

## General Mail Account Issues and FAQ's

There is a considerable amount of misunderstanding about mail issues, so below are some of the main points to bear in mind. For general information the following sizes may prove useful also:

**Average normal e-mail** 27k (k=kilobytes, 1000 of these equals 1Mb)

*It will take a lot of these to fill your mailbox possibly 3000 messages.*

**Average normal digital picture** 2Mb (Mb=Megabytes, 1000 of these = 1Gb)

*Used sensibly you can send 2 or 3 of these per email and store them with your mail for a while before transferring them. However 15 of these will start to fill the box.*

**Drawings and Plans and High Quality pictures for printing. 20Mb+**

*You should not be sending these by e-mail. The intended recipient might not be able to receive them and it might make it impossible for them to receive other mail. Use FTP transfer for any large items and ask support for details.*

*Why are there limits on my mailbox?*

Every provider sets some limits on mailbox sizes to ensure that these are kept to reasonable levels. As we provide services only for businesses and manage most customers' systems for them we try to set mailboxes to reasonable limits otherwise we would never know when they are filling up. We will however reset the limits to accommodate the customer's requirements.

*Are there separate limits on the size of mail someone can send to us?*

Yes. This is 17Mb anything larger will not be delivered.

*Does webmail affect these limits?*

Webmail in itself doesn't affect the limits on the mailbox but when you use webmail you are not downloading the mail to your own computer. Therefore the mailbox is continually filling up. If you don't download or save the webmail then eventually you will reach each limit that is set. To prevent this you will need to delete mail frequently unless you download.

Webmail is great for travelling but businesses should download mail using Outlook or Outlook Express to ensure they always have a copy.

*My mailbox fills up frequently- why is this?*

There can be a number of reasons for this. Please note the following:

1. You may be receiving very large mails ( 7mb +) which fills the mail box rapidly. The e-mail system was never designed to take large picture or other attachments and we have customers still trying to send 20 or 30mb attachments –pictures –architectural drawings etc. If you need to send these types of items then you should be using an FTP transfer which is easy to use and we can set it up for you as required.
2. You aren't downloading your mail at all and the box has reached its limit. Please contact support.
3. You have suddenly been inundated with spam. Please report this to support immediately and we will check out the details and reset your spam filter.

*I can't collect mail the message says my username or password is incorrect.*

Check your username and password but if you haven't changed any settings and you were able to collect mail previously the most likely cause is a blocked mailbox. Please contact support...

*I can collect but I can't send mail*

This is to do with your outgoing mail server and it may not be anything to do with us. Your connection provider supplies this (smtp) server (BT, Tiscali etc) and you may need to contact them to see if there are problems. If you use our broadband then please contact support.