



WaveWare Technologies, Inc.

"We Deliver Information at the Speed of Light"



Enterprise Messaging Software

WaveWare Enterprise **SMTP** Email Server

"How-to Send an Email to a Pager"

Please Note

This "How to Guide" is only for Explaining How to Setup and Configure Enterprise Messaging for use with the Enterprise SMTP Email Server Option and How to Create the Email Account(s) Required in Order to send an Email Message to a Pager.

WaveWare **Assumes** that the Enterprise Messaging Software has already been Installed and Configured and is Sending Messages to Pagers.

If Enterprise Messaging Software has Not been Previously Installed and Configured, Please Refer to the Enterprise User Manual for Complete Setup and Configuration Information.

This Guide will be working with Microsoft Outlook 2007 as our Email Account Configuration Examples.

Quick Overview

What you need to get Started:

- Purchase and Install the "Unlimited Clients" Version of Enterprise Messaging Software
- Purchase and Install the Enterprise Messaging "SMTP Email Server" Option
- Register to Activate Both the Enterprise Messaging Server and the SMTP Email Server

In Order to Send an Email to a Pager:

- Configure the Enterprise Messaging Server Recipients (The Pagers and the Associated Names)
- Configure the Enterprise Messaging SMTP Email Server (Recipient Message Formatting and Domain)
- Configure the Email Account(s) to be used with the Enterprise SMTP Email Server and Recipients

Options of what can be seen on the Display of the Pager:

- Identifying the Sender of the Email Message
- Use the Subject Line of the Email Message
- Use the Body of the Email Message
- All of the Above



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Enterprise Messaging Software

Getting Started

Configuring the Enterprise Messaging Server "Recipients"

Type	Service	Book	Address	Name	Priority	Password
E-Mail	E-Mail	Book 1	Bob@myEmail.com	Bob	N	
Text	On Site	Book 1	100	Curtis	N	
Text	On Site	Book 1	101	Bobby	N	
Text	On Site	Book 1	102	Dick	N	

The Recipients should have been "Configured" Previously, from when Enterprise was "Originally" Setup. If Not, Please do so before Proceeding any further. Please refer to the Enterprise User Manual.

For use with SMTP, we will be Referring to the "Address" and the "Name" Fields of this Screen.

Address and Name Fields:

- The "Address Field" is where you Enter the Pager ID Assigned to the Name
- The "Name Field" is where you Enter the Name that will be Associated with the Pager ID

We will be Sending an Email Message to the "Name" Associated with the "Pager ID". In this example, only Email Messages Addressed to Bob, Curtis, Bobby, or Dick will be Successfully Processed by the SMTP Server.

Examples of Successful "Email To: Addresses" are curtis@whatever.com and curtis@20.0.2.203

Note: As you can see in this Screen, you can also Enter the Email Address to be Associated with a Name. This is used within the Enterprise "Client" itself so that a User can Send a Custom Message to an Email Address instead of a Pager Directly from the Enterprise Client.

Enterprise SMTP Server

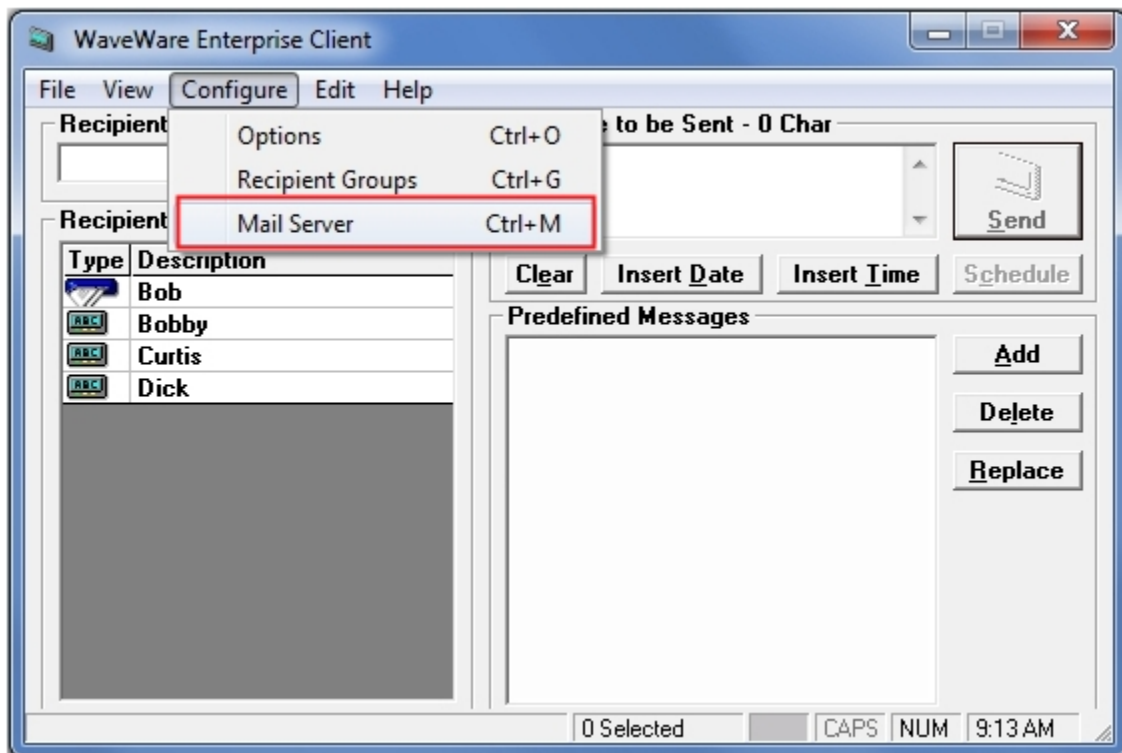
Configuring the Enterprise Client “SMTP Server”

Note:

The SMTP Server function runs in one instance of the Enterprise Messaging Client Windows Application.

From the Client Main Screen’s Menu Bar,

Click on the “Configure” Text and from the Drop-Down Menu, Click on “Mail Server”



Click on “Mail Server”

Next: SMTP Server Configuration

Enterprise SMTP Server – Continued

How to Configure the “SMTP Server”

SMTP Server Configuration

Domain Filtering

Filter E-mail by domain name

Enter SMTP Server Domain Name or IP Address

wirelessmessaging.com

Recipient Message Formatting

Identify Sender in message Add From: header

Use Subject line in message Add Subj: header

Use Body in message Add Body: header

Group Messaging

Allow Group Paging via E-Mail

Logging

Log SMTP Transactions

OK Cancel

Registration

The SMTP Server is currently enabled.

Install Registration Key Generate Request Key

Registration Key

SMTP Server Configuration

A – Domain Filtering:

If Enabled, SMTP Server only Processes Email Messages whose “To: Address Domain” Matches the entered Domain Name.

If not Enabled, SMTP Server does NOT Filter out Email Messages Based on Domain Name in the To: Address.

A

B

B – Recipient Message Formatting:

For allowing the Choice of what Information is Sent to an Email Recipient or to a Pager.

Check all the Apply.

C

C – Group Messaging:

If Enabled, will Compare the Email Name in the Client Groups List and Send a Message to all the Names Associated to that Group Name.

If not, then only the Client Recipient List will be used for Comparison to Incoming Email Names.

D

D – Logging:

If Enabled, Allows Logging of all SMTP Transactions.

Note: This should only be Enabled for Troubleshooting Purposes.

E

E – Registration:

Tells you if the SMTP Server is Enabled.

If not Enabled, then this Option needs to be Registered.

This is a Separate Feature Option to be Purchased.

Note: Please see the User Manual for Instructions on How to Register this Option.

To Purchase the SMTP Email Option - Contact your Software Dealer.

Next: Adding a New Outlook Email Account

Adding a New Outlook Email Account

How to Configure a New “Email Account” for use with Enterprise SMTP Server

This Section works with Microsoft Outlook 2007 as our Email Account Configuration Examples.

Change E-mail Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Bobby

E-mail Address: Bobby@anymail.com

Server Information

Account Type: POP3

Incoming mail server: mail.anymail.com

Outgoing mail server (SMTP): 20.0.2.201

Logon Information

User Name: Robert

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

More Settings ...

< Back Next > Cancel

Next: Configuring this Screen

Adding a New Outlook Email Account – Continued

NOTE: This Example is for an Account **Not** used with a **Domain Name**

Change E-mail Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Bobby **A**

E-mail Address: Bobby@anymail.com **B**

Server Information

Account Type: POP3

Incoming mail server: mail.anymail.com **C**

Outgoing mail server (SMTP): 20.0.2.201 **D**

Logon Information

User Name: Robert **E**

Password: **F**

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ... **G**

More Settings ... **I**

< Back **H** Next > Cancel

A	Not Important – This Can be Anything, but Could be used as a Reference to the Email Address
B	Important – This is the Outgoing Email “To: address”. The Part Before the @ Character should Exactly Match one of the Recipient Names Configured in Enterprise Messaging Software. The Part After the @ Character is Only Important if you Enable Domain Filtering in the SMTP Server as shown on page 4.
C	Important – Outlook Requires this to be Valid in Order to Successfully Retrieve your Email without Generating an Error. Refer to your other Outlook Email Accounts to Reference How to Configure this Field.
D	Important – This needs to be Set to the IP Address of the Enterprise Client PC that is Running the SMTP Server Option
E	Important Only if your Incoming Mail Server Requires Authorization
F	Important Only if your Incoming Mail Server Requires Authorization
G	Test – Click to Test the New Account Settings
H	Next – Click to Finish “Complete” this Account Setup (To Save Settings)
I	Naming – Click to be able to “Name” this New Account, see: Page 9

For a more “Detailed Explanation”, please Proceed to the Next Page...

Adding a New Account Email Account – Continued

Detailed Descriptions

A

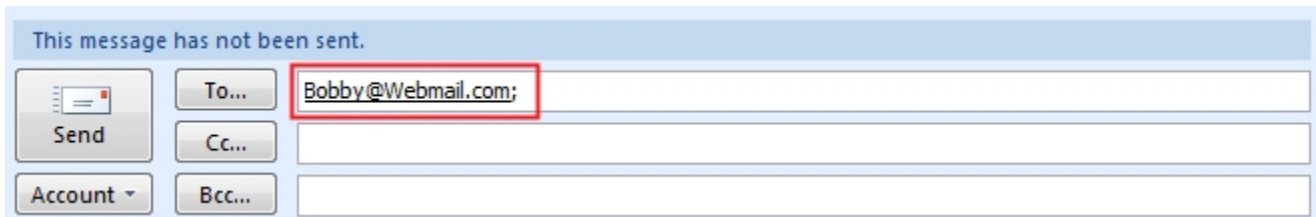
The Name Field isn't Important for this Account, but it may help as a Reference Only, to the Email Name given to this Non-Domain Account

B

To Send an Email to a Pager, Enter the Email Address. In this Example "Bobby@Webmail.com" is shown.

If Domain Filtering is "NOT Enabled" in the SMTP Server, "Bobby" is all that will be used by the SMTP Server. If Domain Filtering is "Enabled", the Domain Name "Must also Match" in Order for the Email to be Processed by the SMTP Server (See Page 4).

In the following example, the E-mail name is Bobby and the Domain Name is Webmail.com



This message has not been sent.

Send To... Bobby@Webmail.com; Cc... Bcc...

Account ▾

The SMTP Server will then look for "Bobby" in the Enterprise Messaging Recipient List for a Match.

When it finds a "Match" (Bobby) then the Email Message is Sent out to the Corresponding Pager ID (101).

Please see the Example Below:



	Type	Service	Book	Address	Name	Priority	Password	
	E-Mail	E-Mail	Book 1	Bob@myEmail.com	Bob	N		Add Delete
	Text	On Site	Book 1	100	Curtis	N		
	Text	On Site	Book 1	101	Bobby	N		
	Text	On Site	Book 1	102	Dick	N		

You can use any "Bogus" Email Address you want, as long as the First Part is a Name that is Listed in the Recipients List in order to be able to Send an Email Message to a Pager.

However, if Domain Filtering is Enabled in the SMTP Server, the Second Part (Domain Name) of the Email Address Must Match the Domain Name Value Defined in the SMTP Server Configuration Screen (See Page 4).

C

The Incoming Mail Server is Important in Order for Outlook to Not Generate Error Messages when Checking for your Mail from your Incoming Mail Server.

Outlook allows Creation of Multiple Email Accounts, but it Requires Definition of Both Incoming and Outgoing Servers for each Account, and will Check Mail for each Email Account, even though the Incoming Mail Server may be the same for each Email Account.

Adding a New Email Account – Continued

Detailed Descriptions - Continued

D

The Outgoing Mail Server Field has to be Correct so that Outlook can Communicate to the Enterprise SMTP Server and Deliver Email messages. The IP Address that you should Enter is the IP Address of the PC that is Running Enterprise Messaging Client with the SMTP Server Option Enabled.

That PC Must have a “Static IP Address” in Order for the Email Connection to Remain Stable.

E and F

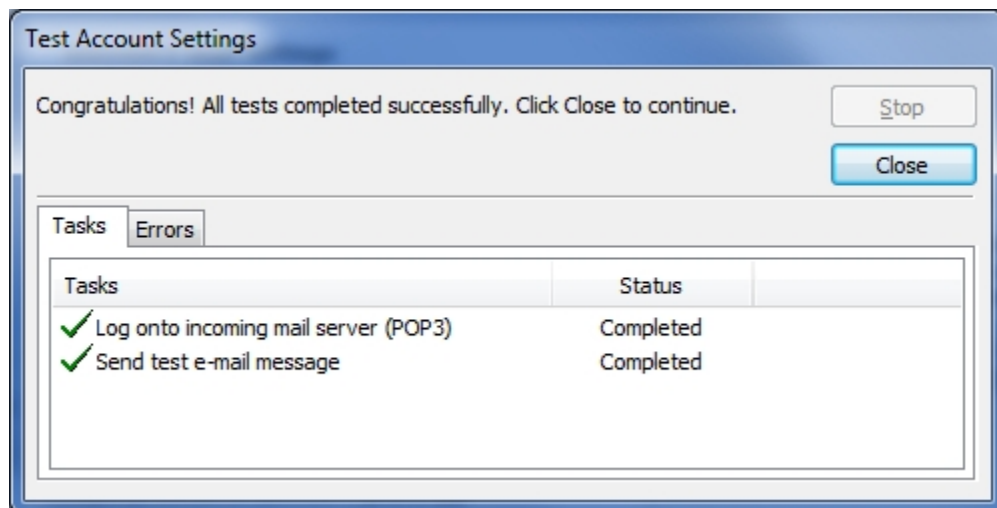
The Software doesn't care what Name is in this Field and also the Password can be left Blank, unless the “Outgoing Mail Server” Requires Authentication.

Refer to your other Outlook Email Accounts to Reference How to Configure these Fields.

G

This is to Test the Non-Domain Account. Click the “Test Account Settings” Button.

All Tests should Pass Before you can Continue.



Adding a New Outlook Email Account – Continued

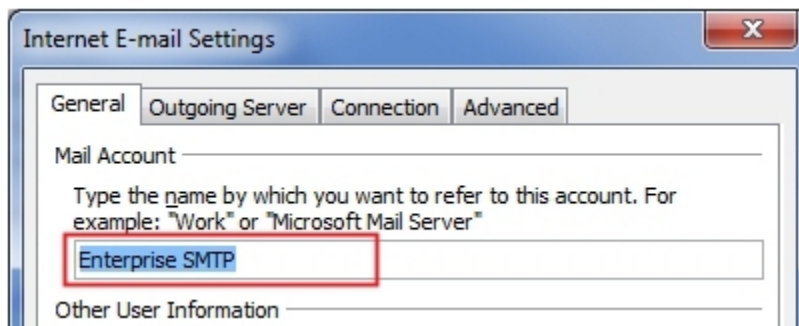
Detailed Descriptions – Continued

H

You Must Click the Next Button to be able to “Finish” Configuring this Account (Save this Account Information).

I

**Click the “More Settings” Button, to be able to give this New Account a Name.
You will need to “Choose” the Email Account to be used when Sending an Email to a Pager.**



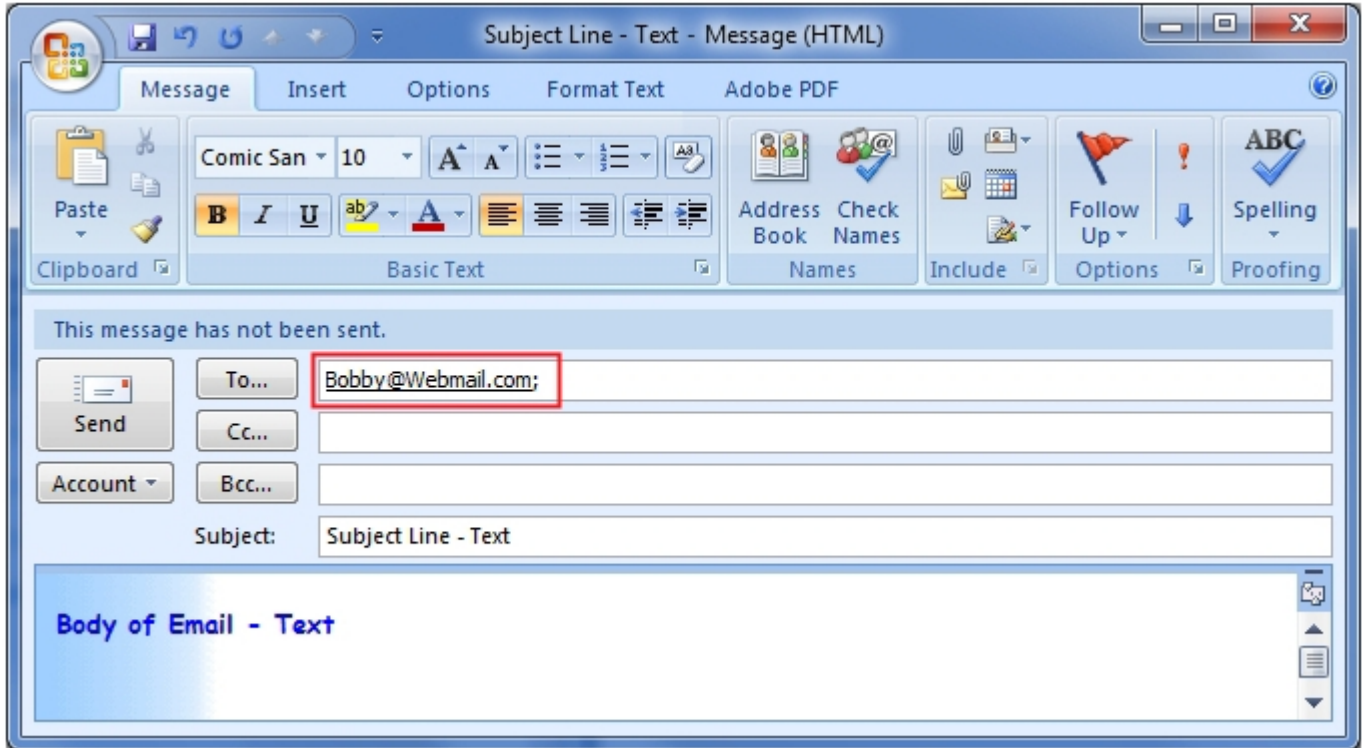
This Account is Named: Enterprise SMTP

Next: Sending an Email to a Pager

Sending an Email to a Pager

Configuring the Email

Enter the Email Address that Starts with a Name that is in the Recipients List.



Enterprise Messaging Server Recipients List

Configure Recipients

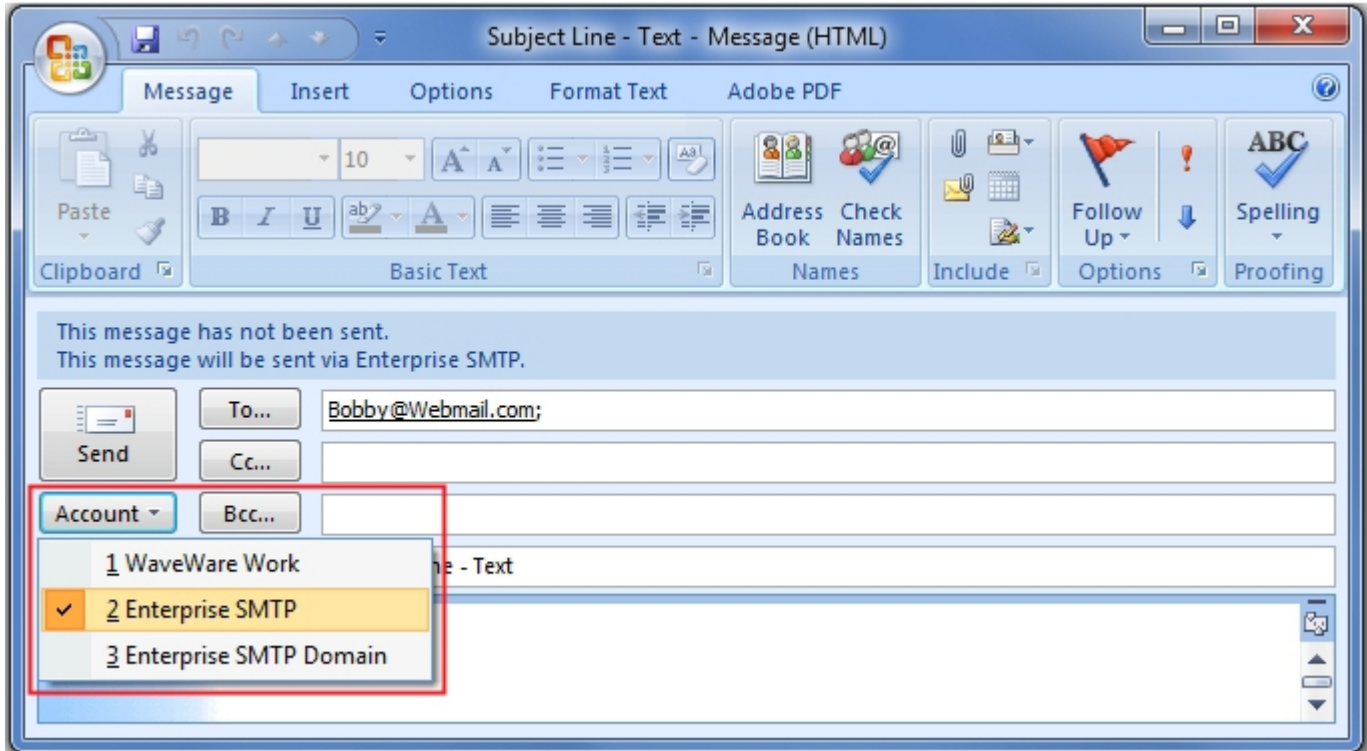
	Type	Service	Book	Address	Name	Priority	Password	
	E-Mail	E-Mail	Book 1	Bob@myEmail.com	Bob	N		Add Delete
	Text	On Site	Book 1	100	Curtis	N		
	Text	On Site	Book 1	101	Bobby	N		
	Text	On Site	Book 1	102	Dick	N		

Next: Choose Account Type

Sending an Email to a Pager - Continued

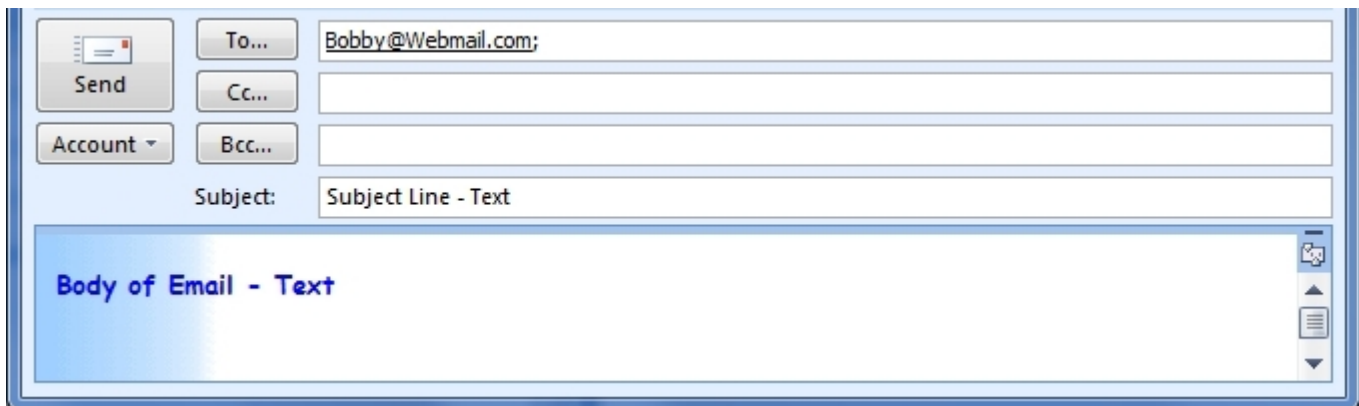
Configuring the Email - Continued

Choose the Account Type to be used for this Email.



This Email will be Sent via the New Account to Recipient Named Bobby – Pager 101

Enter the Information to be Sent to the Recipient of the Pager. The Pager will get the Information that is in the Subject Line or Body of the Email or Both, Depending on the SMTP Settings Previously Configured (See Page 4).



This Ends the Enterprise SMTP Email Guide.

Next: Support Information

Support Information

Users, Contact your Software Dealer for Support

Dealers Contact WaveWare for Support

WaveWare Technical Support: Support@WirelessMessaging.com or 1.800.373.1466 x216

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