



KONICA MINOLTA

# **bizhub PRO 920**

## **bizhub vCare\CS Remote Care**

### **Email Setup Instructions**

Ver. 1.9  
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**Purpose:** This documentation is for setting up the bizhub 920/IC203 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 920/IC203 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 and service **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 9 digit ID configured on CSRC Server. The Device ID is the serial number for the MFP. Contact vCare/CSRC administrator for the correct Device ID, if the information has not been provided.
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 setting must be configured using the hostname for POP3 server.
4. **POP3 Port:** Typically 110, unless otherwise indicated.
5. **POP3 email Address for the bizhub 920:** 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 POP3 Mail Check interval to 60 minutes after initialization is confirmed as successful. This value can be set from 1 to 60 minutes on this MFP.
  - **Unattended Initialization:** 1 minute to perform TX/RX Test. Recommend 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 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.  
**POP3 User Names are case sensitive!**  
**Note:** The entire email address may be required depending on the email address.
12. **SMTP Password:** Provided by the vCare administrator. **SMTP Passwords are case sensitive!**

13. **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 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 at a 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)

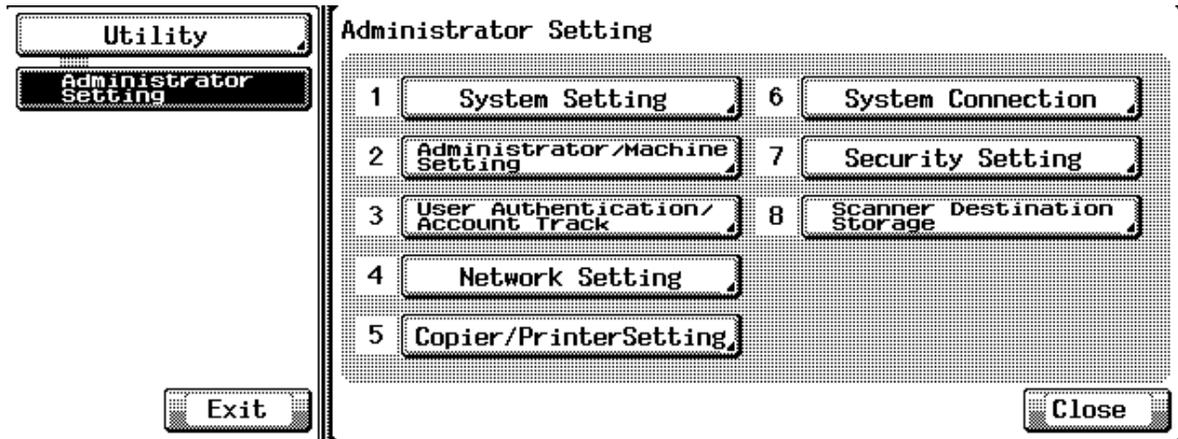
Type QUIT to end.

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

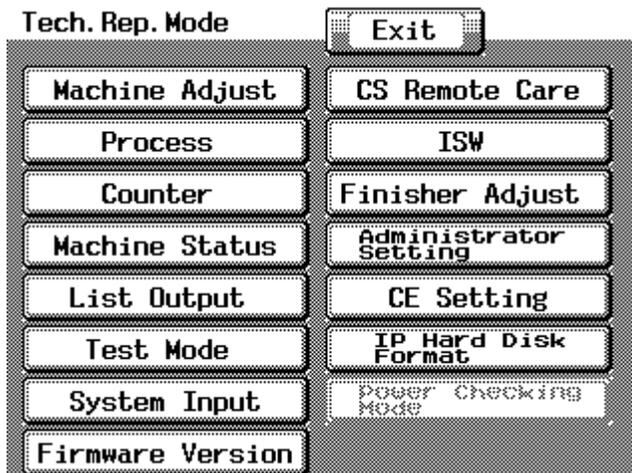
**IMPORTANT: If the above tests do not pass, you will need to advise your customer of the situation. The MFP will not be able to communicate with the vCare/CSRC server unless the above tests pass.**

## D. bizhub PRO 920 Time and Date Setting

1. Press **Utility\Counter** button.
2. Press **[06 Administrator Setting]**.
3. Press **[01 System Setting]**.



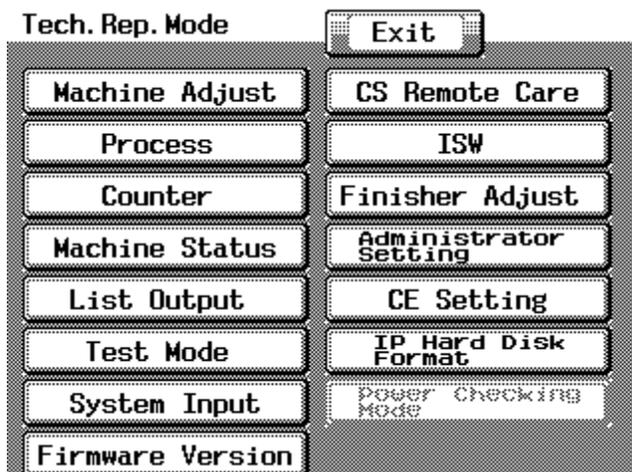
4. Press **[02 Time and Date Setting]**.
  - a. Enter Year, Month and Day.
  - b. Enter Hour and Minutes.
5. Press **[Time Zone]** button.
6. Enter Time Zone and then **[+ <-> -]** button.
  - a. **Eastern Time Zone: -500**
  - b. **Central Time Zone: -600**
  - c. **Mountain Time Zone: -700**
  - d. **Pacific Time Zone: -800**
7. Press **SET** then **OK**.
8. Press **Return**.
9. Press **Utility\Counter -> Stop -> 00 -> Stop -> 01** to enter TECH REP MODE.
10. Press **[07. System input]**.



11. Press **[04 Install Date]**.
12. Enter Current date and time, and then press **Set**.
13. Press **OK**.
14. A Turn off SW 2 (Operation Panel) and SW1 (Main Switch) for 10 seconds. Wait for couple of minutes to allow IC-203 to reinitialize.

### E. CS Remote Care Initialization

1. Press **Utility\Counter -> Stop -> 00 -> Stop -> 01** to enter TECH REP MODE.
2. Press **[07. System Input] -> [01. Software Switch]** setting.

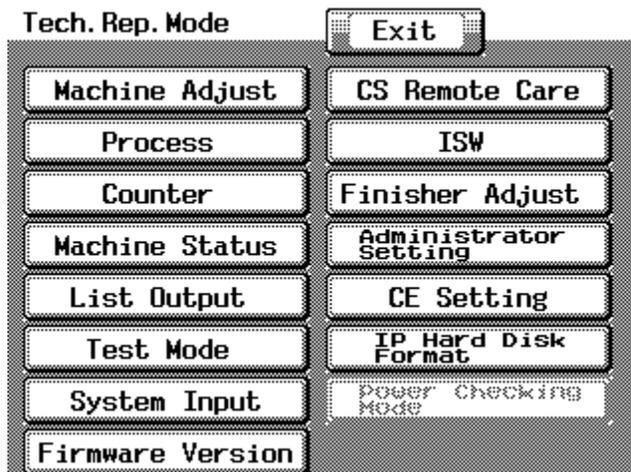


3. Change left Dipswitch to **03** and middle bit to **6** and press right data bit to **On (1)**. This dipswitch must be enabled to perform CSRC memory initialization. This dipswitch will reset back to 0 after CSRC memory initialization is performed.

4. Press **Return**.
5. Press **[04. Machine Status]** -> **[01. I/O Check]** -> **15** from keypad -> Press **Access - > 98** from keypad -> **Start**. The display should read FIN after short period of time.
6. Press **Return**.

## F. Enable CS Remote Care Settings

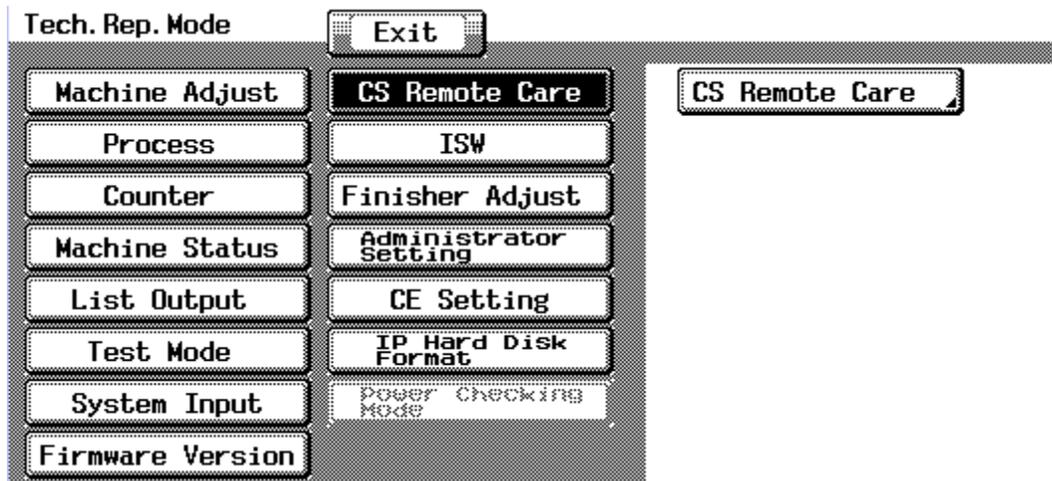
1. In Tech Rep Mode, Press **[07. System Input]** -> **[01. Software Switch]** Setting.



2. Change dipswitch 15 bit 5 to 1. (**Enable CSRC Communication for the engine**).
3. Verify dipswitch 16 bit 7 is still set to **0** (**Required when using the IC-203**).
4. Press **Return**.

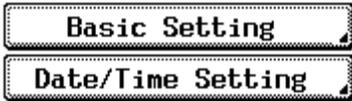
## G. CS Remote Care Basic Settings

1. In Tech Rep Mode – [07. System Input] Select [09. CS Remote Care].
2. Press [01. CS Remote Care].



3. Under System Setting, Select [01. Email].
4. Press [No. Code].  

No. Code	0000000
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5. Enter [seven digit number] for No. Code. (This code is designated for each technician). Recommend using your current Tech Number and add one or two 9's at end for the seven digits.
6. Press [No. Code] again.
7. Press [Detail Settings].
8. Press [Basic Setting].
9. Press [RAM Clear].
10. Press [Execute]
11. Press [End]
12. Turn off SW 2 (Operation Panel) and SW1 (Main Switch) for 20 seconds. Wait for couple of minutes to allow IC-203 to reinitialize
13. After cycling the power, repeat steps 1-8, then skip to step 14 to proceed with the set up process
14. Press [02 Date and Time Setting].



15. Enter time and date, as required. Press **[Set]** to save the settings.

16. Press **[Time Zone]**.

17. Enter Time Zone and then [+ <-> -] button.

- a. **Eastern Time Zone: -500**
- b. **Central Time Zone: -600**
- c. **Mountain Time Zone: -700**
- d. **Pacific Time Zone: -800**

18. Press **[OK]** to return to the CS Remote Care setting window.

19. Press **[Basic Setting]**.

20. Press **[Center ID]**. Enter Center NO.

**Note: Make note of the bizhub PRO 920's serial number.**

**The serial number is required for CSRC host system engine setup.**

15. Press **OK**.

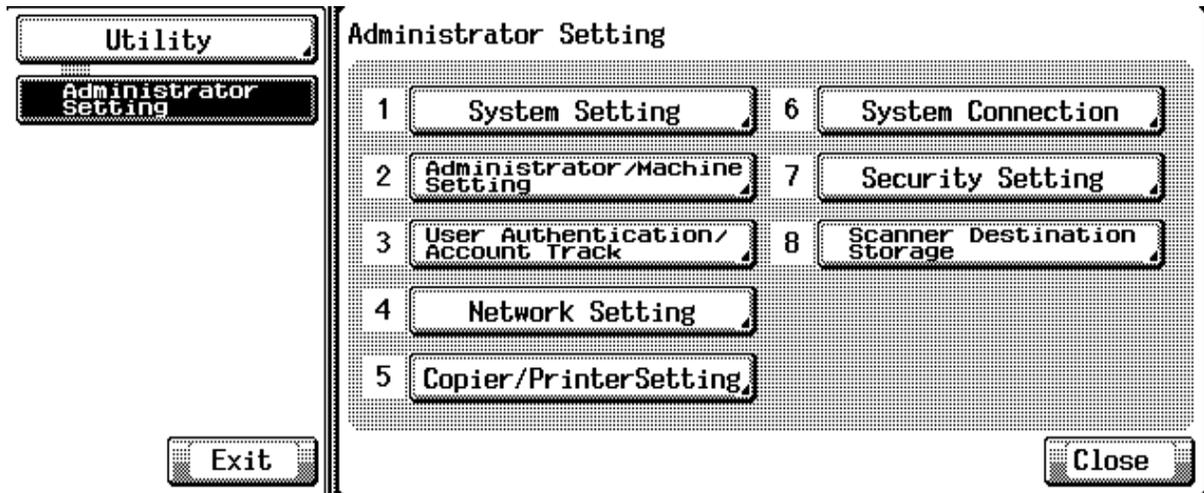
16. Exit Tech Rep Mode.

## H. Configuring the IP Controller

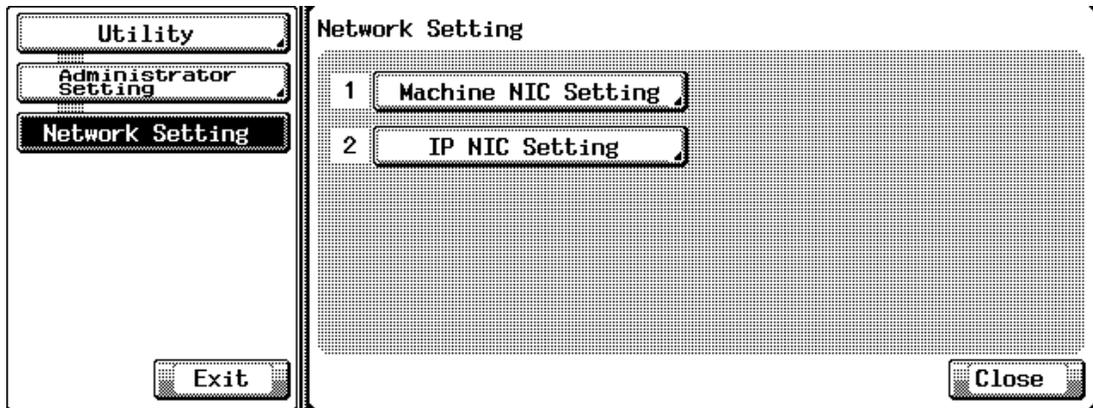
1. Press **Utility\Counter** button.

2. Press **[06 Administrator Setting]**.

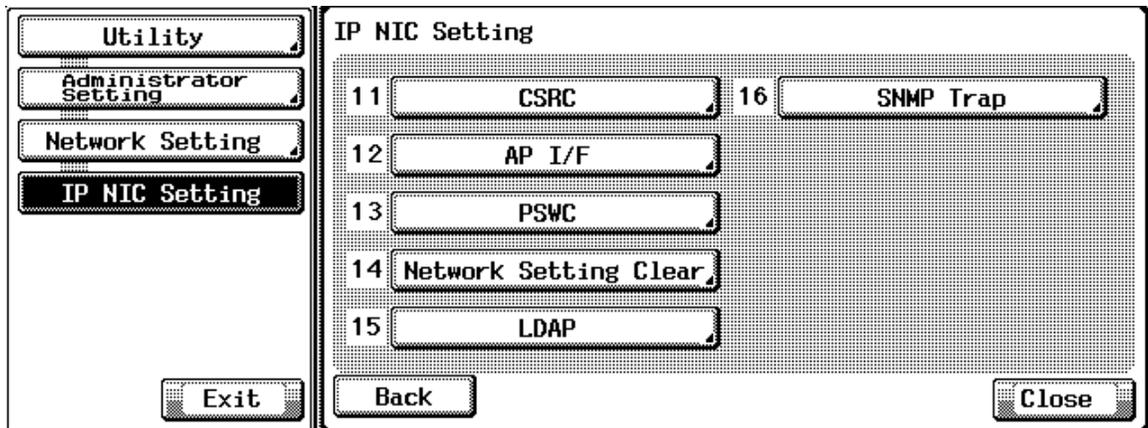
3. Press **[04 Network Setting]**.



4. Press **[02 IP NIC Setting]**. Press Next.



5. Press [11 CSRC].



6. Press [01 CSRC TX Setting]. Set CSRC Send to ON.

7. Enter SMTP Server Address; enter email server's TCP/IP Address or Hostname.

CSRC TX Setting  
Please set each item

<b>CSRC Send</b> <input type="button" value="On"/> <input type="button" value="Off"/>	SMTP ServerAddress	11.11.8.5	
	Port No.	25	1-65535
	Connection Timeout	60	30~300 sec.
	Administrator From Address	920lab@csrc.kmbs.com	

8. The **Port No.** should only be *changed*, if the *email server does not use standard SMTP TCP Port 25*. The standard **SMTP Authentication Port** is **587**.
9. Change **Connection Time Out** setting, as required. This setting **should not** have to be changed unless there are a number network hops between MFP and email server.
10. Enter **Administrator's From Address** (This is the 920's email address). Press **OK** to complete the entry.
11. Press **Next**, *only if* SMTP Authentication is required by the mail server. Go to step 12, if email server does not require SMTP Authentication.

CSRC TX Setting  
Please set each item

<b>Auth. Setting</b> <input type="button" value="Off"/> <input type="button" value="POP Before SMTP"/> <input checked="" type="button" value="SMTP Auth."/>	POP Before SMTP	0	0~60sec.
	SMTP Authentication User Name	tech@csrc.kmbs.com	
	Password	****	
	Realm	csrc.kmbs.com	

- a. **Auth <POP before SMTP>** should be disabled **UNLESS** SMTP Email server is using this authentication method.
- b. **Auth <SMTP Auth.>** - most email servers support this authentication method. This setting should only be enabled, if the email server uses this authentication method.

c. **POP Before SMTP** timeout is only required, if POP Before SMTP authentication is enabled.

d. **SMTP Auth. User Name** – The email server may require a full email address (Example: Serial # [user@domainname.com](#)).

e. **SMTP Password**.

f. **REALM** = Enter domain name (domain.com).

12. Press **OK**.

13. Press [**02 CSRC RX Setting**].

14. Set **CSRC Receive** to **ON**.

15. Enter POP3 Server's IP Address or Hostname.

CSRC RX Setting  
Please set each item

CSRC Receive

On

Off

POP Server Address 11.11.8.5

User Name 9201ab

Password \*\*\*\*

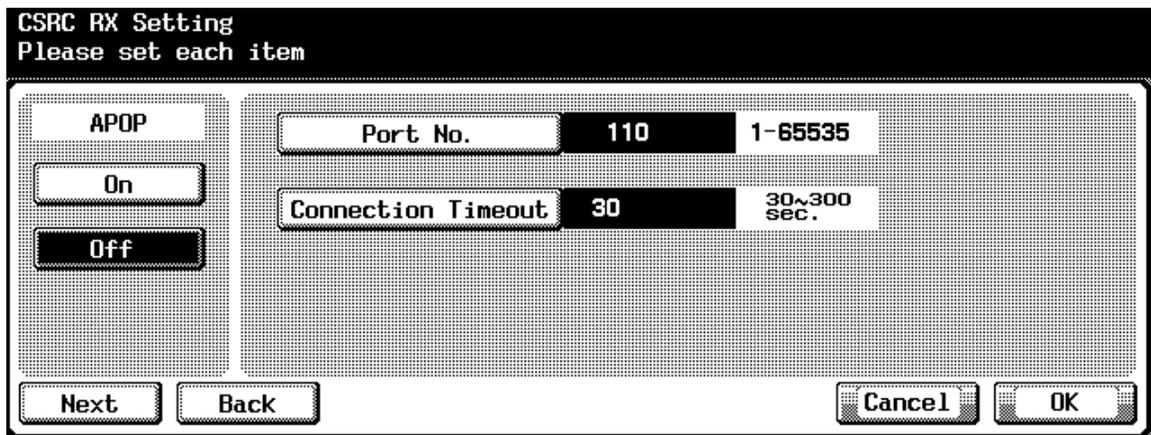
Next Cancel OK

16. Enter POP3 Username and Password.

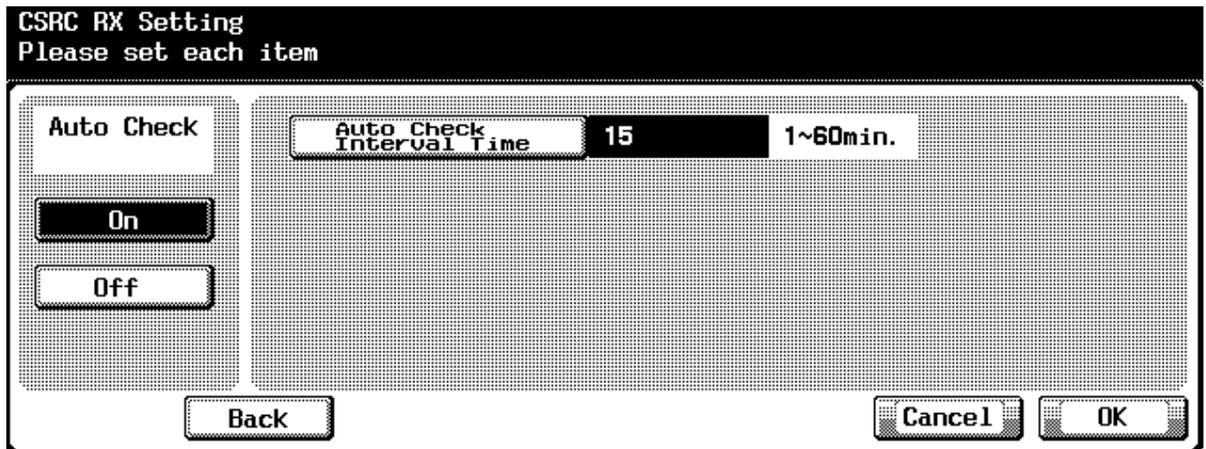
17. Press **Next**.

18. Connection Timeout can be left at Default.

19. **Do not enable APOP, unless required** by the POP3 mail server. Enabling this setting when it is not required may cause the 920's POP3 request to fail.

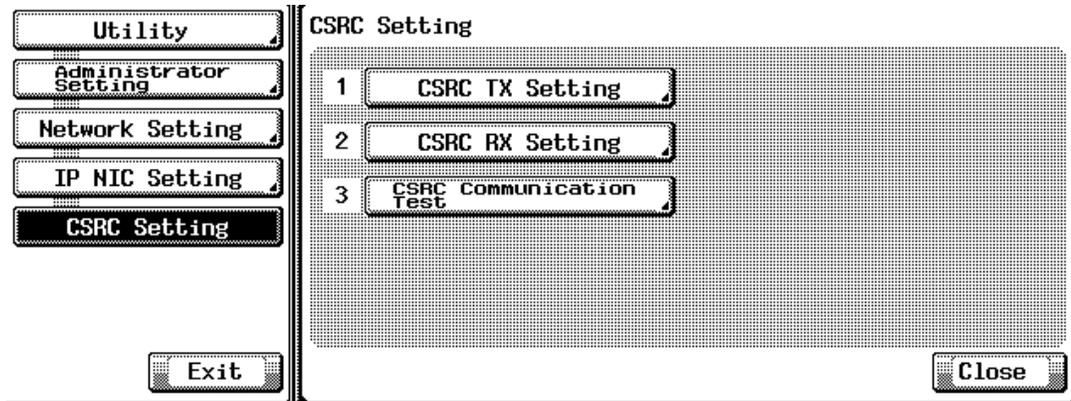


20. **Port No.** does not have to change, unless the email server does not use TCP Port 110 for POP3 requests.
21. Press **[NEXT]**.
22. Set **Auto Check** to **ON**. If **Auto Check** is left at the Default. The device **will not** perform a POP check and the device **will not receive** a setup email from CSRC.

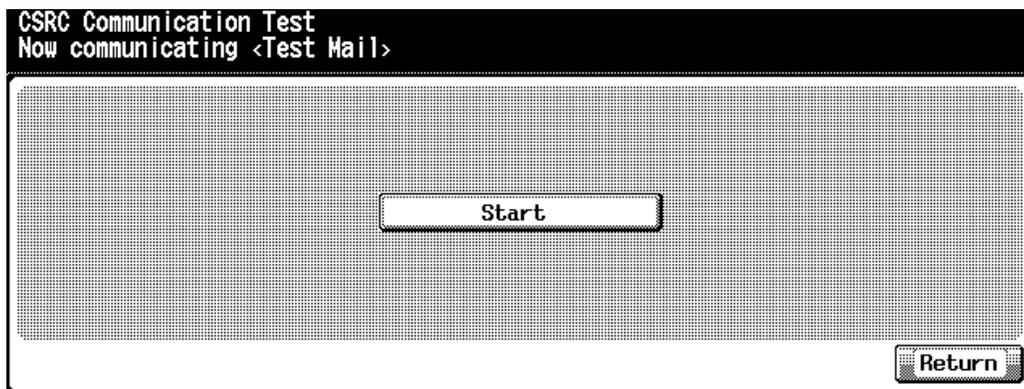


23. Set Auto Check Interval to 1 minute.
24. Press **[OK]**.
25. Press **[Close]**.
26. Turn off **SW 2 (Operation Panel)** and **SW1 (Main Switch)** for 10 seconds. Wait for couple of minutes to allow IC-203 to reinitialize.
27. Press **Utility\Counter** button.

28. Press **[06 Administrator Setting]**.
29. Press **[04 Network Setting]**.
30. Press **[02 IP NIC Setting]**. Press **Next**
31. Press **[11 CSRC]**.
32. Press **[CSRC Communication Test]**.



33. Press **[START]**. This communication test should take a few minutes. Proceed to next step on successful completion message. If the communication test fails, go to print the Communication log, then review the email server settings. It is necessary to allow the test to complete, time out or error out in order to have data present in the Communication log.



34. Press **[Return]**.
35. Press **[02 CSRC RX Setting]**.
36. Press **[NEXT]** twice.
37. Set **Auto Check Interval** to 60 minutes. The Auto Check Interval can set from 1 minute to 60 minutes.

38. Press **[OK]**.

39. Turn off SW2 (Operation Panel) and SW 1 (Main Switch) for 10 seconds

## I. Appendix – Print Communication Log

1. Press **Utility\Counter -> Stop -> 00 -> Stop -> 01** to enter TECH REP MODE.
2. Press **[07. System Input] -> [01. Software Switch]** setting
3. Set **DIPSW 30-1** to **1** in order to have “**Communication Log List**” available in “List Output” Mode”
4. Exit TECH REP MODE.
5. Press **Utility\Counter** button.
6. Press **[06 Administrator Setting]**.
7. Press **[04 Network Setting]**.
8. Press **[02 IP NIC Setting]**. Press **Next**.
9. Press **[11 CSRC]**.
10. Press **[CSRC Communication Test]**.  
(The Communication test must be allowed to either complete, time out or fail in order to record information in the Communication Log).
11. Enter TECH REP MODE mode.
12. Select **[List Output]**.
13. Select “**Communication Log List**”.
14. Press the **[Copy]** key
15. Press the Start button on the copier.

