OKI sXP2 Solution for PaperCut MF

Contents

OKI sXP2 Device Integration

OKI have developed software to connect the Smart Extendable Platform Series of Multifunction Devices to PaperCut MF.

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

This information is intended for PaperCut resellers to understand how to support customers who want to include OKI sXP2 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 OKI sXP2 device into my PaperCut MF solution?

- Make sure you have PaperCut 16.0 or above installed
- Ask your PaperCut MF supplier and/or local OKI business partner to update and or configure the OKI sXP2 firmware on the OKI device
- You will need to purchase a PaperCut OKI sXP2 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 OKI sXP2 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 OKI 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 OKI sXP2 solution?

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

2.2 Where can I download the OKI sXP2 documentation and other resources?

As OKI developed the software they have created the documentation. Please contact your local OKI distributor or visit the following URL.

https://www.oki.com/printing/services-and-solutions/smart-solutions/print-cost-management/form/index.html

2.3 How do I provide customer escalated support for the OKI sXP2 Solution?

You should manage the support and escalation for the total PaperCut solution you provide. If any issues relate directly to the OKI sXP2 solution, then please contact your regional OKI sXP2 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 OKI sXP2 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 OKI sXP2 Solution after installation?

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