# Cloud Connector

**Version 1.4**

# User's Guide

# Contents

# Change history

## March 2021

- Updated instructions on creating a profile.

## September 2018

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

## June 2018

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

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

## 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 guest.
- 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 $\oplus$.

**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.
   - 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 QR code link 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 e-mailed or printed instructions. To use the E-mail This option, make sure that the e-mail 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**.

# Updating the application

The application checks for updates when you open it. If an update is available, then touch **YES**, and then wait for the printer to complete the update.

**Notes:**

- If you touch **NO**, then the printer returns to the home screen. You cannot use the application if an update is available and the application is not updated.
- 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.

**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.

**5** Touch **Scan**.

**6** If necessary, change the scan settings.

**7** Touch **Scan**.

# 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 🔍.

**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 5.

## 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 5.

# 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 the 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, login 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 5.

**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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