



Lexmark<sup>TM</sup>

# Cloud Connector

Version 1.7

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## Administrator's Guide

May 2024

[www.lexmark.com](http://www.lexmark.com)

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# Contents

|   |           |
|---|-----------|
| <b>Change history.....</b>                                    | <b>3</b>  |
| <b>Overview.....</b>  | <b>5</b>  |
| <b>Configuring the application.....</b>                       | <b>6</b>  |
| Cloud service provider URLs.....                              | 6         |
| Deploying the application.....                                | 6         |
| Creating a profile.....                                       | 7         |
| Deleting a profile.....                                       | 8         |
| Configuring a list of allowed email domains.....              | 8         |
| Registering a profile using an allowed domain.....            | 9         |
| Updating the application.....                                 | 9         |
| <b>Using the application.....</b>                             | <b>10</b> |
| Printing from a profile.....                                  | 10        |
| Scanning to a profile.....                                    | 10        |
| Creating shortcuts.....                                       | 11        |
| Accessing shortcuts.....                                      | 11        |
| <b>Troubleshooting.....</b>                                   | <b>12</b> |
| Cannot print documents.....                                   | 12        |
| Cannot scan documents.....                                    | 12        |
| Cannot open a profile.....                                    | 13        |
| Cannot view documents shared by other Google Drive users..... | 13        |
| Cannot generate an authorization code.....                    | 13        |
| Cannot open the authorization portal using the QR code.....   | 14        |
| Application icon does not show on the printer display.....    | 14        |
| <b>Notices.....</b>   | <b>15</b> |
| <b>Index.....</b>   | <b>17</b> |

# Change history

## May 2024

- Updated information on configuring the application.

## April 2023

- Updated information on the following:
  - Deploying the application
  - Creating a profile
  - Authorizing a profile using a browser
  - Authorizing a profile using a QR code
  - Registering a profile using an allowed domain
  - Solving scanning problems

## September 2022

- Updated information on the following:
  - Deploying the application
  - Updating the application automatically

## April 2022

- Added information on the following:
  - Using the application when the device prompts an error
  - Adding a restricted domain list

## March 2021

- Updated information on creating a profile.

## September 2018

- Updated information on the following:
  - Creating shortcuts
  - Accessing shortcuts

## June 2018

- Updated information on the following:
  - Creating a profile
  - Deleting a profile
  - Printing from a profile
  - Scanning to a profile

- Added information on the following:
  - Creating shortcuts
  - Accessing shortcuts

## **April 2018**

- Initial document release.

# Overview

Use the application to access your cloud account using Lexmark™ printers, and then print documents from that account. You can also scan documents, and then save them to your cloud account.

The application supports the following cloud service providers:

- Box
- Dropbox
- Google Drive™
- Microsoft OneDrive
- Microsoft OneDrive for Business

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

# Configuring the application

**Note:** You may need administrative rights to configure the application.

Before you begin, make sure that:

- The printer is connected to the network.
- The date and time setting of the printer is configured correctly.
- You have an existing account on any of the following cloud service providers:
  - Box
  - Dropbox
  - Google Drive
  - Microsoft OneDrive
  - Microsoft OneDrive for Business

## Cloud service provider URLs

For Cloud Connector to function correctly, it must be able to communicate with the following service provider URLs. Make sure that these URLs are accessible from your network environment:

- Box
  - api.box.com
  - upload.box.com
  - account.box.com
- Dropbox
  - api.dropboxapi.com
  - content.dropboxapi.com
- Google Drive
  - www.googleapis.com
- Microsoft
  - graph.microsoft.com

**Notes:**

- These URLs are used by Cloud Connector for various functions, including profile creation and data transfer.
- Make sure that these URLs are not blocked by your firewall and are included in any proxy configurations if necessary.

## Deploying the application

### Using the Embedded Web Server

- 1 From the Embedded Web Server, click **Apps**.
- 2 Click **Install an app** > **Browse**, and then select the FLS application file.

- 3 Click **Install**.

## Using Lexmark Cloud Configuration

### Notes:

- Before you begin, make sure that the printer is enrolled to Lexmark Cloud Services.
- Make sure that you have administrative rights in Cloud Fleet Management. For more information on Cloud Fleet Management, see the *Lexmark Cloud Services Administrator's Guide*.

- 1 Go to <https://iss.lexmark.com>, and then type your credentials.
- 2 Click **Apps > Fleet Management**, select an organization, and then click **Next**.
- 3 From the Configurations tab, click **Configurations**
- 4 Click **Create**, and then type the configuration name and description.
- 5 Click **Apps > Select Apps > Cloud Connector > Next > Done**.
- 6 From the Apps tab, click **Cloud Connector**.
- 7 Select what you want to configure from the application, and then click **Create Configuration**.
- 8 From the Printers list page, select a printer by clicking **checkbox** beside the IP address of the printer.
- 9 Click **Configure > Deploy configuration**.
- 10 From the Deploy Configuration prompt, select the new configuration, and then click **Deploy Configuration**.

## Creating a profile

You can create a profile as a guest or as a logged-in user to the printer. We recommend logging in to the printer before you create a profile.


For more information on login methods, see the *Embedded Web Server Administrator's Guide* for your printer.

### Notes:

- Profiles created when you are logged in to the printer are not available when you use the printer as a guest.
- Guest users cannot access the profiles that you created when you were logged in.
- If you are not logged in to the printer, then **Guest** appears on the upper-right corner of the display.

- 1 From the home screen, touch **Cloud Connector**.
- 2 Select a cloud service provider.

**Note:** To connect to Microsoft OneDrive or Microsoft OneDrive for Business, touch **OneDrive**.

- 3 Touch **Create a Profile**, or on the upper-right corner of the display, touch .
- 4 Type a unique profile name, and then, if necessary, enter a PIN.

### Notes:

- For guest users, we recommend protecting the profile with a PIN.
- A PIN is not required for logged-in users.

- 5 Touch **Create**, and then take note of the authorization code and its expiration.
- 6 Do either of the following:

### Authorize the profile using a web browser

- a Open a web browser, and then go to <https://lexmark.cloud-connect.co>.
- b Click **Next**.
- c Enter the authorization code, and then click **Connect**.
- d Read the Terms of Use, and then click **Accept**.
- e Log in to your cloud service provider account.
- f Grant permissions, and then click **Done**.

### Authorize the profile using the QR code

Before you begin, make sure that your mobile device lets you scan QR codes. You can also download a QR code reader application from either Google Play™ store or App Store online store.


- a Using your mobile device, scan the QR code on the printer display.
- b Open the link from the QR code using either Google Chrome™ or Safari browser, and then click **Next**.
- c Click **Connect**.
- d Read the Terms of Use, and then click **Accept**.
- e Log in to your cloud service provider account.
- f Grant permissions, and then click **Done**.

**Note:** You can also touch **E-mail This** or **Print This**, and then follow the emailed or printed instructions. To use the E-mail This option, make sure that the email setting is configured for the printer.

- 7 To complete the authorization process, open the profile on the printer within 72 hours.

## Deleting a profile

**Note:** If you delete a profile, then all shortcuts created using the profile are deleted.

- 1 From the home screen, touch **Cloud Connector**.
- 2 Select a cloud service provider.
- 3 Touch  beside a profile, and then touch **Delete**.

## Configuring a list of allowed email domains

- 1 From the Embedded Web Server, navigate to the configuration page for the application.
- 2 Click **Advanced Settings**.
- 3 From the **Allowed Domains** field, type the list of email domains that users can use to sign in to their cloud accounts.



**Notes:**

- Use commas to separate multiple email domains.
- To allow all domains, leave this field blank.
- You can type up to 512 characters. The following characters are not allowed: /, :, \*, ?, ", <, >, |, and +.

## Registering a profile using an allowed domain

**Note:** Before you begin, set up the allowed domains in the **Allowed Domains** field in the Embedded Web Server.

- 1 To create a profile, see [“Creating a profile” on page 7](#).
- 2 Log in using a valid email account, and allow access to the service provider.
- 3 Click **Done**.

**Note:** The registered profile shows the files and folders of the logged-in user.

**Notes:**

- You can log in using different email domains. If a different email domain is used, the user is prompted to register the profile using the allowed domains set in Embedded Web Server.
- Profiles and shortcuts are accessible only to email accounts that they are registered with.

## Updating the application

To enable automatic update:

- 1 From the Embedded Web Server, click **Apps**.
- 2 Click **Cloud Connector > Configure > App Updates > Auto Check for Updates**.
- 3 If an update is available, then touch **Update Now** on the control panel, and wait for the printer to complete the update. If no update is available, then the application version is already the latest.

The application checks for updates when you open it. If an update is available, touch **Update Now**, and then wait for the printer to complete the update. If you want to disable the application from checking for updates, then clear **Auto Check for Updates**.

**Notes:**

- The application checks for updates when you open it. To disable automatic checking for updates, clear **Auto Check for Updates**. The application continues to use the older version.
- The application is unavailable when the update is ongoing.

# Using the application



## Printing from a profile

- 1 From the home screen, touch **Cloud Connector**.
- 2 Select a cloud service provider, and then select a profile.

**Note:** If the profile is protected with a PIN, then enter the PIN. Five incorrect PIN entries lock out the profile for one minute.

- 3 Select a file.

**Notes:**

- To search for a file, touch .
- To sort the files and folders, touch  > **Sort**, and then select a sorting method. Using this feature sorts all the files and folders in the profile.
- File sorting is unavailable to Dropbox users.

- 4 If necessary, change the print settings.
- 5 Touch **Print**.



## Scanning to a profile

- 1 Load the document into the automatic document feeder or on the scanner glass.
- 2 From the home screen, touch **Cloud Connector**.
- 3 Select a cloud service provider, and then select a profile.

**Note:** If the profile is protected with a PIN, then enter the PIN. Five incorrect PIN entries lock out the profile for one minute.

- 4 If necessary, select a folder.

**Notes:**

- To search for a folder, touch .
- To sort the files and folders, touch  > **Sort**, and then select a sorting method. Using this feature sorts all the files and folders in the profile.
- File sorting is unavailable to Dropbox users.

- 5 Touch **Scan**.
- 6 If necessary, change the scan settings.
- 7 Touch **Scan**.

**Note:** You can still use scan even if there are supplies error messages on the device.


## Creating shortcuts

1 From the home screen, touch **Cloud Connector**.

2 Select a cloud service provider, and then select a profile.


**Note:** If the profile is protected with a PIN, then enter the PIN. Five incorrect PIN entries lock out the profile for one minute.

3 Do either of the following:

- To create a print shortcut, touch  beside the file, and then touch **Add a Shortcut**.

**Note:** You can add shortcuts only for supported file types. For more information, see the *Readme* file.

- To create a scan shortcut, touch  beside the folder, and then touch **Add a Shortcut**.

**Note:** To create a scan shortcut to an opened folder, touch  on the upper-right corner of the display, and then touch **Add a Shortcut**.

4 Enter a unique shortcut name, and then touch **OK**.

5 If necessary, change the settings.

6 Touch **Save**.





## Accessing shortcuts

Use the shortcuts to print documents from or scan documents to a profile easily.

1 From the home screen, touch **Cloud Connector**.

2 Touch **Shortcuts**, and then select a shortcut.

**Notes:**

- If necessary, enter a PIN. Five incorrect PIN entries lock out the profile for one minute. Make sure that you use the PIN for the profile where you created the shortcut.
- To rename a shortcut, touch  beside the shortcut, and then touch **Rename**.
- To edit a shortcut, touch  beside the shortcut, and then touch **Edit**.
- To delete a shortcut, touch  beside the shortcut, and then touch **Delete**.
- To search for a shortcut, touch .
- Shortcuts that are linked to a profile are accessible only if the email domain is set in the Allowed Domains field.

3 Depending on the shortcut type, touch either **Print** or **Scan**.

**Note:** For the scanned document, the time stamp is appended to the file name.

# Troubleshooting

## Cannot print documents

Try one or more of the following:

### **Make sure that the printer is connected to the network**

If the printer connects to the internet using a proxy server, then make sure that the proxy server connection is set up properly.

### **Make sure that the file type is supported**

You cannot select an unsupported file. For more information on supported file types, see the *Readme* file.

### **Reprint the document**

### **Create the profile again**

Delete the profile, and then create it again. For more information, see [“Creating a profile” on page 7](#).

## Cannot scan documents

Try one or more of the following:

### **Make sure that the printer is connected to the network**

If the printer connects to the internet using a proxy server, then make sure that the proxy server connection is set up properly.

### **Make sure that you have permissions to upload files to the folder**

You can change the folder permissions from the sharing settings of your cloud account.

### **Make sure that your cloud account has sufficient storage space**

### **For Box, Microsoft OneDrive, and Microsoft OneDrive for Business, make sure that the file size of the document does not exceed 50MB**

To reduce the file size, lower the resolution in the scan settings.

### **Create the profile again**

Delete the profile, and then create it again. For more information, see [“Creating a profile” on page 7](#).

**Make sure to install a printer hard disk**

Install a hard disk if the printer is low on memory.

## Cannot open a profile

Try one or more of the following:

**Make sure that the printer is connected to the network**

If the printer connects to the Internet using a proxy server, then make sure that the proxy server connection is set up properly.

**Make sure that the date and time settings on the printer are configured correctly**

- 1 From the printer control panel, touch **Settings > Device > Preferences > Date and Time**.
- 2 Configure the settings.

## Cannot view documents shared by other Google Drive users

**Copy the documents from the "Shared with me" folder to the My Drive folder**

- 1 From your computer, log in to your Google Drive account.
- 2 Click **Shared with me**.
- 3 Select one or more documents, and then drag them to the My Drive folder.

## Cannot generate an authorization code

Try one or more of the following:

**Make sure that the printer is connected to the network**

If the printer connects to the internet using a proxy server, then make sure that the proxy server connection is set up properly.

**Create the profile again**

For more information, see [“Creating a profile” on page 7](#).

**Contact customer support**

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, see the [help information documentation](#).

## Cannot open the authorization portal using the QR code

Try one or more of the following:

**Make sure that you use either Google Chrome or Safari browser when opening the authorization portal**

**Contact customer support**

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, see the [help information documentation](#).

## Application icon does not show on the printer display

Try one or more of the following:

**Restart the printer**

Turn off the printer, wait for about 10 seconds, and then turn on the printer.

**Contact customer support**

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, see the [help information documentation](#).

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# Index

## A

- accessing shortcuts 11
- adding a restricted domain list 8
- application
  - deploying 6
- application icon does not show on the printer display 14

## C

- cannot generate an authorization code 13
- cannot open a profile 13
- cannot open the authorization portal using the QR code 14
- cannot print documents 12
- cannot scan documents 12
- cannot view documents shared by other Google Drive users 13
- change history 3
- cloud service provider URLs 6
- creating a profile 7
- creating shortcuts 11

## D

- deleting a profile 8
- deleting shortcuts 11
- deploying the application 6

## E

- editing shortcuts 11

## M

- managing shortcuts 11

## O

- overview 5, 6

## P

- printing from a profile 10
- profile
  - creating 7
  - deleting 8
  - printing from 10
  - registering 9
  - scanning to 10

## R

- registering a profile
  - using an allowed domain 9
- renaming shortcuts 11
- restricted domain list
  - adding 8

## S

- scanning to a profile 10
- searching for shortcuts 11
- shortcuts
  - accessing 11
  - creating 11
  - deleting 11
  - editing 11
  - managing 11
  - printing 11
  - renaming 11
  - scanning 11
  - searching 11

## T

- troubleshooting
  - application icon does not show on the printer display 14
  - cannot generate an authorization code 13
  - cannot open a profile 13
  - cannot open the authorization portal using the QR code 14
  - cannot print documents 12
  - cannot scan documents 12
  - cannot view documents shared by other Google Drive users 13

## U

- updating the application 9