BIGPOND™
PREMIUM MAIL

USER GUIDE

WHO THIS USER GUIDE IS FOR

This document is for users of BigPond Premium Mail. It describes the features of BigPond Premium Mail from a user's perspective. It contains:
• A general description of the features of BigPond Premium Mail
• How to configure email applications for use of BigPond Premium Mail
• How to access BigPond Premium Mail with the Microsoft Outlook products

TERMS USED IN THIS GUIDE

As a user, you have access to **DeskControl**, which allows you to change your own BigPond Premium Mail password.

The **Global Address List (GAL)**, is the address list of all users and groups in your organisation that are represented on BigPond Premium Mail.

A number of internationally agreed protocols are used for Email. These include **SMTP** or S**imple Mail Transfer Protocol**, POP3 **(Post Office Protocol 3)** and **IMAP4 (Internet Message Access Protocol)**.

An **Email Client** or **Email Application** is the software on your computer that is used for sending and receiving email. Examples of this include Microsoft Outlook, Outlook Express, Netscape Mail, or Eudora. A special case is Outlook Web Access (OWA) which uses your browser. Outlook Web Access works directly with Exchange Mail and is not dependant on unique mail settings on your computer. For this reason, it is useful for remote access to BigPond Premium Mail.

Unless otherwise specified, the terms **Outlook** and **Microsoft Outlook** refer to one or more of the following products, Microsoft Outlook 97, 98, 2000, XP or 2003. **Outlook Express** is referred to as such.

Microsoft Outlook clients communicate with the BigPond Premium Mail using a standard protocol called the Messaging Application Programming Interface (MAPI). Unlike POP, MAPI enables customers to synchronise their email, calendar and contacts between devices and the BigPond Premium Mail service.

FEATURE OF BIGPOND PREMIUM MAIL

YOUR MAILBOX

The maximum size of your mailbox is set at 20MB. Your administrator will set the levels at which you will be warned as the mailbox fills. You will receive an automatic generated email from the Postmaster as you reach these levels.

MESSAGES

The maximum size of any message you send through BigPond Premium Mail is 10 Megabytes, including attachments.

A note about attachments. Note that due to the method used to encrypt email messages, message attachments can be up to 30% bigger than the original.

VIRUS CHECKING

Messages passing through BigPond Premium Mail are checked for vendor identified viruses. If a message addressed to you contains a vendor identified virus, then BigPond Premium Mail will attempt to clean the infected attachment.

1. If the virus can be removed, the email will be delivered.
2. If the virus cannot be removed, the attachment is removed, and the message delivered without it.

In both cases you are notified that the message contained a virus. The originator of the message is not advised.

EMAIL ADDRESS OPTIONS

EXTRA EMAIL ADDRESSES
This option allows you to add and remove additional email addresses to your mailbox. For example, if your email address is jimsmith@abc.com.au and you have an extra email address of jimmy@abc.com.au, email addressed to either address will be delivered to your mailbox. Only your mail administrator allocates Extra Email Addresses.

MESSAGE FORWARDING
Message forwarding provides a method of automatically forwarding your email to another mailbox on receipt. Message forwarding is available to BigPond Premium Mail uses who use Microsoft Outlook.

If you are using Outlook, you can setup message-forwarding rules using the Rules Wizard or Out of Office Assistant depending on your requirements.

OUT OF OFFICE ASSISTANT
If you are using Outlook or Outlook Web Access, you can use the Out of Office Assistant to create actions that will automatically respond on receipt of a message while you are "Out of Office". Note that if you are using Out Of Office, the automatic Out Of Office response will only go to the other users in the organisation. If you want to forward messages out of the organisation, you will need to set up a rule specifically to do this.

PUBLIC FOLDERS
Public Folders are shared folders that all users in your organisation have access to. Typically they will be set up to hold email, calendars or contact lists. Public folders are only available if you are on the Group Web Access or Group PC/Web Access plan.

OUTLOOK WEB ACCESS SECURITY OPTIONS
Outlook Web Access has three security options:
• **Public Kiosk/ Shared Computer** (extra security). This option should be used when using Outlook Web Access from a shared computer or Internet Café. When you are using this option you will need to enter your name and password every time you log onto BigPond Premium Mail.
• **my PC** (normal security). This option can be used in an environment such as your office. When you logon you will be prompted for your password only.
• **Keep me logged in unless I logout** (low security). This option provides an automatic login next time you open OWA.

MAIL CLIENT CONFIGURATION

INSTALLATION OF OUTLOOK

If you have been provided a Group PC/Web Access service, you are required to download the latest copy of Outlook if you don't have one already.

Your administrator will be required to install the service on your behalf to your computer. Once installation has been completed, you are then able to configure your Email client.

SOFTWARE REQUIREMENTS

Microsoft Outlook: All versions of Outlook since Outlook 97 are suitable as MAPI clients. However early versions of Microsoft Outlook may perform poorly when used on a slow internet connection such as dial-up. For this reason it is recommended that Outlook 2003 is used. The performance of Microsoft Outlook 2000 and Outlook XP can be improved by adjusting its configuration. Full details are in Microsoft publication ''Optimizing Outlook 2000 Performance'', which is available from www.microsoft.com.

Microsoft Outlook later than Outlook 98 can also be used as a POP or IMAP client. This is done by configuring Outlook for **Internet Mail**.

All versions of Microsoft Outlook Express can be used as either a **POP** or **IMAP** client.

The minimum browser requirements for **Outlook Web Access** are:
• Microsoft Internet Explorer 5.1
• Netscape Navigator 4.8

Full functionality when using Outlook Web Access, Internet Explorer V6 with Windows XP is required.

Other Email Software: Most email applications which comply with POP3 and IMAP4 standards will work satisfactorily with BigPond Premium Mail.

OUTLOOK – PREMIUM ACCESS

Microsoft Outlook when configured as a MAPI client provides a fully functional email application which includes shared calendars, reminders and contact lists and the ability to synchronise your mobile device and computer with the BigPond Premium Mail server. This capability is only available if you have selected the Group PC/Web Access plan for your mailbox. If you have not purchased this plan, you are required to set up your email client for POP/SMTP/IMAP.
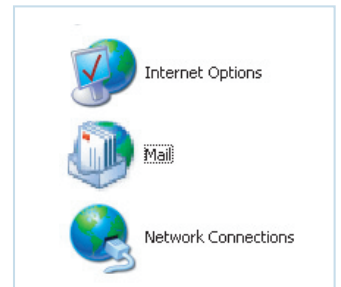
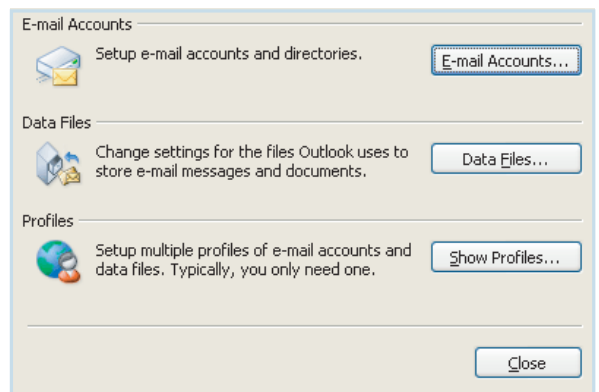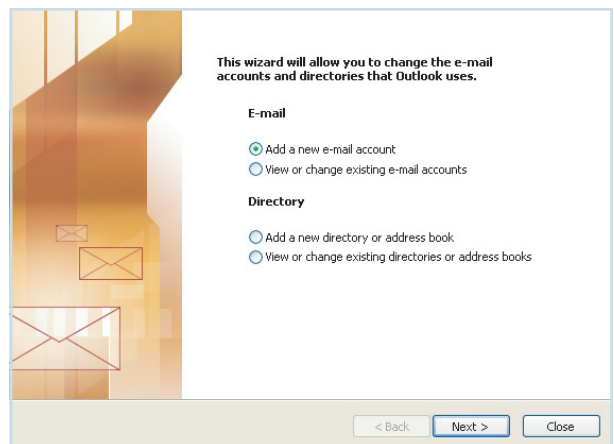| STEP 1	Open the Control Panel on your computer by using the 'Start' bar.
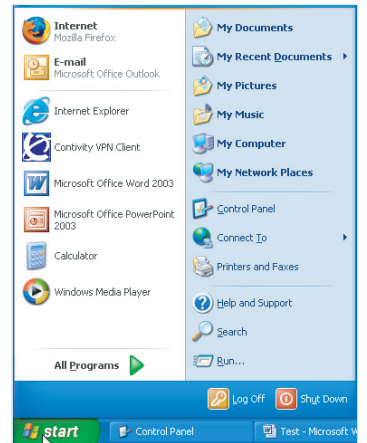
STEP 2	Double click the Mail icon

STEP 3	Select E-mail Accounts

STEP 4	Select "Add a new e-mail account" and click on the "Next" button.

STEP 5	If you have selected the Group PC/Web Access plan for your mailbox, select the "Microsoft Exchange Server" as the mail server type and click "Next". All other customers are advised to jump to the steps outlined in Outlook - Basic Access.
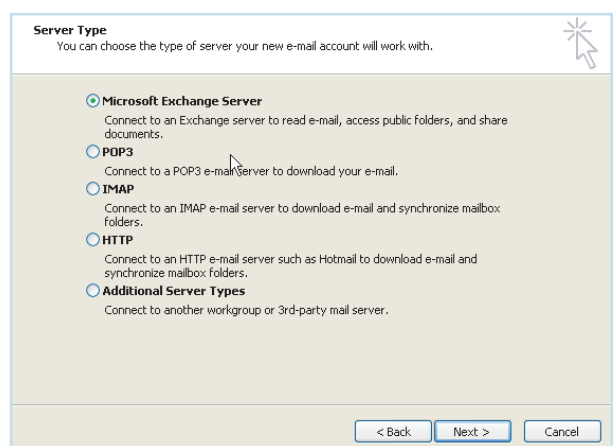
STEP 6	Complete the Exchange Server settings

- Enter mapi-au.server-exchange.com in the **Microsoft Exchange Server** field
- Ensure that **Use Cached Exchange Mode** box is checked.
- Enter your **Full Name** as supplied by your administrator in the **User Name** field.
- Select Check Name.

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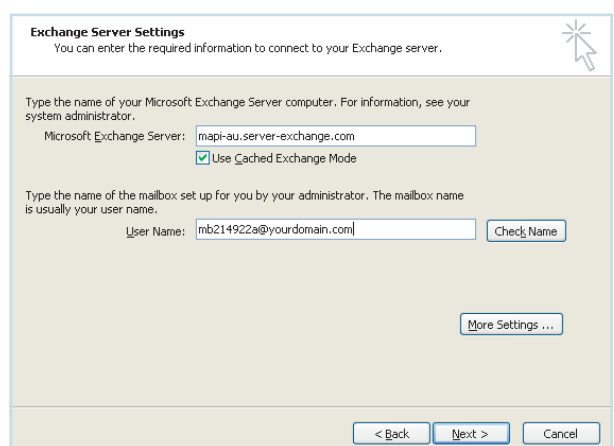
STEP 7

You will then be prompted to enter in your username (email address) and password that has been provided by your administrator or set up by yourself. Select OK once you have finished.

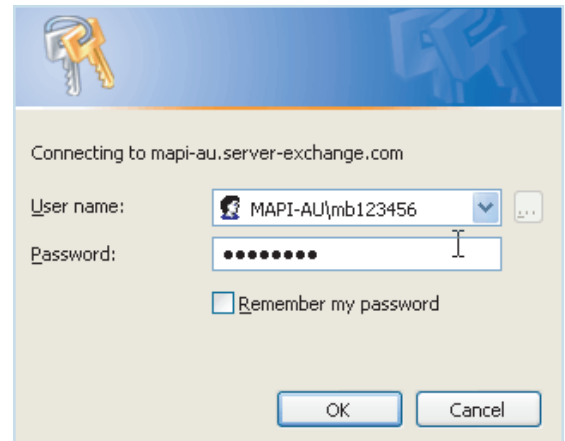Connecting to mapi-au.server-exchange.com

User name: MAPI-AU\mb123456

Password: ••••••••

☐ Remember my password

OK   Cancel

STEP 8

Connection is confirmed when the names in the **Microsoft Exchange Server** field and **User Name** fields are underlined. Click the **Next** button.

STEP 9

You will then be presented a "Congratulations" message. Click **Finish** to complete the setup procedure.

Congratulations!

You have successfully entered all the information required to setup your account.

To close the wizard, click Finish.

< Back   Finish
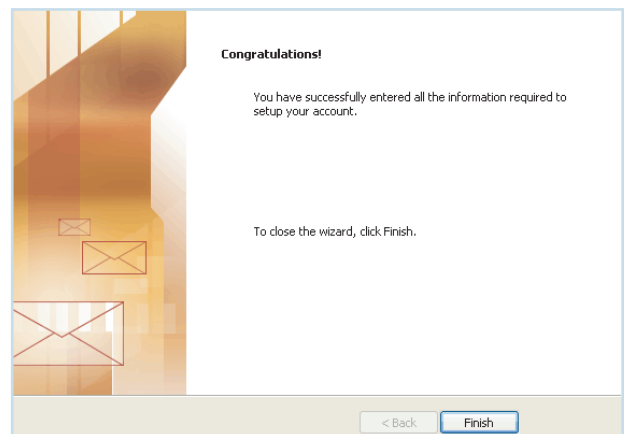
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OUTLOOK – BASIC ACCESS

BigPond Premium Mail can be used with most popular POP or IMAP email clients. The configuration of Outlook may vary between versions.

STEPS 1- 4	Follow the steps as outlined in **Outlook – Premium** Access

STEP 5	Select **POP3** followed by selecting the **Next** button.

Server Type
You can choose the type of server your new e-mail account will work with.

○ **Microsoft Exchange Server**
Connect to an Exchange server to read e-mail, access public folders, and share documents.
⦿ **POP3**
Connect to a POP3 e-mail server to download your e-mail.
○ **IMAP**
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.
○ **HTTP**
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.
○ **Additional Server Types**
Connect to another workgroup or 3rd-party mail server.

< Back   Next >   Cancel

| STEP 6	Enter the following details: **Your Name**: The name that will appear in the From address. **Email Address**: The address which emails will be directed to when the recipient replies to your email. **Incoming mail server (POP3)**: pop-au.server-exchange.com **Outgoing mail server (SMTP)**: mail.bigpond.com **User Name**: your email address **Password**: your password **Note**: You can replace the **Incoming mail server** settings with imap-au.server-exchange.com if you select **IMAP** in **Step 5**.

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information
Your Name: John Smith
E-mail Address: john.smith@domain.com

Server Information
Incoming mail server (POP3): au.server-exchange.com
Outgoing mail server (SMTP): mail.bigpond.com

Logon Information
User Name: john.smith@domain.com
Password: ********
☑ Remember password
☐ Log on using Secure Password Authentication (SPA)

Test Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

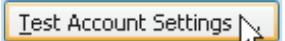More Settings ...

< Back   Next >   Cancel

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STEP 7

Select **More Settings**… and select the **Advanced** tab followed by selecting the checkbox to apply SSL on the **Incoming server**. Click **OK**.
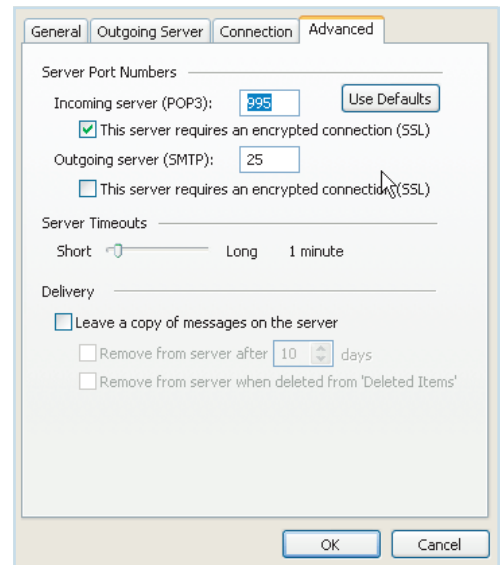
STEP 8

To make sure that the your settings are correct, it is recommended that you test the settings by selecting the **Test Account Settings** button.

STEP 9

Upon a successful confirmation, select Next to compete to set up process.

OUTLOOK EXPRESS

BigPond Premium Mail can be used with Outlook Express using POP or IMAP. The configuration of Outlook Express may vary between versions.

| **STEP 1**	Start Outlook Express

STEP 2	If this is the first account you are creating with Outlook Express, the **Internet Connection Wizard** starts automatically. Otherwise, the wizard may be started manually. To do this, from the **Tools** menu, select Accounts and then choose the **Mail** tab. Click **Add**.
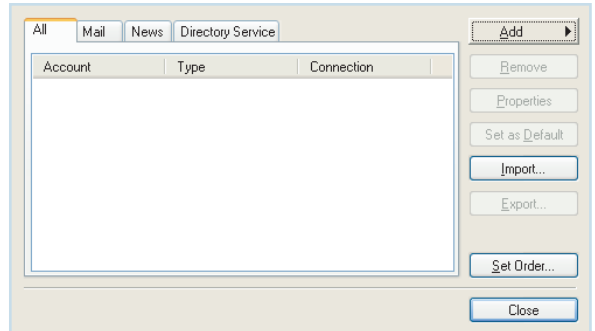
STEP 3	In the Internet Connection Wizard window, enter your name. This name will be displayed on your emails as the originator.
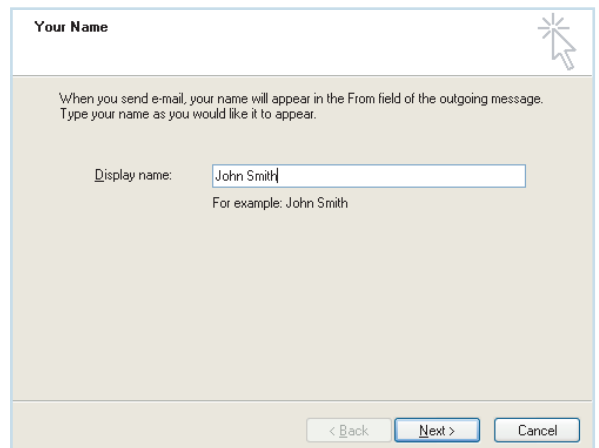
STEPS 4	Click on **Next** to continue

STEP 5

In the Internet E-mail Address window, enter your email address. This address will be displayed as the originating email address on the messages you send. If a recipient of a message uses the automatic reply to your message, it will go to this address.

Internet E-mail Address

Your e-mail address is the address other people use to send e-mail messages to you.

E-mail address: john.smith@yourdomain.com

For example: someone@microsoft.com

`< Back` `Next >` `Cancel`

STEP 6

In the **Email Server Names** window enter the server addressing information:

- Select either **POP3** or **IMAP** from the **My incoming mail server** is a POP/IMAP server drop-down box.
- **Incoming mail server**: pop-au.server-exchange.com
- **Outgoing mail serve**r: mail.bigpond.com

Note: You may simply replace the I**ncoming mail server** setting to imap-au.server-exchange.com if you wish to use **IMAP**.

Once completed, select **Next**.

E-mail Server Names

My incoming mail server is a   POP3   server.

Incoming mail (POP3, IMAP or HTTP) server:

pop-au.server-exchange.com

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:

mail.bigpond.com

`< Back` `Next >` `Cancel`

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STEP 7

In the **Internet Mail Logon** window, enter your authentication details as shown.

The **Account name** is your main email address.

If you check the **Remember password** checkbox, you will not be prompted for a user name or password when logging on. If you do not check this box, you will be prompted for your password only. Click on the **Next** button to continue. You have completed the user configuration.
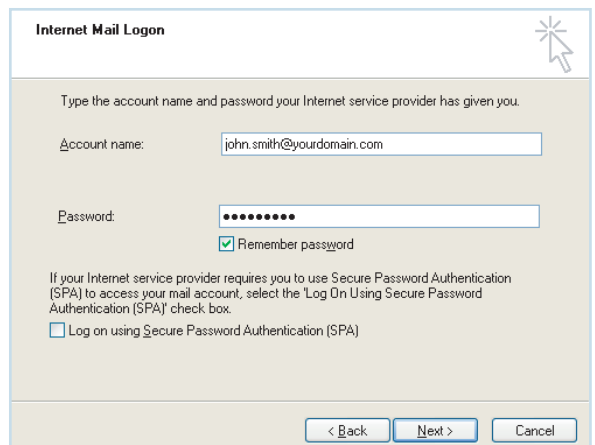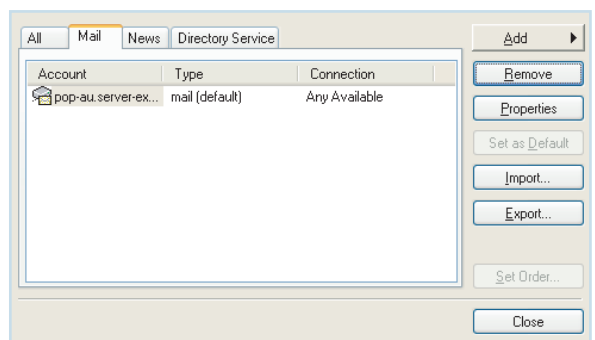

STEP 8

Click on the **Finish button**.
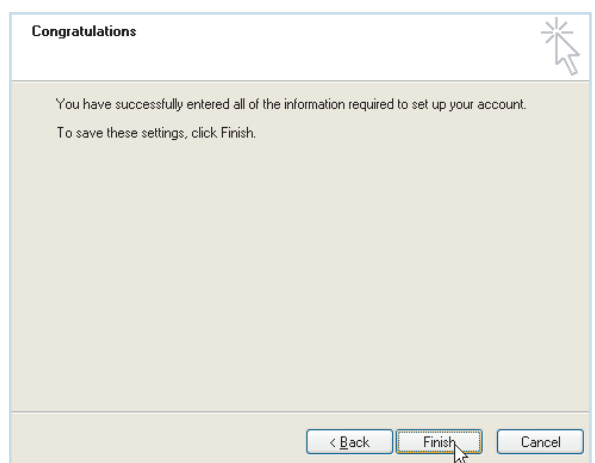
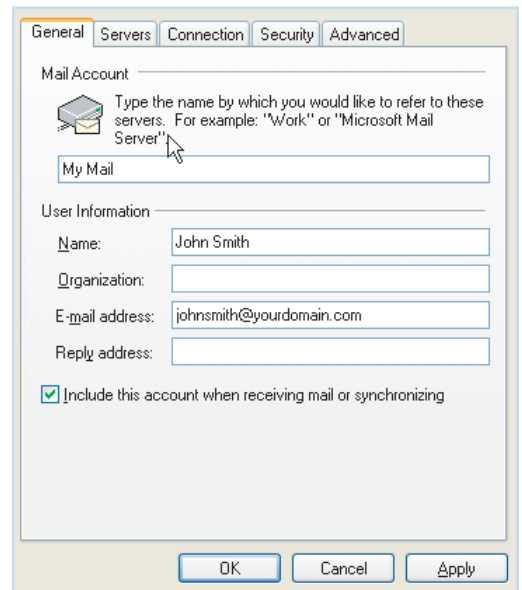## STEP 9

From the **Tools** menu, select **Accounts** and then choose the **Mail** tab. Highlight the account you have just created.
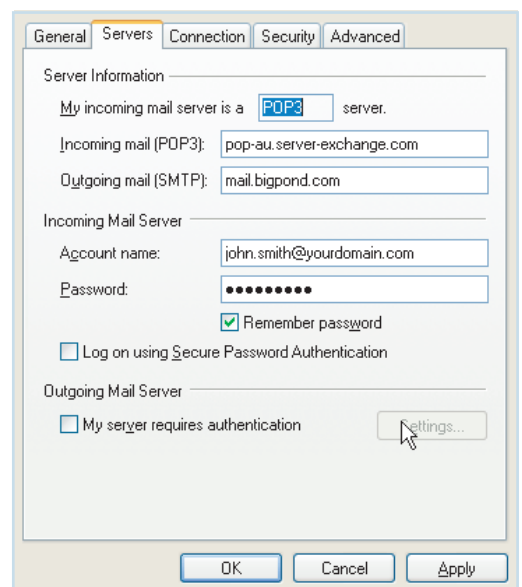
STEP 10

Click on the **Properties** button. You can change the name of your email account here if you wish.

General | Servers | Connection | Security | Advanced

Mail Account

Type the name by which you would like to refer to these servers. For example: "Work" or "Microsoft Mail Server"

My Mail

User Information

Name: John Smith
Organization:
E-mail address: johnsmith@yourdomain.com
Reply address:

☑ Include this account when receiving mail or synchronizing

OK   Cancel   Apply

STEP 11

Select the **Servers** tab. Confirm that the **Incoming mail** setting is pop-au.server-exchange.com and that the **Outgoing mail** setting is mail.bigpond.com.

General | Servers | Connection | Security | Advanced

Server Information

My incoming mail server is a POP3 server.
Incoming mail (POP3): pop-au.server-exchange.com
Outgoing mail (SMTP): mail.bigpond.com

Incoming Mail Server

Account name: john.smith@yourdomain.com
Password: ●●●●●●●●
☑ Remember password
☐ Log on using Secure Password Authentication

Outgoing Mail Server

☐ My server requires authentication   Settings...

OK   Cancel   Apply

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STEP 12	Click on the **Apply** button to confirm the change.

STEP 13	Select the **Advanced** tab. Check the **This server requires a secure connection** box for **Incoming mail**.
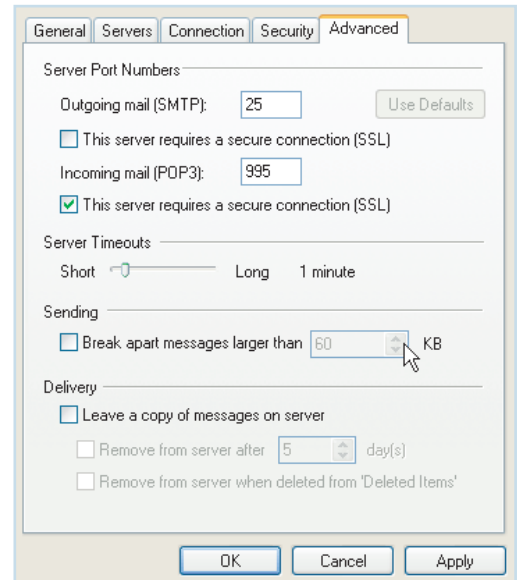
STEP 14	Click **Apply** to confirm the change. Click **OK** to close the **Properties** dialog, and **Close** the **Internet Accounts** dialog.

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MOBILE CONFIGURATION

Detailed instructions on how to set up your mobile device to synchronise with a Microsoft Exchange 2003 server, such as the BigPond Premium Mail service, may be obtained from the manufacturer of your mobile device.

Some key points to consider when setting up your mobile device:
• Make sure that your mobile device is compatible with and has been enabled for GPRS.
• Confirm that you can logon to Outlook Web Access (OWA) with your username and password.
• Make sure that the time and date on your mobile device is correct. If the time and date is incorrectly set up on your mobile device, then you may not be able to synchronise your mobile device with your BigPond Premium Mail service.
• Test that GPRS is working on your mobile device. This test can be performed by going to a web page using the web browser available on your mobile device.
• To enjoy the benefits of all the features of BigPond Premium Mail, you may wish to select the option to synchronise your inbox, calendar and contacts each time you connect to BigPond Premium Mail with your mobile device.

You will be prompted to enter your details to connect to the BigPond Premium Mail service. The details to enter are as follows:

Username: email address eg. johnsmith@yourdomain.com
Password: that which has been provided
**Server**: mobile-au.server-exchange.com

ACCESSING YOUR BIGPOND PREMIUM MAIL MAILBOX

MICROSOFT OUTLOOK

Your email application may be configured so that it logs in automatically, so that you need to enter only the password, or so that you need to enter both username and password.

To login to BigPond Premium Mail, you will need to use your username and your password when prompted. In all cases, only your password is case sensitive.
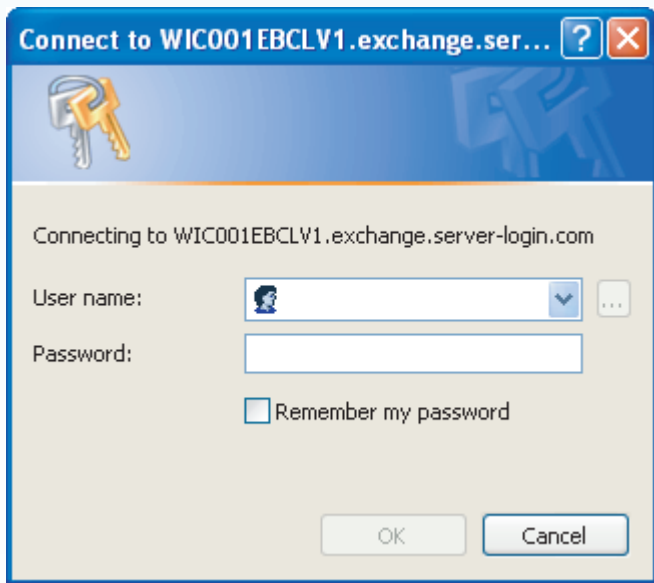
INTERNET EXPLORER –OUTLOOK WEB ACCESS (OWA)

To use Outlook Web, you should log in using your email address.

STEP 1

Open your browser and enter the URL https://dc-au.server-secure.com in the address field.

STEP 2

In the log in prompt enter your Email address and password. Depending on your requirements, you may also select a security option.

STEP 3

If not done previously, your Details are displayed. You may wish to fill in the details at a more convenient time by selecting the **Submit** button.

STEP 4

You will then be directed to DeskControl whereby you will be able to manage your own account and access OWA. To access OWA, select **Messages -> Inbox**. If you are accessing OWA on a broadband network, select **High Bandwidth,** otherwise select **Low Bandwidth**.