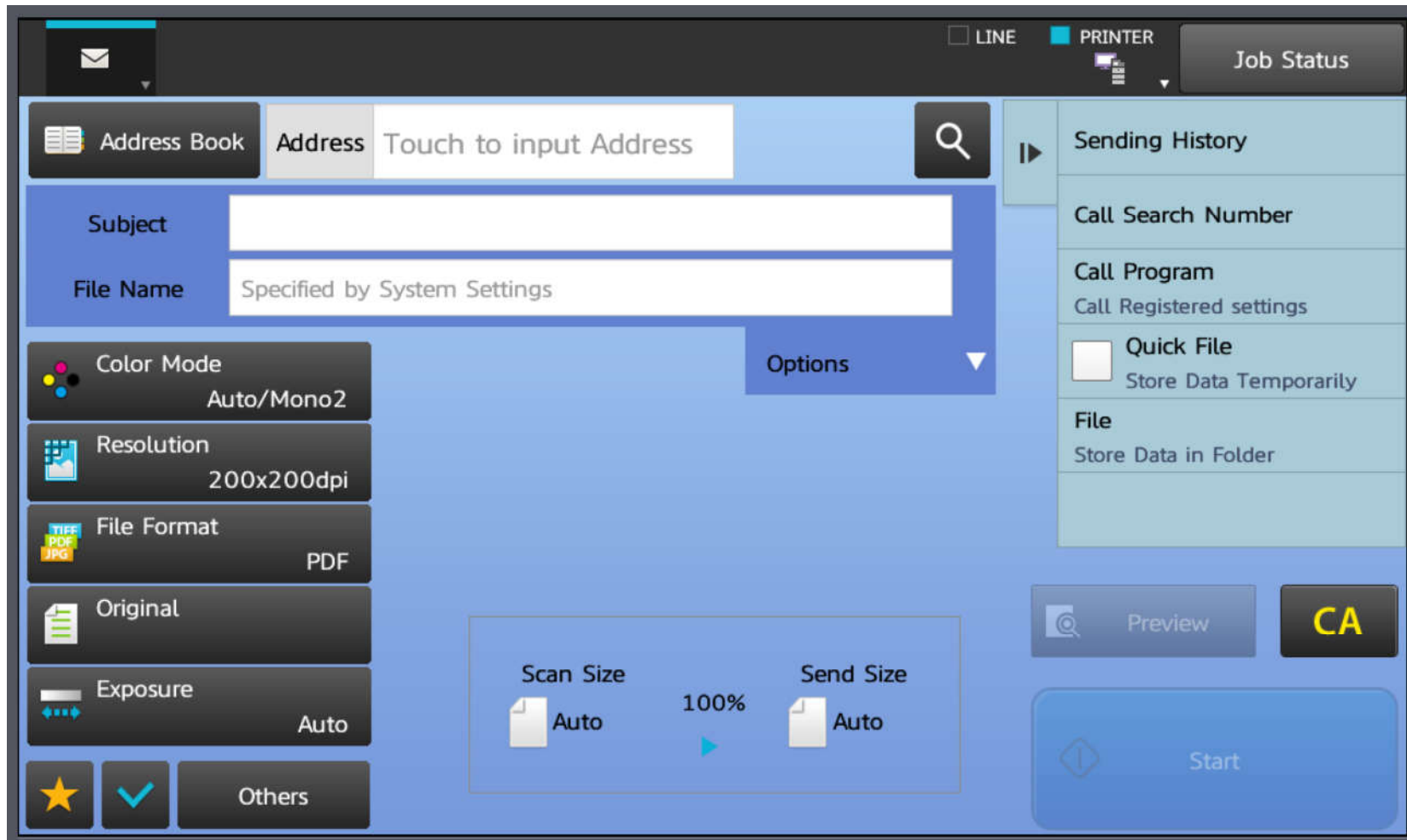
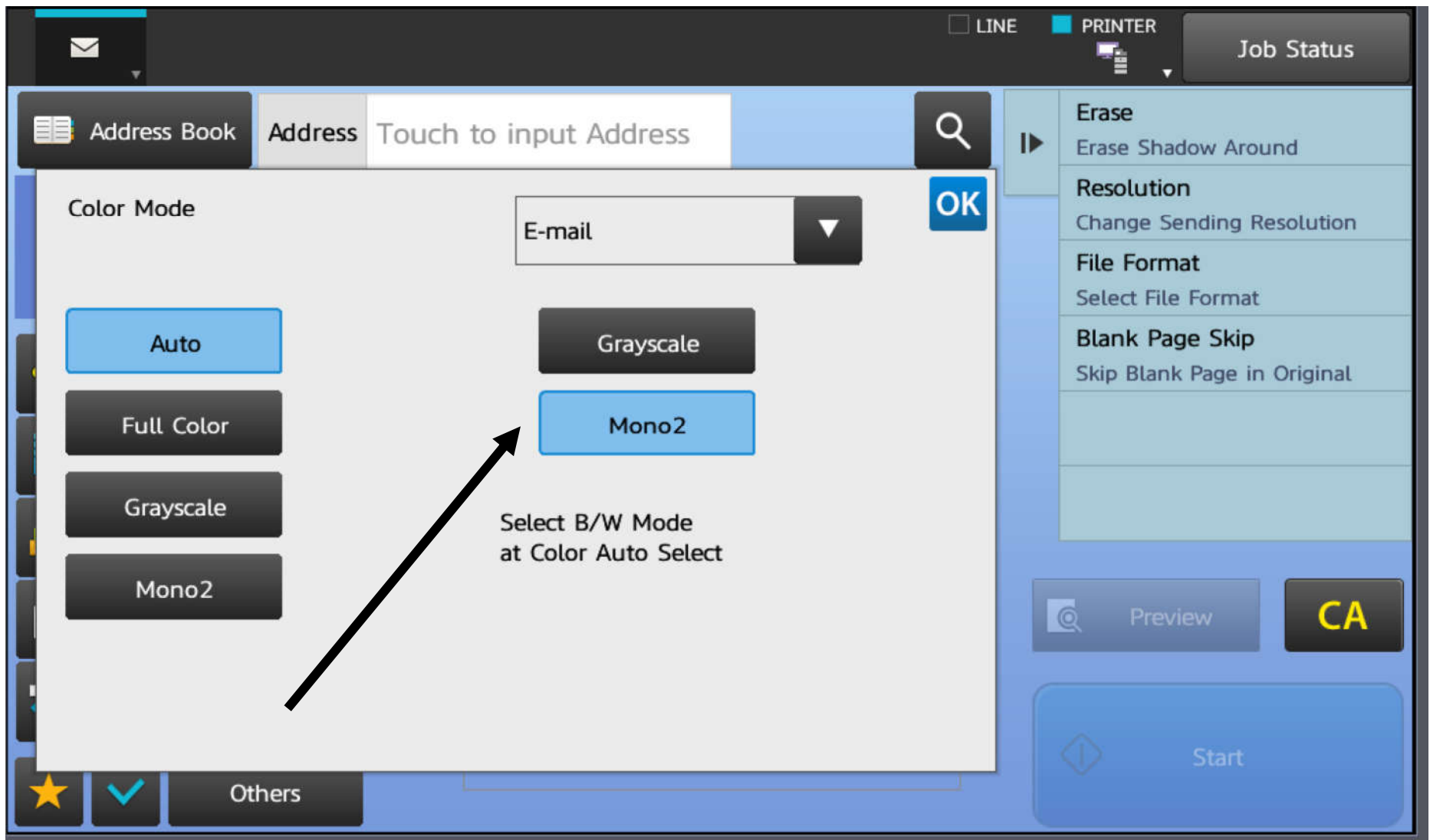


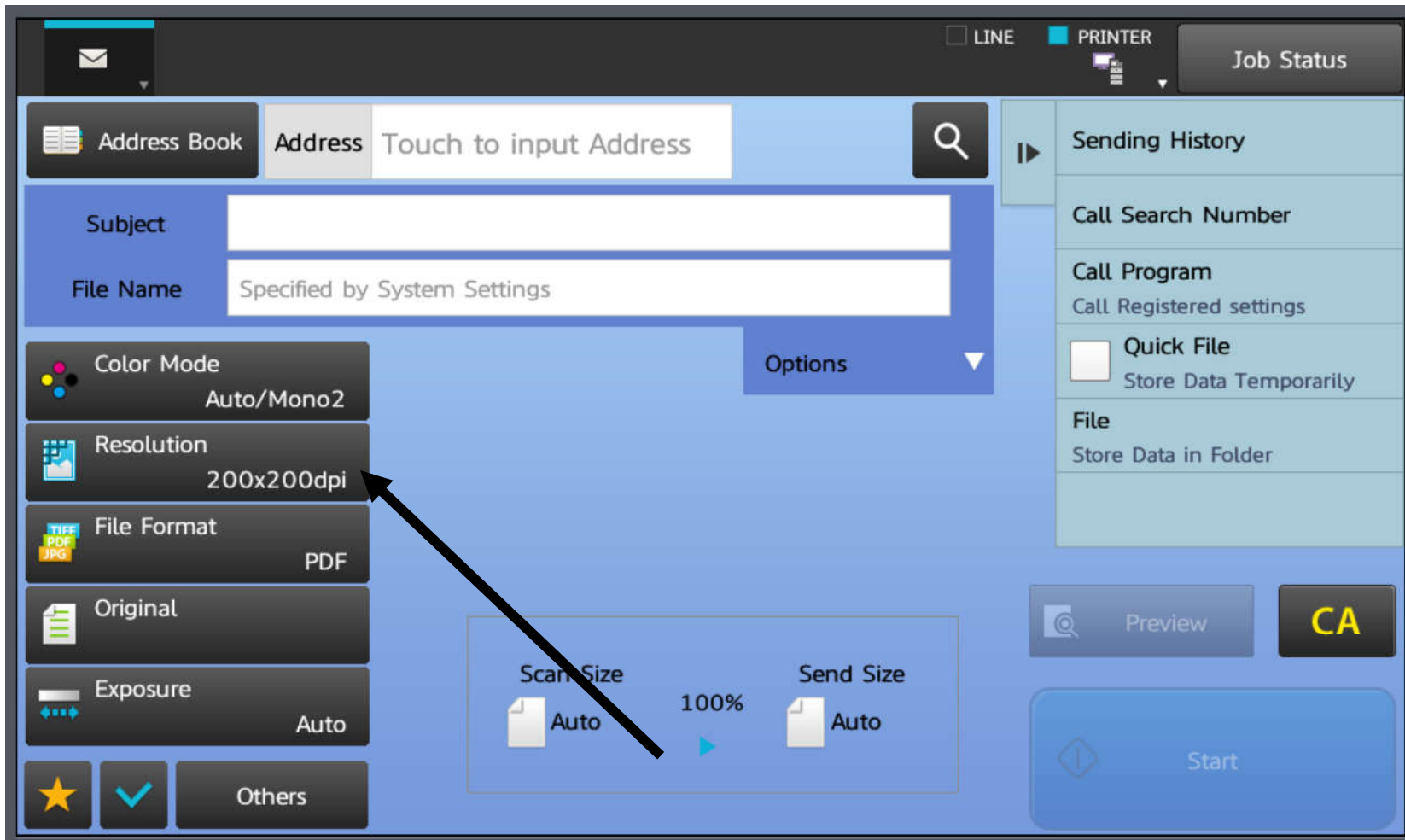
Above is an error code commonly seen when trying to scan to email. This guide will help you resolve this error code and allow you to be able to scan to email again.



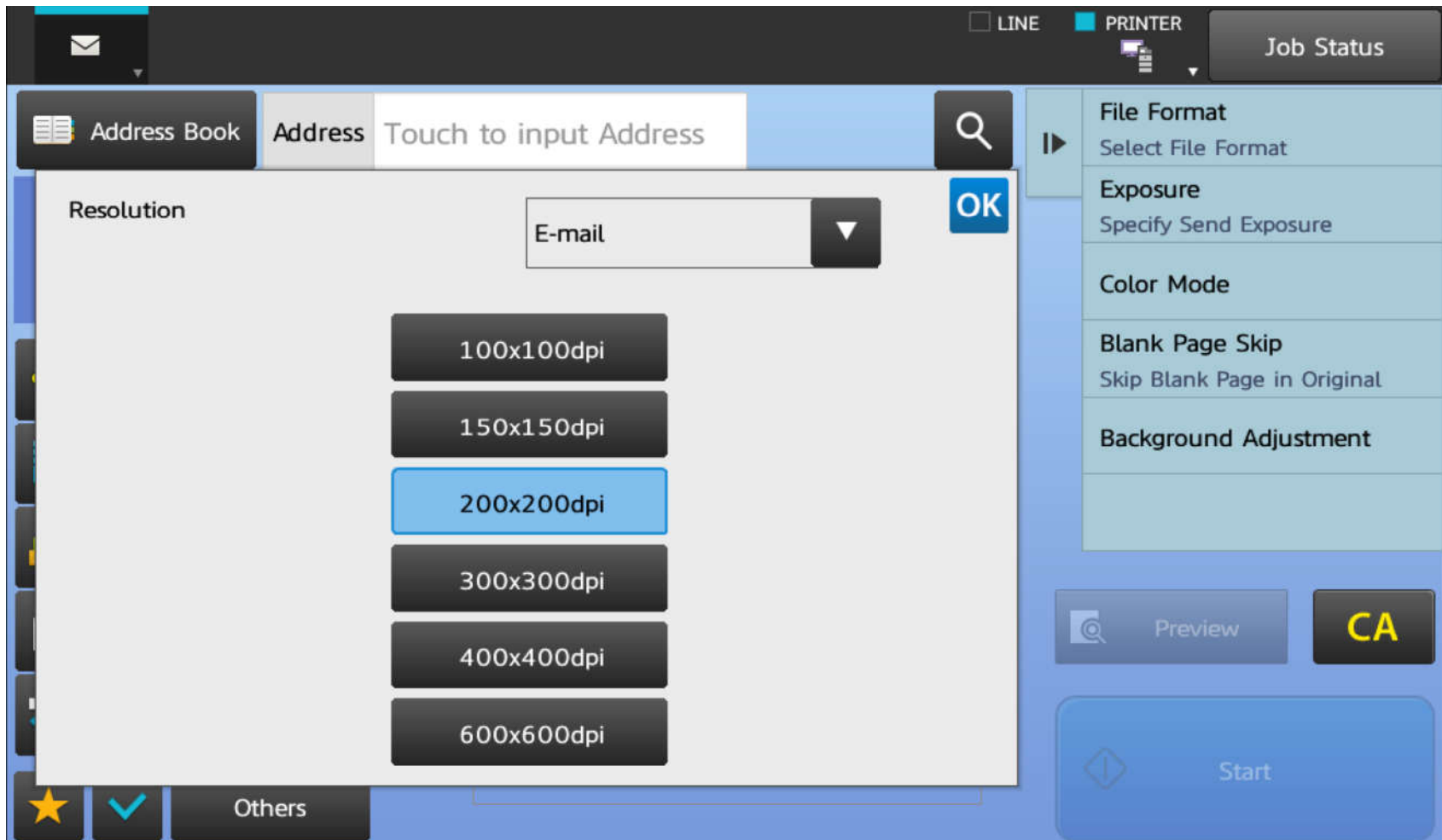
When scanning large documents, sometimes the email “file size” can exceed the email systems size limitation. The industry standard limit that is set by Microsoft is 20MB. A large document scanned in high resolution and in color takes up a lot more data than a black and white in lower resolution. So it is recommended that you scan in B&W with as low a resolution as possible. This will help reduce the file size allowing the scan to send to your email successfully.



Push the “Color Mode” button and it will bring you to a screen that allows you to switch it to Black and White.



Next we are going to lower the resolution. Push the “Resolution” button.



On this screen, we can lower the Resolution. In this example I am going to lower it to 200x200dpi. Then push the “OK” Button.

SHARP
MX-3050N

American English

Login

The screenshot displays the SHARP MX-3050N web interface. At the top, there is a navigation bar with tabs for Status, Address Book, Document Operations, User Control, and System Settings. The System Settings tab is active. Below the navigation bar, there is a grid of settings options. A red arrow points to the 'Network Settings' option, which is located in the middle row, second column. Other options include Home Screen Settings, Copy Settings, Printer Settings, Image Send Settings, Document Filing Settings, Common Settings, Energy Save, Security Settings, System Control, Image Quality Adjustment, and Init. Install. Settings.

You will need to know your copier's IP address. If you do not know the IP address, please refer to our guide entitled "How to find IP Address"

Open a web browser on your computer and delete out everything including the <http://www> and type the copier's IP address into the address bar. Push the Enter key and it should take you to the copier's web site interface which will look like the screen above.

Click on "Network Settings"

Login

Login(P) Cancel(C)

Authority: admin
Login Name: Administrator ▼
Password: [password field] (5-255digit)

Please enter the User Authentication information. This message can be edited from System Settings.

Login(P) Cancel(C)

You will be asked to login. The default password is “admin.” If this password does not work, then it has been changed. Please contact your IT department for the correct password.

Click “Login”

****Note:** If the password is changed we can not reset it. So we do not recommend changing the default password.

Submit(U)

DNS Settings

Primary Server:

Secondary Server:

Domain Name: (Up to 64 characters)

Submit(O)

SMTP Settings

Primary Server: →

Sender Name: (Up to 20 characters)

Sender Address: (Up to 64 characters)

Enable SSL

SMTP Authentication

User Name: (Up to 64 characters) →

Password: (1-32 digits)

Change Password

Connection Test: →

This will take you to the “Network Settings” page. Scroll down to the “SMTP settings” section. Under this section click “Execute”. A window might pop up. Click “OK” and eventually the screen will refresh.

Be patient, it may take a minute for the connection test to complete.

The screenshot shows a web browser window with the address bar displaying "192.168.1.38/nw_quick.html#test_result". The browser's taskbar includes several open applications: Apps, Sharp-PC Service, Customer Center, ProductKey Supp..., Craft Edge: Install Dr..., YouTube, WorkCentre 6605DN..., Home, Zimbra Web Client L..., and join.me | Free Scree... The main content area features a "Submit(M)" button at the top. Below it is a section titled "LDAP Settings" with the following fields and options:

- Name: (Up to 42 characters)
- Search Root: (Up to 512 characters)
- LDAP Server:
- User Name: (Up to 255 characters)
- Password: (1-32 digits)
- Change Password
- Authentication Type: Anonymous
- KDC Server:
- Realm: (Up to 255 characters)
- Allow selection on operation panel.
- Authenticate a User in Global Address Search
- Enable SSL

At the bottom of the form is a "Connection Test" section with an "Execute(C)" button and an empty text area. A blue-bordered box at the top of the page contains the error message: "Authentication failed. Please check the User name and Password." A black arrow points from this error message to a larger, zoomed-in version of the same text in the bottom right corner of the image.

In this example, the details are telling me that authentication failed. This usually occurs when your IT personnel unknowingly change the password on the account your copier uses to send scans to email. So we must update it with the correct information. Please contact your IT dept for the correct user name and password.

Authentication failed.
Please check the User name and
Password.

The screenshot shows a web browser window at the URL `192.168.1.38/nw_quick.html#test_result`. The browser's address bar and tabs are visible at the top. On the left side, there is a navigation menu with various settings categories. The main content area is titled "SMTP Settings" and contains several form fields and checkboxes. A "Connection Test" section has an "Execute(J)" button. A dialog box is open on the right side of the page, displaying the results of a connection test and asking for confirmation to perform it.

SMTP Settings

Secondary Server:

Domain Name: (Up to 64 characters)

SMTP Settings

Primary Server:

Reply E-mail Address: (Up to 64 characters)

Enable SSL

SMTP Authentication

User Name:

Password:

Change Password

Connection Test:

LDAP Settings

Name: (Up to 42 characters)

Search Root: (Up to 512 characters)

The page at 192.168.1.38 says:

Connection test is performed with the following DNS settings.

Primary Server:192.168.1.17
Secondary Server:Not Set
Domain Name:rotc.local

Perform the test?

Once you have the correct username and password, type it into the two blanks under the “SMTP Authentication” section. Check “Change Password” to enable you to type in the password blank. Click “Submit” to save. Then scroll back down and click “Execute” to perform another connection test. When this window pops up, click “OK”

Quick Settings

Update(R)

**Connection to SMTP server test succeeded.
Click [Submit] to save the settings.**

This page enables you to make the required minimum settings when connecting this system to the network.

IPv4 Settings

DHCP:	Enable ▼
IPv4 Address:	0.0.0.0
Subnet Mask:	0.0.0.0
Default Gateway:	0.0.0.0

Submit(R)

Network Name Settings

**Connection to SMTP server test succeeded.
Click [Submit] to save the settings.**

This time I got this message indicating that the test succeeded. Try scanning to your Email and it should send successfully.

Congratulations! You have fixed scan to email!