KYOCERA
ACCUSENDER®
POWERED BY
BISCOM

SET UP AND OPERATION GUIDE

Version 1.2

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KYOCERA Document Solutions America, Inc.

Software Solutions Group

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KYOCERA
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Table of Contents

1. Introduction 3
   1.1 Software 3
   1.2 This Guide 3
   1.3 Supported MFP Models 3
   1.4 Licensing 3
   1.5 NFR (Not for Resale) Version 3
   1.6 Biscom 3
2. Operation 4
   2.1 Typical Workflow 4
   2.2 Starting AccuSender 4
   2.3 Selecting a Sending Method 4
   2.4 Selecting Destinations 5
      2.4.1 MFP Address Book 5
      2.4.2 LDAP Address Book 6
      2.4.3 Recently Used List 6
      2.4.4 Entering Addresses at the Panel 6
   2.5 Presets 6
   2.6 Scanning 8
   2.7 Confirmation 8
   2.8 Using Barcode Routing Sheets 9
      2.8.1 Easily Print Barcode Routing Sheets 9
      2.8.2 Send Documents Using Routing Sheets 10
   2.9 Sending through Biscom Secure File Transfer Service 10
      2.9.1 How to Login to Biscom 11
   2.10 Job Status 12
   2.11 Sending Confirmation 12
   2.12 Send to Self 13
   2.13 Send Fax 13
3. Installation 15
   3.1 MFP Setup 15
   3.2 Installation on HyPAS-Capable MFPs 15
   3.3 Installation on HyPAS-Enabled MFPs 17

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4. Configuration 18
4.1 AccuSender Configuration Web Page 18
4.2 System Settings 19
4.2.1 Delivery Method 20
4.2.2 Biscom Server Settings 20
4.2.3 SMTP 21
4.2.4 LDAP 21
4.3 Presets 22
4.4 Stamps 23
4.5 Cover Pages 24
4.6 Printing Routing Sheets 26
4.7 Import / Export Settings 27
4.8 Placeholders 27
5. Security Certificate Installation 28
5.1 Cloud Based Biscom Servers 28
5.2 On-Premise Biscom Servers 28
5.3 Extracting a Security Certificate from a Web server 28
5.4 MFP Certificate Installation 28
6 Troubleshooting 31
6.1 Unable to login to AccuSender configuration page 31
6.2 Unable to select Email option on panel 31
6.3 Unable to select Biscom option on panel 31
6.4 Unable to create Biscom Account 31
6.5 Unable to register HID card with Biscom account 32
6.6 Unable to select Automatic Routing option on panel 32
6.7 Unable to select destination from LDAP address book 32
6.8 Unable to make changes to preset defaults on the panel 32
6.9 Recipient did not receive the email 33
6.10 Automatic Routing fails to send the email 33
6.11 Document sent cannot be opened without a password 33
7 Support 34

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1. Introduction

1.1 Software

Kyocera's AccuSender powered by Biscom application alleviates the pain of sending large hardcopy files by allowing users to scan and send those documents quickly and easily with no size limitations from their Kyocera MFP through one intuitive application using Biscom Secure File Transfer, Email, or Fax.

NOTE: Biscom integration requires Biscom Secure File Transfer Cloud Service or an on-premise server.

1.2 This Guide

This document describes the components, functions, installation requirements and setup procedures needed to deploy AccuSender powered by Biscom.

Since AccuSender 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 is the responsibility of a trained technician.

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 Licensing

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

You can evaluate the software, free of charge, for two 30-day trial periods. AccuSender will be disabled when the two trial periods expire, and you will be required to purchase a license key to be entered to continue using the application.

1.5 NFR (Not for Resale) Version

Available is a NFR (Not for Resale) version of AccuSender powered by Biscom. This version is intended for demo purposes only and places a watermark "stamp" in the background of all documents scanned through the application. Because of the watermark "stamp", the stamp function will not be available in the NFR version of the application.

1.6 Biscom

AccuSender may be setup to deliver documents using Biscom Secure File Transfer service.

NOTE: Document recipients need not register or purchase access to Biscom, however, a Biscom account is required to send secure files. Biscom accounts can be set up through an authorized Biscom reseller.

In no event shall Kyocera be liable for any special, punitive, incidental, indirect or consequential damages of any kind, or any damages whatsoever, including without limitation, those resulting from the loss of use, data, profits, and on any theory of liability, arising out of or in connection with the use of the Biscom service.

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2. Operation

2.1 Typical Workflow

*Preset is a collection of document processing, email options and delivery options.

2.2 Starting AccuSender

a. Press 'Application' button on MFP panel
b. Press 'AccuSender' button

2.3 Selecting a Sending Method

Choose between sending the document through Biscom, a fax server, as an email attachment, or an email to yourself. This selection screen would appear only if AccuSender is setup to allow any delivery method.

When the Biscom option is selected, the panel will display instructions to login to Biscom using your personal username and password.

When the Fax option is selected, the panel will display instructions to send a document through the fax server configured in the AccuSender Configuration Web Page. Please refer to the page 20 of this guide on how to configure a fax server.

In addition to general email, AccuSender includes an option to email a document to your personal email address which is automatically populated through user authentication.

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2.4 Selecting Destinations

Destinations can be added using the following methods:

(i) Select from MFP's local address book
(ii) Select from LDAP (Light-weight Directory Access Protocol) address book
(iii) Select from Recently used list
(iv) Entered manually using the 'Enter New' button and the software keyboard.

After addresses are added, the address can be toggled between TO, CC and BCC by pressing the appropriate label. After addresses are selected, press the 'Next' button to proceed.

2.4.1 MFP Address Book

Each MFP stores an Address Book on a local hard disk drive. AccuSender can retrieve this list of addresses for destination selection. To find a contact quickly, click the 'Search' button and enter the first few characters of the person's (i) first name or (ii) last name.

MFPs will need to have both Enhanced WSD and Enhanced WSD over SSL enabled for AccuSender to be able to access the Address Book. These settings can be enabled though Command Center by logging into the MFP homepage as an Administrator and navigating to *Network Settings > Protocol > Enhanced WSD / Enhanced WSD over SSL*.

Additionally, TASKalpha 406ci, 356ci, and 306ci MFPs will need to have the setting Enhanced WSD Security set to "Not Secure (Enhanced WSD over SSL and Enhanced WSD)" which is also accessible via the Command Center by navigating to *Security Settings > Network Security > Enhanced WSD Security*.

Select one or more addresses and press the 'Done' button to add them to the destination list.

NOTE: Only contacts with an email address will be listed in the address book.

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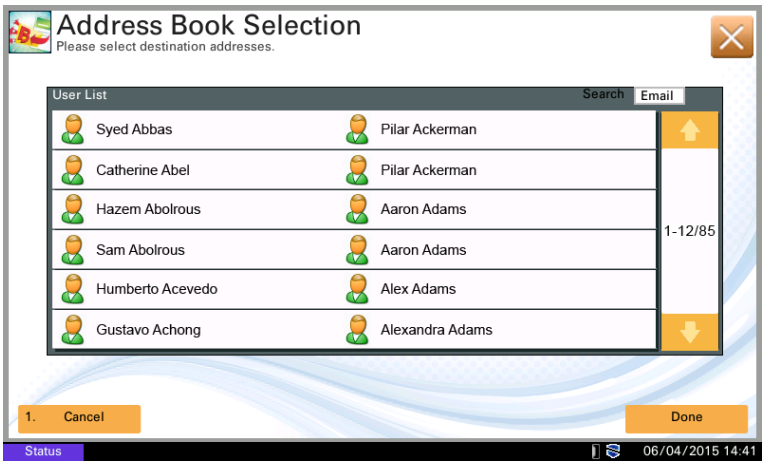
2.4.2 LDAP Address Book

AccuSender can retrieve contacts from an LDAP capable address book such as Active Directory or Microsoft Exchange. To find a contact quickly, click the 'Search' button and enter the first few characters of the (i) first name, (ii) last name or (iii) email address.

Select one or more addresses and press the 'Done' button to add them to the destination list.

NOTE: Only Contacts and Users with an email address will be listed in the address book.



2.4.3 Recently Used List

AccuSender remembers up to 10 of the last used addresses by storing them on the MFP disk. These can be recalled quickly at the operation panel by selecting the 'Recent Dest.' button.

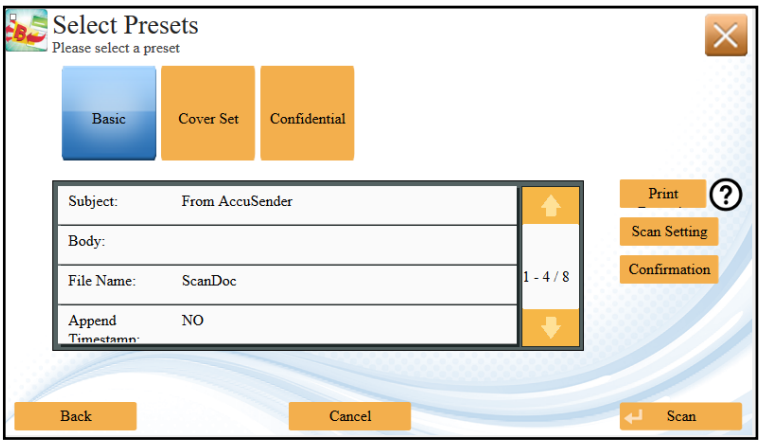
2.4.4 Entering Addresses at the Panel

For addresses that are not preset in an address book, simply add them manually by typing the destination at the MFP control panel using the touch screen keyboard.

2.5 Presets

A preset is a collection of processing settings that can be applied to a scanned document before transmission.

A preset contains following settings



- Email information
  - Text for the email subject field
  - Text for the email body field
  - Defines how attachments are named
- Delivery options
  - Append timestamp
  - Email/print sending confirmation
- Security settings
  - Password protection for scanned document

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- Cover pages
- Stamps
- Scan Settings
    - Color Selection
    - Resolution
    - Duplex ON/OFF
- Confirmation
    - View
        - Every time
        - First time
        - Never
    - Download
        - Every time
        - First time
        - Never

Select a preset by pressing its respective button. You can view the preset settings in the list that appears below it. You can also press the ‘Print’ button to print a barcode routing sheet. For a full explanation on printing barcode routing sheets, please see page 9. Press ‘Next’ button to proceed to the next screen.

Preset configuration may allow editing values at the MFP panel. If prompted, you can edit values for the following fields:

- Subject
- Body
- File name
- Timestamp option
- Confirmation options
- File protection options
- Cover page selection
- Stamp selection

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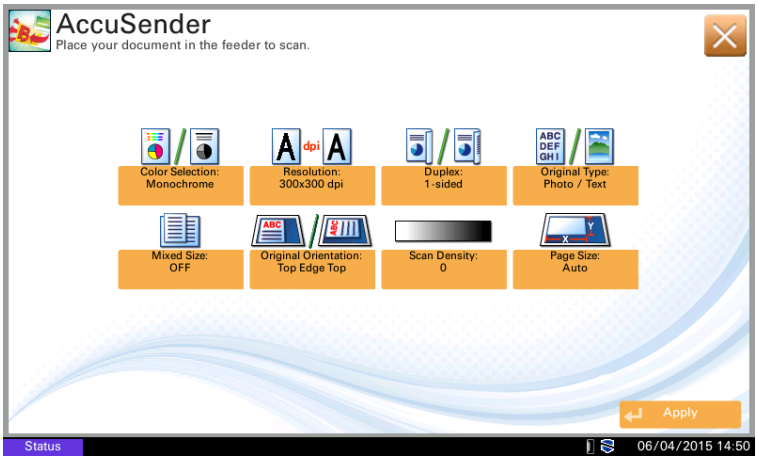
2.6 Scanning

The document scanning process can be customized by adjusting scanning options in the scan settings page.

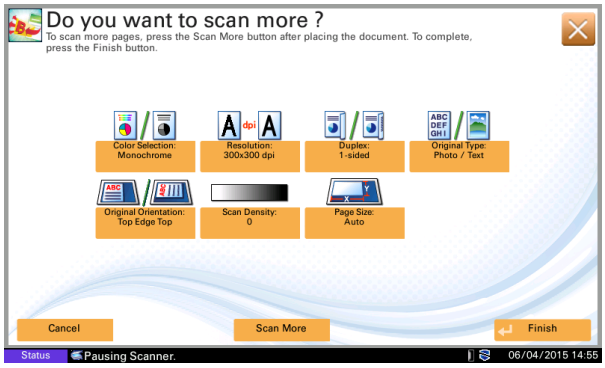
The following selections are available:



- Color Mode Selection: Monochrome, Grayscale, Full Color, Auto (Color/BW)
- Resolutions: 200, 300, 400, 600 dpi
- Duplex: On or Off
- Original Type: Text, Photo, Text + Photo, For OCR
- Mixed Size: ON or OFF
- Page Orientation: Top-edge top or Top-edge left
- Scan Density: Default scan density
- Page Size: Default page size

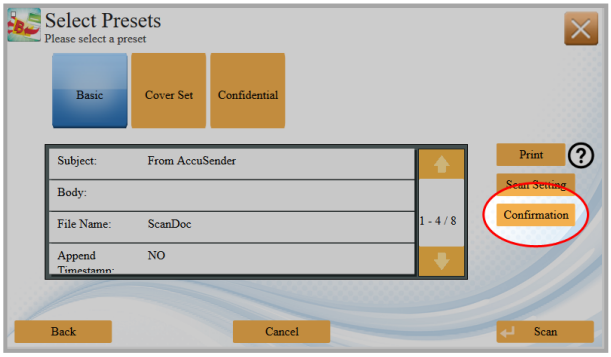
Place the document on the document feeder or platen glass and press the 'Start' button on the panel.

If there are additional documents to scan within the same job, simply press the 'Scan More' button to scan the remaining pages. After scanning is completed, press the 'Finish' button to complete scanning and send for delivery.



2.7 Confirmation

The Confirmation setting will configure when the sender will be notified of the recipient's actions when receiving a file through the Biscom Secure File Transfer Service.



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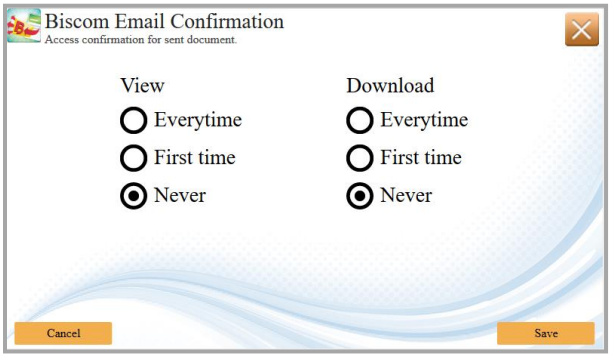
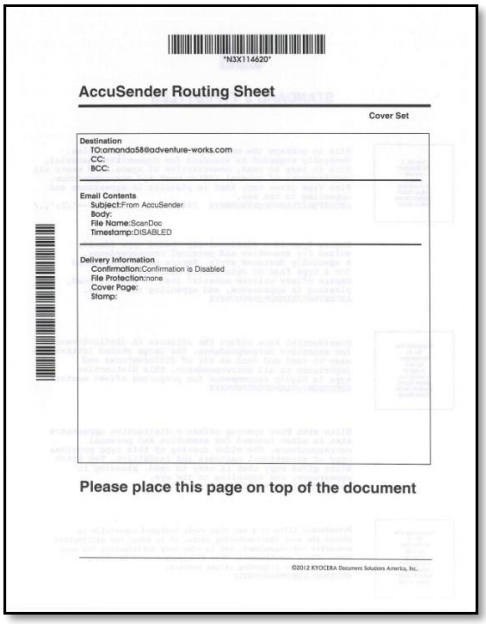
After pressing the Confirmation button on the panel, the sender can choose to be notified when a recipient views and/or downloads an attachment either the first time, every time, or never be notified.



2.8 Using Barcode Routing Sheets

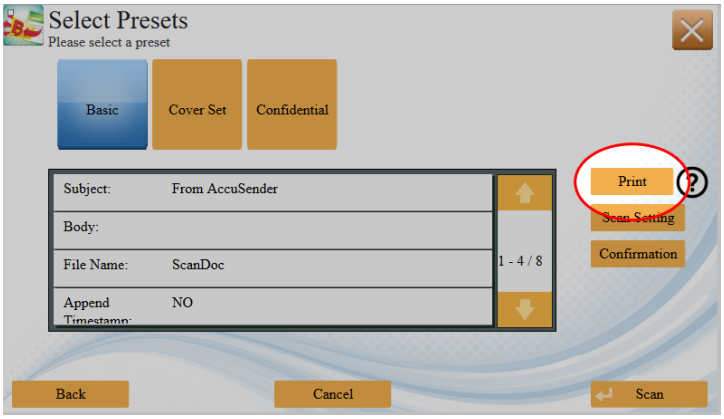
Barcode routing sheets offer the fastest way to send documents to routine destinations.

A routing sheet is a page with a unique barcode on the top and side. The page identifies a list of destinations and a delivery preset.



2.8.1 Easily Print Barcode Routing Sheets

Routing sheets can be easily produced by simply pressing the 'Print' button from the *Select Presets* page on the MFP panel.



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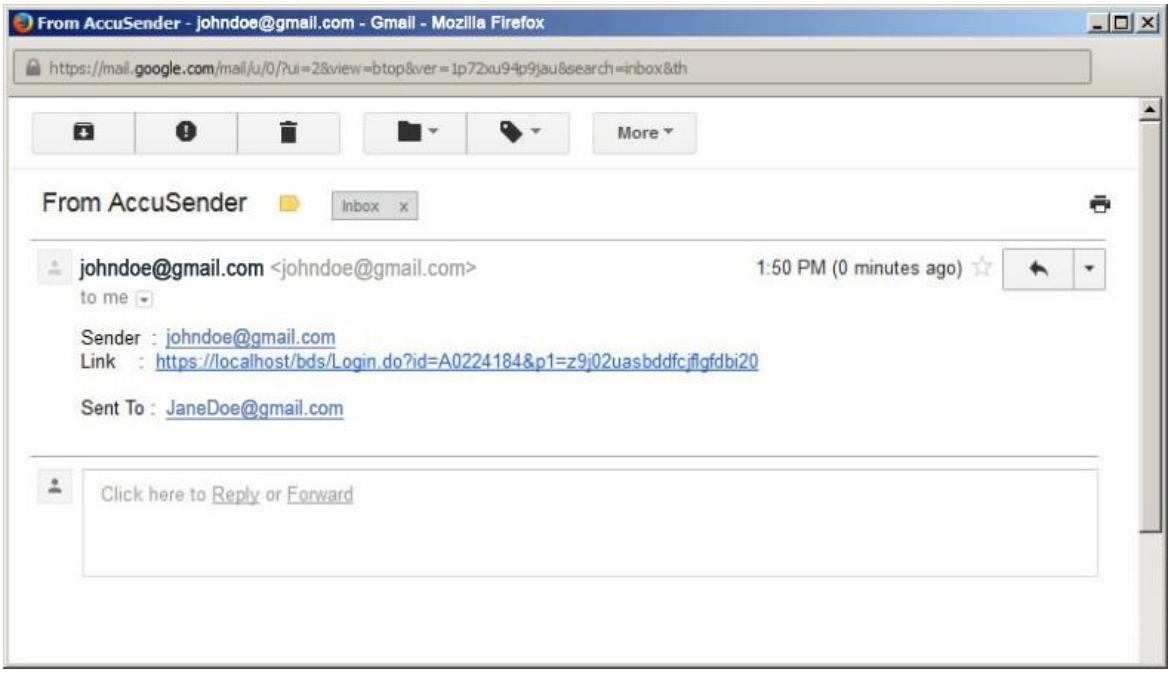
2.8.2 Send Documents Using Routing Sheets

1. Select the 'Routing Sheet' option on the MFP panel.
2. Select scan settings.
3. Place your document with the routing sheet on top in the document feeder.
4. Press the 'Start' button to begin scanning.
5. After scanning is completed, press the 'Finished' button to start automatic processing and delivery.

2.9 Sending through Biscom Secure File Transfer Service

When AccuSender delivers documents using the Biscom service, recipients will receive an email containing a link to the scanned document. Clicking on the link will open a browser window and navigate to a Biscom download page. Clicking on the download button will start the document download.

NOTE: A Biscom account is required to send documents through Biscom; however, a Biscom account is not required to receive documents.



File protection passwords are included in the email delivered to the recipient if the document sent is password protected.

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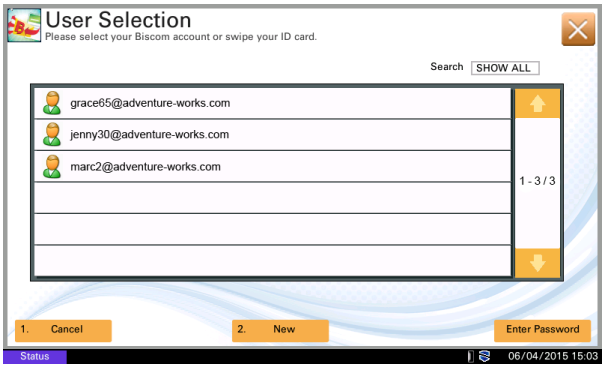
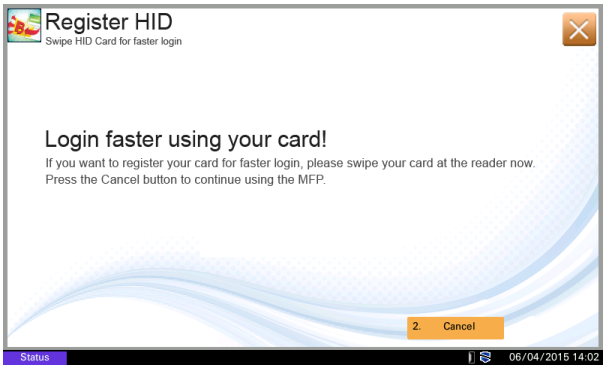
2.9.1 How to Login to Biscom

To send documents through Biscom, users are required to login with their personal user name and password. User names and passwords can be entered using the keyboard on the MFP control panel.

AccuSender simplifies the login process by allowing you to recall a previously used login name instead of typing it in every time you need to login.



In addition, if a proximity card reader is connected to the MFP, you can register your ID card to your Biscom account and login by simply swiping your ID card.



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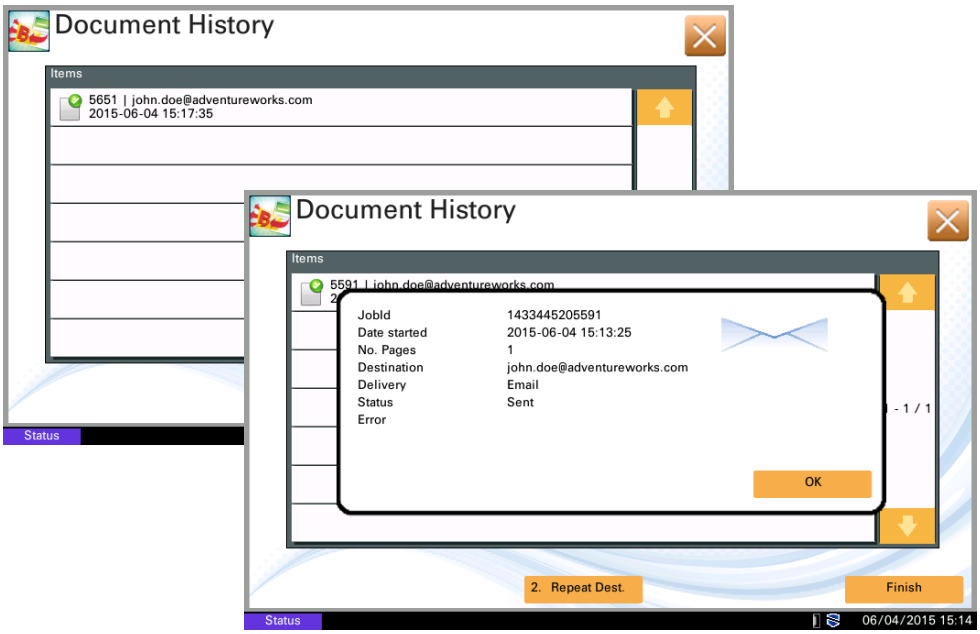
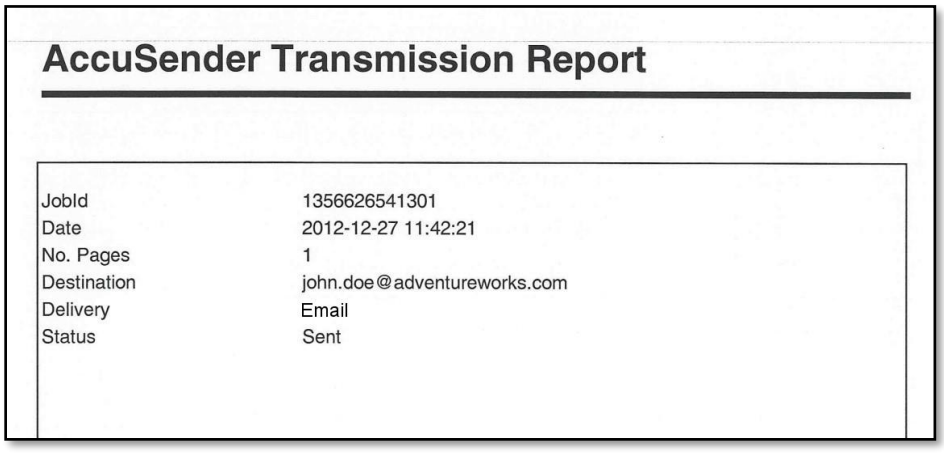
2.10 Job Status

After scanning is completed, AccuSender will display a job status screen. This screen shows the status of jobs queued for processing and errors, if any. Since the processing and transmission of jobs is executed in the background, the MFP can be simultaneously used for other functions, such as copying or even scanning other AccuSender jobs.



2.11 Sending Confirmation

Sending confirmation is a mechanism to indicate the success or failure of the document's transmission. Confirmations are either printed at the MFP or sent via email back to the sender, depending on preset settings.



AccuSender Transmission Report

JobId	1356626541301
Date	2012-12-27 11:42:21
No. Pages	1
Destination	john.doe@adventureworks.com
Delivery	Email
Status	Sent

NOTE: *This is not to be confused with return receipt or delivery confirmation.*

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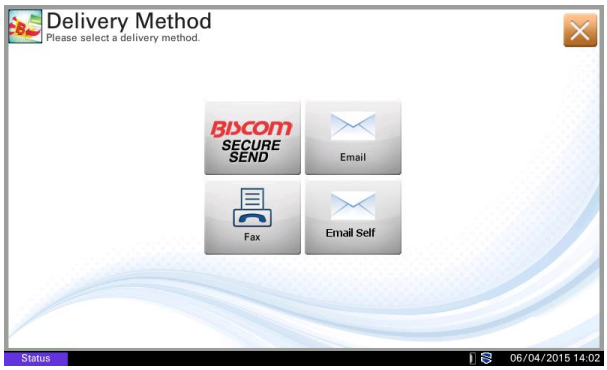
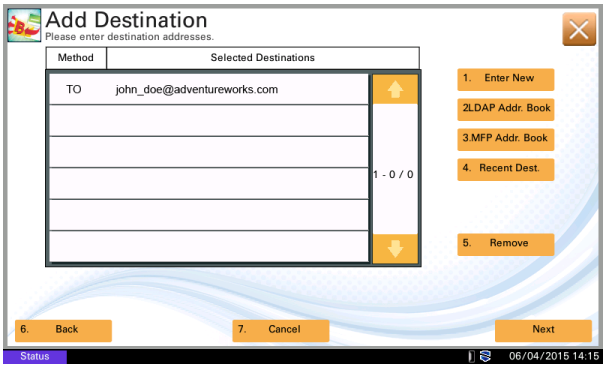
2.12 Send to Self

When authentication is enabled on the MFP (requiring users to identify themselves), AccuSender enables a quick and easy way to send documents back to the user's email inbox. This option appears on the very first screen as Email Self.

When Email Self is selected, AccuSender automatically enters the user's email address into the destination list based on his/her authentication at the device.





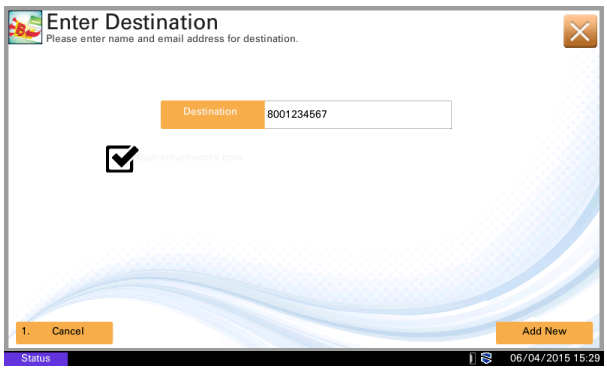
Using Email Self eliminates the need to enter or select the user's email address, therefore saving time.

2.13 Send Fax

Companies that use network fax servers could use AccuSender as an on-ramp to send documents to the fax server, while making it simple for users to operate.

NOTE: This feature sends faxes through a network connected fax server, not an analog phone line.

Selecting the option takes the user directly to the Add Destination screen, showing the server suffix that would be appended automatically. This suffix will be set by an administrator prior to use.



The fax number can be entered using the operation panel's numeric keypad.

NOTE: File protection is automatically disabled for the fax option.

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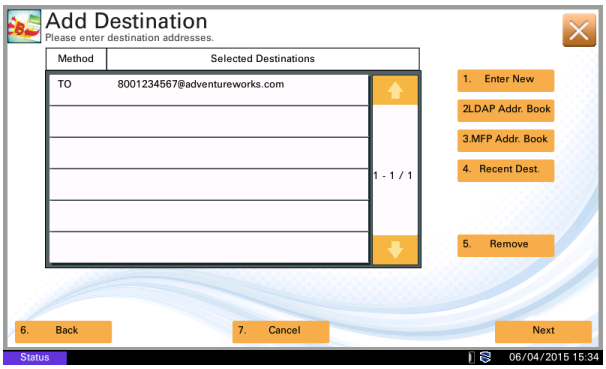
After the number is entered, the suffix is added, and the full destination appears in the destination list.



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3. Installation

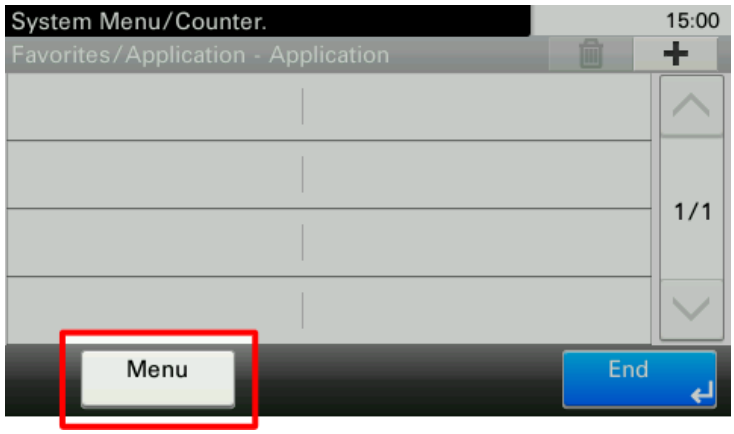
3.1 MFP Setup

1. MFP firmware must be updated to the latest available version.
2. The MFP must be connected to a network, configured to have a valid IP address and a route to an SMTP server.
3. When using Biscom, the MFP must be setup with an internet connection and a valid DNS server address must be entered in Command Center > Advanced> Protocols: TCP/IP: General.
4. The MFP Address Book must be setup if users want quick access to email contacts.
5. The MFP must have at least one empty application slot (under System Menu > Applications).
6. If SSL security is enabled on the MFP, both “HTTP and HTTPS” protocols must be enabled (System Menu > System > Network > Secure Protocol).

3.2 Installation on HyPAS-Capable MFPs

1. Copy AccuSender Package file to the root of a clean USB flash drive.
2. At the MFP control panel, open System Menu/Counter >Favorites/Application.
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 Application button.

5. Press Menu button.



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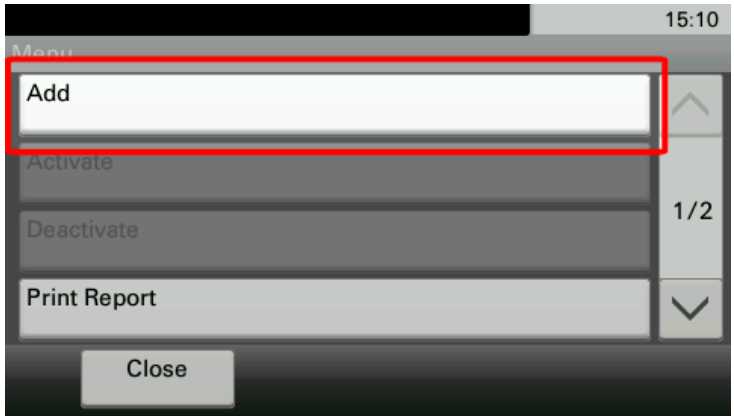
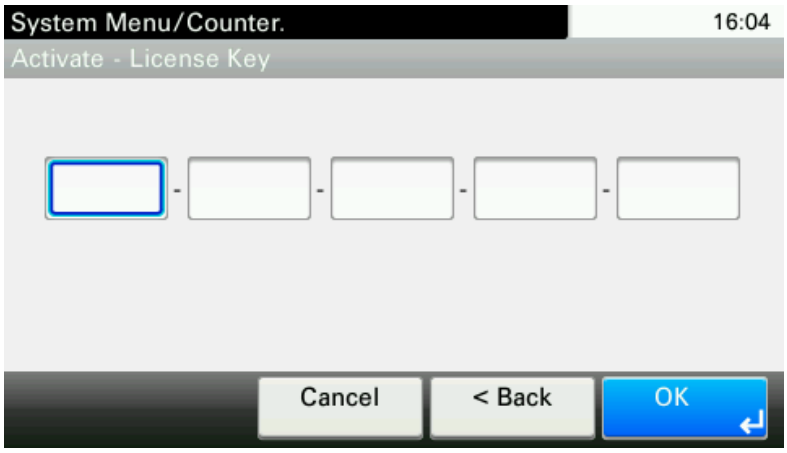
6. Press Add button.



7. Insert USB flash drive into the MFP.
8. A list showing the application will appear.
9. Select AccuSender and press Install.
10. After installation, press End to return to the Applications screen.
11. Select AccuSender and press Menu.
12. Press Activate. The MFP will prompt for Activation Mode. If a license key is available, select Official and press Next. Otherwise, press the Trial button to activate one of the two 30-day trials. One trial can last for 30 days after which time the trial button will be disabled. Once the Trial button is disabled, a license must be purchased from an authorized Kyocera or Copystar dealer.

13. If the Official button is pressed, the MFP will prompt for a license key. Enter it using the keypad and press the OK button.

    NOTE: License key can only be generated by authorized Kyocera or Copystar dealers.



After AccuSender is activated successfully, it can be executed from the main Application screen (opened by pressing the Application key on the control panel).

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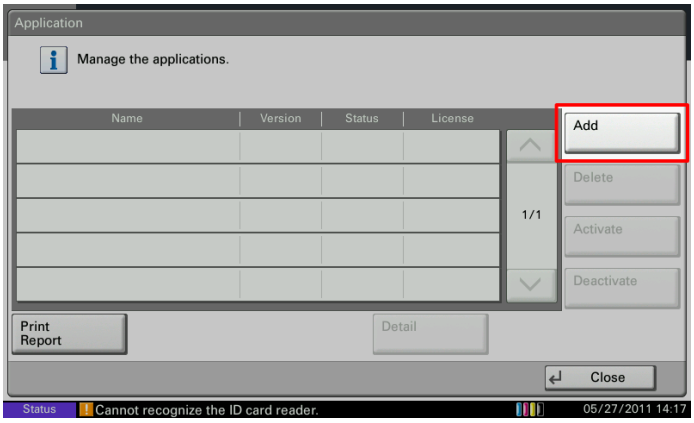
3.3 Installation on HyPAS-Enabled MFPs

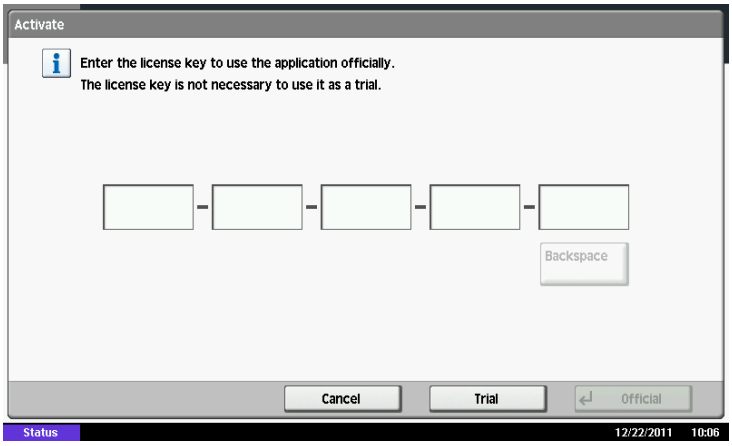
1. Copy AccuSender Package file to the root of a clean USB flash drive.
2. At the MFP control panel, open System Menu > Applications.
3. Log in as Administrator when prompted. The default login name is Admin and the default password is Admin (Note: Enter capital A when entering 'Admin' as both login name and password fields are case-sensitive).

4. Press the Add button.



5. Insert USB flash drive into the MFP.
6. A list showing the application will appear.
7. Select AccuSender and press Install.
8. After installation, press Close to return to the Application screen.

9. Select AccuSender and Press Activate. The MFP will prompt for Activation Mode. If a license key is available, select Official and press Next. Otherwise, press the Trial button to activate one of the two 30-day trials. One trial can last for 30 days after which time the trial button will be disabled. Once the Trial button is disabled, a license must be purchased from an authorized Kyocera or Copystar dealer.



10. After AccuSender is activated successfully, it can be executed from the home screen.

To setup AccuSender as the default screen of the copier, open System Menu > Common Settings > Default Screen and select AccuSender.

NOTE: License key can only be generated by authorized Kyocera or Copystar dealers

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4. Configuration

4.1 AccuSender Configuration Web Page

Administrators can access the AccuSender Configuration web page using a browser such as Firefox (version 17) or Internet Explorer (versions 8 and 9).

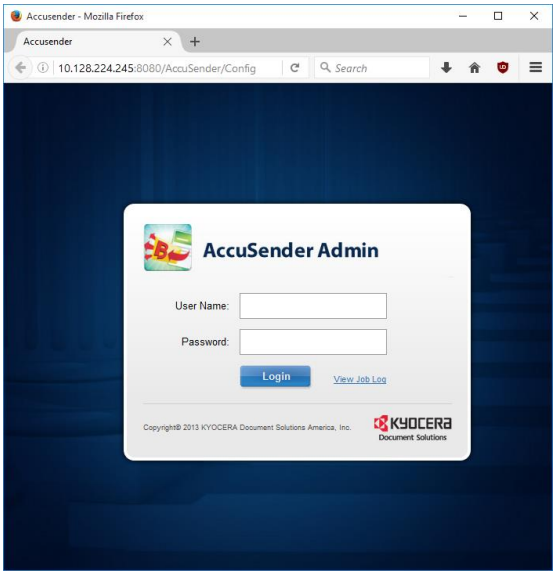
Configuration page URL:

http://*<MFP IP Address>***:8080/AccuSender/Config**

Replace *<MFP IP Address>* with the IPV4 address of the MFP.

To begin configuration, please login with the MFP administrator's username and password.

Only one configuration session is allowed at any time. Any previously opened sessions will be terminated.



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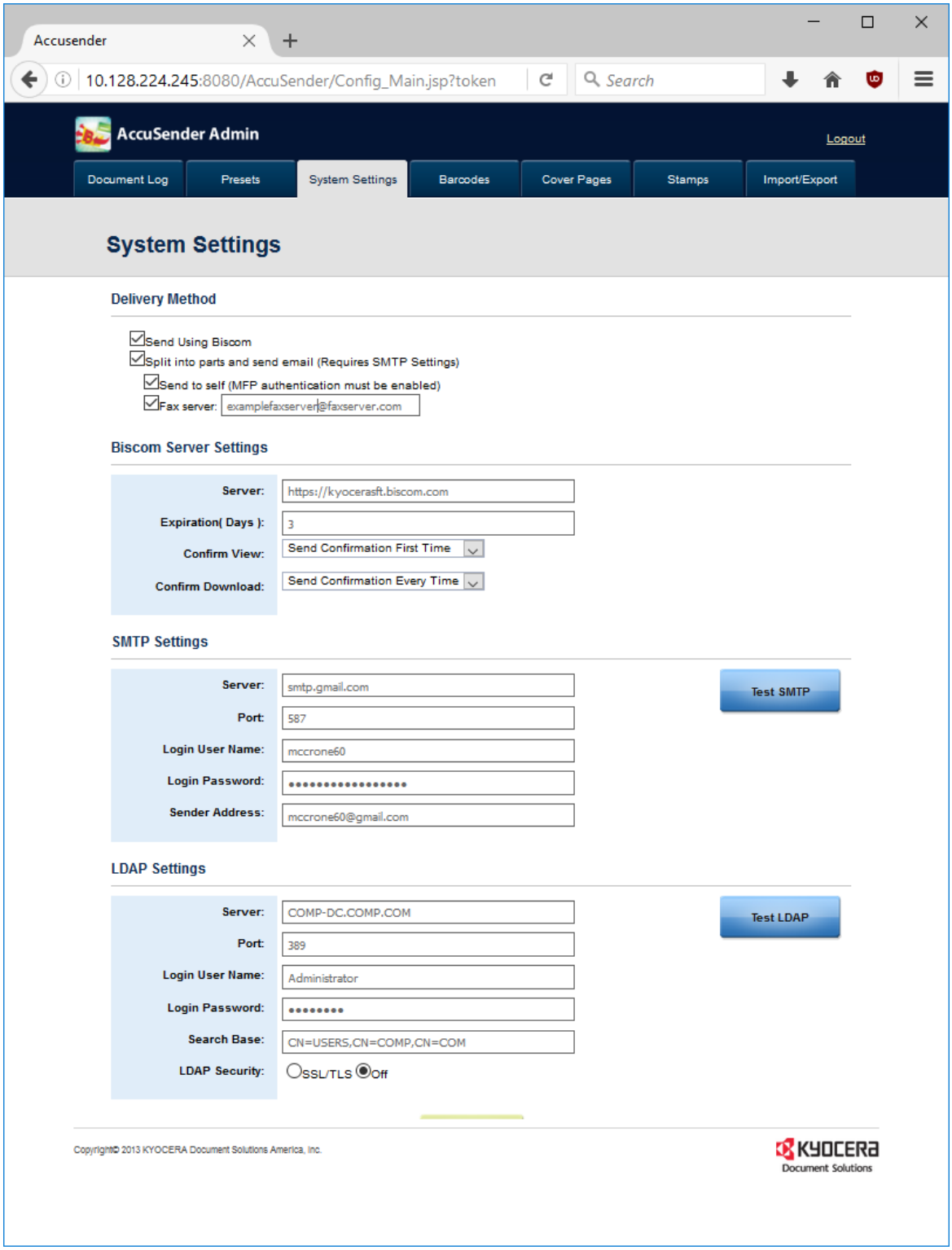
4.2 System Settings

Click on the 'System Settings' tab to view and edit application settings. These settings apply to all users and affects how the application works.



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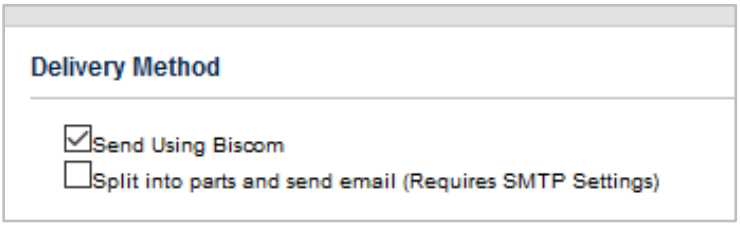
4.2.1 Delivery Method

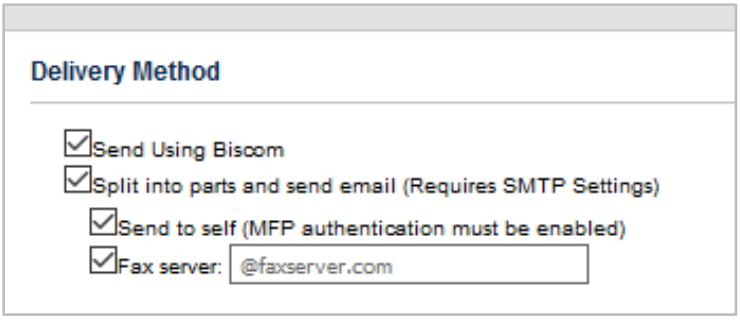
AccuSender can send scanned documents through Biscom or as attachments to regular email. This setting determines which delivery method is available to users. By default, the email attachments method is disabled and Biscom is enabled.



NOTE: A secure digital certificate is required to send through Biscom. Please refer to page 27 for installation instructions.

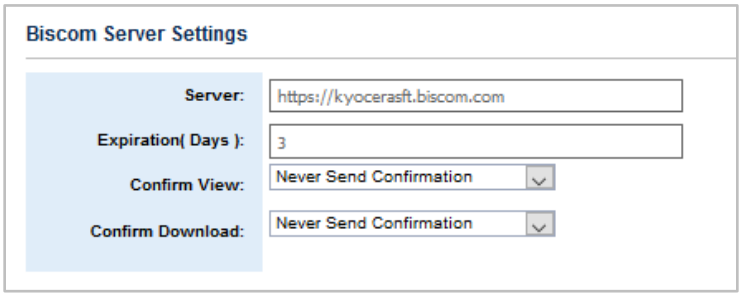
When email attachments are enabled, two productivity enhancing options appear:

- *Send to self:* Enables users to quickly send documents to their own email account.
- *Fax:* Email documents to a fax network connected server. Once the check box it checked, the fax server's domain must be entered in the accompanying text field.



4.2.2 Biscom Server Settings

Biscom server settings are required to send to either a Biscom on premise server or Biscom Cloud server. Be sure to check with your system administrator to acquire the correct Biscom on premise server name to use.



- *Server:* Enter the Biscom server address in this field. For Biscom Cloud accounts, use the URL https://kyocerasft.biscom.com. For on-premise Biscom servers use the name provided by the system administrator.
- *Expiration (Days):* The number of days a delivery will expire.
- *Confirm View:* Use this setting to setup if the sender wants to receive an email when the recipient views the delivery:
    - *Never Send Confirmation:* A confirmation email will never be sent to the sender.
    - *Send Confirmation First Time:* A confirmation email will be sent to the sender when the message is viewed for the first time only.

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- *Send Confirmation Every Time:* Every time the delivery email is viewed the sender will be sent a confirmation email.

- *Confirm Download:* Use this setting to setup if the sender wants to receive an email when the recipient downloads the delivery:
  - *Never Send Confirmation:* A confirmation email will never be sent to the sender.
  - *Send Confirmation First Time:* A confirmation email will be sent to the sender when the message attachment is downloaded for the first time only.
  - *Send Confirmation Every Time:* Every time the message attachment is downloaded the sender will be sent a confirmation email.

4.2.3 SMTP

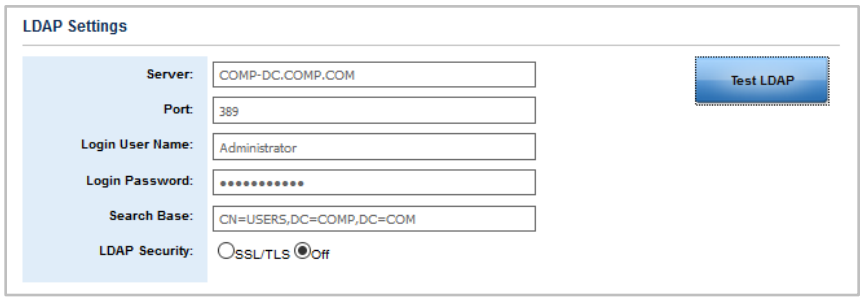
SMTP server settings are required for sending email messages from the MFP. This setting is not required for sending documents via Biscom. Click on the Test SMTP button to verify the values entered are correct.

NOTE: For the example settings the public Google SMTP settings have been entered.

- *Server:* The SMTP server address.
- *Port:* The port used by SMTP server.
- *Login User Name:* A username can authenticate with the SMTP server.
- *Login Password:* The password that corresponds with the Login User Name.
- *Sender Address:* The email address that corresponds with the Login User Name and Password.
- *Test SMTP (button):* After the SMTP settings have been entered use this button to test the settings against the SMTP server.

4.2.4 LDAP

LDAP server settings are required for retrieving addresses from a directory server such as Active Directory or Microsoft Exchange. Click on the Test LDAP button to verify values entered are correct.



- *Server:* The Fully Qualified Domain Name (FQDN) of the LDAP server or the IP Address of the LDAP server.
- *Port:* The port used for LDAP. By default, port 389 is entered.

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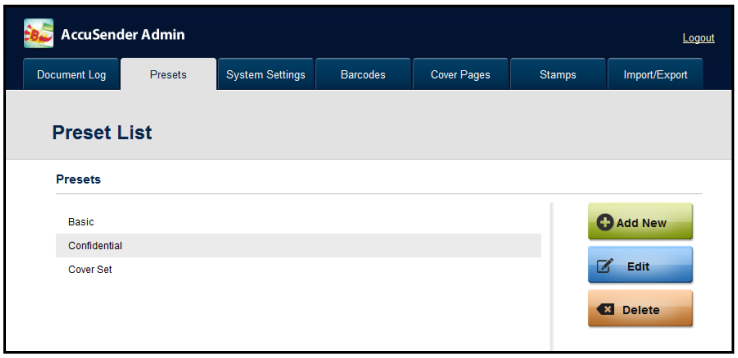
- *Login User Name:* User name used to test authentication with the LDAP
- *Login Password:* The password that corresponds with the Login User Name
- *Search Base:* The starting point for user search. Typically, it would be *CN=Users, DC=<domain>, DC=<COM>*
- *LDAP Security:* This is used if the LDAP server requires SSL/TLS authentication.
- *Test LDAP (button):* Use this button to test the LDAP settings with the LDAP server.

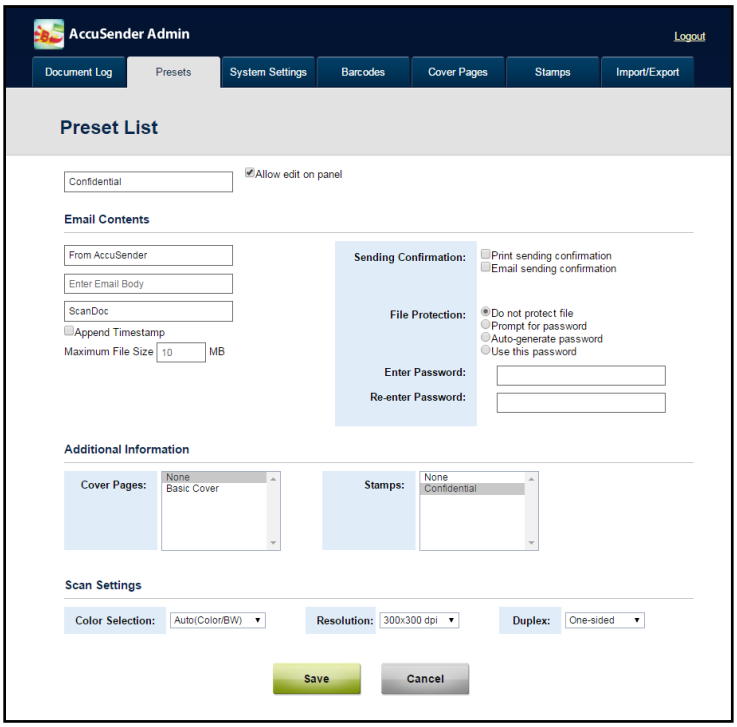
4.3 Presets

Click on the 'Presets' tab to view and edit presets.

To create a new preset, click the 'Add New' button. To edit an existing preset, select the preset and press the 'Edit' button.



To configure a preset, fill in the following fields of information:



- *Name:* Provide a descriptive name to identify the preset on the MFP panel.
- *NOTE: Use descriptive, unique names to make identification on the MFP panel easy.*
- *Allow edit on panel:* Uncheck this option to prevent users from making changes to the preset at the MFP panel.
- *Email Contents:*
    - *Subject:* Text for the email subject field.
    - *Body:* Text for the email body field.
    - *File Name:* Prefix for attachment name.
    - *Append Timestamp:* Optionally, add a time stamp to the end of the file name.
    - *Maximum File Size:* Enter auto-split threshold in kilobytes (KB) for email attachments.
- *Sending Confirmation:* Print or email (back to sender) a page confirming sending of the document. Note: this is not to be confused with Return Receipt or Delivery Confirmation.

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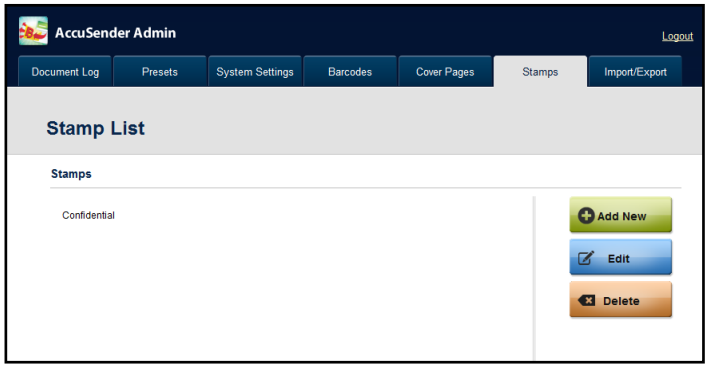
- *File Protection:*
    - *Do not protect file:* File can be opened by anyone.
    - *Prompt for password:* User must enter password on the MFP panel prior to scanning.
    - *Generate password:* AccuSender will automatically generate a secure password. Note: This option is not available when barcode routing sheets are used.
    - *Use this password:* Use a specified password
- *Cover pages:* Select one of the cover pages defined in the system. Cover pages will be inserted as the first page in a document.
- *Stamps:* Select one or more stamps defined in the system. Every page will be stamped with the selected stamp.
- *Scan Settings:*
    - Color Selection: Monochrome, Grayscale, Auto (Color/BW), Auto (Color/Gray)
    - Resolution: 200x200 dpi, 300x300 dpi, 400x400 dpi
    - Duplex: One-sided, two-sided

4.4 Stamps

AccuSender allows stamping scanned documents with arbitrary text or bates counters. Stamps are defined in the configuration page's 'Stamp' tab. They are then invoked from within a preset.

To create a new stamp, click the 'Add New' button. To edit an existing stamp, select the stamp and press the 'Edit' button.



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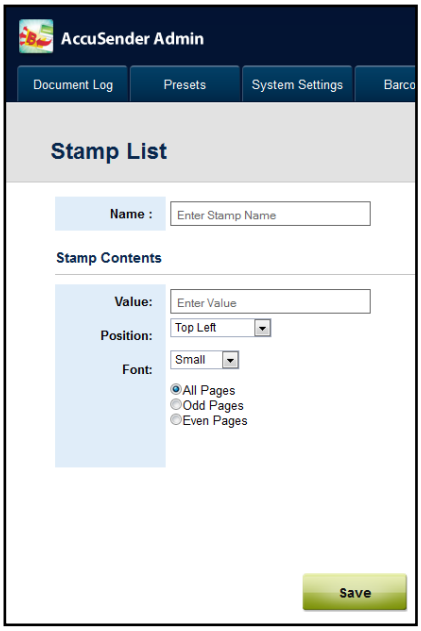
Each stamp requires a name to identify it when defining a preset. The following fields define how the stamp works:



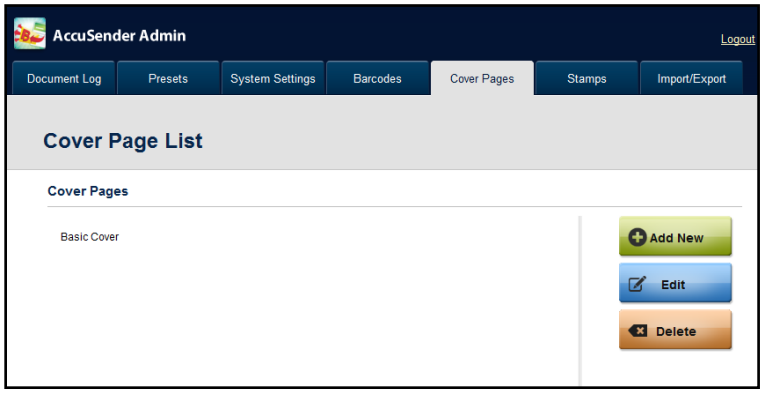
- *Value:* Text that is to be stamped. The text can contain placeholders, which will be replaced with correct values just before stamp is applied. For a full list of place holders, refer to the page 28.
- *Position:* Position on page.
- *Font profile:* Small, Medium or Large.
- *Application:* (i) All pages of the document, (ii) only on odd pages or (iii) only on even pages.

NOTE: Multiple stamps may be selected for a document. If two or more stamps are placed on the same location of the page, only one would appear.

NOTE: The stamp function will not work with NFR (Not for Resale) versions of AccuSender Powered by Biscom because a watermark "stamp" is applied to each page automatically. Please see page 3 for more details.

4.5 Cover Pages

AccuSender can insert cover pages to documents prior to transmission. Cover pages can contain important information about the document and lends a professional appearance. AccuSender includes three cover page templates. Using these templates, administrators can create personalized cover pages that can be invoked from presets.



To create a new cover page, click the 'Add New' button. To edit an existing cover page, select the cover page and press the 'Edit' button.

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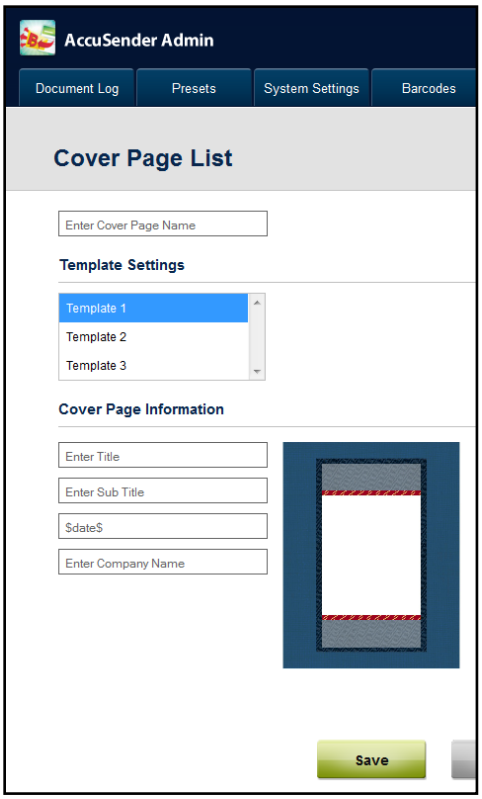
Each cover page requires a name to identify it when defining a preset. The following fields define how the cover page works:

- *Template Settings:* Select a template. A preview of the template appears next to the template list.
- *Cover Page Information:* Enter text for each field, optionally with placeholders. Fields vary by template, but typically include space for company name, document title, subject and date.



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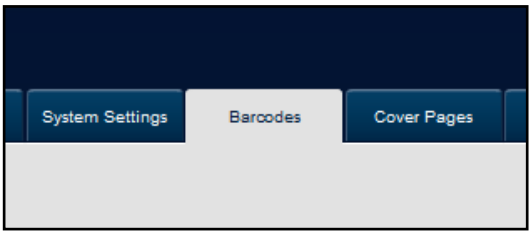
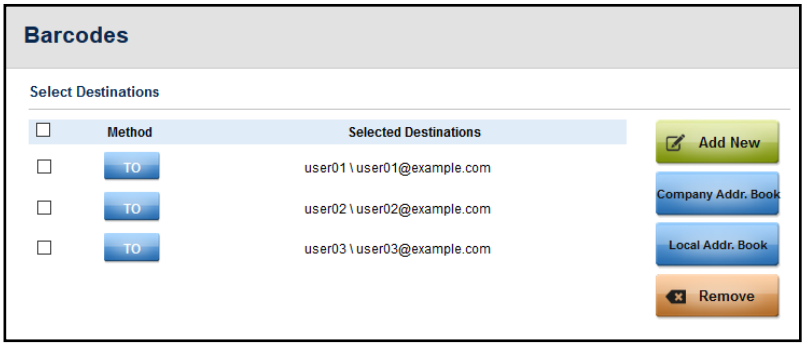
4.6 Printing Routing Sheets

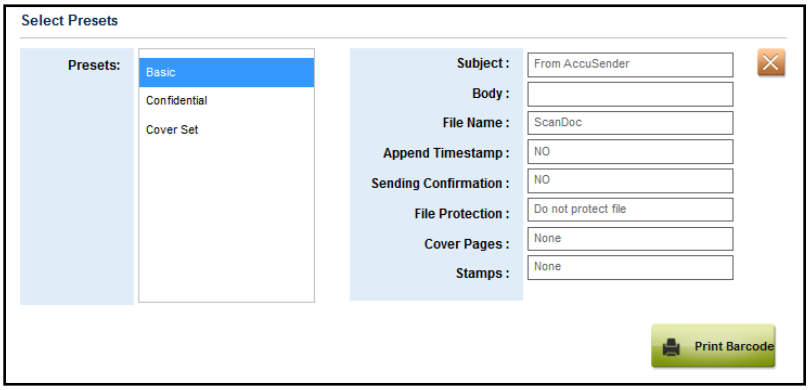
1. On the configuration page, first select ‘Barcodes’ tab.



2. Then create a list of destinations by adding them manually, or from the LDAP or MFP’s address book.



3. Next, select a preset and click the ‘Print Barcode’ button. The MFP will print a routing sheet.



This routing sheet can be used ONLY at MFPs that have the same presets. To copy presets to other MFPs refer to Import/Export settings on the following page.

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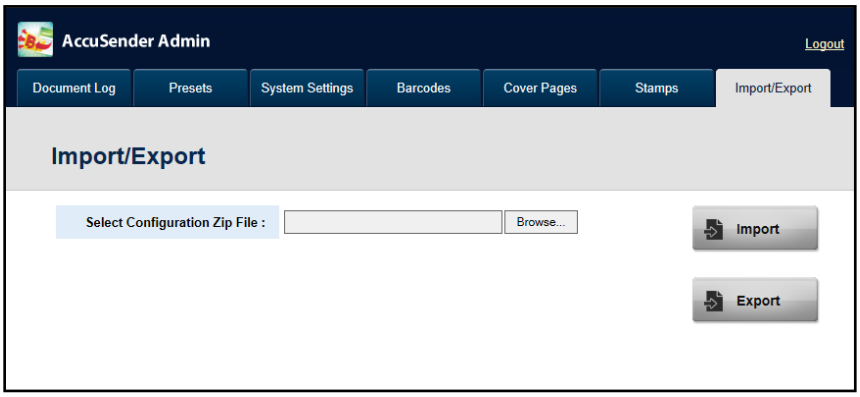
4.7 Import / Export Settings

AccuSender can export and import its settings allowing easy duplication of settings across multiple MFPs.

To export an MFP's settings, select 'Import / Export' tab and select the 'Export' button. The browser will prompt to save a file. Select a location on your computer to save the file.

To import settings into an MFP, select 'Import / Export' tab, browse to the saved file and click the 'Import' button.



4.8 Placeholders

Placeholder	Value
$subject$	Subject of outgoing email
to	List of "To" destinations
cc	List of "Cc" destinations
bcc	List of "BCc" destinations
$body$	Body of outgoing email
mfp_user_name	Logged in user's name
mfp_user_email	Logged in user's email address
$smtp_uname$	SMTP account name
$smtp_email$	SMTP sender email
$bates[countername]$ **$bates[name,initial_val, increment, numdigits]$**	Auto-increment counter looked up by Name. If not already created, will be initialized to the value of 0 (unless another is specified). Values padded with 0s to fill specified number of digits (default 5).
$date$	Current date in machine's locale format
$mmddyy$, $yyyymmdd$,	Current date in MM-DD-YY or YYYY-MM-DD formats
$time$	Time in 12Hr format
$model$	MFP's model name
sno	MFP's serial number
ip	MFP's IP address

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5. Security Certificate Installation

A security certificate is necessary when sending through Biscom on either a cloud-based server or an on-premise server.

5.1 Cloud Based Biscom Servers

The AccuSender powered by Biscom package file has the security certificate embedded in it for a cloud-based server, so no further steps are required.

5.2 On-Premise Biscom Servers

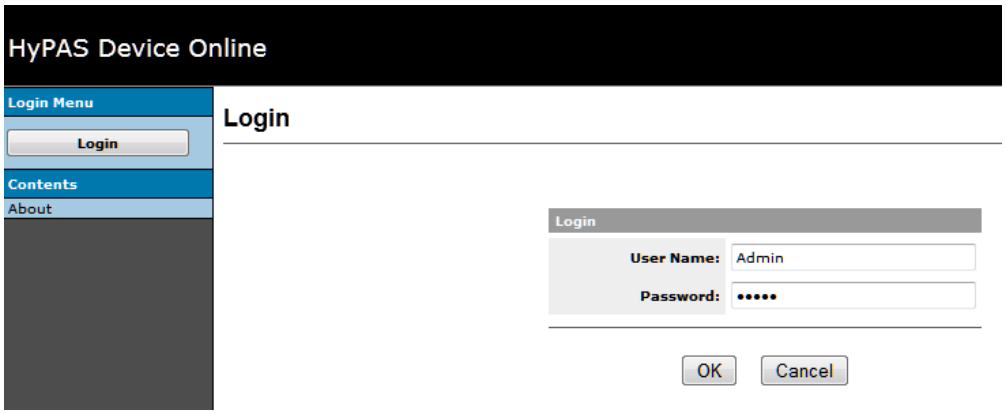
An on premise Biscom server will need a self-signed server certificate to be exported from the IIS Web server or through the server's Biscom website itself and installed onto the MFP.

5.3 Extracting a Security Certificate from a Web server

1. Log into the Web server's Biscom site through a web browser.
2. After successful log in, click the padlock icon next to the address bar and click the More Information button.
3. Navigate to the Security tab and click the View Certificate button.
4. Under the details page, click the Export button and save the certificate to the desktop or another easily accessible folder.

5.4 MFP Certificate Installation

1. Open a web browser and open the following URL: https://[insert MFP IP Address]:8083
2. Click on the 'Login' button and then enter MFP Admin account credential and click 'OK' button.



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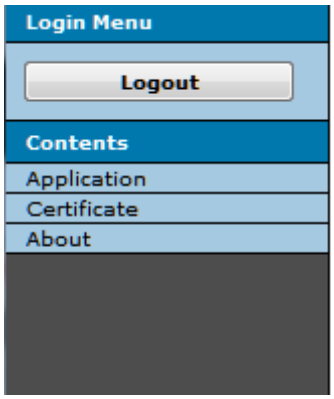
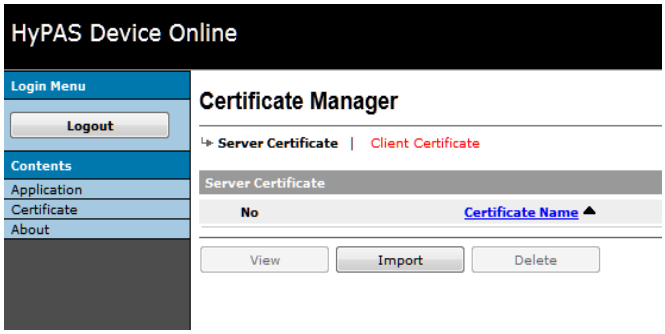
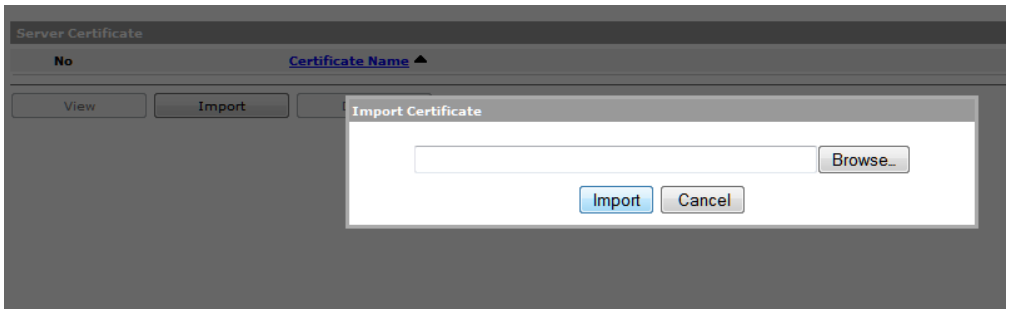
3. Click on ‘Certificate’ in the Login Menu section of the screen.



4. Click on ‘Import’.



5. Once popup is loaded, click on ‘Browse’, locate and select the downloaded security certificate.



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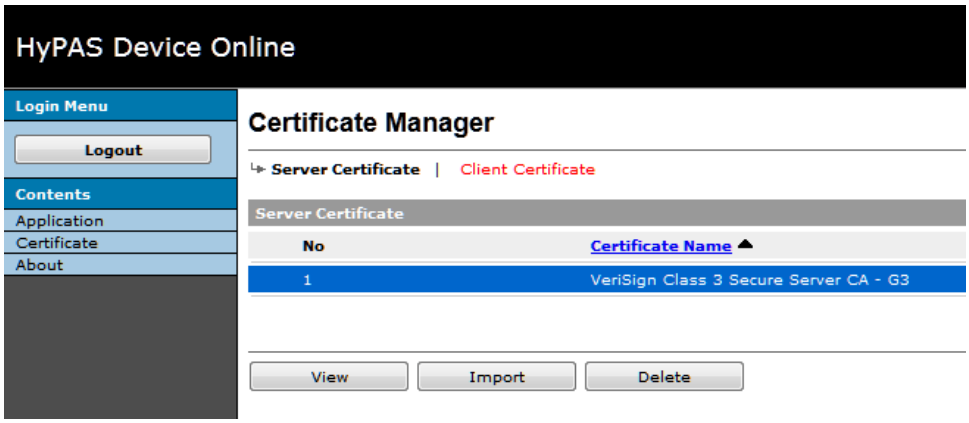
6. After selecting a file, click on ‘Import’.



7. Logout and restart the MFP.

NOTE: The MFP must be restarted for the security certificate to be recognized.

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6 Troubleshooting

6.1 Unable to login to AccuSender configuration page

Symptom:

Attempts to Login fail with “Login failed. Please enter username and password again”.

Try:

Enter the username and password of a valid MFP administrator account. The login for default Administrator account is: User name = *Admin*, Password = *Admin* (Note the capital ‘A’).

6.2 Unable to select Email option on panel

Symptom:

When AccuSender is started, the first menu is the ‘Biscom user selection’ screen. Users are unable to send documents as regular email attachments.

Check:

Ensure ‘Split into parts and send email’ option is checked on System Settings menu.

6.3 Unable to select Biscom option on panel

Symptom:

When AccuSender starts, the ‘Add Destination’ screen appears. Users are unable to login to Biscom.

Check:

Ensure ‘Send Using Biscom’ option is checked on System Settings menu.

6.4 Unable to create Biscom Account

Symptom:

When ‘2. New…’ button is selected on ‘Biscom user selection’ page, it does not create a new Biscom Account.

Try:

‘New’ button adds a previously created Biscom account to the MFP’s list. It does not create a new account with Biscom. To create new Biscom accounts, please visit http://www.Biscom.com.

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6.5 Unable to register HID card with Biscom account

Symptom:

When a new Biscom user is added, AccuSender did not ask to register ID card.

Check:

Ensure that a compatible proximity card reader is connected to MFP and the Card Authentication Kit (B) is activated.

6.6 Unable to select Automatic Routing option on panel

Symptom:

AccuSender does not display the menu for selecting ‘Automatic Routing’.

Check:

Ensure at least one barcode sheet is created through configuration page, or, a configuration zip is imported from an MFP that had printed routing sheets.

Try:

Access AccuSender configuration page and create barcode sheets from the ‘Barcodes’ tab.

6.7 Unable to select destination from LDAP address book

Symptom:

When ‘2. LDAP Addr.Book’ is selected, it displays a connection error message.

Check:

Ensure LDAP settings are configured on System Settings.

Try:

Click ‘Test LDAP’ to ensure LDAP settings are valid.

6.8 Unable to make changes to preset defaults on the panel

Symptom:

Unable to modify preset fields when preset field is selected on panel.

Check:

Ensure the ‘Allow edit on panel’ option is checked for the selected preset.

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6.9 Recipient did not receive the email

Symptom:

After scanning is completed, the recipient did not receive the email.

Check:

Ensure SMTP Settings are configured on System Settings.

Try:

Click 'Test SMTP' to ensure SMTP settings.

Try:

Use preset option 'Sending Confirmation'.

Check:

See document log (in AccuSender Configuration page) for details on the transmission error.

6.10 Automatic Routing fails to send the email

Symptom:

When Automatic Routing scan is completed, recipient did not receive the email.

Check:

See document log (in AccuSender Configuration page) for details on the transmission error.

Try:

Re-print the barcode routing sheet from AccuSender configuration.

6.11 Document sent cannot be opened without a password

Symptom:

Recipient receives a password protected PDF file.

Check:

Email sent to recipient will contain the PDF's password.

Check:

To disable password protection, turn off file protection option in preset configuration.

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7 Support

For AccuSender 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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