Dental Assistant

Administrator's Guide

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Overview

Lexmark™ *Dental Assistant* is a collection of applications used to customize your *multifunction printer* (MFP) for your work environment. Several applications have been installed on the MFP to help make frequently performed tasks faster and more efficient. This allows users to do the following directly from the printer:

- Scan documents at the printer and then send the scanned documents to a network destination. From the network destination, the documents can be either stored or rerouted.
- Easily access frequently used forms and other regularly printed information.
- Print both sides of a scanned card on a single page, saving paper and displaying the information on the card in a more convenient manner.
- Scan documents at the printer and then send the scanned documents to another printer on the network.
- Quickly make copies using a one-button custom copy icon on the printer home screen.

This guide will help you configure the applications to provide the custom features needed by your users. For information on physically setting up your printer and installing it on the network, as well as using standard MFP features such as copy, fax, and basic printing, see the *Software and Documentation* CD or *User's Guide* that came with the printer.

Managing licenses

Licensing the applications

Some applications may require an electronic license to activate optional advanced features, or to run on select printers.

If individual licenses are used, then you must install them locally on each printer. If you plan to use the application with several printers, then you may prefer to install the Lexmark License Server and obtain a network license for the appropriate number of devices.

For more information on purchasing a license for an application, contact your Lexmark representative.

Obtaining a license file

For local (individual) licensing

1. From the Embedded Web Server, click **Settings** or **Configuration**.
2. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
3. Click **System**.
4. Record the host ID (serial number).

   Record only the string that appears after **`Serial=`**.
5. Contact your Lexmark representative, and provide the host ID to obtain the license file.

For network licensing

The server host ID is required to generate the license file for network licensing. To collect the host ID, contact your system support person and request the MAC address of the computer on which the license server resides. Then contact your Lexmark representative, and provide the host ID (MAC address) to obtain the license file.

You can also find the host ID using the Lexmark License Server.

Installing the Lexmark License Server

Note: Lexmark License Server is intended for use with Windows operating systems.

1. From the application package, launch the **LicenseServer.exe** file.

   This executable file is located in <install location>\esf-license-app.
2. Click **Next**.
3. Select the installation method you want to use, and then click **Next**.

   You have the option to unpack the installation files to a temporary directory from which they will be removed after the installation is complete, or to specify a location where the files will remain after the installation is complete.
4. If you do not want the server installed in the default directory, then click **Browse** to select an alternate location.
5. Click **Finish** to complete the installation.
6. After the Lexmark License Server installation is complete, click **Done**.

Collecting the host ID

1. Click or **Start**.
2. Click **All Programs** or **Programs**, and then click **Lexmark** > **Lexmark License Server** > **License Administration Tools**.
3. Click the **System Settings** tab.
4. Record the host ID (MAC address).
5. Contact your Lexmark representative, and provide the host ID.

   The host ID is required to generate the license file.

Licensing the printer

Using a local license

Using the Embedded Web Server

1. From the Embedded Web Server, click **Settings** or **Configuration**.
2. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
3. From Installed Solutions, click the appropriate application link.
4. Click **License** > **Update License**.
5. Make sure **Local** is selected, and then click **Browse** to locate the license file.
6. Click **Update License**.

Using MarkVision Professional

1. In MarkVision Professional, select the device where the application is installed.
2. Click **Settings** > **Embedded Solutions** > **Solutions Management**.
3. Under the appropriate application, click **Update License**.
4. In the Update License window, select **Use a local license file**.
5. Click **Browse** to locate the license file.
6. Click **Update License**.

Using a network license

Copying the license file to the Lexmark License Server

Note: Before installing a network license using either the Embedded Web Server or MarkVision Professional, copy the license files to the license server.

1. Copy the license file to the following directory on the network license server:

   C:\Program Files\Lexmark\LicenseServer\Licenses
2. On the host computer, click , or click **Start** and then click **Run**.

3 In the Start Search or Run box, type **`control admintools`**.

4 Press **Enter**, or click **OK**.

5 Click **Services** > **License Server**.

6 Stop the License Server service, and then restart it.

Configuring the network license

1 From the Embedded Web Server, click **Settings** or **Configuration**.

2 Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.

3 Click **Network License**.

4 Enter the IP address or host name and optional port for the network license server where the license is stored. You can enter values for up to three separate servers.

5 In the Heartbeat Period field, enter a value of 2 to 60 minutes to designate how often the printer will ping the network license server to check for updates and maintain access to an electronic license.

6 In the “Number of Retries” field, enter a number of 1 to 5 to set the maximum number of times the printer can attempt to obtain a license before quitting.

7 Click **Apply**.

Updating the network license

Using the Embedded Web Server

1 Click **Solutions**.

2 From Installed Solutions, click the appropriate application link.

3 Click **License** > **Update License** > **Network** > **Update License**.

Using MarkVision Professional

1 In MarkVision Professional, select the device where the application is installed.

2 Click **Settings** > **Embedded Solutions** > **Solutions Management**.

3 Under the appropriate application, click **Update License**.

4 In the Update License window, select **Use a network license server**.

5 Click **Update License**.

Configuring the applications

Configuring applications using the Embedded Web Server (EWS)

The application can be manually configured using the Embedded Web Server (EWS) of a device. However, the setup procedure has to be completed for each device running the application. Setting up the application using the Embedded Web Server is recommended for networks where a relatively small number of devices will be used.

Larger networks should use MarkVision™ Professional (MVP) to configure multiple devices at one time.

Accessing application configuration settings using the Embedded Web Server

1. Obtain the printer IP address:
   - From the printer control panel home screen
   - From the TCP/IP section in the Network/Ports menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

Note: An IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.

2. Open a Web browser, and then type the printer IP address in the address field.

   The Embedded Web Server page appears.

3. From the navigation menu on the left, click **Settings** or **Configuration**.
4. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
5. From the Installed Solutions list, click the application you want to configure, and then click **Configure**.

Customizing the display icon

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. From the Configure, Profile, or Profiles page, add or edit a profile, and then change the settings as necessary:
   - **Button Text** or **Icon Text**—Type up to 20 characters that will appear above the profile button on the printer home screen. This field is required.
   - **Button Icon** or **Icon**—Browse to a new image file that represents the profile on the printer home screen. This field is optional.
   - **Button Icon when pressed** or **Icon when pressed**—Browse to a new image file that will be displayed while the profile icon is being pressed. This field is optional.

Notes:

- For printers running the Embedded Solutions Framework (eSF) version 3.0 or later, the image should be a PNG file with a transparent background, and should measure 192 x 302 pixels. It should not exceed 11KB in size.
- For printers running eSF version 2.0, the image should be a GIF, PNG, or JPEG file, and should measure 120 x 75 pixels.
- For printers running eSF version 1.2, the image should be a GIF file and should measure 120 x 75 pixels.
- If you are unsure about which version of eSF your printer is running, then see "Checking which version of the Embedded Solutions Framework is installed on a printer" on page 44.

3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to restore all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring applications using MarkVision Professional

Use MarkVision Professional (MVP) to configure multiple printers at one time.

Note: MVP can be used only for printers that support the Embedded Solutions Framework (eSF) 1.2 and 2.0.

Installing solution descriptors on the MarkVision Server

Solution descriptors are XML files that are installed on the MarkVision Server. They describe to MVP how to configure an embedded solution, providing information about supported settings such as types, descriptions, ranges, defaults, and internationalization values and strings. Each embedded application includes a solution descriptor, which must be installed before the application can be configured.

Use one of the following methods to install a solution descriptor on the MarkVision Server:

Method one

1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.

2 Use the Quick Find or Folders tabs to select a device.

Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.

3 Select the application from the list.

4 Click **Fetch Descriptor(s)**. This will read the solution descriptor from the device if this method is supported by the device. If it is not, a dialog will open so that you can browse to the file to be installed.

Method two

1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.

2 Use the Quick Find or Folders tabs to select a device.

Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.

3 Click **Manage Descriptors**.

4 Click **Add**.

5 Browse to find the solution descriptor for the application.

6 Click **Open**.

Notes:

- The installed solution descriptor appears in the Plug-ins/Solutions on Server box. The solution descriptor details appear in the Details box.
- If the descriptor file is not valid, MVP 11.2 will display an error message.

7 Click **Close**.

Accessing application configuration settings using MarkVision Professional

Note: MarkVision Professional 11.2 or later required.

To configure a solution in MVP:

1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.

2 Select devices using the Quick Find or Folders tabs.

Use **Ctrl + click** and **Shift + click** to select multiple devices.

Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.

All installed embedded solutions appear.

3 Select the solution to be configured.

4 Click **Fetch Descriptor(s)** to install the necessary solution descriptor onto the MVP server from the device.

5 Click **Configure**, and then adjust settings as needed.

Configuring Scan to Patient Records

Scan to Patient Records allows users at the printer to scan their documents to network destinations specified by the administrator.

After the destinations (shared network folders) have been established in the network, the setup process for the application involves installing and configuring the application on the appropriate printers.

Configuring a destination

1. From the Embedded Web Server, click **Settings** or **Configuration**.
2. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
3. From Installed Solutions, click the name of the application.
4. Under Scan Destination, click **Add**.

   Note: You can also edit or delete existing destinations.
5. Type a name for the destination.
6. Select **Network Folder** or **FTP Address**, and then configure the selected destination.
7. Under Authentication Options, select whether to require user authentication for this destination. The credentials are used to access the network destination.
8. In the sections that follow, adjust the settings as necessary:
   - Select check boxes to allow users to modify settings.
   - Use radio buttons and drop-down menus to specify the default settings.
9. Click **OK**.
10. Click **Apply**.

Configuring destination settings

The following are explanations of settings available when adding or editing a destination. Some scan settings may not be available on certain devices or in certain situations. For more information, see the documentation that came with the printer.

Name

Type a name for the destination.

Location

Select **Network Folder** or **FTP**, and then configure the selected destination.

Notes:

- To use the LDAP features, the printer must be configured to use an LDAP server. For more information, see “Configuring LDAP” on page 21.
- For a list of protocols used or required by the application, see the *Readme*.

Network Folder

Use	To
Address	Type the server name or IP Address of the network folder in the **\\server\share** format.
LDAP Path Attribute	Type the path attribute for the LDAP server.
Path Suffix	Type the path suffix for the LDAP server.
LDAP User ID Attribute	Type the attribute for the User ID on the LDAP server. This setting will not be visible until something is typed in the LDAP Path Attribute field.
Domain	Type the Windows domain for the destination if the destination resides within a different Windows domain than the printer.
WINS Server	Type the WINS Server address if the printer has difficulty connecting with a network folder destination.
Broadcast Address	Type the network Broadcast Address if the printer has difficulty connecting with a network folder destination.

FTP

Use	To
Address	Type the server name or IP Address of the network folder in the **\\server\share** format.
Port	Type the port number that the MFP uses to communicate with the FTP server.
LDAP Path Attribute	Type the path attribute for the LDAP server.
Path Suffix	Type the path suffix for the LDAP server.
LDAP User ID Attribute	Type the attribute for the User ID on the LDAP server. This setting will not be visible until something is typed in the LDAP Path Attribute field.

Scan Settings

Adjust settings in this section to determine the default settings that will be used for each scan.

Note: Some scan settings may not be available on certain devices or in certain situations. For a complete list of available scan settings, see the documentation that came with your printer.

1. Select the radio button or use the drop-down menu next to each setting to set the default value.
2. If you want to allow users to modify the default values from the printer, then select the check box next to the appropriate feature. If you want to prevent users from modifying the default settings, then clear the check box.

Select	To
Paper size	Select an option that corresponds to the paper size of the original document.
Orientation	Specify whether the original document is in portrait or landscape orientation. Select **Portrait** if the height of the page is greater than the width; select **Landscape** if the width of the page is greater than the height.

Select	To
Content	Select the content of the original document to enhance scan quality. • **Text**—Scan original documents that are mostly text or line art. • **Text/Photo**—Scan original documents that are a mixture of text and graphics or pictures. • **Photo**—Scan original documents that are high-quality photographs or inkjet prints.
Sides (Duplex)	Allow users to scan one-sided or two-sided documents. Select **1 Sided** to scan one-sided documents. Select **2 Sided - Short Edge** to scan two-sided documents that are bound along the short edge of the paper; or select **2 Sided - Long Edge** to scan two-sided documents that are bound along the long edge of the paper.
Format	Specify the output (TIFF, JPEG, PDF, Raw, Secure PDF, or XPS) for the scanned image. **Note:** The Raw and Secure PDF file formats are not available on devices running the Embedded Solutions Framework (eSF) 1.2. • **TIFF**—This creates multiple files or a single file. The file size is usually larger than an equivalent JPEG. **Note:** If Multi-page TIFF is turned off in the Settings menu of the Embedded Web Server, then this option saves one page in each file. • **JPEG**—This creates and attaches a separate file for each page of the original document, viewable by most Web browsers and graphics programs. • **PDF**—This creates a single file with multiple pages, viewable with Adobe Reader. • **Raw**—This saves the scan job as raw data. • **Secure PDF**—This creates an encrypted PDF file that protects the file contents from unauthorized access. • **XPS**—This creates a single XPS file with multiple pages, viewable using an Internet Explorer–hosted viewer and the .NET Framework, or by downloading a third-party standalone viewer.
Resolution	Adjust the quality of the scanned document. If users will be scanning photographs, drawings with fine lines, or documents with very small text, then increase the resolution setting. **Notes:** • Higher resolution settings result in larger files. • The maximum scan resolution for color images is 300 dpi, and the maximum for grayscale images is 600 dpi.

Select	To
Color	Determine whether the document will be scanned in color or in black and white. Select this option to scan in color, or clear it to scan in black and white.
Custom Job	Scan documents of mixed paper sizes into a single file.
Edge to Edge	Specify that the original document is treated as borderless and will be scanned edge to edge.
Contrast	Increase or decrease the difference between lights and darks in a scanned image. Select a value from 0 (least contrast) to 5 (most contrast).
Darkness	Adjust how light or dark images will turn out in relation to the original document. Specify darkness from 1 (very light) to 9 (very dark).
Shadow Detail	Increases or decrease the amount of detail in shadows on a scanned image. Enter a value from -4 (least detail) to 4 (most detail).
Background Removal	Lighten or darken the background of a scanned image. Enter a value from 4 (lightest) to -4 (darkest).
Scan Preview	Select whether the user should see a scan preview of only the first page or not at all (Off). In the licensed version of the application, the user can also preview all pages. When Advanced Scan Preview is enabled, the user has additional options available from the preview screen, such as automatic and manual crop, rotate pages, contrast, and darkness. **Note:** For more information on purchasing a license, contact your Lexmark representative.

Scan Adjustments

Note: These settings are available only with the licensed version of the application. For more information on purchasing a license, contact your Lexmark representative.

1. Select the radio button next to each adjustment to set the default value.
2. If you want to allow users to modify the default values from the printer, then select the check box next to the appropriate feature. If you want to prevent users from modifying the default settings, then clear the check box.

Note: When the check boxes are selected, users may access these features from the printer using both the Scan Adjustments section of the application or the Advanced Scan Preview. To help prevent Scan Adjustments from being enabled in multiple locations, allow user modification only when the default value is set to **Off**.

Select	To
Auto Crop	Select whether to allow the printer to determine the best crop area for a scanned image.
Despeckle	Select whether to allow the printer to remove specks automatically from a scanned image.
Deskew	Select whether to allow the printer to straighten images automatically following a scan.
Blank Page Removal	Select whether to allow the printer to remove blank pages automatically from a scan file.

Select	To
Tolerance	Select a Tolerance level for Blank Page Removal. This establishes the sensitivity of the printer in determining which pages are considered blank (0 means more pages can be removed; 10 means fewer pages can be removed).

Custom Prompts

Note: These settings are available only with the licensed version of the application. For information on purchasing a license, contact your Lexmark representative.

With custom prompts, you can require input from, or deliver messages to, users through the printer touch screen. To add a custom prompt:

1. Under Custom Prompts, select **Enable Custom Prompts**.
2. Click **Add**.
3. From the drop-down list, select the type of custom prompt you want to add.
4. Configure the settings as necessary.
5. Click **Save**.
6. Use the up and down arrows to arrange the prompts in the order you want them to appear to the user.

You can add six types of prompts to each destination (required fields are in *italics*):

Select	To
String	Require users to enter a text string, such as a user ID. • ***Name***—This is the name of the prompt and is not displayed to the user on the printer touch screen. • ***Prompt Text***—This is the text that will appear on the printer touch screen. • **Default Value**—Type a default value for the prompt response. Users can keep this response or create their own. • **Minimum Length**—This is the minimum number of characters users will be allowed to enter in response to the Prompt Text. • **Maximum Length**—This is the maximum number of characters users will be allowed to enter in response to the Prompt Text. • ***Password (Mask Characters)***—If this is set to **Yes**, asterisks are displayed for each character entered.
Integer	Require users to enter a numerical value, such as a PIN. • ***Name***—This is the name of the prompt and is not displayed to the user on the printer touch screen. • ***Prompt Text***—This is the text that will appear on the printer touch screen. • **Default Value**—Type a default value for the prompt response. Users can keep this response or create their own. • **Minimum**—This is the minimum value users will be allowed to enter in response to the Prompt Text. • **Maximum**—This is the maximum value users will be allowed to enter in response to the Prompt Text. • ***Password (Mask Numbers)***—If this is set to **Yes**, asterisks are displayed for each number entered.

Select	To
Message	Deliver a message on the printer touch screen. This requires no user input. • ***Name***—This is the name of the prompt and is not displayed to the user on the printer touch screen. • ***Prompt Text***—This is the text that will appear on the printer touch screen. • ***Justification***—This determines how the text will be justified on the printer touch screen (Center, Left, or Right).
Multiple Select	Allow users to make multiple selections from a list of options. • ***Name***—This is the name of the prompt and is not displayed to the user on the printer touch screen. • ***Prompt Text***—This is the text that will appear on the printer touch screen. • ***Items***—This is the list of choices that will be displayed to users. Items in this field should be separated by commas.
Single Select	Require users to make a single selection from a list of options. • ***Name***—This is the name of the prompt and is not displayed to the user on the printer touch screen. • ***Prompt Text***—This is the text that will appear on the printer touch screen. • ***Items***—This is the list of choices that will be displayed to users. Items in this field should be separated by commas. • **Default Item Position (Starts at 0)**—This determines which item will be the default selection. Type **0** to indicate that the first item in the list is the default. Leave this field blank if you want no default selection.
Boolean	Require users to choose whether an option is true or false. • ***Name***—This is the name of the prompt and is not displayed to the user on the printer touch screen. • ***Prompt Text***—This is the text that will appear on the printer touch screen. • ***Default Value***—This determines the default value that will be displayed to users on the printer touch screen. Choose **True** or **False**.

Bar code

Notes:

- These settings are available only with the licensed version of the application. For information on purchasing a license, contact your Lexmark representative.
- Bar code templates must be created using Bar Code Discovery. For more information on creating bar code templates, see the documentation that came with the application. If you need to purchase Bar Code Discovery, then contact your Lexmark representative.
- The application scans for bar codes before performing any other operations, including blank page removal. Remove any blank pages from the document before scanning if bar codes are enabled.

Select	To
Enable bar codes on first page	Recognize bar code templates on the first page of a scanned document. Choose existing bar code templates from the **Choose a template** drop-down list.
Enable bar codes on other pages	Recognize bar code templates on subsequent pages of a scanned document. Choose existing bar code templates from the **Choose a template** drop-down list.

File

Note: To avoid errors, make sure you select either **Append time stamp** or **Over-write existing file**. If neither of these settings is selected, and a file using the default file name already exists in the destination, then the application will not be able to save the new scan to the destination, and an error may occur.

Use	To
Name	Type a default base name for the scan file. The file extension is generated automatically according to the value of the Format field in the Scan Settings section.
Allow user to enter file name	Allow users to override the default file name.
Append time stamp	Add a time signature to the file name when saving a file.
Over-write existing file	Automatically replace an existing file of the same name.
Enable Custom Filename	Include information collected from custom prompts or bar code templates as part of the scan file name. **1** Select an option from the Available list. **2** Click the right arrow to add the option to the file name. **3** Use the up and down arrows to arrange the options in the order you want them to appear. **Note:** This setting is available only with the licensed version of the application. For more information on purchasing a license, contact your Lexmark representative.

Other Options

Select	To
Enable basic XML index file	Generate a basic XML index file in the destination folder. The index lists details about the scan job, such as the user (if authentication is turned on) and the scan settings (except for custom scan jobs, which have no uniform scan settings). The administrator can use this file to write, or use an external application to move or handle files.
Allow user to navigate through folders	Let users browse through subfolders within the destination folder and select where to save their scan job.
Allow user to create folder	Let users create a subfolder within the destination folder and save their scan job.
Start in username folder (create if it doesn't exist)	Save each user's scanned documents in a subfolder named for their username within the destination folder.

Scan Confirmation Page

Select	To
Include Thumbnail	Select whether to include a thumbnail of only the first page, all pages, or none at all (Off) with the scan confirmation page. **Note:** This setting is available only with the licensed version of the application. For more information on purchasing a license, contact your Lexmark representative.
Print Confirmation Page	Select whether to print a confirmation page, or select **Allow User to Choose** to prompt the user to choose whether to print a confirmation page after the job is complete.
Email Confirmation	E-mail a confirmation page. To include the status of the associated scan in the subject line of the e-mail message, select **Append scan status to Subject line**. **Note:** When Email Confirmation is used, the printer must be configured to use an e-mail server. For more information, see the documentation that came with your printer.

Configuring LDAP

If your network uses LDAP, then the printer may be required to connect to the LDAP authentication server to retrieve network share or FTP path information for network destinations.

Notes:

- If your printer has been configured to use LDAP authentication for user access, then some or all of the needed settings may have been configured previously.
- Modifying or deleting an existing LDAP profile can affect user access to the printer or to individual printer functions.

Address Book Setup

1. From the Embedded Web Server, click **Settings** > **Security** > **Security Setup**.
2. In the Advanced Security Setup section, click **LDAP** > **Address Book Setup**.
3. Configure or verify the following settings:
   - **Server Address**—This is the IP address or host name of the LDAP server where authentication will be performed.
   - **Server Port**—This is the port number the Embedded Web Server will use to communicate with the LDAP server. The default port is 389.
   - **Use SSL/TLS**—Make sure you select **None** for this setting.
   - **LDAP Certificate Verification**—Make sure you Select **Allow** for this setting.
   - **Use GSSAPI**—Make sure the check box is cleared.
   - **Mail Attribute**—This is the mail attribute of the LDAP server.
   - **Search Base**—This is the search base used on the LDAP server.
   - **Search Timeout**—This can be from 5 to 300 seconds.
   - **Use user credentials**—Make sure the check box is cleared.
4. Click **Submit** to save changes or **Reset Form** to clear all fields.

Device Credentials

1. From the Embedded Web Server, click **Settings** > **Security** > **Security Setup**.
2. In the Advanced Security Setup section, click **LDAP** > **Address Book Setup** > **Device Credentials**.
3. Configure or verify the following settings:
   - **Anonymous LDAP Bind**—Make sure this check box is cleared.
   - **Distinguished Name**—This is the distinguished name of the print server or servers.
   - **MFP's Password**—This is the password for the print servers.
4. Click **Submit** to save changes or **Reset Form** to clear all fields.

Specifying the Domain Search Order

Your printer will use the Domain Search Order list to locate devices and resources residing in different domains on your network.

1. From the Embedded Web Server, click **Settings** > **Network/Ports** > **TCP/IP**.
2. In the Domain Search Order box, type the names of all domains found on your network.
3. Click **Submit**.

Configuring Dental Forms

Dental Forms lets users quickly and easily print frequently used documents directly from the printer control panel. After configuring a bookmark that points to the location of an electronic file, users can access the form or other document by touching the application icon on the printer home screen.

Configuring bookmarks

1. Open a Web browser, and then type the printer IP address in the address field.

   Note: View the printer IP address on the printer control panel home screen. The IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.
2. Click **Settings** or **Configuration**.
3. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
4. In the Installed Solutions section, click the name of the application.
5. Click **Configure** > **Add**.

   Note: You can also edit or delete existing bookmarks.
6. Type a name for the bookmark.
7. Adjust the remaining configuration settings as necessary.

   Note: See the mouse-over help beside each field for a description of each configuration option.
8. Click **Apply**.

Configuring Card Copy

Card Copy is designed to make it faster and easier for users to copy insurance, identification, and other wallet-sized cards. Card Copy lets users print both sides of a scanned card on a single page, saving paper and displaying the information on the card in a more convenient manner. It can also send the scanned cards as e-mail attachments directly from the printer. For printers with hard disks, the application allows you to copy multiple cards at one time.

Configuring the printer e-mail function

This application uses the e-mail server setup and options from the e-mail function of the printer. Before running the application, you must first complete the e-mail server setup.

For more information on configuring the e-mail function of the printer, see the *User's Guide* and other networking information on the *Software and Documentation* CD that came with the printer.

Configuring output options

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. Change the default output options as necessary:
   - **Print output**—Select this option to print the scanned card.
   - **Email output**—Select this option to send the scanned card as an e-mail attachment.

     Note: You can select both **Print output** and **Email output** to let the printer send the scanned card as an e-mail attachment and create a printed copy at the same time by default. These options can also be changed from the application.
   - **Email file format**—Specify the output format (TIFF, JPEG, or PDF) of the scanned card.
   - **Default email address**—Specify the destination e-mail address for the scanned card. Use a comma to separate multiple e-mail addresses.
3. Do one of the following:

Using the Embedded Web Server

- Click **Restore Defaults** to restore all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes to the profile.

  Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without saving changes.

Configuring scanning options

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. Change the default scanning options as necessary:
   - **Default tray**—Select the default paper tray to be used for printing scanned images.
   - **Default number of copies**—Specify the number of copies that should automatically print when the application is used.
   - **Default contrast setting**—Specify a setting to increase or decrease the level of contrast when a copy of the scanned card is printed. Select **Best for Content** if you want the printer to adjust the contrast automatically.
   - **Default scale setting**—Set the size of the scanned card when printed. The default is 100% (full size).
   - **Color Print**—Select this option to print the scanned card in color, or clear it to scan in black and white.
   - **Resolution setting**—Adjust the quality of the scanned card.

     For printers that support the Embedded Solutions Framework (eSF) 2.0:
     - When scanning a card, make sure the scan resolution is not more than 200 dpi for color, and 400 dpi for black and white. Maximum scan area should not be larger than 5.8 x 8.3 inches (A5-size paper).
     - When scanning multiple cards, make sure the scan resolution is not more than 150 dpi for color, and 300 dpi for black and white. Maximum scan area should not be larger than 8.5 x 11 inches (letter-size paper).
   - **Multi Card Scan**—For printers that support eSF 2.0, select this option to enable the application to scan multiple cards at one time by default.

     Notes:
     - Your printer must have a hard disk installed to be able to use this feature.
     - In printers that support eSF 2.0, this option can also be changed from the application on the printer control panel, and can only scan up to four cards at one time.
   - **Print Borders**—Select this option to print the scanned image with a border around it.
3. Do one of the following:

Using the Embedded Web Server

- Click **Restore Defaults** to restore all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes to the profile.

  Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without saving changes.

Configuring Remote Copy

Remote Copy provides users with the flexibility to scan documents at the supported printer, and then send the scanned documents to another printer on the network.

Configuring application settings

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. Change the settings as necessary:
   - Customize the display text and icons.
   - Select **Always show button on home screen** to always show the application button on the printer home screen. If the check box is cleared, then a button is shown only if there is at least one remote printer that is active and ready.
3. Do one of the following:

Using the Embedded Web Server

- Click **Restore Defaults** to restore all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes to the profile.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without saving changes.

Adding or editing a remote printer

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. Add or edit a remote printer:

Adding a remote printer

From the Remote Printers section, click **Add**.

Editing a remote printer

From the Remote Printers section, select the printer that you want to edit, and then click **Edit**.

3. In the Name field, type or edit the name of the remote printer.

   Note: This is normally the network name of the remote printer, but it can be set to something more descriptive, such as “Fourth Floor Printer” or “Human Resources.”

4. In the IP Address/Hostname field, type or edit the IP address or host name of the remote printer.
5. Adjust the default copy settings for the remote printer as necessary.
6. Click **Apply** or **OK**.
7. Repeat step 2 through step 6 for each remote printer you want to add or edit.

Deleting a remote printer

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. From the Remote Printers section, select the name of the remote printer that you want to delete.
3. Click **Remove**.
4. Click **Remove** again to confirm.

Configuring Eco-Copy

1. Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
2. Change the default Eco-Copy options as necessary:

   Note: For more information about the Eco-Copy settings, see the mouse-over help next to each field.

   - **Display Darkness Setting**—Select this check box to allow users to change this setting from the printer home screen.
   - **Default Darkness Setting**—Select a darkness level from 1 to 9. The default darkness setting is 5.
   - **Display Sides (Duplex) Options**—Select this check box to allow users to change this setting from the printer home screen.
   - **Default Sides (Duplex) Option**—Specify the duplex option.
   - **Display Paper Saver Options**—Select this check box to allow users to change this setting from the printer home screen.
   - **Default Paper Saver Option**—Specify the number of pages to print on each sheet.
   - **Print Page Borders**—Select this check box to print each page with a border. This setting applies only when the Paper Saver option is enabled.
   - **Display Color Option**—Specify whether to print in color or black and white.
   - **Default Color Option**—Select this check box to allow users to change this setting from the printer home screen.
   - **Default Number of Copies**—Specify the default number of copies.
3. Do one of the following:

Using the Embedded Web Server

- Click **Restore Defaults** to restore all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes to the profile.

  Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without saving changes.

Configuring the Background and Idle Screen

Adding Background and Idle Screen images

When selecting images to include for the home screen background or idle screen, resize or crop the source images to the size you want before use. The application does not resize or crop images automatically.

Maximum file sizes and supported file types vary by printer model. For more information, see the mouse-over help in the Embedded Web Server.

1. Access the application configuration settings from the Embedded Web Server.
2. Under Idle Screen Images, click **Add**.

   Note: You can also edit and delete existing images.
3. Enter an image name, and then upload the file you want to use.
4. Click **Apply**.
5. Repeat step 2 through step 4 to add more idle screen images. You can add up to ten images.
6. Under Idle Screen Settings, make sure **Enable** is selected, and then adjust the settings as necessary.
7. Under Home Screen Background, make sure **Enable** is selected.
8. Select one of the default images, or select **Custom**, and then upload the file you want to use.
9. Click **Apply**.

Exporting and importing configuration files

Exporting and importing a configuration using the Embedded Web Server

You can export configuration settings into a text file that can then be imported and used to apply the settings to one or more additional printers.

Exporting a configuration

1. From the Embedded Web Server, click **Settings** or **Configuration**.
2. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
3. From Installed Solutions, click the name of the application you want to configure.
4. Click **Configure** > **Export**.
5. Follow the instructions on the computer screen to save the configuration file, and then enter a unique file name or use the default name.

   Note: If a **`JVM Out of Memory`** error occurs, then repeat the export until the configuration file is saved.

Importing a configuration

1. From the Embedded Web Server, click **Settings** or **Configuration**.
2. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
3. From Installed Solutions, click the name of the application you want to configure.
4. Click **Configure** > **Import**.
5. Browse to the saved configuration file, and then load or preview it.

   Note: If a timeout occurs and a blank screen appears, then refresh the browser, and then click **Apply**.

Exporting and importing a configuration using MarkVision Professional

Exporting configuration settings

1. From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
2. Using the Quick Find or Folders tabs, select the device or devices where the application is installed.

   Use **Ctrl** + **click** and **Shift** + **click** to select multiple devices.

   Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
3. From the list, select the name of the application you want to configure, and then click **Export**.
4. Browse to find a location to save the universal configuration file (.ucf), and then click **Save**.

Importing configuration settings

1. From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
2. Using the Quick Find or Folders tabs, select the devices where the application is installed.

   Use **Ctrl** + **click** and **Shift** + **click** to select multiple devices.

   Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
3. From the list, select the name of the application you want to configure, and then click **Import**.
4. Browse to find the universal configuration file (.ucf), and then click **Add**.

Using the applications

Using Scan to Patient Records

Scanning documents at the printer

1. Load the document into the scanner.

   Note: Documents may be loaded into the scanner in multiple ways. For information on the different methods of loading documents into the scanner, see the *User's Guide* that came with the printer.

2. Touch the application icon. If prompted, enter the user name and password used to access the printer. Contact your system support person for login information.
3. Select the destination where you want to receive the scanned document. If prompted, enter the user name and password required to access the destination. Contact your system support person for login information.
4. Some additional job options may be available depending on how the application has been configured. Follow the instructions on the screen to update the options. Contact your system support person for more information on each option.
5. Touch **Scan It**. Depending on how the application has been configured, you may have the option to preview and make adjustments to scanned pages.
6. To scan additional documents, load the next document into the scanner and select one of the following from the confirmation screen:
   - Touch **Yes, to same destination** to scan the document to the previous destination.
   - Touch **Yes, to a different destination** to scan the document to a different destination.
   - Touch **No** to finish the operation and return to the printer Home screen.

Using Dental Forms

Bookmarking forms

Adding a bookmark using the printer control panel

1. From the printer home screen, touch the application icon.
2. If necessary, touch **Options**.
3. Touch .
4. Type a name for the new bookmark. This name will be displayed when selecting a form to print.
5. If you want to use a PIN to limit access to the bookmark, then touch **Confidential**, select **On**, and then touch .
6. Touch .

7 If prompted, enter a four-digit PIN, and then touch

8 Touch the location of the file you want to bookmark, and then touch .

- **Network**—The form is on a network share.
- **FTP**—The form is on an FTP site.
- **HTTP**—The form is on a Web page.
- **HTTPS**—The form is on a secure Web page.

9 If you selected HTTP or HTTPS, then enter the URL of the bookmark.

10 If you selected Network or FTP, then select an authentication option, and then touch .

Authentication options include the following:

- **Guest(Network Folder)/Anonymous**—This does not require users to be authenticated.
- **Use device authentication credential**—This requires users to enter the authentication credentials as specified on the printer.
- **Prompt for username and password**—This requires users to enter their system user name and password.
- **Use static username and password**—This requires administrators to specify a static user name and password when they configure the bookmark. Users will not be prompted to enter these credentials at the printer.

11 Follow the instructions on the touch screen to enter the location of the file you want to bookmark. Use to progress through the screens.

Editing or deleting a bookmark using the printer control panel

1 From the printer home screen, touch the application icon.

2 Touch the bookmark you want to edit or delete.

Note: You can delete multiple bookmarks at one time.

3 If necessary, touch **Options**.

4 Touch to edit a bookmark or to delete a bookmark.

5 Follow the instructions on the touch screen to edit or delete the bookmark or bookmarks. Use to progress through the screens.

Note: If the bookmark is confidential, then you will be prompted for the four-digit PIN.

Configuring folders for bookmarks

Adding a folder using the printer control panel

1 From the home screen of the printer control panel, touch the application icon.

2 If necessary, touch **Options**.

3 Touch .

4 Enter a name for the folder, and then touch .

The folder will appear in the list of bookmarks.

Adding a bookmark to a folder using the printer control panel

1. From the home screen of the printer control panel, touch the application icon.
2. Touch the folder you want to use.
3. Touch .
4. If necessary, touch **Options**.
5. Touch .
6. Enter the information for the new bookmark. For more information, see “Adding a bookmark using the printer control panel” on page 29.

Editing or deleting a folder

1. From the home screen of the printer control panel, touch the application icon.
2. Touch the folder you want to edit or delete.
3. If necessary, touch **Options**.
4. To edit the folder, touch .

   To delete the folder, touch .
5. Follow the instructions on the screen to edit or delete the folder.

Printing bookmarks

1. From the home screen of the printer control panel, touch the application icon.
2. Touch the name of the bookmark you want to print, and then touch .
3. Follow the instructions on the screen to print the bookmark.

Searching for bookmarks and folders

1. From the printer home screen, touch the application icon.
2. Touch .
3. Enter a keyword in the Search For field, and then touch .

   The results of your search are displayed.

Saving bookmarks as shortcuts

You can turn frequently accessed bookmarks into shortcuts that show up on the printer home screen. Instead of touching the application to access the list of bookmarks, users can touch the shortcut to access the bookmark immediately.

1. From the home screen of the printer control panel, touch the application icon.
2. Touch the name of the bookmark you want to save, and then touch .

3 Touch .

4 Enter the name for the shortcut as you want it to appear on the printer home screen, and then touch .

5 Select an icon graphic for the shortcut, and then touch .

6 From the confirmation screen, touch .

7 Touch to print the shortcut, or touch .

Note: The icon appears on the printer home screen. Because of space constraints, users may need to scroll through the printer home screen to access all of the available icons.

Using Card Copy

Loading cards on the scanner glass

Place the cards facedown on the scanner glass, and then flip them over when prompted by the application.

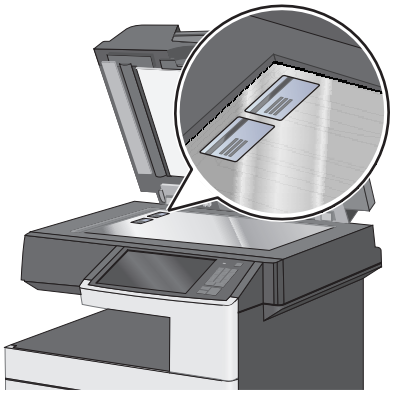
Note: When loading multiple cards, make sure to leave at least 3 cm space between the cards, and at least 1 cm at the edges of the scanner glass to prevent images from being clipped when copying.

For a single card:

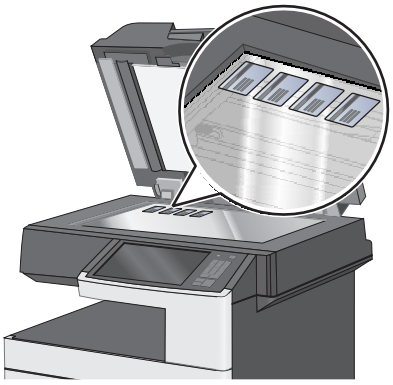
For two cards:

You can load the cards horizontally on the scanner glass.

You can also load the cards vertically on the scanner glass.



For three or more cards:



Note: For printers that support the Embedded Solutions Framework (eSF) 2.0, you can scan only up to four cards at one time.

Copying and e-mailing scanned cards

1. From the printer home screen, touch the application icon.
2. Load the cards on the scanner glass.

   Note: For printers that support eSF 2.0, you can scan only up to four cards at one time.
3. Adjust the settings as necessary.

   If your printer supports eSF 2.0, then touch **Multi Card** to copy more than one card.
4. Touch **Scan**.
5. If the printer is configured to send the scanned cards as an e-mail attachment, then set the e-mail destination:
   a. Enter the recipient e-mail address or verify the default e-mail address.
   b. To add additional recipients, touch **Next Address**. You can also select an address from the list to edit it. For more information about entering e-mail addresses, see the printer *User's Guide*.
   c. Touch **E-mail It**.
6. When the first scan completes, turn the cards over and then select **Scan**.
7. When the second scan completes, remove the cards, and then touch **OK**.

   The printer prints a copy of the scanned cards if the application is configured to create a printed output.

Using Remote Copy

Using the copy station

1. Load the document into the scanner.

   Note: Documents may be loaded into the scanner in multiple ways. For information on the different methods for loading documents into the scanner, see the printer *User's Guide*.
2. From the printer home screen, touch the application icon.
3. If multiple remote printers have been configured, then select a remote printer to send the scanned documents to.
4. Adjust the copy settings as necessary.

   Notes:

   - For more information on the copy settings, see the printer *User's Guide*.
   - Some copy settings may not be supported by the remote printer and will not be available for use with the application. Copy settings that are not supported are grayed out on the printer display.
5. Touch **Copy It**.

Using Background and Idle Screen

Changing the background image using the printer control panel

1. From the home screen, touch **Change Background**.
2. Select the background you want to use, and then touch **OK**.

Troubleshooting

Scan to Patient Records troubleshooting

The application icon is missing from the home screen

For the application to work, at least one valid destination must be enabled. If no valid destinations are available, then the application icon will disappear from the home screen.

To display the application icon when no destinations are available:

1. From the application configuration settings, under Home Screen Button, select **Always show button** under Display Option.
2. Click **Apply**.

An application error has occurred

Try one or more of the following:

Check the system log

1. Obtain the printer IP address:
   - From the printer control panel home screen
   - From the TCP/IP section in the Network/Ports menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

   Note: An IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.
2. Open a Web browser, and then type the printer IP address in the address field.

   The Embedded Web Server page appears.
3. From the navigation menu on the left, click **Settings** or **Configuration**.
4. Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
5. Click **System** tab > **Log**.
6. From the Filter menu, select an application status.
7. From the application menu, select an application, and then click **Submit**.

Adjust the scan settings

Note: This applies *only* to applications that support scanning.

In the application configuration settings, select a lower scan resolution. You can select **Off** or a lower resolution from the Scan Color drop-down menu.

Contact your solutions provider

If you still cannot isolate the problem, then contact your solutions provider for additional help.

A network destination stopped working or is invalid

Try one or more of the following:

Make sure the printer authentication is configured

If the application is configured to use MFP authentication credentials, then the printer authentication settings must be configured from the Embedded Web Server.

For more information on configuring the printer authentication settings, see the *Embedded Web Server Administrator's Guide* available on **www.lexmark.com**.

Make sure destination is shared and has a valid network address

Check that the folder or source file is set to be shared across the network.

If the destination has been moved, then the network address may have changed. The destination network address can be accessed from the Embedded Web Server.

Make sure the printer is connected to the network

Make sure that all appropriate network cables are securely connected and that the network settings of the printer are correctly configured. For information on networking the printer, see the *Networking Guide* on the *Software and Documentation* CD that came with the printer.

If the source file and printer reside in different domains, then make sure the domain information is specified

If the source file exists within a different domain than the printer, then you can edit the destination from the application configuration page and enter the appropriate domain information in the Network Address and Network Domain fields. If you do not know the network address of the computer where your source file resides, then consult your system support person.

You can also add the domain name to the Domain Search Order list under the printer network setup.

Check the system log for relevant details

1. Obtain the printer IP address:
   - From the printer control panel home screen
   - From the TCP/IP section in the Network/Ports menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

Note: An IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.

2. Open a Web browser, and then type the printer IP address in the address field.

   The Embedded Web Server page appears.

3. From the navigation menu on the left, click **Settings** or **Configuration**.

4 Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.

5 Click **System** tab > **Log**.

6 From the Filter menu, select an application status.

7 From the Application menu, select an application, and then click **Submit**.

Printer cannot scan to the selected destination

Make sure the destination is valid

Verify that the destination is valid in the application configuration settings.

If the destination has been moved, then the network address may have changed. The destination network address can be accessed from the Embedded Web Server.

If the printer and destination reside in different domains, then make sure the domain information is specified

If the destination exists within a different Windows domain than the printer, then you can edit the destination from the application configuration page and enter the appropriate Windows domain information in the domain field as part of the Network Folder Address. You can also add the domain name to the Domain Search Order list under the printer network setup.

Make sure the firewall software is allowing communication

If the destination resides on a computer that uses a newer version of the Windows operating system (Windows XP or later), and the Windows Firewall is enabled, then the printer may have difficulty sending information to the destination if the destination and the printer reside on different subnets. The Windows Firewall must either be configured to allow communication with the subnet the printer resides on, or the destination should be set up on the same subnet as the printer. For more information, contact your system support person.

Make sure a file with the default file name does not already exist in the destination

If the three configuration settings for the File Name section of the application configuration page are not selected (allow user to enter file name; append time stamp; overwrite existing file), and a file using the default file name already exists within the destination, then there will be no method in place to distinguish the newly scanned file from the file present in the destination. The printer will not be able to overwrite the old file, the new file will not receive a time stamp to differentiate it from the old file, and the user will not be able to give the new file a different name. In this case, the old file must either be removed from the destination, or one of the previously mentioned settings must be turned on.

Make sure the network is functioning and the printer can communicate

Verify all network connections and that the network settings of the printer are configured appropriately. For information on networking the printer, see the *Networking Guide* on the *Software and Documentation CD* that came with the printer.

For networks using LDAP authentication, make sure LDAP settings have been configured correctly

Verify that LDAP settings are configured appropriately in your printer setup, and in the setup dialog. For more information on LDAP settings, contact your system support person.

Make sure you have permission to save scans to this destination

On the application Edit Destination screen, clear the contents of the Path Suffix field; or on the destination server, change the user home folder to match the contents of the Path Suffix field.

An error occurs when opening a secure PDF file

Make sure the PDF version for the device is not set to A-1a

1. From the Embedded Web Server, click **Settings** or **Configuration**.
2. Click **E-mail/FTP Settings** > **E-mail Settings**.
3. Under E-mail Settings, select a PDF version other than **A-1a**.

Using the application in a Novell network environment

In order to function correctly in a Novell network environment, the network server must have the following installed:

- Novell OES SuSe 10 (Linux)
- NetWare CIFS protocol (CIFS.nlm)

In the Novell Create User dialog, the following must be configured:

- Set simple password
- Create home directory

From the adding or editing a destination configuration screen, use the static username and password authentication option.

Dental Forms troubleshooting

Forms are not available or are not working

These are possible solutions. Try one or more of the following:

Make sure the bookmark is configured properly

For information on configuring bookmarks, see “Configuring Dental Forms” on page 22.

Make sure the bookmark is pointing to the correct location

Verify that the form resides in the correct network location. The printer will not validate the location that the bookmark points to. As a result, if the URL or network location that was specified when the bookmark was created is incorrect, the printer will not be able to access the document.

Some bookmarks do not appear in an exported configuration file

More than 60 bookmarks cannot be exported in a .ucf file

Only up to 60 bookmarks can be exported in a single .ucf file. Any bookmarks that are not included in the file must be added to the printer manually.

Card Copy troubleshooting

Application does not send the file

Try one or more of the following:

Verify that the printer e-mail server settings have been correctly configured

For more information on configuring e-mail server settings, see the printer *User's Guide* or the *Software and Documentation* CD that came with the printer.

Make sure you specified the correct destination e-mail

Check the recipient's e-mail address from the application configuration settings or the printer control panel.

Make sure the printer is connected to the network

Make sure that all appropriate network cables are securely connected and that the network settings of the printer are correctly configured. For information on networking the printer, see the printer *User's Guide* or the *Software and Documentation* CD that came with the printer.

Application prints two or more cards on one page or saves them as one file

Make sure to leave at least 3 cm space between the cards when placing them on the scanner glass

Card Copy lets you print both sides of a scanned card on a single page. When copying two or more cards, the image-split function may not work properly if the cards are placed too close together. Leave at least 3 cm space between each card on the scanner glass to avoid printing multiple cards on one page or saving them as one image file.

For more information, see “Loading cards on the scanner glass” on page 32.

Printer cannot scan multiple cards

Try one or more of the following:

Make sure your printer has a hard disk installed

The multi-card scanning feature is available only on printers with hard disks. To check if your printer comes with an internal or optional hard disk, see the printer *User's Guide*.

Turn on the multi-card scanning option

- Make sure the Muti Card Scan option on the application configuration settings is selected.
- From the printer control panel, touch the application icon, and then touch **Multi Card**.

Remote Copy troubleshooting

There are no remote printers in the list

Add a remote printer to the application

Make sure you have added a remote printer to the application using the Embedded Web Server or MarkVision Professional.

For more information on adding remote printers, see “Adding or editing a remote printer” on page 25.

Cannot communicate with the remote printer

Try one or more of the following:

Make sure the remote printer is turned on and ready

Make sure the remote printer and the originating printer are connected to the network

Make sure all appropriate network cables are securely connected and the network settings of the printer are correctly configured. For information on networking the printer, see the printer *User's Guide* or the *Software and Documentation* CD that came with the printer.

Select another remote printer

If multiple remote printers have been configured, then select another remote printer where you want to send the copy job.

The printer freezes and continuously displays the scanning screen

Make sure the remote printer is turned on and is not busy

Make sure the remote printer is not currently busy processing another print, copy, scan, or fax job.

Background and Idle Screen troubleshooting

“There are no images to display” error message appears

For Idle Screen images

From the application configuration settings in the Embedded Web Server:

- Make sure there is a list of image files under Idle Screen Images.
- Make sure **Enable** is selected under Idle Screen Images.
- Make sure the file size and type are supported. For more information, see the mouse-over help in the Embedded Web Server.
- Click **Apply** to make sure the configuration has been saved.

For the Background image

From the application configuration settings in the Embedded Web Server:

- Make sure **Enable** is selected under Home Screen Background.
- If you have selected a custom image, then click **View Current Value** to make sure the image has been properly loaded.
- If you load a custom image, then make sure the file size and type are supported. For more information, see the mouse-over help in the Embedded Web Server.
- Click **Apply** to make sure the configuration has been saved.

“Image size exceeds limit” error message appears

If the “Image size exceeds limit” appears, then verify that each image file stored on the USB drive or in the Embedded Web Server is no larger than the specified limit.

License error

Try one or more of the following:

Make sure the application is licensed

The application requires a license to run. For more information on licensing the printer, see “Licensing the applications” on page 8.

For more information on purchasing a license, contact your Lexmark representative.

Make sure the license is up-to-date

Make sure the license for the application has not yet expired. Check the license expiry date using the Embedded Web Server or MarkVision Professional.

Make sure the license service is installed and running

For more information on licensing the printer, see “Licensing the applications” on page 8.

Appendix

Checking which version of the Embedded Solutions Framework is installed on a printer

1. Obtain the printer IP address:
   - From the printer control panel home screen
   - From the **TCP/IP** section in the **Network/Ports** menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

   Note: An IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.
2. Open a Web browser, and then type the printer IP address in the address field.
3. From the Embedded Web Server, click **Reports** > **Device Settings**.
4. Scroll down until you see `Embedded Solutions` (usually found near the bottom).
5. In the Embedded Solutions section, see the value next to `Framework =`. This signifies the installed version.

Note: To view the complete list of supported printers for each version of the Embedded Web Server, see the *ReadMe* file.

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