

Scan Center

Version 1.7

Administrator's Guide

December 2022

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Change history

December 2022

- Added information on address book support for fax.
- Added PDF A-2u support.

June 2022

- Added information on importing and exporting a scan configuration.

December 2021

- Initial document release.

Overview

Use the application to send scanned documents to one or more destinations. You can also create shortcuts for frequently used destinations, and then access them using their icons or shortcut numbers.

Using the Embedded Web Server, you can configure more settings:

- Customize the application name and icon.
- Hide settings on the printer control panel.
- Manage shortcuts and destinations.
- Import or export configuration files.
- Configure scan confirmations.
- Configure document breaks.
- Create custom prompts.

You can also add the **Scan Center - Hard Disk** plug-in to scan documents to the printer hard disk.

Notes:

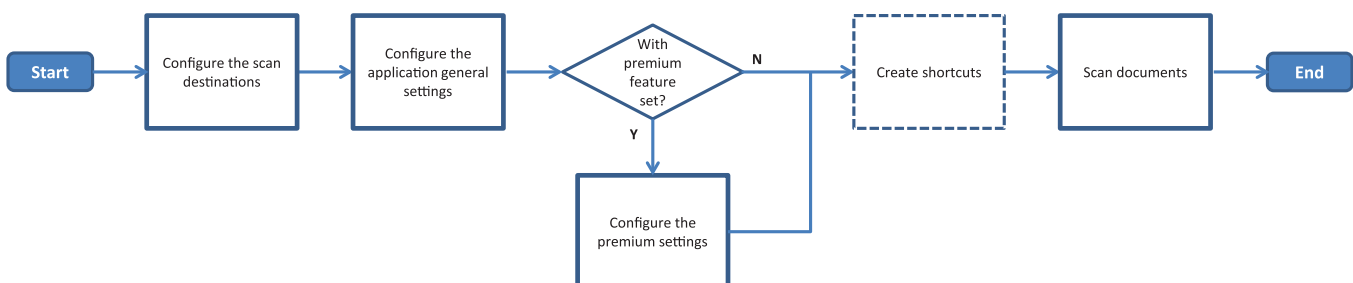
- For more information, see the documentation that came with the application.
- For more information on obtaining plug-ins, contact your sales representative.

The premium feature set adds the following options to the application:

- Creation of multiple files from a single scan job using a bar code
- Creation of file names and indexes using a bar code
- Thumbnail attachment for confirmations
- Preview of every scanned page
- Blank page removal
- Automatic cropping
- Custom prompts
- Despeckle
- Deskew

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

Application workflow



Deployment readiness checklist

Make sure that:

- The printer settings have been configured properly for network, e-mail, and fax.
- A printer hard disk is installed in the following cases:
 - When sending to multiple destinations
Note: This feature is available only in some printer models. For a list of supported printer models, see the *Readme* file.
 - When using the premium version of the application
- At least 1GB RAM is installed for the premium version of the application.
- You have the following information to configure network destinations:
 - Network address

 - User credentials to connect to the network destination, if necessary

- You have the following information to configure FTP or SFTP destinations:
 - FTP address

 - FTP port number
_____**Note:** For SFTP, set the port number to **22**.
- You have the e-mail addresses of the recipients to configure e-mail destinations.

- You have the IP addresses of the remote printers to configure remote printer destinations.

- You have the fax numbers of the recipients to configure fax destinations.

- You have the Scan Center - Hard Disk plug-in to configure hard disk destinations.
Note: For more information on obtaining plug-ins, contact your sales representative.

Configuring the application

Managing destinations using the Embedded Web Server

You may need administrative rights to configure the application.

Accessing the Embedded Web Server

Note: When using Internet Explorer, make sure not to show intranet sites in Compatibility View. For more information, see the help information for the browser.

- 1 Obtain the printer IP address. Do either of the following:
 - Locate the IP address on 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.

Note: For a list of recommended web browsers, see the *Readme* file.

Configuring a network destination

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

Apps > **Scan Center** > **Configure**

- 2 Click **Network Folder** > **Create Network Folder**.

- 3 Select the connection type, and then do either of the following:


- For SMB, type or browse to the network folder.
- For FTP or SFTP, type the FTP address and the port number.

Note: For SFTP, set the port number to **22**.

- 4 Configure the settings.

- 5 Click **Save**.

Notes:

- To use the home directory attribute in the Folder Address field, type % before and after the attribute. For example, **%customAttribute%**. You can also use other LDAP attributes such as **%cn%**, **%sAMAccountName%**, and **%userPrincipalName%**.
- To edit a destination, select it from the list.
- To delete a destination, click  beside it.
- You can also prevent users from creating or editing destinations using the printer control panel.

Understanding the Network Folder menu

Setting	Description
Allow user to create destination in the printer control panel	Let the user create a destination through the printer control panel.
Create Network Folder	Create a destination.

Name and Location

Setting	Description
Allow user to edit on printer control panel	Let the user edit the settings on the printer control panel.
Show network path	Show the network path.
Display Name	The name of the destination.
Domain	Let the user specify a domain for login authentication.
Connection Type SMB ¹ FTP SFTP	Set the type of connection that the destination uses.
Folder Address	Specify the network address of the destination.
Port	The port number that the printer uses to communicate to the server. Note: This setting appears only if Connection Type is set to FTP or SFTP .
Use passive mode	Let the printer use passive mode to communicate with the server. Note: This setting appears only if Connection Type is set to FTP .
Allow user to edit authentication options on printer control panel	Enables the user to edit authentication options on the printer control panel.
Authentication Options No Authentication Required ¹	Let the user access the destination without being prompted for user credentials.
Authentication Options Use MFP authentication credentials	Use the same credentials that are used to log in to the printer.
Authentication Options Ask for user name and password	Prompt users to enter their credentials to access the destination.
Authentication Options Use static user name and password	Use the credentials that are defined in the User Name and Password fields. This option does not require users to enter the credentials on the printer control panel.
User name	Set a static user name. Note: This setting appears only if Authentication Options is set to Use static user name and password .

¹ Indicates factory default setting.

² This option is available only if the Optical Character Recognition feature is installed.

Setting	Description
Password	Set a static password. Note: This setting appears only if Authentication Options is set to Use static user name and password .
Advanced Options Validate User Permission	Let the user test the network connection and establish write access to the network folder. In the background, the application creates a temporary file on the network and then deletes it. Note: If disabled, it only tests the connection without checking for write access.
Advanced Options Use swap file while sending a job	Replace the actual file name with a temporary file name while the job is being sent.
Advanced Options Allow User to Create Folder	Let the user create a folder in the destination.
Advanced Options Start in User Name Folder	Let the user save scanned documents in folders that are named according to users within the destination. Note: This setting appears only if Allow User to Create Folder is enabled.
Advanced Options Enable Basic XML file	Generate a basic XML file in the destination that lists details about the scan job.
¹ Indicates factory default setting.	
² This option is available only if the Optical Character Recognition feature is installed.	

File

Setting	Description
File Name	Type a default file name for the scanned documents. Notes: <ul style="list-style-type: none"> The file name must not exceed 255 characters. The file extension is generated automatically according to the value in the File Format field.
Append Time Stamp	Include a time stamp in the file name of the scanned document. If no file name is specified and Prompt for Filename is not enabled, then the time stamp becomes the file name.
Prompt for Filename Entry	Let the user specify a file name for the scanned document. Notes: <ul style="list-style-type: none"> If this setting is selected, then File Name field is disabled and set to empty. This setting is available only in the basic setup. If this setting is selected, and Custom Prompt is enabled, then the prompt for filename value prevails.
Overwrite Existing File Name	Replace existing files of the same file name automatically.
¹ Value indicates factory default setting.	
² This option is available only if the Optical Character Recognition feature is installed.	

Setting	Description
Append Counter for Multiple Documents	Add an incremental number to the file name. Note: This setting is applicable only if File Format is set to TIFF (.tiff) and TIFF Type is set to Multiple Files , or if File Format is set to JPEG (.jpg) .
Counter Format -1 ¹ _001	Set the format for the counter for multiple file documents. Note: -1 is the new format, and _001 is the legacy format, where 1 is an incremental number.
File Format TIFF (.tif) JPEG (.jpg) PDF (.pdf) ¹ XPS (.xps) TXT (.txt) ² RTF (.rtf) ² DOCX (.docx) ² CSV (.csv) ²	Set the file format for the scanned documents.
TIFF Type Single File ¹ Multiple Files	Select the file type of the scanned TIFF document. Note: This setting appears only if File Format is set to TIFF (.tif) .
PDF Type Highly Compressed Archival Secure PDF Password Searchable ²	Select the file type of the scanned PDF document. Notes: <ul style="list-style-type: none"> • This setting appears only if File Format is set to PDF (.pdf). • PDF Password appears only if PDF Type is set to Secure.
JPEG Quality Best for Content	Let the printer determine the best quality for scanned documents.
JPEG Quality Quality (5–95)	Set the JPEG quality manually. Note: This setting appears only if Best for Content is disabled.
¹ Value indicates factory default setting.	
² This option is available only if the Optical Character Recognition feature is installed.	

Configuring an e-mail destination

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


Apps > Scan Center > Configure

2 Click **E-mail > Create E-mail**.

3 Configure the settings.

4 Click **Save**.

Notes:

- To edit a destination, select it from the list.
- To delete a destination, click  beside it.
- You can also prevent users from creating or editing destinations using the printer control panel.

Configuring a fax destination

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

Apps > Scan Center > Configure


2 Click **Fax > Create Fax**.

3 Configure the settings.

Note: You can also prevent users from editing the destination using the printer control panel.

4 Click **Save**.

Notes:

- To edit a destination, select it from the list.
- To delete a destination, click  beside it.

Configuring a remote printer destination

Scan documents on a supported printer and then send the scanned documents to another printer on the network.

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


Apps > Scan Center > Configure

2 Click **Remote Printer > Create Remote Printer**.

3 Configure the settings.

4 Click **Save**.

Notes:

- To edit a destination, select it from the list.
- To delete a destination, click  beside it.
- You can also prevent users from creating or editing destinations using the printer control panel.

Creating a shortcut

Create a collection of frequently used destinations that can be accessed from the printer control panel. These shortcuts can contain saved settings for copying, faxing, e-mailing, or scanning to a destination (such as FTP).

Note: You need a printer hard disk to add multiple destinations for a shortcut. For more information on installing a printer hard disk, see the printer *User's Guide*.

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

Apps > Scan Center > Configure

2 Click **Shortcut > Create Shortcut**.

3 Configure the settings.


4 Select or create a destination, add it for the shortcut, and then click **Save**.

Note: To configure destinations, see [“Managing destinations using the Embedded Web Server” on page 6](#).

5 If necessary, customize the shortcut.

6 Click **Save**.

Notes:

- Some settings are available only if the premium feature set is installed.
- For more information on creating and managing bar code templates, see the *Bar Code Discovery Administrator's Guide*.
- To edit a shortcut, select it from the list.
- To delete a shortcut, click  beside it.

You can also set the following features for your shortcut:

- To access the shortcuts easily on the printer display, select **Show the shortcut list upon launching the application**.
- To prevent users from creating shortcuts using the printer control panel, clear **Allow user to create shortcut in printer control panel**.
- To limit who can access the shortcut, in the Shortcut Access Control menu, select the appropriate access control. For more information, see [“Setting custom access controls” on page 15](#).
- To scan without accessing the shortcut page, select **Start scan immediately**.

Understanding the Custom Prompt menu

Menu item	Description
Type String	Requires users to enter a text string.
Type Integer	Requires users to enter a numerical value.
Type Message	Shows a message on the printer display. This prompt does not require user input.
Type Boolean	Requires users to select whether an option is true or false.

Menu item	Description
Type Single Select	Requires users to make a single selection from a list of options.
Type Multiple Select	Allows users to make multiple selections from a list of options.
Name	The prompt name.
Prompt Text	The text that appears on the printer display.
Default Value	The initial value for the prompt.
Minimum Length	The minimum number of characters that users can enter in response to the Prompt Text. Note: This menu item appears only when Type is set to String .
Maximum Length	The maximum number of characters that users can enter in response to the Prompt Text. Note: This menu item appears only when Type is set to String .
Minimum	The minimum number of characters that users can enter in response to the Prompt Text. Note: This menu item appears only when Type is set to Integer .
Maximum	The maximum number of characters that users can enter in response to the Prompt Text. Note: This menu item appears only when Type is set to Integer .
Password No Yes	Converts each entered character on the display into an asterisk. Note: This menu item appears only when Type is set to String or Integer .
Default Value True False	The default selection for the custom prompt. Note: This menu item appears only when Type is set to Boolean .
Default Item Position	The initial value within the list of items in a prompt. Note: This menu item appears only when Type is set to Single Select .
Items	The items that are included within the list of items in a prompt. Note: This menu item appears only when Type is set to Single Select or Multiple Select .

Understanding the Bar Codes menu


Menu item	Description
On First Page Only Page Template	Enables the printer to recognize bar code templates on the first page of a scanned document.
On All Other Pages Page Template	Enables the printer to recognize bar code templates on subsequent pages of a scanned document.
File Name	The file names of the selected bar codes.
Barcode Field	Select the bar codes to recognize when a document is scanned.

Managing destinations using the printer control panel


Only destinations created from the Embedded Web Server are saved automatically. To save destinations created from the printer control panel, add them to a shortcut by touching ★.

This feature and some settings may not be available depending on the configuration of the application. For more information, see [“Creating a shortcut” on page 11](#) or contact your administrator.

Configuring a network destination

- 1 From the home screen, touch the application icon.
- 2 Touch **Network Folder** > **Create Network Folder**.
- 3 Select the network type, and then do either of the following:
 - For SMB, browse to the network folder or touch  on top of the display to type the host name or IP address of the network folder.
 - For FTP or SFTP, type the FTP address and port number.
Note: For SFTP, set the port number to **22**.
- 4 Configure the settings.
- 5 Touch **Done**.

Notes:

- To use the home directory attribute in the Folder Address field, type % before and after the attribute. For example, **%customAttribute%**. You can also use other LDAP attributes such as **%cn%**, **%sAMAccountName%**, and **%userPrincipalName%**.
- If applicable, to edit a destination, touch  beside it.
- You can delete destinations only from the Embedded Web Server. For more information, see [“Managing destinations using the Embedded Web Server” on page 6](#).
- The barcode value detected may be used as a path to a scan destination. On the Create Network Folder configuration page, in the Folder Address field, use the variable **%barcode%**. This variable has been added as a custom attribute. When present, the variable will be replaced with the barcode value detected in the scan job. The first barcode matching the template configured herein is used.
- For more information on creating and managing bar code templates, see the *Bar Code Discovery Administrator's Guide*.

Configuring an e-mail destination

- 1 From the home screen, touch the application icon.
- 2 Touch **E-mail** > **Create E-mail**.
- 3 Configure the settings.


Notes:

- You can configure the e-mail destination by typing **MYEMAIL** in the To, Cc or Bcc fields to set the logged-in user's e-mail address as the destination address.

- This configuration works only for a single destination address.

4 Touch **Done**.

Notes:

- If applicable, to edit a destination, touch  beside it.
- You can delete destinations only from the Embedded Web Server. For more information, see [“Managing destinations using the Embedded Web Server” on page 6](#).

Configuring a printer destination

1 From the home screen, touch the application icon.

2 Touch **Printer**.

3 Configure the settings.

4 Touch **Scan**.

Configuring a remote printer destination

Scan documents on a supported printer and then send the scanned documents to another printer on the network.


1 From the home screen, touch the application icon.

2 Touch **Remote Printer > Create Remote Printer**.

3 Configure the settings.

4 Touch **Done**.

Notes:

- If applicable, to edit a destination, touch  beside it.
- You can delete destinations only from the Embedded Web Server. For more information, see [“Managing destinations using the Embedded Web Server” on page 6](#).

Configuring a fax destination



1 From the home screen, touch the application icon.

2 Touch **Fax > Create Fax**.

3 Configure the settings.

4 Touch **Done**.

Notes:

- To edit a destination, touch  beside it.
- To add fax numbers using the address book, touch .
- Fax numbers added from the address book contain the name and fax number enclosed in parentheses.

- Each contact from the address book contains only one fax number.
- You can delete destinations only from the Embedded Web Server. For more information, see [“Managing destinations using the Embedded Web Server” on page 6](#).

Creating a shortcut

Create a collection of frequently used destinations that can be accessed from the printer control panel. These shortcuts can contain saved settings for copying, faxing, e-mailing, or scanning to a destination (such as FTP).

Notes:

- This feature may not be available depending on the configuration of the application. For more information, see [“Creating a shortcut” on page 11](#) or contact your administrator.
- You need a printer hard disk to add multiple destinations for a shortcut. For more information on installing a printer hard disk, see the printer *User’s Guide*.
- You can edit and delete shortcuts only using the Embedded Web Server. For more information, see [“Creating a shortcut” on page 11](#).

- 1 From the home screen, touch the application icon.
- 2 Select one or more destinations.
- 3 Touch ★ on the upper-right corner of the printer display.
- 4 Touch **Create Shortcut**, and then type a unique shortcut name.
- 5 Touch **OK**.

Setting application preferences

These settings are available only from the Embedded Web Server. You may need administrative rights to configure the application.

Setting custom access controls

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 Do any of the following:
 - To set public access, from the Public section, click **Manage Permissions**.
 - To manage group permission, from the Local Accounts section, click **Manage Groups/Permissions**, and then select the group.
- 3 From the Access Controls section, expand **Apps**.
- 4 Select the application access control that the public or group can access.
- 5 Click **Save**.

Hiding settings on the printer control panel

Increase security by preventing users from editing the destination using the printer control panel.

Note: The changes are reflected on the application and on succeeding shortcuts.

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

Apps > Scan Center > Configure

2 Click **Scan Settings**, and then clear **Show All Settings**.

Note: You can also hide specific settings by clearing the check boxes beside the settings.

3 Click **Save** for every section.

Configuring scan settings

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

Apps > Scan Center > Configure

2 Click **Scan Settings**.

3 Configure the settings.

Notes:

- Scan Preview is available only in some printer models.
-

4 Click **Save**.

Note: You can also configure the scan settings for each shortcut.

Understanding the Scan Settings menu

Menu item	Description
Show All Settings	Show the scan settings on the printer control panel.

Basic Settings

Menu item	Description
Color Off* On Auto	Specify whether to scan documents in color.
Scan Preview Off* First page only All pages	Show a preview of the scan on the display. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Resolution 75 dpi 150 dpi 200 dpi 300 dpi* 400 dpi 600 dpi	Set the resolution of the scanned document.
Darkness -4 to 4 (0*)	Adjust the darkness of the scanned document.
Custom Job On Off*	Turn on scanning of custom jobs by default. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Settings

Menu item	Description
Content Content Type Text* Text/Photo Photo Graphics	Specify the content of the original document.
Content Content Source Black and White Laser Color Laser* Inkjet Photo/Film Magazine Newspaper Press Other	Specify how the original document was produced.
Content Blank Page Removal On Off*	Specify whether to remove blank pages.
Content Blank Page Removal Tolerance 0 to 10 (5*)	Adjust the sensitivity of scans in relation to blank pages.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Original Details Original Size [List of paper sizes] (Letter*)	Specify the size of the original document.
Original Details Orientation Portrait* Landscape	Specify whether the original document is in portrait or in landscape.
Sides (Duplex) 1-sided* 2-sided Short Edge 2-sided Long Edge	Specify whether the original document is printed on only one side or on both sides of the paper.
Scan Quality Shadow Detail -4 to 4 (0*)	Adjust the amount of shadow visible on a copy.
Scan Quality Background Removal -4 to 4 (0*)	Adjust the amount of background visible on a copy.
Scan Quality Sharpness 1 to 5 (3*)	Adjust the sharpness of scans in relation to the original document.
Scan Quality Contrast Best for Content* 0 to 5 (0*)	Adjust the difference between the light and dark areas of scans in relation to the original document.
Image Handling Negative Image Off* On	Inverse the dark and light areas of the image.
Color Handling Temperature -4 to 4 (0*)	Increasing the temperature produces a warmer output.
Color Handling Color Balance Red -4 to 4 (0*) Green -4 to 4 (0*) Blue -4 to 4 (0*)	Enable an equal balance of colors in the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
<p>Color Handling</p> <ul style="list-style-type: none"> Color Dropout None* Red Green Blue Red 0 to 255 Green 0 to 255 Blue 0 to 255 	<p>Specify the color to reduce scanning and to adjust the dropout setting for each color threshold.</p>
<p>Edge Handling</p> <ul style="list-style-type: none"> Contrast Off* On 	<p>Treat the original document as borderless and scan it from edge to edge.</p>
<p>Others</p> <ul style="list-style-type: none"> PDF Version 1.3 1.4 1.5* 1.6 1.7 <p>Others</p> <ul style="list-style-type: none"> Archival PDF Type A-1a* A-1b A-2u 	<p>Configure the settings of the scanned documents.</p> <p>PDF A-1a and A-1b are supported only in PDF version 1.4.</p> <p>PDF A-2u is supported only in PDF version 1.7.</p>

Note: An asterisk (*) next to a value indicates the factory default setting.


Creating custom prompts

This setting is available only if the premium feature set is installed.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan Center > Configure
- 2 Click **Custom Prompt > Create Custom Prompt**.
- 3 Configure the prompts.
- 4 Click **Save**.

Notes:

- Passwords are visible on the XML file.

- To edit a prompt, select it from the list.
- To delete a prompt, click  beside it.

Configuring document breaks

This setting is available only if there is a printer hard disk installed.

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

Apps > Scan Center > Configure

- 2 Click **Document Break > Enable Document Break**.

- 3 Specify how you want to break the document.

- 4 Click **Save**.

Note: You can also configure document breaks for each shortcut.

Understanding the Document Break menu

Menu Item	Description
Enable Document Break	Specify whether the printer creates multiple files from a single scan job.
Number of Pages Between Jobs	Set the page interval for document breaks.

Configuring scan confirmation settings

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

Apps > Scan Center > Configure

- 2 Click **Summary Page**.

- 3 Configure one or more of the scan confirmation settings.

- 4 Click **Save**.

Note: You can also configure the scan confirmation settings for each shortcut.

Understanding the Summary Page menu

Setting	Description
Show Scan Summary	Enable the printer to show a summary page of the scan job.
Print Confirmation	Print a page to confirm that the scanned document is sent successfully.
E-mail Confirmation	Send an e-mail to confirm that the scanned document is sent successfully.
To	Type an e-mail address that receives the confirmation e-mail.
Subject	Type a subject to be used in the confirmation e-mail.

Customizing the application icon

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

Apps > Scan Center > Configure

2 Click **Home Screen Button**.

3 Specify the text and image that you want to appear on your home screen.

4 Click **Save**.

Importing or exporting a configuration file

Note: Importing configuration files overwrites the existing application configurations.

1 From the Embedded Web Server, click **Apps > Application Name > Configure**.

2 Click **Import/Export Configuration**.

3 Select either of the following:

- **Replace all existing scan destinations with the imported destinations**—Overwrites the existing scan destinations.

Note: This option is selected by default.

- **Add imported scan destinations to the existing list**—Add scan destinations to the existing list.

Notes:

- The scan destination names must be unique.
- A space and a number are appended to its file name, and the number increments depending on the smallest available number starting with 2. For example, if the name of the stored file is Scan, then the new documents with the same file name are Scan 2, Scan 3, and Scan 4.

4 Do either of the following:

- Browse to the configuration file, and then click **Import**.
- Click **Export**.

Note: For security purposes, passwords are excluded during exporting. To include passwords during import, manually set them.

Scanning documents

Scanning documents

- 1 Load the document into the automatic document feeder tray or on the scanner glass.
- 2 From the home screen, do either of the following:
 - Touch the application icon, and then select or create a destination.
 - Touch a shortcut, or press # followed by the shortcut number.

Notes:

- For more information, see [“Configuring the application” on page 6](#).
- For e-mail destinations, make sure that the attachment does not exceed the e-mail size limit. For more information, see the documentation for your e-mail provider.

- 3 If necessary, touch **Scan**.

- 4 Follow the instructions on the display.

Notes:

- If you scan a document and save it using the same file name as a stored file, then the application renames the new file. An underscore and a number are appended to its file name, and the number increments depending on the smallest available number. For example, if the name of the stored file is Scan, then the new documents with the same file name are Scan_1, Scan_2, and Scan_3.
- To perform another scan job, touch **Scan Again** on the printer panel.

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.

Adjust the scan settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan Center > Configure
- 2 From the scanning options, select a lower scan resolution or turn off color scanning.
- 3 Click **Apply**.

Downgrade the application version

Notes:

- This feature is available only in some printer models.
 - Downgrading the application version removes the existing application configurations and removes compatibility with plug-in applications.
- 1 From the Embedded Web Server, click **Apps**.
 - 2 From the list, select the application, and then click **Downgrade**.

Upgrade the plug-in version

Your plug-in version may not be compatible with the application version.

Contact your sales representative

Some settings do not appear in the configuration page for the application

Make sure to use the recommended web browser

For more information, see the *Readme* file.

When using Internet Explorer, make sure not to show intranet sites in Compatibility View

For more information, see the help information for the browser.

Contact your sales representative

Insufficient memory

Try one or more of the following:

Make sure that the available printer hard disk space is at least 20GB

Make sure that the printer memory is at least 1GB for the premium version or at least 512MB for the basic version of the application

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

Contact your sales representative

Shortcut icon does not appear

Try one or more of the following:

Make sure that the shortcut has at least one valid destination

Make sure that the icon is set to appear on the home screen

- 1** From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan Center > Configure
- 2** Click **Shortcuts**, and then enable the home screen icon for the shortcut.
- 3** Click **Save**.

Delete unused shortcuts

Use the shortcut number

You can show only a limited number of application shortcuts on the home screen. To launch the shortcut, press # and then the shortcut number.

Errors found in an imported file

Check the diagnostic log for the application

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Scan Center > Configure
- 2 Click **Diagnostic Log**, and then select the diagnostic levels.
- 3 Click **Save**.
- 4 Analyze the log, and then resolve the problem.

Notes:

- To access the diagnostic log, open a web browser, type the printer IP address followed by **/se**, and then click **Embedded Solutions**.
- If you have installed a printer hard disk, then you can save the log in it by selecting **Use Hard Disk**.

Cannot create multiple destinations

Try one or more of the following:

Make sure that a printer hard disk is installed with at least 20GB free space

Make sure that the printer memory is at least 1GB for the premium version or at least 512MB for the basic version of the application

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

Cannot add destinations or shortcuts

Try one or more of the following:

Delete unused destinations or shortcuts

Contact your administrator

Cannot scan to the selected destination

Try one or more of the following:

Make sure that the destination is valid

For more information, see [“Configuring the application” on page 6](#).

If the printer and destination are in different domains, then make sure that the domain information is specified

Make sure that the port number for the SFTP destination is set to 22

E-mail is not received

Try one or more of the following:

Make sure that the e-mail address is correct

Make sure that the attachment does not exceed the e-mail size limit

For more information, see the documentation for your e-mail provider.

Cannot send to fax destination

Try one or more of the following:

Make sure that the printer fax settings are configured correctly

The application supports only the Fax Analog mode.

Contact your system administrator

Cannot use LDAP attribute in folder address path

Try one or more of the following:

Make sure that you are allowed to create folders

For more information, see [“Configuring a network destination” on page 6](#).

Make sure to type % before and after the attribute

Set the LDAP server port to 389

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, select the LDAP login method.
- 3 From the General Information section, change the server port to 389.
- 4 Click **Save and Verify**.

Make sure that the LDAP settings are configured correctly

For more information, contact your administrator.

Make sure that the LDAP server supports the attribute

For more information, contact your administrator.

Cannot name files for e-mail destinations using bar code

Do not use Dynamic Text for the e-mail destination

When Dynamic Text is used for e-mail destinations, you can use only the following options:

- Editable text
- Custom prompts

Cannot scan immediately

Create a new shortcut from the current shortcut

You cannot scan immediately when incompatible settings are found in your shortcut. Scan Center fixes these settings automatically, but it does not save them.

To retain the changes, create a new shortcut.

Notes:

- This feature may not be available depending on the configuration of the application. For information on creating a shortcut using the Embedded Web Server, see [“Creating a shortcut” on page 11](#) or contact your administrator.
 - We recommend deleting the current shortcut after creating the new shortcut.
- 1 From the home screen, touch the shortcut or press **#** followed by the shortcut number.
 - 2 Touch **★** on the upper-right corner of the printer display.
 - 3 Touch **Create Shortcut**, and then type a unique shortcut name.
 - 4 Touch **OK**.

Cannot delete bar code template

Some printers do not support the Bar Code Discovery application. For a list of supported printers, see the *Readme* file for Bar Code Discovery.

Contact your sales representative

Frequently asked questions

Why can't I scan to multiple destination types?

You need a printer hard disk to add multiple destinations for a shortcut. For more information on installing a printer hard disk, see the printer *User's Guide*.

What happens to shortcuts with multiple destinations if the printer hard disk is removed?

A prompt appears during scanning that lets you select a single destination.

What is the maximum number of characters allowed in the Scan Center display name?

A maximum of 100 characters are allowed in the Scan Center display name.

What happened to the other settings on the control panel?

Settings can be hidden using the Embedded Web Server. For more information, see [“Hiding settings on the printer control panel” on page 15](#).

Note: You may need administrative rights to configure the application from the Embedded Web Server.

Why does my destination disappear after I use it on the control panel?

Only destinations created from the Embedded Web Server are saved automatically. To save destinations created from the printer control panel, add them to a shortcut by touching ★, or add them using the Embedded Web Server. For more information, see [“Managing destinations using the Embedded Web Server” on page 6](#).

Notes:

- This feature may not be available depending on the configuration of the application. For more information, see [“Creating a shortcut” on page 11](#) or contact your administrator.
- You may need administrative rights to configure the application from the Embedded Web Server.

Why can't I adjust the scan resolution?

The scan resolution of OCR is locked at 300 dpi to improve recognition results. Extensive testing shows that scanning at 300 dpi produced a significantly higher accuracy rate than scanning at lower resolutions. No improvements were found when scanning at resolutions higher than 300 dpi.

Why can't I complete my scan?

Your scan job is canceled when you log in to the printer using Card Authentication.

Notices

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