

Scan to Email Help Guide

Requirements:

The scan to Email feature for Multi-Function devices requires the following information for successful operation.

1. Enter the SMTP server address

Enter the correct IP address or host name for your SMTP server (example “10.0.0.1” or “smtp.server.isp.net”). To obtain the correct SMTP server information for your device, contact your ISP (Internet Service Provider) or network administrator. See the troubleshooting section below for additional information.

2. Enter the appropriate SMTP authentication information

To determine what authentication method your SMTP server requires, contact your ISP (Internet Service Provider) or network administrator. Below are three examples of common authentication methods.

- a. Most SMTP servers use ‘SMTP Authentication’ which requires a user name and password to allow access for Email. Enter the correct user name and password information in the SMTP Authentication fields.
- b. If no user name or password is required for Email with your SMTP server, choose ‘Anonymous’ for the SMTP Authentication method, or leave the user name and password fields blank.
- c. Certain SMTP servers require using ‘POP before SMTP’ as the authentication method. Enter the correct POP3 server as well as the POP3 user name and password information.

Troubleshooting:

Email has 2 components: sending and receiving. SMTP is used for sending, POP is used for receiving. A Multi-Function device **must** be configured with an SMTP server address in order to send email. A POP server address may need to be entered if the SMTP server requires logging into a POP server before being able to receive email.

- Make sure the Multi-Function device is configured with the correct SMTP server address. Check with your ISP to verify the correct address.

- Make sure you are using the correct port number.
- Verify the authentication. Contact your ISP to determine what kind of authentication they use and to verify the correct username and password.
- If using a DNS Name for the server address, verify with your ISP or network administrator that the Multi-Function device is configured with the correct DNS server address in the TCP/IP settings.

Terms

Scan to email – Scan to email is a feature that allows you to scan a document on the Xerox MFP and send it as an email attachment to an email address. When the user receives the email they can open, view, and save the attachment.

SMTP server – This is a server that is used to send email messages. When you send an email, it goes to an SMTP server. The server then sends that email to the address you enter in the “To:” field. Some large businesses have their own SMTP server, but most businesses use an SMTP server provided by their ISP (Internet Service Provider).

POP server- This is used for receiving email. Some servers require that you log in to a POP server before you can log in to an SMTP server.

Authentication – Authentication is the process of logging in to a server with a username and password once you are connected.

DNS Name (or Hostname) –A server is sometimes identified by a name instead of an IP address. An example of a Hostname is “smtp.earthlink.net”. An example of an IP address is 209.86.93.208.

DNS server – DNS servers are used to convert DNS Names into an IP addresses. If you enter a DNS Name for you SMTP server address, the Multi-Function device must be configured with a DNS server address in the TCP/IP settings.

Port Number – A port number is required by SMTP servers. The default SMTP port is 25. The default POP port is 110. Your ISP may use different port numbers. Contact your ISP to find out what port number they use on their server.