

[FAQ]

Why can't I receive the e-mail notice from my Gmail account?

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Applied to

GV-DVR/NVR

GV-IP devices (GV-IP Camera, GV-Video Server and GV-Compact DVR)

Question

Why can't I receive the e-mail notice from my Gmail account?

Answer

Your Gmail account cannot receive the e-mail notice because Google uses SMTP server using SSL and TLS data encryption and authentication. Therefore, for GV-DVR/NVR, configure the e-mail server's SMTP Port to **465**. For GV-IP devices, configure the E-mail Server Port to **587**.