## ACCESS**PLUS** UPDATED EMAIL SET UP
ACCESS**PLUS** SOFTWARE VERSION 1.04.A, 1970-010 REV J

The AccessPLUS Email function has been updated to provide easier set up and more compatibility with various Outgoing Email providers.

Improved Email Interface:

☑ **Selectable Outgoing Port:** This allows the software to properly send Emails through Email Servers that may be blocking certain Outgoing Ports.

☑ **Requires Software version 1.04.A, and board 1970-010 Rev J:** This software is available at the DoorKing website for download. The board may be exchanged via RMA department.
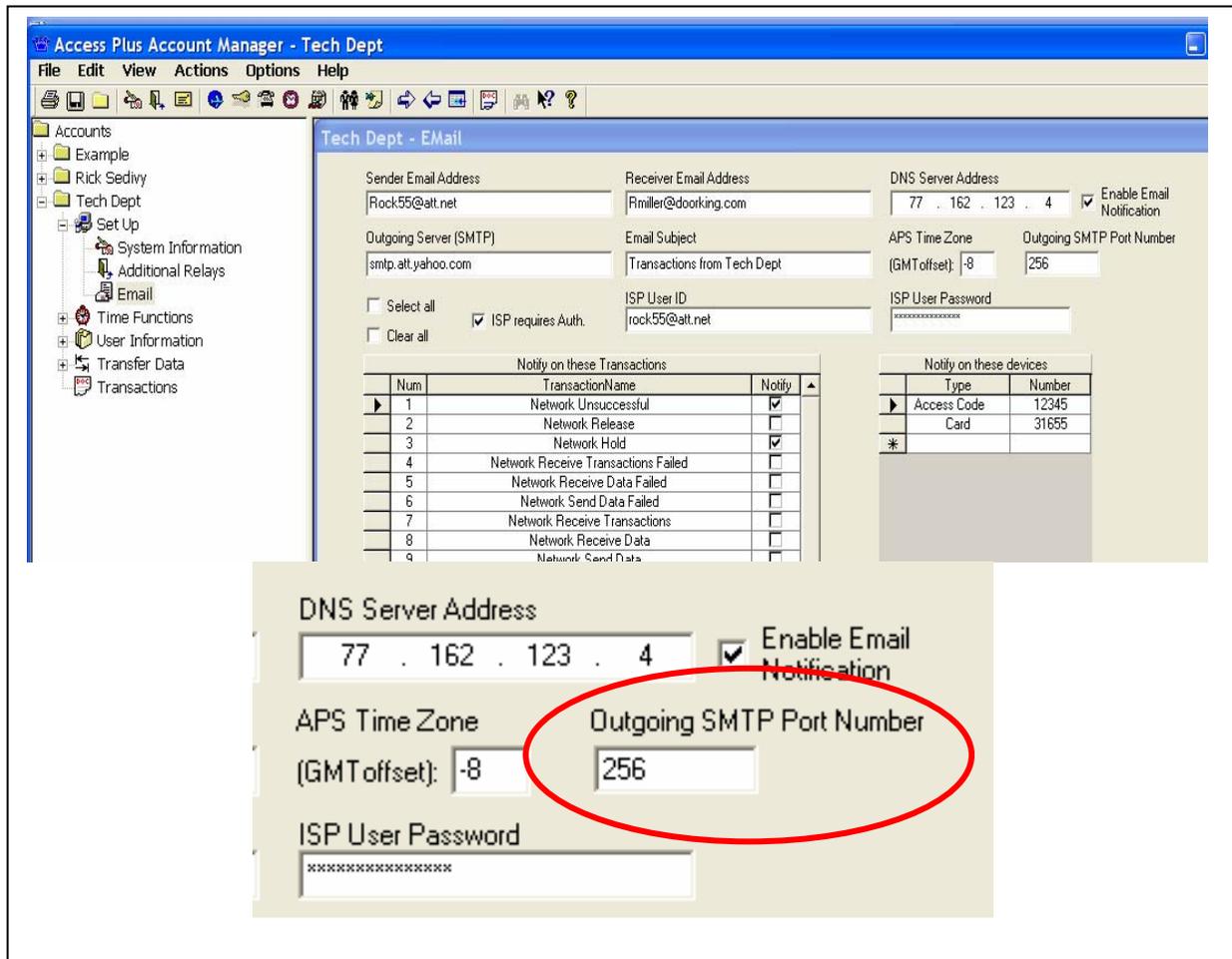
The following pages show a Step by Step guide for setting up Email on your AccessPLUS System

EMAIL SET UP GUIDE FOR ACCESSPLUS SYSTEMS

7 STEPS TO SET UP EMAIL FUNCTIONS FOR ACCESSPLUS Systems:

1. **NOTICE:** EMAIL SERVERS THAT **"MUST HAVE"** SSL OR TLS SECURITY ACTIVATED ARE NOT COMPATIBLE WITH THE ACCESSPLUS EMAIL FUNCTIONS. IF SSL OR TLS SECURITY IS A REQUIREMENT OF YOUR EMAIL SERVICE PROVIDER, THE ACCESSPLUS EMAIL FUNCTIONS WILL NOT BE AVAILABLE. (See page 3 for Details)

2. **SENDER EMAIL ADDRESS –** This should be a valid Email Address that is set up and actively sending emails through the Home Owners email service provider. (See page 4 for Details)

3. **RECEIVER EMAIL ADDRESS –** This is who you are sending the email to. Any valid Email address may be entered here. (See page 5 for Details)

4. **DNS SERVER ADDRESS –** This is the DNS number of your internet provider. It can be found either by running an "ipconfig" command on your pc, or by utilizing the Router Manager for your LAN (Local Area Network). See DNS section on following pages for more details. (See page 5-6 for Details)

5. **OUTGOING MAIL SERVER (SMTP) AND PORT –** This is the Outgoing Email Server being used by the Homeowner to send their Emails: (See page 7-8 for Details)

6. **ISP USER ID –** This is the User Name for your internet service provider. Typically this is the same as the primary email account for this provider. (See page 8 for Details)

7. **ISP USER PASSWORD –** This is the password associated with the Internet Service Provider. (See page 8 for Details)

STEP 1. SSL SECURITY REQUIREMENTS:

If the Email Provider REQUIRES SSL or TLS SECURITY, **and** disabling the SSL or TLS Security results in Emails being blocked, then the AccessPLUS Email functions will not be compatible with the Email provider. If you can send Email from your home with the SSL "Unchecked" in your Mail Server, then the AccessPLUS Email will work properly.

HOW DO I CHECK THIS –

a. Open your Email Software and go to the Account Settings.

b. Open the Outgoing Server (SMTP) Settings window and select "Edit".

c. If the SSL or TLS Security is enabled, Uncheck the SSL or TLS box, or select "No" or "None".

d. Click OK. Now Send a Test Email and see if the Email is successfully sent.

➢ **YES THE EMAIL WAS SUCCESSFUL –** This indicates that the AccessPLUS will be capable of sending Emails through the Internet Service Provider.

➢ **NO, THE EMAIL WAS BLOCKED AND UNSUCCESSFUL -** This indicates that the Internet Service Provider will not allow the AccessPLUS system to send Emails.

e. If your system was using SSL or TLS Security, you may now go back to the Outgoing Server Settings and re-check or enable the SSL or TLS security as needed. Checking this will not affect the AccessPLUS Email functions.
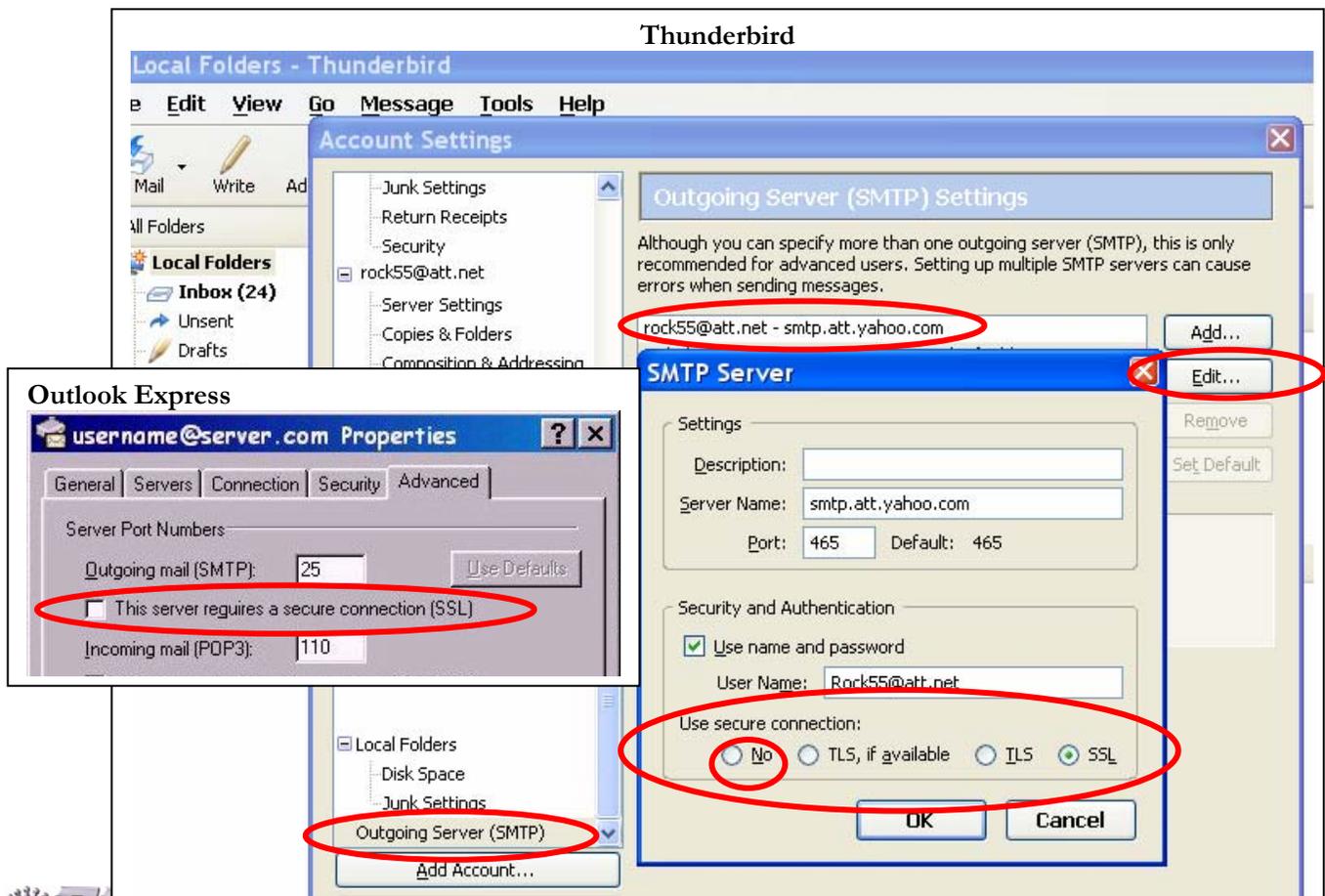
STEP 2.   SENDER EMAIL ADDRESS:

This must be an Email address that is associated with your Internet Service Provider (ISP). For example, if you have Verizon providing internet service to the home, then the Sender Email Address must be a valid Verizon Email. If AT&T is providing internet service to the home, then this must be an ATT Email address. Using a generic Email account may prevent the AccessPLUS Email functions from working. Generic Emails include accounts such as ___ @gmail.com, ___ @msn.com, etc…

Some examples of proper Emails:

- ✓ JS.Smith@Verizon.net
- ✓ Fred@earthlink.net
- ✓ LarDog@att.net
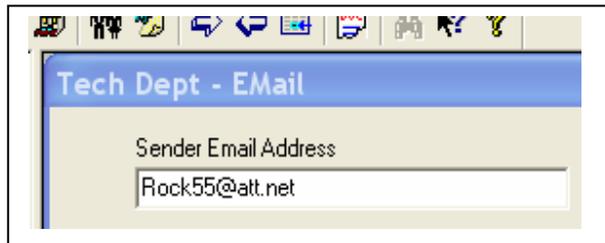
HOW DO I FIND A VALID EMAIL ADDRESS – This typically is the customers User Name or a Mail Box that is set up directly with the Internet Service Provider.

    a. Open your Email Software and go to the Account Settings.

    b. Select an Email Account that is with your Internet Service Provider. (Not a Generic Account)

    c. The Sender Email Address you select should match the "@___ . com" or "@ ___ . net" of the Outgoing Mail Server, and should be an account directly with the Internet Service Provider.

    d. Example: If you have "AT&T" providing your Internet Service, do not use a "Rock@earthlink.net" email address. If you have "Earthlink" as your Internet Service, do not use a Rock55@att.net email address
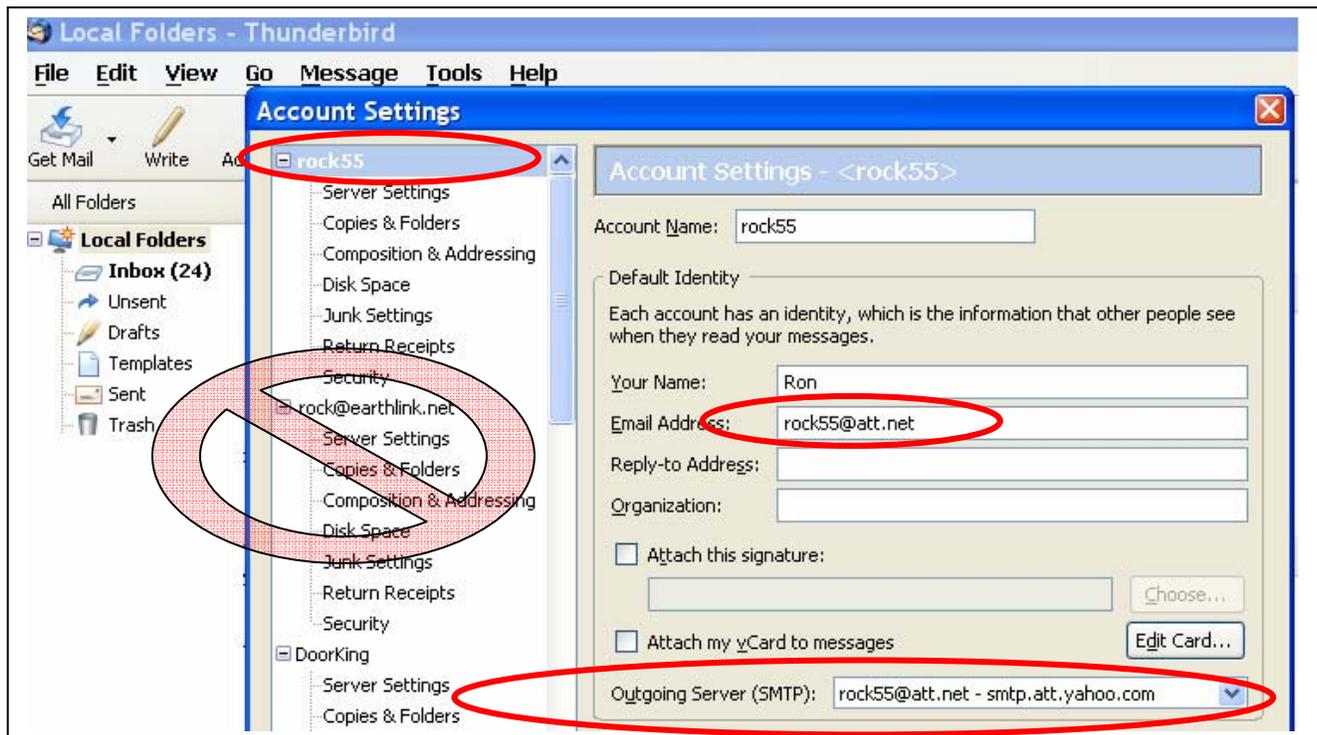
STEP 3. RECEIVER EMAIL ADDRESS

This is the Address that you want the AccessPLUS system to send Email notifications and alerts to. Any valid Email address may be used.

Receiver Email Address

Rmiller@doorking.com
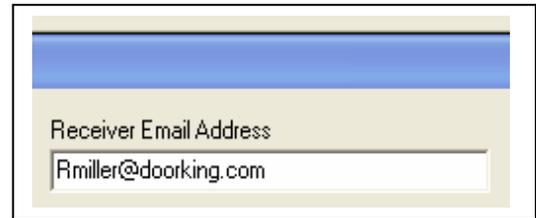
STEP 4. DNS SERVER:

This is a Domain Name Server number from the Internet Service Provider (ISP). The ISP typically will provide two separate DNS numbers. Either of these numbers should work for the AccessPLUS systems.

HOW DO I FIND THE DNS ADDRESS – The DNS number can be identified using a PC connected to the same Internet Service as the AccessPLUS System.

    a. Open the Start / Programs menu and select "Accessories"

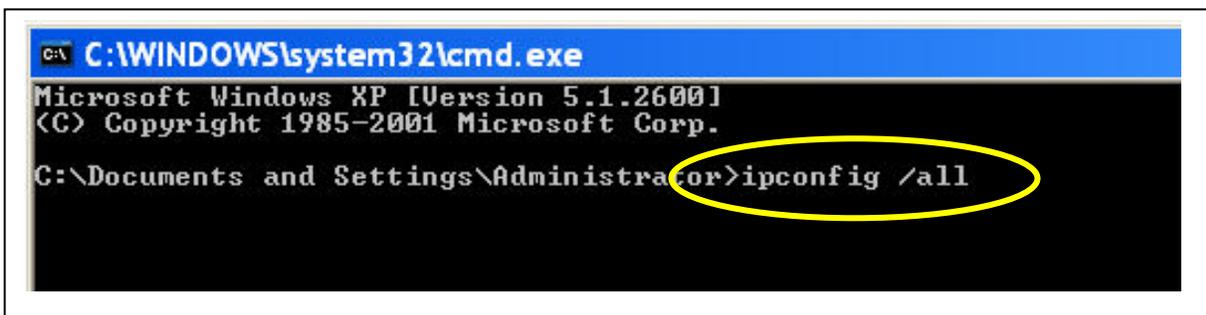   **b.** From the Accessories menu, select: "Command Prompt"
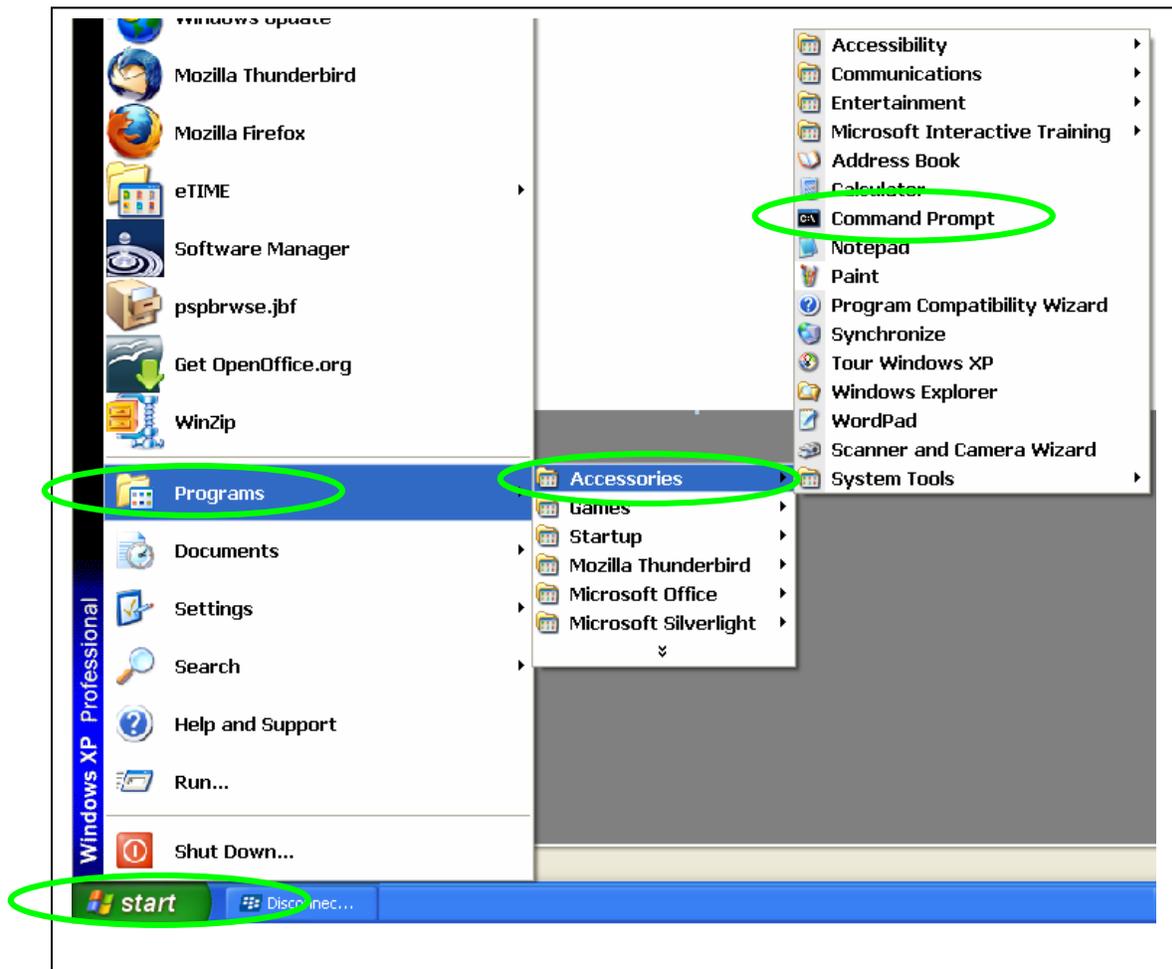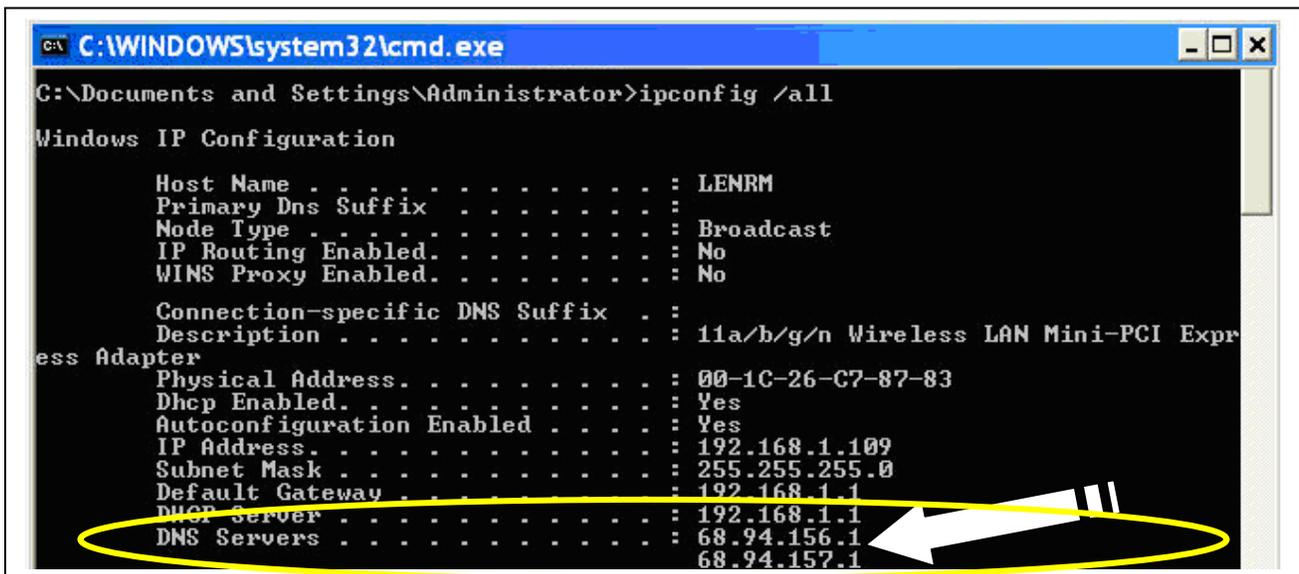
c. This will open the Windows/system command prompt
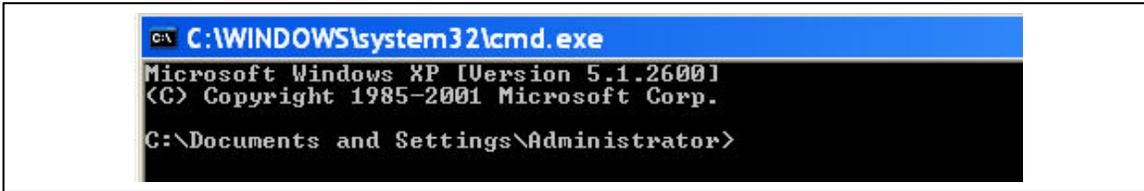
d. After the > prompt, type: **ipconfig /all**, and hit the 'enter' key

e. This will run an IP Configuration command. Look for the DNS Servers addresses.
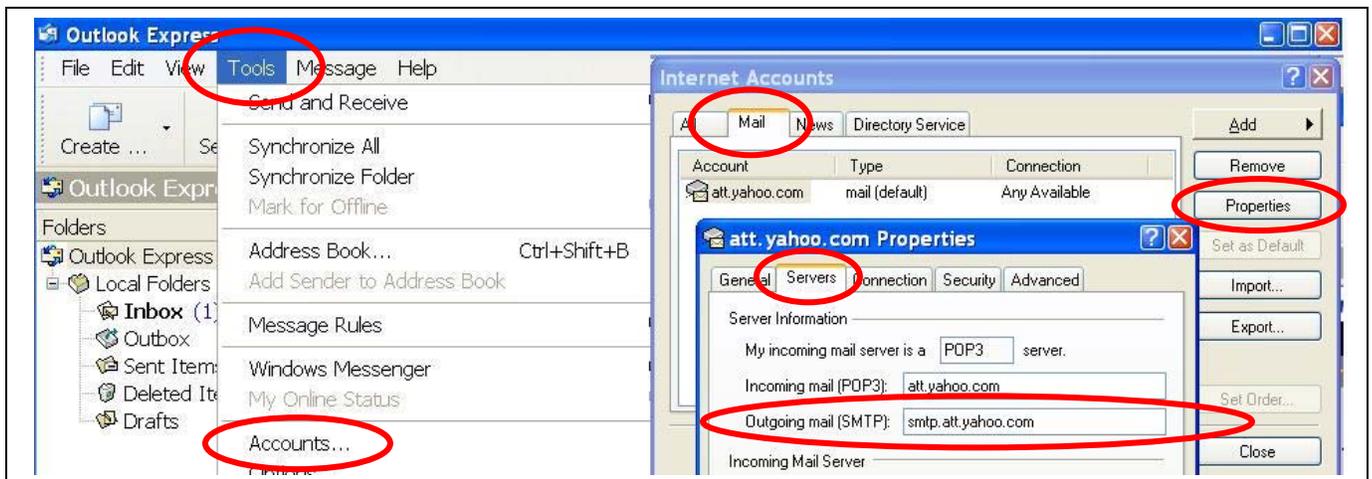
STEP 5. OUTGOING MAIL SERVER (SMTP) & PORT -

This information is found in your Email Software Program. This should match the Internet Service Provider. For example: "smtp.att.yahoo.com" if your DSL Service is provided by AT&T, or "outgoing.verizon.net" if your DSL Service is provided by Verizon.

HOW DO I FIND THE OUTGOING MAIL SERVER (SMTP) AND PORT NUMBERS – The SMTP and Port Numbers can be identified from your Email Software.

a. **For Outlook Express:** To find this information, open your email software program.

- ✓ Select the Tools menu, then click on Accounts.
- ✓ Click on the "Mail" tab and select the primary email Account, then click on Properties.
- ✓ Click on the Servers tab and find the Outgoing Mail (SMTP) name.
- ✓ Click on the "Advanced" tab for the Outgoing Mail Port number.

b. **For Thunderbird:** To find this information, open your email software program.

   ✓ Select the Tools menu, then click on Account Settings.

   ✓ Scroll down and select, Outgoing Mail Server (SMTP). There may be various servers shown. Utilize the mail server listed that matched the Internet Service Provider..
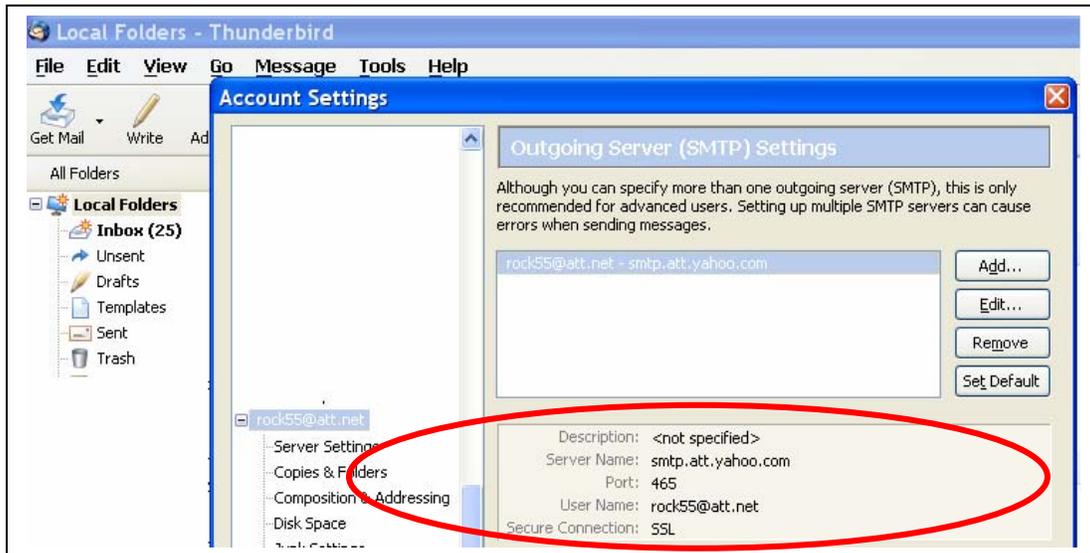
If the Internet Connection requires a Name and Password, check the "IPS requires Auth" Box. This should match the "Sender Email Address". Input the Email Address and Email Password that were used as the Sender Email address.

HOW DO I FIND THE USER NAME AND PASSWORD – This is the Account Name and Password that you would use to log into your Internet Account. This may be your Main Email account, or one of the additional Mail Boxes you set up with the Internet Provider. If the client does not have this information, they may need to contact their internet service provider and reset this.

   a. User Name: Rock55@att.net Password: * * * * * * *

SET UP THE EMAIL IN THE ACCESSPLUS SOFTWARE – Once you have the necessary information, you will need to enter this into the AccessPLUS Software.

1. Click on the Email Enable box
2. Select the types of events that you wish to generate Email Notifications
3. Enter any Access Codes that you wish to generate Email Notifications
4. Send Data to the Entry System.

SYSTEM DIAGNOSTIC FOR EMAIL STATUS – The small control board has a diagnostic built in when Email has been enabled. If there is a problem connecting to the Email Server a Yellow LED will provide an indication that the Email is not functioning.

☑ **BAD DNS LED IS ILLUMINATED (YELLOW) ON THE 1972 BOARD –** This indicates the AccessPLUS unit is not connecting and/or verify the DNS for the Email System.
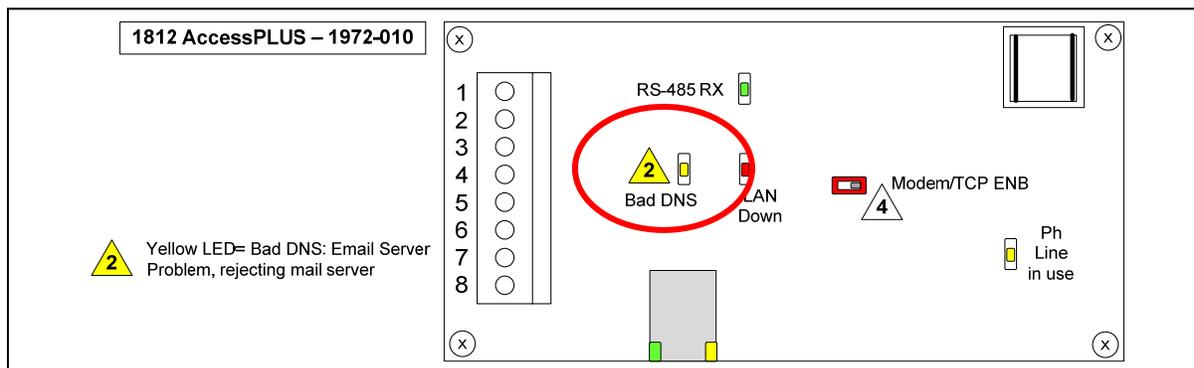
Things to check when you see this Yellow LED:

✓ Check DNS number to make sure you have the correct address entered into the Software.

✓ Check SMTP to make sure you have this correct.

✓ Check ISP User Name and Password.

IF ACCESSPLUS SYSTEM IS UNABLE TO SEND EMAIL STATUS – This typically indicates that some of the email information is incorrect. To test, we recommend setting up an Email Account utilizing the same information you are using in the AccessPLUS Software. This should be done with the Client, since this is their Email account. **Open Outlook Express, Thunderbird or other Email Software**

☑ Add an Email Account using the same Sender Email Address and Password, Outgoing Mail Server (SMTP) and Port Number Make sure the SSL is disabled.

☑ Once this is set up, try sending and receiving Emails from this account.   If the Email does not send properly through the Email Software, using the account settings, the problem is with the Email account settings or SSL requirements.

Please be aware of these email set up requirements. Should you find it necessary to contact DoorKing Technical Support, please have the required information available.