

SHARP

SYNAPPX™



SYNAPPX™ GO For MFP (Licensed)

PRODUCTIVITY WHEREVER YOU GO!

User Setup and Configuration Guide

Table of Contents

Synappx Go App Overview	3
Synappx Go System Requirements	5
App Setup and Use Details	7
Licensed vs. Non-Licensed Features	7
Step 1: Mobile App Download (iOS and Android)	8
Step 2: Log In (First Time)	9
Step 3: Setup	10
Synappx Go App Features	40
Share to Display	40
Scan to Me, Email Distribution List, or Cloud Storage	73
Print	79
Copy	89
Unlock MFP (Optional)	91
Check In	94
App Settings	95
Guest User Support	96
Appendix A: Configure Print Release Driver	99
Appendix B: Windows Defender Firewall Configuration	102

Synappx Go App Overview

Synappx Go is a mobile app that enables productive in-room meetings when used with Synappx Meeting (collaboration experience), shares content to Sharp displays, connects to Sharp multi-function printers (MFPs), and captures workspace locations with mobile check-in. Projects move with you throughout your workday, providing productivity wherever you go!

If using Synappx Meeting and Synappx Go together for in-room collaboration, see the [Synappx Go Collaboration Administrator and Configuration Guide](#).

Synappx Go completes your scan, print, copy, share, meet and check-in tasks with the following features:

Easy Setup

- Follow the simple setup wizard—no training required!
- Create your own scan to cloud or email distribution list right from your phone.
- Set default scan, print, and copy settings to save time.
- No Login MFP mode enables scan to email and copy features with no license and limited set up.

Scan

- Tap your phone to scan a file to yourself (via email), email distribution lists, and popular cloud storage services.

Print

- Walk up to any enabled MFP to release print jobs and print from cloud storage.
- Enjoy convenience and privacy.

Copy

- Create contactless copy jobs from your mobile phone and save your favorite copy settings.

Unlock MFPs

- For MFPs that have been locked by PaperCut MF or Native Authentication, use Synappx. Go mobile to unlock the MFP and access Synappx Go scan, copy and print related features

Share*

- Tap the NFC tag or scan QR code to show content on the Sharp display.
- Team members can also tap or scan QR to retrieve content and collaborate.
- Remotely operate Microsoft Office files.
- Mobile track pad lets you remotely control the display PC cursor for most PC actions.
- Speed up collaboration with Synappx Go. Modified content is stored back in the original cloud location.

Meet (Collaboration Hub Features When Used with Synappx Meeting)*

- Tap the NFC tag, scan QR code or select a meeting from your mobile and automatically start web conference sessions on the display, connecting all necessary audio/video components.
- Create ad hoc meetings from your mobile for unscheduled collaborations.
- Remotely operate web conference and cloud or attachment files from your smartphone.
- Close opened files, end and disconnect meeting with one click.

Check In

Health and safety are a key consideration for organizations. **Check In** helps track employee touch points in the workplace.

- Tap the Synappx Go NFC tag to check in to common work areas, such as break rooms and meeting rooms.

Guest Users Support

- Users from other companies can be licensed as guests and use Synappx Go MFP and display features.

*Synappx Go Share and Meet features are described in more detail in the [Synappx Go for Collaboration User Guide](#).




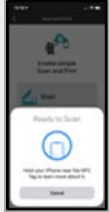



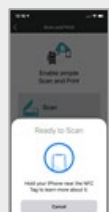
Synappx Go System Requirements

For Synappx MFP system requirements, refer to the [Synappx Go for MFP Admin and Configuration Guide](#).

For Synappx Collaboration Hub system requirements, refer to the [Synappx Go Collaboration Admin and Configuration Guide](#).

In addition to the licensed version of Synappx Go, there is another option to use a more limited version of Synappx Go mobile app that supports MFP scan to email and copy only. This No Login variant can be accessed in the same Synappx Go app and requires no user license, no agent installation and no NFC tag configuration but does require installation of embedded apps in the Sharp MFP by your Admin. See [Synappx Go Lite - No Login Administrator Setup and User Guide](#) for more details on those features.

NFC Support

	Synappx Go Tag (MFP, Display, Check In) 	MFP Built-In Tag (Some Models) 
Android	Background Access*, ** 	Foreground Access* 
iPhone XR, XS, XS, 11, 12, 13, 14, SE (all versions)	Background Access** 	Foreground Access 
iPhone 7/7+, 8/8+, and X	Foreground Access 	Foreground Access 

Background

When you tap the NFC tag, the phone brings you directly to the Synappx Go app (without needing to open the app first). Some phones may display a notification. When you select the notification, the phone still brings you directly to the app.

Foreground

From the mobile screen, select the Synappx Go app. Then select the desired feature.

Notes:

*If there are other apps that read NFC tags, you may be prompted to select Synappx Go each time you want to use the app, or if given the option, you can choose to make Synappx Go the default app for reading an NFC tag.

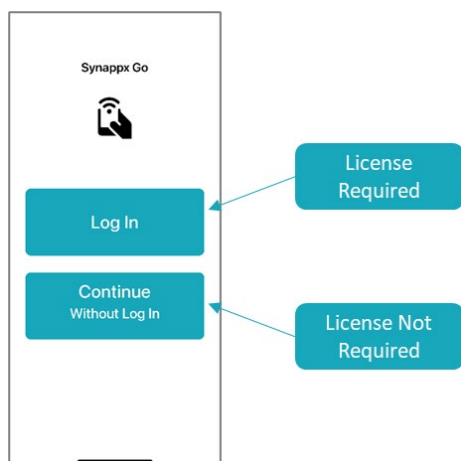
**NFC tag setup (admin task) is always a foreground operation.

QR Codes can be used as alternatives to NFC tags for display related Collaboration features.

App Setup and Use Details

Licensed vs. Non-Licensed Features

Synappx Go offers features that do not require a Synappx Go user license. See [Synappx Go Lite - No Login](#) guide for more details on those features.



“Log in” (Licensed) App Features:

- [Meet*](#)
- [Share*](#)
- [Scan](#)
- [Print](#)
- [Copy](#)
- [Unlock MFP](#)
- [Check In](#)
- [App Settings](#)
- [Guest User Support](#)
- [Configure print release driver \(user or administrator task\)](#)

Follow the steps to set up and use the licensed version of Synappx Go.

1. [Receive license email and download mobile app \(iOS and Android\)](#)
2. [Log in](#)
3. [Set up](#)

“Continue Without Login” (Unlicensed) App Features:

- Scan to Email
- Copy

*Synappx Go Share and Meet features are described in more detail in the [Synappx Go for Collaboration User Guide](#).

Step 1: Mobile App Download (iOS and Android)

Once your administrator adds you as a licensed user, you will receive an automatically generated email prompting you to download the Synappx Go mobile app.

iOS

1. Download Synappx Go from the Apple® App store.



Android

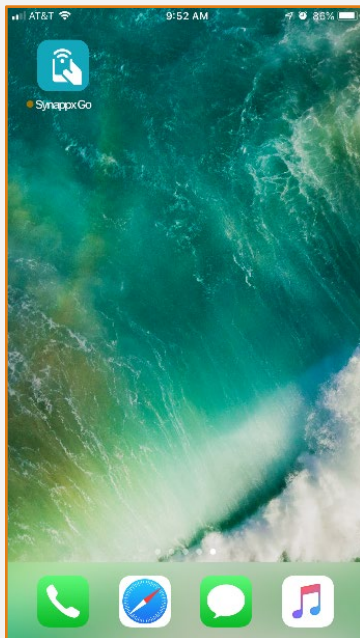
1. Download Synappx Go from the Google Play™ store.



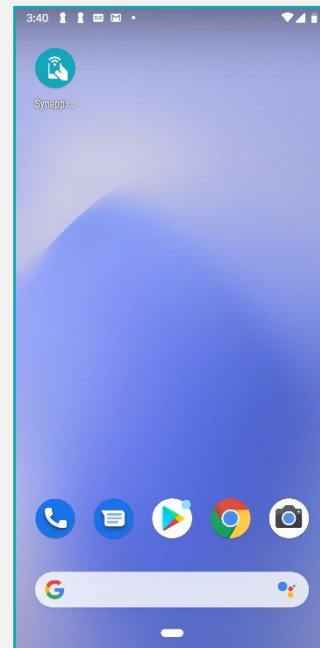
Notes:

- Existing Synappx Go mobile users should update to the latest version.
- The sign-in information only needs to be entered the first time you sign-in to the app unless you change your password, log out or do not use the app for 30 days.
- Use the **Synappx Go No Login** version if you do not have a Synappx Go license.

2. iOS: Open the Synappx Go app. When prompted, select **Login** and enter your Microsoft 365 or Google Workspace credentials then accept the permissions request.



2. Android: Open the Synappx Go app. When prompted, select **Login** and enter your Microsoft 365 or Google Workspace credentials then accept the permissions request.



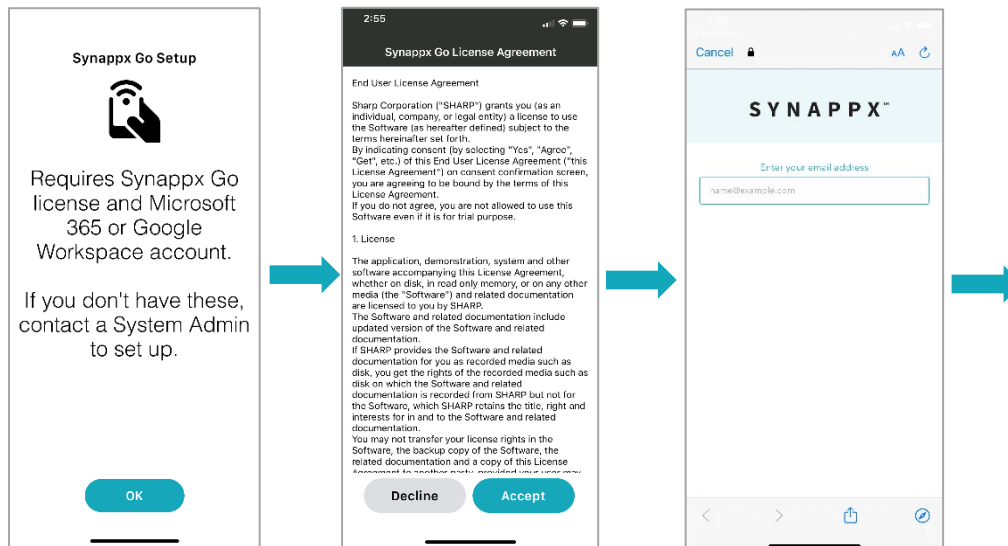
Step 2: Log In (First Time)

1. The app will alert you of the necessity of a Microsoft 365 or Google Workspace account. Select **OK**.

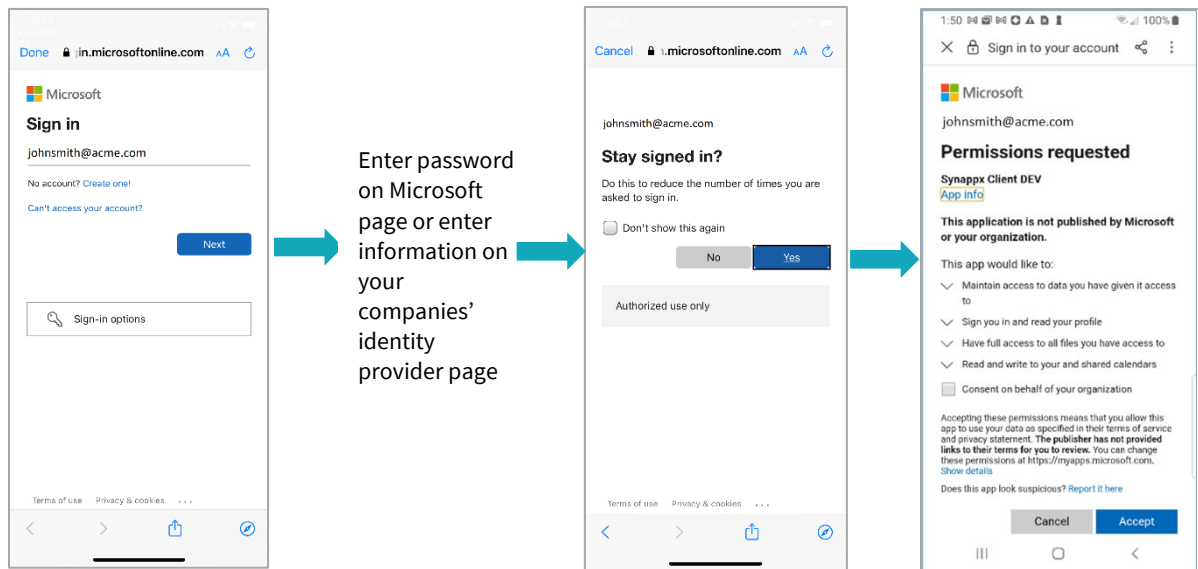
Note: Auth0 cannot view your password. See the [Synappx Security White Paper](#) if you have further questions.

2. Accept the End User License Agreement (EULA). Select **Continue** to allow the Synappx Go partner (Auth0) to securely validate your information with your company's Azure AD or Google Workspace system.
3. Enter your Microsoft 365 or Google Workspace email. After entry of your full email address, select the **Log in at Microsoft 365** or **Log in at Google Workspace** button. You will be prompted to enter your password in the Microsoft or Google pages. You will not have to enter your credentials again unless you change your password, log out or do not use the app for 30 days.
 - For licensed guest users who signed up for a Synappx specific account with a social email (e.g. gmail, Hotmail, yahoo), select **Log in with custom account**. On the following page, enter the password you created for the Synappx custom account.
 - If you signed up as Microsoft O365 or Google Workspace licensed guest user, select the appropriate Microsoft or Google Log in button and enter your password.
4. If you signed up as a licensed user **Accept** the permissions requested (necessary to support Synappx Go).

Note: For administrators, after the initial setup is complete, the next step is to associate NFC tags (See [Associate NFC Tags](#)).



Note: Microsoft 365 log in and permission acceptance example is below. There is a similar flow for Google Workspace log in.



Step 3: Setup

Synappx Go app setup involves the following procedures. You can skip set up for features you don't plan to use.

- [Set Up Cloud Storage](#)
- [Remove Cloud Storage \(Optional\)](#)
- [Set Up Email Distribution Lists](#)
- [Set Up Scan to Cloud Storage](#)
- [Set Print Release Default Behavior](#)
- [Set Copy Default Settings \(Optional\)](#)
- [Set Meet and Share Preferences](#)
- [Set NFC or QR Code Preference](#)
- [Set Share to Display Preferences \(Google Drive and OneDrive for Business Only\)](#)
- [Set User ID Card Number \(Optional\)](#)
- [Set Scan Job Default Settings \(Optional\)](#)
- [Set Print Cloud Files Settings \(Optional\)](#)

Note:

- [Italicized settings above are for Synappx Go Collaboration features used with Sharp displays.](#)

Set Up Cloud Storage

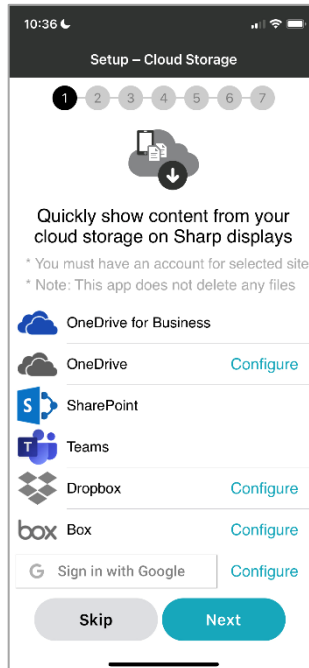
Cloud Storage Options

- OneDrive for Business
- OneDrive
- SharePoint®
- Teams (Microsoft 365 users only)
- Dropbox™

- Box™
- Google Drive™
- iCloud® and Local (automatically configured on iOS devices) *

*Some limitations

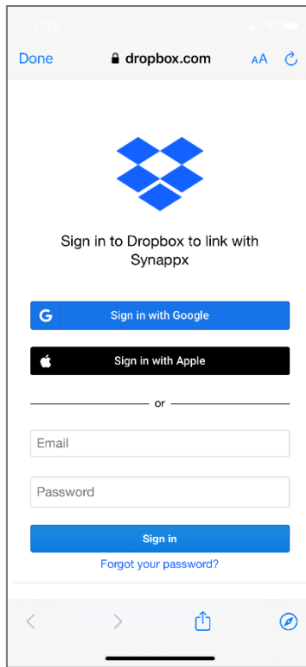
1. After initial login, the **Setup - Cloud Storage** screen will appear. Select **Configure** for the desired cloud storage service. (Dropbox™ is used in the following examples.)



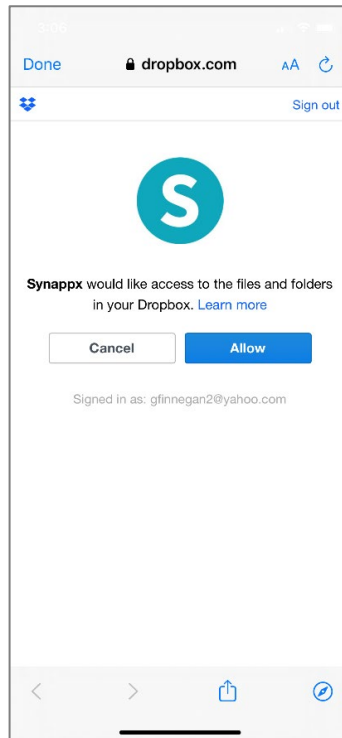
Notes:

- For Microsoft 365 users, Single Sign On (SSO) to One Drive for Business, SharePoint and Teams means these Microsoft cloud storage sites are already configured for you.
- For Google Workspace users, Single Sign On (SSO) to Google Drive is already configured with the same credentials as your initial log in. If desired, you can change to a different Google Drive account by selecting **Edit**.
- iPhones automatically configure iCloud and local device storage for sharing to displays and printing cloud files.
- Microsoft Teams log in is not available to Google Workspace users because it requires use of the same credentials used to log in to Synappx Go (for Microsoft 365 only).

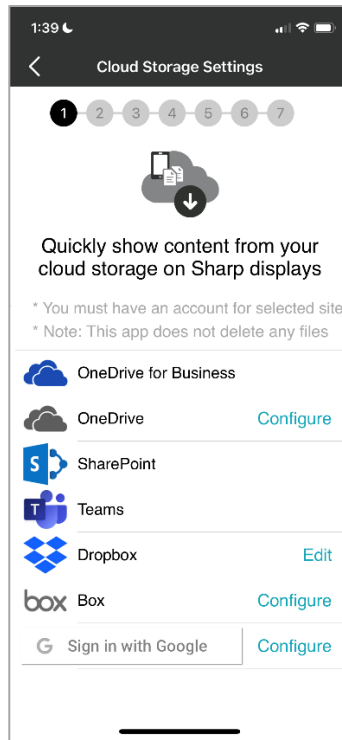
2. Select sign-in method. Enter valid credentials and select **Sign in**.



3. A request will appear to allow the mobile app to access the files and folders in the cloud storage service. Select **Allow**.



4. The configured cloud storage service no longer appears gray and now includes an **Edit** link to access the service and change service settings. Repeat the previous steps to add another cloud storage service or select **Next** to proceed to the **Scan and Print** screen and continue setup.

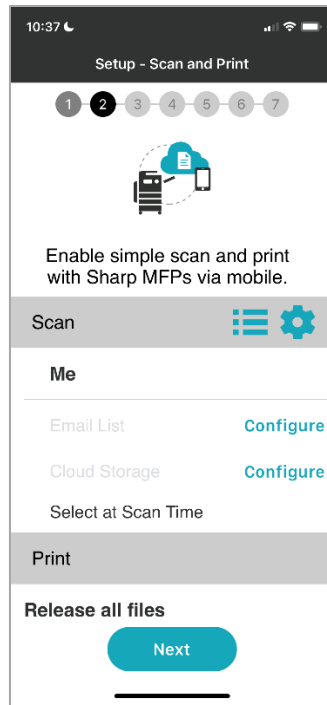


Notes:

- Each cloud storage vendor has unique permissions that may differ from the example above. Accept the permissions to use the Meet, Share to Display, Scan to Cloud Storage and Print Cloud file sharing features.
- Users cannot remove Single Sign On (SSO) cloud storage sites or iCloud and local storage as these are automatically configured on iOS devices.
- To remove cloud storage sites you manually added, long press the cloud storage site name for several seconds. You will be asked if you want to remove credentials for the selected cloud site. Select **Remove** to delete the configuration for this cloud site.

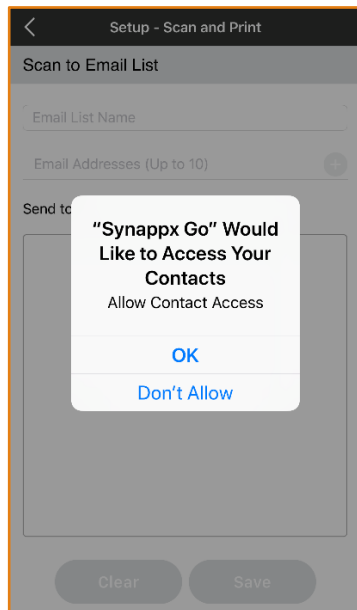
Set Up Email Distribution Lists

1. After configuring cloud storage, the **Setup - Scan and Print** screen will display. Select **Configure** to set up an email distribution list (default is one list) or select **Next** if you do not want to set up an email distribution list. Email distribution lists can be created at any time from the Settings menu.

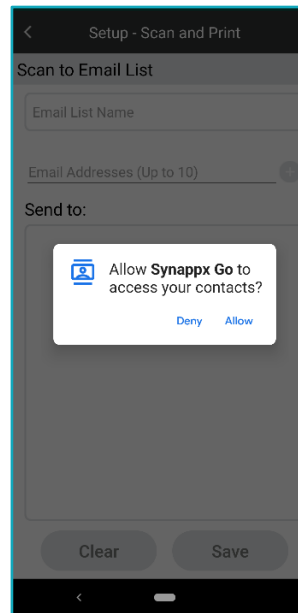


2. A request to access your mobile device contacts list will appear so you can more easily create the email distribution list. For iOS phones, select **OK** if you want Synappx Go to access your contacts; select **Don't Allow** if you do not want Synappx Go to access your contacts. For Android phones, select **Allow** if you want Synappx Go to access your contacts; select **Deny** if you do not want Synappx Go to access your contacts. This permission can be changed at any time in the Settings menu.

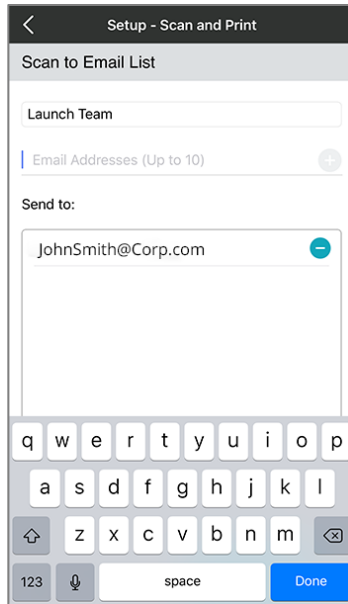
iOS



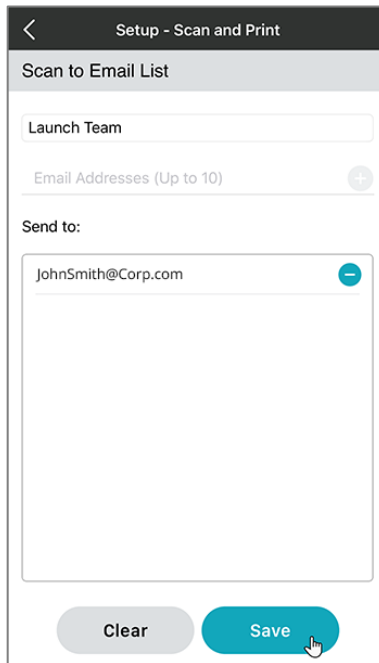
Android



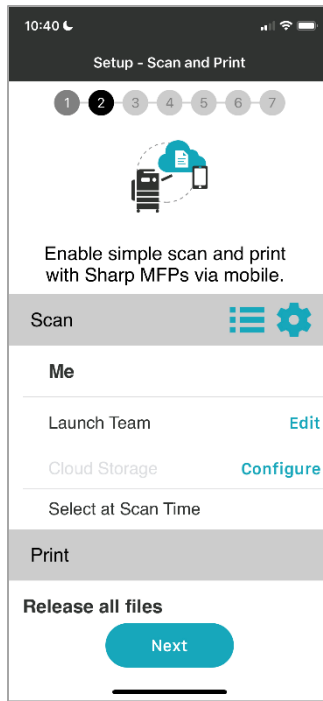
3. Under **Scan to Email List**, type a title for your email distribution list in the **Email List Name** field.



4. Type an email address or start typing a few characters of a contact name; mobile contacts that match that entry will populate. Select **(+)** to add a contact.
5. Select **(+)** to add more email addresses. (A maximum of ten contacts can be added to the list.)
6. Added contacts will appear in the **Send to:** area below. Select **(-)** to remove a contact. Once the list is complete, select **Save** to continue.

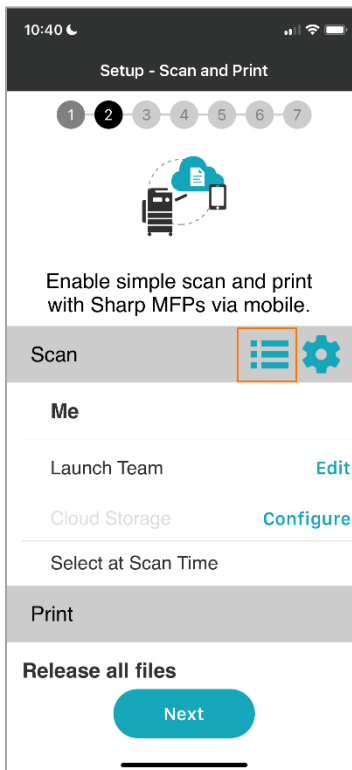


7. The app will return to the **Setup - Scan and Print screen**. Your new email distribution list name will be shown as a scan destination. Select **Edit** to make additional changes to the email distribution list or select **Configure** to proceed to setup **Scan to Cloud Folder**.

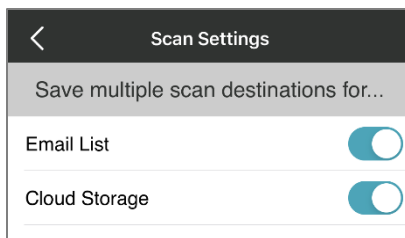


Set Up Multiple Email Distribution Lists (Optional)

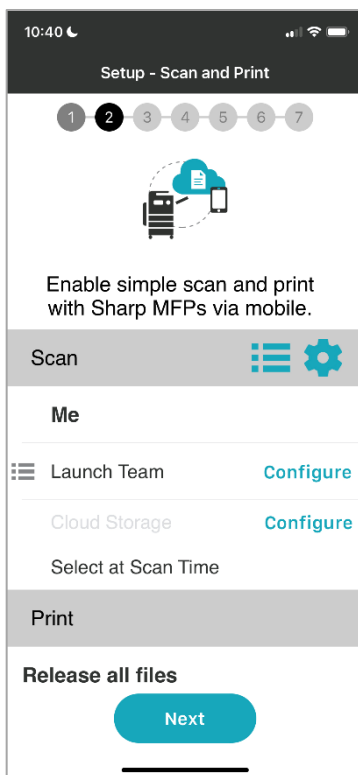
1. Select the multi-select icon.



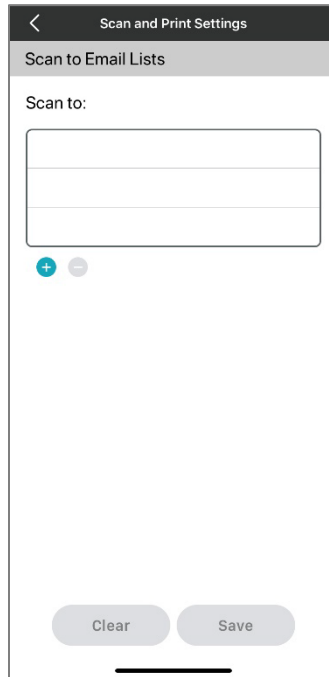
2. Activate the multi-selection feature for **Email List** by toggling the switch so the teal color shows. Select the back arrow < to return to the **Setup – Scan and Print** page.



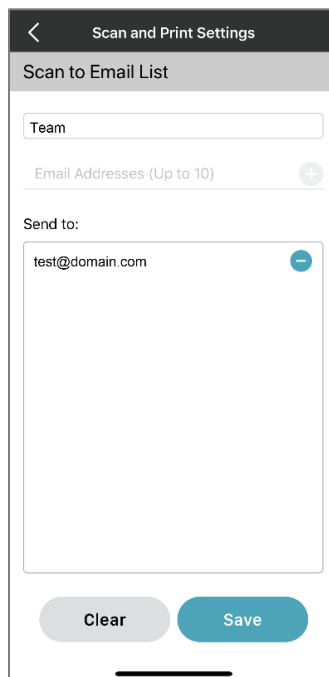
3. Select **Configure** to set up email lists.



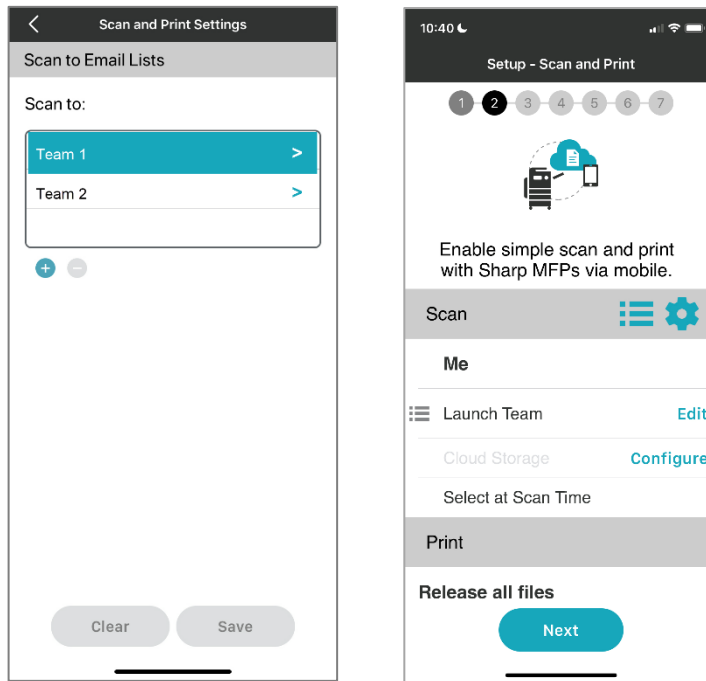
4. Select + to add each email list.



5. Enter a name for the email list and add email addresses by selecting +. When finished, select **Save**.



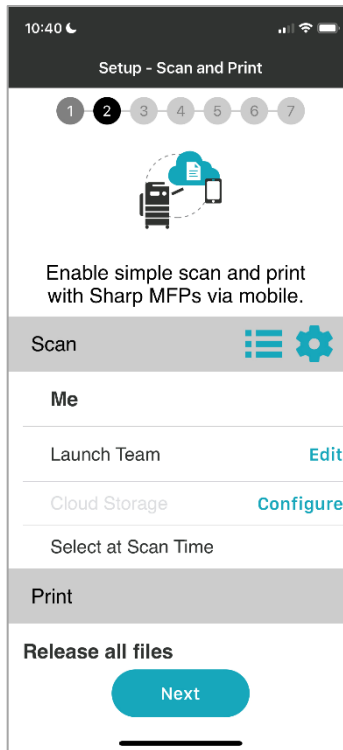
- Repeat this procedure to create up to three email destinations.
- Highlight the default destination and select **Save**. You will be able to select the default or other destinations at scan time.



Set Up Scan to Cloud Storage

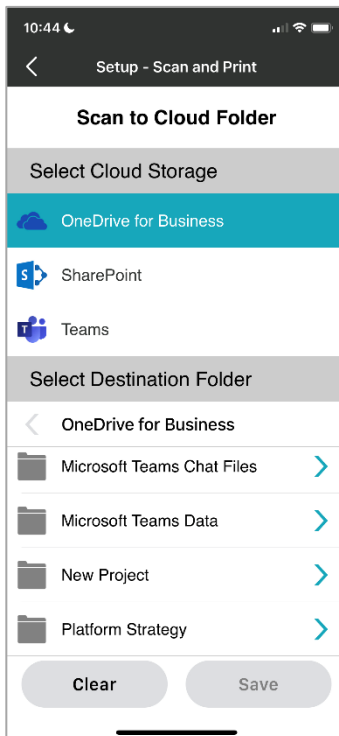
You can create up to three cloud storage destinations for scan jobs. The default setting is one preset cloud folder. To set up one default cloud storage folder, follow the steps below. To set up multiple cloud storage folders, go to [Set Up Multiple Scan to Cloud Storage Folders](#).

1. Select **Configure** for **Cloud Storage**. The **Scan to Cloud Folder** screen will load all available cloud storage services.

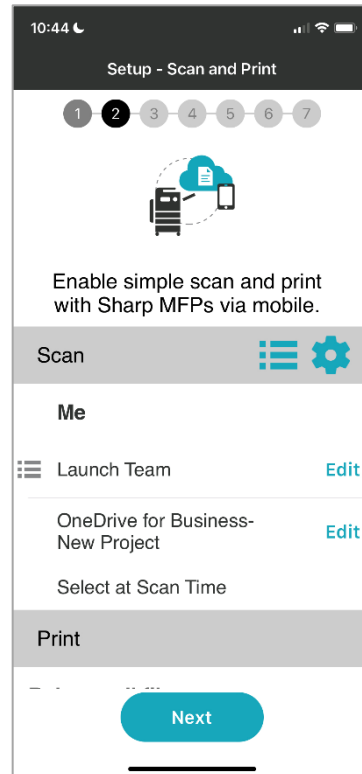
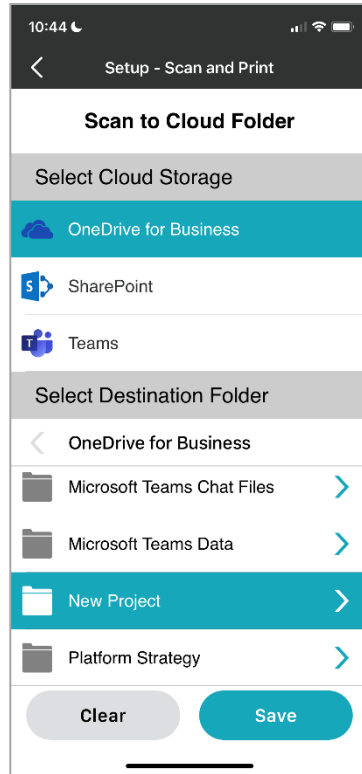


Note: iCloud and local folders cannot be set up for Scan to Cloud Storage on iOS devices.

2. Select a cloud storage service.

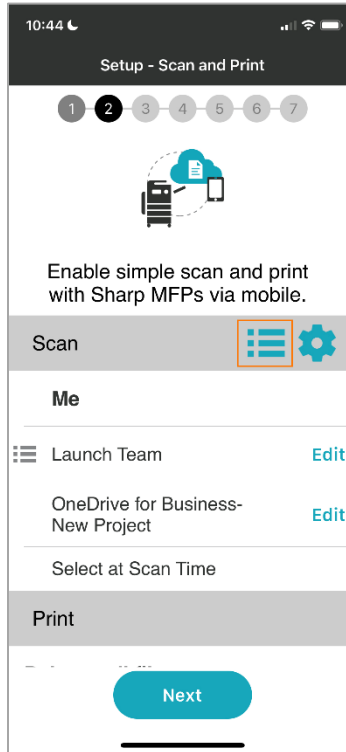


3. Select a folder to use as a scan destination. Then select **Save**. The folder will appear as a **Scan to Cloud Folder** destination.

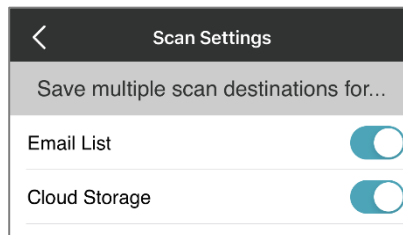


Set Up Multiple Scan to Cloud Storage Folders (Optional)

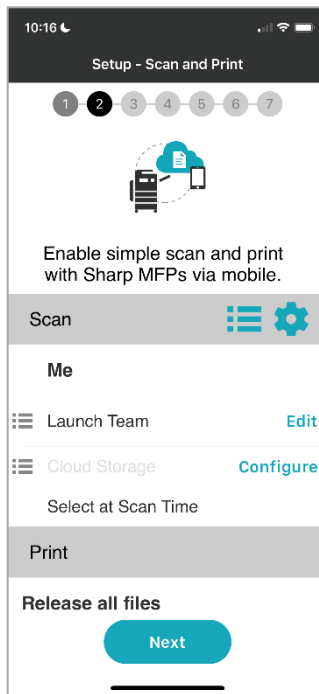
1. Select the multi-select icon.



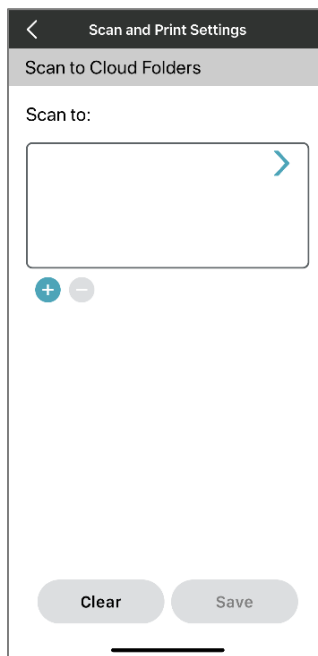
2. Activate the multi-selection feature for **Cloud Storage** by toggling the switch so the teal color shows. Select the back arrow < to return to the **Setup - Scan and Print** page.



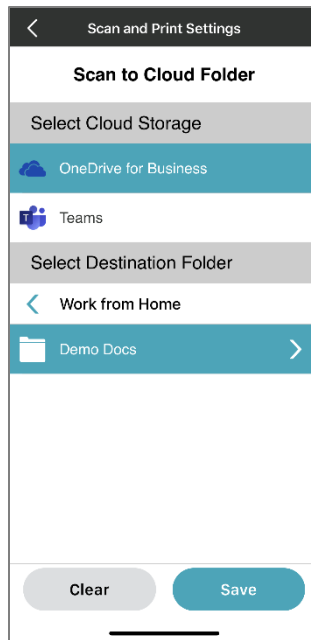
3. Select **Configure** to set up cloud storage destinations.



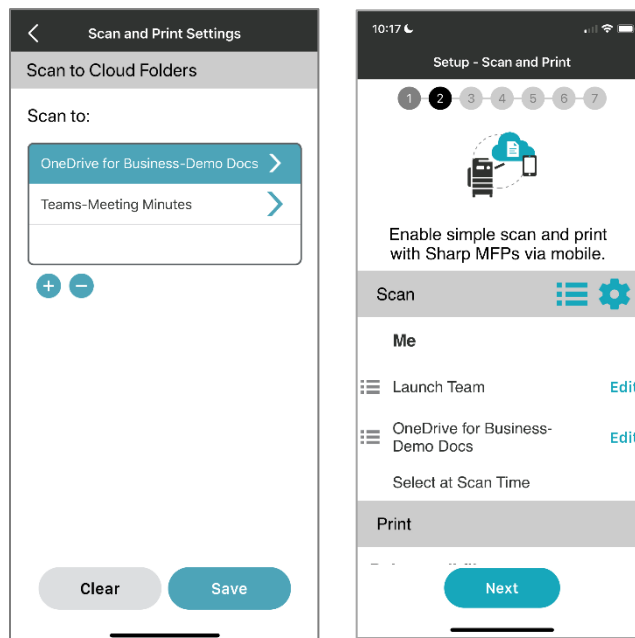
4. Select + to add each cloud storage destination.



5. Each configured cloud storage service will appear. Select a cloud site and choose a destination folder.

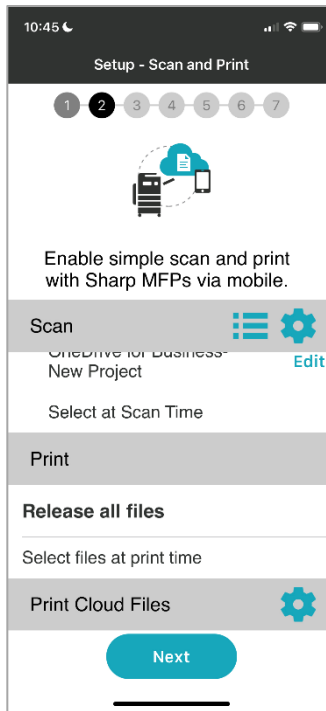


6. Select **+** to add cloud storage destinations (up to three). Highlight the default destination and then select **Save**. You will be able to select the default or other destinations at scan time.



Set Print Release Default Behavior

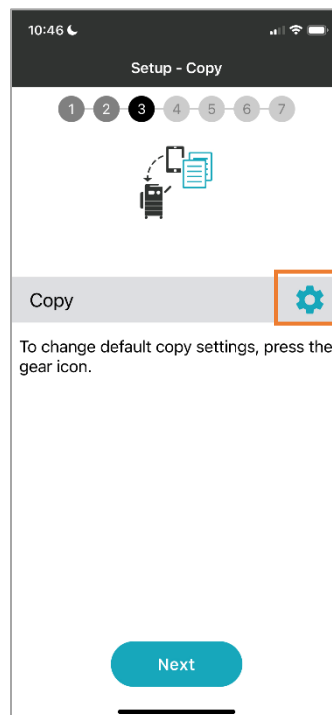
1. Choose to **Release all files** for printing or **Select files at print time**. **Release all files** allows Synappx Go to print all files in the print queue at once. **Select files at print time** allows you to choose specific files to print instead of printing all files in the print hold queue.



2. Select **Next** to move to following optional steps.

Set Copy Settings

If you plan to use the Synappx Go remote copy feature, you can choose default copy settings from this page by selecting the gear icon. Otherwise, select **Next**. Default copy settings can also be selected later via the Settings menu. See details on available settings under [Set Copy Default Settings \(Optional\)](#).



Set Meet and Share Preferences

Note: You can skip this setting configuration if only using Synappx Go MFP features.

Synappx Collaboration Hub allows you to set preferences. Options include selecting how the app reacts when the Sharp display Synappx NFC tag is tapped or QR code is captured, saving meeting attachment changes and email links to the organizer, sleep mode, and configuring auto-start Zoom conferences

Preference

Select how the app reacts when you first tap a NFC tag or scan the display QR code.

- **Always start meeting (default):** Will directly start a scheduled meeting or move to the Meet Now page to allow you to create an ad hoc meeting.
- **Always share to display:** Shows the Share page with recently modified cloud files to select to share to the display
- **Prompt me:** Allows you to choose whether you want to Meet or Share file(s).

Options

Default is on. Select the toggle to disable.

- **Save changes in meeting attachments and email links to organizer:** If changes are made to downloaded meeting attachments, the updated file is uploaded to the Azure cloud and a temporary link is sent to the organizer to enable file downloading
- **Do not go into sleep mode when using this app:** Allows the app to stay active (e.g. during a meeting) and not sleep based on your mobile device setting

Web Conference

To automatically launch Zoom on the Sharp display via Synappx Go Windows or to hold an ad hoc collaboration with Zoom, enter your Zoom credentials.

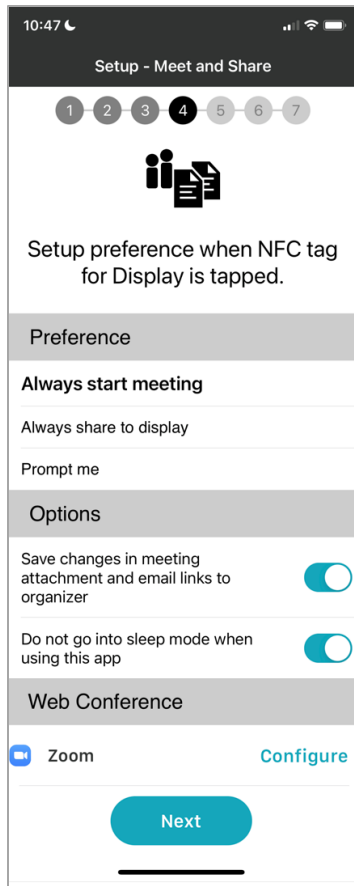
1. Select **Configure**.

For Android: The app navigates to the Zoom web page. Select the phone Back button at the bottom of the page to move to the page to enter your Zoom log in credentials.

For iOS: The app briefly shows the Zoom page and automatically navigates to the Zoom log in credential entry page. Do not press Config a second time when this process is occurring.

2. Enter your Zoom email and password and select **Sign in**.

To change or delete your Zoom credentials after configuration, select **Edit**.



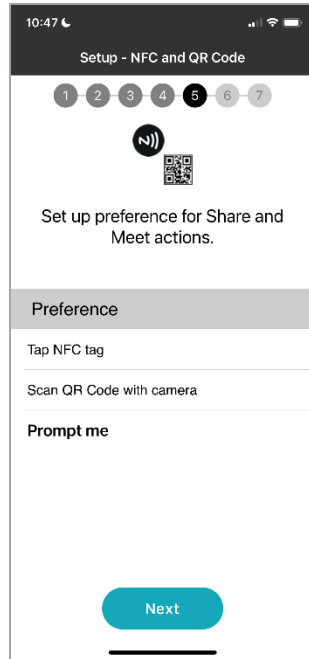
Set NFC or QR Code Preference

Notes:

- **You can skip this setting configuration if only using Synappx Go MFP features.**
- QR codes are not presently supported on MFPs for licensed Synappx Go features.

Select your preference to tap an NFC tag, scan a QR code on the display or be prompted each time when using Meet or Share features. After you select the feature, to complete the action:

- **Tap NFC tag:** You will be prompted to tap the NFC tag.
- **Scan QR code:** Your mobile camera will automatically launch for you to scan the QR code on the Sharp display.
- **Prompt me:** You will be prompted whether to tap an NFC tag or scan the QR code.



Set Share to Display Preferences (Google Workspace Only)

Note: You can skip this setting configuration if only using Synappx Go MFP features.

Google Workspace users have three options to share Google files to a display. Select your preference.

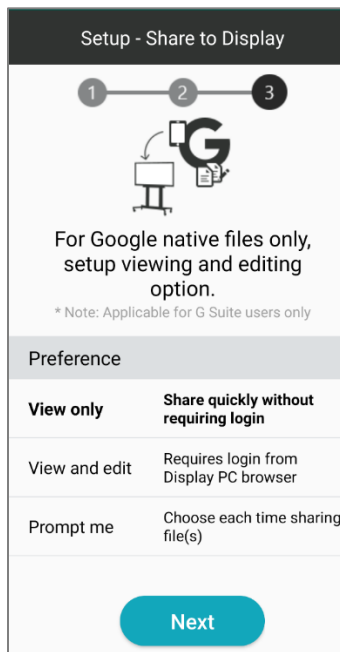
- **View only (default):** Download the files to view in PDF (fastest option).
- **View and edit:** Open Google native files in a Chrome Incognito browser for viewing and editing files. Synappx Go will prompt the first person to share files to log in to the display PC. Subsequent users do not need to log in if the original user still has files open in the browser.
- **Prompt me:** Each time you share a Google file, Synappx Go gives you the option to view only or view and edit.

If you choose the **View and edit** or **Prompt me** options, you must also configure **Multi-Factor Authentication (MFA)** for added security when editing on-line files. This will send a passcode to you each time you use the browser-based viewing and editing feature.

1. Select **Configure**.
2. Re-enter your log in credentials that will be verified with Google.

If you need to edit the information later, select Update. See the [Google browser-based editing](#) section for details on use.

Select **Next** when preference is confirmed.



Set Share to Display Preferences (Microsoft OneDrive for Business Only)

Note: You can skip this setting configuration if only using Synappx Go MFP features.

Microsoft 365 users with OneDrive for Business have three options to share to a display. Select a preference.

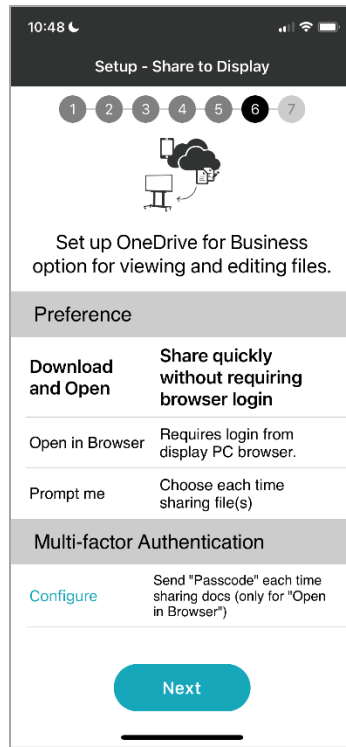
- **Download and Open (default):** Download the files for viewing or editing, requires associated applications to be installed on the display PC (fastest option).
- **Open in Browser:** Open supported OneDrive for Business files (pptx, docx, xlsx, pdf, txt) in a Chrome Incognito browser for viewing and editing. Synappx Go will prompt the first person to log in. Subsequent users do not need to log in if the original user still has files open in the browser.
- **Prompt me:** Each time you share a OneDrive for Business file to the display, Synappx Go gives you the option to download file(s) or open file(s) in the browser.

If you choose the **Open in Browser** or **Prompt me** options, you must also configure **Multi-Factor Authentication (MFA)** for added security when editing on-line files. This will send a passcode to you each time you use the browser-based viewing and editing feature. To set up MFA:

1. Select **Configure**.
2. Re-enter your log in credentials that will be verified with Microsoft.

If you need to edit the log in information later, select **Update**. See the [Microsoft browser-based editing](#) section for details on use.

Select **Next** when preference is confirmed.



Set ID Card (Optional)

This section is only applicable for companies that have “locked” MFPs via PaperCut MF or Native Authentication that can be unlocked with a user ID Card number (for HID or iClass cards) stored in Synappx Go mobile. Once configured, the Synappx Go mobile app can be used to unlock the MFPs (instead of using an ID card) and access Go scan, copy, and print features. From this page, you can also control the BLE strength for connecting to card readers.

To use Synappx Go mobile features with locked Sharp MFPs, ID card numbers need to be saved in the Synappx Go Mobile App. There are three ways to enter the card numbers:

- During initial Synappx Go wizard, you can enter the ID card number (as last optional step)
- After initial set up, enter ID card number via the **ID Card** page under **Settings**
- Your Admin enters ID card numbers for you via the Synappx Admin Portal

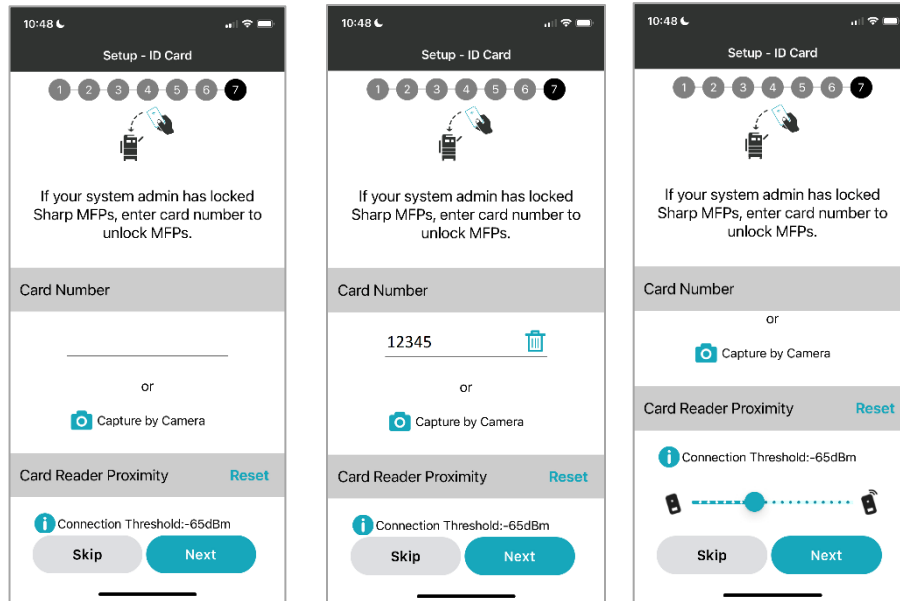
After installing the Synappx Go mobile app and your company has locked Sharp MFPs, enter your ID card number as the last step of the wizard. You can also skip this page if they don't need or want to access locked Sharp MFPs.

Note:

- For Android only, you will be prompted whether it's okay to provide Synappx Go with access to your mobile location. If not using the Unlock feature, select **Deny**. Synappx Go does not use location for any purpose other than identifying your mobile proximity to the rf IDEAS or Elatec BLE reader attached to the MFP. To support MFP Unlock, please select **While Using This App**.

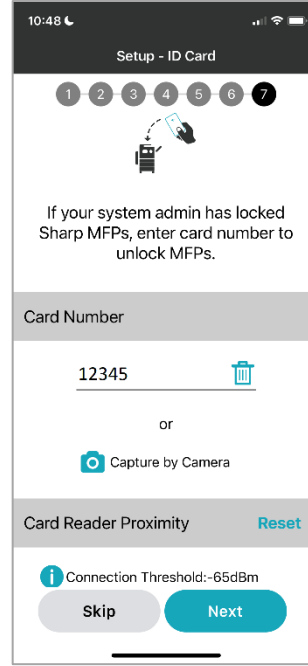
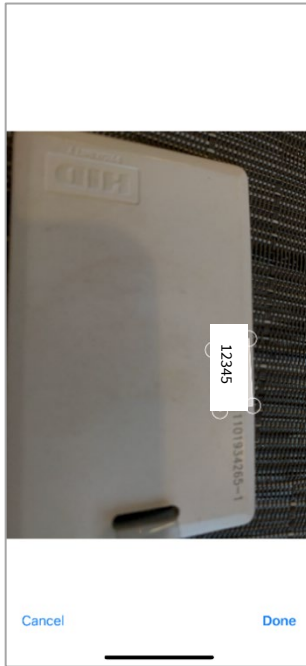
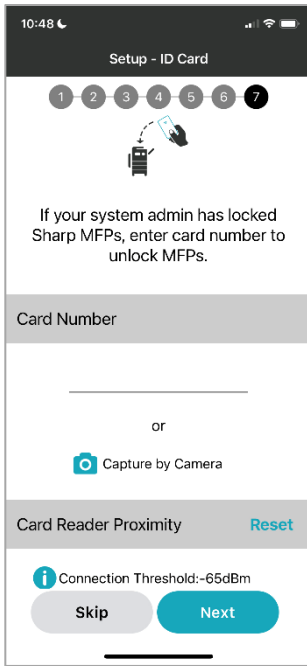
1. After completing (or skipping) other wizard steps, enter the ID card number either by manual entry with the keyboard or via camera capture.

2. Manual entry: Touch the entry field and type user ID card number from HID Prox or iClass ID card via the keyboard. A maximum of 38 characters (only 0-9, A-F) can be entered. For native MFP local login authentication, only five to eight characters can be entered. Only include the user portion of the card number. Press **Next** to accept the number and finish the wizard set-up. Press **Skip** if no card number is needed.

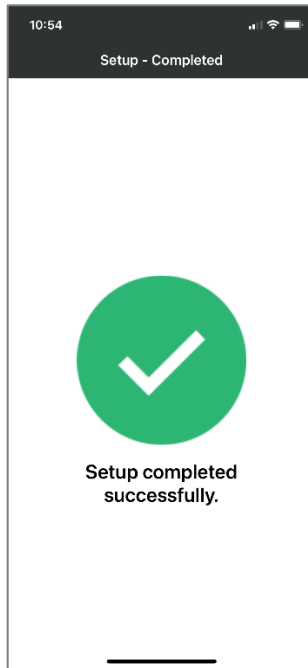


You can also set the BLE connection strength on this page. This sets the mobile proximity to the card reader. Set higher if multiple MFPs are close together. Set lower to detect the card from a further distance.

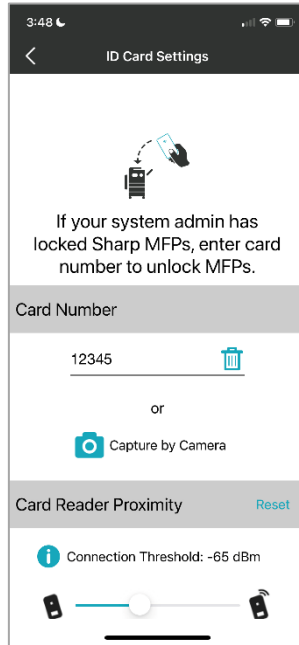
3. Camera capture entry: Select **Capture by Camera** and accept Synappx Go being able to access the camera on Android (not required on iOS). Take the picture of the user ID card number as close as possible to the user number, check image (crop to user number only if needed) then **Save**. The number should be entered into the Card ID field. Note: User should review the results and confirm the card number is correct based on the OCR. Use manual entry if OCR is not accurate.



4. Press **Next** to finish. A confirmation page will be shown.



Setting, editing or deleting the ID card number or changing the card reader proximity can also be done via the **Settings** menu under **ID Card**. The card number can be edited and saved by selecting the top left back arrow.



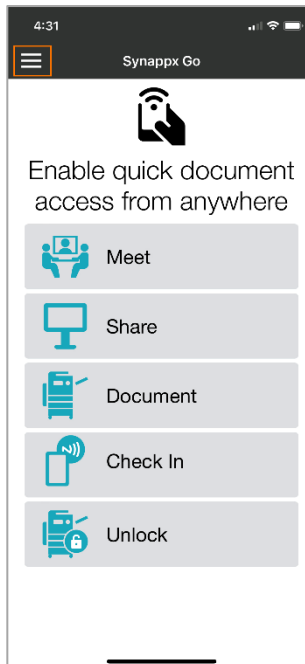
Notes:

- Administrators can also enter user ID card numbers from a Synappx Admin Portal that will then be transferred to your mobile to enable MFP unlock.

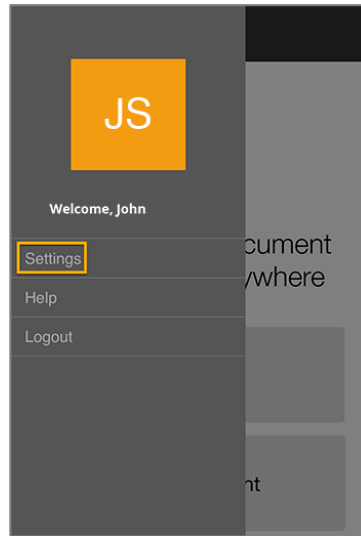
Set Scan Job Default Settings (Optional)

Adjust your scan settings from the settings menu or by selecting the gear icon from the setup wizard scan page.

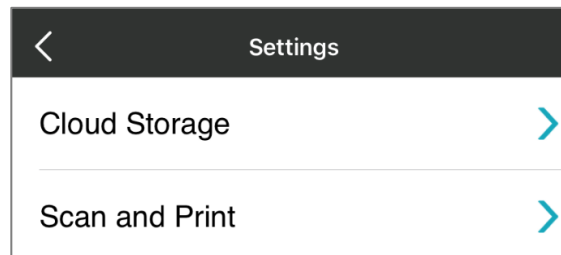
1. Select the menu icon on the home screen.



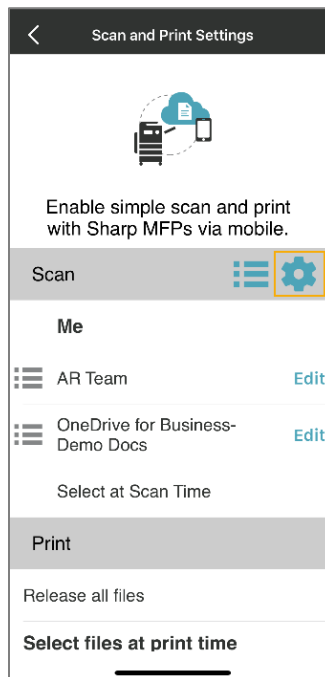
2. Select **Settings** from the home screen menu.



3. Select **Scan and Print**.



4. Select the scan settings gear icon.



From the **Scan Settings** page, you can adjust default color mode, resolution (dpi), page size, file format, two-sided scan modes, blank page skip, compression, and compression ratio settings by choosing from the available options for the selected MFP.

Scan settings can also be changed at scan time by selecting the gear icon.

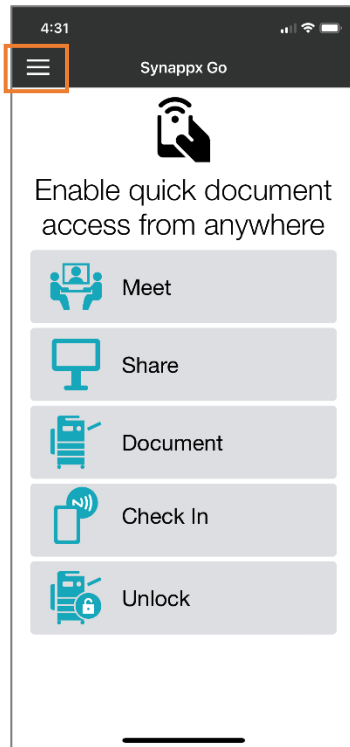
Scan Settings	
Color Mode Auto	>
Resolution (dpi) 200	>
Page Size Auto	>
File Format PDF	>
2-Sided Scan 1-Sided	>
Blank Page Skip Off	>
Compression JPEG	>
Compression Ratio Middle	>

Settings	Default	Other Options
Color Mode	Auto	Full Color, Monochrome, Grayscale
Resolution (dots per inch or dpi)	200 dpi	100 dpi / 300 dpi / 400 dpi / 600 dpi
Page Size	Auto	Letter (8.5" x 11") Legal (8.5" x 14")
File Format	PDF	Searchable PDF/ Encrypt PDF/ TIFF
2-Sided Scan	1-Sided	2-Sided (Book) / 2-Sided (Tablet)
Blank Page Skip	Off	On
Compression	Color: JPEG Mono: MMR (G4)	Color: No other options Mono: None // MH (G3)
Compression Ratio (For Auto, Full Color, Grayscale)	Middle	High / Low

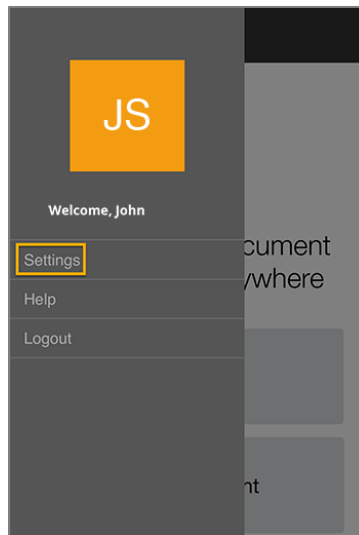
Set Print Cloud File Default Settings (Optional)

Adjust your print settings from the settings menu or by selecting the gear icon from the setup wizard print cloud file preferences page.

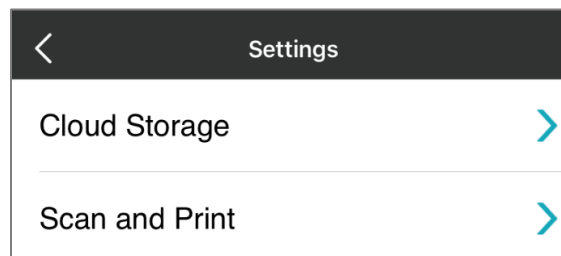
1. Select the menu icon on the home screen.



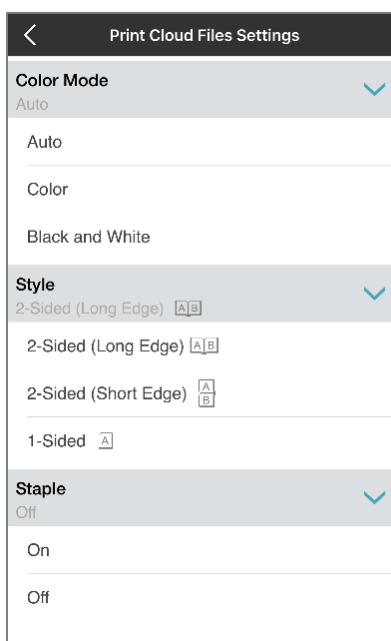
2. Select **Settings** from the home screen menu.



3. Select **Scan and Print**.



4. Select the **Print Cloud Files** settings gear icon.



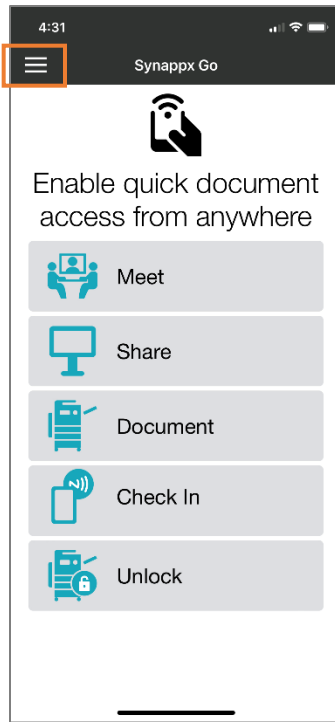
From the **Print Cloud Files Settings** page, you can adjust default color mode, style (one- or two-sided), and staple to the desired settings by selecting from the options available for the selected workspace MFP.

Print settings can also be changed at print time by selecting the gear icon.

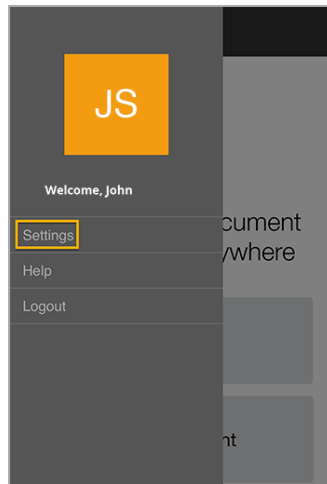
Set Copy Default Settings (Optional)

Adjust your copy job settings from the settings menu or by selecting the gear icon from the setup wizard copy preferences page.

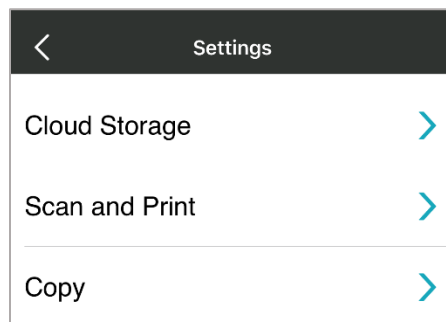
1. Select the menu icon on the home screen.



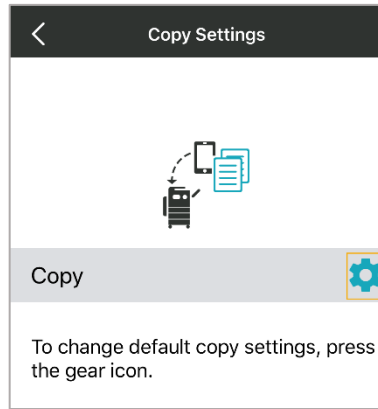
2. Select **Settings** from the home screen menu.



3. Select **Copy**.

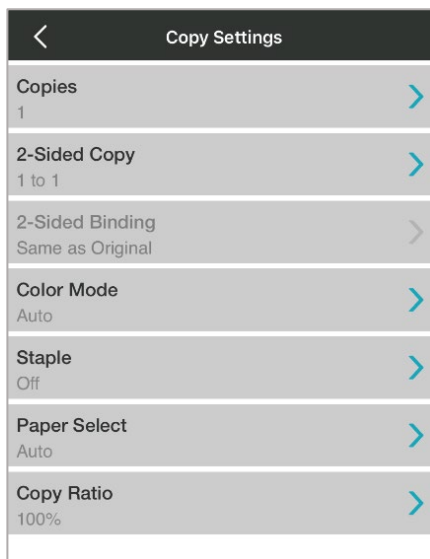


4. Select the **Copy** settings gear icon.



5. From the **Copy Settings** page, select common copy settings for the workspace MFP.

Note: Two-sided binding is only available when one of the two-sided copy options is selected.



Setting Name	Options (Default in bold)
Copies	1-999
Two-Sided Copy	<ul style="list-style-type: none"> ▪ 1 to 1 ▪ 1 to 2 ▪ 2 to 2 ▪ 2 to 1
Two-Sided Binding	<ul style="list-style-type: none"> ▪ Same as Original ▪ Change Binding (Book to Tablet/ Tablet to Book)
Color Mode	Auto, Color, Mono
Staple	<ul style="list-style-type: none"> ▪ Off ▪ 1 staple ▪ 2 staples ▪ Stapleless staple
Paper Select	Auto, Tray 1, Tray 2, Tray 3, Tray 4, Tray 5, Bypass, LCC, LCC2, LCC3, LCC4
Copy Ratio	<ul style="list-style-type: none"> ▪ 100% ▪ Minimum of 25% to 400% maximum

Copy settings can also be changed at copy time by selecting the gear icon.

Synappx Go setup is now complete!

Synappx Go App Features

Note: Please see the [Synappx Go Collaboration User Guide](#) for descriptions of the mobile Meet and Share features.

Share to Display

There are many options to share cloud content to Sharp displays.

- Select from recently modified cloud files
- Browse cloud storage folders
- Search for files
- Open email attachments
- Open files from text messages
- Open files in Microsoft Office or Teams
- Open URL from mobile browser

Up to five users can share content simultaneously and save to the original cloud storage locations. After Office, PDF and image files are downloaded to the display PC, you can use your mobile phone for remote file operation. Remote trackpad allows you to remotely interact with other content on the display.

Notes:

- iCloud, local iOS, and Google files have a 30MB file size limit for sharing to display. All other cloud storage sites have a 100MB file size limit for sharing.
- iCloud and local iOS files cannot be edited or saved, only viewed.
- Supported Microsoft and general file types: Plain Text files, Microsoft 365 files (Word, PowerPoint, Excel), PDF, image files (JPEG, TIFF, GIF, BMP, PNG) & video files (MP4, AVI, WMV, MOV). Applications associated with these file types must be installed on the display PC.
- OneDrive for Business users: There is an additional option to open supported files in a display Chrome browser in Incognito mode for file viewing and direct editing. See [Open and Edit OneDrive for Business Files in Display Browser \(Microsoft 365 Only\)](#) for more information.
- Supported Google files: Google Docs™, Google Slides™, Google Sheets™, Google Drawing, and Google Jamboard.
- Google Workspace users: Google files can be selected from Google Drive. There are three options to share: View only, View and edit, and Prompt me. See [Open and Edit Google Files in Display Browser \(Google Workspace Only\)](#) for more information. View only files are converted to PDF before downloading. View and edit files open in a Chrome browser in Incognito mode and can be viewed and edited after login.
- Teams: You can only share content from your Teams channels.
- Displays configured by the admin for automatic input switching will automatically switch to the correct input to share files to the display. If you tap the NFC tag first, auto-switching works, and you can share multiple files. If someone changes the input and you want to share additional files, tap the NFC tag again to auto-switch the input again.

Automatic Input Switch

Synappx Go will change the input on the display PC automatically, saving you time when sharing files.

Note: An administrator must configure displays for automatic input switching. If displays are not configured, change the display input manually.

Auto input switching is supported in the following environments:

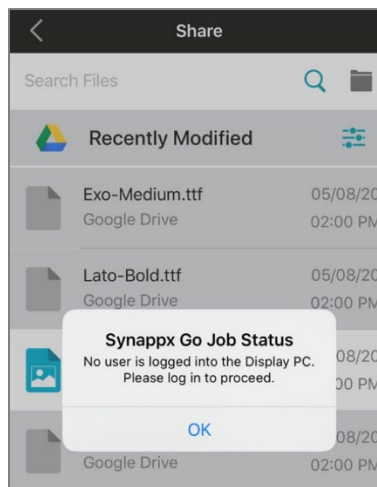
- Display is powered on and not in sleep mode
- Display PC is powered on and not in sleep mode

If the display in sleep mode, touch the display before sharing.

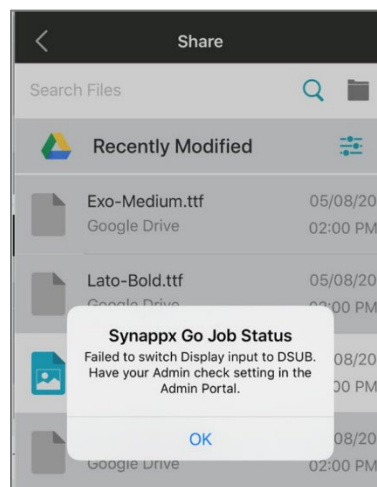
If the display PC is in sleep mode, touch the keyboard before sharing.

The NFC tap initiates auto input switching if the display is not already on the Go PC input.

If the display PC is not logged in, a message will appear prompting you to log in.




If an error occurs, switch the input manually and contact your administrator.



Note: If configured by the admin, after using the Meet features, Synappx Go will also auto switch the display input back to default room input.

Select Recently Modified Files to Share

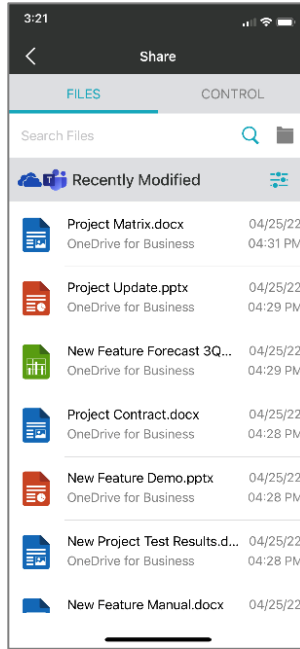
Notes:

- The **Recently Modified** list displays files modified within the last 30 days from configured sites with the most recent files shown at the top.
 - Teams shows files created or modified by you within the last 30 days.
 - DropBox and SharePoint files are not shown in **Recently Modified** list but can be found by using the Search feature or browsing the DropBox or SharePoint folders.
 - Image files from OneDrive for Business, SharePoint and Teams are not shown in **Recently Modified** list (Microsoft limitation) but can be found in Search or browsing the respective folders.
 - If the same file is available in both OneDrive for Business and Teams, the file will be shown in **Recently Modified** with a Teams notation.
 - New file uploads may not be immediately reflected in the **Recently Modified** list.
 - After configuring cloud storage sites, the **Recently Modified** list may be empty. Files from configured cloud sites begin to display from the date of last user modification.
 - You can filter the cloud storage sites shown in Recently Modified list by selecting the  icon next to Recently Modified (toggle configured cloud sites off/on).
- iCloud and local files on iOS devices will not appear on the **Recently Modified** list. Those files are only accessible through the browse feature.

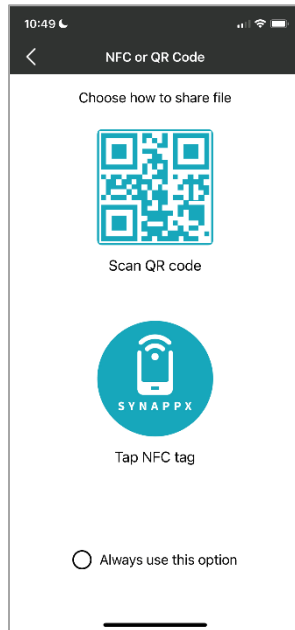
1. From home screen, select **Share**.



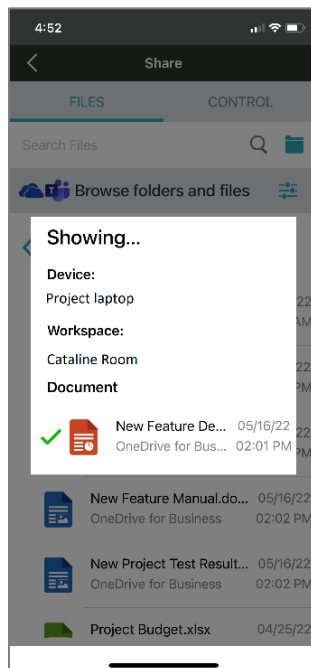
2. The device will automatically load recently modified files from your configured cloud storage folders. Select a file to share.



3. Select to **Scan QR code** or **Tap NFC tag** to begin downloading the file to the display PC. Select **Always use this option** to avoid seeing this dialog again if you want to always use that selected method. Or, change NFC or QR default choice in the Settings menu.



4. The app will confirm the file download. The file will open on the display for viewing, editing, and saving back to cloud storage sites.

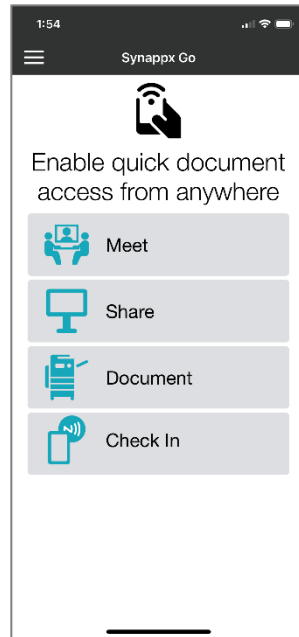


Browse and Select Files for Sharing

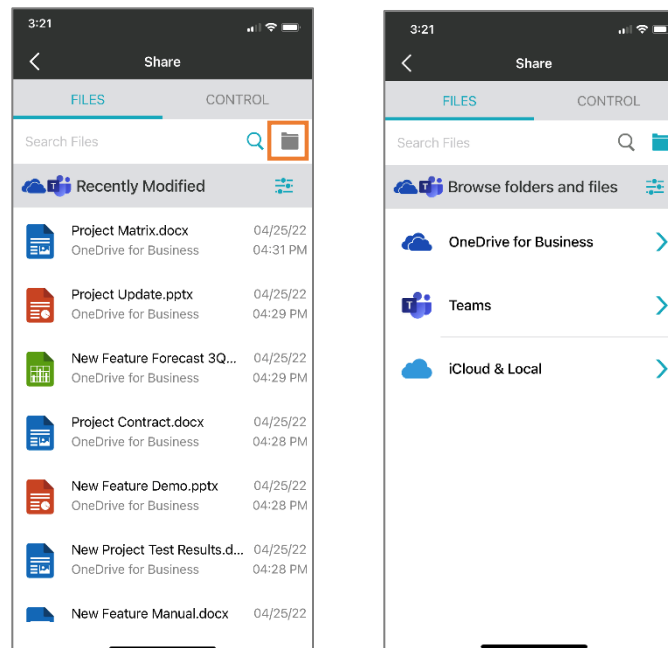
Notes:

- iCloud and local iOS file browsing utilize the Apple interface, so screen images will differ.
- Teams folders display in the browse area. Content includes files created by you and other team members.
- To browse SharePoint folders, select the filtering icon and toggle SharePoint to on. Note: Most files in SharePoint will also be available in One Drive for Business by design.

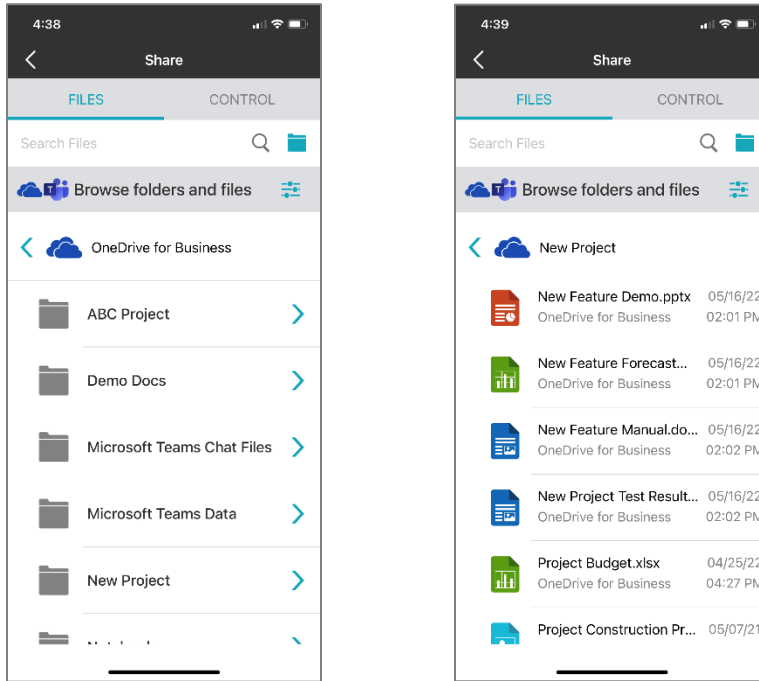
1. From the home screen, select **Share**.



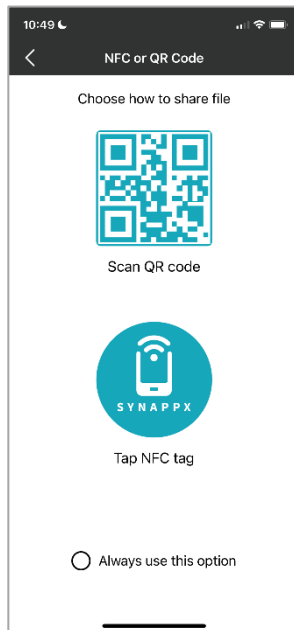
2. Select the **Folder icon** to browse folders from configured cloud storage site(s). Then, select the desired cloud storage service.



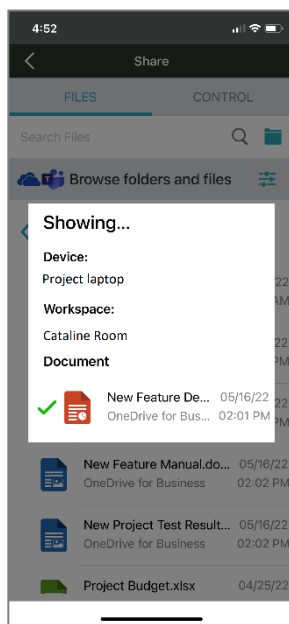
3. Select > to open a folder. Select the desired file to share to the display.



4. Select **Scan QR code** or **Tap NFC tag** and file will be downloaded to the display PC.



5. The app will confirm download. File will open on the display for viewing, editing, and saving back to cloud storage sites.

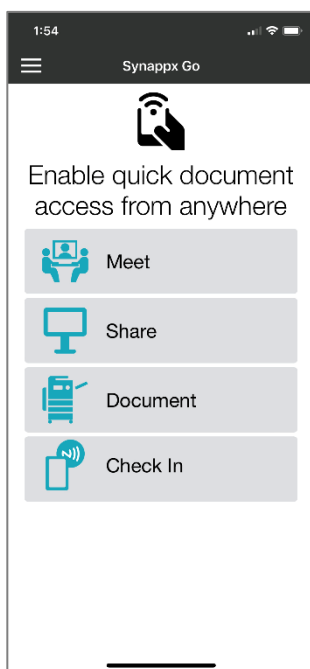


Search for Files to Share

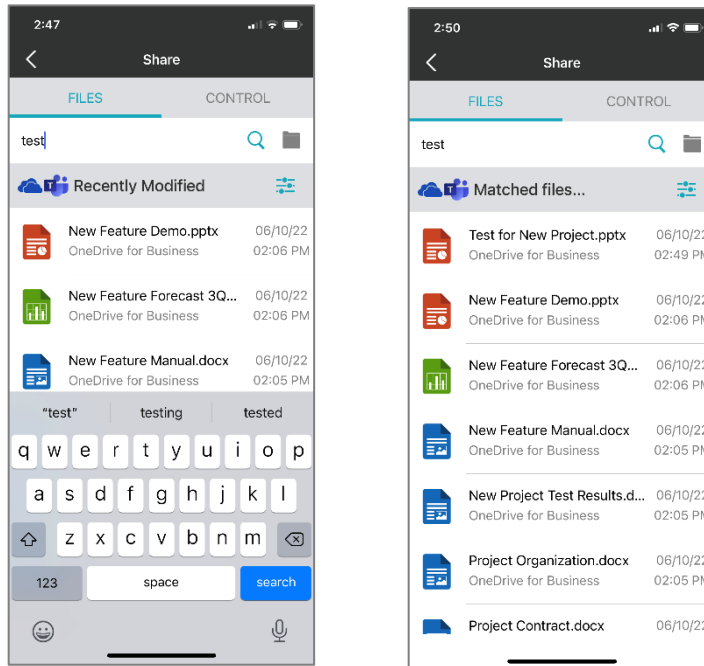
Notes:

- iCloud, local iOS, and Google files cannot be searched. These files can only be accessed through the browse feature.
- To search SharePoint folders, select the filtering icon and toggle SharePoint to on. Note: Most files in SharePoint will also be available in One Drive for Business by design.

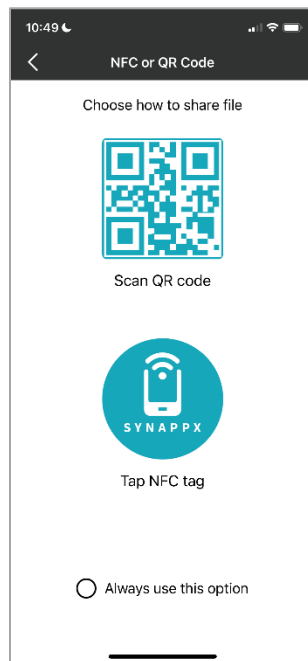
1. From the home screen, select **Share**.



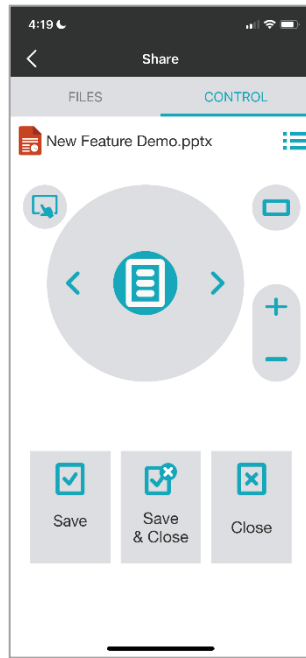
2. Select the search field at the top of page and type the search term. Select **Search**. Files matching the search criteria across configured cloud storage sites will be displayed.



3. Select the file to share to the display.
4. Select **Scan QR code** or **Tap NFC tag** and file will be downloaded to the display PC.”



5. The app will confirm file download and open the remote file operations page. The file opens on the display for viewing, editing, and saving back to cloud storage sites.



Save Files Back to Cloud Storage Folders

Once cloud files are downloaded to the display PC, they can be edited. Saving back to the cloud can be done in three ways:

1. Remote close for supported file types. See [Remote File Close](#) and [Remote File Operations](#) for details.
2. Select **Save** in the document program (e.g., Microsoft Word, PowerPoint) before closing documents. Content automatically saves back to the original cloud storage location. Select **Close** when finished.
3. Select **Close** and the document program will prompt you to save the changes. If desired, select **Save** to upload the edited file back to the cloud. Then, the file will close.

Notes:

- In these cases, closing the file will remove the content from the temporary storage on the display PC. If the user does not select **Save**, then changes to the file will be lost.
- iCloud, local iOS, image and downloaded Google files (in PDF form) cannot be edited and saved. The files are read-only and cannot be updated in the cloud
- See Synappx Go Collaboration User Guide [Meet](#) section for details on downloaded attachment share features and limitations.

Multiple User Downloads

Multiple users (up to 5) can share content via their Synappx Go mobile apps. Each individual user follows the steps above to download and save files to cloud storage folders.


When multiple documents are shared by one or more users on the same display PC, all users' files are automatically saved back to their respective programs and cloud locations.

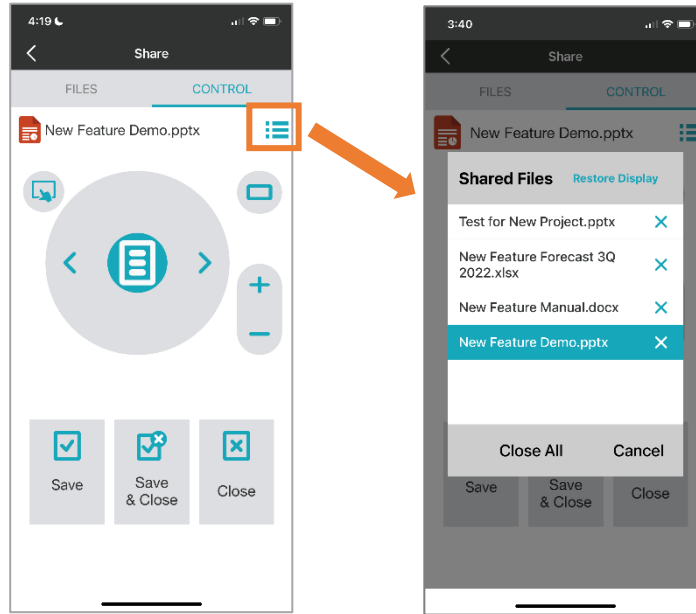
Share Remote File Close Operation

For files downloaded to displays via the Share feature for viewing or editing, you can close files remotely with Synappx Go via the Control tab, then selecting the Shared Files page. The following file types can be closed remotely: pptx, docx, xlsx, pdf, jpeg, gif, bmp, and png. Use this feature if you leave the room before closing files or to minimize display contact.

Notes:

- A list of supported files downloaded over the last two hours is shown in the remote close screen. After two hours from the last download, the files will no longer be available on the remote close screen. Files that have manually already been closed may also appear on this screen.
 - Encrypted PDF files and video files that were downloaded can only be closed remotely using the mobile trackpad feature.
- Files closed from this page will automatically save any changes to supported downloaded files back to the cloud storage. If you do not want to save those changes, use the Remote File Operation page to close files without saving or manually close without saving files from the display.

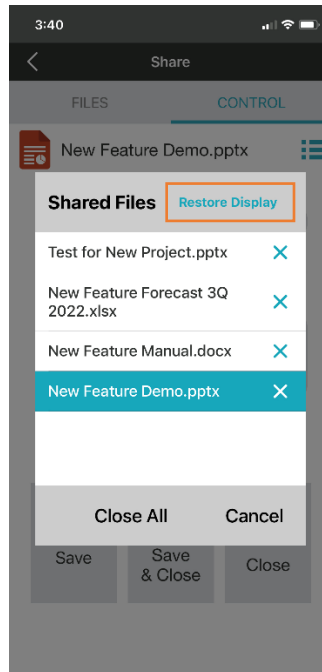
1. Files downloaded within the last two hours will display on the Shared Files page under the Control tab. Select  to close individual file(s) or choose **Close All** to remove all files from this page and auto save/close downloaded files that can be remotely closed.



Office files that were downloaded and edited with remote close will be saved back to the cloud automatically.

If your Admin has set a default display input, you can close all the files you downloaded via Synappx Go and return the display back to its default input:

1. Select **Restore Display**.



2. A warning will confirm that you want to close all the files downloaded by you and other Synappx Go users who have downloaded files, then restore the display to its default input. Select **OK**.
3. If there is no default display input set by your Admin, a message will indicate that information. You can still use remote close to save all your Synappx Go downloaded files back to their cloud locations.

Remote File Operations

Remote operation for Microsoft Office files (pptx, docx, xlsx), PDFs, images (jpeg, tiff, gif, bmp, png, svg) and Pen Software (saved as PDF) allows you to control viewing to maximize front-facing presentations. Remote trackpad is another way to remotely interact and take actions on the display PC.

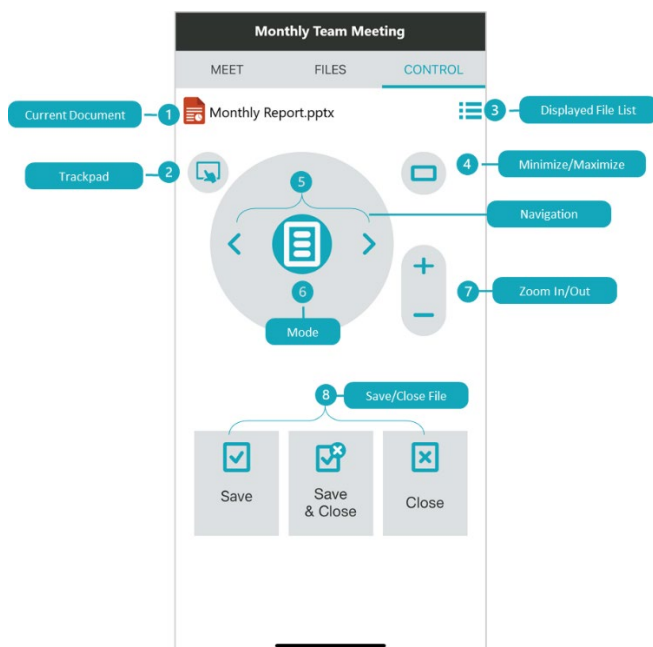
Editing actions take place on the display touchscreen or keyboard.

Notes:

- Office applications must be installed on the display PC and files must be downloaded with the Synappx Share or Meet feature for remote file operation. (Browser-based edit is not presently supported for remote operation.)
- Chrome browser is required to open and perform remote viewing operations for PDF and supported image files plus remote trackpad.
- One file can be selected at a time for remote operation.
- Files opened from an external mobile application to share to display (e.g. email attachments, text message attachments) can be saved and a link will be sent to the meeting organizer to download the changed files for up to seven days.
- Remote operations are supported in mobile portrait view only.
- Under the Meet or Share Control tab, when selecting the Shared Files icon, files that have been downloaded and left open within the last two hours (if using the Share feature) are shown. If using Meet, files on that Shared Files list are remotely closed when the meeting is ended if not closed with the Go remote close features. Files that are manually closed by keyboard or display touch will continue to be shown on that Shared Files page.
- If you manually open and do not close a file, it will remain open on the display PC.
- Multiple users can download files to view and perform remote operations one at a time.

Control Tab Overview

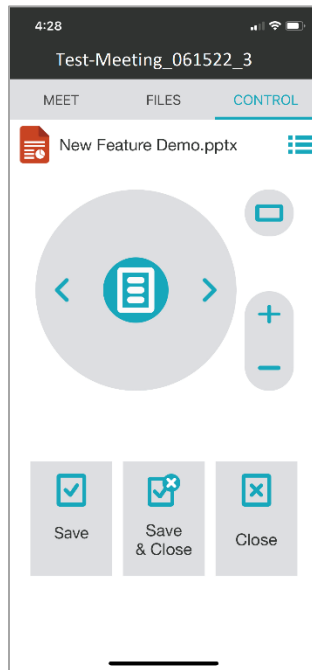
Options vary depending on the file type.



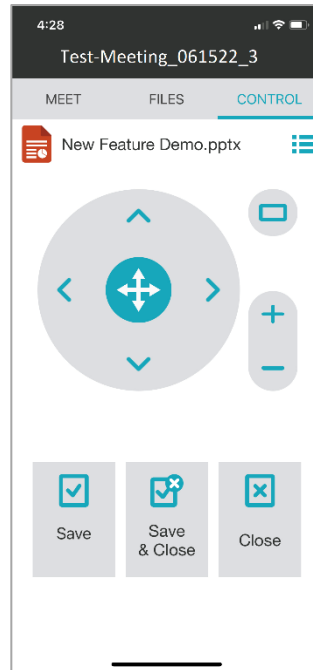
1	Current Document	Shows the file type icon and file name currently selected
2	Remote Trackpad	Enables remote mouse control/action on the display via trackpad
3	Displayed Files List	Shows list of files that have been downloaded to the display. You can select file to bring to the forefront or close files from this page.
4	Maximize/Minimize Files	Maximizes or minimizes document window on display
5	Navigation	<ul style="list-style-type: none"> Use the left and right arrow buttons to navigate pages. Long press the left arrow to go to the first page. Long press the right arrow to go to the last page.
6	Mode	Controls the view mode (e.g., normal or slideshow for PowerPoint). Long press to change to scroll mode with arrows for vertical and horizontal scrolling (except when in PowerPoint slideshow mode).
7	Zoom In/Out	Zooms in and out of document
8	Save	Saves the file to the original cloud storage
	Save & Close	Saves the file to the original cloud storage and closes the file
	Close	Closes the file without saving

Microsoft PowerPoint Remote Operation

Normal

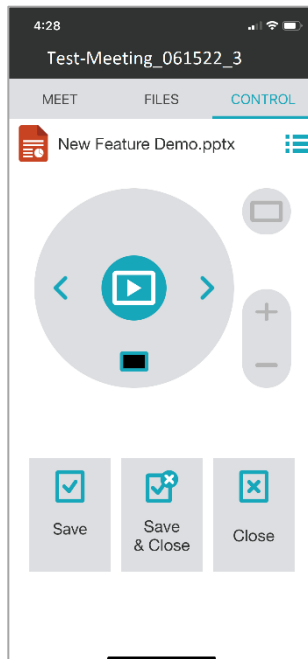



Scroll



- Long press the mode button to switch to scroll.
- To scroll vertically or horizontally, select the arrows.
- Press and hold the mode button again to go back to the normal view.
- Select the mode button to switch between normal and slideshow view.

Slideshow

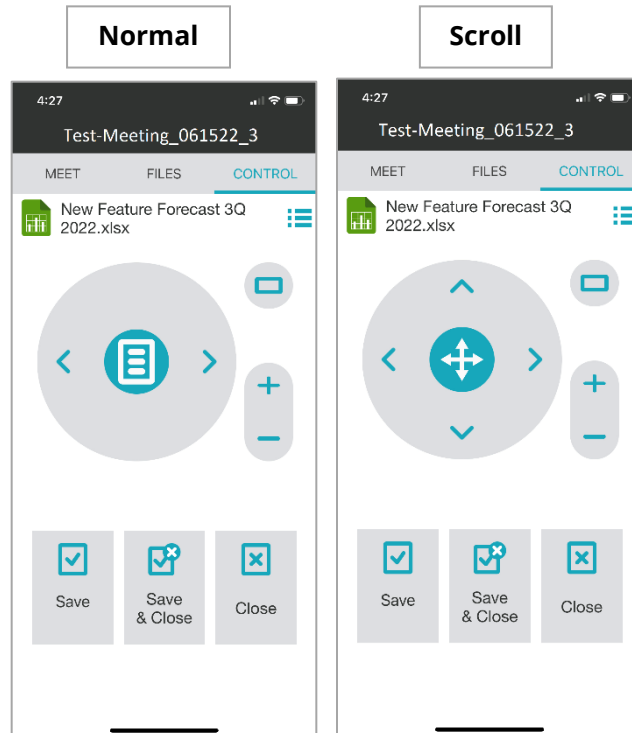


- Select the arrows to navigate the slides. Press and hold the left arrow button < to go to the first slide and the right arrow button > to go to the last slide.
- Select the blackout icon  to black out the current slide (available in slideshow view only). Go to another page to exit blackout view.
- Select the mode button to return to normal view.

Microsoft Excel Remote Operation

Tap the arrows < > to navigate the worksheet tabs. If there are no additional worksheets, the arrows will not affect the view.

- Long press the left arrow < to go to the first worksheet.
- Long press the right arrow > to go to the last worksheet.
- Long press the center mode button to switch to scroll mode.
 - Select the arrows to scroll. Each tap scrolls one cell at a time.
 - Long press the center mode button to switch back and forth from normal to scroll view.



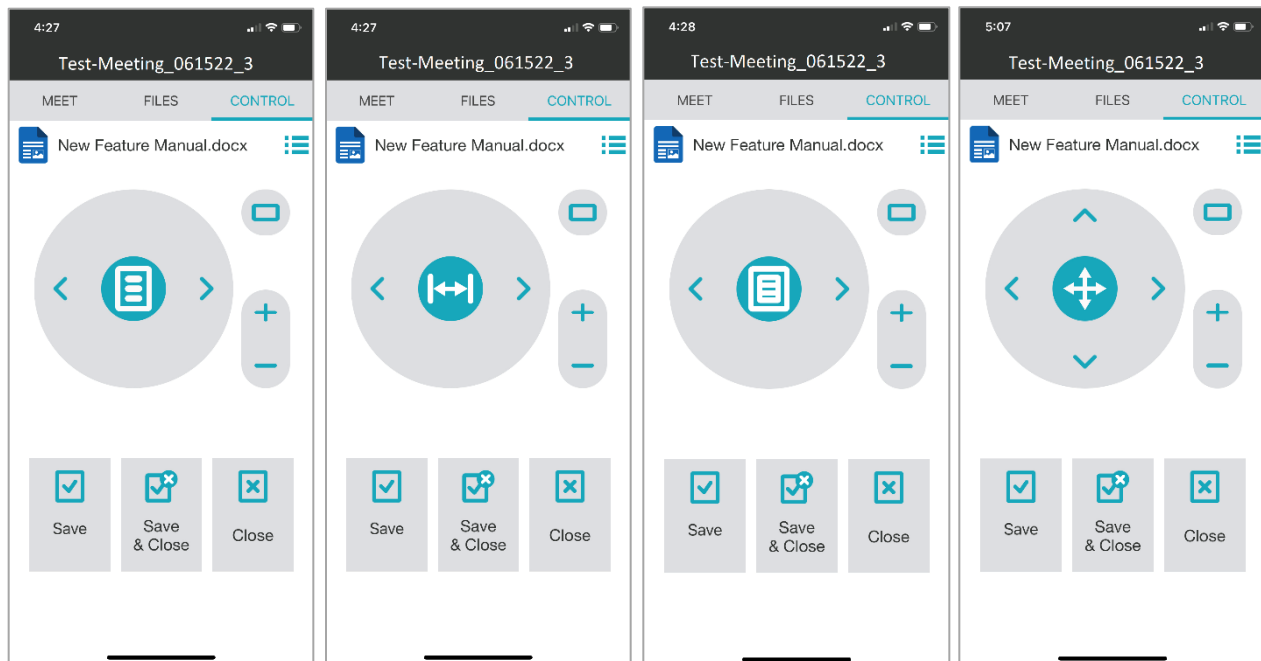
Microsoft Word Remote Operation

Microsoft Word documents open in maximized view (100% zoom level) by default. Select the mode button to switch views.

Use the arrows to navigate the pages.

- Long press the left arrow < to go to the first page.
- Long press the right arrow > to go to last page.

Normal	Page Width	Full Page	Scroll
Default view	<ul style="list-style-type: none"> • Tap the mode button to switch to Page Width view. • Zooms to align the width of the page with the width of the window 	<ul style="list-style-type: none"> • Tap the mode button again to switch to Full Page view. • Lower zoom level • Best to view the entire page at once 	<ul style="list-style-type: none"> • Long press the mode button to switch to scroll mode. • Select the arrows to scroll the page. • Long press the mode button again to return to the default view.



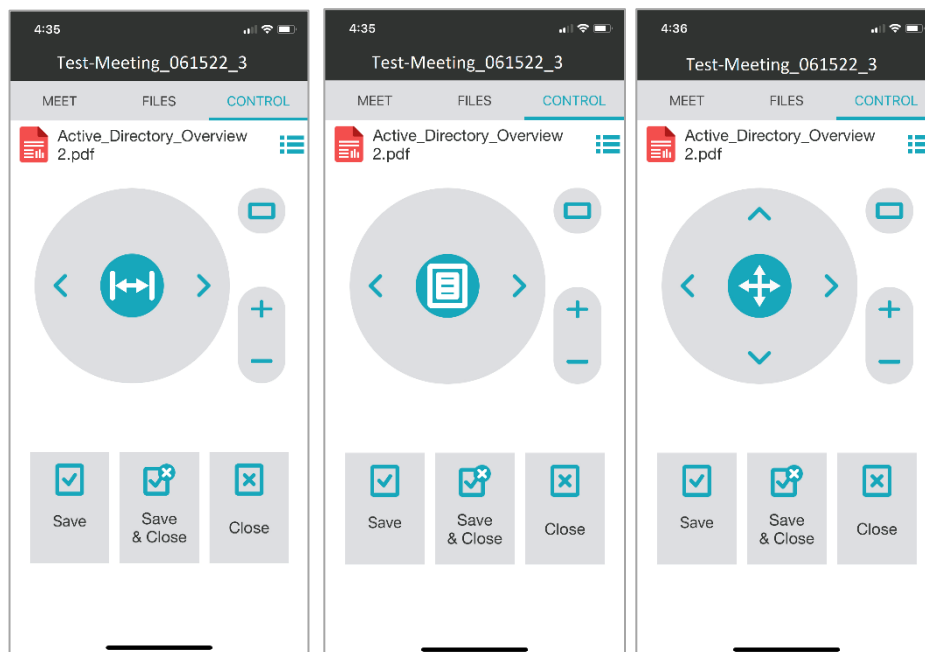
PDF Remote Operation

By default, PDF documents open in Page Width view, maximized in the PDF viewer window and in a non-scroll state. Select the mode button to switch views.

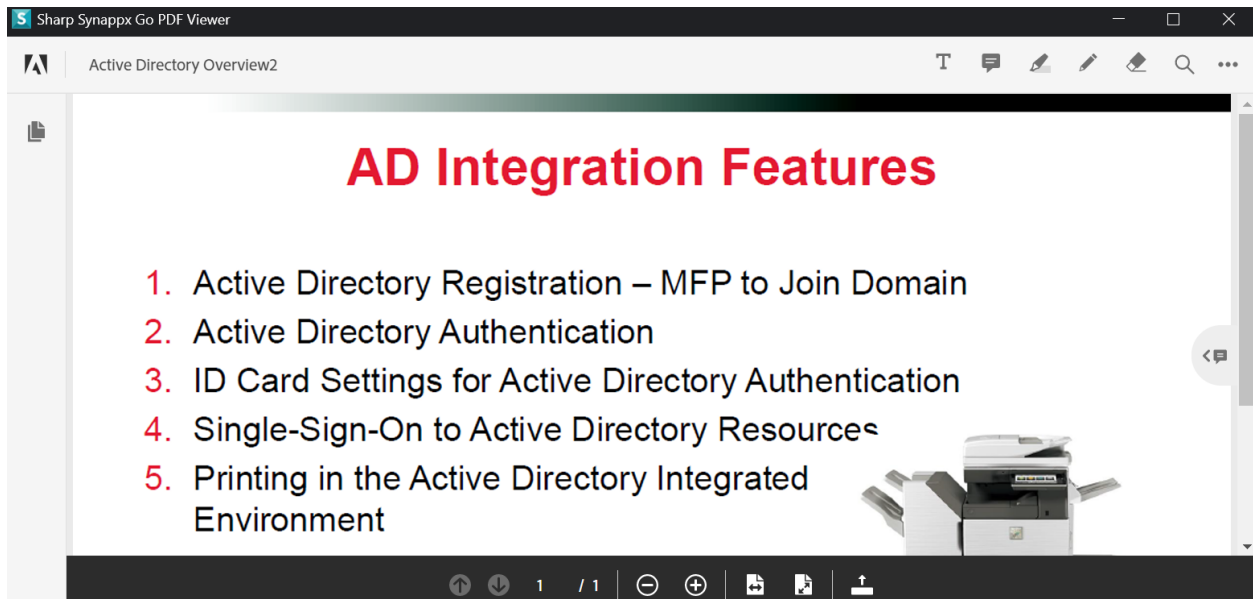
Use the arrows to navigate the pages.

- Long press the left arrow < to go to the first page.
- Long press the right arrow > to go to last page.

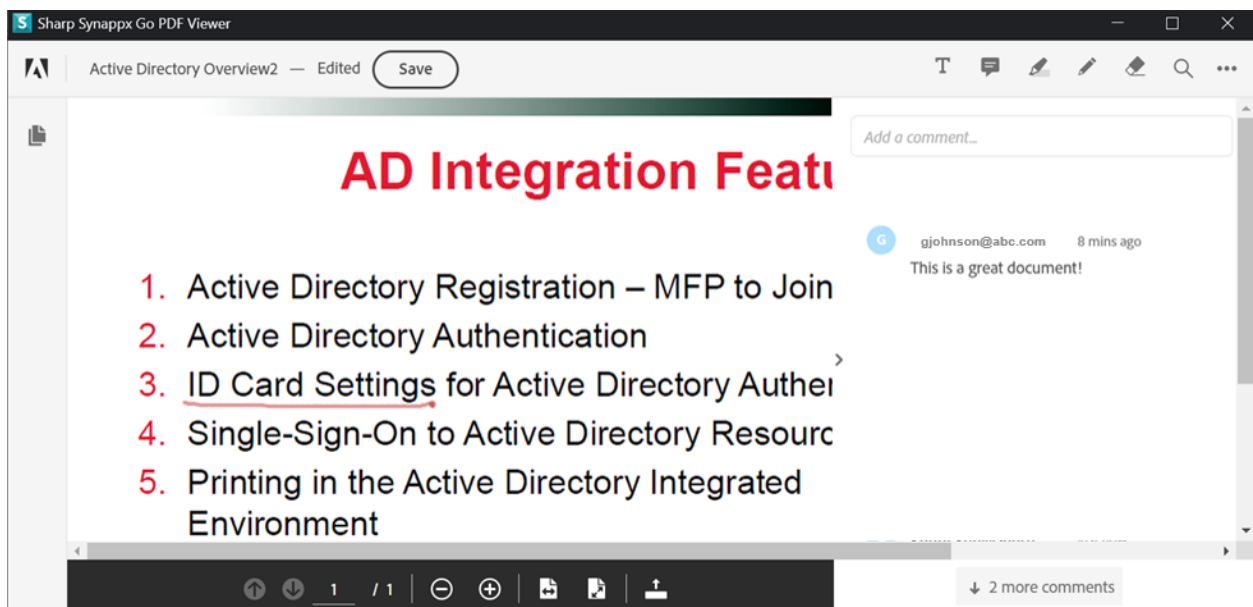
Page Width	Page Fit	Scroll
<ul style="list-style-type: none">• Default• Tap the mode button to switch to Page Fit view.• Zooms to align the width of the page with the width of the window.	<ul style="list-style-type: none">• Tap the mode button again to switch to Page Width view.• Lower zoom level.• Best to view the entire page at once.	<ul style="list-style-type: none">• Long press the mode button to switch to scroll mode.• Select the arrows to scroll the page.• Long press the mode button again to return to the default view.



PDF files opened from Synappx Go will open in the Sharp Synappx Go PDF Viewer within the Chrome browser. This browser view is based on the Adobe PDF Web Viewer.



Mobile remote control via Synappx Go mobile is for PDF viewing only. However, in addition to the Go related functions, annotations (e.g., text, comments, highlighting, lines) can also be added to the PDF via keyboard entry or direct interaction with the display. These changes can be saved back to the cloud storage site via the mobile app.



Notes:

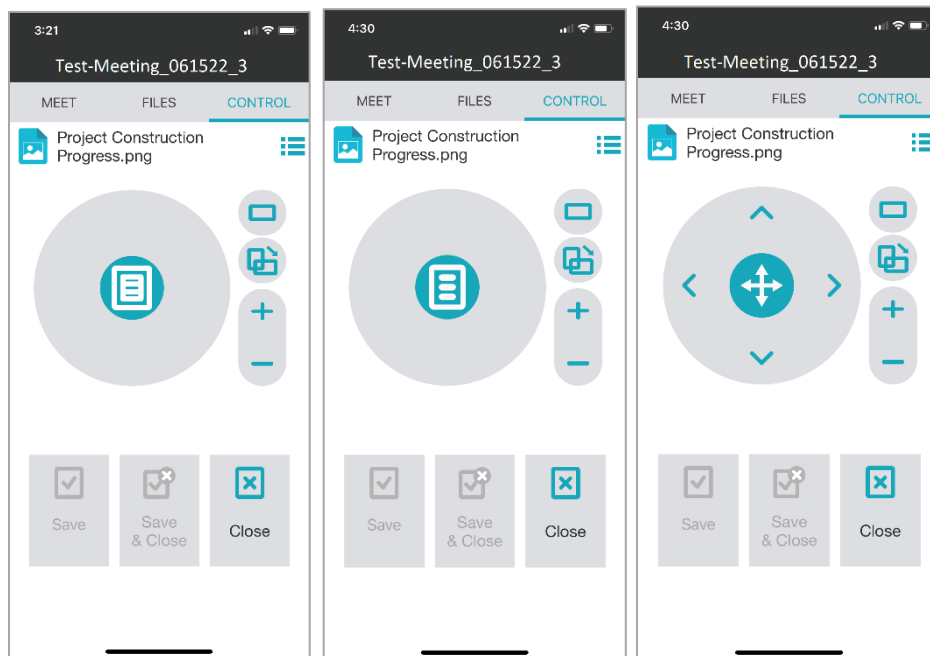
- For any annotation added to a PDF document opened in browser via the display PC since the browser does not know the logged in user, the file owner will be shown as the annotation author.
- If annotations are not shown or appear grayed out, the PDF has changes disabled. Annotations cannot be added to the PDF unless that PDF security setting is changed.
- Move the keyboard focus out of the commenting pane before attempting to save the document remotely.
- Microsoft Word encrypted PDF files cannot be opened for sharing. Adobe encrypted PDFs can be shared after entering the password.

Image Remote Operation

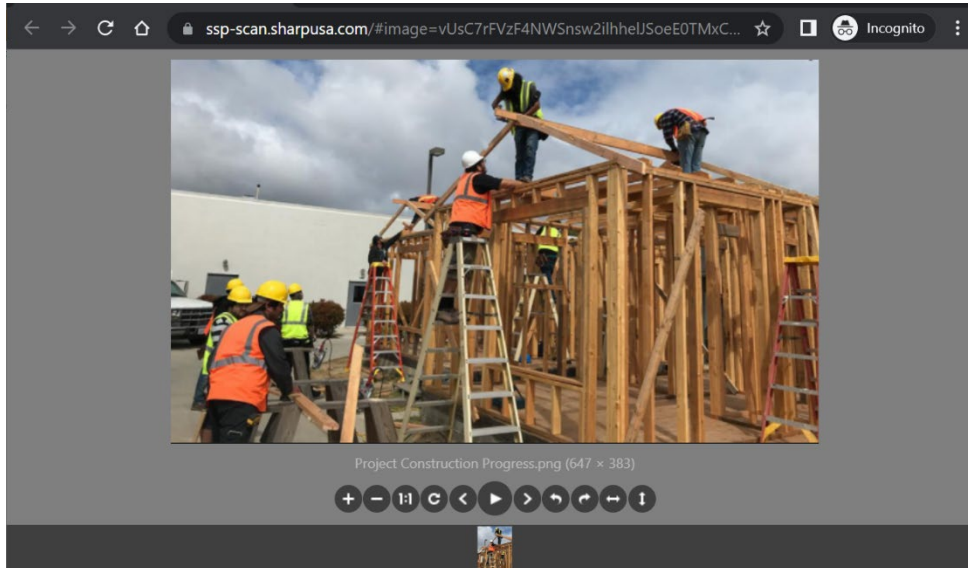
The following image file formats are supported for remote operation: jpeg, tiff, gif, bmp, png and svg. All image file types are single page except tiff files that can contain multiple pages. By default, image documents open in Page Fit mode. Select the mode button to switch views.

- For multiple page TIFF files only: use the arrows to navigate the pages. Arrows are grayed out for single page image files.
 - Long press the left arrow < to go to the first page.
 - Long press the right arrow > to go to last page.
- An additional remote file operation feature is available for image files only—rotation.
 - 🔄 Each click will remotely rotate the image 90 degrees clockwise.
- Save is not available for image files.

Page Fit	Normal Page	Scroll
<ul style="list-style-type: none"> • Default • Tap the mode button again to switch to Normal Page view. • 100% view 	<ul style="list-style-type: none"> • Tap the mode button again to switch to Page Fit view. • Maximizes image in browser window. 	<ul style="list-style-type: none"> • Long press the mode button to switch to scroll mode. • Select the arrows to scroll the page. • Long press the mode button again to return to the default view.



Mobile remote control via Synappx Go is for image viewing only. However, in addition to the Go related functions, you can also fill screen with image, and flip the image vertically and horizontally via keyboard entry or direct interaction with the display. View changes cannot be saved back to the cloud storage site.






Pen Software Remote Operation (Available for Meet Features)

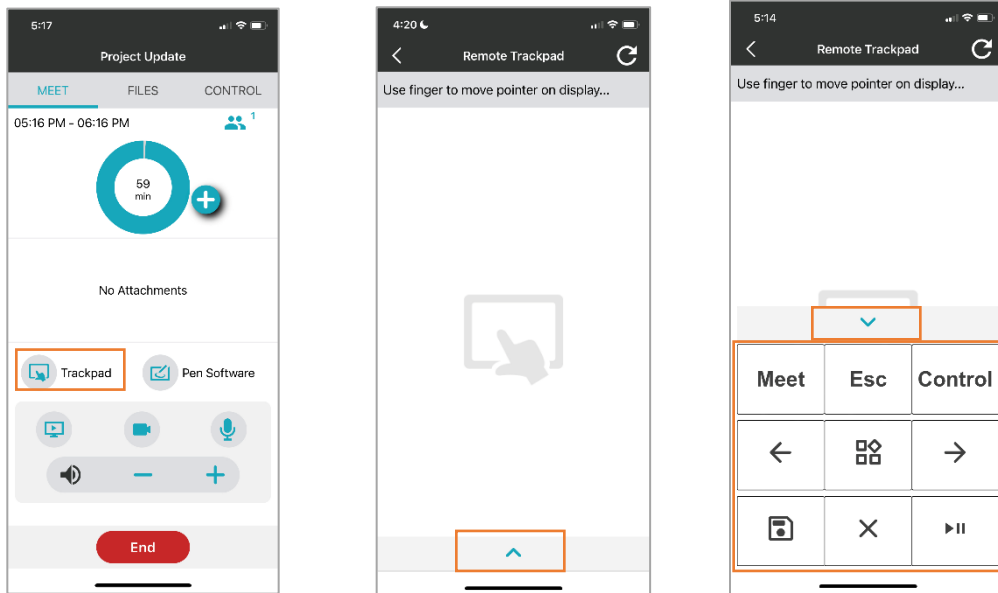
If installed on the display PC and used with the Meet feature, Synappx Go also supports Pen Software remote operations. See the [Synappx Go Collaboration User Guide Meet](#) section for details.



Remote Trackpad Operations

This feature allows you to remotely control the display PC cursor from the mobile app and take remote actions on the display PC. This supplements other Synappx Go remote control features, providing additional remote options such as starting and stopping videos, interacting with browser pages, shifting focus between different Windows and more.

To access the trackpad, select the finger pointing to display  icon on the Meet or Control tab from Meet or Share features. A popup on the display will indicate that you are using the remote trackpad. A canvas opens on your mobile app. Moving your finger on the trackpad screen moves the cursor on the display screen. You can tap the screen to select items (acts like a mouse click).

Shortcuts for common features are available by selecting the  icon at the bottom of the page. Shortcut features are summarized in the table. Close shortcuts by selecting .



Shortcut	Function
Meet	Navigates back to Meet page (if Trackpad was selected from Meet).
Esc	Performs ESC function based on the application in focus.
Control	Navigates back to Control page.
←	Navigates back/previous. Behavior depends on application in forefront and state.
	Shows open windows for task switching. Icon changes to Enter icon after selection.
→	Navigates forward/next. Behavior depends on application in forefront and state.
	Saves file in active window with current filename. Uploads changed cloud files.
×	Closes the active foreground application.
▶	Starts/pauses videos for common video formats (e.g. YouTube, Windows Media Player).

Notes:

- Esc behavior depends on the application state. For example, when Esc is selected when file is in PowerPoint slideshow mode, file will be changed to normal mode. When in Windows Task Switching view for moving between open windows, Esc will exit that mode.
- Video play and pause of files embedded in PowerPoint are not supported.
- A confirmation dialog box is launched on the mobile when Close button is pressed. This is to prevent accidentally exiting applications on IWB PC with a wrong button press. To avoid inadvertently closing of Meeting client or Teams, close shortcut will not be supported for those apps. Use the trackpad cursor or End Meeting if you want to close those apps.
- Some Windows applications with “elevated privileges” may not be controllable with remote trackpad but these are typically not used during collaboration.

Only one person at a time can use trackpad in a workspace. If another person in the workspace selects the Synappx Go trackpad feature when you have trackpad open, the display will show trackpad access is transferred to that person and your trackpad will disconnect. To retake control of remote trackpad, select the icon again.

Open and Edit Google Files in Display Browser (Google Workspace Only)

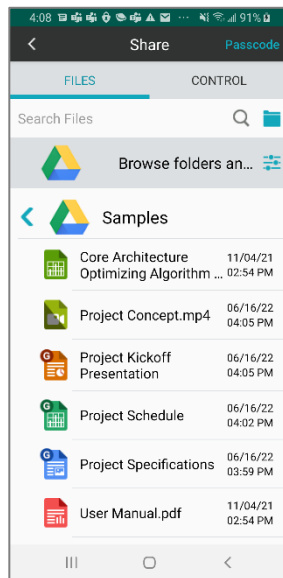
This feature allows you to open Google Drive files in a browser for viewing and editing.

Notes:

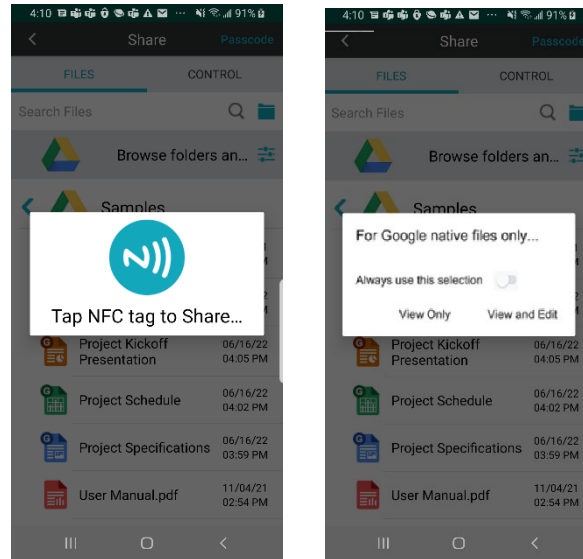
- Read-only files cannot be updated on the browser.
- Supported file types for opening in browser:
 - Google Docs™
 - Google Slides™
 - Google Sheets™
 - Google Drawing
 - Google Jamboard
 - TXT
 - PDF
 - DOCX
 - PPTX
 - XLSX
 - BMP
 - PNG
 - JPG
 - TIF
 - GIF
 - MOV
 - MP4
 - AVI
 - WMV

Sharing Google Files to View and Edit

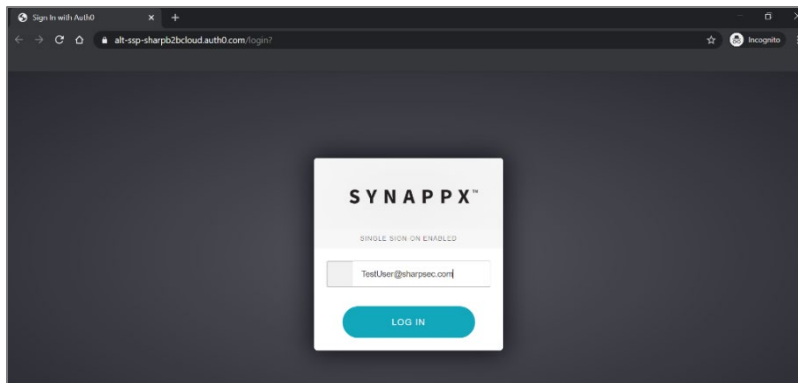
1. Select Google Drive files to share to display. Then select **Share**.



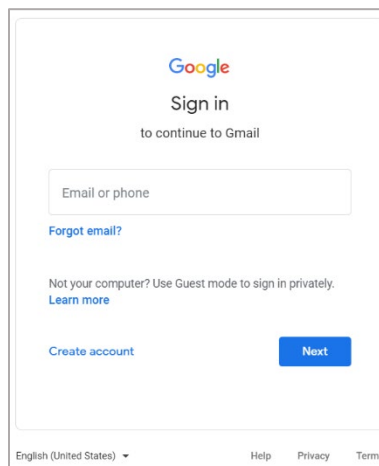
2. Tap the NFC tag or scan QR code when prompted. If you selected the **Prompt Me** option on the Share to Display Settings page, you will be given the option to **View Only** (download) or **View and Edit** (open in display browser). Select **View and Edit**.



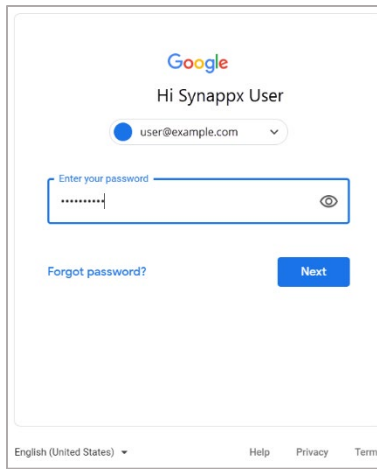
3. Following steps are required once every 14 days when you use a display and browser-based editing in a workspace:
 1. Synappx login window will open on the display with your username already entered. Select **Log In**.



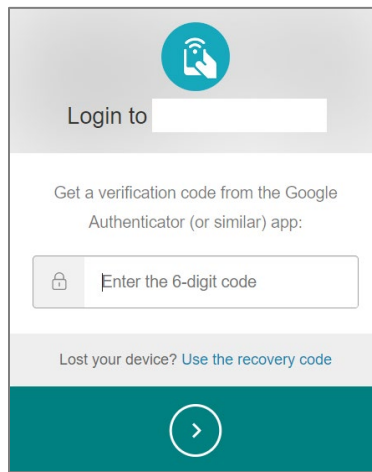
2. A Google Workspace login screen will open with your username. Select **Next**.



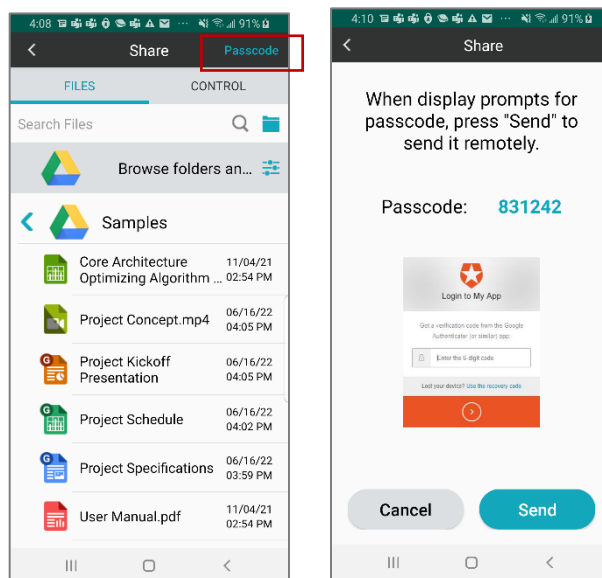
3. Enter your Google password.



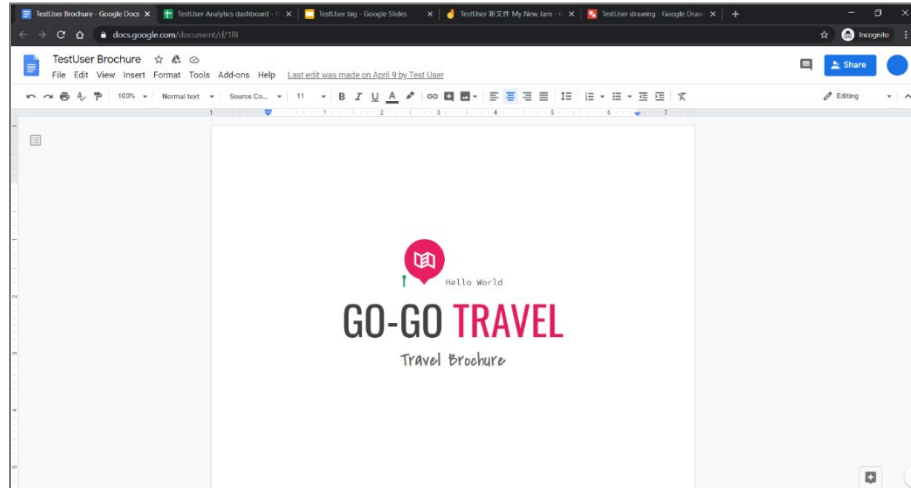
4. For subsequent **View and Edit** actions in that room, after selecting the file to share, a window opens on the display and you will be automatically logged in (no need to re-enter your credentials). However, to maximize security when editing files online, you will be promoted to enter a MFA code.



5. On your mobile, select **Passcode** in the upper right corner and you will receive a passcode that will remain valid for 30 seconds. Press **Send** and your unique passcode will be sent to the display (no need to touch the display).



- After entering your MFA code, a Chrome Incognito browser will automatically open and the Google Drive file(s) you selected will open. You can now view or edit the files in the browser. Edits will be saved to Google Drive automatically.



Be sure to close the Chrome browser when finished. When the browser is closed, the connection to Google Drive is closed. Files are not saved on the display PC.

With **View and Edit** on the same display PC, you will be logged in automatically. If you change your credentials, intentionally log out of the Google Chrome browser before closing it or if 14 days have passed since your last log in, you will need to log in again the next time you want to view and edit Google files in the browser in that workspace.

If additional Google Workspace users want to share Google Drive files to the display on the browser, they need to select their Google Drive files, select **Share**, and tap the NFC tag. Subsequent users do not need to log into the display PC browser as long as the first user who logged in still has the browser and at least one file open.

Multi-User Browser Sharing Notes:

- Files shared by other users are temporarily shared with the first user in Google Drive and may be visible in the first user's Recently Modified list. Temporarily shared files will be removed from the Google Drive share and Recently Modified list after the first user closes the browser.
- Read-only files cannot be shared or viewed by other users.

Open and Edit OneDrive for Business Files in Display Browser (Microsoft 365 Only)

This feature allows you to open One Drive for Business files in a browser for viewing and editing. You must have selected "Open in Browser" or "Prompt Me" preference in Share to Display Settings.

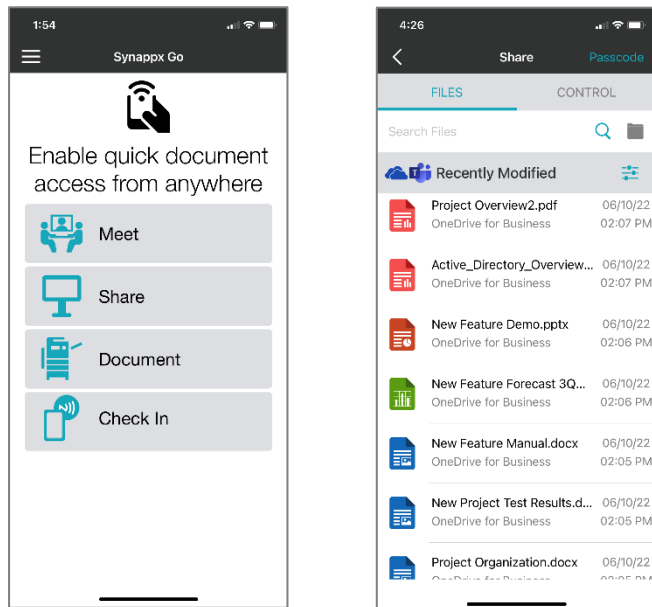
Notes:

- Read-only files cannot be updated on the browser.
- Supported file types for opening in browser:

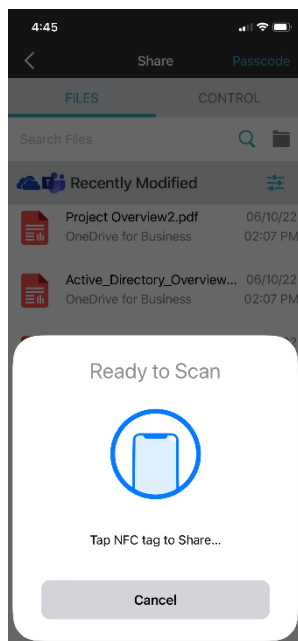
<input type="radio"/> TXT	<input type="radio"/> BMP	<input type="radio"/> MOV
<input type="radio"/> PDF	<input type="radio"/> PNG	<input type="radio"/> MP4
<input type="radio"/> DOCX	<input type="radio"/> JPG	<input type="radio"/> AVI
<input type="radio"/> PPTX	<input type="radio"/> TIF	<input type="radio"/> WMV
<input type="radio"/> XLSX	<input type="radio"/> GIF	

Sharing One Drive for Business Files to View and Edit

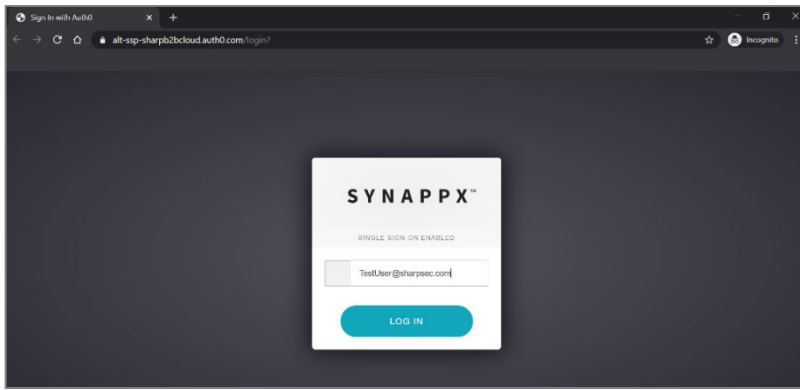
1. Select **Share** then select a OneDrive for Business file to share to display.



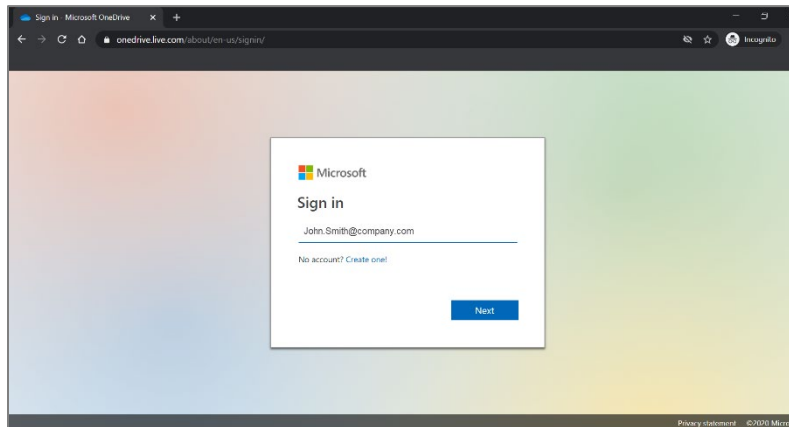
2. Tap the NFC tag or scan the display QR code when prompted.



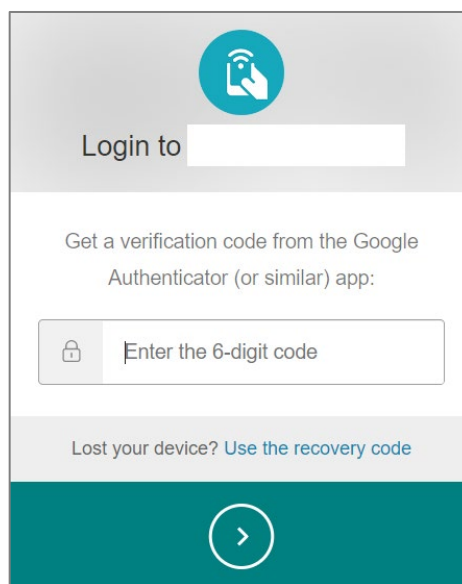
3. Select **Open in Browser** (if you chose Prompt Me setting). If you chose Open in Browser setting as your preference, that page is skipped.
4. Following steps are required every 90 days when you use One Drive for Business browser-based editing on a display in a workspace:
 1. Synappx login window will open on the display with your username already entered. Select **Log In**.



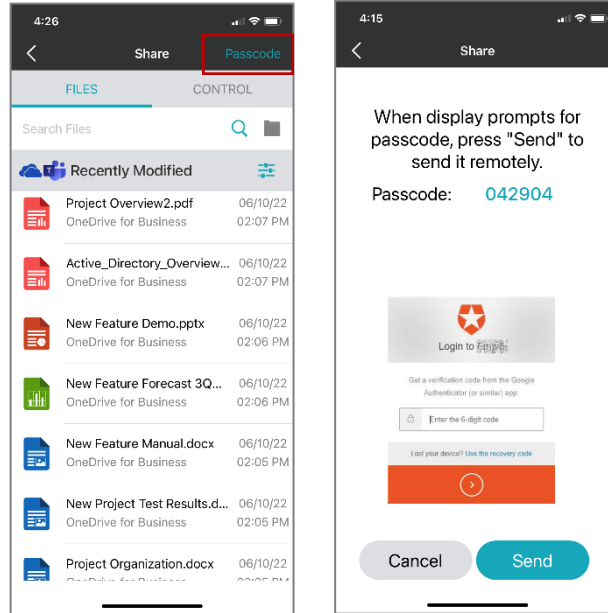
2. A OneDrive for Business login screen will open with your username. Select **Next**.
3. Enter your OneDrive for Business password. This log in on the display will only need to be done again after 90 days.



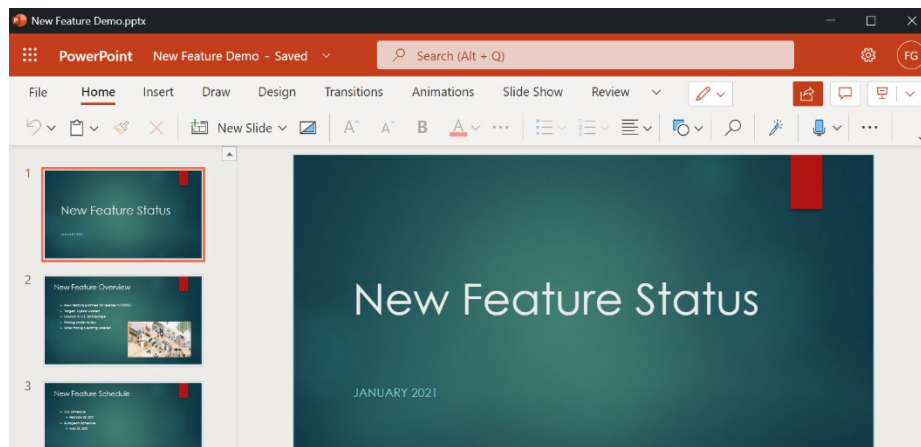
4. For subsequent "Open in Browser" actions in that room, after selecting the file to share on your mobile, a window opens on the display and you will be automatically logged in (no need to re-enter your credentials). However, to maximize security when editing files online, you will be promoted to enter a MFA code (available via your mobile).



5. On your mobile, select **Passcode** in the upper right corner and you will receive a passcode that will remain valid for 30 seconds. Press **Send** and your unique passcode will be sent to the display (no need to touch the display).



6. The Chrome Incognito browser will automatically open, and the selected OneDrive for Business file will open. You can select other files and they will also be opened in the Chrome browser. You can now view and directly edit the files. Edits will be saved to OneDrive for Business. Note: The Share Control tab (remote control operations) are not supported for browser-based editing.



Be sure to close the Chrome browser when finished. When the Chrome browser is closed, the connection to OneDrive for Business is closed. User files are not saved on the display PC.

If you choose **Open in Browser** and log in to the same display PC later, you will be logged in automatically and the passcode prompt will occur again. If you change your credentials, intentionally log out of the Google Chrome browser before closing it or 90 days since last log in, you will need to log in again the next time you want to view and edit OneDrive files in the browser in that workspace.

If additional OneDrive for Business users want to share files, they need to select **Share**, select a OneDrive file and tap the NFC tag. Subsequent users do not need to log into the display PC

browser or MFA as long as the first user who logged in still has the browser and at least one file open.

Multi-User Browser Sharing Notes:

- Files shared by other users are temporarily shared with the first user in OneDrive for Business and may be visible in the first user's Recently Modified list. Temporarily shared files will be removed from the OneDrive for Business share and Recently Modified list after the first user closes the browser.
- Read-only files cannot be shared or viewed by other users.

Share Files from Email, Texts and Mobile Applications

Synappx Go allows you to share files to displays from your email, text messages and other mobile applications. Changes to these files made via the display cannot be saved back to the original source. However, changed files are temporarily saved to the Microsoft Azure cloud and a link to download the updated file is sent to you.

Supported Mobile Applications

- Microsoft Outlook and Gmail email attachments
 - Email body messages are not supported for sharing.
- Microsoft Office and Teams
- Files attached to Apple iMessage and Google Messages
- File types:
 - Microsoft: Word, PowerPoint, Excel
 - PDF
 - Image files: JPEG, GIF, BMP, PNG, TIFF (not supported for text attachment)
 - Video files (from email attachment, Office and Teams only): MP4, AVI, WMV, MOV
 - Some capabilities are limited. See [Share to Display](#) for more information.
- The file name shown in Synappx Go may differ from the original file name.
- Mobile phones use a variety of viewers to open files. The default file viewers for Outlook and Gmail are verified for iOS and Android. For Microsoft Office file viewing, it is recommended to download the Microsoft Office mobile app.
- For text attachments, file size limits vary based on carrier. Check limits for your texting app.


Note: Other mobile email systems, text messaging apps, viewers, and applications may work but are not confirmed.

Share Email Attachment, Microsoft Office File, or Microsoft Teams File

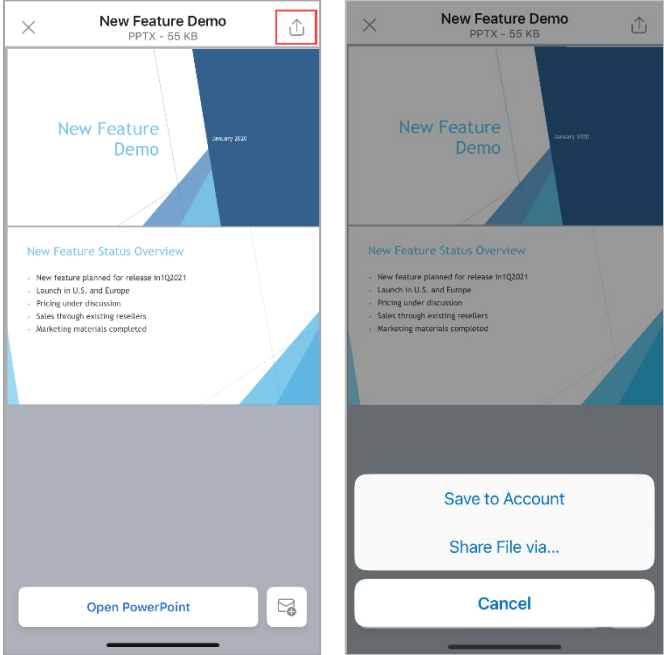
Examples show iOS unless stated otherwise. Files are shared one at a time.

1. Open the application and select the file. The file will open in the mobile viewer.

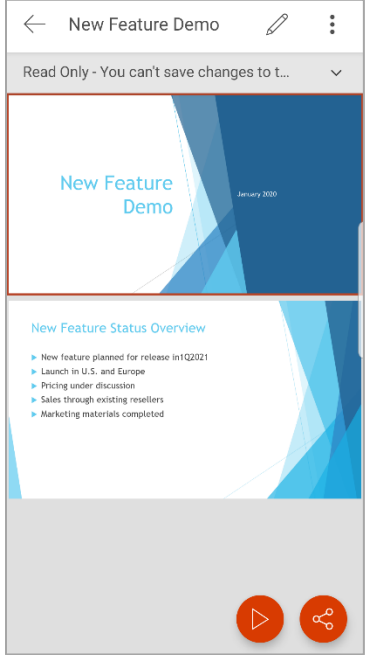
2. **iOS:** Select the share icon . Then select **Share File via...**

Android: Select the **Share** icon .

iOS

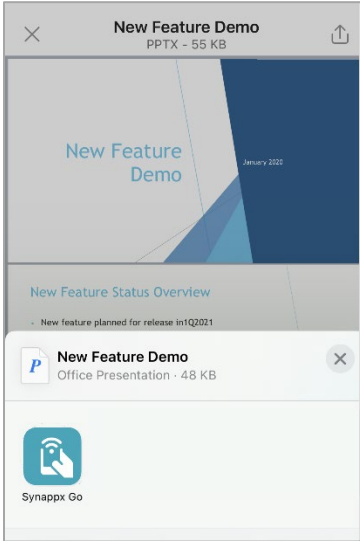


Android

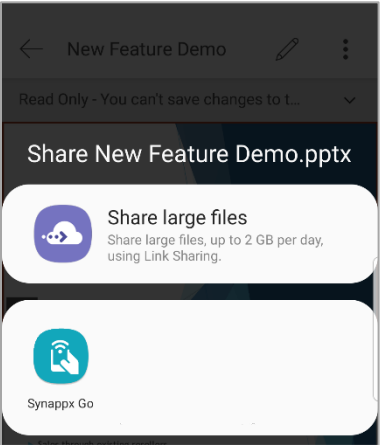


3. Select **Synappx Go**.

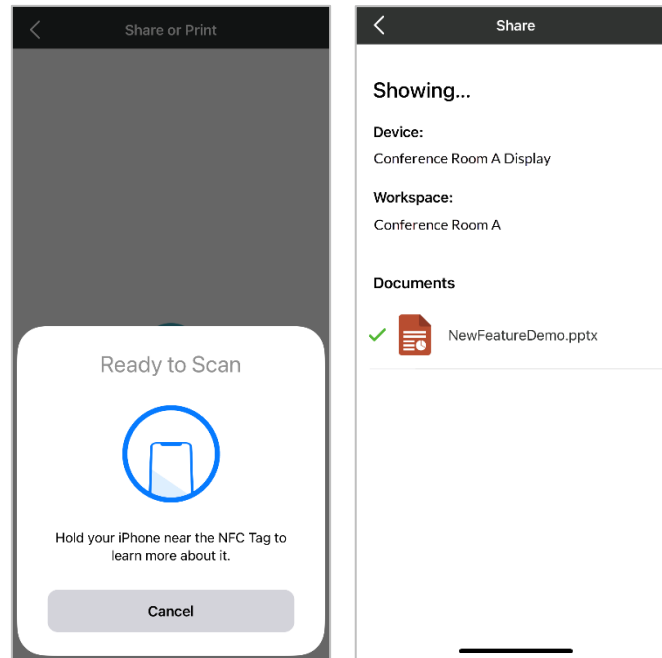
iOS



Android





4. Tap the display NFC tag or scan the QR code. The file will open on the display, and the mobile screen will return to the Synappx Go home page or to a Meet screen if done during a meeting.

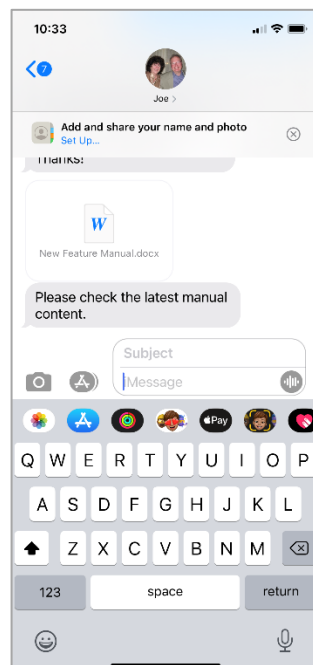


Share Text Attachment

Example below shows iOS screen. Files are shared one at a time.

1. Open the text and select the file. The file will open in the mobile viewer.
2. **iOS:** Select the share icon . Then select **Share File via...**

Android: Select the **Share** icon .



The rest of the steps and screens are the same as sharing email attachments (see section above).

Share a Website to Display

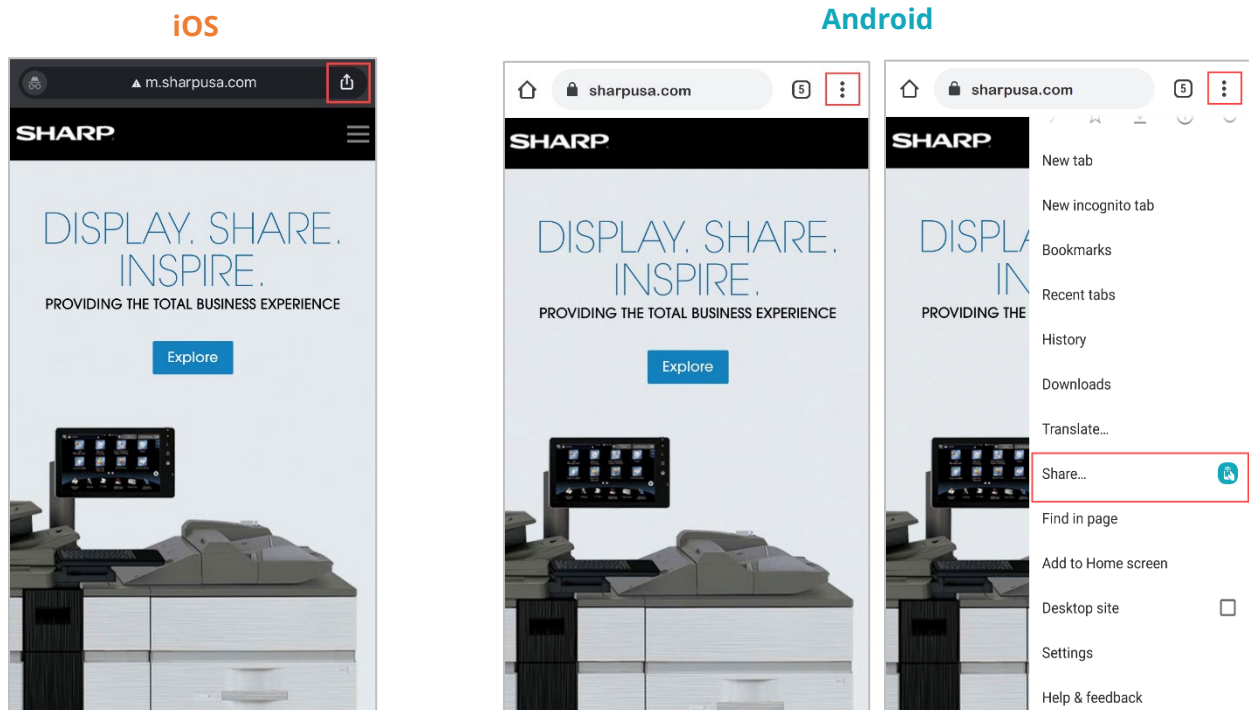
From your mobile browser (Safari for iOS, Chrome for Android), select a website URL (http or https) to view it on the Sharp display.

Additional interaction with the browser page must be done through the display keyboard or touchscreen. You can also use remote trackpad for web page interactions. Websites can be shared one at a time, and additional Synappx Go users can share a website from their mobile phones.

Notes:

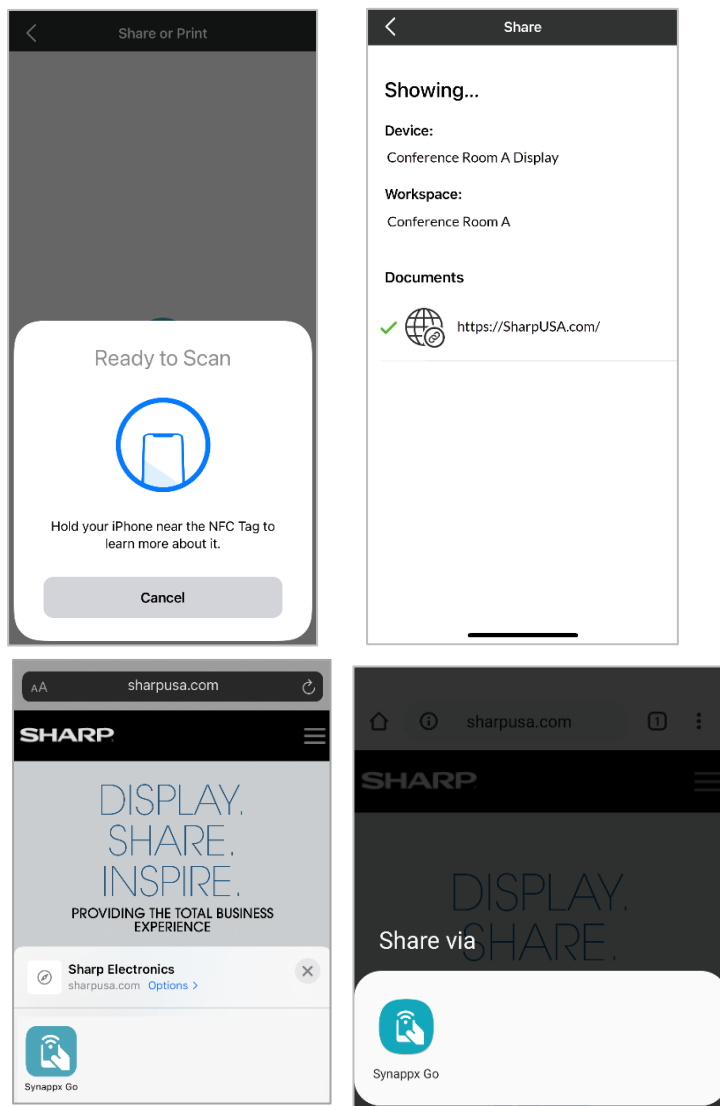
- The display PC must have a Chrome browser installed to use this feature.
- Other website protocols beyond http and https may be opened but are not confirmed.
- If the Chrome browser is not currently in use, a new Chrome Incognito web browser will launch. If an existing Incognito web browser is active, a new tab will open.
- Remote close is not supported for browser-based remote operations. However, remote trackpad can be used to close the browser pages.

1. Select the website address bar from the default mobile browser.
2. **iOS:** Select the share icon.
Android: Select the menu button. Then select **Share...**



3. Select the **Synappx Go icon**.

4. Tap the display NFC tag or scan QR code. The status screen will display on your mobile



device.

The webpage will open on the display in Google Chrome Incognito mode.

Scan to Me, Email Distribution List, or Cloud Storage

Important: This section defines the scanning features available if your IT Admin has set up at least one Synappx Go MFP agent and configured MFPs with NFC tags. If no MFP agents are set up for your company, you could still have limited access to MFP features (scan to email and copy only) if your Admin has configured MFPs. See the [Synappx Go – No Login Guide](#) for details on those features.

If Synappx MFP Agent(s) Installed and MFPs Configured With NFC Tags

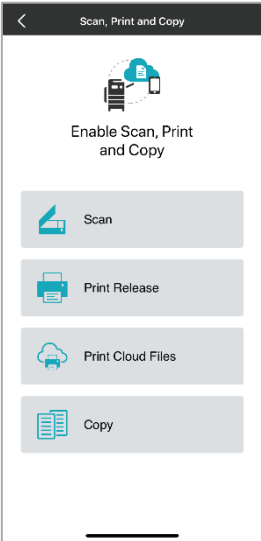
With Synappx Go, you can scan a document to yourself (via email), to email distribution lists created right on your phone or to cloud storage folders. For more information, go to [Step 3: Setup](#).

Place the document to scan in the MFP feeder or on the glass and confirm the MFP control panel is showing the home screen before scanning document(s). Glass can be used for single page scans. For multiple page scanning, use the document feeder.

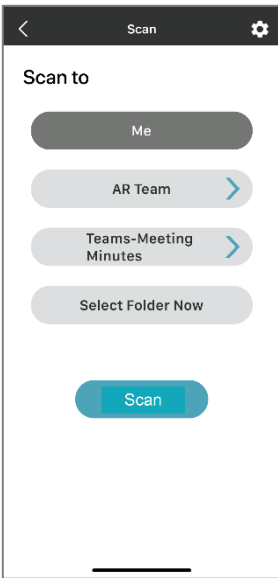
Scan to Me

Background Operation

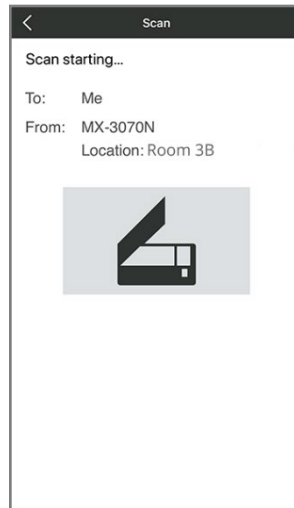
1. Tap the **Synappx Go NFC tag** on or near the MFP.
2. Select **Scan**.



3. Confirm your scan destination is highlighted and select **Scan**. The default destination is highlighted automatically.



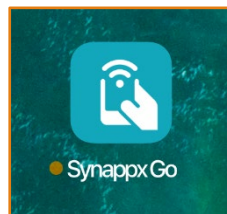
- The app will confirm that scanning has started, and the document will be delivered. The app will return to the **Scan and Print** screen upon completion.



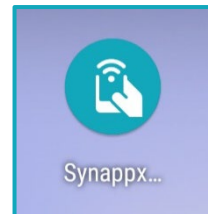
Foreground Operation

- Select the **Synappx Go app**.

iOS



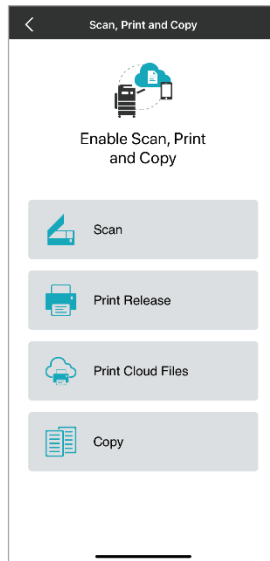
Android



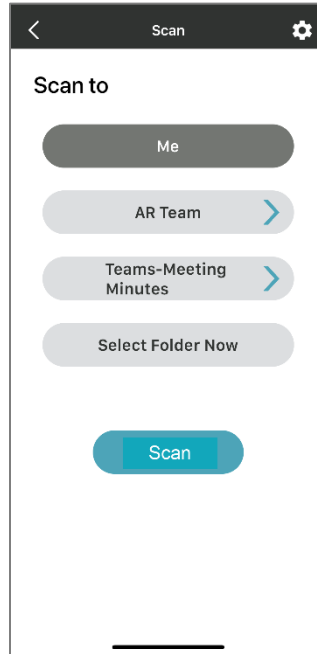
- Select **Document**.



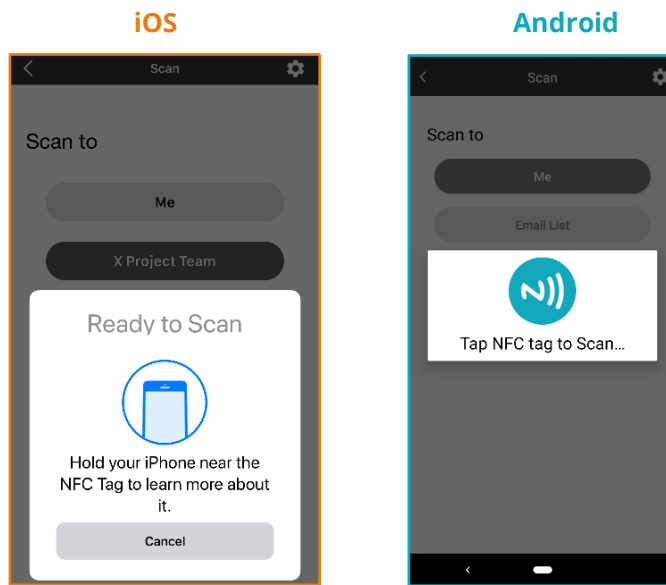
3. Select **Scan**.



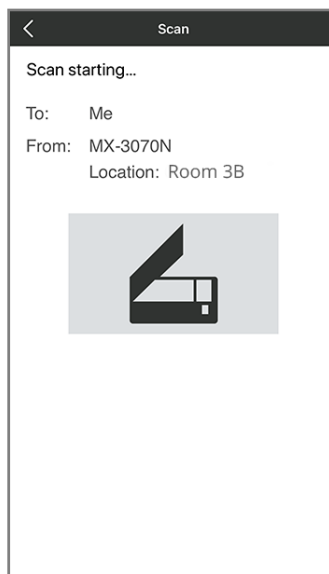
4. Confirm your scan destination is highlighted and select **Scan**. The default destination is highlighted automatically.



5. Tap the **Synappx Go NFC tag** or built-in NFC tag (if supported) with your mobile device.



6. The app will confirm that scanning has started, and the document will be delivered. The app will return to the **Scan and Print** screen upon completion.

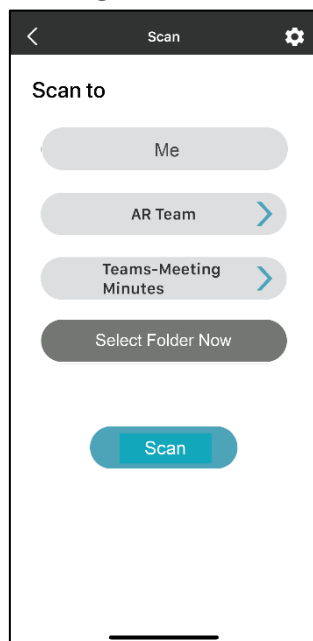


Scan to Email Distribution Lists and Cloud Folders

The process to scan to email distribution lists and cloud folders is similar to [Scan to Me](#). Both foreground and background operations are supported (for more information, see [Scan to Me](#)).

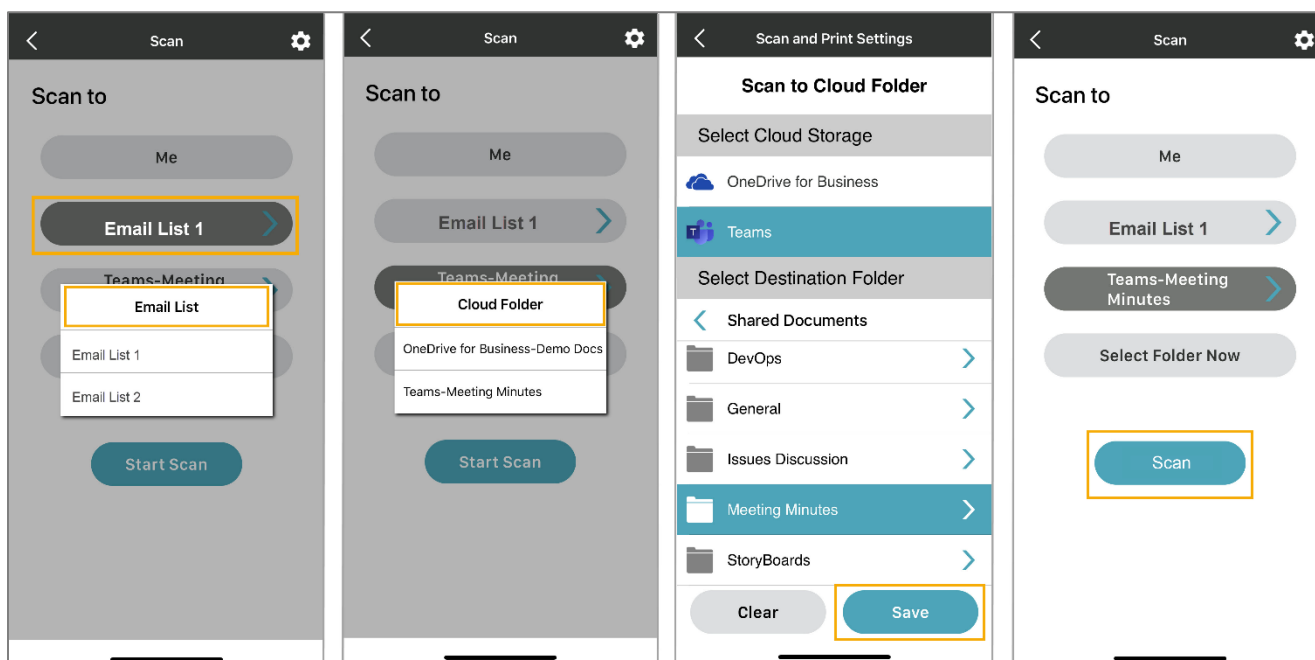
When scanning to an email list or cloud folder, you can choose your default email list or cloud folder or one of the additional email or cloud folder destinations (if you set up more than one).

- a. On the **Scan** page, you will see your default email distribution list and cloud folder. To select a different email list or configured cloud folder, select >.
b. To scan to a different cloud storage folder, choose **Select Folder Now**.



2. Select a scan destination. Then select **Scan**.

Note: If you choose **Select Folder Now** and need to change the scan settings, change the settings from the gear menu before selecting the folder.



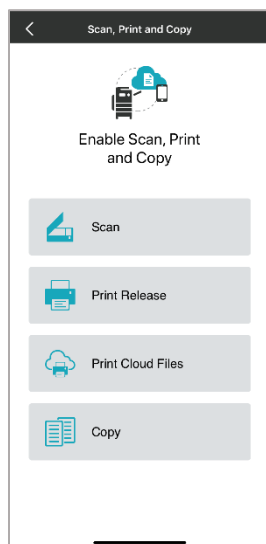
Print

Print Release

Use the configured print driver to send print jobs to the Synappx Go print release server. When ready, print all jobs or select specific jobs from the print hold queue on the Synappx Go mobile app.

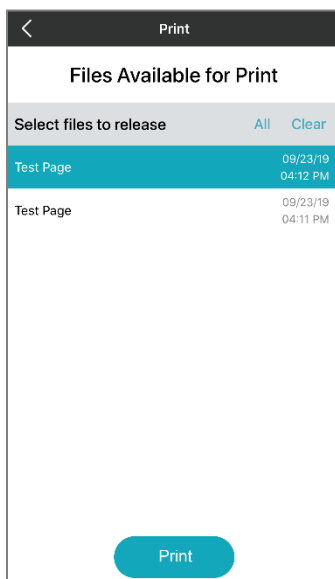
Background Operation

1. Ensure the MFP front panel is showing the home screen. Tap the **Synappx Go NFC tag** on or near the MFP with your phone.
2. Select **Print Release**.

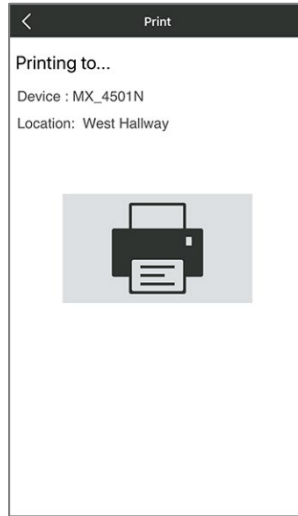


Note: If you chose **Release all files** as the print default, then the **Files Available to Print** screen will not display at print time, and all files in your queue will print automatically.

3. If **Select files at print** time is your default print setting, you will be able to select individual print jobs. From the **Files Available for Print** screen, select one or more files to release or select **All**. Then select **Print**.

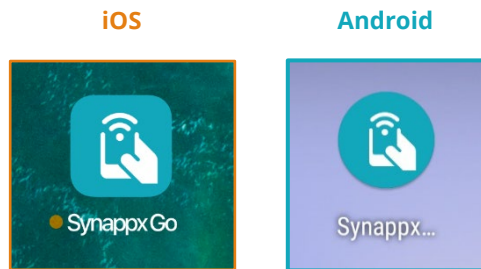


4. The app will confirm printing has started and the document will print. The app will return to the **Scan, Print and Copy** screen upon completion.



Foreground Operation

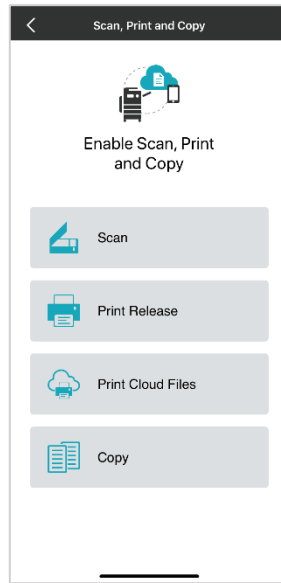
1. From your mobile screen, open the **Synappx Go app**.



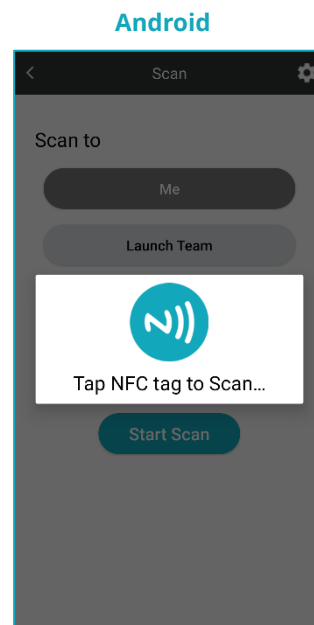
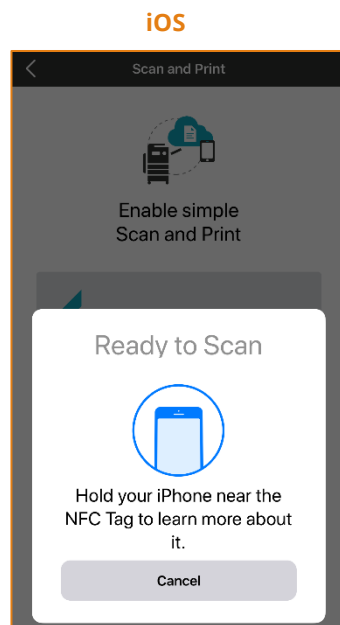
2. Select **Document**.



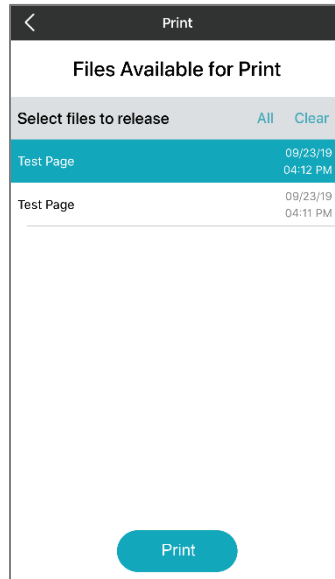
3. Select **Print Release**.



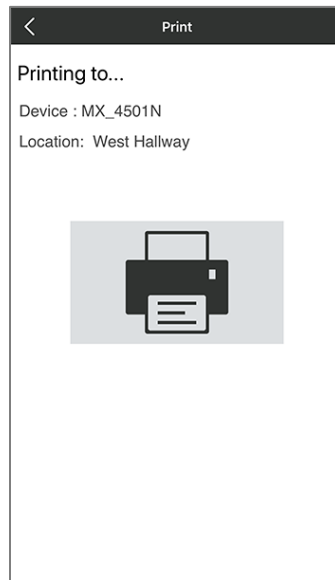
4. Tap the Synappx Go NFC tag or built-in NFC tag (if supported) with your mobile device.



5. If **Select files at print time** is your default print setting, you will be able to select individual print jobs. From the **Files Available for Print** screen, select one or more files to release or choose **All**. Then select **Print**.



6. The app will confirm printing has started and the document will print. The app will return to the **Scan, Print and Copy** screen upon completion.



Print Cloud Files

There are three ways to select cloud storage files to print to Sharp MFPs.

- Select from recently modified files
- Search for files
- Browse cloud storage folders

Note: Some models may require additional expansion kits.

- Direct Print Expansion Kit
- Adobe PostScript 3 Expansion Kit

Synappx Go can print up to ten files across configured cloud storage sites (100MB file size limitation). Files from iCloud, local iOS device storage, and Google Drive have a 30MB file size limit. Supported Google files stored in Google Drive only can be selected for cloud file printing.

Printable File Types		
File Extensions		Google Applications
<ul style="list-style-type: none">• .txt• .tiff• .jpeg• .png• .pdf*	<ul style="list-style-type: none">• .ps*• .docx**• .pptx**• .xlsx**	<ul style="list-style-type: none">• Google Docs***• Google Slides***• Google Sheets***• Google Drive***• Google Jamboard**

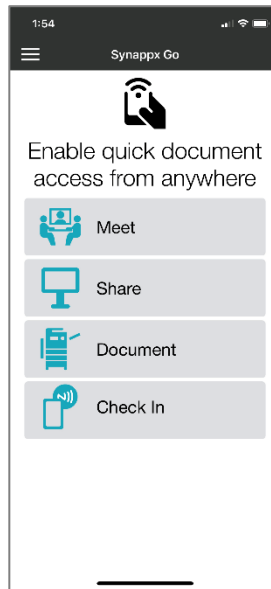
*Available only if the MFP supports or is equipped with Adobe PostScript 3 Expansion Kit

**Available only if the MFP supports or is equipped with Direct Print Expansion Kit

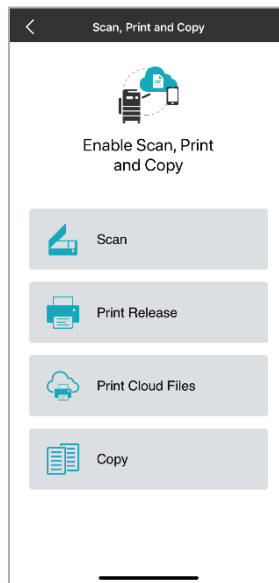
***Google files are converted to Adobe Portable Document Format (PDF) before printing and require the Adobe PostScript 3 Expansion Kit to be installed on the MFP. There may be differences in the printed document compared to the online view.

For more information on expansion kits, contact your Sharp dealer.

1. From the home screen, select **Document**.



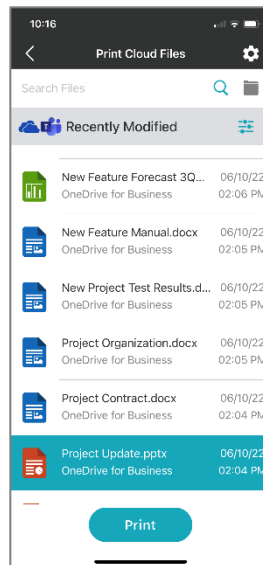
2. Select **Print Cloud Files**.



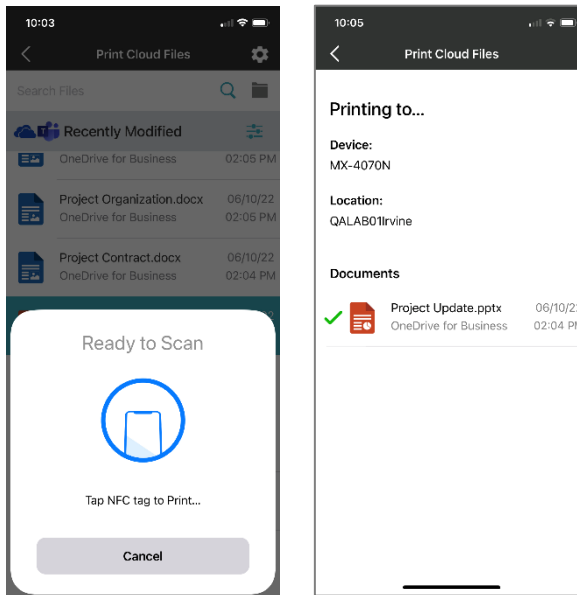
Notes:

- The **Recently Modified** list displays files modified within the last 30 days from all configured sites with the most recent files shown at the top.
 - Teams shows files created or modified by you within the last 30 days. Only files you created or modified in Teams folders will display in **Recently Modified** to print.
 - New file uploads may not be immediately reflected in the **Recently Modified** list.
 - Files from some configured cloud sites begin to display from the date of first access.
 - SharePoint and Dropbox files are not included in Recently Modified list but can be selected for printing by browsing to the folder with the targeted file(s).

- iCloud and local files on iOS devices do not appear on the **Recently Modified** list. Those files are only accessible through the browse feature.
3. The device will load recently modified files from your configured cloud storage folders. Select up to ten files from the cloud folder browsing, search feature, or **Recently Modified** list. Then select **Print**.



4. Tap the Synappx Go NFC tag or built-in NFC tag (if supported) with your mobile device. The app will confirm printing has started and the document(s) will print.



The app will return to the MFP feature home screen upon completion.

Users can also print cloud files by searching or browsing cloud storage folders with the **Share** feature. Tapping an NFC tag on an MFP with the **Share** feature will enable print.

Print Files from Email, Texts and Mobile Applications

Synappx Go allows you to print files to Sharp MFPs from your email, text messages and other mobile applications.


Supported Mobile Applications


- Microsoft Outlook and Gmail email attachments
 - Email body messages are not supported for printing.
- Microsoft Office and Teams
- Files attached to Apple iMessage and Google Messages
- File types:
 - Microsoft: Word, PowerPoint, Excel
 - PDF
 - Image files: JPEG, GIF, BMP, PNG, TIFF (not supported for text attachment)
 - Some capabilities are limited. See supported file types in [Print Cloud Files](#).
- The file name shown in Synappx Go may differ from the original file name.
- Mobile phones use a variety of viewers to open files. The default file viewers for Outlook and Gmail are verified for iOS and Android. For Microsoft Office file viewing, it is recommended to download the Microsoft Office mobile app.
- For text attachments, file size limits vary based on carrier. Check limits for your texting app.

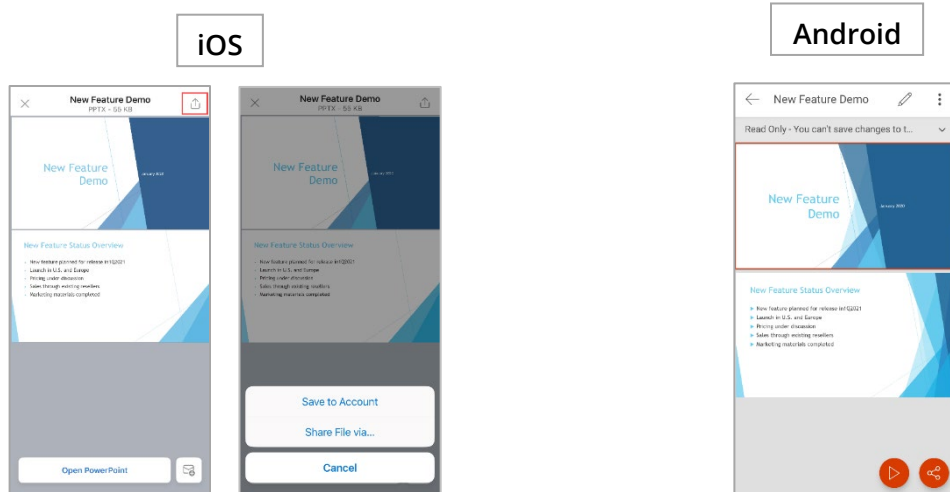
Note: Other mobile email systems, viewers, and applications may work.

Print Email Attachment, Microsoft Office File, or Microsoft Teams File

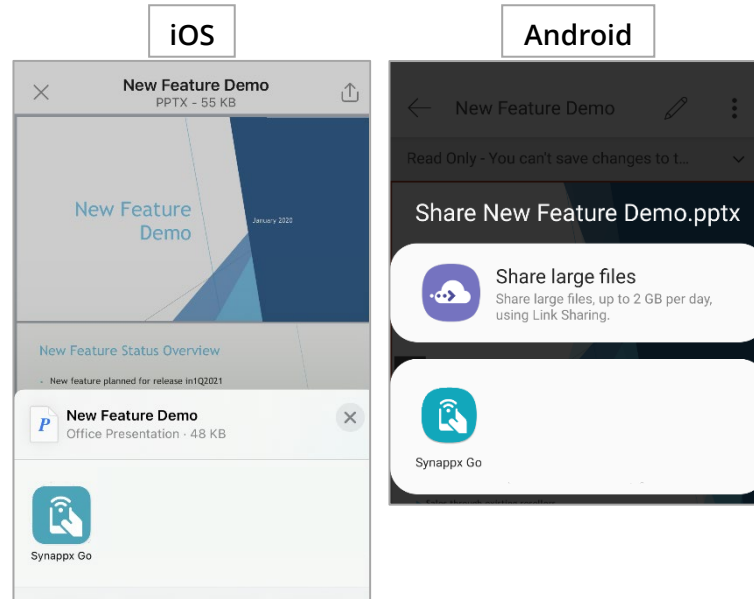
Examples show iOS unless stated otherwise. Files are printed one at a time.

1. Open the application and select the file. The file will open in the mobile viewer.
2. **iOS:** Select the share icon . Then select **Share File via...**

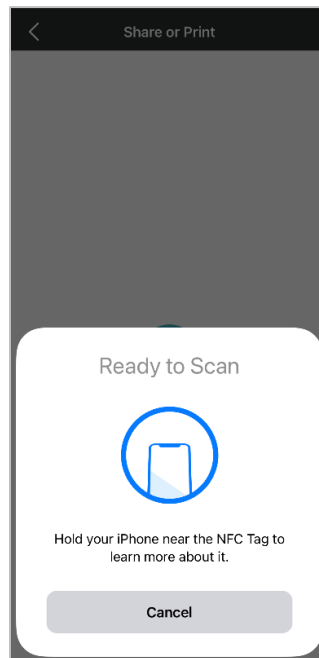
Android: Select the **Share** icon 



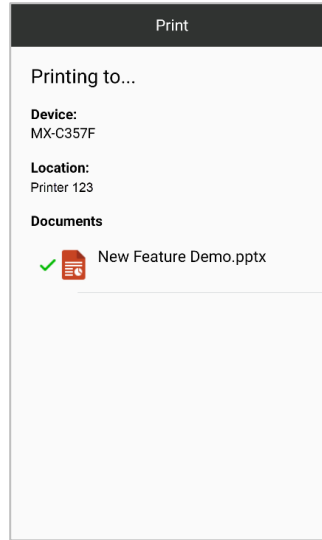
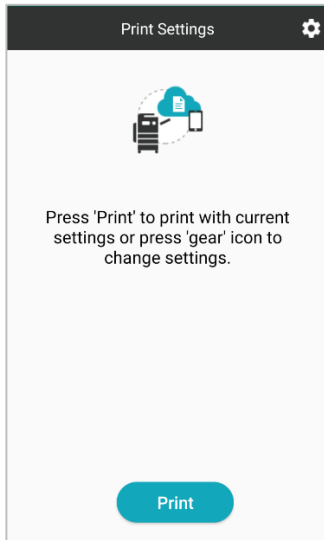
3. Select **Synappx Go**.



4. Tap the MFP NFC tag.





5. A print settings page will prompt you to proceed to print with the current print defaults or change the settings by selecting the gear icon. Select **Print** to proceed. A confirmation page will show the file printing.

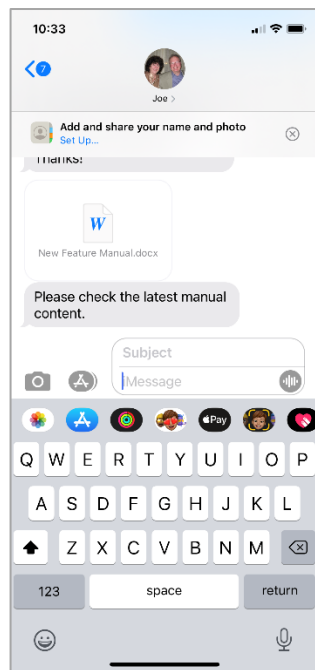


The mobile screen will return to the Synappx Go homepage.

Print Text Attachment

Example below shows iOS screen. One file at a time can be selected to print.

1. Open the text and select the file. The file will open in the mobile viewer.
 2. **iOS:** Select the share icon . Then select **Share File via...**
- Android:** Select the **Share** icon .



3. The rest of the steps and screens are the same as printing email attachments (see section above).

Copy

Important: The following describes the Synappx Go copy features if your IT Admin has configured at least one Synappx MFP agent and configured Sharp MFPs with NFC tags. If not, please see the [Synappx Go No Login Guide](#) for details on differences and check with your Admin has configured for that Synappx scan and copy support.

You can perform copy jobs and save copy settings with Synappx Go without touching the MFP control panel. To view models that support copy, go to the [Synappx support site](#).

CAUTION: The MFP will show one screen on the control panel during copy operation. **DO NOT** press **Exit** or the job will be cancelled. The screen will disappear automatically once the copy job is completed. If you see multiple screens that require touch, contact your administrator to correct the MFP configuration.

Notes:

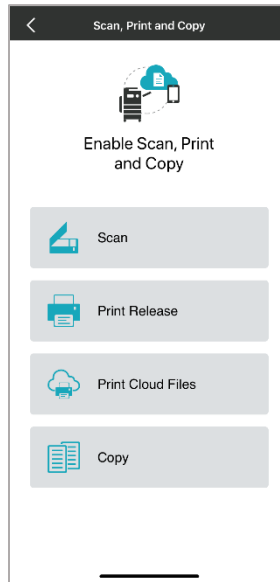
- Ensure the MFP is awake (i.e. not in sleep mode) and showing the home screen before using Synappx for copying.
- If a feature (e.g. staple, LCC-large capacity trays) is not available on the selected MFP model, the copy job will be processed with the default setting.
- MFP models process long edge feed and short edge feed copy jobs differently and may result in unexpected combinations. It is recommended to process a test copy when using this setting.
- Only single page copy is supported from the MFP glass.

Background Operation

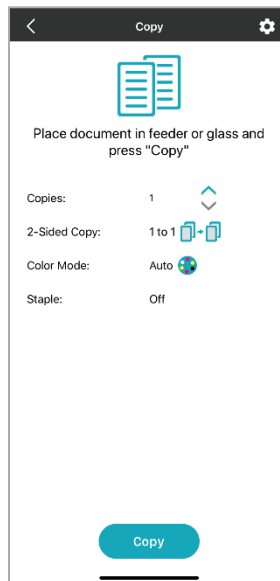
Note: Foreground operation is not shown but is also supported by selecting **Document** from the Synappx Go home screen.

1. Tap the MFP NFC tag. A notification to open the Synappx Go **Document** screen will display on your phone.

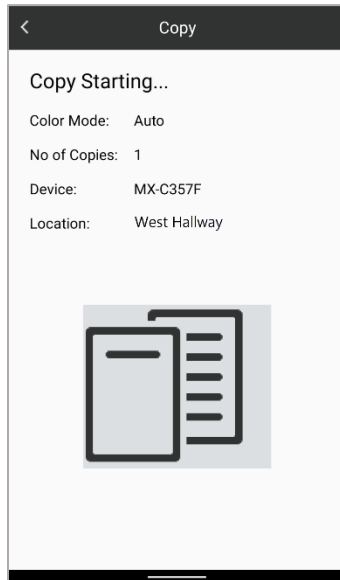
2. Select **Copy**.



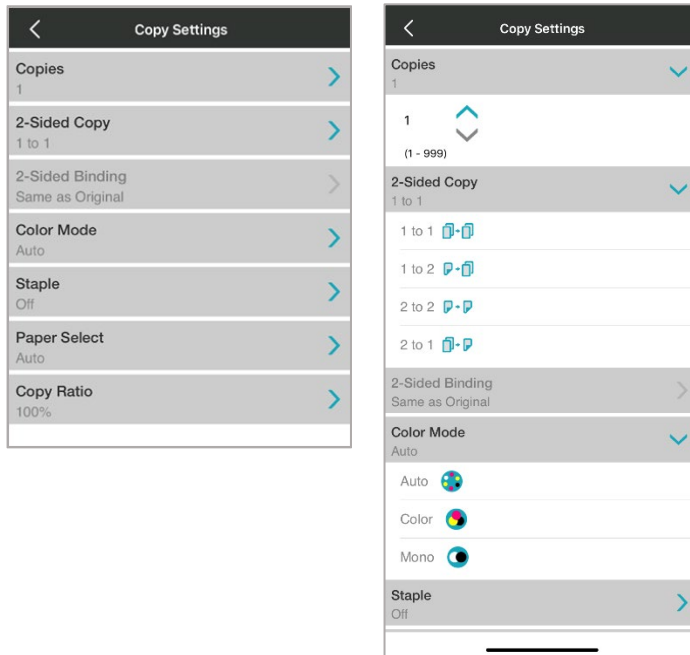
3. The copy page will open. Adjust the copy settings. Place the document to be copied in the document feeder or on the glass and select **Copy**.



4. A confirmation screen will indicate the copy job is in process.



To view or change any copy setting, select the gear icon on the **Copy** page before pressing the **Copy** button.



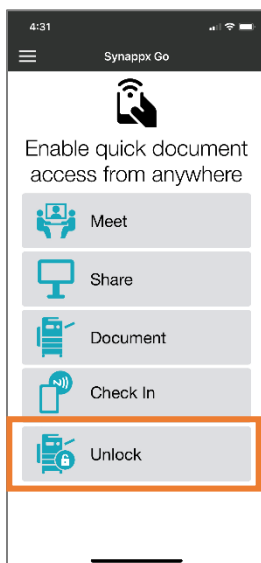
Unlock MFP (Optional)

This section is only applicable if:

- Your company has locked Sharp MFPs with PaperCut MF or MFP Native Authentication.
- You or your Admin have registered your ID card number with PaperCut or Native Authentication to unlock the MFPs.
- Your ID card number has been saved on Synappx Go mobile (either by you or Admin entry).

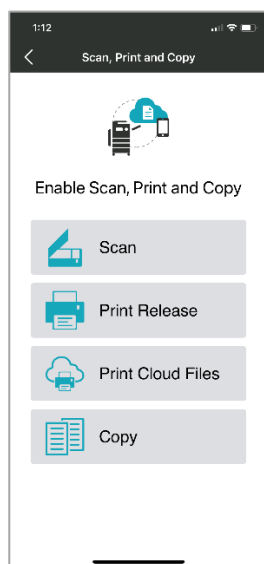
Under those conditions, a new Unlock button is shown on the Synappx Go mobile home page. To unlock the locked MFP to use Synappx Go mobile features:

1. Place the mobile in proximity to the supported RF IDEAS BLE or Elatec BLE reader and press **Unlock**.



2. The mobile automatically transfers your card ID number through the reader to PaperCut or the MFP (local database, AD, LDAP) to validate your identity and confirm the card has a valid ID.
3. The mobile screens show the status of the confirmation process. Once the card ID is validated by PaperCut or the native MFP database, the MFP is unlocked and the MFP home page is displayed. You can now use the Synappx Go features:
 - Tap the NFC tag first and then select Scan, Print Release, Print Cloud Files or Copy to perform the job OR
 - Select the Synappx Go MFP feature of interest and then tap the NFC after selection.

Note: Ensure the MFP home screen is showing before tapping the NFC tag.



4. When finished with MFP remote actions, log out from the front panel or the front panel will time out based on MFP settings.

Notes:

- Depending on your company's policy and MFP access configuration, some Synappx Go features may be blocked from use.
- If the Synappx job you select is not completed, check the MFP front panel to see if an error is presented.
- If an incorrect ID card number is passed to the card reader, the app may incorrectly state that the MFP is successfully unlocked while the MFP won't be unlocked with an invalid number.

Check In

Health and safety are a key consideration for organizations. Synappx Go offers Check In to help track employees' touch points in the workplace.

- Voluntary check in at common work areas such as break rooms and meeting rooms
- Check in reports allow administrators to track touch points



Notes:

- Administrators must configure NFC tags for check-in.
- Some mobile phones need to be logged in before tapping the NFC tag.
- **iPhone:** If Synappx Go is not open when tapping the NFC tag, select the "Open in Synappx Go" notification to register your check-in. If Synappx Go is open, select the **Check In** button before tapping the NFC tag.
- Your workspace location will also be captured automatically when using other Synappx Go features (i.e. scan, print, copy, share).

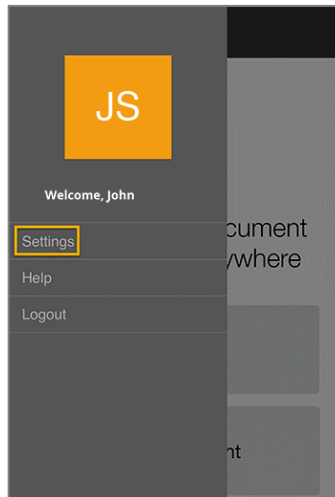
1. To check in to a workspace, tap the NFC check-in tag with your mobile phone. You will receive a notification.
2. **iOS:** Tap the notification to complete check-in.

Android: Choose **Just Once** or **Always** to complete check-in. **Just Once** indicates that the Synappx Go check-in notification will appear each time you check in to a workspace. Selecting **Always** indicates that check-in will complete with the tag tap and you will not see notifications during future check-ins.



App Settings

The home screen menu button (three horizontal bars icon located in the upper left corner) has settings that the user can modify at any time.



Menu Options

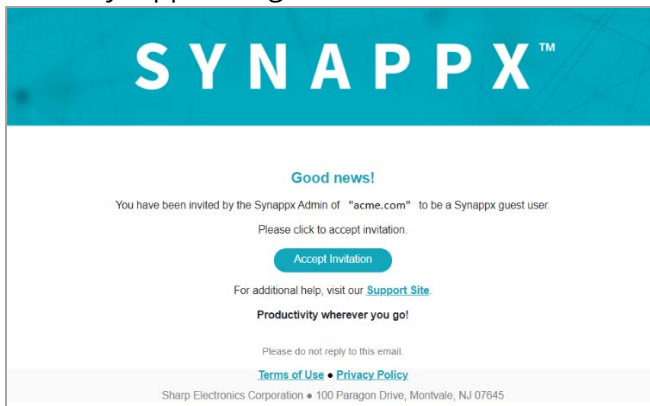
- **Settings**
 - **Cloud Storage:** Add or change cloud storage service(s)
 - **Scan and Print:** Add or change scan, print, and print cloud files options and defaults
 - **Copy:** Add or change copy options and defaults
 - **Meet and Share:** Select how the app reacts when the Sharp display Synappx NFC tag is tapped or QR code is scanned, save meeting attachment changes and email links to the organizer, sleep mode, and configure auto-start Zoom conferences
 - **NFC and QR Code:** Set NFC tap or QR code default for Meet and Share features.
 - **Share to Display**
 - **Google Workspace Users Only:** Set preferences (download or open files in browser)
 - **OneDrive for Business Users Only:** Set preferences (download or open files in browser)
 - **ID Card:** Add or change your ID card number to unlock MFPs (if supported by your company) and change the strength of BLE signal detection for card readers.
 - **Diagnostics:** If you experience issues with Synappx Go mobile app, you can send the mobile log to Sharp for troubleshooting.
- **Help:** Online support, setup instructions, FAQs, troubleshooting and more
- **Logout:** Logs you out of the licensed app and switches to the unlicensed more limited version.

Guest User Support

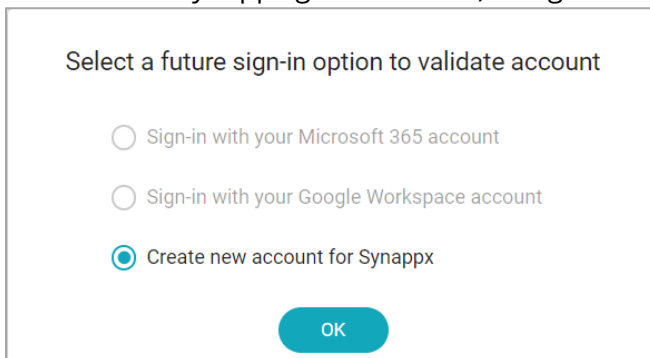
Admins can allow frequent guest users to use the Synappx Go mobile app and Synappx Meeting to access Sharp MFPs and display features. For example, a real estate broker can invite real estate agents who use their office (but have separate email domains) to use Synappx Go to easily share image or proposal files to Aquos displays with co-workers or clients. The guest user can also scan, copy or print cloud files with their own personal settings from the mobile. Users can be a Synappx guest user for multiple companies.

To become a Synappx guest user:

1. The admin for a company using Synappx will enter your name and email address in a Synappx web page.
2. You will receive an invitation to become a Synappx guest. Accept Invitation if you want to use Synappx as a guest.



3. Define your email sign in account type (sign in with Microsoft 365, Google Workspace or create a new Synappx guest account) using the email the Admin provided.





4. Note: If creating a new account for Synappx, select **Create new account for Synappx** on the previous page and enter a new password. Press **Ok**.

You selected to create new account.

Set your ID and Password.

ID : tjones@acme.com

Password : ***** 

Confirm : ***** 

5. You will receive a confirmation of your log in choice. Press **OK**.

Sign-up is successfully done!

Please wait for acme.com administrator to send details on your Synappx license.

6. When the Admin sees you have accepted the invitation to be a guest and assigns a Synappx Go license, you will receive an email with information to download the Synappx Go mobile app. See details on features in other sections of this guide.



SYNAPPX™

Welcome to Synappx Go!

Good news!

A Synappx Go User license has been assigned to you by your Synappx administrator, **Barbara Smith**



Your Log-in ID: tjones@acme.com

Synappx Go lets you easily access information on the Synappx Go mobile app:

- Scan documents to your favorite destinations.
- Print cloud stored files.
- Securely release printed documents from any Synappx enabled printer/copier throughout your office.
- Share cloud stored files to a large display to collaborate.

Download the app to your phone and log in with your Log-in ID to get started.
For additional help, visit our [Support Site](#) or contact your administrator.

Synappx Go

 Download on the App Store  GET IT ON Google Play

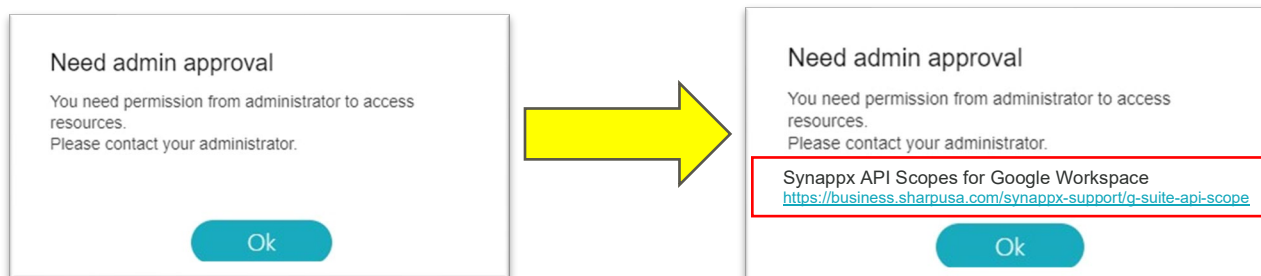
The following is the list of supported Synappx Go features by guest type

Synappx Go Guest User Support by Login Type			
Features	Microsoft 365 Guest ¹	Google Workspace Guest ¹	Custom Synappx Account Guest
MFP			
Scan	O	O	O
Copy	O	O	O
Print Cloud Files	O	O	O
Print Release	X	X	X
Locked MFPs	X	X	X
Share to Display			
Recently Modified, Search, Browse Files	O	O	O
Share Files to Download, View and Edit	O	O	O
Browser Based File Editing	O	O	X
Remote Control Downloaded Files	O	O	O
Meet			
Start Scheduled Meeting (If Invited)	O ²	O ²	X
End Scheduled Meeting (If Invited)	O ²	O ²	X
Meeting Control Page Access	O ²	O ²	X
Meeting Information Page	O ²	O ²	X
Create Ad Hoc Meeting	O ^{2,3}	O ^{2,3}	X
Check In	O	O	O

- ¹ Guest users who have existing Synappx Go logins to Microsoft 365 or Google Workspace may be requested to accept an additional calendar access permission to use Meet features.
- ² Guest users can join scheduled meetings to which they are invited for (a) the first host company that added them as a guest OR (b) their home Synappx tenant if also a regular licensed Synappx Go user.
- ³ For ad hoc meetings, a guest, user can start an ad hoc meeting for their home company (if they have a home Synappx license) OR a workspace in the first company that added user as a guest; however, the workplace in the guest company will not be checked, booked or meeting extended on the guest tenant calendar.

Note:

- Google Workspace guest users must have the Admin for their company accept the required Synappx scopes in order for the user to be able to access Synappx guest features. User is notified of this requirement during the initial guest acceptance process.

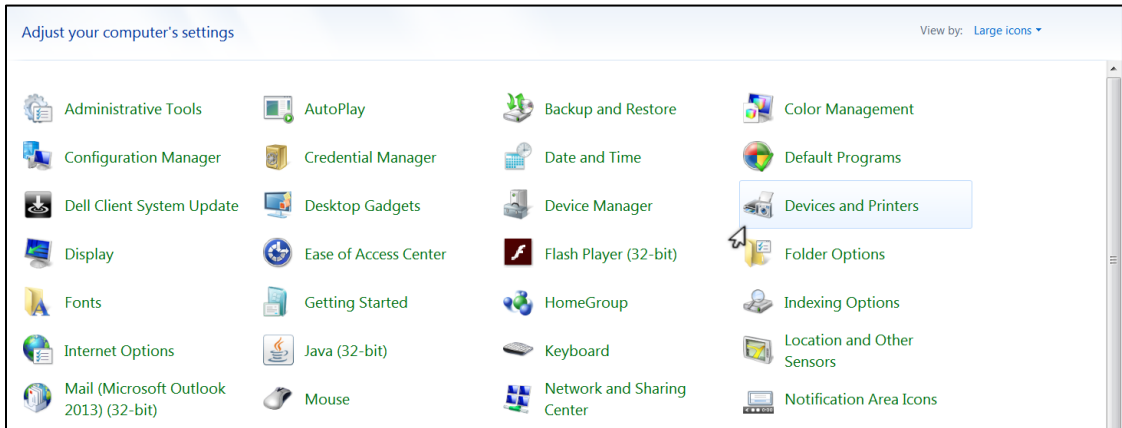


Appendix A: Configure Print Release Driver

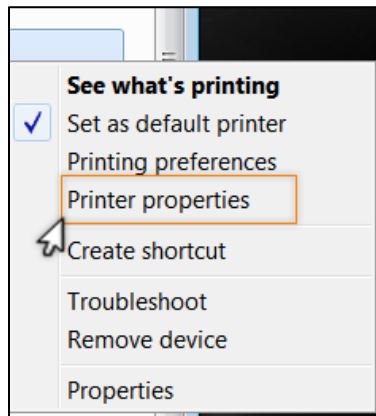
To enable print release on the Synappx Go app, the network administrator or user must configure a print driver.

Follow the steps below to install the Sharp universal print driver (or the respective MFP driver) on your network PC. The Sharp UD3 is the recommended driver for print release.

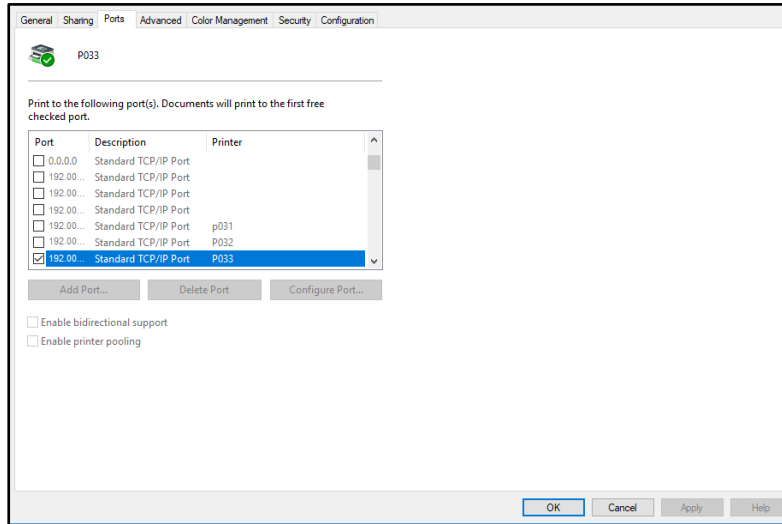
1. Navigate to the **Control Panel** and select **Devices and Printers**.



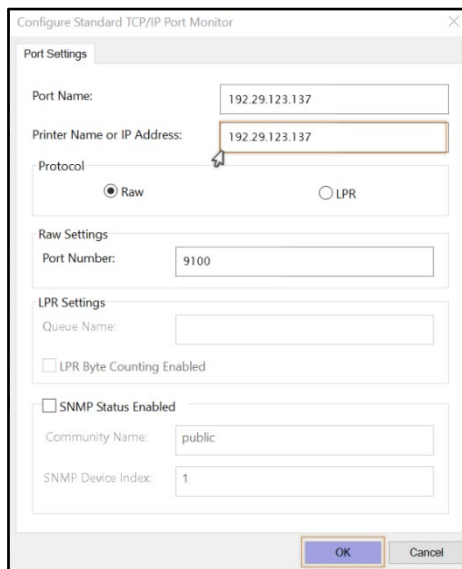
2. Right click on the printer driver. Select **Printer Properties**.



3. Select the **Ports** tab. Then select **Configure Port**.

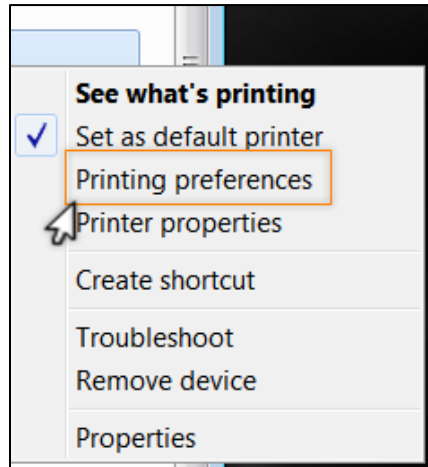


4. Delete the current entry in the **Printer Name or IP Address** field and enter the address of the MFP agent. Both RAW (TCP port 9100) and Line Printer Remote (LPR) (TCP port 515) printing are supported. Ensure the PC firewall is configured to allow TCP traffic on the selected port. Then select **OK**.

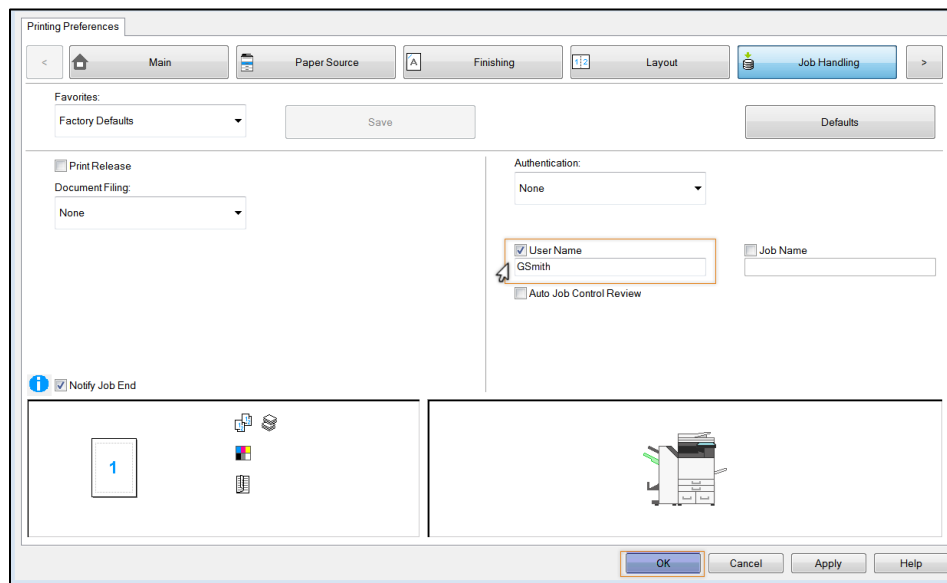


Note: If the username can be determined automatically, proceed to step 7. If the username is not the same as the network credentials or if print jobs do not appear in a user's print queue when using Synappx Go, follow steps 5 and 6.

5. If the username is not the same as the network credentials, right click the selected MFP print driver and select **Printer Preferences**.



6. Select the **Job Handling** tab. Check the **User Name** box and enter the user email - prefix (e.g. GSmith). Select **OK** to save the setting for this driver.



7. Through your normal driver distribution process, provide the configured Synappx Go print release driver to licensed users. Users will use the driver in normal print operations for Synappx Go print release jobs.

Note: If Synappx Go print jobs do not get to the MFP agent PC, see [Appendix B: Windows Defender Firewall Post-Installation Configuration](#).

Appendix B: Windows Defender Firewall Configuration

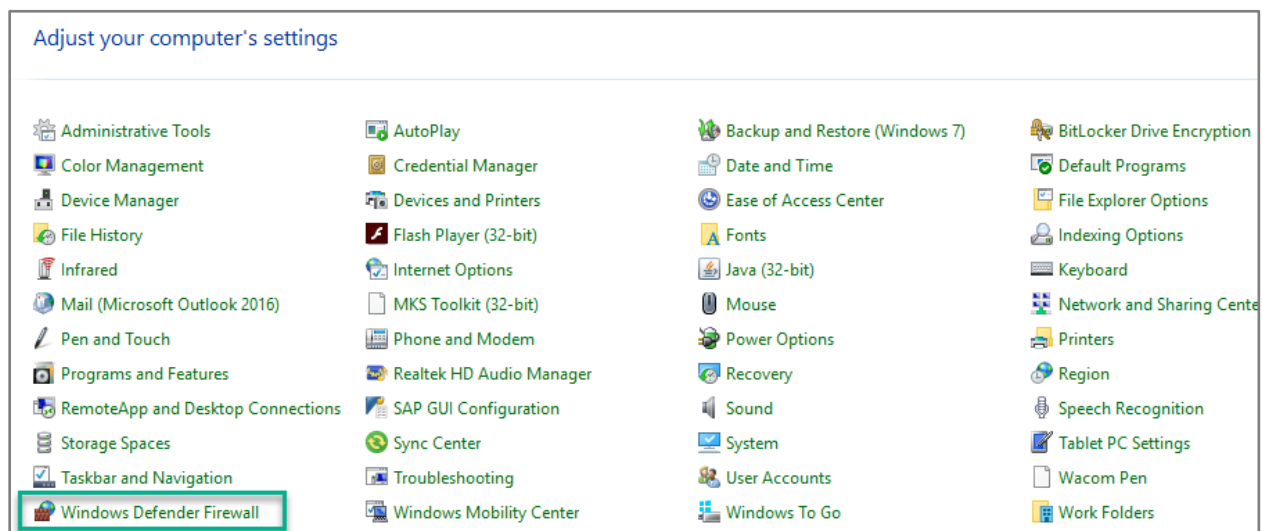
Background

If print jobs are not received by the MFP agent PC, it may be necessary to open either or both inbound port(s) 9100 and 515 on the MFP agent server by creating rules on the machine's Windows firewall.

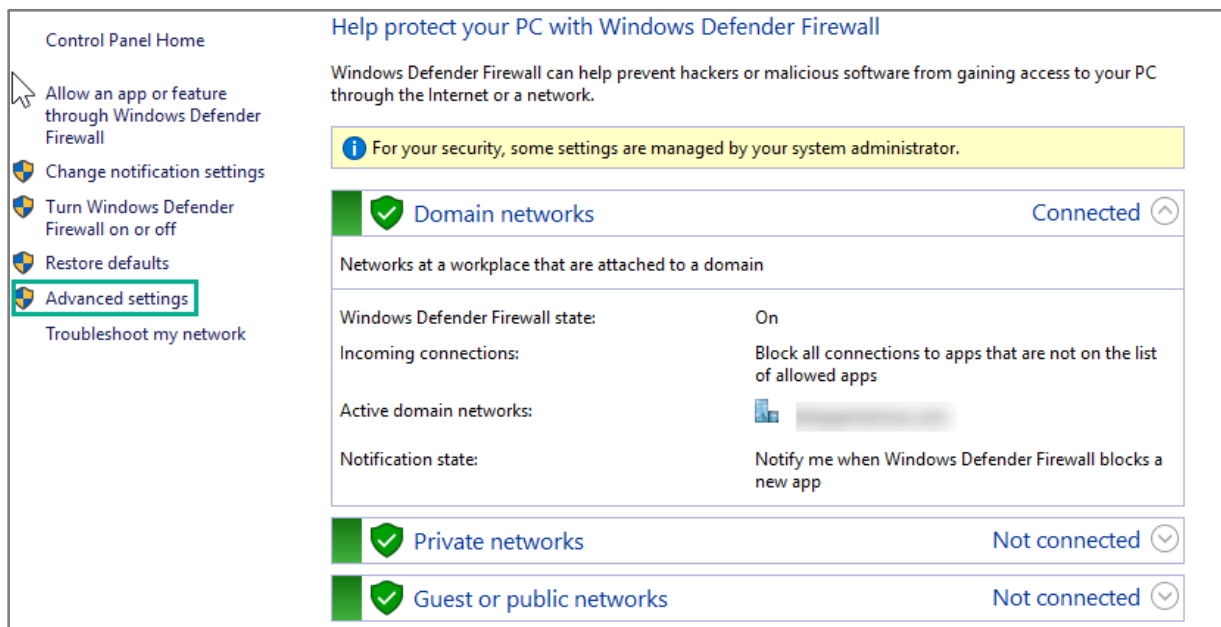
Note: From version 2.0, the agent automatically opens the inbound port as part of the installation.

The following procedure uses Windows 10 as an example if manual port opening is required.

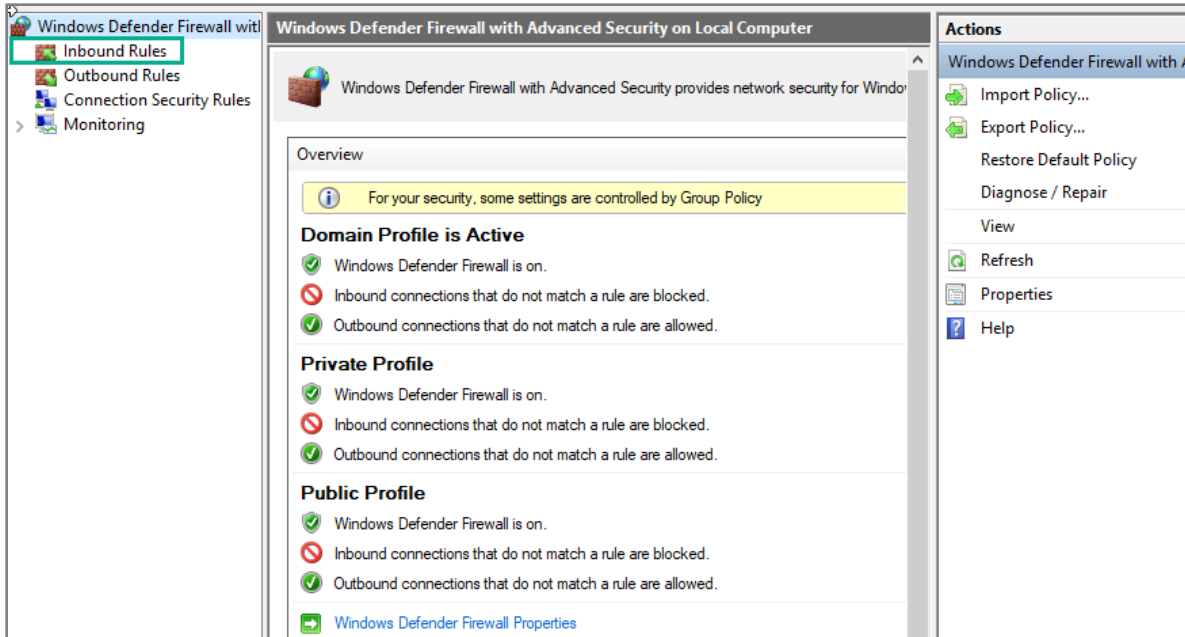
1. Launch the **Windows Defender Control Panel**. Then launch the **Windows Firewall** applet.



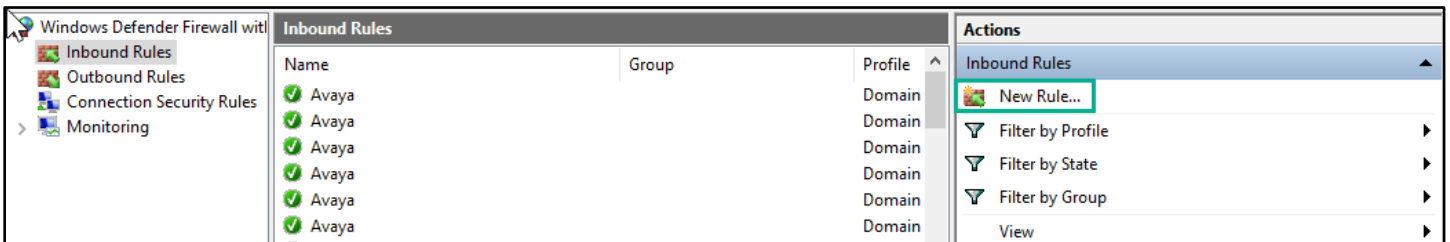
2. The main **Windows Defender Firewall** interface is shown below. Select **Advanced Settings**.



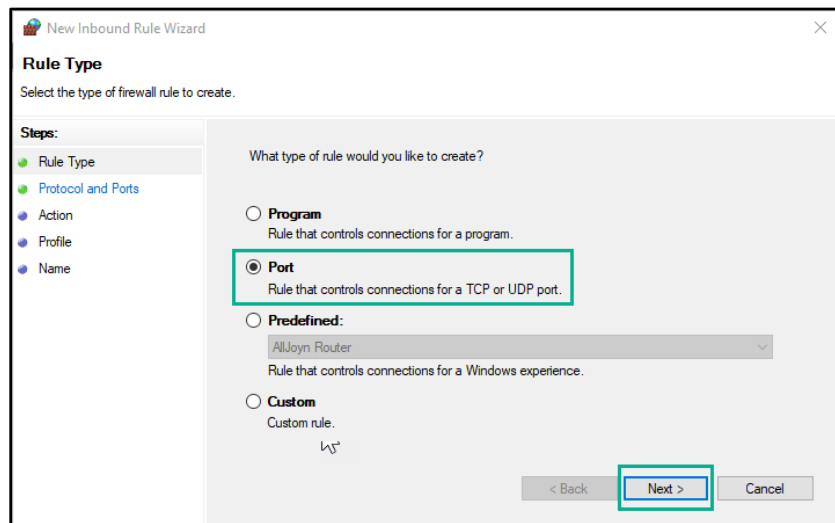
- The **Advanced Security** window will pop up. Select **Inbound Rules**. The goal is to allow inbound TCP traffic to the MFP agent on either or both ports 9100 and 515. This allows print jobs to be sent securely and held at the MFP agent until they are released for printing by the Synappx Go mobile app.



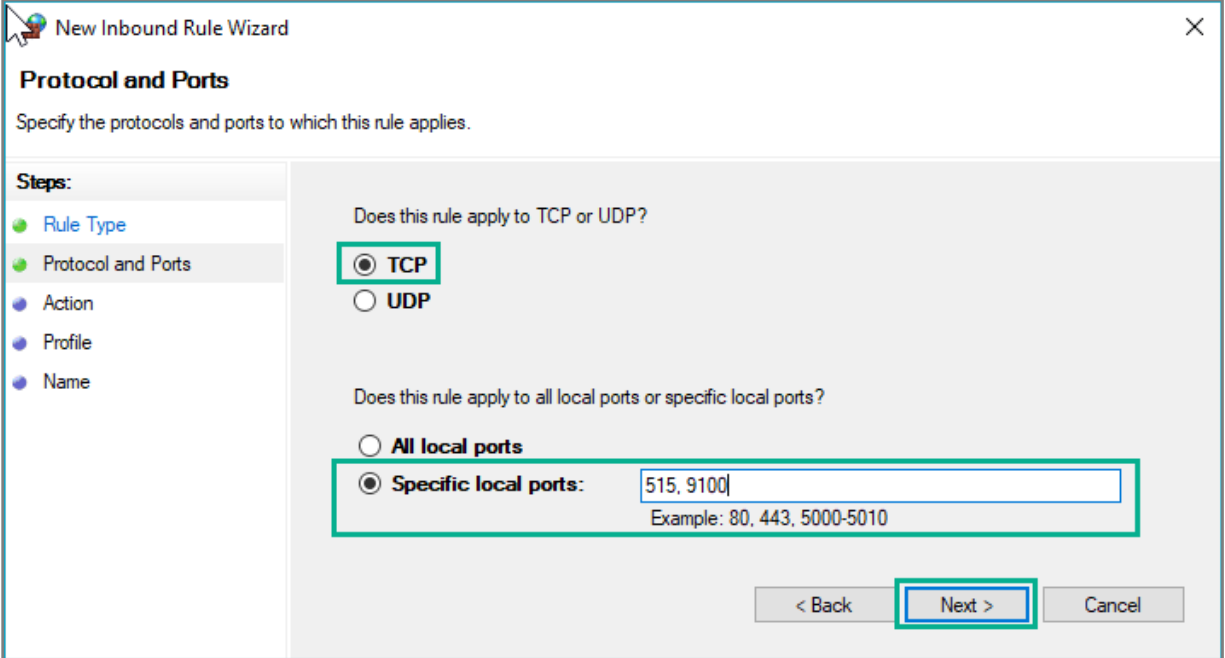
- Select the **New Rule** option on the **Actions** pane at the far right.



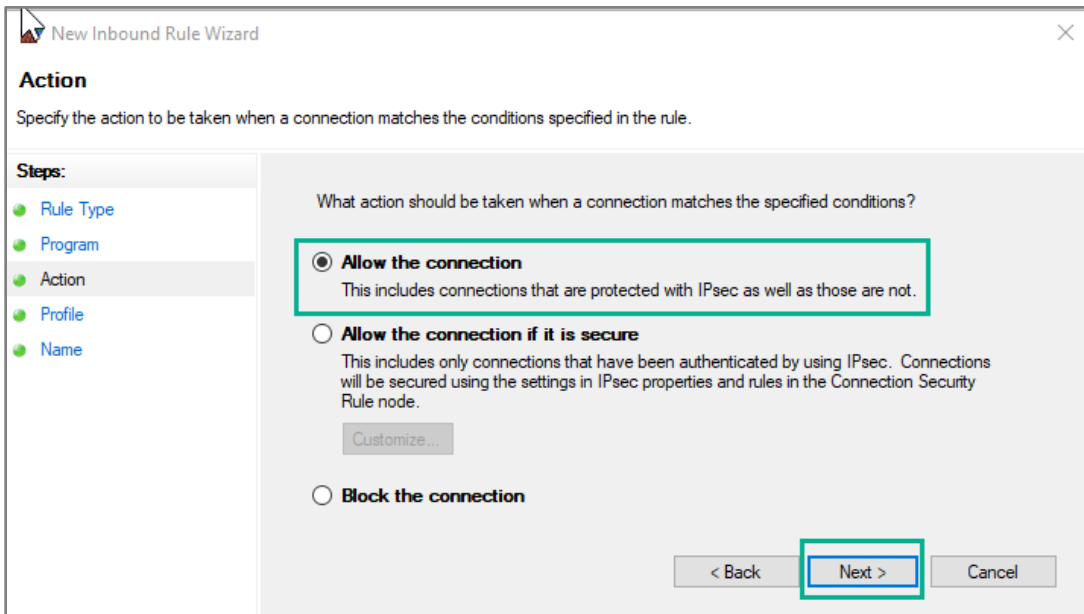
- The **Rule Type** window will pop open. Select the **Port** rule type. Then select **Next**.



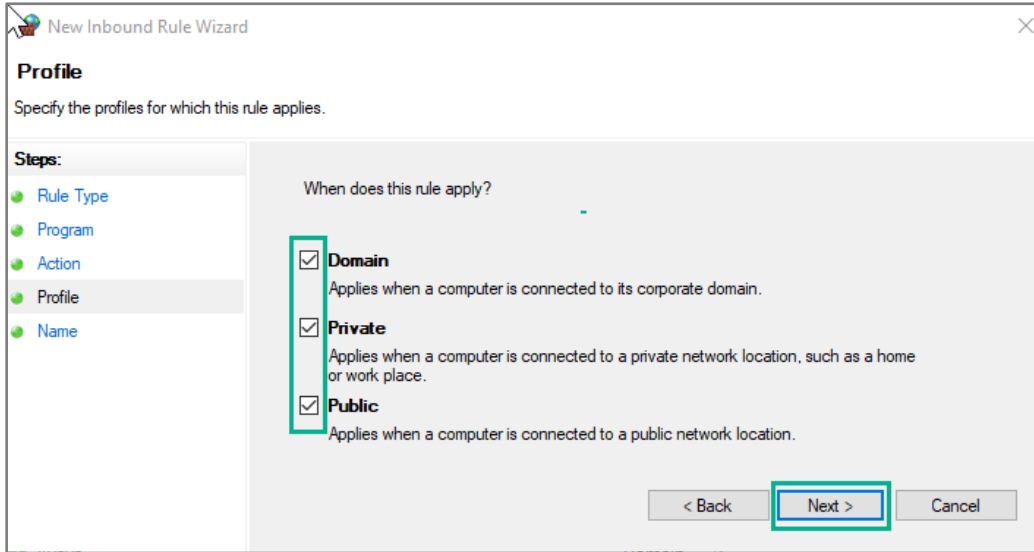
- On the Protocol and Ports window, select the **TCP** option and then select the **Specific local ports** option. In the adjacent field, enter the port(s) you wish to open for traffic. You can select 9100 (RAW), 515 (LPR) or both. The example below uses both ports. Select **Next** when finished.



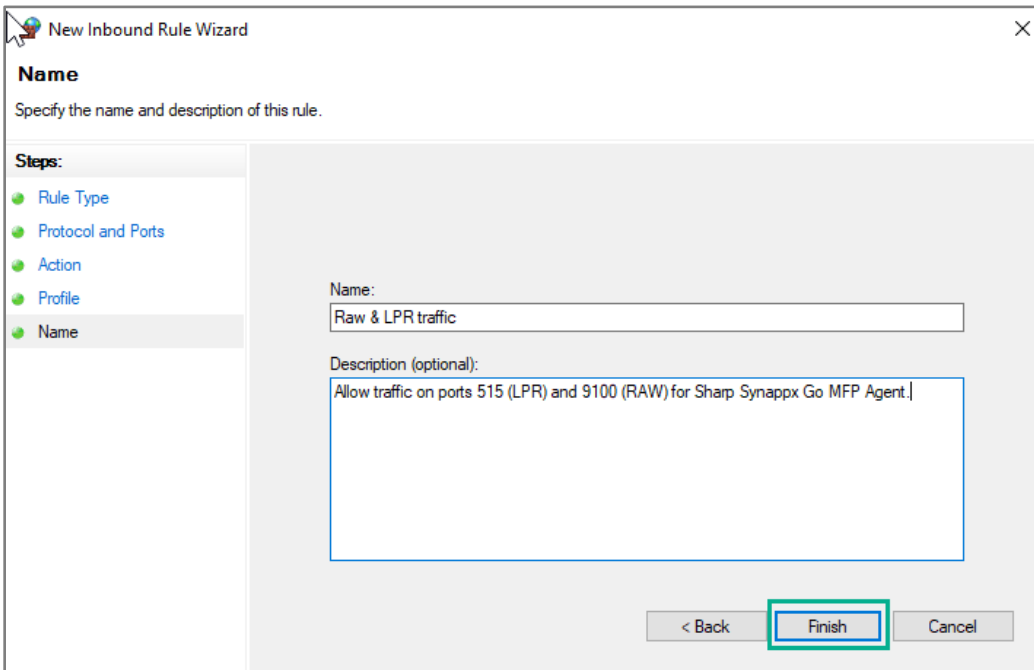
- Select **Allow the connection** and then select **Next**.



- In the **Profile** window, select one or more of the available options. In most cases, selecting **Domain** should suffice. Then select **Next**.



- Give the rule a convenient **Name** and **Description** and then select **Finish**.



- The rule is enabled by default, as shown below. You may now close the **Windows Defender Firewall** applet.

Windows Defender Firewall with Advanced Security - Inbound Rules												
Name	Group	Profile	Enabled	Action	Override	Program	Local Address	Remote Address	Protocol	Local Port	Remote Port	
Raw & LPR traffic		All	Yes	Allow	No	Any	Any	Any	TCP	515, 9100	Any	
Avaya		Domain	Yes	Allow	No	Any	Any	Any	TCP	2027	Any	
Avaya		Domain	Yes	Allow	No	Any	Any	Any	TCP	2028	Any	
Avaya		Domain	Yes	Allow	No	Any	Any	Any	TCP	2029	Any	
Avaya		Domain	Yes	Allow	No	Any	Any	Any	TCP	2024	Any	
Avaya		Domain	Yes	Allow	No	Any	Any	Any	TCP	2025	Any	

This page is left blank intentionally.

S Y N A P P X™



For more information, visit the [Synappx support site](https://business.sharppusa.com/synappx-support/about/termsfuse).

Access the [Synappx Terms of Use](https://business.sharppusa.com/synappx-support/about/termsfuse) at <https://business.sharppusa.com/synappx-support/about/termsfuse>.

Access the [Synappx Privacy Policy](https://business.sharppusa.com/synappx-support/About/Privacy) at <https://business.sharppusa.com/synappx-support/About/Privacy>.

Access the [Synappx End User License Agreement](https://business.sharppusa.com/synappx-support/about/EULA) at <https://business.sharppusa.com/synappx-support/about/EULA>.

©2021 Sharp Electronics Corporation. All rights reserved.

Design and specifications subject to change without notice. Some images appearing in this document are simulated. Sharp, Synappx, MICASSM, OSA[®] and all related trademarks are trademarks or registered trademarks of Sharp Corporation and/or its affiliated companies. Adobe[®] and Adobe[®] PDF are registered trademarks of Adobe in the United States and other countries. Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates. Android, Google Workspace[™], Google, Google Chrome[™], Google Docs[™], Google Drive[™], Google Sheets[™], and Google Slides[™] are trademarks of Google, Inc. Apple[®], iCloud[®], Mac[®], macOS[®] and iPhone[®] are registered trademarks of Apple Inc., registered in the U.S. and other countries. Azure, Microsoft[®], Microsoft 365[®], Microsoft Teams, PowerPoint[®], Outlook[®], OneDrive[®], SharePoint, Windows[®] and Windows[®] 10 are registered trademarks or trademarks of Microsoft Corporation in the U.S.A. and other countries. Box is a trademark of Box, Inc. Dropbox is a trademark of Dropbox, Inc. GoToMeeting[®] is a registered trademark of LogMeIn, Inc., in the United States and other countries. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. Shuttle is a registered trademark of Shuttle Inc. WEBEX, CISCO, Cisco WebEx, the CISCO logo, and the Cisco WebEx logo are trademarks or registered trademarks of Cisco Systems, Inc. and/or its affiliated entities in the United States and other countries. wePresent[®] and MirrorOp[®] are registered trademarks or trademarks of Barco Inc. ZOOM is a trademark of Zoom Video Communications, Inc. All other trademarks are the property of their respective holders.