

FAX CHECKLIST INSTRUCTIONS

- **Enhanced** (Have a Touch Screen)
- **Non-Enhanced** (Have a LCD Screen)
- A lot of information will come from the internal Web Page of the Print Server.

To get to the Internal Web Page you will do the Following:

Pull up Internet Explorer like you are going to browse the Internet.

Type in the "IP Address" of the MFP Unit without any www. When the page comes up for the first time it should ask you if you want to install the Java applet, make sure you say yes. (Do not worry if you do not get the prompt to install the Java applet.)

To Get the IP Address you will print a Network Settings Page:

For *Non-Enhanced: (Scanners with LCD Displays)*

Press the menu button **on the Printer** until you see Utilities Menu, press Select, Press the menu button again until you see Print Net 1 Setup. Press Select. This will print a network settings page and under the TCP/IP heading you will see address. This will be the "IP Address" you will enter.

For *Enhanced: (Scanners with Touch Screens)*


Using the **Printer** operator Panel, press the menu button until you see Utilities Menu, press Select. Press the Menu button until you see Print Net Setup, press Select. This will print a network settings page and under the TCP/IP heading you will see address. This will be the "IP Address" you will enter.

Lexmark T632 - Microsoft Internet Explorer provided by Lexmark International

File Edit View Favorites Tools Help

Address <http://157.184.5.212/> Go

Lexmark T632
157.184.5.212



Power Saver

Create Scan Profiles

Print

LEXMARK™

Lexmark T632

Emulations

- PCL Emulation
- PS Emulation

Print Speed

40 Pages Per Minute

Inputs

- Tray 1
- Tray 2

Applet PanelApplet started

Local intranet

THIS CHECKLIST IS A FORM TO BE FILLED OUT ON THE COMPUTER AND EMAILED BACK TO THE PERSON REQUESTING THIS INFORMATION
NOTE: THIS MUST BE COMPLETED FOR EACH INDIVIDUAL FAX FAILURE!

1

2

3

4

5

Lexmark Fax Event Check List

Title/Name of Tester Name of Tester _____

Describe the Physical Connection:

Analog VoIP/FoIP
 Digital PAB
 ISD

Noise during fax event

Clear Some Noise
 OK Very Noisy

Describe the Sender:

Lexmark MFD Make: _____
 Other Fax Model: _____
 Fax Server

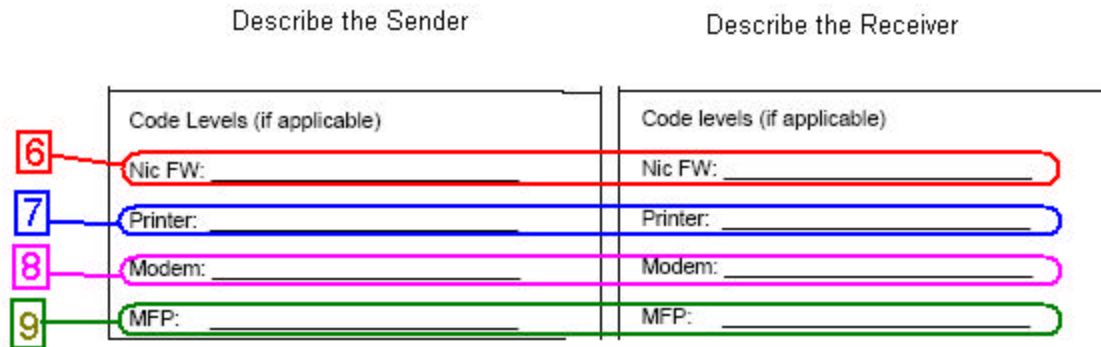
Phone Number: _____

Describe The Receiver:

Lexmark MFD Make: _____
 Other Fax Model: _____
 Fax Server

Phone Number: _____

- 1) If you are the person filling out this checklist please list your name and title here.
- 2) You will want to describe the physical phone connection here.
- 3) In order to find out if there is noise over the line, call the fax number and listen for noise. You should hear the fax tones and nothing in-between such as static. Please make the choice that fits your phone line.
- 4) This will need to be filled out for each failure. Describe the Sending machine: whether it is Lexmark machine or not.
- 5) This will need to be filled out for each failure. Describe the Receiving machine: whether or not it is a Lexmark machine or not.



6) NIC Firmware

For Non-Enhanced:

On the Printer, press the menu button until you see Utilities Menu, press Select. Press the menu button until you see Print Net 1 setup, press Select, from the top approximately 7 lines down will be Firmware Boot Code Revision.

On the Internal Web Page, click on Reports on the left hand side of the left hand side of the page, then click on print server setup page, from the top approximately 7 lines down will be Firmware Boot Code Revision.

For Enhanced:

On the Printer operator Panel, press the menu button until you see Utilities Menu, press Select. Press the Menu button until you see Print Net Setup, press Select, from the top approximately 7 lines down will be Firmware Boot Code Revision.

On the Internal Web Page, click on Reports on the left-hand side of the page, then under Printer/Print Server click on Reports. Click on Print Server Setup Page, from the top approximately 7 lines down will be Firmware Boot Code Revision.

7) Printer (Base Code)

For Non-Enhanced:

On the Printer operator Panel, press the menu button until you see Utilities Menu, press Select. Press the menu button until you see Print Menus, press Select. Look on this page for Printer Information, and then look under Printer Information for Base.

On the Internal Web Page, click on Reports on the left-hand side of the left-hand side of the page, and then click on Menu Settings page. Look on this page for Printer Information, and then look under Printer Information for Base.

For Enhanced:

On the Printer operator Panel, press the menu button until you see Utilities Menu, press Select. Press the Menu button until you see Print Menus, press Select. Look on this page for Printer Information, and then look under Printer Information for Base.

On the Internal Web Page, click on Reports on the left-hand side of the page, then under Printer/Print Server click on Reports. Click on Menu Settings. Look on this page for Printer Information, and then look under Printer Information for Base.

8) Modem Code Revision

For Non-Enhanced:

On the Printer operator Panel, press the menu button until you see Utilities Menu, press Select. Press the menu button until you see Print Net 1 setup, press Select. Under the Fax heading will be Modem Code Revision.

On the Internal Web Page, click on Reports on the left hand side of the left hand side of the page, then click on print server setup page, Under the Fax heading will be Modem Code Revision.

For Enhanced:

On the Scanner, press **411. This will come up to a menu (give it a few seconds it is not an immediate response), press 1 for Code Levels. Look for Modem Code Levels.

On the Internal Web Page, On the home screen of the Internal Web Page will be Modem Firmware.

9) MFP Software

Enhanced Only

On the Scanner, press **411. This will come up to a menu (give it a few seconds it is not an immediate response), press 1 for Code Levels. Look for Base Code Level.

On the Internal Web Page, On the home screen of the Internal Web Page will be MFP Software.

	Describe the Sender	Describe the Receiver
10	<input checked="" type="checkbox"/> Fax Settings	<input checked="" type="checkbox"/> Fax Settings
11	<input checked="" type="checkbox"/> Printer Settings	<input checked="" type="checkbox"/> Printer Settings
12	<input checked="" type="checkbox"/> Network Settings	<input checked="" type="checkbox"/> Network Settings
13	<input checked="" type="checkbox"/> Fax SND/RCV	<input checked="" type="checkbox"/> Fax SND/RCV
14	<input checked="" type="checkbox"/> T30 Log	<input checked="" type="checkbox"/> T30 Log
15	<input type="checkbox"/> Logs.tar.gz (Enhanced)	<input type="checkbox"/> Logs.tar.gz
16	<input type="checkbox"/> Faxdebug log	<input type="checkbox"/> Faxdebug log
17	<input type="checkbox"/> Lbtrace(X422)	<input type="checkbox"/> Lbtrace(X422)
18	<input checked="" type="checkbox"/> Wav File (per TSC)	<input checked="" type="checkbox"/> Wav File (per TSC)
19	Error Messages/Comments:	Error Messages/Comments:

Required
 Depending On Product
 TSC Directed

The following reports will be collected from the Lexmark Multifunction Products.

ALL THE FOLLOWING WILL BE REQUIRED

10) Fax Settings Page

On the Printer, press the menu button until you see Network Menu, press Select. Press the menu button until you see Network Option 1, press Select. Press the menu button until you see Network 1 Setup, press select. The menu should say Network 1

Setup, Print. Hold down Go, and press the left Menu Button, you should now see SE Menu. Release both buttons. Press the menu button until you see Fax Debug Menu, press Select. Press the menu button until you see Fax Setup Page, press Select. (Fax this page)

On the Internal Web Page point to the following web address:

<http://printerIPAddress/se>

Replacing <printerIPAddress> with the IP address of the printer.

Click on Fax Setup Page. (Cut and paste this information into a document to email)

11) Printer Settings Page

On the Printer operator Panel, press the menu button until you see Utilities Menu, press Select. Press the Menu button until you see Print Menus, press Select. (Fax this page)

On the Internal Web Page, click on Reports on the left-hand side of the page, then under Printer/Print Server click on Reports. Click on Menu Settings. (Cut and paste this information into a document to email)

12) Network Settings Page

On the Printer, press the menu button until you see Utilities Menu, press Select. Press the menu button until you see Print Net 1 setup, press Select. (Fax this page)

On the Internal Web Page, click on Reports on the left-hand side of the left-hand side of the page, and then click on print server setup page. (Cut and paste this information into a document to email)

13) Fax Snd/Rcv

ENHANCED SCANNERS

On the Touch Screen press the key button. Then press Print Reports; press the down arrow until you see Fax Send Log or Fax Receive Log. (Fax this page)

On the Internal Web Page. Click on Reports on the Left-hand side of the page. Then you will click on Fax Receive Log or Fax Send Log. (Cut and paste this information into a document to email)

NON-ENHANCED SCANNERS

On the Scanner Operator Panel, Press the Menu button until you see Fax Menu, press select. Press the Menu button until you see Fax Logs, press Select. Press the Menu button until you see Print Send Log or Print Receive Log, press Select. (Fax this page)

On the Internal Web Page. Click on Reports on the Left-hand side of the page. Then you will click on Fax Receive Log or Fax Send Log. (Cut and paste this information into a document to email)

14) T.30 Log

NON-ENHANCED SCANNERS ONLY

(This Page Must Be Collected Directly After the Failing Fax)

On the Printer, press the menu button until you see Network Menu, press Select. Press the menu button until you see Network Option 1, press Select. Press the menu button until you see Network 1 Setup, press select. The menu should say Network 1 Setup, Print. Hold down Go, and press the left Menu Button, you should now see SE Menu. Release both buttons. Press the menu button until you see Fax Debug Menu, press Select. Press the menu button until you see Print T.30 Log, press Select. (Fax this page)

On the Internal Web Page point to the following web address:

<http://printerIPaddress/se>

Replacing <printerIPaddress> with the IP address of the printer.

Click on Fax T.30 Log. (Cut and paste this information into a document to email)

THE FOLLOWING WILL BE DETERMINED BY THE LEXMARK MULTIFUNCTION PRODUCT

15) Logs.Tar.GZ

ENHANCED SCANNERS ONLY

Open a web browser and point to the following web address:

<http://printerIPAddress:10080/file/devmenu.html>

Replacing <printerIPAddress> with the IP address of the printer.
On the menu, which is displayed, click the Generate logs.tar snapshot link.
The web applet will prompt you to download a file named "logs.tar" to your local machine. Once this file is obtained, email this file with this other information.

The Username is: admin

The Password is: crushbugs

16) Fax Debug Log

NON-ENHANCED SCANNERS

On the Printer, press the menu button until you see Network Menu, press Select. Press the menu button until you see Network Option 1, press Select. Press the menu button until you see Network 1 Setup, press select. The menu should say Network 1 Setup, Print. Hold down Go, and press the left Menu Button, you should now see SE Menu. Release both buttons. Press the menu button until you see Fax Debug Menu, press Select. Press the menu button until you see Print Debug Log, press Select. (Fax this page)

On the Internal Web Page point to the following web address:

<http://printerIPAddress/debug>

Replacing <printerIPAddress> with the IP address of the printer.
(Cut and paste this information into a document to email)

17) LBTrace

X422 ONLY

On the Internal Web Page point to the following web address:

<http://printerIPAddress/se>

Replacing <printerIPAddress> with the IP address of the printer.

Click on Dump LBTrace Buffer.

(Cut and paste this information into a document to email)

18) .Wav File

Using Windows Sound Recorder

1. Open Windows Sound Recorder.

- In Windows 95, go to START→PROGRAMS→MULTIMEDIA→SOUND RECORDER

- In Windows 98, XP, & XP, go to

START→PROGRAMS→ENTERTAINMENT→SOUND RECORDER

2. Go to File→Properties→Convert Now and select these options:

Format: PCM

Attributes: 44,100 Hz, 16 Bit, Mono

3. Select save as. And name it Fax Record. Click OK twice.

4. Press the Record button and let the Recorder run for 60 seconds.

5. After the Recorder has stopped go to the File Menu and choose save as. Name the file BLANK.WAV and save it.

6. To increase the recording time from the default maximum of 60 seconds, follow this process:

-Select the Edit menu

-Choose Insert File and select the BLANK.WAV created in step 5.

This process increases the maximum recording time of Sound Recorder by 60 seconds. Repeat step 6 to add one minute of record time. For example, for a 5 minute recording time, insert BLANK.WAV five times using step 6.

7. Once you have enough record time allocated, start the Recorder and save the problematic fax machine send a fax to the OptraImage device.

19) Any Visible Error Messages

Please be sure to fill in whether or not the sending or non-sending machines are posting any errors.

Fax Event Identification

Job ID: _____ 20

Date of Event: _____ 21

Time of Event: _____ 22

Customer _____

Describe the Problem: Consistent Intermittent 23

24

20) Job ID

For Non-Enhanced:

On the Scanner Operator Panel, Press the Menu button until you see Fax Menu, press select. Press the Menu button until you see Fax Logs, press Select. Press the Menu button until you see Print Send Log or Print Receive Log, press Select.

For Enhanced:

On the Touch Screen press the key button. Then press Print Reports; press the down arrow until you see Fax Send Log or Fax Receive Log.

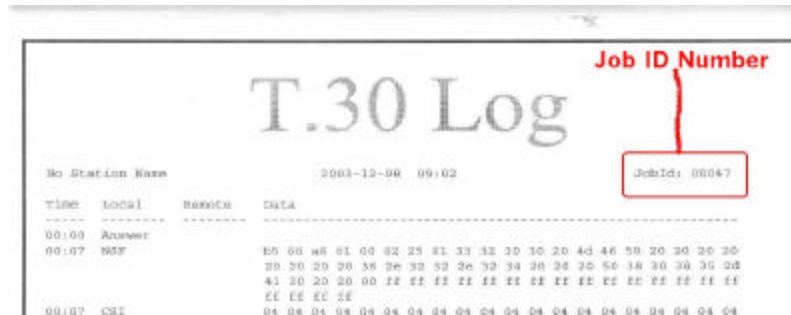
For Both:

On the Internal Web Page. Click on Reports on the Left-hand side of the page. Then you will click on Fax Receive Log or Fax Send Log and you can cut and paste that information into a word processing program to email.

Job ID Number Send Log

Monday, 2003-12-08 14:25 12

Job ID	Date	Time	Length	Speed	Resolution	Name/Number	Type	Page	Status
00924	2003-11-29	10:27	2:51	20000		859350563	SCAN	5	OK -- V_14
00923	2003-11-30	15:35	1:20	0		89461892793	SCAN	0	CANCELLED
00924	2003-11-30	12:37	0:21	20400		superd0347	SCAN	1	OK -- V_14
00928	2003-11-31	12:15	2:03	14400		99222880	SCAN	1	OK -- EOM
00982	2003-11-04	15:26	1:15	14400		931501592677	SCAN	5	OK -- EOM
00924	2003-11-04	11:35	0:00	0		831907880518	SCAN	0	EMPTY



- 21) Please enter the Date of the Fax Event.
- 22) Please enter the Time of the Fax Event.
- 23) Please check whether or not it is a Consistent or Intermittent Failure.
- 24) Please provide an in depth description of the problem.

Describe Your Troubleshooting

Have you performed an elementary check of the line using a standard analog phone?
YES/NO Explain:

Have you tried connecting another Lexmark Machine (Same/Different Model/Code Levels) to the line exhibiting the failure?
YES/NO Explain:

Have you tried connecting the Lexmark Machine exhibiting the failure to another line?
YES/NO Explain:

This Form Is For A Single Fax Event Only

- 25) Describe the Troubleshooting that has been done and make sure and answer the questions listed above.