Troubleshooting Issues With EScan

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Summary

This guide will go over how to troubleshoot common issues with the E-Scan Feature (emailing exams).

Before you Begin

- 1. Make sure you have the latest version of the MyoVision software and that it is registered.
 - IMPORTANT: Feature Pack A or later is required for Escan to function
 - How Do I Check My Software Version and Feature Pack?
 - How Do I Enter my Software Registration Key?

How to Troubleshoot Escan

1. Open EScan's Email Settings

• Go to Setup > System > Email



2. Check Password

• Uncheck the box next to "Hide" then click "No" on the prompt

:mail A email	account information: address / user name (i.e. info.mvofficeemail@gmail.com)	ОК
cur	voort2@mvovision.com	Canaal
Jup	poliziemyovision.com	Cancor
Pass	sword	
emai	service provider Google - Gmail	Send Tes
ply To		< Advanc
rning	x	
rning	×	
rning	X You have selected to make your hidden PRIVATE password visible and PUBLIC.	
rning	X You have selected to make your hidden PRIVATE password visible and PUBLIC. If others are viewing your screen, including via a remote	
rning	X You have selected to make your hidden PRIVATE password visible and PUBLIC. If others are viewing your screen, including via a renote sessions, it is strongly recommended that you select [Pie] below to keep your password after others cannot view (2) reen.	

• Confirm the data entered into the "Password" field is the correct password for your email. Passwords are case sensitive.

email address / user name (i.e info.myofficeemail@gmail.com)	ОК
support2@myovision.com	Cancel
MyPassword Hide	
email service provider Google - Gmail	Send Test
the password entered here, needs to be the password you use to login to your email account.	<u> </u>

- If the password was incorrect, enter the correct password then send a test email
 - Click "Send Test"
 - Enter any email address to send a test email to
 - Click "Send"
- A dialogue box will appear and say if it is successful or unsuccessful. If unsuccessful continue troubleshooting

EScan Email Setup X
Email Account information:
support2@myouicion.com
supportz@myovision.com
Password

email service provider Google - Gmail - Send Test
Test email server X
Enter the email address you wish to have the test email sent to and select [Send]
support2@myovision.com
Cancel Send

- 2. Is the email account a Gmail or Yahoo account?
 - If yes, then a setting may need to be changed in your email account
 - Configuring Gmail to use with EScan

• Configuring YahooMail to use with Escan

- Once the email account is configured send a test email
 - Click "Send Test"
 - Enter any email address to send a test email to
 - Click "Send"
- A dialogue box will appear and say if it is successful or unsuccessful. If unsuccessful please call our tech support team at (800) 969-6961 x2 or email support@myovision.com

MyoVision SW	x
Success! Connection with your mail server pr Check your email client for a test em support2@myovision.com	roperly established. nail from:
	OK