Lexmark Cloud Services

User's Guide

March 2023

www.lexmark.com

Contents

Change history

March 2023

- Added information on the following:
  - Changing the folder from the control panel for scan destination
  - Installing Rosetta 2 for Mac with Apple silicon
  - Using Direct Print
  - Using Mobile Enhanced Solutions
  - Understanding the Announcement Center

October 2022

- Added information on the following:
  - Accessing the Scan Management web portal
  - Managing a Microsoft account
  - Viewing a scan destination
  - Sending scan jobs using the Cloud Scan application
- Added information on Translation Assistant Portal.

May 2022

- Updated information on system requirements.
- Updated information on Lexmark™ Print Management client.

October 2021

- Added information on the Guest Print feature.
- Added information on the Cloud Print Release feature.

July 2021

- Updated information on the Lexmark Cloud Services dashboard.

April 2021

- Added information on disabling print and keep feature.
- Added information on disabling number of copies feature.
- Added information on availability of e-mail address for e-mail submission.

September 2020

- Added information on managing a Microsoft account.

August 2020

- Added information on printing jobs using automatic print release.

Overview

Lexmark Cloud Services is a fully featured and integrated cloud-based website that supports access and management of the Print Management solution. The following web portals provide capabilities that support an end-to-end Print Management experience depending on your assigned role:

- **Account Management**—Supports management of your account.
  - Change your profile password
  - Set your PIN
  - View your roles
  - Register your badges
- **Print Management**—Supports management of print queues and of delegates.
  - Send print jobs using the following:
    - Lexmark Print Management Client
    - E-mail
    - Mobile device
    - Lexmark Cloud Print Management for Chrome extension
  - Manage print queues.
  - Delegate print jobs.
  - Download the Lexmark Print Management Client.
  - Download the Lexmark Cloud Print Management for Chrome extension.
- **Scan Management**—Supports management of scanned documents, cloud storage account, and personal scan destination.
  - Manage a cloud storage account.
  - Create a personal scan destination
  - Send scan jobs
- **Analytics**—Supports the reporting on usage and printer activity.
  - Generate and export reports.

This document provides instructions on how to use the website.

Getting started

System requirements

Supported web browsers

- Microsoft Edge version 99 or later
- Mozilla Firefox version 98 or later
- Google Chrome™ version 99 or later
- Apple Safari version 14 or later

Supported operating systems

When installing the Lexmark Print Management Client, make sure that your computer is running on one of the following operating systems:

- Windows 11
- Windows 10
- Windows 8.1
- macOS version 10.12 or later
- Ubuntu version 20.4 or later

Accessing the Lexmark Cloud Services dashboard

1. From a web browser, depending on your Lexmark Cloud Services agreement, go to either **https://na.cloud.lexmark.com** or **https://eu.cloud.lexmark.com**.
2. Type your e-mail address and password.

   Note: If the system is configured to have federated access, then you are redirected to the login page of your organization.
3. Click **Log In**.

Available options

When logging in for the first time, the administrator belonging to multiple organizations, must Select Organization.

Note: After logging in, federated administrators are routed to the Manage Account page, unless they belong to more than one organization.

To access the dashboard or open another web portal from your current web portal, click on the upper-right corner of the page.

Managing the dashboard

The dashboard provides quick access to the web portals and the cards that contain usage information for the last 30 days. The dashboard view is customizable. You can add, remove, move, or rename the cards. The available web portals and cards depend on your assigned role.

Note: An impression is a side of a sheet of paper that contains toner, while a page is a digital area where content is printed. The reports are presented in impressions unless stated as pages.

1. From the dashboard, click **Actions**.
2. Do any of the following:

Add cards

Note: You can add up to 24 cards.

a. Click **Add Card**.
b. Select a card type.
c. Update the card name.
d. Click **Add Card**.

Edit cards

a. Click **Edit Cards**.
b. Do any of the following:
   - Add cards.
   - Edit the card properties.
   - Move cards.
   - Delete cards.
c. Click **Done**.

Change the view

Mouse over the Change View menu, and then select the maximum number of columns.

Managing your account

Changing the profile password

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Personal Information section, click **Reset Password**.
3. Specify the information.
4. Click **Reset Password**.

Setting a PIN

Lexmark Cloud Services lets users authenticate to the enrolled printers using a PIN. The organization administrator can set the PIN generation option to **User set**. This setting lets users set their own PIN.

For more information on other ways to obtain your PIN, contact your organization administrator.

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Printer Login section, click **Set PIN**.
3. Enter a unique PIN.
4. Click **Generate PIN**.

Viewing assigned roles

Roles are permissions given to a user or group.

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Assigned Roles section, click **View**.

Registering badges

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. Do either of the following:

Use the login code on the printer

Note: If you are on a system with federated access, then you can use this feature to register your badge on the printer. Depending on the printer login configuration, you may be prompted enter your PIN during registration.

a From the Personal Information section, click **Generate Login Code**.

   Note: The login code refreshes automatically after 15 minutes.

b Do either of the following:
   - From the printer, tap the unregistered badge on the card reader, and then touch **Next**.
   - From the printer home screen, touch **Login**.

c Enter the login code.

d Touch **Register**.

Register the badge manually

Note: If you are on a system without federated access, then you can use this feature to register your badge on the printer. Depending on the printer login configuration, you may be prompted enter your PIN during registration.

a Tap your card on the card reader.

b Enter your user credentials.

c Touch **Register**.

Use the web portal

a From the Printer Login section, click **Edit**.

b Do either of the following:
   - Click **Register Badge**.
   - Click **Register**.

c Enter your badge ID.

   Note: If necessary, type a description, and then select **Show badge ID**.

d Click **Register Badge**.

Viewing groups

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Assigned Groups section, click **View**.

Using the Print Management web portal

Accessing the Print Management web portal

Open a web browser, and then do either of the following:

- From the dashboard, click **Print Management**.

  Note: If the card is not available in the dashboard, then add the card. For more information, see "Managing the dashboard" on page 7.

- From your current web portal, click on the upper-right corner of the page, and then click **Print Management**.

Installing the Lexmark Print Management Client

For Microsoft Windows operating system

1. From your computer, run the package.
2. Follow the instructions on the screen.

   Notes:

   - The executable files are saved in the **Program Files** folder.
   - For custom packages, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.
   - The configuration and the log files are saved in the **%allusersprofile%\LPMC** folder after installation.
   - Make sure that you have installed Microsoft .NET Framework 4.6.2 (full version) or later.

After the installation, a Lexmark Cloud Print Management or Lexmark Hybrid Print Management printer is available.

For macOS operating system software

1. From your computer, run the package.
2. Follow the instructions on the screen.

   Notes:

   - The executable files, the configuration file, and the SSL certificates are saved in the **/Library/Lexmark/LPMC** folder.
   - The log file is saved in **/var/tmp** as **lpmc.log**.
   - For the custom package, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.
   - If you have a Mac with Apple silicon, then install Rosetta 2 to make sure that LPMC for Mac works.

For Ubuntu operating system

1. Download the **lpmc-upd-install.sh** and **configuration.xml** files.
2. At the command prompt, type `sudo sh lpmc-upd-install.sh`.

Notes:

- The executable files are saved in the **/usr/share/Lexmark/LPMC** folder.
- The configuration file is saved in the **/etc/Lexmark/LPMC** folder.
- The SSL certificates are saved in **/var/LPMC**.
- The log file is saved in **/var/LPMC/lpmc.log**.

Applying the driver configuration

The LPMC installer supports the use of LDC files from the Printer Driver Configuration Utility. During installation, the system looks for specific file names for the LDC files.

Notes:

- To apply a driver configuration when the LPMC is installed, save the LDC file in the same folder as the LPMC installer.
- For Ubuntu and macOS, the LPMC installer does not support the use of LDC files.

Use the following file names:

- **LPMSaaSPrintQueueConfiguration.ldc** for the Cloud Print Management print queue
- **LPMServerlessPrintQueueConfiguration.ldc** for the Hybrid Print Management print queue

The LDC configuration must use the following value for the print queue:

```
<PrinterObject value="Cloud Print Management - PCLXL"></PrinterObject>
```

You can also use the following generic values for the printer profile and printer model:

```
<PrinterProfile name="Lexmark Universal v2" version="1.0">
<PrinterModel value="Lexmark Universal v2"></PrinterModel>
```

Identifying the version of the installed Lexmark Print Management Client

The following steps apply to the following operating systems and LPMC versions:

- macOS with LPMC version 1.1.1468 or later
- Microsoft Windows with LPMC version 2.3.1026.0 or later
- Ubuntu with LPMC version 3.1.0 or later

1. From your computer, in the system tray or the menu bar, click the Lexmark Print Management Client icon.
2. Click **About Print Management Client** to identify the version number.

Downloading the Lexmark Cloud Print Management for Chrome extension

Add the Lexmark Cloud Print Management for Chrome extension so that you can send print jobs to Cloud Print Management using the Chrome OS operating system.

1. From the Print Management web portal, click **Print Clients**.
2. From the Select client menu, select **Chrome**.
3. Click the **Available in the Chrome Web Store** link that appears.

4 Click **Leave Site**.

5 Using the Chrome OS browser, from the Chrome Web Store, add the Lexmark Cloud Print Management for Chrome extension.

Managing the print queue

Using the Print Management web portal, you can directly manage your print jobs and do the following:

- Upload print jobs
- Adjust the print settings of a print job
- Set the default print settings for all incoming print jobs

Uploading files to the Print Management web portal

1 From the Print Management web portal, click **Print Queue**.

2 Click **Upload File**.

3 Drag one or more files, or click **Choose Files**, and then browse to them.

4 Click **Done**.

Adjusting the settings of a print job

The Print Management web portal lets you update the layout, paper, and finishing options of the print job.

1 From the Print Management web portal, click **Print Queue**.

2 Click a print job.

3 If necessary, from the General section, type a description for the print job.

4 Do any of the following:

Note: Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.

Adjust the layout

- **Copies**—The number of copies to be printed.
- **Collate**—Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
- **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
- **Pages per side**—Multiple pages of the document are printed on one side of the paper.
- **Orientation - Pages per side**—The orientation of the pages when printing multiple pages per side (N-up).

Adjust the paper and finishing options

- **Paper size**—The size of the paper.
- **Paper source**—The tray that is the source of paper.
- **Paper type**—The type of paper.

- **Output bin**—The collection point for paper that has exited from the printer.
- **Staple**—The stapling position in the paper.
- **Hole punch**—The number of holes to be punched.
- **Fold**—The way the paper is folded.

Change the quality

Select a color mode.

5 Click **Save Changes**.

Setting the default print settings for all incoming print jobs

Notes:

- Updates are applicable to future print jobs that are sent using a mobile device, e-mailed, or uploaded to the web portal using a web browser.
- Print jobs that are sent using the Lexmark Print Management Client use their specified print settings.

1 From the Print Management web portal, click **Print Queue**.

2 Click **Set Default Print Settings**.

3 Do any of the following:

Adjust the layout

- **Copies**—The number of copies to be printed.
- **Collate**—Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
- **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
- **Pages per side**—Multiple pages of the document are printed on one side of the paper.
- **Orientation - Pages per side**—The orientation of the pages when printing multiple pages per side (N-up).

Adjust the paper and finishing options

- **Paper size**—The size of the paper.
- **Paper source**—The tray that is the source of paper.
- **Paper type**—The type of the paper.
- **Output bin**—The collection point for paper that has exited from the printer.
- **Staple**—The stapling position in the paper.
- **Hole punch**—The number of holes to be punched.
- **Fold**—The way the paper is folded.

Change the quality

Select a color mode.

4 Click **Save Changes**.

Printing files

To release print jobs, use either of the following:

- A printer with the Print Release application. For more information, see "Releasing print jobs using the printer" on page 16.
- A mobile device that is running on Android™ platform or iOS operating system with the Lexmark Mobile Print application. For more information, see the *Lexmark Mobile Print User's Guide* for your mobile device.

Notes:

- This method is applicable only to Cloud Print Management print jobs.
- The Lexmark Mobile Print application can be downloaded free of charge from the App Store or the Google Play™ store.

Adding a Lexmark Cloud Print Management server using a mobile device

This feature lets you send print jobs to the Lexmark Cloud Print Management using the Lexmark Mobile Print application. For more information on sending print jobs using the Lexmark Mobile Print application, see "Sending print jobs using a mobile device" on page 15.

1. From your mobile device, launch the Lexmark Mobile Print application.
2. From the application home screen, tap **Settings**.
3. Tap **Lexmark Cloud Print Management**, and then enable **Access to Lexmark Cloud Print Management**.
4. To set the data center, tap **Data Center**, and then select one of the following:
   - **Default**—To set your data center automatically as determined by your location.
   - **Americas**—To use the North American data center as determined by your Lexmark Cloud Services agreement.
   - **Europe**—To use the European data center as determined by your Lexmark Cloud Services agreement.

Sending files to the print queue

Sending print jobs from your computer

Do either of the following:

Send files

1. Open a file or image.
2. Select the print option, and then select the Lexmark Cloud Services print release queue.
3. Click **Print**.
4. If prompted, type your e-mail address and password.

Send e-mails

Contact your administrator to check if this feature is available in your organization. If the feature is available, then send an e-mail to the shown e-mail address to place the print job in your print queue.

Note: Make sure that the e-mail has content. If the e-mail has attachments, then the attachments are printed. If there are no attachments, then the e-mail body text is printed.

Sending print jobs from the Chrome OS operating system

Note: This feature requires adding the Lexmark Cloud Print Management for Chrome extension to your web browser. For more information, see "Downloading the Lexmark Cloud Print Management for Chrome extension" on page 11.

1 From the Google Chrome browser, open a file, image, or web page.

2 Select a print option, and then select **Lexmark Cloud Print Management for Chrome**.

3 If necessary, change the print settings. To change other settings, click **More settings** > **Advanced settings**, and configure the following:

- **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
- **Pages per side**—Multiple pages of the document are printed on one side of the paper.
- **Pages per side orientation**—The orientation of the pages when printing multiple pages per side.
- **Staple Location**—The stapling position on the page.
- **Fold**—The way the paper is folded.
- **Hole punch**—The number of holes to be punched.
- **Paper source/tray**—The paper source or the tray to be used for the print job.

Note: Depending on the printer model, these settings may vary.

4 Click **Apply**.

5 Click **Print**.

Note: In the LPMC Chrome extension, the document file cannot be previewed, and cannot be printed using ☰. This limitation is in Microsoft 365.

Sending print jobs using a mobile device

For more information on the Lexmark Mobile Print application, see the *Lexmark Mobile Print User's Guide* for your mobile device.

For devices using the Android platform

1 Launch the Lexmark Mobile Print application.

2 From the Print From section of the application home screen, tap a source, and then follow the instructions on the screen.

Note: If prompted, allow the application to access the camera and the storage.

3 Select the Lexmark Cloud Services queue.

Note: If prompted, log in to the server.

4 If necessary, change the print settings.

5 Tap 🖶.

For devices using the Apple iOS operating system

1. Launch the Lexmark Mobile Print application.
2. From the PRINT FROM section of the application home screen, tap a source, and then follow the instructions on the screen.

   Note: If prompted, allow the application to access the camera and the photos.
3. Select the Lexmark Cloud Services queue.

   Note: If prompted, log in to the server.
4. If necessary, change the print settings.
5. Tap **Print**.

Sharing documents to the print queue server using your mobile device

For more information on the Mobile Print application, see the *Lexmark Mobile Print User's Guide* for your mobile device.

For devices using the Android platform

1. From your mobile device, open a document, or select a document from your file manager.

   Notes:

   - Make sure that the mobile device supports the document file type.
   - Make sure that the printer supports the file type. For the list of supported file types, see the printer *User's Guide*.
2. Share the document to Lexmark Print.
3. Select the Lexmark Cloud Services queue, and if necessary, change the print settings.
4. Tap .

For devices using the Apple iOS operating system

1. From your mobile device, open a document, or select a document from your file manager.

   Notes:

   - Make sure that the mobile device supports the document file type.
   - Make sure that the printer supports the file type. For the list of supported file types, see the printer *User's Guide*.
2. Tap > **Lexmark Print**.
3. Select the Lexmark Cloud Services queue, and if necessary, change the print settings.
4. Tap **Print**.

Releasing print jobs using the printer

Use the Print Release eSF application to release print jobs from the printer. For more information, see the *Print Release Administrator's Guide*.

Note: Depending on your configuration, first-time users must register. Follow the instructions on the printer display.

1 From the printer home screen, touch the icon for the Print Release application.

2 Select one or more print jobs.

Notes:

- To print the jobs that are delegated to you, touch ☰ if necessary, select a user name, and then select the print jobs.
- When using Cloud Print Release, the only option is to release all print jobs at once.

3 If necessary, change the print settings. Select a job, touch ⋮ beside the Print button, touch **Change Print Settings**, and then do any of the following:

Notes:

- Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.
- Depending on the organizational policy, features like print and keep and number of copies may not be available.

- Touch **Settings**, and then adjust one or more of the following:
  - **Number of copies**
  - **Color**

    Note: You cannot change black-and-white print jobs to color at the printer for some file formats.
  - **Sides**—Specify whether the print jobs are printed on one side only or on both sides of the paper.
- Touch **Finishing Options**, and then adjust either of the following:
  - **Staple**—Specify whether to staple the printed jobs.
  - **Hole punch**—Specify whether to punch holes on the printed jobs.

4 Touch **Print**.

Printing jobs using automatic print release

Automatic print release is an organizational setting that lets users release print jobs automatically after logging in. This setting prevents users from interacting directly with the printer when releasing print jobs. If enabled, then all print jobs in the queue from various sources are controlled by this setting. To release one or more print jobs selectively, see "Releasing print jobs using the printer" on page 16.

Notes:

- Make sure that automatic print release is enabled by your administrator.
- Only the print jobs of authenticated users are released.
- This setting only applies in Print Release.
- This setting is available only in some printer models.

1 Log in to the printer.

2 Wait for the printer to release all your pending print jobs.

Using Guest Print

Guest Print is a feature of Lexmark Cloud Services that allows users to print documents without requiring registration in the Lexmark Cloud Services. The guest composes an e-mail from virtually any e-mail client, attaches the document they want to print, and sends it to a predefined e-mail address.

An administrator or an organization’s representative provides the e-mail address that the guest can send their documents to. On sending the e-mail to the specified e-mail address, the guest receives a confirmation e-mail with a PIN.

After receiving the PIN through e-mail, the guest can proceed to the printer specified by the organization's representative, and perform the following steps:

Lexmark retains information related to the print job only but does not retain any e-mail-related information.

1. From the printer control panel, touch **PIN Login**.
2. Enter the PIN you have received in your e-mail, and then click **OK**.
3. Touch **Print Release.**
4. Select the print job, and touch **Print**.

   Notes:

   - If you send multiple print jobs, then all those print jobs are listed.
   - The body of the e-mail is represented as an individual print job.
   - Each attachment is represented as an individual print job.
   - Without any e-mail attachment, body of the e-mail is printed.

Printing jobs using Cloud Print Release

Using the Cloud Print Release feature, users can release print jobs from printers that do not support eSF applications. These printers get the Cloud Print Release feature installed through a firmware update. The Cloud Print Release feature is available in 2.8-inch screen printers only. For more information on printers that support Cloud Print Release feature, see the *Lexmark Cloud Services Administrator Guide*.

Notes:

- Make sure that the administrator enables Cloud Print Release.
- You can release the print jobs by logging in to a printer with the Cloud Print Release feature. The applicable login methods are PIN only and secure login code.
- The Cloud Print Release feature is available only in printers with firmware version 075.287 or later.
- Individual print job selection is not supported in Cloud Print Release.
- Hybrid print jobs or delegated jobs are not supported in Cloud Print Release.

1. Send print jobs to the Cloud Print Release queue. For more information, see “Sending files to the print queue” on page 14.
2. From the printer that has the Cloud Print Release feature, in the printer home screen, touch **Cloud Print Release**.

   Note: If you are using badge swipe to log in to the printer, then the Cloud Print Release feature automatically releases all the print jobs.

3 Depending on the printer login configuration of your organization, log in to the printer using any of the authentication methods:
   - PIN only
   - Secure login code

   Note: Cloud Print Release login is based on the printer login configuration set in Account Management by the organization administrator. For more information on configuring printer login, see the *Lexmark Cloud Services Administrator Guide*.

4 Enter the PIN or secure login code, and then click **OK**.

5 Wait for the printer to release all pending print jobs.

Notes:

- When the print job is released, it appears on the Print Job History page of the Lexmark Cloud Print Management portal.
- Print jobs that are successfully printed are deleted from the print queue. Print jobs that are canceled or not successfully printed remain in the print queue.

Managing delegates

View and manage user delegates.

A delegate is a user who is allowed to print jobs from your print queue. For example, an administrative assistant may print jobs submitted by an executive.

1 From the Print Management web portal, click **Delegates**.

2 Do either of the following:

Add delegates

a Click **Add**.

b Select a user.

c From the Enable delegate expiration section, select either of the following:
   - **Never expires**—Do not set an expiry date for delegates.
   - **Expires after**—Set the number of days after which the delegates expire.

d Click **Add Delegate**.

Remove delegates

a Select one or more delegates.

b Click **Remove**.

Viewing the print job history

From the Print Management web portal, click **Print Job History**.

The print job history contains the following information:

- **Impressions**—A side of a sheet of paper that contains toner.
- **Released From**—Shows the printer IP address where the print job is released.
- **Job Name**
- **Job Source**
- **Color Mode**—Shows whether the print job is monochrome or color.
- **Two‑Sided Printing**—Shows whether the print job is printed on both sides of the paper.
- **Released**—Shows when the print job is released.
- **Released By**—Shows the delegate who released your print job. This column appears only when a delegate has released one of your print jobs.

Using Direct Print

The Direct Print feature helps to track jobs that are directly sent to Lexmark printers for users in Lexmark Cloud Services. Using Direct Print, these jobs do not go through a global queue and are not released through Print Release application. When Lexmark Print Management Client (LPMC) is installed in a workstation, users must enter the credentials for submitting a print job, similar to cloud and hybrid submissions using LPMC. LPMC sends the user‑level data to the Lexmark Cloud Services portal. This data helps Lexmark Cloud Services to track print activities for users in Lexmark Cloud Services. The print job never leaves the customer network and is never held for release, but is sent and printed immediately to the designated printer.

The installation package includes a configuration XML file that contains the printer profile information to ensure jobs are sent to the specified printers. When this additional setting is installed in your workstation along with the LPMC software, when direct printers have been assigned in the cloud, and the Direct Print configuration bundle is deployed to the user workstation, users can select which printer to directly send their job to. This feature can be used with cloud and hybrid submissions as well, allowing more flexibility in the allowable end‑user print endpoints and workflows.

Note: Direct Print is supported only in Windows operating systems.

Before you begin, make sure that:

- Cloud Print Management enrollment is enabled for the organization.
- Cloud Fleet Management enrollment is enabled for the printer.
- LPMC Windows version 2.3.1145.0 with proper configuration is available.
- Device Usage version 2.4.32 is installed.
- The printer is enrolled in Cloud Fleet Management and is attached to a network.
  - For Lexmark eSF printers, make sure that the Cloud Print Management application bundle is installed on the device.
  - For Lexmark printers, make sure that Lexmark Universal Print Driver is installed with the LPMC.
- The workstation has network visibility (port 9100) to the printer.
- The workstation is connected to Lexmark Cloud Services.
- Direct Print roles are defined. The Direct Print roles are as follows:

  ### Direct Print user

  - Downloads personal Direct Print configuration from Print Clients page
  - Submits print jobs via direct print submission

Downloading the Direct Print package

1. From the Print Management web portal, click **Print Clients**.
2. From the Select client menu, select **Windows**®.
3. From the Select package type menu, select **Direct Print**.
4. Select either **Departments** or **Personal**.
5. Select the assignments that you want to download.

   Note: You can select one or more assignments.
6. Click **Download Client**.
7. Click **Download**.

   Note: The package is downloaded in ZIP format.

When using direct print submission, if the printer does not have the correct version of Device Usage eSF application installed, then analytics data is not presented the same way as other user-related print data. In this case, the data differs in the following ways:

- The user print job details are shown in the Printer Activity Detail report.
- The IP address column shows `<x.y.z.y>(Direct)`, where `<x.y.z.y>` is the IP address of the printer.
- Page numbers and other metadata reflected for the print job details represent the user intent of the submission and may not represent the actual print output. For instance, a user may send a four-page color job to a mono printer without the correct version of the eSF application. In this case, the job details show that a four-page color job was printed.

Installing the Direct Print package

1. Extract the zipped folder.

   Note: If you download the Direct Print package for one assignment, then the folder contains an executable file and an XML configuration file. If you download the Direct Print package for multiple assignments, then the folder contains an executable file and multiple folders. Each of the multiple folders contains a **directprintconfiguration.xml** file. There is one folder for each assignment that is downloaded simultaneously.
2. From the installation package, run the **lpmc** Windows Installer file.
3. Accept the End-User License Agreement.
4. Click **Install**.
5. Click **Finish**.

Using the Scan Management web portal

Accessing the Scan Management web portal

Open a web browser, and then do either of the following:

- From the dashboard, click **Scan Management**.

  Note: If the card is not available in the dashboard, then add the card. For more information, see "Managing the dashboard" on page 7.

- From your current web portal, click ▦ on the upper-right corner of the page, and then click **Scan Management**.

Managing a cloud storage account

Make sure that you have a Microsoft or a Google^{TM} account to create, edit, or use scan destinations.

Selecting an account

1. From the Scan Management web portal, do either of the following:
   - Click **Cloud Storage Account** > **Select an account** > **Continue**.

     Note: Depending on the requirement, select an account from the Microsoft section or from the Google section. This feature is disabled if an account is already logged in.
   - Click **Select an account** > **Continue**.
2. Sign in to your Microsoft or Google account.

Changing an account

Note: This feature is disabled if a Microsoft account or Google account is not logged in.

1. From the Scan Management web portal, click **Cloud Storage Account**.
2. From the Microsoft section or the Google section, click **Change account**.
3. Sign in to your Microsoft or Google account.

Forgetting an account

Note: This feature is disabled if a Microsoft account or Google account is not logged in.

1. From the Scan Management web portal, click **Cloud Storage Account**.
2. From the Microsoft section or the Google section, click **Forget this account** > **Forget Account**.

Creating a personal scan destination

A scan destination is a cloud storage service to which a user can send scanned documents. You can create a personal scan destination.

Note: The Personal tab is available if the administrator enables **Allow users to create personal scan destinations**.

The following cloud storage services are used for scan destinations:

- Microsoft OneDrive
- Microsoft SharePoint
- Google Drive™

Note: Make sure that you have a Microsoft or Google account to access cloud storage services and to manage scan destinations.

Creating a scan destination

1 From the Scan Management web portal, select **Personal**.

   Note: The Personal tab is available if the administrator enables **Allow users to create personal scan destinations**.

2 Click **Create**.

3 Configure the settings.

   ### General

   - **Scan Destination Name**
   - **Description (Optional)**
   - **Cloud storage service**—Configure either of the following:
     - **Google Drive**
       a From the Drive name menu, select the destination Google Drive.
       b From the Scan location folder section, click **Choose Folder** > **Select the folder** > **Choose Folder** to select the destination Google Drive folder.
     - **OneDrive**—The OneDrive is private to each user's account, and the configuration is setting the structure for file storage in their account only. When an organizational OneDrive scan destination is executed, the path and folder structure is created on the user’s OneDrive account.

       Notes:

       - The administrator account does not have access to the user's folders.
       - The users of the configuration do not have access to the administrator’s account folders.

       a From the Scan location folder section, click **Choose Folder** to browse for the scan destination folder.

         Note: If the folder structure does not exist, then it is created.

       b Select the folder, and click **Choose Folder** to select the destination OneDrive folder.
     - **SharePoint**
       a From the Site or library name menu, select the destination SharePoint site or library.
       b From the Scan location folder section, click **Choose Folder** > **Select the folder** > **Choose Folder** to select the destination SharePoint folder.

   Note: You can also click **Cancel** to discard the selected folder.

   - **File name**—Specify the file name for the scanned image.
   - **Append a date-time stamp to the file name**—Add the date and time to the name of the scanned file.

- **Allow entering a file name from the printer panel**—Let the user specify a file name before the scan job starts.
- **Show scan settings on the printer panel**—Show the scan settings before the scan job starts.
- **Allow changing the folder from the printer panel**—Let the user choose the folder from the control panel.

  Note: This option is available only if an administrator enables the Enable option to choose folder from the printer panel option in the Scan Management Settings page.

Scan Settings

- **Use default scan settings**—Use the default printer settings.
- **Use custom scan settings**—Configure the scan settings of the printer.

  Note: Some settings are available only in some printer models.

  - **Enable scan preview if supported by the printer**
  - **Color mode**
  - **Content type**
  - **Original size**
  - **Sides**—Specify the page orientation of text and graphics when scanning a two-sided document.
  - **Resolution**
  - **File Format**—Select the file format from TIFF, JPEG, and PDF.

    Note: If Show Scan settings on the printer panel is enabled, then you can change the file type.
  - **Enable custom scan job**
  - **Contrast**

4 Click **Create Destination**.

Viewing a scan destination

A scan destination is a cloud storage service to which a user can send scanned documents. It is enabled and managed by the Scan Management Administrator in the Lexmark Cloud Services.

From the Scan Management web portal, select the scan destination that you want to view.

- **Google Drive**
- **OneDrive**—The OneDrive is private to each user's account, and the configuration is setting the structure for file storage in their account only. When an organizational OneDrive scan destination is executed, the path and folder structure will be created on the user’s OneDrive.

  Notes:

  - The users of the configuration do not have access to the administrator’s account folders.
  - The administrator account does not have access to the user's folders.
- **SharePoint**

Sending scan jobs using the Cloud Scan application

1 Load the document into the automatic document feeder or on the scanner glass.

2 From the printer home screen, touch **Cloud Scan**.

3 Select a scan destination, and then touch **Next**.

Notes:

- Make sure that you are logged in to your Microsoft or Google account. If necessary, touch **E-mail** to send instructions to your e-mail on how to log in.
- In some older printer models, some text may scroll very fast while navigating the scan details.
- In some older printer models, some text may appear bigger for lengthy scan details.
- In some models, the Scan Destination page and Scan settings page may display inconsistent translated text.
- If the printer has hard drive, you can upload a JPEG file with a maximum file size of 20MB.
- For printers with eSF version 4.0 or earlier, Cloud Scan Management application performance is slower as compared to printers with eSF version 5.0 or later.

4 Type the file name, and then touch **Next**.

Note: Make sure that **Allow entering a filename from the printer panel** is selected on the Cloud Scan Management portal.

5 If necessary, change the scan settings.

Notes:

- Make sure that **Show scan settings on the printer panel** is selected on the Cloud Scan Management portal.
- The maximum file size is 20MB.
- If you want to scan a multiple-page document, then select **Scan the Next Page**.

6 Touch **Send**.

Using the Analytics web portal

Use the Analytics web portal to generate reports on usage and printer activity.

Accessing the Analytics web portal

Open a web browser, and then do either of the following:

- From the dashboard, click the **Analytics** card.

  Note: If the card is not available, then add the card. For more information, see "Managing the dashboard" on page 7.

- From your current web portal, click on the upper-right corner of the page, and then click **Analytics**.

Understanding reports

Reports can include dates up to two years before the current date.

Notes:

- An impression is a side of a sheet of paper that contains toner.
- A page is a digital area where content is printed.
- A sheet is a piece of paper.

Report type	Report items
User Overview—Shows an overview of the printer activities of the selected user over the specified date range.	• **Total** – **Impressions**—The total number of impressions that are printed. – **Sheets**—The total number of sheets that are printed. – **Printer Jobs**—The total number of printed jobs. – **Total Jobs In Queue Now**—The total number of jobs that are currently in the Lexmark Cloud Services print queue. • **Printed / Deleted (Pages)**—A graph that shows the number of pages that are printed and the number of pages that are deleted, based on the number of submitted pages. Pages that are deleted are either expired or were removed manually. • **Job Size (Number of Jobs)**—A graph that shows a distribution of the job size based on the number of submitted pages for each job. • **Paper Size (Pages)**—A graph that shows the number of pages that are printed per paper size. • **Paper Type (Pages)**—A graph that shows the number of pages that are printed per paper type. • **Color / Mono Usage (Impressions)**—A graph that shows the total number of color impressions and the total number of black-and-white impressions that are printed. • **Duplex / Simplex Usage (Impressions)**—A graph that shows the total number of impressions printed as two-sided jobs and the total number of impressions printed as one-sided jobs. • **Print Usage (Impressions)**—A graph that shows the daily print usage over the specified date range. • **Submitted Jobs** – **Submission Methods (Pages)**—A graph that shows the number of pages submitted per submission method, such as web browser, e-mail, or mobile device. – **Document Type (Pages)**—A graph that shows the number of pages submitted per job type, such as text or image. • **Top Printers**—A table that lists the printers that the specified user frequently uses. The list shows the last known IP address and model name of the printers, and are sorted based on the number of printed impressions. • **Most Used Printers**—A table that lists the printers with the highest usage. The list shows the last known IP address and model name of the printers, and are sorted based on the number of printed impressions. • **Scan Usage (Pages)**—A graph that shows the total number of pages scanned per job type.
Printer Activity—Shows the summary of the print and scan activities.	• **Print Activity**—A table that lists the printers and shows their last known IP addresses, model names, and serial numbers. The list also shows the total number of printed impressions, and the breakdown of the sources of the impressions. • **Scan Activity**—A table that lists the printers and shows their last known IP addresses, model names, and serial numbers. The list also shows the total number of scanned pages, and the breakdown of the job types that created the scans.

Report type	Report items
Printer Activity Detail—Shows a detailed Printer Activity report. The list shows all the jobs and more information about each job. When using Direct Print submission, if the printer does not have the correct version of Device Usage eSF application installed, then analytics data is not presented the same way as other user-related print data. In this case, the data differs in the following ways: • The user print job details are displayed in the Printer Activity Detail report. • The IP address column shows **<x.y.z.y>(Direct)**, where **<x.y.z.y>** is the IP address of the printer. • Page numbers and other metadata reflected for the print job details represent the user intent of the submission and may not represent the actual print output. For instance, a user may send a four-page color job to a mono printer without the correct version of the eSF application. In this case, the job details show that a four-page color job was printed.	• **Print Activity**—A table that lists all the print jobs and shows their owner information, time stamp, job type, and printer information. The list also shows the number of printed impressions on each print job with a breakdown of the sources of the impressions. • **Scan Activity**—A table that lists all the scan jobs and shows their owner information, time stamp, job type, and printer information. The list also shows the total number of scanned pages on each scan job with a breakdown of the types of scan job.

Report type	Report items
Print Job History—Shows all the print jobs.	A table that lists all the print jobs, the number of pages and impressions, the job properties, and the printer used.
Detailed Submitted Job Activity—Shows all the jobs submitted to Lexmark Cloud Services for print release by the selected user.	A table that lists all the documents submitted for print release and the user information for that document.

Generating reports

1. From the Analytics web portal, select a report type, and then specify the date range.
2. Click **Generate Report**.

Exporting reports

1. Do either of the following:
   - From the Analytics web portal, generate a report.
   - From the dashboard, click a card.
2. Click on the upper-right corner of the table that you want to export.

Notes:

- The report is saved in a CSV file.
- To print the reports with a formatted layout, click .

Using the Translation Assistant Portal

Understanding Translation Assistant

Translation Assistant is a subscription service offered by Lexmark Cloud Services. This solution uses Microsoft Azure Cognitive Services in the translation process.

Supported source file formats

- PDF
- CSV
- HTML, HTM
- XLF
- MARKDOWN, MDOWN, MKDN, MD, MKD, MDWN, MDTXT, MDTEXT, RMD
- XLSX, XLS
- PPTX, PPT
- DOCX, DOC
- ODT
- ODP
- ODS
- RTF
- TSV, TAB
- TXT

Notes:

- Some file formats may be converted during translation.
- The maximum source file size is 40MB.
- Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled, then Translation Assistant supports only DOCX files.

Supported source and target languages

Afrikaans	Dutch	Inuktitut	Cyrillic Mongolian	Latin Swahili
Albanian	English	Latin Inuktitut	Traditional Mongolian	Swedish
Amharic	Estonian	Irish	Myanmar	Tahitian
Arabic	Faroese	Italian	Nepali	Tamil
Armenian	Fijian	Japanese	Norwegian	Latin Tatar
Assamese	Filipino	Kannada	Odia	Telugu
Latin Azerbaijani	Finnish	Kazakh	Pashto	Thai
Basque	French	Khmer	Persian	Tibetan
Bangla	Canadian French	Korean	Polish	Tigrinya

Bashkir	Galician	Central Kurdish	Brazilian Portuguese	Tongan
Latin Bosnian	Georgian	Northern Kurdish	Portuguese	Turkish
Bulgarian	German	Cyrillic Kyrgyz	Punjabi	Latin Turkmen
Traditional Cantonese	Greek	Lao	Queretaro Otomi	Ukrainian
Catalan	Gujarati	Latvian	Romanian	Upper Sorbian
Literary Chinese	Haitian Creole	Lithuanian	Russian	Urdu
Simplified Chinese	Hebrew	Macedonian	Latin Samoan	Arabic Uyghur
Traditional Chinese	Hindi	Malagasy	Cyrillic Serbian	Latin Uzbek
Croatian	Latin Hmong Daw	Latin Malay	Latin Serbian	Vietnamese
Czech	Hungarian	Malayalam	Slovak	Welsh
Danish	Icelandic	Maltese	Slovenian	Yucatec Maya
Dari	Indonesian	Maori	Arabic Somali	Zulu
Divehi	Inuinnaqtun	Marathi	Spanish	

Supported auto-detect source languages

Translation Assistant can automatically detect the following languages on uploaded source documents:

Afrikaans	Divehi	Hebrew	Central Kurdish	Persian	Latin Swahili
Albanian	Dutch	Hindi	Lao	Polish	Swedish
Arabic	English	Hungarian	Latvian	Brazilian Portuguese	Tahitian
Armenian	Estonian	Icelandic	Lithuanian	Romanian	Thai
Bulgarian	Finnish	Indonesian	Macedonian	Russian	Turkish
Catalan	French	Inuktitut	Latin Malay	Cyrillic Serbian	Ukrainian
Simplified Chinese	Georgian	Irish	Maltese	Latin Serbian	Urdu
Traditional Chinese	German	Italian	Traditional Mongolian	Slovak	Latin Uzbek
Croatian	Greek	Japanese	Myanmar	Slovenian	Vietnamese
Czech	Gujarati	Khmer	Norwegian	Arabic Somali	Welsh
Danish	Haitian Creole	Korean	Pashto	Spanish	Yucatec Maya

Using Translation Assistant

1. Open a web browser, access the Lexmark Cloud Services dashboard, and then do either of the following:
   - From the Lexmark Cloud Services dashboard, click the **Translation Assistant** card.

     Note: The Translation Assistant card appears in the dashboard by default for new users. If the card is not available in the dashboard, then add the card. For more information, see "Managing the dashboard" on page 7.
   - From your current web portal, click on the upper-right corner of the page, and then click **Translation Assistant**.
2. Accept the terms of use.

   Note: You must accept the terms of use every time you access the Translation Assistant.
3. Upload a source document.

   Note: For more information, see "Supported source file formats" on page 30.
4. Select the source language of the source document.

   Note: Translation Assistant detects the source language automatically by default. For more information, see "Supported auto-detect source languages" on page 31.
5. Select a target language.

   Note: You can select a maximum of five target languages.
6. Select how you want to receive your document.
   - To save the document to your local folder, click **Download**.
   - To send the document to your registered Lexmark Cloud Services email address, click **E-mail**.

     Note: Some email services limit the file attachment size. If the file size of the document exceeds 10MB, then we recommend downloading it.
   - For Customer Identity and Access Management (CIAM) organization, to send the document to your Lexmark Cloud Services Print Management queue, click **Send to cloud print queue**.

     Note: You must be subscribed to Cloud Print Management to enable this option.
7. Click **Translate File**, and then wait for the translation to complete.

Note: Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled, then Translation Assistant supports only DOCX files. To enable this feature for your organization, contact your administrator.

Using Mobile Enhanced Solutions

Mobile Enhanced Solutions are accessed from your mobile phone or tablet. If this solution is available on your multi-function printer, you will see a QR code on the control panel. On scanning this QR code, the Lexmark Cloud Solutions authentication page opens. Once authenticated, you can access the Mobile Enhanced Solutions.

Using My Jobs

The My Jobs solution is available for Cloud Print Management users. My Jobs allows you to release print jobs from your Cloud Print Management print queue.

Note: Before you begin, make sure that you have sent print jobs to your Lexmark Cloud Services print release queue. For more information, see the "Sending files to the print queue" on page 14.

Releasing print jobs

1. From the application home screen, select the jobs that you want to print.
2. Tap **Print Selected**, and then wait for the print job to complete.

   Notes:

   - To print all jobs, tap **Print All**.
   - After the jobs are completed, the print jobs are automatically removed from the print queue.

Managing print jobs

1. From the application home screen, select the job that you want to manage.

   Note: You can manage only one print job at a time.

2. Tap .
3. If necessary, change the print settings.
4. Tap **Save**.

Deleting print jobs

1. From the application home screen, select the jobs that you want to delete.
2. Tap .
3. From the Delete Selected Jobs window, tap **Yes**.

Note: After you are done releasing print jobs, we recommend ending your session so that Mobile Enhanced Solutions is freed up for the next user.

Logging out of Mobile Enhanced Solutions

1. From the upper-left corner of the screen, touch ☰.
2. Touch **Log Out**.

Using Announcement Center

Understanding the Announcement Center

The Announcement Center lets you view announcements about Lexmark Cloud Services features and other updates.

Viewing an announcement

You can view only the announcements that are applicable to your user role, and you cannot delete the announcements. If the announcement is not available in the language of your web browser, then you will see the announcement in English.

1. From your current web portal, click .

   Note: The notification icon shows a badge indicating the number of unread announcements.

2. Click the announcement that you want to view.

   Note: To view all announcements, click **View All**. Viewing all announcements lets you filter the read, unread, and high-priority announcements.

3. Click **Close**.

Notes:

- The most recent announcements appear first. Expired announcements no longer appear.
- High-priority announcements are indicated with .

Getting help

If you encounter an error, then go to **support.lexmark.com** or contact your system administrator. You can also click  on the Lexmark Cloud Services portal to access the Information Center.

Notices

Edition notice

March 2023

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, go to **http://support.lexmark.com**.

For information on Lexmark's privacy policy governing the use of this product, go to **www.lexmark.com/privacy**.

For information on supplies and downloads, go to **www.lexmark.com**.

© **2017 Lexmark International, Inc.**

All rights reserved.

GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Trademarks

Lexmark and the Lexmark logo are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

Google, Google Chrome, Chrome OS, Google Play, and Android are trademarks of Google LLC.

Microsoft, Internet Explorer, Microsoft Edge, and Windows are trademarks of the Microsoft group of companies.

Apple, macOS, and Safari are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

All other trademarks are the property of their respective owners.

Index