

SHARP

Synappx Manage (Mobile) for Service User Guide.

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Getting Started

Introduction

Synappx Manage for Service is a mobile app for Service Technicians and their managers to:

- Remotely manage devices to reduce on-site service calls.
- Prepare for necessary on-site calls with the right parts and information.
- Troubleshoot more efficiently while on-site.
- Allow Service Management to view customer information while traveling.

The application is optimized for mobile devices and offers functionality comparable to the Synappx Manage Web Portal. It is designed to enhance the service experience on Sharp MFPs and printers by providing remote access to critical device information and service features. Due to the smaller mobile form factor and capabilities, most but not all Synappx Manage Web Portal features are available to service in the Manage Mobile for Service app.

Note: This mobile application is not intended for customer IT Admin users and those users will not be able to log into the current mobile application.

Dealers are responsible for ensuring that customers are informed about how their data, such as device information, IP addresses, and device storage details, is utilized to manage and deliver remote services through Synappx Manage. By using Synappx Manage, service users automatically agree to the Synappx Terms of Use, available. These terms may be periodically updated by Sharp.

Prerequisites

- Synappx Manage customer created and devices (MFPs, displays) connected for customers whose devices will be accessed via Manage mobile service users must have been added to the customer tenant with **Service Main** or **Service Support** role. Note: Service View Only role is not supported for mobile access.
- Mobile devices require internet and/or cellular access

Supported Environments

The iOS and Android apps will be available for download at no charge from the Apple App Store and Google Play Store.

- iOS Versions Supported: 17, 18
- iPhones Supported: 14, 15 and 16 being tested
- Android Versions Supported: 13, 14, 15
- Android Phones tested include various versions of Samsung Galaxy models and Google Pixel
- Additional mobile OS versions will be tested and validated as time and availability permits

Download App and Log In

Download the free **Synappx Manage Mobile for Service** app.

To log into the application, you must have a service account with either **Service Main** or **Service Support** role assigned. If you don't yet have a Synappx Manage service role or account, contract your Dealer Administrator who can add it for you.

Core Navigation and Features

Upon login, you will first be brought to the home page which allows you to choose/search for a customer, device or view the cross-customer dashboard.

Find By Customer

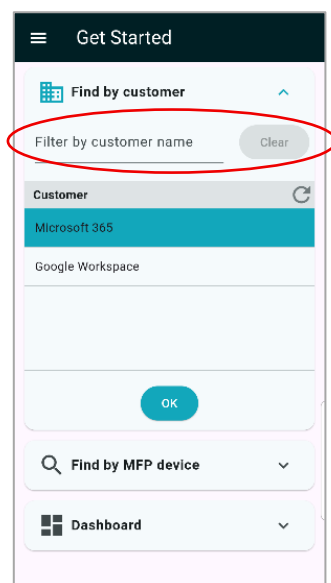
To find a specific customer, use the search bar or scroll through your customer list.

Find By MFP Device

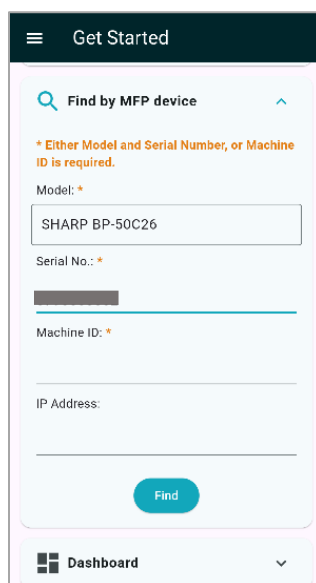
Find specific MFPs across customers by selecting the MFP model from the drop down AND serial number OR Machine ID (IP address can be entered for refined search)

Cross Customer Dashboard

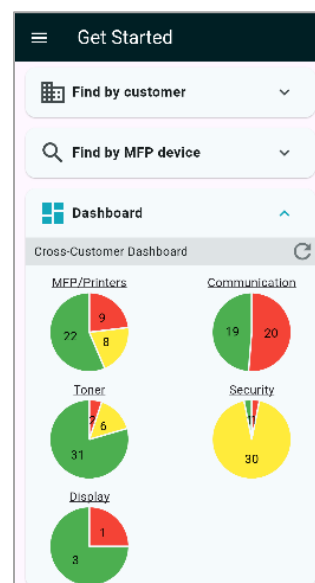
The cross-customer dashboard has a summary of MFP status across your Synappx Manage customers to easily identify issues requiring attention.



Find By Customer

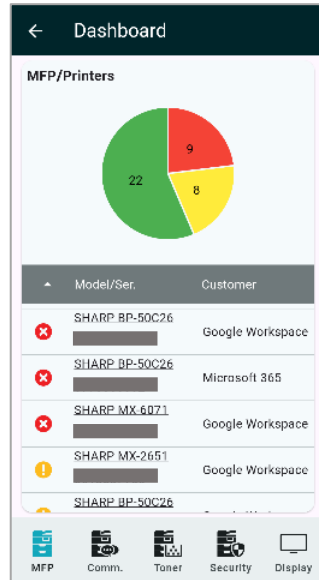


Find By MFP Device

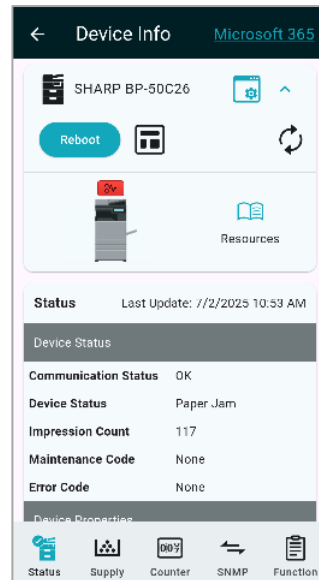


Cross-Customer Dashboard

From the cross-customer dashboard, you can select a pie chart of interest to see warnings and errors by MFP, and you are able to long press the row to see more detailed information on the error. You can select the model link here to go directly to the device information page.



Specific Pie Chart from
Dashboard



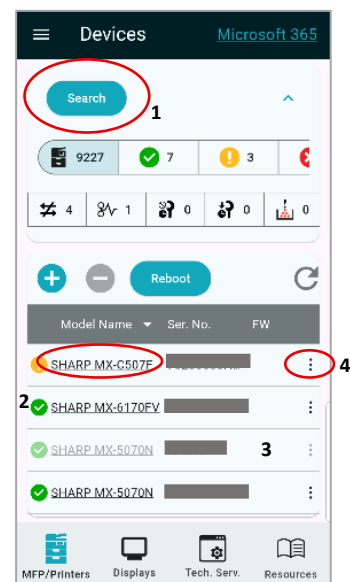
Device Information Page

Managing Devices for a Selected Customer

Device List

From the device list page, you can view all devices for a selected customer. This page lists registered printers with their status. An orange dot is a pending firmware update, and an MFP icon is a direct cloud connection.

1. Use the search bar to find specific devices
2. Tap a model name for device details
3. Long-press a row for more information
4. Use the three dots to access the device's web page and generate reports



Device Details

MFP/Printer Details

Once you select a device, you will see detailed device info. From here you can toggle between the status, supply, counter, SNMP and function tabs.

Status

View detailed printer status information with error codes, perform remote reboots and access the device's web page.

Supply

View the status of printer supplies and long-press any item for more details

Counter

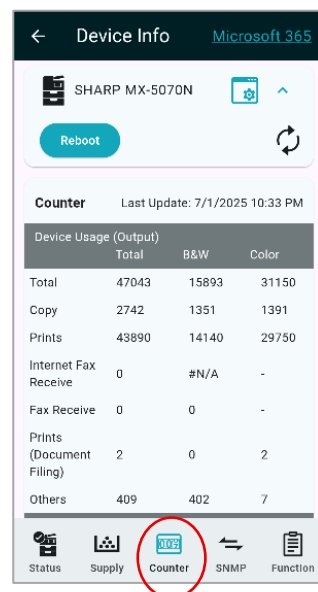
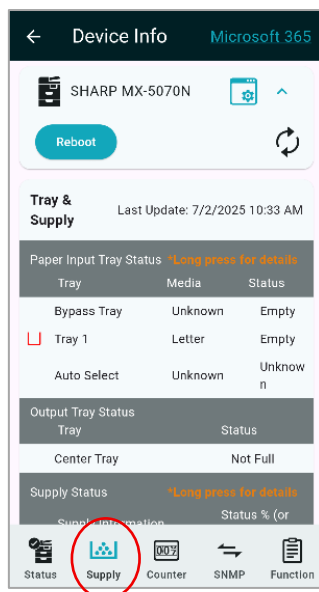
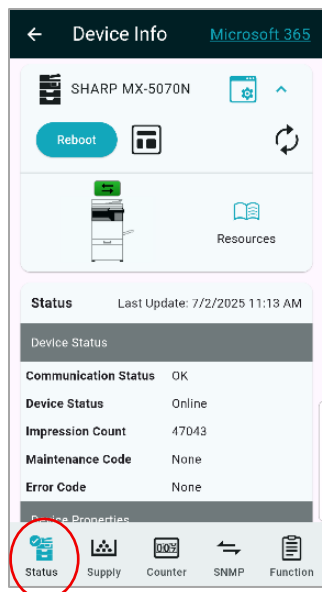
View detailed information about the MFP/Printer counters including the last update time

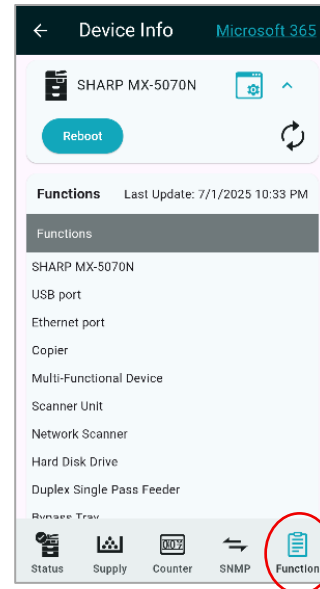
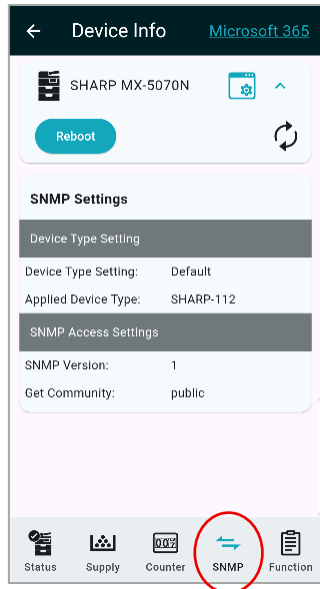
SNMP

Access detailed information about the MFP/Printer SNMP Settings including the last update time

Function

Access information about installed MFP/Printer function including the last update time

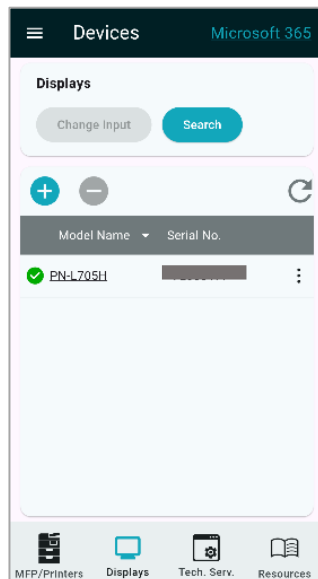




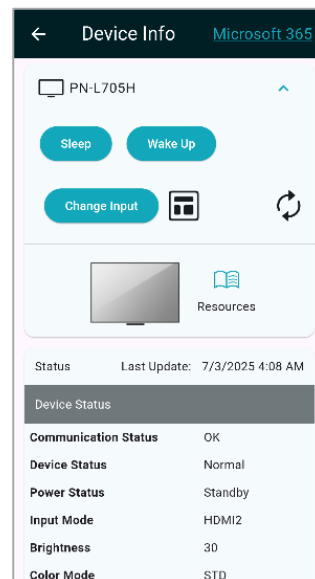
The resources icon  links to the general SIICA support site to navigate additional service information
See Manage Admin Web Portal Service Guide for details supply forecast information by model e.g. only BP models with sufficient data points show forecasted toner end date

Display List

When looking at the display tab, you will see all registered displays with a status icon. Long press the row to view more information. Click the model name to view the display's status and any errors, sleep/wake the device, change the input and access the web page.



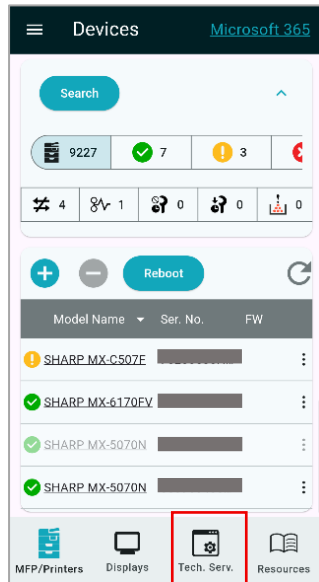
Display Tab



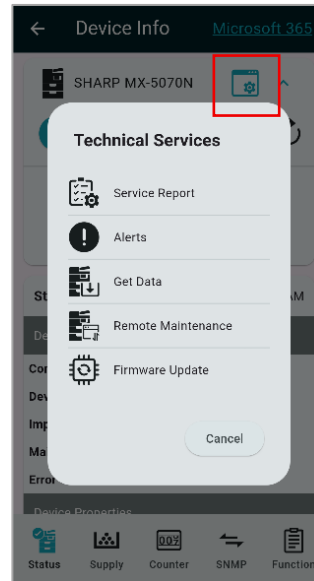
Display Device Info

Technical Services Features (Service Main Role)

Technical Service features are only available to service users with Synappx Manage **Service Main** role. They can be accessed from multiple locations by selecting the  icon at the top of the MFP Device Info details page or at the bottom of the MFP or Display Devices pages.



Choose the Tech. Serv. tab

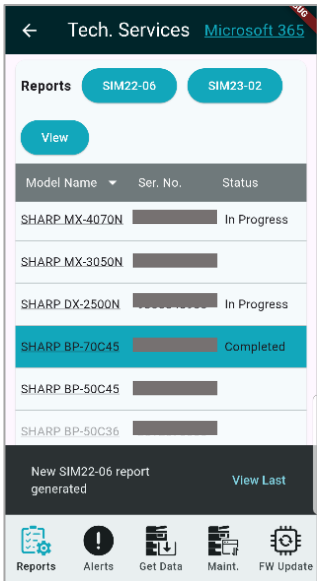


Access the Tech. Serv. Tab
from multiple pages

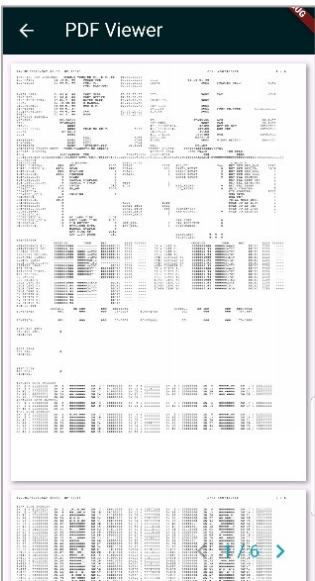
Note: most of the features require the device to be configured for FSS support.

Service Reports

Remotely access SIM 22-06 and SIM 23-02 service reports from MFPs. Reports can be viewed in portrait or landscape with the ability to zoom in and out.



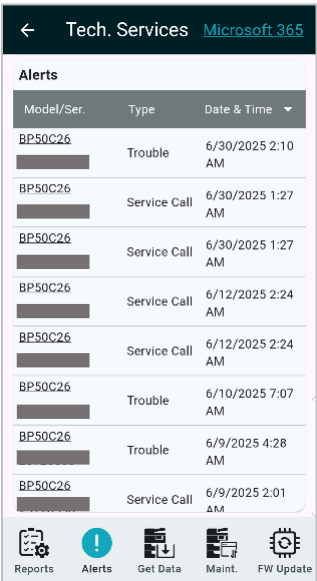
Reports Page



Sample Report

Alerts

On the alerts tab, if conditions related to the various trouble alerts are completed, the MFP can send the alert to Synappx Manage and will be displayed on this page. For more details on the alert, long press the row.



Alerts Page

See the Synappx Manage Service Guide for a complete list of all the Service Alert types and conditions that generate them

Get Data

The Get Data tab provides data on MFP usage, life information, trouble history, etc. Get Data schedules can be remotely set, assigned, applied and removed.

← Tech. Services Microsoft 365

Get Data **Configure** **Apply**

Remove **Pause** **Resume**

Model Name	Serial No.	MFP Data
SHARP BP-50C26		Update Now
SHARP BP-50C26		Update Now
SHARP BP-50C26		Update Now

Reports Alerts **Get Data** Maint. FW Update

Get Data Tab

Schedules

+ **-**

Schedule Name	Data	Start Date
SQAtest_DATA	MFP Log	
JEEVAN @MFP LOG	MFP Log	
JEEVAN @MFP DATA	MFP Da...	6/30/2025

Cancel

Get Data Schedules

Remote Maintenance

This page shows MFPs with remote SIM settings - maintenance can be configured, applied, removed, and resumed.

← Tech. Services Microsoft 365

Remote Maintenance **Configure**

Apply **Remove** **Resume**

Model Name	Ser. No.	Sim No.
SHARP BP-50C26		
SHARP BP-50C26		
SHARP BP-50C26		

Reports Alerts **Get Data** **Maint.** FW Update

Maintenance Tab

Maintenance

+ **-**

Maint. Name	Sim No.	Data No.
zxcv	Sim24-03	4
xyz	Sim26-29	1
oriented	Sim26-02	1
jeevan_settings	Sim26-02	1
Test123	Sim26-02	1
SQAtest	Sim14	1
MaintExecuteOrien...	Sim14	1
Jeevan_execute	Sim14	1
GaniTest123_S	Sim26-02	1
Execute_June12	Sim14	1
DontUseAutoOrien...	Sim14	1

Cancel

Configure Maintenance Page

See the Synappx Manage Service Guide for a complete list of supported SIMs, data and value meanings per SIM

Firmware Update

The firmware page shows a summary view of the MFPs firmware status, settings and update options. The orange dot indicates that a new version of firmware is available, and you can see the details from this tab.

Select the current firmware link to view the details of the firmware currently installed, select the orange dot to view the specifications of the new firmware, and select the three dots to view the firmware history.

← Tech. Services [Microsoft 365](#)

Over-the-Air (OTA)

Update

Classic

Update

Clear Update

Model/Ser. Firmware

SHARP BP-50...

03.10.z2.00_21.1 2.28.00

SHARP BP-50...

03.10.z2.00_21.1 2.28.00

SHARP BP-50...

04.21.Q1.00

Reports

Alerts

Get Data

Maint.

FW Update

Firmware Tab

Current Firmware

Version: 03.10.z2.00

Bundle Version: 03.10.z2.00_21.12.28.00

Components

Firmware	Version
WATER MARK	03.20.00.00
UPSIDE BUNDLE	03.10.z2.00
UICONTENTS	03.10.z2.00
SOUND DATA	01.00.z2.A0
SIM TEXT	02.00.z2.27
SCU	03.00.z2.00
POWER-CON	01.00.Z2.00
PCU	03.00.z2.00
PCL(PROFILE)	01.00.Z1.00
OCR-DIC	02.03.00.A0
LANGUAGE(LIST)	01.85.Z1.00
LANGUAGE	02.74.12.00
IMAGE DATA	01.00.z2.00

Close

Current Firmware

New Firmware Available

Version: 05.02.Q1.00

Components

Firmware	Version
UP_BUNDLE	05.02.Q1.00
UICONTENTS	05.00.Q1.00
SPF	03.00.Q1.00
SIM-TEXT	03.00.Q1.27
SCU	02.00.Q1.00
SADDLE	01.00.Q1.00
PUNCH_IN	01.02.Z1.00
PUNCH_3K	01.01.Z1.00
PCU_BW	05.00.q1.00
PCU	05.00.Q1.0a
PCL_PROFILE	01.00.Q1.00
LCC	01.01.Q1.0a
LANGUAGE_LIST	02.13.Z1.00
LANGUAGE	01.64.Q1.00

Close

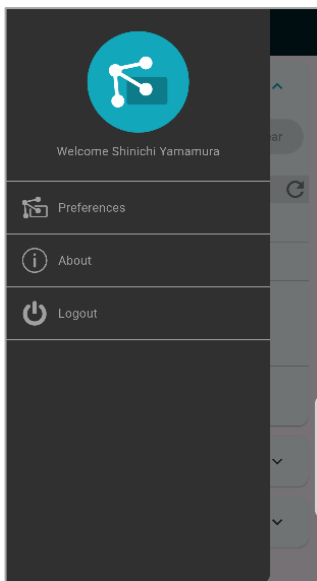
New Firmware

See the Synappx Manage Service Guide for complete details on firmware update settings and supported actions

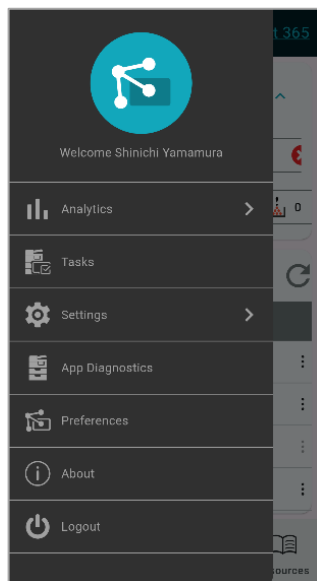
11

Menu Functions and App Management

Additional important features are available from the menu slide-out page, accessible from the top left of many pages via the  icon.



These options are available before a customer is selected

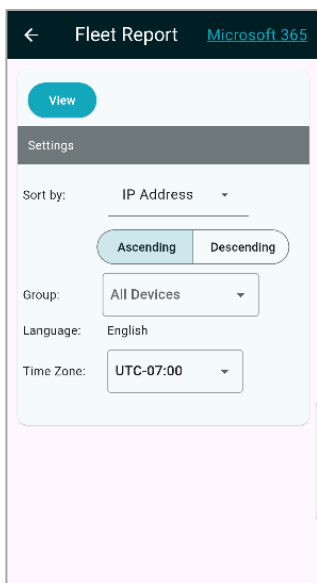


These options are available after a customer is selected

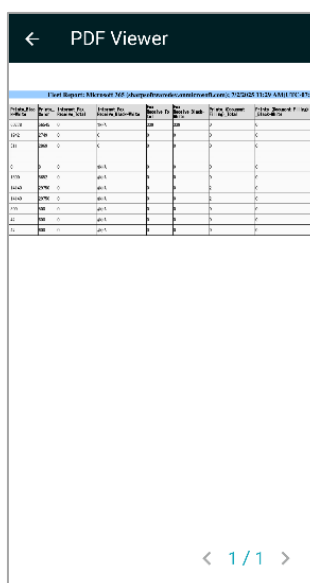
Analytics:

Fleet Report

Select **Analytics**, then **Fleet Report** to generate and view a report for the selected customer. After selecting the desired settings, select view to generate the report.



Fleet Report Tab



Sample Fleet Report

Note: Reports can be viewed in Portrait or Landscape orientation with ability to zoom in/out and navigate if there are multiple pages

Tasks

Tasks that are in process related to MFPs/Printers and displays can be viewed from the tasks tab. For more information on a task, long press the row.

Task Name	Type	Status
Device Information Up...	MFP/Prin...	Completed
Device Information Up...	Displays	Completed

Tasks Tab

Model Name	Serial No.	Status
SHARP MX-6170FV		Failed
SHARP BP-50C26		Failed
SHARP BP-50C26		Failed

Details on a task

Agents

Overview

With the mobile app, Synappx Manage agent settings can be configured, status can be checked, and agents can be updated. In the menu, select **Settings**, then **Agents** to view the status of all

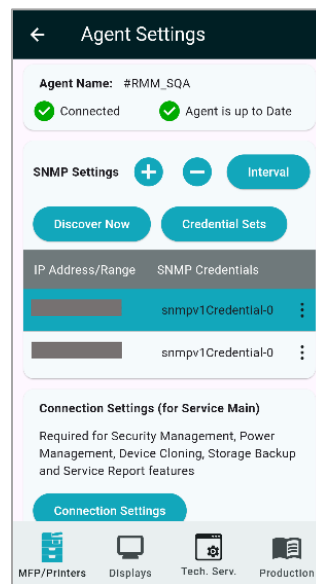
Agent Name	Update Status
dynabook_TERA...	Up to Date
ashwini	Up to Date
ThomsonKThom...	Up to Date
Sugu	Up to Date
SOA_Jahnvi	Up to Date
SNDS_Terado	Up to Date
Isaac	Up to Date
HamaTestAltQA...	Up to Date
Gani_05_05_2025	
Gani-SSDI	Up to Date
Ganesh-SHARP	Up to Date
DuraTest	Up to Date
Dilli	Up to Date
Bulk_Test_RMM...	Up to Date
00TestAuto	Up to Date

configured agents. Long press on the agent row (not the name link) to view all details about the agent status.

Note: Users cannot download an agent from the app. If using an agent, download the agent file for the selected customer from the Web Portal and install it on a PC/server with the supported minimum configuration. Other agent settings and actions can be remotely performed via the mobile.

Agent Settings for MFPs/Printers

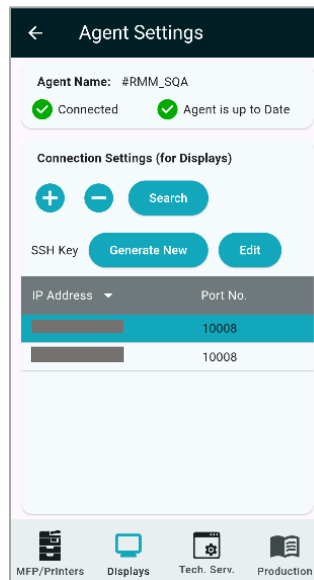
After the agent is installed, you can go to the agent settings page to configure or view the agent settings. To view more details, long press the desired row.



Specific Agent Settings

Agent Settings for Displays

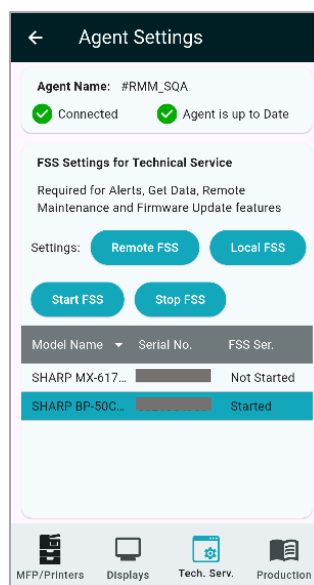
For displays, you can set and view display settings once the agent is installed. For more details, long press the desired row.



Note: If you generate a new SSH key, this will remove any existing SSH key and replace it with the new one.

Agent Settings for Tech Services

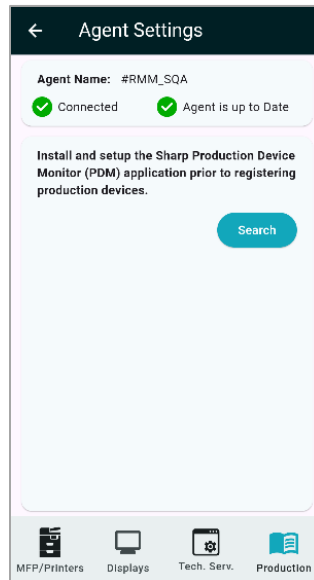
You are able to configure FSS remotely or locally (reboot required). After setup, you will need to select **Start FSS** to activate the connection. Features like polling and alerts will not work until the service is started. For more details about each MFP FSS setting, long press the row.



Configure FSS

Agents Settings for Production

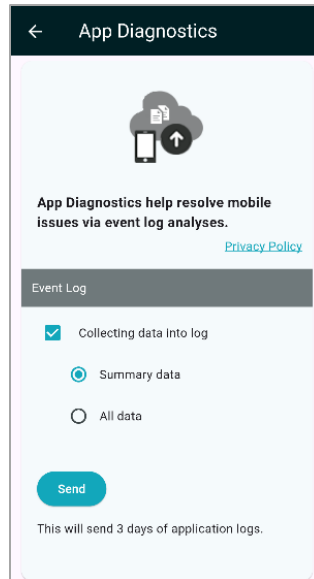
Use **Search** to register Production devices – please note that finding the device requires the Production Device Monitor is installed and set up.



Production Device Settings

App Diagnostics

For troubleshooting, the app defaults to a 3-day rolling summary of app data. Select **All data** if that is insufficient. **Send** transfers data to the cloud for analysis.

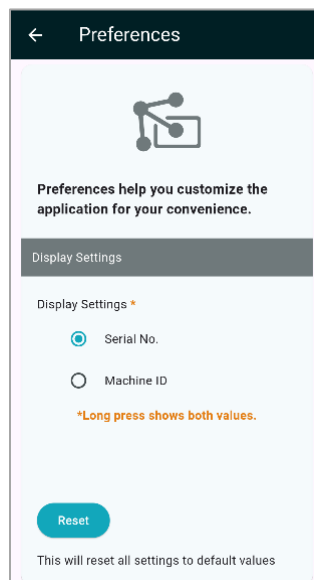


App Diagnostics

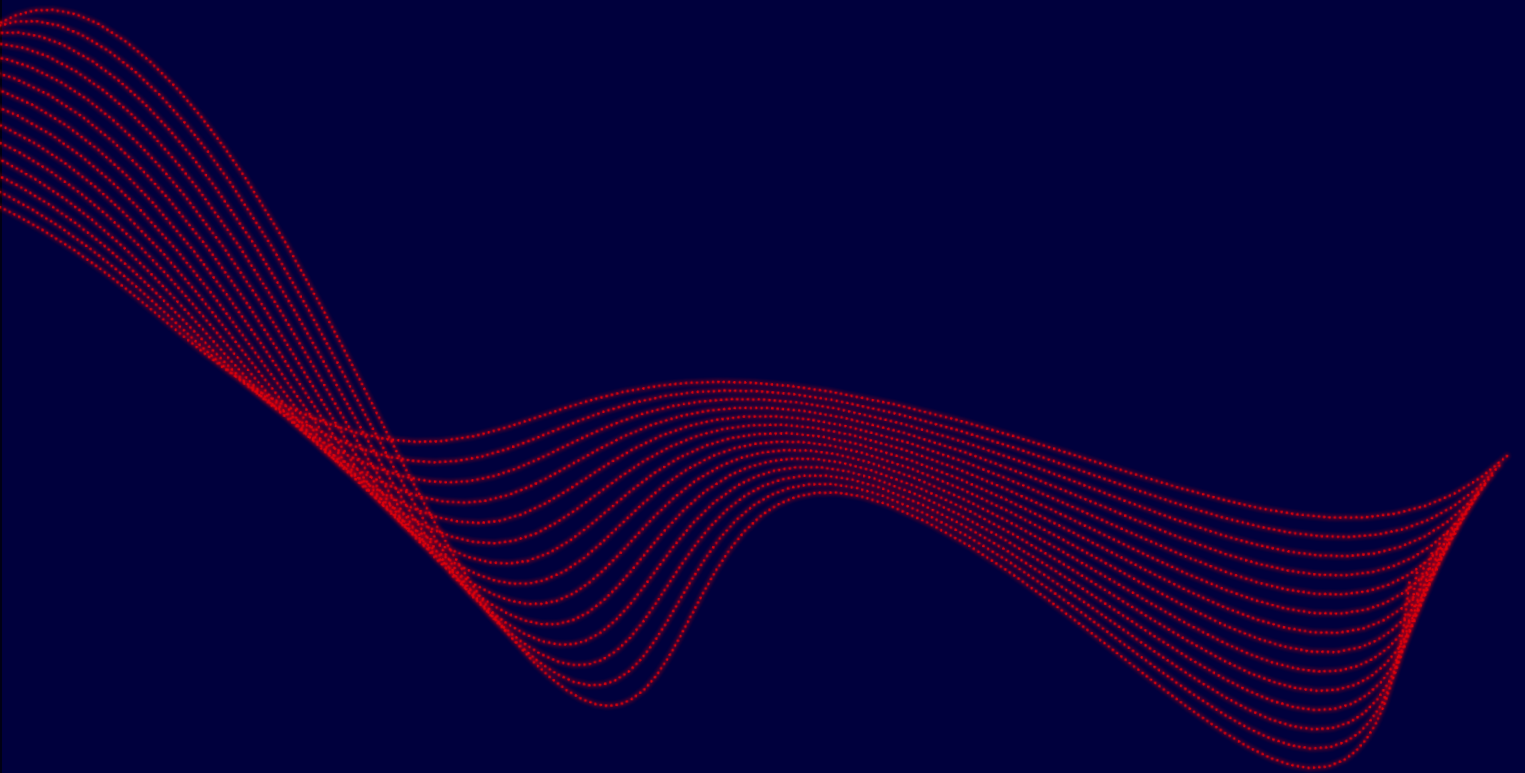
Note: This includes only app data and basic identifiers, with no personal content or personally identifiable information

Preferences

Model name and serial number create a unique identifier for each reported device. By default, serial numbers are included on the mobile pages.



App Preferences



sharp.eu

SHARP