



Lexmark™

Scan to RightFax

Version 2.1

Administrator's Guide

August 2017

www.lexmark.com

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Change history

August 2017

- Updated instructions on adjusting the application scan settings.
- Added information on Card Authentication.

January 2016

- Initial document release for multifunction products with a tablet-like touch-screen display.

Overview

Use the application to scan a document from a multifunction product (MFP) and then send it to an OpenText RightFax fax server using a fax number. The application enables fax server traceability and optional archiving capabilities for all outgoing fax messages that are sent from the MFP.

You can also do the following tasks:

- Create shortcuts for fax destinations.
- Create destinations.
- Select fax job parameters.
- Send fax to a RightFax fax server manually.
- Send fax to a RightFax fax server with configured destinations.
- Show scan previews.
- Receive an e-mail or print a notification when a job is completed.
- Send fax from a personal e-mail.

This document provides instructions on how to configure, use, and troubleshoot the application.

Deployment readiness checklist

Make sure that:

- The printer settings have been configured properly for fax.
- The RightFax fax server is version 10.6 Feature Pack 2 Service Release 1 or later.
- You have the RightFax fax server host name or IP address and its version number.

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- An application license is available.

Note: For more information, contact your Lexmark representative.

Configuring the application

You may need administrative rights to configure the application.

Accessing the Embedded Web Server

- 1 Obtain the printer IP address. Do either of the following:
 - Locate the IP address on the printer home screen.
 - From the printer home screen, touch **Settings > Network/Ports > Network Overview**.
- 2 Open a web browser, and then type the printer IP address.

Configuring the application settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 From the RightFax Server Information section, type the host name or IP address of the RightFax fax server.
Note: For a more stable connection, use the host name.
- 3 From the Manual Fax section, configure the confirmation and authentication settings.
- 4 Click **Apply**.

Managing a profile

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 From the RightFax Profiles section, click **Add**.
Note: You can also edit or delete a profile.
- 3 From the RightFax Settings section, assign a fax name and fax number.
- 4 Configure the settings.
Notes:
 - To separate multiple e-mail addresses for the confirmation, use a comma.
 - For more information, see the mouse-over help.
- 5 Click **Apply**.

Customizing the application icon

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 Specify the text and image that you want to appear on your home screen.
Note: For more information, see the mouse-over help.
- 3 Click **Apply**.

Importing or exporting a configuration file

Note: Importing configuration files overwrites the existing application configurations.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 Click **Import** or **Export**.

Hiding settings on the printer control panel

Use this feature to increase security by preventing users from editing the scan settings using the printer control panel.

Note: The changes are reflected on the application and on succeeding shortcuts.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 Select a profile, and then click **Edit**.
- 3 From the Scan Settings section, clear **Show Scan Settings**.
- 4 Click **Apply**.

Restricting public access to the application

Secure access to a printer using a card reader.

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Public section, click **Manage Permissions**.
- 3 Expand **Apps**, and then clear **Scan to RightFax**.
- 4 Click **Save**.

Using the application

Within each profile, the prompts that users see are the settings that are configured by the administrator.

Sending a document automatically

- 1 Load the document into the automatic document feeder (ADF) tray or on the scanner glass.
- 2 Touch the application icon.
- 3 Select a profile, and then touch **Send**.
- 4 If necessary, adjust the scan settings.
- 5 Follow the instructions on the display.

Sending a document manually

- 1 Load the document into the ADF tray or on the scanner glass.
- 2 Touch the application icon.
- 3 Touch  beside the Send button, and then touch **Manual Entry**.
- 4 Enter the recipient fax number, and then touch **OK**.
- 5 If necessary, adjust the scan settings.
- 6 Follow the instructions on the display.

Troubleshooting

Application error

Try one or more of the following:

Check the diagnostic log

- 1 Open a web browser, and then type **IP/se**, where **IP** is the printer IP address.
- 2 Click **Embedded Solutions**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.
 - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

Note: To avoid insufficient memory problems, after analyzing the log, set the logging level to **No**.

Make sure that the fax settings of the printer are correct

- 1 From the Embedded Web Server, click **Settings > Fax**.
- 2 In the Fax Mode menu, select **Analog**.
- 3 Click **Analog Fax Setup**.
- 4 Check the settings, and then make the necessary changes.
- 5 Click **Save**.

Adjust the scan settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 From the scan settings section, do the following:

Note: You can also configure the scan settings for each profile.

 - Lower the scan resolution.
 - Set Scan Contrast to **Best for Content**.
- 3 Click **Apply**.

Contact your Lexmark representative

Cannot access the application

Try one or more of the following:

Make sure that a profile is available

For more information, see [“Managing a profile” on page 6](#).

If you are using Card Authentication, then configure the application

For more information, see the *Card Authentication Administrator’s Guide*.

Make sure to restrict public access to Card Authentication

For more information, see [“Restricting public access to the application” on page 7](#).

Contact your Lexmark representative

Cannot authenticate the user

Try one or more of the following:

Make sure that the application settings match the settings for the RightFax fax server

For more information, see [“Configuring the application” on page 6](#).

Make sure that the user name and password are correct

Contact your Lexmark representative

Cannot connect to the RightFax fax server

Try one or more of the following:

Make sure that the application settings match the settings for the RightFax fax server

For more information, see [“Configuring the application settings” on page 6](#).

Make sure that all appropriate network cables are connected securely and that the network settings of the printer are configured correctly

Check the diagnostic log

- 1 Open a Web browser, and then type **IP/se**, where **IP** is the printer IP address.
- 2 Click **Embedded Solutions**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.
 - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

Note: To avoid insufficient memory problems, after analyzing the log, set the logging level to **No**.

Cannot send fax with attachments

Try one or more of the following:

Adjust the scan settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan to RightFax > Configure
- 2 From the scan settings section, do the following:

Note: You can also configure the scan settings for each profile.

 - Lower the scan resolution.
 - Set Scan Contrast to **Best for Content**.
- 3 Click **Apply**.

Make sure that the computer hard disk has at least 10GB of free space

Delete the image files associated with the faxes from the "Windows\Temp" folder on the server.

Change the server response time from the application configuration file

- 1 From the Embedded Web Server, export the configuration file.

Note: For more information, see [“Importing or exporting a configuration file” on page 7](#).
- 2 Using a text editor, open the configuration file.
- 3 Increase the **pollMaximumRetries** and the **pollWaitingInterval** settings.
- 4 Set **pollTimeOutState** to **true**.
- 5 Save your changes.
- 6 From the Embedded Web Server, import the application configuration file.

Contact your Lexmark representative

License error

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