# Email Service
Features Overview

ZipLinkInternet.com has partnered with Rackspace to provide a top ranked, powerful email system. Over 1 million users worldwide use Rackspace Email. The web-based email client was built from the ground up as an all-in-one, software-free email management system. The business applications suite is constantly evolving around the tools businesses need to communicate and be productive.

## Email Client Features

**10GB Mailboxes & 50MB Attachments**
- Keep email in your inbox without fear of running out of room
- Mailbox holds up to 10 years of email
- Send and receive large files
- Send a 1000 page Word document, 200 PowerPoint slides, or 500 Adobe PDFs

**Free Backup and Sync Tool**
- Sync personal data, like contacts, calendars and more to a BlackBerry®, iPhone™, or Windows Mobile® device
- Use the free Sync for Outlook® tool to protect your Outlook data
- Two-way sync keeps email data same across platforms
- Set up automatic sync to pull email data on a schedule
- Install over the air or download plugin
- Powered by Funambol data sync technology

**Customized Settings**
- Adjust spam filters, trash handling, message alerts at domain or user level
- Display HTML or text
- Supports 8 languages
- Customize reply and forwarding settings
- Create user or domain-level safelists and blacklists
- Receive email from external accounts
- Change password from webmail interface



Huge mailboxes that can handle big files



Sync mail and PIM data directly to your phone

# Application Suite Features

## Contacts
- Create multiple personal contact lists with unlimited entries
- Company directory auto-updates new mailboxes
- Multiple entries for phone and email information, a notes area, and an option to add a photo
- Import/export contacts between Outlook, Yahoo, Gmail, and more
- Users can update their personal contact data from the email interface
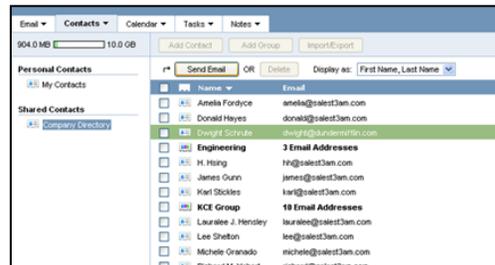- Make permission-based group lists from the control panel

## Calendars
- Create multiple calendars and share with selected people in Rackspace Email or Outlook
- Send meeting invites and create recurring events
- Allow specific people to edit your calendar
- iCal feed to share calendars outside of your domain
- Get alerts via email, pop-up, or text message to your phone
- Color-coded viewing for multiple calendars
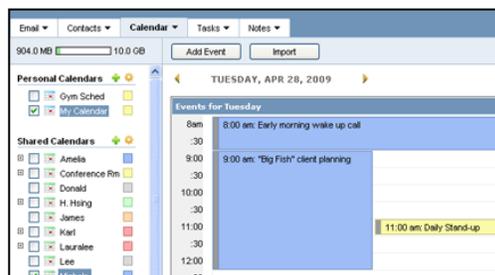- Import calendars in .csv format

## Tasks
- Create task lists with sub-tasks
- Assign due dates
- Multiple search options
- Add task-specific information in task notes area
- Use Task List Manager for overview of all outstanding tasks
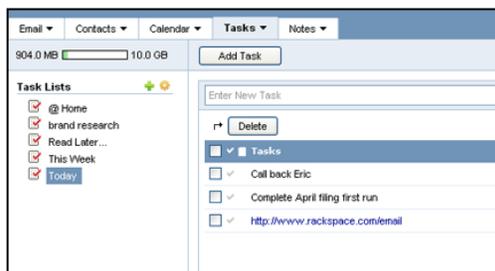
## Notes
- Unlimited space to record text notes
- Assign note titles for easy searching
- Search by title or last updated date
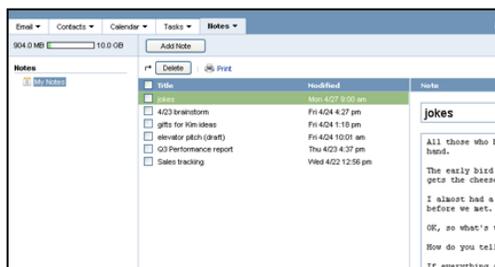- Copy and paste text from other applications



Complete contact management system



View and manage multiple calendars



Track tasks and subtasks



Record important information

# POP3, IMAP4, and SMTP

Rackspace hosted email supports all standard email protocols, like POP3, IMAP, and SMTP. They allow users to check and send email via desktop email clients like Outlook and Mozilla Thunderbird, plus wireless devices like BlackBerry, iPhone, and Windows Mobile devices. This means you can use your favorite email apps while using our service.

### POP3
Post Office Protocol (Version 3) is what most users need and use today.
POP3 is a client/server protocol in which email is received and held on a mail server. Periodically, you check for mail on that server and then download it to your email client. POP3 is the standard protocol built into practically every email client. This method is well-suited for users that don't want to store email messages online.

### IMAP4
Internet Message Access Protocol (Version 4) is another popular way to access email messages. With IMAP4, messages and folders are always stored on the mail server. When users access their email, they are working directly with these messages. This means that any updates made to the email, such as moving, flagging, or marking a message as unread, is stored on the server.

IMAP4 is a convenient option for users who need to access their email online from multiple clients at multiple computers or locations.

Our IMAP server supports IMAP IDLE, which provides real-time push support for IMAP applications, alerting you the second you have new mail… which makes it very powerful for users on the go.

### SMTP
Simple Mail Transfer Protocol is the standard protocol for sending email messages across the Internet. It is also commonly referred to as an outgoing mail server. Our SMTP servers are configured to require SMTP Authentication. The servers themselves perform two important functions.
First, they verify that anyone sending outgoing email through the SMTP server has the right to do so. Then secondly, they send the outgoing email. If undeliverable, the mail gets sent message back to the sender.

### SSL and TLS Encryption
We provide SSL and TLS encryption for POP3, IMAP, SMTP, and the

Outlook

Entourage

BlackBerry

ActiveSync

Webmail client. This encrypts your data so that others cannot view it. Our servers also support opportunistic TLS, which allows your incoming and outgoing email data to be encrypted as it travels through the internet. This is very important for passwords and confidential emails.

**For more information or to sign up for services:**
Call us: 1-800-281-4947
Email us: support@ZipLinkInternet.com
Visit us: www.ZipLinkInternet.com/ziplink-internet-email