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Common problems and solutions

Problem	Solution
Scan profile name doesn't appear on the control panel display	<ol style="list-style-type: none"> 1 Make sure you are looking at the correct control panel menu. Press Fax/Scan Mode repeatedly until you see SCAN → PROFILE. Press Menu > until you see your profile name. 2 Make sure the Optralimage you are trying to use is the same Optralimage where the profile is stored. Each Optralimage has a unique network address. If you are not sure, see your network administrator for help. 3 Create your scan profile again.
Can I create an e-mail distribution list?	<p>Create a permanent e-mail destination and place a comma after each e-mail address.</p> <p>Make sure you assign a unique name to the destination that identifies it as a e-mail distribution list.</p>



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Scan to e-mail status

Message	Description
SCAN → EMAIL Destination name	Prompts you to select the e-mail destination. Press Menu > repeatedly until you see your e-mail destination name displayed in the second line. Press Go/Send to start the scan. To select multiple e-mail destinations, press Menu > repeatedly until you see your first e-mail selection, and then press Select. An asterisk appears by the selection. Repeat this process until all e-mail destinations have been selected. Press Go/Send to start the scan.
Connecting Please Wait	Message indicates the OptralImage is trying to make a connection with the SMTP server.
EML → Destination Busy ♦ 100%	Message indicate the OptralImage is scanning and sending the document.



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Message	Description
Shortcut #xx EML Destination Name	E-mail shortcut has been initiated by pressing #, and then entering the shortcut number on the numeric keypad. Destination Name is the name assigned to the e-mail destination.
Place Next Or Stop	<ol style="list-style-type: none"> 1 Place the next page on the flatbed. 2 Press Go/Send to continue sending pages. 3 Press Stop/Clear to end the scan. <p>The control panel resets to copy mode and the Ready status message appears on the display.</p>



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Scan to FTP status

Message	Description
SCAN → FTP Destination name	Prompts you to select the FTP destination. Press Menu > repeatedly until you see your FTP destination name on the second line of the control panel display. Press Go/Send to start scanning.
Connecting Please Wait	Indicates the OptralImage is trying to make a connection with the FTP server.
FTP → Destination Busy ♦ 100%	Indicates the OptralImage is scanning and sending the document.
Shortcut #xx FTP Destination Name	FTP destination shortcut has been initiated by pressing #, and then entering the shortcut number on the numeric keypad. Destination Name is the name assigned to the FTP server destination.
Place Next Or Stop	<ol style="list-style-type: none"> 1 Place the next page on the flatbed. 2 Press Go/Send to continue sending pages. 3 Press Stop/Clear when all pages have finished scanning. <p>The control panel resets to copy mode and the Ready status message appears on the display.</p>



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Message	Description
S-cut Disabled	<p>Message appears on the second line of the display when a shortcut is entered for a network scan function that has been disabled.</p> <p>One or all of the network scan functions (SCAN → PROFILE, SCAN → EMAIL, and SCAN → FTP) can be disabled. See your network administrator for assistance.</p>
Shortcut not set	<p>Message appears on the second line of the display when an invalid shortcut number is entered.</p> <p>The list of configured shortcuts can be viewed or printed. See “Print the shortcut list” on page 14.</p>



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Job Accounting status

Message	Description
<Date Time> Select Account	Appears in the Idle/Ready state when Courtesy II or Courtesy III modes are active.
<Date Time> Enter Account #	Appears in the Idle/Ready state when Courtesy I or Validation modes are active.
Select Account Account Name	Appears when user is selecting an account from the list of possible accounts. This applies to Courtesy II or Courtesy III modes.
Enter Account # xxx_	Appears when the user manually enters an account number using the numeric keypad on the control panel. This applies to all Job Accounting modes.
Account # Rejected	Appears when the user attempts to enter an invalid account number. This applies to Courtesy III and Validation modes.



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Scan to e-mail errors

Message	Description
Connection Failed	Optralimage is unable to find the e-mail server and deliver the file.
S-cut Disabled	Appears on the second line of the control panel display when a shortcut is entered for a disabled network scan function. One or all of the network scan functions (SCAN → PROFILE , SCAN → EMAIL , and SCAN → FTP) can be disabled. See your network administrator for assistance.
Shortcut not set	Appears on the second line of the control panel display when an invalid shortcut number is entered. The list of configured shortcuts can be viewed or printed. See "Print the shortcut list" on page 14.
SMTP Setup Error	SMTP Server has not been set up.
A timeout occurred waiting for a response from the server	Optralimage timed out waiting for a response from the SMTP server.



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Message	Description
Could not resolve the e-mail server address	<ul style="list-style-type: none"> DNS server could not resolve the FTP server address. Check SMTP gateway address. DNS server is not correctly set up for use with Optralimage. Check DNS server address.
Unable to make a TCP connection to the server	Make sure the server address is correct.
TCP connection to server was lost	Check your network connection.
Mail server refused to accept mail from us	<ul style="list-style-type: none"> Mail server refused to start the e-mail sending process. Mail server could not be set up to accept e-mail from the Optralimage IP address. Mail server is down. Mail server is busy.
Mail server rejected your reply address	Make sure your reply address has been set up correctly.
Mail server rejected one of the recipients	Mail server determined that one of the recipient addresses is bad. Correct the address or remove it from the e-mail destination list.



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Scan to FTP errors

Message	Description
<452> FTP Disk quota reached	User account for this scan has run out of disk space on the FTP server.
<550> Unable to put file (no access)	<ul style="list-style-type: none"> User account for this scan does not have write access to the specified directory. File already exists with the same name and user account does not have permission to overwrite it.
<553> Put failed, file or directory does not exist	Directory specified in the filename does not exist on the FTP server.
Could not resolve the server name	<ul style="list-style-type: none"> DNS server could not resolve the FTP server address. Check SMTP gateway address. DNS server is not correctly set up for use with Optralimage. Check DNS server address.
Could not login to the FTP server	Username and/or password has been refused by the FTP server.
Could not make a TCP connection to the FTP server	Check the FTP server address.



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Message	Description
Undefined FTP error has occurred	See the FTP scan error log that prints for information about this error.
S-cut Disabled	<p>Message appears on the second line of the display when a shortcut is entered for a network scan function that has been disabled.</p> <p>One or all of the network scan functions (SCAN → PROFILE, SCAN → EMAIL, and SCAN → FTP) can be disabled. See your network administrator for assistance.</p>
Shortcut not set	<p>Message appears on the second line of the display when an invalid shortcut number is entered.</p> <p>The list of configured shortcuts can be viewed or printed. See “Print the shortcut list” on page 14.</p>



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Work with destination lists

You can view or print lists of the permanent destinations that have been configured for Optralimage. This is a useful way to check for destinations that you send information to on a regular basis.

View the destination lists

- 1 Type the IP address of the Optralimage in the URL field of your browser, and then press Enter.
- 2 Click Reports.
- 3 Under the Optralimage heading, click the link of the list you want to view such as E-mail Destinations List. Information about each destination is displayed.

Print the destination lists

- 1 Locate the Optralimage. This must be the same Optralimage with the IP address where the destination lists were created and stored.
- 2 Press Menu > repeatedly until you see DESTINATIONS on the control panel display, and then press Select.



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- Press Menu > repeatedly until you see the list you want to print (for example, Print E-mail List), and then press Select. Information about each destination is contained in the list. The following illustration is an example of one type of list.

E-Mail Destinations			
Name	Address	Type	Shortcut#
Smith, Jane	smith@mailgw.anywhere.com	Attachment	5
Smith, Jane2	smith@mailgw.anywhere.com	Web Link	6
Doe, John	doe@newaddress.com	Web Link	12



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Print the shortcut list

When creating permanent destinations for Optralimage, your systems person may have assigned shortcut numbers. A shortcut lets you send to a destination by simply pressing the # and entering the shortcut number on the numeric keypad of the Optralimage control panel.

Posting a printed shortcut list close to the Optralimage can reduce the time spent searching for destinations in the control panel menus.

- 1 Locate the Optralimage. This must be the same Optralimage with the IP address where the destination lists were created and stored.
- 2 Press Menu > repeatedly until you see SHORTCUTS, and then press Select.
- 3 Press Menu > repeatedly until you see Print List, and then press Select.

