



Direct Print and Scan to Mobile v2.2 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 application¹
- B. Select MEAP enabled imageRUNNER MFPs and all MEAP enabled imageRUNNER ADVANCE MFPs with a Direct Print Kit or Post Script (PS) Printer Kit installed²
- 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 StoreSM



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

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



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

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

² The Direct Print Kit and the PS Printer require the purchase of Additional Memory Type B (512MB) or D (512MB):
imageRUNNER ADVANCE C5000/C7000/C9000 devices will require Additional Memory Type B (512MB)
imageRUNNER ADVANCE C5200/C7200/C9200 devices will require Additional Memory Type D (512MB)



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- 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>



Amazon Appstore link:

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

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 Size³
 - 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

³ 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 v2.2 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 v5.0 through iOSv7.0
- BlackBerry smartphones running iOS v5.0, iOSv6 and iOSv10
- Android tablets and phones running iOS v2.2 through 4.3

18. Which Canon MFP devices support DPSM?

imageRUNNER Monochrome ^{4, 5, 6}	imageRUNNER ADVANCE Monochrome ^{4, 5, 6}	imageRUNNER ADVANCE Color ^{4, 5, 6}
iR 3245/3245i	iR ADV 4051/4045/4035/4025	iR ADV C2030/C2020
iR 3235/3235i	iR ADV 4251/4245/4235/4225	iR ADV C2235/C2225
iR 3230	iR ADV 6075/6065/6055	iR ADV C5051/C5045/C5035/C5030
iR 3225	iR ADV 6275/6265/6255	iR ADV C5255/C5250/C5240/C5235
	iR ADV 8105/8095/8085	iR ADV C7065/C7055
	iR ADV 8205/8295/8285	iR ADV C7270/C7260
	iR ADV 500iF/400iF	iR ADV C9075 PRO/C9065 PRO
		iR ADV C9280 PRO/C9270 PRO

⁴ Of the Canon imageRUNNER and imageRUNNER ADVANCE MFPs listed above, iOS 5.x will not allow a secure connection with the Canon MFP when using Secure Sockets Layer (SSL), as Canon MFPs only support Transport Security Layer (TLS) v1.0 and iOS 5.x only supports TLS v1.2 . Therefore, it is recommended that SSL communications be disabled on the Canon imageRUNNER ADVANCE MFP. If SSL is not enabled on the Canon MFP, authentication integration and tracking functionality will not work. If authentication integration and tracking is required and iOS 5.x is being used, a certificate generated using an external certificate authority must first be installed on the MFP.

⁵ If you are using a BlackBerry OS 5, OS 6, or an OS 10 smartphone, SSL is supported

⁶ As of October 2013



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19. Which Canon LBP devices support DPSM?

imageRUNNER Color LBP	imageRUNNER Monochrome LBP
Color imageRUNNER LBP 5480	imageRUNNER 3580
Color imageRUNNER LBP 5280	imageRUNNER 3480

20. What file types are supported for printing?

- PDF
- TXT
- TIFF
- JPG

21. What files types are supported for scanning?

- PDF
- JPG
- TIFF
- XPS
- PPTX

22. What languages are supported with DPSM v2.2?

- English
- Spanish
- French
- Portuguese

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