

"Simple" *Scan to Email* *Setup Guide*



Document Centre 555/545/535

Dc04cc0336

Scan to Email

Scanning to email from a Xerox DC 555/545/535 requires the support of external email services on a network. These services may be provided by your own email server and supported by your IT department. Or, you may be using email services provided and supported by your ISP (Internet Service Provider). Configuring the DC 555/545/535 to email your scanned documents requires information about the email server, and may require network administrator access as well. You will need to determine the correct source of information before you begin this setup.

Detailed Online Support information can also be found at the Xerox Website by going to www.xerox.com and then choosing Support & Drivers → Multifunction → DC 555/545/535 → **DC 555/545/535 5XX Multifunction System** → Online Support.

Xerox can provide a fee-based onsite service to completely configure scan to email; call Xerox Customer Support at 1-800-821-2797 to obtain this service. The configuration information in this document is provided to assist your network administrator, IT department, or ISP.

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Information you will need before you begin

Before proceeding with email installation and system configuration, each DC 555/545/535 site must determine the options it wishes to utilize and verify that compatible components are available. The following sections provide general specifications.

The following sections discuss general information you will need before you begin the installation.

Email Server Environment

Check with your Email Administrator or your Internet Service Provider (ISP), if they are providing your email administration services, to determine if you have a compatible environment for using the DC 555/545/535's email function.

SMTP Server Compatibility

At minimum, to use the DC 555/545/535 email function you must have an email server to which the DC 555/545/535 communicates using SMTP (RFC 821 SMTP over IP - Ethernet). The following list contains other important compatibility information related to the email SMTP server. The DC 555/545/535:

- Uses SMTP, the most widely used protocols for sending and receiving Internet messages and supported by most email servers.
- Uses MIME encoding (RFCs 2045-2049) to transfer email image files. Includes multi-part MIME encoding to support message body text.
- Supports a configurable e-mail message size limitation (20 MB maximum). If an email message (with large attachment files) exceeds message size limits, the DC 555/545/535 splits the job into segments based on System Administrator settings.
- The DC 555/545/535 has tested with the following servers
 - MS Exchange v5.5, and Exchange 2000
 - Lotus Domino v4.5 (SMTP only), 4.6 (SMTP & LDAP), and 5.0 (on WinNT4.0, Win2000, servers).
 - GroupWise 5.5 and 6.0.



If your email environment is not compatible, call Xerox Customer Support at 1-800-821-2797 to determine if you will be able to set up scan to email.

LDAP Server Compatibility



If you don't use an LDAP internal address book, you can skip this section.

To use your company's internal address book requires an LDAP server. The following list contains other important compatibility information related to the LDAP server. The DC 555/545/535 supports:

- LDAPv2 (RFCs 1777, 1778, 1779, 1960, 1823, 2247)
- LDAPv3 (RFCs 2251, 2252, 2253, 2254)
- The DC 555/545/535 has been tested with the following:
 - MS Exchange v5.5 LDAP (v3.0) Internet protocol service (on WinNT4.0, Win2000 servers)
 - Lotus Domino v5.0 LDAP services (on WinNT4.0, Win2000 servers)
 - Netscape Directory Server v4.11 (on WinNT4.0, Unix servers)
 - Windows2000 Active Directory Services
 - Novell NDS (LDAP on Novell 4.x, 5.x, 6.x)
 - GroupWise 5.5 and 6.0.

Do you plan to use Network Authentication?



Network authentication is intended to limit use of the DC 555/545/535 to authorized network users.

Authentication Environments

If you wish to enable authentication, your network must support one of these protocols:

- Windows NT 4.0 native Domain Login (SMB authentication)
- Windows 2000 (SMB authentication)
- Windows 2000 (Kerberos, RFC1510)
- Unix (Kerberos, RFC1510)
- Novell v4.x, 5.x, 6.x (NDS)

Other Network Details you need

You will be able to perform the scan to email installation process when the following items are in place for the DC 555/545/535.

- **TCP/IP enabled** – *You can check for this on the configuration report in the section shown in the illustration. Note that this must be enabled before proceeding. For instructions on enabling TCP/IP refer to the Admin CD.*
- **Network access** – *If you can print to the DC 555/545/535 from your workstation, the network connection is working properly. If not, you will have to configure printing before proceeding.*
- **Scanning Option enabled** – *The Local User Interface (LUI) on the DC 555/545/535 will have a “Scan” tab if scanning is enabled. If not, you will have to configure scanning before proceeding (refer to the Scan Kit for instructions). Note that the Scan Kit contains a unique Code number that you must enter.*
- **A workstation on the network** so that you can complete the setup using CentreWare Internet Services and your favorite Web browser.
- **Domain Name or DNS configured** (if used in your organization) – *Check with your Email Administrator or your ISP’s Email Administrator to determine whether the Domain Name System server is required.*



To Print a Configuration Report follow these simple steps:

1. Select **Machine Status** from the control panel on the DC 555/545/535.
2. On the touch screen, press **Print Reports**.
3. On the Print Reports screen, press **Print System Configuration Report**

The following example points out where you can find some of the information on a configuration report.

Xerox Document Centre Configuration Report

XEROX

Report Profile

Profile Date: 09/23/03
Profile Time: 04:35 PM

Device Profile

Device Name: MUDDER
Device Serial Number: FWK/002635
Output Device: 7.95.0
Service Phone Number: 1-800-821-2797
Net Controller Disk Size: used=572MB/total=9542MB
Image Disk: not present
EPC Memory Size: 64MB
Net Controller RAM Size: 159MB
USB Printer Port: installed
IPA Card: installed
Foreign Interface Board: not installed
Fax Memory Size: -
Fax Card: Not Present
Extended Fax Card: -
System Software Version: 0.26.32.25
Net Controller Software Version: 0.19.12.010.1
UI Software Version: 0.10.20.64
SIP Software Version: 8.26.63
IOT Software Version: 27.52.0
DADH Software Version: 12.15.0
Fax Software Version: -
Scanner Firmware: 15.7.0
PFM Firmware: 4.4.0
HCF Firmware: 4.4.0
Machine Counter: 13094
Copy Counter: 4188
Print Counter: 8811
Scan Counter: 1518
FAX Send Counter: 52

Printer Setup

Tray Priority: 2,4,3,1,5
Power Save Mode Timer: 5 minutes
Sleep Mode Timer: 15 minutes
Config Report Enabled: enabled
Paper Substitution Enabled: enabled
Error Sheets Enabled: enabled

Banner Sheets:

Banner Sheet Enabled: disabled

Document Defaults:

Size: x= 216mm, y= 279mm
Type: System-Default
Color: Unspecified
Copy Count: 1
Sides: 1
Plex: simplex
Collated Sets: collate
Output Tray: top tray

Port Setup

Ethernet Profile

Ethernet Card: pci card
MAC Address: 00:00:aa:65:61:cd
Speed: auto

USB Printer Port Settings

USB Port Enabled: enabled
USB Timeout: 20 seconds

Accounting Setup

Accounting Mode: none
Authentication Mode: disabled

Network Setup

NetWare Settings

NetWare Enabled: enabled
Print Server Name: XRX_0000AA65096D
NDS Tree: Xerox_DS_Tree
NDS Context: Xerox_DS_Context
IPX Frame Type: ethernet_auto
Poll Interval: 5
Interface: ethernet
SAP Rate: 60
Primary File Server 1:
Primary File Server 2:
Primary File Server 3:
Primary File Server 4:
IPX Network Number: 102b90.0000aa6561cd

TCP/IP Settings

TCP/IP Enabled: enabled
Host Name: MUDDER
IP Address: 13.175.156.205
Broadcast Address: 13.175.159.255
Subnet Mask: 255.255.252.0
Default Gateway: 13.175.156.100
Interface: ethernet
Automatic Addressing: STATIC
LDP Enabled: enabled
LDP Port Number: 515
Port 9100 Enabled: enabled

AppleTalk Settings

AppleTalk Enabled: enabled
Name: MUDDER
Zone: PACIFIC
Phase: 2
Printer Type: LaserWriter
Interface: ethernet

Microsoft Networking Settings

Microsoft Networking Enabled: enabled
SMB Host Name: MUDDER
SMB Host Name Comment:
Printer (Share) Name: mudder
Printer (Share) Name Comment:
Workgroup: WORKGROUP
Number of Connections: 30
Connection Timeout: 600
Transport/Interface: IP/Ethernet

HTTP Settings

HTTP Enabled: enabled
Port Number: 80
Max Connections: 32

WINS Settings

WINS Enabled: enabled
WINS Server Addresses: 13.252.217.42

Interpreter Profile

Language Description: PostScript
Language Level: 3
Language Version: 3011
Default Orientation: portrait
Default X-Resolution: 600
Default Y-Resolution: 600
Current X-Resolution: 600
Current Y-Resolution: 600
Interpreter Memory: 16000000

Language Description: PCL
Language Level: 6
Language Version: 6
Default Orientation: portrait
Default X-Resolution: 600
Default Y-Resolution: 600
Current X-Resolution: 600
Current Y-Resolution: 600
Interpreter Memory: 12000000

Is TCP/IP Enabled?

TCP/IP address

Is HTTP Enabled?

Here's a list of information to gather before you begin Scan to Email Setup:

Data Required for TCP/IP

1. DC 555/545/535 Domain Name

Required to connect to the SMTP Server.

Example: If your email address is Sam@123.com, your domain name will be 123.com

Data to Set Up Basic Email - *You can find information for this section on the configuration report or obtained it from your Email Administrator or your ISP's Email Administrator.*

2. DC 555/545/535 IP address

This information can be found on the configuration report (see page 6)

3. SMTP server IP address OR Host name:

When finding out about the SMTP server, you should ask if there are routing restrictions on the server. If so, give the DC 555/545/535 routing access on that server.

4. SMTP Port (default is 25):

5. DC 555/545/535 email address:

We recommend you establish a valid address on the SMTP server to use as part of Internet Services Properties. In some instances this address appears in the email's From field, which in turn can become a Reply To address. You can monitor this address to retrieve such replies (which includes invalid delivery messages).

6. Maximum message size:

Determine the maximum email message size that the SMTP server will process (for example: 10240 KB).

OPTIONAL: *Record data only if you intend to use an LDAP server to access your company's internal address book. - You can obtain information for this section from your Email Administrator or your ISP's Email Administrator.*

7. **LDAP server IP address OR Host name** (if different from SMTP server) _____

8. **LDAP Port** (default is 389) _____

9. **(OPTIONAL) Alternate LDAP server IP address OR Host name** _____

10. **Login Name and Password to access the LDAP server. Only needed if login required.** _____

11. **Root directory to start the LDAP searches.** _____

If the LDAP search should not start at the top of the LDAP tree, define what root to use. Searches will not go outside of that root.

OPTIONAL: Supply this data only if you intend to use the Public address book

12. **Name of a CSV format file that lists user ID and email address** refer to the section later in this guide: "Using CentreWare Internet Services to set Up a Public Address Book." Make sure to place this file in a location you can browse to from the workstation you will be using to set up email. You will not be able to import a CSV file with a blank name or email field. _____

OPTIONAL: Record data only if you intend to enable authentication on the DC 555/545/535 - You can obtain the information in this section from your Network Systems Administrator, or call Xerox at 1-800-821-2797 about Network Support Services.

Provide data for one Authentication Type listed in items 11 -14.

13. **Kerberos (Solaris) IP address OR Host name** _____

Authentication Port (default is 88) _____

Realm _____

Backup IP address OR Host name _____

Alternate IP address OR Host name (maximum 2) _____

Alternate Realm (maximum 2) _____

14. Kerberos (Windows 2000) IP address OR Host name

Authentication Port (default is 88)

Domain

Backup IP address OR Host name

Alternate IP address OR Host name (maximum 2)

Alternate Domain (maximum 2)

15. NDS (Novell 4x, 5x, 6x) NDS Directory Context

NDS Directory Tree

Alternate Directory Contest (maximum 2)

Alternate Directory Tree (maximum 2)

16. SMB (Windows NT 4 and Windows 2000)

Default Domain

Primary Domain Controller IP address OR Host name *This information is required if the primary domain controller is located on a different subnet than the DC 555/545/535.*

Alternate Domain (maximum 2)

Now you are ready to Set Up Scan to Email

The set up process is modular. After performing steps to set up the basic email function, you will then continue the process required to set up the options you choose.

For basic email you must set up the following:

- ✓ Enable HTTP and Email on the DC 555/545/535
- ✓ Use CentreWare Internet Services to Set Up SMTP
- ✓ Use CentreWare Internet Services to Set Up Email

For additional options, use the following sections:


- ✓ Use CentreWare Internet Services to Set Up the LDAP Directory
- ✓ Use CentreWare Internet Services to Set Up a Public Address Book
- ✓ Use CentreWare Internet Services to Set Up the Authentication Server
- ✓ Verify Authentication Enabled on the DC 555/545/535

NOTE: This section only addresses installation information specific to email. Other setup information such as TCP/IP data (for example TCP/IP domain name) required to install the DC 555/545/535 on a network, must be in place before email can function properly.

BASIC EMAIL SETUP

➤ *Enable HTTP, Scan to Email on the DC 555/545/535*

NOTE: If you have already enabled HTTP and Scan to Email at the DC 555/545/535, proceed to the next section. You can check this on the Configuration Report (see page 6).

1. On the DC 555/545/535 control panel, press **Access** .
2. Use the keypad, to enter **1111** or the current password. Press **Enter** on the touch screen.
3. If the Internal Auditron is not enabled press **Go to Tools** button. If the Internal Auditron is enabled press the **Tools Pathway** button. Wait for the screen to refresh.
4. If you do not need to enable HTTP, continue with the next step. To enable HTTP, on the touch screen:
 - a. Press **Connectivity and Network Setup**.
 - b. Press **Network Setup**.
 - c. Press **TCP/IP**.
 - d. Press **HTTP/IPP**.
 - e. Press **Enable**.

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- f. Press **Save**.
 - g. Press **Close** three times.
 5. To enable Scan to Email, on the touch screen:
 - a. Press **More**.
 - b. Press **Configuration and Setup**.
 - c. When the warning screen displays, press **Close**.
 - d. Press **Optional Services**.
 - e. Press **Scan to Email**.
 - f. Press **Enable**.
 - g. Press **Save**.
 6. Press **Exit Tools**.

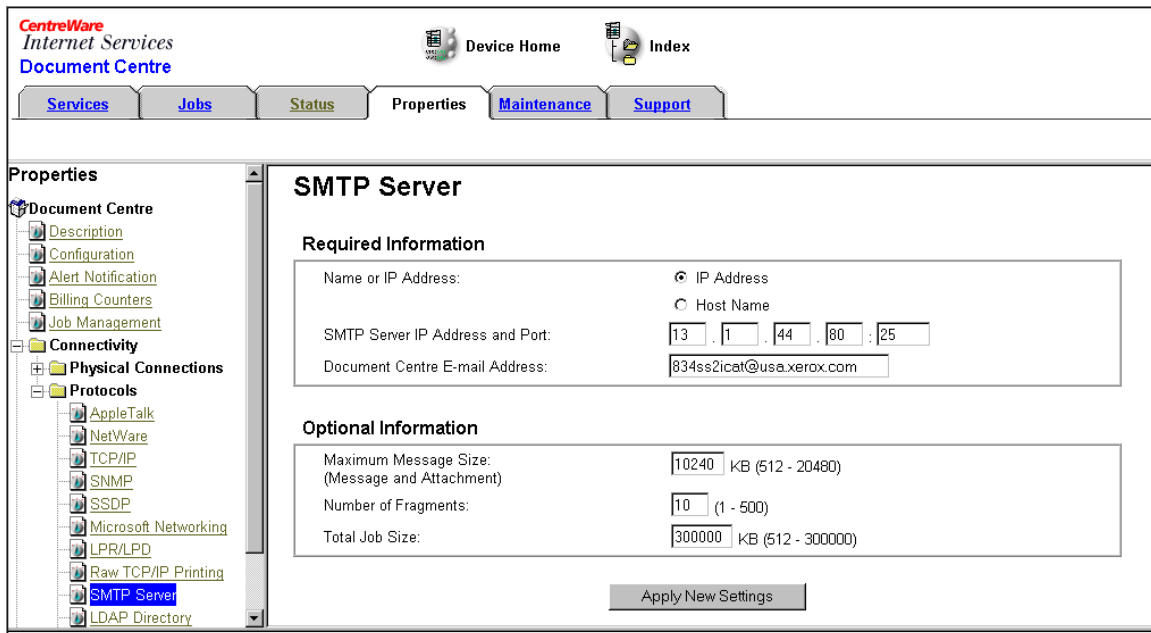
Verify the touch screen displays the E-mail button.

➤ *Use CentreWare Internet Services to Set Up TCP/IP Domain and SMTP*

1. At a workstation on the network, open the Internet browser.
2. Enter the IP address of the DC 555/545/535 you recorded for item 2 in the "Installation Information" section earlier in this document, and press **Enter** on the keyboard.

When the DC 555/545/535's home page is displayed, select the **Properties** tab. Expand the **Connectivity** and **Protocols** folders and select **TCP/IP**.
3. Enter the Domain Name in the **Domain Name** box.

NOTE: If the DC 555/545/535 is set up for dynamic addressing, the Domain Name will not be accessible. If you need to change it, click on **Static** from the IP Address Resolution pull down list and enter the Domain Name. You will then need to return this setting to its original selection.
4. If you are going to use the Hostname for the SMTP server, you will need to enter the Preferred DNS server IP address at this time
5. Click on **Apply New Settings**.
6. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field.
7. Click **OK**.
8. Select the **SMTP Server**.



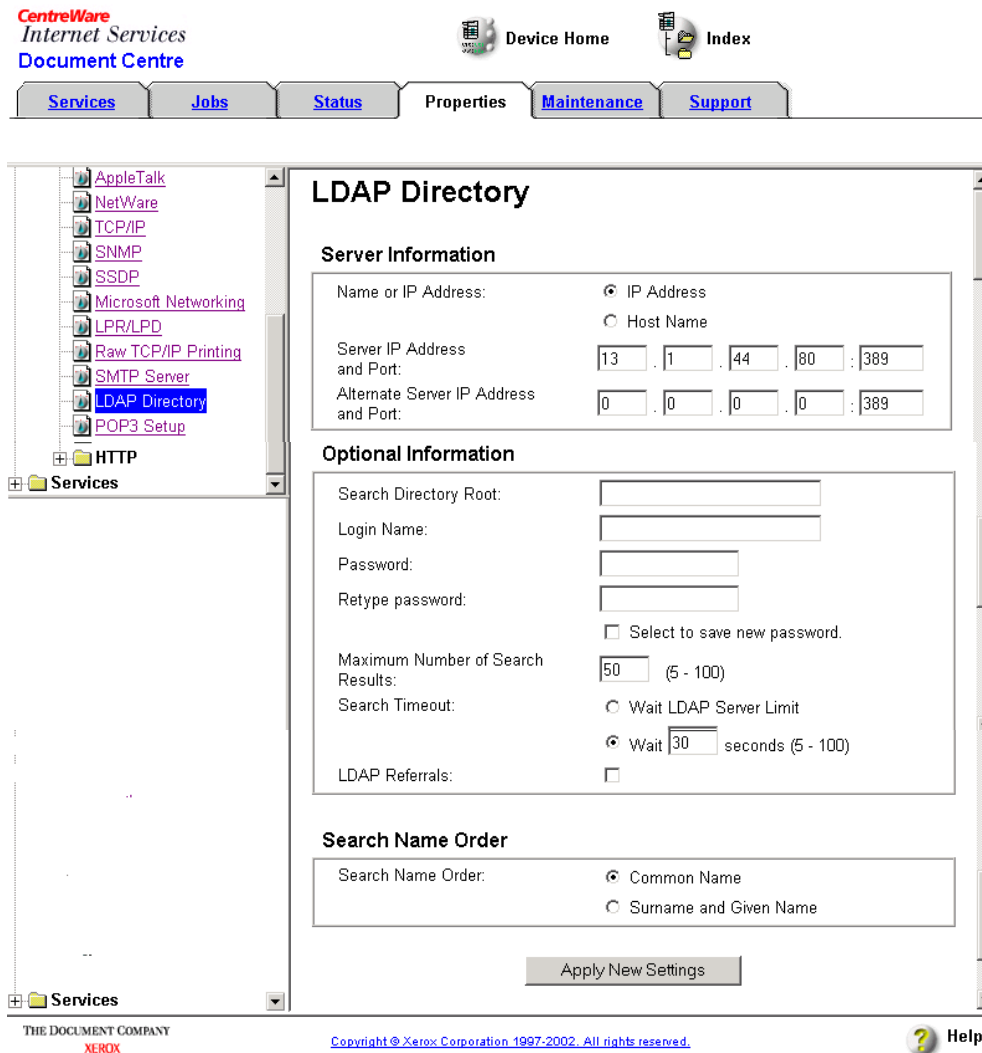
9. Select **IP Address** or **Host Name**, and enter the IP address or host name of the SMTP server you recorded for item 2 in the "Installation Information" section earlier in this document.
10. See item 4 recorded in the "Installation Information" section earlier in this document. If you entered a port other than 25, change the default to match the port number you recorded.
11. Enter the DC 555/545/535 email address in this field: **DC 555/545/535 E-mail Address**. See item 4 recorded in the "Installation Information" section earlier in this document.
12. Enter the **Maximum Message Size**. This value represents the largest message size including an attachment. If a job exceeds the maximum message size, it splits into jobs with smaller attachments. A typical value is 10240 KB.
13. Enter the **Maximum Number of Fragments**. This value represents the greatest number of times the DC 555/545/535 can split a job into fragments. If you don't want the job to split at all, enter 1.
14. Enter the **Total Job Size**. This value represents the largest job or job fragment allowed on the network. The maximum allowed by the DC 555/545/535 is 300MB.
15. Click **Apply New Settings**.
16. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK**.

You have now completed the steps for basic email setup. You will need to reboot the DC 555/545/535 for all of the settings to apply. For additional options you may proceed to the following sections before re-booting:

➤ *Use CentreWare Internet Services to Set Up the LDAP Directory*

NOTE: If you do not wish to set up the LDAP directory so you can use your company's internal address book, proceed to the next section.

When the DC 555/545/535's home page is displayed, select the **Properties** link. Expand the **Connectivity** and **Protocols** folders and select **LDAP Directory**.



1. Select **IP Address** or **Host Name** and enter the IP address or host name of the LDAP server. Use the information in item 5 recorded in the "Installation Information" section earlier in this document. Use the information in item 2 if item 5 is blank.

NOTE: While entering LDAP Directory settings, click **Restore Settings** to cancel changes and return to the previous values.

2. See item 6 recorded in the "Installation Information" section earlier in this document. If you entered a Port other than 389, change the default to match the port number you recorded.

NOTE: Windows 2000 Active Directory environments generally use port 3268.

-
3. If your network includes an alternate LDAP server and you wish to indicate it as a backup for access to your internal address book, enter item 7 recorded in the "Installation Information" section earlier in this document.
 4. In the **Optional Information** section, enter any or all of the following:
 - a. **Search Directory Root.** To restrict the search to a designated section of the LDAP structure, enter a directory root where the search begins.
 - b. **Login Name.** The LDAP server login name (case sensitive), if required.
 - c. **Password** and **Retype password.** The password that corresponds to the LDAP server login name (case sensitive).
 - d. **Maximum Number of Search Results.**
 - e. **Search Timeout.** Select **Wait LDAP Server Limit** to use the server's timeout setting or select **Wait [5-100] seconds.**
 5. Select the **Search Name Order** you wish to use, **Common Name** or **Surname and Given Name.**

NOTE: This selection reflects the way data is entered in your LDAP directory. Lotus Domino and Netscape generally use Surname and Given Name.
 6. Click **Apply New Settings.**
 7. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK.**
 8. For first time setup up you will automatically receive a popup window to enter the LDAP directory. Otherwise, Select the **Edit LDAP Mappings** option.
 9. Enter a name you know exists in the LDAP directory.
 10. Choose the type of LDAP server used.

NOTE: If the server type you used is not in the list, instead of Other, select **Netscape.**
 11. Select **Search.**
 12. Examine the list of LDAP attributes displayed based on the name entered. The terms in the left column represent searched items for the LDAP fields listed in the middle column. Search results appear in the right column. If any of the values are not correct, use the dropdown boxes in the middle to choose an alternate LDAP field for the DC 555/545/535 to use when performing a search. When the dropdown menus are correct, select the **Test** button. Continue this process until all values are as desired. You can also enter a new name if the LDAP search yields no results. You can choose **No Mappings Selected** for any item without a corresponding LDAP field.

➤ *Use CentreWare Internet Services to Set up Email*

1. When the DC 555/545/535's home page is displayed, select the **Properties** link. Expand the **Services** and **Internet Messaging** folders and select **E-mail Settings**.



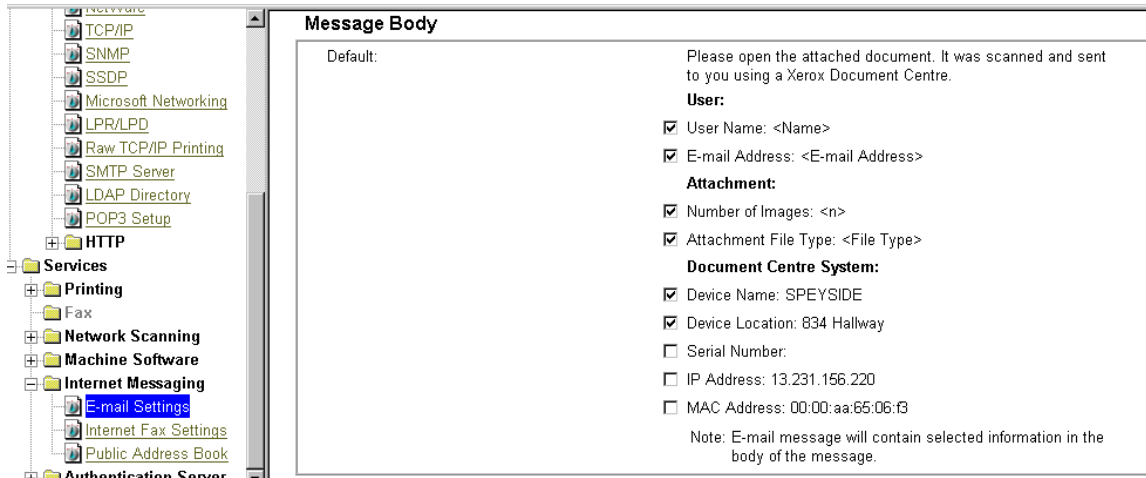
NOTE: While entering E-mail Settings, click **Restore Settings** to cancel changes and return to the previous values.

2. Select a resolution for **Default Scan Resolution**. This is the resolution at which the DC 555/545/535 scans email documents unless changed at the DC 555/545/535 user interface.
3. Select a file format for **Default Attachment Type**. This is the format used to save scanned email documents unless changed at the DC 555/545/535 user interface.
4. Select **Enable** to automatically send a copy of the email to the address in the From field.

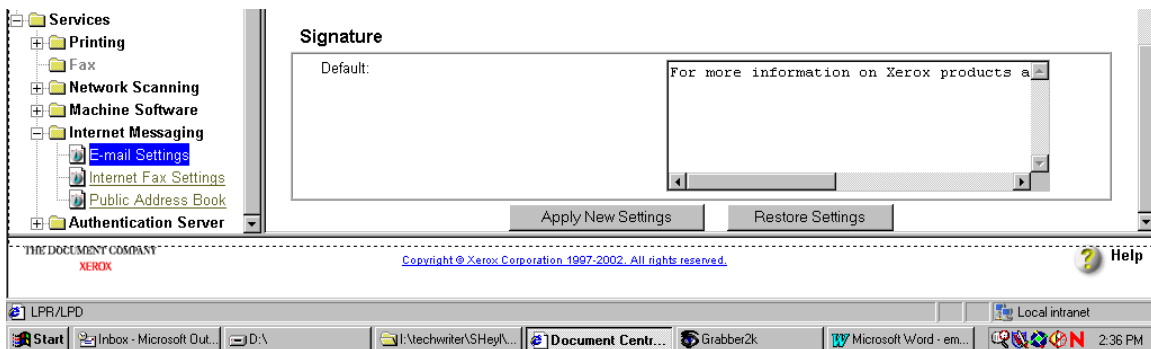
NOTE: The Auto Send to Self occurs only when the address in the From field is derived from authentication or entered manually.

5. Enter text in the **Default Subject** box. This text appears in the subject line of email sent from the DC 555/545/535, unless changed at the DC 555/545/535 user interface.

- The **Message Body** area shows the information that appears in the message body of all email jobs. You cannot change or exclude the short paragraph at the top. You can check the box(s) to indicate additional information you want shown. It is recommended that you always check the user information.



- Enter text in the **Default Signature** box. This text appears at the end of an email sent from the DC 555/545/535. You can only use Internet Services to change this text.

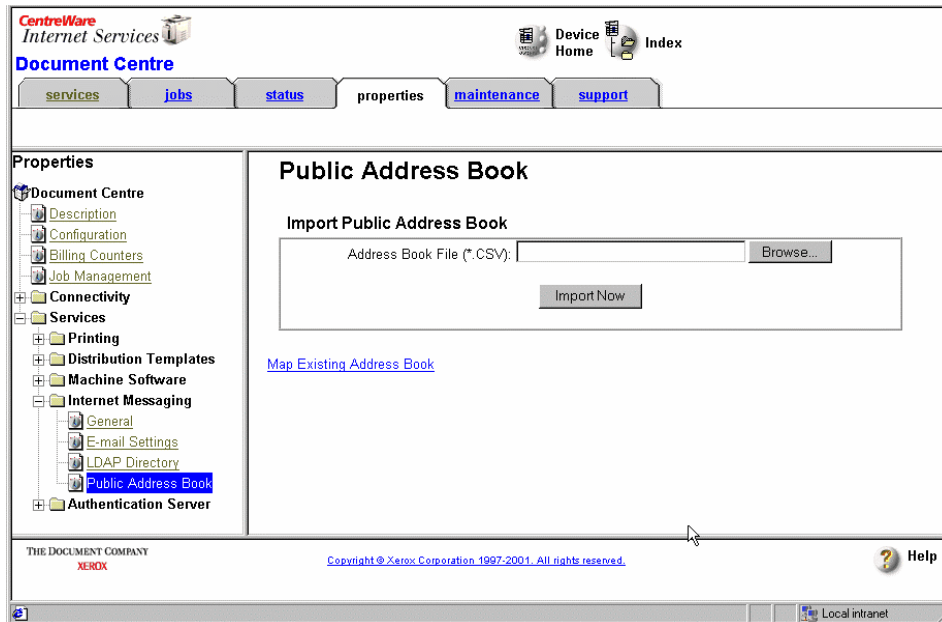


- When complete click **Apply New Settings**.
- When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK**.

➤ *Use CentreWare Internet Services to Set Up a Public Address Book*

NOTE: If you do not wish to set up the public address book feature, proceed to the next section.

1. In **Services>Internet Messaging**, select **Public Address Book**.



2. Click **Browse** and locate the CSV file (listed in item 12 in the "Installation Information" section earlier in this document) to use for the public address book.

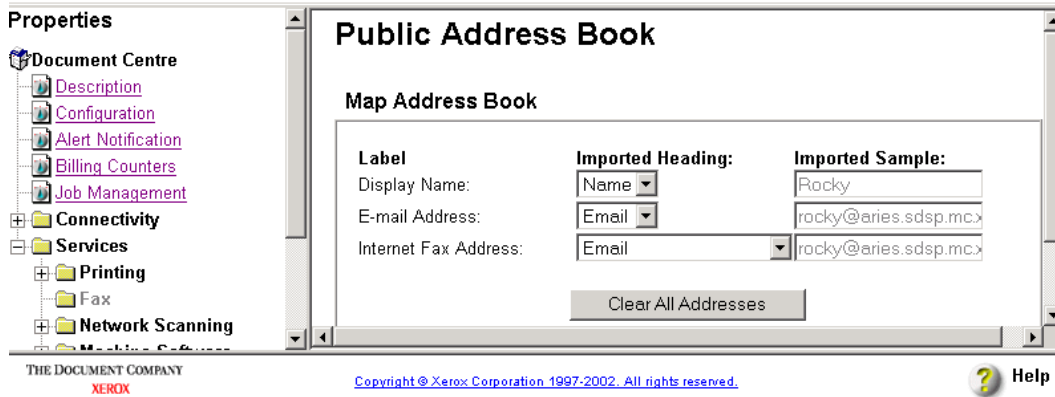
3. Select the CSV file and click **Open**.

4. Click **Import Now**.

5. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK**.

NOTE: You cannot import a CSV file with a blank name or email field.

6. To identify which headings in your CSV file contain the name and addresses to use in the public address book, select **Map Existing Address Book**.



NOTE: If the CSV file only contains names and email Internet fax addresses, the file may map automatically.

7. Use the **Imported Heading** drop down menu to select the heading that corresponds to the data you wish to use as **Display Name** in the public address book. The **Imported Sample** box shows you the data you selected.
8. Use the **Imported Heading** drop down menu to select the heading that corresponds to the data you wish to use as **E-mail Address** in the public address book. The **Imported Sample** box shows you the data you selected.

NOTE: If your file does not contain a heading row, the Imported Heading drop-down menus contain information from the first line of data in the file. For correct public address book operation, the Display Name must map to a user name and the email and Internet fax addresses must map to an SMTP format email address.

9. Click **Apply New Settings**

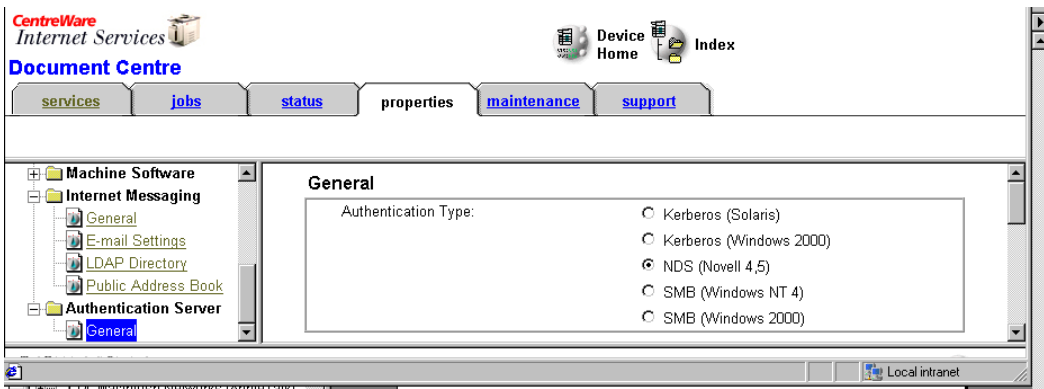
NOTE: The **Clear All Addresses** button removes all entries from the current public address book (disabling the feature). The **Import New Address Book** link allows you to select a different CSV file.

10. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK**.
11. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK**.

➤ *Use CentreWare Internet Services to Set Up the Authentication Server*

NOTE: If you do not wish to set up authentication for the DC 555/545/535 you can skip this section.

1. When the DC 555/545/535's home page is displayed, select the **Properties** link. Expand the **Authentication Server** folder and select **General**.



Select the **Authentication Type** your authentication server uses. The bottom portion of the page changes to accommodate data related to your choice.

2. Enter the information in the following table that applies to the authentication type you selected. Click **Restore Settings** at any time to return all settings to their previous values.


Kerberos (Solaris)	Select IP Address or Host Name and enter the data you recorded for item 12 in the "Installation Information" section earlier in this document.
Kerberos (Windows 2000)	Select IP Address or Host Name and enter the data you recorded for item 13 in the "Installation Information" section earlier in this document.
NDS (Novell 4, 5)	Enter the data you recorded for item 14 in the "Installation Information" section earlier in this document.
SMB (Windows NT 4 and Windows 2000)	Enter the data you recorded for item 15 in the "Installation Information" section earlier in this document. If the primary domain controller is located on a different subnet than the DC 555/545/535, enter the data you recorded for Primary Domain Controller IP address OR Host name.

3. When complete, click **Apply New Settings**.
4. When prompted, enter **admin** (lower case) in the **User Name** field. Enter **1111** or the current password in the **Password** field and click **OK**.

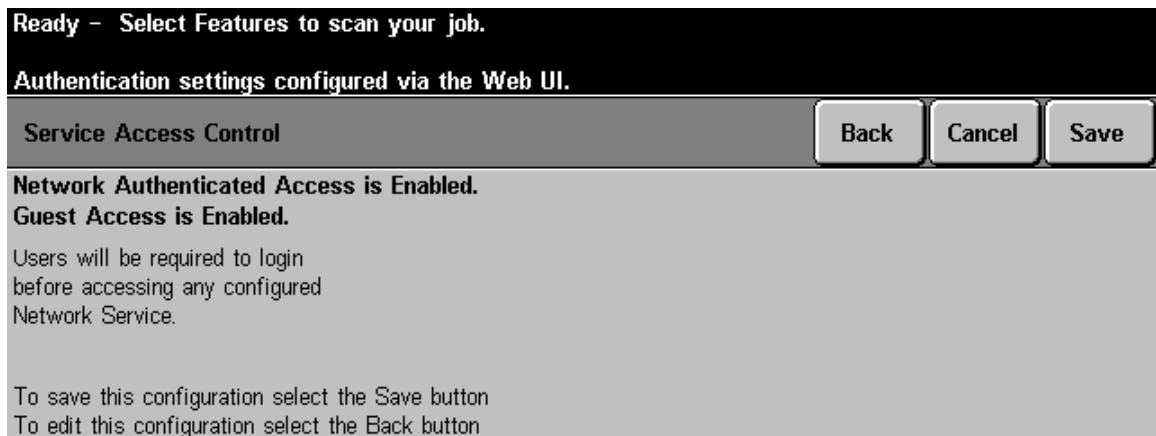
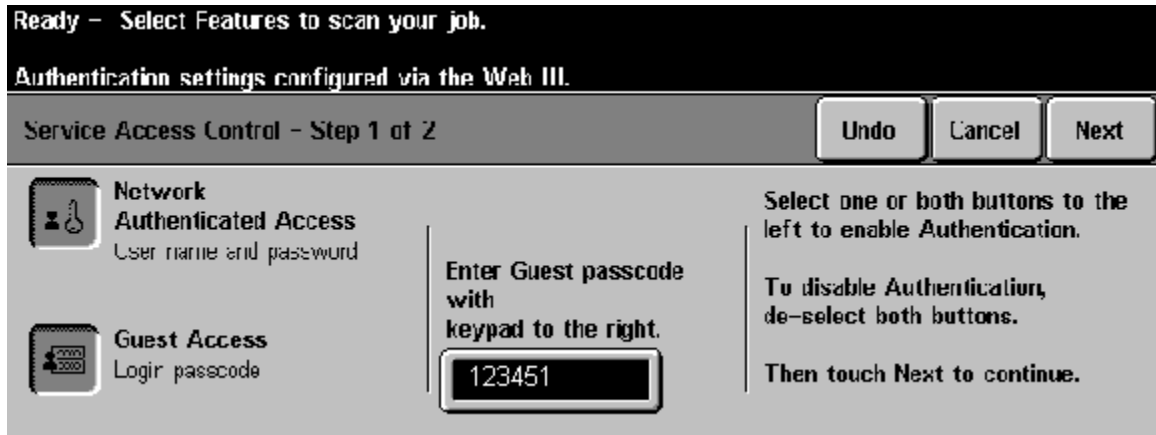
NOTE: When you complete authentication set up using the Internet Services, network authentication on the DC 555/545/535 automatically activates. Follow the procedure in the next section to verify that authentication is set up on the DC 555/545/535, or to enable Guest Access.

➤ *Authentication Set Up on the DC 555/545/535*

NOTE: If you do not use either type of authentication skip this section.

1. On the DC 555/545/535 control panel, press **Access** .
2. Use the keypad, to enter **1111** or the current password. Press **Enter** on the touch screen.
3. On the touch screen, press **Go to Tools**. Wait for the screen to refresh.
4. On the touch screen:
 - a. Press **More** until **Service Access Control** is displayed.
 - b. Press **Service Access Control**. The **Authentication** screen is displayed.
 - c. Verify that **Network Authenticated Access** is enabled and/or press **Guest Access**.

If you press Guest Access, follow the instructions on the screen to set up a guest passcode.



- d. When complete, press **Next**.
 - e. Press **Save**.
5. Press **Exit Tools** on the touch screen.

If you have tried to use the email feature, and it is not working...

➤ *Testing and Troubleshooting Scan to Email*

This is a method that provides a simulation of scan-to-email using a Telnet session. To run this test, you will need to know the SMTP server's IP address and the email address used by the DC 555/545/535 (both of these should be on your checklist that was filled out before set-up).

1. To begin the simulation, bring up a DOS Command prompt in MS Windows, or command shell in other operating systems.
2. In MS Windows, select **Start -> Run**.
3. In the Run dialog box, enter the word **COMMAND** in the Open box, then select **OK**. This action will bring up the Command Prompt window.
4. At the Command Prompt, enter the following telnet command, substituting your SMTP/email server's IP address for the example shown. There should be a space after the IP address, followed by port number 25.

telnet 192.168.1.10 25 (substitute your SMTP Server IP address)

You should see a response similar to:

```
220 exch_server.MY_DOMAIN ESMTP Server (Microsoft Exchange Internet Mail Service 5.5.2653.13)
ready
```

You probably have the wrong IP address if you get a response similar to:

```
Connecting To 192.168.1.10 . . . Could not open a connection to host on port 25 : Connect failed
```

5. If you received a response back from the mail server that says send in helo/ehlo first then you must enter a line similar to the following example before you enter the mail from: line, substituting your domain name for domain_name.
ehlo domain_name
or
helo domain_name
6. You are now in a telnet session with the email server. In this session you will input several more lines to produce an email. You may not see the lines you type in unless you have Local Echo enabled (this is not critical). Press the Enter key following each command.

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7. Type in the line below, substituting the DC 555/545/535's email address for `dc_email_address@my_domain.com`
Remember that what you are typing in may not be visible on the screen.
mail from: dc_email_address@my_domain.com

If successful, you should see a reply similar to:
250 OK - mail from <dc_email_address@my_domain.com

8. Type in the following line, substituting your real email address for `my_email_address@my_domain.com`
rcpt to: my_email_address@my_domain.com

9. If successful, you should see a reply similar to:
250 OK - Recipient my_email_address@my_domain.com

10. Type in the word *Data* to begin your message:
Data

11. You should see a reply similar to:
354 Send data. End with CRLF.CRLF

12. Type in this line:
subject: Test

13. Now type in some text for the body of the message:

This is a test.
This is only a test.

14. End by typing in a single period on a line by itself.

You should see a reply similar to:
250 OK

15. Type in *quit* to close the telnet session:
quit

You should see a reply similar to:
221 closing connection

If this simulation succeeded, you will see the test message in your email inbox.

If the simulation failed, check the following:

- * verify the email server IP address
- * verify valid email addresses
- * avoid typos

