vCare Example Configuration Guide

bizhub 361/421/501, 601/751

bizhub C203/C253/C353/C451/C550/C650 models

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vCare Requirements:

Device Registration: The device must be registered to the vCare System for HTTP or 1-Way e-mail communication protocol.

Firmware: The bizhub 361, 421 and 501 have a minimum requirement of being flashed at firmware level 21. bizhub 601 and 751 have a minimum requirement of being flashed at firmware level 20. The recommendation is to be sure the unit is flashed with the latest firmware level available.

If CS Remote Care was previously configured, the entries must be cleared (RAM Clear (Detail Settings) and Data Initialization (Server Settings)) prior to configuration and connection processes.

Network Requirements:

SMTP Communication Protocol: For direct communication with the vCare System from the Engine, port 25 or 2525 must be open with all rules and permissions allowing communication out of the network for the machine. If the unit needs to communicate to a customer's mail server on the network, the technician will need to be provided this information including server address, port number and any required Authentication information for configuration.
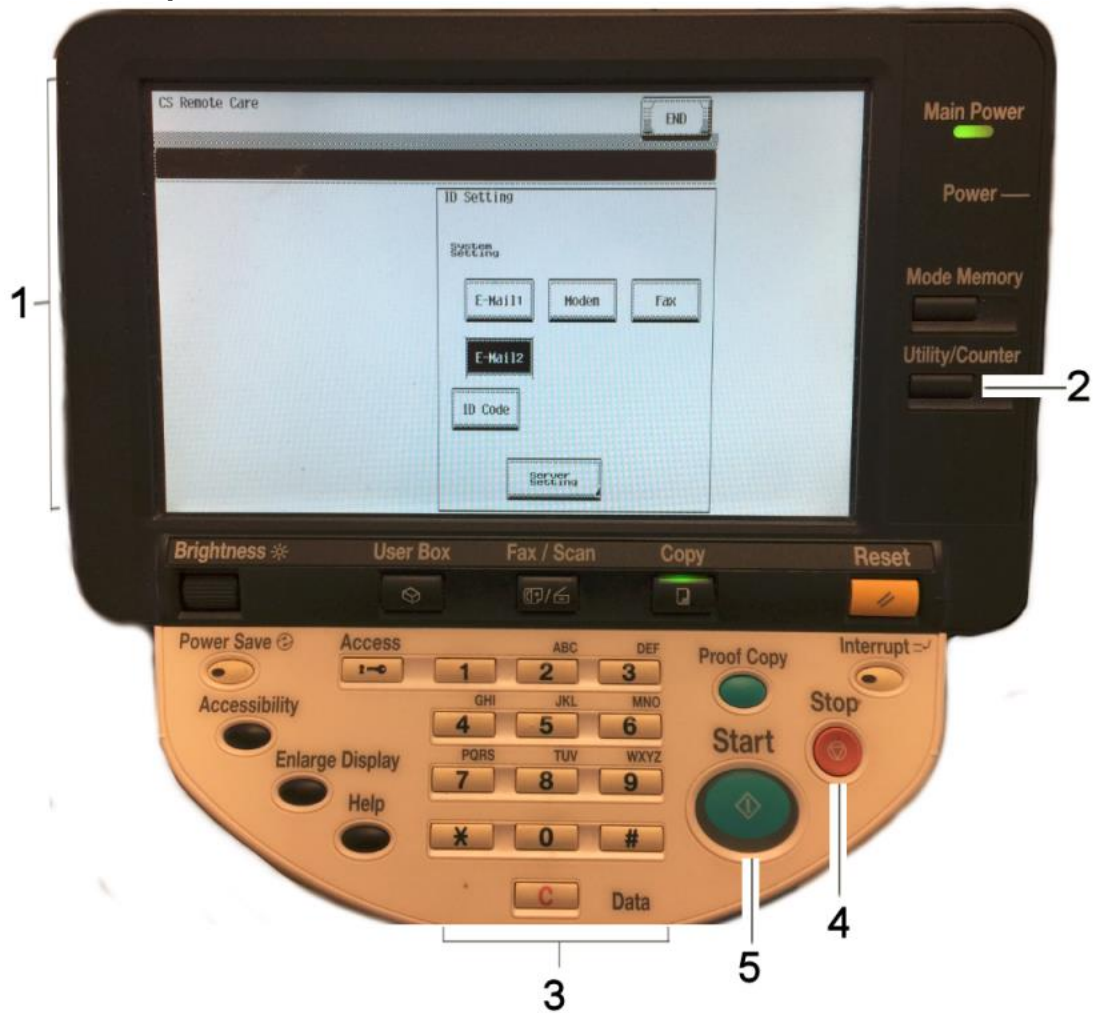
vCare Technical Support Contact Information:
Phone Support: 1-800-825-5664
Email Address: kmbsvcaresupport@kmbs.konicaminolta.us

Configuration of these models is performed using the machine's Operation Panel.

Operation Panel
Machine Operation Panel Overview

No.	Item Name	Description
1.	Touch Panel	Touch portion of Operation Panel.
2.	**[Utility/Counter]** button	Accesses the Utility/Counter Menu.
3.	Number Pad	The physical Number Pad.
4.	**[Stop]** button	Stop Operation button.
5.	**[Start]** button	Start Operation button.

The
Administrator
Mode is used
for
configuration of
the Date & Time
settings of the
MFP as well as
customer Proxy
Server Settings
if required for
the connection
process.

Administrator Mode Configuration
Accessing Administrator Mode

No.	Step	Step description
1.	Press the [Utility/Counter] button	Access the Main Menu.
2.	Press the [Administrator Setting] button	Access the Utility Menu.
3.	Enter the Administrator Password and then press the **[OK]** button	Login to Administrator Mode.
4.	Press the [Utility/Counter] button	Access the Main Menu.

Administrator Mode Settings
Date/Time Settings
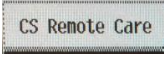
No.	Step	Step description
1.	Press the [System Setting] button	Access the System Settings Menu.
2.	Press the [Date/Time Setting] button	Access the Date/Time Settings.
3.	Enter Date, Time (24-hour format) and Time Zone, and then press the **[Set]** button, then press **[ok]**	Set the Date, Time and Time Zone.

CS Remote Care Configuration
Accessing CS Remote Care

No.	Step	Step description
1.	Press the **Utility/Counter** button	Access the Main Menu.
2.	Press the **Check Details** button	Access the Counter Details Menu.
3.	Press the button, and then on the digital keypad press 0,0 and then the button and on the digital keypad press 0,1	Access Service Mode.
5.	Input the Service Mode Password and then press the **OK** button	Enter Service Mode Password.
6.	Select the **CS Remote Care** button	Access the CS Remote Care Main Menu.

The Server Settings can be configured to communicate directly with vCare or be pointed to send to the customer's internal E-Mail server for non-standard connections.

CS Remote Care 1-Way E-Mail Configuration
CS Remote Care configuration Server Settings
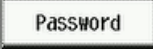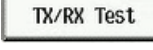
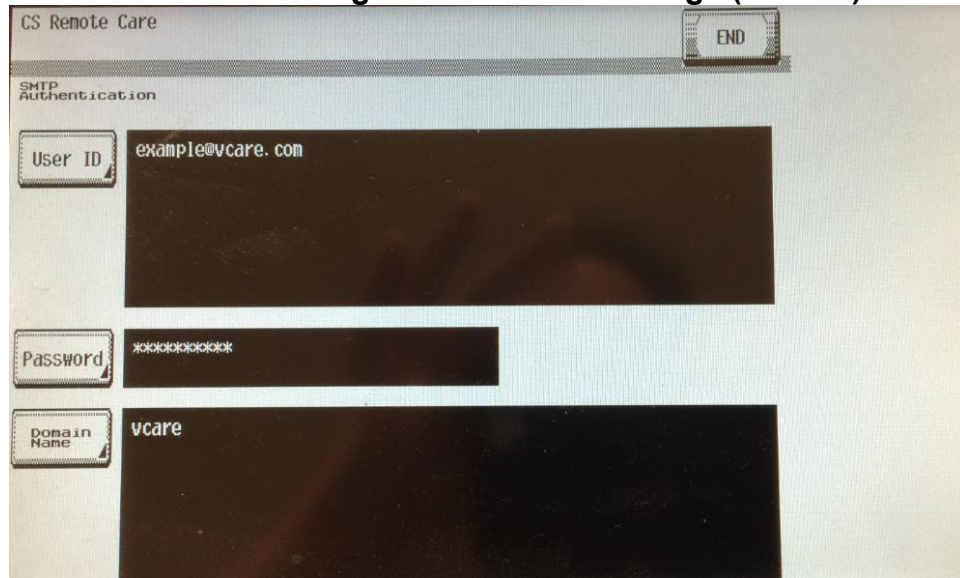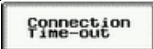| No.	Step	Step description
1.	Press the **E-Mail2** button.	Choose E-Mail communication protocol.
2.	Press the **Server Setting** button, and then press the **Receive** button.	Access the Server Setting Menu and go to the Receive Settings menu.
3.	Enter the receiving E-Mail address provided by the vCare Administrator. For Non-standard set up, this address may be an E-mail address for a customer's E-mail Server.	Enter the E-Mail address which will receive the E-Mail.
4.	Press the **Mail Check** button, press the **No** button.	Disable the Mail check.
5.	Press the **Send** button.	Access the Send Settings Menu.
6.	Enter The SMTP Server IP address or Name. To enter a name, press the **FQDN input** button and enter the name. For Non-standard set up, this address may be an the customer's E-mail Server address.	Enter the SMTP Server Address.
7.	Press the **SMTP Port Number** button and enter the SMTP Port number.	Enter the SMTP port number (25 or 2525).

Notes: Data Initialization clears the Server Settings of CS Remote Care

CS Remote Care 1-Way E-Mail Configuration
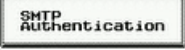### CS Remote Care Configuration Server Settings (Cont'd.)

No.	Step	Step description
8.	Press the **Connection Time-out** button and configure the connection time-out.	Configure the Connection Time-Out/Change if required.
9.	Press the **Authentication Setting** button and then press the **SMTP Authentication** button followed by the **Setting Check** button.	Enter Authentication Setting Menu and SMTP Authentication Settings section.
10.	Press the **User ID** button and enter the User ID provided by the vCare Administrator. Next, press the **Password** button and enter the Password provided by the vCare Administrator as well as the **Domain Name** provided by the vCare Administrator.	Enter the Authentication Credentials provided by the vCare Administrator. For Non-standard set up, theses may be the credentials associated with customer's E-mail Server. They might also be turned off for non-standard configurations.
11.	Press the **TX/RX Test** button followed by the button.	Perform the tx/rx test. If successful, proceed to the next step. If not, troubleshoot the error code.

Service Mode

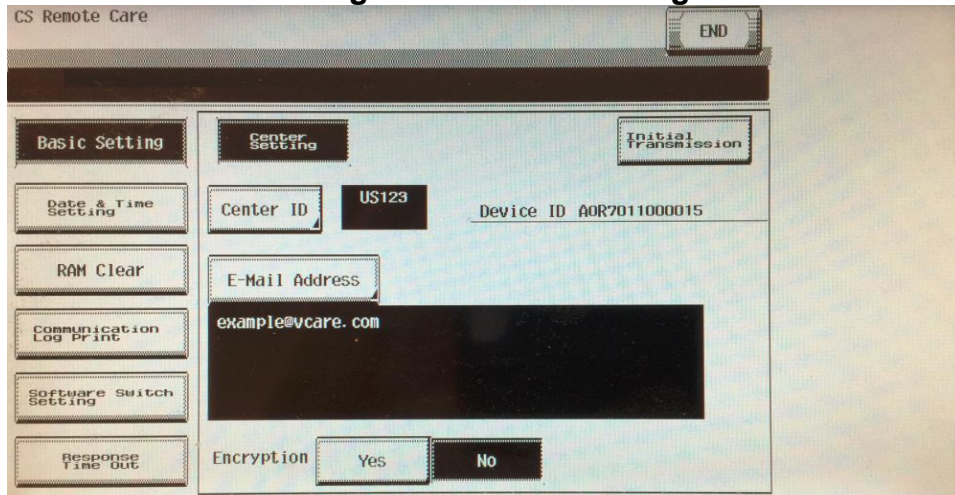The Center ID is the vCare ComServerID # which the unit was registered to.

The E-Mail Address to be configured is based on which vCare ComServerID # the unit is registered to, and is not always the same for this reason.

Note: Ram Clear will clear Detail Settings and Basic Settings. This is required to set up CS Remote Care after it has already been configured.

To do this, under CS Remote Care menu, perform the following steps:
1) Under CS Remote care Menu, select **[ID Code]** enter your ID number and then the **[ID Code]** button.
2) Press **[Detail Setting]** button.
3) Press the **[Basic Setting]** button
4) Press **[RAM Clear]**, **[Set]**, and then **[End]** buttons.

## CS Remote Care 1-Way E-Mail Configuration
CS Remote Care Configuration Detail Settings

No.	Step	Step description
1.	Press the [ID Code] button, enter your seven-digit employee ID # and then press the [ID Code] again.	Log in to CS Remote Care.
2.	Press the [Detail Setting] button.	Access the Detail Settings.
3.	Press the [Center ID] button, and then enter the appropriate Center ID based on the unit's vCare registration ComServerID, and then press the [END] button.	Enter the ComServerID for the vCare registration.
4.	Press the [E-Mail Address] button and enter the E-mail address associated with the vCare ComServer ID number the registration is populated on and then press the [END] button. Direct Channel example: kmcorex@kmbsvcare.com From Center ID numbers US102-US109, the x becomes the last number of the Center ID From Center ID numbers US110-US110, the x becomes the last two numbers of the Center ID From Center ID numbers US300-US3xx, the x becomes the all three numbers of the Center ID	Configure the E-mail address for the Detail Settings. Dealer Channel example: KMDcorex@kmbizhubvcare.com For Dealer Channel, the x is one number higher than the ending of the Center ID number
5.	Press the [No] button for Encryption.	Turn off Encryption.

The Notification Settings must be configured as shown and outlined or History/Past Data for the selected Center Notification Items will not be collected.

CS Remote Care 1-Way E-Mail Configuration
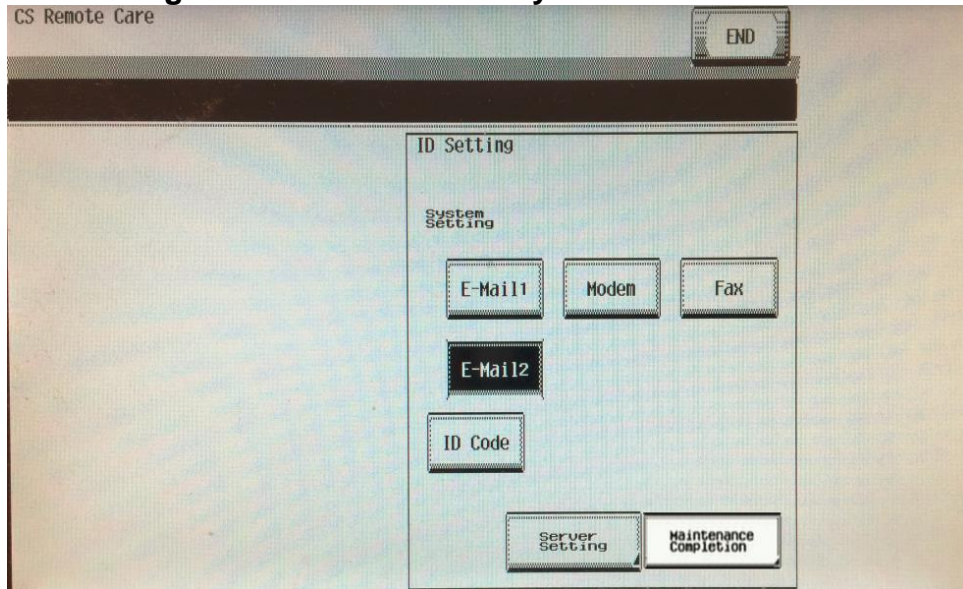## CS Remote Care Configuration Detail Settings (cont'd.)
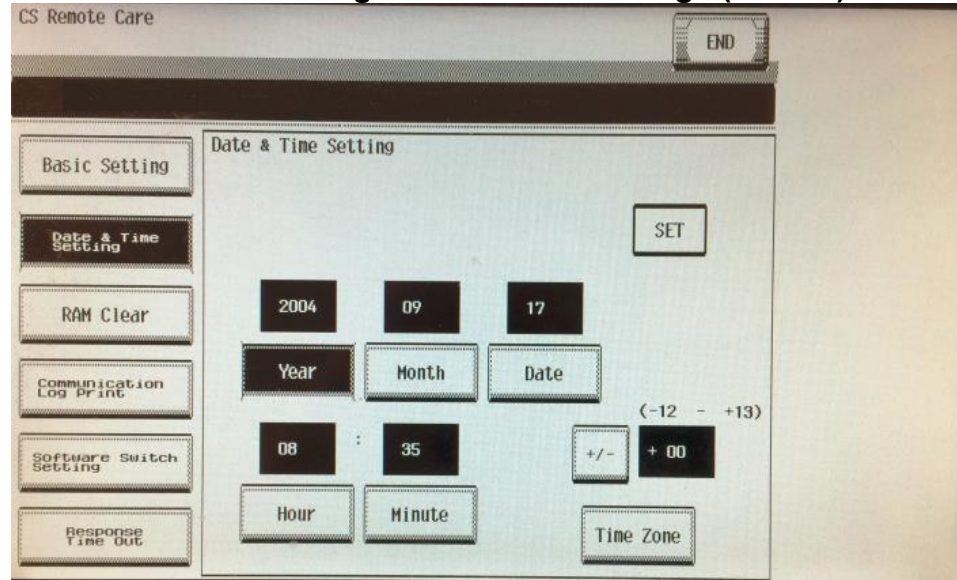
No.	Step	Step description
1.	Press the **Date & Time Setting** button, and then enter the current year/month/date, time (24-hour format) and time zone, and then press the **SET** button	Configure the Date & Time Settings.
2.	Press the **Notification Settings** button	Enter notification settings.
3.	Press the **1** button. Next, select the **[Enable]** and **[Day]** buttons and then change the "Day Frequency" to "2", then press the **SET** button	Access Schedule 1 and begin configuration for the Schedule.
4.	Press the **Center. Notifi. Item** button and select 1,2,3,4,5,6,8,9. **Do not select 7,10,11 or 12.**	Configure the Center Notification Items.

CS Remote Care 1-Way E-Mail Configuration
Connecting the unit to the vCare System

No.	Step	Step description
1.	Press the **Basic Setting** button.	Return to the Basic Setting Menu.
2.	Press the **Initial Transmission** button, and then at the bottom of the screen press the **Initial Transmission** button.	Initial the Initial Transmission to the vCare System.
3.	Following a "Completed" message, press the **ID Code** button, enter your seven-digit employee ID # and then press the **ID Code** again. Press the **Maintenance Completion** button to complete the process.	Log in to CS Remote Care.
4.	Press the **Exit** button.	Exit Service Mode.

Common vCare communication Error Codes

SMTP Error Codes

No.	Code	Code Description	Recommended Action
1.	0###	Transmission error ###: SMTP responding code (hexadecimal) for SMTP responding code, see RFC issued by IETF converting hexadecimal number into decimal one.	Check the SMTP server on user side.
2.	1030	Machine ID mismatching received an e-mail which tells that machine ID mismatches.	• Check the machine ID setting. • Check the machine ID setting on host side.
3.	203C	Connection timeout	Check timeout setting.
4.	2039	Socket is not connected • LAN cable on the copier side is detached.	Check the SMTP server and POP3 server on user side.
5.	4104, 4105	During e-mail transmission from MFP to the center, the SMTP channel is not in the "Ready" status and MFP cannot send e-mail.	Wait for a while and try transmitting again.
6.	5217	MIO detects error when sending an attached file.	Check the SMTP server /POP3 server environment on user's side.