

Avaya IP Office Essential Edition SMTP Email Set Up with GMX.com Telquest Tech Support

Go to WWW.GMX.Com and create a free email account.

When you create it, use **YOUR** normal email address as a secondary contact.
GMX will send **YOU** an email to **YOUR** email address before they shut down the account.
If you don't do this, then one day the email from this KSU will stop going out. See Page 4.

The image shows a screenshot of the Avaya IP Office configuration interface. The top section is titled "IP Offices" and lists several components: BOOTP (34), Operator (3), IPOffice_1, System (1), and Line (4). A yellow callout box labeled "1. Click here..." points to the "System (1)" entry. Below this, a yellow callout box labeled "2. Click this Tab..." points to the "SMTP" tab in the "IPOffice_1" configuration window. The "SMTP" tab is selected, showing the "SMTP Server Configuration" page. This page has several fields: "IP Address" (74 . 208 . 5 . 67), "Port" (587), "Email From Address" (YourAccount@GMX.com), "Server Requires Authentication" (checked), "User Name" (YourAccount@GMX.com), and "Password" (Your GMX Account Password). A yellow callout box labeled "Ping smtp.gmx.com To get the current IP Address" points to the "IP Address" field. Another yellow callout box labeled "Use this. 587" points to the "Port" field. A yellow callout box labeled "Your GMX account info..." points to the "User Name" field. A yellow callout box labeled "Your GMX Mail Password" points to the "Password" field. A yellow callout box labeled "Check it..." points to the "Server Requires Authentication" checkbox. A yellow callout box labeled "Ping smtp.gmx.com To get the current IP Address" points to the "IP Address" field.

IP Offices

- BOOTP (34)
- Operator (3)
- IPOffice_1
- System (1)
- Line (4)

1. Click here...

2. Click this Tab...

IPOffice_1

System LAN1 LAN2 DNS Voicemail Telephony Directory Services System Events **SMTP** SM

SMTP Server Configuration

IP Address 74 . 208 . 5 . 67

Port 587

Email From Address YourAccount@GMX.com

☒ Server Requires Authentication

User Name YourAccount@GMX.com

Password Your GMX Account Password

☐ Use Challenge Response Authentication (CRAM-MD5)

Ping smtp.gmx.com To get the current IP Address

Use this. 587

Your GMX account info...

Your GMX Mail Password

Check it...

You must now create a new IP Route

1. Right Click here...

2. Click here...

3. Enter ZEROS into Each location


4. Enter the IP Address of YOUR Router...

5. Select LAN1...

The image shows a sequence of steps to create a new IP route in Windows. Step 1: A right-click is performed on the 'IP Route (0)' icon in the Network Connections window. Step 2: The 'New' option is selected from the context menu. Step 3: The 'IP Address' field is set to '0 . 0 . 0 . 0'. Step 4: The 'IP Mask' field is set to '0 . 0 . 0 . 0'. Step 5: The 'Gateway IP Address' field is set to '192 . 168 . 1 . 1'. Step 6: The 'Destination' field is set to 'LAN1'. Step 7: The 'Metric' field is set to '0'. Step 8: The 'Proxy ARP' checkbox is unchecked.

IP Route	
IP Address	0 . 0 . 0 . 0
IP Mask	0 . 0 . 0 . 0
Gateway IP Address	192 . 168 . 1 . 1
Destination	LAN1
Metric	0
<input type="checkbox"/> Proxy ARP	

The KSU MUST have a valid Network IP Address

 **System (1)** 1. Click here...

2. Click this Tab...


System	LAN1	LAN2	DNS	Voicemail	Telephony	Director
LAN Settings VoIP Network Topology SIP Registrar						
IP Address	192 . 168 . 111 . 130					
IP Mask	255 . 255 . 255 . 0					
Primary Trans. IP Address	0 . 0 . 0 . 0					

**3. Make sure this is a valid Network IP Address
192.168.42.1 is bad...**

**4. Set to Client to obtain
A Network IP Address...
Then re-boot the KSUr**

DHCP Mode

☐ Server ☒ Client ☐ Dialin ☐ Disabled Advanced

 **User (10)** Click on User...

**1. In the USER
Click on this TAB...**

Phone Manager Options	Mail Group Membership	Announcements	P
User	Voicemail	DND	ShortCodes Source Numbers Telephony
Voicemail Code	*****		
Confirm Voicemail Code	*****		
Voicemail Email	Sales@OurCompany.Com		

2. Enter a password...

**3. Enter the Email Address
Where it should be sent to...**

4. Select a Delivery Mode...

Voicemail Email

☐ Off ☒ Copy ☐ Forward ☐ Alert

Also note this:

If you don't physically log on to GMX.com for a while, they will send you an email to log on or your account will be deactivated.

This is the message I received in their email to me:

"Come back to GMX and reactivate your account!"

"There's lots more in store now than ever and we're sure you'll love our newest features! "

If you don't respond to this email, the account will be canceled and emails will stop going out from the KSU.

Solution:

Create ONE GMX.com email account and use it for all your customers.

Use your own email address as a contact for them.

This way when they send out the notice, it will go to you and you can renew it and keep all your customers in service.