

# Outlook & Office 365 Email Settings

In late 2023, Microsoft Outlook's spam prevention settings got a major overhaul and became exponentially more aggressive than they had previously been. This has resulted in many of our customers not being able to receive emails from ring-u, including voicemail transcripts, billing notices, and other account information notices.

While Outlook's spam prevention cannot be disabled, it can be configured to be less hostile.

Please follow the instructions included [here](#) to allow @ring-u.com and any other frequent senders to pass through the spam filter. It may be necessary to monitor the spam folder for a few months to make sure you have configured things correctly.

[Here](#) is a simplified third party write up of how to deal with this problem. We are not affiliated with the author, but it was passed by a long time customer who said it was helpful to him.

From:

<https://wiki.ring-u.com/wiki/> - **support wiki**

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