



MarketPlace

User Manual

Printed copy for reference only. For the most up-to-date information, please refer to the online help.

Revision Date: March 14, 2024

Table of Contents

- [Overview](#)
 - [Overview of MarketPlace](#)
 - [Creating a MarketPlace Account](#)
 - [Logging In to Your MarketPlace Account](#)
 - [Installing MarketPlace on a Device](#)
 - [Device Requirements](#)
 - [About Licenses](#)
 - [Using MarketPlace at the Device](#)
- [Browsing and Purchasing](#)
 - [Browsing the Market Page](#)
 - [Purchasing Apps & Licenses](#)
- [Installing and Using Apps](#)
 - [Managing Apps and Licenses Remotely](#)
 - [Managing Apps and Licenses at the Device](#)
- [Creating MFP User Interfaces](#)
 - [Overview of Customized MFP UIs](#)
 - [Creating New Custom MFP UIs](#)
 - [Managing Custom MFP UIs](#)
 - [Using Sample MFP UIs](#)
 - [Installing Custom MFP UIs](#)
 - [Reclaiming MFP UI Device Licenses](#)
- [Managing Devices and Accounts](#)
 - [Managing Devices](#)
 - [Viewing Installed Apps/Licenses](#)
 - [Service Accounts](#)
 - [View/Manage Account Information](#)
- [Reference](#)

- [Gaining Device Admin Privileges](#)
- [Troubleshooting](#)
- [Changing or Resetting Your Password](#)
- [Frequently Asked Questions \(FAQ\)](#)

Overview

Overview of MarketPlace



MarketPlace

Welcome to MarketPlace - your central resource for cutting-edge applications specifically designed to optimize your productivity and quality of work. MarketPlace consists of two basic components:

- The MarketPlace site - An online store and portal with a catalog of apps designed to maximize the capabilities of **supported Konica Minolta MFPs (multi-function peripheral devices) and SFPs (single-function peripheral devices)**.
- The MarketPlace Client - A free app you **install** onto the devices on which you want to run MarketPlace apps. The MarketPlace Client links the device to the MarketPlace site. You can then install your purchased apps onto your linked devices. The client adds the following to the device:
 - The MarketPlace icon, which appears on the device's control panel and provides access to the MarketPlace Home page.
 - The MarketPlace Home page, where you can access the MarketPlace apps installed on the device.
 - The App Manager, a utility that device admins can use to manage the apps and licenses installed on the device.

Anyone can access the **MarketPlace site**, where you can learn about MarketPlace, browse the MarketPlace catalog, and create a MarketPlace account. Once you **create a MarketPlace account**, you can access other pages of the site where you can purchase products, monitor your MarketPlace devices, and manage your account.

Notes:

- The performance of some MarketPlace apps may be subject to network and internet activity.
- The availability of features may differ by platform.

Uses for the MarketPlace Site

On the MarketPlace site, you can:

- **Browse for, purchase, and install** applications designed for use on **MarketPlace devices**. While similar to apps you may have on your mobile device, MarketPlace apps are designed to

address your business needs and automate your daily workflows. Individual MarketPlace apps perform a variety of functions, including the following:

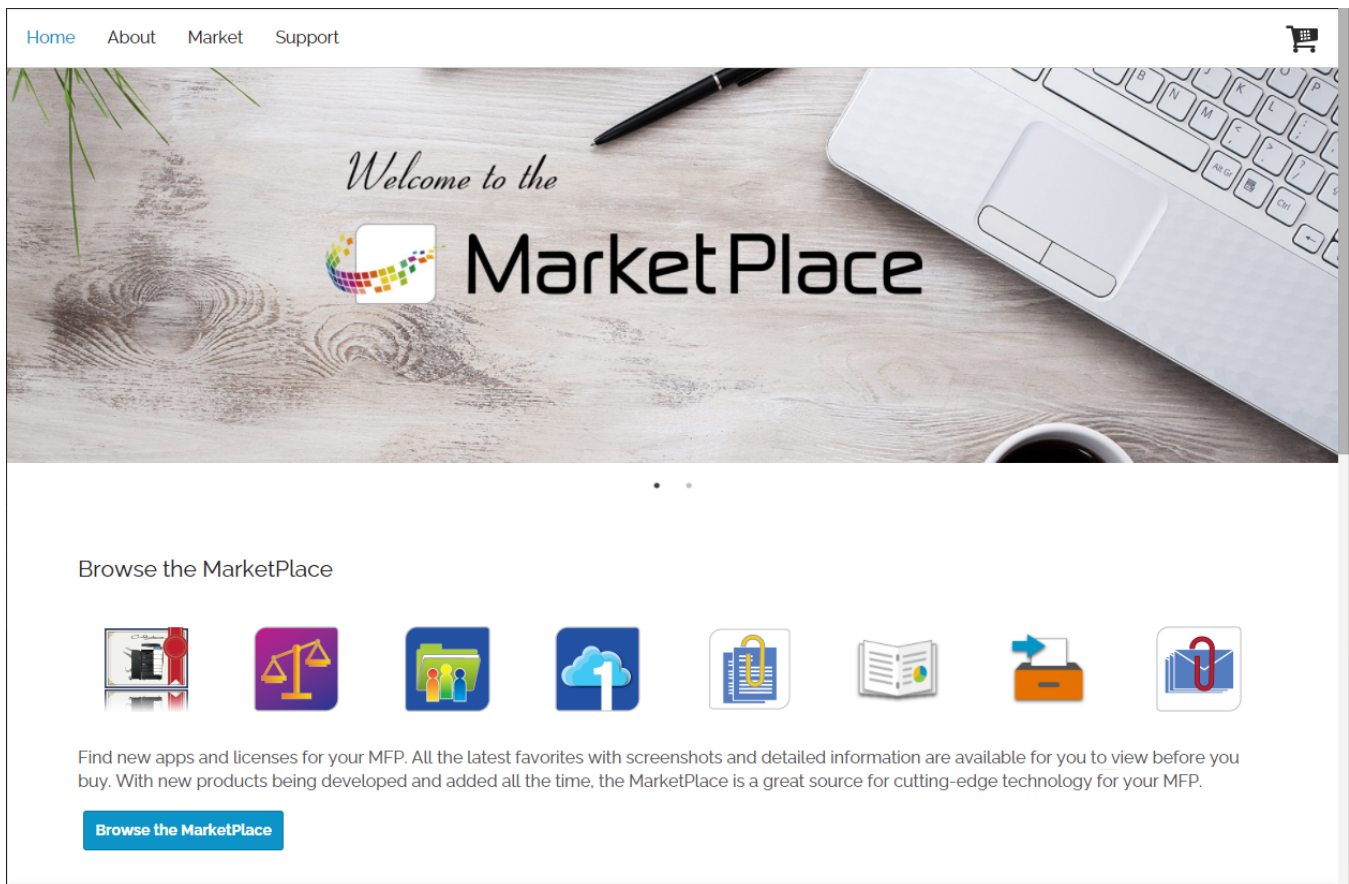
- Monitor the security status of your device.
 - Display company announcements, for example a company meeting reminder.
 - Scan documents and upload them to popular cloud applications such as Box or Dropbox.
 - Print tutorials on how to perform common device operations.
 - Much more!
- Create, install, and manage **custom user interfaces (UIs)** for your device. You can tailor your custom UIs to meet your business needs, adding controls to streamline your workflows and customizing them to match your company branding.
 - Remotely manage apps and licenses on a variety of devices, eliminating the need to visit each device to install or update your apps. MarketPlace's **Device Management** features enable you to do it all remotely.

Take advantage of MarketPlace's wide range of productivity offerings, powerful personalization features, and device management capabilities to move your business to the next level!

Navigating the MarketPlace Site

Once you access MarketPlace, you can start browsing the apps in the store. The Home page includes a Featured section where you can learn about our most popular apps. These featured applications change over time, so be sure to check back and see what's new!

Every MarketPlace page includes a menu bar you use to navigate around the store. The following illustration shows the Home page with the MarketPlace menu bar at the top of the page:



The MarketPlace menu bar includes the following options:

- **Home** - Returns you to the Home page from any page on the MarketPlace website.
- **About** - Provides information about MarketPlace and how to use it.
- **Market** - Accesses the Market Details page where you can browse the applications and licenses available on MarketPlace.
- **Support** - Accesses the following:
 - **Instructional media**, including the MarketPlace Help website (the site you are currently accessing) and Custom MFP UI support guides.
 - A list of **devices supported by MarketPlace**.
 - **Customer support** contact information.
 - **Frequently asked questions** (FAQs).

Additional Menu Bar Options

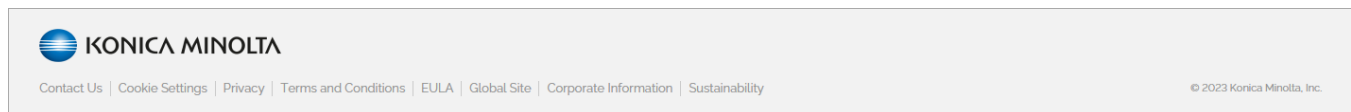
Once you've **created a MarketPlace account** and **logged in**, additional menu bar options become available. See the following illustration for an example:



- **Services** - Accesses a list of MarketPlace's service products (for example, Personalize). If you click on a product, the service's portal site appears. If you have a license for the service, you can access your account. If not, you can view the service's Home page to learn about the service and the available purchase options.
- **MFP UIs** - Accesses the Custom UIs tool, where you can create, install, and manage your own personalized user interfaces.
- **Apps & Licenses** - Accesses the Apps & Licenses page, where you can install and manage your purchased apps and licenses.
- **Devices** - Accesses the Devices page, where you can manage your devices.
- **Activity** - Accesses the Activity page, where you can redeem purchase codes and track your MarketPlace activity including your latest purchases and installs.
- **Shopping Cart** - Accesses the Checkout page, where you can view the items in your shopping cart and select the items you want to purchase.

Footer Bar

The Footer bar appears at the bottom of all pages on the MarketPlace site. See the following illustration:




The Footer bar contains links to the following:

- **Contact Us** - Opens the MarketPlace Contact page.
- **Cookie Settings** - Accesses the **Cookie Settings window**, where you can view a list of web cookies used on the MarketPlace site and update your preferences for cookies.
- **Privacy** - Accesses the Website Terms and Privacy Statement page on the MarketPlace site.
- **Terms and Conditions** - Accesses the Terms and Conditions page on the MarketPlace site.
- **EULA** - Accesses the End-User License Agreement page (EULA) on the MarketPlace site.
- **Global Site** - Accesses the Konica Minolta U.S. global site.
- **Corporate Information** - Accesses the Corporate Information page of the Konica Minolta U.S. global site.
- **Sustainability** - Accesses the Sustainability page of the Konica Minolta U.S. global site.

Cookie Settings

The first time you access the MarketPlace site, the Cookie Settings window appears where you must specify your preferences for the web cookies used by MarketPlace. To accept all cookies, click on the **Accept All** button. To decline one or more non-essential cookies, scroll to the cookies, disable them, then click on **Accept Selection** button. Thereafter, you can access the Cookie Settings window via the link on the MarketPlace footer bar.

✕

Cookie Settings

MarketPlace uses cookies to improve your website experience. By clicking on the Accept All button, you agree to our use of cookies.

Cookies are small text files placed on your computer by a website. They contain information about your visit to the site. Websites use the information to enhance your user experience.

The cookies used by MarketPlace are listed below. ⌵

Technically Necessary (REQUIRED)
These cookies are enabled by default and cannot be disabled. They ensure the core functionality and security of the website. ⌵

Analytics
These cookies analyze website activity, enabling MarketPlace to measure and improve website performance. ⌵

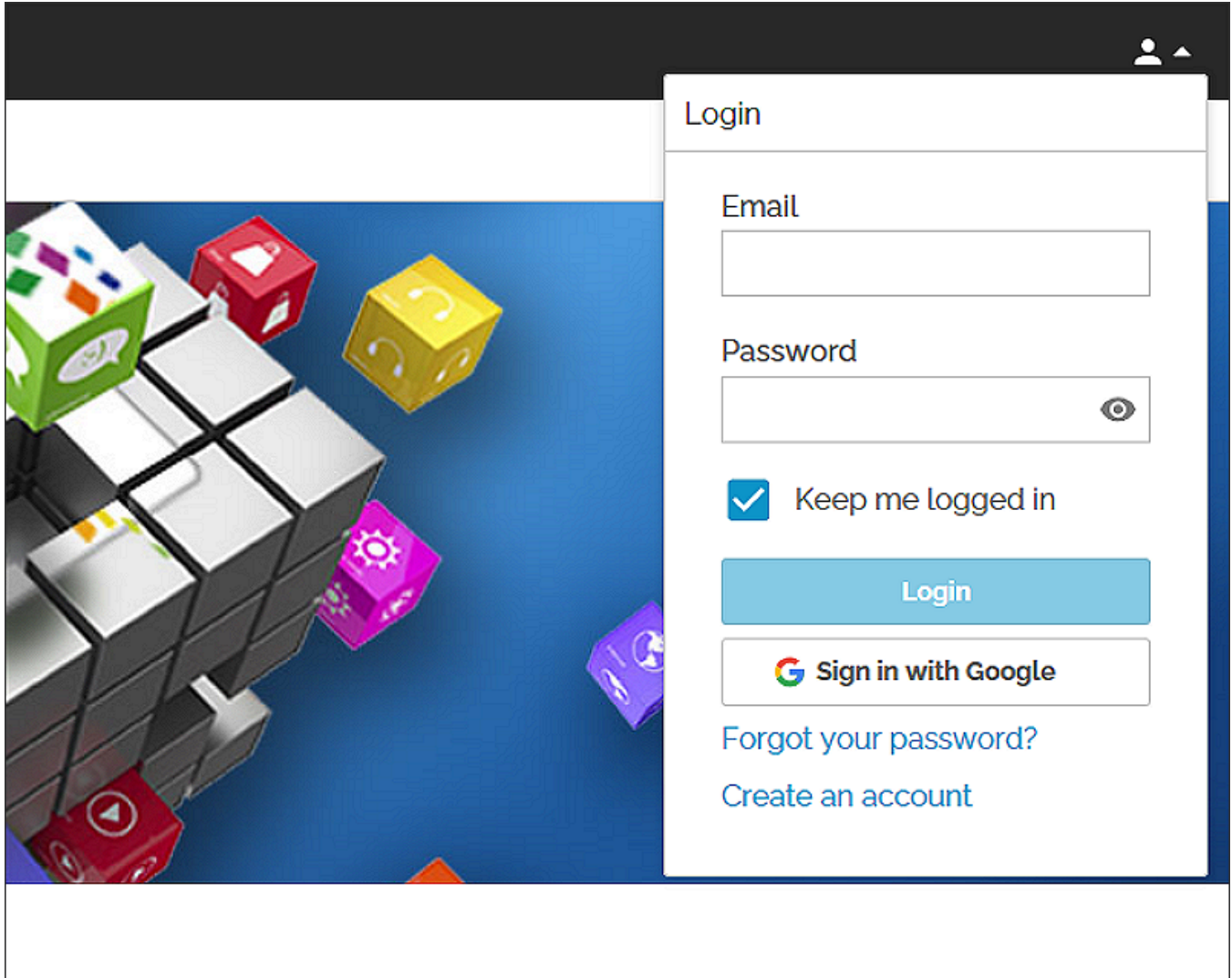
Accept Selection

Accept All


Creating a MarketPlace Account

To get started using MarketPlace, create an account. MarketPlace accounts are free and can be set up at any time. Do the following:

1. From your MarketPlace store, click on the **User** icon on the right end of the Title bar. The Login menu appears, as in the following illustration:



2. Select **Create an account**. The Create an Account page appears.
3. Enter the email address you want to associate with the account. The illustration below shows the Create an Account window:

Home About Market Support 

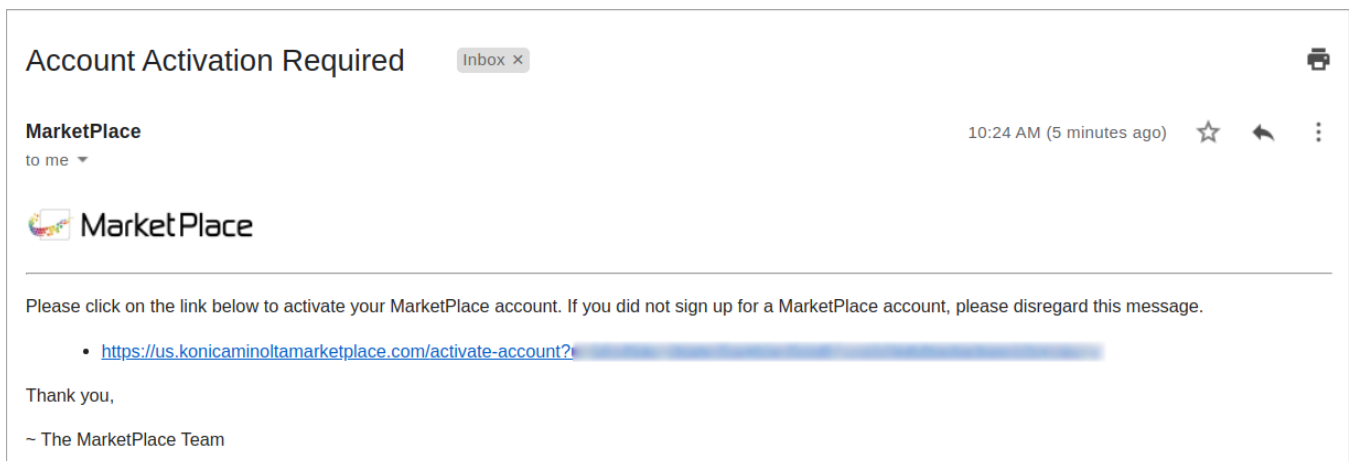
Create an Account

Complete the form below to create your MarketPlace account.

Email Address *

[Create Account](#)

4. Select **Create Account** button. MarketPlace sends an Account Activation email to the address that you specified.
5. To activate your MarketPlace account, open the email you received from MarketPlace and select the activation link. The illustration below shows the Account Activation Required email:



6. The link redirects you to the Activate Account page on the MarketPlace site. Enter the following account information:
 - First and last name.
 - Your password. To view the contents of the field, click on the Eye icon.
 - Your preferences for receiving notification emails from MarketPlace. You can receive notifications for any of the following events:
 - A new application is released
 - Updates are released
 - Important security announcements

- A MarketPlace marketing campaign is launched

The following illustration shows the Activate Account page:

Activate Account


Complete the form below to activate your MarketPlace account.

Account Information

First Name *

Last Name *

Email Address *

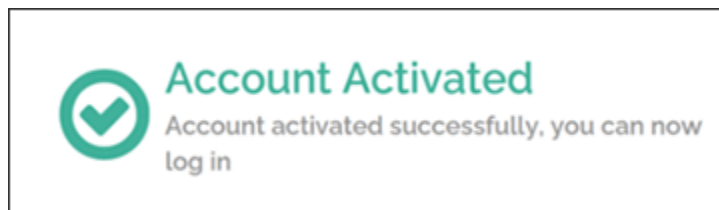
Password * 

Email me when:

- A new application is released
- Updates are released
- There is an important security announcement
- New marketing campaigns are launched

By clicking Create Account, you acknowledge you have read and agreed to our [Terms and Conditions](#) and [End-User License Agreement](#).

7. When you have entered all required information, select **Submit**. The **Account Activated** popup appears, signifying that your account is activated and you can now **log in to your MarketPlace account**:

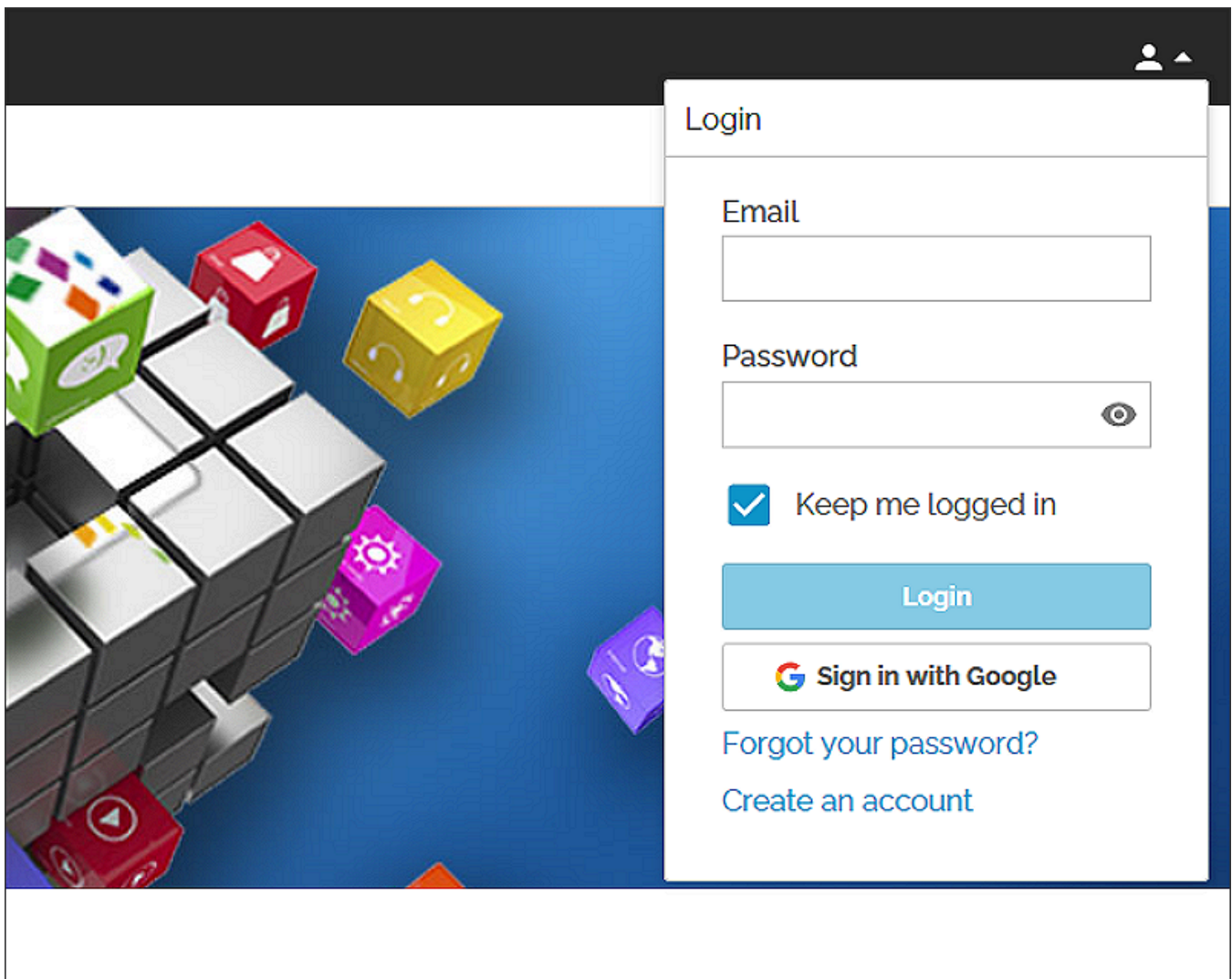


Logging In to Your MarketPlace Account

Once you have **created a MarketPlace account**, you can log in and experience the full capabilities of MarketPlace. You can purchase apps, manage your apps and licenses, download information, create custom MFP UIs, and more.

To log in to MarketPlace, follow these steps:

1. From your MarketPlace store, select the **Login** icon in the upper-right corner of the page. The Login window appears:



2. In the Email field, enter the email address associated with your MarketPlace account.
3. In the Password field, enter your MarketPlace password.
4. Select the **Login** button when you are done.
5. To remain logged in and bypass the Login menu the next time you open your web browser, check the **Keep me logged in** box.

Signing In With Google

To streamline the login process, you can use your Google account to sign in to MarketPlace. Do the following:

1. Select the **Sign in with Google** button.
2. Choose the Google account that you want to use.
3. Enter the password for your Google account, and then select the **Next** button.

Your Google and MarketPlace accounts are now linked. The next time you log into MarketPlace, you can log in automatically by clicking on the **Sign in with Google** button.

Installing MarketPlace on a Device

Once you have **created a MarketPlace account**, you can install the MarketPlace Client on **supported devices** on which it is not already installed. Installing the MarketPlace Client on a device links the device to the MarketPlace site, enabling you to install and run MarketPlace apps on the device. The client needs to be installed only once, per device. Do the following:

1. **Download and install the MarketPlace Installer.** If the Installer is already installed on your local drive, proceed to Step 2.
2. Launch the Konica Minolta MarketPlace Installer. Do the following:
 - a. On the Windows Start menu, navigate to the following link and double-click on it:

Start Menu > All Programs > Konica Minolta > Konica Minolta MarketPlace Installer.

The Konica Minolta MarketPlace Installer appears, as in the following illustration:



3. In the MFP Address field, enter the IP address of the device on which to install the MarketPlace Client. The IP address establishes the network on which the client will communicate with the MarketPlace site to establish the link to MarketPlace.
4. In the MFP Admin Password field, enter the administrator password of the device.

5. In the MarketPlace Username field, enter the email address of the MarketPlace account holder for which you are installing the client. This field is optional. If you enter a valid email address, MarketPlace will “synchronize” the device to the MarketPlace site, adding it to your Devices page and granting you admin access to the device. If you leave this field blank, no synchronizing occurs and to **obtain admin rights** to the device, you must use another method.
6. Click the **Install** button when you are done. A series of progress messages appear during the installation. The device reboots as a last step. Once this is complete, MarketPlace will be installed on the device.

During the installation process, the Installer automatically attempts to configure the device for its Internal Web Server (IWS). If IWS is successfully enabled on the device, a confirmation message will appear. Select the **OK** button. After the device reboots, start the Installation process again.

Note: On older devices, when you launch the MarketPlace application for the first time after installing MarketPlace Client, a copyright notice may appear on the panel.

Uninstalling the MarketPlace Client

To uninstall MarketPlace from a device, do the following:

1. **Download and install the MarketPlace Installer.** If the Installer is already installed on your local drive, skip to Step 2.
2. Launch the Konica Minolta MarketPlace Installer. Do the following:
 - a. On the Windows Start menu, navigate to the following link and click on it:

Start Menu > All Programs > Konica Minolta > Konica Minolta MarketPlace Installer.

The Konica Minolta MarketPlace Installer appears, as in the following illustration:



3. In the MFP Address field, enter the address of the device from which to uninstall the MarketPlace Client.
4. In the MFP Admin Password field, enter the administrator password of the device.

5. Click the **Uninstall** button when you are done. A series of progress messages will appear while the MarketPlace Client is being uninstalled. The device reboots as a last step. Once this is complete, MarketPlace will be removed from the device.

Note: When you remove the MarketPlace Client from a device, the following are removed from the device in the process:

- All MarketPlace admin users
- The MarketPlace device location and friendly name
- The device's operation history
- All pending operations for the device

Releasing Licenses from a Device

During the uninstallation process, the Installer attempts to release all licenses for MarketPlace applications back to MarketPlace. If this process fails, you can free up the licenses manually. Do the following:

1. Reinstall MarketPlace.
2. Reinstall the applications.
3. Manually remove the applications.
4. Uninstall MarketPlace again.

Accessing the MarketPlace Installer

To install and run MarketPlace apps on a device, the MarketPlace Client must be installed on the device. To install the client on a device, the MarketPlace Installer app must be installed on your local drive.

To install the MarketPlace Installer app onto your local drive, use the Konica Minolta MarketPlace Installer Utility. Do the following:

1. Access the **MarketPlace > Support > Media** page.
2. Click on the MarketPlace Installer link. The MarketPlace Installer Utility .exe file downloads to your local drive.
3. Run the .exe file, following the instructions until the MarketPlace Installer is installed on your local drive.

You can now install the MarketPlace Client onto your devices.

Device Requirements

The following sections describe the requirements for devices using MarketPlace.

Supported Devices

The **MarketPlace Devices** page lists all devices supported by MarketPlace.

Notes:

- MarketPlace will not operate properly with third-party controllers attached to the device (e.g., Fiery controller).
- MarketPlace is not compatible with devices on which either of the following is installed:
 - SC-508 Security Kit
 - SC-509 Security Kit (i-Series devices only)

Connection Requirements

For a device to use MarketPlace, it must be connected to the internet.

In addition, the device must be able to connect to the following:

Port

- port 443

Domains

- bizhubmarketplace.com
- *.bizhubmarketplace.com
- konicaminoltamarketplace.com
- *.konicaminoltamarketplace.com

For DEVELOP devices, this also includes:

- developmarketplace.com
- *.developmarketplace.com

Configuration Requirements

The following sections describe the configuration requirements for devices using MarketPlace. Note that to access these settings, you must be an **admin of the device**.

IWS Settings Requirements

Shield Guard supports only devices equipped with IWS (Internal Web Server). All MarketPlace devices are equipped with IWS. For each device on which you install the MarketPlace Client, enable

the following IWS Settings:

Setting	Configuration
IWS Settings	ON
Port Number (Web Server)	8090
Port Number (Application Installation)	8091
Connect IWS Apps to Network	Allow

About Licenses

All products available on MarketPlace are purchased as a license, including apps, trials, free apps, or custom MFP user interfaces (UI). To install any application or UI on a device, you must first purchase a license for it. All licenses can be easily installed - either remotely from the MarketPlace site or directly at the device panel.

MarketPlace offers the following types of licenses:

- **App Licenses**
- **Custom MFP UI Device Licenses**
- **Trial Licenses**
 - **If Your Trial License Expires**

App Licenses

To install a MarketPlace app on one or more devices, a purchased license for the app must be available for each device on which you want to install the app. You can view your purchased licenses and the devices (if any) on which they are installed via the **Apps & Licenses page**.

For example, to install the Connect to Microsoft SharePoint application on five devices, you must purchase five licenses. Note that the cost for each application listed on the MarketPlace store is for a single license of the application.

Each installation consumes one license. For example, if you purchase five licenses of the Connector for OneDrive app and then install it on two devices, three of those licenses will remain available for installation on other devices. The Apps & Licenses page will update to reflect the activity.

In the same way, if you uninstall an application from a device, MarketPlace will update the Apps & Licenses page by crediting the app license back to your account.

Notes:

- Licenses cannot be transferred between MarketPlace accounts.

- MarketPlace tracks application installs and license allocations based on the device's serial number. If the device's components need to be replaced or the hard drive formatted, you can reinstall the applications as long as the serial number matches.

Custom MFP UI Device Licenses

If you **create a custom MFP UI**, installing it onto a device and using it requires a UI Device License. MarketPlace offers the option to purchase and install MFP UI Device Licenses. Once you install the license on a device, you can then install as many custom UIs onto the device as you want.

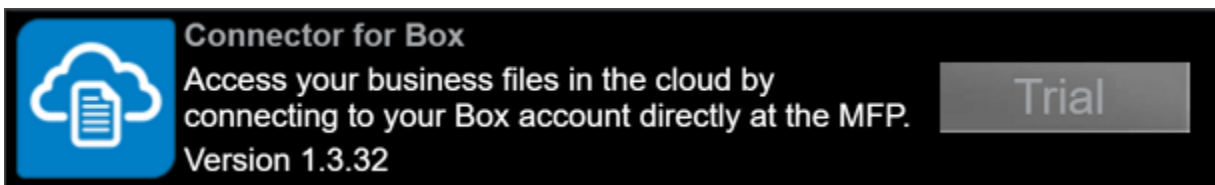
Trial Licenses

Fully-functional trial licenses of all MarketPlace applications and licenses are available, free of charge. Installing a trial license is a great way to familiarize yourself with a MarketPlace product to see if it is a good fit for your business workflow. The following trial licenses are available:

Trial License	Duration
MarketPlace Applications	30 days
Custom device User Interfaces	15 days

If Your Trial License Expires

If your trial license expires and you have not purchased a paid license for the app or custom UI, the app remains visible at the device. However, the button to access it is inactive. The following illustration shows a device's App Manager page indicating an expired trial license installed on the device.

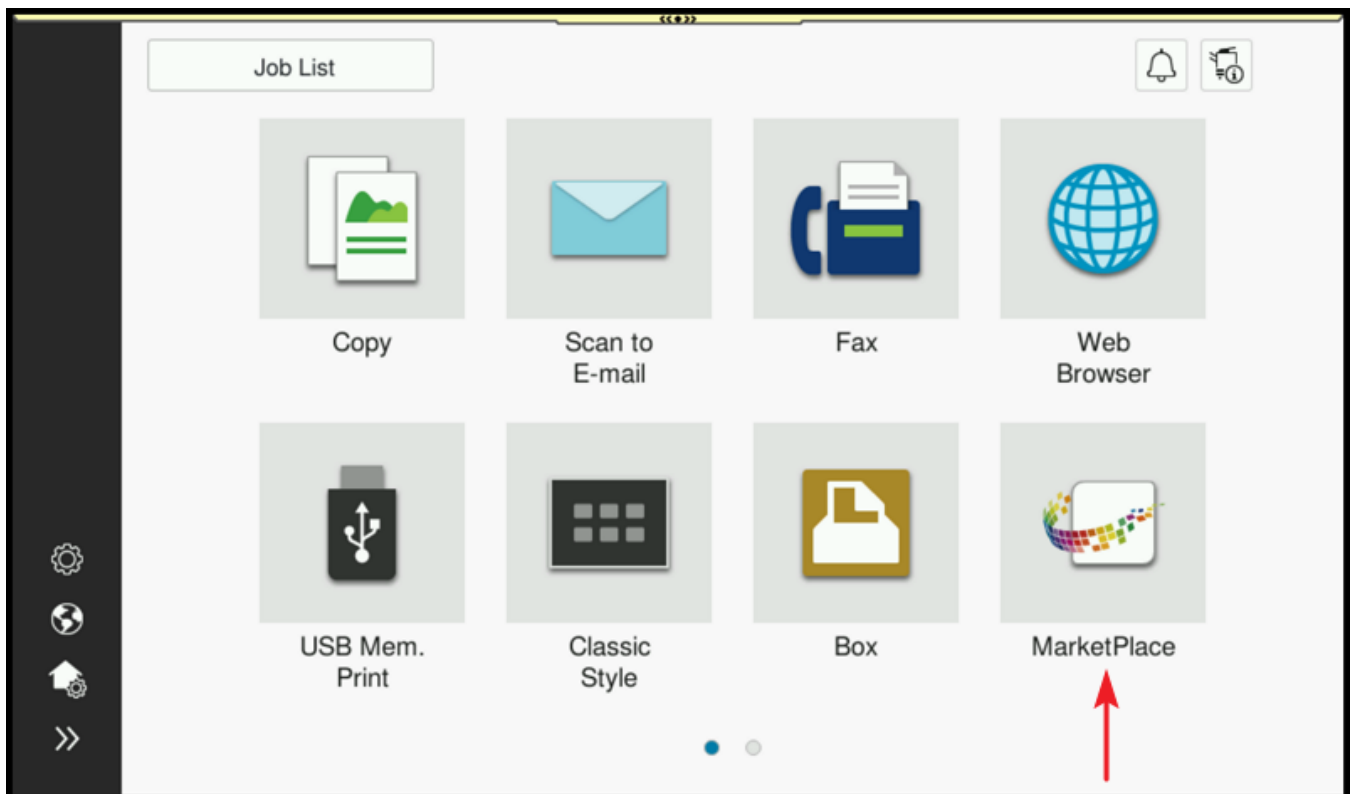


Note: MarketPlace saves settings from your trial app. If you purchase the app or custom MFP UI, you can restore the settings from the trial to the purchased app.

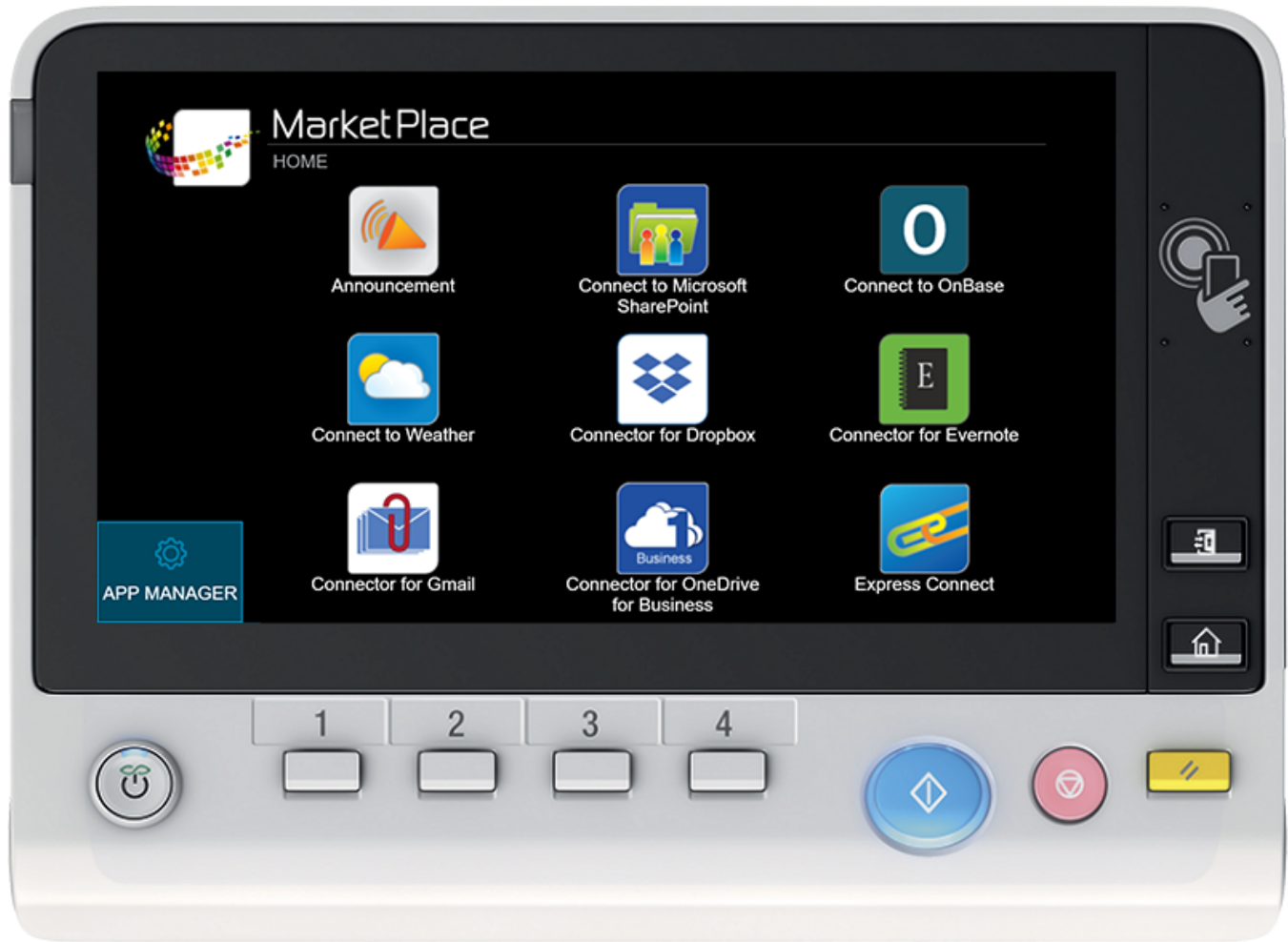
Using MarketPlace at the Device

Once installed on a device, MarketPlace apps and custom MFP UIs are accessible from the device's Home page, and can integrate with many of the apps and services you already use every day. By offering the latest software solutions, MarketPlace apps can help you maximize the capabilities of your device.

To install apps on a device, you must first **install the MarketPlace Client on the device**. The client then links the device to the MarketPlace site and the MarketPlace tile appears on the Control panel. See the following illustration:



Purchased apps appear on the device's MarketPlace Home page. To access the Home page, tap on the MarketPlace tile on the Control panel, as shown in the previous illustration:



The above illustration shows the Home page displaying icons for several apps installed on the device. You have the following options:

- Open an app by tapping on its icon.
- Open the **App Manager** by tapping **App Manager**.

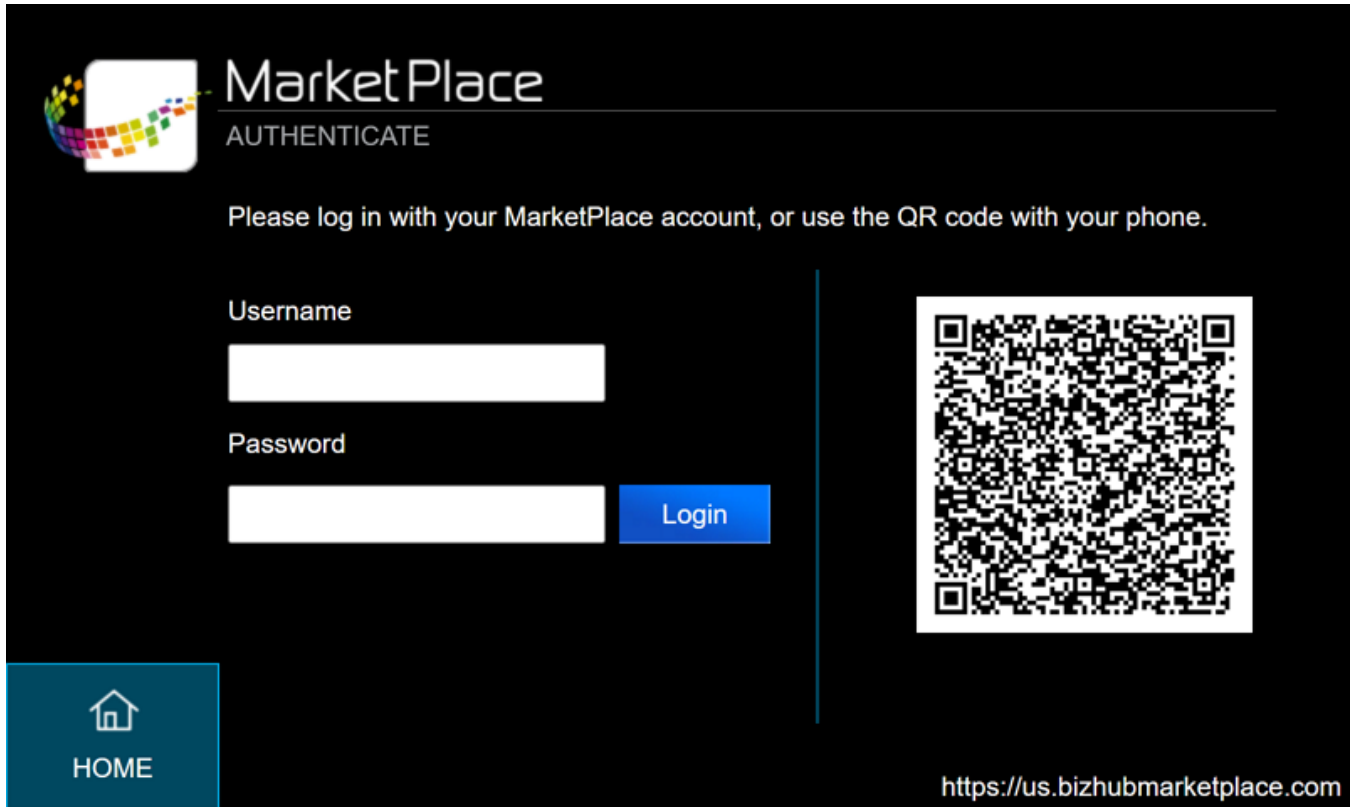
MarketPlace App Manager

Installing the MarketPlace Client on a device also installs the App Manager, via which device admins (users with administrative rights to a device) can manage apps and licenses “manually” (directly at the device, using the device’s controls). The App Manager contains tabs listing the apps installed on the device and other apps available to install on the device, including free apps and purchased apps. Admins can also access the Updates and Settings pages, where they can perform various administrative functions on the device.

Note: Admins can also manage MarketPlace apps and licenses remotely, via the **Apps & Licenses page** on the MarketPlace site.

Logging In

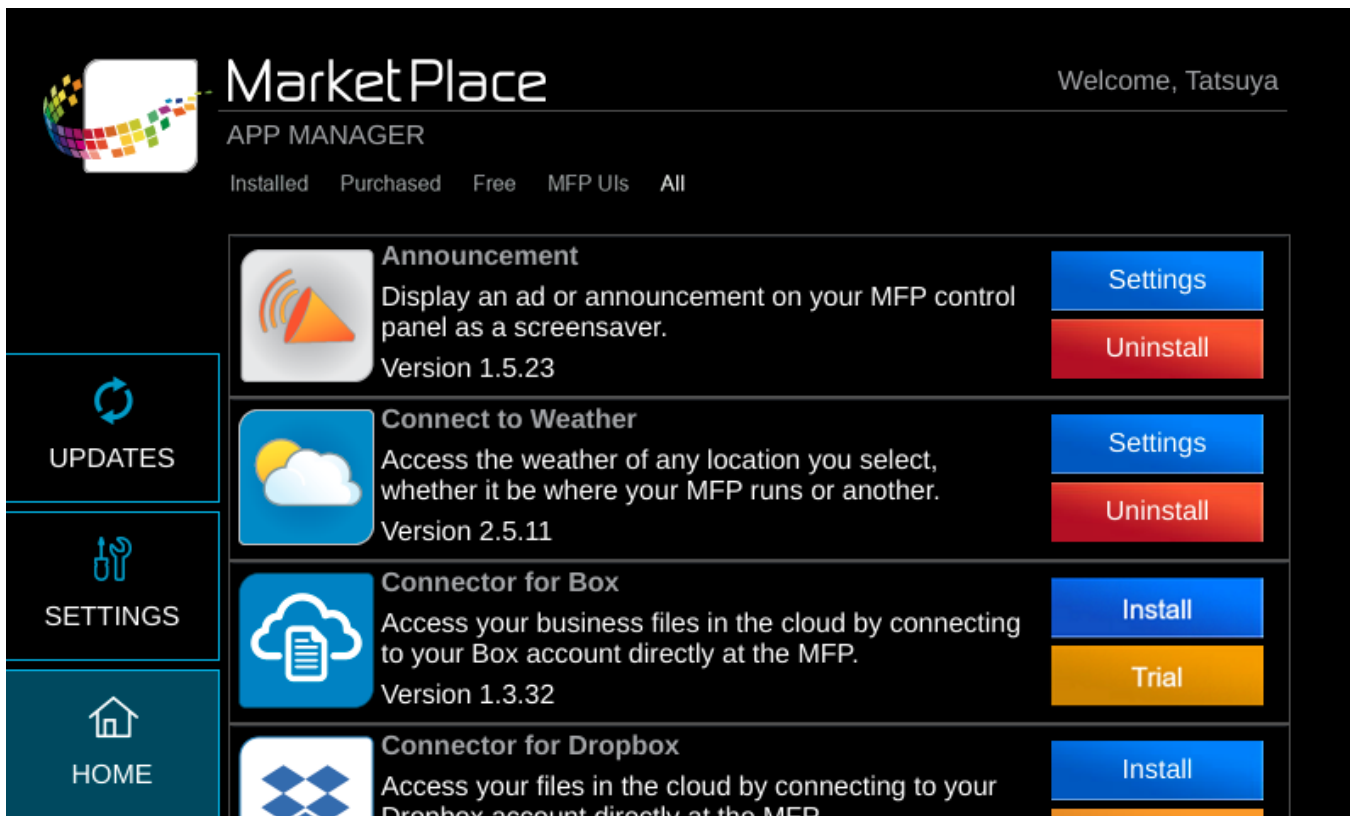
To log in to the MarketPlace App Manager, at the device, select **App Manager** on the MarketPlace Home page. The Authenticate page appears:



You can enter your MarketPlace credentials directly, or use your mobile device by scanning the QR code and entering your credentials on the device.

Note: Accessing the App Manager on a device requires the device admin password. Thus, you may be asked to enter the password before accessing the App Manager.

The following illustration shows the All tab of the App Manager, listing all MarketPlace apps associated with the user's MarketPlace account.



Using the App Manager

The App Manager provides the following options for the admin user:

- **Installed tab** - View a list of installed apps and licenses, and access customization options for each of the apps.
- **Purchased tab** - View a list of purchased apps and licenses, and access customization options for each of the apps.
- **Free tab** - View a list of free apps and licenses, and access customization options for each of the apps.
- **MFP UIs tab** - View a list of all custom MFP UIs that have been installed on the device.
- **All tab** - View a list of all MarketPlace apps associated with the user's MarketPlace account, and access customization options for each of the apps.
- **UPDATES button** - Update MarketPlace apps and the MarketPlace client.
- **SETTINGS button** - Customize settings for MarketPlace.
- **HOME button** - Return to the MarketPlace Home page.
- **App options** - Each app listed on the App Manager page has one or more available options, depending on the app's current state on the device. The options appear as buttons on the right side of the page.

- **Settings** - Customize settings for the app.
- **Install** - Install the app, custom MFP UI, or device license onto the device.
- **Uninstall** - Uninstall the app, custom MFP UI, or license from the device.
- **Trial** - Install/Uninstall the trial license for the app.

For more information, refer to the **Managing MarketPlace Apps at the Device** topic.

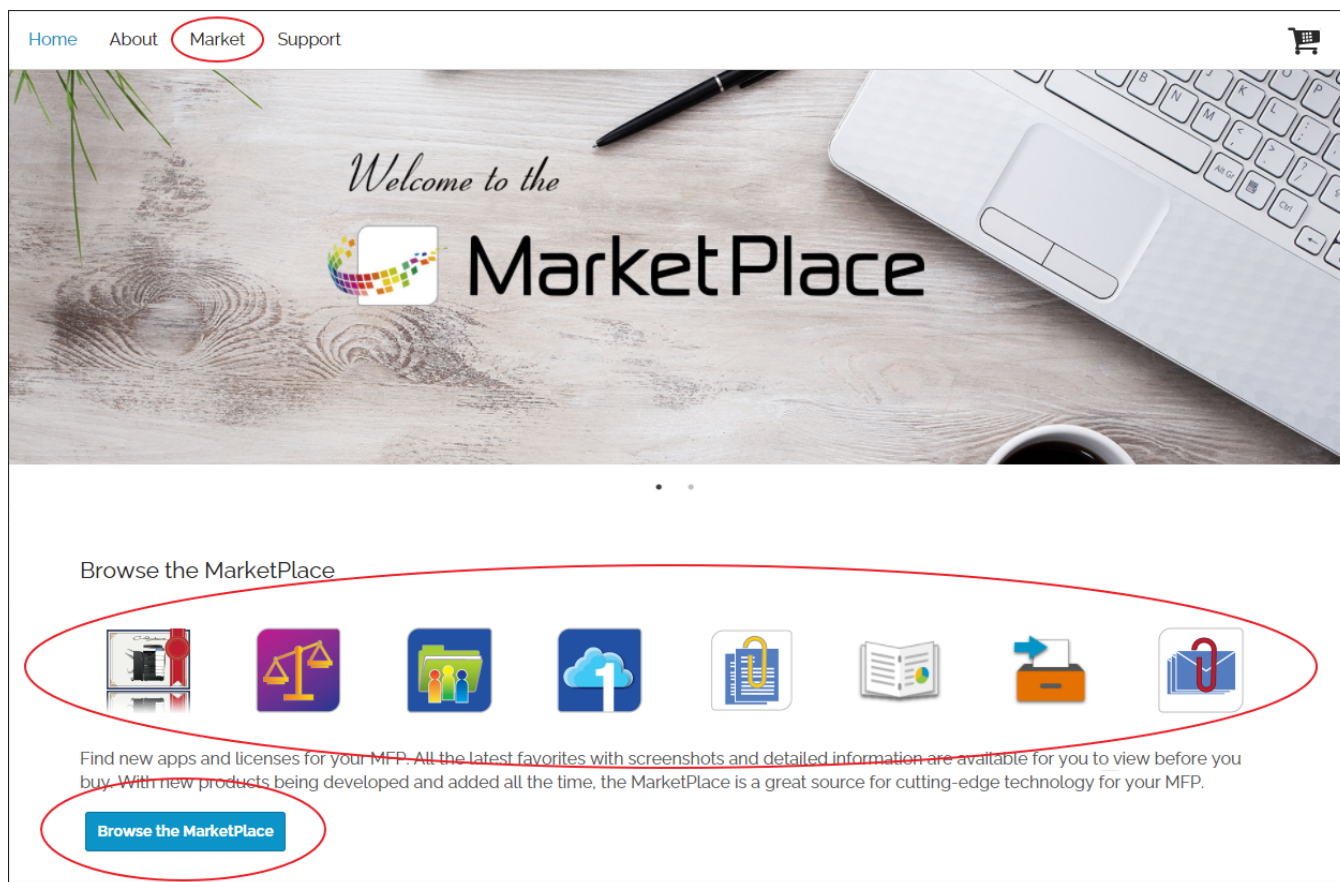
Browsing and Purchasing

Browsing the Market Page

On the MarketPlace site, you can browse for, **purchase**, **install**, and **manage** the wide variety of apps and licenses available in the store. To begin browsing, do the following:

1. **Log into MarketPlace.** If you do not already have an account, you can **create a free MarketPlace account**.
2. On the MarketPlace Home page, do one of the following to access the Market page and view a list of available apps and licenses:
 - Click on the **Market** link on the MarketPlace menu bar.
 - Click on one of the product icons.
 - Click on the **Browse the MarketPlace** button.

The following illustration shows the MarketPlace Home page and the various methods you can use to access the **Product page**:

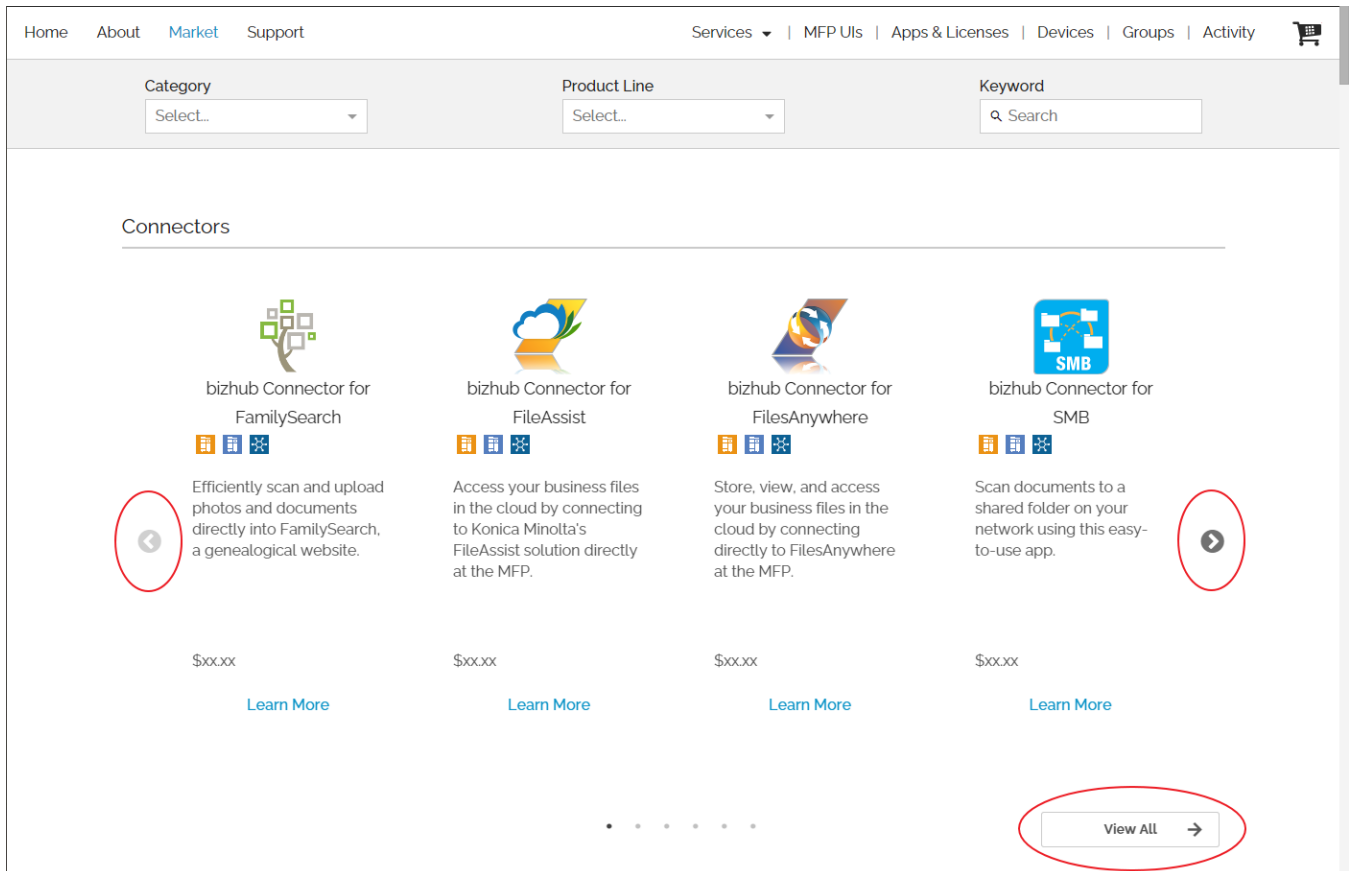


Note: Not all products are available in all regions.

3. Select the product you want to view. The Market page lists all products available in the store. To help locate a product, you can **filter the list of products** to display fewer products on the page.

Before you apply any filters, all products appear on the page, organized by product category. To see additional product categories, scroll down the page. If a category has more products than will fit across the page, you can click on either the > or **View All ->** button to see more. The > button scrolls the category to the right. The < button scrolls the category to the left. The **View All ->** button filters the page so only products from that category appear.

The following illustration shows these options on the Market page:



Note: Once you apply a filter, products are no longer organized by category on the page.

Filtering the Market page

To display fewer products on the Market page, you can filter the product list. Use any combination of the following fields:

- **Category** - To filter by app product category, click on the drop-down and select a category from the list that appears. Once you select a category, you can remove the filter by clicking on the drop-down and selecting **All**. The following categories are available. Note that products can belong to more than one product category.
 - Connectors

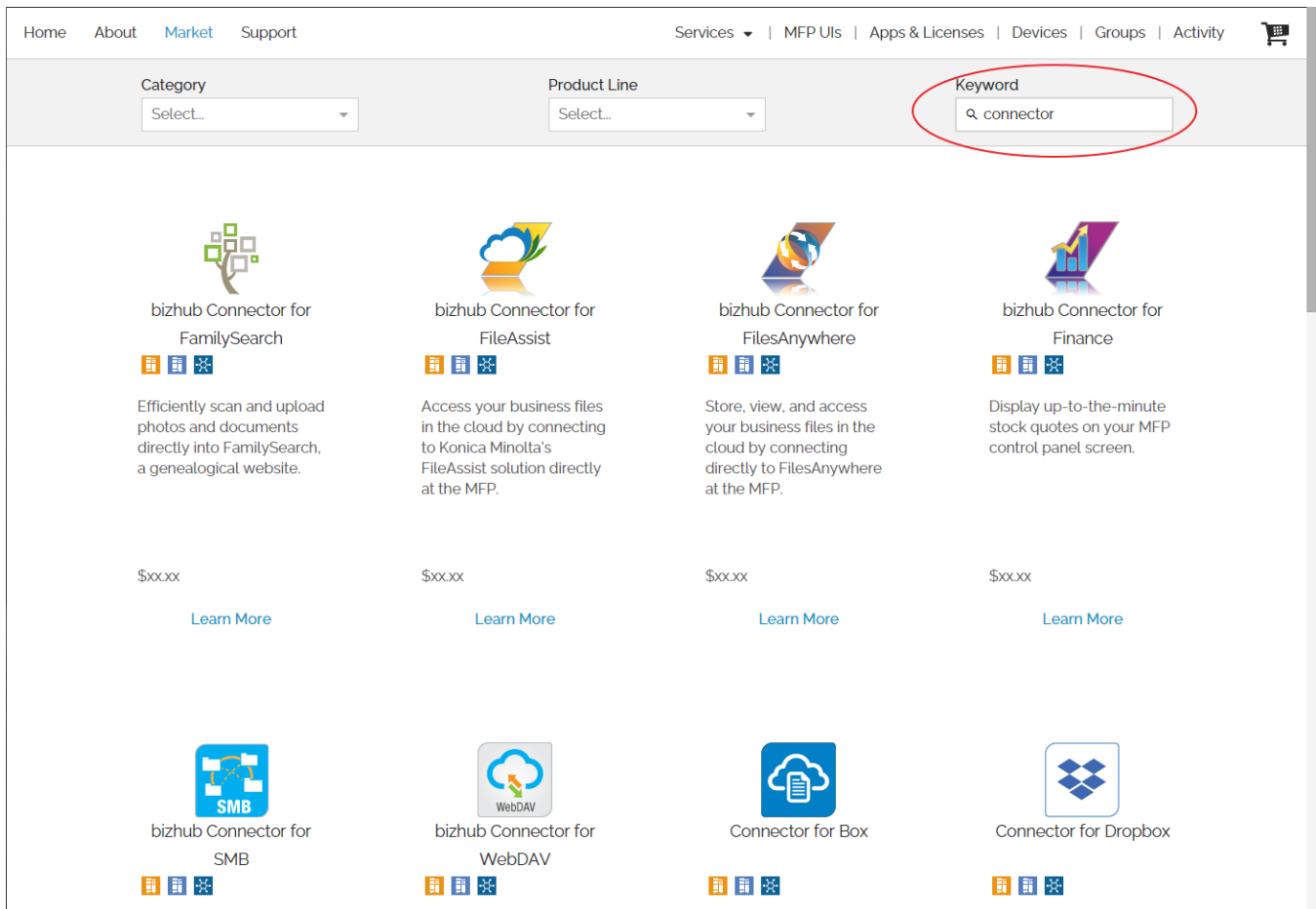
- Enterprise Content Management
- Free
- Industry-related
- MFP Functions
- MFP Panel Customization
- Security
- Utilities
- Workflow

Note: Not all products are available in all regions.

- **Product Line** - To filter the product list to apps supported by a device product line (for example, bizhub), click on the drop-down and select a product line from the list that appears. Once you select a product line, you can remove the filter by clicking on the drop-down and selecting **All**.
 - bizhub - Konica Minolta devices.
 - MFX - Muratec devices.
 - Service - MarketPlace services such as Shield Guard and Personalize.
- **Keyword** - To filter by a specified string, enter the string here. Only products whose name contains the string appear on the page (restricted to any Category or Product Line filters currently applied to the Market page). To remove the Keyword filter, clear the string from the field.

Select the product you want to view. The **Product page** appears. You can also access the Product page by selecting the **Learn More** link underneath the product.

In the following illustration, the Market page appears, filtered by the string “connector”. Several products whose name contains “connector” appear in the illustration, and the scroll bar indicates more are available on the page.



Product Page

The Product page appears when you select a product from the Market page, displaying detailed information on the selected product. Note that not all of the following information is available for all products.

- Purchasing options
- Product description
- Screen shots
- Product requirements, for example supported devices
- Documentation, including the user guide
- Legal content, for example an end-user license agreement (EULA)
- Service and support information
- Additional product information

The following illustrations show the top and bottom sections of the Product page for the Announcement app:



Announcement



\$0.00

- 1 +

Buy Now

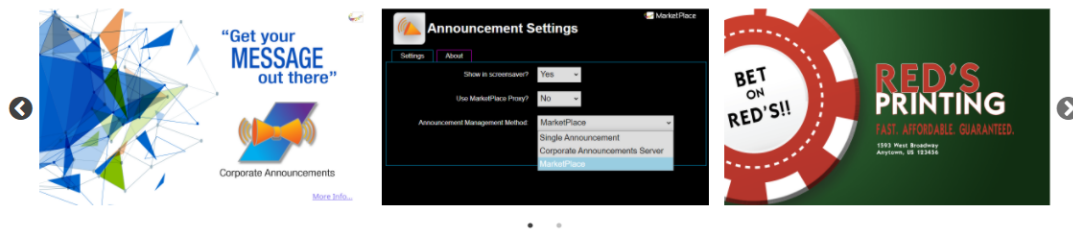
Description

Transform your MFPs into a dynamic, company-wide communication and branding vehicle. The free Announcement app can be customized to display a corporate message as a screensaver on the MFP panel when it is not in use. This app allows you to share:

- Information or reminders, such as upcoming events, promotions, branch closings, etc.
- Company-wide announcements, such as mergers and acquisitions, quarterly revenue, etc.
- Words of inspiration, such as quotes, company goals, efficiency tips, etc.
- Marketing messages, such as new digital ads, changes to verbiage, etc. and more

Turn every MFP into a communication hub with the Announcement app.

Screenshots



Requirements

Supported Devices

- Supports all **bizhub** devices supported by MarketPlace. More details can be found on the [support page](#).
- Supports all **MFJ** devices supported by MarketPlace. More details can be found on the [support page](#).
- Supports the **Workplace Hub** devices listed [here](#).

Documentation

[User Manual](#)
Announcement 11-4-20.pdf

Service & Support

Have additional questions or need support? Please contact your local authorized service center.

Additional Info

Updated: November 4, 2020
 Developer: Konica Minolta Solutions Engineering Center
 Version: 1.5.26
 Copyright: 2012–2020

Request More Information

MarketPlace may also include products which are not currently available for purchase via the MarketPlace site. These products have a **Contact Me** or **Order** button on their Product page instead of a **Buy Now** button. See the following illustration for an example:



Use this button to contact a sales representative for more information about the product. Do the following:

1. Access the Product page for the product.
2. Click on the **Contact Me** (or **Order**) button below the product. The Contact Me form appears:

Contact Me ✕

The following information will be forwarded and a representative will contact you regarding your inquiry.

Name *

Email Address(es) *

ZIP/Postal Code *

Company

Phone

Message

Submit

3. Enter your name in the Name field.
4. The email address of the currently logged-in user automatically populates the Email Address(es) field. To include others, enter additional email addresses in the Email Address field. When done, press **Enter**.

5. Enter your zip or postal code in the ZIP/Postal Code field.
6. Enter any optional information, if desired, using the Company and Phone fields.
7. Enter any additional information about your request using the Message box.
8. When done, select the **Submit** button. MarketPlace forwards your request to a representative for follow up.

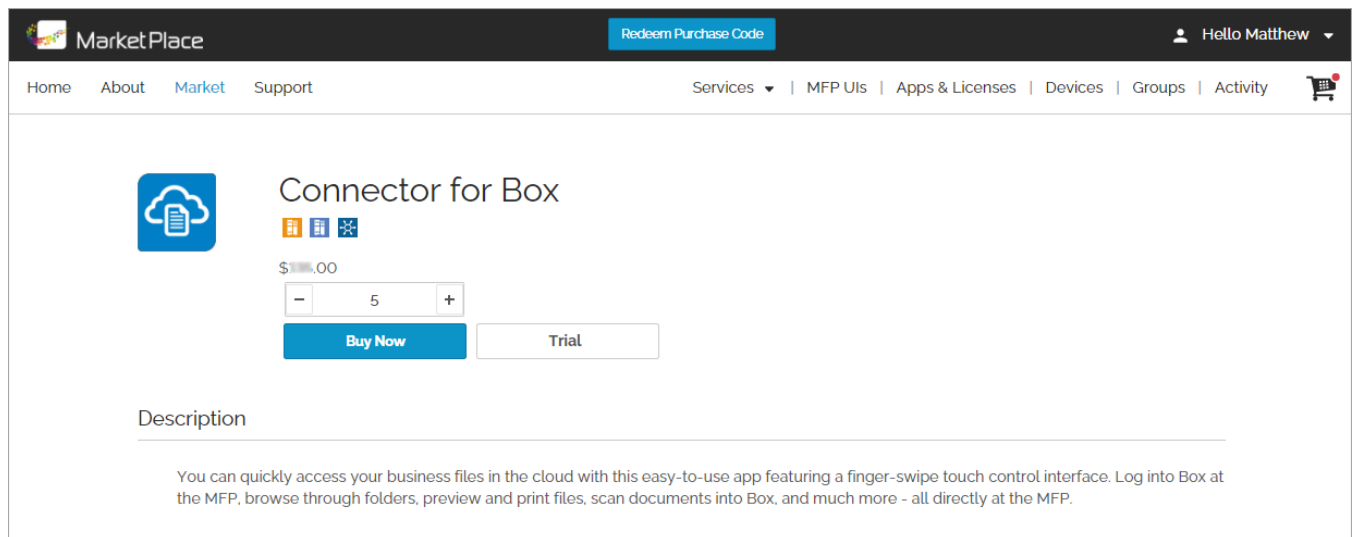
Purchasing Apps & Licenses

MarketPlace provides purchase options for apps or licenses via **credit card** or **contract billing**. Once you have browsed MarketPlace and decided which products you want to purchase, take the following steps:

- **Step 1: Add to Cart**
- **Step 2: Check Out**
- **Step 3: Confirm Order**

Step 1 - Adding Items to Your Shopping Cart

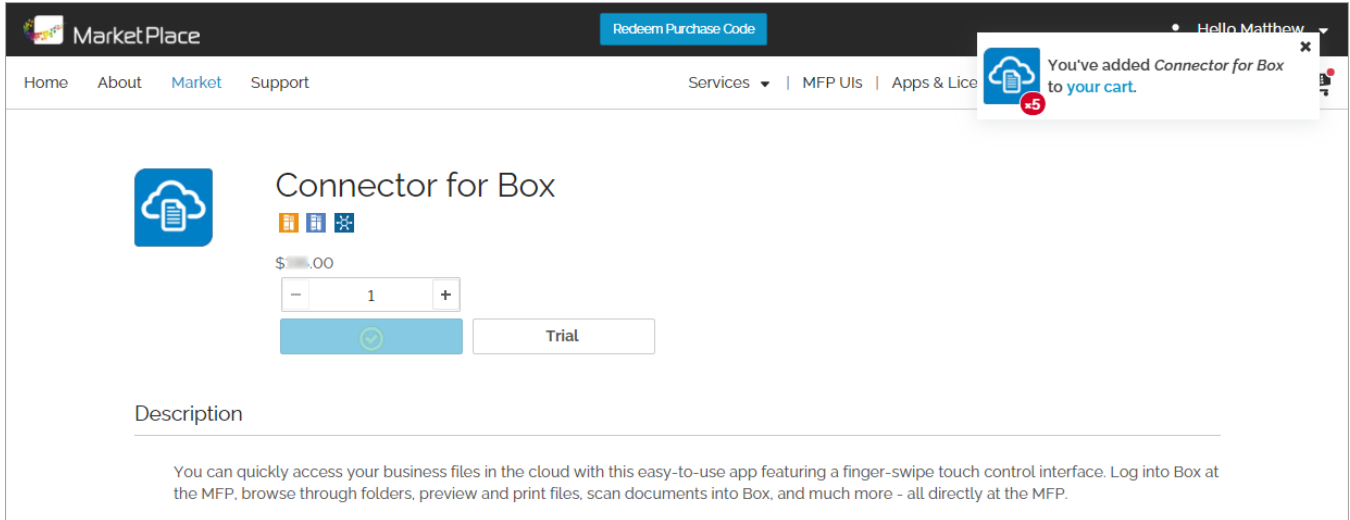
On the **Product page**, first specify a quantity to purchase. The default quantity is 1. To change the quantity, click the **+** or **-** buttons or enter a quantity directly into the field. In the following illustration, a quantity of 5 has been specified:



Next, click on the **Buy Now** button. The following occurs:

- The Quantity to Purchase field returns to a quantity of 1.
- The **Buy Now** button briefly changes to display a check mark.
- A pop-up appears in the upper-right of the page, indicating the product and the quantity added to the shopping cart.

In the following illustration, the pop-up indicates 5 licenses for Connector for Box have been added to the shopping cart:



You can continue shopping by browsing to another product page, or you can **view the shopping cart** and/or **proceed to checkout** by clicking on the Shopping Cart icon in the upper-right of the page.

Step 2 - Checking Out Items Selected for Purchase

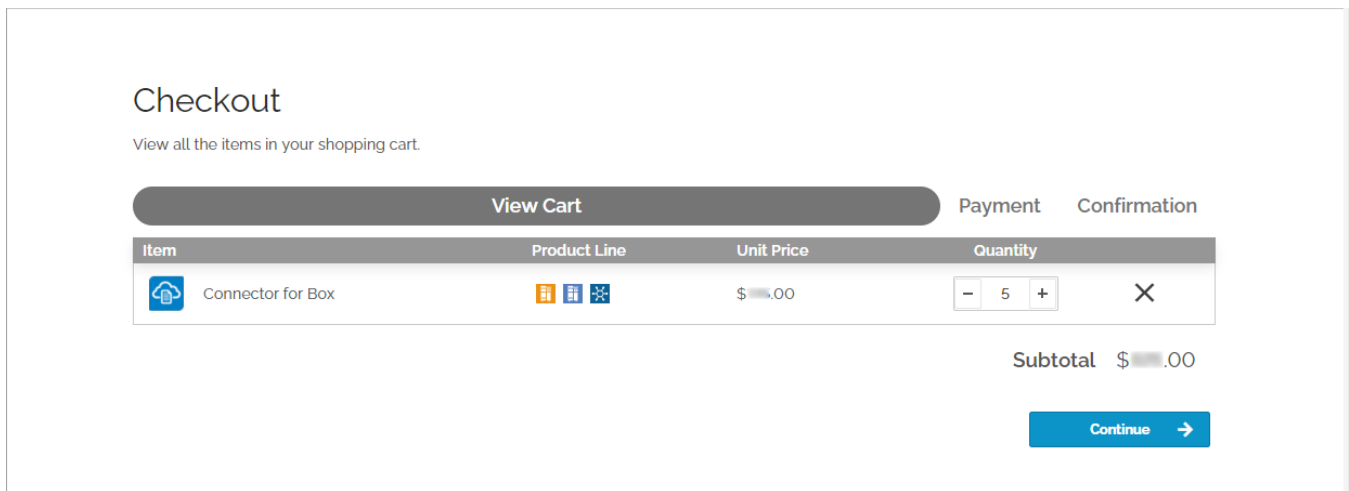
To begin the checkout process and purchase the items in your shopping cart, click on the Shopping Cart icon in the upper-right of the page. The Checkout page appears. The Checkout process consists of the following steps:

1. **View Shopping Cart**
2. **Submit Payment Information**
3. **Confirm Payment Information**

In each step, once you complete the required fields, the **Continue** button activates. To proceed to the next step, click this button. Once you proceed to the second step, the **Back** button appears. To return to a previous step, click this button.

Step 2a - Viewing Your Shopping Cart

View Cart is the first step in the checkout process. The Product table shows the products selected for purchase and the quantity to purchase. See the illustration below:



To change the order quantity for a line item, click the **+** or **-** buttons or enter a quantity directly into the field. To remove a line item from the table, click the **X**. The **Undo** button appears. To undo the change, click the **Undo** button. When finished, click the **Continue** button to proceed to the Payment step.

Step 2b - Payment Options

The following payment methods are available:

- **Credit card** - Available for all users for all purchases.
- **Contract** - Available only for users who belong to a product group for which the pay-by-contract option has been activated. A MarketPlace admin must activate this option for the group.
- **Payment Method** - This field appears only if multiple payment methods are available to you. Click the drop-down menu and select your method of payment. If the **Payment Method** field does not appear, only the credit card option is available.

Paying by Credit Card

The option to pay by credit card is available to all users for all purchases. Do the following:

1. **Payment Method** - If this field appears on the page, choose the **Credit card** option from the drop-down list.
2. **Name on card** - Enter the name listed on your credit card.
3. **Credit card** - Enter your credit card number, expiration date, and CVC number.
4. **Country** - Select the country from the drop-down list.
5. **State** - Select the state or province from the drop-down list.
6. **Zip** - Enter the zip or postal code.

See the following illustration for an example:

Checkout
View all the items in your shopping cart.

View Cart **Payment** Confirmation

Billing info

Name on card

Credit card *

Country *

State *

Zip *

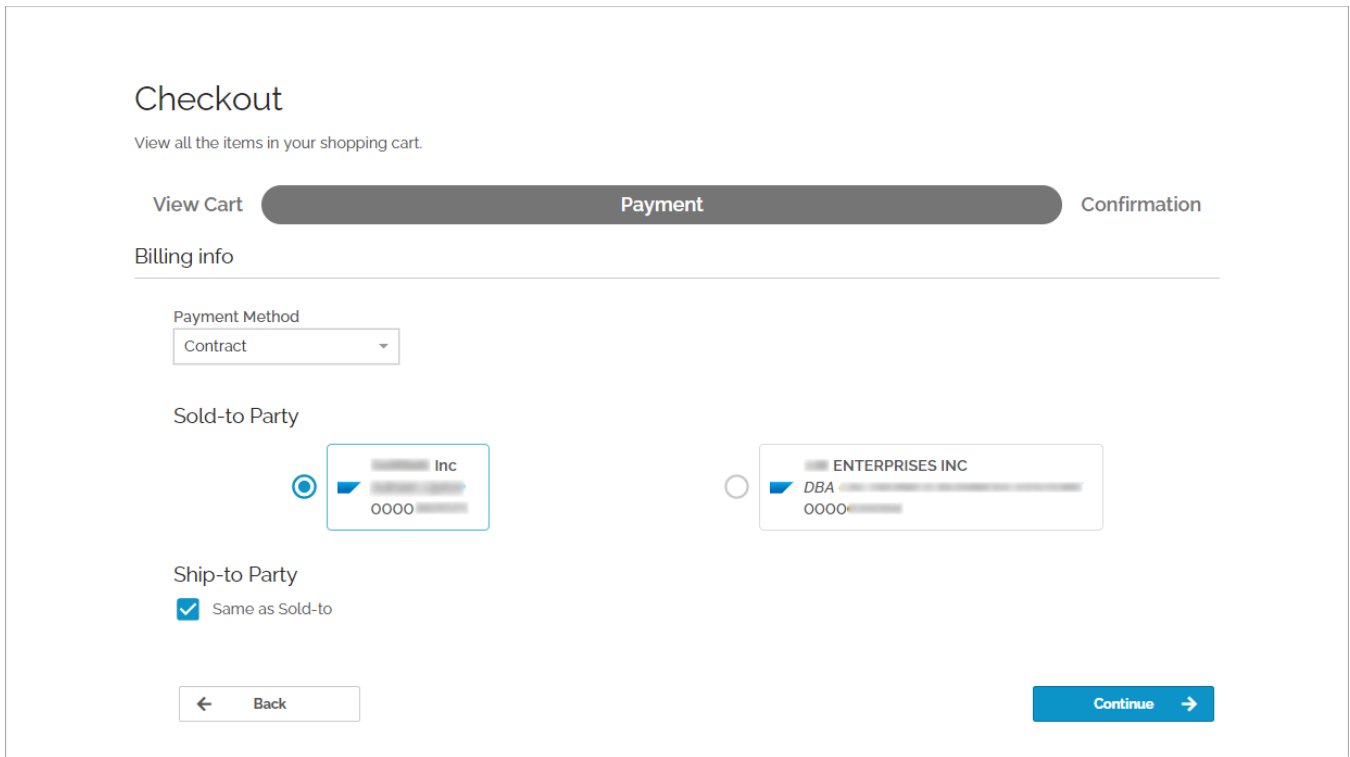
7. Once you provide valid responses to all of the above fields, the **Continue** button activates. To complete your purchase, click the **Continue** button to proceed to the Confirmation step.

Paying by Contract

You can order MarketPlace apps via **SAP**. However, the option to pay by contract is available only to users who belong to a product group for which the pay-by-contract option has been activated. A MarketPlace admin must activate this option for the group.

To order by contract, do the following:

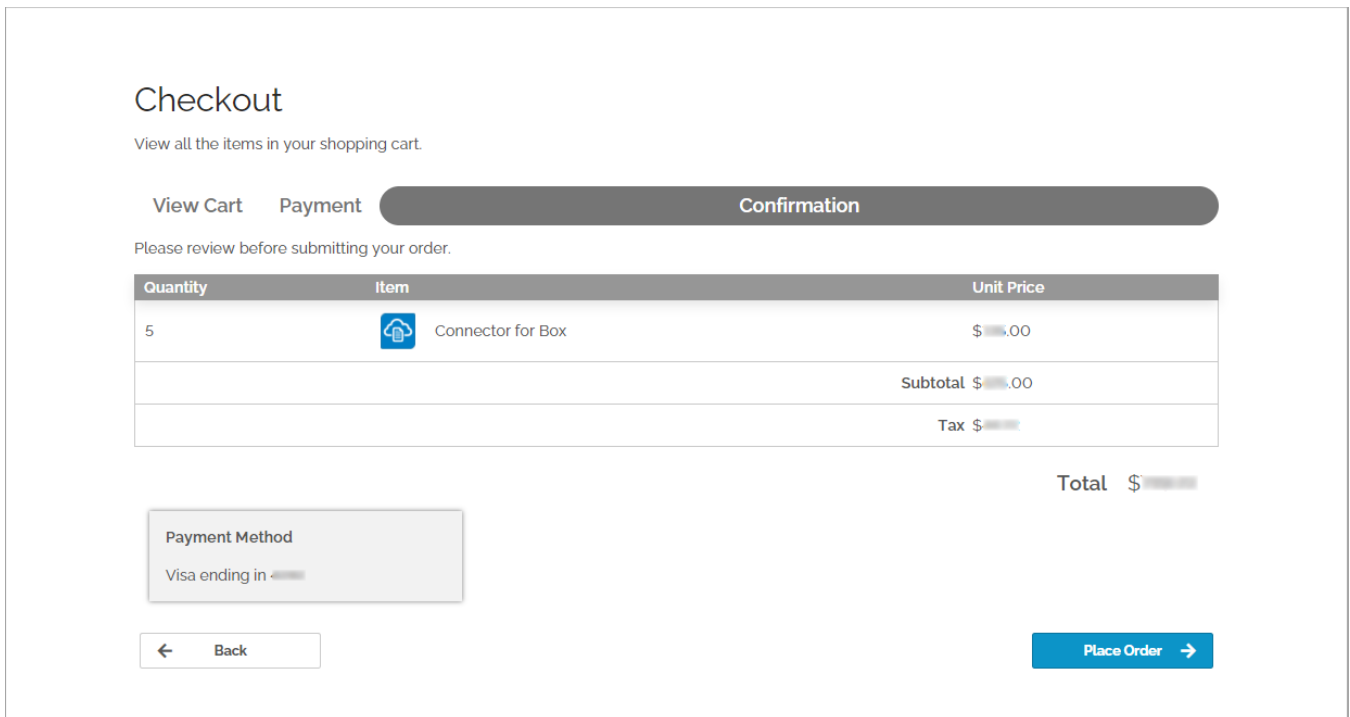
1. **Payment Method** - Choose the Contract option from the drop-down list. If the **Payment Method** field does not appear, only the credit card option is available for payment.
2. **Sold-to Party** - Select the individual or organization you want to bill.
3. **Ship-to Party** - If the shipping address is the same as the billing address, check the box. To ship the order to a different individual or organization, leave the box blank.
4. Once you provide valid responses to all of the above fields, the **Continue** button activates. See the following illustration:



5. To complete your purchase, click the **Continue** button to proceed to Confirmation step.

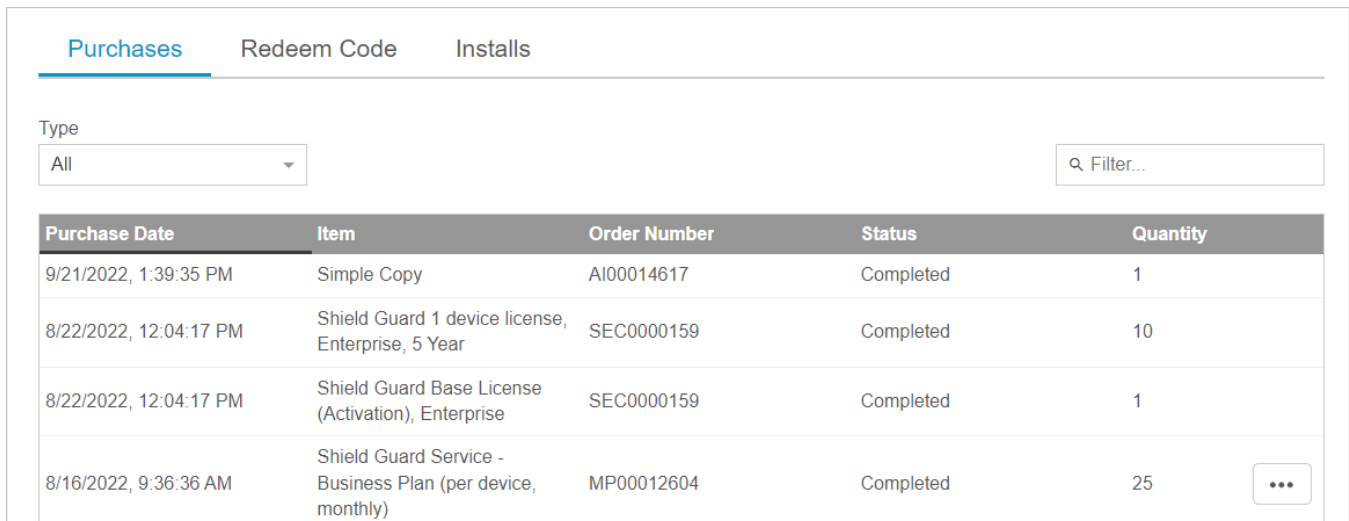
Step 3 - Confirming Your Order

In this step, review your order to make sure you have specified the correct items, quantity, and payment information. When ready, click on the **Place Order** button. See the following illustration:



Viewing Your Purchase History

To view a history of your applications and licenses purchased on MarketPlace, select **Activity** on the MarketPlace menu bar. The Activity page appears, displaying the Purchases tab. See the following illustration:



The screenshot shows the 'Purchases' tab selected in a navigation bar. Below the navigation bar, there is a 'Type' dropdown menu set to 'All' and a search filter box labeled 'Filter...'. The main content is a table with the following data:

Purchase Date	Item	Order Number	Status	Quantity	
9/21/2022, 1:39:35 PM	Simple Copy	AI00014617	Completed	1	
8/22/2022, 12:04:17 PM	Shield Guard 1 device license, Enterprise, 5 Year	SEC0000159	Completed	10	
8/22/2022, 12:04:17 PM	Shield Guard Base License (Activation), Enterprise	SEC0000159	Completed	1	
8/16/2022, 9:36:36 AM	Shield Guard Service - Business Plan (per device, monthly)	MP00012604	Completed	25	...

On the **Purchases** tab, information about your purchased applications and licenses displays, including:

- **Purchase Date** - The purchase date of the application or license.
- **Item** - The name of the purchased application or license.
- **Order Number** - The order number of the purchased application or license.
- **Status** - The purchase status of the order.
- **Quantity** - The quantity of apps/licenses purchased.

The Purchasing tab provides the following options:

- **Type** - To filter the purchase list by type, click on the drop-down. The following options appear:
 - **All** - To view all purchased applications and licenses, select this option.
 - **App** - To view only purchased applications, select this option.
 - **License** - To view only purchased licenses, select this option.
- **Filter** - To search for specific applications and licenses based on keywords, enter search criteria into this field. This search uses type-ahead functionality.
- **Billing History** - If a purchased item on the list has a billing history, an **Ellipsis** button appears on the far-right of the row. For example, Personalize Service plans can be purchased via a subscription plan. To view the billing history for the purchased item, first click on the **Ellipsis** button. Next, click on the **View Billing History** link that appears. See the illustration below:

Purchases Redeem Code Installs

Type
All Filter...

Purchase Date	Item	Order Number	Status	Quantity
9/21/2022, 1:39:35 PM	Simple Copy	AI00014617	Completed	1
8/22/2022, 12:04:17 PM	Shield Guard 1 device license, Enterprise, 5 Year	SEC0000159	Completed	10
8/22/2022, 12:04:17 PM	Shield Guard Base License (Activation), Enterprise	SEC0000159	Completed	1
8/16/2022, 9:36:36 AM	Shield Guard Service - Business Plan (per device, monthly)	MP00012604	Completed	View Billing History ...

The Billing History window then appears, displaying the billing history for the product. The following illustration shows a billing history for Personalize’s Follow-You Persona Service Business license plan:

Billing History X

Invoice Date	Invoice Number	Billing Cycle	License Count
<i>Upcoming</i>	—	Monthly	25
March 1, 2024	0000011675	Monthly	25
March 1, 2024	0000011584	Monthly	25
February 1, 2024	0000011234	Monthly	25
January 1, 2024	0000010889	Monthly	25
December 1, 2023	0000010539	Monthly	25
November 1, 2023	0000010254	Monthly	25
October 1, 2023	0000009969	Monthly	25

Redeeming Purchase Codes

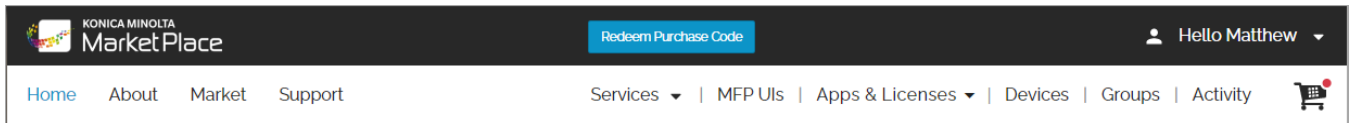
Once MarketPlace processes your order, MarketPlace sends you important order information, including the purchase code, sales order number, and order details. To access your purchased products, you must redeem the purchase code on the MarketPlace site.

Note: MarketPlace usually sends out order information to an email address extracted from the order. If your MarketPlace store does not require email addresses be included in orders, the order information is sent out via another method.

For each MarketPlace order, MarketPlace generates a single purchase code (even if the order contains multiple items). When a purchase code is redeemed, MarketPlace credits the purchased license(s) to the account associated with the logged-on user. The licenses become associated with that account and cannot be transferred to another MarketPlace account.

To redeem your purchase code, access the **Redeem Code** tab on the Activity page. Do one of the following:

- Click on the **Redeem Purchase Code** button on the top bar of MarketPlace. If not logged in to MarketPlace, a prompt appears via which you can log in to your account.



Or

- Select **Activity** on the MarketPlace menu bar, and then select the **Redeem Code** tab.

Once you access the **Redeem Code** tab on the Activity page, do the following:

1. Open the email containing the purchase code. Copy the purchase code to your clipboard.
2. Paste the purchase code into the **Purchase Code** field, as shown in the illustration below:

A screenshot of the 'Redeem Code' tab in the MarketPlace interface. The tab is highlighted with a blue underline. Below the tab, there are three sections: 'Purchases', 'Redeem Code', and 'Installs'. In the 'Redeem Code' section, there is a text input field labeled 'Purchase Code' containing the alphanumeric code '4e23-ega2-c34c-2383'. To the right of the input field is a blue button labeled 'Redeem'.

3. Click on the **Redeem** button.

Notes:

- Purchase codes are not case-sensitive.
- You can enter the purchase code with or without the dashes.

Installing and Using Apps

Managing Apps and Licenses Remotely

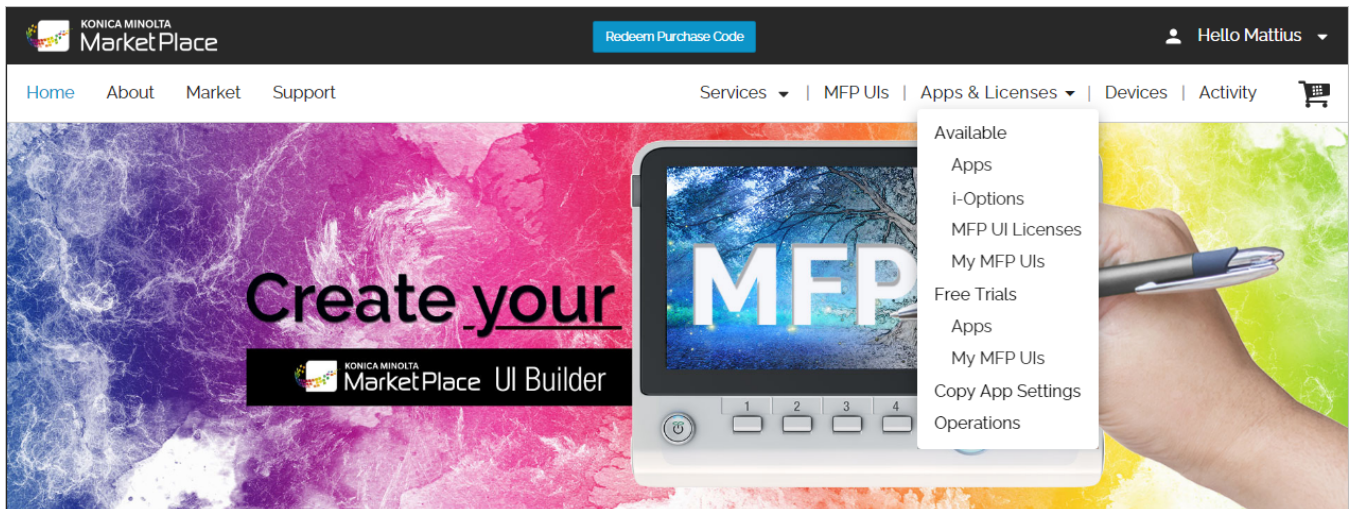
You can use the MarketPlace site to manage your MarketPlace products remotely - without having to physically access your devices. You can manage any device or device group to which you have **administrator access**. If your admin rights to a device are in a **pending** state, you can still install apps and licenses on the device. Once you gain admin rights to the device, those apps become available for use on the device.

The Apps & Licenses drop-down menu on the MarketPlace menu bar provides access to tools you can use to remotely manage all of your MarketPlace apps, licenses, and MFP UIs. Of course, you can also **manage your MarketPlace apps and licenses directly at the device**. However, this help topic describes your options for remote management of your MarketPlace products.

The Apps & Licenses drop-down menu appears in the illustration below. Note that this menu displays options only for products you have purchased.

Note: If you experience a delay in the completion of an update or operation on a device, check the **Device page** in the App Manager. You can view or edit the **Max Refresh Rate** setting, and/or force pending operations to execute via the **Sync Now** button.

The Apps & Licenses drop-down menu appears in the illustration below:



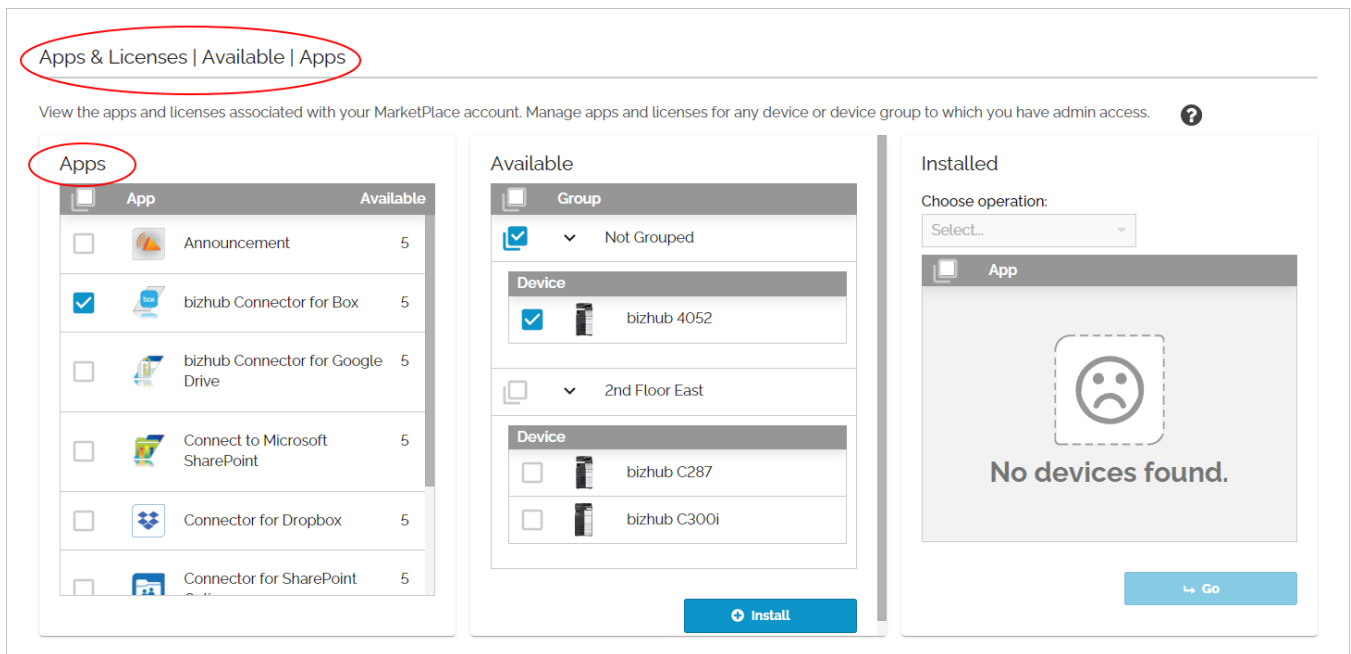
The Apps & Licenses drop-down menu consists of the following sections:

- **Available** - Provides access to the MarketPlace products associated with your account, including purchased apps, licenses, and MFP UIs. When you click on a product type, the Apps & Licenses page appears for that product type. If no product types appear in the Available section of the menu, then no purchased apps, licenses, or MFP UIs are currently available in your account.

- **Free Trials** - Provides access to the free trial products available for your account. Trial licenses are issued on a one-per-user, one-per-device, one-per-product basis.
- **Copy App Settings** - Accesses the Copy App Settings page, where you can copy an app's settings configuration from one device to one or more devices or device groups.
- **Operations** - Accesses the Operations page, where you can view a list of the operations performed on your MarketPlace devices.

Apps & Licenses Page

The following illustration shows the Apps and Licenses page as it appears when you select Available/Apps from the Apps & Licenses drop-down menu.



Note: To access MarketPlace Online Help, click on the ? icon.

Apps Panel

Use this panel to select the products on which you want to perform an operation, for example, install the products onto devices.

Note: The name and content of the “Apps” panel varies based on your selection at the Apps & Licenses drop-down menu on the menu bar. The above illustration shows the panel as it appears when you select Available/Apps from the Apps & Licenses drop-down menu. By contrast, if you selected Available/MFP UI Licenses from the Apps & Licenses drop-down menu, the panel would be named “Licenses” and contain your purchased MFP UI Licenses.

Device Panels

The Apps & Licenses page contains the following device panels:

- **Available**
- **Installed**

The device panels are organized by **device groups**. Each device group in a panel displays a caret that, when you click on it, expands or collapses the device group to show or hide the devices in the group.

Available Panel

For all selected products, this panel lists the devices (if any) on which none of the products are currently installed. Devices in the panel are organized by device group. Any devices in the panel are eligible for installation of the selected products.

Installed Panel

Use this panel to select the devices on which you want to perform a selected operation, for example, uninstall an app. For all selected products, this panel lists the devices (if any) on which one or more of the products are currently installed, organized by device group.

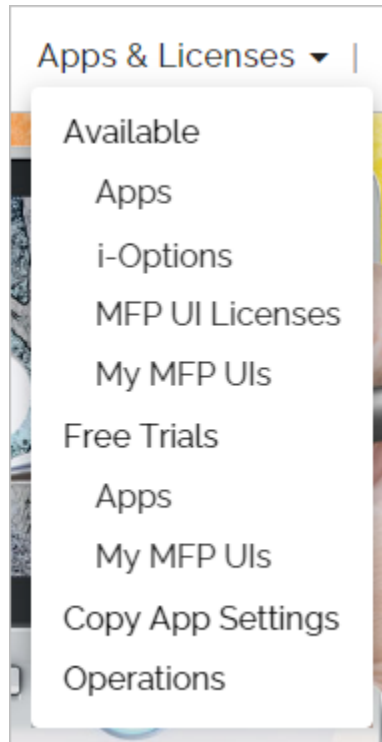
Note: To activate the Installed panel and select devices, you must first select an operation from the **Choose operation** field. If none of the selected products are installed on any devices, the **Choose operation** field is inactive.

- **Choose operation** - Use this field to select the operation you want to perform on the selected products. The following options are available:
 - **Unselect** - Once you select an operation and devices on which to perform the operation, you can unselect the operation and the devices by clicking on the drop-down and selecting this option from the menu that appears.
 - **Update** - If updates are available for any of the selected products, this option is active. When you click on it, the Available panel populates with the appropriate products and the devices on which they are installed. For each product in the Installed panel, select the devices on which you want to update the product. When done, click on the **Go** button.
 - **Uninstall** - If any of the selected products are currently installed on your devices, this option is active. When you click on it, the Available panel populates with the appropriate products and the devices on which they are installed. For each product in the Installed panel, select the devices from which you want to uninstall the product. When done, click on the **Go** button.
 - **Cancel operations** - Once you initiate an operation, this option activates, enabling you to cancel the operation on selected devices - for as long as the operation is still running.

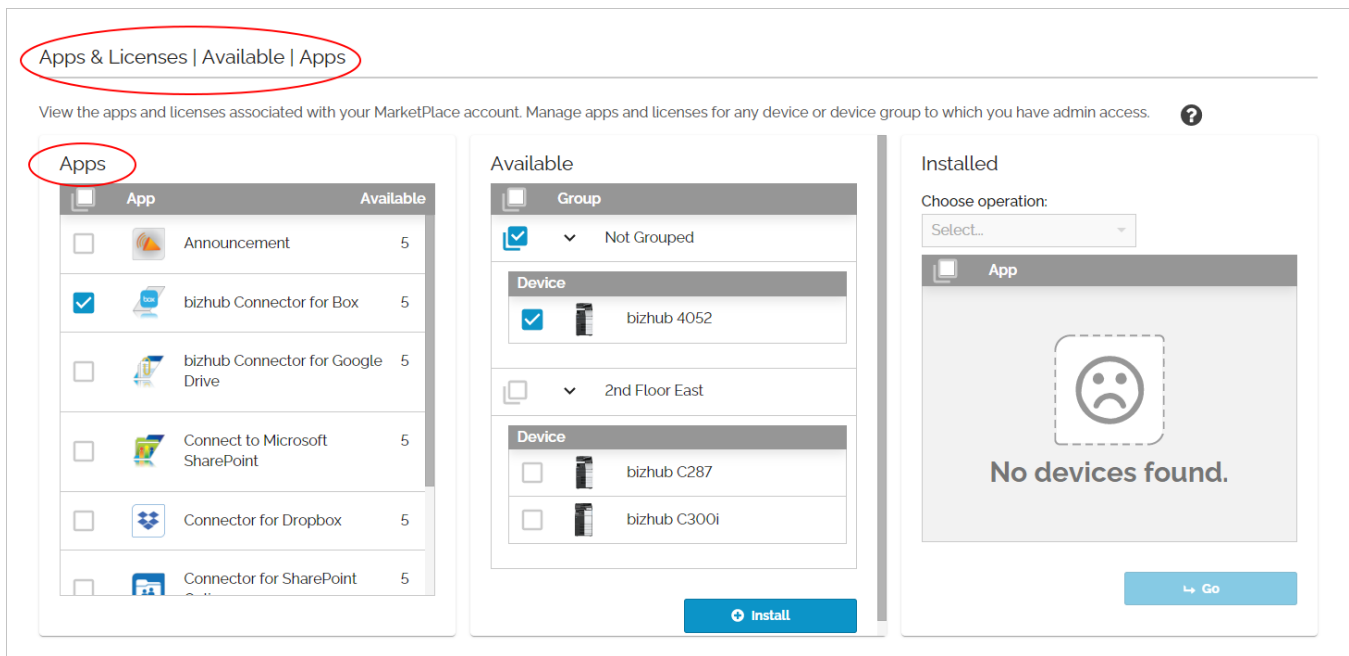
Installing Apps, Licenses, and UIs onto Devices

The following lists the basic steps for installing one or more MarketPlace apps, licenses, or MFP UIs onto one or more devices via the MarketPlace site. Detailed descriptions follow this section.

1. Click on **Apps & Licenses** on the MarketPlace menu bar. The Apps & Licenses drop-down menu appears:



2. From the menu, select the type of product you want to install. The Apps & Licenses page appears displaying three panels. The panel on the left takes the name of the selected product type, for example "Apps". This panel lists the items associated with the selected product type, restricted to products available in your MarketPlace account. For purposes of this instruction, assume you selected "Apps".



3. In the Apps panel, **select one or more products**. the following occurs:
 - a. The Available panel populates with the devices on which none of the selected products are installed, restricted to devices for which you are an **administrator**.
 - b. The Installed panel populates with the devices on which at least one of the selected products is already installed, restricted to devices for which you are an administrator. Note that the Installed panel does not activate until you select an operation from the **Choose Operation** field.
4. In the Available panel, select the devices on which to install the selected products. When done, click on the **Install** button to confirm your selections. If the **Install Options** window appears, you can create shortcuts to the products you are installing and position them on a device's Home screen, providing quick access to the products. When done, click on the **Install** button to initiate the installation and generate the shortcuts.
5. When you initiate the installation process, the following occurs:
 - The products are installed on the selected devices.
 - The devices are removed from the Available panel for the selected products.
 - The quantity of licenses available for each product is reduced by the quantity of devices on which it was installed.

Note: You can also **install apps at the device panel**.

Installing a Single Product

The Available panel lists the devices (if any) on which none of the selected products is currently installed, and are thus available for installation of the selected products. If you select or deselect products from the **Apps/Licenses/MFP UIs** panel, the Available panel updates accordingly.

The following steps indicate how to install a single product (an available app) onto a single device:

1. Assume you have selected “Apps” as your product type. **Select a product** from the Apps panel. The Available panel populates with devices on which the product is not currently installed, organized by group.
2. Select a device on which to install the product. The **Install** button activates.
3. Click on the **Install** button. For certain devices, the **Install Options** window appears.

In the illustration below of the Apps & Licenses (Apps) page, note the following:

- The selected product is Connector for Dropbox. One license is available.
- The selected device is “MG-C300i” from the “a100” group.
- For the “a100” group, the group checkbox is blue and it contains a bar, indicating a “mixed” state for the group (that is, some but not all devices in the group are selected). The checkboxes for the other devices in the group are gray and not selectable, indicating the maximum number of licenses available to install (one) has been reached and no other licenses for the selected product are available for installation.
- For the “Not Grouped” group, all checkboxes are gray and not selectable, indicating the maximum number of licenses available to install (one) has been reached and no other licenses are available for installation.
- The **Install** button is active, indicating at least one device has been selected for installation.

The screenshot displays the 'Apps & Licenses (Apps)' page. On the left, the 'Apps' panel lists various applications with their respective 'Available' license counts. The 'Connector for Dropbox' app is selected, indicated by a blue checkmark in the checkbox and a blue bar in the 'Available' column. On the right, the 'Available' panel shows two device groups: 'Not Grouped' and 'a100'. The 'a100' group is selected, indicated by a blue minus sign in the group checkbox and a blue bar. Within the 'a100' group, the 'MG-C300i' device is selected, indicated by a blue checkmark in its device checkbox. An 'Install' button is visible at the bottom right of the 'Available' panel.

Apps	Available
<input type="checkbox"/> Announcement	4
<input type="checkbox"/> bizhub Connector for FileAssist	0
<input type="checkbox"/> bizhub Connector for FilesAnywhere	4
<input type="checkbox"/> Connect to Microsoft SharePoint	1
<input type="checkbox"/> Connect to OnBase	0
<input checked="" type="checkbox"/> Connector for Dropbox	1
<input type="checkbox"/> Connector for SharePoint Online	1
<input type="checkbox"/> Paper Templates Lite	4
<input type="checkbox"/> Simple Copy	4

Group
<input type="checkbox"/> Not Grouped
Device
<input type="checkbox"/> MG-4052 bizhub 4052
<input type="checkbox"/> bizhub C4050i
<input checked="" type="checkbox"/> a100
Device
<input type="checkbox"/> MG-287 bizhub 287
<input type="checkbox"/> MG-C287 bizhub C287
<input checked="" type="checkbox"/> MG-C300i bizhub C300i

Install

Installing Multiple Products

To save time and effort, you can install multiple products on multiple devices or device groups in a single process. Do the following:

1. Assume you have selected “Apps” as your product type. **Select products** from the Apps panel. The Available panel populates with devices on which none of those selected products are currently installed. That is, if at least one of the products is currently installed on a device, that device does not appear in the Available panel. The devices that appear in the panel are organized by device groups.
2. **Select multiple devices** on which to install the product. The **Install** button activates.
3. Click on the **Install** button. For certain devices, the **Install Options** window appears.

In the following illustration of the Apps & Licenses (Apps) page, note the following:

- In the Apps panel, two products are selected. One product has seven licenses available, the other has four.
- In the Available panel, note the following:
 - The Group Header selection box (in the gray bar) is gray and not selectable. Although five devices are available in the group, the maximum number of selectable devices is restricted by the product with the fewest available licenses (four). Thus, because checking the Group Header selection box selects all devices (five) but the maximum number of devices that can be selected is four, the selection box is gray.
 - The device groups are expanded to show the devices within each group.
 - The “Not Grouped” selection box is checked, indicating all devices in the group (four) are selected.
 - The selection boxes for the “IT5 Devices” group and the device within the group are gray, indicating the maximum number of licenses available to install (four) has been reached and no other licenses are available for installation.
 - The **Install** button is active, indicating at least one device has been selected for installation.

Apps

<input type="checkbox"/>	Apps	Available
<input type="checkbox"/>	Announcement	11
<input checked="" type="checkbox"/>	bizhub Connector for FileAssist	7
<input checked="" type="checkbox"/>	bizhub Connector for FilesAnywhere	4
<input type="checkbox"/>	bizhub SECURE Notifier	5
<input type="checkbox"/>	Connect to Microsoft SharePoint	2
<input type="checkbox"/>	Connect to OnBase	1
<input type="checkbox"/>	Connect to Twitter	2
<input type="checkbox"/>	Connect to Weather	7
<input type="checkbox"/>	Connector for Box	5

Available

Group

Not Grouped

Device

bizhub 4052 Ramsey
bizhub 4052

bizhub 654e

bizhub C300i Ramsey
bizhub C300i

bizhub C4000i Ramsey
bizhub C4000i

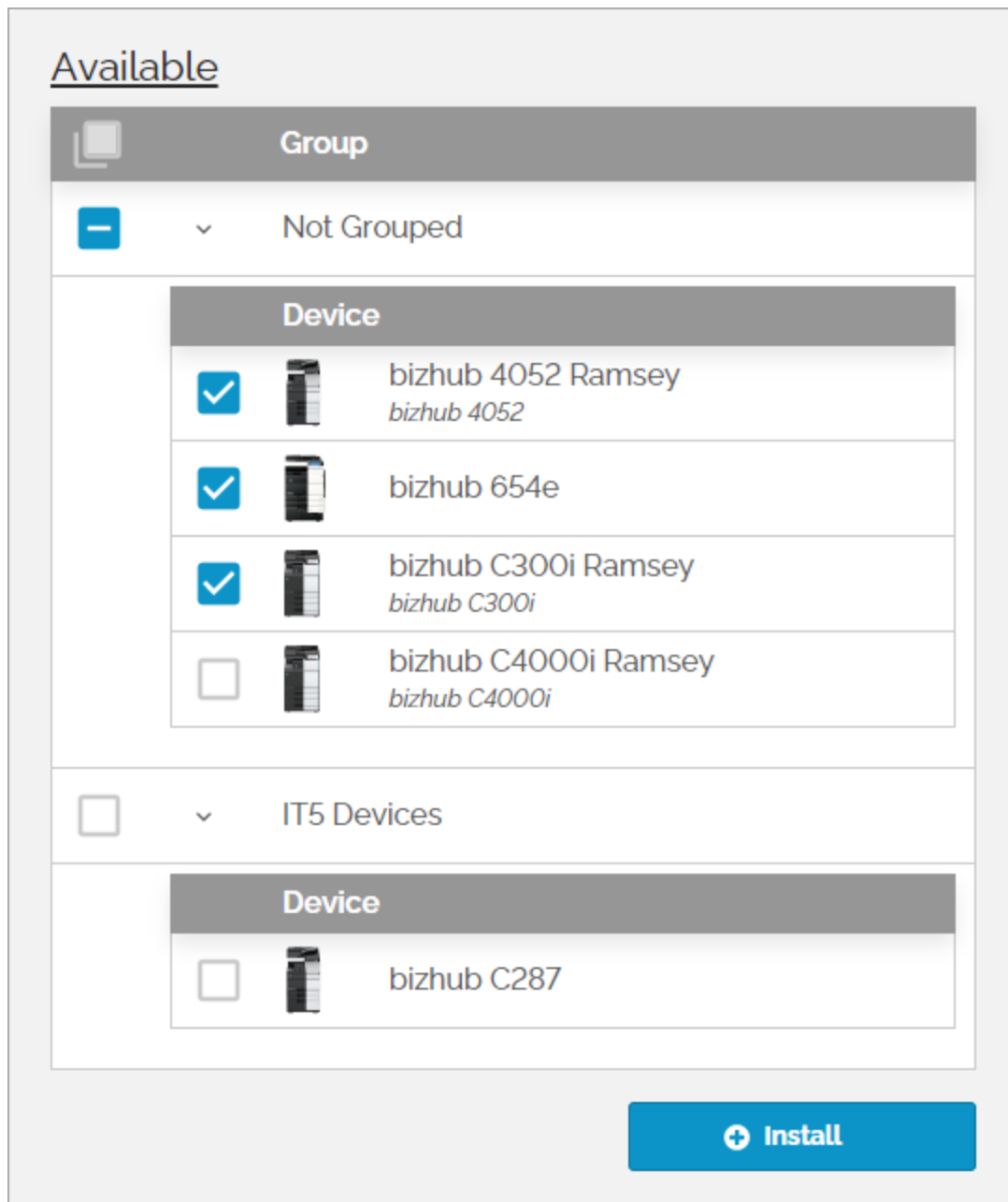
IT5 Devices

Device

bizhub C287

Using Selection Boxes

Each panel on the Apps & Licenses page contains selection boxes you use to configure the operation you want to perform. The selections you make in one panel can affect the status of selections you make in another panel. See the following illustration:



Note the following:

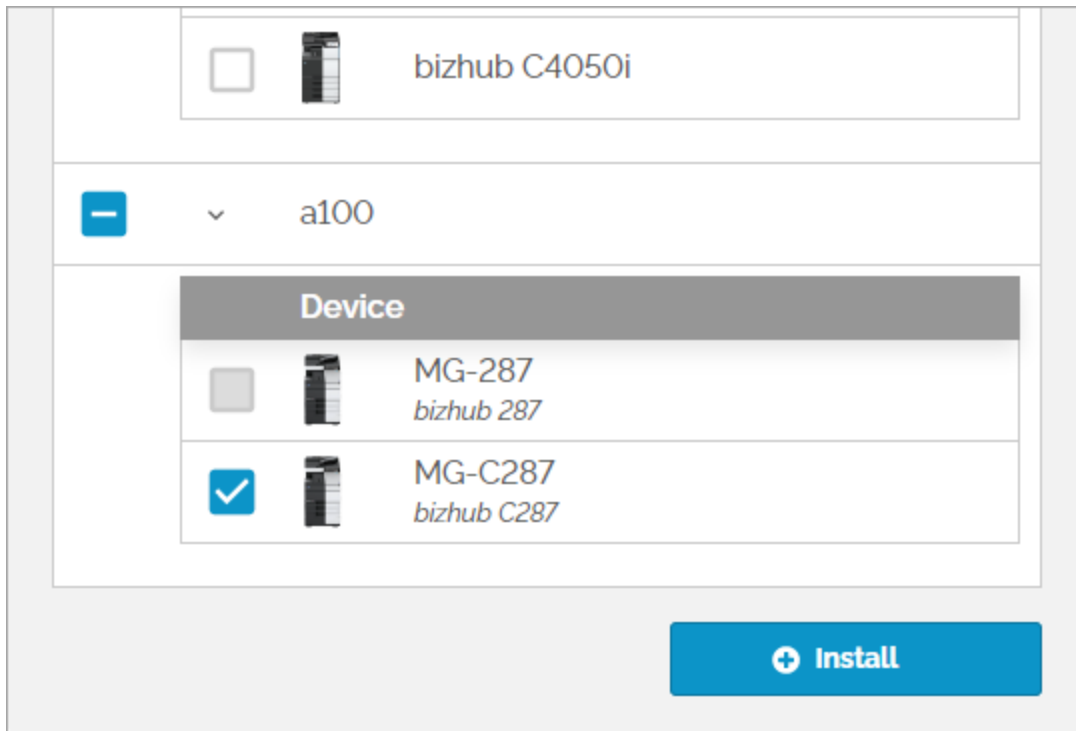
- Gray boxes are not selectable. All other box statuses (empty, checked, and mixed) indicate the box is selectable.
- **Box statuses** can change based on the selections you make in the panels.
- Devices that do not support one or more of the products selected for installation appear in the Available panel but are not selectable.
- The Header selection box (in the gray bar at the top of a panel) selects/deselects all items in the panel. Note the following:
 - A blue, checked Header box indicates all items in the panel are selected.

- A gray Header box indicates that, in at least one device group, one or more of the selected products has insufficient licenses available to install a license on all of the devices in the group. Thus, the Header box is not selectable.
- A Group selection box (next to a device group name) selects/deselects all devices in the device group. Note the following:
 - A blue, checked Group box indicates all devices in the group are selected.
 - A blue Group box containing a bar indicates a “mixed” state for the group. That is, some but not all of the devices in the group are selected.
 - A gray Group box indicates that at least one of the selected products has insufficient licenses available to install a license on all of the devices in the device group.
- A Device selection box (next to a device name) selects/deselects that device. Note the following:
 - A gray Device box indicates that at least one of the selected products has insufficient licenses available to install a license on that device.

Selection Box Statuses

- White check boxes are active and selectable.
- Gray check boxes are inactive and not selectable. They indicate sufficient licenses are not available to select the associated device. Gray check boxes appear only in the Available panel.
- Blue boxes containing a checkmark indicate a “selected” state. If the top box in a panel is checked, it indicates all items in the panel are selected. If a device group box is checked, it indicates all devices in the group are selected.
- Blue boxes containing a bar indicate a “mixed” state. They appear only for device groups, and indicate that some but not all of the devices in the group are selected.
- To deselect a checked box, click on it.

The following illustration shows the selection box statuses:



Selecting Devices in the Available Panel

When selecting devices in the Available panel, you are restricted by the number of licenses available for the products you have chosen to install. For example, if you select one product with four available licenses, you can install the product on up to four devices. However, if you select two products, one with four available licenses and another with one available license, then you are restricted by the product with the fewest available licenses (one). You can select only one device for installation, on which you can install two licenses - one for each product. In the following illustration, notice that one device is selected and all other device selection boxes are inactive:

Apps

Apps	Available
<input type="checkbox"/> Announcement	5
<input type="checkbox"/> bizhub Connector for FileAssist	0
<input checked="" type="checkbox"/> bizhub Connector for FilesAnywhere	4
<input checked="" type="checkbox"/> Connect to Microsoft SharePoint	1
<input type="checkbox"/> Connect to OnBase	0
<input type="checkbox"/> Connector for Dropbox	1
<input type="checkbox"/> Connector for SharePoint Online	1
<input type="checkbox"/> Paper Templates Lite	4
<input type="checkbox"/> Simple Copy	4

Available

Group

Not Grouped

Device

MG-4052
bizhub 4052

bizhub C4050i

a100

Device

MG-287
bizhub 287

MG-C287
bizhub C287

Installation Options

Once you have specified all the products you want to install, the next step (optional) is to create shortcuts to the products on each of the devices you selected for installation.

Note: The Install Options window is not available for certain devices.

While all installed products are automatically assigned to the devices's MarketPlace Home screen, shortcuts are an additional access option that provide quicker access to the products when powering on the device. The shortcuts appear as buttons on the device's Home screen. While you are not required to create shortcuts for any of the products you are installing, you must complete the process for each device you selected for installation before you can execute the installation.

On the Apps & Licenses page, when you click on the **Install** button to install your products, the Install Options window appears. This window displays a simulation of a device control panel. Use the simulated control panel to position your shortcuts on the device's control panel. You can choose to assign the product to a button on the device's Home screen, for example a hard or soft key. See the following illustration as an example:

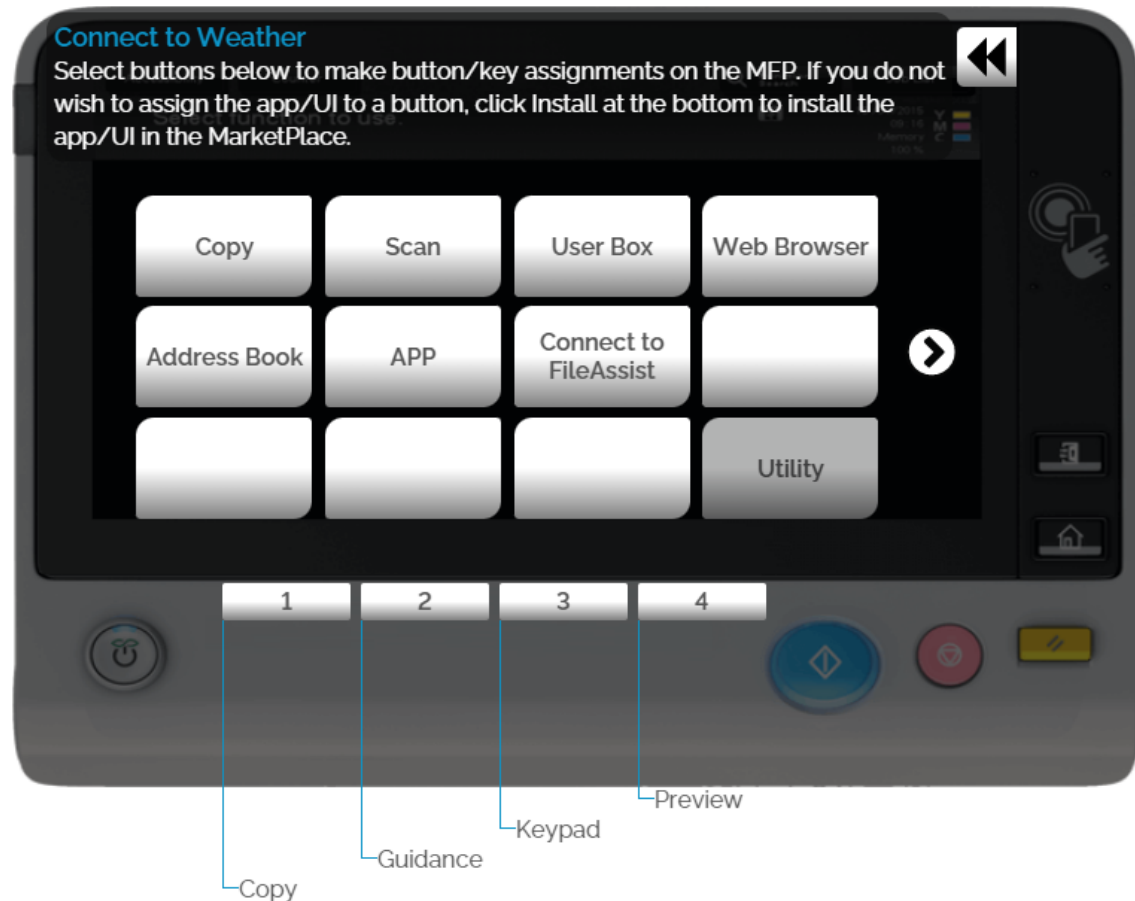
Install Options



Key Assignments (C287)

⚠ Note: Your choice will overwrite any existing app in the same location.

Connect to Weather



Default App/UI (Connect to Weather)

- Set as default app/UI
- Restrict MFP to default app/UI

Check the box to the left to set this app/UI as the default. The default app/UI is displayed at power-on.

Continue

Note: For i-Series devices, shortcuts can be set only on the Classic panel and not on the Basic panel.

Supported Operations and Device Types

The options that appear on the simulated device control panel are determined by the following:

- **Supported operations** - Each product has a set of “supported operations” that determine how users can access it at the device (for example, via “hard” or “soft” keys on the device’s control panel). The operations that are supported for each of the products selected for installation determine which options appear on the simulated control panel.

For example, if the Soft Keys operation is not supported for one or more of the products selected for installation, the option to assign a shortcut to the soft keys on a device will not be available for any of the selected devices.

Note: If one or more of the products has no supported operations, the Install Options window will not appear for any of the selected products and the installation will begin automatically.

- **Device type** - Each of the devices selected for installation belongs to a device family, also known as the device type. “i-Series” is an example of a device type. Since devices can have different control panels with different selection options, the Install Options window organizes your selected devices into “device types”. Each device in a device family has a similar control panel and similar selection options. The Install Options window has a simulator for each of the device types.

If the group of devices you selected for installation includes multiple device types, the Install Options window displays the control panel simulator for each of the device types, one at a time. You position the shortcuts for the first device type, and click the **Continue** button when done to access the control panel for the next device type. When you reach the final device type, the **Install** button appears instead of the **Continue** button.

So, when determining which options to display on the simulated control panel for a product, the Install Options window:

- First determines which of the device operations are supported for all selected products. If an operation is not supported for one or more of the products, the option does not appear.
- Organizes the selected devices into device types, and displays simulated control panels that reflect the options available for each device type, restricted by any operations not supported for the products.

Using the Install Options Window

The **Key Assignments** field indicates the model name of the device you are currently configuring. The **App** drop-down field displays the current product, ready to be assigned. If you click on a button, you assign a shortcut to the product.

Do the following:

1. At the **App** drop-down field, select the product you want to assign to a button.
2. Click on a button. The product name displays on the button. To assign the shortcut to a different button, click on that button. To remove the shortcut from a button, click on the button.
3. When finished with the product, click on the App drop-down to select another product.
4. Repeat Steps 2 and 3 for each product you want to assign to a button on the current device.

5. When finished with the device, click on the **Continue** button. The next device type appears, and the **Key Assignment** field updates to indicate the change.
6. Repeat Steps 1 through 5 for each device type until the **Install** button appears in place of the **Continue** button.
7. Click on the **Install** button to install the selected products on the selected devices and create the shortcuts specified on the Install Options window.

Notes on Installation Options

- If you assign a product to a button to which a shortcut is already assigned, you overwrite the existing shortcut. The app associated with the shortcut remains installed on the device.
- To view a second set of buttons, click on the caret.

Specifying a Default App or UI

You can set an application or custom MFP user interface (UI) as a default app. The default app appears at device power-on. Do the following:

1. At the App drop-down, select the app you want to be the default app.
2. Check the box to **Set as default app/UI**.
3. The **Restrict MFP to default app/UI** field activates. If you have an app such as a custom MFP UI you want users to use instead of the default, check this box. Otherwise, leave the box blank.

Note: If you select the option to **Restrict MFP to default app/UI**, you disable hard key functionality for the device.

Uninstalling Apps and Licenses

The following lists the basic steps for uninstalling one or more MarketPlace apps, licenses, or MFP UIs from one or more devices via the MarketPlace site.

1. Click on **Apps & Licenses** on the MarketPlace menu bar. The Apps & Licenses drop-down menu appears.
2. From the menu, select the type of product you want to install. The Apps & Licenses page appears displaying three panels. The panel on the left takes the name of the selected product type, for example “Apps”. This panel lists the items associated with the selected product type, restricted to products available in your MarketPlace account. For purposes of this instruction, assume you selected “Apps”
3. In the Apps panel, **select one or more products**. The following occurs:
 - a. The Available panel populates with the devices on which none of the selected products are installed, restricted to devices for which you are an **administrator**.

- b. The Installed panel populates with the devices on which at least one of the selected products is currently installed, restricted to devices for which you are an administrator.
4. At the **Choose operation** drop-down list, select **Uninstall**. The Installed panel activates.
5. In the Installed panel, select the devices from which you want to uninstall the selected products.
6. Click on the **Go** button.

See the following illustration:

The screenshot displays two main panels: 'Apps' and 'Installed'.

Apps Panel: A table with columns 'Apps' and 'Available'. The 'Announcement' app is selected with a checkmark and has 4 available licenses.

Apps	Available
<input checked="" type="checkbox"/> Announcement	4
<input type="checkbox"/> bizhub Connector for FileAssist	0
<input type="checkbox"/> bizhub Connector for FilesAnywhere	2
<input type="checkbox"/> Connect to Microsoft SharePoint	1
<input type="checkbox"/> Connect to OnBase	0
<input type="checkbox"/> Connector for Dropbox	0
<input type="checkbox"/> Connector for SharePoint Online	1
<input type="checkbox"/> Paper Templates Lite	4
<input type="checkbox"/> Simple Copy	4

Installed Panel: Shows the 'Announcement' app selected. The 'Choose operation' dropdown is set to 'Uninstall'. The 'Group' section shows 'a100' expanded, with a 'Device' list where 'MG-287 bizhub 287' is selected.

A blue 'Go' button is located at the bottom right of the 'Installed' panel.

In the above illustration, note the following:

- The selected product is Announcement. Four licenses are available.
- The selected operation is “Uninstall”.
- The Installed panel lists the product and the groups/devices on which the product is currently installed, organized by device group.
- The selected device is “MG-287” from the “a100” group.
- The **Go** button is active. Clicking on the **Go** button in this scenario would produce the following results:
 - Uninstall the product from the “MG-287” device.
 - Remove the device from the Installed panel for the Announcement app.
 - Update the number of licenses available for Announcement from four to five.

Notes:

- Once a product is uninstalled, any existing settings for the product are discarded.
- You can also **uninstall apps at the device panel**.

Updating Apps and Licenses

The apps available on the MarketPlace site are updated regularly. The **Auto Updates** feature is enabled by default but, if disabled for one or more devices or device groups, you can use the Apps & Licenses page to manually update the apps on those devices to the latest version.

Note: You can also **manually update apps at the device**.

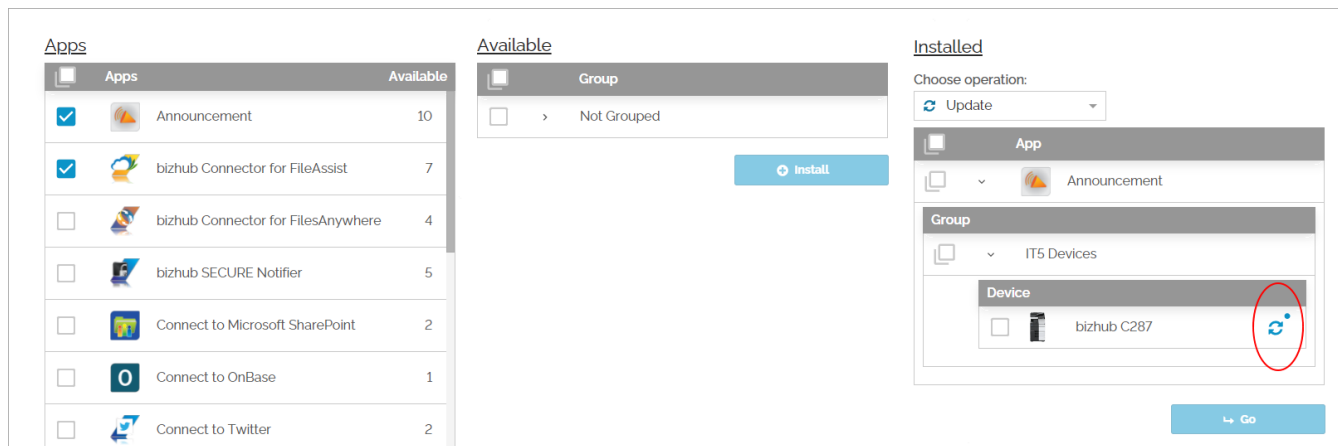
To install updates to apps using the Apps & Licenses page, do the following:

1. Click on **Apps & Licenses** on the MarketPlace menu bar. The Apps & Licenses drop-down menu appears.
2. From the menu, select the type of product you want to update. The Apps & Licenses page appears displaying three panels. The panel on the left takes the name of the selected product type, for example “Apps”. This panel lists the items associated with the selected product type, restricted to products available in your MarketPlace account. For purposes of this instruction, assume you selected “Apps”
3. In the Apps panel, **select one or more products**, the following occurs:
 - a. The Available panel populates with the devices on which none of the selected products are installed, restricted to devices for which you are an **administrator**.
 - b. The Installed panel populates with the devices on which at least one of the selected products is currently installed, restricted to devices for which you are an administrator.
4. In the Installed panel, click on the drop-down at the **Choose operation** field. If updates are available for any of the selected apps, the **Update** option will be active on the list that appears. Click on the **Update** option to install the latest version of the app.
5. All of the selected products for which updates are available appear in the Installed panel. The devices on which the app is installed appear below the products, organized by device group. Devices for which the app has an available update are indicated by an Update icon. Choose the devices you want to update.
6. Click on **Go**.

In the following illustration, note the following:

- In the Apps panel, two apps are selected.
- At the **Choose operation** field, **Update** is selected.
- The Announcement app displays in the Installed panel.

- The “IT5 Devices” group is expanded, listing the bizhub C287 device. The Update icon appears, indicating the app is available for an update on the device.



Installing/Uninstalling Trial Licenses

Most MarketPlace products provide a free trial license (a “demo” version) you can purchase and test for thirty days. For these products, only one trial license is available per user, per device. That is, if you have already activated a trial license on a device, the option to install the trial will not be available for you on that device. You can always purchase a paid license.

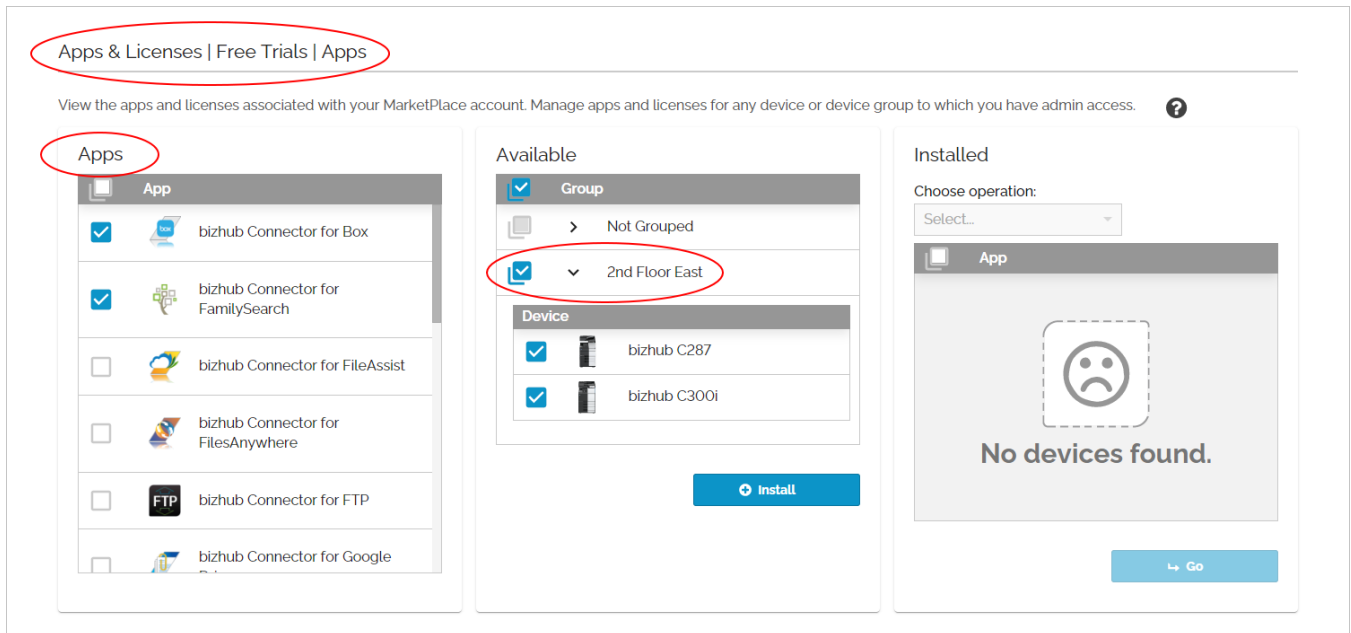
To install a trial license for an application or custom MFP UI from the MarketPlace store, do the following:

1. Log into your MarketPlace account. If you do not already have one, you can **create an account** free of charge.
2. Click on **Apps & Licenses** on the MarketPlace menu bar. The Apps & Licenses drop-down menu appears.
3. From the Apps & Licenses drop-down menu, select the type of free trial license you want to install. The Apps & Licenses page appears displaying three panels. The panel on the left takes the name of the selected free trial type, for example “Apps”. This panel lists the items associated with the selected free trial type. For purposes of this instruction, assume you selected “Apps”
4. In the Apps panel, **select one or more products**, the following occurs:
 - a. The Available panel populates with the devices on which no trial licenses for the selected products are currently installed or were previously installed, restricted to devices for which you are an **administrator**.
 - b. The Installed panel populates with the devices on which at least one of the selected trial licenses is currently installed, restricted to devices for which you are an administrator.
5. In the Apps panel, select the products whose free trial license you want to install. The Available panel populates with all of the devices on which the selected trial licenses have not already been installed, restricted to devices for which you are an administrator.

- From the Available panel, select the devices on which you want to install the trial license. Then, Click on the **Install** button. For certain devices, the **Install Options** window appears.

In the following illustration, note the following:

- Near the top-left side of the page, “Apps & Licenses | Free Trials | Apps” indicates your selection at the Apps & Licenses drop-down on the menu bar, which determines the contents of the Apps & Licenses page.
- In the Apps panel, two trial apps are selected.
- In the Available panel, the “2nd Floor East” group is selected.

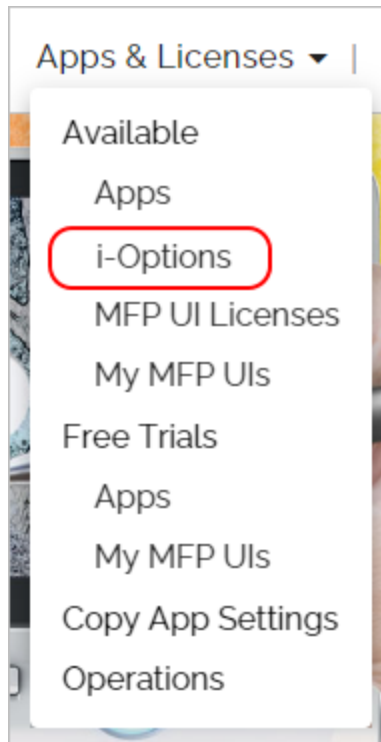


To uninstall one or more trial apps/licenses, uninstall the license in the same way you would **uninstall a paid license**.

Note: Once a product is uninstalled, any settings made for the product are discarded. If you have a trial license and then purchase a paid license, your settings for the trial app will be transferred to the paid license as long as the trial app remains installed at the time of purchase.

Installing/Uninstalling i-Option Licenses

The i-Options page lists the i-Option licenses that are available for installation on a device. To access this page, select **i-Options** from the Apps & Licenses menu. This option appears only if you have purchased one or more i-Option licenses.



Support for i-Option Licensing

Caution! MarketPlace supports i-Option licensing only on devices on which i-Options are not currently installed, or on which i-Options were installed via MarketPlace. If the device contains i-Options that were installed in the factory, or later by a technician at the device, MarketPlace will not be able to install i-Options or uninstall the existing i-Options. Doing so can cause complications on the device. For information about removing existing i-Options from your devices, contact a Konica Minolta service representative.

Device Requirements

MarketPlace support for i-Option licensing is limited to devices on which the following is installed:

- MarketPlace Client v 5.6.0 or later.
- IWS (Internet Web Server) v 3.8.0 or later.

For more information, consult your product documentation.

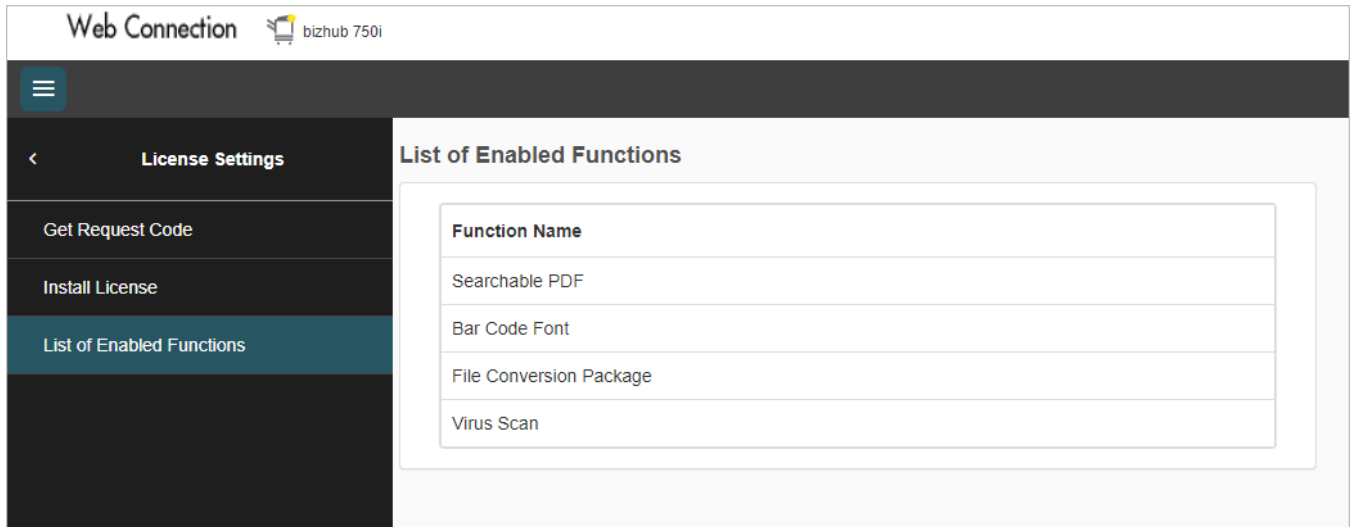
Installation Requirements

In addition to the above device requirements, installation of i-Options onto devices using MarketPlace requires the following:

- Device administrators cannot be remotely accessing the device at the time of installation/uninstallation of i-Option licenses, for example via Web Connection. If an admin is

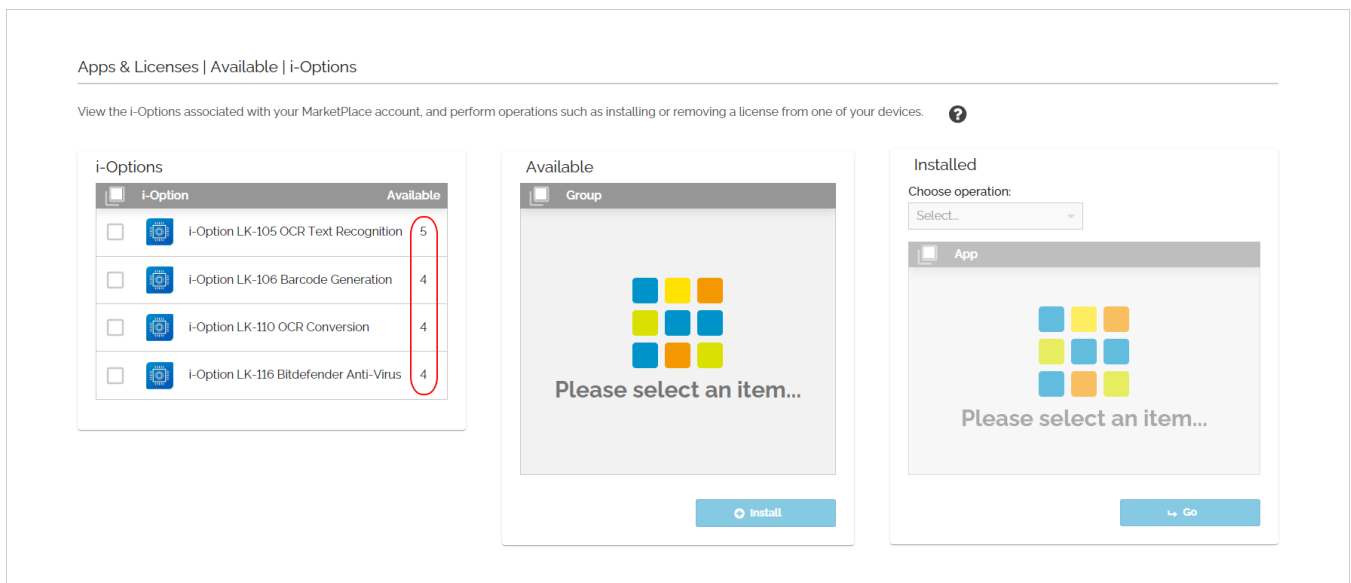
logged in to the device, the process will fail. Once the administrator logs out of Web Connection, you can retry the operation.

- Due to device limitations, MarketPlace cannot determine if an installation/uninstallation succeeded or failed. However, device admins can access Web Connection for the device once the process has completed. The process can take up to an hour on its own, or you can access the App Manager at the device and run the Sync process to execute any pending operations for the device. Once completed, device admins can view a list of installed i-Options here (Web Connection/Maintenance/License Settings/List of Enabled Settings):

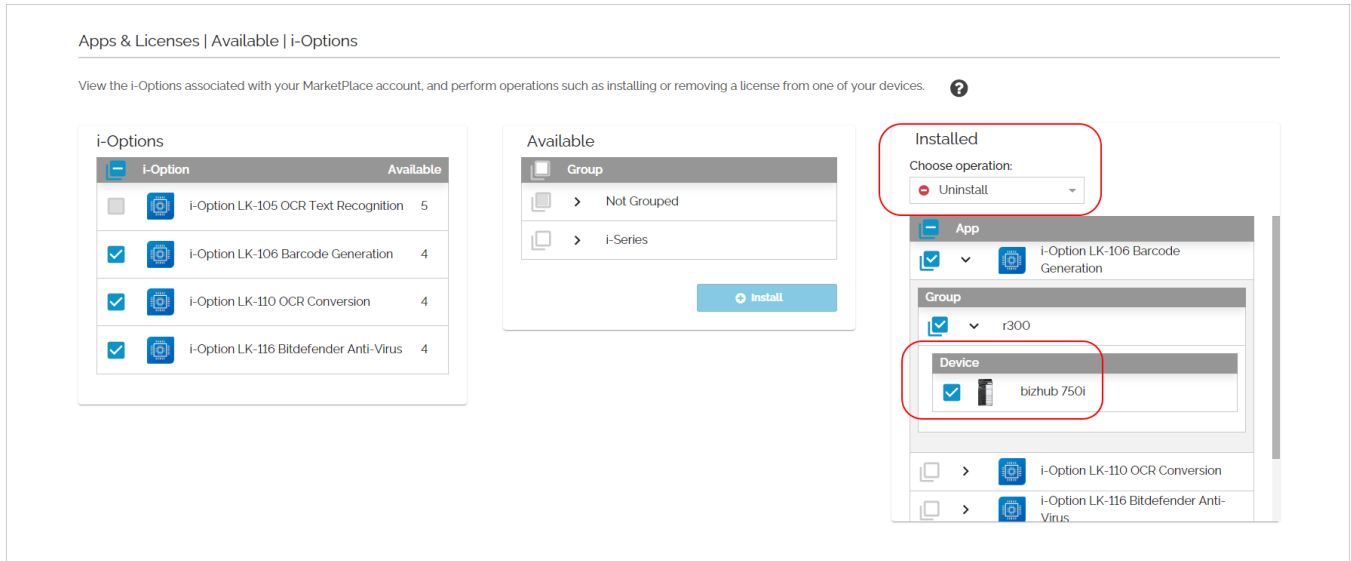


Installing i-Options

As an example, the following illustration shows the i-Options page, including the i-Option licenses available for installation on devices. Five licenses were purchased for each of the i-Options. Then, for 3 of the i-Options, 1 license was installed, leaving 4 licenses available.



In the following illustration, the MarketPlace user has decided to uninstall the LK-106 license from the bizhub 750i device:



To install one or more i-Option licenses onto one or more devices, do the following:

1. In the i-Options panel, select the licenses you want to install. The Available panel populates with the devices (if any) that support one or more of the selected i-Options, excluding the devices onto which those licenses are currently installed.
2. In the Available panel, select the devices onto which you want to install the licenses. The **Install** button activates.
3. Select **Install** to begin the installation. MarketPlace adjusts the quantity of licenses in the Available column accordingly. When the installation is complete, the devices reboot.

See also: Installing Apps, Licenses, and UIs onto Devices

Note: Due to device limitations, MarketPlace cannot confirm the success or failure of the operation. Instead, device admins can use Web Connection to view a list of **i-Options currently installed on the device**.

Uninstalling i-Options

To uninstall one or more i-Option licenses from one or more devices, do the following:

1. In the i-Options panel, select the licenses you want to uninstall. The Installed panel populates with the licenses (if any) currently installed on devices.
2. From the **Choose Operation** dropdown menu, select **Uninstall**. The Installed panel activates.
3. In the Installed panel, select the devices from which you want to uninstall the licenses. The **Go** button activates.
4. Select **Go** to remove the licenses from the devices. MarketPlace adjusts the quantity of licenses in the Available column accordingly. When the removal is complete, the devices

reboot.

See also: **Uninstalling Apps and Licenses**

Notes:

- Due to device limitations, MarketPlace cannot confirm the success or failure of the operation. Instead, device admins can use Web Connection to view a list of **i-Options currently installed on the device**.
- To remove i-Option licenses from a device on which the MarketPlace Client has been removed, you must first reinstall the client (v 5.6.0 or later), then run the Uninstall process. Note that this applies only to i-Options installed via MarketPlace. To remove i-Options installed at the device by a technician, contact a Konica Minolta service representative.

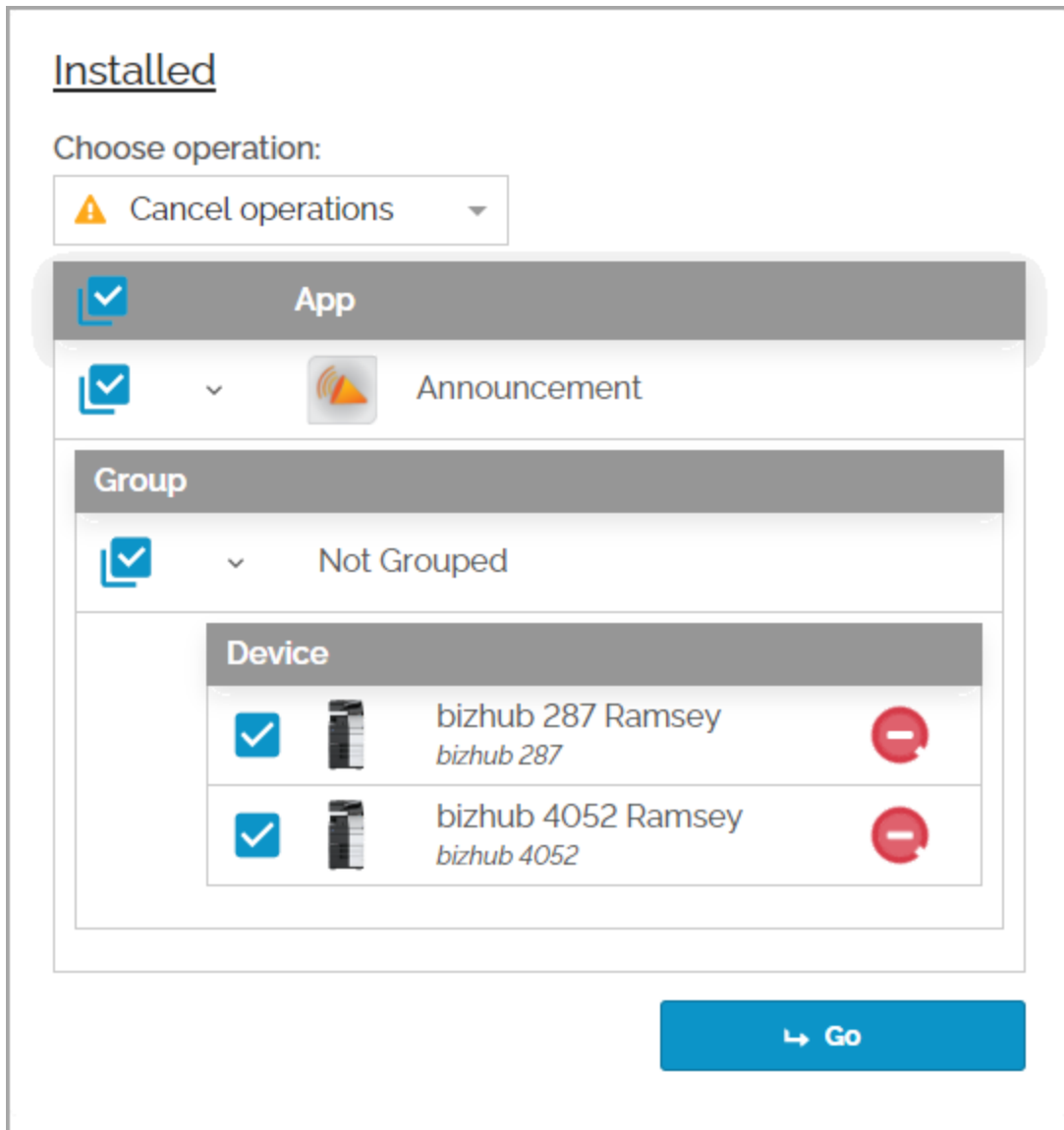
Canceling an Operation

Once you initiate an operation in the Installed panel, you can cancel the operation on selected devices, provided the operation is still running. Do the following:

1. In the Installed panel, at the **Choose operation** field, click on the drop-down.
2. Select **Cancel operations** from the menu that appears. The Installed panel activates.
3. Select the devices for which to cancel the operation, then click on the **Go** button.

In the following illustration, note the following:

- An operation was initiated for the Announcement app.
- At the **Choose operation** field, the **Cancel operations** option is selected.
- On the App header in the gray bar, the selection box is checked, selecting all devices in the panel.
- The **Go** button is active, indicating at least one device is selected and the Cancel operation can be initiated.

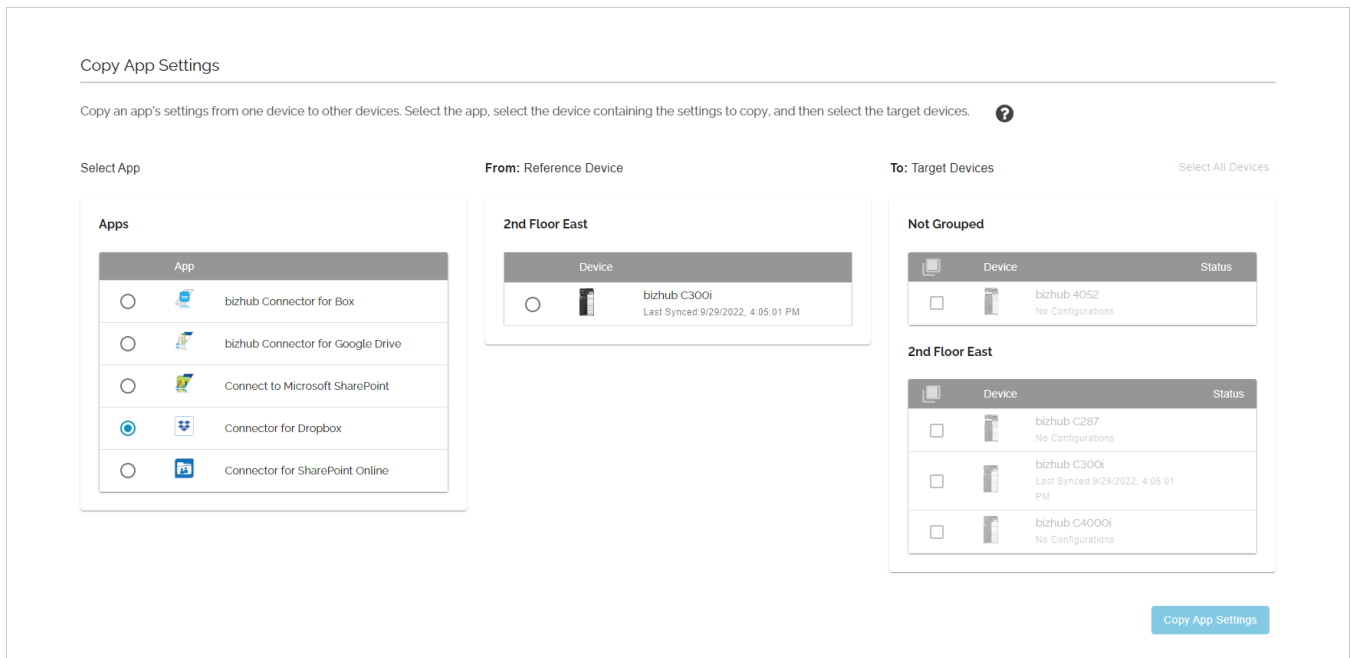


Notes:

- To view and/or select individual devices, you must expand the view of the device groups by clicking on the caret.
- Once an operation completes, the option to cancel the operation is no longer available.

Copying App Settings

The Copy App Settings page is a selection option on the Apps & Licenses menu. You can copy an app’s settings from one device to any other device or device group on which the app is also installed. For example, if you intend to configure an app in the same way for multiple (or all) devices in your fleet, you can configure the app on one device and then copy the configuration to the other devices in a single process - a huge time saver. The Copy App Settings page appears in the following illustration:



To copy an app's settings from one device to other devices, do the following:

1. Install the app on a device and configure it using the App Manager.
2. Install the app on all devices that you want to copy the app's configuration settings to.
3. Click on **Apps & Licenses** on the MarketPlace menu bar. The Apps & Licenses drop-down menu appears.
4. From the drop-down menu, select Copy App Settings. The Copy App Settings page appears displaying the following panels:
 - Select App - Lists the apps for which the Copy App Settings feature is available.
 - From: Reference Device - Lists the devices (if any) on which the selected app is currently installed and has been configured. Devices in this panel are organized by device group.
 - To: Target Device - Lists the devices (if any) on which the selected app is currently installed, organized by device group.
5. In the Apps panel, select the app whose settings you want to copy. The From and To panels populate with the devices on which the selected app is currently installed, restricted to devices for which you are an **administrator**.
6. In the From panel, select the reference device (that is, the device containing the app settings you want to copy). The To panel activates.
7. In the To panel, select the target devices (that is, the devices to which you want to copy the app's settings). The **Copy App Settings** button activates.
8. Click on the **Copy App Settings** button. The copy process begins and the **Operations page** updates with the copy status for each of the selected devices.

- If the copy process was successfully initiated for all devices, the following occurs on the Copy App Settings page:
 - A green banner appears briefly on the screen.
 - A green check mark appears next to each selected device.
 - The **Close** button appears. To end the current operation, click on this button.
- If the copy process was not successful for one or more devices, the following occurs on the Copy App Settings page:
 - A red banner appears on the screen.
 - A red icon appears next to the unsuccessful devices and **Select devices with an error and try again** appears in red.
 - To retry the copy process, select one or more failed devices and click on the **Copy App Settings** button.

Notes:

- Not all MarketPlace apps support the Copy App Settings feature.
- The Copy App Settings feature overwrites all of an app's configuration settings on the target devices.
- The "Last Synced" timestamp indicates the last time the selected app's configuration settings on the selected device were synced with MarketPlace. If you updated an app's settings in the last few minutes and you want to include the changes when using the Copy App Settings feature, be sure to check the Last Synced timestamp to confirm the changes have been synced with MarketPlace.
- The "No Configurations" label appears in the To panel for any devices on which the selected app's configuration settings have never been changed from the default settings and then synced with MarketPlace.

Using the Copy App Settings Feature

To give an example, assume that you have the bizhub Connector for Box app installed on all devices in the Not Grouped and 2nd Floor East device groups. The app is currently configured (via the App Manager) on all of these devices to allow public users of the devices to remain logged in. You would like to remove this permission from all of the devices.

To achieve this, you could manually access each device and change the setting, one by one. Instead, you can update the app's configuration on one device, then use the Copy App Settings feature to update the setting on any or all the devices in your fleet.

In the Illustration below, note the following:

- In the Select App panel, the bizhub Connector for Box app is selected.

- In the From panel, the bizhub C300i device is selected. This is the device on which you removed the permission to allow public users to remain logged in to the device.
- In the To panel, both the Not Grouped and 2nd Floor East device groups are selected, which selects all devices in those groups. Note that the C300i device is not active, since that device is selected in the From panel as the reference device.

The To panel contains all the devices to which the updated app configuration will be copied.

Viewing Device Operations

The Copy App Settings page is a selection option on the Apps & Licenses menu. It displays a chronological list of actions performed on devices via the MarketPlace site, and the status of each operation. The page lists only devices for which you are an **administrator**. The list includes operations currently in progress, so you can check the status of an operation, for example the **Copy App Settings** operation. See the following illustration for an example:

Action	App	Device	Created	Completed
Modifying I-Option settings	I-Option LK-116 Bitdefender Anti-Virus	bizhub 750i	2/29/2024, 11:24:56 AM	2/29/2024, 11:44:07 AM
Update Item	Dispatcher Stratus	bizhub C4050i	2/29/2024, 11:06:33 AM	2/29/2024, 11:07:00 AM
Update Item	Dispatcher ScanTrip Cloud	bizhub C4050i	2/29/2024, 11:06:33 AM	2/29/2024, 11:06:43 AM
Modifying I-Option licenses	I-Option LK-110 OCR Conversion	bizhub 750i	2/29/2024, 10:37:55 AM	2/29/2024, 10:40:58 AM
Modifying I-Option licenses	I-Option LK-116 Bitdefender Anti-Virus	bizhub 750i	2/29/2024, 10:37:55 AM	2/29/2024, 10:40:58 AM
Modifying I-Option licenses	I-Option LK-106 Barcode Generation	bizhub 750i	2/29/2024, 10:27:01 AM	2/29/2024, 10:30:11 AM
Update Item	Dispatcher Stratus	bizhub C300i	2/29/2024, 10:18:56 AM	2/29/2024, 10:19:08 AM
Update Item	Dispatcher ScanTrip Cloud	bizhub C300i	2/29/2024, 10:18:56 AM	2/29/2024, 10:18:58 AM
Update Item	Dispatcher Stratus	bizhub C4050i	2/28/2024, 5:33:52 PM	2/28/2024, 5:33:58 PM

Note: Device operations performed at the device do not appear in this list.

Accessing the Operations Page

To access the List of Operations window, do either of the following:

- Click on **Apps & Licenses** on the MarketPlace menu bar. The Apps & Licenses drop-down menu appears.
 - Select **Operations** from the drop-down menu. The Operations page appears displaying a chronological list of actions performed on devices for which you are an administrator. If the list is long, you can use the **Filters** panel to restrict the list to selected criteria such as “devices” or “apps”.

Or

- On the **Devices** page, click on the **Ellipsis button (Device)** for a device.
 - Select **View Operations** from the menu that appears. The Operations page appears, displaying operations for the selected device. To view operations for other devices, use the Filters panel.





Viewing the Operations Table

The Operations page contains the Operations table. This table displays the following columns of information for each device operation:

- **Status** - A **status icon** displays. To view the name of the icon, hover your pointer over the icon.
- **Action** - The operation performed.
- **App** - The application for which the operation was performed.
- **Device** - The device on which the operation was performed.
- **Created** - The date and time on which the action was created
- **Completed** - The date and time on which the action was completed.
- **Cancel** - If the operation is still running, this column displays a **Cancel** button you can use to cancel the operation before it completes.

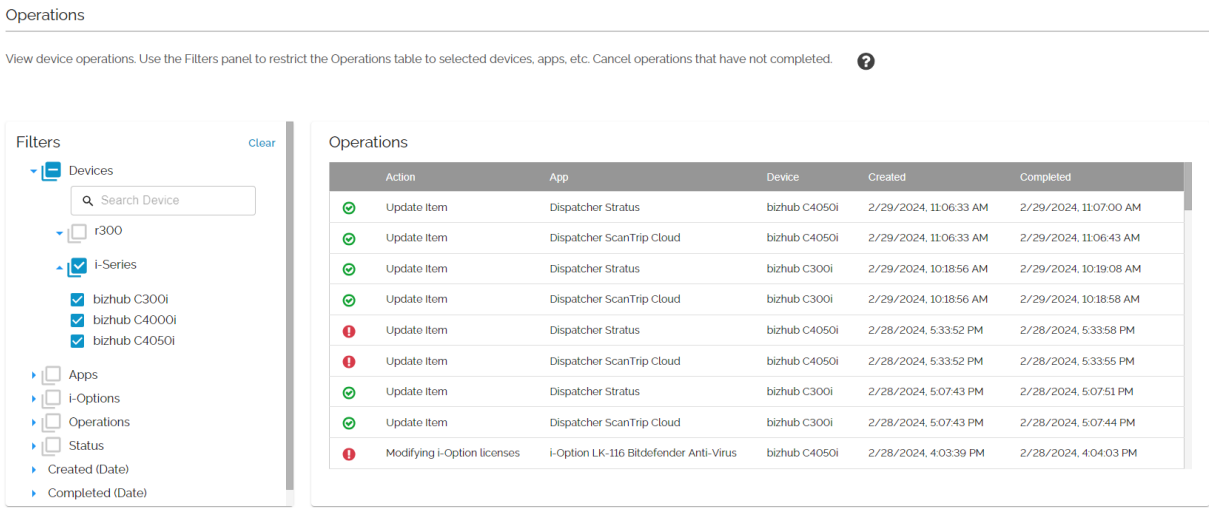
Device Operation Statuses

The following table lists the status icons that can appear in the Operations table, and describes each status:

Icon	Status	Description
	Complete	The operation completed successfully.
	Failed	The operation failed.
	Canceled	The operation was canceled by a user.
	Pending	The operation has not yet completed. For admins of the device, the Cancel button appears, providing the option to cancel the operation. For pending admins of a device, the Cancel button appears only for operations that they initiated.

Using the Filters Panel

Since the list of device operations in the Operations table can be long, the Filters panel provides various filter options to restrict the list, for example, to one or more devices. In the following illustration, the operations list is restricted to devices in the i-Series device group.












Operations

View device operations. Use the Filters panel to restrict the Operations table to selected devices, apps, etc. Cancel operations that have not completed. ?

Filters Clear

- Devices
 - Search Device
 - r300
 - i-Series
 - bizhub C300i
 - bizhub C4000i
 - bizhub C4050i
- Apps
- i-Options
- Operations
- Status
- Created (Date)
- Completed (Date)

Operations

Action	App	Device	Created	Completed
 Update Item	Dispatcher Stratus	bizhub C4050i	2/29/2024, 11:06:33 AM	2/29/2024, 11:07:00 AM
 Update Item	Dispatcher ScanTrip Cloud	bizhub C4050i	2/29/2024, 11:06:33 AM	2/29/2024, 11:06:43 AM
 Update Item	Dispatcher Stratus	bizhub C300i	2/29/2024, 10:18:56 AM	2/29/2024, 10:19:08 AM
 Update Item	Dispatcher ScanTrip Cloud	bizhub C300i	2/29/2024, 10:18:56 AM	2/29/2024, 10:18:58 AM
 Update Item	Dispatcher Stratus	bizhub C4050i	2/28/2024, 5:33:52 PM	2/28/2024, 5:33:58 PM
 Update Item	Dispatcher ScanTrip Cloud	bizhub C4050i	2/28/2024, 5:33:52 PM	2/28/2024, 5:33:55 PM
 Update Item	Dispatcher Stratus	bizhub C300i	2/28/2024, 5:07:43 PM	2/28/2024, 5:07:51 PM
 Update Item	Dispatcher ScanTrip Cloud	bizhub C300i	2/28/2024, 5:07:43 PM	2/28/2024, 5:07:44 PM
 Modifying i-Option licenses	i-Option LK-116 Bitdefender Anti-Virus	bizhub C4050i	2/28/2024, 4:03:39 PM	2/28/2024, 4:04:03 PM

Managing Apps and Licenses at the Device

In addition to managing your MarketPlace apps and licenses **remotely** via the MarketPlace site, you can also manage your MarketPlace apps and licenses directly at the device via the **MarketPlace App Manager**. The App Manager installs on your device as part of the **MarketPlace Client**.

Use the App Manager to install, uninstall, or customize MarketPlace apps installed on a MarketPlace device. The App Manager also includes utilities to help you maintain your device for optimum use

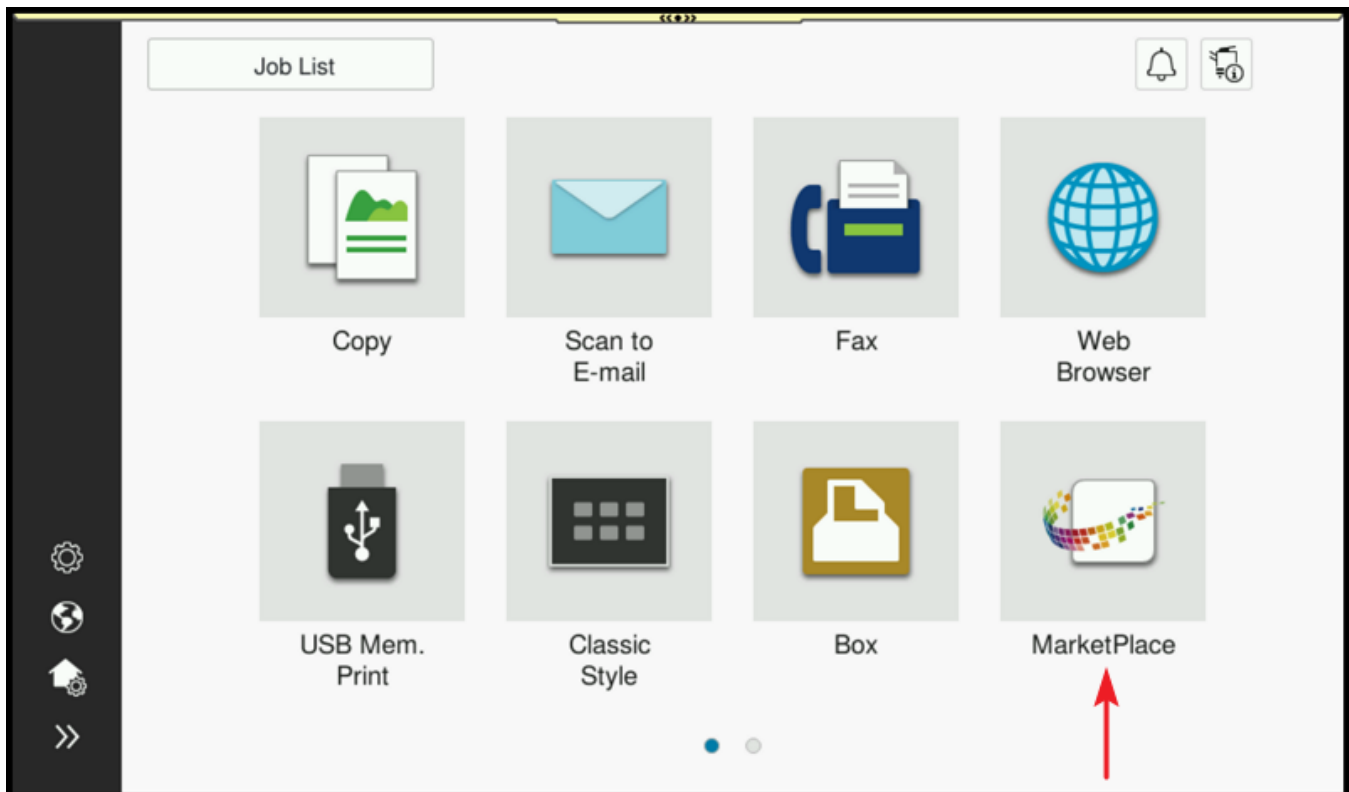
with MarketPlace. Note that to operate the App Manager on a device, you must have **admin access** to the device.

Note: If you experience a delay in the completion of an update or operation on a device, check the **Device page** in the App Manager. You can view or edit the **Max Refresh Rate** setting, and/or force pending operations to execute via the **Sync Now** button.

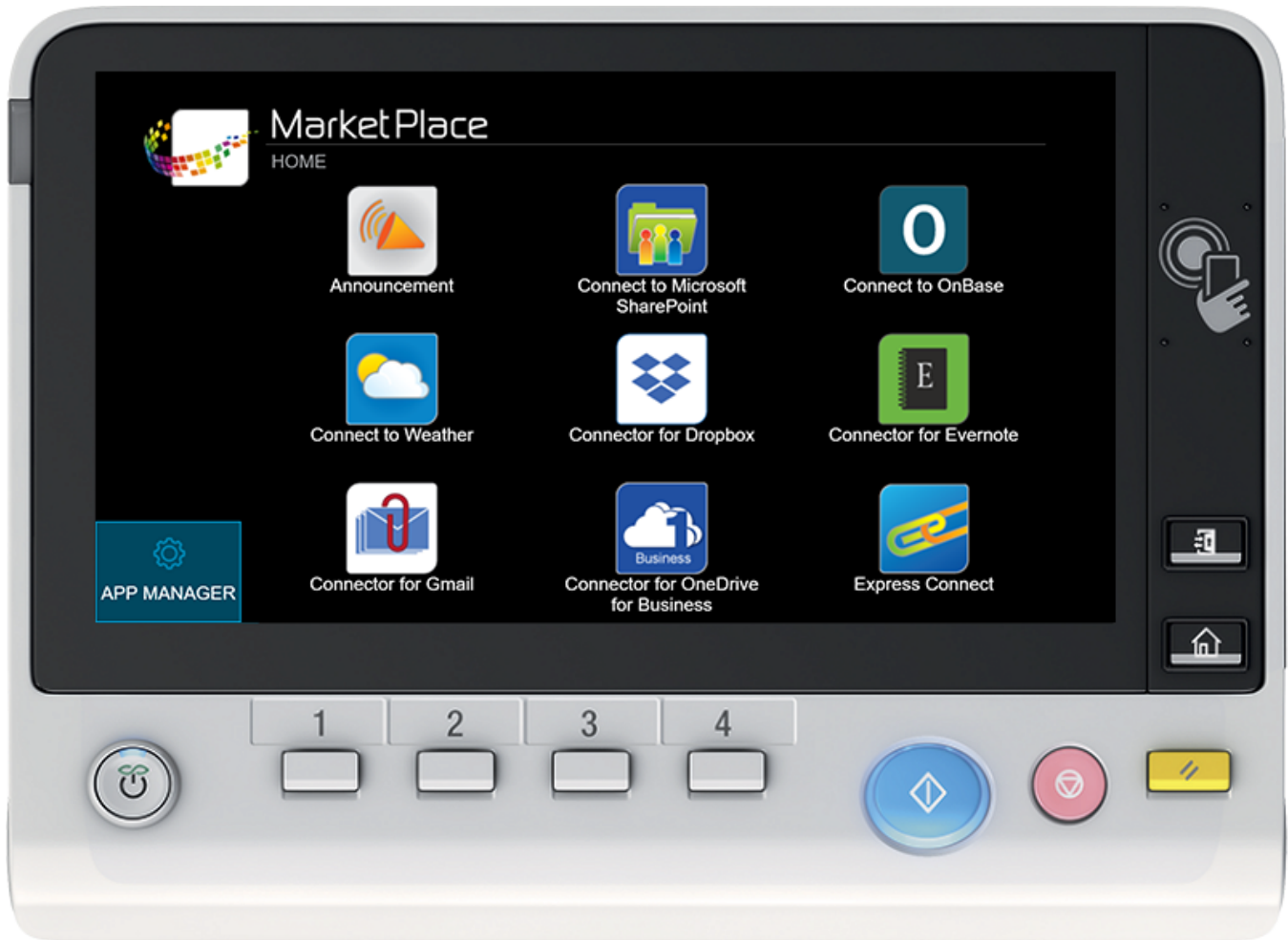
Logging In to the App Manager

To log in to the App Manager, do the following:

1. Access the device's control panel and tap the **MarketPlace** icon:



2. The MarketPlace Home screen appears, displaying icons for the MarketPlace apps installed on the device as well as a button to access the App Manager. From the Home screen, you can launch an app to run on the device, or access the App Manager.



3. Tap the **App Manager** button. The **Authenticate screen** appears.
4. Enter your MarketPlace username and password into the available fields, then select **Login**.
Note that you can also use your mobile device to log in by scanning the QR code and entering your credentials on the mobile device.
5. If prompted, enter the device's admin password into the available field. This step **verifies** the device's admin password with MarketPlace. You may be prompted if one or more of the following are true:
 - This is your first log in to the device.
 - The admin password has changed.
 - You are logging in to an older device where multiple attempts to log in have failed and the device's admin area has become locked.
6. Tap the **Login** button.

Install Purchased Apps and Licenses

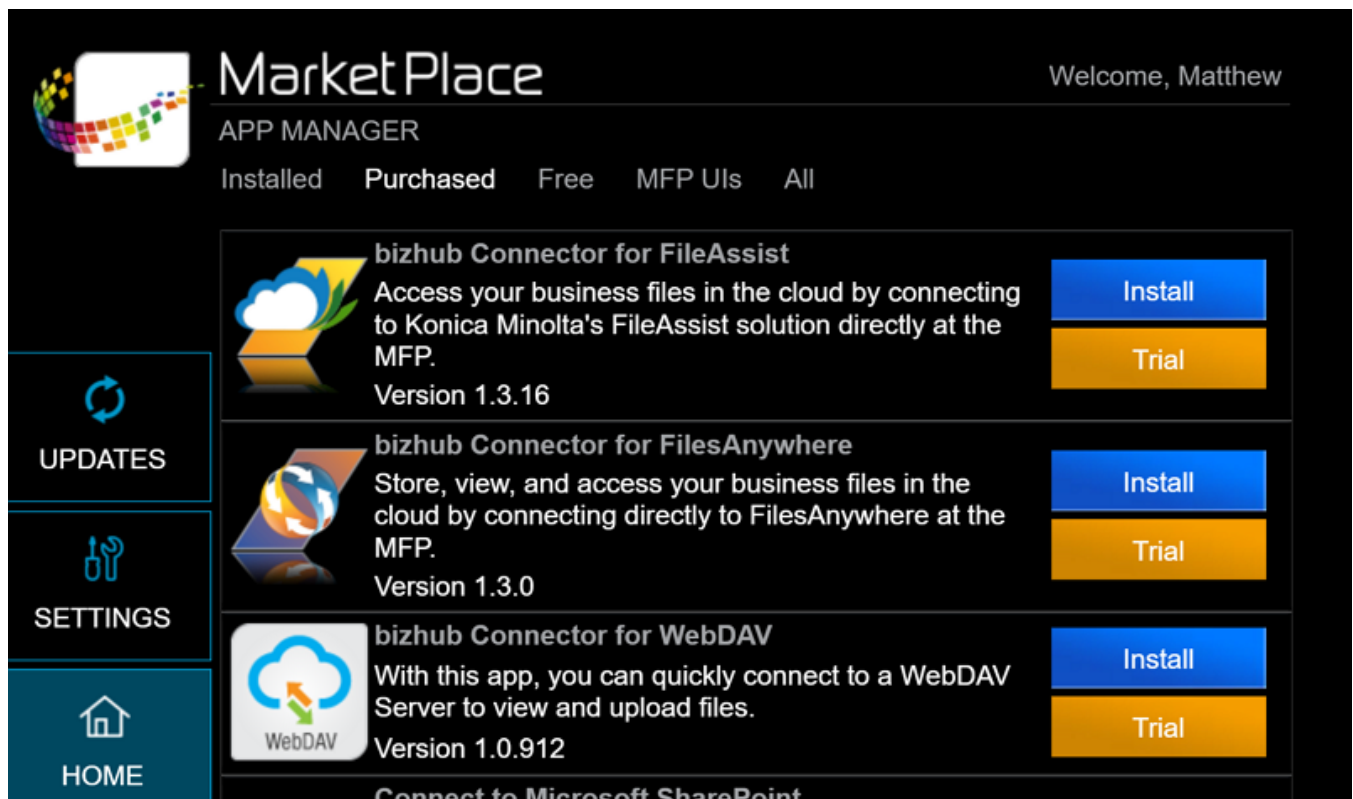
To install a purchased app or license at a device, do the following:

1. Access the device and **log in** to the App Manager.
2. Tap the **Purchased** tab to see your purchased apps.

Note: The Purchased tab lists only the apps compatible with the device you are currently accessing.

3. Tap the **Install** button next to the app you want to install.

The following illustration shows the Purchased tab listing apps that have been purchased and can be installed:



Installing Trials

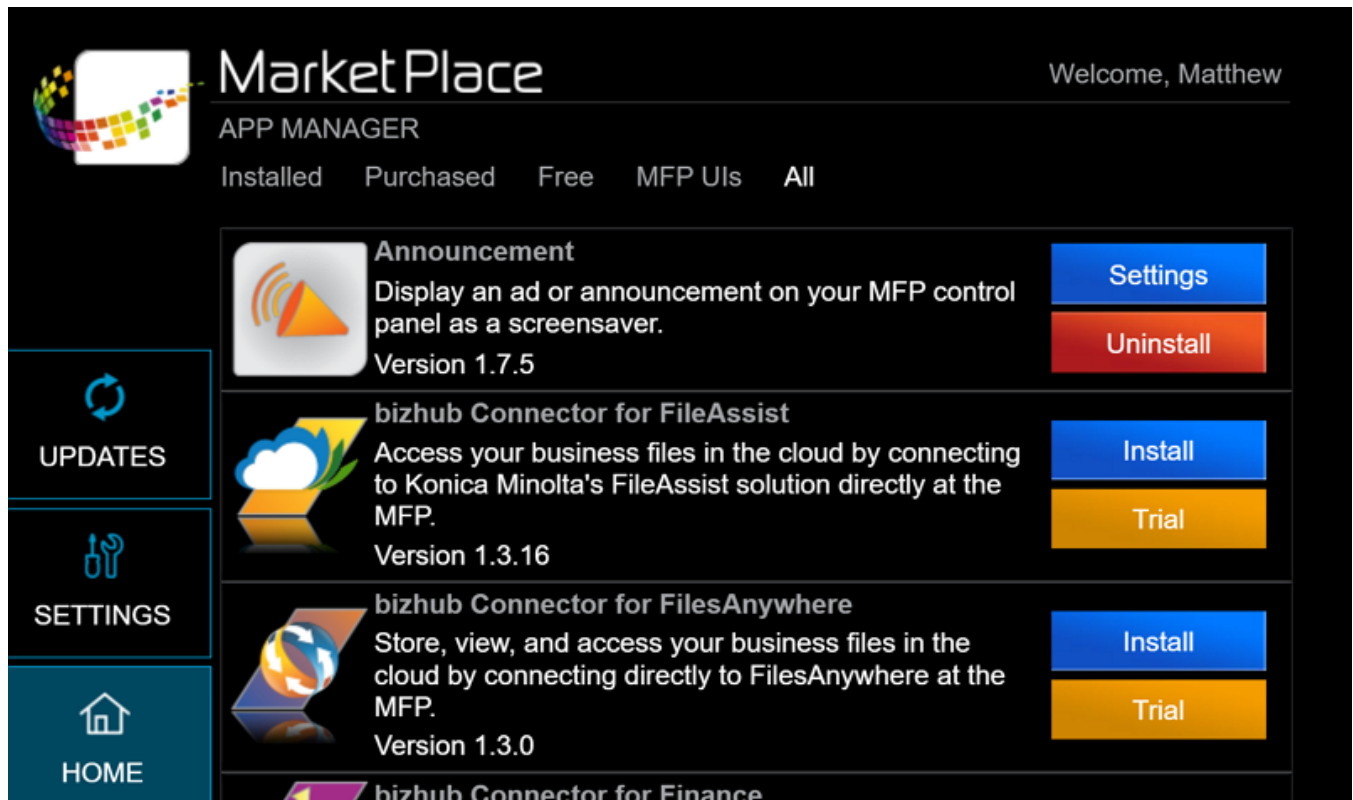
Most MarketPlace products provide a free trial license (a “demo” version) you can purchase and test for thirty days. For these products, only one trial license is available per user, per device. That is, if you have already activated a trial license on a device, the option to install the trial will not be available for you on that device. You can always purchase a paid license.

To install a trial license of an app or device user interface (UI) at a device, do the following:

1. To view a list of apps for which trial licenses are available, tap either the **Purchased** or **ALL** tab, and then tap the **Trial** button next to the app that you are interested in.
2. To view a list of MFP UIs that can be installed as trials, tap the **MFP UIs** tab, and then tap the **Trial** button next to the MFP UI that you are interested in.

Note: Only one trial license is available per app, per user. If a user has already activated the trial license for an app, the option to install the trial app will not be available for that user.

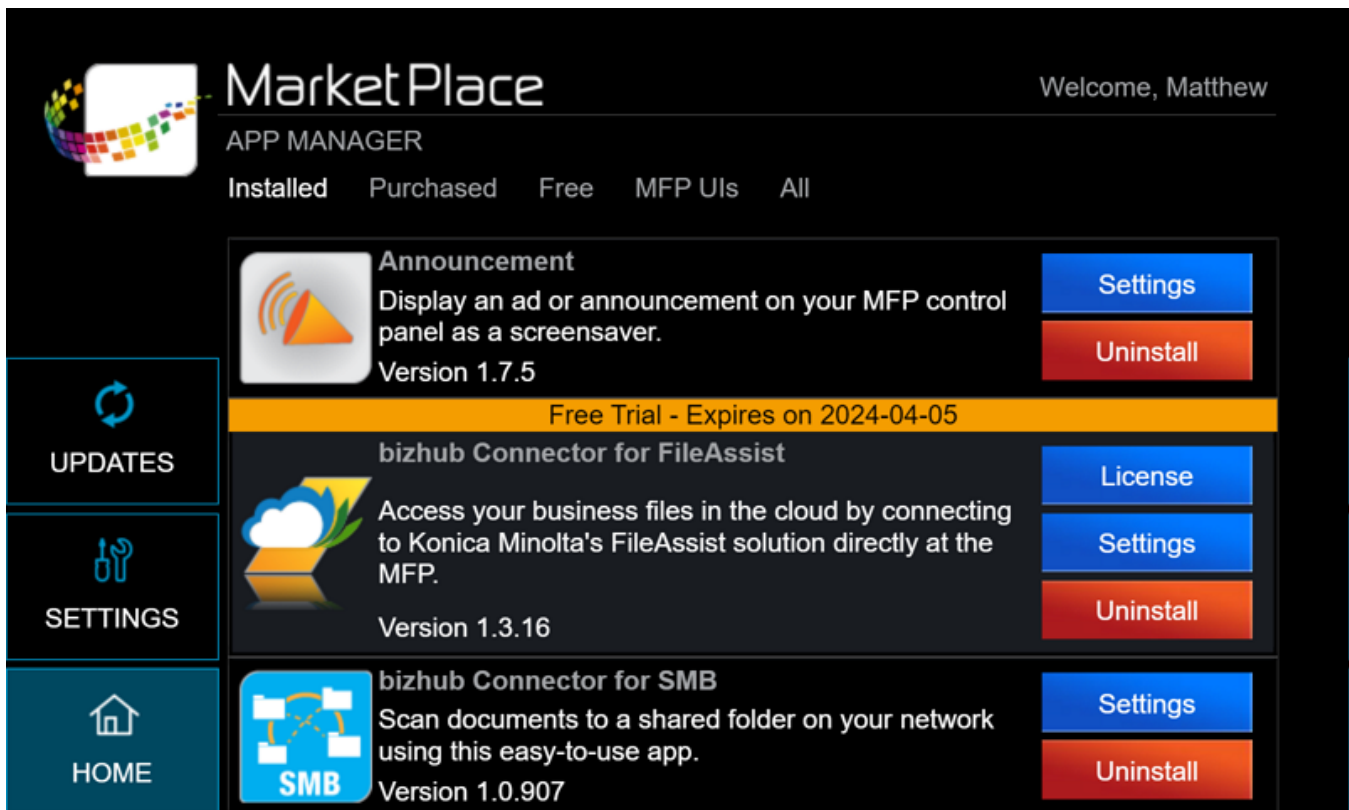
In the following illustration, the bizhub Connector for FileAssist and bizhub Connector for FilesAnywhere apps have a trial version available for installation. Note that for free apps such as the Announcement app, trial versions are not available.



Uninstalling Apps and Trial Licenses

To uninstall a licensed or trial version of an application or custom MFP user interface (UI) at a device, do the following:

1. Access the device and log in to the App Manager.
2. Select the **Installed** tab.
3. Use the scroll bar to browse the list of installed applications.
4. Select the red **Uninstall** button next to the application you would like to uninstall, as shown in the following illustration:



Note: Once an app is uninstalled, any settings made for an app are discarded. If you have a trial license and then purchase a paid license, your settings for the trial app will be transferred to the paid license as long as the trial app remains installed at the time of purchase.

Viewing All Apps and Device UIs

To view all available apps and MFP UIs at a device, access the App Manager and tap the **ALL** tab. From this screen, you can do the following:

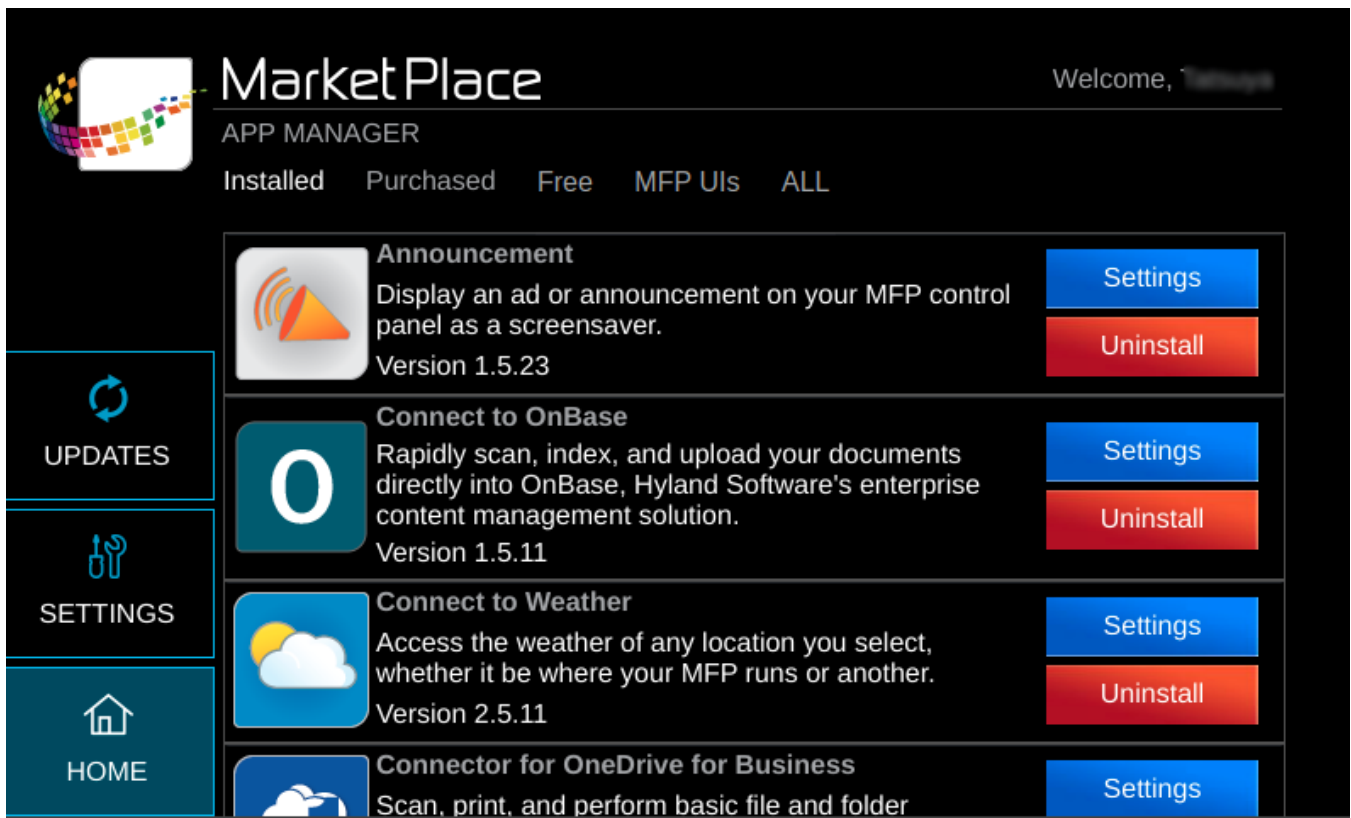
- Install apps or MFP UIs by tapping the **Install** button next to the item you are interested in.
- Install a trial version by tapping the **Trial** button next to the app or MFP UI that you would like to try as a 30-day trial.

Viewing All Installed Apps and MFP UIs

To view all installed apps and MFP UIs at a device, access the App Manager and tap the **Installed** tab. On this screen, you can change an app's settings or uninstall the app or MFP UI. Do the following:

- Tap the **Settings** button next to the app or MFP UI you would like to customize. Refer to each application's user guide for information on the available settings that can be changed.
- Tap the **Uninstall** button next to the app or MFP UI that you would like to uninstall.

See the following illustration for an example:

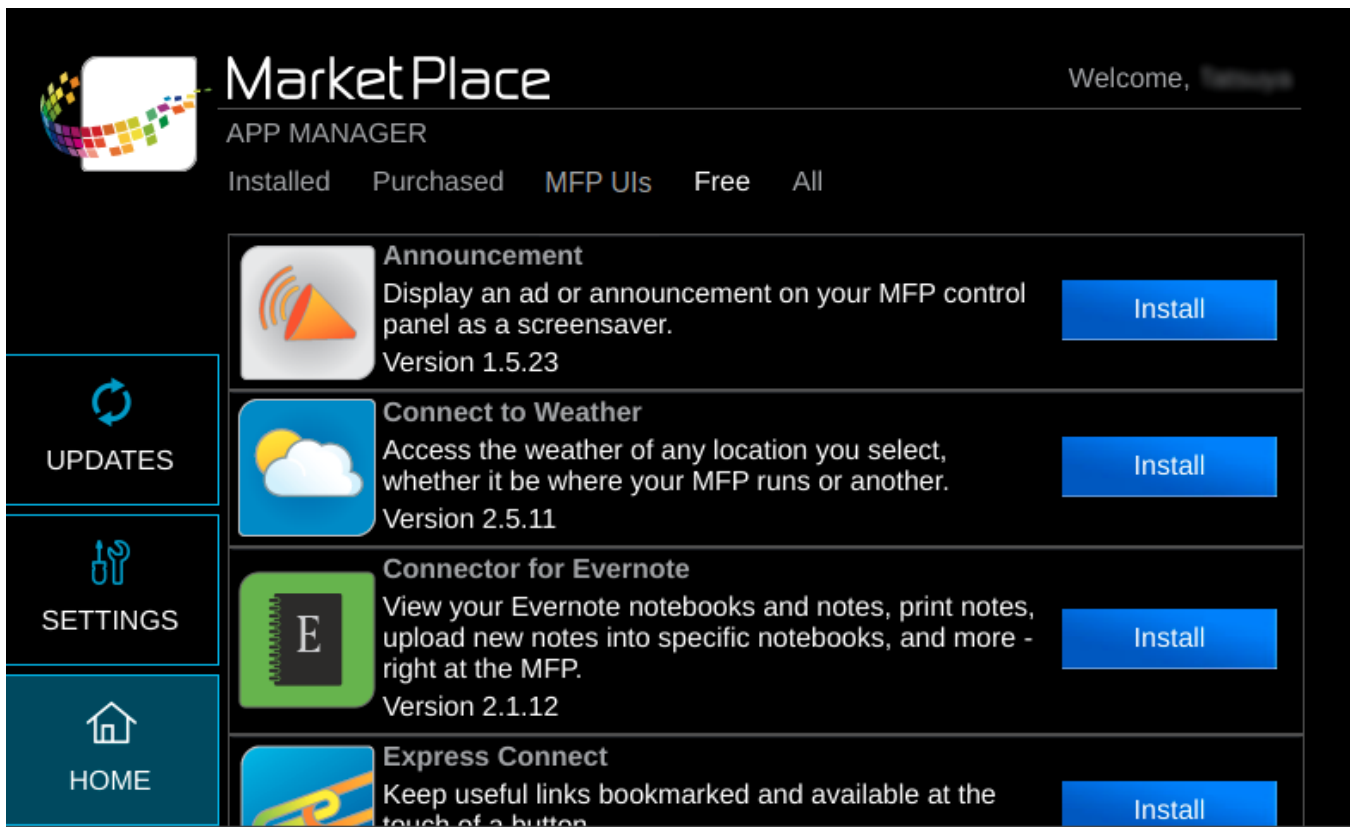


Viewing All Free Apps

To view all apps that are free of charge at the device, access the App Manager and tap the **Free** tab.

To install a free app, tap the **Install** button next to the app that you are interested in.

See the following illustration for an example:



Viewing All MFP UIs

To view all available MFP UIs at the device, access the App Manager and tap the **MFP UIs** tab.

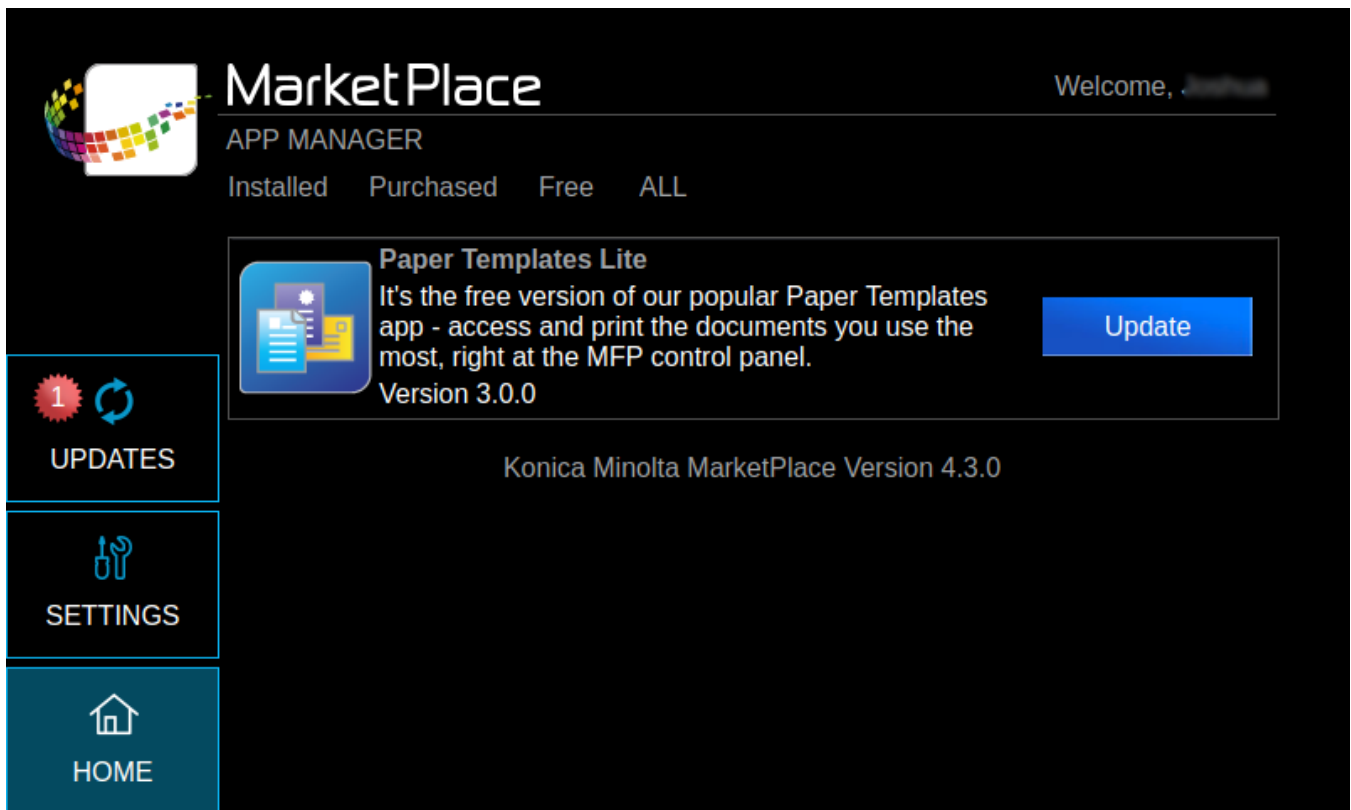
To install a trial version of an MFP UI, tap the **Trial** button next to the MFP UI that you would like to try.

Updating Apps at the Device

We recommend you always use the latest available version of an app. To update your apps at the device, access the App Manager and do the following:

1. In the App Manager, locate the **UPDATES** button. If a red badge appears on the button, updates are available for one or more of your purchased apps.
2. Tap on the **UPDATES** button. A list of applications with available updates appears.
3. Tap the **Update** button next to the application you want to update.

See the following illustration for an example:



Additional Settings for the App Manager

The App Manager's **Settings** button provides access additional device settings and information, including the following tabs:

- **Devices**
- **Shortcuts**
- **Proxy Settings**
- **About**

See Also: MarketPlace App Manager

Device Settings

You can change settings for the devices on which the MarketPlace client is installed by using the App Manager. Do the following:

1. Tap the **Settings** button.
2. Tap the **Device** tab. The Device Info page appears:

Device

Shortcuts

Proxy

About

Device Info

Max Refresh Rate:
Set how often MarketPlace can
check for updates.

1 Hour ▾

Save

Synchronize

Run all pending operations and
notify MarketPlace website.

Sync Now

Send Logs

Logs will be sent to the Solutions Engineering Center at
Konica Minolta. Please provide any additional comments
needed.

Email:
Optional email address for followup.

Comments:

Send Logs

3. The following options are available:

- Max Refresh Rate - Sets the frequency at which the MarketPlace client will automatically attempt to synchronize (sync) with MarketPlace. The sync process executes any pending operations for the device that were initiated (either at the device or via MarketPlace) since the last sync occurred. Examples of pending operations include app updates and new firmware installations.

Note: If the device is in use or asleep at the time of the check, pending operations will not execute and syncing will not be achieved. The MarketPlace client will check again after the designated time period expires.

You have the following frequency options:

- 2 Hours
 - 1 Hour
 - 30 Minutes
 - Never
- Synchronize - To force synchronization between the MarketPlace client and MarketPlace, select **Sync Now**. Use this function to execute pending device operations immediately instead of waiting for the period specified at the Max Refresh Rate setting to expire.
 - Send Logs - Send device logs to SEC (Solutions Engineering Center) support. You can specify an email address to which SEC can send a reply, and/or include a comment about the issue you want to report. When done, select "Send Logs".

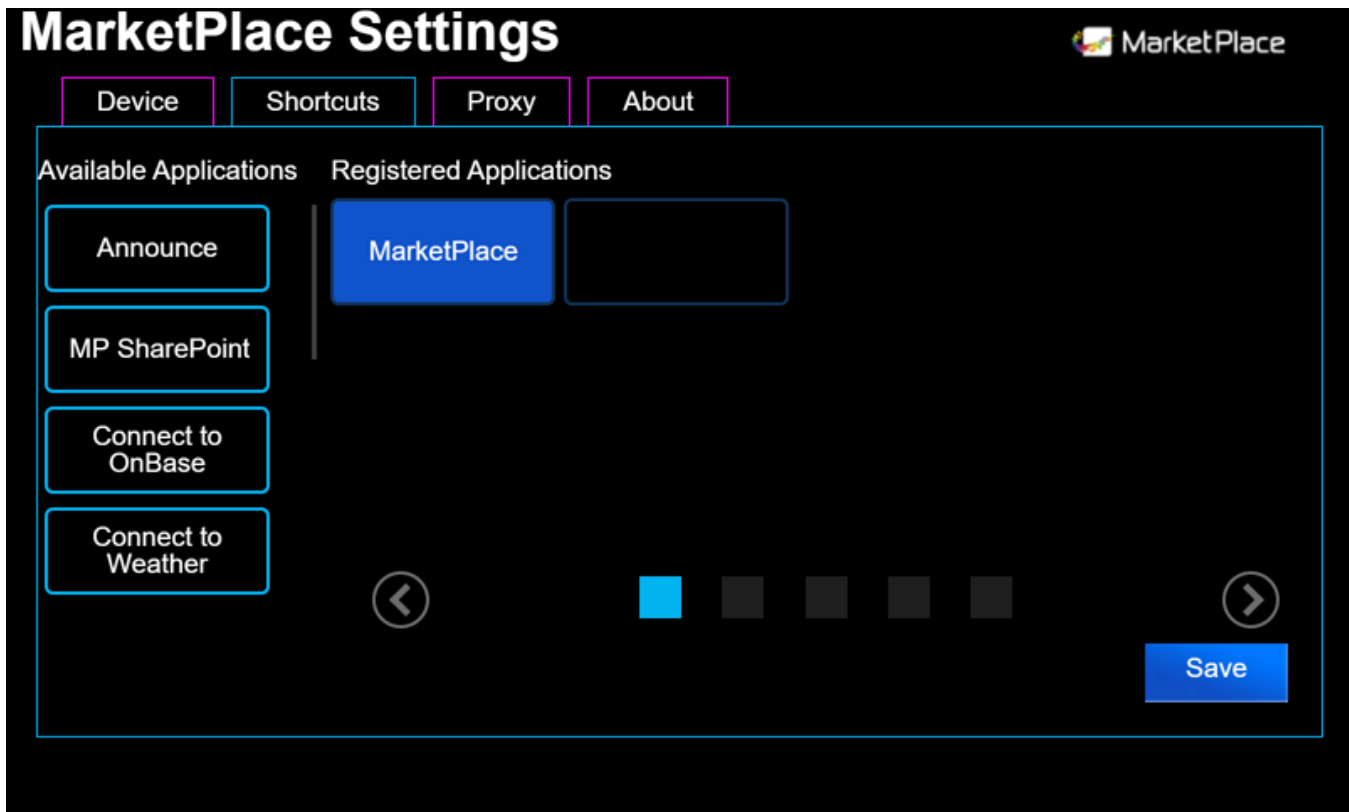
Note: The sync process described above involves the syncing of device operations between MarketPlace and the MarketPlace client installed a device. It is distinct from **password syncing**, which involves the syncing of a device admin password between MarketPlace and the MarketPlace client installed a device.

Enabling Shortcuts

To enable shortcuts using the App Manager, do the following:

1. Tap the **Settings** button.
2. Tap the **Shortcuts** tab. All available apps appear as well as those apps that are already registered on the device's main screen.
3. From the **Available Applications** column, tap on the app you want to display on the device's Shortcuts screen (accessible when the user taps on the MarketPlace button or the App button from the device home screen).
4. Tap on an empty box under Registered Applications to position the application where you want the app to appear on the device's Shortcuts screen.
5. Tap the **Save** button to save your changes.

See the following illustration for an example:



Proxy Settings

To enable or disable support for a proxy server on **MarketPlace-compatible devices**, configure the device's Web Browser settings for proxy. Do not use the Proxy page in the App Manager.

Important! The instructions for the Proxy page in the App Manager were designed for use on devices no longer supported by MarketPlace. These instructions are not applicable for MarketPlace-compatible devices, and Konica Minolta cannot guarantee successful results for the use of these instructions.

1. Tap the **Settings** button.
2. Tap the **Proxy** tab.
3. Use the **Proxy Enabled** drop-down list and select **Yes** to enable a proxy server or select **No** to disable a proxy server. If you enable a proxy server, the following fields activate:
 - Host Address
 - Port Number
 - HTTPS Port Number
 - Authentication
 - Account Name
 - Password

Note: If you enable a proxy server, you must set up the MFP Web Browser's proxy settings to point to the proxy server and to exclude access to the following:

127.0.0.1, local host

The following illustration shows the Proxy page:

MarketPlace Settings MarketPlace

Device Shortcuts **Proxy** About

Proxy Enabled Yes

Host Address Authentication

Port Number Account Name

HTTPS Port Number Password

Save

Viewing Information About MarketPlace

To view information about the MarketPlace Client installed on a device, do the following:

1. Tap the **App Manager** button.
2. Tap the **Settings** button.
3. Tap the **About** tab. Information about the device displays, including:
 - Name
 - Description
 - Version
 - Build
 - Developer

Creating MFP User Interfaces

Overview of Customized MFP UIs

Use MarketPlace's **Designer Tool** to create custom MFP user interfaces (UIs). You can design UIs to conform to your specific business needs and corporate culture. The tool is included with your free MarketPlace account, and you can create as many custom UIs as you want.

Licenses for Custom MFP UIs

Once you create a custom UI, **installing it on a device** and using it requires a license for the device (called the MFP UI Device license). This license is device-specific, and is distinct from custom UIs. Once installed on a device, users can install an unlimited number of custom UIs on the device. To use custom UIs on other devices, you must purchase and install a license on each of the devices.

Once you purchase an MFP UI Device license, you install it on a device via the **Apps & Licenses** page on the MarketPlace site. You cannot install this license at the device. However, once the license is installed on a device, you can install custom UIs both at the device and via the Apps & Licenses page.

Reclaiming the MFP UI Device License from a Device

Once you install an MFP UI Device license on a device, the license becomes associated with that device model (for example, bizhub C4050i). If you **reclaim the license**, you can reinstall it only on devices of the same model type.

MFP UI Trial Licenses

Once **published**, you can test your custom UI by installing a trial version of the UI on a device. MFP UI trials:

- Can be used only once, on one device.
- Expire after 15 days.
- Can be installed via the Apps & Licenses page on the MarketPlace site, or directly at the device via the device's **App Manager**.
- Cannot be installed on a device on which the MFP UI Device license is currently installed.

Basic Steps

The process of creating a custom MFP UI and installing it for use on a device involves the following basic steps:

1. **Create a custom UI** on the MarketPlace site using the **Designer Tool**. The Designer Tool has many templates you can use to quicken the process, or you can create a UI from scratch. In addition, MarketPlace provides a number of pre-built **sample MFP UIs** you can install and customize for your own use.
2. **Publish the UI** via the Custom UIs page on the MarketPlace.
3. **Install the UI** on the devices on which you want to use it. Use the **Apps & Licenses** page on MarketPlace. You can install the UI onto any device on which a purchased MFP UI Device license is currently installed.

Note: You can install the **trial version of your UI** on any device on which:

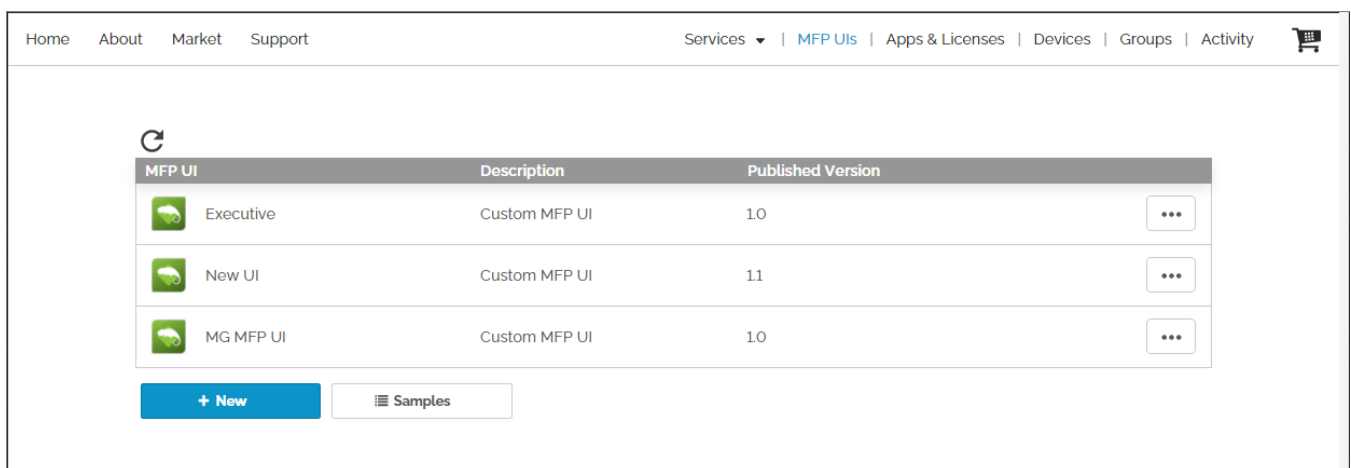
- A purchased MFP UI Device license is not currently installed.
 - A trial license of the UI has not already been installed.
4. Access the UI via the device panel on the device on which you installed it. An icon for the UI appears along with the name specified for the UI during the creation process. Click on the icon to access the UI.

Note: For tile UIs (widget apps), placing the tile on an device’s Home page (recommended) requires the additional step of **installing the tile on the device’s Home page**.

Getting Started

Custom MFP UIs consist of one or more panels. The panels contain the elements of the UI and provide access to those elements at the device. To get started, do the following:

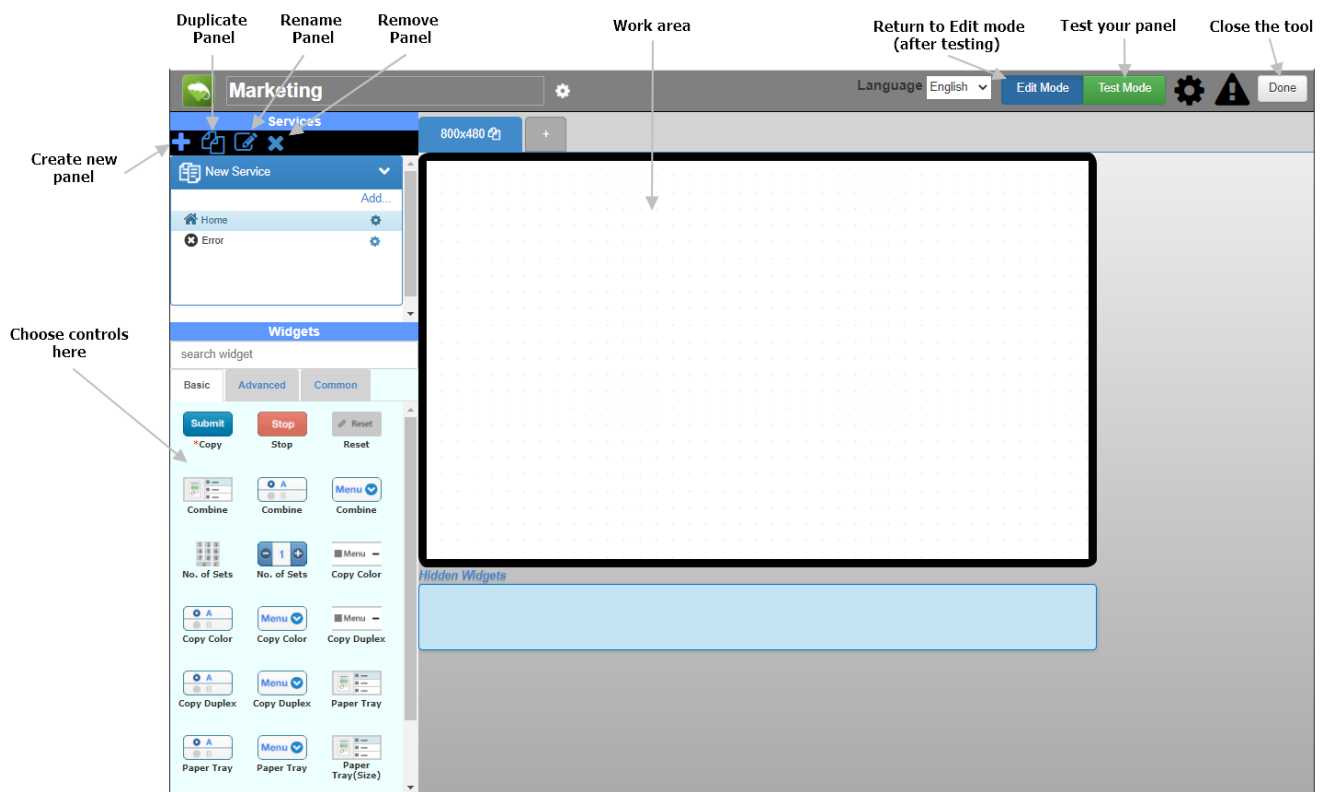
1. Log into the MarketPlace website.
2. Select **MFP UIs** from the MarketPlace menu bar. The Custom UIs page appears displaying any existing custom MFP UIs already created and/or published. See the following illustration for an example:



3. On this page, you can do the following:
 - Create a new MFP UI

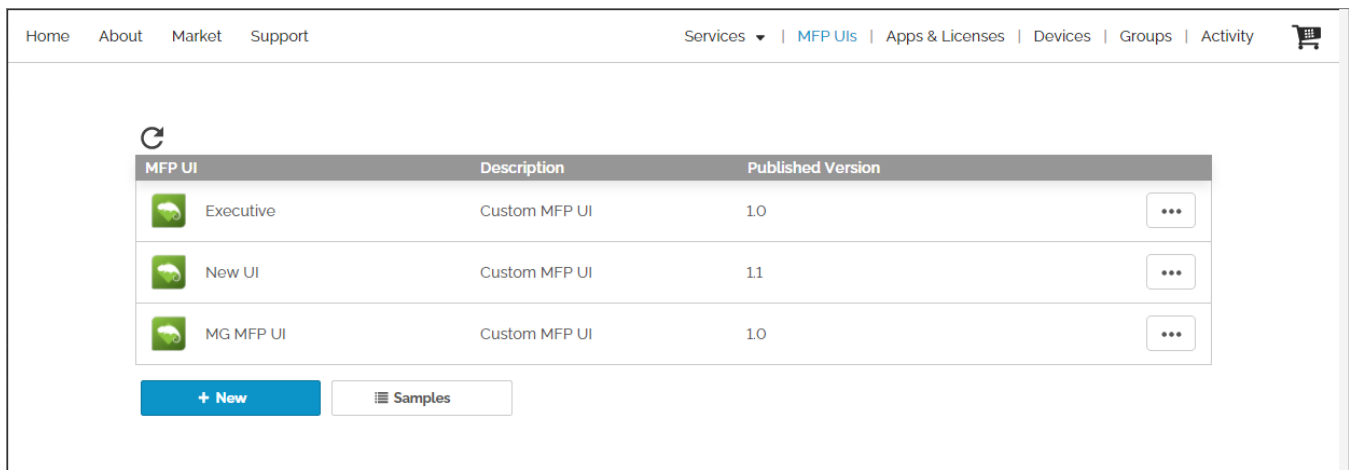
- Edit an existing MFP UI
- Publish an MFP UI to make it available for install on an MFP
- Edit an MFP UI's description
- Viewing an MFP UI's version history
- Make a clone (copy) of the MFP UI
- Send a copy of the MFP UI to another MarketPlace user
- Remove an MFP UI
- View/use MFP UI samples

Illustration of the Designer Tool



Creating New Custom MFP UIs

The following describes the steps to take when creating a custom MFP UI. Use the Custom UIs page, as shown in the following illustration:



Creating a UI

Use these initial steps to create the UI, name it, and indicate the type of service.

1. On the MarketPlace, click on the **MFP UIs** button on the MarketPlace menu bar. The Custom UIs page appears.
2. On the Custom UIs page, click on the **+ New** button. The Create MFP UI window appears:

3. On the Create MFP UI window, enter an identifying name for your new MFP UI. The maximum length is 16 characters. You can also enter an optional description. The description appears in

the Custom UIs table and can help distinguish the UI from others in the table. When done, select the **Create** button. The **Choose a service template** window appears.

4. Use the Choose a service template window to select a template on which to base your UI. Take the following steps:
 - a. At the **Application Type** drop-down, select an application type. You have the following options:
 - **UI Design** - Creates a full-sized app you can access on the MarketPlace Home page on the device.
 - **Widget App** - Creates a tile you can add to the device's Home page, providing quicker access to the app functionality in the tile and eliminating the need to navigate to the MarketPlace Home page on the device. Tile UIs are supported only on i-Series devices. This option also creates an app you can access on the MarketPlace Home page on the device.

Choose a service template

Application Type: UIDesign

Print	Copy		Empty
Scan	USB to Print		Simple
Box			
Launcher			
Quick Service			Layout A

Service Name: New Service

Service Type: Copy

Append Resolution:

- All Resolution
 - 800x480
 - 1024x600
 - 902x530
 - 1024x585 (Production Print - large display)

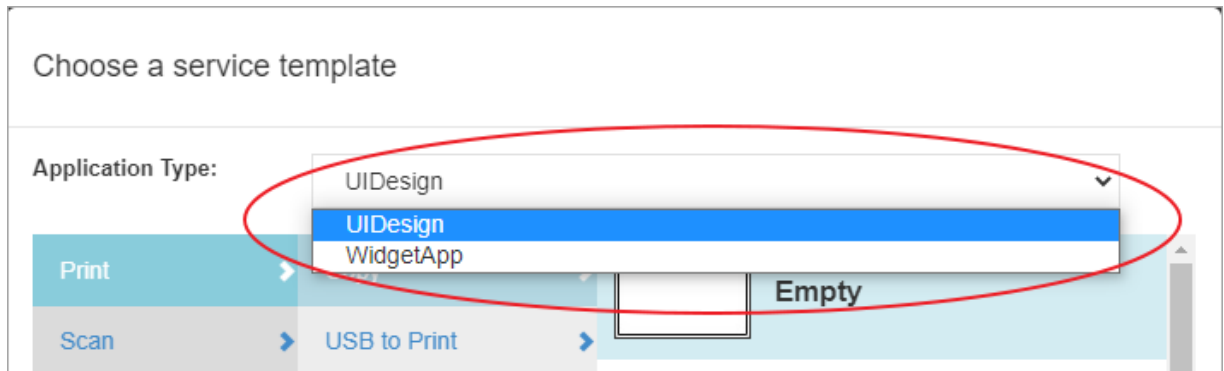
Create

- b. Choose a service template from the Template Selection table. The options in the table differ depending on your selection at the Application Type field. The table includes the

following columns, left to right:

- Service Category - Broad categories of services you can add to a UI, for example Print or Scan.
- Service Type - The services available based on the selected service category.
- Service Template - The templates available based on the selected service type.

The Templates column updates based on the selected **service type**. You can choose a template that already includes controls, or you can start from scratch with a blank template. See the following illustration:



5. Click on a template, then click on the **Create** button. The Designer Tool appears, displaying the new UI.

Service Types

The following table lists all available service types:

Application Type	Service Category	Service Type	Description
UI Design	Print	Copy	Copy documents.
UI Design	Print	USB to Print	Print USB documents.
UI Design	Scan	Scan to Email	Send scanned documents to email address.
UI Design	Scan	Scan to USB	Send scanned documents to USB memory.
UI Design	Scan	Scan to SMB	Send scanned documents to SMB server.
UI Design	Scan	Scan to Fax	Send scanned documents to Fax address.
UI Design	Scan	Scan to WebDAV	Send scanned documents to WebDAV server.
UI Design	Scan	Scan to FTP	Send scanned documents to FTP server.
UI Design	Scan	Scan to Box	Send scanned documents into Box.
UI Design	Scan	Scan to Send	Send scanned documents to email address, USB memory, SMB server, Fax address, WebDAV server, FTP server, and Box.
UI Design	Box	Box to Print	Print documents from Box.
UI Design	Box	Box to Email	Send documents to email addresses from Box.
UI Design	Box	Box to SMB	Send documents to SMB server.
UI Design	Box	Box to Fax	Send documents to Fax address.
UI Design	Box	Box to WebDAV	Send documents to WebDAV server.
UI Design	Box	Box to FTP	Send documents to FTP server.
UI Design	Box	Box to Send	Send documents to email address, USB memory, SMB server, Fax address, WebDAV server, and FTP server.

Application Type	Service Category	Service Type	Description
UI Design	Launcher	Launcher	Link to Open API apps installed on the device.
UI Design	Quick Service	Quick Service	Copy, Scan to Email, Scan to SMB, Scan to Fax, Scan to WebDAV, Scan to FTP, and Scan to Box.
Widget App	Print	Widget Copy	Copy documents.
Widget App	Scan	Widget Scan to Email	Send scanned documents to email address.
Widget App	Scan	Widget Scan to SMB	Send scanned documents to SMB server.
Widget App	Scan	Widget Scan to Fax	Send scanned documents to Fax address.
Widget App	Scan	Widget Scan to WebDAV	Send scanned documents to WebDAV server.
Widget App	Scan	Widget Scan to FTP	Send scanned documents to FTP server.
Widget App	Scan	Widget Scan to Send	Send scanned documents to email address, USB memory, SMB server, Fax address, WebDAV server, FTP server, and Box.

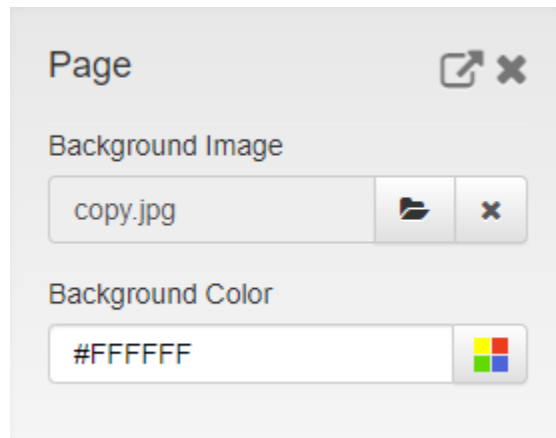
Configuring the UI

Once you have **created the UI**, you can now configure it to your specifications using the **Designer Tool**. You can access the Designer Tool in the following ways:

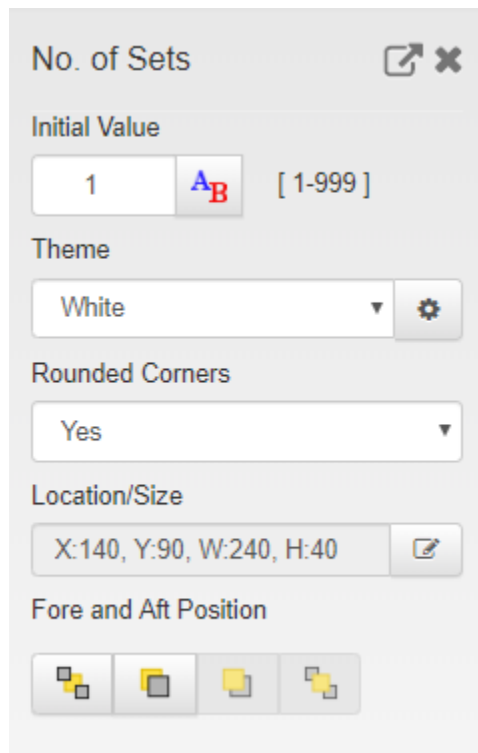
- At the conclusion of the Create UI process, on the **Choose a service template** window, click on the **Create** button.
- On the Custom UIs page, select **Edit UI** from the ellipsis button menu for a UI.

Using the Designer Tool, you can configure your MFP UI by dragging and dropping controls from the Widgets area's **Basic**, **Advanced**, and **Common** tabs and positioning them onto the work area. You can also create, duplicate, rename, or delete panels using the buttons on the top menu bar.

- To **customize the panel background**, click on the work area. The Page panel appears, allowing you to choose a background color or image for the panel. See the following illustration:



- To **customize the properties of a particular control**, select the control in the work area. The Properties panel appears. For example, in the following illustration, the initial value, shape, color, and location/size of the No. of Sets input field can be configured:



The following table lists the various settings that can be configured, depending on which control is selected.

Properties	Description
Background Color	Pick a color for the background.
Background Image	Click on the Folder icon to browse for and choose an image to display in the background.
Display Name	Edit the label content and style.
Icon	Choose an icon to display on the button.
Image	Choose an image to display on the button.
Initial Text	Specify content and formatting for the control's default text.
Initial Value	Specify content and formatting for the control's default value.
Items	Specify content for drop-down menu options.
Launched Application	Specify the app to launch when the link is selected at the device.
Location/Size	Specify the location, width, and height of the control.
Mask	Choose whether or not to mask (with asterisks) the information that is entered at the device.
Off Image	Choose a background image to display on the checkbox when it is not checked.
On Image	Choose a background image to display on the checkbox when it is checked.
Placeholder	Change default text that appears when filtering files.
Placeholder Text	Change default text that appears in text field.
Rounded Corners	Specify whether or not to add rounded corners to a box.
Source	Click on the folder icon to browse for and select an image to use.
Text	Specify text to display.
Theme	Specify colors.

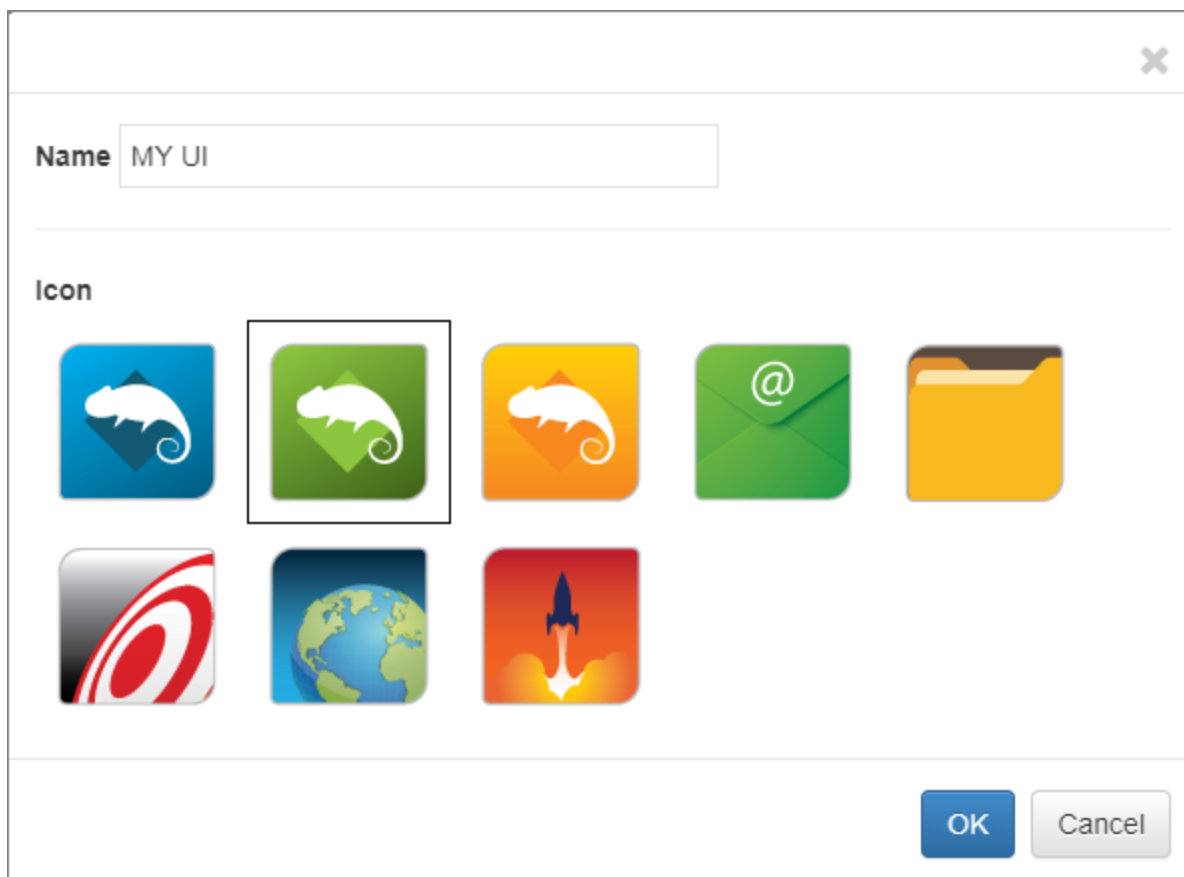
- To **duplicate or delete a control**, select the control in the work area, then do one of the following:
 - Duplicate - Click on the green icon (+) underneath the control.
 - Remove - Click on the red icon (X) underneath the control.
- To **add a hidden control** to the panel, drag-drop the control from the Widgets area to the Hidden Widgets area; then customize the control accordingly. This control will not display on

the MFP UI. However, its properties will be saved and used as the default setting. For example, if you want all copies to always print double-sided, without allowing for any modification by users at the device, you could drag-drop a Copy Duplex control from the Widgets area to the Hidden Widgets area. Then, customize the control with an Initial Value of duplex.

- To **rename the MFP UI and select an icon for it**, do the following:

1. Select the **Edit name and icon** button on Title bar of the Designer Tool: 

The Edit Name and Icon pop-up window appears, as in the following illustration:



2. To rename the MFP UI, enter a new name in the Name field.
3. To choose a different icon to display, select an icon.
4. When you are done, select the **OK** button.

Tip: As a quick way to rename your MFP UI, you can highlight the name listed at the top of the Designer Tool. Once you type in the new name, select the **Done** button. Note that you must publish the MFP UI in order for the new name to be reflected on the MFP UIs page.

- To **resize a control**, select the control in the work area and use the mouse to drag the image inward or outward.

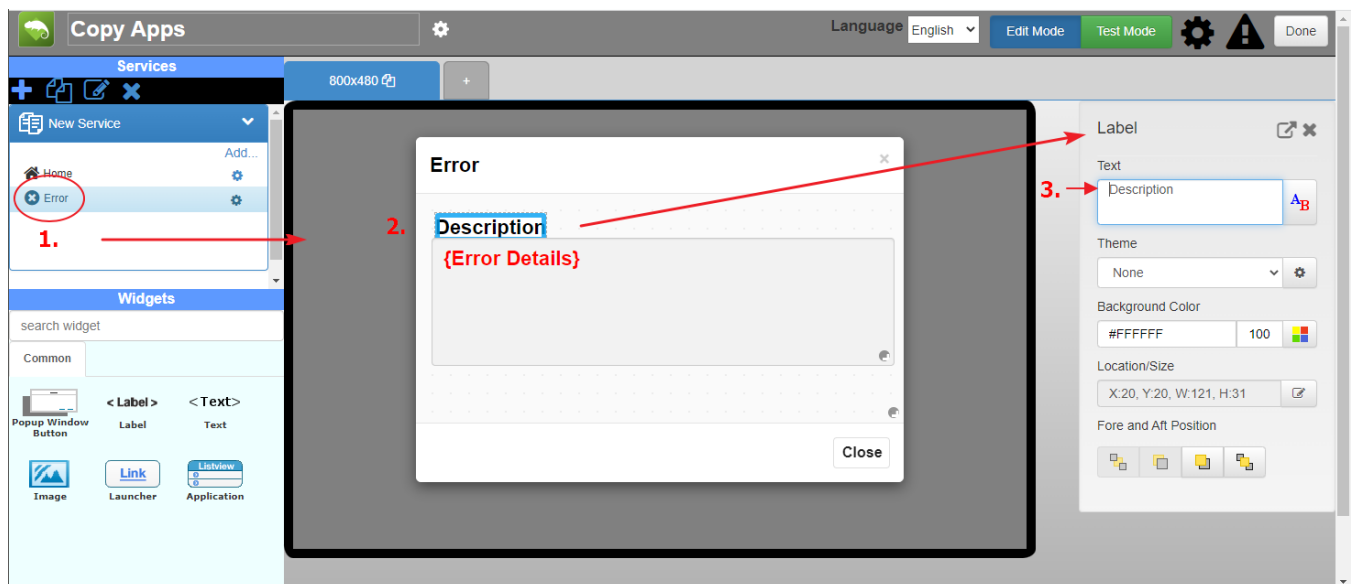
Customize Error Messages

You can also customize the appearance of the error messages that may appear. Do the following:

1. Select the Error link. The Error dialog appears:
2. Click on the section of the Error dialog box that you want to modify. The Properties panel updates based on your selection.
3. Use the Properties panel to make your changes. The Error dialog box updates to reflect your changes.

In the illustration below, note the following:

1. In the New Service panel, the Error link is selected, causing the Error dialog box to display in the work area.
2. In the Error dialog box, the Description label is selected, causing the Properties panel to display the Label options.
3. In the Properties (Label) panel, the cursor has been placed in the Text field, indicating the field is ready for edits.



Test Panels

Once you have created an MFP UI panel, you can test it in the Designer Tool to ensure it functions properly before installing it on the UI on a device. You can set up a “test condition” that simulates the device’s features and configuration, and then specify the job result for which you want to test (for example, “Success” or “Validation Error”).

To set up a test condition, do the following:

1. Click on the **Test Mode** button at the top of the page.
2. In the Test Conditions area, select the specifications for the device on which the custom MFP UI will be installed. You can define the following:

- MFP Type - Specify the MFP type, for example, A3/A4 Color or PP (Production Print) Black.
 - IWS Version - Specify the device's IWS (Internet Web Service) version.
 - Tray - Select one or more paper trays, and/or bypass trays.
 - Finisher - If a finisher is installed on the device, select "Mount". Otherwise, select "None".
 - Punch - If the Hole Punch feature is installed on the device, select the hole punch configuration. Otherwise, select "None".
 - Fax Kit - If a FAX kit is installed on the device, specify whether to enable or disable the FAX kit. Otherwise, select "Disable".
 - iOption - If an iOption kit is installed on the device, select the kit. Otherwise, select "Standard".
 - Job Result - Specify the job result you want to test for. You have the following options:
 - Success
 - Unexpected Error
 - Permission Error
 - Validation Error
 - NotSupported Error
 - Invalid State Error
 - Reset - To reset the test condition to the default configuration, click on this button.
3. In the Work area, click on the UI's various controls to simulate the MFP experience. When you execute the operation in the UI (for example, for the Copy operation, click on the **Copy** button to execute the copy procedure), one of the following will occur:
- The test completed successfully, with no error messages appearing.
 - The test completed successfully, with the specified error message appearing based on your selection at the Job Result field.
 - The test failed because of a configuration issue in the work area for the UI (for example, a hole-punch operation was selected but the device does not support hole punch).
4. When done, click on the **Edit Mode** button to exit Test Mode and return to the Designer Tool.

Linking Panels

You can link your MFP UI panels together using the **Link** button control. Do the following:

1. Drag-drop the **Link** button control onto the designer's work area.
2. Click on the control to edit its properties.

3. From the Link To drop-down list, choose the MFP UI panel that you want to link to, or click on the URL option to enter a website address to link to.

Use the Launcher Screen

The Launcher screen provides access to other device screens, MarketPlace apps, and any Open API apps that are installed on the device. To use the Launcher screen, do the following:

1. Create a new MFP UI or add a new panel to an existing custom MFP UI.
2. On the Choose a service template window, do the following:
 - Select the **Launcher** option. The Empty template will be selected by default.
 - Enter a name for the Launcher screen in the Service Name field; then select the **Create** button.
3. You can choose to add the following to your MFP UI panel:
 - **Launcher** button - Link to a device's Menu screen, Copy screen, Scan screen, Box screen, Web Browser, and App Menu. You can also link directly to another Open API app installed on the device by entering either the application ID or name.
 - **Application list** - Brings you to a list of apps.
 - **Label** - Text labels that will appear on the MFP UI.
 - **Text** - Text that will appear on the MFP UI.
 - **Link Label** - A label that links to or runs a specific panel within the MFP UI.
 - **Link Button** - A button that links to or runs a specific panel within the MFP UI.
 - **Image** - An image to add to the background.

For both the Link Label and the Link Button, you can specify "Run Panel" shortcut links that automatically run another panel in the background when that label or button is tapped at the device. For example, if you have a "Copy" panel already defined, you can create a "Copy" button with a shortcut of "Run Panel:Copy Panel". When the device user taps on that "Copy" button, the copy operation automatically begins with the default settings (instead of displaying the "Copy" panel). Note that these shortcut settings are not advised for panels requiring user input (e.g., Scan to Box). In addition, you must have more than one panel created in the UI in order to see "Run Panel" options.

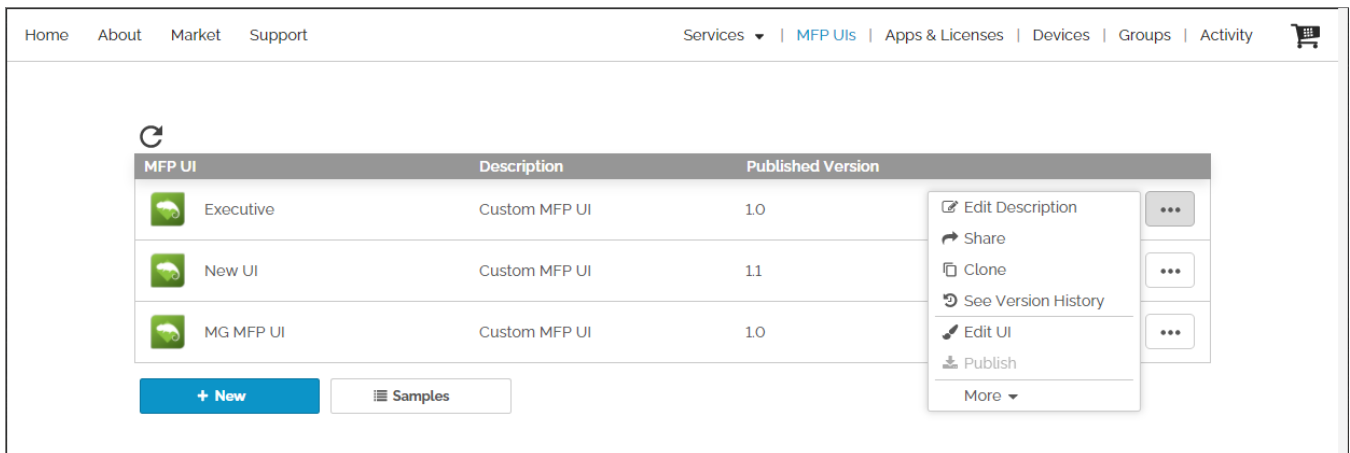
Managing Custom MFP UIs

On the MFP UI page, you have the following options when managing custom UIs:

- Edit existing custom user interfaces.
- Manage different versions of the changes you've made.

Select options for managing the UI, available from the  button next to each UI listed.


In the following illustration, the MFP UIs screen appears:



Editing the UI Description

When you first create an MFP UI, the MFP UIs page includes a default description of “Custom MFP UI”.


To edit this description, do the following:

1. Click on the  button.
2. Select the **Edit Description** option.
3. On the Edit MFP UI Description pop-up window that appears, enter a new description in the empty box provided.
4. Click the **Save** button.

The updated description appears immediately on the website and the MFP.


Editing UIs

To edit an existing MFP UI, do the following:

1. On the MFP UIs page, click on the  button.
2. Select the **Edit UI** option.
3. The MFP UI **Designer Tool** opens, displaying the MFP UI.


Viewing the MFP UI Version History

To view a log of the UI’s version history, do the following:

1. Click on the  button.
2. Select the **See Version History** option.
3. The Version History pop-up window appears, displaying the publish date and notes on each version of the UI.


Cloning an MFP UI

On the MFP UIs page, you can make a copy of an existing MFP UI. Do the following:

1. Click on the  button.
2. Select the **Clone** option.
3. On the Clone MFP UI window, enter a name for the new copy of the UI.
4. Select the **Submit** button.


Sending an MFP UI

To share a copy of your MFP UI to another MarketPlace user, do the following:

1. Click on the  button.
2. Select the **Share** option.
3. On the Share MFP UI pop-up window that appears, enter the MarketPlace user's email address.
4. Select the **Submit** button.

Removing an MFP UI

To remove an MFP UI, do the following:

1. Click on the  button.
2. Select the **More** option.
3. Select the **Delete** option.

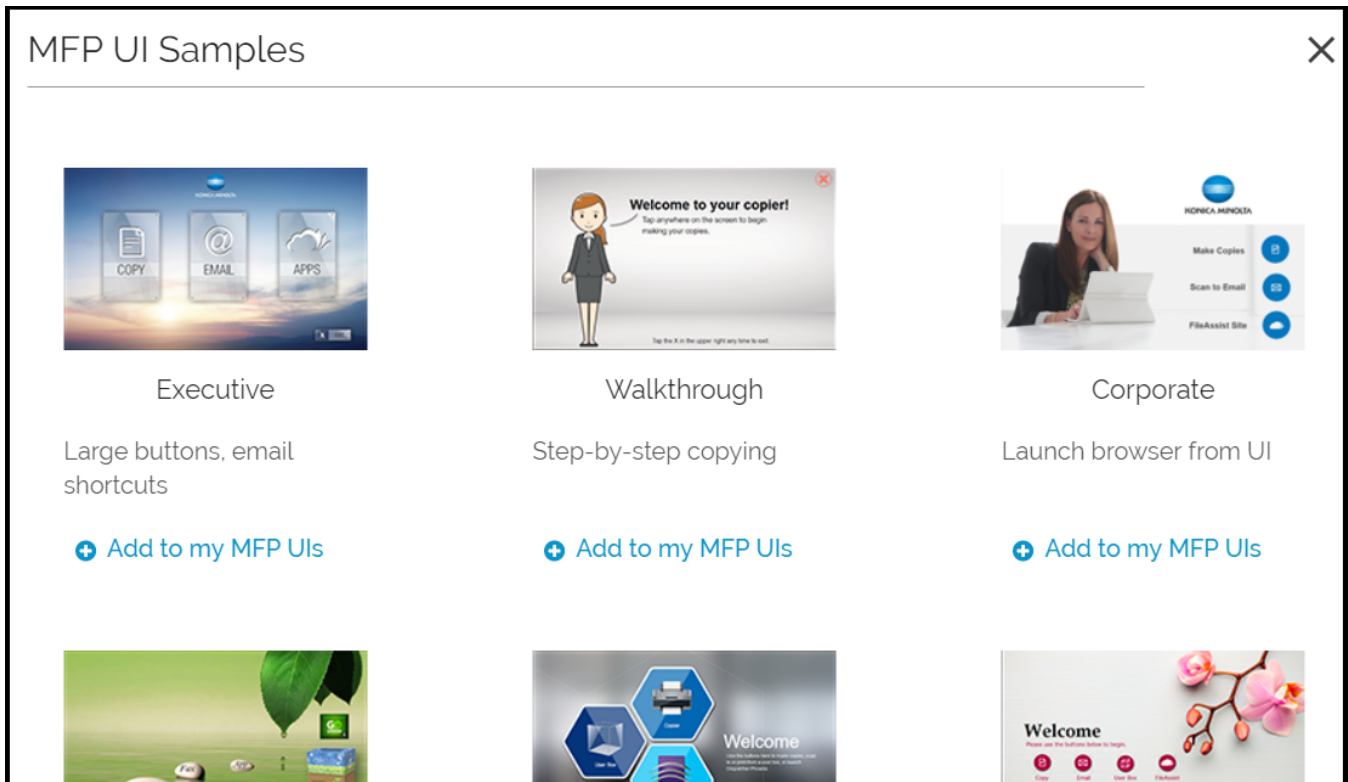
Using Sample MFP UIs

A library of pre-built MFP UIs is available for you to install and customize for your own use. Each MFP UI sample includes an overview of the UI along with instructions on how to customize it. To access and use the samples, do the following:

1. From the MFP UIs page, select the **Samples** button. The MFP UI Samples window appears, displaying the available samples.

2. If you click on a sample, the sample's home page appears. To see the available screens for the UI, use the left and right arrow buttons on your keyboard and navigate through the screens. When done viewing, click the **X** to exit the window.
3. Back on the MFP UI Samples window, locate the MFP UI that you are interested in and click on the associated **Add to my MFP UIs** link or + icon. The Add MFP UI window appears.
4. In the Add MFP UI window, a default description of the sample UI appears. You can edit the description if you desire. When done, click on the **Submit** button.

The MFP UI now appears in your list of available MFP UIs. You can edit it to customize it for your own use.



Installing Custom MFP UIs

Installing a custom MFP UI onto a device requires a license for the device - either a purchased license or a trial (demo) license. A custom MFP UI can be installed on any device on which a purchased MFP UI Device license is currently installed. Only one MFP UI Device License is required per device, regardless of the number of MFP UIs you install on it. For more information, refer to the **MFP UI Quick Start Guide**.

The **trial version of your UI** can be installed on any device on which a purchased MFP UI Device license is not currently installed and a trial of the UI has not already been installed. Trial UIs expire after 15 days, and can be used only once per UI.


To install a custom MFP UI on a device, do the following:

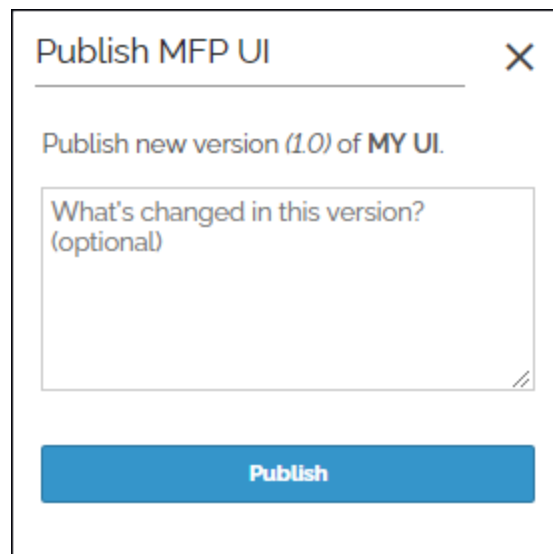
1. **Publish** the custom MFP UI.

2. Install it either from the **MarketPlace store** or from **MarketPlace at the MFP**.

Publishing UIs

To make the MFP UI available for installation on a device, you must first publish it on MarketPlace. Do the following:

1. On the MFP UIs page, click on the  button.
2. Select the **Publish** option.
3. On the Publish MFP UI pop-up window that appears, enter notes about the version you are publishing, if desired.
4. Select the **Publish** button. See the following illustration for an example:



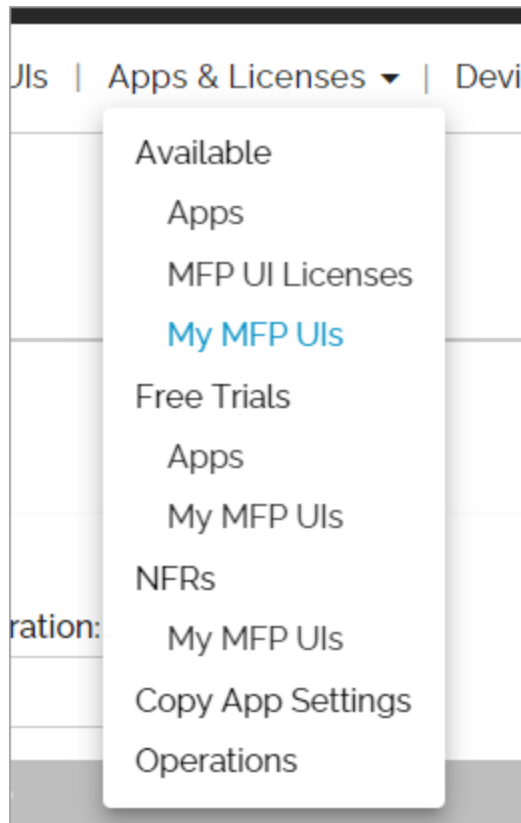
Notes:

- If you edit and then publish an existing MFP UI, the version number of the UI increments to reflect the change.
- Editing an unpublished MFP UI does not change the MFP UI's version number.

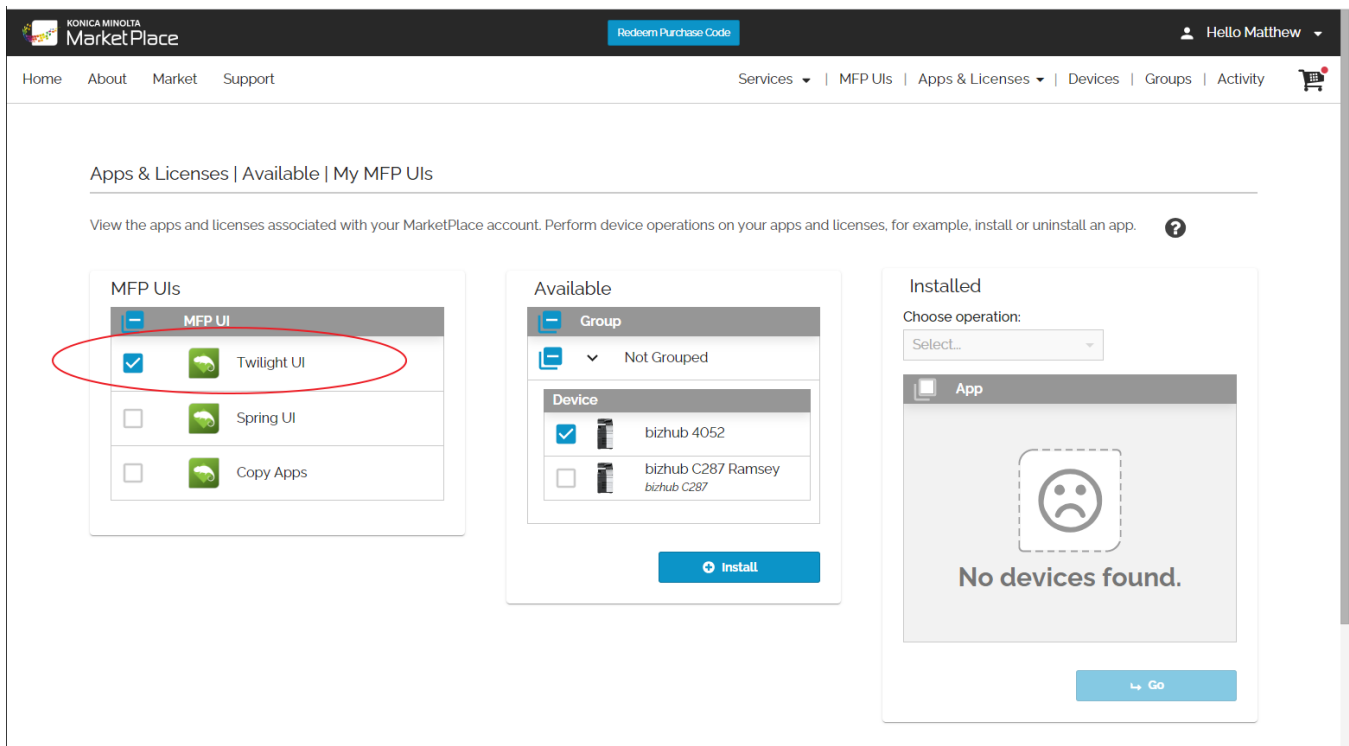
Installing UIs Remotely

To install your MFP UI on a device remotely, from the MarketPlace store, do the following:

1. Select the **Apps and Licenses** link from the MarketPlace menu bar. A drop-down menu appears.
2. From the drop-down, select **My MFP UIs**. Note that for this option to appear on the menu, you must have **published** one or more MFP UIs. See the following illustration for an example:

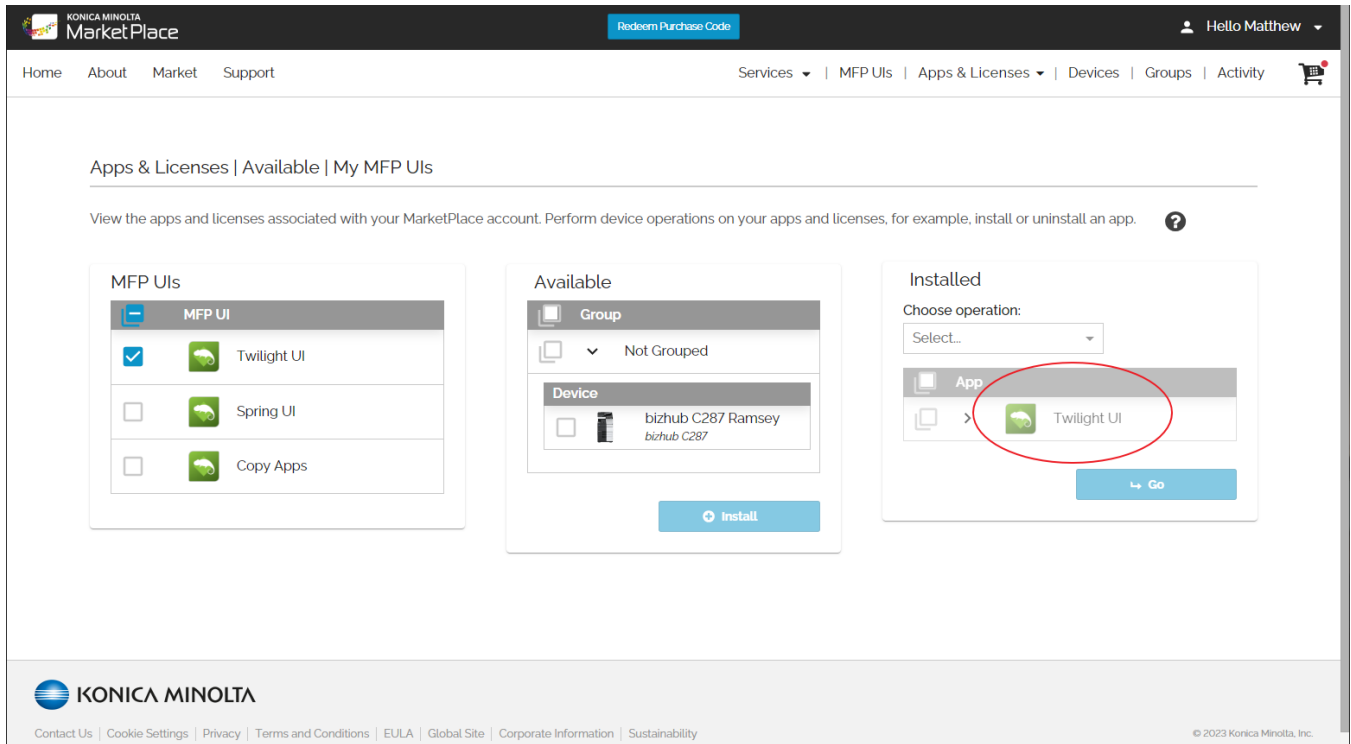


3. The MFP UIs panel displays all the MFP UIs currently available for installation. Select an MFP UI from the panel. See the following illustration:



4. In the **Available** panel, check the box next to the device(s) on which to install the UI.
5. Click the **Install** button.

6. The **Install Options** window appears, where you can position your custom MFP UI button anywhere on the device panel.
7. Click **Install** when you are done. The device with the installed UI appears in the **Installed** panel, as shown in the following illustration:

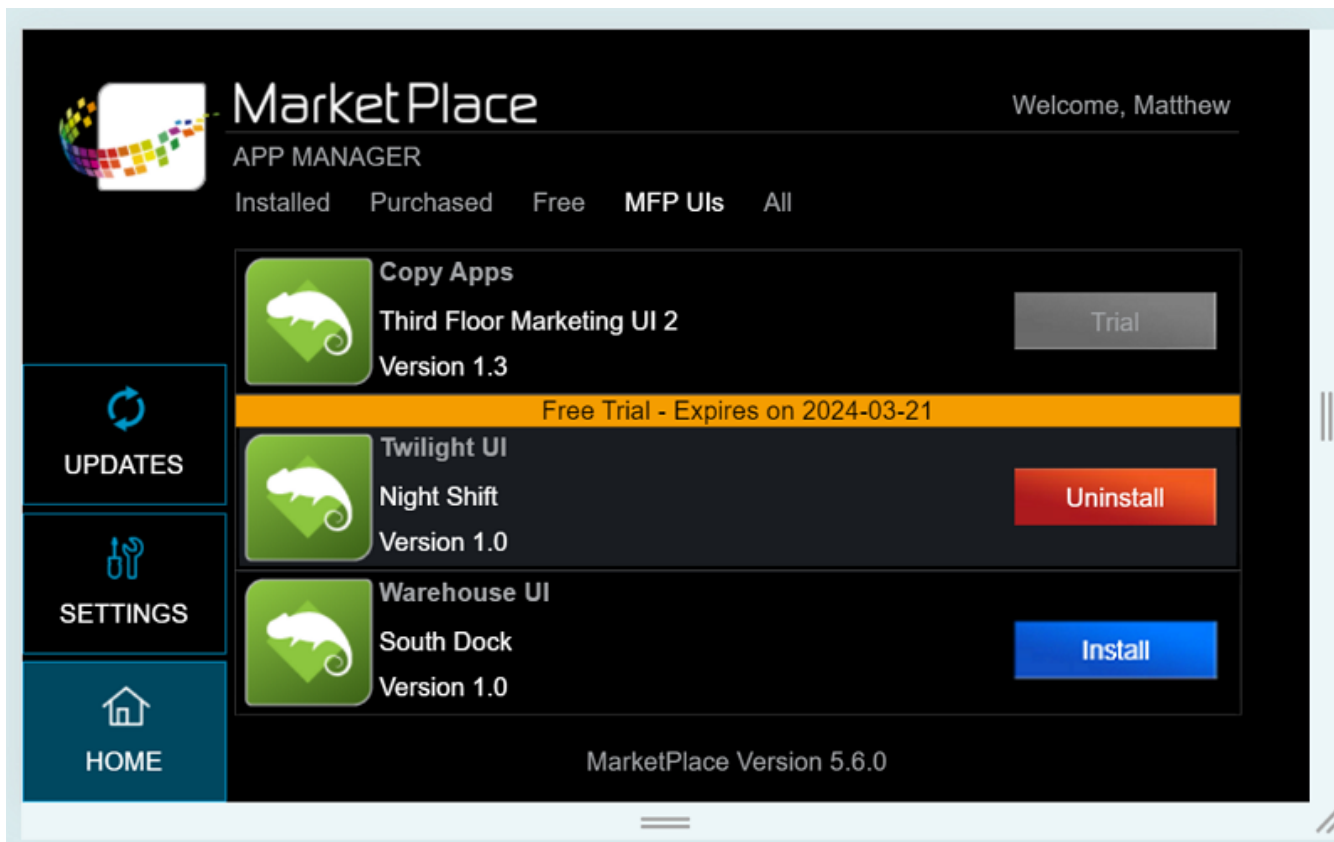


Once the device performs its next synchronization with MarketPlace, the UI will be available on the device.

Installing UIs at the Device

To install your MFP UI directly, at the device, do the following:

1. Log into **App Manager** at the device.
2. Tap on the **MFP UIs** tab.
3. Select the **Install** button next to the MFP UI you want to install. See the following illustration:



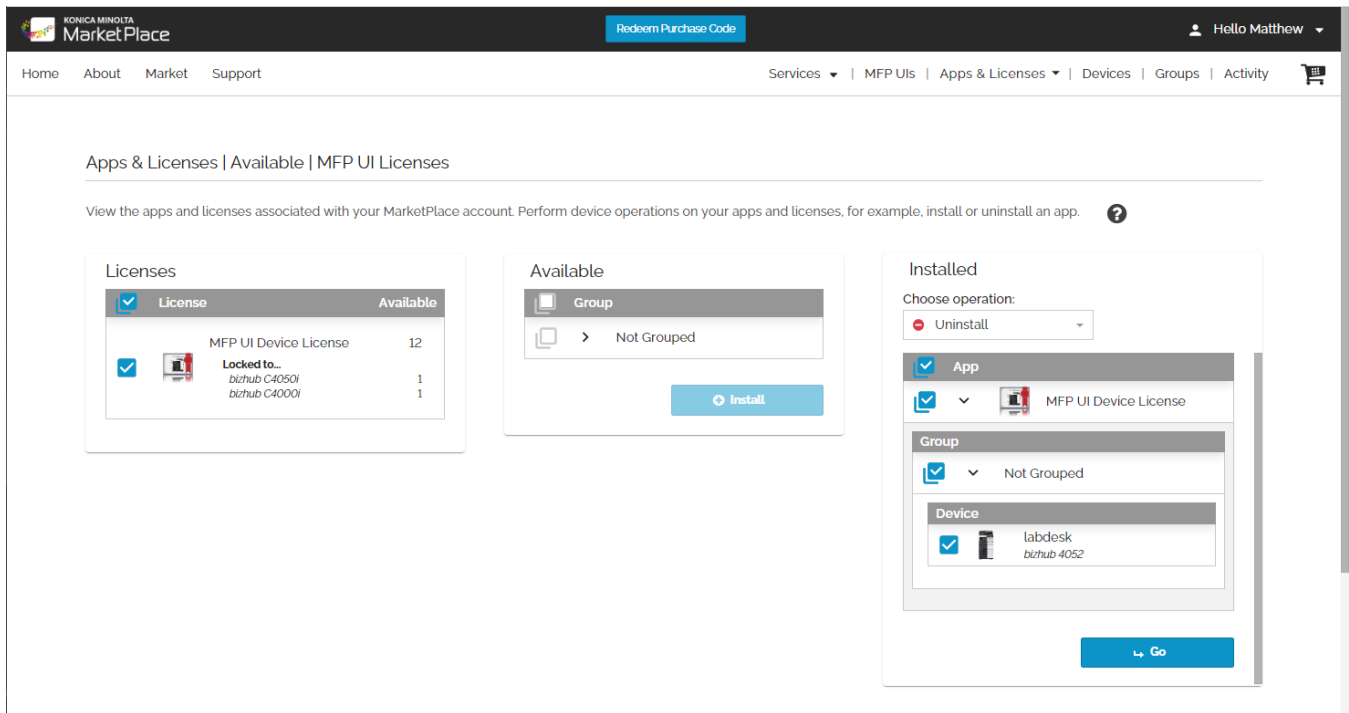
Reclaiming MFP UI Device Licenses

After an MFP user interface (UI) device license has been installed on a device, the license can be reclaimed from the device. The license can then be installed on another device.

Note: A reclaimed MFP UI device license can be installed only on other MFPs of the same model. For example, if you reclaim a UI device license from a C4050i device, you can reinstall it only on that same device, or another C4050i.

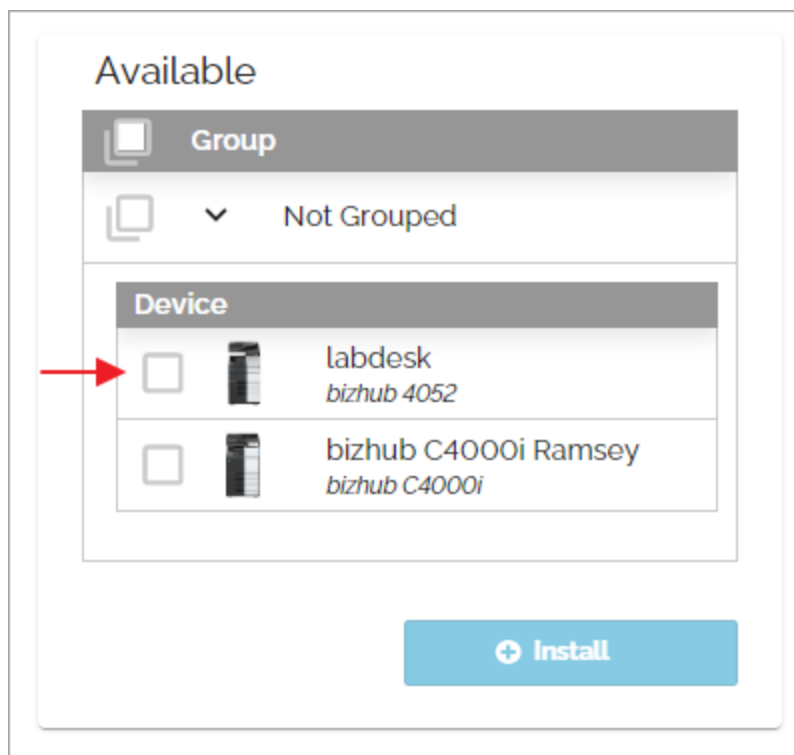
To reclaim an MFP UI device license, do the following:

1. **Log into your MarketPlace account.**
2. Select **Apps & Licenses** on the MarketPlace menu bar.
3. From the drop-down menu, select **MFP UI Licenses**.
4. In the **Licenses** area, select the MFP UI device license you want to reclaim.
5. In the **Installed** area, at the **Choose Operation** drop-down menu, select the **Uninstall** option.
6. In the **Installed** area, at the **Device** table, select the device whose MFP UI device license you want to reclaim. You may need to expand the device group containing the device to make the device selectable.
7. In the **Installed** area, click on the **Go** button. See the following illustration for an example:



When you click on **Go**, the following occurs:

1. The device is removed from the **Installed** area.
2. The UI device license is now reclaimed.
3. The device displays in the **Available** area. See the following illustration for an example:



Installing a Reclaimed Device

To install a reclaimed MFP UI device license onto another device, do the following:

1. **Log into your MarketPlace account.**
2. Select **Apps & Licenses** on the MarketPlace menu bar.
3. From the drop-down menu, select **MFP UI Licenses**.
4. In the **Licenses** area, select the reclaimed MFP UI device license you want to install on a device.
5. In the **Available** area, at the **Device** table, select the MFP on which you want to install the reclaimed MFP UI device license. You may need to expand the device group containing the device to make the device selectable.
6. Click on the **Install** button.

See the following illustration for an example:

The screenshot displays the Konica Minolta MarketPlace interface. The top navigation bar includes 'Home', 'About', 'Market', and 'Support'. The main content area is titled 'Apps & Licenses | Available | MFP UI Licenses'. Below this, there is a section for 'Licenses' with a table showing 'MFP UI Device License' with 12 available licenses, locked to 'bizhub 4052', 'bizhub C4050i', and 'bizhub C4000i'. The 'Available' section shows a 'Group' of 'Not Grouped' devices, with a table listing 'labdesk bizhub 4052' (selected) and 'bizhub C4000i Ramsey bizhub C4000i'. An 'Install' button is visible below the device list. The 'Installed' section shows a 'Choose operation:' dropdown and a 'Go' button.

Managing Devices and Accounts

Managing Devices

MarketPlace enables you to remotely manage MarketPlace apps and licenses on MarketPlace devices. The Devices page provides options to organize your devices and control remote access to them. The page lists all MarketPlace devices for which you are an **administrator** or a **pending administrator**, organized by **device groups**. To access this page, click on the **Devices** link on the MarketPlace menu bar. The following illustration shows the Devices page:

The screenshot shows the MarketPlace interface with the 'Devices' link highlighted in the top navigation bar. The page includes a search filter, buttons for 'Import Devices' and 'Create New Device Group', and a link to 'Download the CSV template here'. The main content is organized into three sections, each with a table of devices and action buttons.

Not Grouped

Name	Product Line	Location	IP Address
bizhub C4050i		—	
MG-C300i bizhub C300i		—	
bizhub 4052		—	10.15.212.61

R100 (UID: R100, Member Status: Owner)

Name	Product Line	Location	IP Address
MG-C287 bizhub C287		Lobby	10.15.212.62

E100 (UID: E100, Member Status: Owner)

Name	Product Line	Location	IP Address
MG-287 bizhub 287		Warehouse	10.15.212.58

About Device Admin Passwords

The MarketPlace site can locate any MarketPlace device on which the MarketPlace Client is installed. Such devices are “linked” to MarketPlace. Linked devices can appear on your Devices page.

However, for MarketPlace to remotely manage a device, it must know the device’s admin password. This process is known as “password synchronizing”. Only linked devices can be password-synchronized. The synchronizing process occurs whenever you add a device to your MarketPlace account, which occurs whenever you:

- **Install the MarketPlace Client on a device**, providing your MarketPlace login email address in the process.
- **Obtain admin rights to a device.**
- **Import a device** into your MarketPlace account.

All of these processes require you to provide the device admin password. Once password synchronized, the device is added to your account and you are granted admin rights to the device.

Note: If the password is changed at the device, or otherwise becomes un-synchronized with MarketPlace, you must **re-verify** the device admin password with MarketPlace to restore your admin rights and your remote device management capabilities.

Using the Devices Page

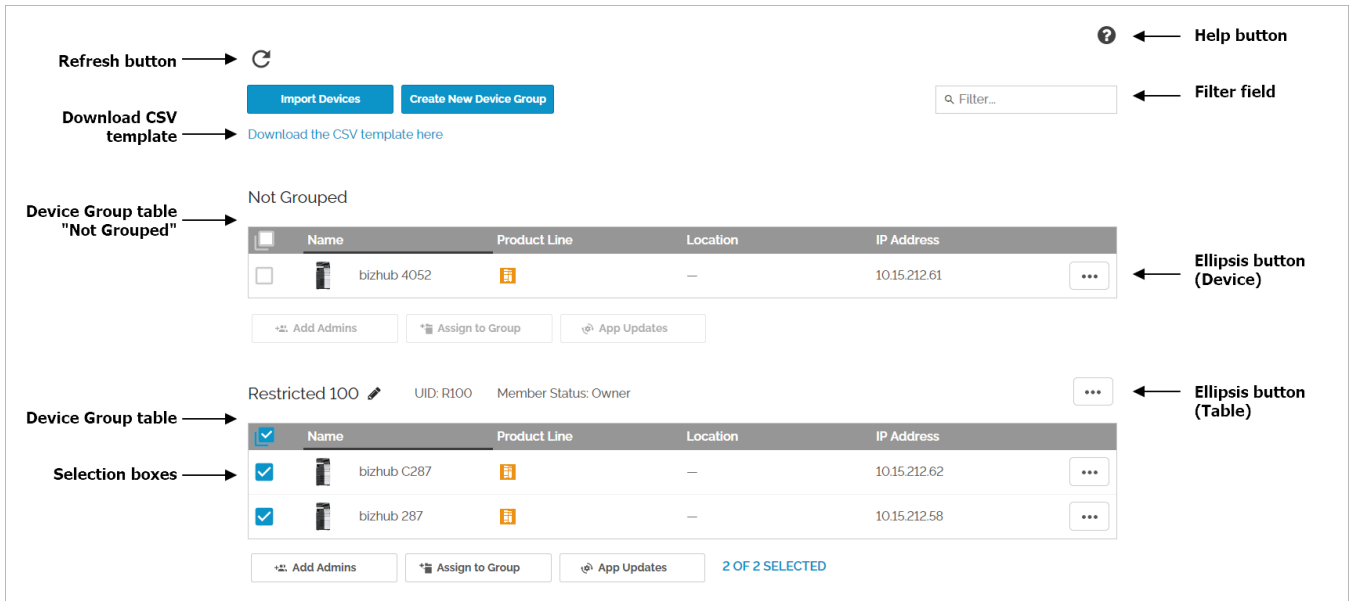
The Devices page contains all the tools you need to maintain your fleet of devices. You can add devices to your MarketPlace account, create device groups, organize your devices into those groups, view and modify information on your devices, and more.

The following list contains links providing access to descriptions of some of the functions available on the Devices page:






- **Download an Import Devices template file**
- **Add/Import devices into MarketPlace**
- **Organize devices into groups**
- **Create device groups**
- **Automatically update installed apps**
- **Remove devices**
- **Manage device details**
- **View device operations**
- **View device administrators**
- **Add device administrators**
- **Send customer feedback**

Page Elements

The following illustration shows the page elements that appear on the Devices page:



The following table provides descriptions of the page elements:

Icon	Name	Description
	Refresh button	Refreshes the current page.
	Download CSV template	Downloads a template file you can use to import devices into MarketPlace.
	“Not Grouped” table	A device group table containing devices not currently assigned to a device group.
	Device Group table	A user-defined device group table.
	Selection boxes	Check a box to select device groups or devices in a group on which you can perform group or device actions, respectively.
	Help button	Accesses the MarketPlace Online Help (the Help file you are reading now).
	Filter field	Filters the lists of devices that appear in your device group tables to a specified string. Only devices whose name contains the string you specify remain in the tables.
	Ellipsis button	The Ellipsis button (Table) applies actions to devices in a device group table. The Ellipsis button (Device) applies actions to a device within a group.

Adding Devices

Your Devices page displays only devices for which you have **admin rights**, or for which your admin rights are pending. You can obtain admin rights to devices manually, one-at-a-time, or you can use the Import Devices process to import one or many devices to your account.

Notes:

- Devices can have multiple administrators.
- Pending devices are indicated in the device group table by a shaded row and Key and Gear icons in the selection box.
- You can add and install apps and licenses on a device for which your admin rights are pending. Once you gain admin rights to the device, the apps become available for use on the device.

Using the Import Devices Process

The Devices page provides the option to import one or more devices into the MarketPlace. A CSV (comma-separated value) template file is provided for this purpose. You enter your device data into the template file, then import the file into MarketPlace. As part of the import process, you can create new device groups and assign devices to the new groups or to existing device groups. You can do the same for “location”.

The following illustration shows the CSV template file. Row 1 contains the column headers, indicating the data points you can enter for each device:

	A	B	C	D	E	F	G
1	Product Line	Model Name	Serial Number	Password	Friendly Name	Location	Group UID
2							
3							
4							

To download the CSV template file to your local drive, access the Devices page and click on the **Download the CSV template here** link near the top of the page.

Editing the CSV Template File

Once you download the CSV template file to your local drive, you can add device information for the devices you want to import. The following illustration shows the CSV template file with device information for three devices:

	A	B	C	D	E	F	G
1	Product Line	Model Name	Serial Number	Password	Friendly Name	Location	Group UID
2	bizhub	287	A7AH019002101	123456789	MG-287		
3	bizhub	C287	A797011000008	123456789	MG-C287	Warehouse	P001
4	bizhub	C300i	AA2K011010707	123456789	MG-C300i	Executive	R001
5							

Open the CSV file on your local drive. The list below includes the column headers, as well as information on how to enter device data into each column:

- **Product Line** - For example, “bizhub”. This is a required field.
- **Model Name** - For example, “C300i”. This is a required field.
- **Serial Number** - For example, “AA2K011010707”. This is a required field.
- **Password** - This is a required field. The password must meet the Import Devices process’s **password requirements**.
- **Friendly Name** - The “friendly” name, for example, “HR C300i”. This is an optional field.
- **Location** - For example, “HR Executive”. This is an optional field.
- **Group UID** - The device **group UID**, for example, “P001”. This is an optional field.

Step 1

For each device you want to import, enter the required fields as well as any optional fields you want to include.

Important! Do not edit any cells in Row 1. The column headers in your CSV file must exactly match the column headers in the CSV template file.

Step 2

When done, save the file.

Important! Be sure to save the file in .csv (“comma delimited” or “comma separated value”) format.

About Group UIDs

The Group UID (unique identifier) identifies a device group within MarketPlace. While the same “friendly” name can be applied to multiple device groups, the Group UID must be unique for each device group.

Note: You cannot edit a group UID in either MarketPlace or in the Import Devices window. So, when creating device groups using the Import Devices process, be sure you enter the proper UID in the CSV file before importing the CSV file.

Group UIDs must meet the following criteria:

- Be at least 1 character in length, and less than 31 characters in length.
- Start with an alpha or numeric character (that is, group UIDs cannot start with a special or extended character).
- Contain only alphanumeric characters, and/or any of the following special characters:
 - dash (-)
 - underscore (_)
 - dot (.)

Password Requirements

The Import Devices process imposes the following password requirements for all devices you attempt to import into MarketPlace.

- The device’s default password is prohibited. That is, the process requires you modify the default password for each device you import into MarketPlace.
- The password must be between 8 and 64 characters in length.

Import Devices Procedure

To import devices into the MarketPlace, do the following:

1. **Prepare your CSV file** for import.
2. Click on the **Import Devices** button. Browse to the file you want to import, and double-click on the file name.

Note: If you attempt to import a file containing an invalid **group UID**, an error message appears and the import process aborts. To import the CSV file, you must edit the file to contain only valid group UIDs, or remove any invalid UIDs from the file.

3. The Import Devices window appears, displaying the device information from the CSV file. The following illustration shows the results of importing a CSV file containing data for two new groups and six devices.

Import Devices

New Groups

UID	Name
R100	<input type="text" value="R100"/>
E100	<input type="text" value="E100"/>

Review or modify your devices before they are imported. If you've specified a new group for your devices, enter a group name for it in the New Groups table.

Edit device information by clicking on the field that you want to modify.

Devices

<input type="checkbox"/>	Model	Serial Number	Password	Friendly Name	Location	Group
<input type="checkbox"/>	bizhub 287	A7AH019002101	*****	MG-287	Warehouse	R100 (R100)
<input type="checkbox"/>	bizhub C287	A797011000008	*****	MG-C287	Lobby	R100 (R100)
<input type="checkbox"/>	bizhub C300i	AA2K011010707	*****	MG-C300i	None	None
<input type="checkbox"/>	bizhub C4000i	AAJR011000001	***** Password must be 8-64 characters long.	MG-C4000i	None	None
<input type="checkbox"/>	bizhub C4050i	AAJN011001611	*****	MG-C4050i	Executive	E100 (E100)
<input type="checkbox"/>	bizhub 4052	AA1R011012863	*****	MG-4052	None	None

Cancel Import Devices

4. If any devices are eligible for import, the **Import Devices** button activates. To import the eligible devices, click on this button. The devices import and you return to the Devices page where the imported devices now appear. A message appears briefly in the upper-right of the Devices page indicating how many of the total devices were imported.
5. If any devices were not imported, the Import Devices Retrying window appears, listing the devices that did not import and reason why (for example, "Password must be 8-64 characters long"). Once you provide a verifiable response, the **Import Devices** button activates and you can import the device. Otherwise, you can click on the **Cancel** and attempt to re-import the device later.
6. To abandon the import, click on the **Cancel** button in the Import Devices window.

Note: You can edit much of the information in the Import Devices window. For more information, see the **Editing the Import Devices table** section below.

Using the Import Devices Window

When the Import Devices window appears, the Import Devices table displays all data available to import. Use this table to review the data you are about to import and make any necessary changes. See the following illustration:

New Groups

UID	Name
R100	R100
E100	E100

Review or modify your devices before they are imported. If you've specified a new group for your devices, enter a group name for it in the New Groups table.
Edit device information by clicking on the field that you want to modify.

Devices

	Model	Serial Number	Password	Friendly Name	Location	Group
<input type="checkbox"/>	bizhub 287	A7AH019002101	*****	MG-287	Warehouse	R100 (R100)
<input type="checkbox"/>	bizhub C287	A797011000008	*****	MG-C287	Lobby	R100 (R100)
<input type="checkbox"/>	bizhub C300i	AA2K011010707	*****	MG-C300i	None	None
<input type="checkbox"/>	bizhub C4000i	AAJR011000001	***** <small>Password must be 8-64 characters long.</small>	MG-C4000i	None	None
<input type="checkbox"/>	bizhub C4050i	AAJN011001611	*****	MG-C4050i	Executive	E100 (E100)
<input type="checkbox"/>	bizhub 4052	AA1R011012863	*****	MG-4052	None	None

Buttons: Cancel, Import Devices

Creating New Groups Via the Import Devices Process

In the above illustration, a **New Groups** table appears, listing the new groups ready to import. For each group, the **group UID** and a temporary “friendly” name (the same as the group UID) appear. In this example, the **New Groups** section appears because the “Group UID” column in the CSV import file contains one or more device group UIDs not yet existing in MarketPlace. See the following illustration:

	A	B	C	D	E	F	G
1	Product Line	Model Name	Serial Number	Password	Friendly Name	Location	Group UID
2	bizhub	287	A7AH019002101	123456789	MG-287	Warehouse	R100
3	bizhub	C287	A797011000008	123456789	MG-C287	Lobby	R100
4	bizhub	C300i	AA2K011010707	123456789	MG-C300i		
5	bizhub	C4000i	AAJR011000001	1234	MG-C4000i		
6	bizhub	C4050i	AAJN011001611	123456789	MG-C4050i	Executive	E100
7	bizhub	4052	AA1R011012863	12345678	MG-4052		

In the Import Devices table, you cannot edit the **group UID** but you can edit the group name (via the **Name** field) and/or change to another group (via the Group column). If the Group column contains a group UID that already exists in MarketPlace, the import process assigns the device to that group, provided you are a member of that group. If you are not a member of the group, an error message appears in the Group column and the device is not imported. If the Group column contains no group UID for a device, the import assigns the device to the “Not Grouped” group.

Note: Non-members of a group cannot change the group assignment of devices in that group, whether in MarketPlace or via the Import Devices process. When importing, non-members can assign groups only to devices that are currently not grouped, and only to groups they create during the import or of which they are an owner or a member.

Once you click on the **Import Devices** button, MarketPlace does the following:

- Creates the new device groups.
- Assigns all imported devices to the Not Grouped device table, where they remain, pending admin password verification.
- Begins the **admin password verification process** for each device.

Once a device is verified, MarketPlace removes the device from the Not Grouped table and adds it to the assigned group’s device table. Devices not assigned to a group in the CSV import file remain in the Not Grouped table.

Note: If MarketPlace cannot verify a device, it can remain in a pending state up to 30 days, after which it is removed from the Devices page.

Editing the Import Devices Table

The Import Devices table contains the same columns as your CSV import file, except Product Line, which is combined with Model Name to form the Model column. You can edit much of the data before importing. See the list below:

- **Model** - For example, “bizhub C300i”. This column shows the product line and model name. If the serial number from the CSV import file is not already registered in MarketPlace, you can edit this field. Click on the drop-down and select a model from the list that appears. If the serial number is already registered, the drop-down is inactive. However, if you edit the Serial Number field to contain a serial number not already registered in MarketPlace, the drop-down activates and you can select another model.
- **Serial Number** - For example, “AA2K011010707”. You can edit this field.

MarketPlace first confirms the incoming serial number matches the actual serial number at the device. Next, MarketPlace searches to see if the serial number already exists for a device in MarketPlace. If the serial number does not exist, MarketPlace creates a new device record. If the serial number does exist, MarketPlace overwrites the existing device record with any new data.

- **Password** - The device admin password. You can edit this field. Note that the import process does not update the device’s password, it merely determines if the password meets the import

process's **password requirements**. Once approved and imported, MarketPlace compares the password with the device's actual admin password. If they match, you are granted admin rights to the device. If they do not match, the device remains in a pending state until you **provide the proper password**.

The Password column can contain any of the following:

- **Asterisks (*)** - The password meets the import process's password requirements, and the device can be imported (provided no other issues exist for the device's other data points to prevent the import).
- **Password must be 8-64 characters long** - The password does not meet the import process's password length requirements. The device will not be imported until you edit this field to meet the requirements.
- **Default password cannot be used** - The device's default admin password was specified so the device will not be imported. You must change the device's default password at the MFP and then import the device again. Note that you can specify a "temporary" password here to continue with the import process. However, once imported, the device will remain in a pending state until you modify the device's admin password at the MFP and then specify the new password in MarketPlace - either by clicking on the Lock icon on the Devices page or importing the device again.
- **Friendly Name** - The "friendly" name, for example, "HR C300i". You can edit this field.
- **Location** - The device location, if any. You can edit this field. If the CSV import file contains locations not yet in the MarketPlace, the import process creates the new locations and assigns the locations to the associated devices.
- **Group** - The device **group UID** and name, if any. You can edit this field. If a device group UID was specified in the CSV import file, it appears here along with the group name in parenthesis. For newly created groups, the group name matches the group UID. You can modify the group name using the New Groups table or in MarketPlace once imported. You cannot edit the Group UID either here or in MarketPlace.


To change to another device group, click on the drop-down menu and select a group from the menu that appears. If you select "None", the device is assigned to the "Not Grouped" group.



Using Device Groups

Use device groups to organize and maintain your devices. You can create as many groups as you like, and groups can contain an unlimited number of devices. Device groups allow you to perform bulk actions on devices, such as:

- **Update to the latest version for all apps** installed on devices in the group.
- Invite multiple users to join a device group, providing access to all the devices in the group to each user who accepts the invitation.

Note: Devices can belong to only one group at a time. All devices not assigned to a device group appear in the Not Grouped device table. See the following illustration:













Home About Market Support Services | MFP UIs | Apps & Licenses | **Devices** | Activity 



[Import Devices](#) [Create New Device Group](#)





[Download the CSV template here](#)

Not Grouped



	Name	Product Line	Location	IP Address	
	 bizhub C4050i		—		 
<input type="checkbox"/>	 MG-C300i <i>bizhub C300i</i>		—		
<input type="checkbox"/>	 bizhub 4052		—	10.15.212.61	





[+ Add Admins](#) [+ Assign to Group](#) [App Updates](#)

R100  UID: R100 Member Status: Owner 

	Name	Product Line	Location	IP Address	
<input type="checkbox"/>	 MG-C287 <i>bizhub C287</i>		Lobby	10.15.212.62	

[+ Add Admins](#) [+ Assign to Group](#) [App Updates](#)

E100  UID: E100 Member Status: Owner 

	Name	Product Line	Location	IP Address	
<input type="checkbox"/>	 MG-287 <i>bizhub 287</i>		Warehouse	10.15.212.58	

Device Group Members and Permissions

A user's member status for a device group displays above the device group table. Member status determines a user's permissions within the table. Device groups can have the following types of members:

- **Owner** - The creator of the device group. In addition to all the permissions available to members, owners of a group can:
 - Invite users to the group.
 - Delete the group.
 - Rename the group.

- **Member** - A user who was invited by the owner to join the device group and accepted the invitation. Members of a group:
 - Have admin rights to all devices in the group.
 - Can add admins to the group.
 - Can add devices to the group.
 - Can reassign a device in the group to another group.
- **Non-Member** - A user who has admin rights to a device belonging to the device group, but is not a member of the group. Non-members of a group can:
 - View their devices (that is, devices to which they have admin rights).
 - Remove their admin rights to devices within a user-defined device group.

Notes:

- All users can **remove their admin rights to devices** in the Not Grouped table. However, only non-members can remove their admin rights to devices belonging to a user-defined device group.
- All admins can **update apps** installed on devices in the group.

Creating Device Groups

To create a device group, do the following:

1. Click on the **Create New Device Group** button. The Create New Device Group window appears.
2. Enter a “friendly” name for the device group. You can use the same “friendly” name for multiple device groups.

Note: Any characters you enter into the **Name** field populate the **UID** field as well, with the following exceptions:

- **Invalid characters** are ignored.
- Spaces are replaced with a dash (-).
- Capitalized letters are replaced with lower-case letters.

See the following illustration:

Create New Device Group X

Please **specify a Name and Unique Identifier (UID)** for your new device group.

The group Name will be used when displaying your group on the Marketplace website. It can be changed at any time.

The group UID will be used to reference your group in the Import Devices CSV file. It cannot be changed after the group is created.

Create

3. Enter the **group UID** (unique identifier). This field auto-populates with content from the **Name** field (with the above exceptions), but you can override the content and enter a different UID. Character restrictions apply for group UIDs. Once the UID field contains at least one valid character and no invalid characters, the **Create** button activates.
4. When done, click on the **Create** button. You return to the Devices page, where the new device group's table now appears.

Notes:

- The group UID identifies the device group within Marketplace, and so must be unique. If you attempt to create a group with a group UID that already exists in Marketplace, an error message appears.
- You can also **create new device groups using the Import Devices process**.

Using Device Group Tables

The Devices page consists of one or more device group tables. Each table lists the devices in a particular device group, and provides information about the group and each device in the group. Selection boxes appear on the left of each table. Options to add administrators or assign device groups appear below each device table. Ellipsis buttons providing additional options appear on the right.

Devices not currently assigned to a group appear in the “Not Grouped” table. If no other device group tables appear, none have been created for the logged-on user.

Home About Market Support Services | MFP UIs | Apps & Licenses | **Devices** | Activity

Import Devices Create New Device Group Filter...

Download the CSV template here

Not Grouped

Name	Product Line	Location	IP Address
bizhub C4050i		—	
MG-C300i <i>bizhub C300i</i>		—	
bizhub 4052		—	10.15.212.61

+ Add Admins Assign to Group App Updates

R100

UID: R100 Member Status: Owner

Name	Product Line	Location	IP Address
MG-C287 <i>bizhub C287</i>		Lobby	10.15.212.62

+ Add Admins Assign to Group App Updates

E100

UID: E100 Member Status: Owner

Name	Product Line	Location	IP Address
MG-287 <i>bizhub 287</i>		Warehouse	10.15.212.58

Managing Device Group Information

Device group tables provide the following information and action items:

- **Friendly Name** - The device group “friendly” name displays above the table. For group owners only, a Pencil icon appears next to the name. If you click on the icon, you can edit the name.

Note that the Pencil icon is not available for the Not Grouped table.

In addition, the following options and information appear above each user-defined device table:


- **UID** - The **group UID** (unique identifier) identifies the device group within MarketPlace. While a “friendly” name can be applied to multiple device groups, the Group UID must be unique for each device group. Once established, you cannot edit the group UID.
- **Member Status** - The member status of the logged-in user. A user can be one of the following **member types**:
 - Owner
 - Member
 - Non-Member
- **Ellipsis button (Table)** - Click on this button to access additional information and action items for a device group, including the following:
 - **View Members** - Accesses the Group Members window, which displays the email address and first and last name of each member in the group.
 - **Invite Users** - Accesses the Invite Users window, where you can send email invites to users you want to join the group.
 - **Delete** - Deletes the device group from your account. Any devices in the group move to the Not Grouped table. This option is available only for the device group’s owner.
 - **Leave** - Removes the user from the device group. This option is not available for the device group’s owner.

Notes:

- For groups of which you are a non-member, the Ellipsis button (Table) does not appear.
- For the Not Grouped table, only the name appears above the table.

Managing Device Information

For each device in a device group table, the following options and information appear:

- **Name** - The device name and model.
- **Product Line** - The product line’s icon, for example, the bizhub icon: 
- **Location** - The location specified for the device, if any.
- **IP Address** - The IP address for the device.
- **Ellipsis button (Device)** - This button appears in each table row to access additional information and action items for a device, including the following:

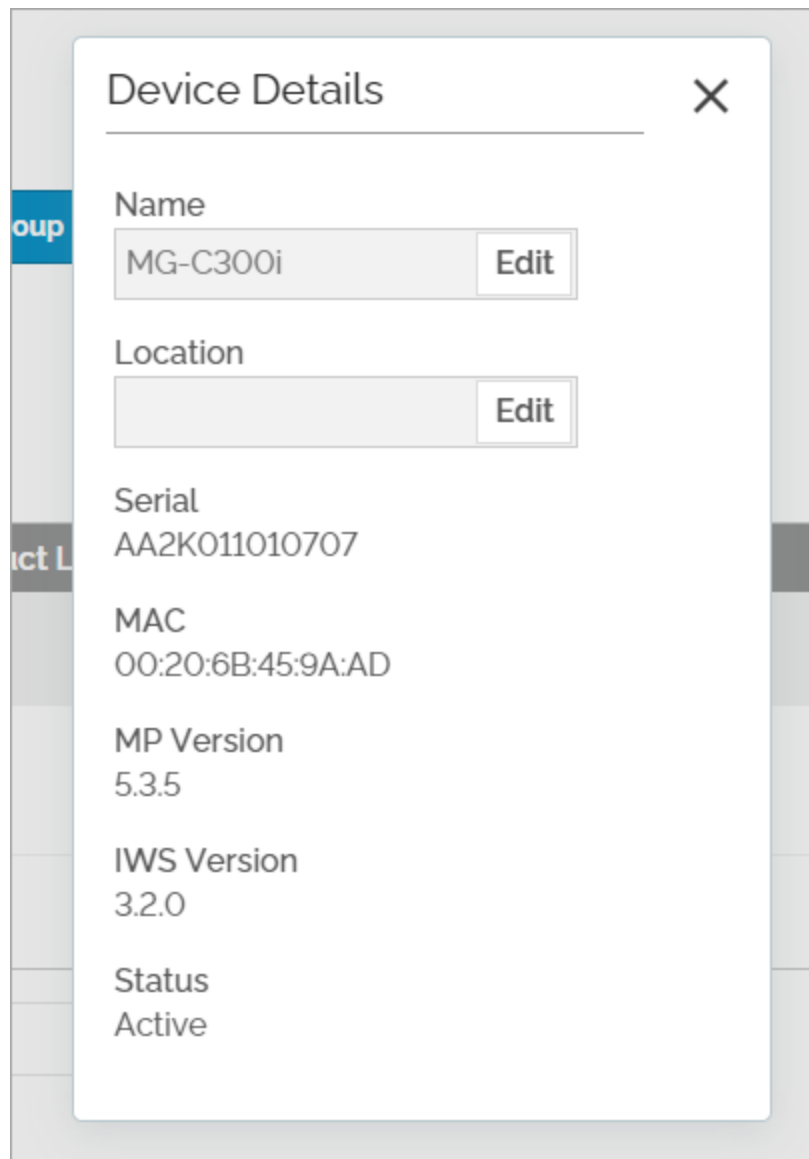
- **Manage device details**
- **View device operations**
- **View admins for a device**
- **Change Admin Password**
- **Submit Feedback**
- **Assign a device to a group**
- **Update apps installed on a device**
- **Remove a device from a group**
- **Remove a device from the Devices page**

Managing Device Details

To view detailed information for a device, click on the **Ellipsis button (Device)**, then click on **Details** from the menu that appears. The Device Details window appears, displaying the following information:

- **Name** - The device name. If you are an active admin of the device, the **Edit** button appears and you can click on it to edit the device name. Click on the **Save** button when done.
- **Location** - The location of the device. This is an optional field you can use to identify the device among others in your fleet. If you are an active admin of the device, the **Edit** button appears and you can click on it to edit the device location. Click on the **Save** button when done.
- **Serial** - The serial number of the device.
- **MAC** - The MAC (media access control) address of the device. Appears only for active devices.
- **MP Version** - The MarketPlace version installed on the device. Appears only for active devices.
- **IWS Version** - The IWS (Internal Web Server) version installed on the device.
- **Status** - Indicates the device status:
 - Active - The device is registered to MarketPlace.
 - Inactive - The device is not currently registered to MarketPlace. For example, the following devices are inactive:
 - Newly imported devices.
 - Devices that were previously registered on MarketPlace but from which the MarketPlace Client was removed.

The following illustration shows the Device Details window for an active device. The **Edit** button is active. When you click on the **Edit** button, the field becomes active and the **Save** button appears.



Viewing Device Operations

To view a chronological list of operations that have been performed on one of your devices via the MarketPlace site, and the status of each operation, access the **Operations** page. See the following illustration for an example:

Operations

View device operations. Use the Filters panel to restrict the Operations table to selected devices, apps, etc. Cancel operations that have not completed. ?

Filters Clear

Devices

Search Device

Not Grouped

2nd Floor East

Apps

Operations

Status

Completed

Failed

Pending

Canceled

Created (Date)

Operations

Action	App	Device	Created	Completed
Update Item	Connector for SharePoint Online	bizhub C287	9/29/2022, 3:57:13 PM	9/29/2022, 3:58:04 PM
Update Item	bizhub Connector for Google Drive	bizhub C287	9/29/2022, 3:57:13 PM	9/29/2022, 3:57:32 PM
Update Item	Connector for SharePoint Online	bizhub 4052	9/29/2022, 3:56:54 PM	9/29/2022, 3:57:02 PM
Update Item	bizhub Connector for Google Drive	bizhub 4052	9/29/2022, 3:56:54 PM	9/29/2022, 3:56:57 PM
Config Update	bizhub Connector for Box	bizhub C4000i	9/29/2022, 3:22:04 PM	9/29/2022, 3:56:46 PM
Config Update	bizhub Connector for Box	bizhub C287	9/29/2022, 3:22:04 PM	9/29/2022, 3:57:25 PM
Config Update	bizhub Connector for Box	bizhub 4052	9/29/2022, 3:22:04 PM	9/29/2022, 3:56:56 PM
Update Item	Connector for SharePoint Online	bizhub C300i	9/29/2022, 2:34:59 PM	9/29/2022, 2:35:11 PM
Update Item	bizhub Connector for Google Drive	bizhub C300i	9/29/2022, 2:34:59 PM	9/29/2022, 2:34:59 PM

Note: Device operations performed at the device do not appear in this list.

To access the Operations page, do the following:

1. Click on the **Ellipsis button (Device)**.
2. Click on **View Operations** from the menu that appears.

Viewing Device Admins

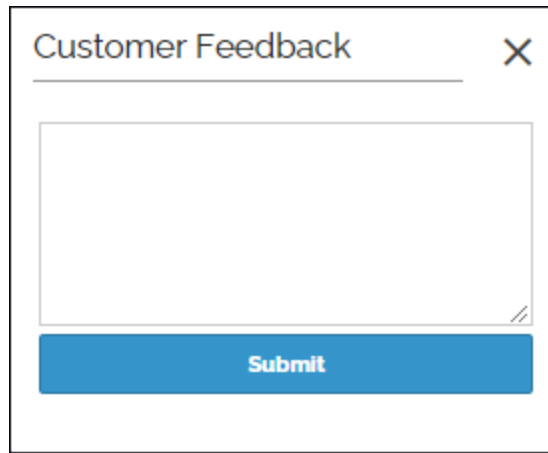
To view a list of admins for a device, click on the **Ellipsis button (Device)**, then click on **View Admins** from the menu that appears. The Admins of this Device window appears, displaying the following information:

- **Email** - The admin's email address.
- **First Name** - The admin's first name.
- **Last Name** - The admin's last name.

Note: The View Admins menu option is not available for pending admins of a device. Once your admin rights are confirmed, the option becomes available.

Submitting Feedback

To enter customer feedback, for example feature requests or suggestions for improvements, click on the **Ellipsis button (Device)** button and click on **More** from the menu that appears. The menu expands to show additional options. Click on **Submit Feedback** from the menu that appears. The **Customer Feedback** window appears, as in the following illustration:

A screenshot of a 'Customer Feedback' form. The form has a title bar with the text 'Customer Feedback' and a close button (X) on the right. Below the title bar is a large, empty text input area. At the bottom of the form is a blue button with the text 'Submit' in white.

Enter your feedback into the text box. When you click on the **Submit** button, MarketPlace sends your feedback via email to a MarketPlace admin.

Note: The Submit Feedback menu option is not available for pending admins of a device. Once your admin rights are confirmed, the option becomes available.

Assigning a Device to a Group

To assign a device to a group, do the following:

1. Click on the **Ellipsis button (Device)**.
2. Click on **More** from the menu that appears. The menu expands to show additional options.
3. Click on **Assign to Group** from the expanded menu. The **Assign to Device Group** window appears.
4. Click on the drop-down menu and select a group from the menu that appears.
5. Click on the **Assign** button.

You can also access the **Assign to Device Group** window via the **Assign to Group** button. This button appears below each device group table. Once you select one or more devices in a table, the button activates. Click on the button. The **Assign to Device Group** window appears.

Note: The **Assign to Group** option is not available to non-members of a group.

Managing Updates

The MarketPlace Client and the apps available on the MarketPlace site are updated regularly. When an update becomes available, you can apply the update to your devices manually, or you can use the Auto Updates feature.

Updating Manually

If you disable the Auto Updates feature for one or more devices or device groups, then to use the latest app versions you must manually update the apps and the MarketPlace client on those devices whenever new versions become available:

- **Use the MFP to manually update apps and the MarketPlace client**
- **Use the MarketPlace site to manually update apps only**

Updating Automatically

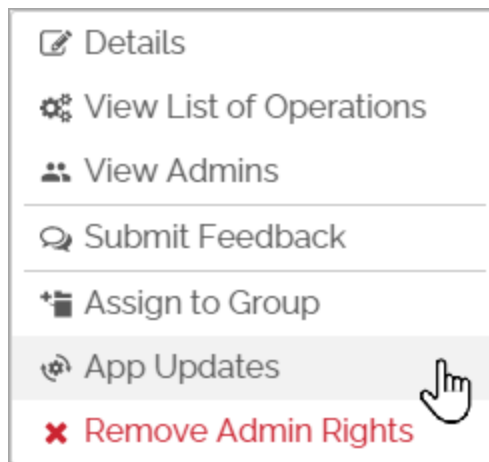
The Auto Updates feature automatically updates the MarketPlace Client and your purchased MarketPlace apps to the latest version whenever updates become available. When a MarketPlace device communicates with the MarketPlace site, the Auto Updates feature checks for available updates and, if found, applies the updates to the device. The feature is enabled by default on all devices, but you can disable it for one or more devices or device groups.

Note: The **App Updates** option is not available to non-members of a group.

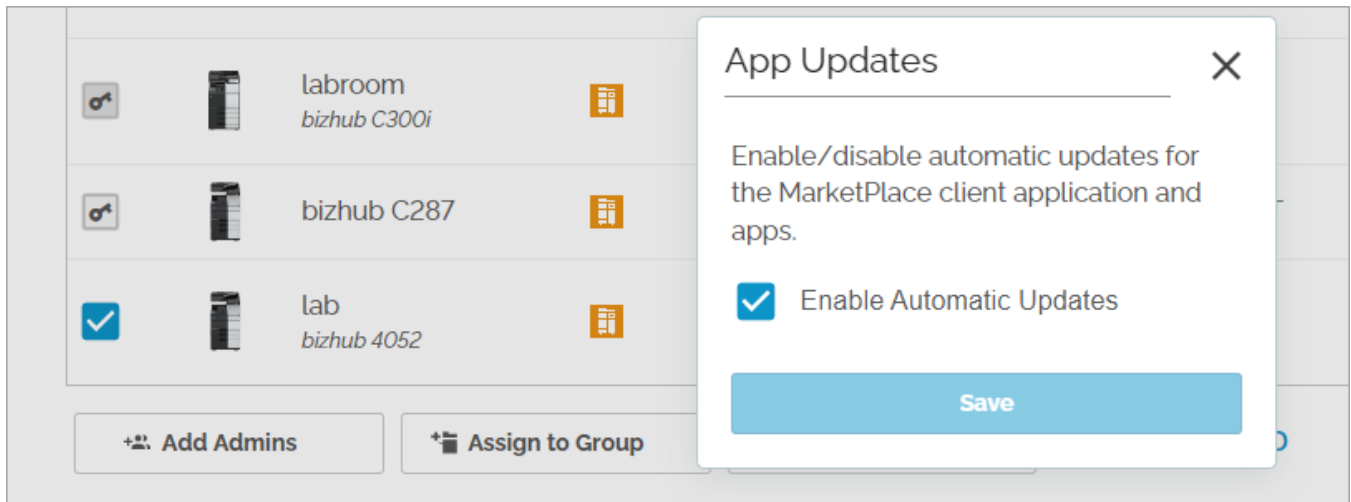
Modifying the Auto-Update Status on Individual Devices

To modify the Auto Update status on an individual device, do the following:

1. Click on the **Ellipsis button (Device)**.
2. Click on **More** from the menu that appears. The menu expands to show additional options:



3. Click on **App Updates** from the expanded menu. The **App Updates** window appears:



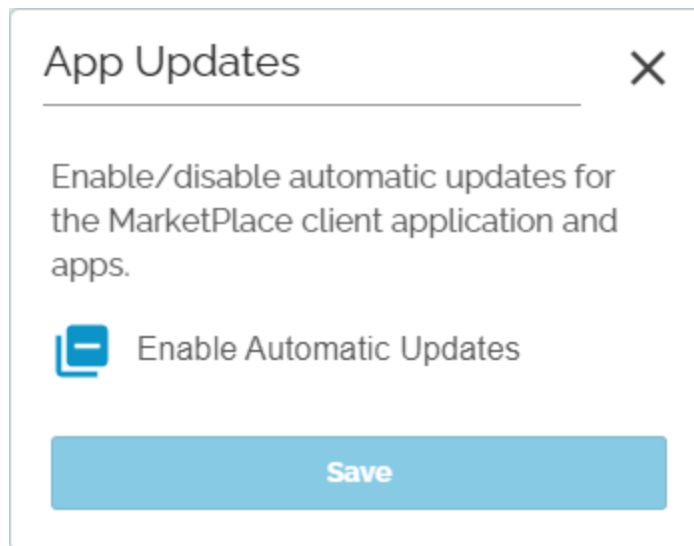
4. The **App Updates** window indicates the current status of the Auto Update feature. A checked box indicates the feature is enabled.
5. If you change the current status of the setting, the **Save** button activates. Click on this button to save your change.
6. To preserve the current status of the setting, click on the **X** button to abandon any change and exit the window.

Modifying the Auto-Update Status on Multiple Devices

To modify the Auto Update status for one or more devices in a device group, use the **App Updates** button. This button appears below each device group table. Note that if you select multiple devices, you must assign the same status to all selected devices.

Do the following:

1. Select one or more devices in a device group table. The **App Updates** button activates.
2. Click on the **App Updates** button. The **App Updates** window appears.
3. The **App Updates** window indicates the current status of the Auto Update feature for the selected device(s). Note the following:
 - a. A checked box indicates the feature is currently enabled for all selected devices.
 - b. A blue box enclosing a white bar indicates an indeterminate (mixed) state for the feature with regard to the selected devices. That is, the feature is enabled for some but not all of the selected devices. See the following illustration:



- c. An empty box indicates the feature is not currently enabled for any of the selected devices.
4. To modify the feature status, click on the check box. The **Save** button activates.
5. When the check box displays your desired status, click on the **Save** button. To abandon any change and exit the window, click on the **X**.

Managing i-Options

MarketPlace provides the ability to remotely install, uninstall, and maintain i-Option licenses purchased via the MarketPlace site. i-Options are advanced features you can add to MFPs in your fleet to enhance their capabilities. You install/uninstall the licenses via the **Apps & Licenses** menu. You maintain installed i-Option licenses via the Devices page.

Note: MarketPlace supports i-Option licenses only on devices on which i-Options were installed via MarketPlace. If the device contains i-Options that were installed at the device, for example in the factory or later by a technician at the device, MarketPlace will not be able to access the existing i-Options, and you cannot configure the licenses via MarketPlace. For information about removing existing i-Options installed at the device, contact a Konica Minolta service representative.

Available i-Options

You purchase i-Option licenses through your Konica Minolta representative, who provides you with a purchase code. You **redeem** the purchase code on MarketPlace. Once redeemed, you can use the Apps & Licenses page to install the licenses on the devices you want to enhance, and then configure the licenses to suit your needs.

MarketPlace supports the following i-Option packages:

- LK-105: OCR Text Recognition

- Provides full OCR text recognition for PDF and Compact PDF documents.

Note: All LK-105 functionality is included in the LK-110 kit for the same price.

- LK-106: Barcode Generation, Printing, and Processing
 - Detects PCL barcode sequences in print data that has been sent from ERP (Enterprise Resource Planning) systems, and prints these as barcodes on Konica Minolta devices. Users can print their files directly without the need for additional barcode or printer driver software.
- LK-110: OCR Scanning and Conversion of Scanned Documents into Multiple Formats
 - Using OCR technology, this function automatically creates text information from scanned images.
 - Supports the following file formats:
 - PDF
 - CPDF
 - JPEG
 - TIFF
 - XPS
 - CXPS
 - OOXML

Note: The LK-110 kit includes all LK-105 functionality, plus additional features, for the same price.

- LK-116: Virus Scanner
 - Provides real time malware and virus scanning of all incoming/outgoing data. If any risk is detected, the MFP will report that a virus has been detected and block the infected file.

i-Option Settings Button

Each device table on the Devices page has an associated **i-Option Settings** button. When you select one or more devices in a table, if at least one of the devices has one or more i-Options installed on it, the i-Option Settings button activates. If you select the button while it is active, the i-Option Settings window appears where you can view and modify your preferences for the license(s) on the selected devices. Note that the Ellipsis button (device) also provides access to the i-Option Settings window.

In the following illustration, all devices on the Devices page are selected, but only one of the i-Option Settings buttons is active, indicating that only the bizhub 750i has i-Option licenses currently installed.

Import Devices Create New Device Group Filter...

Download the CSV template here

Not Grouped

<input checked="" type="checkbox"/>	Name	Product Line	Location	IP Address	
<input checked="" type="checkbox"/>	bizhub 4052		—	10.15.232.193	...

Add Admins Assign to Group App Updates i-Option Settings 1 OF 1 SELECTED

r300 UID: r300 Member Status: Non-Member

<input checked="" type="checkbox"/>	Name	Product Line	Location	IP Address	
<input checked="" type="checkbox"/>	bizhub 750i		—	10.10.220.208	...

Add Admins App Updates **i-Option Settings** 1 OF 1 SELECTED

i-Series UID: i-series Member Status: Member

<input checked="" type="checkbox"/>	Name	Product Line	Location	IP Address	
<input checked="" type="checkbox"/>	bizhub C4050i		SEC Ramsey	10.15.232.192	...
<input checked="" type="checkbox"/>	bizhub C4000i		CSS Lab Ramsey	10.15.212.43	...
<input checked="" type="checkbox"/>	bizhub C300i		SEC Ramsey	10.15.232.191	...

Add Admins Assign to Group App Updates i-Option Settings 3 OF 3 SELECTED

i-Options Settings Window

Use the i-Options window to configure the i-Options installed on one or more devices selected from a device group. You access this window by selecting **i-Option Settings** button below a device group table on the Devices page.

This window provides access to all the settings for all the i-Options supported by MarketPlace. The window shows the settings for the i-Option selected at the **Configure Settings for** field. The following illustration shows the i-Option Settings window in which the LK-106 license is selected.

i-Option Settings ✕

Configure Settings for:

LK-106 Barcode Generation ▾

Note: Please consult the user's guide for information about each setting.

Bar Code Line Width
Allowed range: -50% - +50%, In Increments of 5%

Bar Code Space Width
Allowed range: -50% - +50%, In Increments of 5%

Updates will be applied to the following MFPs ▾


Save

Note: The settings you can access in the i-Option Settings window are restricted to the:

- i-Options installed on the selected devices, and the
- Settings supported by the selected devices for each i-Option.

That is, if an i-Option is not installed on at least one of the devices, and/or a device does not support a setting, those settings will not be accessible.

Note: If one or more selected devices do not support an i-Option, or have it licensed, the i-Option Settings window will display a **warning message** and any changes you make will not apply to those devices. The window will indicate which devices will receive the changes and which will not:

 **Warning:** Some of the MFPs selected do not support or have this feature licensed. Settings will not apply to these devices.

Updates will be applied to the following MFPs 

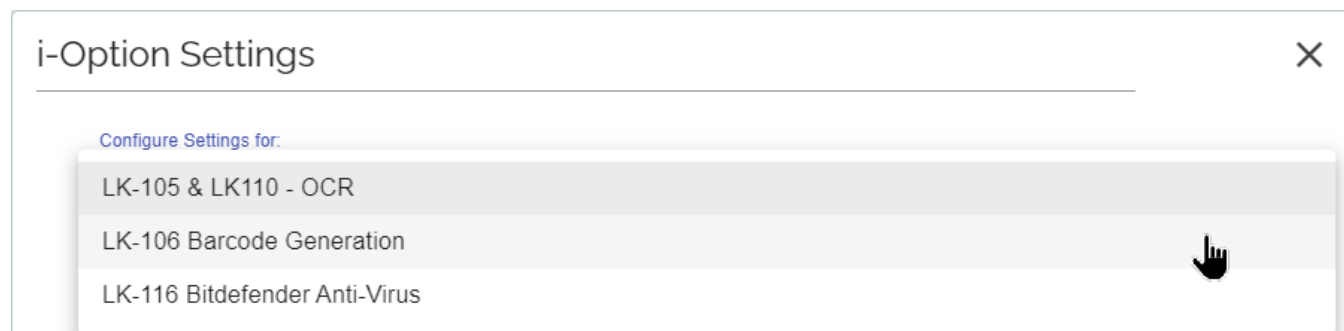
Device	Name	Serial	IP Address
bizhub 750i		ACV7011000023	10.10.220.208

Updates will not be applied to the following MFPs 

Device	Name	Serial	IP Address
bizhub 4052		AA1R011012863	10.15.232.193
bizhub 4750i		ACT8011000006	10.10.220.210

Selecting an i-Option to Configure

The i-Option Settings window displays the current configuration for the i-Option selected at the **Configure Settings for** dropdown menu. The following illustration shows this menu displaying all i-Options supported by MarketPlace.



Note: For an i-Option to appear for selection on the **Configure Settings for** dropdown menu, it must be licensed on at least one of the devices you selected for configuration.

LK-105 & LK-110 OCR

MarketPlace supports the same settings for the LK-105 and LK-110 licenses, so only one selection option is needed for both licenses:

i-Option Settings ✕

Configure Settings for:

LK-105 & LK110 - OCR ▼

Note: Please consult the user's guide for information about each setting.

Use document text for file name

Enabled ▼

Up to this many characters

(1 - 30)

Prompt to confirm the name

Yes ▼

OCR Performance

Prioritize Speed ▼

Updates will be applied to the following MFPs ▼

Save

For details on i-Option settings, consult the product documentation.

LK-106 Barcode Generation

The following illustration shows the i-Option Settings window on which the LK-106 license is selected.

i-Option Settings ✕

Configure Settings for:

LK-106 Barcode Generation ▾

Note: Please consult the user's guide for information about each setting.

Bar Code Line Width
Allowed range: -50% - +50%, In Increments of 5%

Bar Code Space Width
Allowed range: -50% - +50%, In Increments of 5%

Updates will be applied to the following MFPs ▾

Save

For details on i-Option settings, consult the product documentation.

LK-116: Virus Scanning

The following illustration shows the i-Option Settings window on which the LK-116 license is selected.

i-Option Settings ✕

Configure Settings for:

LK-116 Bitdefender Anti-Virus ▼

Note: Please consult the user's guide for information about each setting.

Anti-Virus engine usage

Note: The Anti-virus engine will not protect the MFP unless one of these options are enabled.

Real-time scanning

Enabled ▼

Regular Scan

Disabled ▼

Anti-Virus configuration

Job Control when virus detected

Level 1: Delete transmission jobs only. ▼

Alert panel user when pattern file fails to update

Enabled ▼

Updates will be applied to the following MFPs ▼

Save

For details on i-Option settings, consult the product documentation.

Removing Devices

For devices on your Devices page (that is, devices for which you have admin rights), you have the following options for device removal:

- **Remove a device from a group**
- **Remove a device from your account**

Removing a Device from a Group

To remove a device from a device group and make the device available for another group, do either of the following:

- Click on the **Ellipsis button (Device)**.

1. Click on **More** from the menu that appears. The menu expands to show additional options.
 2. Click on **Assign to Group** from the expanded menu. The **Assign to Device Group** window appears.
 3. Click on the drop-down menu and click on **None** from the menu that appears.
 4. Click on the **Assign** button.
- Click on the **Assign to Group** button that appears below the device's group table.
 1. Select one or more devices in a table. The **Assign to Group** button activates.
 2. Click on the **Assign to Group** button. The **Assign to Device Group** window appears.
 3. Click on the drop-down menu and click on **None** from the menu that appears.
 4. Click on the **Assign** button.

The selected device(s) are removed from the device group table and now appear in the Not Grouped table.

Note: If you remove a device from a device group, you retain admin rights to the device.

Removing a Device from Your Account

To remove a device from your MarketPlace account, you must remove your admin rights to the device. Use the **Remove Admin Rights** option, available via the **Ellipsis button (Device)**. This process results in the device being removed from both the device group table containing it and from your Devices page. Once removed, you can re-add the device and then regain **administrator rights** to the device.

Access to the **Remove Admin Rights** option depends on the user's member status for a device table:

- All users (owners, members, and non-members) can remove devices from the Not Grouped device table. That is, the **Remove Admin Rights** option is active at the Not Grouped table for all users.
- Only non-members can remove devices from a user-defined device group. That is, the **Remove Admin Rights** option is active at user-defined device group tables only for non-members of the group. When non-members remove their admin rights from a device in a user-defined group, the device is removed from their Devices page but remains in the group, ensuring the group's members can still see the device when they access their own Devices page. If a non-member removes a device so that none of their devices remain in the device group, the device group is removed from their Devices page.

Note: A non-member of a group is a user who has admin rights to a device belonging to a user-defined group, but is not a member of the group. Only devices in the group to which they have admin rights are visible to a non-member.

Since owners and members of a user-defined device group all have admin access to the devices in the group, their access to the **Remove Admin Rights** option is restricted, ensuring:

- A group member does not remove another group member's admin rights.
- The group contains the same devices for each group member accessing their Devices page.

Steps to Remove Admin Rights from a Device

To remove your admin rights to a device, and thus remove a device from your Devices page, do the following:

1. Click on the **Ellipsis button (Device)** associated with the device you want to remove.
2. Click on **More** from the menu that appears. The menu expands to show additional options.
3. If your group member status allows you to remove devices from the table containing the device, the **Remove Admin Rights** option activates. Click on **Remove Admin Rights** from the expanded menu. The **Remove Admin Rights** window appears. If your group member status restricts you from removing devices from the table, the **Remove Admin Rights** option is inactive and you cannot remove the device from the table.
4. Click on the **Remove** button to remove the device from your account. To abandon the operation, click on the **X** button.

Adding Admins to Devices

To grant administrator rights to one or more users for one or more devices, use the **Add Admins** button that appears below each device group table. Do the following:







1. Click on the selection box next to each device you want to update. The **Add Admins** button activates.
2. Click on the **Add Admins** button. The Add Admins window appears.
3. In the Add Admins window, enter the email addresses of the users you want to grant administrator rights.
4. When done, click on the **Assign** button.

Note: The **Add Admins** button is not available for pending admins of a device. Once your admin rights are confirmed, the option becomes available.

Verifying a Device Admin Password

Device group tables display the device admin password synchronization status for each of your MarketPlace devices. If icons appear next to a device, they indicate the device's admin password is not synchronized with MarketPlace, and your **admin rights** to the device are in a suspended state.

See the following illustration:

		Name	Product Line
Unknown →		 bizhub C287	
Pending →		 bizhub C287	

Unknown Admin Password

If a **key** icon appears next to a device in a device group table, it indicates that MarketPlace has attempted and failed to synchronize with that device's admin password. This can occur if:

- The device admin password you specify here does not match the admin password stored on the device.
- The password was changed at the device and is now out of sync with MarketPlace.
- The device otherwise becomes un-synchronized with MarketPlace.

Until you verify (or re-verify) the admin password, your admin rights to the device remain suspended.

To verify (or re-verify) the admin password, do the following:

1. Click on the key icon to the left of the device's name in the device group table. The Re-verify Admin Password appears, as shown in the illustration below:

Re-verify Admin Password ✕

Your admin privileges on this MFP have **expired**. Please re-verify the admin password.

Note: this may take a while...

👁

Submit

2. Enter the admin password. Click on the Eye icon to view the password and verify that it is correct.
3. Click on **Submit**.

Notes:

- It may take up to an hour for MarketPlace to confirm or reject the admin status.
- To cancel the verify admin process for a device, use the **Remove Admin Rights** option.
- Unverified devices can remain in an unknown state up to 30 days, after which they are removed from the Devices page.
- You can also **verify a device's admin password at the device** by logging in to the App Manager.

Pending Admin Password

If the **key** icon appears with the **gear** icon, it indicates the verification of your admin status is in a **Pending** state. That is, MarketPlace is attempting to verify that the device admin password specified here, at the MarketPlace site, matches the admin password stored on the device.

Note: Unverified devices can remain in a pending state up to 30 days, after which they are removed from the Devices page.

Changing the Admin Password

To change the admin password for a device remotely, via MarketPlace, do the following:

1. On the Devices page, click on the **Ellipsis button (Device)** next to the device.
2. Click on **More** from the menu that appears. The menu expands to show additional options.
3. Click on the **Change Admin Password** option. The Change Admin Password window appears:

Change Admin Password ✕

Last Changed: 28 days, 2 hours, 25 minutes ago

Type the current password here.

..... 👁

Type the new password here.

..... 👁

Submit

3. Enter the current admin password in the first field.
4. Enter a new password in the second field.
5. Click on the **Submit** button.

Notes:

- For the Change Admin Password option to appear, the following must be true:
 - You must be an admin of the device.
 - The device must support the feature. That is, the device’s settings must include the “Administrator Password Change Permission” setting, and the setting must be set to “Allow” for IWS applications.
 - Encryption must be turned on in the device’s settings.
- The system may require an hour or more to update the admin password.

Viewing Installed Apps/Licenses

To view your installed MarketPlace applications and licenses remotely, via the MarketPlace site, do the following:

1. Select **Activity** on the MarketPlace menu bar.
2. Select the **Installs** tab. Information about your installed applications and licenses displays, including:
 - Install Date - The date on which the application or license was installed.
 - Item - The name of the application or license.
 - Order Number - The order number of the application or license.

- MFP Serial Number - The serial number of the device on which the application or license is installed.
- Expires - The expiration date (if any) of the application or license.

3. Use the **Type** drop-down list to filter the list by type:

- All - Display all installed applications and licenses
- App - Display only installed applications
- Licenses - Display only purchased licenses, for example, the Shield Guard service.
- MFP UIs - Display only installed licenses

4. Use the **Filter** field to search for specific applications and licenses based on keywords. This field uses “type-ahead” functionality.

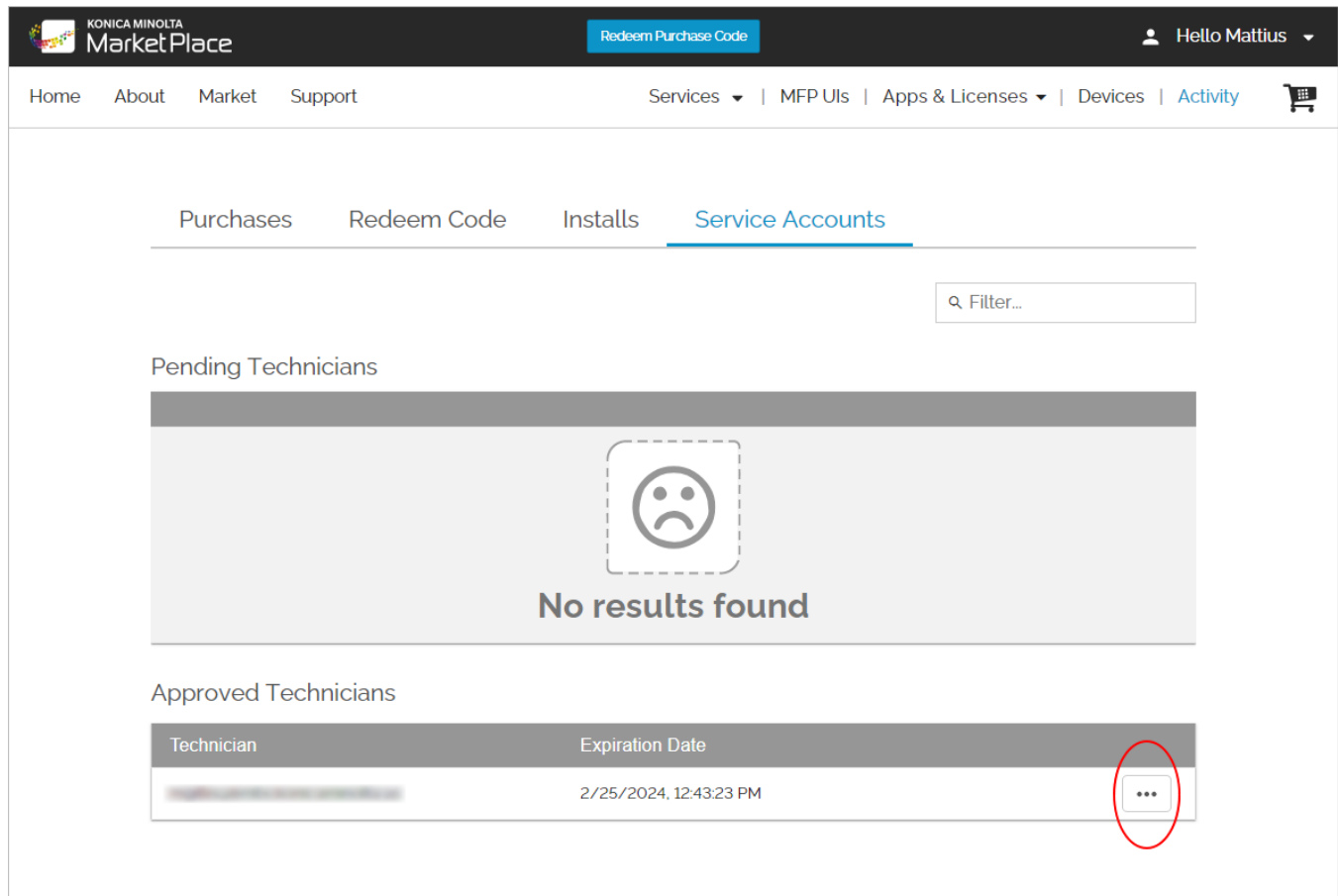
See the following illustration for an example:

Install Date	Item	Order Number	MFP Serial Number	Expires
6/6/2022, 2:51:58 PM	Announcement		AAJR011000001	
6/6/2022, 2:00:47 PM	Connector for SharePoint Online	MP00010023	AA2K011010707	
1/21/2022, 1:23:23 PM	Clean Planet	AI00014366	A7AH019002101	
1/21/2022, 1:23:23 PM	Connect to Weather	AI00014366	A7AH019002101	
12/2/2021, 11:59:05 AM	Personalize	AI00014129	AA2K011010707	
10/14/2021, 1:38:39 PM	Announcement	AI00014129	AA2K011010707	
10/14/2021, 1:38:14 PM	Connect to OnBase	MP00010023	AA2K011010707	
5/12/2021, 2:31:29 PM	Shield Guard Enterprise Free Trial (10 device licenses)	trial	e72aa2f43b5f4738a69bd631e	6/11/2021, 7:59:59 PM
12/8/2020, 3:54:11 PM	Personalize Enterprise Free Trial (50 user licenses)	trial	7830f035d03643fc9745d307	1/7/2021, 6:59:59 PM
10/5/2020, 11:18:38 AM	MFP UI Device License	MP00010106	AAJN011000002	
10/5/2020, 11:18:38 AM	MFP UI Device License	MP00010106	A5YN017000001	

Service Accounts

Use the Service Accounts tab on the Activity page to view pending and approved service technicians. The tab is visible only if a Konica Minolta device service technician has sent a request to the email account associated with your MarketPlace account, asking you to grant the technician

temporary access to your MarketPlace account in order to assist you with installations and maintenance on MarketPlace devices.



The permission allows the technician to remotely access your account on the MarketPlace site, and also to log in to your devices using your MarketPlace account. These accesses allow the technician to expedite the onboarding of MarketPlace to your devices and provide a better customer experience.

For example, if you have purchased one or more Konica Minolta MFPs and have indicated you want MarketPlace apps installed on the devices, a technician may contact you to request access to your MarketPlace account. The request email includes information about the request for permission, and asks that you accept or reject the request. If you reject the request, MarketPlace sends an email with this information to the technician. If you accept the request, MarketPlace sends an email with this information to the technician, and the technician is granted access to your MarketPlace account for the duration specified in the email, for example, 5 days.

Later on, if you purchase additional devices, or simply want assistance installing or uninstalling apps on your devices, you can contact your Konica Minolta representative, who can contact the technician, who can then request access to your MarketPlace account.

While accessing your account, the technician may perform one or more of the following, depending on your request for service:

- Link your devices to MarketPlace.

- Redeem purchase codes on MarketPlace.
- Install one or more free or purchased apps onto the devices.
- Configure settings for apps installed on the devices.
- Configure a device's control panel to include shortcuts to your installed MarketPlace apps.

Pending Technicians

The Pending Technicians table lists technicians who have emailed an access permission request to the email account associated with your MarketPlace account. The email includes links to accept or reject the request. In addition, an ellipsis button is available for each technician in the table, and provides the following options:

- Approve Request
- Reject Request
- Details

If you reject the request, MarketPlace:

- Sends an email to the technician,
- Removes the technician's name from your Pending Technicians table.

If you accept the request, MarketPlace:

- Sends an email to the technician,
- Moves the technician's name from your Pending Technicians table to your Approved Technicians table,
- Grants the technician access to your MarketPlace account for the duration specified in the email request, for example, 5 days.

Note: Permission request emails are valid for 5 days.

Approved Technicians

The Approved Technicians table lists the technicians whose request for access to your MarketPlace was approved by you and has not expired. An ellipsis button is available for each technician in the table, and provides the following options:

- Details - Displays information on the Service Account request:

Request Service Account Permission X

Technician Information

Name
[REDACTED]

Email
[REDACTED]

Expiration Date
2/25/2024, 12:43:23 PM

Reason
Setup ▼

- Remove Access - Removes the technician's access to your account.

Service Account Operations

Once a technician completes an operation on your MarketPlace account, the Service Account Operations tab appears on the Activity page. Click on the tab to view logs of operations performed by the technician. See the following illustration:

KONICA MINOLTA
MarketPlace

[Redeem Purchase Code](#)
Hello Mattius ▼

Home About Market Support

[Services](#) ▼ |
 [MFP UIs](#) |
 [Apps & Licenses](#) ▼ |
 [Devices](#) |
 [Activity](#) ▼

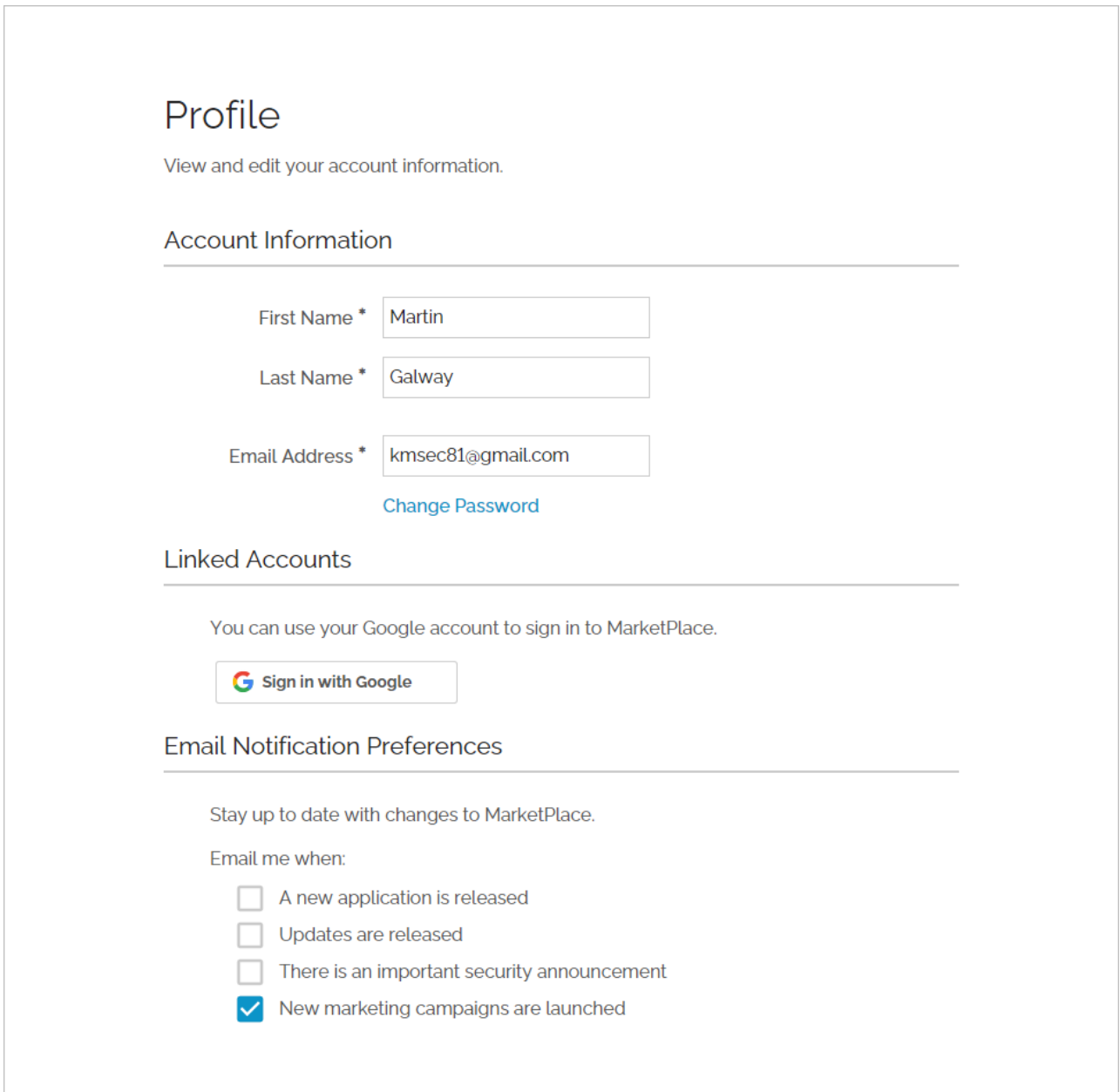
Purchases Redeem Code Installs Service Accounts Service Account Operations

Action	Item	Performed By	MFP Serial Number	Completed
Install Item	Connect to Weather	[REDACTED]	[REDACTED]	2/20/2024, 9:40:12 PM
Install Item	Connector for SharePoint Online	[REDACTED]	[REDACTED]	2/20/2024, 9:40:12 PM

View/Manage Account Information

To view and edit your MarketPlace account information at any time, do the following:

1. Select the **User** icon on the right end of the Title bar. A dropdown menu appears.
2. Select the **Profile** option. The Profile page appears, as in the following illustration:



The screenshot displays the 'Profile' page with the following sections:

- Profile**
View and edit your account information.
- Account Information**
 - First Name *
 - Last Name *
 - Email Address *
 - [Change Password](#)
- Linked Accounts**
 - You can use your Google account to sign in to MarketPlace.
 -
- Email Notification Preferences**
 - Stay up to date with changes to MarketPlace.
 - Email me when:
 - A new application is released
 - Updates are released
 - There is an important security announcement
 - New marketing campaigns are launched

On this page, you can view and edit your account information, including:

- **Account Information**

- First Name
- Last Name

- Email Address
 - Change Password - Select this link to **enter a new password** for your account.
 - **Linked Accounts** - You can **use your Google account to sign in to MarketPlace**.
 - **Payment Options** - If you have any SAP accounts associated with your MarketPlace account, these payment options display here.
 - **Email Notification Preferences** - Select your preferences for when to receive email notifications from the MarketPlace.
3. When done, select **Save** at the bottom of the page.

Reference

Gaining Device Admin Privileges

To manage MarketPlace licenses on a device, you must be an administrator (admin) of the device. To gain admin rights to a device, do one of the following:








- When **installing MarketPlace** on a device, enter your user name.
- When logging in to **MarketPlace at the device**, log in as administrator.
- Request an administrator of the device **grant you rights** using the MarketPlace website.
- **Import a device** into MarketPlace, then provide the admin password.

Pending Device Admin Status

The **Devices** page displays the device admin password “synchronization status” for each of your MarketPlace devices. Until MarketPlace verifies the admin password you provide for a device, the device remains un-synchronized and your admin status is assigned one of the following states:

- Pending - MarketPlace is attempting to verify the device admin password you provided. Indicated by the Gear and Key icons together.
- Unknown - MarketPlace has rejected the device admin password you provided (or the password was changed at the device and is now out-of-synchronization with MarketPlace) and your admin rights to the device are suspended until you **verify the admin password**. Indicated by the Key icon alone.

See the following illustration:

		Name	Product Line
Unknown →		 bizhub C287	
Pending →		 bizhub C287	

It may take up to an hour for MarketPlace to confirm or reject the admin status. If MarketPlace confirms the password, the synchronization status icons disappear and you now have admin access to the device.

Note: While your admin rights for a device are pending, you can still begin queuing various operations for the device, including any of the following:

- Install apps
- Update apps
- Uninstall apps
- Assign an app to a menu button

Removing Admins from a Device

Individual MarketPlace admins cannot be removed from a device. However, if you **uninstall the MarketPlace Client from a device**, you remove all MarketPlace admins from the device in the process.

Alternatively, device admins can be “deactivated”. Either of the following will cause all existing device admins to be deactivated from a device:

- The MarketPlace Client is reinstalled on the device.
- MarketPlace detects that the device’s admin password has changed.

In the deactivated state, admins can still see the device on MarketPlace’s Devices page. However, they cannot make any modifications to the device (including installing or uninstalling apps).

Notes:

- Because any user who knows a device’s admin password can gain admin access to the device, we recommend you change your device admin passwords regularly. In this way, you can ensure that removed or deactivated admins cannot regain admin access to a device.
- MarketPlace admins can also remove a user’s admin access to devices by disabling the user’s MarketPlace account, for example for users no longer employed with a company.

Troubleshooting

Issue	Solution
<p>Google Cloud Print app suddenly stopped working.</p>	<p>Google has announced that Google Cloud Print, their cloud-based printing solution, will no longer be supported as of December 31, 2020. Beginning January 1, 2021, devices across all operating systems will no longer print using Google Cloud Print. In accordance with this announcement, Konica Minolta, Inc. has ended support for Konica Minolta MarketPlace’s Google Cloud Print Setup app, effective December 31, 2020. We recommend you uninstall this app on all devices.</p>
<p>“Change Password” option is missing from the Device Management page.</p>	<p>Contact your local authorized service center to determine if your device is equipped with the proper firmware level. If not, the “Change Password” option will not appear for the device. After upgrading the firmware, do the following to display the “Change Password” option:</p> <ol style="list-style-type: none"> 1. Access the MarketPlace at the device. 2. Tap the App Manager button. 3. Log into your MarketPlace account by providing your email address and password that you set up; then tap on the Login button. 4. Log into the device (if necessary) 5. Tap on the Settings button. 6. Tap on the Device tab. 7. Tap on the Update button. <p>The “Change Password” option will now be available on the MarketPlace website.</p>
<p>App Manager online login not working with proxy settings enabled on device.</p>	<p>Make sure that the MarketPlace is set up to support a proxy server. Do the following:</p> <ol style="list-style-type: none"> 1. Access the MarketPlace at the device. 2. Tap the App Manager button. 3. Log in offline. 4. Tap the Settings button. 5. Tap the Proxy tab. 6. Using the Proxy Enabled drop-down list, select Yes. 7. Enter the proxy server’s address in the Host Address field. 8. Enter the proxy server’s port number in the Port Number field. 9. Tap the Save button to save your changes.

Issue	Solution
Custom UI App does not start up on the Basic Style Menu Screen.	Contact your local authorized service center to determine if your device is equipped with the proper firmware level.
When trying to start the Custom UI App on MarketPlace, the error message “The app failed to start!” appears.	Contact your local authorized service center to determine if your device is equipped with the proper firmware level.

Changing or Resetting Your Password

MarketPlace provides the following options to modify your MarketPlace password.

Forgot Password

If you have forgotten your MarketPlace password, you can reset it. Do the following:

1. On the **Login** window, click on the **Forgot Your Password?** link. The Forgot your Password page appears.
2. Enter your MarketPlace email address.
3. Select the **Submit** button.

MarketPlace sends an email to your MarketPlace login email address. The email contains a link to reset your password. Click that link to create a new password.

Change Password

We recommend you change your MarketPlace password regularly. To change your password, do the following:

1. Select your profile name on the MarketPlace menu bar. A drop-down list appears.
2. Select **Profile**.
3. In the **Account Information** area, select the **Change Password** link.

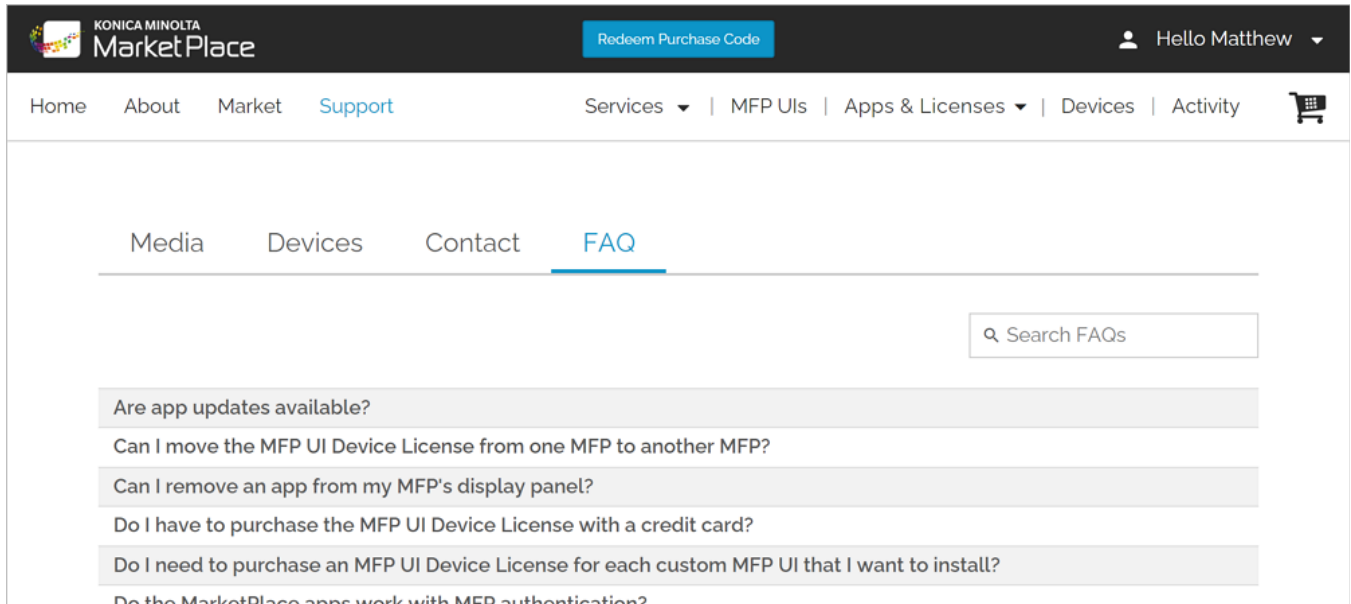
4. Enter your new password in the **New Password** field. To view as you type, select the Eye icon to show your password.

Note: If your password is too weak, (e.g., “password”), a red warning icon appears and you cannot save that password. The meter underneath the field assesses the strength of your password, changing in length and color to indicate the strength of the password.

5. When done, select the **Save** button at the bottom of the window.

Frequently Asked Questions (FAQ)

For a list of frequently asked questions about MarketPlace, access the **Support page on MarketPlace** and click on the **FAQ** link.



The screenshot shows the Konica Minolta MarketPlace website interface. At the top, there is a navigation bar with the logo, a 'Redeem Purchase Code' button, and a user profile 'Hello Matthew'. Below this is a secondary navigation bar with links for Home, About, Market, Support, Services, MFP UIs, Apps & Licenses, Devices, and Activity. A third navigation bar highlights 'Media', 'Devices', 'Contact', and 'FAQ'. A search box labeled 'Search FAQs' is positioned to the right. Below the search box, a list of FAQ questions is displayed, including: 'Are app updates available?', 'Can I move the MFP UI Device License from one MFP to another MFP?', 'Can I remove an app from my MFP's display panel?', 'Do I have to purchase the MFP UI Device License with a credit card?', 'Do I need to purchase an MFP UI Device License for each custom MFP UI that I want to install?', and 'Do the MarketPlace apps work with MFP authentication?'.