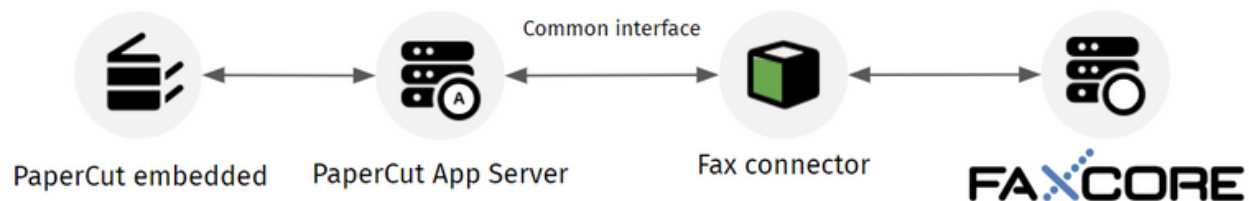


FaxCore Connector by ACDI

UPDATED 5/30/2025

Overview

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



Requirements

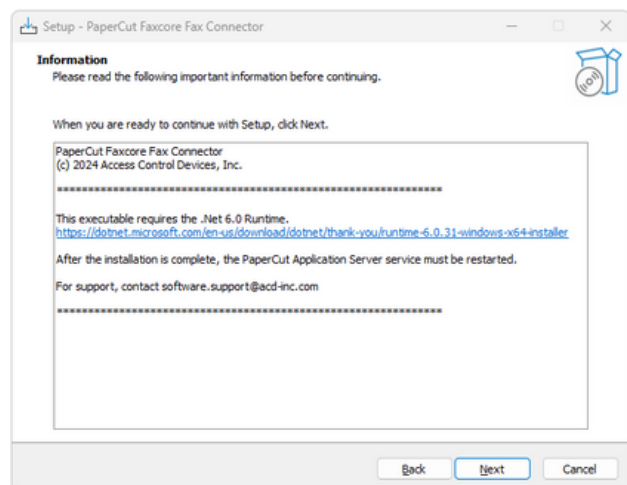
- FaxCore Domain Admin Account with the allow message delegation right
- PaperCut MF server for Windows (version 21.2 and above)
- MFD that provides Scan to Fax Functionality ([current list](#))
- Advanced Fax Connector License for each MFD
- FaxCore Connector Packs to cover number of devices that will connect to FaxCore
- .net Runtime 8.0 installed on the PaperCut server
- User email addresses must match between PaperCut and Faxcore

Compatible MFDS (as of 12/15/2023)

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

Install FaxCore connector by ACDI

1. Download the FaxCore 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 FaxCore 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, the PaperCut application service must be restarted to enable the FaxCore 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 FaxCore Client Portal.

Prerequisites

- A domain admin account with portal access with the ability to create users.
- Note: Changing the API Key can cause authorization issues

Instructions

How to generate, show or reset the account API key

1. Sign into the FaxCore portal.
2. Click on the user icon, then **Admin Panel**.
3. Under **Domain Management**, go to Users, then click the + sign to create a new user.
 - a. The user must have **Domain Admin** rights to access the FaxCore API.
4. After the user has been created, click **API Keys** in the upper right:

Domain Management > Users > Edit Entry

Save Reset Back

User Profile General Settings Fax Settings Permission SMTP Relay Delegation

Click to lock account API Keys

* User Name : API_USER

User Role : Domain Admin

* Primary Address : [REDACTED]

Authentication Type : Internal

Is Active : Yes

Enable 2FA : No

5. Make a note of the **Client ID** and **Secret Key**:

API Keys

* Client ID : [REDACTED]

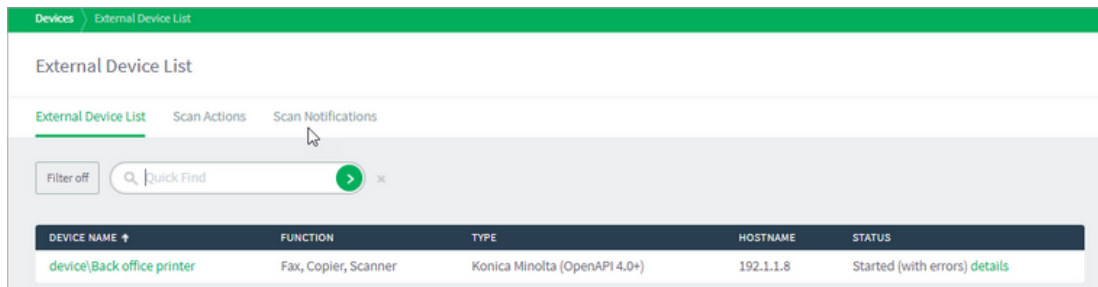
* Secret Key : [REDACTED]

☐ Show Key

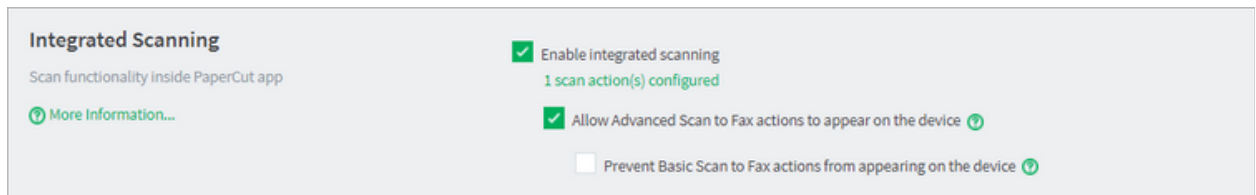
Generate Secret Key

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.



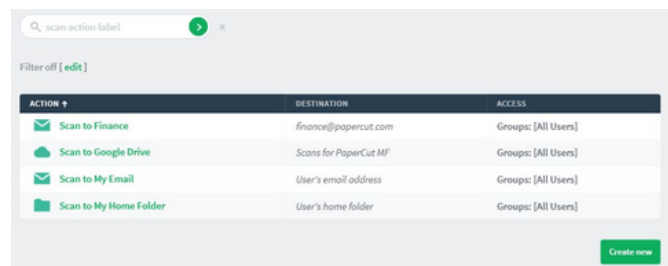
4. Click Allow Advanced Scan to Fax actions to appear on the device.
5. If you don't want the basic scan actions available on the MFD, click **Prevent Basic Scan to Fax actions from appearing on the device**.

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 > 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 FaxCore 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**.

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.

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

Faxcore (ACDI) ▼

[Supported devices](#)

Label

Fax to...

Maximum 25 characters

7. Complete the **Fax settings** area with the API credentials (Client ID and Secret Key) from the earlier step, Customer Name and Activation Key from Activation Email from ACDI.
8. Complete the API Endpoint with the address of your local or cloud hosted FaxCore instance.

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
[Empty field]

API Endpoint
https://fax2u.net/

Client ID
[Empty field]

Client Secret
[Empty field]

9.

10. In the **How users select the recipient at the device** section:11. 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

Step 2: Configure the capture settings

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

Capture

Capture

General

Ask-To-scan?

Capture

Notifications

ScanGroup-type

Admin Rights

Page-tags

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 Scanning and Blank Page Removal (configured per Scan Action) and Document and Desktop Global settings.

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

Lack Document Processing operation uses additional processing power, so you choose to offload it to our cloud services or use our high performing servers. Or, choose to host hosting to benefit from automatic updates and real time scaling.

[More information...](#)

Routing Configuration

☒ Use PaperCut NTF Cloud Services for Document Processing (default)

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

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.

☐ Despeckle to remove grain noise for sharper images

☐ Denoise to straighten crooked pages by up to 45 degrees

OCR Language Support

Filter language types

☒ English

☐ Afrikaans

☐ Albanian

☐ Amharic

☐ Arabic

☐ Armenian

☐ Assamese

☐ Azerbaijani

☐ Basque

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.

Actions >

[Sign/scanner users](#)

[Assign admin access](#)

[Backup database](#)

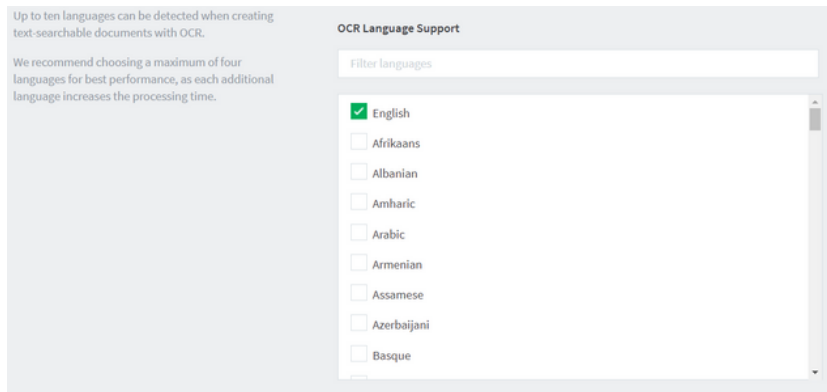
[Config editor \(advanced\)](#)

Apply

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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.

Fax Status Notification

PaperCut will send the Fax data on to FaxCore and the system will show that the fax was successfully delivered to the FaxCore network. If the fax fails to deliver, you will receive an email with the scanned document and error notification, similar to below:

Transaction Error: [REDACTED] Message # 1297472 Fax2u.net Inbox x

notifier@faxcore.com

to me

Delivery Information:

Message #:

1297472

Recipient Name:

[REDACTED]

Recipient Company:

[REDACTED]

Error Code:

6

Error Info:

NoDialTone

Delivery Date:

4/9/2024

Delivery Attempts:

3

Total Pages:

0

Transmit Time:

0 sec

Number Dialed:

[REDACTED]

Effective August 1st, 2021 all faxes older than 90 days will be purged. Be sure to save any older faxes you need.

Delivered by [fax2u.net](#) powered by **Faxcore**

One attachment • Scanned by Gmail

