



TOSHIBA

TURN OF SCAN CONFIRMATIONS A4

A4 DESKTOP SERIES 1 & 2



This document covers the following models

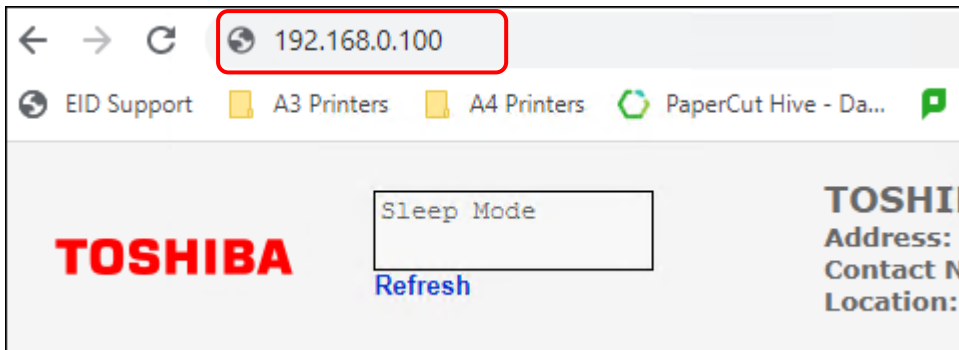
This document covers Multifunction devices only. You can turn off confirmations, the same way on any printer model. But the interface will not be as graphical. Users and I.T tend to not setup SMTP on printers.

A4 Desktop Series 1
Colour
- e-STUDIO 305CS / 385CS
Monochrome
- e-STUDIO 425S
A4 Desktop Series 2
Colour
- e-STUDIO 338CS / 388CS / 389CS
- e-STUDIO 479CS
Monochrome
- e-STUDIO 408S / 448S
- e-STUDIO 478S

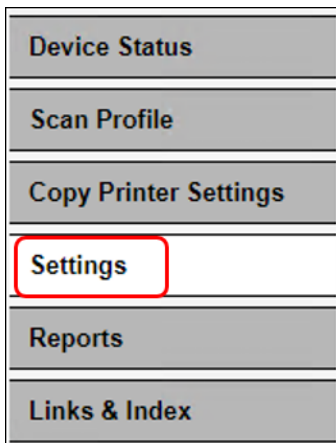
Confirmation Setup

A4 Desktop Series 1

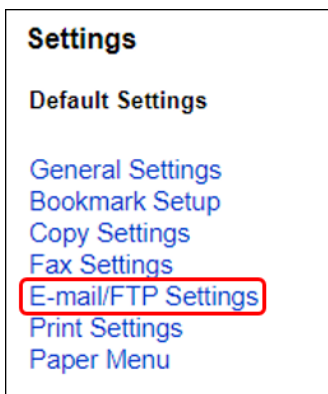
1. Open a web browser → input your printers TCPIP address → press “enter”



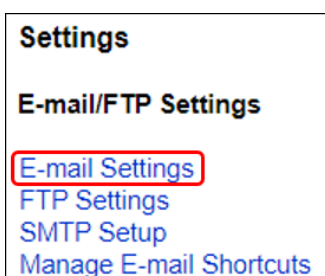
2. Then choose “Settings” from the menu



3. Click on “E-mail/FTP Settings”



4. Choose “E-mail Settings”



5. Scroll down to transmission log. Set this to “print only in error”.

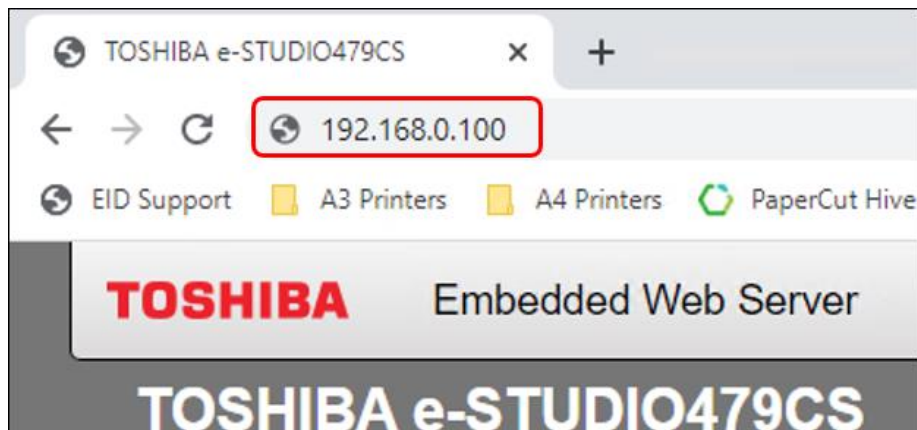
E-mail Settings	
Format	PDF (.pdf) ▾
PDF Settings	
Content Type	Text/Photo ▾
Content Source	B/W Laser ▾
Color	On ▾
Resolution	150 dpi ▾
Temperature	0 (Cool)*.... (Warm) ▾
Darkness	5 (-)....*....(+) ▾
Orientation	Portrait ▾
Original Size	A4 ▾
Sides (Duplex)	Short edge ▾
JPEG Quality	-1
Text Default	75
Text/Photo Default	75
Photo Default	50
E-mail images sent as	Attachment ▾
Use Multi-Page TIFF	<input checked="" type="checkbox"/>
TIFF Compression	LZW ▾
Transmission Log	Print only for error ▾
Log Paper Source	Tray 1 ▾

6. Scroll to the very bottom once your made your changes and press “Submit”

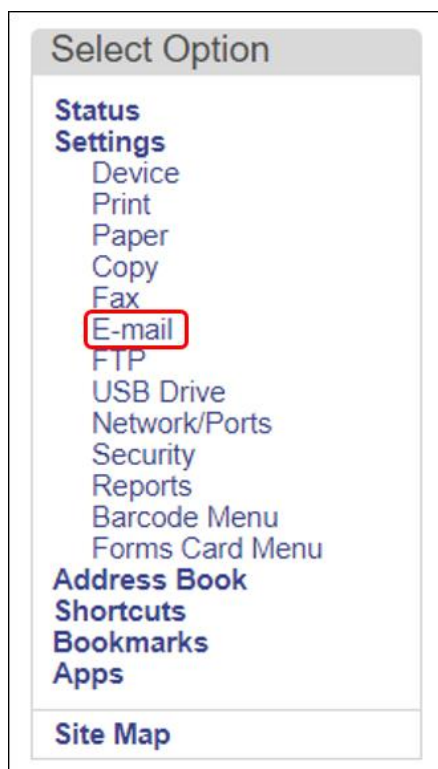
<input type="button" value="Submit"/>	<input type="button" value="Reset Form"/>
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A4 Desktop Series 2

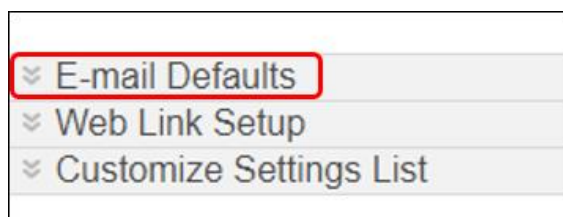
1. Open a web browser → input your printers TCPIP address → press “enter”



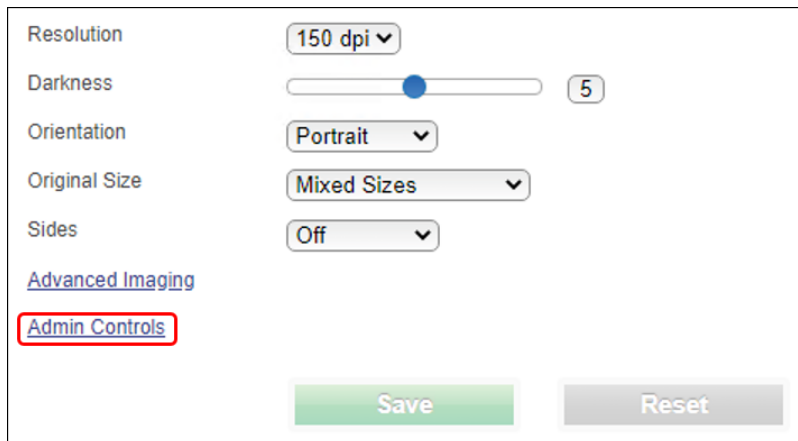
2. From the menu choose “e-Mail”



3. Scroll to the bottom of this page and go to “e-Mail Defaults”

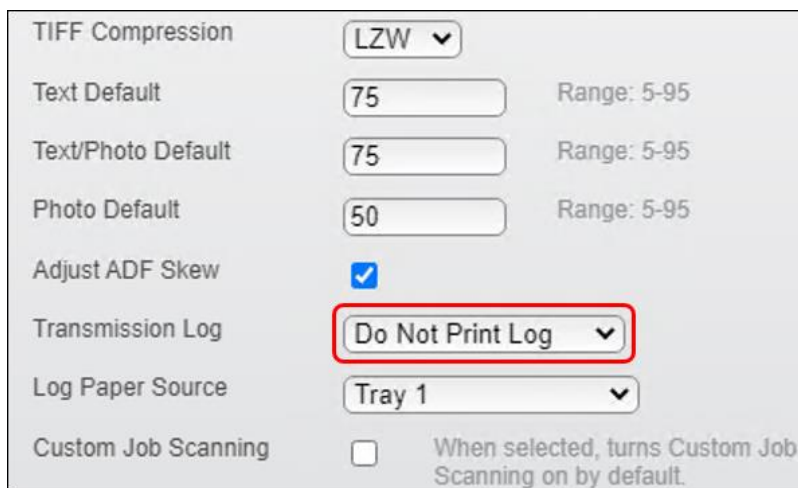


4. Here scroll almost to the bottom of the page and choose “Admin Controls”



This screenshot shows the 'Admin Controls' settings page. At the top, there are several configuration options: 'Resolution' set to '150 dpi', 'Darkness' with a slider and a value of '5', 'Orientation' set to 'Portrait', 'Original Size' set to 'Mixed Sizes', and 'Sides' set to 'Off'. Below these is a link for 'Advanced Imaging' and the 'Admin Controls' link, which is highlighted with a red rectangle. At the bottom of the panel are two buttons: 'Save' (green) and 'Reset' (grey).

5. Scroll down until you see “Transmission Log”, change to “Print Only For Error”



This screenshot shows the 'Transmission Log' settings page. It includes several settings: 'TIFF Compression' set to 'LZW', 'Text Default' set to '75' (Range: 5-95), 'Text/Photo Default' set to '75' (Range: 5-95), 'Photo Default' set to '50' (Range: 5-95), 'Adjust ADF Skew' checked, 'Transmission Log' set to 'Do Not Print Log' (highlighted with a red rectangle), 'Log Paper Source' set to 'Tray 1', and 'Custom Job Scanning' unchecked with a note: 'When selected, turns Custom Job Scanning on by default.'

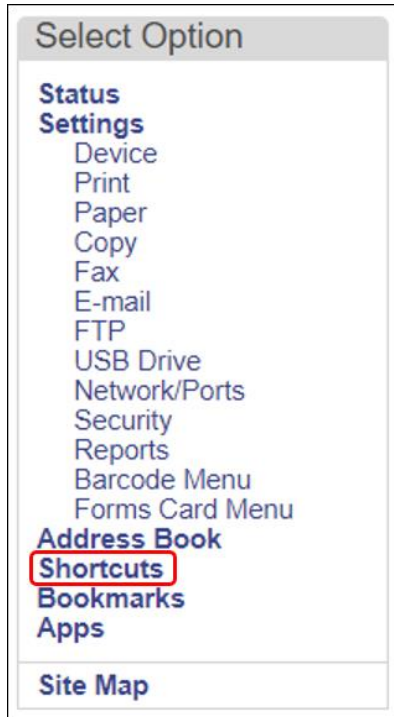
6. Then press “Save”



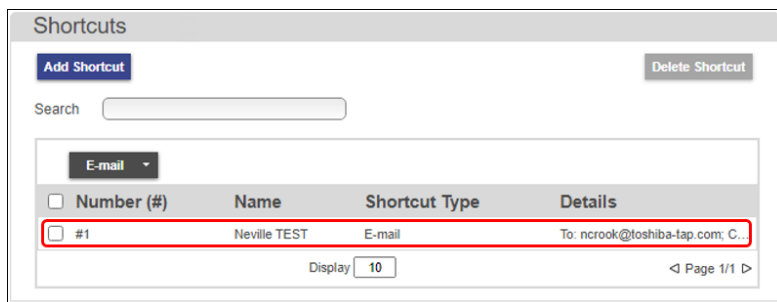
This screenshot shows the 'Transmission Log' settings page with the 'Transmission Log' dropdown menu changed to 'Print Only For Error'. The 'Save' button is highlighted with a red rectangle, and the 'Cancel' button is visible next to it.

A4 Desktop Series 2 devices can also have a log setting for individual Scan Shortcuts

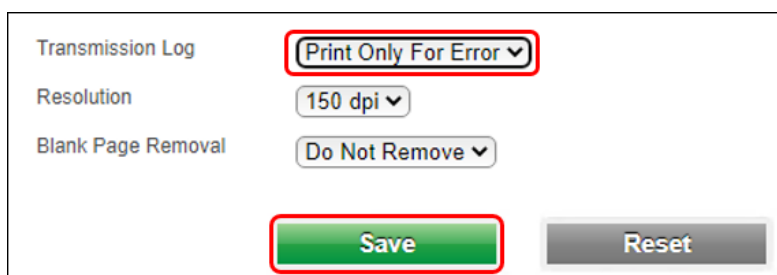
1. Transmission Logs attached to users can also print a log file
2. Open a web browser → input your printers TCPIP address → press “enter”
3. Choose “Shortcuts” from the Options Menu



4. Choose the Shortcut you want to edit. “Double click” on it



5. “Scroll down” to the bottom of the Shortcut page. Change the Transmission Log to “Print Only For Error”
Then click “Save”



Common Email Error Codes

The table below will assist you in troubleshooting any printed scan to email error:

Error Code	Meaning
Connection Failure <-7>	Incorrect Port - Enter a different port number and test again. Common ports include 465, 587 and 25
Connection Failure <-10>	Validate CA should be turned on, user name incorrect - Try the opposite CA setting and try again. Try Full name and User name and test again
Connection Failure <-11>	Incorrect SMTP Server Address, Network Communication Issue - Enter correct SMTP server address, Check WAN, also check you can reach device via Web
Connection Failure <-19>	Incorrect Port or SSL / TLS setting - Input correct port or SSL/TLS settings (may have been an unauthenticated account initially)
Connection Failure <-22>	Incorrect date and time settings - Update the correct date and time on the device
Connection Failure <-52>	Validate CA has been checked - Uncheck Validate CA on printer email settings
Connection Failure <-504>	SMTP Server Authentication set to NTLM - Unrecognised Authentication type. Change Authentication to Applicable Plain / Login or None
Connection Failure <-530>	Enable SSL/TLS or SMTP Authentication set to None - Set to Negotiate and or Required and test again, Set Authentication to applicable setting and test again
Connection Failure <-534>	Allow account to use MFA, used to be the error code for Allow Secure Apps access - MFA procedure for Office365 and Gmail available to fix this issue
Connection Failure <-535>	User name and Password combination not accepted - Change user name and Password and test again.