e-BRIDGE® GLOBAL PRINT USER GUIDE

END USER

TOSHIBA

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TOSHIBA

WHAT IS e-BRIDGE® GLOBAL PRINT

e-BRIDGE® Global Print (eGP) is a cloud-based solution that focuses on the most common print management requirements, such as user authentication, secure release printing, and usage tracking. Using this solution, users may submit print jobs from their workstations, authenticate at a Toshiba or compatible Lexmark™ MFP, and release the print job at the panel. All user activities at the panel are tracked for reporting purposes. No servers or on-premises installations are required.

APPLICATION ARCHITECTURE

Here is a high-level architecture of the solution.
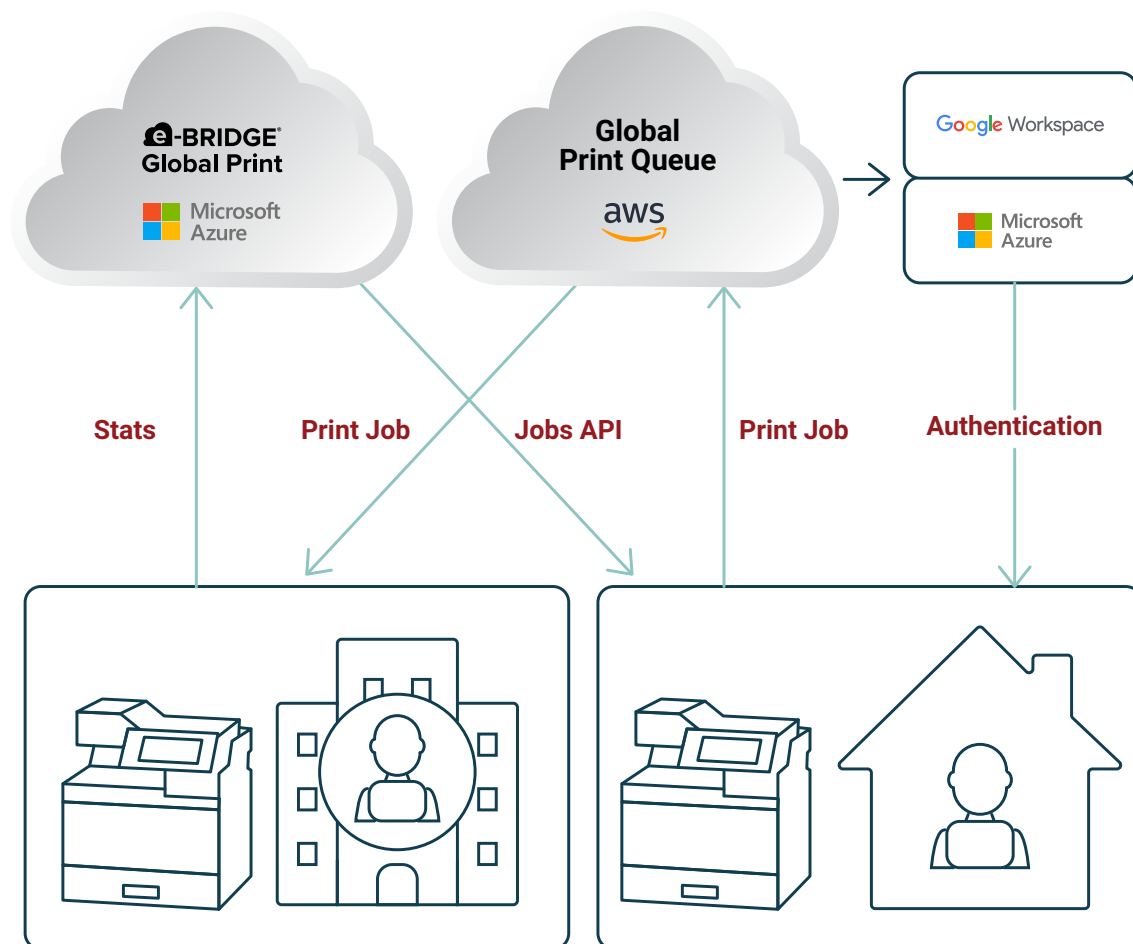
KEY COMPONENTS

The solution is comprised of three key components:

1. e-BRIDGE® Global Print Web Portal

This is a self-service portal, where users and administrators may manage their PIN, view their print jobs, and manage organization users and devices.

2. Toshiba or Compatible Lexmark™ MFP Embedded App

This is an embedded application on Toshiba or compatible Lexmark™ MFPs that manages user authentication and is responsible for releasing user print jobs.

3. e-BRIDGE® Global Print Workstation Client

This is installed on the client workstation so that users can print to their own e-BRIDGE® Global Print print queue.

e-BRIDGE® GLOBAL PRINT ADMIN WEB PORTAL

The portal may be accessed via any web browser, but Chrome™ is preferred. The actual URL varies based on the geographic region to adhere to local data privacy rules. The URL for the U.S. region is https://egp.toshiba-solutions.com. The customers may use the admin portal to manage their users and devices. Let us quickly review the function of each TAB on the portal. The users may see different TABs based on their role within the organization.

MY ACCOUNT

This TAB is available to all portal users. This page provides a view of the user's account information and settings. A user can self-manage their PIN Login, Access Card Registration Key, and registered items, such as print drivers, etc.

PRINT JOBS

This TAB is available to all portal users. However, the Administrator view is different from the User view. The User can view the list of jobs in his/her print queue, whereas the Administrator can view the job list for all the users within the organization. The User may search for any specific print job by using the "Search" textbox.

Administrator View

User View

Also, please note that the User and the Administrator can view only the list of print jobs in the queue. Actual content of the print job cannot be viewed.

COMPANY

This TAB is only available to the administrators of your organization. This TAB shows the global settings, such as your domains and device registration code used by your organization.

The domains are typically updated automatically. The Administrator is not required to change or add new domains. The device registration code is also auto-generated and is used to configure your Toshiba or compatible Lexmark™ printers with e-BRIDGE® Global Print. Your Toshiba reseller does not have access to this code. You must provide this to your service technician during setup.
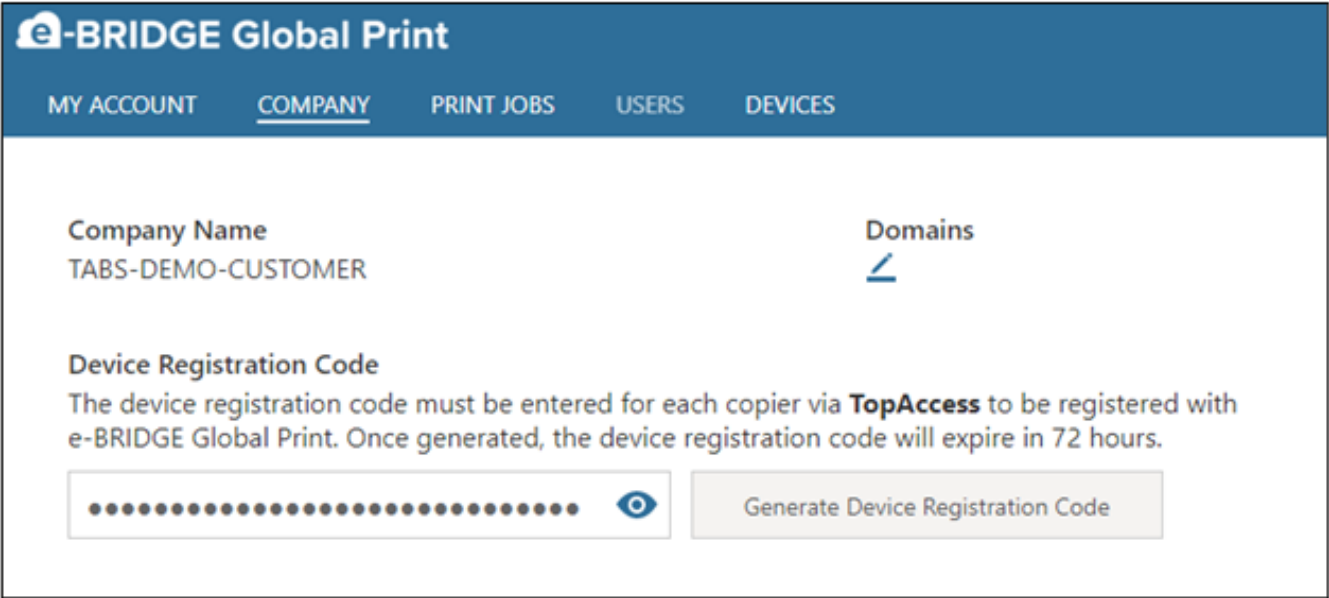
USERS

This TAB is only available to the administrators of your organization. This TAB lists all the current users in your company. The Administrator can edit user roles or delete current users from the system. This TAB also allows the Administrator to create new users. However, if you use private domain from Google or Microsoft 365®, your users are automatically added. There's no need to add new users manually.
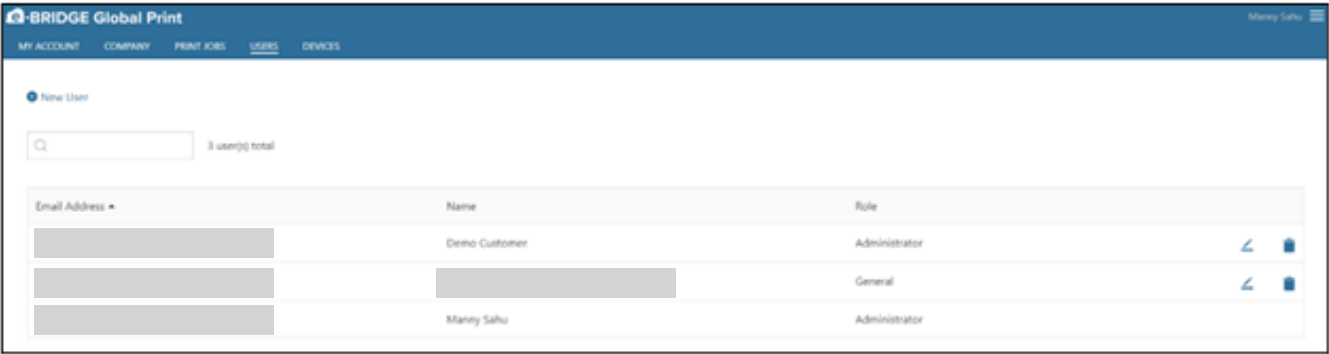
DEVICES

This TAB is only available to the administrators of your organization. After the Toshiba or compatible Lexmark™ MFPs are configured with e-BRIDGE® Global Print for your organization, the Administrator can view the list of devices here. If you ever replace a Toshiba printer or return the printer after the lease, you should remove the device from your portal. Removing the device from the portal unregisters the device, and the printer can no longer be used with e-BRIDGE® Global Print for your organization.

If you have removed the device by mistake, please contact your Toshiba reseller to register the device again.

USAGE REPORT

This MENU option is only available to the administrators of your organization. As the Administrator of your organization, you can download the usage report for your entire printer fleet in CSV format. This report shows the user activities at the MFP, including copy/scan/fax and print. Please note that the MFP must be configured in "Secure MFP" mode for usage tracking.
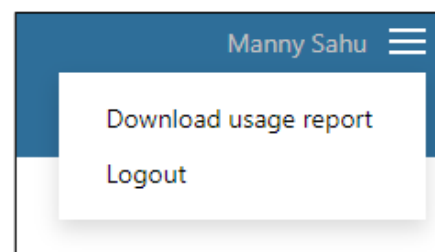
This simple CSV file helps administrators understand the usage pattern for their users and printers across the organization. Each column in the downloaded CSV file is described below.

COLUMN NAME	DESCRIPTION
Serial	The serial number of the device that performed the job.
Model	The model of the device that performed the job.
user_name	The user account name of the owner of the job.
domain_name	The domain name or LDAP server of the user account for the job.
timezone	UTC time zone of the device that performed the job.
started_time	Shows the start date and time of the job.
completed_time	Shows the completed date and time of the job type.
job_type	Shows the job type (scan/print/copy) that was performed on the device.
document_name	The document name from the job type.
color_mode	The color mode for the job (AutoColor, FullColor).
print_count_color_mode	The color page count from the print job.
print_count_duplex	The duplex page count from the print job.
print_count_pages	The page count from the copy job.
printed_pages	The page count from the print job.
ip_address	IP Address of the device that performed the job type. This will show only "EWB" for now.
fax_reception_number	The fax reception number of the fax job.
file_format	The file format for Scan-to-file.
file_name	The file name for Scan-to-file or e-filing.
file_store_path	The shared folder path for Scan-to-file.
from_address	The FROM address for Scan-to-email.
email_address	The TO email address for Scan-to-email.
to_cc_bcc	The CC and BCC email address for Scan-to-email.
subject	Shows the subject line for the Scan-to-email.
scanned_pages	Shows the scanned page count for the scan job.
message_id	Internal message id.
communication_mode	The communication mode of the fax job.
received_pages	Received page count for the fax job.
total_transmitted_pages	Sent page count for the fax job.
error_code	The error code from the performed job type.
workflow_error_code	Additional error code from scan/fax workflow.

USERS & ROLES

Any user that accesses the e-BRIDGE® Global Print web portal will have access to settings and resources based off the company they belong to and their role. There are two primary roles in the portal:

USER: All users have this most basic General role. It allows users to manage their user settings, such as PIN code and self-registration key for their badge. These users also may view the print jobs in their own print queue.

ADMINISTRATOR: The first user created within an organization is the default Administrator. In addition to managing their personal settings, the administrators can edit the settings for their company, view and manage their users and devices, monitor the print queue, and export usage statistics for the entire organization.

CONFIGURE TOSHIBA OR COMPATIBLE LEXMARK™ MFP WITH e-BRIDGE® GLOBAL PRINT EMBEDDED APPLICATION

Your Toshiba reseller must setup and configure e-BRIDGE® Global Print on your Toshiba or compatible Lexmark™ MFPs. Please contact your Toshiba reseller for this step.

e-BRIDGE® Global Print may be configured on Toshiba or compatible Lexmark™ MFPs either in "Secure MFP" mode or in "Secure Print" mode. Depending on the user experience expected at the panel, the customers may choose either configuration mode, but "Secure MFP" mode is most widely used and considered more secure.

"SECURE MFP" MODE

In this mode, the MFP panel is locked. The user must log in first via PIN or badge before any MFP function is available. After logging in, the user may copy/fax/scan documents or release their print jobs securely. In this mode, the user activities at the panel are reported to the cloud portal for usage monitoring. Single Sign-On is also supported in this mode.

"SECURE PRINT" MODE

In this mode, the MFP panel is not locked. Therefore, the users are allowed to do copy/scan/fax jobs without having to authenticate at the panel. However, to release their print jobs, they must start the e-BRIDGE® Global Print app on the panel and authenticate with a PIN code. No usage tracking is done in this mode. Also, please note that badge authentication is currently not supported in this mode.

WELCOME EMAIL FOR ADMINISTRATORS

After your Toshiba reseller has successfully configured your organization in e-BRIDGE® Global Print cloud, you as an Administrator for your organization will receive an automated Welcome email message from the system. The email provides step-by-step instructions on how to onboard your users to e-BRIDGE® Global Print system. Let's discuss each of those steps in detail here.

GENERATE PIN

To generate a PIN, each user can simply log into the self-service e-BRIDGE® Global Print portal (https://egp.toshiba-solutions.com) using his/her credentials and press the "Generate PIN" button.

SELF-REGISTER YOUR BADGE

Optionally, if your company uses badge access, the users may also self-register their badges with their accounts at the Toshiba or compatible Lexmark™ MFP panel. This is a convenience for the Administrator who will not have to manually associate each badge with a user in e-BRIDGE® Global Print.

To self-register your badge, each user can simply log into the e-BRIDGE® Global Print web portal (https://egp.toshiba-solutions.com) and press the "Access Card Registration Key" button. This will create a six-digit card registration key. This key is required at the panel to associate the badge with the user account.

At the panel, simply select the "Register Card" button and enter the registration key. Now, your badge is associated with your account. Please note that the six-digit registration key expires an hour after it was generated from the e-BRIDGE® Global Print portal. Therefore, you must finish this step within an hour of generating the key, otherwise you will have to generate a new registration key from the e-BRIDGE® Global Print portal.

DOWNLOAD & INSTALL e-BRIDGE® GLOBAL PRINT CLIENT ONTO YOUR WORKSTATIONS

The Welcome email sent to the new Administrator includes the download link for the e-BRIDGE® Global Print client application. Download the appropriate client for your workstation operating system. e-BRIDGE® Global Print supports Windows®, macOS® and Chrome™ workstations. Windows® and macOS® clients can be downloaded from the download link, whereas the Chrome™ extension must be downloaded from the Chrome™ Web Store.

INSTALL ON WINDOWS®

On Windows®, please run the client application.

Name	Date modified	Type	Size
📁 Readme	4/27/2022 7:23 AM	File folder	
🖼 Setup e-BRIDGE Global Print.exe	4/27/2022 7:23 AM	Application	46,621 KB

The installer will install the Toshiba universal print driver and e-BRIDGE® Global Print plugin onto the user's workstation. This will also create a new default printer named "e-BRIDGE Global Print" onto the workstation. After successful install, you will be redirected to an HTML Welcome message as shown.

e-BRIDGE Global Print

Welcome to e-BRIDGE Global Print!

A new printer called **e-BRIDGE Global Print** has been installed onto your computer. You can now submit jobs to this printer from any application. Once submitted, your print job will be sent to the cloud-based e-BRIDGE Global Print queue and can be released directly from your Toshiba copier.
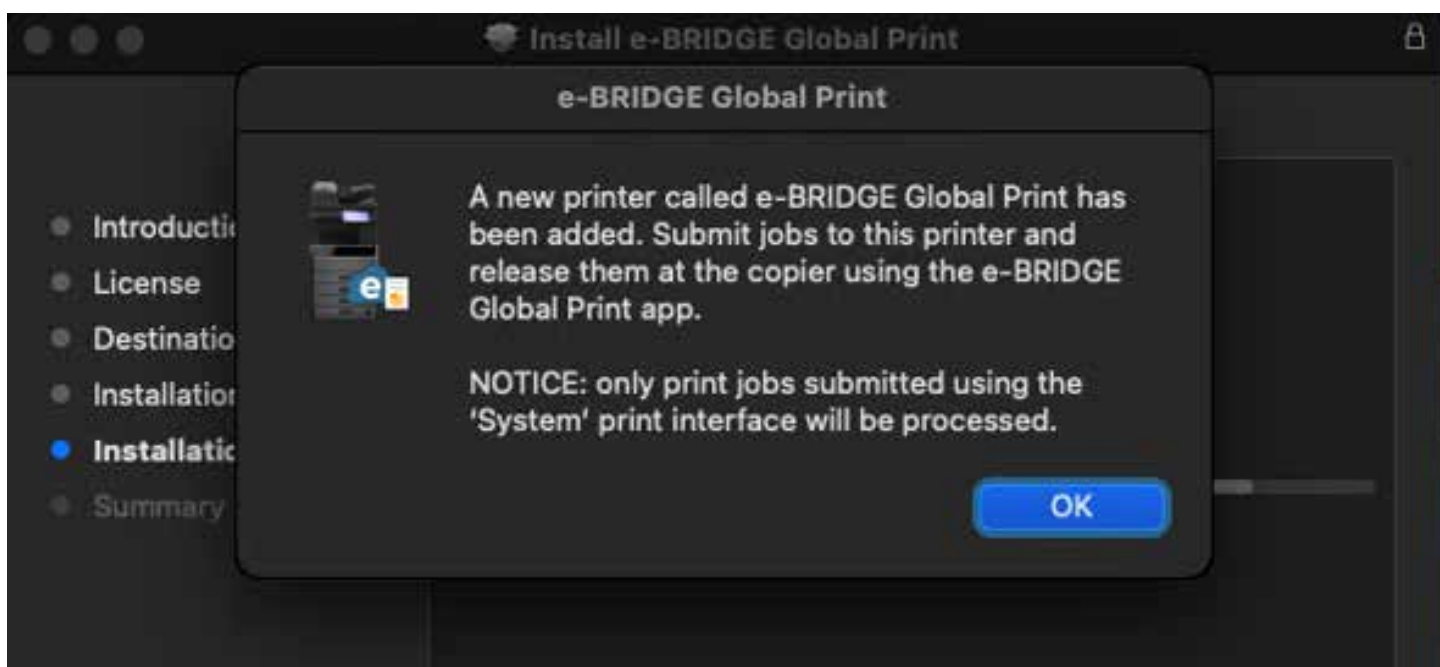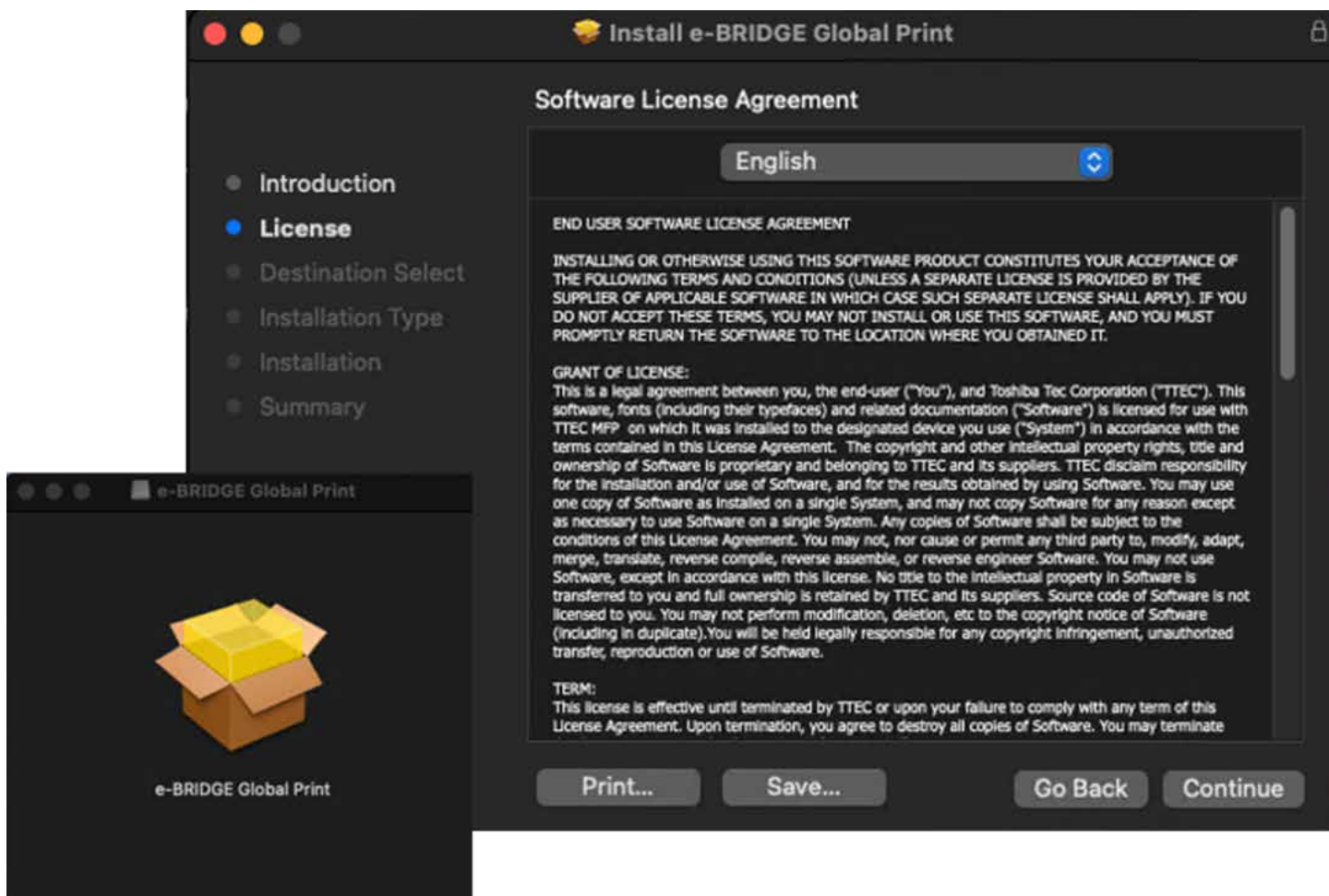
The first time you send a print job, you will be prompted to register. After you follow the simple steps to complete registration, your print job (and all subsequent print jobs) will be sent to the e-BRIDGE Global Print queue automatically.

If you want to revoke access to e-BRIDGE Global Print from this computer just log into the **e-BRIDGE Global Print** web portal and go to the **My Account** tab and **Delete Device Access**.

This package is bundled in a self-extracting executable binary created with the use of 7-Zip, a file archiver. 7-Zip is licensed under GNU LGPL. For more information about 7zip and its source code, go to www.7-zip.org.
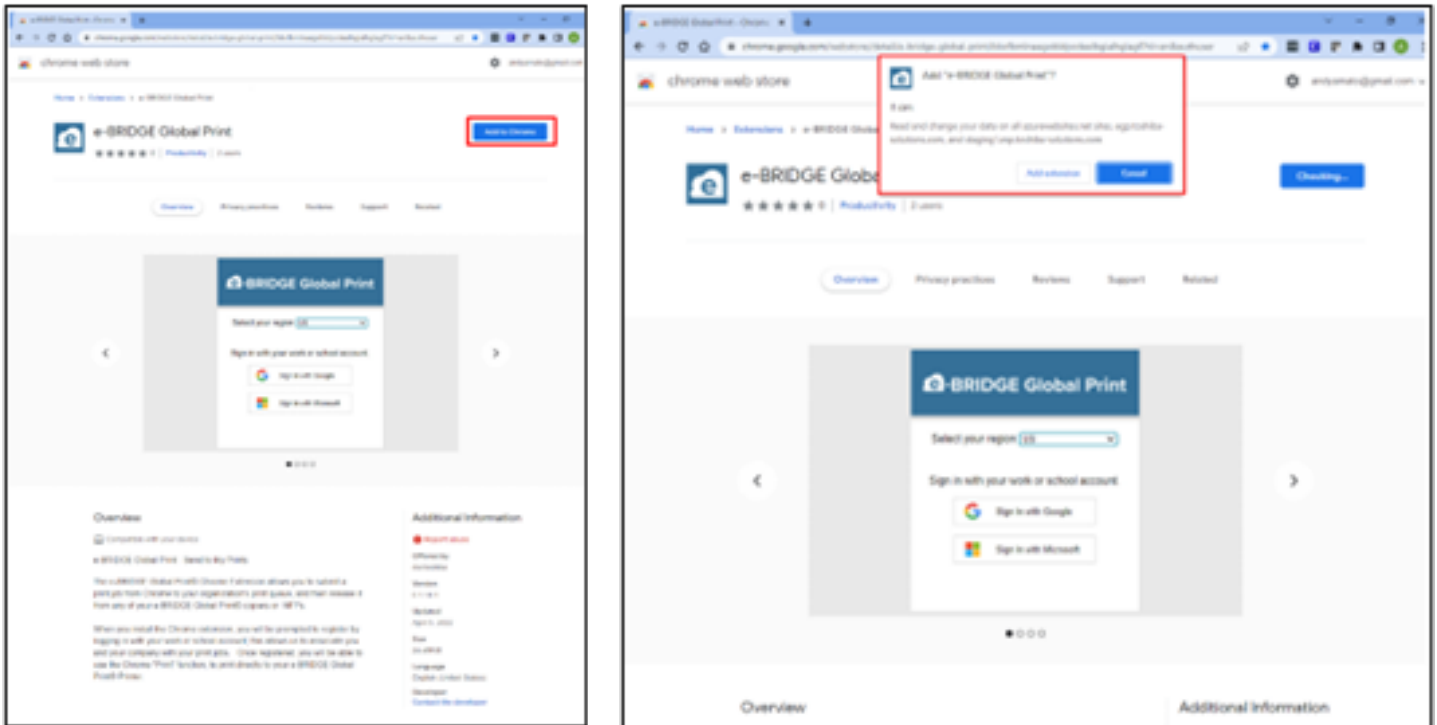
INSTALL ON MAC®

On Mac®, the installer will install the Toshiba universal driver and e-BRIDGE® Global Print plugin on the user's workstation. This will also create a new default printer named "e-BRIDGE Global Print".

Software License Agreement

English ⌄

END USER SOFTWARE LICENSE AGREEMENT

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Print...   Save...   Go Back   Continue

e-BRIDGE Global Print

e-BRIDGE Global Print

A new printer called e-BRIDGE Global Print has been added. Submit jobs to this printer and release them at the copier using the e-BRIDGE Global Print app.

NOTICE: only print jobs submitted using the 'System' print interface will be processed.

OK

INSTALL ON CHROMEBOOK™

On Chromebook™, the user must download and install a Chrome™ extension from the Chrome™ Web Store. This will also create a new default printer named "e-BRIDGE Global Print" onto the workstation. Here is a link to more info on Chrome™ extension: https://support.google.com/chromebook/answer/2588006?hl=en
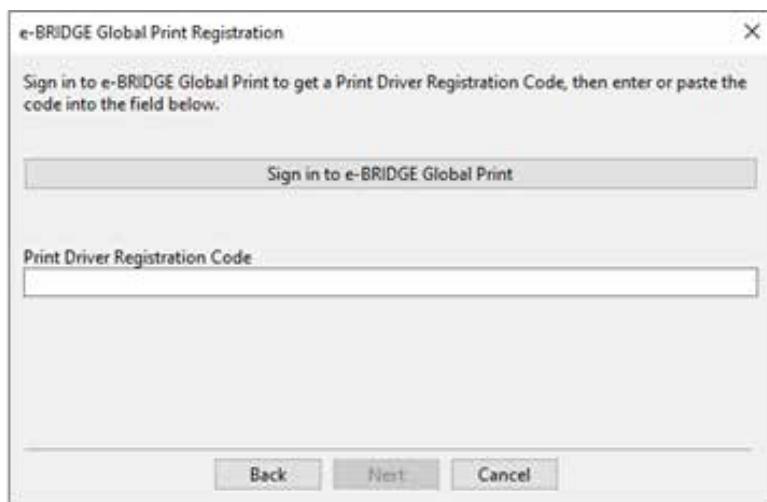

START PRINTING FROM YOUR WORKSTATIONS

Now your workstation is ready for cloud print. Please be sure to select "e-BRIDGE Global Print" printer from your print dialog.

PRINTING ON WINDOWS®

Toshiba's e-BRIDGE® Global Print User Guide - End User
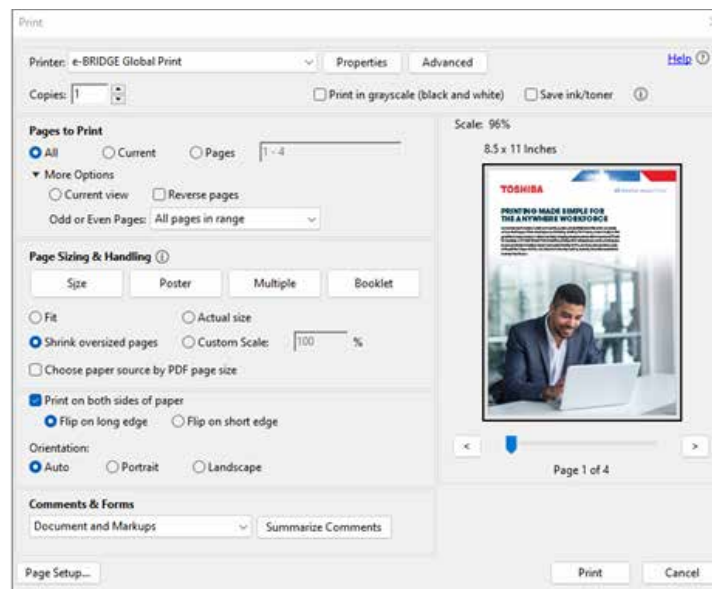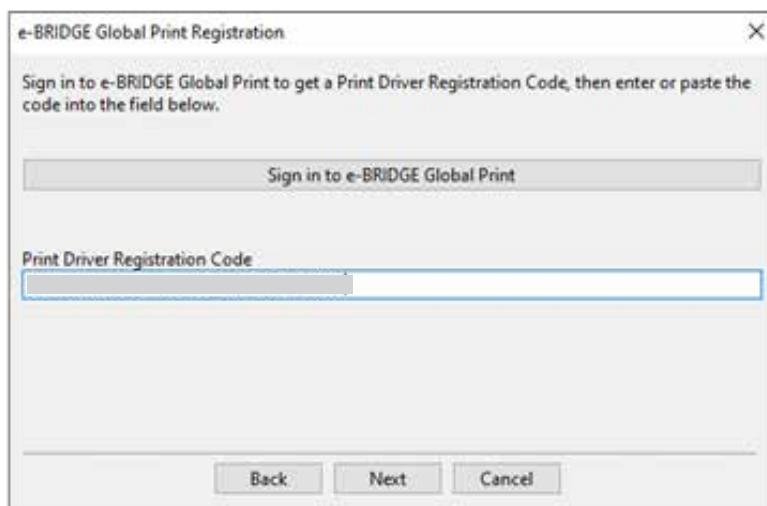
For the first time, the users try to print to the "e-BRIDGE Global Print" printer, they are asked to sign into the e-BRIDGE®
Global Print cloud portal using their login credentials. After signing in, the user is presented with a Print Driver
Registration Code. The user must copy this registration code and paste the code into the Print Driver Registration Code
field in the Registration dialog.

Then, the user workstation is all set for printing.

PRINTING ON MAC®

For the first time, the user tries to print to the "e-BRIDGE Global Print" printer, the user workstation must be registered with the e-BRIDGE® Global Print cloud.
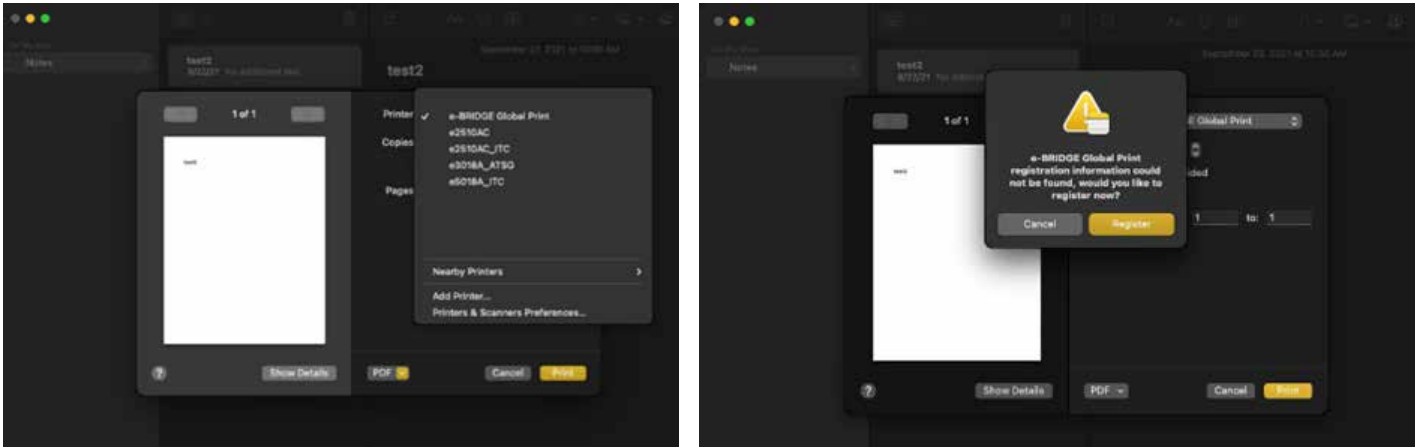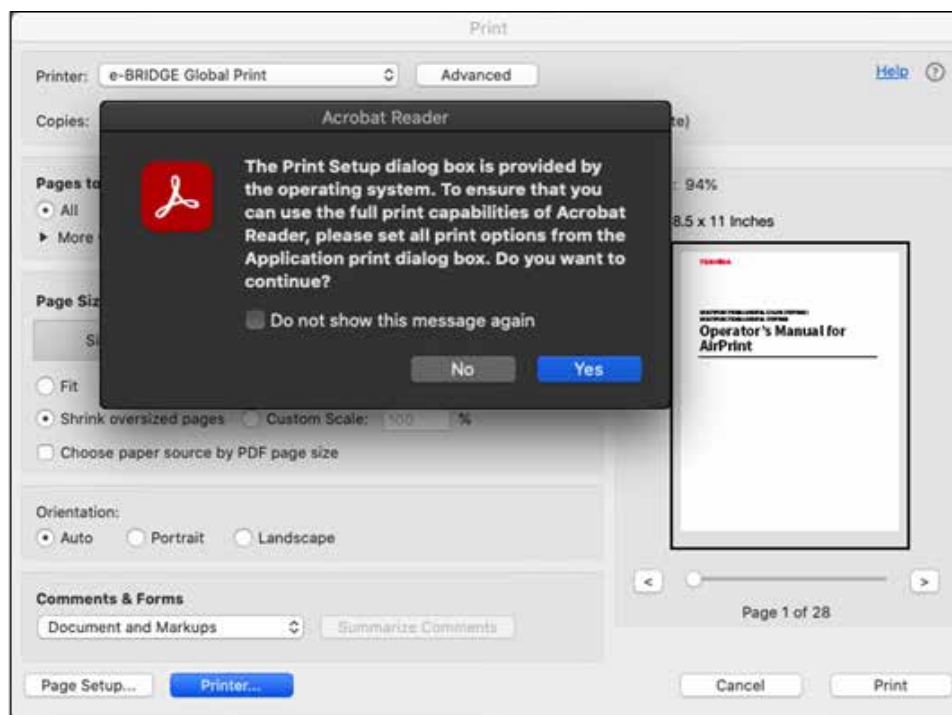

This step is completed automatically after the user completes signing into the e-BRIDGE® Global Print cloud portal using his/her login credentials.
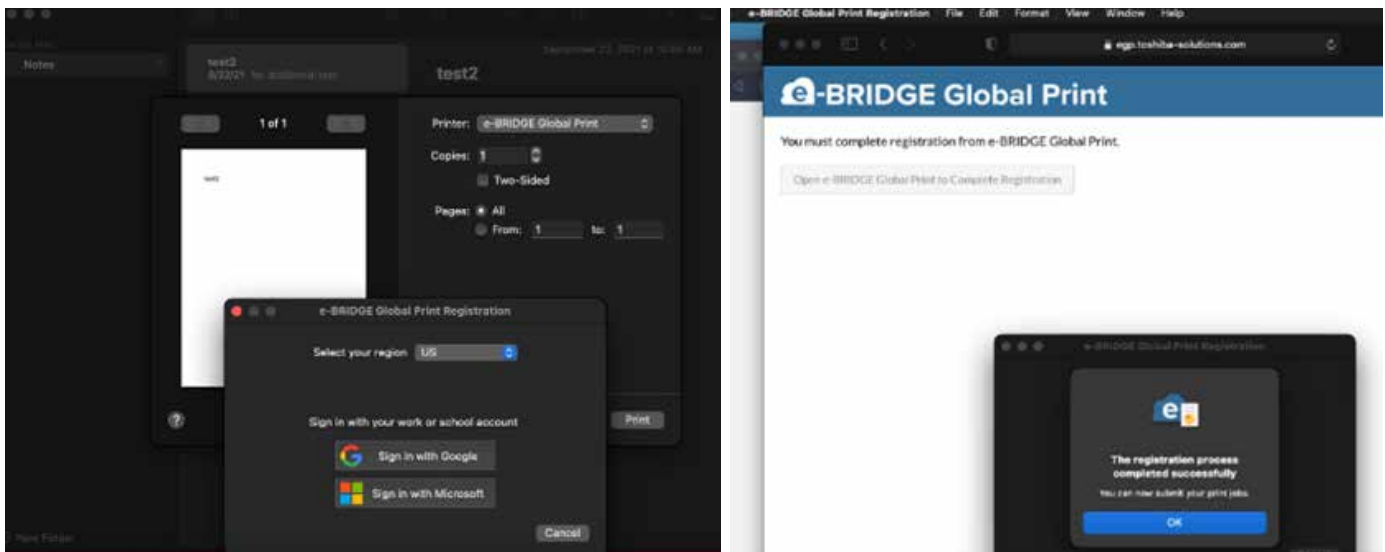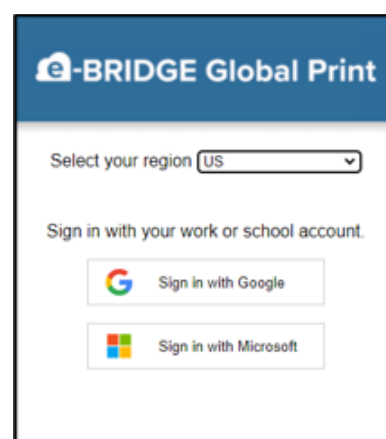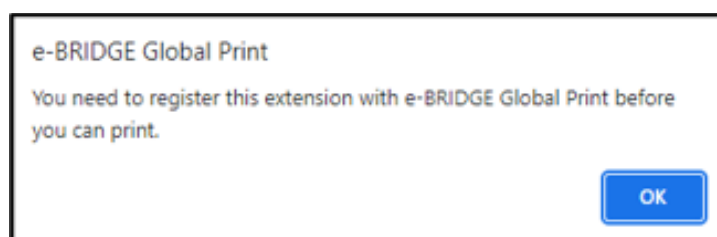

Then, the user workstation is all set for printing.

There is also a limitation while printing from macOS®. Each application in Mac® may have a separate "Application Print Dialog". Some applications may offer "Application Print Dialog" as an option, however, the user must select "System Print Dialog" during the print for e-BRIDGE® Global Print to work correctly.

PRINTING ON CHROMEBOOK™

The first time the user tries to print to the "e-BRIDGE® Global Print" printer, the user will be prompted to register with the e-BRIDGE® Global Print cloud.

This step is completed after the user completes signing into the e-BRIDGE® Global Print cloud portal using his/her login credentials.

Then, the Chromebook™ is all set for printing.

SECURELY RELEASE YOUR PRINT JOBS

After you have submitted your print jobs, these jobs are queued in the e-BRIDGE® Global Print cloud until the user logs into the MFP front panel to release them.

If the eAPP was configured for "Secure MFP" mode, the MFP panel will be locked, and the user must enter his/her PIN code or tap the badge to sign in.

If configured for "Secure Print", the e-BRIDGE® Global Print app will be available on the front panel. The user can select and start the app and then enter his/her PIN code to sign in.
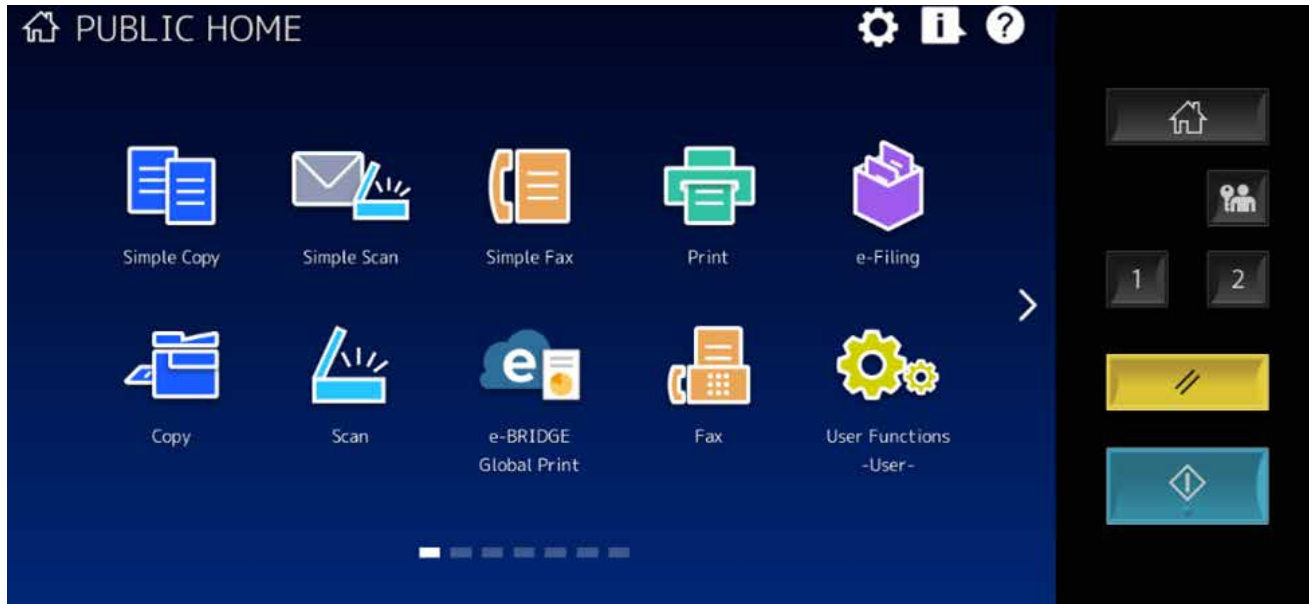
After logging in, the user can view his/her print jobs. To release one or more jobs, just select them and tap the Print button.
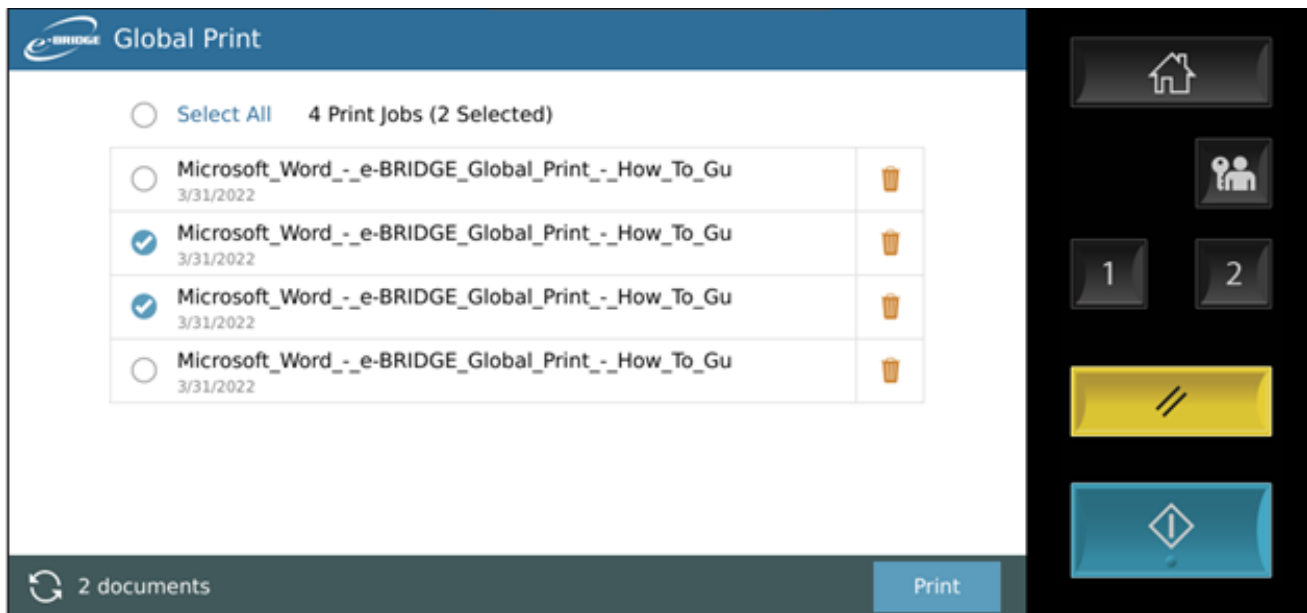
The user may delete print jobs that are no longer needed. All print jobs are automatically deleted from the queue after 72 hours from the time they were submitted.

For more information on e-BRIDGE® Global Print from Toshiba, please review FAQs here.

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business.toshiba.com