

Setting up Santel Email in Outlook

Step 1 – Using Your Outlook program. For this instruction guide, we will be using the newest version of Outlook at this time which is Outlook 2016. However, older versions of Outlook such as Outlook 2013 and Outlook 2010 are similar to the Outlook 2016 in how to set up Email. Versions such as Outlook 2007 and older may be and look quite different.



Step 2 – When first setting up and Outlook profile to use your Santel email, this graphic is the typical Outlook window that you will see.

Enter your data as required in the corresponding spaces, then click the “Manual setup or additional server types”. Then, click the “Next button

A screenshot of the 'Add Account' dialog box in Outlook. The window title is 'Add Account'. Below the title bar, it says 'Auto Account Setup' and 'Manual setup of an account or connect to other server types.' There are two radio buttons: 'Email Account' (which is currently selected) and 'Manual setup or additional server types'. The 'Email Account' section contains four input fields: 'Your Name:' with the text 'Santel Test' and an example 'Example: Ellen Adams'; 'Email Address:' with the text 'santeltest@santel.net' and an example 'Example: ellen@contoso.com'; 'Password:' with a masked field '*****'; and 'Retype Password:' with a masked field '*****' and a note 'Type the password your Internet service provider has given you.' A blue oval highlights these four input fields. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A blue arrow points from the 'Next >' button to the 'Manual setup or additional server types' radio button.

Step 3 – “Choose Your Account Type”

Select the “POP or IMAP” option and hit the “Next” button.

The screenshot shows the 'Add Account' dialog box with the title 'Choose Your Account Type'. There are four radio button options: 'Office 365', 'POP or IMAP', 'Exchange ActiveSync', and 'Other'. The 'POP or IMAP' option is selected and has a blue arrow pointing to it. Below the 'Office 365' option is an 'Email Address' input field with an example 'ellen@contoso.com'. Below the 'Other' option is a list box containing 'Fax Mail Transport'. At the bottom right, the 'Next >' button is highlighted with a blue arrow. There are also '< Back' and 'Cancel' buttons.

Step 4 – The next step is to complete filling out the POP and IMAP Account settings. If you entered your account information on the previous screen, the “**Your Name**” and “**Email Address**” spaces should already be filled in. If they aren’t please enter that information before proceeding to the next step.

The screenshot shows the 'Add Account' dialog box with the title 'POP and IMAP Account Settings'. It prompts the user to 'Enter the mail server settings for your account.' The form is divided into several sections: 'User Information' (Your Name: Santel Test, Email Address: santeltest@santel.net), 'Server Information' (Account Type: POP3, Incoming mail server: POP3, Outgoing mail server (SMTP): IMAP), 'Logon Information' (User Name, Password, Remember password checked), and 'Test Account Settings' (Automatically test account settings when Next is clicked checked). There is also a 'Deliver new messages to:' section with 'New Outlook Data File' selected. At the bottom, there are '< Back', 'Next >', and 'Cancel' buttons.

Step 4a – In selecting your account type, you’re given two options: “**IMAP**” and “**POP3**”.

Which one to choose?

“**IMAP**” – Best to use when a person intends to access their email on multiple devices. This option keeps a copy of the email stored on the server so that it can be accessed or retrieved on other devices. If you check your email on a computer or another mobile device in addition to the device you are currently setting your email up on, please use this option.

“**POP**” – Best to use when a person only intends to access their email on a single device. As the person that is setting email up on a device at this current time, if this device is the only device you intend to access your email on, this is the best option for you. This option retrieves the email from the Santel email server and does not leave a copy stored on the server. All emails, once

Depending on which option you choose, you will need to enter different “Incoming Mail Server” settings to reflect the correct option.

“**mail.santel.net**” is best used for “**IMAP**” as shown below.

“**pop.santel.net**” is best used for “**POP3**” as shown below.

Server Information	
Account Type:	IMAP
Incoming mail server:	mail.santel.net
Outgoing mail server (SMTP):	smtp.santel.net

Server Information	
Account Type:	POP3
Incoming mail server:	pop.santel.net
Outgoing mail server (SMTP):	smtp.santel.net

For both setup options, the “Outgoing Mail Server (SMTP)” settings will be the same for both. This is set as “**smtp.santel.net**” as shown above.

Step 5 – No matter which Account type you choose, ensure that all of your information has been entered into the corresponding spaces correctly.

Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

Automatically test account settings when Next is clicked

Mail to keep offline: All

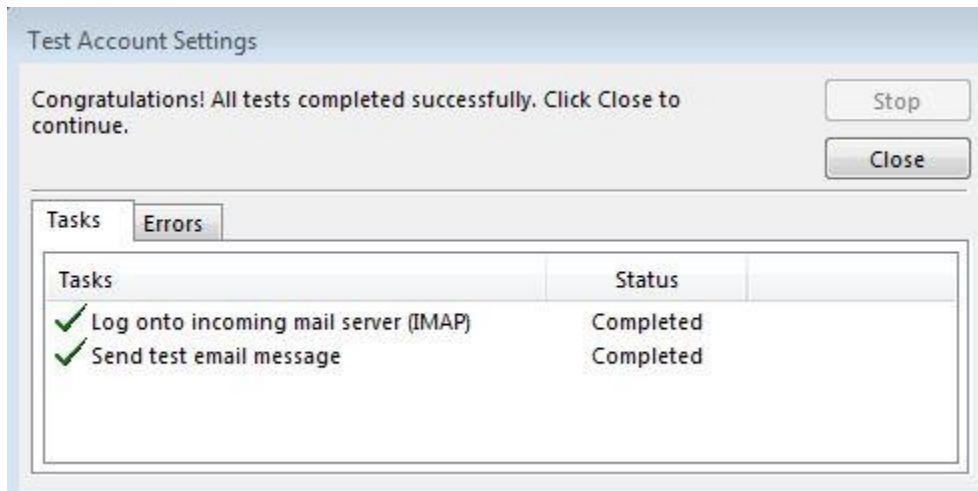
< Back Next > Cancel

Remember Password – Checked

Require Logon Using Secure Password Authentication (SPA) – Unchecked

Once you have confirmed your login information is correctly entered, click the **“Next”** button.

Step 6 – After clicking the “**Next**” button, Outlook will perform a test sign-in and perform a test mail sending function to ensure that your login has been verified and that your Outlook profile is properly set up. That window should look similar to the graphic shown below.



If you do not receive a “**Completed**” under the Status for both function tests but rather receive an error, please review your information in the previous step and try again. If you continue to encounter errors or other issues, please contact a Santel Communications team member for further assistance.

Once you’ve received “**Completed**”, your Outlook profile should be ready to use and your previous emails should begin to push through to Outlook if any previous emails would happen to exist.