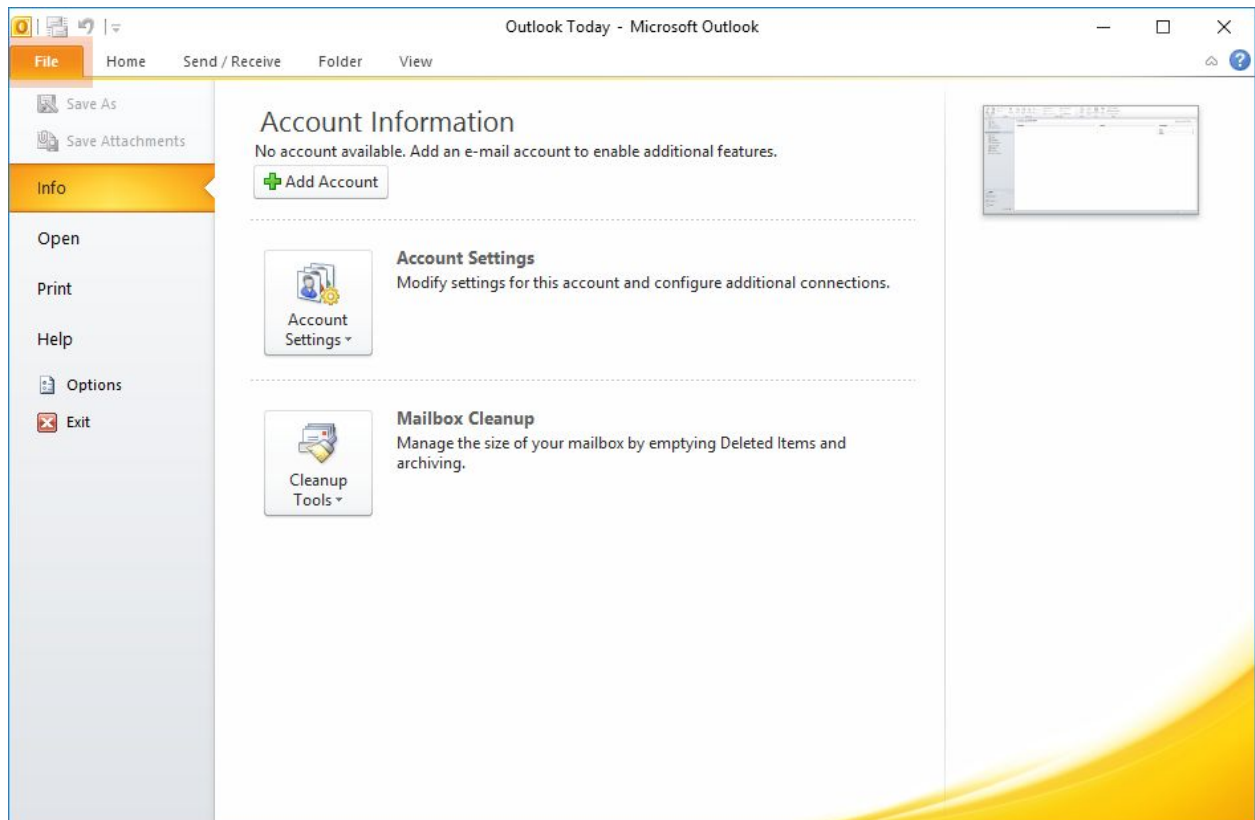


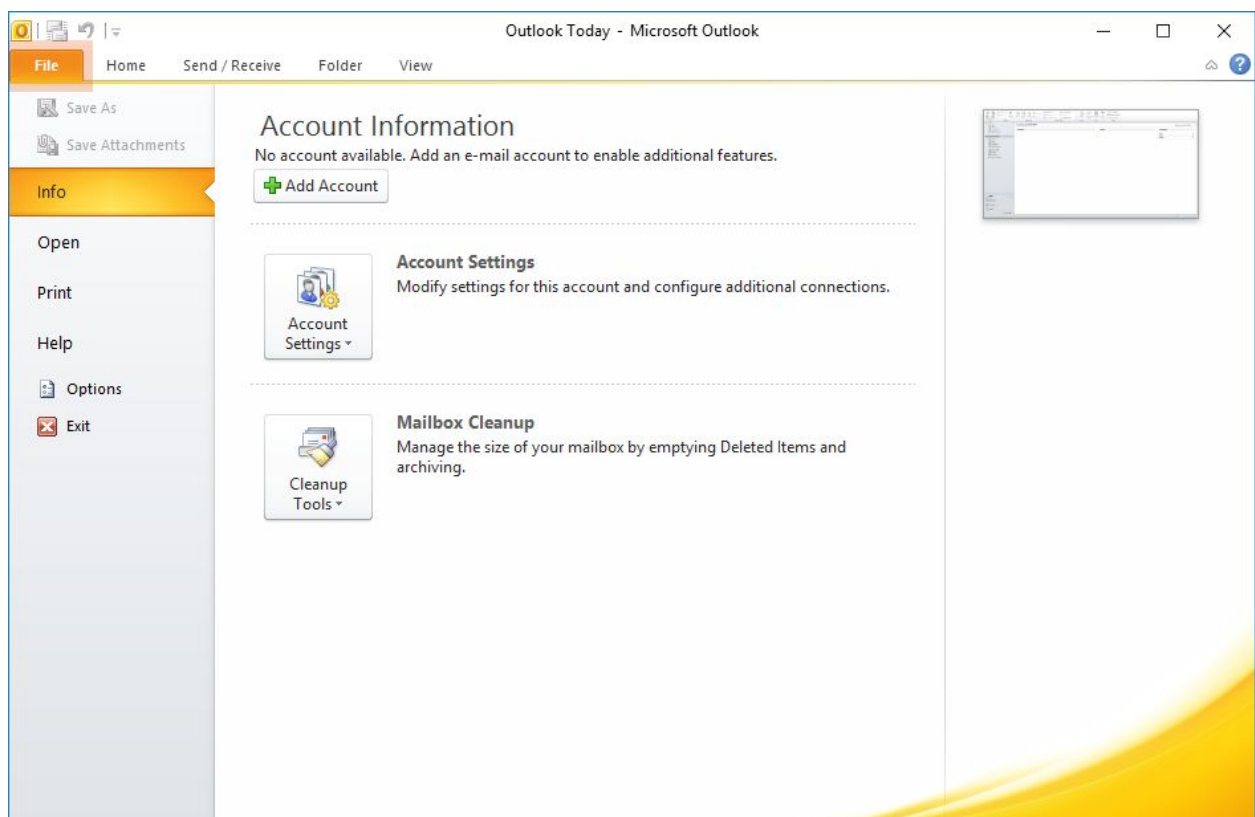
Outlook IMAP / POP E-Mail Configuration

The following instructions will walk you through the process of configuring Outlook for use with ZeroLag's POP/IMAP e-mail services. If you have any questions, please feel free to [contact us](#).

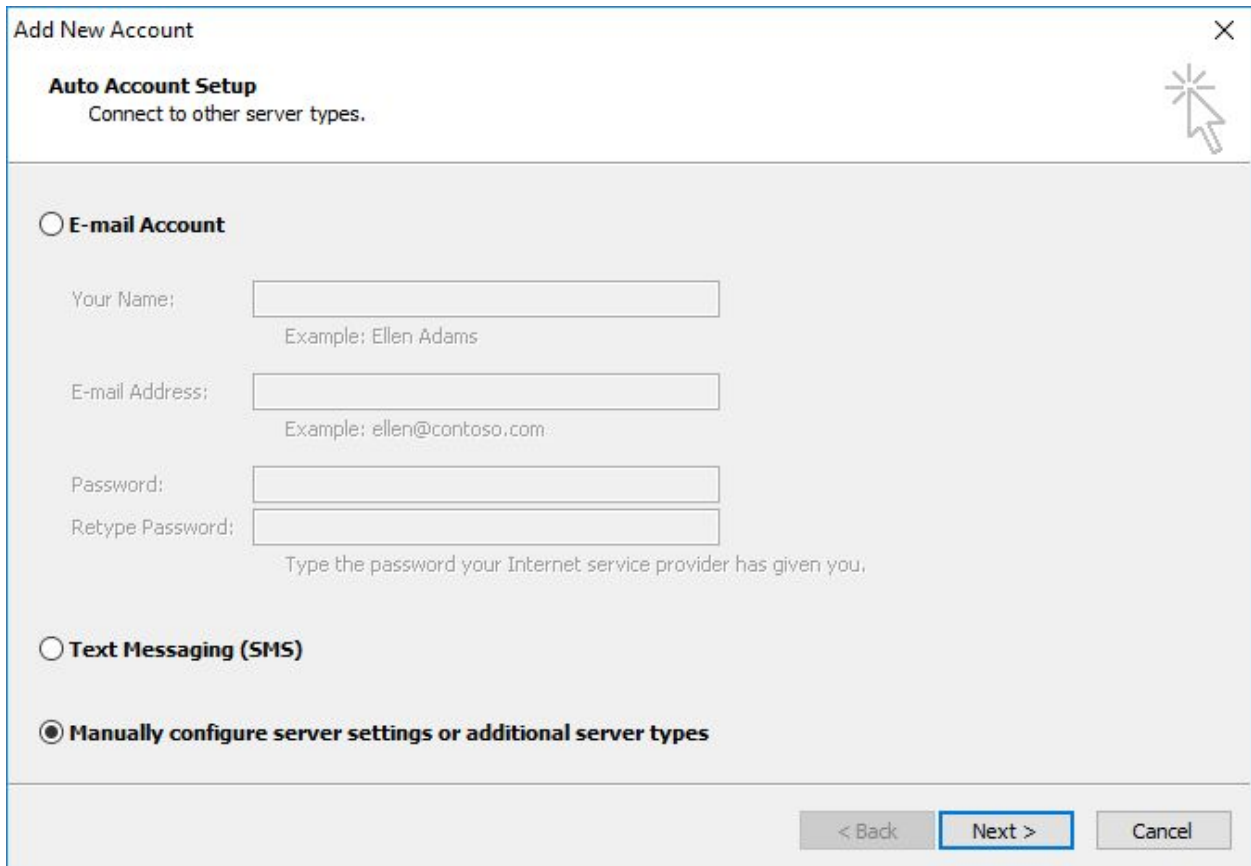
1. Open Outlook. Click on the **File** tab.



2. In the **File** section, select the **Add Account** option.

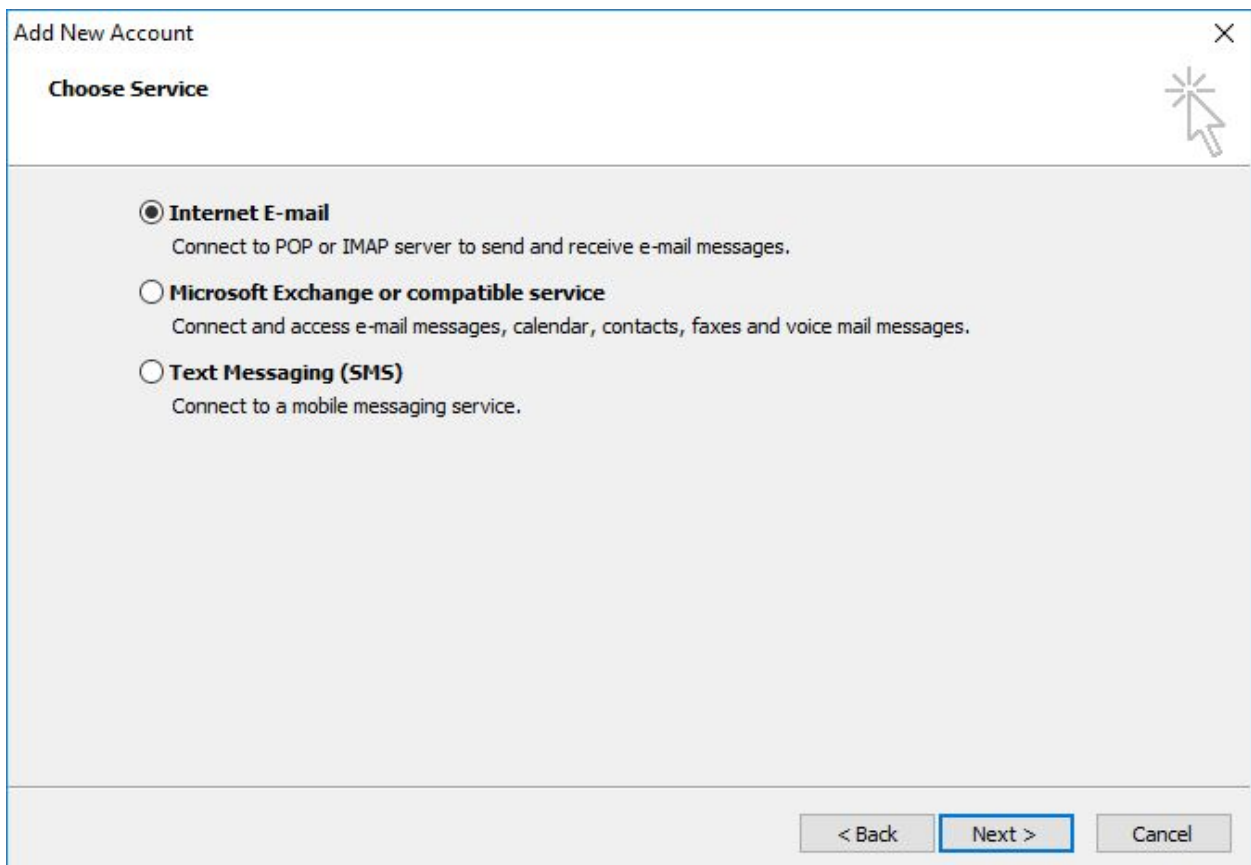


3. Select **Manually configure server settings or additional server types** option, and select **Next**.



The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' section. The title bar reads 'Add New Account' with a close button (X) in the top right corner. Below the title bar, the text 'Auto Account Setup' is followed by 'Connect to other server types.' A mouse cursor is pointing at the top right corner. The main area contains three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The 'Manually configure server settings or additional server types' option is selected. Under 'E-mail Account', there are four input fields: 'Your Name:' (with example 'Ellen Adams'), 'E-mail Address:' (with example 'ellen@contoso.com'), 'Password:', and 'Retype Password:' (with instruction 'Type the password your Internet service provider has given you.'). At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

4. Select the **Internet E-mail** option, and select **Next**.



The screenshot shows the 'Add New Account' dialog box with the 'Choose Service' section. The title bar reads 'Add New Account' with a close button (X) in the top right corner. Below the title bar, the text 'Choose Service' is followed by a mouse cursor pointing at the top right corner. The main area contains three radio button options: 'Internet E-mail', 'Microsoft Exchange or compatible service', and 'Text Messaging (SMS)'. The 'Internet E-mail' option is selected. Below each option is a brief description: 'Internet E-mail' (Connect to POP or IMAP server to send and receive e-mail messages.), 'Microsoft Exchange or compatible service' (Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.), and 'Text Messaging (SMS)' (Connect to a mobile messaging service.). At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

5b. Enter the following information for a **POP** configuration, and select **Next**. Replace **test@example.com** with your email address. Please be sure to use your full email address (E.g. test@example.com) in the Username field. (You can use POP or IMAP but POP is preferred.)

Add New Account ✕

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

User Information

Your Name:

E-mail Address:

Server Information

Account Type: ▾

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

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 by clicking the Next button

Deliver new messages to:

New Outlook Data File

Existing Outlook Data File

5a. Enter the following information for an **IMAP** configuration. Replace **test@example.com** with your email address. Please be sure to use your full email address (E.g. test@example.com) in the Username field. (You can use POP or IMAP but POP is preferred.)

Add New Account ✕

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

User Information

Your Name:

E-mail Address:

Server Information

Account Type: ▾

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

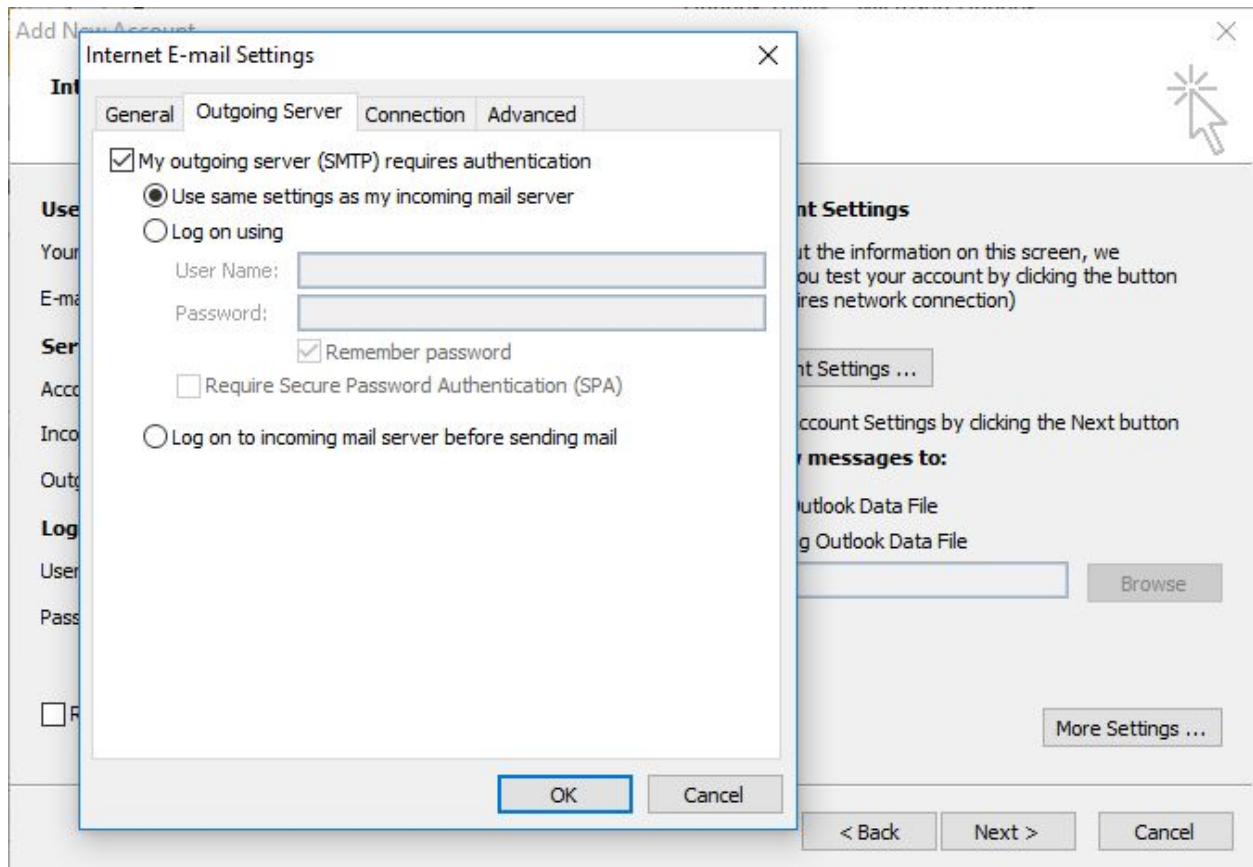
Require logon using Secure Password Authentication (SPA)

Test Account Settings

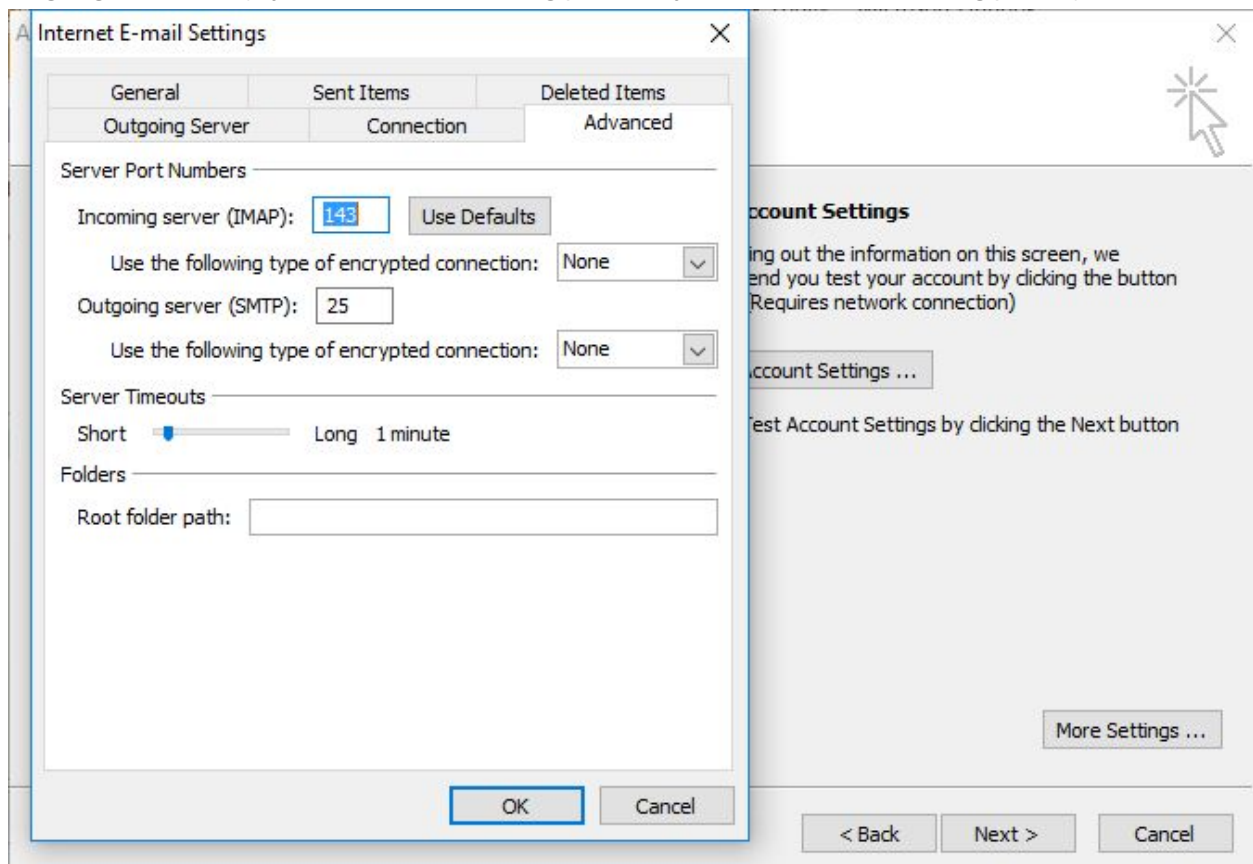
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings by clicking the Next button

6. Once the information has been entered, select the **More Settings** option and click on the **Outgoing Server** tab. Check the checkbox that states **My outgoing server (SMTP) requires authentication** and make sure **Use same settings as my incoming mail server** is selected.



7. Click on the **Advanced** tab and ensure that the ports are the following:
Incoming IMAP - 143 (995 if using SSL)
Incoming POP - 110 (993 if using SSL)
Outgoing server - 25 (If you cannot connect using port 25, try 2525 due to ISPs blocking port 25)



8. Once you have verified the ports are correct. Select **OK**, and select **Next**.

Add New Account ✕

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

User Information

Your Name:

E-mail Address:

Server Information

Account Type: ▼

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

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 by clicking the Next button

9. If all settings were entered correctly, the account should now be connected properly. If you have any questions or concerns, please contact us at support@zerolag.com.