

# Epson Open Platform Solution for PaperCut MF

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## Epson Workforce Pro Device Integration

Epson have developed software to connect the Workforce Pro Series of Multifunction Devices to PaperCut MF.

This document is not intended to replace the user manual. For the solution documentation, please contact your Epson distributor.

This information is intended for PaperCut resellers to understand how to support customers who want to include Epson devices in their PaperCut MF solution.

# 1 FAQ

## *Questions for PaperCut Customers*

### **1.1 I already have PaperCut MF software installed. How do I integrate my Epson device into my PaperCut MF solution?**

- Make sure you have PaperCut 16.0 or above installed.
- Ask your PaperCut MF supplier and/or local Epson business partner to update and or configure the Epson firmware on the Epson device.
- You will need to purchase an Epson Open Platform Solution (OPS) embedded license for PaperCut MF to complete the integration. Your PaperCut MF supplier can add the Epson OPS license to your existing PaperCut MF license.

### **1.2 How do I get support for the Epson PaperCut MF Integration?**

Your PaperCut MF solution supplier will be able to manage the support for your total PaperCut solution. Please contact your PaperCut MF supplier in the first instance; they will work with Epson and the local PaperCut Authorized Solution Center to help you.

## 2 Questions for PaperCut Business Partners

### **2.1 How do I provide my customers with access to the Epson firmware?**

The local Epson business partner should be able to provide this service and upgrade the firmware on the Workforce Pro device if required. If this is not the case then please contact the local regional Epson office. You can obtain the Epson OPS license in an identical manner as all other PaperCut embedded licenses.

## 2.2 Where can I download the Epson documentation and other resources?

As Seiko Epson Corp. developed the software, they have created the relevant supporting documentation. More information can be found at the following URL.

<https://openplatform.epson.biz/download/pc/>

## 2.3 How do I provide customer escalated support for the Epson Open Platform Solution?

You should manage the support and escalation for the total PaperCut solution you provide. If any issues relate directly to the Epson Workforce Pro solution, then please contact your regional Epson technical center for assistance. Please contact PaperCut Software directly if you are experiencing unsatisfactory progress.

## 2.4 How do I install card readers?

- Please consult the Epson documentation for information about supported card devices.
- Card reader features in PaperCut are configured in the exactly the same way as other MFD embedded solutions.

## 2.5 How do I test the Epson Open Platform Solution after installation?

Please follow the same procedure as other MFD embedded solutions installed on PaperCut.