



Biscom Fax Application for HP Workpath

General

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

- Enter or select a recipient fax number and name from a phone book
- Enter fax 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 received and sent faxes
- View, resend and print received faxes
- View, resend and print sent faxes (FAXCOM Anywhere® Enterprise and FAXCOM Suite only)
- Access phone book contacts and group functionality
- Search phone book contacts

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

Requirements

- A compatible HP Workpath platform MFP device provisioned with a scanner
- An active fax user using one of the following: FAXCOM Anywhere cloud fax Office account, FAXCOM Anywhere cloud fax Enterprise account, or a customer premises Biscom fax server account
- If using a proxy server for security, the HP MFP proxy settings may need to be configured
- If using an RFID card reader, a compatible RFID card reader device and software which have been certified to work with the Biscom Fax application. Check with Biscom for a list of known compatible card readers

Understanding the Multi-User Mode Option

You can use the Biscom 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 fax login credentials before being granted access to the application. Once logged-in, a user can press the **Logout/Exit** button to exit the app or be automatically logged-out after 20 minutes of inactivity. Refer to the **Configuring the Multi-User Mode Option** section later in this document for the steps to implement multi-user mode.

Multi-user mode also supports card reader integration, which enables users to swipe a card for MFP access, launch the application, and be automatically logged in to their corresponding Biscom Fax account. If you want to configure the Biscom Fax app for card reader access, follow the instructions in the **Configure Card Reader Integration** section.

Installation Instructions

1. Logon as an administrator on the MFP device console
2. Install the Biscom Fax app from the HP Command Center
3. If installation succeeds, from the MFP device console, press the **Biscom FAX** icon to launch the fax application. *(Alternatively, on initial setup, the Biscom Fax app may also be remotely configured via the HP Command Center portal).*
4. On first-time run, the fax application may request the user to accept the End User License Agreement (EULA). If prompted, press **Accept** to continue.
5. The fax application will display a one-time setup wizard which will ask for the following information (as provided by Biscom or your fax administrator):
 - a. Fax Service Name
 - b. Username
 - c. Password

Note: FAXCOM Anywhere cloud fax Office accounts must specify the Fax Service Name to be *webfax.faxcomanywhere.com*

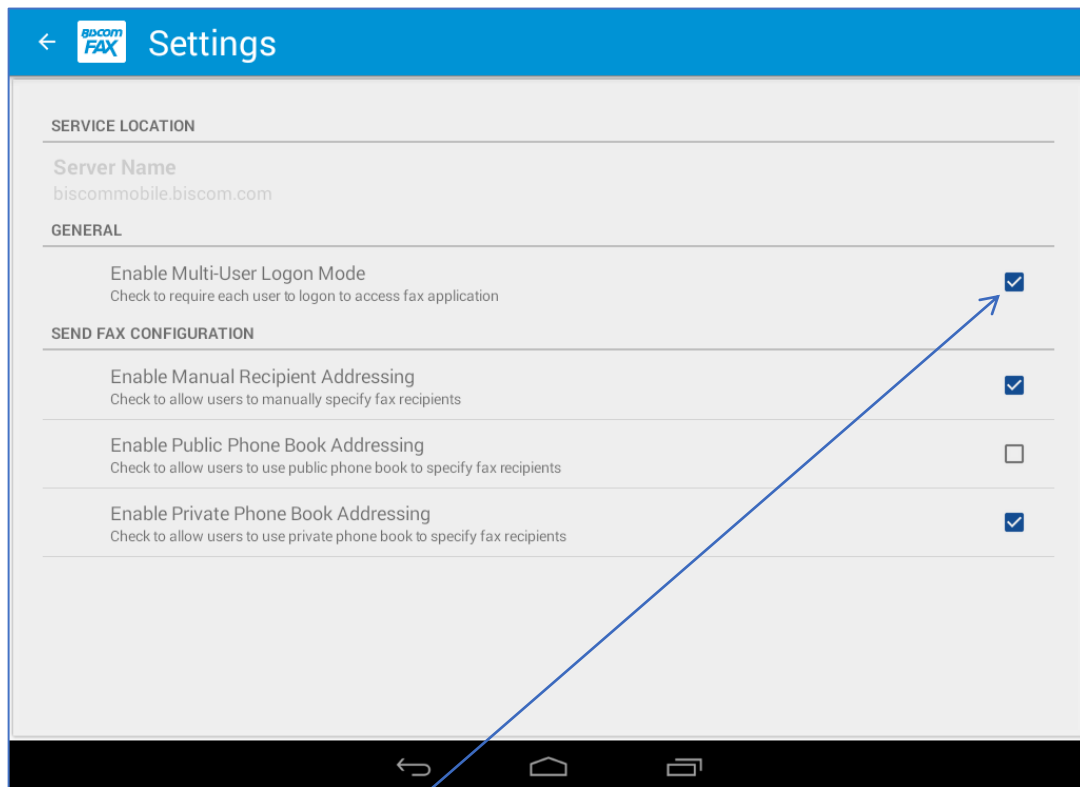
6. Press Sign In button to continue. The Biscom fax application will attempt to authenticate with the Fax Service to verify connectivity and user credentials. See **Note 1**.
7. On success, the fax application will be ready for use and the main application screen will be shown.

Note 1. If the Fax Service uses a self-signed SSL certificate, then in order to have a trusted connection you may have to import the Fax Service's self-signed root certificate for use by the Fax application. You must copy the certificate file into an USB drive and connect the drive to the HP MFP USB port. When ready, press the **Import Certificate** button shown in the Fax app installation screen. Browse the contents of the USB drive and select the SSL certificate file that you want to import. The Fax app will indicate if the SSL certificate is imported successfully. On success, proceed to Sign In.

Configuring the Multi-User Mode Option

After installation, do the following to enable multiple users to share the Biscom 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.

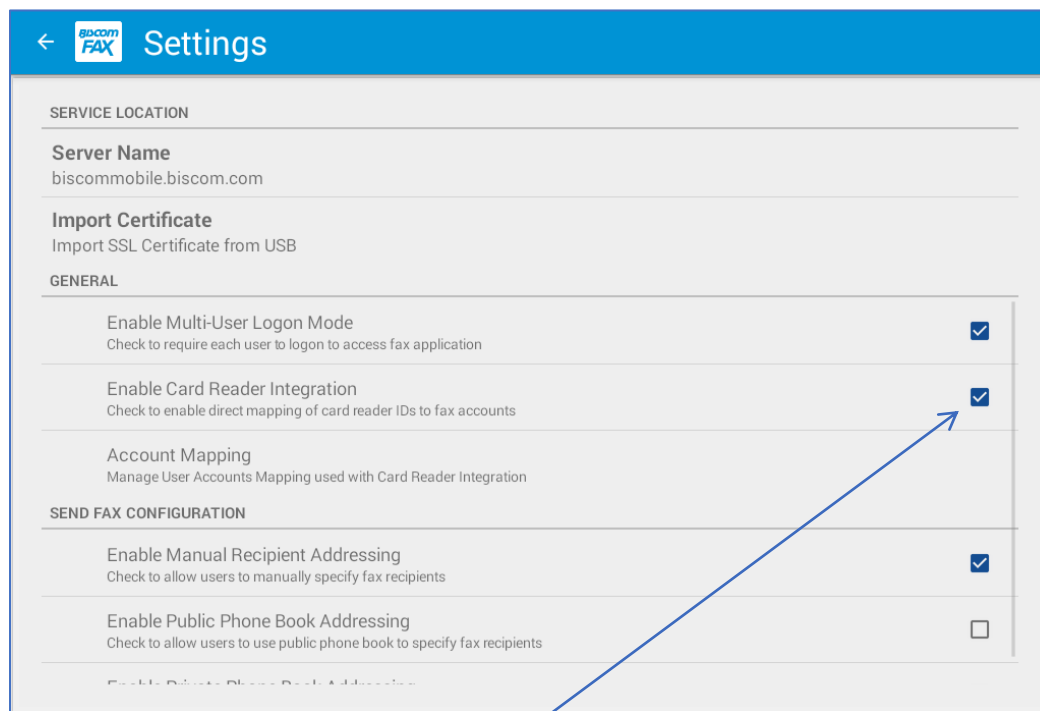
Biscom Fax Authentication	
Server:	biscommobile.biscom.com
Name:	<input type="text" value="Username"/>
Password:	<input type="password" value="Password"/>
<div>Cancel Ok</div>	

Configuring Card Reader Integration

Note: Make sure to check with Biscom for list of known compatible RFID card readers and software which have been certified to work with the Biscom Fax app

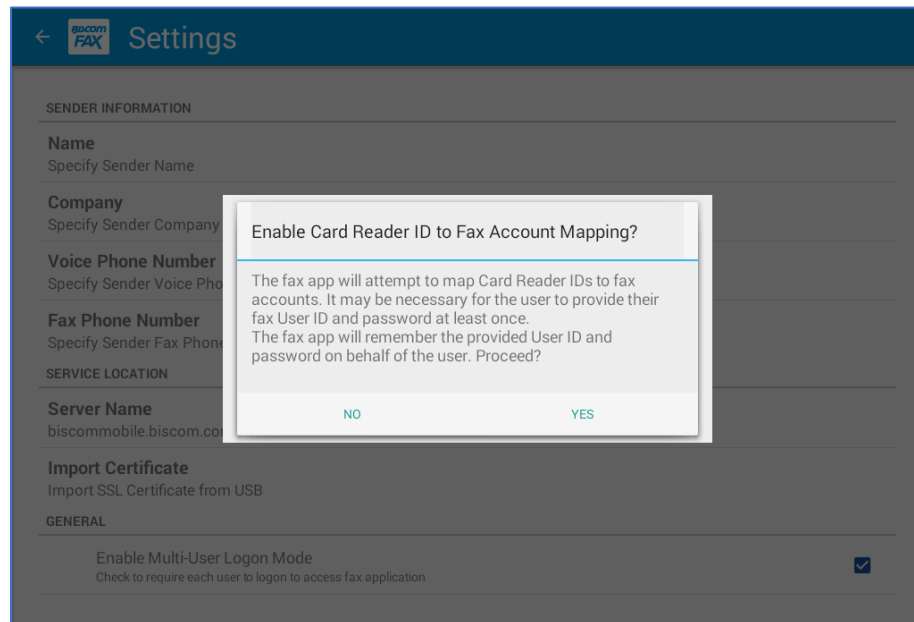
Logon as a device Administrator, launch the Fax application and click **Cancel** when a dialog is displayed prompting you for Fax account credentials.

1. From the overflow menu  select **Settings** to display the Settings page



2. Select the **Enable Card Reader Integration** checkbox, as shown above, to configure the app to process card reader IDs.

3. When prompted whether to **Enable Card Reader ID to Fax Account Mapping**, click **Yes** to specify that the Fax app dynamically map card reader IDs to a Fax account.



After you have enabled mapping, upon a user's initial log in to the Fax app, the Fax app will look up the user's Card ID to determine if a mapping to a Fax account and its credentials already exists. *If an existing mapping is found*, the Fax app automatically logs in to the appropriate Fax account using the stored Fax account credentials. *If no existing mapping is found*, the Fax app prompts the user to enter Fax account credentials, determines if they are valid, and, if so, stores the credentials and the associated mapped Card ID for the account.

Upon subsequent log-ins, the user simply swipes the card, launches the Fax app, and is automatically logged in using the stored credentials mapped to the Card ID.



4. To list and manage mappings of Card Reader IDs to Fax accounts, select **Account Mapping** from the Biscom Fax **Settings** page to display the **Account Mapping** page. Delete mapping entries as appropriate to force a new mapping to be re-created the next time a user logs in to their account.

The screenshot shows the Biscom Fax Settings page. At the top, there is a header with a back arrow, the Biscom FAX logo, and the title "Settings". Below the header, there are several sections:

- Specify Sender Fax Phone Number**: A text input field.
- SERVICE LOCATION**: A text input field.
- Server Name**: A text input field containing "biscommobile.biscom.com".
- Account Mapping**: A section with a blue header. It contains a table with two columns: "Fax User ID" and "Card Reader ID". The table has one row with "bagudelo" in the first column and "Administrator" in the second column. Below the table are two buttons: "Done" and "Delete Entries".
- Account Mapping**: A section with a blue header. It contains a text input field.
- SEND FAX CONFIGURATION**: A section with a blue header. It contains two checkboxes: "Enable Manual Recipient Addressing" (checked) and "Enable Public Phone Book Addressing" (unchecked).

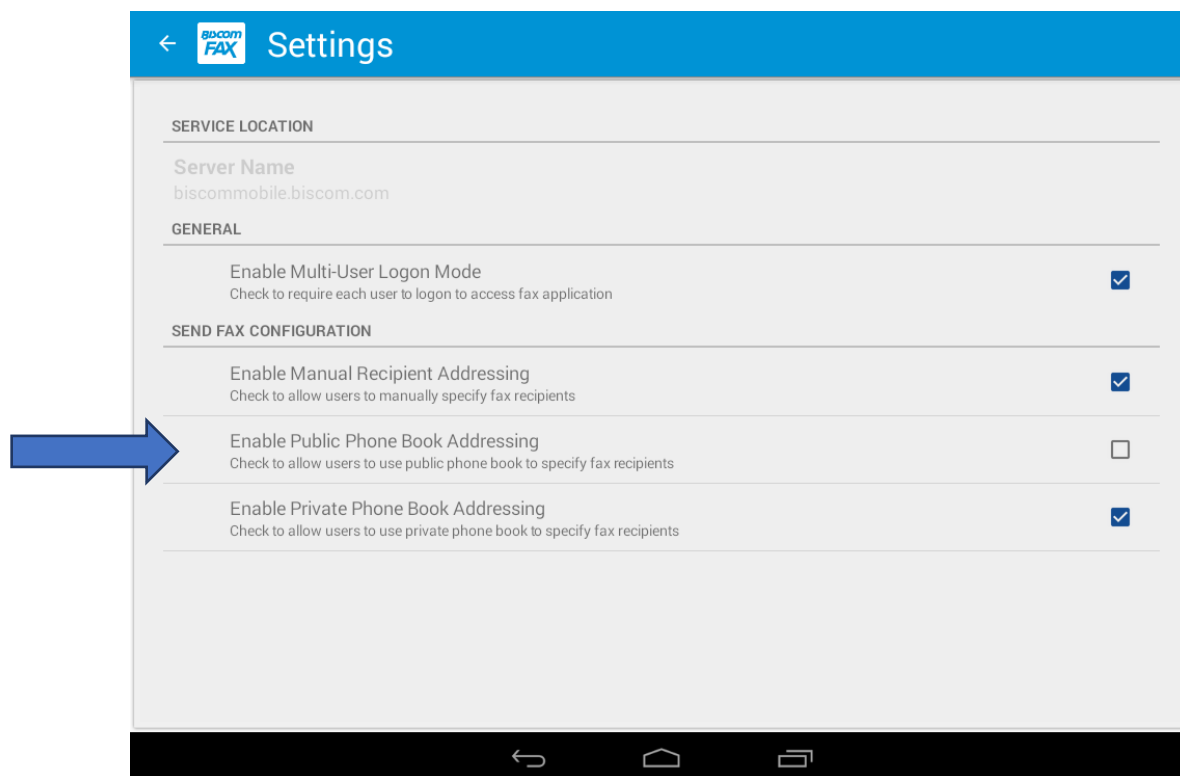


Personalizing the Cover Page

In order to personalize the fax sender cover page, the fax application **Settings** page must be accessed. Access the overflow menu on the fax application (three vertical dots on top right of fax app screen) and select the **Settings** menu entry (In single user mode, administrator level privilege is required in order to access this page and is set once. In multi-user mode, each user needs to personalize their cover page settings). The **Settings** page can be used to personalize the cover page sender information.

Configuring Phone Books

In order to enable phone book functionality, the fax application **Settings** page must be accessed. This can only be done by an administrator level user. The **Send Fax Configuration** section in the **Setting** page is used to individually enable/disable public and private phone book access. Currently, private phone book functionality is only available on FAXCOM Anywhere cloud fax Enterprise and customer premises Biscom fax server accounts.



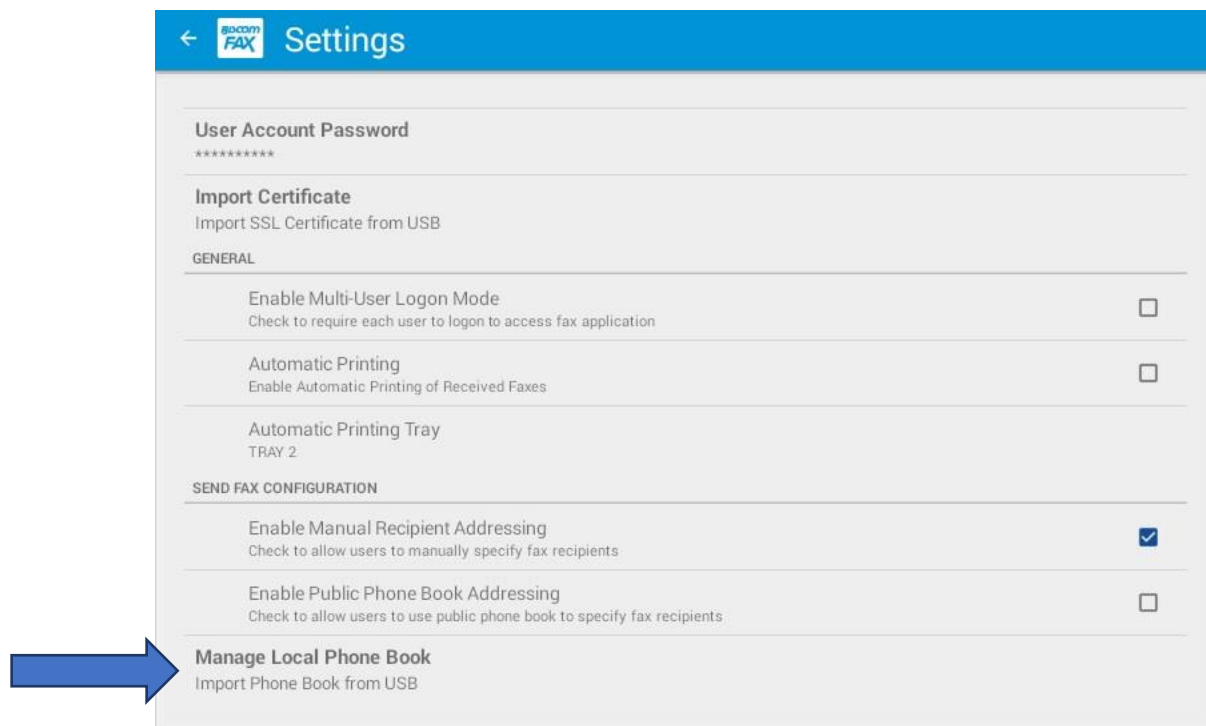


Importing Phone Book Contacts (FAXCOM Anywhere Cloud Fax Office Accounts only)

Currently, when accessing FAXCOM Anywhere cloud fax Office accounts, the phone book contact data must be imported via the USB port located on the MFP's side panel. The imported contacts will be stored on the MFP's local storage, and the associated phone book data will be accessible to all users (public) of the Fax app.

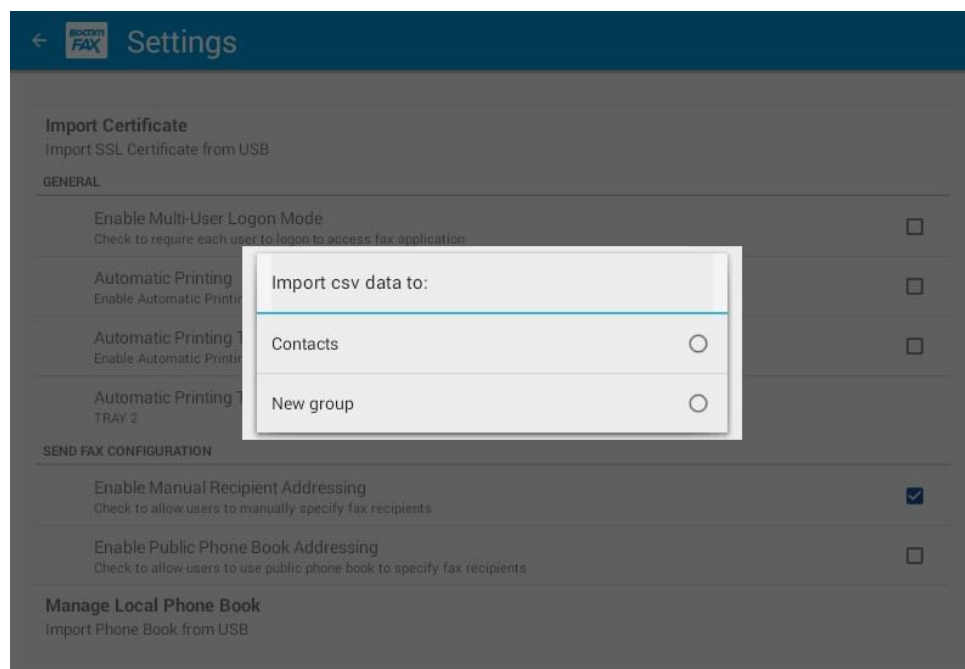
Note: FAXCOM Anywhere cloud fax Enterprise and customer premises Biscom fax server accounts provide support for both private and public phone books. The phone books are not stored locally on the MFP device, but rather on the cloud or the FAXCOM back-end server. In order for the contacts to be imported, the administrator must use the Web Client interface provided with the respective products in order to import public/private contact data which may be accessed by the fax app users.

In order to import phone book contacts from USB, the administrator must access the **Settings** page to access **Manage Local Phone Book**. When selecting this entry, the administrator will be able to display the contents of the phone book and to import new phone book contact data.

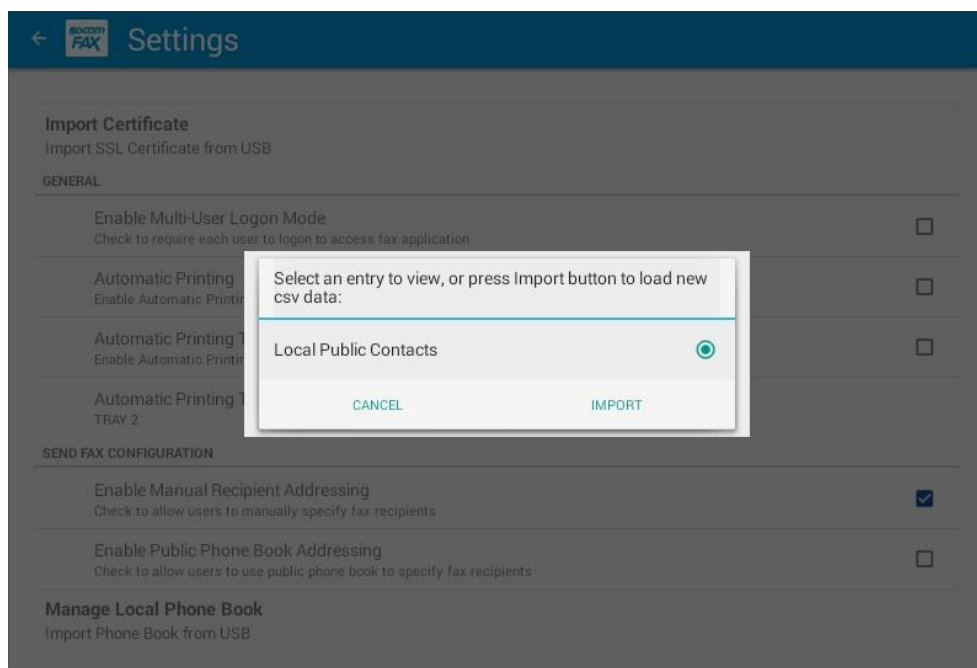




You may import comma-separated value phone book data from USB as individual contacts or as a group of contacts.



After successfully importing the contacts, you may go back to **Manage Local Phone Book** in order to display or to import additional contacts.





When displaying the phone book, you may optionally select specific entries to be deleted.

The screenshot shows the 'Settings' page for Biscom FAX. The 'Local Public Contacts' section is active, showing a table with 2 entries. The table has columns for Name, Fax Number, and Company. Below the table are 'Done' and 'Delete Entries' buttons. Below the table are two toggle switches: 'Enable Manual Recipient Addressing' (checked) and 'Enable Public Phone Book Addressing' (unchecked). At the bottom is the 'Manage Local Phone Book' section with the option 'Import Phone Book from USB'.

<input type="checkbox"/>	Name	Fax Number	Company
<input type="checkbox"/>	Bill Agudelo	833-994-0849	Biscom1, Inc
<input type="checkbox"/>	Joe Doe	833-994-0849	Biscom, Inc

Done Delete Entries

Enable Manual Recipient Addressing
Check to allow users to manually specify fax recipients ☒

Enable Public Phone Book Addressing
Check to allow users to use public phone book to specify fax recipients ☐

Manage Local Phone Book
Import Phone Book from USB

The phone book contacts must be imported using a text file which is formatted with comma-separated values. Currently only four phone book fields are defined: *First Name*, *Last Name*, *Company* and *Fax number*. The *Company* field is optional, all others are required. Any included values which contain embedded commas must be enclosed in double quotes. The example below shows a comma-separated value text file which contains the required header and one row of data:

```
First name,Last name,Company,Fax number
Joe,Doe,"Acme, Inc",833-994-4849
```

Sample comma-separated value text file



Configure Auto-Printing of Incoming Faxes (FAXCOM Anywhere Cloud Fax Office Accounts only)

Currently, when accessing FAXCOM Anywhere cloud fax Office accounts, the fax app may be configured to auto-print incoming faxes to the MFP built-in printer. This functionality is only available when the fax app is running in single user mode.

Note: On FAXCOM Anywhere cloud fax Enterprise and customer premises Biscom fax server accounts, auto-printing of incoming faxes to the MFP built-in printer is done by the FAXCOM Queue component rather than the fax app.

In order to enable auto-print, the administrator must access the **Settings** page to select the **Automatic Printing** checkbox. Also, the **Automatic Printing Tray** entry can be used to select the default paper printing tray setting. **TRAY 2** is selected by default. The selected paper tray must be configured to use Letter sized paper.

← FAXCOM Settings

User Account Password

Import Certificate
Import SSL Certificate from USB

GENERAL

Enable Multi-User Logon Mode
Check to require each user to logon to access fax application ☐

Automatic Printing
Enable Automatic Printing of Received Faxes ☒

Automatic Printing Tray
TRAY 2

SEND FAX CONFIGURATION

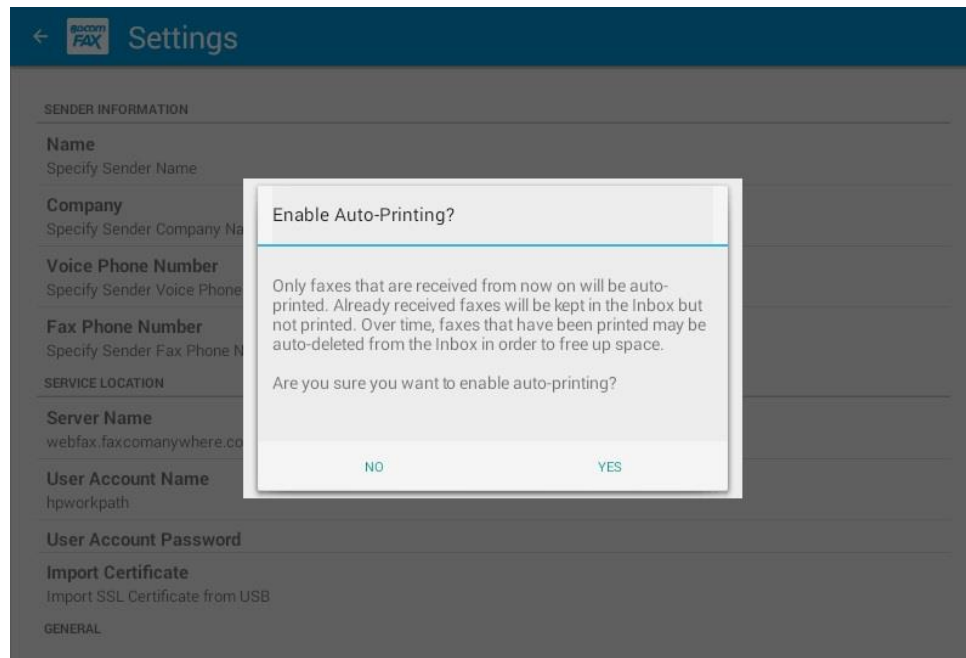
Enable Manual Recipient Addressing
Check to allow users to manually specify fax recipients ☒

Enable Public Phone Book Addressing
Check to allow users to use public phone book to specify fax recipients ☐

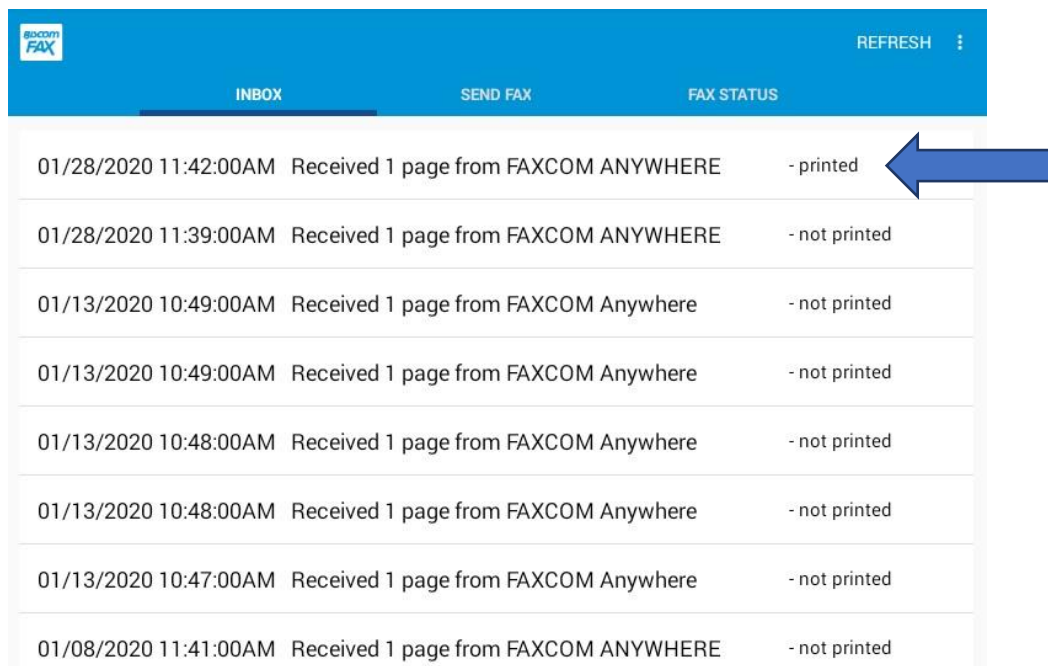
Manage Local Phone Book
Import Phone Book from USB



Once you select the **Auto-Print** check box, a dialog window will be shown to request confirmation before proceeding.

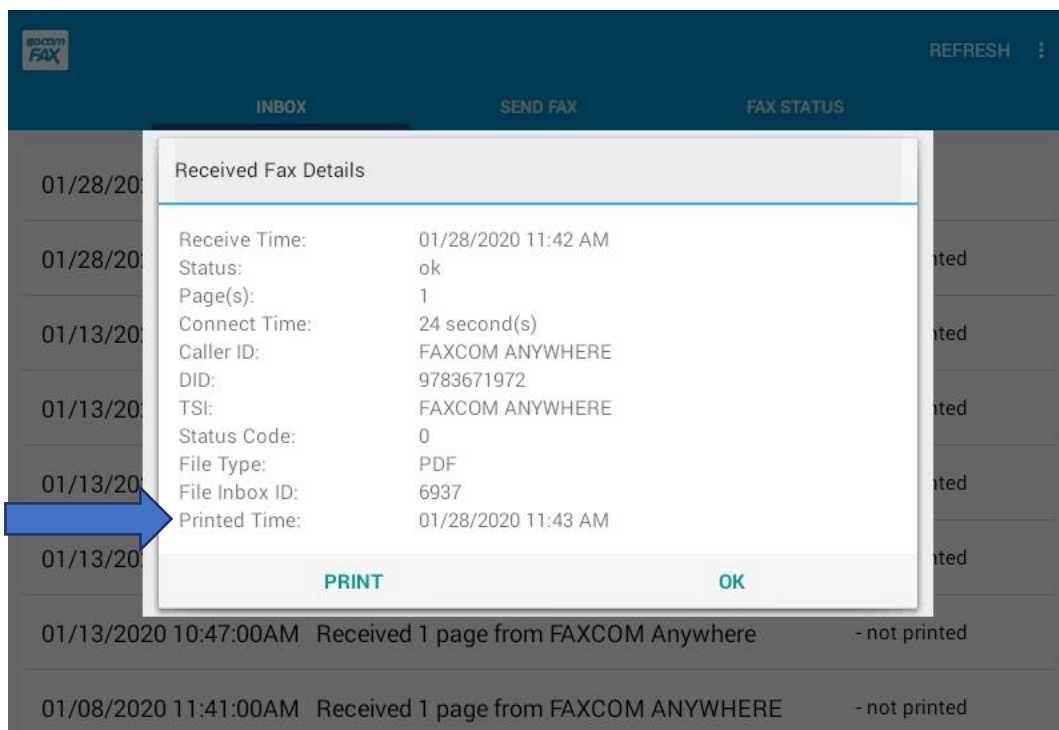


After auto-print is enabled, new incoming faxes will be printed on the MFP built-in printer, you may check print status from the **Inbox** tab.





You may long press on an entry that has been printed in order to display job details, including the job's actual printed time.

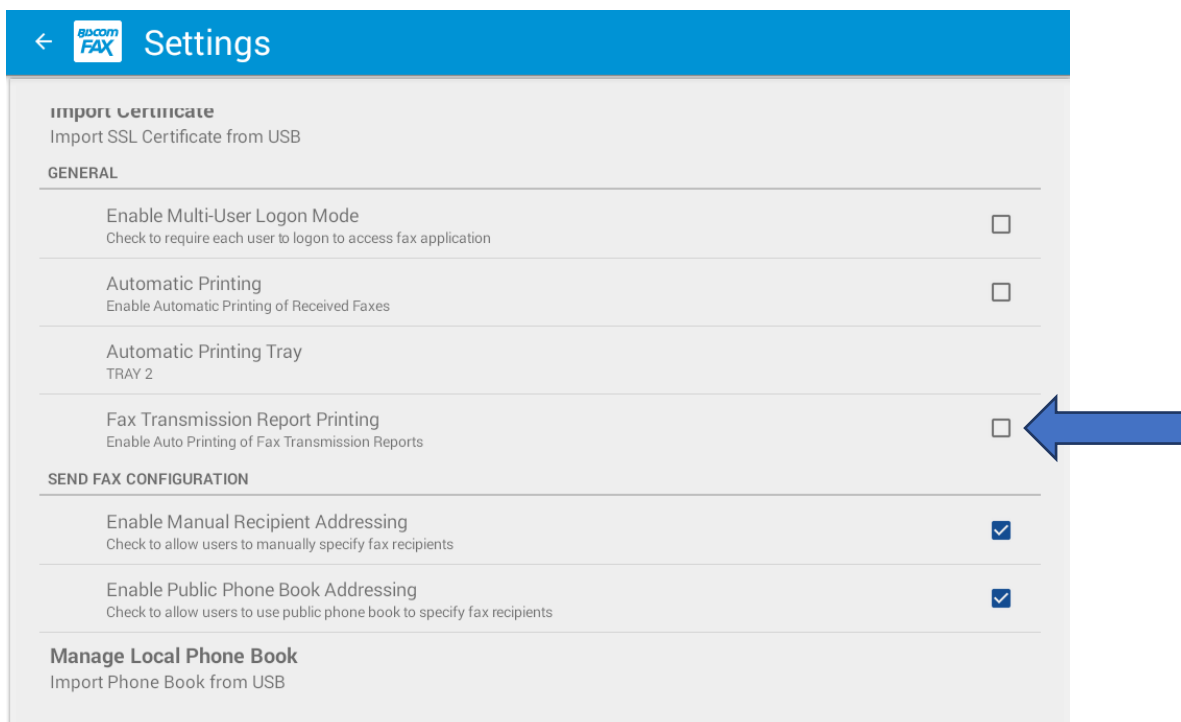


Configure Auto-Printing of Fax Transmission Reports (FAXCOM Anywhere Cloud Fax Office Accounts only)

Currently, when accessing FAXCOM Anywhere cloud fax Office accounts, the fax app may be configured to auto-print fax transmission reports. If enabled, whenever an outbound fax or a fax broadcast completes, a hard-copy fax transmission report is output to the MFP's built-in printer. The report will include the following fax details: date/time, recipient name, fax number, number of pages and success/failure indication.

Please note, this functionality is only available when the fax app is running in single user mode.

In order to enable printing of fax transmission reports, the administrator must access the **Settings** page to select the **Fax Transmission Report Printing** checkbox.

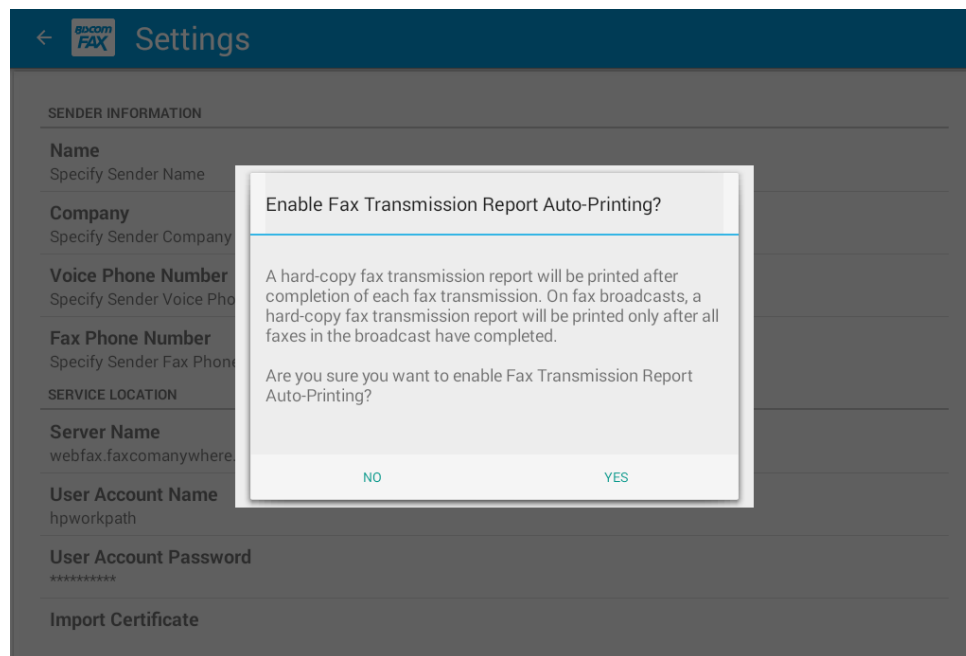


The screenshot displays the 'Settings' page of the FAXCOM application. The page has a blue header with a back arrow, the FAXCOM logo, and the title 'Settings'. Below the header, there are several sections of settings:

- Import Certificate**: Import SSL Certificate from USB.
- GENERAL**:
 - Enable Multi-User Logon Mode: Check to require each user to logon to access fax application. ☐
 - Automatic Printing: Enable Automatic Printing of Received Faxes. ☐
 - Automatic Printing Tray: TRAY 2. ☐
 - Fax Transmission Report Printing: Enable Auto Printing of Fax Transmission Reports. ☐ (A blue arrow points to this checkbox.)
- SEND FAX CONFIGURATION**:
 - Enable Manual Recipient Addressing: Check to allow users to manually specify fax recipients. ☒
 - Enable Public Phone Book Addressing: Check to allow users to use public phone book to specify fax recipients. ☒
- Manage Local Phone Book**: Import Phone Book from USB.



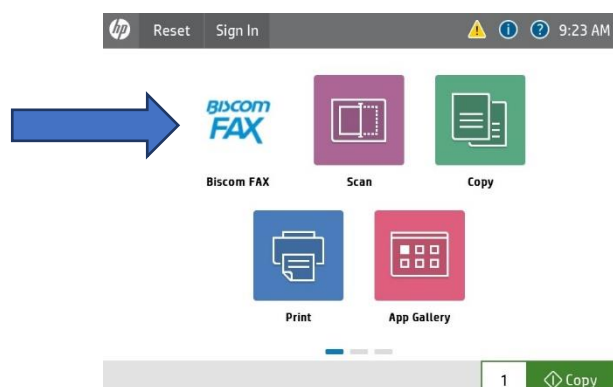
Once you select the **Fax Transmission Report Printing** check box, a dialog window will be shown to request confirmation before proceeding.



After enabling printing of fax transmission reports, any new faxes sent via the fax app will have a corresponding fax transmission report printed when the fax completes. Please note that a fax delivery may require multiple transmission attempts before the job completes and a report is generated. On fax broadcasts, a summary report is generated when transmission attempts for all faxes included in the broadcast group have completed.

Using the Fax Application

From the MFP console app screen select the **Biscom FAX** icon to launch the fax 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 fax message.

Enter the recipient fax number and name.

Biscom FAX

Fax Recipient

Fax Number

19782548523

Full Name

To:

Subject:

Memo:

- + Pause 1 2 ABC 3 DEF

/ . Wait 4 GHI 5 JKL 6 MNO

() N 7 PQRS 8 TUV 9 WXYZ

* 0 #

Or, if phone book functionality is available and enabled by the administrator, you may select one or more fax recipients from the phone book,

Biscom FAX

INBOX SEND FAX FAX STATUS

To:

Subject:

Memo:

Scan documents:

Documents to be faxed

Quick Scan Scan/Preview

Select from Private Contacts:

1-978-367-1972 ☐

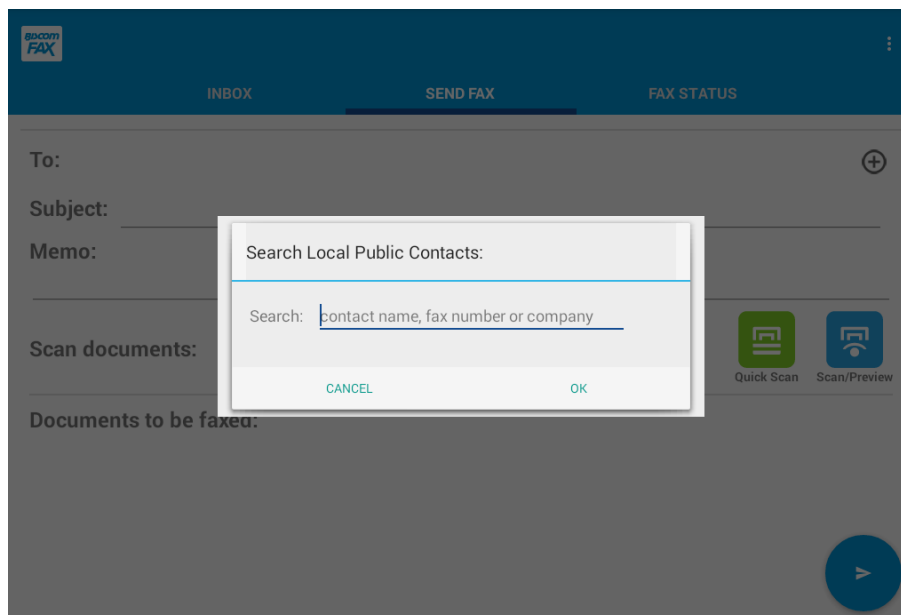
Bill Agudelo, 1-978-367-9418, Biscom Inc ☐

Joe Doe, 1-978-367-1972, Acme Inc ☐

CANCEL OK

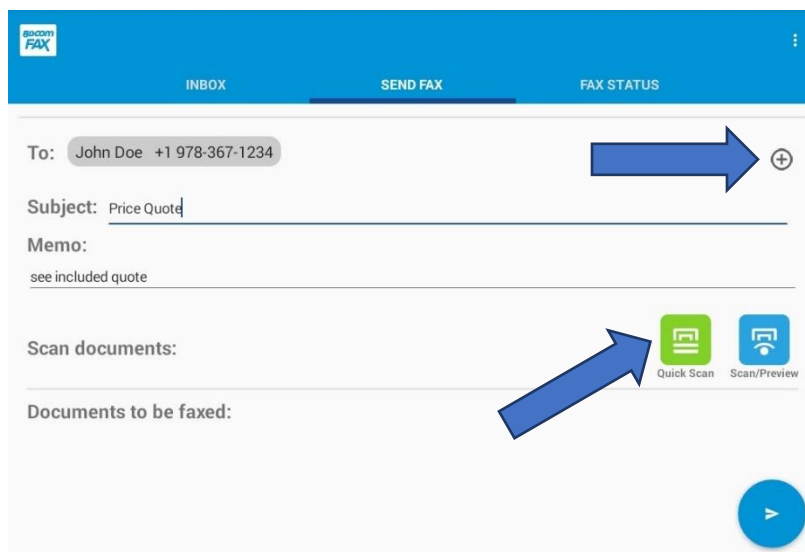


Or, you may search the phone book and look up a contact by name, fax number or company name

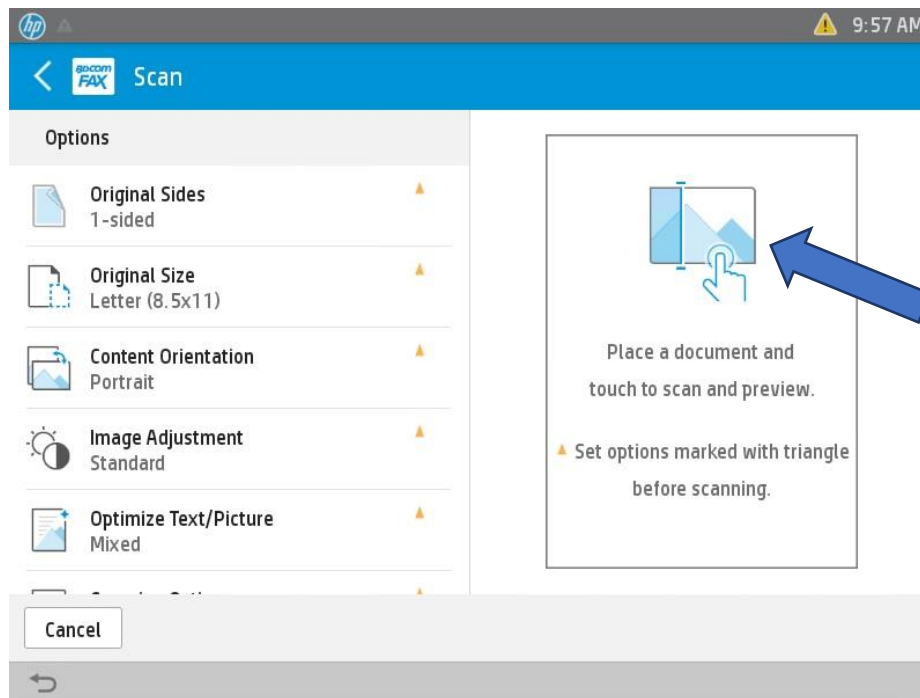


Optionally enter the subject and memo. These will be added to the fax cover page.

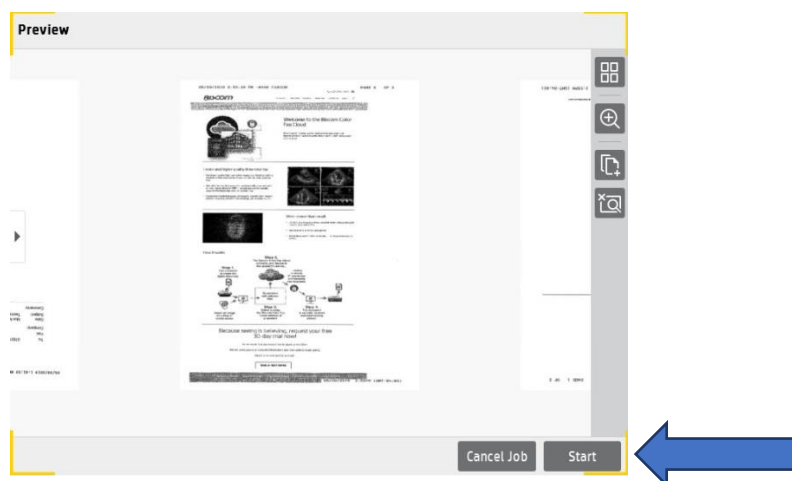
Press the + icon to add multiple recipients. Then press the **Quick Scan** icon to immediately begin scanning the document loaded in the MFP tray. Or, press the **Scan/Preview** icon to initiate the scanning process with a preview of the scanned document.



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 have the ability to view the scanned document(s) before you submit the fax.

Biscom FAX

INBOX SEND FAX FAX STATUS

To: John Doe +1 978-367-1234

Subject: Price Quote

Memo: see included quote

Scan documents: Quick Scan Scan/Preview

Documents to be faxed:

scannedDocument_120319_153026.pdf 81 KB

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

Biscom FAX

INBOX SEND FAX FAX STATUS

To: John Doe +1 978-367-1234

Subject: Price Quote

Memo: see included quote

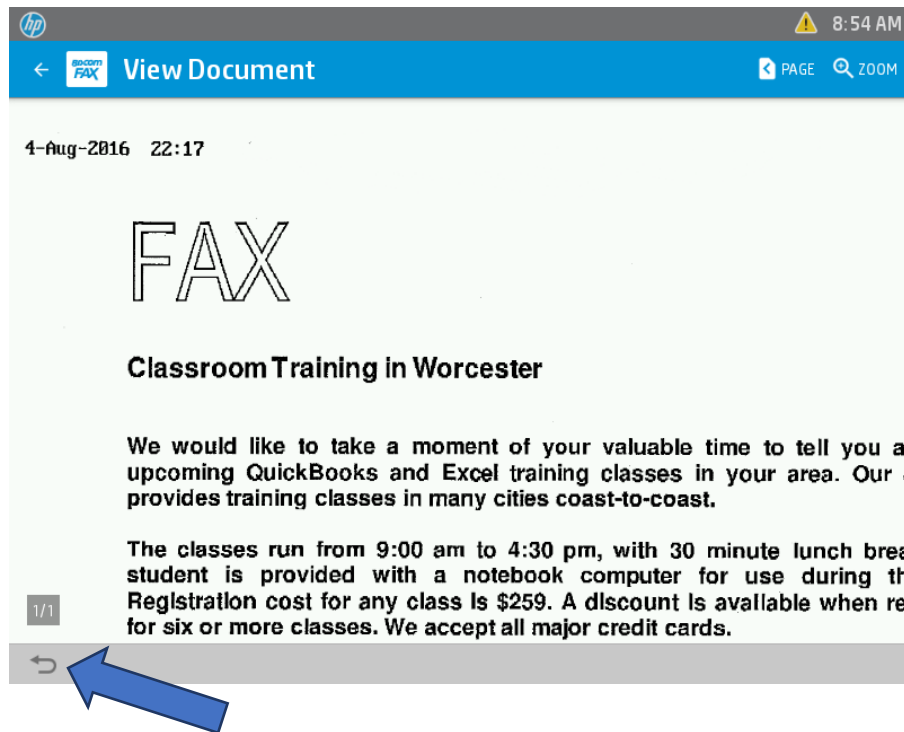
Scan documents: Quick Scan Scan/Preview

Documents to be faxed:

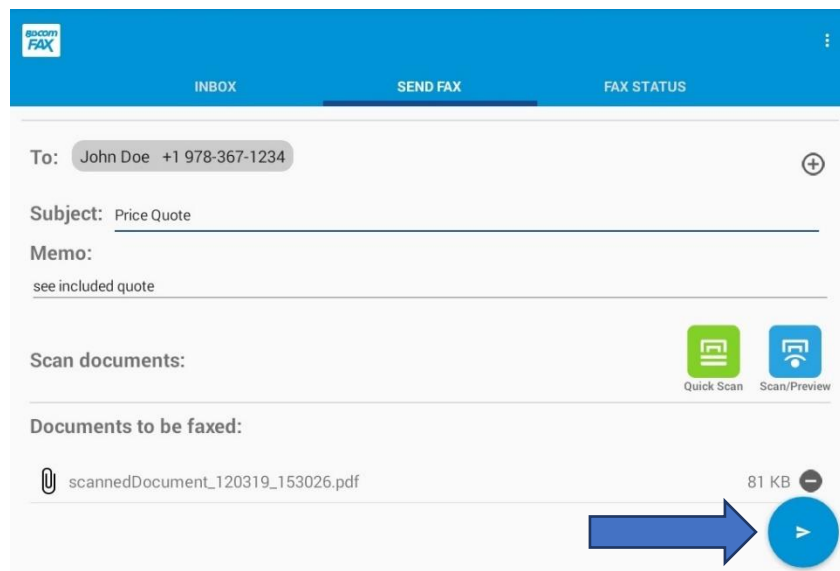
scannedDocument_120319_153026.pdf 81 KB

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.



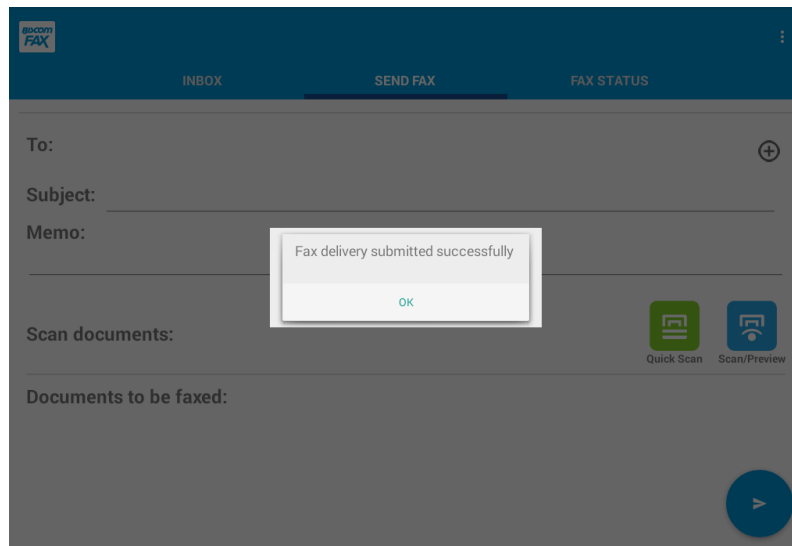
To send the fax, press on the arrow on the bottom of the **Send Fax** view.



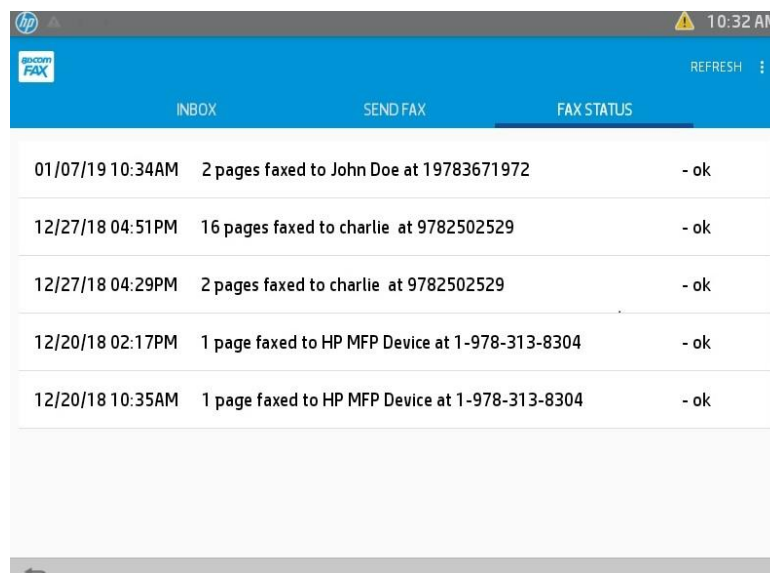


When the fax has been submitted successfully to the Biscom fax cloud service or on-premises server a “fax delivery submitted successfully” message will be displayed. The fax is now queued for delivery.

A blank **Send Fax** view will be shown to allow entry of another fax.

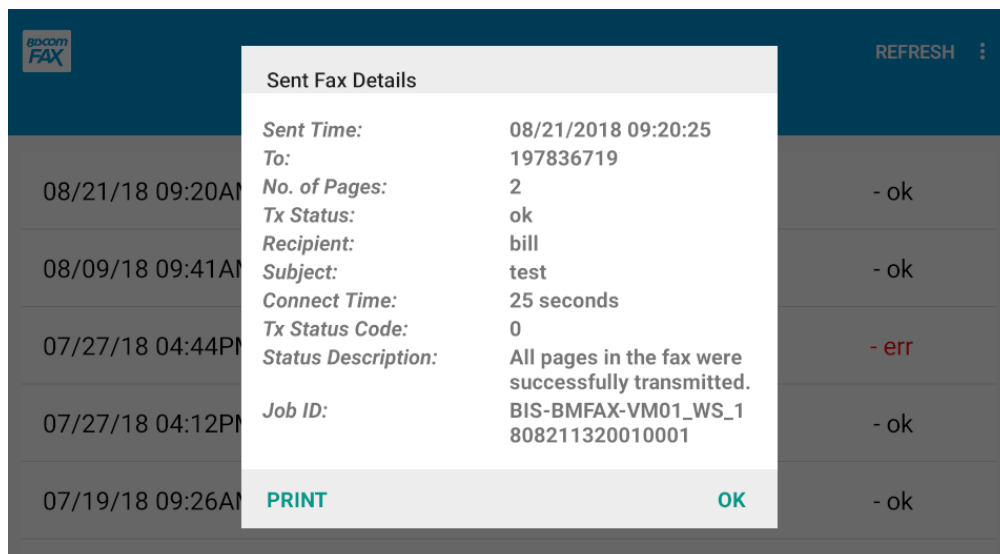


The **FAX Status** view will list the status of the submitted fax as well as previously sent faxes. You can select a fax entry to view (by pressing on the entry) and a view of the sent fax will be displayed. While viewing, you may optionally zoom in, zoom out, resend or print the sent fax document. (Viewing, printing and resending a sent fax is only available with FAXCOM Anywhere cloud fax Enterprise or customer premises Biscom fax server accounts).

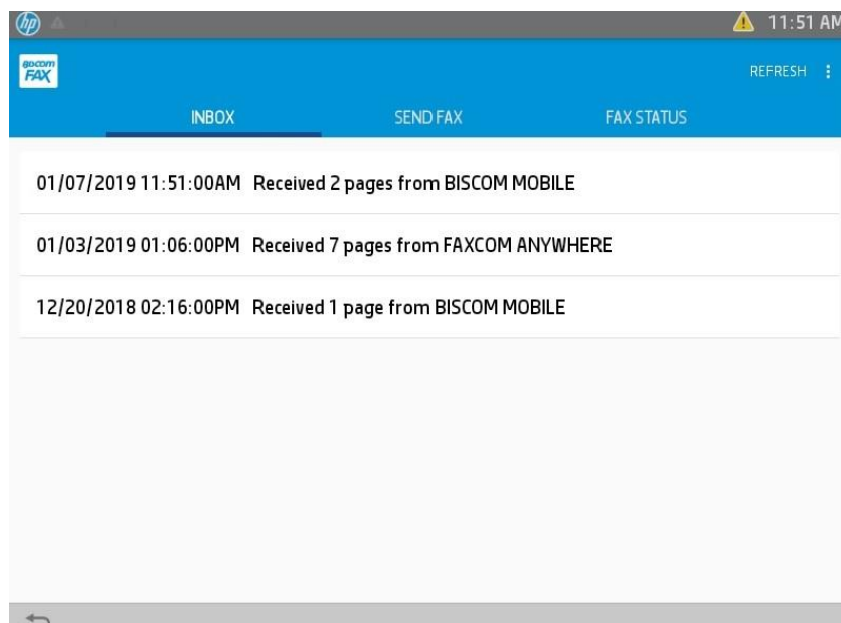




You can select a fax status entry to view (with a long press on the entry) and print the transmission details of the sent fax.

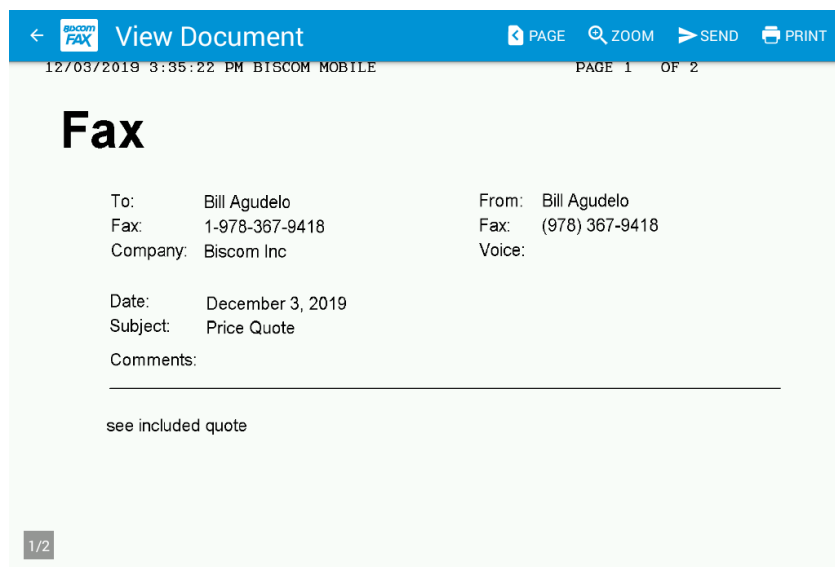


The **Inbox** view will list all received faxes. You can select a fax to view (by pressing on the entry) and a view of the received fax will be displayed.

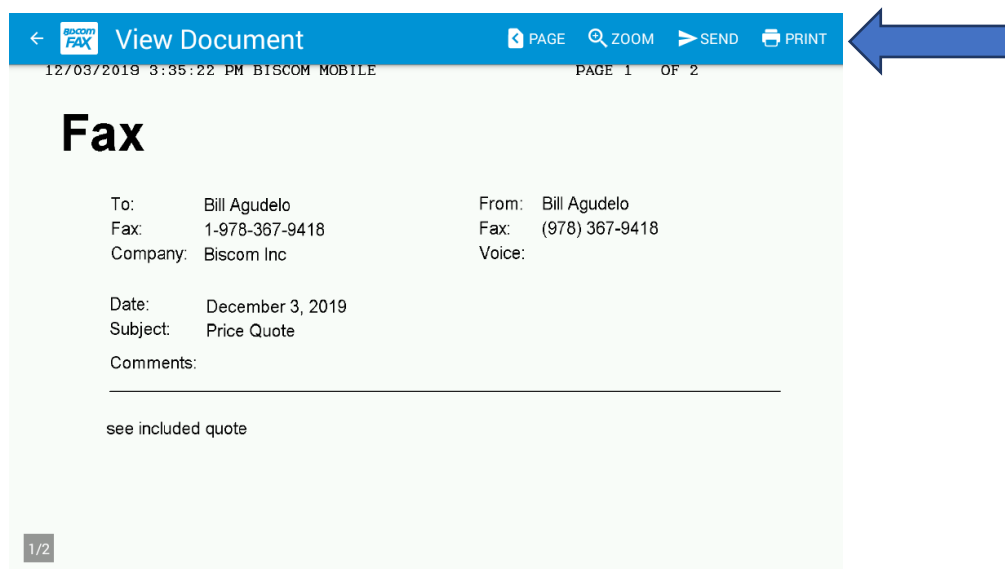




Optionally zoom in, zoom out, resend or print the received fax document.

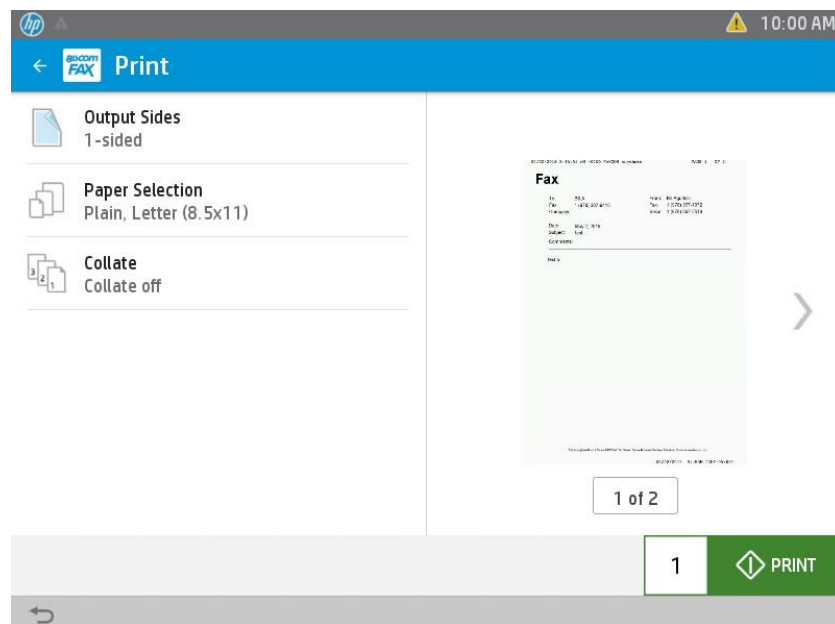


Print the received fax document using the **Print** button accessible from the top-level menu.

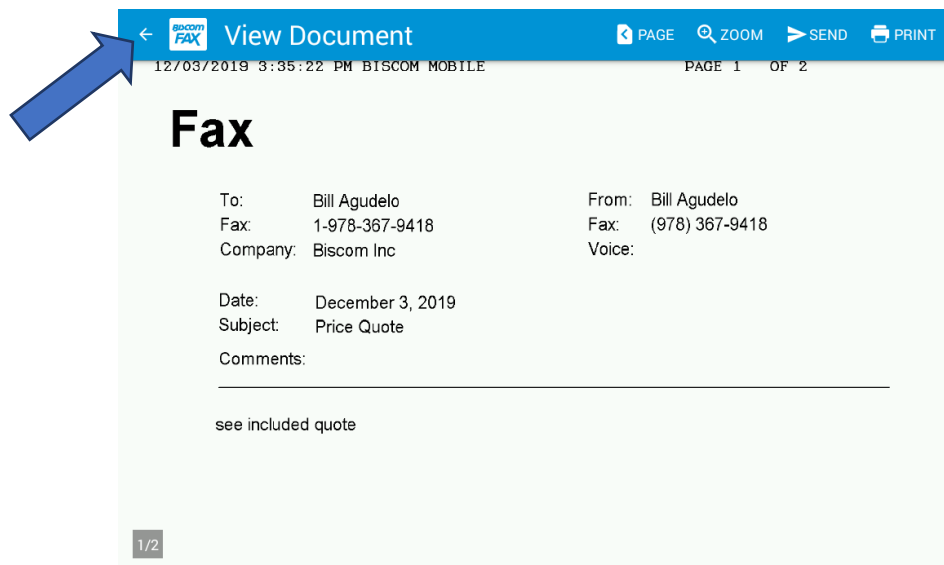




Choose the print options and press print when ready.



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





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

