



**BUSINESS CLASS POP3 E-MAIL
END USER GUIDE**

**TIME WARNER CABLE BUSINESS SERVICES
VERSION 1.0, RELEASE 1.2**

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Managing E-mail Accounts

Generic Configuration Instructions

Configuring E-mail settings may be different from program to program, but all E-mail programs require the same basic information. The list below describes the different items required by most E-mail programs and the proper method for configuring them. Please refer to the program's corresponding documentation for any configuration issues.

POP mail

Some E-mail programs check other types of E-mail boxes as well as POP. If the program asks for the type of E-mail box, then select the option for POP or POP3 E-mail. POP E-mail is already the default for most programs.

Address, Return Address, Reply-To Address

This is similar to the return address on a postal letter. Enter the user's E-mail address here. *For example: accountname@yourdomain.com.*

UserID, popID, Username

Enter the popID selected upon creation of the POP account. *For example, accountname@yourdomain.com.*

Password

Enter the password associated with the POP E-mail box. Some programs, like Netscape, do not ask for the password until the mail account is checked.

POP Server Name, Incoming Server Name

Enter **pop.biz.rr.com** for the POP server name.

SMTP Server Name, Outgoing Server Name

Enter **smtp.biz.rr.com** for the SMTP server.

SMTP Authentication

This feature is required to send mail through Business Class servers. SMTP Authentication ensures that only authorized users are utilizing the Business Class SMTP servers.

Not all client versions support SMTP authentication. The following client versions do not support SMTP authentication, and will need to be upgraded or modified:

- Outlook 97 – an enhancement is available at <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q197869>
- Netscape 3.0 – upgrade needed

- Eudora 3.0 – upgrade needed

Free versions of mail clients that support SMTP authentication are also available for Outlook Express, Netscape, and Eudora.

- Outlook Express (through IE 6.0) <http://microsoft.com> - click on downloads, then Internet Explorer 6
- Netscape <http://wp.netscape.com/computing/download/index.html?cp=hop05ft6>
- Eudora <http://www.eudora.com/email/upgrade/index.html>

Microsoft Outlook Express 5.x, 6.0

This section describes how to configure Outlook Express to access POP E-mail.

1. Click **T**ools and select **A**ccounts from the pull-down menu (see Figure 1).

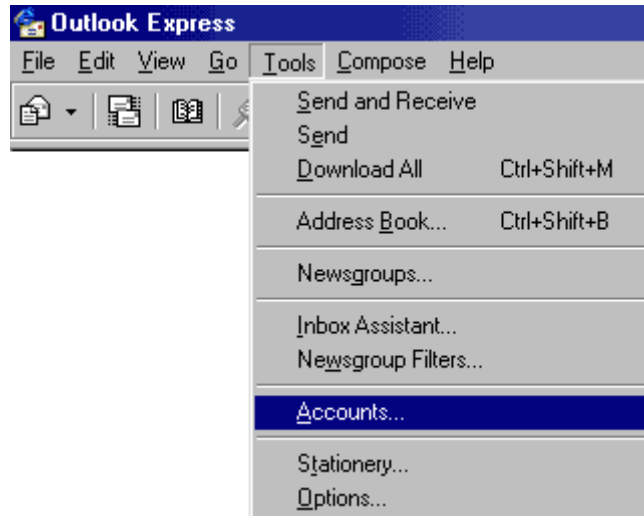


Figure 1

All existing accounts will be listed.

2. Click **A**dd and select **M**ail to add a new E-mail account (see Figure 2).

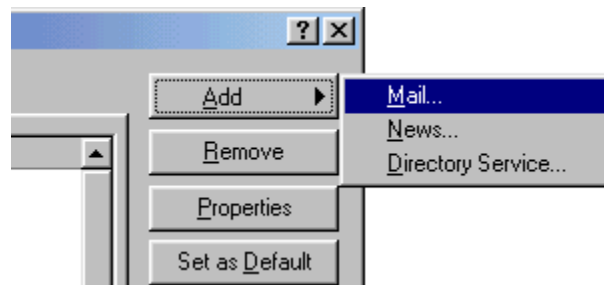


Figure 2

At this point, the Account Wizard will guide the user. Time Warner Cable Business Class will not cover each of the steps in these instructions, but the important information is listed below.

- E-mail address: **name@yourdomain.com**
- Type of mail server: **pop3**
- Incoming Mail: **pop.biz.rr.com**
- Outgoing Mail: **smtp.biz.rr.com**
- POP account name: **name@yourdomain.com**
- Password: **password for the POP3 account**

 Note

Once you have completed the creation of the account, you will need to configure the account to activate SMTP Authentication. Your account will not be able to send mail unless this feature is activated. To activate SMTP Authentication see instructions below.

To activate SMTP Authentication:

1. Click on **Tools**, and select **Accounts** from the drop down menu.
2. Select the **Mail** tab, and highlight the account. Click on **Properties**.
3. Select the “**Servers**” tab. Check the “**My server requires authentication**” box, and click **Settings** (See Figure 3).

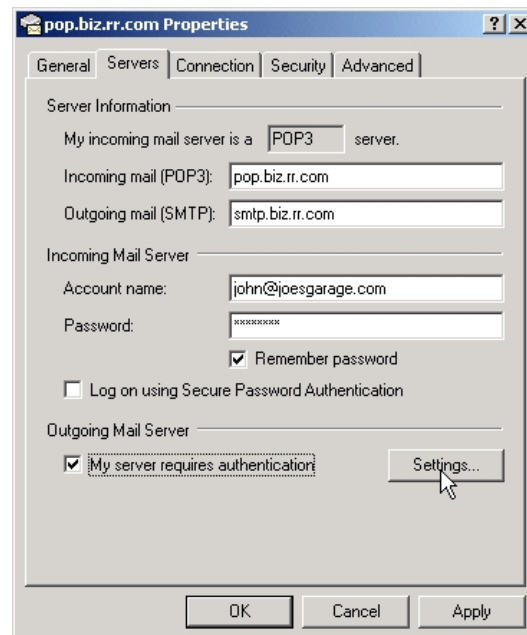



Figure 3

4. Select **“Use same settings as my incoming mail server”** and click **OK**.

 Note to Norton Antivirus Software Users

If you are unable to send mail and are using an Outlook program and Norton Antivirus software, try the following fix:

When you have selected the “Servers” tab, and checked “My server requires authentication,” click the “Settings” button. Click the radio button next to “log on using” then enter your full e-mail address and your password in the fields below. Next, check “Remember password” and click “OK.”



Microsoft Outlook 2000

This section describes how to configure Outlook to access POP E-mail.

1. Click **Tools** and select **Services** from the pull-down menu. Highlight **Internet Mail** and then click **Properties**. *If Services is not listed*, select **Accounts** from the pull-down menu. Select the “**Mail**” tab, and click **Add**.
2. Choose **Mail**.
3. Fill in the appropriate information:
 - Enter E-mail Address: **name@yourdomain.com**
 - Enter Incoming (POP or IMAP) Mail Server: **pop.biz.rr.com**
 - Enter Outgoing (SMTP) Mail Server: **smtp.biz.rr.com**
 - Enter Account name: **name@yourdomain.com**
 - Enter Password: **Password for the POP3 account**
4. Choose your connection to the Internet, and click **Finish**.

Note

Once you have completed the creation of the account, you will need to configure the account to activate SMTP Authentication. Your account will not be able to send mail unless this feature is activated. To activate SMTP Authentication see instructions below.

To activate SMTP Authentication:

1. Click on **Tools**, and select **Services** from the pull-down menu. Select your commercial e-mail account. **If Services is not listed*, select **Accounts**. Select the **Mail** tab, and highlight your commercial mail account.
2. Click on **Properties**.

3. Select the “**Servers**” tab. Check “**My server requires authentication**” and click **OK** (See Figure 4).

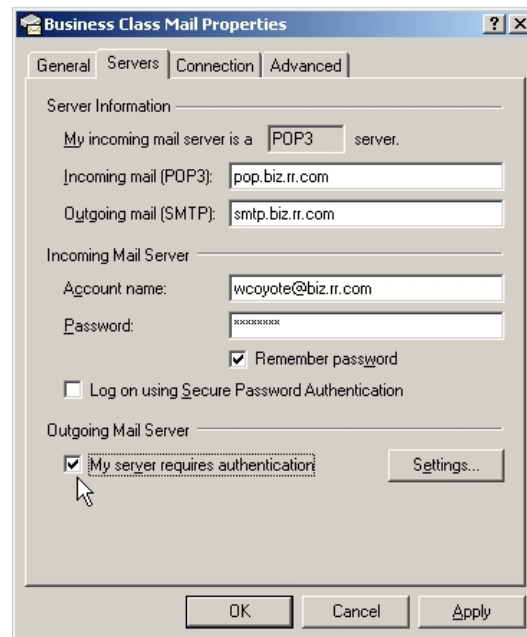


Figure 4

Note to Norton Antivirus Software Users

If you are unable to send mail and are using an Outlook program and Norton Antivirus software, try the following fix:

When you have selected the “Servers” tab, and checked “My server requires authentication,” click the “Settings” button. Click the radio button next to “log on using” then enter your full e-mail address and your password in the fields below. Next, check “Remember password” and click “OK.”



Microsoft Outlook 2002 (XP)

This section describes how to configure Outlook 2002 (Windows XP) to access POP E-mail.

1. Click **Tools** and select **E-mail Accounts** from the pull-down menu (See Figure 5).
2. Click on **Add a new e-mail account**, then click **Next**.
3. Select **POP3** for the server type. Click **Next**.

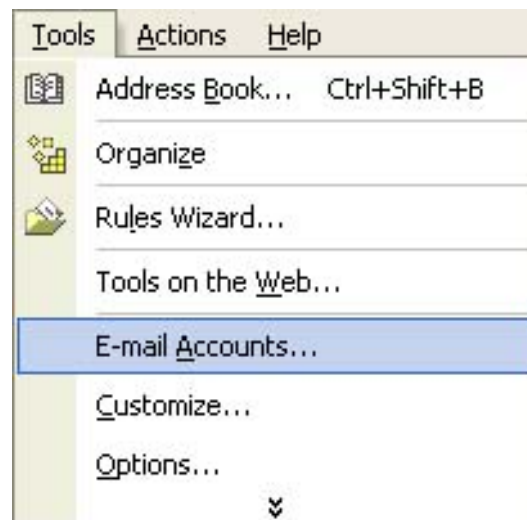


Figure 5

4. Fill in the appropriate information:
 - Your Name: **Name**
 - E-mail Address: **name@yourdomain.com**
 - User Name: **name@yourdomain.com**
 - Password: **Password for the POP3 account**
 - Incoming mail sever (POP3): **pop.biz.rr.com**
 - Outgoing mail server (SMTP): **smtp.biz.rr.com**
5. Click **Finish**.

Note

Once you have completed the creation of the account, you will need to configure the account to activate SMTP Authentication. Your account will not be able to send mail unless this feature is activated. To activate SMTP Authentication see instructions below.

1. Click **Tools**, and select **E-mail Accounts**.

2. Select **View or change existing e-mail accounts**, and click **Next**.
3. Highlight your commercial mail account, and click **Change**.
4. Click **More Settings** (See Figure 6).

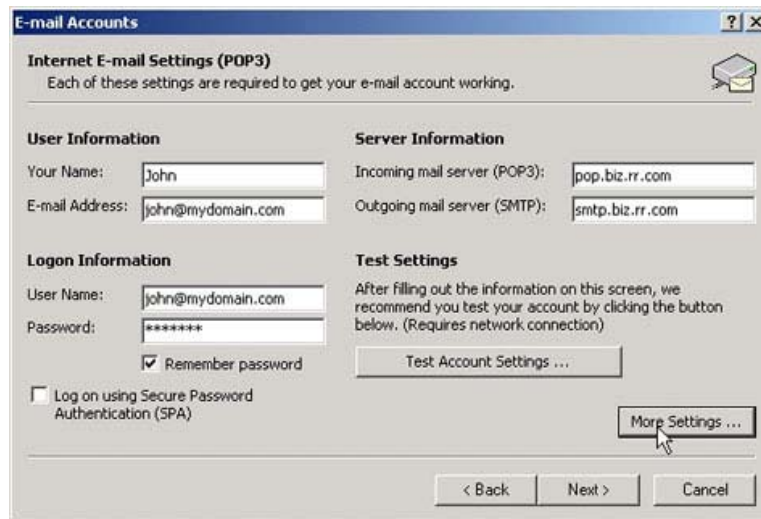


Figure 6

5. Select the “**Outgoing Server**” tab.
6. Check “**My outgoing server (SMTP) requires authentication**,” ensure that “**Use same settings as my incoming mail server**” is selected, and click **OK** (See Figure 7).

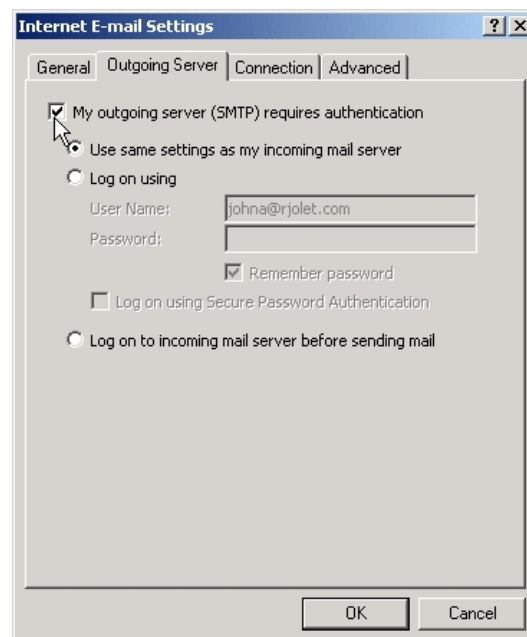


Figure 7

✍ Note to Norton Antivirus Software Users

If you are unable to send mail and are using an Outlook program and Norton Antivirus software, try the following fix:

When you have selected the “Outgoing Server” tab, and checked “My server requires authentication,” check “log on using” then enter your full e-mail address and your password in the fields below. Next, check “Remember password” and click “OK.”



Netscape Communicator 4.x, 6.x, and 7.0

This section describes how to configure Netscape Communicator (versions 4.x, 6.x, and 7.0) to access the POP E-mail box.

1. Click **Edit**, select **Preferences...** from the pull-down menu (See Figure 8).

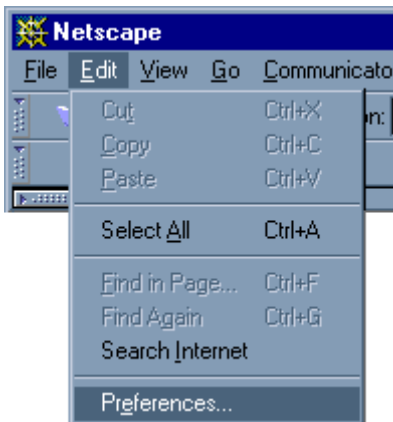


Figure 8

2. Open the Mail & Groups section and click **Mail Server**.
 - Enter POP3 User Name: **name@yourdomain.com**
 - Enter Outgoing Mail Server: **smtp.biz.rr.com**
 - Enter Incoming Mail Server: **pop.biz.rr.com**
 - Click **Identity** in left hand column.
 - Enter Your Name: **Name**
 - Enter E-mail Address: **name@yourdomain.com**
 - Enter Reply-to Address: **name@yourdomain.com**

The other settings are optional. Choosing **Messenger Mailbox** from the Communicator pull-down menu opens a box that enables the user to read and send mail.

Note

Once you have completed the creation of the account, you will need to configure the account to activate SMTP Authentication. Your account will not be able to send mail unless this feature is activated. To activate SMTP Authentication see instructions below.

1. Click on **Communicator**, and select **Messenger** from the pull-down menu.
2. Click on the **Edit** menu item.
3. Select **Preferences**.

4. Click on **Mail Servers**, which is located on the left side of the screen.
 - Outgoing (SMTP) mail server: **smtp.biz.rr.com**.
 - Outgoing mail server user name: **john@mydomain.com**.
5. Click **OK** (See Figure 9).

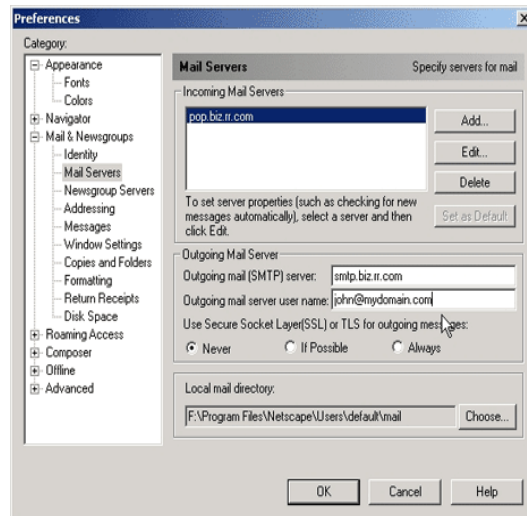


Figure 9

 **Note**

When using Netscape Mail, the POP (or inbound) mail account setting will not accept the @ symbol, and must be modified to / (john/mydomain.com). The SMTP (or outbound) mail account setting will however, accept the @ symbol, and should be entered as your normal e-mail address (john@mydomain.com).

Eudora 4.x, 5.1

1. In Eudora, click **Tools** and select **Options** in the pull-down menu.
2. Within the Tool Bar on the left side of the Box, click **Getting Started**.
3. Enter POP Account Information: *name@yourdomain.com*.
4. Enter Real Name: *John Doe* (optional).
5. Enter Return Address: *name@yourdomain.com* (optional).
6. Click **Hosts** in the Tool Bar.
7. Verify that the POP Account information is correct.
8. Enter the SMTP Mail Server: **smtp.biz.rr.com**.

Note

Once you have completed the creation of the account, you will need to configure the account to activate SMTP Authentication. Your account will not be able to send mail unless this feature is activated. To activate SMTP Authentication see instructions below.

1. Select the **Personalities** tab at the bottom left of screen (See Figure 10).

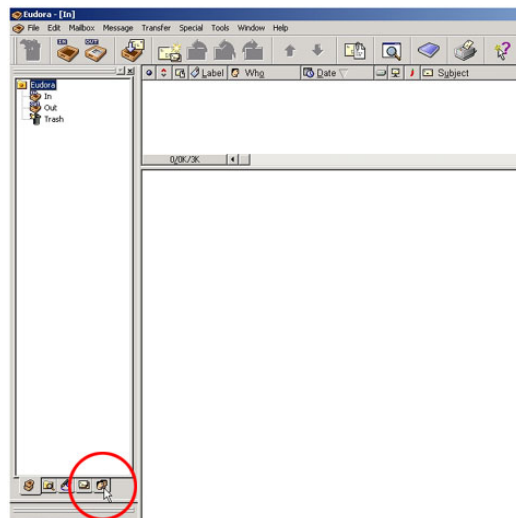


Figure 10

2. Right click on the mail personality you wish to modify.
3. Select **Properties** from the pull-down menu.
4. Check "**Authentication allowed**" and click **OK**.