

Gmail settings

<https://myaccount.google.com/apppasswords> APP PASSWORD DIRECT NEW LINK. Goto gmail.com, Manage your Google Account, Click Security, 2 STEP VERIFICATION MUST BE TURNED ON 1ST. Click on the App Password Link above, Put APP NAME AND THEN CREATE.

Scan to Gmail may have issues due to changes for Less secure apps & your Google Account:
<https://support.google.com/accounts/answer/6010255?hl=en#zippy=%2Cif-less-secure-app-access-is-off-for-your-account%2Cif-less-secure-app-access-is-on-for-your-account>

If "Less secure app access" is on for your account

Because less secure apps can make your account more vulnerable, Google will automatically turn this setting off if it's not being used.

If "Less secure app access" is still on for your account, we recommend turning it off now and switching to more secure apps.

As of now please suggest the following method to the user shown below:

In the help of your Google account, it said "Use App password".

Please specify your Google username and this "App password" in your mail server settings under SMTP Password.

For Procedure for creating and using an App password, please refer to the following URL.

<https://support.google.com/accounts/answer/185833>

Note that under the SMTP SERVER Port 25 can work and will actually scan faster than using port 587 because port 25 is not secure. The SMTP CLIENT Port can be left on 587. I wouldn't use SSL Protocol and Port 465 as they are not supported anymore

Here's how to set up gmail app password for scanner

- 1-go to amin.
- 2-go to network.
3. select mail server.
4. stmp-enable.
- 5-port 587.
- 6- starttls.
- 7- authentication- login.
- 8- username is email address.
- 9 go to gmail account security.
- 10- enable less secure apps to get message that less secure apps is not longer user then enable option to get an app password.
- 11- create app password.
- 12- cut and paste app password into smtp password of mail server setup.
- 13- enter from email which has to be different from smtp username.
- 14- enter from name.

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15-submit settings in mail server setup

Create & use app passwords

Important: To create an app password, you need 2-Step Verification on your Google Account.

If you use 2-Step-Verification and get a "password incorrect" error when you sign in, you can try to use an app password.

Go to your Google Account. Select Manage your google account.

Select Security

Under "Signing in to Google," select 2-Step Verification.

At the bottom of the page, select App passwords.

Select (Other Device) and enter a name (Printer Model for example) that helps you remember where you'll use the app password.

Select Generate.

To enter the app password, follow the instructions on your screen. The app password is the 16-character code that generates on your device.

Select Done.

If you've set up 2-Step Verification but can't find the option to add an app password, it might be because:

Your Google Account has 2-Step Verification set up only for security keys.

You're logged into a work, school, or another organization account.

Your Google Account has Advanced Protection.

Tip: Usually, you'll need to enter an app password once per app or device.

TROUBLESHOOTING :

The printer displays errors 2C65, 2C69, or 2C71 when sending email through SMTP.

2C65 indicates the printer failed to connect to the SMTP server.

2C69 indicates the printer failed to connect to the SMTP server, often a network or port issue.

2C71 indicates the printer failed to authenticate to the SMTP server, usually a login or password problem.

1 From a Windows PC on the same network, open Command Prompt and run ping smtp.gmail.com to confirm DNS resolves. Run nslookup smtp.gmail.com to get SMTP SERVER IP

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ADDRESS. If DNS isn't working put SMTP SERVER IP ADDRESS in SMTP CLIENT SECTION SMTP SERVER ADDRESS SECTION.

2 Enable Telnet Client on the Windows PC if not installed (Control Panel → Programs → Turn Windows features on or off → check Telnet Client)

3 In Command Prompt, run telnet smtp.gmail.com 587. If it shows 220 smtp.gmail.com ... port 587 is open and network is good. If it fails, port 587 may be blocked; customer may need to check firewall or router settings.

4 Verify printer SMTP Client section: enable SMTP Client on, SMTP server smtp.gmail.com, authentication login, username = Gmail email, password = Gmail app password, port 587, STARTTLS enabled, SSL disabled.

5 Verify printer SMTP Server section: enable SMTP Server on, port 587, email address is customer email address.

6 Confirm From address matches Gmail account used in SMTP login

7 From name should match Gmail email or be simple text

8 Check printer date and time are correct

9 Update printer firmware if not current

10 Test scan-to-email

Use telnet smtp.gmail.com 587 from a Windows PC on the same network as the printer

If the command connects and shows 220 smtp.gmail.com, this confirms DNS is working and port 587 is open and the network can reach the Gmail SMTP server

If the command fails to connect, this indicates a possible firewall or router issue blocking port 587

Telnet test is sufficient because it confirms both DNS resolution and network connectivity

Ping smtp.gmail.com is optional and only needed if telnet is not available or if additional DNS testing is required

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Ping test only confirms DNS resolution if the hostname resolves to an IP address, replies are not required

If telnet test passes, focus troubleshooting on printer SMTP settings, authentication, and email configuration

If telnet test fails, customer should check firewall or router settings or contact network support

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Setup

[General](#) | [Network](#) | [Copier](#) | [Fax](#) | [Save as file](#) | [Email](#) | [InternetFax](#) | [Printer/e-Filing](#)

Enable SMTP Client	Enable
Enable SSL	Accept all certificates without CA
SSL/TLS	STARTTLS
SMTP Server Address	smtp.gmail.com
POP Before SMTP	Disable
Authentication	Login
Login Name	pappinlouise74@gmail.com
Maximum Email / InternetFax Size	30 MB
Port Number	587
SMTP Client Connection Timeout(1-180)	30 Seconds

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Enable SMTP Server	Enable
Port Number	25
Email Address	pappinlouise74@gmail.com
Enable OffRamp Gateway	Enable
OffRamp Security	Enable
OffRamp Print	Enable

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Enable POP3 Client	Disable
Enable SSL	Disable
POP3 Server Address	

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