

KB Name	Relaying emails & text messages (SMS)		
Type	Config Example		
Since revision	6.4s0		
KB Number	KB-0045-0	Build	39
Mod date	'07-MAR-2013		

## Relaying emails & text messages (SMS)

### 1 Introduction

This document explains how to configure your eWON to send out emails and text messages (SMS) using the eWON relay server.

#### Benefits

- It is not necessary to know the SMTP-server of the local Internet connection so that you can use the same settings for all your eWONs.
- No need to have an eWON with wireless modem to send out text messages
- For eWONs having a wireless modem, the action of sending out an SMS does not interrupt the Internet connection.

#### What is needed?

To be able to use the eWON relay you will need to have a valid Talk2M account for authentication.

The SMTP server address to use is: [relay.ewon.biz](http://relay.ewon.biz)

The detailed procedure is as per § [2.1 SMTP Server configuration](#).

#### Costs?

Sending an email is free of charge.

Sending a text message (SMS) is subject to a charge. Check your subscription details to know more about the amount that will be charged.

#### Important note:

As described inside this document, it is possible to use the email & SMS relay server without establishing a VPN connection to the Talk2M server. However, if your eWON allows VPN connection, we recommend to use a Talk2M connection to send out emails and SMS.

Using a Talk2M connection for the email & SMS relay will have several benefits like:

- allows sending emails and SMS through a Proxy server
- no risk that the access to the SMTP server is blocked by the local Internet connection
- greater security due to the VPN encryption

Relaying emails & text messages through the Talk2M server is covered inside another document (KB-0046-0-EN (Email & SMS Relay using Talk2M).odt).

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## 2 eWON Configuration

The described setup is available from firmware version 6.4s3. Earlier versions should first be updated using eBuddy.

### 2.1 SMTP Server configuration

The SMTP server should be configured as follows:

- **SMTP Server Address:** relay.ewon.biz
- **SMTP Server Port:** 25
- **Email "From" User Name:** This can be set to any mail address. However to avoid the mail to be flagged as spam you should use here a valid email address or one that looks like a valid email address.

Note: The email address entered inside the "email from User Name" will also be used to send an error message when a problem occurs during relaying.

- **User name:** Enter here your Talk2M user name **and** your Talk2M account formatted as following: **username@account**
- **Password:** Enter here your Talk2M user password

**Important note:** For security reasons, it is highly recommended to use a dedicated Talk2M account to send out emails or short messages (SMS). You should not use an account also used for remote access.

**Warning:** Some Internet access providers do not allow accessing an external SMTP server. If this is the case, eWON will not be able to send out the mail to the SMTP server (relay.ewon.biz).

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## 2.2 Sending out emails

### 2.2.1 Tag alarm notification

Configure the email notification as usual.

Alarm Notification for tag: [Tag1](#)

E-Mail upon  ALM  ACK  RTN  END

Short Message:  Format as short message

E-Mail to: myemail@domain.com ex: usr1@dom.ci,usr2@dom.ci

E-Mail CC:

E-Mail Subject: test mail relay

E-Mail Attachment(s): test SMS &[sdtEV] ex: &[sdtEV]

Sending an email to multiple recipients is possible just by using a comma “,” between different email addresses (no spaces).

### 2.2.2 Send mail using scripting

Use the regular “sendmail” command.

SENDMAIL "myemail@domain.be", "", "email subject", "email contents"

## 2.3 Sending out text messages (SMS)

To send out text messages (SMS), instead of sending out the SMS as usual, you will send out an email to the SMTP server relay by specifying the mobile (GSM) number inside the email address. The SMTP server relay will then send the text message (SMS) to the indicated mobile number.

That's why it is important to configure the SMTP server settings as described in [2.1 SMTP Server configuration](#) even if you want only to send out the text message (SMS).

### 2.3.1 Message recipient syntax

To send out a text message (SMS) through the SMTP server relay we will send out an email using following recipient:

[mobilenumber@sms.talk2m.com](mailto:mobilenumber@sms.talk2m.com)

For the mobile number format use the international syntax starting with 00 followed by the country code (\*). For example use 0033476998833@sms.talk2m.com, to send an SMS to the GSM number 0476998833 in France (country code 33).

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(\* **Note:** the syntax starting with + instead of 00 before the country code is NOT accepted. Using the + will generate this type of errors:

Event Log	Status	Scheduled Actions	Real Time Log	07/03/2013
Event log Event Class: All Events Reporting Level: Trace Per Page: 20 Update				
<< Previous Page Next Page >>				
Time	Event	Description	Originator	
07/03/2013 11:25:33	21609	uact-SMTP Server returned an error (SMTP Rep:5.1.1 <+32483599361@sms.talk2m.com>: Recipient address rejected: User unknown in virtual alias L...)	unact	
07/03/2013 11:25:33	21704	ssnd-SMTP server returned an error msg	unact	

Event Log	Status	Scheduled Actions	Real Time Log	07/03/2013 11:28:38	
Scheduled actions Update					
Action Id	Action Type	Status Code	Status As Text	Start	End
11	Send Mail	21609	SMTP Server returned an error	07/03/2013 11:25:32	07/03/2013 11:25:33

## 2.3.2 Tag alarm notification

Configure the email notification as following:

**Alarm Notification for tag:** Tag2

**EMail upon**  ALM  ACK  RTN  END

Short Message:  Format as short message

EMail to: 0033476998833@sms.talk2m.com ex: usr1@dom.ci,usr2@dom.ci

EMail CC:

EMail Subject: This is my message to send out by SMS

EMail Attachment(s): ex: &[ \$dtEV]

**SMS upon**  ALM  ACK  RTN  END

SMS Destination: ex:0456334433,gsm,0;045645123,gsm,0

SMS Subject:

If the check box **Format as short message** is checked, the alarm notification will be added at the end of the message (Subject field). An example is shown below:

This is my message to send out by SMS,Tag:Tag2,From:eWON,At:31/05/2012 15:46:39, Cur. Val 0 (ALM LVL),Desc:.,Action:

If the **Format as short message** is not checked, then the text message (SMS) will only contain the text of the "EMail Subject" field.

Sending a text message to multiple mobile numbers is possible just by using a comma "," between different email addresses or using the email CC field.

For example 0032476998877@sms.talk2m.com,0033476998876@sms.talk2m.com

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### 2.3.3 Send SMS using scripting

Use the “sendmail” command (*not the sendsms command*) by specifying the mobile number inside the email address:

```
SENDMAIL "0033476998833@sms.talk2m.com", "", "My text message", ""
```

Only the subject will be sent via SMS. The last parameter will not be taken into account.

## 3 Talk2M account configuration

On Free+ accounts, all users (user + admin) are allowed to send out SMS & emails. On this service, it is not possible to limit the user access to this function.

On Pro accounts, it is possible to limit the access only to users belonging to groups for which the user rights “Mail Sender” and/or “Sms Sender” have been enabled.