# SMTP Email Error Messages

When using our SMTP email, you may receive error messages. Please make sure the following steps are taken then try sending a test email again.

-Make sure the settings you are entering are correct (Port, username, password, etc.)

-Disable ALL firewalls or anti-virus software and try sending again. If the test is successful, then your firewall is blocking it.

-If all everything is correct, you may need to contact your ISP. It is very common that the ISP will block certain ports. You will need to contact them to open the port.