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# omtool

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# Omtool support and sales

#### **Online resources**

The Omtool web site provides you with 24-hour access to documentation, software updates and other downloads, and detailed technical information that can help you troubleshoot issues. Go to <u>http://www.omtool.com/support</u> and log in using your customer number. Then click one of the following:

- Knowledge Base to access technical articles.
- Downloads & Docs to access online documentation, software updates, and downloads.

#### **Customer service and technical support**

Contact Omtool Customer Service or Technical Support using any of the following methods:

- Phone: +1/1 978 327 6800 or +1/1 888 303 8098 (toll-free in the US)
- Fax: +1/1 978 659 1301
- E-mail: <a href="mailto:customerservice@omtool.com">customerservice@omtool.com</a> or <a href="mailto:support@omtool.com">support@omtool.com</a> or <a href="mailto:support@omtool.com">support@omtool.com</a>

Technical support requires an active support contract. For more information, go to <u>http://www.omtool.com/support/</u><u>entitlements.cfm</u>.

#### Sales, consulting services, licenses, and training

Contact Omtool Sales using any of the following methods:

- Phone: +1/1 978 327 5700 or +1/1 800 886 7845 (toll-free in the US)
- Fax: +1/1 978 659 1300
- E-mail: <u>sales@omtool.com</u>

# Using the Routing Sheet Option

A Routing Sheet is a special page with a barcode containing distribution instructions for your document.

With the **Routing Sheet** option, the device delivers the scanned document and Routing Sheet to the AccuRoute server, which decodes the barcode and distributes the document to intended recipients.

- I Generate and print a Routing Sheet using AccuRoute Desktop or the Omtool Web Client.
- 2 Assemble your document with the Routing Sheet at the front. Go to the device.

#### **3** Press Routing Sheet.



 If this option is not visible, load the AccuRoute menu by selecting one of the Customer Services buttons or select Custom Services to display Omtool buttons.

The device shows the **Ready to Scan** message and prompts you to load the document.

- 4 Load the document into the automatic feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)
- 5 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

6 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

7 Press OK to return to the main Custom Services screen.

# Using the Public Distributions Option

A system administrator creates **Public Distributions** for use by a group. For example, all members of the marketing group may have a distribution predefined specifically for their use.

Using the **Public Distributions** option, the device delivers the scanned document to the AccuRoute server, which decodes the distribution and sends the document to intended recipients.

Assemble your document and go to the device.

#### 2 Press Public Distributions.



 If this option is not visible, load the AccuRoute menu by selecting one of the Customer Services buttons or select Custom Services to display Omtool buttons.

The device shows the **Public Distribution** options.

3 Select a distribution from the list of **Public Distributions**.

The device shows the **Ready to Scan** message and prompts you to load the document.

- 4 Load the document into the automatic document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)
- 5 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

6 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

7 Press OK to return to the main Custom Services screen.

# Using the Personal Distributions Option

**Personal Distributions** are created for use by an individual. For example, you may have a distribution defined for sending information to people within your company and another distribution for sending information outside the company.

Before using this option, you must create a Personal Distribution using the AccuRoute Desktop or the Omtool Web Client. Ask your system administrator for assistance.

Using the **Personal Distributions** option, the device delivers the scanned document to the AccuRoute server, which decodes the distribution and sends the document to intended recipients.

Assemble your document and go to the device.

#### 2 Press Personal Distributions.



 If this option is not visible, load the AccuRoute menu by pressing Custom Services and enter user login information.

The device shows your **Personal Distribution** options.

3 Select a distribution from the list of **Personal Distributions**.

The device shows the **Ready to Scan** message and prompts you to load the document.

- 4 Load the document into the document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)
- 5 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

6 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

7 Press OK to return to the main Custom Services screen.

### Using the Scan to Me Option

The **Scan to Me** option scans a document and delivers it to your PC for further review and routing. Based on a directive (a rule defined by a system administrator), AccuRoute sends the document to your e-mail address (the default) or to a Windows home folder.

Using the **Scan to Me** option, the device delivers the scanned document to the AccuRoute server, which processes it using your personal directive and sends the document to intended recipients.

Assemble your document and go to the device.

#### 2 Press Scan to Me.



▶ If this option is not visible, load the AccuRoute menu by pressing Custom Services and enter user login information.

The device shows the **Ready to Scan** message and prompts you to load the document.

- 3 Load the document into the document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)
- 4 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

5 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

6 Press **OK** to return to the main **Custom Services** screen.

#### Using the Fax Option

When you enter a fax number and scan your document using the **Fax** option, the device delivers the document to the AccuRoute server, which sends the fax to intended recipients.

- Assemble your document and go to the device.
- 2 Press Fax.



 If this option is not visible, load the AccuRoute menu by selecting one of the Customer Services buttons or select Custom Services to display Omtool buttons.

The device prompts you to enter details about the fax.

- 3 Press the **Fax Number** text box to open the keypad.
- 4 Use the keypad to enter the fax number and press **Enter**.
- 5 To include a cover page, press Include Cover Page.
- 6 To enter information about the sender, press the **Sender Info** text box.

- 7 Enter appropriate information in the Sender Information dialog and press OK.
- 8 To enter information about the recipient, press the **Recipient Info** text box.
- 9 Enter the appropriate information in the **Recipient** Information dialog and press **OK**.
- 10 If Confirmations are configured on the Omtool Server, then select the type of Fax Confirmation you want.
- **I** Load the document into the document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)
- 12 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

13 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

14 Press OK to return to the main Custom Services screen.

# Using the Scan to Folder Option

Using the **Scan to Folder** option, the AccuRoute server sends the scanned document to a folder predetermined by your system administrator.

- Assemble your document and go to the device.
- 2 Load the document into the document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)

#### **3** Press Scan to Folder.



• If this option is not visible, load the AccuRoute menu by selecting one of the **Customer Services** 

# buttons or select **Custom Services** to display Omtool buttons.

The device shows the **Ready to Scan** message and prompts you to load the document.

4 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

5 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

6 Press OK to return to the main Custom Services screen.

# Using the Scan to My Files Option

Using the **Scan to My Files** option, the device delivers the scanned document to the AccuRoute server, which sends it as an electronic file to the "My Files" folder on the Client.

- Assemble your document and go to the device.
- 2 Load the document into the document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)

#### 3 Press Scan to My Files.



▶ If this option is not visible, load the AccuRoute menu by pressing Custom Services and enter user login information.

The device shows the **Ready to Scan** message and prompts you to load the document.

4 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

5 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

6 Press OK to return to the main Custom Services screen.

# Using the Scan to Distribution Option

Using the **Scan to Distribution** option, the AccuRoute server sends the scanned document to recipients predetermined by your system administrator.

- Assemble your document and go to the device.
- 2 Load the document into the document feeder or place it on the exposure glass. (Use the exposure glass only if scanning a single page.)

#### 3 Press Scan to Distribution.



• If this option is not visible, load the AccuRoute menu by selecting one of the **Customer Services** 

# buttons or select **Custom Services** to display Omtool buttons.

The device shows the **Ready to Scan** message and prompts you to load the document.

4 If you want to make any changes to any of the scan attributes, press **Settings**.

Make the necessary changes and press **OK** to return to the **Ready to Scan** message.

5 Press Scan to scan the document.

If Job Build is enabled, repeat the process to scan additional pages.

When scanning is complete, a device message indicates the job status.

6 Press OK to return to the main Custom Services screen.