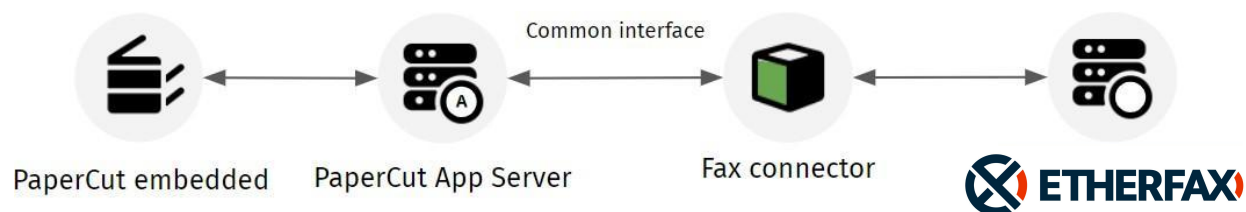# ETHERFAX Connector by ACDI

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

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.
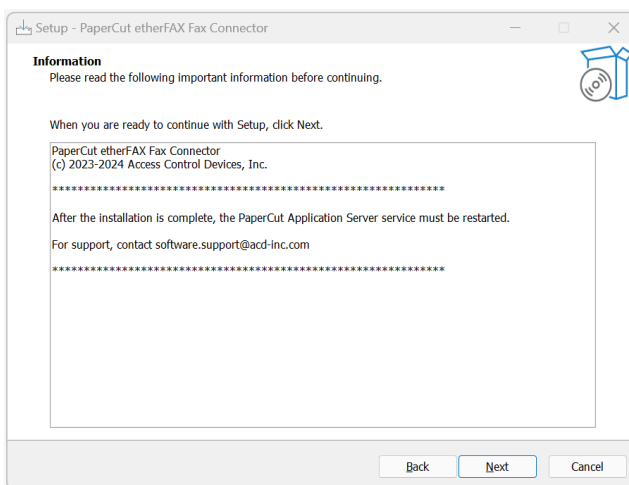
How to Generate or Show API Key

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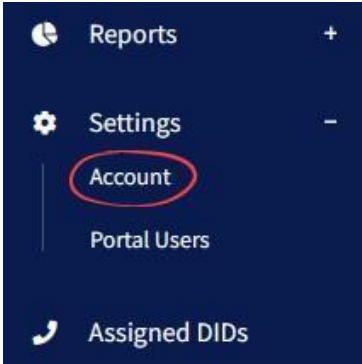
5. If the goal was to see and copy the API key then click **Show API Key** and then
   click the **Copy** button:
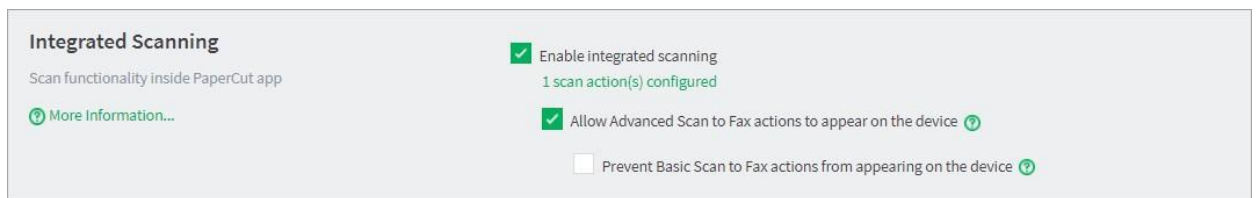
Enable Advanced Scan to Fax actions

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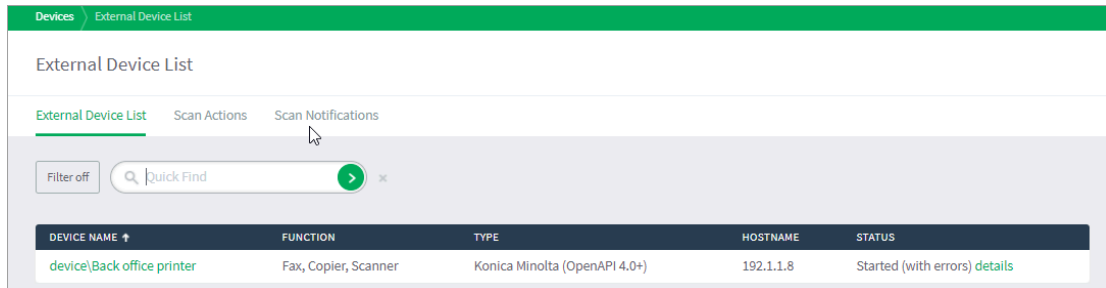
2. Select the device you want to set up for Advanced Scan to Fax. The Device Details: <device name> page is displayed.
3. Scroll down to the **Integrated Scanning** section.

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 > Scan Actions**. 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 **ETHER**FAX 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**.
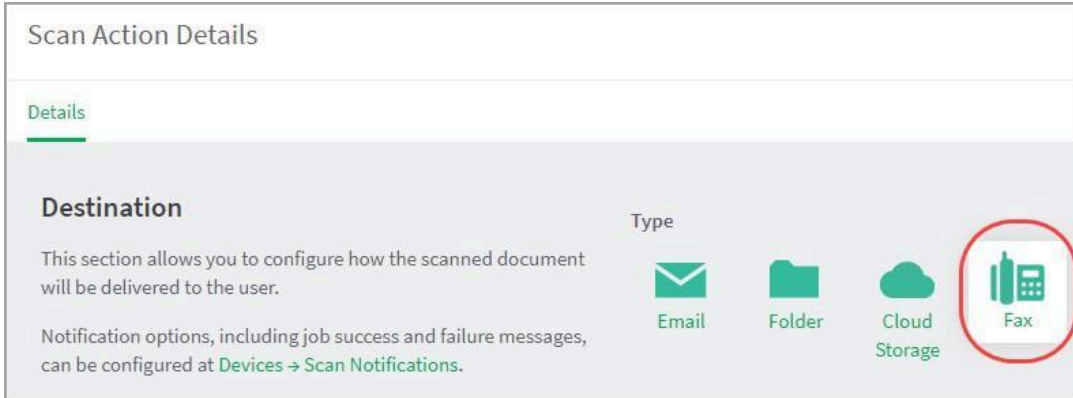
4. Complete the following fields:
5. **Fax provider**—Select your fax provider
6. **Label**—Enter a name for the scan action (maximum 25 characters). This label is displayed to the user on the device.
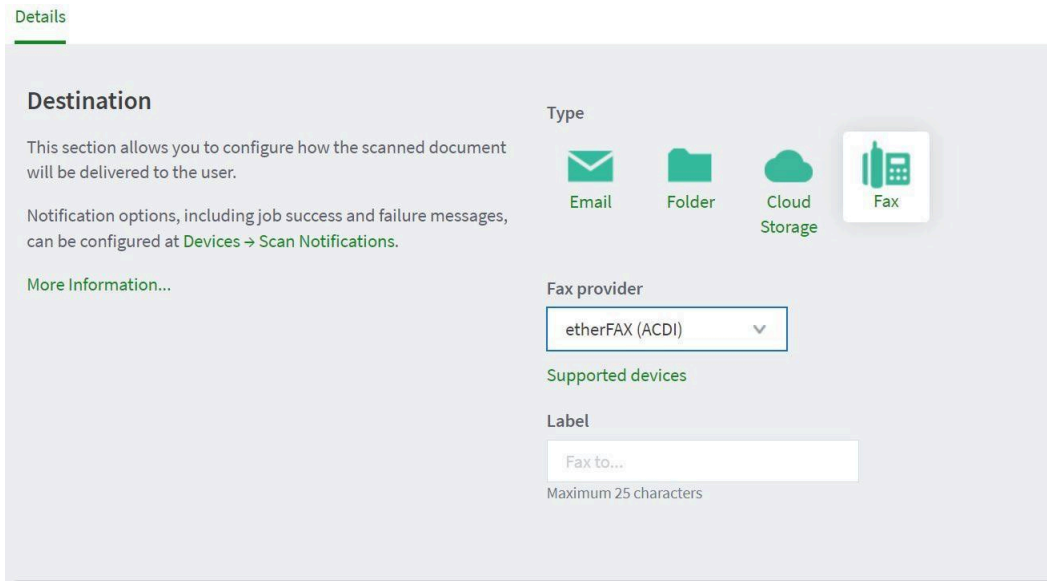
7. Complete the **Fax settings** area with the API Key from earlier step, Customer Name and Activation Key from Activation Email from ACDI.
8. Complete the Service Address with one of the following.
   - **Default:** https://connect.etherfax.net/rest/3.0/api
   - **Canada:** https://ca.connect.etherfax.net/rest/3.0/api/

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.

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

   8.9.24

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
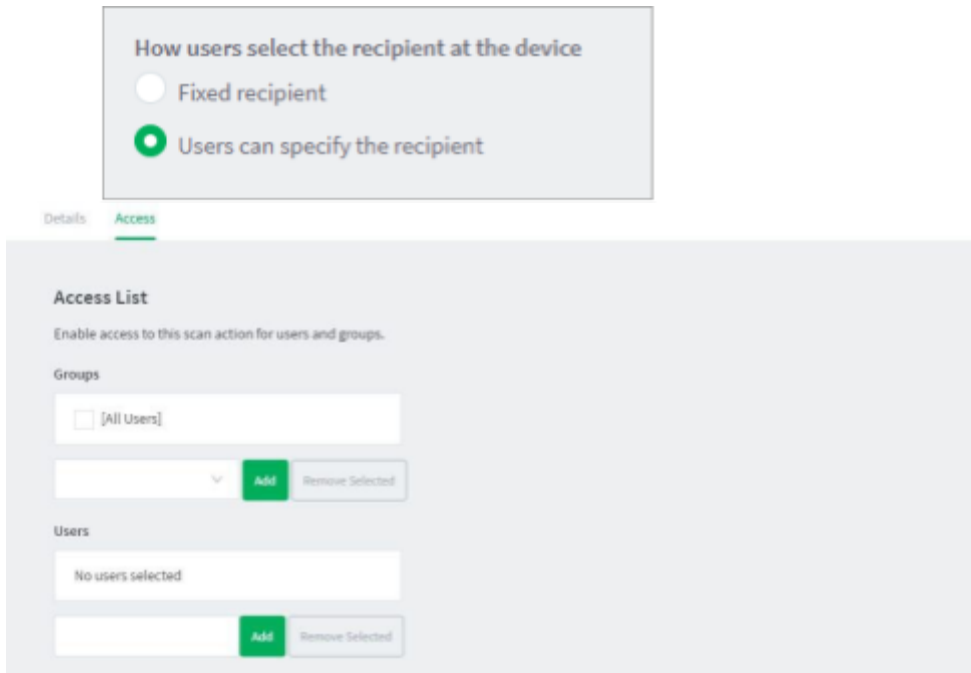
Step 2: Configure the capture settings

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

                                       8.9.24
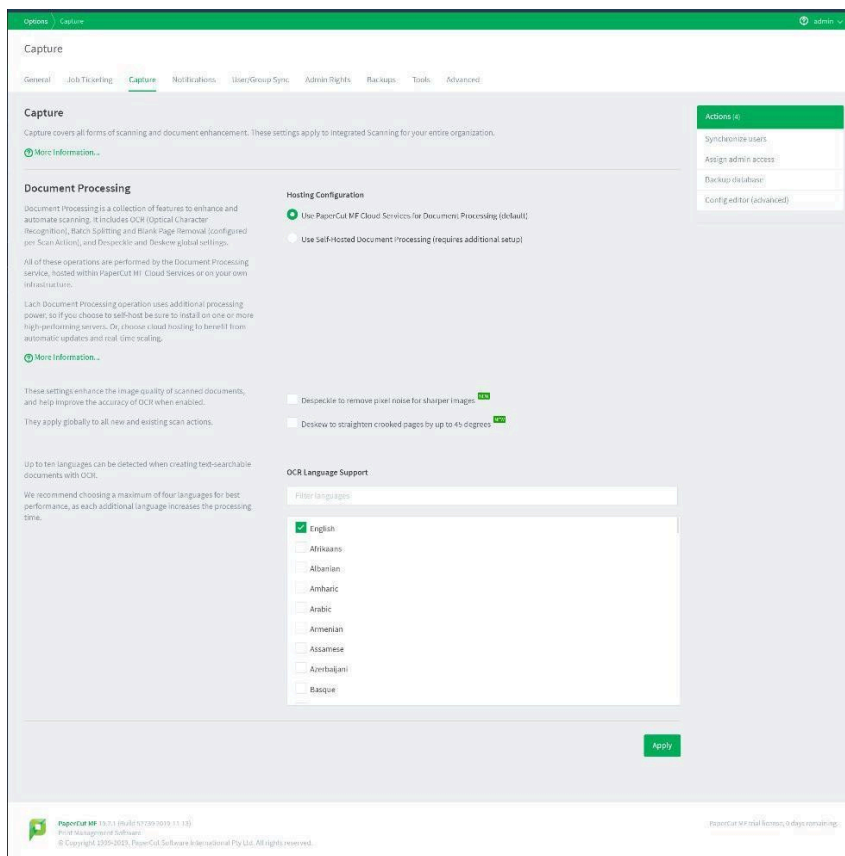
1. In the **Document Processing** section, you can configure the

   optional **Despeckle** and **Deskew** settings. These settings apply to all new and existing scan actions:
   - Despeckle
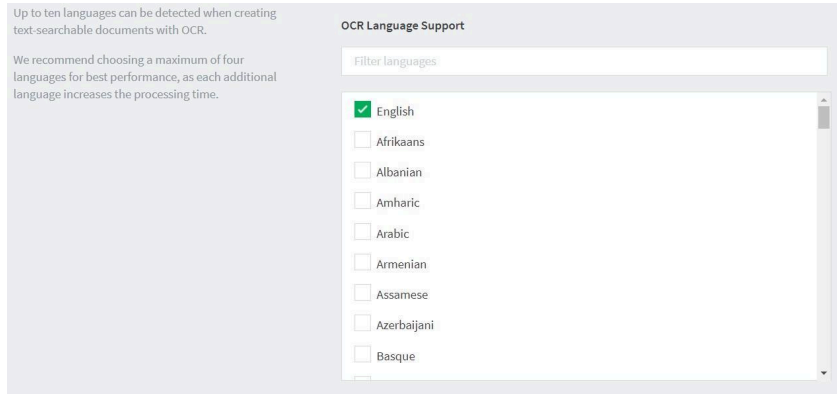   - Deskew

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** 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".
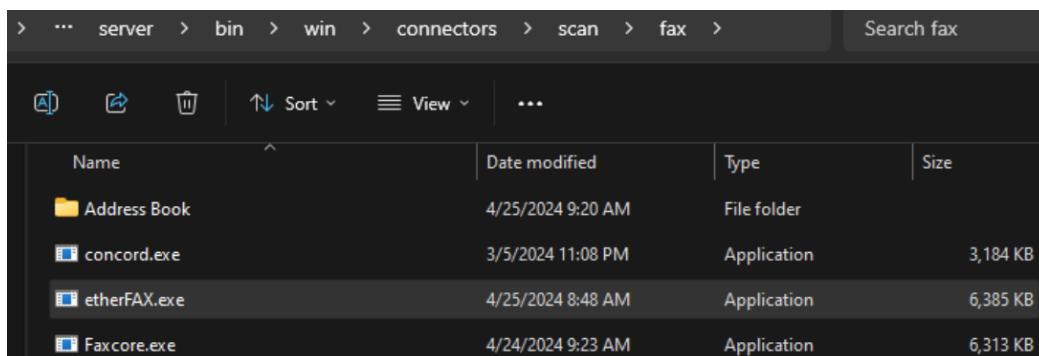
- Inside the Address Book folder, create a file called "contacts.csv". This file must contain the header "name,company,faxNumber". The name and company fields should show the contact name and company as they should appear on screen at the MFP. For best results, the faxNumber field should contain only 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