Xerox

- Xerox® Healthcare MFP Solution FAQs
- test
- Scan to Remote Destinations

Xerox® Healthcare MFP Solution FAQs

Frequently Asked Questions (FAQ)

What is the Xerox® Healthcare MFP Solution?
Built for healthcare, the Xerox® Healthcare MFP is a Xerox® ConnectKey® App that allows SMB Healthcare providers the ability to securely share patient information from one provider to another across the healthcare continuum. The Xerox® Healthcare MFP helps providers deliver pertinent information at the right time, in the right format and at the point of care to help enable critical medical decisions.

What do I get with my Xerox® Healthcare MFP?
Included with your device is more than just traditional print, copy, fax and scan functionality...your new Xerox® Healthcare MFP enables you to share patient information in a secure and efficient manner by installing and activating the Share Patient Information App.

What can I do with my Xerox® Healthcare MFP?
The Xerox® Healthcare MFP and the Share Patient Information App work with the Kno2™ cloud service to connect the community of care. The solution enables you to connect to the largest and most secure healthcare network in the United States. Once connected, use the search utility to locate providers or organizations and share patient information across a HIPAA-compliant network to better coordinate care. It's nearly as simple as sending or receiving a fax or email, but specifically designed for healthcare.

How do I install the Share Patient Information App on my Xerox® Healthcare MFP?
For detailed instructions for installing the Share Patient Information App (the display name for the Xerox® Healthcare MFP App), view the Xerox® Healthcare MFP Solution Quick Start Guide by visiting http://www.office.xerox.com/latest/SO1GD-08U.PDF.

How do I create a Kno2 account?
Register for a Kno2 account by visiting https://kno2.com/register/healthcaremfp.

How do I use my Share Patient Information App from my Xerox® Healthcare MFP?
Simply select the Share Patient Information button from your Xerox® Healthcare MFP and scan documents to create and send a message to another provider or organization. For detailed instructions, visit http://www.office.xerox.com/latest/SO1GD-09U.PDF.

Is the handling of patient health information secure using the Xerox® Healthcare MFP?
All security assurance measures come standard with the purchase of the Xerox® Healthcare MFP. All information managed by the Kno2 cloud platform is secured using advanced technologies, encrypted at rest and in transport, and fully audited.

For more information, read the Kno2 Security Whitepaper at http://www.office.xerox.com/latest/SO1GD-11U.PDF.

What is the advantage of including sending via fax?
Today's faxing processes simply do not meet the standards around patient information exchange. When you transition your clinical fax volume over to your Kno2 account, you'll be able to:

- Receive all forms of clinical document exchange in a single solution.
- Add patient demographics, making it EMR-compatible so that you can consume it in your patient's chart when you receive an incoming fax
- Gain visibility into the volume, the frequency and with whom you are sending and receiving faxes. This visibility provides a complete audit trail and allows you the opportunity to see where your fax volumes are sitting.
- Steps can then be taken to move away from fax and invite others to begin electronically share patient information using a more secure method are built right into the product. The less faxing you do, the more money you'll save.

Which Xerox Multifunction Printers (MFPs) are supported?
The list of supported MFPs can be found under the Compatible Products section at the following location: www.xerox.com/healthcaremfp

How do I add fax to my Kno2 Cloud Service?
Contact support@kno2.com to order Kno2's cloud fax service. They will assist you in obtaining a new fax number or help you port your existing fax numbers over to your Kno2 account.

Which languages are supported?
English

test

Scan to Remote Destinations

You can scan to the following remote destinations:

- Cloud Services: Dropbox, Google Drive, and Microsoft OneDrive
- FTP and SFTP
- SMB

Scan to Cloud Services

The Scan To Cloud service is a licensed feature. Access to the service requires a feature installation key. To enable this option, on the Feature Installation page, provide a Scan to Cloud Licensing feature installation key. To purchase a Scan to Cloud Licensing feature installation key for your device, contact your Xerox representative.

Before you scan to a cloud destination, ensure that you configure the printer with the cloud service information. To scan a document and send it to a cloud service, do the following:

1. Load the original document on the document glass or into the duplex automatic document feeder.
2. At the control panel, press the **Home** button.
3. Touch **Scan To**.
4. Touch **Dropbox, Google Drive**, or **Microsoft Onedrive**.
5. If prompted, type a valid user name and password in the login window of the cloud provider, then touch **Enter**.
6. Select a folder location for your scanned document, then touch **OK**.
7. To save the scanned document as a specific file name, touch the file name. Enter a new name using the touch screen keypad, then touch **Enter**.
8. To save the scanned document as a specific file format, touch the file format, then select the required format. Adjust scanning options as needed.
9. To begin the scan, touch **Scan**. The printer scans documents to the folder that you specified.

Scan to FTP or SFTP Server

Before you scan to an FTP or SFTP server, ensure that you configure the printer with the server information. To scan a document and send it to an FTP or SFTP server, do the following:

1. Load the original document on the document glass or into the duplex automatic document feeder.
2. At the control panel, press the **Home** button.
3. Touch **Scan To**.
4. Touch **FTP or SFTP**, then enter the server address.
5. If prompted, enter a valid user name and password, then touch **Enter**.
6. Select a folder location for your scanned document, then touch **OK**.
7. To save the scanned document as a specific file name, touch the file name. Enter a new name using the touch screen keypad, then touch **Enter**.
8. To save the scanned document as a specific file format, touch the file format, then select the required format. Adjust scanning options as needed.
9. To begin the scan, touch **Scan**. The printer scans documents to the folder that you specified.
10. If you are scanning from the document glass, when prompted, to finish, touch Done, or to scan another page, touch **Add Page**.

   Note: If you are scanning a document from the automatic document feeder, a prompt does not appear.

11. To return to the Home screen, press the Home button.

Scan to a Shared Folder on a Networked Computer

You can scan a document and save the scanned file to a folder on a networked computer. The Scan To App produces scans in .jpg, .pdf, .pdf (a), .xps, and .tif file formats.

Note: To scan to a user home folder, use the Workflow Scanning App.

Before You Begin

Before scanning to a folder on a networked computer, perform these steps:

- Create a shared folder on your computer:
  - For Windows, refer to Sharing a Folder on a Windows Computer.
  - For Macintosh, refer to Sharing a Folder in Macintosh OS X Version 10.7 and Later.

- Configure an SMB Folder. For details, refer to the System Administrator Guide.
- Use the Embedded Web Server to associate a Scan To destination with a Device Address Book contact.

   Note: Ensure that the Address Book contains at least one contact with a scan-to destination.

Scan to a Shared Folder on a Networked Computer

1. Load the original document on the document glass or into the automatic document feeder.
2. At the printer control panel, press the **Home** button.
3. Touch **Scan To**.
4. To specify the destination of the scanned document, select one of the following options.

   - To scan to an SMB folder on a networked computer, touch **Network**. Browse to the required folder, or enter the network path name, then touch **OK**.
   - To scan to a folder associated with a contact in the address book, touch **Device Address Book**. Select the required contact, then touch the Scan To location.

- To add another Scan To destination, touch **Add Destination**, then select the required destination.
- To save the scanned document as a specific filename, touch the filename. Enter a new name using the touch screen keypad, then touch **Enter**.
- To save the scanned document as a specific file format, touch the file format, then select the required format.
- Adjust scanning options as needed.
- To scan multiple pages using the document glass, or to change settings for different sections of the job, touch **Build Job**.
- To begin the scan, press **Scan**.
- If Build Job is enabled, when prompted, do these steps.

  - To change settings for the next segment of the document, touch **Program Segment**.
  - To scan another page, load the new document onto the document glass, then touch **Scan Segment**.
  - To finish, touch **Submit**.

- To return to the Home screen, press the **Home** button.