

Sindoh API1 Solution for PaperCut MF

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Sindoh A4 and A3 Device Integration

Sindoh have developed software to connect the various members of their Multifunction Device family to PaperCut MF. For details of which devices can be connected to PaperCut MF, refer to the [Sindoh Tour Page](#) on the PaperCut website.

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

This information is intended for PaperCut resellers to understand how to support customers who want to include Sindoh API1 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 Sindoh device into my PaperCut MF solution?

- Make sure you have PaperCut 17.2 or above installed
- Make sure that you have identified the correct solution for the Sindoh MFD platform you have
- Ask your PaperCut MF supplier and/or local Sindoh business partner to update and/or configure the Sindoh firmware on the Sindoh device.
- Purchase a Sindoh Solution embedded license for PaperCut MF to complete the integration. Your PaperCut MF supplier can add the Sindoh license to your existing PaperCut MF license.

Note that Sindoh solution licenses work on both the API1, Standard UI, and i-Option UI solutions.

1.2 How do I get support for the Sindoh PaperCut MF Integration?

Your PaperCut MF solution supplier will be able to manage the support for your total PaperCut MF solution. Contact your PaperCut MF supplier in the first instance; they will work with Sindoh 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 Sindoh firmware?

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

2.2 Where can I download the Sindoh documentation and other resources?

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

<http://weblink.sindoh.com/solution/papercut>

2.3 How do I provide customer escalated support for the Sindoh AP1 Solution?

You should manage the support and escalation for the total PaperCut solution you provide. If any issues relate directly to the Sindoh AP1 solution, then please contact your regional Sindoh technical center for assistance. Please contact PaperCut Software directly if you are experiencing unsatisfactory progress.

2.4 How do I install card readers?

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

2.5 How do I test the Sindoh AP1 Solution after installation?

Follow the same procedure as other MFD embedded solutions installed on PaperCut MF.