



Lexmark™

Fax Forward

Administrator's Guide

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www.lexmark.com

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Change history

August 2016

- Added information on how to troubleshoot issues when forwarding faxes using Mac OS 10.11.5.

July 2016

- Added information for the built-in version of the application.

January 2016

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

Overview

Use the application to forward faxes received by a printer to a network folder or to an e-mail address.

For incoming faxes, a buffer location is required. If both destinations are enabled, then a printer hard disk or a network folder is required. Otherwise, buffering happens in the printer RAM.

This document provides instructions on how to configure 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.

Creating a shortcut

- 1 From the home screen, touch the application icon.
- 2 Select a printer function, and then touch **Create Shortcut**.
Note: The Secure E-mail function is not supported.
- 3 Configure the settings, and then touch **Save**.
- 4 Type a unique shortcut name.
Note: To avoid clipped names on the printer home screen, type only up to 25 characters.
- 5 Touch **OK**.

Notes:

- The application automatically generates a unique shortcut number. To launch the shortcut, from the printer control panel, press **#** and then the shortcut number.
- In eSF version 6, the application overrides the Limit E-mail Recipients setting and lets users edit the recipient fields when sending an e-mail.
- For more information on managing shortcuts, see the *Shortcut Center Administrator's Guide*.

Forwarding faxes to a destination

Depending on your printer model, do either of the following:

For the built-in version of the application

Notes:

- Make sure that a shortcut is created for the destination type. For more information, see [“Creating a shortcut” on page 5](#).
- Make sure that the destinations are unique and not of the same type. Duplicate destinations are ignored.

- You can forward faxes to one or two destinations.
- 1** From the Embedded Web Server, click **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls**.
 - 2** In the Fax Forwarding menu, select **Print and Forward** or **Forward**.
 - 3** From the "Forward to" section, set the destination for the fax:
 - a** In the Type menus, select where you want to forward the fax to.
 - b** In the Shortcut Number menus, type the shortcut number for the destination type.
 - 4** If necessary, in the Confirmation E-mail field, type the e-mail address where you want to send the confirmation e-mail.

Note: Confirmation e-mails are sent only when forwarding to an FTP or a network folder destination.
 - 5** If necessary, in the Max Speed menu, select the maximum speed when forwarding faxes.
 - 6** Click **Save**.

For the eSF application

- 1** From the Embedded Web Server, enable fax forwarding.
 - a** Click **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls**.
 - b** In the Fax Forwarding menu, select **Print and Forward** or **Forward**.
 - c** In the "Forward to" menu, select **eSF**.
 - d** Click **Save**.
- 2** Navigate to the configuration page for the application:

Apps > Fax Forward > Configure
- 3** Select the destination for the fax.
 - **Enable Forward to Share**—Forward the fax to a network folder.
 - **Enable Forward to Email**—Forward the fax to an e-mail address.

Note: For incoming faxes, a buffer location is required. If both destinations are enabled, then you need a printer hard disk or a network folder. Otherwise, buffering happens in the printer RAM.
- 4** Type the required information for the destination that you want to use.

Note: In the Share Path field, type `\\Device_Name_or_IP\Share_Name`, where **Device_Name_or_IP** is the computer or server IP address, and **Share_Name** is the name of the folder.
- 5** Select a file format.
- 6** Click **Test** to verify the destination.

Note: If an error occurs, then a message appears on the lower-left corner of the computer screen.
- 7** If necessary, edit the destination settings until no error occurs.
- 8** Click **Apply**.

Importing or exporting a configuration file

Note: Importing configuration files overwrites the existing application configurations.

Depending on your printer model, do either of the following:

For the built-in version of the application

- 1 From the Embedded Web Server, click **Import Configuration** or **Export Configuration**.
- 2 Follow the instructions on your computer screen.

For the eSF application

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Fax Forward > Configure
- 2 Click **Import** or **Export**.
- 3 Follow the instructions on your computer screen.

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

Cannot forward fax to the destination

If a received fax is not forwarded to the destination, then it is printed.

Try one or more of the following:

Make sure that the destination server is on the same network

Make sure that the destination is configured correctly

For more information, see [“Forwarding faxes to a destination” on page 5](#).

Cannot forward faxes to a network folder using Mac OS 10.11.5

Update the SMB server list configuration file

- 1 From the Finder menu, click **Go > Go to Folder**.
- 2 In the "Go to the folder" field, type **/Library/Preferences/SystemConfiguration**, and then click **Go**.
- 3 Using a text editor, open the **com.apple.smb.server.plist** configuration file.

4 In the `<dict></dict>` tag, type `<key>SigningRequired</key><false />`.

Sample configuration

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
  <key>SigningRequired</key><false />
  <key>DOSCodePage</key>
  <string>437</string>
  <key>NetBIOSName</key>
  <string>infodevs-imac</string>
  <key>NetBIOSNodeType</key>
  <string>Hybrid</string>
  <key>ServerDescription</key>
  <string>infodev's iMac</string>
  <key>WINSServerAddressList</key>
  <array>
    <string>157.184.80.194</string>
  </array>
</dict>
</plist>
```

5 Save the file.

Cannot open PDF or multiple-page TIFF files at the destination

Make sure to open the file only after the full document is received

Settings imported using the Embedded Web Server are not applied to the application

Try one or more of the following:

Import the settings again

For more information see, ["Importing or exporting a configuration file" on page 7.](#)

Contact your solution provider

If you still cannot import the settings, then contact your solution provider.

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