



# **User Guide**

**Software Solution  
( Email )**

**Spectacle Hut**

## Content Page

### When email is not working properly:

|                                                          |                 |
|----------------------------------------------------------|-----------------|
| 1. Unable to send email                                  | .....Page 3     |
| 1.1 Restart outlook express                              | .....Page 3 - 4 |
| 1.2 Check file size of pending items                     | .....Page 4     |
| 1.3 Check and delete images                              | .....Page 4     |
| 1.4 Contact IT support                                   | .....Page 5     |
| 1.5 Call IT support for guide to connect to the internet | .....Page 5     |
| 2. Blocking spam mails                                   | .....Page 5     |
| 3. Unable to receive any mails                           | .....Page 5     |
| 4. Importing address book                                | .....Page 5     |

## Solution for problems of Email

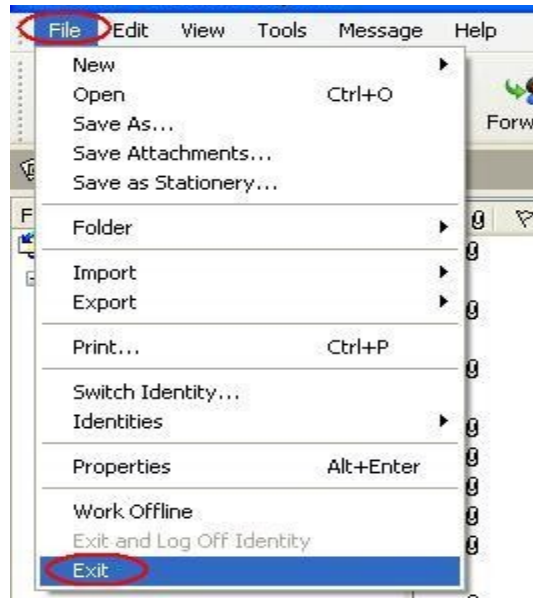
This section would teach you how to solve the problems when you encounter while using the email.

Problems that arises from the using of Email:

1. When you are unable to send out Email:

1.1 Cancel the email sending and close outlook express. Next, open your outlook express again.

Click on "File" and click exit



Click on the "start" button

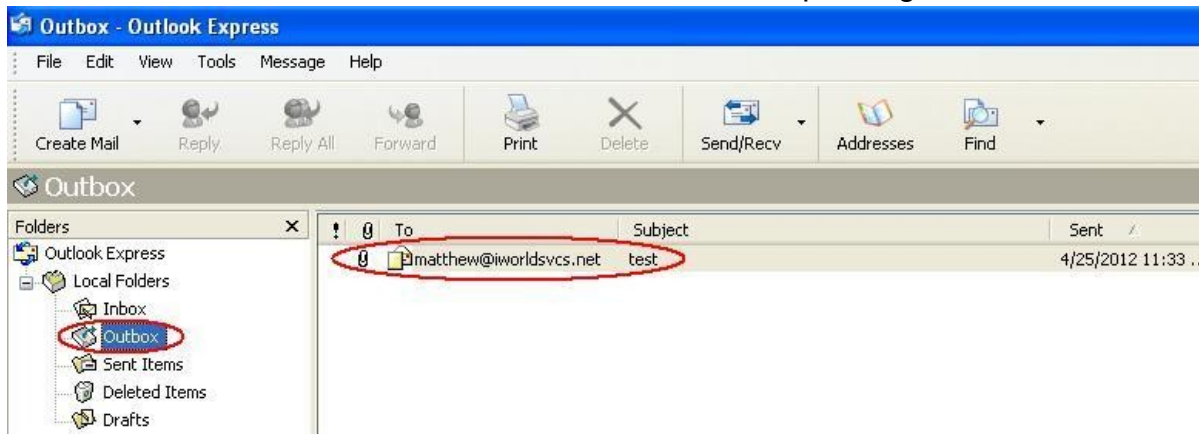


Click “Outlook Express” icon



1.2 Check your outbox and see if there are any pending items with its file size too big. The attachment size should not exceed 15MB.

Click on “Outbox” and check the file size of the pending item



1.3 If there are pending items in outbox and the size is small, check the original email whether it includes any pictures inside. Delete away the images when you reply.

1.4 If you receive a message telling you that your email quota is full, contact support to assist you in clearing your email.

1.5 If there are no connection to server error, check your Team Viewer whether you still can see your ID on the left hand side and in the blue box. If you are unable to view Team Viewer ID, your internet is disconnected. Please call IT support to guide you on how to connect to the internet.

Team Viewer without any ID



2. Spam mails – If you are receiving mails from unwanted part, open the email, go to message and block sender.

3. Unable to receive mails – If you are not receiving mail for a long period, check your Team Viewer whether you are still online. If you are online, call IT support. Your mail quota might be full.

4. Importing address book – If you need all outlet addresses, contact IT Support to provide you address book of all outlets. Import that address to your outlook express by going to file, import and finally address book.