

Specification

Are there differences in the functions that can be used in iPhones and iPads?

The camera function of Canon Mobile Printing cannot be used on first generation iPads as they are not equipped with a camera.

Although there are no differences in the functions that can be used in iPhones and iPad 2 or later versions of iPads, the user interfaces and print results may differ slightly.

What paper sizes does Canon Mobile Printing support?

A4, B4, A3, Letter, 11x17, Legal – select a paper size this is supported by the printer you are using

Can you select the paper tray when printing?

You can select [Auto] (the printer setting) or [Tray].

What types of data can Canon Mobile Printing print?

With Canon Mobile Printing, you can print the following types of files:

- PDF files
- Microsoft Office files (doc, docx, xls,xlsx, ppt, pptx)
- iWork files (Pages, Numbers, Keynote)
- Web pages
- Photographs (photographs saved in iOS albums)
- Image files (JPEG, GIF, BMP, PNG, TIFF)

NOTE

Web pages cannot be printed by starting Canon Mobile Printing directly from a browser such as Safari. You need to display the web page from the Web menu of Canon Mobile Printing, and then print it.

What is the maximum file size that can be previewed and printed?

You can preview and print files of up to 10MB.

If a file is too large, an error message may be displayed due to insufficient memory, or the application will quit.

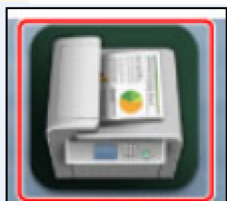
Operation

What preparations are required to print from Canon Mobile Printing?

- Connect the printer and router
- Confirm the Iphone or Ipad Wi-Fi settings are enabled
- Download 'Canon Business Print' from the App Store and install it
- Start Canon Business Print and follow the procedure below.

Printer Detection/Selection

1. In the Home screen of your iPhone or iPad, tap on the application to open it



2. Find the printer by displaying the [Detect Printer] screen.

iPhone:

Tap [Web] → [To Preview].



Operation



In the [Preview] screen, tap [Printer].

iPad:

Tap [Detect Printer] in the lower left corner of the screen.



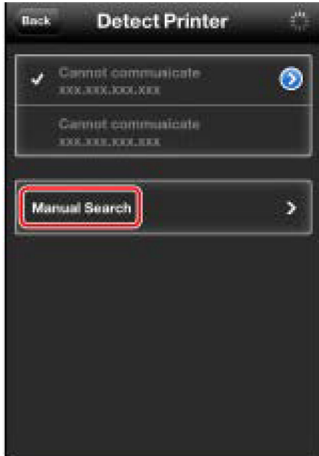
Printers on the same network are automatically detected and displayed.
If the message [Cannot communicate] is displayed, follow the procedure "[Manual Search by Specifying IP Address](#)" below.

3. Select the printer you want to use from among the detected printers.

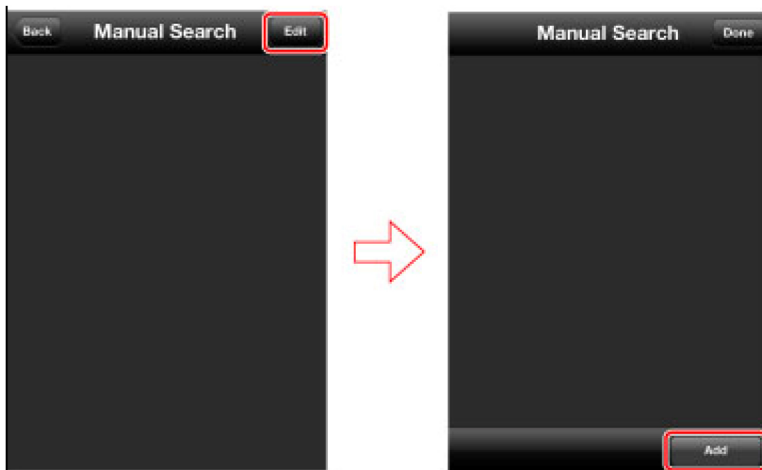
Operation

Manual Search by Specifying IP Address

1. Tap [Manual Search] in the [Detect Printer] screen.



2. Tap [Edit] then [Add] and enter the IP address of the printer you want to use.



If you have entered the correct IP address, it is registered as the manual search address and the [Manual Search] screen is displayed.

Operation

3. Tap [Back].
4. In the [Detect Printer] screen, select the manually detected printer.

NOTE

You can also perform printer detection and selection when printing photographs, web pages, and files. On an iPhone, tap [Printer] in the [Preview] screen. On an iPad, tap [Detect Printer] in the lower left corner of the screen.

Operation

What is the procedure for printing photographs?

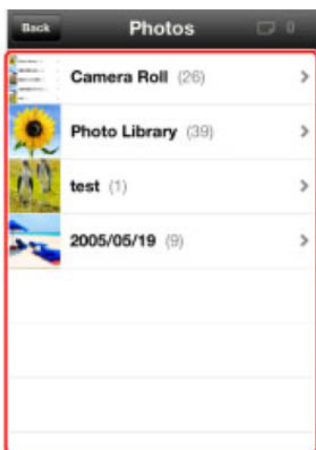
1. In the Home screen of your iPhone or iPad, tap [Canon M Print].



2. Tap [Photo Albums].



3. Select an album → select the photograph(s) you want to print.




You can select up to 20 photographs at one time.

Operation

4. Confirm or select the printer you want to use.

iPhone :

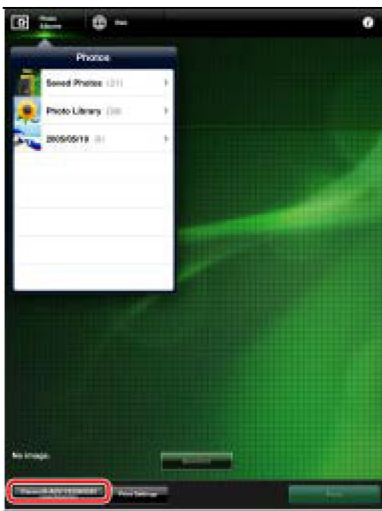
Tap [] in the upper right corner of the screen (the number is the number of photographs you have selected). Check whether the name of the printer is displayed in [Printer] in the [Preview] screen.



If it is not, tap [Printer] → select the printer you want to use from the list of automatically detected printers → tap [Back].

iPad:

Check whether the printer name is displayed in the lower left corner of the screen.



If it is not, tap [Detect Printer] → select the printer you want to use from the list of automatically detected printers → tap [Back].

Operation

5. If you want to configure detailed print settings, tap [Print Settings] → make the required settings → tap [Back].



6. Tap [Print] in the [Preview] screen.





Operation

NOTE

If you activate the camera from this app, you can print the photograph you have just taken. You can activate the camera using the following methods.

iPhone:
In the main screen of Canon Mobile Printing, tap [Camera].



iPad:
In the [Photo Albums] screen, tap [] in the lower right corner of the screen.
The photograph you take is stored in a Camera Roll such that it can be selected for printing.

What is the procedure for printing web pages?

1. In the Home screen of your iPhone or iPad, tap [Canon M Print].

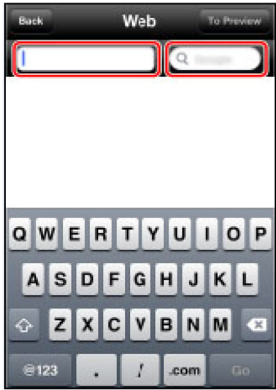


2. Tap [Web].



Operation

3. Display the web page you want to print by entering a URL or searching with keywords.



Registering frequently viewed web pages as bookmarks is convenient and saves time.

4. Tap [To Preview] or [Preview] → check the preview.



In an iPhone, tapping a thumbnail displays an enlarged preview.

5. Confirm or select the printer you want to use.

iPhone:

Check whether the name of the printer is displayed in [Printer] in the [Preview] screen.

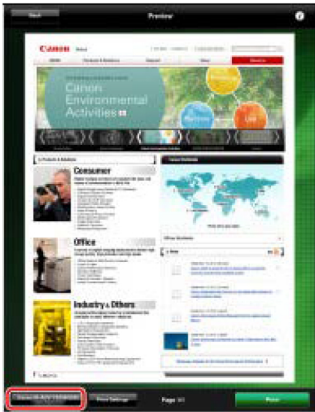


If it is not, tap [Printer] → select the printer you want to use from the list of automatically detected printers → tap [Back].

Operation

iPad:

Check whether the printer name is displayed in the lower left corner of the screen.



If it is not, tap [Detect Printer] → select the printer you want to use from the list of automatically detected printers → tap [Back].

6. If you want to configure detailed print settings, tap [Print Settings] → make the required settings → tap [Back].



7. Tap [Print] in the [Preview] screen.




Operation

NOTE

You cannot start Canon Mobile Printing directly from Safari and print. Copy the URL from Safari, then paste the URL into the [Web] screen of this app to display and print the web page.

How to Print Files and Attachments

1. Open the file you want to print in the corresponding app.
2. Tap []/[Open in] in the upper right corner of the screen → tap [Canon M Print].

This will open the document in the [Preview] screen in Canon Mobile Print, ready for printing.

Can you print the text of emails?

Email text printing is not supported. You can print an email using one of the following methods.

[Save the email screen as a screenshot and print:](#)

Pressing the Home button while pressing the Sleep/Wake button on your iPhone or iPad saves a screenshot in a Camera Roll.

[Save the email text as a file and print:](#)

Save the text of the email as a file, then print the saved file.

What is the procedure for saving print jobs in an inbox?

If you are using a printer that supports the inbox function, you can store print jobs in an inbox of the printer.

In the [Preview] screen, confirm or select the printer you want to use.

iPhone:

Check whether the name of the printer is displayed in [Printer] in the [Preview] screen.

iPad:

Check whether the printer name is displayed in the lower left corner of the screen.

1. Tap [Print Settings] → [Job].
2. Select [Store] → tap [>].
3. In the [Store] screen, select a user inbox number as a store destination → tap [Back].
4. In the [Job] screen, tap [Back].
5. In the [Print Settings] screen, tap [Back].
6. In the [Preview] screen, tap [Store].

Troubleshooting

What do I do if the printer is not detected?

Check the following:

- Does the printer you are using support Canon Mobile Printing? (→ Supported Printers)
- Printer network settings:
 - Is <SNMPv1> set to [On]?
 - Is the LPR port set correctly to 515?
 - Is the gateway address set correctly?
 - Is the subnet mask set correctly?
- Are the Wi-Fi settings enabled on your iPhone or iPad?
- Is Bluetooth turned off on your iPhone or iPad?
- Does the wireless network your iPhone or iPad is connected to and the network your printer is connected to match?

If the printer is not on the same network, follow the procedure "Manual Search by Specifying IP Address."

- Is the printer connected to an EFI Fiery? –If so, this device is not supported by Canon Mobile Printing

If you're still unable to print, contact your IT Administrator or contact Canon Australia.

What do I do if a message asking me to confirm my present location is displayed?

The location confirmation message may be displayed if you are using iOS 5.1.

Although Canon Mobile Printing does not use location information, if you are using the photo album function when printing, tap [OK] if this message is displayed.

What do I do if a file is not previewed or printed correctly?

Depending on the data content of Microsoft Office files (doc, docx, xls, xlsx, ppt, pptx) and iWork files (Pages, Numbers, Keynote), they may not be able to be previewed or printed correctly.

If you check the displayed content in the [Preview] screen and find that the preview is not displayed correctly, convert the file to PDF and print it. If you are using special fonts, enable the setting for embedding fonts when converting to PDF.

What do I do if data is not printed according to the print settings?

When selecting output size, colour, stapling or 2-sided printing, make sure these settings are supported by the selected print device, if these functions are not supported the settings will not be applied. For printers that do not support user inbox storing, normal printing is executed.

What happens when there is an incoming telephone call during printing?

Incoming telephone calls do not present a problem during printing.

Because iOS supports multi-tasking, print processing continues for the enabled period (about 10 minutes in iOS 5.1) even if this application is not being displayed.

If the enabled period is exceeded, printing can be resumed by displaying the application within the timeout period of the printer.

How do I confirm the IP address of the printer?

You can confirm the IP address from the network settings screen or menu of the printer.

For detailed procedures refer to the manuals provided with the printer.

The print orientation and page separation position change when printing. Why does this happen?

When you print iWork and Microsoft Office files that are set in landscape orientation, the data is printed in landscape orientation on portrait orientated sheets of paper. Also, page separation positions set in iWork and Microsoft Office files may change when printed.

Complete!

Please contact us if you have any further questions
(Don't forget to quote your BMS ID number,
found on the sticker on the front of your machine.)



**Helping our customers better utilize technology
& build value in their businesses.**

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