GSD. FollowPrint - How to Scan Using FollowPrint

General Information:

Possible symptoms/errors:

Scanning with FollowPrint

Alternative names of the system:

n/a

IMPORTANT NOTICE:

If the user needs to register, share the manual: How to log in to the printer to use FollowPrintBy default, users can only scan one-sided and not tacked documents. If they would like to scan a tacked document, they need to place it on the document glass of the printer.

Solution:

To use the scan function, advise the user to hold an employee card over the card reader to log into the device. The menu appears. Advise to choose the option EasyEmailScan2Me (PDF) to scan documents, which will then be automatically sent to user's mailbox as PDF files.

2. Advise the user to place the document they would like to scan face up in the document feeder.

3. If user needs different settings for their scan job such as two-sided scans, they need to select EmailScan2me (option).

4. In the appearing window user can adjust the settings as they prefer.Note: Once finished, user needs to hold their employee card over the card reader again to log out.

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Manual: How to log in to the printer to use FollowPrint