



# Feature Description Document

## Configuring Email Notifications in IXM WEB



## Purpose

This document outlines the process of configuring email notifications from IXM WEB.

## Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

## Description

E-mail notification is a very important feature in all Invixium Devices. When something unusual happens on any of the devices in the network, an email will be sent to the user who is configured on the device. Upon reception of the email, the user can take necessary actions depending on the notification. So, when any specific event occurs, the device will check whether email notification is enabled for that event. If email notification is enabled, then the device will send an email to the configured email addresses. IXM WEB will be used to configure the events.

Following events will be notified using mail:

- **Battery Discharge (Only for battery supported devices):** This event is triggered if the battery is getting discharged.
- **Critical Battery (Only for battery supported devices):** This event is triggered if the battery is in a critical state and requires charging.
- **Duress:** This event is triggered when any user is authenticated successfully using a duress finger.
- **Access Denied:** This event is triggered when an unsuccessful authentication is attempted on a device.



- **Anti-Shock:** This event is triggered when an Anti-Shock (Vandal Theft Protection) alarm is generated.
- **Fire Alarm:** This event is triggered when the Fire alarm is generated.



## Configure Email Notification

1. To configure the email notification, from **Home** screen >> Click the **Devices** tab on the top >> Select the required device >> Navigate to the **Notification Settings** app >> Expand **Email Notification** section to view default settings.

The screenshot shows the 'Notification' settings for a device named 'TS-Titan-WEBCloud'. The 'Email Notification' section is expanded, displaying the following configuration options:

- SMTP Server:** [Empty text field]
- SMTP Port:** 1
- Security Type:** None
- Authentication Required
- Name:** [Empty text field]
- Email ID:** [Empty text field]
- Password:** [Empty text field]
- To:** [Empty text field]
- Cc:** [Empty text field]
- Bcc:** [Empty text field]

	Event	Body	Subject
<input checked="" type="checkbox"/>	Duress	Duress finger is identified.	Identified duress finger.
<input checked="" type="checkbox"/>	Access Denied	User is Not identified.	Identification
<input checked="" type="checkbox"/>	Anti -Shock	Antishock Alarm	Antishock
<input checked="" type="checkbox"/>	Fire Alarm	Fire Alarm Detected	FireAlarm

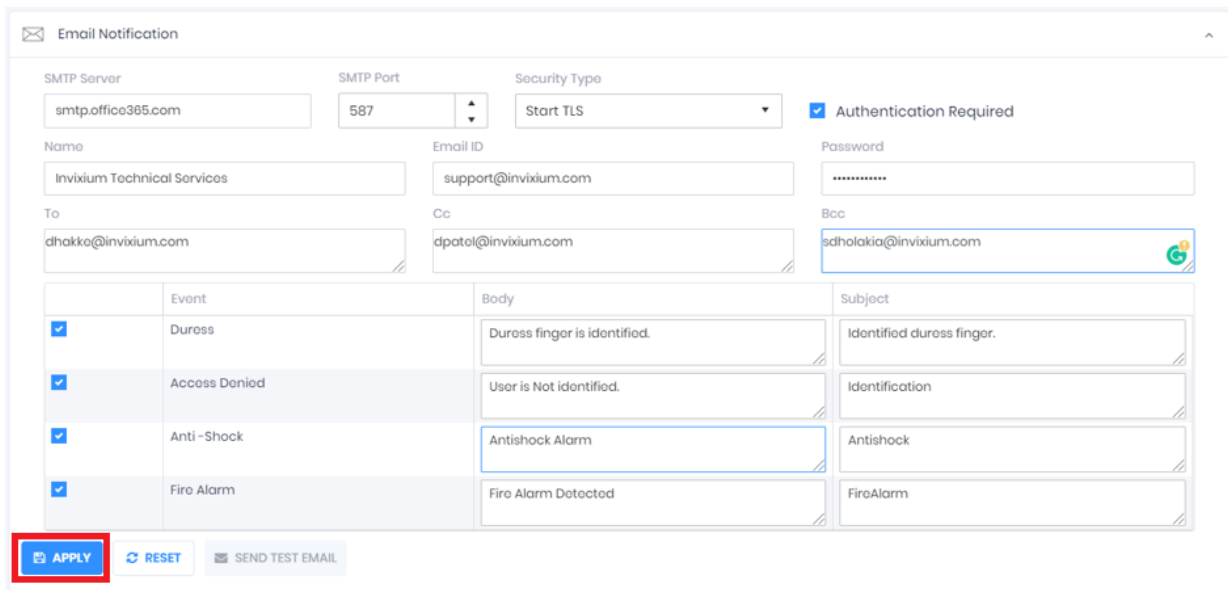
At the bottom of the form, there are three buttons: **APPLY**, **RESET**, and **SEND TEST EMAIL**.



2. The list of settings and their functions are outlined below:

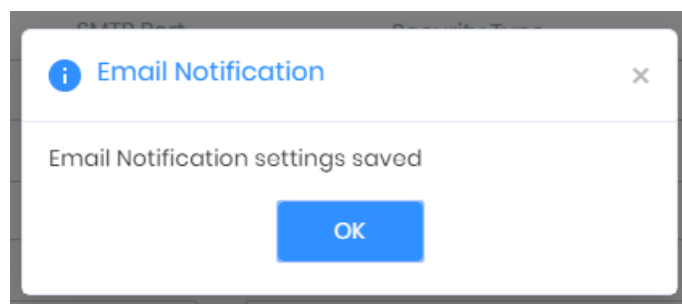
- **SMTP Server:** Enter the value of the email server domain used to receive or send emails. E.g. smtp.office365.com, pop.gmail.com, smtp.yahoo.com, etc.
- **SMTP Port:** Enter the value of the port number based on the selection of security type value and SMTP server configuration.
- **Security Type:** Choose any one of the security types out of None, Start TLS, SSL options.
- **Authentication Required:** Enable this field if the user is selecting a security type value as a Start TLS or SSL.
- **Name:** Enter the value for the name the user wants to display in the email notification template.
- **Email ID:** Enter the email address from which the user wants to send an email notification.
- **Password:** Enter the password that the user is using to log in to the SMTP Server.
- **TO:** Enter email addresses to whom the user wants to send an email notification.
- **CC:** Enter the email address of the recipients who the user wants to mark copy on email notification.
- **BCC:** Enter the email address of the recipients who the user wants to mark BCC on email notification.

3. Once all the necessary values are provided click **Apply** to save the changes on the device.

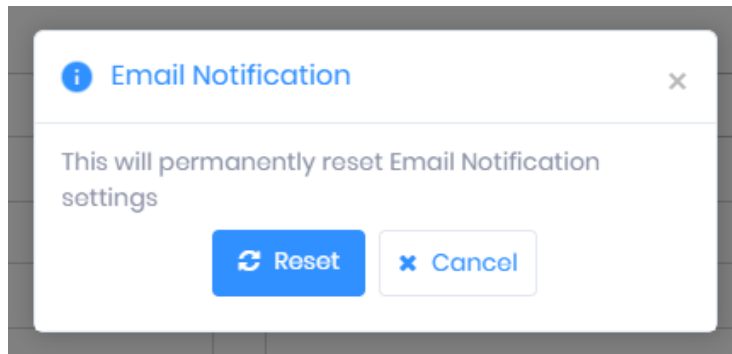


Event	Body	Subject
<input checked="" type="checkbox"/> Duress	Duress finger is identified.	Identified duress finger.
<input checked="" type="checkbox"/> Access Denied	User is Not identified.	Identification
<input checked="" type="checkbox"/> Anti-Shock	Antishock Alarm	Antishock
<input checked="" type="checkbox"/> Fire Alarm	Fire Alarm Detected	FireAlarm

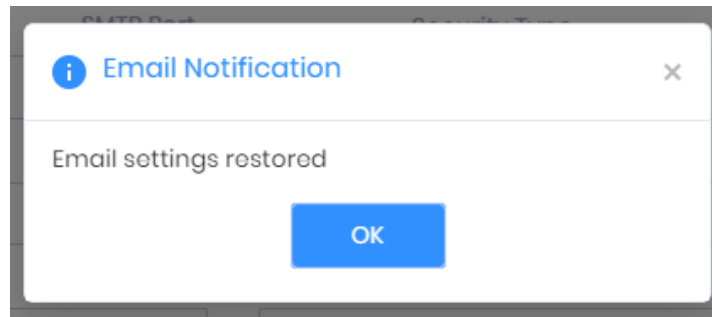
4. Upon successfully saving settings the “**Email Notification settings saved**” message will be displayed.



5. To reset the email notification settings back to default, click **Reset**. Reconfirm the action by clicking **Reset** in the pop-up dialog. If **Cancel** is clicked, then no action will be taken.



6. An “**Email settings restored**” message will be displayed, click OK.





7. To test and verify if the provided values for email notification settings are working properly, a user can click “**SEND TEST EMAIL**”. If all the provided values are proper then a test email will be received.

	Event	Body	Subject
<input checked="" type="checkbox"/>	Duress	Duress finger is identified.	Identified duress finger.
<input checked="" type="checkbox"/>	Access Denied	User is Not identified.	Identification
<input checked="" type="checkbox"/>	Anti - Shock	Antishock Alarm	Antishock
<input checked="" type="checkbox"/>	Fire Alarm	Fire Alarm Detected	FireAlarm





## FAQ

**1. Who can configure Email Notification settings on a device?**

All IXM WEB users who have access to the Devices tab can configure Email Notification Settings using IXM WEB.

**2. Can I provide multiple email IDs for the To, Cc or Bcc fields?**

Yes, IXM WEB supports multiple email IDs in To, Cc, and Bcc fields. Users need to separate all the email IDs by a “,” (comma).

**3. Can I change the Body and Subject for each event?**

Yes, IXM WEB provides default content in the Body and Subject for all the events. Users can update these details and place a custom message as per their liking.



## Support

For more information relating to this Feature Description document, please contact us at [support@invixium.com](mailto:support@invixium.com)

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