



Customer Support eSF Application

Admin Guide

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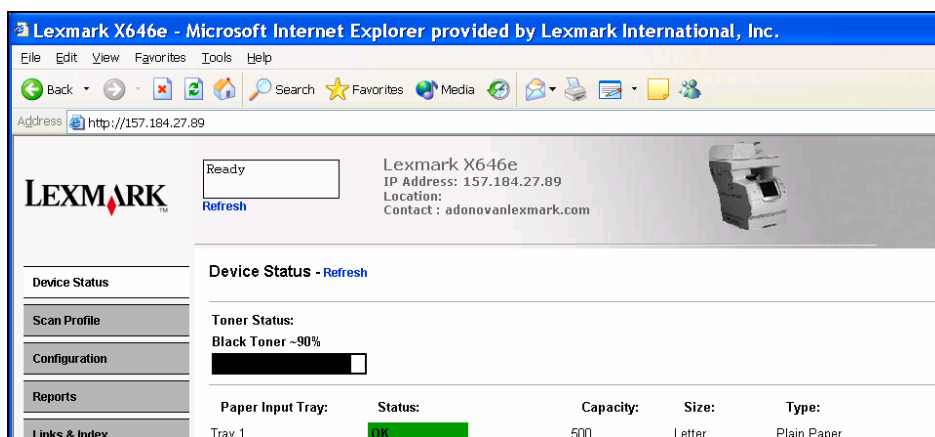
Overview

The Customer Support embedded solution is an application that allows a user to report issues with their Lexmark MFP back to the dealer from whom it was originally purchased. The device information can either be emailed to the dealer directly or printed and delivered to the dealer via some other manual process.

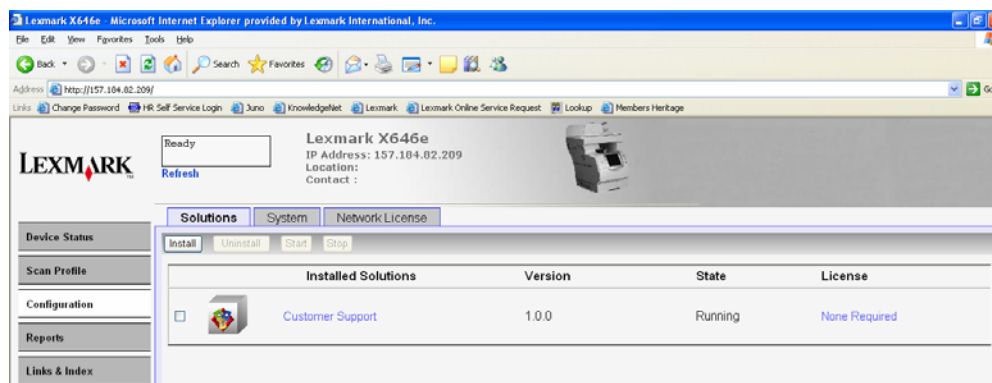


Configuring the Application

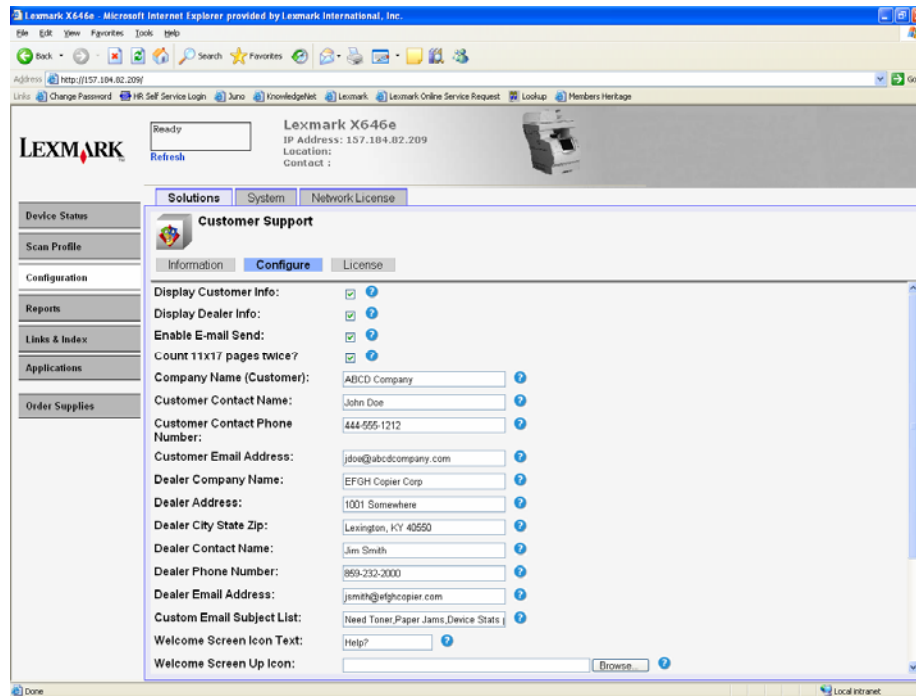
1. The application can be configured from the MFP's embedded web server. To access the web server, you must launch a browser and enter <http://<MFP IP Address>> as the URL. For example, if your MFP's IP address is 10.34.58.123, you would enter <http://10.34.58.123>. A page similar to the one shown below will be displayed. This is the home page for the embedded web server.



1. From the home page, you will choose the "Configuration" or "Settings" link from the list of options on the left-hand side of the page. The title of the link will depend on the model of the MFP being configured.
2. You should see the "Customer Support" application in the list, as shown below.



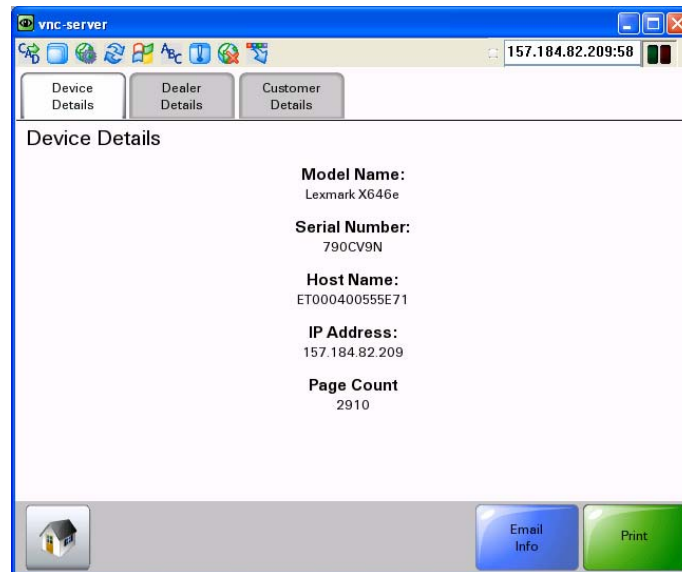
- When you choose the “Customer Support” link, you will be taken to the home page for this embedded application. Choose the Configure Tab. You see a list of options to change including contact information for both the customer and dealer and various settings for the operation of the application. Help is available for each of the settings by clicking the “?” button for that item. Once you have selected your settings, click on the **Apply** button to save your changes.



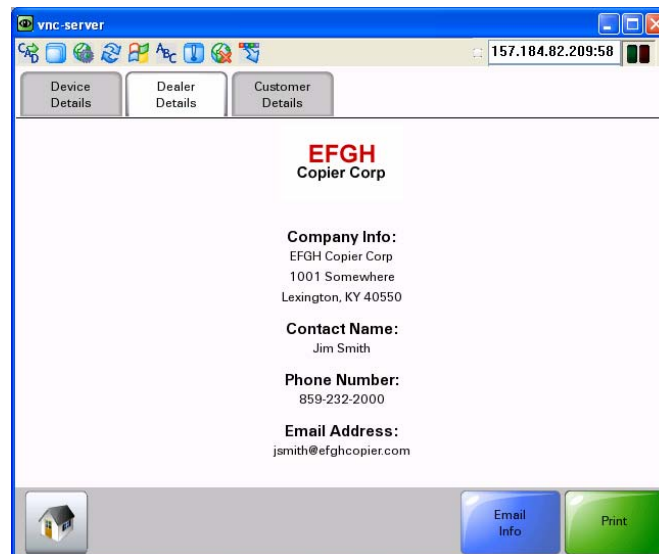
Running the Application

Once you have installed the application and configured the settings, you are ready to use the application to report any device issues. On the main screen of the MFP, there should be a new icon labeled Device Info.

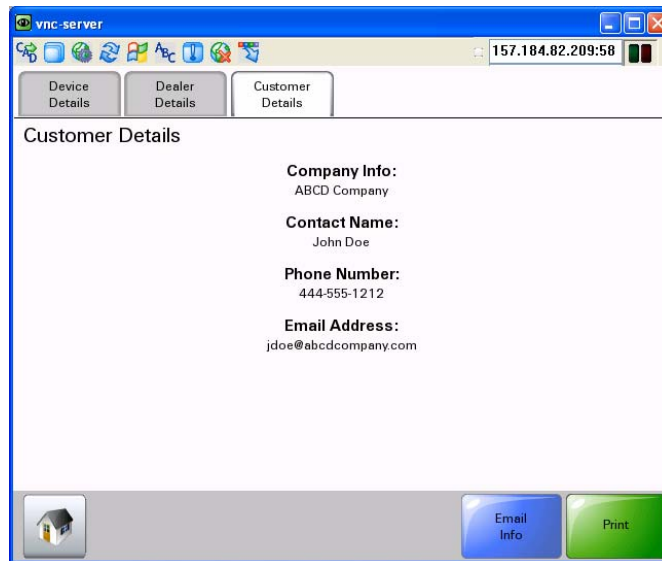
- Select the Device Info icon on the main screen and then you should see the tab interface of the Customer Support application, as shown below. The first tab you see will contain the Device Details for the MFP that will be needed for troubleshooting the issue that is being experienced.



2. If you choose the Dealer Details tab, you will then be taken to a tab containing contact information for the Dealer, as configured above in the Customer Support application.



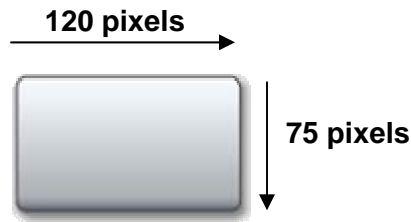
3. If you choose the Customer Details tab, you will see the Customer information that you configured above in the Customer Support application.



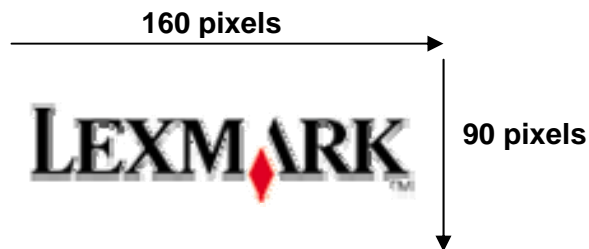
4. To email the support information directly to the dealer, choose the “Email Info” button. A virtual keyboard will appear to allow you to enter a comment that will appear, along with the device, dealer, and customer information, in the email sent to the Dealer email address configured for the application. The “From” address for the email will be the email address configured for the Customer.
5. If you prefer to send the information using a different means, or if Email is not configured for the MFP, you can also choose to print the information by selecting “Print” button. Choosing the “Print” button will simply print a hardcopy page with the information for the appropriate configured tabs included.

Icon Specs

The Welcome Screen icon requires two .gif files, one for the “up” state and one for the “down” state of the icon. The size of these icons should be no larger than 120 pixels wide by 75 pixels tall at 72 dpi, as shown below.



The Company logo to be used in the display screens of the Customer Support application must also be a .gif file. The size of the logo should be no larger than 160 pixels wide by 90 pixels tall at 72 dpi, as shown below.



Note: Icon and logo images that do not meet the size requirements specified here may cause undesirable results on the MFP home screen and Customer Support display screens.



Troubleshooting

This section describes possible issues that may be encountered when either setting up the application or when executing the application.

Issue	Resolution
I selected the Customer Support application on the Welcome Screen of the MFP but I only see the Device Details tab. I don't see the Customer Details or Dealer Details tabs.	You need to make sure that these options are selected when configuring the application.
The Email Info button is never displayed on any of the screens.	Either the email server settings are not configured or you did not select the "Enable E-mail Send" option in the application's configuration.
When I try to send an Email from the application I receive a print with the following message: Email Send Error Page: Unable to Send Email due to a SMTP server configuration error. Verify the configuration and try again.	This is due to an incorrect Email Server configuration on the MFP device. Make sure that you have setup the SMTP server with the correct settings.

For issues that cannot be resolved with the information above, please contact 1-800-LEXMARK for additional customer support.



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