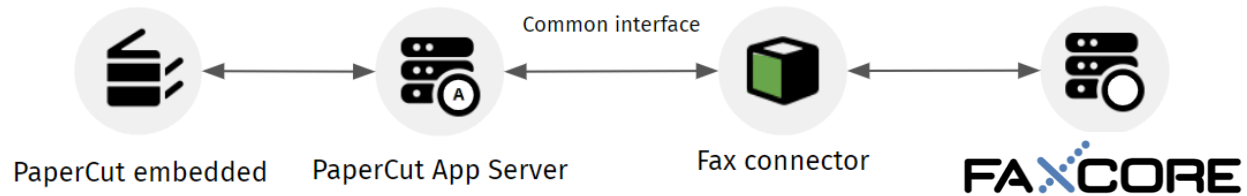# FaxCore Connector by ACDI

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
- 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 6.0 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

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 PaperCut application service must be restarted to enable the FaxCore connector option within PaperCut.
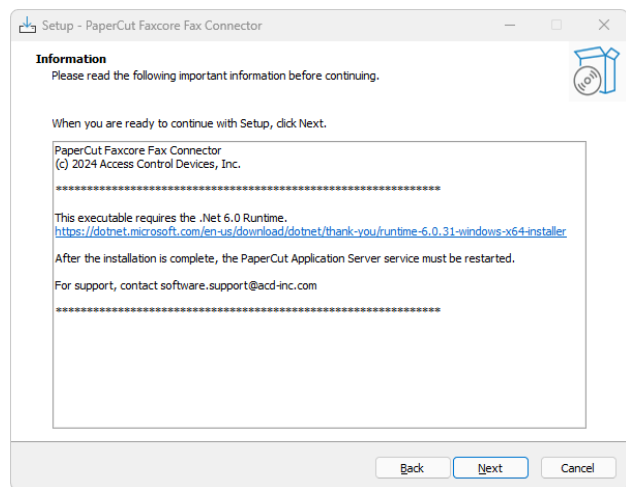
How to Generate or Show API Key

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, the 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:
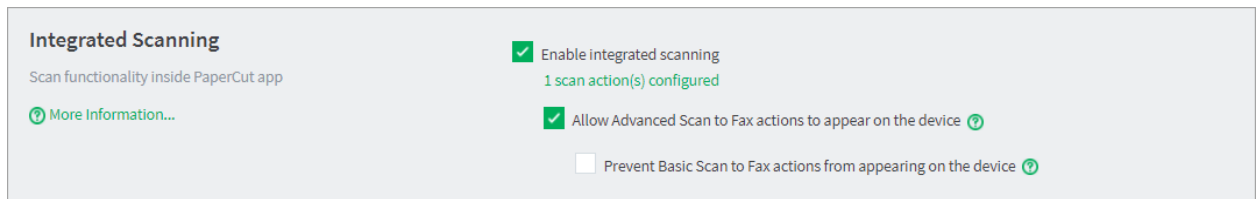

5. Make a note of the **Client ID** and **Secret Key**:

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.
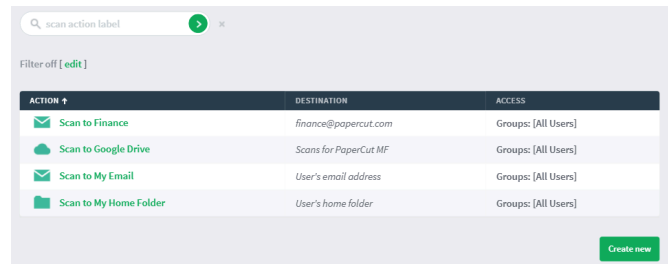

Delivery via FaxCore connector

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**.
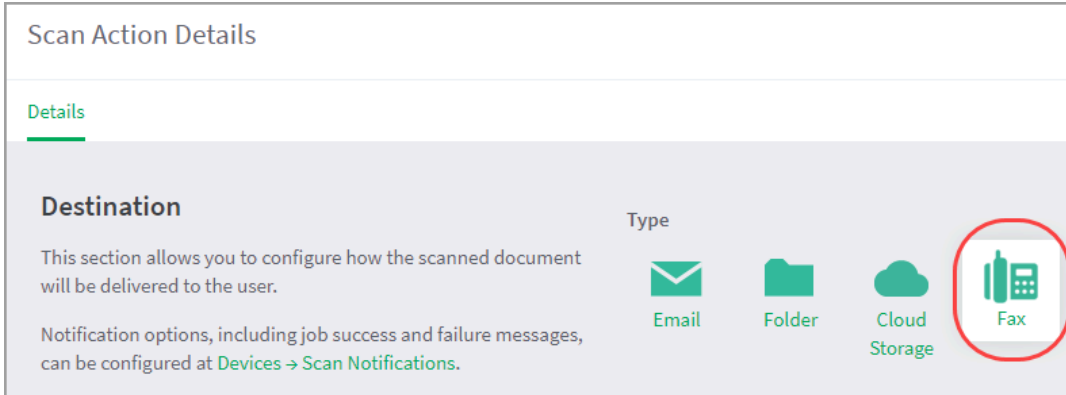
4. Complete the following fields:

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.
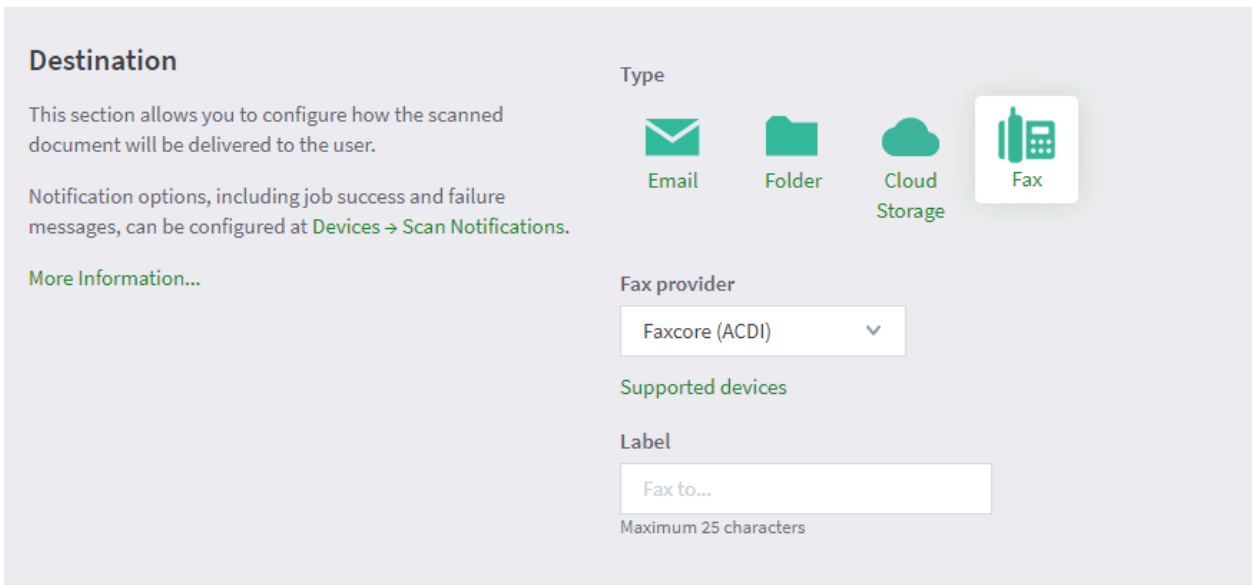
7. Complete the **Fax settings** area with the API credentials (Client ID and Secret Key) from the earlier step, Customer Name and Activation Key from Activation Email from ACDI.

8. Complete the API Endpoint with the address of your local or cloud hosted FaxCore instance.

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.

- 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.

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.
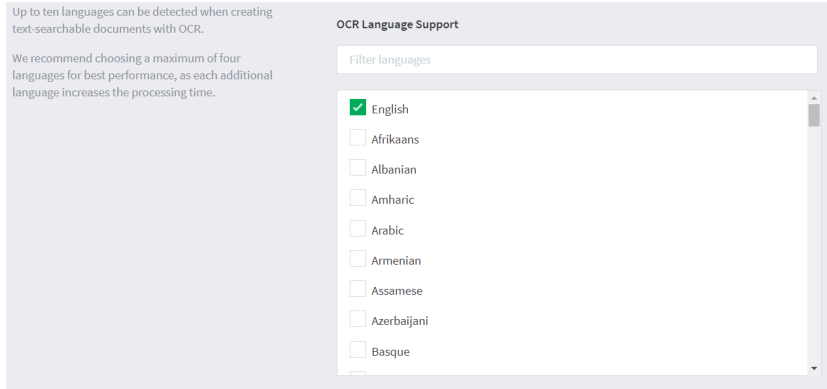
3. Click **Apply**.

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 ▓▓▓▓▓▓ **Message # 1297472 Fax2u.net** 𝚺 Inbox ×

notifier@faxcore.com
to me ▾

Delivery Information:

Message #:	1297472
Recipient Name:	▓▓▓▓▓▓
Recipient Company:	
Error Code:	6
Error Info:	NoDialTone
Delivery Date:	4/9/2024
Delivery Attempts:	3
Total Pages:	0
Transmit Time:	0 sec
Number Dialed:	▓▓▓▓▓▓

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

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