RICOH

RICOH Smart Device Print&Scan

User Manual for iOS

Read this manual carefully before you use this machine.

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How to Read the Manuals

Symbols Used in the Manuals

The symbols used in this manual have the following meanings.

⭐ **Important**

Indicates an explanation containing points to pay attention to when operating the software, restrictions, or other information. Be sure to read the explanation.

⬇ **Note**

Indicates an explanation containing information that is useful to know, a supplementary operating procedure, or other information.

📄 **Reference**

Indicates where you can find further relevant information.

[ ]

Indicates a screen item or button name.

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

Notes

The content of this manual is subject to change without notice.

There may be some differences between the illustrations and explanations in this manual and your product due to, for example, improvements or changes to the product.

This manual is created based on iPad 2 (the 2nd generation) with iOS version 6.1.3.

Note that some of the illustrations or descriptions in this manual may vary due to changes for improvement in this application, iOS, iOS device or iTunes.

This manual shall not be copied, duplicated, changed, quoted or reproduced in part or in full without permission.

1. What is Smart Device Print&Scan?

What You Can Do with Smart Device Print&Scan

Smart Device Print&Scan has the following features:

- Print photos stored in an iOS device.
- Print documents (PDF, iWork, MS Office) shared between the application and your computer through iTunes' [File Sharing].
- Print images or texts saved to the clipboard.
- Print web pages displayed in Smart Device Print&Scan.
- Print images or documents saved in cloud storage.
- Import the PDF documents and images with Scanner.
- Print photos or documents opened from another application using [Open in...].
- Print securely using the user code authentication or Locked Print function.
- Print using the on-demand print option.
- Print using the Location Free print server.

Before Using This Application

Connecting Your iOS Device to a Wi-Fi Network

1. On your iOS device, tap [Settings] and [Wi-Fi], and then turn on [Wi-Fi].

2. Select and configure your Wi-Fi network according to your environment.

3. Connect to the Wi-Fi network.

↓Note

- For details about the network settings, contact your network administrator.

Connecting a Device to a Network

See the user manual of the device to be used. For details about the network settings, contact your network administrator.

2. Starting the Application

Main Menu

When you start the application by tapping [RICOH Print&Scan], the [Smart Device Print&Scan] screen appears.
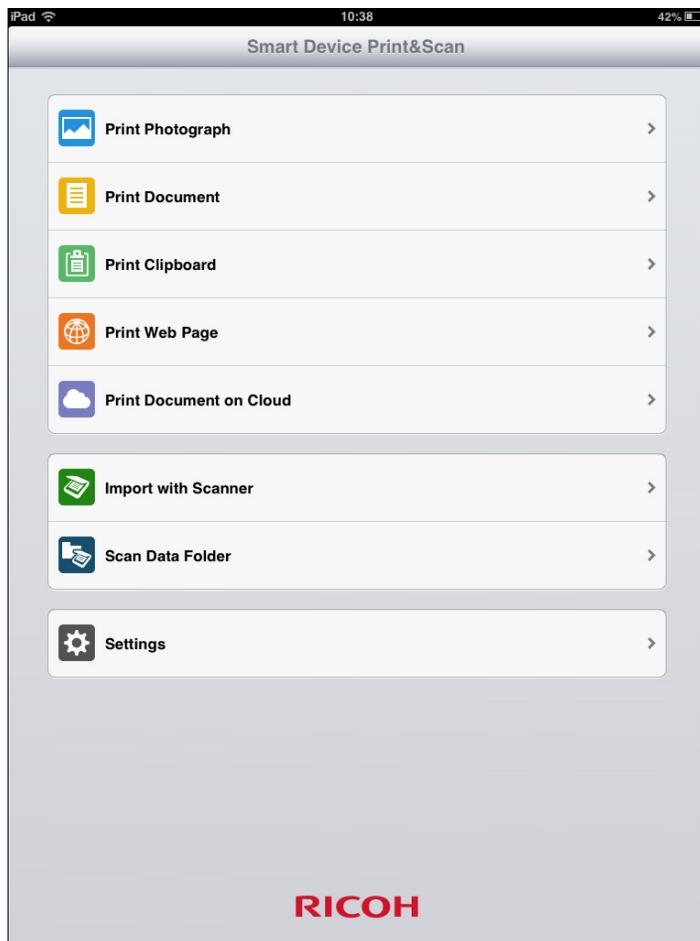
The following menu items are available:

Note

- Display on the landscape orientation is not supported on the iPhone.

Print Photograph	Prints photos stored in the iOS device.
	Reference
	- page 19 "Printing Photographs"

Print Document	Print documents (PDF, iWork, MS Office) shared between the application and your computer through iTunes' [File Sharing]. PDF, iWork, and Microsoft Office documents are supported. 🔖 **Reference** • page 20 "Printing Documents in Your Smart Device"
Print Clipboard	Prints images or texts saved to the clipboard. 🔖 **Reference** • page 22 "Printing Clipboard Contents"
Print Web Page	Prints web pages displayed in Smart Device Print&Scan. 🔖 **Reference** • page 23 "Printing Web Pages"
Print Document on Cloud	Prints images or documents saved in cloud storage. Dropbox and Google Drive are supported. 🔖 **Reference** • page 24 "Printing Documents Saved in Cloud Storage"
Import with Scanner	Imports PDF documents and images with the scanner connected to the device. 🔖 **Reference** • page 31 "Importing with a Scanner"
Scan Data Folder	Browses scanned files saved in the iOS device. 🔖 **Reference** • page 33 "Checking Data Imported with a Scanner"

⚙ Settings	The following settings are available.
	• Print Settings
	🗉 Reference
	• page 15 "Configuring Default Print Settings"
	• Scan Settings
	🗉 Reference
	• page 17 "Configuring Default Scan Settings"
	• Devices
	🗉 Reference
	• page 11 "Registering the Device"
	• Authentication
	🗉 Reference
	• page 18 "Configuring Authentication Settings"
	• Help
	Shows this manual.
	• Version
	Shows the version information.
	• Support
	Shows a Web page with support information.
	• Contact us
	Shows a Web page with contact information.

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3. Getting Started

Registering the Device

Before registering a device or performing printing or scanning, you can ping the device to check whether or not the device responds.

1. **Tap [Settings] in the main menu.**

2. **Tap [Other Settings].**

3. **Tap [Check Device Connection].**

   To check for network connection using ping, select the check box. If you do not check for network connection using ping or your network does not allow pings, clear the check box.

Searching for a Device on Bonjour

⭐ **Important**

- If a device supports the PDF direct print function, [PDF direct print] will be displayed.

- If a PDF file cannot be printed correctly using the PDF direct print function, clear the [PDF direct print] check box.

1. **Tap [Settings] in the main menu.**

2. **Tap [Devices].**

3. **Tap [Search Devcs.].**

4. **Tap [Search Devices] below [Search on Bonjour].**

5. **In the [Dev. Srch. Lt.] list, select the device you want to add.**

6. **Tap [Add Devices].**

   The device is added to the [Device] list.

⬇ **Note**

- The devices on which this application has not been tested are also shown in the search results. For details about tested devices, see page 41 "Supported Devices".

- The device to be searched for must be in the same subnet as your iOS device.

- The device is required to support PS3 or AirPrint.

Specifying a Device by its IP Address

⭐ Important

- If a device supports the PDF direct print function, [PDF direct print] will be displayed.

- If a PDF file cannot be printed correctly using the PDF direct print function, clear the [PDF direct print] check box.

1. Tap [Settings] in the main menu.

2. Tap [Devices].

3. Tap [Search Devcs.].

4. Tap the [Host Nm./IP Addrs.] input field.

5. Input the IP address or host name with the keyboard displayed.

6. Tap [Host Nm./IP Addrs. Search].

7. In the [Dev. Srch. Lt.] list, select the device you want to add.

8. Tap [Add Devices].

   The device is added to the [Device] list.

⬇ Note

- Enter an IP address that consists of four numbers ranging from 0 to 255 separated by periods (for example, 168.190.0.1).

- The device must support SNMP.

- The devices on which this application has not been tested may also be specified. Confirm whether the model is one on which this application has been tested. For details about tested devices, see page 41 "Supported Devices".

- Enter the host name registered in the DNS server.

Specifying a Location Free Server by its IP Address

⭐ Important

- When a Location Free server is specified, [PDF direct print] is always displayed. Select the [PDF direct print] check box only when the Location Free server you are using supports the PDF direct print function.

- For devices that support the PDF direct print function, the [PDF direct print] check box will be displayed and checked automatically.

- If you cannot print correctly with the PDF direct print function, clear the [PDF Direct Print] check box and print again.

- If the information (such as the IP address) of a device registered in the printer list is changed, delete the device from the printer list, and then add it again. Otherwise, unexpected problems may occur as the device tries to print the information before the change.

1. Tap [Settings] in the main menu.
2. Tap [Devices].
3. Tap [Search Devcs.].
4. Turn on the [Search for Server].
5. Tap the [Host Nm./IP Addrs.] input field.
6. Input the IP address or host name with the keyboard displayed.
7. Tap the [Share Name] input field.
8. Input the share name with the keyboard displayed.
9. Tap [Host Nm./IP Addrs. Search].
10. In the [Dev. Srch. Lt.] list, select the device you want to add.
11. Tap [Add Devices].

   The device is added to the [Device] list.

Note

- Enter an IP address that consists of four numbers ranging from 0 to 255 separated by periods (for example, 168.190.0.1).
- Enter the share name specified for Share Name in the Location Free server. For details, contact your network administrator.
- A share name in double-byte characters cannot be specified in this application.
- Enter the host name registered in the DNS server.

Reference

- For details about supported Location Free servers, see page 41 "Supported Location Free Print Servers".

Displaying the Information of the Registered Device

1. Tap [Settings] in the main menu.
2. Tap [Devices].
3. Tap ⊙ of the device displayed in the [Device] list.

   On the [Device Details] screen, the following information is displayed.

Model	Shows the model name of the device.

Function	Shows the supported functions by displaying its icons. • 🖨️: Printer function • 📇: Scan function
Place	Shows the place where the device is located.
Host Nm./IP Addrs.	Shows the host name or IP address input when the search is made.
PDF direct print	Shows whether if the PDF direct print function is enabled or not. **⬇️ Note** • PDF direct print only appears when the device supports the PDF page description language.

Configuring Default Print Settings

Configure the default print settings displayed in the [Preview] Screen.

Changes to the settings will be reflected when the application restarts.

If this application remains in the multitasking list, the changes will not be reflected neither when you go back to the home screen nor when you switch to another application.

To reflect the changes, delete the application from the multitasking list, and then restart the application.

The following print settings can be specified.

Color/BW	Specify whether to print in color or black-and-white. The default is [Color]. ⬇ **Note** • When a black-and-white document is printed with the Color setting, it may be printed with cyan, magenta, yellow and black toner. Therefore, it may be counted in the color counter in the printer. If you only want to use black toner to print, select BW. If color documents are mixed with BW documents and they are printed with the Color setting, BW documents may also be counted in the color counter.
Copies	Set from 1 to 99 for the number of print copies. The default is [1].
Paper Size	Select the paper size. The default is [A4].
Orientation	Select the paper orientation. The default is [Portrait].
2 Sided	Specify whether to perform two-sided printing. The default is [None].
Input Tray	Select the input tray. The default is [Auto Tray Select].
Stapler	Specify whether or not to staple the printed copies. The default is [Off].
Paper Type	Select the paper type. The default is [Plain & Recycld.].

Print Quality	Select the print quality.
	The default is [Speed Priority].
	⬇ Note
	• [Print Quality] cannot be selected for PDF direct print.
	• If the file does not print correctly, lower the print quality, and then close other applications.
Job Type	Select [Normal Print] or [Locked Print] for the job type.
	The default is [Normal Print].
User ID	Enter your eight-character user ID when using the Locked Print function or printing with an on-demand print application.
Password	Enter the password when using the Locked Print function.

Configuring Default Scan Settings

Configure the default scan settings displayed in the [Preview] Screen.

The following scan settings can be specified.

Color/B & W	Select color or black-and-white to be scanned. The default is [Color].
Resolution	Specify the resolution. The default is [200 dpi].
File Type	Select the file type for the scanned image file. The default is [PDF].
Original Settings	Specify whether to perform one-sided or two-sided scanning. The default is [1 Sided].
Origin. Scn. Mth.	Specify whether to scan from [ADF] or [Exposure Glass]. The default is [ADF].
Orientation	Select the orientation of text in the document. The default is [Readable Dir.].
Scan Size	Select the size of the document to be scanned. The default is [A4].
Originl. Orienttn.	Specify the orientation to load the document. The default is [Long Edge].

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Configuring Authentication Settings

Configure the default user code authentication and the Locked Print settings displayed in the [Preview] Screen.

⭐ **Important**

- If the driver encryption key specified on the device is changed from its default setting, user authentication from this application will fail.
- For details about the settings of the driver encryption key, contact your administrator.

User Authentication	Specify whether to print using user authentication or not. The default is [OFF]. If [User Authentication] is [ON], [Login User Name] and [Login Password] can be entered. If [User Authentication] is [OFF], [User Code] can be entered.
User Code	Enter up to eight numbers for the user authentication user code.
Login User Name	If [User Authentication] is [ON], [Login User Name] can be specified. Enter the login user name for user authentication.
Login Password	If [User Authentication] is [ON], [Login Password] can be specified. Enter the login password for user authentication in alphanumeric characters and/or symbols.

4. Printing Documents

Printing Photographs

Print the photographs saved in your iOS devices.

1. **Tap [Print Photograph] in the main menu.**

2. **Tap the album.**

3. **Tap the photograph you want to print.**

   When printing multiple photographs, tap multiple photographs.

4. **Tap the white area of the screen to close the [Selct. Photo] screen.**

5. **Tap 🖨.**

   [Preview] appears.

6. **Change the print settings as necessary.**

7. **Tap [Print].**

⬇Note

- When deselecting the photograph once it is selected for printing, tap the photograph again to clear the check box. If you want to select it again to be printed, tap the photograph one more time to select the check box.

📘Reference

- For details about the print settings that can be changed in Preview, see page 27 "Print Settings That Can be Changed".

Printing Documents in Your Smart Device

Print the documents (PDF, iWork, MS Office) shared between Smart Device Print&Scan and your computer through iTunes' [File Sharing].

Importing Documents into Your iOS Device

⭐ **Important**

- Since Microsoft Office (xls, xlsx, doc, docx, ppt, pptx) and iWork (pages, numbers, key) files are printed based on print preview by iOS's WebView, they may not be printed in the correct layout. We recommend that you convert them into the PDF before importing them to your iOS device.

1. Connect your iOS device to your Mac or PC, and then start iTunes.
2. Select the [Apps] tab of your iOS device displayed under [Device] in iTunes.
3. Select [Smart Device Print&Scan] in the [App] list of [File sharing] under [Apps].
4. When the [Smart Device Print&Scan document] list is displayed, drag document(s) to the list or press the [Add...] button to add document(s) to the list.
5. Click [Sync] to import the selected documents into your iOS device.

⬇ **Note**

- The following document types can be selected for printing:
    - PDF (pdf)
    - Microsoft Office documents (xls, xlsx, doc, docx, ppt, pptx)
    - iWork documents (pages, numbers, key)

Printing Imported Documents Saved in Your iOS Device

1. Tap [Print Document] in the main menu.
2. Select the document you want to print from the displayed list.

    [Preview] appears.

    When you select an Excel file or Numbers file, [Sheet Selectn.] appears.

    Select the sheet you want to print, and tap 🖨.
3. Change the print settings as necessary.
4. Tap [Print].

Note

- When deselecting the photograph once it is selected for printing, tap the photograph again to clear the check box. If you want to select it again to be printed, tap the photograph one more time to select the check box.

- When you specify a device to print the PDF file, if the [PDF Direct Print] check box is selected, the PDF file will be printed using the PDF direct print function.

- If a device supports the PDF direct print function, [PDF direct print] will be displayed on the [Device Details] screen.

- Due to additional PDF functions, documents may not be correctly printed.

- For details about the PDF versions supported by the PDF direct print function, contact your network administrator.

- PDF files can be printed without using the PDF direct print function; however the image quality may deteriorate compared to when they are printed using the PDF direct print function.

Reference

- For details about the print settings that can be changed in Preview, see page 27 "Print Settings That Can be Changed".

Printing Clipboard Contents

Print images or texts saved to the clipboard.

⭐ **Important**

- **If you copy a PDF on the scan preview, contents will not be displayed in [Preview].**

1. **Tap [Print Clipboard] in the main menu.**

   [Preview] appears.

2. **Change the print settings as necessary.**

3. **Tap [Print].**

↓ **Note**

- To copy an image or text to the clipboard, press and hold the image or text you want to copy in the other applications to copy it. For details, see the user manual of the iOS or the application you want to copy from.

🔖 **Reference**

- For details about the print settings that can be changed in Preview, see page 27 "Print Settings That Can be Changed".

Printing Web Pages

Print web pages displayed in Smart Device Print&Scan.

1. **Tap [Print Web Page].**

2. **Tap the URL input field.**

3. **Enter the URL of the Web page to be printed using the keyboard displayed.**

4. **Tap 🖶.**

   [Preview] appears.

5. **Change the print settings as necessary.**

6. **Tap [Print].**

🔽 **Note**

- A bookmark can be added for the displayed Web page.

- Bookmarks are exclusively for Smart Device Print&Scan.

- Depending on the Web page to be displayed, it may not be previewed or printed correctly.

📑 **Reference**

- For details about the print settings that can be changed in Preview, see page 27 "Print Settings That Can be Changed".

Printing Documents Saved in Cloud Storage

Print documents saved in cloud storage.

The following file formats are supported:

Format	Extension
JPEG	jpg, jpeg
PNG	png
GIF	gif
TIFF	tiff, tif
Bitmap	bmp
PDF	pdf
Word (97-2003)	doc
Word	docx
Excel (97-2003)	xls
Excel	xlsx
PowerPoint (97-2003)	ppt
PowerPoint	pptx
Keynote	key
Numbers	numbers
Pages	pages

1. **Tap [Print Document on Cloud].**

2. **Tap the cloud storage service you want to connect.**

   Dropbox and Google Drive are supported.

3. **Log in to the cloud storage service if you are connecting to it for the first time with your iOS device.**

4. **Tap the file you want to print.**

   [Preview] appears.

   When you select an Excel file or Numbers file, [Sheet Selectn.] appears.

Select the sheet you want to print, and tap 🖶 .

5. **Change the print settings as necessary.**

6. **Tap [Print].**

- For details about the print settings that can be changed in Preview, see page 27 "Print Settings That Can be Changed".

Printing Photographs and Documents from Another Application

Print the photos or documents opened in Smart Device Print&Scan by using [Open in...] in other applications.

1. **In the other applications, select a photograph or document you want to print using Smart Device Print&Scan.**

2. **Tap [Open in...].**

3. **The application is switched to Smart Device Print&Scan, and the photo, document or Web page contents to be print will be displayed in [Preview].**

4. **Change the print settings as necessary.**

5. **Tap [Print].**

Note

- When you specify a device to print the PDF file, if the [PDF Direct Print] check box is selected, the PDF file will be printed using the PDF direct print function.

- If a device supports the PDF direct print function, [PDF direct print] will be displayed on the [Device Details] screen.

- Due to additional PDF functions, documents may not be correctly printed.

- For details about the PDF versions supported by the PDF direct print function, contact your network administrator.

- PDF files can be printed without using the PDF direct print function; however, the image quality may deteriorate compared to when they are printed using the PDF direct print function.

- For an iOS with a version earlier than 6.0, a maximum of 9 applications can be selected with the [Open in...] function. If Smart Device Print&Scan is not shown in the list, delete the other application(s) from the list.

Reference

- For details about the print settings that can be changed in Preview, see page 27 "Print Settings That Can be Changed".

Print Settings That Can be Changed

The following print settings can be changed in the [Preview] Screen:

Devices	Select a printer to be used from the registered printers. If the device you want to use is not registered, tap [Search Devcs.]. 📄 **Reference** • For details about registering devices, see page 11 "Registering the Device".
Color/BW	Specify whether to print in color or black-and-white. ⬇ **Note** • When a black-and-white document is printed with the Color setting, it may be printed with cyan, magenta, yellow and black toner. Therefore, it may be counted in the color counter in the printer. If you only want to use black toner to print, select BW. If color documents are mixed with BW documents and they are printed with the Color setting, BW documents may also be counted in the color counter.
Copies	Set the number of print copies between 1 and 99. ⬇ **Note** • In [Print Document] or [Print Web Page], if more than 2 copies are specified, they are always printed in a collated manner. However, on devices that do not support the Collate function, they are printed in a stacked manner.
Set Printed Page Range	When [Set Printed Page Range] is [ON], [Start Page] and [End Page] can be specified. ⬇ **Note** • This setting is possible only when you print the PDF document.
Paper Size	Select the paper size.
Orientation	Select the paper orientation. ⬇ **Note** • When the original is a PDF document, Orientation is disabled. The output is in the same orientation as the original.
2 Sided	Specify whether to perform two-sided printing.

Page Layout	This setting is possible only when [PDF direct print] is [ON].
	⬇Note
	• This setting is possible only when you print from [Print Document].
Input Tray	Select the input tray.
Stapler	Specify whether or not to staple the printed copies.
Paper Type	Select the paper type.
	⬇Note
	• This setting is possible only when you select a GELJET printer.
Font Size	Set the font size to print the text copied in the clipboard.
	The default is [Medium (12 point)].
	⬇Note
	• [Font Size] is displayed only when you preview from [Print Clipboard].
Print Quality	Select the print quality.
	⬇Note
	• [Print Quality] cannot be selected for PDF direct print.
	• If the file does not print correctly, lower the print quality and close other applications.
Job Type	Select [Normal Print] or [Locked Print] for the job type.

5. Printing Using Security Functions

Using the Locked Print Function

Using the registered device's Locked Print function, store files in the machine as Locked Print files and then print them from the control panel and retrieve them immediately, preventing others from viewing them.

1. **Preview the document in [Print Photograph], [Print Document], [Print Clipboard], [Print Web Page], or [Print Document on Cloud].**

2. **Tap [Job Type] and select [Locked Print].**

3. **Enter [User ID] and [Password].**

4. **Tap [Print].**

   The Locked Print file is stored in the registered device.

🔲 **Reference**

- For details about printing a Locked Print file from a registered device, see "Operating Instructions" of the registered device.

- For details about specifying the Locked Print function as the default, see page 18 "Configuring Authentication Settings".

Using User Code Authentication

Print securely using the user code authentication specified in a registered device.

⭐ **Important**

- It is necessary to register the user code in the device's address book in advance. For details about registering the user code, contact the device's administrator.

1. **Preview the document in [Print Photograph], [Print Document], [Print Clipboard], [Print Web Page], or [Print Document on Cloud].**

2. **Tap [Job Type] and select [Normal Print].**

3. **Enter the eight-digit user code in [User ID].**

4. **Tap [Print].**

🔖 **Reference**

- For details about user code authentication, see "Operating Instructions" of the registered device.

- For details about specifying the user code authentication as the default, see page 18 "Configuring Authentication Settings".

6. Scanning Documents

Importing with a Scanner

Use a scanner in the registered devices to scan, and then import the scanned JPEG or PDF to the iOS device.

1. **Load the document in [Orign. Scn. Mth.] set in [Scan Settings].**

2. **Tap [Import with Scanner] in the main menu.**

3. **Change the scanner settings as necessary.**

   The following scanner settings can be changed.

Devices	Select a device to scan with from the registered devices. If the device is not registered, tap [Search Devcs.] and register the device. 🔖 **Reference** • For details about how to register a device, see page 11 "Registering the Device".
Color/B & W	Select color or black-and-white to be scanned.
Resolution	Specify the resolution.
File Type	Select the file type for the scanned image file.
Original Settings	Specify whether to scan one side or two sides
Orign. Scn. Mth.	Specify whether to scan from [ADF] or [Exposure Glass].
Orientation	Select the orientation of text in the document.
Scan Size	Select the size of the document to be scanned.
Originl. Orienttn.	Specify the orientation to load the document.

4. **Tap [Scan].**

   The scanned image appears in [Preview] and its file is stored in [Scan Data Folder].

5. **Tap any of the following icons as necessary.**

🗑 (Delete)	Deletes the data that is automatically saved to [Scan Data Folder].
🖨 (Preview)	Displays a preview of the scan data in [Preview].

⬚ (Another app.)	Tap the icon to display the following menu items.
	• Save to Photograph Folder
	Saves the scanned image to [Photos] if the [File Type] is [JPEG].
	• Save to Cloud
	Saves the scanned image file to Dropbox or Google Drive.
	• Another app.
	Sends the scanned image file to another application.
	↓ Note
	• When the version of iOS is earlier than 6.0, a maximum of 9 applications can be displayed in [Open in...]. If [Smart Device Print&Scan] is not displayed in the list, please delete other application(s) from the list.

Checking Data Imported with a Scanner

Check the images imported with a scanner.

1. **Tap [Scan Data Folder] in the main menu.**

   [File Name], [File Size], and [Date Created] are displayed in [Scan Data] list.

2. **Tap the scan data file.**

   [Preview] appears.

3. **Tap any of the following icons as necessary.**

🗑 (Delete)	Deletes the data that is automatically saved to [Scan Data Folder].
🖨 (Preview)	Displays a preview of the scan data in [Preview].
↗ (Another app.)	Tap the icon to display the following menu items. • Save to Photograph Folder Saves the scanned image to [Photos] if the [File Type] is [JPEG]. • Save to Cloud Saves the scanned image file to Dropbox or Google Drive. • Another app. Sends the scanned image file to another application. ⬇ Note • For an iOS with a version earlier than 6.0, a maximum of 9 applications can be selected with the [Open in...] function. If [Smart Device Print&Scan] is not shown in the list, delete the other application(s) from the list.

⬇ Note

• You can tap [Edit] in [Scan Data] list and then delete the scan data.

7. Troubleshooting

If a Message is Displayed

This section describes messages displayed for troubles that may occur while you use Smart Device Print&Scan. Also, it describes the causes of and solutions to those troubles.

Device Search Errors

Message	Cause	Solution
The host name or IP address is invalid. Enter the correct host name or IP address.	• The format of the host name or IP address is incorrect. • DNS lookup is not possible.	• Enter a host name or IP address in the correct format. • Check that the DNS settings of the OS are correct. • Specify whether a host name that exists has been set or not.
The shared name is invalid.	• A search was performed with the share name field left blank.	• Check the share name of the server and then enter it correctly.
The selected host is not a server which supports this application.	• The share name or IP address specified for the device search is not a location free server.	• Check the share name and IP address of the location free server and then enter them correctly.

Print Errors

Message	Cause	Solution
Failed to print out.	• Printing is not possible.	• Convert the Office file to PDF and then print. • Print using the PDF direct print function. • Decrease the paper size and resolution and then print.

Scan Errors

For some errors, a scanner error code will be displayed in addition to the error message.

Message	Cause	Solution	Error Code
The selected device does not support the scan function of this application.	• [Scan] was tapped while a device without this application compatible scan function (scan generic support) was selected.	• Connect and select a device with this application compatible scan function.	-

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Message	Cause	Solution	Error Code
Unable to use the scanner. Please check the scanner's status.	• Connecting with the device failed.	• Connect the device properly. • Check the network cable connections. • Check that the power of the device is on. • Restart the iOS device.	8528
	• The ADF cover is open.	• Close the ADF cover.	34960
	• The ADF is lifted.	• Lower the ADF.	34961
	• A function of the device other than the Scanner function is being used such as the Copier function.	• Check whether the other user is using the Scanner function.	36855
	• The TWAIN scanner function cannot be used on the device.	• Contact your service representative.	9220
There is no original on the ADF.	• The originals are not set into ADF.	• Check whether the originals are placed correctly.	33696
An original has jammed in the ADF.	• A paper misfeed has occurred inside the ADF.	• Remove the jammed originals. • Check whether the originals are suitable to be scanned by the device.	34962

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Message	Cause	Solution	Error Code
Authentication has failed.	• The user code authentication has failed.	• Contact administrator of the device or system.	8824
	• The entered login user name, password, or driver encryption key was invalid.	• Check your login user name, login password, or driver encryption key.	35025
	• The logged in user name does not have permission for scanner function.	• Log in as a user with the permission for scanner function.	35026
	• Another user is currently performing authentication and login is not possible.	• Wait until the other user's authentication is complete.	35027
	• The authentication service is being processed.	• Wait until the authentication service process is complete.	35028
	• The authentication service is being prepared.	• Wait until the authentication service preparation is complete.	35029
	• The authenticated user could not be copied to the device's address book because it is full.	• Contact your administrator.	35030
	• The authenticated user was registered repeatedly when the user was copied to the device's address book.	• Contact your administrator.	35031
Unable to detect the original size. Set the scan size.	• The original size failed to be detected in auto size detection mode.	• Specify the original size. • When using the exposure glass, reposition the original so that it is placed correctly.	35008

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Message	Cause	Solution	Error Code
An error has occurred with the scanner.	• The application-specified scan conditions have exceeded the setting range of the device. • The other error occurred during scanning.	• Reinstall the application. If the message appears again, contact your service representative.	33376
	• The RAM or virtual memory of the iOS device is insufficient.	• Close all other active applications.	4128
	• On a model that shares the device's scanner memory with other functions, the device failed to secure memory when running a function other than the scan function.	• Wait a while until processing of the other function is complete.	34993
	• The system resources of the device became insufficient.	• Wait until the resource shortage is resolved.	34994
	• An unrecoverable error has occurred on the device.	• Record the error code shown on the screen, and then contact your service representative.	33280
	• An error has occurred in the hard disk.	• Restart the device. If the message appears again, contact your service representative.	34870
	• There is not enough free hard disk space.	• Delete any unnecessary files saved in the device and secure enough free hard disk space.	34997
	• There is a problem with the application or the device. • The operating system environment is inadequate.	• Restart the iOS device. If the message appears again, contact your service representative.	5000

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Cloud Storage Errors

Message	Cause	Solution
An error has occurred. Please check the internet connection.	• There was no response from the cloud storage. • An error has occurred with the cloud storage.	• Check that there is a connection to the internet. • Check that the cloud storage service is not stopped.

Main Menu Error

Message	Cause	Solution
No data in clipboard.	• [Print Clipboard] was tapped while the clipboard was empty.	• Tap [Print Clipboard] while text or an image was copied to the clipboard.

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8. Appendix

Specifications

Tested Smart Devices

For details about tested devices, see the RICOH home page of the Website.

Supported OS Versions

Supported iOS Versions

iOS 7.0 or later

Supported Devices

The Ricoh printers and multifunction products (MFPs)

For details about supported devices and tested devices, see RICOH home page of the Website.

Supported Location Free Print Servers

Enhanced Locked Print NX FlexRelease Server V2

Supported On-demand Print Options

Enhanced Locked Print NX V2

Copyright Information about Installed Applications

libjpeg-6b

http://www.ijg.org/

There are some items seeking the notification to customer from the author of the OSS, besides the common descriptions.

Therefore, the full text reads as follows. In addition, ansi2knr.c, configure, config.guess, config.sub, ltconfig, ltmain.sh, install-sh in the following referred program are not included in this product.

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The same holds for its supporting scripts (config.guess, config.sub, ltconfig, ltmain.sh). Another support script, install-sh, is copyright by M.I.T. but is also freely distributable.

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(Since arithmetic coding provides only a marginal gain over the unpatented Huffman mode, it is unlikely that very many implementations will support it.)

So far as we are aware, there are no patent restrictions on the remaining code.

The IJG distribution formerly included code to read and write GIF files.

To avoid entanglement with the Unisys LZW patent, GIF reading support has been removed altogether, and the GIF writer has been simplified to produce "uncompressed GIFs". This technique does not use the LZW algorithm; the resulting GIF files are larger than usual, but are readable by all standard GIF decoders.

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libHaru

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