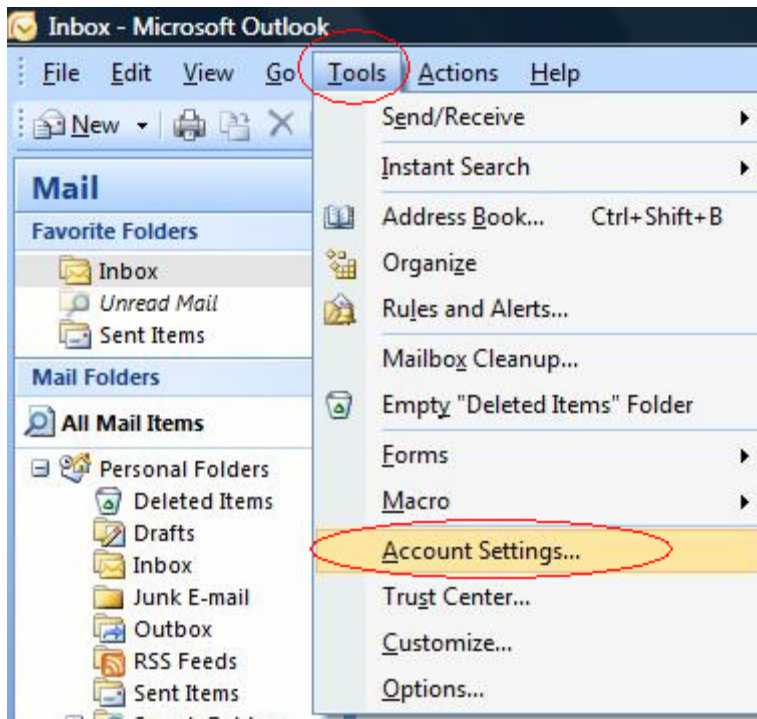


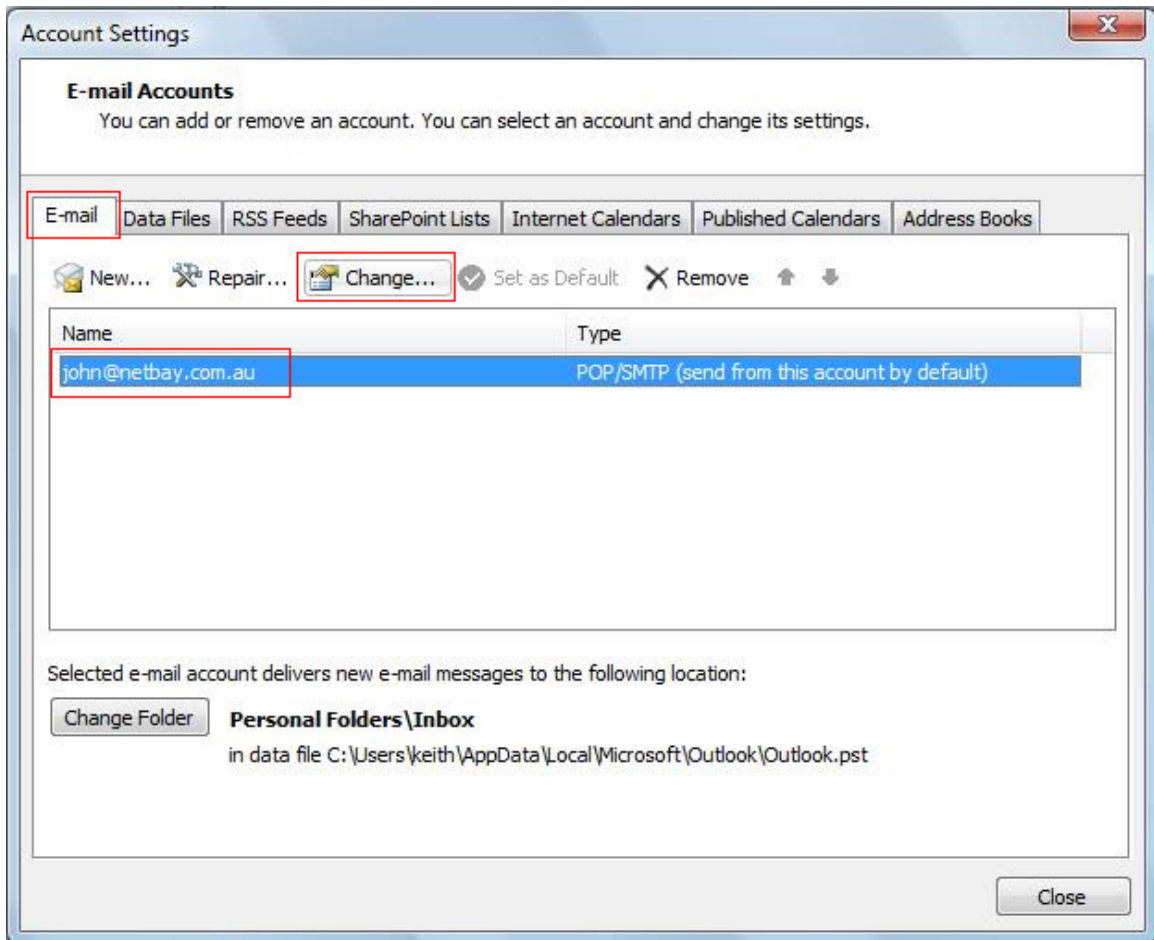


## Email troubleshooting: increase timeout for Microsoft Outlook 2007

1. Open up MS outlook 2007, click on Tools – Accounts Settings.



2. In the **E-mail** tab, highlight your email account and click **Change**



### 3. Click on **More Settings**

**Add New E-mail Account**

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

**User Information**  
Your Name: John Smith  
E-mail Address: john@netbay.com.au

**Server Information**  
Account Type: POP3  
Incoming mail server: pop.netbay.com.au  
Outgoing mail server (SMTP): smtp.netbay.com.au

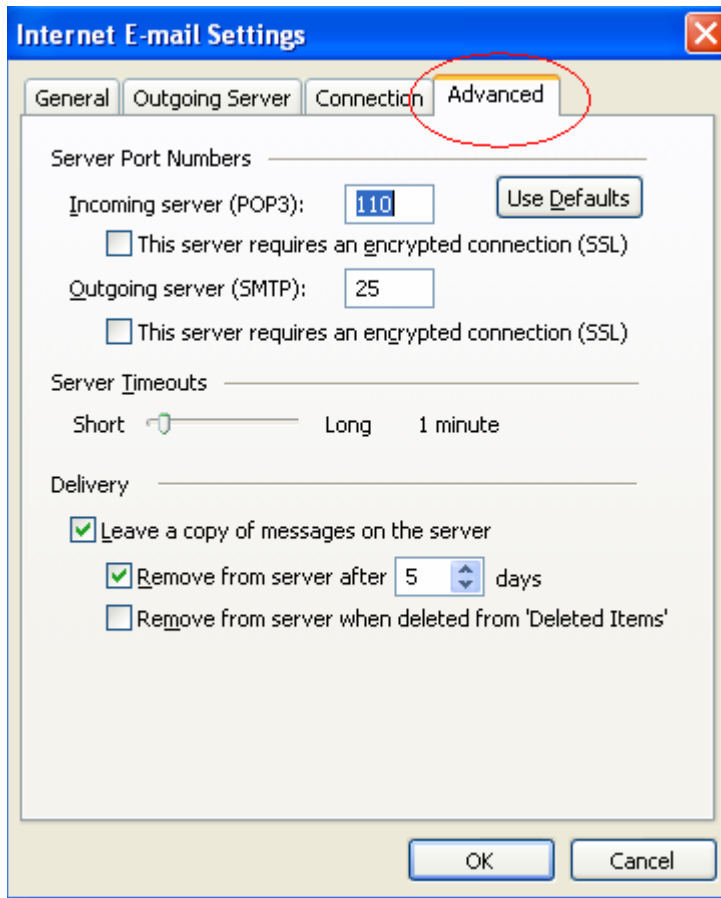
**Logon Information**  
User Name: john@netbay.com.au  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)  
Test Account Settings ...

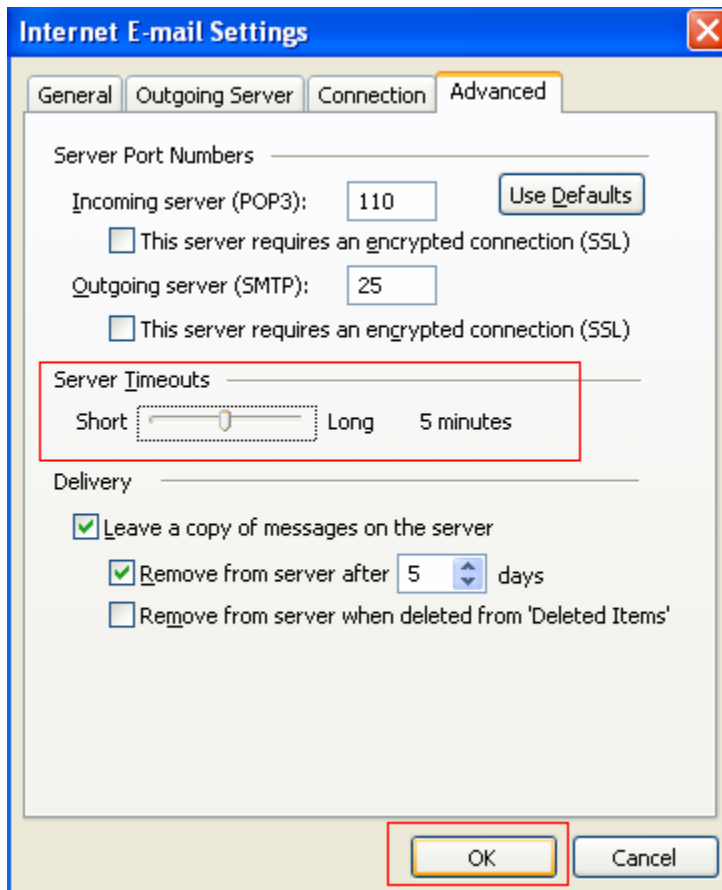
More Settings ...

< Back   Next >   Cancel

4. Click on the **Advanced** tab



5. Adjust **Server Timeouts** to 5 minutes, click **OK**



6. Click on **Next** then **Finish**