



Lexmark™

Customer Support

Administrator's Guide

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Overview

Use the application to obtain information about the customer, the company providing service for the printer, and the printer itself. When problems occur with your device, you can print the information or e-mail it from the printer.

Configuring the application

Accessing the configuration page for the application

1 Open a Web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps > Apps Management**.
- Click **Device Solutions > Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Select the application from the list, and then click **Configure**.

Configuring application settings

1 From the Embedded Web Server, access the configuration page for the application.

2 Configure the settings.

Notes:

- The "Mail subject retain" setting lets the application show a message about the e-mail being sent.
- You can specify the fax information that you want to appear on the device information screen.
- For more information on each setting, see the mouse-over help.

3 Click **Apply**.

Sample scenarios for Bi-Annual and Annual e-mail delivery frequency

Scenario 1: Sending e-mails twice a year starting July 4

1 In the E-mail Delivery Frequency menu, select **Bi-Annual**.

2 In the Delivery Schedule field, type **07/04**.

Scenario 2: Sending e-mails every July 4

1 In the E-mail Delivery Frequency menu, select **Annual**.

2 In the Delivery Schedule field, type **07/04**.

Notes:

- For Bi-Annual, the next e-mail is sent six months after July 4.
- For Bi-Annual and Annual, if the delivery schedule is set to **02/29**, then the start date is set to the last day of February automatically.
- For Bi-Annual and Annual, if the delivery schedule is not specified, then the default value is **01/01**.

Customizing the application icon

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Specify the text and image that you want to appear on your home screen.
 - **Welcome Screen Icon Text**—The icon name
 - **Welcome Screen Up Icon**—The icon
 - **Welcome Screen Down Icon**—The icon when pressed
 - **Company Logo**—The company logo
- 3 Click **Apply**.

Using the application

1 From the home screen, touch the application icon.

Note: Make sure that the information on each of the tabs is correct.

2 Print or e-mail the information.

Note: Make sure that **Enable E-mail Send** is selected in the application setting. For more information, see [“Configuring application settings” on page 4](#).

Troubleshooting

Application error

Try one or more of the following:

Check the system log

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Depending on your printer model, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.
- 3 Click **System > Log**.
- 4 Select and submit the appropriate filters.
- 5 Analyze the log, and then resolve the problem.

Contact your Lexmark representative

E-mail icon does not appear

Make sure that Enable E-mail Send is selected in the application settings

For more information, see [“Configuring application settings” on page 4](#).

Make sure that the printer is configured to send e-mails

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

E-mail page count does not match device information page count

The page count may be reset to zero if a printer running version 1.2 of the Embedded Solutions Framework is serviced and certain cards are replaced. For more information, see [“Checking the version of the Embedded Solutions Framework” on page 8](#).

Appendix

Exporting or importing a configuration file

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Export or import the configuration file.

Notes:

- If a **JVM Out of Memory** error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the Web browser, and then click **Apply**.

Checking the version of the Embedded Solutions Framework

- 1 From the Embedded Web Server, click **Reports > Device Settings**.
- 2 In the Embedded Solutions section, note the value associated with “Framework =.”

Note: To view the complete list of supported printers for each version of the Embedded Solutions Framework, see the *Readme* file.

Notices

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