

SAMSUNG **CLOUD PRINT** **AGENT**

用户指南

SAMSUNG

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用户手册信息

本手册描述了如何使用 **Samsung Cloud Agent**。无论新手还是专家，都可以将本手册作为安装和产品使用指南。

语法

本手册中使用的语法约定如下表所示。

语法	描述	示例
粗体	显示的字符或控制面板按钮的名称使用粗体。	开始 > 程序
参考	提供有关产品功能和特性的附加信息和详细规格。	 必须使用 Samsung 帐户才能登录。
预防措施	提供防止产品出现机械损坏或故障的相关信息。	 如果已安装 Samsung Cloud Agent 和 Scan to Samsung Cloud ，您必须删除这些应用，然后安装 Samsung Cloud Agent 。否则您的系统可能无法正常运行。
（“请参见”）	将您转向附加信息的参考页面。	（请参见第 7 页上的“安装 Samsung Cloud Agent”）

附加信息

可通过以下资源找到所需信息。

项目	含义
目标用户	本手册适用于熟悉以下打印项目的网络用户和管理员。 <ul style="list-style-type: none">使用 Samsung 产品进行扫描网络协议 - 代理, DNSSamsung Cloud 服务
参考	<ul style="list-style-type: none">SyncThru™ Web Admin Service: 网络管理员可借助它同时管理多个产品。此程序仅适用于网络型号 (http://samsungprinter.com)。
产品支持信息	请联系 Samsung 打印机服务。 http://www.samsungprinter.com
兼容设备	请访问以下网站。 https://www.samsungcloudprint.com/

用户手册信息

术语

术语	含义
LUI	<ul style="list-style-type: none">本地用户界面表明控制面板的显示屏上显示的字母。
SWS	即 SyncThru™Web Service。SyncThru™Web Service 是 Samsung 提供的一种实用型网络程序。它是一种 Web 服务器，用户可通过它搭建各种网络环境。管理员和用户都可以使用这个程序轻松管理和维护产品。
USB	USB 内存设备提供各种内存容量和额外空间，可用于存储或携带文档、演示文稿、音乐和视频文件以及高分辨率照片等。



1. 安装和卸载 Samsung Cloud Agent

本章提供安装和卸载 **Samsung Cloud Agent** 的相关信息。

本章内容如下。

- 安装 **Samsung Cloud Agent** 7
- 卸载 **Samsung Cloud Agent** 9



某些型号的安装和卸载步骤可能不同。

安装 Samsung Cloud Agent

可使用 **SyncThru™ Web Service** 安装 **Samsung Cloud Agent**。

使用 SyncThru™ Web Service 进行安装

按照以下步骤使用 **SyncThru™ Web Service** 安装 **Samsung Cloud Agent**。

- 1 检查网线是否连接到本产品。如果否，请将标准网线连接到本产品。
- 2 启动一个 Web 浏览器，如 Internet Explorer、Safari 或 Firefox，然后输入本产品的 IP 地址。
- 3 单击 **SyncThru™ Web Service** 网站右上角的登录，使用管理员帐户登录。
- 4 从主菜单中选择**维护**。
- 5 选择**应用程序管理 > 应用程序**。
- 6 选择**添加 > 浏览**。
- 7 选择要安装的 **.par** 文件，然后选择**确定**。
- 8 如果显示条款和条件，选择查看 **EULA** 阅读条款，选择**我同意**，然后选择**确定**。

- 9 安装完成时，单击**确定**。
- 10 选择**应用程序管理 > 应用程序**。
- 11 可通过应用程序列表检查安装是否完成。

使用 USB 内存安装

使用 USB 内存安装 **Samsung Cloud Agent**。



以下步骤可能因产品不同而异。

- 1 在产品显示屏中选择**设置 > 应用程序管理**。
- 2 使用管理员帐户登录。
- 3 将包含 **Samsung Cloud Agent** 安装文件的 USB 内存连接到该设备。
- 4 当产品识别 USB 内存时，将激活**安装按钮**。
- 5 单击**安装按钮**。
- 6 选择 **Samsung Cloud Agent** 安装文件。
- 7 当出现弹出屏幕时，然后选择**确定**。

安装 Samsung Cloud Agent

- 8 开始安装 **Samsung Cloud Agent**。安装完成后，选择**确定**按钮。
- 9 在显示屏中选择**设置 > 应用程序管理**，可通过列表确认安装是否完成。

卸载 Samsung Cloud Agent

使用 SyncThru™ Web Service 进行卸载

按照以下步骤卸载 **Samsung Cloud Agent**。

- 1 检查网线是否连接到本产品。如果否，请将标准网线连接到本产品。
- 2 启动一个 Web 浏览器，如 Internet Explorer、Safari 或 Firefox，然后输入本产品的 IP 地址。
- 3 单击 **SyncThru™ Web Service** 网站右上角的登录，使用管理员帐户登录。
- 4 从主菜单中选择**维护**。
- 5 选择**应用程序管理 > 应用程序**。
- 6 选择 **Samsung Cloud Agent**。
- 7 单击**删除**按钮。
- 8 当出现删除屏幕时，选择**确定**按钮。
- 9 删除完成后，选择确认窗口中的**确定**按钮。

从显示屏卸载

按照以下步骤卸载 **Samsung Cloud Agent**。



以下步骤可能因产品不同而异。

- 1 在产品显示屏中选择**设置 > 应用程序管理**。
- 2 使用管理员帐户登录。
- 3 选择 **Samsung Cloud Agent**，然后选择**卸载**按钮。
- 4 在弹出窗口中选择**确定**按钮。



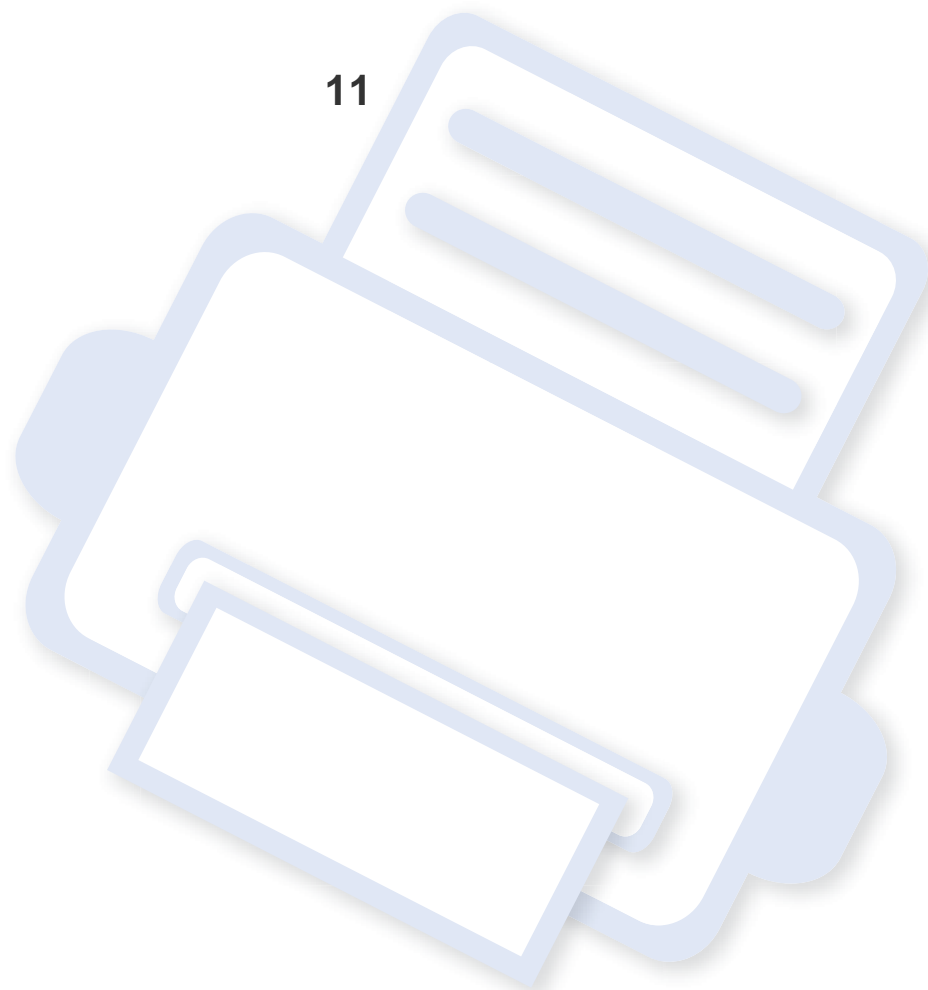
2. 入门

本章提供如何使用 **Samsung Cloud Agent** 的基本信息以及在网络中使用 **Samsung Cloud Agent** 必须满足的要求。

本章内容如下。

- **Samsung Cloud Agent** 介绍

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Samsung Cloud Agent 介绍

Samsung Cloud Agent 是一个基于 Samsung 开放平台 **XOA** (eXtensible Open Architecture) 的解决方案。**Samsung Cloud Agent** 的主要用途如下。

- 提升 **Samsung Cloud Print** 服务
- 打印 **Samsung Cloud Print** 发来的文档
- 对连接到设备的用户进行初始化
- 扫描并发送到 **Samsung Cloud**



3. 手动检查许可证

本章描述了检查 **Samsung Cloud Agent** 许可证和删除连接信息必须满足的条件。

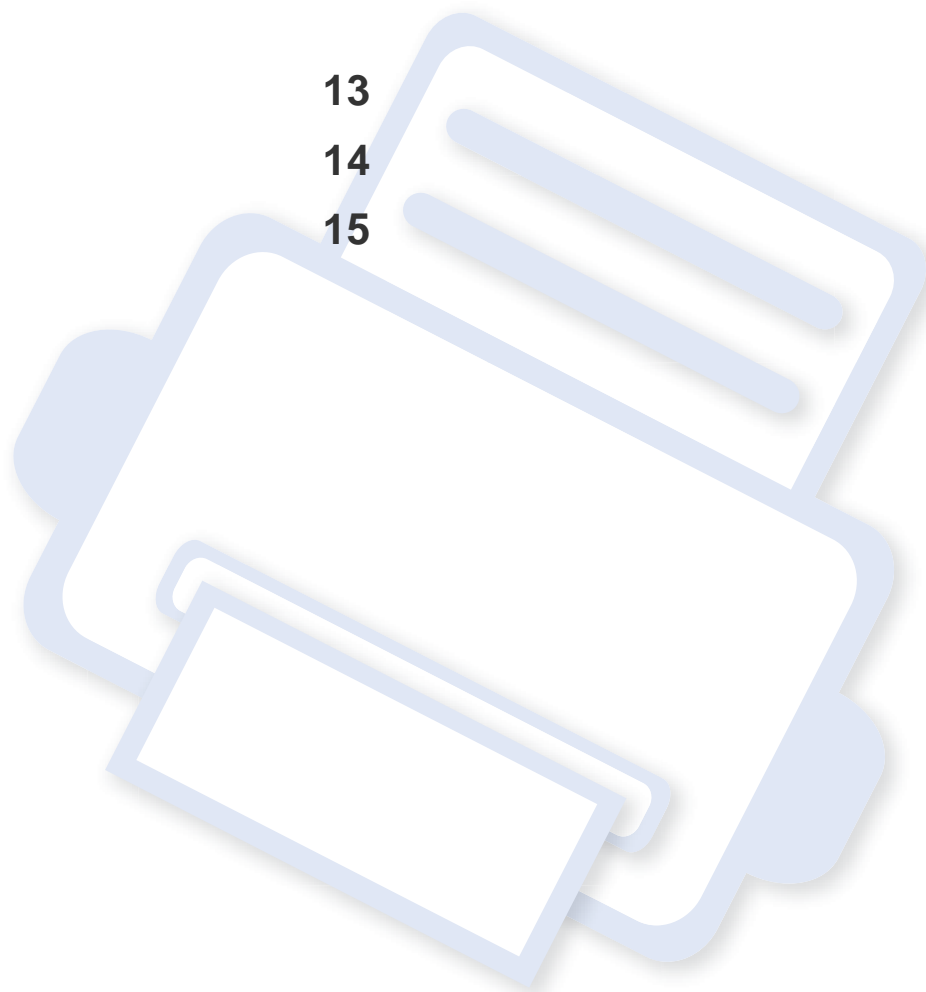
本章内容如下。

- 要求
- 手动检查许可证
- 删除用户连接信息

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要求

检查 **Samsung Cloud Agent** 许可证和删除连接信息必须满足以下条件。

- 产品必须连接到 **Samsung Cloud** 服务器。
 - 产品必须连接到 Internet。
 - 必须在产品中设置 DNS。
 - 如果网络使用代理，必须在代理中配置 **SyncThru™ Web Service** > 设置 > 网络设置 > 代理。
- 要访问 **Samsung Cloud Agent** 设置菜单，您必须使用拥有管理员权限的帐户登录。

手动检查许可证

可使用设置菜单的手动验证功能检查许可证状态。

- 1 检查网线是否连接到本产品。如果否，请将标准网线连接到本产品。
- 2 启动一个 Web 浏览器，如 Internet Explorer、Safari 或 Firefox，然后输入本产品的 IP 地址。
- 3 单击 **SyncThru™ Web Service** 网站右上角的登录，使用管理员帐户登录。
- 4 选择 **XOA > Samsung Cloud Agent**。
- 5 从左侧菜单中选择打印。
- 6 单击**手动验证按钮**。

删除用户连接信息

您可以使用“删除用户连接信息”功能删除与扫描到 **Samsung Cloud** 关联的所有用户信息。

- 1** 检查网线是否连接到本产品。
如果否，请将标准网线连接到本产品。
- 2** 启动一个 Web 浏览器，如 Internet Explorer、Safari 或 Firefox，然后输入本产品的 IP 地址。
- 3** 单击 **SyncThru™ Web Service** 网站右上角的登录，使用管理员帐户登录。
- 4** 选择 **XOA > Samsung Cloud Agent**。
- 5** 从左侧菜单中选择打印。
- 6** 单击**立即删除**按钮。

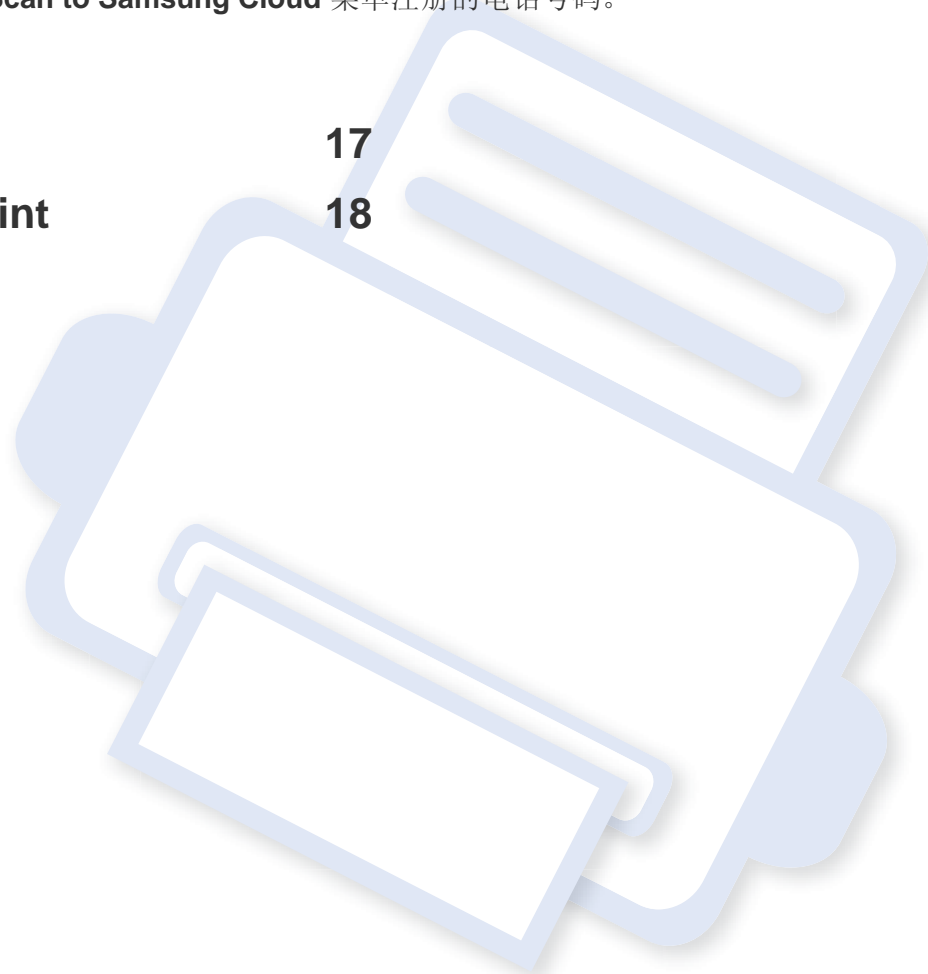


4. 通过电话号码扫描和发送

本章提供发送扫描的相关信息，发送扫描时使用通过 **Scan to Samsung Cloud** 菜单注册的电话号码。

本章内容如下。

- 要求 17
- 扫描并发送到 **Samsung Cloud Print** 18



要求


要在 **Scan to Samsung Cloud** 中使用电话号码发送扫描，必须满足以下条件。

- 产品必须连接到 **Samsung Cloud** 服务器。
 - 产品必须连接到 Internet。
 - 必须在产品中设置 DNS。
 - 如果网络使用代理，必须在代理中配置 **SyncThru™ Web Service**
> 设置 > 网络设置 > 代理。

扫描并发送到 Samsung Cloud Print

您可以扫描图像并将它们存储在 **Samsung Cloud Print** 中。

- 1 将所有原稿纸张正面朝上插入源进纸器中，或将一张原稿纸张正面朝下放在扫描仪玻璃板上。
- 2 在产品显示主页上按 **Samsung Cloud**。
- 3 输入收件人的国家代码和电话号码。
- 4 输入收件人的信息。

 发件人信息是为了方便收件人识别文档发件人。将输入默认字符串，用户可以编辑这些信息。最多可输入 **45** 个字符。

- 5 输入一个文件名，用于保存扫描的数据。

 您可以通过 **SyncThru™ Web Service** 设置文件名。在联网计算机上打开一个 **Web** 浏览器，输入本产品的 **IP** 地址。当打开 **SyncThru™ Web Service** 时，单击 **XOA > Samsung Cloud Agent > 将扫 > 文件名**。

- 6 单击**开始**按钮进行扫描，并将扫描的文件保存到 **Samsung Cloud** 服务器。



如果用户尚未向 **Samsung Cloud Print** 注册，将出现一个确认窗口。选择正在进行的作业或已完成作业。



5. 故障排除

本章描述发生问题时如何排除故障。

- 常见问题

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常见问题

本章包含使用 **Samsung Cloud Agent** 时可能遇到的常见问题的解答。

情况	故障排除
上传到 Samsung Cloud 的文件无法打印。	检查许可证状态是否依然有效。（请参见第 14 页上的“手动检查许可证”）
许可证状态显示为断开连接。	检查您的网络连接。 <ul style="list-style-type: none">• 产品必须连接到 Samsung Cloud 服务器。<ul style="list-style-type: none">- 产品必须连接到 Internet。- 必须在产品中设置 DNS。- 如果网络使用代理，必须在代理中配置 SyncThru™ Web Service > 设置 > 网络设置 > 代理。
扫描到 Cloud 的限制	C9352 是一个低规格型号，它不支持扫描到 Cloud 功能。

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