## PrintMe® Cloud Service
**Frequently Asked Questions**

# EFI PrintMe MEAP for Canon FAQ

## 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 the PrintMe cloud?

**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 you, 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 the PrintMe cloud service. The user will enter the eight-digit release code at the front 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?

- Please check the website for an up to date list of supported printers: https://www.efi.com/products/self-serve-and-mobile-printing/efi-printme-cloud-service/efi-printme-for-embedded-applications/Supported%20Printers/

## 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. 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

## 9. What print options are currently supported?

- Number of copies
- Color or black and white
- Single or double-sided

## 10. Will my files print exactly like they look on my screen?

- Yes.

### 11. 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.

### 12. How long do files stay on PrintMe?

- Files will permanently be deleted after 24 hours.

### 13. 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 the PrintMe service. After 24 hours, the files are permanently deleted.

### 14. 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 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 using a guest network on Canon imageRUNNER ADVANCE MFPs.

### 15. 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.

*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/legal/privacy/*

### 16. If I have more unanswered questions, how do I reach a PrintMe expert?

- Contact your Authorized Canon Dealer for more information regarding EFI PrintMe.

## 17. 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 EFI PrintMe MEAP application for Canon imageRUNNER ADVANCE MFPs.

## 18. Are there any accessories required for imageRUNNER ADVANCE MFPs?

- No.

## 19. 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)

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