

Muratec MSP Solution for PaperCut MF

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Muratec MFX Device Integration

Muratec have developed software to connect the MFX Series of Multi function devices to PaperCut MF.

This document is not intended to replace the user manual. For the solution documentation, please contact your local Muratec dealer.

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

- Make sure you have PaperCut 16.0 or above installed with the correct license
- Ask your PaperCut MF supplier and/or local Muratec business partner to update and or configure the Muratec firmware on the Muratec device
- You will need to purchase a PaperCut Muratec MSP embedded license to complete the integration. Your PaperCut MF supplier can add the license to your existing PaperCut MF license.

1.2 How do I get support for the Muratec 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 Muratec 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 Muratec firmware?

The local Muratec dealer should be able to provide this service and upgrade the firmware on the MFX device if required. If this is not the case then please contact the Muratec Technical Support Center. You can obtain the PaperCut MF connector license in an identical manner as all other PaperCut embedded licenses.

2.2 Where can I download the Muratec documentation?

As Muratec R&D developed the software they have created the documentation. More information can be obtained from your Muratec support center.

2.3 How do I provide customer escalated support for the Muratec integrated solution?

You should manage the support and escalation for the total PaperCut solution you provide. If any issues relate directly to the Muratec MFX software, then please contact your Muratec Technical Support 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 Muratec 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 Muratec MSP solution after installation?

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