



# **E-mail**

## **Administrator's Guide**

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## Overview

The *E-mail* application lets you scan a document and then convert it to a highly compressed *Portable Document Format* (PDF) file using the *Mixed Raster Content* (MRC) method. This reduces the file size of the scanned document while maintaining its quality.

After the document is scanned and converted to a highly compressed PDF file, you can then send it to an e-mail address using the e-mail function of the printer.

**Note:** The application requires available space in the printer hard disk. Install a hard disk if your printer does not have one. For information about installing the hard disk into the printer, see the printer *User's Guide*.

# Configuring the E-mail application

## Configuring scanning options

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision™ Professional.
- 2 From the Configure page, customize the default scan options.
  - **Show Scan Preview**—Select the check box to show the first page of the scanned document on the printer display.
  - **Scan Sides (Duplex)**—Scan one or both sides of the document. Select **1 Sided** to scan only one side of the document. Select **2 Sided** to scan both sides.

**Note:** This option is supported *only* if the printer can print on both sides of the paper. For more information, see the printer *User's Guide*.
  - **Scan Resolution**—Adjust the default quality of the scanned document. If you are scanning photos, drawings with fine lines, or documents with very small text, then increase the resolution setting. Higher resolution settings result in larger file sizes and longer time needed to scan the original document.

**Note:** The maximum resolution for scanning documents in color is 300 dpi. If you scan a document in color and select a higher resolution, then the application automatically sets the resolution to 300 dpi.
  - **Scan Color**—Scan the document in color or in black and white. Select **On** to scan in color, or select **Off** to scan in black and white.
  - **Scan Contrast**—Specify a setting to increase or decrease the difference between lights and darks in a scanned image. Select **Best for Content** if you want the printer to adjust the contrast automatically, or select a value from 0 (lowest contrast) to 5 (highest contrast).
  - **Scan File Format**—Specify the output format for the scanned images.

**Note:** For the application to work, select **PDF** as the scan file format. If you select any other scan file format, then the document is not compressed and the file size is *not* reduced. However, you can still e-mail the scanned document.
  - **Content Type**—Select the default type that best represents the scanned document.
- 3 Save or discard your changes.

# Using the E-mail application

## Scanning documents for e-mail

- 1 Load the document.

**Note:** Documents may be loaded into the automatic document feeder (ADF) or the scanner glass. For information on the different methods of loading documents, see the printer *User's Guide*.

- 2 If necessary, type your user name and password, or swipe your badge ID and then type your password.

- 3 Touch **E-mail**, and then touch **Recipient(s)** or **To**.

- 4 Type the e-mail address, or touch **#** and then enter the shortcut number.

To enter additional recipients, touch **Next Address**, and then enter the e-mail address or shortcut number that you want to add.

**Note:** You can also enter an e-mail address using the address book.

- 5 Depending on how the application is configured, you may be allowed to adjust the scan settings. Adjust the settings if necessary, and then touch **Send It** or **E-mail It**.

- 6 To scan additional documents, load the next document, and then touch **Scan the Next Page**.

- 7 If you have no more documents to scan, then touch **Finish the Job**.

# Troubleshooting

## E-mail troubleshooting

### 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 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 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 hard disk is required for this application

Try one or more of the following:

#### MAKE SURE A PRINTER HARD DISK IS INSTALLED

The application requires a hard disk is installed into the printer. For information about installing a printer hard disk, see the printer *User's Guide*.

## MAKE SURE THERE IS AVAILABLE SPACE IN THE PRINTER HARD DISK

- 1 Obtain the printer IP address:
  - From the printer 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 appears.

- 3 Click **Reports > Print Directory**.

**Note:** The Print Directory option appears only when a printer hard disk is installed.

- 4 From the Optional Disk Memory section, check the values beside “free.”

**Note:** For information about erasing printer hard disk memory, see the printer *User's Guide*.

## Documents are not scanning in color

### CONFIGURE THE APPLICATION TO SCAN DOCUMENTS IN COLOR

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Scan Color drop-down menu, select **On**.
- 3 Click **Apply** or **OK** to save the changes.

## License error

Try one or more of the following:

### MAKE SURE THE APPLICATION IS LICENSED

Applications require a license to run.

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.

# Appendix

## Configuring applications using the Embedded Web Server

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 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**.



# 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.

## Licensing applications

Applications require a valid electronic license to run on select printers.

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

## Exporting and importing configuration files

After configuring an application, you can export your current settings into a file that can then be imported and used to configure that application on one or more additional printers.

### 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**.

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

- 1 Obtain the printer IP address:
  - From the printer 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, note 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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