Card Copy

Version 4.3

Administrator's Guide

Contents

Change history

December 2022

- Added information on choosing a file output.

August 2017

- Added information on adding contacts from the Address Book.
- Added information on resolving application errors.

July 2016

- Added support for Croatian, Romanian, Serbian, Slovak, and Slovenian.

January 2016

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

Overview

Use the application to copy insurance, identification, and other wallet-sized cards from the scanner glass. 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.

For printers with hard disks, the application lets you copy multiple cards at one time.

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

Configuring the application

Before you begin, make sure that the printer network and e-mail settings are configured properly. For more information, see the printer *User's Guide*.

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.

Customizing the application icon

1 From the Embedded Web Server, navigate to the configuration page for the application:

Apps > **Card Copy** > **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**.

Configuring options

1 From the Embedded Web Server, navigate to the configuration page for the application:

Apps > **Card Copy** > **Configure**

2 Configure the output options and scan settings.

Notes:

- The scale setting applies only when printing cards.
- When scanning a card, make sure that the scan resolution does not exceed 300 dpi for color, and 600 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.
- When choosing a file output, you can select either **Each side on one page** or **Both sides on one page**.
- You need a printer hard disk to scan multiple cards.
- For more information on the settings, see the mouse-over help.

3 Click **Apply**.

Importing or exporting a configuration file

Notes:

- Importing configuration files overwrites the existing application configurations.
- When you export the configuration file, passwords are not saved. Set the password again after importing the file.

1 From the Embedded Web Server, navigate to the configuration page for the application:

Apps > **Card Copy** > **Configure**

**2** Click **Import** or **Export**.

Using the application

Loading cards on the scanner glass

Place the cards facedown on the scanner glass in the corner with the arrow, and then flip them when prompted.
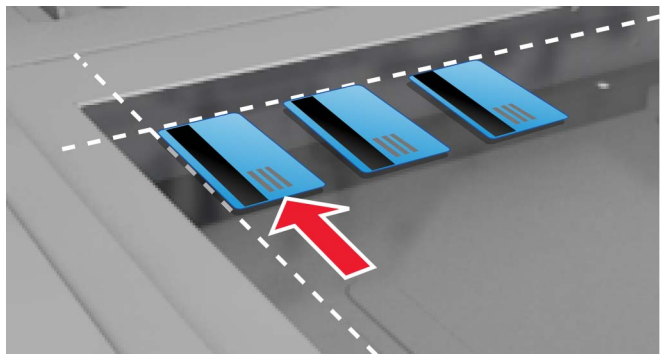
Notes:

- Make sure to leave at least a 10-mm (approximately 0.5-inch) space between the edge of the scanner glass and the cards.
- When scanning 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 (approximately 1-inch) space between the cards.

For a single card:
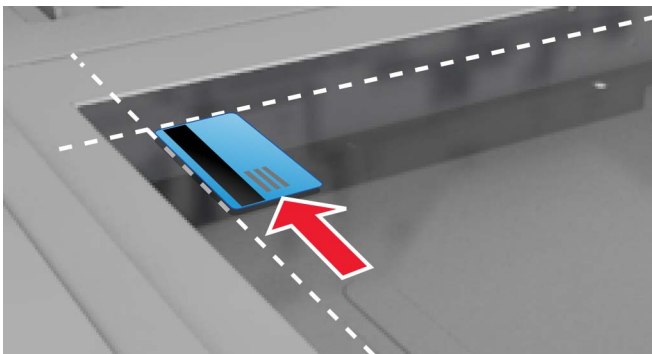
For multiple cards:

Scanning and copying cards

1 From the home screen, touch the application icon.

2 Load the cards on the scanner glass.

3 Do one or more of the following:

Note: For more information, see <u>"Configuring options" on page 5</u>.

Copy multiple cards

Depending on your printer model, do either of the following:

- Enable **Use Multiple Cards** or **Multicard**.
- Touch ☰ , and then enable **Use Multiple Cards**.

Copy cards

Note: To avoid cropped images, use letter-size or A4-size paper when printing.

a Depending on your printer model, do either of the following:

- Enable **Print a Copy** or **Copy**.
- Touch ☰ , and then enable **Print a Copy**.

b Configure the settings.

Send cards as an e-mail attachment

a Depending on your printer model, do either of the following:

- Enable **Send to E-mail** or **E-mail**.

- Touch ☰ , and then enable **Send to E-mail**.

b Configure the settings.

Note: To use contacts from the Address Book, touch 📖 beside the recipient field.

Scan cards to a network folder

Depending on your printer model, do either of the following:

- Enable **Send to Network** or **Network**.

- Touch ☰ , and then enable **Send to Network**.

4 If necessary, adjust the scan settings.

5 Touch **Scan**.

Note: To scan the other side, flip the cards when prompted.

Adjusting the scan settings

1 From the home screen, touch the application icon.

2 Depending on your printer model, do either of the following:

- Touch **Scan Settings**.

- Touch ☰ > **Scan Settings**.

3 Adjust the settings.

Notes:

- The scale setting applies only when printing cards.
- To adjust the contrast automatically, from the Contrast section, select **Best for Content**.
- For information on adjusting other settings from the Embedded Web Server, see <u>"Configuring options" on page 5</u>.

4 Touch **Scan**.

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.

Adjust the scan settings

1 From the Embedded Web Server, navigate to the configuration page for the application:

    Apps > **Card Copy** > **Configure**

2 From the scanning options, select a lower scan resolution or turn off color scanning.

3 Click **Apply**.

If the printer is running on firmware level 4, then downgrade the application version

Note: This feature is available only in some printer models.

    From the Embedded Web Server, do either of the following:

Check the printer firmware level

1 Click **Status**.

2 From the Printer section, check the firmware level.

    The firmware level must be at least $yyyyy.04y.yyyy$, where y is the printer details.

Downgrade the application version

Note: Downgrading the application version removes the existing application configurations.

1 Click **Apps**.

2 From the list, select the application, and then click **Downgrade**.

Contact your Lexmark representative

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

1 From the Embedded Web Server, navigate to the configuration page for the application:

   Apps > **Card Copy** > **Configure**

2 From the Output Options section, confirm the destination server address.

Make sure that the printer is connected to the network

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

Make sure that the user credentials are correct

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.

Contact your system administrator

Cannot scan cards properly

Try one or more of the following:

Leave at least a 30-mm (approximately 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 7.

Clean the scanner glass

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

Make sure that the printer screen timeout is set to at least 300 seconds

The application scans and saves the cards to the network folder before the printer returns to the ready state. You cannot perform any subsequent scan jobs until all the scanned output are saved on the network folder.

Cannot 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 *User's Guide*.

Contact your administrator

Cannot scan multiple cards

Try one or more of the following:

Make sure that a printer hard disk is 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*.

Enable the multiple-card scanning option

Using the printer home screen

1 Touch the application icon.

2 Depending on your printer model, do either of the following:
  - Enable **Use Multiple Cards** or **Multicard**.

  - Touch ☰ , and then enable **Use Multiple Cards**.

Using the Embedded Web Server

1 Navigate to the configuration page for the application:

   Apps > **Card Copy** > **Configure**

2 From the Scan Settings section, select **Multi Card Scan**.

3 Click **Apply**.

Cannot scan to the selected destination

Try one or more of the following:

Make sure that the destination is valid

1 From the Embedded Web Server, navigate to the configuration page for the application:

Apps > **Card Copy** > **Configure**

2 From the Network Share Settings section, confirm the destination server address.

3 If necessary, adjust the setting.

4 Click **Apply**.

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

1 From the Embedded Web Server, navigate to the configuration page for the application:

Apps > **Card Copy** > **Configure**

2 From the Network Share Settings section, confirm the network domain.

3 If necessary, adjust the setting.

4 Click **Apply**.

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

For more information, contact your administrator.

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

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

Make sure that the correct authentication type is selected and that the correct user credentials are provided

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