

## **PROBLEM: CANNOT SEND MAIL** WHEN CONNECTED TO HOTEL OR OTHER PUBLIC WIRELESS INTERNET

- The problem occurs when a pre-configured email client application, specifically [Outlook or Thunderbird](#), fails to send mail via the “SMTP mail server”.
- Reason: Your email server may check to see if you are on the same physical network and then [reject](#) send attempts from “outside networks”. Updated [settings](#) can help.
- Generally [Not Affected](#) are email users who log in to a [WEB PAGE](#) to retrieve their email messages, that is Gmail, AOL, Yahoo and similar.

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### **No cost support options for Outlook and Thunderbird Users**

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#### **Option 1**

An existing host company run [website](#) may provide functional email for you. Instead of using Outlook, login to the proper Webpage to access email Ex. [webmail.your-domain-name.com](#)

For EarthLink email visit

**webmail.earthlink.net**

For Verizon email accounts visit

**webmail.verizon.net**

For Roadrunner email accounts visit

**webmail.roadrunner.com**

For AOL email accounts visit

**mail.aol.com**

#### **Option 2**

A free email service like [GMAIL or YAHOO](#) could be added to your current Outlook setup and designated as the Default Account for email sending purposes.

#### **Option 3**

They (your) email host company may be able to provide [new server or port settings](#) that will work with your current connection. You would need to call them or check online for the latest Outlook Email setup for your account. With the new settings your Outlook should work fine in multiple wireless environments. Many support teams (like EarthLink) have excellent Service and can fix your email issue quickly and efficiently. Others may not.

TIP: Ask support for a [Web Mail](#) option for checking your email using your web browser.

TIP2: Support [chat](#) is time efficient and offered by EarthLink and other major carriers.

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### **OTHER OPTIONS:**

If you cannot locate support from your email provider and need onsite or remote technical support for any issue we recommend calling John Compton at **Avenue 18 Computer**.

Visit: [www.avenue18.com](#) or call 310 829-3129 to arrange for a visit. Visa MC Discover.