



Lexmark™

Card Copy

Administrator's Guide

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Overview

Use the application to quickly and easily copy insurance, identification, and other wallet-sized cards. With the application, you can do the following:

- Scan and print both sides of a card on a single page.
- Send scanned cards as e-mail attachments.
- Save scanned cards on a network folder.

Note: For printers with hard disks, the application allows you to copy multiple cards at one time.

Configuring the application

Configuring the network and e-mail function of the printer

The application uses the network and e-mail server setup and options of the printer. Before running the application, complete the network and e-mail server setup. For more information, see the printer *User's Guide*.

Configuring output options

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Adjust the settings.
 - **Print output**—Print the scanned card.
 - **Email output**—Send the scanned card as an e-mail attachment.
 - **Network Share Output**—Save the scanned card to a network folder.
 - **Scan file format**—Specify the output format of the scanned card.
 - **E-mail Settings**
 - **Default e-mail address**—Type e-mail addresses, separated by a comma.
 - **Network Share Settings**
 - **Destination Server Address**—Type the address of the network folder. For example, `\\server\share`.
 - **Domain (Optional)**—Type the domain name to connect to the network folder.
 - **Username**—Type the user name to connect to the network folder.
 - **Password**—Type the password to connect to the network folder.
 - **Authentication Type**—Select the authentication type for the network folder.
 - **Append Timestamp**—Add a time stamp to the file name.
- 3 Apply the changes.

Configuring scanning options

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Adjust the settings.
 - **Default tray**—Select the default tray used during printing.
 - **Default number of copies**—Select how many copies to print for each scanned image.
 - **Default contrast setting**—Increase or decrease the level of contrast when a copy of the scanned card is printed. Select **Best for Content** to adjust the contrast automatically.
 - **Default scale setting**—Set the size of the scanned image.
 - **Color Output**—Print images in color.
 - **Resolution setting**—Adjust the quality of the scanned image.

Notes:

- When scanning a card, make sure that the scan resolution does not exceed 200 dpi for color, and 400 dpi for black and white.
- When scanning multiple cards, make sure that the scan resolution does not exceed 150 dpi for color, and 300 dpi for black and white.
- **Multi Card Scan**—Scan multiple cards at one time by default.
- **Note:** A printer hard disk is required.
- **Print Borders**—Print the scanned image with a border.

3 Apply the changes.

Displaying the confirmation page

- 1** From the Embedded Web Server, access the configuration page for the application.
- 2** In the Confirmation Page section, select **Display Confirmation Page**.
- 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.

Using the application

Loading cards on the scanner glass

Place the cards facedown on the scanner glass, and then flip them over when prompted.

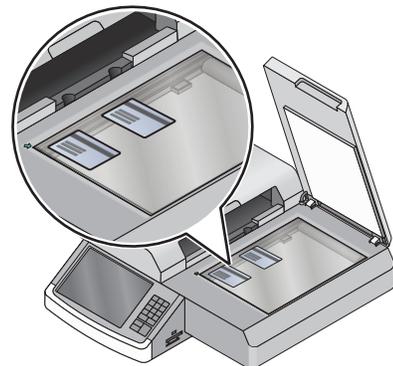
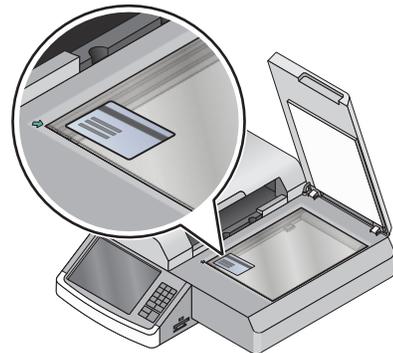
Notes:

- Make sure to leave at least a 10-mm (about 0.5-inch) space between the edge of the scanner glass and the cards.
- When scanning a single card, do not exceed the dimensions of an A5-size paper.
- When scanning multiple cards, do not exceed the dimensions of a legal-size paper. You can scan up to three cards at one time, but make sure to leave at least a 30-mm (about 1-inch) space between the cards.

For printers:



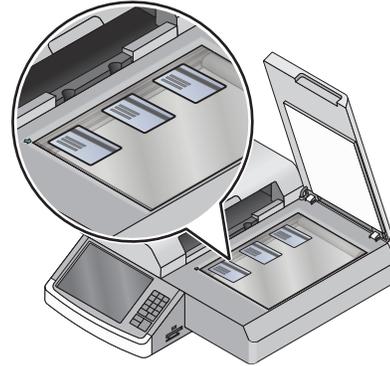
For scanner options:



For printers:



For scanner options:



Copying and e-mailing scanned cards

- 1 From the home screen, touch the application icon.
- 2 Load the cards on the scanner glass, and then select one or more options.

- To scan multiple cards, touch  .
- To scan and print cards, touch  .
- To scan and send cards as an e-mail attachment, touch  .

- 3 If necessary, adjust the scan settings.
- 4 Scan the cards.
- 5 If you are sending scanned cards as an e-mail attachment, then configure the e-mail settings.
- 6 When the first scan completes, turn the cards over and then scan the other side.

Saving scanned cards to a network folder

- 1 From the home screen, touch the application icon.
- 2 Load the cards on the scanner glass, and then select one or more options.

- To scan multiple cards, touch  .
- To scan and save cards to a network folder, touch  .

- 3 If necessary, adjust the scan settings.
- 4 Scan the cards.
- 5 When the first scan completes, turn the cards over and then scan the other side.

Troubleshooting

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

For more information, see the *Networking Guide*.

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.

An application error has occurred

Try one or more of the following:

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.

Adjust the scan settings

- 1 From the Embedded Web Server, access the application configuration page.
- 2 From the scanning options, select a lower scan resolution or turn off color scanning.
- 3 Apply the changes.

Contact your solutions provider

If you still cannot resolve the problem, then contact your solutions provider.

Application does not scan cards properly

Try one or more of the following:

Leave at least 30-mm (about 1-inch) space between the cards when placing them on the scanner glass

For more information, see [“Loading cards on the scanner glass” on page 6](#).

Clean the scanner glass

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

Increase the printer screen timeout

If you are scanning cards to a network, then make sure that the printer screen timeout is set to 300 seconds. The application scans and saves the cards to the network folder before the printer display returns to the ready state. You cannot perform any subsequent scan jobs until all the scanned output are saved on the network folder.

Application does not send the file

Try one or more of the following:

Make sure that the printer e-mail server settings are configured correctly

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

Make sure that the e-mail address is correct

Make sure that the printer is connected to the network

For more information, see the printer *Networking Guide*.

Printer cannot scan multiple cards

Try one or more of the following:

Make sure that the printer has a hard disk installed

The multiple-card scanning feature is available only in printers with hard disks. To check if your printer comes with an internal or optional hard disk, see the printer *User's Guide*.

Turn on the multiple-card scanning option

Do one of the following:

- From the control panel, touch the application icon, and then touch **Multi Card**.
- From the Embedded Web Server, access the configuration page for the application, and then select **Multi Card Scan**.

Printer cannot scan to the selected destination

Try one or more of the following:

Make sure that the destination is valid

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

If the printer and destination reside 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 resides, or set up the destination in the same subnet as the printer

For more information, contact your system administrator.

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

For more information, see the *Networking Guide*.

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

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

Appendix

Accessing the configuration page for the application using the Embedded Web Server

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

Exporting or importing a configuration file using the Embedded Web Server

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**.

Checking the version of the Embedded Solutions Framework

1 From the Embedded Web Server, click **Reports > Device Settings**.

2 In the Embedded Solutions section, note the value associated with “Framework =”

Note: To view the complete list of supported printers for each version of the Embedded Solutions Framework, see the *Readme* file.

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