

Document Classification: Public

Revision history

Release Date	Chapter	Revision
Sep. 21 st , 2021	-	First release
Oct. 22 nd , 2021	2	Replace images with sample invoice and metadata.
Feb. 24 th , 2022	6.2	Corrected model names of Mercury4 and Polaris E Plus for TA Removed 9057i from Zeus4 for TA
May 23 rd , 2022	1.3	Added connector to system overview.
Aug. 25 th , 2022	2	Insert a new chapter "KCIMv1.1 New features"
Oct. 20 th , 2022	2	Insert a new chapter "KCIMv2.0 New Features" and move "KCIMv1.1 New features" to chapter 3.
	6	6.2 and 6.3 Added tables for Subscription model.
	7	7.1 Added Setup Guide and Attached Guide for DENCHOHO to the supported languages table. 7.3 Added new feature to role permission table.
Jan. 31 st , 2023	2	Removed Subscription and FAX transfer features. Added Spanish UI support.
	3	Replaced Dashboard screenshots to remove "created by me" checkbox.
	5	Changed minimum version of Android OS for Mobile App to V10.
	6	6.2 and 6.3 Removed tables for Subscription model.
	7	7.1 Removed Setup Guide and Attached Guide for DENCHOHO from the supported languages table. 7.1 Added Spanish to the support language table.
Feb. 22 nd , 2023	2	Added new features for v2.1 - E-signature (DocuSign) - Document class/attribute limits - Indexing documents – "created by me"
	7	Added Pay-per-use subscriptions and table of Subscription
	8	Delete Norwegian in Supported languages
Apr. 24 th , 2023	2	Added new features for v2.2
	5.2	Updated application name for Mobile to "Cloud Information Manager" (TA version only)
	8.4	Added notes about EULA update
Aug. 21 st , 2023	1.3	Added Customer Portal to the System overview diagram and description
	2	Added KCIM v2.3 Scope features, Sections (New Settings 1-7), DocuSign Anchor Tag, Email File Type Upload, DocuSign – DOCX Support, & Various UI Enhancements starting with section.

Dec. 5 th , 2023	2	Added new features for v2.4
	7.2	Added Virgo, Polaris Next, and Perseus2 High
	7.5	Added "OCR Accuracy and Performance"
Jan. 17 th , 2024	2.5	Added, Admin Settings – Selection of New Languages for OCR Processing
Apr. 5 th , 2024	2	Updated the existing Section 2 from KCIM v2.4 New Features to KCIM v2.5 New Features
	2.1	Added DocuSign ID Verification Enablement Enhancement
	2.2	Added Expansion of Document Classes from 17 to 50
	2.2.1	Added Document Permissions Updates – Applicability to One's Own Accounts
	2.2.2	Added Document Permissions Updates – Applicability to Others' Accounts
Oct. 16 th , 2024	2	Updated New Features section to v2.6
	4.1	Changed Safari version from 14 to 17.5.
	6.2	Added "Starter Plan with Scanned Document Preservation Requirement (KDJ only)".
Feb. 17 th 2025	1	Add a chapter "Introduction"
	3	Update the "New Features" chapter with information for v2.7
	3.1	Batch file saving feature
	3.2	Grant save management permissions to general users
	3.3	Dropdown format attributes
	5.1	Change all kinds of supported browser versions to the latest
	8.1	Added new language: Portuguese (Brazil)
	8.3	Update user access permission for the Retention Management
May 30, 2025	3	Update the "New Features" chapter with information for v2.8
	3.1	Optimize E-signature functionality
	3.2	Enable task notifications via email
	3.3	Add XML viewer support for e-invoices
	3.4	Enable changing of document class
	3.5	Localize document classes and attributes
	3.6	Add UI tool tip
	3.7	Add a link to the Solution Support Page
	8.1	Added Polish
	8.5.2	Add a description of supported OCR languages
	9	Updated the Query Form with the latest information
Aug. 29, 2025	3	Update the "New Features" chapter with information for v2.9
	3.1	Folder access permission settings

	3.2	Support Microsoft Entra ID user
Oct. 6, 2025	3.1	Partially remove the restrictions on folder access permission settings feature

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1. Introduction

1.1. About this document

This document describes Kyocera Cloud Information Manger (“KCIM”), updated to include Version 2.8 features.

1.2. Target reader

This document is intended for staff members at the RHQ and sales companies of Kyocera Document Solutions group.

1.3. Abbreviation

- KCIM is the abbreviation for Kyocera Cloud Information Manager.
- TA is the abbreviation for TA Triumph-Adler.
- TACIM is the abbreviation for TA Cloud Information Manager.

1.4. Regarding trademarks

Android®, Google Chrome® are trademarks of Google LLC.

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Microsoft® and Windows® are registered trademarks of Microsoft Corporation in the U.S and/or other countries.

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2. Kyocera Cloud Information Manager Overview

2.1. What is Kyocera Cloud Information Manager?

Kyocera Cloud Information Manager (KCIM), a cloud document management system, is an online tool or service that facilitates the storage and management of all your documents from a single point of contact. In other words, it is a system that operates in the cloud where you can store all your files and company documents and retrieve them whenever you want from anywhere around the world.

Businesses are now quickly discovering the challenges with storing and sharing paper documents and the loss of productivity as its consequence. Paper documents lead to more chances of error and misplacement as well as additional costs of storing and maintaining file cabinets. Moreover, they are hard to locate and access becomes impossible if your co-workers are working remotely.

- Document challenges account for 21.3% productivity loss ([Business.com](#))
- On average, a professional spends 18 minutes searching for a document, which adds up to nearly 50% of their total time on the job ([Business.com](#))
- Companies with annual revenues between \$500k and \$1 million can save as much as \$40k per year by switching the need for digital document management. ([Copy Systems Inc.](#))
- 77% of business owners want to access files remotely ([Business.com](#))

With KCIM, customers can easily retrieve their documents with the help of its indexing and advanced search capabilities. Customers can classify their uploaded documents and assign the proper attributes for indexing. Customers can then easily search and retrieve these documents by typing some text which is either a part of the document's content or the document's metadata.

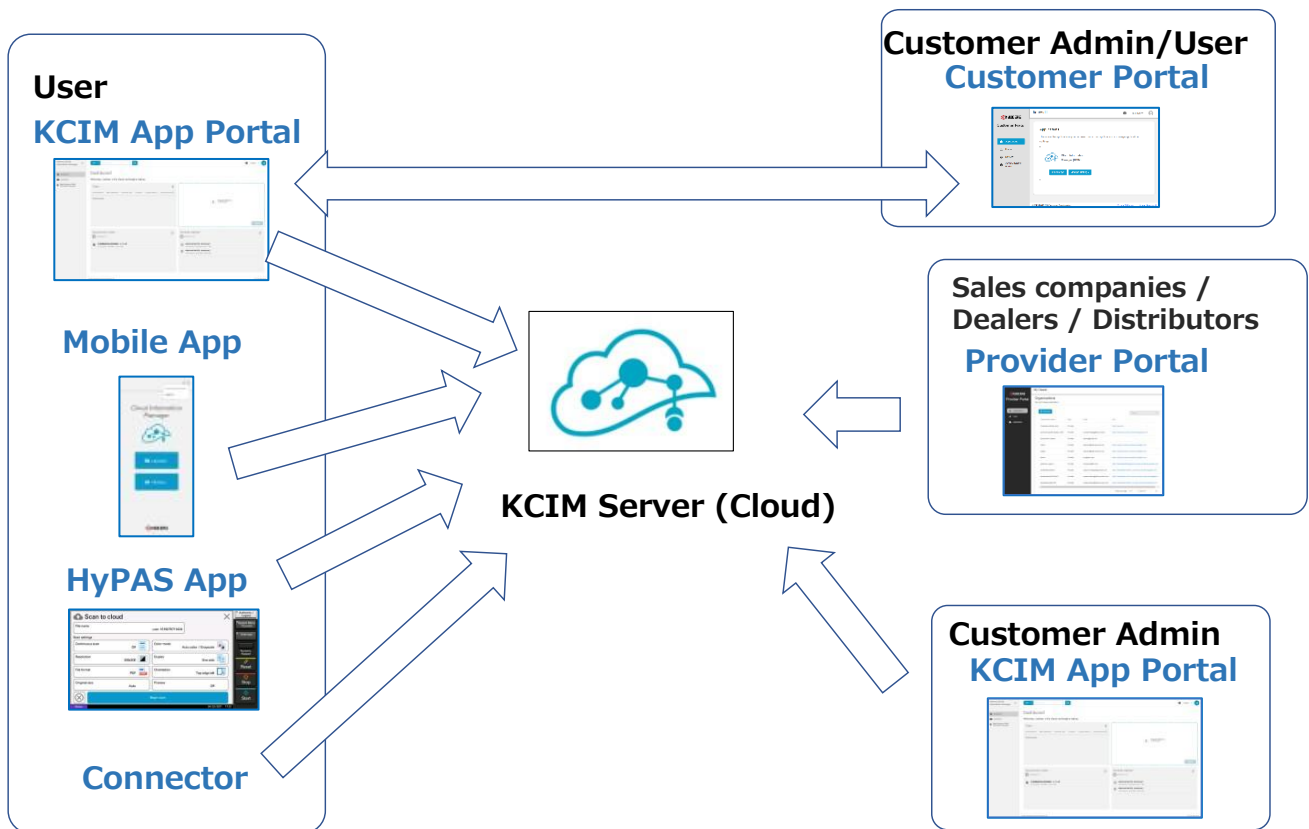
2.2. Target customers

KCIM targets the following customers:

- Customers who want to reduce storage costs associated with physical files
- Customers who want to enhance security, privacy and control over sensitive information
- Customers who want advanced search capabilities to spend less time on searching on important files and documents

2.3. System overview

This chapter describes main components of KCIM.



- **KCIM Server (Cloud)**: KCIM Server is a cloud document management system provides document management and user management to customers.
- **Customer Portal: Customer Portal** is now one-stop portal where customer can manage common settings for KCIM and new solutions (released soon) as multiple application support. The customer admin or customer user can access this portal using a web browser. They can launch a landing page or application settings page in each application portal as well.
- **Provider portal**: The provider (RHQ, SCs, Dealers, Distributors) can access the **provider portal** using a web browser. They can add, edit, or delete organizations for child providers or for their customers.
- **KCIM App portal**: The customer admin or customer user can access the **KCIM App portal** using a web browser. The customer admin can add user accounts for their own organization and configure access control of document classes. The customer user can upload, edit, delete and search documents.
- **HyPAS App (MFP client)**: The HyPAS application must be installed for MFP to be used with KCIM systems. The HyPAS application connects to the KCIM server. Customers can scan their

documents and upload them to KCIM server.

- **Mobile App (iOS/Android):** Mobile application connects to the KCIM server. Customers can take a photo of their documents and upload them to KCIM server.
- **Connector:** By developing a connector, KCIM can integrate with other solutions.

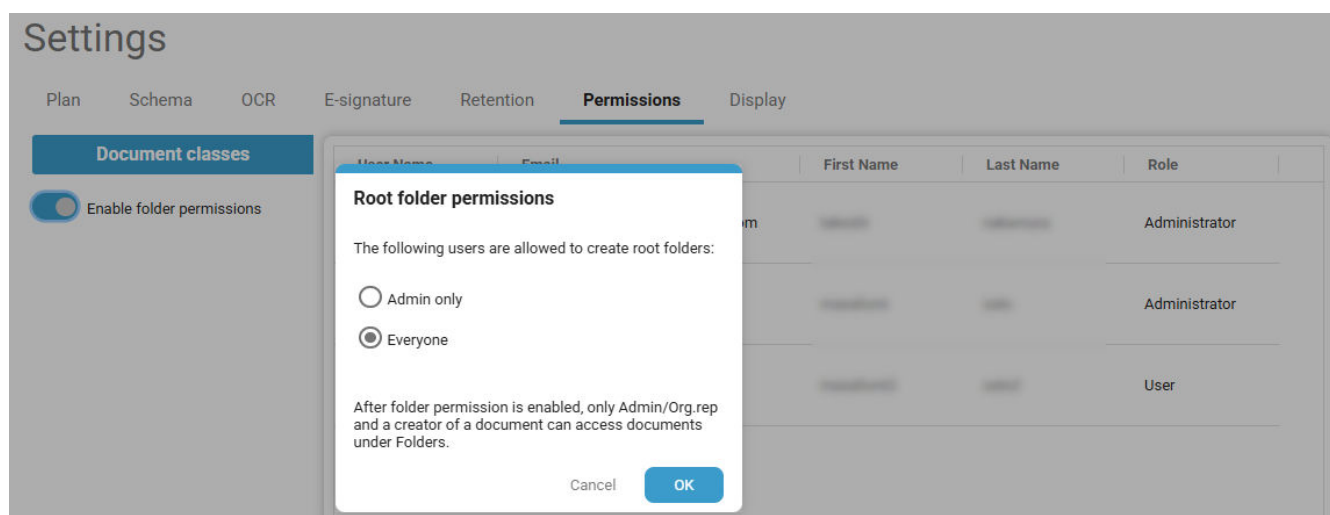
3. KCIM v2.9.1 New Features

3.1. Folder access permission settings

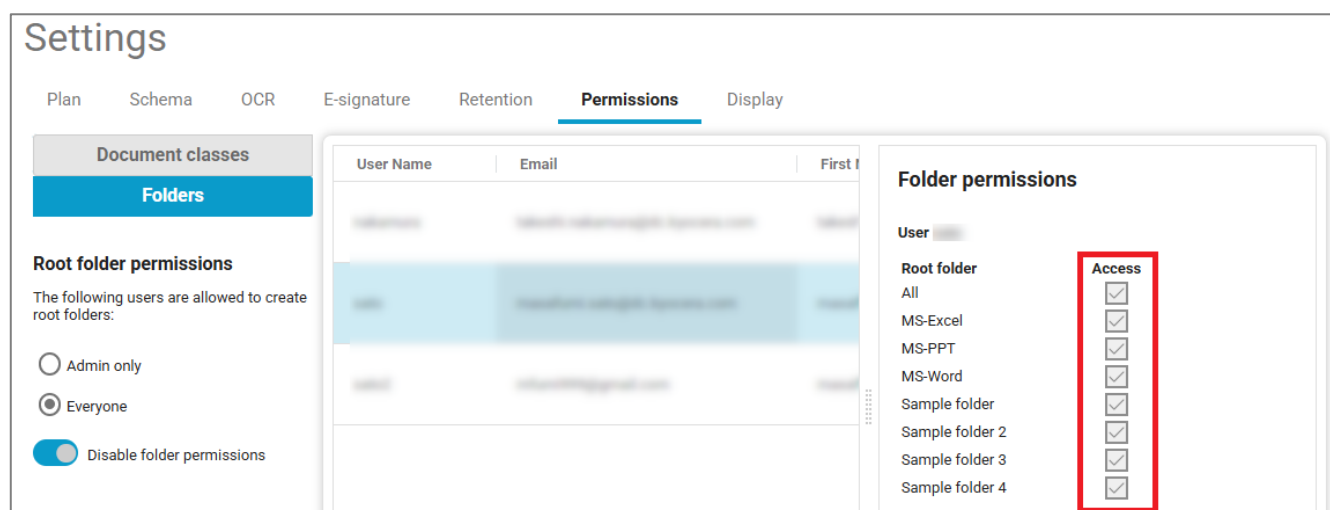
Note: To use this feature, it must be enabled individually for each RHQ.

The feature that allows access permissions to folders to be set on a per-user basis has been added. By configuring access rights, access to important files and folders can be restricted to authorized users. This helps prevent sensitive information from being leaked to unauthorized third parties both inside and outside the organization, and enables secure management of confidential data, personal information, and other critical information.

To enable this feature, turn on the "Enable Folder Permissions" switch in the [Permissions] tab on the [Settings] page. The default setting is Off. When you turn on this setting, a dialog will appear allowing you to specify which users are allowed to create root folders. Please select the appropriate settings.



After that, you can set access permissions to folders for each user. These settings are configured for each root folder.



The detailed specifications of this feature are as follows.

1. Administrator privileges

Administrators are not subject to access restrictions and can access and search all folders and files. (However, there are restrictions related to the document class.)

2. Access rights granted per root folder

Access rights are set for each root folder. It is not possible to configure detailed permissions for individual subfolders.

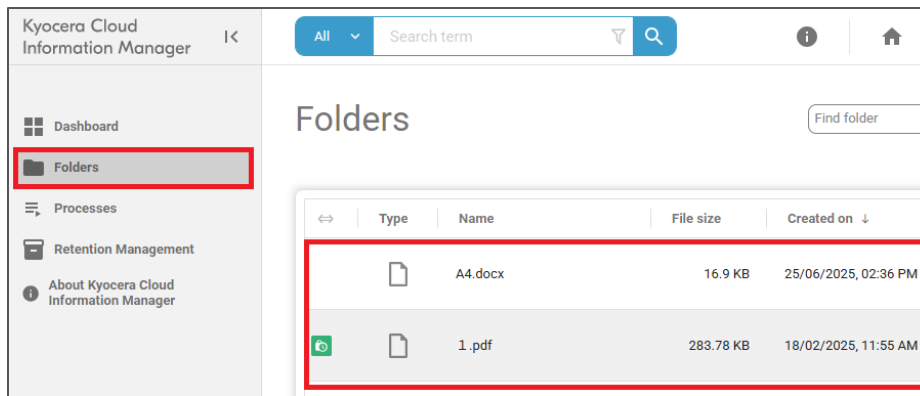
3. Impact on search results

Folders and files for which the user does not have permission will not be displayed in the search results.

4. Displaying files saved in the top-level folder

Normal users will no longer be able to view files saved by other users in the level displayed when clicking "Folders" in the left pane.

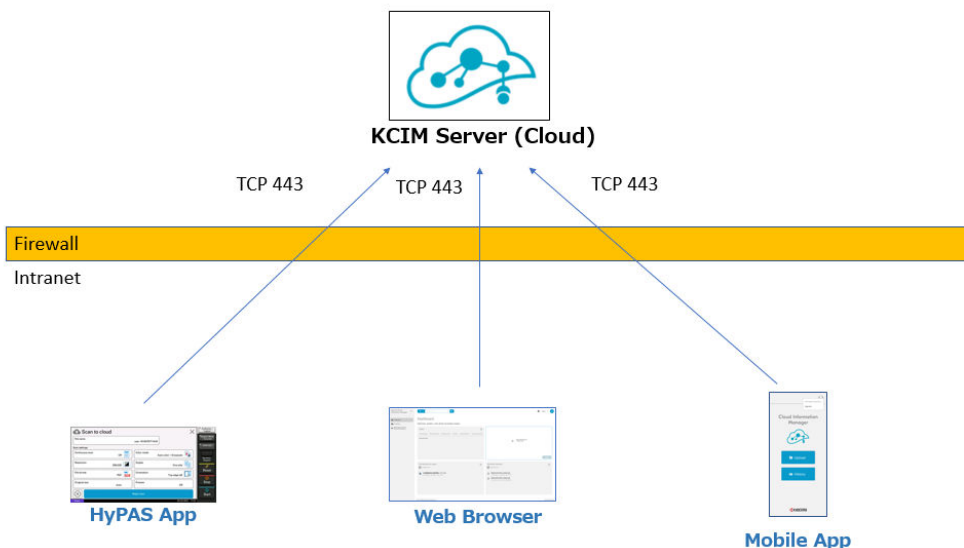
*This limitation is planned to be lifted in v2.11.



(An example of files saved in the top-level folder)

4. Specifications

4.1.KCIM system Requirements

Web UI (Provider portal/ KCIM)	- Supported Browser - Edge latest version - Chrome latest version - Safari latest version																				
Mobile App	- Support OS - Android v10 or later - iOS v15 or later Any operating system that has reached EOL (End of Life) is not supported.																				
Required port	<pre>graph TD subgraph Intranet direction TB HyPAS[HyPAS App] Browser[Web Browser] Mobile[Mobile App] end subgraph Cloud KCIM[KCIM Server Cloud] end HyPAS -- TCP 443 --> KCIM Browser -- TCP 443 --> KCIM Mobile -- TCP 443 --> KCIM Firewall[Firewall]</pre> <table><tr><th>Source</th><th>Destination</th><th>Protocol</th><th>Port</th><th>Service</th></tr><tr><td>HyPAS (MFP)</td><td>KCIM Server</td><td>TCP</td><td>443</td><td>HTTPS: Login and send scan documents to the cloud server</td></tr><tr><td>Portal (Web browser)</td><td>KCIM Server</td><td>TCP</td><td>443</td><td>HTTPS: Access to the UI</td></tr><tr><td>Mobile app</td><td>KCIM server</td><td>TCP</td><td>443</td><td>HTTPS: Login and send scan documents to the</td></tr></table>	Source	Destination	Protocol	Port	Service	HyPAS (MFP)	KCIM Server	TCP	443	HTTPS: Login and send scan documents to the cloud server	Portal (Web browser)	KCIM Server	TCP	443	HTTPS: Access to the UI	Mobile app	KCIM server	TCP	443	HTTPS: Login and send scan documents to the
Source	Destination	Protocol	Port	Service																	
HyPAS (MFP)	KCIM Server	TCP	443	HTTPS: Login and send scan documents to the cloud server																	
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Mobile app	KCIM server	TCP	443	HTTPS: Login and send scan documents to the																	

					cloud server
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4.2. Software composition

Software	Application name	Description
HyPAS application	Cloud Information Manager	The HyPAS application to install on the MFP. It will be available as an official release from the KDC.
Mobile application	Kyocera Cloud Information Manager Cloud Information Manager	The latest version will be available on Google Play for Android, and Apple App Store for iOS.

5. License

5.1. License type

There are several types of KCIM licenses for different purposes.

5.1.1. Pre-paid licenses

Customers need to buy one basic license and then buy as many additional licenses as needed.

License type	Target	Description
Basic license	Customer	A basic license is required for each customer. The basic license has a set usage period and usage count. The number of users is unlimited. Customers cannot switch to another basic license or use multiple basic licenses at the same time while the basic license is in use. The basic license also includes maintenance.
Additional license	Customer	This license is used to add a usage count to the basic license. The expiration date is the same as the expiration date already set, regardless of the purchase date of the Additional license. If customer is not using a basic license, additional licenses are not available.
Trial license	Customer Only	A one-time free trial license for customers.
Basic license for NFR	RHQ/SC/Dealer/Distributor Only	This is a basic license for RHQ/SC/Dealer/Distributor to handle commercial materials for verification and handling. The NFR license is for RHQ/SC/Dealer/Distributor and should NOT be distributed to customers.
Additional license for NFR	RHQ/SC/Dealer/Distributor Only	Licenses for RHQ/SC/Dealer/Distributor that provide an additional number of customer demos. The NFR license is for RHQ/SC/Dealer/Distributor and should NOT be distributed to customers.

5.2. License items for Kyocera branded items

License type	License name	Item code	Description	Upload limit (Number of files)	Upload limit (Uploaded file size)	OCR limit	Data retention period
Basic license	KCIM 1200 docs 1Y	1603WF0UN0	KCIM 1200 documents available for 1 year	1,200 (files)	12 (GB)	12,000 (pages)	90 days
	KCIM 2400 docs 1Y	1603WF0UN1	KCIM 2400 documents available for 1 year	2,400 (files)	24 (GB)	24,000 (pages)	90 days
	KCIM 3600 docs 1Y	1603WF0UN2	KCIM 3600 documents available for 1 year	3,600 (files)	36 (GB)	36,000 (pages)	90 days
	KCIM 6000 docs 1Y	1603WF0UN3	KCIM 6000 documents available for 1 year	6,000 (files)	60 (GB)	60,000 (pages)	90 days
	KCIM 3600 docs 3Y	1603WF0UN4	KCIM 3600 documents available for 3 years	3,600 (files)	36 (GB)	36,000 (pages)	90 days
	KCIM 7200 docs 3Y	1603WF0UN5	KCIM 7200 documents available for 3 years	7,200 (files)	72 (GB)	72,000 (pages)	90 days
	KCIM 10800 docs 3Y	1603WF0UN6	KCIM 10800 documents available for 3 years	10,800 (files)	108 (GB)	108,000 (pages)	90 days
	KCIM 18000 docs 3Y	1603WF0UN7	KCIM 18000 documents available for 3 years	18,000 (files)	180 (GB)	180,000 (pages)	90 days
	KCIM 6000 docs 5Y	1603WF0UN8	KCIM 6000 documents available for 5 years	6,000 (files)	60 (GB)	60,000 (pages)	90 days
	KCIM 12000 docs 5Y	1603WF0UN9	KCIM 12000 documents available for 5 years	12,000 (files)	120 (GB)	120,000 (pages)	90 days
	KCIM 18000 docs 5Y	1603WF0UNA	KCIM 18000 documents available for 5 years	18,000 (files)	180 (GB)	180,000 (pages)	90 days
	KCIM 30000 docs 5Y	1603WF0UNB	KCIM 30000 documents available for 5 years	30,000 (files)	300 (GB)	300,000 (pages)	90 days
Additional license	KCIM ADD. 500 docs	1603WF0UNC	KCIM additional 500 documents available	500 (files)	5 (GB)	5,000 (pages)	N/A (Follow basic license period)
	KCIM ADD. 2000 docs	1603WF0UND	KCIM additional 2000 documents available	2,000 (files)	20 (GB)	20,000 (pages)	N/A (Follow basic license period)
	KCIM ADD. 6000 docs	1603WF0UNE	KCIM additional 6000 documents available	6,000 (files)	60 (GB)	60,000 (pages)	N/A (Follow basic license period)
	KCIM ADD. 10000 docs	1603WF0UNF	KCIM additional 10000 documents available	10,000 (files)	100 (GB)	100,000 (pages)	N/A (Follow basic license period)
Trial license	KCIM Trial 200 docs 1M	1603WF0UNG	KCIM Trial 200 documents available for 30 days	200 (files)	2 (GB)	200 (pages)	30 days
Basic license for NFR	KCIM NFR 5000 docs 1Y	1603WF0UNH	KCIM NFR 5000 documents available for 1 year	5,000 (files)	50 (GB)	5,000 (pages)	90 days
Additional license for NFR	KCIM NFR ADD. 5000 docs	1603WF0UNJ	KCIM NFR additional 5000 documents available	5,000 (files)	50 (GB)	5,000 (pages)	N/A (Follow basic license period)

6. Subscription

6.1. Pay-per-use Subscriptions

Pre-paid licenses are sold in some regions, and pay-per-use subscriptions are sold in other regions.

Sales model	Target	Description
Subscription	RHQ/SC/Dealer/Distributor/Customer	Subscription for RHQ/SC/Dealer/Distributor/Customer that provides pay-per-use type of licenses.

6.2. Subscription Type

There are two types of subscriptions in KCIM.

- Free Plan – free use with document storage up to 1GB
- Starter Plan – Pay-per-use document storage starting at 10GB

Sales model	Subscription plan	Storage size	Number of users	Number of files	OCR limit	Available period after unsubscribed
Subscription	Free plan	1 GB	No limit	No limit	No limit	Till next billing date.
	Starter plan	Start from 10GB ADD 1 GB when reaching upper limit.	No limit	No limit	No limit	Till next billing date.
	Starter Plan with Scanned Document Preservation Requirement (KDJ only)	Start from 10GB ADD 1 GB when reaching upper limit.	No limit	No limit	No limit	Till next billing date.

Subscribed Plan**Starter Plan**

Pay-per-use Document Storage
Default GB: 10

Available Plans**Free Plan**

Free Document Storage
Up to GB: 1
Scanned Document Preservation

[Subscribe](#)**DENCHOHO Plan**

Pay-per-use Document Storage
Default GB: 10
Scanned Document Preservation

[Subscribe](#)

7. Appendix

7.1.Supported languages

The following table shows the list of languages supported by KCIM.

Supported: ✓

Language	Web UI (Provider /KCIM)	HyPAS app	Mobile app	Provider Guide	Admin Guide	User Guide
English	✓	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓	✓
Japanese	✓	✓	✓	✓	✓	✓
French	✓	✓	✓			
Italian	✓	✓	✓			
Spanish	✓	✓	✓			
Dutch	✓	✓	✓			
Finnish	✓	✓	✓			
Turkish	✓	✓	✓			
Traditional Chinese	✓	✓	✓			
Korean	✓	✓	✓			
Thai	✓	✓	✓			
Vietnamese	✓	✓	✓			
Portuguese (Brazil)	✓	✓	✓	✓	✓	✓
Polish	✓	✓	✓			

7.2.Supported models

The following table shows the list of standard supported models. HyPAS app can be installed and used on these models.

	Project name	Kyocera brand	TA/UTAX brand
A3 MFP	Iiris 2024	TASKalfa MZ7001ci TASKalfa MZ6001ci TASKalfa MZ5001ci TASKalfa MZ4001ci TASKalfa MZ3501ci TASKalfa MZ2501ci	7009ci 6009ci 5009ci 4009ci 3509ci 2509ci
	Iiris 2024 mono	TASKalfa MZ7001i TASKalfa MZ6001i TASKalfa MZ5001i TASKalfa MZ4001i	7059i 6059i 5059i
	Tomcat4	TASKalfa MZ4000i TASKalfa MZ3200i	4063i 3263i
	Iiris 2	TASKalfa 6053ci TASKalfa 5053ci TASKalfa 4053ci TASKalfa 3553ci TASKalfa 3253ci TASKalfa 2553ci	6007ci 5007ci 4007ci 3207ci 2507ci
	Iiris 2020	TASKalfa 7054ci TASKalfa 6054ci TASKalfa 5054ci TASKalfa 4054ci TASKalfa 3554ci TASKalfa 2554ci	7008ci 6008ci 5008ci 4008ci 3508ci 2508ci
	Iiris 2020 mono	TASKalfa 7004i TASKalfa 6004i TASKalfa 5004i TASKalfa 4004i	7058i 6058i 5058i

	Iris 2 mono	TASKalfa 6003i TASKalfa 5003i TASKalfa 4003i	6057i 5057i
	Zeus 4	TASKalfa 9003i TASKalfa 8003i TASKalfa 7003i	8057i 7057i
	Mercury 4	TASKalfa 8353ci TASKalfa 7353ci	8307ci 7307ci
A4 MFP	Polaris E Plus	ECOSYS M3860idnf ECOSYS M3860idn	P-6038if MFP P-6038i MFP
	Virgo (*)	ECOSYS MA3500cix ECOSYS MA3500cifx ECOSYS MA4000cix ECOSYS MA4000cifx TASKalfa MA3500ci TASKalfa MA4500ci	P-C3563i MFP P-C3567i MFP P-C4063i MFP P-C4067i MFP 358ci 458ci
	Polaris Next (*)	ECOSYS MA4500ix ECOSYS MA6000ifx ECOSYS MA5500ifx ECOSYS MA4500ifx	P-4532i MFP P-6039i MFP P-5539i MFP P-4539i MFP
	Perseus2 High	TASKalfa358ci TASKalfa408ci TASKalfa508ci	352ci 402ci 502ci

* Fax data transfer is not available, because these models don't support FAX box which is required for the feature.

7.3. User role

Provider portal user role is as follows:

Definition	Explanation
Representative of organization	- Same privilege as Administrator (Refer to table below). - Contact person when parent provider adds a tenant would be "rep of org". Can be changed anytime. This person's email address shows up in org list in the parent provider portal and provider might contact this email address.
Administrator	Can access advanced menu in provider portal (Refer to table below).
Support	- Have limited access (Refer to table below). - Will be added to help Administrator in provider portal.

Access permission by role in the provider portal is as follows:

Functions	Details	Rep of org	Administrator	Support
Organization profile	Setting for organization preference	✓	✓	N/A
Organization tab	Child org list ADD/Edit/Delete organizations	✓	✓	✓
Users tab	User list ADD/Edit/Delete users	✓	✓	N/A
Applications tab	Application specific settings	✓	✓	✓

KCIM user role is as follows:

Definition	Explanation
Representative of organization	- Same privilege as Administrator (Refer to table below). - Contact person when parent provider adds a tenant would be "rep of org". Can be changed anytime. This person's email address shows up in org list in the parent provider portal and provider might contact this email address.
Administrator	Can access advanced menu KCIM (Refer to table below).
User	Have limited access (Refer to table below).

	End user role
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Access permission by role in KCIM is as follows:

Functions	Details	Rep of org	Administrator	User
Dashboard	Main page for users to upload and index files	✓	✓	✓
Folders	List of the organization's files and folders that login user can access	✓	✓	✓
Process	List of tasks with all the metadata and historical summaries of the tasks that you were involved in.	✓	✓	✓
Retention Management	List of all the documents that have been under retention.	✓	✓	✓ (Require retention manager role)
About	Version information	✓	✓	✓
Settings	Application-specific settings	✓	✓	Partially

7.4.End User Licensing Agreement

Due to MS policy the EULA must be updated. Upon initial login all users will be prompted to accept the updated EULA. Users will not be able to use KCIM until the EULA is accepted.

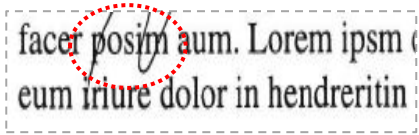
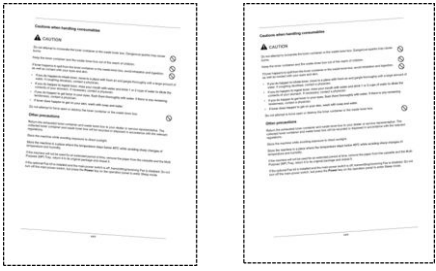
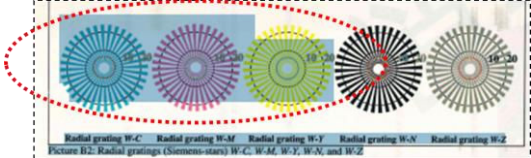
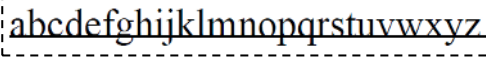
7.5. OCR Accuracy and Performance

OCR does not guarantee 100% recognition accuracy.

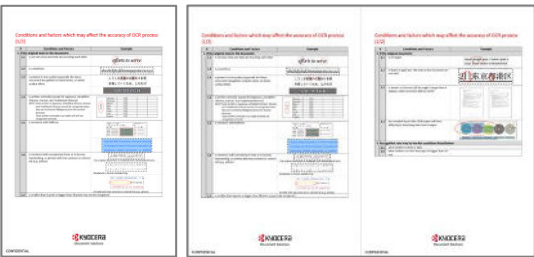
The recognition rate and performance varies greatly depending on the type and condition of the document to be read.

7.5.1. Conditions and factors that may reduce the recognition rate or performance of OCR processing

The following conditions and factors can reduce recognition or performance. However, the conditions and factors listed here are not exhaustive.

Conditions and Factors		Example
Original document	If the original document is smudged.	
	If the original document is faded or aged and the text in the document are not solid.	
	If the original document is slanted or distorted (if the angle is greater than 4 degrees, slant correction will not work).	
	If the original document has complex layout (the OCR engine will have difficulty in discerning texts from images).	
Original text in the document	If the original text in the document is set very close and characters are touching each other.	
	If the original text in the document is underlined.	

If the original text in the document is printed in low quality (especially if a faxed document has garbled or faded characters), or added outline effect.	こうした事業の位置付けを明 目指していくため、このたび ABCDEFGH																																									
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7.5.2.OCR Supported Languages

KCIM supports the following 23 OCR languages, and up to 8 languages can be selected simultaneously. Bulgarian, Chinese (Traditional), Czech, Dutch, English, Finnish, French, German, Greek, Hungarian, Icelandic, Italian, Japanese, Korean, Lithuanian, Polish, Portuguese (Brazil), Romanian, Slovenian, Spanish, Thai, Turkish, Vietnamese

8. Contact Information

If you have any questions or comments, please contact us using the following information below.

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