

## Why do I receive messages on either my smartphone or my...

Author:  
Webservio Inc.

Created On: 20 Sep 2012 3:24 PM

---

The most common reason messages are delivered to one device (cellphone) but not to your Outlook account is because the mail server believes the message has been delivered once it hits either your cell phone or BlackBerry.

We highly recommend creating an alias that points to 2 user accounts.Â This way, all messages will be sent to both accounts.Â One can be used to pull messages into your BlackBerry device, while the other can be used to pull messages into your workstation Outlook account. Alternatively, you may use the following method.Â Please note, this method is not recommended as it is not fool-proof.

Check your Outlook settings by completing the following:

- 1.Open Outlook
- 2.Select the tools Menu
- 3.Select Email Accounts
- 4.Select View or Change email accounts
- 5.Select the email account in question
- 6.Click More Settings
- 7.Click Advanced Tab
- 8.Under Delivery at the bottom select "leave a copy of the message on the server"<sup>1</sup>
- 9.Choose the number of Days to leave it on (Depends on how often you check your mail on your PC. Considering this is a vps-based email hosting account, you should not leave the messages on the server for more than 7 days.)
- 10.Click apply or OK.

By enabling this setting messages will get to your phone and still be on the mail server. When you open Outlook it will retrieve the message to your desktop providing you check your Outlook account before the amount of days you selected in step 9 above.

You should also contact your smartphone provider to determine how to enable this same setting on your phone. This will allow messages pulled first by your BlackBerry to remain on the server so they can be pulled by your Outlook account as well.