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Printers, scanners and other devices that send e-mail: connecting them to SMTP Relay

E-mail

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Printers, scanners and other devices that send e-mail: connecting them to SMTP Relay

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The short answer: multifunction printers, camera recorders, alarms, UPS units and NAS boxes that send alerts by e-mail only know how to speak SMTP, and that is what SMTP Relay is for. On the device configuration page, fill in the server, port **587 with STARTTLS** (or 465 with TLS), the username and password of **a credential just for that device**, and a sender on the verified domain. The device must be able to encrypt the connection.

What people usually connect

Device	What it sends
Multifunction printer	Scan to e-mail, toner, paper or fault alerts.
Camera recorder (NVR/DVR)	Motion alerts, disk full, camera offline.
Alarm, access control	Alarm notices, low battery, door left open.
UPS, NAS, router	Power failure, disk errors, backup finished.

Step by step

1. **Create the credential** in the Email Center with a clear name, for example «Front desk printer».

2. **Open the device configuration page** (usually through its IP address, in a browser) and look for E-mail, SMTP or Notifications.

3. **Fill in:** the server from the Connection card, port 587, STARTTLS (or «TLS»), authentication on, credential username and password.

4 **Sender:** an address on the verified domain, such as `printer@asuaempresa.ao`. Many devices come with a factory sender, which is refused.

5 **Use the device test button** and check it in the Email Center log.

Old devices sometimes cannot do it.
SMTP Relay works over an encrypted connection (STARTTLS on 587 or TLS on 465). A device that cannot encrypt, or only knows very old TLS versions, cannot get in. Look for a firmware update on the manufacturer website before giving up.

Typical device problems

Symptom	What to check
Certificate or TLS error	The device date and time. With the wrong clock, the server certificate looks invalid. Turn on automatic time (NTP), if it has it.
Cannot connect	If the office network blocks port 587, try 465 with TLS.
Sender refused	The factory sender of the device. Replace it with an address on the verified domain.
Scans do not arrive	The file size. Scan at a lower resolution or as a compressed PDF, and check the status in the log.

When the device leaves, so does its credential.
The password is stored in the device. Before you sell it, return it or send it for repair, revoke its credential: see **revoking a credential**.

NEED A HAND?

Device cannot send? Open a ticket with the make, the model and the error message it shows.

Open a support ticket →

SEE ALSO

- **SMTP Relay in any program: what Host, Port, Encryption, Username and From mean on each screen** →
- **One SMTP credential per program: naming, organising and revoking only the one you stop using** →

- **SMTP Relay not sending: connection, TLS, login, sender and recipient problems, one by one**
- **Which sender addresses SMTP Relay accepts: verified domains, several domains, name and Reply-To**
- **SMTP ports 465, 587 and 25: SSL, STARTTLS and which one to use**

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