

# Email & Text Messages (SMS) Relay

Using Talk2M

## **SOLUTION SHEET**

SSH-0046-00 1.2 en-US ENGLISH

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# Important User Information

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# 1 Preface

## 1.1 About This Document

The present document explains how to configure your Ewon device to send out email or text messages (SMS) using the Talk2M relay server.

For additional related documentation and file downloads, please visit [www.ewon.biz/support](http://www.ewon.biz/support).

## 1.2 Document History

Version	Date	Description
1.0	2012-06-15	First release
1.1	2016-06-27	Changed: SMTP configuration
1.2	2020-04-19	Added: Talk2M relay is the reference; Ewon relay is deprecated. Changed: General review of the document

## 1.3 Related Documents

Document	Author	Document ID
Programming Reference Guide	HMS	RG-0006-01

## 1.4 Trademark Information

Ewon<sup>®</sup> is a registered trademark of HMS Industrial Networks SA. All other trademarks mentioned in this document are the property of their respective holders.

## 2 Introduction

The present document explains how to configure your Ewon device to send out emails or text messages (SMS) using the Talk2M relay server.



As of June 2020, this document replaces the KB-0045-00: Email & Text Messages using Ewon Relay which has been deprecated as the Ewon relay feature has been terminated by HMS Industrial Networks SA.

### 2.1 Benefits

There are multiple advantages when using the Talk2M relay server:

- It is not required to know the SMTP server address of the local Internet network which would allow the use of the same settings in all your Ewons.
- There is no need to have an Ewon with cellular modem to send text messages.

### 2.2 Requirements

#### Talk2M Account

To be able to use the Talk2M relay server, you need a valid Talk2M account with a user set with the proper rights.

You can create a Talk2M account by installing our [eCatcher software](#) and by following the Talk2M account creation proposed on the login screen.

This also requires your Ewon to be register on Talk2M to take advantage of the Talk2M relay. More info in the [Talk2M Account, p. 6](#)

#### SMTP Server

The SMTP server address to use is the one provided by HMS Industrial Networks SA: **relay.talk2m.com**.

In case you are using a firewall, make sure this address can be reached by your Ewon.

### 2.3 Costs

It is free of charge to send an email through your Talk2M account using the Talk2M relay server.

However, if you send a text message (SMS) through your Talk2M account, you will be charged. Check your subscription details to know more about the amount that is charged.

## 3 Setup

The described setup is available from Ewon firmware version 6.4s3.

The screenshots of this guide reflect firmware version 13.3s0, but you can expect the basic principles to remain the same in earlier/later versions.

### 3.1 SMTP Server

To configure the SMTP server of your Ewon, apply the following procedure:

1. Open your Internet browser.
2. Browse the IP address of your Ewon.
3. Go to: **Setup** ► **System** ► **Main** ► **Net services** ► **SMTP (mails)**.
4. Fill the different fields:
  - **<SMTP Server Address>**: **relay.talk2m.com**.  
Make sure with your IT department that this URL is accessible for the Ewon.
  - **<SMTP Server Port>**: **25**  
Make sure with your IT department that this port is open for the Ewon.
  - **<Email “From” User name>**: **any email address**
  - **<User name>**: can be left empty as Talk2M credentials will take over automatically.
  - **<Password>**: can be left empty as Talk2M credentials will take over automatically.

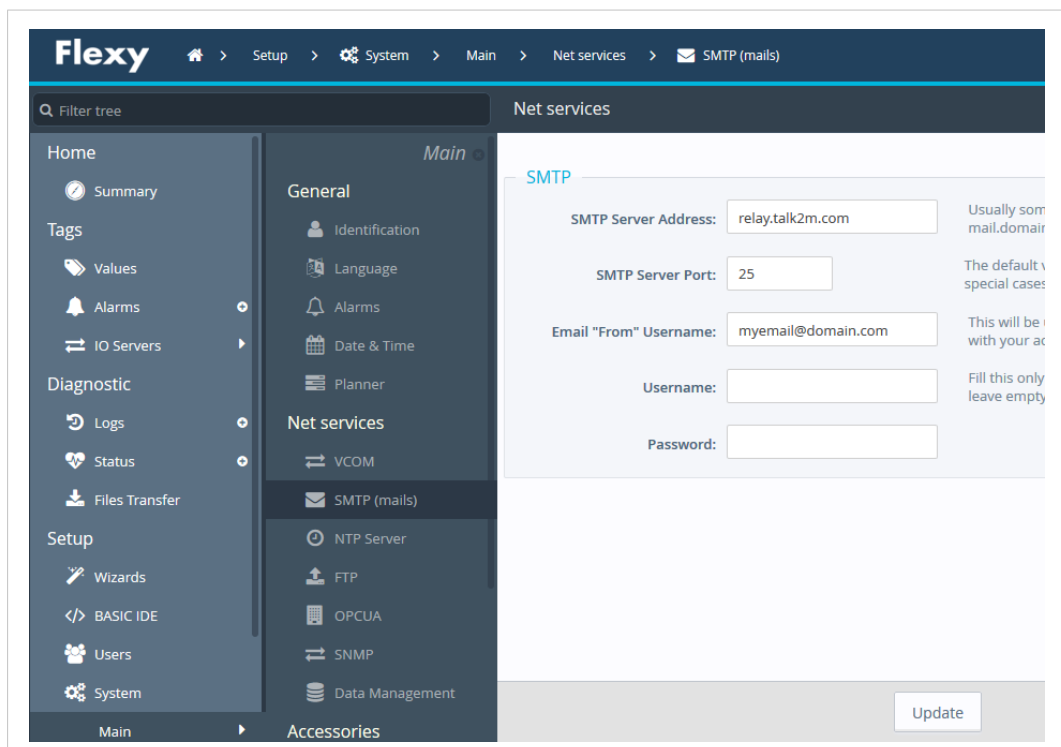


Fig. 1 Configuration of the SMTP feature in the Ewon



HMS Industrial Networks SA recommends using a **<Email “From” User name>** ending with “@talk2m.com” (e.g.: myEmail@talk2m.com) to avoid the email to be flagged as spam.

The email address entered inside the **<Email From User Name>** is also used to send an error message when a problem occurs while using the Talk2M relay server.

**Example 1:** Email received by a recipient when using the Talk2M relay server



Event on Tagname: Tag1  
Status: ALM, Level: LO  
\*\*\* T----- D-----

The “reply-to” is the email address indicated in the **<Sender>** field of the Ewon itself while configuring the alarm of a tag.

The email is sent by **noreply@relaytalk2m.com on behalf of “Name of my Ewon on Talk2M”**. The other email address in the **<From>** field is the serial number of the Ewon.

With these implementations, HMS Industrial Networks SA is preventing emails sent by the Ewon to be incorrectly tagged as spam but also phishing attacks.

## 3.2 Talk2M Account

To be able to send emails and text messages (SMS) from an Ewon through the email relay, you must fulfill two requirements:

- your Ewon must be registered on Talk2M;
- the proper rights must be granted to the user of the account.

### 3.2.1 Ewon Registration

To register your Ewon on Talk2M, follow the guide available on the eCatcher Online Help for [Free+](#) or [PRO](#).

### 3.2.2 User Access

#### Free+

On a Talk2M Free+ account, you cannot limit the access to the relay function per user.

All users — which means user(s) and administrator(s) — are allowed to send text messages (SMS) and emails.



## PRO

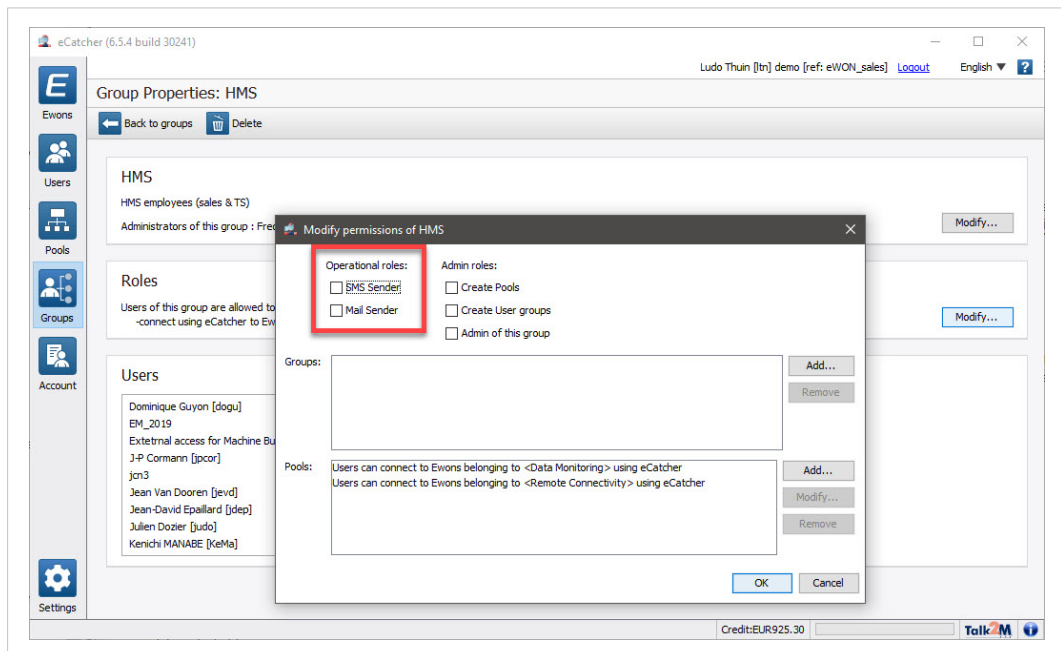


Fig. 2 Mail and SMS sender in eCatcher

On a Talk2M PRO account, you can limit the use of the relay function per user.

The users must belong to a group with the user rights *Mail Sender* and / or *Sms Sender* enabled.

## 4 Send Emails

### 4.1 Alarm Notifications

If you wish to send an email using the Talk2M relay server when an alarm is triggered, apply the following procedure:

1. Go to: **Tags** ► **Values** on the web interface of your Ewon.
2. Switch the mode of the page from **VIEW** to **SETUP**.
3. Click the **<Configure Alarm actions>** button which has a bell icon.
4. Select for which type of alarm you would like to send an email:
  - ALM: when the tag enters the alarm state.
  - ACK: when the alarm has been acknowledged.
  - RTN: when the tag comes back to normal state.
  - END: when the tag has both encountered the ACK and RTN states.

Selecting a or multiple states enables the emails.

5. Provide the details of the email: **<Email to>**, **<Email Subject>** and **<Email Attachment(s)>** must be filled.
6. Save the configuration.
7. Switch back to **VIEW** mode.

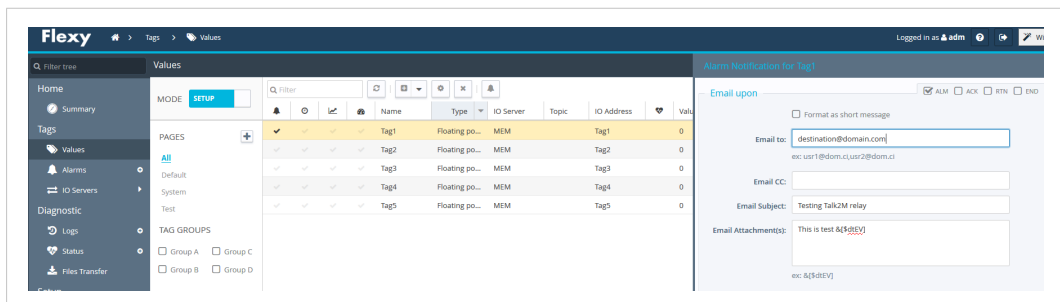


Fig. 3 Send email when an alarm is triggered

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

### 4.2 Using BASIC Script

You can send emails through the Talk2M relay by using the SENDMAIL command.

**Example 2:** Send email with Basic script

```
SENDMAIL "ToEmail@domain.com", "CCEmail@domain.com", "Email Subject", "Email Body"
```

More information can be found in the Programming Reference Guide from the [Related Documents, p. 3](#).

## 5 Send Text Messages (SMS)

You have the possibility to send text messages even if your Ewon is not equipped with cellular technology.

The process can be summarized as follows:

- You send an email to the SMTP server — the Talk2M relay — by specifying the phone number inside the email address
- The Talk2M relay transforms the email into a text message (SMS) and sends it to the phone number provided in the former email address.



Configure the SMTP server settings as described in [SMTP Server, p. 5](#) even if you only want to send text messages (SMS).

### 5.1 Syntax

To send a text message (SMS) through the Talk2M relay, you must send an email to the following address: **mobilenumber@sms.talk2m.com**.

The mobile number format must begin with the international prefix phone number syntax starting. The international prefix is a or a series of 0 (zero) followed by the country code.

For example: use 0032470123456@sms.talk2m.com, to send a text message (SMS) to the phone number 0470123456 in Belgium (country code: 32).

Do not use the + sign instead of the (series of) 0 (zero) as this results in an error in the event logs as well as the scheduled actions.

Time	Event	Description	Originator
16/04/2020 22:07:58	21609	uact-SMTP Server returned an error (SMTP Rep:5.1.1 <+32470123456>: Recipient address rejected: User unknown in local recipient table )	unact
16/04/2020 22:07:58	21704	ssnd-SMTP server returned an error msg	unact

Fig. 4 Error thrown in the event logs

Action ID	Action type	Status code	Status text	Start time	End time
1	Send Mail	21609	SMTP Server returned an error	16/04/2020 22:07:30	16/04/2020 22:07:31
2	Send Mail	21609	SMTP Server returned an error	16/04/2020 22:07:58	16/04/2020 22:07:58

Fig. 5 Error thrown in the scheduled actions

### 5.2 Alarm Notifications

To send a text message (SMS) when an alarm is triggered, proceed as follows:

1. Go to: **Tags ► Values** on the web interface of your Ewon.
2. Switch the mode of the page from **VIEW** to **SETUP**.
3. Click the **<Configure Alarm actions>** button which has a bell icon.

4. Select for which type of alarm you would like to send an text message (SMS):
  - ALM: when the tag enters the alarm state.
  - ACK: when the alarm has been acknowledged.
  - RTN: when the tag comes back to normal state.
  - END: when the tag has both encountered the ACK and RTN states.

Selecting a or multiple states enables the text message.

5. Provide the details of the text message: **<Short Message>**, **<Email to>**, **<Email CC>**, **<Email Subject>** must be filled. Other fields are not considered.

If **<Short Message>** is checked, the alarm notification is added at the end of the message (**<Email Subject>**). An example would be: `Testing Talk2M relay, Tag:Tag1, From: Ewon, At:16/04/2020 22:46:39, Cur. Val 0 (ALM LVL), Desc:, Action:`

6. Save the configuration.
7. Switch back to **VIEW** mode.

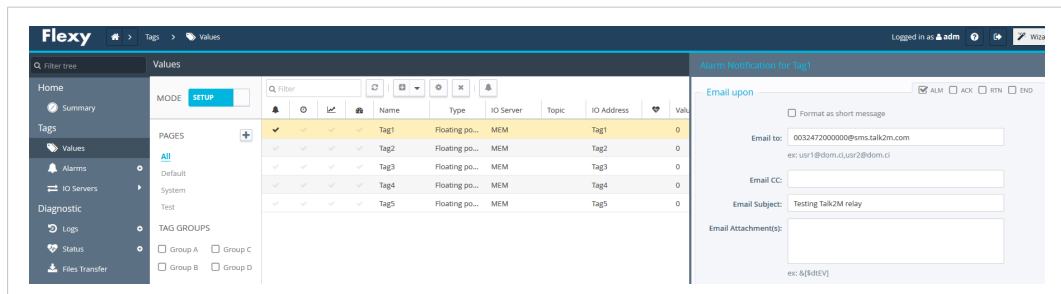


Fig. 6 Send text message when an alarm is triggered

Sending a text message to multiple phone numbers is possible: add a comma “,” (no spaces) between the different phone numbers in the **<Email to>** or in the the **<Email to>**.

### 5.3 Using BASIC Script

You can send text messages (SMS) through the Talk2M relay by using the SENDMAIL command and by specifying the phone number in the email address.

**Example 3:** Send email with Basic script

```
SENDMAIL "0032xxxxxxxxx@sms.talk2m.com", "", "Email Subject", ""
```



*Remember to provide the phone number based on the international prefix syntax.*

Only the subject — Email Subject — is sent via text message (SMS). The last argument — Email Body — is not taken into account.

More information can be found in the Programming Reference Guide from the [Related Documents, p. 3](#).

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