TOSHIBA

PRINTER / MFD REMOTE SETUP

Setup Gmail Account for Scanning to Email

Enabling 2-Step Verification

Contents

1.   Overview

This guide was created to explain and clarify the situation as Google will make changes to their services by removing the "less secure apps" selection on the 30th May 2022. The procedures will assist in identifying if Gmail is being used as the email service on your Toshiba A3 and A4 Devices as well as with the setup of the Google Mail (Gmail) configuration when using the functionality below:

- Scanning documents to Email

- Sending notifications via Email

- Forwarding faxes to Email

- Using the Kōdo Cloud Fax Application

- Receiving Emails (via POP3)

The guide can be used to make the necessary configuration settings to enable scanning functionality to continue after Google make the changes.

Alternatively contact your I.T. Support to make these changes.

Further information is also available from Google and you will find links for this in Section 3 – Gmail Setup.

2. How to identify if you are using Gmail

To check if your Device has the Gmail SMTP mail server name configured follow the steps below. If the SMTP server is one of the following your Device is configured to use Gmail (Google mail servers)
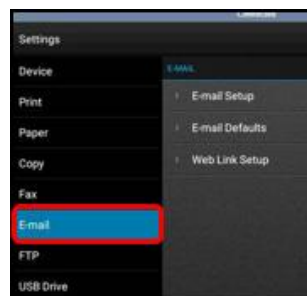
- smtp.gmail.com

- smtp-relay.gmail.com

- aspmx.l.google.com

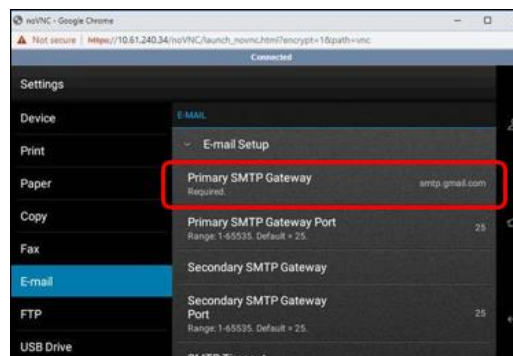### 2.1 Mail Server for A4 Devices

1. From the operation panel, select **Settings**

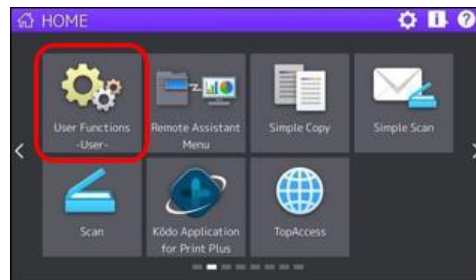2. Select the **E-mail tab** at the bottom of the screen

3. Select **E-mail Setup** and under the Primary SMTP Gateway the SMTP server is displayed
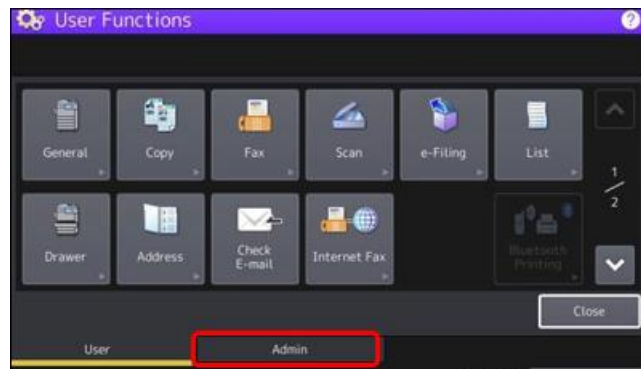
2.2 Mail Server for A3 Devices

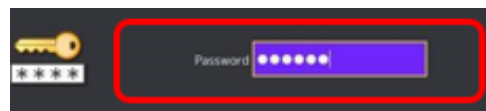1. From the operation panel, select **User Functions**

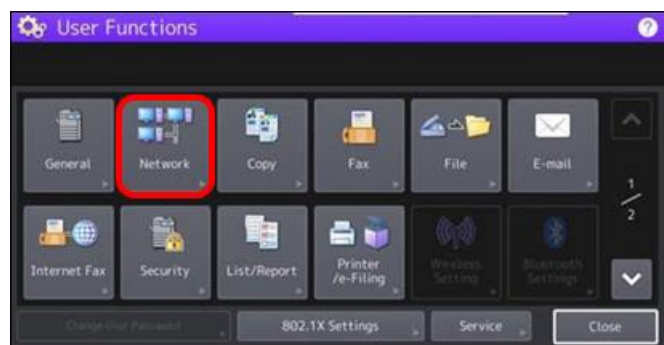2. Select the **Admin tab** at the bottom of the screen

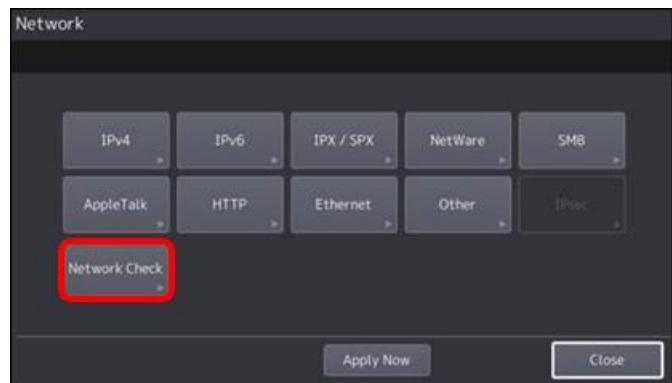3. Enter the default Device Password **123456**

   Note: *Please contact your organisations I.T. Support if the Device password does not work as it may have been changed*
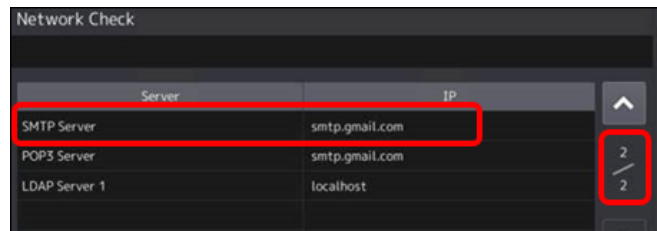

4. Select **Network**

5. Select **Network Check**

6. Arrow down to menu page 2/2, under SMTP Server you will see the **SMTP Server IP or SMTP Name**

3.   Gmail Setup

3.1 Creating a Gmail Account

https://support.google.com/mail/answer/56256

3.2 Enabling 2-Step Verification

https://support.google.com/accounts/answer/185839

3.3 Generating an App Password

https://support.google.com/mail/answer/185833

4. Device "Scan to Email" Settings

4.1 Configuring A4 Devices

1. Obtain the **printer IP address** (from the printer control panel home screen).
   Note: The IP address is a set of four numbers separated by a period (.)


2. Open a Web browser, and then type http:// followed by the printer IP address, without any spaces, into the web browser address bar to access your Device settings
   Note: 192.168.0.50 below is an example IP address. Please contact your organisations I.T. Support if the Device prompts for a password (by default the admin password is not set)
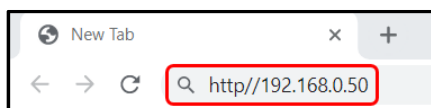
3. From the menu on the left choose **E-mail**
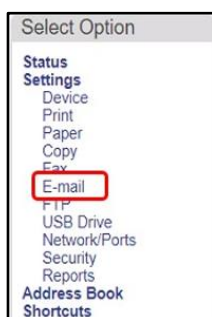
4. Input the following settings in your E-mail Setup if you are using Gmail, otherwise replace the information for your alternate server

   - **Primary SMTP Gateway –** smtp.gmail.com
   - **Primary SMTP Gateway Port –** 587
   - **Reply address –** Enter your Gmail account E-mail address, as your reply address
   - **Use SSL/TLS –** Negotiate
   - **SMTP Server Authentication –** Login / Plain
   - **Device Userid –** Enter your Gmail account E-mail address
   - **Device Password –** Enter your Gmail app Password for your Device (refer to the link in Section 3.3 for information about the App Password, the 16-character code in the yellow bar)
   - Once the information above is entered click '**Save**'

5. Test the Scan to email function from your printer and check that you have received the email sent to the email address entered. If you did not receive an email from the printer carefully check the details entered above, paying special attention to the App password refer to Section 3.3 for information about the App Password, the 16-character code in the yellow bar. If you are experiencing further connection issues after checking the App password please contact your I.T. Support.

4.2 Configuring A3 Devices

1. Obtain the printer IP address: From the Devices operation panel under "**User Functions**"
   Note: Please contact your organisations I.T. Support if the Device password does not work as it may have been changed

   - Select "**User Function's**"
   - Enter Device Password "**123456**"
   - Select "**Network**"
   - Select "**IPV4**"
   - Under "**IP Address**" is the Address you will need to type into your web browser
     Note: The IP address is a set of four numbers separated by a period (.)

2. Open a Web browser, and then type http:// followed by the printer IP address, without any spaces, into the web browser address bar to access your Device Settings

   Note: 192.168.0.50 below is an example IP address for example this will navigate you to the MFD web interface (TopAccess)
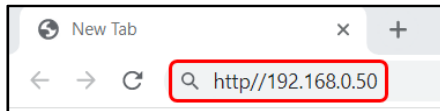
3. Select **Login** in the top right hand corner and then enter **admin** and default password **123456**
   Note: Please contact your organisations I.T. Support if the Device password does not work as it may have been changed

4. Navigate to **Administration → Setup → Email**
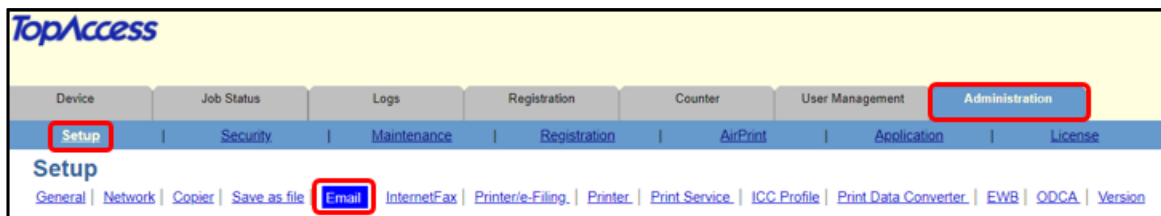
5. Under **General Setting**, fill in the **From Address** and **From Name**, making sure that you enter in yourGoogle Email address in the **From Address** and click - **Save**
   Note: The Email address entered in the From Address field must be an active and working Email address

6. Under **SMTP Client** Select "**Settings**"

7. Input the following

- **Enable SMTP Client** – Enable
- **Enable SSL / TLS** – Accept all certificates without CA
- **SSL/TLS** – STARTTLS
- **SMTP server address** – smtp.gmail.com
- **POP Before SMTP** – Disable
- **Authentication** – AUTO
  *Note: If Authentication "**AUTO**" does not work change to "**Login**" or "**Plain**"*
- **Login Name** – Enter your Gmail account email address
- **Password** – Enter your Gmail app Password for your Device (refer to the link in Section 3.3 for information about the App Password, the 16-character code in the yellow bar)
- **Port Number** – 587
- Click "**Execute**" then "**Save**" – the settings. If the credentials are correct then you should get a Successfully Connected message
  Note: If you receive an error message when executing the connection test carefully check the details entered above, paying special attention to the App password (Section 3.3 for information about the App Password, the 16-character code in the yellow bar). If you are still having issues with scanning to email please contact your I.T. Support

SMTP Client

Save   Cancel

Connection Test   Execute

Enable SMTP Client	Enable
Enable SSL/TLS	Accept all certificates without CA
SSL/TLS	STARTTLS
SMTP Server Address	smtp.gmail.com
POP Before SMTP	Disable
Authentication	Login
Login Name	xxxxxxx@gmail.com
Password	••••••
Maximum Email / InternetFax Size(2-100)	100 MB
Port Number	587
SMTP Client Connection Timeout(1-180)	30 Seconds