bizhub Evolution
FAX

⬨ User's Guide
⬨ Version: 1.1

KONICA MINOLTA

bizhub Evolution
smart services from Konica Minolta

Giving Shape to Ideas

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The „Fax" service supports you

Send and receive faxes via a Konica Minolta Multifunction System (MFP) in your bizhub Evolution environment, via your web browser or mobile devices. You do not require either a fax option or a telephone connection at the MFP.

The following functions are available:

- Mobile, location-independent service
- Digital delivery of incoming faxes as e-mail (PDF) or direct storage in Dokoni Sync&Share
- Multiple recipient numbers can be entered
- Create faxes from multiple PDF files (e.g. cover sheet + additional document)
- Page preview
- Delivery of transmission reports by e-mail or direct storage in a cloud memory (Dropbox, OneDrive, etc.), as well as optional printing of the transmission report.
- Use of a central address book from all end devices.

Specifications

The following file formats can be processed using the „Fax" service:

- PDF

Faxes are automatically scaled down to fit on the receiving paper, including the sender ID.

Requirements

To use the "Fax" service, please ensure that:

- You have access to bizhub Evolution.
- You are registered on bizhub Evolution.
- You have a Konica Minolta multifunctional printer available in your bizhub Evolution environment so that you can receive faxes, print transmission reports or fax hard copy originals, for example.
- The "Fax" service has been assigned to you.
- You are connected to the Internet.

📝 How to use the „Fax" service

Setting up destinations for the fax reception

Configure where incoming faxes are to be delivered. You can set multiple destinations, for example, delivery by email and in addition as a printout on an MFP.

NOTES
Your administrator can set up the destinations for you in advance.
If you have not defined any destinations, your e-mail address will be used to receive faxes.
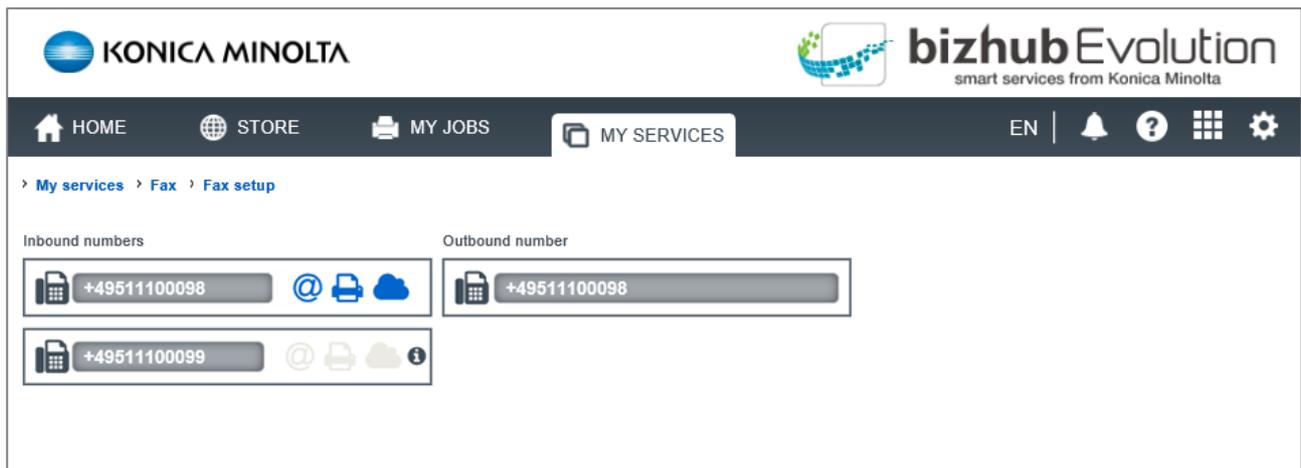
How to set up:

1. Access bizhub Evolution in your web browser and log in.

2. In the menu bar, select [MY SERVICES] and then [Overview].

3. Start up the „Fax" service.

4. Click [Fax setup].

5. Set up the destinations:

   - **As PDF by e-mail:** Click the @ symbol and enter the e-mail address, to which your faxes are to be delivered.

   - **As printout:** Click the printer icon and select the MFP on which your faxes are to be printed.

   - **As printout via Serverless Pull Printing:** Click the printer icon and select [Pull Print].

     NOTE
     Serverless Pull Printing is a feature that allows you to run print jobs on any MFP in your bizhub Evolution environment. The release of print jobs requires authentication by the user at the MFP.

   - **In dokoniSYNC&SHARE:** Click the cloud icon and select the folder, to which your faxes are to be stored.

Faxing digital files

1. Access bizhub Evolution in your web browser and log in.

2. In the menu bar, select [MY SERVICES] and then [Overview].

3. Start up the „Fax" service.

4. Enter the recipient numbers or the names of the recipients. The system automatically displays proposals from your contacts.

   You will find information about the setup and maintenance of the contact list in the separate bizhub Evolution user manual.

   NOTE
   You can call up the bizhub Evolution User's Guide here:
   Quick access toolbar→ [?] → [Support Information] → [Manuals].

5. Drag and drop your file into the "Files" window.
   The file is uploaded.
   or
   Click on [browse] and select your file via the file selection window.
   The file is uploaded.

NOTE
You can upload multiple files, which are then combined into one fax. Click the arrows in front of the documents to change the order.
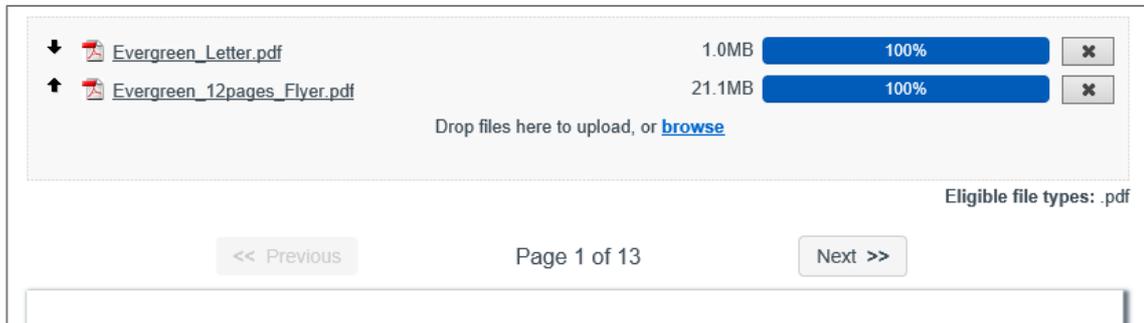
6.   Specify the destination for the transmission report, e.g. [e-mail].

NOTE
Using the optionally available connectors enables you to save your transmission reports to dokoniSYNC&SHARE, Microsoft OneDrive, Dropbox oder Google Drive, for example.

7.   Specify if the transmission report is to be printed.

NOTE
In this case a pull print job is generated, that you can retrieve after your authentication to an MFP in your bizhub Evolution environment.

8.   Click [Send Fax].

9.   Confirm the status message with [OK].
     The fax is sent. The transmission report is then stored at the desired storage destination, sent to you by e-mail, or sent to an MFP as a pull print job.

Checking fax jobs

Once you have sent a fax, a fax job is created and displayed in the job list. You can call up detailed information about a job by clicking on the arrow to the left of each line.

This will, for example, show you the status of the fax job, the names of the files you uploaded for processing, as well as the result file that you were then provided with. From this view, you can open or download the job attachments with a single click.

NOTE
Your administrator sets the storage time for the job attachments. Once the job attachments have been deleted, they can no longer be opened or downloaded via the job details. If necessary, ask your administrator how long your job attachments will be stored.

The search window allows you to filter your fax jobs. For example, enter a recipient number in the search window to view all completed or failed jobs sent to that number.

In front of the column headings, you will see small arrows. You can use these to reverse the order in which the jobs are displayed, e.g. from the most recent entry to the oldest entry.

Canceling a fax job

You can cancel a fax job as long as it is in processing or transmission status.

You can cancel a fax job as follows:

1. Click on the arrow at the start of the line to show the job details.

2. Click [Cancel job].

3. Confirm the security prompt with [OK].
   The process will be executed.

Restarting/canceling a failed fax job

If a fax cannot be delivered after three attempts, the job is automatically canceled. You can restart a failed fax job as long as the job attachments have not been deleted.

You can restart or cancel a fax job as follows:

1. Click on the arrow at the start of the line to show the job details.

2. Click [Restart job] to trigger the job to start again form the beginning.
   or
   Click [Cancel job] to terminate the job permanently.

3. Confirm the security prompt with [OK].
   The process will be executed.

Faxing hard copy originals

You can call the "Fax" service on the MFP either in public mode (without authentication) or in user mode (with authentication). In Public mode, the sender ID configured for the MFP is used. If you are logged in as a user, your personal sender ID will be used.

How to send a fax from your MFP:

1. Authenticate yourself on the multifunctional printer if necessary.

2. Start up the bizhub Evolution „Fax" service.

3. Place your hard copy original in the document feeder.
    or
    Place your hard copy original on the document glass.

    PLEASE NOTE
    Not all hard copy documents are suitable for processing with the document feeder.
    For detailed information on which documents are suitable for the document feeder and which should be placed on the document glass, see the User's Guide for your multifunctional printer. Please follow the instructions in the User's Guide.

4.   Enter the recipient numbers or the names of the recipients. The system automatically displays proposals from your contacts.
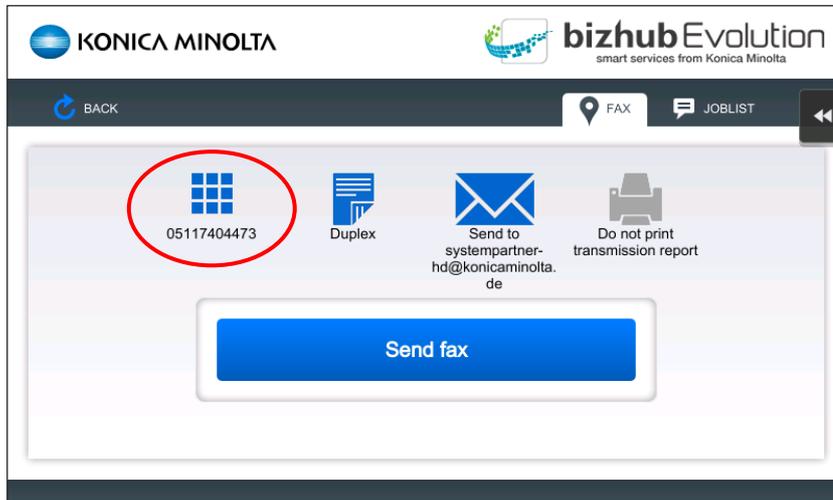
You will find information about the setup and maintenance of the contact list in the separate bizhub Evolution user manual.

NOTE
You can call up the bizhub Evolution User's Guide here:
Quick access toolbar→ [?] → [Support Information] → [Manuals].

5.   Adjust the scan settings if required (Simplex or Duplex).
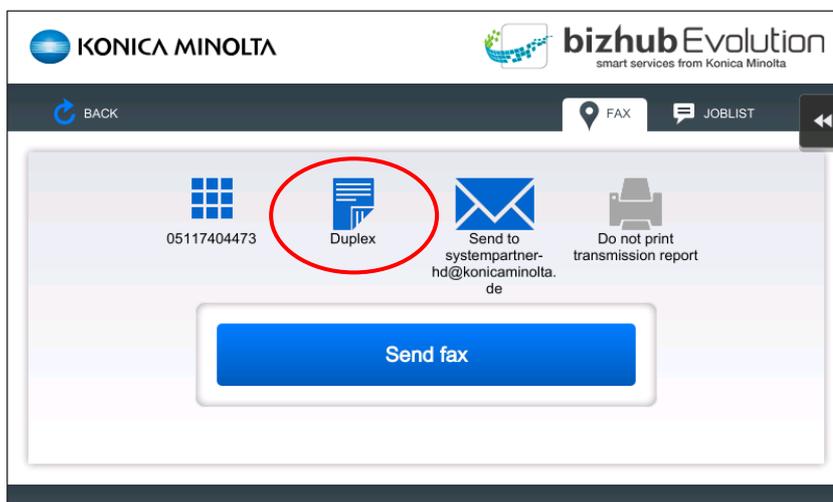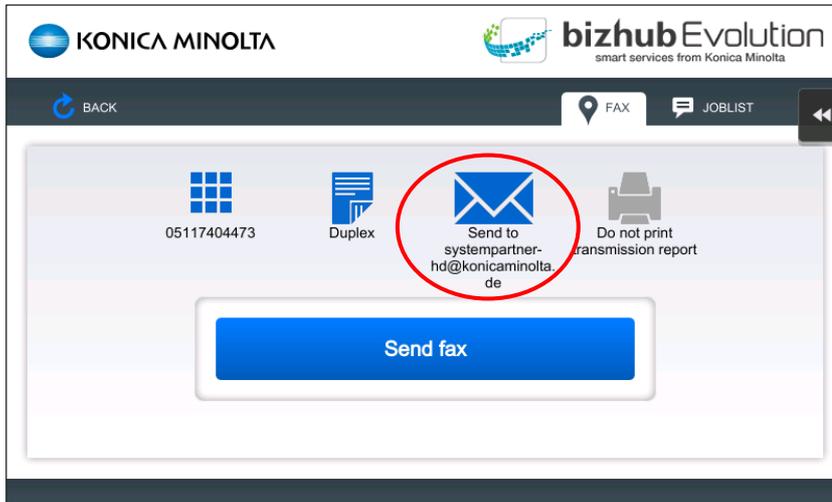
6.   Specify the destination for the transmission report, e.g. [E-Mail].

NOTE
Using the optionally available connectors enables you to save your transmission reports to Dropbox, Google Drive or Microsoft OneDrive, for example. However, you can only select these destinations if you are logged in as a user on your MFP and have booked the connectors.

7.   Specify if the transmission report is to be printed.
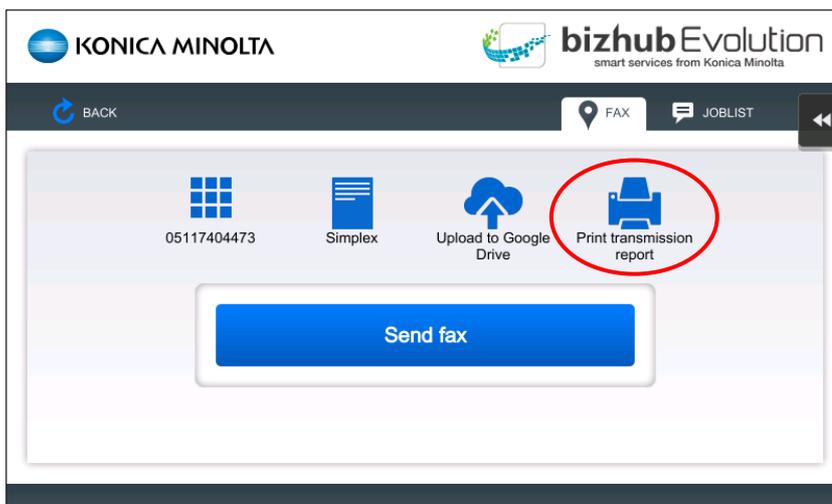
8.   Press [Send fax].
      The fax is sent. The transmission report is then stored at the desired storage destination, sent to you by e-mail, or sent to an MFP as a pull print job.

Checking fax jobs

Once you have sent a fax, a fax job is created and displayed in the job list.

NOTE
The "Joblist" tab is only displayed if you are logged in as a user on your MFP.

You can see the status of the fax job and how far processing has progressed for example.

Canceling a fax job

You can cancel a fax job as long as it is in processing or transmission status or when it is failed.

NOTE
You must be logged in as a user on your MFP.

You can cancel a fax job as follows:

1. Press [joblist]

2. Press [•••]

3. Press [cancel]

4. Confirm the security prompt with [OK].
   The process will be executed.

Restarting a failed fax job

You can restart a failed fax job via the browser version of bizhub Evolution if applicable. For details, refer to the chapter „Restarting/canceling a failed fax job" on page 7.

✎ Have any questions?

If you have any questions about how to use this service or if you encounter any problems, please contact the system administrator in your company. If your system administrator is not able to answer your questions or resolve your problem, they can contact Konica Minolta Support for further assistance.