

### EdgeXperience Capture Service FAQs

#	Question	Answer
1	Where do I purchase the EdgeXperience Capture Service?	The EdgeXperience Capture Service is available for purchase through standard channels, like any other scanner. For more information, kindly contact your designated Account Manager.
2	What scanners work with this service?	At present, we exclusively offer support for the fi-7300NX scanner. However, we are continuously expanding our list of supported scanners, and we encourage you to revisit us at a later time for updates on our latest supported devices.
3	What types of NFC cards can be used with fi-7300NX?	We offer support for user authentication by reading the following types of NFC cards: FELICA, Type-A (MIFARE), and Type-B.
4	How do I start using the EdgeXperience?	<p>Upon subscribing to the EdgeXperience Capture Service, you will receive an email containing vital information, such as the connection details required to configure your scanner, the URL to access the administrator's webpage for our cloud service, and login credentials for accessing the service.</p> <p>For further details on how to use our service, kindly download the user manual from our website.</p> <p><a href="#">CLICK HERE.</a></p>
5	Where can I download the latest firmware?	<p>To download the most recent firmware for your fi-7300NX scanner, please visit our website. <a href="#">CLICK HERE.</a></p> <p>Please note that for the fi-7300NX scanner, firmware M or later is required to ensure optimal performance and compatibility with our software.</p>
6	Where can I download the latest EdgeXperience User's Guide?	For further guidance on how to use the EdgeXperience Capture Service, you can download the latest version of the user's guide from our website. <a href="#">CLICK HERE.</a> The user's guide contains comprehensive information on the features and functionality of our service, as well as step-by-step instructions on how to configure and use our software.

7	I cannot log in to EdgeXperience Capture Service.	Please ensure that the correct user account and password have been entered. If the issue persists, please contact our Technical Support team at (800) 626-4686 or via email at <a href="mailto:EdgeXperience.pfu-us@ml.ricoh.com">EdgeXperience.pfu-us@ml.ricoh.com</a> for further assistance.
8	My scanner is not connected to the cloud service.	Please ensure that the scanner is configured to connect to the cloud service. If the issue persists, please contact our Technical Support team at (800) 626-4686 or via email at <a href="mailto:EdgeXperience.pfu-us@ml.ricoh.com">EdgeXperience.pfu-us@ml.ricoh.com</a> for further assistance.
9	An error occurs even though network setting is configured correctly on the scanner.	<p>If you encounter any issues, kindly check that your tenant code and user account have been entered correctly. Additionally, if you are using an NFC card for authentication, please ensure that you are using the correct card type.</p> <p>If you receive an error code "M4:xx" on the touch screen, please refer to the "Network Setting Error" section in the fi-7300NX Operator's Guide, which can be found on our website. <a href="#">CLICK HERE</a>.</p> <p>Similarly, if you receive an error code "M5:xx" on the touch screen, please refer to the "Server Setting Error" section in the fi-7300NX Operator's Guide, which can be found on our website. <a href="#">CLICK HERE</a>.</p> <p>If you require further assistance, please do not hesitate to contact our Technical Support team at (800) 626-4686 or via email at <a href="mailto:EdgeXperience.pfu-us@ml.ricoh.com">EdgeXperience.pfu-us@ml.ricoh.com</a>.</p>
10	I cannot access the administrator's page due to HTTP error.	In case you are facing issues while accessing a webpage, please verify that your network has access to the Internet and the URL you are trying to access is correct. If you are using a proxy, kindly ensure that the proxy settings in your browser are correct.

11	How do I create or edit a PSIP profile without connecting the scanner to EdgeXperience?	It is possible to use the NX Manager Profile Creation Tool (NmPSIPProfile.exe) to create a PSIP profile on your computer without connecting the scanner, by installing PaperStream IP (TWAIN). Once you have created a profile, you can import it from the Profile List window in the administrator's screen.
12	What types of authentication methods are available with the scanner, and how do I choose it?	<p>To choose or modify the authentication method, you can follow these steps:</p> <ol style="list-style-type: none"> <li>1. Go to the EdgeXperience administrator's webpage and select "Authentication" from the menu on the left side.</li> <li>2. Choose the preferred authentication method by selecting one of the following: "Username/Password," "NFC," or "Scanner."</li> </ol> <p>For further information, please refer to the EdgeXperience User's Guide. <a href="#">CLICK HERE.</a></p>
13	How do I create the job settings displayed on the touch screen of the scanner?	For more information, please refer to the EdgeXperience User's Guide For Super Admin. <a href="#">CLICK HERE.</a>
14	How do I connect to the EdgeXperience administrator's webpage?	You can connect to the EdgeXperience administrator's webpage by using the URL that was provided to you via email when you purchased the EdgeXperience Capture Service. This webpage will allow you to manage your account settings and perform administrative tasks.
15	I cannot save a file to the designated cloud service.	<p>To check the status of your processed batches, simply select [Batch Log] from the menu on the left side of the EdgeXperience administrator's webpage. If the status shows an error, please try again. If the status shows "Saving," please allow for more time for the batch to complete.</p> <p>To ensure proper access to the cloud service, please log in to the EdgeXperience administrator's webpage and confirm that your account name and password are correct and eligible for access.</p>
16	Who should I contact to obtain a quotation regarding the purchase of EdgeXperience Capture Service?	If you have already purchased an fi-7300NX and require a quotation for EdgeXperience, please reach out your designated account manager. Alternatively, you can contact us at (888) 425-8228 or via email <a href="mailto:EdgeXperience.pfu-us@ml.rioh.com">EdgeXperience.pfu-us@ml.rioh.com</a> for further assistance.