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Change history

September 2020
• Added instructions 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

August 2020
• Added instructions on printing jobs using automatic print release

December 2019
• Added instructions on downloading the Lexmark Cloud Print Management for Chrome extension
• Updated the following information:
  – Installing the Lexmark Print Management Client
  – Sending print jobs from the Chrome OS™ operating system
  – Understanding reports

December 2018
• Added instructions on setting a PIN
• Updated the following information:
  – Lexmark services names:
    • From Lexmark Cloud to Lexmark Cloud Services
    • From Serverless to Hybrid
    • From Reporting to Analytics
  – Registering badges

June 2018
• Added instructions on the following:
  – Managing the dashboard
  – Viewing the print job history
  – Generating reports

January 2018
• Added instructions on the following:
  – Registering badges using a login code
  – Sending print jobs from a web browser
September 2017

- Initial document 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 and Scan Management experience depending on your assigned role:

- **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
  - 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 scan destinations.
  - Manage a Microsoft account
  - View a scan destination
  - Send scan jobs using Cloud Scan application

- **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 40 or later
- Mozilla Firefox version 69 or later
- Google Chrome® version 77 or later
- Apple Safari version 12 or later
- Microsoft Internet Explorer version 11 with the latest updates

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 10
- Windows 8.1
- Windows 7 (32-bit and 64-bit)
- macOS version 10.12 or later

Accessing the Lexmark Cloud Services dashboard

1. Open a web browser, and then type cloud.lexmark.com.
   
   Note: To change the language shown on the website, on the upper-right corner of the page, select a language.

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

Depending on the permissions associated with your user account, a selection of web portal cards are shown in the dashboard. Clicking a web portal card opens a new web browser tab to the selected web portal.

To 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 Change Password.
3. Specify the information.
4. Click Change 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 **Print Management**.

Installing the Lexmark Print Management Client

The Lexmark Print Management Client lets you send print jobs to the print queue. Print jobs are stored until they are released using your mobile device or a printer with the Print Release application. For information on creating a custom package, see the *Lexmark Cloud Services Administrator’s Guide* or contact your administrator.

**Note:** Before you begin, for Microsoft Windows operating systems, make sure that Microsoft .NET Framework 4.6.2 (full version) or later is installed on your computer. For more information, contact your system administrator or see the documentation for .NET Framework.

1. From the Print Management web portal, click **Client Download**.

2. Depending on the operating system of your computer, select a package type.
   - **Cloud Print Management**—Documents are sent to the Lexmark Cloud Services print queue before they are printed.
   - **Hybrid Print Management**—Documents are stored on your computer before they are printed.

3. Click **Download**.

4. Navigate to where you saved the package, and then run it.

5. Follow the instructions on the screen.

Downloading the Lexmark Cloud Print Management for Chrome extension

The Lexmark Cloud Print Management for Chrome extension must be added before you can send print jobs to Cloud Print Management using the Chrome OS operating system.

1. From the Print Management web portal, click **Client Download**.

2. From the Chrome OS section, click **Available in the Chrome Web Store**.

3. Click **Leave Site**.

4. Using the Google Chrome 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 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.

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 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 to your organization, and then obtain the user’s print queue e-mail address.
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: For Chromebook™ computers and other computers running on the Chrome OS operating system, the Lexmark Cloud Print Management for Chrome extension must be added 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.
4 Click Print.

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 Print.

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.

   **Note:** To print the jobs that are delegated to you, touch ⏳ if necessary, select a user name, and then select the print jobs.

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:
Note: Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options 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.

### 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 Enter an e-mail address.
   
   c 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 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 Microsoft account

Make sure that you have a Microsoft account to access cloud storage services and to use scan destinations.

Selecting an account

1. From the Scan Management web portal, do either of the following:
   - Click **Select an account > Continue**.
   
     **Note:** This feature is disabled if a Microsoft account is already logged in.
   
   - Click **Manage Account > Select an account > Continue**.

2. Sign in to your Microsoft account.

Forgetting an account

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

1. From the Scan Management web portal, select **Manage Account**.

2. Click **Forget this account > Forget Account**.

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.

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**.

  **Note:** Make sure that you are logged in to your Microsoft account. If necessary, touch **E-mail** to send instructions to your e-mail on how to log in.
4 Type the file name, and then touch Next.
   Note: Make sure that Allow entering a filename from the printer panel is selected.
5 If necessary, change the scan settings.
   Notes:
   • Make sure that Show scan settings on the printer panel is selected.
   • The maximum file size is 20MB.
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**

**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

<table>
<thead>
<tr>
<th>Report type</th>
<th>Report items</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Printer Activity Detail</strong></td>
<td>Shows a detailed Printer Activity report. The list shows all the jobs and more information about each job.</td>
</tr>
<tr>
<td><strong>Print Activity</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Scan Activity</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Print Job History</strong></td>
<td>Shows all the print jobs.</td>
</tr>
<tr>
<td><strong>Detailed Submitted Job Activity</strong></td>
<td>Shows all the jobs submitted to Lexmark Cloud Services for print release by the selected user.</td>
</tr>
<tr>
<td></td>
<td>A table that lists all the print jobs, the number of pages and impressions, the job properties, and the printer used.</td>
</tr>
<tr>
<td></td>
<td>A table that lists all the documents submitted for print release and the user information for that document.</td>
</tr>
</tbody>
</table>

---

### 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 📑.
Getting help

If you encounter an error, then go to support.lexmark.com or contact your system administrator.
Edition notice

September 2020

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