



# Milesight-Troubleshooting How to set up Email

<b>NVR Version</b>	<b>XX.9.0.1</b>	<b>Update</b>	<b>2018.10.9</b>
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## 1. What is Email function?

Email function can be configured to send an email notification to all designated receivers if an Event is detected, e.g., Motion Detection, Video Loss, etc.

## 2.How to set up Email ?

There are three steps to complete the setting.

**Step1:** Go to “Email” ,then input some information about Email.

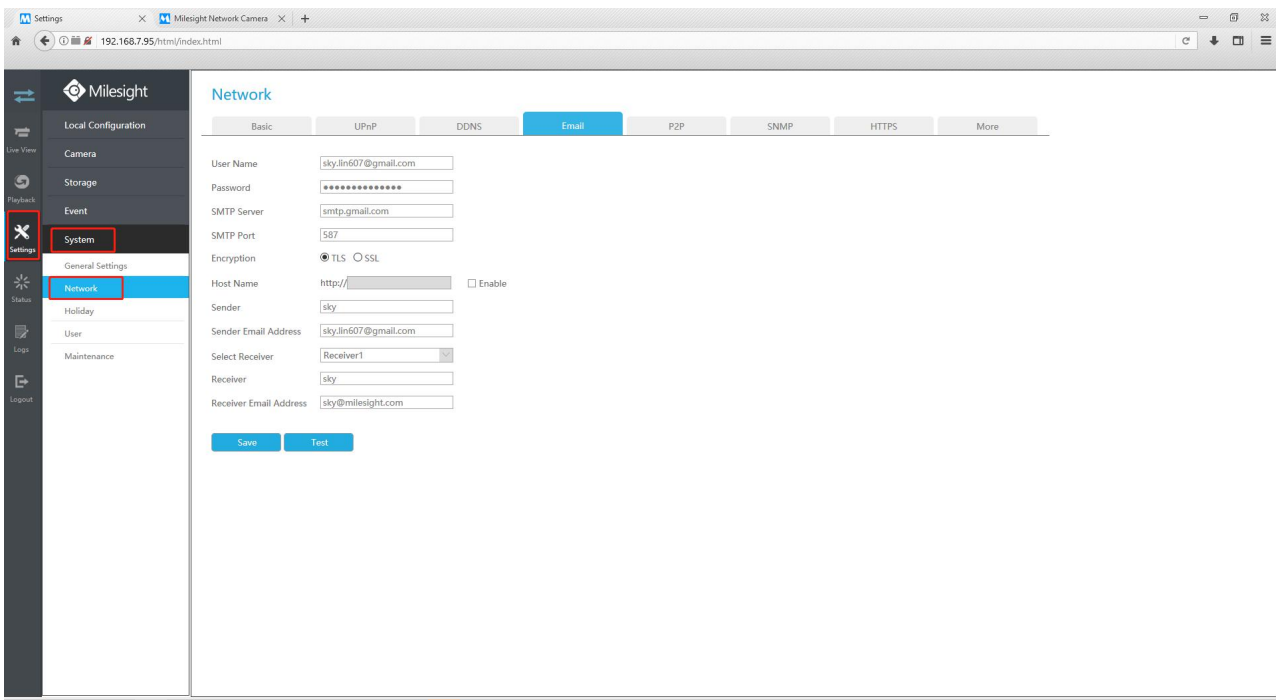
**On Monitor:** “Settings” → “Network” → “Email”

The screenshot shows the 'System Settings' interface with the 'Network' tab selected. The 'Email' sub-tab is active, displaying the following configuration fields:

Field	Value
User Name	sky.lin607@gmail.com
Password	*****
SMTP Server	smtp.gmail.com
SMTP Port	587
Sender	sky
Sender Email Address	sky.lin607@gmail.com
Select Receiver	Receiver1
Receiver	sky
Receiver Email Address	sky@milesight.com
Encryption	<input checked="" type="checkbox"/> TLS <input type="checkbox"/> SSL
<input type="checkbox"/> Host Name	http://

At the bottom right of the configuration area, there are three buttons: 'Test', 'Apply', and 'Back'. The left sidebar contains navigation options: General, Network (selected), Holiday, User, Upgrade, Save/Load Configuration, Maintenance, and Auto Reboot. A 'Live View' button is at the bottom of the sidebar. System status indicators for CPU (25%) and Memory (19%) are visible in the top right corner.

**On Webpage: "Settings" → "System" → "Network" → "Email"**



**Description of the buttons:**

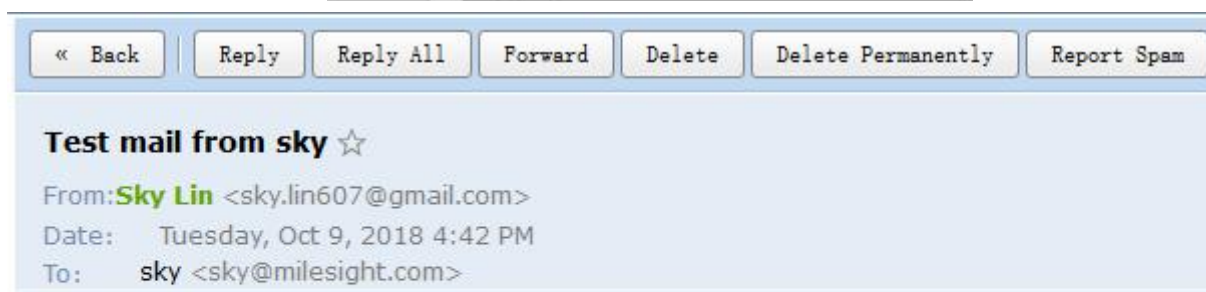
Parameters	Function Introduction
<b>User Name</b>	The E-mail address you choose to send emails. Please input full email address into it
<b>Password</b>	The password of the E-mail
<b>SMTP Server</b>	The SMTP Server of your E-mail
<b>SMTP Port</b>	The port of SMTP Server, it's usually 25
<b>Sender</b>	Named by yourself for the Sender's E-mail
<b>Sender Email Address</b>	It must be same as [User name]
<b>Select Receiver</b>	You can have 3 receivers at most
<b>Receiver</b>	Named by yourself for the Receiver's E-mail
<b>Receiver Email Address</b>	E-mail Address for the receivers
<b>Encryption</b>	Security Protocol of email sending, including TLS and SSL
<b>Host Name</b>	It will be attached in the email

**Note:** The SMTP server address, port and other information of common mail:

Mail	User name	Server Address	Server Port	SSL	TLS
Gmail	ABC (@gmail.com)	smtp.gmail.com	25/587	465	25/587
Yahoo	ABC (@yahoo.com)	smtp.mail.yahoo.com	587	465	587
Hotmail	<b>ABC@live.com</b>	smtp.live.com	25/587	×	25/587
163	ABC (@163.com)	smtp.163.com	25	465/587	25
126	ABC (@126.com)	smtp.126.com	25	465/587	25
yeah	ABC (@yeah.com)	smtp.yeah.net	25	465/587	25
sohu	ABC (@sohu.com)	smtp.sohu.com	25	465	25
sina	ABC (@sina.com)	smtp.sina.com smtp.sina.com.cn	25/587	465	25/587
qq	ABC (@qq.com)	smtp.qq.com	25/587	465	25/587

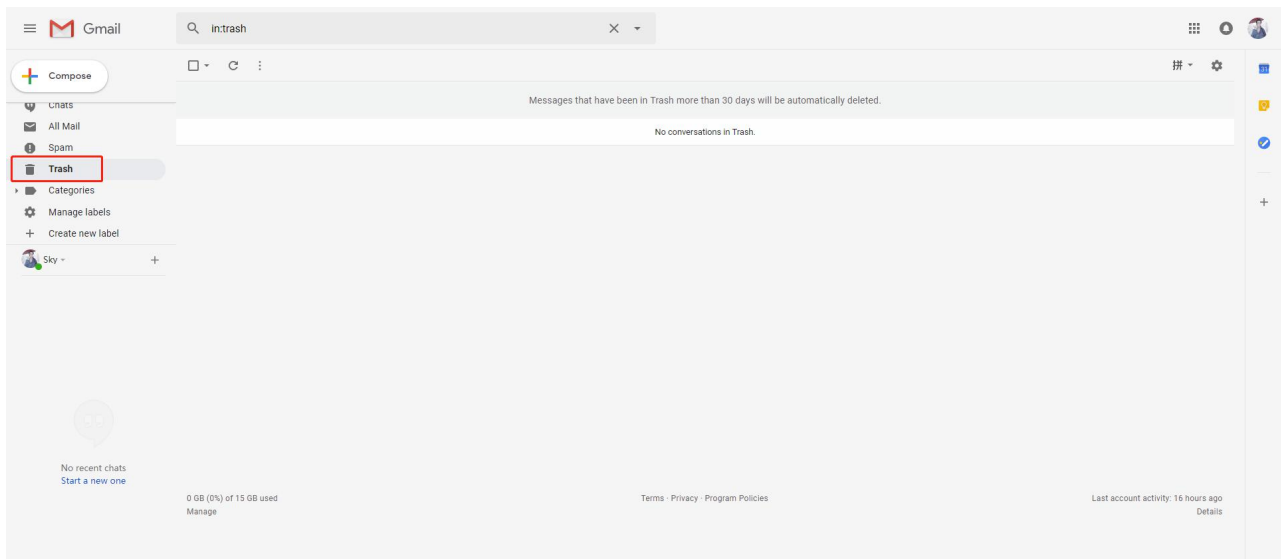
**Step2:** Click the "TEST" button to test if the Email setting is successful.

- If there is a "Send Email Successfully" prompt and receiving a TEST Mail, it shows that Email has been set successfully and you can take the next step .



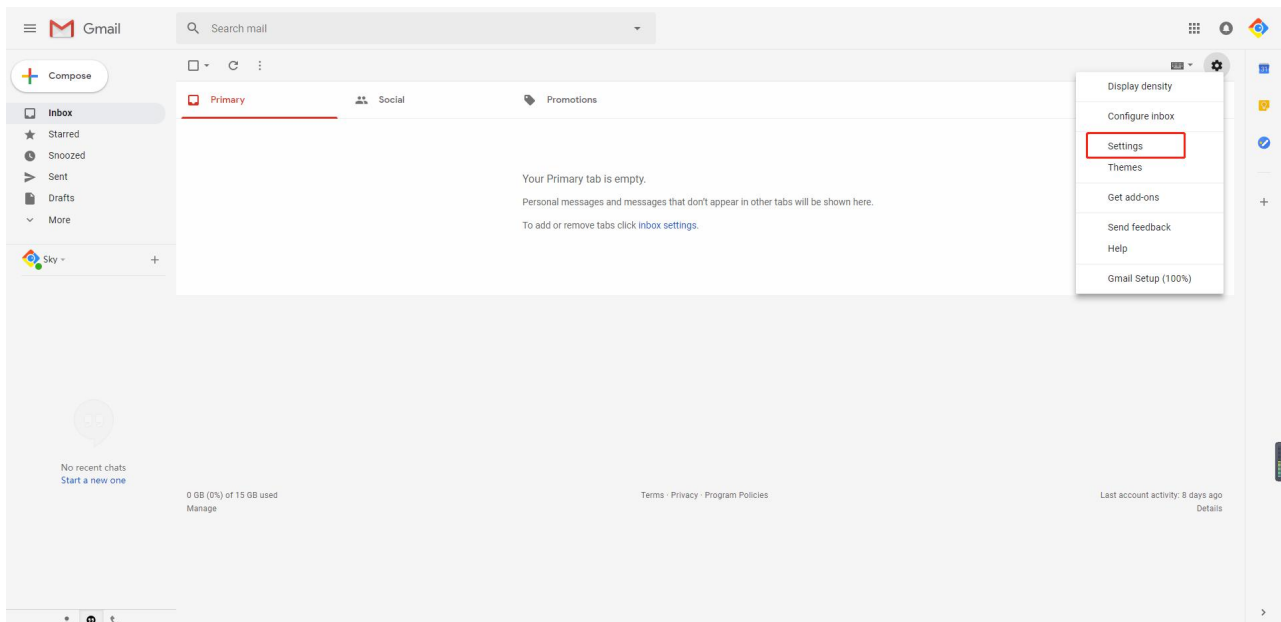
This is a nvr test mail from sky.

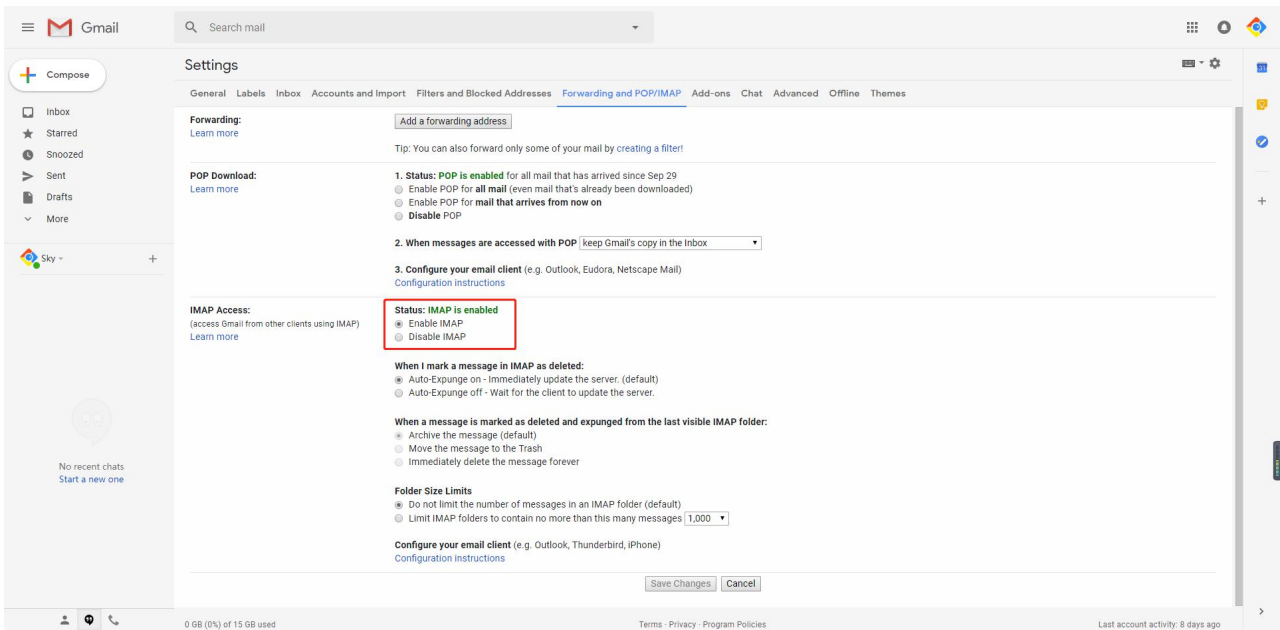
**Note:** If there is a “Send Email Successfully” prompt but do not receive a TEST Mail, please check the Trash to see if it is recognized as spam mail.



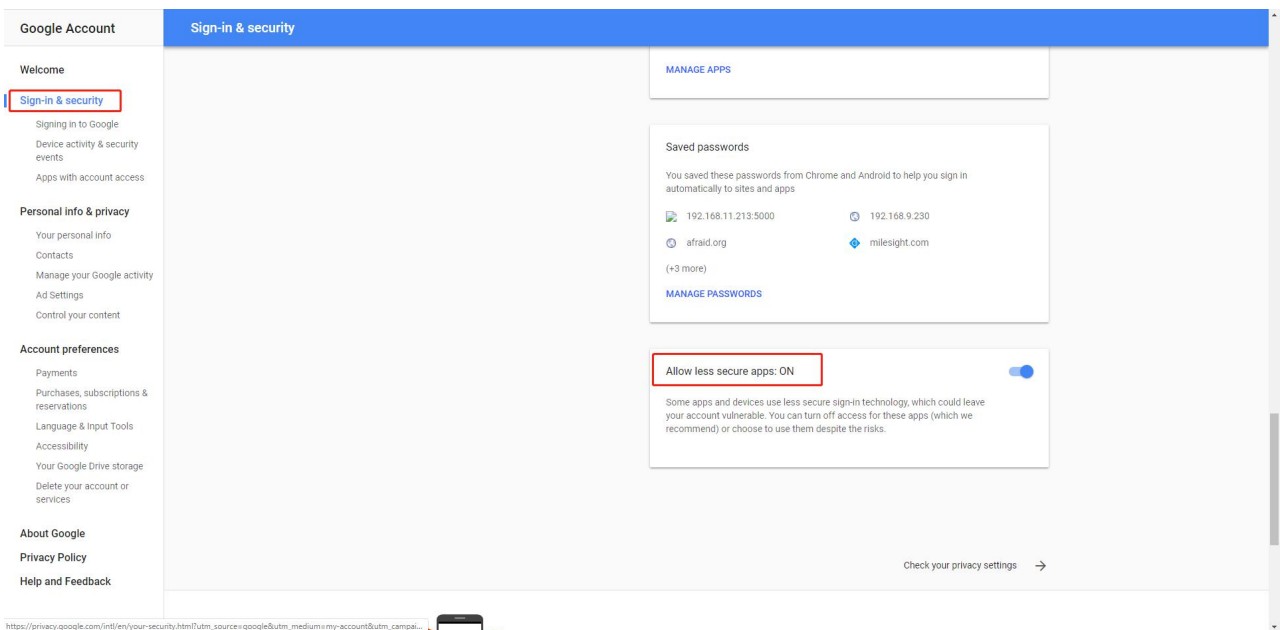
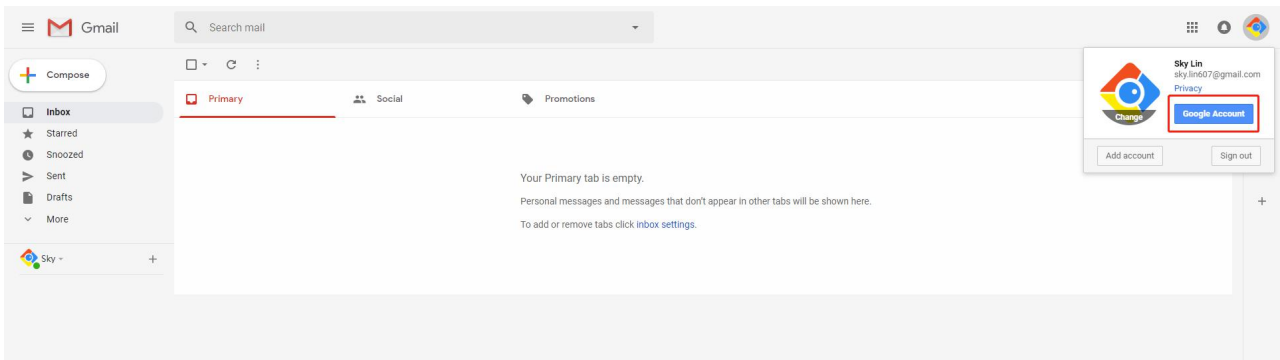
● If there is “Fail to send email” or other prompts, you need to do the following steps to troubleshoot.

- 1) Check if all the information you filled in is correct.
- 2) Check if the Email enables IMAP.





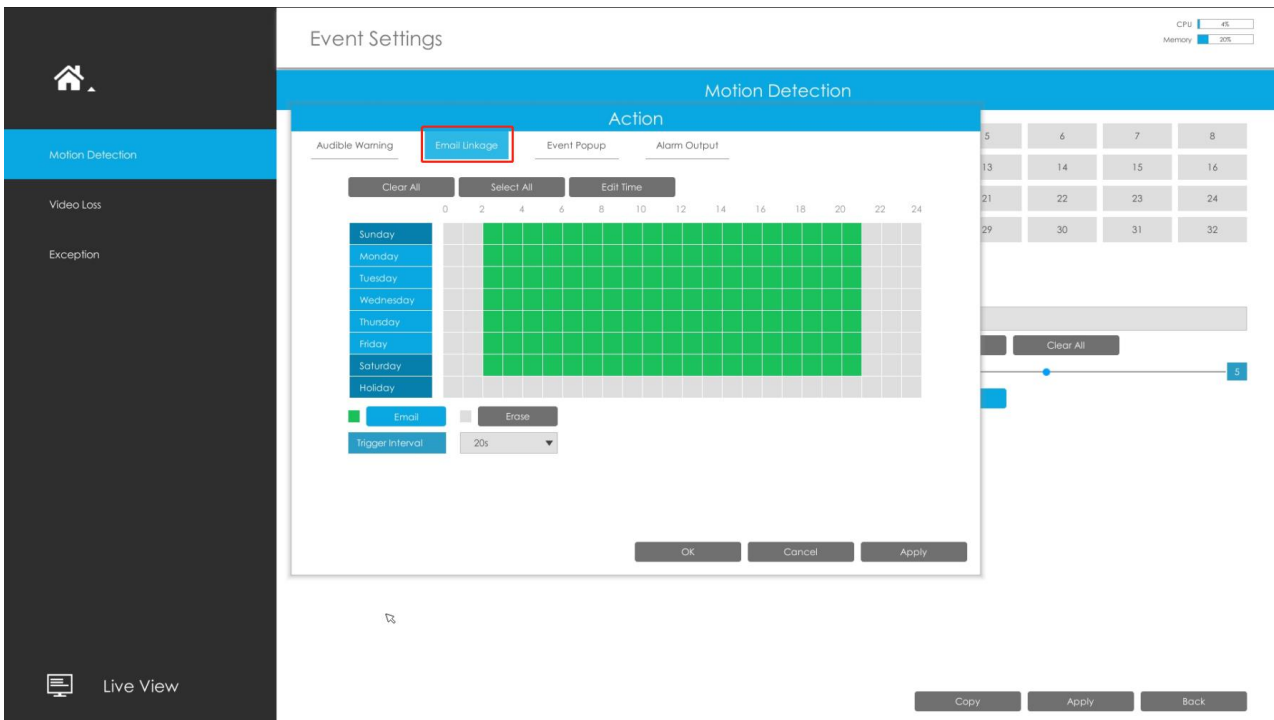
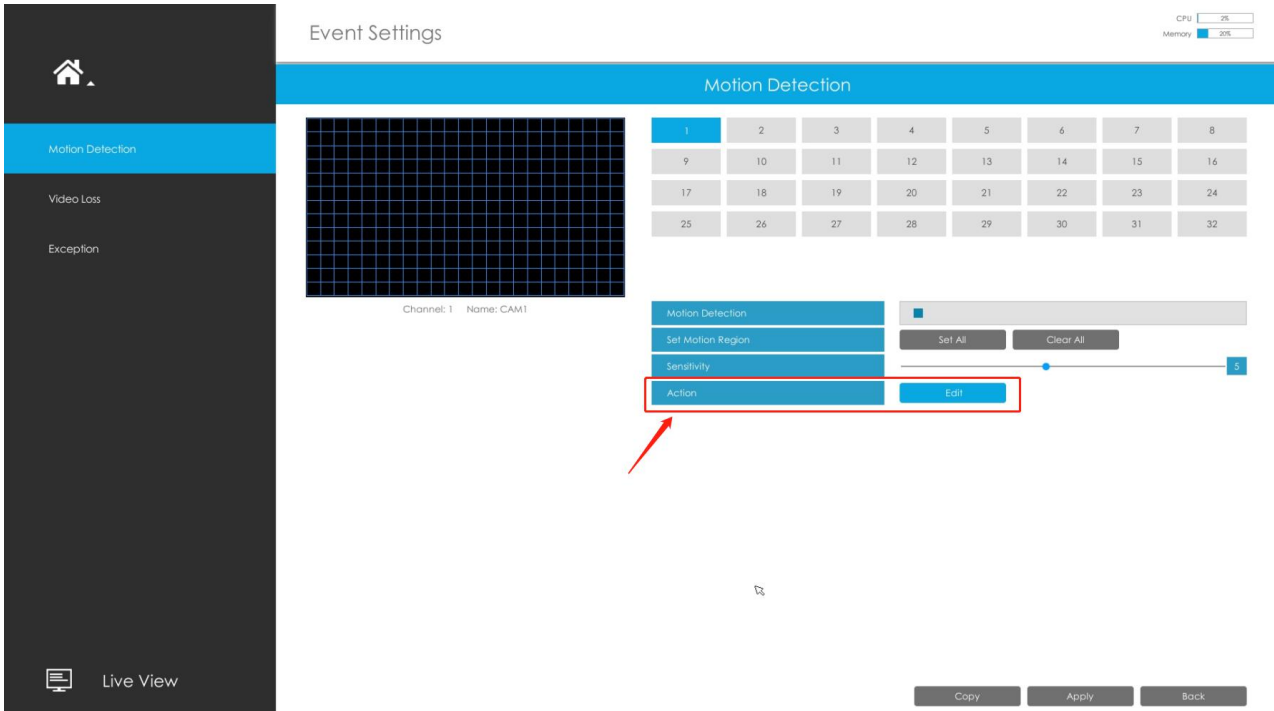
### 3) Check if the Email enables "Allow less secure apps" .



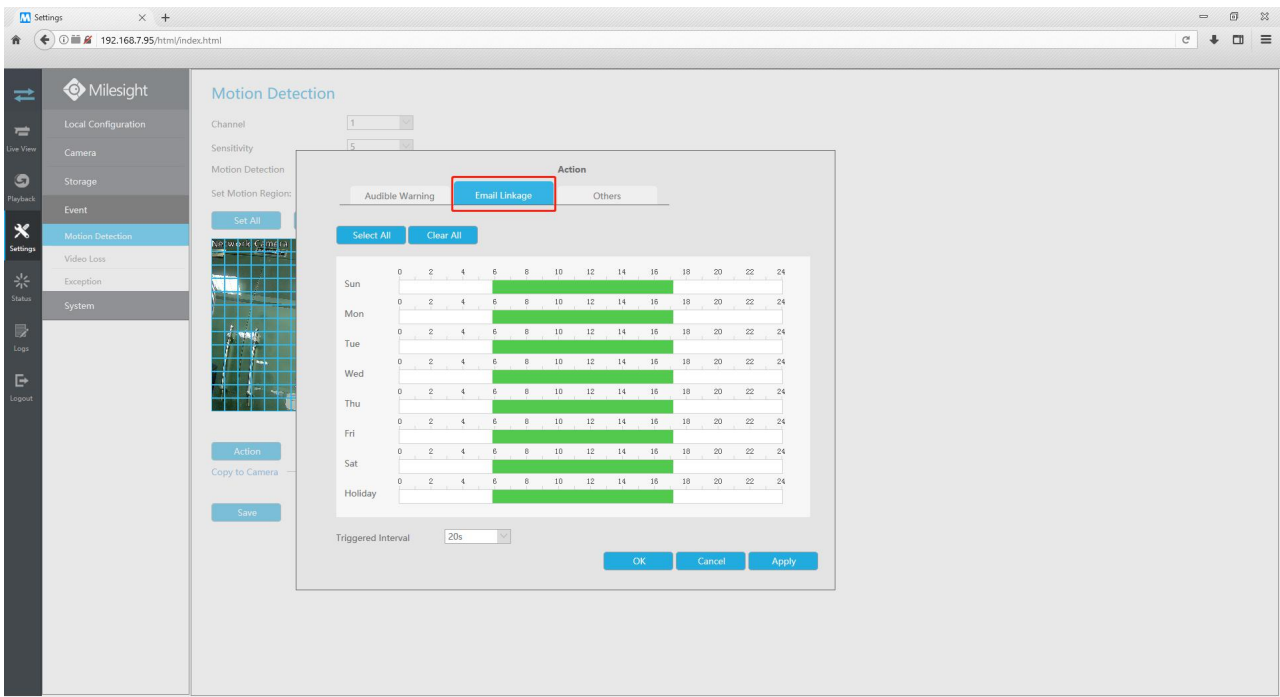
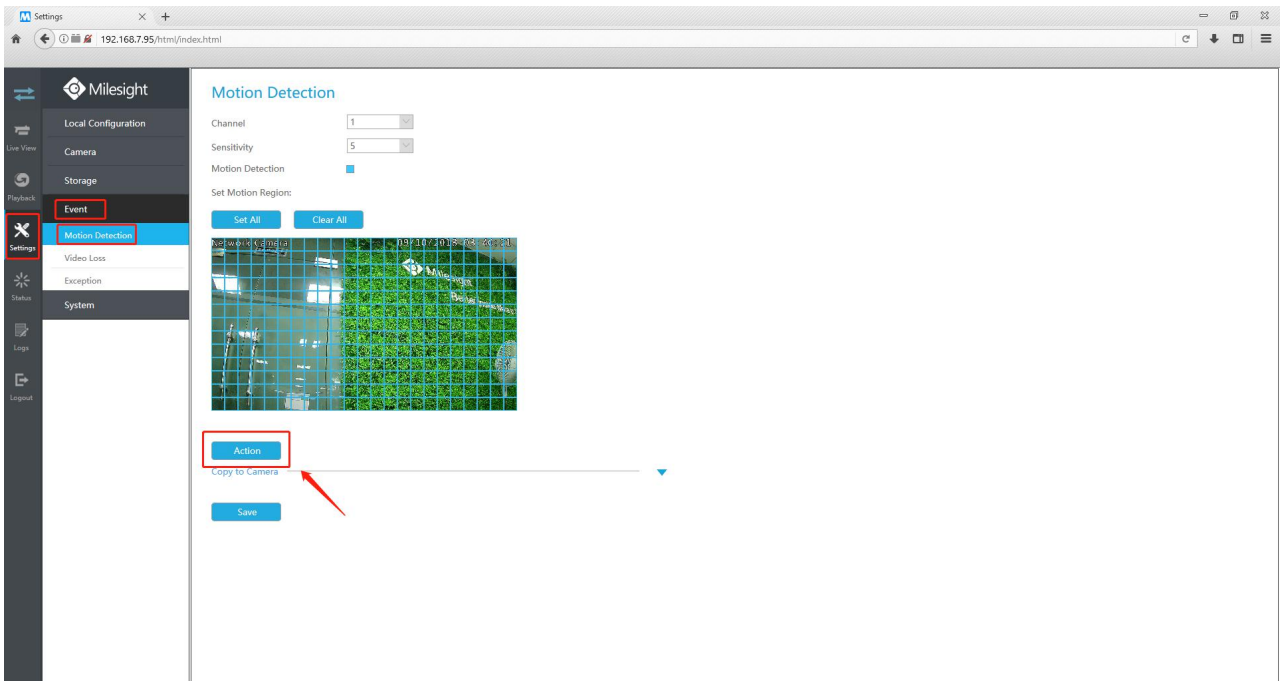
**Step3:** After Email setting, you can use it in Events. **Take Motion Detection as an example.**

Enables the Motion Detection and set the Motion region and schedule first, then click "Action" to schedule "Email Linkage" and save the setting.

**On Monitor:**



### On Webpage:






After setting motion detection and alarm action successfully, when the motion detection is triggered, you will receive an Email and the detail as follows.

**Motion Detected On Channel3** ☆

From: sky <l\_skyzzz@sina.com>

Date: Wednesday, Oct 10, 2018 9:46 AM

To: sky <sky@milesight.com>

Att: 1 (  03-20181010-014641-00.jpeg )

This is an automatically generated e-mail from your NVR.

EVENT TYPE: = Motion Detected

EVENT TIME: = 2018-10-10 01:46:41

CAMERA NAME: = CAM3

**Attachment(1)**

**Normal Attachment** (Scanned by Avira antivirus engine) [Preview](#)



03-20181010-014641-00.jpeg (589.60K)

[Download](#) [Open](#) [Preview](#)

**Note:** The Email setting of other Events is the same as above.

-END-