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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

E-mail Created on **November 13, 2026** 2 min read



**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.co.mz`. 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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