

# FAQ – ineoPRINT

## iOS System

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# FAQ - ineoPRINT - iOS 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"> <li>▪ It enables you to print to DEVELOP printing devices from your iPhone/iPad/iPad2/iPod touch.</li> <li>▪ It also allows you to upload scanned data to your iPhone/iPad/iPad2/iPod touch using DEVELOP multifunction printers.</li> </ul> <p>For further details, please refer to the information on this application at the App Store or the ineoPRINT's Help menu.</p>
1) About this Application	Purchase	How can I purchase this application?	<p>You can download this application from the App Store at no cost.</p> <p>You can access the App Store from iTunes on your PC or activate the App Store application on your iPhone/iPad/iPad2/iPod touch.</p> <p>After you have successfully reached the App Store, use the search term "DEVELOP" or "ineoPRINT" to search for this app. You should be able to find this application there.</p>
1) About this Application	Help	Is there a manual on how to use this application?	<p>The procedures for use of ineoPRINT are explained in more 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	Which devices (iPhone, iPad, iPod touch) does this application support?	<p>ineoPRINT supports the following devices*:</p> <ul style="list-style-type: none"> <li>▪ iPhone5</li> <li>▪ iPhone4S, iPhone4, iPhone3GS</li> <li>▪ iPad, iPad2, iPad (3rd generation)</li> <li>▪ iPad (4th generation)</li> <li>▪ iPod touch (4th generation)</li> <li>▪ iPod touch (5th generation)</li> <li>▪ iPad mini</li> </ul> <p>*ineoPRINT Mobile's Camera function is not supported on the iPad.</p>
1) About this Application	Specification: Device	Which iOS version does this application support?	<p>[Versions]</p> <ul style="list-style-type: none"> <li>▪ iPhone: iOS 5.0/ iOS 5.1/iOS 6.0/ iOS 6.1</li> <li>▪ iPod touch: iOS 5.0/ iOS 5.1/ iOS 6.0/ iOS 6.1</li> <li>▪ iPad: iOS 5.0/ iOS 5.1</li> <li>▪ iPad2: iOS 5.0/ iOS 5.1/ iOS 6.0/ iOS 6.1</li> <li>▪ iPad (3rd generation): iOS 5.1/ iOS 6.0/ iOS 6.1</li> <li>▪ iPad (4th generation): iOS 6.0/ iOS 6.1</li> <li>▪ iPad mini: iOS 6.0/ iOS 6.1</li> </ul>

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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. We cannot 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"> <li>▪ DEVELOP ineo+ 754/ 654</li> <li>▪ DEVELOP ineo+ 754e/ 654e</li> <li>▪ DEVELOP ineo+ 652/ 552/ 452</li> <li>▪ DEVELOP ineo+ 652DS/ 552DS</li> <li>▪ DEVELOP ineo+ 554e/ 454e/ 364e</li> <li>▪ DEVELOP ineo+ 284e/ 224e</li> <li>▪ DEVELOP ineo+ 360/ 280/ 220</li> <li>▪ DEVELOP ineo+ 451/ 550/ 650</li> <li>▪ DEVELOP ineo+ 203/ 253/ 353</li> <li>▪ DEVELOP ineo+ 35</li> <li>▪ DEVELOP ineo+ 25</li> <li>▪ DEVELOP ineo+ 35P</li> </ul> <p>[Monochrome]</p> <ul style="list-style-type: none"> <li>▪ DEVELOP ineo 754/ 654</li> <li>▪ DEVELOP ineo 652/ 552</li> <li>▪ DEVELOP ineo 423/ 363/ 283/ 223</li> <li>▪ DEVELOP ineo 751/ 601</li> <li>▪ DEVELOP ineo 361/ 421/ 501</li> <li>▪ DEVELOP ineo 36/ 42</li> <li>▪ DEVELOP ineo 951</li> <li>▪ DEVELOP ineo 4700P/ 4000P/ 3300P</li> </ul>
<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.</p> <p>The following optional settings are displayed only when they are available in the selected multifunction printers.</p> <ul style="list-style-type: none"> <li>▪ Copies</li> <li>▪ Print type</li> <li>▪ Collate</li> <li>▪ Offset</li> <li>▪ Select colour</li> <li>▪ Staple</li> <li>▪ Punch</li> <li>▪ Colour settings</li> <li>▪ N-up</li> <li>▪ Input tray</li> <li>▪ Print range</li> <li>▪ Output method</li> </ul>
<p>1) About this Application</p>	<p>Specification: Multifunction Printer Settings</p>	<p>Will I be able to print using multifunction printers with User Authentication settings enabled?</p>	<p>ineoPRINT supports User Authentication and Account Track.</p> <p>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 Settings	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	Some characters are not outputted when printing mail texts.	When some characters are not printed correctly, set [Print non-ASCII char.] ON. [Settings] > [Email Settings] > [Print non-ASCII char.] = ON
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 import bookmarks that were created in Safari to the ineoPRINT's bookmarks?	Bookmarks that were created in Safari cannot be imported to ineoPRINT. Furthermore, bookmarks that were created in ineoPRINT cannot be used in other applications.
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 the information 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: Functions	I am currently using an iPhone 3GS. When I try to print from the Web function, the area displayed on the screen is printed in the corner of the paper at a reduced size.	For iPhone 3GS, images become grainy when they are enlarged to match the size of the paper. Therefore, images are printed without being enlarged.  For devices other than iPhone 3GS, images are enlarged to A4 or Letter-sized sheets and printed. Paper sizes can be set from in "Other Settings" → "Default Paper Size".
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	What scanning functions are available?	When the Scan function is accessed from the Home screen, the following parameters can be set before initiating the scan. Please note that only the scan parameters available on the selected MFP can be configured. <ul style="list-style-type: none"> <li>▪ Scan size</li> <li>▪ Resolution</li> <li>▪ Color mode</li> <li>▪ Original type</li> <li>▪ File format</li> <li>▪ Place Document</li> <li>▪ PDF Settings</li> </ul>

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1) About this Application	Specification: Functions	Will I be able to import my standard Email Application settings from iOS?	<p>You cannot import the contents of your standard Email application from iOS into ineoPRINT. Follow the procedures below for your Email Settings in ineoPRINT. Please set up your email directly in the ineoPRINT application by following the procedures below: [Settings] &gt; [Email Settings] &gt; [Add Account...]</p>
1) About this Application	Specification: File Formats	What are the file formats that can be viewed and printed?	<p>The following file formats can be viewed and printed. However, certain files only apply to printing.</p> <ul style="list-style-type: none"> <li>▪ JPEG, GIF, BMP, PNG</li> <li>▪ PDF 1.4, 1.5, 1.6, 1.7 (i-Option LK-102 License Kit is required to print PDF files with passwords)</li> <li>▪ Compact PDF (PDF1.4)</li> <li>▪ TIFF 6.0 (only zipped Colour TIFF files can be printed)</li> <li>▪ DOCX, XLSX, PPTX (only applies to multifunction printers that support DOCX, XLSX, PPTX direct printing)</li> </ul> <p>* There may be instances when scanned PPTX files using DEVELOPDEVELOP multifunction printers may not be properly displayed. However, these files can be printed.</p> <p>The following file formats are only for printing and cannot be viewed.</p> <ul style="list-style-type: none"> <li>▪ XPS</li> </ul> <p>The following file formats can only be viewed and cannot be printed. There may be occasions where certain files may not be displayed properly.</p> <ul style="list-style-type: none"> <li>▪ DOC, XLS, PPT</li> </ul> <p>Also, the following files can neither be displayed nor printed.</p> <ul style="list-style-type: none"> <li>▪ Encrypted PDF files with 256-bit AES</li> <li>▪ Some encrypted PDF files</li> <li>▪ Office documents with password</li> </ul>
1) About this Application	Specification: Functions	Will I be able to import data from other applications?	<p>You can import data to My Documents by using the [Open in...] function.</p> <p>The following is an example of importing data from an Email application that is standard on the iPad/iPhone/iPod touch:</p> <ol style="list-style-type: none"> <li>1) Long-press the attached file icon within the email message.</li> <li>2) Tap [Open in...]. A list of supporting applications will appear.</li> <li>3) Select [PS Mobile] from the list.</li> <li>4) The attachment will be imported into the ineoPRINT application.</li> </ol> <p>After importing the file, you can select either [Open] or [Direct Print].</p> <p>Please make your selection by following the procedures below:</p>

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			<p>[Settings] &gt; [Other Settings] &gt; [Open In Action]</p> <p>The obtained file will be saved in My Documents. ineoPRINT files cannot be opened in other applications.</p>
1) About this Application	Specification: Functions	Will I be able to use the files and various settings in My Documents after deleting the application?	<p>All files and settings inside My Documents will be deleted when ineoPRINT is deleted.</p> <p>Please be aware that lost data will not be recovered even if the application is re-installed.</p> <p>Contents inside the Photo Album will remain.</p>
1) About this Application	Other	Can ineoPRINT be used with iOS4.3?	<p>ineoPRINT cannot be used with iOS4.3. To use ineoPRINT, be sure to install the application after iOS5 or above is installed.</p>
2) Operation Procedures	Print	Will I be able to switch between colour and monochrome print? How do I adjust the settings?	<p>You can adjust the settings in "Print Settings".</p> <p>Please make sure that settings are as follows:</p> <ul style="list-style-type: none"> <li>▪ Select colour: Full colour = Colour print</li> <li>▪ Select colour: Greyscale = Monochrome print</li> </ul>
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 below:</p> <ul style="list-style-type: none"> <li>▪ Swipe the list of the file names (slide your finger on the item that you have selected).</li> <li>▪ A Delete button will appear. Tap the Delete button and that file will be deleted.</li> </ul>
2) Operation Procedures	Mail	Will I be able to save files that are attached to emails received by ineoPRINT's Email function?	<p>Email attachments that were received in the Email function can be saved.</p> <p>A Save button will appear by pressing the attachment file name (keep pressing until the Save button appears). Tap the Save button and the attachment will be saved.</p> <p>However, the Save button will not appear for files with formats that are not supported by My Documents.</p>
2) Operation Procedures	Photo Album	How do I delete photographed images from ineoPRINT?	<p>You cannot delete pictures from ineoPRINT. Photographed images are saved inside the "Camera Roll" of photo albums that are standardised in iPhone/iPod touch.</p> <p>Open the Camera Roll and display the relevant image. Then tap the trash bin and select "Delete Photo".</p>

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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?	Although you can add unsupported devices, we cannot guarantee any print operations with unsupported printers and multifunction printers.
2) Operation Procedures	Selecting Printers	When selecting a printer, the colour of the Printer icon changes to grey and the shape of the mark on the Printer icon changes. What do those mean?	<p>The colours of the Printer icon indicate whether or not the printing device can be recognised by the network. Printers with a green icon can be recognised. Printers with a greyed out icon cannot be recognised.</p> <p>The shape of the Printer icons indicates whether or not the printing device is registered as a Favourite. A Star icon indicates that the printing device is registered as a Favourite.</p> <p>When displaying the list of printers, the printing devices registered as Favourites will be listed preferentially at the top of the list. You can register the Printer Favourite setting of a printing device in the Print Settings screen of each printer.</p>
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"> <li>1) Select [QR Code] in the Printer Select screen.</li> <li>2) Point the camera at the QR Code so that it fits within the scanning area.</li> <li>3) Scan the QR Code.</li> <li>4) The MFP will be automatically registered from the scanned QR Code.</li> </ol> <p>If the MFP did not register, please consult with the person who set up the QR Code.</p>

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<p>2) Operation Procedures</p>	<p>WebDAV Scan</p>	<p>How do I perform WebDAV Scan in the ineoPRINT application?</p>	<p>Follow the procedures below:</p> <ol style="list-style-type: none"> <li>1) Open [WebDAV Scan] in the ineoPRINT application and check the destination address. The destination address and port number will appear if you tap [WebDAV Scan] at the bottom of the screen (refer to "Screen-1"). Caution: Do not close this screen until the scanned data has been imported in full.</li> <li>2) Set the multifunction printer:             <ol style="list-style-type: none"> <li>a) Press the [Fax/Scan] key on the multifunction printer.</li> <li>b) Select the [Direct Input] tab and press [WebDAV]. The WebDAV Settings screen will open.</li> <li>c) Press [Host Name] and enter the address that is displayed for ineoPRINT (refer to "Screen-2").</li> <li>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-3").</li> <li>e) Press [OK] and then the settings are completed.</li> </ol> </li> <li>3) Start the scan.</li> </ol> <p>Set the document to be scanned to the multifunction printer and press the [START] key.</p> <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 your iPad/iPhone/iPod touch is fixed. This is most useful if you frequently use the same multifunction printer to scan to your Pad/iPhone/iPod touch. For further information, refer to the User Guide of your multifunction printer.</p>
<p>2) Operation Procedures</p>	<p>Email</p>	<p>Will I be able to save ZIP files that are attached to an email received by the ineoPRINT's Email function in My Documents without decompressing the file?</p>	<p>Follow the procedures listed below to save a ZIP file in My Documents without decompressing the file.</p> <ol style="list-style-type: none"> <li>1) Long-tap the ZIP file icon. Selection menu - [Save], [Open], [Cancel] will appear.  (For the iPad, only [Save] and [Open] will appear. Tap the screen outside the Selection menu area to cancel.)</li> <li>2) Tap [Save] to save only the ZIP file in My Documents.</li> </ol>



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2) Operation Procedures	Web Print	Will I be able to print a designated area of a Web page?	<p>The following two procedures are recommended:</p> <p>1) Save the Web page as a PDF in My Documents, and then print a specified range of pages of the PDF.</p> <p>Tap the icon on the right-hand side of the displayed URL to save the Web page as a PDF.</p> <p>2) Display the area of the Web page you wish to print and tap the icon to print.</p> <p>Select [Select Print Range] → [Displayed Area Only].</p>
2) Operation Procedures	Adding Printers	A message appeared: "Unable to update printer information."	Go back to the [Select Printer] screen, tap the button on the bottom left-hand side of the screen and update the printer information.
2) Operation Procedures	Print	When printing data from multifunction printers with Authentication settings enabled, how do I adjust the settings?	<p>Configure the settings by following the procedures indicated below:</p> <p>1) Tap the multifunction printer on the Printer Selection screen.</p> <p>&gt;&gt; The Authentication screen that complies with the Authentication method configured in the multifunction printer will appear.</p> <p>Please check with your System Administrator for information about which information must be entered.</p> <p>2) Enter the Authentication information that is required.</p> <p>Furthermore, if the Authentication Information settings cannot be obtained from the multifunction printer, you can configure the Authentication method manually.</p> <p>Please check with your System Administrator for information about what is required.</p> <p>The following 3 types of Authentication methods can be used for ineoPRINT:</p> <ul style="list-style-type: none"> <li>▪ Device (User Authentication, Account Track)</li> <li>▪ External Server (Active Directory, etc.)</li> <li>▪ Enhanced Server (Enterprise Authentication Manager, etc.)</li> </ul> <p>Also, ineoPRINT does not support Authentication Methods that use data other than User Authentication information and Account Management information.</p>

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2) Operation Procedures	File Operation	How do I move a file or change the name of a file in My Documents?	<p>Follow the procedures below:</p> <ol style="list-style-type: none"> <li>1) Display the list of the files in My Documents and tap [Edit] at the bottom of the screen.</li> <li>2) Tap to select the file which you wish to move or rename.</li> <li>3) Tap the Action icon and the available functions will be displayed. <ul style="list-style-type: none"> <li>• Upload to online storage: Copy the file into online storage</li> <li>• Mail: Create an email with the file attached</li> <li>• Rename: You can change the name of the file</li> <li>• Move file: Move the file to another folder in My Documents</li> <li>• Delete: Delete the file</li> </ul> </li> </ol>
2) Operation Procedures	Scan	How do I save scanned data directly in a folder in My Documents?	<p>Try either one of the following methods:</p> <p>By using WebDAV Scan</p> <ol style="list-style-type: none"> <li>1) In My Documents, move the scanned data to the folder where you would like to save it.</li> <li>2) Tap on the WebDAV Scan icon on the lower right-hand side of the screen.</li> <li>3) Send the scanned data from the MFP by following the instructions that appear at the top of the screen.</li> </ol> <p>By using PULL Scan</p> <ol style="list-style-type: none"> <li>1) Select the Scan button.</li> <li>2) Configure the Scan settings as necessary and press the [Scan] button.</li> <li>3) After Scan has been completed, the Scan Image screen will appear. Tap the Save icon on the lower right-hand side of the screen and move to the folder where you would like to save the scanned data. After moving to the appropriate folder, tap [Save].</li> </ol>
2) Operation Procedures	Print	When printing an Excel document with multiple sheets, all sheets are printed. Will I be able to print only the specified sheets?	<p>You cannot designate specific Excel sheets to be printed.</p> <p>When printing Excel documents, all sheets will be printed.</p>

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3) Troubleshooting	ALL	What do I do when “Not enough memory on the device” appears?	<p>This message indicates that there is little memory left in the device. Follow the procedures below to increase the amount of available memory in the device.</p> <p><b>For iOS 4.1 and above</b></p> <p>The list of activating applications will appear at the very bottom of the screen by double-clicking the Home button.</p> <p>Press the application’s icon until a [ - ] button appears on each icon. Tap the [ - ] button of the applications that you are not using and those applications will end. By following this procedure, the amount of available memory in the device will increase.</p> <p><b>For iOS 3.2 (iPads only)</b></p> <p>Press and hold the Sleep/Wake button and restart the iPad.</p> <p>By performing these operations, the amount of available device memory will increase.</p>
3) Troubleshooting	Mail	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> <p>In this case, please contact your network administrator.</p>
3) Troubleshooting	Mail	“This file format can be printed but not displayed.” appears.	<p>When you try to display file formats not supported by ineoPRINT such as XPS files (.xps), this message will appear. However, you will be able to print and send these files by email.</p>
3) Troubleshooting	My Documents	When I try to display a big file before printing it, the application shuts down.	<p>There are cases where big files cannot be displayed due to the terminal’s memory limit, etc. In such cases, select the target file from the [Edit] button and print it by selecting the [Print] menu. (You will be able to print without displaying the file.)</p>
3) Troubleshooting	Scan	The scanned Colour TIFF file cannot be displayed properly. The screen is either out of alignment or slanted.	<p>When scanning from multifunction printers, if you set the Save format to a Full Colour TIFF format, there are times where the file may not be displayed properly. However, even under these circumstances, you will be able to print the file.</p> <p>When importing scanned data (in full colour) from multifunction printers, be sure to use either PDF or JPEG formats.</p> <p>TIFF formats can be displayed properly in ineoPRINT if you set the Colour Mode to Greyscale or Black.</p> <p>The scanned Colour TIFF file may displayed correctly if you update iOS to version 5.0 or above.</p>
3) Troubleshooting	My Documents	When I tried to send an email, the TIFF file that I attached appeared as “?”.	<p>Emails can still be sent properly even if “?” is displayed.</p>

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3) Troubleshooting	Mail	The email's contents are displayed separately in many parts (such as characters > images > characters).	<p>Depending on the email's software, there are times when the email's contents are displayed separately in many parts.</p> <p>These emails can be displayed properly in ineoPRINT by forwarding the mail that was sent by the standard email application of the iOS to yourself.</p>
3) Troubleshooting	Mail	The later part of the email is not displayed.	<p>Depending on the email's software, its contents may be displayed separately in many parts, and if the email exceeds a certain length (approximately over 100 lines), the later part of the email may be cut off.</p> <p>Those emails can be displayed properly in ineoPRINT by forwarding the email that was once sent by the standard Email application of the iOS to yourself.</p>
3) Troubleshooting	Web	When I tried to access a certain homepage from the Web function, "This page cannot be displayed." appeared.	<p>Some Web sites that use HTTPS may not be displayed properly.</p> <p>Some Web sites that use pop-ups cannot be displayed.</p>
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 the "Other Settings" menu is only enabled when printing from the Web.
3) Troubleshooting	Selecting Printers	"Cannot connect to printer" appeared when I tried to print. What should I do?	<p>It is possible that under certain conditions, the printer cannot be recognised by the network.</p> <p>Tap the name of the printer in the Print screen and display the screen to select printers. If the icon on the left-hand side of the printer's name is greyed out, the conditions are preventing the printer from being recognised by the network.</p> <p>Please check the printer's status from the printer's operation panel. If other printers are available, print by selecting a printer with a green icon next to its name.</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.</p> <p>Print by using this size of paper or use paper that is bigger than the size that was set when the file was created.</p> <p>* Reduced printing of PDF and XPS files is not supported.</p> <p>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	My Documents	ineoPRINT shuts down when I try to display TIFF or PDF files at high resolutions.	Operations become unstable when you open TIFF and PDF files with high resolutions and many pixels. When importing scanned data from multifunction printers, we recommend that you set the resolution to 200 dpi or 300 dpi on the multifunction printer.

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<p>3) Troubleshooting</p>	<p>Searching for Printing Devices</p>	<p>I am unable to find the printing device that I am searching for.</p>	<p>Please check the following two items:</p> <p>1) Are the multifunction printer and the iPhone/iPad/iPod touch on the same network? ineoPRINT uses Bonjour to find the DEVELOP printing devices.</p> <p>The printing device and ineoPRINT must be on the same subnet because Bonjour is a link local only discovery method.</p> <p>Please check the printing device's IP address and the IP address that is set in your iPhone/iPad/iPod touch.</p> <p>You can check the IP address in your iPhone/iPad/iPod touch from the [Scan] screen or by following these procedures:</p> <p>[Settings] &gt; [Wi-Fi] &gt; (Name of network which was selected) &gt; [IP Address]</p> <p>If the network number of the IP address is not the same, you will not be able to find the device that you are searching for.</p> <p>This phenomenon will occur if you are using a Wireless LAN Access Point in Router Mode.</p> <p>2) Please check the setting of your printing device (Bonjour, SNMP, Read Community Name, etc.).</p> <p>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>
<p>3) Troubleshooting</p>	<p>WebDAV Scan</p>	<p>"Deleted Due To Error" appears on the multifunction printer and I am unable to send data that I have scanned via WebDAV.</p>	<p>Please check the following two items:</p> <p>1) Is the [WebDAV Scan] screen of the ineoPRINT application closed while the WebDAV Scan is being executed?</p> <p>If you close the [WebDAV Scan] screen, the data will not be transferred.</p> <p>Please do not close the [WebDAV Scan] screen until the process has been completed.</p> <p>2) Are the multifunction printer and the ineoPRINT on the same network?</p> <p>Please check the multifunction printer's IP address and the IP address that is displayed in the [WebDAV Scan] screen.</p> <p>If the network number of the IP address is not the same, connections cannot be made.</p> <p>This phenomenon will occur if you are using a Wireless LAN Access Point in Router Mode.</p> <p>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	WebDAV Scan	<p>"Failed to complete job." appears on the multifunction printer and I am unable to send data that I have scanned via WebDAV.</p>	<p>If [Chunk Transmission] is set to [Yes] when performing WebDAV Scan from multifunction printers, you will not be able to complete the WebDAV Scan properly.</p> <p>Follow the procedures below and set [Chunk Transmission] to [NO].</p> <p>[Administrator Settings] &gt; [Network Settings] &gt; [WebDAV Settings] &gt; [WebDAV Client Settings] &gt; Set [Chunk Transmission] to [NO]</p>
3) Troubleshooting	My Documents	<p>When I try to decompress a file (ZIP file), the name of the generated file and the folder are garbled and I cannot read them.</p>	<p>File names and folder names may be garbled when the names of compressed files and folders are created in a format other than ASCII or UTF-8.</p> <p>In addition, the original file will be saved under another file name which will be newly created depending on the combination of the character code of file names and characters.</p> <p>Tap [Edit] and change the names of files and folders.</p>
3) Troubleshooting	My Documents	<p>When I try to open a file, a white screen appears and nothing shows up on the screen.</p>	<p>When opening the following file types, there are times when the contents may not be displayed and the screen may appear white.</p> <ul style="list-style-type: none"> <li>▪ Encrypted PDF files with 256-bit AES</li> <li>▪ Some encrypted PDF files</li> <li>▪ Files scanned in PPTX format from DEVELOPDEVELOP multifunction printers</li> <li>▪ Office documents with password</li> </ul>
3) Troubleshooting	Email	<p>Subtitles and message bodies are garbled. Or they appear as "?".</p>	<p>When device-dependent characters are used in the subject or message body of an email, the content of the email may not be displayed properly.</p>
3) Troubleshooting	Web Print	<p>When printing a Web page, ineoPRINT shuts down when I select [Entire Web Page].</p>	<p>When printing an entire Web page, more memory is required than when printing only the displayed area of a Web page. When all available memory is used up, ineoPRINT shuts down and the Web page cannot be printed. Close any open applications to free up memory.</p> <p>If you are still unable to print the entire Web page after increasing the amount of free memory, set [Print Low Resolution Mode] to [ON] and try again.</p> <p>Follow the procedures below to set [Print Low Resolution Mode] to [ON]:</p> <p>[Settings] &gt; [Other Settings] &gt; Set [Print Low Resolution Mode] to [ON]</p>

## FAQ - ineoPRINT - iOS System

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3) Troubleshooting	Web Print	<p>When I try to print a Web page such as Google Maps, only a part of the entire page is printed even though I selected "Entire Web Page". Also, the printed content is different from the displayed content.</p>	<p>Web pages such as Google Maps change based on the operations performed by the user even though the URL does not change. This is why printing "Entire Web Page" may not work as expected (such as Web pages where Ajax, JavaScript or animation GIF are used).</p> <p>Select "Displayed Area Only" to print these pages.</p>
3) Troubleshooting	Print	<p>When I try to print an encrypted PDF file (a PDF file with a password) from ineoPRINT, the encrypted file does not print.</p>	<p>Check the following three 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 DEVELOPDEVELOP 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." 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>
3) Troubleshooting	Specification: Multifunction Printer Setting	<p>I have applied an attribute to an Office document (attributes such as shading), but the attribute cannot be printed.</p>	<p>In some instances ineoPRINT does not support printing attributes that have been applied to an Office document.</p>

# FAQ - ineoPRINT - iOS System

<p>3) Troubleshooting</p>	<p>Print</p>	<p>A message appears: "Print data has been sent to printer.", but the data cannot be printed.</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] -&gt; [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. 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. In some cases, the devices (depending on the model) 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"> <li>▪ 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.</li> <li>▪ 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.</li> </ul> <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>



# FAQ - ineoPRINT - iOS System

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3) Troubleshooting	Print	A message appears: “** file cannot be printed.”, 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. Other devices do not support these file formats.</p> <ul style="list-style-type: none"> <li>▪ DEVELOP ineo+ 754e/ 654e</li> <li>▪ DEVELOP ineo+ 754/ 654</li> <li>▪ DEVELOP ineo+ 554e/454e/364e/284e/224e</li> <li>▪ DEVELOP ineo+ 554/454</li> <li>▪ DEVELOP ineo+ 364/284/224</li> <li>▪ DEVELOP ineo 754/654</li> </ul> <p>2) Printer information was not properly acquired. Go back to the [Select Printer] screen and tap the button on the bottom left of the screen and update the printer information.</p>
3) Troubleshooting	Print	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"> <li>▪ DEVELOP ineo+ 35/ 35P</li> <li>▪ DEVELOP ineo+ 25</li> <li>▪ DEVELOP ineo 751/ 601</li> <li>▪ DEVELOP ineo 36/ 42</li> </ul>
3) Troubleshooting	Print	When I try to use the “Open In” function in other applications to open a file in ineoPRINT, only the Print Settings screen appears, the file contents do not appear.	<p>Please check the following settings in ineoPRINT: [Settings] &gt; [Other Settings] &gt; [Open In Action]</p> <p>If File Input is performed using Open In, in a situation where [Print] is specified, Print will be performed directly without opening the file. This is the quickest method that will enable Print to be performed with the least amount of memory; this will be useful if you know the contents of the file.</p> <p>If you would like to have the file’s contents displayed when File Input is performed by Open In, select [Open in Action] → [Open].</p> <p>Furthermore, if you would like to specify [Open] or [Print] every time Open In is executed, set [Confirm].</p>

## FAQ - ineoPRINT - iOS System

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3) Troubleshooting	Print	When I try to print an email, ineoPRINT shuts down.	<p>It requires a significant amount of physical memory to print an email.</p> <p>When all available memory is used up, the ineoPRINT app shuts down and the email cannot be printed.</p> <p>Close any open applications to free up memory. Please note that iPhone 3GS, iPad and iPod Touch have limited memory.</p> <p>Also, when [Print non-ASCII char.] is ON, change [Print non-ASCII char.] to OFF and the email may be printed.</p> <p>However, there are the following restrictions:</p> <ul style="list-style-type: none"> <li>▪ Characters other than Latin1/Latin2 will appear blank when printed.</li> <li>▪ There are cases where the following emails cannot be printed even if you change [Print non-ASCII char.] to OFF, because [Print non-ASCII char.] will automatically be changed to ON when printing.</li> <li>▪ Emails written using character codes used only for Japanese/Chinese/Korean.</li> <li>▪ Emails where the colour of the text and/or the font size of the text is/are changed.</li> <li>▪ Emails in which an image(s) is/are embedded.</li> <li>▪ Emails created in HTML format.</li> </ul>
3) Troubleshooting	Print	When I try to print after, a message appears: "*** file cannot be printed.", and the file cannot be printed.	<p>Just after updating the printer information, the information may not have been properly acquired.</p> <p>Tap the icon on the bottom left-hand side of the [Select Printer] screen and update the printer information.</p>
3) Troubleshooting	Print	When I tap the icon to save a Web page as a PDF, ineoPRINT shuts down.	<p>It requires a significant amount of memory to save a Web page.</p> <p>When all available memory is used up, ineoPRINT shuts down.</p> <p>Close any open applications to free up memory. Please note that iPhone 3GS, iPad and iPod Touch have limited memory.</p>
3) Troubleshooting	Mail	When I sent an email with an email file attachment from ineoPRINT and the email was opened in Microsoft Outlook, part of the email attachment name appeared as "_" (underscore).	<p>The content of these emails can still be opened properly even if part of the name of the email attachments appears as "_".</p> <p>Please rename the file after receiving the email, or open the email in other email programs (such as Thunderbird).</p>

## FAQ - ineoPRINT - iOS System

3) Troubleshooting	Mail	When I sent an email with an email file attachment from ineoPRINT and the email was opened in Microsoft Outlook, the email file attachment name was not fully displayed and I could not see the file extension.	<p>When you send emails with email file attachments from ineoPRINT and those emails are received in Microsoft Outlook, the attached email file names may not be fully displayed.</p> <p>Contents of these emails can still be properly received even if the attached email file names are not fully displayed. Please rename the file attachment by adding an appropriate file extension after receiving the email and opening the file attachment.</p> <p>When you send emails with file attachments to those who might open the email in Microsoft Outlook, shortened file names (64 characters or less including extensions) are recommended.</p>
3) Troubleshooting	My Documents	When I try to display a file downloaded from iCloud, an error message appears: "The operation couldn't be completed. Bad file descriptor." What should I do?	<p>It is possible that under certain conditions, the file might have not been uploaded properly from ineoPRINT to iCloud.</p> <p>From the device where you uploaded the file, move the file from iCloud to another place, and delete the file from iCloud. Upload the file again.</p>
3) Troubleshooting	Upload	When I tried to upload a file that was saved in My Documents to an online storage site, an error message appeared and the file could not be uploaded.	<p>Please check the error message:</p> <ul style="list-style-type: none"> <li>▪ When the following appears: "An error occurred with the server connection. Download has been cancelled." <ul style="list-style-type: none"> <li>&gt; This message indicates that the network may be experiencing a problem. Please check the network environment and connect again</li> </ul> </li> <li>▪ When the following appears: "Your storage is almost full." <ul style="list-style-type: none"> <li>&gt; This message indicates that there is not enough storage memory available. Please delete unnecessary files or increase the amount of memory available by purchasing additional storage capacity and perform the upload again.</li> </ul> </li> <li>▪ When the following appears: "A server error occurred." <ul style="list-style-type: none"> <li>&gt; This message indicates that some sort of error occurred while uploading (e.g. characters that the online storage service does not support have been used in a file name).</li> </ul> </li> </ul> <p>Please refer to the specification of the online storage service.</p>
3) Troubleshooting	My Documents	When I tried to download a file with a long name, the last part of the name appeared as strange symbols.	<p>iOS supports file names with up to UTF-8(NFD) 255 bytes.</p> <p>When a file name exceeds this limitation, the last part of the name may be garbled.</p> <p>Please shorten the file name.</p>

## FAQ - ineoPRINT - iOS System

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3) Troubleshooting	Job Status	I get [Job Complete *] in the Job Status results but what does the [*] mark indicate?	<p>[Job Complete *] is displayed when the device cannot determine whether the sent print job has been completed successfully or is waiting for the user to process it.</p> <p>If [Job Complete *] is displayed in the status result of Security or Authentication Print, the print job may be waiting for operations to be performed from the multifunction printer panel.</p> <p>If that is the case, please perform the operation on the panel of the relevant multifunction printer and process the print job.</p>
3) Troubleshooting	Scan	Scan fails in devices that are authenticated by the External Server Authentication.	<p>External Server Authentication cannot be performed when SSL is turned OFF in the TCP-Socket settings of the multifunction printer's Network settings.</p> <p>Please turn SSL ON in the TCP-Socket settings of the multifunction printer's Network settings.</p>
Other	Google Drive	A warning message appears: "Upload failed for file: (File Name)". Are there any file formats which cannot be uploaded on Google Drive?	<p>Refer to the Google Documents List API's FAQ for the supported file formats.</p> <p>What kinds of files can I upload to the Documents List API?</p> <p><a href="http://code.google.com/apis/documents/faq.html#WhatKindOfFilesCanIUpload">http://code.google.com/apis/documents/faq.html#WhatKindOfFilesCanIUpload</a></p>
Other	Google Drive	When I try to enter part of the file name and search for the file on Google Drive, the file cannot be found even though the target file is present on Google Drive.	<p>When performing a search in Google Drive, the target word will only be searched by the Begins With search or when the word entered matches the target word.</p> <p>Each word must be separated by a space or character (such as an underscore symbol). For example, if a file name is created using capital letters for the first letter of each word and the words are not separated by a space or another character; the words will not be recognised as single words. Under these circumstances, each individual word cannot be searched for.</p> <p>For example, nothing will be retrieved when searching a file whose name is "ineoPRINT.pdf" by using the search word "Mobile".</p>

# **DEVELOP**

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