Kofax SafeCom Go Ricoh

User's Guide

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KOFAX

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Preface

This guide is intended for users who are working with Ricoh MFPs that use Kofax SafeCom software.

Training

Kofax offers both classroom and online training to help you make the most of your product. To learn more about training courses and schedules, visit the Kofax Education Portal on the Kofax website.

Getting help with Kofax products

The Kofax Knowledge Base repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base, go to the Kofax website and select **Support** on the home page.

Note The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:

- Powerful search capabilities to help you quickly locate the information you need.

  Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.

  Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.
- Access to the Kofax Customer Portal (for eligible customers).

  Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.
- Access to the Kofax Partner Portal (for eligible partners).

  Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.
- Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.

  Scroll to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Chapter 1

Introduction

Thank you for choosing to use Kofax SafeCom Go with your Ricoh MFP or printer. This user's guide includes a set of one-page instruction sheets for performing typical tasks on Ricoh MFPs and printers with SafeCom Go Ricoh installed.

The following table lists the links to the one-page instruction sheets for Ricoh MFPs.

Instruction
How to register card
How to register card with PUK code
How to log in
How to Pull Print
How to scan to e-mail
How to send a fax
How to scan to SafeCom
How to manage scanned files in SafeCom Web Interface
How to manage files and print jobs in SafeCom Move

This guide applies to SafeCom G4 Server version S82 070.530*00 and SafeCom Go Ricoh 030.06.3.1.

Chapter 2

How to register card

1. Use the card.

   - Use the card reader at the printer's card reader.
   - If prompted for a PUK code, tap **Cancel** and the **Login to register card** dialog opens.
2. Register the card with Windows Credentials.
   - In the **Login to register card** dialog, tap the **User name** field and enter user name using the touch-screen. Tap **OK**.
   - Tap the **Password** field and enter password using the touch-screen. Tap **OK**.
   - If prompted for domain, tap the **Domain** field and enter domain on the touch-screen. **Tap OK**.
   - Tap **Login**.
   - The card is now registered and you are logged in.
3. Log out.
   - Tap **Logout** on the main screen.
   - Use the card on the printer's card reader again (if you logged in by card).

Chapter 3

How to register card with PUK code

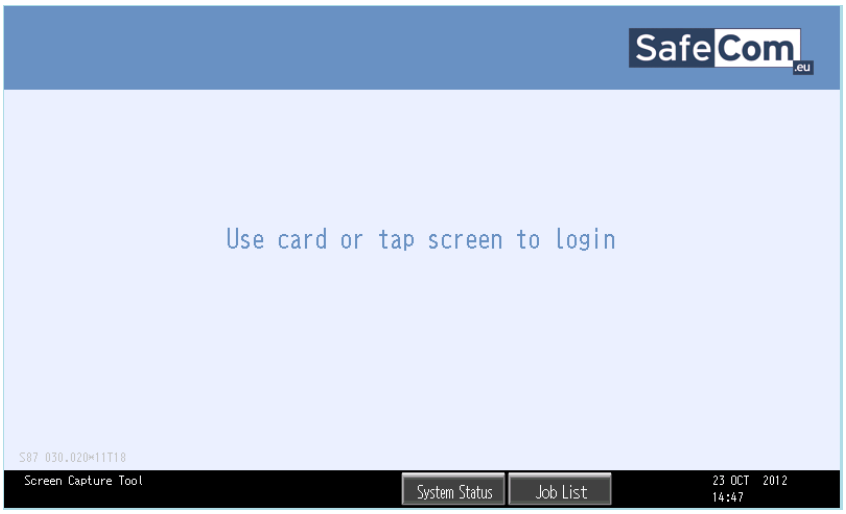
1. Use the card.

   - Use the card reader at the printer's card reader.
2. Register the card with PUK code.
   - Tap the **PUK code** field and enter the PUK code using the keypad or touch-screen.
   - If prompted, enter a PIN code in the **PIN code** field using the keypad or touch-screen.
   - Tap the **PIN code** field again and enter the PIN code again using the keypad or touch-screen.
   - Tap **Login**.
   - The card is now registered and you are asked to login again.
3. Log out.
   - Tap **Logout** on the main screen.
   - Use the card on the printer's card reader again (if you logged in by card).

Chapter 4

How to log in

1. Log in with card.



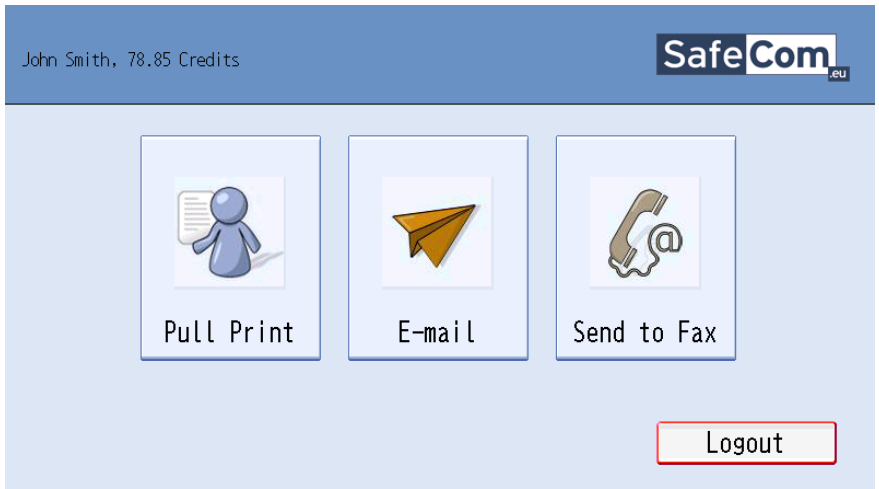
   - Press the **Other Function** button.
   - If prompted, tap **SafeCom Go**.
   - This opens the SafeCom login screen **Use card or touch screen to login**.
   - Use the card at the printer's card reader.
   - If prompted for a PIN code, enter the PIN code on the keypad or touch-screen.
   - Tap **Login**.
2. Log in with code.
   - Press the **Other Function** button. This opens the SafeCom login screen **Use card or touch screen to login**.
   - Tap the screen.
   - Tap the **User code** field and enter user code on the touch-screen.
   - If prompted, enter the PIN code in the PIN code field using the keypad or touch-screen.
   - Tap **Login**.
3. Log in with Windows Credentials.
   - Press the **Other Function** button. This opens the SafeCom login screen **Use card or touch screen to login**.
   - Tap the screen.
   - Tap the **User name** field and enter user name using the touch-screen.
   - Tap the **Password** field and enter the password using the touch-screen.

- If prompted, enter the domain in the **Domain** field using the touch-screen.
- Tap **Login**.

Chapter 5

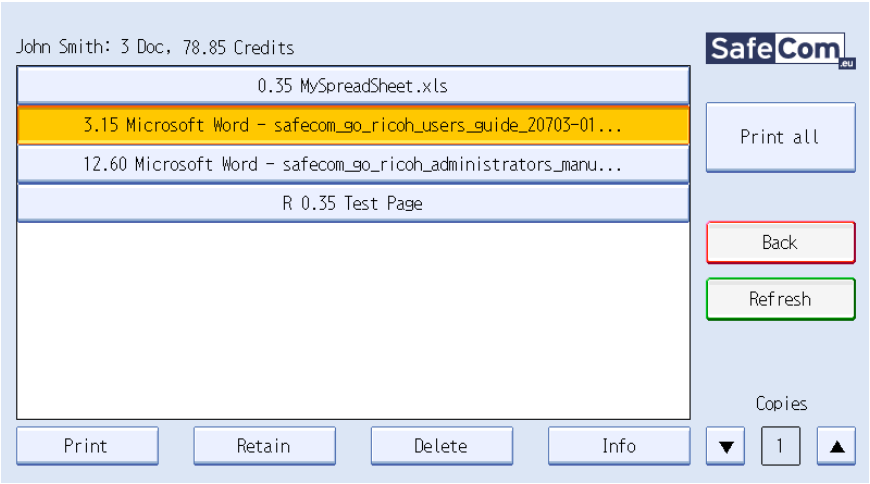
How to Pull Print

1. Log in.



- Press the **Other Function** button.
- If prompted, tap **SafeCom Go**.
- Login with card, code, or Windows credentials.
- Tap the **Pull Print** icon.

2. Pull Print.



- Tap **Print all** to print all documents, excluding any retained documents. Documents are printed in chronological order (oldest first).
- Tap **Back** to go to the main screen.
- Tap **Refresh** to update the list of documents with pending documents that has finished spooling after the user logged in.
- Tap **Print** to print the selected documents.
- Tap **Retain** if you want the selected documents to remain on the list (server) after they have been printed.
- Tap **Delete** to delete the selected documents.
- Tap **Info** to see information about the selected documents, including cost, driver name, use of color and duplex.
- Tap **Copies** and use the physical keypad or the up and down buttons to enter the number of copies you want of the selected documents. Press the red **Clear/Stop** button to reset copies to 1.

Note In the above example, the preceding **R** shows that the document is retained. The **0.35** is the cost of the document. A delegated print is marked with a preceding **D**. Tap the **Info** button to see information about who delegated the document. A group print document has a preceding **G**. If **Print all at login** is checked, any documents pending will be printed first.

3. Log out.
   - Tap **Logout** on the main screen.
   - Use the card at the printer's card reader again (if you logged in by card).

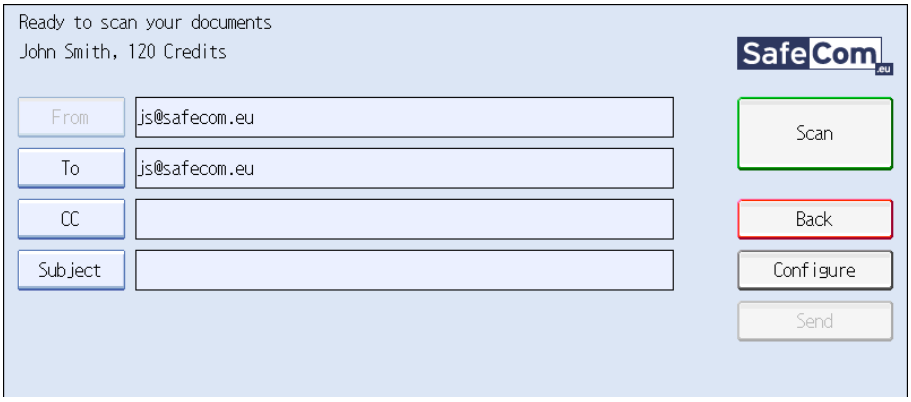
Chapter 6

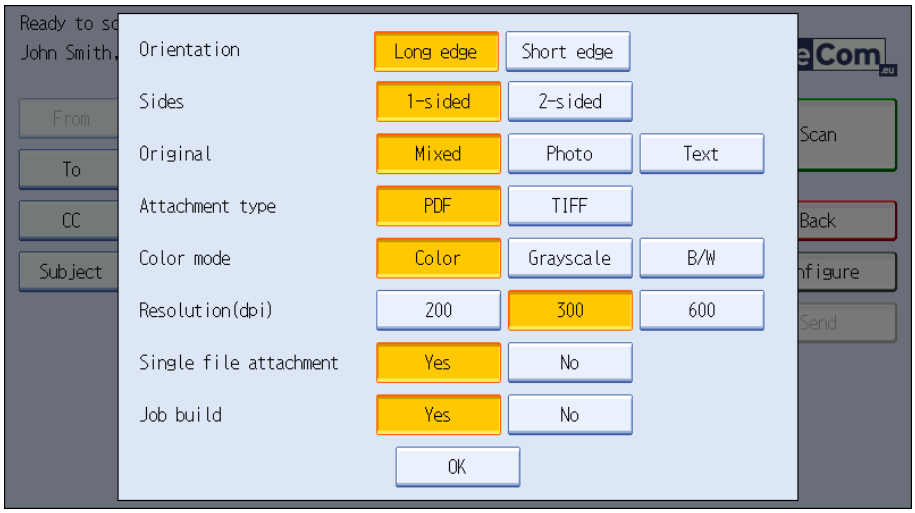
How to scan to e-mail

1. Log in.

- Press the **Other Function** button.
- If prompted, tap **SafeCom Go**.
- Login with card, code, or Windows credentials.
- Tap the **E-mail** icon.

2. Scan and send to e-mail.



- The value of the To: and From: fields can by default be the User e-mail, a specified From: address, or left blank.
- For each field, tap the field button and enter the value on the keypad or touch-screen.
- 

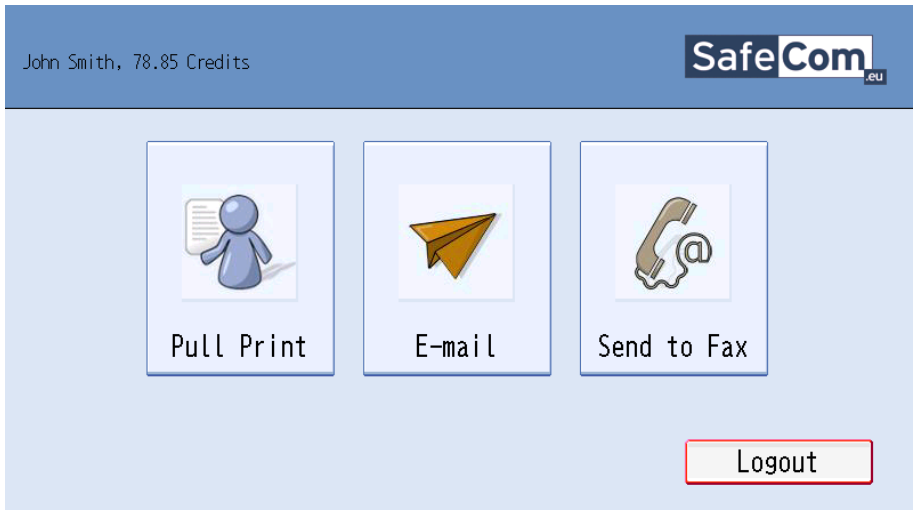
  Alternatively, tap the **Address Book** icon to the right of the field.
- Tap **Configure** to choose properties for the scan. If you want to scan several documents into a single file, tap **Yes** to Job build. The scan always results in a PDF file. Tap **OK** to return to sending e-mail.
- Tap **Send** to scan and e-mail the document.

3. Log out.
   - Tap **Logout** on the main screen.
   - Use the card at the printer's card reader again (if you logged in by card).

Chapter 7

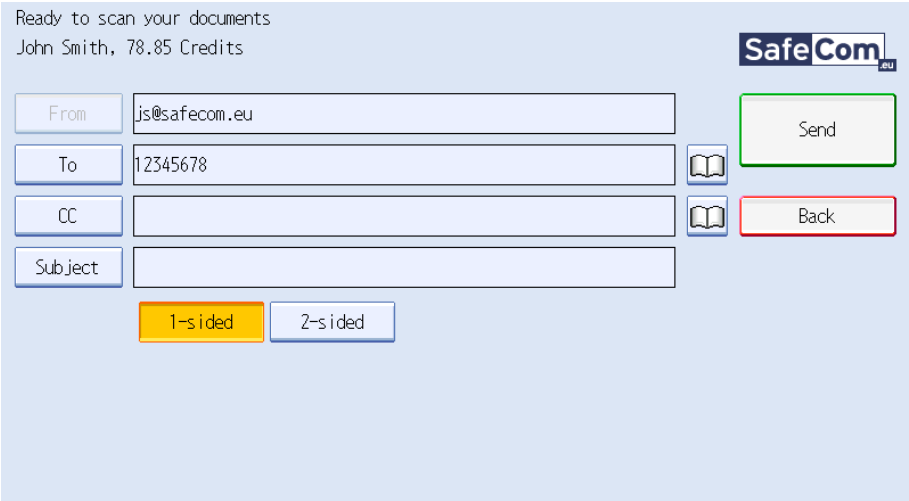
How to send a fax

1. Log in.



- Press the **Other Function** button.
- If prompted, tap **SafeCom Go**.
- Login with card, ID code, or Windows credentials.
- Tap the **Send to Fax** icon.

2. Scan and send to fax.



- The **From:** field can by default be specified with User e-mail, Device name, Default From: address, or be left blank. Default From: address: This is used if the user does not have an e-mail address. If this is not configured, then no_reply@safecom.invalid is used. A fax sent from pre-filled Device name MP 2550 will appear as `From: MP 2550 <no_reply@safecom.invalid>`.
- For each of the fields, tap the field button and enter the value on the keypad or touch-screen.

Note In the **To:** and **CC:** fields, enter the receiver's fax number.

- Alternatively, tap the **Address Book** button to the right of the field.
- Tap **Back** to return to the main screen.
- Tap **Send** to scan and fax the document.

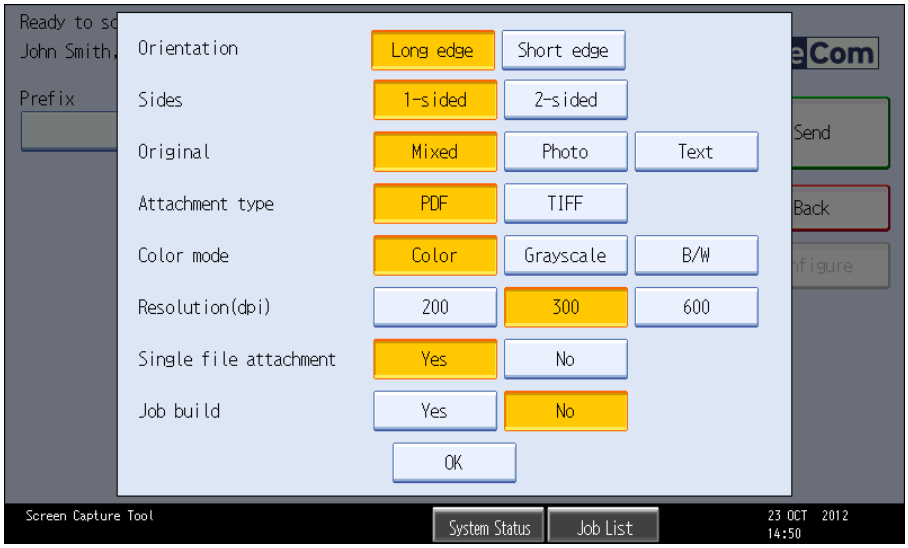
3. Log out.
   - Tap **Logout** on the main screen.
   - Use the card at the printer's card reader again (if you logged in by card).

Chapter 8

How to scan to SafeCom

1. Log in.

   - Press the **Other Function** button.
   - If prompted, tap **SafeCom Go**.
   - Login with card, code, or Windows credentials.
   - Tap the **Smart Scan** icon.
2. Scan the file.
   - Put the document in the document feeder.
   - Enter a prefix to the scanned file. The file name is the prefix followed by a timestamp. The default file name is the timestamp.

- 

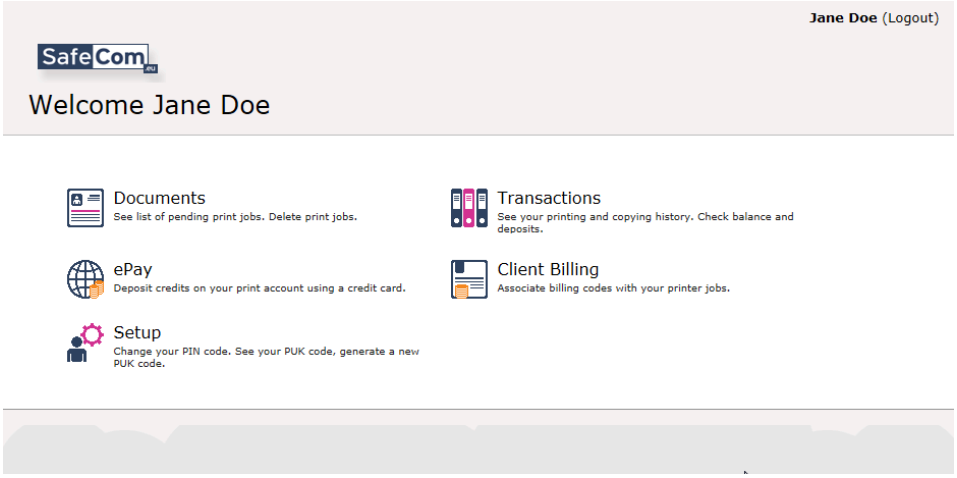
  Tap **Configure** to choose properties for the scan. If you want to scan several documents into a single file, tap **Yes** to **Job build.** The scan always results in a PDF file. Tap **OK** to return to scan file.
  - Tap **Scan** to scan the document.
  - Now the scanned files are available for download in either SafeCom Web Interface or SafeCom Move.

3. Log out.
  - Tap **Logout** on the main screen.
  - Use the card at the printer's card reader again (if you logged in by card).

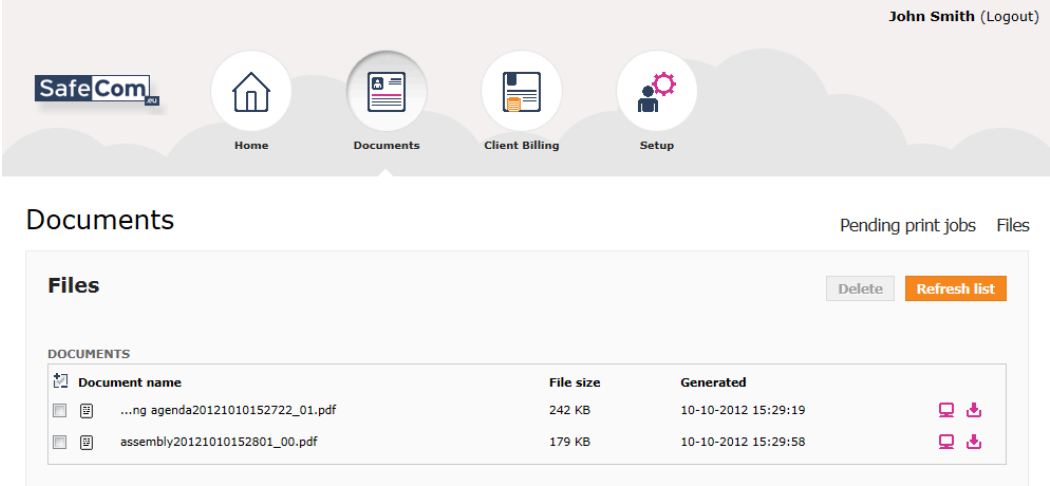
Chapter 9

How to manage scanned files in SafeCom Web Interface

1. Log in.



   - Open a web browser and enter the IP address of the SafeCom G4 Web Interface in the address field.
   - If prompted, enter your credentials and click **Login**.
   - Click the **Documents** icon.
2. Manage files.
   - Click **Files** to view a list of available scanned files.
   - Check one or more documents and click **Delete** to delete the selected files.

- 

  Click to preview the scanned file.

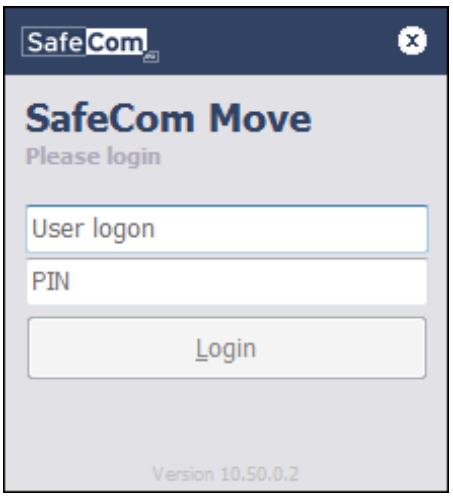
  - Click to download the file.
  - Click **Pending print jobs** to return to the document list.

3. Log out.
   - Click the **Logout** icon and then **Close window**.
   - Close the browser window.

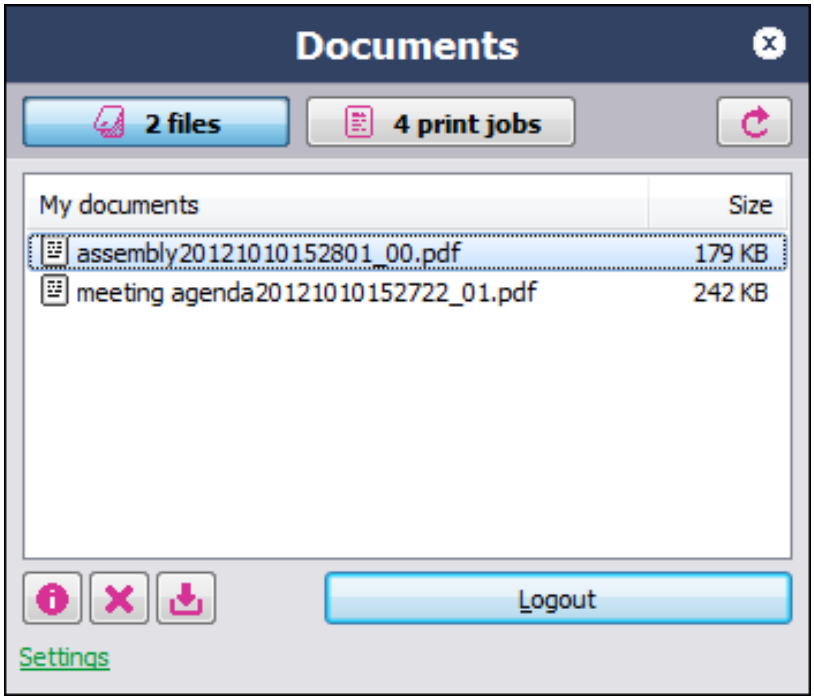
Chapter 10

How to manage files and print jobs in SafeCom Move

1. Log in.



   - Open SafeCom Move from the notification area on the desktop.
   - Depending on the set up, log in with either Windows credentials or User logon and PIN code.
2. Manage the files and print jobs.
   - Click the **files** button to view the list of scanned files.

- 

  Select a file and…:
  - Click to view more detailed information on the file.
  - Click to delete the file from the list.
  - Click to download the file to the default folder.
- Click **Settings** to set a default location for the downloaded files.
- Click the **print jobs** button, select a document and…:
  - Click to view more detailed information on the document.
  - Click to delete the document from the list.
  - Click to retain/unretain the document.

3. Log out.
- Click **Logout**.