

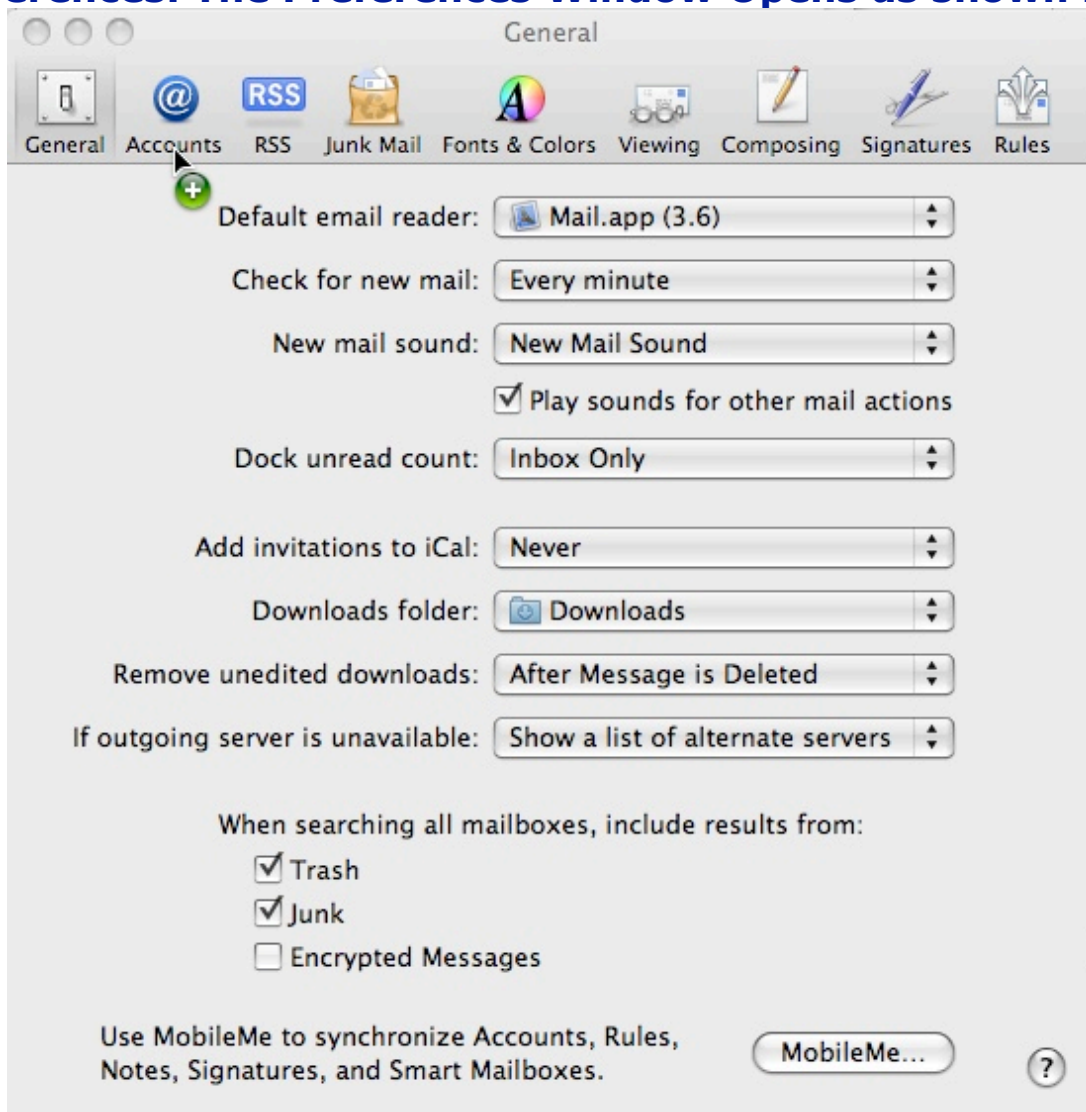
Cox EMail Solutions

Cox EMail may unexpectedly stop working for either sending, or receiving mail. You may need to **either or both of the following:**

1. **Turn off the SSL and easily Change the "Port" settings for the account from Port 995 to Port 110** to fix the problem. Or,
2. **Delete the particular EMail Account and then simply re-enter all of the Account Information again.**

Solution 1

To turn off the SSL do the following. Open **Mail** Icon, then select **Preferences**. The **Preferences Window Opens as shown here.**



Select the "Accounts Icon" from the Menu Bar and press Return.

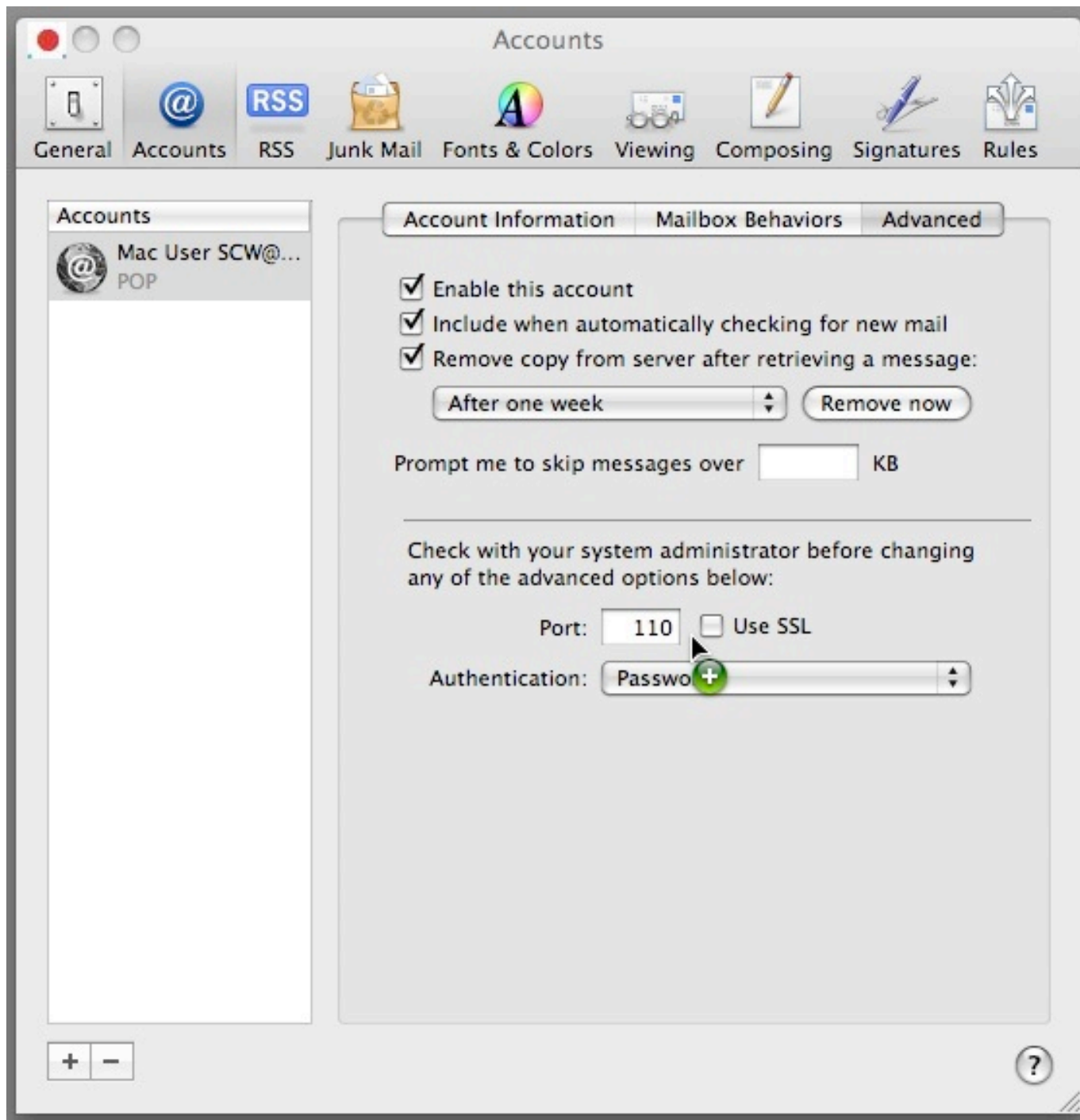
Accounts Preferences now displays your Mail Accounts in the Side Bar.



Next, "Select" the Advanced Button



**Notice the setting is Port 995
Also notice that the Use SSL box is checked.
Remove (uncheck) the mark in the Use SSL box, and the Port
will change to 110.**



Next, Click the RED Close Window Button ● - Then Click the Save Button

Cox EMail service **should** now be restored.
Send a test message **from your email address to your email Address** to verify that everything is working correctly.

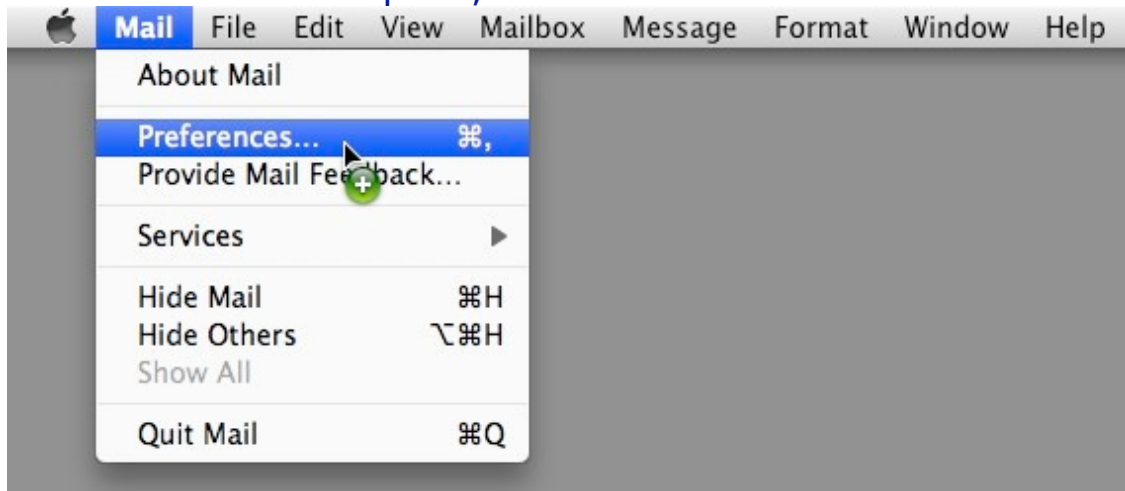
If Solution 1 did not solve the issue, proceed to -

Solution 2

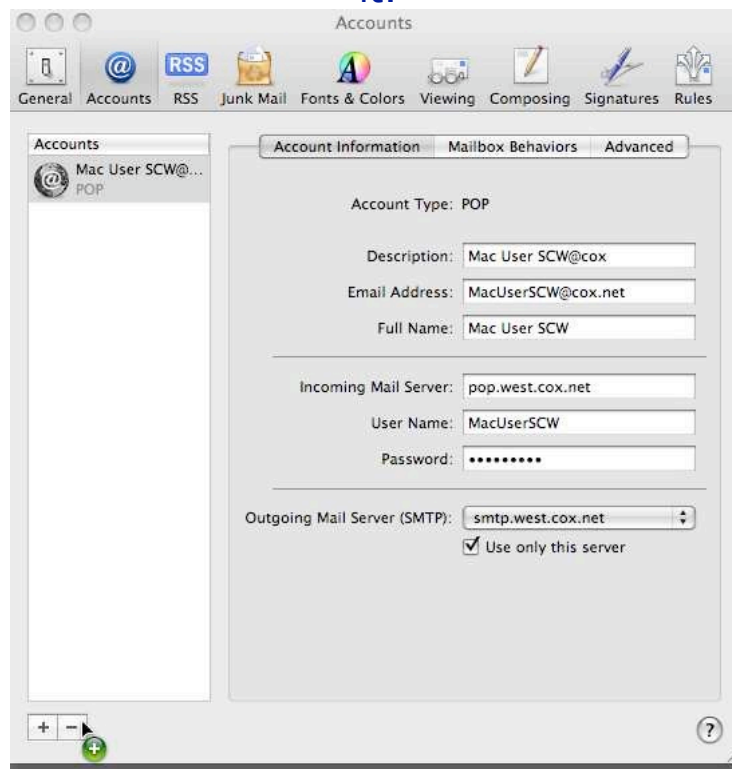
Delete the EMail Account Information, and then simply re-enter all of the Account Information again.

To create an email account for the first time, or, to completely reenter all of the account information -

Begin by clicking on **Mail** Postage Stamp Icon in the Dock, then when **Mail** opens, select **Preferences**.

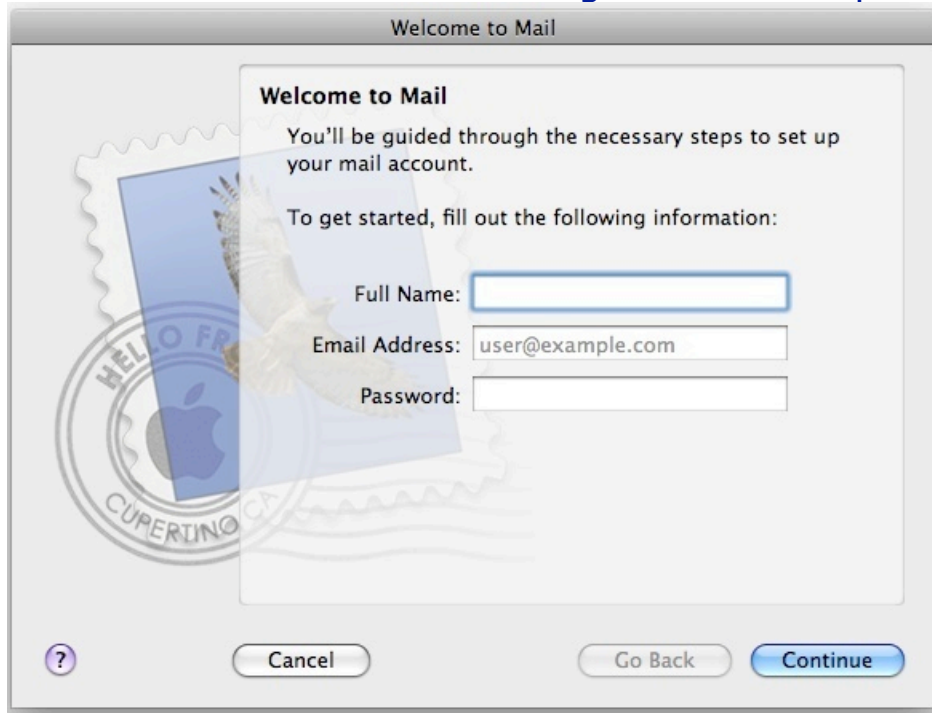


If the Account that you want to replace appears in the Side Bar, "Select" it.



Click the minus (-) Button as shown.

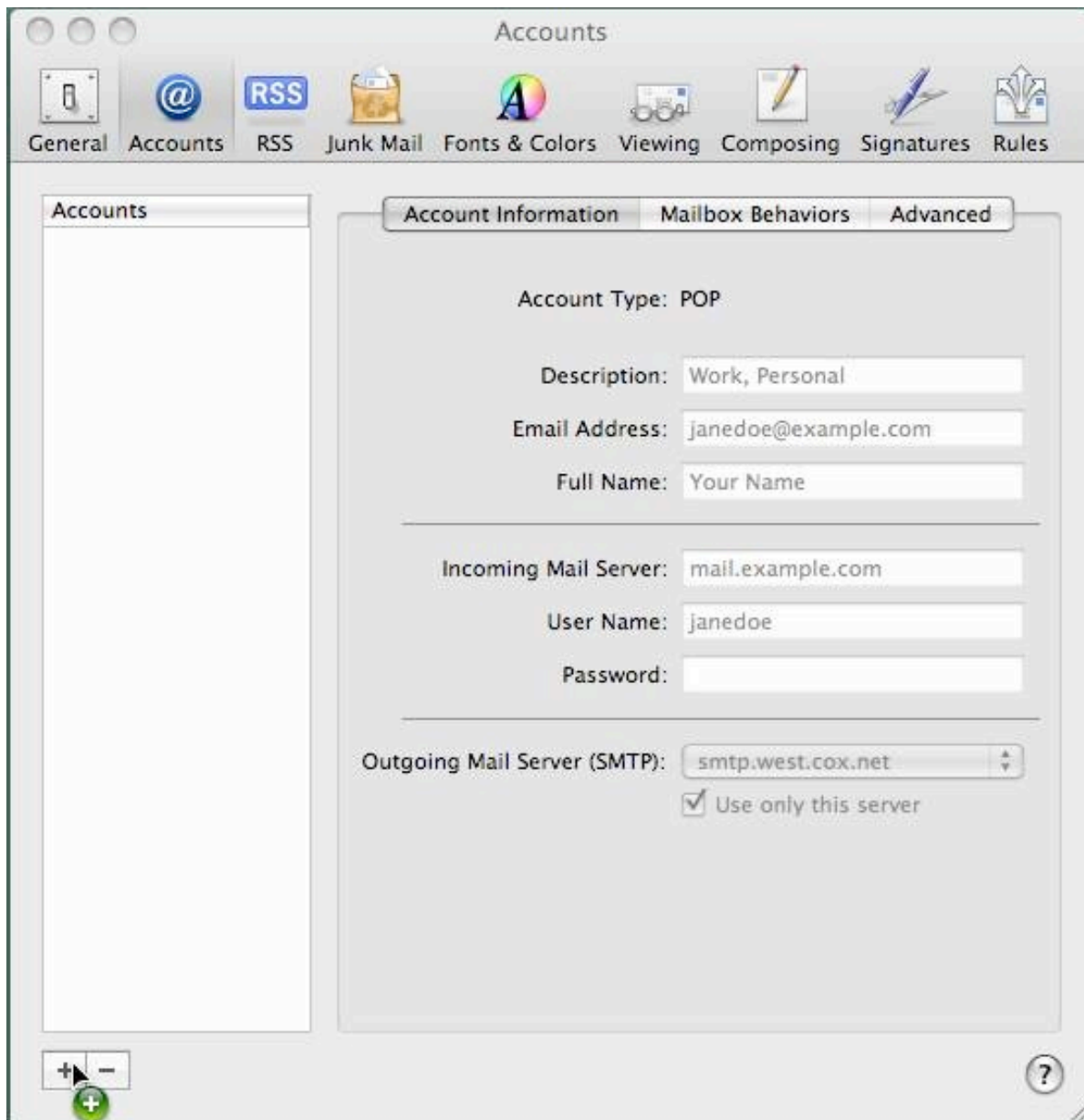
The **“Welcome to Mail”** dialog box should open.



If no Mail accounts have been setup previously the Welcome to Mail dialog box opens as shown above.

Otherwise: Click on **Add Account in the Preferences Accounts Window** at the lower left corner of the **Accounts Sidebar**.
Type in your name, exactly as you want it to appear on mail that you send out.
Then, **Type your Username**, The name portion of your email address (**everything before @cox.net**) all in lowercase characters.
Next, type your Cox user Password that you setup with Cox for this mail account. Remember, that **the “Password” is case-sensitive**.
Then, click Continue.

The Mail Servers Information Dialog Box



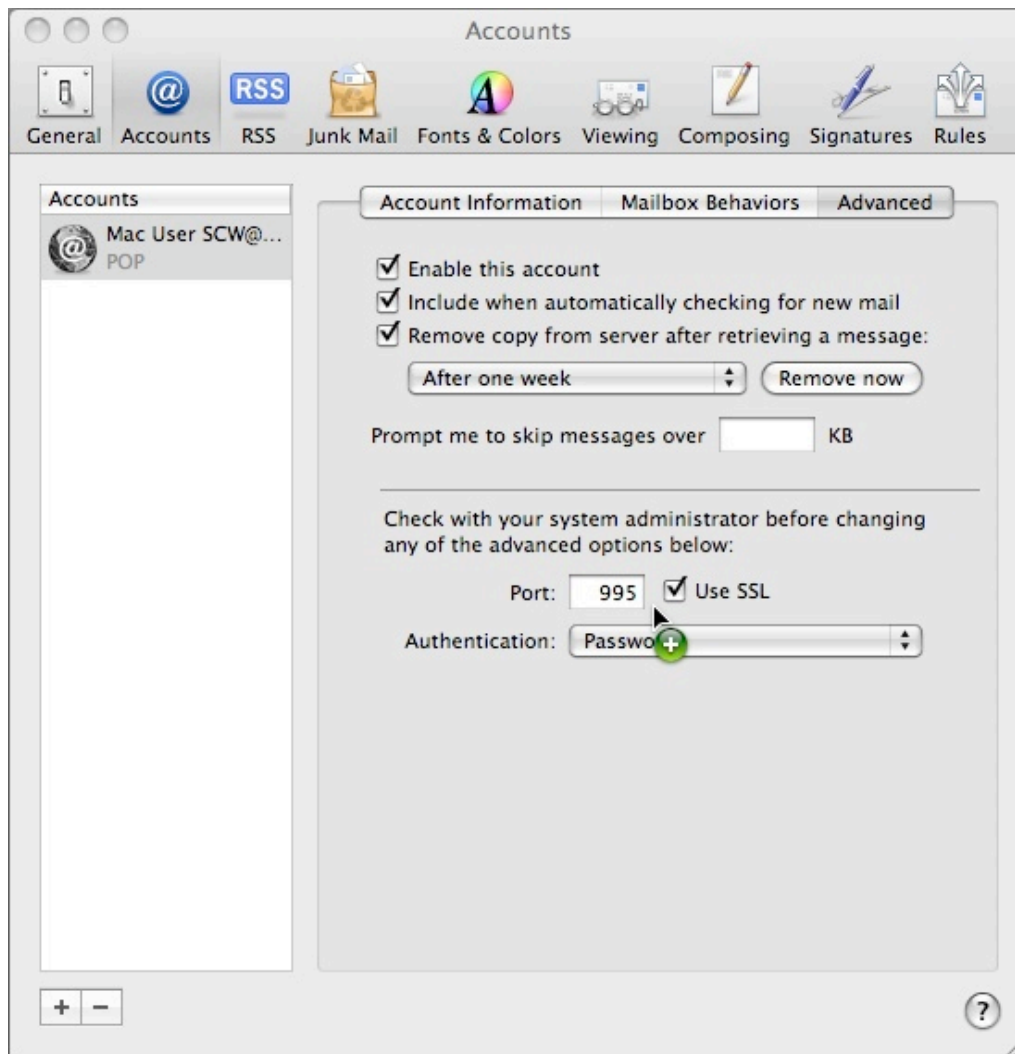
If you deleted the account,
Type in your name, exactly as you want it to appear on mail that you send out.
Then, **Type your Username**, The name portion of your email address (**everything before @cox.net**) all in lowercase characters.
Next, type your Cox user Password that you setup with Cox for this mail account. Remember, that **the "Password" is case-sensitive.**

Type your **outgoing mail server** information as shown -



then -- Check the Box Use only this server

DO NOT CHECK the BOX Use Authentication
Verify that Authentication is set to None, (unchecked) then click Continue.
Click Continue to to save these settings and setup this account.



IMPORTANT - Notice that SSL is turned "on."

You may not be able to use your Cox Mail Account with SSL turned on. That is - Mail may work just fine for a while, and then suddenly just stop working. If that happens, you will need to turn SSL off to restart your Cox email. When SSL is turned on, the mail goes to Port 995.

For some reason this port may not work.

To turn off SSL and use Port 110

Use the instructions on page numbers 1, 2, 3, and 4 in Solution 1 as shown above.