Lexmark Cloud Services

User's Guide

January 2025

www.lexmark.com

Contents

Change history

..... 6

Overview

..... 8

Getting started

System requirements 9
Accessing the Lexmark Cloud Services dashboard 9
Managing the dashboard 10
Add cards 10
Edit cards 10
Change the view 10

Managing your account

Changing the profile password 11
Setting a PIN 11
Viewing assigned roles 11
Registering badges 11
Use the login code on the printer 11
Register the badge manually 12
Use the web portal 12
Viewing groups 12

Using the Print Management web portal

Accessing the Print Management web portal 13
Installing the Lexmark Print Management Client 13
..... 13
..... 14
Applying the driver configuration 14
Installing the Lexmark Cloud Print Management for Chrome extension 15
Managing the print queue 15
..... 15
Uploading files to the Print Management web portal 15
Adjusting the settings of a print job 15
Setting the default print settings for all incoming print jobs 17
Printing files 17
..... 17
Adding a Lexmark Cloud Print Management server using a mobile device 18

Sending files to the print queue 18
Sending Print Jobs from Your Computer 18
Sending print jobs from the Chrome browser 19
Sending print jobs using a mobile device 19
..... 20
Sharing documents to the print queue server using your mobile device 20
..... 21
Releasing print jobs using the printer 21
Printing jobs using automatic print release 22
Using Guest Print 22
Printing jobs using Cloud Print Release 23
Managing delegates 24
Add delegates 24
Remove delegates 24
Viewing the print job history 25
Using Direct Print 25
Installing the Direct Print package 26
Understanding Offline Print 27
Prerequisites 27
User experience in different modes 27
Limitations 28
Understanding advanced hybrid storage 28

Using the Scan Management web portal

Accessing the Scan Management web portal 30
Managing a cloud storage account 30
..... 30
..... 30
Creating a personal scan destination 31
Viewing a scan destination 33
Sending scan jobs using the Cloud Scan application 34

Using the Analytics web portal

..... 36
Accessing the Analytics web portal 36
Understanding reports 36
Generating reports 39
Exporting reports 39

Using the Translation Assistant Portal

Understanding Translation Assistant 41
Supported source file formats 41
Supported source and target languages 41
Supported auto-detect source languages 43

Using Translation Assistant 43
Appending a footer text to each translated page 45
Using the My Translation Quota Remaining card 45

Using Mobile Enhanced Solutions

..... 46
Using My Jobs 46
Releasing print jobs 46
Managing print jobs 46
Deleting print jobs 46
Logging out of Mobile Enhanced Solutions 47

Using Announcement Center

Understanding the Announcement Center 48
Viewing an announcement 48

Using the Translation Assistant Portal

Understanding Translation Assistant 41
Supported source file formats 41
Supported source and target languages 41
Supported auto-detect source languages 43
Using Translation Assistant 43
Appending a footer text to each translated page 53
Using the My Translation Quota Remaining card 45

Solutions Center

Understanding Solutions Center 54
Creating a solution 54
Available country-based PII 59
Using the solution 59
Available country-based PII 59

Getting help

..... 63

Edition notice

..... 64
..... 64
..... 64
..... 64
..... 64
..... 64

GOVERNMENT END USERS 65

Trademarks **66**

Index **67**

Change history

January 2025

- Added information on Offline Print.
- Added information on Advanced Hybrid.
- Added information on Solution Center.
- Updated information scan file size limit.

January 2024

- Updated information on sending print jobs using a mobile device.

November 2023

- Added Dropbox as a scan destination
- Updated source and target languages in Translation Assistant.

September 2023

- Updated information on Lexmark Print Management Client.
- Updated information on Direct Print.

August 2023

- Added the Box connector support on Scan Management.
- Added in exceptions on printing DOCX files.
- You must have available translation quota to use Translation Assistant.
- Added information on how to use the My Translation Quota Remaining card.
- Lexmark Mobile Print application is now known as Lexmark Print application.

March 2023

- Added information on the following:
    - Changing the folder from the control panel for scan destination
    - Installing Rosetta 2 for Mac with Apple silicon
    - Using Direct Print
    - Using Mobile Enhanced Solutions
    - Understanding the Announcement Center

October 2022

- Added information on the following:
    - Accessing the Scan Management web portal
    - Managing a Microsoft account
    - Viewing a scan destination
    - Sending scan jobs using the Cloud Scan application
- Added information on Translation Assistant Portal.

May 2022

- Updated information on system requirements.

- Updated information on Lexmark™ Print Management client.

October 2021

- Added information on the Guest Print feature.
- Added information on the Cloud Print Release feature.

July 2021

- Updated information on the Lexmark Cloud Services dashboard.

April 2021

- Added information on disabling print and keep feature.
- Added information on disabling number of copies feature.
- Added information on availability of e-mail address for e-mail submission.

September 2020

- Added information on managing a Microsoft account.

August 2020

- Added information on printing jobs using automatic print release.

Overview

Lexmark™ Cloud Services is a fully featured and integrated cloud-based website that supports access and management of the Print Management solution. The following web portals provide capabilities that support an end-to-end Print Management experience depending on your assigned role:

- **Account Management**—Supports management of your account.
    - Change your profile password.
    - Set your PIN.
    - View your roles.
    - Register your badges.
- **Print Management**—Supports management of print queues and of delegates.
    - Send print jobs using the following:
        - Lexmark Print Management Client
        - E-mail
        - Mobile device
        - Lexmark Cloud Print Management for Chrome extension
    - Manage print queues.
    - Delegate print jobs.
    - Download the Lexmark Print Management Client.
    - Download the Lexmark Cloud Print Management for Chrome extension.
- **Scan Management**—Supports management of scanned documents, cloud storage account, and personal scan destination.
    - Manage a cloud storage account.
    - Create a personal scan destination.
    - Send scan jobs.
- **Analytics**—Supports the reporting on usage and printer activity.
    - Generate and export reports.

This document provides instructions on how to use the website.

Getting started

System requirements

Supported web browsers

- Microsoft Edge version 125 or later
- Mozilla Firefox version 126 or later
- Google Chrome™ version 126 or later
- Apple Safari version 17 or later

Supported operating systems

When installing the Lexmark Print Management Client, make sure that your computer is running on one of the following operating systems:

- Windows 11
- Windows 10
- macOS version 13 or later
- Ubuntu version 22.04 LTS

Note:

- To be able to use the LPMC version 3.4.x, make sure that you have installed Microsoft .NET Framework version 6.2 or later.
- If the Device Quotas application is already installed in a printer, then you cannot install the Cloud Scan and Translation Assistant applications. Make sure that you either disable or uninstall Device Quotas before using Cloud Scan or Translation Assistant applications.

Accessing the Lexmark Cloud Services dashboard

1. From a web browser, depending on your Lexmark Cloud Services agreement, go to either https://na.cloud.lexmark.com or https://eu.cloud.lexmark.com.
2. Type your e-mail address and password.

   Note: If the system is configured to have federated access, then you are redirected to the login page of your organization.

3. Click **Log In**.

> **Note:** To access the dashboard or open another web portal from your current web portal, click on the upper-right corner of the page.

Managing the dashboard

The dashboard provides quick access to the web portals and the cards that contain usage information for the last 30 days. The dashboard view is customizable. You can add, remove, move, or rename the cards. The available web portals and cards depend on your assigned role.

> **Note:** An impression is a side of a sheet of paper that contains toner, while a page is a digital area where content is printed. The reports are presented in impressions unless stated as pages.

Add cards

> **Note:** You can add up to 24 cards.

1. From the dashboard, click **Actions**.
2. Click **Add Card**.
3. Select a card type.
4. Update the card name.
5. Click **Add Card**.

Edit cards

1. From the dashboard, click **Actions**.
2. Click **Edit Cards**.
3. Do any of the following:
    - Add cards.
    - Edit the card properties.
    - Move cards.
    - Delete cards.
4. Click **Done**.

Change the view

1. From the dashboard, click **Actions**.
2. Mouse over the Change View menu, and then select the maximum number of columns.

Managing your account

Changing the profile password

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Personal Information section, click **Reset Password**.
3. Specify the information.
4. Click **Reset Password**.

Setting a PIN

Lexmark Cloud Services lets users authenticate to the enrolled printers using a PIN. The organization administrator can set the PIN generation option to **User set**. This setting lets users set their own PIN.

For more information on other ways to obtain your PIN, contact your organization administrator.

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Printer Login section, click **Set PIN**.
3. Enter a unique PIN.
4. Click **Generate PIN**.

Viewing assigned roles

Roles are permissions given to a user or group.

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Assigned Roles section, click **View**.

Registering badges

Use the login code on the printer

> **Note:** If you are on a system with federated access, then you can use this feature to **register** your **badge** on the printer. Depending on the printer login configuration, you may be prompted enter your PIN during registration.

1. rom Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Printer Login section, click **Generate Login Code**.

   > **Note:** The login code refreshes automatically after 15 minutes.

3. Do either of the following:
   - From the printer, tap the unregistered badge on the card reader, and then touch **Next**.
   - From the printer home screen, touch **Login**.
4. Enter the login code.
5. Touch **Register**.

Register the badge manually

> **Note:** If you are on a system without federated access, then you can use this feature to register your badge on the printer. Depending on the printer login configuration, you may be prompted enter your PIN during registration.

1. rom Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. Tap your card on the card reader.
3. Enter your user credentials.
4. Touch **Register**.

Use the web portal

1. rom Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Printer Login section, click **Edit**.
3. Do either of the following:
   - Click **Register Badge**.
   - Click **Register**.
4. Enter your **badge** ID.

   > **Note:** If necessary, type a description, and then select **Show badge ID**.

5. Click **Register Badge**.

Viewing groups

1. From Lexmark Cloud Services, click your user name on the upper-right corner of the page, and then click **My Account**.
2. From the Assigned Groups section, click **View**.

Using the Print Management web portal

Accessing the Print Management web portal

Open a web browser, and then do either of the following:

- From the dashboard, click **Print Management**.

  > **Note:** If the card is not available in the dashboard, then add the card. For more information, see Managing the dashboard on page 10.

- From your current web portal, click on the upper-right corner of the page, and then click **Print Management**.

Installing the Lexmark Print Management Client

Before you begin, make sure that you have downloaded LPMC installation package. You can download the LPMC from the Print Clients tab in the Print Management portal. For more information on downloading the LPMC installation package, see *Lexmark Cloud Services Administrator's Guide*.

For Microsoft Windows operating system

1. From your computer, run the package.
2. Follow the instructions on the screen.

   > **Notes**
   > - The executable files are saved in the Program Files folder.
   > - For custom packages, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.
   > - The configuration and the log files are saved in the **%allusersprofile%\LPMC** folder after installation.
   > - To be able to use the LPMC version 3.4.x, make sure that you have installed Microsoft .NET Framework version 6.2 or later.

Following the installation process, you can access Lexmark Cloud Print Management, Lexmark Hybrid Print Management, or Lexmark Direct printer.

For macOS operating system software

1. From your computer, run the package.

2. Follow the instructions on the screen.

Notes

- The executable files, the configuration file, and the SSL certificates are saved in the **/Library/Lexmark/LPMC** folder.
- The log file is saved in **/var/LPMC** as **lpmc.log**.
- For the custom package, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.

For Ubuntu operating system

1. Download the package.
2. Unzip and run the .sh file.

Notes

- The executable files are saved in the **/usr/share/Lexmark/PrintManagementClient** folder.
- The configuration file is saved in the **/etc/Lexmark/PrintManagementClient** folder.
- The SSL certificates are saved in **/var/Lexmark/PrintManagementClient**.
- The log file is saved in **/var/Lexmark/PrintManagementClient/lpmc-universal-service.log**.

Applying the driver configuration

The LPMC installer supports the use of LDC files from the Printer Driver Configuration Utility. During installation, the system looks for specific file names for the LDC files.

Notes

- To apply a driver configuration when the LPMC is installed, save the LDC file in the same folder as the LPMC installer.
- For Ubuntu and macOS, the LPMC installer does not support the use of LDC files.
- For Ubuntu 20.04 or later, to make the LPMC SysTray icon visible, install AppIndicator and enable it in GNOME.

Use the following file names:

- **LPMSaaSPrintQueueConfiguration.ldc** for the Cloud Print Management print queue
- **LPMServerlessPrintQueueConfiguration.ldc** for the Hybrid Print Management print queue

The LDC configuration must use the following value for the print queue:

```
<PrinterObject value="Cloud Print Management - PCLXL"></
PrinterObject>
```

You can also use the following generic values for the printer profile and printer model:

```
<PrinterProfile name="Lexmark Universal v2" version="1.0">
<PrinterModel value="Lexmark Universal v2"></PrinterModel>
```

Installing the Lexmark Cloud Print Management for Chrome extension

Add the Lexmark Cloud Print Management for Chrome extension so that you can send print jobs to Cloud Print Management using the Chrome OS operating system.

1. From the Print Management web portal, click **Print Clients**.
2. From the Select client menu, select **Chrome**.
3. Click the **Available in the Chrome Web Store** link that appears.
4. Click **Leave Site**.
5. From the Chrome Web Store, add the Lexmark Cloud Print Management for Chrome extension.

Managing the print queue

Using the Print Management web portal, you can directly manage your print jobs and do the following:

- Upload print jobs
- Adjust the print settings of a print job
- Set the default print settings for all incoming print jobs

Uploading files to the Print Management web portal

1. From the Print Management web portal, click **Print Queue**.
2. Click **Upload File**.
3. Drag one or more files, or click **Choose Files**, and then browse to them.
4. Click **Done**.

Adjusting the settings of a print job

The Print Management web portal lets you update the layout, paper, and finishing options of the print job.

1. From the Print Management web portal, click **Print Queue**.

2. Click a print job.
3. If necessary, from the Description (Optional) section, type a description for the print job.
4. Do any of the following:

> **Note:** Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.

Adjust the layout

- **Copies**—The number of copies to be printed.
- **Collate**—Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
- **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
- **Pages per side**—Multiple pages of the document are printed on one side of the paper.
- **Orientation - Pages per side**—The orientation of the pages when printing multiple pages per side (N-up).

Adjust the paper and finishing options

- **Paper size**—The size of the paper.
- **Paper source**—The tray that is the source of paper.
- **Paper type**—The type of paper.
- **Output bin**—The collection point for paper that has exited from the printer.
- **Staple**—The stapling position in the paper.
- **Hole punch**—The number of holes to be punched.
- **Fold**—The way the paper is folded.

Change the quality

Select a color mode.

5. Click **Save Changes**.

Setting the default print settings for all incoming print jobs

Notes

- Updates are applicable to future print jobs that are sent using a mobile device, e-mailed, or uploaded to the web portal using a web browser.
- Print jobs that are sent using the Lexmark Print Management Client use their specified print settings.

1. From the Print Management web portal, click **Print Queue**.
2. Click **Set Default Print Settings**.
3. Do any of the following:

   Adjust the layout

   - **Copies**—The number of copies to be printed.
   - **Collate**—Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
   - **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
   - **Pages per side**—Multiple pages of the document are printed on one side of the paper.
   - **Orientation - Pages per side**—The orientation of the pages when printing multiple pages per side (N-up).

   Adjust the paper and finishing options

   - **Paper size**—The size of the paper.
   - **Paper source**—The tray that is the source of paper.
   - **Paper type**—The type of the paper.
   - **Output bin**—The collection point for paper that has exited from the printer.
   - **Staple**—The stapling position in the paper.
   - **Hole punch**—The number of holes to be punched.
   - **Fold**—The way the paper is folded.

   Change the quality

   Select a color mode.

4. Click **Save Changes**.

Printing files

To release print jobs, use either of the following:

- A printer with the Print Release application.
- A mobile device that is running on Android™ platform or iOS operating system with the Lexmark Print application. For more information, see the *Lexmark Print User's Guide* for your mobile device.

Notes

- This method is applicable only to Cloud Print Management print jobs.
- The Lexmark Print application can be downloaded free of charge from the App Store or the Google Play™ store.

Adding a Lexmark Cloud Print Management server using a mobile device

This feature lets you send print jobs to the Lexmark Cloud Print Management using the Lexmark Print application. For more information on sending print jobs using the Lexmark Print application, see Sending print jobs using a mobile device on page 19.

1. From the application home screen, tap **Find Device > Lexmark Print Management Cloud**.
2. Select one of the following data centers:

   Note: Before you change the Data Center setting, contact your administrator.

   - **Auto detect**—Set your data center automatically to either Europe or North America.
   - **Americas**—Use the North American data center as determined by your Lexmark Cloud Services agreement.
   - **Europe**—Use the European data center as determined by your Lexmark Cloud Services agreement.
3. Tap **CONTINUE**, and then type your Lexmark Cloud Services email address and password.
4. If necessary, change the server nickname.
5. Tap **SAVE**.

Sending files to the print queue

Sending Print Jobs from Your Computer

1. Open a file or image.
2. Select the print option, and then select the **Lexmark Cloud Services print release queue**.
3. Click **Print**.
4. If prompted, type your e-mail address and password.

Sending print jobs from the Chrome browser

Note: This feature requires adding the Lexmark Cloud Print Management for Chrome extension to your web browser. For more information, see Installing the Lexmark Cloud Print Management for Chrome extension on page 15.

1. From the Google Chrome™ browser, open a file, image, or web page.
2. From the web browser menu, select **Print**, and then select **Lexmark Cloud Print Management for Chrome**.
3. If necessary, change the print settings. To change other settings, click **More settings > Advanced settings**, and configure the following:
   - **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
   - **Pages per side**—Multiple pages of the document are printed on one side of the paper.
   - **Pages per side orientation**—The orientation of the pages when printing multiple pages per side.
   - **Staple Location**—The stapling position on the page.
   - **Fold**—The way the paper is folded.
   - **Hole punch**—The number of holes to be punched.
   - **Paper source/tray**—The paper source or the tray to be used for the print job.
4. Click **Apply**.
5. Click **Print**.

Note: In the LPMC Chrome extension, the document file cannot be previewed, and cannot be printed using ☰. This limitation is in Microsoft 365.

Sending print jobs using a mobile device

For more information on the Lexmark Print application, see the *Lexmark Print User's Guide* for your mobile device.

For devices using the Android platform

1. Launch the Lexmark Print application.
2. From the application home screen, tap a source, and then follow the instructions.

   Note: If prompted, allow the application to access the camera and the storage.

3. Select the Lexmark Cloud Services queue.

   Note: If prompted, log in to the server.

4. If necessary, change the print settings.
5. Tap .

For devices using the Apple iOS operating system

1. Launch the Lexmark Print application.
2. From the application home screen, tap a source, and then follow the instructions.

   Note: If prompted, allow the application to access the camera and the photos.

3. Select the **Lexmark Cloud Services** queue.

   Note: If prompted, log in to the server.

4. If necessary, change the print settings.
5. Tap **Print**.

Sharing documents to the print queue server using your mobile device

For more information on the mobile printing application, see the *Lexmark Print User's Guide* for your mobile device.

For devices using the Android platform

1. From your mobile device, select a document from the file manager.

   Notes
   - Make sure that the mobile device supports the document file type.
   - Make sure that the printer supports the file type. For the list of supported file types, see the printer *User's Guide*.

2. Share the document to Print with Lexmark..
3. Select the Cloud Server queue, and if necessary, change the print settings.
4. Tap .

For devices using the Apple iOS operating system

1. From your mobile device, select a document from the file manager.

   Notes
   - Make sure that the mobile device supports the document file type.
   - Make sure that the printer supports the file type. For the list of supported file types, see the printer *User's Guide*.

2. Share the document to Print with Lexmark.
3. Select the Cloud Server queue, and if necessary, change the print settings.
4. Tap **Print**.

Releasing print jobs using the printer

Use the Print Release eSF application to release print jobs from the printer. For more information, see the *Print Release Administrator's Guide*.

Note: Depending on your configuration, first-time users must register. Follow the instructions on the printer display.

1. From the printer home screen, touch **Print Release**.
2. Select one or more print jobs.

   Notes
   - To print the jobs that are delegated to you, touch ☰ if necessary, select a user name, and then select the print jobs.
   - When using Cloud Print Release, the only option is to release all print jobs at once.

3. If necessary, change the print settings. Select a job, touch ⋮ beside the Print button, touch **Change Print Settings**, and then do any of the following:

   Notes
   - Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.
   - Depending on the organizational policy, features like print and keep and number of copies may not be available.

   - Touch **Settings**, and then adjust one or more of the following:

- **Number of copies**
- **Color**

> **Note:** You cannot change black-and-white print jobs to color at the printer for some file formats.

- **Sides**—Specify whether the print jobs are printed on one side only or on both sides of the paper.

◦ Touch **Finishing Options**, and then adjust either of the following:

- **Staple**—Specify whether to staple the printed jobs.
- **Hole punch**—Specify whether to punch holes on the printed jobs.

4. Touch **Print**.

Printing jobs using automatic print release

Automatic print release is an organizational setting that lets users release print jobs automatically after logging in. This setting prevents users from interacting directly with the printer when releasing print jobs. If enabled, then all print jobs in the queue from various sources are controlled by this setting. To release one or more print jobs selectively, see Releasing print jobs using the printer on page 21.

> **Notes**
>
> - Make sure that automatic print release is enabled by your administrator.
> - Only the print jobs of authenticated users are released.
> - This setting only applies in Print Release.
> - This setting is available only in some printer models.

1. Log in to the printer.
2. Wait for the printer to release all your pending print jobs.

Using Guest Print

Guest Print is a feature of Lexmark Cloud Services that allows users to print documents without requiring registration in the Lexmark Cloud Services. The guest composes an e-mail from virtually any e-mail client, attaches the document they want to print, and sends it to a predefined e-mail address.

An administrator or an organization’s representative provides the e-mail address that the guest can send their documents to. On sending the e-mail to the specified e-mail address, the guest receives a confirmation e-mail with a PIN.

After receiving the PIN through e-mail, the guest can proceed to the printer specified by the organization's representative, and perform the following steps:

Lexmark retains information related to the print job only but does not retain any e-mail-related information.

1. From the printer control panel, touch **PIN Login**.
2. Enter the PIN you have received in your e-mail, and then click **OK**.
3. Touch **Print Release.**
4. Select the print job, and then touch **Print**.

   Notes
   - If you send multiple print jobs, then all those print jobs are listed.
   - The body of the e-mail is represented as an individual print job.
   - Each attachment is represented as an individual print job.
   - Without any e-mail attachment, body of the e-mail is printed.

Printing jobs using Cloud Print Release

Using the Cloud Print Release feature, users can release print jobs from printers that do not support eSF applications. These printers get the Cloud Print Release feature installed through a firmware update. The Cloud Print Release feature is available in 2.8-inch screen printers only. For more information on printers that support Cloud Print Release feature, see the *Lexmark Cloud Services Administrator Guide*.

Notes

- Make sure that the administrator enables Cloud Print Release.
- You can release the print jobs by logging in to a printer with the Cloud Print Release feature. The applicable login methods are PIN only and secure login code.
- The Cloud Print Release feature is available only in printers with firmware version 075.287 or later.
- Individual print job selection is not supported in Cloud Print Release.
- Hybrid print jobs or delegated jobs are not supported in Cloud Print Release.

1. Send print jobs to the Cloud Print Release queue. For more information, see "Sending files to print queue" section.
2. From the printer that has the Cloud Print Release feature, in the printer home screen, touch **Cloud Print Release**.

   Note: If you are using badge swipe to log in to the printer, then the Cloud Print Release feature automatically releases all the print jobs.

3. Depending on the printer login configuration of your organization, log in to the printer using any of the authentication methods:

- PIN only
- Secure login code

> **Note:** Cloud Print Release login is based on the printer login configuration set in Account Management by the organization administrator. For more information on configuring printer login, see the *Lexmark Cloud Services Administrator Guide*.

4. Enter the PIN or secure login code, and then click **OK**.
5. Wait for the printer to release all pending print jobs.

> **Notes**
>
> - When the print job is released, it appears on the Print Job History page of the Lexmark Cloud Print Management portal.
> - Print jobs that are successfully printed are deleted from the print queue. Print jobs that are canceled or not successfully printed remain in the print queue.

Managing delegates

A delegate is a user who is allowed to print jobs from your print queue. For example, an administrative assistant may print jobs submitted by an executive.

1. From the Print Management web portal, click **Delegates**.
2. Do either of the following:

Add delegates

1. Click **Add**.
2. Select a user.
3. From the Enable delegate expiration section, select either of the following:
   - **Never expires**—Do not set an expiry date for delegates.
   - **Expires after**—Set the number of days after which the delegates expire.
4. Click **Add Delegate**.

Remove delegates

1. Select one or more delegates.
2. Click **Remove**.

Viewing the print job history

From the Print Management web portal, click **Print Job History**.
The print job history contains the following information:

- **Impressions**—A side of a sheet of paper that contains toner.
- **Released From**—Shows the printer IP address where the print job is released.
- **Job Name**
- **Job Source**
- **Color Mode**—Shows whether the print job is monochrome or color.
- **Two-Sided Printing**—Shows whether the print job is printed on both sides of the paper.
- **Released**—Shows when the print job is released.
- **Released By**—Shows the delegate who released your print job. This column appears only when a delegate has released one of your print jobs.

Using Direct Print

The Direct Print feature helps to track jobs that are directly sent to Lexmark printers for users in Lexmark Cloud Services. Using Direct Print, these jobs do not go through a global queue and are not released through Print Release application. When Lexmark Print Management Client (LPMC) is installed in a workstation, users submitting jobs must enter credentials, similar to cloud and hybrid submissions using LPMC. LPMC sends the user-level data to the Lexmark Cloud Services portal. This data helps Lexmark Cloud Services to track print activities for users in Lexmark Cloud Services. The print job never leaves the customer network and is never held for release, but is sent and printed immediately to the designated printer.

The installation package includes a configuration XML file that contains the printer profile information to make sure jobs that are sent to the specified printers. When this additional setting is installed in your workstation along with the LPMC software, when direct printers have been assigned in the cloud, and the Direct Print configuration bundle is deployed to the user workstation, users can select which printer to directly send their job to. This feature can be used with cloud and hybrid submissions as well, allowing more flexibility in the allowable end-user print endpoints and workflows.

Before you begin, make sure that:

- Cloud Print Management enrollment is enabled for the organization.
- LPMC Windows version 2.3.1145.0 with proper configuration is available.
- LPMC macOS version 3.3.0 or later in installed.
- Ubuntu version 3.3.0 or later in installed.
- Device Usage version 2.4.32 is installed.
- The printer is enrolled in Cloud Fleet Management and is attached to a network.
    - For Lexmark eSF printers, make sure that the Cloud Print Management application bundle is installed on the device.
    - For Lexmark printers, make sure that Lexmark Universal Print Driver is installed with the LPMC.
- The workstation has network visibility (port 9100) to the printer.
- Direct Print roles are defined. The Direct Print roles are as follows:

  Direct Print user

- Downloads personal Direct Print configuration from Print Clients page
- Submits print jobs using Direct Print

Downloading the Direct Print package

1. From the Print Management web portal, click **Print Clients**.
2. From the Select client menu, select **Windows®**, **macOS®**, or **Ubuntu**.
3. From the Select package type menu, select **Direct Print**.
4. Select either **Departments** or **Personal**.
5. Select the assignments that you want to download.

> **Note:** You can select one or more assignments.

6. Click **Download Client**.
7. Click **Download**.

When using Direct Print submission on a printer where the Device Usage eSF application is installed, make sure that the application version is correct. Otherwise, the analytics data does not appear the same way as other user-related print data. The data differs in the following ways:

- The user print job details appear in the Printer Activity Detail report.
- The IP address column shows <x.y.z.y>(Direct), where <x.y.z.y> is the IP address of the printer.
- Page numbers and other metadata reflected for the print job details represent the user intent of the submission and may not represent the actual print output. For example, a user may send a four-page color job to a mono printer without the correct version of the application. In this case, the job details show that a four-page color job was printed.

Installing the Direct Print package

> **Note:** If you download the Direct Print package for one assignment, then the folder contains an executable file and an XML configuration file. If you download the Direct Print package for multiple assignments, then the folder contains an executable file and multiple folders. Each of the multiple folders contains a directprintconfiguration.xml file. There is one folder for each assignment that is downloaded simultaneously.

1. From the installation package, run the lpmc Windows Installer file.
2. Accept the End-User License Agreement.
3. Click **Install**.
4. Click **Finish**.

Understanding Offline Print

The Offline Print feature is a way to allow users to print even when there are connectivity issues with the Lexmark Cloud Services. This feature works with conventional Cloud, Hybrid, Direct print which requires connectivity to Lexmark Cloud but makes sure that users can continue printing even when connectivity to Lexmark Cloud Services is lost.

To use Cloud, Hybrid, or Direct print, uninterrupted connectivity to the cloud server is required. Unlike Cloud, Hybrid, or Direct print, Offline Print allows users to send print jobs without requiring connectivity to the cloud server. Moreover, the Offline Print feature also stores analytics data in the client workstation during offline mode, and then sends it to the cloud server, when connectivity to the cloud server is restored.

On initiating a cloud or hybrid print job during offline mode, the user has to select the printer destination. They can either select from the list of configured printers or directly enter the IP or Hostname of the printer. When printing to a direct print queue during offline mode, it proceeds normally. In Analytics, the print activity is reported as Offline Print.

Printing jobs using the printer hostname depends on the configured hostname resolution in the user’s network. Hostname resolution is the process of converting a hostname into an IP address. Depending on the hostname resolution, either hostname or hostname with domain works.

Prerequisites

- **Enable print assignments** must be enabled on the **Organizational Settings** page, and **Use print assignment with** must be set to **Offline Print** or **Direct and offline print**. For more information, contact your administrator.
- For submission from registered Lexmark Cloud Service, any combination of queues present on the workstation - cloud or hybrid or direct.
- User must be currently logged into the LPMC.

User experience in different modes

The following scenarios are based on the assumption that **Direct and offline print** is enabled on the **Organizational Settings** page. For more information on creating print assignments, see the "Creating a print assignment" section in .

- For direct print submissions, the user’s workflow is not affected.
- For cloud or hybrid submissions, the user experiences the following:
    - Users will be notified every time they print in offline mode.
    - If the administrator had created print assignments, the list of printers will be displayed for the user to select a printer to release the print job.
    - The user can also enter the IP address or hostname of the printer to release the print job.
    - The user can click **Cancel** to cancel the print activity.
    - If Lexmark Cloud Services connectivity is restored, then the user is notified about the restoration of normal print workflow.
- In offline mode, analytics data is stored in the client machine until it can stream back to the cloud. The offline analytics data is sent to cloud server during the next print job after connection is restored..

- Supported by Windows, Mac, and Ubuntu LPMC clients.

Limitations

- Mobile is not supported
- Chrome extension is not supported
- No prompt for Offline Print is shown while there is an ongoing job.
- Offline Print job pages are not shown in Analytics 2.0.

> **Note:** The Lexmark Print Management Client (LPMC) requires a prior download of settings from the Lexmark Cloud Services for offline printing to function. This download happens automatically every four hours (by default), or when the Check for Updates option is selected from the system tray, refreshing the list of assigned printers. The system tray icon shows whether the user is online or offline.

Understanding advanced hybrid storage

> **Notes**
>
> - To use advanced hybrid storage feature, your administrator must enable this feature. For more information, see .
> - On enabling this feature, an application is created for your organization. This application credentials are needed in all storage devices where the service runs.
> - LPMC version 3.5.1 or later is required.

Advanced Hybrid Storage Feature

The advanced hybrid storage feature uses additional storage locations for print jobs without allowing them to move out of the customer network. This ensures that the user's print job remains within the network while being stored in locations outside their workstation.

Supported Storage Types:

- Windows systems
- Ubuntu systems
- Optra Edge devices

  > **Note:** Support for Optra Edge devices will be available in a future release.

Feature Overview:

This feature is designed to ensure high availability of print jobs, even when the workstation from which the job is submitted is offline. Although the cloud server stores metadata like the job location, the actual print job is stored in a hybrid storage environment.

Print Release Process:

During a print release, the printer first checks the primary storage location (submission workstation) for the print jobs.

If the primary location is unreachable, it then checks the alternate locations. Once the print job is successfully released, it is removed from all storage devices.

Note:

- For every storage client, you must reserve a certain amount of disk space so that the service has enough disk space for processing operations like Change print settings.
- Storage services reserve the space based on the available disk space.
- For more information on Advanced Hybrid Storage, see *Lexmark Cloud Services Administrator's Guide*.

Using the Scan Management web portal

Accessing the Scan Management web portal

Open a web browser, and then do either of the following:

- From the dashboard, click **Scan Management**.

  > **Note:** If the card is not available in the dashboard, then add the card. For more information, see Managing the dashboard on page 10.

- From your current web portal, click on the upper-right corner of the page, and then click **Scan Management**.

Managing a cloud storage account

Make sure that you have a Microsoft, Google™, Box, or Dropbox account to create, edit, or use scan destinations.

Selecting an account

1. From the Scan Management web portal, do either of the following:
   - Click **Cloud Storage Account > Select an account > Continue**.

     > **Note:** Depending on the requirement, select an account from the Microsoft, Google, Box, or Dropbox section. This feature is available only if you are not logged in to an account.

   - Click **Select an account > Continue**.
2. Sign in to your account.

Changing an account

> **Note:** This feature is available only if you are logged in to your account.

1. From the Scan Management web portal, click **Cloud Storage Account**.
2. From the Microsoft, Google, Box, or Dropbox section, click **Change account**.
3. Sign in to your account.

Forgetting an account

> **Note:** This feature is available only if you are logged in to your account.

1. From the Scan Management web portal, click **Cloud Storage Account**.
2. From the Microsoft, Google, Box, or Dropbox section, click **Forget this account > Forget Account**.

Creating a personal scan destination

A scan destination is a cloud storage service to which a user can send scanned documents. You can create a personal scan destination.

> **Note:** The Personal tab is available if the administrator enables **Allow users to create personal scan destinations**.

The following cloud storage services are used for scan destinations:

- Microsoft OneDrive
- Microsoft SharePoint
- Google Drive™
- Box
- Dropbox

> **Note:** Make sure that you have a Microsoft, Google, Box, or Dropbox account to access cloud storage services and to manage scan destinations.

Creating a scan destination

1. From the Scan Management web portal, select **Personal**.

   > **Note:** The Personal tab is available if the administrator enables **Allow users to create personal scan destinations**.

2. Click **Create**.
3. Configure the settings.

   General

   - **Scan Destination Name**
   - **Description (Optional)**
   - **Cloud storage service**—Configure either of the following:

     - **Google Drive**

       1. From the Drive name menu, select the destination Google Drive.

2. From the Scan location folder section, click **Choose Folder > Select the folder > Choose Folder** to select the destination Google Drive folder.

- **OneDrive**—The OneDrive is private to each user's account, and the configuration is setting the structure for file storage in their account only. When an organizational OneDrive scan destination is executed, the path and folder structure is created on the user's OneDrive account.

  > **Notes**
  > - The administrator account does not have access to the user's folders.
  > - The users of the configuration do not have access to the administrator's account folders.

  1. From the Scan location folder section, click **Choose Folder** to browse to the scan destination folder.

     > **Note:** If the folder structure does not exist, then it is created.

  2. Select the folder, and click **Choose Folder** to select the destination OneDrive folder.

- **SharePoint**

  1. From the Site or library name menu, select the destination SharePoint site or library.
  2. From the Scan location folder section, click **Choose Folder > Select the folder > Choose Folder** to select the destination SharePoint folder.

- **Box**

  1. From the Scan location folder section, click **Choose Folder** to browse to the scan destination folder.
  2. Select the folder, and click **Choose Folder** to select the destination Box folder.

- **Dropbox**

  1. From the Scan location folder section, click **Choose Folder** to browse to the scan destination folder
  2. Select the folder, and click **Choose Folder** to select the destination Dropbox folder.

> **Note:** You can also click **Cancel** to discard the selected folder.

- **File name**—Specify the file name for the scanned image.
- **Append a date-time stamp to the file name**—Add the date and time to the name of the scanned file.

- **Allow entering a file name from the printer panel**—Let the user specify a file name before the scan job starts.
- **Show scan settings on the printer panel**—Show the scan settings before the scan job starts.
- **Allow changing the folder from the printer panel**—Let the user choose the folder from the control panel.

> **Note:** This option is available only if an administrator enables the **Enable option to choose folder from the printer panel** option in the Scan Management Settings page.

Scan Settings

- **Use default scan settings**—Use the default printer settings.
- **Use custom scan settings**—Configure the scan settings of the printer.

> **Note:** Some settings are available only in some printer models.

  - **Enable scan preview if supported by the printer**
  - **Color mode**
  - **Content type**
  - **Original size**
  - **Sides**—Specify the page orientation of text and graphics when scanning a two-sided document.
  - **Resolution**
  - **File Format**—Select the file format from TIFF, JPEG, and PDF.

> **Note:** If Show Scan settings on the printer panel is enabled, then you can change the file type.

  - **Enable custom scan job**
  - **Contrast**

4. Click **Create Destination**.

Viewing a scan destination

A scan destination is a cloud storage service to which a user can send scanned documents. It is enabled and managed by the Scan Management Administrator in the Lexmark Cloud Services.

From the Scan Management web portal, select the scan destination that you want to view.

- **Google Drive**
- **OneDrive**—The OneDrive is private to each user's account, and the configuration is setting the structure for file storage in their account only. When an organizational OneDrive scan destination is executed, the path and folder structure is created on the user’s OneDrive.

  Notes
  - The users of the configuration do not have access to the administrator’s account folders.
  - The administrator account does not have access to the user's folders.

- **SharePoint**
- **Box**
- **Dropbox**

Sending scan jobs using the Cloud Scan application

Notes

- You can scan to up to 50 destinations.
- Only administrators can create destinations.
- Scanning to multiple destinations is not supported.
- If the Device Quotas application is running in your printer, then stop or uninstall it when scanning to a destination.

You can deploy scan configurations to printers. Administrators can deploy Cloud Scan Management configurations from the Cloud Fleet Management applications catalog to install the Cloud Scan and Cloud Authentication applications in the printer.

1. Load an original document into the ADF tray or on the scanner glass.
2. From the printer home screen, touch **Cloud Scan**.
3. Select a scan destination, and then touch **Next**.

Notes

- Make sure that you are logged in to your cloud account. If necessary, touch **E-mail** to send instructions to your email on how to log in.
- In some older printer models, some text may scroll very fast while navigating the scan details.
- In some older printer models, some text may appear bigger for lengthy scan details.
- In some models, the Scan Destination page and Scan settings page may display inconsistent translated text.
- If the printer has a hard drive, then you can upload a JPEG file with a maximum file size of 50MB.
- For printers with eSF version 4.0 or earlier, Cloud Scan Management application performance is slower as compared to printers with eSF version 5.0 or later.

4. Type the file name, and then touch **Next**.

Notes

- Make sure that **Allow entering a filename from the control panel** is selected on the Cloud Scan Management portal.
- If necessary, update the folder location in the panel.

5. If necessary, change the scan settings.

Notes

- Make sure that **Show scan settings on the control panel** is selected on the Cloud Scan Management portal.
- The maximum file size is 20MB.
- If you want to scan a multi-page document, then select **Scan The Next Page**.

6. Touch **Send**.

Using the Analytics web portal

Use the Analytics web portal to generate reports on usage and printer activity.

Accessing the Analytics web portal

Open a web browser, and then do either of the following:

- From the dashboard, click the **Analytics** card.

  > **Note:** If the card is not available, then add the card. For more information, see Managing the dashboard on page 10.

- From your current web portal, click on the upper-right corner of the page, and then click **Analytics**.

Understanding reports

Reports can include dates up to two years before the current date.

> **Notes**
>
> - An impression is a side of a sheet of paper that contains toner.
> - A page is a digital area where content is printed.
> - A sheet is a piece of paper.

Report type	Report items

User Overview—Shows an overview of the printer activities of the selected user over the specified date range.	• **Total**
	  ◦ **Impressions**—The total number of impressions that are printed.
	  ◦ **Sheets**—The total number of sheets that are printed.
	  ◦ **Printer Jobs**—The total number of printed jobs.
	  ◦ **Total Jobs In Queue Now**—The total number of jobs that are currently in the Lexmark Cloud Services print queue.
	• **Printed / Deleted (Pages)**—A graph that shows the number of pages that are printed and the number of pages that are deleted, based on the number of submitted pages. Pages that are deleted are either expired or were removed manually.
	• **Job Size (Number of Jobs)**—A graph that shows a distribution of the job size based on the number of submitted pages for each job.
	• **Paper Size (Pages)**—A graph that shows the number of pages that are printed per paper size.
	• **Paper Type (Pages)**—A graph that shows the number of pages that are printed per paper type.
	• **Color / Mono Usage (Impressions)**—A graph that shows the total number of color impressions and the total number of black-and-white impressions that are printed.
	• **Duplex / Simplex Usage (Impressions)**—A graph that shows the total number of impressions printed as two-sided jobs and the total number of impressions printed as one-sided jobs.
	• **Print Usage (Impressions)**—A graph that shows the daily print usage over the specified date range.
	• **Submitted Jobs**
	  ◦ **Submission Methods (Pages)**—A graph that shows the number of pages submitted per submission method, such as web browser, e-mail, or mobile device.

Report type	Report items
	◦ **Document Type (Pages)**—A graph that shows the number of pages submitted per job type, such as text or image. • **Top Printers**—A table that lists the printers that the specified user frequently uses. The list shows the last known IP address and model name of the printers, and are sorted based on the number of printed impressions. • **Most Used Printers**—A table that lists the printers with the highest usage. The list shows the last known IP address and model name of the printers, and are sorted based on the number of printed impressions. • **Scan Usage (Pages)**—A graph that shows the total number of pages scanned per job type.
Printer Activity—Shows the summary of the print and scan activities.	• **Print Activity**—A table that lists the printers and shows their last known IP addresses, model names, and serial numbers. The list also shows the total number of printed impressions, and the breakdown of the sources of the impressions. • **Scan Activity**—A table that lists the printers and shows their last known IP addresses, model names, and serial numbers. The list also shows the total number of scanned pages, and the breakdown of the job types that created the scans.

Report type	Report items
Printer Activity Detail—Shows a detailed Printer Activity report. The list shows all the jobs and more information about each job. When using Direct Print submission, if the printer does not have the correct version of Device Usage eSF application installed, then analytics data is not presented the same way as other user-related print data. In this case, the data differs in the following ways: • The user print job details are displayed in the Printer Activity Detail report. • The IP address column shows <x.y.z.y>(Direct), where <x.y.z.y> is the IP address of the printer. • Page numbers and other metadata reflected for the print job details represent the user intent of the submission and may not represent the actual print output. For instance, a user may send a four-page color job to a mono printer without the correct version of the eSF application. In this case, the job details show that a four-page color job was printed.	• **Print Activity**—A table that lists all the print jobs and shows their owner information, time stamp, job type, and printer information. The list also shows the number of printed impressions on each print job with a breakdown of the sources of the impressions. • **Scan Activity**—A table that lists all the scan jobs and shows their owner information, time stamp, job type, and printer information. The list also shows the total number of scanned pages on each scan job with a breakdown of the types of scan job.
Print Job History—Shows all the print jobs.	A table that lists all the print jobs, the number of pages and impressions, the job properties, and the printer used.
Detailed Submitted Job Activity—Shows all the jobs submitted to Lexmark Cloud Services for print release by the selected user.	A table that lists all the documents submitted for print release and the user information for that document.

Generating reports

1. From the Analytics web portal, select a report type, and then specify the date range.
2. Click **Generate Report**.

Exporting reports

1. Do either of the following:
   - From the Analytics web portal, generate a report.
   - From the dashboard, click a card.

2. Click on the upper-right corner of the table that you want to export.

Notes

- The report is saved in a CSV file.
- To print the reports with a formatted layout, click .

Using the Translation Assistant Portal

Understanding Translation Assistant

Translation Assistant is a subscription service offered by Lexmark Cloud Services. This solution uses Microsoft Azure Cognitive Services in the translation process.

Supported source file formats

- PDF
- CSV
- HTML, HTM
- XLF
- MARKDOWN, MDOWN, MKDN, MD, MKD, MDWN, MDTXT, MDTEXT, RMD
- XLSX, XLS
- PPTX, PPT
- DOCX, DOC
- ODT
- ODP
- ODS
- RTF
- TSV, TAB
- TXT

Notes

- Some file formats may be converted during translation.
- The maximum source file size is 40MB.
- Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled, then Translation Assistant supports only DOCX files.
- If the source language is French Canadian, then DOCX files are not supported as an output file format.

Supported source and target languages

Afrikaans	Fijian	Kannada*	Pashto*	Sesotho
Albanian	Filipino	Kazakh	Persian*	Sesotho sa Leboa
Amharic*	Finnish	Kinyarwanda	Polish	Lower Sorbian
Arabic*	French	Khmer*	Brazilian Portuguese	Latin Swahili

Armenian*	Canadian French	Korean	Portuguese	Swedish
Assamese*	Galician	Konkani	Punjabi*	Tahitian
Latin Azerbaijani	Georgian*	Central Kurdish*	Queretaro Otomi	Tamil*
Basque	German	Northern Kurdish	Romanian	Latin Tatar
Bangla*	Greek	Cyrillic Kyrgyz	Russian	Telugu*
Bashkir	Gujarati*	Lao*	Latin Samoan	Thai*
Latin Bosnian	Haitian Creole	Latvian	Cyrillic Serbian	Tibetan*
Bulgarian	Hausa	Lithuanian	Latin Serbian	Tigrinya*
Traditional Cantonese	Hebrew*	Macedonian	Slovak	Tongan
Catalan	Hindi*	Malagasy	Slovenian	Turkish
Literary Chinese	Latin Hmong Daw	Latin Malay	Arabic Somali	Latin Turkmen
Simplified Chinese	Hungarian	Malayalam*	Spanish	Ukrainian
Traditional Chinese	Icelandic	Maltese	Rundi	Upper Sorbian
ChiShona	Indonesian	Maithili	Russian	Urdu*
Croatian	Inuinnaqtun	Maori	Cyrillic Serbian	Arabic Uyghur*
Czech	Igbo	Marathi*	Latin Serbian	Latin Uzbek
Danish	Inuktitut	Cyrillic Mongolian	Sindhi	Vietnamese
Dari*	Latin Inuktitut	Traditional Mongolian*	Sinhala	Welsh
Divehi*	Lingala	Myanmar*	Slovak	Xhosa
Dutch	Luganda	Nepali*	Slovenian	Yoruba
English	Irish	Norwegian	Arabic Somali	Yucatec Maya
Estonian	Italian	Nyanja	Spanish	Zulu
Faroese	Japanese	Odia*	Setswana	Bhojpuri
Bodo	Dogri	Kashmiri		

*Printing DOCX files is not supported in these languages.	

Supported auto-detect source languages

Translation Assistant can automatically detect the following languages on uploaded source documents:

Afrikaans	Divehi	Hebrew	Central Kurdish	Persian	Latin Swahili
Albanian	Dutch	Hindi	Lao	Polish	Swedish
Arabic	English	Hungarian	Latvian	Brazilian Portuguese	Tahitian
Armenian	Estonian	Icelandic	Lithuanian	Romanian	Thai
Bulgarian	Finnish	Indonesian	Macedonian	Russian	Turkish
Catalan	French	Inuktitut	Latin Malay	Cyrillic Serbian	Ukrainian
Simplified Chinese	Georgian	Irish	Maltese	Latin Serbian	Urdu
Traditional Chinese	German	Italian	Traditional Mongolian	Slovak	Latin Uzbek
Croatian	Greek	Japanese	Myanmar	Slovenian	Vietnamese
Czech	Gujarati	Khmer	Norwegian	Arabic Somali	Welsh
Danish	Haitian Creole	Korean	Pashto	Spanish	Yucatec Maya

Using Translation Assistant

1. Open a web browser, access the Lexmark Cloud Services dashboard, and then do either of the following:
   - From the Lexmark Cloud Services dashboard, click the **Translation Assistant** card.

     Note: The Translation Assistant card appears in the dashboard by default for new users. If the card is not available in the dashboard, then add the card. For more information, see Managing the dashboard on page 10.

- From your current web portal, click on the upper-right corner of the page, and then click **Translation Assistant**.

2. Accept the terms of use.

> **Note:** You must accept the terms of use every time you access the Translation Assistant.

3. Upload a source document.

> **Note:** For more information, see Understanding Translation Assistant on page 41.

4. Select the source language of the source document.

> **Note:** Translation Assistant detects the source language automatically by default. For more information, see Understanding Translation Assistant on page 41.

5. Select a target language.

> **Note:** You can select a maximum of five target languages.

6. Select how you want to receive your document.

   - To save the document to your local folder, click **Download**.
   - To send the document to your registered Lexmark Cloud Services email address, click **E-mail**.

     > **Note:** Some email services limit the file attachment size. If the file size of the document exceeds 10MB, then we recommend downloading it.

   - For Cloud Print Management users, to send the document to your Lexmark Cloud Services Print Management queue, click **Send to cloud print queue**.

     > **Note:** You must be subscribed to Cloud Print Management to enable this option.

7. Click **Translate File**, and then wait for the translation to complete.

> **Note:** Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled, then Translation Assistant supports only DOCX files. To enable this feature for your organization, contact your administrator.

Appending a footer text to each translated page

Note: Only users with the Translation Assistant Administrator role can enable this feature. If this feature is enabled, then it applies to all Translation Assistant users in the organization. The footer only applies to the Translation Assistant web portal. It is not applicable to eSF application.

Using the My Translation Quota Remaining card

- The My Translation Quota Remaining card shows you the number of Translation Assistant pages remaining for your usage.
- This quota may be shared with other users in the organization.

Note: Click this card to access the Translation Assistant Portal. For more information on adding/editing cards, see the **Managing cards** section in Managing the dashboard on page 10.

Using Mobile Enhanced Solutions

Mobile Enhanced Solutions are accessed from your mobile phone or tablet. If this solution is available on your multi-function printer, you will see a QR code on the control panel. On scanning this QR code, the Lexmark Cloud Solutions authentication page opens. Once authenticated, you can access the Mobile Enhanced Solutions.

Using My Jobs

The My Jobs solution is available for Cloud Print Management users. My Jobs allows you to release print jobs from your Cloud Print Management print queue.

> **Note:** Before you begin, make sure that you have sent print jobs to your Lexmark Cloud Services print release queue. For more information, see the "Sending print jobs to Lexmark Cloud Services" group.

Releasing print jobs

1. From the application home screen, select the jobs that you want to print.
2. Tap **Print Selected**, and then wait for the print job to complete.

> **Notes**
> - To print all jobs, tap **Print All**.
> - After the jobs are completed, the print jobs are automatically removed from the print queue.

Managing print jobs

1. From the application home screen, select the job that you want to manage.

> **Note:** You can manage only one print job at a time.

2. Tap .
3. If necessary, change the print settings.
4. Tap **Save**.

Deleting print jobs

1. From the application home screen, select the jobs that you want to delete.
2. Tap .
3. From the Delete Selected Jobs window, tap **Yes**.

> **Note:** After you are done releasing print jobs, we recommend ending your session so that Mobile Enhanced Solutions is freed up for the next user.

Logging out of Mobile Enhanced Solutions

1. From the upper-left corner of the screen, touch .
2. Touch **Log Out**.

Using Announcement Center

Understanding the Announcement Center

The Announcement Center lets you view announcements about Lexmark Cloud Services features and other updates.

Viewing an announcement

You can view only the announcements that are applicable to your user role, and you cannot delete the announcements. If the announcement is not available in the language of your web browser, then you will see the announcement in English.

1. From your current web portal, click .

   > **Note:** The notification icon shows a badge indicating the number of unread announcements.

2. Click the announcement that you want to view.

   > **Note:** To view all announcements, click **View All**. Viewing all announcements lets you filter the read, unread, and high-priority announcements.

3. Click **Close**.

> **Notes**
>
> - The most recent announcements appear first. Expired announcements no longer appear.
> - High-priority announcements are indicated with .

Using the Translation Assistant Portal

Understanding Translation Assistant

Translation Assistant is a subscription service offered by Lexmark Cloud Services. This solution uses Microsoft Azure Cognitive Services in the translation process.

Supported source file formats

- PDF
- CSV
- HTML, HTM
- XLF
- MARKDOWN, MDOWN, MKDN, MD, MKD, MDWN, MDTXT, MDTEXT, RMD
- XLSX, XLS
- PPTX, PPT
- DOCX, DOC
- ODT
- ODP
- ODS
- RTF
- TSV, TAB
- TXT

Notes

- Some file formats may be converted during translation.
- The maximum source file size is 40MB.
- Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled, then Translation Assistant supports only DOCX files.
- If the source language is French Canadian, then DOCX files are not supported as an output file format.

Supported source and target languages

Afrikaans	Fijian	Kannada*	Pashto*	Sesotho
Albanian	Filipino	Kazakh	Persian*	Sesotho sa Leboa
Amharic*	Finnish	Kinyarwanda	Polish	Lower Sorbian
Arabic*	French	Khmer*	Brazilian Portuguese	Latin Swahili

Armenian*	Canadian French	Korean	Portuguese	Swedish
Assamese*	Galician	Konkani	Punjabi*	Tahitian
Latin Azerbaijani	Georgian*	Central Kurdish*	Queretaro Otomi	Tamil*
Basque	German	Northern Kurdish	Romanian	Latin Tatar
Bangla*	Greek	Cyrillic Kyrgyz	Russian	Telugu*
Bashkir	Gujarati*	Lao*	Latin Samoan	Thai*
Latin Bosnian	Haitian Creole	Latvian	Cyrillic Serbian	Tibetan*
Bulgarian	Hausa	Lithuanian	Latin Serbian	Tigrinya*
Traditional Cantonese	Hebrew*	Macedonian	Slovak	Tongan
Catalan	Hindi*	Malagasy	Slovenian	Turkish
Literary Chinese	Latin Hmong Daw	Latin Malay	Arabic Somali	Latin Turkmen
Simplified Chinese	Hungarian	Malayalam*	Spanish	Ukrainian
Traditional Chinese	Icelandic	Maltese	Rundi	Upper Sorbian
ChiShona	Indonesian	Maithili	Russian	Urdu*
Croatian	Inuinnaqtun	Maori	Cyrillic Serbian	Arabic Uyghur*
Czech	Igbo	Marathi*	Latin Serbian	Latin Uzbek
Danish	Inuktitut	Cyrillic Mongolian	Sindhi	Vietnamese
Dari*	Latin Inuktitut	Traditional Mongolian*	Sinhala	Welsh
Divehi*	Lingala	Myanmar*	Slovak	Xhosa
Dutch	Luganda	Nepali*	Slovenian	Yoruba
English	Irish	Norwegian	Arabic Somali	Yucatec Maya
Estonian	Italian	Nyanja	Spanish	Zulu
Faroese	Japanese	Odia*	Setswana	Bhojpuri
Bodo	Dogri	Kashmiri		

*Printing DOCX files is not supported in these languages.	

Supported auto-detect source languages

Translation Assistant can automatically detect the following languages on uploaded source documents:

Afrikaans	Divehi	Hebrew	Central Kurdish	Persian	Latin Swahili
Albanian	Dutch	Hindi	Lao	Polish	Swedish
Arabic	English	Hungarian	Latvian	Brazilian Portuguese	Tahitian
Armenian	Estonian	Icelandic	Lithuanian	Romanian	Thai
Bulgarian	Finnish	Indonesian	Macedonian	Russian	Turkish
Catalan	French	Inuktitut	Latin Malay	Cyrillic Serbian	Ukrainian
Simplified Chinese	Georgian	Irish	Maltese	Latin Serbian	Urdu
Traditional Chinese	German	Italian	Traditional Mongolian	Slovak	Latin Uzbek
Croatian	Greek	Japanese	Myanmar	Slovenian	Vietnamese
Czech	Gujarati	Khmer	Norwegian	Arabic Somali	Welsh
Danish	Haitian Creole	Korean	Pashto	Spanish	Yucatec Maya

Using Translation Assistant

1. Open a web browser, access the Lexmark Cloud Services dashboard, and then do either of the following:
   - From the Lexmark Cloud Services dashboard, click the **Translation Assistant** card.

     Note: The Translation Assistant card appears in the dashboard by default for new users. If the card is not available in the dashboard, then add the card. For more information, see Managing the dashboard on page 10.

- From your current web portal, click on the upper-right corner of the page, and then click **Translation Assistant**.

2. Accept the terms of use.

> **Note:** You must accept the terms of use every time you access the Translation Assistant.

3. Upload a source document.

> **Note:** For more information, see Understanding Translation Assistant on page 41.

4. Select the source language of the source document.

> **Note:** Translation Assistant detects the source language automatically by default. For more information, see Understanding Translation Assistant on page 41.

5. Select a target language.

> **Note:** You can select a maximum of five target languages.

6. Select how you want to receive your document.

   - To save the document to your local folder, click **Download**.
   - To send the document to your registered Lexmark Cloud Services email address, click **E-mail**.

     > **Note:** Some email services limit the file attachment size. If the file size of the document exceeds 10MB, then we recommend downloading it.

   - For Cloud Print Management users, to send the document to your Lexmark Cloud Services Print Management queue, click **Send to cloud print queue**.

     > **Note:** You must be subscribed to Cloud Print Management to enable this option.

7. Click **Translate File**, and then wait for the translation to complete.

> **Note:** Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled, then Translation Assistant supports only DOCX files. To enable this feature for your organization, contact your administrator.

Appending a footer text to each translated page

Note: Only users with the Translation Assistant Administrator role can enable this feature. If this feature is enabled, then it applies to all Translation Assistant users in the organization. The footer only applies to the Translation Assistant web portal. It is not applicable to eSF application.

Using the My Translation Quota Remaining card

- The My Translation Quota Remaining card shows you the number of Translation Assistant pages remaining for your usage.
- This quota may be shared with other users in the organization.

Note: Click this card to access the Translation Assistant Portal. For more information on adding/editing cards, see the **Managing cards** section in Managing the dashboard on page 10.

Solutions Center

Understanding Solutions Center

Solutions Center is an application that lets you create or customize your workflows depending on your roles in an organization. Using Solutions Center, you can create a solution to capture, process, and route a document. Select Solutions Center from the dashboard or from on the upper-right corner of the page to view a list of available solutions based on your role.

Solutions Center Roles

- **Solutions Center Advanced User**—Creates personal solutions
- **Solutions Center User**—Runs solutions

Creating a solution

> **Note:** You must have the Solution Center Administrator role or Advanced User Role in an organization. You cannot create a solution if you have a User Role.

1. Open a web browser, access the Lexmark Cloud Services dashboard, and then do either of the following:
   - From the Lexmark Cloud Services dashboard, click the **Solution Center** card.

     > **Note:** If the card is not available in the dashboard, then add the card. For more information, see Managing the dashboard on page 10.

   - From your current web portal, click on the upper-right corner of the page, and then click **Solution Center**.
2. Click **Create**.
3. In the Solution name field, type the name of the solution.
4. In the Description (Optional) field, type a short description about the solution.
5. Select **Share with my organization**, if you want to share this solution with your organization.

   > **Notes**
   > - To create a personal solution that is only available to the currently logged-in users, do not select the Share with my organization option.
   > - If you are logged in as a partner administrator, then you can select the Share this solution option to specify which child organizations can use the solution.

   Types of solutions

- **Personal**—To be used by a specific user.
- **Organizational**—To be used by all the users from the current entitled organization.
- **Shared**—To be used by the users of the specific child organization with which the solution is shared.

6. From the **Scan Settings** section, click **Edit Scan Settings** to edit the scan settings.

> **Note:** The scan settings are only applicable when the solution is run from the printer.

7. From the Steps section, click **Add Step**.

> **Notes**
> - The steps must include at least one destination.
> - The steps can include one or more actions, and one or more destinations.
> - A single solution can have a maximum of 10 steps in total.
> - If the solution is a combination of actions and destinations, then the solution must start with an action and end with a destination.
> - If the solution is a combination of actions and destinations, then the solution must have all the actions before preceding with one or more destinations.

8. From the Add Step window, select the Action and Destination.

   For Action items, select one or more of the following:

   - **Extract Text using OCR**—Optical Character Recognition (OCR) is a service used to extract text from a document that is converted to machine-readable format.

     > **Note:** OCR s always executed first, irrespective of the sequence to which it was added while creating the solution.

     - From the **Select the output file type** menu, select any one of the following:
       - **Portable Document Format (.pdf)**
       - **Word document (.docx)**
       - **Plain text (.txt)**

   .

   - **Translate**—Allows you to upload a file in a source language and translate it to one or more target languages.

     > **Note:** The Translation Assistant service uses Microsoft Azure Cognitive Services.

     1. Select the language of the document to translate.

        > **Note:** This feature detects the source language automatically by default. For more information on supported formats and languages, see Understanding Translation Assistant on page 41.

     2. Select a target language.

> **Note:** You can select up to five target languages.

> **Note:** For more information on the translate action, see "Translation Assistant" chapter.

- **Redact**—This solution uses Microsoft Azure Cognitive Services in the redaction process.

> **Note:** The redact service uses Microsoft Azure Cognitive Services.

1. Select the language of the document to redact.

> **Note:** The file must be in DOCX format or you may encounter an error.

2. From the Select the information you want to redact from the file menu, configure the following:
   - Select **Personally Identifiable Information (PII)** to redact personally identifiable information from the available PII.
     - Select the available PII or select from the country-based available PII.

> **Note:** For more on available PIIs, see **"Available country-based PII** section in this topic.

     - To move a selected PII from Available PII to Selected PII, click .
     - To move back a selected PII from Selected PII to Available PII, click .
     - You can also drag and drop or double-click PII to move from Available PII list to Selected PII list and conversely The selected PIIs are the ones that get redacted.
   - Select **Custom text**, only if you want to redact specific texts from the file.
     - In the Specify custom text to redact field, type the text to be redacted.
     - From the menu, select **Whole word only**, **Contains**, or **Exact match**.

Notes

- If you select **Whole word only**, then only words that match the whole word you have entered in the Specify custom text to redact field get redacted.
- If you select **Contains**, then text that contains the words you have entered in the Specify custom text to redact field get redacted.
- If you select **Exact Match**, then only letters that exactly match the one you have entered in the Specify custom text to redact field get redacted. These letters can be a part of a word or phrase.
- For **Custom text**, the maximum limit is 20 words combining **Whole word only**, **Contains**, and **Exact match**.

3. Click **Add Text**.

◦ **Insert Footer**—To add a footer of the page, type the footer text in the Footer text field. A solution with **Insert Footer** action supports DOCX input file type only.

For Destination items, select one or more of the following:

◦ **Email**—Sends the document to the specified email addresses.

1. In the Send document to the following email addresses field, type the email addresses.
2. If you want to receive a copy of the email, select **Send me a copy**.

Note:

- On enabling **Send me a copy**, users can run a solution even if the **Send document to the following email addresses** field is left blank.
- Users can also run a solution even without selecting **Send me a copy** if **Send document to the following email addresses** is unlocked.
- You can add a maximum of 50 email addresses but the character limit is set to 255.

◦ **Download**—Downloads a copy of the document to your device.

Note: This step can be performed only from the Lexmark Cloud Services portal.

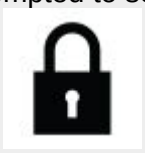
◦ **Send to Cloud Print Queue**—Sends the document to your Cloud Print Management queue.

Note:
- The Send to Cloud Print Queue option is only available to user who has either Print Management Administrator or User role.
- The available storage providers such as Box, Dropbox, OneDrive, SharePoint, and Google Drive. You can select any of these storage providers from Solution Center Settings.

◦ **Print**—Prints the document.

Note: This step can be executed from a printer only.

◦ **Send to Cloud Storage**—From the **Send to** menu, select the cloud storage provider

Note:
- To add more than one action, click **Add Step** each time after you select an action.
- Click to lock the values of the actions or destinations so that the values cannot be changed during execution. Make sure that you enter a value for the actions and destinations before you lock it.
- If an action or a destination is not locked during execution, then the user is prompted to select a value from the available options.
- Click  to unlock a value.
- You can configure the storage providers and set account domains from the **Solution Center Settings** page. To access **Solution Center Settings** page, click **conkeyref: image/android_settings_icon_i.jpg** .
- Users must have a Microsoft, Google, Box, or Dropbox account to access the cloud storage services.
- For more information on managing scan destinations, see .
- You may encounter error messages for the following reasons:
  - The selected account is signed out
  - No selected cloud storage and all storage accounts are signed out
  - Cloud storage account is disabled in global setting
  - Creating duplicate folder
  - Creating folder that exceeds the maximum length
  - Invalid path due to folder not accessible or deleted

Note: To add more than one destination, you must click Add Step each time after you select a destination.

9. Click **Create Solution**.

Available country-based PII

Using the solution

On creating the solution, users can run these solutions based on the entitlement.

On the Solutions page, you can use the **Quotas** menu to view the remaining quota for Translation, Redaction, and OCR.

Note:

- To duplicate a solution, click .
- To use a solution, click to run a solution.
- To delete a solution, click .
- To edit a solution, click .

Available country-based PII

Available country-based PII

- **General**
  - Person
  - Phone Number
  - Organization
  - Address
  - Email
  - URL
  - IP
  - Date
  - Age
  - ABA routing number
  - SWIFT code
  - Credit card
  - International Banking Account Number (IBAN)
- **Argentina**
  - Argentina National Identity (DNI) Number
- **Austria**
  - Austria identity card
  - Austria tax identification Number
  - Austria Value Added Tax (VAT) Number
- **Australia**
  - Australia bank account Number

    - Australian business Number
    - Australia Company Number
    - Australia driver’s license
    - Australia medical account Number
    - Australia passport Number
    - Australia tax file Number
- **Belgium**
    - Belgium national Number
    - Belgium Value Added Tax(VAT) Number
- **Brazil**
    - Brazil legal entity Number(CNPJ)
    - Brazil CPF Number
    - Brazil National ID card (RG)
- **Canada**
    - Canada bank account Number
    - Canada driver’s license Number
    - Canada health service Number
    - Canada passport Number
    - Canada social insurance Number
- **Chile**
    - Chile identity card Number
- **China**
    - China Resident Identity Card (PRC) Number
- **European Union (EU)**
    - EU debit card Number
    - EU driver’s license Number
    - EU GPU coordinates
    - EU national identification Number
    - EU passport number
    - EU Social Security Number (SSN) or equivalent ID
    - EU Tax Identification Number (TIN)
- **France**
    - France driver’s license Number
    - France health insurance Number
    - France national ID card (CNI)
    - France passport Number
    - France Social Security Number (INSEE)
    - France tax identification Number (NumeroSPI)
    - France Value Added Tax (VAT) Number
- **Germany**
    - German Driver’s License Number
    - Germany Identity Card Number
    - Germany passport number
    - Germany Tax Identification Number
    - Germany Value Added Tax Number
- **Hong Kong**
    - Hong Kong Identity Card (HKID) Number
- **Hungary**

    - Hungary Personal Identification Number
    - Hungary Tax Identification Number
    - Hungary Value Added Tax Number
- **India**
    - India Permanent Account Number (PAN)
    - India Unique Identification (Aadhaar) Number
- **Indonesia**
    - Indonesia Identity Card (KTP) Number
- **Ireland**
    - Ireland Personal Public Service (PPS) Number
    - Ireland Personal Public Service (PPS) Number v2
- **Israel**
    - Israel National ID
    - Israel Bank Account Number
- **Italy**
    - Italy Driver's License ID
    - Italy Fiscal Code Italy
    - Value Added Tax Number
- **Japan**
    - Japan Bank Account Number
    - Japan Driver's License Number
    - Japan "My Number" (personal)
    - Japan "My Number" (corporate)
    - Japan Resident Registration Number
    - Japan Residence Card Number
    - Japan Social Insurance Number (SIN)
    - Japan Passport Number
- **Luxembourg**
    - Luxembourg National Identification Number (Natural persons)
    - Luxembourg National Identification Number (Non-natural persons)
- **Malta**
    - Malta Identity Card Number
    - Malta Tax Identification Number
- **New Zealand**
    - New Zealand Bank Account Number
    - New Zealand Driver's License Number
    - New Zealand Inland Revenue Number
    - New Zealand Ministry of Health Number
    - New Zealand Social Welfare Number
- **Philippines**
    - Philippines Unified Multi-Purpose ID Number)
- **Portugal**
    - Portugal Citizen Card Number
    - Portugal Tax Identification Number
- **Singapore**
    - Singapore National Registration ID card (NRIC) Number
- **South Africa**

    - South Africa Identification Number
- **South Korea**
    - South Korea Resident Registration Number
- **Spain**
    - Spain DNI
    - Spain Social Security Number (SSN)
    - Spain Tax Identification Number
- **Switzerland**
    - Swiss Social Security Number AHV
- **Taiwan**
    - Taiwan National ID
    - Taiwan Resident Certificate (ARC/TARC)
    - Taiwan Passport Number
- **United Kingdom**
    - U.K. Driver’s License Number
    - U.K. Electoral Roll Number
    - U.K. National Health Service (NHS) Number
    - U.K. National Insurance Number (NINO)
    - U.K. or U.S. Passport Number
    - U.K. Unique Taxpayer Reference Number
- **United States**
    - U.S. Social Security Number (SSN)
    - U.S. Driver’s License Number
    - U.S. or U.K. Passport Number
    - U.S. Individual Taxpayer Identification Number (ITIN)
    - U.S. Drug Enforcement Agency (DEA) Number
    - U.S. Bank Account Number

Getting help

If you encounter an error, then go to support.lexmark.com or contact your system administrator. You can also click on the Lexmark Cloud Services portal to access the Information Center.

Edition notice

August 2024

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.
The following paragraph does not apply to any country where such provisions are inconsistent with local law: THIS PUBLICATION IS PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user’s responsibility.

For Lexmark technical support, go to http://support.lexmark.com.
For information on Lexmark's privacy policy governing the use of this product, go to www.lexmark.com/privacy.
For information on supplies and downloads, go to www.lexmark.com.

© 2017 Lexmark International, Inc.
All rights reserved.

GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Trademarks

Lexmark and the Lexmark logo are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.
Google, Google Chrome, Chrome OS, Google Play, and Android are trademarks of Google LLC.
Microsoft, Internet Explorer, Microsoft Edge, and Windows are trademarks of the Microsoft group of companies.
Apple, macOS, and Safari are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.
All other trademarks are the property of their respective owners.

Index

A

Announcement Center 48

adding cards 10

assigned roles

- viewing 11

adjusting the settings of a print job 15

alternate hybrid storage

- understanding 28

adding a Lexmark Cloud Print Management server 18

automatic print release

- printing jobs using 22

announcement

- viewing 48
- filtering 48

accessing the Lexmark Cloud Services dashboard 9

available options 9

Analytics

- accessing 36

accessing the web portals

- Analytics 36
- accessing 30

accessing the web portal

- Print Management 13

B

badges

- registering 11

C

change history 6

cards

- adding 10
- editing 10
- deleting 10
- moving 10

changing the dashboard view 10

changing the profile password 11

computer 18

Cloud Print Release

- using 23

cloud storage account

- managing 30
- selecting 30
- forgetting 30

creating personal scan destination 31

Cloud Scan

- scanning 34

creating a solution 54

D

dashboard

- managing 10

deleting cards 10

dashboard view

- changing 10

downloading the Lexmark Cloud Print Management for Chrome extension 15

default print settings for all incoming print jobs

setting 17

delegates

managing 24

adding 24

removing 24

Direct Print

using 25

documents

sharing to the print queue using mobile device 20

E

editing cards 10

exporting reports 39

F

formats

supported 41

G

groups

viewing 12

Guest Print 22

generating reports 39

getting help 63

H

hybrid storage

alternate 28

I

installing the Lexmark Print Management Client 13

L

Lexmark Cloud Services 18

Lexmark Cloud Services

overview 8

languages

supported 41

Lexmark Print Management Client

installing 13

Lexmark Print Management Client version

upgrading 13

Lexmark Cloud Print Management for Chrome extension

installing 15

Lexmark Cloud Print Management server

adding to list of devices 18

Lexmark Print

sending print jobs 19

using 19

Lexmark Cloud Services dashboard

accessing 9

M

managing the dashboard 10

moving cards 10

My Jobs

releasing 46

My Translation Quota Remaining card 45

Mobile Enhanced Solutions

logging out 47

O

overview 8

operating systems

- supported 9

Offline Print 27

P

PIN

- setting 11

profile password

- resetting 11
- changing 11

print settings of a print job

- adjusting 15

Print Management

- uploading files 15
- accessing 13

print jobs 18

print jobs

- managing 46
- deleting 46
- automatic release 22
- sending using a mobile device 19
- releasing 21
- sending from the Chrome browser 19

printing jobs using Cloud Print Release 23

personal scan destination

- creating 31

print job history

- viewing 25

print release 46

printing jobs using automatic print release 22

R

reports

- understanding 36
- generating 39
- exporting 39

resetting the profile password 11

registering badges 11

releasing print jobs automatically 22

releasing print jobs using the printer 21

S

scan destination

- viewing 33
- creating 31

supported formats and languages 41

supported formats 41

supported languages 41

setting a PIN 11

setting default print settings for all incoming print jobs 17

sending print jobs 18

scanning using the Cloud Scan application 34

system requirements 9

supported web browsers 9

supported operating systems 9

Solutions Center

- understanding 54

solution

- creating 54

sharing documents to the print queue using your mobile device 20

sending print jobs using a mobile device 19

Scan Management

accessing 30

sending print jobs from the Chrome browser 19

sending files to the print queue server 19

T

Translation Assistant 41

Translation Assistant

using 43

troubleshooting

getting help 63

U

uploading files to the Print Management web portal 15

understanding offline print 27

V

viewing a scan destination 33

viewing assigned roles 11

viewing groups 12

viewing the print job history 25

viewing an announcement 48

W

web browsers

supported 9

User's Guide