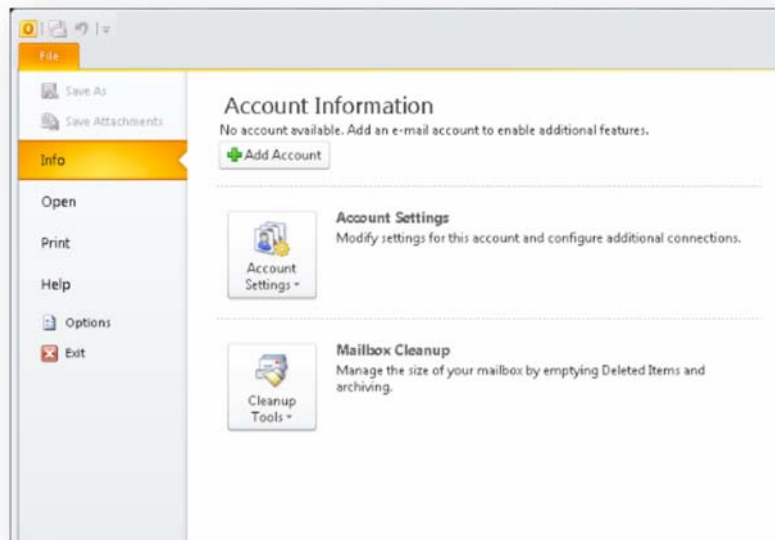


Windows: Outlook 2010 (POP)

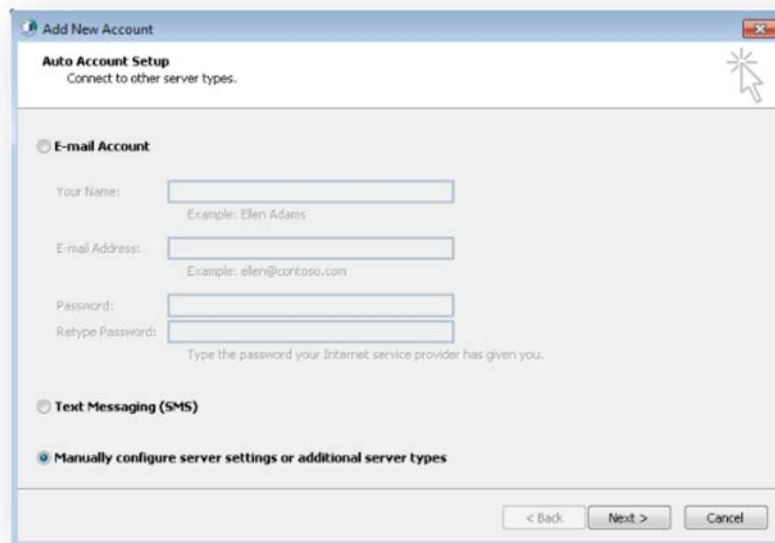


This article will assist you with setting up Outlook 2010, using POP, for your Hosted Mailbox.

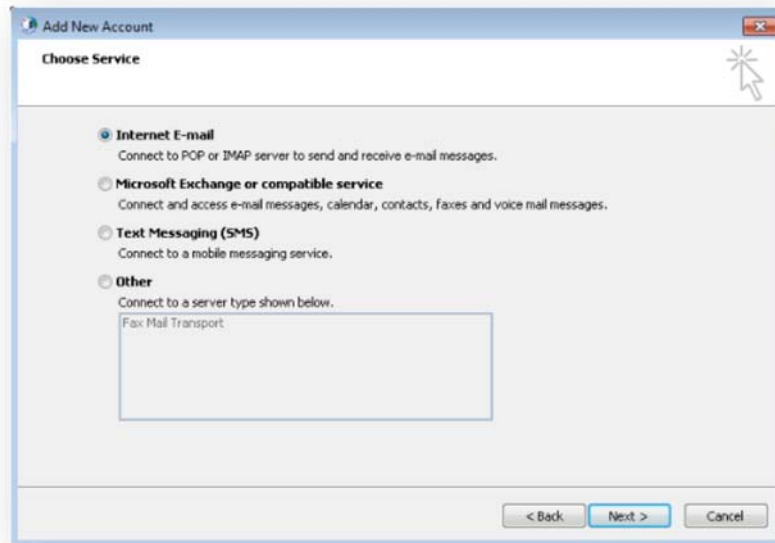
1. Open Outlook.
2. Select the **"File"** tab. Then **"Add Account"**.



3. Select **"Manually configure server settings or additional server types"**. Click **"Next"**.



4. Select **"Internet E-Mail"**. Click **"Next"**.



5. In the "Add New Account" window, input the following information:

a. "Your Name": The name email recipients will see in the "From" field.

b. "Email Address": example@example.com

c. "Account Type": POP

i. "Incoming mail server": (We recommend secure.emailsrvr.com)

Server	SSL	Port
secure.emailsrvr.com	Yes	995
pop.emailsrvr.com	No	110

ii. "Outgoing mail server (SMTP)": (We recommend secure.emailsrvr.com)

Server	SSL	Port
secure.emailsrvr.com	Yes	465
smtp.emailsrvr.com	No	25, 2525, 587, 8025

d. "Logon Information":

i. "Username": example@example.com

ii. **"Password"**: Your mailbox password

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: John Doe
E-mail Address: demo@example.com

Server Information
Account Type: POP3
Incoming mail server: secure.emailsrvr.com
Outgoing mail server (SMTP): secure.emailsrvr.com

Logon Information
User Name: demo@example.com
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
 Test Account Settings by clicking the Next button

Deliver new messages to:
 New Outlook Data File
 Existing Outlook Data File
Browse

More Settings ...

< Back Next > Cancel

6. Click on **"More Settings"** then click the **"Outgoing Server"** Tab

- a. Check the box for **"My outgoing server (SMTP) requires authentication"**.
- b. Check the button for **"Use same settings as my incoming mail server"**.

Internet E-mail Settings

General **Outgoing Server** Connection Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name:

Password:

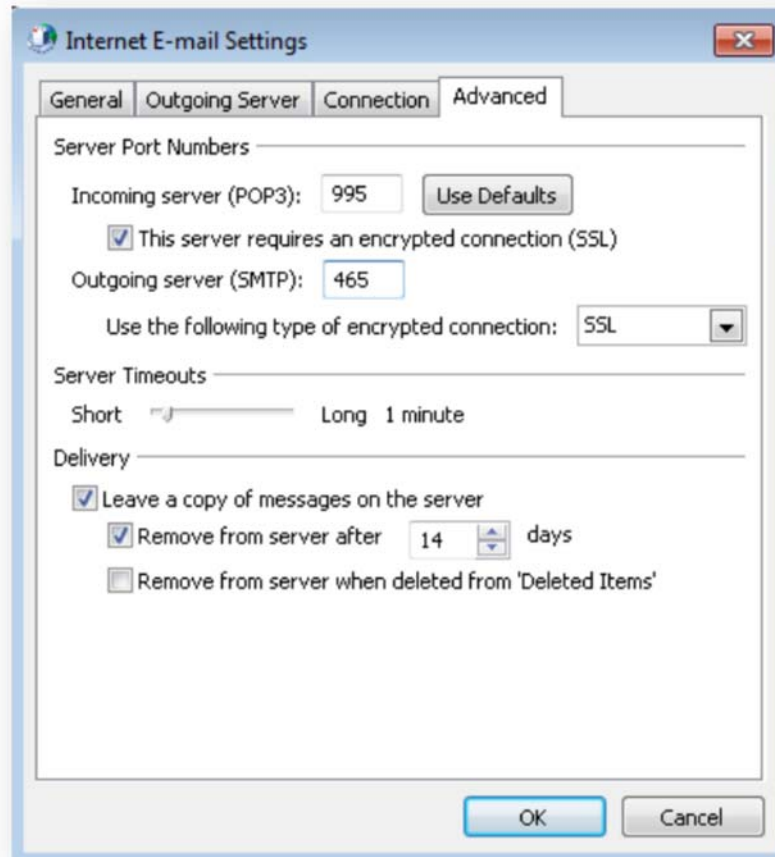
Remember password

Require Secure Password Authentication (SPA)

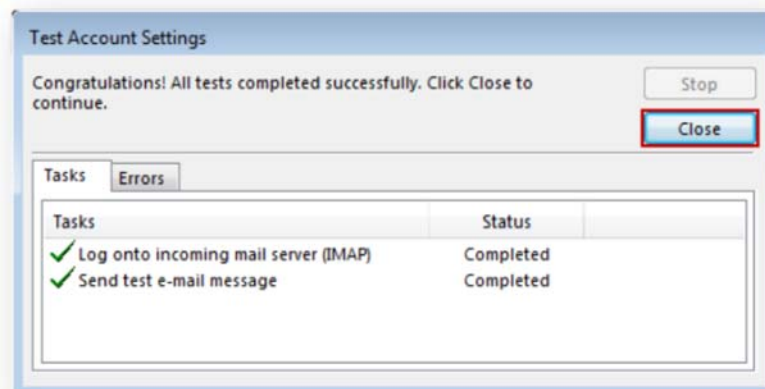
Log on to incoming mail server before sending mail

OK Cancel

7. If using "secure.emailsrvr.com": Click on the "Advanced" Tab
 - a. Change "Use the following type of encrypted connection" to "SSL".
 - b. Change the port numbers to match the chart on step 5.c. Click "OK".



8. Click "Next". Outlook will now attempt to send a test message using the settings we have just put in. If everything was entered correctly, the message will send out successfully.



9. Congratulations! You have now setup Outlook to work with

your Mailbox!

Didn't work? Check out these common issues...

☒ Authentication failed, Username/Password incorrect

Check that your username reflects exactly what you see displayed above. For certain mailboxes, the username will be different from your email address. If correct, try re-typing your password.

☒ Send test e-mail message: Failed

Port 25 is typically blocked by internet service providers (ISPs). Try changing the port within your Outbound Email Server settings. Alternative ports are 465, 587, 2525, 8025.

☒ Log onto incoming mail server: Failed

Verify your internet connection is stable. Then double-check that you've typed the "Incoming mail server" address correctly.
