Operating Instructions

# Application Site

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# How to Read This Manual

## Symbols Used in the Manuals

This manual uses the following symbols:

**Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

**Note**

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

**Reference**

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[ ]

Indicates the names of keys on the machine's display or control panels.

# Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

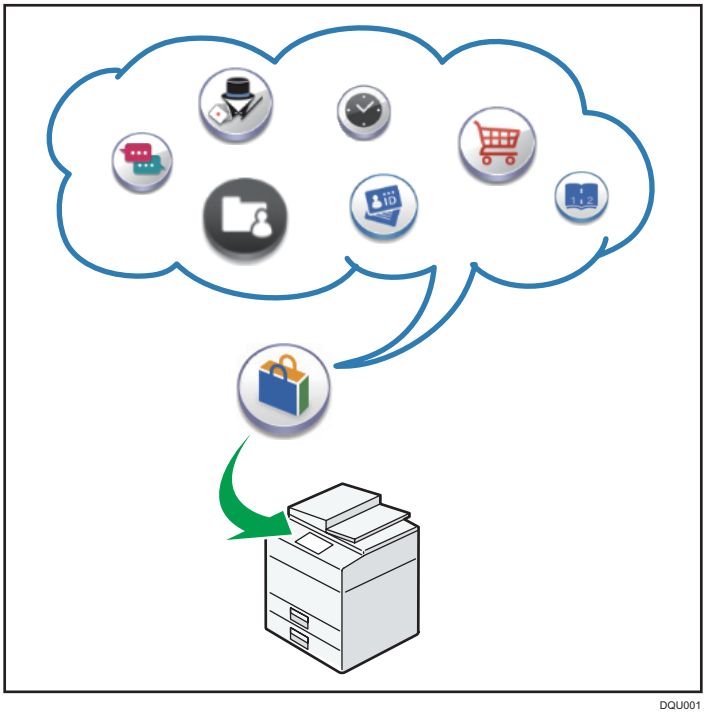
## Notes

Contents of this manual are subject to change without prior notice.

Some illustrations in this manual might be slightly different from the machine.

# What You Can Do on the Application Site

You can download from the Application Site useful applications that allow you to more conveniently utilize various office equipment such as copiers and printers.



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**What You Can Do on the Application Site**

- Download and install applications on devices
- Update the application that has already been installed on the device
- Uninstall an application that is no longer necessary on the device

# Before Accessing the Application Site

## To Display the Application Site

**Important**

- **You cannot access the Application Site from a machine that is not installed with a hard disk drive.**

To Use Application Site, you need to configure an environment to connect to the Internet.

**Configuring an environment to connect to the Internet.**

- In an environment where a proxy server is used, configure the proxy settings as follows:
  - [Screen Features] > [WIRELESS & NETWORKS] > [Proxy Settings]
  - Web Image Monitor > [Device Management] > [Configuration] > [RC Gate Proxy Server]
- DNS Configuration
  - [Machine Features] > [System Settings] > [Interface Settings] > [Network]

**Reference**

- For details about the machine settings, see the manual provided with the machine.
- For details about Web Image Monitor, see Web Image Monitor Help.

## Notes on Backing Up the Application Settings

It is recommended that you create a backup of the settings items for each application using the device's export function in case you need to restore an application that has been installed. For details about the export function, see "Managing Device Information in the machine's Operating Instructions, Security Guide.

# 1. Setting Up



## Configure Settings when Accessing the Site for the First Time

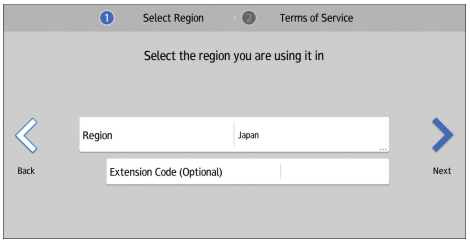
If you are accessing the Application Site for the first time, configure the following settings:

- Specify the region
- Configure the extension code (if necessary)

1. **Press , the [Home] icon, at the bottom of the screen in the center.**
2. **Press , the [Application Site] icon.**

   If , the [Application Site] icon, is not displayed on the Home screen, flick the screen, or press , the Application list, to display the [Application Site] icon (), and then press the icon.

   A confirmation message to update the firmware is displayed if the firmware of the machine needs to be updated to use the Application Site. Follow the instructions on the screen. You can apply the update immediately, or specify the time to apply the update. You can change or cancel the specified time later.
3. **Press [Next].**
4. **In [Region], specify the region in which you are using the machine.**




5. **If you have been notified of the extension code by your sales representative, enter the code in [Extension Code (Optional)], and then press [Next].**

   If you have not been notified of the extension code by your sales representative, press [Next].
6. **Carefully read the terms of service. If you agree to all the terms, select the [I agree with the terms of service] checkbox, and then press [OK].**

**Note**

- A message asking whether to save cookies in the web browser may be displayed while you configure the settings. When this message appears, press [OK] to complete the configuration.

# 2. How to Operate on the Application Site

## Displaying the Application Site



1. **Press , the [Home] icon, at the bottom of the screen in the center.**
2. **Press , the [Application Site] icon.**

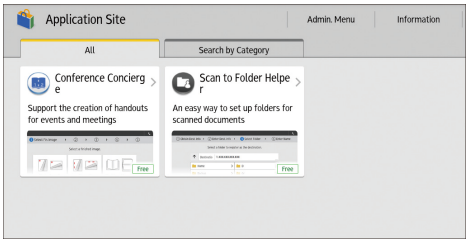
   If , the Application Site icon, is not displayed on the Home screen, flick the screen, or press , the Application list, to display the Application Site icon (), and then press the icon.

   The screen that shows the list of applications is displayed.

   There are two types of application list screens:

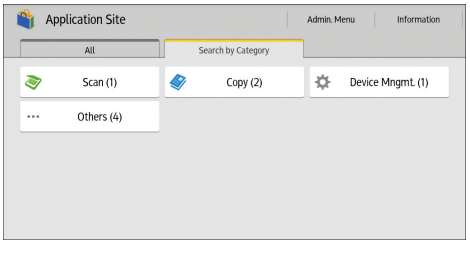
- Show All Applications

  All available applications are displayed in the list. Press the [All] tab to view them on this screen.




- Show the Applications in Separate Categories

  Applications are organized for each function of the machine. Press the [Search by Category] tab to view them on this screen.




**Note**

- To view information such as the server maintenance information of the Application Site, press [Information] that is displayed in the upper right corner of the screen.

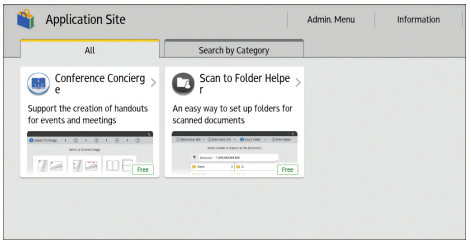
# Installing Applications

The procedure to install applications is described below.

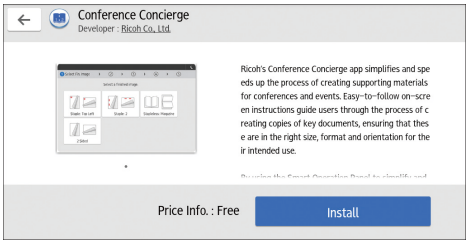
**Important**

- **If administrator authentication is specified, only the device administrator can install applications. To log in to the machine as the machine administrator, see "Administrator Login Method", in the machine's Operating Instructions, Security Guide.**

1. **On the application list screen, select the application you want to install.**




2. **Press [Install].**




A confirmation message to update the firmware is displayed if the firmware of the machine needs to be updated to install the application. Follow the instructions on the screen. You can apply the update immediately, or specify the time to apply the update. You can change or cancel the specified time later.

3. **In the confirmation screen, press [Install].**

Carefully read the terms of service, if available.

Depending on the application, a product key is required. Contact the sales representative of the application.

A message appears when the installation is completed.

4. **Press [Close].**

**Note**

- Depending on the application that is being installed, a message indicating that the application cannot be installed because JavaVM is disabled may be displayed. If this message appears, enable JavaTM Platform under [Extended Feature Settings] in Web Image Monitor.

- The contact information of the installed application is displayed on the screen of each application.

# Updating Applications

The procedure to update applications is described below.

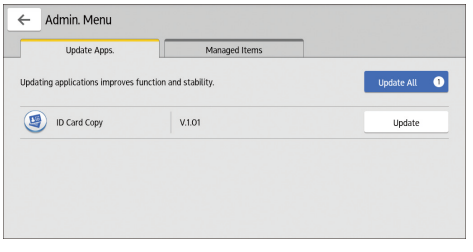
You can update all applications together or select them separately.

**Important**

- **If administrator authentication is specified, only the device administrator can update the applications. To log in to the machine as the machine administrator, see "Administrator Login Method", in the machine's Operating Instructions, Security Guide.**

1. **If updates are available for some applications, a message appears in the upper part of the screen for several seconds when the application list screen is displayed.**

2. **Press [Update].**
3. **Press [Update All] to update all the applications that are displayed. Press [Update] of each application to update only some of them.**




A confirmation message to update the firmware is displayed if the firmware of the machine needs to be updated to perform an application update. Follow the instructions on the screen. You can apply the update immediately or specify the time to apply the update. You can change or cancel the specified time later.

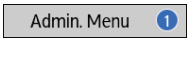
4. **On the confirmation screen, press [Update].**

   A message appears when the installation is completed.

5. **Press [Close].**

**Note**

- The screen in Step 3 may appear even after the message in Step 1 disappears by pressing [Admin. Menu] that is displayed in the upper right corner of the screen. The number of applications that can be updated is displayed to the right of [Admin. Menu].



# Uninstalling Applications

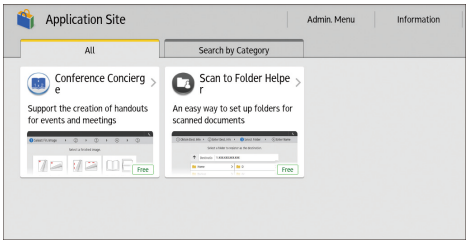
The procedure to uninstall applications is described below.

**Important**

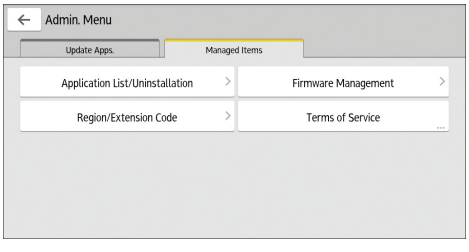
- **If administrator authentication is specified, only the device administrator can uninstall applications. To log in to the machine as the machine administrator, see "Administrator Login Method", in the machine's Operating Instructions, Security Guide.**



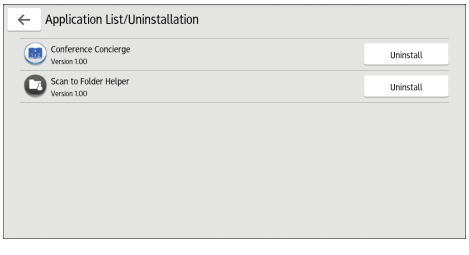
1. **Press [Admin. Menu] in the upper right corner of the application list screen.**




2. **Press the [Managed Items] tab.**
3. **Press [Application List/Uninstallation].**




4. **Press the [Uninstall] button of the application you want to uninstall.**




5. **On the confirmation screen, press [Uninstall].**

   A message appears when the uninstallation is completed.

6. **Press [Close].**

**Note**

- Only the applications that have been installed in the Application Site can be uninstalled.

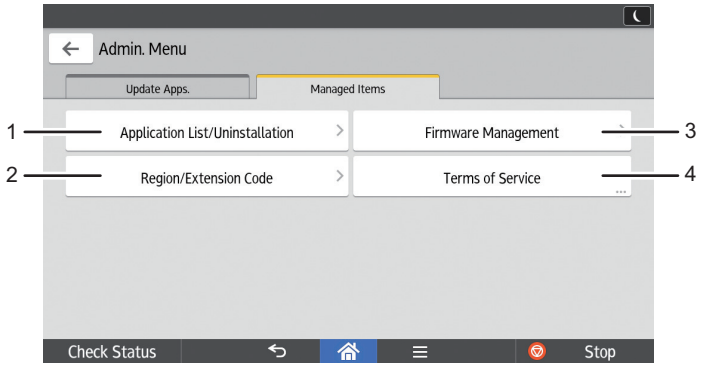
# Managed Items Screen

In addition to uninstalling applications, on the Managed Items screen under Admin. Menu, you can update the firmware, configure the extension code, or confirm the terms of service.



1. **Press [Admin. Menu] in the upper right corner of the application list screen.**
2. **Press the [Managed Items] tab.**

   The Managed Items screen appears.

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1. **[Application List/Uninstallation]**

   On this screen, you can uninstall applications. For details, see page 13 "Uninstalling Applications".

2. **[Region/Extension Code]**

   The same screen as the one displayed when you access the Application Site for the first time appears, and you can configure the extension code again. For details see page 7 "Configure Settings when Accessing the Site for the First Time ".

3. **[Firmware Management]**

   On the screen that will be displayed, you can perform the following operations. Follow the instructions on the screen.

   - [Update Firmware]

     Updates the firmware of the machine. The update can be applied immediately or at the specified time. You can change or cancel the specified time later.

   - [Restore Firmware]

     Reverts the current version of the firmware to the previous version of it.

4. **[Terms of Service]**

   Displays the terms of service for accessing the Application Site.

# When Messages Appear

This section describes the machine's main messages. If other messages appear, follow their instructions.

If a problem occurs, we recommend that you first check the information in the [Information] section of the Application Site. The server maintenance information is described in [Information].



| Message | Cause | Solution |
|---|---|---|
| JavaVM has not been started. Install the application after JavaVM starts. | JavaVM has not been started. | Enable JavaVM Platform under [Extended Feature Settings] in Web Image Monitor. |
| Failed to download the application. | No connection to the installation server can be established. | Check the server maintenance information in [Information]. Also check if the network settings ([DNS Configuration] and [Proxy Settings]) are correctly configured. For the network settings, see page 5 "Before Accessing the Application Site". |
| An error has occurred. Failed to install the application. | | |
| Cannot connect to the server. | | |
| Could not update the firmware. | | |
| A server error has occurred. | An unexpected error has occurred on the server. | |
| The specified page cannot be found. | An error has occurred on the Application Site. | Check the server maintenance information in [Information]. |
| There is insufficient space to store internally. | The available internal storage is insufficient. | Delete unnecessary applications. |
| Could not restore the firmware because the required data does not exist. | The firmware has not been updated from the Application Site. | No recovery can be performed unless the firmware of the machine has been updated from the Application Site. |

# Trademarks

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