



## What is this guide for?

If you have a Cablenet email address and would like to move your emails to a new Outlook account, this guide will walk you through it step by step. You will also learn how to make sure any new emails sent to your old address automatically arrive in your new inbox.

### Before You Start

Make sure you have the following ready:

- Your Cablenet email address and password
- A new Outlook account (already created)
- A stable internet connection

**Tip:** If you do not have an Outlook account yet, create one at [outlook.com](https://outlook.com) before continuing.

## Cablenet Mail Server Settings

You will need these details during the setup process. Keep this page handy.

Setting	Server Address	Port	Security
Incoming (IMAP)	mail.cablenet.com.cy	993	SSL
Outgoing (SMTP)	mail.cablenet.com.cy	587	STARTTLS

Your username is your full email address (e.g. [yourname@cablenet.com.cy](mailto:yourname@cablenet.com.cy)).

## Set Up Email Forwarding

Forwarding ensures that any new emails sent to your Cablenet address will automatically be delivered to your new inbox – until 31/12/2026.

- Go to <https://mail.cablenet.com.cy> and sign in with your Cablenet email and password.
- Click on "Preferences" in the top menu.
- Go to "Mail."
- Find the "Receiving Messages" section and enable forwarding.
- Enter your new email address as the forwarding destination.
- We recommend ticking "Keep a copy in this mailbox" during the transition period, as a safety net.
- Click "Save."



## Optional Action: Out of Office setup - Auto reply

- You can use the Out of Office function to automatically reply to new emails received during your absence.
- Go to Preferences and select Out of Office.
- Select Send auto-reply message.
- In the Auto-Reply Message box, enter the message you would like to send to anyone who emails you. Be sure to include your new email address in the message.
- Under Time Frame, select the start date and the end date.
- End Date: 31/12/2026.

**Important:** Forwarding only works for new emails received after you set it up. It will not move your existing emails — that is what the steps above are for.

## Move Your Emails to Outlook (Desktop App)

This method works with the Outlook desktop application installed on your computer (not the Outlook website).

### Step 1: Add Your Cablenet Account to Outlook

- Open the Outlook app on your computer.
- Go to File and click Add Account.
- Enter your Cablenet email address.
- Choose "Manual setup" when prompted.
- Select "IMAP" as the account type.
- Enter the Cablenet server settings from the table above.
- Complete the setup and wait for Outlook to sync your emails.

### Step 2: Add Your New Outlook Account

- Go to File and Add Account again.
- Enter your new Outlook email address and follow the on-screen instructions.
- Once added, both accounts will appear in the left panel of Outlook.

### Step 3: Copy Your Emails Across

- Click on your Cablenet account in the left panel to see your folders.
- Select the emails or folders you want to move.
- Drag and drop them from the Cablenet account into the equivalent folder in your new account.

**Important:** Do not close Outlook while the transfer is in progress. Large mailboxes may take a long time.



## Recommended: Use Mozilla Thunderbird for Large Mailboxes

If you have a lot of emails or want a more reliable transfer, we recommend using Mozilla Thunderbird — a free email application.

- Download and install Thunderbird from [thunderbird.net](https://thunderbird.net) (it is free).
- Add your Cablenet account using the IMAP settings in the table above.
- Add your new Outlook account.
- Once both accounts are visible, drag folders from the Cablenet account to the new account.

**Tip:** Thunderbird handles large transfers more reliably than Outlook's drag-and-drop, especially for mailboxes with many folders.

## Test That Everything Is Working

Before you consider the migration complete, do a quick test:

- Send an email from a friend or a second device to your old Cablenet address.
- Check that the email arrives in your new Outlook inbox.
- Confirm that forwarding is active and working correctly.

**Tip:** If the test email does not arrive, double-check the forwarding address in Zimbra and make sure you saved the settings.

## Important Reminders

- Do not delete your old Cablenet mailbox until you are sure all emails have been transferred successfully.
- Forwarding only applies to new emails — not old ones already in your mailbox.
- Some system folders like Spam or Trash may not transfer. This is normal.
- If you encounter any issues, contact Cablenet support for assistance.

## Migration Checklist

Use this checklist to make sure you have completed all the steps:

- I have created my new Outlook account
- I have set up forwarding in Zimbra to my new address
- I have started the email import or transfer process
- I sent a test email to my old address and received it in the new one
- I am confident all emails have been moved before deleting the old mailbox