MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS

Operator’s Manual for
e-BRIDGE Plus for Google Cloud Print
Thank you for purchasing TOSHIBA Multifunctional Digital Systems or Multifunctional Digital Color Systems. This guide describes instructions on how to print with Google Cloud Print. Read this manual before using the functions.

## How to read this manual

### Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

- **WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, serious damage, or fire in the equipment or surrounding assets.

- **CAUTION** Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding assets, or loss of data.

- **Note** Indicates information to which you should pay attention when operating the equipment.

- **Tip** Describes handy information that is useful to know when operating the equipment.

- **Pages** Pages describing items related to what you are currently doing. See these pages as required.

### Target audience for this manual

This is a manual that is aimed at general users and administrators.

### Screens and Operation Procedures

The details on the screens may differ depending on the status such as the model of the used equipment, the installed options, the OS version and the applications.

### Trademarks

Google, Google Chrome™ browser, and Google Cloud Print™ web printing service are trademarks or registered trademarks of Google Inc. Other company and product names given in this manual or displayed in this software may be the trademarks of their respective companies.
Using Google Cloud Print

This chapter provides instructions on how to print documents with Google Cloud Print.

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About this Application

Google Cloud Print is a print service provided by Google. If you have a Google account, you can use this service to print from anywhere via the Internet. There is no need for you to install the dedicated printer driver in computers and mobile devices. Once you have installed e-BRIDGE Plus for Google Cloud Print, which is called “this application” in this manual, in TOSHIBA multifunctional printer, which is called “this device” in this manual, and registered this device in Google Cloud Print, you can use this print service any time.

■ Notes
- You need to have a Google account to use Google Cloud Print.
- You need Google Chrome browser, depending on the setup and print processes.
- When you use this device with user authentication enabled, create a user which is used for Google Cloud Print with TopAccess of this device. For details on user authentication, refer to the TopAccess Guide.

■ Limitations
- If this application is installed in this device, it cannot shift to the Super Sleep mode.
- If Restriction for Print Job (Only Private, Only Hold, or Only Private/Hold) is enabled in this device, Google Cloud Print is not available. For details on Restriction for Print Job, refer to the TopAccess Guide.
- The print image and output may differ depending on the print data.
- When sending the print data using Google Cloud Print, the print settings may not be available depending on the devices.
- IPv6 is not available.
- The proxy authentication is not supported.
- When this application is running on this device, another application cannot be installed in this device. If “The application doesn’t exist, or another application is running.” is displayed during the installation of the application, stop the running application using TopAccess, and then restart it after the installation.

■ Checking the network connection of this device
This device needs to be connected to the Internet to use Google Cloud Print. Use the stable network environment secured with the wired connection and others, otherwise it might take time to show the printer registration screen and register print jobs.

   Note
- You need to open the XMPP (5222) port.
- You need to allow the communication with “*.google.com” and “goo.gl” in the firewall settings.
- You need to properly configure the proxy settings for your network environment.

■ Acquiring a Google account
You need to have a Google account to use Google Cloud Print. If you do not have a Google account, access the Google web site (https://accounts.google.com/signup) to create a Google account. If you already have one, you can use it for Google Cloud Print.

■ Printer Management of Google Cloud Print
When you sign in Google Cloud Print with your Google account, you can manage this registered device as follows. https://www.google.com/cloudprint/
- Details: You can check the current state of this device.
- Delete: You can delete this device.
- Share: You can share this device with anyone who has a Google account.
- Show Print Jobs: You can check the current print jobs.
- Rename: You can rename this device.

For details, refer to the following web pages for Google Cloud Print. https://www.google.com/cloudprint/learn/ https://support.google.com/cloudprint/

   Note
Delete this device before you uninstall this application and before you install it by the cloning operation.
Installing this Application

Follow the steps below to install this application using TopAccess of this device.

1. Start TopAccess and log in as an administrator.
   
   **Note**
   
   You need to log into TopAccess as an administrator to install the application. For more information about using TopAccess, refer to the TopAccess Guide.

2. Click the [Administration] tab > [Application] > [Application List] > [Install Application].

3. Click [Choose File] to select the installation file of e-BRIDGE Plus for Google Cloud Print. Click [Import] and follow the on-screen instructions to complete the installation.

   **Tip**
   
   The name of the [Choose File] button varies from browser to browser.
4 Confirm this application has started: you see the dim [Start] button.

![Image of TopAccess interface]

You can click the following buttons for this application listed under [Application List].

- Click [Stop] to stop this application.
- Click [Auto] to start up this application automatically. To start it up manually, click [Manual].
- Click [Uninstall] to remove this application.
- Click [Details] to read the detailed information about this application.
Registering this device in Google Cloud Print

After the installation is complete, follow either of the procedures below to register this device in Google Cloud Print.

P.9 “Starting the registration from this application”
P.13 “Starting the registration from Google Chrome”

## Starting the registration from this application

You can start registering this device in Google Cloud Print from TopAccess of this device. Start from the following step immediately after the installation of this application.

1. **Start TopAccess and log in as an administrator.**
   
   **Note**
   
   You need to log into TopAccess as an administrator to install the application. For more information about using TopAccess, refer to the TopAccess Guide.

2. **Select the [Administration] tab > [Application] > [Application List] > [e-BRIDGE Plus for Google Cloud Print].**
   
   - If the user authentication is enabled on this device, you need to select [User Name]. Proceed to the step 3.
   
   - If the user authentication is disabled on this device, you do not need to select [User Name]. Proceed to the step 6.

3. **Click [Select user] for [User Name].**
1. Using Google Cloud Print

4. Enter a user name in [User Name] and click [Search User Account].
   Select the user who has been registered in this device and wants to use Google Cloud Print.

5. Select a user and click [Enter].

6. Click [Start registration].

   If the user authentication is disabled, the screen does not show [User Authentication Setting] - [User Name].

   **Note**
   Complete the registration at the following steps within 14 minutes.
1. Using Google Cloud Print

7 Click [Registration].

8 Sign in with the Google account.
   1. Enter your e-mail address and click [NEXT].
   2. Enter your password and click [NEXT].

9 Click [Finish printer registration].

10 Close the window when the message window appears telling the registration is complete.

Tip
Click [Manage your printers] to manage this registered device.
11 Go back to TopAccess and confirm the registration status.
After the registration is complete, you can log out of TopAccess.
- Click [Delete] to delete this registered device.
- Click [REFRESH] to update the registration information.

Tip
After you close the windows, access Google Cloud Print with the following URL to manage this registered device.
To update the registration information in TopAccess, click [REFRESH].
https://www.google.com/cloudprint/
▶ P.6 “Printer Management of Google Cloud Print”
### Starting the registration from Google Chrome

You can start registering this device in Google Cloud Print from Google Chrome.

**Note**

- You cannot register this device in the following way, depending on the model (or the version of system software). If you are not sure of it, consult your service representative.
- Make sure that this device that you want to register is working within the same network segment and this application is running.
- If the user authentication is enabled on this device, you need to select a user within this application. Refer to the page below and follow the steps 1 to 5 to select the user.  
  ![P.9 “Starting the registration from this application”](image)

**Tip**

It is recommended that you log in TopAccess of this device as an administrator in advance to complete the registration quickly.

1. **Launch Google Chrome, enter “chrome://devices/” in the address bar to open the [Devices] page.** The page shows the name of this device that you want to register under [New devices].

   ![Device registration](image)

2. **Click [sign in] under [New devices].**
3 **Sign in with your Google account.**
1. Enter your e-mail address and click [NEXT].
2. Enter your password and click [NEXT].

![Sign in to Chrome](image1)

**Tip**
When the sync message window appears, click [OK, GOT IT] to close the window.

4 **Click [Register] on the right side of this device name you want to register.**

![Register button](image2)

5 **When you see the confirmation message, click [Register].**
Click [Cancel] to quit the registration.

![Registration confirmation](image3)

**Note**
Be sure to complete the registration within one minute at the following steps 6 to 8.
6. Click a new tab of Google Chrome to open another window, access TopAccess of this device, and log in as an administrator.

7. Click the [Administration] tab > [Application] > [Application List] > [e-BRIDGE Plus for Google Cloud Print].

8. Click [Registration] under [Confirmation of printer registration].

9. Confirm the registration information.
   - Click [Delete] to delete this registered device.
   - Click [REFRESH] to update the registration information.

   **Tip**
   You can delete this device from the printer management page of the Google Cloud Print. To update the registration information in TopAccess, click [REFRESH].
Return to the [Devices] page of Google Chrome and confirm this device is registered under [My devices].

Tip

- Click [Manage] to manage this registered device.
- After you close the windows, access Google Cloud Print with the following URL to manage this registered device.
  https://www.google.com/cloudprint/
  P.6 “Printer Management of Google Cloud Print”
Printing with Google Cloud Print

You have the following procedures to print documents with Google Cloud Print. Follow the procedure you need for printing.

- P.17 “Uploading files to Google Cloud Print for printing”
- P.19 “Printing with Google Cloud Print for Windows”
- P.21 “Printing with Google Chrome via Google Cloud Print”
- P.22 “Printing with Google Chrome to the local device”

### Uploading files to Google Cloud Print for printing

You can upload files to Google Cloud Print to print them.

**Tip**

- If you have a Google account, you can print files of any application.
- You can print with any browser including Google Chrome.

Follow the steps below for printing.

1. **Launch Google Chrome, enter the following URL in the address bar, and sign in Google Cloud Print.**
   
   https://www.google.com/cloudprint#printers

2. **Click [PRINT] and select [Upload file to print].**

3. **Select a file to print.**
   
   Click [Select a file from my computer], select a file to print, and click [Open].
4 Click this device.

![Google Cloud Print](image)

5 Select necessary print options and click [Print].

![Google Cloud Print](image)

**Note**

- The print options not available on this device do not work on printouts.
- When you print black-and-white documents with the color model, be sure to select [Back] from [Color].
Printing with Google Cloud Print for Windows

If you have downloaded Google Cloud Printer from the following Google site and installed it in your computer, you can print in the standard way in conjunction with Google Chrome.
https://tools.google.com/dlpage/cloudprintdriver

Note

- Google Chrome is required.
- Windows 7 or later with XPS Essentials Pack is required.

Follow the steps below for printing.

1. Launch Google Chrome, enter the following URL in the address bar, and sign in Google Cloud Print.
   https://www.google.com/cloudprint#printers

2. Open a file you want to print from your application.


4. Select [Google Cloud Printer] and click [Print].
   The selection method varies from application to application.

5. Click this device.

![Image of Google Cloud Print interface]
6 Select necessary print options and click [Print].

![Google Cloud Print interface]

**Note**
- The print options not available on this device do not work on printouts.
- When you print black-and-white documents with the color model, be sure to select [Back] from [Color].
Printing with Google Cloud Print

When you use Google Chrome, you can print via Google Cloud Print. You can not only print web pages but also print with Cloud-ready applications such as Gmail and Google Docs. Follow the steps below for printing.

1. **Launch Google Chrome, enter the following URL in the address bar, and sign in Google Cloud Print.**
   https://www.google.com/cloudprint#printers

2. **Open a page you want to print from Google Chrome.**

3. **Open [Customize and control Google Chrome] on the right side of the address bar and select [Print].**

4. **Click [Change] at [Destination].**

5. **Click and select this device from the [Google Cloud Print] list.**

   **Tip**
   If you do not see the name of this device, click [Show All] to look for it.

6. **Select necessary print options and click [Print].**
   Click [More settings] to change other print options. If the optional devices have been installed in this device, click [Change printer options] to select optional functions.

   **Note**
   When you print black-and-white documents with the color model, be sure to select [Back] from [Color].
Printing with Google Chrome to the local device

When you use Google Chrome, you can print directly to this device that has been connected to local network segment, which means printing is not done via Google Cloud Print. You can not only print web pages but also print with Cloud-ready applications such as Gmail and Google Docs.

**Note**

- You cannot print in the following way, depending on the model (or the version of system software). If you are not sure of it, consult your service representative.
- While the Bonjour service stops, you cannot execute the local printer registration and local print. Log in to TopAccess, open [Administration] - [Setup] - [Network] - [Bonjour], and select [Enable] from [Enable Bonjour].
- If the local registration or the local print fails, restart Google Chrome and try it again.

**Tip**

- You no need to sign in Google Cloud Print with your Google account.
- Users who are Google Chrome guest users or are not permitted to use the shared printer in Google Cloud Print can print this way.

**Procedure for local print**

Follow the steps below for printing.

1. **Launch Google Chrome and open a page you want to print.**
2. **Open [Customize and control Google Chrome] on the right side of the address bar and select [Print].**
3. **Click [Change] at [Destination].**
4. **Click this device from the [Local Destinations] list.**

**Tip**

If you do not see the name of this device, click [Show All] to look for it.

**Note**

If the name of this device does not appear in the list, the local print is not possible. This device has not been registered in Google Cloud Print or the setting has been changed not to detect it.

- P.9 “Registering this device in Google Cloud Print”
- P.23 “Settings for local print”
Select necessary print options and click [Print].
Click [More settings] to change other print options. If the optional devices have been installed in this device, click [Change printer options] to select optional functions.

Note
When you print black-and-white documents with the color model, be sure to select [Back] from [Color].

Settings for local print
You can change the settings not to detect this local device and to disable local print.

Note

• If you have disabled the local detection with this application installed in TopAccess, you cannot change the settings by the following operation.
• The local detection setting by this application installed in TopAccess and the one by Google Cloud Print are managed separately and they are not linked.

Launch Google Chrome, enter the following URL in the address bar, and sign in Google Cloud Print.
https://www.google.com/cloudprint/printers

Select this device and click [Details].
3 **Click [Advanced Settings].**

![Image of advanced settings interface]

4 **Change the settings as necessary.**
   - Enable local discovery - Clear the check box so that this local device is not detected: the local device name does not appear under [Local Destinations] on the [Select a destination] screen when you print.
   - Enable local printing - Clear the check box to disable local print.

![Image of advanced settings interface with options highlighted]

5 **Click [Save changes].**
   Click [Discard changes] to discard the changed settings.

![Image of advanced settings interface]

**Tip**
To confirm whether the settings are active or not in Google Cloud Print, refresh the page manually. When the settings become active, the message “This setting is not fixed for the printer” disappears.
### Error Messages

If an error should occur, the [Google Cloud Print Settings] screen of this application shows one of the following error messages. If you are in trouble, check the message that appears depending on the situation and take appropriate measures.

<table>
<thead>
<tr>
<th>Message</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>The user is not found.</td>
<td>Register a user for Google Cloud Print using TopAccess of this device.</td>
</tr>
<tr>
<td>Printer registration error. (Printer registration must complete within 1 minute.)</td>
<td>Perform the registration again from Chrome, and complete it within 1 minute with TopAccess.</td>
</tr>
<tr>
<td>Printer registration error. (Printer registration must complete within 14 minutes.)</td>
<td>Perform the registration again from TopAccess, and complete it within 14 minutes.</td>
</tr>
<tr>
<td>Printer registration error.</td>
<td>A system error has occurred. Restart this device. If the error persists, contact your service representative.</td>
</tr>
</tbody>
</table>
| Not connected to Google Cloud Print™. Please check the network settings. | • Check that the network settings (IP address, proxy settings, and DNS settings) of this device are properly configured.  
• Check that communication with "*.google.com" and "goo.gl" is allowed in the firewall settings.  
• Check that the Ethernet cable is connected.  
• Refer to the Software Troubleshooting Guide “Chapter 6: TROUBLESHOOTING FOR NETWORK CONNECTIONS”. |
| Not connected to Google Cloud Print™. Please check the network settings. (XMPP) | • Check that the XMPP (5222) port is opened.  
• Refer to the Software Troubleshooting Guide “Chapter 6: TROUBLESHOOTING FOR NETWORK CONNECTIONS”. |
| Print error. | • Check if the quota set in this device is not exceeded.  
• The storage area for print data might be insufficient. Print again after a while.  
• Refer to the Software Troubleshooting Guide “Chapter 3: TROUBLESHOOTING FOR PRINTING”. |
| Print restriction error. | Check that the Restriction for Print Job is set to “None” using TopAccess of this device. If Restriction for Print Job (Only Private, Only Hold, or Only Private/Hold) is enabled in this device, Google Cloud Print is not available.  
If you set Restriction for Print Job to “None”, open TopAccess, then select the [Administration] tab > [Application] > [Application List], then stop [e-BRIDGE Plus for Google Cloud Print], and then restart it. |
| Start the registration after setting user name. | When the user authentication is enabled, be sure to register a user name. |
| Application not started. | • Open TopAccess, then select the [Administration] tab > [Application] > [Application List], then start [e-BRIDGE Plus for Google Cloud Print].  
• Since a system error has occurred, the program has stopped. Stop [e-BRIDGE Plus for Google Cloud Print] using TopAccess, and then restart it. If the error persists, contact your service representative. |
<p>| Google Cloud Print service is not available | The Google Cloud Print service is temporarily unavailable. Connect again after a while. |
| Application settings internal error. | A system error has occurred. Restart this device. If the error persists, contact your service representative. |
| Application error. | A system error has occurred. Restart this device. If the error persists, contact your service representative. |</p>
<table>
<thead>
<tr>
<th>Message</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>The received security certificate is not trusted.</td>
<td>The security certificate used for the SSL communication is not installed or has expired. Check the security certificate.</td>
</tr>
<tr>
<td>Failed to communicate with the MFP.</td>
<td>The communication with this device failed due to turning off this device, etc. Check that this device is turned on, and then print again.</td>
</tr>
<tr>
<td>Process cannot be performed at this time.</td>
<td>The internal processing is in progress in this device. Wait for a while and retry the operation.</td>
</tr>
</tbody>
</table>