Translation Assistant

Version 3.0

Administrator's Guide

Contents

Change history

December 2023

- Added new languages supported for printing to DOCX format.

June 2023

- Added information on the following:
  - Adding up to five target languages per translation job
  - Appending footer text to all pages of the translated files
  - Translations quota
- Updated the application settings that you can modify.
- Updated source and target languages.

October 2022

- Updated the deployment readiness checklist.
- Added information on the supported output file formats.
- Updated the supported original languages.
- Added instructions on the following:
  - Printing the translated document
  - Sending the translated document as an email attachment

April 2022

- Initial document release.

Overview

Understanding Translation Assistant

Lexmark^{TM} Translation Assistant is an Embedded Solutions Framework (eSF) application that lets you scan documents in an original language and translate them to a target language. You can then print or email the translated documents.

Translation Assistant uses optical character recognition (OCR) to recognize text in a scanned document and submit it to Azure Cognitive Services for machine translation.

This document provides information on how to use, configure, and troubleshoot the Translation Assistant eSF application.

Note: Lexmark also offers the Translation Assistant web portal. This cloud solution lets you upload files in an original language and translate them to a target language. You can then download or email the translated documents. For more information, see the Translation Assistant Portal chapter in the *Lexmark Cloud Services Administrator's Guide*.

Supported formats and languages

Output file formats

- PDF
- DOCX

Notes:

- OCR processes PDF and DOCX documents differently and may produce different outputs.
- Translation Assistant supports adding a footer text to all pages of the translated files. You can also choose to translate the footer text. If this feature is enabled in the Translation Assistant Portal, then Translation Assistant supports only DOCX mode, and PDF mode is disabled. For more information, see ["Appending a footer text to each translated page" on page 10](#).
- Translation Assistant works best with nonstylized text. For documents with graphics, PDF is the recommended format.
- Avoid using documents that include stylized, script, or handwritten text, or text that overlaps images.

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	

*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 |

Getting started

Deployment readiness checklist

Make sure that:

☐ The printer is a multifunction product (MFP) with a 4.3-, 7-, or 10-inch screen.

☐ The printer firmware is running on 076.xxx or later.

☐ A printer hard disk or intelligent storage drive (ISD) is installed.

☐ The OCR license is valid.

☐ The printer is enrolled in Lexmark Cloud Services.

Note: For more information, see the *Lexmark Cloud Services Administrator's Guide*.

☐ Lexmark Cloud Services accounts have been set up for all users.

☐ Translation Assistant is enabled for your organization.

Installing the application

Note: The installation and deployment of applications are done in Lexmark Cloud Services.

To install Translation Assistant, create a configuration and then deploy the configuration to the printer.

Creating a configuration

1 Access the Lexmark Cloud Services dashboard.

Note: For more information, see the *Lexmark Cloud Services Administrator's Guide*.

2 Access the Fleet Management web portal. Do either of the following:

- From the Lexmark Cloud Services dashboard, click the **Fleet Management** card.
- From your current web portal, click ⊞ on the upper-right corner of the page, and then click **Fleet Management**.

3 Create a configuration. Do either of the following:

- Click **Configurations** > **Configurations**, and then click **Create** or click **Create Configuration**.
- Click **Printers** > **Configure** > **Create configuration**.

4 Type a unique configuration name and description.

For example, `Install Translation Assistant with Cloud Authentication`.

Notes:

- Installing the Translation Assistant application also installs the Cloud Authentication application in the printer, unless a newer version of the Cloud Authentication application is already installed.

- If the Cloud Authentication application is already installed in the printer, then the application settings are overwritten with the new values from the installation.

5 From the Apps tab, click **Select Apps**.

6 Select **Translation Assistant**, and then click **Next**.

7 Click **Done**.

8 If necessary, click the application name, and then change the configuration settings.

   Note: For more information, see "Configuring the application settings" on page 9.

9 Click **Create Configuration**.

Deploying the Translation Assistant configuration to the printer

1 From the Fleet Management web portal, click **Printers**, and then select one or more printers.

   Note: Make sure that the printers meet the requirements for installing Translation Assistant. For more information, see "Deployment readiness checklist" on page 7.

2 Click **Configure** > **Deploy configuration**.

3 From the Deploy Configuration window, select the Translation Assistant configuration that you created, and then click **Deploy Configuration**.

   Note: The list of configurations is sorted according to the last modified date, with the most recent configurations listed at the top of the list.

Notes:

- Deployed configurations cannot be edited, but can be copied and saved as a new editable configuration. For more information, see the *Lexmark Cloud Services Administrator's Guide*.
- After the configuration is deployed, the application settings can no longer be configured from the Fleet Management web portal. The application settings can be configured from the Embedded Web Server. For more information, see "Configuring the application settings" on page 9.

Configuring the application

You can configure the application through the Fleet Management Portal before deployment or through the Embedded Web Server after deployment.

You can modify the following application settings:

- Default Target Language
- Default Mode
- File Format
- Icon Text
- Welcome Screen Up Icon
- Translation Timeout

  Note: Translation Timeout is how long the application waits for the translation to complete. By default, the application waits for 300 seconds. You can adjust this value to as low 30 seconds.

- Scan Settings

  Note: You must set Scan Settings to **Show** so that you can change the scan settings.

- Default Number of Copies
- Default To
- Default Subject
- Default Message
- Default Filename
- Default Source Language

Note: You may need administrative rights to configure the application.

Configuring the application settings

From the Fleet Management web portal

Note: You can configure the application settings from the Fleet Management web portal only if the configurations are not yet deployed to the printer. For more information, see <u>"Installing the application" on page 7</u>.

1 From the Fleet Management web portal, do either of the following:

- Click **Configurations** > **Configurations**.
- Click **Printers** > **Configure** > **Manage configurations**.

2 Click the configuration name.

3 From the Apps tab, click **Translation Assistant**.

4 Configure the application settings.

5 Click **Save Changes**.

From the Embedded Web Server

1 Open a web browser, and then type the printer IP address in the address field.

2 From the Embedded Web Server, click **Apps**.

3 Click **Translation Assistant** > **Configure**.

4 Configure the application settings.

5 Click **Apply**.

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 your organization.

1 From the Translation Assistant web page, click on the upper-right corner of the page.

2 Select **Append footer text to each page of translated file**.

   Note: Translation Assistant only supports DOCX files if you select this option.

3 Type the footer text.

4 To translate the footer along with the document, select **Translate the footer text**.

5 Click **Save Settings**.

Using the application

Printing the translated document

Note: Make sure that you have not exceeded your translations quota. If you have exceeded your quota, then contact your administrator.

1 From the printer control panel, depending on the printer login configuration, do either of the following:

- Tap your badge on the card reader.
- Touch **PIN Login** or **Secure Login**, and then enter your login credentials.

2 Load a document into the automatic document feeder (ADF) tray or on the scanner glass.

3 From the home screen, touch **Translation Assistant**, and then accept the User Agreement and Privacy Policy.

4 Select an original language, and then touch **Next**.

5 Select one or more target languages, and then touch **Next**.

   Notes:

   - If the source language is French Canadian, then DOCX output files are not supported.
   - You can select up to five target languages.

6 Select **Print**, and then touch **Next**.

7 Enter the number of copies, and then touch **Next**.

8 If necessary, change the scan settings, and then touch **Done**.

   Notes:

   - For example, for documents printed in landscape orientation, select **Landscape** in the Scan Settings menu.
   - You must set Scan Settings in the application settings to **Show** so that you can change the scan settings. To change the scan settings, from the Embedded Web Server, click **Apps** > **Translation Assistant** > **Configure**, and then set Scan Settings to **Show**.
   - Charges apply after the scanning is completed and the document starts uploading. Canceling the translation job after the scanning is completed does not cancel the charges.

9 If you are scanning from the scanner glass, then touch **Send**, and then wait for the translation to complete. If you are scanning from the ADF, you do not need to touch **Send**.

   Notes:

   - If you are scanning multiple pages, then touch **Scan the next page** when prompted.
   - If you want to scan pages using the ADF and scanner glass in one translation job, then set Custom Job to **ON**. If you want to use only one scanning source, then set Custom Job menu to **OFF**.

10 From the translation summary screen, do either of the following:

   - Touch **Exit**.
   - Touch ⋮ > **New Translation** to start a new translation.

Sending the translated document as an email attachment

Note: You must have available translations quota to use Translation Assistant. Contact your administrator if you have exceeded your translations quota.

1 From the printer control panel, depending on the printer login configuration, do either of the following:

- Tap your badge on the card reader.
- Touch **PIN Login** or **Secure Login**, and then enter your login credentials.

2 Load a document into the ADF tray or on the scanner glass.

3 From the home screen, touch **Translation Assistant**, and then accept the User Agreement and Privacy Policy.

4 Select an original language, and then touch **Next**.

5 Select one or more target languages, and then touch **Next**.

Note: You can select up to five target languages.

6 Select **E-mail**, and then touch **Next**.

7 Enter the email address and other information, and then touch **Next**.

Notes:

- Use a comma or a semicolon to separate multiple email addresses.
- By default, the email address of the logged-in user is included as a recipient and is required. You can add more email recipients.

8 If necessary, change the scan settings, and then touch **Done**.

Notes:

- For example, for documents printed in landscape orientation, select **Landscape** in the Scan Settings menu.
- To change the output file format, touch **Send As**, and then select a file type in the Scan Settings menu. For more information, see the "Supported formats and languages" on page 4.
- You must set Scan Settings in the application settings to **Show** so that you can change the scan settings. To change the scan settings, from the Embedded Web Server, click **Apps** > **Translation Assistant** > **Configure**, and then set Scan Settings to **Show**.
- Charges apply after the scanning is completed and the document starts uploading. Canceling the translation job after the scanning is completed does not cancel the charges.

9 If you are scanning from the scanner glass, then touch **Send**, and then wait for the translation to complete. If you are scanning from the ADF, you do not need to touch **Send**.

Notes:

- If you are scanning multiple pages, then touch **Scan the next page** when prompted.
- If you want to scan pages using the automatic document feeder and scanner glass in one translation job, then set the Custom Job menu to ON. If you want to use only one scanning source, then set the Custom Job menu to OFF.
- Emails do not support replies.
- If the email address of the recipient does not exist or the email is not delivered, you will not receive a notification.

10 From the translation summary screen, do one of the following:

- Touch **Exit**.
- Touch ⋮ > **New Translation** to start a new translation.

Troubleshooting

An error occurs when processing the document

Try one or more of the following:

Make sure that the document orientation is set correctly

For example, for documents printed in landscape orientation, select **Landscape** in the scan settings.

Note: You must set Scan Settings in the application settings to **Show** so that you can change the scan settings.

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

Set Translation Timeout to a higher value

The maximum value for Translation Timeout is 300 seconds. For more information, see "Configuring the application settings" on page 9.

Retry scanning

Contact your Lexmark representative

Cannot print the translated document or send it as an e-mail attachment

Try one or more of the following:

Restore the default configuration settings

1 Access the configuration page for the application. For more information, see "Configuring the application settings" on page 9.

2 Click **Restore Defaults** to restore the default values of the settings.

3 Click **Apply**.

Contact your Lexmark representative

The application is not responding

Try one or more of the following:

Note: If the document is relatively complex, then wait for 300 seconds for the translation to complete.

Set Translation Timeout to a lower value

By default, the application waits for 300 seconds for the translation to complete. For more information, see "Configuring the application settings" on page 9.

Contact your Lexmark representative

Garbage text is printed

Try one or more of the following:

Make sure that you set the correct orientation in the scan settings

Try either of the following:
- Change the orientation of the original document from landscape to portrait or from portrait to landscape.
- In the Scan Settings menu, set Auto Rotate to **ON**.

Make sure that the document is loaded correctly into the ADF tray or on the scanner glass

Try either of the following:
- Make sure that the document is not upside down.
- In the Scan Settings menu, set Auto Rotate to **ON**.

Load only a single document at a time into the ADF tray

Multiple documents loaded into the ADF may be saved as a single file if the file format is set to PDF.

Select a different file format in the scan settings

Depending on the file format of the original document, change the file format to PDF or DOCX.

Contact your Lexmark representative

Page breaks are incorrect in the translated document

Try one or more of the following:

Make sure to scan a single document only

Page breaks may not be detected correctly when scanning multiple pages in a document.

Contact your Lexmark representative

Frequently asked questions

What types of documents can be used with Translation Assistant?

Translation Assistant works best on documents with plain text that have a white or light background.

Documents that are not ideal for Translation Assistant include the following:

- Stylized, script, or handwritten text
- Text that overlaps images
- Columns of text that are close together, such as in some newspapers
- Colored background or colored paper

When must I use DOCX format?

Generally, you can use DOCX for simple text documents, permission slips, and forms.

Note: Translation Assistant supports adding a footer text to all pages of the translated files. If this feature is enabled in the Translation Assistant Portal, then Translation Assistant supports only DOCX mode, and PDF mode is disabled.

When must I use PDF format?

Use PDF on documents with high image content, complicated layouts, or newsletters.

What paper sizes are supported?

Letter and A4.

Are addresses and names translated?

Possibly. Depending on how the OCR process captures the text of an address or formal name, the translation engine may translate this text.

To what extent are the layout, structure, and formatting maintained?

While translating text from the source to the target language, the overall length of translated text may differ from the source. This process can result in reflow of text across pages. The same fonts may not be available both in the source and target language. In general, the same font style is applied in the target language to keep the formatting closer to the source.

Note: The documents are machine translated and may have inaccuracies in the translations.

Can the application translate text that is embedded in an image?

No.

Notices

Edition notice

December 2023

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.

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**.

© **2022 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.

All other trademarks are the property of their respective owners.

Index