

## Outgoing email is blocked by my ISP

Some ISPs block outgoing email that isn't delivered through their own mail servers. This can help prevent spam but it also stops you from using your Advanced mailbox's SMTP server.

A quick and easy solution is to change the port that your email software uses to send outgoing email. We have provided port 225 for outgoing email, in case your ISP blocks the standard port 25.

### Outlook 2003 and 2007

**Step 1:** Open Outlook 2003.

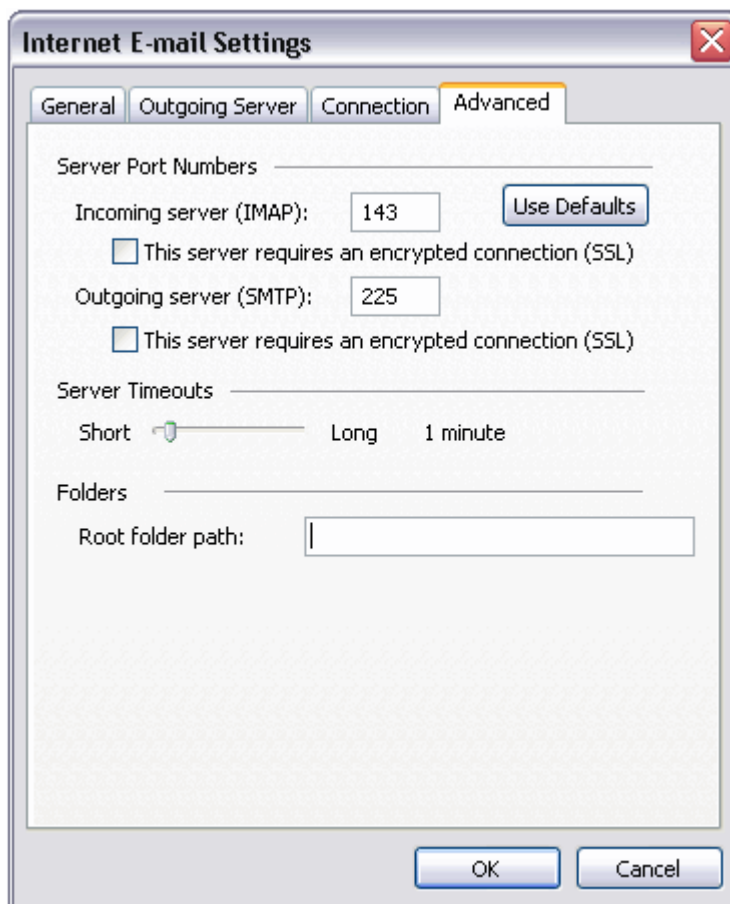
**Step 2:** Click the **Tools** menu, then click **E-mail Accounts**.

**Step 3:** In the *E-mail Accounts* wizard, select the radio button beside **View or change existing e-mail accounts**, then click the **Next** button.

**Step 4:** Highlight your Advanced mailbox account and click the **Change** button.

**Step 5:** Click the **More Settings** button, which will open a new window.

**Step 6:** Click the **Advanced** tab, enter 225 (or 587 for AOL customers) in the *Outgoing server (SMTP)* text-box, then click **OK**.



**Step 7:** Click **Next**, then click **Finish**.

Your email will now be sent, using port 225, to your standard Fasthosts mail server. This should solve the problem of your ISP blocking outgoing email to mail servers other than their own.

### Outlook Express, Windows Mail and Windows Live Mail

**Step 1:** Open Outlook Express/Windows Mail

**Step 2:** Click the **Tools** menu, then click **Accounts**.

**Step 3:** Highlight your Advanced mailbox account and click the **Properties** button, which will open a new window.

**Step 4:** Click the **Advanced** tab, enter **225** (or **587** for AOL customers) in the *Outgoing server (SMTP)* text-box, then click the **OK** button.

**Step 5:** Click the **Close** button to complete the change.

Your email will now be sent, using port 225 (or 587), to your standard Fasthosts mail server. This should solve the problem of your ISP blocking outgoing email to mail servers other than their own.