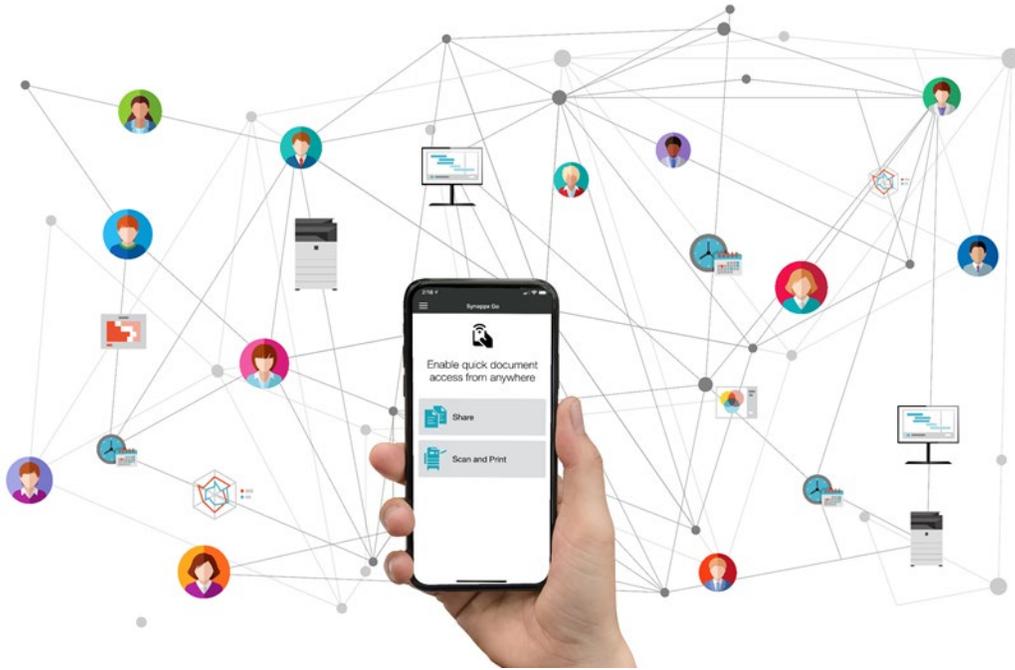# SHARP

SYNAPPX™

SYNAPPX™ GO

PRODUCTIVITY WHEREVER YOU GO!

Administrator Setup and Configuration Guide

PaperCut MF
Integrated with Synappx Go

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Synappx Go Integration with PaperCut™ MF: Getting Started

Synappx Go and PaperCut Integration Overview

Synappx Go is a mobile app that connects to Sharp multi-function printers (MFPs), shares content to Sharp displays, and captures workspace locations with mobile check-in.

PaperCut is a third-party application that can be used with Sharp MFPs to control user access, enable secure print release, and perform job accounting and chargebacks.

This guide is designed to support customers who want the control and full features of PaperCut MF and Synappx Go. It is recommended to use PaperCut MF Print Release instead of Synappx Go print release due to some limitations when used with PaperCut.

Synappx Go System Requirements

See the [Synappx Go support site](#) for more information.

Synappx Go Components for PaperCut Integration	
1. Mobile Application (iOS and Android™) 2. NFC Tags 3. MFP Agent 4. Admin Portal	5. Cloud System (Microsoft® Azure) 6. rf IDEAS BLE Reader (model RDR-30581BKU) **Sharp A3 and A4 MFPs**: Embedded OSA .emo Synappx Go app **Select Sharp A4 models**: Synappx Go .fls embedded app

A stable internet connection is required. Organizations must have a Microsoft® 365 or Google Workspace environment. Provider is designated after sign-up.

Important: The user email addresses (user IDs) in PaperCut must match the email addresses (Microsoft 365 or Google Workspace) used for Synappx Go. PaperCut integration is not possible if this condition is not met.

Microsoft 365® Service Plans	
Business	Microsoft 365 Business Basic*/Standard/ Premium
Enterprise	Microsoft 365 Enterprise E1*/E3/E5 Microsoft 365 Enterprise F1
Education	Microsoft 365 Education A1*/A3/A5
Government	Microsoft 365 Government G1*/G3/G5

Google Workspace™ Service Plans
Business Starter
Business Standard
Business Plus
Enterprise

*This package offers only the web or mobile version of Microsoft Office applications. Synappx Go requires Office applications to be installed on the display PC for full functionality. Otherwise, the file will open in the web browser.

MFP Agent
• Microsoft Windows® 10 or greater or Windows Server 2016 or 2019, 32- or 64-bit   • Microsoft .NET Framework 4.7.2 or higher   • Minimum 4GB RAM   • Minimum 75MB disk space (Requirements can vary based on the number of users and print jobs that the agent supports.)   • Internet connectivity

Supported Mobile Platform
Apple® iPhones®: NFC support, iOS 12 or later   • 7/7+, 8/8+, X, XR, XS, XS Max, iPhone 11, 11 Pro, 11 Pro Max, and iPhone SE (Second Generation - 2020)
Android™   • 8 to 11, NFC support

Users and Admins

• Supports 5,000 users
 • All users must:
    o Have Microsoft 365 or Google Workspace accounts
    o Be in Microsoft Azure Active Directory (AD) or Google Workspace Directory
 • First administrator to log in requires Azure AD or Google Workspace admin privileges

PaperCut Configuration

PaperCut must be installed on an on-premise server per PaperCut system requirements. Refer to the PaperCut MF documentation for details on general PaperCut MF installation and configuration with Sharp MFPs.

This guide only describes the PaperCut settings that need to be configured to support Synappx Go integration.

Note: PaperCut configuration is confirmed for versions 19.1.5 and 20.1.3.

rf IDEAS® BLE Card Reader

Synappx Go and PaperCut require integration with rf IDEAS BLE reader model RDR-30581BKU. Prox (proximity) and iClass® card types are supported.

After configuration, the reader is attached to the MFP via USB. Before connection to the MFP, the rf IDEAS reader needs to be configured via a utility to support mobile credentials, which are used with Synappx Go mobile. The reader can support up to four configurations, including mobile credentials. See Configure and Install rf IDEAS BLE Reader for setup information. Other BLE readers may be qualified and supported in the future.

Supported MFPs

Sharp MFPs supporting Synappx Go integration with PaperCut MF are shown below. Some models have built-in NFC tags that can be used. However, MFP NFC configuration or separate Synappx NFC tag configuration may be required if not already set up.

Teal model numbers can support Synappx Go PaperCut integration.

A3 Models					
	MX-2651[1,3]	MX-3050V[1]	MX-M2630[1]	MX-M4070	MX-M905
	MX-3051[1,3]	MX-3070V	MX-M2651[1,3]	MX-M4071	MX-M654N[2]
	MX-3071	MX-3550V[1]	MX-M3050[1]	MX-M5050[1]	MX-M754N[2]
	MX-3551[1,3]	MX-3570V	MX-M3051[1,3]	MX-M5051[1,3]	
	MX-3571	MX-4050V[1]	MX-M3070	MX-M5070	
	MX-4051[1,3]	MX-4070V	MX-M3071	MX-M5071	
	MX-4071	MX-5050V[1]	MX-M3550[1]	MX-M6050[1]	
	MX-5051[1,3]	MX-5070V	MX-M3551[1,3]	MX-M6051[1,3]	
	MX-5071	MX-6050V[1]	MX-M3570	MX-M6070	
	MX-6051[1,3]	MX-6070V	MX-M3571	MX-M6071	
	MX-6071	MX-6580N	MX-M4050[1]	MX-M6570	
		MX-7580N	MX-M4051[1,3]	MX-M7570	

[1]MX-PK13L Adobe® PostScript® 3™ Expansion Kit and MX-PU10L Direct Print Expansion Kit are required to print cloud files.
[2]Special firmware needed to enable TLS 1.2 support
[3]These models support the Synappx Go copy feature but require that the MX-AMX2L Application Communications Module (ACM) option be installed.

A4 Models		
	MX-B376W	MX-C507F[1]
	MX-B476W	MX-C407F[1]
	MX-C303W[2]	MX-C357F[1]
	MX-C304W[2]	MX-B557F[1]
	MX-B355W	MX-B467F[1]
	MX-B455W	

Printer Models		
	MX-C607P	MX-B427W
	MX-C507P	MX-B427PW
	MX-C407P	MX-B467F
	MX-B707P	MX-B467P
	MX-B557P	

[1]For document scan and copy:
- **Hard Disk Drive** is recommended (standard on MX-B557F and MX-C507F) and required to create searchable PDF scans from Synappx Go.
- Install the **Synappx Go MFP app** (instructions here).

[2]These models support the Synappx Go/PaperCut integration feature but require that the MX-AMX2L Application Communications Module (ACM) option be installed.

Installation Overview

Below is the recommended installation sequence when integrating Synappx Go with PaperCut MF via the rf IDEAS BLE reader. Details are described in subsequent sections.

Step 1: **<u>Install and configure Synappx Go</u>**

Step 2: **<u>Install PaperCut MF</u>**
- a. Configure Sharp MFPs to support PaperCut external authority (EA)
- b. Configure PaperCut web page settings to support Synappx Go and rf IDEAS integration
  - i. Configure settings to support optimal Synappx Go user experience
  - ii. Set support for ID card reader
  - iii. Export PaperCut user ID card numbers to import into the Synappx Admin Portal (optional)

Step 3: **<u>Configure and install rf IDEAS BLE reader</u>**

Step 4: **<u>Configure MFP web page to:</u>**
- a. Support rf IDEAS reader on each MFP
- b. Install Synappx Go eOSA app in MFPs

Step 5: **<u>Complete user ID card number setup</u>**
- a. Administrator imports PaperCut user CSV file on the Synappx Admin Portal
<div align="center"><u>or</u></div>

- b. Administrator manually enters user card numbers on the Synappx Admin portal
<div align="center"><u>or</u></div>

- c. Users enter their card numbers on the Synappx Go mobile app

Installation and Configuration

Step 1: Install and Configure Synappx Go

Use the Synappx Support Site or Synappx Go Admin Setup Guide to set up Synappx Go, including agent installation, user and workspace configuration, and NFC tag setup.

Use the Synappx Support Site or Synappx Go User Setup Guide for user mobile app setup.

Configure MFP Web Page for Copy

To use Synappx Go for copying on a supported MFP, check the following MFP webpage settings.

1. Go to **System Settings** > **Sharp OSA Settings** > **Condition Settings** on the MFP webpage.
2. The following items must be checked.
   - **Accept remote access request from application.**
   - **Accept UI operation request from application.**
3. All other items on the **Condition Settings** page must be unchecked.
   - Approve remote access request on operation panel.
   - Display dialog of connection in Sharp OSA mode.
   - Accept secondary send request from Sharp OSA application.

For MFP Embedded NFC Tags:

1. If using built-in NFC tags, modify the following MFP webpage settings:
   - **Network Connections** > **Easy Connections Setting**: Enable NFC tag
   - **Network Settings** > **Quick Settings** > **Wireless Settings:** Set **Connection Type** to either **Wireless (Infrastructure Mode)** or **Wired + Wireless (Access Point Mode)**

There are no MFP webpage network setting changes for external NFC tags.

For information on early model compatibility, contact your reseller or Sharp representative.

Step 2: Install and Configure PaperCut MF

Use the PaperCut MF documentation to install PaperCut MF and configure Sharp MFPs to support PaperCut.

In addition to the normal PaperCut configuration, the following settings are recommended for Synappx Go integration.

Synappx Go PaperCut Settings

The following setting is necessary for each Synappx Go-enabled MFP. This setting allows Synappx Go to skip the MFP account confirmation screen and PaperCut print release screens (if no PaperCut print release jobs waiting for the user).

This provides a more streamlined user experience for Synappx Go users.

Sharp A3 and A4 MFPs with OSA 5.5

1. Select **Devices**.
2. Select a device from the **External Device List**.
3. Scroll down to **External Device Settings > Device Options.** Uncheck **Show account confirmation**.
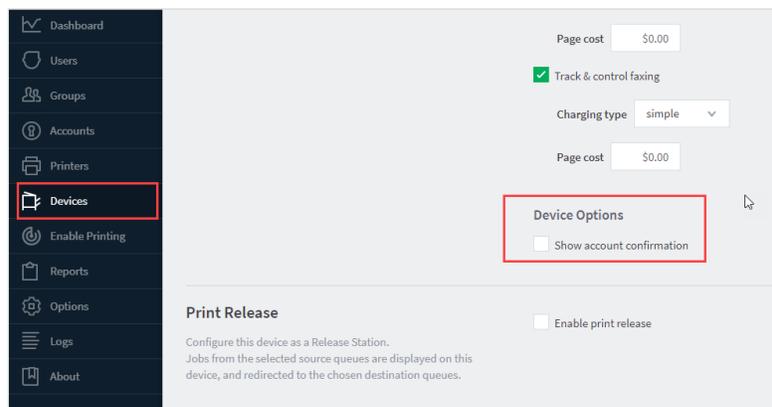
4. Go to **Advanced Config.**
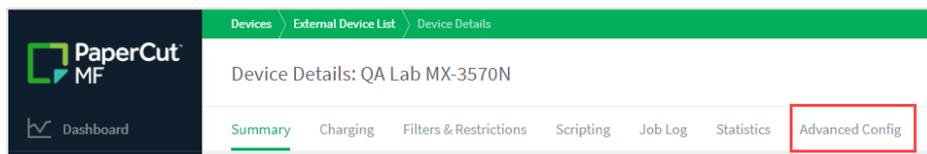
5. Set **device-functions-on-login** to **Y**. (Default is N). Then select **Update**.
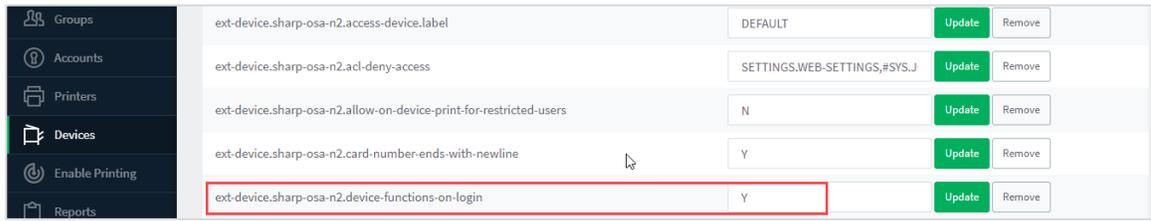
6. Set **skip-release-screen-when-no-jobs** to **Y**. (Default is N). Then select **Update.**
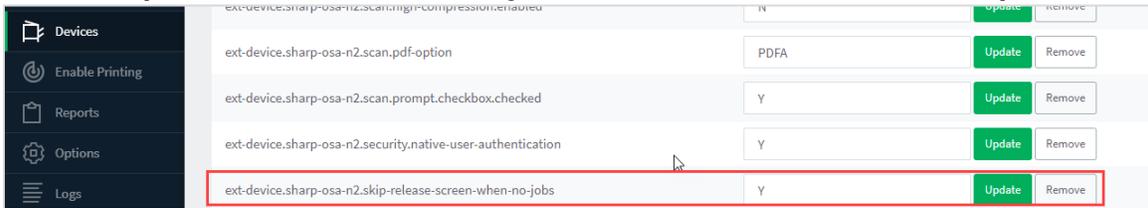
7. Select **Update all.**

PaperCut Configuration to Support RFIDs Reader (Required)

Configure PaperCut to support the rf IDEAS reader.

1. On the PaperCut admin portal, go to **Options > Advanced**.
2. Scroll down to **External Hardware Integration**.
3. Ensure **Enable external hardware integration (for supported devices only)** is checked.
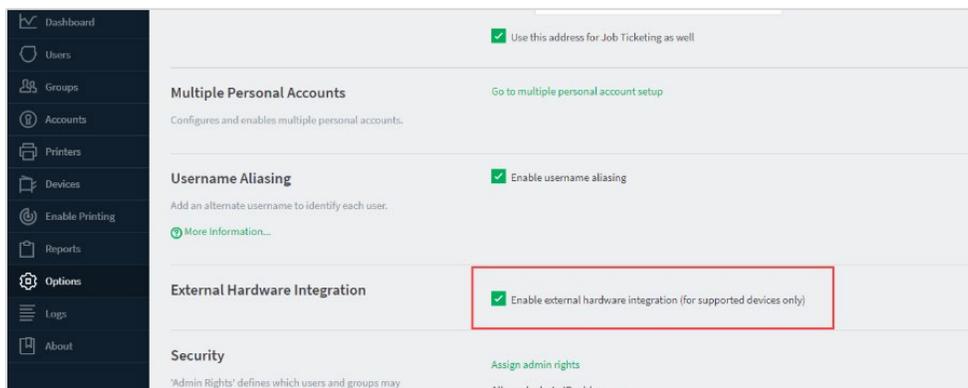
Export PaperCut Users and ID Card Numbers (Optional)

One option for entering user ID card numbers into Synappx Go is to export the PaperCut users to a CSV file and import them into the Synappx Go Admin Portal.

The PaperCut user email addresses (user IDs) must match the Synappx user email addresses.

The following steps describe how to export usernames, email addresses, and ID card numbers.

1. Go to **Options > General > Display Options**.
2. Enable **Make Card/Identity Number visible**.
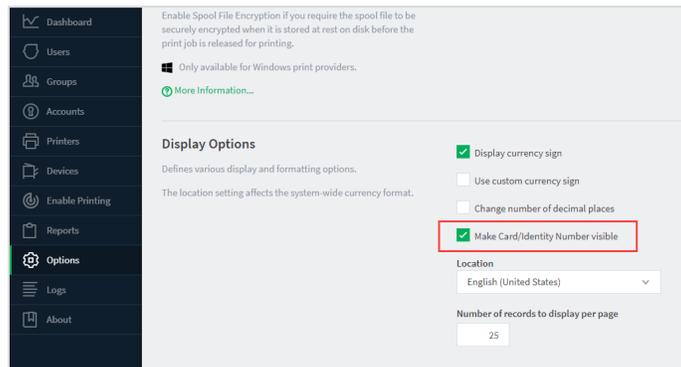
3. Go to **Reports > User list**.
4. Select the CSV icon.
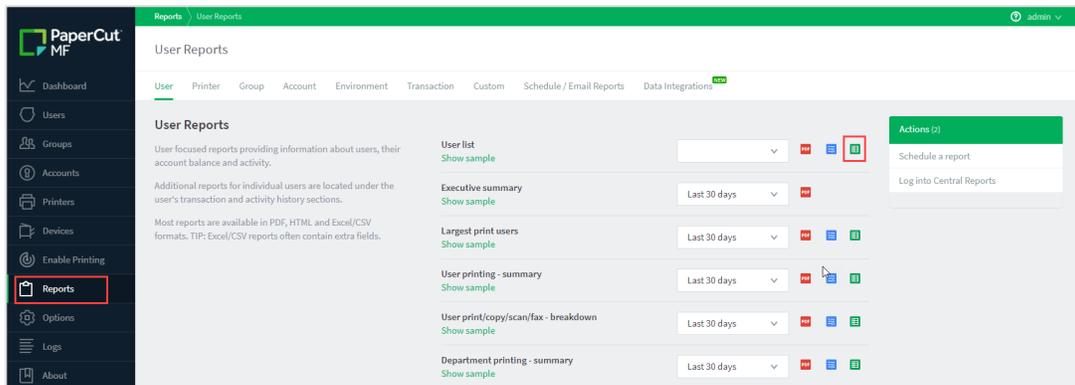
5. Save the CSV file as **user_list.csv**.

Notes:
- Only the **Full Name**, **Email**, and **Primary Card Number** columns are used for Synappx Go.
- The required columns cannot be blank. Remove any records with blank content.

The procedure to import user IDs to the Synappx Admin Portal is described in Step 5: Complete User ID Card Number Setup.

Step 3: Configure and Install rf IDEAS BLE Reader

PaperCut integration relies on the BLE card reader from rf IDEAS. The supported model is RDR-30581BKU. There are three steps to set up the rf IDEAS reader.

1. Use the rf IDEAS **pcProxConfig.exe** utility to configure each reader to support mobile credentials.
2. Connect an rf IDEAS BLE reader to each Sharp MFP.
3. Register the rf IDEAS BLE reader device on each MFP webpage.

rf IDEAS BLE Reader Configuration

Follow the steps below to configure the reader. See the rf IDEAS instructions below for more details. The configuration utility can be found at [RFID Reader Software Downloads | rf IDEAS](#).

1. Plug the rf IDEAS model RDR-30581 BKU card reader into the USB port of the PC running the pcProxConfig utility.
2. Start **pcProxConfig.exe**
3. Once the reader appears in the **Device list**, select **Connect**.
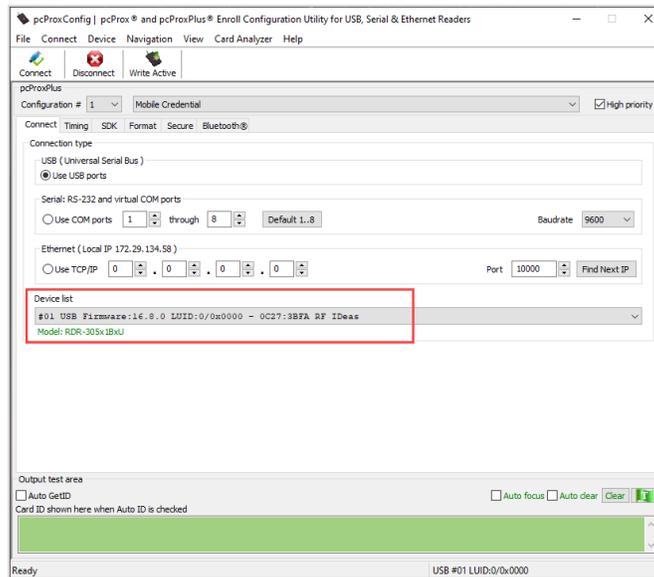
4. Turn off all configurations by selecting any number and **OFF.**
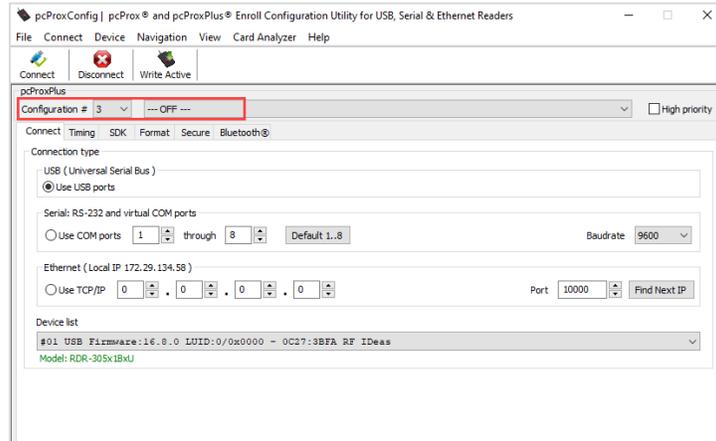
5. Set Configuration #1 to **Mobile Credential.**
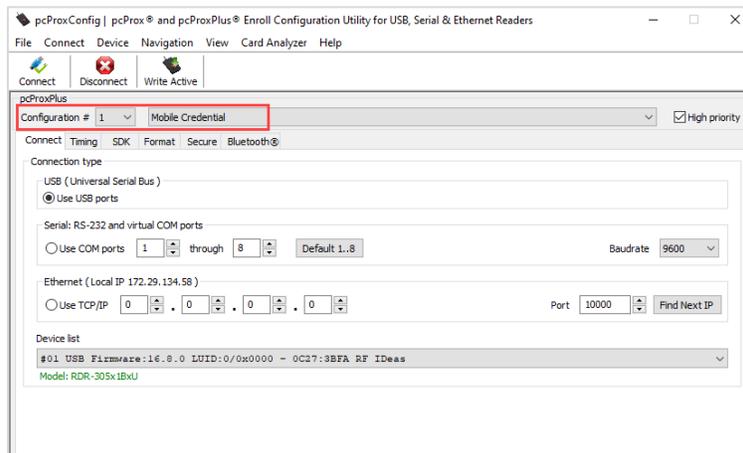
6. Go to **Format**.
7. Select **Send ID as hexadecimal number** and unselect **Send ID**.
8. Select **Write Active** and **Auto GetID** to test card reader communication with the card.
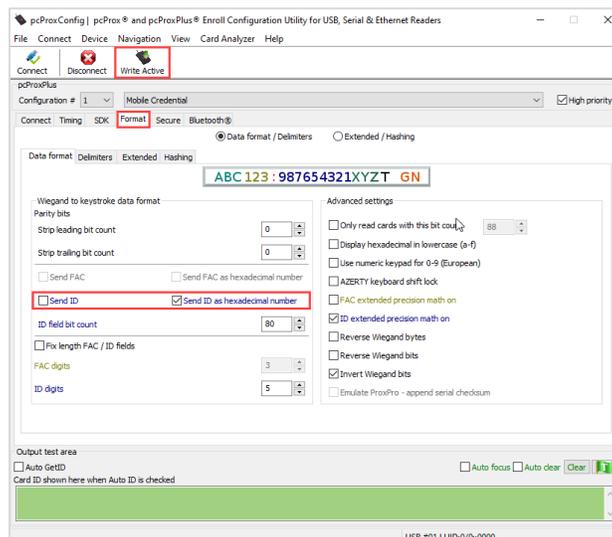
9. Select **Disconnect**. The card reader can now be added to the MFP.

Note: To support multiple credential/card types for the rf IDEAS card reader, other configurations can be enabled in addition to the mobile credential. For example, HID can be configured on configuration #2. Some configuration combinations may be incompatible with the mobile credential. Refer to the rf IDEAS documentation for more information.

rf IDEAS Connection to MFP Via USB

Once the rf IDEAS BLE card reader is configured, plug the card reader into the USB port of the MFP. An optional harness can be ordered to attach the reader to the MFP.

Step 4: Configure Sharp MFP Webpages

Configure the webpage for each MFP to support the rf IDEAS reader and install the Synappx Go embedded OSA app.

Note: There is no card registration for the rf IDEAS reader. However, if an existing HID card reader is already registered on the MFP, delete the previous reader before configuring the webpage setting described below.

Access MFP Webpage

To access the MFP webpage, type the MFP IP address into any web browser.

Configure rf IDEAS Reader on Webpage

1. Go to **System Settings > Authentication Settings > Default Settings > Card Setting.**
2. Uncheck **Use IC Card for Authentication.**
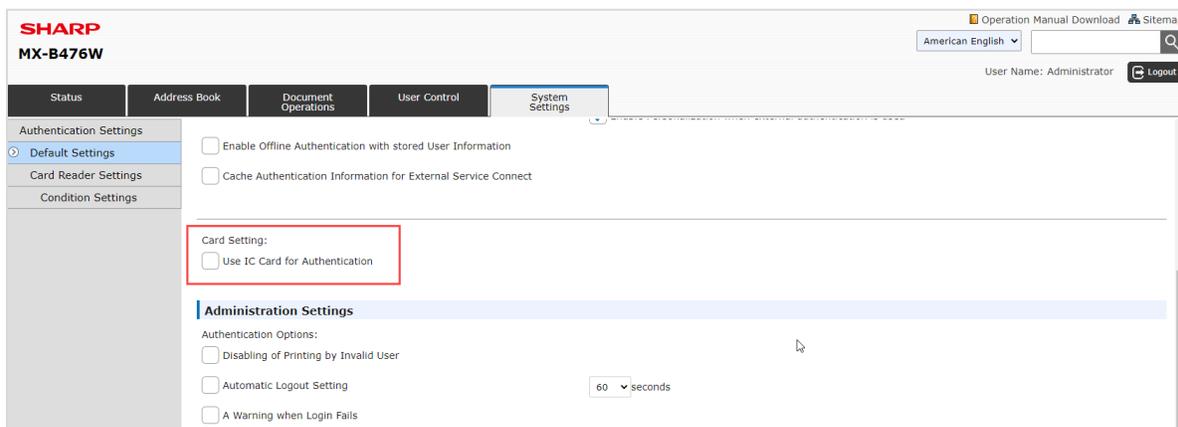
3. Select **Submit** at the bottom of the page.

Install Synappx Go Embedded App

To support PaperCut integration with Synappx Go, an embedded OSA app needs to be installed in each Synappx-enabled A3 and selected A4 MFP (OSA 5.5 support required).

Below is the Synappx Go eOSA app installation procedure.

1. From the MFP front panel, navigate to and select **Application Portal**.

2. Enter Administrator password and select **OK.**
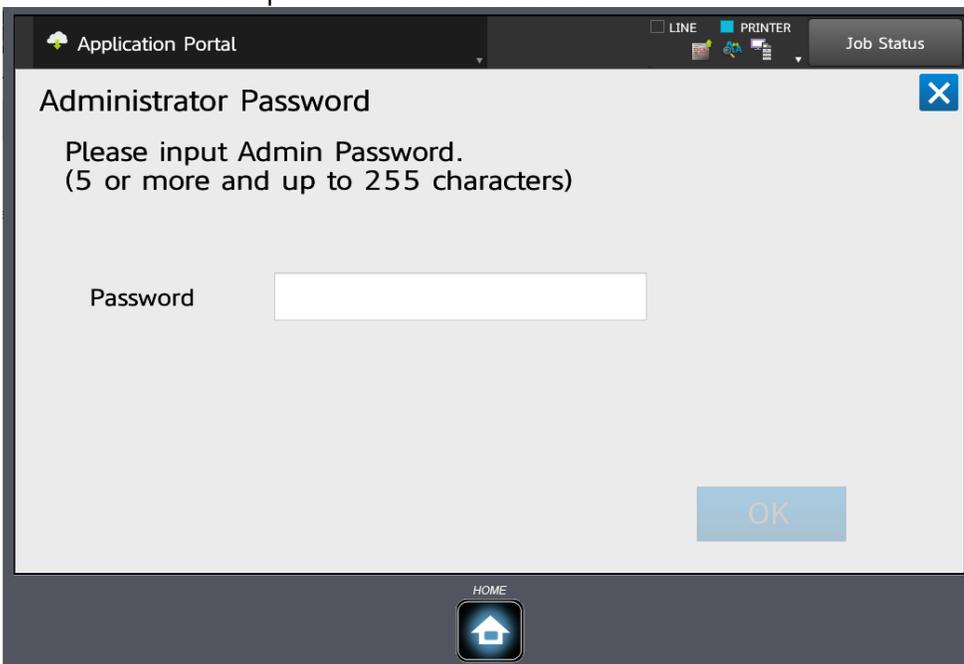
3. Browse to Synappx Go application and select.
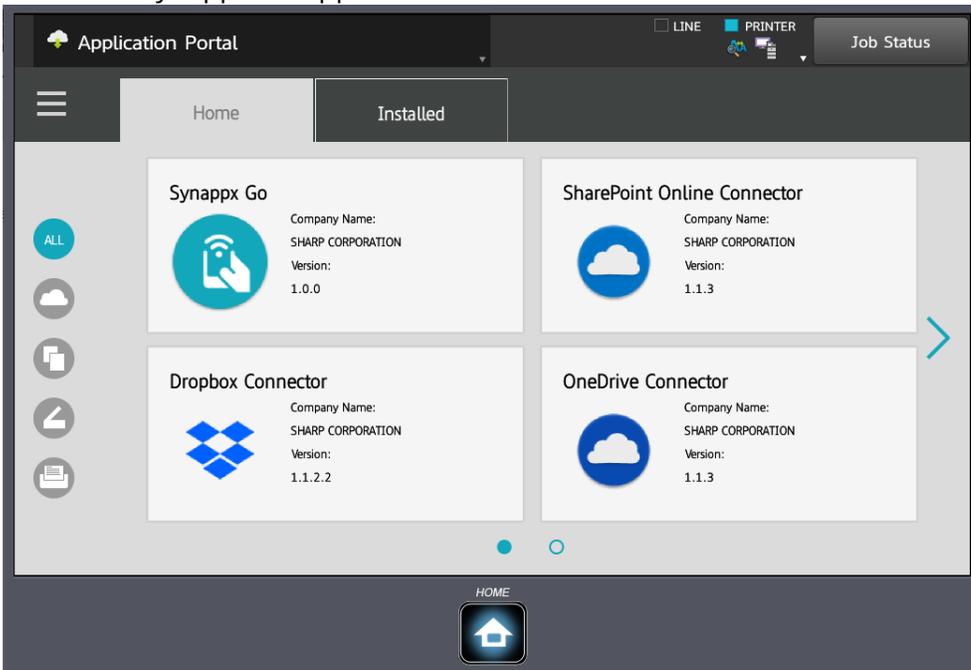
4. Confirm app and select **Install**.
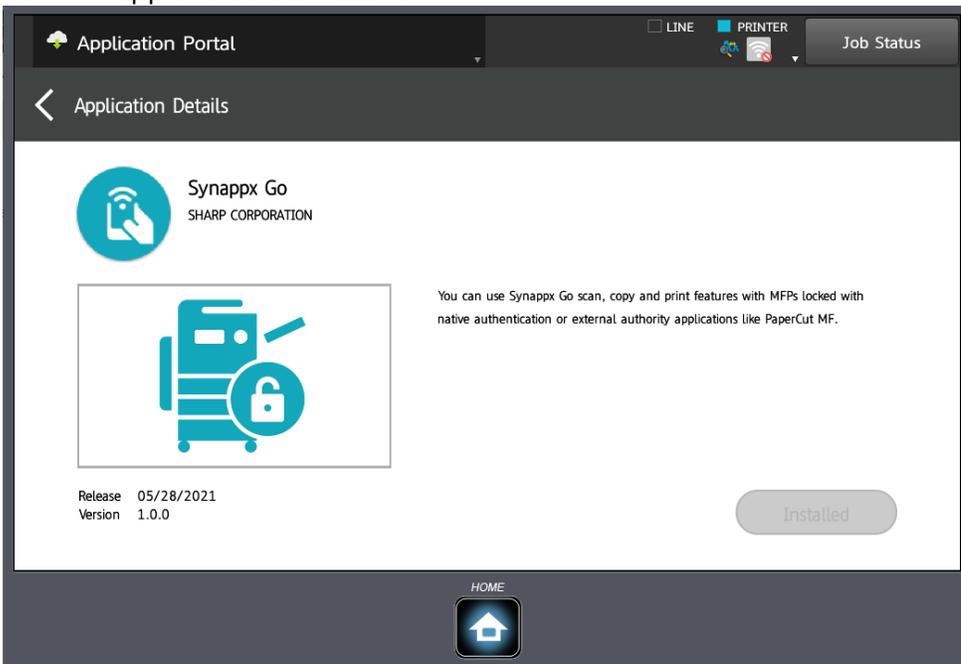
5. Synappx Go eOSA is ready to use with PaperCut MF.

Step 5: Complete User ID Card Number Setup

There are three ways that user ID card numbers can be added to the Synappx system to enable PaperCut and Synappx Go integration.

Option 1: Admin imports PaperCut user CSV file to the Synappx Admin Portal Users page.
Option 2: Admin manually enters user card numbers on the Synappx Admin Portal Users page.
Option 3: Users enter their card numbers on the Synappx Go mobile app. (This procedure is also available on the Synappx Support Site and in the Synappx Go User Setup Guide.)

Reminder: The user ID (email address) used in PaperCut and Synappx Go must be the same.

Admin Portal Manual User ID Card Entry

The Synappx Go Admin Portal Users page includes an **ID Card** column with entry fields for user ID card numbers. The card numbers are hidden by default but can be viewed during entry or at any time by selecting the eye icon at the top of the column. If an administrator views the ID card number(s), an entry is created in the admin log.

Card numbers can be manually entered, changed, and deleted in the field for each user.

Enter a Card Manually

1. Select the **eye icon** at the top of the column to see the text as you type.
2. Type the card number (limit of 100 characters, the same as PaperCut).
3. **Select the checkmark icon** to save the entry.
4. Repeat for each user ID card number.

Edit or Delete a Card Number

To edit a card number, change the number in the field. Then select the checkmark icon to save the change. To revert to the previous entry before saving, select the **x** icon.

To delete a card number, empty the field and select the checkmark icon to save the change.

## Admin Portal User ID Card CSV Import

Before importing user ID card numbers, Synappx users must have been imported to the Admin Portal Users page from either Azure Active Directory (Microsoft 365 environments) or Google (Google Workspace environments). For more information, go to the Synappx Support Site.

An administrator can import a CSV file with the user names, email addresses, and card IDs that were exported from PaperCut (see Export PaperCut Users and ID Card Numbers (Optional)).

1. Select the import card numbers icon 🗗⊕. The **Import Card Number for Users** window dialog box will pop up.
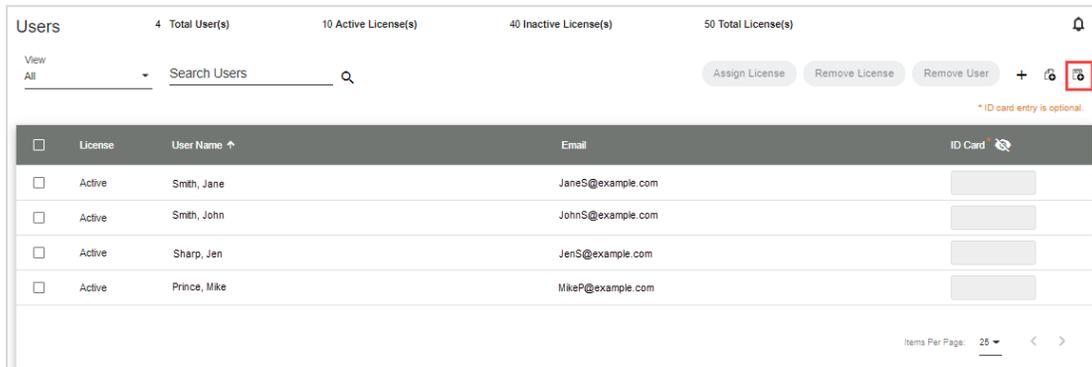
2. Select **Choose File**. The PC file explorer will open.
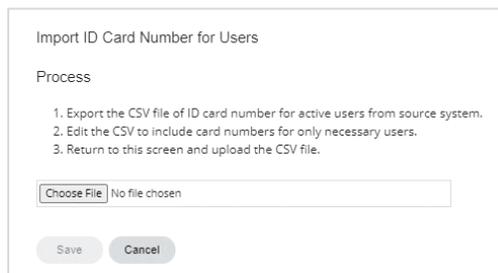
3. Browse to the location with the PaperCut CSV file and double-click it or select **Open**. The file will load next to the **Choose File** button.
4. Select **Save** to import the CSV file.

Card ID numbers will populate for all matched users. PaperCut users in the file that are not Synappx Go users will not be added to the Users page.

Card numbers will be sent to each user's mobile device for local storage and will be visible to the user under the following three conditions:

- Within 60 minutes after administrator entry
- When the user logs in to the Synappx Go app
- When the user restarts the Synappx Go app

User Entry of ID Card Numbers

To use Synappx Go with PaperCut-locked MFPs, users can also enter their ID card numbers on the Synappx Go mobile app.

There are two ways for users to enter card numbers.
- During initial Synappx Go wizard setup
- After initial setup on the **ID Card Settings** page

After installing the Synappx Go mobile app, the user has the option to enter the ID card number as the last setup step.

1. During Synappx Go app setup, enter the ID card number with the keyboard or camera capture on the **Setup – ID Card** screen.

    Note: Selecting **Skip** completes initial setup without entering an ID card number.
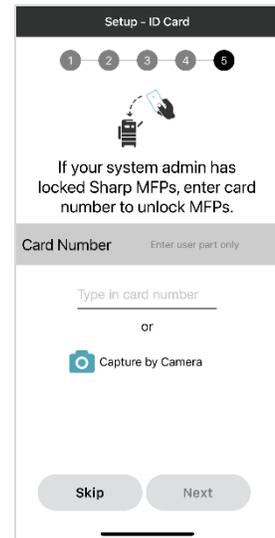
2. **Keyboard entry**: Tap the entry field. The keyboard will pop up. Type the user portion of the ID card number from a Prox (proximity) or iClass ID card. Up to 38 characters (0-9, A-F) can be entered.
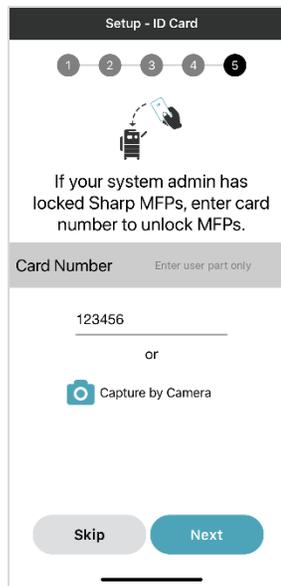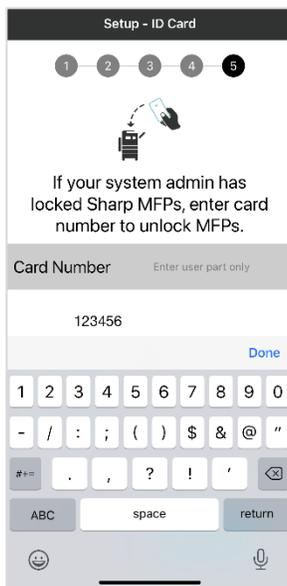
3. **Camera capture**: Select **Capture by Camera**.
   a. Your mobile device will prompt you to allow Synappx Go to access the camera.
   b. Take a tight picture of the card number.
   c. Ensure the image is clear. Then select **Done**.
   d. The number will populate into the card ID field. Confirm the card number is correct.
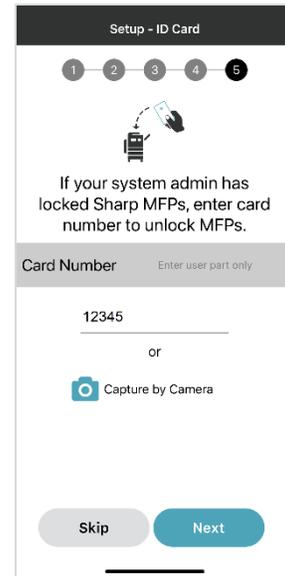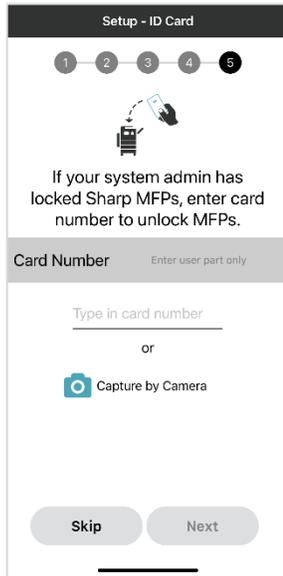
4. Select **Next** to accept the card ID number and complete Synappx Go user setup.

Setting or editing the ID card number can also be done in the app **Settings**.
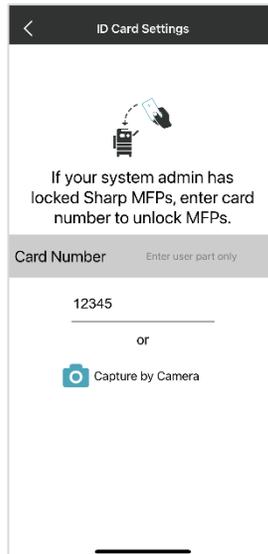
Note: Users cannot delete the ID card number on the Synappx Go app. Card numbers can only be deleted from the Admin Portal.

Use Synappx Go with PaperCut Integration

Upon completion of the installation and configuration steps, Synappx Go can be used with PaperCut-locked MFPs. Go to the Synappx Support Site for more information on the Synappx Go user experience.

Unlock MFPs with Synappx Go

Once the user card ID has been configured, an **Unlock** button will appear on the Synappx Go app home screen.

Place the mobile device in proximity to the rf IDEAS BLE reader and press **Unlock.** Synappx Go will automatically transfer the user ID number through the reader to PaperCut to validate the user identity and confirm the card has a valid ID.

The app screens show the status of the confirmation. Once PaperCut validates and unlocks the MFP, the MFP home page will be displayed.
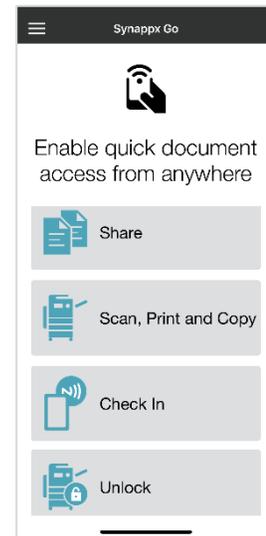
You can now use Synappx Go.
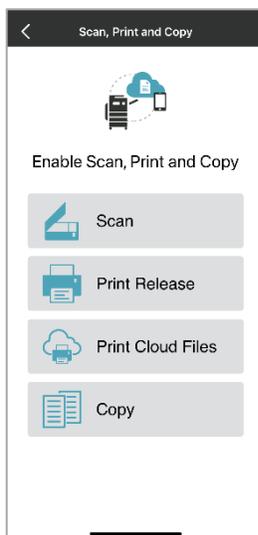
- Tap the NFC tag on the MFP. Then select **Scan**, **Print Release**, **Print Cloud Files**, or **Copy**.

                        OR

- Select a feature and follow the prompts.

Note: Ensure the MFP home screen is showing before tapping the NFC tag.

When finished, log out of the MFP from the control panel. The MFP may time out based on the settings.

Capabilities and Limitations

- Synappx Go scan and copy are correctly accounted to the PaperCut user.
- Synappx Go Print Cloud files are not sent through the PaperCut server. Therefore, these files are not accounted to a specific user. They are untracked or "anonymous."
- Synappx Go print release is not recommended for use with PaperCut given some limitations. PaperCut MF Print Release is recommended.
- Some user interaction with the MFP front panel may be required if
  - o PaperCut MF Print Release is enabled and the user has PaperCut Print Release jobs waiting

    OR
  - o PaperCut requires a PIN entry
    - If PaperCut print release is implemented, the user can release print jobs by touching the MFP front panel (normal process) before proceeding with other Synappx Go jobs.
    - If PaperCut requires a PIN entry in addition to the ID card number, the user must enter the PIN on the MFP front panel.
    - When a Synappx Go job finishes, the user may touch the front panel to return to the PaperCut locked condition or wait for MFP time-out (no MFP interaction is necessary for timeout).

For more information, visit the Synappx support site.

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Access the Synappx Privacy Policy at https://business.sharpusa.com/synappx-support/About/Privacy.
Access the Synappx End User License Agreement at https://business.sharpusa.com/synappx-support/about/EULA.