

# SPAM BLOCKER SERVICE FROM COX

Beginners' Kaffee Klatch  
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In an effort to combat the growing number of spam messages that are being received by your Outlook/Outlook Express email inbox, Cox Communication offers a powerful FREE **spam-blocking** program that is available to all of its High Speed Internet customers.

If you are a Cox Internet customer, you can acquire the **spam-blocking** program by following the steps below:

1. Access your Internet Explorer browser.
2. In the address box, enter <https://lasvegas.cox.net/ci/internettools>
3. Enter your Cox email username (your email address sans cox.net) and password. If you have forgotten either, call 1-800-234-3993.
4. In the **Account Management** column, click **Manage Spam Blocker**.
5. At the next window, select one of three choices.
  - a. Delete incoming junk email automatically. This setting will remove junk email before it reaches your inbox.
  - b. Deliver junk email to the WebMail Spam folder for later review. Messages in the Spam folder will be automatically deleted 21 days after receipt. The Spam folder will be automatically created the first time suspected junk email is received.
  - c. Tag junk email with -- **Spam** -- in the subject line and deliver to your inbox.
6. Click **OK**.
7. Click **Log Out** (located near the upper right corner), which will take you back to step 3. [If you have more than one email address with Cox (your primary address, plus any "aliases", you will need to repeat steps 3-7 above for each one.]
8. To better manage this incoming junk email, you can create a special "Spam" folder in Outlook Express and set up rules to automatically file these messages for review at a later time. (If you do not use Outlook Express, please consult the manual for your email application on how to set up this folder.
9. Exit the Cox windows.

Spammers are very inventive and come up with new ways of submitting unwanted email every day. As a consequence, it is possible that your Cox spam blocker service may not catch every piece of unwanted mail. In other words, some spam may get through the filters!

In the event you receive an email that Spam Blocker did not detect as spam, you can send it to Cox for review. Cox will then work with its software provider partners to ensure that this type of unwanted email is added to the list to be blocked.

To submit an email as spam, send it to [SpamReport@cox.net](mailto:SpamReport@cox.net)

Additionally, if Spam Blocker identifies an email as “Spam” but you believe it is not, you can submit this to Cox as well. Cox will then work with its vendors to ensure that this type of email is not flagged in the future. This is known as a “false positive”.

To submit a false positive, send it to [ThisIsNotSpam@cox.net](mailto:ThisIsNotSpam@cox.net).

**Note: All suspect and false positive emails must be forwarded as an attachment. Do not just forward the message.**

To send an email as an attachment in Microsoft Outlook Express, perform the following steps:

1. Select the email you want to send to Cox by clicking the right mouse button. On the menu that appears, select “Forward As Attachment”.
2. A new email will open with the old email attached. If this is an email you think is spam, send it to [SpamReport@cox.net](mailto:SpamReport@cox.net). If you believe this email is not spam (false-positive), send it to [ThisIsNotSpam@cox.net](mailto:ThisIsNotSpam@cox.net). If you believe this email has a virus, send it to [VirusReport@cox.net](mailto:VirusReport@cox.net).