Canon | MyCanon Business



QUICK START INSTRUCTIONS

HOW TO VIEW AND UPDATE AUTOMATED TONER REPLENISHMENT PROGRAM INFORMATION

VIEW AUTO TONER INFORMATION

- Go to the “Account Management” tab and select “Account Devices”.
- To view information for a single device, locate your device and click on the Serial Number. The device details page will open. Here you will be able to view if the device is enabled for Auto Toner, communication status, and the Auto Toner attributes.
- To view information for all your devices, click on Export to Excel. Open the file to view if Auto Toner is enabled, communication status, and the Auto Toner attributes.

UPDATE AUTO TONER INFORMATION

- Go to the “Account Management” tab and select “Account Devices”.
- For a single device, click on the serial number to open the device details page. Make edits on the Auto Toner tab and click submit. A preview of the shipping label will display on the Device Details > Auto Toner tab.
- For multiple devices, click on the Auto Toner Request button in the menu. Download and complete the template and upload. The current devices assigned on My Devices will appear on the template for update. A preview of the shipping label will display on the Device Details > Auto Toner tab.

Please note: Information can be added or changed but not deleted. If you receive an error when uploading the spreadsheet, open the file, check on the Error tab to view the error to correct, update the original spreadsheet, and upload again.

PERFORM A COMMUNICATION TEST

Click here » for steps you can take to perform a communication test.



For any questions or concerns, please contact MyCanon Business Support at MyCanonBusiness@cusa.canon.com or call 800-613-2228.

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