

Technical Note #102

Getting Email to Work

Symptoms

You try various combinations of email addresses, SMTP address, username, password or port numbers, and the Lighthouse Pro does not send you emails. Instead, you get an *Email Failure (TCP)* or *Email Failure (DNS)* status message.

Causes

- Misspelled email address or password.
- The wrong Port Number or SMTP address is being used.
- Authentication is required and is not being used.
- Authentication is not required and you are trying to use it.
- Your email provider is using encryption.
- You are trying to use a Web-based email address.
- The Gateway (GW) field in Network Setup is incorrect or missing.

Troubleshooting Procedure

1. If you receive the status message *Email Failure (DNS)*, then the problem is likely to be an invalid Gateway address in your network setup. To check this, Press the *NETWORK* button on the remote. Press the *UP* arrow to select *YES* for the *Change?* question, then press *ENTER*. If not already selected, select *STATIC* as the *Connect Type* and press *ENTER*. The first line will show your current IP address. Press the *ENTER* key again. The next line will show your Gateway (GW) address. This number should be the IP address of your cable/DSL modem, router, or local server. If it is all zeroes or contains an invalid IP address, then this is the problem. Press the *CANCEL* button to exit the network setup display. To fix this, press the *NETWORK* button again and change the connection type to *DHCP*, even though you may already be using *DHCP*. This will refresh the IP addresses from your router or server and repair the connection. Check to see if email is now functioning. If you want to use a *STATIC* connection, you can now go back to the network setup and change just the IP address to whatever you want to use.
2. If the Gateway address from Step 1 was okay or you received a *Email Failure (TCP)* status message, then the problem is with one of the email parameters entered on the *Alarms/Email* web page.

Setting Up Email

For easiest setup, use the email address provided by your Internet Service Provider (ISP). This is the email address that contains the company name of your provider as part of the email address (example *xxxx@att.net* or *xxxx@comcast.com*). Even though you may not regularly use this address for your email correspondence, use it for your Lighthouse Pro.

Copying the entries from your email application software is the best method to setup email.

1. Run your email program, then select your providers email account and open the properties menu. Now open another browser window with the Lighthouse Pro *Alarms/Email* web page showing. Using copy and paste, copy the email address from the email program to the Lighthouse Pro Email Address field.
2. Look around on the properties page or its tabs for an item called *Outgoing Mail Server* or *SMTP Mail Server Address*. Copy and paste this name into the *Outgoing (SMTP) Address* field.
3. Usually on the same page, there is a check box or option named *My Server Requires Authentication*, *Authentication Allowed*, *Outgoing Authentication*, or similar phrasing. If this option is checked, you must enter a *Username* and *Password* into the fields on the Alarms/Email web page. This is usually your email address up and excluding the “@” sign, and the password is usually your regular email login password. To be safe, copy the username from your email program and manually enter your password, since you cannot use copy and paste on hidden password fields.
4. If the Authentication option as described in Step 3 is NOT checked, the Username and Password fields MUST be left blank. If you enter this information anyway, email will fail. This is the number one cause for email not working. It is a good idea to check and make sure that these fields are truly blank (do not contain space characters) by selecting them and pressing the Delete key.
5. The *SMTP PORT* should be set to 25.
6. Set the *Send Test Email* pull down box to *Yes* then click the *SUBMIT* button. You should receive a test email at your email program within 60 seconds. If you do not, recheck all the fields and make sure you are using your ISP’s email address.

Web Hosting Email Accounts

If you maintain your own website that is hosted by a domain hosting company, you will need to set up email a little differently. Copy these fields from your email program as described previously.

1. Copy your email address.
2. The *Outgoing (SMTP) Address* can be either your ISP’s SMTP address (example: mail.att.net) or your domain’s SMTP address (example: mail.mydomain.com). If you choose your ISP’s SMTP address, keep the *SMTP Port* setting at 25. This is the recommended setting. If you want to use your domain’s SMTP address, you may have to change the *SMTP Port* number. Most ISP’s block port 25 on residential accounts for all external email addresses. To get around this, many domain hosting companies will accept email on SMTP Port 26 or Port 587. Try 26 first, which is the most common. We recommend you get your email working using your ISP’s SMTP address using Port 25 before experimenting with this.
3. If using your domain’s SMTP address, the Authentication username and password fields must be blank. If using your ISP’s SMTP address, set as described in the previous section.

Email Systems Not Compatible

Dial-up Access – If you connect to the internet via a dial-up telephone modem, you cannot use the Email features of the Lighthouse Pro. This is because emails can be sent at anytime and the Lighthouse Pro does not have access to the telephone modem inside your computer.

Web-based Email- Web-based email services (such as *Hotmail*, *MSN*, and *Yahoo Mail*) use a proprietary protocol to send and receive email. These systems are not compatible with the SMTP standard. However, some of these companies offer premium services that do allow SMTP compatible mail, which would then work for both the Lighthouse Pro and within your email program.

Encrypted Email- The Lighthouse Pro does not support email encryption via Secure Sockets Layer (SSL). If the email you're setting up is using Port 465 for outgoing email, then this email account will not work.