

# Send Setting Guide

This guide explains how to use the Send Function Setting Tool to set up the machine for scanning documents as e-mails (Send to E-mail) and scanning documents to shared folders (Store to Shared Folder), as well as how to check whether these functions are set properly.



Print

Home

Close

## Before you start

Make sure that the machine is connected to the network and is detected by the Send Function Setting Tool.

For help, You can access **canon.com/oip-manual** to read the User's Guide that describes all functions of this machine.

## Manuals other than in English

The attached DVD-ROM contains manuals in multiple languages.

File Name: sendguide\_[XXXXX]\*

\*The language is shown on a [XXXXX] section.

### NOTE

.....  
Depending on your country or region, a manual of your language may not be available.

## Outline of

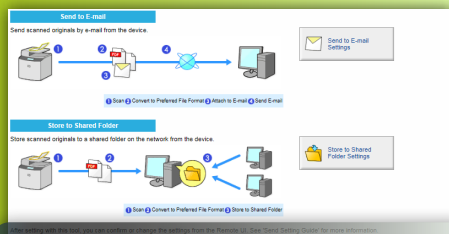
# Send to E-mail Setup Procedure

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

### About screenshots

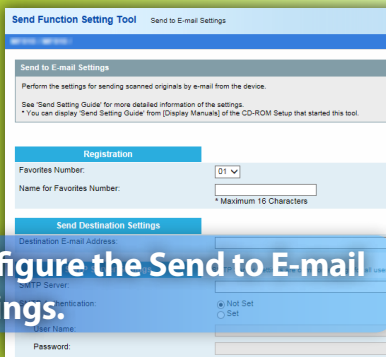
The information shown in the screenshots, such as the e-mail address and SMTP server address, are for illustrative purposes only. The actual screens you see on your computer may differ from the ones shown here.

01



Select the function.

02



Configure the Send to E-mail settings.

03



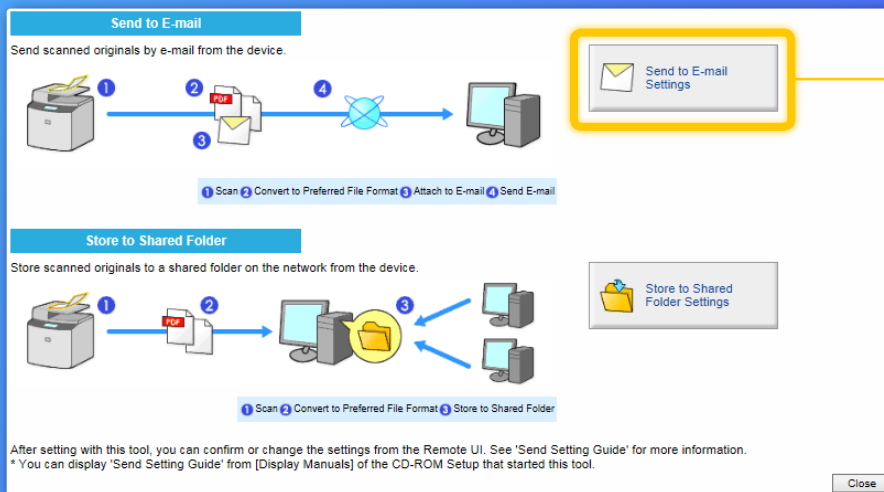
Send an e-mail.

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 "Configuring Basic E-mail Settings" in the User's Guide to start the Send Function Setting Tool.

## If the screen prompting you to enter the Address Book password is displayed:

Enter the PIN for the Address Book and click [OK].

02

## Registering an e-mail address in the Favorites

This section explains how to register the recipient's e-mail address in the Favorites.

*What is the Favorites? >>>*

**1** From the pull-down menu, select the desired Favorites number (01 to 19).  
The numbers for Favorites that have already been registered are not displayed.

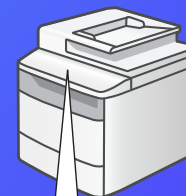
**2** Enter a name for the destination to register in the Favorites (for example, a company name, such as Canon).  
Maximum 16 Characters

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

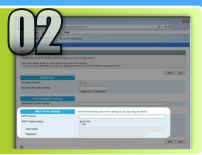
To send a test e-mail, enter your e-mail address. Check the result later in the Sending an e-mail section.

**E-mail address registration is complete.**

*Proceed to the next section.*



Follow the procedure below to display the registered Favorites information.  
In the home screen, tap <Address Book> → tap <★> → If there are many destinations, flick the screen to scroll through the destinations.



## Checking SMTP server information

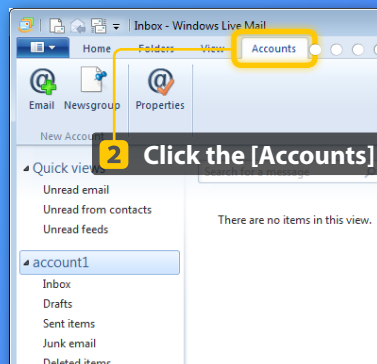
This section explains how to check the SMTP server's address and its authentication method, and how to enter the confirmed information in the Tool window.

*What is SMTP? >>>*

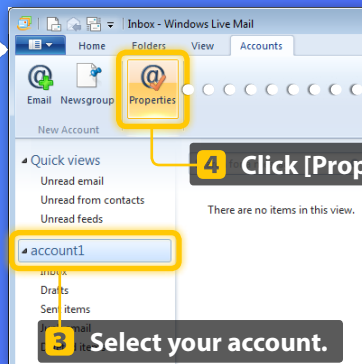
### NOTE

Check the information of the SMTP server by reference to the procedures in this guide even when using E-mail software other than Windows Live Mail 2011. Consult your network administrator for more information.

- 1 Open your e-mail software.**  
In this guide, Windows Live Mail 2011 is used as an example.

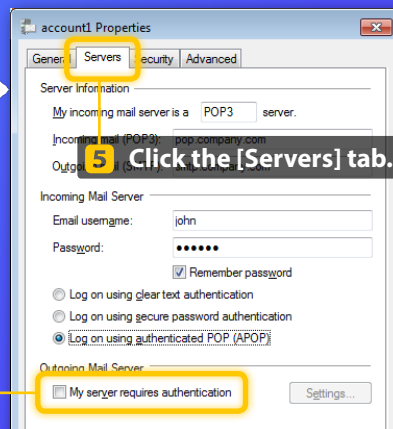


- 2 Click the [Accounts] tab.**



- 3 Select your account.**

- 4 Click [Properties].**



- 5 Click the [Servers] tab.**

- 6 See if the check box is selected.**

If not selected:

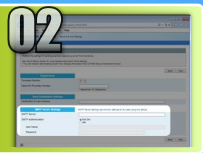
☐ My server requires authentication

If selected:

☒ My server requires authentication

02

## Checking SMTP server information



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

☒

OK Cancel Apply

### SMTP Server Settings

SMTP Server:

smtp.company.com

SMTP Authentication:

☒ Not Set☐ Set

User Name:

Password:

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

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

**8** If the [My server requires authentication] check box 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

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 [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] check box 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

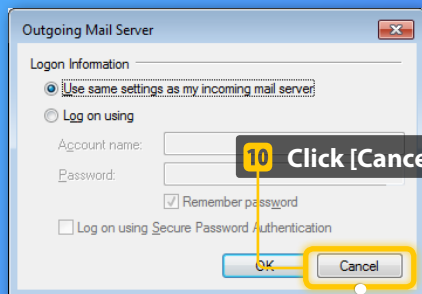
☐ Log on using Secure Password Authentication

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:

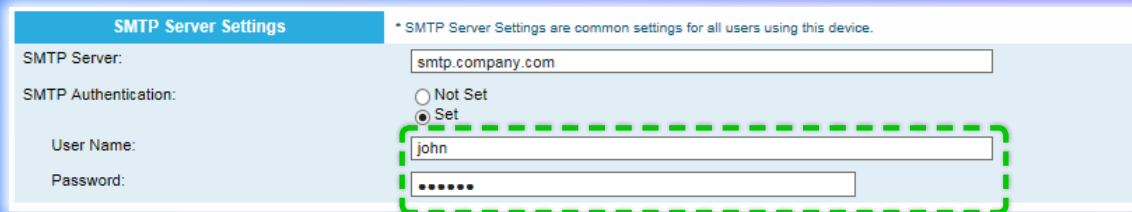
Password:

☒ 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:

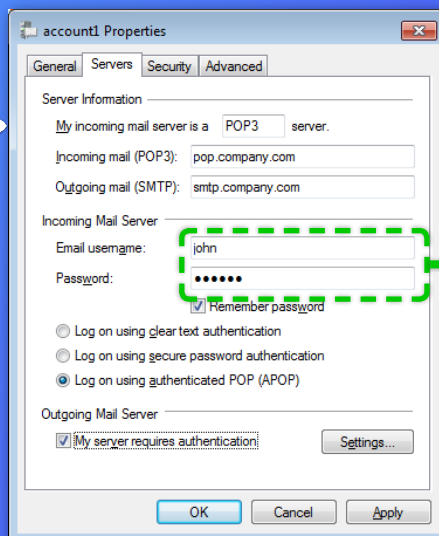
11 Enter the account name (or user name) and password into [User Name] and [Password].

### 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.*



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

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 [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

# 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

Perform the settings for sending 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**

Favorite Number: D1

Name for Favorite Number: Canon

Maximum 10 Characters

**Send Destination Settings**

Destination E-mail Address: john@sample.com

**SMTP Server Settings**

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

SMTP Server: smtp.company.com

SMTP Authentication: ☒ Mail Set ☐ Set

User Name: account1

Password: \*\*\*\*\*

[Back] [Next]

**2 Make sure that the settings are correct.**

**Send Function Setting Tool** Confirm Send to E-mail Settings

**Confirm Send to E-mail Settings**

Confirm the following setting items.

Click [Register] to register these settings to the device.

After registration, you can send e-mail to set e-mail addresses by only selecting Favorites on the device.

**Registration**

Favorite Number: D1

\* Be sure to make a note of the number.

Name for Favorite Number: Canon

**Send Destination Settings**

Destination E-mail Address: john@sample.com

**SMTP Server Settings**

SMTP Server: smtp.company.com

SMTP Authentication: ☒ Mail Set ☐ Set

User Name: account1

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.

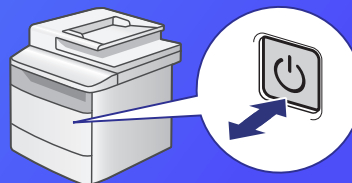
\* If you turn off the device and then turn it on without quitting this tool, the tool will go back to the Start Settings page.

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.**

Send to E-mail settings are complete.

*Proceed to the next section.*

03

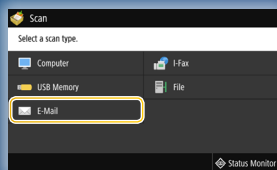
## Sending an E-mail

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

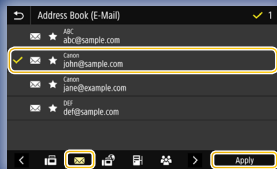
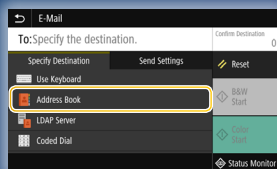


**1** Set the document, and tap <Scan> from home screen.

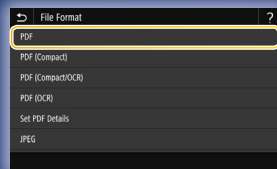
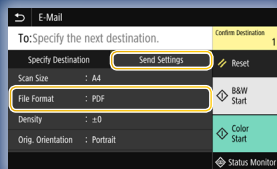
**2** Tap <E-Mail>.



**3** Tap <Address Book> ▶ Tap a destination you registered.



**4** Tap <Send Settings> and change the setting, as necessary.



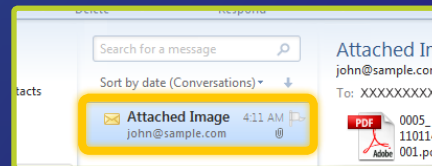
**5** Select <B&W Start> or <Color Start>.

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

- To start sending: Tap <Start Sending>.
- To scan the next document: Tap <Scan Next>.

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

Ask the recipient to check if the e-mail was delivered.



**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.

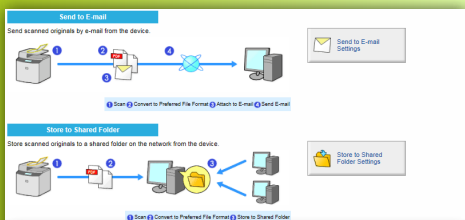
### About screenshots

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

### To set up a share folder with access restriction

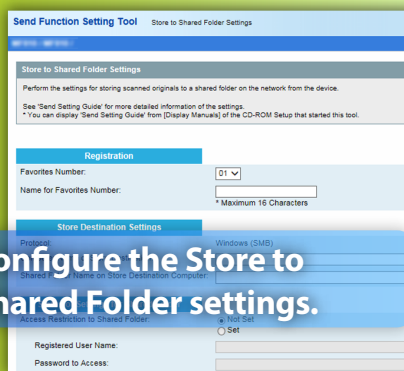
This guide describes the procedure for storing documents in a shared folder without access restrictions. If you want to set up a share folder with access restrictions, refer to the instruction manuals for the operating systems.

01



Select the function.

02



Configure the Store to Shared Folder settings.

03



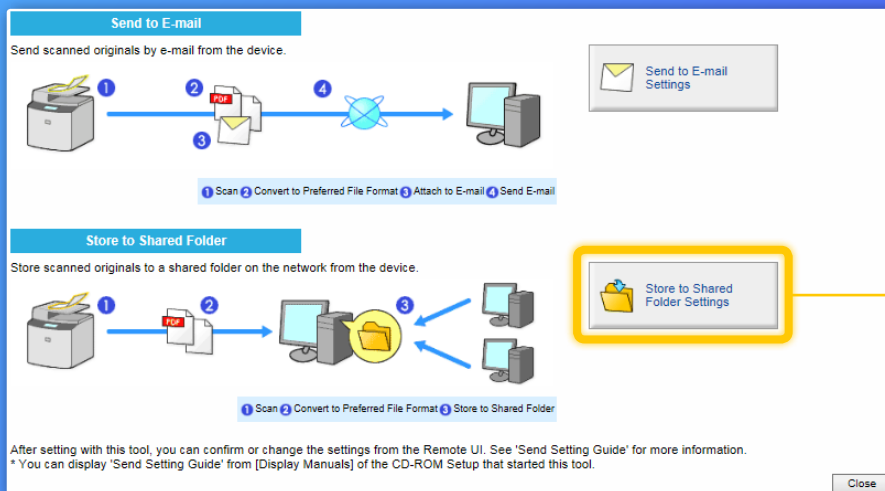
Store documents in a shared folder.

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 "Setting a Shared Folder as a Save Location" in the User's Guide to start the Send Function Setting Tool.

## If the screen prompting you to enter the Address Book password is displayed:

Enter the PIN for the Address Book and click [OK].

02

## Specifying the Favorites number and name

This section explains how to specify the Favorites number and name in which you are going to register the path to the shared folder.

*What is the Favorites? >>>*

**1 From the pull-down menu, select the desired Favorites number (01 to 19).**

The numbers for Favorites that have already been registered are not displayed.

Registration

Favorites Number:

01

Name for Favorites Number:

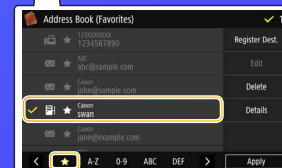
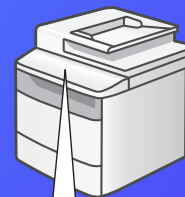
Canon

Maximum 16 Characters

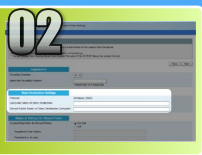
**2 Enter a name for the destination to register in the Favorites (for example, a company name, such as Canon).**

Favorites registration is complete.

*Proceed to the next section.*



Follow the procedure below to display the registered Favorites information.  
In the home screen, tap <Address Book> → tap <★> → If there are many destinations, flick the screen to scroll through the destinations.



## 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 Vista users**

**For Windows 7/8/10 users**

**For Windows Server 2008/Server 2012 users**

.....

If you want to set up a shared folder in computers running Windows Server 2008/Server 2012, refer to the instruction manuals for the operating systems.

02

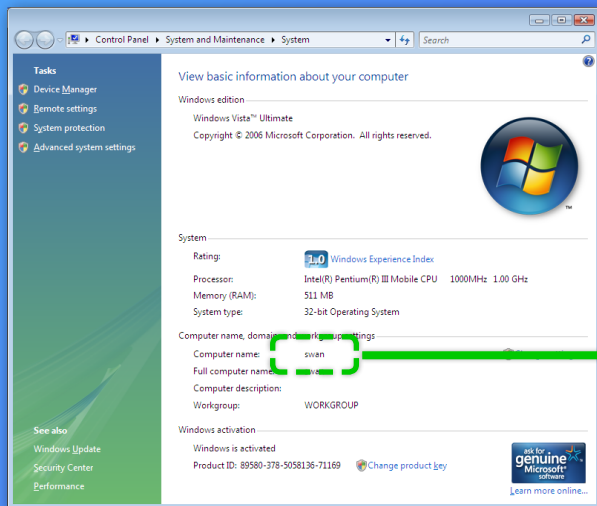
## Windows Vista

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

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

02

## Windows Vista

# Setting up file sharing

## ■ Creating a shared folder

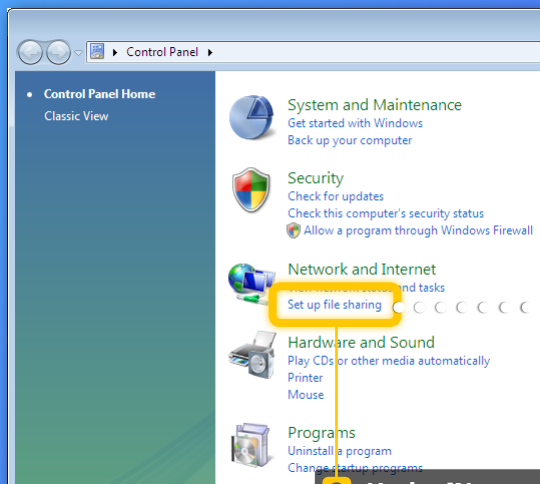
This section explains how to set up file sharing using the Public folder.

*What is the Public folder? >>>>*

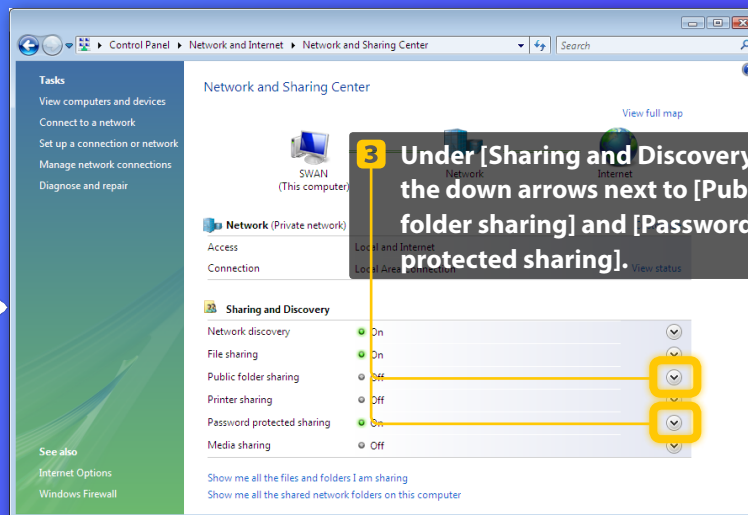
### NOTE

.....  
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].



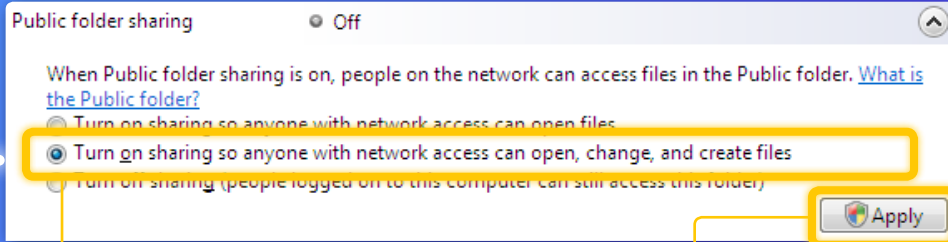
**2** Under [Network and Internet], click [Set up file sharing].



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

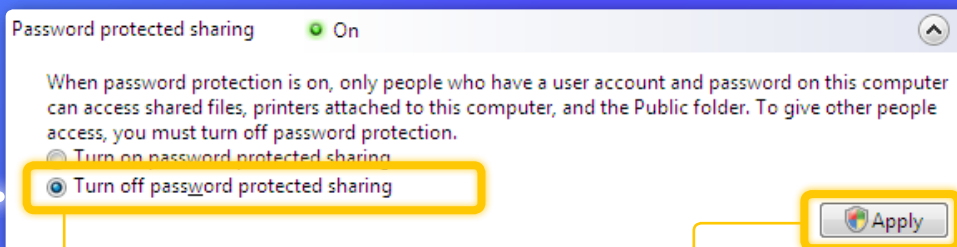
# 02 Windows Vista Setting up file sharing

## ■ Creating a shared folder



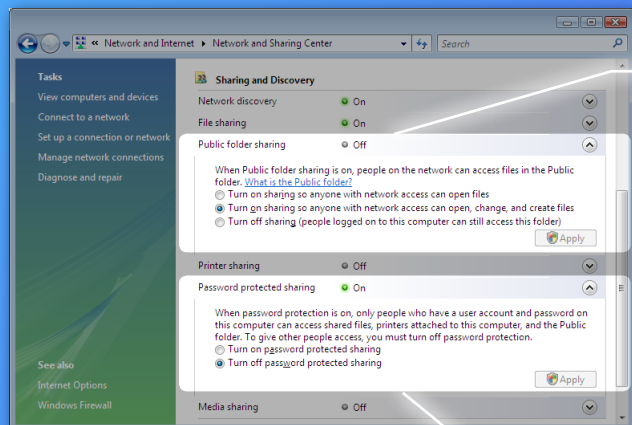
4 Select the middle option.

5 Click [Apply].



6 Select the lower option.

7 Click [Apply].



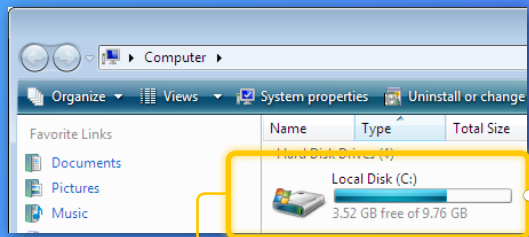
02

Windows Vista

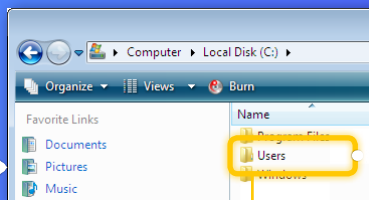
## Setting up file sharing

### ■ Creating a shared folder

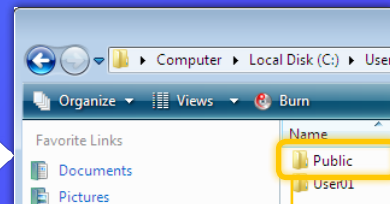
**8** On the Windows taskbar, click [Start], then select [Computer].



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



**10** Open the Users folder.



**11** Open the Public folder.

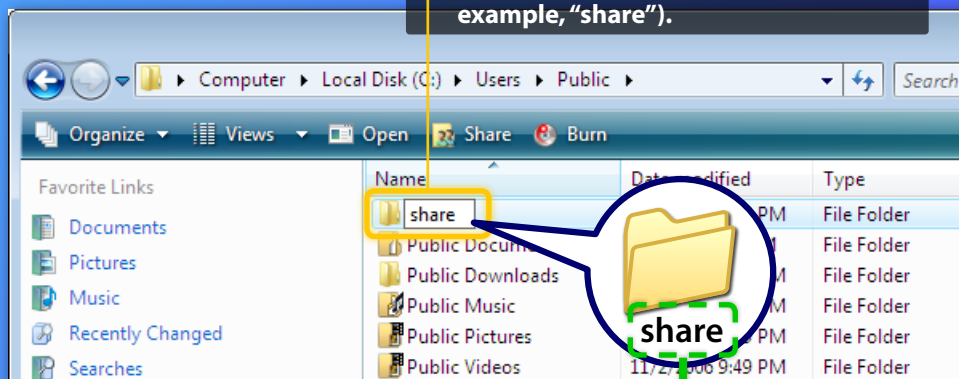
02

Windows Vista

## Setting up file sharing

### ■ Creating a shared folder

**12** Create a new folder in the Public folder and enter a 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, "users\public\share").

File sharing setup is complete.

*Proceed to the next section.*

#### Store Destination Settings

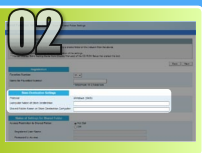
Protocol: Windows (SMB)

Computer Name of Store Destination:

swan

Shared Folder Name on Store Destination Computer:

users\public\share



Windows 7/8/10

## Setting up file sharing

### ■ Confirming the computer name

*What is the computer name? >>>*

#### 1 Check the computer name.

##### Windows 7

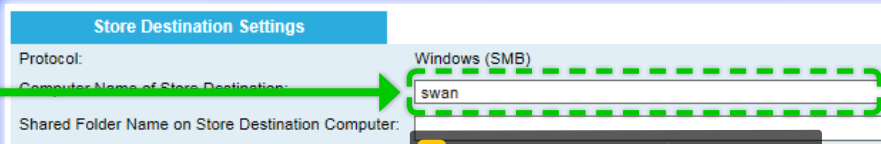
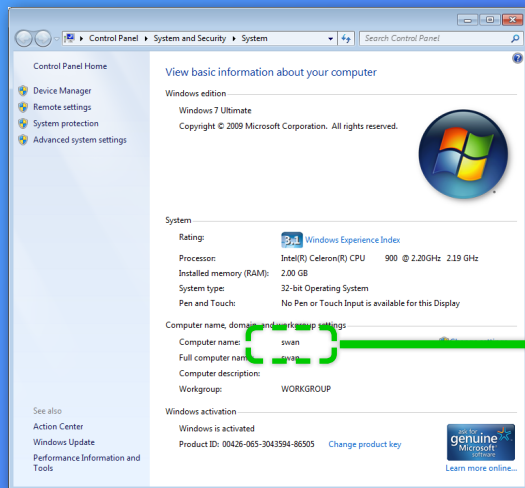
On the Windows taskbar, click [Start], right-click [Computer], then click [Properties].

##### Windows 8

Right-click the lower-left corner of the screen, select [File Explorer], then click [Properties] on the [Computer] tab.

##### Windows 8.1/10

Right-click [Start], then select [System].



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

Windows 7/8/10

# 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 Check the computer name.

### Windows 7

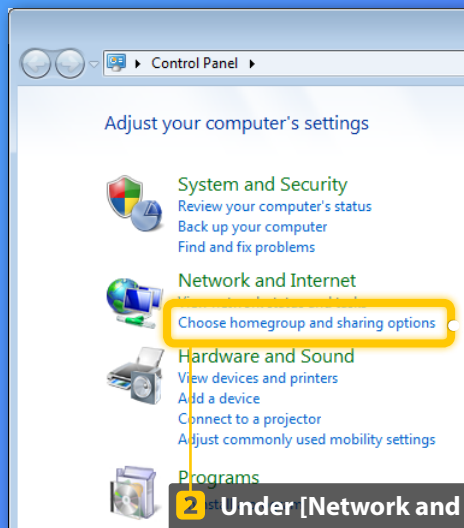
On the Windows taskbar, click [Start], then select [Control Panel].

### Windows 8

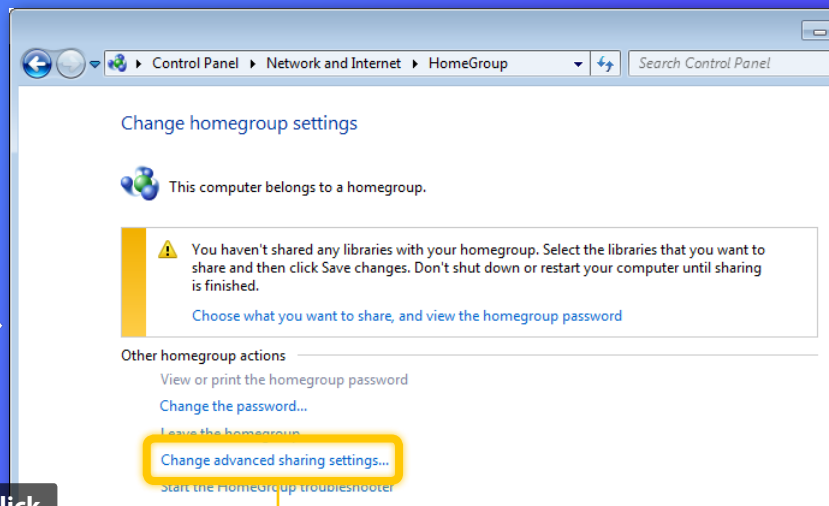
Right-click the lower-left corner of the screen, then select [Control Panel].

### Windows 8.1/10

Right-click [Start], then select [Control Panel].



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



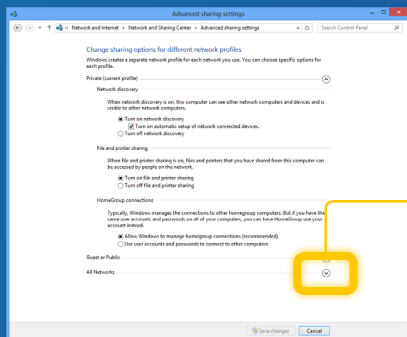
3 Click [Change advanced sharing settings].

02

Windows 7/8/10

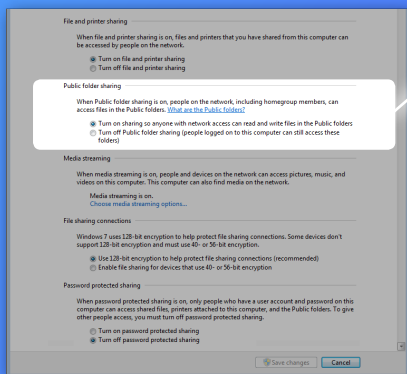
# Setting up file sharing

## ■ Creating a shared folder



This step is only required for Windows 8/10. If you are using Windows 7, proceed to step **5**.

**4** Click the down arrow next to [All Networks].



### 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)

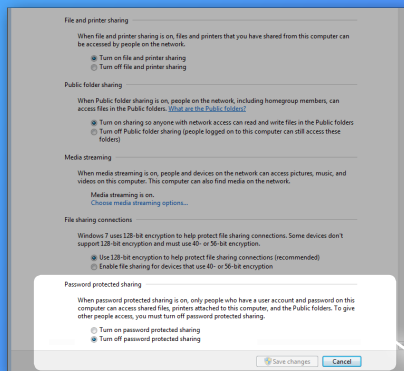
**5** Under [Public folder sharing], select the upper option.

02

Windows 7/8/10

# Setting up file sharing


## ■ Creating a shared folder



### 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

 Save changes

Cancel

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

**7** Click [Save changes].

# Setting up file sharing

## ■ Creating a shared folder

### 8 Open the Computer (PC).

#### Windows 7

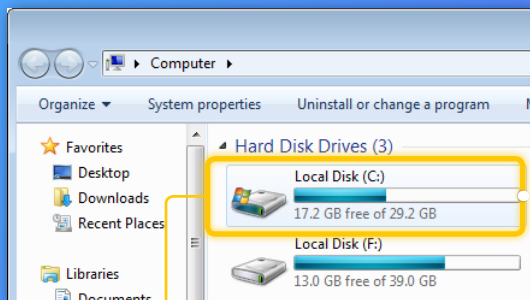
On the Windows taskbar, click [Start], then select [Computer].

#### Windows 8

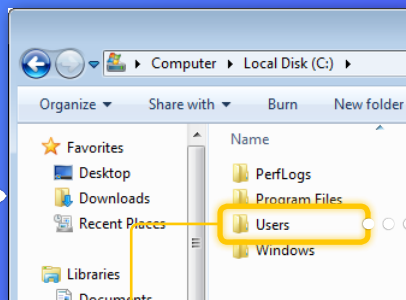
Right-click the lower-left corner of the screen, select [File Explorer], and then click [Computer].

#### Windows 8.1/10

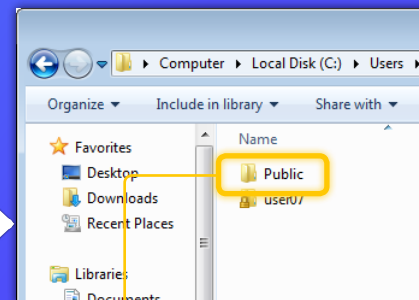
Right-click the lower-left corner of the screen, then select [File Explorer].



9 Open the hard disk drive where Windows 7/8/10 is installed (usually C: Drive).



10 Open the Users folder.



11 Open the Public folder.

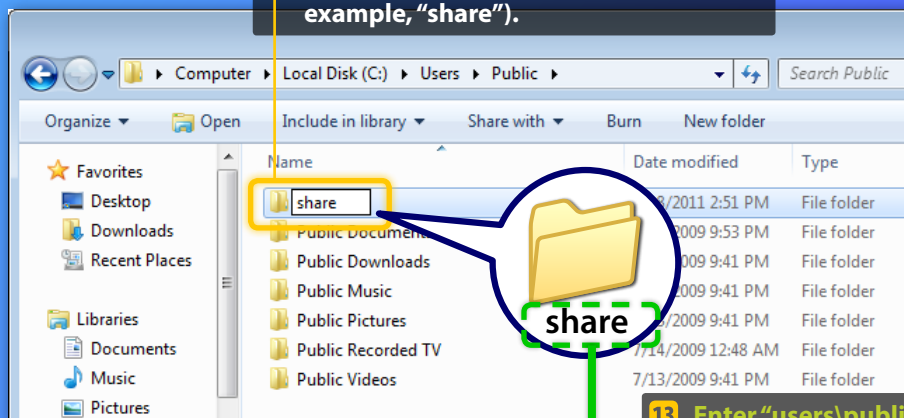
02

Windows 7/8/10

## Setting up file sharing

### ■ Creating a shared folder

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



**13** 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:

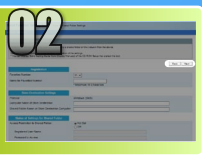
Windows (SMB)

Computer Name of Store Destination:

swan

Shared Folder Name on Store Destination Computer:

users\public\share



# 02 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.

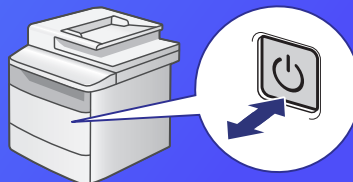
## NOTE

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.**



Store to Shared Folder settings are complete.  
*Proceed to the next section.*

03



## Storing Documents to a Shared Folder

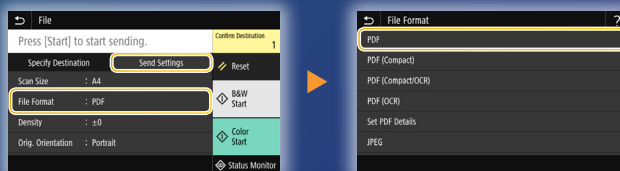
This section explains how to scan a document and store the scanned image in the shared folder that you created earlier.

**1** Set the document, and tap <Scan> from home screen.

**2** Tap <File> ▶ Tap a destination you registered.



**3** Tap <Send Settings> and change the setting, as necessary.



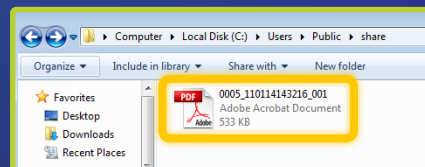
**4** Select <B&W Start> or <Color Start>.

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

- To start sending: Tap <Start Sending>.
- To scan the next document: Tap <Scan Next>.

**5** Confirm that the document is stored in the shared folder.

Open the shared folder you created, and check that the scanned document has been saved.



**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

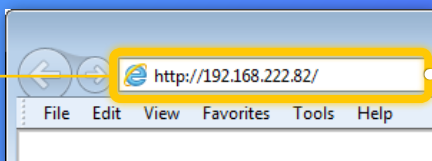
In case of troubles with the Send to E-mail or the Store to Shared Folder functions, use the Remote UI to check whether your settings are correct.

## ■ Starting the Remote UI

*What is the Remote UI? >>>*

**1 Start your Web browser.**

**2 Enter the IP address of the machine in the address field, then press the [ENTER] key.**



### NOTE

The IP address shown in the screenshots is for illustrative purposes only. For instructions on how to check the IP address, see "Viewing Network Settings" in the User's Guide.

A screenshot of the Canon Remote UI Login page. The page has a black header with "Canon" and "Login" in white. Below the header, there are two main sections: "System Manager Mode" and "General User Mode". The "System Manager Mode" section has two input fields: "System Manager ID:" and "System Manager PIN:". The "General User Mode" section has a "User Name:" input field and a "Remote UI Access PIN:" input field. Below these fields is a "Log In" button. A yellow box highlights the "Log In" button. A yellow line connects this box to the "4" in the instruction above. Another yellow box highlights the "System Manager Mode" radio button. A yellow line connects this box to the "3" in the instruction above. The page footer contains the text "Copyright CANON INC. 2016".

**3 Select [System Manager Mode].**

**4 Click [Log In].**

### NOTE

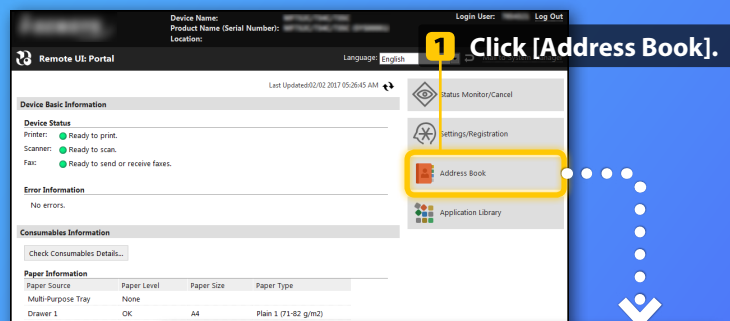
Enter the correct authentication information (PIN) if you are prompted to do so.

# Checking Your Settings with the Remote UI

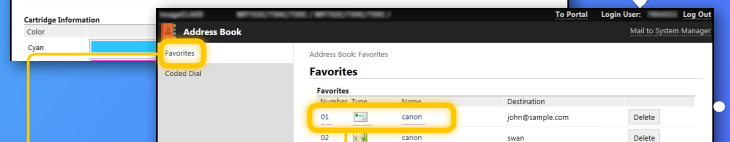
## Checking/Editing the Favorites

### NOTE

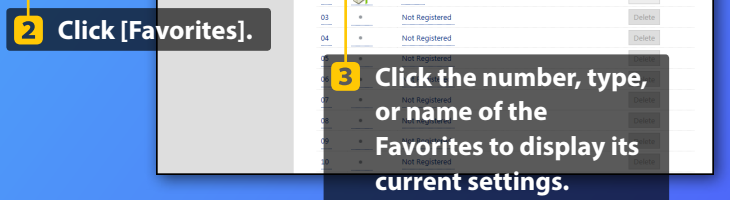
This section describes the procedure using screenshots for "E-Mail Address", however, the procedure is the same for "File Address".



1 Click [Address Book].



2 Click [Favorites].

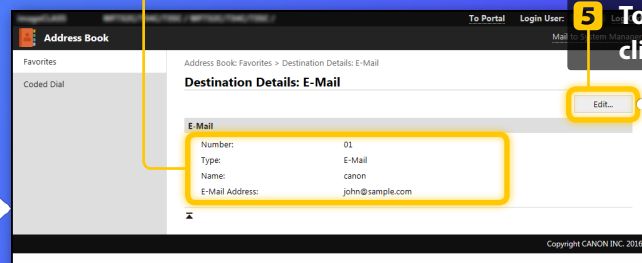


3 Click the number, type, or name of the Favorites to display its current settings.

### NOTE

Enter the correct PIN and click [OK] if you are prompted to do so.

### 4 Check your settings.



Address Book: Favorites > Destination Details: E-Mail

**Destination Details: E-Mail**

E-Mail

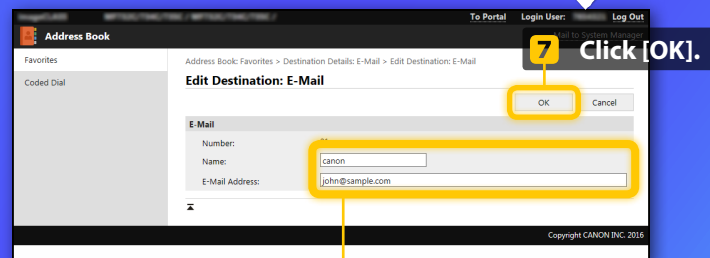
Number: 01

Type: E-Mail

Name: canon

E-Mail Address: john@sample.com

### 5 To edit the settings, click [Edit].



Address Book: Favorites > Destination Details: E-Mail > Edit Destination: E-Mail

**Edit Destination: E-Mail**

E-Mail

Number: 01

Name: canon

E-Mail Address: john@sample.com

OK Cancel

### 6 Make the necessary changes.

### 7 Click [OK].

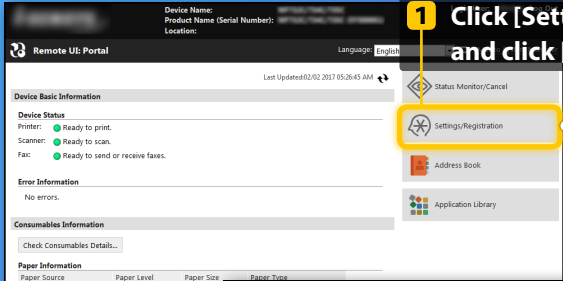
# Checking Your Settings with the Remote UI

## ■ Checking/Editing network settings

### NOTE

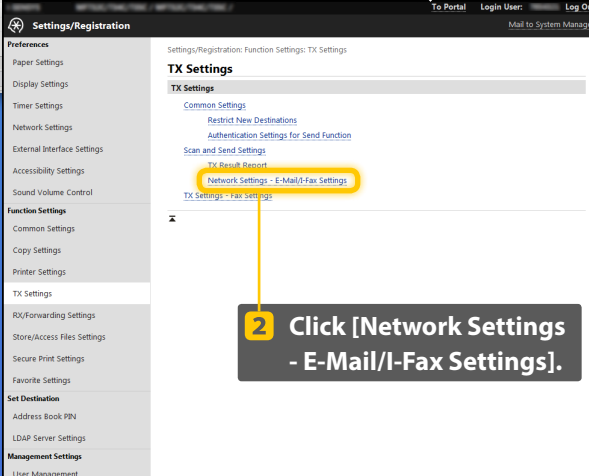
Steps 1 to 5 in this section only apply to Send to E-mail settings.

**1 Click [Settings/Registration], and click [TX Settings].**



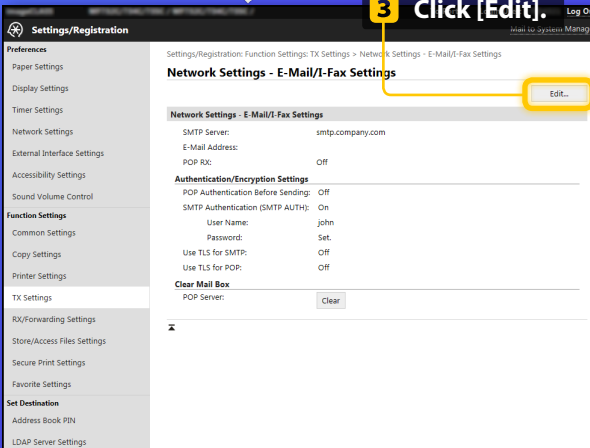
The screenshot shows the Remote UI Portal interface. On the left, there are sections for Device Basic Information, Device Status, Error Information, Consumables Information, Paper Information, and Cartridge Information. On the right, there is a menu with options: Settings/Registration, Address Book, and Application Library. The Settings/Registration option is highlighted with a yellow box and a number 1.

**2 Click [Network Settings - E-Mail/I-Fax Settings].**



The screenshot shows the Settings/Registration menu. The left sidebar contains various settings categories. The main area shows the TX Settings section, which includes links for Common Settings, Restrict New Destinations, Authentication Settings for Send Function, Scan and Send Settings, TX Status Report, Network Settings - E-Mail/I-Fax Settings, and TX Settings - Fax settings. The Network Settings - E-Mail/I-Fax Settings link is highlighted with a yellow box and a number 2.

**3 Click [Edit].**



The screenshot shows the Network Settings - E-Mail/I-Fax Settings page. The left sidebar contains various settings categories. The main area shows the Network Settings - E-Mail/I-Fax Settings section, which includes fields for SMTP Server, E-Mail Address, POP RX, Authentication/Encryption Settings, Function Settings, and Clear Mail Box. The Edit button is highlighted with a yellow box and a number 3.

# Checking Your Settings with the Remote UI

## ■ Checking/Editing network settings

**4 Make any necessary corrections.**

**5 Click [OK].**

**Settings - E-Mail/Fax Settings**

Change the following settings.  
Changes will be effective after the main power is turned OFF and ON.

**Network Settings - E-Mail/Fax Settings**

E-Mail Address:

POP Server:

User Name:

☐ Set/Change Password

Password:

☐ POP RX

POP Interval:  min. (0=OFF/1-99)

**Authentication/Encryption Settings**

☐ Use POP Authentication Before Sending

☐ Use APOP Authentication

☒ Use SMTP Authentication (SMTP AUTH)

User Name:

☐ Set/Change Password

Password:

☐ Use TLS for SMTP

☐ Verify Certificate

☐ Add CN to Verification Items

☐ Use TLS for POP

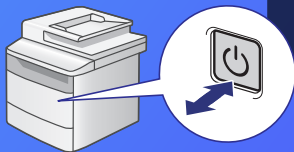
☐ Verify Certificate

☐ Add CN to Verification Items

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Make sure that the correct SMTP server name is specified.  
Also, if your SMTP server uses SMTP authentication, make sure that:

- The [Use SMTP Authentication (SMTP AUTH)] check box is selected.
- The correct user name is specified.
- The correct password is set. If the change is necessary, select the [Set/Change Password] check box 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 settings are complete:**

- 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 User's Guide 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 see "When an Error Code Appears" in the User's Guide. The Communication Management Report can be printed either manually or automatically. For details on how to print out the Communication Management Report, see "Printing Reports and Lists" in the User's Guide.

### Example:

***** Error Code *****						
#752 8001						
*****						
*** Communication Mgt. Report ***						
*****						
Start Time	Address	No.	Comm. Mode	Page	Result	
07/07 02:15 PM	Canon XXXXXX.XXX.com	5005	Fwd TX E-Mail	0	NG	#752
07/07 02:57 PM	Canon 123456789	5003	Fwd TX	0	NG	#018
07/07 03:04 PM	Canon 123456789	5005	Fwd TX	0	NG	#018
07/07 03:09 PM	Canon XXXXXX.XXX.com	5006	Fwd TX E-Mail	1	OK	00'16
07/07 03:10 PM	Canon 123456789	5006	Fwd TX ECM	1	OK	00'12
07/07 03:17 PM	Canon 123456789	5007	Fwd RX ECM	1	OK	00'16



## If an error message is displayed on the screen

Check the message, and see "When an Error Message Appears" in the User's Guide.



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

See "Common Problems" in the User's Guide.