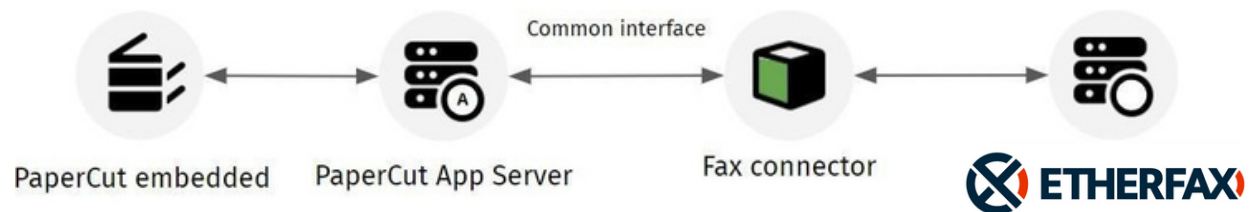


ETHERFAX Connector by ACDI

UPDATED 5/30/2025

Overview

ETHERFAX Connector application and license works with PaperCut MFs Scan to Fax API-based connection to provide more secure and advanced functionality.



Requirements

- ETHERFAX Portal Account with API Key Access
- PaperCut MF server for Windows (version 21.2 and above)
- MFD that provides Scan to Fax Functionality (current list)
- Advanced Fax Connector License for each MFD
- ETHERFAX Connector Packs to cover number of devices that will connect to ETHERFAX
- .net Runtime 8.0 installed on the PaperCut server

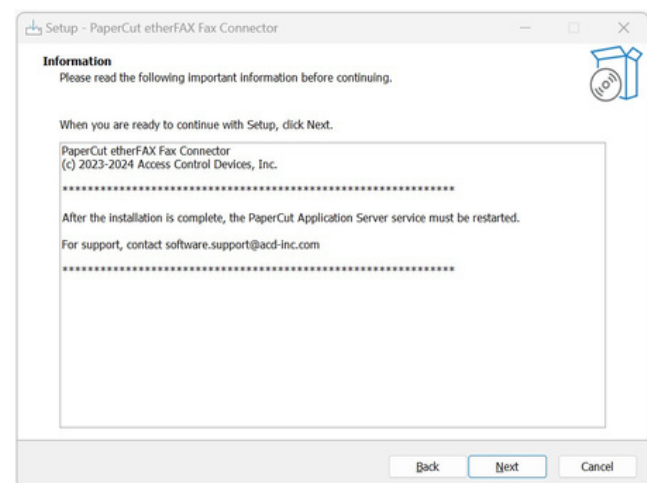
Compatible MFDS (as of 12/15/2023)

Konica Minolta (Open API4.0+), Toshiba V3+, Sharp OSA n2, Xerox, Canon MEAP, HP OXP, Ricoh SmartSDK

*Lexmark devices can support ETHERFAX connectors natively. Please contact your Lexmark reseller or Lexmark solutions analyst for more

Install ETHERFAX connector by ACDI

1. Download the ETHERFAX connector and write down the authorization license sent to you by ACDI.
2. Make sure you are logged into the PaperCut application server as an admin that can install applications.
3. Run the ETHERFAX connector installer.
4. Installer will walk you through confirming that all prerequisites are met for the application and install any necessary components.
5. When install is complete PaperCut application service must be restarted to enable the ETHERFAX connector option within PaperCut.



How to Generate or Show API Key

This tutorial shows how to generate or reveal an account's API key from the ETHERFAX Client Portal.

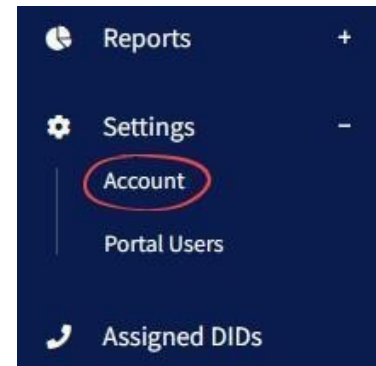
Prerequisites

- An account with portal access with the ability to generate an API key.
- A portal user with privileges to show or generate the API key.
- Note: Changing the API Key can cause authorization issues

Instructions

How to generate, show or reset the account API key

1. Sign into the Client portal at <https://clients.connect.etherfax.net>.
2. Click on **Settings** and then **Account**:
3. Under **Account Information**, you will see the option to **Generate API Key** or **Show API Key**.
4. Click **Generate API Key** should you wish to use an etherFAX API key to integrate with a fax solution:



Account Information

Account: [blurred]

Ports: [blurred]

Service Username: [blurred]

API Key: [blurred]

Reset Password

Generate API Key

5. If the goal was to see and copy the API key then click **Show API Key** and then click the **Copy** button:

Account Information

Account: [blurred]

Ports: [blurred]

Service Username: [blurred]

API Key: [blurred]

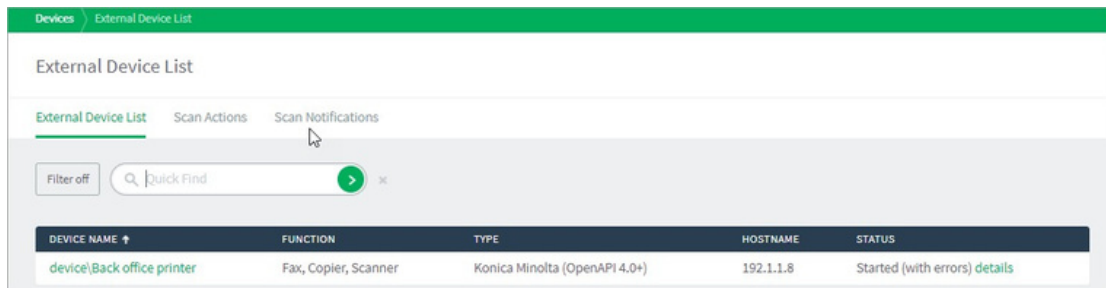
Reset Password

Copy

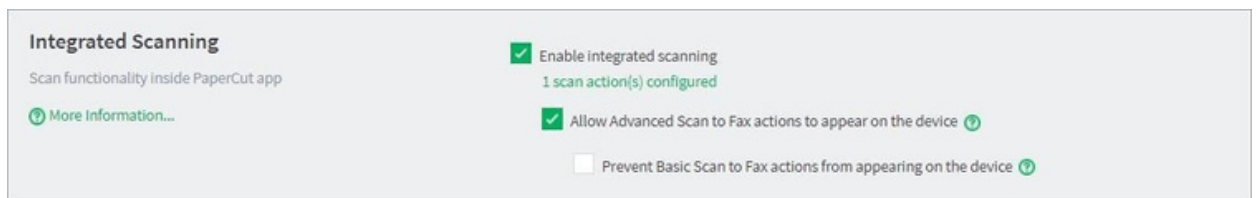
Reset API Key

Enable Advanced Scan to Fax actions

1. Navigate to Devices > External Device List.



2. Select the device you want to set up for Advanced Scan to Fax. The Device Details: <device name> page is displayed.
3. Scroll down to the **Integrated Scanning** section.



4. Click Allow Advanced Scan to Fax actions to appear on the device.
5. If you don't want the basic scan actions available on the MFD, click **Prevent Basic Scan to Fax actions from appearing on the device**.

Creating a Fax Connection in PaperCut

Step 1: Set up the scan actions

You can create any number of scan actions to meet your needs.

1. Select **Devices>ScanActions** .The **Scan Actions** page is displayed with a list of all available scan actions.
2. In the **Actions** menu,click **Create new** . The **Scan Action Details** page is displayed.



Delivery via ETHERFAX connector

1. Select **Devices > scan actions**.
2. In the **Actions** menu,click **Create new** .TheScanActionDetailspageisdisplayed.
3. In the **Destination** section,selectclick **Fax**.

Scan Action Details

Details

Destination

This section allows you to configure how the scanned document will be delivered to the user.

Notification options, including job success and failure messages, can be configured at [Devices → Scan Notifications](#).

Type

Email Folder Cloud Storage **Fax**

4. Complete the following fields:
5. **Fax provider**—Select your fax provider
6. **Label**—Enter a name for the scan action (maximum 25 characters). This label is displayed to the user on the device.

Details

Destination

This section allows you to configure how the scanned document will be delivered to the user.

Notification options, including job success and failure messages, can be configured at [Devices → Scan Notifications](#).

More Information...

Type

Email Folder Cloud Storage **Fax**

Fax provider

etherFAX (ACDI) ▼

Supported devices

Label

Fax to...

Maximum 25 characters

7. Complete the **Fax settings** area with the API Key from earlier step, Customer Name and Activation Key from Activation Email from ACDI.
8. Complete the Service Address with one of the following.
 - **Default:** <https://connect.etherfax.net/rest/3.0/api>
 - **Canada:** <https://ca.connect.etherfax.net/rest/3.0/api/>

Fax settings

Fax server settings specify the parameters needed to connect to the fax provider. These settings can change depending on the selected fax provider.

Fax server connection: To apply and test, click 'Test fax connection'

Test fax connection

Fax server settings

Customer Name
ACDI

Activation Key

Service Address
https://connect.etherfax.net/rest/3.0

API Key

9. In the **How users select the recipient at the device** section:

10. If you are setting up a fixed recipient, select **Fixed recipient** and complete the following fields:

- **Fax number**—The fax number of the recipient.
- **Recipient name**—The name of the recipient. This information will appear on the fax cover sheet, depending on your cover page configuration. Optionally, you can make this field non-editable.
- **Recipient company name**—The company name of the recipient. This information will appear on the fax cover sheet, depending on your cover page configuration. Optionally, you can make this field non-editable.

How users select the recipient at the device

☒ Fixed recipient

Fax number
6171111111

Recipient name
John Brown ☒ User can edit

Recipient company name
Dorevitch Pathology, Camberwell ☐ User can edit

☐ Users can specify the recipient

- If you want to let the users enter the fax number at the MFD, select **Users can specify the recipient**.

How users select the recipient at the device

☐ Fixed recipient

☒ Users can specify the recipient

Details
Access

Access List

Enable access to this scan action for users and groups.

Groups

☐ [All Users]

Add
Remove Selected

Users

No users selected

Add
Remove Selected

Step 2: Configure the capture settings

1. Click **Options > Capture**. The Capture screen is displayed.

Options > Capture
Admin Up

Capture

General
Job-to-Job
Capture
Notifications
User/Group Sync
Admin Rights
Backups
Tools
Advanced

Capture

Capture covers all forms of scanning and document enhancement. These settings apply to integrated scanning for your entire organization.

[More Information...](#)

Document Processing

Document Processing is a collection of features to enhance and automate scanning. It includes OCR (Optical Character Recognition), Batch Splitting and Blank Page Removal (configured per Scan Action), and Desktop and Desktop Global settings.

All of these operations are performed by the Document Processing service, hosted within PaperCut MF Cloud Services or on your own infrastructure.

Each Document Processing operation uses additional processing power, so if you choose to self-host be sure to install on one or more high-performing servers. Or, choose cloud hosting to benefit from automatic updates and real-time scaling.

[More Information...](#)

These settings enhance the image quality of scanned documents, and help improve the accuracy of OCR when enabled.

They apply globally to all new and existing scan actions.

Up to ten languages can be detected when creating text-searchable documents with OCR.

We recommend choosing a maximum of four languages for best performance, as each additional language increases the processing time.

Hosting Configuration

☒ Use PaperCut MF Cloud Services for Document Processing (Default)

☐ Use Self-Hosted Document Processing (requires additional setup)

Image Enhancement

☐ Despeckle to remove pixel noise for sharper images [More](#)

☐ Deskew to straighten crooked pages by up to 45 degrees [More](#)

OCR Language Support

Pick languages

☒ English

☐ Afrikaans

☐ Albanian

☐ Amharic

☐ Arabic

☐ Armenian

☐ Assamese

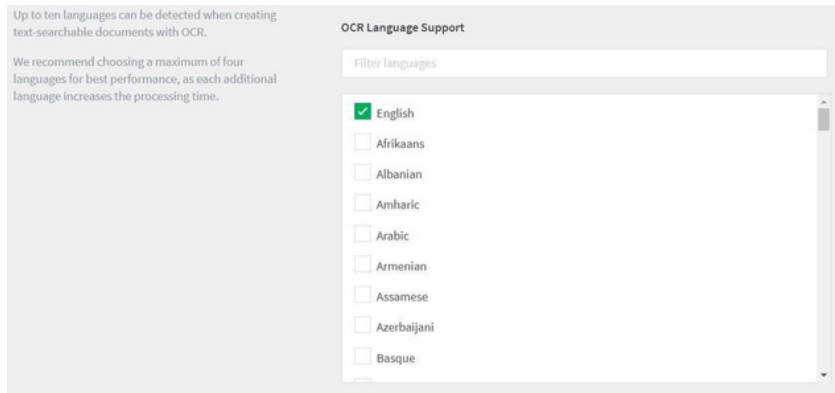
☐ Azerbaijani

☐ Basque

Apply

PaperCut MF v15.1.1 (build 15010001) © 2015
Print Management Software
 © Copyright 2009-2015, PaperCut Software International Pty Ltd. All rights reserved.

1. In the **Document Processing** section, you can configure the optional **Despeckle** and **Deskew** settings. These settings apply to all new and existing scan actions:
 - Despeckle
 - Deskew
2. Select up to 10 languages you want OCR to detect and process in your scans.



3. Click **Apply**.

Step 3: Enable Integrated Scanning for a device

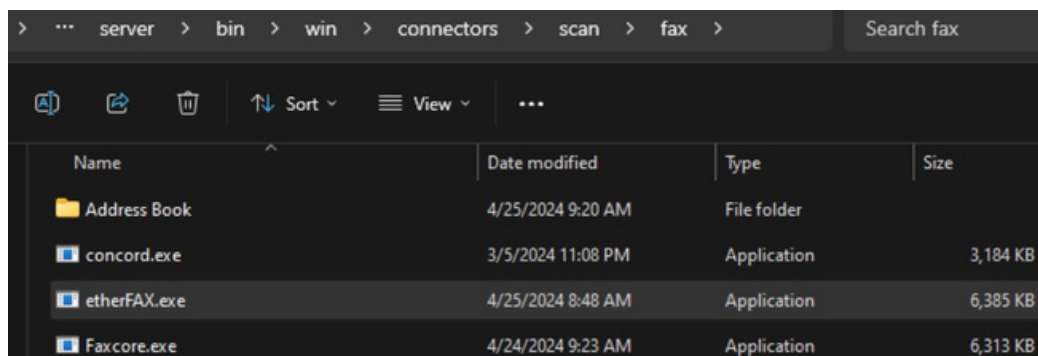
For each scanning device, you must enable Integrated Scanning.

1. In the Admin web interface, click the **Devices** tab.
The **External Device List** page is displayed.
2. Select a device.
The **Device Details** page is displayed.
3. In the **Integrated Scanning** area, select the **Enable Integrated Scanning** checkbox.
4. Click **OK**. For all scan actions except Scan to Fax, integrated scanning is now set up and you have finished the basic configuration

Adding An Address Book

Although ETHERFAX does not provide an address book functionality in their API, ACDI's connector allows for a workaround.

- In your PaperCut fax connector folder (C:\Program Files\PaperCut MF\server\bin\win\connectors\scan\fax) create a new folder called "Address Book".



- Inside the Address Book folder, create a file called “contacts.csv”. This file must contain the header “name,company,faxNumber”. The name and company fields should show the contact name and company as they should appear on screen at the MFP. For best results, the faxNumber field should contain only the numerals and no special characters.

Example contacts.csv file:

- Name, Company, faxNumber
 - Ignatius Bernier, Aureus Sciences, 2585018101
 - Lukas Schiller, Whitby Group, 1523870161
-
- A unique address book can also be provided on a per user basis. In the Address Book folder, create a csv file in the same format. The file name should be the username portion of the user’s email address. This username may differ from the PaperCut user name. For example, although my PaperCut user name is matthew.smith, my email address is matt.smith@acd-inc.com, so the correct filename would be “matt.smith.csv”.
 - If a user does not have a matching CSV file in the Address Book folder, they will use the default address book defined by contacts.csv.
 - If the Address Book folder does not exist, or the CSV file is not in the correct format, you will receive an error when “There was an error retrieving your phonebook. Please contact your system administrator if the issue persists.”

Fax Status Notification

PaperCut will send the Fax data on to ETHERFAX and the system will show that the fax was successfully delivered to the ETHERFAX network. To receive notifications that the fax is delivered to the end destination, the following requirement must be in place.

- Ensure that the logged in user to PaperCut sending the fax has an email address associated with their account
- The return receipt services is turned on for the ETHERFAX account being used.
- Emails from mailer@directfax.net must be allowed

Once these requirements are met. Users will receive status emails related to their sent fax.

DIRECTFAX® MESSAGE RESULTS

| | |
|---------------|--------------------------------------|
| Dial Number: | +15016876317 |
| Completed On: | 1/11/2024 8:20:21 AM CST |
| Total Pages: | 1 |
| Transmission: | DirectFax®, Duration: 96s |
| Job ID: | ba82a654-f1e5-4845-a014-b81db189ef35 |

*This message was **delivered** by etherFAX™ Copyright © 2008-2024*