

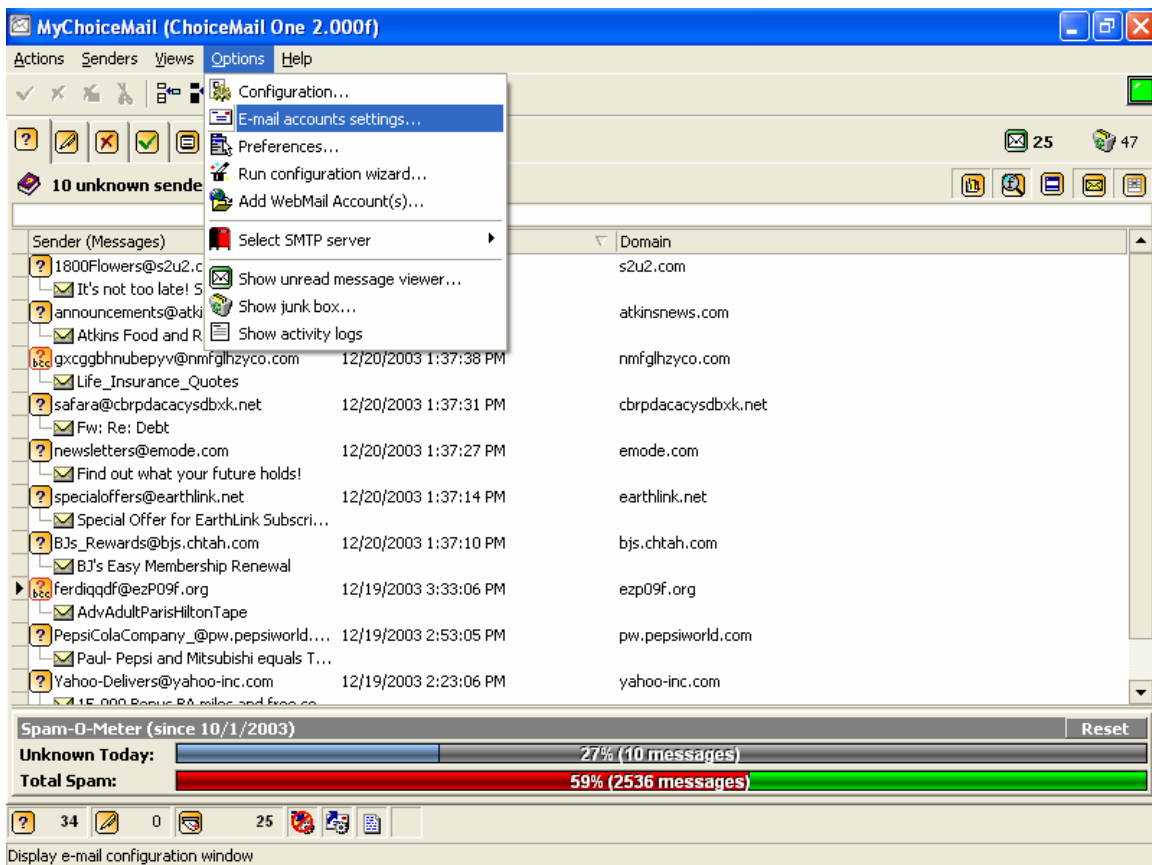


Checking Settings for IncrediMail

For ChoiceMail Versions 2.0 +

The first place we want to check is with ChoiceMail itself. All the tests that we are going to perform in this section will deal with ChoiceMail connecting to your ISP and will not involve your email client. If you are NOT having problems with ChoiceMail connecting to your ISP, downloading and filtering your mail but with ChoiceMail connecting to your email client, then you may want to skip this section and go directly to checking the settings in your email client. [Click here](#) to do this.

1. To check to see if ChoiceMail is connecting to your ISP's POP 3 (Incoming) mail server: From ChoiceMail's main screen, Click on **Options -> E-mail accounts settings -> POP 3 Accounts Tab**.

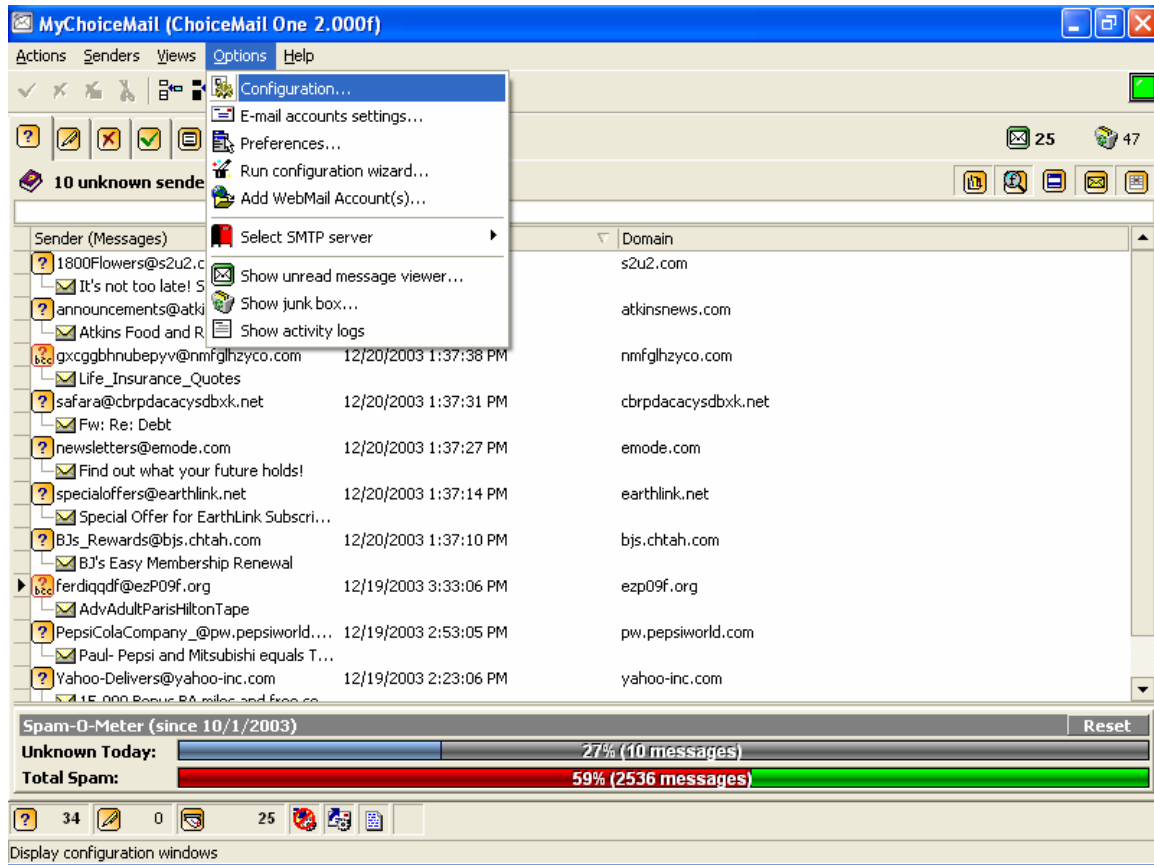


2. Click on the first email account set up in ChoiceMail and then click the **TEST** button towards the bottom of the screen. If successful it should say "Successfully connected to POP 3 source".
3. Next while still on that same email account Click on the **Advanced** Button. If successful it should show you the # of emails waiting on the server at your ISP for that account.
4. Do these tests for all the email accounts you have set up in ChoiceMail.
5. If any of the tests fail for any of your email accounts, double check the information that was provided to you by your ISP or email account provider. This information must be correct in order for ChoiceMail to successfully connect and download your mail.
6. Also from this screen you can **DELETE** any email account that you have set up in ChoiceMail, (remember to also delete the account out of your email program), or **ADD** a new email account for ChoiceMail to check by clicking on the appropriate buttons.
7. In order to save your changes you must click on **OK** at the bottom of the screen.

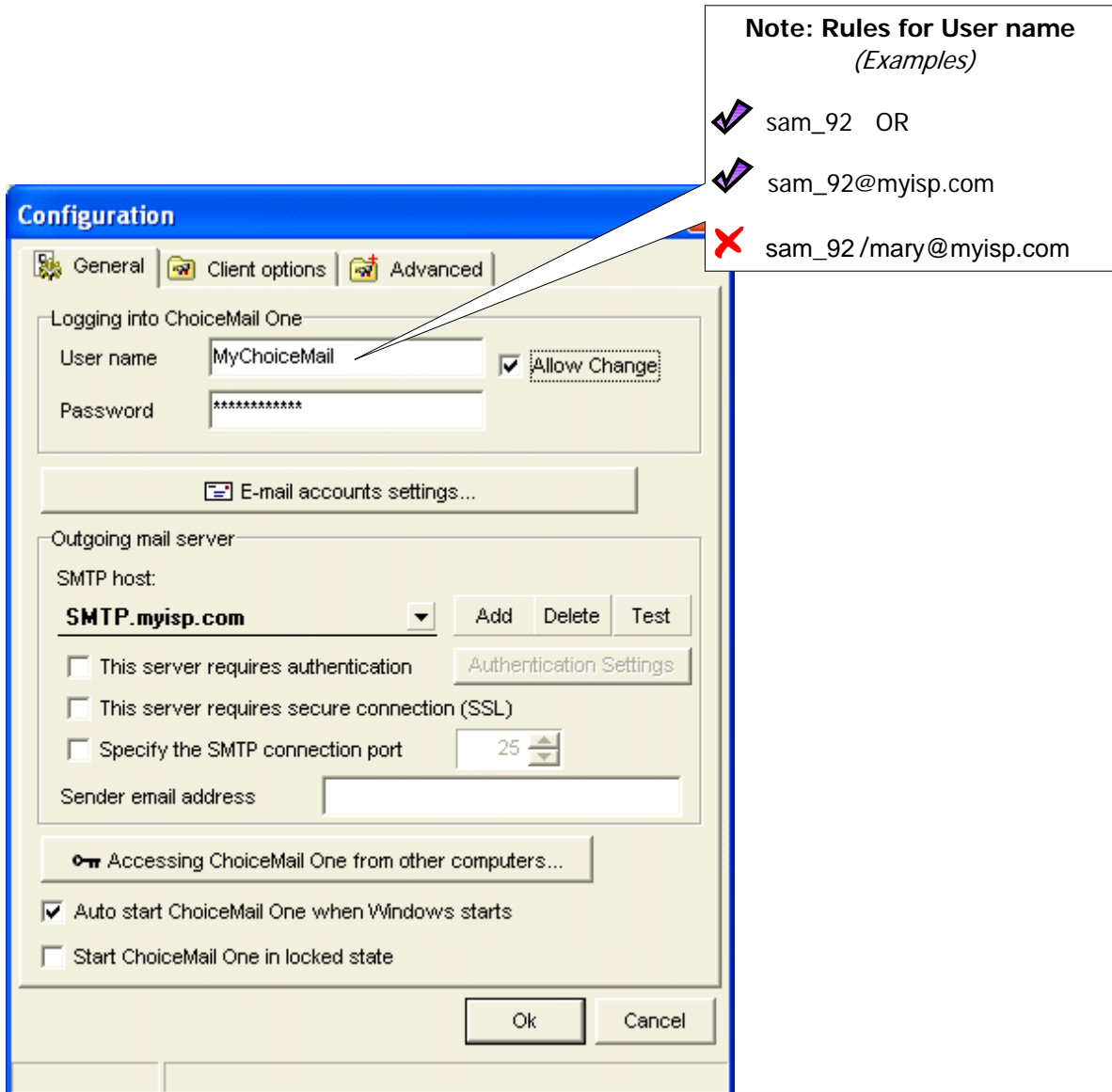
Note: Rules for User name
(Examples)

- ✓ sam_92 OR
- ✓ sam_92@myisp.com
- ✗ sam_92 /mary@myisp.com

1. To check or change the Username and Password that you have in ChoiceMail under the heading **“Logging into ChoiceMail One”**: From ChoiceMail’s main screen, Click on **Options -> Configuration -> General Tab**.



2. **“Logging into ChoiceMail One”** is the User name and Password that ChoiceMail needs to receive from your email client. Make sure that you use this User name and Password for every account that you have set up in your email client.
3. If you want to change this Username and Password you can do so by clicking on the box in front of **“Allow Change”**. If you change this Username and Password you will need to change every Username and Password to match this one for every email account that you have set up in your email client.
4. In order to save your changes you must click on **OK** at the bottom of the screen.



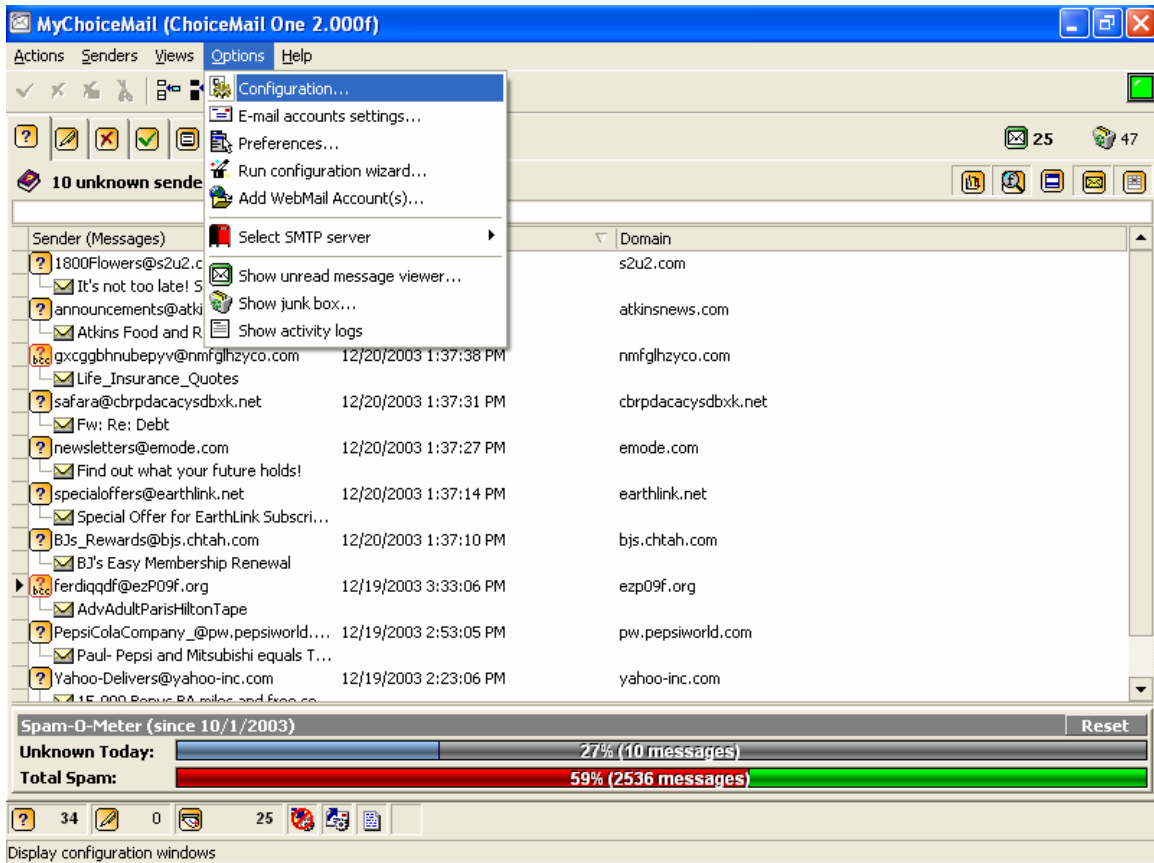
Note: Rules for User name
(Examples)

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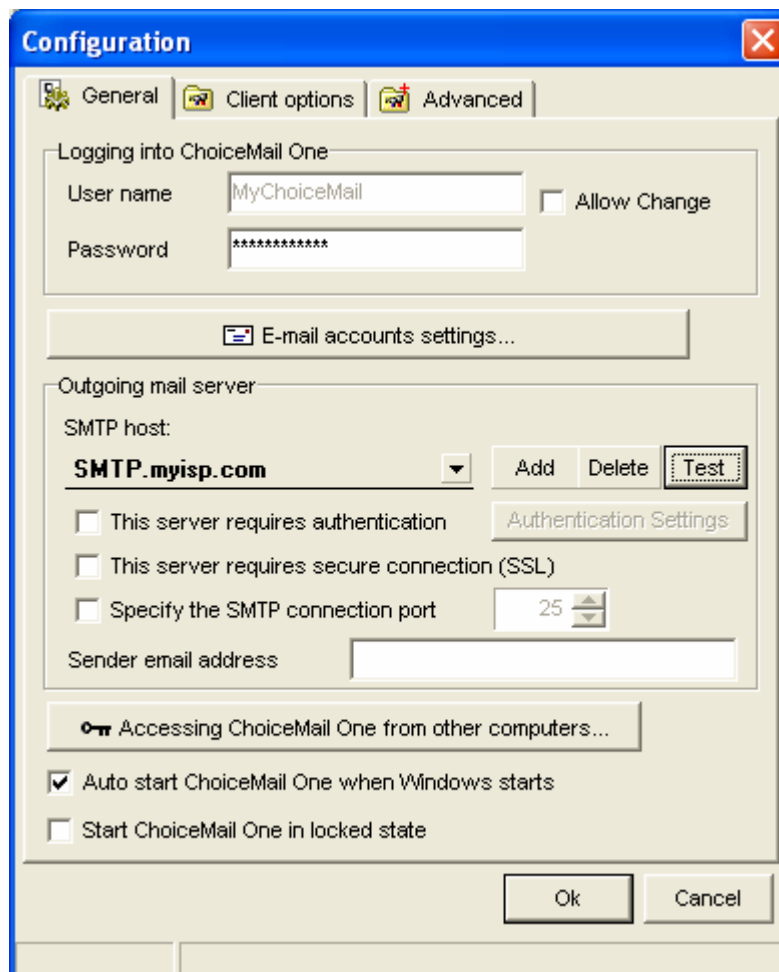
The screenshot shows the 'Configuration' dialog box with the following details:

- Configuration** (Title bar)
- General | Client options | Advanced (Tabs)
- Logging into ChoiceMail One**
 - User name: MyChoiceMail
 - Password: [Redacted]
 - Allow Change
- E-mail accounts settings... (Button)
- Outgoing mail server**
 - SMTP host: SMTP.myisp.com (Dropdown menu)
 - Add | Delete | Test (Buttons)
 - This server requires authentication (Authentication Settings button)
 - This server requires secure connection (SSL)
 - Specify the SMTP connection port: 25 (Spinner)
 - Sender email address: [Empty field]
- Accessing ChoiceMail One from other computers... (Button)
- Auto start ChoiceMail One when Windows starts
- Start ChoiceMail One in locked state
- Ok | Cancel (Buttons)

1. To check to see if ChoiceMail is connecting to your ISP's SMTP (Out Going) mail server:
From ChoiceMail's main screen, Click on **Options -> Configuration -> General Tab**.



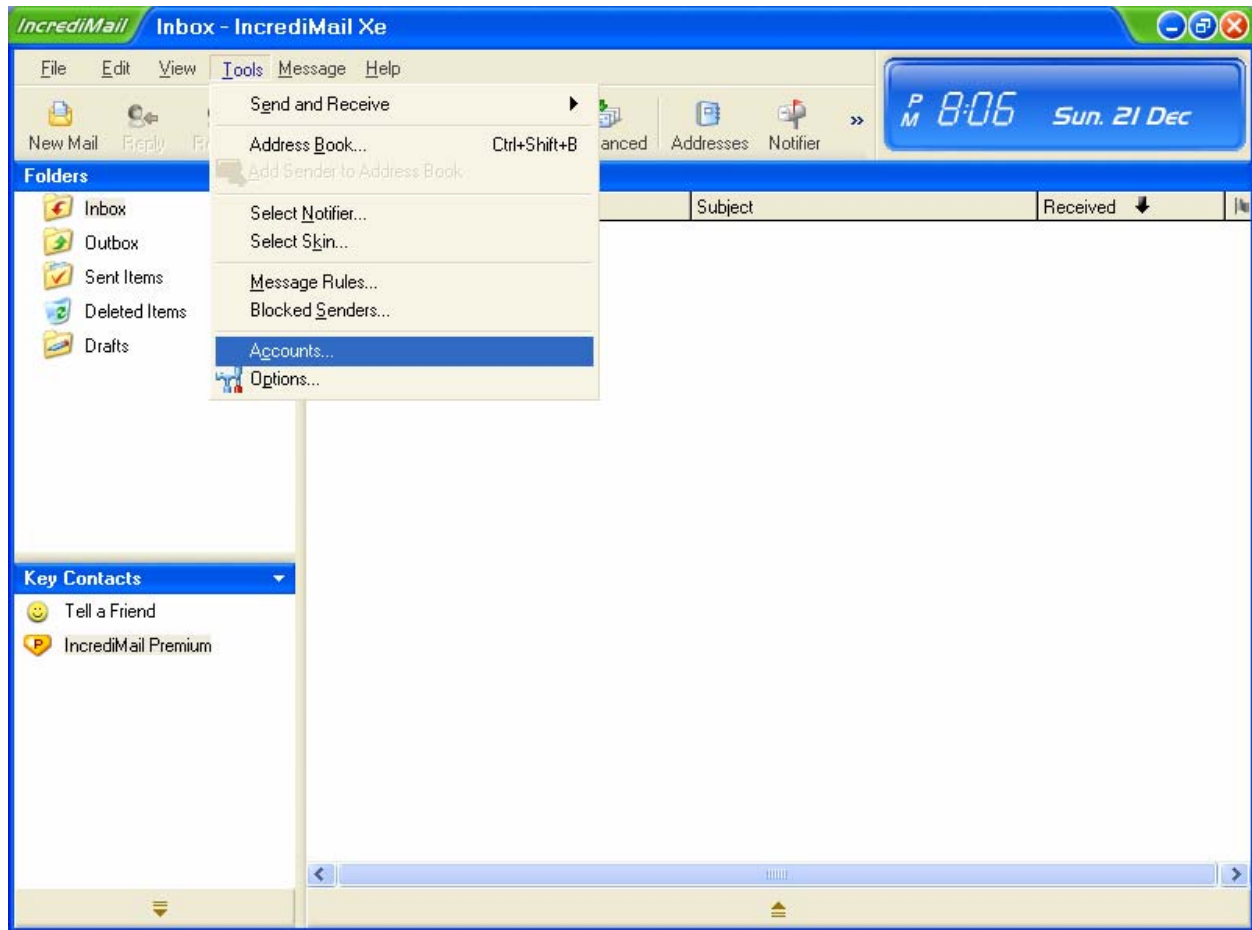
2. From the **General Tab** please go down to the section called **“Out going Mail Server”**. The mail server that is listed should be the mail server for the ISP that is providing your internet connection. This may be different from the company providing you with an email address so be sure to check.
3. Next click **TEST** if successful you should get a pop up window that says “Successfully connected to SMTP server and sent a test message.”
4. You will also notice options listed below the name of your SMTP server these should all be UN Checked unless you are told specifically that one of them is required by your ISP.
5. If this test fails, double check the information that was provided to you by your ISP. This information must be correct in order for ChoiceMail to successfully connect and send out your mail.
6. Also from this screen you can **DELETE** any SMTP mail server that you have set up in ChoiceMail or **ADD** a new SMTP mail server for ChoiceMail to use by clicking on the appropriate buttons.
7. In order to save your changes you must click on **OK** at the bottom of the screen.



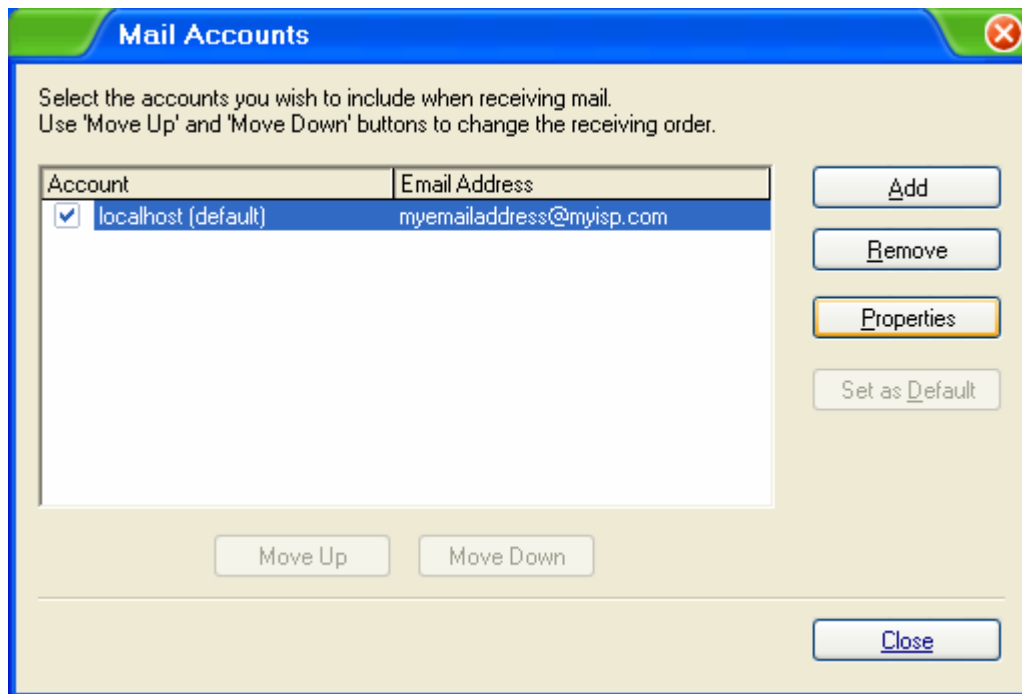


Checking Settings for IncrediMail

1. Double click on IncrediMail bring up the main screen.
2. From the Menu bar: Click on **Tools -> Accounts**.

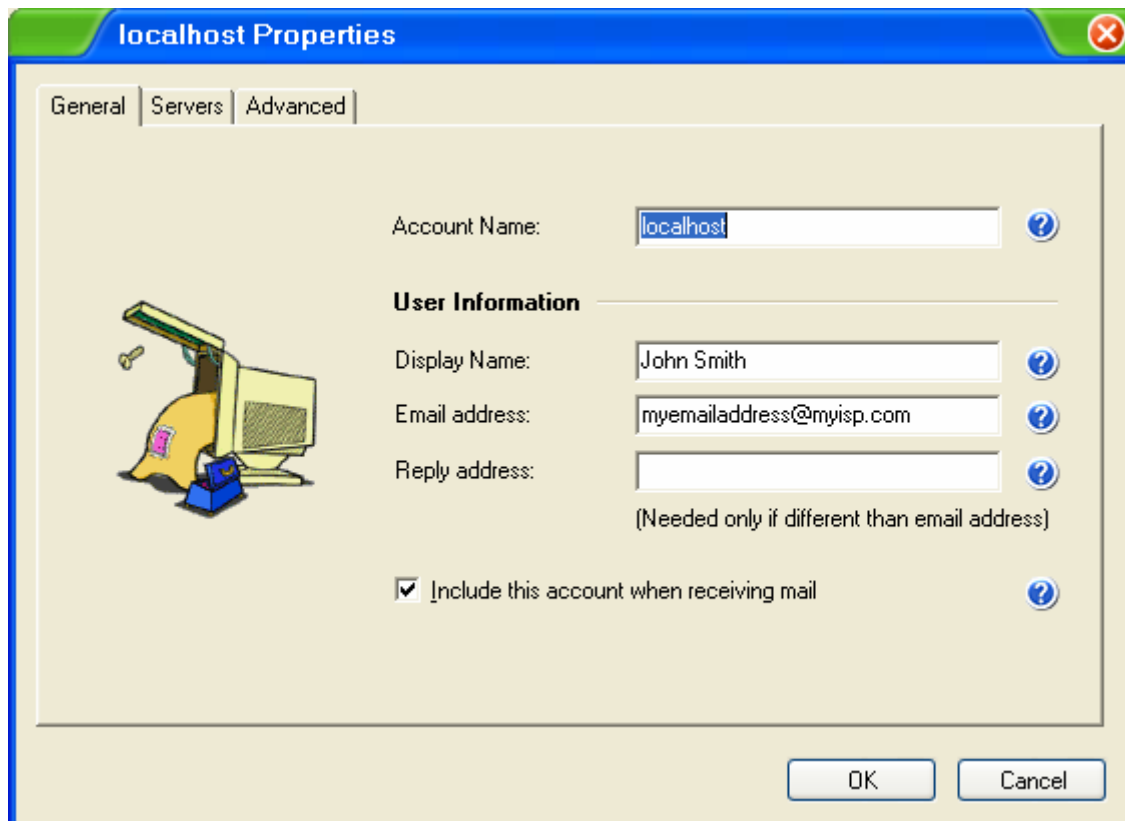


3. This screen will appear. Highlight your email account and click on **Properties**.



4. Click on the General Tab:

- a. Account Name: Enter in a name for this account
- b. User Information:
 - i. Display Name: Enter in your name
 - ii. Email address: Enter the email address you wish IncrediMail to display in the FROM field of outgoing mail. i.e. myemail@myisp.com
 - iii. Reply address: Enter the email address you wish IncrediMail to respond with if it is different then the one above.



5. Click on the Servers Tab:

a. Servers Information:

- i. **Incoming mail server:** localhost
- ii. **Outgoing mail server:** localhost

b. Incoming Mail Server:

- i. **Username:** When you come to Username enter in the username that you used in ChoiceMail under the section **"Logging into ChoiceMail One"**.
- ii. If you don't remember what Username or Password that you used [click here](#) for instructions on how to obtain that information from ChoiceMail.
- iii. **Password:** The password should be the same password that you entered in ChoiceMail under the section **"Logging into ChoiceMail One"**
- iv. Log on using Secure Password Authentication: DO NOT check this option; if your ISP requires this to connect to their SMTP server, make sure that this is set up in ChoiceMail. This option is not needed for IncrediMail to connect to ChoiceMail.

c. Outgoing Mail Server

- i. My mail server requires authentication: DO NOT check this option; if your ISP requires this to connect to their SMTP server, make sure that this is set up in ChoiceMail. This option is not needed for IncrediMail Express to connect to ChoiceMail.

Note: Rules for User Name
(Examples)

1. **sam_92**
(All mail will be downloaded by IncrediMail from ChoiceMail into this account)
2. **sam_92/mary@myisp.com!**
(Only mail sent to mary@myisp.com will be downloaded by IncrediMail from ChoiceMail into this account)

User Name **MUST** be the same User name that is used in ChoiceMail under the Heading: **'Logging into ChoiceMail One'**

There are NO spaces between the characters

6. Click on the Servers Tab:

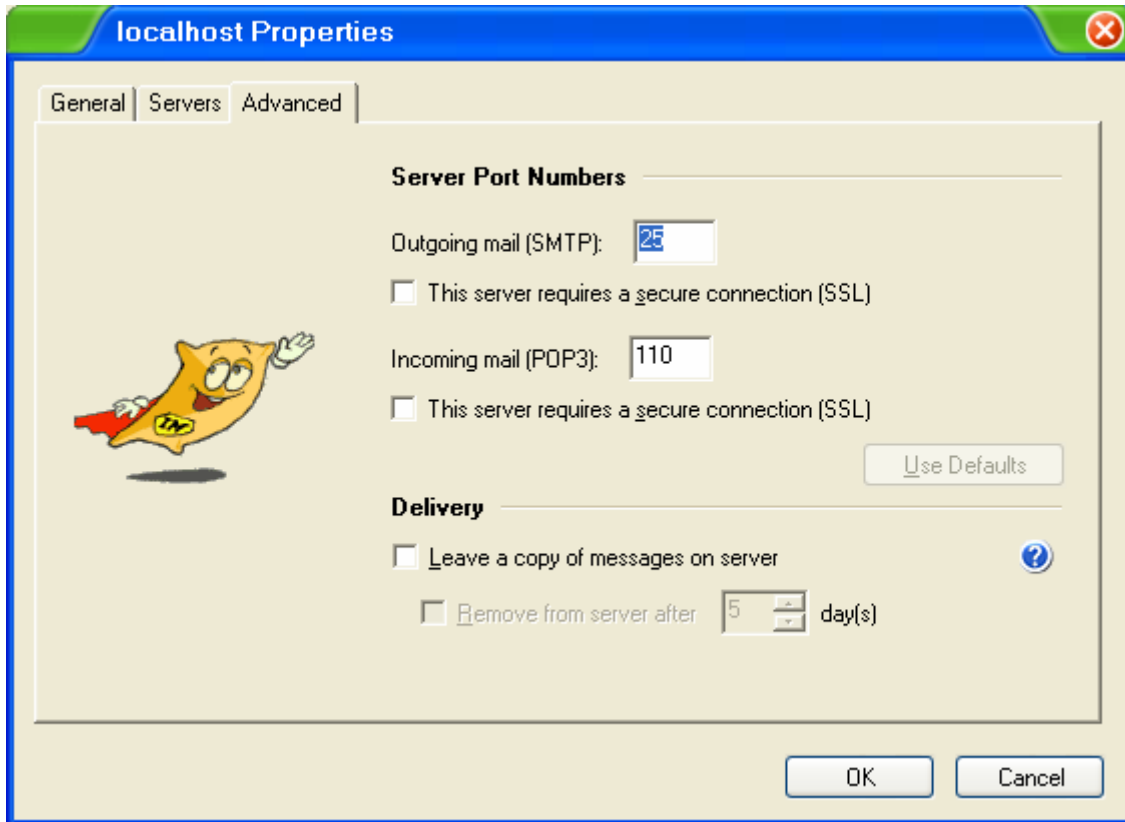
a. Server Port Numbers:

- i. *Outgoing mail (SMTP):* 25 (Default)
 1. The only time that you will need to change the port number is if IncrediMail still can not connect to ChoiceMail after you have checked all the settings in IncrediMail and ChoiceMail. Port conflicts sometimes occur if another program running on your computer is using these port numbers. You will need to try Port Numbers 25(Default), 30,35,40,45 or 50. If you make a change in IncrediMail you will need to make the same change in ChoiceMail the two numbers must match. To find out how to change the SMTP server Port in ChoiceMail [click here](#).
- ii. This server requires a secure connection (SSL): DO NOT check this option; if your ISP requires this to connect to their SMTP server, make sure that this is set up in ChoiceMail. This option is not needed for IncrediMail to connect to ChoiceMail.
- iii. *Incoming mail (POP3):* 110 (Default)
 1. The only time that you will need to change the port number is if IncrediMail still can not connect to ChoiceMail after you have checked all the settings in IncrediMail and ChoiceMail. Port conflicts sometimes occur if another program running on your computer is using these port numbers. You will need to try Port Numbers 110(Default), 115,120,125,130 or 135. If you make a change in IncrediMail you will need to make the same change in ChoiceMail the two numbers must match. To find out how to change the POP 3 server Port in ChoiceMail [click here](#).
- iv. This server requires a secure connection (SSL): DO NOT check this option; if your ISP requires this to connect to their SMTP server, make sure that this is set up in ChoiceMail. This option is not needed for IncrediMail to connect to ChoiceMail.

b. Delivery:

- i. Leave a copy of message on server. **DO NOT** check this option; ChoiceMail does NOT support this function.

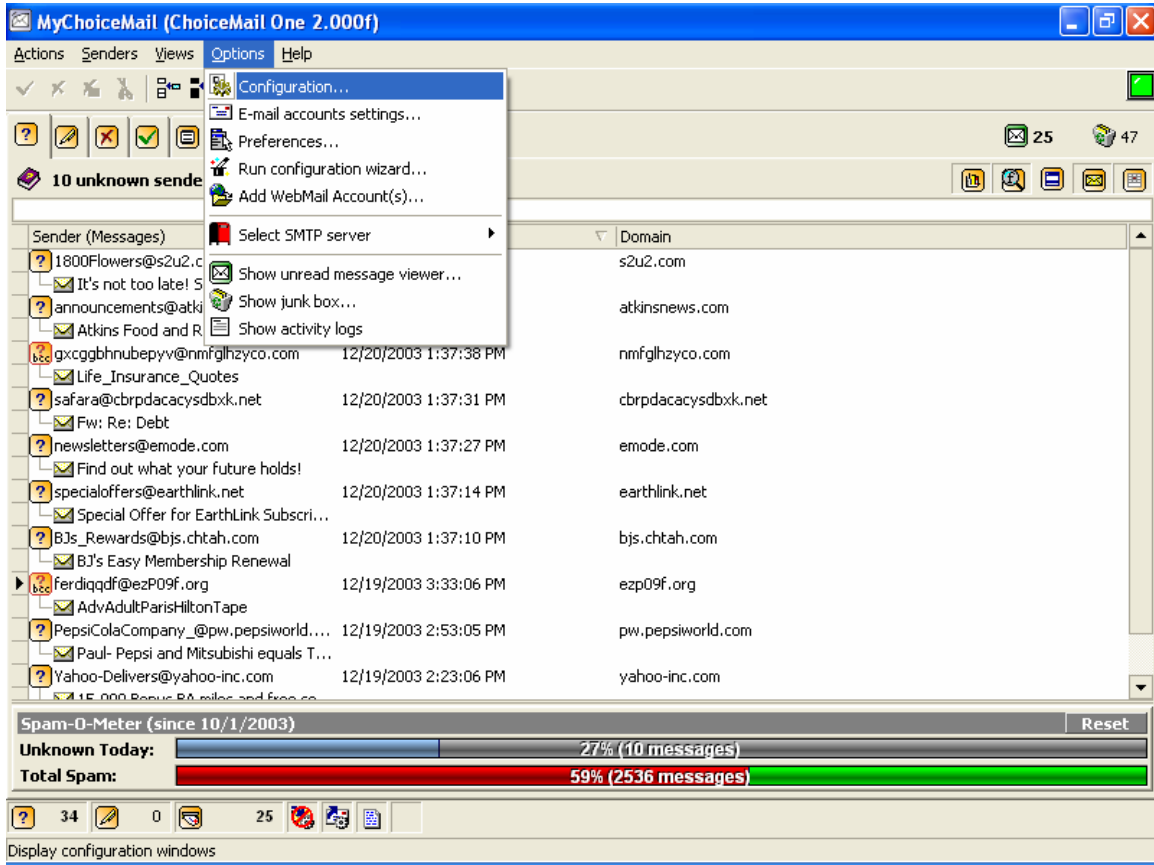
Advanced Tab



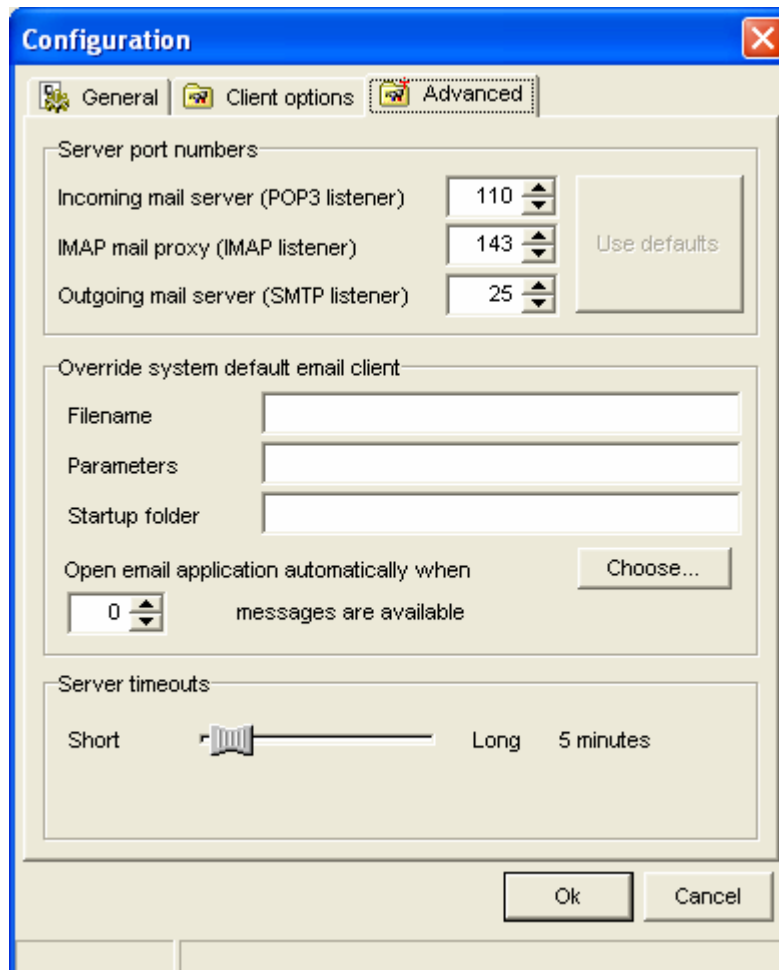
7. Click **OK** at the bottom of the screen. You have now completed the setup/checking of settings for IncrediMail.

Check/Change the Port settings in ChoiceMail

1. From ChoiceMail's menu bar: Click on **Options** -> **Configuration**-> **Advanced Tab**.



2. From this screen you can change the Port settings in ChoiceMail for your Incoming Mail Servers (POP 3) and for your Outgoing SMTP Mail Server.
3. If you encounter a port conflict between your email client and ChoiceMail for incoming mail, (mail will not go to your email client from ChoiceMail), it may be necessary to choose a different port number so that they will communicate. Remember what ever port number you set this to it must match the one in your email client. Here are the Port Numbers that you can try: Port Numbers 110(Default), 115,120,125,130 or 135.
4. If you encounter a port conflict between your email client and ChoiceMail for incoming mail, (mail will not go to your ChoiceMail from your email client), it may be necessary to choose a different port number so that they will communicate Remember what ever port number you set this to it must match the one in your email client. Here are the Port Numbers that you can try: Port Numbers 25(default), 30,35,40,45 or 50.



5. In order to save your changes you must click on **OK** at the bottom of the screen.