

Support: MailShield Desktop

Getting Started with MailShield Desktop

This quick tutorial will help you to configure and use MailShield. It is designed primarily for new users.

MailShield is software that automatically flags and removes spam from your email inbox. You customize it by providing information about the mail you want to receive and about the mail you do not want to see.

Using MailShield Desktop: The Basics

The following topics will help you to start using MailShield effectively.

[Part 1: Adding email accounts to MailShield](#)

[Part 2: Changing email accounts in MailShield](#)

[Part 3: How does MailShield Identify Spam?](#)

[Part 4: Checking mail with MailShield](#)

[Part 5: Viewing the Trash Mail](#)

[Part 6: Recovering mail from the Trash Mail](#)

[Part 7: Identifying Mail from Friends](#)

[Part 8: Flagging Senders as Spam Senders](#)

[Part 9: Deleting messages](#)

Using MailShield Desktop: More Options

The following topics will help you further customize MailShield.

[Part 10: Email notification options](#)

[Part 11: Spam in other languages \(other character sets\)](#)

If you have a question that is not answered here, please submit a tech support request.

Using MailShield: The Basics

Part 1: Adding email accounts to MailShield

You may add multiple email accounts to MailShield. In order to add a new account, select **Add Email Account...** from the **Edit Account** menu. This will open the Add Email Account Dialog Box.

For each account you add, you must fill in the entries on the General and Access tabs. The Spam Filter tab allows you to further configure the account.

The screenshot shows the "Add Email Account" dialog box with the following fields and options:

- General** | Access | Spam-Filter
- Entry**
 - Account Name: [Text Field]
 - Email Address: [Text Field]
 - Check mail every: 10 min. 0 sec.
 - Popup notification has special colors: Background ... Text ...
- Account Handling**
 - Check this account when checking mail from the windows taskbar.
 - Double clicking this account starts a different mail program
 - Select Email Program ...
- OK Cancel Help

On the general tab, you should enter:

Account Name – Enter a description of the mail account; it appears in the window that notifies you of new mail. It helps you to differentiate among different accounts. (Example: Joe's work, Joe's home and Joe's Yahoo)

Email Address -- Enter the email address of the account you would like MailShield to check.

Check mail every... -- Set the time interval for MailShield to check for new mail. A time interval of less than 1 minute is not permitted.

Click **OK** when you are done.

Add Email Account

General | Access | Spam-Filter

Type of Email Server: POP3 mail account
See Help for information on common email providers.

Mail Server Login

Incoming mail server: [] Test ...

Username/Password: [] [] Test ...

Alternate Inbox: []

Use relaxed timeouts with this mail server (for use with slow servers)

Download email text (used in Inbox Viewer and for Spam Filter)
Download max. 8 KB per Message (see Help)

Download email completely before sending it to the spam trashcan

OK Cancel Help

On the access tab, you should enter:

Type of email server – In order to check your email, MailShield must have information about your email account. You must indicate whether your email account is a POP3, IMAP, MAPI or a Hotmail account.

- Most email accounts are accessed through the POP3/IMAP interface.
- If your email server uses Microsoft Exchange Server, or if you use LotusNotes, select MAPI
- If you use hotmail, select hotmail as the type of mail server and MailShield will automatically configure the incoming mail server. You will still need to enter your User name and Password.

Incoming mail server – Please enter the name of your mail server. If you do not know the name of your mail server, you can usually find it in your email program. (For example, in **Outlook Express 5.0** or higher, check **Tools, Accounts**. Select your account and then choose **Properties, Servers**. In **Eudora**, Select **Tools, Options, Getting Started**. In **Outlook**, check **Tools, Accounts**.)

For MAPI and Hotmail accounts you do not need to specify the incoming mail server.

Username and Password – Enter the user name and password you use to access this email account.

Once you have entered the mail server and your user name and password, if you use the “Test” button, you can verify that MailShield is able to access your mail account.

Click **OK** when you are done.

If you are unsure about the email server you use, you may need to contact the support department of your Internet Service Provider.

Part 2: Changing email accounts in MailShield

To modify an email account you have already set up in MailShield, select **Edit Email Account...** from the **Edit Account** menu. This will open the Edit Email Account Dialog Box.

You may edit any of the information you entered when you first entered the account. For information on the required data, please see [Adding email accounts to MailShield](#).

Click **OK** when you are done.

Part 3: How does MailShield Identify Spam?

MailShield has a unique approach for identifying the spam in your inbox. It looks at each of your email messages and searches for spam indicators; these indicators are in the words and format of your email. It analyzes the spam indicators it finds, assigns a number of spam points to each mail and determines the probability that each message is spam.

Most of the spam indicators are based on words and phrases in the email. However, MailShield not only checks whether a certain word is present, but also how significant it is, and how and where it appears in the message. MailShield also considers things like the design of the subject field or the recipient fields (often your address does not appear in the recipient field, or it appears there along with many other people).

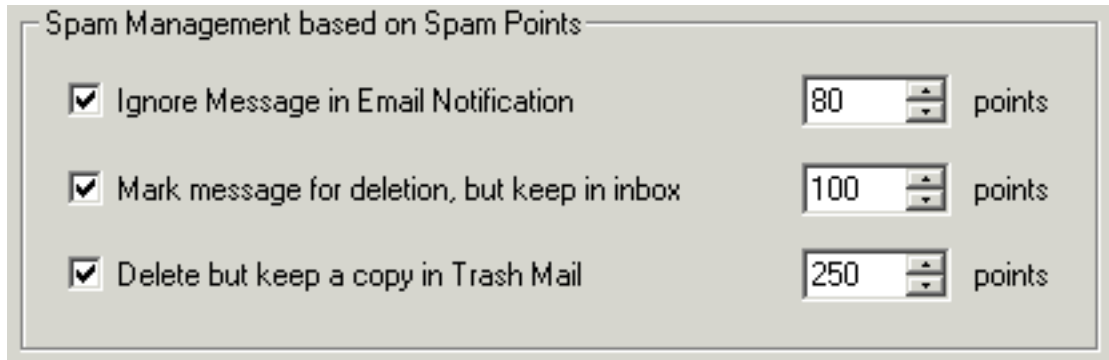
If your computer hosts a working DNSAPI.DLL (this is generally true for Windows 2000 and Windows-XP systems) MailShield can also investigate to see if the sender's email address really exists. Some spam is sent with false email addresses.

MailShield also looks for indicators that a message is NOT spam. It checks lists of your

friends and interests and makes sure mail that matches these lists is not flagged as spam.

All of the findings are weighted and totaled in a list of spam points. The final decision is made based on the number of spam points, combined with the number of different findings.

You can manually configure the actions MailShield takes, based on the number of spam points and the number of spam indicative findings. From the **Tools** menu, select **Spam Handling and Detection, Spam Management** Tab.



The screenshot shows a configuration window titled "Spam Management based on Spam Points". It contains three rows of settings, each with a checked checkbox, a text input field, and a label "points".

Action	Points
<input checked="" type="checkbox"/> Ignore Message in Email Notification	80
<input checked="" type="checkbox"/> Mark message for deletion, but keep in inbox	100
<input checked="" type="checkbox"/> Delete but keep a copy in Trash Mail	250

The options available are:

* Set up email notifications based on the number of spam points: This allows you to set up notifications when new emails with a certain number of spam points arrive

* Mark messages for deletion, but keep them in the inbox: This option allows you to flag possible spam without deleting the messages. They will be marked for deletion, but retained in the inbox. You may then manually delete them, or unmark them. This is useful for messages that have some spam points, but not enough to be sure they are spam.

* Delete but keep a copy in trash mail: This option should be used for messages with a high number of spam points. This option will mark messages for deletion and move them to the trash mail. You may review them in the trash mail before permanently deleting them.

Click **OK** when you are done.