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Volcano.net Email



Volcano.net Email Features

Email is still a great way to keep in touch with friends and family, and remains one of the main business communication tools. Volcano.net offers 5 email accounts with your internet service that you can set up on the device you choose. Use a computer, smart phone or tablet...or all three, it up to you. Here's what you get with your Volcano.net email service.

- 5 Volcano.net email accounts
- 500MB email storage
- IMAP or POP3 protocol client access
- Volcano Webmail
- No advertisements
- Privacy – Volcano will not sell or share email address
- iOS Profile
- Option to use a secure encrypted connection from client or Webmail
- Pro Account Available - Calendar, ActiveSync, Outlook Sync, and 2GB online storage

Email Client Configuration

An email client is a program installed on a computer or mobile device that connects to an email account where you can send and receive email.

There are many different email clients which can be downloaded, and some come with the device's operating system. Microsoft Outlook, Windows Live Mail, Mac Mail, Android and iPhone Mail are some email clients that you may have used. This guide covers the basics of using Volcano.net email on your client, so if you need help using your email program consult the help content included with that program.

To set up your Volcano.net email account in your email client, you'll need to know a few details like your email address, password and server addresses. You will also need to decide what incoming email protocol, IMAP or POP3, you will use with your email account. Both protocols allow for the basic function of receiving email, but depending on how you access your email, one of the two may suit you better.



Use any email client with your Volcano.net email service. Here's a short list of the most widely used clients.

- Microsoft Outlook
- Window Live Mail
- Mac Mail
- Mozilla Thunderbird
- Android Mail
- iPhone Mail

IMAP

Email on the Server - An IMAP email account interacts directly with the email server, meaning you view messages, contacts, and settings as they are on the server instead of on your computer. However your computer or device should keep recent copies of email so that you can view your messages offline.

Multiple Devices and Synchronization - IMAP configured accounts synchronize your client with your account on the server which allows you to easily maintain the same email and settings on more than one device. Each device will see the same email and use the same configuration.

Speedy delivery - IMAP email is generally faster than POP3 since only email headers are downloaded when viewing the inbox. You can then select a specific email to view and that email will download.

Save some space - Another advantage of IMAP is that since email is kept on the server, you can save some of your computer's storage. One thing to keep in mind is that this means you will need to monitor your webmail more closely to ensure it doesn't get filled up.

Deleting Messages - Take care when deleting messages from your IMAP account. Deleted messages are first moved to the Trash Folder, until you empty the Trash Folder. Since with IMAP you are working with your email account on the server, **if an email is deleted from the Trash Folder using an IMAP client, it may be unavailable to other devices.**

Some IMAP clients will only mark a message for deletion, until purged, leaving the message on the server for other clients. However the client would have to be set up to handle deletions in the way you like.

IMAP may seem more complex than POP3 with new concepts like client/server synchronization but if you are comfortable and have a good understanding of IMAP, this type of set up can work very well with multiple devices.

IMAP

- Email is kept on the mail server
- Multiple devices can easily be configured to receive the same email
- Email clients are synchronized with the account on the server. The same messages, folders and settings apply to all devices
- Anything done to an email happens on the server. Emails deleted from an IMAP client are deleted from server
- Only email headers are initially received, making IMAP faster than POP3
- Appropriate for advanced users who understand effects of using IMAP

POP3

POP3 is an older protocol where email is downloaded from the email server to your computer. POP3 works well if you set up your email account on just one computer or device. You can use POP3 with multiple devices by setting the account to leave a copy of messages on the server, but make sure this is set up on all devices configured with the same account.

Messages are on your computer - When handling your email with POP3, you are working with the messages on your computer and not the server. Anything done to emails on your computer only affects those emails on that computer and would not affect messages left on the server or on any other device.

Watch for large attachments - POP3 may be slower than IMAP since emails are fully downloaded one by one from the server. If there is a large attachment it will have to finish downloading before the next message is received. These days with most of us having a high-speed internet connection this isn't so much a worry, but should be noted.

Keep an eye on mobile storage - If you set up POP3 on a mobile device, remember all messages are downloaded to that device and using storage space. Most mobile devices today come with plenty of storage, but you should be aware that all your email and attachment will be downloaded to your device.

POP3 is a little more straightforward than IMAP and has been the only incoming mail protocol we have been using until early 2014. Most of our users are set up with POP3 and we would recommend POP3 for users who are not necessarily computer experts.

POP3

- Email is downloaded from the email server to your computer or device
- Multiple devices can be set up to receive the same email messages. Make sure to enable the option to leave copies of messages the server on all devices
- Actions taken with messages happen on your computer
- With messages being fully downloaded, POP3 may be slower than IMAP
- Familiar if you have been a Volcano.net user
- Good for users who just want to get their email and may not be computer savvy

Email Client Account Settings

Use these settings to configure your IMAP or POP3 email account on an email client program. Use SSL or TLS for secure encrypted connections to the mail server.

Login Information (POP3 and IMAP)

Username: Your Volcano.net email address

Password: Your Volcano.net email password

Incoming Server Settings – POP3

Server Name	Encryption	Port	Authentication
pop.volcano.net	None	110	Normal or Clear Text
	SSL	587	Normal or Clear Text
	TLS	465	Normal or Clear Text

Incoming Server Settings – IMAP

Server Name	Encryption	Port	Authentication
imap.volcano.net	None	143	Normal or Clear Text
	SSL	993	Normal or Clear Text
	TLS	143	Normal or Clear Text

Outgoing Server Settings

Server Name	Encryption	Port	Authentication
smtp.volcano.net	None	25, 587, or 465	Required (Use incoming settings)
	SSL	587	Required (Use incoming settings)
	TLS	465	Required (Use incoming settings)

Spam, Email Forwarding and Autoreply Settings – Email Clients

If you use an email client, and would like to edit the Anti-Spam settings, or set up Email Forwarding or Autoreply, you will have to log into your Volcano.net Webmail account to configure these settings.

Go to the Volcano Webmail Settings section in this guide for more information.

Volcano Webmail

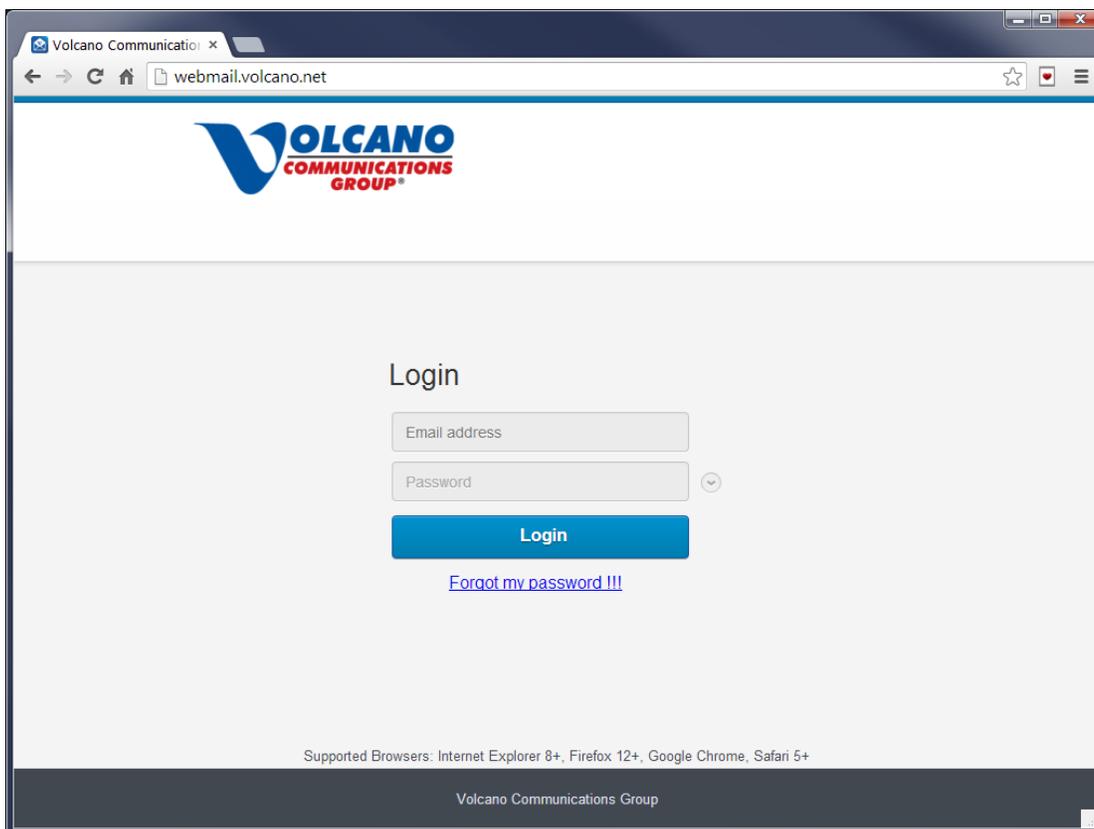
Volcano Webmail is an online interface to your Volcano.net email account where you can access your email from any internet connected computer, phone or tablet. Use a web browser to access Volcano.net Webmail and keep up on email when you are away from home or use webmail as your one and only email interface.

Volcano Webmail lets you do all the email basics like sending and receiving email, attaching documents, and creating and maintaining an address book. In addition, we have recently upgraded Volcano to an easy to use modern tabbed interface.

Log in to Volcano Webmail

Access Volcano Webmail by browsing to **<http://webmail.volcano.net>** (no www) on your PC or mobile device.

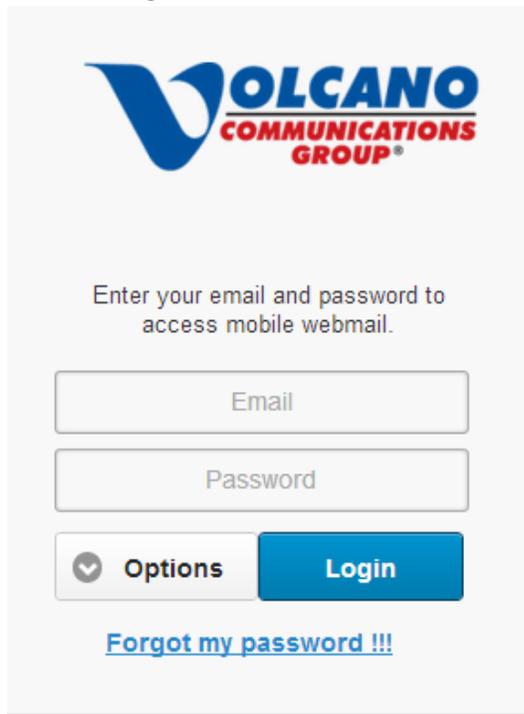
Volcano Webmail Login – PC



The screenshot shows a web browser window with the address bar displaying "webmail.volcano.net". The page features the Volcano Communications Group logo at the top. Below the logo, the word "Login" is centered. There are two input fields: "Email address" and "Password". A blue "Login" button is positioned below the password field. A link labeled "Forgot my password !!!" is located below the "Login" button. At the bottom of the page, there is a footer that reads "Supported Browsers: Internet Explorer 8+, Firefox 12+, Google Chrome, Safari 5+" and "Volcano Communications Group".

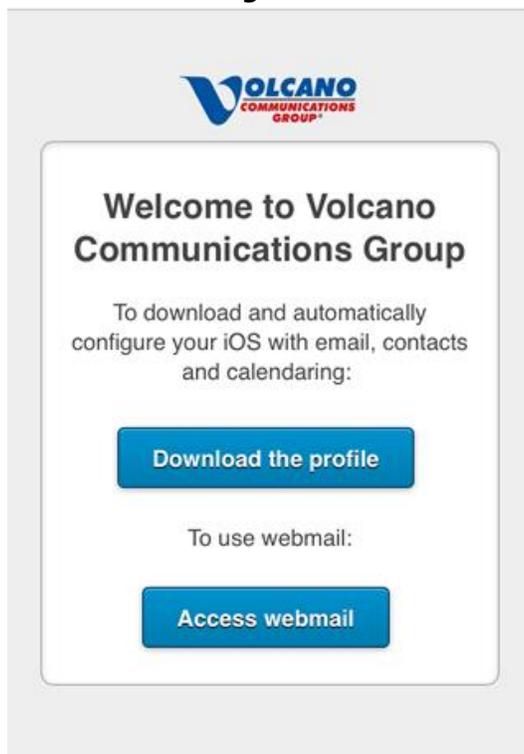
On mobile devices you will see either the standard mobile login screen or the iOS Profile login.

Mobile Login



The mobile login screen features the Volcano Communications Group logo at the top. Below the logo, it prompts the user to "Enter your email and password to access mobile webmail." There are two input fields: "Email" and "Password". Below these fields are two buttons: "Options" (with a dropdown arrow) and "Login". At the bottom, there is a link that says "Forgot my password !!!".

iPhone Profile Login



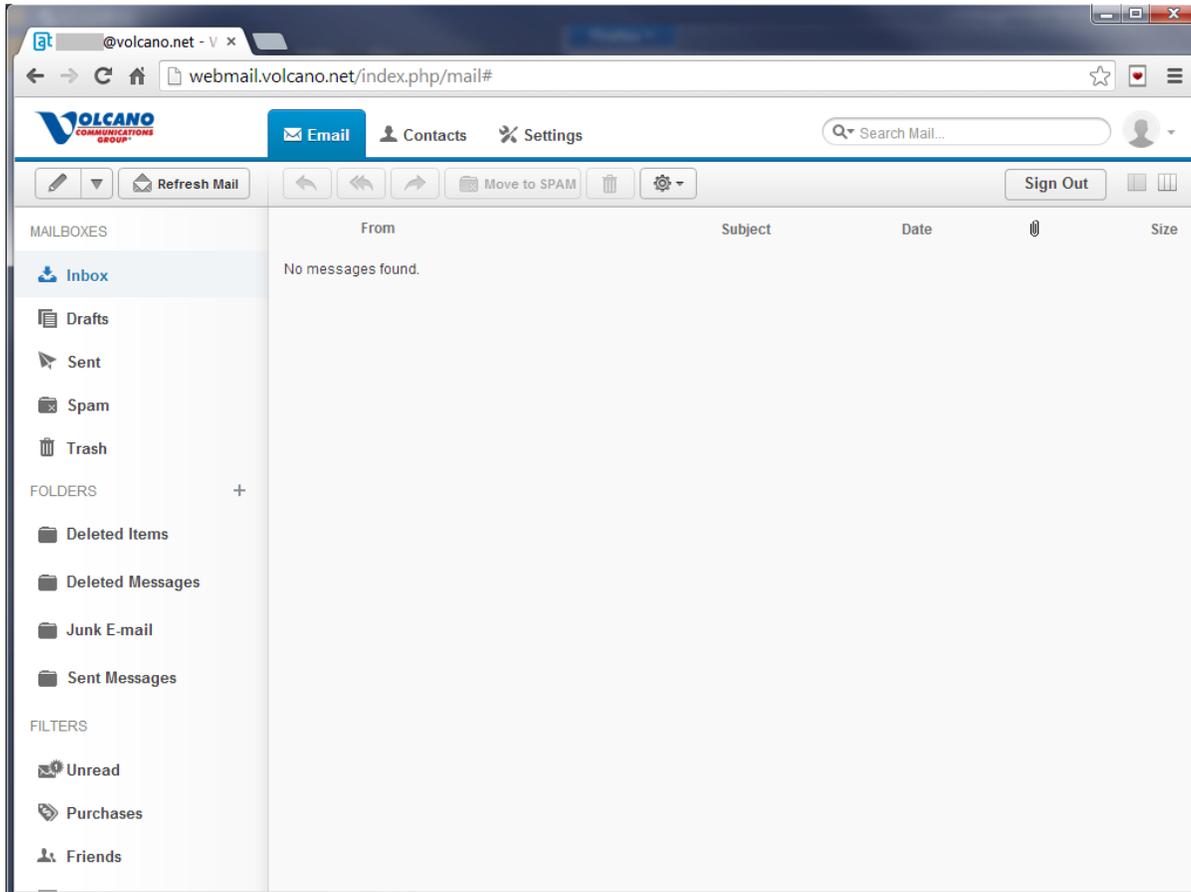
The iPhone Profile Login screen displays the Volcano Communications Group logo. It says "Welcome to Volcano Communications Group" and "To download and automatically configure your iOS with email, contacts and calendaring:". Below this text is a blue button labeled "Download the profile". Underneath, it says "To use webmail:" followed by another blue button labeled "Access webmail".

Important Notes for Webmail

- Enter your email address in lowercase.
- We recommend typing <http://webmail.volcano.net> in the address bar and bookmarking the site for the future. Some web browsers use the address bar as a search engine which may lead to an incorrect page if the full address is not entered.
- iPhone and iPad users will be able to either download an iOS profile or go directly to the Webmail site. By downloading an iOS profile, you can use the programs already on your phone to access your Volcano.net email, contacts, and calendar (calendar with Pro Account).

Volcano.net Webmail Email Inbox

After logging in the Volcano Webmail Email section will appear where you can view any received email. You can organize and filter your email using Folders and Filters.



Volcano Webmail Inbox

Mailboxes and Folders

Mailboxes are where email will automatically go when email is sent, received, marked as Spam or put in the Trash.

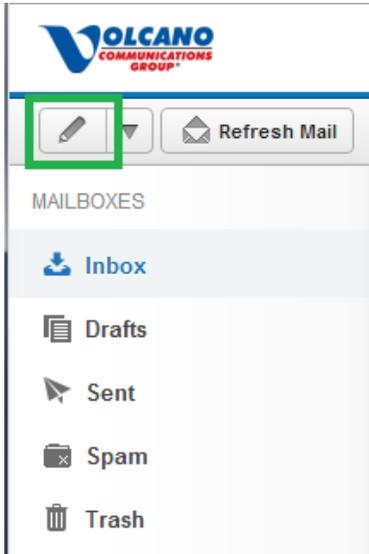
Folders can be used for organization where you can drag emails into the appropriate folder. Folders can be created and deleted and named as you wish.

Filters are used to place email with certain characteristics in a certain folder.

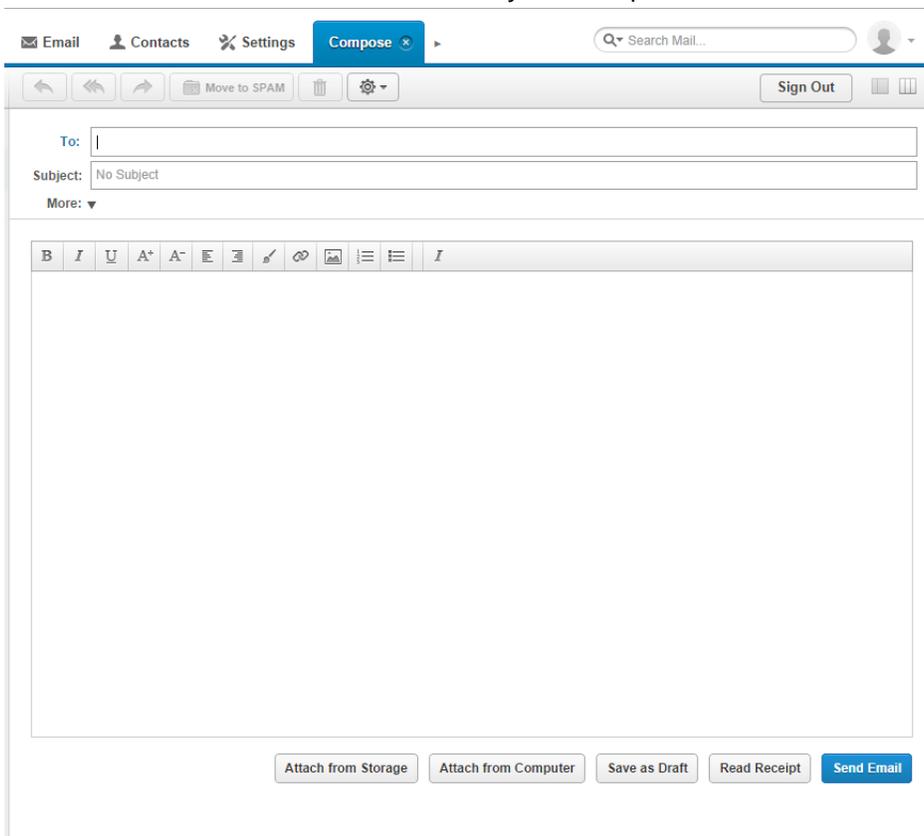
Compose New Email on PC

To compose a new email on your PC follow these easy steps.

Click the pencil icon.



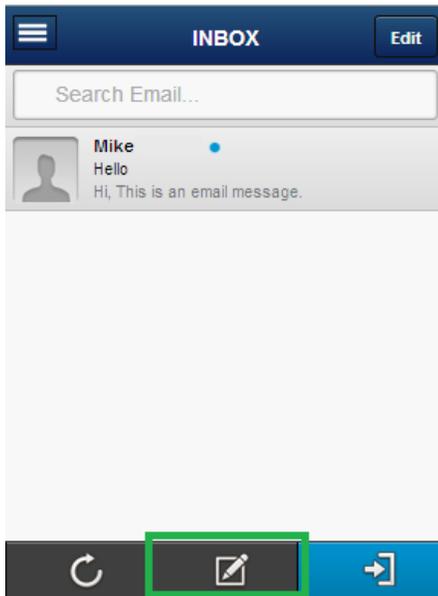
This will create a "Compose" tab where you can type out an email to a recipient. Format text however you would like and attach documents from your computer or device.



Compose New Email with Mobile Devices

Here are the steps to compose a new email on mobile devices.

In the Inbox, view any received email messages. Tap the pencil icon to compose a new email.



Mobile Webmail Inbox

A compose window will appear where you can enter the recipient, subject, and type your email.



Mobile Webmail - Compose

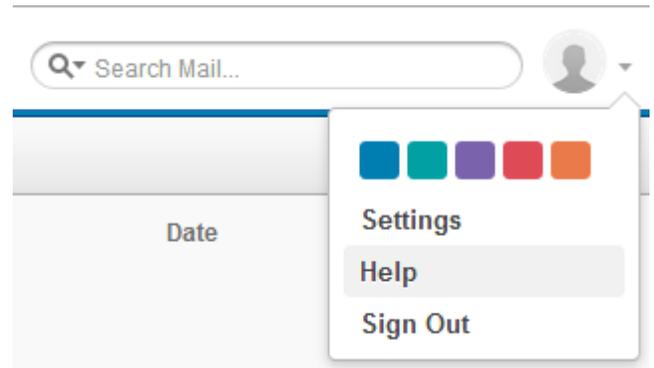
Volcano.net Email Help



Volcano Webmail Help

You should find that using the basics of Volcano Webmail is intuitive and familiar, but if you need more help or would like to find out more about Volcano Webmail, we have you covered.

Access Volcano Webmail help by clicking the account icon in the upper right hand corner and then click Help.

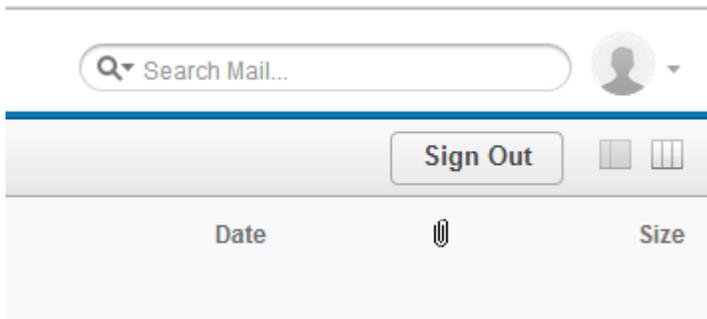


Volcano Webmail Search

Or go to www.volcanocommunications.com and then **Webmail** -> **Help**.

Search Volcano Webmail

Use the Search box to find past messages.



Volcano Webmail Settings

In Volcano Webmail Settings you can set up a number of options changing how webmail looks and behaves, how spam is handled, and other features. Change basic settings like how your name appears on outgoing email, or the Notification setting to alert you when new emails arrive. Set how the date appears, how many emails appear in one page, or any of the many other options to configure webmail to work just how you like.

Here's a list of the settings (and their descriptions) that you will find in Webmail. For more detailed help, please visit the Volcano Webmail Help page at www.volcanocommunications.com.

Webmail Settings

Account Name

Displays your email account name.

Quota

Displays your email accounts current quota usage.

Real Name

This will appear in the "Sender" field of emails you send before your email address.

Reply To

Here you can specify an email address for replies to be sent to, instead of the email address you use to log in.

Thread Support

Check this box to display email conversations as threads.

Thread Limit

Determines how old emails can be before they are not included in threads.

Save sent emails to current folder

Enable to save sent emails to the current folder. This allows more complete thread building and tracking.

Display Email Images

Toggle to automatically display external images in email messages.

Spam, Email Forwarding and Autoreply Settings for Email Clients

If you use an email client, and would like to edit the Anti-Spam settings, or set up Email Forwarding or Autoreply, you will have to log into your Volcano.net Webmail account to configure these settings.

Anti-Spam Settings

The Anti-Spam settings can be made to be more or less restrictive, affecting which emails are classified as spam, and which would determine if a message would be shown in your client Inbox, or kept the Spam folder at Webmail.

If emails seem to be missing from your client Inbox, or if you are getting too much spam, adjust the Anti-Spam settings at you Volcano Webmail account.

Email Forwarding and Autoreply

Email Forwarding or Autoreply are features available to all Volcano.net email accounts, however they must also be configured at Webmail.

You can only edit these settings at your Volcano Webmail account and would not have access through an email client

Automatic Draft Save

Save drafts automatically while composing email messages.

Notifications

Enable automatic checking for new email in the currently selected folder. Optionally enable sound notification and/or animated favicon for new messages on supported browsers.

Delete Trash on Logout

Automatically delete all mail from the Trash folder upon logout.

Default View

Select the mode to render the Webmail interface.

Enable message preview

Display an inline preview of each email message.

Enable extra address fields

Show cc and bcc fields by default.

Interface Language

Select your preferred language for the Webmail interface.

Date display

Select the number of simultaneous messages to display in the Webmail interface. You may want to reduce this for slow connections.

Messages per page

Select the number of messages to be displayed per page.

Timezone

Specify the time-zone for your location.

Signature

Here you can specify a message that will be added to the end of every email you send from Webmail. You can use plain text or HTML for your signature

Anti-Spam Settings

Spam Filter Sensitivity

Select the sensitivity for classifying messages as Spam. A lower score will be more aggressive for marking spam.

Message Classification

If a message is classified as Spam select the action for handling the message.

Spam Tag

If a message is marked as Spam rewrite the header to include the text in the field.

Whitelist senders

Specify a list of email addresses and domains to whitelist. Each entry must be on its own line. Any email or domain that matches will automatically be flagged as trusted without being classified as Spam. Enter either the full email address, or domain name without the @ symbol. At this time wildcard entries are not allowed.

Blacklist senders

Specify a list of email addresses and domains to blacklist. Each entry must be on its own line. Any email or domain that matches will automatically be classified as Spam. As with the whitelist, enter either the full email address, or domain name without the @ symbol. At this time wildcard entries are not allowed.

Email Filters

Search Filters

Specify a rule or folder to filter results.

Add New Rule

Use this option to create email filters. Select from the drop down list "From", "To" or "Subject". Then select from second drop down list "is", "is not", "contains" or "does not contain". In the text box enter what you would like to be filtered. Then specify which folder the rule will deliver to.

Example:

New Rule: "From", "is" and " account@domain.com". Move To: "Trash".

This will move all emails received from account@domain.com to the trash folder.

Mail Options

Enable Forward

Check this box to enable forwarding of your emails to another email address.

Forward mail

Specify the email address to forward incoming email to.

Enable Autoreply

Check this box to enable automatic ("Vacation") reply to incoming messages.

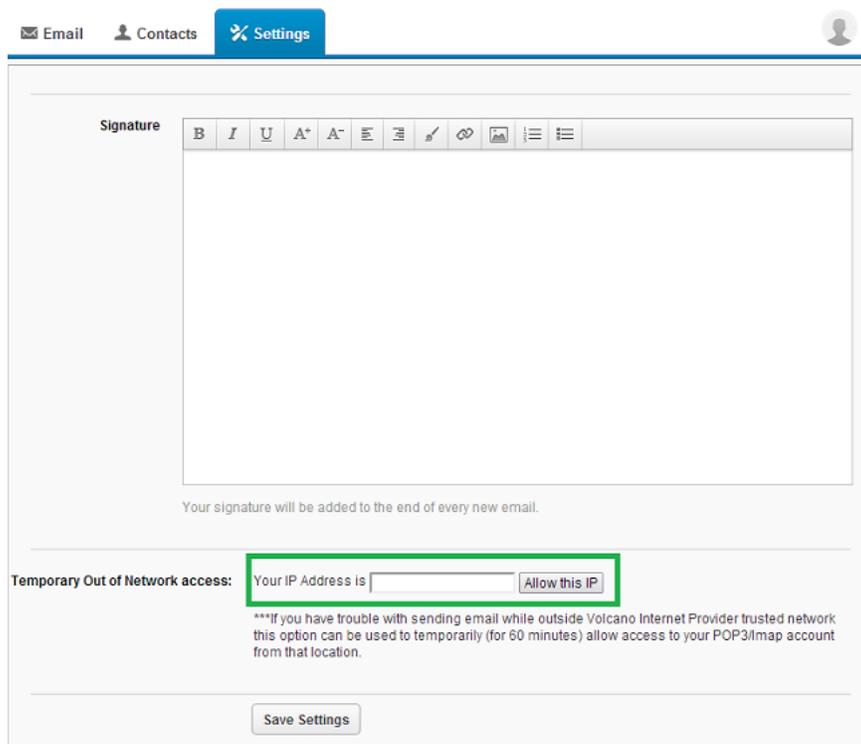
Autoreply message

Specify the message to send to the senders of all incoming email.

Out of Network Access

To minimize spam, some internet providers will only allow email sent from IMAP or POP3 clients, to their own mail server. This means **if you travel outside of Volcano Internet's coverage area you may not be able to send mail when using a mail client on a phone, tablet or computer.** You can still use Volcano Webmail when away, and with the Out of Network Access setting, you can use any email client.

In the Settings section of Volcano Webmail, scroll to the bottom of the window. In the Temporary Out of Network access section, your public IP address will be displayed. **Click the Allow this IP button** to temporarily add that address to the server whitelist and you will then be able to use your email client for **60 minutes**. If you need to email after the time expires, just reauthorize your IP address again in the Temporary Out of Network Access section.



Temporary Out of Network Access

Advanced Volcano.net Email Features

Along with the basic email functionality, Volcano.net offers advanced features such as Apple iOS Profile setup, ActiveSync, Outlook DavSync and extra storage space. Apple iOS profiles are available to any Volcano.net user with an iPhone or iPad. By subscribing to a Volcano.net Email Pro Account you have access to ActiveSync, Outlook DavSync, calendar and 2GB of storage space.

Apple iOS Profile

An Apple iOS Profile is a downloadable configuration that automatically sets up your iPhone or iPad to use your Volcano.net email account. After downloading the profile the mail, calendar, and address book programs on your iPhone will automatically sync with anything on the email server. No need to enter server addresses or to select a protocol, the iOS Profile will take care of setting up your Volcano.net email.

Volcano.net Email Pro Account

The Volcano.net Email Pro Account is a group of features that gives you advanced synchronization and storage features. For a small extra monthly charge you get the following features.

- **Outlook Sync** - Synchronize your Outlook Calendar and Contacts between your PC and Volcano.net email
- **ActiveSync** - Get your email, contacts, tasks, and calendar data from Volcano.net email to your mobile device.
- **Cloud Storage** - A total of 2GB for email and storage of files
- **Email Archiving** - All Pro Account email is backed up to the Archive Vault. Use the Archive Vault if you have retention or compliance obligations, or if you are looking to know important email will be retained.