Lumos Email Settings:

These are the preferred settings:

Incoming mail server – webmail.lumos.net or secure28.carrierzone.net

Default port settings will work fine for inbound:

Imap: 143 (SSL – 993)

POP: 110 (SSL – 995)

Username – youremail@lumos.net

Password – your assigned password (if you do not have this please give us a call, we will need to verify information on your account prior to giving passwords or resetting passwords.)

Outgoing mail server – webmail.lumos.net or secure28.carrierzone.net

For outgoing mail, SSL settings work best.

Port – 465 or 587

SSL enabled.

Username – youremail@lumos.net

Password – your password (Your email software may say this is optional, for us it is not optional and is required in order to send email. If you do not have this please give us a call, we will need to verify information on your account prior to giving passwords or resetting passwords.)

Incoming Mail Types:

IMAP is going to leave a copy of your messages on the server this is useful if you check your email on multiple devices, one thing to keep in mind is that your email account only has one 1 Gigabyte of storage capacity. So, if you receive a lot of attachments you may want to check your email at http://webmail.lumos.net and clear out messages you no longer need.

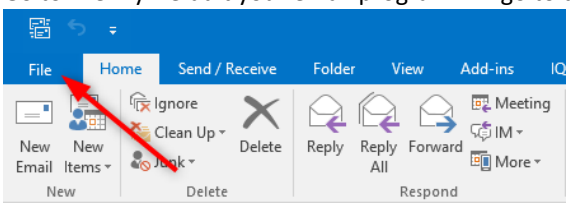
POP3 is like the conventional mailbox at your house, once you retrieve the messages they are no longer on the server. So if these messages are deleted there is not a copy of the message and the message is lost.

We realize it is disconcerting to lose emails, but Lumos cannot retrieve emails which have been deleted or lost.

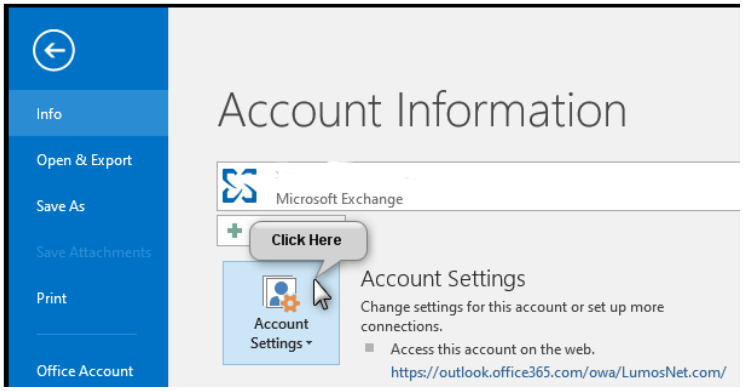
Below you will find guides on the 3 most commonly used Email Clients, all email clients should work with the settings above. We can try to assist with any email client but please keep in mind that as software ages it becomes harder to find documentation and support it. For the best experience the 3 email clients below are recommended.

Outlook 2016

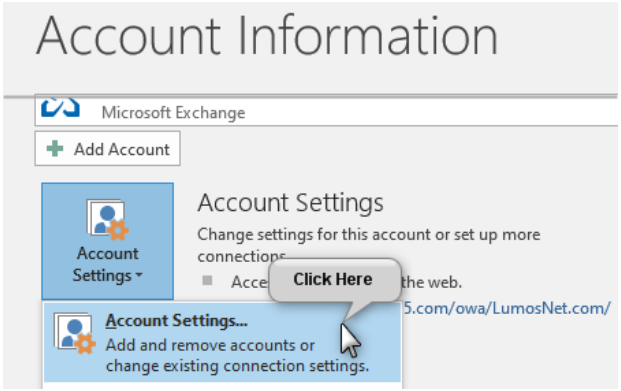
1. Go to File. By Default your email program will go to the HOME Tab. Click on File.



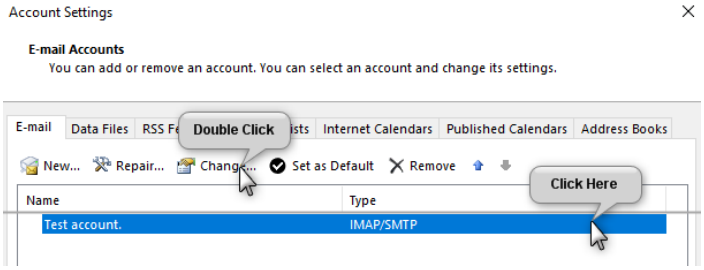
2. Click on the box for Account Settings



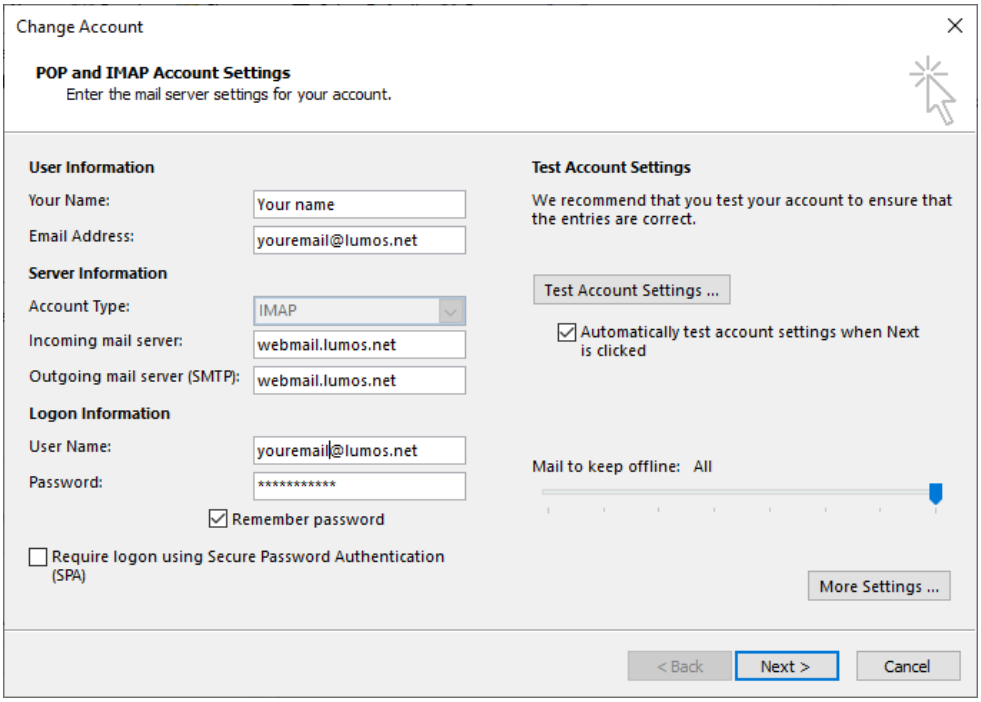
3. Then in the drop down box click on Account settings once more as seen below:



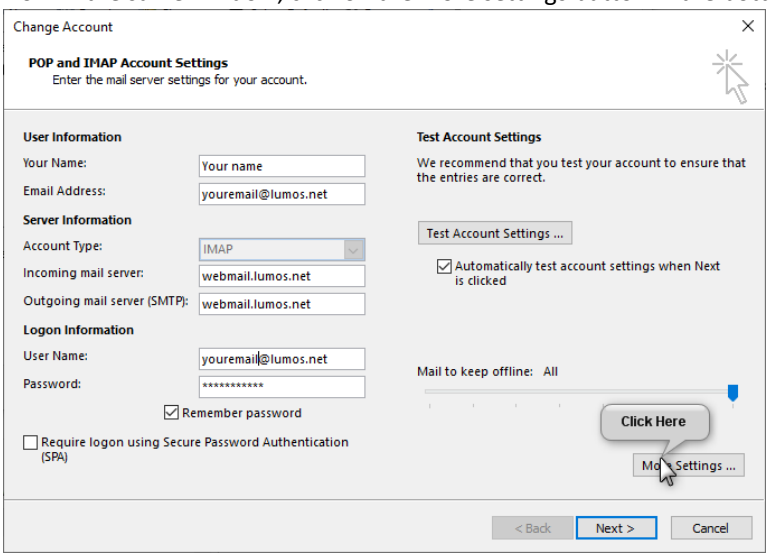
4. Next it will bring up the accounts screen. Click on your email listed below so it is highlighted if not already, and then Double click on change:



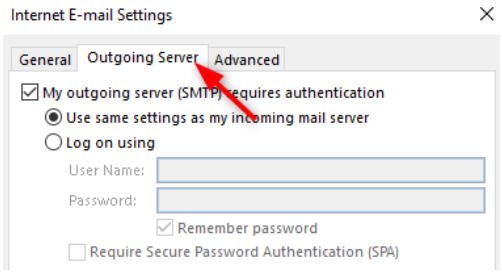
5. Your account settings should be set up as below:



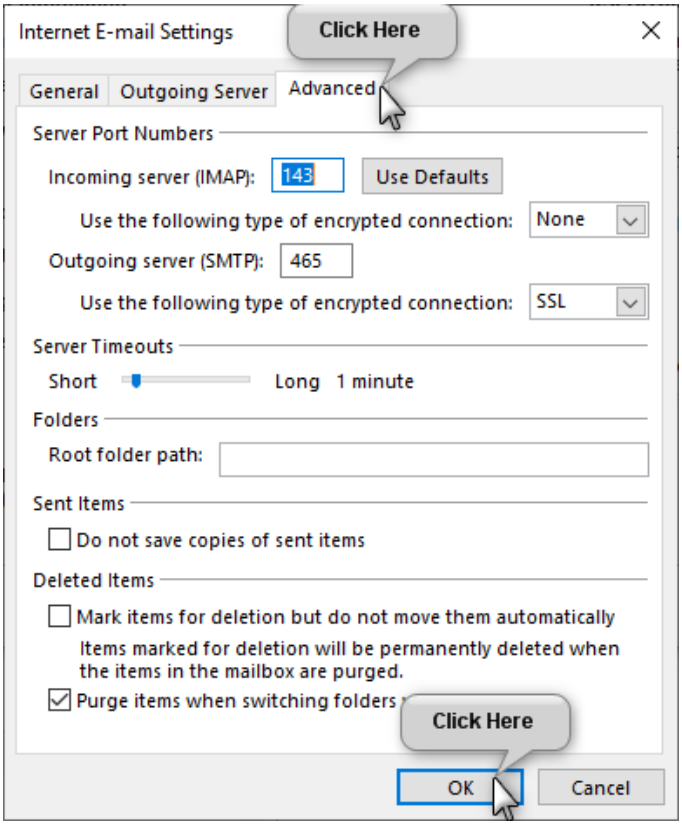
6. Now in the same window, click on the more settings button in the bottom right corner.



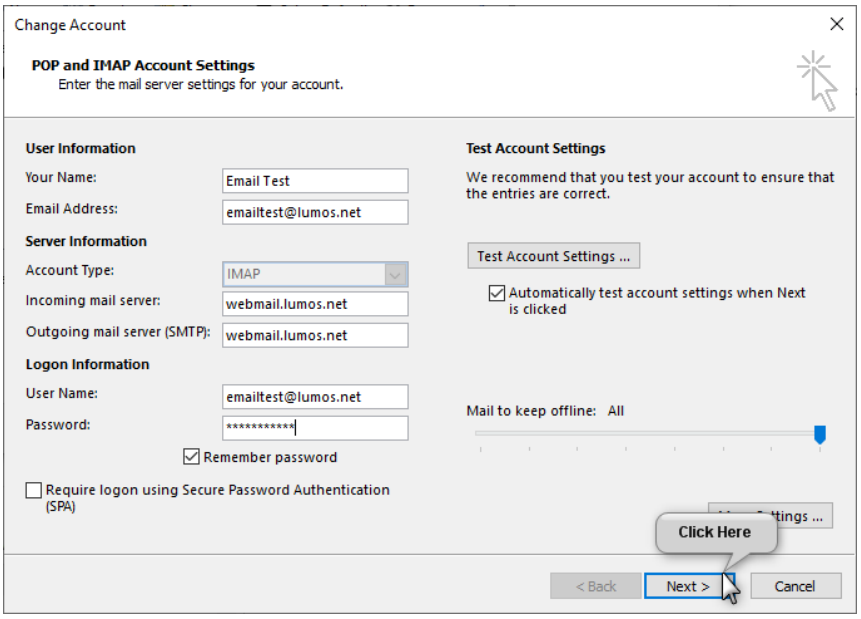
7. Click on the Outgoing Server tab and make sure it is set up as listed below, if not you will not be able to send email.



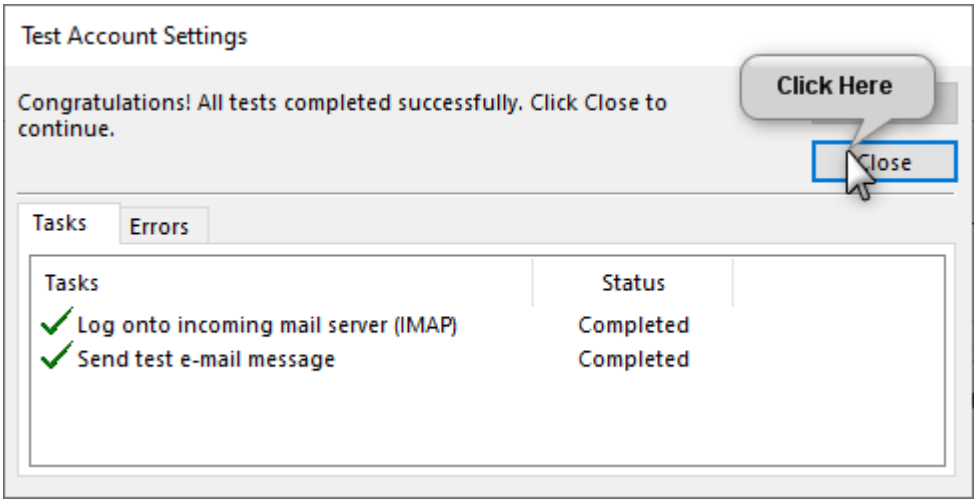
8. Now click on the Advanced Tab, the settings need to match what is listed below, the ones shown are for IMAP (this keeps a copy of the messages on the server, which is helpful if you check your email from Multiple devices.) Once this is done, click OK and it will take you back to the previous screen.



9. Then click on Next when it brings up the previous screen.

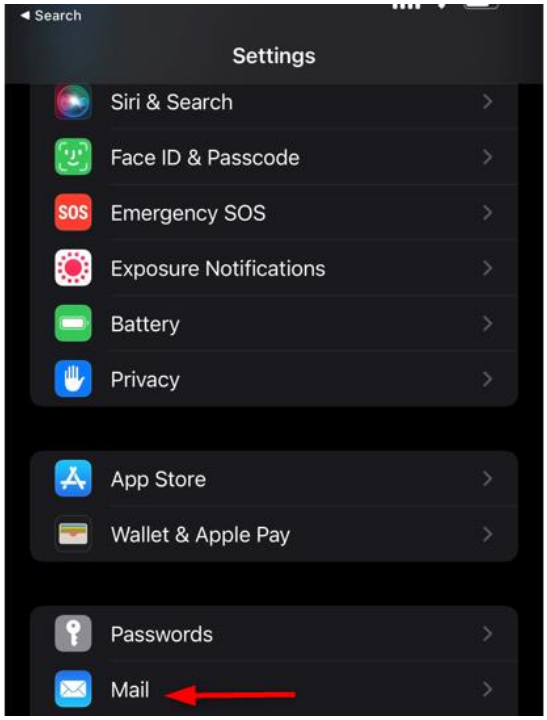


10. Then you should get a screen that will look like this, just click close when it comes up. It will send you a test message so you know your settings are working.

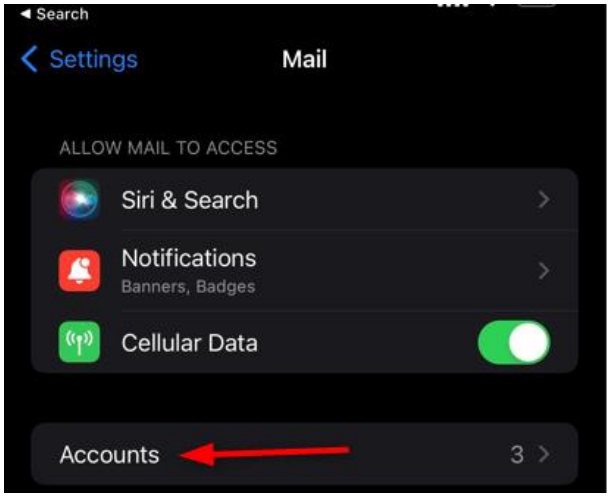


Apple IOS mail client –

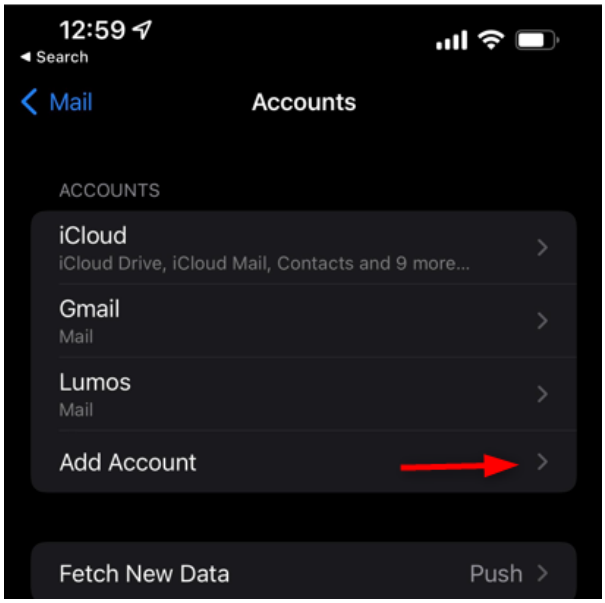
1. Go to your settings for your Iphone or Ipad, once there tap on Mail



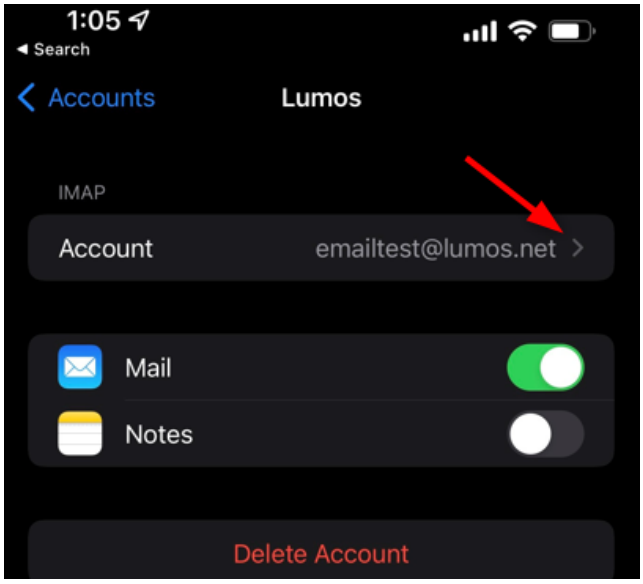
2. Then tap on accounts.



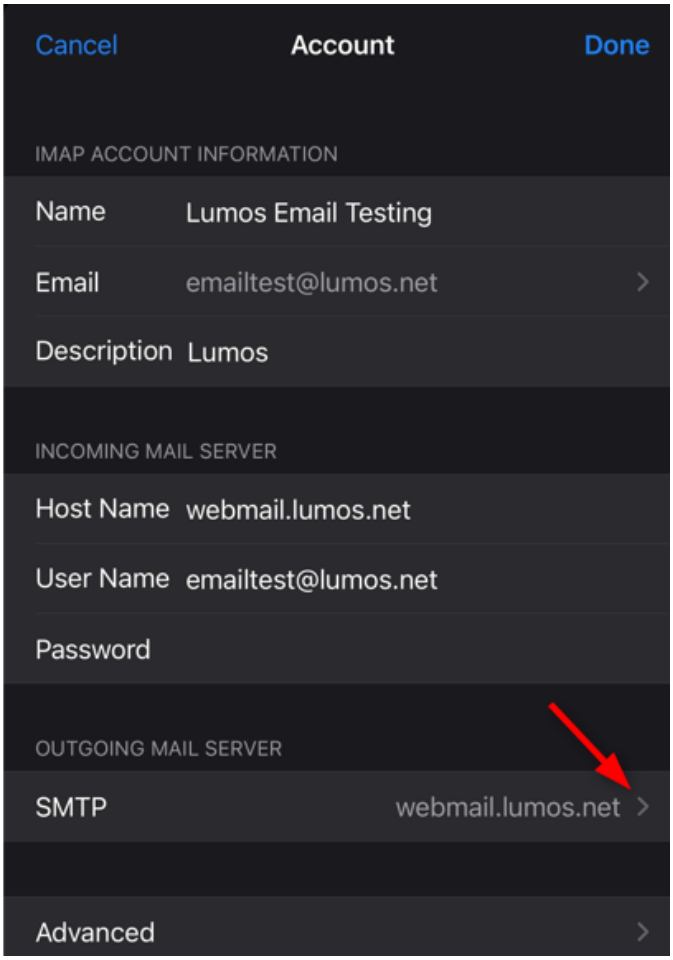
3. Tap on the > Beside of your Lumos email account:



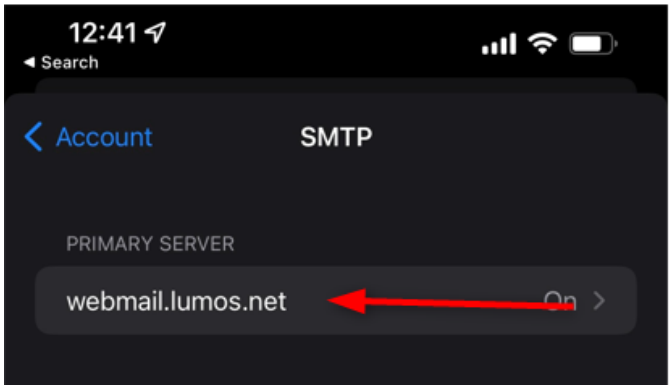
4. Tap on > beside where your email account is listed:



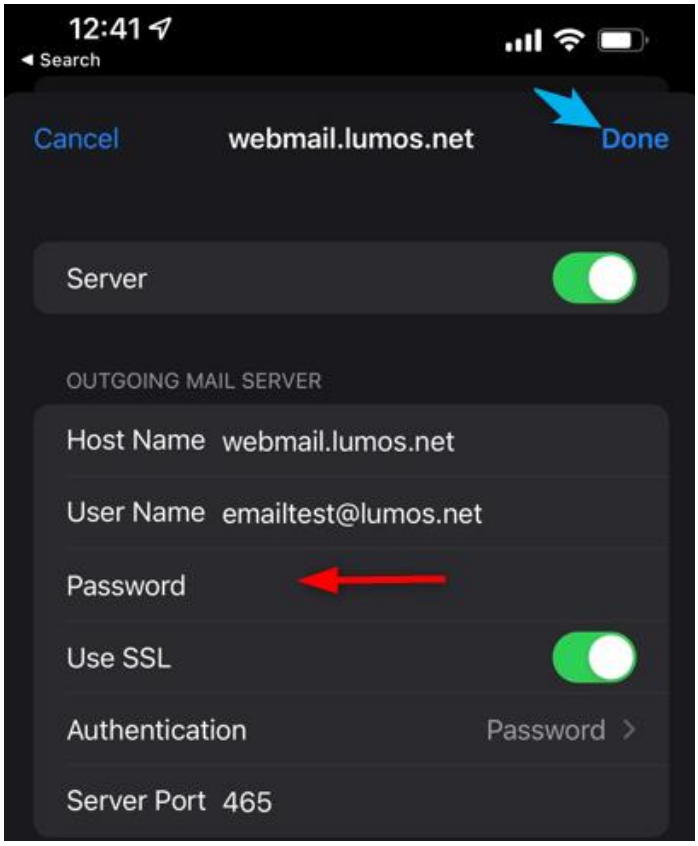
5. Your settings should look like the screen below, if everything is correct click on the > for SMTP settings



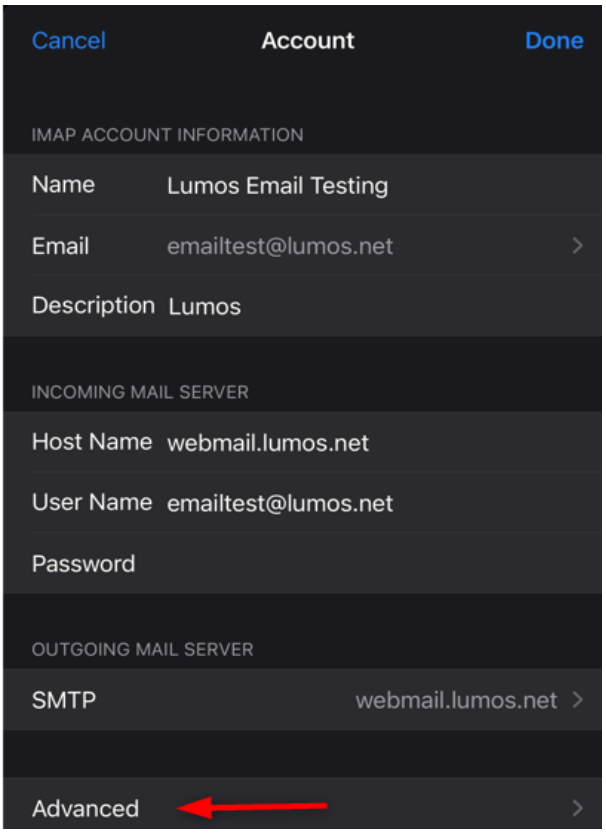
6. TAP on your email to take you to the SMTP account settings screen.

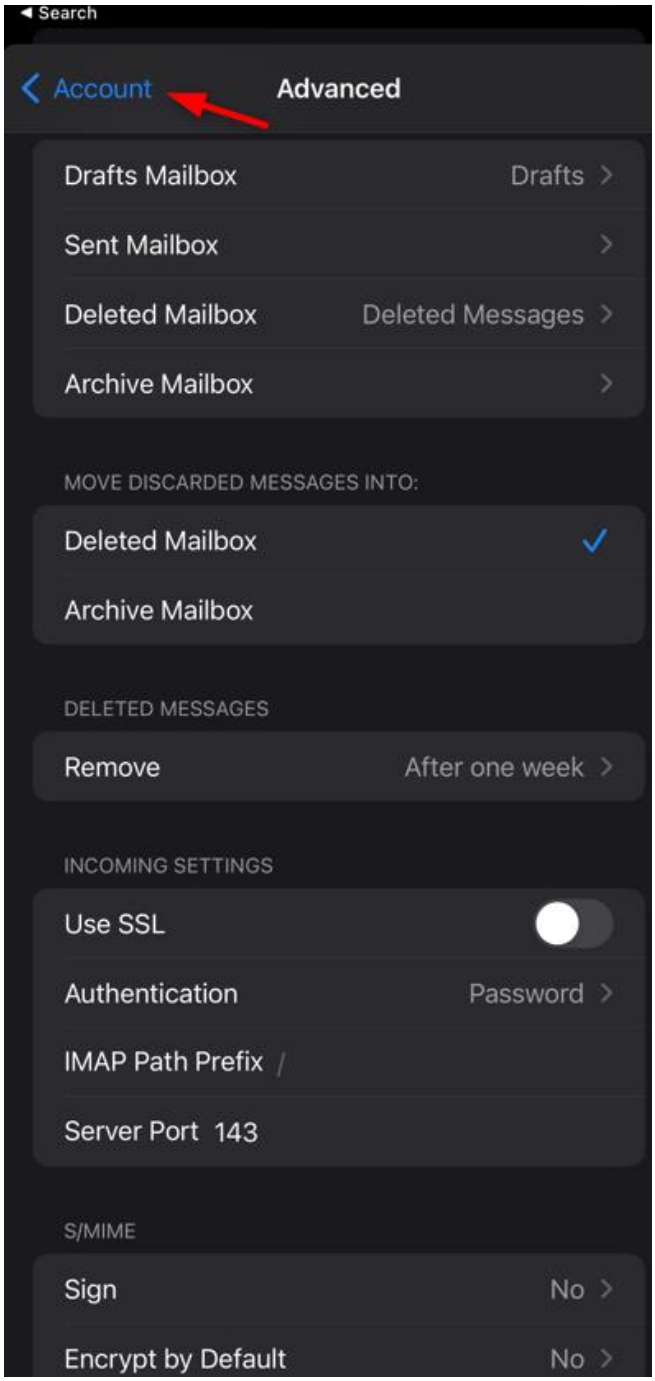


7. Your settings should look like this, tap on password. Type your password. It will be the same as your incoming password, then tap on done. It will verify your settings and then take you back to the previous screen.

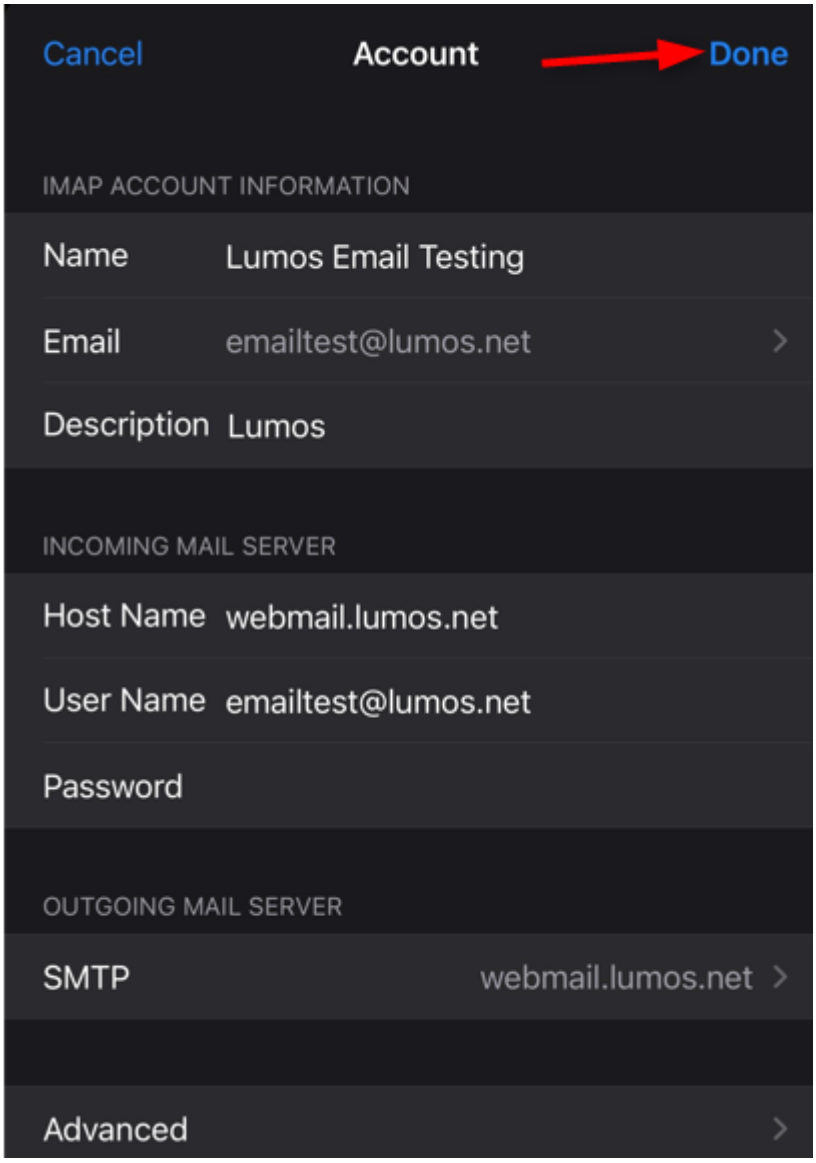


8. Click on Advance and your settings should appear as below (note these settings are for IMAP)


Cancel
Account
Done
IMAP ACCOUNT INFORMATION
Name
Lumos Email Testing
Email
emailtest@lumos.net
Description
Lumos
INCOMING MAIL SERVER
Host Name
webmail.lumos.net
User Name
emailtest@lumos.net
Password
OUTGOING MAIL SERVER
SMTP
webmail.lumos.net
Advanced

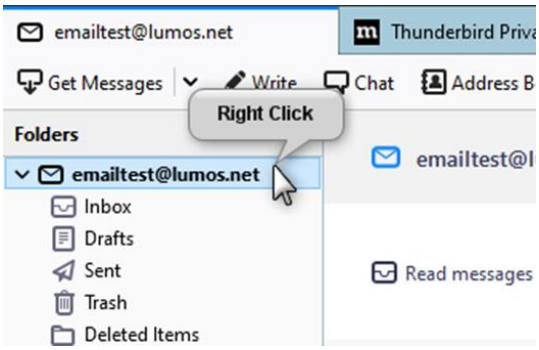


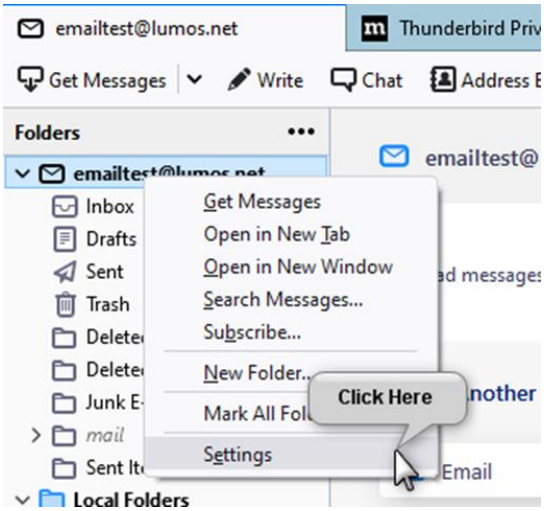
9. Tap on Account when done.
10. It will take you back to this screen, and then TAP done and it will verify your settings, if all is correct it will take you back to the previous screen. And then the email settings for your IOS device are complete.


Cancel
Account
Done
IMAP ACCOUNT INFORMATION
Name
Lumos Email Testing
Email
emailtest@lumos.net
Description
Lumos
INCOMING MAIL SERVER
Host Name
webmail.lumos.net
User Name
emailtest@lumos.net
Password
OUTGOING MAIL SERVER
SMTP
webmail.lumos.net
Advanced

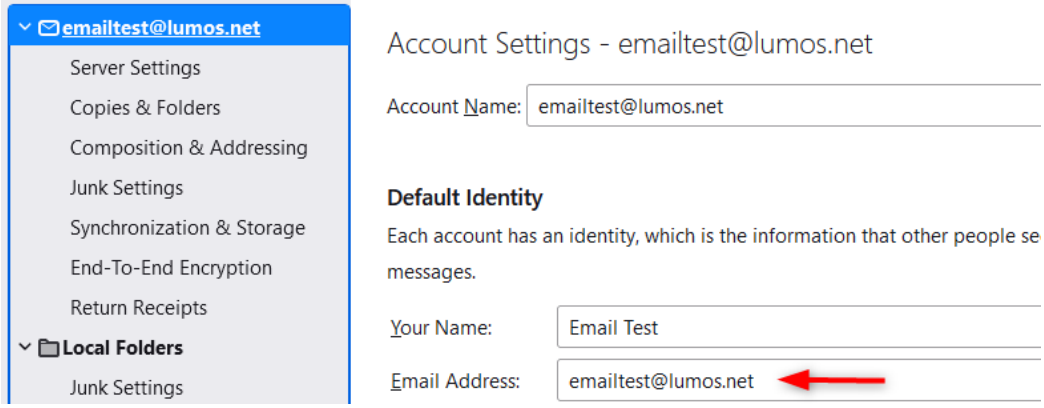
Thunderbird Email Settings:

1. Right click on your email and then go to settings

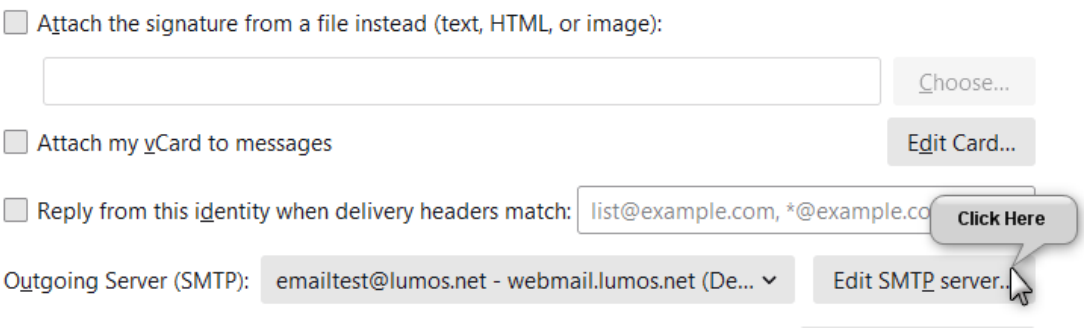




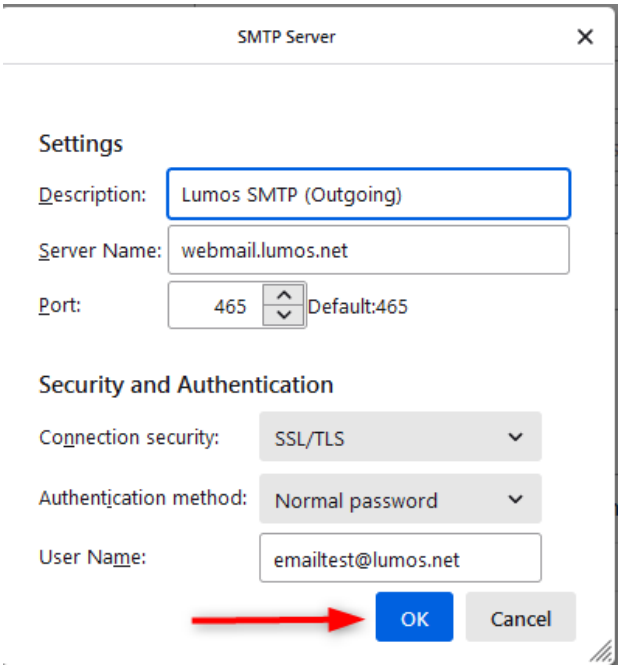
2. Verify your email address to ensure it is correct, if not you may have trouble sending email, Account name and Your Name fields can be whatever you wish, but email has to be exact:



3. Click on Edit SMTP server settings

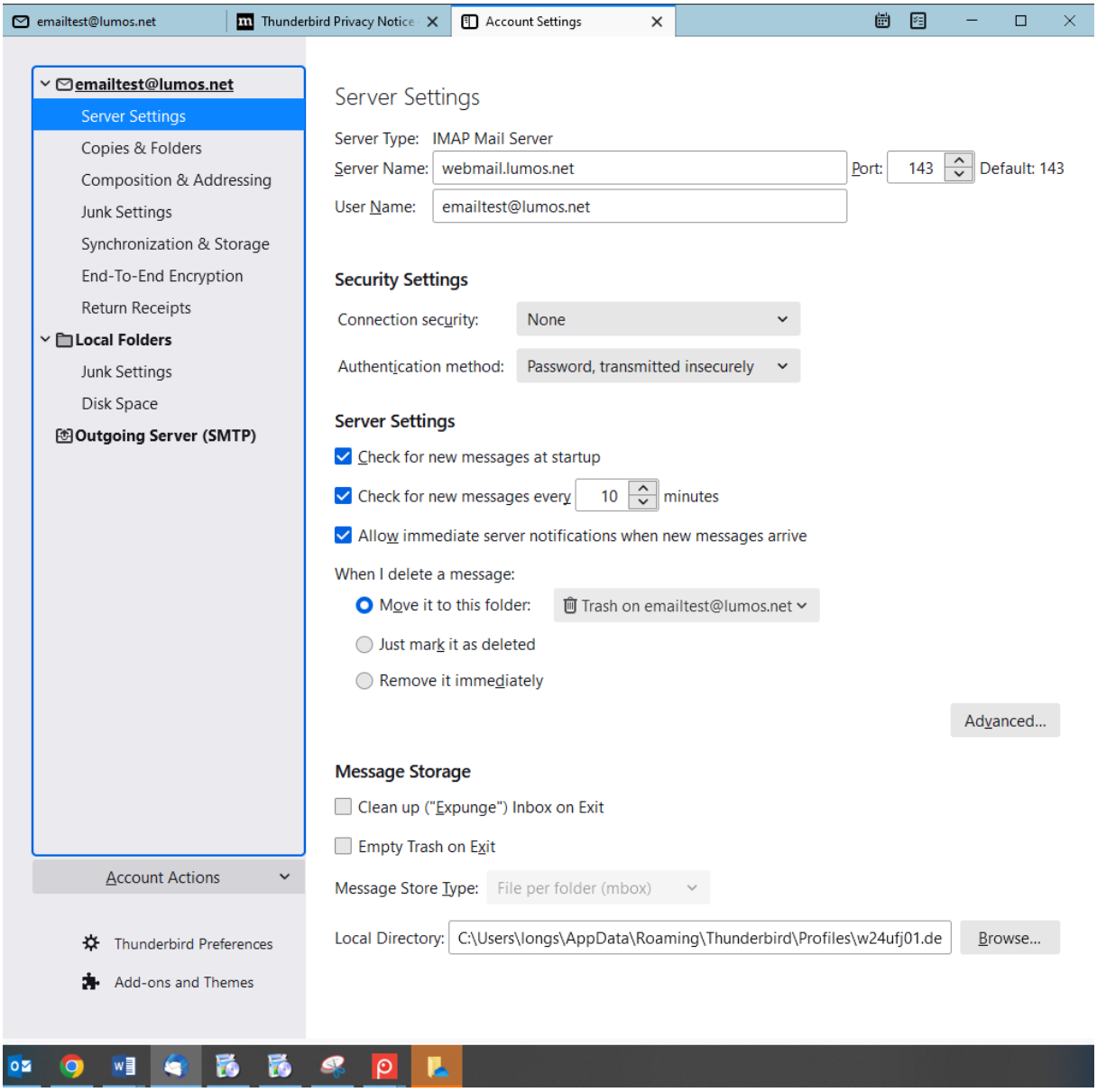


4. Verify everything matches in the screen below:

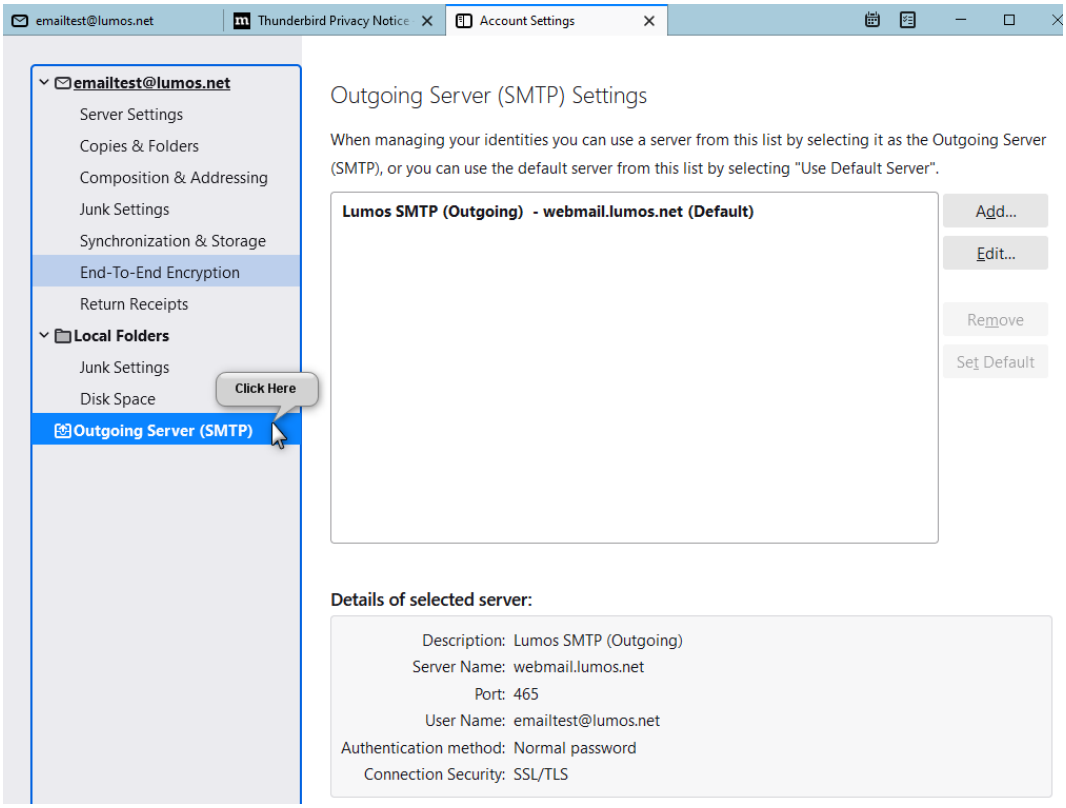


And then click O

5. Click on server settings and make sure everything matches the image below:


emailtest@lumos.net
Thunderbird Privacy Notice
Account Settings
emailtest@lumos.net
Server Settings
Copies & Folders
Composition & Addressing
Junk Settings
Synchronization & Storage
End-To-End Encryption
Return Receipts
Local Folders
Junk Settings
Disk Space
Outgoing Server (SMTP)
Account Actions
Thunderbird Preferences
Add-ons and Themes
Server Settings
Server Type: IMAP Mail Server
Server Name: webmail.lumos.net
Port: 143
Default: 143
User Name: emailtest@lumos.net
Security Settings
Connection security: None
Authentication method: Password, transmitted insecurely
Server Settings
Check for new messages at startup
Check for new messages every 10 minutes
Allow immediate server notifications when new messages arrive
When I delete a message:
Move it to this folder: Trash on emailtest@lumos.net
Just mark it as deleted
Remove it immediately
Advanced...
Message Storage
Clean up ("Expunge") Inbox on Exit
Empty Trash on Exit
Message Store Type: File per folder (mbox)
Local Directory: C:\Users\longs\AppData\Roaming\Thunderbird\Profiles\w24ufj01.de
Browse...

6. Click on Outgoing Mail and ensure it matches below, if all information was entered correctly it should display as seen below:

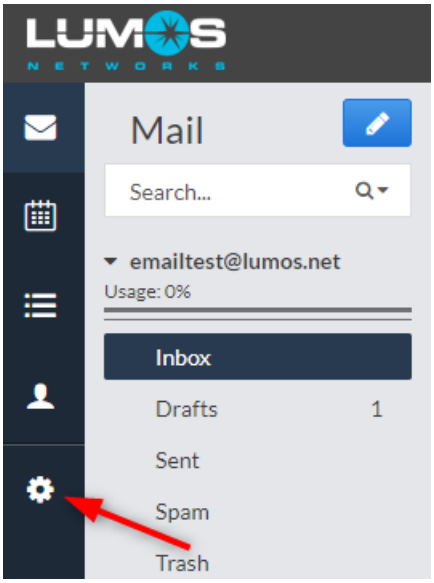


Lumos Webmail Tips

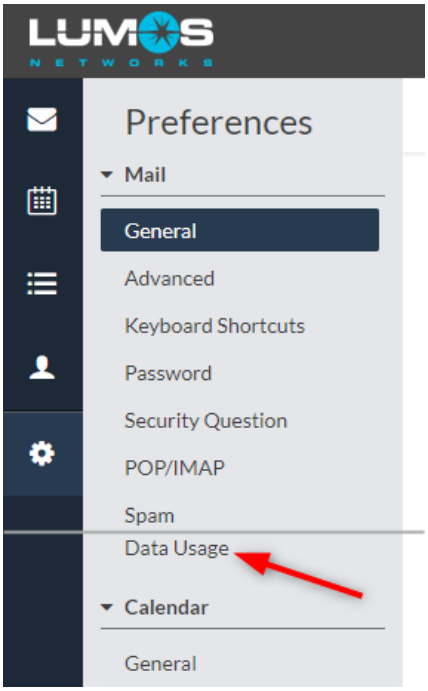
http://webmail.lumos.net

If you notice your inbox is empty but your storage space is full in your inbox you can clean up these message fragments of previous deleted emails.

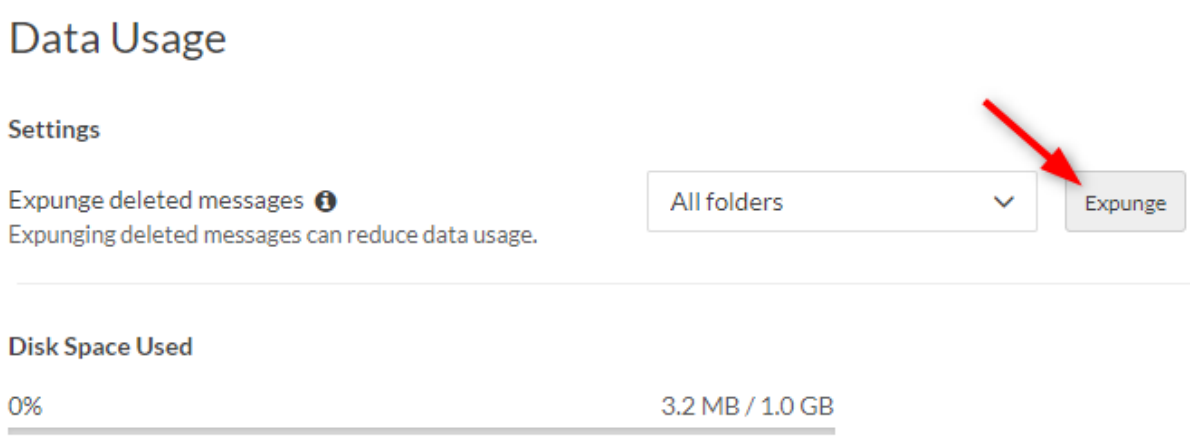
Click on the Gear which will take you settings



Click on Data Usage:

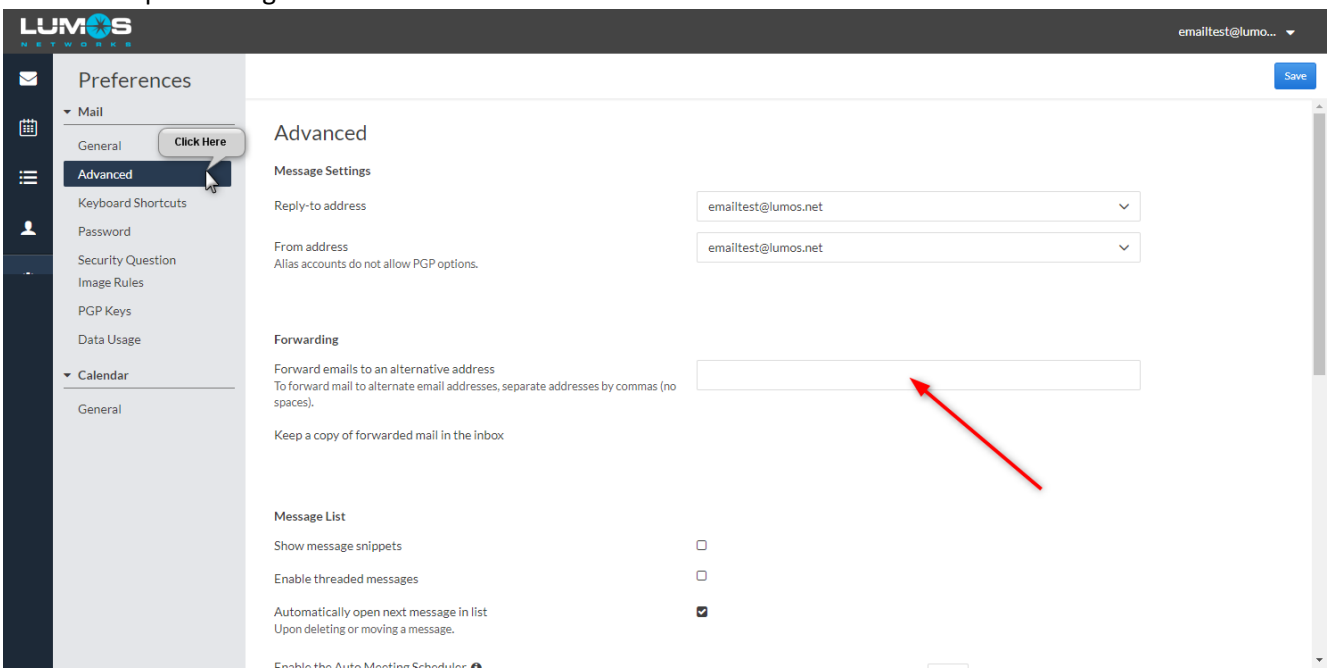


It will show you how much disc space is being used and in the amount stored in each folder. Clicking on Expunge will clean up the mailbox and hopefully should reduce the amount stored in your inbox.



How to forward your email:

Click on Advanced, and under forwarding you can forward your email to another address, if you want to keep a message on the server leave the box below unchecked.



Updated 4.4.22 by Shawn Long.