

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.

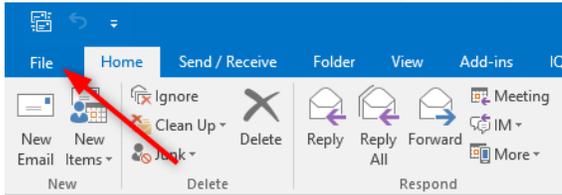
POP3 is like the conventional mailbox at your house, once you retrieve the messages they are no longer on the server. So if these messages are deleted there is not a copy of the message and the message is lost.

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

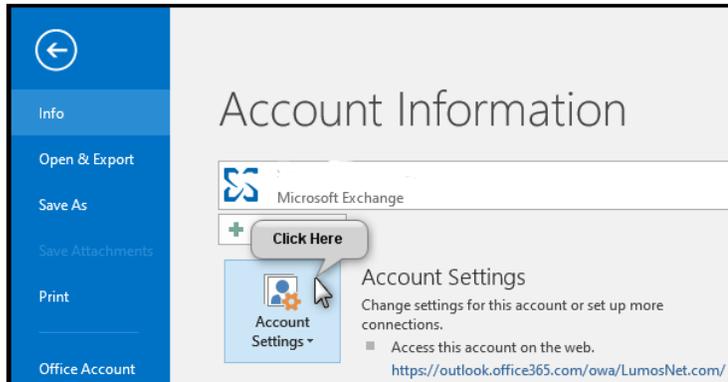
Below you will find guides on the 3 most commonly used Email Clients, all email clients should work with the settings above. We can try to assist with any email client but please keep in mind that as software ages it becomes harder to find documentation and support it. For the best experience the 3 email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

Outlook 2016

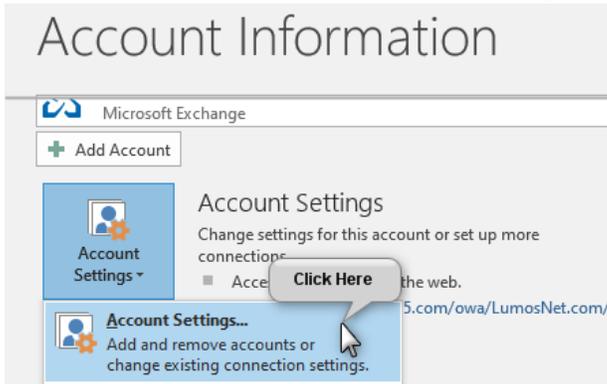
1. Go to File. By Default your email program will go to the HOME Tab. Click on File.



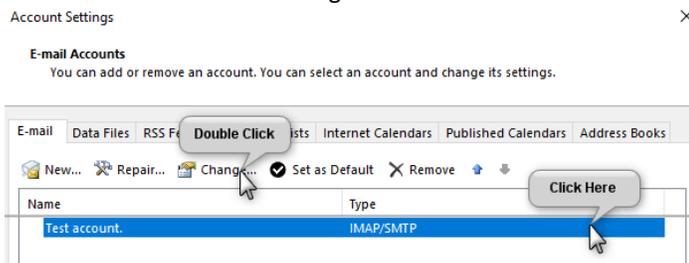
2. Click on the box for Account Settings



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:

Change Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

Automatically test account settings when Next is clicked

Mail to keep offline: All

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

Change Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

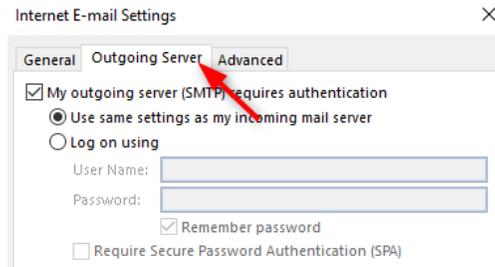
Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

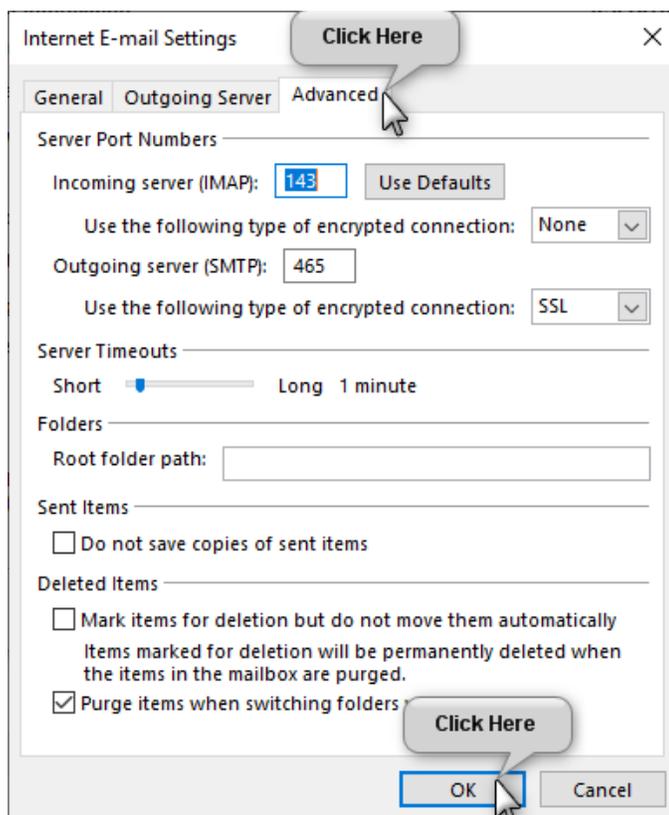
Automatically test account settings when Next is clicked

Mail to keep offline: All

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.

The screenshot shows a 'Change Account' dialog box with the following sections:

- POP and IMAP Account Settings**: Enter the mail server settings for your account.
- User Information**: Your Name: Email Test; Email Address: emailtest@lumos.net
- Server Information**: Account Type: IMAP; Incoming mail server: webmail.lumos.net; Outgoing mail server (SMTP): webmail.lumos.net
- Logon Information**: User Name: emailtest@lumos.net; Password: [masked]; Remember password; Require logon using Secure Password Authentication (SPA)
- Test Account Settings**: We recommend that you test your account to ensure that the entries are correct. Automatically test account settings when Next is clicked. Mail to keep offline: All (slider).

At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'. A callout bubble labeled 'Click Here' points to the 'Next >' button.

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.

The screenshot shows a 'Test Account Settings' dialog box with the following content:

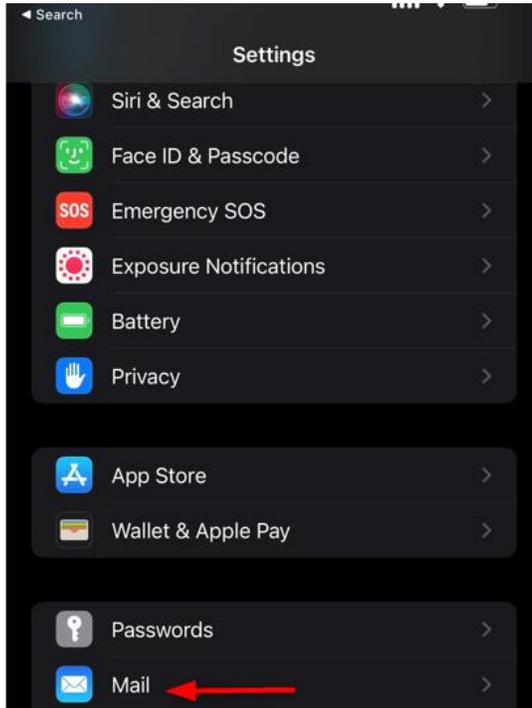
- Test Account Settings**: Congratulations! All tests completed successfully. Click Close to continue.
- Tasks** tab is selected. The 'Errors' tab is also visible.
- Tasks Table**:

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

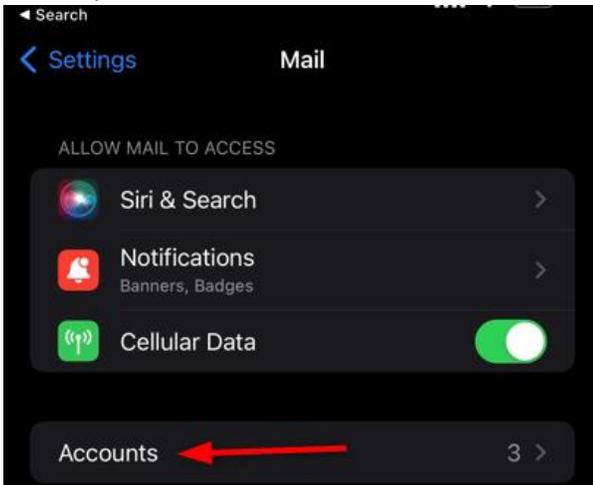
A callout bubble labeled 'Click Here' points to the 'Close' button.

Apple IOS mail client –

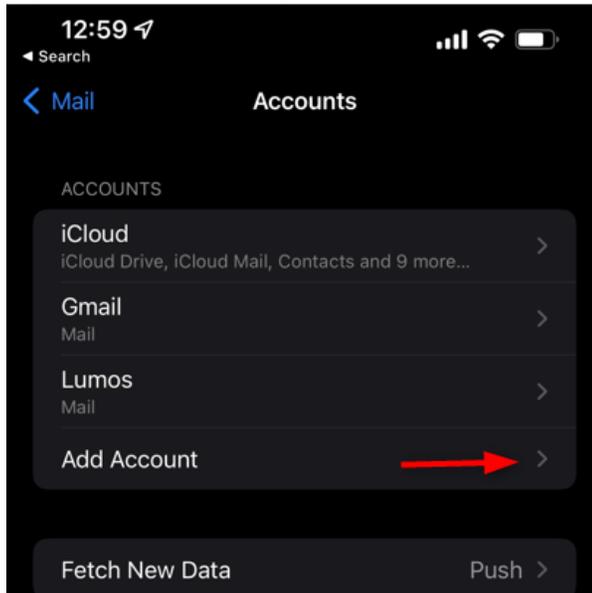
1. Go to your settings for your Iphone or Ipad, once there tap on Mail



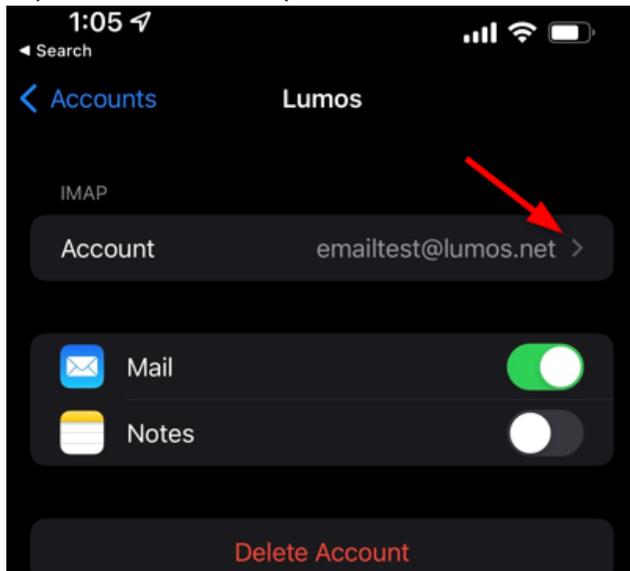
2. Then tap on accounts.



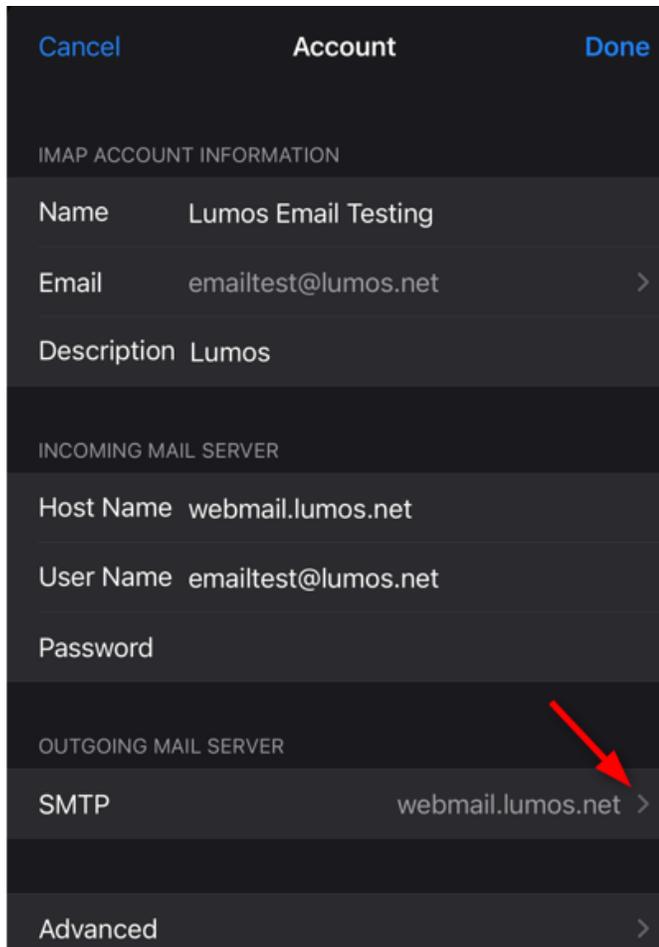
3. Tap on the > Beside of your Lumos email account:



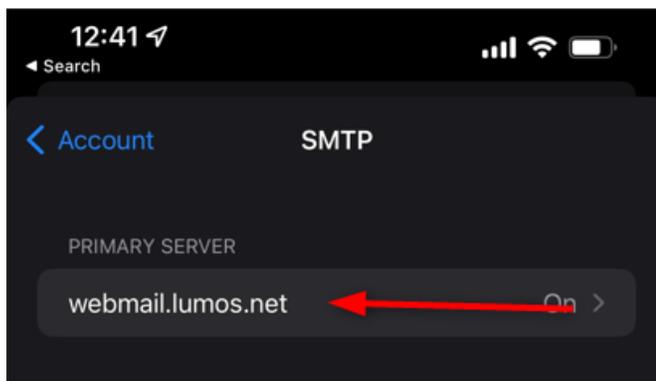
4. Tap on > beside where your email account is listed:



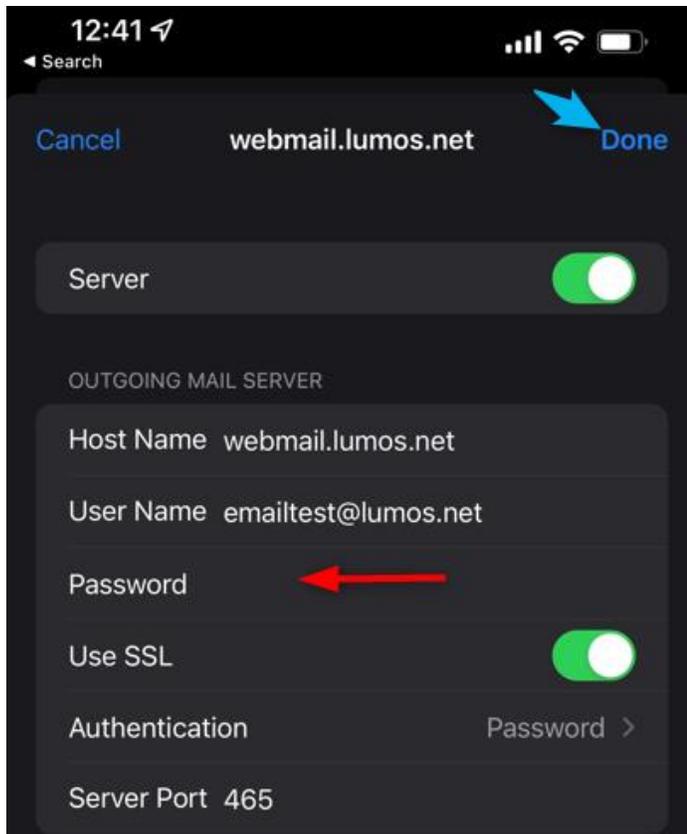
5. Your settings should look like the screen below, if everything is correct click on the > for SMTP settings



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

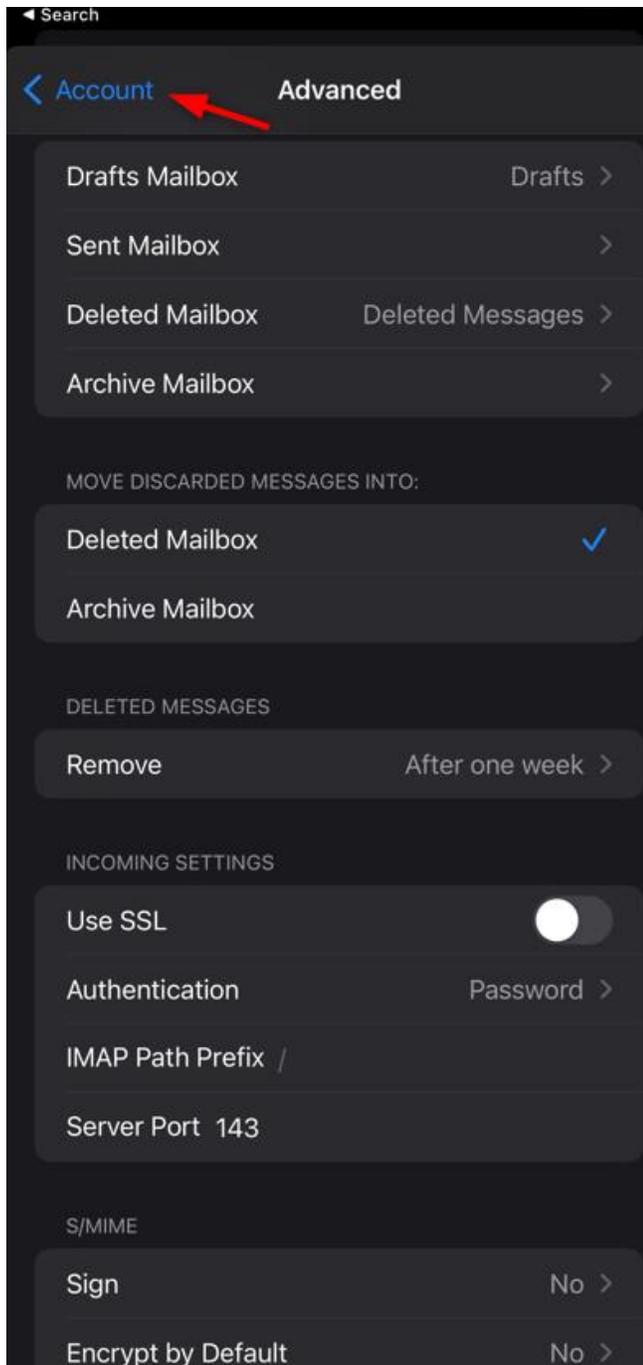
User Name emailtest@lumos.net

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

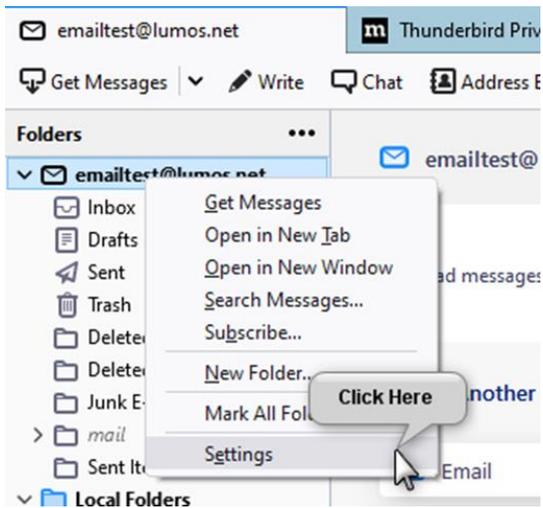
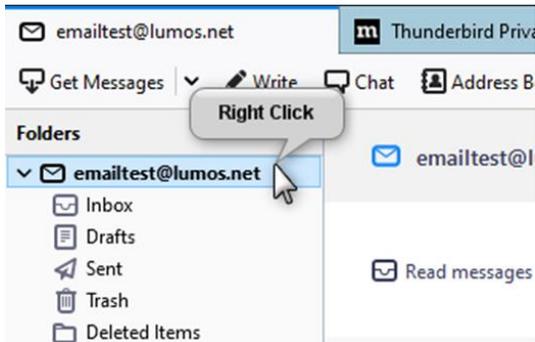
OUTGOING MAIL SERVER

SMTP webmail.lumos.net >

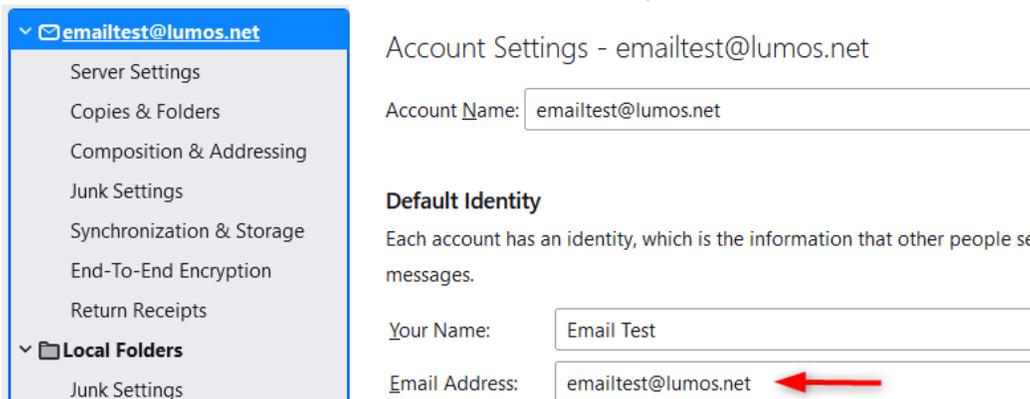
Advanced >

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:



The screenshot shows the 'Account Settings - emailtest@lumos.net' window. On the left is a sidebar with a list of settings categories: 'Server Settings', 'Copies & Folders', 'Composition & Addressing', 'Junk Settings', 'Synchronization & Storage', 'End-To-End Encryption', 'Return Receipts', and 'Local Folders' (which is expanded to show 'Junk Settings'). The main area displays the 'Default Identity' section. It includes a text field for 'Account Name' containing 'emailtest@lumos.net'. Below that, there is a section for 'Your Name' with a text field containing 'Email Test'. At the bottom, there is a text field for 'Email Address' containing 'emailtest@lumos.net', with a red arrow pointing to it.

3. Click on Edit SMTP server settings

Attach the signature from a file instead (text, HTML, or image):

Attach my vCard to messages

Reply from this identity when delivery headers match:

Outgoing Server (SMTP):

4. Verify everything matches in the screen below:

SMTP Server

Settings

Description:

Server Name:

Port:

Security and Authentication

Connection security:

Authentication method:

User Name:

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

Server Settings

Server Type: IMAP Mail Server
Server Name: Port: Default: 143
User Name:

Security Settings

Connection security:
Authentication method:

Server Settings

Check for new messages at startup
 Check for new messages every minutes
 Allow immediate server notifications when new messages arrive

When I delete a message:

Move it to this folder:
 Just mark it as deleted
 Remove it immediately

[Advanced...](#)

Message Storage

Clean up ("Expunge") Inbox on Exit
 Empty Trash on Exit

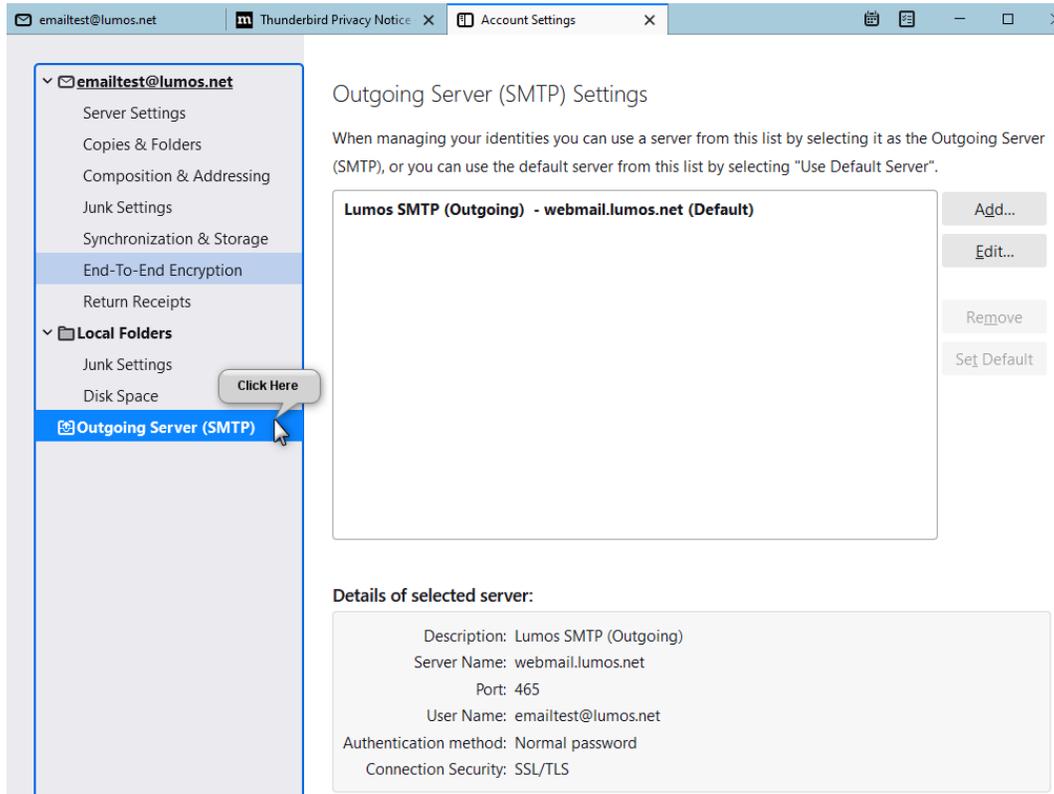
Message Store Type:

Local Directory: [Browse...](#)

Account Actions

- Thunderbird Preferences
- Add-ons and Themes

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

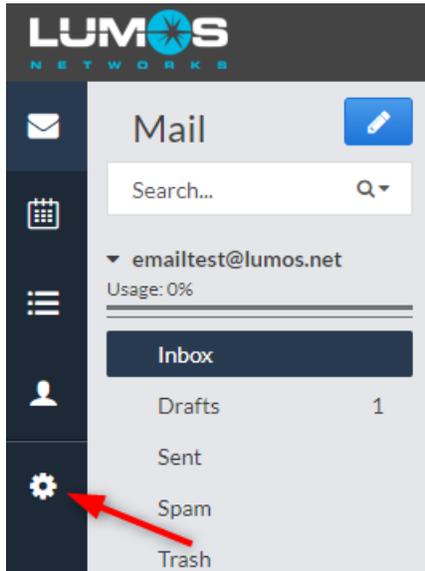


Lumos Webmail Tips

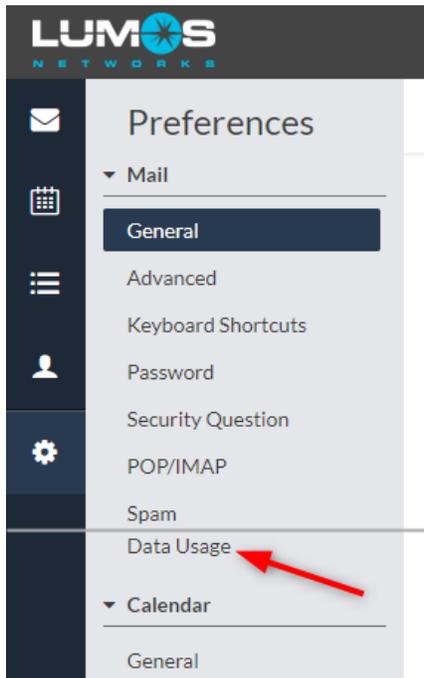
<http://webmail.lumos.net>

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.

Data Usage

Settings

Expunge deleted messages ⓘ
Expunging deleted messages can reduce data usage.

All folders



Expunge



Disk Space Used

0%

3.2 MB / 1.0 GB

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.

The screenshot shows the LUMOS NETWORK web interface. On the left is a navigation sidebar with 'Mail' expanded and 'Advanced' selected. The main content area is titled 'Advanced' and contains several sections: 'Message Settings' with dropdowns for 'Reply-to address' and 'From address' (both set to emailtest@lumos.net); 'Forwarding' with a text input field for an alternative address (highlighted by a red arrow) and a checkbox for 'Keep a copy of forwarded mail in the inbox'; and 'Message List' with checkboxes for 'Show message snippets', 'Enable threaded messages', and 'Automatically open next message in list' (checked). A 'Save' button is in the top right corner.

Updated 4.4.22 by Shawn Long.