RISO Connecter for PaperCut MF

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RISO ComColor Device Series Integration

RISO have developed firmware to connect the ComColor Series of high-speed printer devices to PaperCut MF.

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

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

- Make sure you have PaperCut 14.1 or above installed with the correct license
- Ask your PaperCut MF supplier and/or local RISO business partner to update and or configure the RISO firmware on the RISO device
- You will need to purchase a PaperCut RISO Connector licence to complete the integration. The licence can be added to your existing PaperCut MF licence by your PaperCut MF supplier.

1.2 How do I get support for the RISO 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 RISO and the local PaperCut Authorised Solution Centre to help you.

2 Questions for PaperCut Business Partners

2.1 How do I provide my customers with access to the RISO firmware?

The local RISO business partner should be able to provide this service and upgrade the firmware on the ComColor device if required. If this is not the case, then please contact the local regional RISO office. 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 RISO documentation?

As RISO R&D developed the firmware they have created the documentation. Please ask your RISO contact for assistance

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

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

2.4 How do I install card readers?

- Please consult the RISO 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 RISO connector after installation?

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