

## **Email Returned**

When email is returned, there is a code given and a reason given for it's being returned. Scroll down on the returned email and see what the reason was for it being returned.

Usually it's because either the sender's address has been blocked by the recipient, in which case you should get a message telling you that your address has been blocked on that recipients computer. But most often it is because the address being used is incorrect. For example, one of the most common mistakes in an address is that the sender has typed the address into her/his address book or into the SEND box and has used an unacceptable case. That is, put the email address in CAPS when it should be in lower case, or put it in lower case when it was setup as CAPS. AOL doesn't care, but some other email programs use case specific email addresses. The other most common mistake in copying an address into the address book is to leave a space before beginning to type the address. You will not see the space, but the server will and will see the address as UNKNOWN in it's database.

To avoid the incorrect address problem, open an email received from the person and while the email is on the screen select ADD ADDRESS. This adds the address to your address book just exactly as it is on the email received and it is certain to be the correct address

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