



KYOCERA
AccuSender®
Fax

SET UP AND OPERATION GUIDE



HYPAS™

AccuSender® Fax

Version 1.2

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KYOCERA Document Solutions America, Inc.

Software Solutions Group

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1. Introduction

1.1 Software

Kyocera's AccuSender® Fax is a scan and fax business application that provides a secure and reliable way to email documents to a fax server. AccuSender® Fax resides on Kyocera MFPs and provides a web based configuration tool, making it easy to deploy and manage.

Note: AccuSender® Fax supports most fax servers on the market. It is recommended to that users deploy a trial version to ensure application integration and compatibility.

1.2 This Guide

This document describes the components, functions, installation requirements and setup procedures needed to deploy AccuSender® Fax.

Since AccuSender® Fax offers multiple configuration options, it is essential to understand the workflow and configuration options to deploy this solution correctly.

The installation and set-up of AccuSender® Fax is the responsibility of a trained service technician from an authorized dealer.

1.3 Supported MFP Models

For a full list of support MFP models, please refer to the Solutions Compatibility Chart on KDACentral.com.

1.4 System Requirements

1. LDAP Authentication protocols supported
 - a. NTLM v2
 - b. Kerberos

1.5 Licensing

AccuSender® Fax requires the purchase of a software license from an authorized Kyocera or Copystar dealership.

The software can be evaluated, free of charge, during a 2x30 day trial period. The application will be disabled when the trial period expires and require a license key be entered to continue using the application.

2. Installation

2.1 2.1 MFP Setup

1. MFP firmware must be updated to the latest available version.
2. Setup MFP to enable DNS.
3. The MFP must be connected to a network, configured to have a valid IP address.
4. MFP should be able to reach active directory servers being used.
5. If SSL security is enabled on the MFP, both “HTTP and HTTPS” protocols must be enabled (System Menu > System > Network > Secure Protocol).

2.2 Package File Setup

Install AccuSenderFax.pkg on the MFP at the MFP panel.

1. Copy AccuSenderFax.pkg files to the root of a clean USB flash drive.
2. At the MFP control panel, open System Menu > Applications.
3. Log in as Administrator when prompted. The default login name is Admin and the default password is Admin
(Note: Enter capital A when entering ‘Admin’ as both login name and password fields are case-sensitive).
4. Press ‘Add’ button.
5. Insert USB flash drive into the MFP.
6. A list showing AccuSender® Fax will appear.
7. Select AccuSender® Fax applications and press ‘Install’.
8. After installation, press ‘Close’ to return to the Applications screen.
9. Select AccuSender® Fax and press Activate. The MFP will prompt for a license key.
10. If a license key is available, enter it using the keypad and press the ‘Official’ button. Otherwise, press the ‘Trial’ button for a 30-day trial installation. If the Trial button is disabled, a license must be purchased. Please contact your authorized Kyocera or Copystar dealership to purchase a license key.
11. After AccuSender® Fax is activated successfully, it can be opened from the main Applications screen by pressing the ‘Application’ hard key on the panel, or the Home Screen in select devices.

3. Configuration

3.1 MFP Configuration

1. Login to Command Center RX using IP address of selected MFP.
2. Click Function Settings.
3. Click Email.
4. Once SMTP settings are entered, Test connection and Apply Setting.

E-mail Settings

SMTP

SMTP Protocol : On

Note :
Settings must be made in SMTP (E-mail TX).
[Protocol](#)

SMTP Server Name : smtp.gmail.com

SMTP Port Number : 465 (1 - 65535)

SMTP Server Timeout : 10 seconds

Authentication Protocol : On

Authentication as : POP3 User 1

SMTP Security : SSL/TLS

Note :
Make settings here. [Protocol](#)

Connection Test : Test

Domain Restriction : Off

Domain List

3.2 Web Config

Web Configuration will allow the user to setup the fax settings, LDAP address book and default scan settings.

1. Open the following URL: ***http://<MFPIPADRESS>:8080/AccuSenderFax/Config.jsp***
2. Login with MFP Administrator credentials.

3.2.1 Fax Settings Tab

Fax Settings

The Fax setting page will determine the email composition sent to the fax server.

1. Fax Prefix: This value will be prepended to the fax number entered by the user. For example, xxx-xxx-xxx will become [+1xxx-xxx-xxx](#)
2. Fax Suffix: This value will be appended to the fax number. For example, xxx-xxx-xxx will become [xxx-xxx-xxx@faxserver.com](#)
3. Subject value will populate the subject header of email message.
4. Body value will populate the body segment of the email message.
5. Attachment Name will determine the file name of the attachment.

AccuSender™ Fax Logout

Fax Setting LDAP Scan Import/Export

Fax Setting

SMTP Sending Options

MFP Custom

MFP Custom

Fax Settings

Fax Prefix +1-

Fax Suffix @faxserver.com

Subject AccuSender Fax Message

Body <FaxNumber>, <MFPUSER_NAME>

Attachment Name Attached

SMTP Settings

Server smtp.gmail.com

Port 587

Login User Name kyoappreg@gmail.com

Login Password

Sender Address <MFPUSER_EMAIL>

Save Test

SMTP Settings

SMTP Settings determine how AccuSender FAX delivers emails to a fax server. When MFP settings are selected, AccuSender FAX uses SMTP settings configured in Command Center to send out email messages.

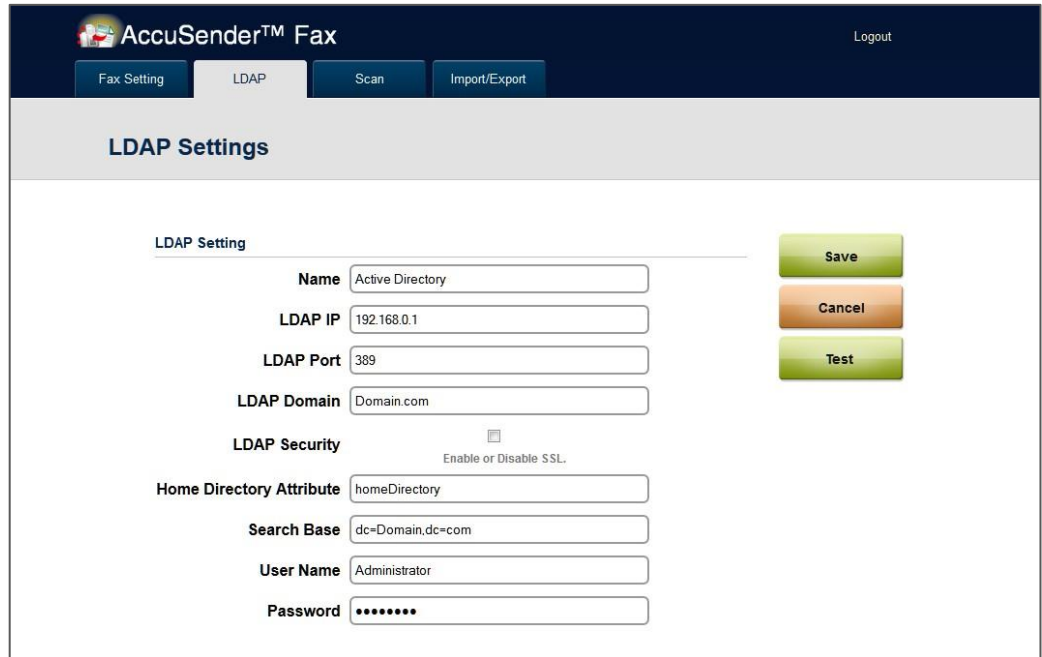
Custom SMTP Settings

To enable custom AccuSender Fax to use a custom SMTP configuration, click the radio button “Custom”. When custom SMTP settings are selected, AccuSender FAX will use the information provided to send outgoing email. This allows the MFP’s default SMTP settings in Command Center to point to other SMTP servers.

When custom SMTP settings are used together with MFP authentication (local, network or an authentication application), the logged-in user’s email address will be used as the email sender. This would allow the user to send faxes using their own fax account. However, please note that this function (setting alternate sender address in SMTP header) may not be supported by all SMTP or FAX servers.

3.2.2 LDAP Setting

LDAP configuration page will enable the application to access the list of Active Directory users from the MFP. Only users with a fax number will be shown on the Address book list.

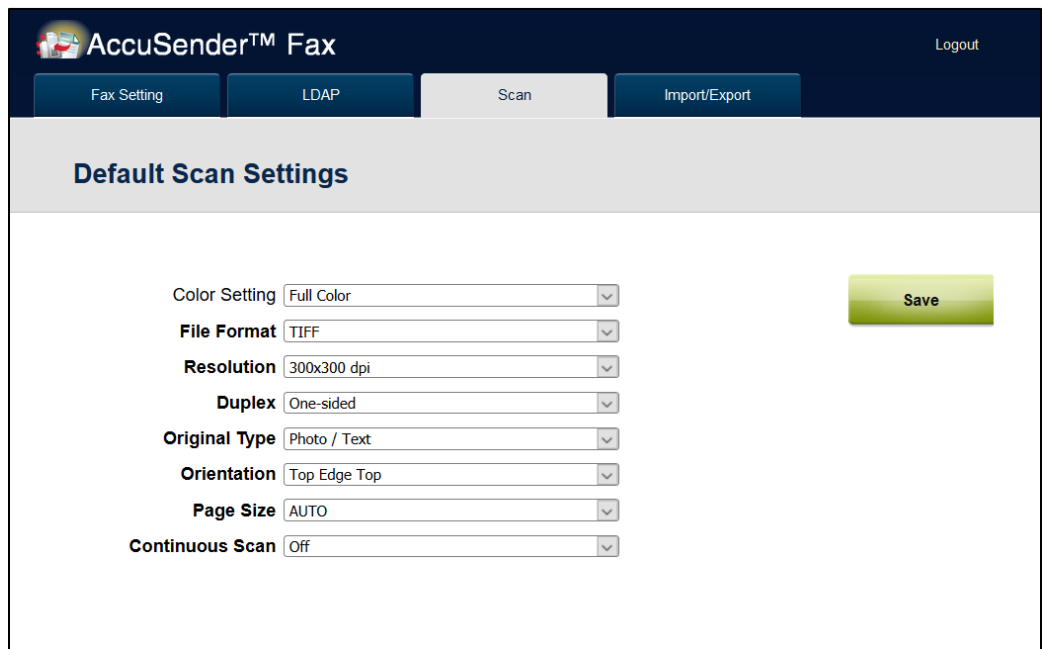


3.2.3 Scan Page

The Administrator can setup a default scan setting. This will force the application to use these settings on start. Every scan after will use the last scan setting.

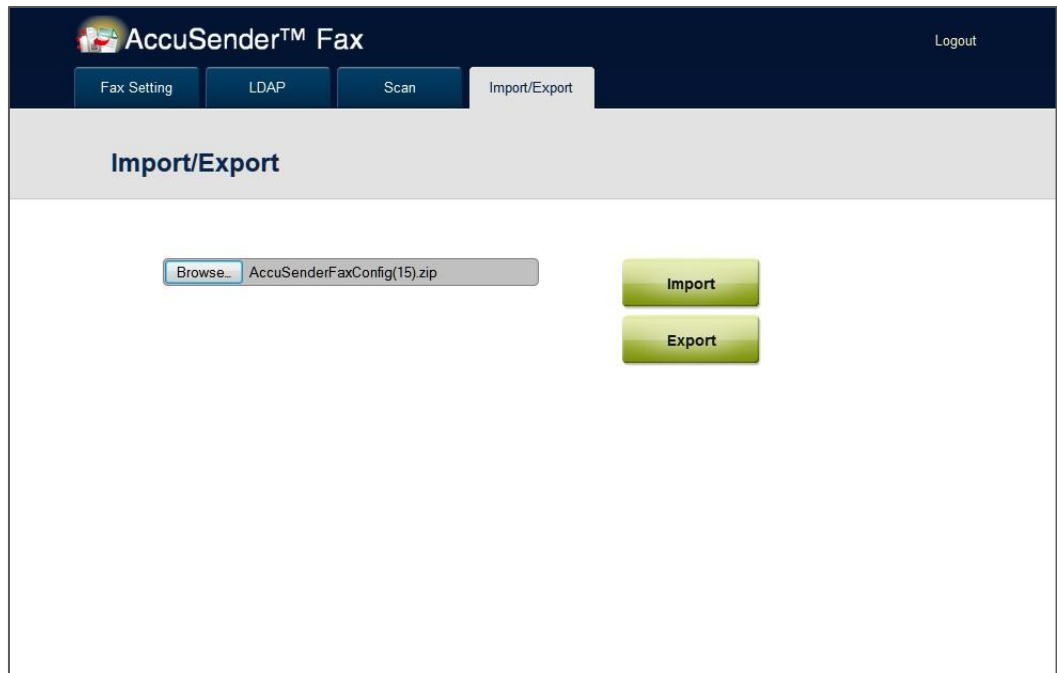
The **Continuous Scan** function will allow the user to press scan and leave the MFP. When set to "ON", AccuSender Fax will automatically finish the job when the feeder is done scanning.

NOTE: This function is not modifiable on the MFP panel.



3.2.4 Import/Export Settings

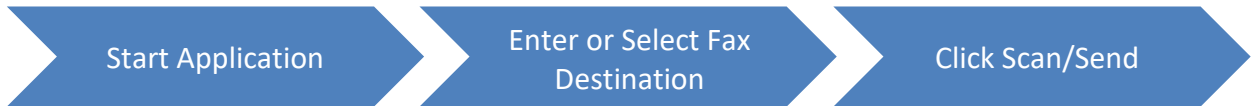
This capability will enable the Administrator to import and export settings to multiple devices.



4. Operation

4.1 Typical Workflow

4.1.1 Fax with Default Scan Settings



4.1.2 Fax with Custom Scan Settings

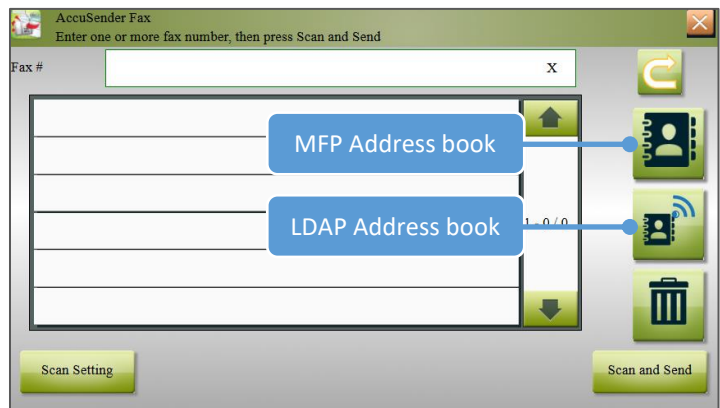


4.2 Adding Destination

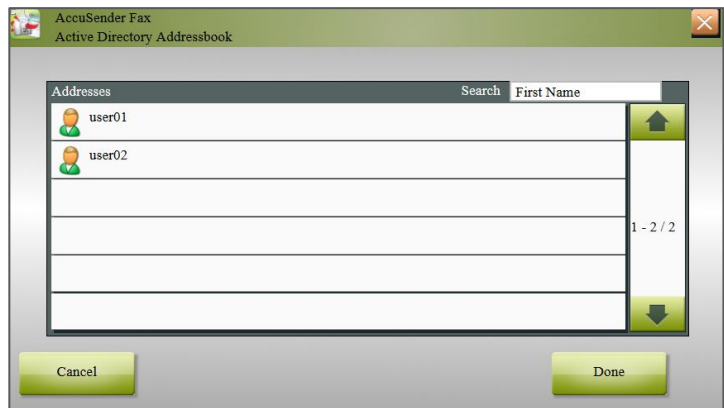
4.2.1 Address book

1. Users can use the MFP or LDAP Address books to add fax destinations.

NOTE: In order to use the MFP's address book on newer models, the Network Security setting "Enhanced WSD Security" must be set to "Not Secure (Enhanced WSD over SSL & Enhanced WSD)" through Command Center. This setting is not available on the panel.

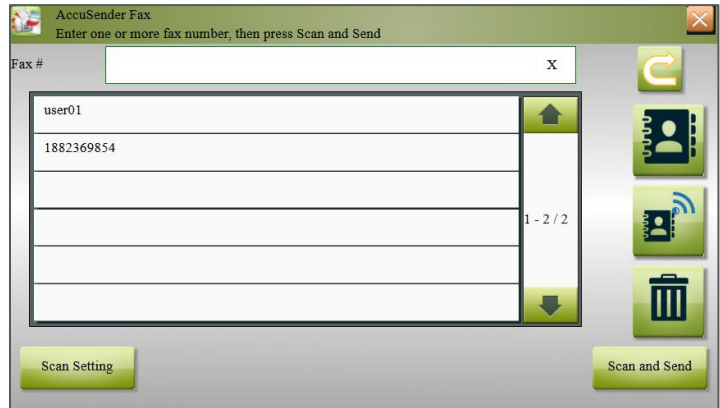


2. The MFP Address book for this application will only include users with fax information.



4.2.2 Add destination manually

Users can also add destinations manually by clicking on the input box or by entering the number via the MFP keypad.



4.3 Scanning

1. To start click the “Scan” Button in the File Browser screen.
2. Once the scan settings page loads, select the desired settings to apply to the scanned document.
3. Click on the “Scan and Send” button to start scanning.
4. When the scan feed is done, click the “Finish” button to finish the scan or “Scan More” to add additional pages to the document.



4.3.1 Scan Settings

Color Selection	Monochrome, Full Color, Grayscale, Auto (Color/BW), Auto (Color/Gray)			
File Format	PDF, TIFF, High Comp. PDF			
Resolution	200x200 dpi, 300x300 dpi, 400x400 dpi, 600x600 dpi,			
Original Type	Photo, Text, Photo/Text, for OCR			
Orientation	Top Edge Top, Top Edge Left			
Page Size	Auto Letter (11" x 8.5") Letter (8.5" x 11") Legal (8.5" x 14") Ledger (11" x 17")	Statement (216mm x 140mm) Statement (140mm x 216mm) Officio A3	A4 (297mm x 210mm) A4 (210mm x 297mm) B5 (250mm x176mm) B5 (176mm x 250mm)	B6 16K Folio

5. Troubleshooting

Issue...	Check...
Error Sending	a. Make sure SMTP is properly setup in the MFP's Command Center b. Ensure a network cable is attached and network link is properly working
MFP Address book not populating	Only users with fax information will be shown; check to make sure this information is complete.
Panel freezes when accessing the MFP Address Book	In Command Center, go to Network Security > Enhanced WSD Security. Make sure this setting is set to "Not Secure (Enhanced WSD over SSL & Enhanced WSD)".
LDAP Address book not populating	Only users with fax information will be shown; check to make sure this information is complete.

6. Support

For AccuSender Fax Support:

Contact your authorized Kyocera or Copystar Dealer.

For a listing of authorized Kyocera Dealers:

<https://usa.kyoceradocumentsolutions.com/en/where-to-buy.html>

For a listing of authorized Copystar Dealers:

<https://copystar.com/en/where-to-buy.html>

or

Contact Kyocera Technical Support

Phone

Monday - Friday 9 am - 6 pm EST

1-800-255-6482

Web

<https://usa.kyoceradocumentsolutions.com/en/about-us/contact-us.html>

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