



**TOSHIBA**

# E-BRIDGE PLUS FOR ONEDRIVE

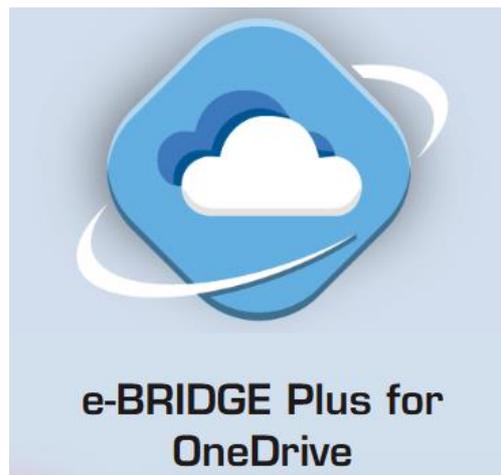
Setup Guide for iOS Devices



Scope of Disclosure	<b>Public</b>
Classification	Standard
Handling	Do not copy or transfer
Document Type	Guide

## Device List

<b>e-BRIDGE Next Series III</b>	
<b>Colour</b>	
<ul style="list-style-type: none"> <li>▪ e-STUDIO2020AC / e-STUDIO2021AC</li> <li>▪ e-STUDIO2525AC / 3025AC / 3525AC / 4525AC / 5025AC / 6525AC</li> <li>▪ e-STUDIO5516AC / 6516AC / 7516AC</li> </ul>	
<b>Monochrome</b>	
<ul style="list-style-type: none"> <li>▪ e-STUDIO2528A / 5528A / 6528A</li> <li>▪ e-STUDIO7529A / 9029A</li> </ul>	
<b>e-BRIDGE Next Series II</b>	
<b>Colour</b>	
<ul style="list-style-type: none"> <li>▪ e-STUDIO2010AC</li> <li>▪ e-STUDIO2515AC / 3015AC / 3515AC / 4515AC / 5015AC</li> <li>▪ e-STUDIO5516AC / 6516AC / 7516AC</li> </ul>	
<b>Monochrome</b>	
<ul style="list-style-type: none"> <li>▪ e-STUDIO2518A</li> <li>▪ e-STUDIO5518A / 7518A / 8518A</li> </ul>	

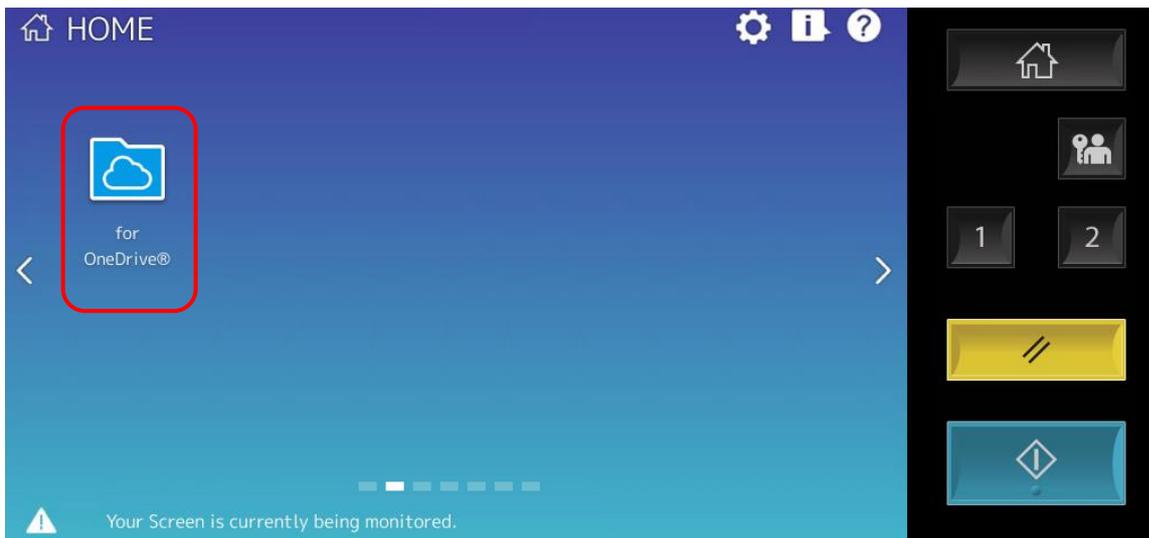


## Installation

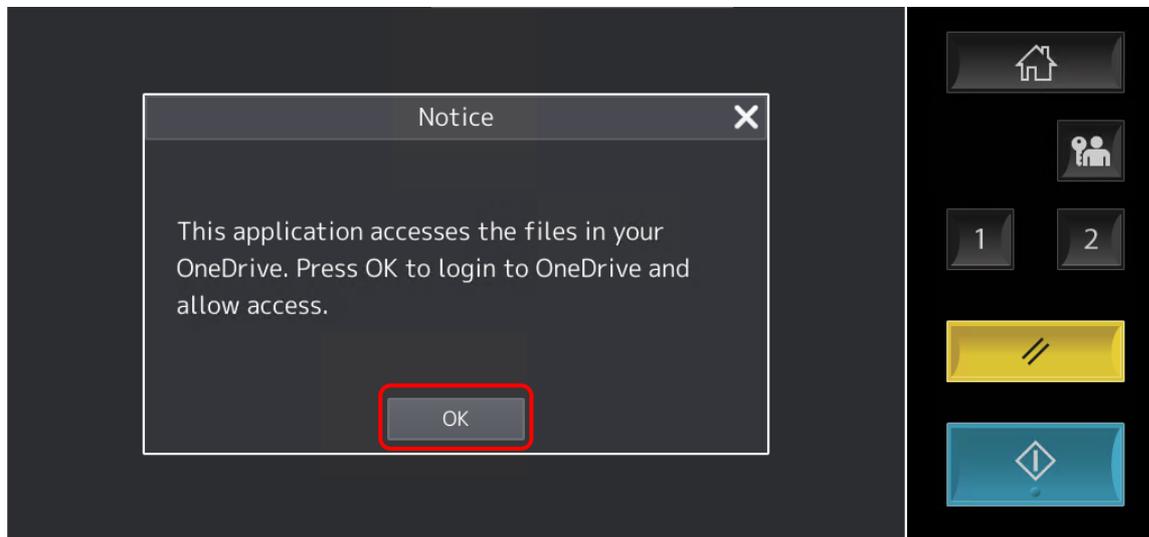
Follow e-BRIDGE Plus for OneDrive install guide for TopAccess

## Login to OneDrive

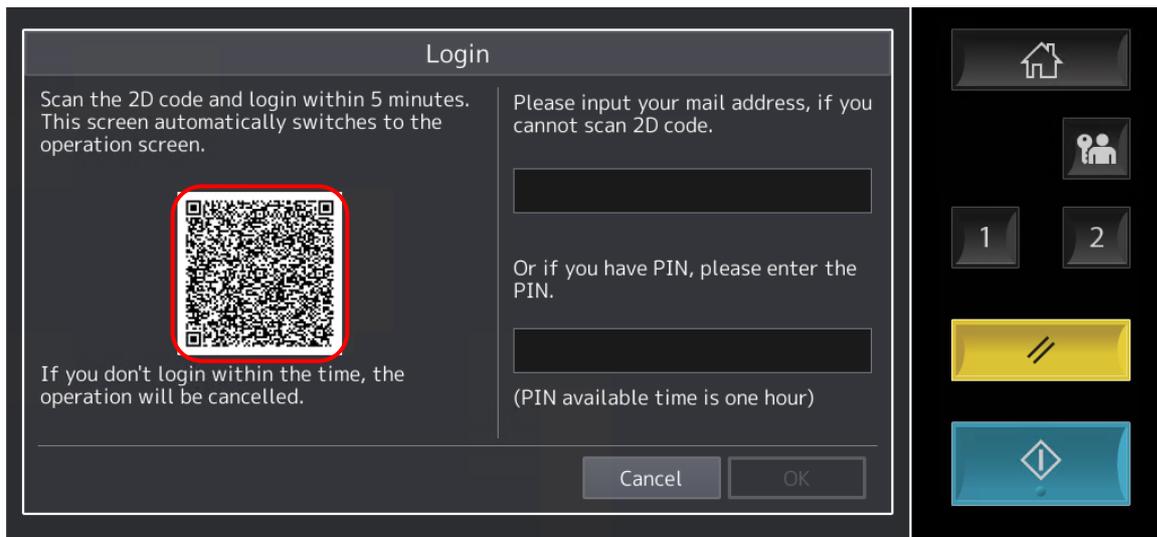
1. From the MFP Control Panel, select e-BRIDGE Plus for OneDrive icon



2. Click OK

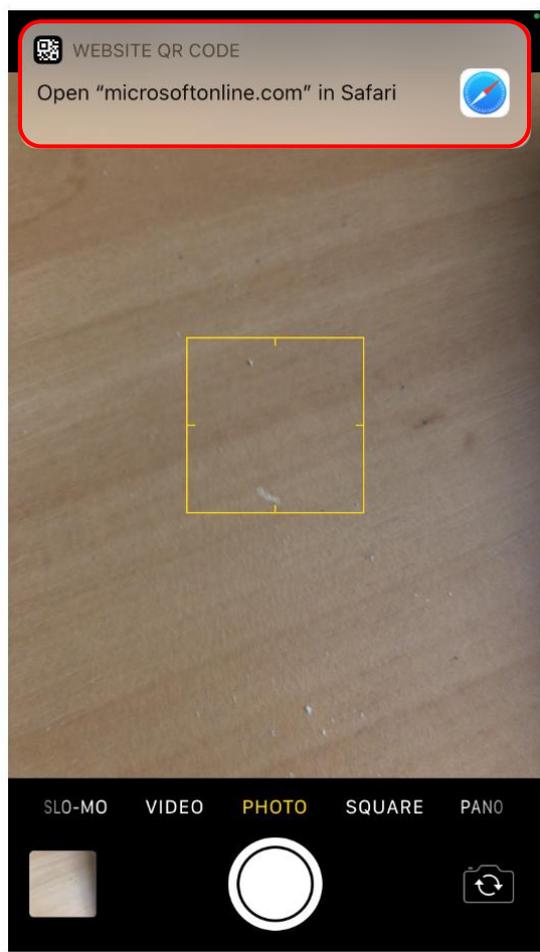


- Using a Barcode or QR Code scanner on an iOS mobile device, scan the QR (2D) code



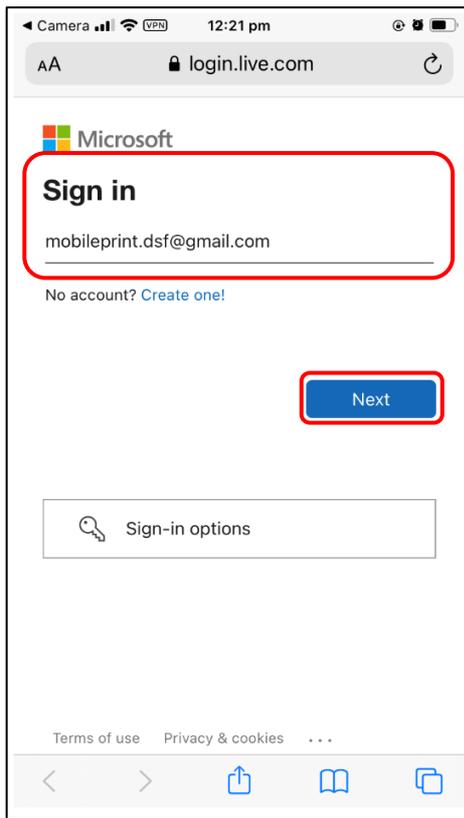
**Note:** QR (2D) code is a sample only

- From the iOS device select Open URL

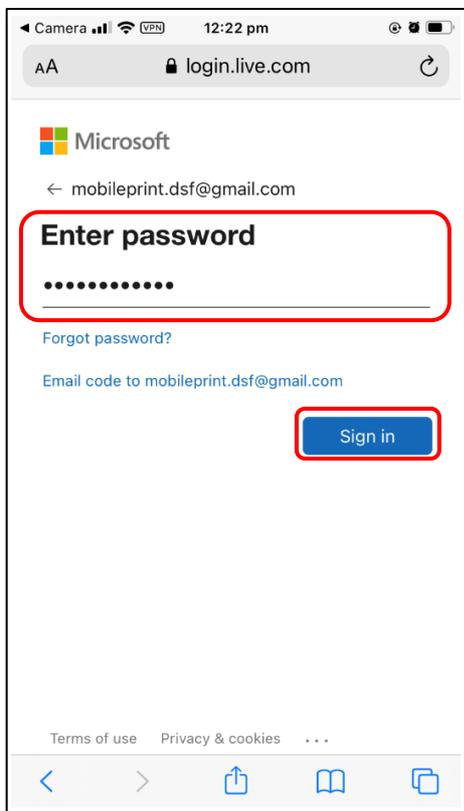


**Note:** Screenshots may differ from other iOS devices depending on the app used

5. Sign in with your Username and click Next



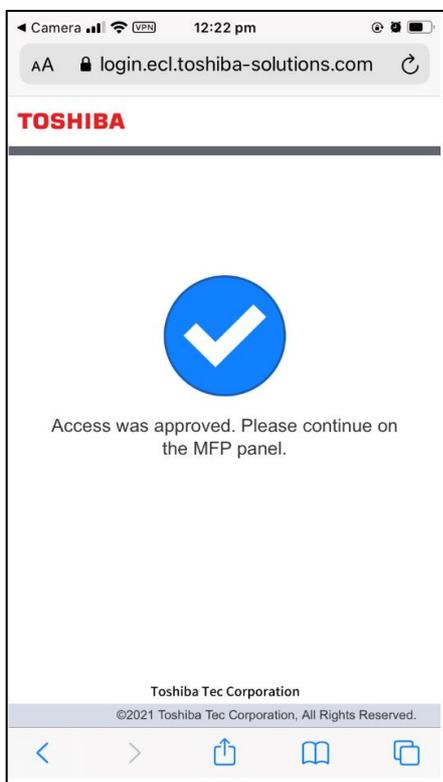
6. Enter the password and click Sign in



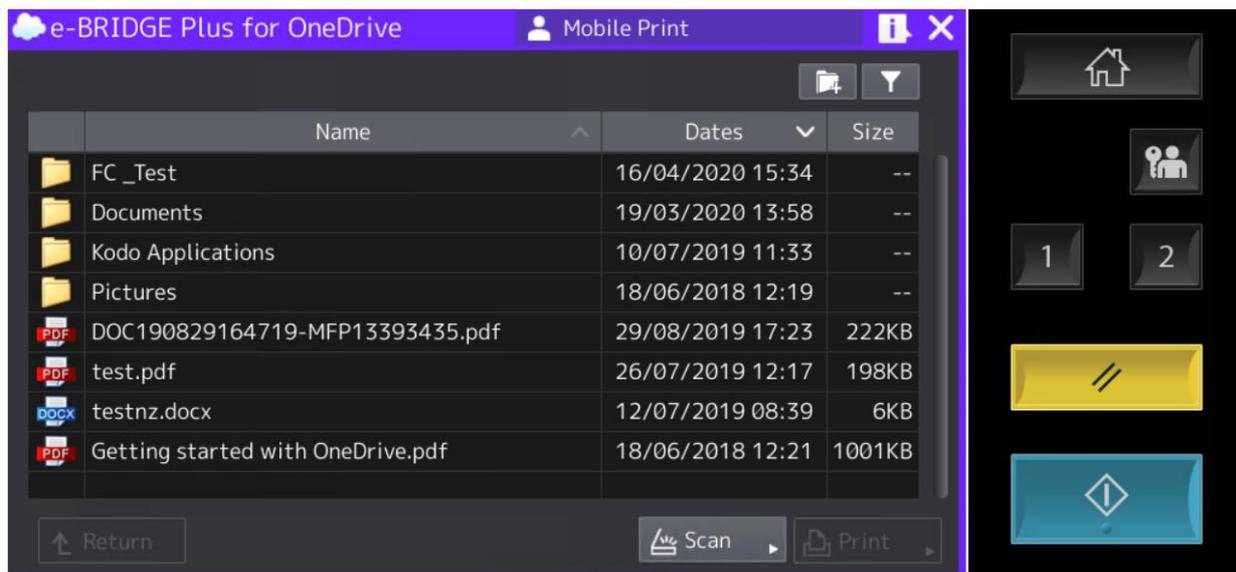
## 7. Select Yes or No



## 8. Login successful continue on the MFP panel



9. e-BRIDGE Plus for OneDrive will now open to the root directory

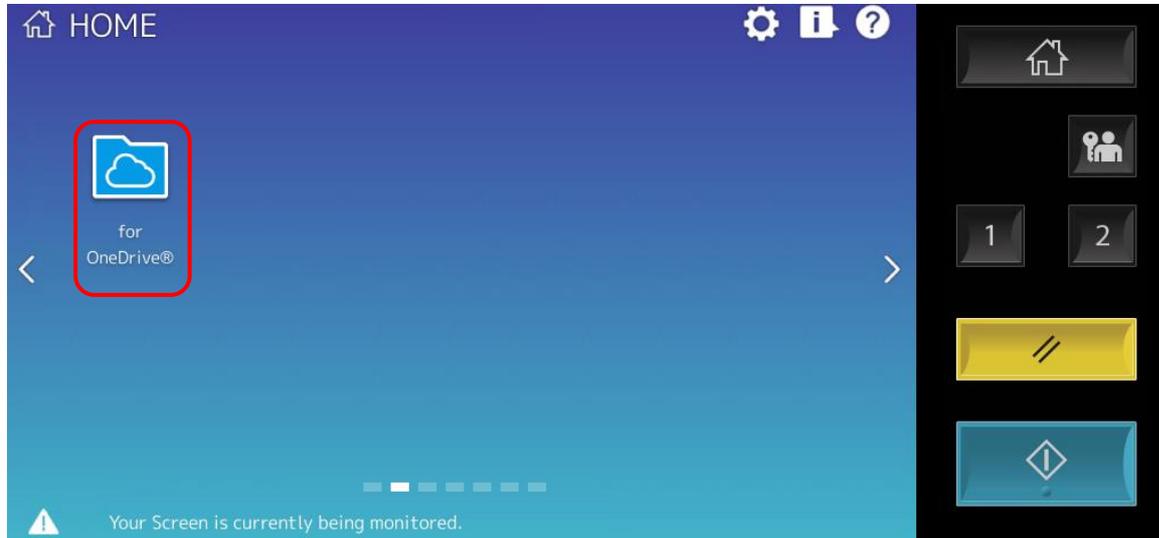


**Note:** If the MFD has timed out you will need to repeat Steps 1 to 8

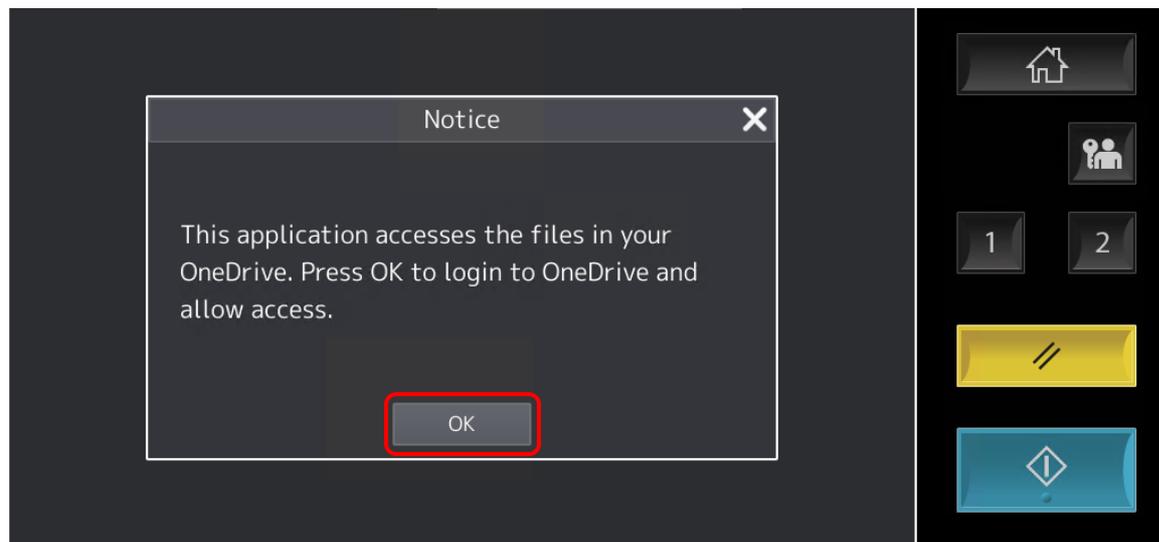
## Login using e-Mail and PIN

Prerequisite: Scan to e-Mail must be operational

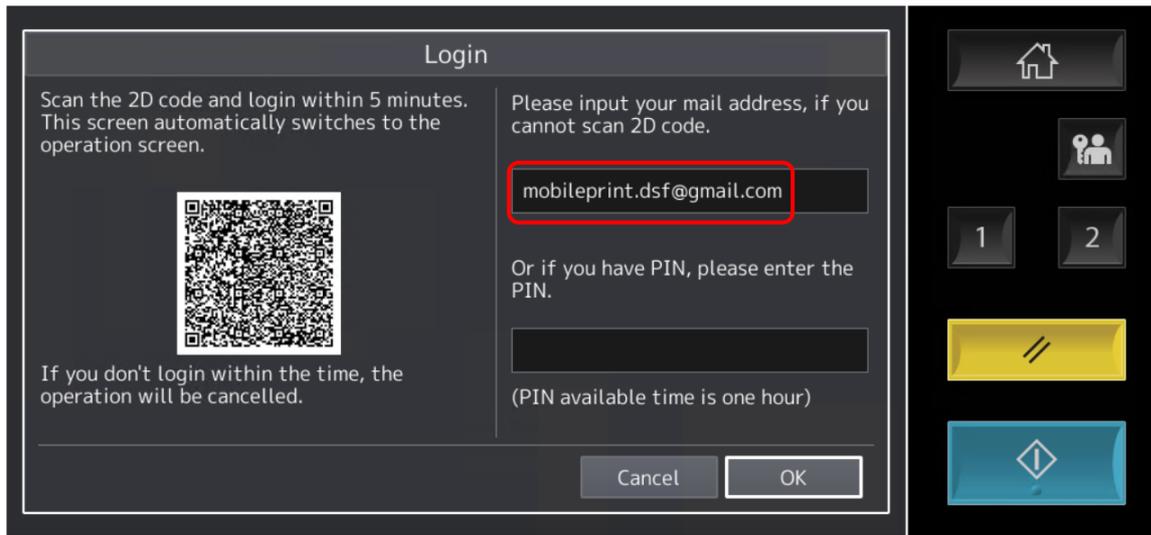
1. From the MFP Control Panel, select e-BRIDGE Plus for OneDrive icon



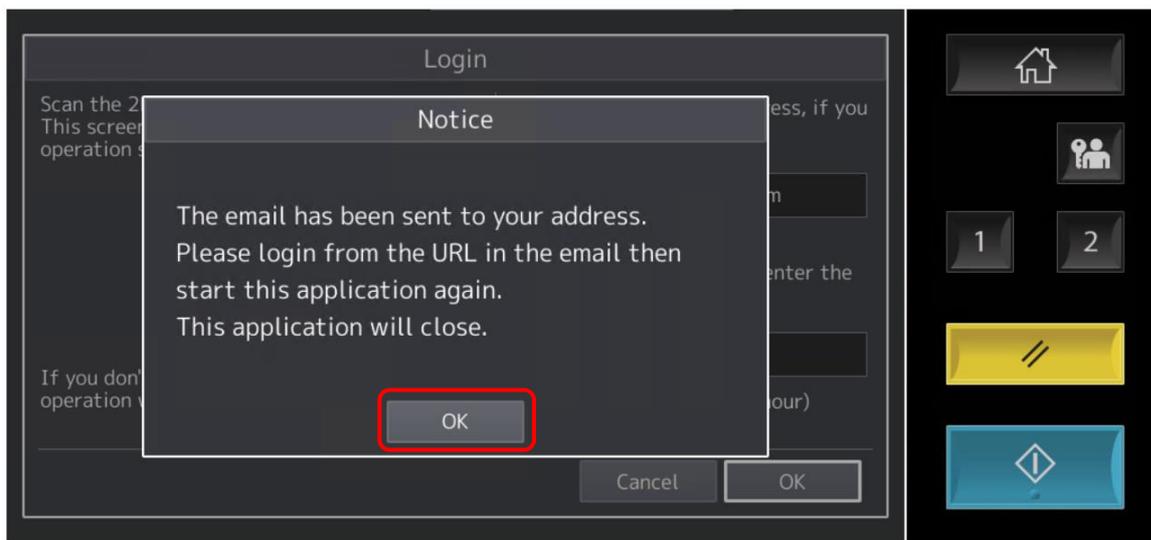
2. Click OK



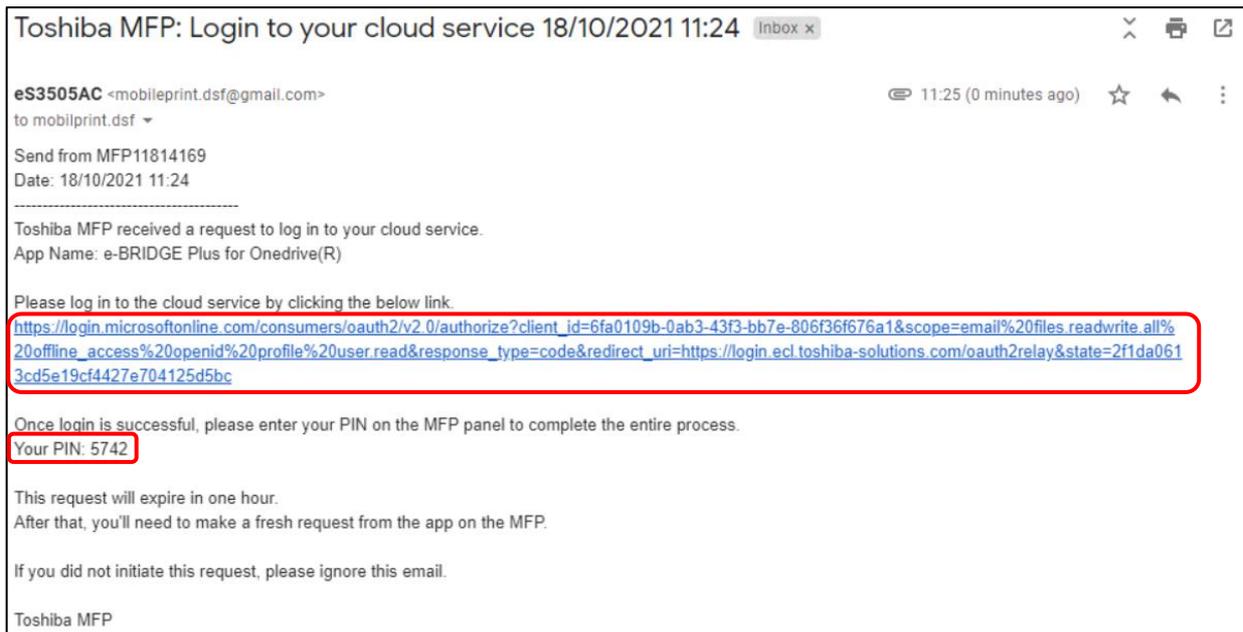
3. Enter your e-Mail address and click OK



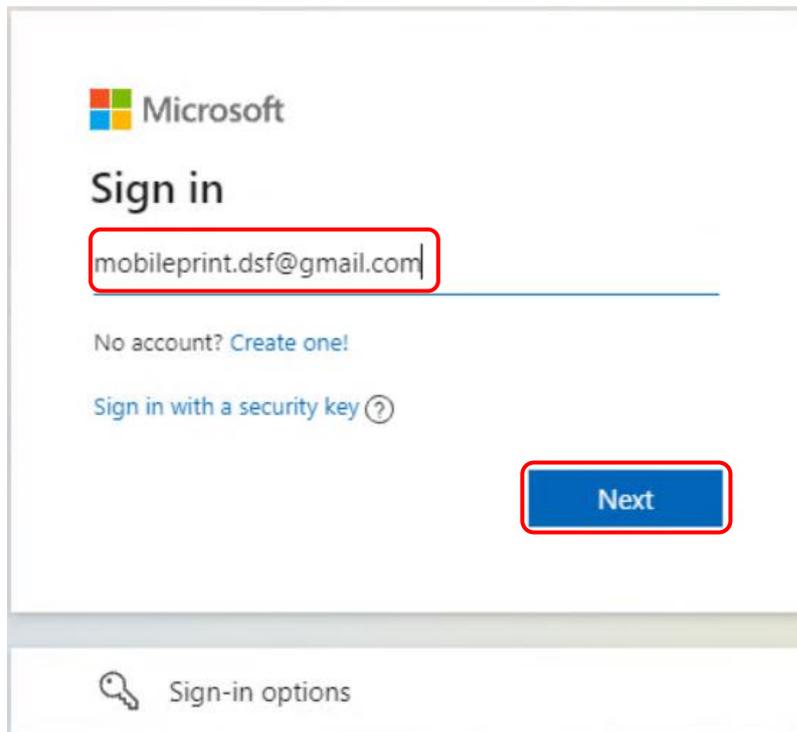
4. Click OK again



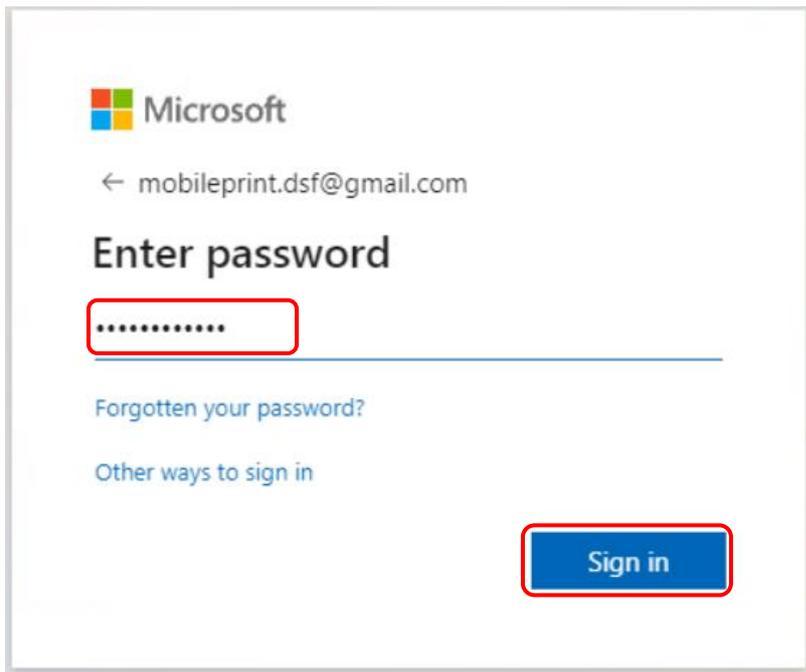
5. Open your e-Mail account and click on the link also take note of the PIN provided



6. Sign in with your Username and click Next

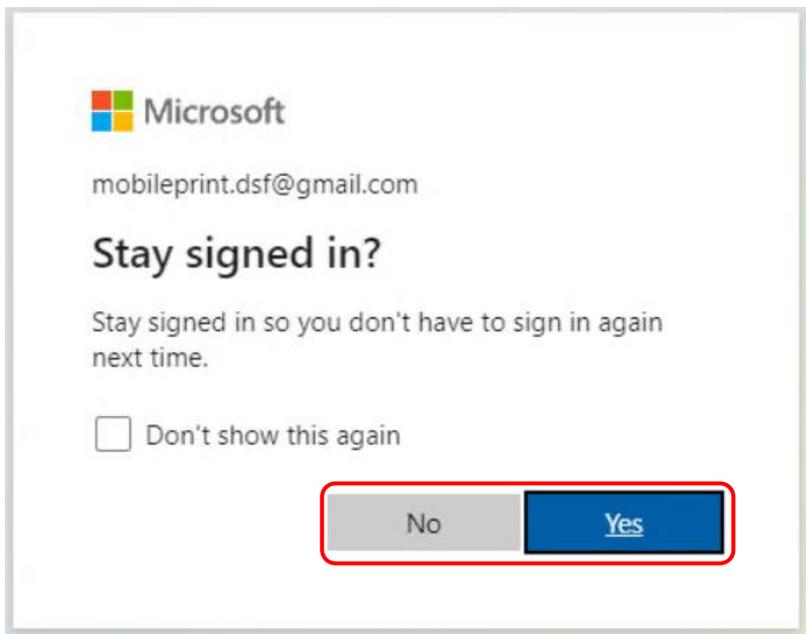


7. Enter your password and sign in



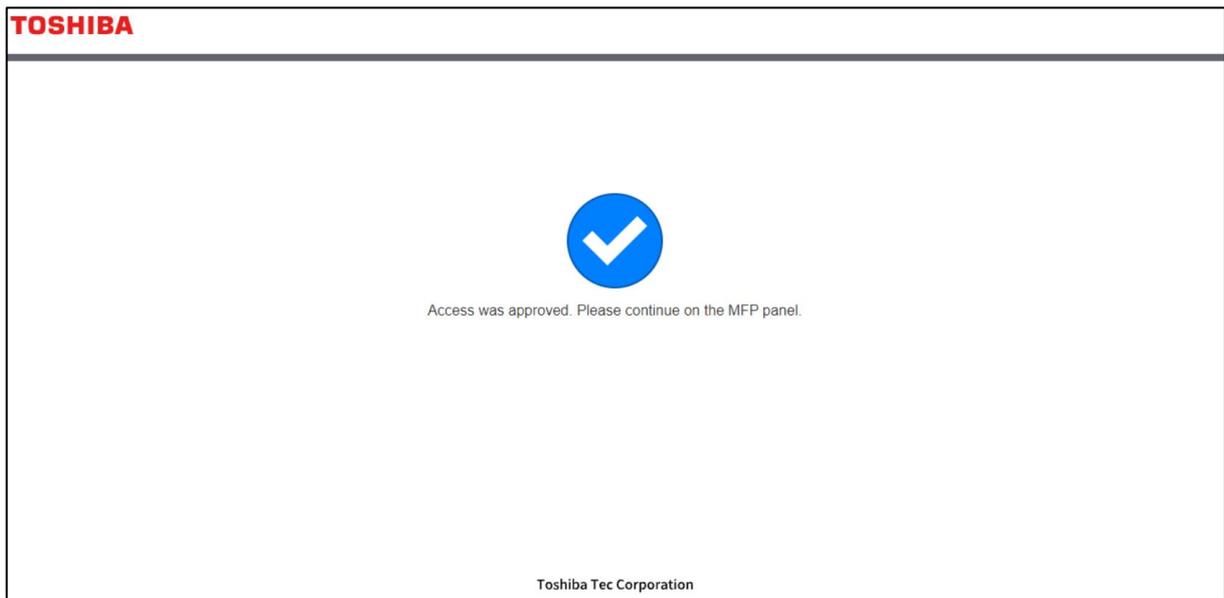
A screenshot of the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the email address 'mobileprint.dsf@gmail.com' is displayed with a back arrow. The main heading is 'Enter password'. Below this is a password input field containing ten dots, which is highlighted with a red rectangular box. Underneath the input field are two links: 'Forgotten your password?' and 'Other ways to sign in'. At the bottom right, there is a blue 'Sign in' button, also highlighted with a red rectangular box.

8. Select Yes or No

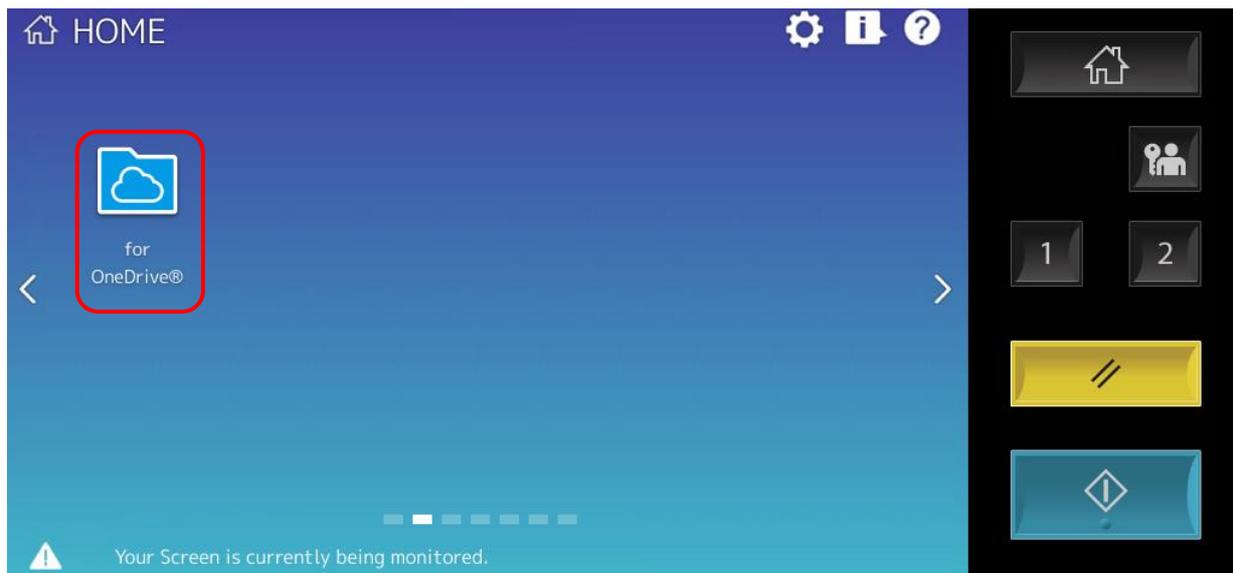


A screenshot of a Microsoft dialog box titled 'Stay signed in?'. The Microsoft logo is at the top left. Below it, the email address 'mobileprint.dsf@gmail.com' is shown. The main heading is 'Stay signed in?'. Below the heading is the text 'Stay signed in so you don't have to sign in again next time.' Underneath this text is a checkbox labeled 'Don't show this again'. At the bottom, there are two buttons: a grey 'No' button and a blue 'Yes' button. Both buttons are highlighted with a red rectangular box.

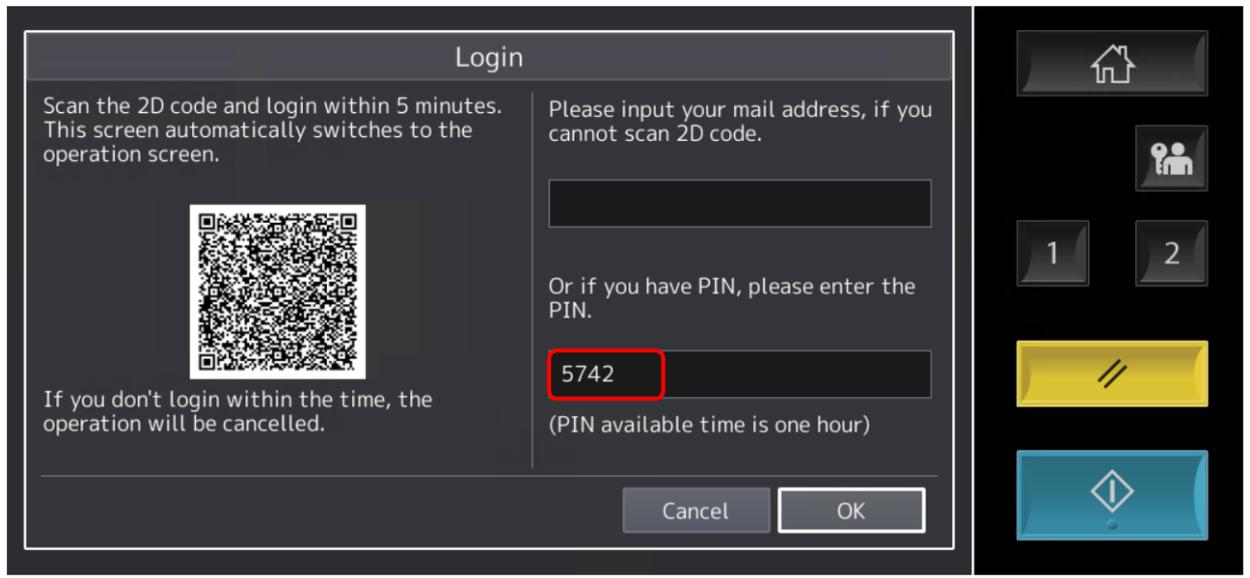
## 9. Login approved



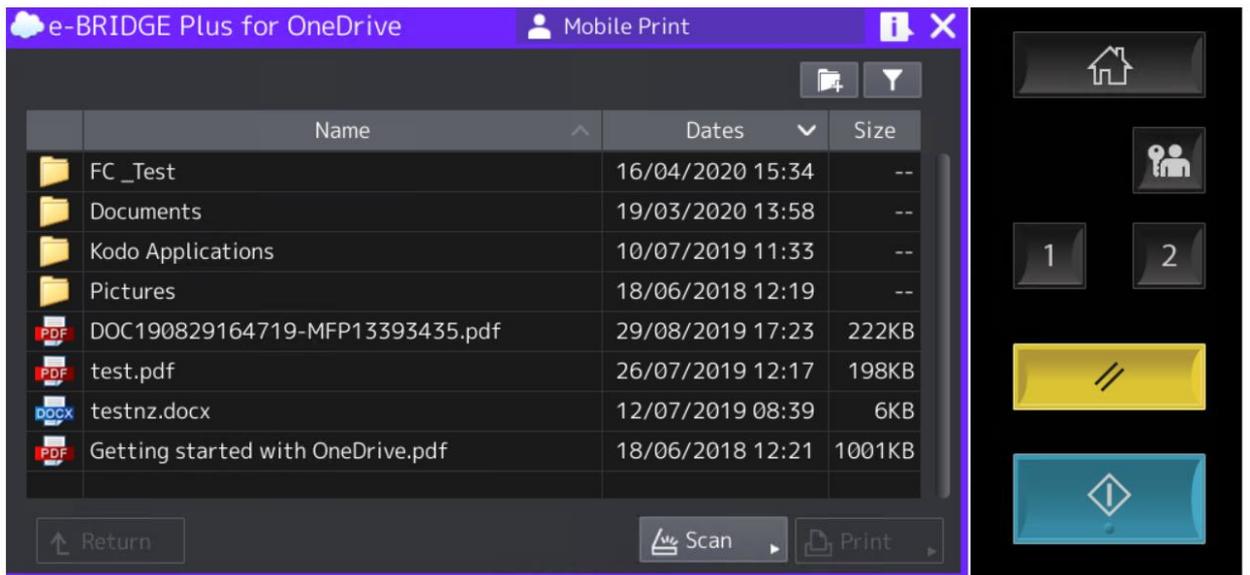
## 10. From the Control Panel select e-BRIDGE Plus for OneDrive



11. Enter the PIN provided and click OK

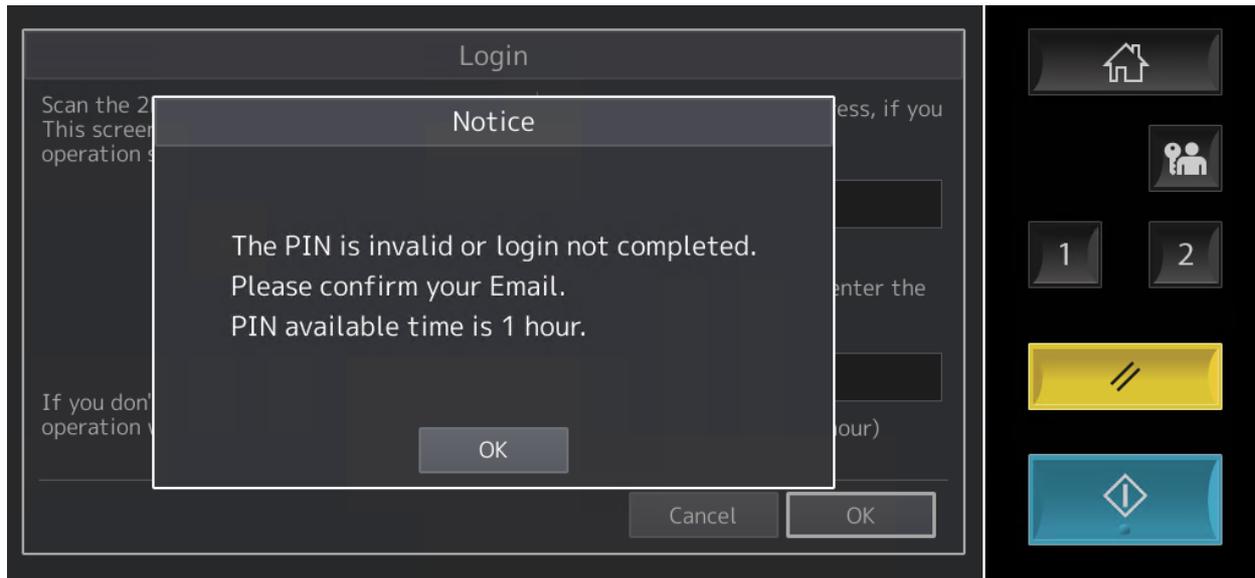


12. e-BRIDGE Plus for OneDrive will now open to the root directory



**Note:** If the MFD has timed out you will need to repeat Steps 1 to 2 then go to Step 10

13. PIN validity is only for one hour, screenshot below shows an expired PIN message

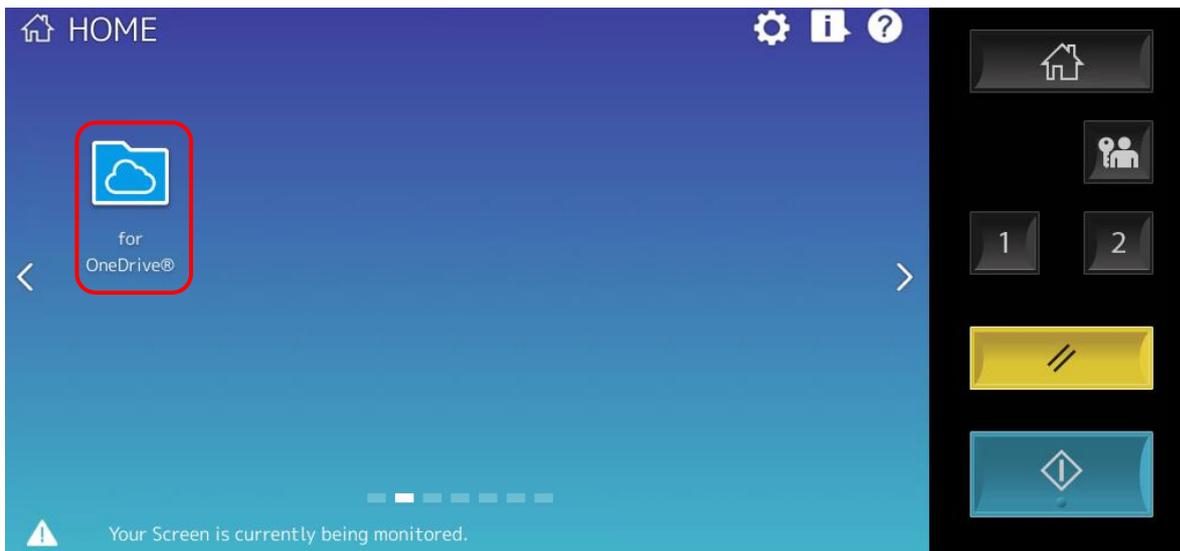


## Login using Single Sign-On

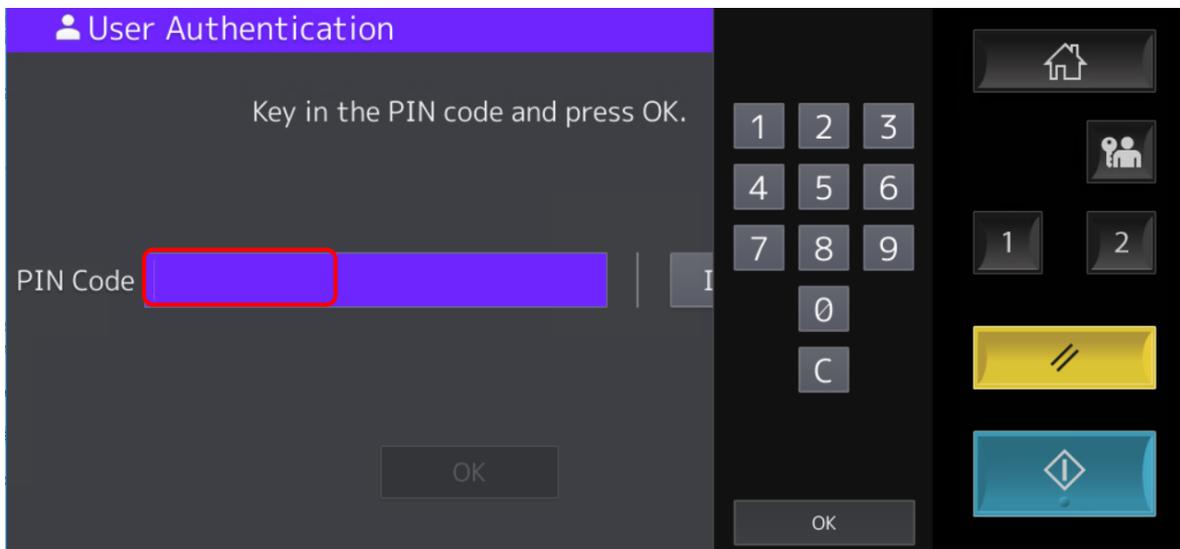
Prerequisite: Single Sign-On setup procedure has been completed according to the User Management Setup for Single Sign-On guide

### QR Code

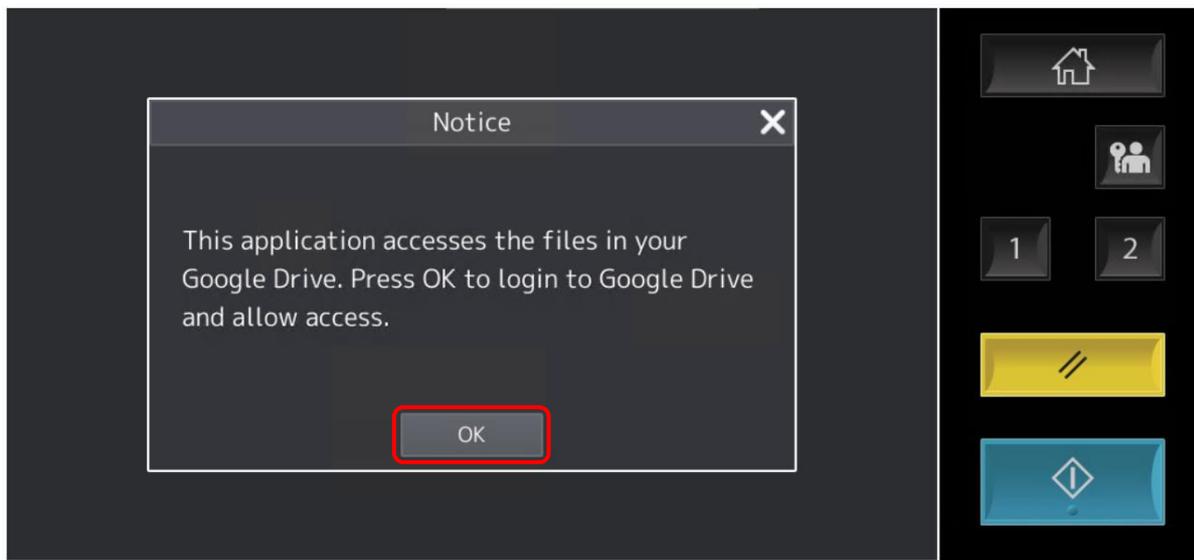
1. Select e-BRIDGE Plus for OneDrive on the Control Panel



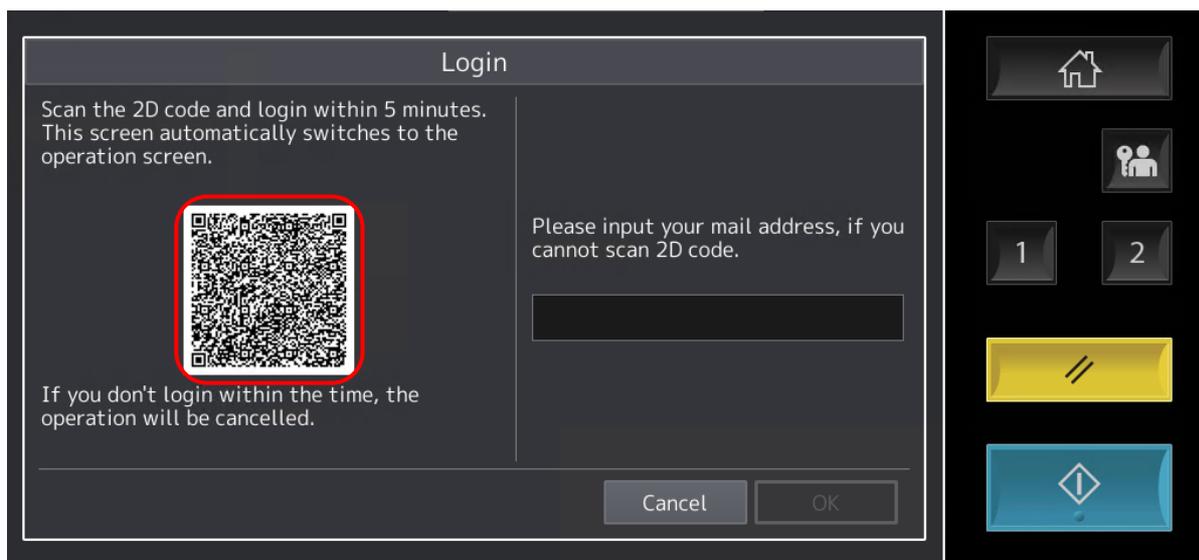
2. Enter your PIN



### 3. Click OK



### 4. Scan the QR code

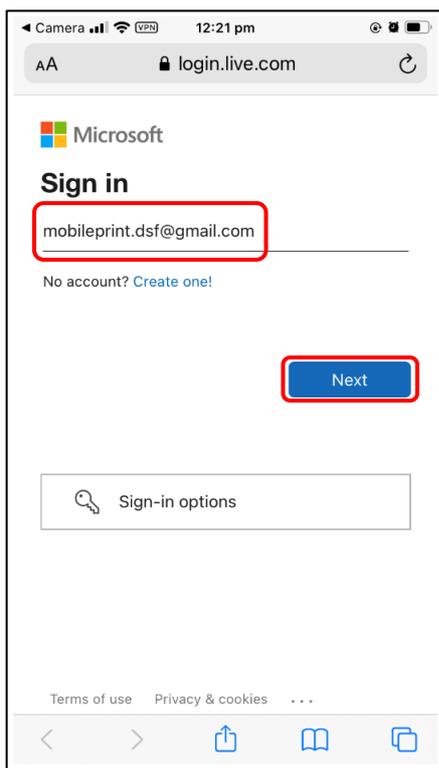


5. From the iOS device select Open URL



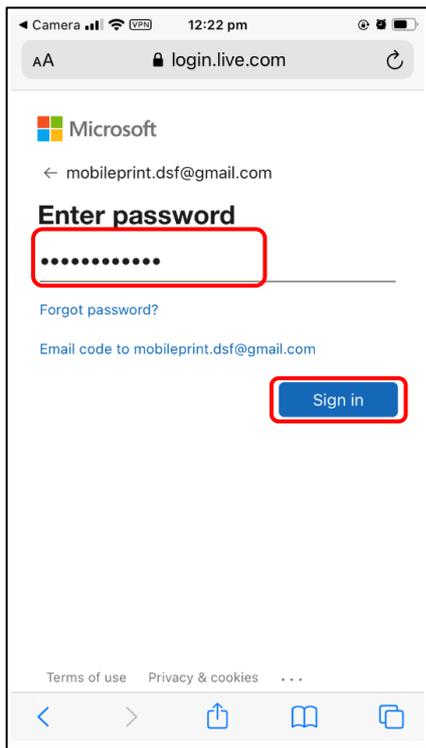
**Note:** Screenshots may differ from other iOS devices depending on the app used

6. Sign in with your Username and click Next



7.

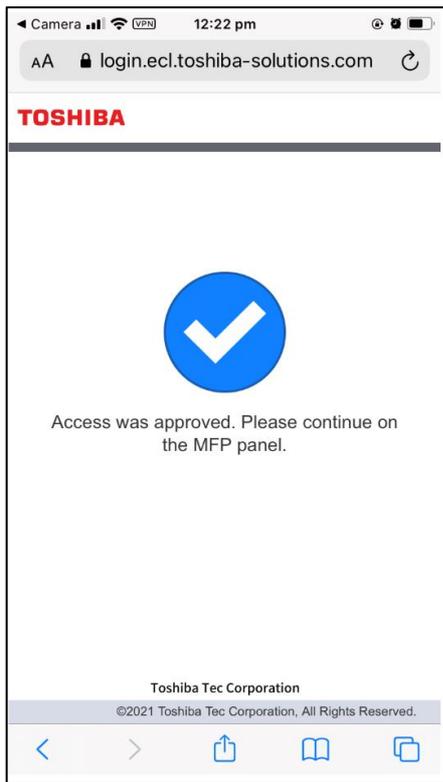
## 8. Enter the password and click Sign in



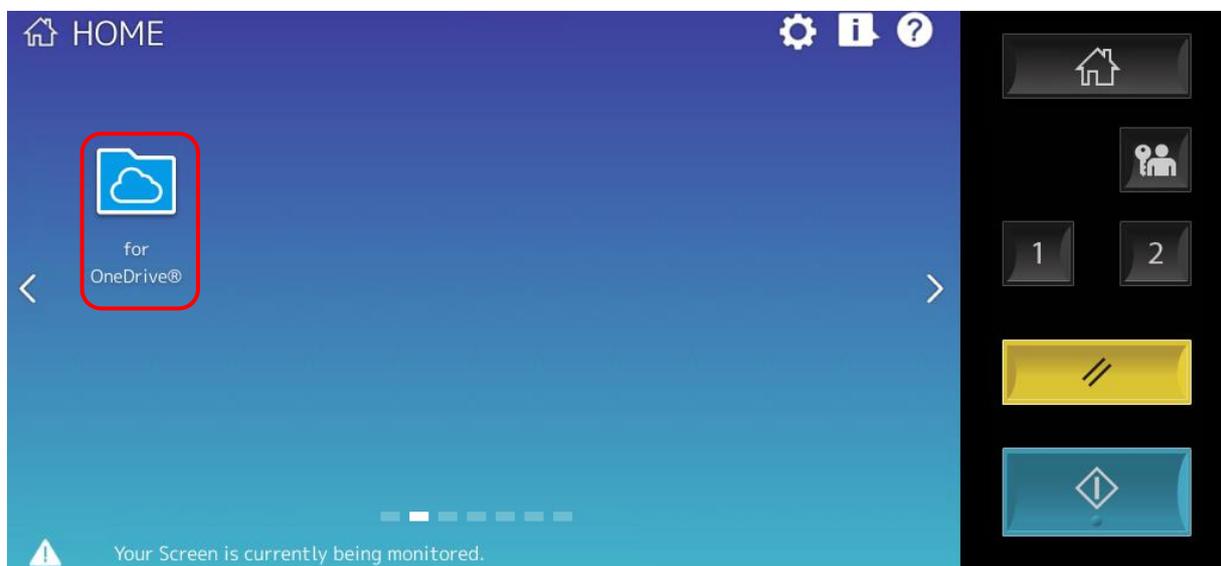
## 9. Select Yes or No



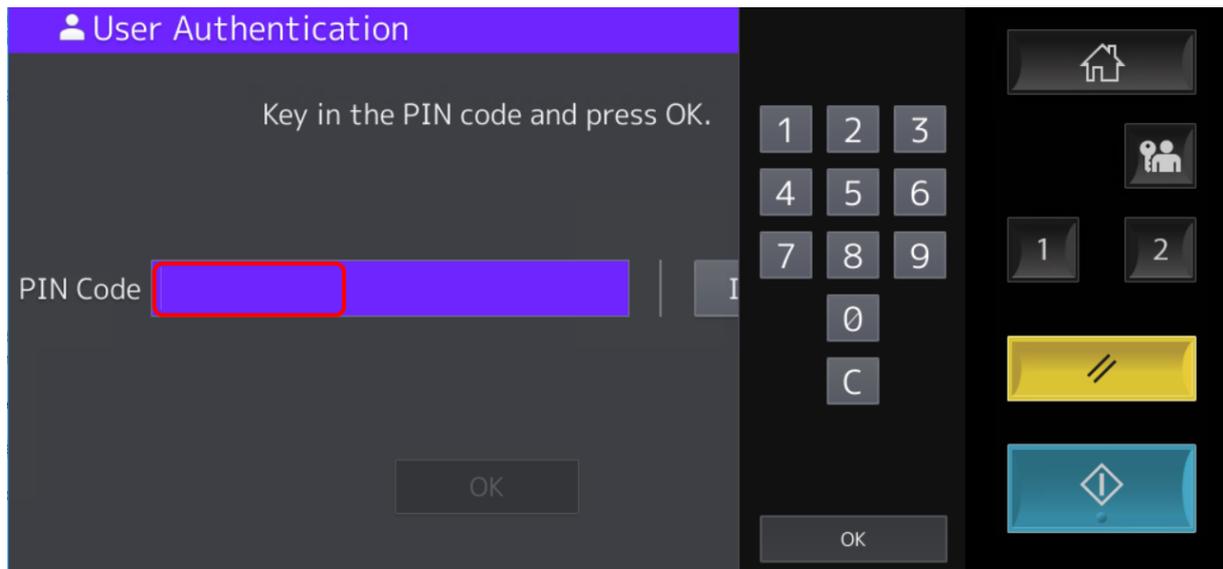
## 10. Login successful continue on the MFP panel



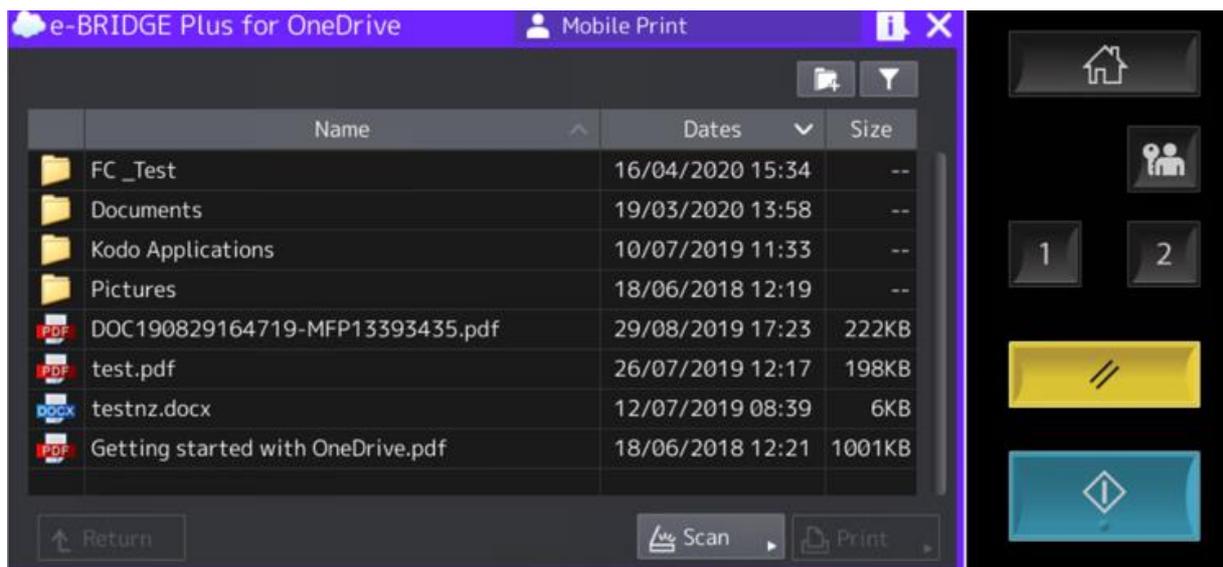
## 11. Return to the Control Panel and select e-BRIDGE Plus for OneDrive



## 12. Enter your PIN



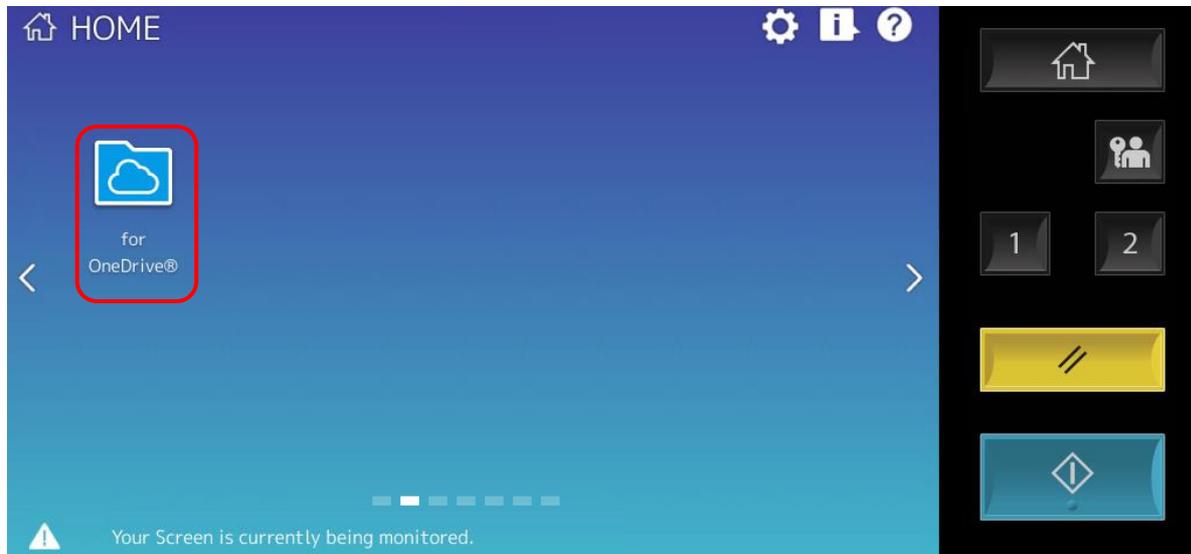
## 13. e-BRIDGE Plus for OneDrive will now open to the root directory



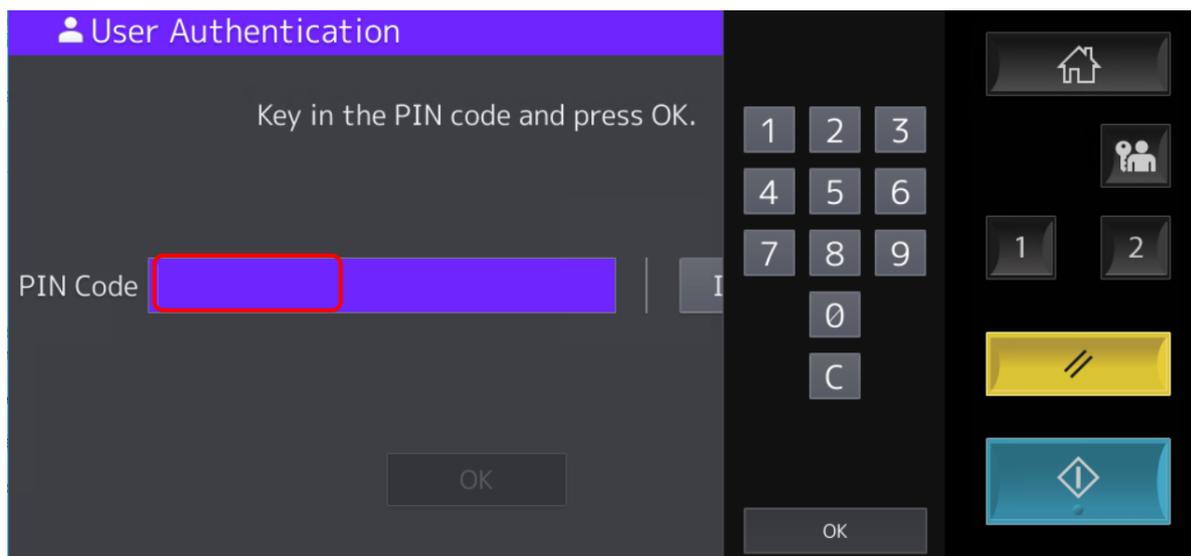
## e-Mail

Prerequisite: Scan to e-Mail must be operational

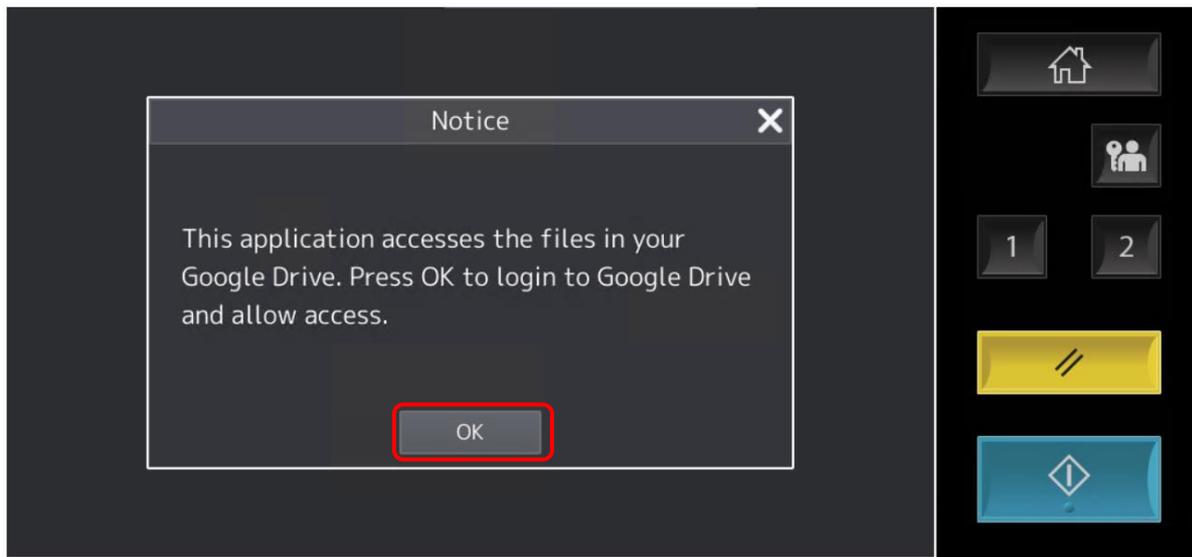
1. Select e-BRIDGE Plus for OneDrive on the Control Panel



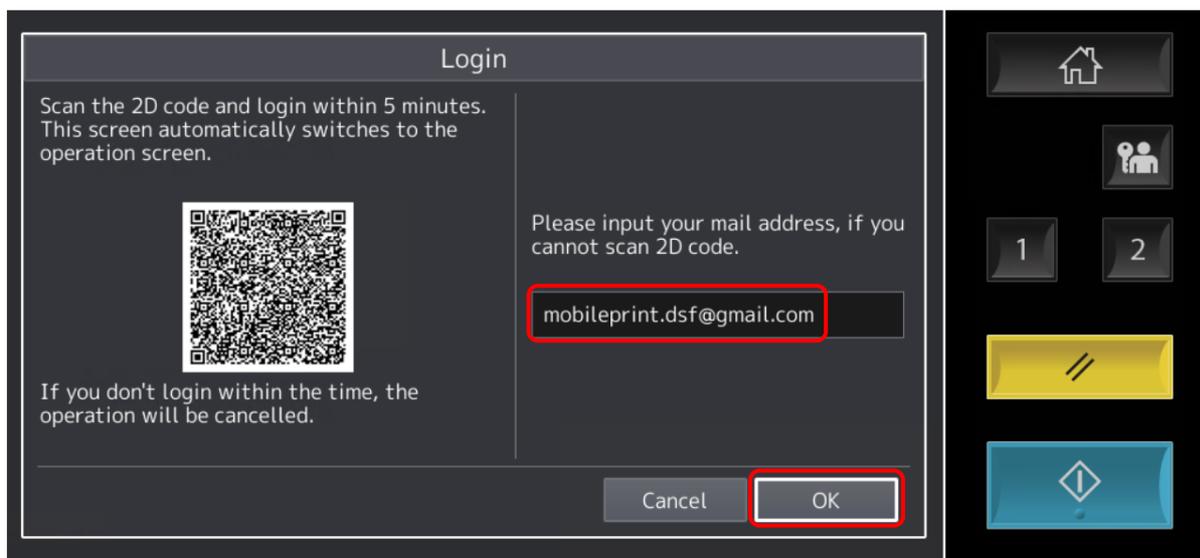
2. Enter your PIN



3. Click OK

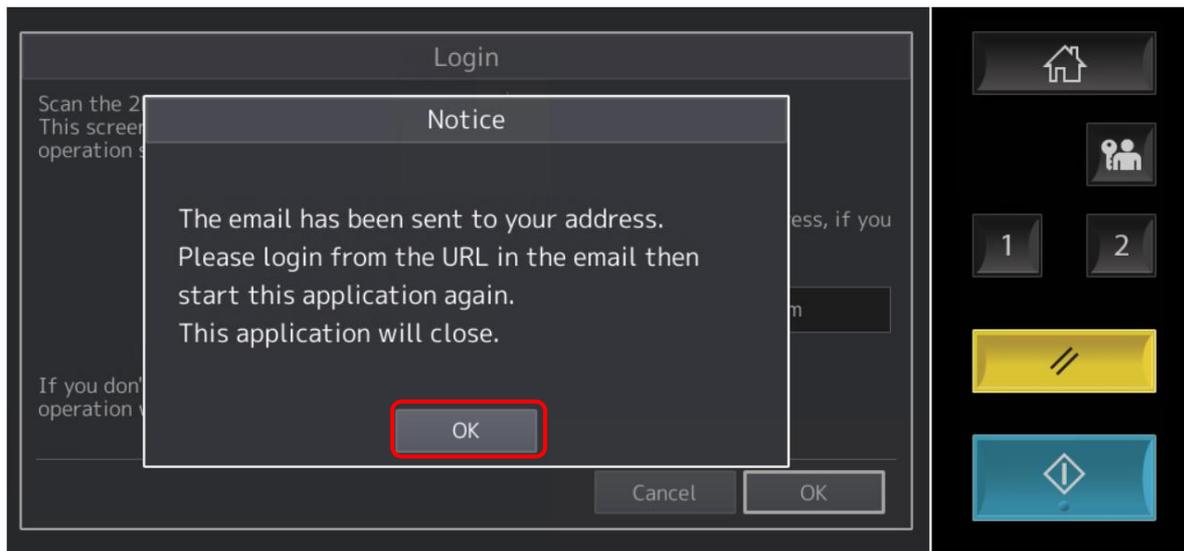


4. Enter your e-Mail address and click OK

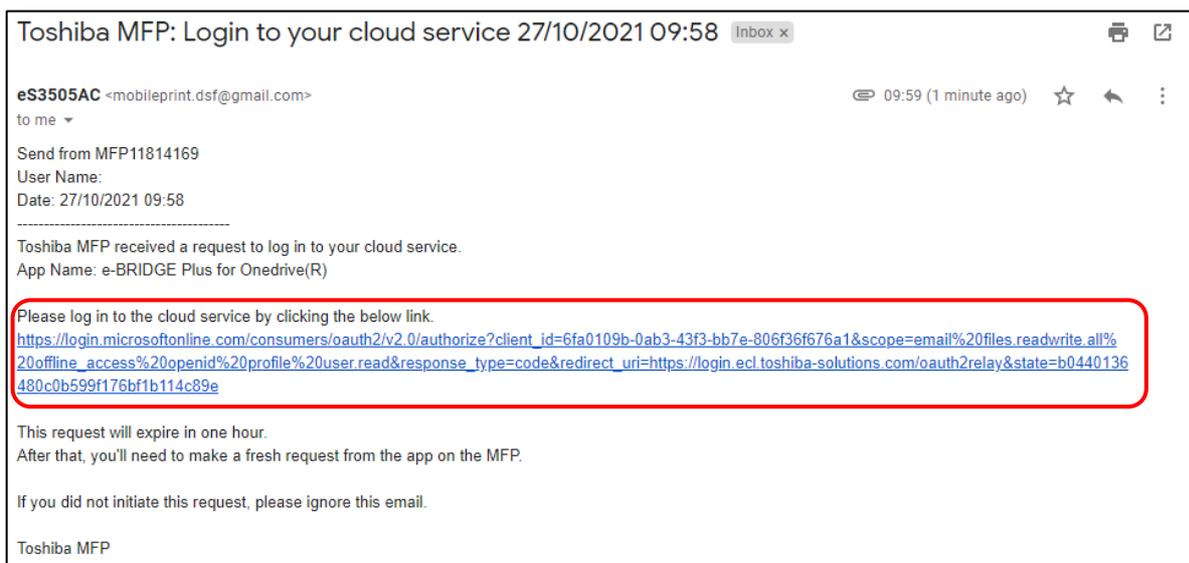


**Note:** Login screen does not include the PIN window only e-Mail address

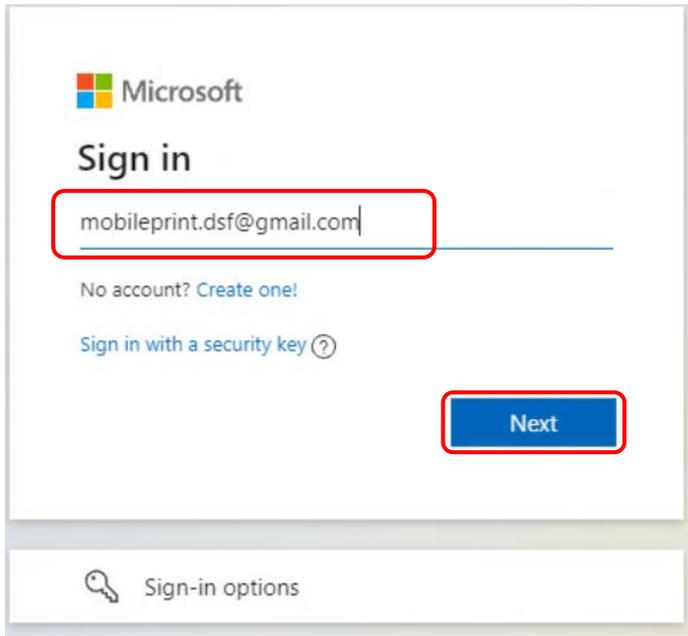
5. Click OK



6. Login to your e-Mail account and click on the link



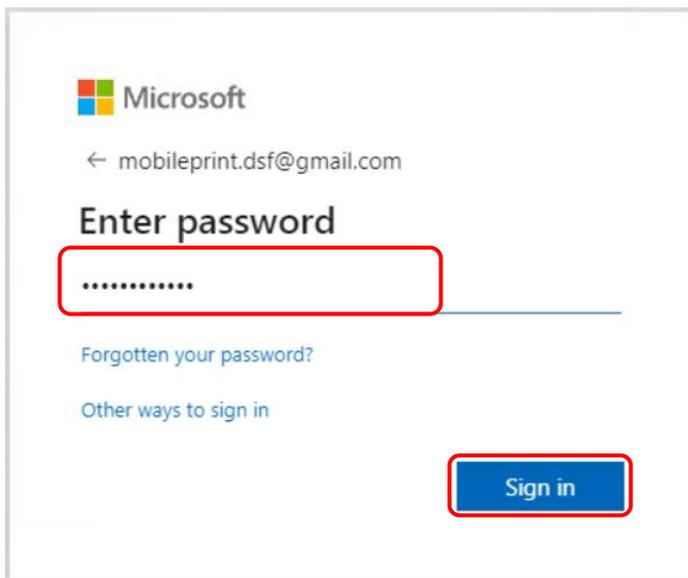
7. Sign In with your Username and click Next



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "mobileprint.dsf@gmail.com", which is highlighted with a red rectangular box. Below the input field, there are two links: "No account? Create one!" and "Sign in with a security key ?". A blue "Next" button is located at the bottom right of the sign-in area and is also highlighted with a red rectangular box. At the bottom of the page, there is a link "Sign-in options" with a key icon.

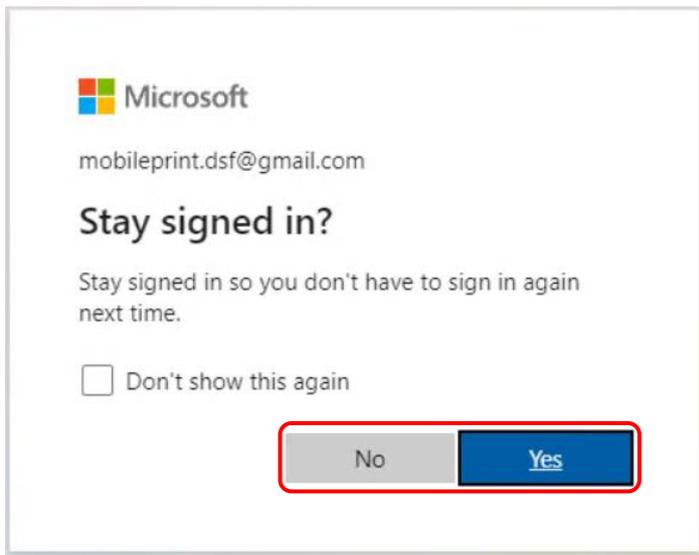
8.

9. Enter password and sign in

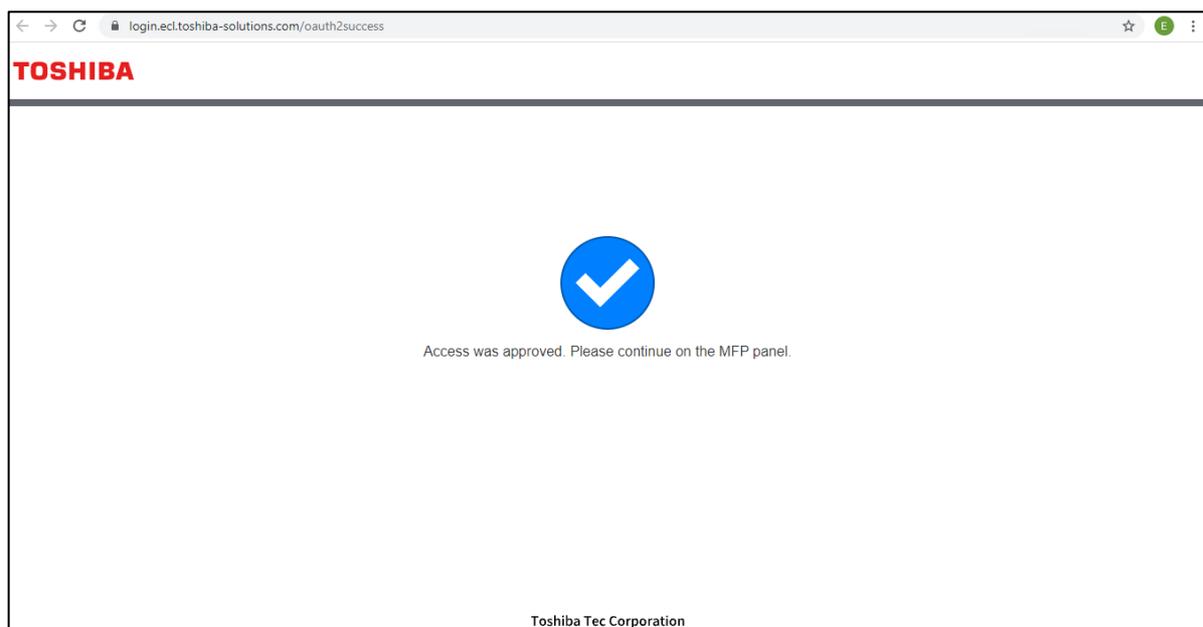


The screenshot shows the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, the text "← mobileprint.dsf@gmail.com" is displayed. The main heading is "Enter password". A text input field contains a series of dots representing a password, which is highlighted with a red rectangular box. Below the input field, there are two links: "Forgotten your password?" and "Other ways to sign in". A blue "Sign in" button is located at the bottom right of the page and is also highlighted with a red rectangular box.

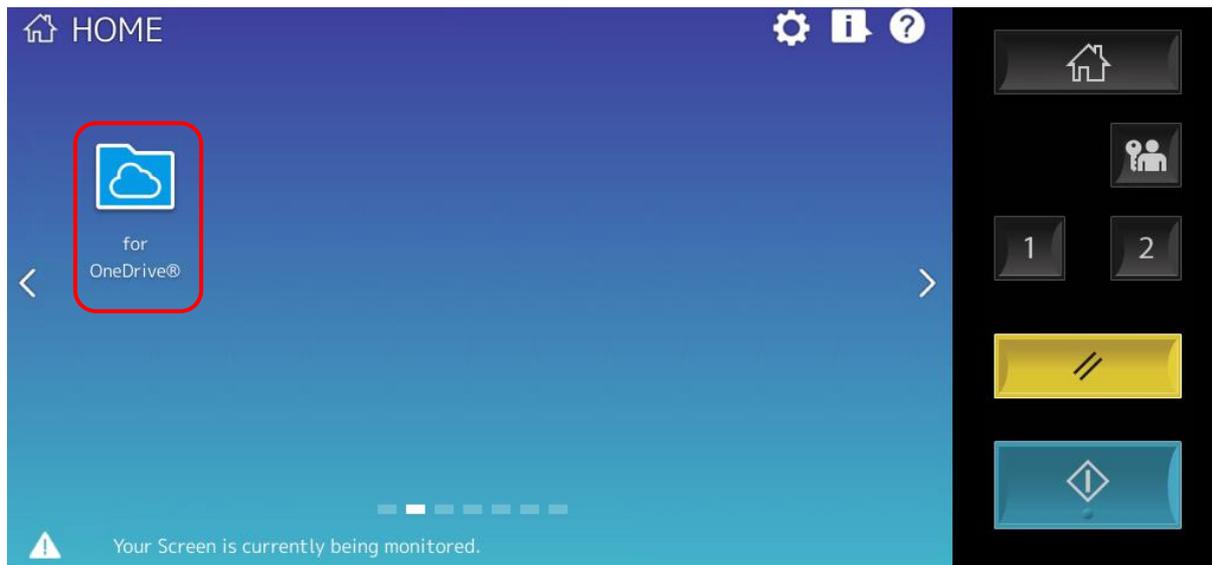
## 10. Select Yes or No



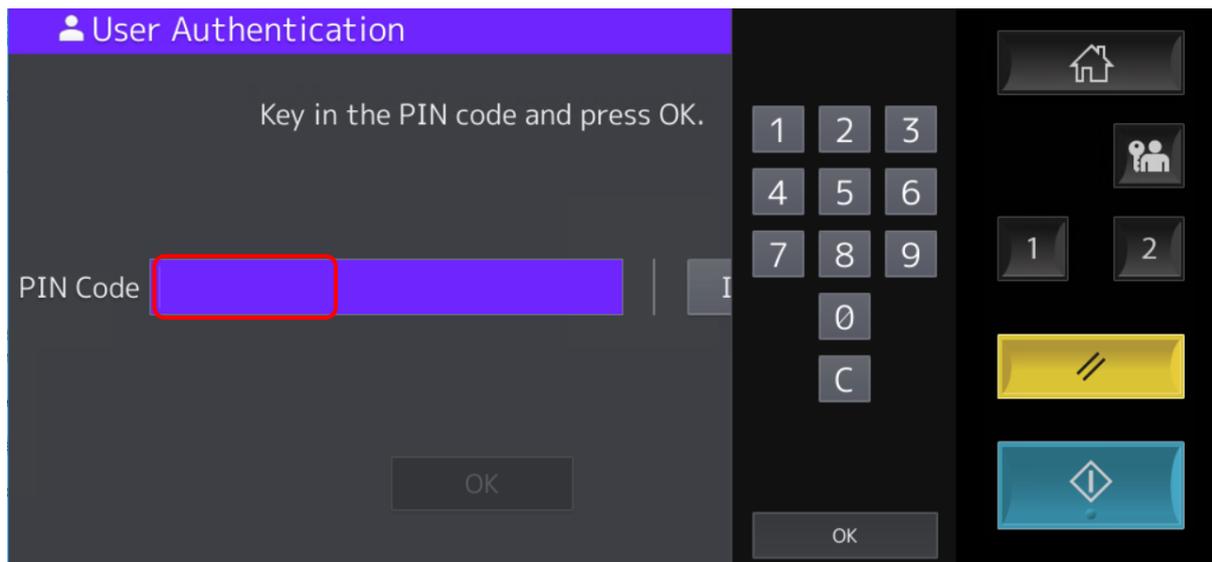
## 11. Approved



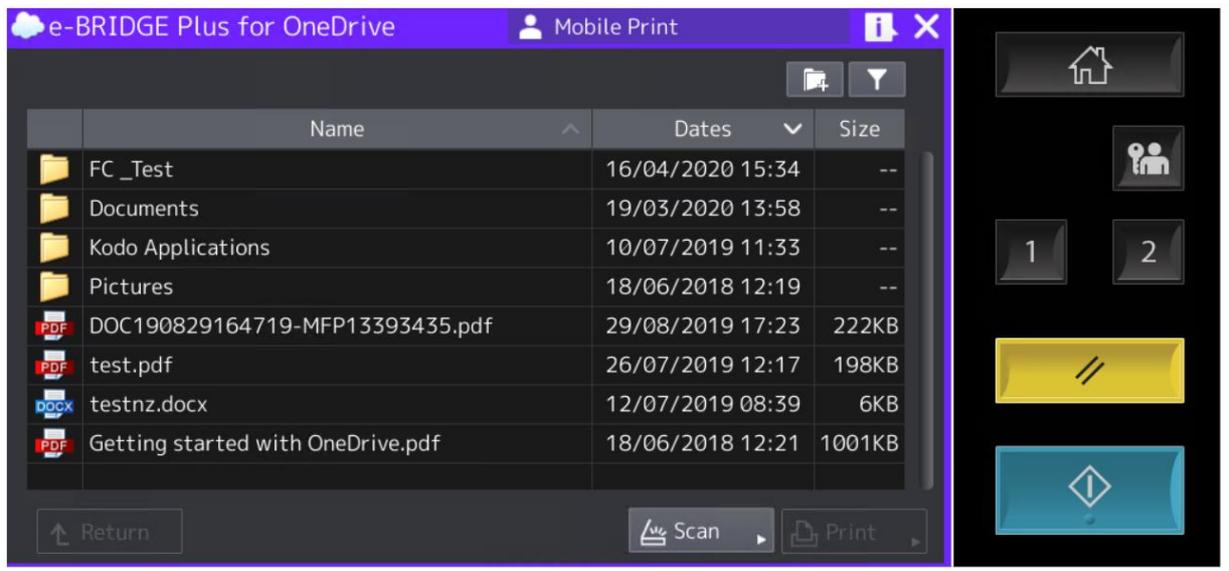
12. Return to the Control Panel and select e-BRIDGE Plus for OneDrive



13. Enter your PIN



14. e-BRIDGE Plus for OneDrive will now open to the root directory



## Troubleshooting

The operation status is recorded in the application log of TopAccess. If any trouble should occur, refer to the log and the following table to clear it. If you do not know the trouble situation and the countermeasures, ask your administrator. Some messages will not be displayed depending on your application.

Message	Trouble Status and Measure
Application Error.	An error other than the following has occurred. Reboot the equipment. If the error still persists, contact your administrator or service representative.
The cloud connection was lost. This application will close.	The connection to the cloud service has failed due to network error such as LAN cable disconnection or communication block. Contact your administrator.
The login failed. This application will close.	The signing in to the cloud service has failed or a network timeout has occurred while connecting to the cloud. Sign in to the cloud service again.
The PIN is invalid or login not completed. Please confirm your Email. PIN available time is one hour.	The entered PIN code is invalid or the signing in to the cloud service is not completed. This application will close. Check the PIN code given in the e-mail and enter it within 1 hour after the e-mail has been sent. Moreover, when this message is displayed even if the PIN code is entered correctly, signing in to a cloud service may not be done properly. Reattempt the sign-in operation from the URL described in the e-mail.
The server is busy now. Please retry later.	The number of concurrent accesses to the cloud service has exceeded the maximum. This application will close. Wait for a while and reattempt the operation.
The confirmation timed out.	It may not have connected with e-BRIDGE Cloud Login correctly. (This message is displayed on your terminal when you attempt to sign in to a cloud service.) Contact your administrator.
Login confirmation is not available on your device. Please check back at the MFP panel.	The JavaScript setting may be disabled in your browser. (This message is displayed on your terminal when you attempt to sign in to a cloud service.) Enable the JavaScript setting. For how to enable JavaScript, refer to the manual or help of your terminal or browser. If you cannot enable the JavaScript setting of the browser while it supports the permission site, register the URL of your cloud service in it. When the list screen of this application is shown on the control panel display even if this message has appeared, the login operation has succeeded. In such a case, you can use this continuously.
Network error.	The connection to the cloud service has failed since a network error such as disconnected LAN cables and disconnection occurs. Contact your administrator.
Connection Timeout Error.	A network timeout has occurred while connecting to the cloud. Sign in to the cloud service again.
File or directory not found.	The selected file or folder does not exist in the cloud storage. Check whether the specified folder or file exists or not in the list screen.
Too many files in Cloud Storage.	There are too many files in the cloud storage, exceeding the limit. Remove unnecessary files from the cloud storage.
Cloud storage is out of service.	The cloud service is not working. Check that the cloud service is working.
No space left on cloud storage.	There is no cloud storage left for the sign-in user. Remove unnecessary files from the cloud storage.

Message	Trouble Status and Measure
Authorization failed. (*HTTP_STATUS*)	The license authorization of this application has been canceled. The license needs to be activated again. Contact your administrator or service representative.
Scan quota is empty.	Because the assigned quota is empty, you cannot scan originals. Ask your administrator to initialize the quota or change the quota setting.
Print quota is empty.	Because the assigned quota is empty, you cannot print documents. Ask your administrator to initialize the quota or change the quota setting.
No authority to scan.	No authority to scan. Ask your administrator to assign the role for scanning to you.
Failed to scan. (No authority to scan.)	No authority to scan. Ask your administrator to assign the role for scanning to you.
No authority to print.	No authority to print. Ask your administrator to assign the role for printing to you.
File size is too large. Please confirm the number of pages and scan settings, and try again.	The size of the scanned file has exceeded 64 MB. Reduce the number of the pages to be scanned in one go or change the setting in the [Scan Settings] screen. Then reattempt scanning.
File name already exists	A file with the same name has already existed on the cloud for uploading. Change the file name.
The received security certificate is not trusted.	The certificate provided by the cloud service is not trusted. Contact your administrator or service representative.
Recovery process is completed.	This application has stopped abnormally because of power-off to this equipment and other reasons. Ask your administrator to restart this application.
File path name length limit exceeded.	The path is too long to upload the file to the server. Take the following measures. <ul style="list-style-type: none"> <li>• Select another site located in the shallower layer.</li> <li>• Shorten the file name when scanning the original.</li> </ul>
Cannot print the document.	You cannot print secure PDF files encrypted at the level that this application does not support. Print secure PDF files encrypted at the 128bit AES, 128bit RC4, or 40bit RC4 level that this application supports.
Local Storage is full.	The local storage of this equipment is too full to store files. Ask your administrator.
Trial Day will expire in a few days. Remaining day(s): XX	The trial use will expire in X days. ("X" indicates the remaining number of days.) You cannot use this application after the expiration. To continue using it, ask your administrator to activate the license.
Background application was not started.	This message will appear when the control panel is operated while this application is stopped. Ask your administrator to restart the background application.
Canceled all jobs because background application was stopped.	Because this application or this equipment has stopped while processing jobs, uncompleted jobs are discarded. After restarting this application or turning on this equipment, retry and complete the operation. Be sure not to stop this application nor turn off this equipment until the processing is complete.

Message	Trouble Status and Measure
Failed to create folder.	<ul style="list-style-type: none"> <li>• No write permission: Quit this application and ask your administrator to obtain the writing privilege for the folder. Restart this application. While having the write privilege, sign in to the cloud service and then create a new folder.</li> <li>• No opened folder: The folder which is opened during the operation has been deleted. Press the Update button on the list screen to confirm if there is a folder or not.</li> <li>• Too long folder path: Shorten the folder name or move to a different folder to shorten the path.</li> </ul>
File size limit exceeded.	The transmission has failed since the size per attached one file is too large. Reduce the number of pages to be scanned in one go or modify the setting of the [Scan Settings] screen before scanning.
Mail size limit exceeded	You have sent or saved an e-mail that exceeds the maximum size limit. Make attached files smaller or reduce the number of attached files.
No authority or function disabled to scan (Store to Local File Share).	You have no authority to scan originals and store them in the shared folder or the function is disabled. Have the authority to scan originals and store them in the shared folder or enable the function. If you are not sure, ask your administrator.
-	If you cannot sign in to the service, the message appears on the screen of the control panel. Ask your administrator to enable the connection if the accessing to user data by the application has been prohibited on the management screen of the service.