

# EdgeXperience Capture Service

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## User's Guide

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# Introduction

Thank you for purchasing this product.

This manual provides users who scan documents with a scanner, with an overview and an explanation about the preparations, operations, windows, and troubleshooting problems for this product.

The contents of this manual are subject to change as this product is upgraded.

In that case, refer to the manual provided upon upgrading the software.

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## Manuals

The following manuals are included for this product.

Read them as needed.

Manual	Description
EdgeXperience Capture Service User's Guide (this manual) (HTML/PDF)	Describes the overview of this product as well as detailed information on how to make preparations, operate this product, and troubleshoot problems, and also describes the items displayed in the screens on the scanner and the user information windows.
Safety Precautions (paper, PDF)	Contains important information about the safe use of the scanner that is used with this product. Make sure to read this manual before using the scanner.
Getting Started (paper)	Explains the operations from setting up the scanner that is used with this product to turning it on.
Operator's Guide (HTML)	Provides detailed information on how to set up the scanner that is used with this product, how to operate and maintain the scanner daily, how to replace the consumables, and how to troubleshoot problems. The guide is included in the Setup DVD-ROM that is bundled with your scanner. The latest Operator's Guide can be downloaded from the following website. <a href="https://www.pfu.ricoh.com/global/scanners/fi/support/manuals/">https://www.pfu.ricoh.com/global/scanners/fi/support/manuals/</a>
Touch Screen Help (HTML)	Explains how to troubleshoot errors on the scanner that is used with this product and how to clean the scanner. Can be referenced from the touch screen on the scanner.

The manuals can be downloaded from the following website.

<https://www.pfu-us.ricoh.com/support/edgexperience-capture-service>

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## Trademarks

Microsoft, Active Directory, Azure, and Windows are trademarks of the Microsoft group of companies.

Google and Google Chrome are trademarks or registered trademarks of Google LLC.

Besides the software authored by the product developer (PFU Limited), this product contains open source software created by third parties. For details concerning the conditions of the licenses for the open source software, refer to the window that appears by clicking [About] in the left menu in the user information window (on the web) of EdgeXperience Capture Service.

EdgeXperience is a trademark of PFU Limited in Japan.

Other company names and product names are the registered trademarks or trademarks of the respective companies.

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## Manufacturer

PFU Limited

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## Issue Date/Issuer

Issue date: January 2024

Issued by: PFU Limited

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## Use in High-Safety Applications

This product has been designed and manufactured on the assumption that it will be used in office, personal, domestic, regular industrial, and general-purpose applications. It has not been designed and manufactured for use in applications (simply called "high-safety applications" from here on) that directly involve danger to life and health when a high degree of safety is required, for example, in the control of nuclear reactions at nuclear power facilities, automatic flight control of aircraft, air traffic control, operation control in mass-transport systems, medical equipment for sustaining life, and missile firing control in weapons systems, and when provisionally the safety in question is not ensured. The user should use this product with adopting measures for ensuring safety in such high-safety applications. PFU Limited assumes no liability whatsoever for damages arising from use of this product by the user in high-safety applications, and for any claims or compensation for damages by the user or a third party.

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## Abbreviations Used in This Manual

The following abbreviations are used in this manual.

Name	Indication
Windows® 8.1 (32-bit/64-bit) Windows® 8.1 Pro (32-bit/64-bit) Windows® 8.1 Enterprise (32-bit/64-bit)	Windows 8.1 (*1)
Windows® 10 Home (32-bit/64-bit) Windows® 10 Pro (32-bit/64-bit) Windows® 10 Enterprise (32-bit/64-bit) Windows® 10 Education (32-bit/64-bit)	Windows 10 (*1)
Windows® 11 Home (64-bit) Windows® 11 Pro (64-bit) Windows® 11 Enterprise (64-bit) Windows® 11 Education (64-bit)	Windows 11 (*1)
Azure™ Active Directory™	Azure AD
Google Chrome™	Google Chrome

\*1:Where there is no distinction between the different versions of the above operating system, the general term "Windows" is used.

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## Screen Examples in This Manual

Microsoft product screenshots are reprinted with permission from Microsoft Corporation.

The screen examples in this manual are subject to change without notice in the interest of product development.

If the actual displayed screen differs from the screen examples in this manual, operate by following the actual displayed screen while referring to the user's manual of the scanner application that you are using.

The screenshots used in this manual are of Windows 10. The actual windows and operations may differ depending on the operating system. Also note that the screens and operations may differ from this manual after the scanner application software is updated. In that case, refer to the manual provided upon updating the software.

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## Notice

- The contents of this manual are subject to change without notice.
- PFU Limited assumes no liability for incidental or consequential damages arising from the use of this product, and any claims by a third party.
- Copying of the contents of this manual, in whole or in part, as well as the scanner applications is prohibited under the copyright law.

# Before Using This Service

This section provides an explanation about the overview for EdgeXperience Capture Service.

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## Overview

EdgeXperience Capture Service is a cloud service (SaaS) that allows users to connect scanners (which can be managed by EdgeXperience Capture Service) to EdgeXperience Capture Service and save scanned images to a specified destination.

You can complete a number of tasks without a computer, reducing time and labor that would be needed for paperwork tasks such as registering various business forms.

When [Username/Password or NFC] or [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method, you can use the user information windows (on the web) of EdgeXperience Capture Service to check user information or the processing status for jobs.

For scanners that can be registered in order for them to be managed by EdgeXperience Capture Service, refer to [System Requirements \(page 7\)](#).

### HINT

- There are three types of authentication methods for identifying a user that uses EdgeXperience Capture Service.

- Username/Password or NFC

- Scanner

- User Code/PIN or NFC

For details about the available authentication methods, check with your administrator.

Operators cannot change the available authentication methods because they are set by the administrator.

- A job is a set of settings that are used to configure the scanning of a document and the saving of an image.

The scan settings, destination settings to save images, and other settings are configured in the job settings.

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## System Requirements

The following shows the system requirements of EdgeXperience Capture Service.

- **Software**

The following are required when you use the user information windows (on the web) of EdgeXperience Capture Service.

- Operating system

- Windows 8.1

- Windows 10

- Windows 11

- **Browser**

It is recommended that you use the latest versions of the following browsers.

- Microsoft Edge
- Google Chrome

**HINT**

- Set the font size to Medium (Recommended).
- Set the screen resolution to 1280 × 768 or more.

- **Scanner**

- fi-7300NX (firmware version: 0M00 or later)

- **Smart card**

The following smart cards can be used for EdgeXperience Capture Service when [Username/Password or NFC] or [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method.

- Smart cards used for authentication purposes
  - Mifare
  - FeliCa

**ATTENTION**

A function in a mobile device that is equivalent to smart cards is not supported.



# Flow from the Preparations That Are to Be Made to the Operations

This section explains about the flow from the preparations that are to be made for EdgeXperience Capture Service to the operations.

The flow from the preparations that are to be made to the operations is as follows:

- **When [Username/Password or NFC] is set for the EdgeXperience Capture Service authentication method**

Preparations (page 11)	<ul style="list-style-type: none"><li>● <a href="#">Changing the Password for a User (page 11)</a></li><li>● <a href="#">Registering Smart Cards Used for Authentication Purposes (page 12)</a></li><li>● <a href="#">Logging in to EdgeXperience Capture Service from the Touch Screen of the Scanner (page 13)</a></li><li>● <a href="#">Setting an External Service That Is to Be Linked (page 15)</a></li></ul>
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Operations (page 16)	<ul style="list-style-type: none"><li>● <a href="#">Performing a Job to Scan Documents (page 16)</a></li><li>● <a href="#">Check the Processing Status of Each Job That You Performed (page 17)</a></li><li>● <a href="#">Changing the Password for a User (page 18)</a></li><li>● <a href="#">Changing Smart Cards Used for Authentication Purposes (page 18)</a></li><li>● <a href="#">Deleting Information on a Smart Card Used for Authentication Purposes (page 19)</a></li><li>● <a href="#">Changing the Settings for an External Service That Is Set to Be Linked (page 20)</a></li><li>● <a href="#">Updating a Scanner (page 20)</a></li></ul>
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- **When [Scanner] is set for the EdgeXperience Capture Service authentication method**

Preparations (page 11)	No preparations are required. When you turn on the scanner, the <a href="#">Job List Screen (page 22)</a> appears on the touch screen of the scanner.
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Operations (page 16)	<ul style="list-style-type: none"><li>● <a href="#">Performing a Job to Scan Documents (page 16)</a></li><li>● <a href="#">Updating a Scanner (page 20)</a></li></ul>
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● When [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method

Preparations (page 11)	<ul style="list-style-type: none"> <li>• Changing the Password for a User (page 11)</li> <li>• Checking the User Code for a User/Setting a PIN (page 11)</li> <li>• Registering Smart Cards Used for Authentication Purposes (page 12)</li> <li>• Logging in to EdgeXperience Capture Service from the Touch Screen of the Scanner (page 13)</li> <li>• Setting an External Service That Is to Be Linked (page 15)</li> </ul>
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Operations (page 16)	<ul style="list-style-type: none"> <li>• Performing a Job to Scan Documents (page 16)</li> <li>• Check the Processing Status of Each Job That You Performed (page 17)</li> <li>• Changing the Password for a User (page 18)</li> <li>• Changing the PIN for a User (page 18)</li> <li>• Changing Smart Cards Used for Authentication Purposes (page 18)</li> <li>• Deleting Information on a Smart Card Used for Authentication Purposes (page 19)</li> <li>• Changing the Settings for an External Service That Is Set to Be Linked (page 20)</li> <li>• Updating a Scanner (page 20)</li> </ul>
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# Preparations

This section provides an explanation about the preparations for EdgeXperience Capture Service.

## ATTENTION

When [Scanner] is set for the EdgeXperience Capture Service authentication method, no preparations are required.

When you turn on the scanner, the [Job List Screen \(page 22\)](#) appears on the touch screen of the scanner.

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## Changing the Password for a User

Before logging in to EdgeXperience Capture Service from the touch screen of the scanner, you need to set the password for a user. To do this, on a computer, use a browser to access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service) and set the password for a user.

## ATTENTION

When you are one of the following users, your password has already been set. So, enter your password in the password window to log into this service.

- A user managed in Azure AD (outside of EdgeXperience Capture Service)
- A user created with "A user is not required to set a password" selected, for "Whether or not a user is required to set a password when logging in for the first time"

- 1 On a computer, open a browser and access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).**

The [Login Window \(on the Web\) \(page 24\)](#) appears.

- 2 Enter your user name and click the [Next] button.**

The [Window for Entering a Password \(page 24\)](#) appears.

- 3 Click the link "When you sign in for the first time or you forget the password." that is next to [Password].**

A window for setting a password appears.

- 4 Follow the instructions displayed in the window.**

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## Checking the User Code for a User/Setting a PIN

When [User Code/PIN or NFC] is set for the authentication method, before logging in to EdgeXperience Capture Service from the touch screen of the scanner, you need to check the user code for a user and set a PIN. To do this, on a computer, use a browser to access the user information window (on the web)

of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).

- 1 On a computer, open a browser and access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).

The [Login Window \(on the Web\)](#) (page 24) appears.

- 2 Enter your user name and click the [Next] button.

The [Window for Entering a Password](#) (page 24) appears.

- 3 Enter your password and then click the [Sign in] button in order to log in to EdgeXperience Capture Service.

The [\[User List\] Window](#) (page 26) appears.

- 4 Place the mouse pointer over a row with user information and click [Edit] in the [Manage] column.

The [\[Edit a user\] Window](#) (page 27) appears.

- 5 Check the user code in [Authentication settings] and set a PIN.

For details, refer to "Authentication settings" in the [\[Edit a user\] Window](#) (page 27).

#### HINT

If nothing is displayed in [Authentication settings], click an item name to display information.


- 6 Click the [Save] button.

The settings are saved.

## Registering Smart Cards Used for Authentication Purposes

Once a smart card is paired to a user account, the user can log in to EdgeXperience Capture Service by simply holding the smart card over the scanner.

- 1 Prepare a smart card used for authentication purposes.
- 2 Display the [Login Screen \(on the Touch Screen\)](#) (page 22) on the touch screen of the scanner, and check that the [Smart card] tab is displayed.

If the login screen (on the touch screen) is not displayed, press .

- 3 Hold the smart card over the contactless smart card reader on the scanner.

A message appears on the touch screen, confirming whether or not to register the smart card.

- 4 Press the [Yes] button.

The [Register a Smart Card] screen appears.

- 5 In accordance with the authentication method that you will use, enter your user name and password or your user code and PIN, and then press the [Run] button.

#### ATTENTION

When [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method, enter your user code in the input field for the user name and your PIN in the input field for the password.

Entering your user name and password for EdgeXperience Capture Service results in an error.

Your smart card is paired to your user account and the login screen (on the touch screen) appears again.

If another smart card has already been paired to your user account, a message appears, confirming whether or not to change your smart card.

For details about how to change a smart card, refer to [Changing Smart Cards Used for Authentication Purposes \(page 18\)](#).

#### See also

[Using a Smart Card to Log in To \(page 13\)](#)

[Forgot the Password \(page 35\)](#)

[Cannot Pair a Smart Card due to Authentication Failure \(page 36\)](#)


## Logging in to EdgeXperience Capture Service from the Touch Screen of the Scanner

This section explains about how to log in to EdgeXperience Capture Service from the touch screen of the scanner.

### Using a Smart Card to Log in To

Use a smart card for authentication purposes that has been paired to your user account in order to log in to EdgeXperience Capture Service from a scanner.

- 1 Prepare a smart card that has been paired to your user account.
- 2 Display the [Login Screen \(on the Touch Screen\) \(page 22\)](#) on the touch screen of the scanner, and check that the [Smart card] tab is displayed.

If the login screen (on the touch screen) is not displayed, press .

- 3 Hold the smart card over the contactless smart card reader on the scanner.

You will be logged in to EdgeXperience Capture Service with the user account that the smart card has been paired to.

The [Job List Screen \(page 22\)](#) appears on the touch screen.

**See also**

[Registering Smart Cards Used for Authentication Purposes \(page 12\)](#)


[Lost a Smart Card Used for Authentication Purposes \(page 35\)](#)

[Cannot Log in To \(page 36\)](#)

## Using a User Name and Password to Log in To

When [Username/Password or NFC] is set for the authentication method, enter a user name and password on the touch screen of the scanner in order to log in to EdgeXperience Capture Service.

- 1 On the touch screen of the scanner, display the [Login Screen \(on the Touch Screen\) \(page 22\)](#) and press the [Username] tab.

If the login screen (on the touch screen) is not displayed, press .

- 2 Enter your user name and password, and press the [Login] button in order to log in to EdgeXperience Capture Service.

The [Job List Screen \(page 22\)](#) appears on the touch screen.

**See also**


[Forgot the Password \(page 35\)](#)

[Cannot Log in To \(page 36\)](#)

## Using a User Code and PIN to Log in To

When [User Code/PIN or NFC] is set for the authentication method, enter a user code and PIN on the touch screen of the scanner in order to log in to EdgeXperience Capture Service.

- 1 On the touch screen of the scanner, display the [Login Screen \(on the Touch Screen\) \(page 22\)](#) and press the [Username] tab.

If the login screen (on the touch screen) is not displayed, press .

- 2 Enter your user code and PIN, and press the [Login] button in order to log in to EdgeXperience Capture Service.

The [Job List Screen \(page 22\)](#) appears on the touch screen.

**See also**

[Forgot the PIN \(page 35\)](#)

[Cannot Log in To \(page 36\)](#)

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## Setting an External Service That Is to Be Linked

From the user information window (on the web) of EdgeXperience Capture Service, set an external service that is to be linked.

- 1 On a computer, open a browser and access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).**

The [Login Window \(on the Web\) \(page 24\)](#) appears.

- 2 Enter your user name and click the [Next] button.**

The [Window for Entering a Password \(page 24\)](#) appears.

- 3 Enter your password and then click the [Sign in] button in order to log in to EdgeXperience Capture Service.**

The [\[User List\] Window \(page 26\)](#) appears.

- 4 Place the mouse pointer over a row with user information and click [Edit] in the [Manage] column.**

The [\[Edit a user\] Window \(page 27\)](#) appears.

- 5 In [Connector Settings], enter the settings for an external service that is set to be linked.**  
For details, refer to "Connector Settings" in the [\[Edit a user\] Window \(page 27\)](#).

### HINT

If nothing is displayed in [Connector Settings], click an item name to display information.

- 6 Click the [Save] button.**

The settings are saved.

# Operations

This section provides an explanation about the operations using EdgeXperience Capture Service.

## ATTENTION

When [Scanner] is set for the EdgeXperience Capture Service authentication method, refer to the following operations. Other operations cannot be performed.

- [Performing a Job to Scan Documents \(page 16\)](#)
- [Updating a Scanner \(page 20\)](#)

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## Performing a Job to Scan Documents

Perform a job that is registered in EdgeXperience Capture Service to scan documents, and transfer scanned images to the save destination that is set in the job.

### 1 Turn on the scanner.

- When [Username/Password or NFC] or [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method  
Log in to EdgeXperience Capture Service from the touch screen of the scanner.  
For details, refer to [Logging in to EdgeXperience Capture Service from the Touch Screen of the Scanner \(page 13\)](#).  
The [Job List Screen \(page 22\)](#) appears on the touch screen.
- When [Scanner] is set for the EdgeXperience Capture Service authentication method  
The [Job List Screen \(page 22\)](#) appears on the touch screen.

### 2 In the job list, press a button for a job that you want to perform.

For details about how to operate the job list, refer to the [Job List Screen \(page 22\)](#).

### 3 Scan documents in one of the following ways, depending on what is displayed.

- When a screen for entering meta data is displayed
  - a Enter a character string in the input field for the meta data and press the [Set] button.  
One of the following is displayed.
    - [Scan] button
    - A message, prompting you to load documents
  - b Load documents in the scanner.  
For details about how to load documents, refer to the Operator's Guide of your scanner.
    - When the [Scan] button is displayed  
Pressing the [Scan] button starts scanning documents.
    - When a message is displayed, prompting you to load documents  
Loading documents in the scanner automatically starts a scan.



- c When thumbnails are displayed, press the [Save] button.
- When a message is displayed, prompting you to load documents, along with the [Scan] button
  - a Load documents in the scanner.  
For details about how to load documents, refer to the Operator's Guide of your scanner.
  - b Press the [Scan] button.  
Scanning documents starts.
  - c When thumbnails are displayed, press the [Save] button.
- When a message is displayed, prompting you to load documents
  - a Load documents in the scanner.  
For details about how to load documents, refer to the Operator's Guide of your scanner.  
Loading documents in the scanner automatically starts a scan.
  - b When thumbnails are displayed, press the [Save] button.

#### See also

[Check the Processing Status of Each Job That You Performed \(page 17\)](#)

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## Check the Processing Status of Each Job That You Performed

In the user information window (on the web) of EdgeXperience Capture Service, you can check the processing status of each job that was performed.

- 1 On a computer, open a browser and access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).**  
The [Login Window \(on the Web\) \(page 24\)](#) appears.
- 2 Enter your user name and click the [Next] button.**  
The [Window for Entering a Password \(page 24\)](#) appears.
- 3 Enter your password and then click the [Sign in] button in order to log in to EdgeXperience Capture Service.**  
The [\[User List\] Window \(page 26\)](#) appears.
- 4 Click [Batch Log] in the left menu.**  
The [\[Batch Log List\] Window \(page 30\)](#) appears.
- 5 Check the processing status of each job that was performed.**

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## Changing the Password for a User

Change the password for a user that is used for logging in to EdgeXperience Capture Service.  
For details, refer to [Changing the Password for a User \(page 11\)](#).

### See also

[Forgot the Password \(page 35\)](#)

[Cannot Pair a Smart Card due to Authentication Failure \(page 36\)](#)

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## Changing the PIN for a User

Change the PIN for a user that is used for logging in to EdgeXperience Capture Service.  
For details, refer to [Checking the User Code for a User/Setting a PIN \(page 11\)](#).

### See also

[Forgot the PIN \(page 35\)](#)


[Cannot Pair a Smart Card due to Authentication Failure \(page 36\)](#)

---

## Changing Smart Cards Used for Authentication Purposes

Change the smart card that has been paired to your user account for EdgeXperience Capture Service to another smart card.

- 1 Prepare a new smart card that you want to pair to your account.
- 2 Display the [Login Screen \(on the Touch Screen\) \(page 22\)](#) on the touch screen of the scanner, and check that the [Smart card] tab is displayed.

If the login screen (on the touch screen) is not displayed, press .

- 3 Hold the new smart card that you want to register over the contactless smart card reader on the scanner.

A message appears on the touch screen, confirming whether or not to register the smart card.

- 4 Press the [Yes] button.

The [Register a Smart Card] screen appears.

- 5 In accordance with the authentication method that you will use, enter your user name and password or your user code and PIN, and then press the [Run] button.

A message appears, confirming whether or not to change the smart card to the new one.

- 6 Press the [Yes] button.

The new smart card is paired to your user account and the login screen (on the touch screen) appears again.

**See also**

[Lost a Smart Card Used for Authentication Purposes \(page 35\)](#)

[Cannot Pair a Smart Card due to Authentication Failure \(page 36\)](#)

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## Deleting Information on a Smart Card Used for Authentication Purposes

Unpair a smart card used for authentication purposes from a user account for EdgeXperience Capture Service.

- 1 On a computer, open a browser and access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).**

The [Login Window \(on the Web\) \(page 24\)](#) appears.

- 2 Enter your user name and click the [Next] button.**

The [Window for Entering a Password \(page 24\)](#) appears.

- 3 Enter your password and then click the [Sign in] button in order to log in to EdgeXperience Capture Service.**

The [\[User List\] Window \(page 26\)](#) appears.

- 4 Place the mouse pointer over a row with user information and click [Edit] in the [Manage] column.**

The [\[Edit a user\] Window \(page 27\)](#) appears.

- 5 Place the mouse pointer over a row with smart card information in [Smart Card Settings] and click  in the [Operation] column.**

The information on a smart card is deleted.

**HINT**

If nothing is displayed in [Smart Card Settings], click an item name to display information.

- 6 Click the [Save] button.**

The settings are saved.

**See also**

[Lost a Smart Card Used for Authentication Purposes \(page 35\)](#)

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## Changing the Settings for an External Service That Is Set to Be Linked

From the user information window (on the web) of EdgeXperience Capture Service, change the settings for an external service that is set to be linked.

- 1 On a computer, open a browser and access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).**

The [Login Window \(on the Web\) \(page 24\)](#) appears.

- 2 Enter your user name and click the [Next] button.**

The [Window for Entering a Password \(page 24\)](#) appears.

- 3 Enter your password and then click the [Sign in] button in order to log in to EdgeXperience Capture Service.**

The [\[User List\] Window \(page 26\)](#) appears.

- 4 Place the mouse pointer over a row with user information and click [Edit] in the [Manage] column.**

The [\[Edit a user\] Window \(page 27\)](#) appears.

- 5 In [Connector Settings], change the settings for an external service that is set to be linked. For details, refer to "Connector Settings" in the [\[Edit a user\] Window \(page 27\)](#).**

### HINT

If nothing is displayed in [Connector Settings], click an item name to display information.

- 6 Click the [Save] button.**

The settings are saved.

---


## Updating a Scanner

After the new firmware for a scanner is released, a screen confirming whether you want to update the firmware is displayed on the touch screen of the scanner when you perform one of the operations below.

To update a scanner, press [Yes].

The confirmation screen continues to be displayed until the firmware is updated.

- When you turn on the scanner

- When you log out of EdgeXperience Capture Service by pressing  in the job list screen on the touch screen of the scanner

**HINT**

It takes 10 minutes or more to update the firmware.

If you want to scan documents immediately, press [No].

You can update the firmware when the confirmation screen appears next time.

# Screens Displayed on a Scanner (on the Touch Screen)

This section provides an explanation about the screens for EdgeXperience Capture Service displayed on the touch screen of the scanner.

## ATTENTION

When [Scanner] is set for the EdgeXperience Capture Service authentication method, refer to the following window. Other windows are not displayed.

- [Job List Screen \(page 22\)](#)

---

## Login Screen (on the Touch Screen)

Log in to EdgeXperience Capture Service from the touch screen of the scanner.

### [Smart card] tab

Press this tab when you want to log in to EdgeXperience Capture Service by holding a smart card over the scanner.

A message appears, instructing you to hold a smart card over the contactless smart card reader.

In this screen, you can register or change a smart card used for authentication purposes.

### [Username] tab

Press this tab when you want to enter your user name and password in order to log in to EdgeXperience Capture Service.

The input fields for [Username] and [Password] appear.

Press the input field to enter characters.

## HINT

When [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method, enter your user code in [Username] and PIN in [Password].

---

## Job List Screen

Jobs that are registered with EdgeXperience Capture Service are listed.


### Heading area on the screen

The user display name that is set for a user is displayed.

## HINT

A job group name or level name is displayed when [Scanner] is set for the EdgeXperience Capture Service authentication method.

When you press a level button (a button with the ">" symbol on the right side) to move to a lower level in the job list, the name of the level where you moved is displayed.

Pressing  displays the upper level again.





Press this item to log out from EdgeXperience Capture Service.

### Job group name or level button

A job group name is displayed in the top of the job list.

When you press a level button (a button with the ">" symbol on the right side) to move to a

lower level in the job list, the level button (a button with  on the left side) is displayed.

Pressing a level button (a button with  on the left side) displays the upper level again.

#### HINT

Nothing is displayed when [Scanner] is set for the EdgeXperience Capture Service authentication method.

### Job list

Displays buttons for jobs.

Level buttons (buttons with the ">" symbol on the right side) are also displayed when a job group includes levels.

# User Information Windows (on the Web)

This section provides an explanation about the user information windows (on the web) for EdgeXperience Capture Service.

## ATTENTION

- The user information windows (on the web) are not used when [Scanner] is set for the EdgeXperience Capture Service authentication method.
- Do not perform any of the following operations in the browser. Otherwise, there is no guarantee that the system will operate properly.
  - Displaying the user information windows (on the web) for EdgeXperience Capture Service on multiple tabs or windows on the same computer at a time.
  - Using the moving back function to display the previously opened page

## HINT

- If no operations are performed in any of the user information windows (on the web) after a certain amount of time, the connection to EdgeXperience Capture Service will time out. In this situation, if an operation is performed in the window, a user will be logged out.
- The date and time displayed in the window are based on the timezone of your computer.

---

## Login Window (on the Web)

On a computer, use a browser to log in to EdgeXperience Capture Service.

This window appears when you access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service).

### Username

Enter an ID for logging in to EdgeXperience Capture Service.

### [Next] button

Click this button to display the [Window for Entering a Password \(page 24\)](#) that is used for logging in to EdgeXperience Capture Service.

## Window for Entering a Password

Enter the password for a user that is used for logging in to EdgeXperience Capture Service.

This window appears when you enter your user name and click the [Next] button in the [Login Window \(on the Web\) \(page 24\)](#) of EdgeXperience Capture Service.

Items that are displayed vary depending on the user.



**For a user managed in EdgeXperience Capture Service****Username**

A user name that you entered is displayed.

**Password**

Enter a password in the input field.

**When you sign in for the first time or you forget the password.**

Click this item to display a window for setting a password.

Follow the instructions displayed in the window to set a password.

Use 8 to 64 characters for a password.

Include at least three of the types of characters described below:

- Alphabetic characters (uppercase)
- Alphabetic characters (lowercase)
- Numbers
- Symbols that are listed below  
! @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

**[Sign in] button**

Click this item to log in to EdgeXperience Capture Service.

**For a user managed in Azure AD (outside of EdgeXperience Capture Service)**

An Azure AD window for entering a password appears.

Follow the instructions displayed on the window in order to log in to EdgeXperience Capture Service.

---

## Common Items in the User Information Windows (on the Web)

**Left menu**

Click each item on the left menu (see below) to display the corresponding window on the right side.

- User  
Click this item to display the [\[User List\] Window \(page 26\)](#).
- Batch Log  
Click this item to display the [\[Batch Log List\] Window \(page 30\)](#).
- About  
Click this item to display the [\[About\] Window \(page 34\)](#).

**at the upper right of the window**

Click this item to display the following website.

<https://www.pfu-us.rioh.com/support/edgexperience-capture-service>



**at the upper right of the window**

Click this item to display the Help for the currently displayed window. The Help is displayed in a frame.

The following items are displayed at the top of the frame.

#### **[Help] tab**

Click this item to display the Help.

#### **[FAQ] tab**

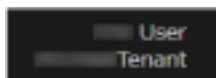
Click this item to display the FAQ.



Click this item to display the Help in a new window.

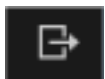


Click this item to close the frame.



**at the upper right of the window**

Displays the user display name and tenant name of the user who is logged in to EdgeXperience Capture Service.



**at the upper right of the window**

Click this item to log out from EdgeXperience Capture Service.

---

## **[User List] Window**

Displays the information on users who were logged in to EdgeXperience Capture Service.

#### **[User Display Name] column**

Displays user display names.

A user display name is displayed in the following.

- Touch screen of the scanner  
[User Display Name] in the [Job List Screen \(page 22\)](#)
- User information windows (on the web)  
Upper right of the user information windows (on the web)

**[Type] column**

Displays a user type (user).

**[Description] column**

Displays a description about each user.

**[Job Group] column**

Displays the names of job groups as links if users have been added to job groups.

Click the name of a job group to display the [\[Browse job groups\] Window \(page 27\)](#).

A job group is set by your administrator.

**[Manage] column**

Used to edit the information on a user.

When you place the mouse pointer over a row with user information, the [Edit] link appears in the [Manage] column.

Click [Edit] to display the [\[Edit a user\] Window \(page 27\)](#).

## **[Browse job groups] Window**

Check the settings of a job group.

**Job Group Name**

Displays the name of a job group.

**Description**

Displays a description about a job group.

**Job list**

Displays a list of jobs or levels added to a job group.

**Job name**

Displays the name of a job or level.

**Description**

Displays a description about a job or level.

**[OK] button**

Closes the window.

## **[Edit a user] Window**

In this window, you can check information about users that were logged in to EdgeXperience Capture Service and edit the information.

**User Name (email address)**

Displays an email address that is specified for the user name of a user.

Use this email address when logging in to EdgeXperience Capture Service. This cannot be edited.

### User Display Name

Enter a user display name. Up to 256 characters can be entered.  
The user display name is displayed in the following.

- Touch screen of the scanner  
[User Display Name] in the [Job List Screen \(page 22\)](#)
- User information windows (on the web)  
Upper right of the user information windows (on the web)

### Description

Enter a description about a user. Up to 256 characters can be entered.

### Type

Displays a user type (user). This cannot be edited.

### Smart Card Settings


You can check or delete the information on a smart card that has been paired to a user account.

For details about how to pair a smart card to a user account, refer to [Registering Smart Cards Used for Authentication Purposes \(page 12\)](#).

Clicking this title shows or hides the information on a smart card.

#### [Operation] column

Used to delete the information on a smart card.

Place the mouse pointer over a row with smart card information and click  in the [Operation] column to delete the information on the smart card.

#### [Date Listed] column

Displays the date/time when a smart card was paired to a user account.

#### [Card type] column

Displays the type of smart card (Mifare or FeliCa).

### Connector Settings

When [Username/Password or NFC] or [User Code/PIN or NFC] is set for the authentication method, specify connector parameters for an external service which you want to save images in.

Clicking this title shows or hides the connector information on an external service which you want to save images in.

## Authentication settings

When [User Code/PIN or NFC] is set for the authentication method, you can check the user code and set a PIN.

A user code and PIN are used for logging in to EdgeXperience Capture Service from the touch screen of the scanner.

### User code

Displays a user code that was created automatically.

### [Set] button

Set a PIN. Click this item to display the [\[Set a PIN\] Window \(page 29\)](#).

### [Save] button

Saves the settings.

### [Cancel] button

Cancels the operation.

## [Set a PIN] Window

Set the PIN for a User.

### New PIN

Enter a PIN of your choice.

Enter the PIN using 8 to 24 characters.

Include at least two of the types of characters described below:

- Alphabetic characters (uppercase)
- Alphabetic characters (lowercase)
- Numbers
- Symbols that are listed below  
! @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; . < >

### [Complete] button

Set a PIN. Clicking this button opens the [Login Window \(on the Web\) \(page 24\)](#) automatically.  
Enter your user name/password to log in again.

### ATTENTION

The PIN is not displayed again. Be sure to write it down.  
If you forget the PIN, you need to set it again.

### [Cancel] button

Cancels the operation.

## [Batch Log List] Window

Processing statuses of jobs that were performed by users who logged in to EdgeXperience Capture Service are listed.

The batch log list is updated automatically. The administrator sets the interval for automatically updating the batch log list.

### HINT

A batch refers to a process when a job is performed, and a batch log refers to the processing status.

#### [Export] button

Click this button to display a message, confirming whether or not to output all batch logs.

Click the [OK] button to output the list in a CSV format.

The character encoding to be used is UTF-8.

#### [Mark all errors as "Checked"] button

Click this button to display a message, confirming whether or not to change the [Error] status of each batch to the [Error (Checked)] status.

Click the [OK] button to change the status of a batch from [Error] to [Error (Checked)].

#### [Search] button

Filters the batch logs that are displayed in the list by specifying the following.

- Date/Time  
Specify the date/time when jobs were performed.
- Status  
Specify the status of batches.
- Find  
Enter a part of a character string or a whole character string that is displayed in the [Scanner Name] column, [Job name] column, or [Description] column.  
Up to 1,024 characters can be entered.  
Characters are case-insensitive.

#### [Start Date/Time] column

Displays the date and time when jobs were performed.

When you click the start date and time, the [\[Batch Log Details\] Window \(page 32\)](#) appears.

### HINT

When the status of a batch is [Error], checking the details of the batch log in the [Batch Log Details] window and then closing the window changes the status to [Error (Checked)].

#### [Scanner Name] column

Displays the scanner names.

**[Job name] column**

Displays the job names of the scans.

**[Status] column**

Displays one of the following as the status of a batch.

- Error

Failed to process the image transferred from the scanner, to perform OCR on the image, or to save the image file.

**HINT**

The icon is displayed when the status of a batch is [Error].

- Accepting

Accepting the image being transferred from the scanner.

- Waiting to process images

Waiting to process the image that has been transferred from the scanner.

- Processing images

Processing the image transferred from the scanner.

- OCR is in progress

Performing OCR on the image transferred from the scanner after the image has been processed.

- Waiting to save a file

Waiting to save the image file and the index file after the image transferred from the scanner has been processed or OCR has been performed on the image.

- Files are being saved

Saving the image file and the index file to the save destination.

- Completed

The image file and the index file have been saved, and a batch has been completed.

- Cancel

Scanning documents has been stopped.

- Error (Checked)

Details of a batch log have been checked in the [Batch Log Details] window.

**[Description] column**

When the status of a batch is [Error] or [Error (Checked)], a detailed description about the error is displayed.

For details, refer to [Messages in Batch Logs Displayed in the User Information Windows \(on the Web\)](#) (page 39).

**[Batch Manage] column**

Used to retry the batch that failed or to delete a batch log.

When you place the mouse pointer over a batch log row, the following links appear in the [Batch Manage] column.

- **Retry**

This is displayed when the status of a batch is [Error] or [Error (Checked)] and the batch that failed can be retried.

After performing the following, click [Retry] to display a message, confirming whether or not to retry.

- In [Connector Settings] in the [Edit a user] window, check connector parameters for an external service which you want to save images in.
- Contact and ask your administrator to check the job settings

When the message confirming whether or not to retry is displayed, click the [OK] button to retry the batch that failed.

If the error is related to OCR, when the message confirming whether or not to retry is displayed, you can skip OCR and save the image file by clicking the [Save without OCR] button.

#### **ATTENTION**

A batch with an [Error] or [Error (Checked)] status cannot be retried after 14 days have lapsed.

- **Cancel**

Click [Cancel] to display a message confirming whether or not to cancel a batch. Click the [OK] button to delete the image transferred from the scanner and change the status of the batch to [Cancel].

## **[Batch Log Details] Window**

Check details of a batch log.

### **Start Date/Time**

Displays the date and time when a job was performed.

### **Last Modified**

Displays the date and time when a batch log was modified most recently.

### **Serial Number**

Displays the serial number of the scanner.

### **Scanner Name**

Displays the scanner name.

### **IP Address**

Displays the IP address of the scanner.



**User Display Name**

Displays the user display name when [Username/Password or NFC] or [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method.

"-" (hyphen) is displayed when [Scanner] is set for the EdgeXperience Capture Service authentication method.

**Job name**

Displays the job name of the scan.

**Retry**

Displays whether a batch can be retried.

A batch can be retried if an error occurs while images are being processed, OCR is being performed, or files are waiting to be saved.

**Batch ID**

Displays the batch ID.

**Status**

Displays one of the following as the status of a batch.

- Error  
Failed to process the image transferred from the scanner, to perform OCR on the image, or to save the image file.
- Accepting  
Accepting the image being transferred from the scanner.
- Waiting to process images  
Waiting to process the image that has been transferred from the scanner.
- Processing images  
Processing the image transferred from the scanner.
- OCR is in progress  
Performing OCR on the image transferred from the scanner after the image has been processed.
- Waiting to save a file  
Waiting to save the image file and the index file after the image transferred from the scanner has been processed or OCR has been performed on the image.
- Files are being saved  
Saving the image file and the index file to the save destination.
- Completed  
The image file and the index file have been saved, and a batch has been completed.
- Cancel  
Scanning documents has been stopped.
- Error (Checked)  
Details of a batch log have been checked in the [Batch Log Details] window.

**Description**

When the status of a batch is [Error] or [Error (Checked)], a detailed description about the error is displayed.

For details, refer to [Messages in Batch Logs Displayed in the User Information Windows \(on the Web\) \(page 39\)](#).

**[OK] button**

Closes the window.

---

**[About] Window**

Information about EdgeXperience Capture Service is displayed.

# Troubleshooting

This section provides an explanation about how to troubleshoot problems that may occur in EdgeXperience Capture Service.

---

## Lost a Smart Card Used for Authentication Purposes

If you have lost a smart card that has been paired to a user account for logging in to EdgeXperience Capture Service, perform the one of the following. Or, contact your administrator if needed.

- Changing to another smart card

For details about how to change a smart card, refer to [Changing Smart Cards Used for Authentication Purposes \(page 18\)](#).

For details about supported smart cards, refer to [System Requirements \(page 7\)](#).

- Unpairing a smart card from the user account

For details about how to unpair a smart card from a user account, refer to [Deleting Information on a Smart Card Used for Authentication Purposes \(page 19\)](#).

Even if you do not have a smart card, you can log in to EdgeXperience Capture Service by entering your user name and password or your user code and PIN in accordance with the authentication method that you will use. For details about how to log in to EdgeXperience Capture Service, refer to [Using a User Name and Password to Log in To \(page 14\)](#) or [Using a User Code and PIN to Log in To \(page 14\)](#).

---

## Forgot the Password

If you forgot the password used for logging in to EdgeXperience Capture Service, on a computer, use a browser to access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service) and change the password.

For details about how to change a password, refer to [Changing the Password for a User \(page 18\)](#).

Note that passwords can be changed only for users managed in EdgeXperience Capture Service.

For users managed in Azure AD (outside of EdgeXperience Capture Service), contact the administrator.

---

## Forgot the PIN

If you forgot the PIN used for logging in to EdgeXperience Capture Service from the touch screen of the scanner, on a computer, use a browser to access the user information window (on the web) of EdgeXperience Capture Service (URL is written in the email you received when you signed up for EdgeXperience Capture Service) and create a PIN again.

For details about how to create a PIN, refer to [Checking the User Code for a User/Setting a PIN \(page 11\)](#).

---

## Cannot Pair a Smart Card due to Authentication Failure

When you try to pair a smart card to a user account but the authentication operation fails, perform the following.

- Check whether the information you entered in [Username] is correct.  
The information that must be entered is the user name or user code of a user.
- Check whether the information you entered in [Password] is correct.  
The information that must be entered is the password or PIN of a user.
- Check whether the user account is locked.  
To check whether the user account is locked, try to log in from the login window (on the web) of EdgeXperience Capture Service.  
If you cannot log in from the login window (on the web) of EdgeXperience Capture Service, the user account is locked.  
After the user account is unlocked, check the correct password and try again.

### HINT

- A user account is locked if the wrong password is entered 10 times in a row during a login operation.  
A user account is locked for one minute for the first time.  
However, if the user account is locked again, it is locked for a longer time than before. The more the wrong passwords are entered, the longer the password will be locked for (up to 5 hours).
- Ask your administrator to check that [Register a smart card from the touch screen] is enabled.  
After making sure that [Register a smart card from the touch screen] is enabled, try again.  
If there is no problem with the above, confirm with your administrator that the user information is registered with EdgeXperience Capture Service.

---

## Cannot Log in To

If you cannot log in to EdgeXperience Capture Service, perform the following.

- **Logging in from a scanner**

### For the [Smart card] tab

Make sure that there is no damage to the smart card.

If there is damage, perform one of the following.

- Change the smart card to another one and then log in to EdgeXperience Capture Service.  
For details about how to change a smart card, refer to [Changing Smart Cards Used for Authentication Purposes \(page 18\)](#).  
For details about supported smart cards, refer to [System Requirements \(page 7\)](#).
- Log in to EdgeXperience Capture Service by entering your user name and password on the [Username] tab.

For details about how to log in to EdgeXperience Capture Service from the [Username] tab, refer to [Using a User Name and Password to Log in To \(page 14\)](#).

- Log in to EdgeXperience Capture Service by entering your user code and PIN on the [Username] tab.

For details about how to log in to EdgeXperience Capture Service from the [Username] tab, refer to [Using a User Code and PIN to Log in To \(page 14\)](#).

#### For the [Username] tab

- Check whether the information you entered in [Username] is correct.  
The information that must be entered is the user name or user code of a user.
- Check whether the information you entered in [Password] is correct.  
The information that must be entered is the password or PIN of a user.
- Check whether the user account is locked.  
To check whether the user account is locked, try to log in from the login window (on the web) of EdgeXperience Capture Service.  
If you cannot log in from the login window (on the web) of EdgeXperience Capture Service, the user account is locked.  
After the user account is unlocked, check the correct password and try again.

#### HINT

- A user account is locked if the wrong password is entered 10 times in a row during a login operation.  
A user account is locked for one minute for the first time.  
However, if the user account is locked again, it is locked for a longer time than before.  
The more the wrong passwords are entered, the longer the password will be locked for (up to 5 hours).

If there is no problem with the above, confirm with your administrator that the user information is registered with EdgeXperience Capture Service.

#### ● Logging in to the user information window (on the web)

- Check whether the user name you entered in [Login] window (on the web) is correct.  
The information that must be entered is the user name of a user.
- Check whether the password you entered in the password window is correct.  
The information that must be entered is the password of a user.

If there is no problem with the above, confirm with your administrator that the user information is registered with EdgeXperience Capture Service.

---

## Images Are Not Saved in an External Service

- **When [Username/Password or NFC] or [User Code/PIN or NFC] is set for the EdgeXperience Capture Service authentication method**

Check the status of a batch in the [Batch Log List] window that is displayed when you click [Batch Log] in the left menu in the user information windows (on the web), and then perform the following.

- When the status of a batch is [Accepting], [Waiting to process images], [Processing images], [OCR is in progress], [Waiting to save a file], or [Files are being saved]

After the status of a batch changes to [Completed], check whether images are saved in an external service.

- When the status of a batch is [Error] or [Error (Checked)] and the [Retry] link is displayed in the [Batch Manage] column in the [Batch Log List] window

In [Connector Settings] in the [Edit a user] window, check connector parameters for an external service which you want to save images in, and then click [Retry] in the [Batch Manage] column in the [Batch Log List] window.

- When the status of a batch is [Error] or [Error (Checked)] and the [Retry] link is not displayed in the [Batch Manage] column in the [Batch Log List] window

In [Connector Settings] in the [Edit a user] window, check connector parameters for an external service which you want to save images in, and then perform the job again.

If the problem persists after taking the measures above, contact your administrator.

- **When [Scanner] is set for the EdgeXperience Capture Service authentication method**

Contact your administrator.

---

## Failed to Update the Scanner

Contact your administrator.

# Appendix

The appendix provides additional information.

## Message List

This section shows lists of messages that appear while EdgeXperience Capture Service is in use.

### Messages in Batch Logs Displayed in the User Information Windows (on the Web)

Messages are displayed in [Description] in the [Batch Log List] window that is displayed when you click [Batch Log] in the left menu in the user information windows (on the web).

Message	Solution
Image processing failed. Detail code: <Server error code>(<Image processing error code>)	Click [Retry] in the [Batch Manage] column in the [Batch Log List] window. If the problem persists, contact your administrator.
Failed to save the images.	After performing the following, click [Retry] in the [Batch Manage] column in the [Batch Log List] window. <ul style="list-style-type: none"><li>• In [Connector Settings] in the [Edit a user] window, check connector parameters for an external service which you want to save images in.</li><li>• Contact and ask your administrator to check the job settings</li></ul>
Failed to save the images. Details: <Details>	After performing the following by referring to the details, click [Retry] in the [Batch Manage] column in the [Batch Log List] window. <ul style="list-style-type: none"><li>• In [Connector Settings] in the [Edit a user] window, check connector parameters for an external service which you want to save images in.</li><li>• Contact and ask your administrator to check the job settings</li></ul>
Failed to perform OCR.	After contacting and asking your administrator to check the job settings, click [Retry] in the [Batch Manage] column in the [Batch Log List] window.
Failed to perform OCR. Details: <Details>	After contacting and asking your administrator to check the job settings based on the details that you provide, click [Retry] in the [Batch Manage] column in the [Batch Log List] window.

Message	Solution
Failed to save the index file. Details: <Details>	After contacting and asking your administrator to check the job settings based on the details that you provide, click [Retry] in the [Batch Manage] column in the [Batch Log List] window.
Failed to process images. Details: <Details>	After contacting and asking your administrator to check the job settings based on the details that you provide, click [Retry] in the [Batch Manage] column in the [Batch Log List] window.
Scanning was not completed. Details: The scanner may be turned off or the network connection may be disconnected during scanning.	Check the connection status of the scanner and perform the job again.