



Lexmark™

Multi Send

Administrator's Guide

March 2020

www.lexmark.com

Contents

- Overview..... 3**
- Configuring the application..... 4**
 - Accessing the configuration page for the application..... 4
 - Adding or editing a profile..... 4
 - Configuring delivery options..... 4
 - Configuring scanning options..... 4
 - Configuring confirmation options..... 5
 - Customizing the application icon..... 5
 - Exporting or importing a configuration file..... 5
 - Setting up the function access control..... 5
- Using the application..... 7**
 - Scanning documents..... 7
- Troubleshooting..... 8**
 - Printer hard disk is full..... 8
 - Application error..... 8
 - Cannot scan documents in color..... 8
 - Cannot print PDF files..... 9
 - A network destination stopped working or is invalid..... 9
 - Cannot scan to the selected destination..... 10
 - Cannot communicate with the remote printer..... 11
- Notices..... 12**
- Index..... 13**

Overview

Use the application to send a scanned document to multiple locations. A printer hard disk is required. For more information, see the printer *User's Guide*.

Configuring the application

Accessing the configuration page for the application

- 1 Open a web browser, and then type the printer IP address.

Notes:

- Locate the IP address on the printer home screen.
- View the IP address in the TCP/IP section of the Network/Ports menu.

- 2 Click **Settings** or **Configuration**.

- 3 Depending on your printer model, do one of the following:

- Click **Apps > Apps Management**.
- Click **Device Solutions > Solutions (eSF)**.
- Click **Embedded Solutions**.

- 4 Select the application from the list, and then click **Configure**.

Adding or editing a profile

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile.
- 3 Modify the settings, and then apply the changes.

Configuring delivery options

- 1 Add or edit a profile.
- 2 Select one or more delivery options, and then configure the corresponding settings.

Notes:

- The "Prompt for alternate sender e-mail" setting enables the application to prompt the user to use the printer e-mail address if the user does not have an e-mail address.
- For more information on each setting, see the mouse-over help.

- 3 Apply the changes.

Configuring scanning options

- 1 Add or edit a profile.
- 2 Configure the scan settings.

Notes:

- When scanning documents that contain more than one page, select either TIF or PDF as the file format.

- For more information on each setting, see the mouse-over help.

3 Apply the changes.

Configuring confirmation options

1 Add or edit a profile.

2 Select how you want the print or scan job to be confirmed.

Note: For more information on each setting, see the mouse-over help.

3 Apply the changes.

Customizing the application icon

1 From the Embedded Web Server, access the configuration page for the application.

2 Specify the text and image that you want to appear on your home screen.

Note: Some applications require changing the settings from the profile page.

3 Apply the changes.

Exporting or importing a configuration file

1 From the Embedded Web Server, access the configuration page for the application.

2 Export or import the configuration file.

Notes:

- If a **JVM Out of Memory** error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the web browser, and then click **Apply**.

Setting up the function access control

1 Open a web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration** > **Security** > **Security Setup**.

3 From the Advanced Security Setup, configure a building block.

4 Set up a security template using the previously configured building block.

- 5 Click **Access Controls**, and then depending on your printer model, do either of the following:
 - Click **Device Apps**, and then locate the application and select the previously configured security template.
 - Select an unused solution function (Solutions 1 to 10), and then select the previously configured security template.
- 6 Click **Submit**.

Using the application

Scanning documents

- 1 Load the document into the automatic document feeder (ADF) tray or on the scanner glass.

Note: For more information, see the printer *User's Guide*.

- 2 From the home screen, touch the profile name.

- 3 Follow the instructions on the display.

Notes:

- A prompt appears when the "Prompt for alternate sender e-mail" setting is enabled and the current user has no e-mail address. To use the e-mail address set for the printer, select **Yes**. To send anonymously, select **No**. If no e-mail address is set for the printer, then the e-mail is sent anonymously.
- For more information on the existing profiles, contact your administrator.

- 4 Send the document.

Troubleshooting

Printer hard disk is full

Make sure that the printer hard disk has sufficient memory

For more information, see the printer *User's Guide*.

Application error

Try one or more of the following:

Check the system log

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Depending on your printer model, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.
- 3 Click **System > Log**.
- 4 Select and submit the appropriate filters.
- 5 Analyze the log, and then resolve the problem.

Adjust the scan settings

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 In the scan settings, select a lower scan resolution or turn off color scanning.
- 3 Click **Apply**.

Contact your Lexmark representative

Cannot scan documents in color

Configure the application to scan documents in color

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 From the Scan Color menu, select **On**.
- 3 Apply the changes.

Cannot print PDF files

Make sure that the PDF is not encrypted

You cannot print secure PDF files or PDF files with passwords using the application.

A network destination stopped working or is invalid

Try one or more of the following:

Make sure that the destination is shared and has a valid network address

From the Embedded Web Server, access the configuration page for the application, and then confirm the destination network address.

Make sure that the printer is connected to the network

Make sure that the user name and password are correct

Make sure to specify the domain information of the source file

To obtain the network address of the computer that contains the source file, contact your administrator.

1 From the Embedded Web Server, access the configuration page for the application.

2 Edit the network settings.

Note: Some applications require changing the settings from the profile page.

3 Apply the changes.

Check the system log

1 Open a web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps > Apps Management**.
- Click **Device Solutions > Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Click **System > Log**.

5 Select and submit the appropriate filters to view the log entries.

Cannot scan to the selected destination

Make sure that the destination is valid

From the Embedded Web Server, access the configuration page for the application, and then confirm the destination network address.

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

From the Embedded Web Server, access the configuration page for the application, and then enter the appropriate domain information.

Configure the firewall to allow communication with the subnet in which the printer is located, or set up the destination in the same subnet as the printer

For more information, contact your administrator.

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

Remove the old file from the destination, or configure the application to:

- Allow users to enter a file name.
- Append the time stamp.
- Overwrite the existing file.

Make sure that the network is functioning and that the printer can communicate with the network

Make sure that the LDAP settings are configured properly in your printer setup and in the setup dialog

For more information, contact your administrator.

Make sure that users have permission to save scans to the destination

From the Embedded Web Server, access the configuration page for the application. Make sure that the correct authentication type is selected, and that the correct user credentials are entered.

Cannot communicate with the remote printer

Try one or more of the following:

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

Make sure that the printer is connected to the network

Select another remote printer

If multiple remote printers are configured, then select a different remote printer.

Contact your administrator

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March 2020

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Index

A

- accessing the configuration page 4
- adding profiles 4
- application error 8
- application icon
 - customizing 5

C

- cannot communicate with the remote printer 11
- cannot print PDF files 9
- cannot scan documents in color 8
- cannot scan to selected destination 10
- configuration file
 - exporting or importing 5
- configuration page for the application
 - accessing 4
- configuring
 - delivery options 4
 - scan settings 4
- configuring confirmation options 5
- confirmation
 - configuring options 5
- confirmation options
 - configuring 5
- customizing the application icon 5

D

- delivery options
 - configuring 4
- documents
 - troubleshooting, scanning in color 8

E

- editing profiles 4
- exporting a configuration file 5

F

- full printer hard disk 8

- function access control
 - setting up 5

H

- home screen icon
 - customizing 5

I

- importing a configuration file 5

M

- memory full 8

N

- network destination stopped working or is invalid 9

O

- overview 3

P

- printer hard disk is full 8
- profiles
 - adding 4
 - editing 4

S

- scan settings
 - configuring 4
- scanning documents 7
- setting up the function access control 5

T

- troubleshooting
 - a network destination stopped working or is invalid 9
 - application error 8
 - cannot communicate with the remote printer 11
 - cannot print PDF files 9
 - cannot scan documents in color 8
 - cannot scan to selected destination 10
 - printer hard disk is full 8