

I Can Receive BUT I Can't Send

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

If you are able to receive emails but are having problems sending, follow the steps below

In the advanced settings of your mail account,

1. Check the outgoing port number.

Many email programs set the outgoing port to the default, 25. Over the years, this port has been heavily used by spammers, so is now blocked by a wide range of mail server. We **recommended** you change the outgoing port number to **587**.

If this does not solve the issue ...

2. Open up the outgoing (SMTP) server settings.

They should be,

Outgoing mail server: smtp.yourdomain.com

Outgoing port number: 587

A lot of email programs (especially Apple devices) state that the username and password are optional fields for the outgoing server (this is not the case). Without the username and password fields, you will be unable to send email from your account.

3. Authentication required (password) should also be switched on.

If the problems persist after following the above steps ...

Please take note of any error messages that are shown and contact support-mail team as soon as possible.

Credit: bignames

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