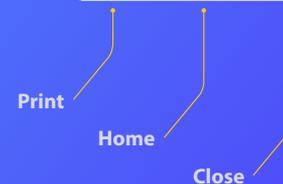
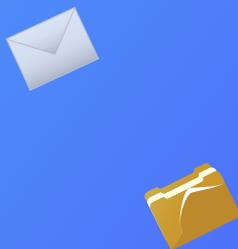


Send Setting Guide

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.



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 <http://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

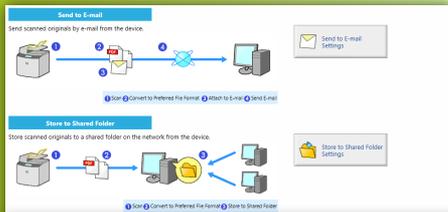
Send to E-mail Setup Procedure

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.

Send to E-mail

Send scanned originals by e-mail from the device.

1 Scan 2 Convert to Preferred File Format 3 Attach to E-mail 4 Send E-mail

Store to Shared Folder

Store scanned originals to a shared folder on the network from the device.

1 Scan 2 Convert to Preferred File Format 3 Store to Shared Folder

After performing the settings with this tool, you can confirm or change the settings from the Remote UI. See 'Send Setting Guide' for more information.
* You can display 'Send Setting Guide' from [Manuals] of the CD-ROM Setup that started this tool.

Close

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 One-touch Speed Dial

This section explains how to register the recipient's e-mail address in the One-touch Speed Dial.

What is the One-touch Speed Dial? >>>

1 From the pull-down menu, select the desired One-touch Speed Dial number (01 to 04).
The numbers for One-touch Speed Dial that have already been registered are not displayed.

2 Enter a name for the destination to register in the One-touch Speed Dial (for example, a company name, such as Canon).

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.

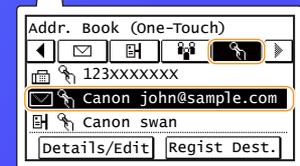
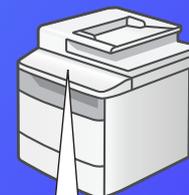
Registration

One-touch Speed Dial Number:

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

Send Destination Settings

Destination E-mail Address:



Follow the procedure below to display the registered One-touch Speed Dial information.
In the home screen, tap <Address Book> → tap <🔍> → If there are many destinations, scroll to view all the destinations.



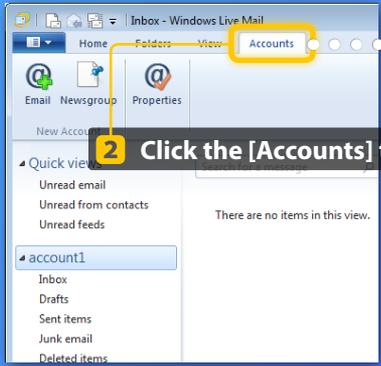
02 Checking SMTP server information

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.

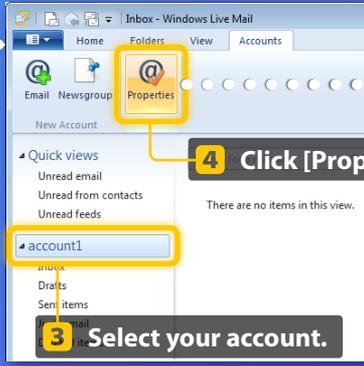
What is SMTP? >>>

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.

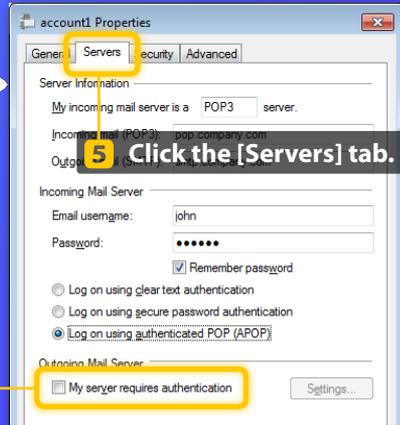


2 Click the [Accounts] tab.



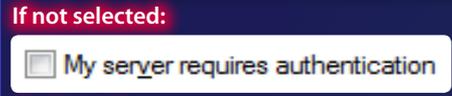
4 Click [Properties].

3 Select your account.



5 Click the [Servers] tab.

6 See if the check box is selected.



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 Settings are common settings for all users using this device.

SMTP Server: smtp.company.com

SMTP Authentication:

Not Set

Set

User Name:

Password:

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

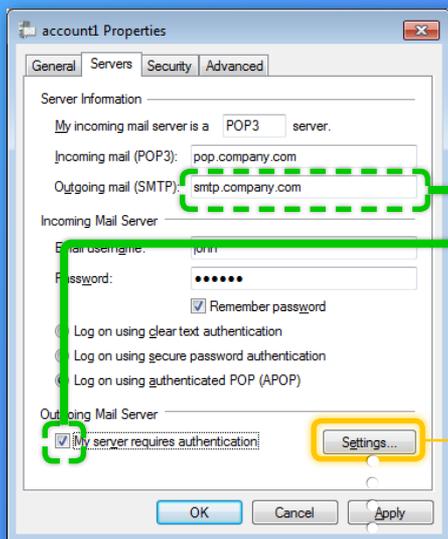
8 If the [My server requires authentication] check box is not selected in Step 6, select [Not Set] for [SMTP Authentication].

SMTP server settings are complete.

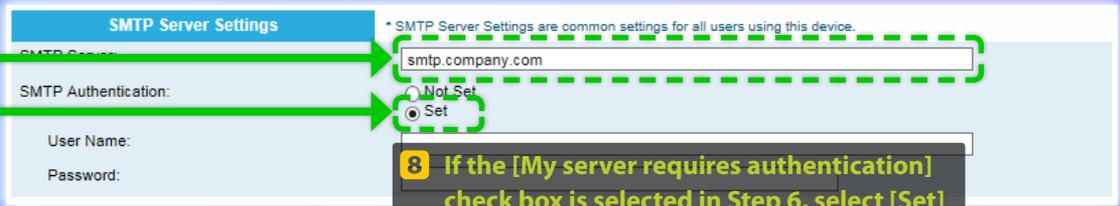
Proceed to the next section.

02

Checking SMTP server information



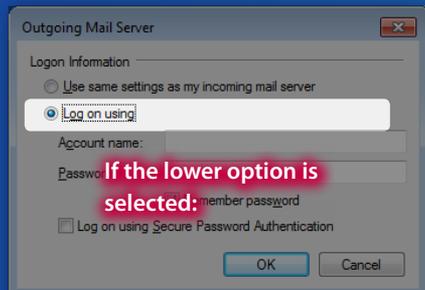
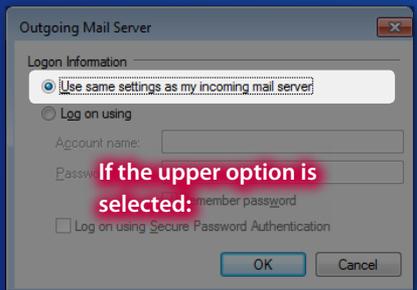
7 Enter your SMTP server name (or address) into [SMTP Server].



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.



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

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.

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 by e-mail from the device.

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

Registration

One-touch Speed Dial Number: 01

Name for One-touch Speed Dial Number: Canon
* Maximum 28 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

SMTP Authentication: Not Set
 Set
accounts

User Name: _____

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 settings details.
After performing the settings with this tool, you can select an e-mail destination by only pressing 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.
Canon

Name for One-touch Speed Dial Number: _____

Send Destination Settings

Destination E-mail Address: john@example.com

SMTP Server Settings

SMTP Server: smtp.company

SMTP Authentication: Set
accounts

User Name: _____

Password: _____

[Back] [Register]

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

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.

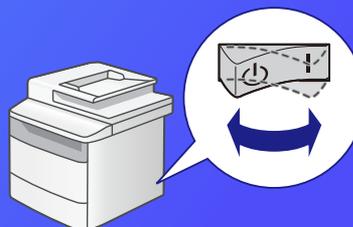
See 'Send Setting Guide' for more information on how to send or store with the device, and how to confirm the settings.
* You can display 'Send Setting Guide' from [Manuals] of the CD-ROM Setup that started this tool.

[Back to Select Setting]

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.



Send to E-mail settings are complete.

Proceed to the next section.

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.

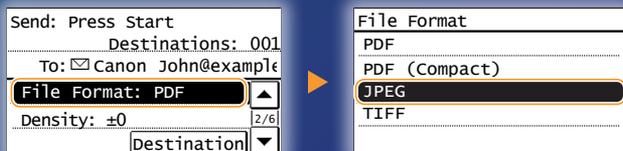
2 Tap <E-Mail> ▶ Tap < Destination >.



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



4 If there are scan settings or e-mail settings you want to change, tap the item and change the setting.



5 Press .

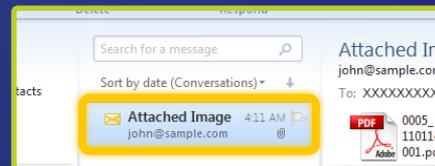
When you place the document on the platen glass, perform the following operations.

– To start sending: Tap <Start TX>.

– To scan the next document: Press .

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.

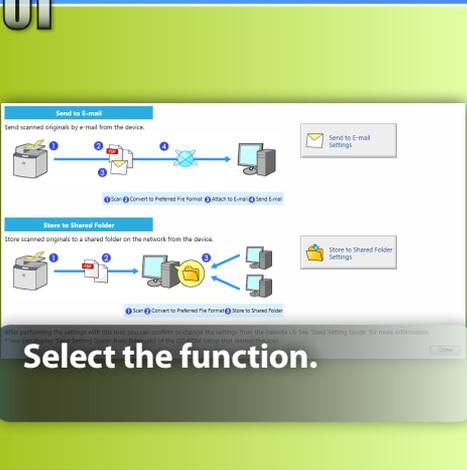
About screenshots

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

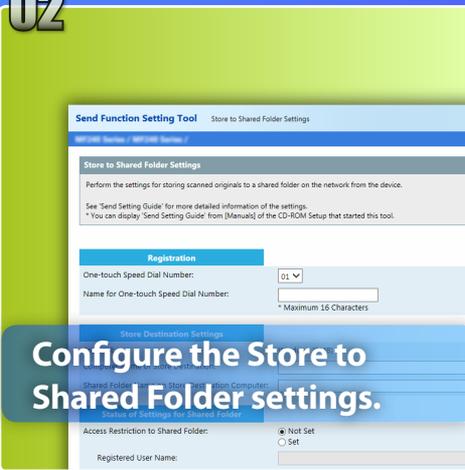
This guide describes the procedure for storing documents in a shared folder without access restrictions. If you want to set up a share folder with access restrictions, refer to the instruction manuals for the operating systems.

01



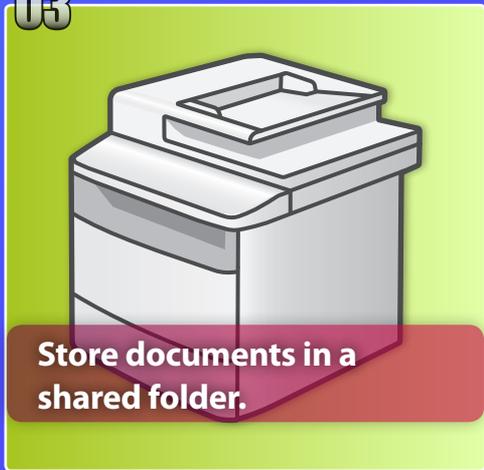
Select the function.

02



Configure the Store to Shared Folder settings.

03



Store documents in a shared folder.

Go to setup.

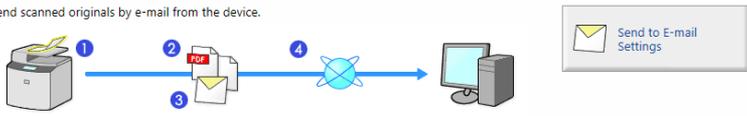
01

Selecting the function on the Select Setting window

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

Send to E-mail

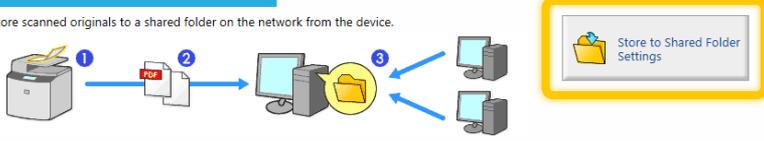
Send scanned originals by e-mail from the device.



1 Scan 2 Convert to Preferred File Format 3 Attach to E-mail 4 Send E-mail

Store to Shared Folder

Store scanned originals to a shared folder on the network from the device.



1 Scan 2 Convert to Preferred File Format 3 Store to Shared Folder

After performing the settings with this tool, you can confirm or change the settings from the Remote UI. See 'Send Setting Guide' for more information.
* You can display 'Send Setting Guide' from [Manuals] of the CD-ROM Setup that started this tool.

Close

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].

Specifying the One-touch Speed Dial number and name

This section explains how to specify the One-touch Speed Dial number and name in which you are going to register the path to the shared folder.

What is the One-touch Speed Dial? >>>

1 From the pull-down menu, select the desired One-touch Speed Dial number (01 to 04).

The numbers for One-touch Speed Dial that have already been registered are not displayed.

Registration

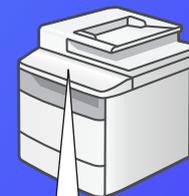
One-touch Speed Dial Number: 01 ▾

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

2 Enter a name for the destination to register in the One-touch Speed Dial (for example, a company name, such as Canon).

One-touch Speed Dial registration is complete.

Proceed to the next section.



Follow the procedure below to display the registered One-touch Speed Dial information.

In the home screen, tap <Address Book> → tap <🔍> → If there are many destinations, scroll to view all the destinations.

02

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

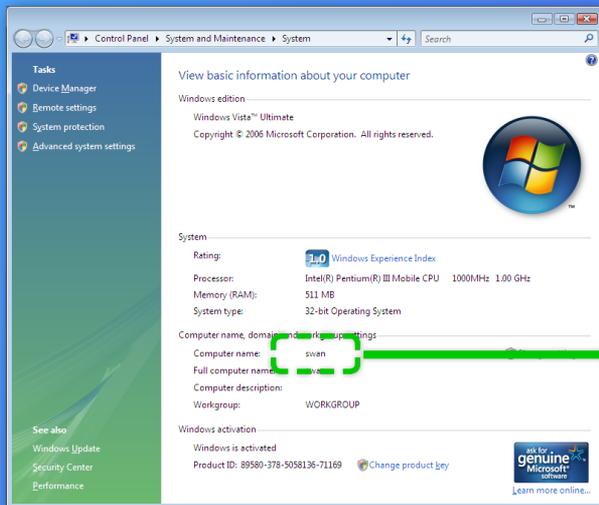
Windows Vista

Setting up file sharing

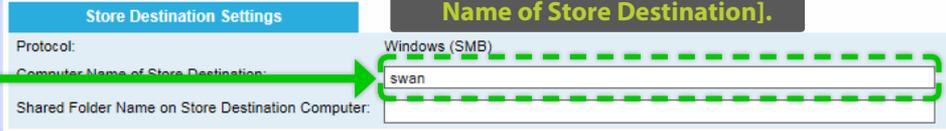
■ Confirming the computer name

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].



02

Windows Vista

Setting up file sharing

■ Creating a shared folder

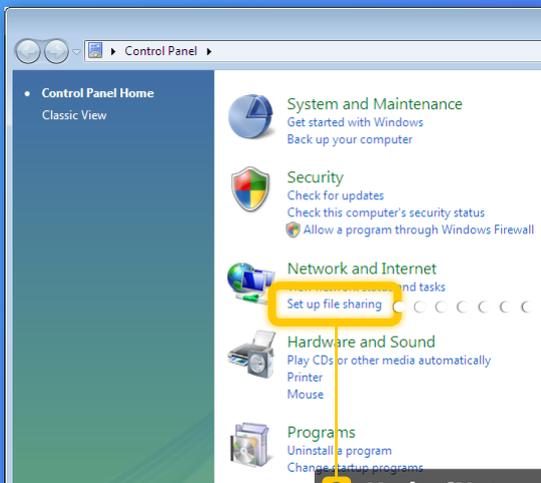
This section explains how to set up file sharing using the Public folder.

What is the Public folder? >>>>

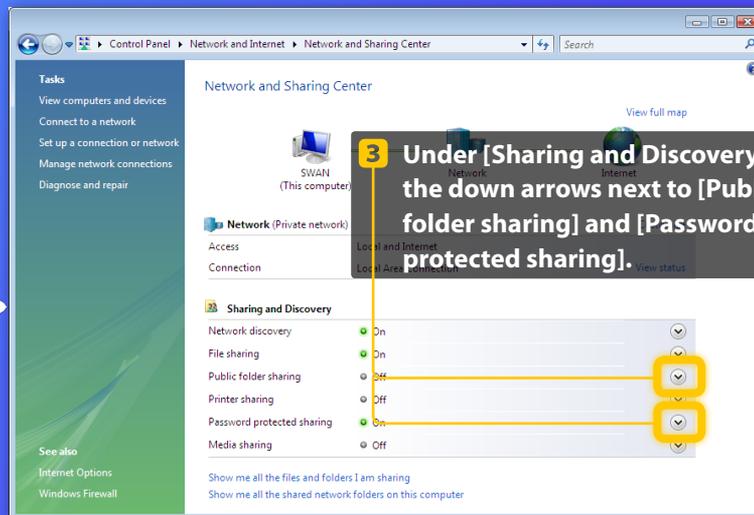
NOTE

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].

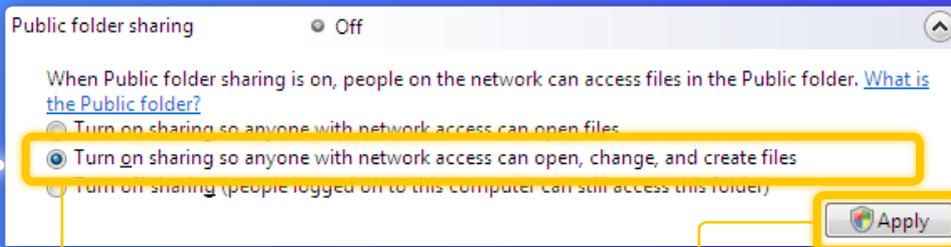
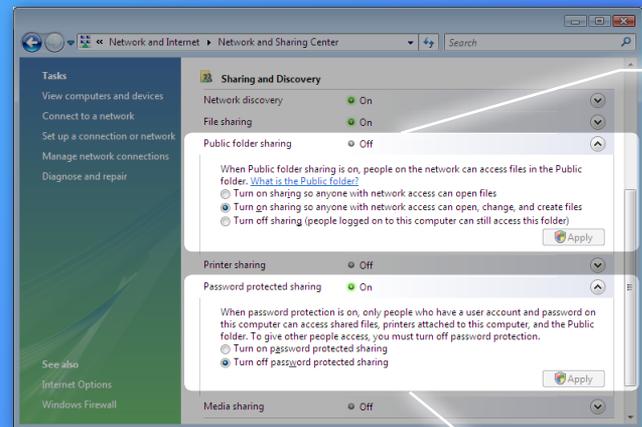


3 Under [Sharing and Discovery], click the down arrows next to [Public folder sharing] and [Password protected sharing].

02

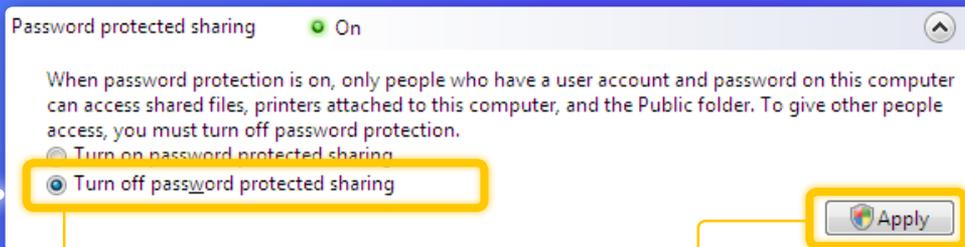
Windows Vista Setting up file sharing

■ Creating a shared folder



4 Select the middle option.

5 Click [Apply].



6 Select the lower option.

7 Click [Apply].

02

Windows Vista

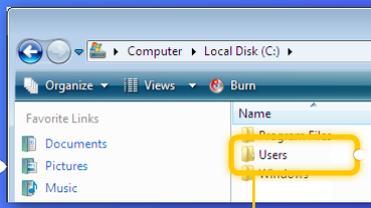
Setting up file sharing

■ 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.

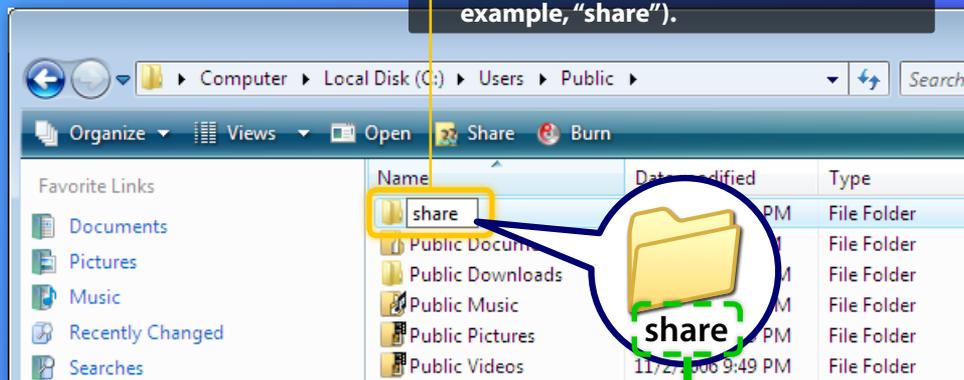


11 Open the Public folder.

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

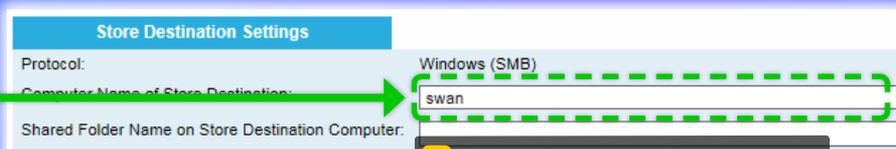
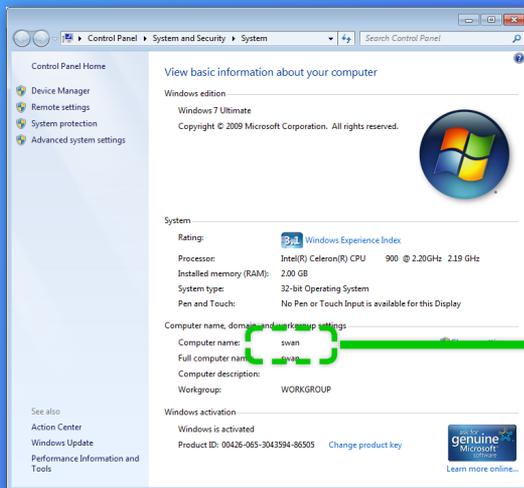
On the Windows taskbar, click [Start], right-click [Computer], then click [Properties].

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

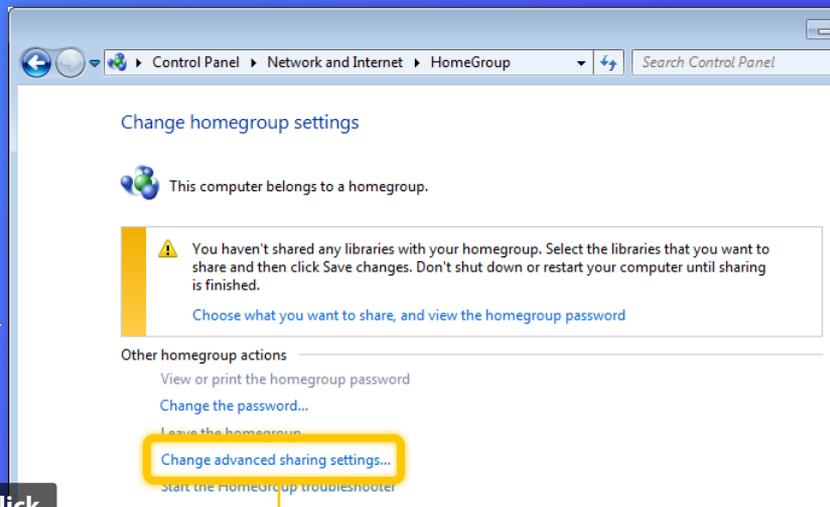
Right-click the lower-left corner of the screen, then select [Control Panel].

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



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

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

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

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?](#)

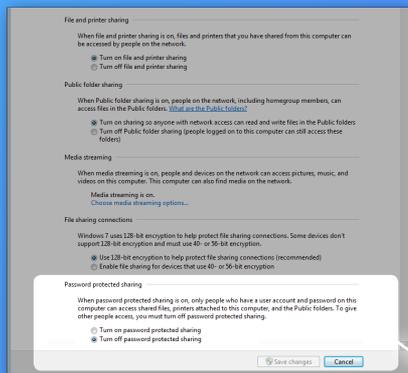
- Turn on sharing so anyone with network access can read and write files in the Public folders
- Turn off Public folder sharing (people logged on to this computer can still access these folders)

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

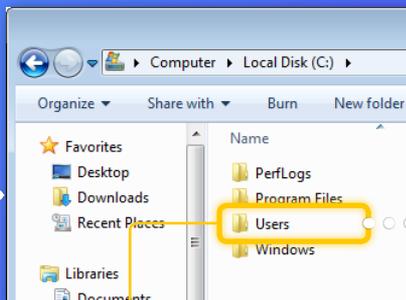
Right-click the lower-left corner of the screen, select [File Explorer], and then click [Computer].

Windows 8.1/10

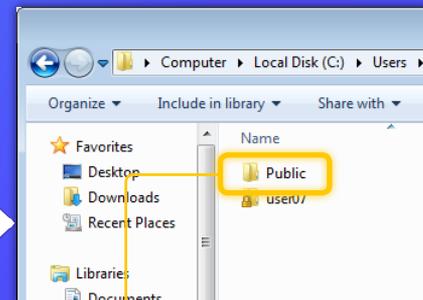
Right-click the lower-left corner of the screen, then select [File Explorer].



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



10 Open the Users folder.

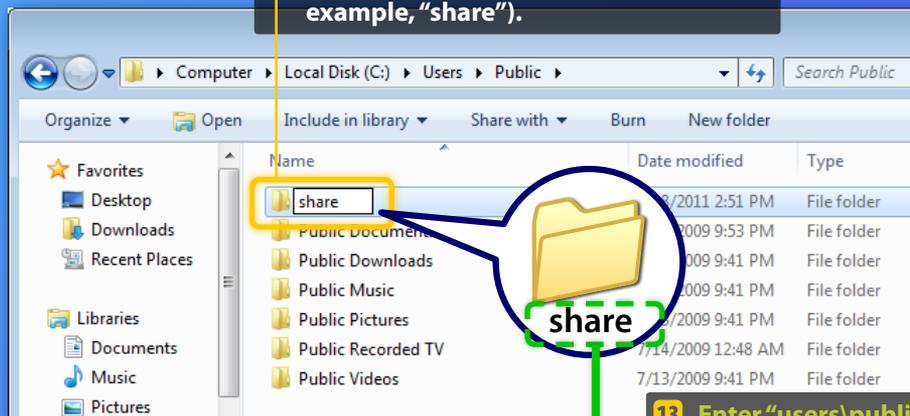


11 Open the Public folder.

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

Registering the Store to Shared Folder settings

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

1 Click [Next].

Send Function Setting Tool Store to Shared Folder Settings

Windows Name: WP100 Series

Store to Shared Folder Settings

Please set the settings for sharing network resources to a shared folder on the network from the device.
See Send Setting Guide for more detailed explanation of the settings.
* You can display 'Send Setting Guide' from Menu/and of the CD-ROM Setup that started this tool.

Registration

One-touch Speed Dial Number: [Dropdown]

Name for One-touch Speed Dial Number: Canon * Maximum 24 Characters

Store Destination Settings

Protocol: Windows (SMB)

Computer Name of Store Destination: swan

Shared Folder Name on Store Destination Computer: users\publicshare

Status of Settings for Shared Folder

Access Restriction to Shared Folder: Not Set

Registered User Name: [Text Field]

Password to Access: [Text Field]

[Back] [Next]

2 Make sure that the settings are correct.

Send Function Setting Tool Confirm Store to Shared Folder Settings

Windows Name: WP100 Series

Confirm Store to Shared Folder Settings

Confirm the following setting details.
After performing the settings with this tool, you can select a shared folder destination by only pressing 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

Store Destination Settings

Protocol: Windows (SMB)

Computer Name of Store Destination: swan

Shared Folder Name on Store Destination Computer: users\publicshare

Status of Settings for Shared Folder

Access Restriction to Shared Folder: Not Set

Registered User Name: [Text Field]

Password to Access: [Text Field]

[Back] [Register]

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

When this screen is displayed, the settings are complete.

NOTE

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

4 Close the Send Function Setting Tool.

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.

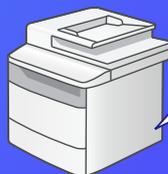
To Quit the Settings

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 [Manual] of the CD-ROM Setup that started this tool.

[Back to Select Setting]

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 If there are scan settings you want to change, tap the item and change the setting.



4 Press .

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

- To start sending: Tap <Start TX>.
- To scan the next document: Press .

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

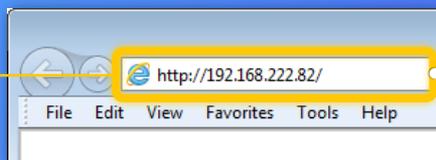
In case of troubles with the Send to E-mail or the Store to Shared Folder functions, use the Remote UI to check whether your settings are correct.

■ Starting the Remote UI

What is the Remote UI? >>>

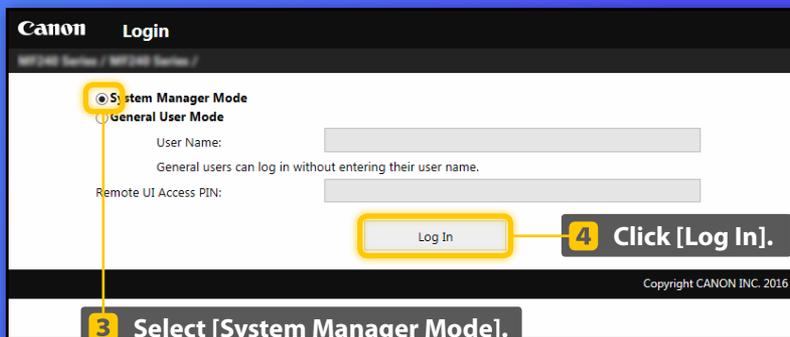
1 Start your Web browser.

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.



3 Select [System Manager Mode].

4 Click [Log In].

NOTE

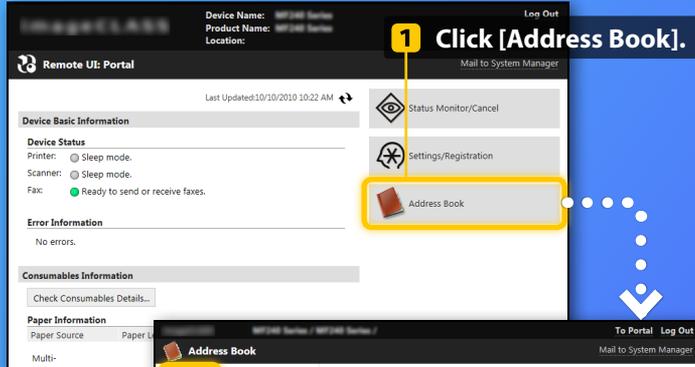
Enter the correct authentication information (PIN) if you are prompted to do so.

Checking Your Settings with the Remote UI

NOTE

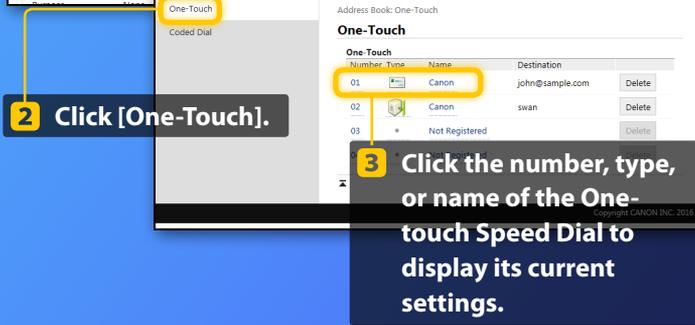
This section describes the procedure using screenshots for "E-Mail Address", however, the procedure is the same for "File Address".

Checking/Editing the One-touch Speed Dial



1 Click [Address Book].

Remote UI: Portal
Device Name: MF230 Series
Product Name: MF230 Series
Location: Mail to System Manager
Last Updated: 10/10/2010 10:22 AM
Status Monitor/Cancel
Settings/Registration
Address Book



2 Click [One-Touch].

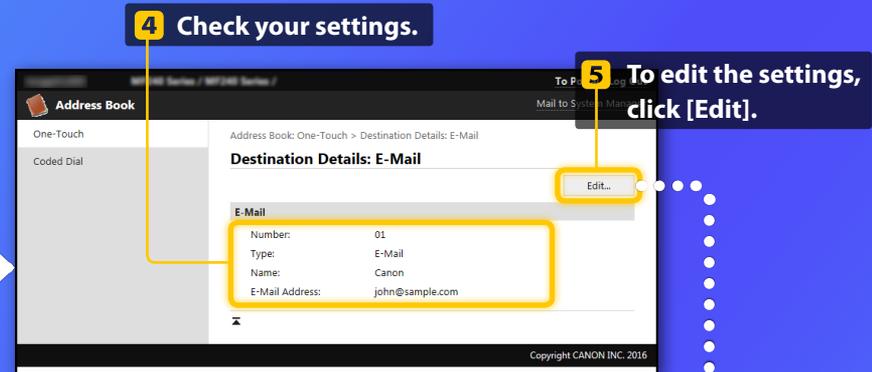
3 Click the number, type, or name of the One-touch Speed Dial to display its current settings.

Address Book
One-Touch
Coded Dial

Number	Type	Name	Destination	Delete
01	E-Mail	Canon	john@sample.com	Delete
02	E-Mail	Canon	swan	Delete
03	*	Not Registered		Delete

NOTE

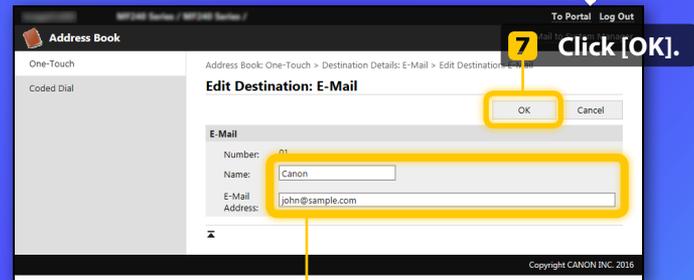
Enter the correct PIN and click [OK] if you are prompted to do so.



4 Check your settings.

5 To edit the settings, click [Edit].

Address Book
One-Touch
Coded Dial
Destination Details: E-Mail
E-Mail
Number: 01
Type: E-Mail
Name: Canon
E-Mail Address: john@sample.com
Edit...



6 Make the necessary changes.

7 Click [OK].

Address Book
One-Touch
Coded Dial
Edit Destination: E-Mail
E-Mail
Number: 01
Name: Canon
E-Mail Address: john@sample.com
OK Cancel

Checking Your Settings with the Remote UI

NOTE

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

Checking/Editing network settings

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

2 Click [E-Mail Settings].

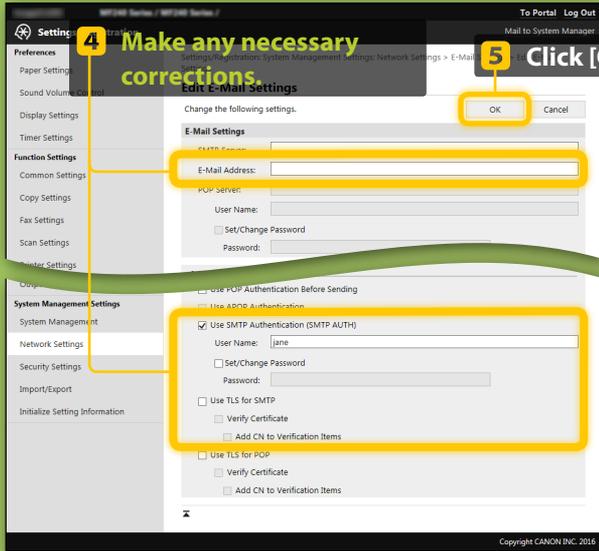
3 Click [Edit].

The screenshots show the following interface elements:

- Remote UI: Portal:** Device Name, Product Name, Location, Status Monitor/Cancel, Settings/Registration, Address Book.
- Settings/Registration:** Preferences (Paper, Sound, Display, Timer, Function, Common, Copy, Fax, Scan, Printer, Output Report, System Management, Network, Security), Network Settings (TCP/IP, IPv6, DNS, Proxy, IPP, Network Link Scan, Port Number, MTU Size, SNMP, Google Cloud Print, E-Mail Settings, IPv6 Settings, Proxy Settings, IPP Print Settings, Network Link Scan Settings, Port Number Settings, MTU Size Settings, SNMP Settings, Dedicated Port Settings).
- E-Mail Settings:** SMTP Server, E-Mail Address, Authentication/Encryption Settings (POP Authentication, Before Sending, SMTP Authentication (SMTP AUTH), Use TLS for SMTP, Use TLS for POP), Clear Mail Box (POP Server, Clear).

Checking Your Settings with the Remote UI

■ Checking/Editing network settings



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].

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:

Start Time	Address	No.	Comm. Mode	Page	Result
=07/07 02:55 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 00'00 #018
=07/07 03:04 PM	Canon 123456789	5005	Fwd TX	0	NG 00'00 #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.