Q: Why the Email function is fails to send email with Google Gmail account?

Ans:

- **Method A: Allow less secure apps in Google Gmail**
  1. Visit the Google "Less secure apps" page. (Users may be asked to sign in with Google account)
  2. Open the [Allow less secure apps] switch on the page. Make it from OFF to ON to complete the setting, and then the WISE controller can use the Gmail account to send email now.



- **Method B: Use APP password to sign in Google Gmail with 2-step verification**
  1. Visit the Google "APP passwords" page. (Users may be asked to sign in with Google account)
  2. In the "APP passwords" page, select "Other (Custom name)" from "Select app" dropdown list and enter a name for the device (In this example, the name is WISE mail), and then click the "GENERATE"

button.



3. A “Generated app password” page will be displayed. Copy the app password in the yellow bar (16 character code) and paste it to the Gmail’s password field on the “Email Setting” page (Advanced Setting → Email Setting → SMTP Server Setting → Authentication). Finally, click “DONE” button to complete the setting.



For more detailed description of Google “Sign in using App Passwords”, please refer to the webpage.