MEGGANET

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Your email inbox has almost reached capacity.

This refers to the space available on the IONOS mail server, not on your computer/Outlook.

When you get this message in an email from IONOS, it usually means that the space available on the IONOS mail server has filled up and you need to delete or archive redundant email form the mail server.

Some versions of Outlook on some computer OS's will have a file size limit of 2GB. This is a **different** problem and only affects a few systems and will not cause an email to be sent from IONOS.

Email is stored on the IONOS mail server and Outlook downloads copies of each individual email onto your computer. All your email is stored in a single data file on your computer with the extension .PST (POP) or .OST (IMAP). We tend to use POP as it is easier to backup and manage as it gets bigger.

The first option is where we can upgrade the email account to the professional 50GB mailbox.
We can upgrade a 2GB mailbox to 50GB so you don't have to break up or archive your current data file. This costs £5.98 / month and can be done on a per account basis.

Upgrade to your entire email system to Hosted Exchange.
This is the standard business mail format.

The smallest mailbox size on our Hosted Exchange platform is 50GB per email address, upgradeable to unlimited with online backup options as well. If you upgrade to Hosted Exchange, all mailboxes must be transferred because it cannot be done on a per email address. The standard hosted Exchange account is £4.75 / month per email address.

The advantages are that your email, contact list and calendar will be synchronised across all your devices including any computer or mobile phone. Your webmail will also match your outlook so if you reply to an email on your phone, you will see the reply on your computer later when you log into it.

Clearing space if you use IMAP.
If you have set up your Outlook to use IMAP to download your email then you can use your outlook to create an archive folder and move email from your default .OST file to it.

When you do this, Outlook should delete the email from the IONOS mail server by itself. Please note, this procedure is not immediate but should complete within 15 minutes or so.

Clearing space if you use POP.
POP downloads a copy of your email directly to your computer and stores it all in a single .PST file. Deleting or archiving email will have no effect on the size of the mailbox on the IONOS mail server.

Before you start clearing email of your IONOS online mail server, please make sure your email is backed up as we will not be able to recover deleted email for you.

To clear space of your online mailbox, you will need to log into your IONOS mail server directly and delete email manually. Remember, when you delete email of the IONOS it is permanently deleted.

Creating an archive folder on your Windows PC within Outlook is beyond the remit of this document however you can get mor information on this by going to;

https://support.microsoft.com/en-us/office/archive-items-manually-ecf54f37-14d7-4ee3-a830-46a5c33274f6

We can carry out the procedure for you by remote service at our usual rates.

Prices are + VAT