C5240
imageRUNNER ADVANCE C5240A
imageRUNNER ADVANCE C5250
imageRUNNER ADVANCE C5255
imageRUNNER ADVANCE C5535i
imageRUNNER ADVANCE C5540i
imageRUNNER ADVANCE C5550i
imageRUNNER ADVANCE C5560i
imageRUNNER ADVANCE C7055
imageRUNNER ADVANCE C7065
imageRUNNER ADVANCE C7260
imageRUNNER ADVANCE C7270
imageRUNNER ADVANCE C7565i
imageRUNNER ADVANCE C7570i
imageRUNNER ADVANCE C7580i
imageRUNNER ADVANCE C9065 PRO
imageRUNNER ADVANCE C9075 PRO
imageRUNNER ADVANCE C9270 PRO
imageRUNNER ADVANCE C9280 PRO

5. What do I need to install on my mobile device prior to printing to the EFI PrintMe Service?
   - Nothing. You only need Internet connectivity or email access to use it. You do not have to establish an account on EFI's PrintMe service, you can simply send files through EFI's PrintMe service for output on Canon imageRUNNER ADVANCE MFPs.

6. How do I print an email with attachments?
   A. Select the intended email with the attachment that you wish to print.
   B. Click "Forward" in the email message.
   C. Enter print@PrintMe.com in the "To" line and send.
   D. You will receive a release code in a return email.
   E. At the Canon printer, enter the release code and follow the on-screen instructions to print your files.

7. How can I print using "File-Print" from my application?
   - Download the PrintMe Windows or Mac print driver from www.printme.com/downloads

8. Is there a File-Print option for Apple computers?
   - Yes. Apple mobile device users can send files to print via Email, Web Upload, and Mac driver download.

9. What file types does EFI PrintMe support?
   The PrintMe service supports many file types:
   - PDF, text documents
   - Microsoft Office (Word, Excel, PowerPoint, Publisher)
   - Images (BMP, JPEG, PNG, GIF, TIFF)
   - Webpages

10. What print options are currently supported?
   - Number of copies
   - Color or black and white

- Single or double-sided

11. Will my files print exactly like they look on my screen?
- Yes.

12. Is there a file size limit for either an individual file, or a group of files?

    File size depends on the method used for uploading the file to the PrintMe service:
    - Email uploads are limited by the email service provider. Typically, providers allow emails of up to 25MB.
    - This website allows uploads of files up to 70MB each.
    - The PrintMe drivers for Windows and Mac allow uploads of files up to 70MB each.

13. How long do files stay on PrintMe?
- You have the option to delete your files immediately after printing them. If you choose not to delete your files, the release code and all associated files will permanently be deleted after 24 hours.

14. Can I reprint my files?
- Yes, you can reprint a file as many times as you would like to, on the same or different printers, during the 24 hour period after upload to PrintMe. After 24 hours, the files are permanently deleted.

15. When should I use PrintMe in the office environment?
- Employees working on another floor or in another building on campus can easily print wherever they are without installing printer drivers.
- Traveling employees visiting another company site location can directly print without finding network printers, installing without drivers, or needing IT assistance.
- Remote employees such as sales people can quickly print documents uploaded to EFI's PrintMe service on Canon imageRUNNER ADVANCE MFPs at the office.
- Anyone who needs "on-demand" printing can print documents uploaded to EFI's PrintMe service on Canon imageRUNNER ADVANCE MFPs.
- Visitors or contract workers without access to the company internal network can print documents uploaded to EFI's PrintMe service on Canon imageRUNNER ADVANCE MFPs using a guest network.

16. Why am I asked to submit my email address when utilizing Web Upload to upload files to PrintMe?

- Providing an email address is optional. If an email address is provided the release code needed to retrieve and print your file will also be emailed to you. This is more convenient than writing and saving your release code.

17. If I have more unanswered questions, how do I reach a PrintMe expert?
   - Contact your Authorized Canon Dealer for more information regarding EFI PrintMe.

18. How do I order the EFI PrintMe MEAP application for my Canon Printer?
   - Contact your local Authorized Canon Dealer for more information of how to place an order for the EFIPrintMe MEAP application for Canon imageRUNNER ADVANCE MFPs.

Note: ER respects your privacy. Your personal information will never be shared. To learn more, please read ER's Privacy Policy at wwwefi.corrtileeal/ornacv/

19. How do I activate the PrintMe Service on the Canon imageRUNNER ADVANCE multi-function office products?
   - An Authorized Canon dealer will activate EFI's PrintMe service on behalf of the customer. The dealer technician will setup a PrintMe.com account and work with the customer to designate the appropriate resources for the billing and setup roles.

20. Are there any accessories required for imageRUNNER ADVANCE MFPs?'
   - A Direct Print Kit or a PS Printer Kit is required to be installed on certain imageRUNNER ADVANCE MFPs in order to print with the EFI PrintMe Mobile printing solution.

21. Will print jobs from EFI's PrintMe service get recorded in the job log with the logged in user information?
   - Yes. All EFI PrintMe jobs are recorded in the printer log file. The user information will be recorded if the printer is setup with a login application. (i.e., ULM or Dept. ID)

22. Will EFI PrintMe application work if the Canon imageRUNNER ADVANCE is setup in a network environment with a proxy server to reach the Internet?
   - Yes. Proxy settings configured in the Canon imageRUNNER ADVANCE engine Settings UI will be used by the EFI PrintMe application for communication to the PrintMe service. Communications will be routed via the specified Proxy server with the authentication details. Please note only Basic proxy authentication is supported.

The following multi-function office products do not require the Direct Print Kit or PS Primer Kit and the Additional Memory: imageRUNNER ADVANCE C250e/C350iF, 4001F500iF, and C3330i/C3325i