

## Email troubleshooting: increase timeout for Microsoft Outlook 2003

1. Open up MS outlook 2003, click on Tools – E-mail Accounts.



2. Select View or change existing e-mail accounts and click Next.



3. Left Click your email account name once, and click on Change

E-mail Accounts		
<b>E-mail Accounts</b> You can select an account a	nd change its settings or remove it.	N.
Outlook processes e-mail for these Name Netbay Techsupport Benny Lo Netbay Prov Hotmail	e accounts in the following order: Type POP/SMTP (Default) POP/SMTP POP/SMTP POP/SMTP	Change Add Remove Set as Default Move Up Move Down
Deliver new e-mail to the following Rerconal Folders	g location:	
	< Bac	Finish Cancel

## 4. Click on "More Setting"

E-mail Accounts	;			
Internet E-mail Settings (POP3) Each of these settings are required to get your e-mail account working.				
User Informati	ion	Server Information		
<u>Y</u> our Name:	Netbay Technical Support	Incoming mail server (POP3):	pop.netbay.com.au	
<u>E</u> -mail Address:	support@netbay.com.au	Outgoing mail server (SMTP):	smtp.netbay.com.au	
Logon Informa	tion	Test Settings		
User Name: Password:	support@netbay.com.au	After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)		
Fassiera	Remember password	Test Account Settings		
Log on using S Authentication	Secure Password n (SPA)		More Settings	)
		< <u>B</u> ack	Next > Ca	ncel

## 5. Click on the **Advanced** tab

Internet E-mail Settings
General Outgoing Server Connection Advanced
Server Port Numbers  Incoming server (POP3):  This server requires an encrypted connection (SSL)  Qutgoing server (SMTP):  This server requires an encrypted connection (SSL)  Server Timeouts  Short  Long 1 minute
Delivery          Leave a copy of messages on the server         Remove from server after         Remove from server after         Remove from server when deleted from 'Deleted Items'
OK Cancel

6. Adjust the **Server Timeouts** to 5 mintues and click **OK** 

Internet E-mail Settings	×			
General Outgoing Server Connection Advanced				
Server Port Numbers Incoming server (POP3): 110 This server requires an <u>e</u> ncrypted connection (SSL)				
Qutgoing server (SMTP): 25				
Server <u>T</u> imeouts Short Long 5 minutes				
Delivery           Delivery           Use a copy of messages on the server				
✓ <u>Remove</u> from server after 5				
OK Canc	el			

7. Click on **Next** then click **Finish**