



KONICA MINOLTA

bizhub C200 bizhub vCare/CS Remote Care Email Setup Instructions

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Purpose: This documentation is for setting up the bizhub C200 to perform vCare/CSRC Email communication.

Convention: bizhub vCare is the US brand used by KMBS for Konica Minolta's worldwide CS Remote Care System (CSRC).

Overview: The settings entered into the CS Remote Care section of the bizhub C200 are intended to do the following:

1. Set the MFP with the current date, time and time zone. When the MFP communicates with the vCare/CSRC host, the MFP will report the date and time for its specific location.
2. Set a unique identification code for communicating to a specific vCare/CSRC host system.
3. Set a unique Email address for the MFP, as well as the IP addresses of the send and receive Email servers. All passwords, user names and port settings for Email will be set to allow the MFP to communicate with the Email server(s) supporting vCare/CSRC.

A. Administrative Requirements Prior to MFP Email Setup

1. The machine record **MUST** be entered in the vCare/CSRC Server prior to setting up the MFP for Email communication. This is typically handled by the vCare administrator.
2. The MFP's Email address **MUST** be in place prior to setting up the MFP for Email Communication.

B. MFP Specific Requirements

The technician performing the Email setup must have the following information from the vCare administrator beforevisitingthecustomer:

1. **Device ID:** The Device ID for MFP must match the 13 digit ID configured on CSRC Server. The Device ID should be the serial number for the MFP. This setting should already be present in the C200's vCare/CSRC settings.
2. **Center ID:** This ID is used by the vCare/CSRC Communication Server.
3. **POP3 Email Server IP Address or Hostname:** The IP address\Hostname for the POP3 Email Server.

Note: DNS server settings must be configured if using the hostname for POP3 server.

4. **POP3 Port:** Typically 110, unless otherwise indicated.
5. **POP3 Email Address for the bizhub C200:** This is the unique Email address for the MFP.
6. **POP3 User Name:** This is always the text to the left of the "@" of the Email address.
POP3 User Names are case sensitive!
7. **POP3 Password:** Provided by the vCare administrator.
POP3 Passwords are case sensitive!
8. **POP3 Mail Check/Auto RX Check Interval:** This is how often the MFP checks its POP3 mailbox. Set as follows:

- **Attended Initialization:** 1 minute during setup and initialization with a technician on site who is communicating with the vCare administrator. Recommend setting POP3 Mail Check interval to 60 minutes after initialization is confirmed as successful. This value can be set from 1 to 120 minutes on this MFP.
- **Unattended Initialization:** 1 minute to perform TX/RX Test. Recommend setting POP3 Mail Check interval to 60 minutes.

9. **SMTP Email Server IP Address:** The IP address or Hostname for the SMTP Email Server.
Note: DNS server setting must be configured if using the hostname for SMTP server.

10. **SMTP Port:** Typically 25, unless otherwise indicated.

11. **SMTP User Name:** This is always the text to the left of the "@" of the Email address.
SMTP User Names are case sensitive!

Note: The entire Email address may be required depending on the Email server. **MFP Password:** Provided by the vCare administrator. **SMTP Passwords are case sensitive!**

12. **Service Engineer's ID number:** The SE ID is a seven-digit number. It should be unique to the technician servicing the machine. **Enter leading zeros if required; e.g. 0123456. If no numeric ID is assigned, simply use: 1234567**

C. Initial Check of Email Connectivity

This procedure is to confirm that the customer's network will permit POP3 and SMTP communication on their respective ports using the TELNET command. This test should be performed at customer's workstation convenient to the MFP. If the responses to the TELNET commands are unsuccessful, this means the customer's network will not allow access to the Email server providing service to the MFP.

POP3 Check: At the Windows Command Prompt, type the following to test the availability of the POP3 Email Server: TELNET (POP3 Email server IP Address) 110 (enter)
If the Email address is 10.10.10.10, then the command is: TELNET 10.10.10.10 110 (enter)
Type QUIT to end.

Result: You should get a reply of OK, or similar affirmation, other than "connection failed."

SMTP Check: At the Windows Command Prompt, type the following to test the availability of the SMTP Email Server: TELNET (SMTP Email server IP Address) 25 (enter)
If the Email address is 10.10.10.10, then the command is: TELNET 10.10.10.10 25 (enter)
Type QUIT to end.

Result: You should get a reply of OK, 220, or similar affirmation, other than "connection failed."

IMPORTANT: If the above tests do not pass, you will need to advise your customer of the situation. The MFP will not be able to communicate with the vCare/CSRC server unless the above tests pass.

D. Time and Date Setting in Admin Mode

1. Press **Utility/Counter -> Admin. -> Enter Administrator Password -> OK -> [System Settings].**

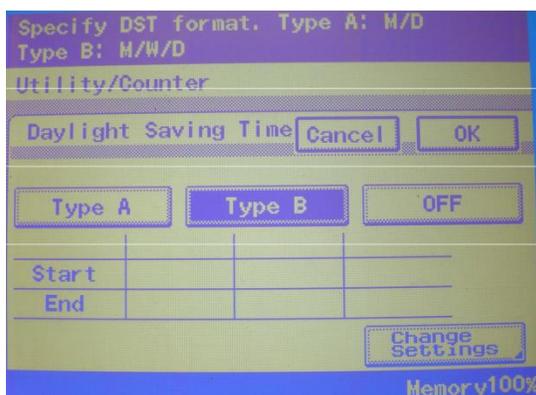
Note: The default password is 12345678.

2. Press **[Date & Time Setting]**, then select the next **[Date & Time Setting]** button.
3. Enter **Month, Day, Year, Hour** and **Minute**. Then press OK.
Based on 24-hour clock (Military Time).

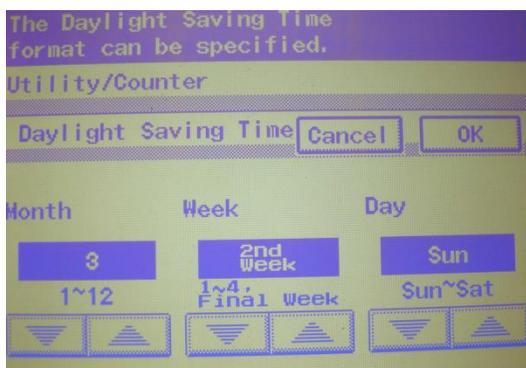


Note: Press "C" to clear any existing settings.

4. Press **[Time Zone]** and set the correct Time Zone for the MFP, using the UP/DOWN arrows. Then press **OK**.
 - a. **Eastern Time Zone: -05:00**
 - b. **Central Time Zone: -06:00**
 - c. **Mountain Time Zone: -07:00**
 - d. **Pacific Time Zone: -08:00**
5. Press **[Daylight Saving Time]**
6. Press **[Type B]** for Daylight Saving Time selection.

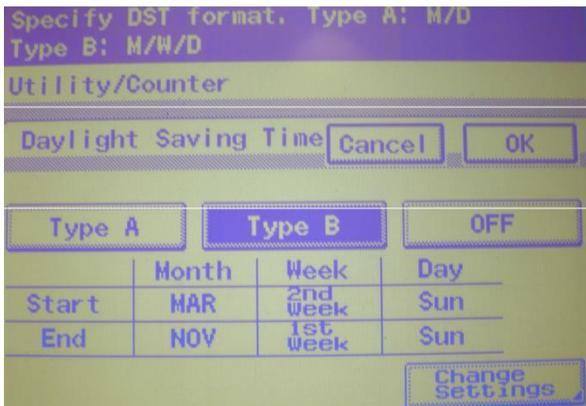


7. Press **[Change Settings]** button.
8. Press **[Start]**.
9. Enter **3** for Month, **2nd Week** for Week and **Sun** for Day. Press **OK** to save these settings.



10. Press **OK**.
11. Press **[End]**.
12. Enter 11 for Month, 1st Week for Week and Sun for Day. Press **OK** 2x.

13. Press **OK** after verifying the proper Daylight Saving Time are entered on the bizhub C200 (Refer to following screenshot).

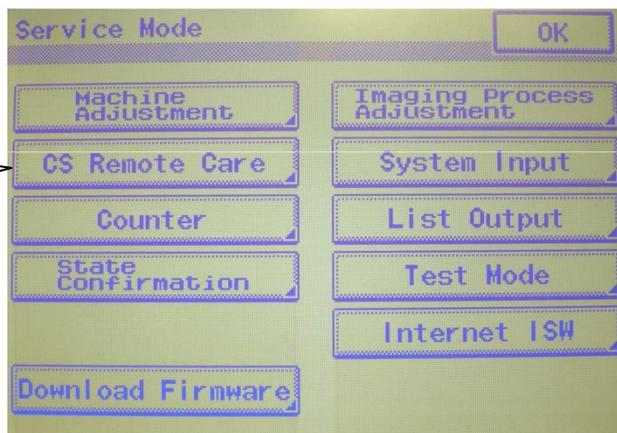


14. Press OK four times to exit to the basic copier screen.

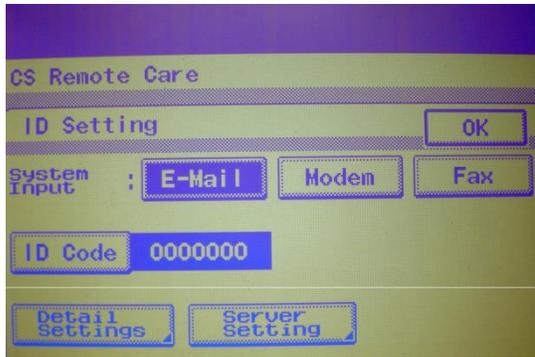
E. Accessing the CS Remote Care Screen

1. Select **Utility\Counter** -> press the **[Check Details]** button then enter **Stop -> 00 -> Stop -> 01** and press **[End]** to enter TECH REP MODE.
2. Press **[CS Remote Care]**.

[CS Remote Care] button.



3. Select **[Email]**.
4. Select **[ID Code]**.
5. Enter a **seven digit number** for **[ID Code]** (This code is designated for each technician). It is recommended to use your current Tech Number and enter leading zeros for a seven-digit **[ID Code]**. Otherwise, use 1234567.
6. Touch the **[ID Code]** button again, and **[Detail Settings]** will appear. The **[Detail Setting]** key will **not be visible until** the **[ID Code]** is entered..

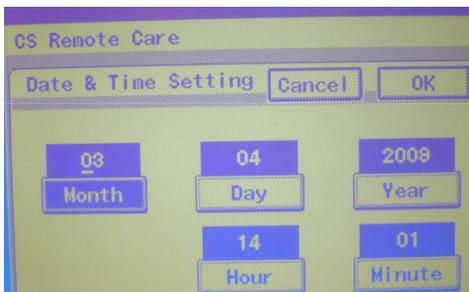


F. RAM Clear Setting

1. Select **[Detail Settings]**
2. Select **[RAM Clear]**.
3. Select **Yes**, then **END**.
4. Turn off SW 2 (Operation Panel) and SW1 (Main Switch) for 10 seconds
5. Turn on the MFP's power; wait until the MPP comes to a Full ready.
6. Follow the steps in section E, and then proceed to section G to continue the set up process.

G. Setting CS Remote Care Date and Time

1. Select -7 **[Detail Setting]**.
2. Select **[Date & Time Setting]** button.
3. Input the Date and Time, then press **OK**. **Based on a 24-hour clock (Military time).**



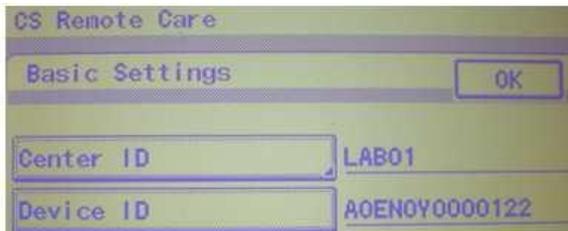
4. Select **[Time Zone]** and enter the correct Time Zone setting using the UP/DOWN arrows.
 - a. **Eastern Time Zone: -05:00**
 - b. **Central Time Zone: -06:00**
 - c. **Mountain Time Zone: -07:00**
 - d. **Pacific Time Zone: -08:00**
5. Press **OK** after entering time zone.

H. Setting CS Remote Care Center ID and Device ID

1. From the **CSRC [Detail Setting]** screen, select the **[Basic Settings]** key.
2. Select **[Center ID]** and input the **Center ID** (five digits). Consult the vCare Administrator for the **[Center ID]**. Note: Numbers must be entered through the MFP panel keyboard.

Important: This **5-character Center ID** setting **must match** the correct **Center ID**.
Note: Letters should be entered in **CAPS**.

3. The S/N of the MFP should already be present in The **[Device ID]** field.



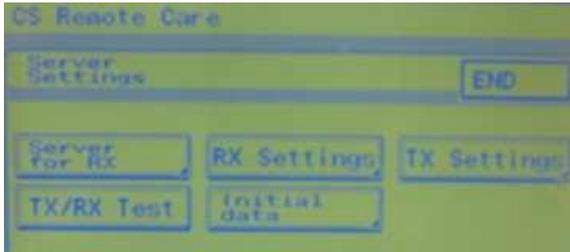
Note : In the CSRC **[Basic Settings]**, The **[Respond Timeout]** could be left at the default setting unless otherwise directed

4. Press **OK**. to exit the CSRC **[Basic Settings]**.
5. Press **OK** to exit the CSRC **[Detail Setting]**

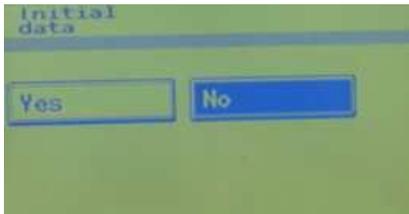
I. Setting the CS Remote Care Email Settings

Note: It is not necessary to enter an ID Code to access the **[Server Settings]** screen.

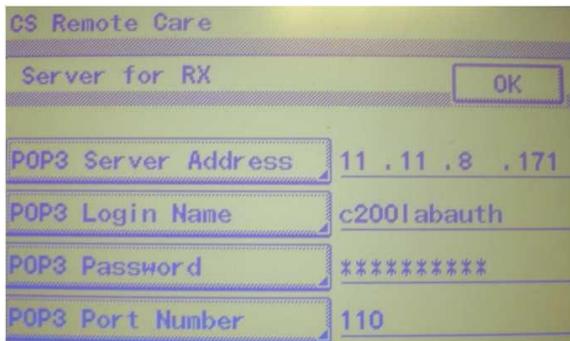
1. In the **[CS Remote Care]** settings, select **[Server Settings]**
2. The **[Server Settings]** screen will then appear.



3. If previous CS Remote care settings are already present and need to be cleared, select **[Data Initial]**, then **[Yes]**. Then exit CS Remote Care settings and cycle power. Otherwise, proceed to Step 4.



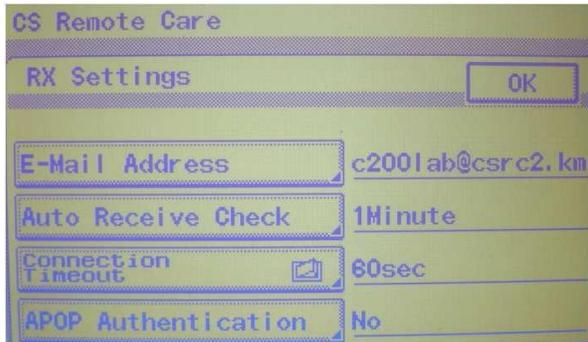
4. Select **[Server for RX]**.



5. Set the **[POP3 Server Address]** IP Address or server hostname. Typically the IP address is used. (If specifying the FQDN, DNS settings must be configured in the MFP's Network Settings.
6. Enter **[POP3 Login Name]** and **[POP3 Password]**. (case-sensitive)
7. Enter **[POP3 Port number]** (default 110)
8. Press **OK** to exit **[Server for RX]** settings.

9. Select **[RX Settings]** and enter the complete **[E-mail Address]** for the device.

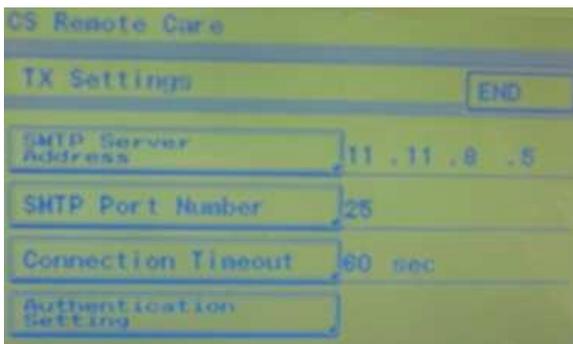
Important Note: The [Email Address] entered for the device in the CS Remote Care settings, cannot be the same Email address used for the device for scan to Email



10. For **[Auto Receive]** Check, set the value to 1 minute initially. This should be changed to 60 minutes upon confirmation of a successful initialization by the vCare/CSRC Server OR if the initialization will be performed at a later time (unattended).

Note: If [Auto-Receive Check] is left at the default setting, which is OFF the device will not perform a POP request and as a result will not receive a "setup Email from CSRC.

11. **[Connection Timeout]** can be left at the default value.
12. **Do not enable [APOP] authentication, unless it is required by the mail server, otherwise communication will fail.**
13. Press **OK** to exit **[RX Settings]**.
14. Select **[TX Settings]** and set the IP **[SMTP Server Address]**. Typically the IP address of the SMTP server is used. If specifying the FQDN of the mail server, DNS settings must be configured in the MFP's Network Settings.



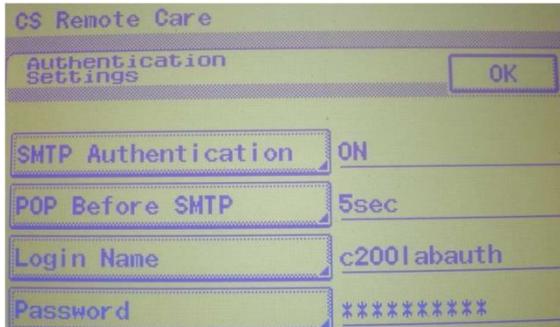
Note: The default **SMTP port number** should be **25**. The **Port No.** should **only be changed, if the Email server does not use standard SMTP TCP Port 25.**

Note: The Alternate SMTP Port 2525 could be used if 25 is unavailable.

Additionally the standard SMTP Authentication Port is 587.

Contact your vCare Administrator regarding what ports should be used.

15. Select [**Authentication Settings**], ***only if Authentication is required by the mail server.***

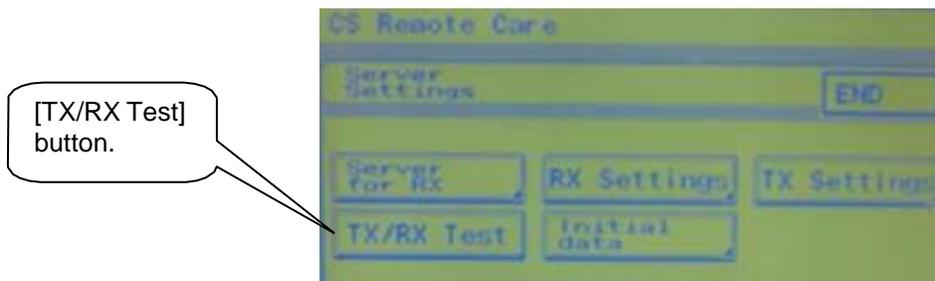


- a. **<SMTP Authentication.>** - most Email servers support this authentication method. This setting should ***only*** be enabled, if the Email server requires it.
SMTP Auth. [User ID] – Some Email servers may require a full Email address (Example: Serial # [user@domainname.com](#)).
- b. **SMTP [Password].** (case-sensitive)
- c. **<POP Before SMTP>** should be disabled **UNLESS** required.

J. Email Communication Test

This procedure will perform a **Communication test**, which will test connectivity with the Email server.

1. Press [**TX/RX Test**]. A “**Connection was successful**” message indicates that engine sent a test Email to server. When the message changes to “**Transmission was successful**” displays, this indicates that the MFP was able to successfully retrieve the test Email from its mailbox. Then Press **OK** 2x.
If the connection test fails, note the message and re-confirm all mail settings.

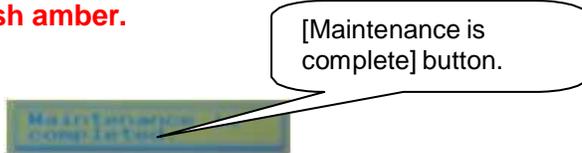


If the issue still cannot be resolved, print out a vCare Communication log for troubleshooting. (see Appendix)

K. Confirmation of Successful of Setup Email

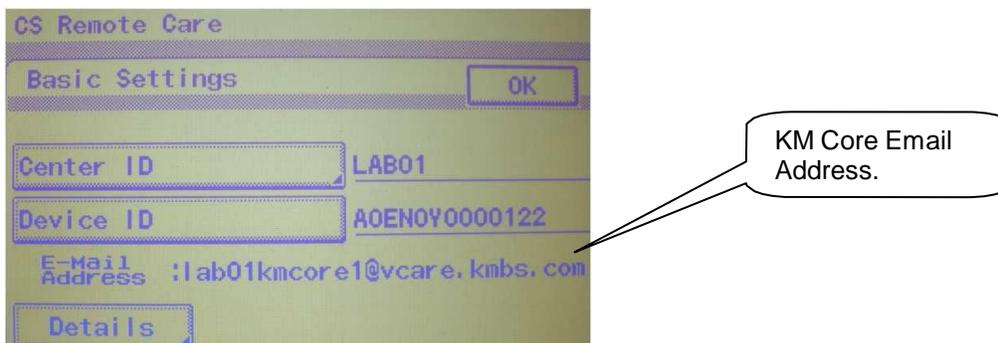
Once all of the CSRC **[Detail Settings]** and *[Server Settings]* have been entered, the technician should contact the vCare/CSRC administrator to let him or her know that the MFP is ready to receive the "Setup Email" (Initial Communication) message. The vCare/CSRC application will let the administrator know that the "Initial Communication" message was successfully received by the MFP.

1. When the **[Detail Settings]** screen is accessed after a successful "setup Email" was received by the MFP, a **[Maintenance complete]** button will appear. This button should be pressed when a technician finishes configuring or checking selections in the **[Detail Settings]** screen. **If the [Maintenance complete] button is not pressed, the Start button on the copier will flash amber.**



Note: To ensure the correct communication sequence, it is recommended to wait five minutes *after* the "Setup Email" is sent, before entering CSRC mode to access the **[Detail Setting]** button.

2. An alternate method to confirm the "setup Email" message was received by the MFP, is to go into the **[Detail Settings]** – **[Basic Settings]** screen, and confirm the presence of the **CSRC KMCore's** Email address, which was sent in the "setup Email" to the device.



Appendix – Print Communication Log

1. If the device **does not** receive a successful “setup Email”, or the **TX/RX** Test fails, go into TECH REP MODE > **[CS Remote Care]** > **[Server Setting]**, and perform a **[TX/RX] Communication test**.
2. Select **[End]**, then **[Detail Setting]**.
3. Select **[Communication Log Print]**.
4. Load Tray 1 or Bypass with Letter-R paper.
5. Exit TECH REP MODE.