

Remote Work Assistant User Guide



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1 Product overview

The Remote Work Assistant application provides tools when working remotely from your home.

You can install the application from the web installer, standalone package, or the Product Library disc.

Documentation

This guide helps you install and use the Remote Work Assistant application in a supported Windows operating system.

This guide is intended for system administrators and all other users.

Conventions

The following conventions may be used in this guide:

- **Bold text** is used for menu items and buttons
- Screen, text box, and drop-down menu titles are spelled and punctuated exactly as they are displayed on the screen
- *Italics* are used for document titles
- Icons are used to draw your attention to certain pieces of information.
Examples:



This is a NOTE icon. This indicates information that is useful to know.



This is a CAUTION icon. This indicates important information that you should know, including such things as data loss if the procedure is not done properly.

System requirements

Refer to the *Release Notes* or *ReadMe* that accompany this product.

2 Installation

Install the Remote Work Assistant application in a computer that is connected to your printer through USB or network.



For this application to work with your printer, you must install the correct printer driver. For more information, refer to the *Printer Driver User Guide*.



This application supports only some printer models.

Web installer

Available from the KYOCERA Document Solutions web site, you can download this executable file to install the application.



In Windows operating systems, you must have administrator rights to install the application.

Preparing to install the application

- 1 Turn on the computer and the printer.



For some printers with wireless functionality, during first-time setup, make sure that your printer is connected to a network cable to configure network settings using the Wi-Fi Setup Tool.

- 2 From a web browser, go to the KYOCERA Document Solutions web site, and download the web installer.
- 3 Run the installer. You may need to allow the installer to make changes to your computer.



To properly download and install the application, make sure that you have internet connectivity during installation.

- 4 Read and accept the license agreement.

Changing installer settings

- 1 In KYOCERA Web Installer, select **Settings**.

2 Review or modify any of the following:

Language

Depending on your system configuration, you may select from a list of available languages.

Packages location

Specify the location on your computer where installation packages are saved.

SNMP settings

Specify the SNMP v1/v2 Read community name that is used during printer discovery. This name serves as a password for SNMP communication. The default name is public. You can also specify support for SNMPv3 encryption and authentication.

3 Select **OK**.

Installing the application

1 In KYOCERA Web Installer, select **Install**.



If proxy authentication is enabled, you may be prompted to enter your proxy credentials. To manually configure your proxy settings, contact your system administrator.

2 Do either of the following:

- In Available Devices, select your printer.
- Select **Add custom device**, then do the following:
 - a. Select your printer.
 - b. Select a port name or select **Add port** to manually configure a port connected to your system.
 - c. Select **Add**.
 - d. In Available Devices, select your printer.

3 Select **Next > Remote Work Assistant**.



If your printer supports the scanning feature, make sure to add **Quick Scan**. In Remote Work Assistant, before using Remote FAX, make sure to modify the custom scan profile in the Quick Scan tool. For more information, see *Configuring Quick Scan settings*.

4 Select **Install**.

5 After the installation finishes, select **Finish**.


If the installation fails, then resolve any issues before repeating the process. If necessary, contact your system administrator.

Uninstalling the application

- 1 In KYOCERA Web Installer, select **Uninstall**.
- 2 Select **Remote Work Assistant**.
- 3 Select **Uninstall > Finish**. If prompted, restart your computer.


Standalone installer package


From the KYOCERA Document Solutions web site, you can download the installer package for the application.


 In Windows operating systems, you must have administrator rights to install the application.

Preparing to install the application


- 1 Turn on the computer and the printer.

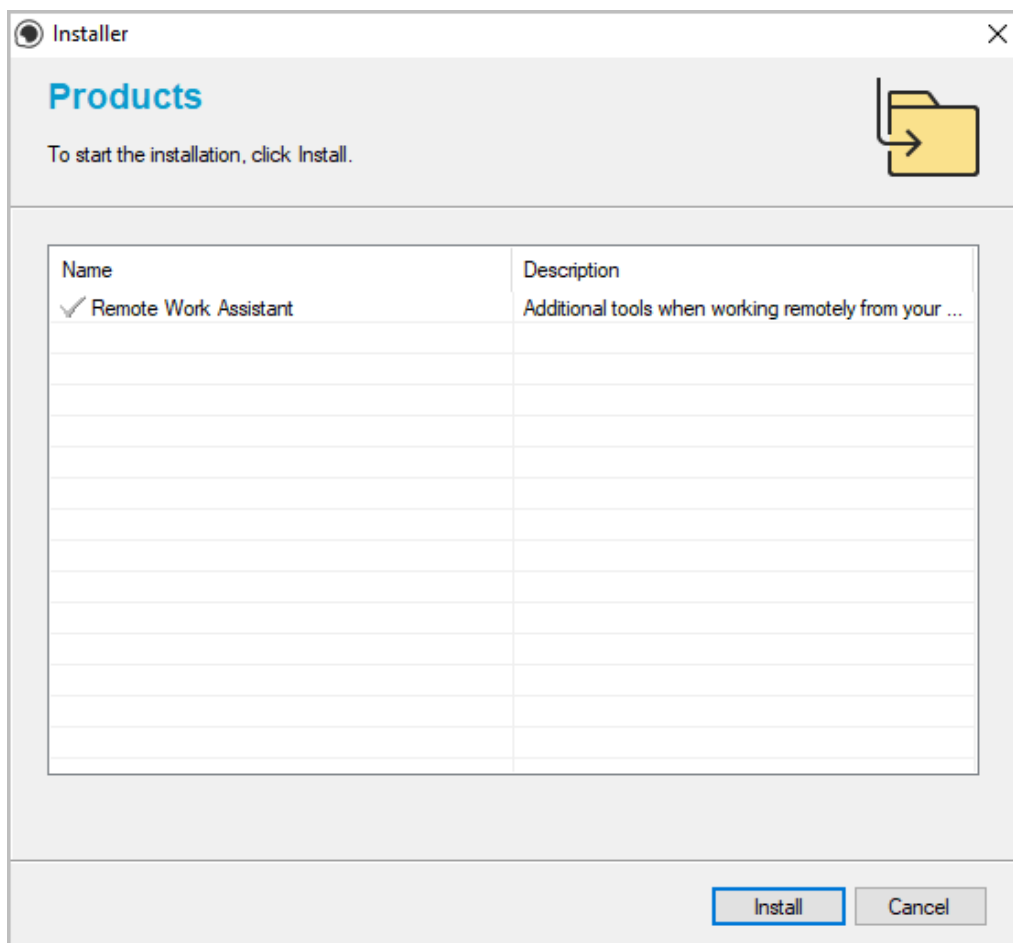
 For some printers with wireless functionality, during first-time setup, make sure that your printer is connected to a network cable to configure network settings using the Wi-Fi Setup Tool.
- 2 From a web browser, go to the KYOCERA Document Solutions web site, and navigate to the Download Center.
- 3 Select your printer, operating system, and language.
- 4 Select the package for Remote Work Assistant.
- 5 Review your selection, and proceed to download.

 Take note of the download location.
- 6 Run the installer. You may need to allow the installer to make changes to your computer.


 To properly download and install drivers and utilities, make sure that you have internet connectivity during installation.
- 7 Read and accept the license agreement.

Installing the application

 Make sure that your computer and printer are turned on and connected by USB, network, or parallel cable. Parallel connection is available only in some printers.



- 1 From the installer, extract the files.
- 2 Select **Install**.
- 3 After the installation finishes, select **Close**.
If the installation fails, then resolve any issues before repeating the process. If necessary, contact your system administrator.

 If your printer supports the scanning feature, make sure to install **Quick Scan** separately. In Remote Work Assistant, before using Remote FAX, make sure to modify the custom scan profile in the Quick Scan tool. For more information, see *Configuring Quick Scan settings*.

Product Library disc

From the Product Library disc, the application is installed automatically during express installation or you can install the application separately.



- In Windows operating systems, you must be logged in with administrator rights to install application.
 - Upgrade is available only if you have an older version of the application.
-

Preparing to install the application

- 1 Turn on the computer and the printer.



For some printers with wireless functionality, during first-time setup, make sure that your printer is connected to a network cable to configure network settings using the Wi-Fi Setup Tool.

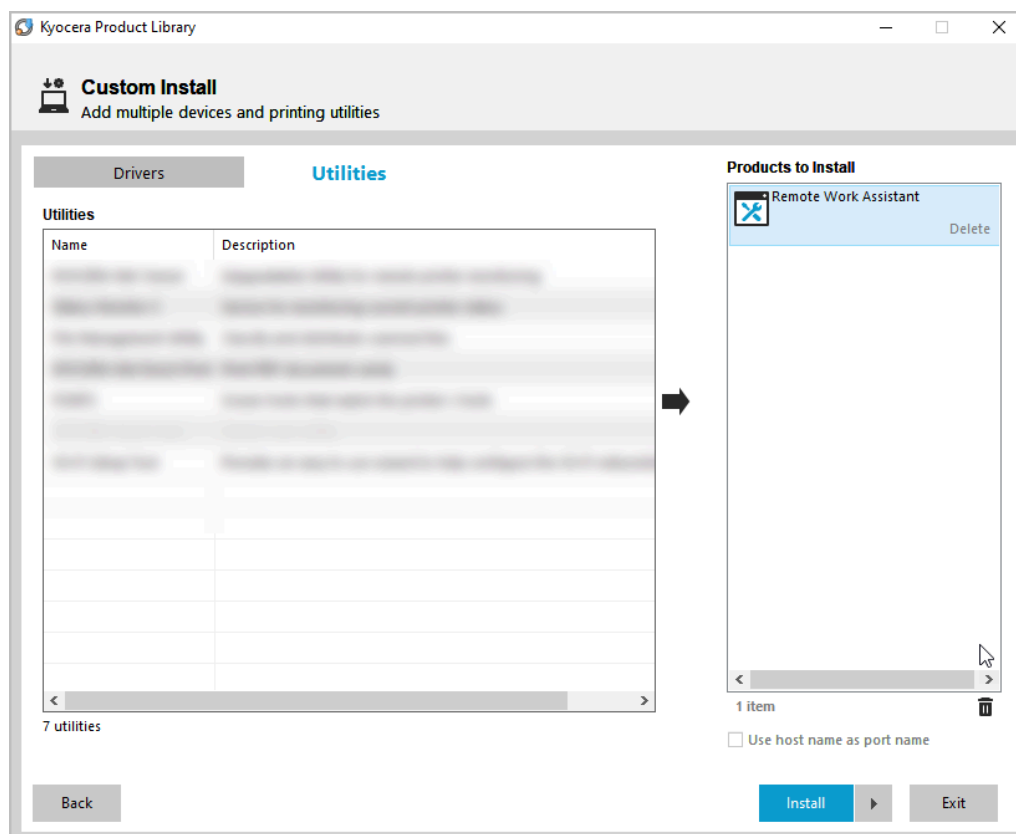
- 2 Insert the Product Library disc into the disc drive.
- 3 Run the installer. You may need to allow the installer to make changes to your computer.



If the installer fails to start, then navigate to the disc drive in File Explorer and run `Setup.exe`.

- 4 Read and accept the license agreement.
- 5 Depending on your system configuration, you may select from a list of available languages.

Installing the application



- 1 In the installer, select **Custom Installer**.
- 2 In Product Library, select **Custom Install**.
If necessary, read and accept the license agreement.
- 3 In Utilities, select **Remote Work Assistant**.



If your printer supports the scanning feature, make sure to add **Quick Scan**. In Remote Work Assistant, before using Remote FAX, make sure to modify the custom scan profile in the Quick Scan tool. For more information, see [Configuring Quick Scan settings](#).

- 4 Review your selections in Products to Install.
 - To use a host name for the standard TCP/IP port, select **Use host name as port name**.
 - This option is not available with a USB connection or for printers configured using Add custom device.
 - Select **Edit** beside an item to modify the available installation options.
 - Select **Delete** beside an item to remove it.
 - Select **Remove all** to delete all items.

- 5 Select **Install**.
- 6 After the installation finishes, select **Finish**.
If the installation fails, then resolve any issues before repeating the process. If necessary, contact your system administrator.

Upgrading the application

The installer can detect an outdated application version on your computer. Select the application and upgrade it to the latest version.

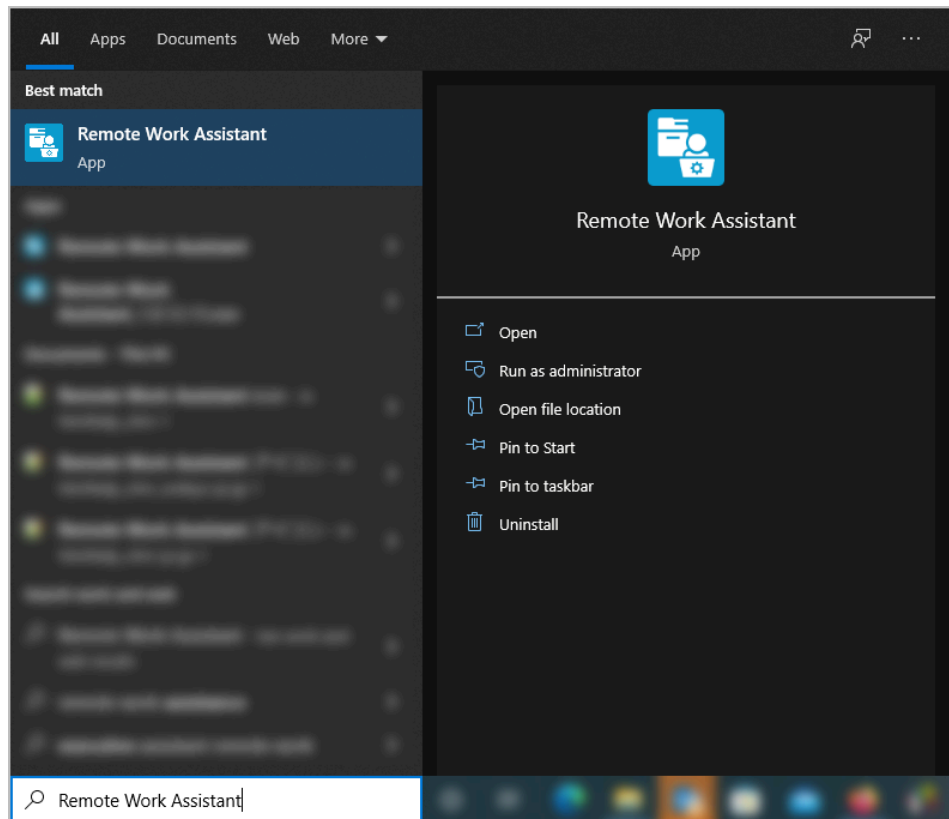
- 1 In the installer, select **Custom Installer**.
- 2 In Product Library, select **Upgrade**.
- 3 Select **Remote Work Assistant**.
- 4 Select **Upgrade > Finish**.

Uninstalling the application

- 1 In the installer, select **Custom Installer**.
- 2 In Product Library, select **Uninstall**.
- 3 Select **Remote Work Assistant**.
- 4 Select **Uninstall > Finish**. If prompted, restart your computer.

Accessing the application

- 1 From the Start menu, select **Remote Work Assistant**.



2 In the Remote Work Assistant dialog box, you can access the following:

Counter

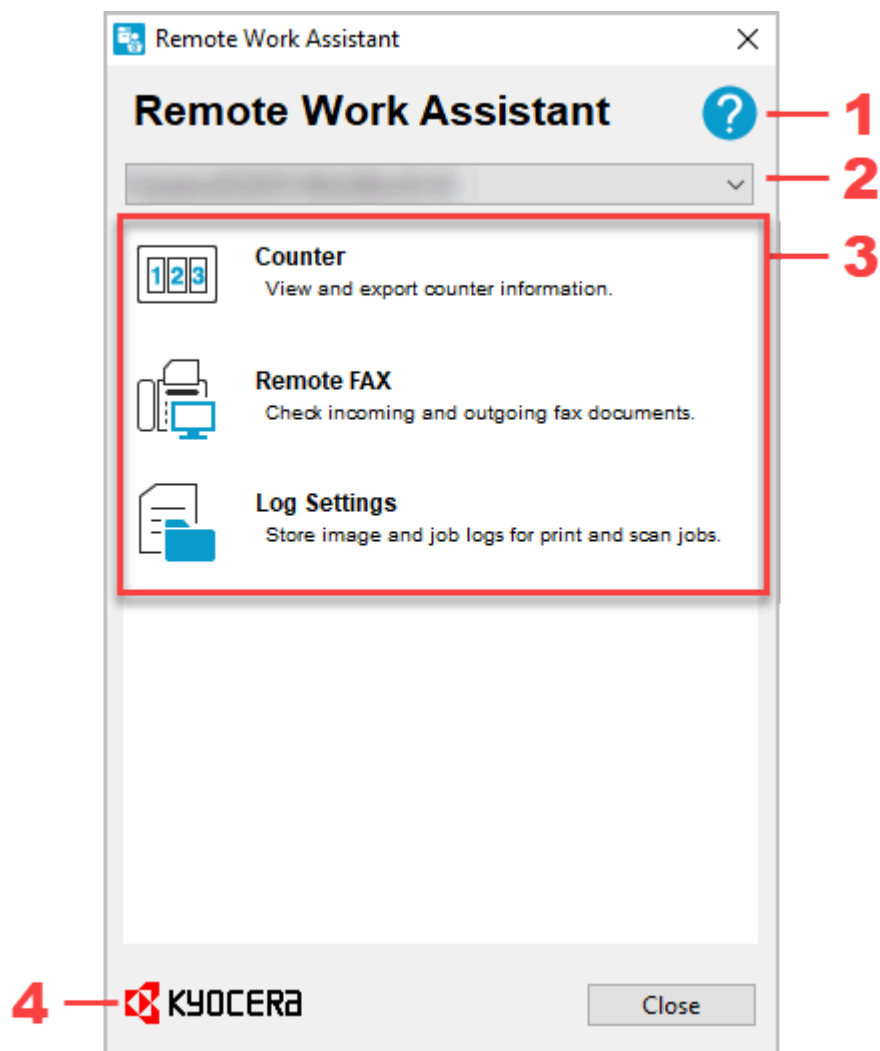
View and export print, scan, and copy counter information.

Remote FAX

Send and view fax documents remotely through fax-enabled printers in your workplace.

Log Settings

Store images and job logs for print and scan jobs.

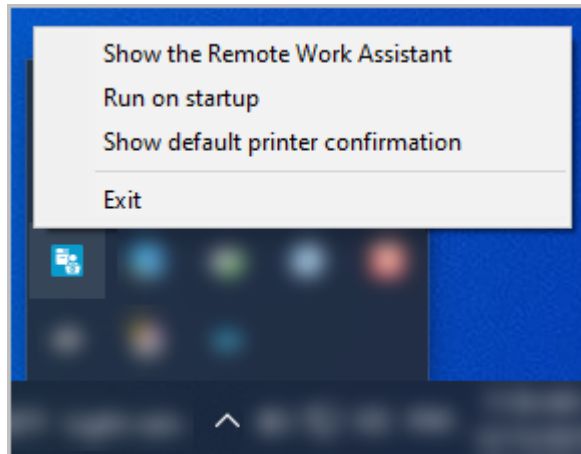


Item	Setting	Description
1	Help	Display the help system of the application.

Item	Setting	Description
2	Printer menu	List of printers installed on your computer that are supported by the application.
3	Tools	Additional tools used when working away from your office.
4	Logo	Display additional information about the application.

3 Remote Work Assistant icon

The Remote Work Assistant icon is available in the notification area.



From the icon, you can configure the following settings:

Hide the Remote Work Assistant or Show the Remote Work Assistant

Display or close the application window. When closed, the application keeps running in the background.

Run on startup

Open the application automatically when you turn on your computer.



[This setting is enabled by default.](#)

Show default printer confirmation

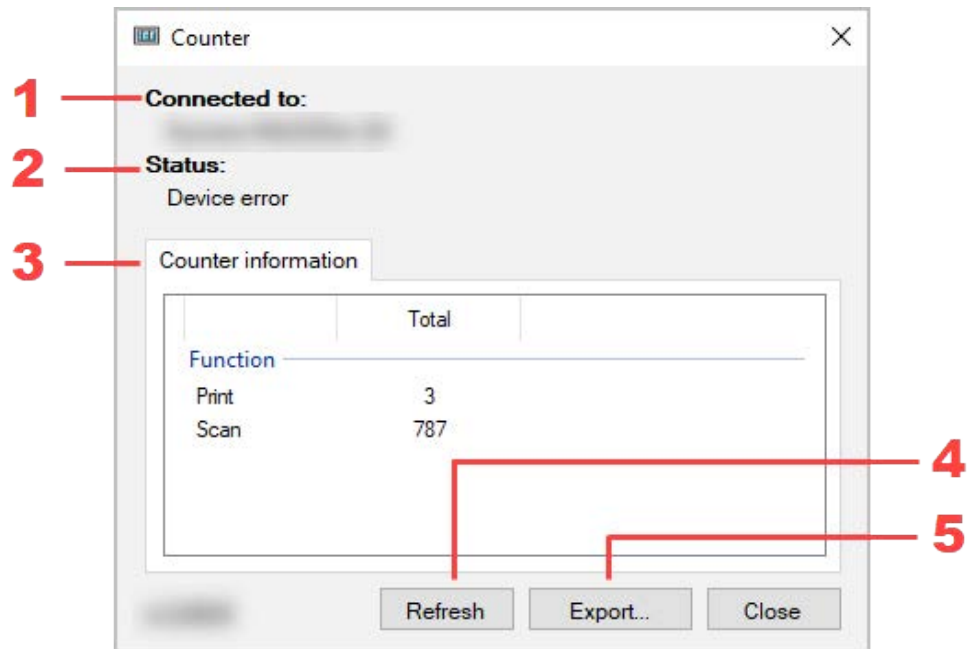
Show a message to confirm that you have selected the correct default printer.

Exit

Close and stop the application from running, and remove the application icon from the notification area.

4 Counter

View and export print, scan, and copy counter information. Scan and copy counter information are available only in multifunction printers.



Item	Setting	Description
1	Connected to	The printer you are currently using.
2	Status	Status of the printer.
3	Counter information	Counter information of the available printer function.
4	Refresh	Refresh the counter information.
5	Export	Export the counter information. For more information, see <i>Exporting counter information</i> .

Exporting counter information

- 1** In the printer menu, select your printer.
- 2** Select **Counter**.
- 3** If necessary, select **Refresh** to get the latest counter information.

- 4 Select **Export**, and then type the file name.










The counter information is exported to a .csv file.

- 5 Select **Save > OK**.

5 Remote FAX

Send and view fax documents remotely through fax-enabled printers in your workplace.

The following functions are available:

Item	Function	Description
	Add device	Add fax-enabled printers. For more information, see <i>Adding fax-enabled printers</i> .
	Send FAX	Send fax documents. For more information, see <i>Sending fax documents</i> .
	FAX receive notification settings	Configure fax receive notification settings. For more information, see <i>Configuring fax receive notification settings</i> .
	View box	View fax boxes. For more information, see <i>Viewing fax boxes</i> .
	View logs	View fax logs. For more information, see <i>Viewing fax logs</i> .
	Install driver	Install fax drivers. For more information, see <i>Installing fax drivers</i> .
	Refresh	Refresh the list of added fax-enabled printers.

Adding fax-enabled printers



You can only add a maximum of five printers.

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 Select **Add device**.

4 For each printer that you want to add, do either of the following, then select **Add**.

- Select **IP address**, then enter the printer IP address.
- Select **Host name**, then type the printer host name.



- To view and receive information in fax box, in the fax-enabled printer, enable FAX box or Subaddress box. For more information, see the *FAX Operation Guide* that came with the fax-enabled printer.
 - To remove the printer from the list, select the printer, then select **Remove**.
-

5 Select **Next**.

6 If necessary, modify the communication settings, then select **Next**.

7 Review the settings, then select **Finish**.

8 Install the fax driver.



For more information, see *Installing fax drivers*.

Installing fax drivers

1 In the printer menu, select your printer.

2 Select **Remote FAX**.

3 From the list of connected printers, select a fax-enabled printer, then do either of the following:

- Right-click on the selected printer, then select **Install driver**.
- From the menu bar, select **Install driver**.

4 Select the computer where you want to install the fax driver, then select **Next**.

5 Select the printer, then select **Next**.



If the fax driver is not supported, then install the fax driver manually. For more information, see the *FAX Operation Guide* that came with the fax-enabled printer.

6 If necessary, modify the printer settings, then select **Next**.

- 7 If the fax driver for the selected printer is already installed, do either of the following, then select **OK**.
 - Select **Update the existing device** to update the fax driver.
 - Select **Add a new device** to create a new copy of the fax driver. The printer name is appended with an incremented number to make it unique.
- 8 Review and confirm the install settings, then select **Finish**.
- 9 Wait for the installation to finish, then select **OK**.

Configuring communication settings

Modify communication settings to access FAX receive notification settings, View Box, and FAX logs features.

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 From the list of connected printers, right-click a fax-enabled printer, then select **Communication settings**.
- 4 Modify login authentication, do either of the following:



Make sure to select the appropriate login authentication according to the authentication setting enabled on the selected fax-enabled printer. To check the authentication setting for the fax-enabled printer, contact your network administrator.

For	Actions
Admin and local users	<ol style="list-style-type: none"> a. In Login, enter the admin or user login credentials. b. Select Use local authentication.
Network users	<ol style="list-style-type: none"> a. In Login, enter the user network login credentials. b. Select Use settings on the device.



- If no login authentication is specified, then the user is prompted to enter the login credentials. For network users, disable **Use local authentication**.
- In the fax driver of the fax-enabled printer, make sure to enable **User Login** in the Authentication tab.

- 5 Modify other settings accordingly.

- 6 Select **OK**.

Configuring fax receive notification settings

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 From the list of connected printers, select a fax-enabled printer, then do either of the following:
 - Right-click on the selected printer, then select **FAX receive notification settings**.
 - From the menu bar, select **FAX receive notification settings**.
- 4 Select **On**, then select the notifications you want to enable.

Print out

A notification is sent when fax documents are printed out.

FAX box or Subaddress box

A notification is sent when documents are sent to a fax box or subaddress box.

FAX memory RX box

A notification is sent when documents are sent to fax memory receive box.

- 5 Select **OK**.



If the selected fax-enabled printer cannot receive notifications, then enable fax forwarding. For more information, see the *FAX Operation Guide* that came with the fax-enabled printer.

Send FAX

Configuring Quick Scan settings

To avoid cropped images or different orientation in the output document, create or modify a custom scan profile for Remote FAX in the Quick Scan tool.

Remote FAX uses the scan profile marked as favorite in the Quick Scan tool.



If your printer supports the scanning feature, make sure to install **Quick Scan** separately.


- 1 From the Start menu, select **Quick Scan**.

- 2 In Scan Profiles under Custom, add a custom profile for Remote FAX. Do the following:
 - a. Select **Add a new profile**.
 - b. In Profile name, enter the name for your custom profile.
 - c. Select **Add**.
 - d. Modify the settings accordingly. You can adjust paper settings including size and orientation in the Advanced tab. For more information, hover over the settings.
 - e. Select **Save**.
- 3 Select the pin icon beside the selected custom profile. The profile is marked as a favorite.
- 4 Close the Quick Scan tool and open Remote Work Assistant.

Sending fax documents

Before sending a fax, make sure to configure the custom scan profile in the Quick Scan tool. For more information, see *Configuring Quick Scan settings*.

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 From the list of connected printers, select a fax-enabled printer, then do either of the following:
 - Right-click on the selected printer, then select **Send FAX**.
 - From the menu bar, select **Send FAX**.
- 4 Select either of the following:

Option	Actions
Scan document	Fax scanned documents to the destination. Select Start scan , and wait for scan to finish.  To view the scanned document, select Preview.
Select file from PC	Fax saved files in your computer to the destination. Select Next , then select the file.

- 5 Select **Send**.



- If prompted to install the fax driver, then select **Yes**.
- If the fax driver of the selected fax-enabled printer is not supported, then install the fax driver manually. For more

information, see the *FAX Operation Guide* that came with the fax-enabled printer.

- 6 In FAX Transmit Settings, enter the necessary information, then select **Send**.



For more information, see the *FAX Operation Guide* that came with the fax-enabled printer.

After sending the fax, the scanned document is saved in the \Documents \Remote FAX\ folder.

Viewing fax boxes

View received fax documents sent to printer fax boxes.



You can only view FAX boxes and FAX memory RX box.

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 From the list of connected printers, select a fax-enabled printer, then do either of the following:
 - Right-click on the selected printer, then select **View box**.
 - From the menu bar, select **View box**.
- 4 Select any of the available fax boxes.

Viewing fax logs

View fax received and transmit logs.

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 From the list of connected printers, select a fax-enabled printer, then do either of the following:
 - Right-click on the selected printer, then select **FAX log**.
 - From the menu bar, select **FAX log**.



- To switch between fax received and fax transmit logs, select **Logs**, then select **FAX RX** or **FAX TX**.
- To filter the list of logs, enter a specific log detail in the Search box. For example, enter the user name to view logs from that user.

- In the fax-enabled printer, if Display Jobs Log is set to **Hide All**, then users cannot see the fax logs. For more information, contact your administrator.
-

Deleting fax-enabled printers

- 1 In the printer menu, select your printer.
- 2 Select **Remote FAX**.
- 3 Select one or more fax-enabled printers.
- 4 Right-click on the selected printers, then select **Delete device > Yes**.

6 Log Settings

Store images and job logs for print and scan jobs. Stored logs are used for tracking printed and scanned documents.



To generate print logs, open Printing Preferences then do the following:

- In Advanced, enable **EMF Spooling**.
 - In the settings summary area, select the current PDL, and make sure that **Data Passthrough** is not enabled.
-



- To configure this function or to successfully export the log files to your server, you must be connected to your company network using an LDAP account.
 - The print image logs stored in your computer and log files exported to your server contain only original print data without the driver settings.
 - The print image logs may include print jobs that have been canceled or restarted.
 - If Log Settings is enabled, restarted print jobs may not be automatically removed from the print queue. Review all jobs in the print queue, and manually cancel any completed items, as applicable.
-

When Log Settings is enabled, the following logs are stored:

Image log

An image copy of the print and scan job initiated by printer or TWAIN driver.

Job log

An .xml or .csv file that contains printer information and image log information, such as filename, job type, number of pages, and time stored.

Event log

Information records of the events in Log Settings.

Administrator functions

Functions available for administrator.

Configuring Log Settings for administrators

- 1 In the printer menu, select your printer.
- 2 Select **Log Settings > Configure as admin.**



You can select **Import configuration file** to use a generated configuration file with predefined settings. For more information in generating a configuration file, see [Generating a configuration file.](#)



- 3 Enter the administrator LDAP account credentials.
- 4 Configure the following settings:


The screenshot shows the 'Log Settings' dialog box with the following settings and callouts:

- 1 Image log function: On
- 2 Server settings: Change
- 3 Storage size limit: 100 mb
- 4 Job log file format: XML
- 5 Automatic Send (highlighted in a red box):
 - Sending interval: Daily
 - Time: 10 00
 - Day: [dropdown]
 - Date: [dropdown]
- 6 Generate configuration file
- 7 View event log

Buttons at the bottom: OK, Cancel

Item	Setting	Description
1	Image log function	Enable or disable the Log Settings feature. Select On to enable the feature.

Item	Setting	Description
2	Server settings	<p>Modify the destination server where image, job, and event logs are sent. Do the following:</p> <ol style="list-style-type: none"> a. Select Change. b. Enter the IP address or host name. c. Enter the path of the folder where you want to store and send logs. d. Enter the login user name and password use to connect the server. e. If necessary, select Test Connection to check if you can connect to the destination server successfully. f. Select OK. <p> <u>When connecting to server fails, the settings are not saved.</u></p>
3	Storage size limit	<p>Modify the total size limit of the stored image and job logs in the user computer. In the input box, enter the total size limit in megabytes (MB).</p> <p> <u>A notification is displayed to the user depending on the limit status. From the storage limit notification dialog, users can send the logs manually to the server folder by selecting Send now.</u></p>

Item	Setting	Description
4	Job log file format	Modify the file type of the job log. In the menu, select one of the available file types.
5	Automatic Send	<p>Modify how often and when the image and job logs are sent to the destination server. Do the following:</p> <ol style="list-style-type: none">In Sending interval, select how often the image and job logs are sent.Enter the time when to send the image and job logs. Use 24-hour time format.If Sending interval is set to Weekly, then specify the day when to send the image and job logs.If Sending interval is set to Monthly, then specify the date when to send the image and job logs. <p> If the date selected is not available for a specific month, then log files are sent on the last day of that month. For example, if selected date is 31, then for the month of April with only 30 days, the log files are sent on April 30.</p>
6	Generate configuration file	Generate configuration file that can be used when configuring the settings for users. For more information, see <i>Generating a configuration file</i> .

Item	Setting	Description
7	View event log	View events log stored in your computer. For more information, see <i>Viewing event logs</i> .

5 If Image log function is set to **On**, then select **OK** to start Log Settings.



Select **Cancel** to close the tool and not implement the changes.

Logging in as an administrator

Logging in as an administrator, you can modify administrator-only settings.

- 1 In the printer menu, select your printer.
- 2 Select **Log Settings > Admin login**.
- 3 Enter the administrator LDAP account credentials.
- 4 Select **OK**.

Generating a configuration file



This feature is available only for administrators.

Users can use the generated configuration file to modify the current settings. For more information, see *Configuring Log Settings for users*.

- 1 In the printer menu, select your printer.
- 2 Select **Log Settings > Admin login**.
- 3 Enter the administrator LDAP account credentials, then select **OK**.
- 4 Select **Generate configuration file**.
- 5 Browse to the location where you want to save the file, then select **Save**.

Viewing event logs



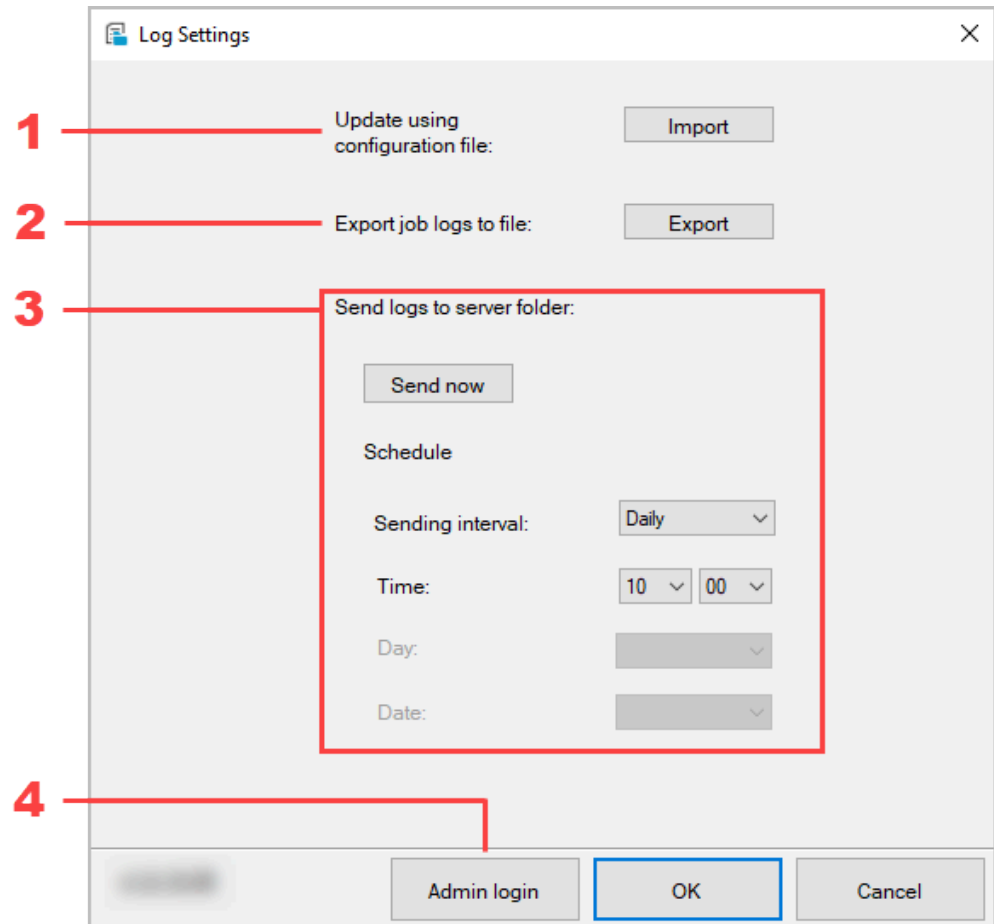
This feature is available only for administrators.

- 1 In the printer menu, select your printer.
- 2 Select **Log Settings > Admin login**.

- 3 Enter the administrator LDAP account credentials, then select **OK**.
- 4 Select **View event log**.

User functions

Functions available for users.



Item	Setting	Description
1	Update using configuration file	Use the configuration file provided by your administrator to modify the settings. For more information, see <i>Configuring Log Settings for users</i> .
2	Export job logs to file	Export job logs to a .pdf file. For more information, see <i>Exporting job logs</i> .

Item	Setting	Description
3	Send logs to server folder	<p>Send now</p> <p>Send image and job logs to server folder. For more information, see <i>Sending image and job logs to server folder manually</i>.</p> <p>Schedule</p> <p>Modify how often and when the image and job logs are sent to the destination server. For more information, see <i>Configuring Log Settings for users</i>.</p>
4	Admin login	Login as an administrator. For more information, see <i>Logging in as an administrator</i> .

Configuring Log Settings for users

- 1 In the printer menu, select your printer.
- 2 Select **Log Settings**.
- 3 If you are configuring this feature for the first time, then do the following:
 - a) Select **Import configuration file**.
 - b) Browse to and select the appropriate configuration file.



For more information about configuration file, contact your administrator.

- c) Select **OK**.

- 4 In Schedule, modify how often and when the image and job logs are sent to the destination server. Do the following:
 - a) In Sending interval, select how often the image and job logs are sent.
 - b) Enter the time when to send the image and job logs. Use 24-hour time format.
 - c) If Sending interval is set to **Weekly**, then specify the day when to send the image and job logs.
 - d) If Sending interval is set to **Monthly**, then specify the date when to send the image and job logs.



If the date selected is not available for a specific month, then log files are sent on the last day of that month. For example, if selected date is 31, then for the month of April with only 30 days, the log files are sent on April 30.

5 If necessary, you can use a configuration file to configure the settings. Do the following:

- a) In Update using configuration file, select **Import**.
- b) Browse to and select the appropriate configuration file.



For more information about configuration file, contact your administrator.

- c) Select **OK**.

6 Select **OK** to save the changes.



Select **Cancel** to close the tool and not implement the changes.

Exporting job logs

Save and export job logs to a single .pdf file.

- 1** In the printer menu, select your printer.
- 2** Select **Log Settings**.
- 3** In Export job logs to file, select **Export**.
- 4** Browse and select the location where you want to save the file, then select **Save**.

Sending image and job logs to server folder manually



Make sure that you can connect to the destination server configured in Server settings. For more information, contact your administrator.

- 1** In the printer menu, select your printer.
- 2** Select **Log Settings**.
- 3** In Send logs to server folder, select **Send now**.

You can also send the logs manually to the server folder when prompted by the storage limit notification. From the storage limit notification dialog, select **Send now**.

For the KYOCERA contact in your region, see Sales Sites sections here

ご利用の地域でのお問い合わせ先については、下記リンクから京セラ本支店・営業所の一覧をご覧ください。

<https://www.kyoceradocumentsolutions.com/company/directory.html>