

Why are the emails I send or receive getting delayed?

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If emails are arriving into your Heart Internet mailbox late, please ensure that it is not full. If your mailbox is full, new emails can only be delivered as old mail is deleted. And if your desktop email client leaves the email on the server, you can have many old emails that you thought you deleted, but are still in the system. To check the number of emails you have, and to delete them: Log into your eXtend Control Panel Click 'Login to WebMail' Select which mailbox you want to log into Click 'Log-in Now' Go through your emails, and delete the emails that you no longer need If emails you send are arriving late to your recipient, this is an external issue, and could be a result of external servers being offline, mailboxes being full, or emails being held erroneously in a spam folder. Please liaise with your mail recipient to resolve the issue.

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