



SVMi E Mail Gateway Set Up Guide

The purpose of this Technical Bulletin is to outline the correct procedures for configuring Samsung's SVMi E Mail Gateway product.

To install and deploy the E-Mail Gateway on the SVMi-8E/16E systems a software version of 4.1 or higher is required. The SVMi-8E/16E also needs a static (dedicated) IP address so a small amount of coordination with an IT Administrator may be required at customer sites.

Note: Detailed descriptions for all Email Gateway parameters can be found on the SVM/SVMi E-Series and SVMi-20E Documentation CDs.

Using the table below simply find the Section needed and 'CTRL + Left Click' on that choice.

Section Table
Section 1: Configuring a static IP Address
Section 2: Performing a PING test
Section 3: Configuring System Wide Parameters
Section 4: Configuring the MClass Block
Section 5: Configuring the Mailbox Block

Section 1: Configuring a static IP Address

In order to connect the SVMi-8E/16E to a LAN the unit must have a valid static IP Address, Subnet Mask, and Default Gateway Address. Once that information is acquired it may be entered into the SVMi-8E/16E using the following steps.

For this document we will use the following IP Address information:

Static IP Address: 105.52.15.56
Subnet Mask: 255.255.255.0
Default Gateway: 105.52.15.1

Note: The above information is obtained from the network administrator. The above addresses are shown as examples only.

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Step	Action
1	Connect the PC to the SVMi-E using HyperTerminal, or Procomm Plus
2	Log into SVMi-E
3	Go to the Main Menu
4	Go to Operating Utilities
5	Shut Down SVMi-E , enter password
6	From C:\ type CD Sockets <enter>
7	From C:\Sockets type sconfig <enter>
8	Press [1] to Continue Configuration
9	Press [1] to select Network Card (Packet Driver)
10	Press [1] to Select Static Addressing (manual)
11	Enter the IP Address that is to be used, and press <enter>. Example: 105.52.15.56/24. The slash 24 is the subnet mask reference. 24 represents the number of consecutive ones in the subnet mask. The Class C subnet mask 255.255.255.0 in binary is 11111111.11111111.11111111.00000000. The number of consecutive ones equal 24 in this example
12	Enter the IP Address of the Default Gateway and press <enter> Example: 105.52.15.1 <enter>
13	Enter the Primary DNS address, or press [0] to skip (this will work fine)
14	Enter the Secondary DNS address or press [0] to skip (this will work fine)
15	Enter [60] for the interrupt vector
16	Enter [10] for the Network Card IRQ
17	Reboot the SVMi-8E/SVMi-16E

Once these steps are completed the IP Address information gets written onto the Socket.CFG file which is located in the Sockets Directory (folder) of the SVMi-8E/16E.

Proceed to step 2.

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Section 2: Performing a PING test

Once a Static IP Address is configured on the SVMi-8E/16E and it is connected to a LAN the connectivity should be verified.

The PING command will tell users if the connection between the SVMi-8E/16E and the customer's LAN is working correctly. There are 2 ways in which the ping test may be performed: from a PC or from the SVMi-8/16E.

The PING test from a PC (configured with an appropriate IP Address) on the same LAN as the SVMi-8E/16 is performed in the following manner:

1. Windows 98: left click *Start* > left click *Run* > type in *Command* <enter>
2. Windows 2000/XP Pro or XP Home: left click *Start* > left click *Run* > type in *CMD* <enter>

This will open a window like the one shown below in figure 1.

Type the word *ping* followed by a space and then the IP Address of the SVMi-E.

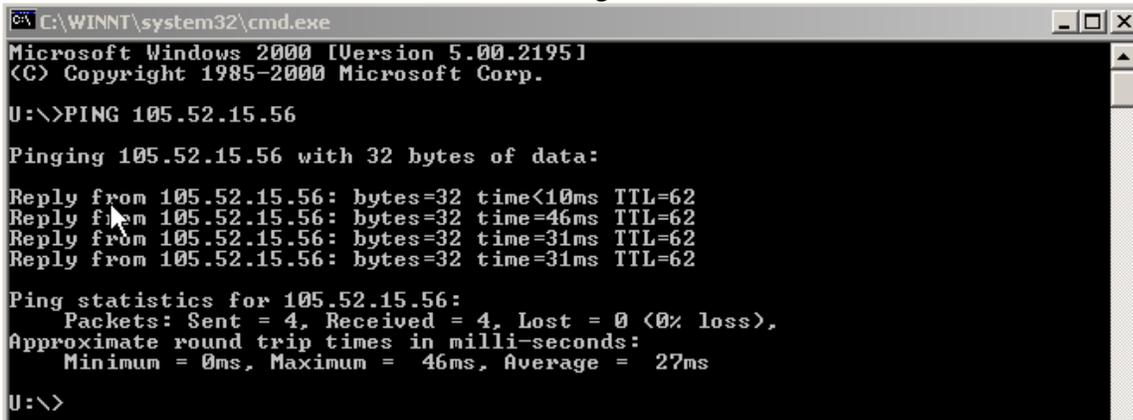
If the results show a series of replies the connection is working properly. The reply time shows how fast the connection is responding. If a "timed out" error is displayed instead of a reply there is a breakdown somewhere between your computer and the SVMi-E. Please consult the IT department for assistance.

The PING test from the SVMi-8/16E (configured with an appropriate IP Address) on the same LAN as the router, PC, or server is performed in the following manner.

1. Log into the SVMi with the serial connection
2. Go to Operating Utilities
3. Shut Down SVMi-8/16E
4. From the DOS window type `XPING xxx.xxx.xxx.xxx <enter>` (xxx.xxx.xxx.xxx = any valid IP Address on the customer's LAN) See figure 2

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Figure 1



```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

U:\>PING 105.52.15.56

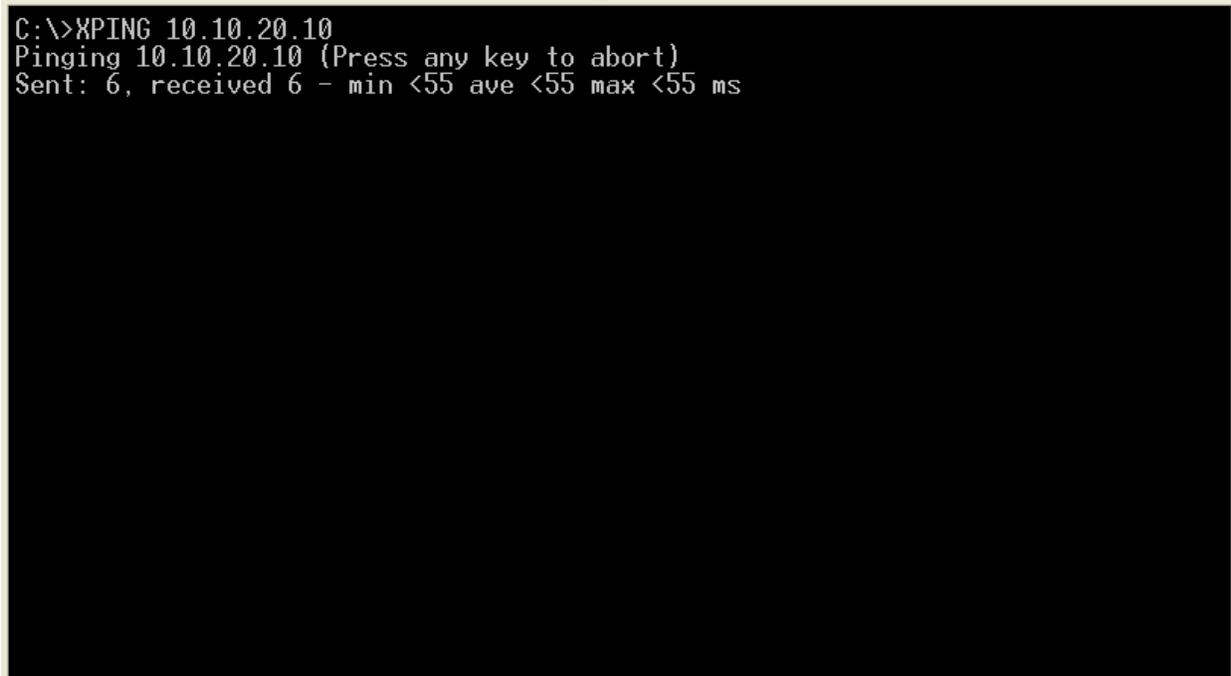
Pinging 105.52.15.56 with 32 bytes of data:

Reply from 105.52.15.56: bytes=32 time<10ms TTL=62
Reply from 105.52.15.56: bytes=32 time=46ms TTL=62
Reply from 105.52.15.56: bytes=32 time=31ms TTL=62
Reply from 105.52.15.56: bytes=32 time=31ms TTL=62

Ping statistics for 105.52.15.56:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 46ms, Average = 27ms

U:\>
```

Figure 2



```
C:\>XPING 10.10.20.10
Pinging 10.10.20.10 (Press any key to abort)
Sent: 6, received 6 - min <55 ave <55 max <55 ms
```

After doing all the above and the Ping is successful you are now ready to add the additional settings needed to send out voice messages and fax messages through the E-Mail Gateway.

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Section 3: Configuring System Wide Parameters

In the following example an IP Address of 204.127.198.10 is used for the E-Mail Server. This information will be used in the System Wide Parameters page.

In order to configure this Block for a real site the IP Address of the E-Mail server must be obtained from the customer's IT department.

This information will be used for sending an error to the System or IT Administrator (see figure 3). The Mail Server information can be the same or different than the Mail Server information used by the individual MClass Blocks.

If the E-Mail server uses authentication then the SMTP User ID and password must be filled in. Otherwise leave it blank.

The Reply To: Field information is what is shown in the From Field on all E-Mails leaving the SVMi excluding forwarded messages from 1 Mailbox to another.

Figure 3

SVMi-16E	System Wide Parameters	Page 4 of 4
SMTP Server		
Host ID:	204.127.198.10	
Port....	25	
SMTP User ID:		
Password.....		
Domain..	comcast.net	
Addressing		
Report...		
Reply To:	user@comcast.net	
Time Zone:	Central Standard Time	Daylight Savings: Y
License Key...		
Default address to use when 'Reply-To' and 'From' are not available		

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Section 4: Setting up the MClass

In the following example an IP Address of 105.52.12.120 is used for the E-Mail Server. This information will be used in the MClass page.

The E-Mail server information (see figure 4) is used by the Mailboxes for distributing Voice Mails (WAV Files) or FAXs (TIF Files) to an E-Mail account. The Mailboxes which want to use E-Mail notification must be assigned to the appropriate MClass.

In order to configure Page 4 of the MClass Block the IP Address of a valid E-Mail server must be obtained from the customer's IT department. This E-Mail Server address may be the same one used in the System Wide Parameters Block.

If the E-Mail server uses authentication then the SMTP User ID and password must be filled in. If authentication is not used please leave it blank.

The domain field is optional. If used please use valid domain information. (ie for an email account such as user@myownserver.com the Domain field would be **myownserver.com**)

Note: MClass Blocks can be used for one subscriber or a group of subscribers
 In the Email Server (SMTP Server) section, you will need to determine the message retention controls. See the technical manual for details.

Figure 4

SVMi-16E	MCLASS - 01 <input style="width: 100px;" type="text" value="EMail"/>	Page 4 of 5
SMTP Server		
Host ID: <input style="width: 100%; background-color: #d3d3d3;" type="text" value="66.44.66.27"/>		
Port.... <input style="width: 100px;" type="text" value="25"/>		
SMTP User ID: <input style="width: 100%; background-color: #d3d3d3;" type="text"/>		
Password..... <input style="width: 100%; background-color: #d3d3d3;" type="text"/>		
Domain.. <input style="width: 100%; background-color: #d3d3d3;" type="text" value="comcast.net"/>		
Delivery Controls		Message Retention Controls
Attempts..... <input style="width: 30px;" type="text" value="3"/>	Retry Interval: <input style="width: 30px;" type="text" value="10"/>	Adjust message retention: <input style="width: 30px;" type="text" value="N"/>
		Message retention to use: <input style="width: 30px;" type="text" value="0"/>
SMTP server host address		

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Section 5: Setting up the Mailbox for sending e-mail

Note: The SVMi-8E/16E comes with a 5 seat E-Mail Gateway license with version 4.1 or higher. If a customer needs to exceed 5 Email Gateway seats, an Unlimited license must be purchased. Unlimited means it will allow all mailboxes on a system to use the E-Mail function.

Only the system administrator can activate the E-Mail Gateway feature. This is done on page 4 for each mailbox. The mailbox must be enabled for the E-Mail Gateway feature and then the subscribers email address must be entered into the appropriate fields.

The **From** field is used for two purposes. 1. If a Subscriber would like to receive Replies to if a recipient of a Voice Message from him/her is replied to via e-mail. 2. If a message is forwarded from one user to another user on the SVMi-E system they will see the appropriate From information on the E-Mail.

The **Deliver Msg** field is used to deliver an E-Mail message to the listed email accounts with an attached WAV file to the Subscriber. There can be a total of (5) email addresses listed in this field

The **Notify Only** field is used to deliver an E-Mail message in the form of a text message. This message simply notifies the user that there is a Voice Mail.

Figure 5

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SVMi-16E	MAILBOX - 01 MBX 2001	Page 4 of 6
E-Mail Addressing		Enable E-Mail Gateway support: <input type="checkbox"/> N
From.....	user@comcast.net	
Deliver Msg:	user@comcast.net	
Notify Only:		
E-mail address (1) for delivering entire message		

The following Email Gateway Installation Work Sheet is provided to assist you in gathering all the necessary information from the customer in order to properly set up the application to meet the customer's needs. An electronic (Word file) copy of the form is included on the Technical Manual CD.

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E-Mail Gateway Installation Work Sheet

SVMi LAN CONNECTOR

A Static IP address, the Subnet Mask, and Default Gateway Address will be required for the SVMi's LAN connector. This information gets loaded into the Socket. CFG file in the Sockets Directory of the SVMi. [For instructions on how to edit this file see the SVM/SVMi E-Series documentation.](#)

Static IP Address	<input type="text" value=" . . ."/>
Subnet Mask	<input type="text" value=" . . ."/>
Default Gateway	<input type="text" value=" . . ."/>

MAIL SERVER INFORMATION FOR SYSTEM WIDE PARAMETERS

This information will be used for sending an error report to the System or IT Administrator. The Mail Server information can be the same or different than the Mail Server information used by the individual MClass Blocks.

Mail Server IP Address	<input type="text" value=" . . ."/>
SVMi Username	<input type="text"/>
SVMi Password	<input type="text"/>
Domain	<input type="text"/>
Report to Address	<input type="text"/>
Reply to Address	<input type="text"/>

MAIL SERVER INFORMATION FOR MCLASS

This information will be used for distributing Mail to subscribers assigned this MClass. MClass Blocks can be assigned per subscriber or group of subscribers.

Mail Server IP Address	<input type="text" value=" . . ."/>
SVMi Username	<input type="text"/>
SVMi Password	<input type="text"/>
Domain	<input type="text"/>

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SUBSCRIBER INFORMATION	
Because of the simplicity factor there is no User Interface. The functionality is either made available to a subscriber or it is not. It is controlled completely by the Voice Mail Administrator(s).	
Subscriber Name	<input style="width: 100%;" type="text"/>
Subscriber Mailbox Number	<input style="width: 100%;" type="text"/>
E-Mail Address(es) for E-Message Delivery	
1.	<input style="width: 95%;" type="text"/>
2.	<input style="width: 95%;" type="text"/>
3.	<input style="width: 95%;" type="text"/>
4.	<input style="width: 95%;" type="text"/>
5.	<input style="width: 95%;" type="text"/>
E-Mail Address(es) for E-Message Notification	
1.	<input style="width: 95%;" type="text"/>
2.	<input style="width: 95%;" type="text"/>
3.	<input style="width: 95%;" type="text"/>
4.	<input style="width: 95%;" type="text"/>
5.	<input style="width: 95%;" type="text"/>
<p style="color: red; margin: 0;">Important Note: If you did not previously have access to your e-mails remotely by devices other than your PC, then this functionality will NOT alter you Business authorizations. This functionality will only be made available to subscribers that already have Business authorizations to the required services.</p>	
How many days to retain new messages in your Voice Mail Box?	
<input type="checkbox"/> Do Not Delete (Follow Standard Message Retention Timer—Default at 9999 Days)	
<input type="checkbox"/> Delete Immediately	
<input type="checkbox"/> Delete After 1 Day	
<input type="checkbox"/> Delete After 2 Days	
<input type="checkbox"/> Other (Specify Number of Days—up to 999)	
How many attempts do you want the SVMi to try to deliver to or notify the Mail Server of the message before giving up?	
<i>If (when) the attempts timer expires the SVMi will notify the Administrator (if set) that there was a delivery failure.</i>	
How much time between attempts should the SVMi wait before attempting again?	
<p style="color: red; margin: 0;">Important Note: Message Retention, Delivery Attempts, and Delivery Retry Interval are actually entered in the MClass. Either the individual subscriber's or an organization's business rules will decide the number or retention days.</p>	

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If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com