

ETHERFAX Connector by ACDI

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

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

Install ETHERFAX connector by ACDI

- Download the ETHERFAX connector and write down the authorization license sent to you by ACDI.
- Make sure you are logged into the PaperCut application server as an admin that can install applications.
- 3. Run the ETHERFAX connector installer.
- Installer will walk you through confirming that all prerequisites are met for the application and install any necessary components.
- Setup PaperCut etherFAX Fax Connector

 Information
 Please read the following important information before continuing.

 When you are ready to continue with Setup, click Next.

 PaperCut etherFAX Fax Connector
 (c) 2023-2024 Access Control Devices, Inc.

 After the installation is complete, the PaperCut Application Server service must be restarted.
 For support, contact software.support@acd-inc.com

 Back Next Cancel
- 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:	
Ports:	
Service	
Username:	Reset Password
API Key:	1
	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



Enable Advanced Scan to Fax actions

1. Navigate to Devices > External Device List.

Devices External Device List				
External Device List				
External Device List Scan Action	s Scan Notifications			
Filter off	> ×			
DEVICE NAME 🕇	FUNCTION	туре	HOSTNAME	STATUS
device\Back office printer	Fax, Copier, Scanner	Konica Minolta (OpenAPI 4.0+)	192.1.1.8	Started (with errors) details

- 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.

Integrated Scanning Scan functionality inside PaperCut app	Enable integrated scanning 1 scan action(s) configured
More Information	Allow Advanced Scan to Fax actions to appear on the device 🕐
	Prevent Basic Scan to Fax actions from appearing on the device 🔞

- 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.

- Select Devices > Scan Actions. The Scan Actions page is displayed with a list of all available scan actions.
- 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. The Scan Action Details page is displayed.
- 3. In the **Destination** section, select click **Fax**.

२, scan action label 🛛 🔊 ×		
er off [edit]		
CTION †	DESTINATION	ACCESS
Scan to Finance	finance@papercut.com	Groups: [All Users]
Scan to Google Drive	Scans for PaperCut MF	Groups: [All Users]
Scan to My Email	User's email address	Groups: [All Users]
Constant Marthause Fallen	User's home folder	Groups: [All Users]



Scan Action Details				
Details				
Destination	Type			\frown
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.	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	Туре
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.	Email Folder Cloud Fax Storage
More Information	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: <u>https://connect.etherfax.net/rest/3.0/api</u>
 - Canada: <u>https://ca.connect.etherfax.net/rest/3.0/api/</u>



Fax settings	Eav server connection: To apply and test click 'Test fay connection'
Fax server settings specify the parameters needed to connect to the fax provider. These settings can change depending on the selected fax provider.	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
Acces Enable a	is List access to this scan action for users and groups.
Groups	
	[All Users]
	V Add Remove Selected
Users	
Nou	sers selected
	Add Remove Selected

Step 2: Configure the capture settings

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

ieneral Job Tickering Capture Notifications, User/Group	o Sync Admin Rights Backups Tools Advanced	
Capture		Constant of the second s
acture covers all forms of scanning and document enhancement. These	e settings apply to integrated Scanning for your entire organization.	Actions (4)
More Information		Synchronize users
		Assign admin access
Document Processing	Noting Configuration	Backup database
ocument Processing is a collection of features to enhance and		Config editor (advanced)
utomate scanning. It includes OCR (Optical Character lecognition), Batch Splitting and Blank Page Removal (configured	 Ose Papercut MP Cloud services or Document Processing (detaul). 	
er Scan Action], and Despeckle and Deskew global settings.	Use Self-Hosted Document Processing (requires additional setup)	
II of these operations are performed by the Document Processing ervice, hosted within PaperCut HT Cloud Services or on your own nhastructure.		
ach Document Processing operation uses additional processing ower; so if you choose to self-hoat be sure to install on one or more sph-performing servers. <i>Or, choose cloud hoating to benefit from uromatic updates indire all time routing</i> .		
More Information		
hese settings enhance the image quality of scanned documents, ind help improve the accuracy of OCR when enabled.	Despeckie to remove pixel noise for sharper images	
hey apply globally to all new and existing scan actions.	Deskew to straighten crooked pages by up to 45 degrees	
to to ten languages can be detected when creating text-searchable locuments with OCH.	OCR Language Support	
Ve recommend choosing a maximum of four languages for best verformance, as each additional language increases the processing		
ine.	Z English	
	Afrikaans	
	Albanian	
	Amharic	
	Arabic	
	Amenian	
	Assamese	
	Azetbaijani	
	Basque	
		Apply



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.

Up to ten languages can be detected when creating text-searchable documents with OCR.	OCR Language Support
We recommend choosing a maximum of four languages for best performance, as each additional	
tanguage increases the processing time.	English
	Afrikaans
	Albanian
	Amharic
	Arabic
	Armenian
	Assamese
	Azerbaijani
	Basque

3. Click Apply.

Step 3: Enable Integrated Scanning for a device

For each scanning device, you must enable Integrated Scanning.

- In the Admin web interface, click the **Devices** tab. The **External Device List** page is displayed.
- Select a device.
 The Device Details page is displayed.
- 3. In the Integrated Scanning area, select the Enable Integrated Scanning check box.
- 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".

>		server	>	bin	>	win	>	conne	ctors	>	scan	>	fax	>	Searc	h fax	
	()	¢	ŵ		N↓ s	iort ~	=	≣ View									
	N	ame							Da	ite mo	odified			Туре		Size	
		Address Bo	ook						4/	25/20	24 9:20	AM		File folder			
		concord.e	xe						3/	5/202	4 11:08	PM		Application		3	,184 KB
	I	etherFAX.e	exe						4/	25/20	24 8:48	AM		Application		6	5,385 KB
		Fax core.ex	e						4/	24/20	24 9:23	AM		Application		6	5,313 KB



• 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

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