



Optra Compute 500/550/CX1000, Optra VZ1000/VZ5000

User's Guide

March 2022

www.lexmark.com

Machine type:

8080

Models:

001, 002

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Safety information

-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power adapter and/or power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power adapter and/or power cord provided with this product or the manufacturer's authorized replacement.
-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, make sure that the power cord is completely seated in the appliance inlet of the power adapter or in the device itself.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not make any electrical connections during a lightning storm.
-  **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the device, unplug the power cord from the electrical outlet and disconnect all cables before proceeding.
-  **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

If Power over Ethernet (PoE) is used to power this device, then the circuit must not exit the building. This product is not certified for use on a PoE circuit that goes outside of the building.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

SAVE THESE INSTRUCTIONS.

Overview

Overview

The Lexmark™ Optra™ product portfolio is a suite of enterprise-class IoT edge devices and management software. Each device comes pre-provisioned with the Microsoft Azure IoT Edge runtime environment and IoT credentials, and maintains a connection to Lexmark's device management portal, Optra Portal. The portal hosts a set of interfaces where you can install a "skill" to groups of devices to perform certain functions.

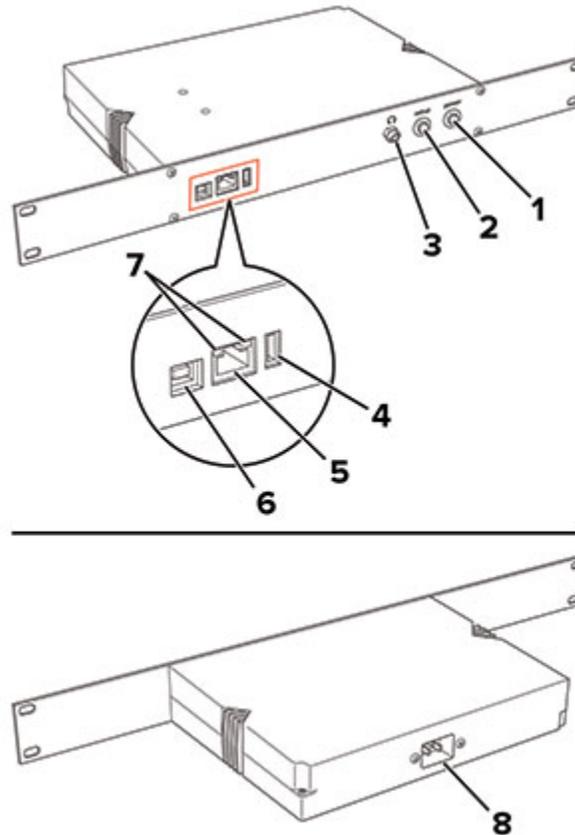
For developers, these skills are packaged as containers in the Docker containerization platform. These containers are given access to a set of underlying hardware on the devices.

This document provides instructions on how to set up and use the device and how to use the portal.

Learn about the device

Optra Compute 500/550

Warning—Potential Damage: To avoid loss of data or device malfunction, do not touch the USB cable or the device in the areas shown while actively operating.

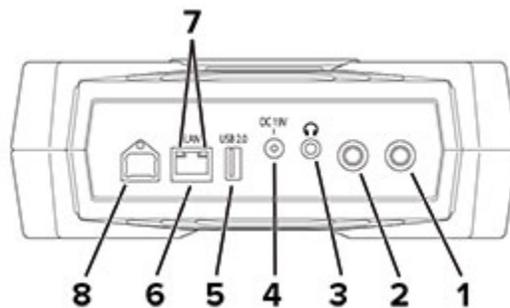


	Part	Function
1	Power button	Turn the device on or off.
2	Setup button	<ul style="list-style-type: none"> Enroll the device in Optra Portal—Press the button briefly. Reset the device to its factory default settings—Press and hold the button as the device is being turned on until the power button blinks rapidly.
3	Headphones jack	Insert headphones or a speaker.
4	USB port	Attach a supported USB device, such as a flash drive or the MarkNet™ network adapter, which is purchased separately.
5	Ethernet port	Connect the device to a network.

	Part	Function
6	USB device port	Connect the device to a computer to access the Embedded Web Server (EWS) and manage on-device settings. If the only available connection is a Wi-Fi network, then use the EWS to configure Wi-Fi connection. You can also use the EWS to configure the Ethernet network settings.
7	Ethernet port indicator lights	Check the network connection status. Notes: <ul style="list-style-type: none"> The light on the left indicates connection. The light on the right indicates activity.
8	Power cord socket	Connect the device to a properly grounded electrical outlet.

Optra Compute CX1000

Warning—Potential Damage: To avoid loss of data or device malfunction, do not touch the USB cable or the device in the areas shown while actively operating.

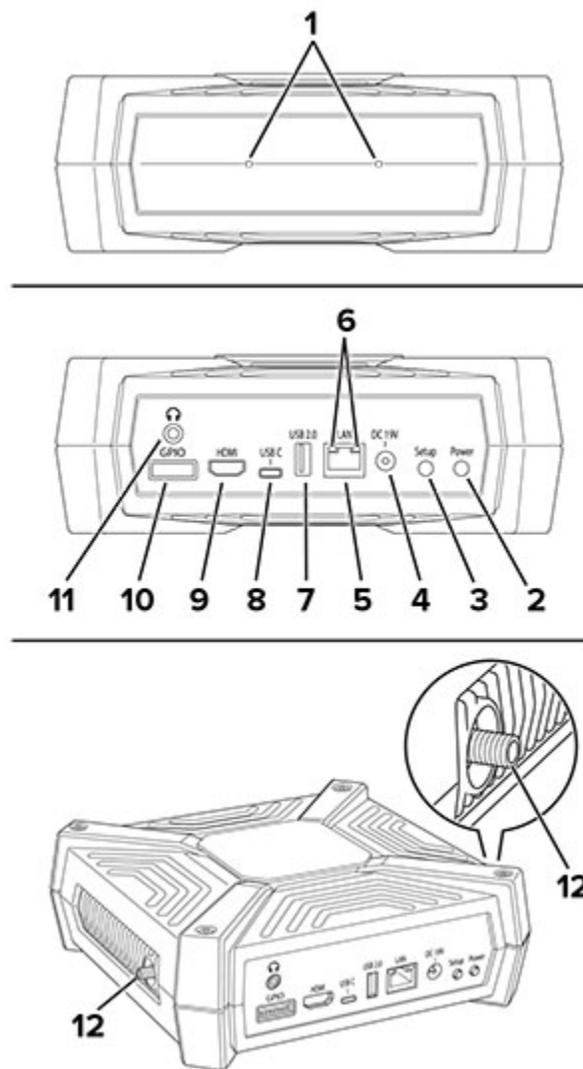


	Part	Function
1	Power button	Turn the device on or off.
2	Setup button	<ul style="list-style-type: none"> Enroll the device in Optra Portal—Press the button briefly. Reset the device to its factory default settings—Press and hold the button as the device is being turned on until the power button blinks rapidly.
3	Headphones jack	Insert headphones or a speaker.
4	Power adapter port	Connect the device to the included power adapter and to a properly grounded electrical outlet.
5	USB 2.0 port	Attach a supported USB device, such as a flash drive.
6	Ethernet port	Connect the device to a network.
7	Ethernet port indicator lights	Check the network connection status. Notes: <ul style="list-style-type: none"> The light on the left indicates connection. The light on the right indicates activity.

	Part	Function
8	USB device port	Connect the device to a computer to access the Embedded Web Server (EWS) and manage on-device settings. If the only available connection is a Wi-Fi network, then use the EWS to configure Wi-Fi connection. You can also use the EWS to configure the Ethernet network settings.

Optra VZ1000/VZ5000

Warning—Potential Damage: To avoid loss of data or device malfunction, do not touch the USB cable or the device in the areas shown while actively operating.



	Part	Function
1	Microphones	Detect or record sound.
2	Power button	Turn the device on or off.

	Part	Function
3	Setup button	<ul style="list-style-type: none"> Enroll the device in Optra Portal—Press the button briefly. Reset the device to its factory default settings—Press and hold the button as the device is being turned on until the power button blinks rapidly.
4	Power adapter port	Connect the device to the included power adapter and to a properly grounded electrical outlet.
5	Ethernet port	Connect the device to a network.
6	Ethernet port indicator lights	<p>Check the network connection status.</p> <p>Notes:</p> <ul style="list-style-type: none"> The light on the left indicates connection. The light on the right indicates activity.
7	USB 2.0 HS port	Attach a supported USB device, such as a flash drive.
8	USB 3.0 SS port	<ul style="list-style-type: none"> Connect the device to a computer to access the Embedded Web Server and manage on-device settings. Attach a supported USB device, such as a flash drive.
9	HDMI port	Transmit video and audio signals to an HDMI monitor.
10	GPIO port	A general purpose interface that is used for input, output, or both.
11	Headphones jack	Insert headphones or a speaker.
12	Antenna connectors	Connect the antennas to the device.

Understanding the status of the power button and setup button indicator lights

Setup button light	Power button light	Device status
Off	Blinking	Starting or shutting down
Flickering (irregular blinking)		No network connection to the hub
Blinking		Not enrolled
Blinking	On	Enrolling
On		Enrolled
Off	Flickering (irregular blinking)	Resetting to factory default settings
On	Blinking	Updating firmware

Set up, install, and configure

Optra Compute 500/550/CX1000

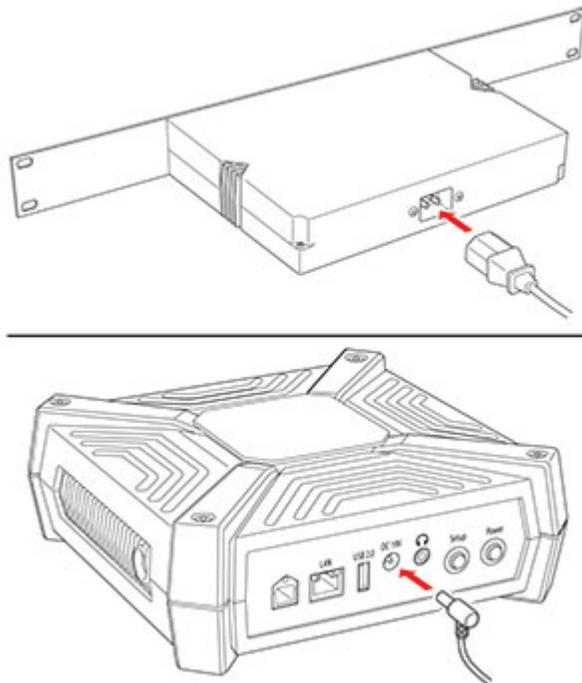
Notes:

- Optra Compute CX1000 supports wall mounting. For more information, see [“Mounting the device on a wall” on page 30](#) before proceeding with setting up the device.
- If the device is mounted with the ports facedown, then hold the device in place when making cable connections to keep it from being dislodged.

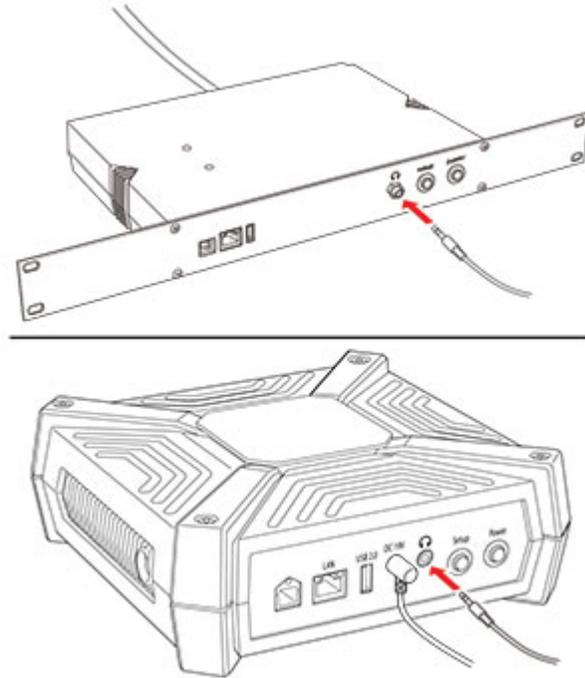
1 Connect the power cord to the device, and then to the electrical outlet.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power adapter and/or power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

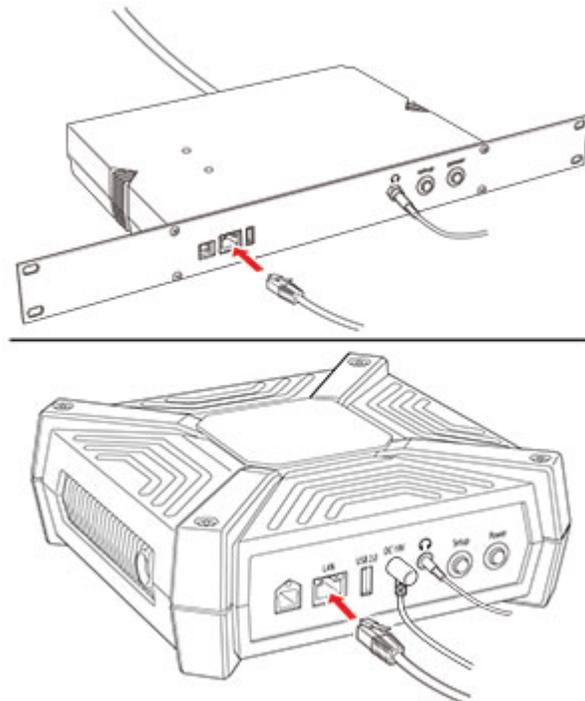
 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, make sure that the power cord is completely seated in the appliance inlet of the power adapter or in the device itself.



2 If necessary, insert headphones or a speaker into the headphone jack.



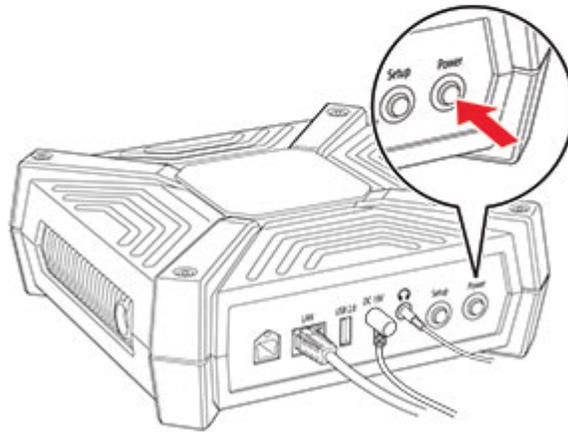
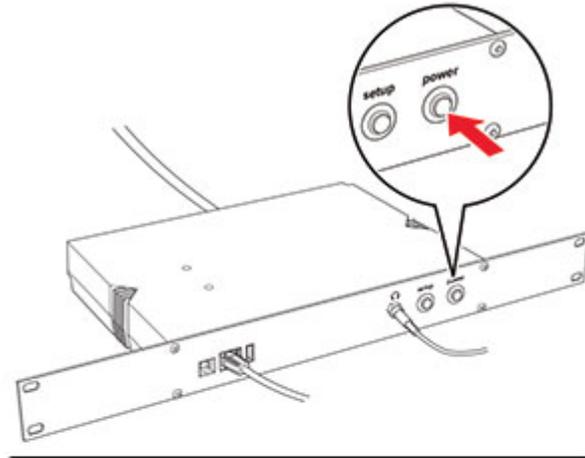
3 Connect the device to the local network.



Notes:

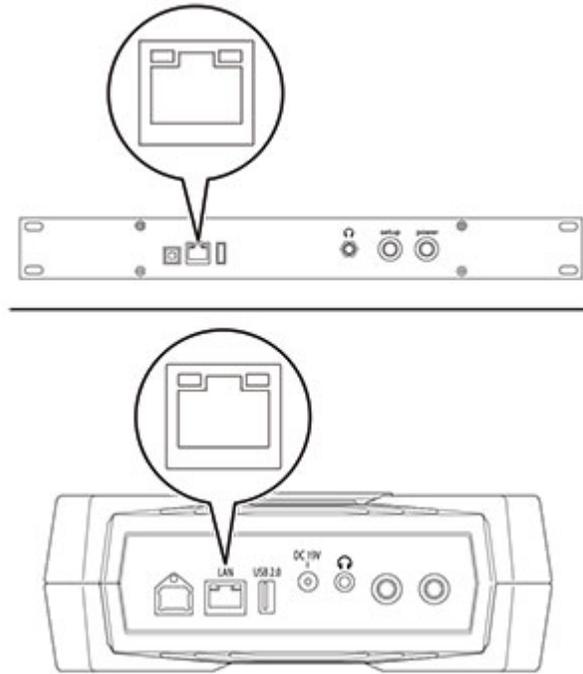
- For Optra Compute 500/550, if the only available connection is a Wi-Fi network, then purchase a MarkNet network adapter and insert it into the USB port.
- Optra Compute CX1000 has built-in Wi-Fi.

4 Turn on the device.



Note: The power button light starts blinking, and the indicator lights in the Ethernet port blink, go off, and then come on again.

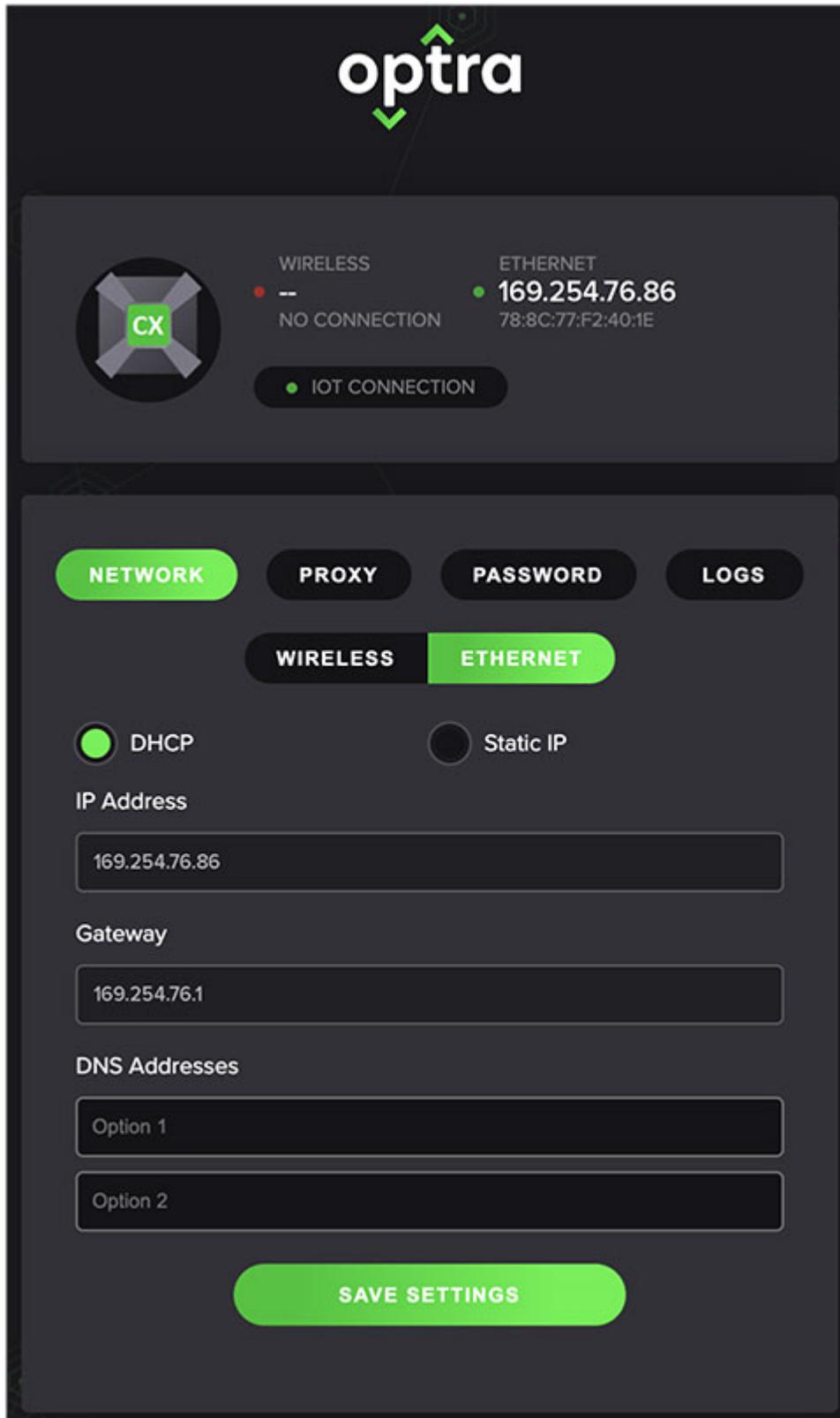
- 5** For Ethernet connection, wait for the indicator light on the right in the Ethernet port to blink rapidly.



- 6** Depending on your network arrangement, you may need to configure the network before the device can connect to the portal.
- Connect the device to a computer through the USB device port to access the Embedded Web Server (EWS).
- Note:** We recommend using a computer running the Windows 10 operating system.
- Open a web browser, and then type **169.254.76.86** in the address field.
 - Click **Password**, and then enter the device serial number.

Note: The 13-digit serial number is at the front of Optra Compute 500/550 or on the bottom of Optra Compute CX1000. The number starts with 8080.

For Ethernet connection



For Wi-Fi connection

The screenshot shows the Lexmark Optra network configuration interface. At the top, the 'optra' logo is displayed. Below the logo, there is a status section with a 'CX' icon. The status is divided into three categories: WIRELESS (indicated by a red dot and 'NO CONNECTION'), ETHERNET (indicated by a green dot and IP address '169.254.76.86' and MAC address '78:8C:77:F2:40:1E'), and IOT CONNECTION (indicated by a green dot). Below the status section, there are four main menu buttons: NETWORK (highlighted in green), PROXY, PASSWORD, and LOGS. Under the NETWORK button, there are two sub-menu buttons: WIRELESS (highlighted in green) and ETHERNET. The WIRELESS section is active, showing 'Available Networks' with a list of three networks: LexmarkGuest, LexmarkNSTD, and _VelopSetupA5B. Below this list are input fields for 'Network Name' and 'Network Password'. At the bottom, there are fields for 'IP Address' and 'Gateway', both currently showing '--'. A large green 'SAVE SETTINGS' button is located at the bottom center of the interface.

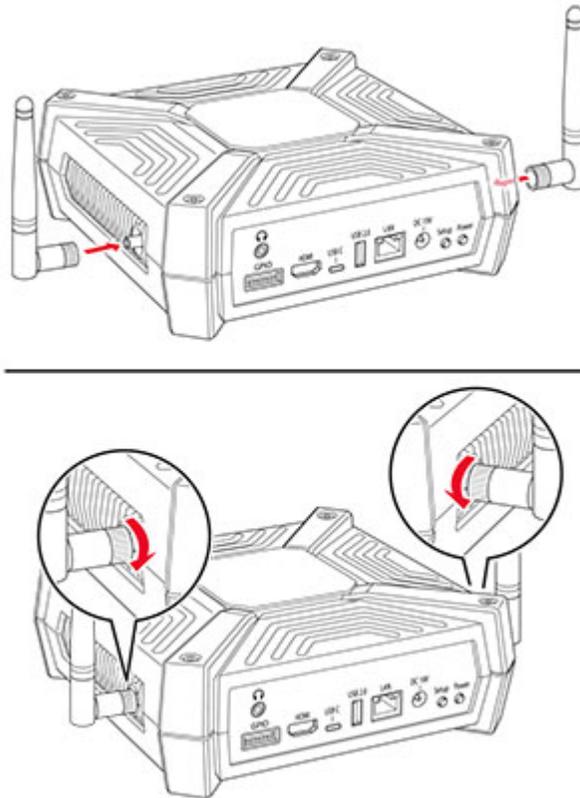
Note: The wireless settings appear only if the MarkNet network adapter is attached to the device or if the device has built-in Wi-Fi.

Optra VZ1000/VZ5000

Notes:

- Optra VZ1000/VZ5000 supports wall mounting. For more information, see [“Mounting the device on a wall” on page 30](#) before proceeding with setting up the device.
- If the device is mounted with the ports facedown, then hold the device in place when making cable connections to keep it from being dislodged.

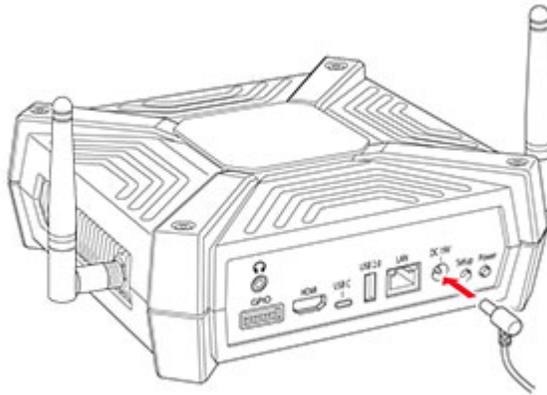
1 Connect the antennas to the sides of the device.



2 Connect the power cord to the device, and then to the electrical outlet.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power adapter and/or power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

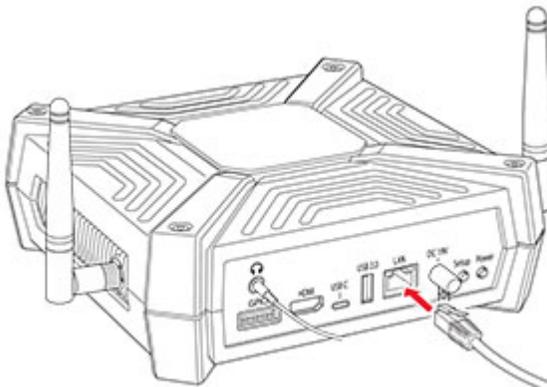
⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, make sure that the power cord is completely seated in the appliance inlet of the power adapter or in the device itself.

**Notes:**

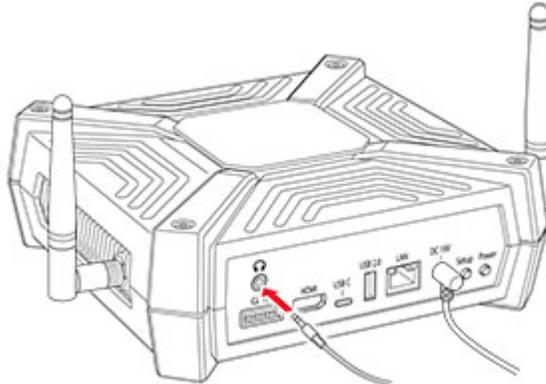
- This device supports Power over Ethernet, which allows it to be powered using the Ethernet cable instead of the power supply. To use this mode, make sure that your network can supply Power over Ethernet 30-watt mode (PoE+) to the device. Connect the device to the local network using an Ethernet cable, and then skip step 3. Store the supplied power adapter in a safe place if you want to use it later.
- If your network does not support at least PoE+, or if you are not sure, then connect the supplied power adapter.

3 Connect the device to the local network.**Notes:**

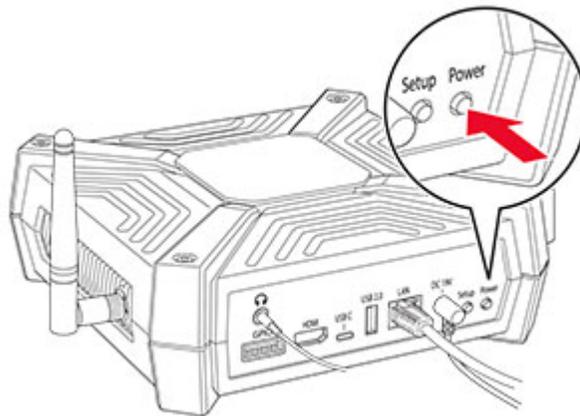
- This device has built-in Wi-Fi. If the only available connection is wired, then insert the Ethernet cable.
- Skip this step if the device is connected using Power over Ethernet.



- 4 If necessary, insert headphones or a speaker into the headphone jack.

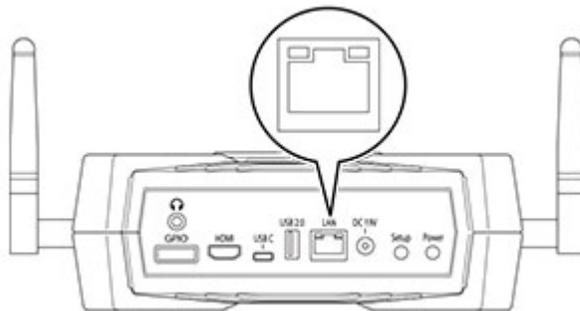


- 5 Turn on the device.



Note: The power button light starts blinking, and the indicator lights in the Ethernet port blink, go off, and then come on again.

- 6 For Ethernet connection, wait for the indicator light on the right in the Ethernet port to blink rapidly.

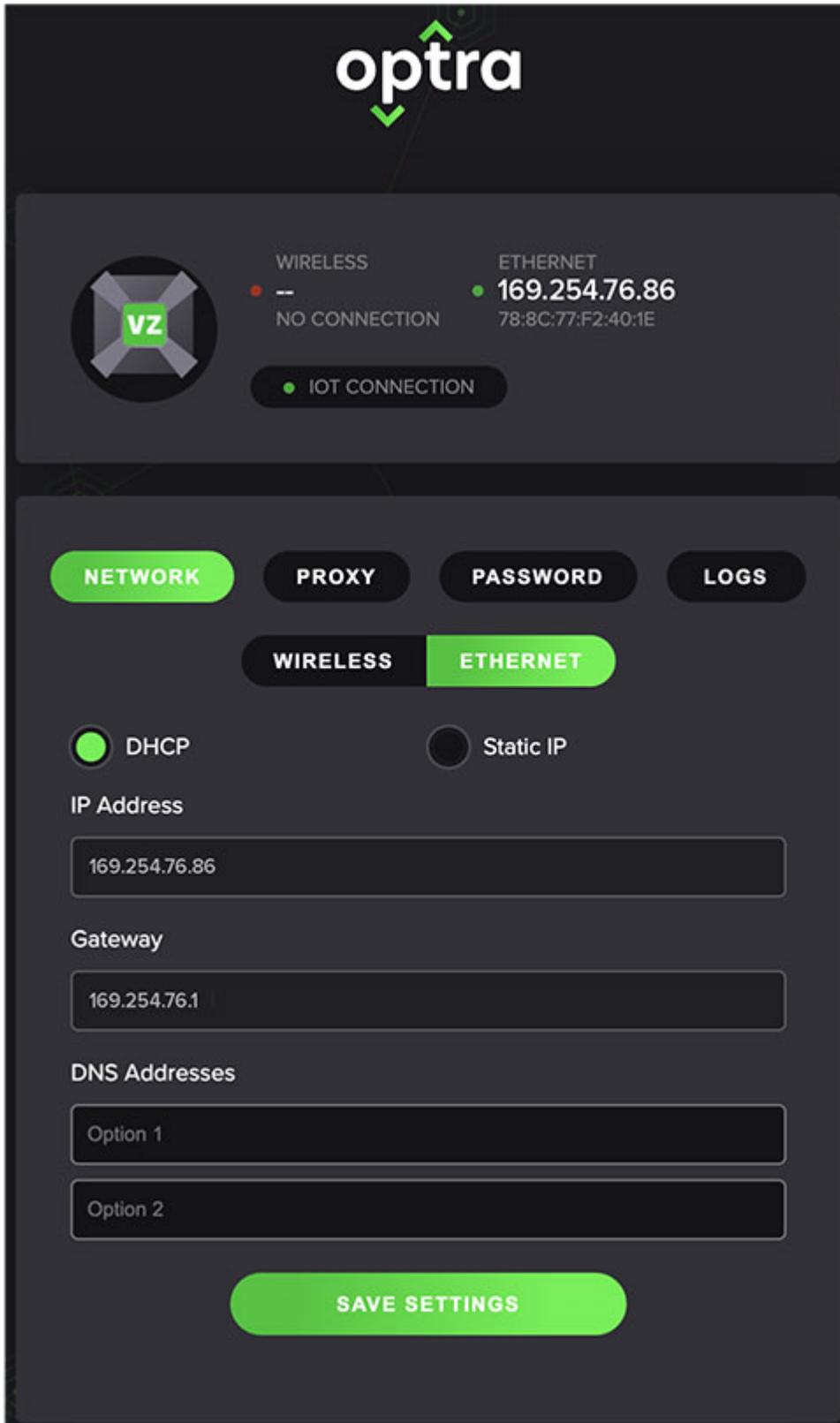


- 7 Depending on your network arrangement, you may need to configure the network before the device can connect to the portal.
- Connect the device to a computer through the USB-C device port to access the Embedded Web Server.
Note: We recommend using a computer running the Windows 10 operating system.
 - Open a web browser, and then type **169.254.76.86** in the address field.

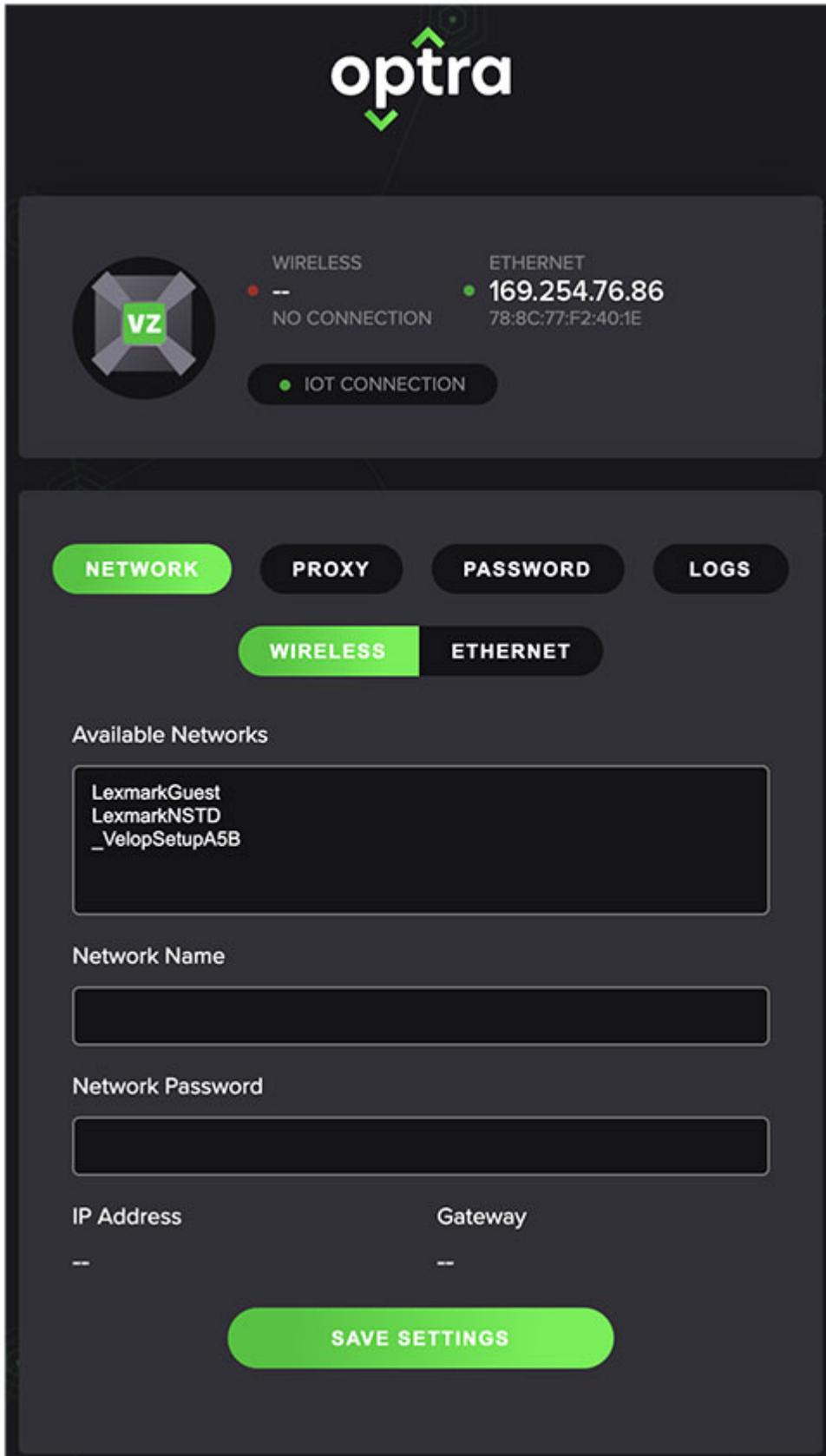
- c** Click **Password**, and then enter the device serial number.

Note: The 13-digit serial number can be found on the bottom of Optra VZ1000/VZ5000. The number begins with 8080.

For Ethernet connection



For Wi-Fi connection



Outbound network requirements

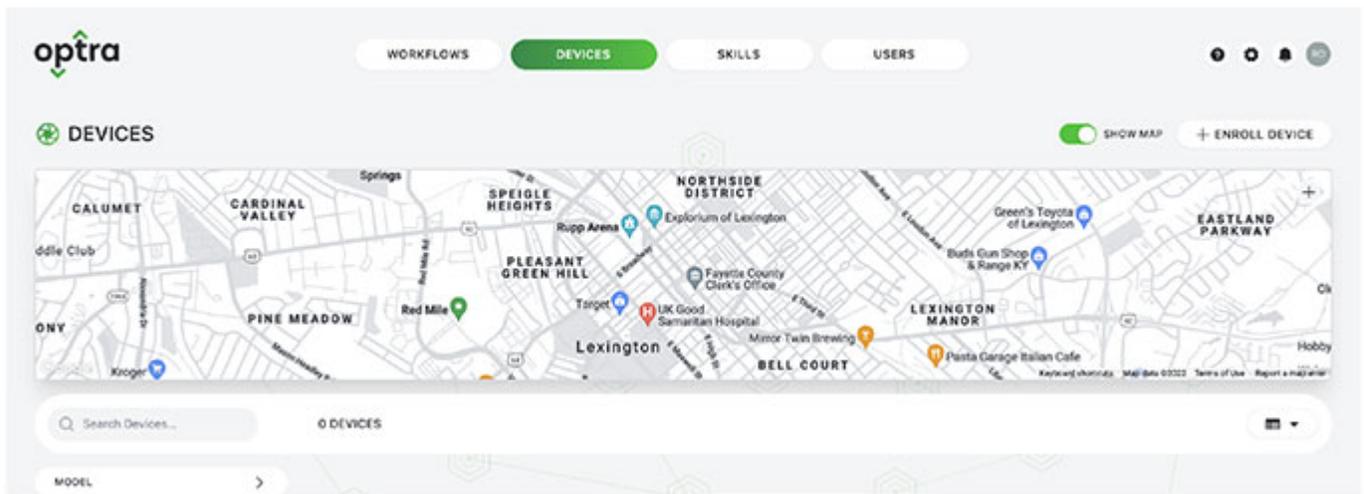
The device needs access to the following URLs and ports for proper operation.

Requirement	URL	Port
Azure IoT Hub	optra-release.azure-devices.net	443
Azure Device Provisioning Service	global.azure-devices-provisioning.net	443
Microsoft Container Registry	mcr.microsoft.com	443
Azure Container Registry	optrarelease.azurecr.io	443
Download Azure Container Registry image deltas from blob storage	*.blob.core.windows.net	443
Download firmware on update	bucket.optra.com	443
Application log upload service for remote diagnostics	logsene-journald-receiver.sematext.com	443
Network Time Protocol	time1.google.com	443
Network Time Protocol	time2.google.com	443
Network Time Protocol	time3.google.com	443
Network Time Protocol	time4.google.com	443

Using Optra Portal

Enrolling the device in Optra Portal

- 1 Open a web browser, and then go to <https://portal.optra.com>.
- 2 Create an account or log in.
- 3 Click the **DEVICES** tab, and then click **ENROLL DEVICE**.



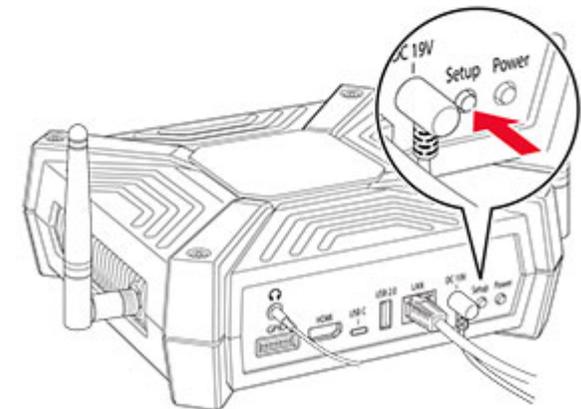
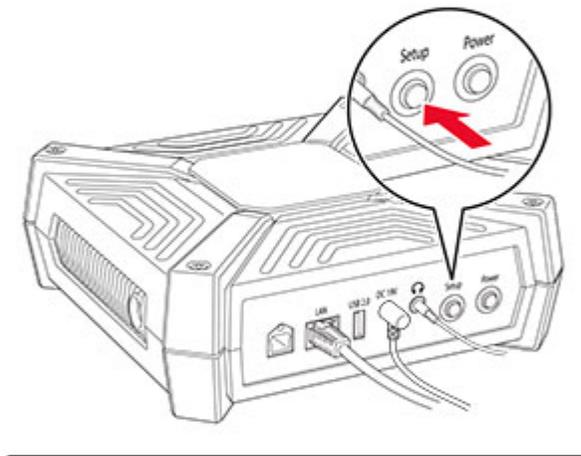
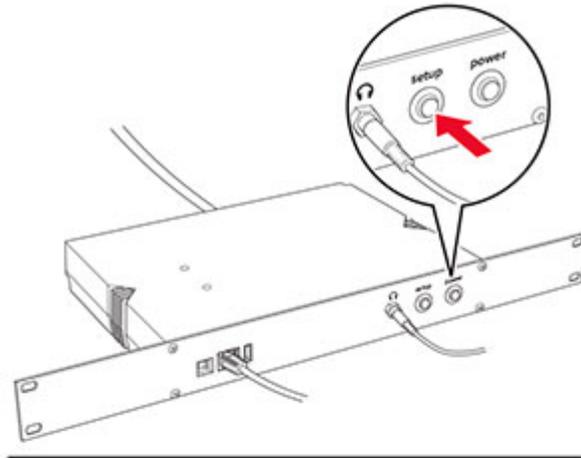
- 4 Enter the device serial number.

Note: The 13-digit serial number can be found at the front or on the bottom of the device. It begins with 8080.

A screenshot of the 'ENROLL DEVICE' form in the Optra Portal. The form has a title 'ENROLL DEVICE' and a 'BULK UPLOAD' button with a close icon. Below the title, there is a section labeled 'DEVICE SERIAL NUMBER' with a large, empty text input field. Underneath the input field, there is a link that says '▶ Have an RMA Number?'. At the bottom of the form, there is a large green button labeled 'NEXT'.

- 5 On the device, press the setup button until the power button light comes on solid.

Note: While the device is being enrolled, the setup button blinks and the power button light remains solid.



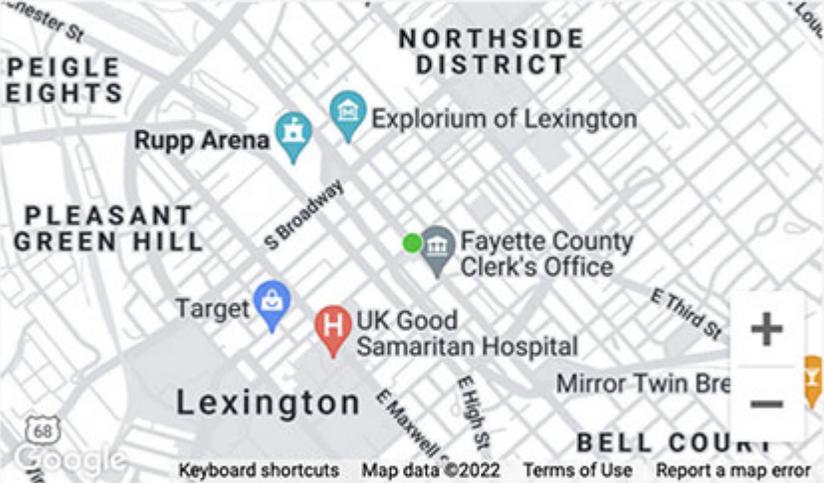
6 Assign a name to the device, and then type the location so that the device appears on the map.

<  **ENROLL DEVICE** ×

ENTER DEVICE DETAILS

NAME

LOCATION 🔍 Search Address...



LATITUDE

LONGITUDE

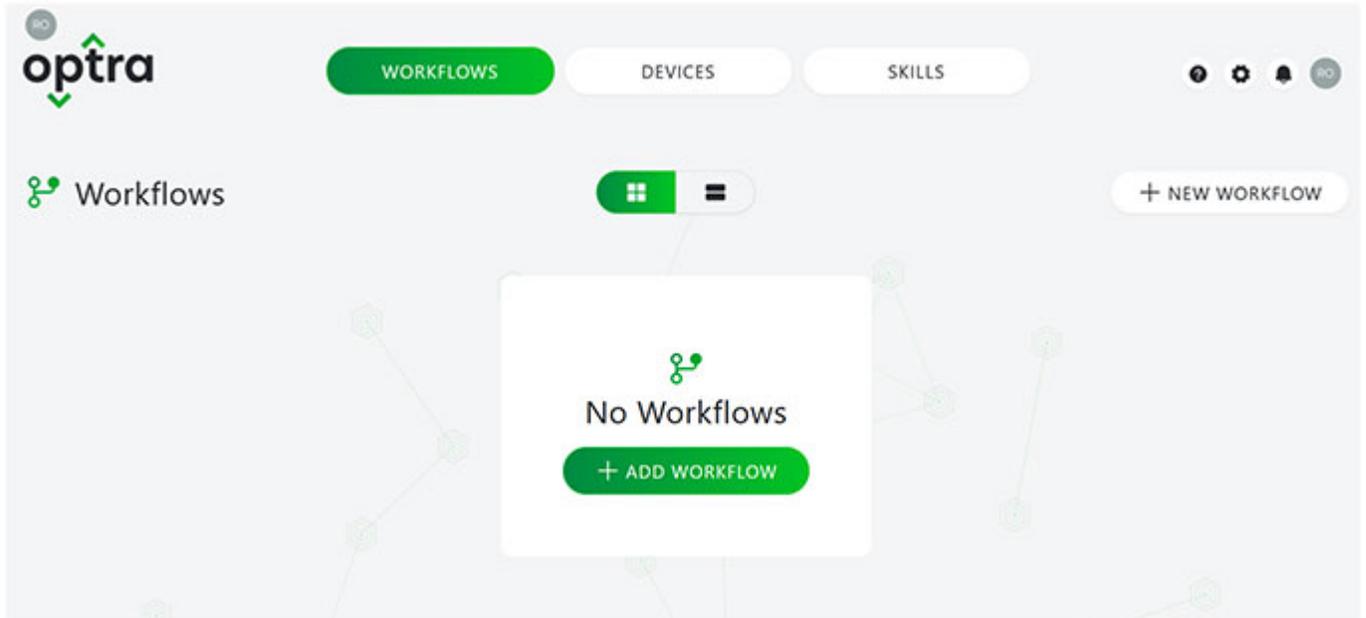
● Drag pin to set precise location

SAVE

7 Click **SAVE**.

Adding workflows and deploying skills

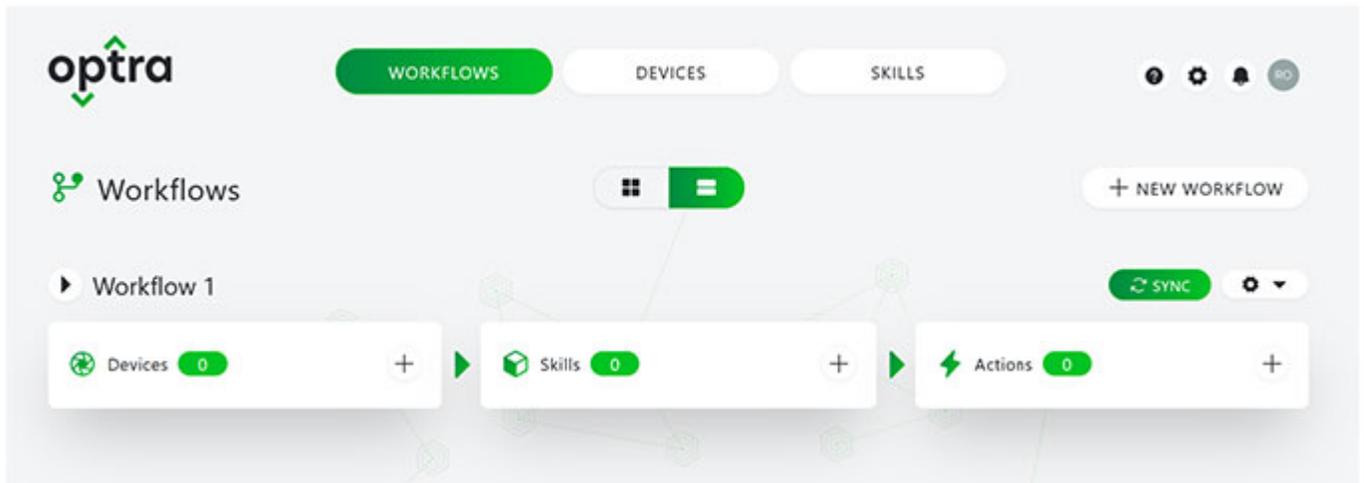
- 1 From Optra Portal, click the **WORKFLOWS** tab, and then click **NEW WORKFLOW**.



- 2 Type a workflow name, and then click **SAVE**.

A screenshot of the 'New Workflow' form. The title 'New Workflow' is at the top left, with a green workflow icon and a close 'X' button on the right. Below the title is a text input field labeled 'WORKFLOW NAME'. The input field is empty and has a green border. Below the input field is a green 'SAVE' button.

- 3 Add a device, skill, and action to the workflow.



Note: You can also upload a skill configuration.

- 4 On the upper-right corner of the screen, click **SYNC** to deploy and run the workflow on your device.

Note: You can also copy and delete a workflow. To delete a workflow, click **CONFIGURE > Delete**.

Troubleshooting

Cannot connect to the portal

Try one or more of the following:

Check if the network connection is working

Make sure that the cable connections are secure

Check if you are using a supported browser

Use the latest version of Apple Safari, Google Chrome™, or Mozilla Firefox.

Make sure that the user credentials are correct

Make sure that the account e-mail address is associated with your Optra Portal organization

For more information, contact your administrator or the person who created the organization account.

View the device logs for relevant debug information

On the DEVICES tab, select the device name, and in the CONFIGURE DEVICE page, click **VIEW LOGS**.

Go to www.optra.com for support contact information

Cannot enroll the device

Try one or more of the following:

Make sure that the device is turned on

Make sure that the cable connections are secure

Check if the network connection is working

Wait for the indicator lights to blink before proceeding to enroll the device

Check if you are using a supported browser

Use the latest version of Apple Safari, Google Chrome, or Mozilla Firefox.

Make sure that the user credentials are correct**Make sure to enter the correct device serial number****Make sure that the device is not previously enrolled**

The device reenrolls itself and connects to the previous user account when you reset and reconnect it to the network. To make it available for a different user, remove the device from the original account in the portal.

Make sure that the device is in the Enrolling state

Press and hold the setup button for five seconds after starting the device.

Go to www.optra.com for support contact information

Cannot deploy a skill

Try one or more of the following:

Make sure that the cable connections are secure**Check if the network connection is working****Make sure that the device is online and responding to network requests**

On the DEVICES tab, select the check box beside the device name, and then click **PING**. Then select the device name, and in the CONFIGURE DEVICE page, click **VIEW LOGS**.

Make sure to add at least one device and one skill to the workflow**Make sure that the workflow is synced**

On the WORKFLOWS tab, click **SYNC**.

Make sure that the device storage is not full

On the DEVICES tab, view the disk usage level of the device under the Disk column.

Make sure that all required skill configuration information is provided, and that the skill is enabled**View the device logs for relevant debug information**

On the DEVICES tab, select the device name, and in the CONFIGURE DEVICE page, click **View Logs**.

Go to www.optra.com for support contact information

Additional setup

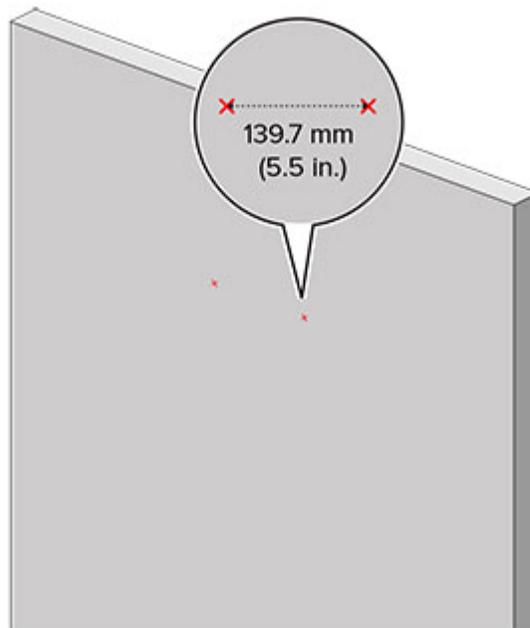
Mounting the device on a wall

Note: These instructions apply only to Optra Compute CX1000 and Optra VZ1000/VZ5000.

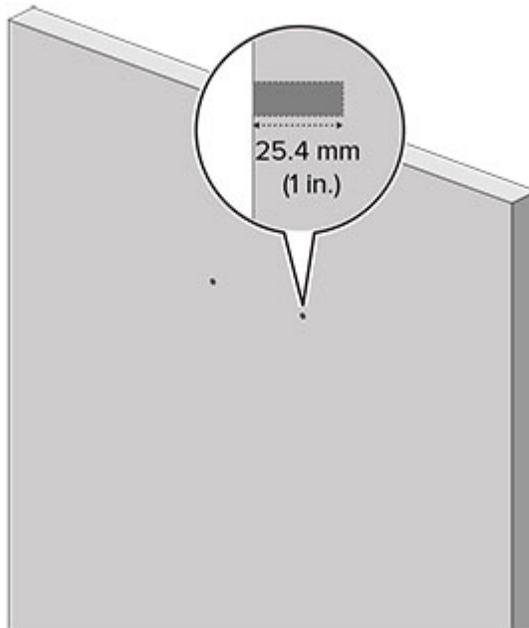
- 1 Select a location on a wall inside a building on which to mount the device.

Note: Make sure that there is adequate clearance around the device.

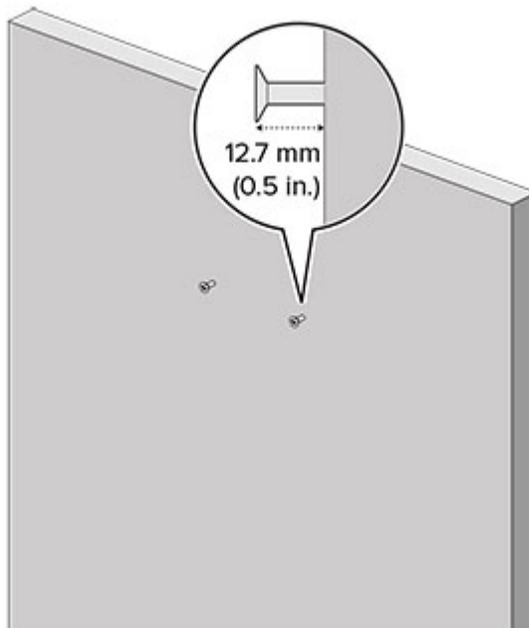
- 2 Mark two holes side by side with a distance of 139.7 mm (5.5 in.).



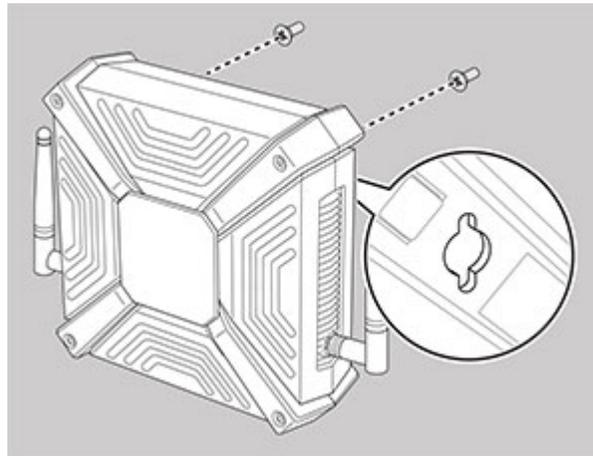
- 3 Drill holes about an inch deep into the markings on the wall.



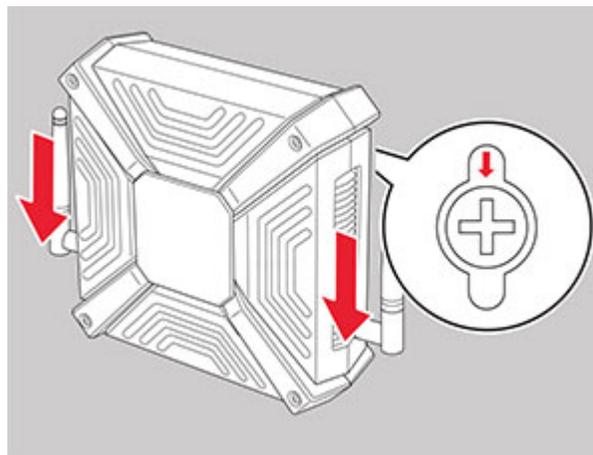
- 4 Install 1.5-inch-long #6 standard wood screws into the holes, leaving about half an inch of the screws protruding.



- 5** With the ports side of the device facedown or faceup, align the holes at the base of the device with the screw heads. Push the device until the rubber pads touch the wall.



- 6** Slide the device down until the screws are secured in the vertical slots.



Notices

Product information

Product name:

Optra Compute 500, Optra Compute 550, Optra Compute CX1000; Optra VZ1000, Optra VZ5000

Machine type:

8080

Models:

001, 002

Edition notice

March 2022

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GOVERNMENT END USERS

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Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020

Per Commission Regulation (EU) 2019/2015 and (EU) 2019/2020, the light source contained within this product or its components is intended to be used for indicating the device status only, and is not intended for use in other applications.

Regulatory notices for wireless products

This section contains regulatory information that applies only to wireless models.

If in doubt as to whether your model is a wireless model, see the *User's Guide* at <https://portal.optra.com/help>.

Modular component notice

Wireless models contain the following modular component:

AzureWave Technologies, Inc. Model: AW-CM276NF; FCC ID:TLZ-CM276NF; IC:6100A-CM276NF

To determine which modular components are installed in your particular product, refer to the labeling on your actual product.

Exposure to radio frequency radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Innovation, Science and Economic Development Canada

Under Innovation, Science and Economic Development Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other users, the antenna

type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada

Selon la réglementation d'Innovation, Sciences et Développement économique Canada, l'émetteur radio ne fonctionne qu'avec une antenne dont le type et le gain maximal (ou inférieur) ont été approuvés par Innovation, Sciences et Développement économique Canada. Pour réduire les interférences radio potentielles auprès d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de telle sorte que la puissance isotrope rayonnée équivalente (PIRE) ne soit pas supérieure à ce qui est nécessaire pour assurer la réussite de la communication.

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférences et (2) il doit accepter toutes les interférences, y compris les celles qui peuvent entraîner un fonctionnement indésirable.

Federal Communications Commission (FCC) compliance information statement

This product has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class A limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class A computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
Telephone: (859) 232-2000
E-mail: regulatory@lexmark.com

Innovation, Science and Economic Development Canada compliance statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe A est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

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