Scan to Email – Office 365

Configuring your Sharp Multi-Function Printer for Scan to Email while using Office 365.

Outline

Sharp Scan to Email Settings

Sharp Troubleshooting

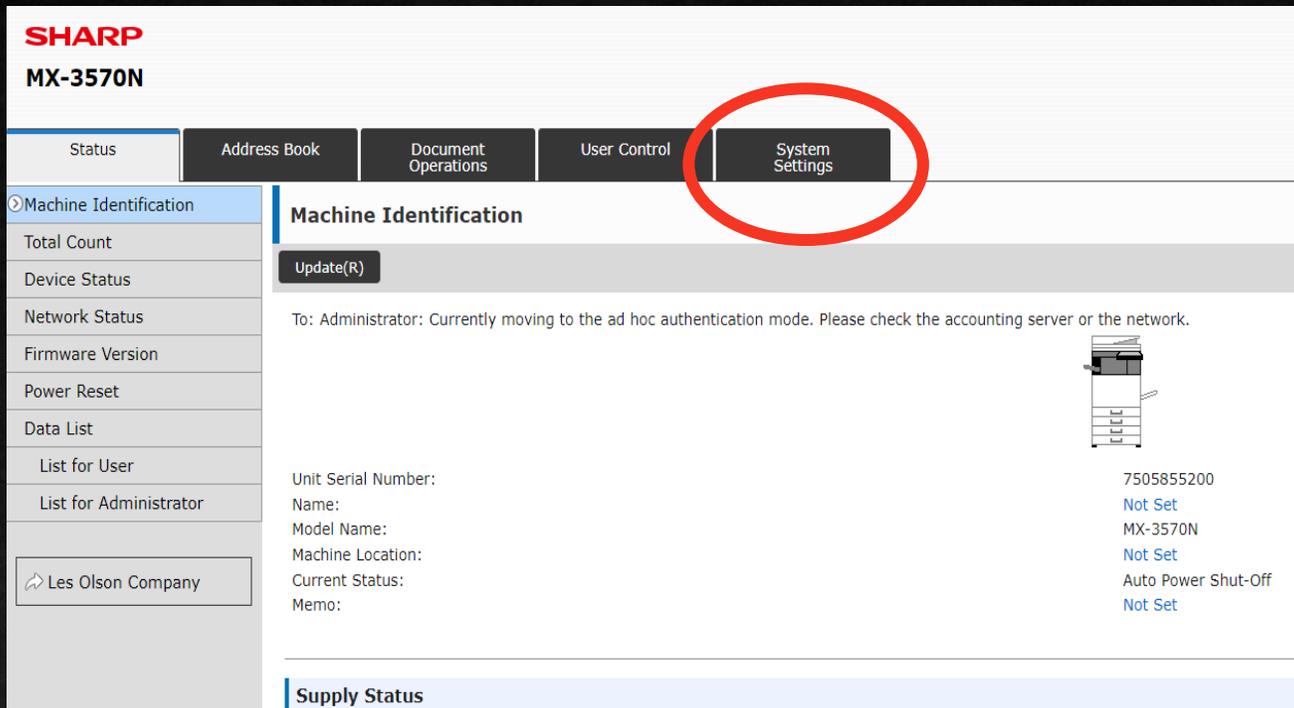Office 365 Troubleshooting

Conclusion

Configuration Outline

Outline

- You will learn to set up Scan to Email on your Sharp MFP.

- You will learn what the purpose of SMTP Authentication is, and how to configure it correctly.

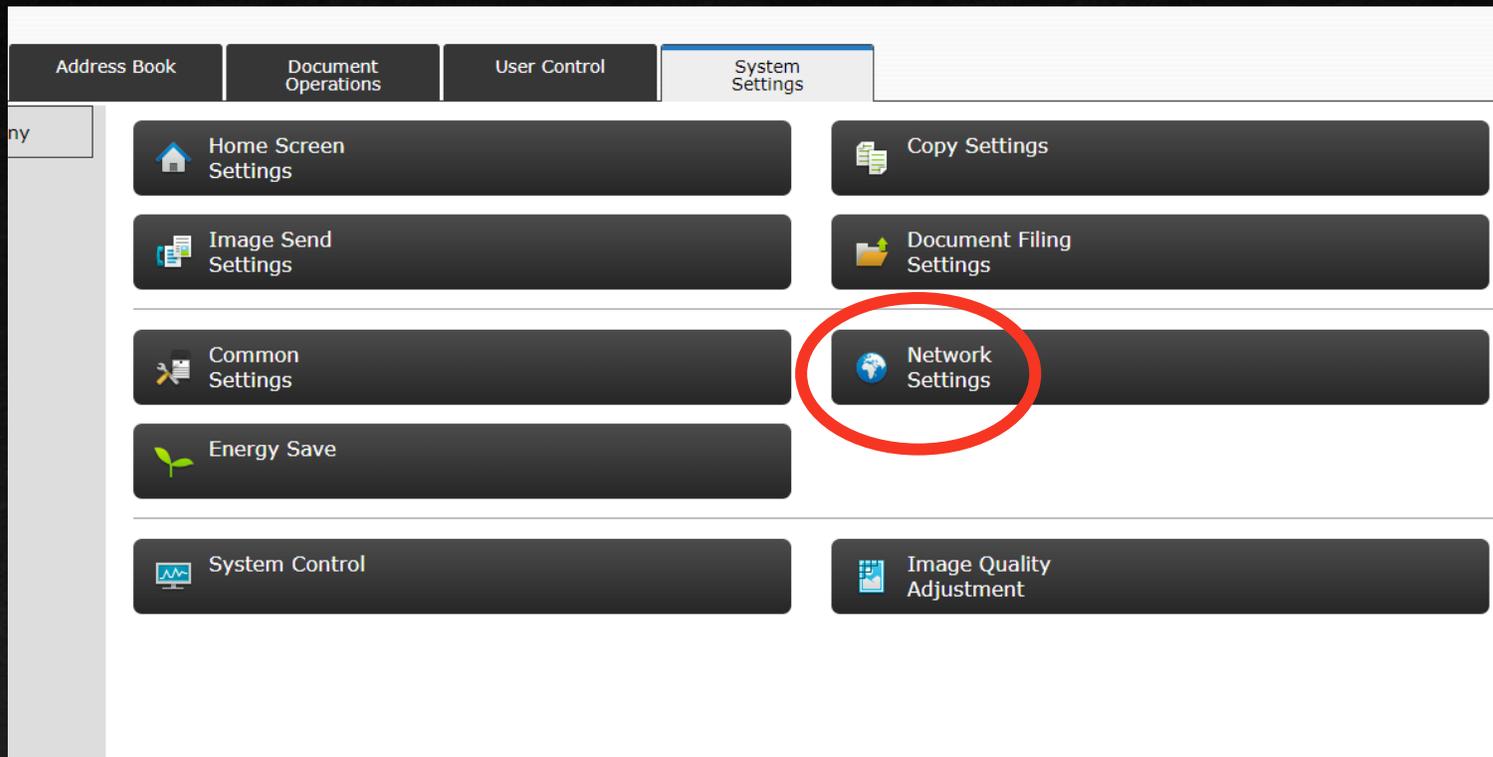- This guide will include instruction specific to Office 365 to set up your Scan to Email.

Sharp Scan to Email Settings

- Begin in the Web Interface of your printer.
- Click System Settings near the top of the screen.

Sharp Scan to Email Settings

- Next, select Network Settings.

Sharp Scan to Email Settings

- You will be prompted for a password.
- By default, the password will be "admin".
- If your organization has changed the password, put the new password in.

Sharp Scan to Email Settings

- Select Services Settings once the password is accepted.

- Here you will type your DNS Servers.

- If your organization does not have local DNS set up, Google has Public Servers that you can use. The Primary Server will be 8.8.8.8 and the Secondary Server will be 8.8.4.4

- Once those have been entered, select the blue Submit(U) button to save the DNS Servers.

Sharp Scan to Email Settings

- The next tab will be the SMTP Settings. This is where we will configure the Scan to Email settings.

- For Office 365, the Primary Server will be smtp.office365.com

- Port will be 587

- Make sure to Enable SSL and SMTP Authentication.

Sharp Scan to Email Settings

- The User Name and Password will be the email and password that you plan on using for the scanner.
  - *Make sure the email used is registered in your domain with a valid Office 365 Exchange license*
- In order to alter the password, select the box next to Change Password.
- Initially, set the Sender Address as the same email address as your User Name email.
- Once you establish a successful connection, this can be altered to a different email address.
- Now that every field marked has been entered in this screen, hit the blue Submit(U) button to save the information.
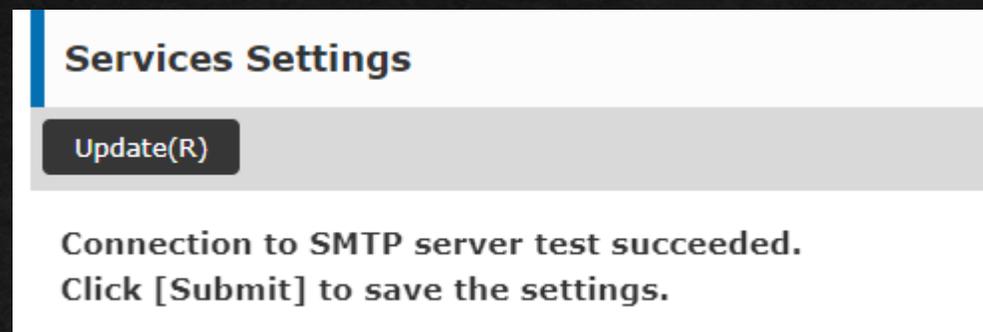
Sharp Scan to Email Settings
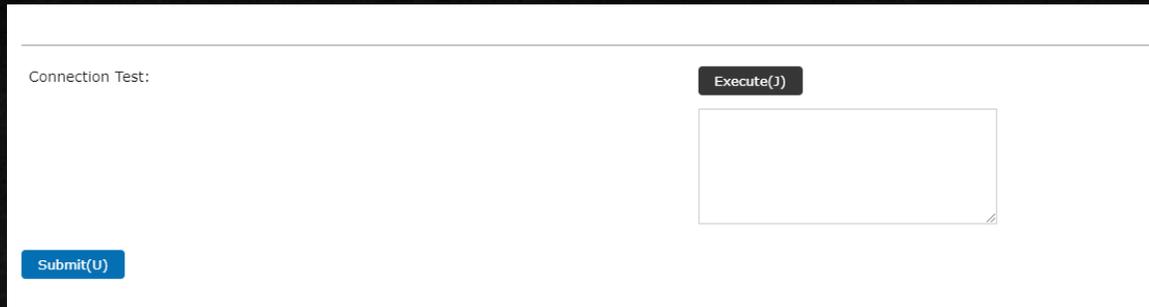
Connection Test: Execute(J)

Submit(U)

Services Settings

Update(R)

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

- Once everything has been saved, scroll to the bottom of the screen.

- Hit the Execute(J) button to test the Scanner's connection to the SMTP server provided.

- If you receive the message of Connection to SMTP server test succeeded, your work in this screen is complete.
  - Your scanner has now been successfully set up!

Sharp Troubleshooting
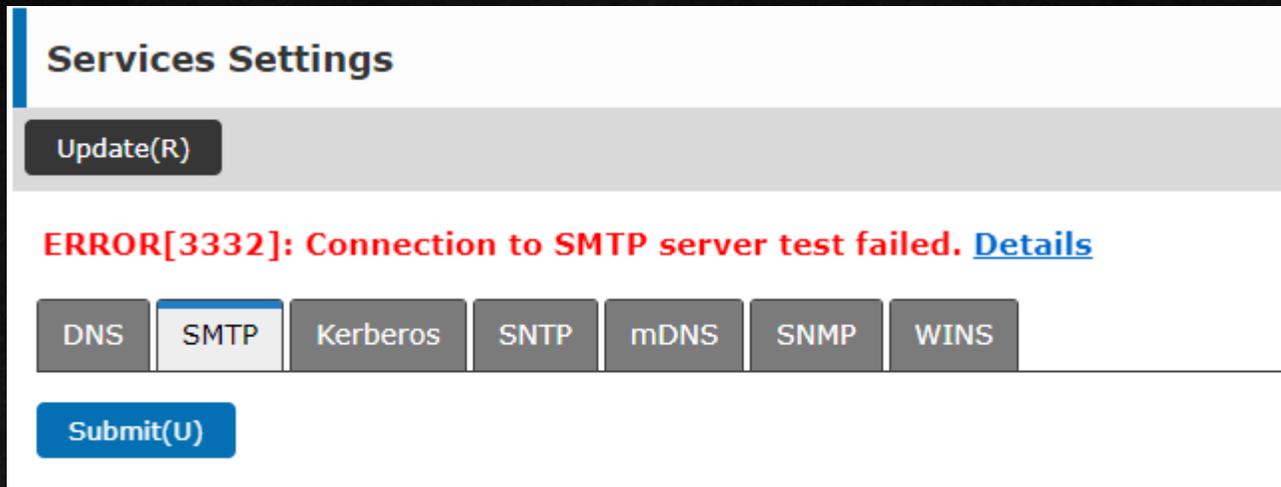
- If you receive a message such as this, you will want to troubleshoot, as this signifies that the scanner was unable to authenticate to the SMTP server given the credentials you provided.

- First, double-check the settings given prior in this presentation match up for the Primary Server, Port Number, and checkboxes for Enable SSL and SMTP Authentication.

- Second, double-check the password under SMTP Authentication was typed correctly.

- If you verified everything is correct, we will want to move to your Office 365 account to check settings there.

Office 365 Troubleshooting

- If everything is entered correctly, but you still receive this error, there might be an issue within your Office 365 account.

- Either contact your IT Administrator, or Les Olson Helpdesk for advanced troubleshooting.

Conclusion

Here is what we learned

- **How to access the SMTP Settings in the Sharp web interface.**

- **How to configure the SMTP Settings for Scan to Email.**

- **How to troubleshoot within the Sharp web interface.**

- **How to troubleshoot within your Office 365 account.**

THANK YOU!

You have successfully set up Scan to Email on your Sharp Scanner!