# Quick BIS Compatibility Test

This excursive will determine if your current email system is compatible with the BlackBerry Internet Service email integration system. Outlook express has imbibed support for a variety of standard e-mail protocols which can support many of the available email systems currently being used by Internet Service Providers (ISP's). To configure your Outlook Express or any other e-mail client, you need to know your POP3 and SMTP servers. To find them out contact your email service provider.

Your provider's mail server may use different SMTP relays for sending mail - **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Outlook Express to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.
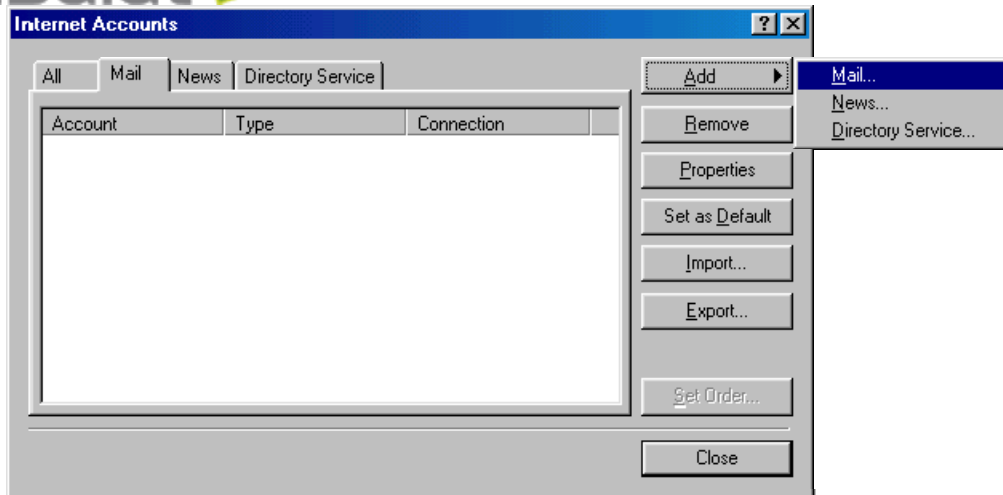
Configuring Outlook Express

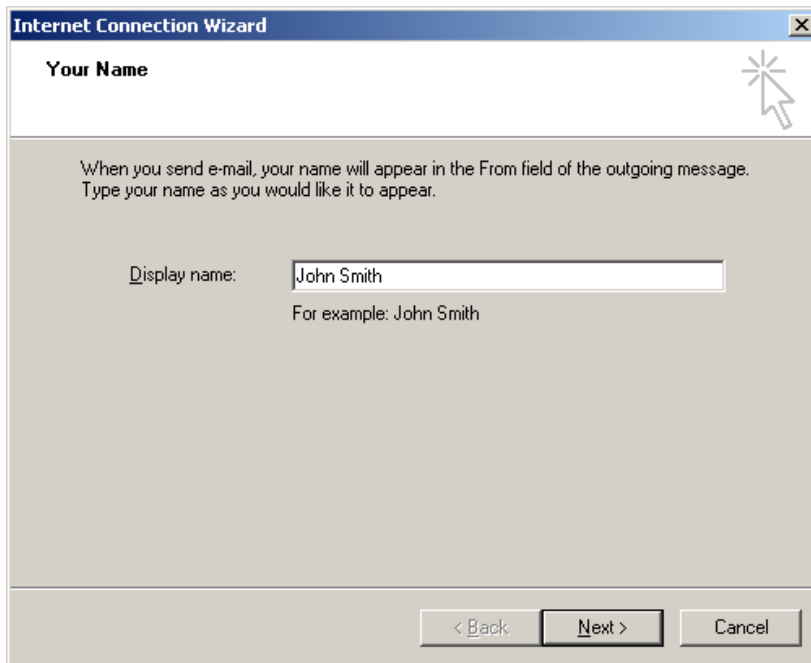To configure this email client with the *POP before SMTP* relay:

1. Open Outlook Express.
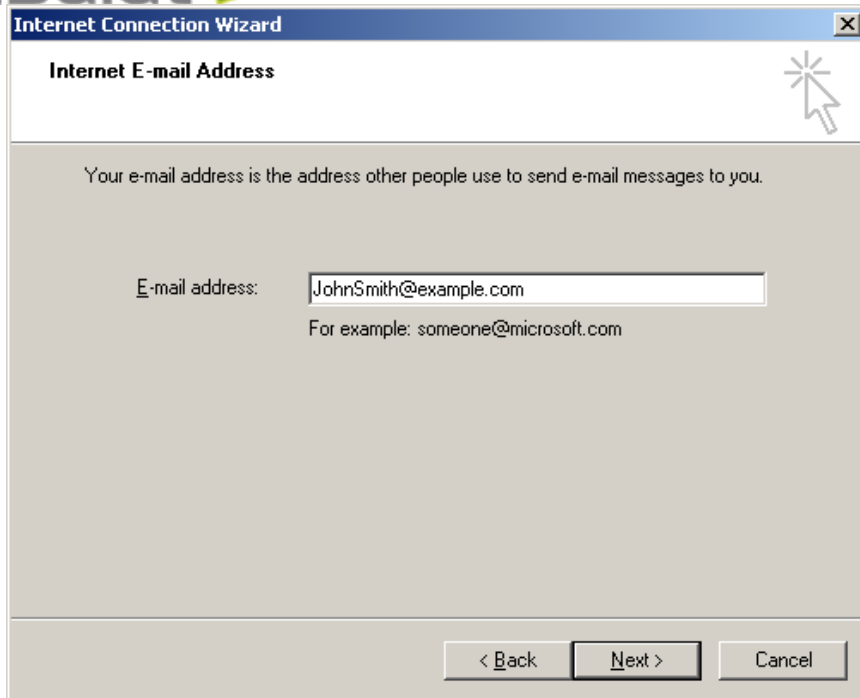2. In the menu bar, go to the *Tools* drop-down menu and select *Accounts*.
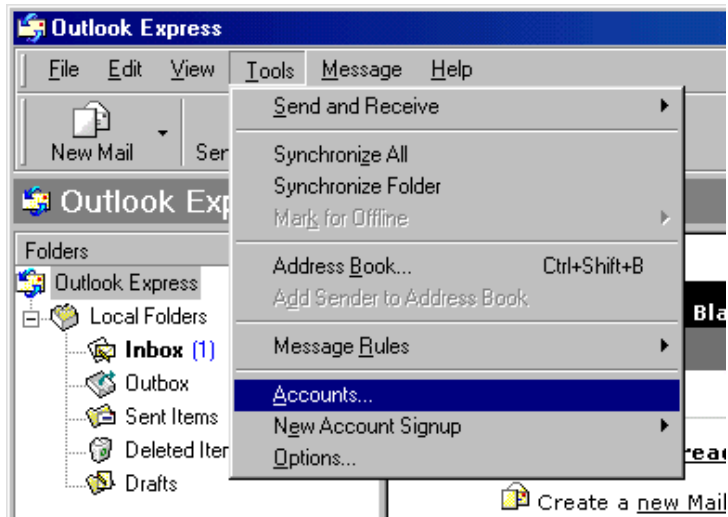
3. On the page that shows, click *Add* and select *Mail*.

4. On the wizard page that shows, enter your name in the field and click **Next** to proceed.
   Note: this email will appear when you send out emails.

5. On the page that shows, enter your *Email Address* and click *Next* to proceed.
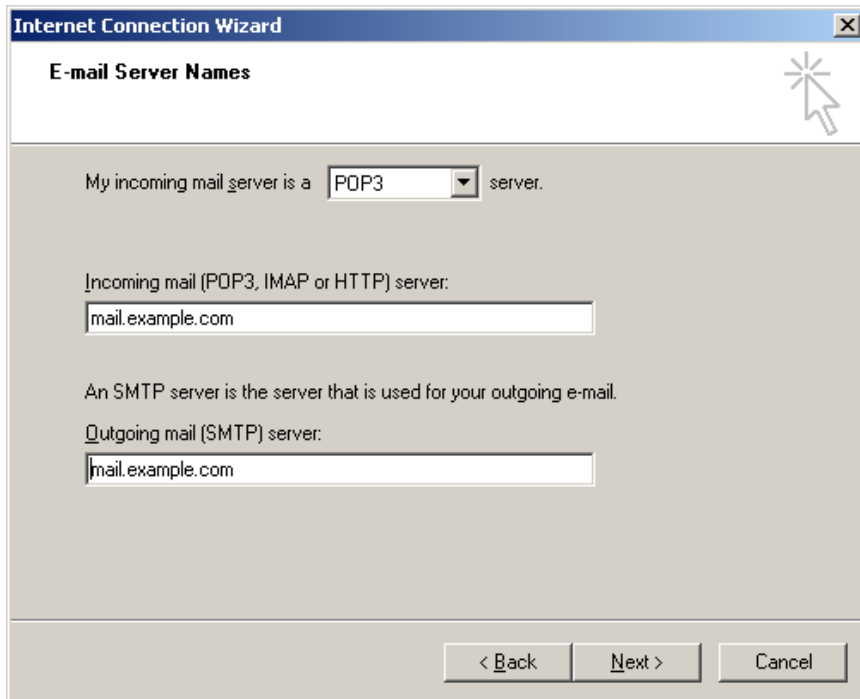
6. In the form that shows:
   - in the drop-down box, choose *POP3* as your *incoming server*;
   - enter the *Mail Server Name* for both *Incoming Mail* and *Outgoing Mail*;
   - click *Next* to proceed.

7. On the page that appears:
   - make sure to enter **full** email address in the *Account Name* field;
   - enter mailbox password in the *Password* field;
   - check the *Remember Password* box to avoid entering it every time you check or send email;
   - click *Next* to proceed.
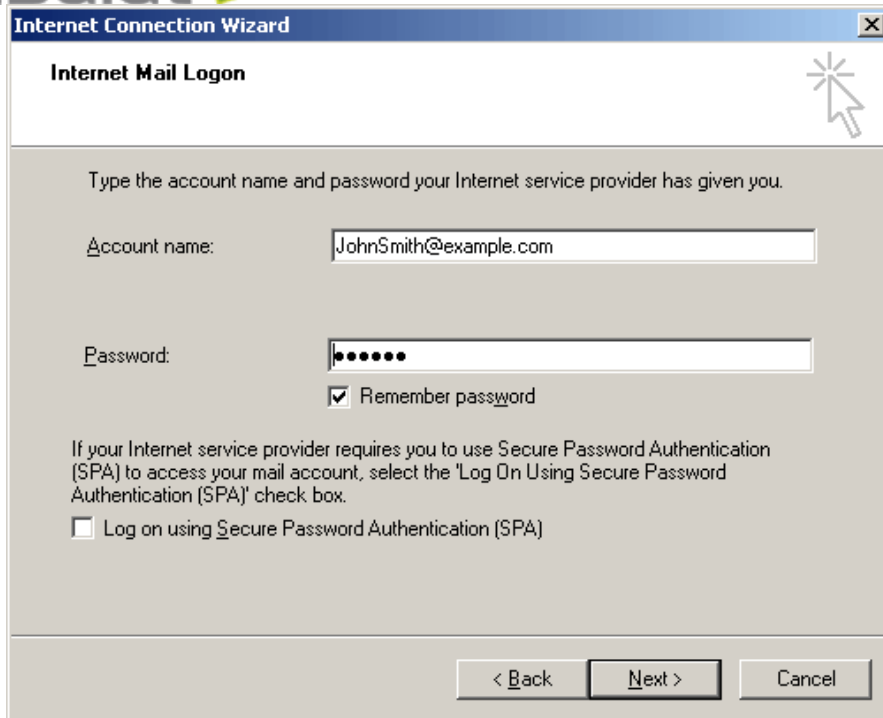
8. On the page that shows, click *Finish* to save settings and get back to the list of email accounts
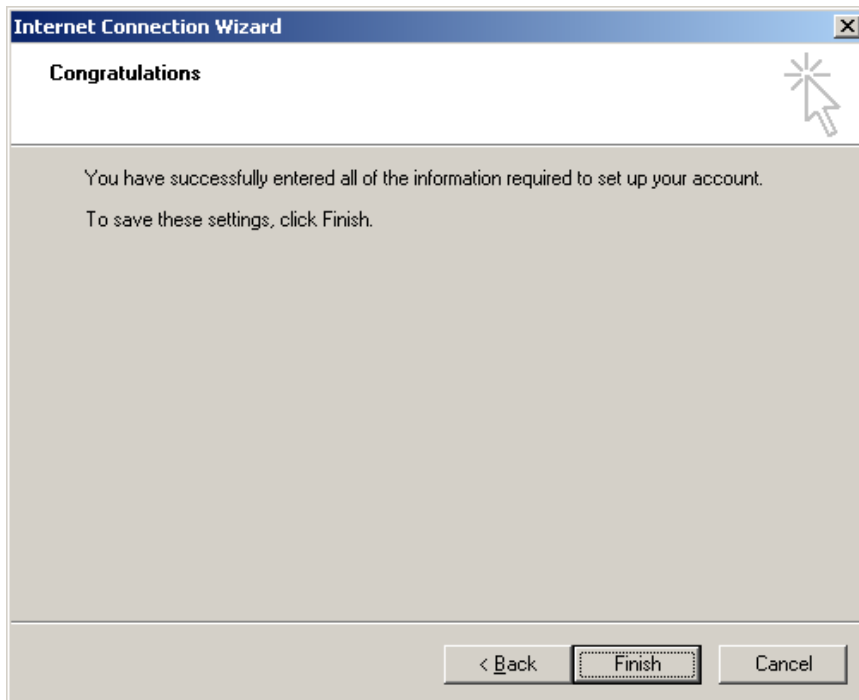
9. Now that email account is created, select *Accounts* from the *Tools* drop-down list in the menu bar.
10. On the *Internet Accounts* window, select the newly created mail account and click *Properties* to edit the settings for your email account.
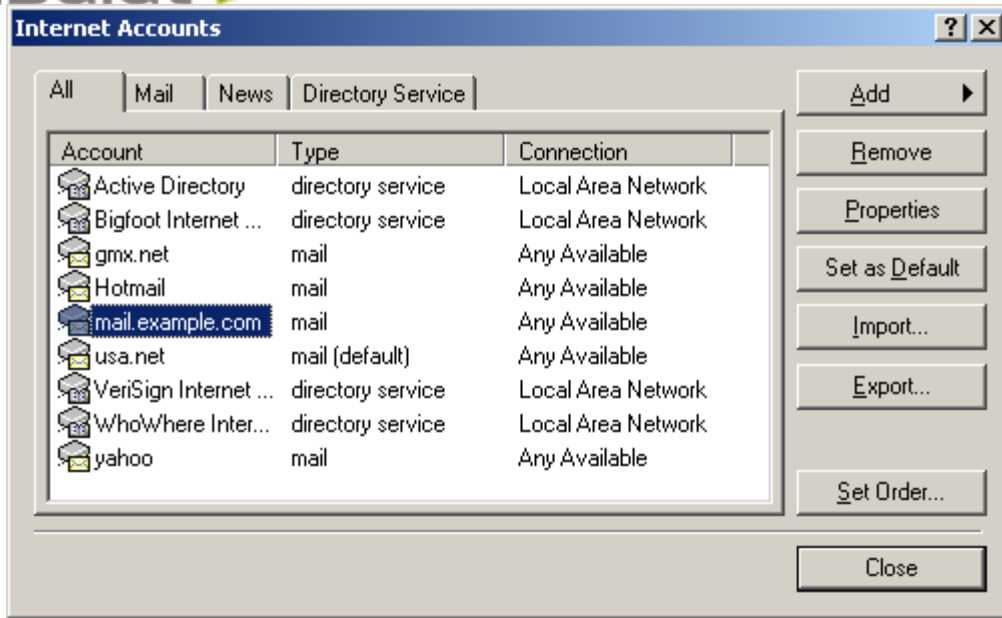
11. On the *Properties* page that appears, choose the *General* tab and check the settings of your email account.
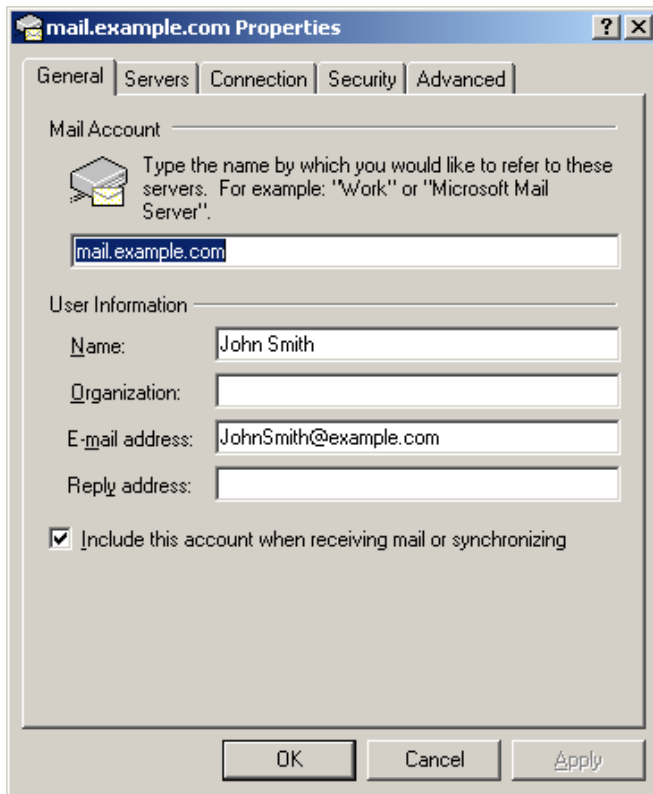
Here you can:
- set the name that will show in your letters
- set reply email (should be the same as email)

12. Click **Apply** and **OK** to save settings.
13. Select Send/Receive to connect to your email system.

Note: If you can successfully connect, the probability of using this account to access the BlackBerry Internet Service (BIS) email system has a higher degree of success.