



Email Update Instructions

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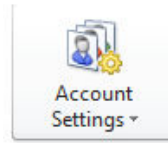
Email Client Settings – The Basics

The following settings must be checked within an email client so an email account will work with the new email infrastructure.

- The username format is the full email address. This is the login portion that is located along with the subscriber's password.
- In the images, your_domain.com is the part of your email address that follows the "@" sign.
- The new incoming mail server (POP 3) is now "mail.svcable.net".
- The new outgoing mail server (SMTP) is now "mail.svcable.net".
- "Outgoing server requires authentication" needs to remain checked.
- Uncheck "This server requires a secure connection (SSL)"

Outlook 2013

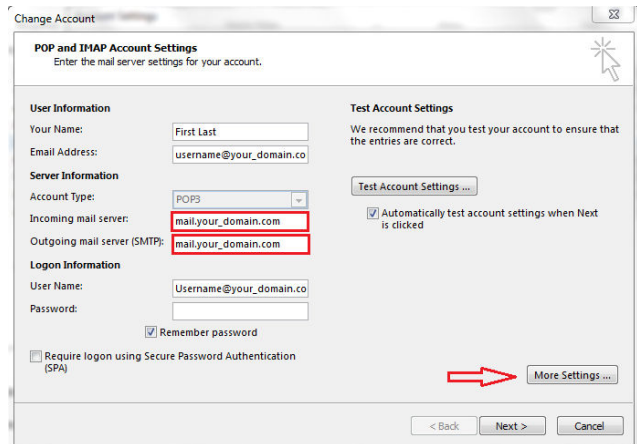
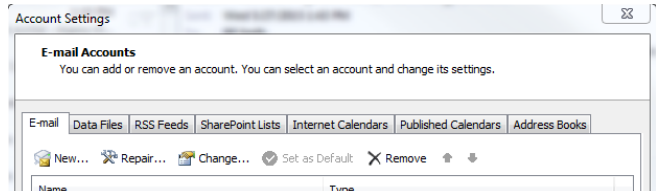
1. Open **Outlook**
2. Click the **File** tab
3. Select **Account Settings**
4. On E-mail tab select account and click **Change**



5. Change the following:

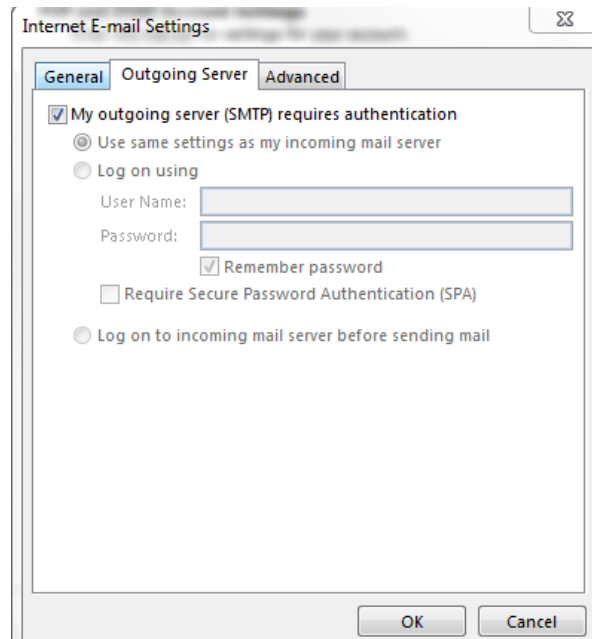
Incoming mail server: mail.svcable.net
Outgoing mail server (SMTP): mail.svcable.net
Require logon using Secure Password Authentication (SPA): Leave this option unchecked.

6. Click **More Settings**

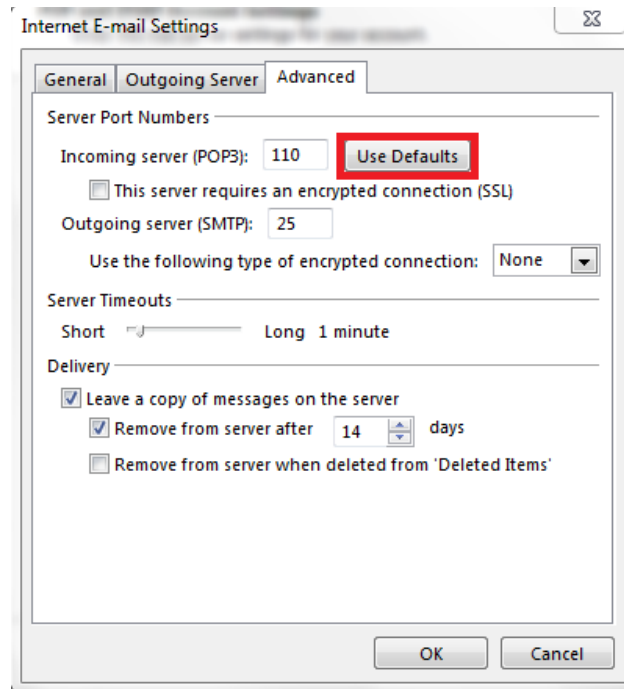


7. Select the **Outgoing Server** tab

Verify **My outgoing server (SMTP) requires authentication** is checked and select **Use same settings as my incoming mail server**.

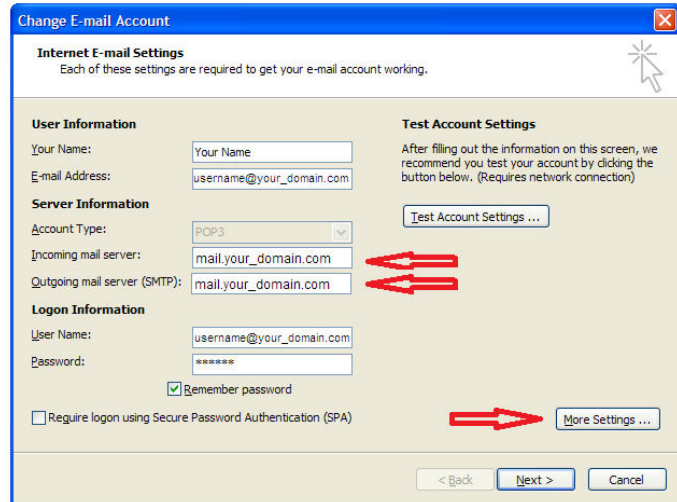


8. Click the **Advanced tab**
9. Click the **Use Defaults** button
10. Click **OK**
11. Click **Next**
12. Click **Finish**



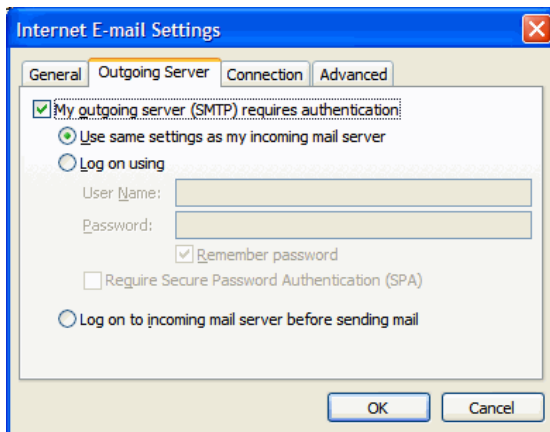
Outlook 2007

1. Open **Outlook**.
2. Click the **Tools** menu, and select **Account Settings...**
3. On the **E-mail** tab, select your POP account and click **Change...**
4. Change the following fields:
POP server: mail.svcable.net
SMTP server: mail.svcable.net
Require logon using Secure Password Authentication (SPA): Leave this option unchecked.



5. Click the **More Settings...** button
6. Select the **Outgoing Server** tab.

7. Verify **My outgoing server (SMTP) requires authentication** is selected and select **Use same settings as my incoming mail server**.



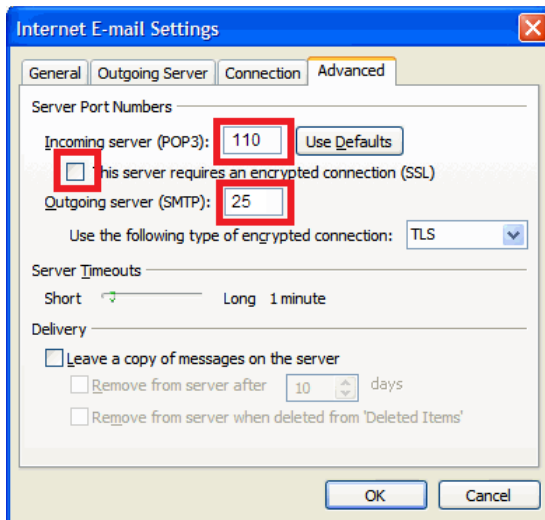
8. Click the **Advanced** tab

9. Enter **110** in the **Incoming Server (POP3)**

10. Uncheck **This server requires an encrypted connection (SSL)**.

11. Enter **25** in the **Outgoing Server (SMTP)**

12. Use the following type of encrypted connection should be set to **None**.



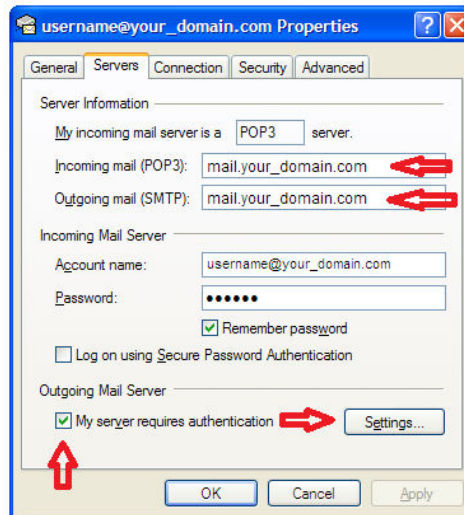
13. Click **OK**

14. Click **Next**

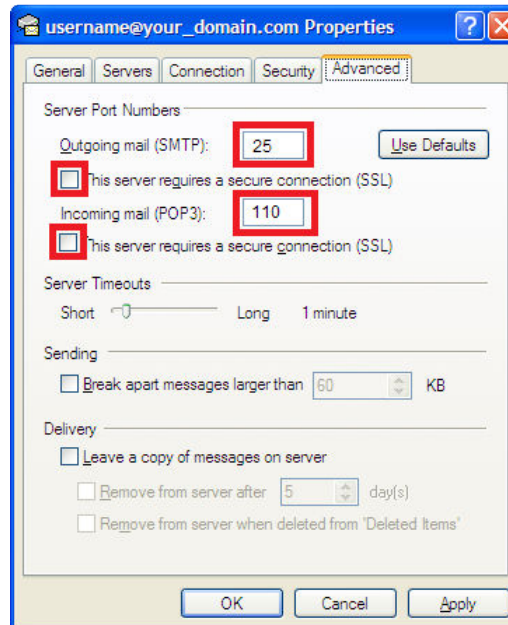
15. Click **Finish**

Outlook Express

1. Open Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.
4. Click on the **Servers** Tab and change the following fields:
POP server: mail.svcable.net
SMTP server: mail.svcable.net
Verify **My server requires authentication** is checked

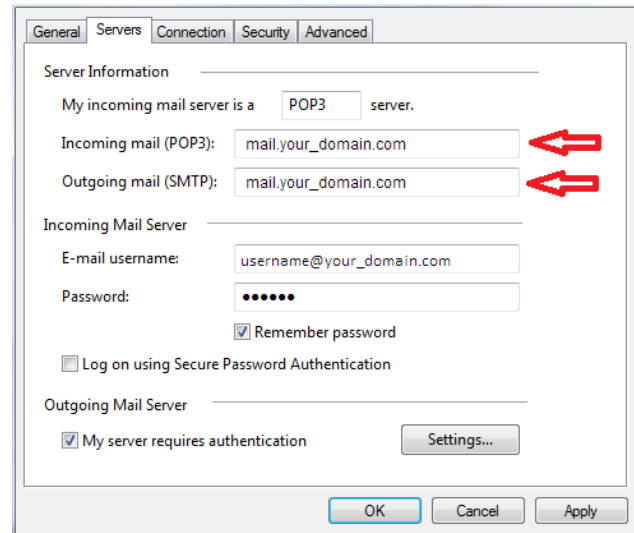


5. Click the **Advanced** tab.
6. Enter **25** in the **Outgoing Server (SMTP)**
7. Uncheck **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the **Incoming Mail (POP3)**
9. Uncheck **This server requires an encrypted connection (SSL)**.
10. Click **OK**.



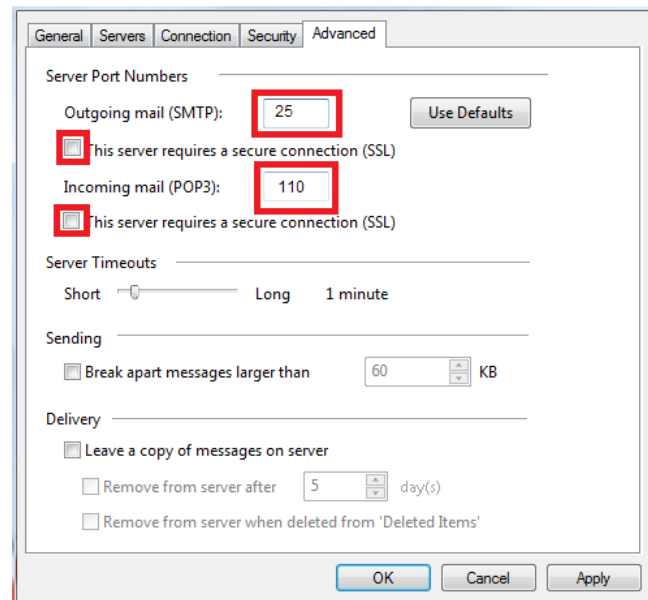
Windows Mail

1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.
4. Click the **Servers** tab and change the following fields:
POP server: mail.svcable.net
SMTP server: mail.svcable.net
Verify **My server requires authentication** is checked



The screenshot shows the 'Servers' tab in Windows Mail, with the 'General' section selected. The 'Server Information' section shows 'My incoming mail server is a POP3 server.' Below this, the 'Incoming mail (POP3):' field contains 'mail.your_domain.com' and the 'Outgoing mail (SMTP):' field contains 'mail.your_domain.com'. Two red arrows point to these fields. The 'Incoming Mail Server' section shows 'E-mail username:' as 'username@your_domain.com' and a password field with six dots. There is a checked box for 'Remember password' and an unchecked box for 'Log on using Secure Password Authentication'. The 'Outgoing Mail Server' section has a checked box for 'My server requires authentication' and a 'Settings...' button. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

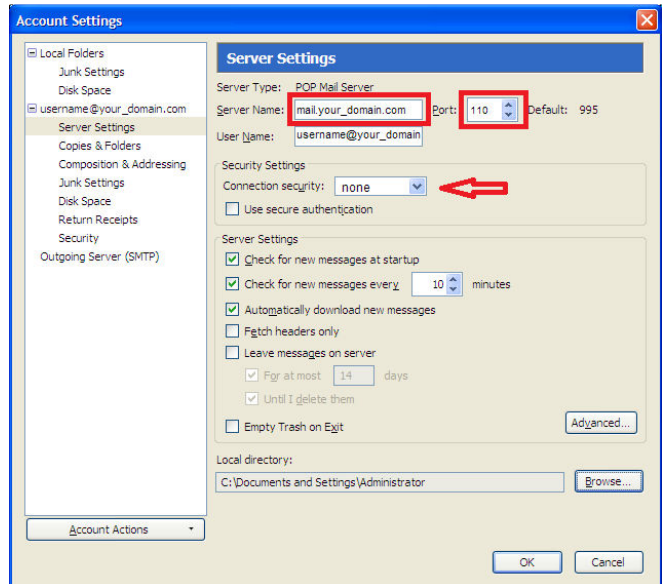
5. Click the **Advanced** tab.
6. Enter **25** in the **Outgoing Server (SMTP)**
7. Uncheck **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the **Incoming Mail (POP3)**
9. Uncheck **This server requires an encrypted connection (SSL)**.
10. Click **OK**.



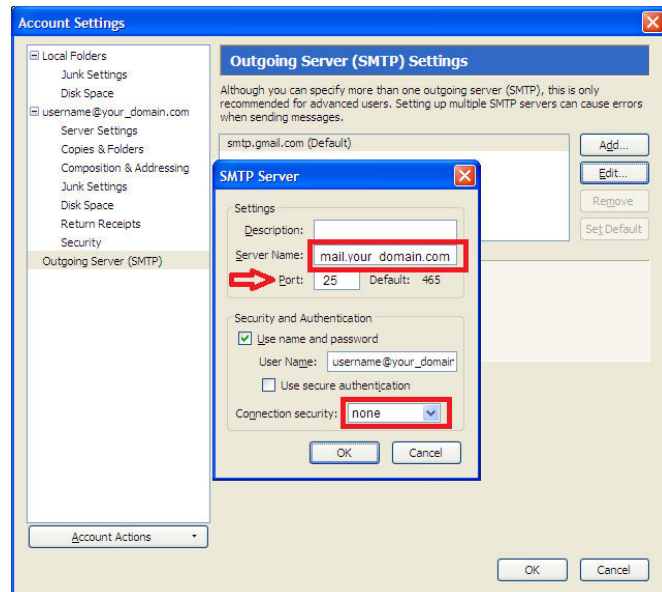
The screenshot shows the 'Servers' tab in Windows Mail, with the 'Advanced' section selected. The 'Server Port Numbers' section shows 'Outgoing mail (SMTP):' with the value '25' in a text box, and 'Incoming mail (POP3):' with the value '110' in a text box. Both text boxes are highlighted with red boxes. There are unchecked checkboxes for 'This server requires a secure connection (SSL)' for both outgoing and incoming mail. A 'Use Defaults' button is next to the outgoing mail port field. The 'Server Timeouts' section shows a slider between 'Short' and 'Long' (1 minute). The 'Sending' section has an unchecked checkbox for 'Break apart messages larger than' with a value of '60' KB. The 'Delivery' section has an unchecked checkbox for 'Leave a copy of messages on server', and two other unchecked checkboxes for 'Remove from server after' (5 days) and 'Remove from server when deleted from 'Deleted Items''. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Thunderbird 3

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click **Server** setting in the left-hand pane.
4. Enter **mail.svcable.net** in the **Server Name** field
5. Enter **110** in the **Port** field

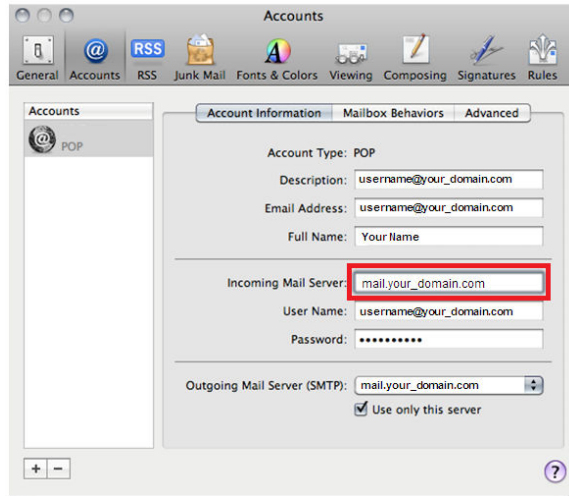


6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.svcable.net** in the **Server Name** field.
9. Enter **25** in the **Port** field.
10. Under **Security and Authentication** put a check mark in **Username and password**.
11. Click the **Connection security** dropdown and select **none**.
12. Click **OK** in the *SMTP Server* window
13. Click **OK** in the *Account Settings* window

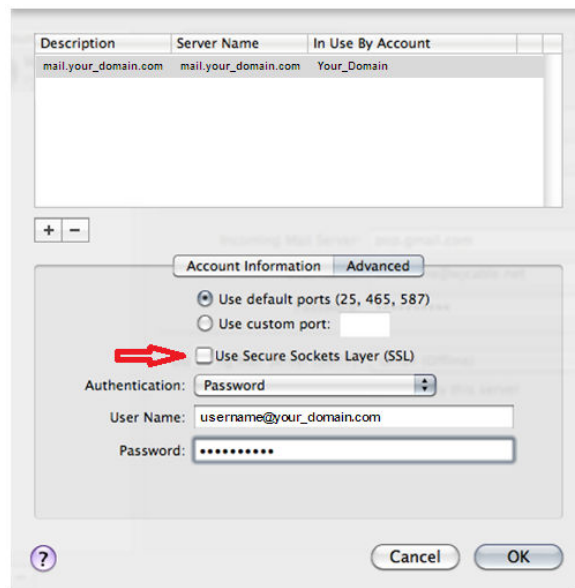


Apple Mail

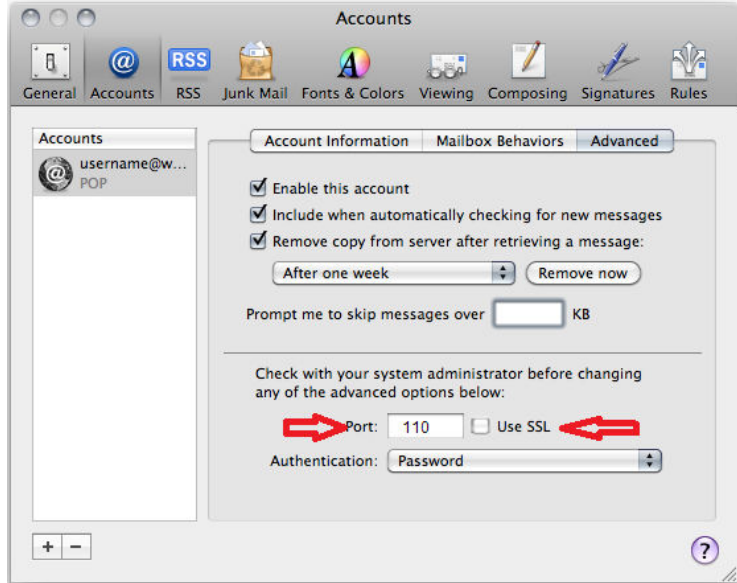
1. Open Apple Mail.
2. Click **Mail**, and select **Preferences...**
3. Open the **Accounts** tab and select your existing account in the left panel.
4. Change the Incoming Mail Server to: mail.svcable.net
5. At the bottom of the right panel click the arrow to the right of **Outgoing Mail Server (SMTP)** and click "Edit SMTP Server List ..." from the dropdown.



6. Click the **Advanced** tab
7. Verify **Use default port (25, 465, 587)** is selected
8. Uncheck **Use Secure Sockets Layer (SSL)**
9. Click **OK**



10. On the Account page select the **Advanced** tab



11. Enter **110** in the **Port** field

12. Uncheck **Use SSL**

13. Verify *Authentication* is set to **Password**

14. Close the window to save

