

Using Gmail to relay E-mails from RF500A Gateway

The following procedure should allow you to setup and use a Gmail Account to enable e-mails from your RF500 Gateway, if you are unable to send e-mails through your normal server due to issues with TLS 1.0 compatibility.

Setup a new Gmail Account

Sign up for a new Gmail Account using the link below:

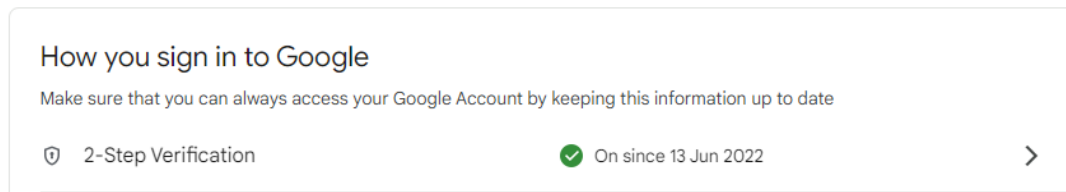
<https://support.google.com/mail/answer/56256?hl=en-GB>

Create a new Gmail E-mail address that is memorable, we suggest using the Gateway Name or somehow referencing the user, for example myhospitalgateway@gmail.com

Turn on 2 Factor Authentication.

Setting up password for your Gateway

Once your new E-mail is setup, login to your new Gmail account and navigate to Settings – Accounts and Import – Other Google Account Settings – Security (left hand menu) – How you Sign into Google – 2-Step Verification



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Then scroll down to the bottom, select App Passwords....


← App passwords

App passwords help you sign in to your Google Account on older apps and services that don't support modern security standards.

App passwords are less secure than using up-to-date apps and services that use modern security standards. Before you create an app password, you should check to see if your app needs this in order to sign in.

[Learn more](#)

Your app passwords

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To create a new app-specific password, type a name for it below...

App name

Create

From the Drop Down select App – “Mail” and then select Device – “Other”

Give the device a name, i.e., myRF500gateway and click on GENERATE Button to generate the 16-Digit Code. Make a note of the number, copy to clipboard, for example.

Setup Your Gateway

Open another Tab in your Browser and log into your Gateway.

Navigate to Administration – System Settings – Mail Server Setup

Select Gmail from the drop down and the SMTP Server and *Port No should auto-populate.

*Note – You may need to allow the Port Number through your Firewall

Tick the box “Secure connection (SSL/TLS) is required” and enter your new Gmail email address as the Username and the new 16-digit password.

Click Save.

Confirm Network Settings include DNS

Navigate to Administration – System Settings – Network and check that all fields are completed.

Ensure that the two DNS Fields are completed and if not ask IT to confirm them. If you cannot confirm then you can use these Google defaults 8.8.8.8 and 8.8.4.4 Click on Save.

Test E-mail

Navigate to Administration – Email Recipients

If no users are setup, then add one.

Once at least one user is setup, then click on Test E-mail to test that e-mails are now working.

Clear E-mail backlog

If Emails were working but have recently stopped then there may be a number of Emails in the backlog. To check Navigate to Administration – System Settings – Mail Server Setup – Advanced and check to see if there is a Mail Queue. If yes, then you may choose to Clear the Queue.

Note – This will also delete your test email above, so please wait for the queue to clear and then send another test email. If all is well the system will have already started to send these e-mails, so some new e-mails may get sent.

End. Ver 1 09/08/2024.

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