

Advanced Email FAQ

Q: What is Advanced Email service?

A: It is an enterprise class collaboration platform, service launched in 2012Q4. It includes email, address book, calendar, tasks, and briefcase. It supports traditional POP/SMTP, modern IMAP and ActiveSync access protocols as well as web interface.

Q: Who can subscribe the Advanced Email service?

A: All Business Netvigator subscribers are eligible for subscription of Advanced Email.

Q: Can customers keep subscribe basic email, Message@WORK, VES after the official launch of Advanced Email service?

A: No, they are no longer available for new subscription.

Q: Is there any free basic email service comes with the new subscription of BizNetvigator broadband line?

A: No, starting from 1/Jan/2013, customer need email service must subscribe the Advanced Email VAS package.

Q: Can BizNetvigator customers subscribe to Advanced Email and Cloud Storage and Web Meeting?

A: Yes, BizNetvigator customers can choose to subscribe any of them or all of them.

Q: Can non-BizNetvigator customers subscribe to Advanced Email and Cloud Storage and Web Meeting?

A: Yes, Non - BizNetvigator customers can choose to subscribe any of them or all of them.

Q: Can customers have alias domain emails that maps to Advanced Email @biznetvigator.com email address?

A: Yes, same as existing email service on alias mapping.

Q: Does Advanced Email include the SMS features like Message@WORK?

A: No, this will not available if Message@WORK user migrates to Advanced Email too.

Q: How can basic email/Message@WORK/VES customers upgrade to Advanced Email?

A: Call your HKT Account Manager or Customer Service hotline to get the Advanced Email VAS offer that fit your demand (no. of login and total storage size), fill in the Advanced Email application form and return to the corresponding contact.

Q: What is the lead time for service activation?

A: Normal lead time is 5days for new subscription and migration from old email platform to Advanced Email

Q: Why there is an admin login ID required in the Advanced Email application form?

A: This email login ID is required to perform the management function of all email accounts under this particular FSA via customer portal. Admin user can create and delete email accounts, modify email account entitled storage size, map alias to email address (if subscribed), etc. If this admin email login not yet exists and this email login ID is not provided in the application form, HKT order team will create it unconditionally using your company name (and random number suffix).

Q: How can customers add/delete/adjust email accounts?

A: By using the admin email login ID, visit www.biznetvigator.com and login customer portal to perform management of all email accounts. If customer faces difficulty on self managing of email accounts via customer portal, he/she can fill in the Advanced Email Account Application form (available in customer portal) and return to corresponding contact, let HKT order team to handle the email accounts issue for them at certain setup charge.

Q: How can customers get more email accounts if entitlement is reached?

A: If customer used up all entitled email accounts under the subscribed Advanced Email VAS but more is needed due to business expansion, he/she needs to increase the entitlement by upgrading to higher VAS plan.

Q: What is the maximum number of email accounts available in Advanced Email?

A: This limit depends on the Advanced Email VAS plan subscribed. The VAS plan available could be adjusted by marketing team from time to time according to business and market demand.

Q: How is my current Advanced Email storage usage calculated?

A: This current storage figure is a summation of all contents in your email folders, address book folders, calendar folders, tasks folders and briefcase folders. The figure is shown in web client interface of Advanced Email.

Q: Can I mix the storage space allocated to Advanced Email and Cloud Storage?

A: No, storage space of Advanced Email and Cloud Storage are separated and no mix is possible.

Q: Can I apply to migrate my home Netvigator email account to under my BizNetvigator line account?

A: No, residential Netvigator email cannot migrate to under commercial BizNetvigator line, unless your @netvigator.com email is already under commercial BizNetvigator.

Q: Can I move email account between different BizNetvigator broadband lines?

A: Move email account to BizNetvigator broadband line with Advanced Email VAS is allowed, but move from line with Advanced Email VAS to line without Advanced Email VAS is not allowed. Also provided that your destination broadband line email entitlement is not yet full.

Q: Do I need to change my Outlook/Outlook Express/Windows Mail account setup when I migrated from Message@WORK to Advanced Email?

A: It will working if keep existing POP/SMTP information of Message@WORK in your mail client, however, to make better use of Advanced Email, it is recommended to use new IMAP and SMTP with authentication over SSL.

Q: Can I retrieve email via POP protocol after reading them via Web interface?

A: As long as you don't move them to other folder or delete them, all emails in "Inbox" folder can be retrieved via POP protocol.

Q: Why I cannot retrieve non-Inbox folder emails via POP protocol?

A: POP protocol email retrieve only works for the emails in "Inbox" folder, for all emails in other folders or sub-folders, they cannot be retrieved via POP protocol. However, user can use IMAP protocol to access emails in all folders and sub-folders and folders shared by colleagues.

Q: Why the Inbox folder is empty in Web interface after I retrieve email via POP protocol?

A: Because you not yet configured the "Leave a copy of message on server" option in your POP email client, so email is deleted after POP email client retrieval. If you need to leave email on server for viewing by Web interface (or by Mobile phone via ActiveSync), it is important to set leave a copy in server, or it is more recommended to use IMAP protocol instead of POP.

Q: How to make a better use of Advanced Email on multiple PC and mobile phone?

A: It is recommended to configure your PC email client to use IMAP synchronization protocol and the iOS/Android mobile devices to use ActiveSync protocol (select "Exchange" or "Outlook" account), they are synchronization protocol so your action on the email is reflected immediately in Web interface and other devices (event like new arrival/read/delete/sent, etc.)

Q: I cannot send email when I travel to home or customer's office or oversea using BizNetnavigator SMTP?

A: Please configure your email client to use the SMTP with authentication over SSL, this will enable the sending of email when you using alien network.

Q: How can I archive my emails to my PC email client if my storage is almost full?

A: Normally your PC email client allow you to create some local folders, you can drag and drop emails from IMAP folders to local folders, then storage space can be freed up in server. Please login your Web interface to verify the storage level is dropped after move.

Q: Why it failed when I attach a 50M attachment in outgoing email?

A: Each email size including the attachment must be smaller than 25M bytes. Split it into multiple emails smaller than this upper limit, or you may upload to Cloud Storage and share to your recipient.

Q: Why there are an additional "Sent items" and "Deleted items" folders in server right after IMAP protocol is used by my PC email client?

A: IMAP protocol will synchronize the folders between PC and server, so if your PC email client default folder name mismatch with that of the server folder name, the new name will be created at each side. Normally PC IMAP email client allows you re-map the folder name to that on server, customer has to adjust this on his/her PC IMAP email client. (e.g. Outlook Express and Windows Live Mail)

Q: Why I cannot see email folders shared to me by my colleague via my Android phone?

A: This is limitation on Android phone native email client capability. You may try to configure to use IMAP protocol on your Android email client, and keep configure the ActiveSync protocol for synchronize the address book and calendar items.

Q: Why I cannot see other address book folder contacts via my Android phone?

A: This is limitation on Android phone native ActiveSync capability.

Q: Why I cannot see other calendar folder events via my Android phone?

A: This is limitation on Android phone native ActiveSync capability.

Q: Why the task item not available as sync item in my Android phone?

A: This is limitation on Android phone native ActiveSync capability.

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