

Email Setup FAQ

Common Questions When Setting Up Email



What are the default settings for my account?

Login Details

Your Name	Your name. EG. John Smith.
E-Mail Address	Your Activ8me Email address. EG: JohnSmith@activ8.net.au
User Name	Your account user name. EG: JohnSmith
Password	Your account password.

Incoming Mail Settings

Incoming Mail Server (POP3)	mail.activ8.net.au
Incoming Mail Port:	110
Incoming Mail Type:	POP3

Outgoing Mail Settings

Outgoing Mail Server (SMTP)	mail.activ8.net.au
Outgoing Mail Port:	25
Outgoing Mail Type:	SMTP

I'm getting a "553" error from my email client. Why?

A 553 error indicates that your email client has no sending authentication enabled. Check your email settings and make sure that your outgoing/sending settings have use SSL enabled.

What is my Internet Account username?

The username for your Internet account is the first part of your email address. For example, if your email address is JohnSmith@activ8.net.au then your username would be **JohnSmith**.

I have put in my password but why do I still get "Please enter your password"?

This just means that the password you have put in is different from the password on the server. If you are unsure of the password then you can call our support line on **1300 76 02 19** to have your password reset.

Email Setup FAQ

Common Questions When Setting Up Email



Why am I getting Webmail quota warning email?

You have reached or exceeded the 20MB mailbox capacity limit. You can free up your mailbox by deleting unnecessary emails (you can save the attachment to your computer first before deleting the email) or changing the setting of your email client to delete emails after a couple of days (please see your email client setup).

Can I still check my email if I am out of town?

Yes, you may still be able to check your emails by logging in to webmail.activ8.net.au. If you will be using your personal computer, you can still use your email client by changing the outgoing server.

Why am I getting “cannot connect to server” error?

This error usually appears when you try to send/receive an email without Internet connection. Please make sure your Internet connection is working.

I’m using a Microsoft Email Client (Outlook, Windows Mail) and I have an error code. What does it mean?

Microsoft email clients share a list of error codes to help you figure out any issues that might occur with your email. Here are some common ones:

Can’t Find Server (Code: 0x800CCC0D)

This error occurs when your email client can’t find the server based on the name you entered. Double check that both the incoming and outgoing server names are set to *mail.activ8.net.au*.

Can’t Connect To Server (Code: 0x800CCC0E)

This error occurs when the server cannot be reached, normally because your Internet has dropped out. See if you can connect to a webpage on the Internet (Google or Facebook are good ones to use) and then try again if you have a connection.

Connection Closed (Code: 0X800CCC0F)

This can occur if your Internet connection drops out. Like the last error, check your Internet connection and then try reconnecting.

Connection Timeout (Code: 0x800CCC19)

This is caused when the connection from your computer to the email server is closed after a certain period of time. Some email clients and servers do this to

Incorrect Username or Password (Code: 0x800CCC90, 0x800CCC91, 0x800CCC92)

These error codes occur when your email client has an incorrect username or password. To fix it, double-check the username and password that you have entered into your client.

Email Setup FAQ

Common Questions When Setting Up Email



What does POP3 mean?

POP3 stands for **Post Office Protocol**. Your email software uses this format to exchange emails with our servers so that it can correctly store them on your computer.

What does SMTP mean?

SMTP stands for Simple Mail Transfer Protocol. This is a way emails are formatted so that different computers running different software can all talk to each other in the same way.