



SMTP Scanning Configuration/Setup Guide

Product: Canon/Sharp

All scan to email capable Multi-Function Printers (MFP)

- NOTE: Please reference the attached manufacturer specific SMTP guides, included with this support document.

Outline:

What are the basic items to check when setting up email on the MFP? The following outline is intended to provide basic troubleshooting methods when sending emails fail.

Answer:

Be sure to get the correct email/account information from the end user or IT staff.

To validate the email settings for the copier, check the Outlook or other mail client settings on a user's computer (account settings). Alternately you can select the link below and enter the email address for common mail providers: [Mail Lookup Settings](#)

Once the address is entered, the website site will generate a report for the SMTP setup, based on that email. Two tables will display, Incoming Mail Server and Outgoing Mail Server settings.

Enable/check the following options where applicable on the sending /device:

IP Address

Subnet Mask

Gateway Address

Primary/Secondary DNS Server

SMTP Port # (change to the port number, if using other than port 25) - Service Mode setting \ service tech required for Canon

SMTP Server (use the IP address of the outgoing SMTP server)

Output Report:

Print the User Data list to determine the IP and other network info of the MFP

Canon iR Legacy: Additional Functions> Report settings> Print List> Network

Canon iR Advance: Settings/Reg> Preferences> Network> Output Report

Sharp (Old Screen): Settings> Systems Settings> List Print (Users)> All Custom Settings> Print

Sharp (New Screen): Settings> Status> Data List> Print

Network Changes:

Has there been a change with your ISP? Please review with network provider or IT staff

Has there been a router upgrade? Please review with network provider or IT staff

Has the mail server been changed or had a password change?

Please review with network provider/mail admin or IT staff

Has the network cable been unplugged or damaged in any way?.

Please unplug, inspect/replace and/or plug in cable to network jack and MFP

Tools/Troubleshooting:

Power Cycle:

Turn the device on and off, attempt to send email from copier.

Reference user manual for this power down procedure based on your model

Telnet: You may be given the DNS name of the smtp server or its ip address. Telnet to the server from a computer on the customer network to verify that it offers smtp services. [eg., telnet (space) 10.35.21.45 (space)25] or, [telnet (space) smtp.verizon.net (space)25].

Outlook Express: Configure the same email settings in Outlook

Express then test it to see if it works.

Check to see if authentication (User Name & Password) is required.

POPBeforeSend: Check with the admin to determine if this authentication method is required. Most devices only require SMTP sending/authentication and checking this box will cause it to fail.