SAMSUNG CLOUD PRINT AGENT

User's Guide

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User's Guide Information

This user's guide describes how to use **Samsung Cloud Agent**. Both beginners and experts can utilize this user's guide as a guide in installation and use of the product.

Syntax

The syntax conventions used in this user's guide are listed in the table below.

Syntax	Description	Example
Bold	Bold type is used on displayed characters or on the name of control panel buttons.	**Start**> **Programs**
Reference	Provides additional information and detailed specifications for the product's functions and features.	Cannot log on without a Samsung account.
Precaution	Provides information to prevent mechanical damages or malfunctions of the product.	If **Samsung Cloud Agent** and **Scan to Samsung Cloud** are installed, you must delete the apps and then install **Samsung Cloud Agent**. Otherwise, your system may not work properly.

Syntax	Description	Example
("See")	Directs you to the reference page for additional information.	(See "Installing Samsung Cloud Agent" on page 7)

Additional Information

You can find the necessary information from the following sources.

Item	Meaning
Target Users	This manual is intended for network users and administrators who have knowledge of the following items for printing. • Scanning using Samsung products • Network Protocol-Proxy, DNS • **Samsung Cloud** Service
Reference	• **SyncThru™ Web Admin Service:** It is useful for the network administrators to manage multiple products at the same time. This program is only for network models (http://samsungprinter.com).
Product Support Information	Please contact Samsung printer services http://www.samsungprinter.com
Compatible Devices	Please visit the website below. https://www.samsungcloudprint.com/

User's Guide Information

Terminology

Terminology	Meaning
LUI	• Local user interface • Indicates the letters shown on the display screen of the control panel.
SWS	This means SyncThru™Web Service. SyncThru™Web Service is one of the useful network programs offered by Samsung. It is a web server in which users can set up various network environments. Both administrators and users can easily manage and maintain the product by using this program.
USB	The USB memory device offers a wide range of memory capacities as well as additional space to store or carry documents, presentations, music and video files, high-resolution photos, and others.

1. Installing and Uninstalling Samsung Cloud Agent

This section provides information on installing and uninstalling **Samsung Cloud Agent**.

Some models may have different steps to install and uninstall.

Installing Samsung Cloud Agent

You can install **Samsung Cloud Agent** using the **SyncThru™ Web Service**.

Installation using SyncThru™ Web Service

Install **Samsung Cloud Agent** using **SyncThru™ Web Service** according to the following steps.

1 Check that the network cable is connected to the product. If not, connect a standard network cable to the product.

2 Start a Web browser such as Internet Explorer, Safari or Firefox, and enter the product's IP address.

3 Log on with an administrator account by clicking Login in the upper right corner of the **SyncThru™ Web Service** website.

4 Please select **Maintenance** from the main menu.

5 Select the **Application Management** > **Application**.

6 Select **Add** > **Browse**.

7 Select the .par file you wish to install, and select **OK**.

8 If there is terms and conditions, check the terms by selecting View **EULA** and select **I agree**, and then select **OK**.

9 When the installation is complete, click **OK**.

10 Select the **Application Management** > **Application**.

11 You can check that the installation is complete from the list of applications.

Installation using a USB memory device

Install **Samsung Cloud Agent** using a USB memory device.

> The following steps may differ depending on the product.

1 Select **Machine Setup** > **Others** > **Application Management** on the product display screen.

2 Log on with an administrator account.

3 Connect the USB memory device that contains the **Samsung Cloud Agent** installation file to the device.

4 Once the product recognizes the USB memory device, the **Install** button is activated.

5 Click **Install**.

6 Select the **Samsung Cloud Agent** installation file.

Installing Samsung Cloud Agent

7 When the pop-up screen appears, select **I agree** and click **OK**.

8 Installation of **Samsung Cloud Agent** begins. After the installation is complete, click **OK**.

9 Select **Machine Setup** > **Others** > **Application Management** on the display screen, and you can verify from the list that the installation is complete.

Uninstalling Samsung Cloud Agent

Uninstalling by using SyncThru™ Web Service

Uninstall **Samsung Cloud Agent** according to the following steps.

1 Check that the network cable is connected to the product. If not, connect a standard network cable to the product.

2 Start a Web browser such as Internet Explorer, Safari or Firefox, and enter the product's IP address.

3 Log on with an administrator account by clicking Login in the upper right corner of the **SyncThru™ Web Service** website.

4 Please select **Maintenance** from the main menu.

5 Select the **Application Management** > **Application**.

6 Select **Samsung Cloud Agent**.

7 Click **Delete**.

8 When the delete screen appears, click **OK**.

9 Click **OK** in the confirmation window when the deletion is complete.

Uninstalling from the display screen

Uninstall **Samsung Cloud Agent** according to the following steps.

 The following steps may differ depending on the product.

1 Select **Machine Setup** > **Others** > **Application Management** on the product display screen.

2 Log on with an administrator account.

3 Select **Samsung Cloud Agent**, and click **Uninstall**.

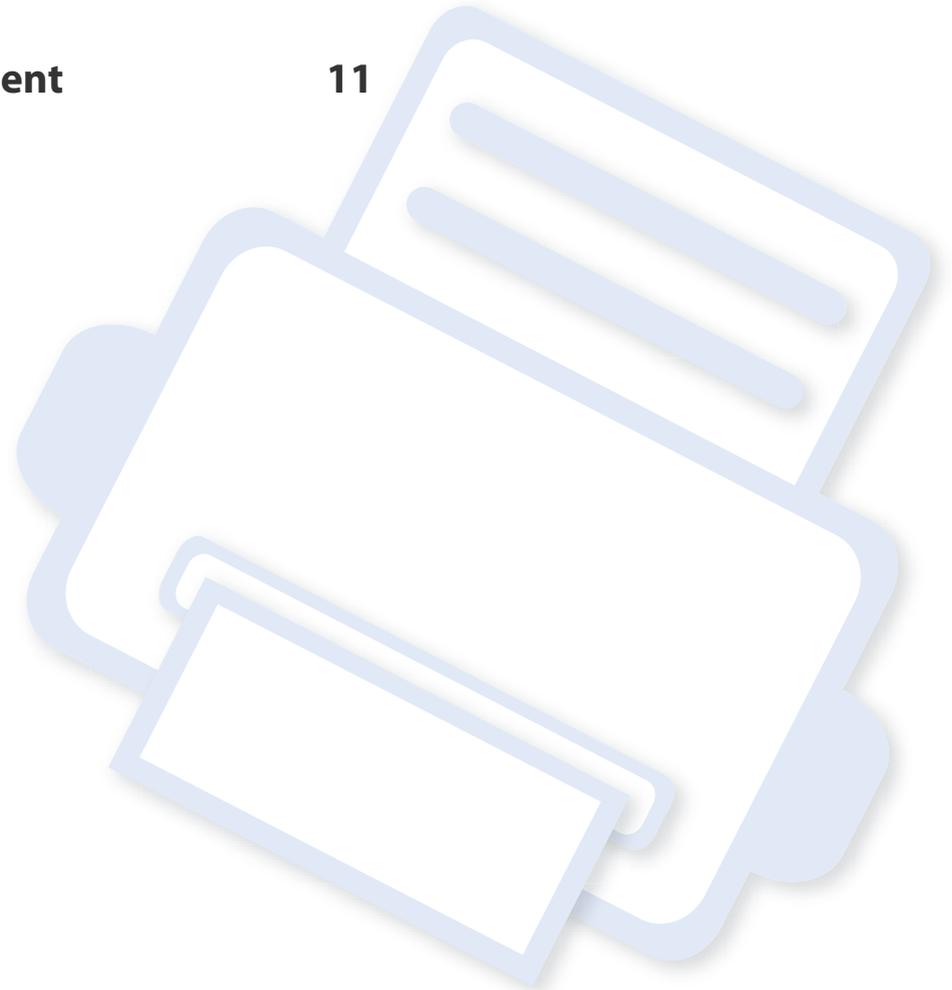**4** Click **Yes** in the pop-up window.

2. Getting Started

This section provides basic information on the use of **Samsung Cloud Agent** and the requirements that must be met to use **Samsung Cloud Agent** on a network.

Introduction to Samsung Cloud Agent

Samsung Cloud Agent is a solution that is built on Samsung's open platform, **XOA** (Xtensible Open Architecture). The main objectives of the **Samsung Cloud Agent** are as follows.
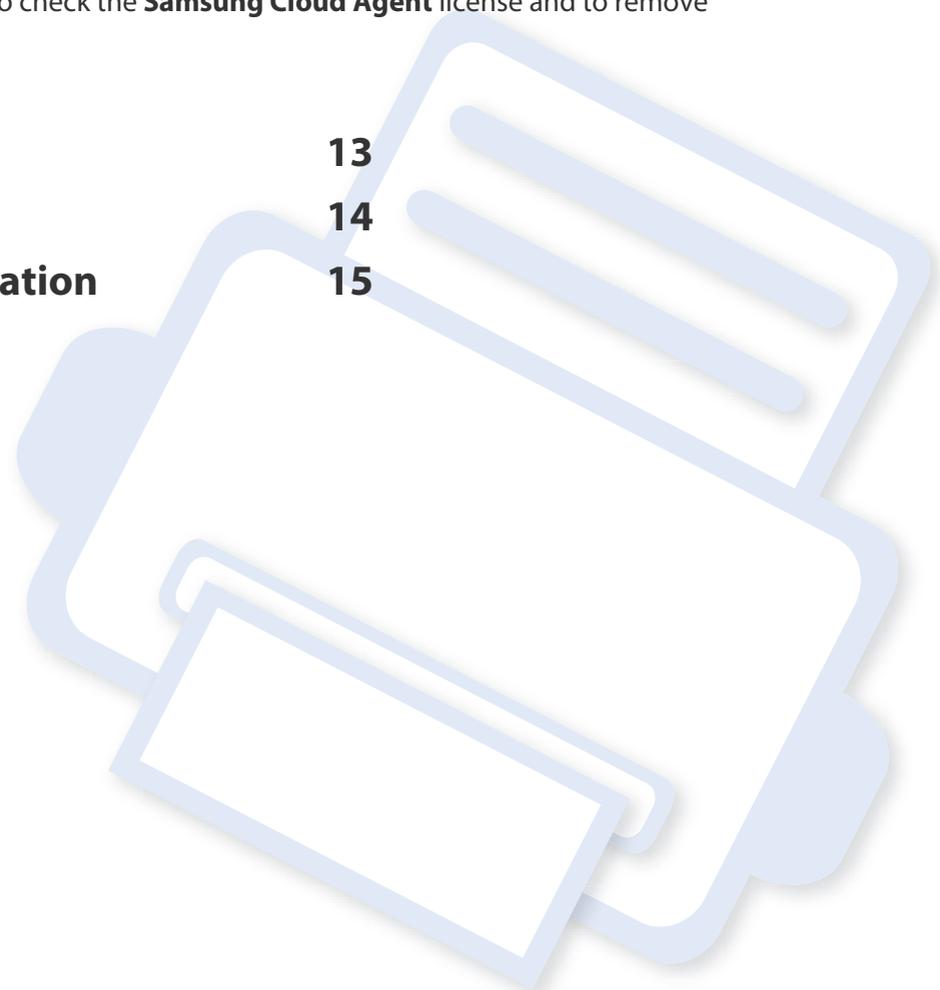
- Promote **Samsung Cloud Print** service

- Print documents sent from **Samsung Cloud Print**

- Initialization of the user connected to the device

- Scan and send to **Samsung Cloud**

3. Checking Licenses Manually

This section describes the conditions which must be met to check the **Samsung Cloud Agent** license and to remove your connection information.

Requirements

The following conditions must be met to check the **Samsung Cloud Agent** license and to remove your connection information.

- The product must be able to connect to the **Samsung Cloud** server.

    - The product must be connected to the Internet.

    - DNS must be set in the product.

    - If the network is using a proxy, **SyncThru™ Web Service** > **Settings** > **Network Settings** > **Proxy** must be configured in the proxy.

- To access the **Samsung Cloud Agent** setup menu, you must log on with an account that has administrator rights.

Checking Licenses Manually

You can check the license status by using the manual verification of the setup menu.

1   Check that the network cable is connected to the product. If not, connect a standard network cable to the product.

2   Start a Web browser such as Internet Explorer, Safari or Firefox, and enter the product's IP address.

3   Log on with an administrator account by clicking Login on the upper right corner of the **SyncThru™ Web Service** website.

4   Select **XOA** > **Samsung Cloud Agent**.

5   Select **Print** from the menu on the left side.

6   Click the **Manually** verification button.

Removing User Connection Information

You can remove all user information associated with **Scan to Samsung Cloud** using the remove user connection information function.
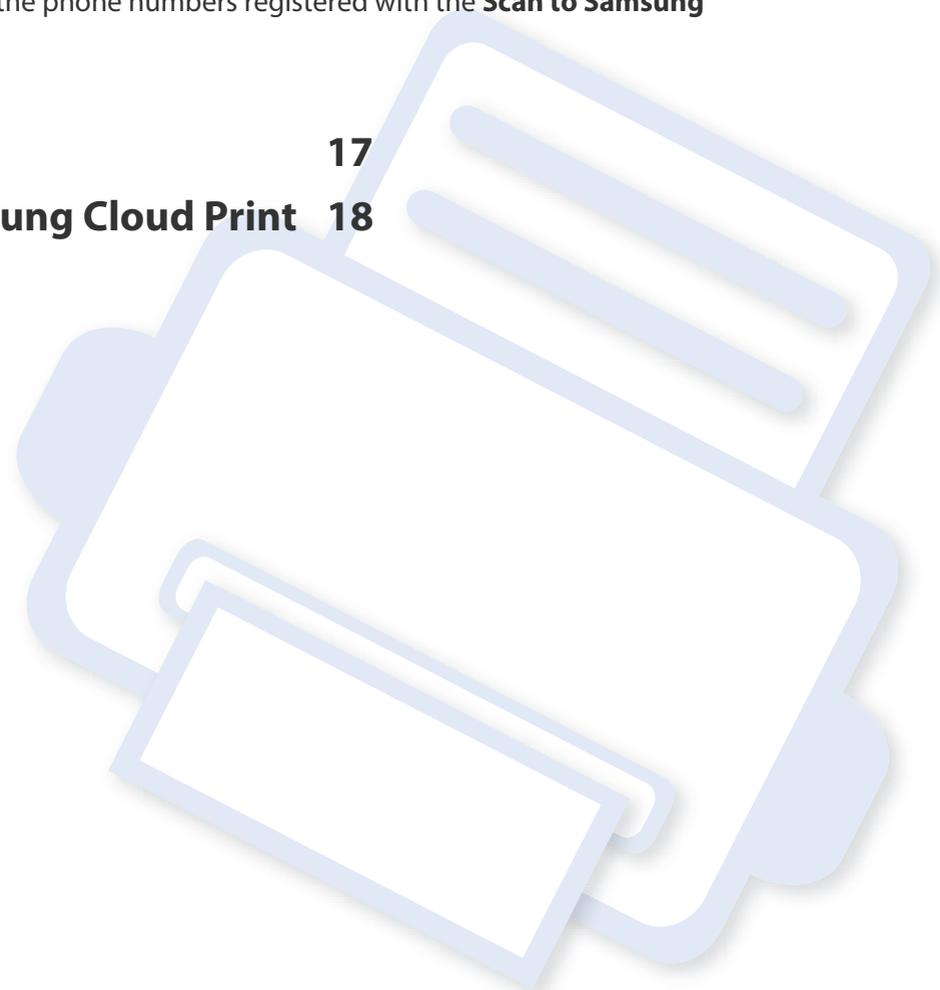
1   Check that the network cable is connected to the product.

If not, connect a standard network cable to the product.

2   Start a Web browser such as Internet Explorer, Safari or Firefox, and enter the product's IP address.

3   Log on with an administrator account by clicking Login on the upper right corner of the **SyncThru™ Web Service** website.

4   Select **XOA** > **Samsung Cloud Agent**.

5   Select **Print** from the menu on the left side.

6   Click the **Remove Now** button.

4. Scanning and Sending via the Phone Number

This section provides information on sending scans using the phone numbers registered with the **Scan to Samsung Cloud** menu.

Requirements

To send a scan using the phone number on the **Scan to Samsung Cloud**, the following conditions must be met.

- The product must be able to connect to the **Samsung Cloud** server.

    - The product must be connected to the Internet.

    - DNS must be set in the product.

    - If the network is using a proxy, **SyncThru™ Web Service** > **Settings** > **Network Settings** > **Proxy** must be configured in the proxy.

Scanning and Sending to the Samsung Cloud Print

You can scan images and store in the **Samsung Cloud Print**.

1 Insert all original papers into the source feeder with the front facing up or place a piece of the original paper on the scanner glass with its front facing down.

2 Click **Samsung Cloud** on the product display home.

3 Enter the recipient's country code and phone number.

4 Enter the sender's information.

> Sender information is for the recipient to identify the sender of the document. The default string is entered, and the user may edit this information. Up to 45 characters can be entered.

5 Enter a file name to save the scanned data.

> You can set the file name from the SyncThru™ Web Service. Open a web browser on a networked computer, and enter the IP address of the product. When SyncThru™ Web Service is opened, click **Settings** > **Machine Settings** > **Scan to Samsung Cloud** > **File Name**.

6 Click the **Start** button to scan and save the scanned files to the **Samsung Cloud** server.

> A confirmation window appears if the user is not registered in the **Samsung Cloud Print**. Select works in progress or completed.

5. Troubleshooting

This section describes how to troubleshoot if a problem occurs.

Common Problems

This section contains answers to common questions that you may have while using **Samsung Cloud Agent**.

Condition	Troubleshooting
The uploaded file on the Samsung Cloud is not printing.	Check if the license status is valid. (See "Checking Licenses Manually" on page 14)

License status is displayed as disconnected.	Check your network connection.
	
	• The product must be able to connect to the **Samsung Cloud** server.
	  - The product must be connected to the Internet.
	  - DNS must be set in the product.
	  - If the network is using a proxy, **SyncThru™ Web Service** > **Settings** > **Network Settings** > **Proxy** must be configured in the proxy.

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