TOSHIBA

MULTIFUNCTIONAL DIGITAL SYSTEMS

Network Operator's Guide

e-STUDIO3511/4511

e-STUDIO350/450

e-STUDIO230/280

e-STUDIO200L/230L

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Preface

Thank you for purchasing e-STUDIO4511 Series, e-STUDIO450 Series, or e-STUDIO280 Series Multifunctional Digital Systems. This Guide provides instructions on how to use TopAccess in user mode for remote device management. Read this guide before operating the e-STUDIO4511 Series, e-STUDIO450 Series, or e-STUDIO280 Series and keep it within easy reach to aid you in configuring a system environment that makes best of the e-STUDIO's functions.

About This Guide

This manual describes how to operate the remote device management functions using the TopAccess user functions.

Conventions

- The term “this equipment” in this manual refers to the e-STUDIO4511 Series, e-STUDIO450 Series, or e-STUDIO280 Series.
- The term “e-Filing” in this manual is an abbreviation of “electronic filing”.

About Other Manuals

Other guides are included in the User Documentation CD-ROM provided with this system:

Printing Guide— explains how to install user software for the printer functions, including how to set up and manage print jobs from Microsoft Windows, Apple Mac OS, and UNIX computers.

Network Administrator's Guide— explains the basic configuration and administration of the equipment in supported platform and network environments. It also includes guidelines for setting up network servers to provide various network services.

e-Filing Guide—explains how to operate the e-Filing features by using the TWAIN driver, File Downloader and e-Filing web utility.

Network Fax Guide—explains how to use the network fax features that enable users to operate fax and internet fax sending from a client computer via network.

Table of Contents

1. OVERVIEW

TopAccess, a web-based job and device management tool, allows you to access device information over the Internet.

TopAccess, in user mode, allows you to:

- Display device information and status.
- Manage print jobs, fax and Internet Fax jobs, and scan jobs.
- Display print job logs, transmission journals, reception journals, and scan job logs.
- Create Private templates for general and specific use.
- Add contacts or groups to the address book.
- Create ITU-T compatible mailboxes (Optional Fax unit is required).
- Display counters.

NOTE:
- TopAccess is available only when the Network Interface Card is installed.

2. TOPACCESS END-USER MODE

TopAccess Overview

TopAccess is a web-based job and device management tool that allows you to access information about this equipment over the Internet.

TopAccess has two web sites available. One site is designed for end users and the other is for the administrators.

- The end-user site displays the equipment and job status and enables you to create and maintain private template groups and private templates.
- The administrator site enables network administrators to configure device settings, conduct maintenance, and update the address book, public template group and public templates.

NOTE:
- For instructions on how to use TopAccess in the administrator mode, refer to the ***Network Administrator's Guide***.

End users can:

- Display general device information including the status, drawer/accessory configuration, and paper supply information.
- Display and manage the status of print jobs, fax/internet fax transmit jobs, and scan jobs submitted by the user. (Optional Fax unit is required for displaying and managing the fax transmit jobs)
- Display the job logs for print, fax/internet fax transmit, fax/internet fax reception, and scan. (Optional Fax unit is required for displaying the fax transmit and fax reception job log.)
- Register and modify the templates.
- Add or modify the contacts and groups in the address book.
- Register and modify the mailboxes. (Optional Fax unit is required.)
- Display the counters logs
- Download client software.

NOTES:
- Because TopAccess uses cookies to store information on the user's system, users must have cookies enabled in the browser.
- When TopAccess does not work properly, delete cookies and try again.
- On Netscape 7.1, the Confirm dialog box that asks whether you want Password Manager to remember the logon may appear when you save any changes in TopAccess. If the dialog box appears, click [No] to disable the memory of Password Manager. If enabled, unexpected values may automatically be entered when you open the page next time.

Accessing TopAccess End-User Mode

To operate TopAccess, this equipment should be connected to the network and be configured with the TCP/IP settings. After you complete the TCP/IP setup, you can access to TopAccess web site to operate various functions from your computer using a web browser such as Netscape Navigator and Internet Explorer.

You can use the TopAccess web-based utility from a Windows, Macintosh or Unix operating system environment. The following browsers are supported:

- Windows
  - Internet Explorer 5.5 or later
  - Netscape Navigator 7.02 or later
- Macintosh
  - Internet Explorer 5.5 or later
  - Netscape Navigator 7.02 or later
- Unix
  - Netscape Navigator 7.02 or later

Accessing TopAccess in end-user mode

1. **To navigate to TopAccess, enter the following URL on the address box of your Internet browser.**

   `http://<IP Address> or http://<Device Name>`

   For example

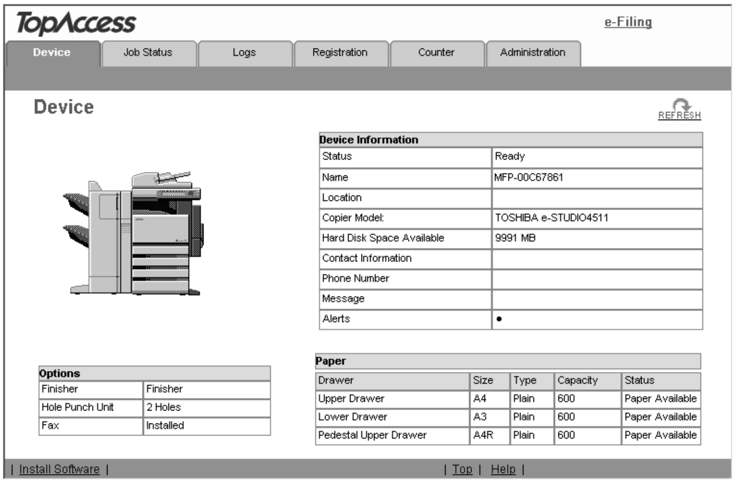
   When the IP address of the equipment is “10.10.70.105”:

   `http://10.10.70.105`

   When the device name of this equipment is “mfp-00c67861”:

   `http://mfp-00c67861`

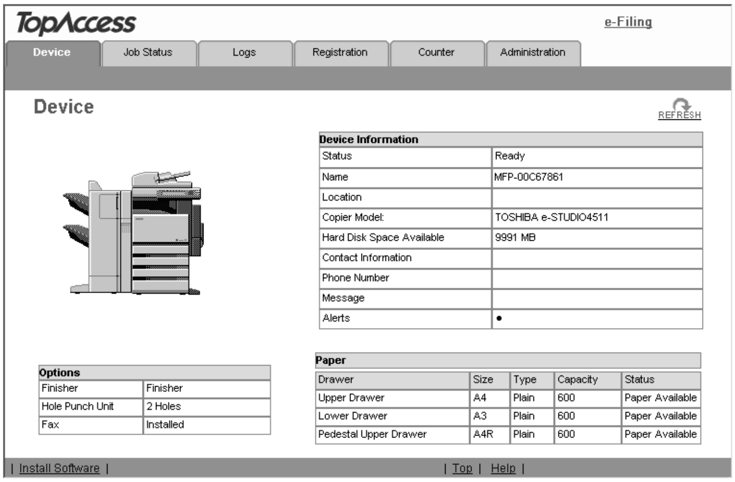
2. **The TopAccess web page for end users opens.**



SUPPLEMENT:
- You can also access TopAccess using the TopAccessDocMon link. For instructions on accessing TopAccess from TopAccessDocMon, see the ***Printing Guide***.

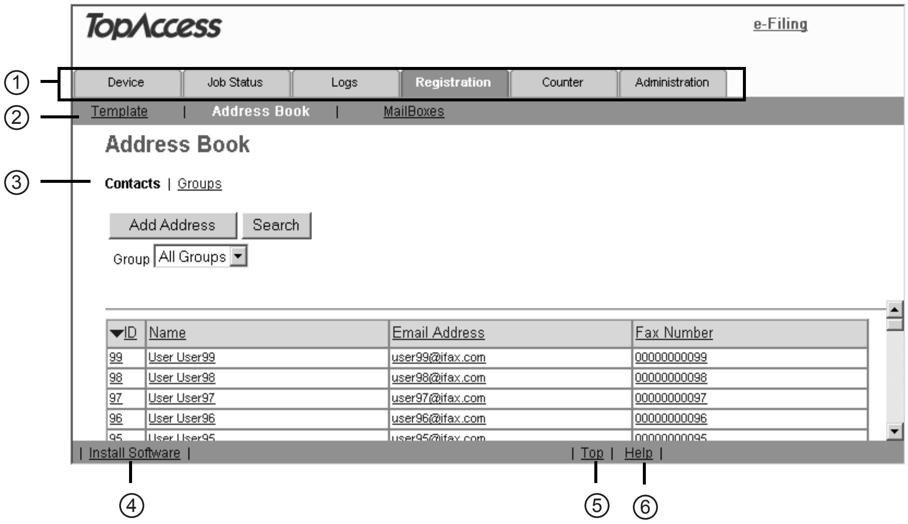
TopAccess Web Site

When you access TopAccess, the general information page of the TopAccess web site is displayed.



From here, you can initiate most device monitoring and management functions.

The basic TopAccess page contains following items:



1) Function Tab
This provides access to main pages of TopAccess for each function.

2) Menu Bar
This provides access to each menu page under the selected function tab.

3) Submenu Bar
This provides access to each submenu page under the selected menu and function tab.

4) Install Software link
Click this to open the Install Client Software page to download the client software from TopAccess.

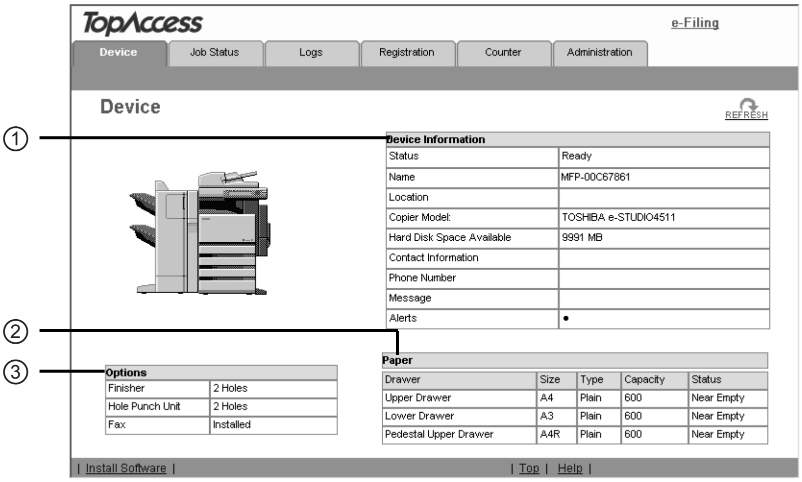
5) **Top link**
Click this to display the top of the page that is currently displayed.

6) **Help link**
Click this to display the Online Help.

Checking Device Status

TopAccess opens with the end-user Device tab, which includes a picture of the device. At any time, the end-user may click Refresh to update the TopAccess status information.

This tab shows the following information about the device:



1) Device Information

- **Status** — Displays the device status.
- **Name** — Displays the name of this equipment.
- **Location** — Displays the equipment's location.
- **Copier Model** — Displays the model name of this equipment.
- **Hard Disk Space Available** — Displays the available size to store the Save as file and Store to e-Filing documents.
- **Contact Information** — Displays the contact name of the person responsible for managing this device.
- **Phone Number** — Displays the phone number of the person responsible for managing this device.
- **Message** — Displays the administrative message.
- **Alerts** — Displays the alert message. Errors are in red and warnings are in yellow.

2) Paper

- **Drawer** — Lists the installed drawers.
- **Size** — Displays the paper size set in each drawer.
- **Type** — Displays the paper type set in each drawer.
- **Capacity** — Displays the maximum paper capacity that can be set in each drawer.
- **Status** — Displays the consumption status in each drawer.

3) Options

- **Finisher** — Displays the type of finisher installed.
- **Hole Punch Unit** — Displays whether the hole punch unit is installed.
- **Fax** — Displays whether the fax unit is installed.
- **Optional Function** — Displays whether the optional function kit is installed (for e-STUDIO450 Series and e-STUDIO280 Series only).
- **Auto Duplex Unit** — Displays whether the auto duplex unit is installed (for e-STUDIO280 Series only).

Managing Jobs

Using TopAccess, end users can display and delete print jobs, fax transmission jobs, and scan jobs released by end users.

Managing Print Jobs

Using TopAccess, you can display, delete and release print jobs that are currently in the queue.

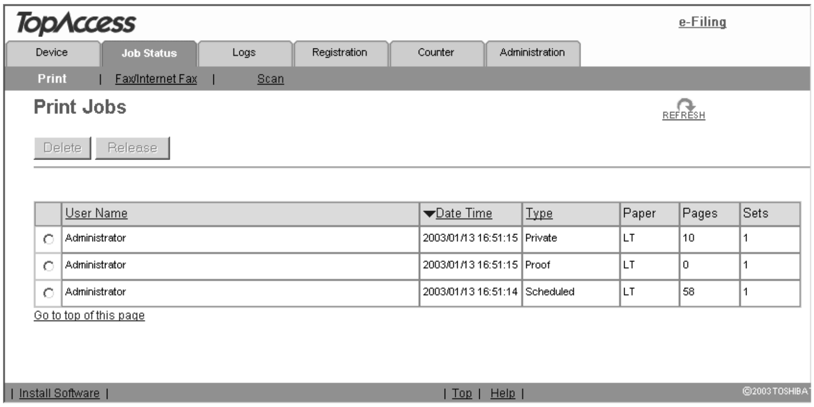
Displaying Print Jobs

Accessing the Print menu page in the Job Status tab

1. Click the Job Status tab and click the Print menu.

- The Print menu page is displayed.

2. If your print job previously released is not displayed in the list, click the [REFRESH] icon at the upper right in the page.



SUPPLEMENTS:

- The print jobs that had finished printing are displayed in the Log tab.
- To sort the print jobs list so that a particular job is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Print menu page displays following information for each print job.

1) **User Name**
Displays the computer name that released the print job.

2) **Date Time**
Displays the date and time when the print job was released from the client computers.

3) **Type**
Displays the print job type.

4) **Paper**
Displays the paper size of the print jobs.

5) **Pages**
Displays the number of pages the print job contains.

6) **Sets**
Displays the number of copies set in the print jobs.

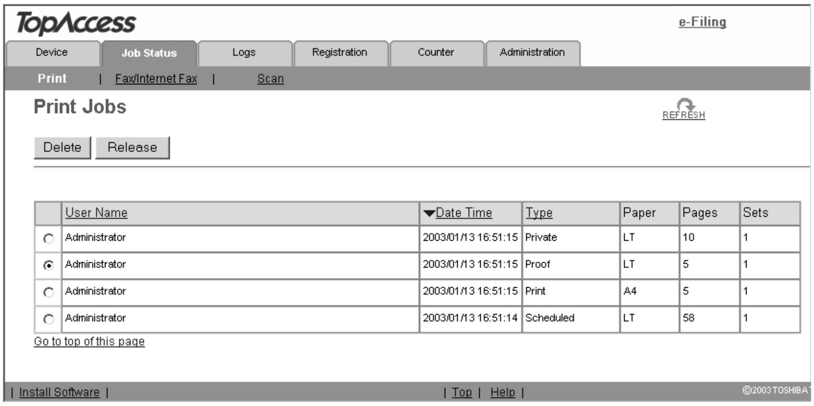
Deleting a Print Job

Deleting a print job

1. Click the Job Status tab and click the Print menu.

- The Print menu page is displayed.

2. Select an option button at the left of the print job that you want to delete.



- You can select only one print job at a time.

3. Click [Delete].

- Selected print job is deleted.

Releasing a Print Job

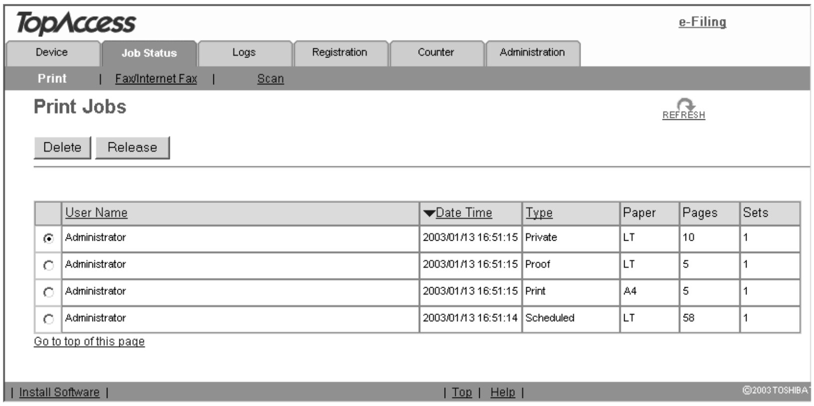
You can print jobs that are stored in the queue.

Releasing a print job

1. Click the Job Status tab and click the Print menu.

- The Print menu page is displayed.

2. **Select an option button at the left of the print job that you want to release.**



- You can select only one print job at a time.

3. **Click [Release].**
   - When you select other than a private job, the selected print job is immediately printed.
   - When you select a private job, the Private Print Job window appears.

4. **When the Private Print Job window appears, enter the password for the private job and click [Enter].**

- The selected private job is immediately printed.

Managing Fax/Internet Fax Jobs

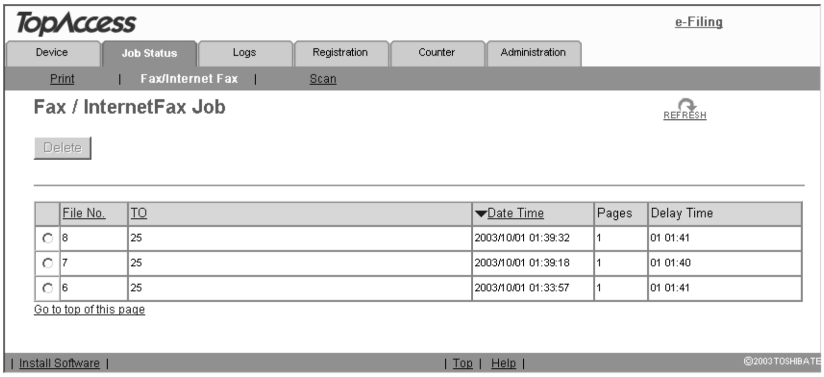
Using TopAccess, you can display and delete fax transmission jobs including fax transmission and Internet Fax transmission.

Displaying Fax/Internet Fax Jobs

Accessing the Fax/Internet Fax menu page in the Job Status tab

1. **Click the Job Status tab and click the Fax/Internet Fax menu.**
   - The Fax/Internet Fax menu page is displayed.

2. If your fax transmission job previously released is not displayed in the list, click the [REFRESH] icon at the upper right in the page.



SUPPLEMENTS:
- The transmission jobs that had finished the transmission are displayed in the Log tab.
- To sort the fax transmission jobs list so that a particular job is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Fax/Internet Fax menu page displays following information for each fax transmission job.

1) **File No.**
Displays the file number to identify the fax transmission job.

2) **TO**
Displays the destinations set to the fax transmission job.

3) **Date Time**
Displays the date and time when the fax transmission job is released from the Touch Panel Display or client computer using the N/W-Fax driver.

4) **Pages**
Displays the number of pages the fax transmission job contains.

5) **Delay Time**
Displays the delayed time set to the fax transmission job.

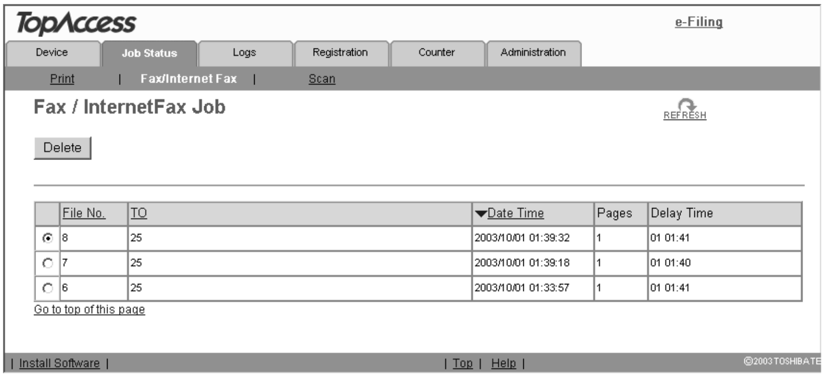
Deleting a Fax Transmission Job

You can delete a fax transmission job.

Deleting a fax transmission job

1. Click the Job Status tab and click the Fax/Internet Fax menu.
- The Fax/Internet Fax menu page is displayed.

2. **Select an option button at the left of the fax transmission job that you want to delete.**



- You can select only one fax transmission job at a time.

3. **Click [Delete].**
   - Selected fax transmission job is deleted.

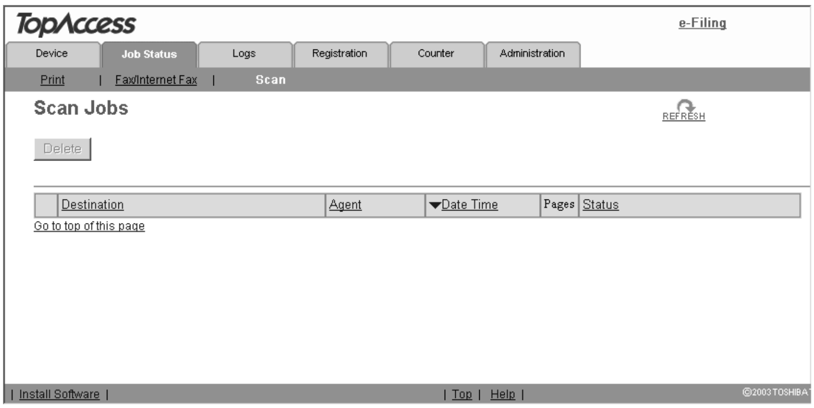
Managing Scan Jobs

Using TopAccess, you can display and delete scan jobs that are currently in the queue.

Displaying Scan Jobs

Accessing the Scan menu page in the Job Status tab

1. **Click the Job Status tab and click the Scan menu.**
   - The Scan menu page is displayed.
2. **If your scan job previously released is not displayed in the list, click the [REFRESH] icon at the upper right in the page.**



SUPPLEMENTS: • The scan jobs that had finished scanning are displayed in the Log tab.

- To sort the scan jobs list so that a particular job is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Scan menu page displays following information for each scan job.

1) **Destination**
When the job performs the Scan to File or Scan to e-Filing, it displays the document name to be stored. When the job performs the Scan to Email, it displays the destinations where the scanned document will be sent.

2) **Agent**
Displays the agent of the scan job.

3) **Date Time**
Displays the date and time when the scan job is released from the Touch Panel Display.

4) **Pages**
Displays the number of pages the scan job contains.

5) **Status**
Displays the detailed status of the scan job.

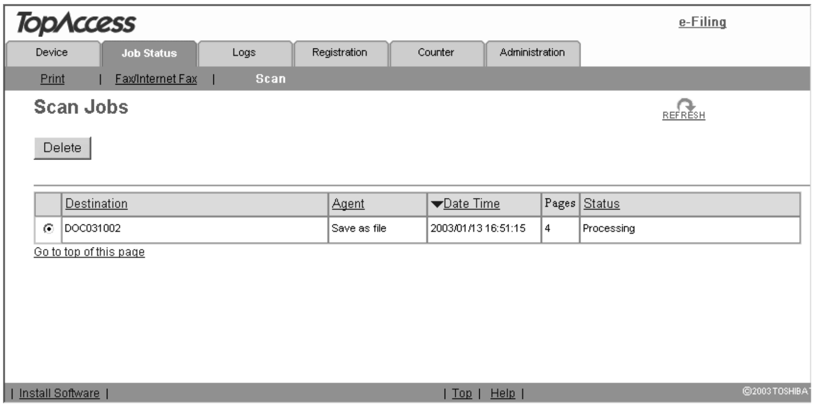
Deleting a Scan Job

You can delete a scan job.

Deleting a scan job

1. Click the Job Status tab and click the Scan menu.
- The Scan menu page is displayed.

2. Select an option button at the left of the scan job that you want to delete.



- You can select only one scan job at a time.

3. Click [Delete].
- Selected scan job is deleted.

Displaying Job Logs

Using TopAccess, end users can display print job logs, transmission journals, reception journals, and scan job logs.

Displaying Print Job Logs

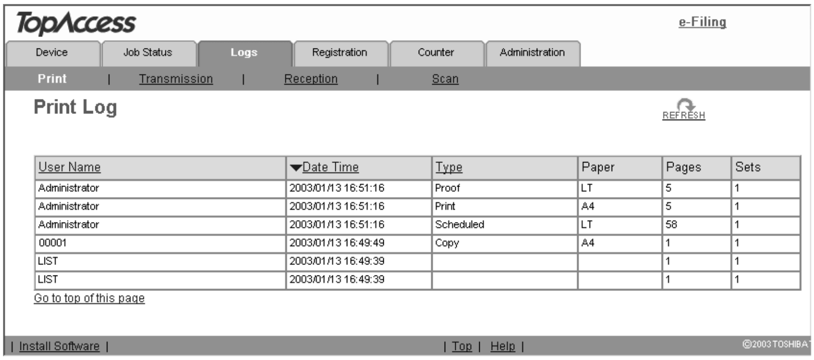
Using TopAccess, you can display the print job logs printed on this equipment.

Accessing the Print menu page in the Logs tab

1. Click the Logs tab and click the Print menu.

- The Print menu page is displayed.

2. Click the [REFRESH] icon at the upper right in the page to obtain the update information.



SUPPLEMENT:

- To sort the print job logs list so that a particular job log is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Print menu page displays following information for each print job log.

1) User Name
Displays the computer name that released the print job. Click the header link to sort the print job list by user name.

2) Date Time
Displays the date and time that the print job was released from the client computers. Click the header link to sort the print job list by Date and Time.

3) Type
Displays the print job type. Click the header link to sort the print job list by print job type.

4) Paper
Displays the paper size of the print jobs.

5) Pages
Displays the number of pages the print job contains.

6) Sets
Displays the number of copies set in print jobs.

Displaying Transmission Journals

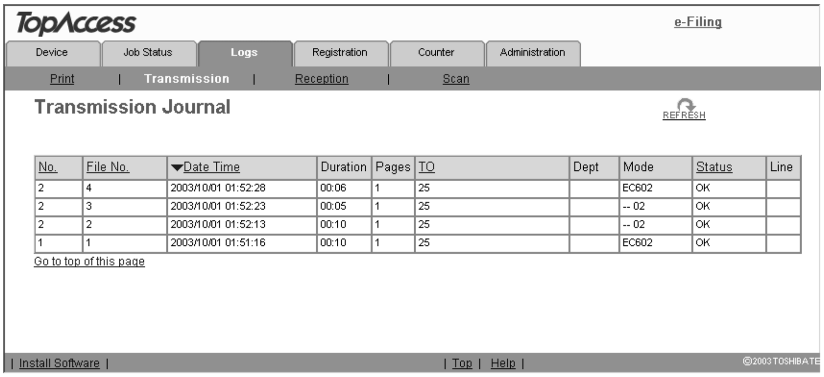
Using TopAccess, you can display the transmission journals that this equipment sent by fax and Internet Fax transmission.

Accessing the Transmission menu page in the Logs tab

1. Click the Logs tab and click the Transmission menu.

- The Transmission menu page is displayed.

2. Click the [REFRESH] icon at the upper right in the page to obtain the update information.



SUPPLEMENT:

- To sort the transmission journals list so that a particular transmission journal is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Transmission menu page displays following information for each transmission journal.

1) No.
Displays the serial number of the journals.

2) File No.
Displays the file number to identify the transmission job.

3) Date Time
Displays the date and time the transmission job was performed.

4) Duration
Displays the time length taken for the transmissions. If it takes more than 1 hour, “59:59” is indicated.

5) Pages
Displays the number of pages the transmission job contains.

6) TO
Displays the destinations set to the transmission job.

7) Dept
Displays the department name.

8) Mode
Displays the transmission mode.

9) Status
Displays the result of the transmission.

10) **Line**
Displays the line used.

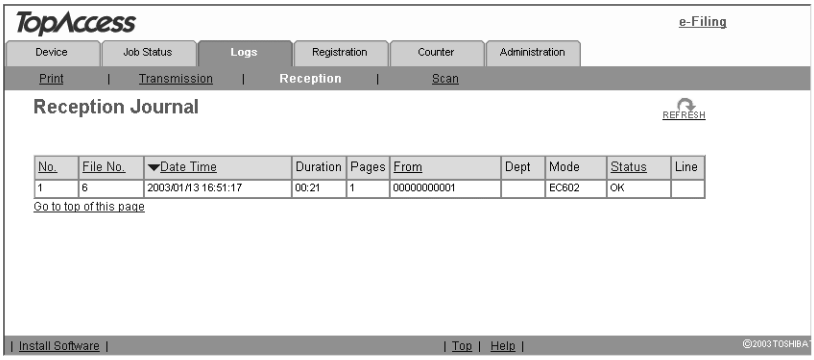
Displaying Reception Journals

Using TopAccess, you can display the reception journals that this equipment received by fax and Internet Fax transmission.

Accessing the Reception menu page in the Logs tab

1. Click the Logs tab and click the Reception menu.
- The Reception menu page is displayed.

2. Click the [REFRESH] icon at the upper right in the page to obtain the update information.



SUPPLEMENT:
- To sort the reception journals list so that a particular reception journal is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Reception menu page displays following information for each reception journal.

1) **No.**
Displays the serial number of the journals.

2) **File No.**
Displays the file number to identify the received job.

3) **Date Time**
Displays the date and time of receiving the job.

4) **Duration**
Displays the time length taken for the receptions. If it takes more than 1 hour, “59:59” is indicated.

5) **Pages**
Displays the number of pages the received job contains.

6) **From**
Displays the sender’s email address or fax number of the received job.

7) **Dept**
Displays the department number.

8) **Mode**
Displays the reception mode.

9) **Status**
Displays the result of the reception.

10) **Line**
Displays the line used.

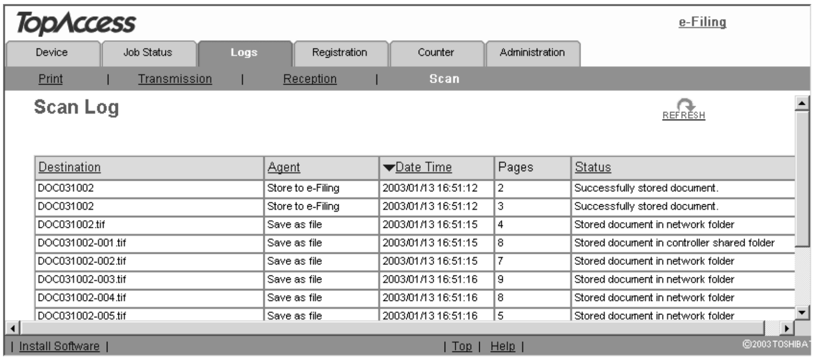
Displaying Scan Job Logs

Using TopAccess, you can display scan job logs that this equipment performed.

Accessing the Scan menu page in the Logs menu

1. Click the Logs tab and click the Scan menu.
- The Scan menu page is displayed.

2. Click the [REFRESH] icon at the upper right in the page to obtain the update information.



SUPPLEMENT:
- To sort the scan job logs list so that a particular scan job log is easier to be found, click the appropriate table heading. The page refreshes to display the information in the order you requested.

The Scan menu page displays following information for each scan job log.

1) **Destination**
When the job performed the Scan to File or Scan to e-Filing, it displays the document name that was stored. When the job performed the Scan to Email, it displays the destinations where the scanned document was sent.

2) **Agent**
Displays the agent of the scan job.

3) **Date Time**
Displays the date and time when the scan job was released from the Control Panel.

4) **Pages**
Displays the number of pages the scan job contains.

5) **Status**
Displays the detailed result status of the scan job.

Managing Templates

Templates contain preset information for the operation of the copiers, scans, and fax and Internet Fax transmissions so that users can perform these operations easily by selecting the template button on the Touch Panel Display.

Templates are stored in groups. There are up to 200 private template groups and one public group. Each group can contain up to 60 templates.

Templates in the public group are created and maintained by the administrator. The public group can be accessed by all users, but some of the templates may be designed for specific purposes and have passwords assigned to them. For more information about setting up the public templates, see the ***Network Administrator's Guide***.

Templates in private template groups are based on particular group profiles. Private groups can be assigned passwords. You can also assign passwords to individual templates. If it has no password assigned at either the template or group level, a "private" template is accessible to all users.

In practice, you may not need to create templates or groups yourself. The administrator and other users may have set up all the templates you need for your work. Before creating any template, look on your system to see what templates are available.

When users set up the templates and template group for the first time, you must first create a template group according to how templates are grouped, and then register the template that you require.

📖 P.27 "Registering Private Template Groups"

📖 P.33 "Registering Private Templates"

In addition, you can also display the templates list registered in the public group.

📖 P.61 "Displaying Public Templates"

SUPPLEMENT:
- Templates can be managed using the Touch Panel Display. For managing templates from the Touch Panel Display, please see the ***Operator's Manual for Basic Function***.

Registering Private Template Groups

Before registering private templates, you have to register the private template group. You can classify the private templates according to every department, every user, and a use by registering the private template groups.

Also each private template group can be protected by the password.

📖 P.27 "Setting Group Information"

📖 P.29 "Setting Group Password"

📖 P.31 "Resetting Group Information"

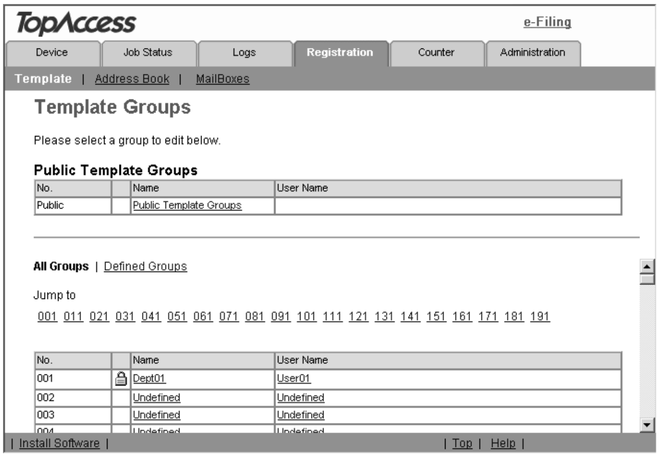
Setting Group Information

You can define up to 200 private template groups. To define the private template groups, you can specify the group name, owner, and email notification setting.

Setting a private template group information

1. Click the Registration tab and the Template menu.
- The Template menu page is displayed.

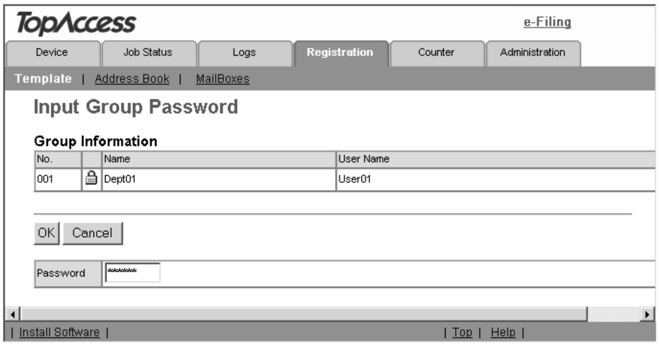
2. **Click the “Undefined” group name link to define a new private template group, or click the group name link that has been defined to edit the private template group information.**



- If you select the private template group that has not been defined, the Group Properties page is displayed. Skip to step 5.
- If you select the defined private template group that is not protected by a password, the Private Templates page is displayed. Skip to step 4.
- If you select the defined private template group that is protected by a password, the Input Group Password page is displayed. Go to the next step.

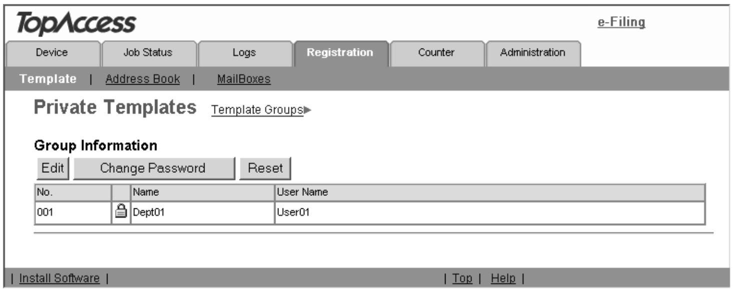
SUPPLEMENTS:
- You can display only defined private template groups by clicking on the “Defined Groups” link. The page displays all 200 private template groups in default page view.
- If you know which private template group you want to define or edit, click the number of the private template group in the “Jump to” links.

3. **When the Input Group Password page is displayed, enter the 5-digit password for the selected private template group and click [OK].**



- The Private Templates page is displayed.

4. Click [Edit] to define or edit the group information.



- The Group Properties page is displayed.

5. Enter the items below as desired.

Number — Displays the number of the private template group.

Name — Enter the name of the private template group.

User Name — Enter the owner name of the private template group.

Notification — Enter the default email address where the notification will be sent. The email address entered here will be displayed in the Panel Settings page and can be selected for the destination of the notifications when creating a private template in this group.

6. Click [Save] to apply changes.

7. You can continue setting the group password, or registering or editing templates in the group, as required.

P.29 "Setting Group Password"

P.33 "Registering Private Templates"

Setting Group Password

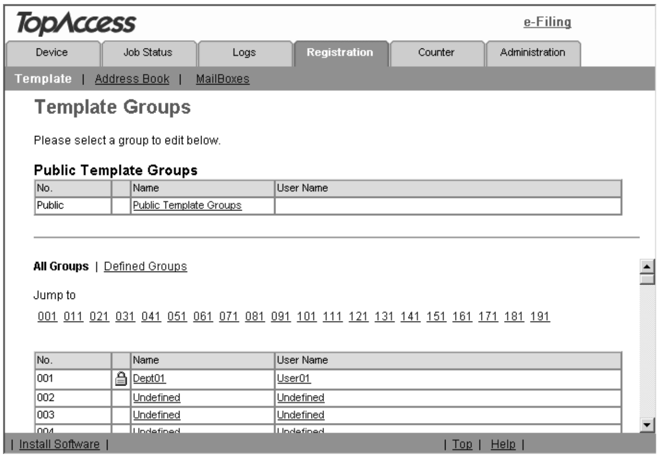
To set the group password, you must register the private template group first. You can set the password for the group that you have already registered.

Setting the group password

1. Click the Registration tab and the Template menu.

- The Template menu page is displayed.

2. Click the group name link that you want to set or to modify the group password.

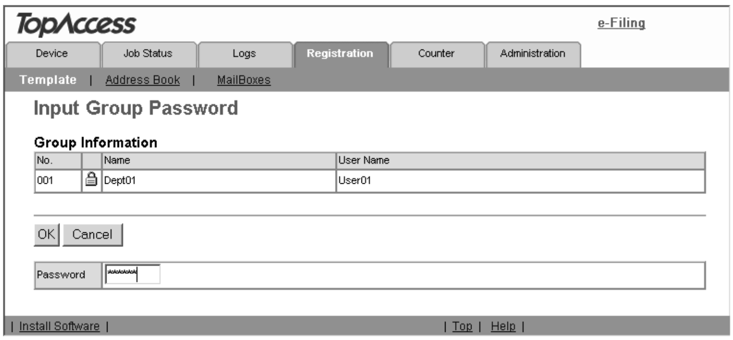


- If you select the private template group that is not protected by a password, the Private Templates page is displayed. Skip to step 4.
- If you select the private template group that is protected by a password, the Input Group Password page is displayed. Go to the next step.

SUPPLEMENTS:

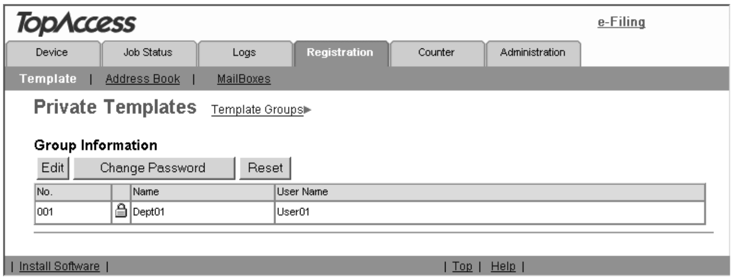
- You can display only defined private template groups by clicking on the "Defined Groups" link. The page displays all 200 private template groups in default page view.
- If you know which private template group you want to define or edit, click the number of the private template group in the "Jump to" links.

3. When the Input Group Password page is displayed, enter the 5-digit password for the selected private template group and click [OK].



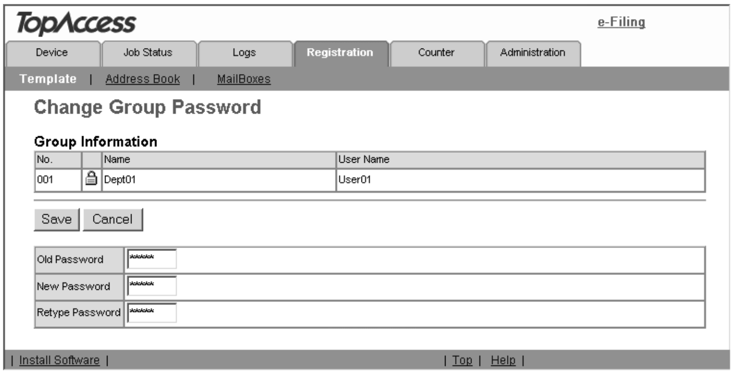
- The Private Templates page is displayed.

4. **Click [Change Password] to set the password for the private template group.**



- The Change Group Password page is displayed.

5. **Enter the old password in the Old Password field, and new password in the New Password and Retype Password fields.**



- You can only use 5-digit numbers for the password.
- If the password has not been set to the group, leave the Old Password field blank.
- Leaving the New Password and Retype Password field blank releases password protection for the group.

6. **Click [Save].**
   - The confirmation dialog box appears.

7. **Click [OK].**

- The group password is set or modified.

Resetting Group Information

You can reset the group information that you no longer require and turn it to an undefined group.

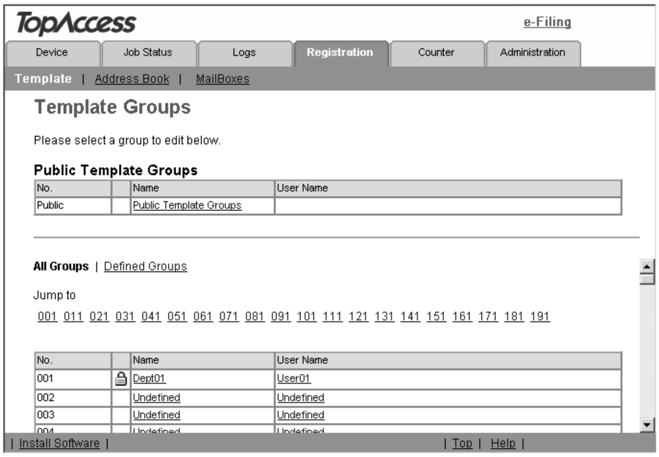
NOTE: • If you reset the group information, all private templates registered in the group will be deleted.

Resetting group information

1. Click the Registration tab and the Template menu.

- The Template menu page is displayed.

2. Click the group name link that you want to reset.

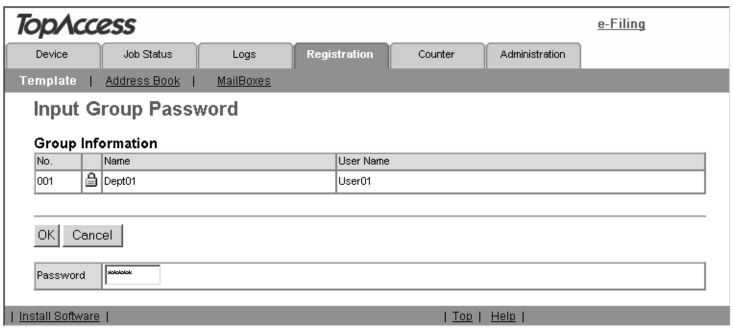


- If you select the private template group that is not protected by a password, the Private Templates page is displayed. Skip to step 4.
- If you select the private template group that is protected by a password, the Input Group Password page is displayed. Go to the next step.

SUPPLEMENTS:

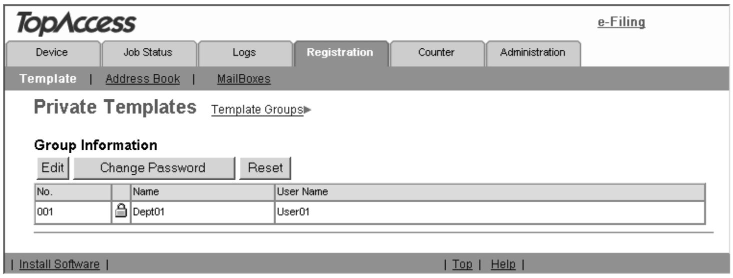
- You can display only defined private template groups by clicking on the "Defined Groups" link. The page displays all 200 private template groups in default page view.
- If you know which private template group you want to define or edit, click the number of private template group in the "Jump to" links.

3. When the Input Group Password page is displayed, enter the 5-digit password for the selected private template group and click [OK].



- The Private Templates page is displayed.

4. Click [Reset].



- The confirmation dialog box appears.

5. Click [OK].

- The group information is reset.

Registering Private Templates

In each private template group, you can create up to 60 templates. To define the private template, specify the panel settings that will be displayed in the Touch Panel Display and agent settings. Each private template can also be protected by a password.

P.33 "Registering or Editing Private Templates"

P.55 "Setting Template Password"

P.58 "Resetting Private Templates"

Registering or Editing Private Templates

Each template can be created in combination of following agents:

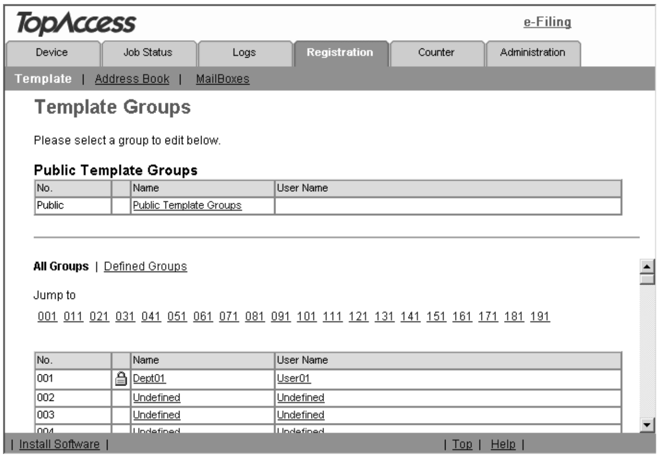
- Copy template can be combined with the Save as file or Store to e-Filing agent.
- Fax/Internet Fax template can be combined with the Save as file agent.
- Scan template can be created with up to two agents in combination of the Save as file, Email, and Store to e-Filing agents.

Registering or editing a private template

1. Click the Registration tab and the Template menu.

- The Template menu page is displayed.

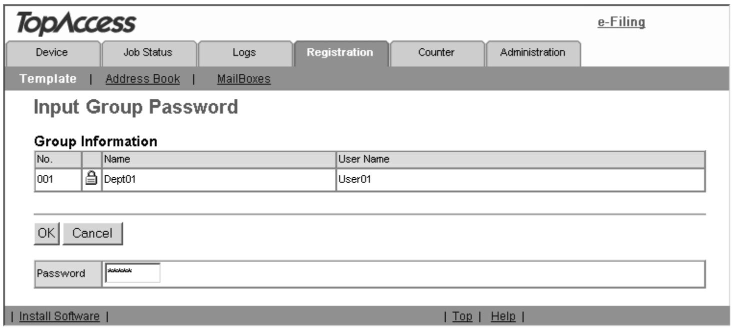
2. **Click the group name link where you want to register or edit the private template.**



- If you select the private template group that is not protected by a password, the Private Templates page is displayed. Skip to step 4.
- If you select the private template group that is protected by a password, the Input Group Password page is displayed. Go to the next step.

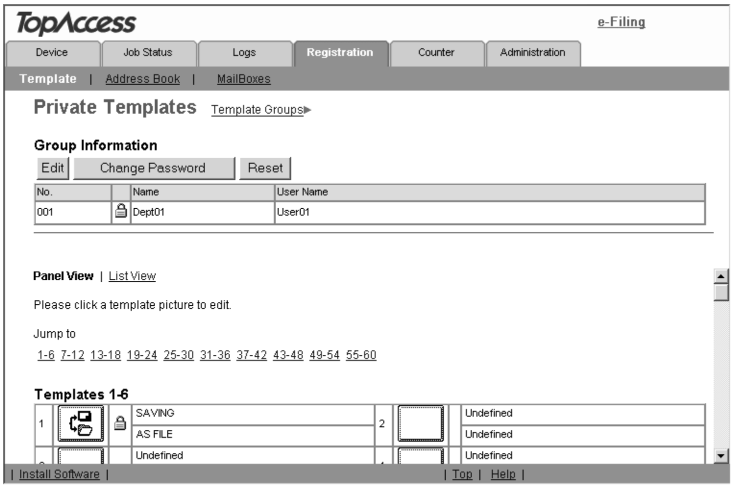
SUPPLEMENTS:
- You can display only defined private template groups by clicking on the “Defined Groups” link. The page displays all 200 private template groups in default page view.
- If you know which private template group you want to define or edit, click the number of the private template group in the “Jump to” links.

3. **When the Input Group Password page is displayed, enter the 5-digit password for the selected private template group and click [OK].**



- The Private Templates page is displayed.

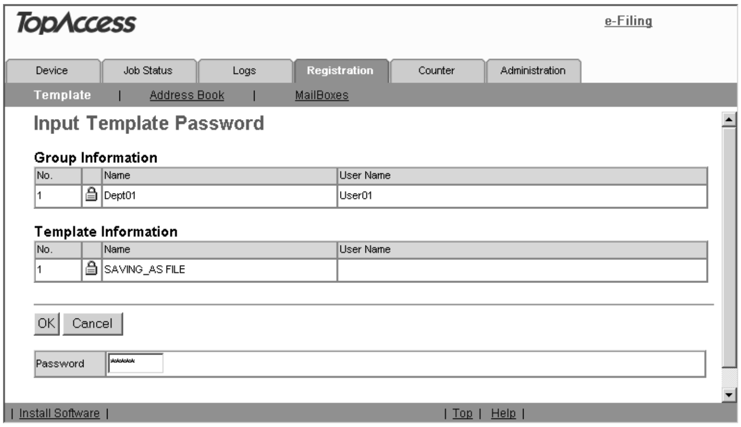
4. **From the templates list, click the "Undefined" icon to register a new template, or click defined icon to edit the template.**



- If the templates list is displayed in the List view, click the "Undefined" template name to register new template, or click the defined template name to edit the template.
- If you select the private template that has not been defined, the Template Properties page to select agents is displayed. Skip to step 7.
- If you select the defined private template that is not protected by a password, the Template Properties page is displayed. Skip to step 6.
- If you select the defined private template that is protected by a password, the Input Template Password page is displayed. Go to the next step.

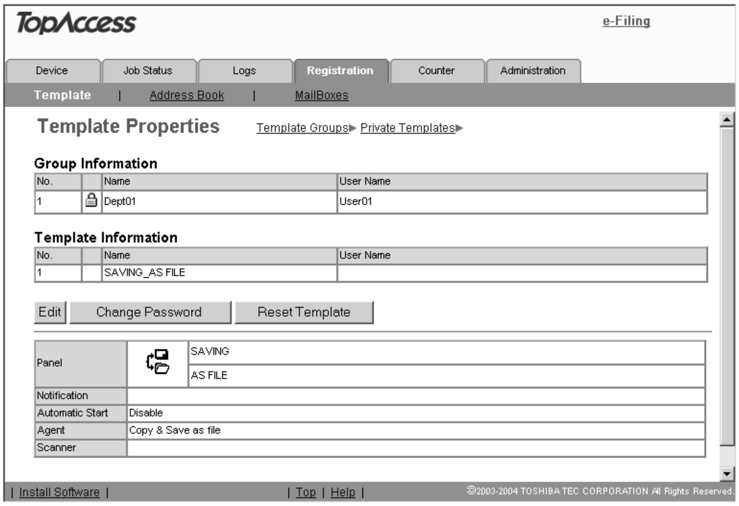
SUPPLEMENTS:
- You can change the template list view by clicking on either "Panel View" or "List View".
- If you know which private template you want to define or edit, click the number of the private template in the "Jump to" links.

5. **When the Input Template Password page is displayed, enter the 5-digit password for selected private template and click [OK].**



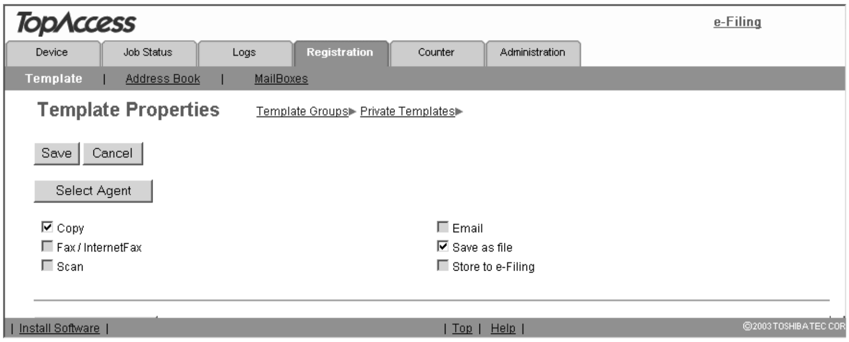
- The Template Properties page is displayed.

6. **Click [Edit] to define or edit the template properties.**



- The Template Properties page to select agents is displayed.

7. Select agents and click [Select Agent].



You can select one of the following template:

Copy — Select this to create a copy template. Usually, this is selected to print copies as well as sending originals to other destinations. This agent can also be combined with the Save as file agent or Store to e-Filing agent.

Fax/Internet Fax — Select this to create a fax and Internet Fax transmission template. This agent can be combined with the Save as file agent.

Scan — Select this to create a scan template combined with the Email, Save as file, and Store to e-Filing agents. When you select this, select the agent from “Email”, “Save as file”, or “Store to e-Filing”.

You can also additionally combine one of the following agents:

Email — Select this to add an email agent. This can be selected only when “Scan” is selected. This agent can be combined with the Save as file agent or Store to e-Filing agent.

Save as file — Select this to add a Save as file agent. This can be selected for any templates. This agent can be combined with another agent.

Store to e-Filing — Select this to add a Store to e-Filing agent. This can be selected only when “Copy” or “Scan” is selected. This agent can be combined with the Email agent or Save as file agent.

For e-STUDIO450 Series and e-STUDIO280 Series:

- “Fax/Internet Fax” is available only when the Printer Kit and Scanner Upgrade Kit are installed, when the Printer/Scanner Kit is installed, or when the optional Fax unit is installed.
- “Scan”, “Email”, and “Save as file” are available only when the Printer Kit and Scanner Upgrade Kit are installed, or when the Printer/Scanner Kit is installed.

8. Click each button displayed in the page to specify or edit the associated template properties.

[Panel Setting] — Click this to specify the icon settings for the template.
P.40 "Panel Setting"

Panel Setting

Picture	
Caption1	SAVING
Caption2	AS FILE
User Name	
Automatic Start	Disable
Notification	

[Destination Setting] — Click this to specify the document’s destination. This can be set only when creating the Fax/Internet Fax agent or Scan to Email agent.
P.41 "Destination Setting"

Destination Setting

Destination	

[Internet Fax Setting] — Click this to specify how the document will be sent. This can be set only when creating the Fax/Internet Fax agent.
P.47 "Internet Fax Setting"

Internet Fax Setting

Subject	
From Address	
From Name	
Body	
File Format	TIFF-S
Fragment Page Size	No Fragmentation

[Fax Setting] — Click this to specify how the document will be sent. This can be set only when creating the Fax/Internet Fax agent.
P.48 "Fax Setting"

Fax Setting

Resolution	Standard
Original Mode	Text
Exposure	-1
Transmission Type	
ECM	OFF
Line Select	
Quality Transmit	
SUB/SEP	
Polling	
Delayed Transmit	00:00:00
Priority Transmit	OFF

[Email Setting] — Click this to specify how the document will be sent. This can be set only when creating the Scan to Email agent.
P.50 "Email Setting"

Email Setting

Subject	
From Address	
From Name	
Body	
File Format	Multi page TIFF
File Name	
Fragment Message Size	No Fragmentation

[Save as file Setting] — Click this to specify how the document will be stored in local hard disk or network folder. This can be set only when creating the Save as file agent.
📖 P.51 "Save as file Setting"

Save as file Setting	
File Format	Multi page TIFF
Destination	\\MFP-00C67861\FILE_SHARE\
File Name	

[Box Setting] — Click this to specify how the document will be stored in the Box. This can be set only when creating the Scan to e-Filing agent.
📖 P.53 "Box Setting"

Box Setting	
Destination	
Folder Name	
Document Name	DocYYMMDD(YYMMDD is a date)

[Scan Setting] — Click this to specify how the document will be scanned. This can be set only when creating the Save as file agent, Scan to Email agent, and Scan to e-Filing agent. This cannot be set when combining the Fax/Internet Fax agent.
📖 P.53 "Scan Setting"

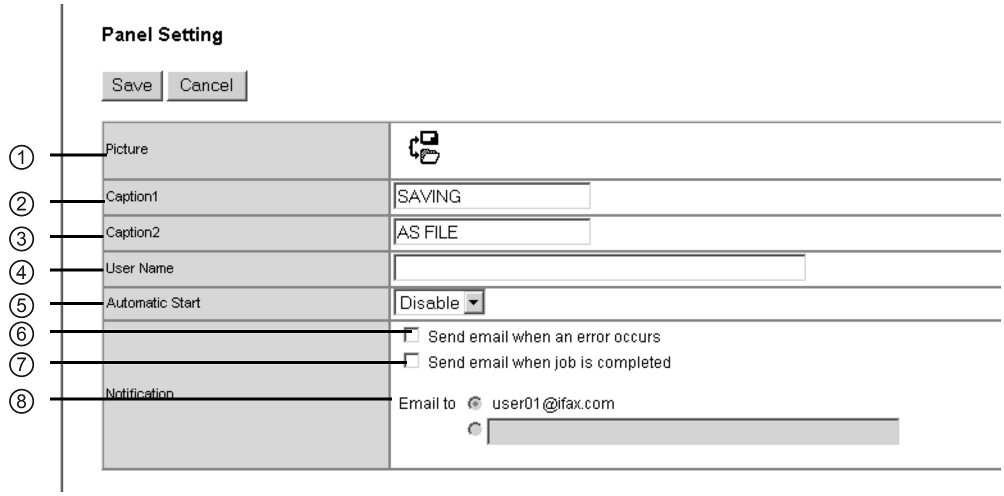
Scan Setting	
Single/2-Sided Scan	Single
Rotation	A → A
Color Mode	Black
Original Mode	Text
Resolution	600dpi
Exposure	Auto
Background	Auto
Original Size	
Jpeg Compression	Middle

9. **After configuring the desired template properties, click [Save].**
   - The template properties are registered.

10. **The template has been registered or edited. You can click the Template Groups link at the upper side of the page to return to the Template menu page.**

— Panel Setting

In the Panel Settings page, specify how the icon for the template is displayed in the Touch Panel Display, and the notification settings for the template.



1) **Picture**
   This indicates the icon that will be displayed in the Touch Panel Display. The icon is automatically designated according to the agent that you select.
2) **Caption1**
   Enter the text that will be displayed next to the icon in the Touch Panel Display. You can enter up to 11 alphanumeric characters.
3) **Caption2**
   Enter the text that will be displayed next to the icon in the Touch Panel Display. You can enter up to 11 alphanumeric characters.
4) **User Name**
   Enter the owner name of the template.
5) **Automatic Start**
   Select whether the automatic start function is enabled or disabled. When this is enabled, the operation will be automatically started when you press the template button from the TEMPLATE menu on the Touch Panel Display without pressing the [START] button.
6) **Notification — Send email when an error occurs**
   Select this to send a notification message to the specified email address when an error occurs.
7) **Notification — Send email when job is completed**
   Select this to send a notification message to the specified email address when a job is compeleted.
8) **Notification — Email to**
   Select to send the notification message to the email address that is set to the public group, or enter an email address to which the notification message will be sent.

NOTE: • When you enable the Notification setting, make sure to set up the Email settings in the Email submenu page of the Setup menu in the TopAccess Administrator's mode. For instructions on how to set up the Email settings, refer to the ***Network Administrator's Guide***.

— Destination Setting

In the Recipient List page, you can specify the destinations to which the fax, Internet Fax, or Scan to Email document will be sent.

When you are setting up the destinations for the Scan to Email agent, you can only specify the email addresses for the destinations.

When you are setting up the destinations for the Fax/Internet Fax agent, you can specify both fax numbers and email addresses for the destinations.

NOTE:
- The optional Fax unit must be installed in this equipment to specify the fax numbers of the destinations.

For e-STUDIO450 Series and e-STUDIO280 Series:
Specifying email addresses for the destinations is available only when the Printer Kit and Scanner Upgrade Kit are installed, or the Printer/Scanner Kit is installed.

You can specify the recipients by entering their email addresses or fax numbers manually, selecting recipients from the address book, selecting recipient groups from the address book, or searching for recipients in the LDAP server.

📖 P.41 "Entering the recipients manually"

📖 P.42 "Selecting the recipients from the address book"

📖 P.43 "Selecting the groups from the address book"

📖 P.44 "Searching for recipients in the LDAP server"

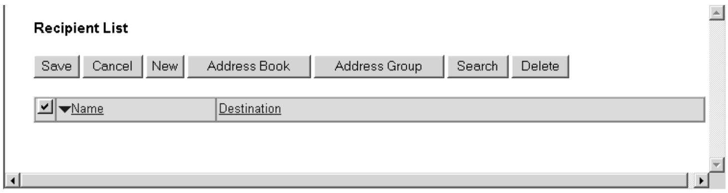
📖 P.47 "Removing the contacts from the recipient list"

Entering the recipients manually

By this method, you can add a recipient manually to the Recipient List.

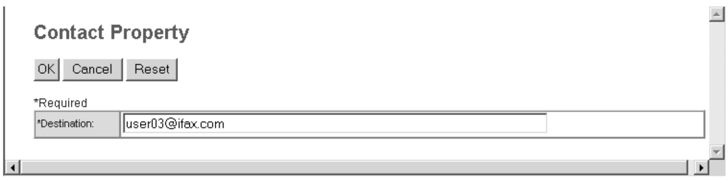
1. Click [Destination Setting] to open the Recipient List page.

2. Click [New].



- The Contact Property page is displayed.

3. Enter the email address or fax number of the recipient, in the Destination field.



NOTE: • You can specify the fax number for the destination only when the optional Fax unit is installed.

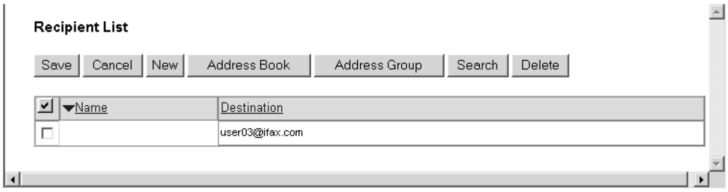
4. Click [OK].

- Entered recipient is added in the Recipient List page.

5. Repeat step 2 to 4 to add all additional recipients that you require.

SUPPLEMENT: • You can remove the contacts that you added in the recipient list before submitting the destination settings.
P.47 "Removing the contacts from the recipient list"

6. Click [Save].



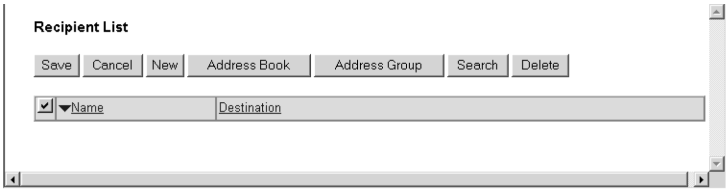
- The contacts are added as the destinations.

Selecting the recipients from the address book

By this method, you can select recipients from the address book in this equipment.

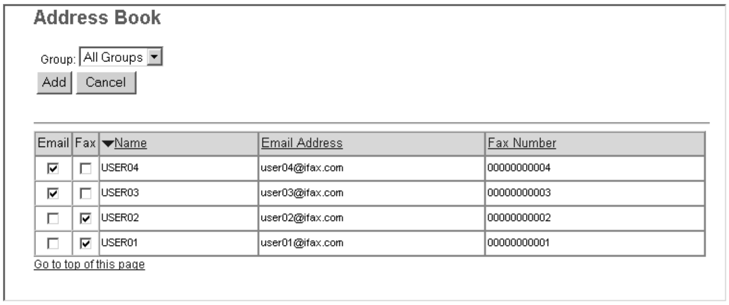
1. Click [Destination Setting] to open the Recipient List page.

2. Click [Address Book].



- The Address Book page is displayed.

3. **Check the Email boxes of users you want to add as the Email recipients or Internet Fax recipients, and check the Fax boxes of users you want to add as the Fax recipients.**



NOTES:
- When you are creating the Scan to Email template, only the Email check boxes are displayed in the Address Book page.
- You can specify the fax number for the destination only when the optional Fax unit is installed.

SUPPLEMENT:
- If you want to sort recipient list by a specific group, select the desired group name at the Group drop down box.

4. **Click [ADD].**
   - Selected recipients are added in the Recipient List page.

SUPPLEMENT:
- You can remove the contacts that you added in the recipient list before submitting the destination settings.
  P.47 "Removing the contacts from the recipient list"

5. **Click [Save].**

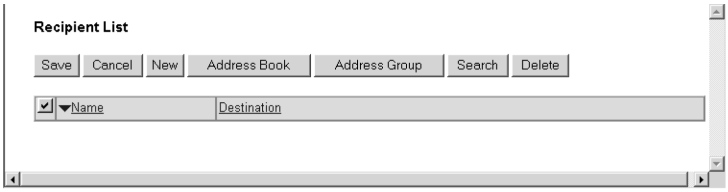
   - The contacts are added as the destinations.

Selecting the groups from the address book

By this method, you can select groups from the address book.

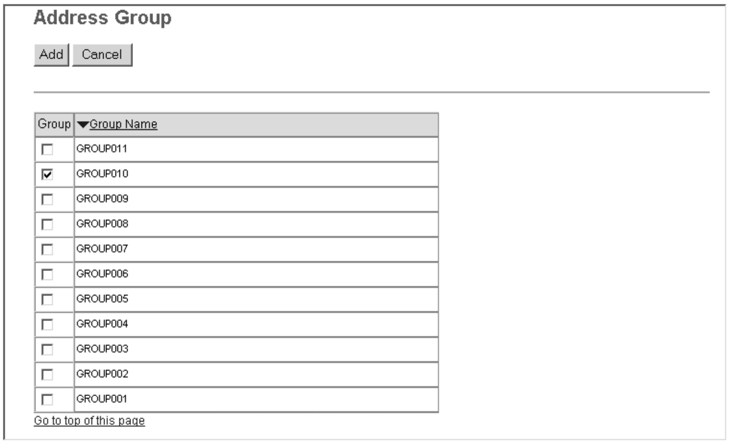
1. **Click [Destination Setting] to open the Recipient List page.**

2. Click [Address Group].



- The Address Group page is displayed.

3. Check the Group boxes that contains the desired recipients.

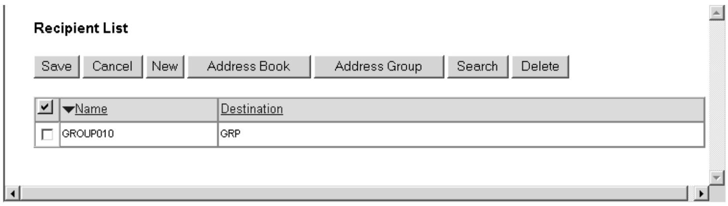


4. Click [ADD].

- All recipients in the selected groups are added in the Recipient List page.

SUPPLEMENT:
- You can remove the contacts that you added in the recipient list before submitting the destination settings.
📖 P.47 "Removing the contacts from the recipient list"

5. Click [Save].



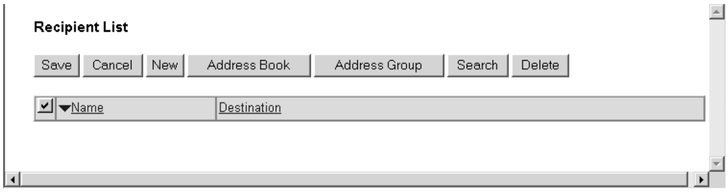
- The contacts are added as the destinations.

Searching for recipients in the LDAP server

By this method, you can search for recipients in the registered LDAP server and in the address book.

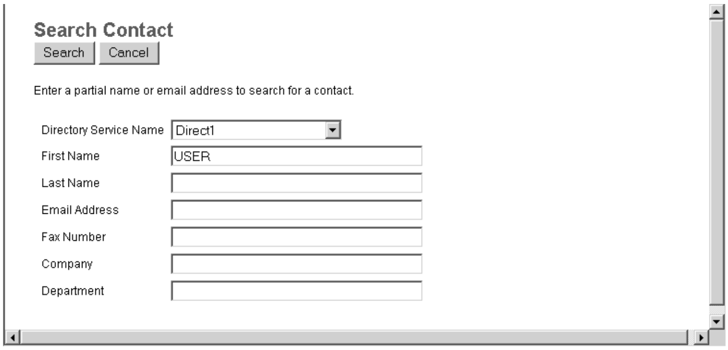
1. **Click [Destination Setting] to open the Recipient List page.**

2. **Click [Search].**



- The Search Contact page is displayed.

3. **Select the directory service name that you want to search in the "Directory Service Name" field, and enter the search terms in the fields that you want to search.**

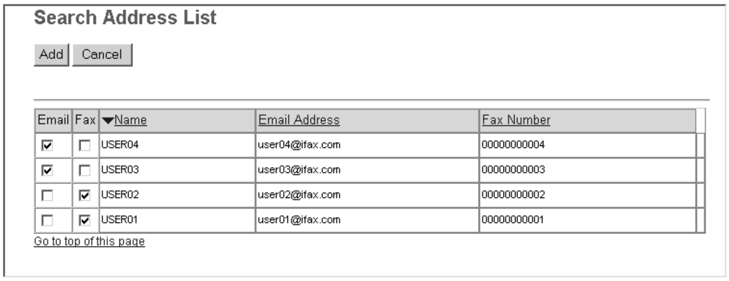


SUPPLEMENTS:

- If you select the model name of this equipment at the Directory Service Name drop down box, you can search for recipients in the address book of this equipment.
- TopAccess will search for the recipients that match the entries.
- Leaving the field blank allows wild card searching. (However, you must specify one of them.)

4. **Click [Search].**
   - TopAccess will start searching for recipients in the LDAP server and the Search Address List page will display the results.

5. **Check the Email boxes of users to add the Email recipients or Internet Fax recipients, and check the Fax boxes of users to add the Fax recipients.**



NOTE:
- When you are creating the Scan to Email template, the ID check boxes are displayed in the Search Address List page.
- You can specify the fax number for the destination only when the optional Fax unit is installed.

6. **Click [ADD].**
- The selected recipients are added in the Recipient List page.

SUPPLEMENT:
- You can remove the contacts that you added in the recipient list before submitting the destination settings.
P.47 "Removing the contacts from the recipient list"

7. **Click [Save].**

- The contacts are added as the destinations.

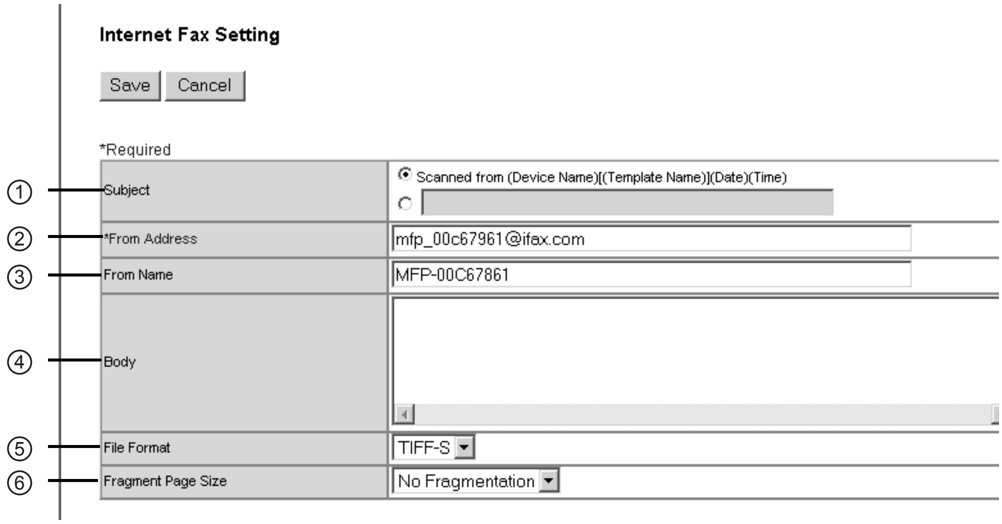
Removing the contacts from the recipient list

1. Check the check boxes of the contacts that you want to remove from the recipient list, and click [Delete].

- The selected contacts are removed from the recipient list.

— Internet Fax Setting

In the Internet Fax Setting page, you can specify the content of the Internet Fax to be sent.



1) Subject
This sets the subject of the Internet Faxes. Select "Scanned from (Device Name) [(Template Name)] (Date) (Time)" to automatically insert the subject or enter the desired subject in the field.

2) From Address
Enter the email address of the sender. When the recipient replies to received document, the message will be sent to this email address.

3) From Name
Enter the sender name of the Internet Fax.

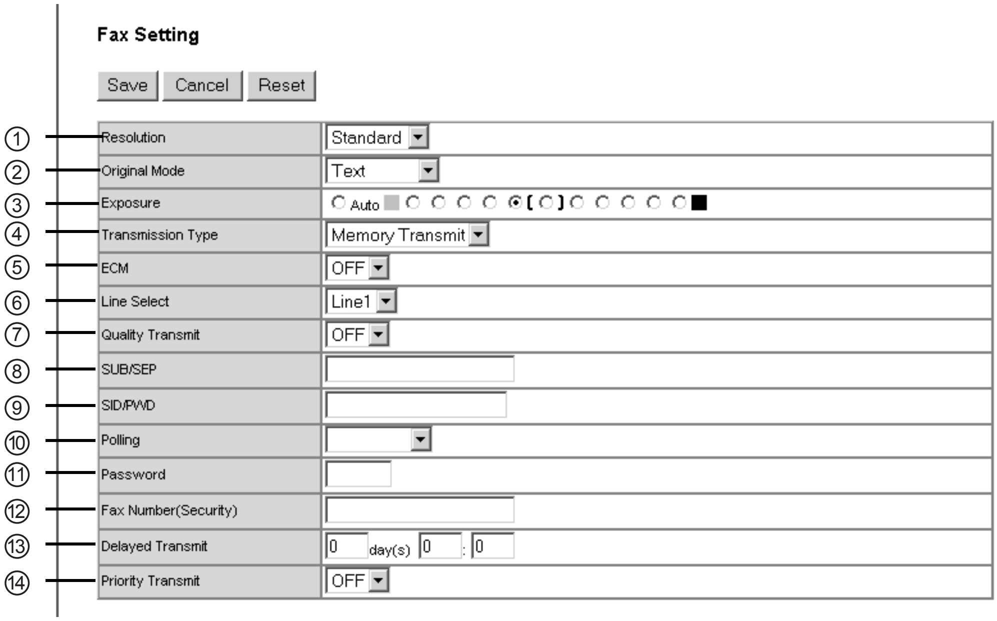
4) Body
Enter the body message of the Internet Fax. You can enter up to 1000 characters (including spaces).

5) File Format
Only "TIFF-S" format can be selected.

6) **Fragment Page Size**
Select the size of the message fragmentation.

— Fax Setting

In the Fax Setting page, you can specify how the fax will be sent.



1) **Resolution**
Select the resolution for sending faxes.
- **Standard** — Select the Standard mode as the resolution for originals with regular size text.
- **Fine** — Select this to set the Fine mode as the resolution for originals with small text or detailed drawings.
- **Ultra Fine** — Select this to set the Ultra-Fine mode as the resolution for originals with particularly small text or precision drawings.

2) **Original Mode**
Select the image quality mode for sending faxes.
- **Text** — Select the Text mode as the image quality mode appropriate for sending text originals.
- **Text/Photo** — Select the Text/Photo mode as the image quality mode appropriate for sending originals containing both text and photos.
- **Photo** — Select the Photo mode as the image quality mode appropriate for sending photo originals.

3) **Exposure**
Select the exposure for sending faxes.
Select “Auto” to automatically apply the ideal contrast, or adjust the contrast manually in 11 stages.

4) **Transmission Type**
Select the send mode.
- **Memory Transmit** — Select the Memory TX mode to automatically send the document after it has been temporarily stored to memory. This mode is useful if you want to return original files immediately. You can also send the same originals to two or more remote Faxes.

- **Direct Transmit** — Select the Direct TX mode to send the original as it is being scanned. This mode is useful if you want a confirm from the remote party. Originals are not stored to memory, and you can specify only one remote Fax at a time.

5) **ECM**
Enable or disable the ECM (Error Correction Mode) to automatically resend any portion of the document affected by phone line noise or distortion.

6) **Line Select**
Select whether specifying the line to be used.
- **OFF** — Select not to specify the line to be used.
- **LINE 1** — Select to use Line 1 for this Fax agent.
- **LINE 2** — Select to use Line 2 for this Fax agent if installed.

7) **Quality Transmit**
Select this to send a document in the Quality TX mode. This feature sends a document at a slower speed than normal so the transmission will be less affected by line conditions.

8) **SUB/SEP**
Enter the SUB number or SEP number if you want to set the mailbox transmission.

9) **SID/PWD**
Enter the password for SUB or SEP if required.

10) **Polling**
Select this to set Polling communications.
- **(Blank)** — Select the blank field when you do not want to perform polling.
- **Transmit** — Select this to perform Polling Reservation that allows users to store the document in the memory.
- **Received** — Select this to perform Turnaround Polling that allows users to poll another fax after transmitting documents to the remote Fax on the same phone call.

11) **Password**
Enter the 4-digit security code for the document to be stored or received.

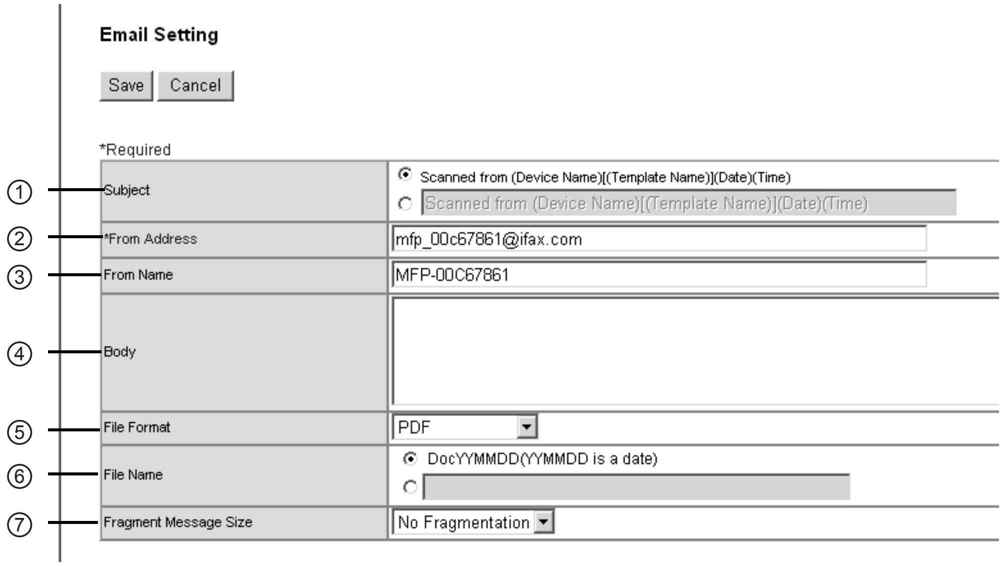
12) **Fax Number (Security)**
When you select “Transmit” at the Polling drop down box, enter the security fax number that allows polling of stored document.
When you select “Received” at the Polling drop down box, enter the security fax number to poll the documents from remote Faxes.

13) **Delayed Transmit**
If you enable the delayed communications for this agent, enter the day and time to send a document.

14) **Priority Transmit**
Select whether the document will be sent prior to other jobs.

— Email Setting

In the Email Setting page, you can specify the content of the Scan to Email document to be sent.



1) Subject
This sets the subject of the Scan to Email documents. Select “Scanned from (Device Name) [(Template Name)] (Date) (Time)” to automatically apply the subject, or enter the desired subject in the field.

2) From Address
Enter the email address of the sender. When the recipient replies, the message will be sent to this email address.

3) From Name
Enter the sender name of the Scan to Email document.

4) Body
Enter the body message of the Scan to Email documents. You can enter up to 1000 characters (including spaces).

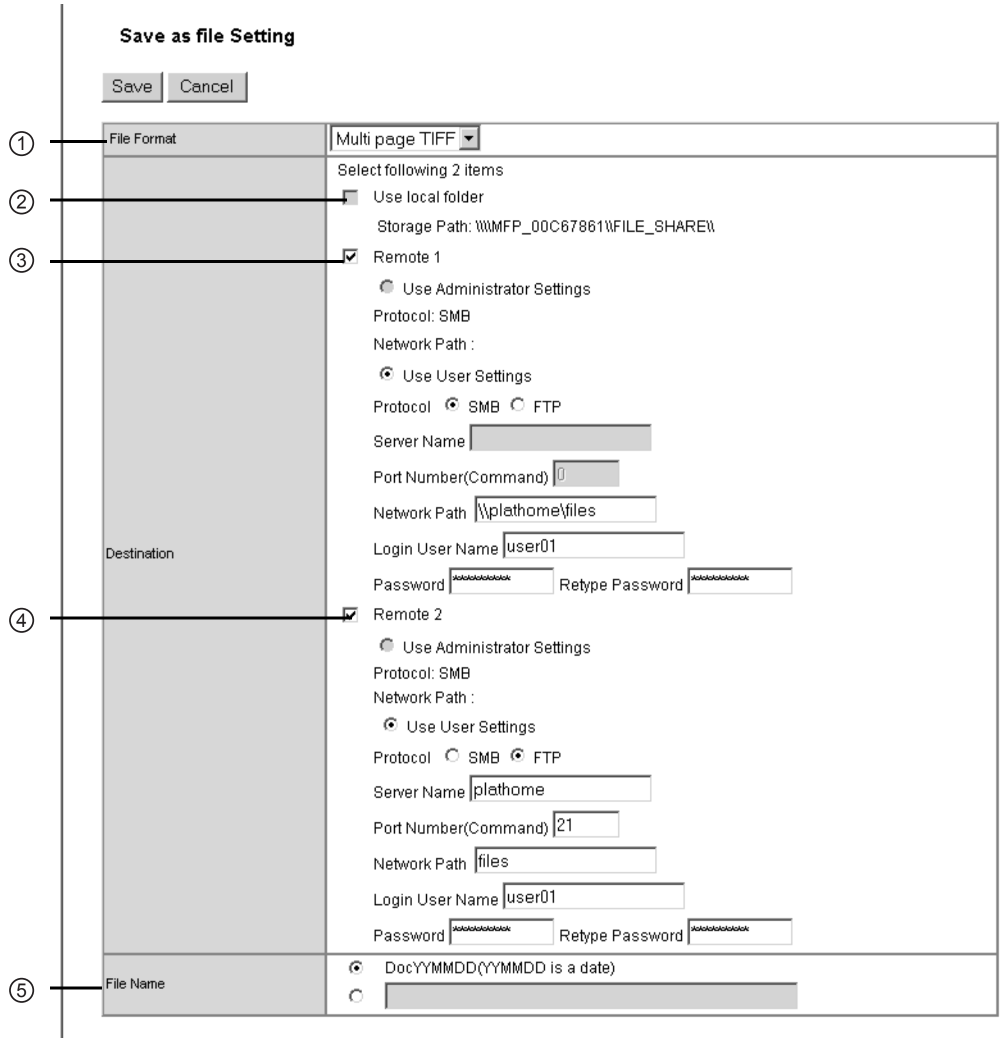
5) File Format
Select the file format of the scanned image.

6) File Name
Enter the file name of scanned file that is attached to the email message.

7) Fragment Message Size
Select the size of the message fragmentation.

— Save as file Setting

In the Save as file Setting page, you can specify how and where a scanned file will be stored.



1) **File Format**
   Select the file format for scanned file will be stored.
   - <u>**Multi page TIFF**</u> — Select this to save a scanned image as a Multi-page TIFF file.
   - **TIFF-S** — Select this to save a scanned image as a Single-page TIFF file.
   - **PDF** — Select this to save scanned images as a PDF file.
   - **JPEG** — Select this to save scanned images as a JPEG file. (Only for e-STUDIO4511 Series)

2) **Quality**
   Select the quality of the scanned file to be stored.

3) **Destination — Use local folder**
   Select this to save a scanned file to the “FILE_SHARE” folder.

4) **Destination — Remote 1**
Check this box to save a scanned file to the Remote 1. How you can set this item depends on how your administrator configured the Save as file settings.
If the Remote 1 does not allow to specify a network folder, you can only select "Use Administrator Settings". The protocol and the network path are displayed below this item.
If the Remote 1 allows to specify a network folder, you can select "Use User Settings" and specify the network folder settings by entering the following items:

Protocol
Select the protocol to be used for uploading a scanned file to the network folder.

- **SMB** — Select this to send a scanned file to the network folder using the SMB protocol. The SMB protocol can be used in the network that the Windows file sharing service is enabled.
- **FTP** — Select this to send a scanned file to the FTP server.

Server Name
Enter the FTP server name or IP address where a scanned file will be sent. For example, to send a scanned file to the "ftp://192.168.1.1/user/scanned" FTP folder in the FTP server, enter "192.168.1.1" in this field. This must be entered only when you select "FTP" as the protocol. You can specify the directory at the "Network Path" field.

Port Number (Command)
Enter the port number to be used for controls if you select "FTP" as the protocol. Generally "-" is entered for the control port. When "-" is entered, the default port number, that is set for FTP Client by an administrator, will be used. If you do not know the default port number for FTP Client, ask your administrator and change this option if you want to use another port number.

Network Path
Enter the network path to store a scanned file. When you select "SMB" as the protocol, enter the network path to the network folder. For example, to specify the "users\scanned" folder in the computer named "Client01", enter "\\Client01\users\scanned\". When you select "FTP" as the protocol, enter the directory in the specified FTP server. For example, to specify the "ftp://192.168.1.1/user/scanned" FTP folder in the FTP server, enter "user/scanned".

Login User Name
Enter the login user name to access a Windows computer or an FTP server, if required. When you select "FTP" as the protocol, an anonymous login is assumed if you leave this field blank.

Password
Enter the password to access a Windows computer or an FTP server, if required.

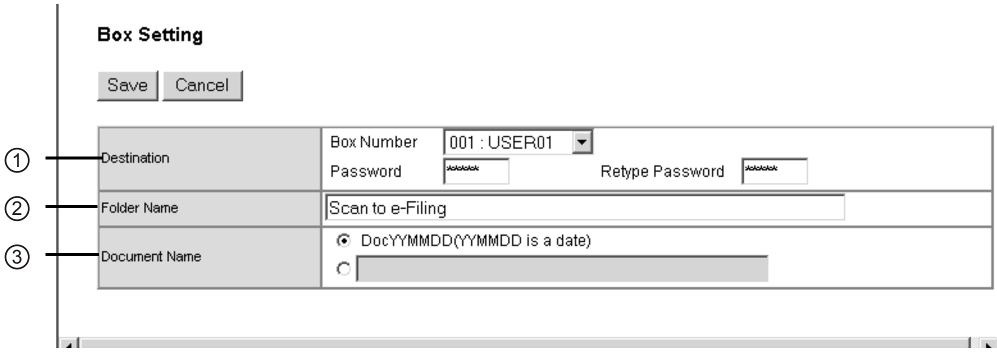
Retype Password
Enter the same password again for a confirmation.

5) **Destination — Remote 2**
Check this box to save a scanned file to the Remote 2. How you can set this item depends on how your administrator configured the Save as file settings.
If the Remote 2 does not allow to specify a network folder, you can only select "Use Administrator Settings". The protocol and the network path are displayed below this item.
If the Remote 2 allows to specify a network folder, you can specify the network folder settings. Please refer to the description of the Remote 1 option for each item.

6) **File Name**
Select how the scanned file will be named. Select "DocYYMMDD" to name as it described, or you can enter the desired file name in the field.

— Box Setting

In the Box Setting page, you can specify how scanned images will be stored in the Box.



1) Destination
Specify the destination box number for e-Filing.

Box Number
Select the Box number where scanned images will be stored.

Password
Enter the password if the specified Box number requires a password.

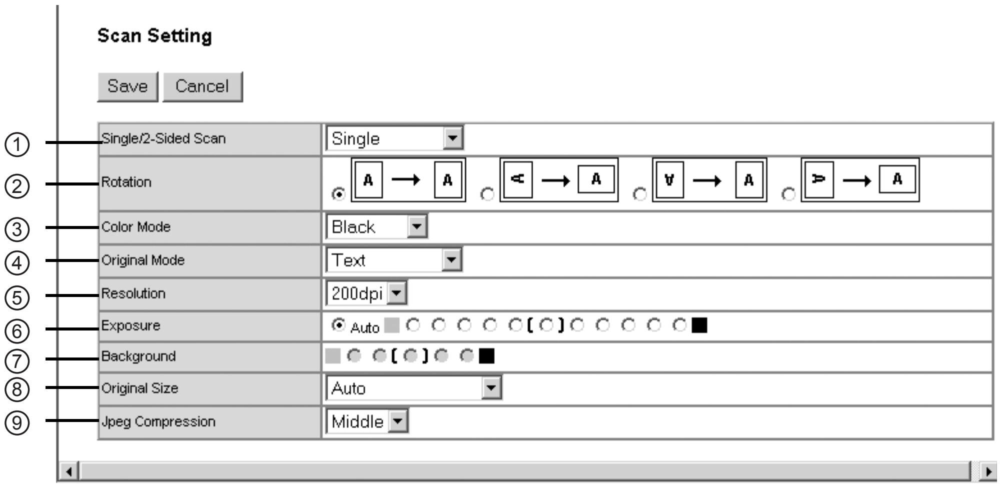
Retype Password
Enter the password again if the specified Box number requires a password.

2) Folder Name
Enter the name of the folder where scanned images will be stored.

3) Document Name
Select how the scanned file will be named. Select "DocYYMMDD" to name as it described, or you can enter the desired file name in the field.

— Scan Setting

In the Scan Setting page, you can specify how originals are scanned for the Scan to File, Scan to Email, and Scan to e-Filing agent.



1) Single/2-Sided Scan
Select whether scanning one side or both sides of originals.

- **Single** — Select this to scan one side of an original.
- **Duplex Book** — Select this to scan both sides of originals when the pages are printed vertically in the same direction and bound along the vertical side of the paper.
- **Duplex Tablet** — Select this to scan both sides of originals with a vertical reversal to be bound along the horizontal side of the paper.

2) **Rotation**
Select how the scanned images will be rotated.

3) **Color Mode**
Select the color mode for scanning.

For e-STUDIO450 Series and e-STUDIO280 Series:
The “Color Mode” option is not available for e-STUDIO450 Series and e-STUDIO280 Series.

4) **Original Mode**
Select the document type of the originals.
- **Text/Photo** — Select this to set the Text/Photo mode as the default original mode.
- **Text** — Select this to set the Text mode as the default original mode.
- **Photo** — Select this to set the Photo mode as the default original mode.
- **Printed Image** — Select this to set the Printed Image mode as the default original mode.

5) **Resolution**
Select the resolution for scanning.

6) **Exposure**
Select the exposure for scanning.
Select “Auto” to automatically apply the ideal contrast according to the original, or adjust the contrast manually in 11 stages.

NOTE: • This is not available when “Grayscale”, ”Full Color”, or “Auto Color” is selected at the “Color Mode” drop down box.

7) **Background**
Select the exposure for scanning the background color. This is useful to scan color paper originals.
Select “Auto” to automatically apply the ideal contrast according to the original, or adjust the contrast manually in 5 stages.

NOTE: • This is not available when “Black” is selected at the “Color Mode” drop down box.

For e-STUDIO450 Series and e-STUDIO280 Series:
The “Background” option is not available for e-STUDIO450 Series and e-STUDIO280 Series.

8) **Original Size**
Select the original size.
Select “Auto” to automatically detect the original paper size, “Mixed Original Sizes” to allow scanning mixed original sizes, or a desired paper size.

9) Jpeg Compression
Select the level of Jpeg compression.

For e-STUDIO450 Series and e-STUDIO280 Series:
The “Jpeg Compression” option is not available for e-STUDIO450 Series and e-STUDIO280 Series.

Setting Template Password

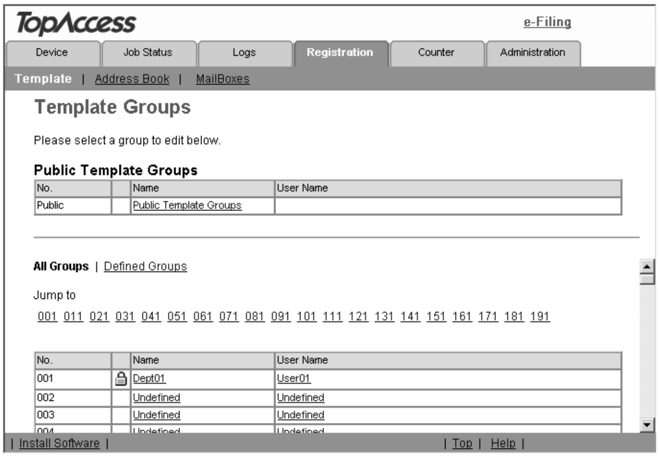
Users can set the password to the private template.

To set the template password, you must register the private template first.

Setting the template password

1. Click the Registration tab and the Template menu.
- The Template menu page is displayed.

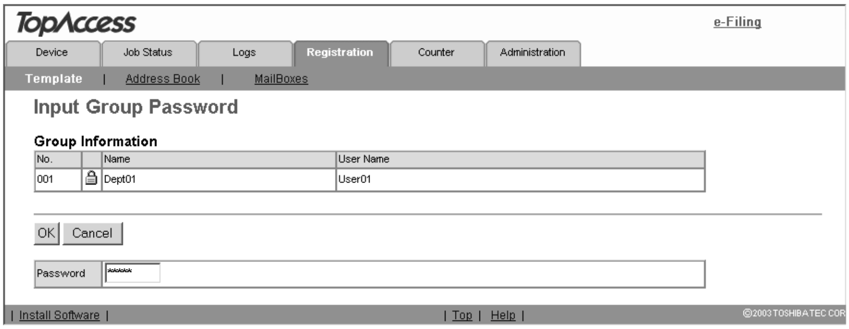
2. Click the group name link that contains the private template that you want to edit.



- If the selected private template group is protected by a password, the Input Group Password page is displayed. If not, the Group Information page is displayed.

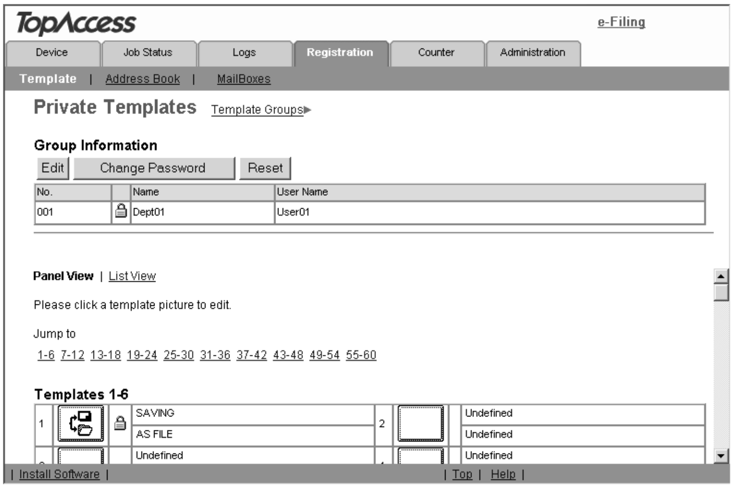
SUPPLEMENTS:
- You can display only defined private template groups by clicking on the “Defined Groups” link. The page displays all 200 private template groups as default page view.
- If you know which private template group you want to define or edit, click number of the private template group in the “Jump to” links.

3. **When the Input Group Password page is displayed, enter the 5-digit password for selected private template group and click [OK].**



- The Group Information page is displayed.

4. **From the templates list, click the template icon that you want to set or change the password.**

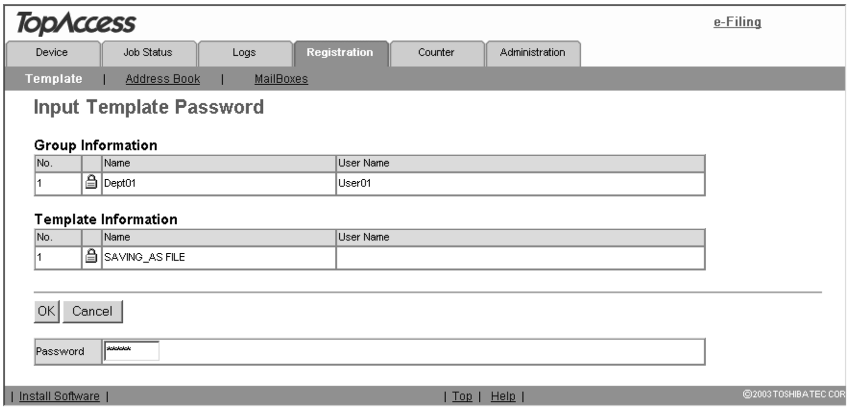


- If the templates list is displayed in the List view, click the template name that you want to set or modify the password.
- If the selected private template is protected by a password, the Input Template Password page is displayed. If not, the Template Information page is displayed.

SUPPLEMENTS:

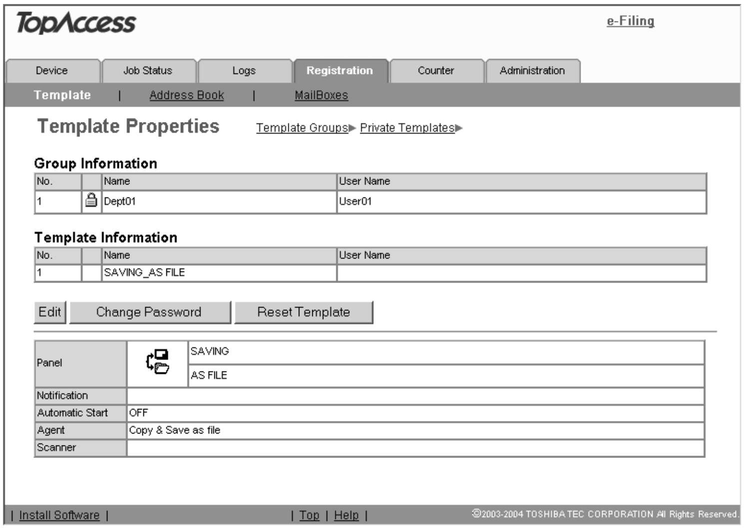
- You can change the template list view by clicking on either “Panel View” or “List View”.
- If you know which private template you want to define or edit, click the number of the private template in the “Jump to” links.

5. **When the Input Template Password page is displayed, enter the 5-digit password for selected private template and click [OK].**



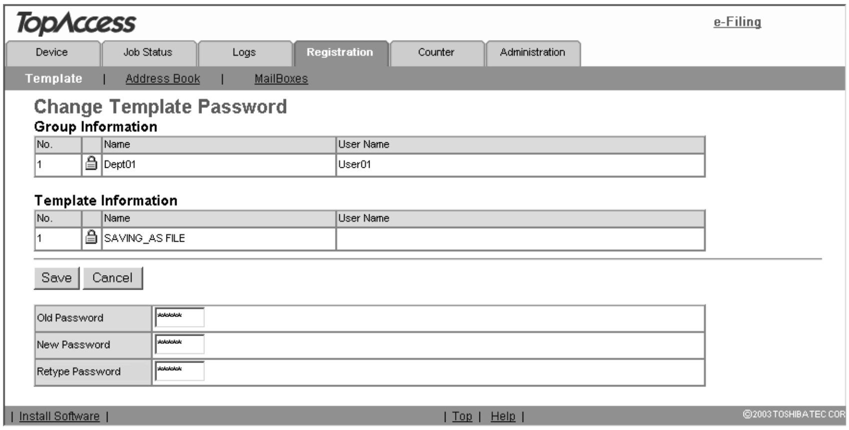
- The Template Information page is displayed.

6. **Click [Change Password] to set the password for the private template.**



- The Change Template Password page is displayed.

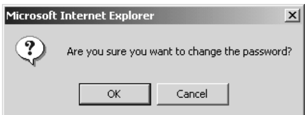
7. **Enter old password in the Old Password field, and new password in the New Password and Retype Password fields.**



- You can only use 5-digit numbers for the password.
- If the password has not been set to the template, leave the Old Password field blank.
- Leaving the New Password and Retype Password field blank releases the password protect for the template.

8. **Click [Save].**
   - The confirmation dialog box appears.

9. **Click [OK].**



- The password is set or modified.

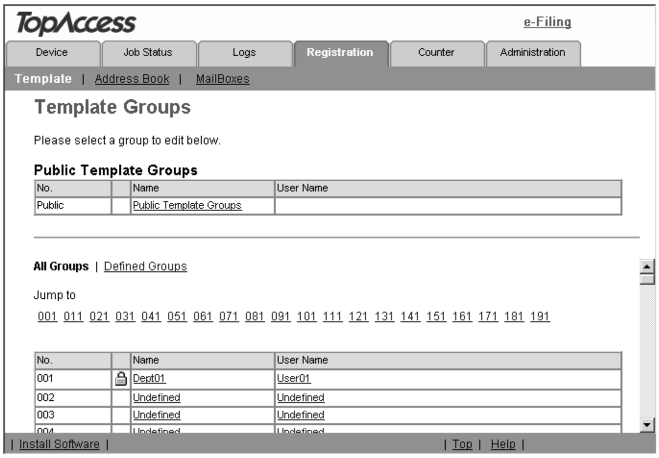
Resetting Private Templates

Users can reset the private template.

Resetting the private template

1. **Click the Registration tab and the Template menu.**
   - The Template menu page is displayed.

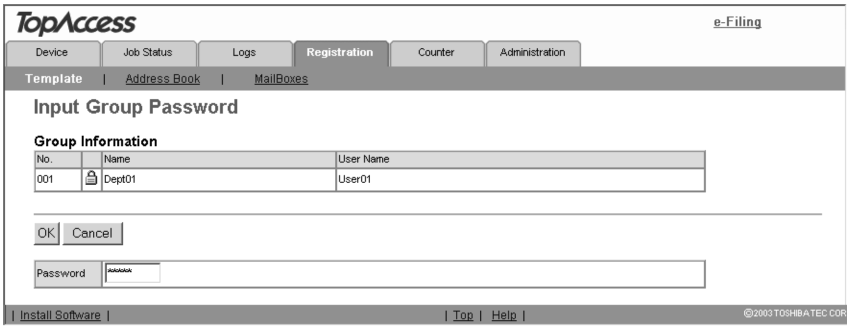
2. **Click the group name link that contains the private template that you want to reset.**



- If you select the private template group that is not protected by a password, the Private Templates page is displayed. Skip to step 4.
- If you select the private template group that is protected by a password, the Input Group Password page is displayed. Go to the next step.

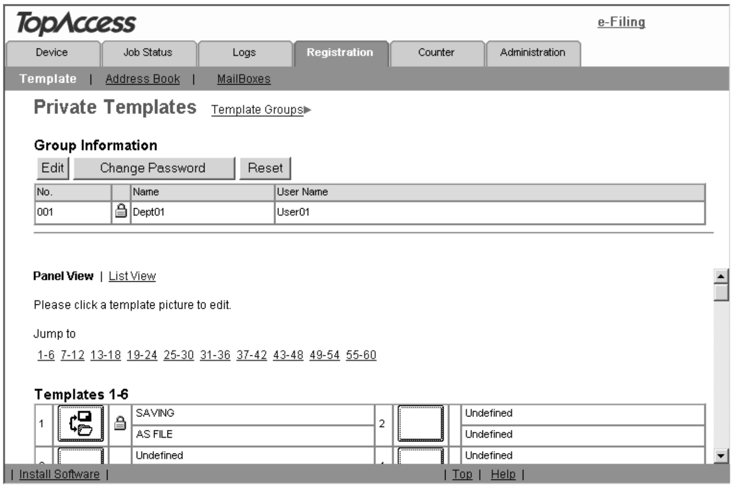
SUPPLEMENTS:
- You can display only defined private template groups by clicking on the "Defined Groups" link. The page displays all 200 private template groups as default page view.
- If you know which private template group you want to define or edit, click the number of the private template group in the "Jump to" links.

3. **When the Input Group Password page is displayed, enter the 5-digit password for selected private template group and click [OK].**



- The Private Templates page is displayed.

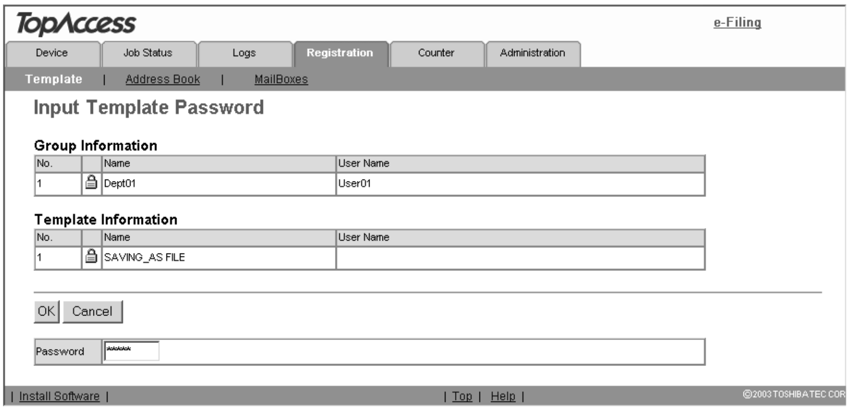
4. From the templates list, click the template icon that you want to reset.



- If the templates list is displayed in the List view, click the template name that you want to reset.
- If you select the private template that is not protected by a password, the Template Properties page is displayed. Skip to step 6.
- If you select the private template that is protected by a password, the Input Template Password page is displayed. Go to the next step.

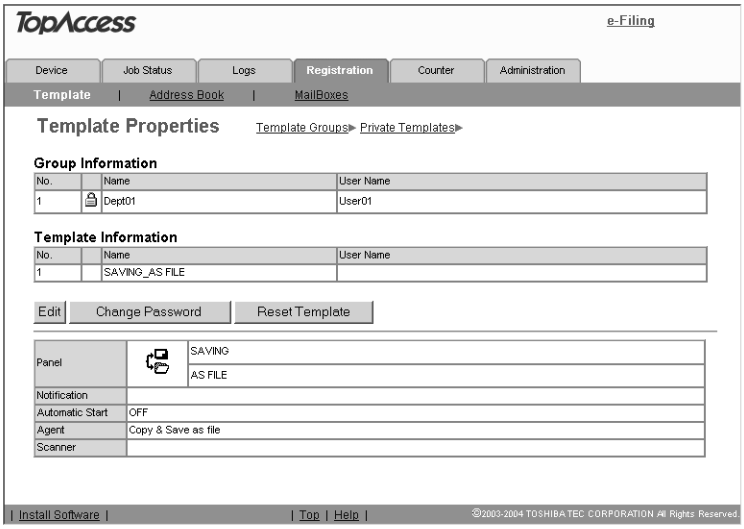
SUPPLEMENTS:
- You can change the template list view by clicking on either “Panel View” or “List View”.
- If you know which private template you want to reset, click the number of the private template in the “Jump to” links.

5. When the Input Template Password page is displayed, enter the 5-digit password for selected private template and click [OK].



- The Template Properties page is displayed.

6. Click [Reset Template].



- The confirmation dialog box appears.

7. Click [OK].

- The selected template is reset.

Displaying Public Templates

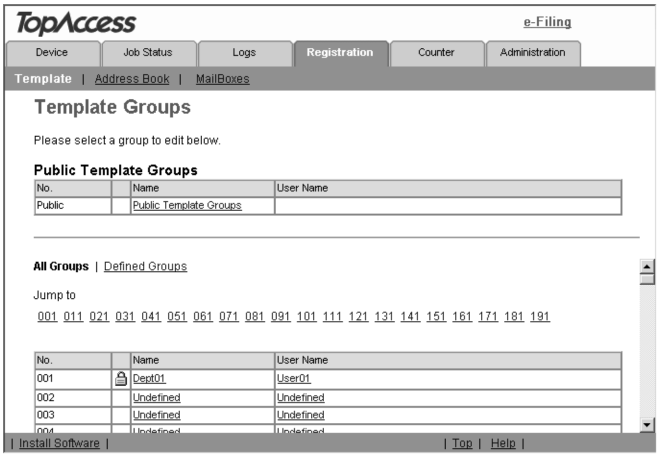
End users can also display the templates list in the public group so that users can see what templates are available.

Displaying templates in the public group

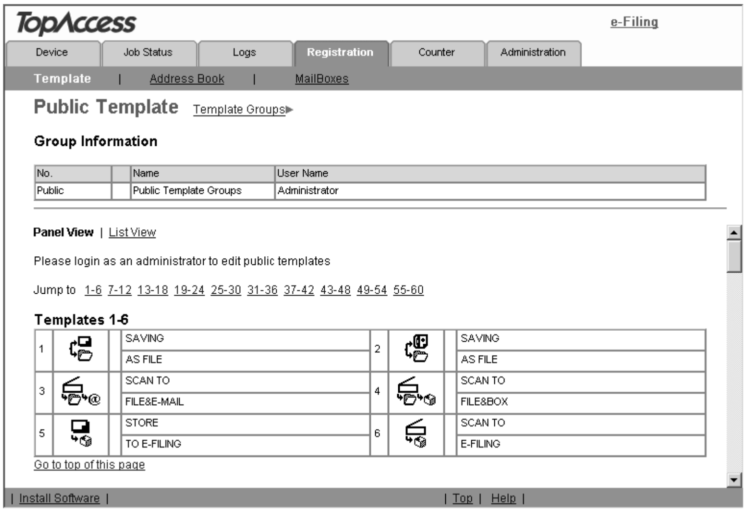
1. Click the Registration tab and the Template menu.

- The Template menu page is displayed.

2. **Click the group name link of the Public Template Groups list.**



3. **The templates list in the public group is displayed.**



SUPPLEMENTS:
- You can change the template list view by clicking on either “Panel View” or “List View”.
- If you know which public template you want to view, click the number of the public template in the “Jump to” links.

Managing Address Book

This equipment comes with the Address Book feature that enables users to manage who receives Scan to Email, Internet Fax transmission, and fax transmission.

In the Address Book menu page at the Registration tab in TopAccess, you can add, edit, and delete recipient information. You can also create groups that multiple contacts can be assigned.

📖 P.63 "Managing Contacts in the Address Book"

📖 P.69 "Managing Groups in the Address Book"

SUPPLEMENT:
- Address Book can be also managed using the Touch Panel Display. See the ***User Functions Guide***.

Managing Contacts in the Address Book

There are two ways to manage contacts in the Address Book:

- Add, edit, or delete a contact manually.
  📖 P.63 "Adding, Editing, or Deleting Contacts Manually"
- Add new contact searching for a recipient from the LDAP server.
  📖 P.67 "Adding New Contact from the LDAP Server"

Adding, Editing, or Deleting Contacts Manually

You can add or edit a contact by entering recipient information manually. You can also delete the contact from the Address Book.

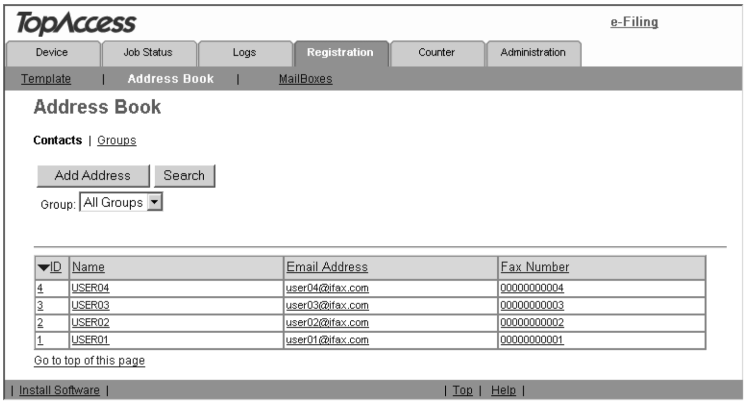
📖 P.63 "Adding or editing a contact"

📖 P.66 "Deleting a contact"

Adding or editing a contact

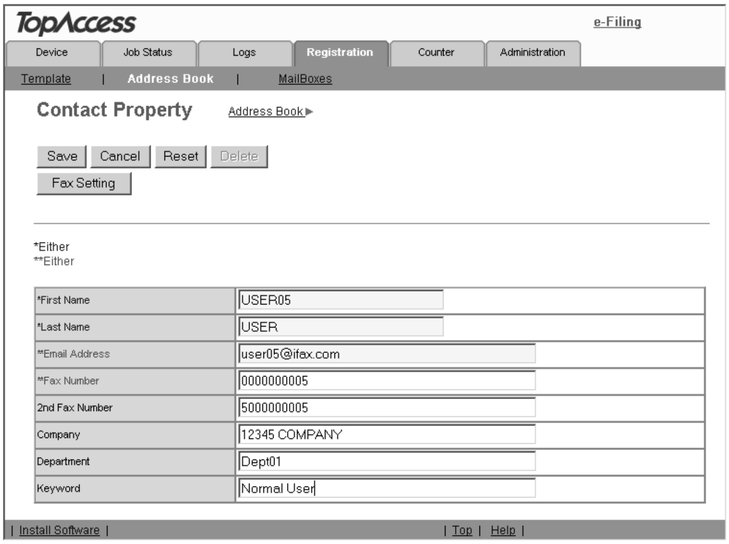
1. Click the Registration tab and the Address Book menu.
- The Address Book menu page is displayed.

2. Click [Add Address] to add new contact, or click the contact link that you want to edit in the contacts list.



- The Contact Properties page is displayed.

3. Enter following items to specify the recipient information.



First Name — Enter the first name of the recipient. You can enter up to 32 characters.

Last Name — Enter the last name of the recipient. You can enter up to 32 characters.

Email Address — Enter the email address of the recipient. You can enter up to 192 characters.

Fax Number — Enter the fax number of the recipient. You can enter up to 128 characters.

2nd Fax Number — Enter the 2nd fax number of the recipient. You can enter up to 128 characters.

Company — Enter the company name of the recipient. You can enter up to 64 characters.

Department — Enter the department name of the recipient. You can enter up to 64 characters.

Keyword — Enter the comment of the recipient. You can enter up to 256 characters.

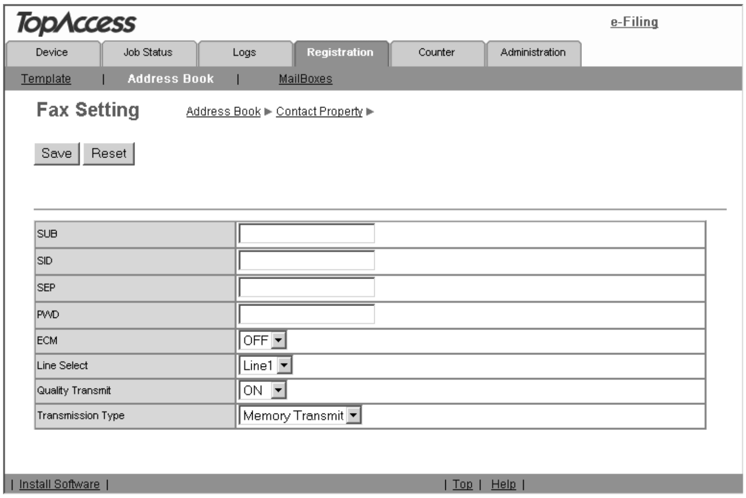
NOTES:
- You must specify either the “First Name” or “Last Name” field and either the “Email Address” or “Fax Number” field to register the contact.
- You cannot send originals to the fax numbers without the optional Fax unit even if you set up the contact that the fax number is specified.

SUPPLEMENTS:
- You can clear the entered values in each field by clicking [Reset].
- You can cancel adding or editing a contact by clicking [Cancel].

4. If you are registering a fax recipient, click [Fax Setting]. Otherwise, skip to Step 6.

- The Fax Settings page is displayed.

5. **Enter following items according to the capabilities of recipient facsimile, and click [Save].**



SUB — Enter the mailbox number if you want to send originals to the mailbox in the recipient facsimile. You can enter up to 20 characters including numbers and hyphenations (-), #, *.

SID — Enter the password to input a fax into the mailbox in the recipient facsimile. You can enter up to 20 characters including numbers and hyphenations (-), #, *.

SEP — Enter the mailbox number if you want to retrieve a document from the mailbox in the recipient facsimile. You can enter up to 20 characters including numbers and hyphenations (-), #, *.

PWD — Enter the password to retrieve a document from the mailbox in the recipient facsimile. You can enter up to 20 characters including numbers and hyphenations (-), #, *.

ECM — Enable or disable the ECM (Error Correction Mode). If enabled, it facilitates error free communications by automatically resending any portion of the document affected by phone line noise or distortion.

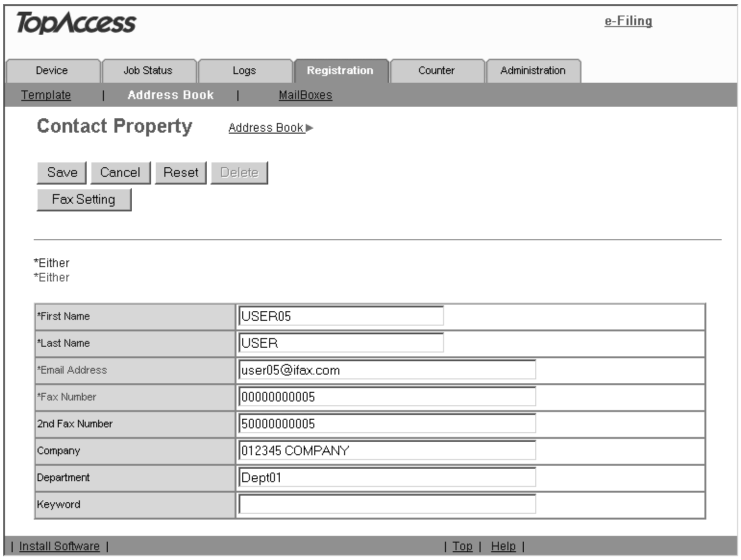
Line Select — Select the line to be used. If this is set to “OFF”, this equipment automatically selects the line to be used. However, “LINE 2” can be applicable only when the optional line 2 board is installed.

Quality Transmit — Select if you want to send documents in the Quality TX mode. This feature sends documents at a slower speed than a normal so that the transmission will be less affected by line condition.

Transmission Type — Select whether the document will be sent in the Memory TX mode or Direct TX mode.

SUPPLEMENT:
- If you want to clear the fax settings of the contact, click [Reset].

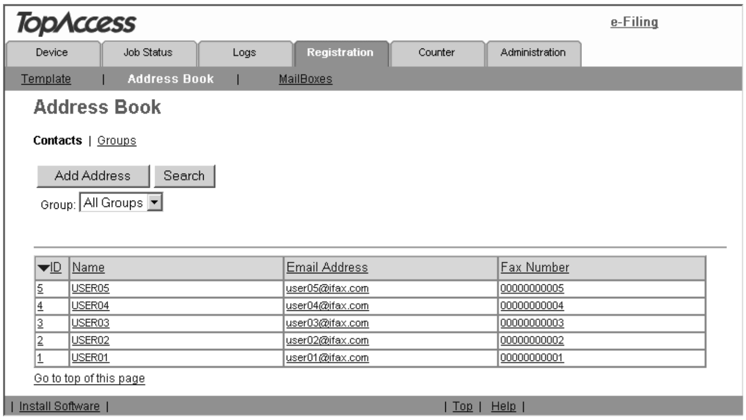
6. **In the Contact Properties page, click [Save] to add new contact.**



Deleting a contact

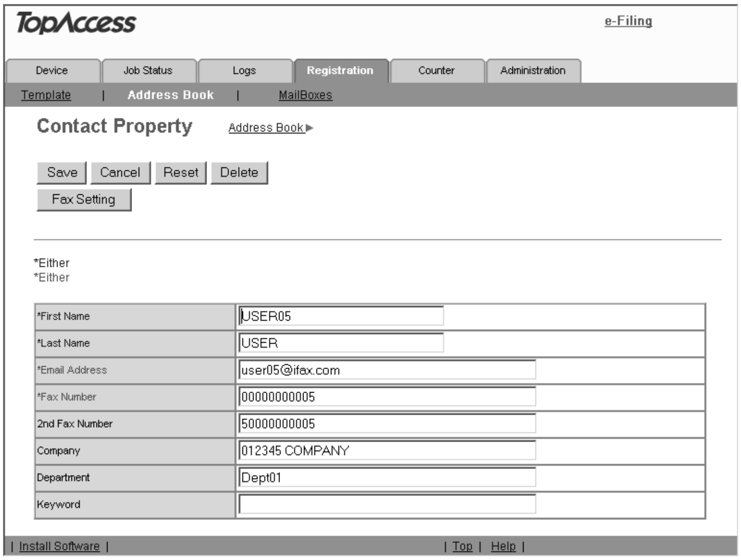
1. **Click the Registration tab and the Address Book menu.**
   - The Address Book menu page is displayed.

2. **Click the link that you want to delete in the contacts list.**



- The Contact Properties page is displayed.

3. Click [Delete].



- The contact is deleted from the Address Book.

Adding New Contact from the LDAP Server

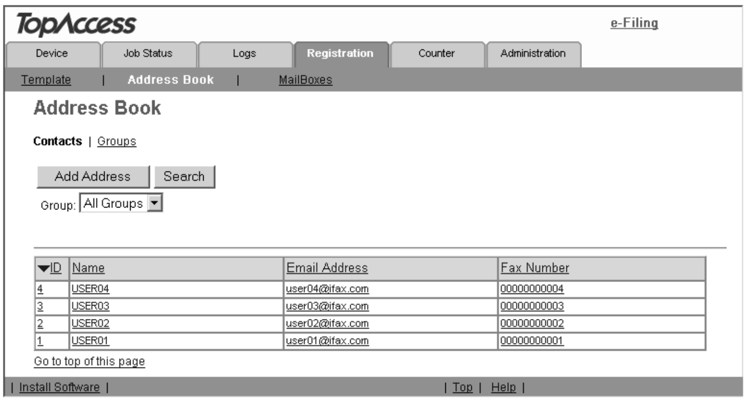
You can search for contacts in the LDAP server and add them to the Address Book. To use the LDAP search feature, the administrator must configure the directory service. Before operating the LDAP search, please ask your administrator if the Directory Service has been configured.

Adding new contact from the LDAP server

1. Click the Registration tab and the Address Book menu.

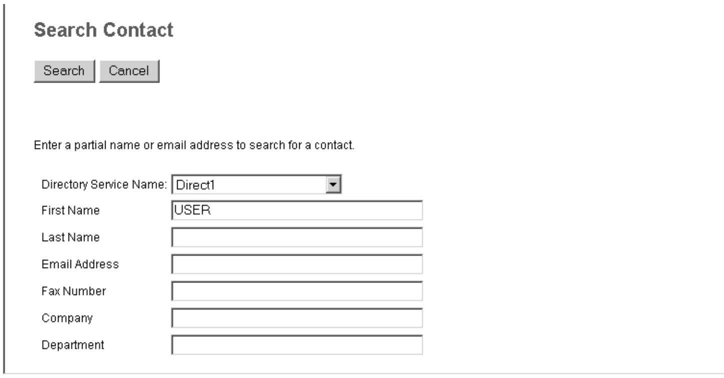
- The Address Book menu page is displayed.

2. Click [Search].



- The Search Contact page is displayed.

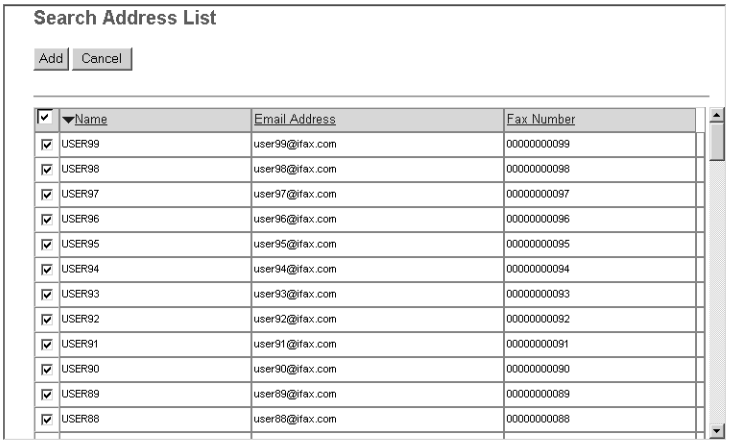
3. **Select the directory service name that you want to search in the “Directory Service Name” field, and enter the search terms in the fields that you want to search.**



SUPPLEMENTS:
- TopAccess will search for recipients that contain the text entered in each item.
- Leaving the field blank allows wild card searching. However, you must specify one of them.

4. **Click [Search].**
   - TopAccess will start searching for recipients in the LDAP server and the Search Address List page will display the results.

5. **Check the boxes of contacts that you want to add to the Address Book.**



☑	Name	Email Address	Fax Number
☑	USER99	user99@ifax.com	00000000099
☑	USER98	user98@ifax.com	00000000098
☑	USER97	user97@ifax.com	00000000097
☑	USER96	user96@ifax.com	00000000096
☑	USER95	user95@ifax.com	00000000095
☑	USER94	user94@ifax.com	00000000094
☑	USER93	user93@ifax.com	00000000093
☑	USER92	user92@ifax.com	00000000092
☑	USER91	user91@ifax.com	00000000091
☑	USER90	user90@ifax.com	00000000090
☑	USER89	user89@ifax.com	00000000089
☑	USER88	user88@ifax.com	00000000088

   - You can select all users in the list by clicking on the ☑ button.

6. **Click [ADD].**
   - Selected contacts are added in the Address Book.

Managing Groups in the Address Book

You can create groups that contain the multiple recipients. This enables you to specify the groups for the destinations instead of specifying each recipient separately when operating Scan to Email, or fax or Internet Fax transmission. You can also delete groups.

📖 P.69 "Adding or editing a group"

📖 P.70 "Deleting a group"

Adding or editing a group

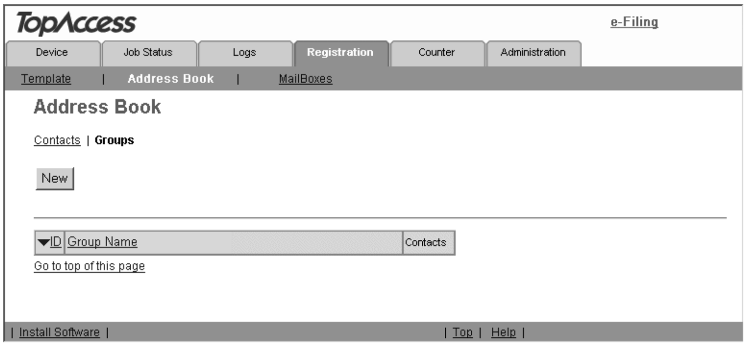
1. Click the Registration tab and the Address Book menu.

- The Address Book menu page is displayed.

2. Click the Group submenu.

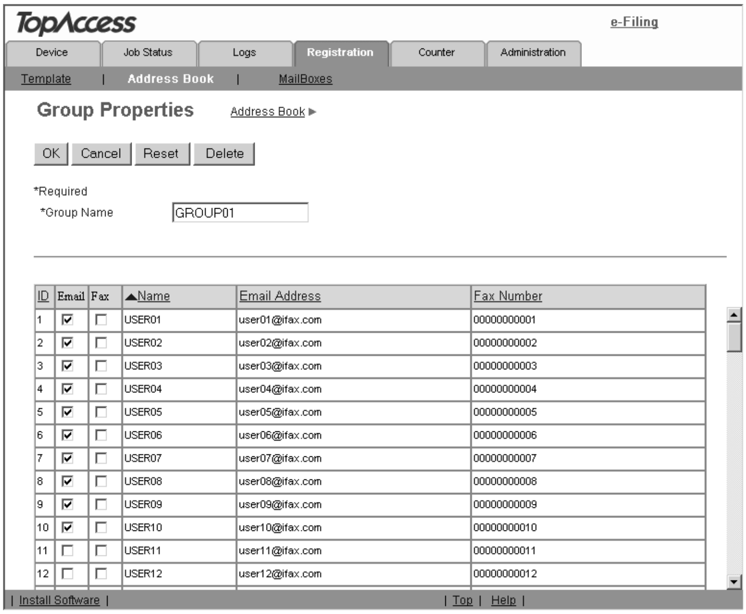
- The Group submenu page is displayed.

3. Click [New] to add new group, or click the group link that you want to edit in the groups list.



- The Group Properties page is displayed.

4. Enter following items to specify the group properties.



Group Name — Enter the group name.

SUPPLEMENTS:
- You can clear the entered values in each field by clicking [Reset].
- You can cancel adding or editing a group by clicking [Cancel].

5. Check the Email boxes of users to add the Internet Fax recipients, and check the Fax boxes of users to add the Fax recipients.

NOTE:
- To perform the fax transmission, the optional Fax unit is required. If the optional Fax unit is not installed, you cannot perform the fax transmission even if you specify the fax number.

6. Click [OK].

- The group is created.

Deleting a group

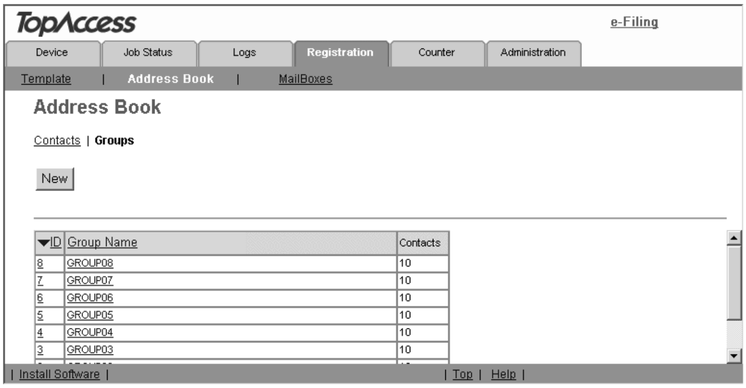
1. Click the Registration tab and the Address Book menu.

- The Address Book menu page is displayed.

2. Click the Group submenu.

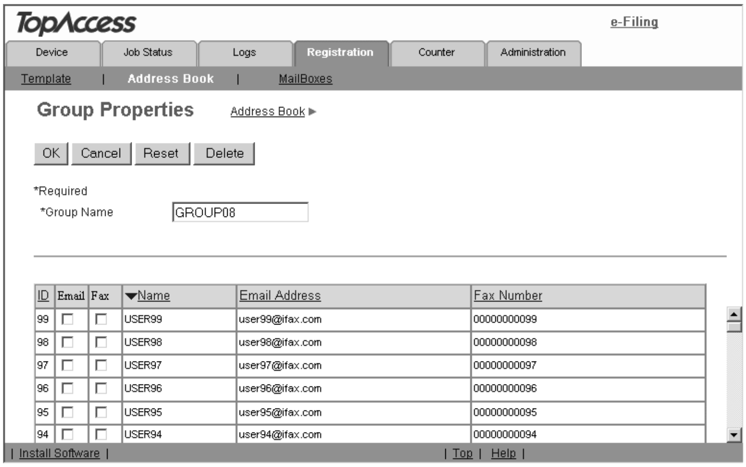
- The Group submenu page is displayed.

3. Click the group link that you want to delete in the groups list.



- The Group Properties page is displayed.

4. Click [Delete].



- Selected group is deleted.

Managing Mailboxes

NOTE: • Mailboxes can be managed only when the optional Fax unit is installed.

SUPPLEMENT: • Mailboxes can be managed using the Touch Panel Display. See the ***Operator's Manual for Facsimile Function***.

This equipment supports the ITU-T compatible mailboxes that allow storage and retrieval of documents via mailboxes that are already set up in a mailbox hub.

The following three types of Mailboxes are available:

■ Confidential mailbox

The Confidential Box allows a one-time document retrieval from the mailbox. Once a document is retrieved, it is cleared. If a new document is sent to the same box number where another document is stored, it is added to the existing box. You can also set up a password requirement for accessing the Confidential Box for document retrieval, to prevent unauthorized retrieval of documents.

■ Bulletin Board mailbox

The Bulletin Board Box allows multiple document retrievals from the same mailbox. Once a document is retrieved, it is not cleared. If a new document is sent to the same Box, it replaces the existing one. You can set up a password requirement for accessing the Bulletin Board Box for document reservation.

■ Forward mailbox

The Forward mailbox allows you to transmit a received fax to various destinations, using the following agents:

- Internet/Fax (Relay) agent — When a document has been sent to a mailbox, this equipment can call up the remote Fax via the public switched telephone line, or send the Internet Fax via the Internet according to the destinations registered in the mailbox. After the relay transmission, the transmission result list will be sent specified remote Fax. It is also possible to set up a password requirement.
- Save as file agent — The received faxes in this mailbox are forwarded to the local folder in this equipment or network folders.
- Email agent — The received faxes in this mailbox are forwarded to the email addresses recipients specified in the mailbox.
- Store to e-Filing agent — The received faxes in this mailbox are forwarded to the Box in this equipment. The data stored in the Box can be printed later, and also can be managed using the e-Filing web utility, which is a web-based utility that allows you to display, print, and merge the files in the Box.

For e-STUDIO450 Series and e-STUDIO280 Series:
The Save as file agent and Email agent are available only when the Printer Kit and Scanner Upgrade Kit are installed, or when the Printer/Scanner Kit is installed.

NOTE: • Sending and storage of documents to a mailbox hub and retrieval of documents from a mailbox hub is possible only on an ITU-T compliant facsimile. Only ITU-T compliant facsimiles can be used as Mailbox hubs. This equipment is provided with mailbox hub functions.

Using TopAccess, you can set up, edit, and delete mailboxes on this equipment.

Setting Up an Open Mailbox

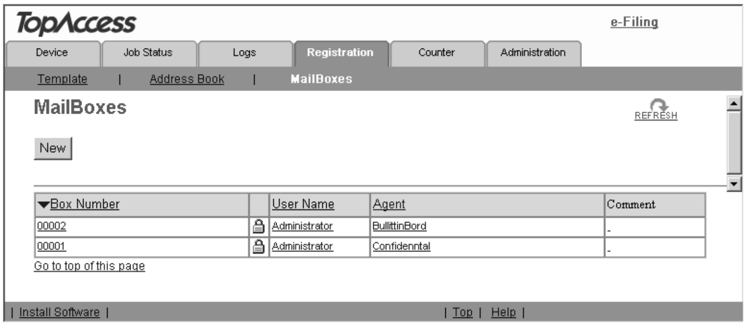
To carry out ITU-T communications, you must first set up an Open Mailbox in the mailbox hub. You can set up a maximum of 300 mailboxes.

Setting up or editing a mailbox

1. Click the Registration tab and the MailBoxes menu.

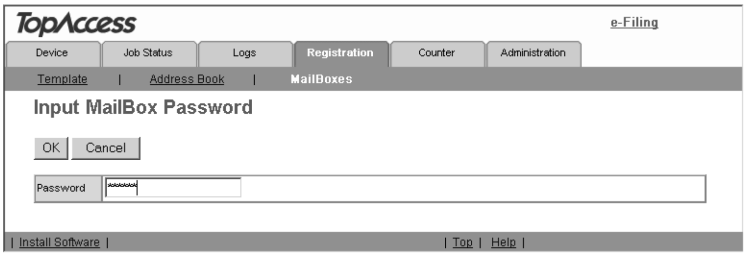
- The MailBoxes menu page is displayed.

2. Click [New] to set up new mailbox, or click the box number link that you want to edit in the mailboxes list.

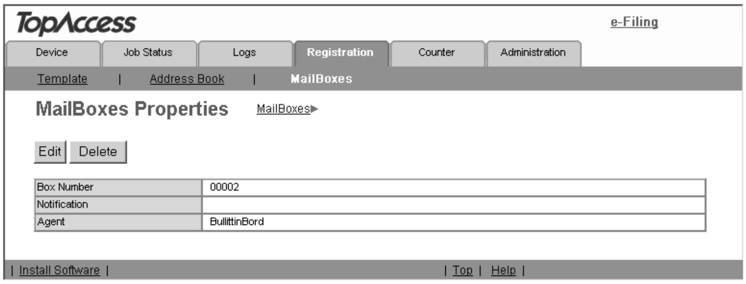


- If you click [New], skip to step 5.
- If you click the box number link that is not protected by a password, skip to step 4.
- If you click the box number link that is protected by a password, go to the next step.

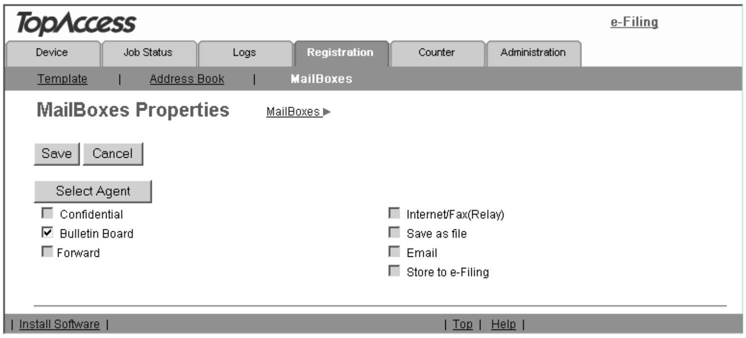
3. Enter the 5-digit password for the mailbox and click [OK].



4. Click [Edit].



5. Select agents and click [Select Agent].



Confidential — Select this to create a Confidential mailbox.

Bulletin Board — Select this to create a Bulletin Board mailbox.

Forward — Select this to create a relay station mailbox. When you select this, select the agent from "Internet/Fax(Relay)", "Save as file", "Email", or "Store to e-Filing".

- **Internet/Fax(Relay)** — Select this to create a Forward mailbox of Internet/Fax (Relay) agent. This agent can be combined with the Save as file or Store to e-Filing agent.
- **Save as file** — Select this to create a Forward mailbox of the Save as file agent. This agent can be combined with the Internet/Fax(Relay), Email, or Store to e-Filing agent.
- **Email** — Select this to create a Forward mailbox of the Email agent. This agent can be combined with the Save as file agent or Store to e-Filing agent.
- **Store to e-Filing** — Select this to create a Forward mailbox of the Store to e-Filing agent. This agent can be combined with the Internet/Fax(Relay) agent, Save as file agent, or Email agent.

For e-STUDIO450 Series and e-STUDIO280 Series:
"Email", and "Save as file" are available only when the Printer Kit and Scanner Upgrade Kit are installed, or when the Printer/Scanner Kit is installed.

6. Click each button displayed in the page to set the template properties.

[MailBox Setting] — Click this to specify the mailbox settings.
📖 P.76 "MailBox Setting"

MailBox Setting

Box Number	00002
User Name	Administrator
Comment	
Notification	
Document Print	Always

[Destination Setting] — Click this to specify the destinations to be sent. This can be set only when creating the Internet/Fax(Relay) agent or Email agent.
📖 P.77 "Destination Setting"

Destination Setting

Destination	Multi(4)

[Internet Fax Setting] — Click this to specify how the document will be sent. This can be set only when creating the Internet/Fax(Relay) agent.
📖 P.77 "Internet Fax Setting"

Internet Fax Setting

Subject	
From Address	
From Name	
Body	
File Format	TIFF-S
Fragment Page Size	No Fragmentation

[Relay End Terminal Report] — Click this to specify where the transmission result list will be sent. This can be set only when creating the Internet/Fax(Relay) agent.
📖 P.77 "Relay End Terminal Report"

Relay End Terminal Report

Relay End Terminal Report	USER01

[Email Setting] — Click this to specify how the document will be sent. This can be set only when creating the Email agent.
📖 P.78 "Email Setting"

Email Setting

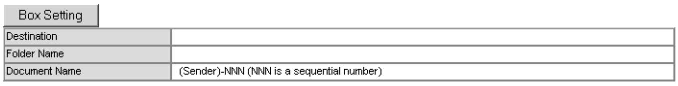
Subject	
From Address	
From Name	
Body	
File Format	Multi page TIFF
File Name	
Fragment Message Size	No Fragmentation

[Save as file Setting] — Click this to specify how the document will be stored in local hard disk or network folder. This can be set only when creating the Save as file agent.
📖 P.78 "Save as file Setting"

Save as file Setting

File Format	Multi page TIFF
Destination	\\MFP-00C6786\FILE_SHARE\
File Name	(Sender)-NNN(NNN is sequential number)

[Box Setting] — Click this to specify how the document will be stored in the Box. This can be set only when creating the Store to e-Filing agent.
P.78 "Box Setting"

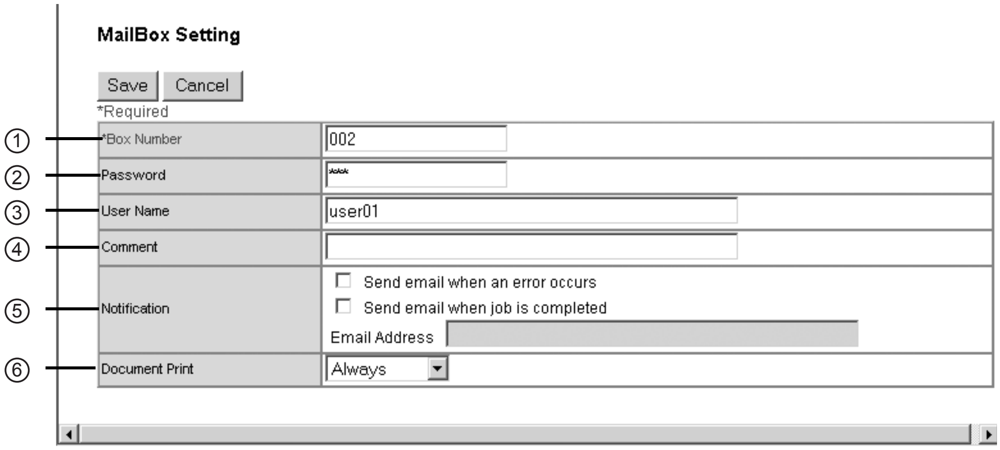


7. **After configuring the desired mailbox properties, click [Save].**
   - The mailbox properties are registered.

MailBox Setting

In the MailBox Settings page, specify the general information of the mailbox such as the box number, password, owner, comment, and notification.

NOTE:
- The “Notification” and “Document Print” options are not available when creating the Confidential mailbox or Bulletin Board mailbox.



1) **Box Number**
Enter the box number of the mailbox. You can enter up to 20 characters including numbers, sharp marks (#), and asterisks (*).

2) **Password**
Enter the box password if you want to protect the mailbox by the password. You can enter up to 20 characters including numbers, sharp marks (#), and asterisks (*).

3) **User Name**
Enter the user name of this mailbox. You can enter up to 64 characters.

4) **Comment**
Enter the comment. You can enter up to 64 characters.

5) **Notification**
This specifies how the notification message will be sent when an error occurs.

Send email when an error occurs
Select this to send a notification message to the specified email address when an error occurs.

Send email when job is completed
Select this to send a notification message to the specified email address when an job is compeleted.

Email Address
Enter an email address that the notification message will be sent.

NOTE: • When you enable the Notification setting, make sure to set up the Email settings in the Email submenu page of the Setup menu in the TopAccess Administrator's mode. For instructions on how to set up the Email settings, refer to the ***Network Administrator's Guide***.

6) **Document Print**
Select whether printing the document sent to this mailbox.

Destination Setting

In the Recipient List page, you can specify the destinations of the Internet/Fax (Relay), or Email agent.

When you are setting up the destinations for the Email agent, you can only specify the email addresses for the destinations.

When you are setting up the destinations for the Internet/Fax (Relay) agent, you can specify both fax numbers and email addresses for the destinations.

For e-STUDIO450 Series and e-STUDIO280 Series:
Specifying email addresses for the destinations is available only when the Printer Kit and Scanner Upgrade Kit are installed, or the Printer/Scanner Kit is installed.

You can specify the recipients by entering their email addresses or fax numbers manually, selecting recipients from the address book, selecting recipient groups from the address book, or searching for recipients in the LDAP server.

NOTE: • The methods of entering the recipients manually and searching for the recipients in the LDAP server are not available if you are setting the destination for the Internet/Fax (Relay) agent.

The instructions on how to setting up the destination setting for the mailbox is same as setting up the destination setting for the private template.

📖 P.41 "Destination Setting"

Internet Fax Setting

In the Internet Fax Settings page, you can specify the content of the Internet Fax to be sent.

The instructions on how to setting up the Internet Fax settings for the mailbox is same as setting up the Internet Fax settings for the private template.

📖 P.47 "Internet Fax Setting"

Relay End Terminal Report

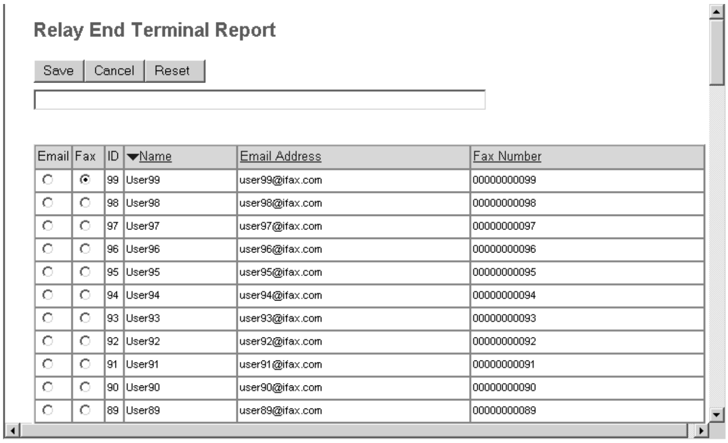
In the Relay End Terminal Report page, you can specify a recipient that the transmission result list will be sent.

Adding the relay end terminal report recipients

1. Click [Relay End Terminal Report].

- The Relay End Terminal Report page is displayed.

2. Enter the fax number or Email address, or select an Email or Fax option button of a user that you want to send the transmission result list.



Email	Fax	ID	Name	Email Address	Fax Number
○	◉	99	User99	user99@ifax.com	00000000099
○	○	98	User98	user98@ifax.com	00000000098
○	○	97	User97	user97@ifax.com	00000000097
○	○	96	User96	user96@ifax.com	00000000096
○	○	95	User95	user95@ifax.com	00000000095
○	○	94	User94	user94@ifax.com	00000000094
○	○	93	User93	user93@ifax.com	00000000093
○	○	92	User92	user92@ifax.com	00000000092
○	○	91	User91	user91@ifax.com	00000000091
○	○	90	User90	user90@ifax.com	00000000090
○	○	89	User89	user89@ifax.com	00000000089

SUPPLEMENT: • You can clear the selected option button by clicking [Reset].

NOTE: • You cannot specify more than 1 recipient for the destination of the Relay End Terminal Report.

3. Click [Save].

- The selected recipient is set for the transmission result list recipient.

Email Setting

In the Email Settings page, you can specify the content of email document to be sent.

The instructions on how to setting up the Email setting for the mailbox is same as setting up the Email setting for the private template.

📖 P.50 "Email Setting"

Save as file Setting

In the Save as file Setting page, you can specify how and where a received fax will be stored.

The instructions on how to setting up the Save as file setting for the mailbox is same as setting up the Save as file setting for the private template.

📖 P.51 "Save as file Setting"

Box Setting

In the Box Setting page, you can specify how a received fax will be stored in the Box.

The instructions on how to setting up the Box setting for the mailbox is same as setting up the Box setting for the private template.

P.53 "Box Setting"

Deleting an Open Mailbox

You can delete an existing Open Mailbox from TopAccess.

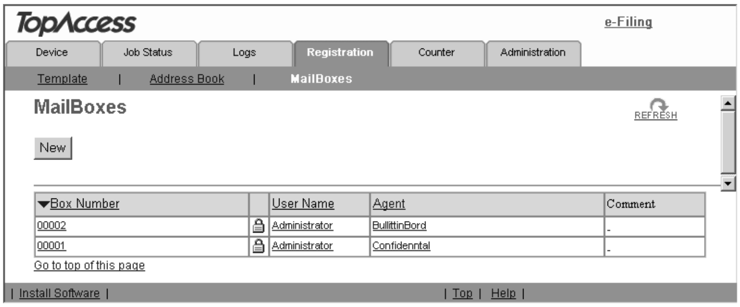
NOTE: • If you want to delete an Open Mailbox, the document must first be retrieved, printed, or canceled from the Open Mailbox.

Deleting an mailbox

1. Click the Registration tab and the MailBoxes menu.

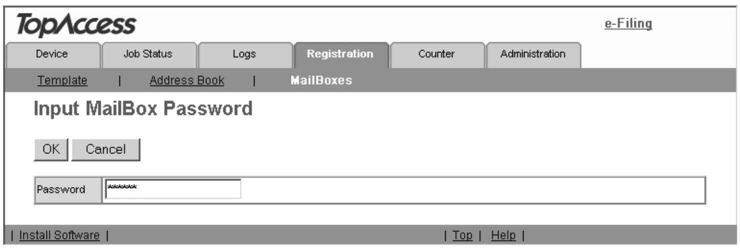
- The MailBoxes menu page is displayed.

2. Click the box number link that you want to delete in the mailboxes list.



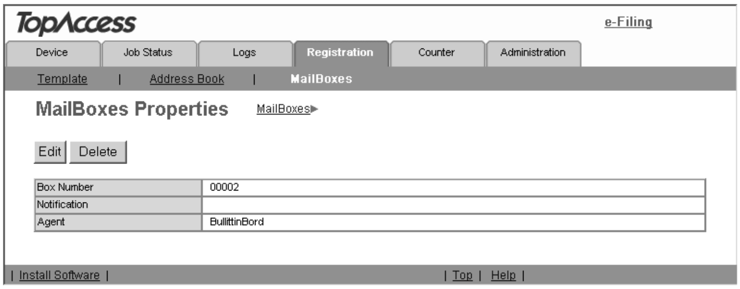
- If you click the box number link that is not protected by a password, skip to step 4.
- If you click the box number link that is protected by a password, go to the next step.

3. Enter the password for the mailbox and click [OK].



- The MailBoxes Properties page is displayed.

4. Click [Delete].



- The confirmation dialog box appears.

5. Click [OK].

- Selected mailbox is deleted.

Managing Counters

This equipment maintains a set of counters that keep track of the number of pages printed, copied and scanned. These statistics can be displayed in totals or broken down by department. This topic describes how to display the statistics and manage the department counters.

P.81 "Displaying the Total Counter"

P.81 "Displaying the Department Counter"

NOTE: • Neither an end user nor an administrator can reset counters from TopAccess. However, an administrator can reset the counters from the Touch Panel Display. See the ***User Functions Guide***.

Displaying the Total Counter

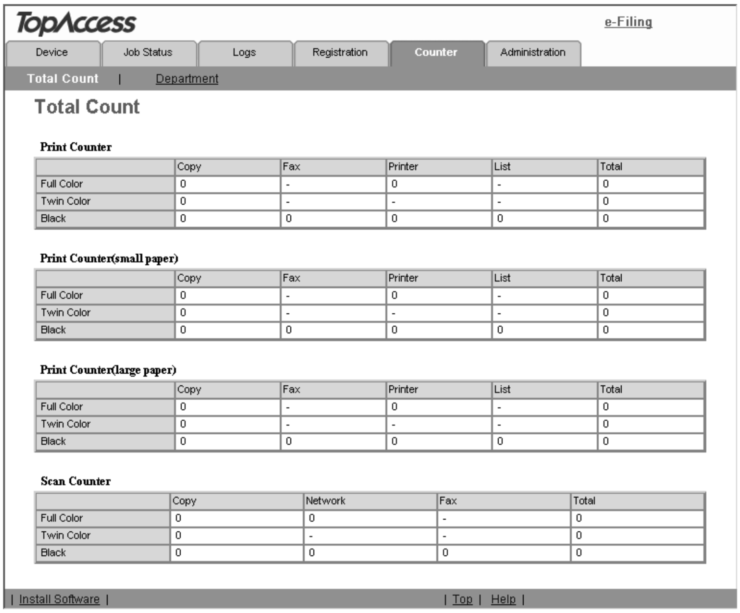
In the Total Counter menu page, you can display the total counter information for each copy/print counter of small paper, copy/print counter of large paper, and scan counter.

Displaying the total counter

1. Click the Counters tab and the Total Count menu.

- The Total Count menu page is displayed.

2. You can check the total counter in this page.



Print Counter

	Copy	Fax	Printer	List	Total
Full Color	0	-	0	-	0
Twin Color	0	-	-	-	0
Black	0	0	0	0	0

Print Counter(small paper)

	Copy	Fax	Printer	List	Total
Full Color	0	-	0	-	0
Twin Color	0	-	-	-	0
Black	0	0	0	0	0

Print Counter(large paper)

	Copy	Fax	Printer	List	Total
Full Color	0	-	0	-	0
Twin Color	0	-	-	-	0
Black	0	0	0	0	0

Scan Counter

	Copy	Network	Fax	Total
Full Color	0	0	-	0
Twin Color	0	-	-	0
Black	0	0	0	0

Displaying the Department Counter

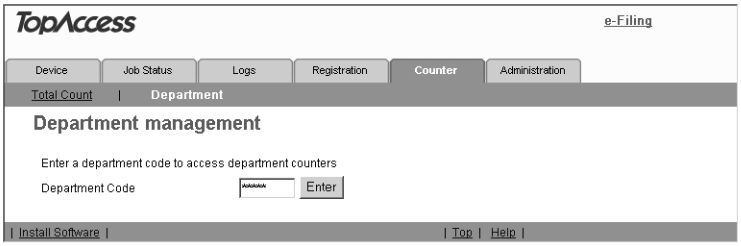
In the Department menu page, you can display the counter information of a specific department. If you want to display the department counter, you must enter the department code.

Displaying the department counter

1. Click the Counters tab and the Department menu.

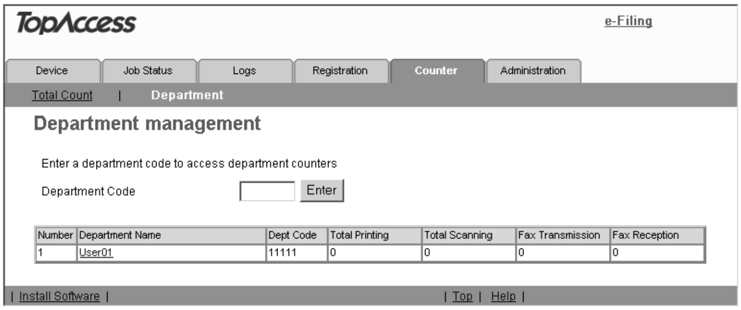
- The Department menu page is displayed.

2. Enter a department code that you want to display the counter in the “Department Code” field and click [Enter].



- The department counter for specified department is displayed.

3. Click the department name link to display the detailed counters for the department.



4. The Department Information page opens.

Department Information

Close

Department Number	1
Department Name	User01
Department Code	11111

Total Counter

	Full Color	Twin Color	Black	Total
Copy	0	0	0	0
Fax	-	-	0	0
Printer	0	-	0	0
List	-	-	0	0
Total	0	0	0	0

Copy Counter

	Full Color	Twin Color	Black	Total
Small	0	0	0	0
Large	0	0	0	0

Fax Counter

	Full Color	Twin Color	Black	Total
Small	-	-	0	0
Large	-	-	0	0

Print Job Counter

	Full Color	Twin Color	Black	Total
Small	0	-	0	0
Large	0	-	0	0

List Counter

	Full Color	Twin Color	Black	Total
Small	-	-	0	0
Large	-	-	0	0

Scan Counter

	Full Color	Twin Color	Black	Total
Copy	0	0	0	0
Fax	-	-	0	0
Network	0	-	0	0
Total	0	0	0	0

Fax Communication Counter

	Full Color	Twin Color	Black	Total
Transmit	-	-	0	0
Received	-	-	0	0

3. TROUBLESHOOTING

TopAccess Errors

This chapter describes the most common TopAccess errors and provides steps to resolve the conditions. If the problem persists after you have followed all of the steps, make sure to note what you were trying to do and any error messages appear, etc. — and then contact your service representative.

TopAccess Error Messages

NOTE: • The error messages displayed in the Touch Panel Display are described in the ***Operator's Manual for Basic Function***.

Print Job Status Messages

The status and result of the print jobs is indicated as following in the Print Job page in the Job Status tab and Print Log page in the Logs tab.

Error Code	Cause	Corrective Action
402F	PM size error	1200 dpi print jobs cannot be printed without the optional expansion memory. Send a print job with a 600 dpi setting.
4030	Print enable error	Please purchase the Printer Kit or Printer/ Scanner Kit if you want to use the printing function.
4031	HDD full error	Delete unnecessary private print jobs and invalid department print jobs.
A221	Job canceled	(Job was canceled.)
A222	Power failure	Check if the power cable is connected properly and it is inserted securely. Check if the power voltage is unstable.

Transmission/Reception Journal Status Messages

The result of the transmission and reception is indicated as follows in the Transmission Journal and Reception Journal pages in the Logs tab.

The following table describes the Error Code.

Error Code	Cause	Corrective Action
0011	Paper jam	Clear the jammed printing paper.
0012	Original jam	Clear the jammed original.
0013	Door open	Firmly close the open door.
0020	Power interruption	Check the power interruption report.
0030	Reset	(The transmission was canceled by pressing the [FUNCTION CLEAR] button.)
0033	Polling Error	Check polling options setup (Security Code, etc.), and check if the polling document exists.
0042	Memory full	Make sure that there is sufficient memory before making the call again.

Error Code	Cause	Corrective Action
0050	Line busy	Retry communications.
0053	Security Mismatch in Relay or Mail Box transmission	Confirm the remote party's Security Code, system password and your setup.
00B0-00B5 00C0-00C4 00D0-00D2	Signal Error or Line Condition Error	Retry communications. Frequent failures may indicate a phone line problem. If possible, move the unit to another line and try your communications again.
00E8	HDD error	Retry communications. If the error still occurs, contact your service representative.
00F0	Software failure	Retry communications. If the error still occurs, contact your service representative.
00F1	Hardware noise	Retry communications. If the error still occurs, contact your service representative.
1C10	System access abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C11	Insufficient memory	When there are running jobs, perform the job in error again after the completion of the running jobs. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
1C12	Message reception error	Turn the power OFF and then back ON. Perform the job in error again.
1C13	Message transmission error	Turn the power OFF and then back ON. Perform the job in error again.
1C14	Invalid parameter	When a template is used, form the template again. If the error still occurs, turn the power OFF and then back ON, and perform the job again.
1C15	Exceeding file capacity	Ask your administrator to change the "Fragment Page Size" setting for the Internet Fax setting, or reduce the number of pages and perform the job again.
1C20	System management module access abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the recovery is still not completed, contact your service representative.
1C21-1C22	Job control module access abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the recovery is still not completed, contact your service representative.

Error Code	Cause	Corrective Action
1C30	Directory creation failure	Check if the access privilege to the storage directory is writable. Check if the server or local disk has a sufficient space in disk capacity.
1C31	File creation failure	Check if the access privilege to the storage directory is writable. Check if the server or local disk has a sufficient space in disk capacity.
1C32	File deletion failure	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C33	File access failure	Check if the access privilege to the storage directory is writable. Check if the server or local disk has a sufficient space in disk capacity.
1C40	Image conversion abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C60	HDD full failure during processing	Reduce the number of pages of the job in error and perform the job again. Check if the server or local disk has a sufficient space in disk capacity.
1C61	Address Book reading failure	Turn the power OFF and then back ON. Perform the job in error again. Reset the data in the Address Book and perform the job again. If the error still occurs, contact your service representative.
1C62	Memory acquiring failure	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
1C64	Terminal mail address unset	Ask your administrator to set the E-mail address of the equipment.
1C65	SMTP address unset	Ask your administrator to set the SMTP server address.
1C66	Server time time-out error	Check if the SMTP server is operating properly.
1C67	NIC time time-out error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.

Error Code	Cause	Corrective Action
1C68	NIC access error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C69	SMTP server connection error	Ask your administrator to set the login name or password of SMTP server and perform the job again. Check if the SMTP server is operating properly.
1C6A	HOST NAME error	Ask your administrator to check if there is an illegal character in the device name. Delete the illegal character and reset the appropriate device name.
1C6B	Terminal mail address error	Ask your administrator to check if there is an illegal character in the E-mail address of the equipment. Delete the illegal character and reset the appropriate E-mail address, then perform the job again.
1C6C	Destination mail address error	Check if there is an illegal character in the Destination E-mail address. Delete the illegal character and reset the appropriate Destination E-mail address, then perform the job again.
1C6D	System error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C70	SMTP client OFF	Ask your administrator to enable the SMTP Client and perform the job again.
1C80	Internet Fax transmission failure when processing E-mail job received	Confirm the “Received Internet Fax Forward” settings.
1C81	Onramp Gateway transmission failure	Confirm the mail box settings.
1C82	Internet Fax transmission failure when processing Fax job received	Confirm the “Received Fax Forward” setting.
1CC1	Power failure	Check if the power cable is connected properly and it is inserted securely. Check if the power voltage is unstable.
3A10-3A12	MIME format error	Ask the sender to resend the Email in the MIME1.0 format.
3A20-3A22	Email process error	Ask the sender to resend the Email.
3A30	Partial Email timeout error	Ask the sender to resend the Email, or change the Partial Wait time setting.
3A40	Invalid partial Email received	Ask the sender to resend the partial Email in the RFC2046 format.

Error Code	Cause	Corrective Action
3A50-3A52	HDD full error	Ask the sender to resend the Email by separating it to several Emails. If this error occurs because the paper empty occurs and too much waiting jobs are stored in the hard disk, add the paper to activate other jobs.
3A60-3A62	HDD full alert	Ask the sender to resend the Email by separating it to several Emails. If this error occurs because the paper empty occurs and too much waiting jobs are stored in the hard disk, add the paper to activate other jobs.
3A70	Interrupt partial Email reception	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3A80-3A82	Partial Email disabled	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3B10-3B12	Email format error	Ask the sender to resend the Email.
3B20-3B22	Context-Type error	Ask the sender to resend the Email with attached files that are the TIFF format.
3B30-3B32	Invalid character set	Ask the sender to resend the Email in the ISO-8559-1/2 format.
3B40-3B42	Email decode error	Ask the sender to resend the Email.
3C10-3C13	TIFF analysis error	Ask the sender to resend the Email with attached files that are the TIFF format.
3C20-3C22	TIFF compression error	Ask the sender to resend the Email with attached TIFF files in the MH, MR, MMR, or JBIG compression.
3C30-3C32	TIFF resolution error	Ask the sender to resend the Email with attached TIFF files whose resolution is either 200x100, 200x200, 200x400, 300x300, or 400x400 dpi.
3C40-3C42	TIFF paper size error	Ask the sender to resend the Email with attached TIFF files that can be printed on the paper available for this equipment.
3C50-3C52	Offramp transmission error	Ask the sender to specify the correct fax numbers and resend the Email.
3C60-3C62	Offramp security error	Confirm that specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the Email with correct fax numbers.

Error Code	Cause	Corrective Action
3C70	Power failure	Confirm the job is recovered or not. If not, ask the sender to resend the Email.
3D10	Destination address error	Ask your administrator whether the DNS and mail server settings are correctly set. If they are correctly set, ask the sender to confirm the destination address is correct.
3D20	Exceeding maximum offramp destinations	Ask the sender to specify up to 40 destinations for one offramp gateway job. The equipment cannot perform the offramp gateway transmission for more than 40 destinations.
3D30	Fax unit is not installed	Make sure the Fax unit is installed, or connected correctly.
3E10	POP3 server communication error	Ask your administrator that the POP3 server address is correctly set, or the POP3 server works properly.
3E20	POP3 server communication timeout	Ask your administrator that the POP3 server works properly and the LAN cable is connected to the server.
3E30	POP3 login error	Ask your administrator that the POP3 user name and password is set correctly.
3F00, 3F10, 3F20, 3F30, 3F40	File I/O error	Ask the sender to resend the Email. If the error still occurs, contact your service representative.

Scan Job Status Messages

The status and result of the scan jobs is indicated as following in the Scan Job page in the Job Status tab and Scan Log page in the Logs tab.

Error Code	Message	Corrective Action
Email		
2C10, 2C12, 2C13, 2C20-2C22	Illegal Job status	A system error has occurred during sending an email. Retry it. If the error still occurs, contact your service representative.
2C11, 2C62	Not enough memory	Make sure there is enough memory to send the scan job.
2C14	Invalid parameter specified	Make sure you specify the settings correctly and try again.
2C15	Message size exceeded limit or maximum size	You are sending too many documents at a time. Send your documents separately.
2C30	Failed to create directory	Make sure that the access privilege to the storage directory is writable and the server or local disc has a sufficient space. Then retry the scan.

Error Code	Message	Corrective Action
2C31, 2C33	Failed to create file	Make sure that the access privilege to the storage directory is writable and the server or local disc has a sufficient space. Then retry the scan.
2C32	Failed to delete file	Turn the power OFF and then back ON. Retry the scan.
2C40	Failed to convert image file format	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2C61	Failed to read AddressBook	Turn the power OFF and then back ON. Retry the job in error. Reset the data in the Address Book and retry it. If the error still occurs, contact your service representative.
2C63, 2C64	Invalid Domain Address	Ask your administrator to set the IP address.
2C65, 2C66, 2C69	Failed to connect to SMTP server	Make sure the SMTP server is correctly working, or the SMTP server address has been set correctly.
2C67, 2C68, 2C6A	Failed to send E-Mail message	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2C6B	Invalid address specified in From: field	Make sure that there is an illegal character in the Terminal mail address. Delete the illegal character and reset the appropriate Terminal mail address, then retry it.
2C6C	Invalid address specified in To: field	Make sure that there is an illegal character in the Destination mail address. Delete the illegal character and reset the appropriate Destination mail address, then retry it.
2C6D	NIC system error	Contact your dealer for support.
2C70	SMTP service is not available	Ask your administrator whether the SMTP service is enabled.
2C80	Failed to process received Email job	Ask your administrator whether the Internet Fax Received Forward is set.
2C81	Failed to process received Fax job	Ask your administrator whether the Fax Received Forward is set.
2CC0	Job canceled	(Job was canceled.)
2CC1	Power failure occurred	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
Save as file		
2D10, 2D12, 2D13, 2D20-2D22	Illegal Job status	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.

Error Code	Message	Corrective Action
2D11	Not enough memory	Make sure there is enough memory to save the scan job.
2D14, 2D61	Invalid parameter specified	Make sure you specify the settings correctly and try again.
2D15, 2D65	There are too many documents in the folder. Failed in creating new document.	Delete the data in the local shared folder in the equipment.
2D30	Failed to create directory	Make sure that the access privilege to the storage directory is writable and the server or local disc has a sufficient space. Then retry the scan.
2D31, 2D33	Failed to create file	Make sure that the access privilege to the storage directory is writable and the server or local disc has a sufficient space. Then retry the scan.
2D32	Failed to delete file	Turn the power OFF and then back ON. Retry the scan.
2D40	Failed to convert image file format	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2D60	Failed to copy file	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2D62	Failed to connect to network destination. Check destination path.	Make sure the network folder is shared in your network and retry the scan. If the error still occurs, ask your administrator to confirm whether the IP address or path of the server is correct. Also make sure that the server is operating properly.
2D63	Specified network path is invalid. Check destination path.	Make sure you specify correct network folder and retry the scan.
2D64	Logon to file server failed. Check username and password.	Make sure you specify correct user name and password to logon the file server, or you specify correct file server. Then retry the scan.
2D66	Failed to process your job. Insufficient disk space.	Delete the data in the local shared folder in the equipment and retry the scan.
2D67	FTP service is not available	Ask your administrator whether the FTP service is configured correctly.
2D68	File Sharing service is not available	Ask your administrator whether the SMB protocol is enabled.
2DC0	Job canceled	(Job was canceled.)
2DC1	Power failure occurred	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
Store to e-Filing		
2B10	There was no applicable job.	Retry the scan.

Error Code	Message	Corrective Action
2B11	Job status failed.	Retry the scan.
2B20	Failed to access file.	Retry the scan.
2B30	Insufficient disk space.	Delete unnecessary documents in e-Filing and try again.
2B31	Failed to access Electronic Filing.	Make sure that the specified e-Filing or folder exists. (If not, this error would not occur.) Delete the specified e-Filing or folder and reset them. Retry the job in error. If the specified e-Filing or folder cannot be deleted, contact your service representative.
2B32	Failed to print Electronic Filing document.	Make sure that the specified document exists. (If not, this error would not occur.) Delete the specified document and reset them. Retry the job in error. If the specified document cannot be deleted, contact your service representative.
2B50	Failed to process image.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2B51	Failed to process print image.	Make sure that the Function List can be printed out. Retry the print. If the error still occurs, contact your service representative.
2B90	Insufficient Memory.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2BA0	Invalid Box password specified.	Make sure that the password is correct and retry the scan, or reset the password and retry the scan. When this error occurs for the print of the data in the e-Filing, perform the print with the administrator's password. If the recovery is still not completed or in case of invalid password for the operation other printing (opening the file, etc.), contact your service representative.
2BB0	Job canceled	(Job was canceled.)
2BB1	Power failure occurred	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
2BC0	System fatal error.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.
2BC1	Failed to acquire resource.	Turn the power OFF and then back ON. Retry the scan. If the error still occurs, contact your service representative.

Error Code	Message	Corrective Action
2BD0	Power failure occurred during e-Filing restoring.	Make sure that the power cable is connected properly and it is inserted securely. Resend the job.
2BE0	Failed to get machine parameter.	Turn the power OFF and then back ON. Retry the scan.
2BF0	Maximum number of pages has been exceeded (list maximum).	Reduce the pages and print again.
2BF1	Maximum number of documents has been exceeded (list maximum).	Delete the documents from the boxes or folders.
2BF2	Maximum number of folders has been exceeded (list maximum).	Delete the folders from the boxes.
RFC related		
2500	Syntax error, command unrecognized	Check if the Terminal mail address and Destination mail address are correct. Check if the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again.
2501	Syntax error in parameters or arguments	Check if the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, Contact your service representative.
2503	Bad sequence of commands	Check if the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, Contact your service representative.
2504	Command parameter not implemented	Check if the mail server is operating properly. Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, Contact your service representative.
2550	Mailbox unavailable	Check the state of the mail box in the mail server.
2551	User not local	Check if the mail server is operating properly. Turn the power OFF and the back ON. Perform the job in error again. If the error still occurs, Contact your service representative.

Error Code	Message	Corrective Action
2552	Insufficient system storage	Turn the power OFF and the back ON. Perform the job in error again. If the error still occurs, Contact your service representative.
2553	Mailbox name not allowed	Check if there is an illegal character in the mail box in the mail server.

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