Sharp Scan to Email – Gmail

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

Outline

Sharp Scan to Email Settings
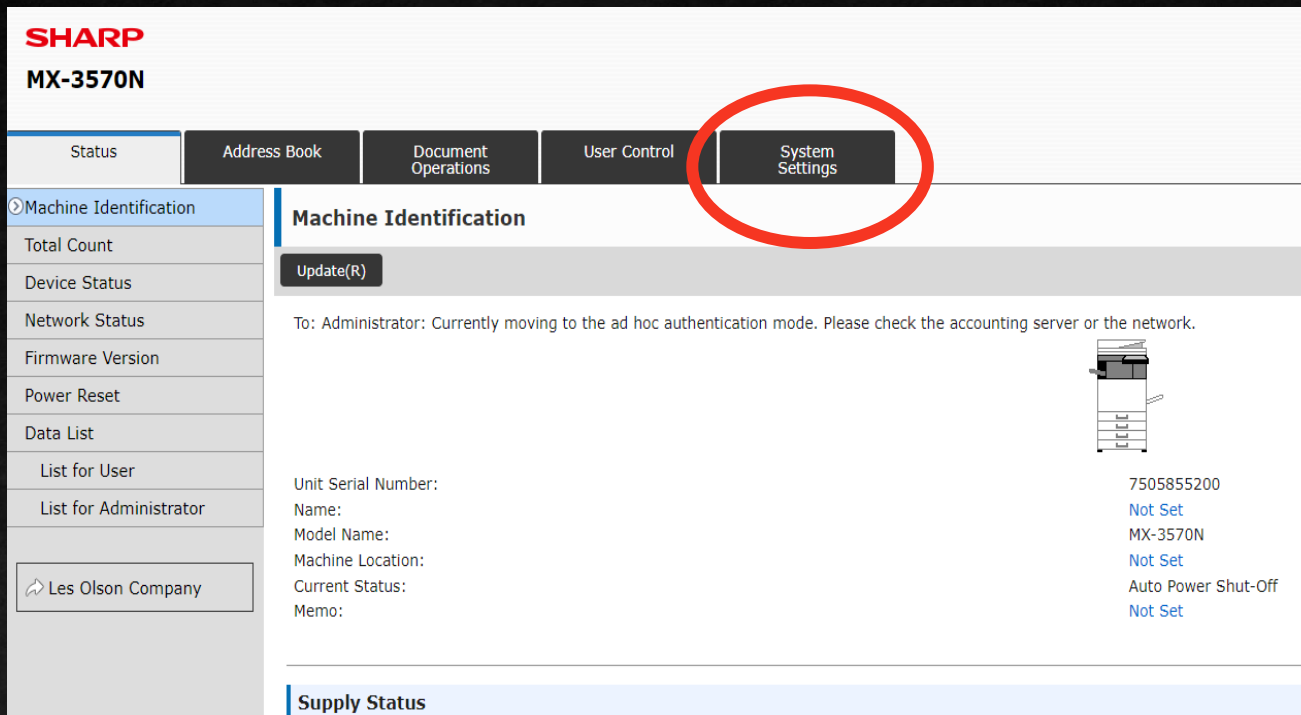
Sharp Troubleshooting

Gmail 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.

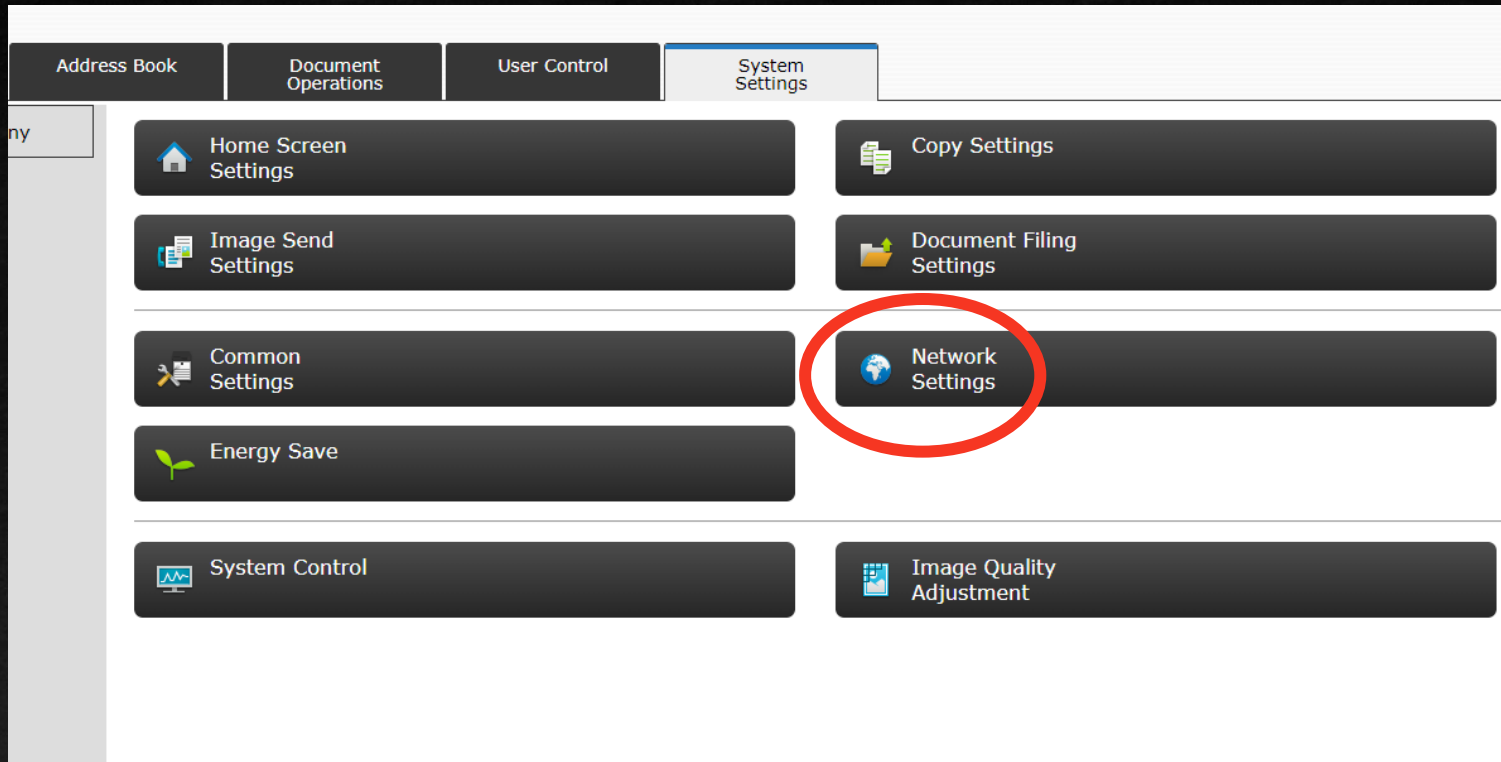- This guide will include instruction on Google Two-Factor Authentication and App Passwords.

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.

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Sharp Scan to Email Settings

Login

Login(P) Cancel(C)

Authority: admin
Login Name: Administrator
Password: _____ (5-255digit)

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

Login(P) Cancel(C)

- 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 Gmail, the Primary Server will be smtp.gmail.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 and password are already valid Gmail login credentials before this step*

- 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.
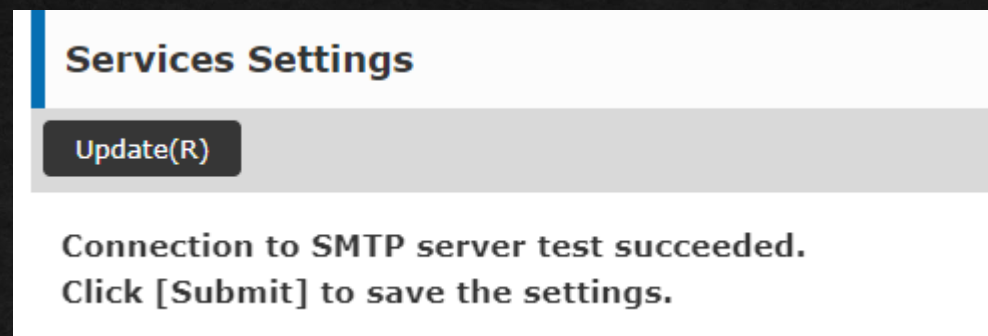
Sharp Scan to Email Settings

Connection Test:

Execute(J)

Submit(U)
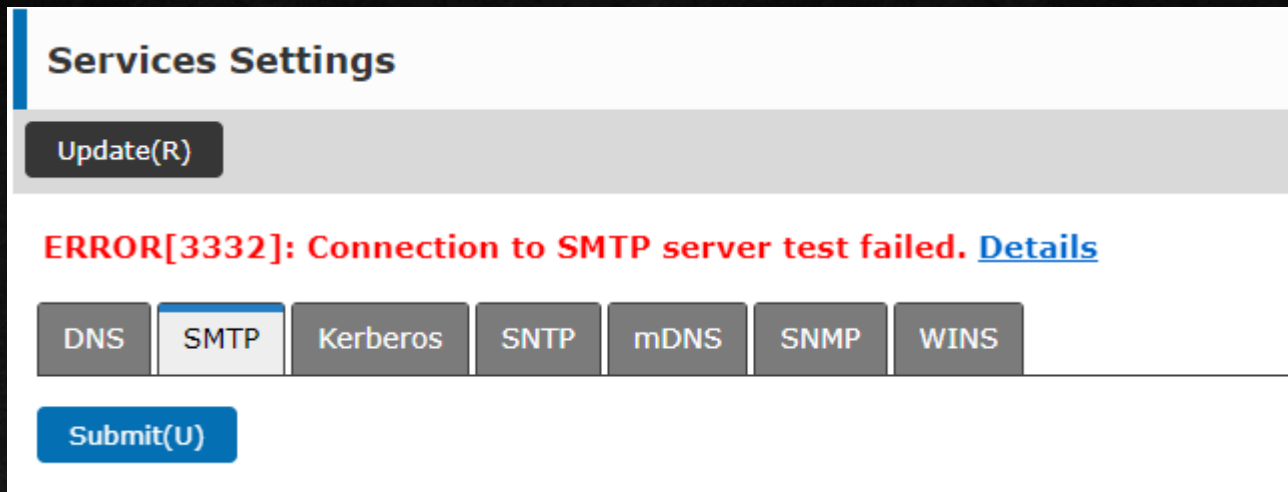
Services Settings

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!

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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 Gmail to check settings there.

Gmail Troubleshooting
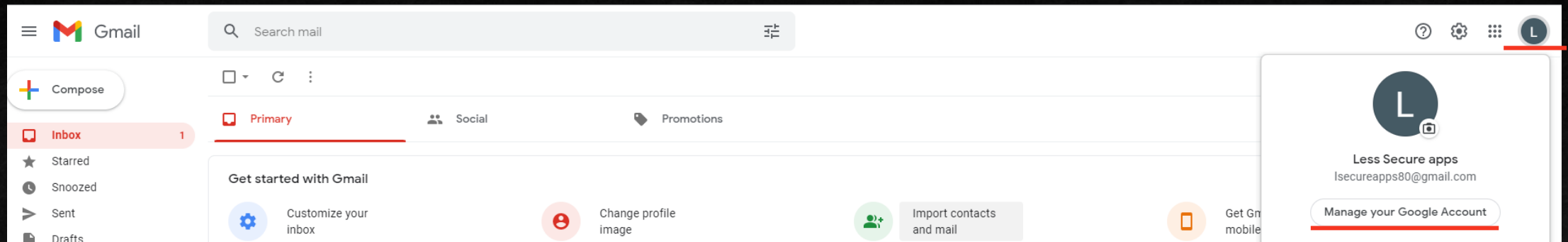
- Next, we will log in to the Gmail account that is used for the SMTP Authentication process.
- Once done, click your account photo and select Manage your Google Account.

Gmail Troubleshooting
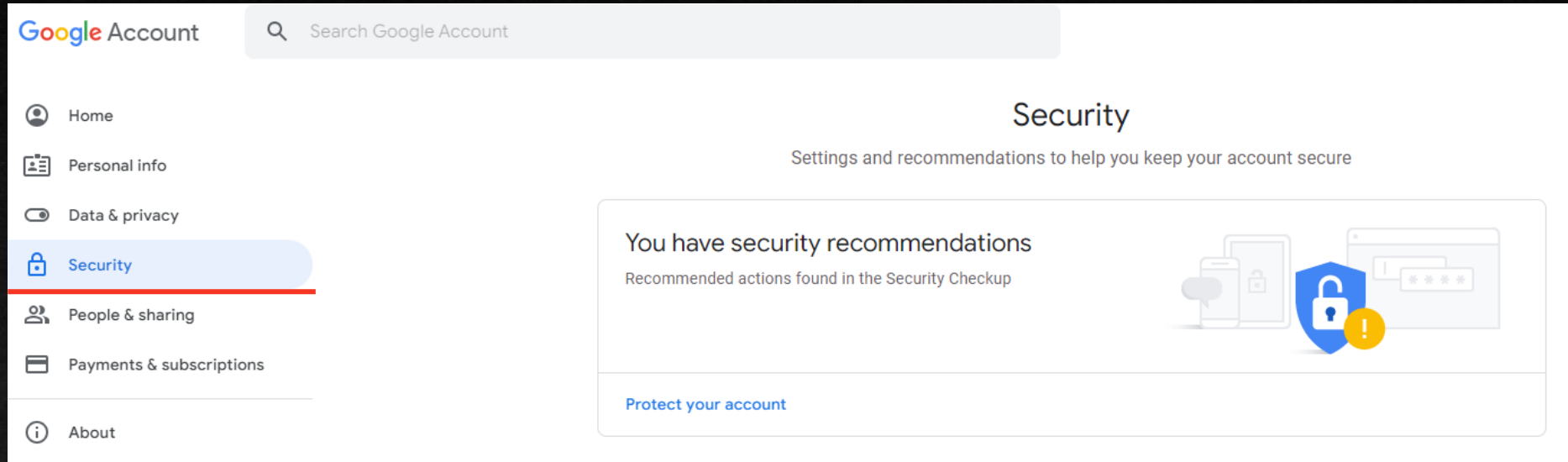
- Once you are in your Google Account settings, select Security.

Gmail Troubleshooting

- Scroll down in the Security settings to find Less secure app access.

- Google considers a scanner as less secure, thus enabling this setting will generally allow the scanner to function.
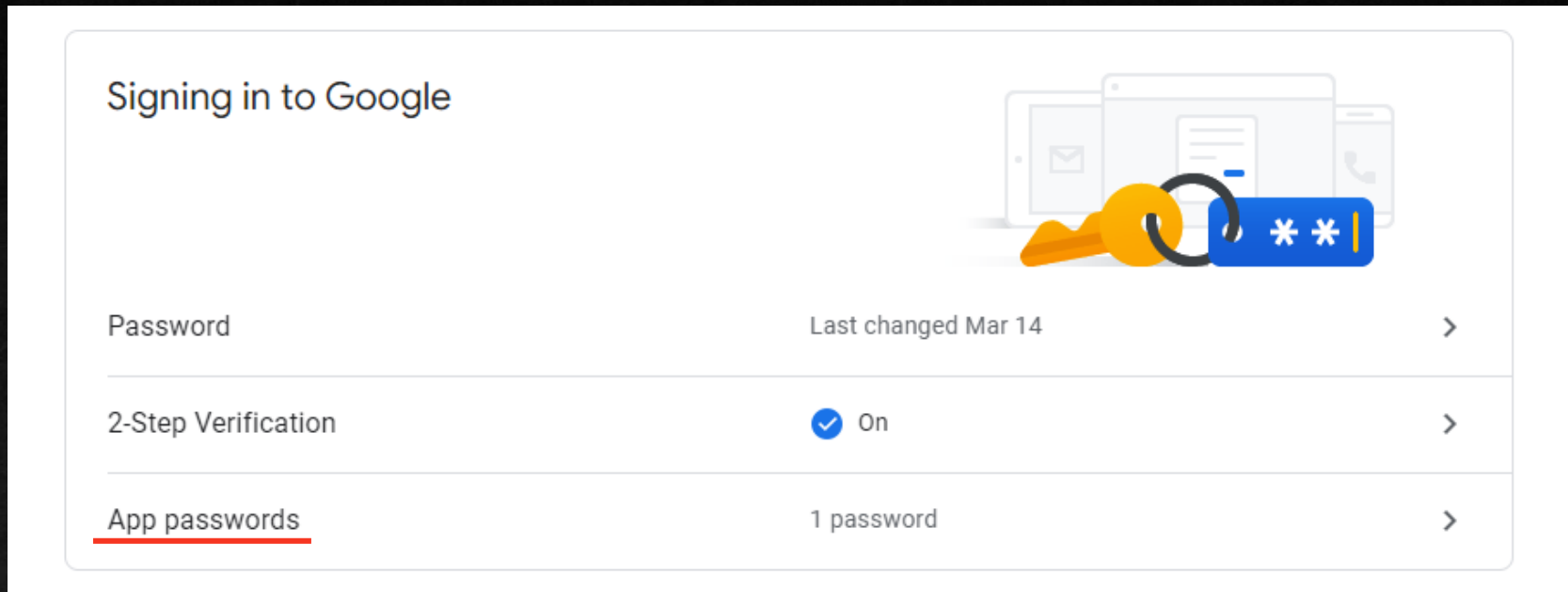
Gmail Troubleshooting

- Starting May 30, 2022, Google will drop support for Less Secure app access.

- This previously allowed the scanner to use the Gmail account for authentication.

- Currently, the only other option is to set up 2-Step Verification with an App Password for the scanner.
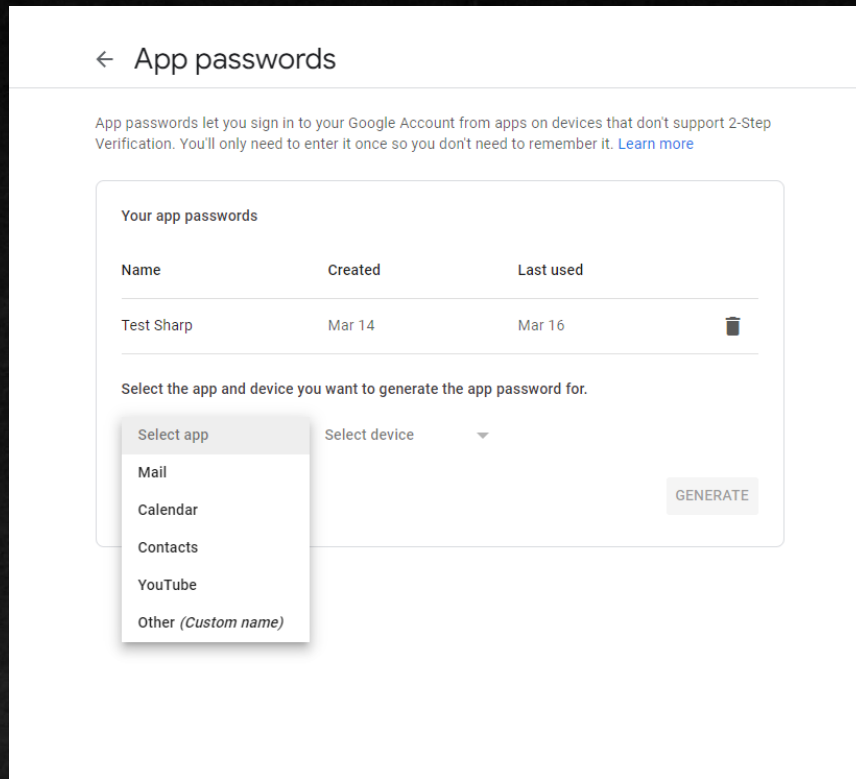
Gmail Troubleshooting
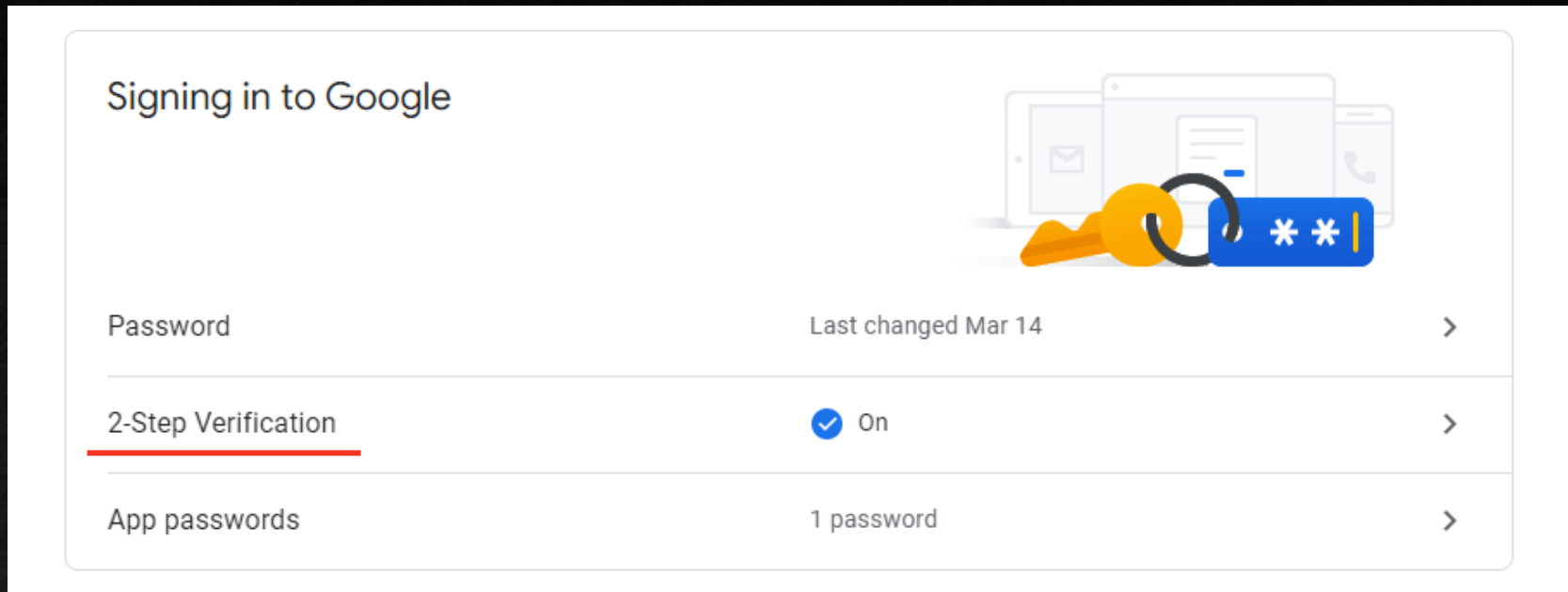
- Scroll back up within Security settings to find the settings for 2-Step Verification.

- The requirements to set up 2-Step Verification is access to a phone for text or phone privileges to receive codes when trying to sign into the Google account.
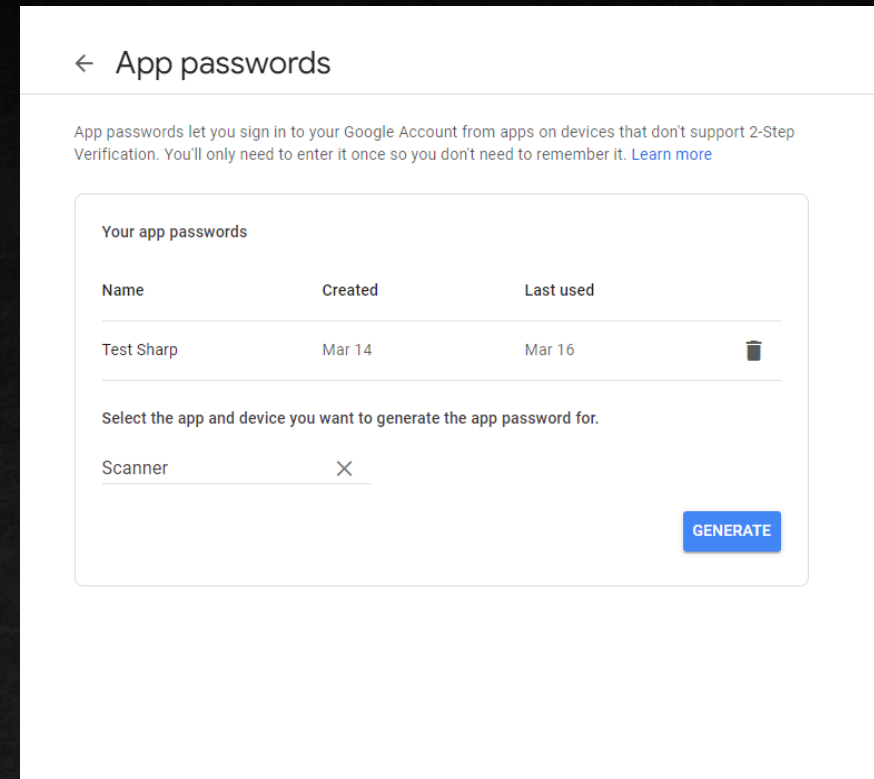
Gmail Troubleshooting

- The scanner will not be able to function with 2-Step Verification without an App password.

- App passwords provide a single device a bypass to the 2-Step Verification.

Gmail Troubleshooting

- Select Other as your device

- Type Scanner to identify what machine you are creating the password for.

Gmail Troubleshooting

- Your app password will show in the yellow box.

- Copy that password, we will need that for the scanner's web interface page.

Gmail Troubleshooting

- Select Change Password and Paste the Generated App Password as the password to your email.

- Select Submit(U) again to save the change made.

- You can select Execute(J) to test the new password.
  - If everything else is correct, you will receive the "server test succeeded" message!

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 Google account.**

- **How to create an App Password.**

THANK YOU!

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