

How to Configure Microsoft Outlook 2007 for q.com E-mail

Email Type:
@q.com



Use this document if:

- You need to configure Microsoft Outlook 2007 for q.com e-mail.

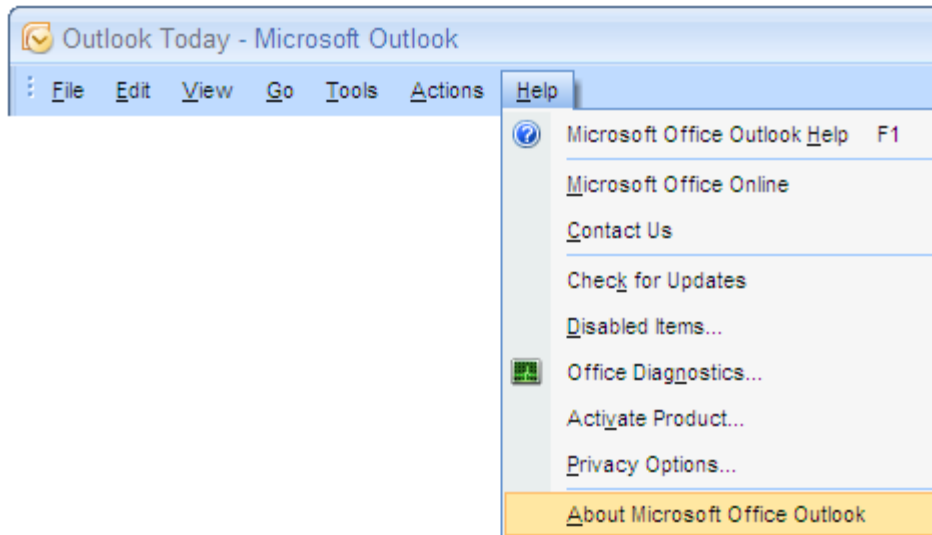
This document assumes:

- You know your q.com e-mail address and password.
- You have a genuine activated copy of Microsoft Outlook 2007.
- Your q.com e-mail address is associated to a Qwest DSL® account.
- You have a working Internet connection.

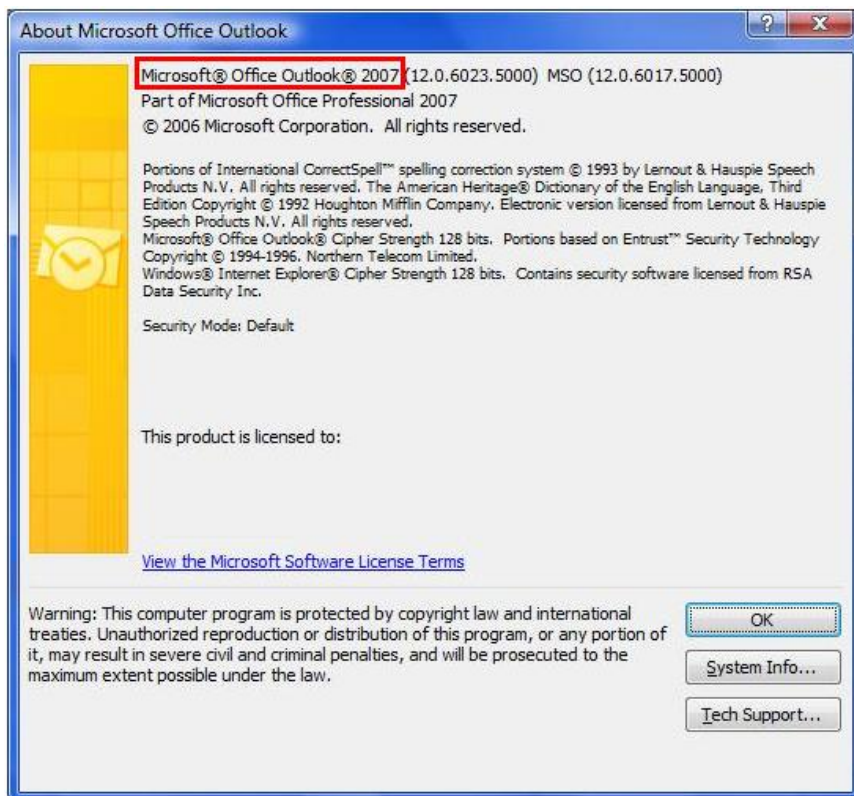
Incoming/Outgoing server info: If you are familiar with how to configure Outlook 2007, use the following information. If you need more help, continue reading.

- Incoming Server: pop3.live.com (SSL enabled)
- Outgoing Server: smtp.live.com (TLS enabled, requires authentication)

This document only applies to Microsoft Outlook 2007. To find out what version you are using, Select **Help**, then **About Microsoft Office Outlook** to see what version of Outlook you have.



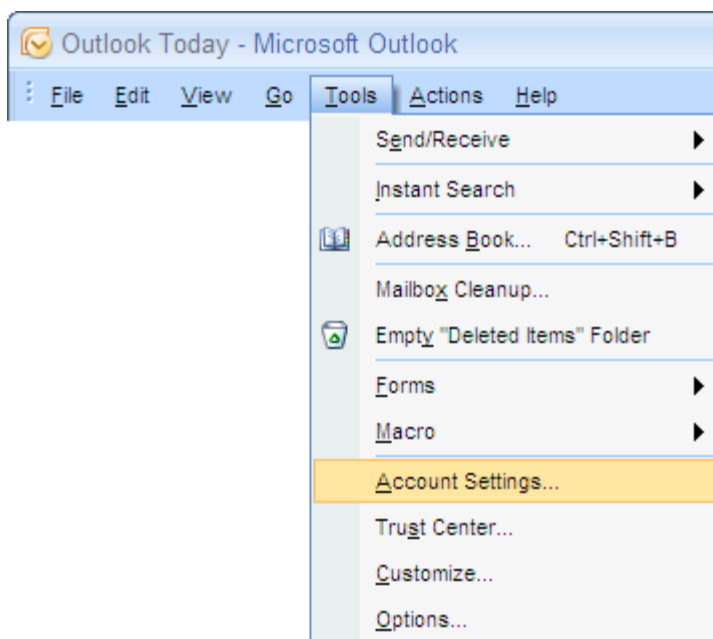
If the 'About' screen says 2007 like in the picture below, continue reading.



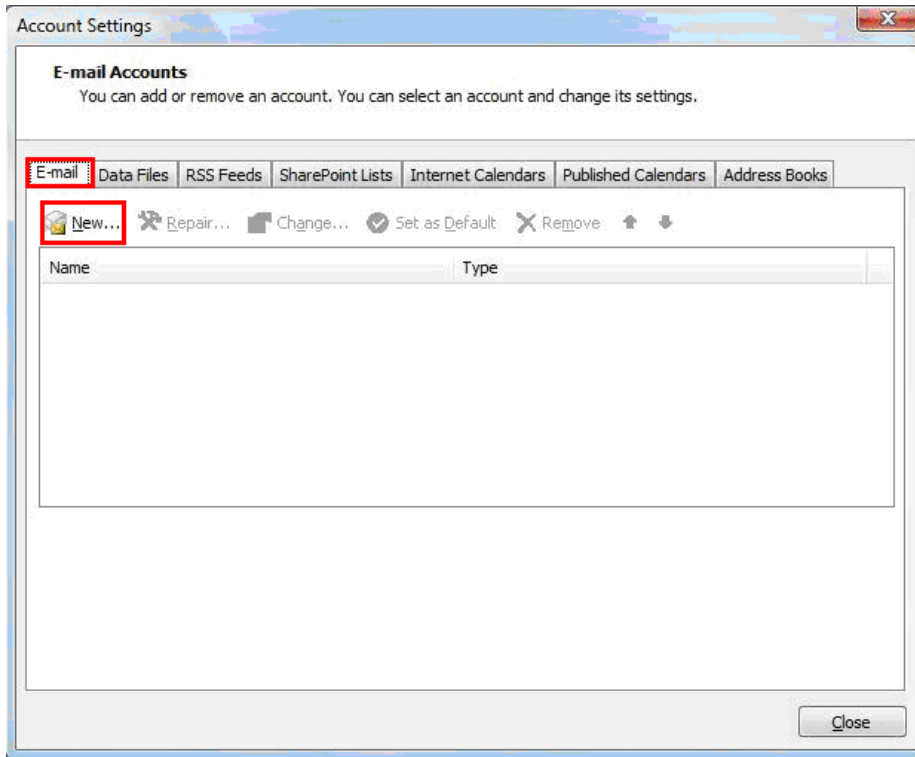
1. Open Outlook using the icon on your desktop or Start menu.



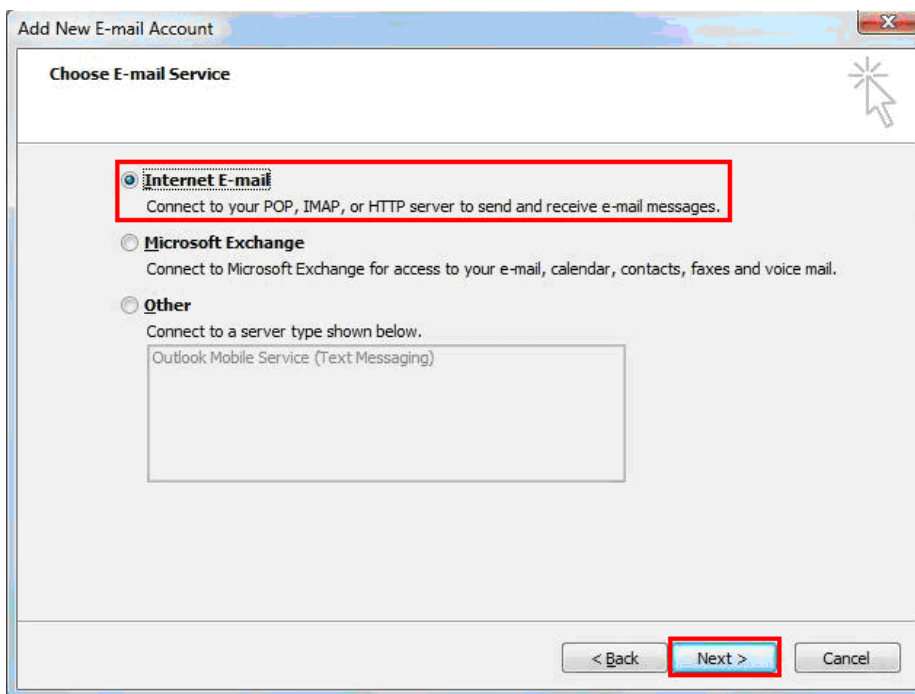
2. If this is your first time running Outlook, the new account wizard will start automatically. Otherwise, select **Tools**, then **Account Settings**....



3. In the 'E-mail Accounts' dialog box, make sure the **E-mail** tab is selected and select **New**.



4. Select **Internet E-mail** and select **Next**.



5. Check the box labeled **manually configure server settings or additional server types**. Leave the other fields on this page empty. Select **Next**.

Add New E-mail Account

Auto Account Setup

Your Name:
Example: Barbara Sankovic

E-mail Address:
Example: barbara@contoso.com

Password:

Retype Password:
Type the password your Internet service provider has given you.

Manually configure server settings or additional server types

< Back **Next >** Cancel

6. Type the name you want displayed on outgoing e-mail messages in the 'Your Name' field.

The screenshot shows the 'Add New E-mail Account' dialog box. The title bar reads 'Add New E-mail Account'. Below the title bar, the section is titled 'Internet E-mail Settings' with a sub-header 'Each of these settings are required to get your e-mail account working.' There are two columns of settings. The left column is titled 'User Information' and contains a 'Your Name:' label and a text input field containing 'Qwest Customer'. The right column is titled 'Test Account Settings' and contains a paragraph of text: 'After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)'. A mouse cursor is pointing at a star icon in the top right corner of the dialog box.

7. Type your full @q.com e-mail address in the 'E-mail Address' field.

This screenshot shows the 'E-mail Address' field in the 'Add New E-mail Account' dialog box. The label 'E-mail Address:' is followed by a text input field containing 'customer@q.com'. To the right of the field, there is a paragraph of text: 'After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)'. The 'Test Account Settings ...' button is visible in the background.

8. The account type should be set to POP3

The screenshot shows the 'Server Information' section of the 'Add New E-mail Account' dialog box. It features an 'Account Type:' label and a dropdown menu set to 'POP3'. To the right of the dropdown is a 'Test Account Settings ...' button.

9. The Incoming mail server should be pop3.live.com

This screenshot shows the 'Incoming mail server:' label and a text input field containing 'pop3.live.com'.

10. The Outgoing mail server (SMTP) should be smtp.live.com

This screenshot shows the 'Outgoing mail server (SMTP):' label and a text input field containing 'smtp.live.com'.

11. In the 'User Name' field, type your full @q.com email address.

The screenshot shows the 'Logon Information' section of the 'Add New E-mail Account' dialog box. It contains a 'User Name:' label and a text input field containing 'customer@q.com'.

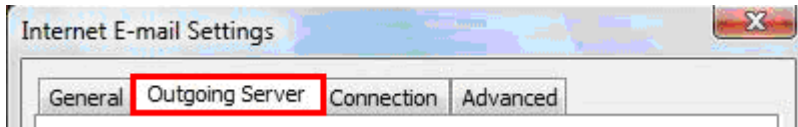
12. In the 'Password' field, type you email password. (Remember, passwords are CaSe SenSiTive)

This screenshot shows the 'Password:' label and a text input field containing seven asterisks. Below the field is a checked checkbox labeled 'Remember password'.

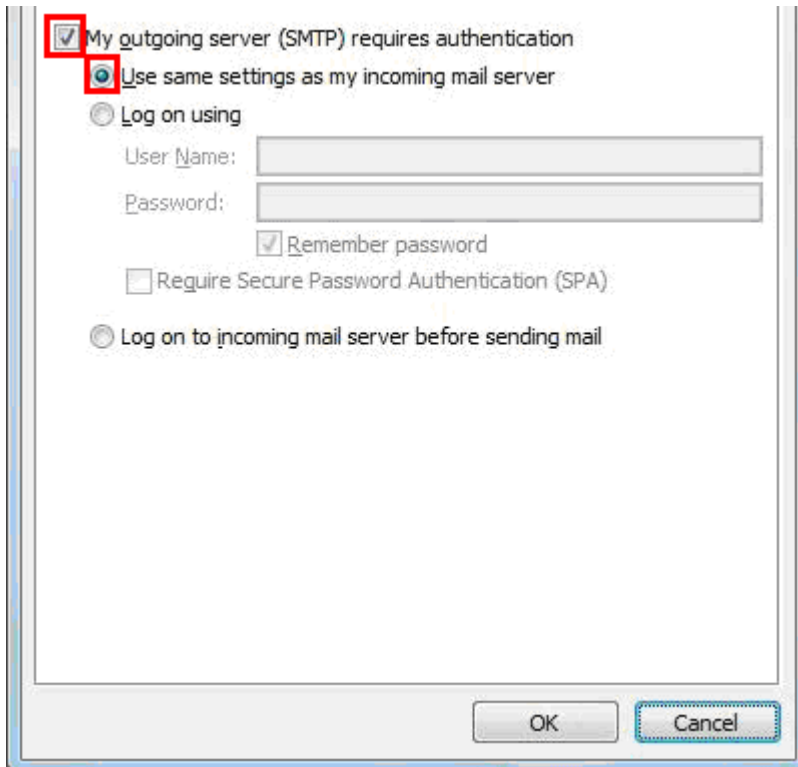
13. Select the **More Settings** button

The screenshot shows the bottom section of the 'Add New E-mail Account' dialog box. It features a checkbox labeled 'Require logon using Secure Password Authentication (SPA)'. To the right of this checkbox is a 'More Settings ...' button, which is highlighted with a red rectangular box. At the bottom of the dialog box are three buttons: '< Back', 'Next >', and 'Cancel'.

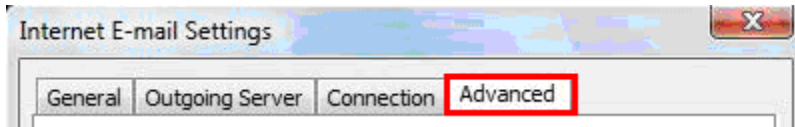
14. In the 'Internet E-Mail Settings' dialog box, select the **Outgoing Server** tab.



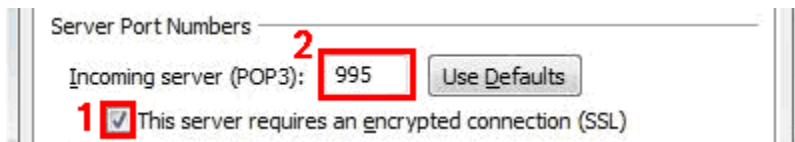
15. Check the box labeled **My outgoing server (SMTP) requires authentication**. Then, select **Use the same settings as my incoming server**.



16. Select the **Advanced** tab.



17. Check **This server requires an encrypted connection (SSL)**, then type 995 in the **Incoming Server (POP3):** box.



18. In the **Use the following type of encrypted connection:** box, select **TLS**, then make sure the **Outgoing Server (SMTP)** box shows 25.

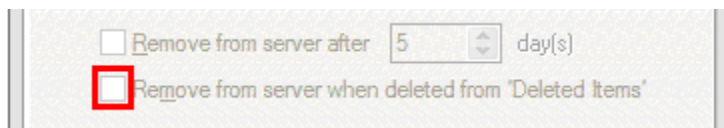


19. If you would like MSN to maintain a backup copy of your email on its e-mail server:
a. Check the box next to **Leave a copy of messages on the server**. Otherwise, Outlook will download all e-mail to your local computer and remove it from the MSN server. Once downloaded, these e-mails can no longer be obtained or viewed using <http://mail.live.com> or <http://hotmail.com>.

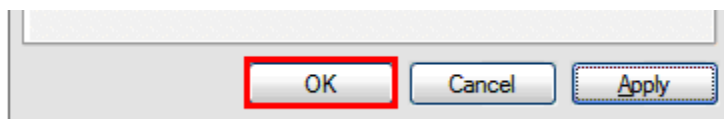


Read this if you checked the box in **19a**.

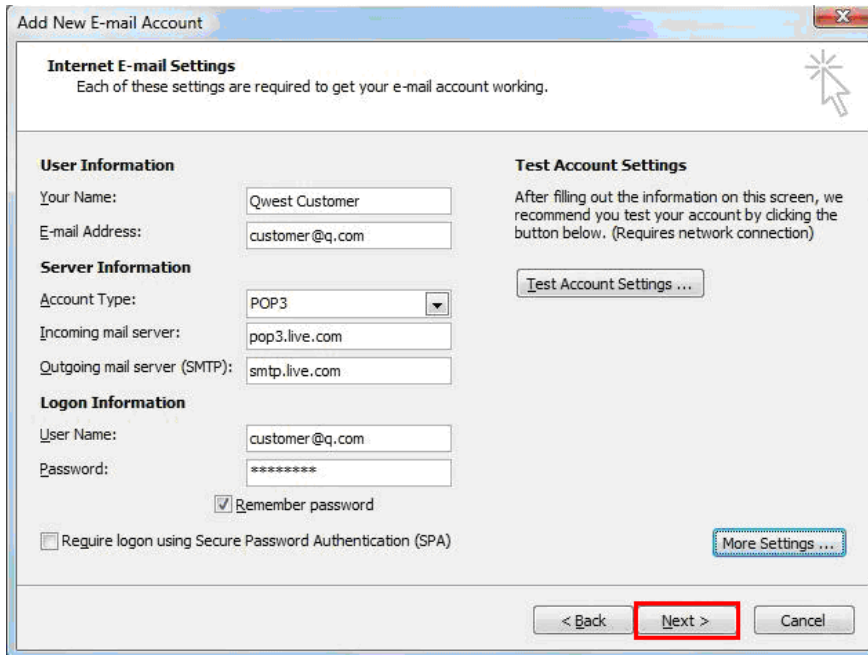
b. Checking the box next to **Remove from server when deleted from 'Deleted Items'** tells the remote MSN e-mail server to delete the server copy of a particular e-mail when deleted from your local computer. If left unchecked, the MSN e-mail server will maintain a backup copy of deleted e-mails, and will still be viewable using <http://mail.live.com> or <http://hotmail.com>.



20. Select **OK**.

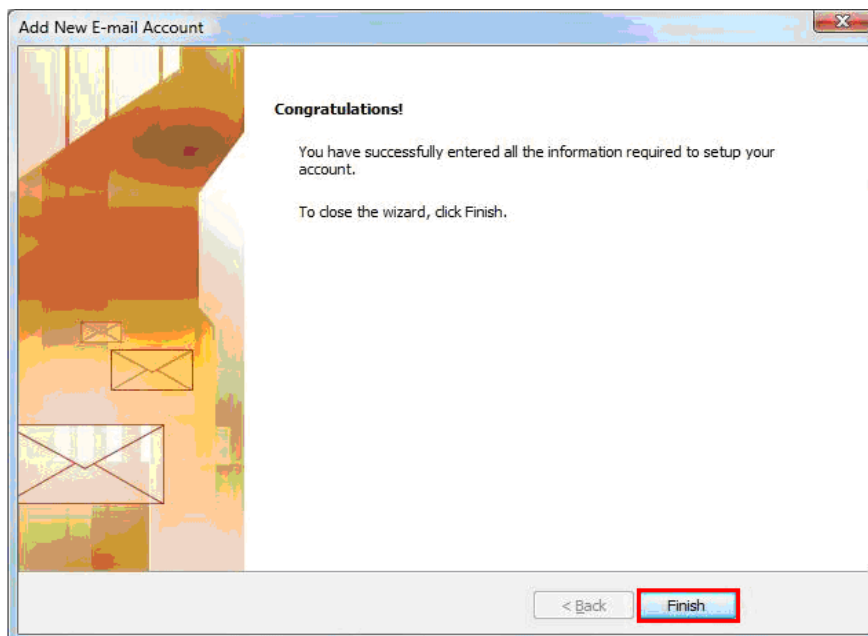


21. Select **Next** on the 'E-Mail Accounts' screen.



The screenshot shows a window titled "Add New E-mail Account" with a close button in the top right corner. The main heading is "Internet E-mail Settings" with a sub-heading "Each of these settings are required to get your e-mail account working." Below this, there are four sections of input fields: "User Information" (Your Name: Qwest Customer, E-mail Address: customer@q.com), "Server Information" (Account Type: POP3, Incoming mail server: pop3.live.com, Outgoing mail server (SMTP): smtp.live.com), "Logon Information" (User Name: customer@q.com, Password: *****), and a "Remember password" checkbox which is checked. There is also an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)". To the right, under "Test Account Settings", there is a "Test Account Settings ..." button and a "More Settings ..." button. At the bottom, there are three buttons: "< Back", "Next >" (highlighted with a red box), and "Cancel".

22. To complete the process select **Finish**.



The screenshot shows the same window titled "Add New E-mail Account". The main heading is "Congratulations!" with the text "You have successfully entered all the information required to setup your account." and "To close the wizard, click Finish." On the left side, there is a decorative graphic of a mailbox. At the bottom, there are two buttons: "< Back" and "Finish" (highlighted with a red box).