Advanced Mailbox

Email Software Setup Guide

Advanced Mailbox Setup Guide

Setting up an Advanced mailbox only takes a few minutes. You can set up any email software to send and receive email from your mailbox.

You can connect to your mailbox using either the POP3 or IMAP protocols. As a rule of thumb it is better to use POP3 if only one computer accesses your mailbox, while it is better to use IMAP if you have a number of computers that will access your mailbox. This guide will show you step by step how to set up the most common mail clients to work with your new mailbox, using whichever protocol you prefer.

Before you Start

Before you set up your email software, there are certain things you will need. These are

- Email software
- Internet connection
- Incoming Server address (shown in your control panel)
- SMTP address (shown in your control panel)
- Username (This is the same as the email address for your new mailbox)
- Password (As specified when you created the mailbox)

Software Covered in this Guide

Windows Live Mail

Windows Mail

Outlook Express

Outlook 2003

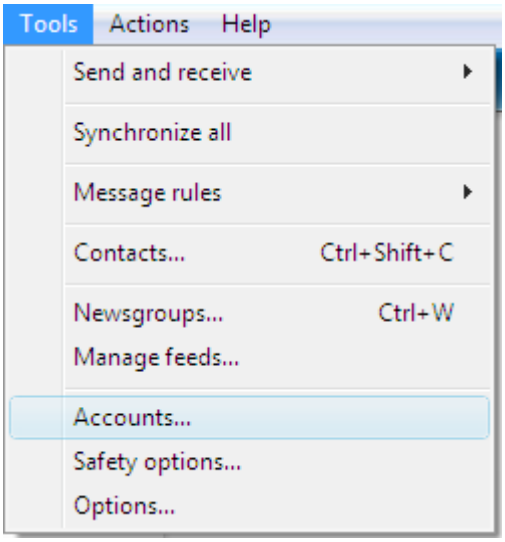
Outlook 2007

Thunderbird

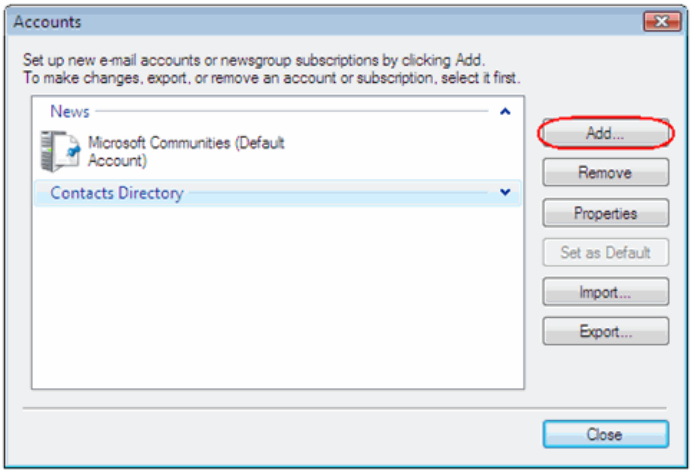
Mac Mail

Set up Windows Live Mail

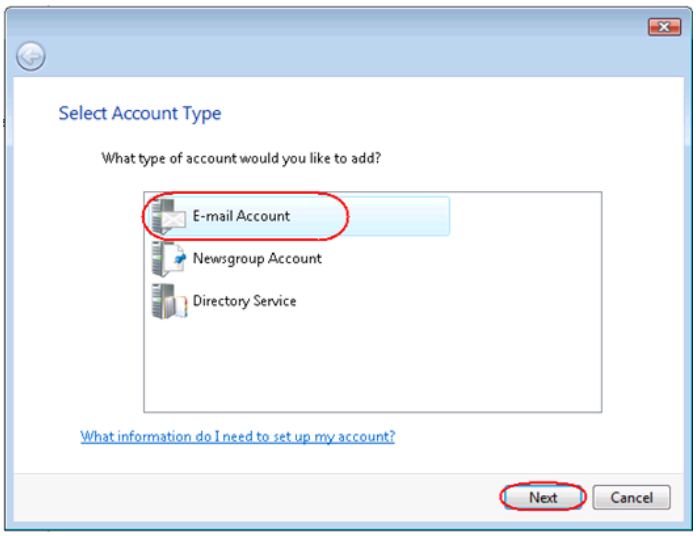
Step 1 Open Windows Live Mail. Click **Tools**, then **Accounts** in the drop down menu.



Step 2 The *Accounts* window will open. Click the **Add** button in the top right corner.

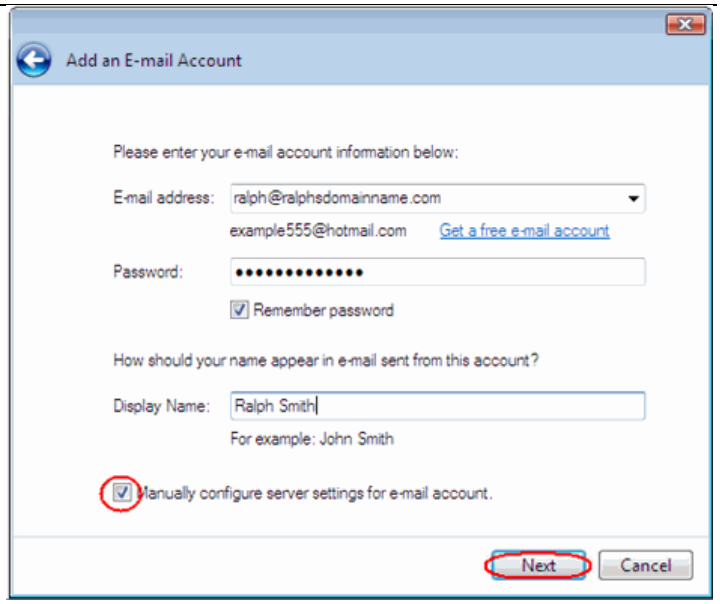


Step 3 Select **E-mail account** and click **Next**.



Step 4 Enter your full email address and mailbox password in the text boxes provided.

Step 5 In the next text box, enter a display name. This is what most email users will see in their inboxes instead of your email address. Select the box marked *Manually configure server settings for e-mail account*. And click **Next**.

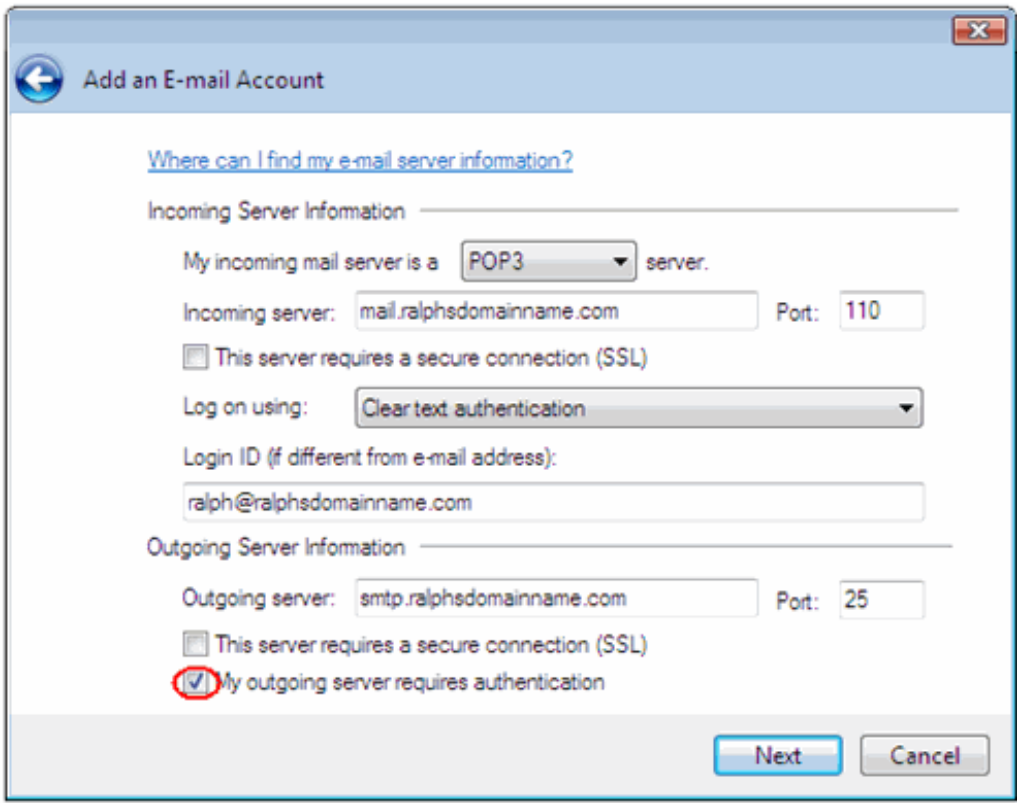


Step 6 Depending upon how you would like to connect, ensure that either **POP3** or **IMAP** are selected from the drop down list and enter the following details.

- **Incoming Server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name).
- **Incoming server port:** Should be set at *110* if using POP3, and *143* if using IMAP.
- **This server required a secure connection:** Leave unchecked.
- **Log on using:** Select *Clear text authentication* from the drop down menu.
- **Logon ID:** Enter the email address of your mailbox.
- **Outgoing server:** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name).

Note: If you are using an external DNS provider you should enter **smtp.promailbox.net** as your outgoing SMTP server address.

- **Outgoing server port:** While you can leave the outgoing server port set at 25, some ISP's (Comcast, AOL, Yahoo etc) may block this port. If you are unable to send email using port 25, you should change it to *587*.
- **This server requires a secure connection:** Leave unchecked.
- **My outgoing server requires authentication:** Should be selected.



Step 7

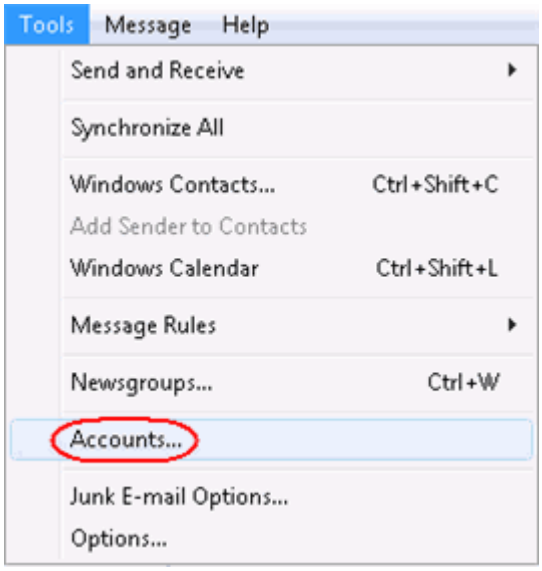
Check the details again, then click **Next** and **Finish** to set up your account and close the new account wizard.

Windows Live Mail is now set up to send and receive emails from your Advanced mailbox.

Set up Windows Mail

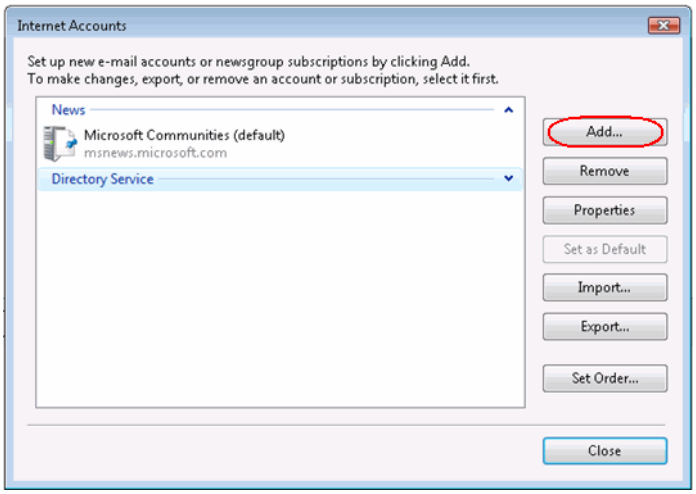
Step 1

Open Windows Live Mail. Click **Tools**, then **Accounts** in the drop down menu.



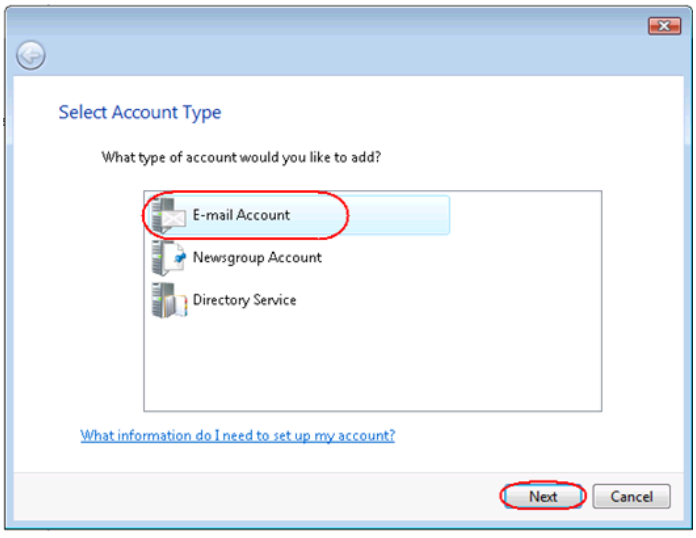
Step 2

The *Internet Accounts* window will open. Click **Add** in the top right corner.



Step 3

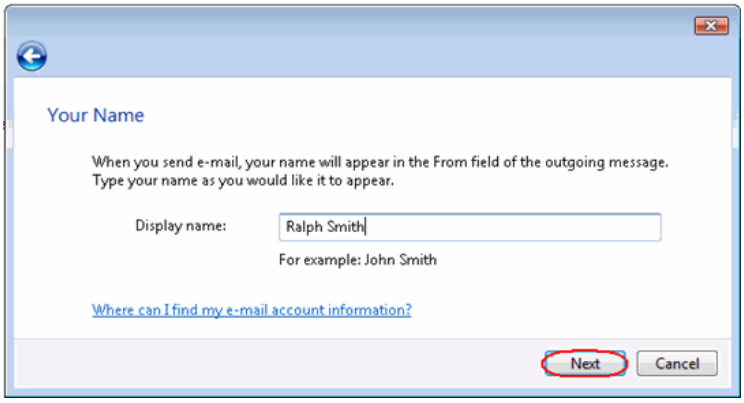
Click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.



Note: If it is the first time you have run Windows Mail on this computer, the Internet Connection Setup wizard may start automatically.

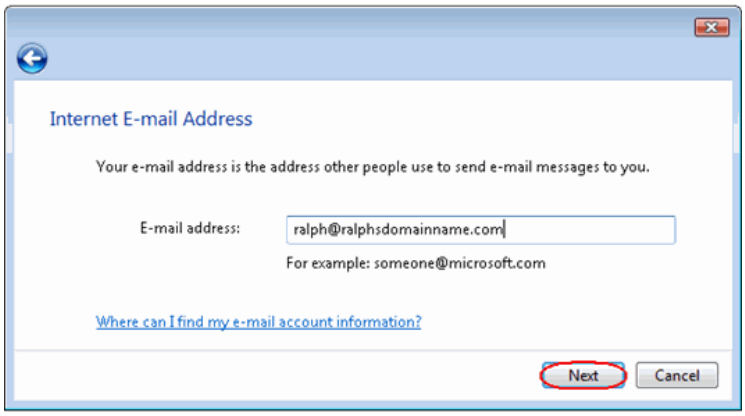
Step 3

On the first screen you'll be asked to enter a display name. This is what most email users will see in their inboxes instead of your email address. Enter your name, then click **Next**.



Step 4

Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name. Then click **Next**.

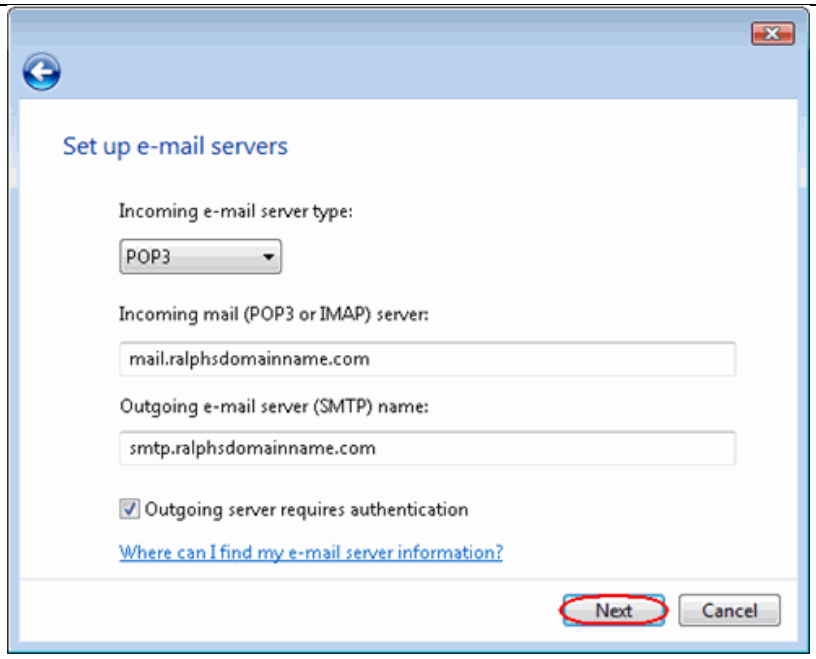


Step 5

Depending upon how you would like to connect, ensure that either **POP3** or **IMAP** are selected from the drop down list and enter the following details.

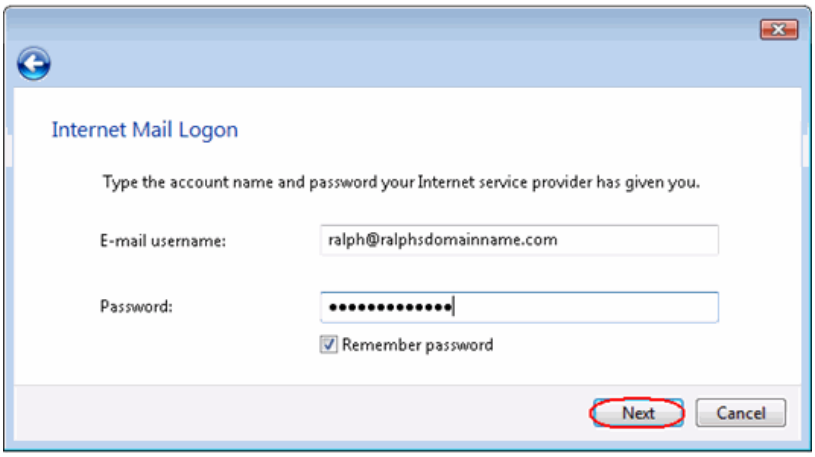
- Enter **mail.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Incoming mail (POP3, IMAP or HTTP) server* text box.
- Enter **smtp.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Outgoing mail (SMTP) server* text box.
- Check the box marked *Outgoing server requires authentication*.

Note: If you are using an external DNS provider you should enter **smtp.promailbox.net** as your outgoing SMTP server address.



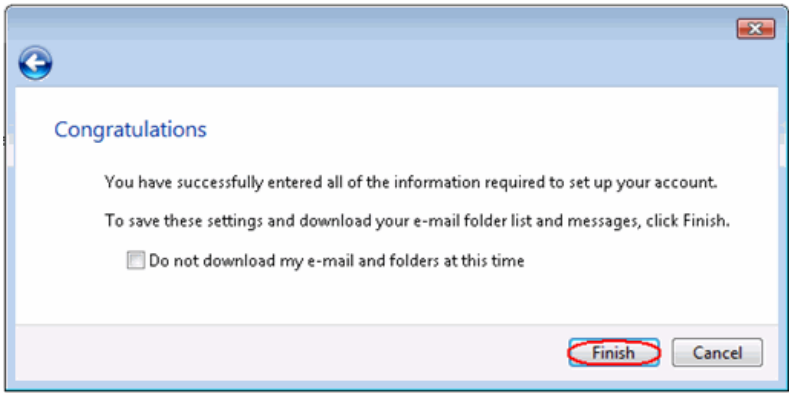
Step 6 When you have entered your mail server names, click **Next**.

Step 7 On the *Internet Mail Logon* screen, enter your full email address in the *Account name* text box. When you created the mailbox, you chose a password. Enter this in the *Password* text box.



When you have entered your mailbox name and password, click **Next**.

Step 8 Click **Finish** and the mailbox will be added to Windows Mail, then click **Close** to end the wizard and start using your email account.

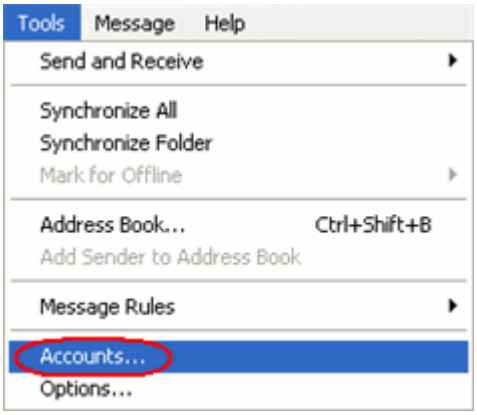


Windows Mail is now set up to send and receive emails from your Advanced mailbox.

Set up Outlook Express

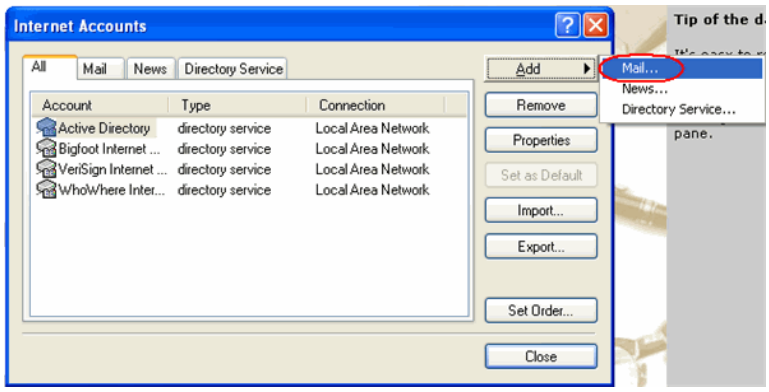
Step 1

Open Outlook Express. Click **Tools**, then **Accounts** in the drop down menu.



Step 2

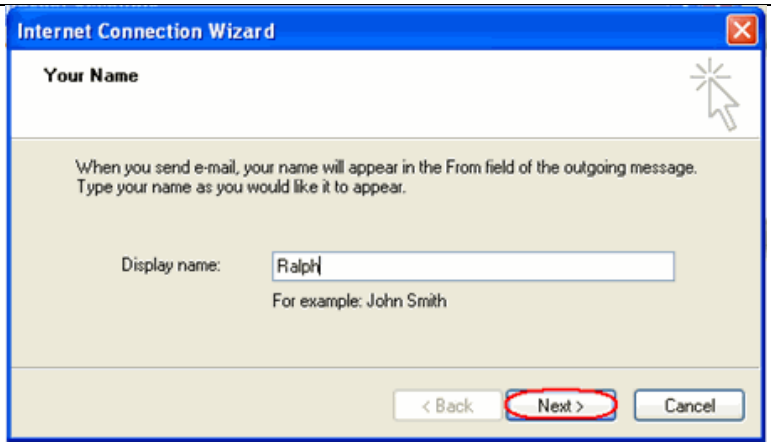
The *Internet Accounts* window will open. Click **Add** in the top right corner. Then click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.



Note: If it is the first time you have run Outlook Express on this computer, the Internet Connection Setup wizard may start automatically.

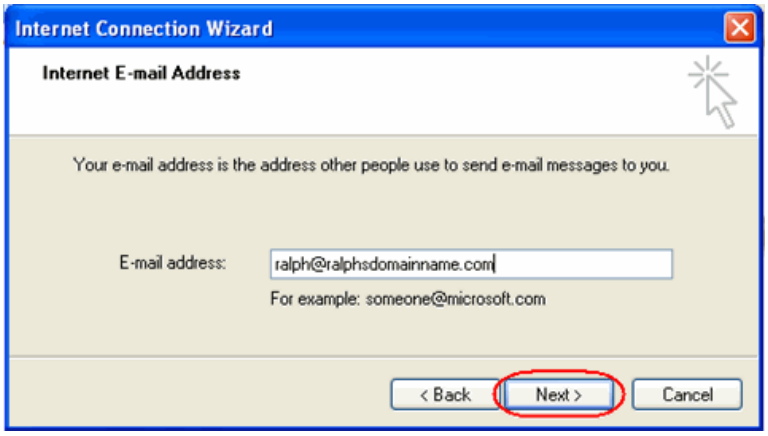
Step 3

On the first screen you'll be asked to enter a display name. This is what most email users will see in the inboxes instead of your email address. Enter your name, then click **Next**.



Step 4

Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.



- **For Example:** ralph@ralphsdomainname.com

Step 5

When you have entered your email address, click **Next**.

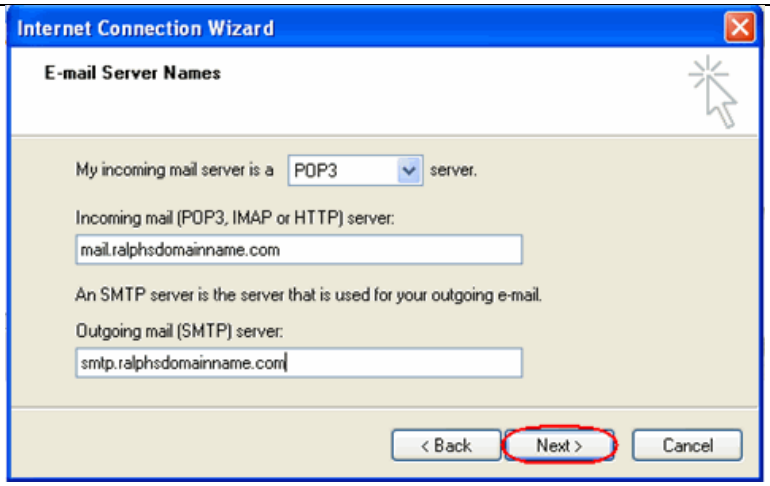
Step 6

Depending upon your favored connection, select either **POP3** or **IMAP** from the drop down menu.

Enter **mail.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Incoming mail (POP3, IMAP or HTTP) server* text box.

Enter **smtp.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Outgoing mail (SMTP) server* text box.

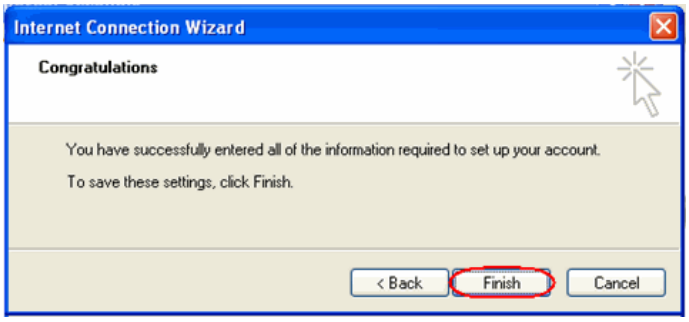
Note: If you are using an external DNS provider you should enter **smtp.promailbox.net** as your outgoing SMTP server address.



When you have entered your mail server names, click **Next**.

Step 7

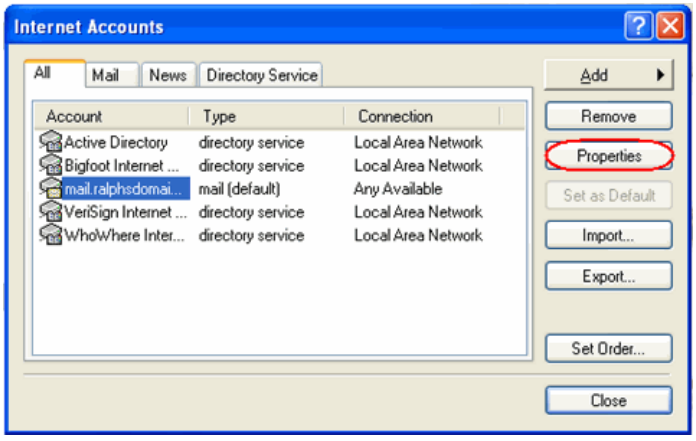
Click **Finish** and the mailbox will be added to Outlook Express.



You will be taken to the *Internet Accounts* window.

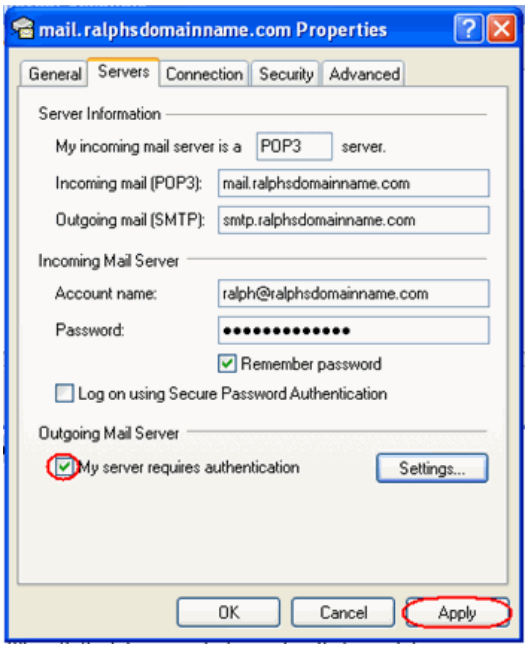
Step 8

Select the account you have just created and click **Properties**.



Step 9

Click the **Servers** tab and ensure the *My server requires authentication* check box is selected, then click **Apply** and **OK**.



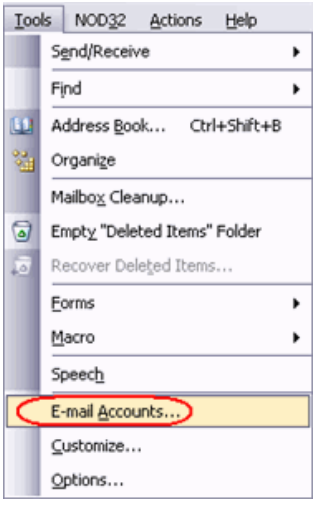
Step 10

Finally, click the **Tools** menu, then click **Options**. Set how often you want Outlook Express to check your mailbox for new mail in the *Check for new messages* text box. Click **OK** and your new email account is now ready to use.

Set up Outlook 2003

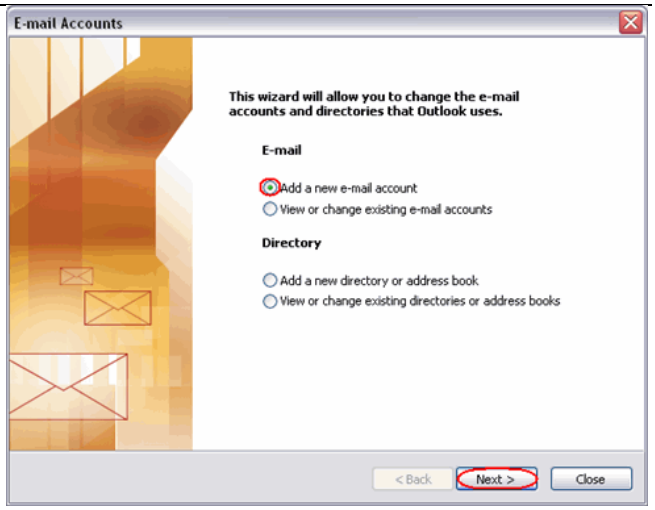
Step 1

Open Outlook 2003, click **Tools** in the top menu, then click **E-mail Accounts**.



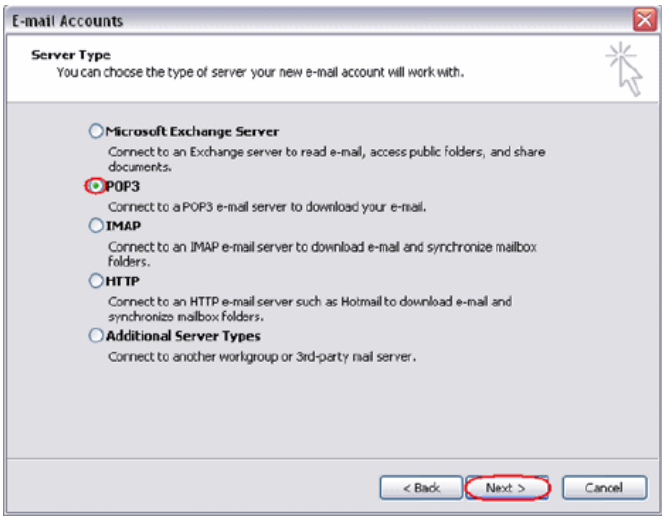
Step 2

Select **Add a new e-mail account**, then click the **Next** button.



Step 3

Depending upon your favored type of connection, select either **POP3** or **IMAP** from the list of available server types, and then click **Next**.



Step 4

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

User Information

- **Your name:** This is what most email users will see in the inboxes instead of your email address. Enter your name
- **E-mail Address:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name. ralph@ralphsdomainname.com for example.

Server Information

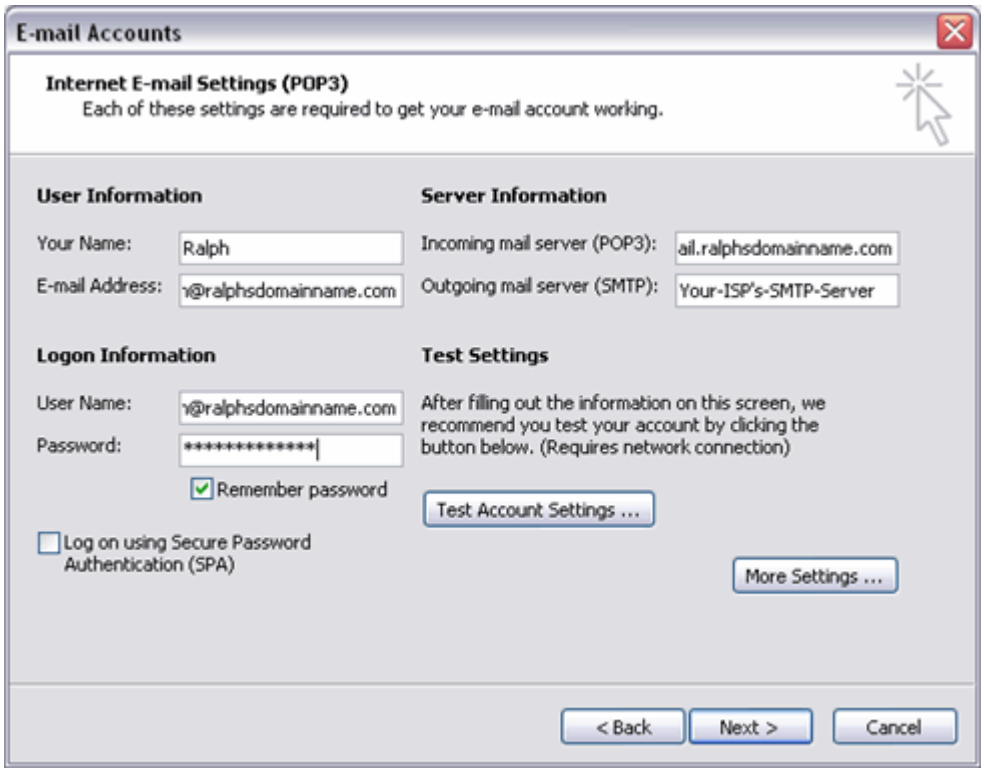
- **Incoming mail server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)
- **Outgoing mail server (SMTP):** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name)

Note: If you are using an external DNS provider you should enter **smtp.promailbox.net** as your outgoing SMTP server address.

Login Information

- **User Name:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.
- **Password:** Enter the password you set up when you created the mailbox within your control panel.
- **Remember password:** Check this box.
- **Log on using secure password authentication (SPA):** Leave unchecked.

Once complete, the screen should look similar to the following:

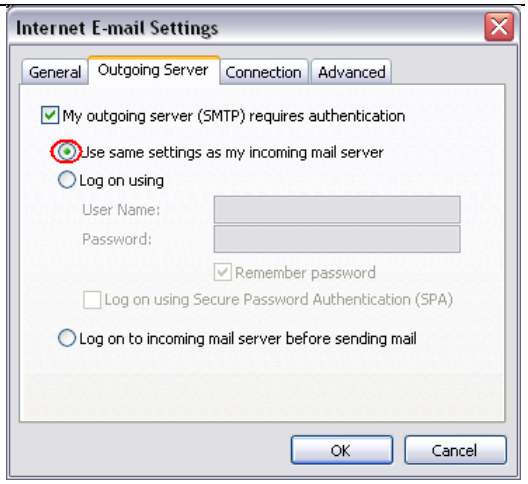


Once you have entered all the information required, click **More Settings**.

Step 5 Click the **Outgoing Server** tab.

Step 6

Check *My outgoing server (SMTP) requires authentication*, ensure *Use same settings as my incoming mail server* is selected, then click the **OK** button.



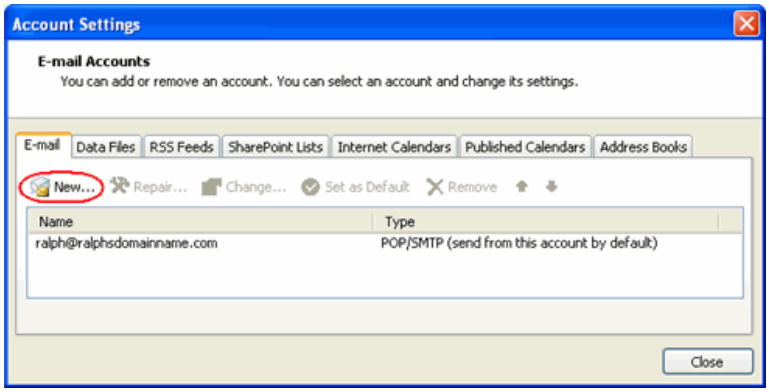
Step 7

Click the **Next** button, then click the **Finish** button.

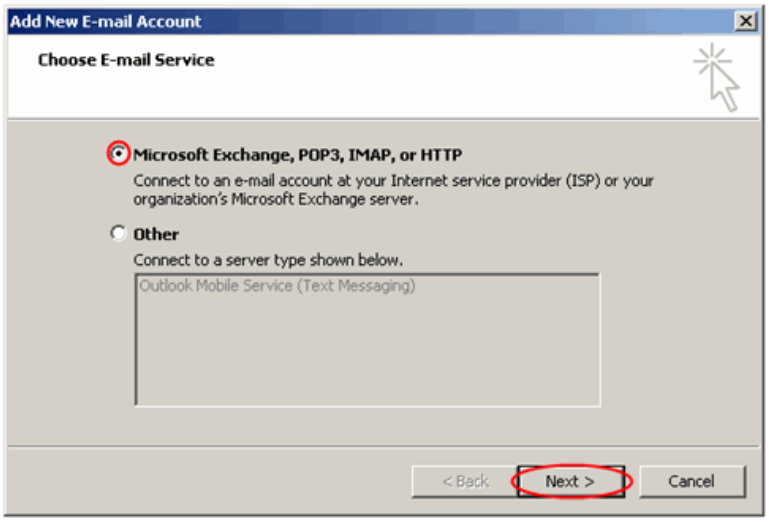
Set up Outlook 2007

Step 1 Open Outlook 2007, click **Tools** in the top menu, and then click **Account Settings**.

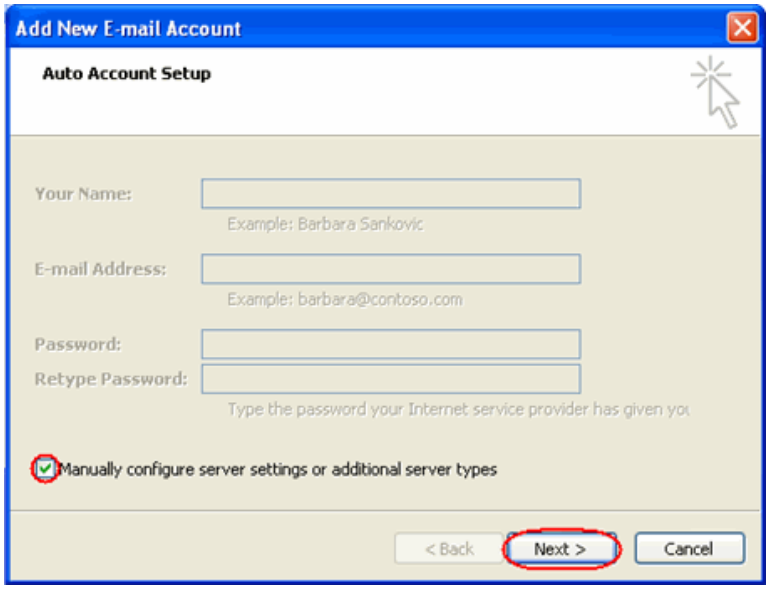
Step 2 Select the *E-mail* tab and click **New**.



Step 3 Check the box marked *Microsoft Exchange, POP3, IMAP or HTTP* and click **Next**.

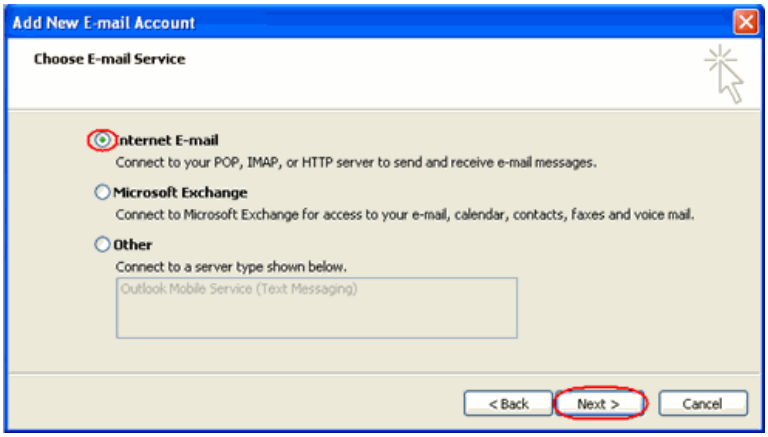


Step 4 Select *Manually configure server settings of additional server types* and click **Next**.



Step 5

Select **Internet E-mail** and click **Next**.



Step 6

There is a lot of information to fill in next, so let's look at each section bit by bit.

User Information

- **Your name:** This is what most email users will see in their inboxes instead of your email address. Enter your name
- **E-mail Address:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name. ralph@ralphsdomainname.com for example.

Server Information

- **Account type:** Depending upon your favored type of connection, select either **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)
- **Outgoing mail server (SMTP):** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name)

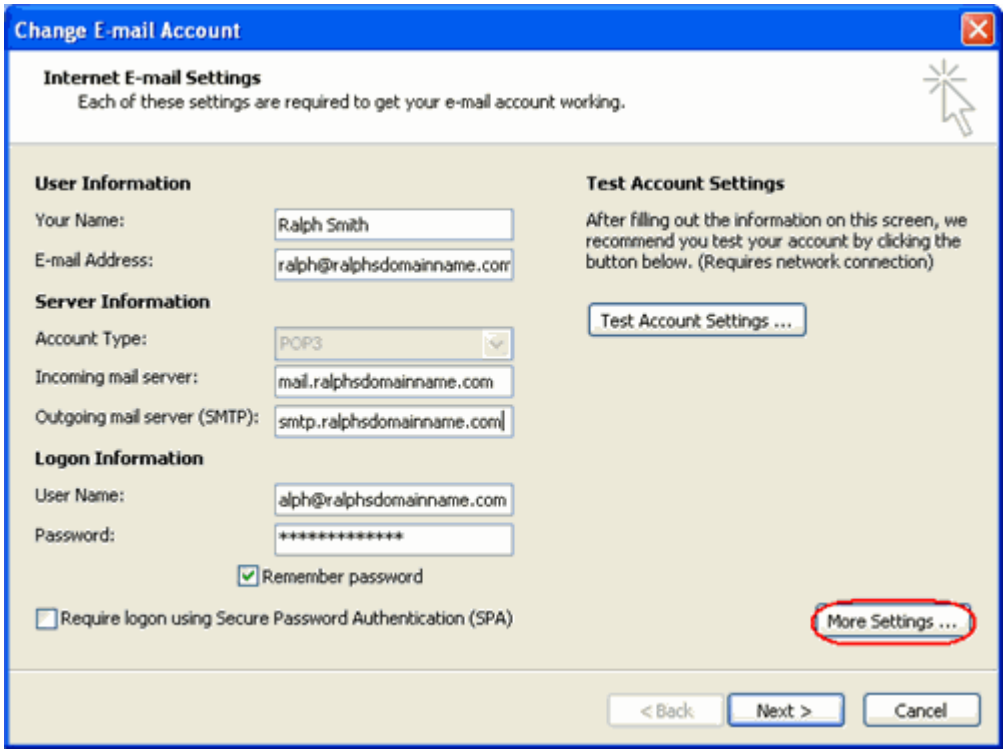
Note: If you are using an external DNS provider you should enter **smtp.promailbox.net** as your outgoing SMTP server address.

Login Information

- **User Name:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.

- **Password:** Enter the password you set up when you created the mailbox within your control panel.
- **Remember password:** Check this box.
- **Require logon using Secure Password Authentication (SPA):** Leave unchecked.

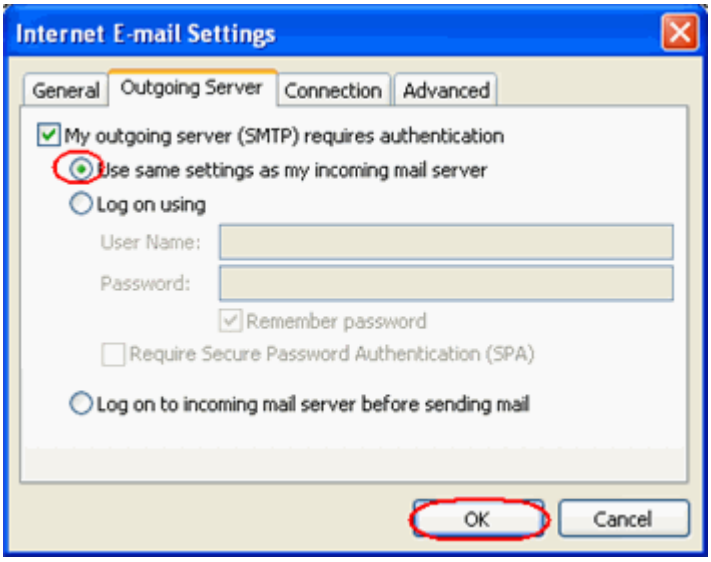
Once complete, the screen should look similar to the following



Once you have entered all the information required, click **More Settings**.

Step 7

Click the *Outgoing Server* tab then check *My outgoing server (SMTP) requires authentication* and *Use same settings as my incoming mail server*.



Quick tip: While you can leave the outgoing server port set at 25, some ISP's (Comcast, AOL, Yahoo etc) may block this port. To change your outgoing port, click the **Advanced** tab and change your outgoing SMTP port from 25 to 587.

Step 8 Click **OK**, then **Next** and **Finish** to close the wizard.

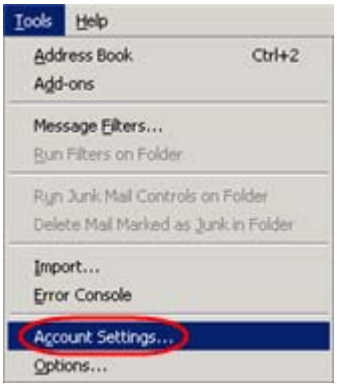
Set up Thunderbird

Step 1 Open Thunderbird

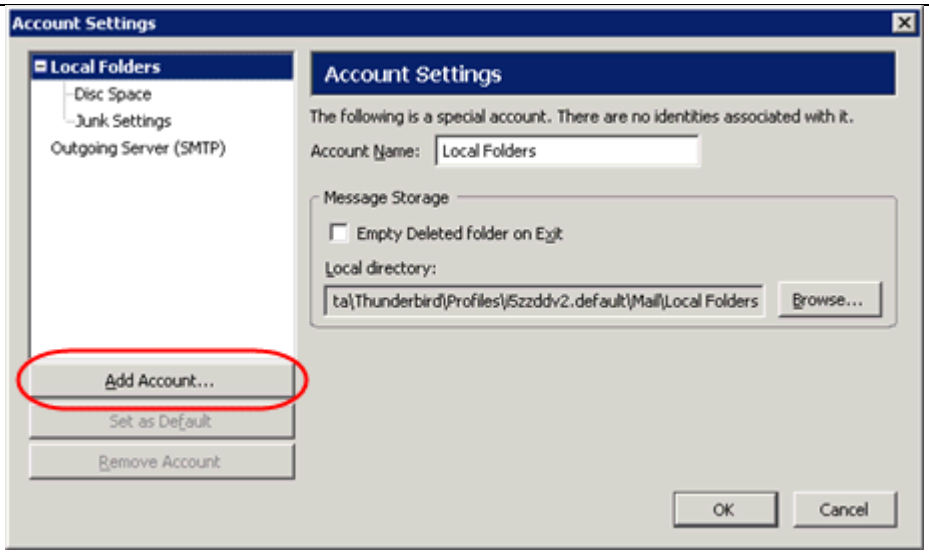
Note: You may be asked if you want to import settings from other email software, such as Outlook Express. This guide shows you how to set up a new mailbox from scratch.

Step 2 The *Account Wizard* will open, if you don't have any other mailboxes set up in Thunderbird.

If the wizard does not open automatically, click **Account Settings** in the *Tools* menu.

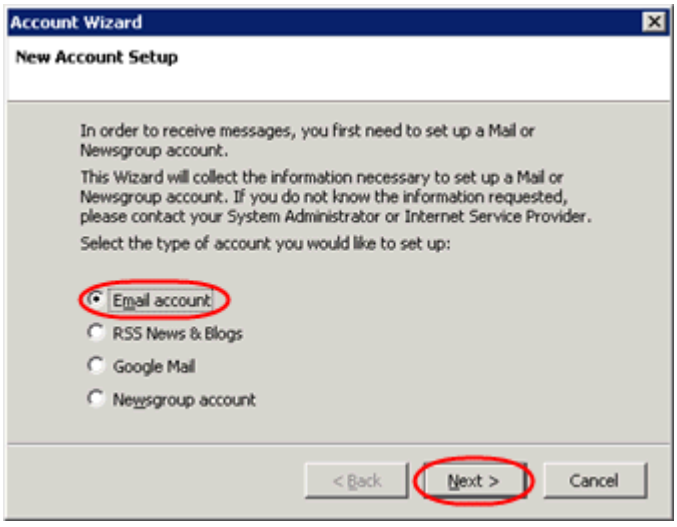


Step 3 Click the **Add Account** button.



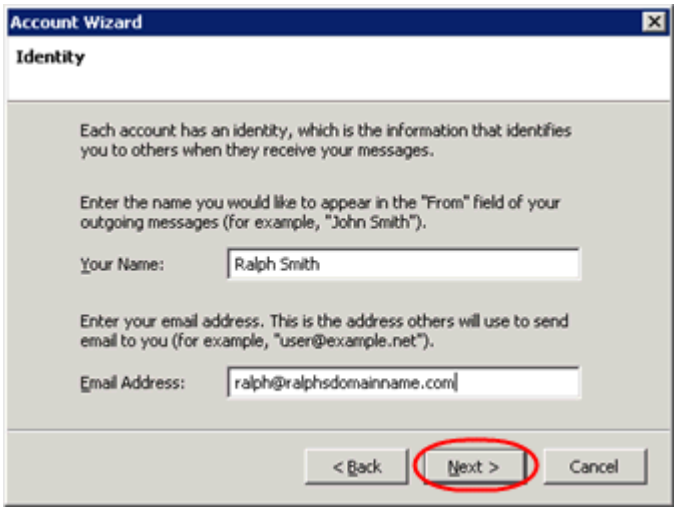
Step 4

Select the **Email account** radio button, then click **Next**.



Step 5

Enter your name in the *Your Name* text-box. This is what most people will see when you send them an email. Then enter your email address in the *Email Address* text-box, then click the **Next** button.

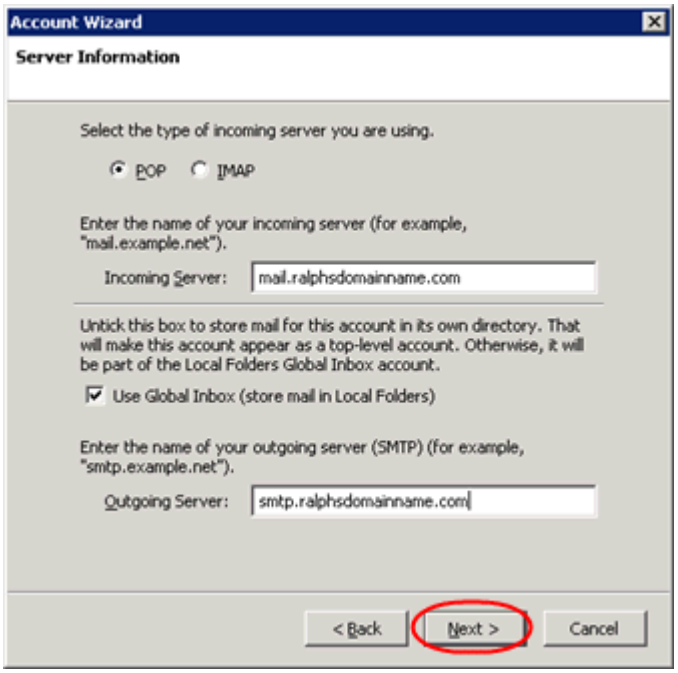


Step 6

Depending upon your favored connection type, check either **POP** or **IMAP** as the incoming server type.

Step 7

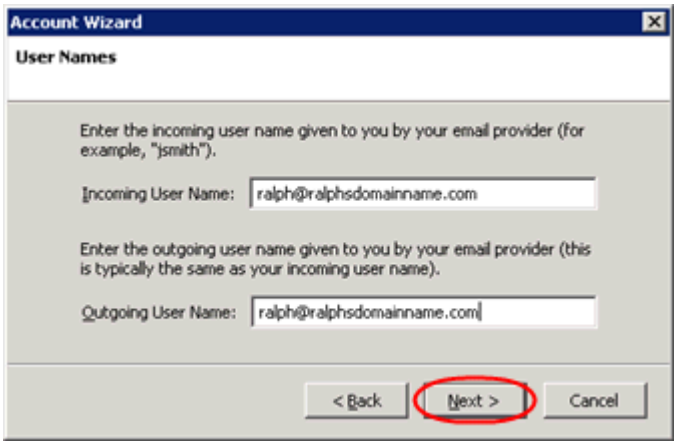
- Incoming server: Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)
- Outgoing Server: Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name). You will only see this option if this is the first mailbox you've setup in Thunderbird.



Step 9

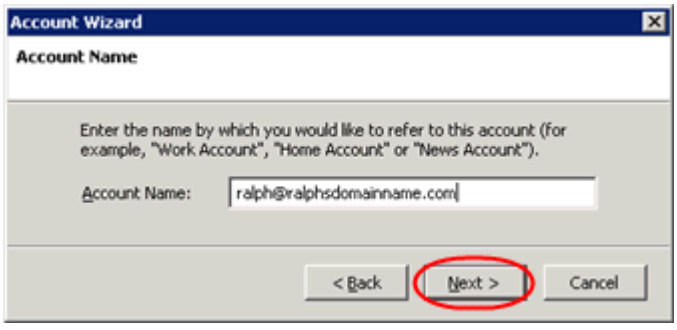
Enter your full email address in the *Incoming User Name* and *Outgoing User Name* text-boxes.

You will only see the *Outgoing User Name* text box if this is the first account you've set up in Thunderbird.



Step 11

Use the *Account Name* text-box to enter the name you want to use to identify this account, then click **Next**. This name will only be visible to you.



Step 12

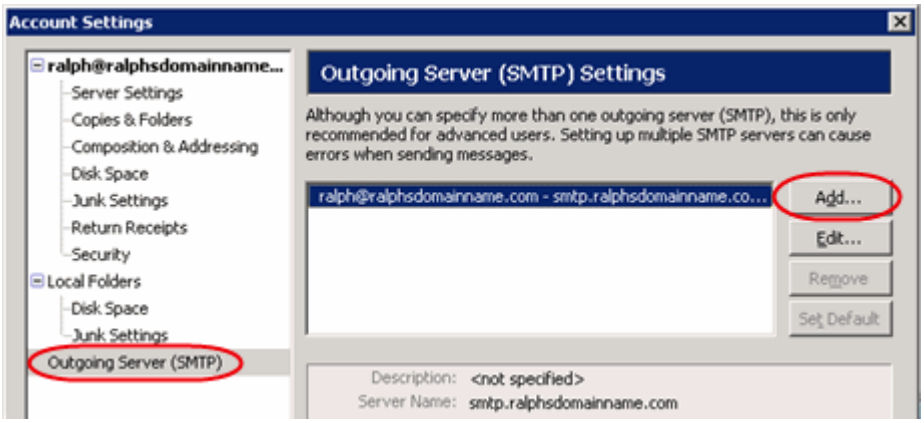
Confirm the details you have entered, click **Finish**, then click **OK** to close the *Account Settings* window.

Step 13 (optional)

If this was not the first account you have set up in Thunderbird, you need to set up your SMTP server. Click on the **Tools** menu, then **Account Settings**.

Step 14 (optional)

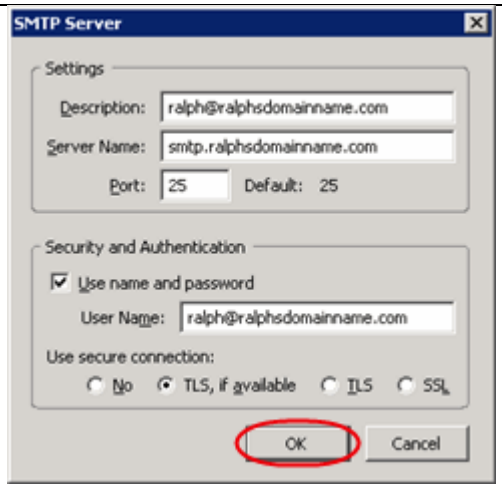
Select *Outgoing Server (SMTP)* from the list on the left, and then click the **Add** button to the right of the window.



Step 15 (optional)

Enter the following details for your outgoing (SMTP) server:

- **Description**: Enter a description to identify this SMTP server. This can be anything, but it's a good idea to enter the email address.
- **Server Name**: *smtp.yourdomain.com* (replacing yourdomain.com with your domain name).
- **Port:** You can leave this as *25*.
- **Use name and password:** Should be selected.
- **User Name:** Enter the email address.
- **Use secure connection:** Should be set to *TLS, if available*.



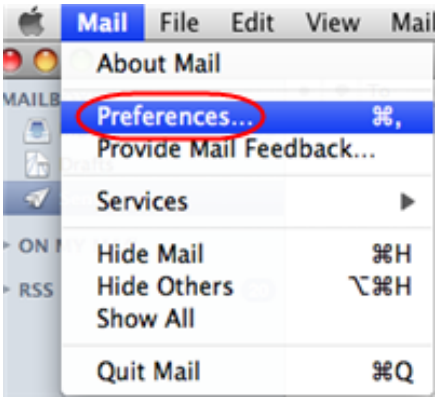
When you have entered everything click **OK**, then **OK** again to close the *Account Settings* window.

Note: The first time you access your mailbox, Thunderbird will ask for the password you chose when the mailbox was created.

Set up Mac Mail

Step 1 Open Mac Mail.

Step 2 Click **Preferences** from the **Mail** menu.

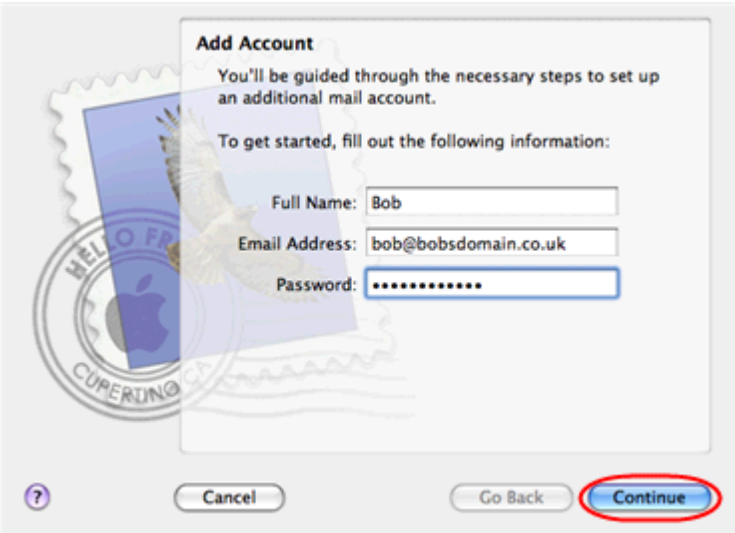


Step 3 Click the **Create an account** button to open the *Add Account* wizard. This is located under the Accounts list, on the bottom-left of the window.

Step 4

Enter your name in the *Full Name* text-box. This is what most people will see when you send them an email. Type your email address in the *Email Address* text-box.

Enter the password for the mailbox in the *Password* text box.



Click the **Continue** button.

Step 5

On the *Incoming Mail Server* page, enter the following information:

- **Account Type**: Depending upon your favored type of connection, select either **POP** or **IMAP** from the drop down menu.
- **Description**: Enter a name for this account so you can identify it. This is only visible to you.
- **Incoming Mail Server**: Enter *mail.yourdomain.com* (replacing yourdomain.com with your own domain name).
- **User Name**: Enter your full email address.
- **Password**: Enter the password for the mailbox.

Click the **Continue** button when you are done.

Step 6

Enter the following information on the *Outgoing Mail Server* screen:

- **Outgoing Mail Server**: Enter smtp.yourdomain.com (replacing yourdomain.com with your domain name.
- **Use only this server**: Check this box.
- **Use Authentication**: Check this box.
- **User Name**: Enter your full email address.
- **Password**: Enter the password for this mailbox (the same password that you entered on the previous screen).

Note: If you are using an external DNS provider you should enter **smtp.promailbox.net** as your outgoing SMTP server address.

Click **Continue** when you have filled out this information.

Step 7

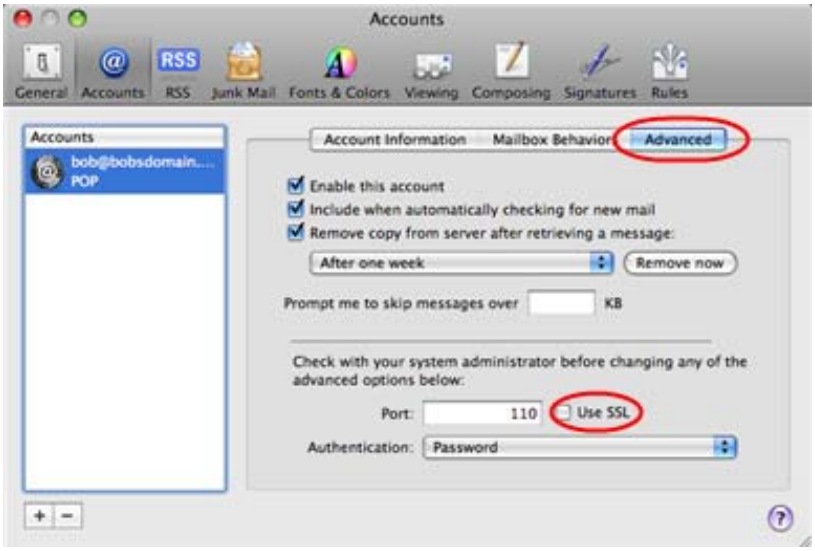
Ensure the *Use secure sockets layer (SSL)* box is not checked and click **Continue**.

Step 8

Confirm the details you have filled out, and click the **Create** button.

Step 9

On the *Accounts* window, select the *Advanced* tab, then uncheck the option **Use SSL**.



Mac Mail is now configured to send and receive email from your Advanced mailbox.