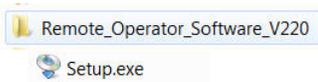


## Canon ImageRUNNER Advance DX: Remote Operation Software

This guide will go over downloading, installing & using the Canon Remote Operation Software Viewer that allows for remote operation of the copier/printer from a PC. Please note: This software is only available for PCs. (Not compatible with Macs.)

### Download and Install:

1. Select the **hyperlink** below (or copy+paste into a web browser) to access the Canon Remote Operation Software webpage.
  - <https://www.usa.canon.com/support/p/remote-operator-s-software-kit>
2. Select the **Software & Drivers** button.
3. Select the **computer operating system** and **version** if not automatically detected.
4. The software file compatible with the system will appear. Select the **Download** button. The download will begin.
5. **Extract** the *Remote\_Operation\_Viewer\_Software\_Vxxx.exe* zip file. **Select location** for extraction if prompted.
6. **Locate and open** the *Remote\_Operator\_Software\_Vxxx* folder. Select the **Setup.exe** file.



7. An installer wizard window will appear. **Follow the instructions** in the wizard to install the software.

### Using Remote Operation:

1. **Open** the Canon Remote Operation Viewer from your PC.
2. Enter the **IP address** (or domain name) of the device to operate.



3. The remote software will display the main panel screen.
4. If the display screen is black, press the  reset button to wake the machine.



## Troubleshooting

### Unable to Connect to the Canon MFP:

1. Confirm the **machine** is turned **ON**.
2. Confirm the **computer** is connected to the **same network/WIFI** as the **copier**.
3. Confirm the **IP Address matches the Canon MFP**.
  - **To find the IP Address at the Machine:** Select the  Meter Count button on the bottom-right corner of the screen. The IP Address will be listed on top of the new page.

### If above is all correct, Check Machine Settings:

4. Confirm the Remote Operation Setting is set to ON in the Settings and Registration window.
  - Select  Settings/Registration → Management Settings → License/Other → Remote Operation Settings → ON → Close.

