

E-mail Solutions



With a range of options to choose from, Time Warner Cable Business Class E-mail Solutions offer your business a new class of e-mail. It's always on, so you're always connected to your mailbox. And it's dependable, running on the Time Warner Cable Business Class backbone and avoiding Internet delays.

E-mail Solutions feature:

- Dedicated customer service
- Convenient all-in-one billing
- Multiple, customizable mailboxes
- 3 levels of service

Getting Started

Time Warner Cable Business Class provides POP3 and Web-based e-mail solutions, each with options for vanity and non-vanity e-mail domains.

Vanity e-mail provides e-mail with a registered domain name. For example, yourname@xyzcompany.com. If you are a vanity e-mail customer, you are assigned an administrative account that allows you to create and manage your organization's mailbox accounts.

Non-vanity e-mail is for customers who do not own a domain name. For example, yourname@nyc.twcbc.com. You are assigned a Master Account that allows you to create and manage your organization's mailbox accounts.

Customer Administrator Quick-Start Guide

To manage your organization's mailbox accounts, use the Web-based E-mail Administration tool. This tool allows you to create mailbox accounts, modify or delete accounts, and configure additional functionality, such as creating auto-reply messages for your users and forwarding their mail.

Accessing E-mail

1. Enter the following address in your Web browser's address field to access the Login page: <http://dns-email.twcbc.com>.
2. On the Login page, enter your username and password.
 - For administrators of vanity e-mail domains, your username is: `admin@yourdomain`.
 - For administrators of non-vanity e-mail accounts, your username is the e-mail address assigned as the Master Account.
 - Note: If you do not know your username and password, contact your local Time Warner Cable Business Class representative.
3. Click Submit.

Navigating the Application

After submitting your username and password on the login screen, the main view appears with the main menu on the left side of the screen. Click Account to view the sub-menu, then click on the task (Create, Batch, Modify, List, or Delete) you want to perform.

Note: When navigating through the application, do not use your browser's Back button.

E-mail Solutions



Customer Administrator Quick-Start Guide *(continued)*

Exiting the System

To exit the E-mail Administration tool, click Logout. If you are logged in to the application and are idle for more than 15 minutes, the system will automatically log you off. (However, you can log in again.)

Warning! Do not just close the browser to log out of the application. This will lock you out of the administration tool for 15 minutes (meaning you must then wait to log in again). Instead, click Logout.

Creating Individual User Accounts

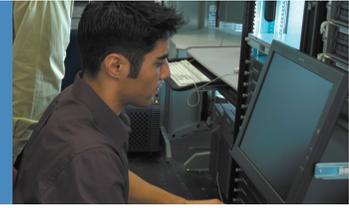
The E-mail Administration tool allows you to create accounts either individually or in batches.

1. Click Create in the account sub-menu. (Note: Your domain name automatically appears in the first field. To clear the remaining fields, click Reset.)
2. Enter the account name. Do not add the domain name after the account name, as the system will add it automatically. For example, enter jsmithson, not jsmithson@xyzdomain.com.
3. Enter a password for this account. The user can change the password when accessing his or her mailbox.
4. If applicable, enter a POP login. If you leave this field blank, the default value is the user's e-mail address. Do not add the domain name after the POP name as the system will add it automatically.
5. If applicable, add aliases. If the user has more than one e-mail alias, separate each alias with a space (for example: jane jane.smithson).
6. If applicable, add forwarding addresses for this account. Separate each forwarding address with a space (for example: kjones@abccorp.com bsmith@abccorp.com).
7. Enter the size of the mailbox in the Disk Quota field. If you leave this field blank, the default mailbox account size is 250 MB.
8. Note: During provisioning for your organization's account, Time Warner Cable Business Class defined a maximum storage limit for your entire domain based on the package purchased. Keep this in mind when assigning storage to individual mailboxes.
9. If the account is a POP account, select the Enabled checkbox next to POP Delivery.
10. Click Create Account. A message appears confirming that the account was successfully created.
11. Click Done. You are returned to the Create Account screen.

Modifying an Account

After creating an account, you can change the account information; however, you cannot change the account name. If you misspell an account name, or otherwise need to change the name, you must create a new account with the correct name and then delete the old one.

E-mail Solutions



Customer Administrator Quick-Start Guide *(continued)*

To modify an account:

1. Click **Modify** in the account sub-menu. If you use the **List** feature first, click on the underlined account name to view this screen.

Note: Your domain name automatically appears in the first field. To clear the remaining fields, click **Reset**.

2. Enter the account name in the appropriate fields. If you did not reach this screen via the **List** feature, click **Lookup** to view the properties of this account.
3. Modify the applicable fields.
4. Click **Modify**. A message appears confirming that the changes were made.
5. Click **Done**. You are returned to the **Modify Account** screen.

POP3 E-mail

Generic Configuration Instructions

Configuring e-mail settings may be different from program to program, but all e-mail programs require the same basic information. The list below describes the different items required by most e-mail programs and the proper method for configuring them. Please refer to the program's corresponding section of your User Guide for any configuration issues.

- **POP E-mail** — Some e-mail programs check other types of e-mail boxes as well as POP. If the program asks for the type of e-mail box, select the option for POP or POP3 e-mail. POP e-mail is already the default for most programs.
- **Address, Return Address, Reply-To Address** — This is similar to the return address on a postal letter. Enter the user's e-mail address here. For example: accountname@yourdomain.com.
- **UserID, popID, Username** — Enter the popID selected upon creation of the POP account. For example, accountname@yourdomain.com.
- **Password** — Enter the password associated with the POP e-mail box. Some programs, like Netscape, do not ask for the password until the mail account is checked.
- **POP Server Name, Incoming Server Name** — Enter pop.biz.rr.com for the POP server name.

SMTP Authentication

This feature is required to send mail through Time Warner Cable Business Class servers; if you do not enable SMTP authentication, you will NOT be able to send e-mail. SMTP authentication ensures that only authorized users are utilizing the Time Warner Cable Business Class SMTP servers. (Web-based E-mail does not require SMTP authentication.)

To activate SMTP authentication for your particular e-mail client, refer to the User Guide provided by your Time Warner Cable Business Class account representative.

Note: Not all client versions support SMTP authentication. To see which client versions do not support SMTP authentication and will need to be upgraded or modified, refer to your User Guide.

E-mail Solutions

Web-Based E-mail

Login

To start a Web-based account, you need to have access to a Web browser and the Internet.

1. Enter <http://mail.twcbc.com> in the browser address field.
2. Enter username (for example, name@yourdomain.com) and password.
3. Click Enter.

The Inbox page is displayed. Mail messages are listed in the Inbox.

Still need help?

Refer to the User Guide provided by your Time Warner Cable Business Class account representative. If you still need help setting up E-mail Solutions, contact your Time Warner Cable Business Class account representative