

COMMON FAQs HYPAS



Q: My application has disappeared from the device homescreen, what do I need to do?

A: Please check whether any trial periods have ended, if possible renew the trial, if all trials have been used up a licence will need to be purchased and activated on the device.

Q: How do I obtain an official licence?

A: You will need to purchase a licence through an authorised KYOCERA partner, distributor or reseller.

Q: How do I download the latest version?

A: Visit one of the following websites, find the appropriate application page and download the updated .pkg file. You will then need to save to a USB and load onto the device and update. Please also refer to the required User Manual.

<http://www.kyoceradocumentsolutions.co.uk/>

<http://www.hypas.co.uk>

Q: Do I need a separate server to run these applications?

A: No, unless stated, HyPAS applications are embedded on the device or should run on your standard print server.

Q: How many applications / solutions can be installed on a device?

A: KYOCERA devices can hold up to 5 applications or solutions per device.

Q: What other applications are available?

A: There are numerous HyPAS applications available. For a complete list, please visit the HyPAS Applications page on our [website](#) or the [HyPAS app store](#).

Q: What devices can HyPAS applications be installed on?

A: HyPAS applications can be installed on HyPAS-enabled and HyPAS-capable devices. Please refer to the individual supported devices lists for each application on our [website](#) or the [HyPAS app store](#).

Q: What does HyPAS stand for?

A: HyPAS stands for the 'Hybrid Platform for Advanced Solutions'.

Q: Is it possible to get customised applications?

A: It is possible to obtain customised applications for your company. KYOCERA have access to a UK based development team as well as a wider development network in Europe. To discuss your requirements further, please contact KYOCERA on 01189 311500.

If your query is not answered in the above Frequently Asked Questions, please get in touch with the KYOCERA Support Desk on 0845 456 0456.