

## APPLICATION NOTE

### PRODUCTS SUPPORTED:

CONVERGE® Pro models: 880, 880T, 880TA, 840T, 8i, TH20, VH20, SR1212 and SR1212A

CLEARONE DOCUMENT NTS-0019-001  
(REVISION 1.0) March, 2013

### CONFIGURING SMTP ON THE CONVERGE PRO

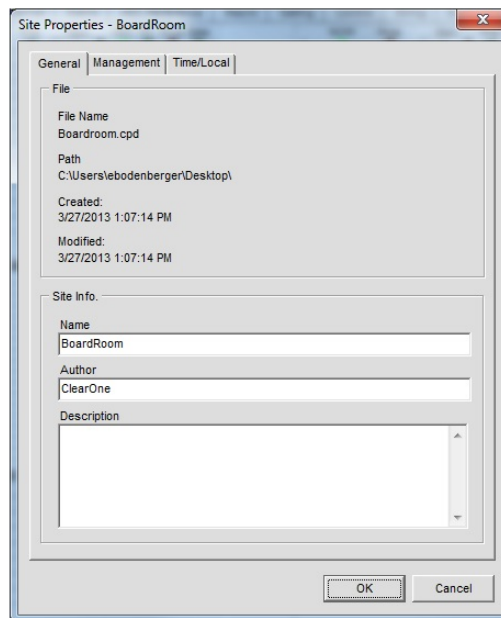
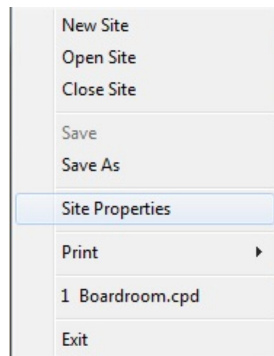
#### OVERVIEW

This document will describe how to setup the Simple Mail Transfer Protocol (SMTP) on the CONVERGE Pro.

CONVERGE Pro Systems		
880	840T	VH20
880T	8i	SR1212
880TA	TH20	SR1212A

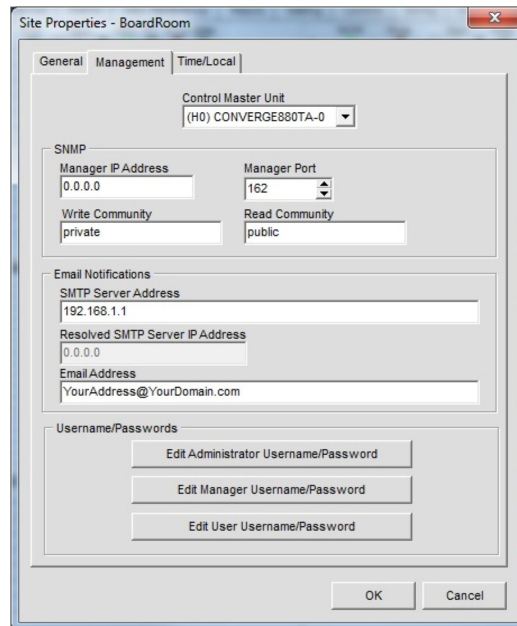
#### CONFIGURE SITE PROPERTIES

Clicking on **Site Properties** in the **File** menu of CONVERGE Console will open the **Site Properties** window containing **General**, **Management** and **Time/Local** tabs.



## Site Properties: Management Tab

The **Management** tab (shown below) allows configuration of the SMTP parameters, including **Control Master Unit** and **Email Notifications**.

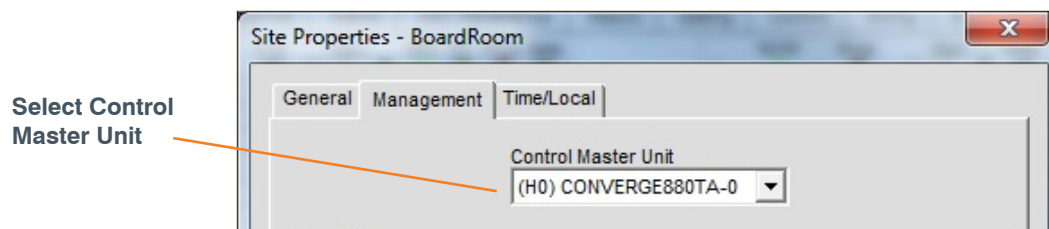


### Control Master Unit

One of the CONVERGE Pro units in the site must be designated as the Control Master Unit to control all SMTP interactions for the entire site. All CONVERGE Pro units in the site appear in the Control Master Unit list. Selecting a CONVERGE Pro unit designates it as the Control Master Unit. To use SMTP, this unit must be connected to the IP network, where all other units in the site communicate through the Control Master Unit as Control Slave units. Control Slave units report events to the Control Master Unit for SMTP email notifications.

Serial Control interactions and Audio Control interactions are not affected by a unit's Control Master designation.

**NOTE:** All CONVERGE Pro units in a site are by default Control Slave units unless designated as the Control Master Unit.



### Email Notifications

In the **Email Notifications** section, enter the SMTP Server address in the **SMTP Server Address** field. You will need to contact the IT administrator for this SMTP Address. When the CONVERGE Pro connects to the SMTP server, the **Resolved SMTP Server IP Address** will populate automatically. In the **Email Address** field, enter the email address where notification will be sent.



**NOTE:** Only one e-mail address can be used. If e-mail messages must be sent to multiple individuals, create an e-mail group in the SMTP server and use this group e-mail address.

Once these settings are made, click on the **OK** button in the **Site Properties** screen. A prompt to reboot will be displayed. Select **Yes** and let the CONVERGE Pro unit reboot. The CONVERGE Pro Control Master will now send e-mail notifications to the desired e-mail address.

## Events that Cause E-mail Alerts

There is a set of pre-defined events that will result in e-mail notification. There is no way to enable/disable the desired events. These events are:

- The CONVERGE Pro is Safety Muted
- Errors occur when the CONVERGE Pro Boots
- DSP Errors on the CONVERGE Pro.
- System Check Results of the CONVERGE Pro
- Reset of the CONVERGE Pro Unit
- Default of the CONVERGE Pro Unit
- A Preset has run on the CONVERGE Pro
- A Macro has run on the CONVERGE Pro
- There is an incoming call to the CONVERGE Pro
- The duration of the call after the CONVERGE Pro goes on hook
- A G-link communication change
- A firmware upload to the CONVERGE Pro.

## Samples of E-mail Notification.

Here is a listing of the sample e-mail notifications.

- Board Name: CONVERGE TH20-9A : Call Duration: 00:00:02
- Board Name: CONVERGE TH20-9A : Telco Call Received: Caller number: 8019757200 CLEARONE COMM
- Board Name: CONVERGE 880-D1 : G-link Communications has been RESTORED or LOST
- Board Name: CONVERGE 880-D1 : Macro 001 has been run
- Board Name: CONVERGE TH20-9A : Preset 032 has been run
- Board Name: CONVERGE TH20-9A : New Firmware Loaded on the board
- Board Name: CONVERGE TH20-9A : Safety Mute for board is "ON"

All e-mail notifications report the CONVERGE Pro unit by the name given to the CONVERGE Pro.

If further assistance is required, please contact ClearOne Technical Support at 1-800-283-5936 or by sending an e-mail to [tech.support@clearone.com](mailto:tech.support@clearone.com).

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