

# Configure Email Client Job Aid

## *Summary*

This Job Aid covers:

### [Setting up Email Outlook 2007 Example](#)

This Job Aid supports the NRTC Technician audience.

**Note:** ViaSat Retail and Fulfillment Technicians are not expected to configure email clients; however, this job aid may assist a customer who requests help doing so.

## Setting up Email

There are several different Email clients on the market these days. The appearance and process for each may vary; however, the steps to follow in setting up a Subscriber's email account are generally the same.

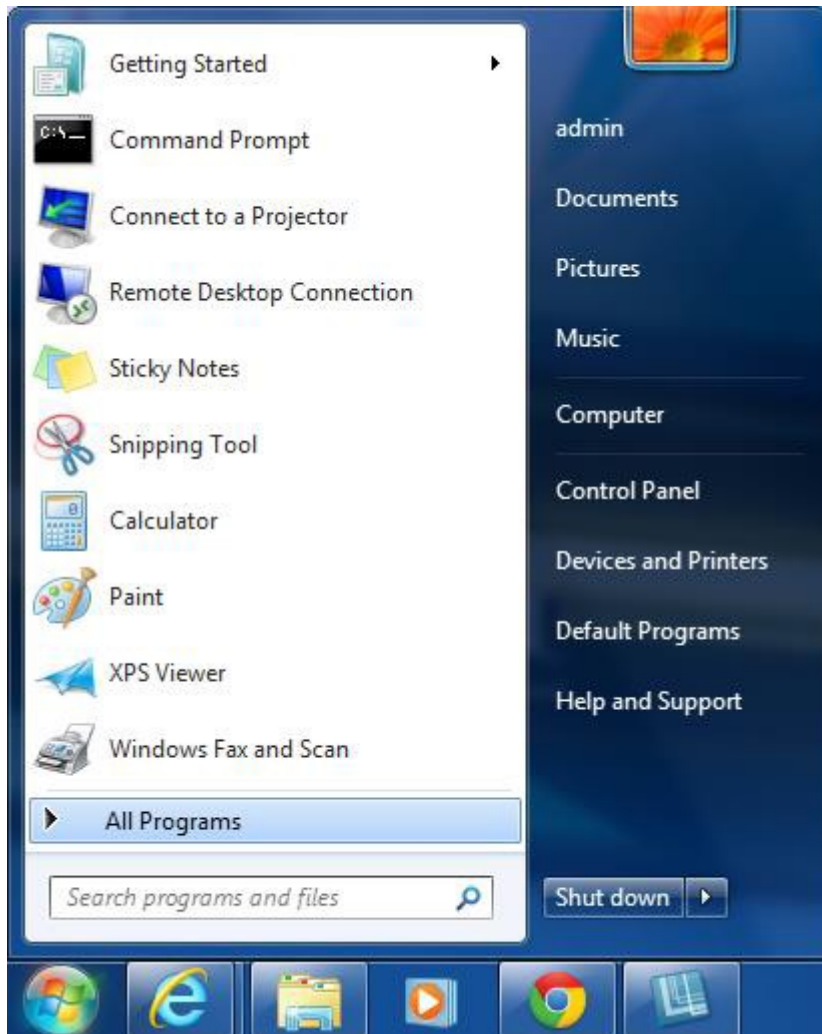
To set up email, the Install must complete the following steps:

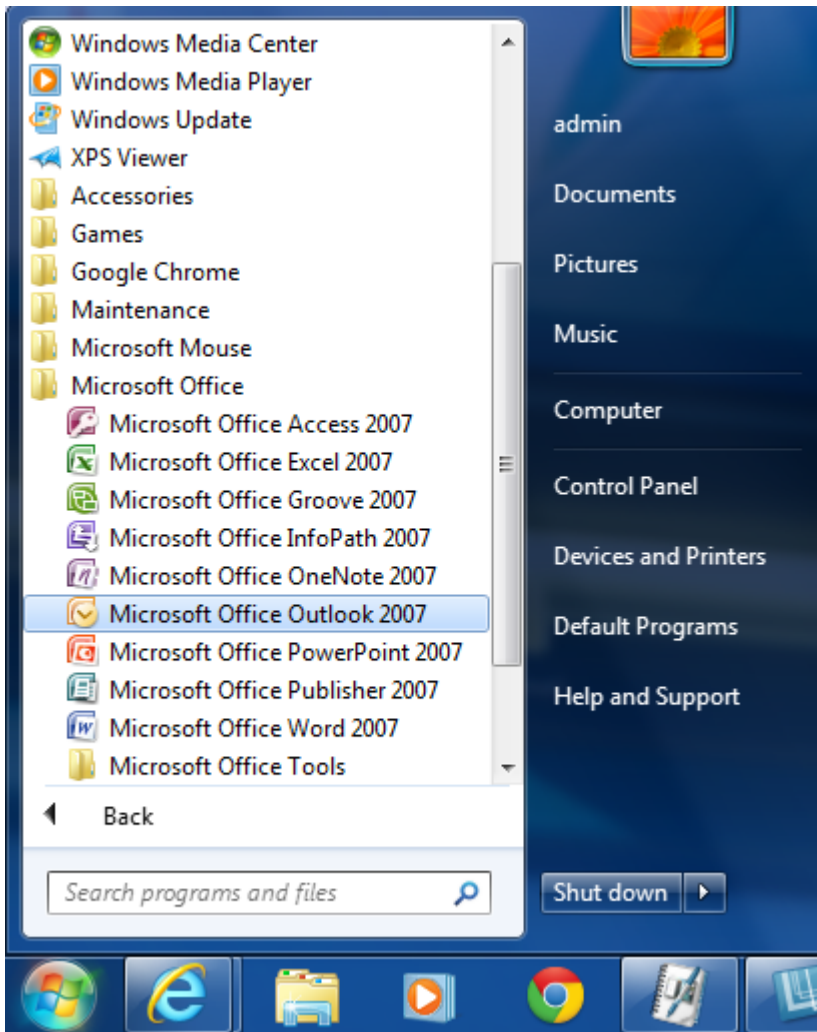
1. Assign the incoming email server (POP3)
2. Assign the outgoing e-mail server (SMTP)
3. Assign the subscriber information

All of this information is included in the work order sent to the Technician via Email or in the WildBlue sub-tab in the AdminTool.

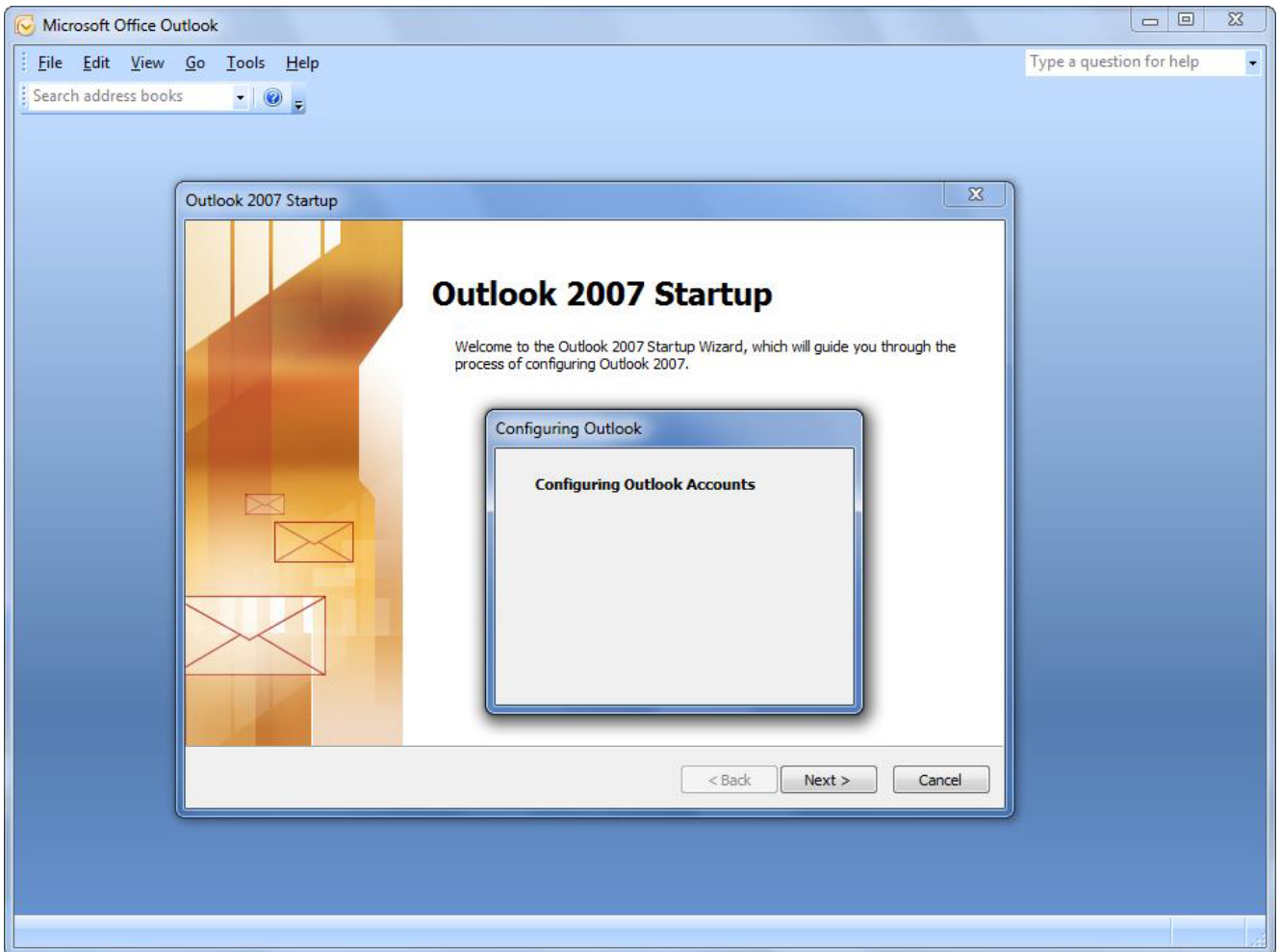
# Outlook 2007 Example

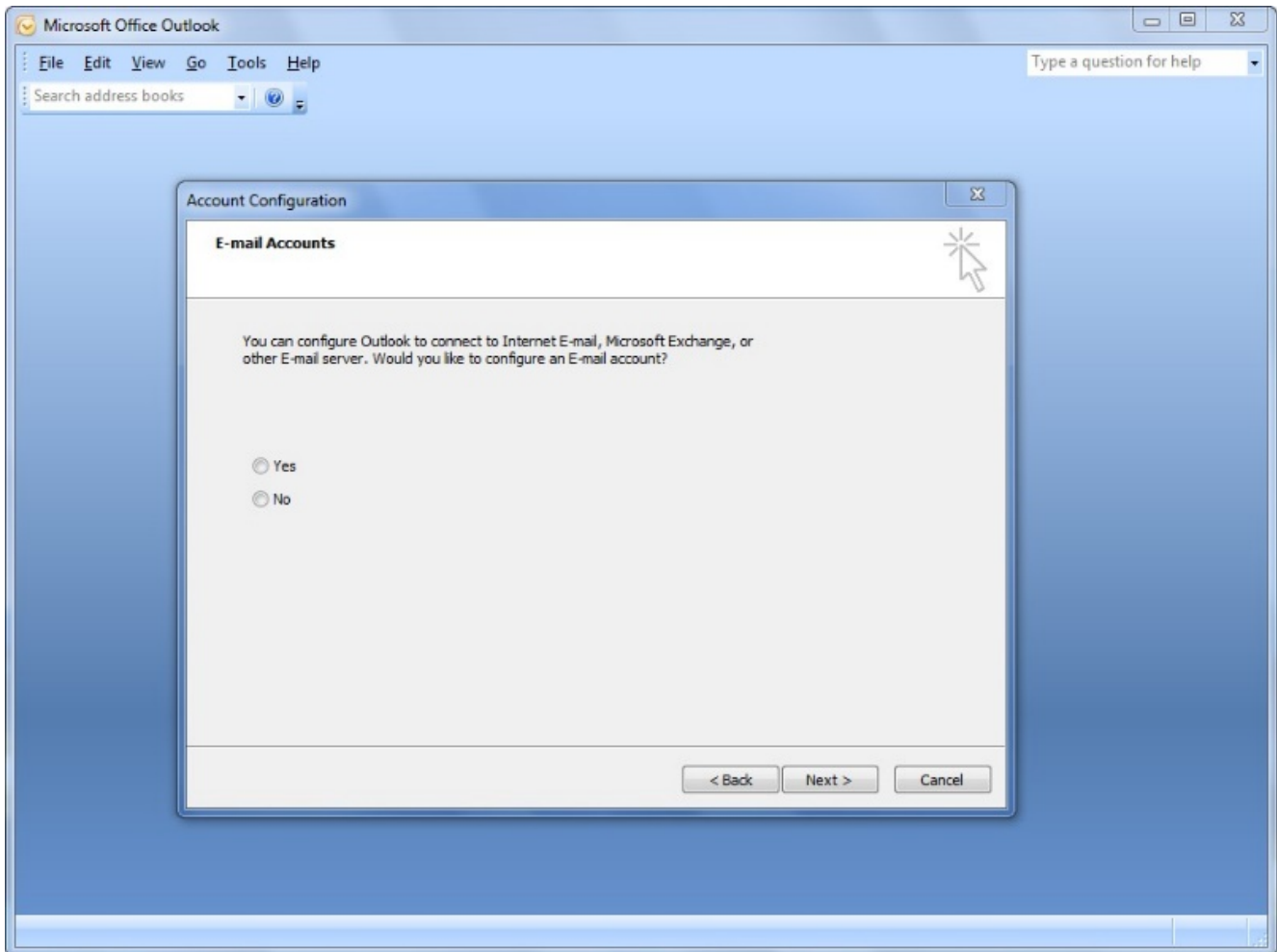
Follow these steps to configure Outlook 2007 as the Subscriber's email client.



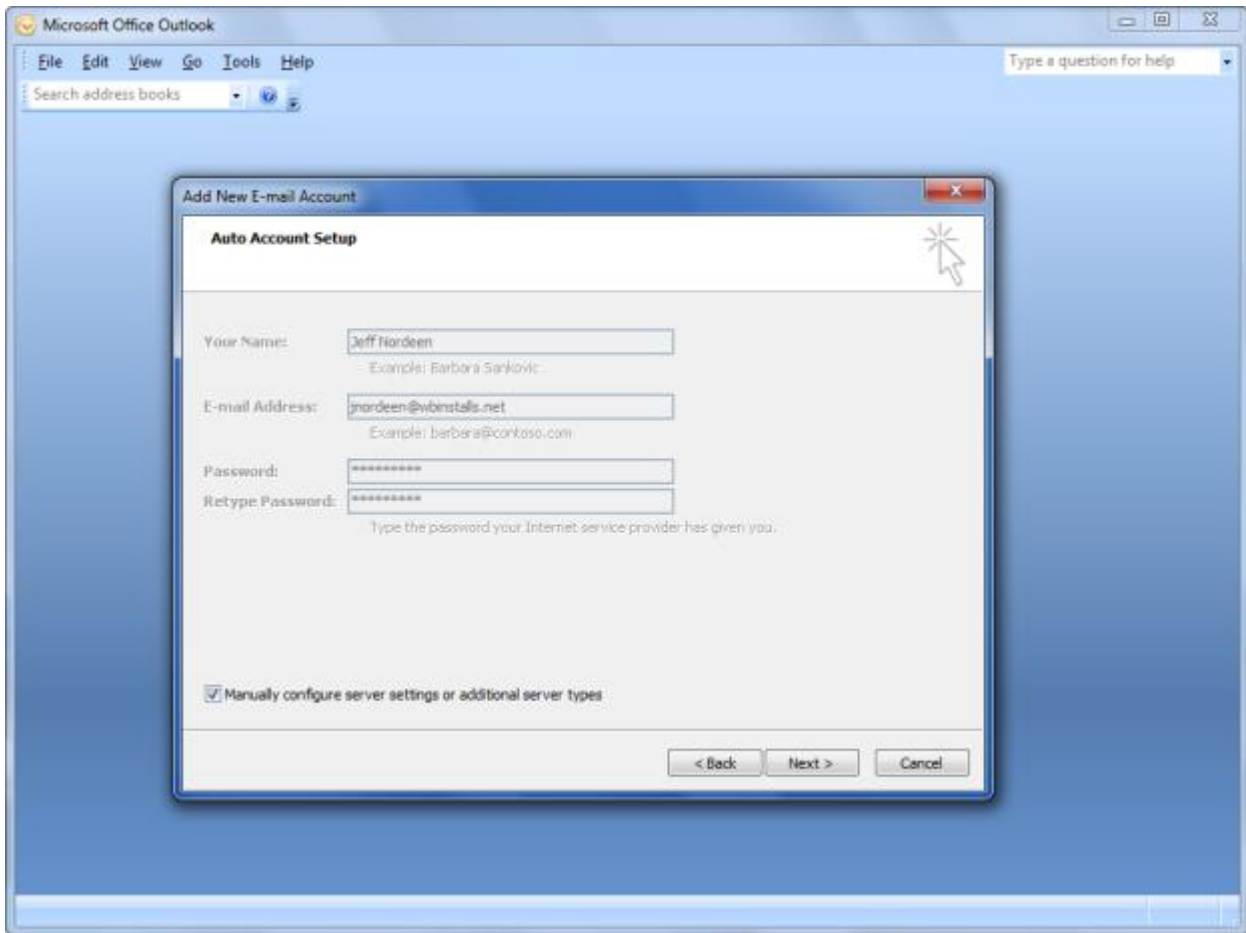


1. From the Windows **Start** button, click **All Programs**, and then **Microsoft Office Outlook 2007**.
2. 2. Click **Next**.
3. 3. Select **Yes**, and then click **Next**.





4. In the Your Name field, type the **Subscriber's Name**
  1. In the Email Address field, type the **Email Address** shown on the work order.
  2. In the Password fields, ask the Subscriber to type **their password twice**. This password is the Subscriber's password given to the sales agent when the service was ordered.
  3. *Check Manually Configure Server Settings*
  4. Click **Next**.
5. Select *Internet E-mail*, and then click **Next**.



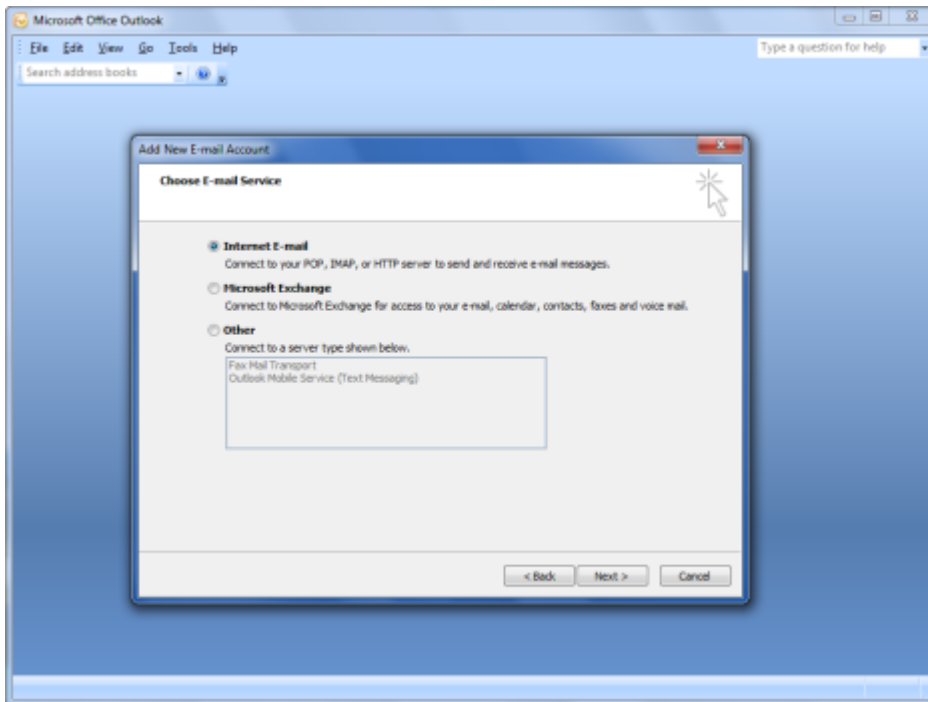
Phone: 800-214-6782  
 Latitude: 38.953953  
 Email Address: [NRTCDEMO3@TRUEBAND.NET](mailto:NRTCDEMO3@TRUEBAND.NET)  
 Password: changeme2121  
 WildBlue Product: Exede12-10  
 Primary IP: DYNAMIC  
 Secondary IP: -  
 Third IP: -  
 Fourth IP: -  
 Fifth IP: -

**Dish configuration:**

Azimuth: 241.36  
 Elevation: 30.55  
 Boom-Arm: 11.150000000000002  
 Skew: 52.96  
 Pointing Aid: 5  
 Satellite: ViaSat-1  
 Polarization: RIGHT  
 Beam: 321  
 Gateway: Lovelock  
 Modem Install Code: 4QDR-PXGF-KJ9V-RNHL

**Subscriber configuration:**

IP: ...band.net



6. In the User Information fields, type the **Subscriber's name** and the **Email address** from the work order.

1. In the Server Information fields,
2. Select Account Type *POP3*
3. From the work order, type the **Incoming Server Address** and **Outgoing Server Address**
4. In the Logon Information fields, type the **Email address** from the work order, and the **Subscriber's password** given to the sales agent when the service was ordered.
5. Select *Remember Password*.
6. Click **More Settings**.

DNS Server (Primary)	216.198.110.140
DNS Server (Secondary)	216.198.110.140
Technical Support	(555) 555-5555
Incoming Mail Server	pop.trueband.net
Outgoing Mail Server	mail.trueband.net
News Server	news.trueband.net
Web Server	<a href="http://www.trueband.net">www.trueband.net</a>
E-mail address format	<a href="mailto:johndoe@trueband.net">johndoe@trueband.net</a>
Webmail URL	<a href="http://webmail.trueband.net">http://webmail.trueband.net</a>
Subscriber Count URL	<a href="http://trueband.ruralportal.net">http://trueband.ruralportal.net</a>
Local Access 1	703-787-0879
Local Access 2	877-787-4364
Anti-Virus	Yes

Add New E-mail Account

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

**User Information**

Your Name:

E-mail 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**

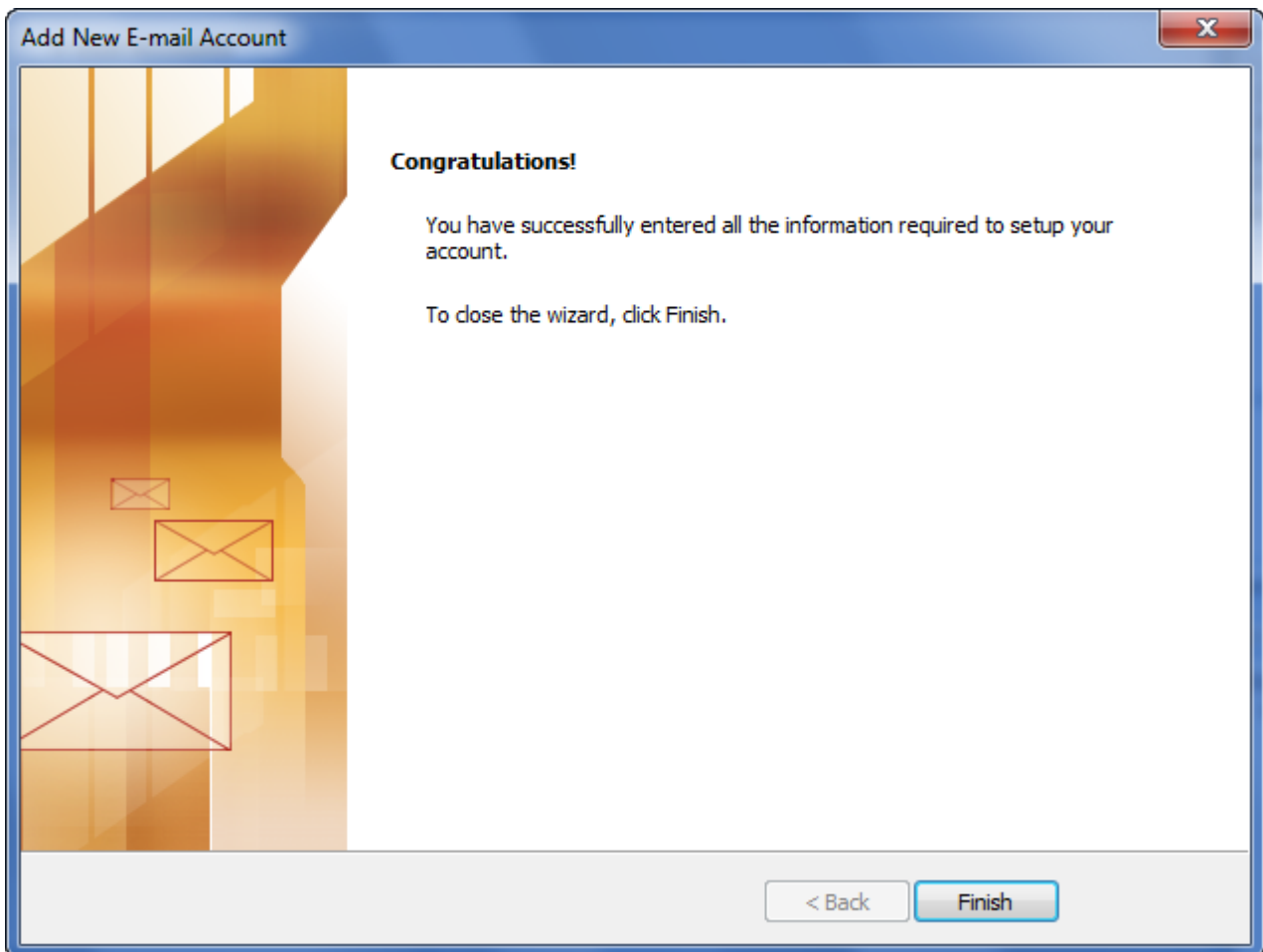
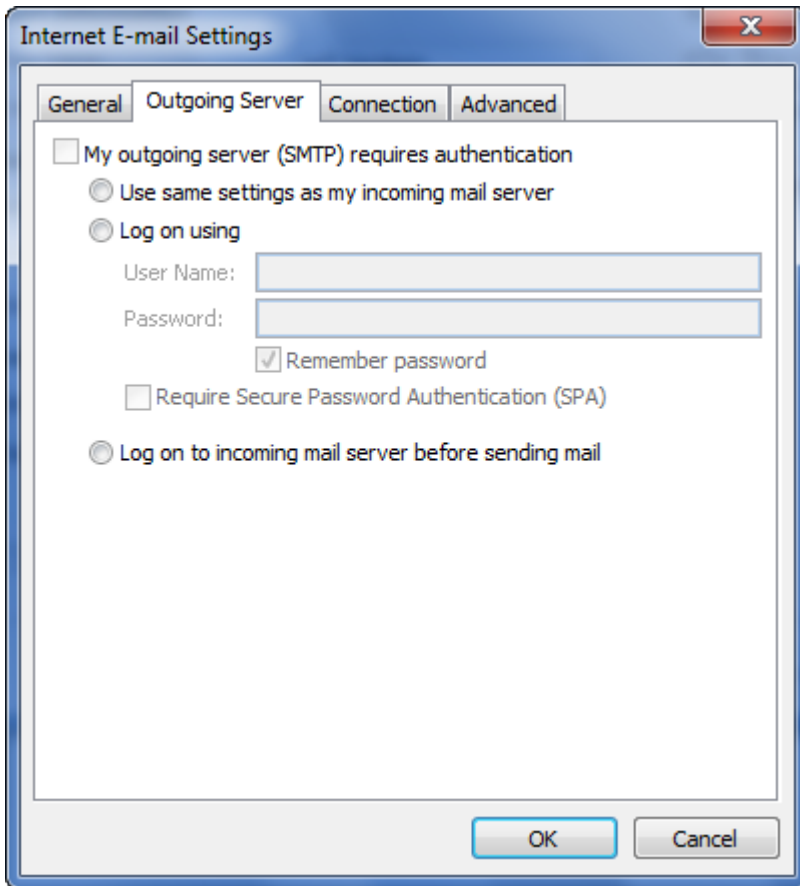
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

7. Select *My Outgoing Server (SMTP) Requires Authentication*

1. Select *Use Same Settings as my Incoming Mail Server*
2. Click **OK**

8. Click **Finish**





9. Send a test email to their email address.

