



# 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?

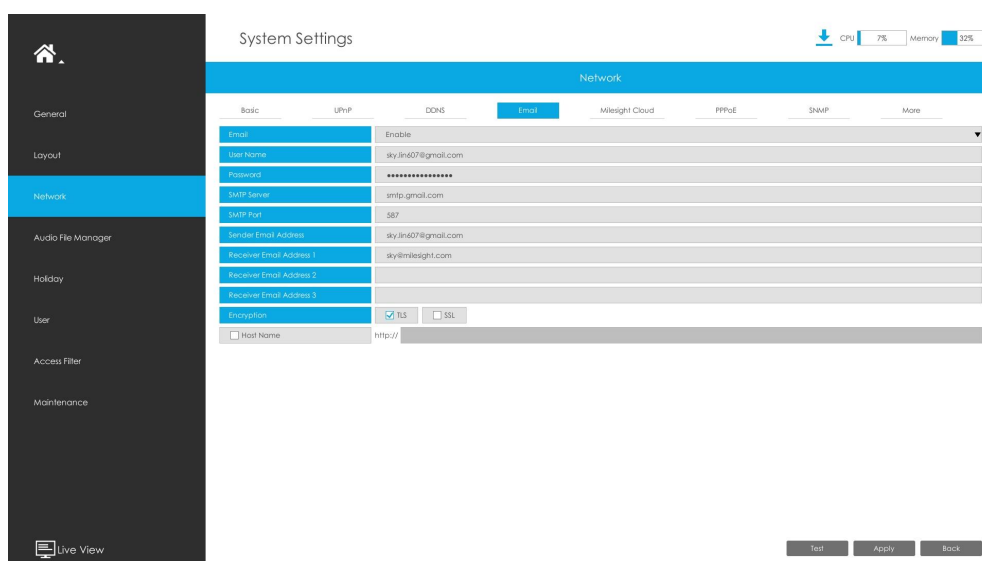
Email function can be configured to send an email notification to all designated receivers if an Event is detected, e.g., Motion Detection, Video Loss, etc.

## 2.How to set up Email ?

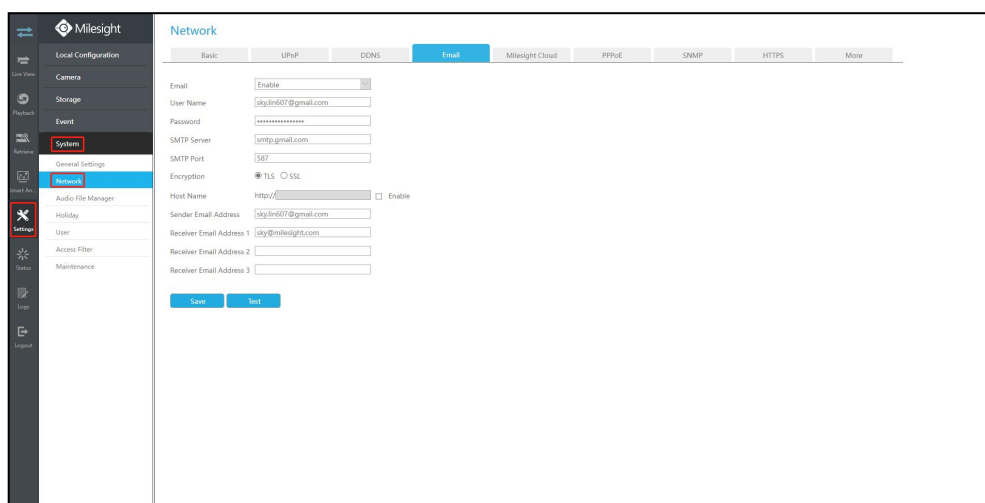
There are three steps to complete the setting.

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

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



**On Webpage:** “Settings”→“System”→“Network”→“Email”



## Description of the buttons:

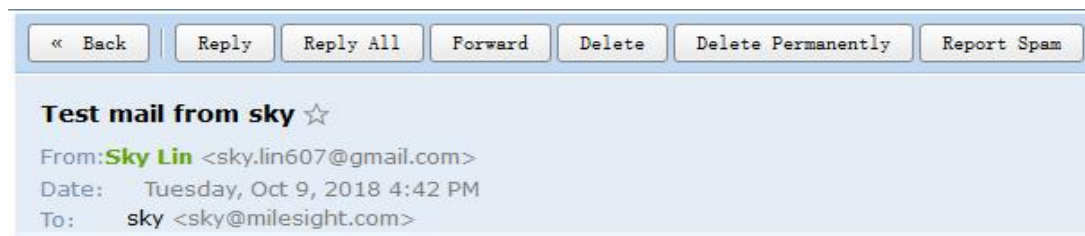
Parameters	Function Introduction
User Name	The E-mail address you choose to send emails. Please input full email address into it
Password	The password of the E-mail
SMTP Server	The SMTP Server of your E-mail
SMTP Port	The port of SMTP Server, it's usually 25
Sender	Named by yourself for the Sender's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

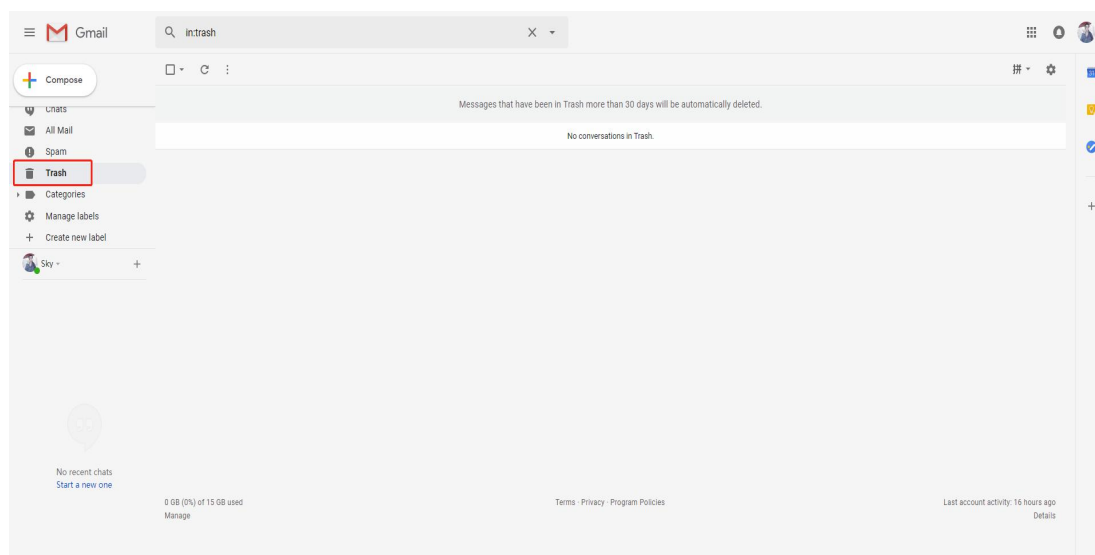
**Step2:** Click the “TEST”button to test if the Email setting is successful.

- 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 .



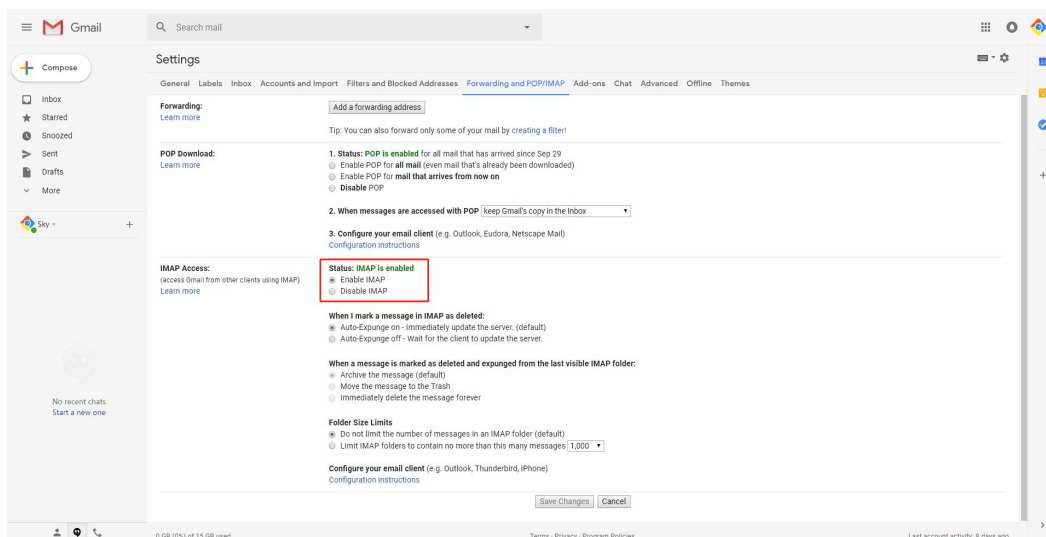
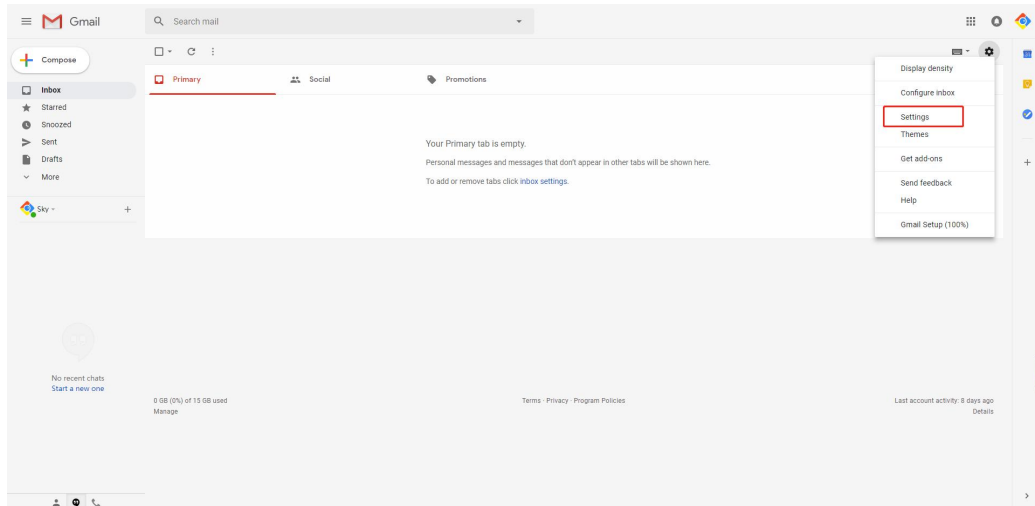
This is a nvr test mail from sky.

**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.

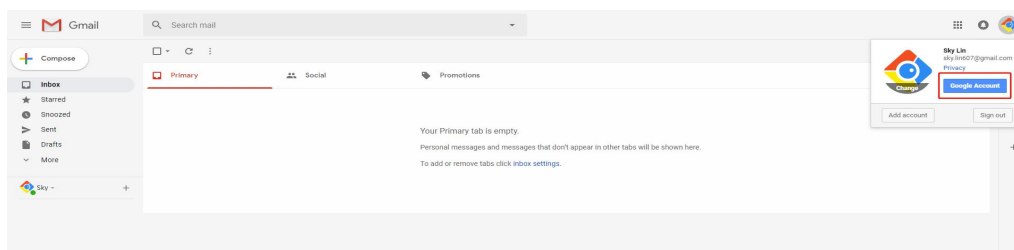


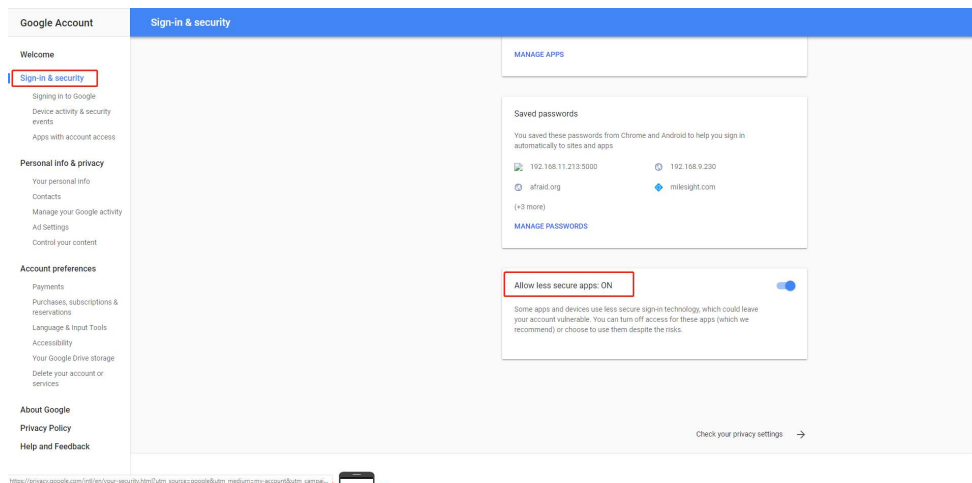
- If there is “Fail to send email” or other prompts, you need to do the following steps to troubleshoot.

- 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”.

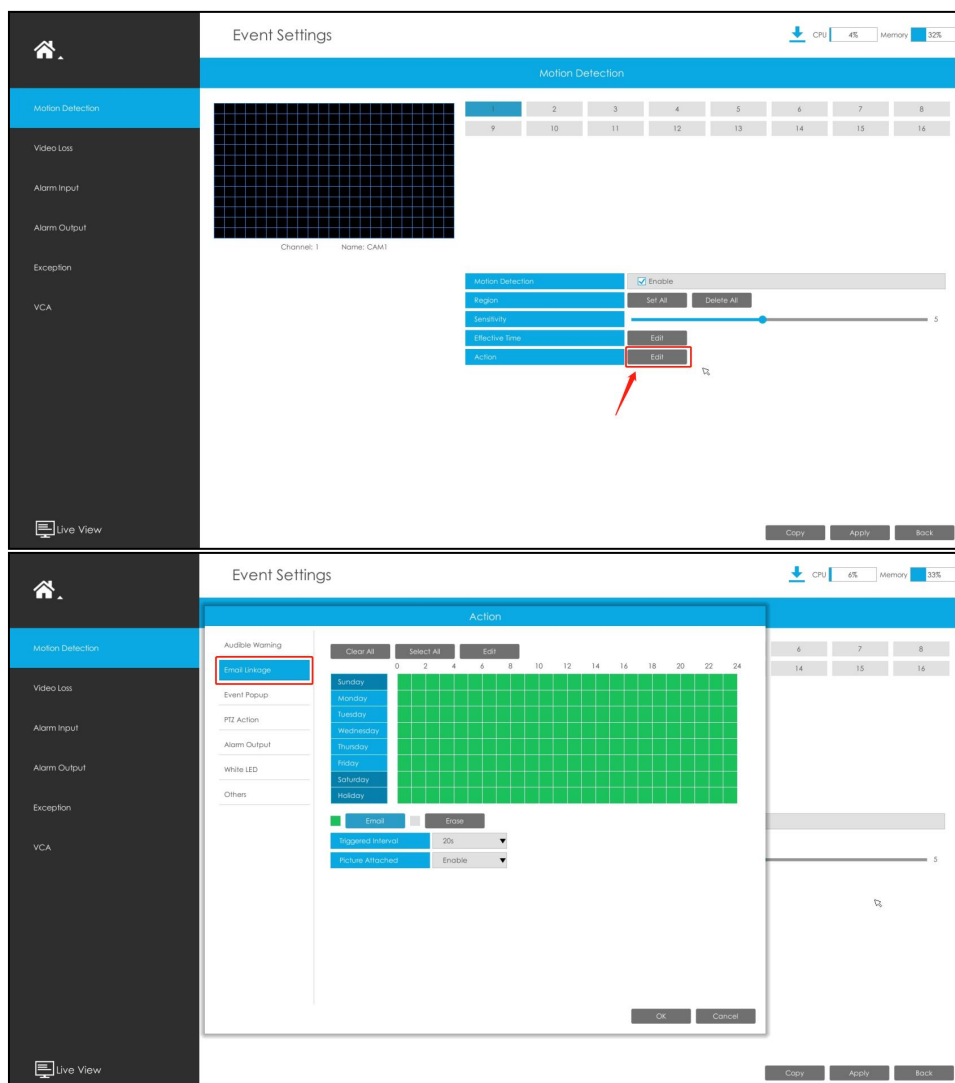




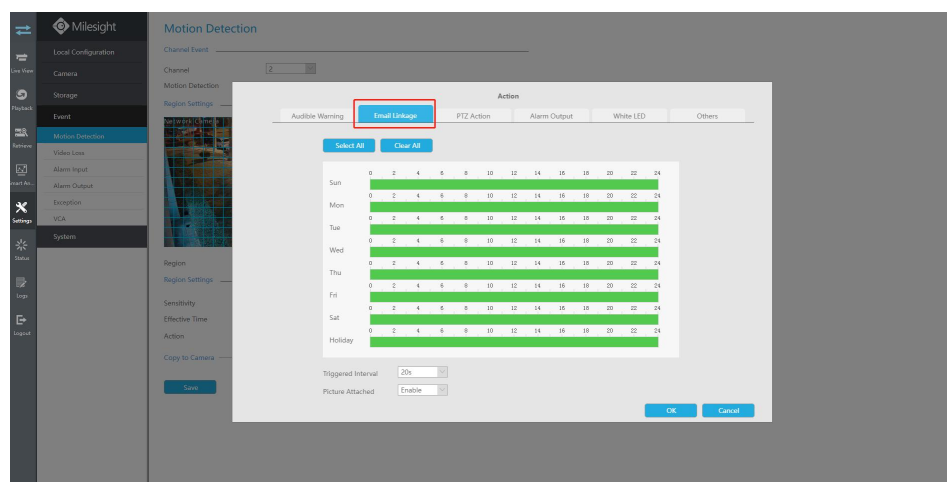
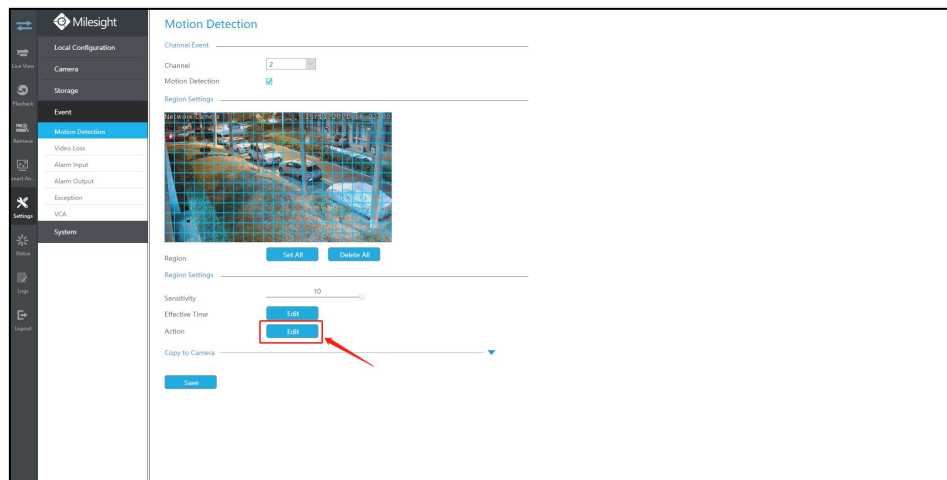
**Step3:** After Email setting, you can use it in Events. Take Motion Detection as an example.

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\_skyzz@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.

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