

Google on May 31, 2022 disabled a feature that allowed devices to send email, to fix the issue log in to the Google Gmail account the device is using to send emails from and turn on 2 Step Verification and create an App Password for the Device.

**Three step process.** The first two steps are in the Google Account the third step is in the device.

1. 2 Step Verification turned on (customer needs to use their cellphone number)
2. Create App Password.
3. Enter the generated password into the printer as the email account password.

### **Activate 2-Step Verification**

1. Open your [Google Account](#). (The Gmail account used in the device to send emails)
2. In the navigation panel, select Security.
3. Under "Signing in to Google," select 2-Step Verification
4. Get started.
5. Follow the on-screen steps.

### **Create & use App Passwords**

1. Go to your [Google Account](#). (The Gmail account used in the device to send emails)
2. Select Security.
3. Under "Signing in to Google," select App Passwords. You may need to sign in.
4. At the bottom, choose Select app and choose the app you using
5. Select device and choose the device you're using (select other and name it the printer)
6. Generate.
7. Follow the instructions to enter the App Password. The App Password is the 16-character code in the yellow bar on your device. (Write this down once the window closes you can not retrieve this again and will have to create a new one)
8. Tap Done.

**Use the information for your device below.**

### **Canon Device at the operation panel**

1. Settings/Registration
2. Preferences
3. Network
4. Output Report
5. Yes
6. Notate the IPv4 address of the copier from the print out.

### **Canon Remote User Interface from Computer**

1. Open a web browser and enter the IPv4 address into address field
2. If you get a page Your Connection is not private click advanced and proceed

### 3. Login defaults

System Manager ID: 7654321

Pin:

Or

System Manager ID:7654321

Pin: 7654321

Or

Username: Administrator

Password:

Or

Username: Administrator

Password: 7654321

4. Settings/Registration (right side)
5. Send (left side)
6. Network Settings - E-Mail/I-Fax Settings
7. Check Change Password
8. Enter new 16 character App password created above (no dashes or spaces)
9. OK to save
10. Log out email should be working again

### **HP Device at the Operation Panel**

1. i icon in the upper right corner
2. Ethernet
3. Notate the IPv4 address

### **HP Remote User Interface from computer**

1. Open a web browser and enter the IPv4 address into address field
2. If you get a page Your Connection is not private click advanced and proceed
3. Sign In (upper right)
4. Usually the information here is default click Sign In (Possible password could be 87654321 if the default does not work)
5. Scan/Digital Send (middle menu bar)
6. Under Outgoing Email Servers check the email smtp.gmail.com
7. Edit
8. Next (lower right)
9. Enter new 16 character App password created above (no dashes or spaces)
10. Next (lower right)
11. Next (lower right)
12. Can send a test email here if you like.
13. Finish (lower right)
14. Sign Out email should be working again