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Operator's Manual

IntranetFax
(Direct SMTP)

Preface

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■ Model and series names in this manual

In this manual, each model name is replaced with the series name as shown below.

Model name	Series name in this manual
e-STUDIO5540C/6540C/6550C	e-STUDIO6550C Series
e-STUDIO2040C/2540C/3040C/3540C/4540C	e-STUDIO4540C Series
e-STUDIO206L/256/306/356/456/506, e-STUDIO256SE/306SE/356SE/456SE/506SE	e-STUDIO456 Series
e-STUDIO556/656/756/856, e-STUDIO556SE/656SE/756SE/856SE	e-STUDIO856 Series
e-STUDIO2050C/2550C	e-STUDIO2550C Series
e-STUDIO2051C/2551C	e-STUDIO2551C Series
e-STUDIO2555C/3055C/3555C/4555C/5055C e-STUDIO2555CSE/3055CSE/3555CSE/4555CSE/5055CSE	e-STUDIO5055C Series
e-STUDIO287CS/347CS/407CS e-STUDIO287CSL/347CSL	e-STUDIO407CS Series
e-STUDIO477S/527S e-STUDIO477SL	e-STUDIO527S Series
e-STUDIO307LP	e-STUDIO307LP
e-STUDIO306LP	e-STUDIO306LP
e-STUDIO5560C/6560C/6570C	e-STUDIO6570C Series
e-STUDIO207L/257/307/357/457/507	e-STUDIO507 Series
e-STUDIO557/657/757/857	e-STUDIO857 Series

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INTRANETFAX FUNCTION: OVERVIEW

This chapter gives an overview of the IntranetFax function.

IntranetFax Function

"The IntranetFax (Direct SMTP)", hereafter called "the IntranetFax", is a function that enables a direct InternetFax communication between MFPs without a mail server. Since there are some restrictions on this function, such as the necessity of including the IP address of the receiving MFP in its Email address, this function is suitable for InternetFax transmission within the Intranet.

- IntranetFax compatible MFP -> IntranetFax compatible MFP

→ InternetFax Transmission
— LAN
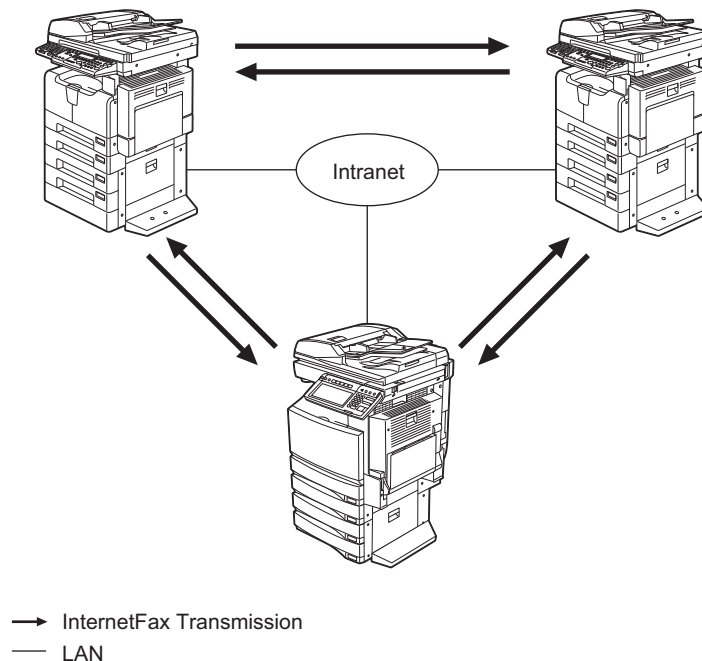
The IntranetFax function has the following characteristics:
- You will not need to access a mail server when receiving IntranetFaxes because they are directly sent from the sending MFP to the receiving MFP.
- You can clearly confirm on the sending MFP if the sent IntranetFax has been received because the transmission "finishes" upon reception by the receiving MFP. Transmission will be retried when the IntranetFax has not been received in cases such as when the power of the receiving MFP was not ON.
- The Email address of the receiving MFP must include its IP address. For details, see ▯ P.10 "Email Address Format".
- In the IntranetFax function, transmission is performed for a number of destinations, namely, it may take a longer time than transmission by the InternetFax through a mail server.

> **Notes**
>
> - For e-STUDIO456 Series and e-STUDIO507 Series, the IntranetFax function is available only when the following options are installed:
>   - Scanner Kit
>   - Printer/Scanner Kit
> - When the IntranetFax function is enabled, the onramp gateway, offramp gateway, network Fax and Address Book Viewer are disabled.
> - When an IntranetFax is being sent, SSL communication and SMTP authentication are not used. For details, see ▯ P.9 "Setting up the SMTP client".

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INTRANETFAX CONFIGURATION

This chapter describes the IntranetFax configuration.

MFP Setup

MFPs must be set up by service technicians authorized by Toshiba before the IntranetFax function can be used.

TopAccess Setup

Setup on the TopAccess menu is required before the IntranetFax function can be used.

■ Setting up the DNS session

If you are using the fully qualified domain name (FQDN) of the MFP for a destination Email address in the IntranetFax function, set up the DNS session in advance.
For details of the DNS session, see the following:
TopAccess Guide "Chapter 8 [Administration] Tab Page - [Setup] Item List - Network settings - Setting up DNS Session"

■ Setting up the DDNS session

If you are using Dynamic DNS service (DDNS), set up the DDNS session in advance.
For details of the DDNS session, see the following:
TopAccess Guide "Chapter 8 [Administration] Tab Page - [Setup] Item List - Network settings - Setting up DDNS Session"

■ Setting up the SMTP client

"Enable SMTP Client", "Maximum Email / InternetFax Size" and "Port Number" must be set for the SMTP client in advance.
For details of the SMTP client setup, see the following:
TopAccess Guide "Chapter 8 [Administration] Tab Page - [Setup] Item List - Network settings - Setting up SMTP Client"

> **Notes**
>
> • When the IntranetFax function is enabled, "Enable SSL", "SSL/TLS", "POP Before SMTP" and "Authentication" settings are not used. However, the setting are used for email transmission.
> • Be sure to enable "Enable SMTP Client".

■ Setting up the SMTP server

"Enable SMTP Server", "Port Number" and "Email Address" must be set for the SMTP server in advance. For the format of the Email address, see 🕮 P.10 "Email Address Format".
For details of the SMTP server setup, see the following:
TopAccess Guide "Chapter 8 [Administration] Tab Page - [Setup] Item List - Network settings - Setting up SMTP Server"

■ Setting up InternetFax

In the InternetFax settings, enter a destination Email address for the IntranetFax in the From Address field. For the format of the Email address, see 🕮 P.10 "Email Address Format". Then set "Number of Retry" and "Retry interval" as required.
Number of Retry: Enter the desired number from 0 to 14 for retrying a failed IntranetFax transmission.
Retry interval: Enter the desired interval from 0 to 15 for retrying a failed IntranetFax transmission (unit: minutes).

For details of the InternetFax settings, see the following:
TopAccess Guide "Chapter 8 [Administration] Tab Page - [Setup] Item List - InternetFax settings - Setting up InternetFax Setting"

Email Address Format

In the IntranetFax function, a destination Email address must include the IP address of the receiving MFP. If the DNS server is used, you can use Email addresses based on the result of the name resolution provided by the DNS server.

When not using the DNS server
Use Email addresses in a literal IP address format for the IntranetFax destinations.
- **Literal IP address:** Put the IP address in square brackets after "@".
  e.g.) mfp01@[192.168.1.100]

When using the DNS server
Use Email addresses in an FQDN format or in a literal IP address format for the IntranetFax destinations.
- **FQDN format:** Put host and domain names after "@".
  e.g.) mfp01@e-bridge.toshibatec.com
- **Literal IP address:** Put the IP address in square brackets after "@".
  e.g.) mfp01@[192.168.1.100]

Destination Registration

The procedure for registering destination Email addresses for the IntranetFax is the same as the one for the InternetFax.
For Emails to be registered, follow the instructions in ⌕ P.10 "Email Address Format".
For the registration of destination Email addresses for the InternetFax, see the following:
- *TopAccess Guide* "Chapter 5 [Registration] Tab Page - [Registration] How to Set and How to Operate - Managing address book"
- *MFP Management Guide* "Chapter 1 SETTING ITEMS (USER) - ADDRESS"

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SENDING/RECEIVING INTRANETFAXES

This chapter describes how to send or receive IntranetFaxes.

Precautions about Sending/Receiving IntranetFaxes

IntranetFax communication differs from InternetFax communication through a mail server as follows:
- In the IntranetFax function, transmission is performed for a number of destinations. Journals for transmission results will be printed out when all the transmissions are finished.
- In the InternetFax Received Forward function, an InternetFax agent and an Email agent can forward the IntranetFax to MFPs which can receive IntranetFaxes. For how to set destination Email addresses, follow the instructions in 🕮 P.10 "Email Address Format".

> Note

To use an Email agent, a mail server is required.

Up to 100 MB of IntranetFaxes can be sent from or received.

Sending/Receiving Procedure

For the procedures for sending and receiving IntranetFaxes, see the following:
Scanning Guide "Chapter 6 INTERNET FAX - Sending Internet Faxes"

IntranetFaxes are received automatically, meaning that no particular operation is required for their reception.
The IntranetFax setting differs from the InternetFax setting as follows:
- **Maximum IntranetFax Size**
  Originals larger than A4 or LT can be sent as they are.*
- **Resolution**
  You can specify the desired resolution level among "STANDARD" (200 x 100 dpi), "FINE" (200 x 200 dpi) and "U-FINE (ULTRA FINE)" (400 x 400 dpi) for retrieving IntranetFax data.

  * The originals that exceed the maximum size supported by the product cannot be sent.

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TROUBLESHOOTING

This chapter describes troubleshooting for the IntranetFax functions.

Troubleshooting

Unable to send an IntranetFax
- Is the power of the receiving MFP ON?
- Is the LAN cable of the sending or receiving MFP disconnected?
  - IntranetFaxes are sent directly to the receiving MFP. If a transmission fails, it will be retried according to the retry setting until the receiving MFP receives it. Therefore a transmission error occurs when the power of the receiving MFP is OFF or any of the LAN cables is disconnected. Make sure that the power of the receiving MFP is ON and also that the LAN cables are securely connected.

- Is the destination Email address correctly set?
  - In the IntranetFax function, destination Email addresses must be set in the SMTP server settings in the TopAccess Administrator Mode on the receiving MFP, according to the instructions on 📖 P.10 "Email Address Format". On the other hand, the sending MFP must have the same Email address as the one specified at the receiving MFP noted above. If these Email addresses are different, the IntranetFax will not be received and thus an error will occur.

- Is the receiving MFP receiving another IntranetFax?
  - A transmission error may occur when the receiving MFP is receiving another IntranetFax.

Unable to receive an IntranetFax
- Is "Memory overflow" displayed on the LCD screen of the control panel?
  - Lower the resolution level at the sending MFP or reduce the number of pages of the original to be sent in one go, then retry the transmission.

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TOSHIBA TEC CORPORATION

1-11-1, OSAKI, SHINAGAWA-KU, TOKYO, 141-8562, JAPAN