MaxxSouth Broadband Email Android App

For more information, please visit: https://app.s.center/hc/en-us

Settings

Allowing Notifications

Missing an important email can be frustrating. Ensure you're notified in real-time whenever new email arrives by enabling your notifications:

① Tap the **Nav Icon** ☰ at the top left corner of the Nav Bar to display the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Mail**.

④ Tap **Notifications** at the top of the screen.

⑤ Tap the **radio button** ⊙ to allow notifications

Reactivating sound notifications for a sender or domain

Change your mind about receiving sound notifications for emails from a particular sender or domain? It's easy to delete an email address or domain from your notification list:

① Tap the **Nav Icon** ☰ at the top left corner of the Nav Bar to display the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Mail**.

④ Tap **Notifications** at the top of the screen.

⑤ With the **Allow Notification** slider enabled, tap **Sound** to open a list of sounds on the phone.

⑥ Confirm that the **Sound** slider is on. If not, tap slider to enable.

⑦ Tap **Specific Sound for Sender**.

⑧ Confirm the **Customize notification for specific senders** slider is enabled.

⑨ Tap the **Right arrow** next to the email address or domain to bring up the list of sounds.

⑩ Tap the **Trash icon** to delete that sender or domain.

Activating Do Not Disturb

Need to get some sleep or shut off distractions for a certain amount of time? The "Do Not Disturb" tool silences all notifications from the Mobile App for a set time period that you can choose.

① Tap the **Nav Icon** ☰ at the left of your navigation bar to open the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Mail**.

④ Tap **Notifications** at the top of the screen.

⑤ Confirm that the **Customize per account slider** is on. If not, tap slider to display "Smart Notifications" option.

⑥ Tap **Smart Notifications** in the middle of the screen.

⑦ Confirm that **Smart Notifications slider is enabled**. If not, tap the **Smart Notification slider** to enable.

⑧ Tap **Smart Notifications**.

⑨ Tap **Do Not Disturb**.

⑩ Tap the **Do Not Disturb** slider to enable it.

⑪ Tap "**From**" to select a start time.

⑫ Tap "**To**" to select an end time.

⑬ Under the Mode section, tap **Silent** or **No Notification** for the type of notification you wish to use.

⑭ Tap **OK**.

Note: The Do Not Disturb parameters will stay in effect until you disable this feature.

Disabling Do Not Disturb

① Tap the **Nav Icon** ☰ at the left of your navigation bar to open the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Mail**.

④ Tap **Notifications** at the top of the screen.

⑤ Tap **Smart Notifications**.

⑥ Tap **Do Not Disturb**.

⑦ Tap the **Do Not Disturb** slider to disable the feature.

Enabling Quick Reply

① Tap the **Nav Icon** ☰ at the left of your navigation bar to open the Navigation Drawer

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Mail**.

④ Tap "**Show Quick Reply**" **box** to display a checkmark to enable the feature.

Disable Quick Reply

① Tap the **Nav Icon** ☰ at the left of your navigation bar to open the Navigation Drawer

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Mail**.

④ Tap "**Show Quick Reply**" **box** to disable the feature.

Note: Quick Reply comes automatically enabled.

Mail Management

Checking For New Emails

Worried about missing important email? There's no need. The app's Badge Counter displays a counter of new emails on the app's icon. Furthermore, you'll get push notifications on your mobile device when new email arrives.

The app "pushes" new emails to your mobile device automatically when they arrive, so you don't need to do anything to make them appear in the Message List.

If you want to manually check for new email, swipe down the Message List to "refresh the page."

Reading Mail

Marking Read/Unread

This app offers several ways to mark an email as read or unread:

Method 1:
① Tap the **Sender Avatar** to the left of a message to select ☑ it from the Message List.
② Tap the **Envelope** icon in the Nav Bar.

Method 2:
① From within an email, tap the **Envelope** icon in the Nav Bar.
② The email will be marked as unread.

Method 3:
① Slowly swipe the email in your inbox to the **right** until it is highlighted blue and the **Envelope** icon appears.
② Release your finger and it will be marked read/unread.

  Note: The email will appear as Read or Unread, depending on whether it has been opened or not.

Deleting Email

There are three (3) ways to delete an email:

Method 1:
① Tap the **Sender Avatar** to the left of a message to select ☑ it from the Message List (noted by check mark).
② Tap the **Trash Can** icon in the Nav Bar.

Method 2:
① From within an email tap the **Trash Can** icon in the Nav Bar.
② The message will be deleted.

Method 3:
① From the Message List, swipe right on an email until it is highlighted in red and the **Trash Can** icon appears.
② Let go and the email will be deleted.

  Note: Deleted emails will be moved to the Trash folder.

Sending Mail

Composing an Email

Whether you're writing a quick email or sharing photos, sending emails is easy from any device. Plus, your draft emails are saved automatically so you can always pick up where you left off.

① Tap the **Pencil** in the lower right corner to write a new email.
② Enter the recipient's **email address**.
③ Tap the **down arrow** to the right to display the CC & BCC fields, as needed.
④ Enter a **Subject** in the subject field.
⑤ **Compose** your email.
⑥ When finished, tap the **Arrow** ➤ to Send.

Note: You will see a notification that your email was successfully sent.

Sending Mail (CONTINUED)

Composing Options

You can use the Compose Options Menu to perform other actions on the email you composed.

Here's how to access the Compose Options Menu:

① From within an email, tap the **Compose Options** ⋮ menu at the top right corner of the Nav Bar.

② Choose the action you wish to perform.

Options:

- **Send later**—Saves the email in drafts and schedules the message to be sent at a specified date in the future.
- **Show CC/BCC**—Displays those fields for you if they are not already showing.
- **Enable Rich text**—Displays a rich text toolbar.
- **Remove Formatting**—Removes all rich text.
- **Request Read Receipt**—Notifies you when the recipient has read the email.
- **Insert Signature**—Inserts your default signature into the email.
- **Discard**—Deletes the composed email.

Using Quick Reply

Quick Reply allows you to easily reply to messages without leaving the message preview page. Located at the bottom of the screen, you can use Quick Reply to compose email responses, attach files, and add emojis in a scrollable text area.

Sending a Quick Reply is easy:

① Tap the **Quick Reply** area at the bottom of your screen.

② Compose your message.

③ Tap the blue **Send** icon ➤ to send.

Using Reply, Reply All or Forward with Quick Reply Disabled

① From within an email, tap **Reply** ↩, **Reply All,** ↞ or **Forward** ➡ to complete the desired action.

② Compose your email.

③ Tap **Send** ➤.

Saving Drafts

Don't have time to send the email or worried that you might lose the email in the middle of writing it? No problem. The app automatically saves a draft of your email when you exit the Compose screen or when you get interrupted by a call. Email drafts can be found in the Drafts folder in the Navigation Drawer, so you can pick up where you left off.

Accounts

Syncing Your Device to MaxxSouth Email

Access your email, documents and photos from wherever you go—even while you're offline. Featuring two-way sync technology, the Mobile App allows you to synchronize your contacts, calendar, documents and photos so you always have your important information with you at all times.

To manually sync your device with your MaxxSouth Email:

① Tap the **Nav icon** ☰ in the navigation bar to open the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Accounts**.

④ Tap the **email address** of the account you wish to sync.

⑤ Tap **Sync**.

⑥ Enable the **radio buttons** ◉ of the content you want to synchronize.

⑦ Tap **Sync Now**.

You can also set the Mobile App to sync automatically:

From the Sync Screen:

① Tap **Auto-Sync**.

② Tap the **radio button** ◉ to enable auto-sync.

③ Tap **Auto-sync frequency** to select how often you want the syncing process to occur.

④ Choose how often you want the app to sync.

⑤ Tap **When using Wi-Fi** and enable the **Allow auto-sync via Wi-Fi** radio button ◉.

⑥ Select the types of files you want synced when a Wi-Fi connection is available.

⑦ Tap the left **back** arrow.

⑧ Tap **When using mobile data**.

⑨ Tap the **radio button** ◉ if you want the device to sync using mobile data.

⑩ Tap the **boxes** to select the types of files you want synced when using your mobile data.

Syncing Contacts

With the Mobile App's two-way sync capabilities, you can synchronize and integrate your device's and MaxxSouth Email contacts so that you have all their information at your fingertips:

① Tap the **Nav icon** ☰ in the navigation bar to open the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Accounts**.

④ Tap the **email address** of the account you wish to sync.

⑤ Tap **Sync**.

⑥ From within the sync page, enable the **Contacts** radio button ◉.

⑦ Tap **Sync Now** button to initiate the process.

   Note: During the first attempt to use the app, you will be prompted with a request for permission for the app to access your Contacts. Once enabled, you will be able to sync your MaxxSouth Email contacts with the contacts in your device.

Accounts

Syncing Calendar

The Mobile App allows you to sync your calendars so you always have your schedule on hand. Here's how:

① Tap the **Nav icon** ☰ in the navigation bar to open the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Accounts**.

④ Tap the **email address** of the account you wish to sync.

⑤ Tap **Sync**.

⑥ From within the sync page, enable the **Calendar** button.

⑦ Tap **Sync Now** button to initiate the process.

Syncing Photos

Sync photos and videos from your device to your MaxxSouth Email Drive account quickly and easily:

① Tap the **Nav icon** ☰ in the navigation bar to open the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Accounts**.

④ Tap the **email address** of the account you wish to sync.

⑤ Tap **Sync**.

⑥ From within the sync page, enable the **Photos** button.

⑦ Tap **Sync Now** to initiate the process. You can also set your device to sync automatically.

Note: During the first attempt to attach or sync photos, you will be prompted with a screen requesting permission for the app to access your photos. Images will be saved in your Gallery, Photos, or videos directory of your phone.

Adding Another Account

The app allows you to integrate email accounts from the Web's most popular email providers and centralize them into one unified inbox. It works with Google Mail (Gmail, Google Apps for Business and Education), Microsoft (Outlook.com, Hotmail, MSN mail, Office 365 and Live), Yahoo! Mail, AOL, Apple (iCloud, me.com, mac.com), Mail2World, and other IMAP-enabled services:

① Tap the **Nav Icon** ☰ at the top left corner of the Nav Bar to display the Navigation Drawer.

② Tap the **Gear icon** at the bottom of the Navigation Drawer to bring up Settings.

③ Tap **Accounts**.

④ Add Account.

⑤ Tap to select one of the popular email available.

⑥ Enter the **email address** in the email address field.

⑦ Enter the **password** in the password field.

⑧ Tap the **Sign in button**.

Note: To add an email account from a provider not listed, select Other.

⑨ Enter the **email address** in the email address field.

⑩ Enter the **password** in the password field.

⑪ Enter the **IMAP Hostname** in the field.

⑫ Enter the **IMAP Port number**.

⑬ Enter the **SMTP Hostname** in the field.

⑭ Enter the **SMTP Port number**.

⑮ Tap the **Sign in button**.

Note: Account passwords are heavily encrypted.

Accounts (CONTINUED)

Viewing or Editing Your Account Profile

Need to view or update your account profile?
Manage your account profile directly from your
email provider and make your changes there.
The app will automatically reflect your changes.

Removing an Account

Want to remove an email account
from the app? Not a problem.

① In the Nav Bar, tap the **Nav icon** ☰.

② Tap the **Gear icon** at the bottom
of the Navigation Drawer.

③ Tap **Accounts**.

④ Tap the email address for the
account you wish to remove.

⑤ Tap the **Trash Can** icon to permanently
remove the account from the mobile app.

⑥ Tap **OK** to confirm the deletion of the account.

Note: The account will be removed from
the app but will not be deleted. It can still be
accessed through your MaxxSouth Email and
can also be re-added to the app in the future.