

Email Client Configurations

Choose one of the links below for your particular email client. Easy to use instructions will help you change the settings on your email client to our settings.

Recommended Email Settings

Incoming Server Information		Outgoing Server Information	
Server Name:	mail.gmtel.net	Server Name:	mail.gmtel.net
Port:	IMAP: use 993 POP3: use 995	Port:	465
Encryption Type:	SSL	Encryption Type:	SSL
Authenticate Using:	Clear Text / Normal Password	Requires Authentication:	Yes

See below for common Email Interfaces:

Windows 10 / 8 / 7

- [Windows Live Mail](#)
- [Microsoft Outlook 2007](#)
- [Microsoft Outlook 2010 / Outlook 2013](#)
- [Microsoft Outlook 2016 / Outlook 365](#)
- [Microsoft Windows 10 Mail App](#)
- [Mozilla Thunderbird](#)

Mac OS X

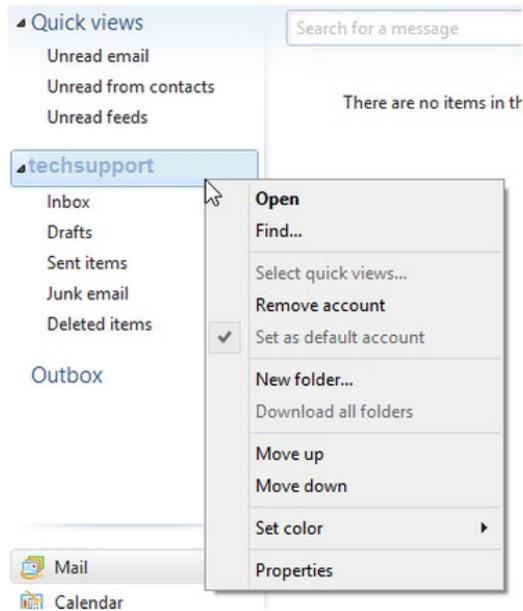
- [Mac Mail 10.X](#)

Mobile:

- Apple iOS Devices (iPhone / iPad)
 - [iOS 11](#)
 - [iOS 10](#)
- [Android 8.0 \(Oreo\)](#)
- [Android 7.0 \(Nougat\)](#)

Changing Email Settings in Microsoft Windows Live Mail

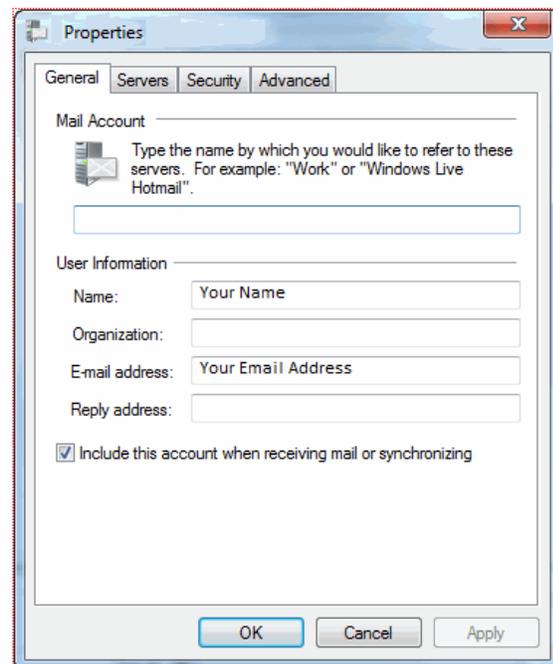
1. Open **Windows Live Mail** (this is for versions 2008 and later).
2. Right-click on the account profile on the left column and click **Properties**.



Verify Settings:

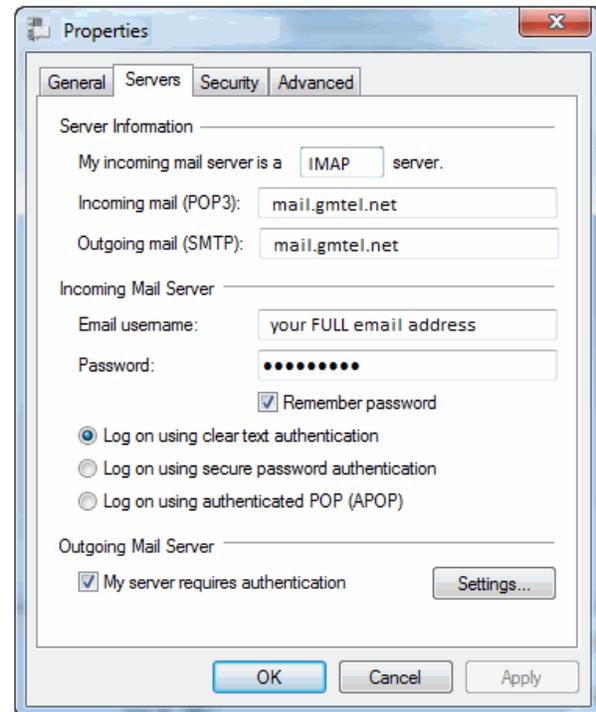
3. The initial **Properties** window will give you multiple tabs.
4. Under the **General** tab, the name and email address should be correct.

Verify the check box is selected to include the account when they click **Send / Receive**.

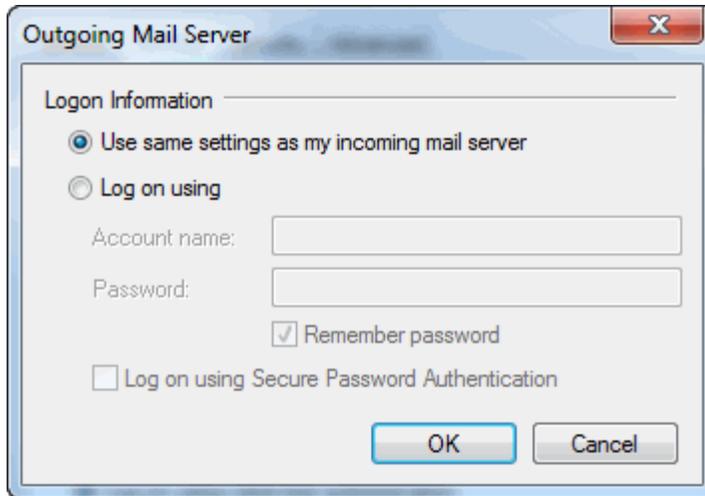


Verify Server Settings:

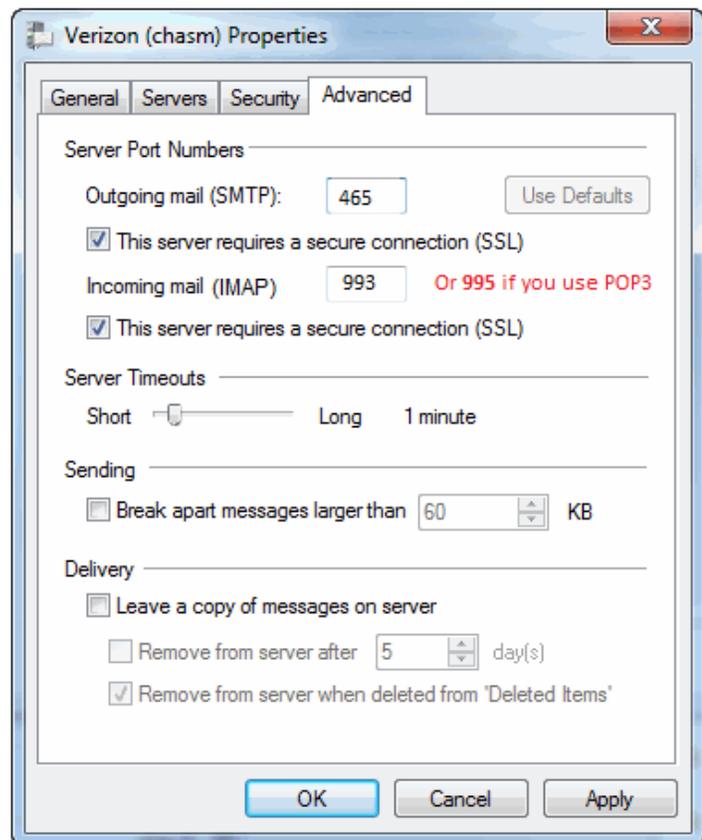
5. Click on the **Server Settings** tab
 - Determine which server settings you need. "My incoming mail server is a" should either read POP or IMAP. You cannot change this field.
 - Verify the **Incoming Mail** server setting shows **mail.gmtel.net**.
 - Verify the **Outgoing Mail** server setting shows **mail.gmtel.net**.
 - Verify the **Email Username** shows the **FULL** email address
 - Set the radio button on **Log On Using Clear Text Authentication**.
 - Check the box for **My server requires authentication**.
 - Click **Settings**.



6. Verify the radio button on **Use Same Settings as my Incoming Mail Server**.
7. Click **OK**.



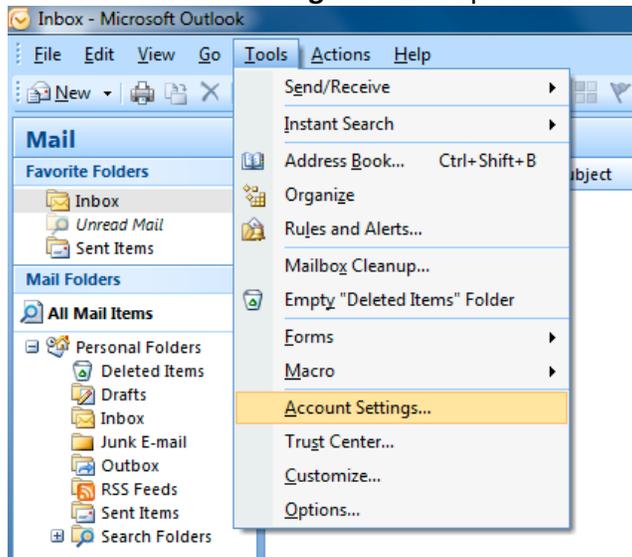
8. Click the **Advanced** tab to access **Port** and **SSL** settings.
 - o Check each box that **The server requires a secure connection (SSL)**
 - o In the **Outgoing mail (SMTP)** box, enter the Port number **465**.
 - o In the **Incoming mail box**, enter **993** if using IMAP or **995** if using POP



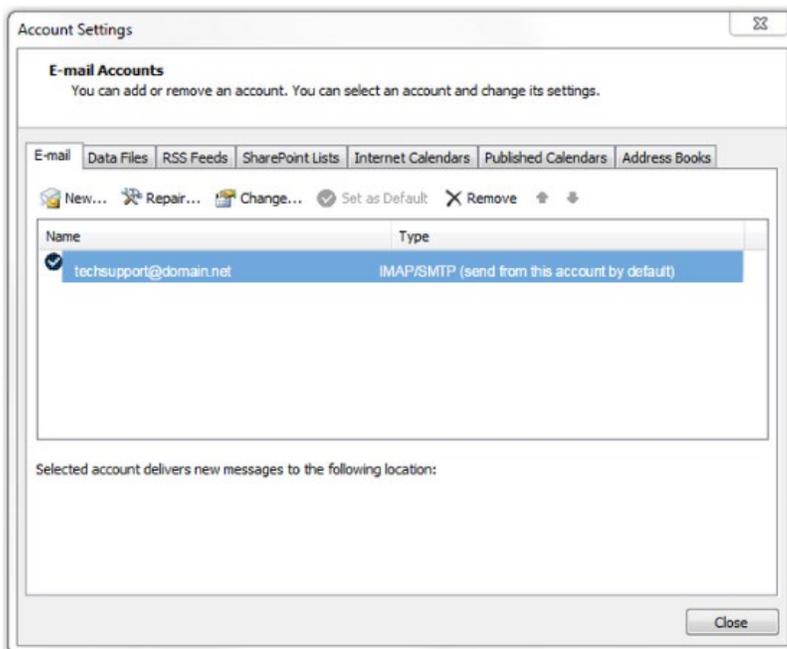
9. Click **OK** once finished.
10. **Test** the email program to see if you can Send / Receive without error.

Changing Email Settings in Microsoft Outlook 2007

1. Open **Microsoft Outlook 2007**
2. Click **Tools** from the drop-down menu
3. Click on **Account Settings** in the drop down.

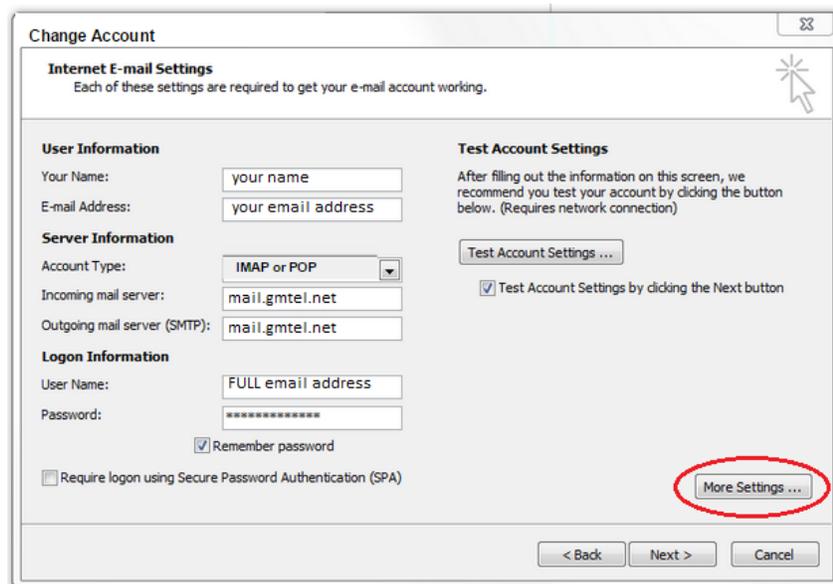


4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.



Verify / Update Server Settings:

5. Verify the **Name** and **Email Address** field are correct.
 - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
 - Verify the **Incoming Mail Server** is set to **mail.gmtel.net**.
 - Verify the **Outgoing Mail Server (SMTP)** is set to **mail.gmtel.net**.
 - Verify the **Username** is the **FULL** email address.
 - Your **Password** is not changing. There should be a box checked below to remember that password.



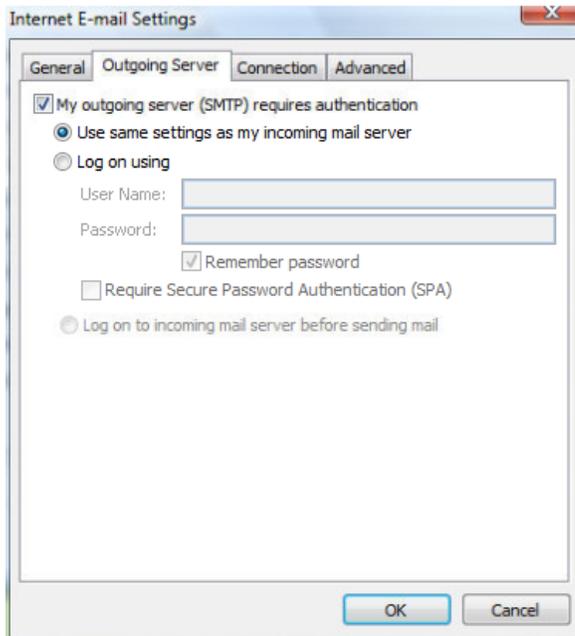
The screenshot shows a 'Change Account' dialog box with the following sections:

- Internet E-mail Settings**: Each of these settings are required to get your e-mail account working.
- User Information**: Your Name (your name), E-mail Address (your email address).
- Server Information**: Account Type (IMAP or POP), Incoming mail server (mail.gmtel.net), Outgoing mail server (SMTP) (mail.gmtel.net).
- Logon Information**: User Name (FULL email address), 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). Includes a 'Test Account Settings ...' button and a checked checkbox 'Test Account Settings by clicking the Next button'.
- More Settings ...**: A button circled in red.
- Navigation buttons: < Back, Next >, Cancel.

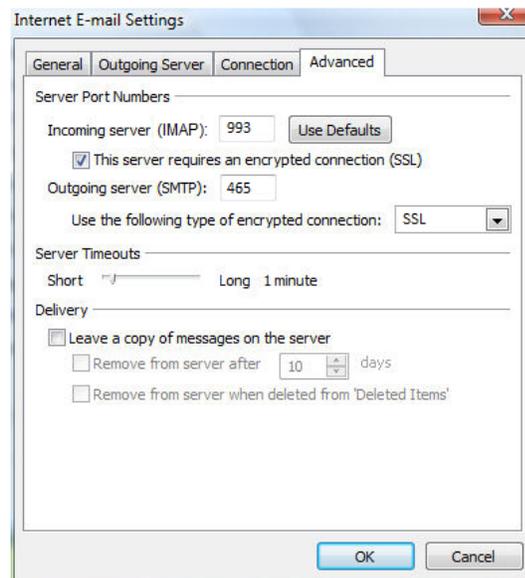
6. Click on **More Settings** to set up outgoing authentication and the ports.

More Settings:

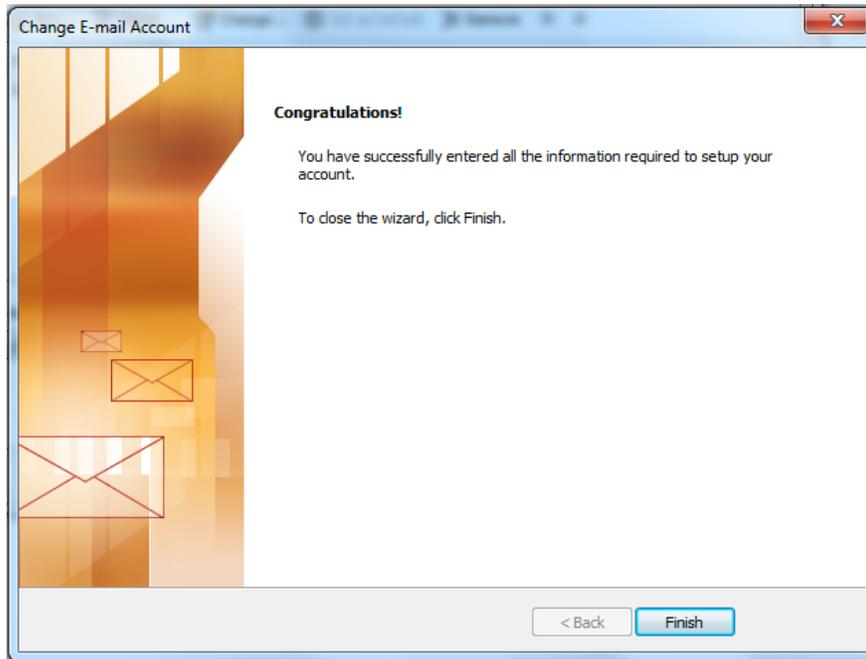
7. Click on the **Outgoing Server** tab on top. Best practice is check the box that **My Outgoing Server (SMTP) requires authentication** and leave the radio button set to **Use same settings as my incoming server**.



8. Click on the **Advanced Tab** to set up SSL and ports.
 - Set the **Incoming Server** to **993** if you are using IMAP and **995** if using POP3.
 - **Check** the box below it as **This server requires an encrypted connection (SSL)**.
 - Set the **Outgoing server** to **465**.
 - In the drop-down to use an encrypted connection, choose **SSL**.
 - When finished, click **OK**.

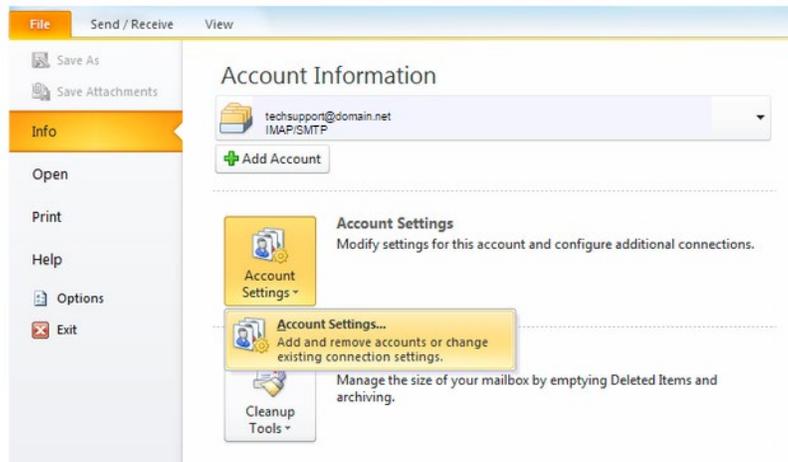


9. Click the **Next** button when you have verified / changed all necessary settings.
10. Click **Finish** to go back to the Accounts page.
11. Click **Close** on this window and test your email to verify it is working.

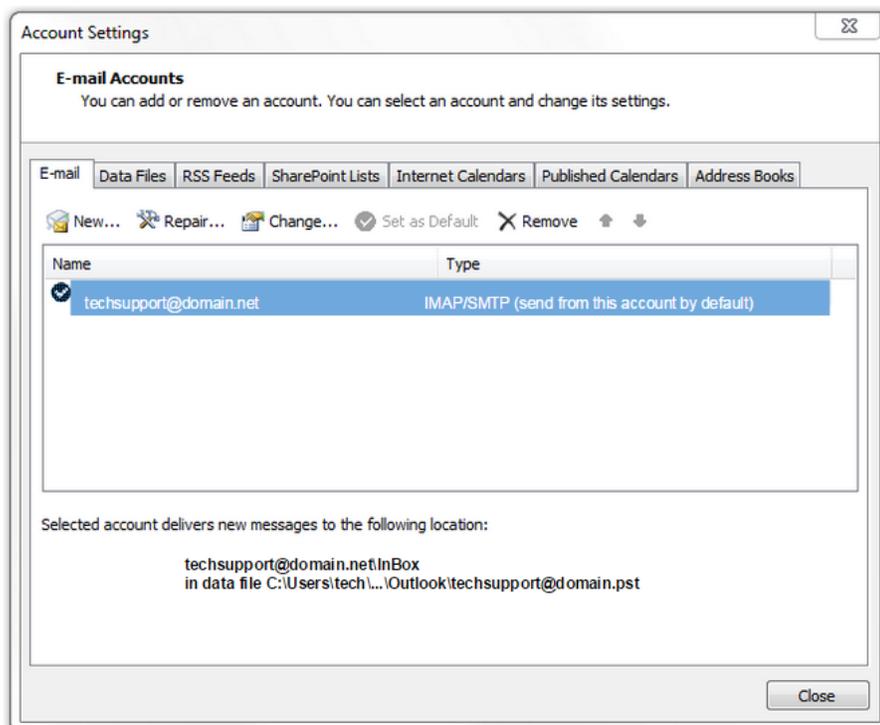


Changing Email Settings on Microsoft Outlook 2010 / Outlook 2013

1. Open **Microsoft Outlook** (*versions 2010, and 2013 have the same screens*)
2. Click **File** in the top left.
3. Inside the Account Information window, click on the **Account Settings** button. This will bring up a drop-down menu. Click **Account Settings** inside this.



4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.



Verify / Update Server Settings:

5. Verify the settings are accurate:
 - Verify the **Name** and **Email Address** field are correct.
 - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
 - Verify the **Incoming Mail Server** settings is **mail.gmtel.net**.
 - Verify the **Outgoing Mail Server (SMTP)** settings **mail.gmtel.net**.
 - Verify the **Username** is the **FULL** email address.
 - The **Password** should be correct and won't need to be changed.

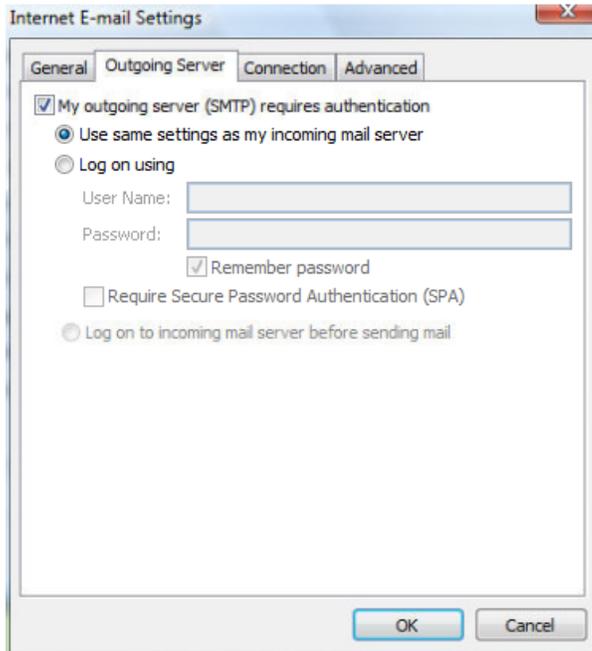
The screenshot shows a 'Change Account' dialog box with the following fields and options:

- User Information:** Your Name (text field: your name), E-mail Address (text field: your email address).
- Server Information:** Account Type (dropdown: IMAP or POP), Incoming mail server (text field: mail.gmtel.net), Outgoing mail server (SMTP) (text field: mail.gmtel.net).
- Logon Information:** User Name (text field: FULL email address), Password (text field: *****), Remember password, Require logon using Secure Password Authentication (SPA).
- Test Account Settings:** Test Account Settings ... button, Test Account Settings by clicking the Next button.
- More Settings ...** button (circled in red).
- Navigation buttons: < Back, Next >, Cancel.

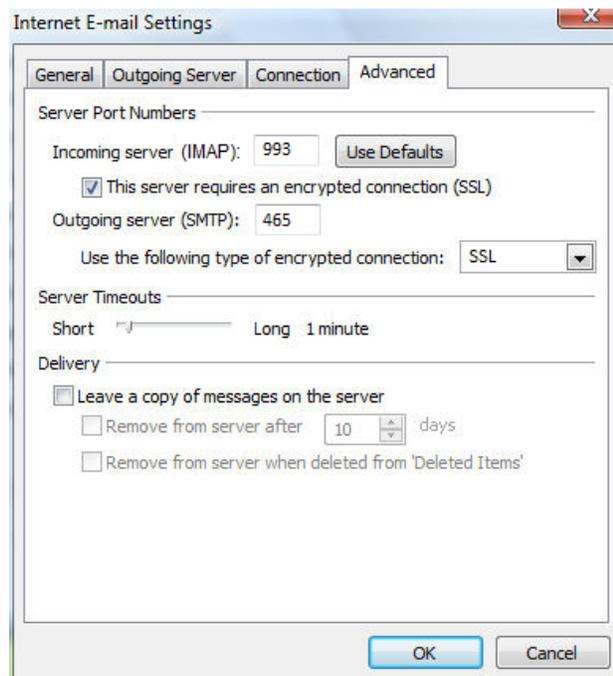
6. Click on **More Settings** to set up outgoing authentication and more advanced settings.

More Settings:

7. Click on the **Outgoing Server** tab on top.
8. Check the box so that **My Outgoing Server (SMTP) requires authentication** and leave the radio button set to **Use same settings as my incoming server**.

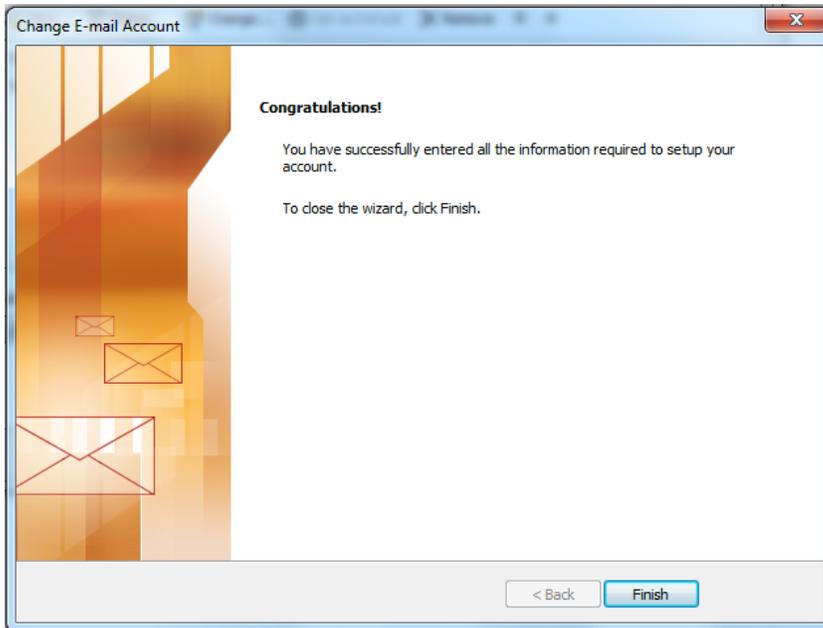


9. Click on the **Advanced Tab** to set up SSL and ports.
 - Set the **Incoming Server** to **993** if you are using IMAP and **995** if using POP3.
 - **Check** the box below it as **This server requires an encrypted connection (SSL)**.
 - Set the **Outgoing server** to **465**.
 - In the drop-down to use an encrypted connection, choose **SSL**.



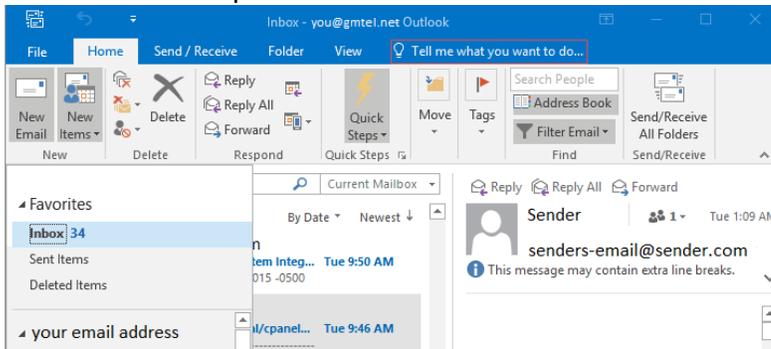
10. When finished, click **OK**.

11. Click the **Next** button when you have verified / changed all necessary settings.
12. Click **Finish** to go back to the Accounts page.
13. Click **Close** on this window and test your email to verify it is working.

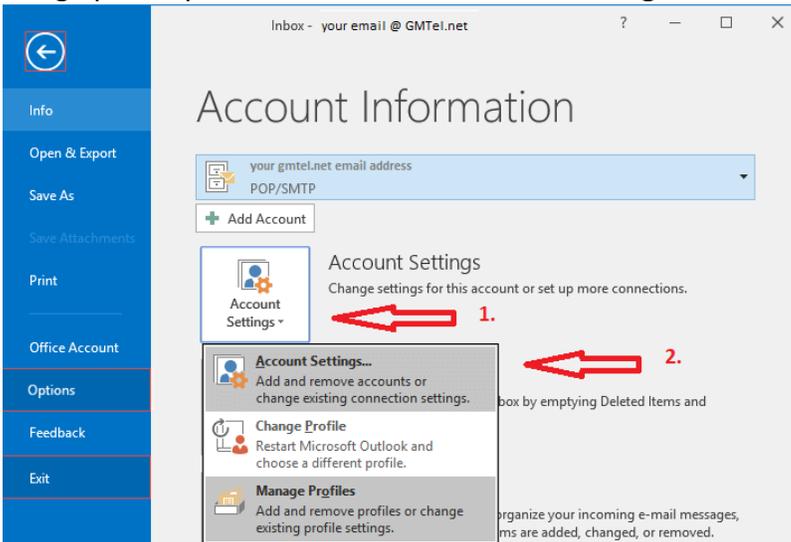


Changing Email Settings on Microsoft Outlook 2016 / Outlook 365

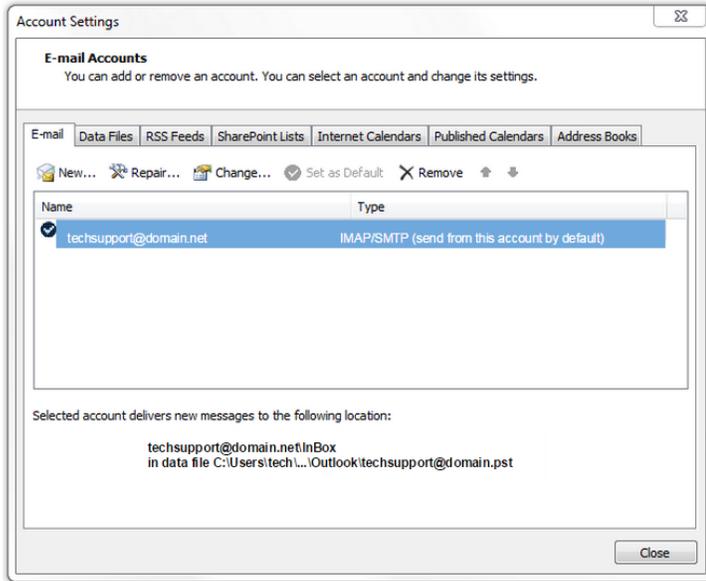
1. Open **Microsoft Outlook** (*versions 2016 and 365 have the same screens*)
2. Click **File** in the top left.



3. Inside the **Account Information** window, click on the **Account Settings** button. This will bring up a drop-down menu. Click **Account Settings** inside this.

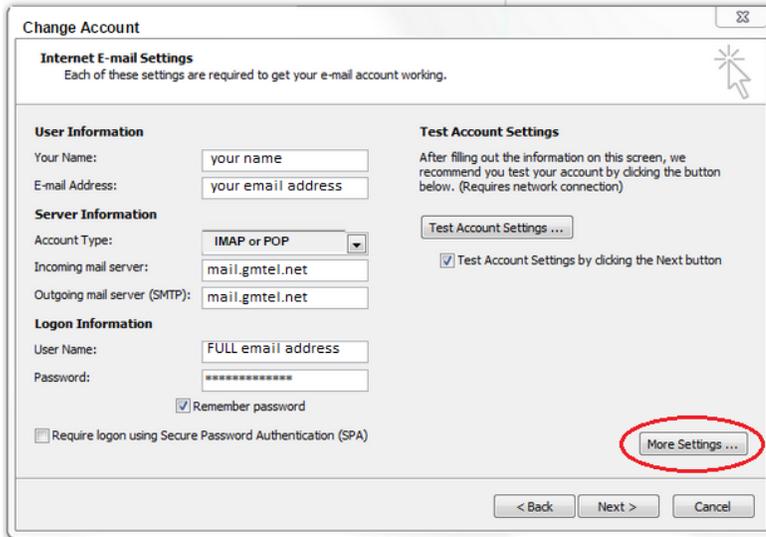


4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.



Verify / Update Server Settings:

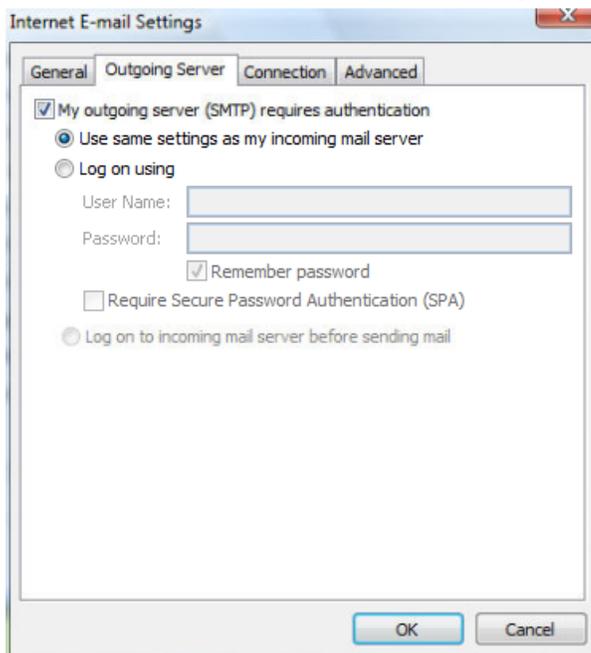
5. Verify the settings are accurate:
 - Verify the **Name** and **Email Address** field are correct.
 - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
 - Verify the **Incoming Mail Server** settings is **mail.gmtel.net**.
 - Verify the **Outgoing Mail Server (SMTP)** settings **mail.gmtel.net**.
 - Verify the **Username** is the **FULL** email address.
 - The **Password** should be correct and won't need to be changed.



6. Click on **More Settings** to set up outgoing authentication and more advanced settings.

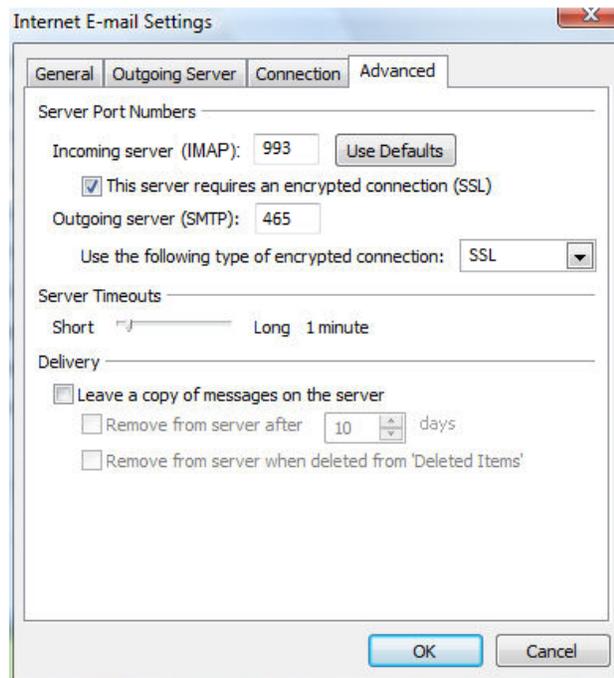
More Settings:

7. Click on the **Outgoing Server** tab on top.
8. Check the box so that **My Outgoing Server (SMTP) requires authentication** and leave the radio button set to **Use same settings as my incoming server**.



9. Click on the **Advanced Tab** to set up SSL and ports.
 - o Set the **Incoming Server** to **993** if you are using IMAP and **995** if using POP3.
 - o **Check** the box below it as **This server requires an encrypted connection (SSL)**.
 - o Set the **Outgoing server** to **465**.

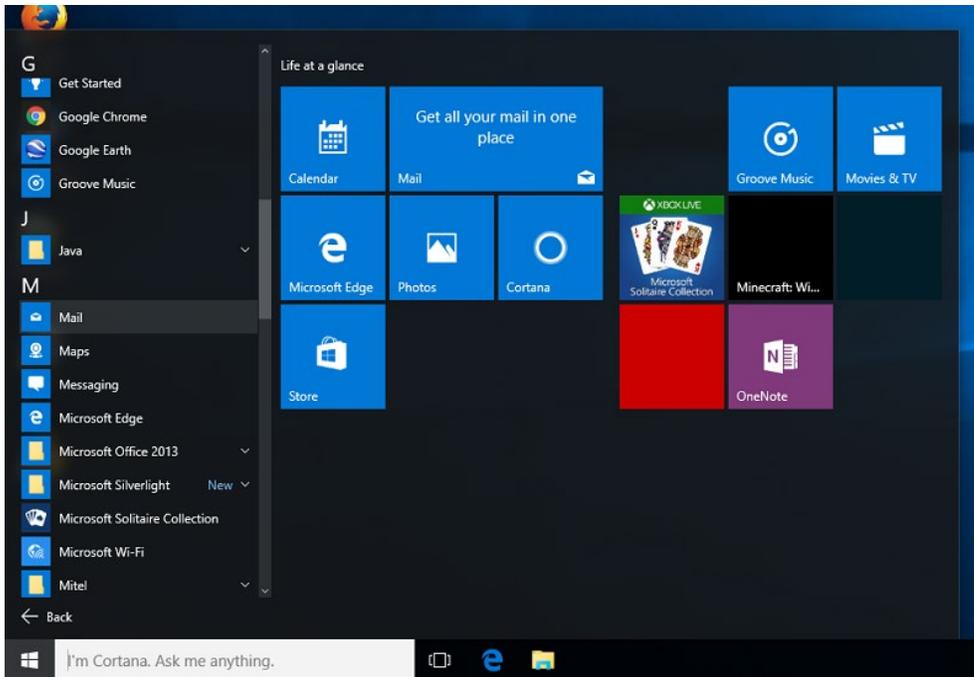
- o In the drop-down to use an encrypted connection, choose **SSL**.



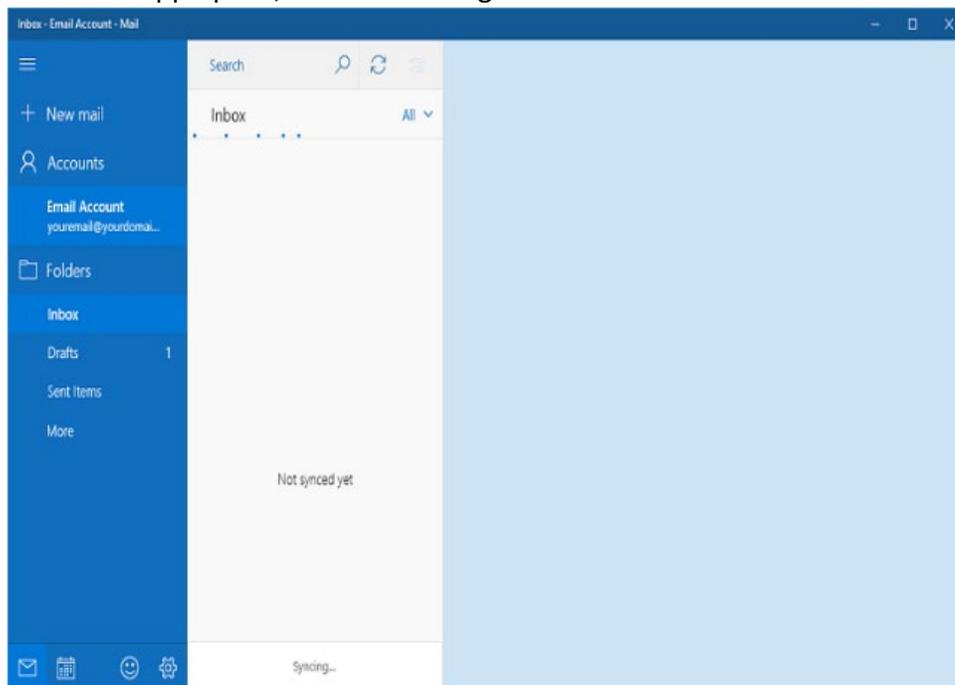
10. When finished, click **OK**.
11. Click the **Next** button when you have verified / changed all necessary settings.
12. Click **Finish** to go back to the Accounts page.
13. Click **Close** on this window and test your email to verify it is working.

Changing Email Settings on Windows 10 Mail

1. Open the **Mail App** in Windows 10
2. Click on the **Start** button and find **Mail**

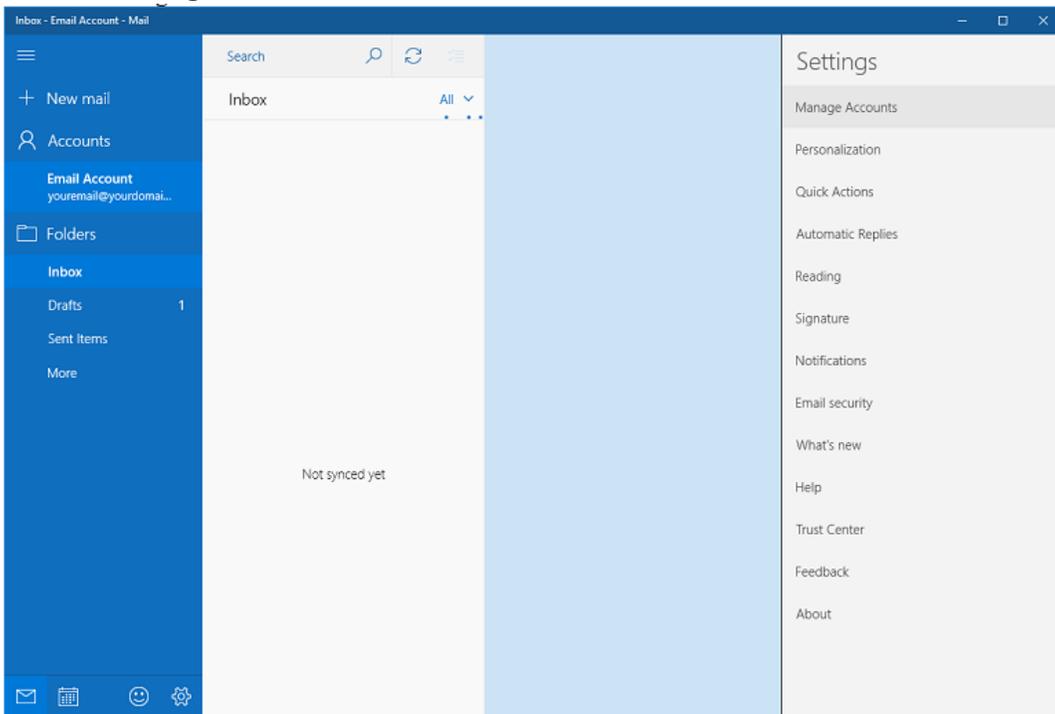


3. When the app opens, look for the cog wheel in the lower left.

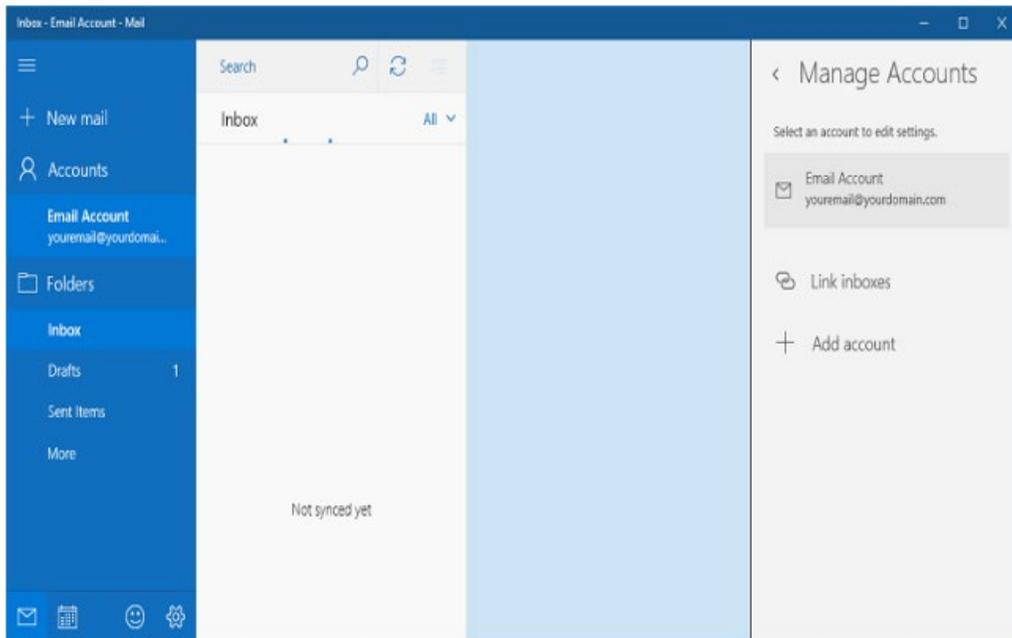


4. To set up a new account or verify settings on an existing account, click the cog wheel to open **Settings**.

5. Click on **Manage Accounts**.

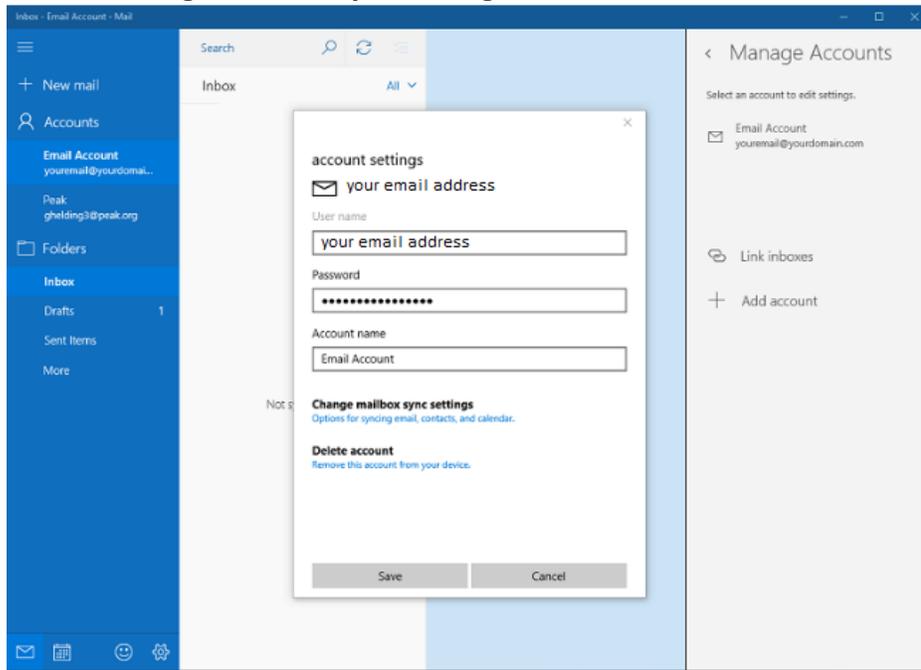


6. Select your account to edit the settings.

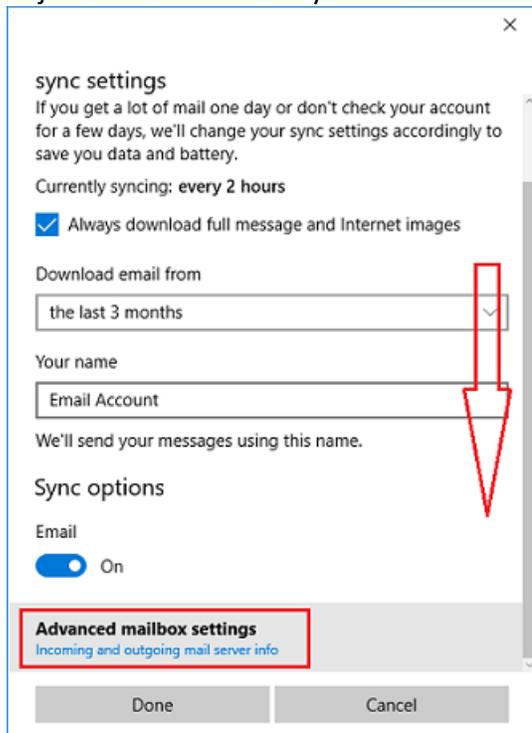


7. Verify the Username is the **FULL** email address.
8. Your password should be correct. You can leave it alone.
9. You can also leave your Account Name alone. It is simply the name of the profile.

10. Click on **Change Mailbox Sync Settings**.



11. On **Sync Settings**, the customer can set / adjust the Download Email from setting and adjust their name if they want.



12. Select **Advanced Mailbox Settings** to adjust server settings.

sync settings

We'll send your messages using this name.

Sync options

Email

On

Incoming email server

mail.gmtel.net:993

Outgoing (SMTP) email server

mail.gmtel.net:465

Outgoing server requires authentication

Use the same user name and password for sending email

Require SSL for incoming email

Require SSL for outgoing email

Done Cancel

13. Scroll down to verify / change the actual email server settings.

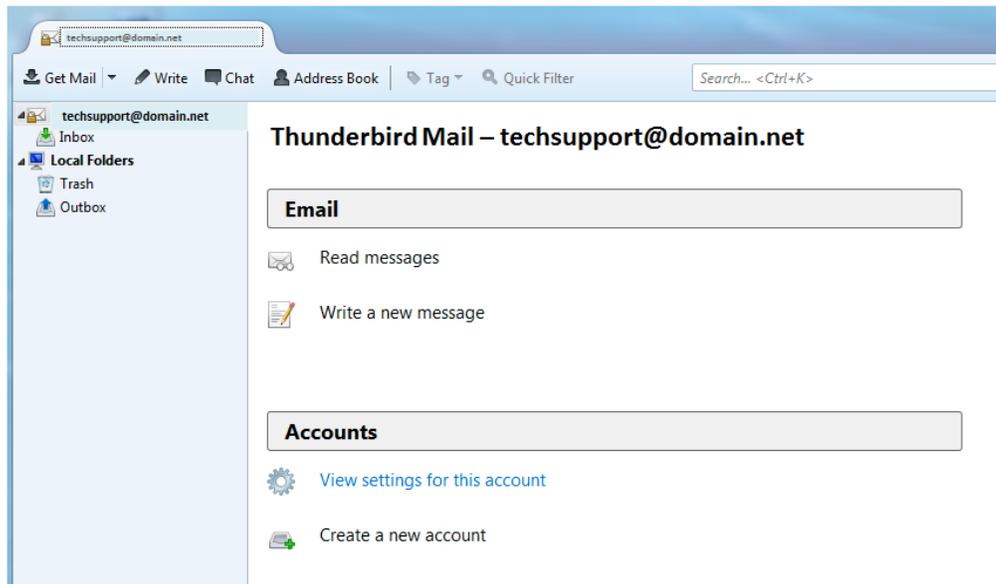
- Verify the preferred email account is turned **On**. Change if needed.
- Verify / change the **Incoming Mail Server** to **mail.gmtel.net**
 - Add either **:993** if using IMAP or **:995** if using POP.
- Verify / change the **Outgoing Mail Server** to **mail.gmtel.net:465**
- Verify the **Outgoing Server Requires Authentication** is checked.
- Verify the **Use the Same User Name and Password for Sending Email** is also checked.
- Place a checkmark in **Require SSL for incoming email** and **Require SSL for outgoing email**

14. Once you have finished with this set-up, **Close** out of this window.

15. **Test** the email client to verify all settings are correct.

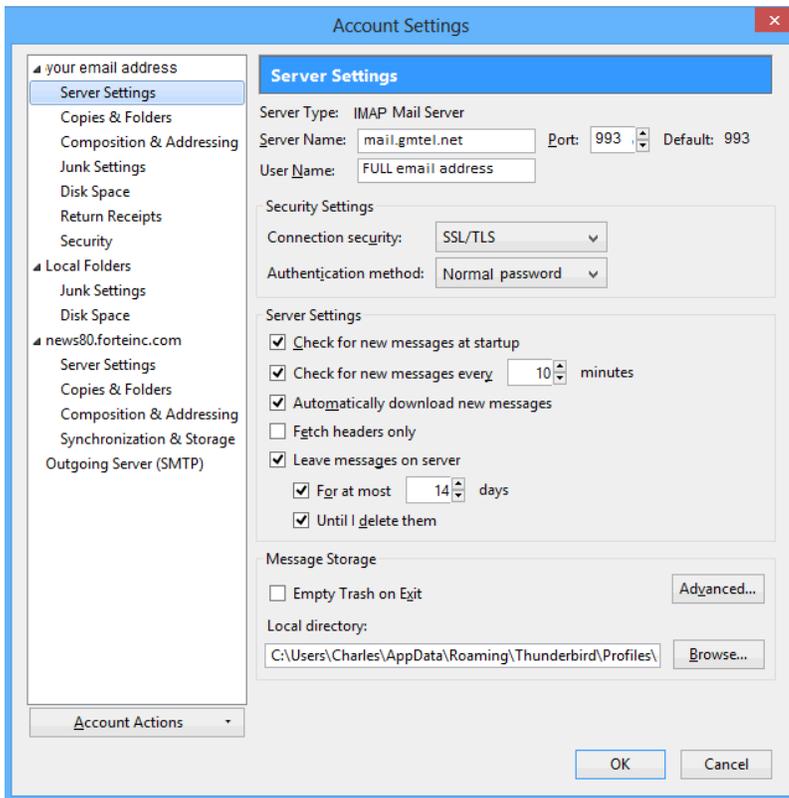
Changing Email Settings in Mozilla Thunderbird

1. Open **Mozilla Thunderbird**
2. In the left column, select the email address that you want to access settings.
3. Click **View Settings for this Account**.

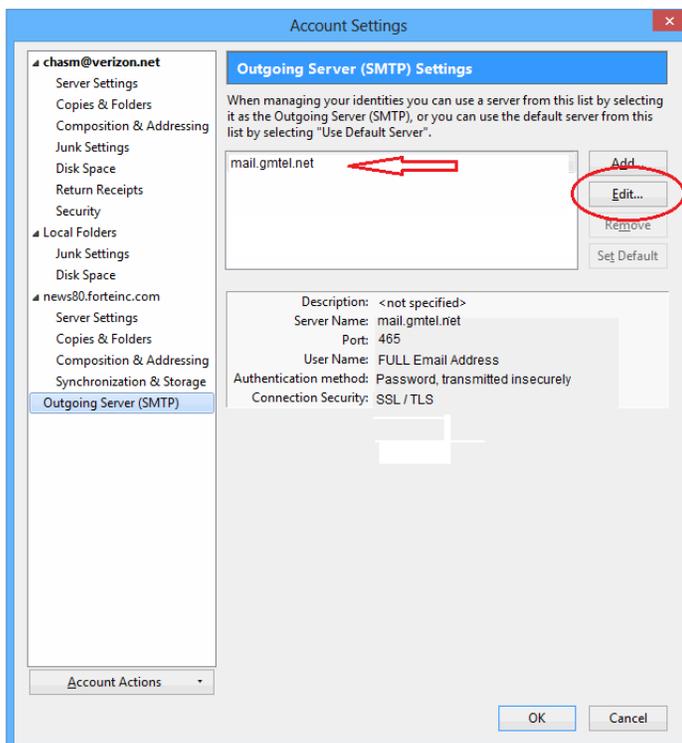


Verify / Change Incoming Mail Server Settings:

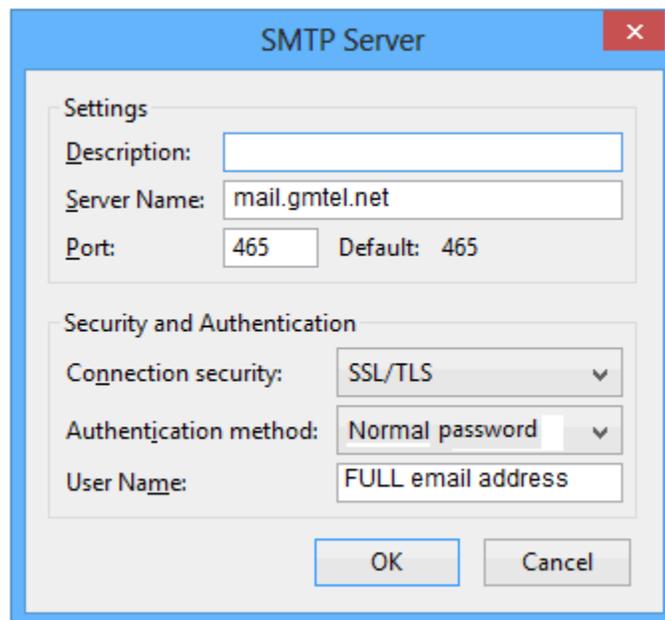
4. Verify the incoming mail server settings are correct.
 - On the **Account Settings** window, click on **Server Settings** on the left column.
 - Verify the **Incoming Mail Server** settings is **mail.gmtel.net**.
 - Verify the **Port** is set to either **993** if the Server Type shows IMAP or **995** if the Server Type shows POP.
 - Verify the **User Name** is your **FULL** email address.
 - Under **Connection Security**, select **SSL / TLS** from the drop-down.
 - Verify the **Authentication Method** is set to **Normal Password**.
 - If you need to adjust how often the program checks for email, or if you need to adjust **Deliver Options**, you can do this under **Server Settings**.



5. On the left column, click on **Outgoing Server (SMTP)**



6. If there are multiple SMTP server profiles, you may see them listed here. Select your SMTP server. You can see below what the server settings, port settings, and username / password settings are. If you need to adjust anything, click **Edit**.
 - Verify / change the **Server Name** is **mail.gmtel.net**
 - Verify / change the SMTP **Port** is set to **465**.
 - Set the **Connection security** to **SSL / TLS**.
 - Set the **Authentication method** to **Password, transmitted insecurely**.
 - Make sure the **User Name** is the **FULL** email address.



The image shows a dialog box titled "SMTP Server" with a close button (X) in the top right corner. The dialog is divided into two sections: "Settings" and "Security and Authentication".

Settings:

- Description: [Empty text box]
- Server Name: mail.gmtel.net
- Port: 465 (Default: 465)

Security and Authentication:

- Connection security: SSL/TLS (dropdown menu)
- Authentication method: Normal password (dropdown menu)
- User Name: FULL email address

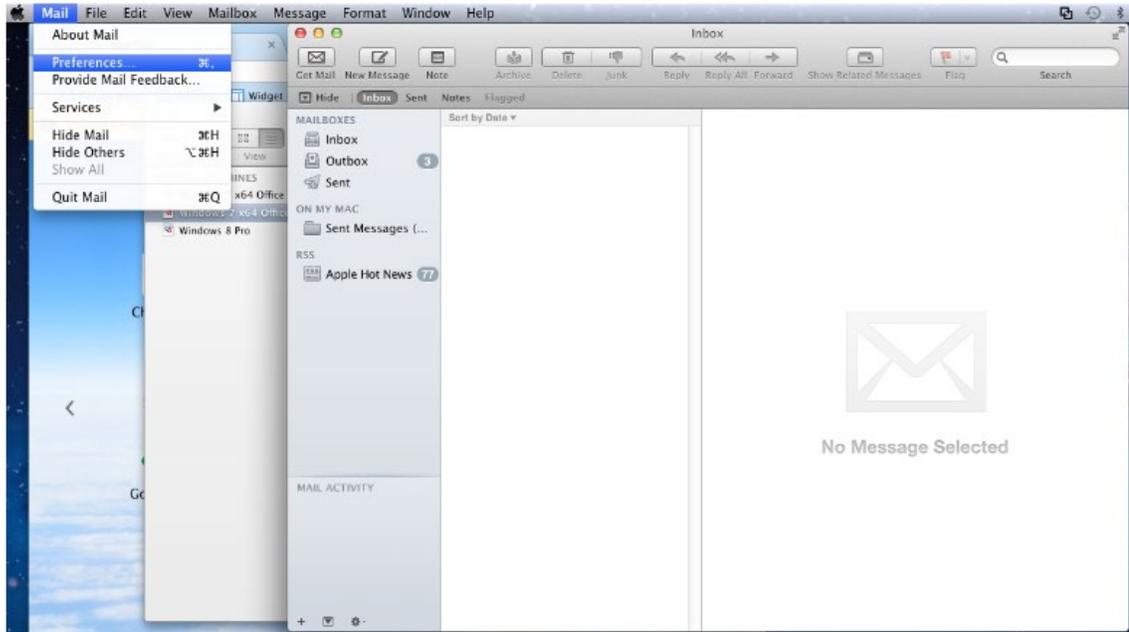
At the bottom of the dialog are two buttons: "OK" and "Cancel".

7. When finished, click **OK**. Hit **OK** on the Account Settings window.
8. Test email to verify settings are correct.

Changing Email Settings in MAC Mail

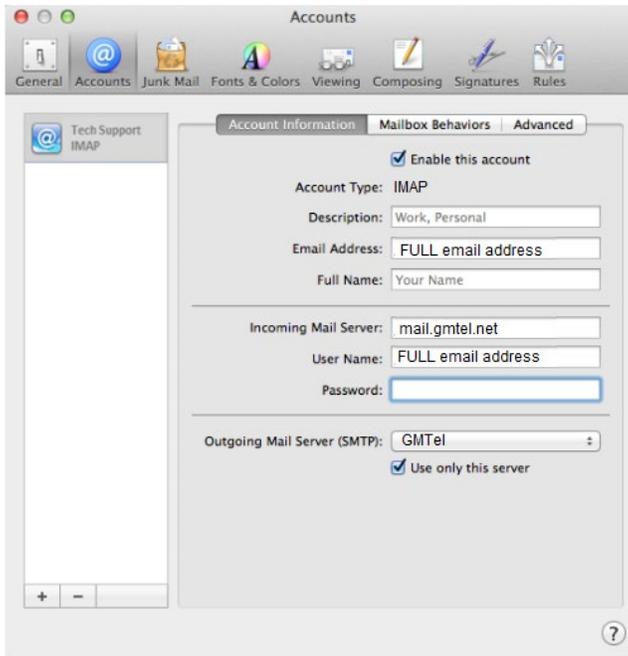
Open the Preferences Screen:

1. Open **MAC Mail**
2. Next to the **Apple** icon on the bar, click on the **Mail** drop-down menu, then click on **Preferences**.



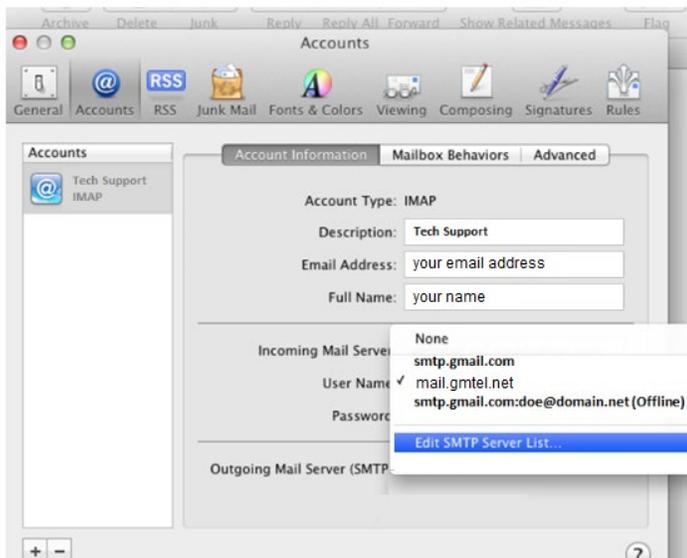
Verify / Update Account Settings:

3. Select the **Accounts** tab
 - o If there is more than one email profile setup, be sure to choose the correct profile from the left column.
 - o Verify the **Incoming Mail Server** is set to **mail.gmtel.net**.
 - o Verify your **Incoming Username** is set to your **FULL** email address

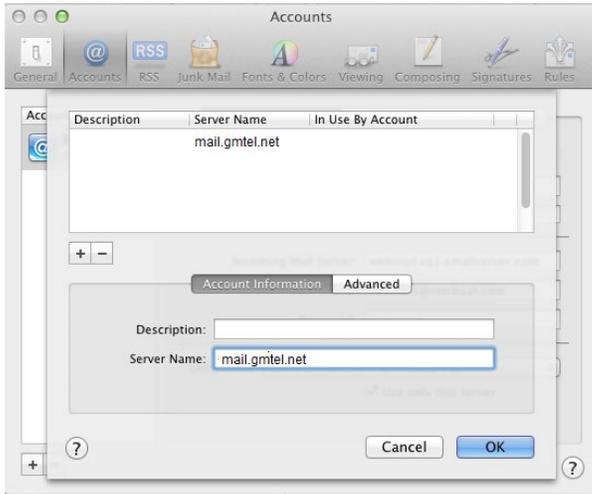


Verify / Update the Outgoing Mail Server (SMTP) Settings:

4. Click on the drop-down menu for **Outgoing Mail Server (SMTP)**
5. The default server should be checked. Click on **Edit SMTP Server List**

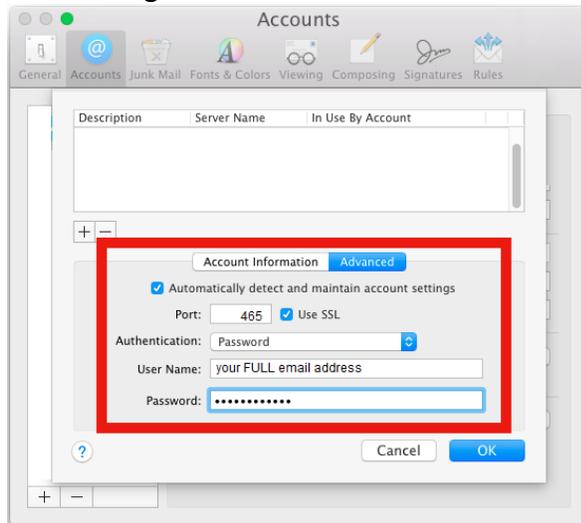


6. Verify the **Server Name** field shows **mail.gmtel.net**.



Advanced SMTP Settings:

7. Click on the **Advanced** button and verify / change these settings. To make any changes to this window, **uncheck** the box to *Automatically Detect and Maintain Account Settings*.
 - Set the port to **465**. Place a check in the box for **SSL**.
 - Make sure that the **Authentication** is set to **Password**.
 - Make sure your **FULL** email address is in the **Username** field.
 - Enter your password if this area is empty. Any existing password should not need to be changed.

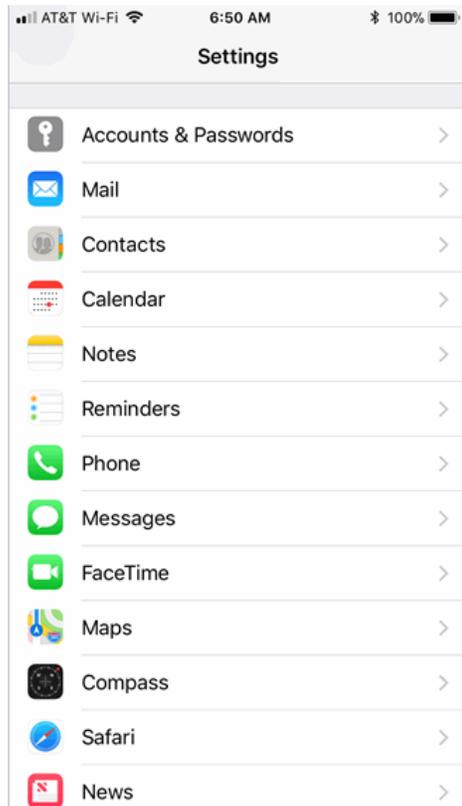


8. Click **OK** on the settings window and **X** out of the account window.
9. **Close** out of **MAC Mail** and **Relaunch** the app to test the settings.

Changing Email Settings in Apple iOS 11

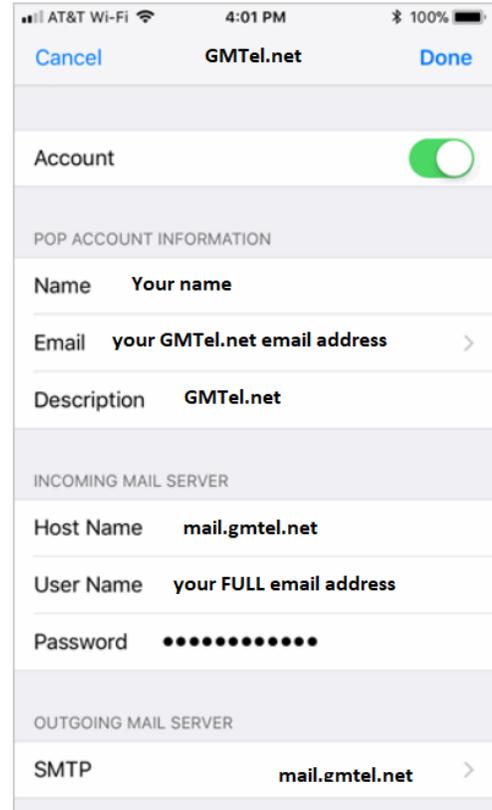
This process shows how to set up the native email app on the iOS Device.

1. The screenshots below may be from *different* versions of iOS or will look a bit different if you are setting up an iPad versus an iPhone, but they will follow the same format.
2. On the iOS device, open **Settings**.
3. Go to **Accounts & Passwords**.



Changing the Account:

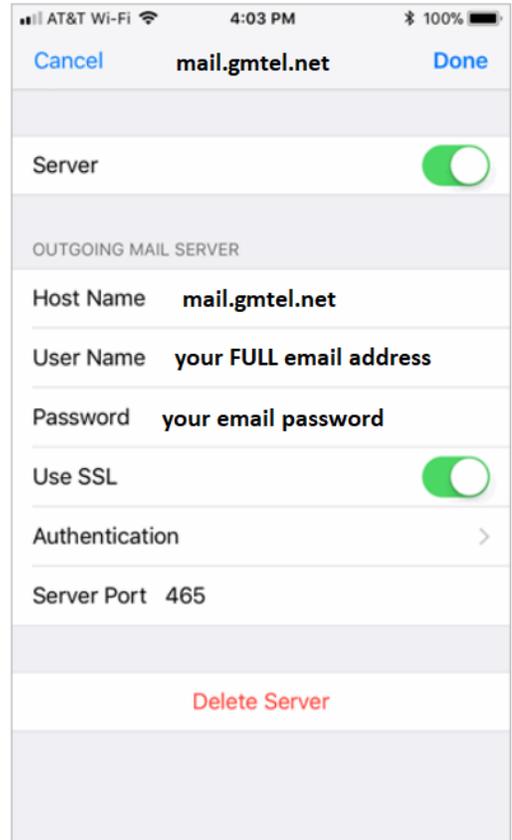
1. Select your account listed on this main page.
 - Select the specific account from the next screen
 - Verify that the Incoming Mail Server **Host Name** is **mail.gmtel.net**
 - Verify the Username is your **FULL** email address.
 - The Password should be correct already and not need changing.
2. Click on server name under the **Outgoing Mail Server** header to verify / change the various sever settings.



3. Click on the **Primary Server** option for **GMTel.net**. (It may not necessarily be named a *mail.gmtel.net*)



4. From the **Outgoing Mail Server** settings window:
 - Verify this **Server** is marked as **On**.
 - Verify the Outgoing Mail Server **Host Name** is set to **mail.gmtel.net**.
 - Make sure the **Username** field has your **FULL** email address in it.
 - Even if this box states "*Optional*" it is **required** by GMTel.
 - The **Password** should already be here.
 - If not, go ahead and enter it.
 - Make sure that **Use SSL** is set to **On**.
 - Below this, verify the password option is set to **Authentication**.
 - Verify the **Server Port** is set to **465**.



5. Click **Done** in the upper right.
6. You should be back a screen now (*see previous image*). Click the **Back** arrow in the top left to go back to the Incoming Mail Server window.
7. Click **Done** in the upper right.
8. Go back to the main window on the iOS device
9. **Test** the email to verify it is working.

Changing Email Settings on Apple's iOS 10

This process shows how to set up the native email app on the iOS Device.

- The screenshots below may be from *different* versions of iOS or will look a bit different if you are setting up an iPad versus an iPhone, but they will follow the same format.
1. On the iOS device, open **Settings**.
 2. Go to **Mail**.

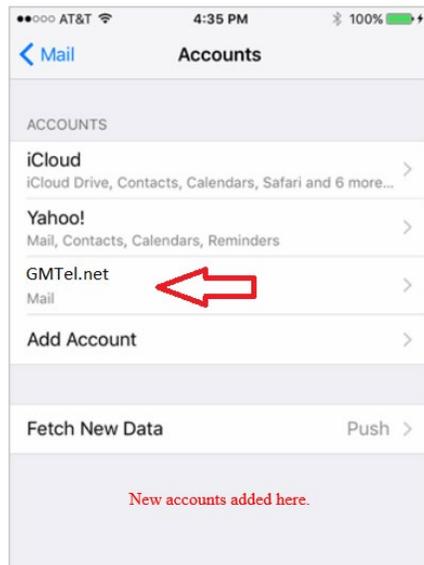


Changing the Account:

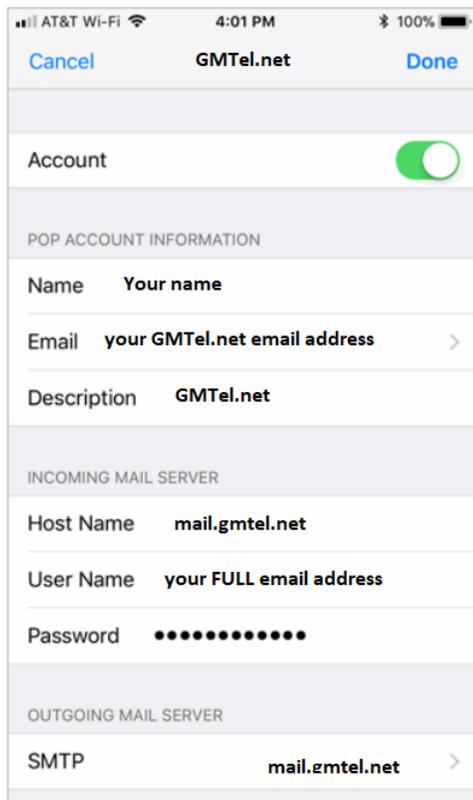
3. Click on **Accounts** from the main **Mail** window. *This may show GMTel or other mail apps that you use as well (Gmail, Yahoo, iCloud, etc.)*



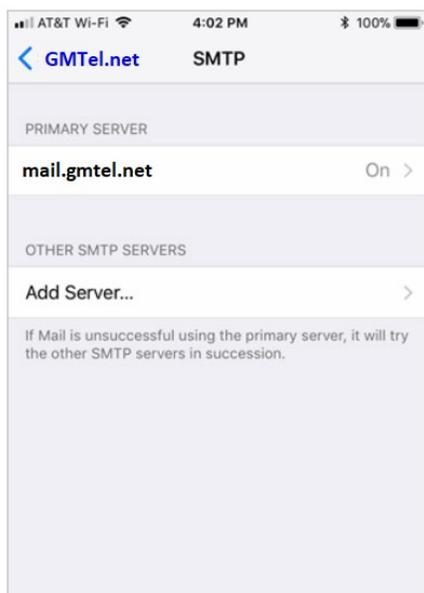
4. From the **Accounts** window, select the specific account for your GMTel email address from this screen.



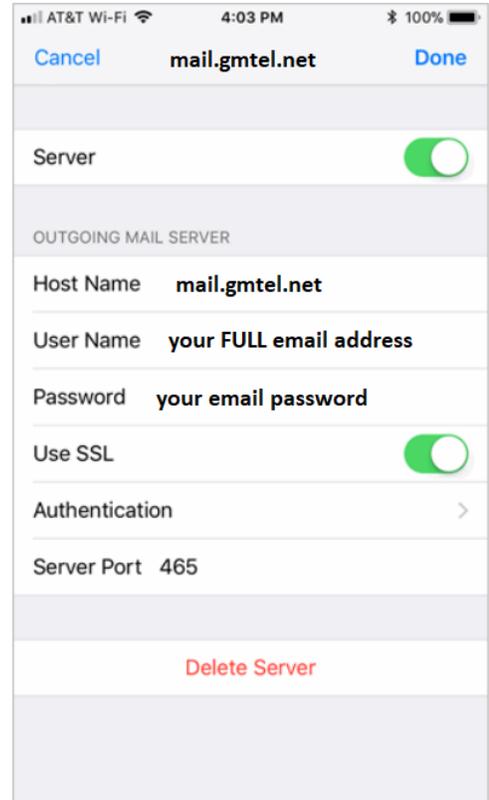
5. Verify that the Incoming Mail Server **Host Name** is **mail.gmtel.net**
6. Verify the Username is your **FULL** email address.
7. The **Password** should be correct already and not need changing.



8. Click on the **Outgoing Mail Server** to verify / change the various sever settings.
9. Click on the **Primary Server** option for **GMTel.net**. (*It may not necessarily named a mail.gmtel.net*)



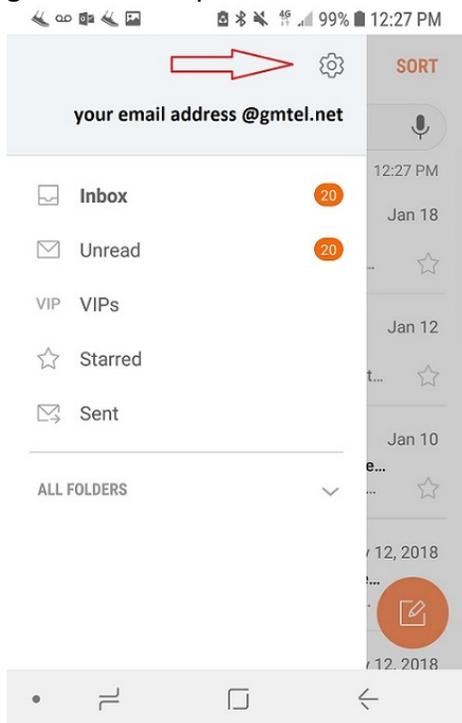
10. From the **Outgoing Mail Server** settings window:
 - Verify this **Server** is marked as **On**.
 - Verify the Outgoing Mail Server **Host Name** is set to **mail.gmtel.net**.
 - Make sure the **Username** field has your **FULL** email address in it.
 - Even if this box says "*Optional*" it is **required** by GMTel if you want to send emails when you are not at home.
 - The **Password** should already be here.
 - If not, go ahead and enter it.
 - Make sure that **Use SSL** is set to **On**.
 - Below this, verify the password option is set to **Authentication**.
 - Verify the **Server Port** is set to **465**.



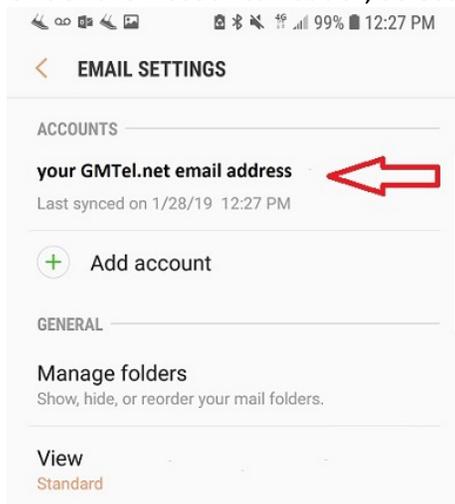
11. Click **Done** in the upper right.
12. You should be back a screen now (*see previous image*). Click the **Back** arrow in the top left to go back to the Incoming Mail Server window.
13. Click **Done** in the upper right.
14. Go back to the main window on the iOS device
15. **Test** the email to verify it is working.

Changing Email Settings in Android 8.0 (Oreo)

1. From the main window, open your **Email** application.
2. Click the three horizontal bars in the top left of the email app and select the Settings gear from this panel.

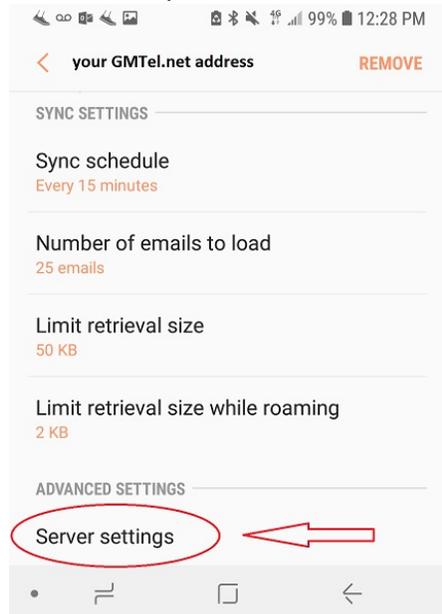


3. Under the **Accounts** header, select your GMTel.net email account.



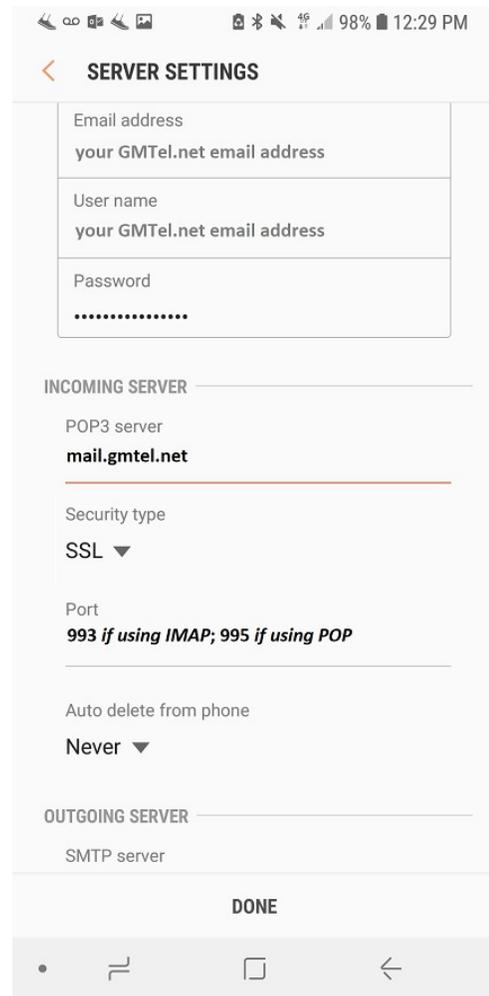
4. From the **Settings** window for this email account, swipe down until you see **Server Settings**.

- o Select this option to view the current server settings.

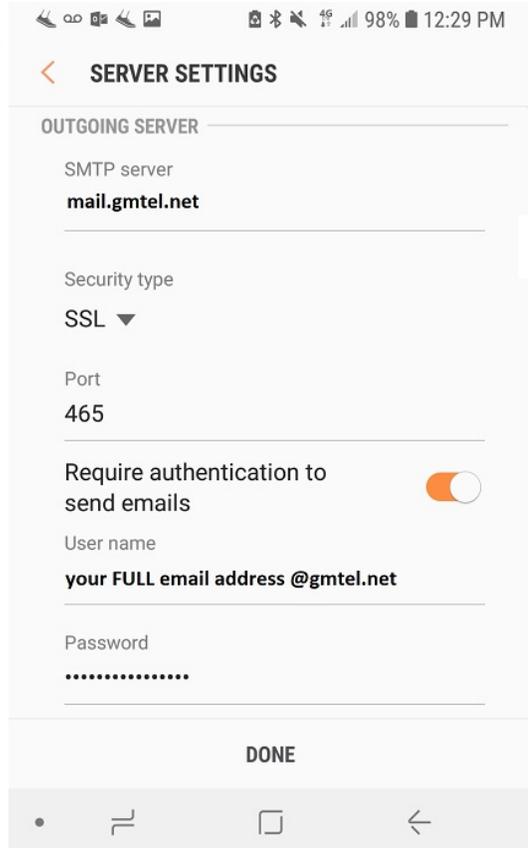


5. Your GMTel.net email address should be listed on the **Email Address** field.

- o Verify your **FULL** email address appears in the **User Name** field.
 - If it does not and you cannot change it, please call Tech Support for assistance.
- o Make sure that your **Incoming Server** shows **mail.gmtel.net**
- o Verify the **Security Type** shows **SSL**. If not, click the arrow next to this item and select it.
- o In the **Port** field, you will need to determine what type of server you are using.
 - If you see **IMAP server** under the **Incoming Server** header, choose Port **993**.
 - If you see **POP3 server** like the image to the right, choose Port **995**.

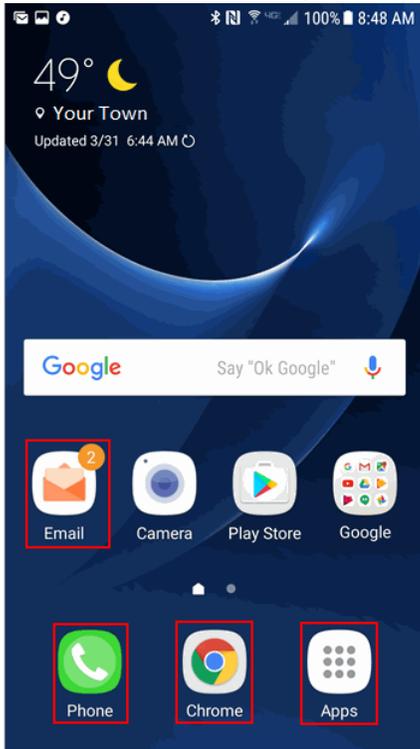


6. Swipe down the **Server Settings** page and go to the **Outgoing Server** settings.
 - Verify your **SMTP Server** is set to **mail.gmtel.net**
 - Verify your **Security Type** is set to **SSL**. If not, click the arrow to the right and choose **SSL** from the drop-down.
 - Verify your **Port** is set to **465**.
 - Verify your **FULL** email address is showing in the **Username** field.
 - Your **Password** should be fine and should not need to be changed.
7. Click **Done** when finished. Save your settings and back out to your main email window. Make sure your email is functioning properly.

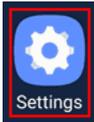


Changing Email Settings in Android 7.0 (Nougat)

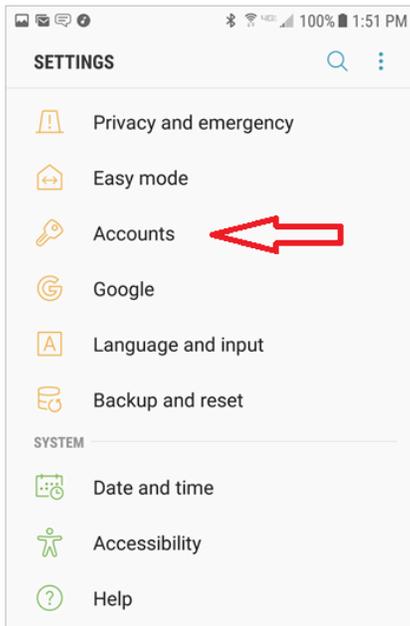
1. From the main window, click on your **Apps**.



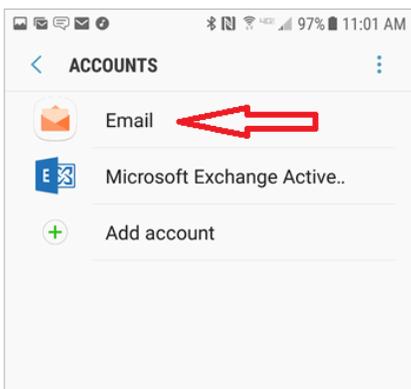
2. Click the **Settings** icon to open up your device's Settings menu.



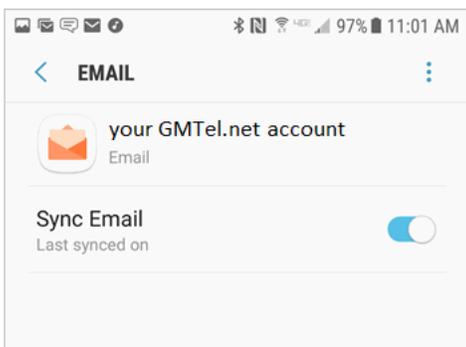
3. Click on **Accounts** from the Settings Menu.



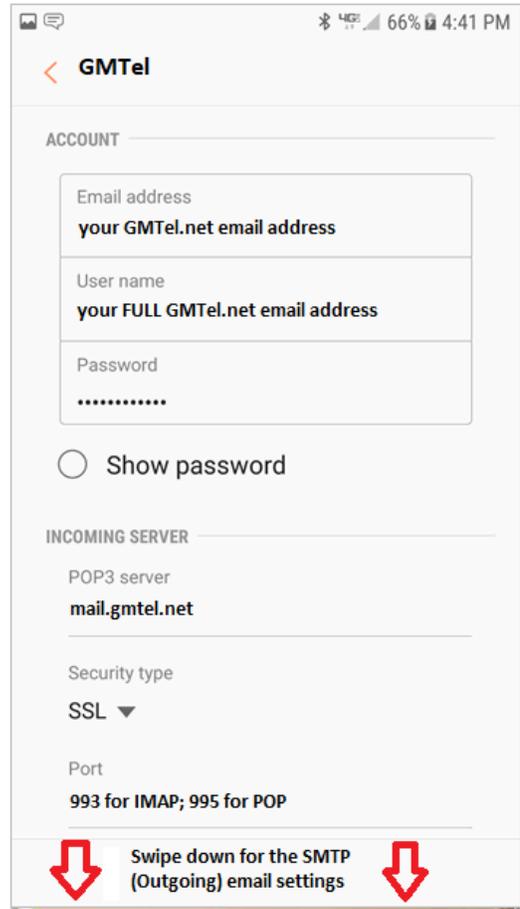
4. Click on **Email** from the list of account types.



5. Click on your **GMTel.net** account from this window.



6. Your GMTel.net email address should be listed on the **Email Address** field.
- Verify your **FULL** email address appears in the **User Name** field.
 - If it does not and you cannot change it, please call Tech Support for assistance.
 - Make sure that your **Incoming Server** shows **mail.gmtel.net**
 - Verify the **Security Type** shows **SSL**. If not, click the arrow next to this item and select it.
 - In the **Port** field, you will need to determine what type of server you are using.
 - If you see **IMAP server** under the **Incoming Server** header, choose Port **993**.
 - If you see **POP3 server** like the image to the right, choose Port **995**.



7. Swipe down the **Server Settings** page and go to the **Outgoing Server** settings.
 - Verify your **SMTP Server** is set to **mail.gmtel.net**
 - Verify your **Security Type** is set to **SSL**. If not, click the arrow to the right and choose **SSL** from the drop-down.
 - Verify your **Port** is set to **465**.
 - Verify your **FULL** email address is showing in the **Username** field.
 - Your **Password** should be fine and should not need to be changed.
8. Click **Next** when finished. Save your settings and go back in to your main email window. Make sure your email is functioning properly.

