



e-mail notification

Let the printer e-mail you when it has a problem.

A Brother "How-TO" Document

Abstract

The e-mail notification feature of Brother printers allows the printer to send an e-mail message to up to two individual users or groups of user. This ensures instant notification of printer errors as they occur.

Please note:

The e-mail notification feature is not available on all Brother printers. To establish if your Brother printer supports the e-mail notification capability use a web browser to connect to the embedded web server within the printer, select the 'Network Configuration' option and enter the print server password. If the Network Configuration page lists the 'Configure Notification' option, your Brother printer supports the e-mail notification feature.

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Enter the IP address of the SMTP server and also the e-mail account name that the printer will use.

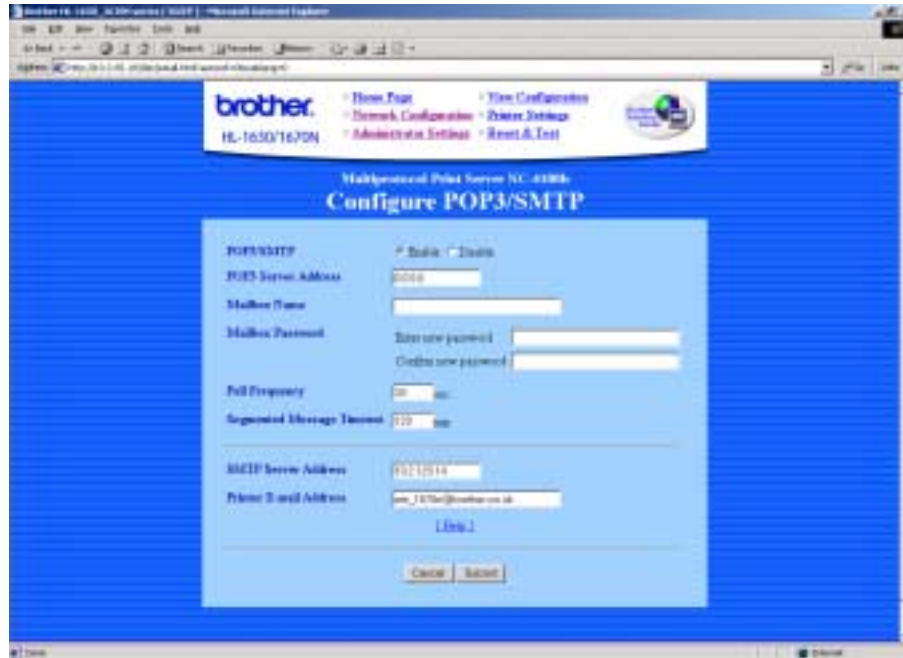


Figure 2 Configuring the SMTP options

Please note that you do not have to assign any POP3 information as the POP3 protocol is designed for pulling e-mail messages from a server, as you are only sending messages to the server, only configure SMTP parameters. *The POP3 option is for Brother's proprietary Internet Printing capability that uses both the POP3 and SMTP protocols to allow print jobs to be sent over the Internet. Please note that Brother also supports the IPP protocol for Internet printing which does not use the POP3 or SMTP protocol.*

Once the SMTP server address is configured, enter the printer e-mail address and click the 'Submit' button to return to the 'Configure Notification' screen.

You must also enter the e-mail address or addresses of those users that will receive an error message from the printer if it goes into an error state. For example, if you wish that the network administrator only receives critical printers error, it is possible to assign that type of 'critical error' we refer to it as a 'service error' to a particular person.

In the screenshot below, the user: 'richard.thomas@brother.co.uk' will receive an e-mail for general problems such as Paper Empty, Toner Empty, Paper Jam etc.. However the administrator 'jsandler@brother.com' will receive only critical error messages.

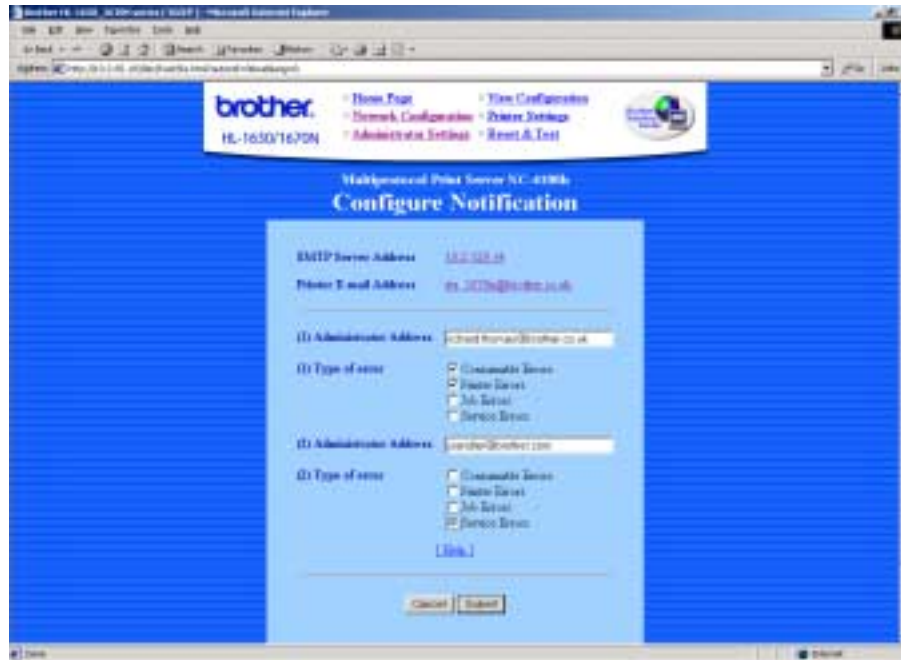


Figure 3 Configuring the Printer Administrator e-mail addresses

Once this information is entered correctly, the printer is configured to send e-mail messages to the nominated e-mail addresses as and when the printer goes into an error state.

Testing e-mail notification

To test this capability, open the printer front cover, if everything is working well, the printer will send an e-mail message to the people you nominated. Check the 'In-box' of your PC to check this has happened, if everything working well you will see a mail message from the printer. As soon as you close the cover of the printer, you will see another message informing you that the printer is operational, if you do not receive a second e-mail message, this indicates that there is still a problem with the printer.

Using the BRAdmin Professional software

If you do not wish to use a web browser to configure these parameters, you can also use Brother's BRAdmin Professional software to make the same configuration.

To configure these settings start the BRAdmin Professional software and double click the Brother printer you wish to configure.

Enter the print server password (refer to your print server user guide if you are unsure about the password).

Select the 'POP3/SMTP' tab and enter the IP address of your SMTP server. Also enter the printer e-mail account name. Click the 'Notification' tab and enter the e-mail address of the person/persons who will receive the actual e-mail from the printer.

Click OK to complete the configuration and refer to the 'Testing e-mail notification' section in this document.