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Messaging

1  Can ARINC provide an AFTN address? How can I get an AFTN address?
Yes, ARINC can provide users with an AFTN eight digit address. Carriers with a three letter ICAO code can provide this info to ARINC and ARINC will request an eight digit address on their behalf. For carriers without an ICAO code, ARINC may allocate an eight digit address using ARINC’s ICAO designator (XAA), e.g., AFTN address KANPxxxD.

2  Can I use SMTP/POP3 and HTTPS at the same time?
Yes, STMP (push)/POP3 (pull) and HTTPS may be used at the same time. Both are included with the mailbox. Most customers use one or the other, but both are available.

3  How do we send Type B IATA teletype messages to SITA users?
ARINC and SITA have a gateway that allows delivery across both networks as shown in the simplified diagram below.

4  Is there a way for a SITATEX user migrating to ARINC AviNet Mail to retain their stored SITATEX messages?
Yes, various migration strategies are available.

5  For SITATEX users that switch to AviNet Mail, can they still receive Type B message from SITATEX users?
Yes, AviNet Mail users may send and receive messages to/from SITATEX users.
6 Can ARINC retrieve undelivered/lost messages?
Yes, simply notify ARINC of the issue and provide as much detail as possible related to the missing messages (e.g., date/time range). ARINC will work to recover and re-queue missing messages that all go through the mail server. In the case of an outage, the user can access or download the message(s) once the connection is restored. In addition, ARINC archives message for six months and can retransmit if/when necessary.

7 What does QK or QD before the 7-char customer address represent in the Type B messages?
The QK and QD are message priorities. QU is high priority, QD is low priority, and the others are "normal" or standard priority (SMTP).

8 Can AviNet Mail Type B messages be sent to SMS and/or Fax?
Yes, Type B messages can be sent to SMS and Fax devices.

9 How do I send an AFTN (ICAO) message?
AviNet Mail has an ICAO form\mask (template) to make it easy to send an AFTN message to an ICAO eight digit address.

10 How do I send a message from a cell phone or mobile device to a Type B address?
Provide ARINC with the cell phone number and it can be mapped to an IATA Type B address. The user can then send Type B messages from a cell phone or mobile device to a Type B address and vice versa.

11 Is it possible for a customer to move/save messages onto their local drive?
Yes, messages may be saved as a HTML page (when using the web interface) or saved to a local folder/directory (when using The AviNet Mail Desktop Client or any other POP/IMAP enabled mail client).

12 How many message recipients can be included in a single message (in either email or IATA Type B format)?
For AviNet E-Mail users, there is no limit to the number of recipients in a message. For a Type B message, there is a limit of 49 recipients per message. Messages from AviNet Mail to the Type B messaging network that include more than 49 Type B recipients will be split up into multiples of 49 recipients per message. For example, a message with
213 Type B message recipients generated in AviNet Mail, will be split up into five messages – four with 49 recipients each and the last one with 17 recipients.

13 Is it possible to only enter the 7 letter IATA Type B address?
AviNet Mail user friendly templates enable customers to enter the seven letter IATA address. The templates are available on both the webmail and desktop client. Without the ARINC template, you must use the domain of @adns.aero following the seven character IATA address.

14 Are the messages numbered?
Yes, messages have a unique date and time stamp for information and tracing.

15 Can an AviNet Mail account have more than one IATA address assigned to a Mailbox?
Yes, if there are multiple addresses assigned to one mailbox when a message is sent, the originating address will always be the same address (primary address that was assigned to the AviNet mailbox account).

16 Can ARINC map a telex address to an email address?
Yes

17 Can AviNet Mail send to multiple addresses?
Yes, AviNet Mail has a function to send to multiple addresses.

18 Can AviNet Mail support the delivery of messages to multiple formats (SMS, FAX, Type B, ICAO format form, etc.)?
Yes, using the AviNet Multi-Transport Template.

19 What happens when a message is sent to an address that no longer exists?
The originator will receive a response of NAA (no action address) or a non-delivery report.
**Functionality**

**20** Does AviNet Mail work with a Mac PC or with Mozilla Firefox?
Yes, AviNet Mail will work on a Mac and with all known web browsers. Some features work better in some browsers than others, e.g., drag and drop works in Internet Explorer but not in Google Chrome or Safari.

**21** Can AviNet Mail be used on CUTE platforms?
Yes, AviNet Mail uses webmail via an internet connection or a PC with a web browser, so it may be used on any platform.

**22** What is the redundancy for AviNet Mail?
ARINC replicates data real-time onto a mirrored system.

**23** Can AviNet Mail do auto-printing of messages or be setup so receiving messages can be auto-printed to a local printer?
AviNet Mail Desktop Client can support auto-printing.

**24** Does AviNet Mail allow for the creation of address books, distribution lists or groupings?
Yes, using the Contact functionality, users can create an address book or distribution lists with a few addresses grouped into one address name. For example, if one distribution list with three addresses is selected, a message will be sent to the three addresses in the group.

**25** Does AviNet Mail have double-signature functionality?
Yes, Double Signature is supported under the IATA mandate. Transmission charges will be applied to the two letter airline designator that is used.

**26** Can more than one person log into one mailbox at the same time?
Yes, multiple logins to one account from multiple PC’s is possible using either the Web Browser interface or the Desktop Client.
27 Can I create an automated rule to move inbox messages to the deleted folder based on certain criteria, e.g., age of message?
Yes, there are a variety of rules that can be set up by the user, including moving messages older than a specified date (or number of days) to the deleted folder.

28 Can multiple AviNet Mail accounts have the same password to login?
Yes, multiple accounts can have the same password.

29 How do I separate recipient addresses?
Recipient addresses can be separated by using a coma.

30 Can a Spec2000 customer use AviNet Mail?
Yes, simply ensure that the login to AviNet Mail is the full AviNet Mail e-mail address and coordinate with the Spec 2000 provider (Multilink or Cortland).

31 Can a customer create a user template in AviNet Mail?
Users can create your own templates in Microsoft Outlook with the Outlook DLL library or request that ARINC create a template that can be made available to the user community.

32 Will I be able to create my own Distribution List in AviNet Mail?
Yes, you can use the “Add and Save” icon to create your own Distribution List.

33 Can I create an auto reply on AviNet Mail?
Yes users can set rules for automatic reply.

34 What is the maximum amount of characters that is allowed in the message body?
64,000 characters

Configuration/ Implementation

35 Do I need to connect to a host Gateway or is the mail system separate?
Users can connect from their mail server via Trusted SMTP, which allows them to use their existing e-mail server and mail client to send and receive Type B, AFTN & ACARS
messages. They can also connect via the AviNet Mail PC client application or using AviNet Webmail.

36 What PC specifications do you need for AviNet Mail?
Any Windows machine running Windows 95 or better. The web interface is also accessible from UNIX & Linux machines via web browser.

37 How do I download Microsoft Outlook templates from the web interface of AviNet Mail?
Just login your account and the "AviNet Outlook Templates & Documentation" are available to be downloaded from the Help Menu.

38 What hardware and software is needed to run AviNet Mail?
Users need AviNet Mail Desktop Client or Microsoft Outlook, a standard PC with a web browser and internet access.

39 What is required for installation and testing?
AviNet Mail is easy to configure, user friendly for the user to install. ARINC provides a comprehensive user guide and assistance as required.

40 How long does it take to implement AviNet Mail?
ARINC can have the AviNet Mail account set up and working seven days after the contract is signed and received by ARINC.

41 What type of connection do I need for AviNet Mail?
The internet connection can be either via 3G, Wireless or ADSL to use AviNet Mail. The medium of the connection is not critical.

42 Can I access AviNet Mail Outlook using my Laptop PC and/or Blackberry?
If you already have Microsoft Outlook on your laptop, you would just need to setup the mailbox account into Outlook. Detailed instructions are provided in the User Guide to assist with the set up. There are no additional charges for this setup. Users are not restricted from setting up the same mailbox account on multiple laptops, or desktops since the charges are applied per mailbox.
AviNet Mail on a Blackberry is like setting up a Blackberry POP-3 email account to send and receive emails. Usually this is done on the BIS server provided by your local Blackberry service provider. AviNet Mail won't work if you need to configure on a BES server.

**43  Is the email system IMAP based? If so what are the rules / limitations surrounding storage of email?**

Yes, AviNet Mail is IMAP capable and all mailboxes are configured for 50MB of storage. IMAP provides full access to all on-line folders that are also visible from the Web interface.

**44  Is there a need to install a third party program to automate the printing?**

No, third party programs are required.

**General**

**45  How secure is AviNet Mail?**

AviNet Mail is SSL encrypted between the user’s work station and the AviNet Mail server. Our mail server is firewall protected and is linked directly ARINC’s fully managed private network.

**46  Is there a local helpdesk to call for support after office hours?**

Yes, the ARINC Help Desk is available 24x7x365 by phone +1-800-633-6882 or email HelpDesk@arinc.com or IATA address HDQHDXA.

**47  Are both out-going and incoming characters charged?**

Charges apply to characters sent (with some exceptions such as Bill Receiver messages which are sent from government agencies)

**48  Is there any SITA involvement in the process at any stage?**

If a customer migrates from SITA to ARINC it will be the customer’s responsibility to contact SITA and establish routing or terminate existing accounts. ARINC will provide assistance through the migration process.
49 Does AviNet Mail validate logins against a source IP range?
No we do not validate logins against source IP.

50 Does AviNet log access against a source IP when the mailbox is opened and activities happen?
Yes.

51 How will the existing SITA services move / migrate to ARINC?
Customer must notify SITA to route all messages to the Customer’s current IATA address to ARINC.

52 How can I request a new IATA / ATA address?
Customers can retain all of their existing IATA addresses. ARINC can request new or additional IATA addresses based on the Customer’s preference.

53 Will there be any AviNet Mail user training?
AviNet Mail is easy to configure and user friendly. Customers will be given a comprehensive AviNet Mail User Guide for reference and the ARINC Help Desk is available to answer any questions.

54 Will there be any impact to our service or messages to our partners if we were to switch from SITA to ARINC?
There will be no impact on you as customers or your correspondents if you switch from SITA to ARINC and continue to use your current seven letter IATA address. In fact to ease transmission we can carry out dual routing for a short period over SITA and ARINC to ensure you are completely satisfied with the full transition.

55 How can the important messages in the folders, i.e., Inbox and Sent be saved to a file and still be retrievable for viewing?
The web interface of AviNet Mail has an off-line message reader that allows users to save messages in a ZIP file and download to their local Hard Drive as HTML files. These files will only be viewable with a web browser and there are no features to sort or search.
The AviNet Mail Desktop Client allows users to download messages to their local Hard Drive and retain all features viewable by the Desktop Client. It is also possible to view Plain text files with an application such as Notepad.

56 When using the AviNet Mail Desktop Client what FW ports need to be opened for AviNet Mail and or SMTP?

Firewall ports 443 & 993 to mail.avinetmail.net and port 2624 for smtp.avinetmail.net when using the AviNet Mail Desktop client.

57 How many failed logon attempts am I allowed?

Customer is allowed 5 attempts and after this access to that AviNet Mail Account is restricted for 30 minutes from the PC (IP Address) that was being used at the time the account was locked.