



How to Troubleshoot Qwest.net™ E-mail Issues

Email Client: Outlook 2003

**Email Type:
@qwest.net**

Many things can cause your email not to work properly. This document will discuss some of the basic problems that can happen when sending email, receiving email, or both. Make sure you are at the computer that is having the problem.

This document is broken up into 3 different sections:

- Section 1: Unable to send or receive email (page 2)
- Section 2: Can receive email but unable to send email (page 8)
- Section 3: Can send email but unable to receive email (page 11)

If you are unable to resolve your email problems using this document, please [contact Qwest](#) for further assistance.

Section 1: Unable to Send and Receive E-mail

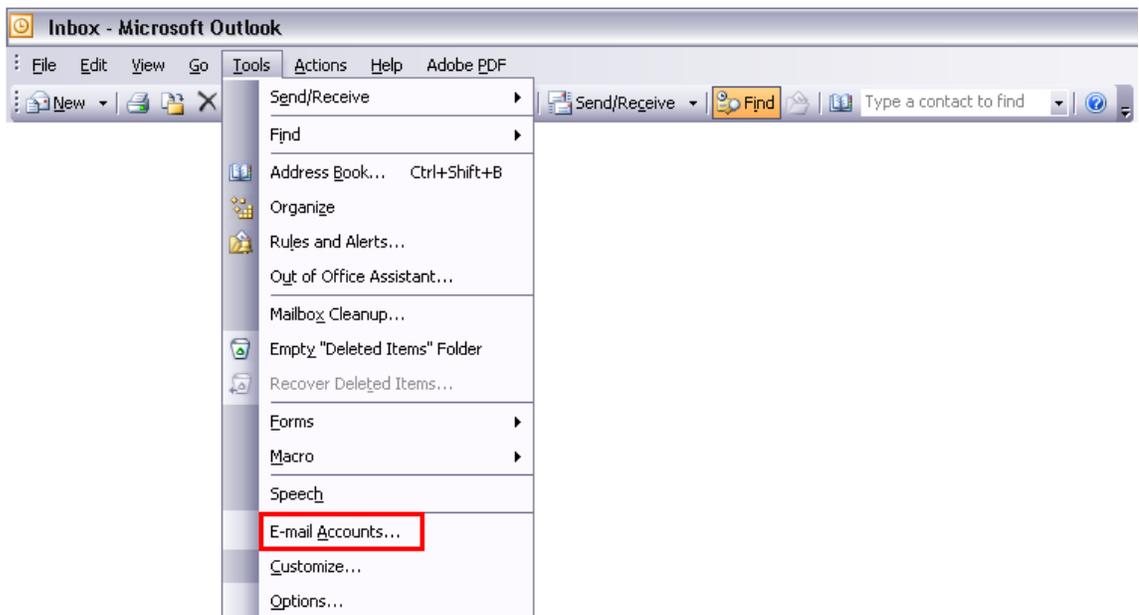
1. No Internet Connection

In order to send or receive email you have to have an active internet connection. If you are unable to connect to the internet, you are also unable to send and receive email. The easiest way to test your internet connection is to pull up your internet browser and try to navigate to various Web pages. Make sure after you pull up the Web page to press (CTRL + F5). This will perform a hard refresh of the page to ensure you are not viewing a stored version of the page. If you are not able to see the Web page after doing a hard refresh, then you are probably not connected to the internet.

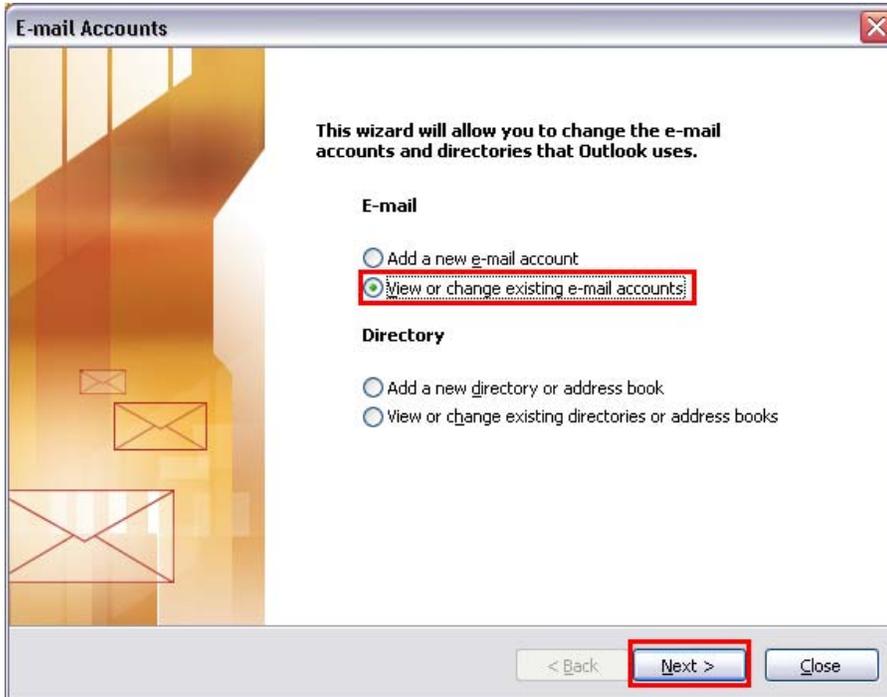
2. Incorrect Client Configuration

Here are some of the common errors made when configuring Outlook:

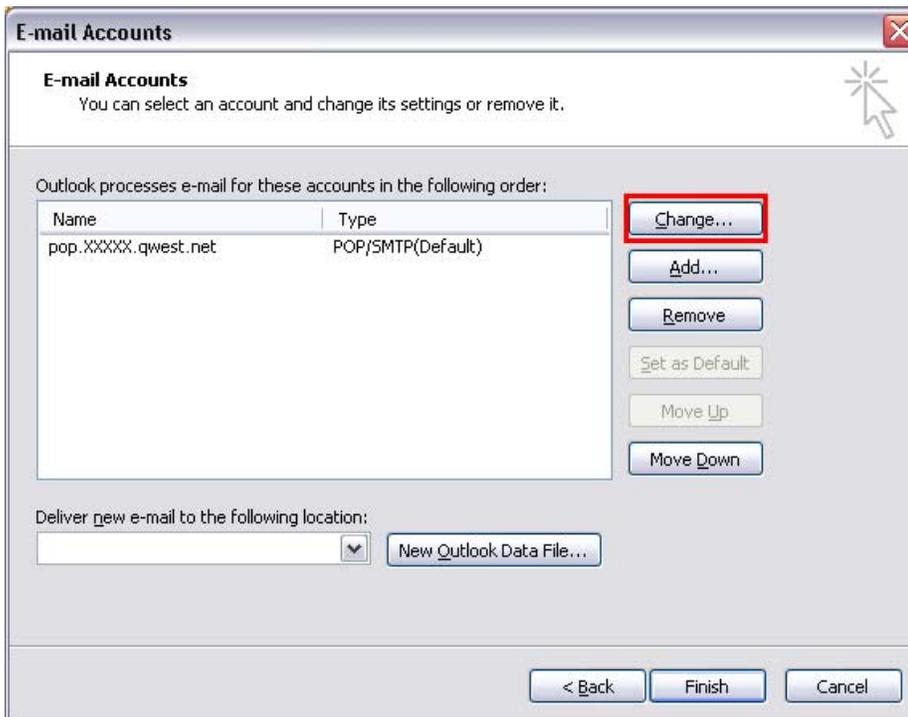
- Check your User Name. To see what you currently have entered as your User Name, select **Tools**, then select **E-mail Accounts**.



On the 'E-mail Accounts' screen, select the **View or change existing e-mail accounts** radio button and select **Next**.



Select the account you are checking the settings on and select **Change**.



Make sure the user name that Outlook is logging in with ends with @qwest.net. If the domain is not added to the end of the User Name then Outlook will not be able to authenticate correctly. See the example below.

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information

Your Name:

E-mail Address:

Server Information

Incoming mail server (POP3):

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Log on using Secure Password Authentication (SPA)

Test Settings

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

- **Inbound and Outbound Server Settings**

On the same 'E-mail Accounts' window, make sure your Incoming and Outgoing server is set to **pop.XXXXX.qwest.net**. (XXXXX is the city code of the server that is closest to you. See the server list on page 6.)

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information	Server Information
Your Name: Qwest Customer	Incoming mail server (POP3): pop.XXXXX.qwest.net
E-mail Address: customer@qwest.net	Outgoing mail server (SMTP): pop.XXXXX.qwest.net

Logon Information

User Name: customer@qwest.net
Password: *****
 Remember password

Log on using Secure Password Authentication (SPA)

Test 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 ...

More Settings ...

< Back Next > Cancel

- Something else you can try if you suspect Outlook is configured incorrectly is to remove the account from Outlook and re-add the account using our [email help](#) information.



Qwest Mail Servers

Arizona

- Tucson- pop.tcsn.qwest.net
- Phoenix- pop.phnx.qwest.net

Colorado

- Colorado Springs- pop.clsp.qwest.net
- Denver- pop.dnvr.qwest.net

Idaho

- Boise- pop.bois.qwest.net

Iowa

- Des Moines- pop.desm.qwest.net
- Cedar Rapids- pop.cdrr.qwest.net
- Davenport- pop.dvnp.qwest.net

Minnesota

- Duluth- pop.dlth.qwest.net
- Minneapolis/St. Paul- pop.mpls.qwest.net
- Rochester- pop.roch.qwest.net
- Saint Cloud- pop.stcd.qwest.net

Montana

- Billings- pop.blng.qwest.net
- Missoula- pop.mssl.qwest.net

Nebraska

- Omaha- pop.omah.qwest.net

New Mexico

- Albuquerque- pop.albq.qwest.net

North Dakota

- Bismarck- pop.bsmr.qwest.net
- Fargo- pop.farg.qwest.net

Oregon

- Eugene- pop.eugn.qwest.net
- Portland- pop.ptld.qwest.net

South Dakota

- Sioux Falls- pop.sxfl.qwest.net

Utah

- Salt Lake City- pop.slkc.qwest.net

Washington

- Seattle- pop.sttl.qwest.net
- Spokane- pop.spkn.qwest.net

Wyoming

- Cheyenne- pop.chyn.qwest.net



3. **Incorrect Password**

If you continue to get a pop up asking for your password, the password is probably being entered incorrectly or the password has been changed. Remember, passwords are CaSe sEnSiTiVe. To check to make sure you are entering the correct password, try logging into your web-based email at www.mail2web.com. If you also aren't able to login at mail2web.com, [contact Qwest](#).

4. **Firewall and Anti-virus conflicts**

While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability. A good way to test this is temporarily disabling your firewall or anti-virus software (*note: Make sure you re-enable it after you are done testing. Otherwise, your computer will be at risk!!!*). If you are able to send and receive email after disabling, then you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

5. **Corrupted Email in your Inbox**

Sometimes, you may receive an email that is corrupted. When Outlook tries to download a corrupted email it may get hung up and freeze preventing all other receiving of email. Unless this corrupted email is deleted, Outlook will continue to freeze up every time it encounters this corrupted email.

To fix this, access your email through www.mail2web.com, login with your email address and password, then find the email that is corrupted and delete it.

Section 2: Can Receive E-mail but Unable to Send E-mail

1. Unable to send email to 1 person

If you are unable to send email to only 1 individual, this is usually because the email address is being typed incorrectly. Double check to make sure you are entering the correct email address. Lots of times people change their email address or internet provider and forget to tell others their new email address. Contact the person you are trying to send to email to and confirm the email is correct and working

The receiving party may have you on a blacklist. This means the person you are trying to send the email to has advertently or inadvertently put you on a block list. Whenever their email sees an incoming message from anyone on the blacklist, it rejects the message. Contact the person you are trying to send the email to and have them check their blacklist.

Also, try having the receiver of the email check their spam/junk folder.

2. Firewall and Anti-virus conflicts

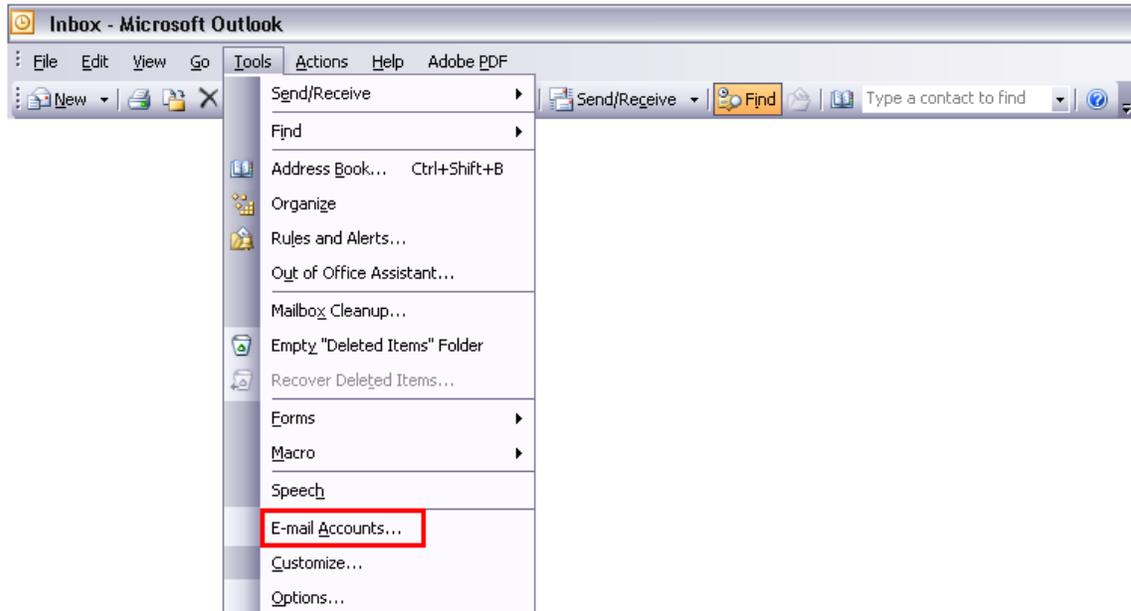
While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability. A good way to test this is temporarily disable your firewall or anti-virus software (*note: Make sure you re-enable it after you are done testing, Otherwise, your computer will be at risk!!!*). If you are able to send email after disabling, then you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

3. Large Attachments

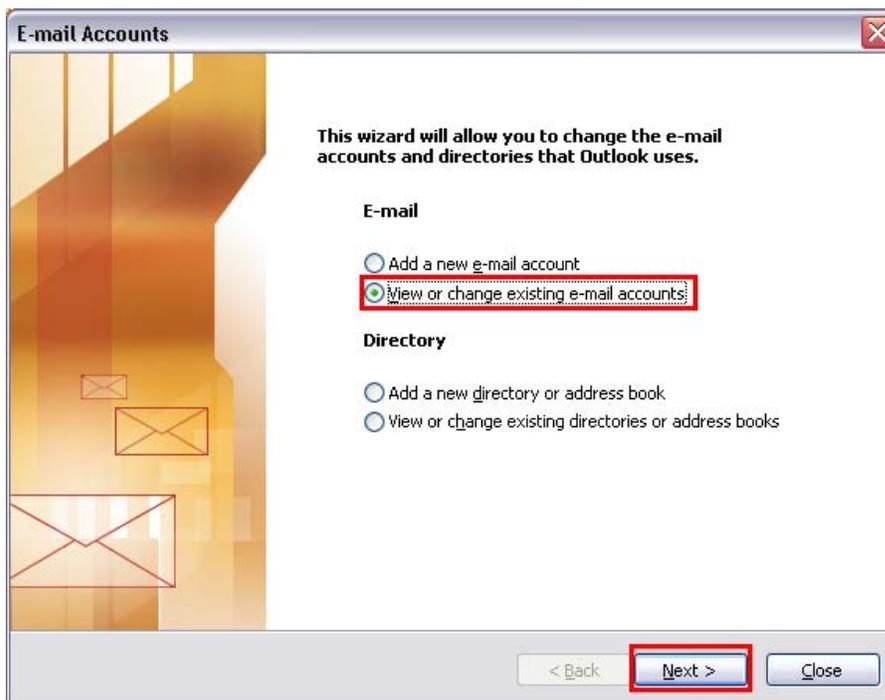
Qwest does not recommend that you send an attachment larger than 10MB. Anything higher than this can cause your mail box to meet capacity and the message will be rejected. If sending a large attachment, make sure to compress the file or break it up into smaller parts in multiple sent emails.

4. Outbound Server Settings

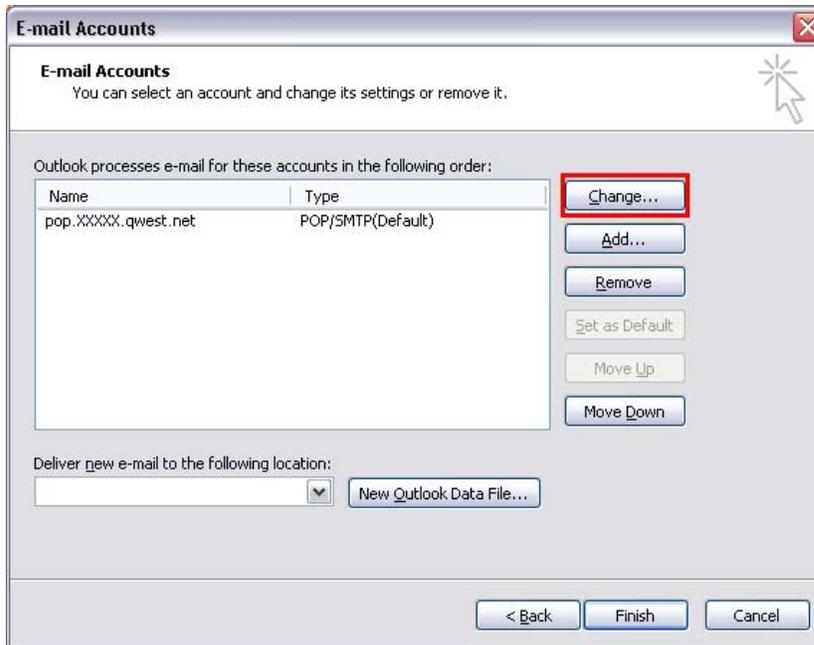
To check your outgoing mail settings, select **Tools**, then select **E-mail Accounts**.



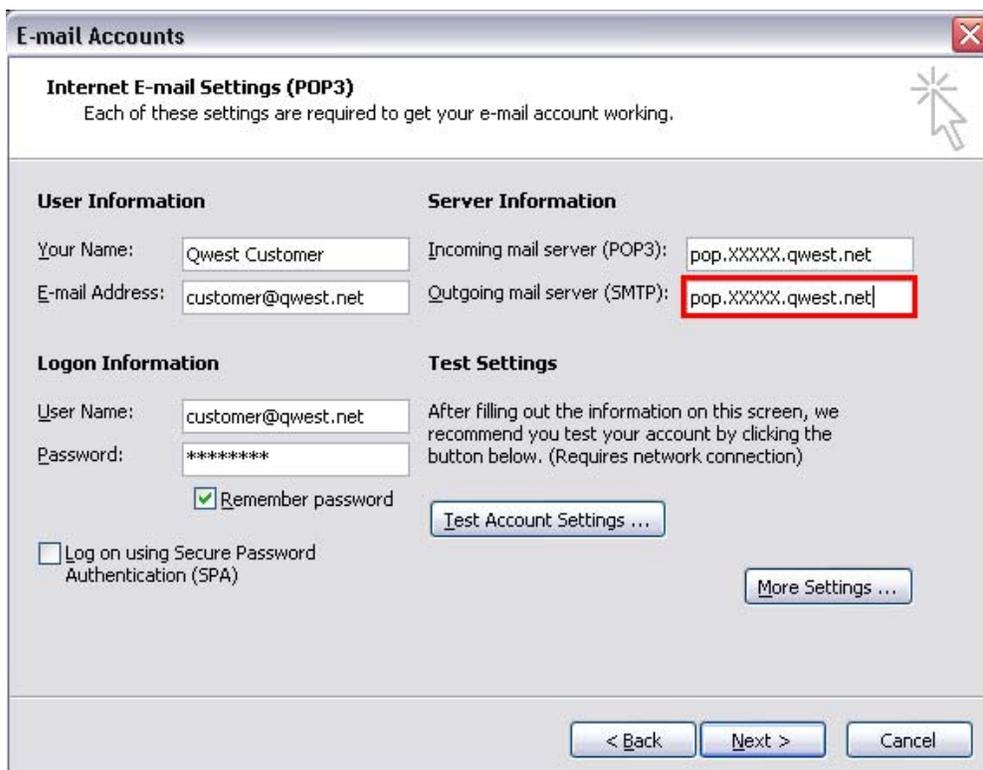
On the 'E-mail Accounts' screen, select the **View or change existing e-mail accounts** radio button and select **Next**.



Select the account you are checking the settings on and select **Change**.



Make sure your outgoing mail server shows **pop.XXXXX.qwest.net**. (for XXXXX see page 6 for closest city code on server list). See below for an example.



Section 3: Can Send E-mail but Unable to Receive E-mail

1. Inbox Quota

Currently, the maximum space available for your inbox on the server is 25 MB. If you reach this limit, you will be unable to receive all other future email. Make sure you are deleting all unwanted emails in your inbox to make sure you have available space for additional emails.

Log in at www.mail2web.com to see all current email stored in your inbox on the mail server.

2. Firewall and Anti-virus conflicts

While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability. A good way to test this is temporarily disable your firewall or anti-virus software (*note: Make sure you re-enable it after you are done testing. Otherwise, your computer will be at risk!!!*). If you are able to receive email after disabling, then you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

3. Corrupted Email in your Inbox

Sometimes, you may receive an email that is corrupted. When Outlook tries to download a corrupted email it may get hung up and freeze preventing all other receiving of email. Unless this corrupted email is deleted, Outlook will continue to freeze up every time it encounters this corrupted email.

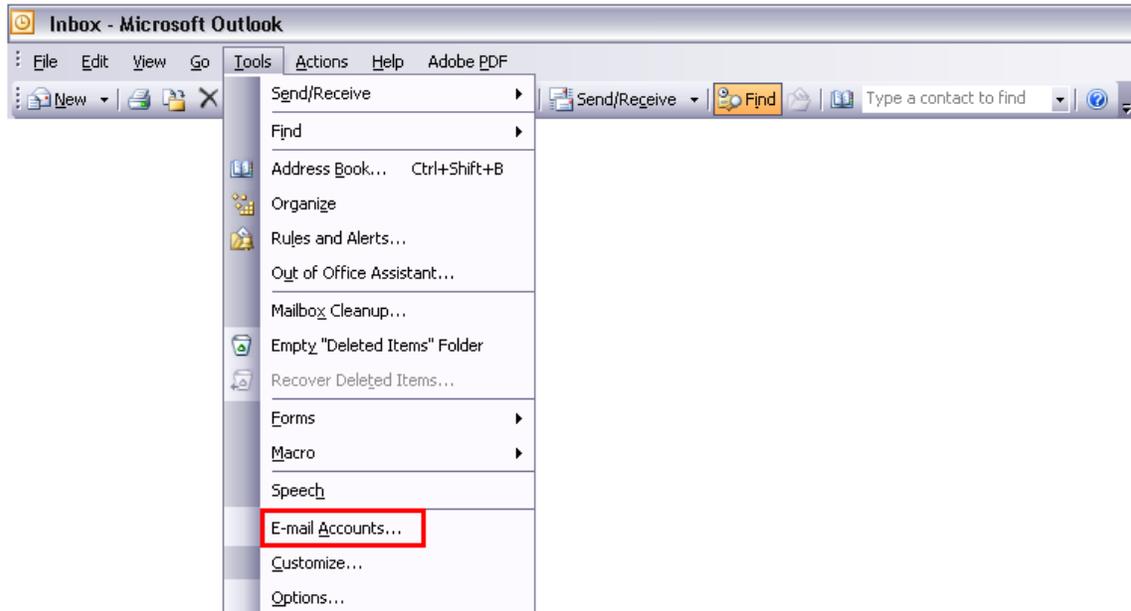
To fix this, access your email through www.mail2web.com. Login with your email address and password. Then, find the email that is corrupted and delete it.

4. Check your Junk Mail Folder.

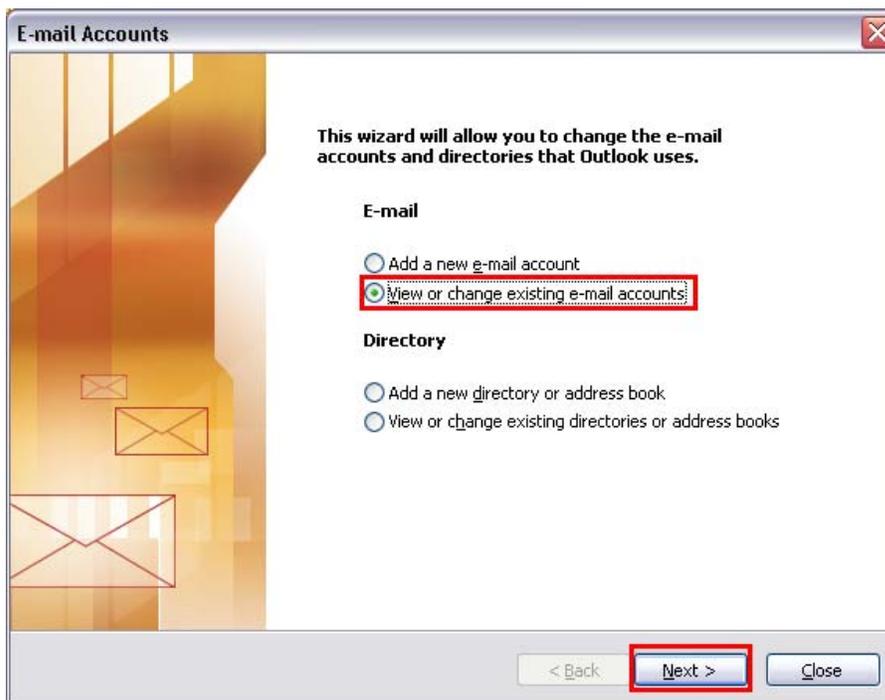
Depending on your junk/spam filter settings, some of your incoming mail may be in your junk/spam folder. Make sure to check this folder to see if the email you are missing is located there.

5. Inbound Server Settings

To check your incoming server settings, select **Tools**, then select **E-mail Accounts**.



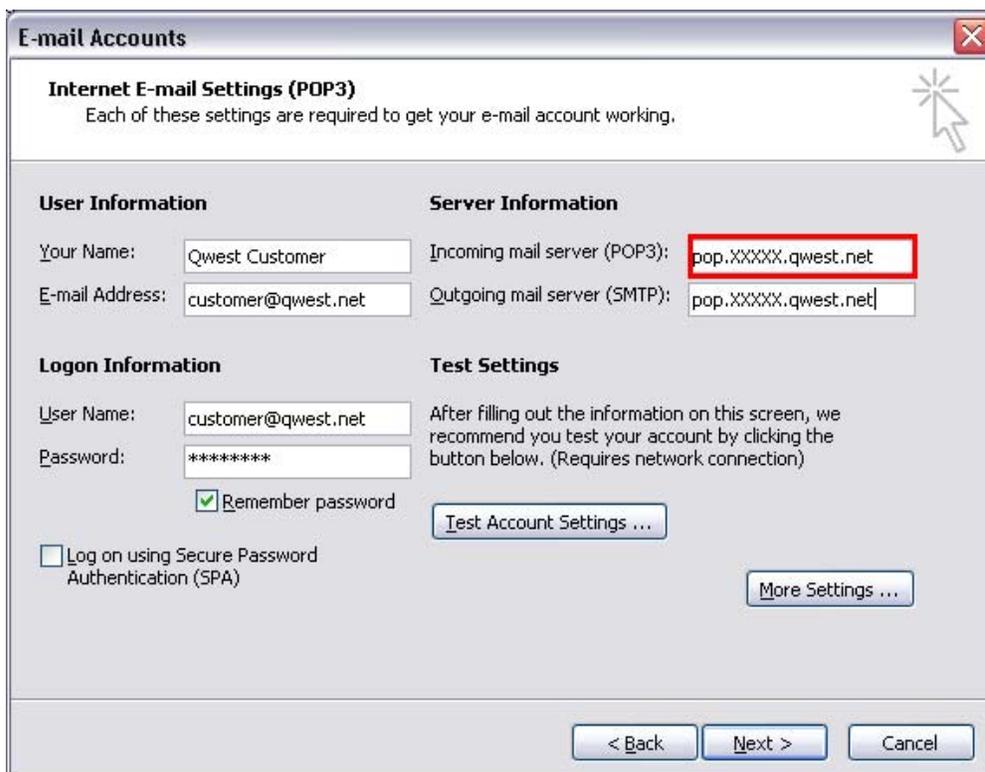
On the 'E-mail Accounts' screen, select the **View or change existing e-mail accounts** radio button and select **Next**.



Select the account you are checking the settings on and select **Change**.



Make sure your incoming server shows **pop.XXXXX.qwest.net**. (for XXXXX see page 6 for closest city code on server list). See below for an example.





If you are still not able to resolve problems with your email after reviewing this document, please [Contact Qwest](#) for further assistance.