AOL Mail Limits

The AOL mailing software has both a time limit on how long mail stays in your mailbox, and a space limit of how many pieces of mail your mailbox holds. Depending on how much mail you get and how you manage your mailbox, you might never worry about either limit. However, if you send and receive a lot of correspondance, especially if you are a mailing list or newsgroup user, you might want to know what the limits are, and how you can avoid them.

This article covers three topics:

A. Mailbox Time Limits
B. Mailbox Space Limits
C. What Happens When Your Mailbox Is Full

A. Mailbox Time Limits:

Most likely, you will see the effects of the mailbox time limits much more frequently than you will see the effects of the space limits. However, if you notice mail disappearing faster than these limits suggest, you might check to see how much mail you have accumulated.

* New Mail:
Unread mail remains in your New Mail list for about 27 days. Once you have read an e-mail message, the AOL software automatically transfers it to your Old Mail list. To save mail as if you had not read it, click the Keep as New button.

* Old Mail:
Mail remains in the Old Mail list in your mailbox for about 3 days.

* Sent Mail:
Mail you send remains in the Sent Mail list in your mailbox for up to 27 days, or until your recipient reads it. Once it is read, it remains in your mailbox about two days more.

B. Mailbox Space Limits:

America Online gives you space to store up to 1000 pieces of New Mail, 550 pieces of Old Mail, and 550 pieces of Sent Mail per screenname on its host system at any given time. This amount represents the total contents of all folders in your Online Mailbox: unread mail, mail you have read, and mail you have sent.

Unread mail is considered most important; mail will be deleted from your Mail You Have Sent and Mail You Have Read folders, even if has remained less than two days, to make room for new unread mail.

If you receive a large volume of mail which you wish to keep, or you send a large volume of mail of which you'd prefer to keep a record, you might want to use the Personal Filing Cabinet or save your mail to disk to prevent accidentally filling your mailbox.

C. What Happens When Your Mailbox Is Full:

Once your mailbox is full, all new e-mail you receive will be rejected --"sent back" to your correspondents with a notation that it was undeliverable because your mailbox was full -- until you make room in your mailbox. To make room in your mailbox, you will need to delete unnecessary messages, or save them to a disk or your Personal Filing Cabinet. After deleting messages from all the AOL folders, be sure to click Manage Mail and select COMPACT to regain the space occupied by the deleted email.

1. Click Settings…Index
2. Click Mail Settings
3. Click the Manage Saved Mail button at the top right of the Mail Settings screen.
4. Select COMPACT.

If you want to save mail permanently, or if you'd like to be able to read e-mail offline (when you're not signed on to AOL), please read the following.

Once you read a new e-mail message or send an e-mail message to a friend, it is automatically moved to your online Old Mail box or your Sent mail box, where it will remain for about 3 - 7 days; then it is deleted. If you want to save the mail permanently, or if you'd like to be able to read the mail offline (when you're not signed on to AOL), there are two ways to do it.

A. How To Save Your Mail to Your Computer or to the AOL Server:

1. Click the email that you wish to SAVE.
2. Click AOL or My PC and select the particular drop down folder to which you want to save the particular email.
3. Click Save.

B. How To Save Mail to Your Personal Filing Cabinet:

1. **Click the Settings icon on the toolbar, and click Index**
2. **Click Mail Settings on the drop-down menu.**
3. **Click to check Retain all mail I send in my Personal Filing Cabinet and Retain all mail I receive in my Personal Filing Cabinet. The next time you send or receive mail, copies will automatically be saved in your Personal Filing Cabinet (PFC).**
4. **To open your filing cabinet, click Files icon on your AOL menu bar and select Mail Saved on my PC. You can read mail stored in your PFC offline.**

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