

Lexmark Outlook on Mobile if AlertMe is not working

1. Open Outlook on Laptop and Go to **Settings**
2. Choose **Mail** option and click **Rules**
3. Click the **Add New Rule** button
4. Name the Rule with friendly name, Add Condition “**Subject Includes**” and enter “**New Lexmark Service**”
5. Add and Action of “**Pin To Top**” and click “**Save**” (Note you can create additional action of using **Importance** to further help bring attention to a Lexmark call if you wish)
6. Repeat to create additional Rule for “**New Enhanced Lexmark Service**”

Now anytime you receive an email containing the words “**New Lexmark Service**” or “**New Enhanced Lexmark Service**” the email will stand out with a pin icon to the right on your mobile phone. The added advantage of being able to use the Filter option quickly to show only those pinned emails.

Warning: Do not use this option if you are having success with the **AlertMe** app as it will cause the AlertMe notification to fail!

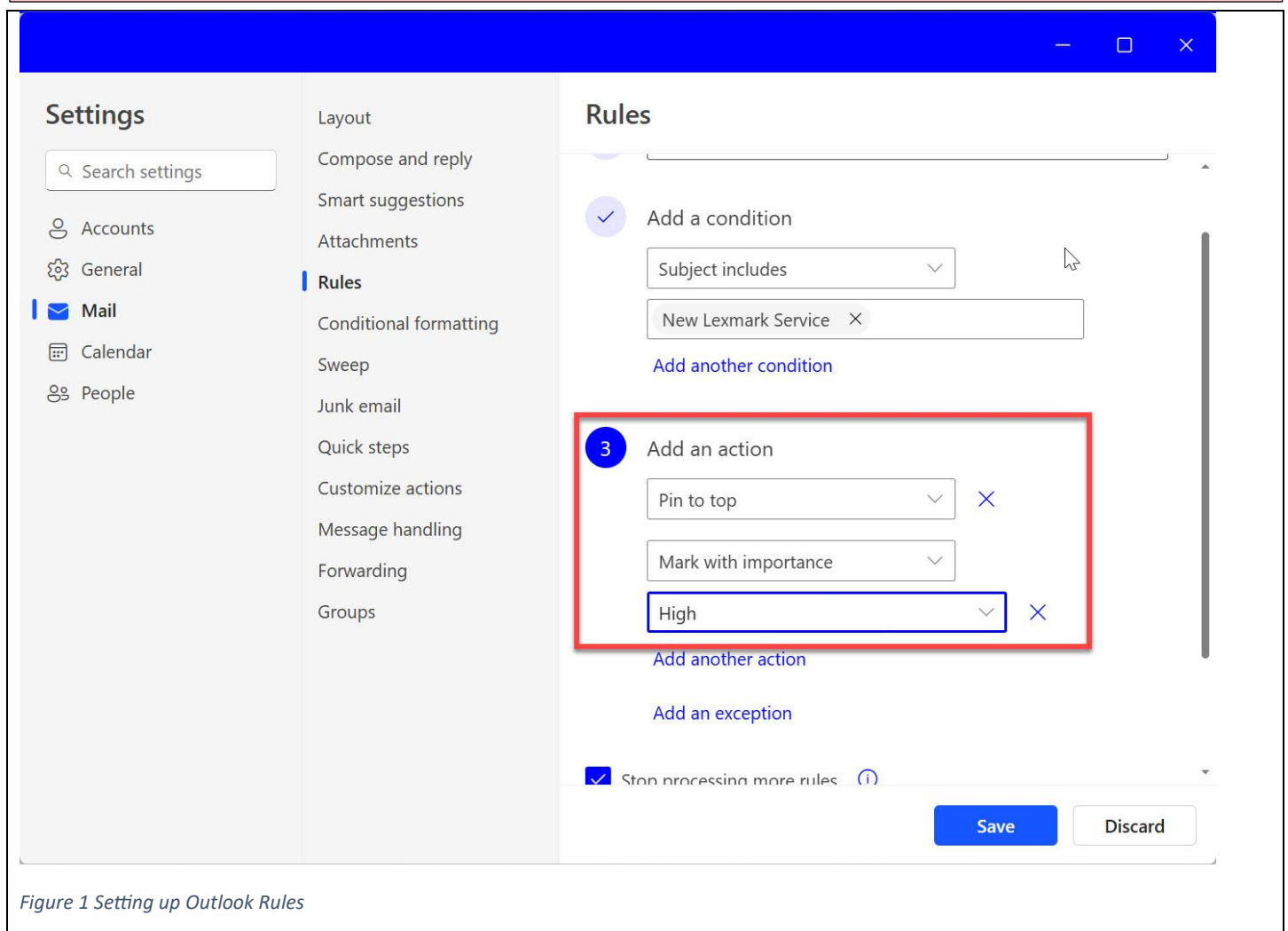


Figure 1 Setting up Outlook Rules

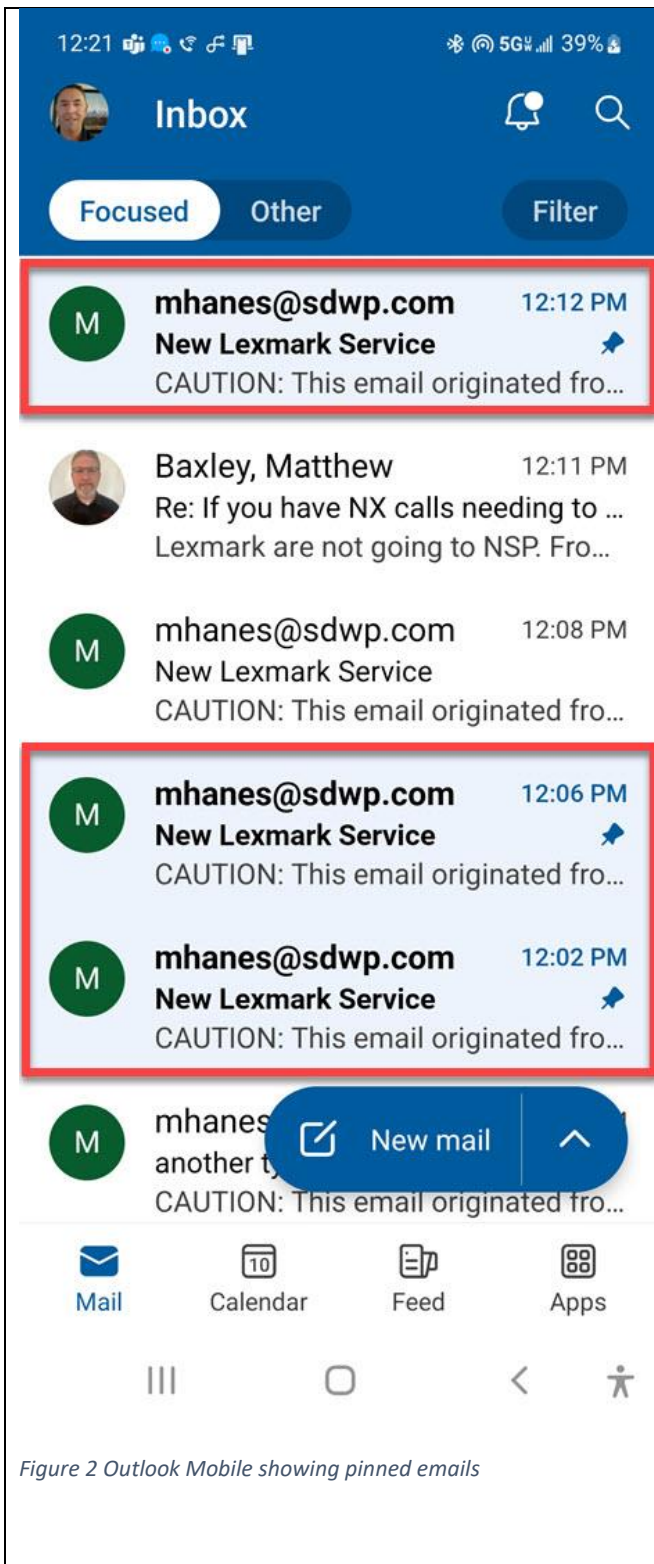


Figure 2 Outlook Mobile showing pinned emails

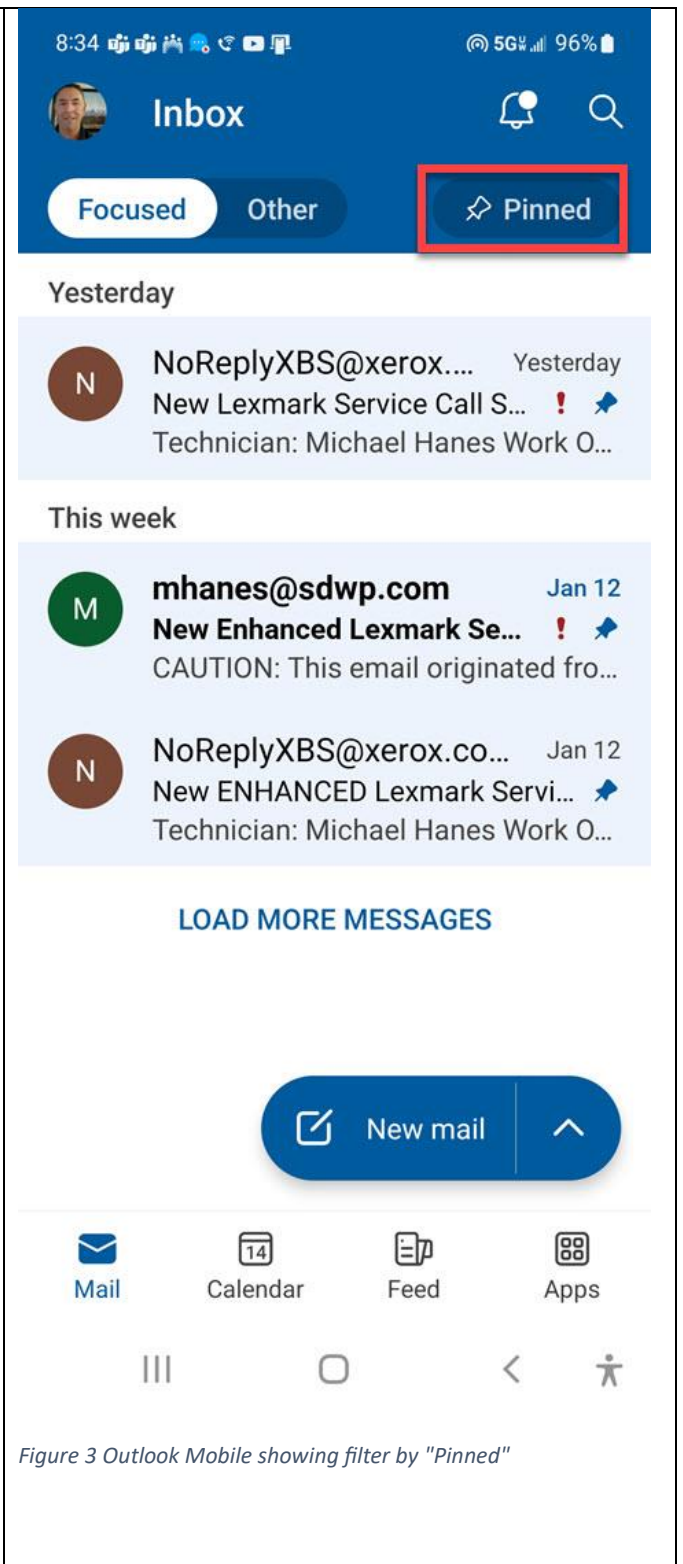


Figure 3 Outlook Mobile showing filter by "Pinned"