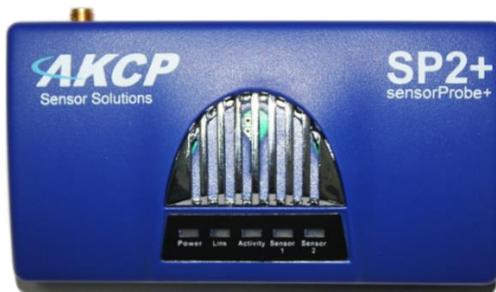




www.AKCP.com

SP2+ SPX+ Email Setup Quick Start Guide ClickSend Gmail & office365



Copyright © 2025, AKCP

Quick Guide on setting up an email Notification on the SP+ to forward to Click Send SMS Gateway

To create email notifications on the SPX+, please follow these 4 main steps:

1) Go to the ClickSend site, register, and top-up the account.

<https://help.clicksend.com/article/3pp05c4fcs-how-to-get-started-with-clicksend>

2) Go to Settings => SMTP. Enable and configure the SMTP settings on the device.

3) Go to Notification => Action and create email actions. Ensure the "Email From" matches the settings from step 1, and enter the desired ClickSend email addresses (e.g., [+][country code][mobile-phone-number]@sms.clicksend.com, such as +2212345@clicksend.com, separating multiple addresses with commas)

Use the "Test Action" button to test the email sending and check the device event logs and the destination phone for the SMS.

4) Go to Notification => Notification Rules and follow the wizard to link the sensor status of interest with the email action created in step 2.

After completing these steps, trigger a status change on the SPX+. This will send an email to the ClickSend server, which will then be converted into an SMS.

Please see the screenshots below for steps 2 and 3.

AKCP

System / SMTP

Send Email

Email From
o365@akcp2.onmicrosoft.com

SMTP Server
smtp.office365.com

SMTP Port
587

Connection Security
STARTTLS

Use Extended SMTP

SMTP Authentication

Login Name
o365@akcp2.onmicrosoft.com

Password

Email Action

Notifications / Actions / Email Action

1 Email Configuration ————— 2 Email Message ————— 3 Retry Action

Name the action and fill in the email of the sender and receivers

Network interface

Default

Action Name

Email to ClickSend SMS Gateway

Email From

o365@akcp2.onmicrosoft.com

Email To

+2250! 3@clicksend.com,123456@clicksend.com,123457@clicksend.com

BACK

NEXT

CANCEL

First the SMTP Setup. Main Menu >> Settings >> SMTP:

System

- General
- Date/Time
- Network
- Modem
- VPN
- SMTP**
- SNMP
- Server Integration
- Services
- Modbus
- Password Checking
- Maintenance
- Heartbeat Messages
- License Management
- About

Get SNMP OID

SMTP

System / SMTP

Send Email Enable Disable

Email From

SMTP Server

SMTP Port

SMTP Authentication Enable Disable

Login Name

Password

Confirm Password

Connection Security

The SMTP server configuration options are shown here, it's required to be set up for the Email actions.

Fill out all parameters; the address in the Email From parameter will be used by the Email actions by default, but you could change it if your mail server supports it (when it's not required to match the SMTP user for example).

Connection Security

- None
- SSL/TLS
- STARTTLS

SSL/TLS and STARTTLS are supported for the connection security.

You could also turn off any email sending from the unit by disabling the *Send Email* option.

Settings for Gmail & NEW Update (see below)

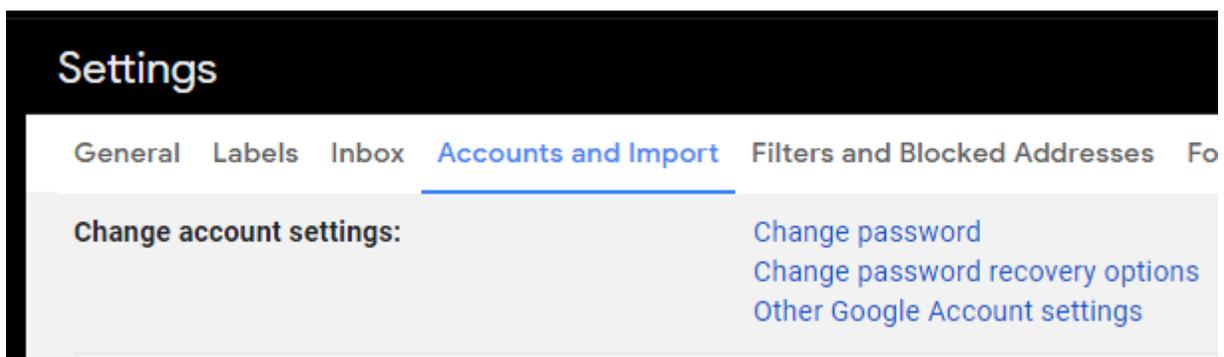
Important Note: Another customer reported recently that it appears that Google updated their Gmail account with their two-step authentication without them knowing and was the cause for a failed test to send an email. After they checked this, their notifications were back online and working.

You can use a Gmail account to send Email alerts with the settings shown on this screenshot below.

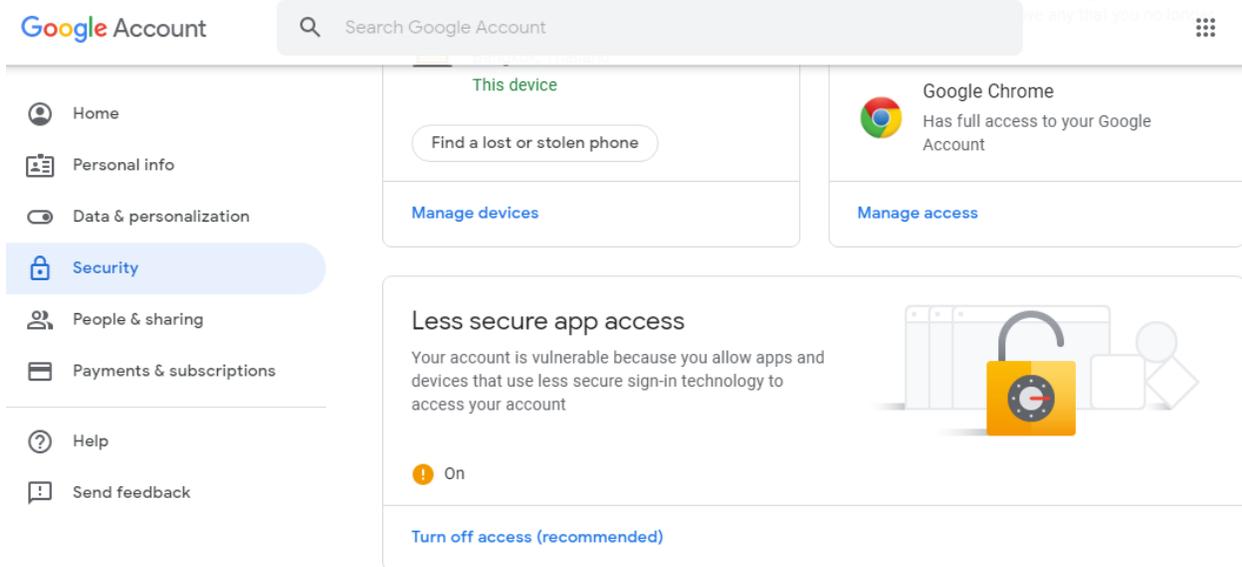
The screenshot shows a configuration form for sending emails via Gmail. It includes the following fields and options:

- Send Email:** Radio buttons for Enable and Disable.
- Email From:** Text input field containing a masked email address followed by @gmail.com.
- SMTP Server:** Text input field containing smtp.gmail.com.
- SMTP Port:** Text input field containing 587.
- SMTP Authentication:** Radio buttons for Enable and Disable.
- Login Name:** Text input field containing a masked email address followed by @gmail.com.
- Password:** Password input field with masked characters.
- Confirm Password:** Password input field with masked characters.
- Connection Security:** Dropdown menu set to STARTTLS.

Important: before this will work, you'll need to set up an additional setting in your Google account.



Open Gmail in a web browser and go to Settings / Accounts and Import / Other Google Account settings.



Then from the Account settings open Security tab / Enable Less Secure Apps

NEW UPDATE regarding Gmail

Google has terminated the Gmail account support to less secure apps beginning on May 30th 2022. <https://support.google.com/accounts/answer/6010255?hl=en#zippy=>

Our SP+ devices Email sending using the straight Gmail passwords with the "Allow less secure apps" will be & are affected directly by this change. **Email sending with that method will fail on, or after this date.**

However, Google offers a login method called "App passwords". <https://support.google.com/accounts/answer/185833#zippy=>

The feature creates a unique, 16 characters long password to access your Google account on a desired feature.

It can be easily created in the Google Account setting => Security => Signing in to Google => App passwords.

App passwords let you sign in to your Google Account from apps on devices that don't support the 2-Step Verification. You'll only need to enter it once so you don't need to remember it.

Sign in with App Passwords

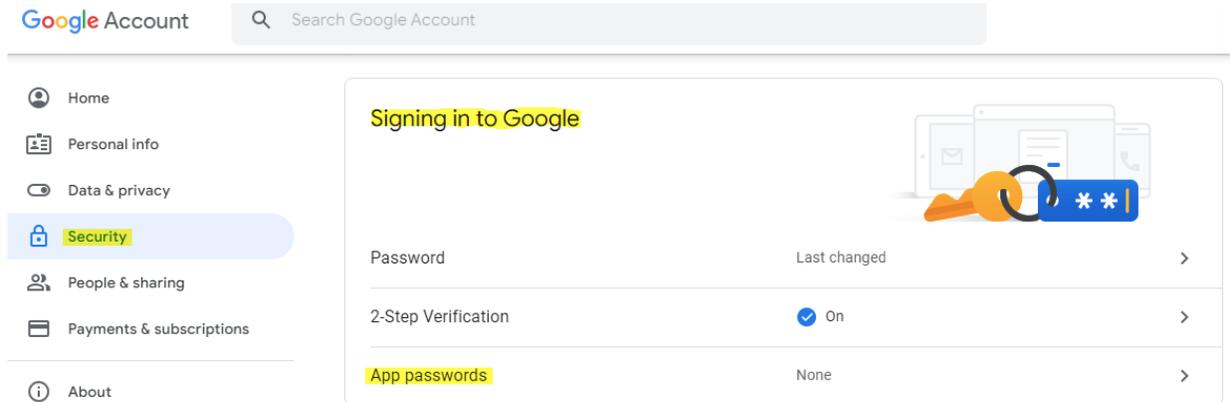
<https://support.google.com/accounts/answer/185833>

Turn on 2-Step Verification

<https://support.google.com/accounts/answer/185839>

Here are the screen shots and short instructions on how to create the App password.

- 1) Go to your Google Account. <https://myaccount.google.com/>
 - 2) Select Security.
 - 3) Under "Signing in to Google," select App Passwords. You may need to sign in.
- If you don't have this option, it might be because:
- 2-Step Verification is not set up for your account.
 - 2-Step Verification is only set up for security keys.
 - Your account is through work, school, or other organization.
 - You turned on Advanced Protection.



← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Select app

Select device

Mail

Calendar

Contacts

YouTube

Other (*Custom name*)

GENERATE

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Mail



Select device

iPhone

iPad

BlackBerry

Mac

Windows Phone

Windows Computer

Other (*Custom name*)

GENERATE

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

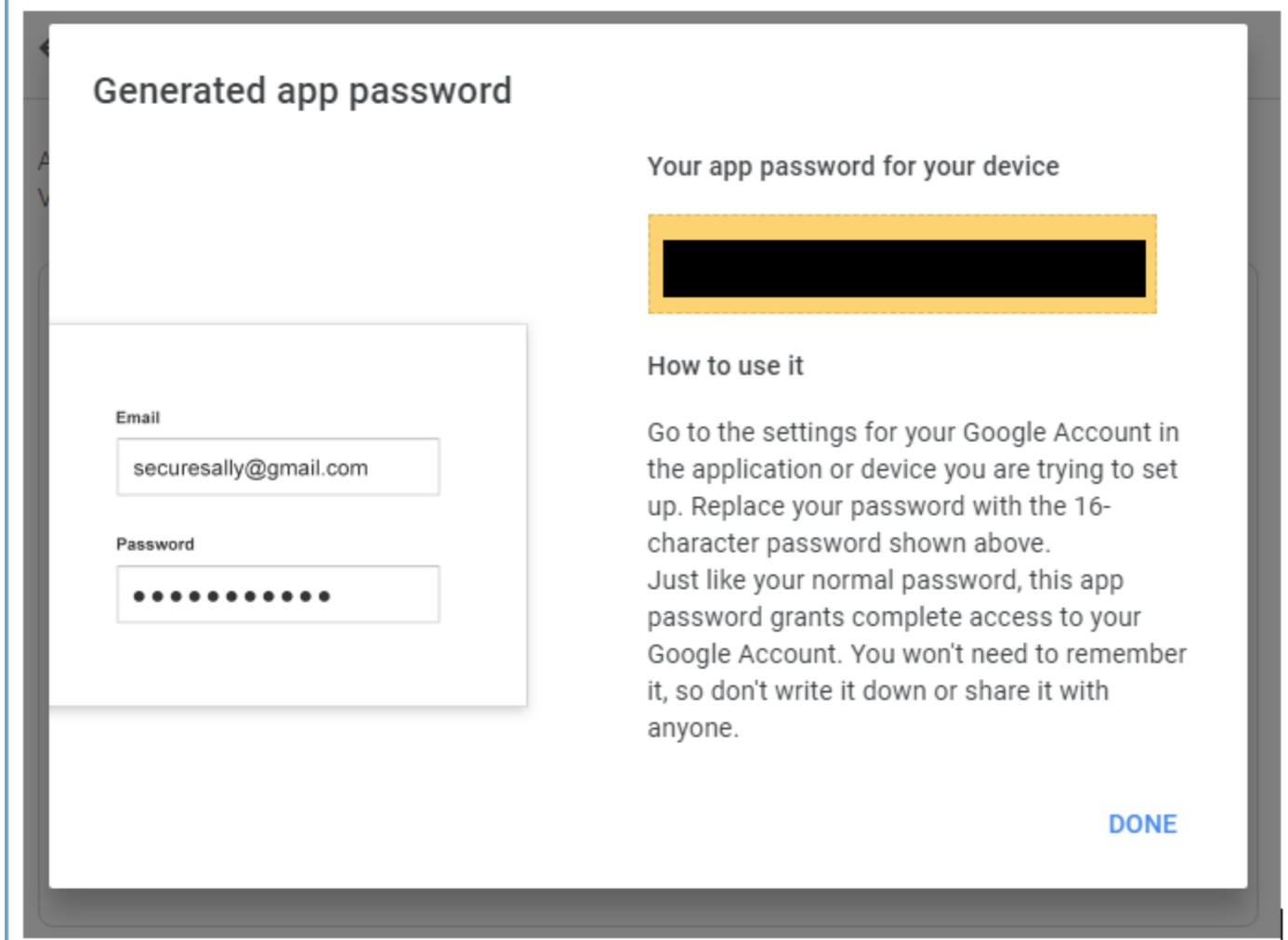
You don't have any app passwords.

Select the app and device you want to generate the app password for.

AKCP securityProbe5ES

GENERATE

4. Choose Select app and choose the app you are using and then Select device and choose the device you're using and then Generate.



5) The App password is the 16-character code in the yellow bar on your device.

Replace your Gmail password on AKCP devices with this password, the other SMTP configurations can be left unchanged.

SEC (securityProbe): Edit the Email notification actions in Notification => Action page, edit system SMTP settings in Setings => System Maintenance page.

SP+ (SP2+ &SPX+): Edit the SMTP settings in Settings => SMTP page.

Important Note: Please keep in mind that in our testing we found that the same, or similar app password can be reused for multiple AKCP base units. However, this depends on Google and whether this will be accepted. We cannot guarantee that the same app passwords will not be rejected by Google in the future when they detect multiple devices using the same app passwords.

Moreover, to avoid possible issues we would highly suggest you create different app passwords for each AKCP device where you need to log into, or for every SP+ or securityProbe's if you have multiple AKCP base units.

Setup the Email Action

Now you need to setup the Email action and tie this to a sensor.

You can use the Email Action to send a notification by email when a sensor reaches a certain threshold.

The screenshot shows the AKCP web interface with the 'Notifications' menu selected. The 'Action Wizard' is open, showing a three-step process: 1. Email Information, 2. Email Message, and 3. Retry. The current step is 'Step 1 - Email Information'. The form includes the following fields:

- Action Name:** Email Action
- From:** user@akcp.com
- To:** to@address.com, to@address.com, to@address.com, ...

A yellow warning box below the 'To' field contains the text: "Click [here](#) to setup SMTP Server." At the bottom of the form are three buttons: 'Back', 'Next', and 'Cancel'.

Note: The SMTP server settings needed to be configured on the unit, before this action works which we already went through above.

All email actions will use this SMTP server for sending emails.

Action Wizard

Notifications / Actions / Create an Action

1 — 2 — 3
Email Information — Email Message — Retry

Step 2 - Email Message

Subject

Body

After clicking **Next** you will get a page where you can input the e-mail name and message. Press the **Customize** button and the fields will re-write in a format that will allow for an automated e-mail that will display the sensor information.

Step 2 - Email Message

Subject

Body

For all possible macro values (dynamic text values starting with \$) you can see a detailed list in the notifications manual

Action Wizard

Notifications / Actions / Create an Action

1 — 2 — 3

Email Information Email Message Retry

Step 3 - Retry

Maximum Times to Retry:

Retry Interval: 15s

Back Finish Cancel

Finish and Setup Notification

These parameters set the maximum number of times to send the email notification and the time interval between each notification.

If you click on the **Finish and Setup Notification** button, this will launch the **Link Notification Wizard** where you can use the new action for making a notification where you will link your connected sensors to the email notifications.

How to use a Gmail account to send email via SPX+ while displaying a different sender / Send “email as” feature

An end customer recently asked us if it was possible change the gmail sending email address as follows;

We are testing email notification by using gmail. It looks working, but we want to show another sender address at the receiver side. From the picture below, the OriginalEmail@gmail.com is the real address for sending an email, but at the receiver we want to show another address, example as "noreply@ABC.com". Is it possible? How can we do it?

While technically achievable in certain ways, directly changing the "From" address to a domain you don't own (like "ABC.com" if it's not yours) when sending through Gmail is generally not possible due to security policies implemented by mainstream email providers like Gmail. These policies are crucial to prevent email spoofing, phishing, and maintain overall email deliverability and trust.

If "ABC.com" is your organization's domain, Then the Gmail's "Send mail as" feature (Use Gmail to send from your other email addresses) is our recommended option.

This method allows an SPX+ to send emails using different "Emails from" via a single Gmail account.

Please follow the guide below and check out an example setup from our engineering SPX+. <https://support.google.com/mail/answer/22370?hl=en>

Note: Uncheck the "Treat as an alias" in the Gmail's "Add another email address" process.

SPX+ SMTP Settings:

akcp.account@gmail.com with smtp.gmail.com, 587, STARTTLS, use the Gmail 'App Password'

SPX+ Email Actions:

akcp.account@gmail.com to A
Email from: akcp.account@gmail.com
Email to: mail1 @A.com, mail2 @A.com, ...

akcp.account@akcp.com to B
Email from: akcp.account@akcp.com
Email to: mail1 @B.com, mail2 @B.com, ...

AKCP

Actions

Search

+ ADD REFRESH

↑ Action Type	↑ Action Name				
Email	@akcp.com to B			DUPLICATE	TEST ACTION
Email	@gmail.com to A			DUPLICATE	TEST ACTION

Settings for office365

Important Note: Sending office365 email alerts are only supported on the SP+ F7 & H7 units running the latest firmware on our website and are not supported on the older F4 type SP+ units.

First you need to ensure that the SMTP settings and the email action configuration are correct as follows (our account is used as an example):

SMTP

System / SMTP

Send Email

Email From

o365@akcp2.onmicrosoft.com

SMTP Server

smtp.office365.com

SMTP Port

587

Connection Security

STARTTLS

SMTP Authentication

Login Name

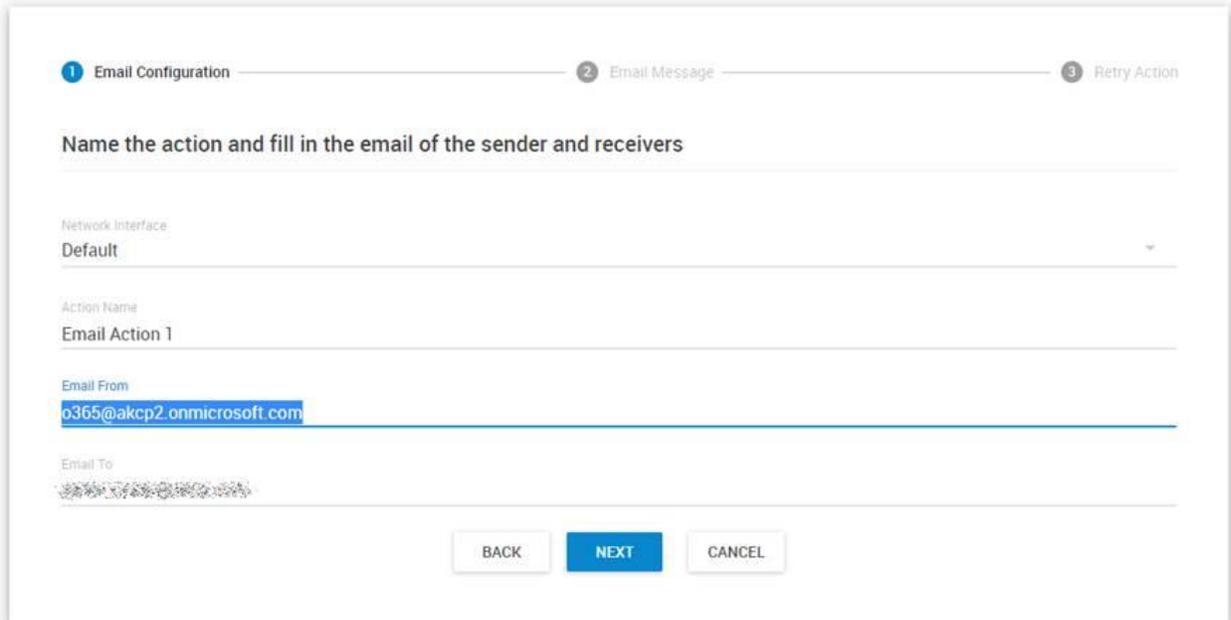
o365@akcp2.onmicrosoft.com

Password

Confirm Password

Email Action

Notifications / Actions / Email Action



Very important: the “Mail from” parameter must match the same as the SMTP login parameter in the settings.

The mail servers are strict about the "mail from" parameter for antispam methods, and it cannot be different than the email login setting.

Please also check our SP+ Knowledge Base using this link:

<https://www.akcp.com/knowledge-base/sensorprobe-plus-series-knowledge-base/>

Email Troubleshooting

- A. Check with your local system administrator to ensure all the settings you have entered into the email alert settings on the unit are correct and you can ping your SMTP server.
- B. Ensure your unit(s) is running the latest version of firmware that is on our website support portal.
- C. Check the SP+ units Notification manuals for more details on the settings etc.
- D. The maximum email addresses that can be added to the email action is 10.
- E. Check your network & the DNS settings in the SP+ units web UI. This might be incorrect, then the unit cannot resolve the name of the server.
- F. Try using the IP address of the SMTP server after making sure you can ping it from the same network the unit is configured on.

- G. Check the system logs to ensure the alerts are being sent from the unit and if so, check your spam filter where the emails are being sent to.
- H. Also, MS changed the Hotmail/Outlook mail's SMTP settings, the smtp.live.com server is not supported anymore. It should be changed to: smtp-mail.outlook.com

Below are additional troubleshooting steps and settings modifications that we would suggest:

- 1) Verify the device's Ethernet network settings on the Network page.
- 2) If the AKCPro Server Cloud Server on the Server Integration page is not being used, disable it and reboot the unit once.
- 3) Configure valid NTP settings on the Date / Time setting page for accurate date and time.
- 4) Verify the device's SMTP settings on the SMTP page.
 - Try to re-enter the Email and passwords.
 - Try to test with different SMTP options and accounts.
 - Try to test with a PC within the same network using the same SMTP settings and account.
- 5) Verify the device connection to the SMTP server (if Ping service is enabled).
 - Create a Virtual Sensor Ping and point to the SMTP server, for example; smtp.office365.com
- 6) Retest Email Action using the "Test Action" button on the Notifications/Actions page. Then, check the mail server's SMTP logs.

If the issue is unresolved, please send us complete information with a new support file from the unit.

Please contact support@akcp.com if you have any further technical questions or problems.

Thanks for Choosing AKCP!