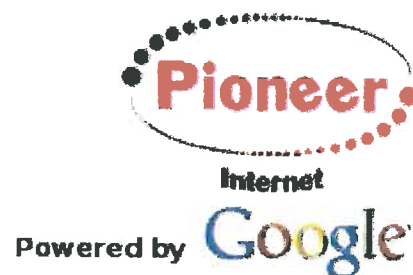


Instructions for Pioneer Internet Email Upgrade

February 10, 2010



Enclosed are instructions for making the necessary email setting changes to complete the upgrade to the new Pioneer Internet email service, powered by Google. Listed are instructions for changing the email settings for most computers and the BlackBerry® smartphone.

Please follow these step-by-step instructions on making the necessary email setting changes to your email client for the conversion to the new Pioneer Internet email service, powered by Google. If at any point during the instructions you need help, please call 1-800-375-8903 for Customer Care support. The hours for our Customer Care center are Monday through Friday, 8:00a.m. – 10:00p.m., Saturday, 8:00a.m. – 9:00p.m. and Sunday 9:00a.m. – 9:00p.m.

NOTE: It will be necessary to make these changes to each “@pldi.net” email address that is on your Internet account. If you have more than one email address, you will need to upgrade each email address separately, but please pay special attention to Step #4 of the instructions.

Email setting changes on your computer:

To begin, click on the appropriate link according to the email client that you currently use to access your Pioneer Internet email:

If you use **Outlook Express** or **Windows Mail for Vista**, click the link below:

<http://support.pldi.net/oesetup.exe>

OR

If you use **Microsoft Outlook**, click the link below:

<http://support.pldi.net/outlooksetup.exe>

OR

If you use another email client other than one listed above, please call our Customer Care center at 1-800-375-8903 for instructions.

If you have selected one of the links above, you can follow the step-by-step instructions or refer to these general steps as you walk through the instructions on your computer screen.

1. After you click on the appropriate link, this screen will appear asking you if you want to **Save** or **Open** the file, click **Open**

2. After the file is open and downloaded, this screen will appear, click **Run**.



3. Next, this screen will appear, click **OK**.



4. Next, this screen will appear, complete all the fields. This will be your default email account. If you have only one Pioneer Internet email account, click **OK** and skip to step 7. *If you have more than one email account, click Add/Edit and move to step 5.*

Note: **Do not** include "@pldi.net" in the username field

*If you do not remember your password, you will need to contact our
Customer Care Center at 1-800-375-8903.*

5. After clicking **Add/Edit** on the previous screen, complete each field in this screen for the next Pioneer Internet email account, click **OK**.

Note: **Do not** include “@pldi.net” in the username field

6. Next, this box will appear. If you wish to add additional Pioneer Internet email accounts, click **Add** and it will take you back to step 5. Continue following these steps until you have added all your Pioneer Internet email accounts, when finished click **Close**.

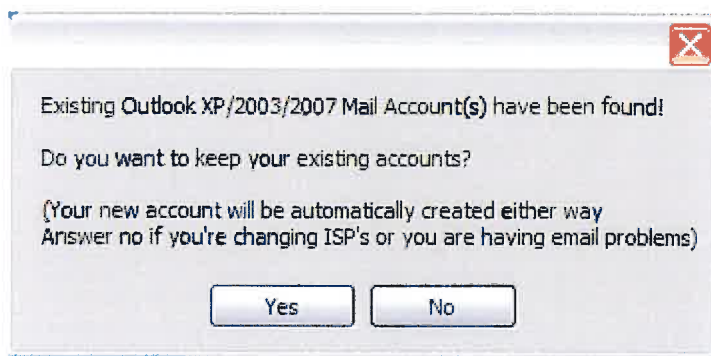
Full Name	Email Address
john	doe@pldi.net

7. Next, this screen will appear in the upper right-hand corner. The configuration may take several minutes, depending on the speed of your computer.



8. After the new configuration has been updated, this box will appear.

- a. If you have only "@pldi.net" email address(es), click **Yes**.
- b. If you have other email accounts (such as hotmail, yahoo or gmail) or an Internet domain email, click **No**.



If you have questions about this selection, please contact our

Customer Care Center at 1-800-375-8903.

9. After your email account has been upgraded to the new settings this box will appear, click **OK**.



Congratulations, your email address has been upgraded to the new Pioneer Internet email service, powered by Google!

VERY IMPORTANT NOTE

Remember, if you use any other device to check your "@pldi.net" email account, you must also make these email setting changes on that device. If you have questions about how to change email settings on those devices, contact your device service provider.

CELL PHONE USERS: If you use a smart phone or BlackBerry® to receive your “@pldi.net” email messages, it will be necessary to make the following changes to your phone’s email settings.

Smart phones (other than BlackBerry®):

Incoming mail: **pop.gmail.com**

Outgoing mail: **smtp.gmail.com**

Account name: **user@pldi.net**

Password: *(enter your Pioneer Internet email password)*

Server Requires authentication: *yes, check-mark this option*

Outgoing Port: **465**

Requires SSL: **yes**

Incoming Port: **995**

Requires SSL: **yes**

BlackBerry® phones:

If you use your BlackBerry® cell phone to receive your Pioneer Internet email messages, please follow these instructions to change email settings so that you will continue to receive your Pioneer Internet (“@pldi.net”) email messages on your BlackBerry® cell phone. **These changes must be made prior to February 28, 2010.**

If you have questions, please contact your cellular service provider. For Pioneer Cellular BlackBerry® customers, please call 1-800-641-2732 for customer care.

Set-up for Pioneer Internet email on a Pioneer Cellular BlackBerry® cell phone:

1. Log into your Pioneer BlackBerry® account at <https://pioneer.blackberry.com>

Note: You will need your user name and password for your BlackBerry® Website Account. If you do not know your user name or password, please contact the Pioneer Customer Care at 1-800-641-2732.



Welcome to BlackBerry!

New Users
You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

Existing Users
To log in, please provide your user name and password below.

User name: [Require Assistance?](#)

Password: [Forgot Password?](#)


[English](#)

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2. *If you have previously set up filters on an email account*, it is best to edit the email account settings. If you **DO NOT** have filters, it will be best to delete the email account and add it back with the new settings. Before you delete your Pioneer Internet email account, **make sure you know your “@pldi.net” email password**. It will be necessary to know your Pioneer Internet email password when setting up the new email account. If you **do not** have filters in place, follow the instructions on how to delete your email account(s).

To Delete an Email Account: After you have logged in to your BlackBerry® account, click on **Email Account**. To delete an email account from your BlackBerry® account, click **Delete** across from the appropriate email account. Next, select **Email Account** under the **Services** category on left-side column. Follow instructions on setting up your Pioneer email account.

BlackBerry Internet Service x +
http://pioneer.blackberry.com/



BlackBerry

Services

- ▶ Email Account

Settings

- Change Device
- Language
- Password

Help

Email Account

Manage the accounts you are using with your BlackBerry device.

Email Account

- ✓ [redacted]@pldi.net

Add An Existing Email Account
Set up an existing work or personal email account for use with your BlackBerry device.
ex. Yahoo!®, Gmail™, Microsoft Outlook®

BlackBerry Device Email Address ⓘ
Create a new email address for your BlackBerry device.

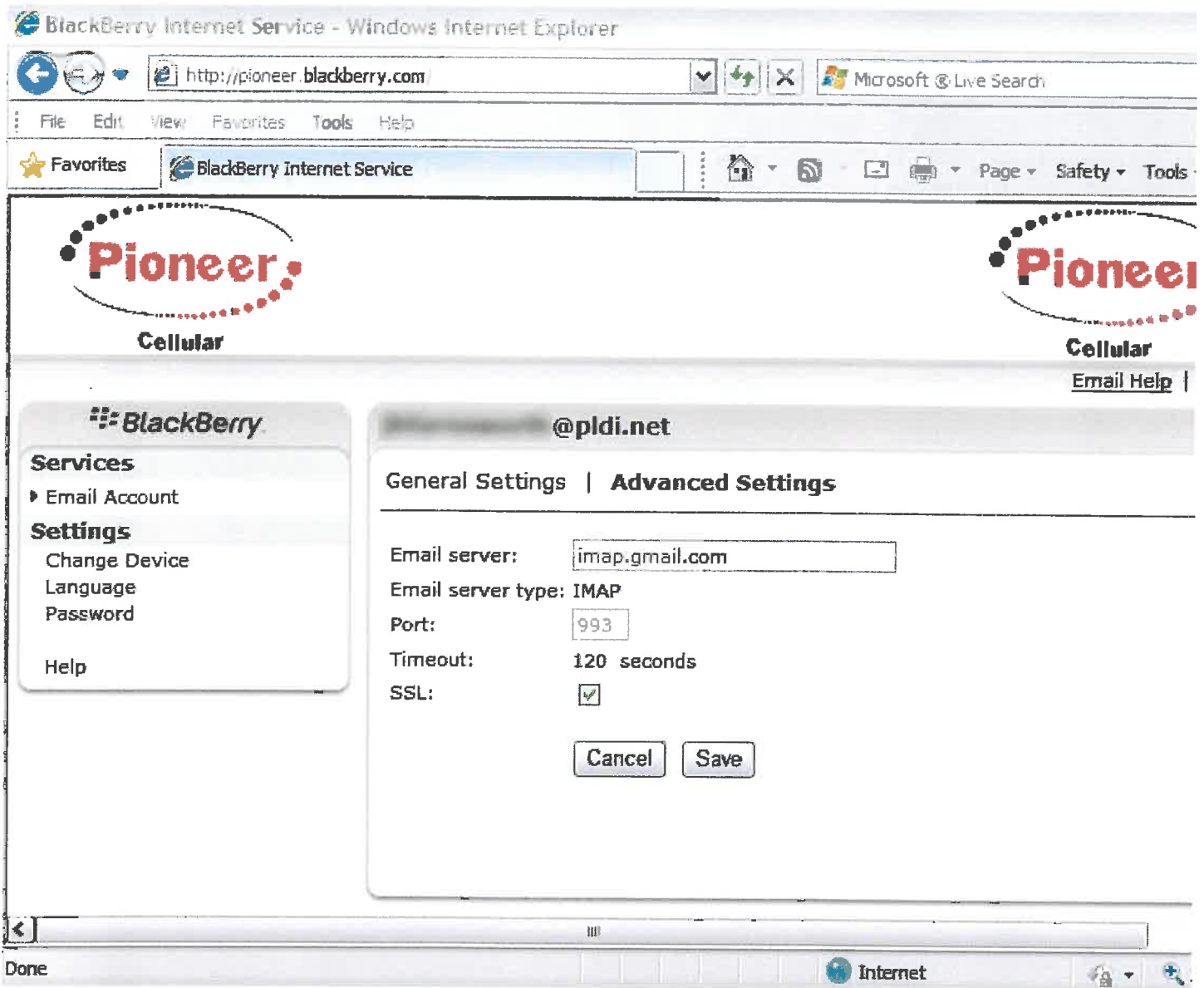
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To Edit Email Account: To edit your existing Email Account, click **Edit** across from the appropriate email account. The Edit screen will give you the option of selecting a tab for **Advanced Settings**.

The screenshot shows a web browser window with the address bar displaying "http://pioneer.blackberry.com/". The page features the Pioneer Cellular logo at the top left. A navigation menu on the left includes "Services" (with "Email Account" selected) and "Settings" (with "Change Device", "Language", "Password", and "Help" listed). The main content area is titled "Email Account" and contains the following text: "Manage the accounts you are using with your BlackBerry device." Below this, there is a section for "Email Account" with a checkmark and "@pdi.net". A sub-section titled "Add An Existing Email Account" provides instructions: "Set up an existing work or personal email account for use with your BlackBerry device. ex. Yahoo!®, Gmail™, Microsoft Outlook®". A "Set Up Account" button is located below this section. Another sub-section titled "BlackBerry Device Email Address" with a question mark icon provides the instruction: "Create a new email address for your BlackBerry device." and includes a "Create Address" button.

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1. Click on **Advanced Settings**.
2. Change **Email server** to **imap.gmail.com**
3. Change **Port** to: **993**
4. The **SSL** option should be check-marked, if not click in the SSL box.



Click **Save**

Congratulations, your BlackBerry® should now have the new settings and you will start or continue to receive your Pioneer Internet email.

If you have any questions about the new email settings on your Pioneer Cellular device, please contact our cellular Customer Care at 1-800-641-2732.