

**SHARP**

**SYNAPPX™**



# SYNAPPX™ GO

(Free Version for Copy and Scan to Email)

## Administrator Setup and User Guide

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# Synappx Go Overview

Synappx Go is a mobile app that connects to Sharp multi-function printers (MFPs), shares content to Sharp displays, enables the [collaboration features](#) and tracks users touch points with mobile check-in.

Fully featured 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 lists 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 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 to display content on the Sharp display.
- Team members can also tap the NFC tag to retrieve content and collaborate.
- Remotely operate Microsoft Office files.
- Speed up collaboration with Synappx Go. Modified content is stored back in the original cloud location.

## Meet

- Tap NFC tag, 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.
- Reports allow administrators to track touch points.

## **Guest Users Support**

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

## Synappx Go (Free version for Scan to email and Copy)

As an alternative to the fully featured, licensed Synappx Go application, you have an option for users to access **Synappx Go** without a subscription service.

The free version of Synappx Go does not require agent install or NFC tags. It enables simple copy and scan to email functions by scanning a QR Code.

Both the licensed and free Synappx Go are available from the same Synappx Go mobile app downloaded from the Apple App Store or Google Play site.

## System Configuration

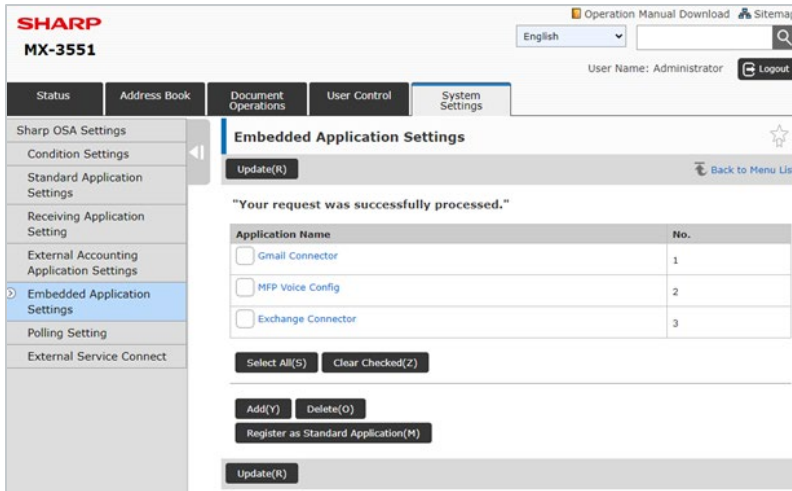
Before using Synappx Go, you need to configure the Sharp workgroup (A3) and workgroup desktop (A4) MFPs by installing an embedded app in each MFP users will access. Go to the MFP application section in the [Synappx Support Site](#) for more information about the applications. For compatible MFPs, see the list of [supported Sharp A3 Workgroup MFPs](#). Note: Sharp A3 Workgroup models must have OSA 5.5 or later.

Here are the installation steps for each MFP type:

### Sharp Workgroup A3 MFP and Select A4 Model Setup

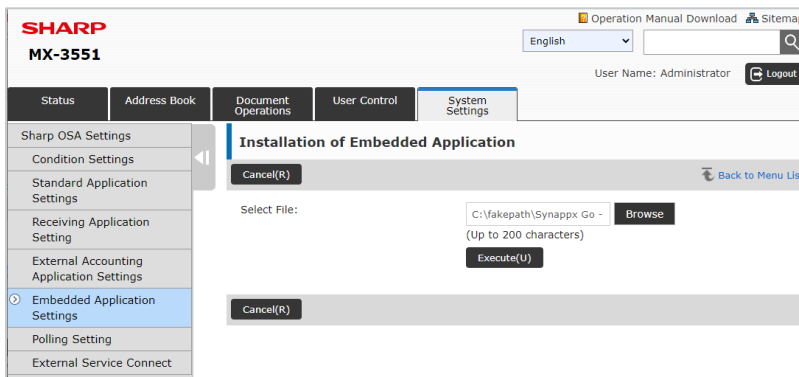
To install and configure each MFP to support Synappx Go No Login use:

1. Download **Synappx Go - No Login.emo** from the Application Portal or contact your authorized Sharp service provider to receive the application
2. Open browser and access **http://<IP Address of SHARP MFP>** and log in as administrator.
3. Navigate to **System Settings >> Sharp OSA Settings >> Embedded Application Settings**. Click on **Add(Y)**.



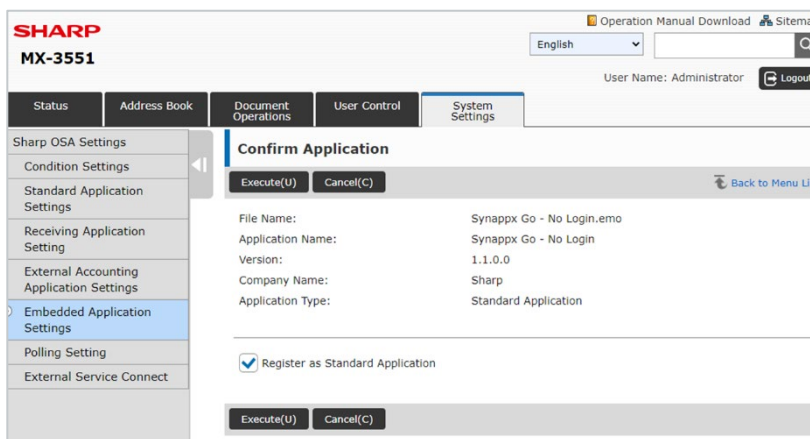
Sharp OSA Embedded Application Settings

- Browse and select 'Synappx Go - No Login.emo' file. Click on **Execute(U)**.



Install Embedded Application

- Ensure that **Register as Standard Application** checkbox is selected. Click on **Execute(U)**.



Confirm Installed Application

- Ensure that app registered successfully.

7. Select **Synappx Go - No Login**.
8. Select **Detail(M)**.

Status	Address Book	Document Operations	User Control	System Settings
Sharp OSA Settings	<b>Embedded Application information</b>			
Condition Settings	Register as Standard Application(C) Delete(O) Back(Q)			
Standard Application Settings	Application Name: Synappx Go - No Login			
Receiving Application Setting	Version: 1.0.37.0			
External Accounting Application Settings	Installation Date: 2022/01/06 14:28:14			
Embedded Application Settings	Company Name: Sharp			
Polling Setting	Detail(M) Export/Import(N)			
Application Portal Settings	Register as Standard Application(C) Delete(O) Back(Q)			
External Service Connect				

Embedded Application Information – Select Details

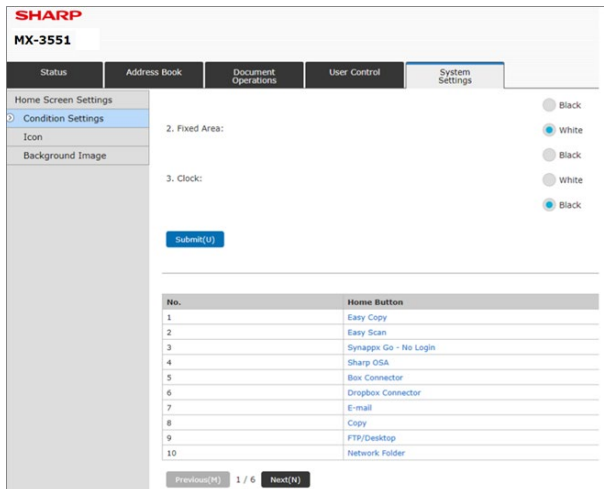
9. Check the box **Terminate the Application Automatically after Specified Time**. Set the timeout value in seconds in **Time to Terminate the Application (sec.)** field.
10. Click on **Submit**.

Status	Address Book	Document Operations	User Control	System Settings
Sharp OSA Settings	<b>Embedded Application information</b>			
Condition Settings	Submit(U) Cancel(C)			
Standard Application Settings	<b>Automatic Termination Setting</b>			
Receiving Application Setting	<input checked="" type="checkbox"/> Terminate the Application Automatically after Specified Time			
External Accounting Application Settings	Time to Terminate the Application (sec.): 120			
Embedded Application Settings	Submit(U) Cancel(C)			
Polling Setting				
Application Portal Settings				
External Service Connect				

Embedded Application Information – Automatic Termination Setting

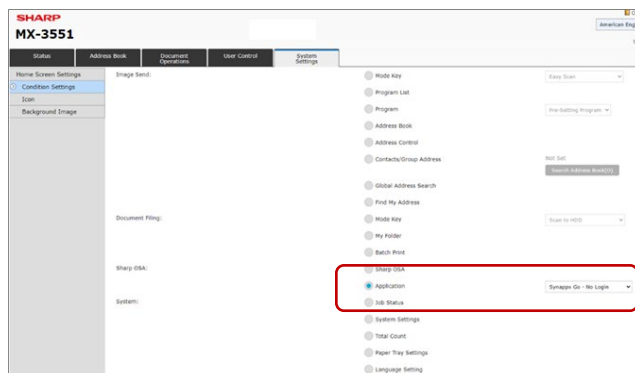


11. Navigate to **System Settings >> Home Screen Settings >> Condition Settings**. Go to **Home Button** table and select the home screen app you want to replace with Synappx Go No Login. Click that application name.



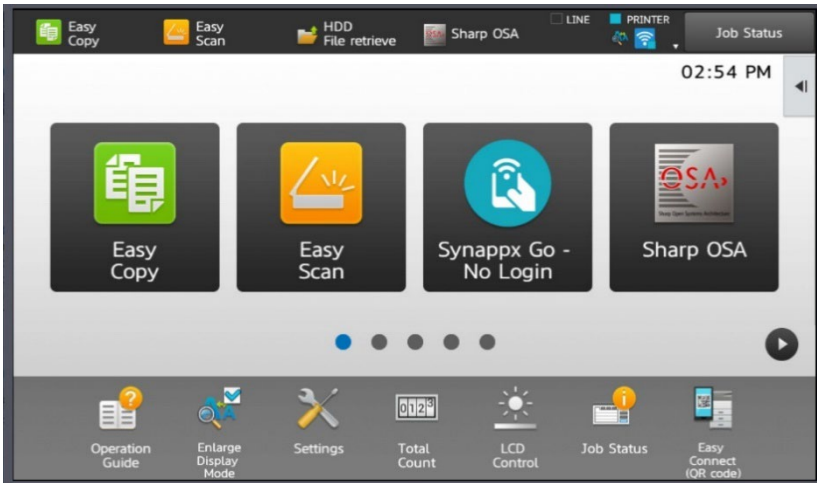
MFP Web Page – Home Button Settings

12. Go to **Sharp OSA** section and select **Application**. Use the dropdown next to Application to select the **Synappx Go No Login** app. Press **Submit** at the bottom of the page.



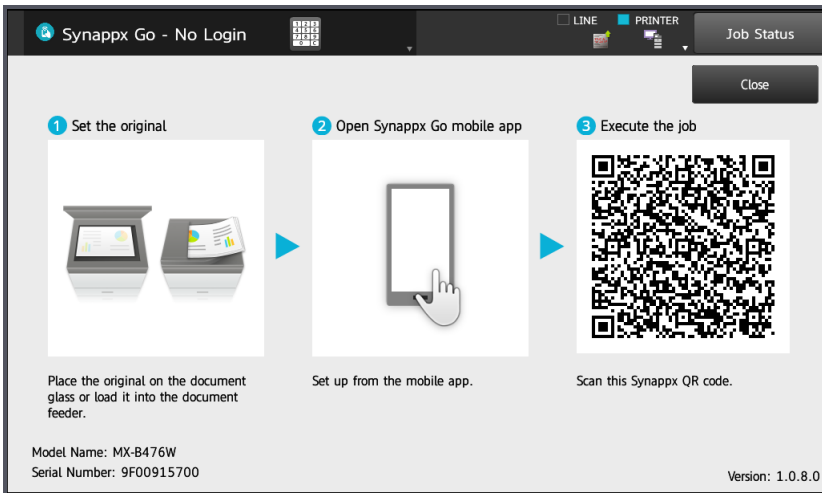
MFP Web Page – Home Button Settings, Select Synappx No Login

13. View MFP home screen to confirm front panel is show showing the **Synappx Go – No Login** button.



MFP Device Panel Home Page

14. **Press the Synappx button** and content with a QR code is displayed on the MFP. This is the Synappx QR code that should be scanned to use the Synappx Go - No Login Go features.



MFP Device Panel – Synappx Go QR Code

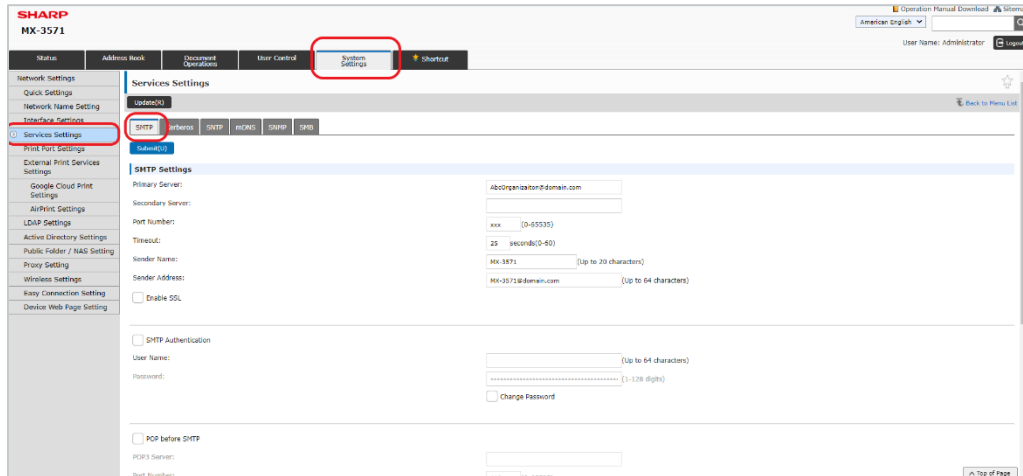
**Notes:**

- Select MFPs are configurable to allow the QR code to be shown on the MFP home screen. See the [list of models](#) that support this feature. We strongly recommend to use the latest firmware for optimal functionality and security.

**Configure E-mail Settings on Sharp Workgroup A3 and Select A4 MFPs**

1. From browser, navigate to [http://<MFP\\_IP\\_ADDRESS>](http://<MFP_IP_ADDRESS>) e.g., <http://172.27.0.3>

2. Select **System Settings > Network Settings > Services Settings > SMTP**.



3. Ensure appropriate E-mail SMTP fields are configured for your environment.

### Configure Email Setting for Office 365 SMTP Server

In the page shown above, when configuring for an Office 365 SMTP server, set the values as follows:

- a. Primary Server: smtp.office365.com
- b. Port Number: 587
- c. Sender Name: <Office 365 username of account enable for Authenticated SMTP>
- d. Sender Address: <Office 365 email address of account enabled for Authenticated SMTP>
- e. Enable SSL: Check box
- f. SMTP Authentication: Check box
- g. User Name: <Office 365 email address of account enabled for Authenticated SMTP>
- h. Device Password: <app password> See Appendix for details on getting app password from Microsoft or Google.

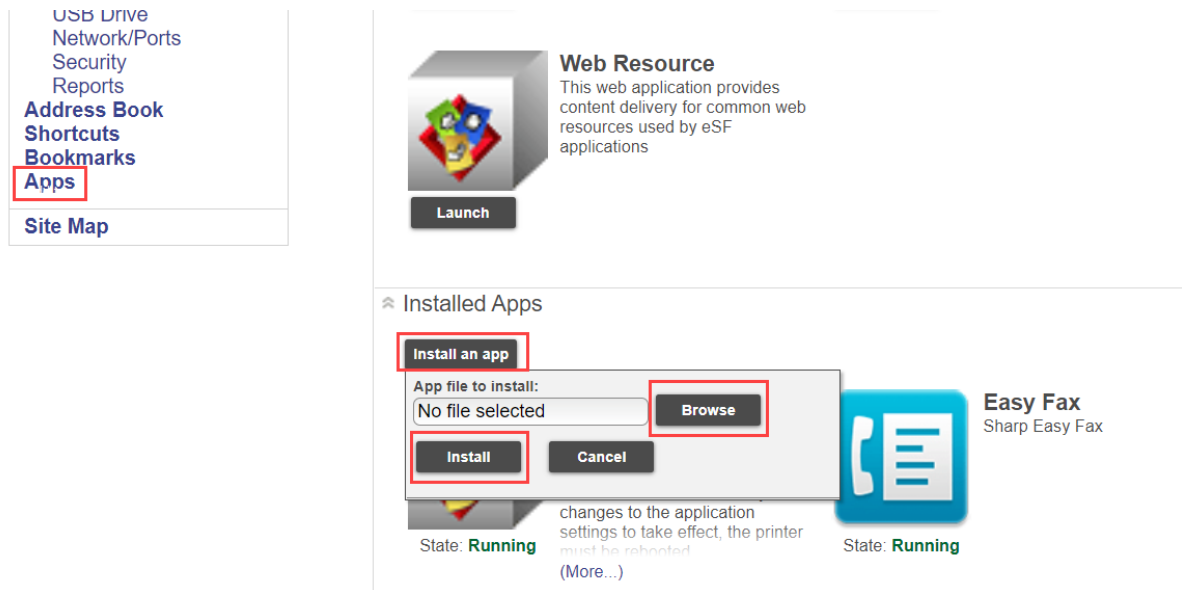
Or, setup SMTP with the Exchange server as follows (setting values may vary per organization's exchange server settings):

- a. Primary Server: <Exchange SMTP server host name or IP address>
- b. Port Number: 25
- c. Sender Name: <Exchange username>
- d. Sender Address: <Exchange email address>
- e. Enable SSL: Uncheck box
- f. SMTP Authentication: Uncheck box
- g. User Name: <blank>
- h. User Password: <blank>

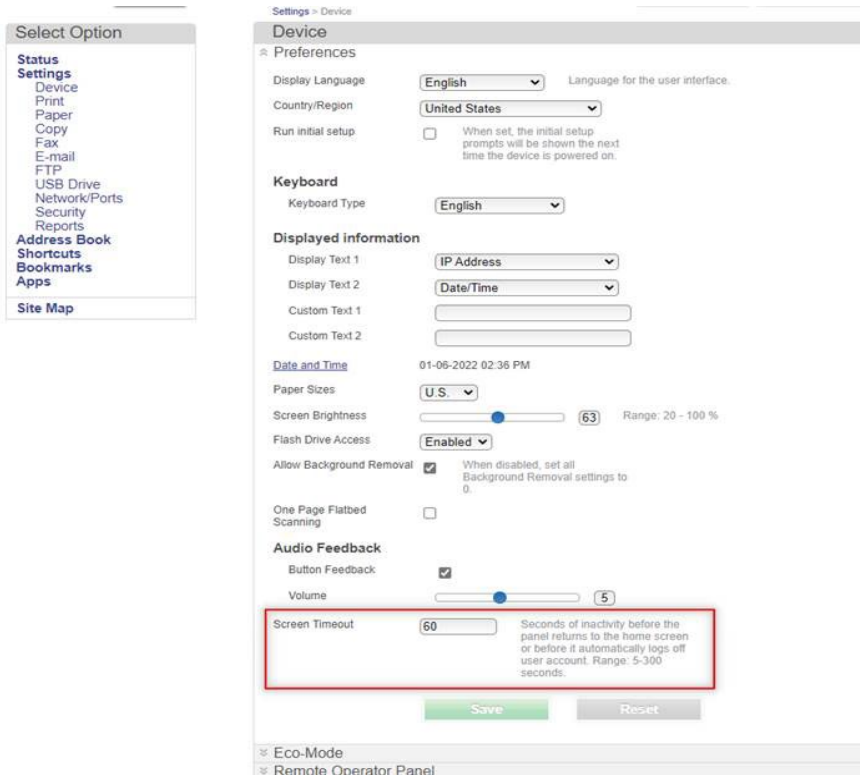
## Sharp Workgroup Desktop A4 MFP Model Setup (MX-Cx07, MX-C357F, MX-B427, MX-B467, MX-Bxx7 Series)

See the list of [supported Sharp A4 MFPs](#). To install and configure each A4 MFP to support Synappx Go No Login use:

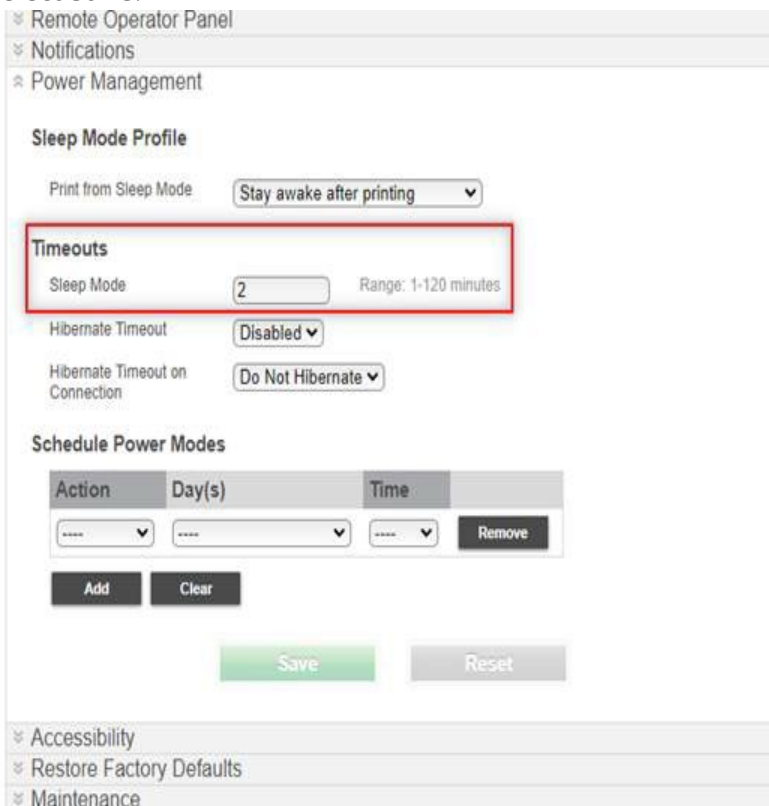
1. Download the **Synappx Go-No Login.fls** from [the Sharp app download site](#).
2. From browser, navigate to `http://<MFP_IP_ADDRESS>` e.g., `http://172.27.0.1`
3. From the left side menu, select **Apps**.
4. Expand **Installed Apps** section, select **Install an app**.
5. Select **Browse**, navigate to the Synappx Go – No Login.fls file), select **Open**.
6. Select **Install**.



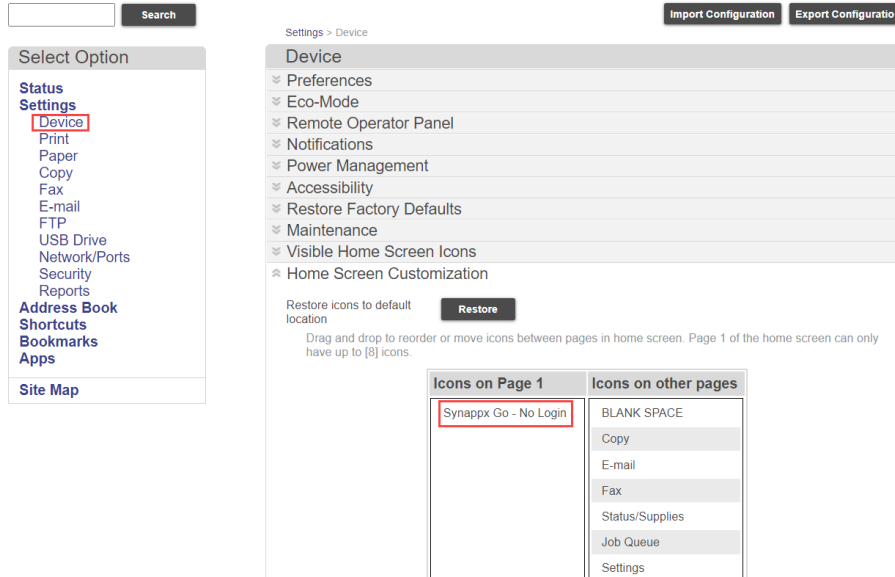
7. From the MFP embedded web page, Select **Device** in **Settings** section.
8. Under Device Settings, expand **Preferences** section.
9. Set **Screen Timeout** to appropriate value in seconds. Range is 5 to 300 seconds.
10. Select **Save**.



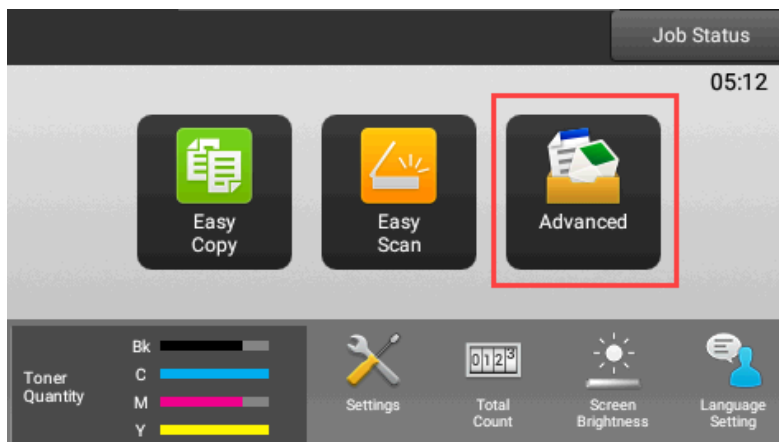
11. Expand **Power Management** section.
12. Set **Sleep Mode** to appropriate value in minutes. Range is 1 to 120 minutes.
13. Select **Save**.



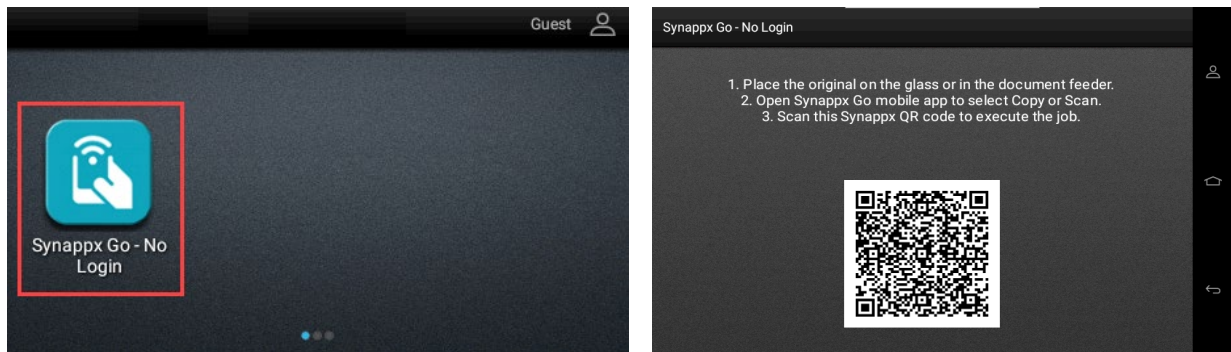
14. Expand **Home Screen Customization** section.
15. Drag **Synappx Go - No Login** from **Icons on other pages** column to **Icons on Page 1** column.
16. Select **Save**.



17. To launch the application, from the MFP home screen select **Advanced**.



18. Select **Synappx Go - No Login** application icon and the QR code will be shown for the Synappx Go user to capture from the mobile app to start scan to email and copy.

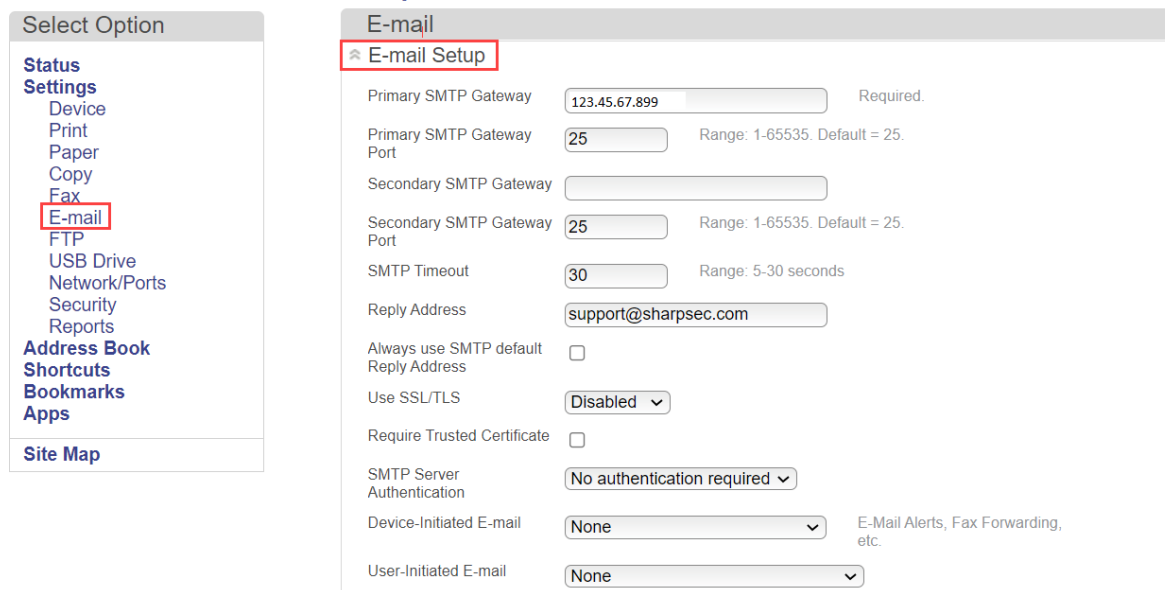


- Note: If you are installing a new version of the embedded app, uninstall the previous version before installing new version.

## Configure Scan E-mail Settings

To send scan emails from the A4 model, configure the MFP SMTP settings.

1. From browser, navigate to [http://<MFP\\_IP\\_ADDRESS>](http://<MFP_IP_ADDRESS>) e.g., <http://172.27.0.10>
2. From the left side menu, select **E-mail** under **Settings** section.
3. Expand **E-mail Setup** section.
4. Ensure appropriate E-mail SMTP fields are configured for your environment.



## Configure Scan Email Sending Use with Office 365 SMTP Server

If using Office 365 as the SMTP server:

1. To enable account for SMTP, login to **admin.microsoft.com**.
2. Select **Users > Active Users**, then select user account that will be used for SMTP authentication.
3. On the right-hand side pane, select **Mail** tab.
4. Under **Email apps** section, select **Manage email apps**.
5. Select **Authenticated SMTP** and **Save changes**.
6. Browse to device embedded web pages.
7. From the left side menu, select **E-mail** under **Settings** section.
8. Expand **E-mail Setup** section.
9. Set the values as follows:
  - a. Primary SMTP Gateway: smtp.office365.com
  - b. Primary SMTP Gateway Port: 587
  - c. Reply address: <Office 365 email address of account enabled for Authenticated SMTP>
  - d. Use SSL/TLS: Required
  - e. SMTP Server Authentication: Login / Plain
  - f. User-Initiated E-mail: Use Device SMTP Credentials
  - g. Device Userid: <Office 365 email address of account enabled for Authenticated SMTP>
  - h. Account Password or App Password: <app password> See Appendix for details on obtaining a Microsoft 365 or Google app password if applicable.

## Synappx Go Free Version User Experience

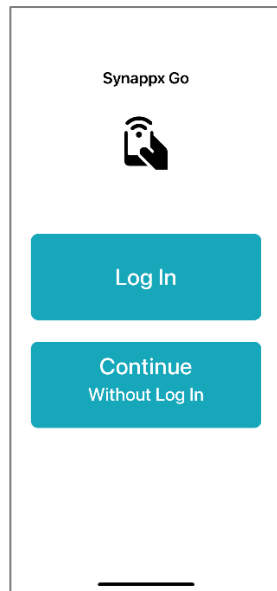
As an alternative to the more fully featured application, users have an option to use the app without a license offering limited MFP features—scan to email and copy. Both the licensed and non-subscription version of Synappx Go are available from the same Synappx Go mobile app downloaded from the Apple App Store or Google Play site.

Before using the free version of Synappx Go, ensure the Sharp MFP you will use has been configured to support this feature. You should be able to select the Synappx Go – No Login icon from the MFP. See details below for more information.

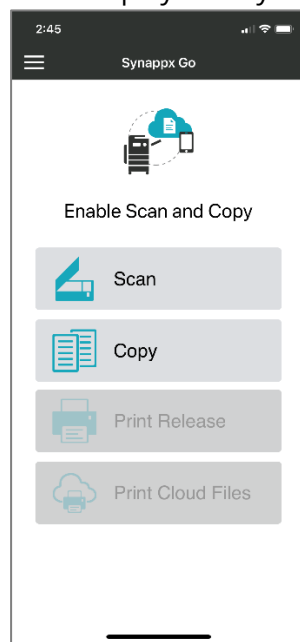
To use the Synappx Go free version:

1. Download the Synappx Go iOS or Android app from the Apple or Google app stores.
2. Select **Continue Without Log In**.





3. Agree to the End User License Agreement.
4. The Home screen is displayed on your mobile.



## Scan Features

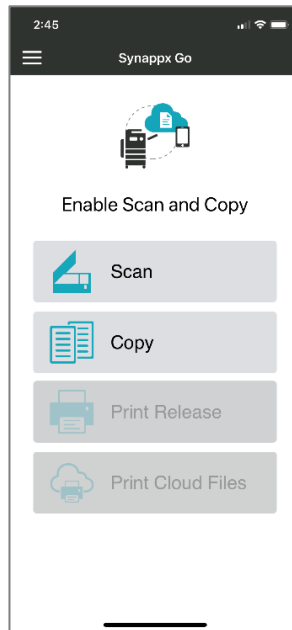
With this No Login scan feature, you can:

- Scan to Me (scans to your email)
- Scan to Email addresses
- Scan to Favorites (pre-set email groups)

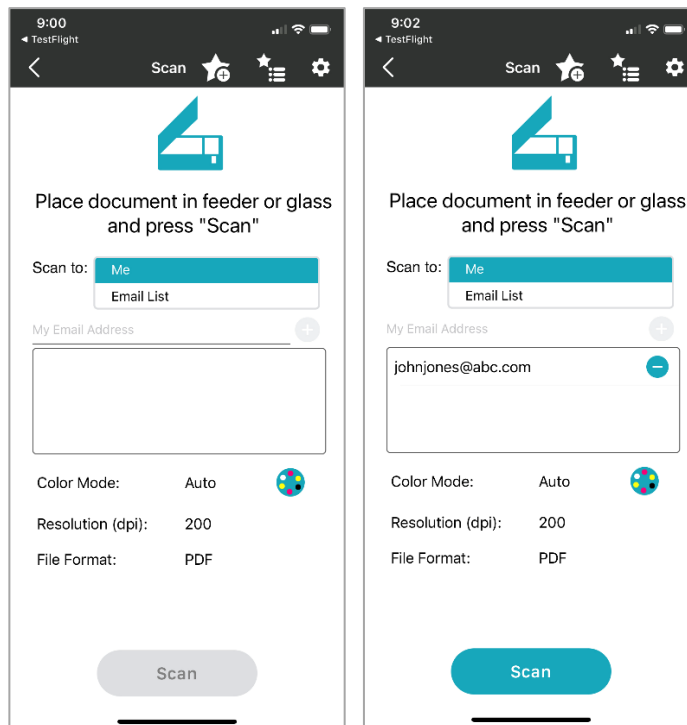
For time savings, you can optionally set up the following before using Scan.

**Scan to Me** set up:


1. Select **Scan**.

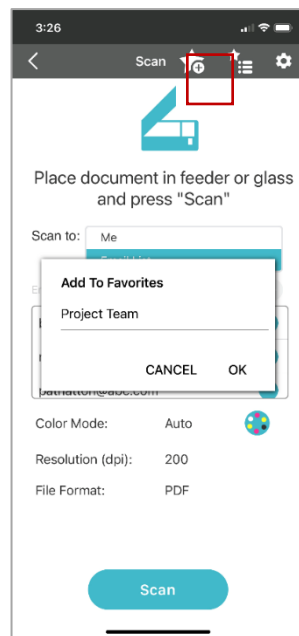


2. To set up Scan to Me, enter your email address in the field above the box and select **+** to save into the box. To later change the address, delete **-** the existing email, enter a new email and select **+**.



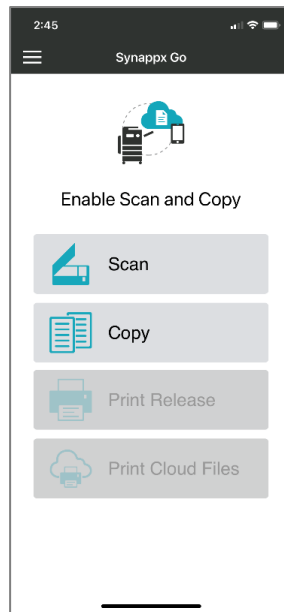
**Scan to Favorites** set up:

1. Select **Scan** from home page.
2. You have two choices to save Favorites:
  - a. Select **Scan to Email List**, enter an email address and press **+** to add to the email list box. Repeat as needed to add up to ten email addresses. Change scan settings if desired.
  - b. Or, select **Scan to Me**, enter your email, press **+** and modify scan settings.
3. Select the **Star+**  icon at the top of the page. Enter a favorite group name and press **OK**. The favorite list will be selectable each time you scan. You can add up to five favorites. **Note: Make sure to enter the email addresses and scan settings before selecting the Star.**

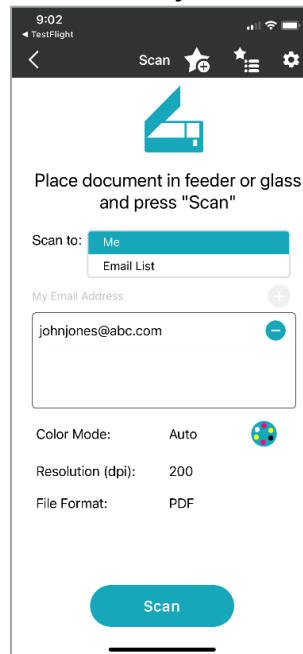



## Scan Use

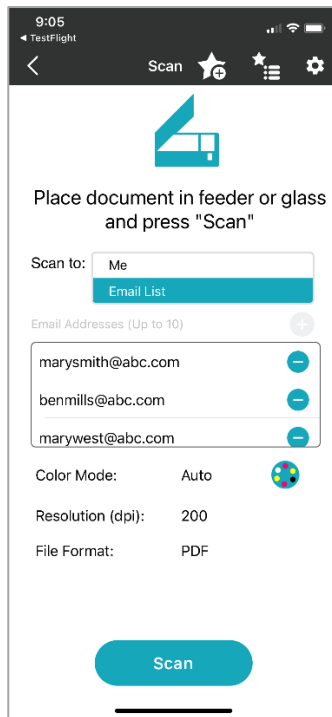
1. Place the document to scan in the MFP feeder or place a single page on the glass.
2. Select **Scan**.






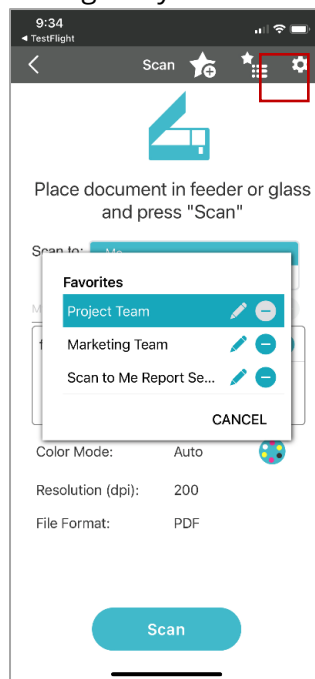
3. Select a scan destination (one of the following options).
  - a. For Scan to Me (sends to you with current scan settings).




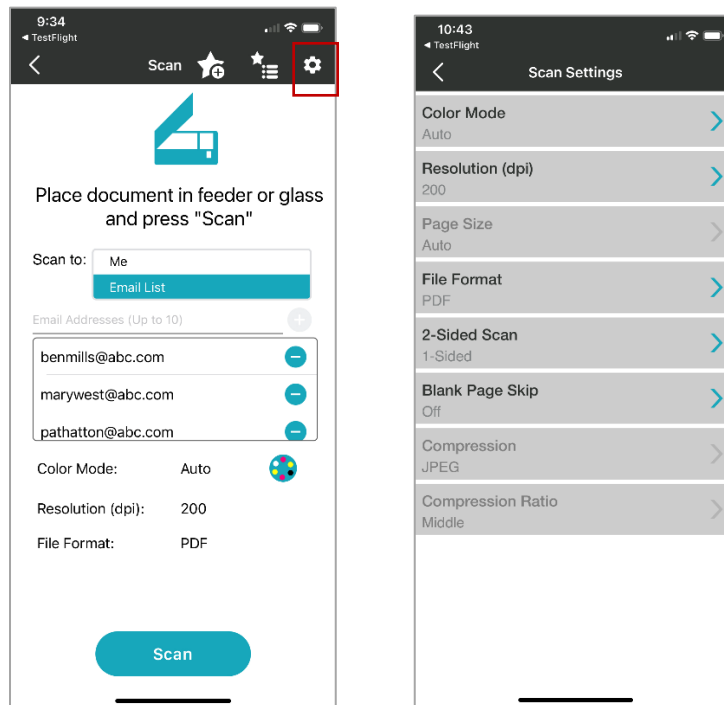
- b. For ad hoc Scan to Email List, **enter each email and press**  to add to list. If you have provided access to your mobile contacts, names matching your typing will be shown as you type.



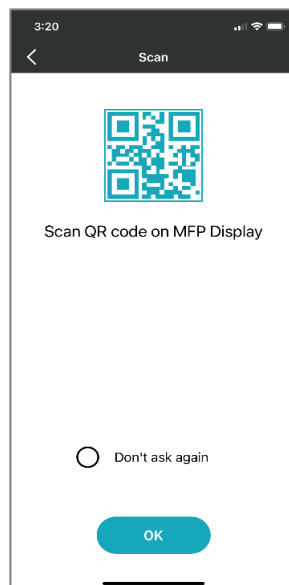
- c. For pre-defined Favorites, select the **Favorites selection icon**  at the top of the page and select the **Favorite** selection to use for scanning. Note: You can delete a Favorite list by selecting the . You can also edit and Save changes to your Favorite collections by selecting the **Pen** icon  for that Favorite. Make sure to **Save** changes if you are editing.



4. Check the scan settings and, if desired, touch the default scan settings to select another option. Optionally, you can also select the gear icon  in the upper right corner to view and change any of the supported scan settings. Note: Some settings are only available in the full licensed version.



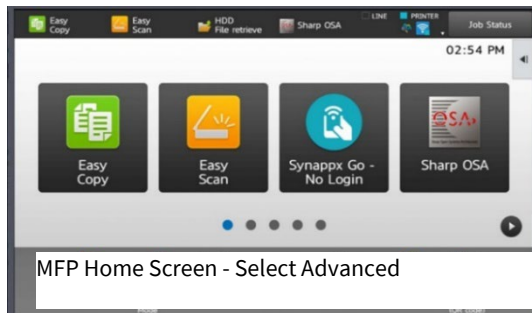
5. Select **Scan**.
6. You are prompted to scan the Synappx QR code on the MFP front panel. Press **OK** on that page and your camera will automatically open (note: the first time, you will be asked to allow the Synappx Go app to access your camera).



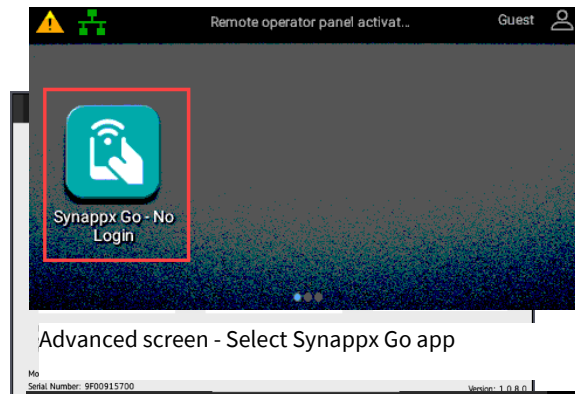
- Point your phone at the Synappx QR code. Depending on the MFP model, you may have to select the **Synappx Go - No Login** button or **Advanced** button, then **Synappx Go - No Log in** button on the front panel before the QR code is displayed. Note: Some models can be configurable so the Synappx QR codes can be shown on the MFP home screen (with no touch required). Refer to the support site for supported model list. Updating to the latest firmware is always recommended for optimal functionality and security.

#### On Supported Sharp A4 Models

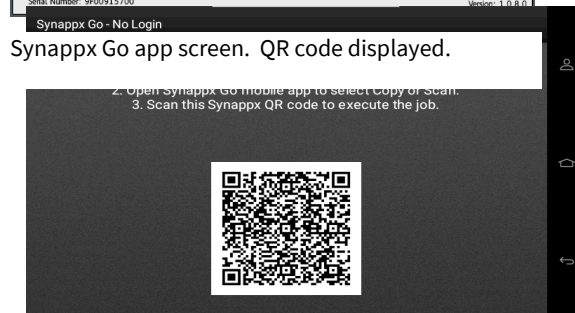
#### On Supported Sharp A3 Models



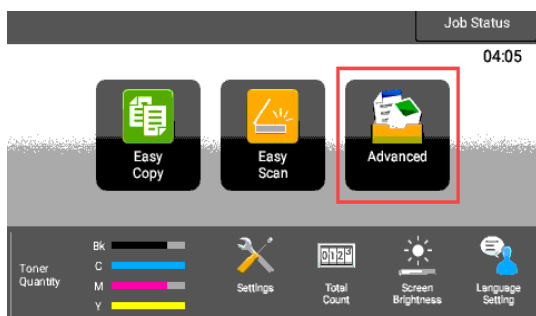
MFP Home Screen - Select Synappx Go



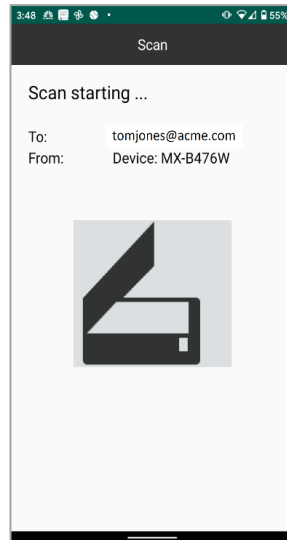
Advanced screen - Select Synappx Go app



Synappx Go app page – QR code displayed



- When the mobile camera captures the Synappx QR code image, MFP scanning starts and you will see a scan success screen on your mobile. The MFP front panel will also show the status. Email with scan attached is sent from the MFP. The app returns to the home page. Note: You need to scan the QR code again if you want to scan another job.



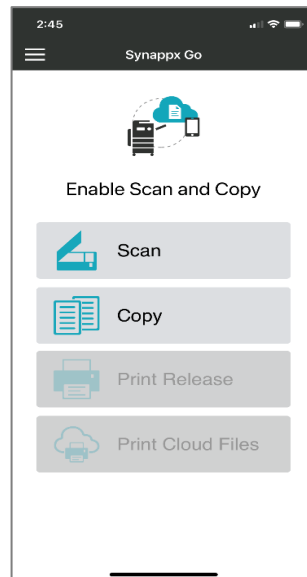
Synappx Go mobile app – Ready for scan screen

## Copy Features


There is no pre-defined set up for the Copy feature.

## Copy Use

1. Place the document to copy in the MFP feeder or place a single page on the glass.
2. Select **Copy**.



Synappx Go mobile app home screen – Scan/ Copy selection

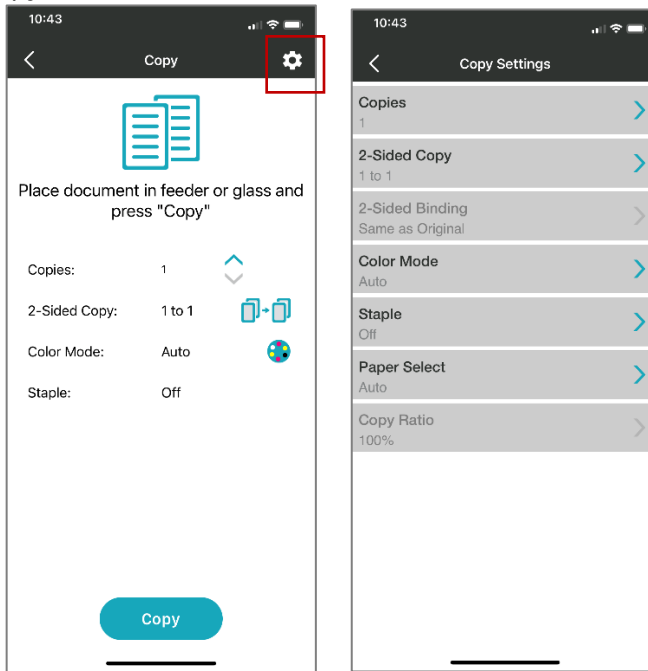
3. Check the copy settings and, if desired, touch the default copy settings to select another option. Optionally, you can also select the gear icon  in the upper right corner to view



and change any of the supported copy settings. Note: Some settings are only available in the full licensed version.

Available options include:

- Number of copier
- 2-Sided copy settings
- Color mode settings
- Staple
- Paper select
- Copy ratio



Synappx Go mobile app– Settings icon and copy settings screen

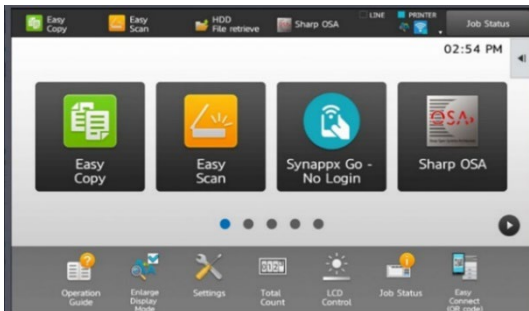
4. Select **Copy**.
5. You are prompted to scan the Synappx QR code on the MFP front panel. Press **OK** on that page and your camera will automatically open (note: the first time, you will be asked to allow the Synappx Go app to access your camera).



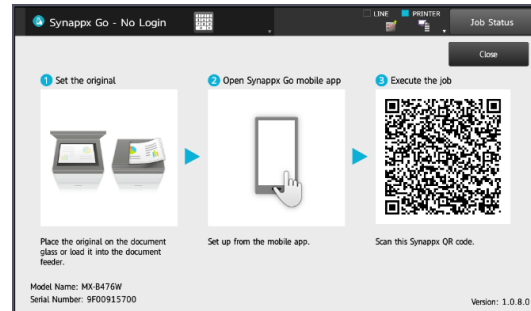
Synappx Go mobile app– Scan QR code instruction

- Point your phone at the MFP Synappx QR code. Depending on the MFP model, you may have to select the **Synappx Go – No Login** button or **Advanced** button, then **Synappx**

**On Supported Sharp A3 Models**



MFP Home Screen - Select Synappx Go

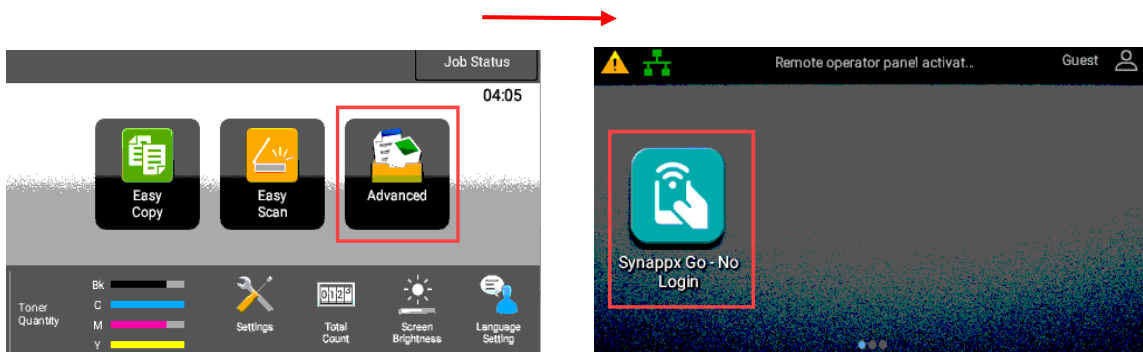


Synappx Go app screen. QR code displayed.

**Go – No Login** button on the front panel before the QR code is displayed. Note: In the

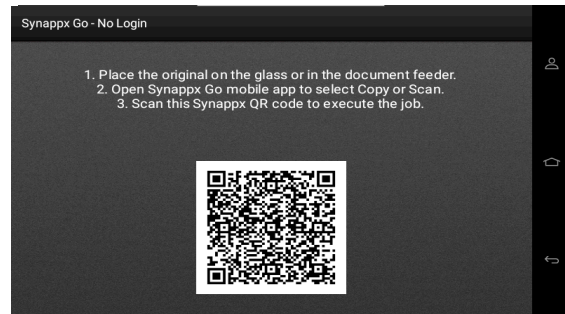
**On Supported Sharp A4 Models**

future, some models will be configurable so QR codes can be shown on the MFP home screen (with no touch required).



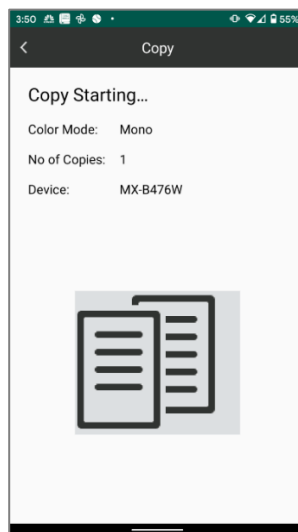
MFP Home Screen - Select Advanced

Advanced screen - Select Synappx Go app



Synappx Go app page – QR code displayed

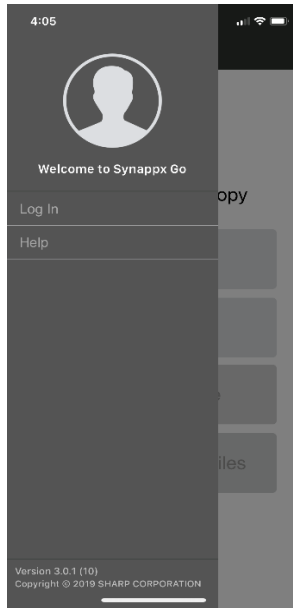
7. When the mobile camera captures the QR code image, MFP will start to copy and you will see the success screen. The app returns to the home page. Note: You need to scan the QR code again if you want to copy another document.



Synappx Go app – Copy starting screen

## Upgrading to Licensed Synappx Go App

You can easily upgrade from the unlicensed version to the more featured, licensed Synappx Go app once you have a license and your Admin has completed the full Synappx Go system configuration. After that Admin set-up, simply go to **Settings** (upper left corner) and select **Log In**.



Synappx Go app – Settings screen

You will be prompted to enter your normal user log in credentials. Once confirmed, you will have access to full Synappx Go features. See [Synappx Go User Guide](#) for details.

## Appendix

If setting up the Sharp MFP with SMTP email to send scans, the following are directions for how to acquire the app password.

### Generate App Password (Microsoft 365)

1. Your Microsoft 365 account must have multi-factor authentication set to enforced.

<input type="checkbox"/>	John Doe	JohnD@xxxxxx.com	Disabled
<input type="checkbox"/>	Service Acct	Serviceacct1@xxxxx.com	Enforced
<input type="checkbox"/>	David Smith	DavidS@xxxxx.com	Disabled
<input type="checkbox"/>	Linda Brown	LindaB@xxxxx.com	Disabled

- a. Select **service settings**, select **Allow users to create app passwords to sign in to non-browser apps**.

# multi-factor authentication

## users service settings

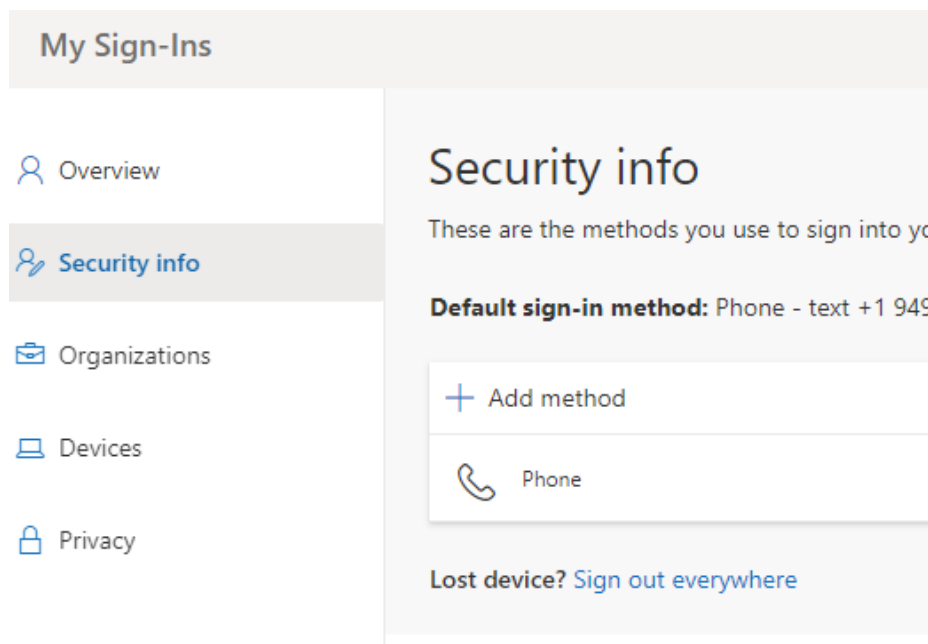
app passwords [\(learn more\)](#)

- Allow users to create app passwords to sign in to non-browser apps
- Do not allow users to create app passwords to sign in to non-browser apps

trusted ips [\(learn more\)](#)

- Skip multi-factor authentication for requests from federated users on my intranet

2. Request an App Password from your Microsoft 365 account.
  - a. Sign into your work account and then go to your My Account page.
  - b. Select **Security info** from the left navigation pane or from the link in the **Security info** block, and then select **Add Method** from the **Security info** page.



- c. On the **Add a method** page, select **App password** from the list, and then select **Add**.

## Add a method



Which method would you like to add?

- d. Type the name of the app that requires the app password and then select **Next**.

## App password



Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

AbCdeFGh

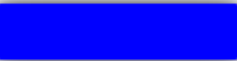

- e.
- f. Copy the text from the **Password** box, paste the password in the password area of the app and then select **Done**.

# App password



App password was successfully created. Copy the password to clipboard and paste into your app. Then return here and choose 'Done'

**Name:**  
BST MFPs

**Password:**  
 

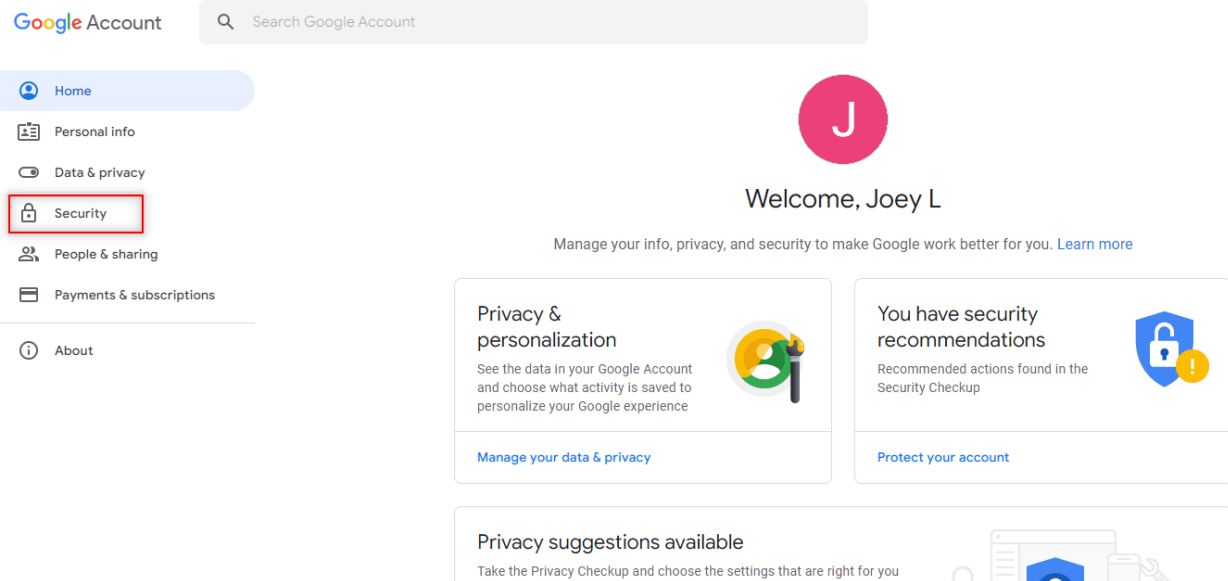
Note: Keep this password in a safe place. It will not be shown again.

[Back](#) [Done](#)

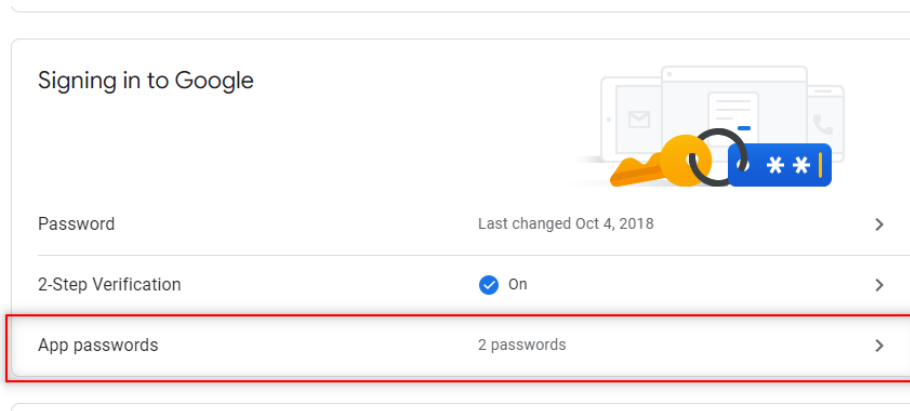
g. App password can be deleted if no longer needed.

## Configure use with App Password (Google)

1. Request an App Password from you Google account. Your Google account must have 2-step Verification enabled.
  - a. Select your user profile icon.
  - b. Select **Manage your Google Account**.
  - c. Select **Security**.



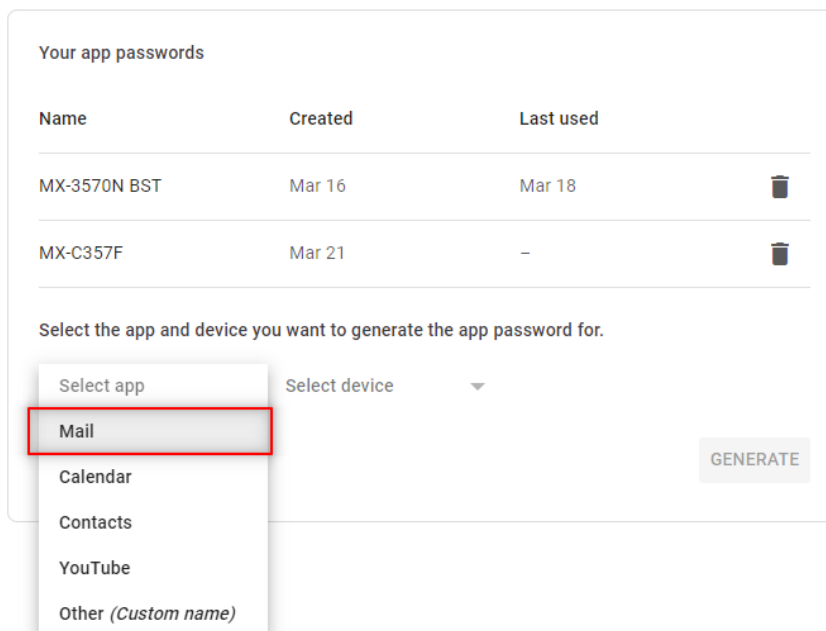
d. In the **Signing in to Google** block, select **App Password**.



e. Select app of **Mail**.

## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)





f. Select device of **Other (Custom name)**, type a name and then select **Generate**.



## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

Your app passwords

Name	Created	Last used	
MX-3570N BST	Mar 16	Mar 18	
MX-C357F	Mar 21	-	

Select the app and device you want to generate the app password for.

Select app ▼

- Select device
- iPhone
- iPad
- BlackBerry
- Mac
- Windows Phone
- Windows Computer
- Other (Custom name)

GENERATE

- g. App password will be shown, save App Password.
- h. App password can be deleted if no longer required.

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**S Y N A P P X**™



For more information, visit the [Synappx support site](#).

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