



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 return email containing a Document ID.
 - B. Select the PrintMe icon on the Main Menu of the Canon imageRUNNER ADVANCE MFP front panel display.
 - C. Enter your Document ID 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 Document ID
 - B. Via Web Upload
 - Browse to PrintMe.com
 - Enter Email
 - Upload one or multiple supported files to PrintMe.com
 - Receive a Document ID on the Web page and in an email
 - C. Via PrintMe Windows Print Driver
 - Download the PrintMe Windows print driver from PrintMe.com
 - Print using "File-Print" from any Windows application
 - Receive a Document ID from the driver dialog box and an email with the Document ID

3. What is a Document ID?
 - A Document ID is a unique number assigned to the files that you send to PrintMe. This ID is required to retrieve and print your files



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4. Which Canon printers does EFI PrintMe MEAP application support?
 - imageRUNNER ADVANCE C2020/C2030
 - imageRUNNER ADVANCE C2230/C2225
 - imageRUNNER ADVANCE C5255/C5250/C5240/C5235
 - imageRUNNER ADVANCE C5051/C5045/C5035/C5030
 - imageRUNNER ADVANCE C7065/C7055
 - imageRUNNER ADVANCE C7270/C7260
 - imageRUNNER ADVANCE C9075 PRO/C9065 PRO
 - imageRUNNER ADVANCE C9280 PRO/C9270 PRO
 - imageRUNNER ADVANCE 4051/4045/4035/4025
 - imageRUNNER ADVANCE 4251/4245/4235/4225
 - imageRUNNER ADVANCE 6275/6265/6255
 - imageRUNNER ADVANCE 6075/6065/6055
 - imageRUNNER ADVANCE 8205/8295/8285
 - imageRUNNER ADVANCE 8105/8095/8085
 - imageRUNNER ADVANCE 400iF/500iF

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 e-mail with the attachment that you wish to print.
 - B. Click "Forward" in the e-mail message.
 - C. Enter print@PrintMe.com in the "To" line and send.
 - D. You will receive a Document ID in a return email.
 - E. At the Canon printer, enter the Document ID number 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 print driver from the printme.com website - <http://printme.com/home/downloads.html?action=PRINTMEDRIVER>



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

9. What file types does EFI PrintMe support?
 - Microsoft Office (DOC, DOCX, XLS, XLSX, PPT, PPTX)
 - PDF files
 - Image and Photo files: JPEG, GIF, PNG, BMP, PICT, TIFF
 - Web Pages (HTML, HTM)
 - Text (TXT, RTF)
 - PostScript (PS) files

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?
 - EFI PrintMe supports downloading and printing files up to 100MB in size. Please note there is a bandwidth time limit of 5 minutes. Any file(s) that do not reach EFI's PrintMe service in 5 minutes time out.

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 Document ID number and all associated files will permanently be deleted after 24 hours.



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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 printer 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?

- A valid email address is required to provide you with a Document ID to retrieve and print your file. PrintMe sends a confirmation of your print request to your email once your file(s) has been submitted.¹

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 EFI PrintMe for my Canon Printer?

- Contact your local Authorized Canon Dealer for more information on how to place an order for the EFIPrintMe mobile print solution for Canon imageRUNNER ADVANCE MFPs.

¹ Note: EFI respects your privacy. Your personal information will never be shared. To learn more, please read EFI's Privacy Policy at www.efi.com.



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19. How do I activate PrintMe?

- The 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 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., AA Prox, SSO-H, Dept. ID, and Tracker)

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.