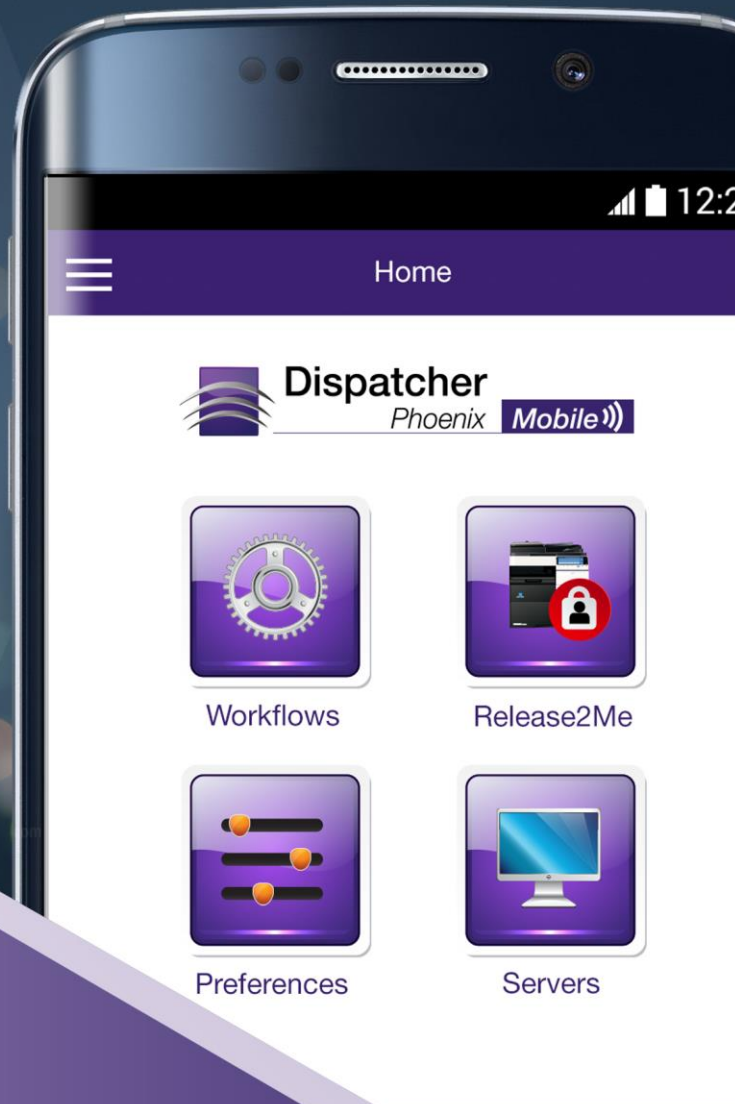




KONICA MINOLTA



Dispatcher
Phoenix

Mobile

User's Guide

February 12, 2016

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DISPATCHER PHOENIX MOBILE OVERVIEW

Dispatcher Phoenix Mobile is a mobile application for Android and iOS that allows field-based or on-the-go workers to submit documents, photos, and other files into Dispatcher Phoenix workflows for processing, routing, and printing. This app also includes mobile print release features, allowing you to access your print jobs in queue on your mobile device and release print jobs to a specific MFP when you are ready.

The DP Mobile app supports both Android and iOS devices. To download the app, go to the **iOS App Store** or **Google Play** and search for DP Mobile. For your convenience, the DP Mobile input node, which is used by Dispatcher Phoenix to receive files from mobile devices, also includes links to Google Play and the App Store. See the below illustration for an example.



Requirements

- To submit files from your mobile device into Dispatcher Phoenix for processing/routing/printing, you must have at least one Dispatcher Phoenix workflow running that includes a **DP Mobile Input**.
- To use the DP Mobile app for Release2Me secure printing, you must have a Release2Me workflow running.

Using The Home Screen

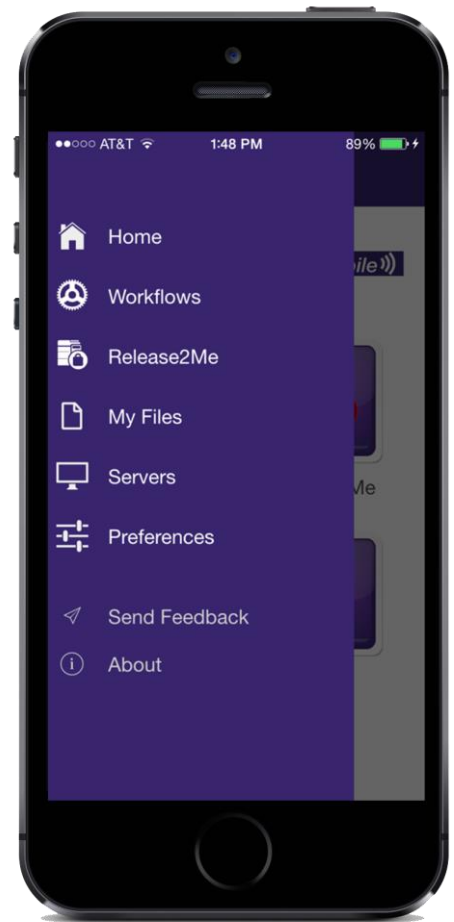
When you tap on the **DP Mobile app** icon, the Home Screen is displayed, which provides you with quick access to the primary features of the app. See the following illustration for an example:



Navigating

On all DP Mobile screens, a menu icon appears on the left-hand side of the header bar that allows you to access the application menu, which lists all the different features of the app. Using this menu, you can do the following:

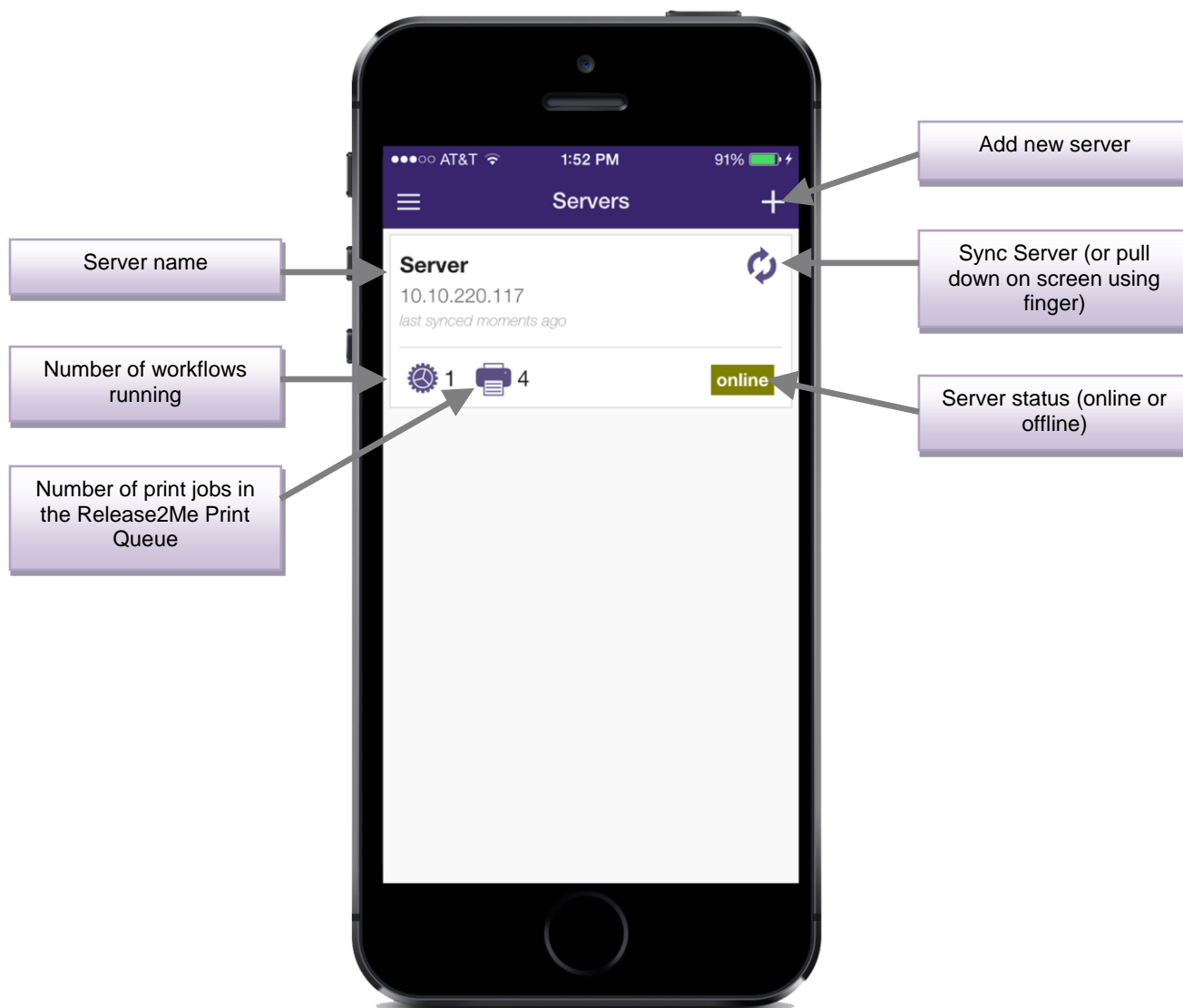
- Tap on **Home** to return to the Home Screen.
- Tap on **Workflows** to view a list of all running Dispatcher Phoenix workflows. See the “Accessing Your Workflows” section on page 12 for more information.
- Tap on **Release2Me** to view a list of print jobs currently in your print queue. See the “Using Mobile Print Release” section on page 19 for more information.
- Tap on **My Files** to view a list of files that are available for submission to a workflow.
- Tap on **Servers** to manage connections to Dispatcher Phoenix systems. See the “Configuring The Server” section on page 7 for more information.
- Tap on **Preferences** to customize the app to suit your business needs.
- Tap on **Send Feedback** to open up email to send customer feedback about this app.
- Tap on **About** to display information about the app.



CONFIGURING THE SERVER

Once you have the app installed on your mobile device, you should connect the appropriate server to the app. Do the following:

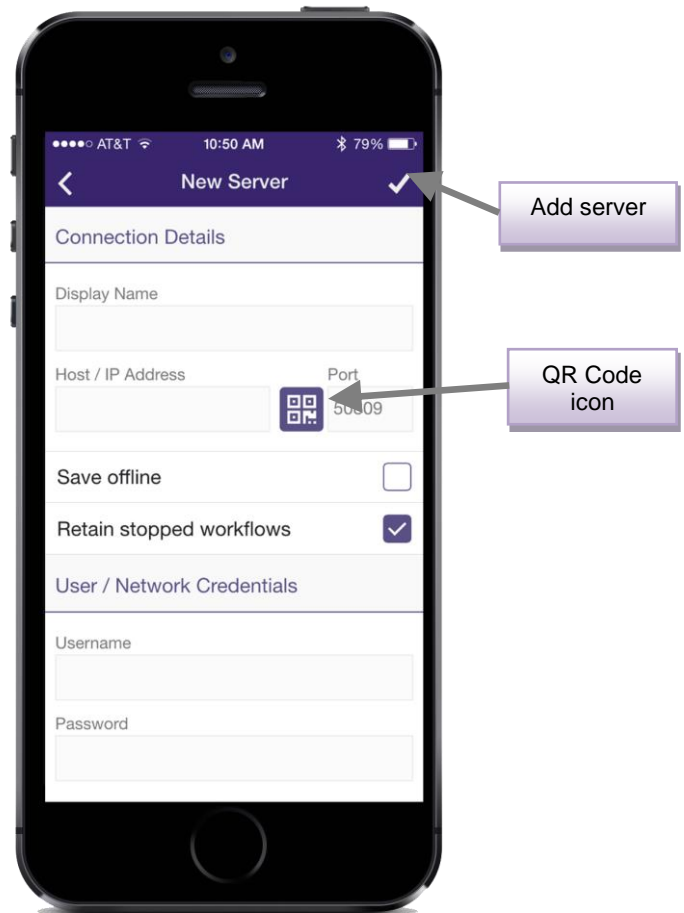
1. Tap on the **Servers** button on the Home Screen or the **Servers** option from the application menu. The Servers screen will appear, as in the following illustration:



2. On the Servers screen, tap on the + button on the top right side of the screen to add a new server.
3. On the New Server screen, do the following:
 - In the **Display name** field, enter the name to a name for the server that will be displayed in other areas of the app.
 - In the **Host/IP Address** field, enter the Host name / IP address of the server.
 - Check the **Save offline** button to save server details offline. With this button enabled, the app will not attempt to connect to the server while saving.
 - The **Retain stopped workflows** option is enabled by default so that workflows remain in the list with files still attached to them even if the workflows are not currently running.
 - In the **Username** and **Password** fields, enter account credentials for authentication.

OPTION: Tap on the QR code icon to scan a QR code on the Dispatcher Phoenix screen at the MFP. This will configure the Host IP/Address and username automatically.

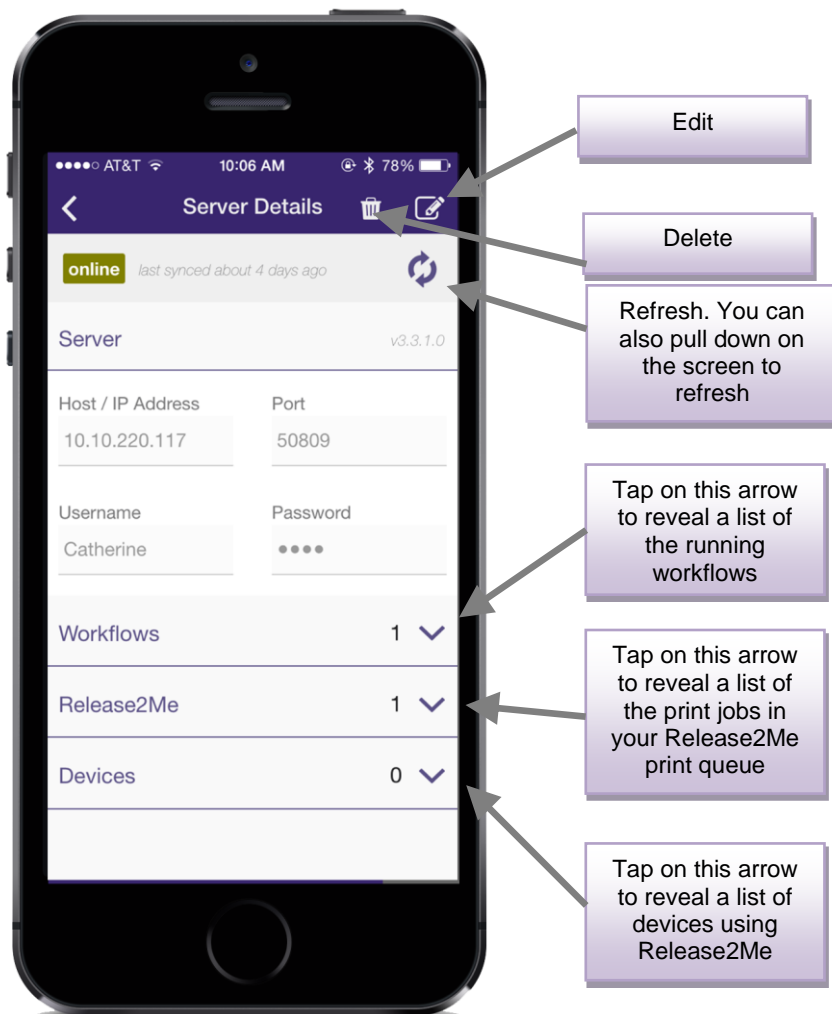
 - Tap on the **checkmark** (top right) when you are done.
4. You will return to the Servers screen where your recently added Server will be listed.



Updating The Server

To update/remove the server, tap on the Server name listed in the Servers screen. The Server Details screen will appear, listing details about the server, the number of workflows that are currently running, the number of print jobs in your Release2Me print queue, and the number of licensed devices that use Release2Me. On this screen, you can edit the server configuration information or remove the server from the app.

Once you tap on the **Edit** button, the Edit Server screen will appear. On that screen, you can change configuration details about the server; then press the **checkmark** icon when done.

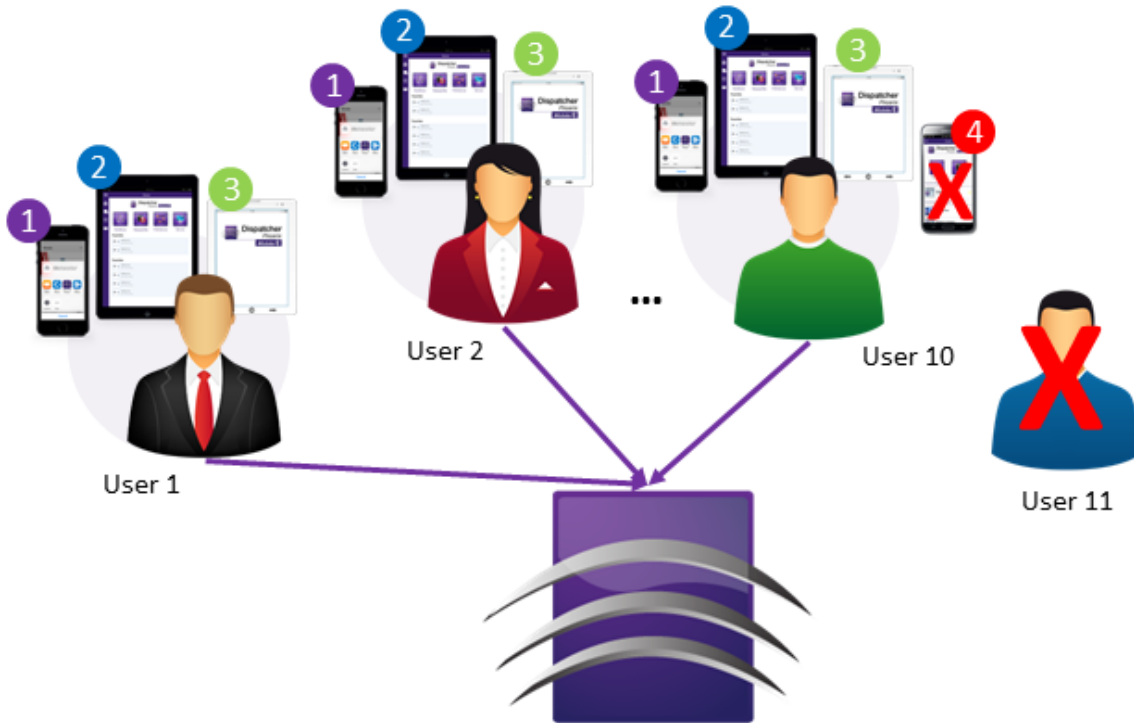


License Limitations

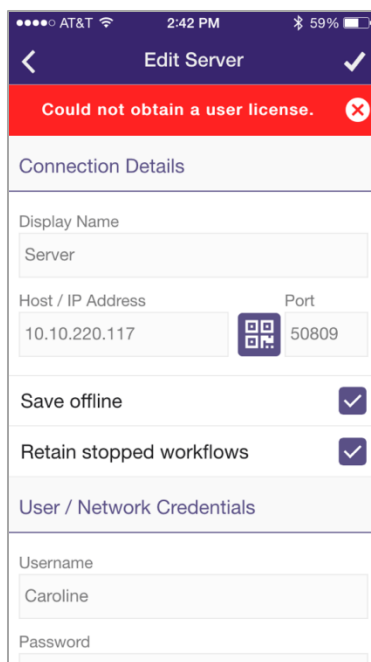
Dispatcher Phoenix Mobile is licensed by:

- **Users** – You can purchase license packs for 10, 25, 50, 100, 250, 500, and 1000 users.
- **Devices** – Each individual user can use up to 3 devices to connect to the Dispatcher Phoenix server.

For example, a DP Mobile 10 User License pack would allow 10 users to use DP Mobile on 3 devices each. See the following illustration for an example:



EXCEEDING USERS: If, while adding or updating a server, you exceed the licensed amount of users, you will receive the following message:



AT&T 2:42 PM 59%

< Edit Server ✓

Could not obtain a user license. ✕

Connection Details

Display Name
Server

Host / IP Address Port
10.10.220.117 50809

Save offline ✓

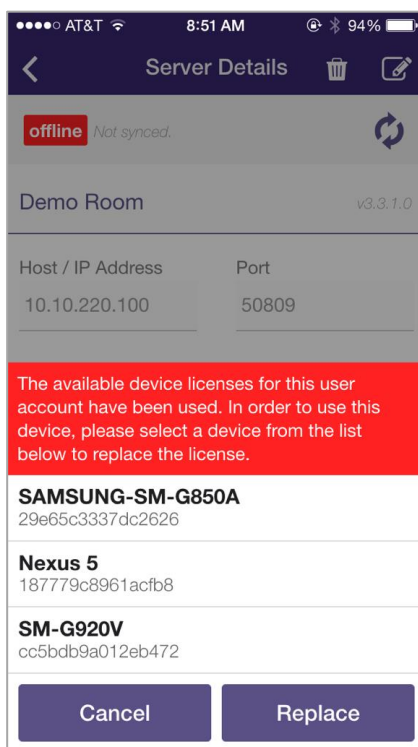
Retain stopped workflows ✓

User / Network Credentials

Username
Caroline

Password

EXCEEDING DEVICES: If, while adding or updating a server, you exceed the number of devices that can be used (3), you will receive a message that alerts you to the issue and lists all devices already in use. In this case, you can select a device from the list and that device will be replaced with the device you're currently using. See the following illustration for an example:



AT&T 8:51 AM 94%

< Server Details ✕ ✎

offline Not synced. ↻

Demo Room v3.3.1.0

Host / IP Address Port
10.10.220.100 50809

The available device licenses for this user account have been used. In order to use this device, please select a device from the list below to replace the license.

SAMSUNG-SM-G850A
29e65c3337dc2626

Nexus 5
187779c8961acfb8

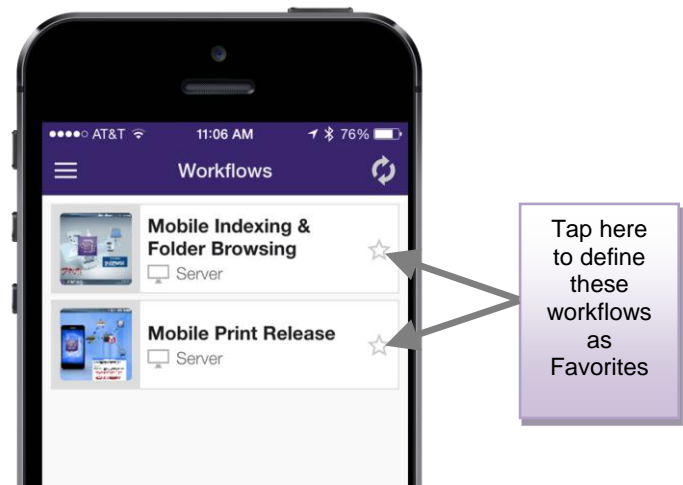
SM-G920V
cc5bdb9a012eb472

Cancel Replace

ACCESSING YOUR WORKFLOWS

To access your running workflows, do the following:

1. Either tap on the **Workflows** button on the Home Screen or select the **Workflows** option from the application menu. The Workflows screen will appear, as in the following illustration:
2. If you tap on the **Favorites** star, the workflow will be listed on the Home Screen under “Favorite Workflows” (if that preference is enabled).
3. To go to a specific workflow, tap on a workflow in the list. The Workflow Details screen will appear.

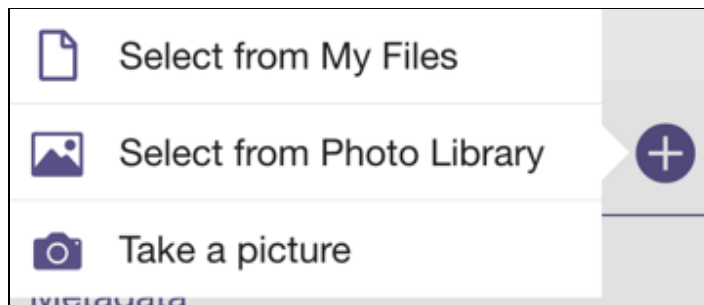


Submitting Files To A Dispatcher Phoenix Workflow

Once you are on the Workflow Details screen, you can index files, choose which metadata to associate with them, and submit files into the Dispatcher Phoenix workflow.



When tapping on the + button to attach a file for submission, the following drop-down menu will appear:

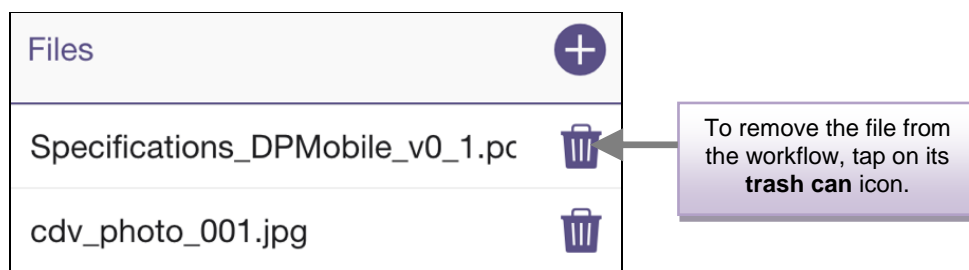


Do one of the following:

- Tap on **Select from My Files** to attach a file that has already been stored in the My Files area.
- Tap on **Select from Photo Library** to attach a file from your mobile device's photo gallery. If you choose this option, you will be directed to your Photos Gallery on your mobile device. From there, choose a photo and it will be then attached to your workflow.

Note: When tapping on this link, you may be brought to different locations based on Android/iOS version, etc.

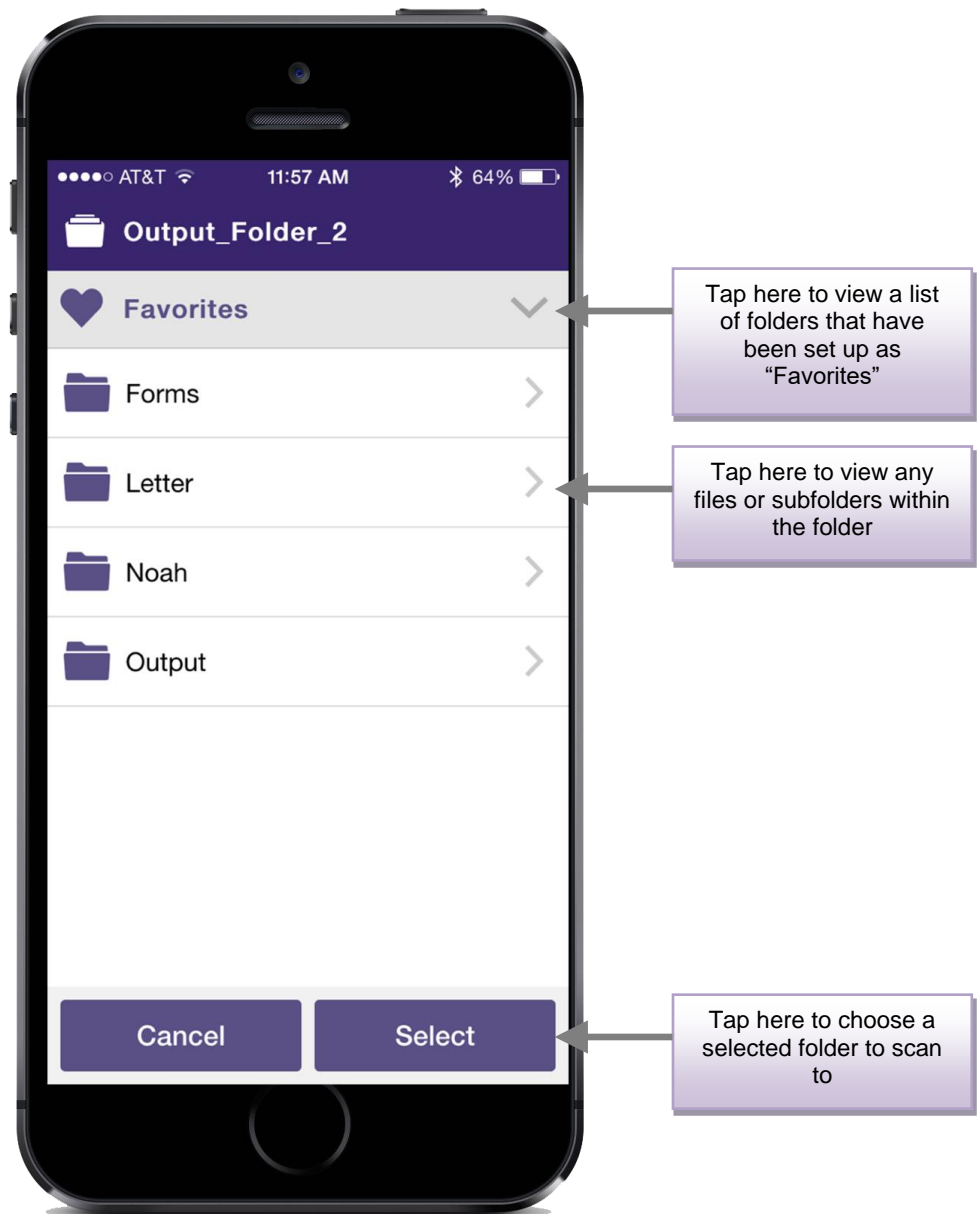
- Tap on **Take a picture** to use your mobile device's camera to take a photograph to submit to the workflow. Once you take the photo and tap on the **Use Photo** option, that file will be attached to your workflow.
4. When files have been added to a workflow for submission, they will be listed in the Files area of the Workflow Details screen, as in the following illustration:



5. To remove all files associated with the workflow and delete all index field values, tap on the Workflow Details menu; then select the **Reset Workflow** option that appears. On the confirmation pop-up that appears, tap on the **Yes** button.
6. To submit files into the workflow, tap on the **Submit Workflow** button on the bottom of the screen, or choose the **Submit Workflow** option from the Workflow Details menu.

Folder Browsing

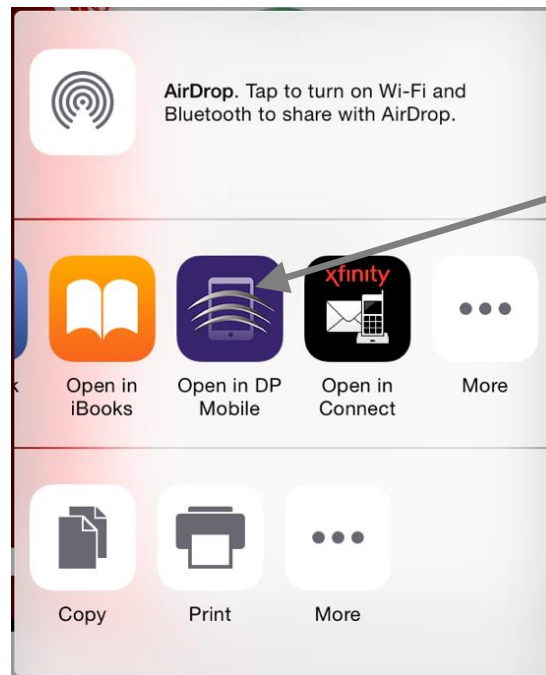
If your workflow's Index Form includes folder browsing capabilities, you can tap on a **Browse** button to view a list of folders to scan to. See the following illustration for an example:



Attaching Documents From Other Apps

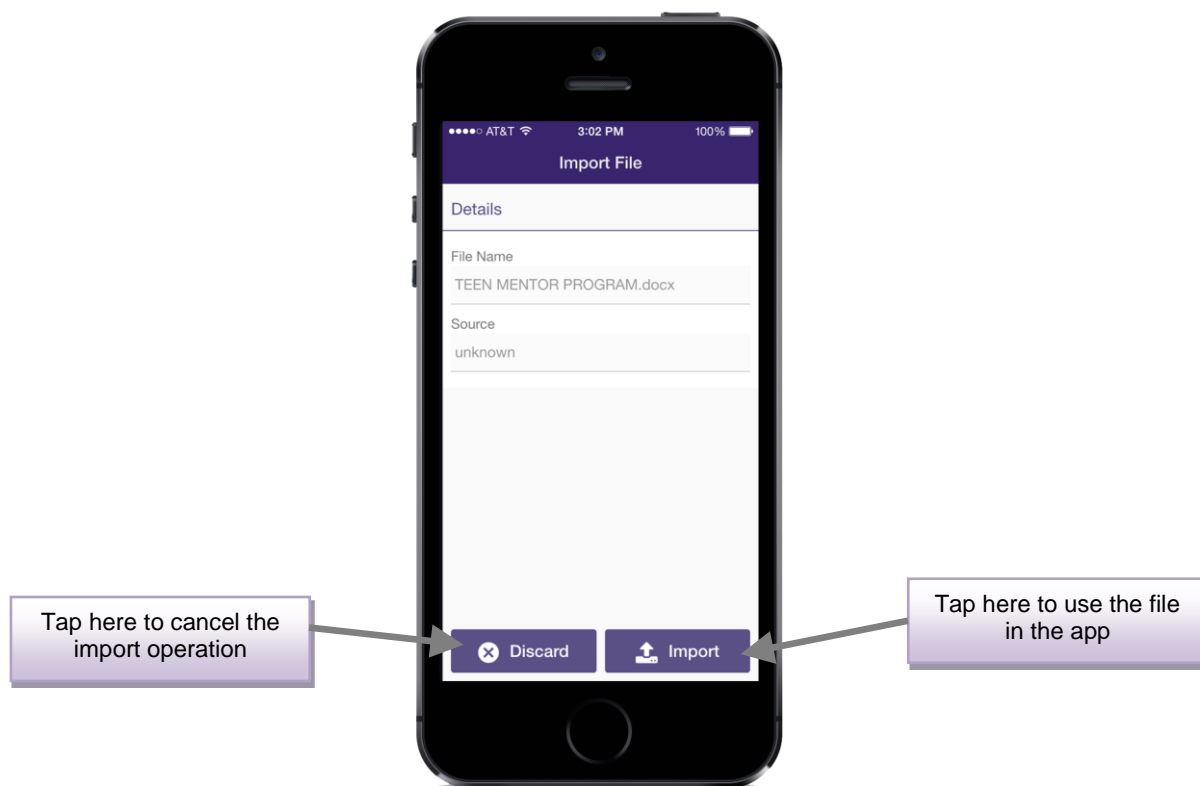
To attach a document from another app (i.e., Google Drive, email, etc.) to a workflow for submission, you can do the following:

1. Select the document or email from the app.
2. Tap on the **Share** icon.
3. Select the **Open in DP Mobile** icon, as in the following illustration:

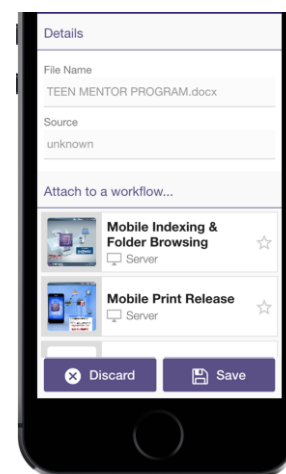


Tap here to share files with DP Mobile.

4. The Import File screen will appear. See the following illustration for an example:



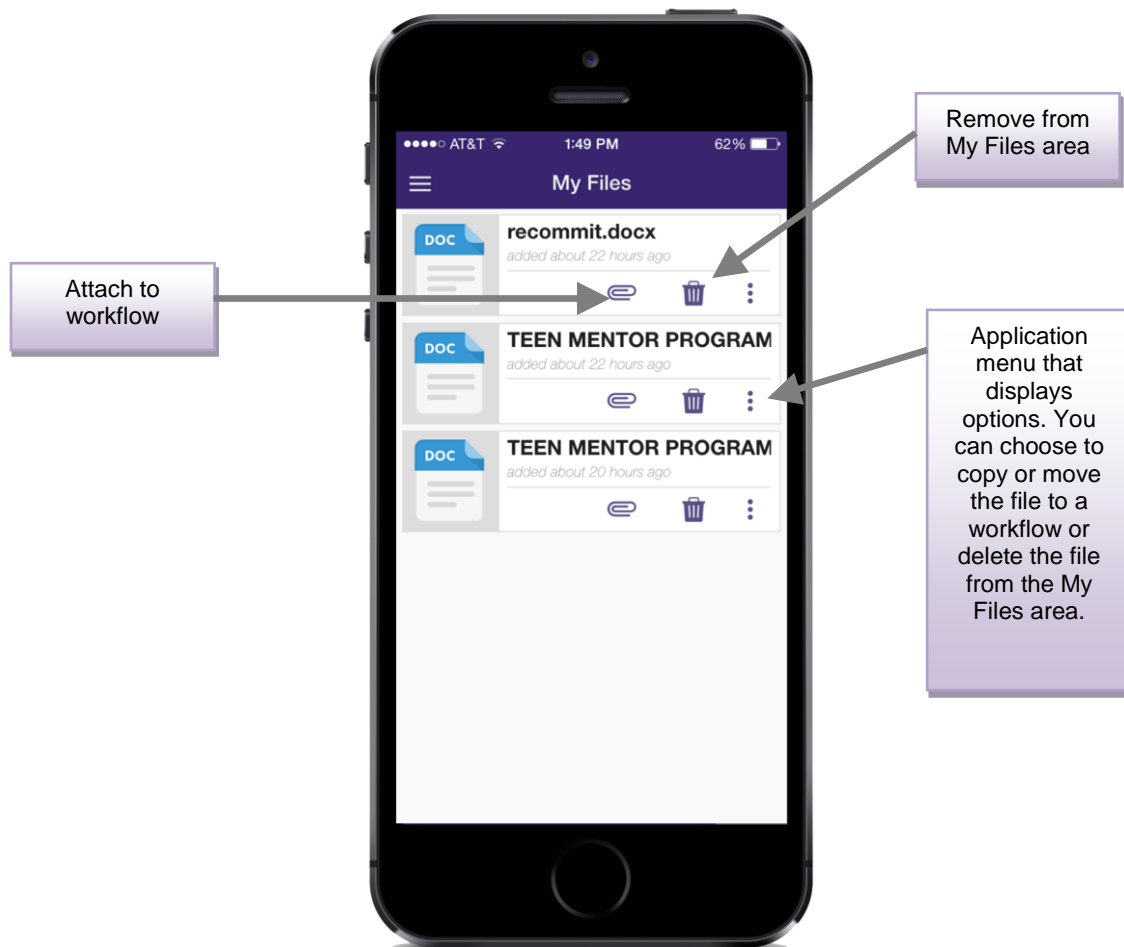
5. Once you tap on the **Import** button, additional fields will appear and the “Import” button will change to “Save.”
6. Tap on a workflow to attach the file to it. You will be directed to the Workflow Details screen with that file listed for submission.
7. Tap on the **Save** button to add the file to the My Files area.



Using the My Files Area

If you import files from other apps into the DP Mobile app, you have the option of saving it into the “My Files” area for future use.

To access the My Files area, choose the **My Files** option from the application menu. The My Files screen resembles the following illustration:



Do the following:

- To attach a file to a workflow, tap on the **file clip** icon from the application menu. The selected file will not be removed from the My Files area. You can also choose the **Copy to workflow** option from the application menu to perform a similar operation. The Select a Workflow screen will appear if there is more than one workflow running; on this screen, tap on the workflow that you are interested in.
- To remove a file from the My Files area, tap on the **trash can** icon or choose the **Delete from My Files** option from the application menu.
- To attach a file to a workflow and remove it from the My Files area, choose the **Move to workflow** option from the application menu.

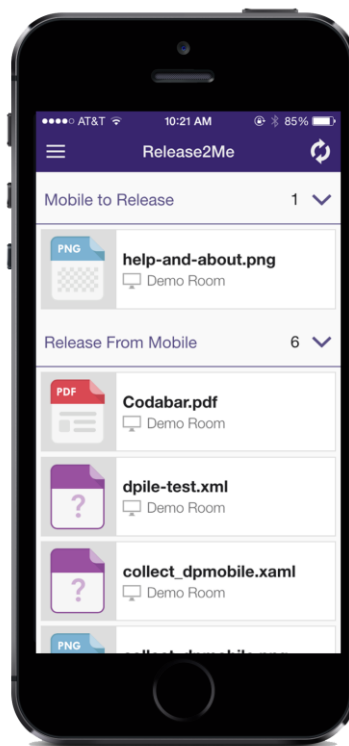
USING MOBILE PRINT RELEASE

With your mobile device, you can use Dispatcher Phoenix's secure print release system, Release2Me. This means that, directly from your mobile device, you can do the following:

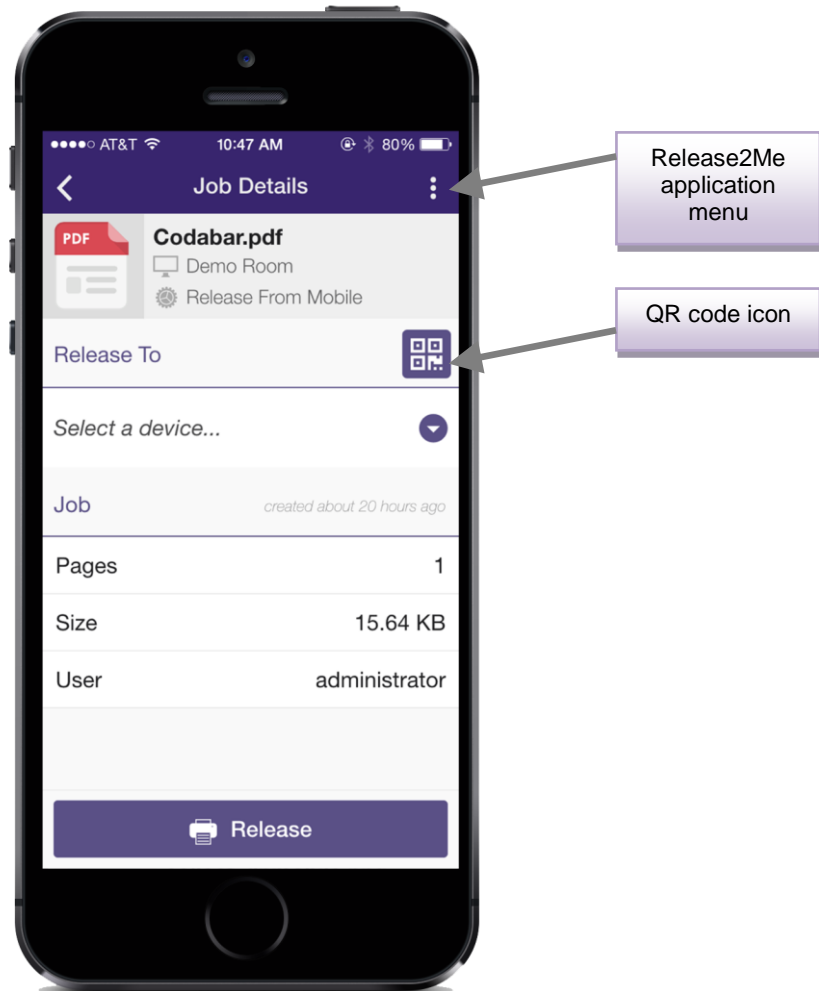
- View a list of print jobs in your print queue.
- Choose to release a print job at an MFP.
- Choose to release a print job at an MFP and keep it in your queue.
- Choose to remove a print job from a print queue.

Do the following:

1. Tap on the **Release2Me** button on the Home Screen or tap on the **Release2Me** item in the application menu. The Release2Me screen will appear, listing the print jobs, organized by workflow, in the print queue. See the following illustration for an example:



2. Tap on the document that you are interested in. The Job Details window will appear, listing information about the print job, including number of pages, file size, and user. See the following illustration for an example:

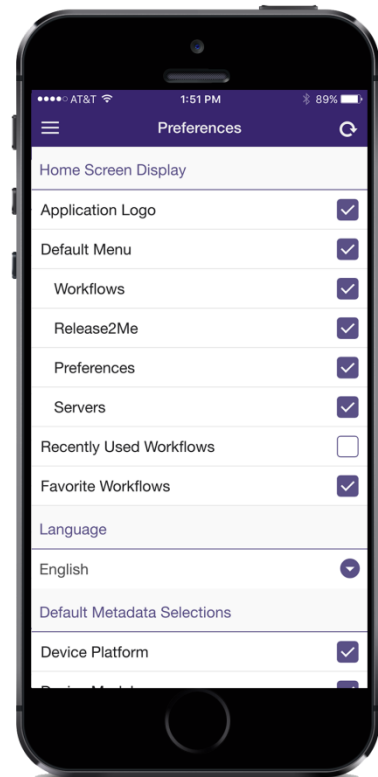


3. To select a device to release to, do one of the following:
 - Tap on the **QR code** icon to add a device by scanning a QR code.
 - Tap on the **Select a device...** down arrow. A drop-down list will appear, displaying the MFPs that are already connected. Once you select one from the list, it will be listed on the Job Details screen.
4. To release a job to the MFP and remove it from your print queue, tap on the **Release** button or choose the **Release** option from the application menu.
5. To release a job to the MFP and keep it in your print queue, choose the **Release and keep** option from the application menu.
6. To remove a print job from the print queue, choose the **Delete** option from the application menu.

SETTING PREFERENCES

To customize the app to suit your specific needs, tap on the **Preferences** button on the Home Screen or choose the **Preferences** option from the application menu. The Preferences screen will appear. You can toggle the following settings on and off:

- **Application logo** – Choose whether or not to display the Dispatcher Phoenix mobile logo on the Home screen.
- **Default menu** – Choose whether or not to display the following default buttons on the Home screen: Workflows, Release2Me, Preferences, and Servers.
- **Recently Used Workflows** – Choose whether or not to list recently used workflows on the Home Screen.
- **Favorite Workflows** – Choose whether or not to list those workflows that have been designated as “Favorites” on the Home Screen.
- **Language** – Choose the display language for the app. To change the default language of English, tap on the down arrow and select the language that you would like to use instead.
- **Default Metadata Selections** – Choose whether or not to enable metadata options by default on the Workflow Details screen. Default options are:
 - **Device Platform**
 - **Device Model**
 - **Device ID**
 - **Geolocation**
- **Confirmations** – Choose whether or not to display confirmation messages when:
 - **Deleting a server**
 - **Deleting a file**
 - **Deleting a device**
- **Auto Sync** – Choose whether or not to automatically sync the app when:
 - **Opening Servers page**
 - **Opening Workflows page**
 - **Opening Release2Me page**
- **Usage / Anonymously Track Usage** - Choose whether or not to allow the app to track general application usage (user interaction, load times) and send error reports. When enabled, this setting will help facilitate app improvements and customer support.



TROUBLE SHOOTING

Issue: “Unable to Reach Host” message appears when trying to sync server.

Resolution: This message occurs when the bEST Server is not running. Do the following:

- Open up Windows Services and ensure that the KMBS bEST Server is started and set for Automatic start up.
- Ensure that the bEST Server Host Name / IP Address is correct (accessed by clicking on the **Defaults** button on the MFP Registration Tool).
- Ensure that the user credentials are correct.



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