



Biscom Digital Fax Application for HP Workpath

General

The Biscom Digital Fax app for the HP Workpath line of multi-function printers enable users to do all of the following from the HP device console:

- Enter the recipient email address and name
- Select a recipient email address and name from a private contacts address book
- Enter cover page information including subject and memo fields
- Scan a single document to be faxed.
- Scan multiple documents to be faxed. The documents will be sent as one fax in the order the documents are scanned
- View the scanned document(s) before faxing
- Send the scanned document(s) as a fax
- View and print the status of sent and received faxes
- View and print received faxes
- View and print sent faxes
- Resend received and sent faxes
- Auto-print incoming faxes

Implementation of the fax capabilities requires installing the Biscom Digital Fax app on the HP Workpath compatible MFP device. The Biscom Digital Fax app requires a Biscom cloud digital fax service account. Contact your HP dealer for pricing and to arrange purchase.

Requirements

- A compatible HP Workpath platform MFP device provisioned with a scanner
- An active Biscom cloud Digital Fax user account
- If using a proxy server for security, the HP MFP proxy settings may need to be configured

Understanding the Multi-User Mode Option

You can use the Biscom Digital Fax app in either single-user mode or multi-user mode – where single-user mode is the default mode configured upon installation. In the default single-user mode, the application runs only as the user account specified during the installation.

Once the application is installed, however, a user logged in as the administrator can configure the application to run in multi-user mode, whereby multiple users can share the application by specifying



required login credentials. Refer to the "Configuring the Multi-User Mode Option" section later in this document for the steps to implement multi-user mode.

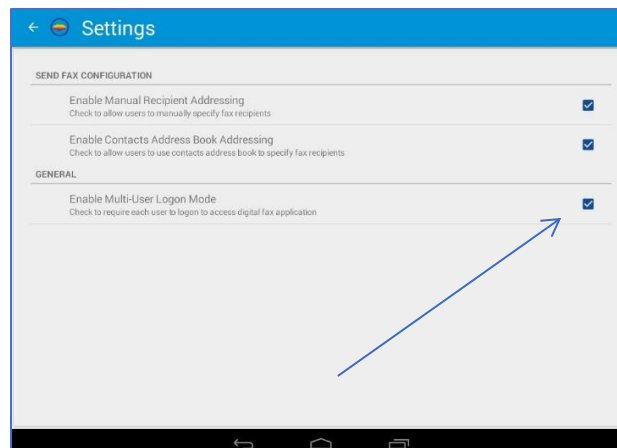
Installation Instructions

1. Logon as an administrator on the MFP device console
2. Install the Biscom Digital Fax app from the HP Command Center
3. If installation succeeds, from the MFP device console, press the "Biscom Digital Fax" icon to launch the fax application
4. On first-time run, the digital fax application may request the user to accept the End User License Agreement (EULA). If prompted, press "Accept" to continue.
5. The digital fax application will display a one-time setup wizard which will ask for the following information (as provided by Biscom or your network administrator):
 - a. Digital Fax Service Name
 - b. Username
 - c. Password
6. Press Sign In button to continue. The Biscom application will attempt to authenticate with the Biscom Digital Fax Service to verify connectivity and user credentials.
7. On success, the Biscom digital fax application will be ready for use and the main application screen will be shown.

Configuring the Multi-User Mode Option

After installation, do the following to enable multiple users to share the Biscom Digital Fax app. In multi-user mode, individuals must specify a valid Name and Password combination to be able to send faxes/view received faxes/view fax status. Once logged-in to the fax app, a user can then press the **Logout** button to exit the app or be automatically logged-out after 20 minutes of inactivity.

1. Login with credentials that identify you as an administrator and launch the Biscom Fax app. Access the overflow menu on the fax application (three vertical dots on top right of fax app screen) and select the "Settings" page.





2. Check the **Enable Multi-User Logon Mode** checkbox, as shown above, which causes the following login dialog to be displayed to users for application access.

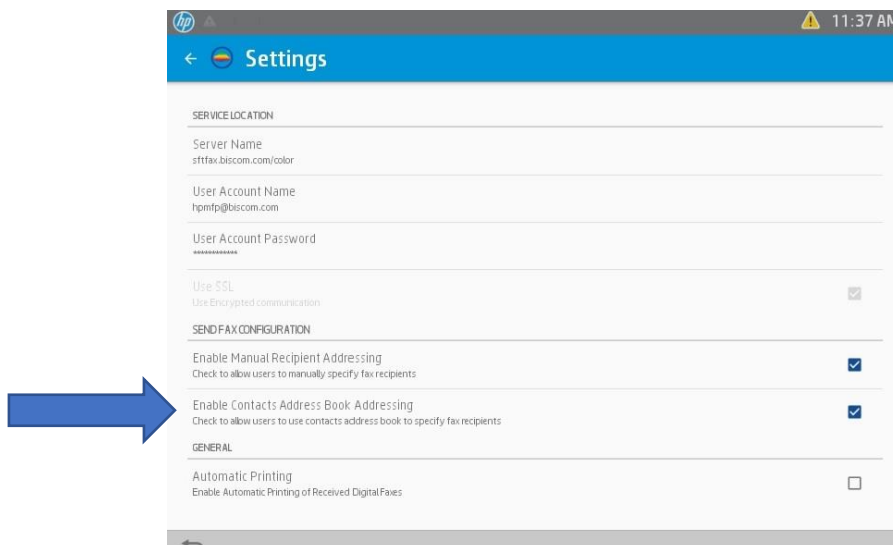
A screenshot of a login dialog box titled "Biscom Digital Fax Authentication". It contains three input fields: "Server:" with the value "sftfax.biscom.com/color", "Name:" with the placeholder "Username", and "Password:" with the placeholder "Password". At the bottom, there are two buttons: "CANCEL" and "OK".

Configuring Automatic Printing of Incoming faxes

After installation, in order to enable automatic printing of received digital faxes, the application "Settings" page must be accessed. This can only be done by an "Administrator" level user. In order to access "Settings", login as an administrator on the MFP device console and then launch the Biscom Digital Fax application. Access the overflow menu on the digital fax application (three vertical dots on top right of digital fax app screen) and select the "Settings" menu entry. In single user mode, the "Settings" page will display a check box used to enable automatic printing of received digital faxes. **Please note that automatic printing of incoming faxes is not supported when the app is set to multi-user mode.**

Configuring Contacts Address Book

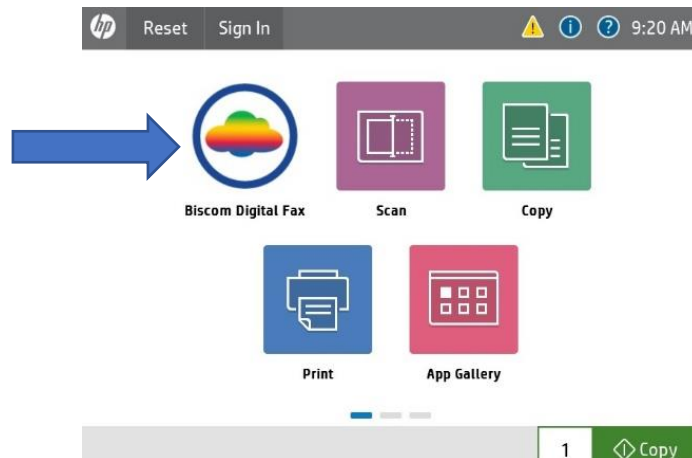
In order to enable contacts address book access, the digital fax application "Settings" page must be accessed. This can only be done by an "Administrator" level user. The "Send Fax Configuration" section in the "Settings" page is used to enable/disable contacts address book access.





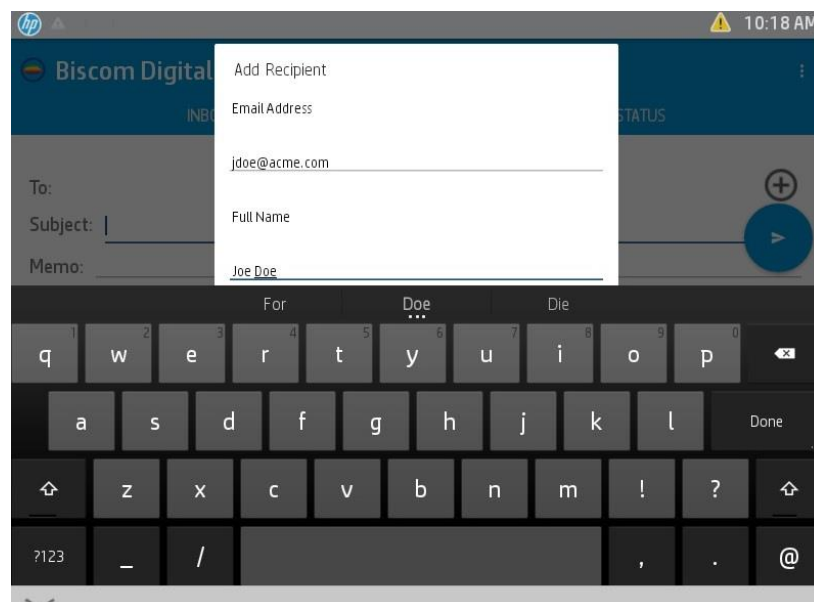
Using the Digital Fax Application

From the MFP console app screen select the “Biscom Digital Fax” icon to launch the app. In multi-user mode, the user will be required to authenticate before being granted access to the application.



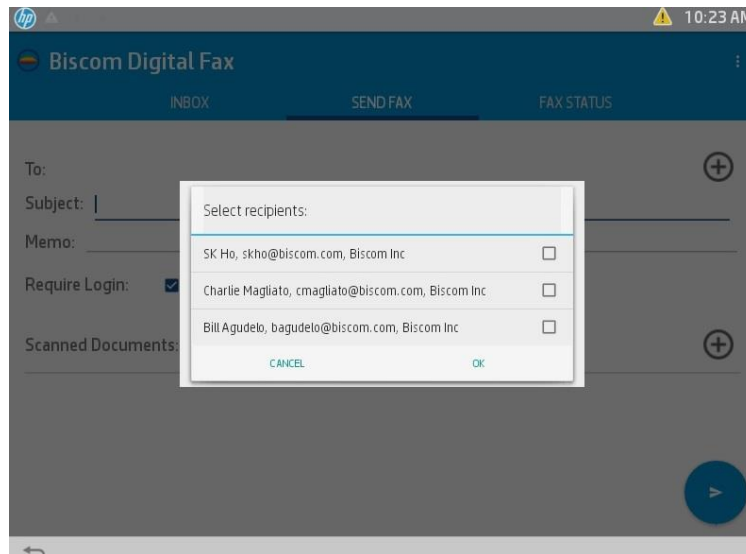
Select the “Send Fax” view to compose a new digital fax message.

Enter the recipient email address and name.



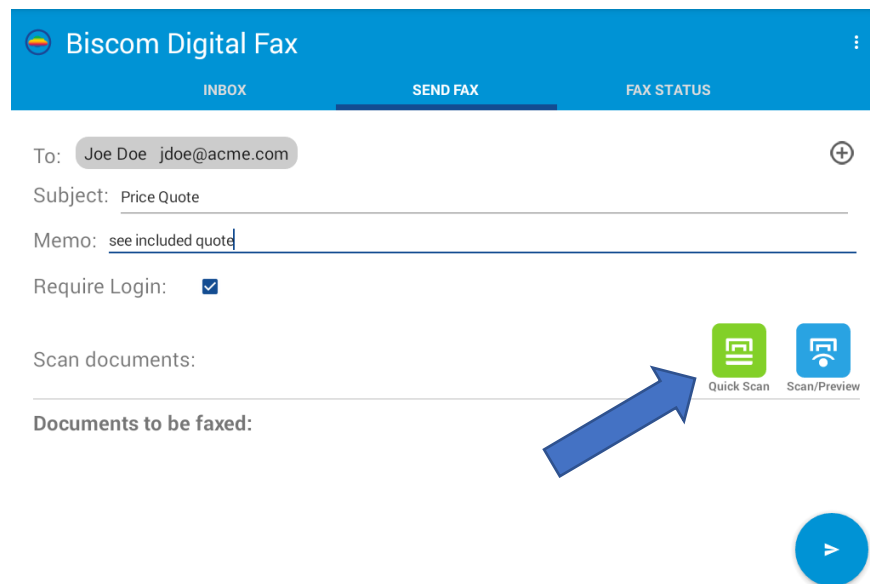


Or, if contacts address book functionality is enabled, you may select one or more recipients from the contacts address book.



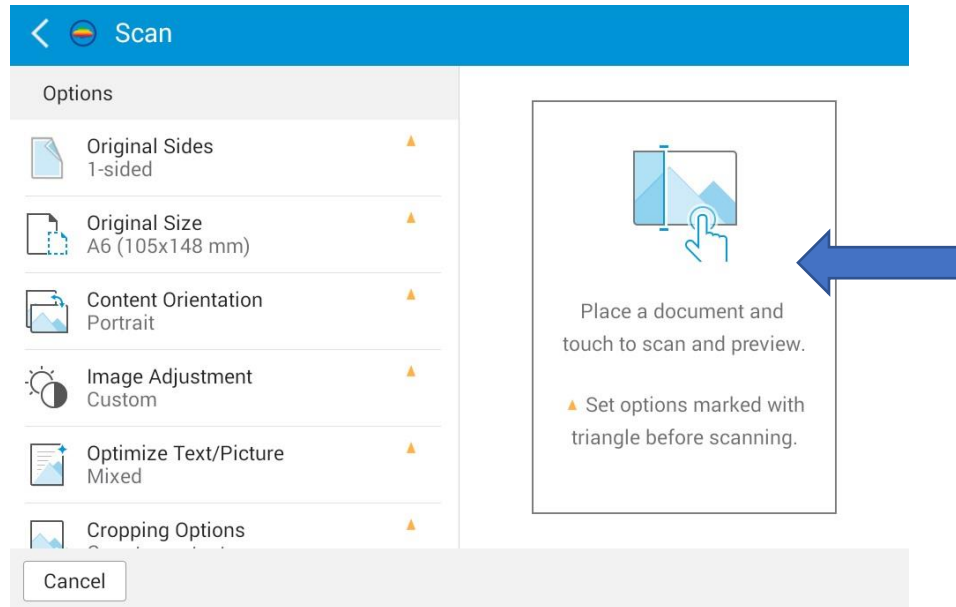
Enter the digital fax message subject and memo. These will be added to the digital fax cover page.

Press the “+” icon to add multiple recipients. Then press the “Quick Scan” icon to immediately begin scanning the document loaded in the MFP tray. Or, press “Scan/Preview” icon to initiate the scanning process with a preview of the scanned document.

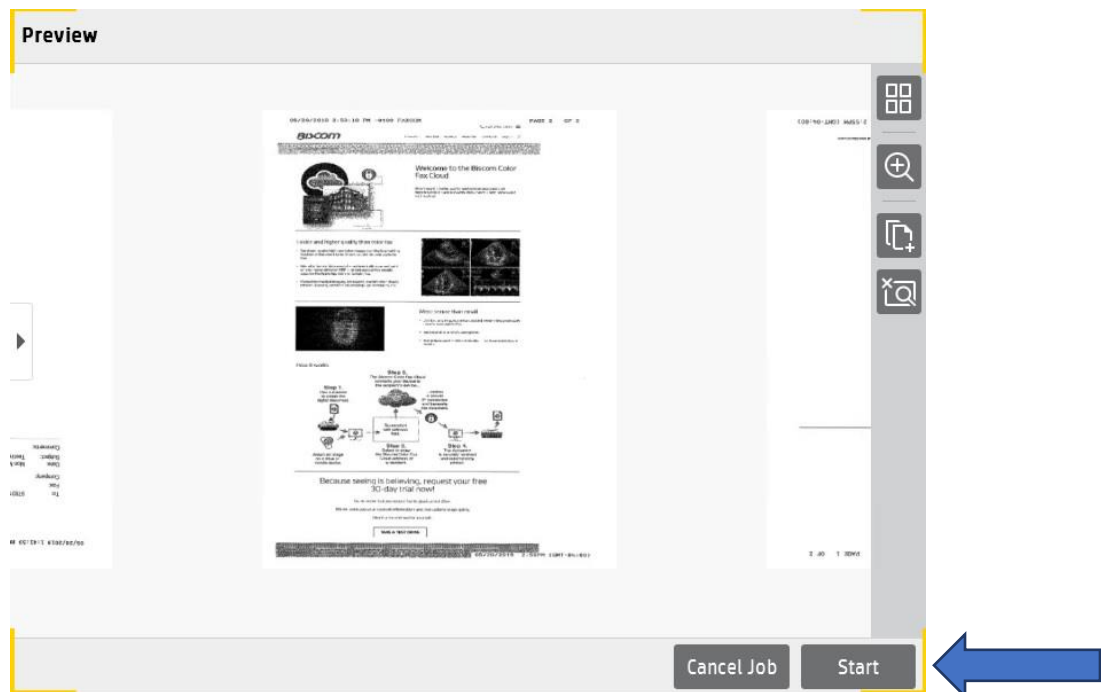




In “Scan/Preview” mode, you will be prompted to place the document to be faxed on the MFP tray. When ready, press the right-side pane to begin scanning the document.



After scanning completes, a preview of all scanned document pages is displayed. From the preview screen, you may choose to add additional scanned pages, delete pages, and zoom in on a scanned page view. Press “Start” to accept the pages shown in the preview and complete the scan.





Once the scan is completed you will be returned to the “Send Fax” view with the scanned document listed. You can initiate a new scan if the fax will include multiple scanned documents.

You may view the scanned document(s) before you submit the fax.

Biscom Digital Fax

INBOX SEND FAX FAX STATUS

To: Joe Doe jdoe@acme.com

Subject: Price Quote

Memo: see included quote

Require Login: ☒

Scan documents:

Quick Scan Scan/Preview

Documents to be faxed:

scannedDocument_112619_115425.pdf 81 KB

To view the scanned document, press on the scanned document name and the document viewer will be launched.

Biscom Digital Fax

INBOX SEND FAX FAX STATUS

To: Joe Doe jdoe@acme.com

Subject: Price Quote

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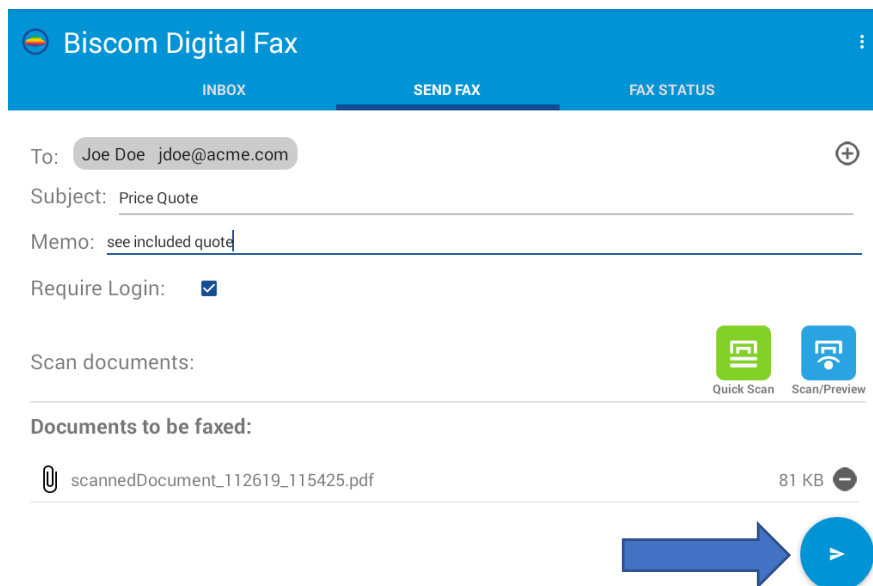


Optionally zoom in, zoom out or print the viewed scanned document.

After done viewing, exit the document viewer and return to the Send Fax screen.



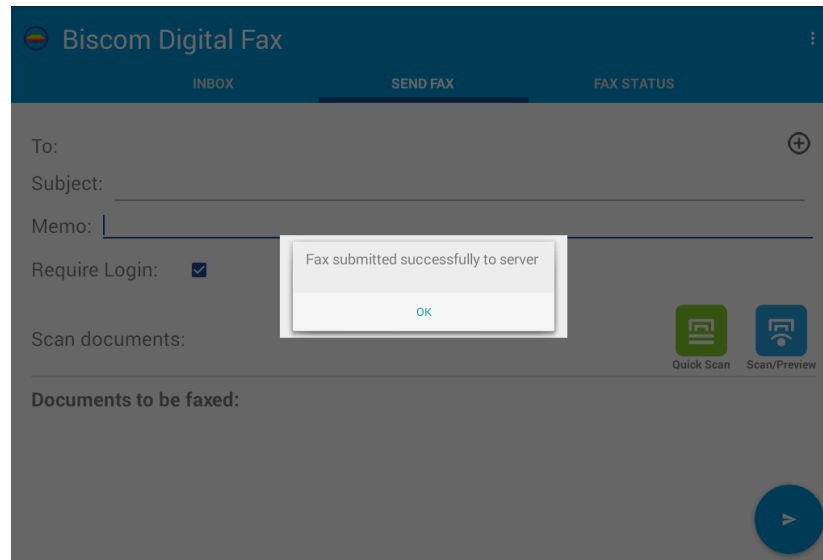
To send the digital fax, press on the arrow on the bottom of the “Send Fax” view.



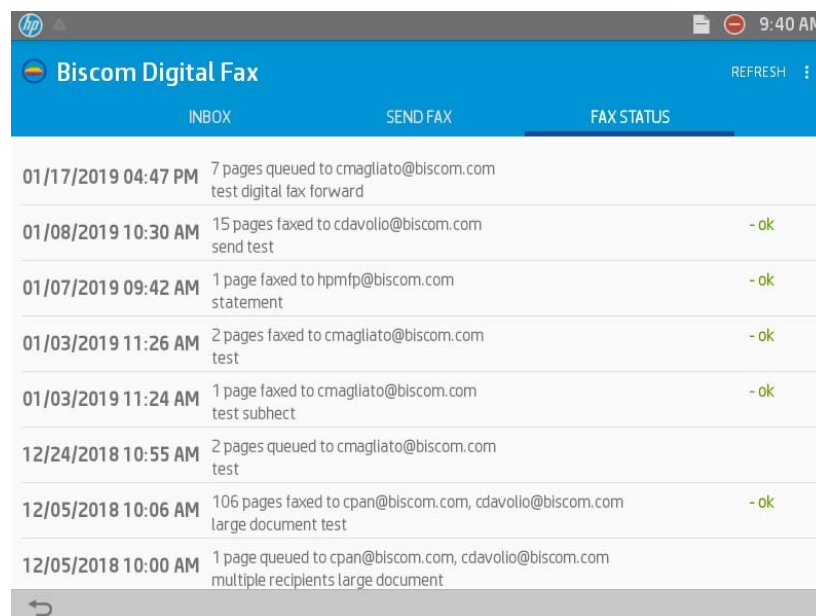


When the fax has been submitted successfully to the Biscom digital fax cloud a “Fax submitted successfully” message will be displayed. The digital fax is now queued for delivery.

A blank “Send Fax” view will be shown to allow entry of another digital fax.

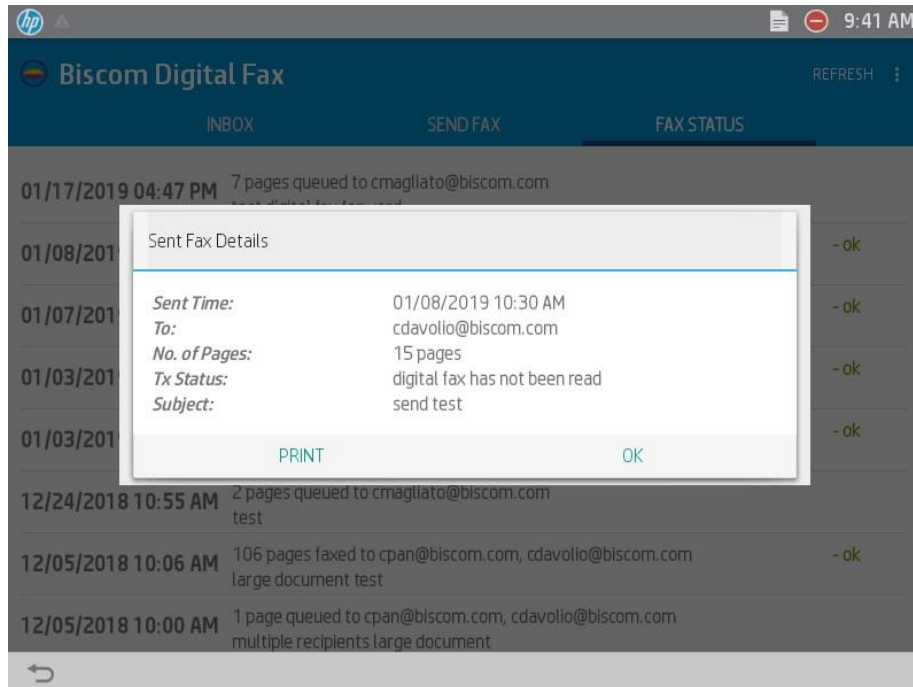


The “FAX Status” view will list the status of the submitted fax as well as previously sent faxes. You can select a fax entry to view (by pressing on the entry) and a view of the sent fax will be displayed. While viewing, you may optionally zoom in, zoom out, resend or print the sent fax document.

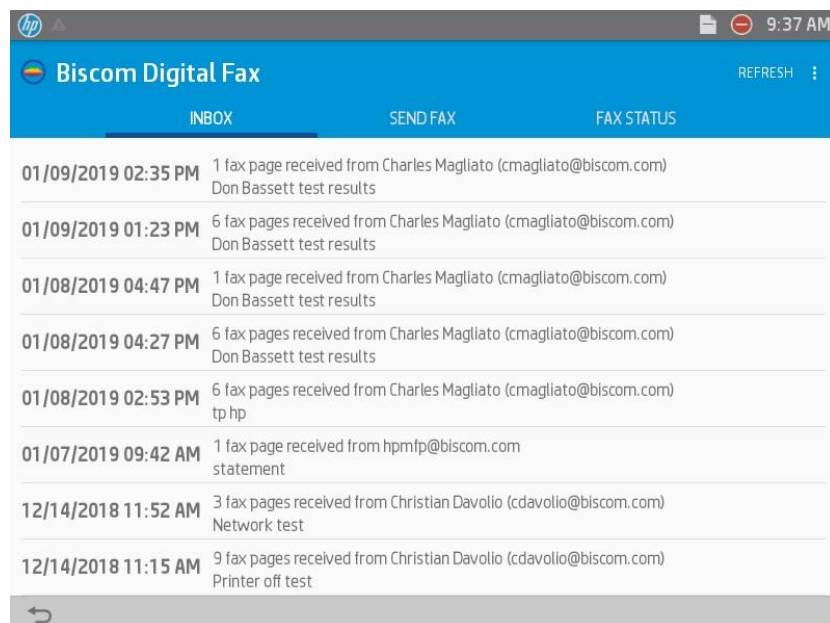




You can select a fax status entry to view (with a long press on the entry) and print the details of the digital fax delivery.

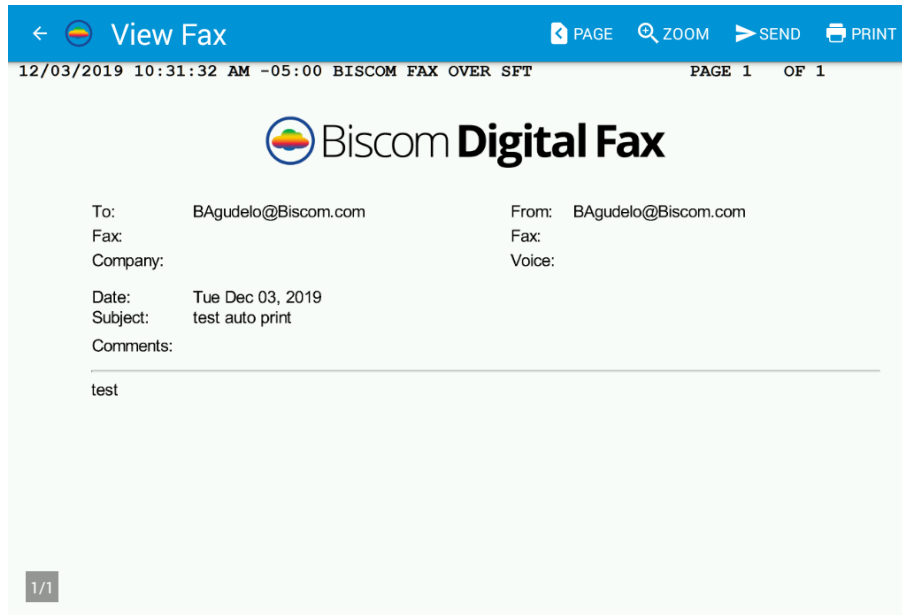


The “Inbox” view will list all received faxes. You can select a fax to view (by pressing on the entry) and a view of the received fax will be displayed.

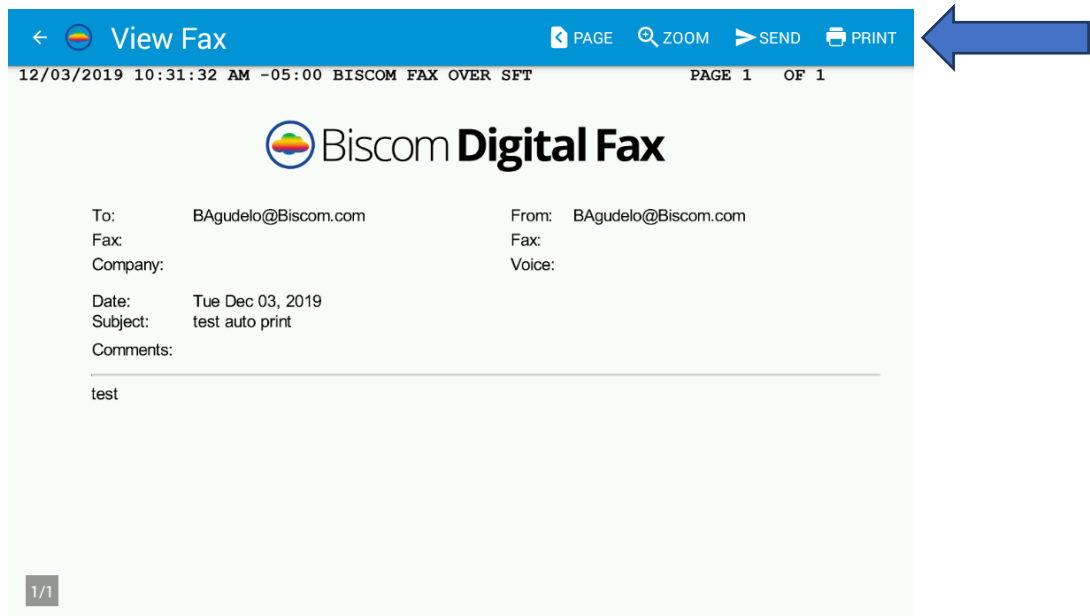




Optionally zoom in, zoom out, resend or print the received fax document.

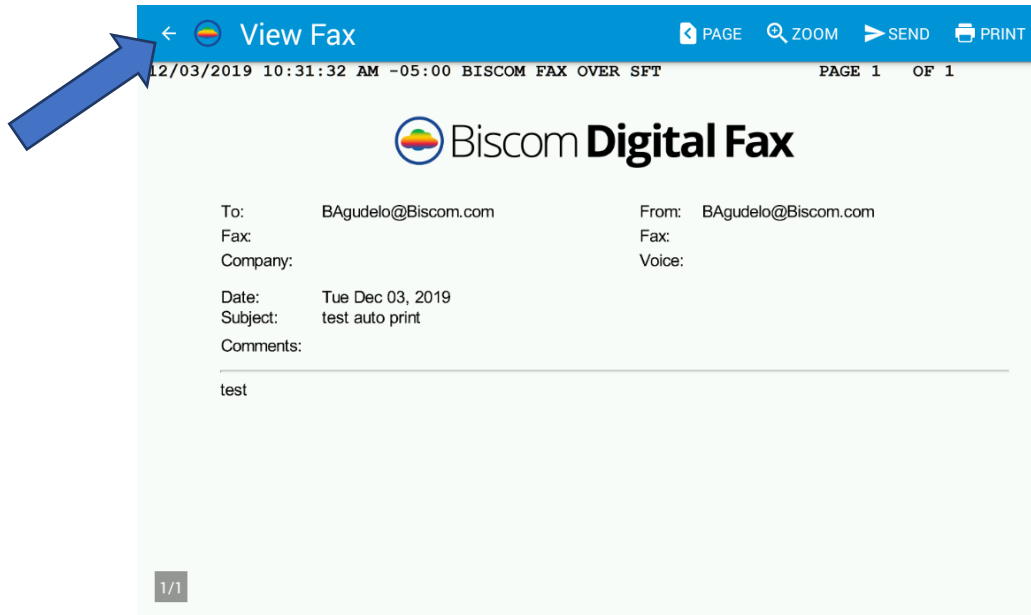


Print the received fax document using the “Print” button accessible from the top-level menu.





After done viewing, exit the fax document viewer and return to the Inbox screen.



You can select a received fax entry to view (with a long press on the entry) and print the details of the received digital fax.

