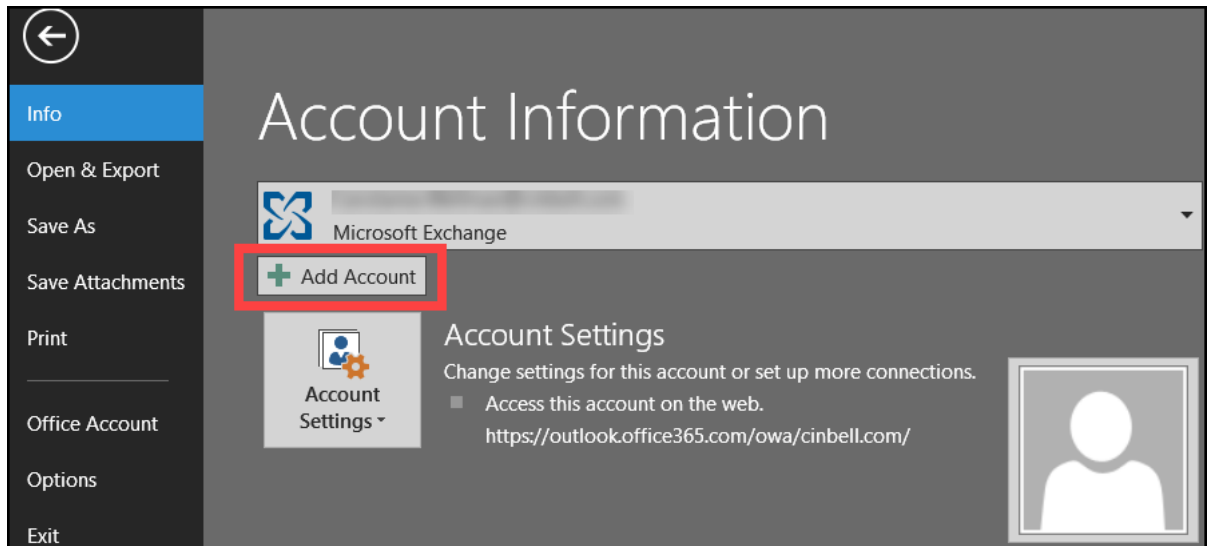
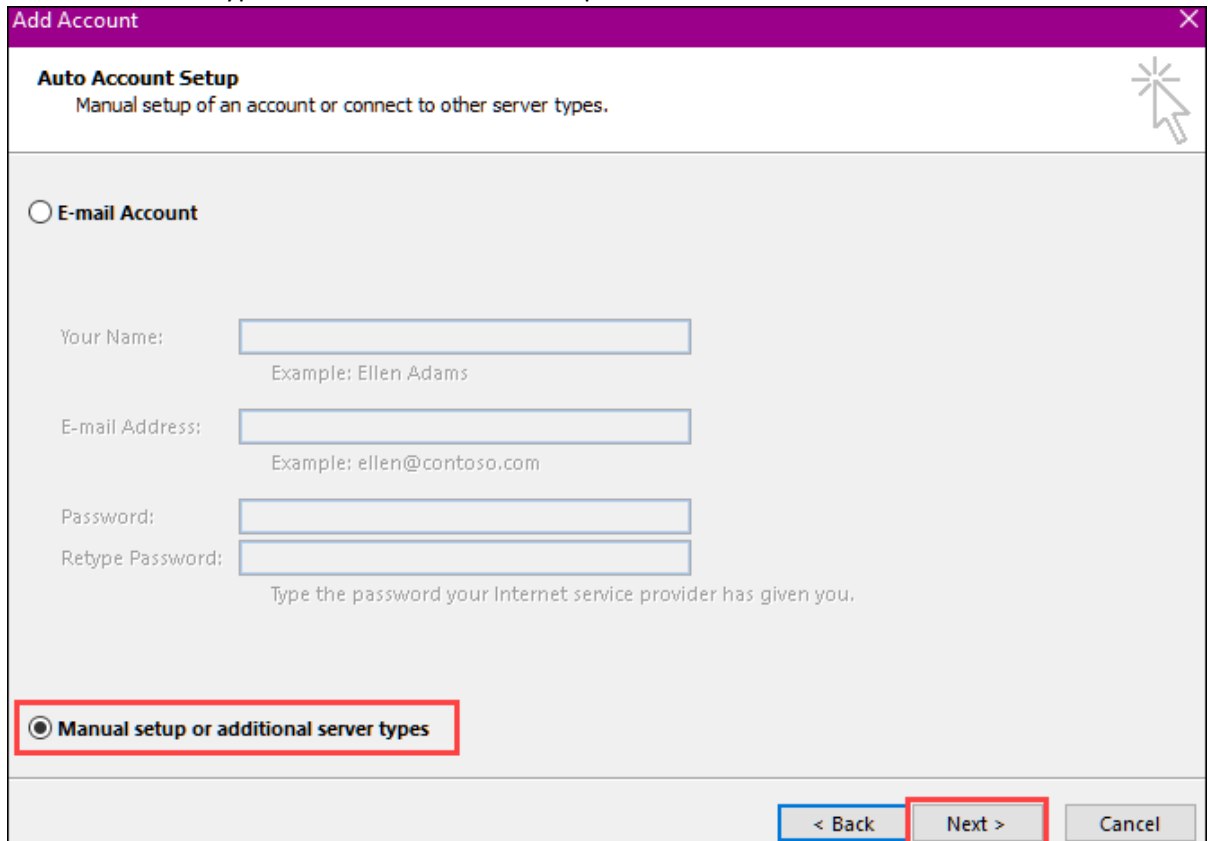


## New Email Account Setup:

1. Start Outlook. In the Info tab select Add Account.



2. Cincinnati Bell Email accounts require a manual setup in Outlook: Select Manual setup or additional server types in the Auto Account Setup window then select Next.



3. In the Choose Service window select POP or IMAP, then click Next.

The screenshot shows a dialog box titled "Add Account" with a purple header bar. Below the header, the title "Choose Service" is displayed. There are three radio button options:

- Outlook.com or Exchange ActiveSync compatible service**  
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks
- POP or IMAP**  
Connect to a POP or IMAP email account
- Other**  
Connect to a server type that is listed below

Under the "Other" option, there is a text box containing "Lotus Notes Mail".

At the bottom right of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a red box.

4. Enter the user and server information for the account.

**User Information:** Email address provided by Cincinnati Bell

**Server Information:** Account Type is user preference. Use the table below to find the mail server for your email domain

Incoming Server - POP3	Incoming Server - IMAP	Outgoing Server - SMTP
pop.zoomtown.com	imap.zoomtown.com	smtp.zoomtown.com
pop.fuse.net	imap.fuse.net	smtp.fuse.net
pop.fioptics.com	imap.fioptics.com	smtp.fioptics.com

5. Logon Information: Username is the Cincinnati Bell email address and password. For help with a forgotten password [click here](#).

6. After entering the account information, click More Settings.

**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

7. In the Internet E-mail Settings window, click the Outgoing Server tab. Check the box for the outgoing server requires authentication and use the same settings as the incoming mail server

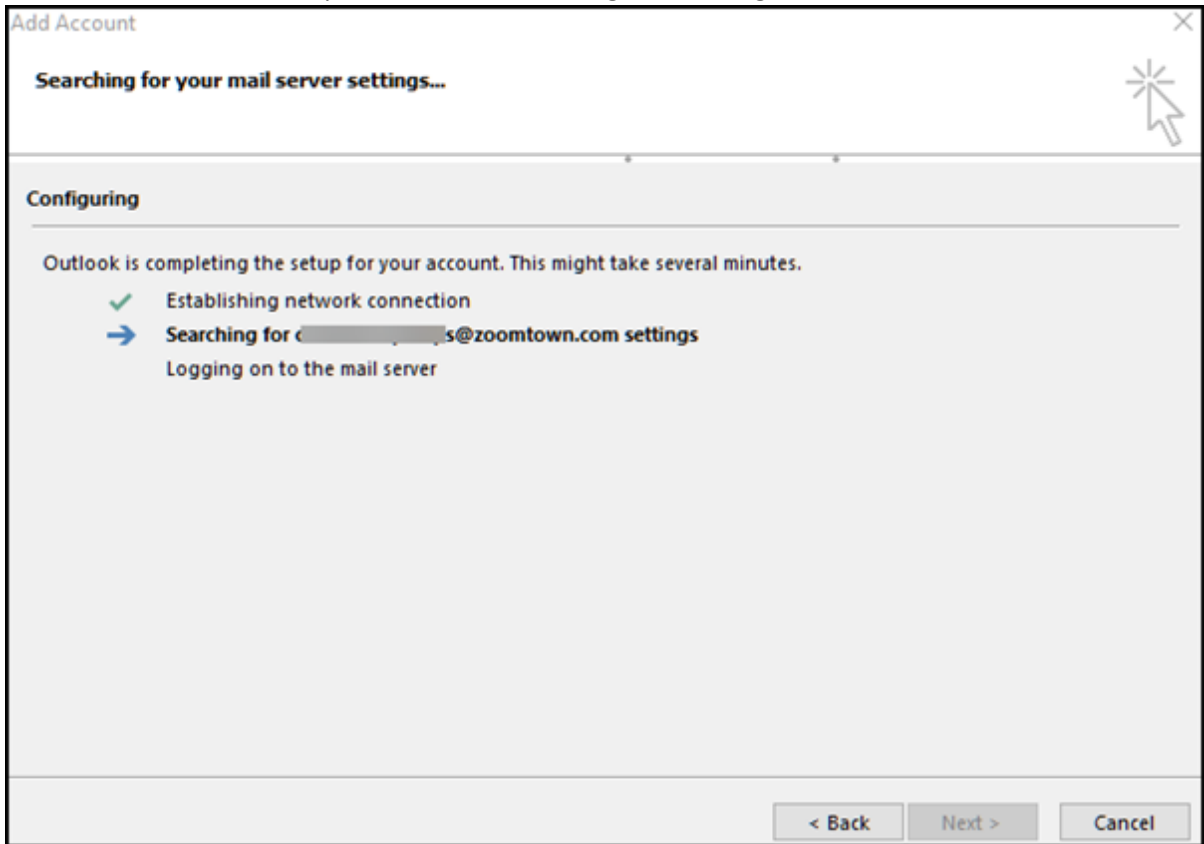
then click OK.

The image shows a screenshot of the 'Internet E-mail Settings' dialog box, specifically the 'Outgoing Server' tab. The dialog has a purple title bar with the text 'Internet E-mail Settings' and a close button (X) in the top right corner. Below the title bar are three tabs: 'General', 'Outgoing Server', and 'Advanced'. The 'Outgoing Server' tab is selected. The main content area contains the following options:

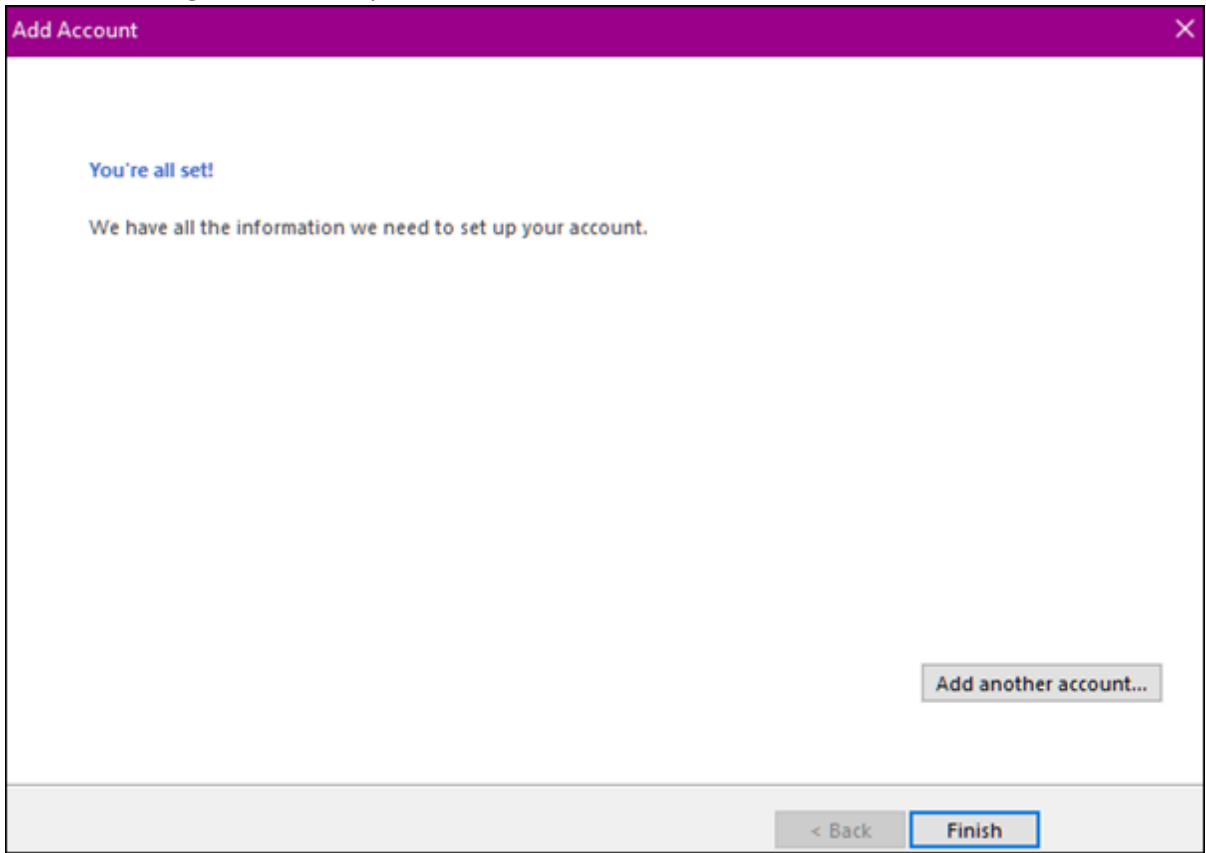
- My outgoing server (SMTP) requires authentication
  - Use same settings as my incoming mail server
  - Log on using
    - User Name:
    - Password:
    - Remember password
  - Require Secure Password Authentication (SPA)

At the bottom right of the dialog are two buttons: 'OK' and 'Cancel'.

8. Once all fields have been updated, click Next to begin the configuration.



9. Once the configuration is complete, click Finish!



10. For further help setting up IMAP/POP3 email with Microsoft Outlook Mail, [click here](#) for a video tutorial