

Configure POP, IMAP, Other Email Software

The IceMAIL service includes a free copy of Microsoft Outlook 2003 that can be downloaded by clicking on the Download Outlook menu item on the left side of this page. Older versions of Outlook and other brand-name email client software that supports POP and IMAP can be utilized but may not provide all of the features and functionality.

Microsoft Outlook 2002 (XP) and Earlier

Although we recommend upgrading to the free/included Microsoft Outlook 2003, if you must still run Outlook 2002 (also called Outlook XP) or an earlier version of Outlook, follow the instructions above (Configure Outlook 2003, option 2). You will need to configure VPN access and then configure Outlook to work with the IceMAIL Exchange servers.

Microsoft Outlook Express

The Outlook Express email software is not the same as the full version of Outlook 2003. Outlook Express is typically included free with every version of the Microsoft Windows operating system and is meant as an email-only solution. This means Outlook Express can only send and receive email and does not have the calendar, contacts, notes, tasks, public folder, and other features of Outlook 2003 and IceMAIL. It is recommended that you stop using Outlook Express and use Outlook 2003 for communication with IceMAIL. You can add additional email providers/systems within Outlook 2003 so that it is your single all-inclusive email software for IceMAIL and all of your other email systems.

If you need to or must use Outlook Express to communicate with IceMAIL, follow the instructions below for Configuring POP and IMAP.

Eudora, Netscape, or Other Third-Party Email Software

All major email software is capable of using the POP and/or IMAP protocols to send/receive email. IceMAIL supports the industry-standard POP3 and IMAP protocols in order to provide maximum flexibility in connecting to our service. Although the exact menus to add an email account to these software packages is different, they all require you to enter the addresses and account information for POP or IMAP to communicate with IceMAIL.

Configuring POP and IMAP

IMAP is a more powerful protocol than POP so we recommend you use IMAP if your email software supports this feature. Once configured, IMAP will send and receive email as well as synchronize sub-folders within your Inbox. POP can only send/receive emails but there is no real synchronization capability. Neither POP nor IMAP are needed if you have Outlook 2003 configured to use RPC over HTTP or VPN access as described above.

IMAP Settings

The IMAP settings you will need to enter into your email software are:

Incoming Mail Server (IMAP): `imap.icemail.com` port 143

Outgoing Mail Server (SMTP): `smtp.icemail.com` port 25

Some companies or network providers block your ability to communicate on ports 143 or 25 in an effort on their part to reduce computer viruses from spreading via email systems. To get around these restrictions, we allow IceMAIL customer to use alternate ports that your company or network provider may not be blocking (since we randomly picked the ports).

Incoming Mail Server (IMAP): `imap.icemail.com` port 2143

Outgoing Mail Server (SMTP): `smtp.icemail.com` port 2025

POP Settings

The POP settings you will need to enter into your email software are:

Incoming Mail Server (POP): `pop.icemail.com` port 110

Outgoing Mail Server (SMTP): `smtp.icemail.com` port 25

Alternate POP ports are available for IceMAIL customers who's company or network provider has blocked the standard 110 and 25 ports above.

Incoming Mail Server (POP): `pop.icemail.com` port 2110

Outgoing Mail Server (SMTP): `smtp.icemail.com` port 2025

For both IMAP and POP, you must enter the following information regarding your name, email address, user account, and logon security.

- User Name/Account: `jsmith@abccompany.com` (enter your default email address)
- Log on using Secure Password Authentication (SPA) should be enabled
- My outgoing server (SMTP) requires authentication should be enabled and set to use the same settings as your incoming mail server.

Finally, you have options with both POP and IMAP to delete emails at the server once they have been downloaded from IceMAIL. We recommend you choose this option but select to have email deleted after 14 days. If you have your POP or IMAP email software download and then immediately delete your email on the IceMAIL servers, you will not be able to see any email when accessing your IceMAIL account via Outlook Web Access or any wireless PDA/SmartPhone services.