



Lexmark™

# Customer Support

Version 6.2

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## Administrator's Guide

November 2018

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

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# Change history

## November 2018

- Added fax information to the device information.

## August 2017

- Updated sample scenarios on setting the delivery frequencies.

## July 2016

- Added support for Croatian, Romanian, Serbian, Slovak, and Slovenian.

## January 2016

- Initial document release for multifunction products with a tablet-like touch-screen display.

# Overview

Use the application to obtain information about the customer, the company providing support 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. You can also schedule automated e-mails containing device information and statistics to the company providing support for the printer.

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

# Configuring the application

You may need administrative rights to configure the application.

## Accessing the Embedded Web Server

- 1 Obtain the printer IP address. Do either of the following:
  - Locate the IP address on the top of the printer home screen.
  - From the printer home screen, touch **Settings** > **Network/Ports** > **Network Overview**.
- 2 Open a web browser, and then type the printer IP address.

## Configuring application settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:

**Apps** > **Customer Support** > **Configure**

- 2 Configure the settings.

**Notes:**

- You can set the application to count paper sizes larger than legal (216 x 365 mm or 8.5 x 14 inches) as two pages. For more information on supported paper sizes, see the printer *User's Guide*.
- You can also specify the text and image that you want to appear on your home screen.
- 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 Email 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 Email 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**.

## Importing or exporting a configuration file

**Note:** Importing configuration files overwrites the existing application configurations.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Customer Support > Configure**
- 2 Click **Import** or **Export**.


## Using the application

**1** From the home screen, touch the application icon.

**Note:** To update the information, see [“Configuring application settings” on page 5](#).

**2** Print or e-mail the information.

**Notes:**

- To enable the option to send an e-mail, select **Enable E-mail Send** in the application setting.
- To e-mail the information, touch  > **E-mail**.

# Troubleshooting

## Application error

Try one or more of the following:

### Check the diagnostic log

- 1 Open a web browser, and then type **IP/se**, where **IP** is the printer IP address.
- 2 Click **Embedded Solutions**, and then do the following:
  - a Clear the log file.
  - b Set the logging level to **Yes**.
  - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

**Note:** After resolving the problem, set the logging level to **No**.

### Contact your Lexmark representative

## Option to send an e-mail does not appear

Try one or more of the following:

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

For more information, see [“Configuring application settings” on page 5](#).

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

For more information, see the printer *User's Guide* or contact your system administrator.



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