How to Use Print from E-mail

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Print from E-mail allows you to print attachment files easily. You only attach a picture or a document from your computer or smartphone and send the e-mail with the attached file.

You can print simply from outside like a travel destination. Also, your family or friends can print by registering beforehand.

You can use **Print from E-mail** on any Canon printer that supports the service.
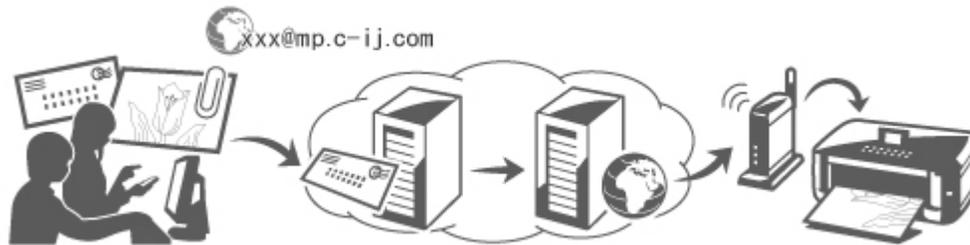
Checking Your Environment

First, check your environment.

- **Network environment**

  This product needs to be connected to a LAN with an Internet connection.

⫸ Important

- The user will bear the cost of Internet access.
- This function may not be available in some countries/regions.
- Depending on your printer model, this function may not be available.

- **Printer software (firmware) version**

  If the printer's firmware version is earlier than Ver. 2.000, you need to update the firmware.
 You can execute firmware update from **Remote UI** or from your printer.
  To execute the update from **Remote UI**, refer to the Remote UI usage instructions.
  To execute the update from your printer, go to the *Online Manual* home page, and refer to the "Firmware Update"
  document for your printer model.

Preparing to use Print from E-mail

To use **Print from E-mail**, you need to register the printer by entering information about the printer's owner.
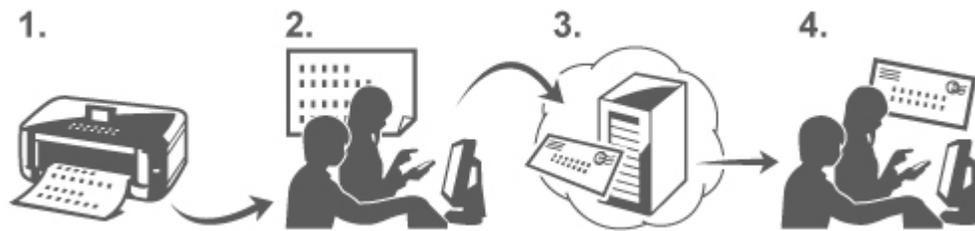
1. Print the printer registration page's URL and the PIN code

2. Access the URL and enter the owner's e-mail address and other required information

3. Check if an e-mail has been sent to the e-mail address you entered

4. Access the URL provided in the e-mail and complete the printer registration process

For details about the registration procedure, see here

Printing from Your Computer or Smartphone

1. Prepare a file that you want to print

   The file format, number of files, and file size that this printing function supports are provided below.

   Supported File Formats

   - Adobe PDF files
   - JPEG files

   Important

   - Only files that are attached to e-mail can be printed. E-mail messages cannot be printed.
   - Encrypted Adobe PDF files, password-protected files, and files that are set to print disabled cannot be printed.
   - Files that are attached as compressed files cannot be printed.
   - Files other than Adobe PDF files and JPEG files cannot be printed.

   Supported Number of Files and File Sizes

   - Up to 10 attachment files can be printed.
   - The maximum size of an e-mail with attachment files is 5 MB.

2. **Attach a file that you want to print from your PC or smartphone to the e-mail and send it to the e-mail address for printing**

   To check the printer address, perform one of the following operations from the operation panel of this machine:

   - From the operation panel of this machine, display the home window and select **Setup** -> **Web service setup** -> **Web service connection setup** -> **Print from E-mail setup** -> **Check address for printing**.

   - From the operation panel of this machine, select **Web service** -> **Web service setup** -> **Cloud settings** -> **Print from E-mail setup** -> **Check address for printing**.

   > **Important**
   >
   > - You will not be able to use the service during periods when the service is undergoing maintenance.

Use the Service With More Than One Person

To allow multiple users to use this function, register users (other than the printer's owner) as members.

1. The printer's owner uses his/her PC or smartphone to access the service's login URL (https://pr.mp.c-ij.com/po) and logs in

2. Select the printer name that you want to add the member. Click **Member Settings** -> **Add** to enter the member's e-mail address, and click **Register**

   A URL of the member registration page is sent to the e-mail address of the newly registered member.

3. Registered member accesses to the URL that is included in the e-mail, and complete the registration

   You can use this service from registered e-mail address.

   >>> **Note**
   - You can register up to 500 members.

Print from E-mail Troubleshooting

The Document Does Not Print
If You Cannot Register to the Service or Delete the Service
If You Cannot Print after the Printer Is Repaired

The Document Does Not Print

If the document does not print, check the following:

- Check that the printer power is on.
  If the printer power is on, turn it off and then back on again, and check whether the issue is resolved.
- Check that the printer is connected to the network.

- Check that the printer is connected to a LAN and the LAN has an Internet connection.
- Look at the printer LCD monitor and check that no error message is displayed.
  If the problem persists, use the printer driver on your computer to execute printing and check whether the document can be printed normally on the printer.
  If the document cannot be printed, refer to the on-screen manual (operating instructions) that comes with the printer.
- Check that the file attached to the e-mail is a Adobe PDF file or an JPEG file.
- Check whether the e-mail address of the send destination is correct.
  To check the printer address, perform one of the following operations from the operation panel of this machine:

  ◦ From the operation panel of this machine, display the home window and select **Setup** -> **Web service setup** -> **Web service connection setup** -> **Print from E-mail setup** -> **Check address for printing**.

  ◦ From the operation panel of this machine, select **Web service** -> **Web service setup** -> **Cloud settings** -> **Print from E-mail setup** -> **Check address for printing**.

- Check that the user's e-mail address for using this service is registered.
  If you want to check the error details, the printer owner have to access the login URL (https://pr.mp.c-ij.com/po).
- In the **Print Status** screen, click **Go to Print History Screen** and check the history of jobs that were sent. You can check the error details.
  If you want to check the error details, the printer owner have to access the login URL (https://pr.mp.c-ij.com/po).

⯈⯈ Note

- For a wireless LAN connection, after the printer is turned on, it may take a few minutes before communication becomes possible. Confirm that your printer is connected to the wireless LAN, and then try printing.

If You Cannot Register to the Service or Delete the Service

If You Cannot Register to the Service

- If the printer operation panel display the message "Failed to register with "Print from E-mail".", the registration to **Print from E-mail** may not have been completed in time. Select **OK** to release the error, and start over again from the beginning.
- Check that the firmware version of the printer has been updated.

If You Do Not Receive the URL to Complete the Registration by E-mail

- An incorrect e-mail address may have been entered. Wait about 30 minutes, and operate the printer operation panel to print the printer registration URL and PIN code. Then re-register from the beginning.

If You Cannot Delete the Service

- If the printer operation panel display the message "Failed to connect to "Print from E-mail". Only the information on the printer was deleted." is displayed, it could be that the registration information on the service could not be deleted even though the **Print from E-mail** information stored on this machine was deleted.
Select **OK** to release the error, and then access the service's login URL (https://pr.mp.c-ij.com/po) to delete the registration information.
- If the **Print from E-mail** information stored on this printer could not be deleted even though the registration information on the service was deleted, delete the registration information from **Deregistration of Registered Printer(s)** by performing one of the following operations:

  - From the operation panel of this machine, display the home window and select **Setup** -> **Web service setup** -> **Web service connection setup** -> **Print from E-mail setup** -> **Deregistration of Registered Printer(s)**.

  - From the operation panel of this machine, select **Web service** -> **Web service setup** -> **Cloud settings** -> **Print from E-mail setup** -> **Deregistration of Registered Printer(s)**.

If You Cannot Print after the Printer Is Repaired

Re-registering the printer and the printer owner

- When the printer is repaired, all of the registered information is deleted and **Print from E-mail** can no longer be used.
  If you want to use this service again, you must re-register the printer and the printer owner.
  For information about the re-registration procedure, see "Preparing to Use Print from E-mail".
  Even if users other than the owner were registered as members, repeat the registration starting from here.

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