



Email Update Instructions

Contents

Email Client Settings – The Basics.....	3
Outlook 2013	4
Outlook 2007	6
Outlook Express.....	7
Windows Mail.....	8
Thunderbird 3.....	9
Apple Mail	10
Apple Mail 8.2	12

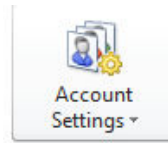
Email Client Settings – The Basics

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 for (POP 3) & (IMAP) is now "mail.dcacable.net".
- The new outgoing mail server (SMTP) is now "mail.dcacable.net".
- "Outgoing server requires authentication" needs to remain checked.
- Uncheck "This server requires a secure connection (SSL)"
- It is highly recommended that only one protocol is used to access the mailbox, either POP or IMAP when using multiple devices such as PCs, cell phones and tablets.

Outlook 2013

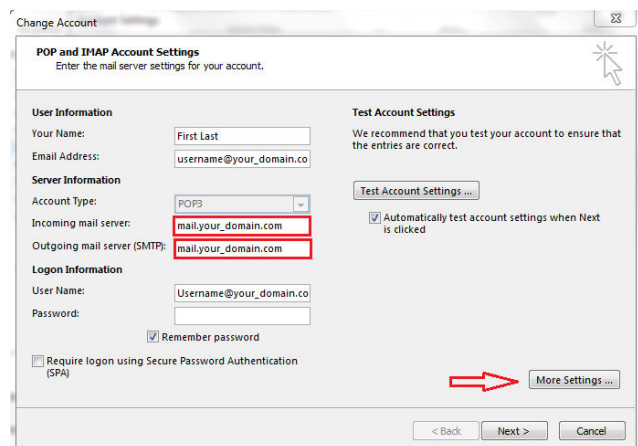
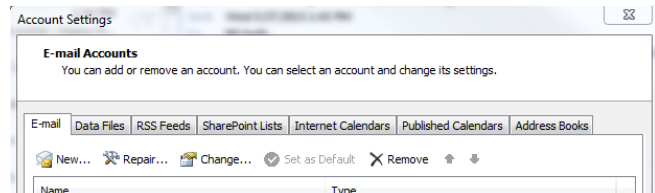
1. Open **Outlook**
2. Click the **File** tab
3. Select **Account Settings**
4. On E-mail tab select account and click **Change**



5. Change the following:

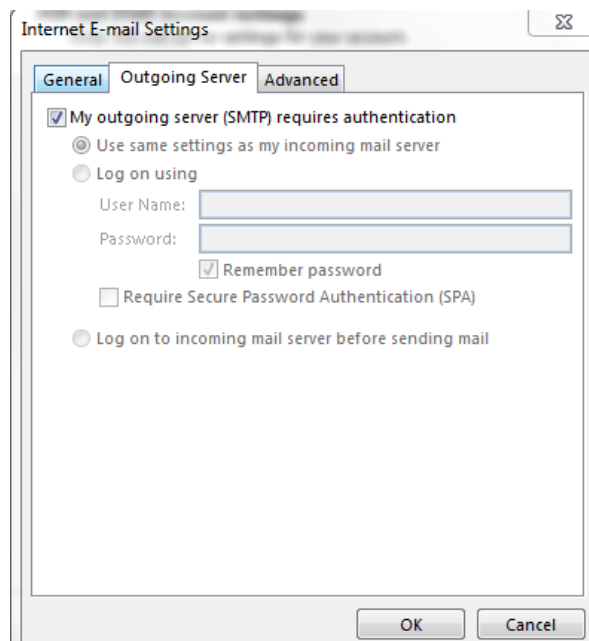
Incoming mail server: mail.dcacable.net
Outgoing mail server (SMTP): mail.dcacable.net
Require logon using Secure Password Authentication (SPA): Leave this option unchecked.

6. Click **More Settings**

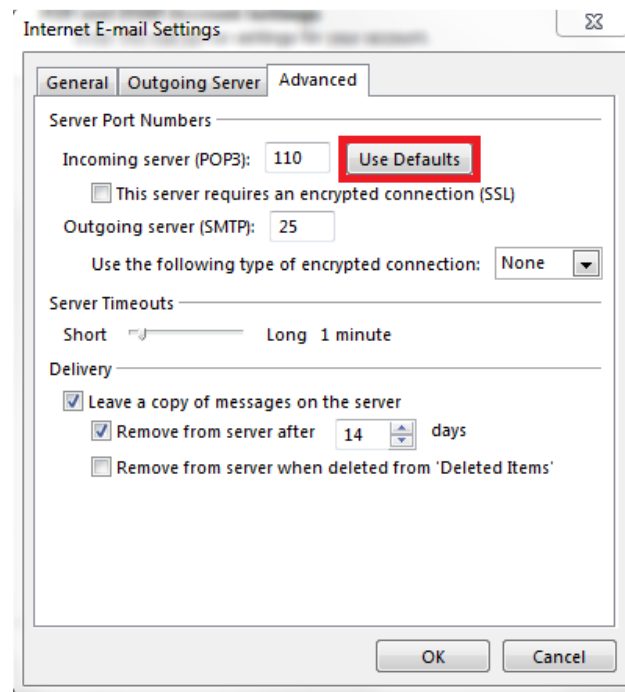


7. Select the **Outgoing Server** tab

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/IMAP server: mail.dcacable.net
SMTP server: mail.dcacable.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)** or **993** if the **Incoming Server is (IMAP)**
10. Uncheck **This server requires an encrypted connection (SSL)**.
11. Enter **25** or **587** 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**

Change E-mail Account

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

User Information
Your Name: [Your Name]
E-mail Address: [username@your_domain.com]

Server Information
Account Type: [POP3]
Incoming mail server: [mail.your_domain.com]
Outgoing mail server (SMTP): [mail.your_domain.com]

Logon Information
User Name: [username@your_domain.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 ...]

[< Back] [Next >] [Cancel]

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]

Internet E-mail Settings

General Outgoing Server Connection Advanced

Server Port Numbers
Incoming server (POP3): [110] [Use Defaults]
☐ This server requires an encrypted connection (SSL)
Outgoing server (SMTP): [25]
Use the following type of encrypted connection: [TLS]

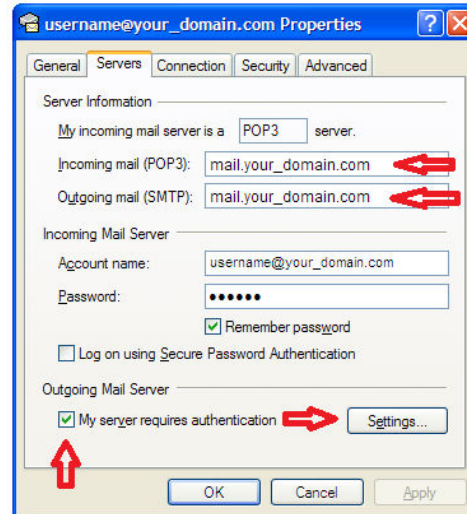
Server Timeouts
Short [] Long 1 minute

Delivery
☒ Leave a copy of messages on the server
☐ Remove from server after [10] days
☐ Remove from server when deleted from 'Deleted Items'

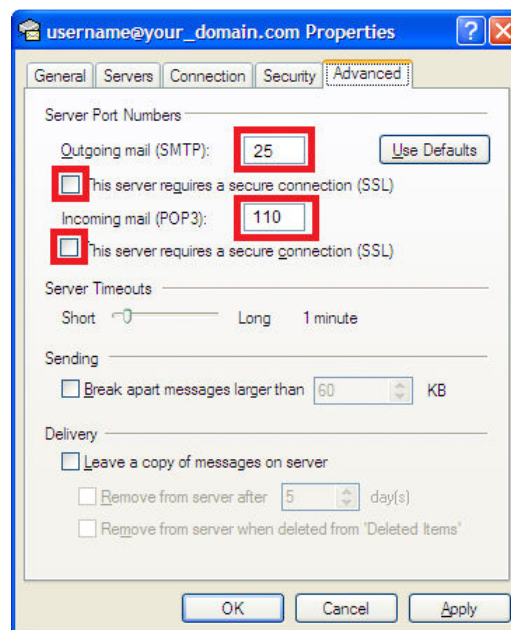
[OK] [Cancel]

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/IMAP server: mail.dcacable.net
SMTP server: mail.dcacable.net
Verify **My server requires authentication** is checked

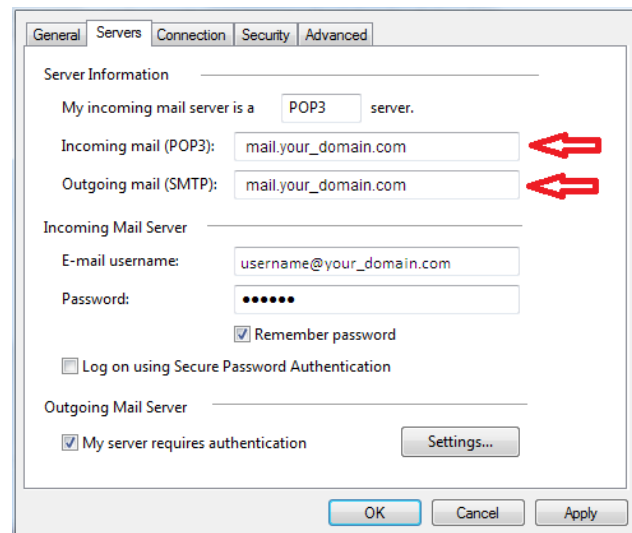


5. Click the **Advanced** tab.
6. Enter **25** or **587** in the **Outgoing Server (SMTP)**
7. Uncheck **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the **Incoming Mail (POP3)** or **993** if the **Incoming Server is (IMAP)**
9. Uncheck **This server requires an encrypted connection (SSL)**.
10. Click **OK**.

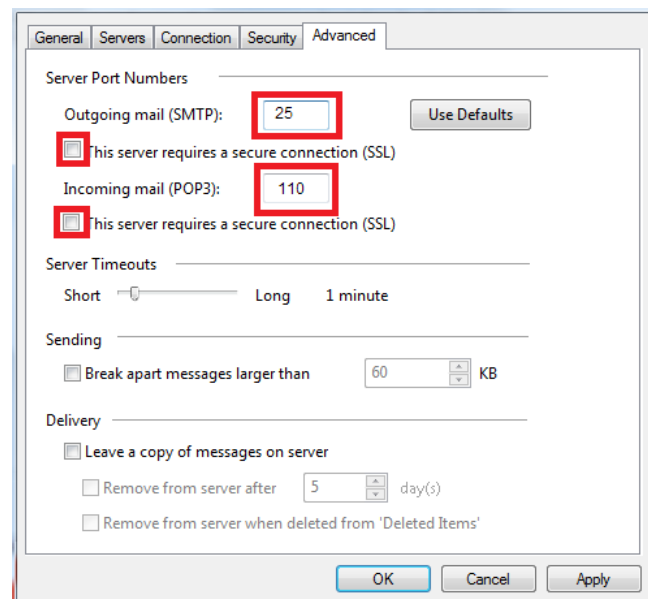


Windows Mail

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/IMAP server: mail.dcacable.net
SMTP server: mail.dcacable.net
Verify **My server requires authentication** is checked
5. Click the **Advanced** tab.
6. Enter **25** or **587** in the **Outgoing Server (SMTP)**
7. Uncheck **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the **Incoming Mail (POP3)** or **993** if the **Incoming Server is (IMAP)**
9. Uncheck **This server requires an encrypted connection (SSL)**.
10. Click **OK**.



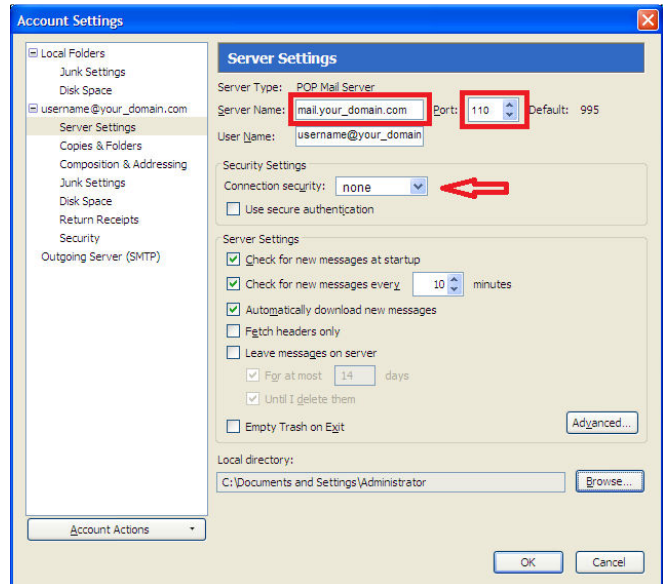
The screenshot shows the 'Servers' tab in the Windows Mail account properties dialog. The 'Server Information' section indicates a POP3 server. The 'Incoming mail (POP3)' and 'Outgoing mail (SMTP)' fields both contain 'mail.your_domain.com'. Two red arrows point to these fields. The 'Incoming Mail Server' section shows the 'E-mail username' as 'username@your_domain.com' and the 'Password' field is masked with dots. The 'Remember password' checkbox is checked. The 'Log on using Secure Password Authentication' checkbox is unchecked. The 'Outgoing Mail Server' section has the 'My server requires authentication' checkbox checked. A 'Settings...' button is located to the right of this checkbox. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.



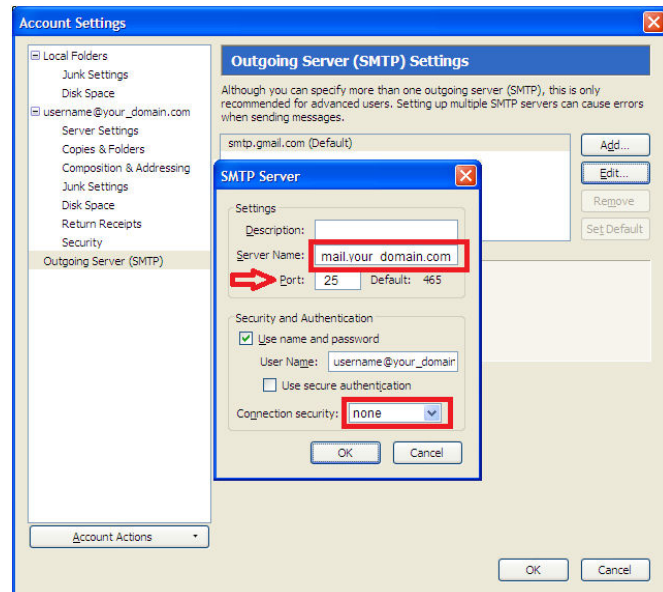
The screenshot shows the 'Advanced' tab in the Windows Mail account properties dialog. The 'Server Port Numbers' section has 'Outgoing mail (SMTP)' set to 25 and 'Incoming mail (POP3)' set to 110, both highlighted with red boxes. The checkboxes for 'This server requires a secure connection (SSL)' are unchecked for both. The 'Server Timeouts' section shows a slider between 'Short' and 'Long' set to '1 minute'. The 'Sending' section has the 'Break apart messages larger than' checkbox checked, with a value of 60 KB. The 'Delivery' section has the 'Leave a copy of messages on server' checkbox checked, and the 'Remove from server after' checkbox unchecked with a value of 5 day(s). 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.dcacable.net** in the **Server Name** field
5. Enter **110** in the **Port** field

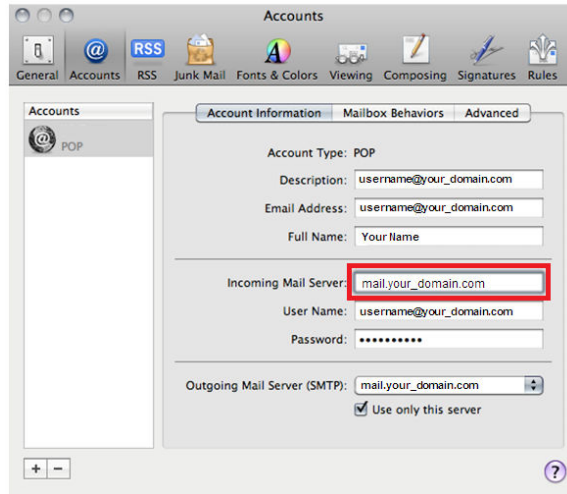


6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.dcacable.net** in the **Server Name** field.
9. Enter **25 or 587** in the **Port** field.
10. Under **Security and Authentication** put a check mark in **Username and password**.
11. Click the **Connection security** dropdown and select **none**.
12. Click **OK** in the *SMTP Server* window
13. Click **OK** in the *Account Settings* window



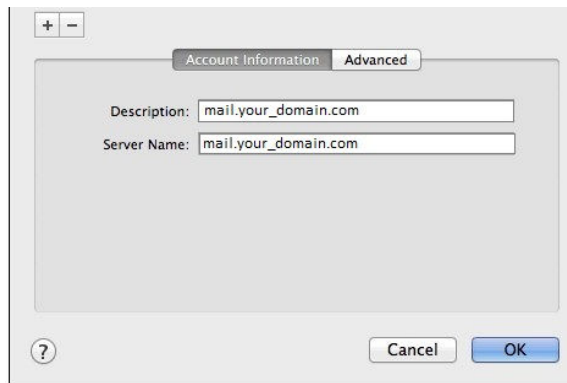
Apple Mail

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.dcacable.net**



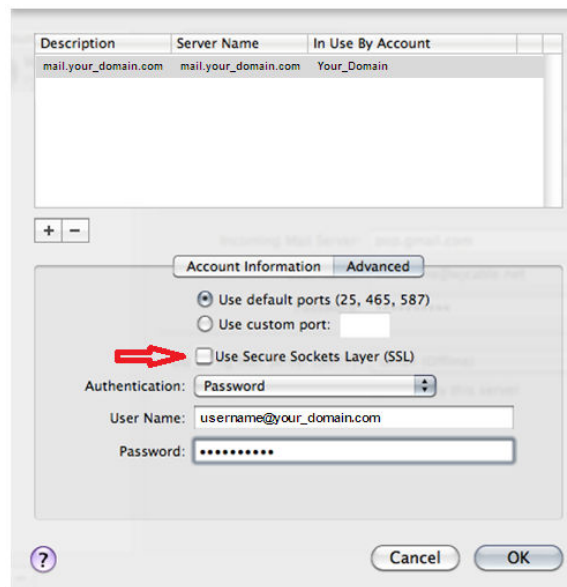
5. At the bottom of the right panel click the arrow to the right of Outgoing Mail Server (SMTP) and click “Edit SMTP Server List ...” from the dropdown.

6. Under **Account information** please enter the **Server Name** as: **mail.dcacable.net**



7. Click the **Advanced** tab

8. Verify **Use default port (25, 465, 587)** is selected
***If you get an error, or have issues sending, please change to “Use custom port:” and set to 587**



9. Uncheck **Use Secure Sockets Layer (SSL)**

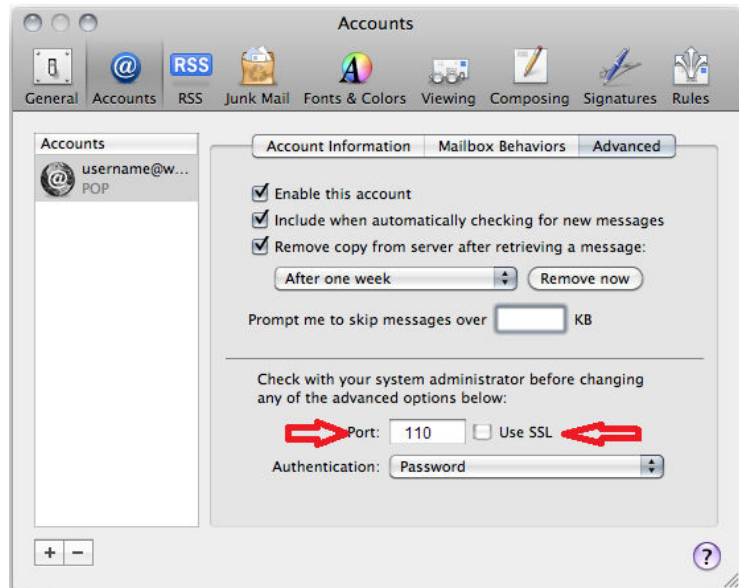
10. Click **OK**

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

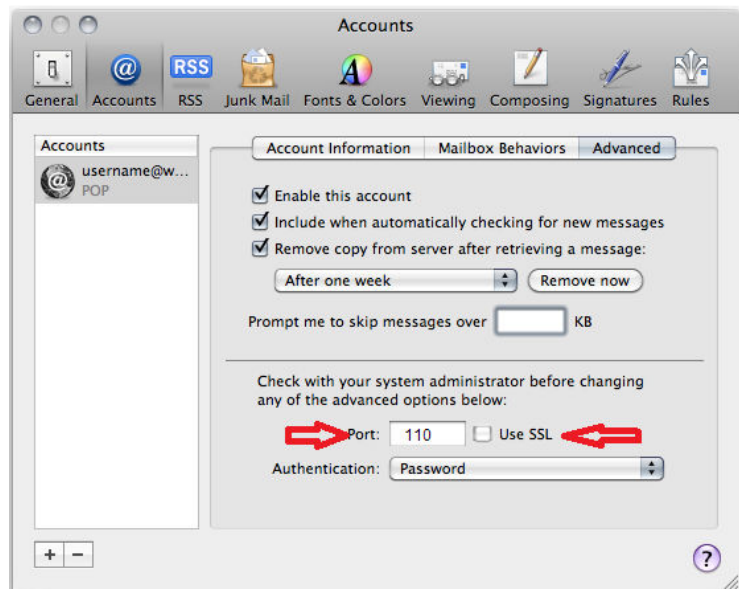
12. Enter **110** in the **Port** field

13. Uncheck **Use SSL**

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

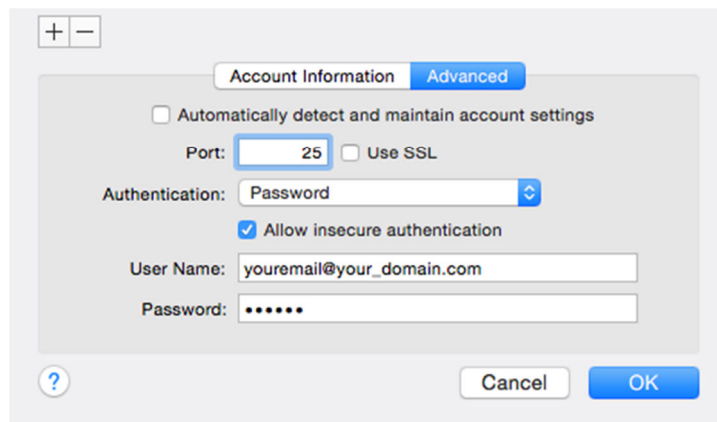
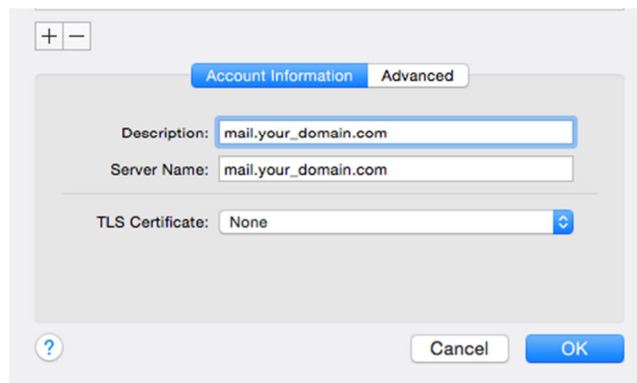
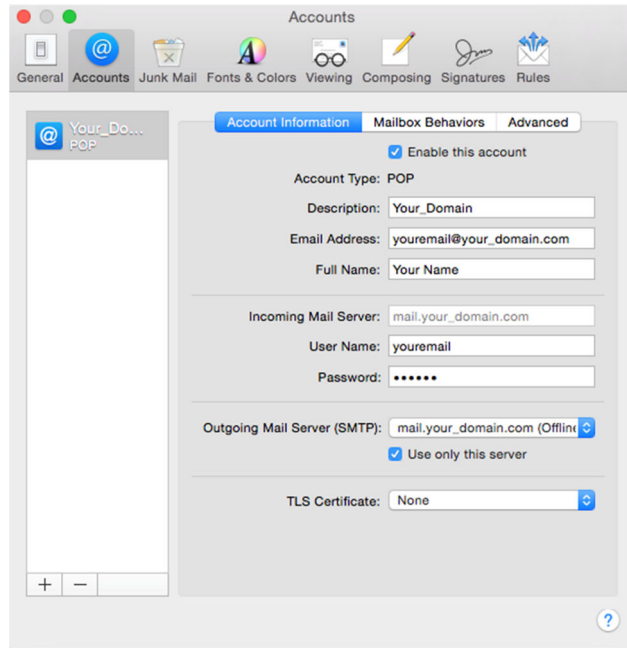


15. Close the window to save



Apple Mail 8.2

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.dcacable.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. Under **Account information** please enter the **Server Name** as: **mail.dcacable.net**
7. Click the **Advanced** tab
8. Verify **Use default port (25, 465, 587)** is selected
***If you get an error, or have issues sending, please change to "Use custom port:" and set to 587**
9. Uncheck **Use Secure Sockets Layer (SSL)** and set **Port** to **25** or **587**.
10. Place a check in the box that states **Allow insecure authentication**
11. Verify the **Username** has your full email address and your **Password** is entered. Click **OK**.



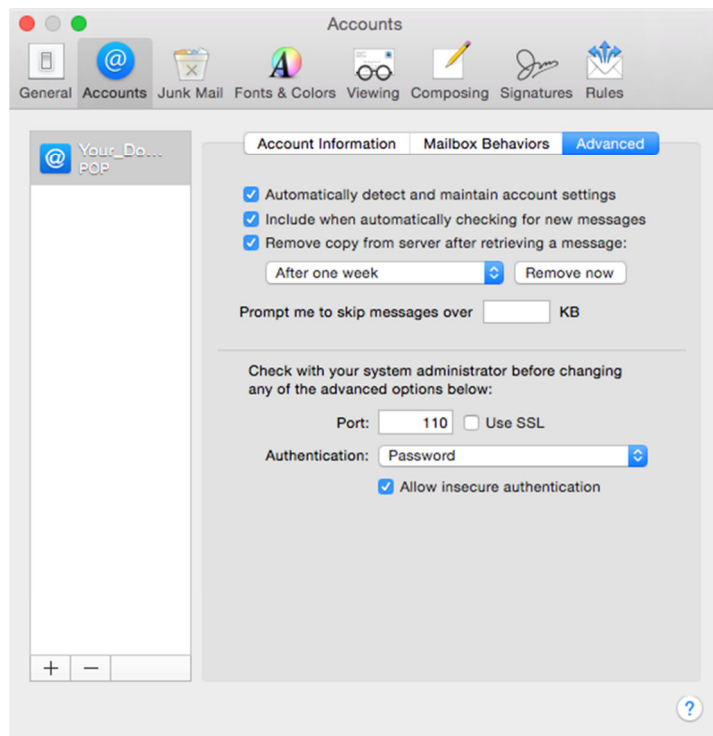
12. On the Account page select the **Advanced** tab

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

14. Uncheck **Use SSL**

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

16. Place a check in the box that states **Allow insecure authentication**



17. Close the window to save

