

FAQ – ineoPRINT

Android System

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FAQ – ineoPRINT – Android System

Chapter	Category	Question	Answer
1) About this Application	Overview	What can ineoPRINT do for me?	<p>ineoPRINT offers the following functions:</p> <ul style="list-style-type: none"> ➔ It enables you to print to DEVELOP MFPs from Android OS-based mobile devices. ➔ It also allows you to upload scanned data to Android OS-based mobile devices using DEVELOP multifunction printers. <p>For further details, please refer to the information on this application at the Google Play store or ineoPRINT's Help menu.</p>
1) About this Application	Purchase	How can I purchase this application?	<p>You can download this application from the Google Play store at no cost.</p> <p>Start the Play store application on your Android OS device and search by using keywords such as "DEVELOP" or "ineoPRINT".</p>
1) About this Application	Help	Is there a manual on how to use this application?	<p>ineoPRINT procedures and "how to" information are explained in greater detail in the application's Help menu.</p> <p>Tap the question mark ("?") on the screen and refer to the "Help" information that appears.</p>
1) About this Application	Specification: Device	What Android devices (smartphones, tablet terminals) support this application?	<p>The ineoPRINT application can be used with any Android device (smartphone, tablet) with the supported OS installed.</p> <p>The application has been tested with the following devices:</p> <ul style="list-style-type: none"> ▪ htc EVO 4G (OS 2.2.1) ▪ Samsung GALAXY S II (OS 2.3.3) ▪ Motorola XOOM Wi-Fi (OS 3.1) ▪ ASUS Eee Pad Transformer TF101 (OS 3.2.1) ▪ Samsung GALAXY Nexus (OS 4.0.2) ▪ Motorola XOOM Wi-Fi (OS 4.0.4) ▪ Motorola XOOM Wi-Fi (OS 4.1) ▪ Asus Nexus7 (OS 4.2)
1) About this Application	Specification: Device	What Android OS versions does this application support?	<p>The ineoPRINT application supports the following Android OS versions. DEVELOP cannot guarantee that this application will operate on versions that are not listed below.</p> <p>Android 2.2 / 2.3 / 3.1 / 3.2 / 4.0 / 4.1 / 4.2</p>

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<p>1) About this Application</p>	<p>Specification: Multifunction Printers</p>	<p>Which multifunction printers does this application support?</p>	<p>ineoPRINT supports the following multifunction printers. DEVELOP does not guarantee the operation of any other multifunction printers/printers that are not listed below (some devices may not be available in your area).</p> <p>[Colour]</p> <ul style="list-style-type: none"> ▪ DEVELOP ineo+ 754/ ineo+ 654 ▪ DEVELOP ineo+ 754e/ ineo+ 654e ▪ DEVELOP ineo+ 652/ ineo+ 552/ ineo+ 452 ▪ DEVELOP ineo+ 652DS/ ineo+ 552DS ▪ DEVELOP ineo+ 554e/ ineo+ 454e/ ineo+ 364e ▪ DEVELOP ineo+ 284e/ ineo+ 224e ▪ DEVELOP ineo 754/ ineo 654 ▪ DEVELOP ineo+ 360/ ineo+ 280/ ineo+ 220 ▪ DEVELOP ineo+ 451/ ineo+ 550/ ineo+ 650 ▪ DEVELOP ineo+ 203/ ineo+ 253/ ineo+ 353 ▪ DEVELOP ineo+ 35 ▪ DEVELOP ineo+ 25 ▪ DEVELOP ineo+ 35P <p>[Monochrome]</p> <ul style="list-style-type: none"> ▪ DEVELOP ineo 754/ ineo 654 ▪ DEVELOP ineo 554e/ 454e/ 364e/ 284e/ 224e ▪ DEVELOP ineo 652/ ineo 552 ▪ DEVELOP ineo 423/ ineo 363/ ineo 283/ ineo 223 ▪ DEVELOP ineo 751/ ineo 601 ▪ DEVELOP ineo 361/ ineo 421/ ineo 501 ▪ DEVELOP ineo 36/ ineo 42 ▪ DEVELOP ineo 951 ▪ DEVELOP ineo 4700P/ 4000P/ 3300P
<p>1) About this Application</p>	<p>Specification: Multifunction Printers</p>	<p>Which MFP settings will I be able to use when printing?</p>	<p>ineoPRINT supports the optional settings listed below. Options that can be specified are those that are available in the selected multifunction printer</p> <ul style="list-style-type: none"> ▪ Duplex ▪ Collate ▪ Punch ▪ Offset ▪ Staple ▪ Select colour ▪ Input tray ▪ N-up ▪ Set print range ▪ Colour settings
<p>1) About this Application</p>	<p>Specification: Multifunction Printers</p>	<p>Will I be able to print using multifunction printers with User Authentication settings enabled?</p>	<p>Supports User Authentication and Account Track. User Authentication and Account Track validate users by requiring username, password, account name or account password as the credential(s).</p> <p>Please refer to “When printing data from multifunction printers with Authentication settings enabled, how do I adjust the settings?” for the setting procedures.</p>

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1) About this Application	Specification: Multifunction Printer Setting	Does ineoPRINT support the import of a scanned document using SSL with WebDAV?	ineoPRINT does not support WebDAV that uses SSL, only WebDAV and non SSL.
1) About this Application	Specification: Functions	When manually searching for printers, does this application support a Wildcard search?	ineoPRINT does not support a Wildcard search.
1) About this Application	Specification: Functions	Can text files be printed or displayed?	Text files cannot be printed or displayed.
1) About this Application	Specification: Functions	When printing photos, images or mail texts, will I be able to specify the paper size?	You will not be able to specify the paper size. Documents will be printed on the paper size that was set as the default in the multifunction printer.
1) About this Application	Specification: Functions	Will I be able to refer to a bookmark created in the standard browser when I use ineoPRINT's bookmarks?	Bookmarks created in the standard browser can be accessed in the ineoPRINT Mobile app and vice versa; bookmarks created in the ineoPRINT Mobile app can be accessed in the standard browser as well. * However, in certain Android devices, bookmarks created in the ineoPRINT Mobile app cannot be used in the standard browser's bookmark.
1) About this Application	Specification: Functions	Will I be able to change the first page that appears when activating ineoPRINT's Web function?	ineoPRINT's Web function enables you to save data from a previously displayed Web page so that the Web page will be displayed the next time the Web function is accessed.
1) About this Application	Specification	Will I be able to use paper sizes other than A4 or Letter when printing from ineoPRINT's Web function?	You will not be able to print on paper sizes other than A4 or Letter.
1) About this Application	Specification: Functions	Will I be able to import the settings of the Android's standard Email application?	The settings that have been made for Android's standard Email application cannot be imported into the ineoPRINT Mobile app. Please register Email settings directly in the ineoPRINT application by following the procedures listed below: [Settings] > [Email Settings] > [Add Account]
1) About this Application	Specification: File Formats	What are the file formats that can be printed?	The following file formats can be viewed and printed. However, certain files only apply to printing. <ul style="list-style-type: none"> ▪ JPEG, GIF, BMP, PNG ▪ PDF 1.4, 1.5, 1.6, 1.7 (i-Option LK-102 License Kit is required to print PDF files with passwords) ▪ TIFF 6.0 ▪ XPS ▪ DOCX, XLSX, PPTX (only applies to multifunction printers that support DOCX, XLSX, PPTX direct printing)

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<p>1) About this Application</p>	<p>Specification: Functions</p>	<p>What scanning functions are available?</p>	<p>When the Scan function is accessed from the Home screen, the following parameters can be set before initiating the scan.</p> <p>Please note that only scan parameters available on the selected MFP can be configured.</p> <ul style="list-style-type: none"> ▪ Place document ▪ Resolution ▪ Colour mode ▪ File format ▪ Scan size ▪ Original type ▪ PDF settings
<p>1) About this Application</p>	<p>Specification: Functions</p>	<p>Will I be able to use the files and various settings in My Documents after deleting the application?</p>	<p>All settings will be cleared after deleting the ineoPRINT Mobile app; however, saved files (including encrypted files) will not be deleted.</p>
<p>1) About this Application</p>	<p>Specification: Multifunction Printers</p>	<p>Are there any settings that should be set on the MFP side?</p>	<p>There are settings and conditions that must be fulfilled for each feature listed below. Please refer to the following when a feature is unavailable. The following procedures are indicated based on the ineo+ 754 and ineo+ 554 series:</p> <p>1) Print function Please do not use the Fiery Controller.</p> <p>2) WebDAV Scan function Configure the following settings: [Administrator Settings] > [Network Settings] > [WebDAV Settings] > [WebDAV Client Settings] > [ON]</p> <p>3) When using Scan (PullScan) in multifunction printers that are configured with External Server Authentication Configure the following settings: [Administrator Settings] > [Network Settings] > [TCP Socket Settings] > [TCP Socket] > [SSL/TSL] > [ON]</p> <p>4) Scan (PullScan) function Configure the following settings: [Administrator Settings] > [Network Settings] > [TCP Socket Settings] > [ON]</p> <p>5) Function for displaying Print records Configure the following settings: [Administrator Settings] > [System Connection] > [OpenAPI Settings] > [Access Setting] > [Allow] [Administrator Settings] > [System Connection] > [OpenAPI Settings] > [Authentication] > [OFF] [Administrator Settings] > [Network Settings] > [HTTP Server Settings] > [ON]</p> <p>6) Function that automatically obtains authentication information from devices Configure either/both of the settings indicated under “4” and “5”</p>

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			<p>7) Function that automatically searches for printers Configure the following settings:</p> <p>[Administrator Settings] > [Network Settings] > [SNMP Settings] > [ON]</p> <p>Make sure that [Read Community Name] settings (that can be configured by following [Administrator Settings] > [Network Settings] > [SNMP Settings] > [SNMPV1/V2C Settings]) are the same as the [Read Community Name] settings in the [Add Printer] settings of ineoPRINT (in general, both settings are configured with [Public]).</p> <p>If you are still having trouble performing Auto Search even after configuring the settings indicated above, please try searching by entering the IP address or DNS name manually.</p> <p>(Make sure that the [SNMP Settings] are [ON] even when searching manually.)</p> <p>* The device settings indicated above are modifications made in [Administrator Settings].</p> <p>An Administrator Password will be required to enter [Administrator Settings]; therefore, please confirm the password with the System Administrator.</p>
2) Operation Procedures	My Documents	How do I delete files that are saved in My Documents?	<p>To delete the files that are saved in My Documents, follow the procedures listed below:</p> <ul style="list-style-type: none"> ▪ Long-tap the target file name to enter File Select Mode; you will be able to select the file by tapping the file name. ▪ When the file name has been checked, tap the Trash icon or the Delete button from the Overflow key.
2) Operation Procedures	Email	Will I be able to save files that are attached to emails received by ineoPRINT's Email function?	<p>Attachments received using ineoPRINT's Email function can be saved in My Documents.</p> <ul style="list-style-type: none"> ▪ After opening the email with the attached file, tap the Save icon that appears on the lower right-hand side of the screen. ▪ To save an attached file press and hold the attachment and a Save confirmation box will appear. Tap OK in the dialog box.
2) Operation Procedures	Photo Album	How do I delete photographed images from ineoPRINT?	<p>You cannot delete photographs from the ineoPRINT Mobile app.</p> <p>Photographs are saved in the "Camera" folder of the Gallery application (standard in Android devices). Open the Gallery application and delete the relevant photo.</p>
2) Operation Procedures	Selecting Printers	When adding printers, I was also able to add printers and multifunction printers of unsupported models. Will there be any problems if I try to print from those unsupported printers and multifunction printers?	<p>Although you can add unsupported devices, we cannot guarantee any print operations with unsupported printers and multifunction printers.</p>

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<p>2) Operation Procedures</p>	<p>Web Print</p>	<p>Will I be able to print a designated area of a Web page?</p>	<p>The following two procedures are recommended:</p> <ol style="list-style-type: none"> 1) Save the Web page as a PDF in My Documents, and then print a specified range of pages of the PDF. Tap the icon on the right-hand side of the displayed URL to save the Web page as a PDF. 2) Display the area of the Web page you wish to print and tap the icon to print. <p>Select [Displayed Area Only] on [Select Print Range].</p>
<p>2) Operation Procedures</p>	<p>WebDAV Scan Receive</p>	<p>How do I receive a WebDAV Scan using ineoPRINT?</p>	<p>Follow the procedures below:</p> <ol style="list-style-type: none"> 1) Open [WebDAV Scan Receive] in the ineoPRINT application and check the destination address. <p>The destination address and port number will appear by tapping [WebDAV Scan Receive] from the ineoPRINT application (refer to “Screen-1”).</p> <p>Caution: Do not close this screen until the scanned data has been received.</p> <ol style="list-style-type: none"> 2) Set the multifunction printer: <ol style="list-style-type: none"> a) Press the [Fax/Scan] key on the multifunction printer. b) Select the [Direct Input] tab and press [WebDAV]. The WebDAV Settings screen will open. c) Press [Host Name] and enter the address that is displayed in the ineoPRINT application (refer to “Screen-2”). d) Open the Detailed Settings screen by pressing [Detailed Settings] and enter the port number that is displayed in the ineoPRINT application (refer to “Screen-2”). e) Press [OK] and the settings are completed. 3) Start the scan. Set the document to be scanned on the multifunction printer and press the [START] key. <p>You can use the multifunction printer’s Address Book function to store the IP address for easy access to the WebDAV Scan function if the IP address of the Android OS device is fixed. This is most useful if you frequently use the same multifunction printer to scan to your Android OS device.</p> <p>For additional information, please refer to the multifunction printer’s User Guide.</p>

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2) Operation Procedures	Print	When printing data from multifunction printers with Authentication settings enabled, how do I adjust the settings?	<p>Be sure to configure the settings by following the procedures indicated below:</p> <ol style="list-style-type: none"> 1) Search for the multifunction printers you would like to register by using Auto/Manual Search in the Select Printer screen. 2) Tap on a multifunction printer that appears in the search results. --> The Authentication Settings screen (set in the multifunction printer) will appear. Please check with the System Administrator about the necessary information. 3) Enter the Authentication information that is required and tap the OK key; --> Printer registration will be completed. <p>If the Authentication information settings do not appear, you will be able to manually configure the Authentication information. Please check with the System Administrator about the necessary information.</p> <p>In ineoPRINT, the following Authentication methods (types) are available:</p> <ul style="list-style-type: none"> ▪ Device (User Authentication, Account Authentication) ▪ External Server (Active Directory, etc.) ▪ Enhanced Server (Enterprise Authentication Manager, etc.) <p>Furthermore, ineoPRINT does not support Authentication methods that use information other than User Authentication and Account Track information.</p>
2) Operation Procedures	My Documents	When I try to change the password for File Lock, "A locked file already exists" appears and I cannot make any changes.	The File Lock's password must be a password that is the same in all files. To change the password, unlock all the files with the current password, and re-lock them with a new one.
2) Operation Procedures	Authentication	How do I change the Authentication information (such as username, password, etc.) that is used for Print and Scan?	<p>Authentication information can be changed by following the procedures indicated below:</p> <ol style="list-style-type: none"> 1) Tap the Printer selector in the Home screen. >> The list of printers will appear. 2) Long-tap the name of the printer for which you would like to change the Authentication information. 3) Tap on the pencil icon that is located in the upper right-hand area of the screen. >> The screen for editing the Authentication information will appear.

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2) Operation Procedures	My Documents	What exactly is the File Lock function?	It is a security function that will prevent third parties from accessing files inside My Documents when SD cards have not been removed or a terminal has been left behind.
2) Operation Procedures	Selecting Printers	How do I register an MFP by using QR Code?	<p>Follow the procedures indicated below:</p> <ol style="list-style-type: none"> 1) Select [QR Code] in the Printer Select screen. 2) Point the camera at the QR Code so that it fits within the scanning area. 3) Scan the QR Code. 4) The MFP will be automatically registered from the scanned QR Code. <p>If the MFP did not register, please consult with the individual who set up the QR Code.</p>
3) Troubleshooting	Email	I have set the Web mail's account but the account cannot be authorised.	<p>The proxy may be restricted.</p> <p>There are occasions where corporate networks, etc. restrict communications that use protocols that are not specified. Therefore, communications with the Web Mail Server may be intercepted.</p>
3) Troubleshooting	My Documents	An error message appears: "No applications available for preview".	<p>There is an application that previews (displays) file formats selected in My Documents. The message appears when this application is not installed in the Android OS device.</p> <p>Files can be previewed by installing this application that previews (displays) the format of the selected file.</p>
3) Troubleshooting	My Documents	"File size is too large" appears and the file will not print.	<p>Files that exceed the following file sizes (file size limit shown next to each file format) cannot be printed:</p> <ul style="list-style-type: none"> ▪ JPEG (taken in landscape mode) 10 MB ▪ PNG 42 MB ▪ GIF 10 MB ▪ BMP 32 MB
3) Troubleshooting	Email	When I tried to display an email, a message appeared: "Email size is too large. Cannot receive mail."	Emails that contain a message of a large size (long text, attachments that are large in size, etc.) cannot be displayed.
3) Troubleshooting	Other Settings	Even when I changed the "Default Paper Size" in "Other Settings", the paper size was not reflected. Why?	"Default Paper Size" in "Other Settings" will be available when printing from the Web, email content (sender, subject, text) or HTML emails.

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3) Troubleshooting	Selecting Printers	"Job failed." appeared in the notification area when I tried to print. What should I do?	<p>It is possible that the condition of the printer prevents it from being recognised by the network. Tap the name of the printer in the Print screen and display the screen to select printers. If it is displayed as "offline" under the name of the printer, the printer cannot be recognised by the network. Please check the status on the printer's operation panel. If you do not have specific printer preferences, print by selecting a printer listed as "online" under the name of the printer.</p>
3) Troubleshooting	Paper Size when Printing PDFs	I sometimes receive instructions from the multifunction printer to insert different sized papers into the specified input tray.	<p>1) When printing PDF or XPS files, a warning may be displayed on the multifunction printer instructing you to print with a paper size that was set when the file was created. Print by using this size of paper, or use paper that is bigger than the size that was set when the file was created. * Reduced printing of PDF and XPS files is not supported. 2) When printing from the Web's Print function, the paper size that was set in "Settings" → "Other Settings" will be used. Please be sure to use this paper size.</p>
3) Troubleshooting	Searching for Printing Devices	I am unable to find the printing device that I am searching for.	<p>If you are having trouble finding a device using the Auto Search function, you may need to configure settings in the device. For further information about configuring settings, please refer to [Are there any settings that should be set on the MFP?] in the FAQs. If you are still unable to find the device you are looking for, try your search once again by manually entering the IP address or DNS name.</p>
3) Troubleshooting	WebDAV Scan Receive	"Deleted Due To Error" appears in the multifunction printer and I am unable to send data that I have scanned using WebDAV Scan Receive.	<p>Please check the following two items:</p> <p>1) Is the [WebDAV Scan Receive] screen of the ineoPRINT application closed while the scan is being executed? If you close the [WebDAV Scan Receive] screen, the data will not be transferred. Please do not close the [WebDAV Scan Receive] screen until the process has been completed.</p> <p>2) Are the multifunction printer and ineoPRINT on the same network? Please check the multifunction printer's IP address and the IP address that is displayed in the [WebDAV Scan Receive] screen. If the network number of the IP address is not the same, connections cannot be made. This phenomenon will occur if you are using a Wireless LAN Access Point in Router Mode. To prevent this from happening, use the Wireless LAN Access Point in Bridge Mode and make sure that the Wired and Wireless LANs (connected to the multifunction printer) are on the same network.</p>

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3) Troubleshooting	Web Print	When I try to print Web pages such as Google Image search screens, the entire page appears as a white (blank) page even when I select print "Entire Web Page".	<p>Even if the URL site has not changed, Web pages that change in accordance to time or operations performed by the users will not be printed correctly when using "Entire Web Page" (sites such as the Google Image search screen or Web pages using Ajax).</p> <p>Select "Displayed Area Only" to print these pages.</p>
3) Troubleshooting	Print	When I try to print an encrypted PDF file (a PDF file with password) from ineoPRINT, the encrypted file does not print.	<p>Check the following four points:</p> <p>1) Check to ensure i-Option is enabled.</p> <p>The i-Option LK-102 License Kit is needed when printing encrypted PDF files from DEVELOP multifunction printers using ineoPRINT (the version of the LK-102 required will depend upon the MFP).</p> <p>2) Check for jobs stored in the Encrypted PDF User Box.</p> <p>When printing encrypted PDF files (PDF files with password), the encrypted files will not print automatically. Encrypted PDF files will be stored in the Encrypted PDF User Box of the device. Perform the steps necessary to print the jobs stored in the Encrypted PDF User Box.</p> <p>Refer to the appropriate Scan User's Guide for Encrypted PDF User Box operations.</p> <p>3) Check to determine if print restrictions have been set in the PDF file.</p> <p>Encrypted PDF files may be set with print restrictions. When opening the encrypted PDF after saving it in My Documents, a warning message appears: "You have not been granted permission to print this file."</p> <p>This warning message will not appear if you use a password which permits access to the print permissions of the encrypted PDF, which will allow you to change the permission to enable printing. However, an encrypted PDF that has been set with print restrictions cannot be printed using the device.</p> <p>4) Make sure that it is not a PDF file that allows you to print at low resolutions.</p> <p>You will not be able to print encrypted PDF files that can be printed at low resolution.</p>
3) Troubleshooting	Specification: Multifunction Printer Setting	I have applied an attribute to an Office document (attributes such as shading), but the attribute cannot be printed.	In some instances ineoPRINT does not support printing attributes that have been applied to an Office document.

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<p>3) Troubleshooting</p>	<p>Print</p>	<p>Documents will not be printed even if the Print button has been tapped.</p>	<p>Check the following 4 points:</p> <p>1) Check the specified print range to ensure it is not set outside of the allowed range.</p> <p>When entering a print range outside of the allowed range ([Print Settings] -> [Set Print Range]), the print operation will be performed normally, but nothing will be printed. Set the appropriate print range according to the number of pages in the document.</p> <p>2) Check Secure Print to ensure it has not been selected as the Output Method.</p> <p>When printing a document using Secure Print, the job will not be printed automatically. The job will be saved in the Secure Print User Box of the device.</p> <p>Refer to the appropriate Printer User's Guide for instructions regarding secure printing.</p> <p>3) Check the file to ensure it is not an encrypted PDF file (a PDF with password).</p> <p>Refer to the FAQ "When I try to print an encrypted PDF file from ineoPRINT, the file does not print." for instructions regarding how to print an encrypted PDF file.</p> <p>4) Check the device to find out if conditions are preventing the device from accepting print jobs.</p> <p>When an error occurs, the device may not accept print jobs.</p> <p>In some cases, the devices (depending on their models) may not accept a print job while another print job is in progress.</p> <p>Check the status of the device panel and try again.</p>
<p>3) Troubleshooting</p>	<p>Print</p>	<p>When I try to specify the print range with Duplex print ON, one page more than specified is printed. In addition, only one side of the page is printed.</p>	<p>When the Specify Page Range setting is ON, ineoPRINT behaves according to the Printer Job Language's specification. It will act as follows when both the Duplex and the Specify Page Range settings are ON at the same time.</p> <ul style="list-style-type: none"> ▪ Printing will start from an odd page. If the first page of the specified pages to be printed is an even page, the printing will start from the previous page. ▪ Printing will finish on an even page. If the last page of the specified pages to be printed is an odd page, the page following the specified page will be printed too. <p>Depending on the devices, there are times where the previous/following page of the specified page range will be a blank sheet. However, even under these circumstances, the page layout will not be changed.</p>

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3) Troubleshooting	Print	The message “** file cannot be printed.” appears and the file cannot be printed.	<p>Depending on the printing devices, some file formats cannot be printed. Please check the following:</p> <p>1) DOCX, XLSX, PPTX can only be printed from the following devices.</p> <p>Other devices do not support these file formats.</p> <ul style="list-style-type: none"> ▪ ineo+ 754/ ineo+ 654 ▪ ineo+ 754e/ ineo+ 654e ▪ ineo+ 364/ ineo+ 284/ ineo+ 224 ▪ ineo+ 554/ ineo+ 454 ▪ ineo+ 554e/ ineo+ 454e/ ineo+ 364e/ ineo+ 284e/ ineo+ 224e ▪ ineo 754/ ineo 654 <p>2) Printer information has not been properly acquired. The list of registered printers will appear by tapping a printer name in the Print Settings screen. Long-tap the printer you would like to use and tap the Edit icon; printer information will be updated.</p>
3) Troubleshooting	Print	The Print Range menu does not appear.	<p>ineoPRINT does not support the page range specification of the following multifunction printers:</p> <ul style="list-style-type: none"> ▪ DEVELOP ineo+ 35 ▪ DEVELOP ineo 36/ ineo 42 ▪ DEVELOP ineo 751/ ineo 601 ▪ DEVELOP ineo+ 25 ▪ DEVELOP ineo+ 35P
3) Troubleshooting	Print	While trying to print Web pages or emails, a confirmation dialog appears asking whether to “Force close” or “Wait”.	<p>The dialog appeared because the memory in the terminal has been exhausted temporarily. The memory will be released if you tap the Wait button; then you will be able to continue printing.</p>
3) Troubleshooting	Email	Even if I set SSL for the Mail's account, the actual communications turn out as TLS.	<p>For Android OS2.2 devices, even if you specify SSL, the setting will automatically be set to TLS.</p>

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3) Troubleshooting	Scan	<p>“Scan operation is not available with the specified printer. Please select a different printer.” appears when Scan is tapped in the Home screen. When I search for printers (Scanner search) from the Scan screen, the multifunction printers do not appear in the result list.</p>	<p>ineoPRINT does not support scanning for the following multifunction printers. Please check the model of the multifunction printer that you are using.</p> <ul style="list-style-type: none"> ▪ DEVELOP ineo 751/ ineo 601 ▪ DEVELOP ineo+ 451/ ineo+ 550/ ineo+ 650 ▪ DEVELOP ineo+ 203/ ineo+ 253/ ineo+ 353 ▪ DEVELOP ineo 361/ ineo 421/ ineo 501 ▪ DEVELOP ineo+ 35 ▪ DEVELOP ineo 36/ ineo 42 ▪ DEVELOP ineo 951 ▪ DEVELOP ineo+ 25 ▪ DEVELOP ineo+ 35P
3) Troubleshooting	My Documents	<p>The My Documents folder is not created in the SD card.</p>	<p>If the My Documents folder cannot be found on the SD card, please check the contents of the device’s internal memory. The location of the My Documents folder will vary depending on the Android OS device.</p>
3) Troubleshooting	Print	<p>Whenever I try to print split-screen Web pages, the entire page is printed as a white (blank) screen (even when “Entire Web Page” is selected).</p>	<p>Split-screen Web pages do not support the “Entire Web Page” Print function. When printing split-screen Web pages, select “Displayed Area Only”.</p>
3) Troubleshooting	Print	<p>Overlapping images in PPTX files do not print properly.</p>	<p>In some cases, printing overlapping images in PPTX files is not supported.</p>
3) Troubleshooting	Web	<p>While viewing a Web page containing Flash Player, the Flash Player overlaps the Operation button, preventing me from performing operations.</p>	<p>If the Flash Player screen overlaps on top of the Operation button, you will be able to access the Operation button by shrinking the display of the Web screen.</p>
3) Troubleshooting	Web	<p>When printing Flash Player Web pages, the Flash screen appears as a white (blank) screen when printed.</p>	<p>Flash Player screens cannot be printed (this function is not supported).</p>
3) Troubleshooting	Web	<p>While viewing a Web page containing Flash Player, a white (blank) screen appears instead of the Flash Player screen.</p>	<p>3.X type Android OS devices do not support Flash Player Web pages.</p>
3) Troubleshooting	Photo Album	<p>When I tap the Photo Album, applications other than the Gallery application appear (such as the File Management application in the Application Selection screen).</p>	<p>In the Application Selection screen, please be sure to select applications that are similar to the Gallery application (such as Photo Album).</p>

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3) Troubleshooting	Scan	I cannot enlarge the Preview screen that appears after scanning a document.	Enlarging the Preview screen after scanning a document is not supported.
3) Troubleshooting	Online Storage	SharePoint accounts could not be registered in Android OS2.2 mobile devices.	The Account Registration function of Microsoft SharePoint no longer supports Android OS 2.2. As a result, you will not be able to register new Account settings from ineoPRINT devices with Android OS2.2 installed.
3) Troubleshooting	My Documents	I accidentally uninstalled the application without unlocking My Documents. Will I be able to recover the file in My Documents?	<p>The file in [My Documents] can be recovered by following the procedures indicated below:</p> <ol style="list-style-type: none"> 1) From a File Manager application, copy the "Please do not move this file" file document (inside the ineoPRINT folder) to an arbitrary folder. 2) Re-install this application from Google Play. 3) Open My Documents and make sure that "Please do not move this file" is the only file document that is being displayed. 4) Go to [Settings] > [My Documents Settings] > [My Documents Lock] and change the setting to ON. Enter the password that had been used previously to lock My Documents and tap the OK button; My Documents will be locked. 5) After My Documents has been locked, exit the File Manager application and overwrite the "Please do not move this file" file document in the ineoPRINT folder. 6) Open this application and go to [Settings] > [My Documents Settings] > [My Documents Lock]. Turn the setting OFF in [My Documents Lock] and enter the password that had been used previously to lock My Documents. Tap the OK button and My Documents will be unlocked. 7) Once you return to the Home screen and open My Documents, you will be able to find the recovered file.
3) Troubleshooting	My Documents	When operations are performed in mobile devices during the lock/unlock process of My Documents, the process is cancelled.	<p>When other operations are performed during the lock/unlock process of My Documents, processes are cancelled in order to prevent data from being lost.</p> <p>For this reason, please do not perform unnecessary operations on the terminal mobile device while My Documents is being locked/unlocked.</p>
3) Troubleshooting	Authentication	The Scan operation fails when the MFP is set to External Server Authentication.	<p>You will not be able to perform External Server Authentication when the SSL in the TCP-socket settings (in the device's Network Settings) is OFF. Please try again after SSL has been turned ON.</p> <p>For further information about configuring settings, please refer to [Are there any settings that should be set on the MFP side?] in the FAQ.</p>

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3) Troubleshooting	My Document	When I try to copy a folder in My Documents, [Failed to copy] appears even if there isn't I try to copy a folder in My Document	Try copying the folder again after performing one of the following procedures: 1) Turn your device OFF and then turn it ON. 2) Go to [Settings] > [App] > [Gallery] in your mobile device and tap [Clear Cache].
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DEVELOP

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