

Connect Daou Office mail

How to connect the company mail you use on Daou Office to CONNECT AI.
You keep your existing address. There is no need to set up Google Workspace or change your domain settings.

If your Daou Office screens are in Korean, menu names are written as they appear there, with the English meaning in brackets.



Time needed **About 10 minutes**



You need **The Daou Office email address to connect and its sign-in password**



Where **Easiest on a computer**

At a glance

First prepare in your mail service, then connect in CONNECT AI. Follow the steps in order.

In Daou Office

1

Check with your admin that access for other programs is on

In CONNECT AI

2

Open the connection screen

In CONNECT AI

3

Fill in the fields

In CONNECT AI

4

Test the connection and save

1

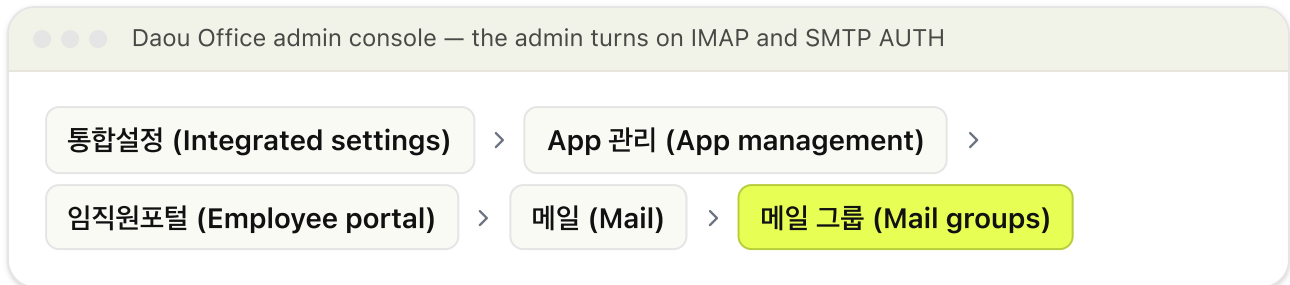
 In Daou Office

Check with your admin that access for other programs is on



In Daou Office, the company admin turns IMAP and outgoing authentication (SMTP AUTH) on or off for each mail group. Companies set up on or after September 8, 2026 start with them off. While they are off, the connection fails even with the right password.

- ① Ask your company's Daou Office admin to check that **IMAP** and **SMTP AUTH** are on for the mail group your account belongs to.
- ② The admin can change this under **통합설정 (Integrated settings)**, **App 관리 (App management)**, **임직원포털 (Employee portal)**, **메일 (Mail)**, **메일 그룹 (Mail groups)**.



Example drawing · the real screen may look slightly different



Good to know

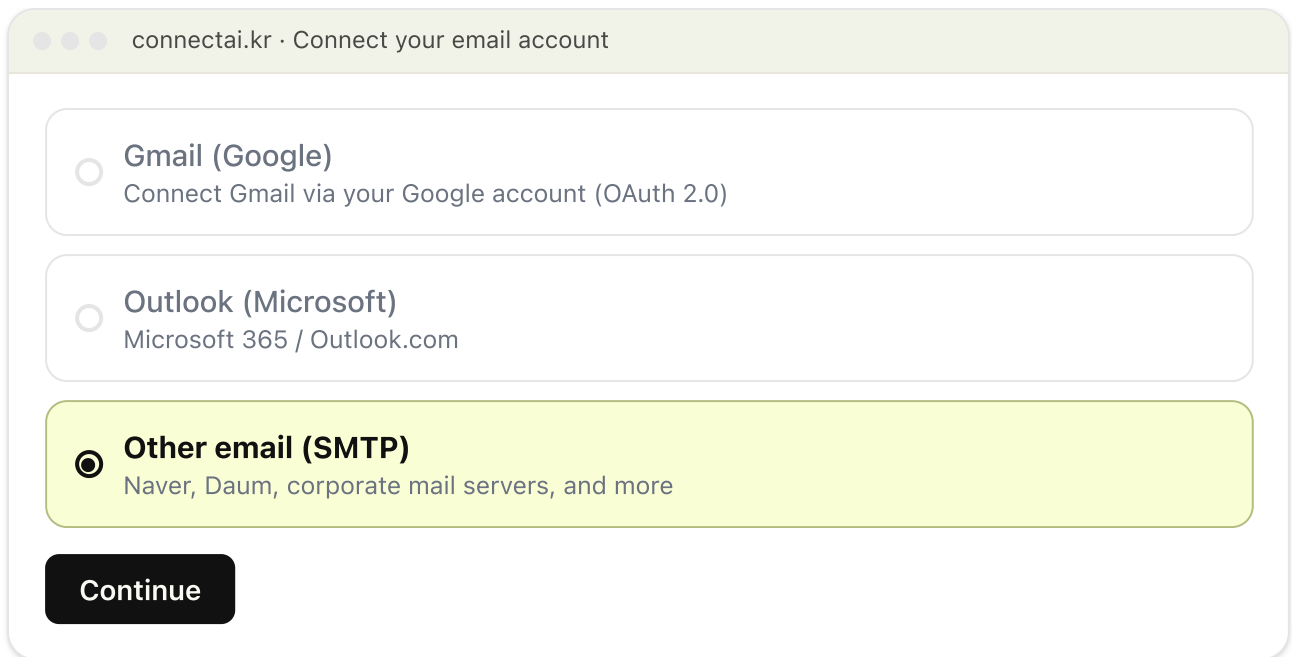
- Since the Daou Office 4.0 upgrade on February 15, 2026, the incoming mail server is imap.daouoffice.com. If you saved your company's own address before, switch to the new one.

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🔗 In **CONNECT AI**

Open the connection screen

- ① Sign in at connectai.kr on a computer.
- ② In **Settings**, go to **Email accounts** and click **Add email account**. You can also type connectai.kr/connect-email in the address bar to open the same screen.



Example drawing · the real screen may look slightly different

- ③ On the Connect your email account screen, choose **Other email (SMTP)** and click **Continue**.
- ④ When the **POP3/IMAP setup** screen opens, go on to the next step.



Good to know

- Daou Office mail does not connect through the Gmail (Google) button. Be sure to choose **Other email (SMTP)**.

3

🔄 In CONNECT AI

Fill in the fields



If the screen has a **Mail service** field at the top, choose **Daou Office**. The server address, port and security fill in by themselves. If there is no such field, enter the values below one by one. Either way, check at the end that the fields match the values below.



Mail service (only if shown)

Choose from the list

Daou Office

If this field is there, choose Daou Office. The server fields below fill in.

Account

Email address

Your full Daou Office email address

e.g. sales@mycompany.co.kr

Password

Daou Office sign-in password

The password you normally use to sign in to Daou Office.

Confirm password

The same password again

Incoming mail server

Protocol

IMAP

Server address

imap.daouoffice.com

Incoming login ID
(optional)

Leave blank

Port

993

Security

SSL/TLS

Outgoing mail server (SMTP)

SMTP server

outbound.daouoffice.com

Outgoing login ID
(optional)

Leave blank

Port

465

If you type it yourself, replace the default 587 with 465.

Security

SSL

If you type it yourself, change the default TLS/STARTTLS to SSL.

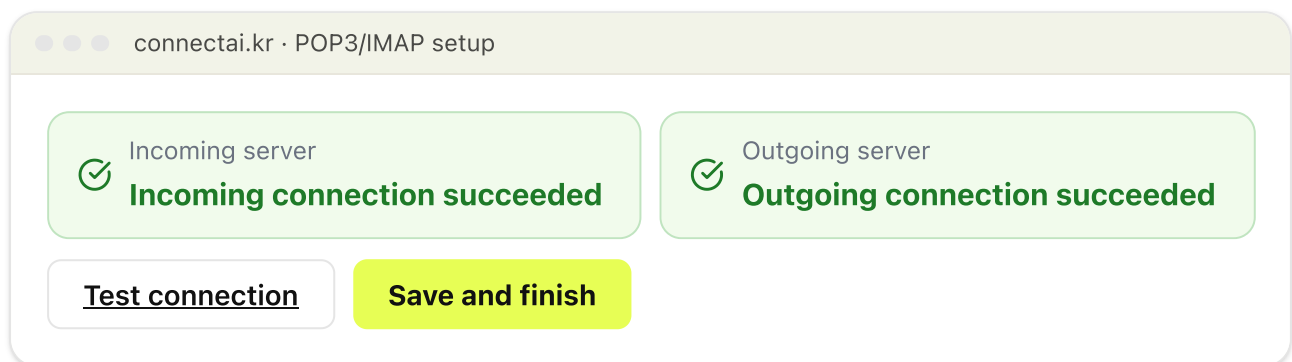
Example drawing · the real screen may look slightly different

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🚩 In CONNECT AI

Test the connection and save

- 1 Click **Test connection** at the bottom of the screen.
- 2 Check that both of the results below appear.



Example drawing · the real screen may look slightly different

- 3 If both succeed, click **Save and finish**. If either one fails, this button stays disabled — see “If it won’t connect” below.
- 4 You’re done when **Email accounts** in **Settings** shows **Connection normal**.

✔ That's it — you're connected

After connecting

- Email you send from CONNECT AI goes out from this Daou Office address.
- Buyer replies are fetched every 5 minutes. If a reply doesn't show up right away, give it a little time.
- Your mail stays in your Daou Office mailbox. CONNECT AI never edits or deletes it.
- Changing any field clears the test results. After a change, click Test connection again.

If it won't connect

When a test fails, the screen tells you why. Find the message below.

⚠ If you see this

Authentication failed

What to do

1. Check that the email address is complete, including everything after @, not just the ID.
2. Check that the password is the one you normally use to sign in to Daou Office.
3. If receiving works but sending fails, SMTP AUTH is most likely off on the admin side. Ask your admin as in step 1.
4. If it still fails, your company may restrict IP addresses. See "Still failing with the right password?" below.

⚠ If you see this

Connection test failed for an unknown reason

What to do

1. Check that you entered the Daou Office sign-in password.
2. Check that you finished the steps in Daou Office (from step 1).
3. If both are right, your company may block other programs from connecting. See "Still failing with the right password?" below.
4. If it still fails, take a screenshot and send it to our support team below.

⚠ If you see this

**The server didn't respond
Couldn't reach the server**

What to do

1. Check the server address and port again.
The ports are 993 for incoming and 465 for outgoing.
2. Make sure there are no extra spaces or missing letters in the addresses.

⚠ If you see this

TLS negotiation failed

What to do

Check the security setting again: SSL/TLS for the incoming server and SSL for the outgoing server.

⚠ If you see this

**Your mail service is blocking
connections from the CONNECT AI
server's IP address**

What to do

Your mail service is blocking the CONNECT AI server. See "Still failing with the right password?" below.

⚠ If you see this

Form values changed during the test

What to do

You changed a field while the test was running. Click Test connection again.

⚠ If you see this

**The Test connection button is
disabled**

What to do

Fill in every field: the full email address (including everything after @), the password and its confirmation, the incoming and outgoing server addresses, and the ports (numbers only). Also check that both password fields match.

⚠ If you see this

The Save and finish button is disabled

What to do

Both the incoming and the outgoing test must succeed. Find the message from the side that failed in this list.



Still failing with the right password?

Daou Office lets your company admin block other programs from reaching mail. When that happens, the screen may say "Authentication failed" even though the password is right.

- Confirm again that the admin has turned on IMAP and SMTP AUTH in the mail group settings.
- If the admin allows sign-ins only from company IP addresses (**보안관리 (Security management) > 로그인 차단 설정 (Login block settings)**), the CONNECT AI server may be blocked. Ask our support team for the server IP.

Leave your domain settings alone



Google Workspace and MX records

- You do not need to change your domain settings to connect mail. You do not need Google Workspace either.
- If you change your domain's MX records or add another provider's (such as Google's), mail to your company goes there first. Mail for staff who have no account there can bounce.
- If you have already changed them, remove only the line you added and keep your original mail service's lines.

Need help?



Send us a screenshot of where you got stuck and we will look at it with you. You do not need to send your password.

CONNECT AI support

support@connectai.kr

Weekdays 10:00–18:00 (KST)

Checked on October 28, 2026. Menu names may differ slightly if the mail service changes its screens.

Official sources this guide follows

- [Daou Office notice: incoming server change with 4.0 \(Korean\)](https://daouoffice.com/cloud_guide/4.0mail.html) https://daouoffice.com/cloud_guide/4.0mail.html
- [Daou Office guide: Outlook account settings, servers and ports \(PDF, Korean\)](https://daouoffice.com/cloud_guide/mail/outlook_2.pdf) https://daouoffice.com/cloud_guide/mail/outlook_2.pdf
- [Daou Office 4.0 migration notes \(Korean\)](https://daouoffice.gitbook.io/4.0/for-customer/others) <https://daouoffice.gitbook.io/4.0/for-customer/others>
- [Daou Office helpdesk: mail groups \(Korean\)](https://helpdesk.daouoffice.co.kr/hc/ko/articles/42370881285017) <https://helpdesk.daouoffice.co.kr/hc/ko/articles/42370881285017>

