

Kofax Front Office Server

4.1.0

Administrator's Guide for
Konica Minolta MFPs



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Administrator's Guide for Konica Minolta MFPs

Preface

This guide describes how to prepare a Konica Minolta multifunction peripheral (MFP) to work with Kofax Front Office Server. After performing this procedure, you can create device profiles with shortcuts from Administration Console whenever needed.

Before continuing, see the Kofax website at www.kofax.com for supported models and application versions.

Related Documentation

In addition to this guide, Kofax Front Office Server includes the following documentation:

Kofax Front Office Server Installation Guide

The *Kofax Front Office Server Installation Guide* provides installation instructions and other information that helps you successfully set up Kofax Front Office Server.

Kofax Front Office Server Administrator's Guide

The *Kofax Front Office Server Administrator's Guide* shows you how to change the configuration by modifying properties files and performing other administration tasks to keep Kofax Front Office Server working properly.

Help for Kofax Front Office Server Applications

Help for Kofax Front Office Server Thin Client (also referred to as the Thin Client) and Kofax Front Office Server Administration Console (also referred to as the Administration Console) describes how to use the application. To view the Help from the interface, click the **Help** icon. The Help appears in a separate browser window.

Release Notes

Release notes provides late-breaking product information that may not be included in other Kofax Front Office Server documentation. The release notes are available for viewing or downloading from the Kofax website.

For instructions on using Kofax Capture, see the Kofax Capture guides and Help.

Training

Kofax offers both classroom and computer-based training to help you make the most of your Kofax Front Office Server solution. Visit the Kofax website at www.kofax.com for details about the available training options and schedules.

Getting Help for Kofax Products

Kofax regularly updates the Kofax Support site with the latest information about Kofax products.

To access some resources, you must have a valid Support Agreement with an authorized Kofax Reseller/Partner or with Kofax directly.

Use the tools that Kofax provides for researching and identifying issues. For example, use the Kofax Support site to search for answers about messages, keywords, and product issues. To access the Kofax Support page, go to www.kofax.com/support.

The Kofax Support page provides:

- Product information and release news
Click a product family, select a product, and select a version number.
- Downloadable product documentation
Click a product family, select a product, and click **Documentation**.
- Access to product knowledge bases
Click **Knowledge Base**.
- Access to the Kofax Customer Portal (for eligible customers)
Click **Account Management** and log in.

To optimize your use of the portal, go to the Kofax Customer Portal login page and click the link to open the *Guide to the Kofax Support Portal*. This guide describes how to access the support site, what to do before contacting the support team, how to open a new case or view an open case, and what information to collect before opening a case.

- Access to support tools
Click **Tools** and select the tool to use.
- Information about the support commitment for Kofax products
Click **Support Details** and select **Kofax Support Commitment**.

Use these tools to find answers to questions that you have, to learn about new functionality, and to research possible solutions to current issues.

Features

The following features are available with the Kofax Front Office Server front panel software for the Konica Minolta MFP.

- Management Through Kofax Front Office Server Administration Console
MFPs are able to self-register with the Administration Console and automatically activate licenses. (This feature is optional.) You can also manually activate, deactivate, or remove MFPs whenever needed. In the Administration Console, you can open the Web page for the MFP if Kofax Front Office Server can communicate over the network with the MFP.
The number of MFPs you can use with Kofax Front Office Server depends on your product license.
- Kofax Front Office Server Front Panel
When the Kofax Front Office Server client is installed, a Kofax button is added to the front panel of the MFP to provide access to Kofax Front Office Server features. The appearance of the front panel depends on the MFP model.

- Log On

This feature enables you to log on to the MFP as a Kofax Front Office Server user. Logging on may provide additional options, such as personal shortcuts.

- Shortcuts

This feature facilitates the sending of documents. Use the Administration Console to create shortcuts and assign the shortcuts to device profiles. When the MFP connects to Kofax Front Office Server, the shortcuts display on the MFP front panel. Users can also create their own personal shortcuts with the Thin Client. When users log on at the MFP, any personal shortcuts appear along with group shortcuts associated with the user.

Note the following when using shortcuts with Konica Minolta MFPs:

- Where there is only one shortcut, it is not automatically selected by the device.
- Konica Minolta MFPs do *not* support shortcuts with more than 20 fields. The shortcut appears on the front panel, but it cannot be used.

- Scan History

At the MFP, you can press the Scan History button on the main menu to view the scan history. If you are logged on, the history shows transactions you sent to Kofax Front Office Server from any connected device. If you are not logged on, the history shows transactions sent from all anonymous users on the device, as well as any transactions that are waiting to be sent to the server from the device.

Note Some MFP models do not include a Scan History button.

Status	Description
Pending	Submitted on local client but not uploaded to server yet. or Ready to start scanning.
Uploading	Uploading to server.
Queued	Submitted and in the server processing queue.
Processing	Submitting to destination.
Inbox	Successfully sent to an inbox destination, but not yet sent to final destination. or Created in the thin client, but not yet submitted.
Merged	Multiple documents are merged into a single document. The parent history record status remains as <i>Inbox</i> , but the status for child records is changed to <i>Merged</i> .
Completed	Successfully sent to destination.
Retry	Error occurred and job will be retried later.
Error	Failed to send to destination after three attempts. Status is <i>Retry</i> while a retry is scheduled.
Deleted	User deleted transaction from the inbox, or the administrator removed it during transaction review.

- Language Support

At the MFP front panel, you can specify the language. If the language specified is not supported by Kofax Front Office Server, English is used by default.

- Dynamic Browsing for SharePoint and Folder Destinations

For folder destinations, users can dynamically browse the directory structure. For SharePoint and CMIS destinations, the user can dynamically select where the document will be stored.

- **Display Confirmation Messages**

This MFP does not support display of confirmation messages.

- **Batch and/or Index Fields**

You can enter values for batch and/or index fields at the MFP. When you define shortcuts in the Administration Console, you can enter default values into fields for these shortcuts. The data is also validated for an appropriate type and length. You can also customize the validation and field lookup options. For information, see the *Kofax Front Office Server Administrator's Guide*.

Important Konica Minolta MFPs have a 64-character limit for index field values. If a value exceeds this limit, documents cannot be scanned.

- **Coversheet Destination**

This destination enables you to add a coversheet generated by Kofax Front Office Server to documents you want to send.

You can include more than one coversheet in a scan job. Put the coversheet in front of the documents that you want to send to a destination. If you scan at an MFP, the separated documents are sent to the destinations encoded on the coversheet.

Coversheets can also be used when scanning directly into the Thin Client. Coversheets separate the pages into individual documents. You can then send the documents to their destination with the data encoded in the coversheet.

- **Enhanced Lookup**

Depending on the configuration, you can look up fax numbers and email addresses at the MFP. Kofax Front Office Server retrieves fax number and email address lists from Active Directory, personal address books, and the database table customemailfaxlookup. For information about the various data sources and necessary configuration steps, see the *Kofax Front Office Server Administrator's Guide*.

Note Konica Minolta MFPs display only the first 20 results of a search, and the results for additional searches are not appended to the previous results.

- **Customized Validation and Lookup Options**

You can customize validation and a variety of field lookup options, as well as form validation. For information about the necessary configuration steps, see the *Kofax Front Office Server Administrator's Guide*.

- **Device Logging**

Log messages from the device are stored on the server. Each file is named according to its device ID, and they are stored in the following folders where Kofax Front Office Server is installed:

- **Log\Service:** Contains logs related to asynchronous activities, such as exporting jobs to destinations.
- **Log\WebApp:** Contains logs related to activities from Administration Console, Thin Client, MFPs, and Web Services.

- **Help**

Help is available at the MFP touch screen. Users can press the question mark or Help button on the touch screen to view information about the screen.

System Requirements

See the *Kofax Front Office Server Installation Guide* or the Kofax website for general system requirements. There are no additional or special requirements for the Konica Minolta MFP.

Support for Single Sign On

Kofax Front Office Server supports single sign on for users who are also registered users on the Konica Minolta MFP. Users who log on to the MFP are also logged on automatically to Kofax Front Office Server.

To use single sign on, the user name for the MFP must exactly match the user name for logging on to Kofax Front Office Server. User names for a Konica Minolta MFP are set using the User Name property of the device. See the Konica Minolta documentation for instructions.

Preparing for Registration

Before registering the MFP, do the following:

- 1 Configure either WebDAV or an FTP server.
- 2 Set up a proxy server, if necessary.

Configuring IIS

The OpenAPI application must be installed on IIS. You have the option of installing OpenAPI automatically with Kofax Front Office Server. If you did not select this option, you can install it manually as shown in this section. For more information about installing OpenAPI, see the Microsoft documentation.

- 1 Run Internet Information Services (IIS) Manager.
- 2 On the Connections panel, expand the list for the Web server and sites until Default Web Site appears.
- 3 Right-click **Default Web Site** and select **Add Application**.
- 4 Complete the Add Application window as follows:
 - a Enter OpenAPI in the Alias field.
 - b Click **Select** to the right of the "Application pool" field.
 - c On the Select Application Pool window, select **ASP.NET v4.0** and click **OK**.
 - d In the "Physical path" field, click ... and select either of the following paths, depending on your version of Windows:
 - For x64 operating systems: C:\Program Files (x86)\Kofax\Front Office Server 4.1\OpenAPI
 - For x86 operating systems: C:\Program Files\Kofax\Front Office Server 4.1\OpenAPI
 - e Click **OK**.

OpenAPI is added to the Default Web Site, which should also contain Kofax Front Office Server.

Options for Receiving Scanned Images

Supported Konica Minolta MFPs use WebDAV to receive the scanned images. FTP has been deprecated, but it may be used when WebDAV cannot be used. Refer to the following sections to set up the WebDAV or FTP server to communicate with the MFP.

Configuring WebDAV Settings

If you are using WebDAV, install the WebDAV Publishing feature and configure WebDAV to work with Kofax Front Office Server.

- 1 In Server Manager, enable the WebDAV Publishing and Basic Authentication features of the Web Server Role.
 - a Expand the Roles list.
Web Server (IIS) should be one of the items under Roles.
 - b Right-click Web Server (IIS) and select **Add Roles Services**.
The Add Role Services window appears.
 - c Select **WebDAV Publishing** (under Common HTTP Features) and **Basic Authentication** (under Security).
 - d Click **Next**.
 - e After reviewing the list of components to be installed, click **Install**.
- 2 Create the folder on Kofax Front Office Server for storing images.
 - a Navigate to the folder that is used by Kofax Capture for Kofax Front Office Server files and then navigate to the `KFS4.1` subfolder.
 - b Within `KFS4.1` create a new subfolder and name it `ImageTransfer`.
 - c Within the `ImageTransfer` folder, create a new subfolder and name it `KonicaMinolta`.
- 3 In Internet Information Services (IIS) Manager, add a new website from the folder used for storing images. Complete the Add Web Site window as follows:
 - a In the "Site name" field, type `ImageTransfer`.
 - b In the "Application pool" field, click **Select** and select the `KfsAppPool` application pool.
 - c In the "Physical path" field, type the path to the `ImageTransfer` folder or click **...** to select the path from a window. Do *not* include the `KonicaMinolta` subfolder. For a clustered environment, select the same shared folder as the physical path on all nodes.
 - d Click **Connect As**. In the window that appears, select a user account or use a user for the application.
 - e In the Binding section, select the type of binding, IP address, and port.

Note Select a port that is different from the default website. If you are using IIS for load balancing, specify the port number using `PORT_IMAGETRANSFER` as shown in the *Kofax Front Office Server Installation Guide*. At least one port of the IIS server must also contain a binding to the port specified with `PORT_IMAGETRANSFER`.

- f Select **Start Web site immediately**.

- g** Click **OK**.
The WebDAV website is created and started.
- 4** Create an authoring rule for the ImageTransfer website and enable WebDAV.
- a** In Internet Information Services (IIS) Manager, select the ImageTransfer website.
- b** On the ImageTransfer Home page, double-click **WebDAV Authoring Rules**.
The WebDAV Authoring Rules page appears.
- Note** If WebDAV Authoring Rules does not appear, restart IIS Manager.
- c** Click **Add Authoring Rule**.
- d** In the Add Authoring Rule window, select the following options:
- Under "Allow access to," select **All content**.
 - Under "Allow access to this content to," select **Specified users** and enter the user name for the account that accesses the folder.
 - Under "Permissions," select **Read, Source, and Write**.
- e** Click **OK** to save the settings.
- f** Click **Enable WebDav**.
- 5** Select the ImageTransfer website again to set authentication.
- a** On the ImageTransfer Home page, double-click **Authentication**.
The Authentication page appears.
- b** Set the authentication options:
- Enable Basic Authentication.
 - Disable Anonymous Authentication.
- 6** Use a WebDAV program to verify access to the `KonicaMinolta` folder over WebDAV.
Log on using the user name and password you specified for the website.
You should be able to browse the folder.
- 7** Run Administration Console. In the Settings - Advanced tab, set the following options in the `mfp.konica_minolta.properties` namespace.
- `webdav.username`
 - `webdav.password`
 - `webdav.port`
 - `webdav.protocol`
 - `imagetransfer.method`
- If you are using the Konica Minolta client with IPv6, also set the following options in the `kfs.properties` namespace:
- `ProxyServer`
 - `ProxyServerPath`
 - `ProxyServerPort`
 - `ProxyServerProtocol` or `ProxyServerSecurePort`
- See the Administration Console Help for instructions.
- 8** Enable chunk transmission on the MFP. Follow these general steps. (See the documentation provided with the device for more details.)

- a** Press the Utility/Counter button on the front panel.
- b** Press **Administrator Settings**.
- c** Enter the user name and password for an administrator of the device and press **OK**.
- d** Press **Network Settings**.
- e** Press **WebDAV Settings**.
- f** Press **WebDAV Client Settings**.
- g** For the Chunk Transmission setting, select **Yes**.
- h** Press **OK**.
The setting is saved.

Configuring the FTP Server Settings

If you are using FTP server, configure it as follows.

- Host name or IP address.
 - Folder name on the FTP server where the images will be transferred.
 - Credentials (user name and password) of the FTP user. Be sure that the FTP user has full rights to the transfer folder.
- 1** In Administration Console on the Settings - Advanced tab, locate the `mfp.konica_minolta.properties` namespace.
 - 2** Specify the following FTP connection information. The descriptions provide instructions.
 - `ftp.server.address`
 - `ftp.server.port`
 - `ftp.server.upload.folder`
 - `ftp.server.username`
 - `ftp.server.password`
 - `imagetransfer.method`

The remainder of the FTP properties have default values that you can customize by following the instructions in the descriptions.

- 3** Save your changes.

Changing FTP Servers

To change FTP servers, change the settings in the `mfp.konica_minolta.properties` namespace. You do not have to restart Kofax Front Office Server. The changes are made at the next polling interval.

Proxy Server Connection

When you set up your connection to the proxy server, follow these requirements:

- Use sticky sessions.
- If using IIS, on the Server Affinity settings window, select the "Use host name" check box.
- If using an NLB cluster, select Single as the default Affinity setting for your port rules.

Registering the MFP with Kofax Front Office Server

Before registering Kofax Front Office Server with the MFP, do the following:

- Install Kofax Front Office Server.
- Make sure that all Konica Minolta MFPs connected to the same Kofax Front Office Server have the same user name and password.

Run the client registration program, `KofaxKonicaMinoltaRegistration.exe`, from any Windows computer on or outside the network where the MFP is located. The program registers the Kofax Front Office Server application on the MFP and provides the URL so the MFP can make the initial call to the Kofax Front Office Server when the client application is started on the MFP.

To register a Kofax Front Office Server or to connect to a different Kofax Front Office Server, do the following.

- 1 Go to the Kofax Front Office Server application data path in the Kofax Capture share in `\KFS<version>\MFPClients\konicaminolta\registration`, and run `KofaxKonicaMinoltaRegistration.exe`.

The Konica Minolta Registration Client window appears.

Note Follow the instructions in [Registering With a Different Kofax Front Office Server Installation](#) to register the MFP with a different Kofax Front Office Server.

- 2 Provide information for the MFPs you are registering in the Device Connection section. To register multiple MFPs at one time, do one of the following:
 - Enter MFP host names or IP addresses separated by commas into the “MFP Host Names or IP Addresses (comma separated)” field.
 - Or, create a plain text file containing a comma, tab, or semicolon delimited list of host names or IP addresses of the MFPs (see the example that follows). In the Delimiter field of the registration client, select the type of delimiter that is used in the file. Click the **CSV File** button and select the file.

Important To register multiple MFPs, the administrator and OpenAPI credentials must be the same on every MFP. If the MFP has OpenAPI authentication enabled, type the login ID and password. If OpenAPI authentication is disabled, leave these fields blank.

The following example is a comma-delimited list containing IP addresses, host names, MAC addresses, and MFP model names:

```
173.21.45.23,purchasing01,11-22-33-44-55-66,KM Purchasing 5467
173.21.45.24,purchasing02,11-22-33-44-55-67,KM Purchasing 5467
173.21.45.25,purchasing03,11-22-33-44-55-68,KM Purchasing 5467
173.21.45.26,purchasing04,11-22-33-44-55-69,KM Purchasing 5467
173.21.45.27,purchasing05,11-22-33-44-55-70,KM Purchasing 5467
```

The registration program finds the first IP address (173.21.45.23) and comma, and moves to the next line and finds 173.21.45.24 and repeats the process until all five MFPs are registered.

If you do not have a comma-delimited list file, create a simple list of all your IP addresses or host names with a line break after each, as shown in the following example. If you use this method, it does not matter what is selected in the Delimiter field.

```
173.21.45.28
173.21.45.29
```

173.21.45.30
173.21.45.31
173.21.45.32

- 3** Register the server as follows:
 - a** In the Server IP Address field, enter the Kofax Front Office Server IP address.
 - b** To verify that the IP address is correct, click **Test**.
A window indicates whether the connection is successful or not. Click **OK** to close the window.
 - c** To use a secure connection, select **Use SSL**.
If Use SSL is not selected, HTTP will be configured on the MFP when the registration connection is made.
 - d** Enter the port number in the Server Port field.
 - e** Click **Register**.
When the registration process is completed, the Registration Results window lists successful deployments as well as any errors encountered. Right-click and copy the selected items or all failed items to the clipboard.
- 4** When you are finished with the Registration Results window, click **OK** and close the client registration program.

Registering With a Different Kofax Front Office Server Installation

- 1** Go to the Kofax Front Office Server application data path in the Kofax Capture share in `\KFS<version>\MFPClients\konicaminolta\registration`, and run `KofaxKonicaMinoltaRegistration.exe`.
The Konica Minolta Registration Client window appears.
- 2** Verify that the Device Connection section contains the information for the MFP you want to register.
- 3** Click **Unregister**.
- 4** Complete the Registration section with the new information and click **Register**.
- 5** When you receive the successful activation message, close the client registration program.

The MFP is now ready to use with Kofax Front Office Server. The Kofax button appears on the network scanner main menu. Depending on the Administration Console settings, pressing the Kofax button causes the MFP to self-register and license itself, and connect to the default device profile if one is defined. See the Administration Console Help for information about self-registration and default device profiles.

Note If other applications are installed, the button is labeled as APP instead of Kofax. In this case, press the APP button to view a list that includes Kofax.

Controlling Log On Options

Kofax Front Office Server supports configuring log on options for Konica Minolta MFPs. On the Settings - Advanced tab in the Administration Console, edit the following properties in the `mfp.konica_minolta.properties` namespace.

- To configure the default Log On option, edit the property `default.user.auth.option`.
To select No Authentication, set the property to 1.
To select Authentication, set the property to 2.
- To configure whether Log On is required, edit the property `require.user.auth`.
To require authentication, set the property to 1.
To not require authentication, set the property to 2.

Options for Sending Jobs

If you want to be prompted before sending a job, which also gives you the option of adding pages to a job before sending it, enable the Separate Scan option. On the MFP, go to the Scan Settings page and select **Separate Scan**. If Separate Scan is not enabled, jobs are sent from Konica Minolta MFPs immediately after the last page of a document is scanned.

Enabling Logging

You can configure Kofax Front Office Server to log communication between itself and the MFP. To enable logging, on the Settings - Advanced tab in the Administration Console, edit `enable.openapi.logging` in the `mfp.konica_minolta.properties` namespace as follows:

- To enable logging, set the property to 1.
- To disable logging, set the property to 2.

Communication between the client registration program and the MFP can also be logged by doing the following.

- 1 Go to the Kofax Front Office Server application data path in the Kofax Capture share in `\KFS<version>\MFPClients\konicaminolta\registration`, and open `KofaxKonicaMinoltaRegistration.exe.config` in a text editor.
- 2 Edit the `LogLevel` property as directed in the comments in the file.
- 3 Save the file.

The next time you run `KofaxKonicaMinoltaRegistration.exe`, all communication is logged to `OpenAPI.log`, which is also in the `registration` folder.

Device Profiles Updates

When a device profile associated with an MFP changes, the changes are reflected on the main menu panel of the MFP when it polls Kofax Front Office Server. This poll occurs when the Kofax Front Office Server application button is pressed. To ensure the MFP contains the most current device profile information, do the following:

- Make changes to device profiles when there is low user activity, such as at night.

- Set the MFP inactivity timeout to a short period, such as one to three minutes, so that the next user who presses the Kofax button retrieves the latest profile.

Optimizing Scan Settings

Kofax Front Office Server supports the configuration of several scan settings for the Konica Minolta MFPs.

- 1 In Administration Console on the Settings - Advanced tab, locate the `mfp.konica_minolta.properties` namespace.
- 2 Specify the scan settings as needed, and see the Description column for instructions.
- 3 Save your changes: you do not have to restart Kofax Front Office Server for the changes to take effect.

Viewing Fields on the MFP Front Panel

On a Konica Minolta MFP, you can view up to 18 fields at a time on the front panel. To navigate through the fields:

- Use the Up and Down arrows to move from one field to another within a group of fields.
- Use the buttons at the end of a group of fields to move from one group to another.

Help for the MFP Functions

On the touch screen, press Help by pressing the Help button. However, some screens, such as the screen that appears when performing a search, do not have a Help button. Performing a search requires you to end the search string with a question mark, but the Help that provides that instruction is accessed from the main panel Help button.

To help you understand the instructions for various functions, a copy of the MFP Help follows.

Starting the Application

Log on to the MFP with your user name and password and press **Log In**. Press Kofax to start the client application.

Using the Main Menu

Use the Main Menu to scan and send a document.

- If available, press **Log On** to log on before scanning, which enables you to send documents with a group or personal shortcut.
- If available, press a shortcut to send a document. When prompted, enter any information needed.
- If you are logged on, press **Log Off** to log off as a user.
- Press **Exit** to exit the application.

Note Make sure your documents are loaded before scanning.

Completing and Looking Up Index Fields

An asterisk (*) indicates a required field, and you cannot scan until all required fields are completed. An "at" sign (@) in front of the field name means you can perform a search.

Searching

- 1 Press the field button to display the on-screen keyboard.
- 2 Type a search string, end with a question mark (for example: ma?) and then press **OK**.
- 3 Press **Start** to connect with the server and retrieve the results.
- 4 Press **OK** on the message about refreshing the display.
- 5 Press **Refresh**, and then press the lookup field button again.
- 6 Select one or more of the displayed values and click **OK**. The field is filled with your selections.

Logging On

Press the **User Name** box to display an on-screen keyboard for entering your user name. Press the **Password** box to display an on-screen keyboard for entering your password. Press the **Login** button to log on with the entered user name and password. Press **Cancel** to exit the screen without logging on.

Sending to a User's Inbox

Press the **User Name** box to display an on-screen keyboard for entering the domain and name of the user who should receive the scanned document.

Scanning Using a Coversheet

Press **Start** to scan the document with a coversheet generated from the Thin Client.

