

Scan To Email

What is Scan To Email?

Scan To Email allows your users to scan a physical document on any MFD (with the PrinterLogic Control Panel Application installed) and email the digital file to themselves or others inside and outside your organization as an email attachment. Administrators have control and visibility over all scan settings, including default scan size and file formats, email sending permissions, and activity reports via the Administrator (Admin) Console.

Paper Size	Color Mode	File Type	Orientation	Duplex Mode	DPI
Auto	Auto	PDF	Portrait	1-Sided	400

How can Scan To Email benefit my organization?

If you don't already have a scanning solution, think about the current scanning process with your MFDs. Once a scan is complete, that file is saved to the device or a shared folder in whatever default location the individual print manufacturer has configured files to scan to. Now, your users have to locate their scanned file and manually attach it to an email to send. This manual process is inefficient, frustrates end users, and you're left to manage the fallout in helpdesk tickets.

PrinterLogic's Simplified Scanning solution saves you and your end users time and resources with manual document handling to enhance collaboration, productivity, and security. While your end users can easily share and access digital copies of their paper documents, you can enjoy time back in your day with simple feature configuration, management, and visibility into user scan activity, all from the Admin Console.

Can I support Scan To Email in my environment?

Scan To Email is available for PrinterLogic SaaS customers within a Core license. Support for the PrinterLogic Virtual Appliance will be available at a future date. PrinterLogic Webstack is not supported as the product reached its End-of-Life in February 2023.

Which devices and manufacturers support Scan To Email?

Scan To Email is available via the Control Panel Application (CPA), an embedded application installed on your printers and supported on MFDs across the following major manufacturers:

- HP
- Toshiba
- Xerox
- Lexmark
- Sharp
- Ricoh
- Kyocera
- Fujifilm

Canon and Konica Minolta are currently in progress and will be supported soon.

How do users access Scan To Email on the printer?

Users can log in to the CPA with any of the available authentication options you configure as an admin, including username credentials, a PIN, or with a badge swipe.

If your printers support SSO, users can authenticate and access all functions of the CPA (print release, scanning, copying, etc.) without having to re-authenticate. The CPA can function as either an SSO “provider,” the primary sign-on interface, or an SSO “listener,” which can bypass authentication on the printer if the user has already signed in through another app.

How do I configure Scan To Email in my PrinterLogic instance?

Navigate to Scanning settings in the Admin Console and select **Enable Scanning with Printer Default Settings**. From here, you can modify default scan settings like paper size, orientation, and color mode, and allow users to override those settings from the CPA if you choose. Then, enable the Scan To Email embedded application within the settings for each MFD you wish to scan from.

Can my users scan and send a document to any email address they choose?

It depends on how you choose to configure your users' permissions. In Global Scan settings, select **User can adjust email address** to allow users to enter any email addresses and send to others inside and outside the organization's email domain. You can also set up an address book of email addresses within your domain for a user to select from. This ensures scanned sensitive information is delivered to the right inboxes every time.

Do I still need to configure my MFDs for SMTP setup?

No. SMTP is pre-configured within Scan To Email to handle email sending at this time, so there's no need to manage the configurations for each of your MFDs. In future versions, admins can set up and configure SMTP directly from the Admin Console.

How are my documents secure from scanning to emailing?

Your scans are secure from end to end. In order to use Scan To Email, all users must authenticate their identity at the CPA via badge swipe, username, or PIN credentials before scanning. This lets you easily manage user access to MFDs to ensure only authorized users can access printing and scanning functions.

PrinterLogic does not retain any scanned files to maintain compliance with industry requirements, except the metadata of the job for reporting purposes. All emails are encrypted over SSL, so your scanned documents remain protected throughout the process.

How do I see scanning activity in my environment?

Within Print Job Records tab, you can access the Simplified Scanning Jobs report and view all user activity, including the device, user, group, or department.

I'm trying to scan a lot of documents and send them in the same email, but the email won't send. What can I do?

This is likely happening because you've exceeded the maximum email attachment size. The current file size maximum is 20MB in this version of Scan To Email. Any scans larger than that size cannot be sent via email. However, in future versions of Scan To Email, you can configure your own SMTP and set a file size maximum for your organization. In the interim, we recommend doing a few separate scans and sending them in separate emails.

What do I receive when I scan multiple different-sized documents?

All scans are compiled into a PDF, jpeg, or multi-tiff attachment, depending on your Global Scan Settings. Scans of smaller sizes will display in their original size on a background.