

Send Setting Guide

This guide explains how to set up the “Send to E-mail” and “Store to Shared Folder” functions using the Send Function Setting Tool, and how to check if the functions are set properly by sending an e-mail or storing a document in a shared folder.



Before you start

Make sure that the machine is connected to the network and is detected by the Send Function Setting Tool. For help, see the e-Manual.

Print

Home

Close

Outline of

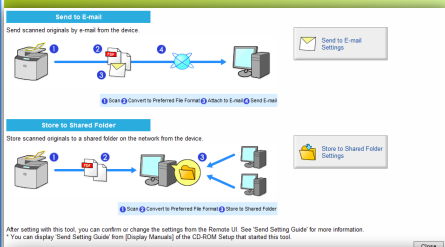
Send to E-mail Setup Procedure

The figure below shows how to set up and use the Send to E-mail function.

About screenshots

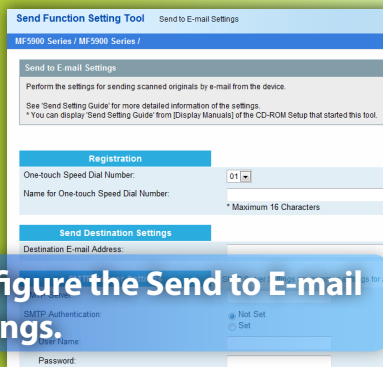
The information shown in the screenshots, such as the e-mail address and SMTP server address, are for illustrative purposes only. The actual screenshots you see on your computer may differ from the ones shown here.

01



Select the function.

02



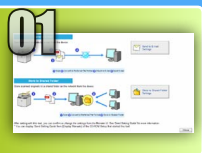
Configure the Send to E-mail settings.

03



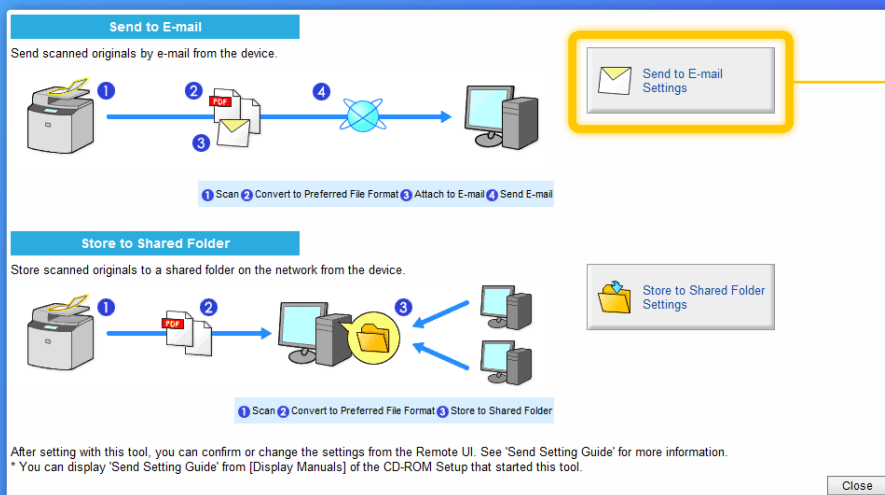
Send an e-mail.

Go to
setup.



01 Selecting the function on the Select Setting window

This section describes the procedure for displaying the [Send to E-mail Settings] window.



1 Click [Send to E-mail Settings].

The [Send to E-mail Settings] window is displayed.

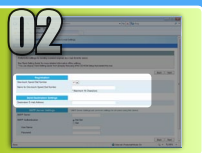
Proceed to the next section.

If the window shown above is not displayed:

See "Activating the Send Setting Utility" in the e-Manual to start the Send Function Setting Tool.

If an error screen is displayed when you press the button:

Follow the instructions on the screen to solve the problem.



Registering an e-mail address in a One-Touch key

This section explains how to register the recipient's e-mail address in a One-Touch key.

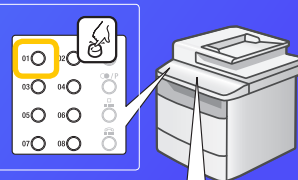
What is a One-Touch key? >>>

NOTE

Register the destination's e-mail addresses in One-Touch keys when using the Send Function Setting Tool.

- 1 From the pull-down menu, select the desired One-Touch key number.**
The numbers for One-Touch keys that have already been registered are not displayed.

The One-Touch key number that you selected in step 1 corresponds to the key on the operation panel.



- 2 Enter a name for the One-Touch key (for example, a company name, such as Canon).**

Send: Press Start
Destinations: 1
Canon
RX Mode: Auto
Resolution: 200 x 10

The name you entered in step 2 appears on the display when the One-Touch key is pressed.

- 3 Enter the e-mail address of the person who will receive the scanned image.**

To send a test e-mail, enter your e-mail address. Check the result later in the Sending an e-mail section.

E-mail address registration is complete.

Proceed to the next section.

02

Checking SMTP server information

This section explains how to check the SMTP server's address and its authentication method, and how to enter the confirmed information in the Tool window.

What is SMTP? >>>

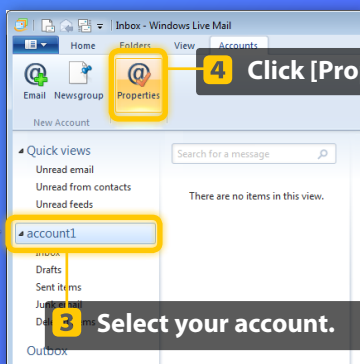
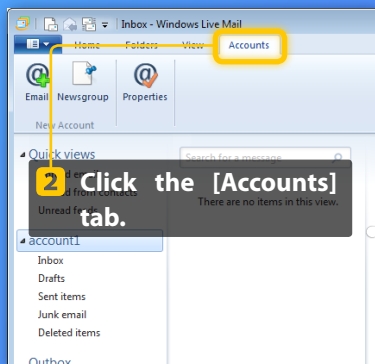
1 Open your e-mail software.

In this guide, Windows Live Mail 2011 is used as an example.

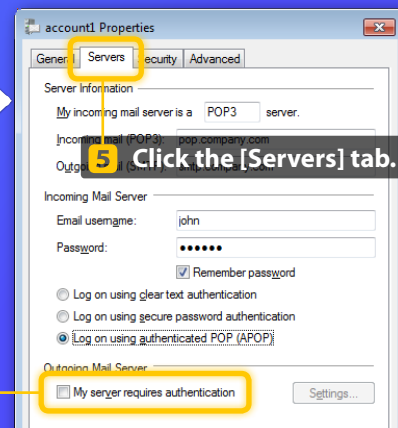
NOTE

Check the information of the SMTP Server by reference to the procedures in this Guide even where using E-mail software other than Windows Live mail 2011.

Consults your network administrator for more information if you have any question.



4 Click [Properties].



6 See if the checkbox is selected.

If not selected:

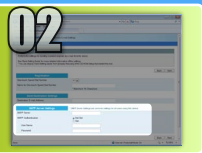
☐ My server requires authentication

If selected:

☒ My server requires authentication

02

Checking SMTP server information



NOTE

You do not have to change the SMTP server settings here if they have already been set. Consult with other users or your network administrator if changes are necessary.

account1 Properties

General Servers Security Advanced

Server Information

My incoming mail server is a POP3 server.

Incoming mail (POP3): pop.company.com

Outgoing mail (SMTP): smtp.company.com

Incoming Mail Server

Email username: john

Password: *****

☒ Remember password

☐ Log on using clear text authentication

☐ Log on using secure password authentication

☒ Log on using authenticated POP (APOP)

Outgoing Mail Server

☒ My server requires authentication

Settings...

OK Cancel Apply

7 Enter your SMTP server name (or address) into the [SMTP Server].

SMTP Server Settings

* SMTP Server Settings are common settings for all users using this device.

SMTP Server: smtp.company.com

SMTP Authentication: ☒ Not Set ☐ Set

User Name:

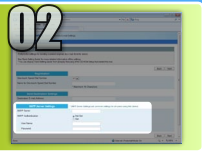
Password:

8 If the [My server requires authentication] checkbox is not selected in Step 6, select [Not Set] for [SMTP Authentication].

SMTP server settings are complete.
Proceed to the next section.

02

Checking SMTP server information



NOTE

You do not have to change the SMTP server settings here if they have already been set. Consult with other users or your network administrator if changes are necessary.

account1 Properties

General Servers Security Advanced

Server Information

My incoming mail server is a POP3 server.

Incoming mail (POP3): pop.company.com

Outgoing mail (SMTP): smtp.company.com

Incoming Mail Server

Email username: john

Password: •••••

☒ Remember password

☐ Log on using clear text authentication

☐ Log on using secure password authentication

☐ Log on using authenticated POP (APOP)

Outgoing Mail Server

☒ My server requires authentication

Settings...

OK Cancel Apply

7 Enter your SMTP server name (or address) into the [SMTP Server].

SMTP Server Settings

* SMTP Server Settings are common settings for all users using this device.

SMTP Server: smtp.company.com

SMTP Authentication: ☐ Not Set ☒ Set

User Name:

Password:

8 If the [My server requires authentication] checkbox is selected in Step 6, select [Set] for [SMTP Authentication].

9 Click [Settings].

See which option is selected.

Outgoing Mail Server

Logon Information

☒ Use same settings as my incoming mail server

☐ Log on using

Account name:

Password: member password

☐ Log on using Secure Password Authentication

OK Cancel

If the upper option is selected:

Outgoing Mail Server

Logon Information

☐ Use same settings as my incoming mail server

☒ Log on using

Account name:

Password: member password

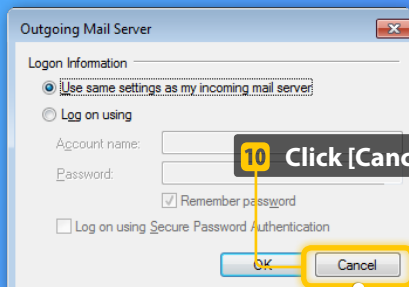
☐ Log on using Secure Password Authentication

OK Cancel

If the lower option is selected:

02

Checking SMTP server information



Outgoing Mail Server

Logon Information

☒ Use same settings as my incoming mail server

☐ Log on using

Account name:

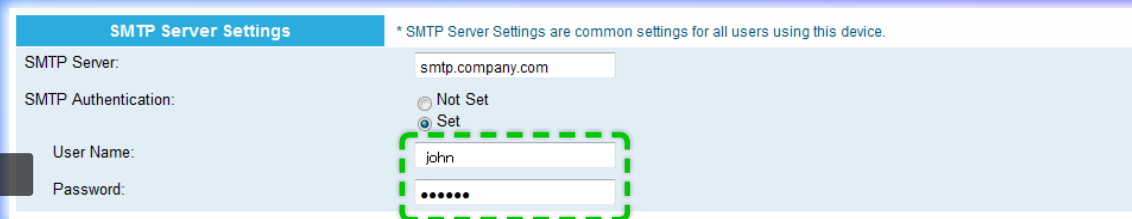
Password:

☒ Remember password

☐ Log on using Secure Password Authentication

OK Cancel

10 Click [Cancel].



SMTP Server Settings

* SMTP Server Settings are common settings for all users using this device.

SMTP Server:

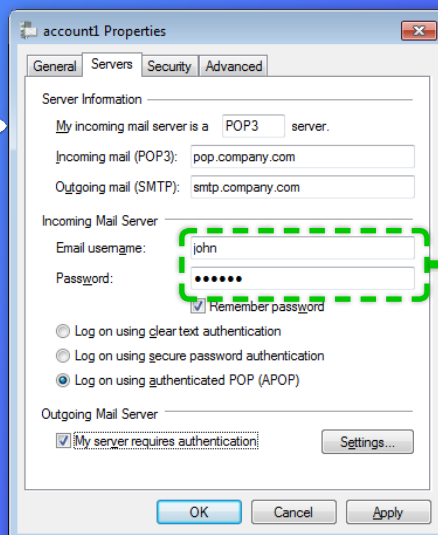
SMTP Authentication:

☐ Not Set

☒ Set

User Name:

Password:



account1 Properties

General Servers Security Advanced

Server Information

My incoming mail server is a server.

Incoming mail (POP3):

Outgoing mail (SMTP):

Incoming Mail Server

Email username:

Password:

☒ Remember password

☐ Log on using clear text authentication

☐ Log on using secure password authentication

☒ Log on using authenticated POP (APOP)

Outgoing Mail Server

☒ My server requires authentication

Settings...

OK Cancel Apply

11 Enter the account name (or user name) and password into the [User Name] and [Password].

NOTE

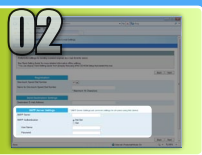
You cannot copy and paste the password. Consult your network administrator for your password.

SMTP server settings are complete.

Proceed to the next section.

02

Checking SMTP server information



Outgoing Mail Server

Logon Information

☐ Use same settings as my incoming mail server

☒ Log on using

Account name:

Password:

☒ Remember password

☐ Log on using Secure Password Authentication

OK Cancel

SMTP Server Settings * SMTP Server Settings are common settings for all users using this device.

SMTP Server:

SMTP Authentication: ☐ Not Set ☒ Set

User Name:

Password:

10 Enter the account name (or user name) and password into the [User Name] and [Password].

NOTE

.....
You cannot copy and paste the password. Consult your network administrator for your password.

SMTP server settings are complete.

Proceed to the next section.

Registering the Send to E-mail settings

This section explains how to register the Send to E-mail settings.

1 Click [Next].

Send Function Setting Tool Send to E-mail Settings

Send to E-mail Settings

Perform the settings for sending scanned originals to e-mail from the device.

See 'Send Setting Guide' for more detailed information of the settings.
* You can display 'Send Setting Guide' from [Display Manuals] of the CD-ROM Setup that started this tool.

Registration

One-touch Speed Dial Number: 01 [Set]

Name for One-touch Speed Dial Number: Canon
* Maximum 16 Characters

Send Destination Settings

Destination E-mail Address: john@example.com

SMTP Server Settings * SMTP server settings are common settings for all users using this device.

SMTP Server: smtp.company.com

SMTP Authentication: [Set]

User Name: account

Password: *****

[Back] [Next]

2 Make sure that the settings are correct.

Send Function Setting Tool Confirm Send to E-mail Settings

Send to E-mail Settings

Confirm the following settings details.
After performing settings efforts, you can send your desired e-mail destination by pressing only the registered One-touch Speed Dial Number on the device.
Click [Register] to register these settings to the device.

Registration

One-touch Speed Dial Number: 01
* Be sure to make a note of the number.

Name for One-touch Speed Dial Number: Canon

Send Destination Settings

Destination E-mail Address: john@example.com

SMTP Server Settings

SMTP Server: smtp.company.com

SMTP Authentication: Set

User Name: account

Password: *****

[Back] [Register]

3 Click [Register].
Click [Back] for corrections, if necessary.

When this screen is displayed, the settings are complete.

Registration of settings is complete.

To Continue the Settings

Click [Back to Select Setting].
You can continue to perform other Send to E-mail Settings or Store to Shared Folder Settings.

To Quit the Settings

After quitting this tool, it is necessary to turn off the device and then turn it on again in order to make the settings effective.
* If you turn off the device and then turn it on without quitting this tool, the tool will go back to the Start Settings page.

See 'Send Setting Guide' for more information on how to send or store with the device, and how to confirm the settings.
* You can display 'Send Setting Guide' from [Display Manuals] of the CD-ROM Setup that started this tool.

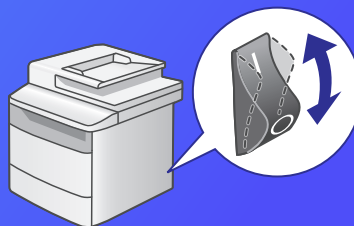
[Back to Select Setting]

4 Close the Send Function Setting Tool.

5 Turn OFF the machine's main power switch, wait for at least 10 seconds, then turn it ON.

E-mail send settings are complete.

Proceed to the next section.



NOTE

The information shown in the screenshots, such as the e-mail address and SMTP server authentication, are for illustrative purposes only. The actual screenshots you see on your computer may differ from the ones shown here.

03

Sending an E-mail

This section explains how to scan a document and send the scanned image via e-mail.



1 Set the document.

2 Press [SCAN].

3 Select <E-Mail> using [▲] or [▼], and Press [OK].

4 Press the One-Touch key you registered.

5 Specify the scan settings which you want to change, and press [OK]. When the settings is completed, press [OK] to return to the previous screen.

6 Press [Start].

When you place the document on the platen glass, perform the following operations.

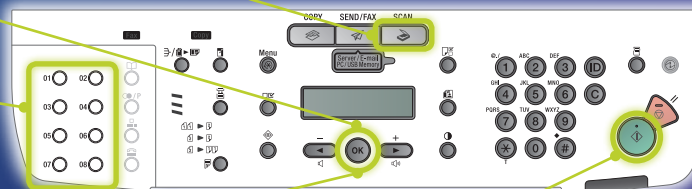
- To start sending: Select <Start Sending> using [▲] or [▼] and press [OK].
- To scan the next document: Press [Start]

7 Confirm that the scanned image is sent to the destination e-mail address.

Open your e-mail software to check if the e-mail was delivered.



* The appearance of the operation panel may differ depending on the model you use.



If e-mail was delivered successfully:

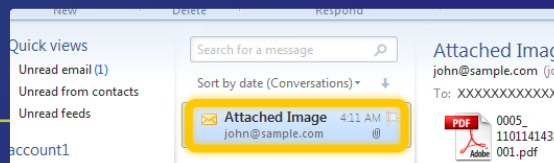
Go to Home.

Close the Guide.

If e-mail was not delivered:

Go to the Remote UI section.

Use the Remote UI to make sure that the settings are correct.



Outline of

Store to Shared Folder Setup Procedure

The figure below shows how to set up and use the "Store to Shared Folder" function.

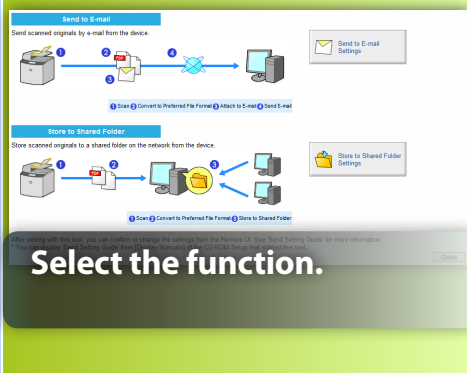
About screenshots

The information shown in the screenshots, such as the computer name and shared folder name, are for illustrative purposes only. The actual screenshots you see on your computer may differ from the ones shown here.

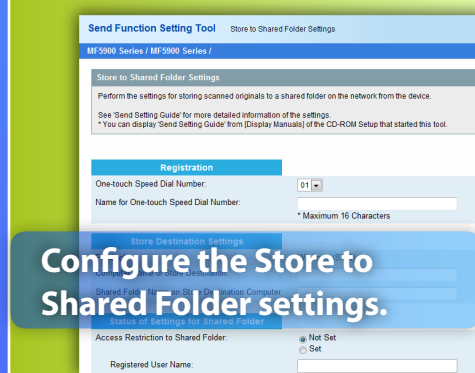
To set up a share folder with access restriction

This guide describes the procedure for storing documents in a shared folder without access restrictions. If you want to set up a share folder with access restrictions in computers running Windows, see "Setting Up the File Server (Shared Folder) (Windows)" in the e-Manual.

01



02



03

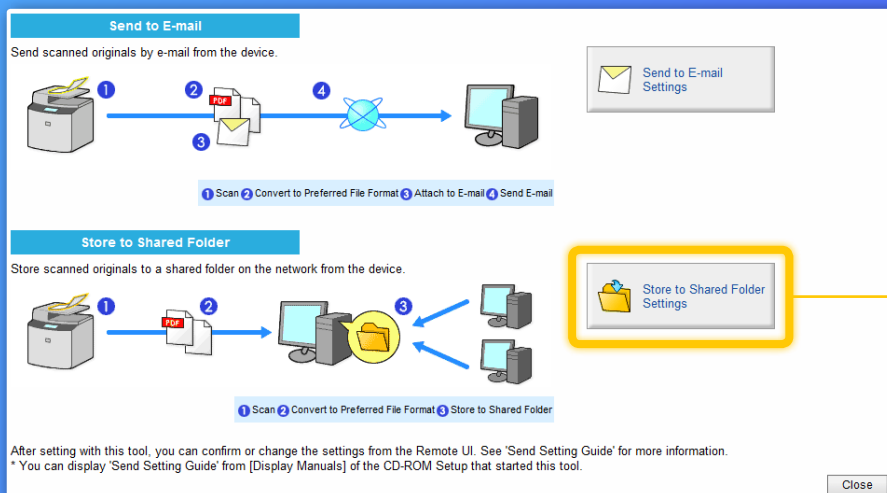


Go to
setup.

01

Selecting the function on the Select Setting window

This section describes the procedure for displaying the [Store to Shared Folder Settings] window.



1 Click [Store to Shared Folder Settings].

The [Store to Shared Folder Settings] window is displayed.

Proceed to the next section.

If the window shown above is not displayed:

See "Activating the Send Setting Utility" in the e-Manual to start the Send Function Setting Tool.

If an error screen is displayed when you press the button:

Follow the instructions on the screen to solve the problem.

02

Specifying the One-Touch key number and name

This section explains how to specify the One-Touch key number and name in which you are going to register the file path to the shared folder.

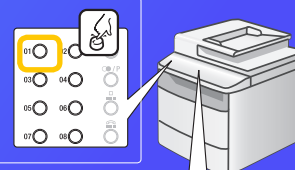
What is a One-Touch key? >>>

NOTE

Register the file path to the shared folder of a destination in a One-Touch key when using the Send Function Setting Tool.

- 1 From the pull-down menu, select the desired One-Touch key number.**
The numbers for One-Touch keys that have already been registered are not displayed.

The One-Touch key number that you selected in step 1 corresponds to the key on the operation panel.



Registration

One-touch Speed Dial Number:


Name for One-touch Speed Dial Number:

Maximum 16 Characters

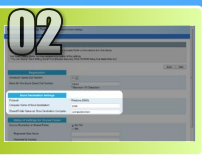
- 2 Enter a name for the One-Touch key (for example, a company name, such as Canon).**

One-Touch key registration is complete.

Proceed to the next section.

Send: Press Start
Destinations: 1
 Canon
RX Mode: Auto
Resolution: 200 x 10

The name you entered in step 2 appears on the display when the One-Touch key is pressed.



Setting up file sharing

This section explains how to set up your computer so that it can receive the data sent from the machine.

.....

Select your operating system.

For Windows XP users

For Windows Vista users

For Windows 7 users

For Windows 2000/Server 2003/Server 2008 users

.....

If you want to set up a shared folder without access restrictions in computers running Windows 2000/Server 2003/Server 2008, see "Setting Up the File Server (Shared Folder) (Windows)" in the e-Manual.

[illegible]

Setting up file sharing

1 On the Windows taskbar, click [Start], right-click [My Computer], then click [Properties].

Protocol: Windows (SMB)

Computer Name of Store Destination: swan

Shared Folder Name on Store Destination Computer:

4 Enter your computer name into the [Computer Name of Store Destination].

System Restore	Automatic Updates	Remote
General	Computer Name	Hardware
		Advanced

Computer description:

2 Click the [Computer Name] tab.

Workgroup:

Network ID

Change...

3 Click [Change].

You can change the name and the membership of this computer. Changes may affect access to network resources.

swan

swan.

○ Domain:

WORKGROUP

Cancel

Windows XP

Setting up file sharing

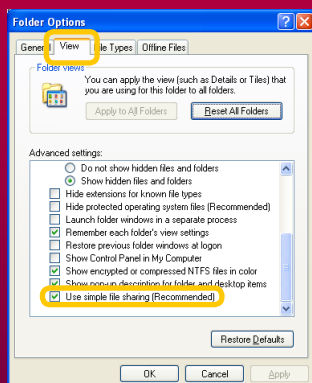
■ Creating a shared folder

This section explains how to set up file sharing using the Simple File Sharing feature. The example procedure described below creates a shared folder on your desktop.

For Windows XP Professional users

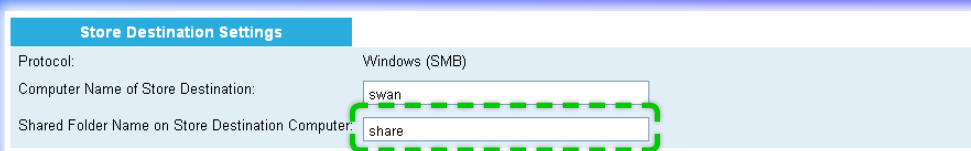
You cannot use the Simple File Sharing feature if it is disabled. Follow the procedure below to enable it.

1. On the Windows taskbar, click [Start], then [Control Panel].
2. Click [Appearance and Themes], then [Folder Options]. (In Classic View, double click [Folder Options].)
3. Select the [View] tab.
4. Under [Advanced settings], select the [Use simple file sharing (Recommended)] check box.

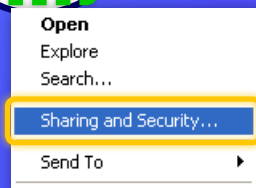


5. Click [OK] to close the [Folder Options] dialog box.

- 1 Create a new folder on your desktop and enter a name (for example, "share") for the folder.



- 2 Enter the name of the created folder into the [Shared Folder Name on Store Destination Computer].

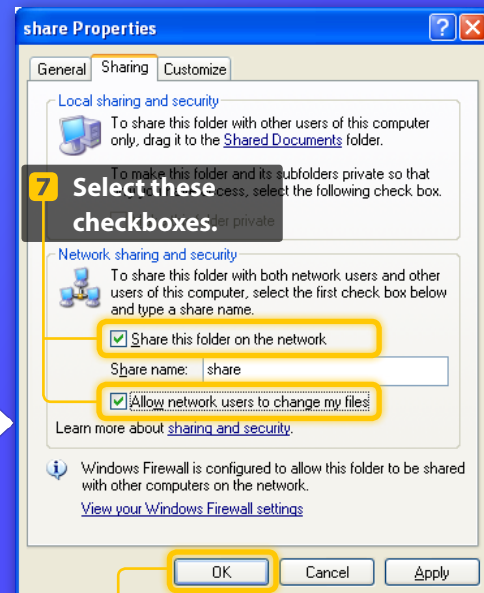
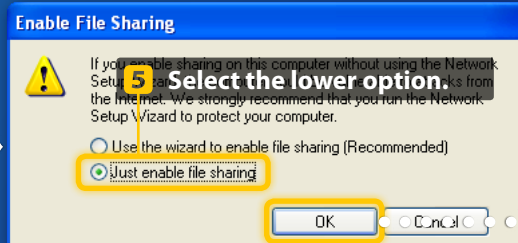
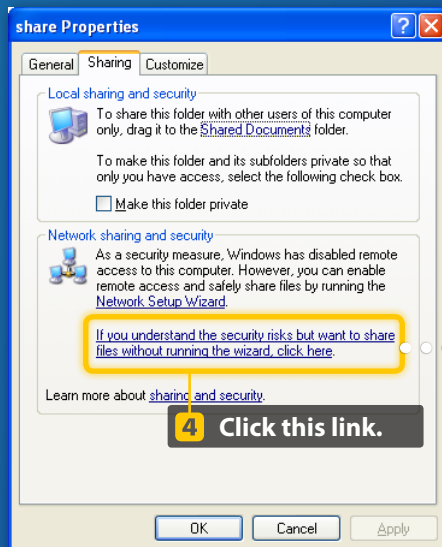


- 3 Right-click the folder, then select [Sharing and Security].

Setting up file sharing

■ Creating a shared folder

These windows are only displayed the first time you open the dialog box. If you are opening the dialog box for the second or subsequent time, proceed to step 7.



8 Click [OK].

File sharing setup is complete.

Proceed to the next section.

02

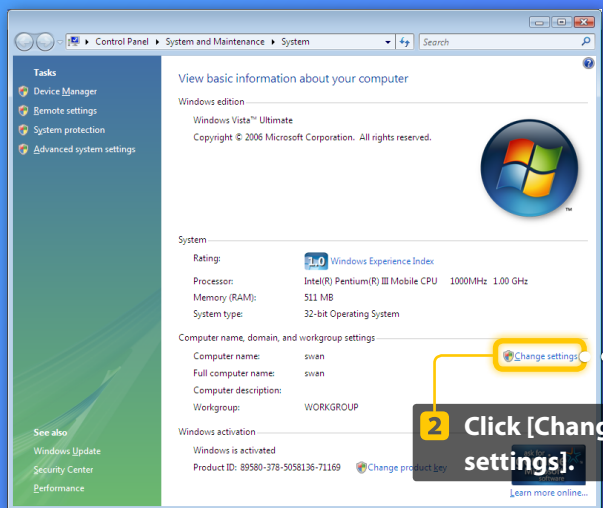
Windows Vista

Setting up file sharing

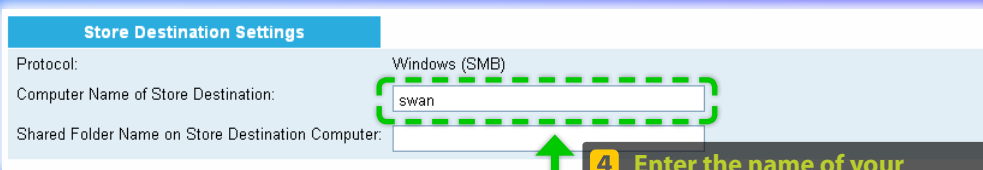
■ Confirming the computer name

What is the computer name? >>>

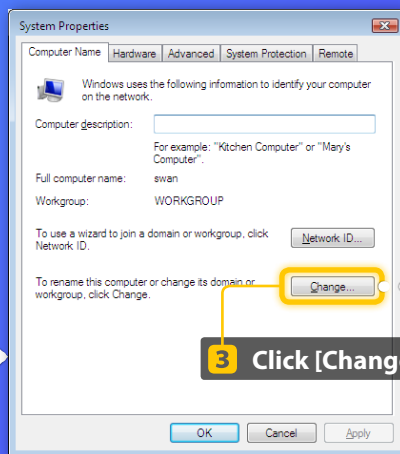
1 On the Windows taskbar, click [Start], right-click [Computer], then click [Properties].



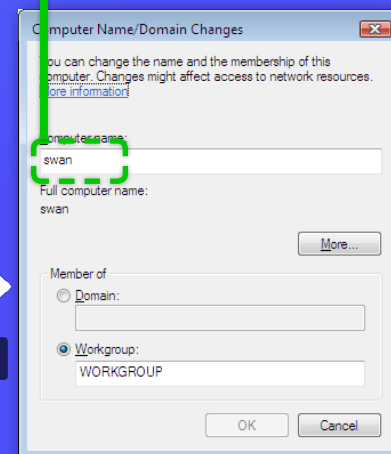
2 Click [Change settings].



4 Enter the name of your computer into the [Computer Name of Store Destination].



3 Click [Change].



Windows Vista

Setting up file sharing

■ Creating a shared folder

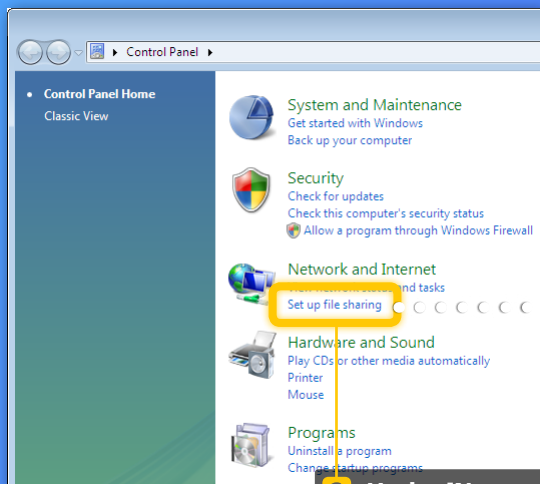
This section explains how to set up file sharing using the Public folder.

What is the Public folder? >>>>

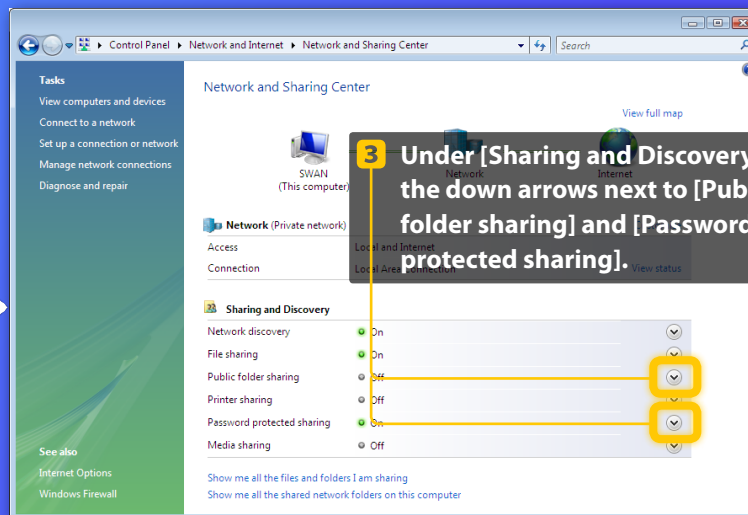
NOTE

.....
If the [User Account Control] dialog box appears during the procedure, click [Continue].

1 On the Windows taskbar, click the [Start] icon, then select [Control Panel].



2 Under [Network and Internet], click [Set up file sharing].



3 Under [Sharing and Discovery], click the down arrows next to [Public folder sharing] and [Password protected sharing].

02

Windows Vista

Setting up file sharing

■ Creating a shared folder

Public folder sharing

● Off

When Public folder sharing is on, people on the network can access files in the Public folder. [What is the Public folder?](#)

- ☐ Turn on sharing so anyone with network access can open files
- ☒ Turn on sharing so anyone with network access can open, change, and create files
- ☐ Turn off sharing (people logged on to this computer can still access this folder)

Apply

4 Select the middle option.**5 Click [Apply].**

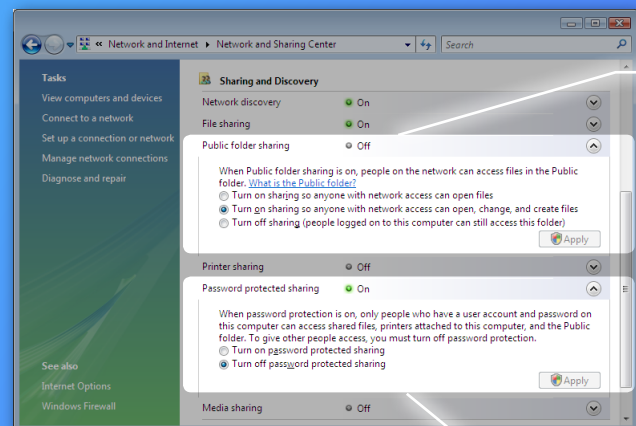
Password protected sharing

● On

When password protection is on, only people who have a user account and password on this computer can access shared files, printers attached to this computer, and the Public folder. To give other people access, you must turn off password protection.

- ☐ Turn on password protected sharing
- ☒ Turn off password protected sharing

Apply

6 Select the lower option.**7 Click [Apply].**

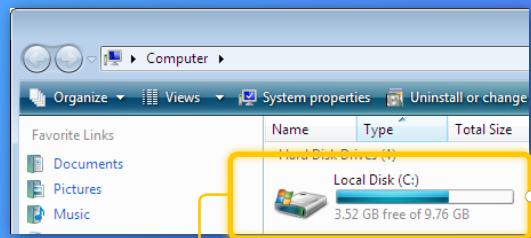
02

Windows Vista

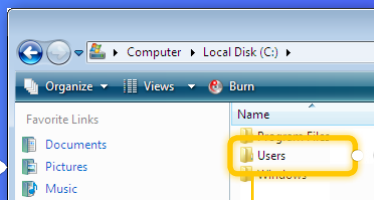
Setting up file sharing

■ Creating a shared folder

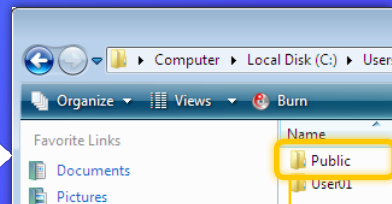
8 On the Windows taskbar, click [Start], then select [Computer].



9 Open the hard disk drive where Windows Vista is installed (usually C: Drive).



10 Open the Users folder.



11 Open the Public folder.

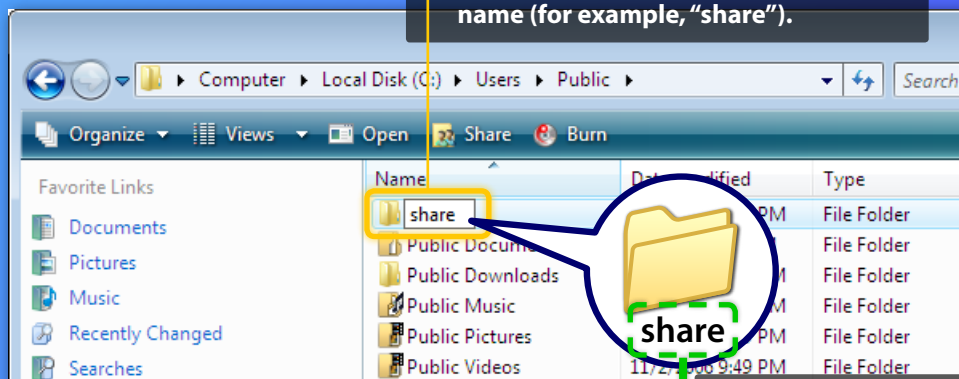
02

Windows Vista

Setting up file sharing

■ Creating a shared folder

12 Create a new folder in the Public folder and enter the desired folder name (for example, "share").



13 Enter "public\" followed by the folder name you just created into the [Shared Folder Name on Store Destination Computer] (in this example, "publicshare").

Store Destination Settings

Protocol: Windows (SMB)

Computer Name of Store Destination: swan

Shared Folder Name on Store Destination Computer: publicshare

File sharing setup is complete.

Proceed to the next section.

02

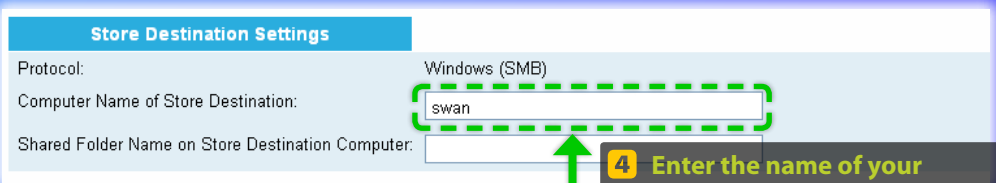
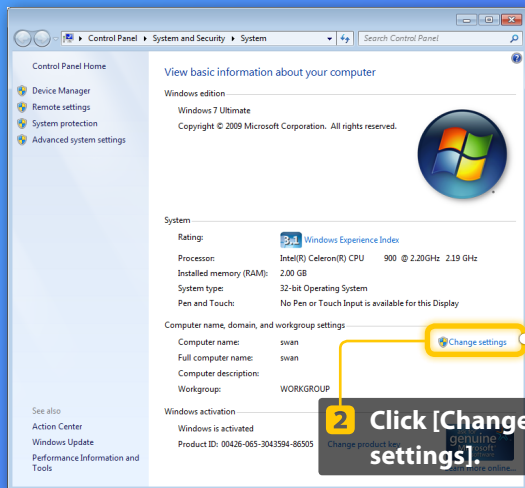
Windows 7

Setting up file sharing

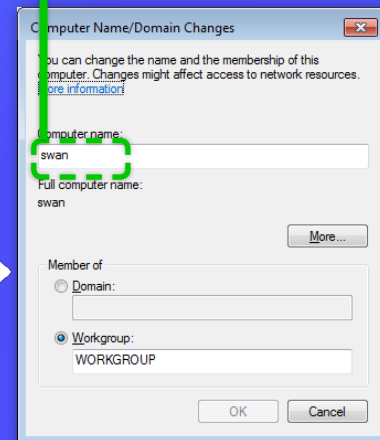
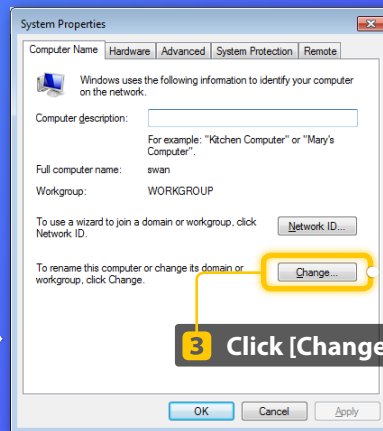
■ Confirming the computer name

What is the computer name? >>>

1 On the Windows taskbar, click [Start], right-click [Computer], then click [Properties].



4 Enter the name of your computer into the [Computer Name of Store Destination].



Windows 7

Setting up file sharing

■ Creating a shared folder

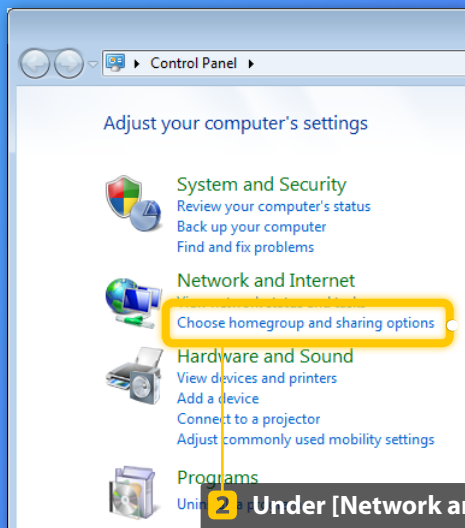
This section explains how to set up file sharing using the Public folder.

What is the Public folder? >>>

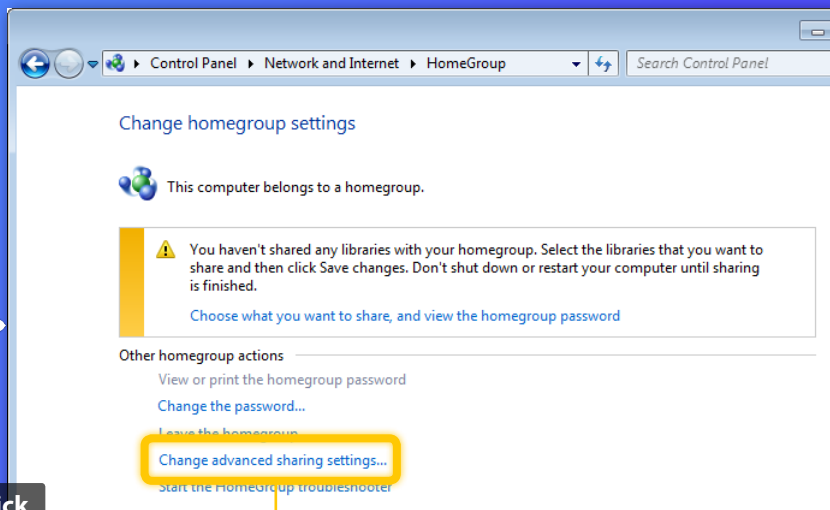
NOTE

.....
If the [User Account Control] dialog box appears during the procedure, click [Yes].

- 1** On the Windows taskbar, click the [Start] icon, then select [Control Panel].



- 2** Under [Network and Internet], click [Choose homegroup and sharing options].



- 3** Click [Change advanced sharing settings].

Setting up file sharing

■ Creating a shared folder

Public folder sharing

When Public folder sharing is on, people on the network, including homegroup members, can access files in the Public folders. [What are the Public folders?](#)

- ☒ Turn on sharing so anyone with network access can read and write files in the Public folders
- ☐ Turn off Public folder sharing (people logged on to this computer can still access these folders)


4 Under [Public folder sharing], select the upper option.

Password protected sharing

When password protected sharing is on, only people who have a user account and password on this computer can access shared files, printers attached to this computer, and the Public folders. To give other people access, you must turn off password protected sharing.

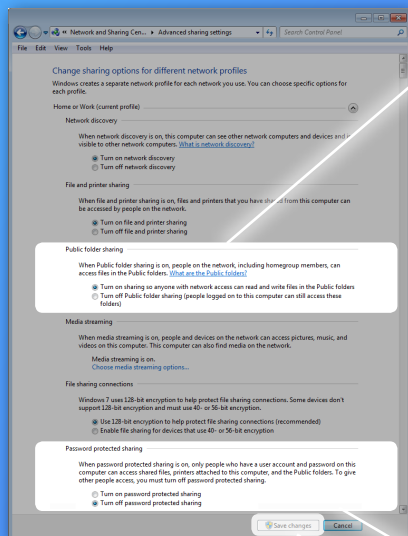
- ☐ Turn on password protected sharing
- ☒ Turn off password protected sharing

5 Under [Password protected sharing], select the lower option.

 Save changes

Cancel

6 Click [Save changes].



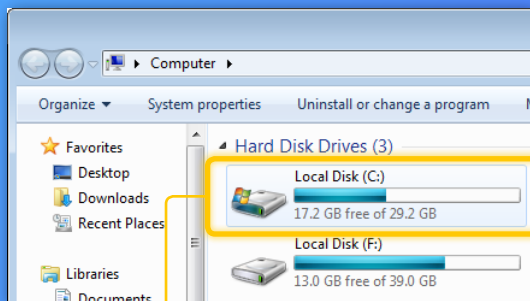
02

Windows 7

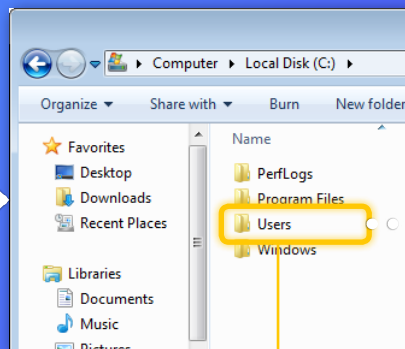
Setting up file sharing

■ Creating a shared folder

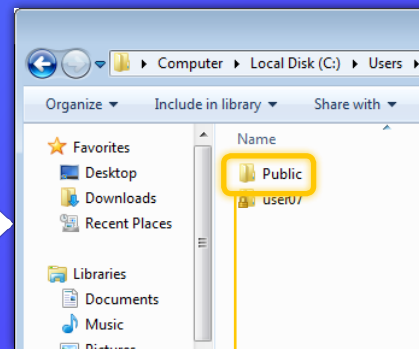
7 On the Windows taskbar, click [Start], then select [Computer].



8 Open the hard disk drive where Windows 7 is installed (usually C: Drive).



9 Open the Users folder.

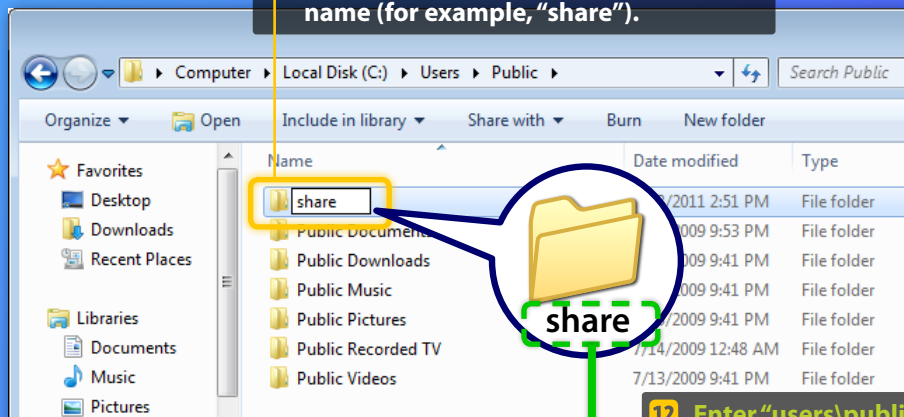


10 Open the Public folder.

Setting up file sharing

■ Creating a shared folder

11 Create a new folder in the Public folder and enter the desired folder name (for example, "share").



12 Enter "users\public\" followed by the folder name you just created into the [Shared Folder Name on Store Destination Computer] (in this example, "users\public\share").

File sharing setup is complete.

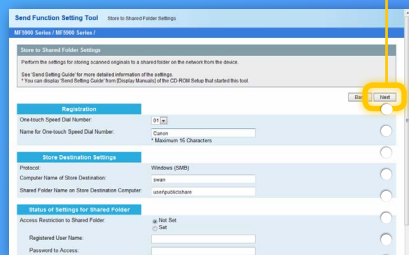
Proceed to the next section.

Store Destination Settings	
Protocol:	Windows (SMB)
Computer Name of Store Destination:	swan
Shared Folder Name on Store Destination Computer:	users\public\share

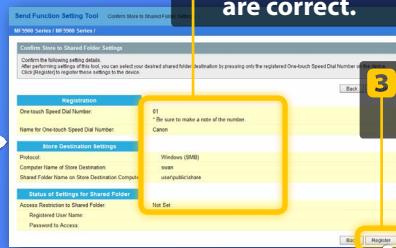
Registering the Store to Shared Folder settings

This section explains how to register the Store to Shared Folder settings.

1 Click [Next].



2 Make sure that the settings are correct.



3 Click [Register].
Click [Back] for corrections, if necessary.

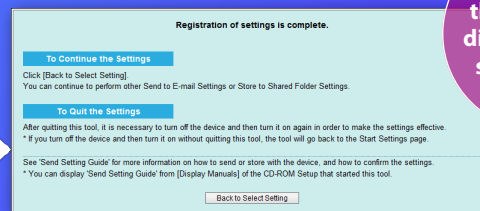
NOTE

The information shown in the screenshots, such as the computer name and shared folder name, are for illustrative purposes only. The actual screenshots you see on your computer may differ from the ones shown here.

NOTE

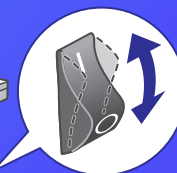
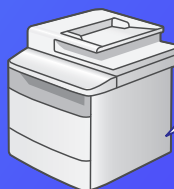
Make sure that [Not Set] is selected for [Access Restriction to Shared Folder] in the [Status of Settings for Shared Folder] section.

When this screen is displayed, the settings are complete.



4 Close the Send Function Setting Tool.

5 Turn OFF the machine's main power switch, wait for at least 10 seconds, then turn it ON.



Shared folder settings are complete.

Proceed to the next section.

03

Storing Documents to a Shared Folder

This section explains how to scan a document and store the scanned image in the shared folder that you created earlier.

1 Set the document.

2 Press [Scan].

3 Select <Windows (SMB)> using [▲] or [▼], and Press [OK].

4 Press the One-Touch key you registered.

5 Specify the scan settings which you want to change, and press [OK]. When the settings is completed, press [OK] to return to the previous screen.

6 Press [Start].

When you place the document on the platen glass, perform the following operations.

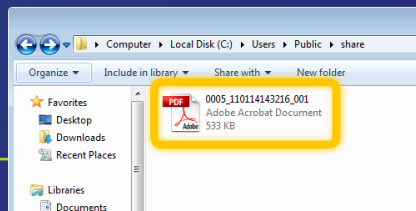
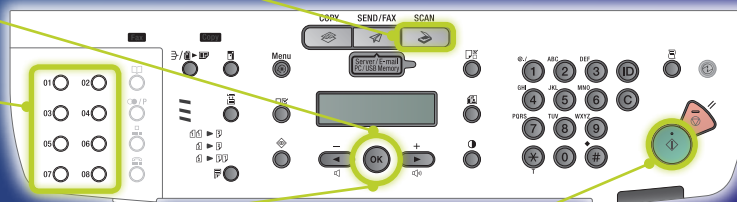
- To start sending: Select <Start Sending> using [▲] or [▼] and press [OK].
- To scan the next document: Press [Start]

7 Confirm that the document is stored in the shared folder.

Open the shared folder you created, and check if the scanned document is saved.



*The appearance of the operation panel may differ depending on the model you use.



If the document was stored successfully:

Go to Home.

Close the Guide.

If the document was not stored:

Go to the Remote UI section.

Use the Remote UI to make sure that the settings are correct.

Checking Your Settings with the Remote UI

In case of troubles with the send to E-mail or the store to shared folder, use the Remote UI to check whether your settings are correct.

NOTE

.....
Screenshots from Windows 7 are used in this section.

Starting the Remote UI

What is the Remote UI? >>>

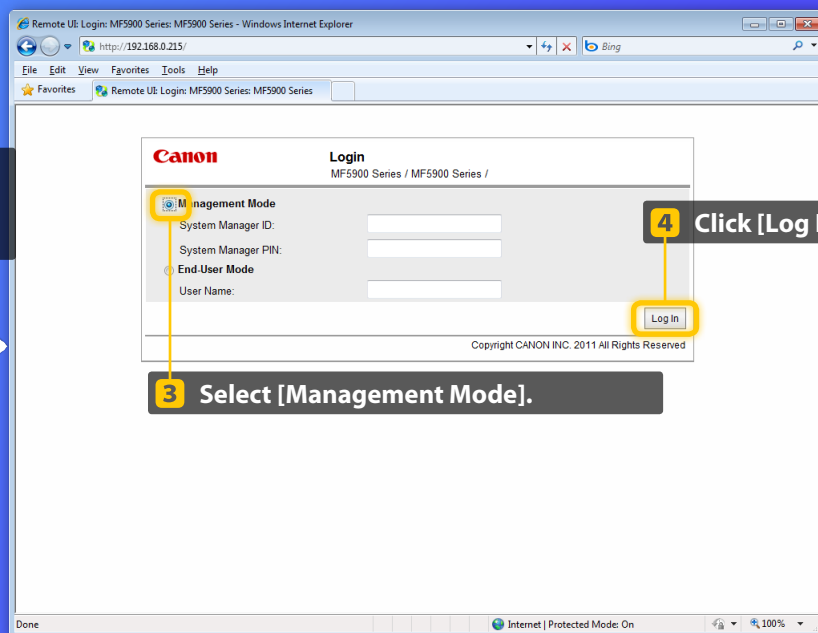
1 Start your web browser.

2 Enter the IP address of the machine in [Address] or [Location], then press the [ENTER] key on your computer keyboard.



NOTE

.....
The IP address shown in the screenshots is for illustrative purposes only. For instructions on how to check the IP address, see "Checking IP Address Settings" in the e-Manual.



3 Select [Management Mode].

4 Click [Log In].

NOTE

.....
If you are prompted to enter your ID and/or password, see "Starting the Remote UI" in the e-Manual.

Checking Your Settings with the Remote UI

■ Checking/editing One-Touch keys

1 Click [Address Book].

2 Click [One-Touch].

3 Click the number, the type or the name of a One-Touch key to display its current settings.

4 Check your settings.

5 To edit the settings, click [Edit].

6 Make the necessary changes.

7 Click [OK].

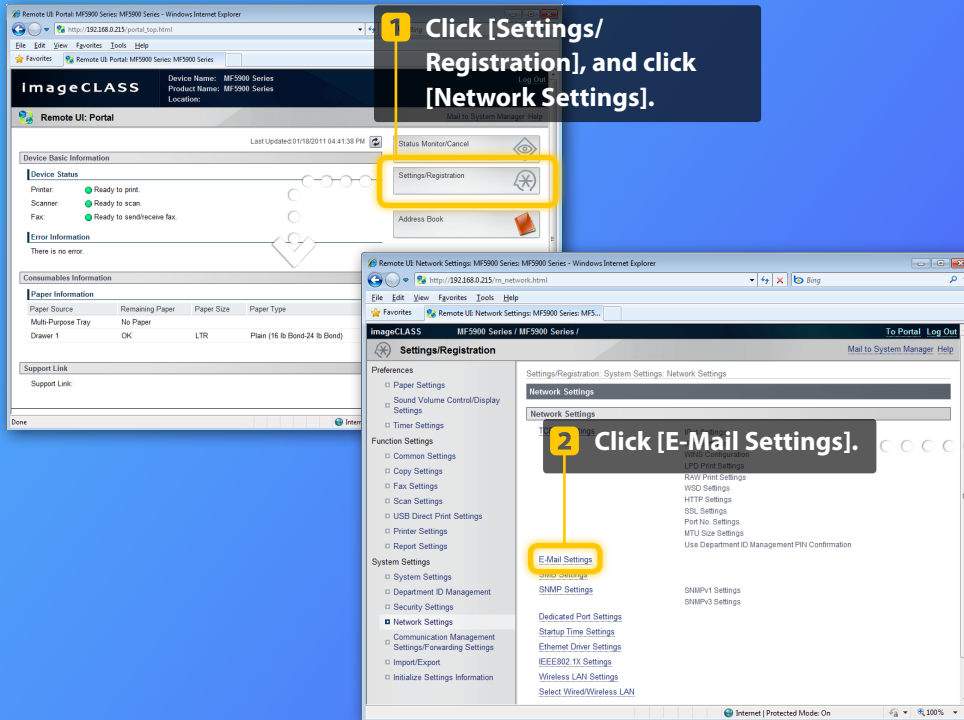
NOTE
If you are prompted to enter the password after clicking [Address], see "Setting a PIN for the Address Book" in the e-Manual.

Checking Your Settings with the Remote UI

■ Checking/editing network settings

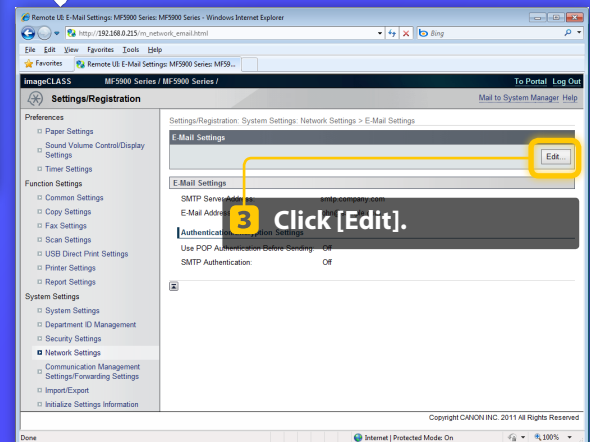
NOTE

Steps 1 to 5 in this section only apply to E-mail settings.



1 Click [Settings/Registration], and click [Network Settings].

The screenshot shows the Remote UI portal for an MF5900 Series device. The 'Settings/Registration' link is highlighted in the top navigation bar. Below it, the 'Network Settings' link is highlighted in the left sidebar. The main content area shows the 'Network Settings' page with various sub-settings like LPD, RAW, WSD, HTTP, SSL, Port No., MTU, and Use Department ID Management PIN Confirmation.



2 Click [E-Mail Settings].

3 Click [Edit].

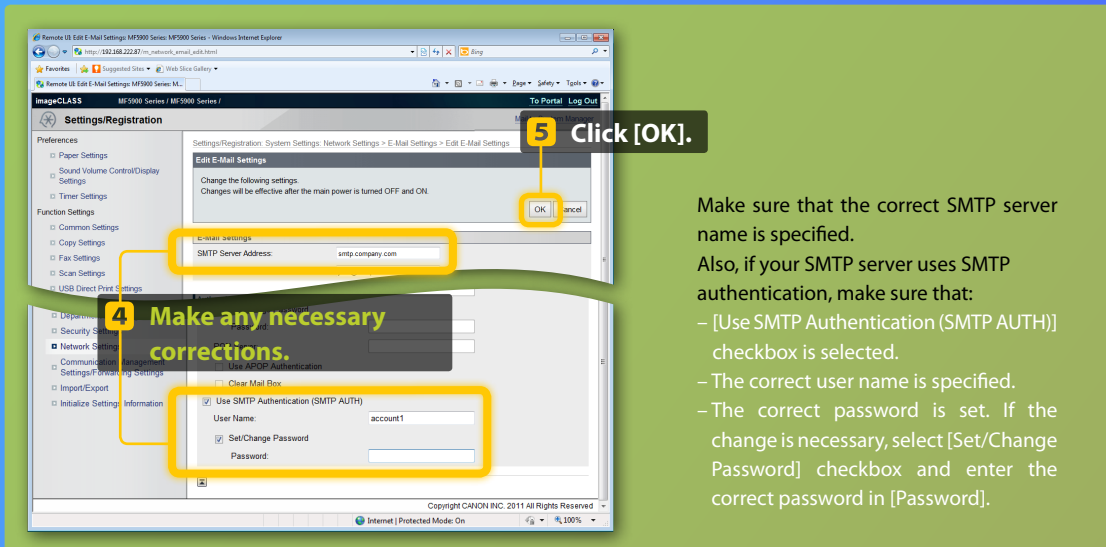
The screenshot shows the Remote UI portal for an MF5900 Series device. The 'E-Mail Settings' link is highlighted in the left sidebar. The main content area shows the 'E-Mail Settings' page with various sub-settings like SMTP, E-Mail Address, Authentication, and Use POP Authentication Before Sending. The 'Edit' button is highlighted in the top right corner of the settings area.

Checking Your Settings with the Remote UI

■ Checking/editing network settings

NOTE

Steps 1 to 5 in this section only apply to E-mail settings.



4 Make any necessary corrections.

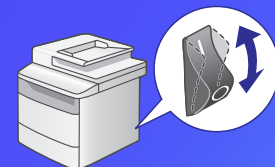
5 Click [OK].

Make sure that the correct SMTP server name is specified.

Also, if your SMTP server uses SMTP authentication, make sure that:

- [Use SMTP Authentication (SMTP AUTH)] checkbox is selected.
- The correct user name is specified.
- The correct password is set. If the change is necessary, select [Set/Change Password] checkbox and enter the correct password in [Password].

6 Turn OFF the machine's main power switch, wait at least 10 seconds, then turn it ON.



After the machine is restarted:

Try to send an e-mail.
Try to store documents.

If you still have trouble:
Go to Troubleshooting.

Troubleshooting

If you encounter problems when sending an e-mail or storing documents in a shared folder, review the procedures described in this guide to make sure that the settings are properly set. Also check the items below and consult the e-Manual for further troubleshooting information.



If “TX Result Report” is printed

If “Error” is shown in the TX Result Report, print out the Communication Management Report, check the three-digit error code in the Communication Management Report, and refer to “Error Codes” in “Troubleshooting” in the e-Manual. The Communication Management Report can be printed either manually or automatically. For details on how to print out the Communication Management Report, refer to “Summary of Reports and Lists” in the e-Manual.

Example:

01/01 2011 1:49PM WP500 Series					

Com. Management Report					

Start Time	Address	No.	Mode	Page	Result
01/01 01:34 PM	john@sample.com	0001	TX E-Mail	0	NG #752
01/01 01:41 PM	1234567	0002	TX	0	NG #015



If an error message is displayed on the LCD

Check the message, and refer to “Onscreen Messages” in “Troubleshooting” in the e-Manual.



If neither of the above occur and you still cannot send or store

Refer to “Troubleshooting” in “Troubleshooting” in the e-Manual.