

## WEBINAR Q&A SESSION - THAT'S A WRAP: LOOK-BACK AND WHAT'S TO COME

**Question 1: Is quota supported?**

Answer: Right now, we do not have no plans to support quotas in the near term. We see a trend of many customers moving away from quotas in the cloud due to the administration overheads versus the benefits. We have a really strong on-premise offering that you can guide your customers towards if quotas are a must-have requirement.

**Question 2: Is there a possibility to use a vendor specific driver anytime soon?**

Answer: One of the key benefits of SAFEQ Cloud is the fact that customer don't have to do any driver management. We offer out-of-the-box option where you can use vendor specific drivers with IPP printing. Yet, those drivers still need to be maintained and managed, which is something you can avoid completely with SAFEQ Cloud.

**Question 3: Not a question. Everything routing through 443 is a game changer! I just had a 2-day POC delay trying to get the ports open for the desktop client.**

Answer: It is exactly what are are doing now and it is coming very, very soon.

**Question 4: Will there be any Cloud Terminal for Canon devices?**

Answer: We would like to provide our customers with the same rich experience for all of our supported vendors, including Canon. We are working through updating our terminals to support pure cloud usage and scanning for all vendors. If you have opportunities for Canon (or any other vendor), please share them with us so we can build better business cases for prioritisation.

**Question 5: Is there a target release date for the switch to 443 traffic?**

Answer: We are still finalising stuff and we still need to do some testing with our R&D. But it is coming very soon (within the next few releases!).

**Question 6: Thanks for sharing, when the report visualization service available? And any additional cost?**

Answer: We are making updates to our reporting, adding value added tools, such as scheduling, capabilities to create custom reports etc. It is being worked on right now. For the first phase, there is no plan to include any additional cost, but in the future, there may be some functionalities that will be chargeable.

**Question 7: What embedded brands can track copy jobs additional to track only print jobs?**

Answer: All our pure cloud embedded terminals support this (tracking all activity (print/scan/copy) during the user session) where the vendor has capability. There are technical limitations based on some vendor platforms for tracking user activity outside of our application (e.g. from native scan or copy apps). At this time, HP, Ricoh & Fujifilm terminals can track all user activity.

**Question 8: Can we use only port 443 for the whole cloud solution in/out communications? And does it support the UI in Arabic language? Any specific privilege required form deploy the client?**

Answer: Yes, that is the intention to use port 443 as much as possible. There may be some limitations, but from a SAFEQ Cloud perspective, we are aiming to get everything via the single port 443.

Language support localisation is something we are continuing to work on. In certain areas of the UI, Arabic is possible. Please, refer to our Frontline teams with any business requirements and we can prioritize if there is a viable business case.

There are no specific privileges required to deploy a client. A user doesn't need an admin account to deploy, install or update the client.

**Question 9: Is there going to be a Pure Cloud Terminal for Kyocera?**

Answer: Similar to Canon, it is a question of priorities.

**Question 10: Any plan to add Auto Colour option into SQC universal printer driver beside Full colour & bw?**

Answer: It is something we can look at based on customer requirements.

**Question 11: Any plan for auto detect colour and bw mixed document for accounting?**

Answer: This is something we have already done for Konica-Minolta vendor because their devices support it and we are looking to implement across other vendors who support it – assuming you are asking for copy & scan.