

Edgewave SPAM Filter

101 SPAM Filter Basics

Have you ever had an email you were expecting, not show up in your inbox?

If this happens call the sender, and make sure they sent the email 1st.
Next go to the Diodecom.net website and login to our SPAM filter called “[Edgewave](#)”.
The link is in the middle of the main page under “[Edgewave Email Filter](#)”.

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Edgewave
Email Filter

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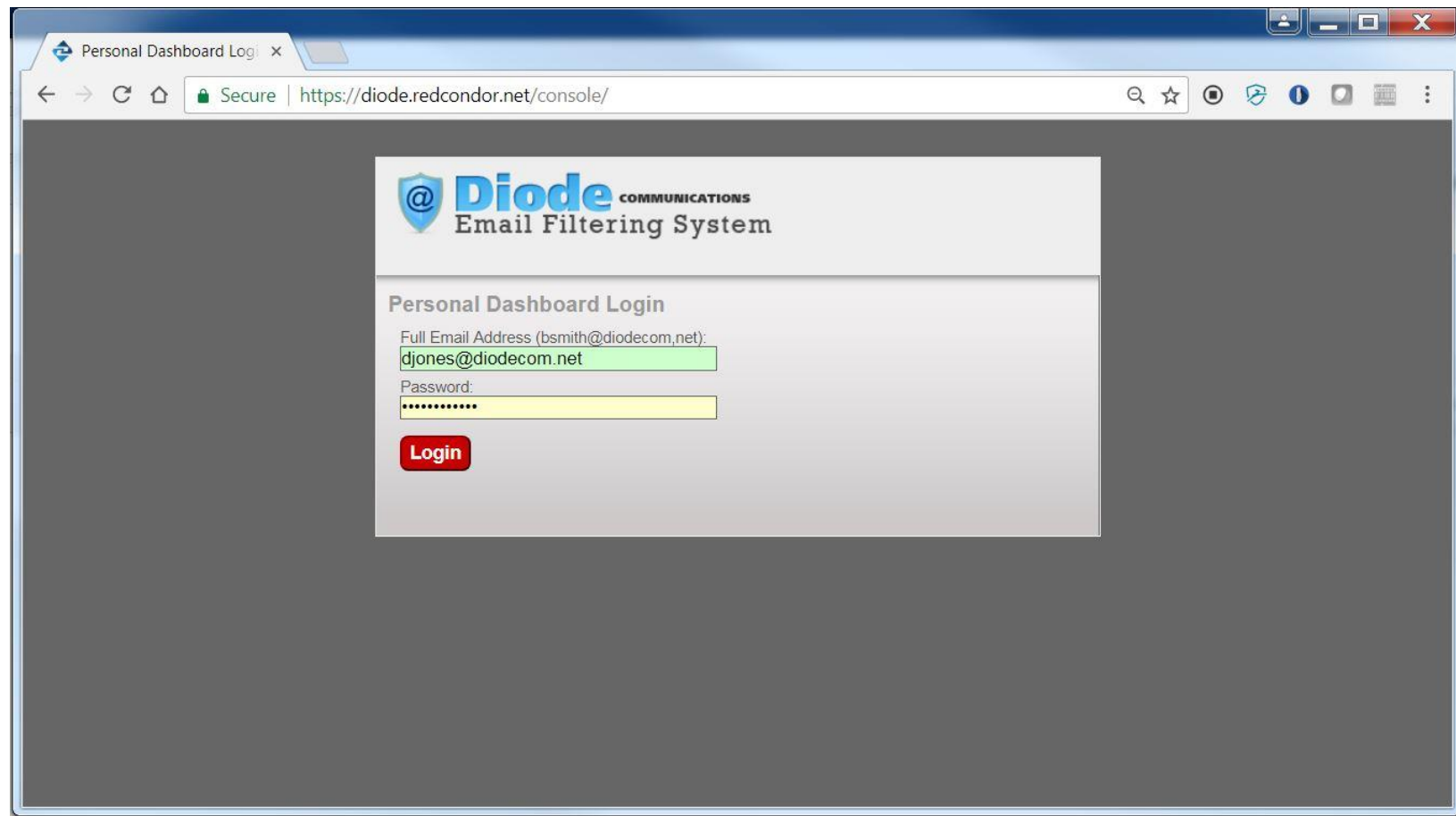
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Diode
TECHNOLOGIES

This is the initial Edgewave login screen

<https://diode.redcondor.net/console/>

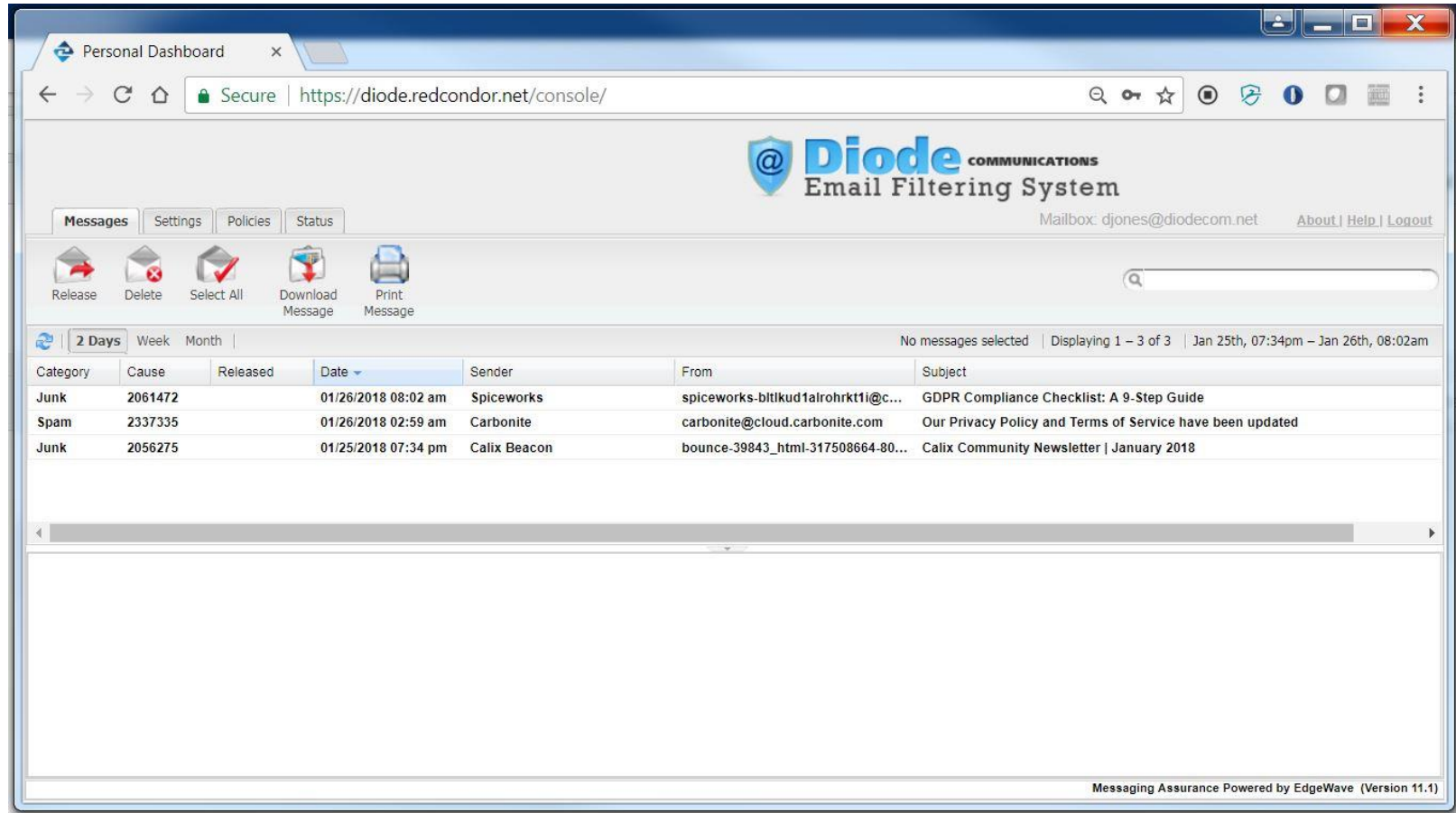
Login with your current email address and password.



This is the Edgewave dashboard

Make note of the different tabs (Messages, Settings, Policies, Status) and all the options with each tab.

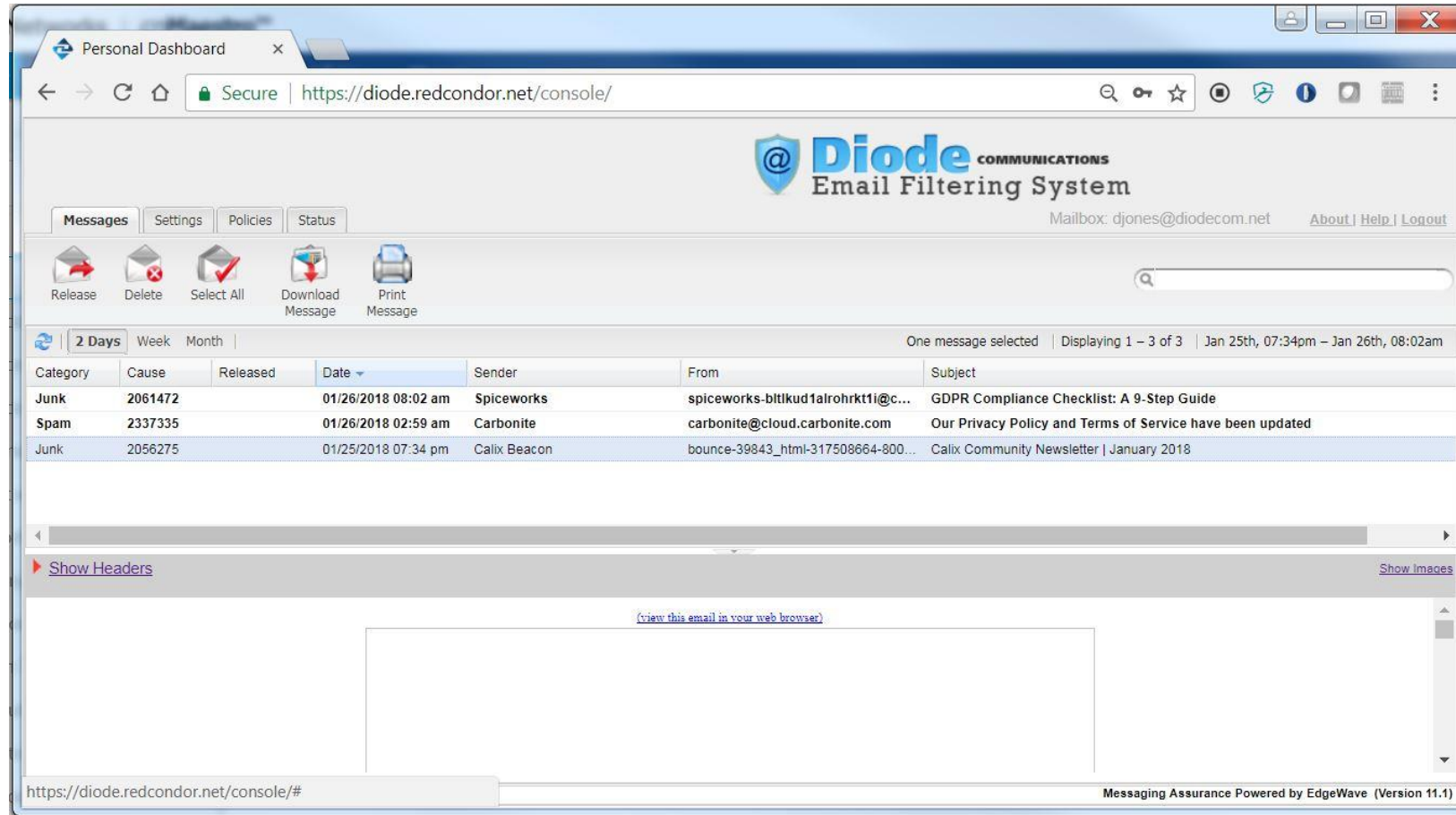
Today we will focus on the “Messages” tab and the options with this tab such as “Release”, and “Delete”.



Releasing a email in your dashboard

Click message 1x to highlight email and select the “Release” button from the dashboard to remove it from your SPAM filter.

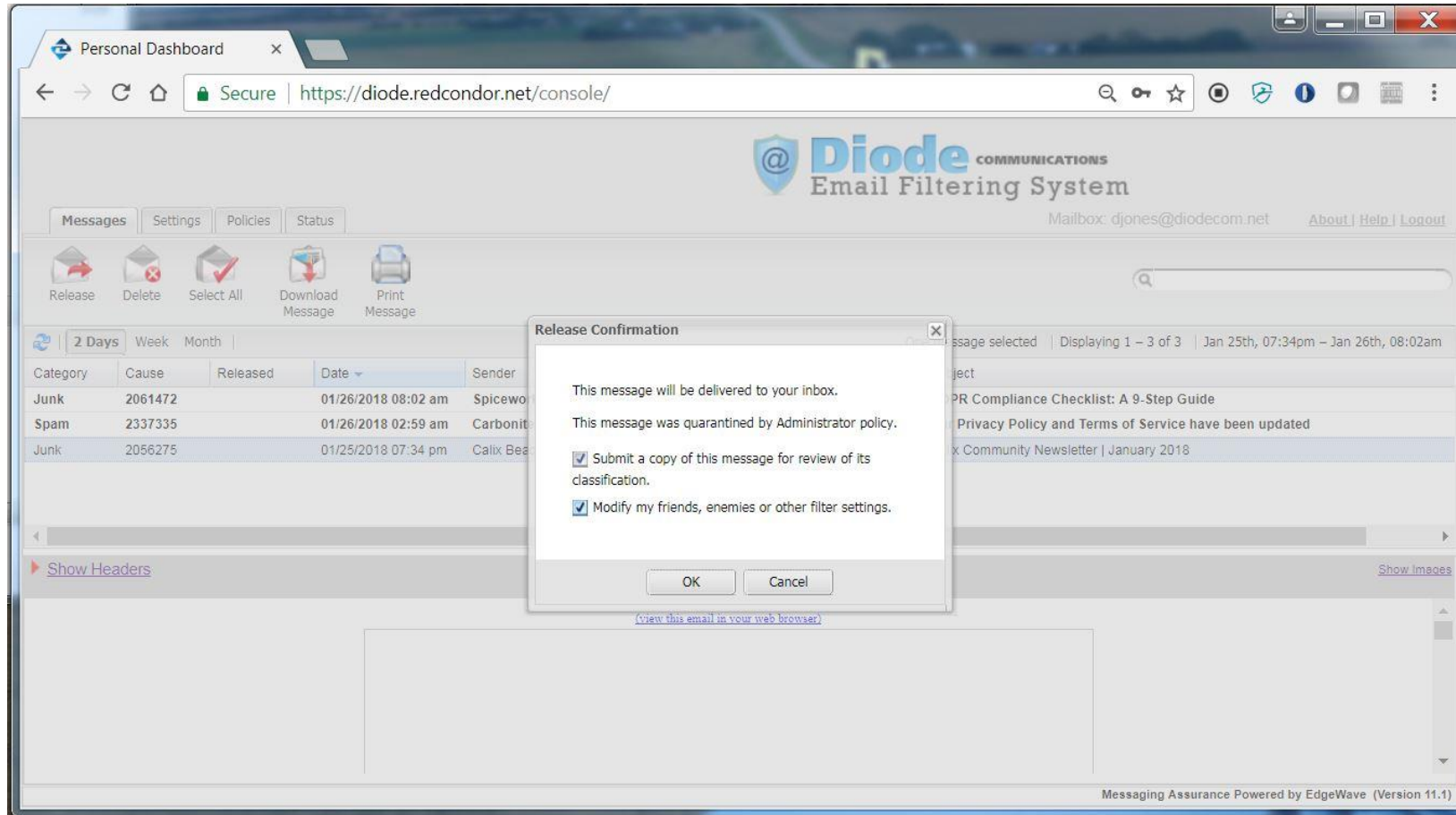
If you want to release all SPAM filter emails choose the “Select All” option. Then press the “Release” option.



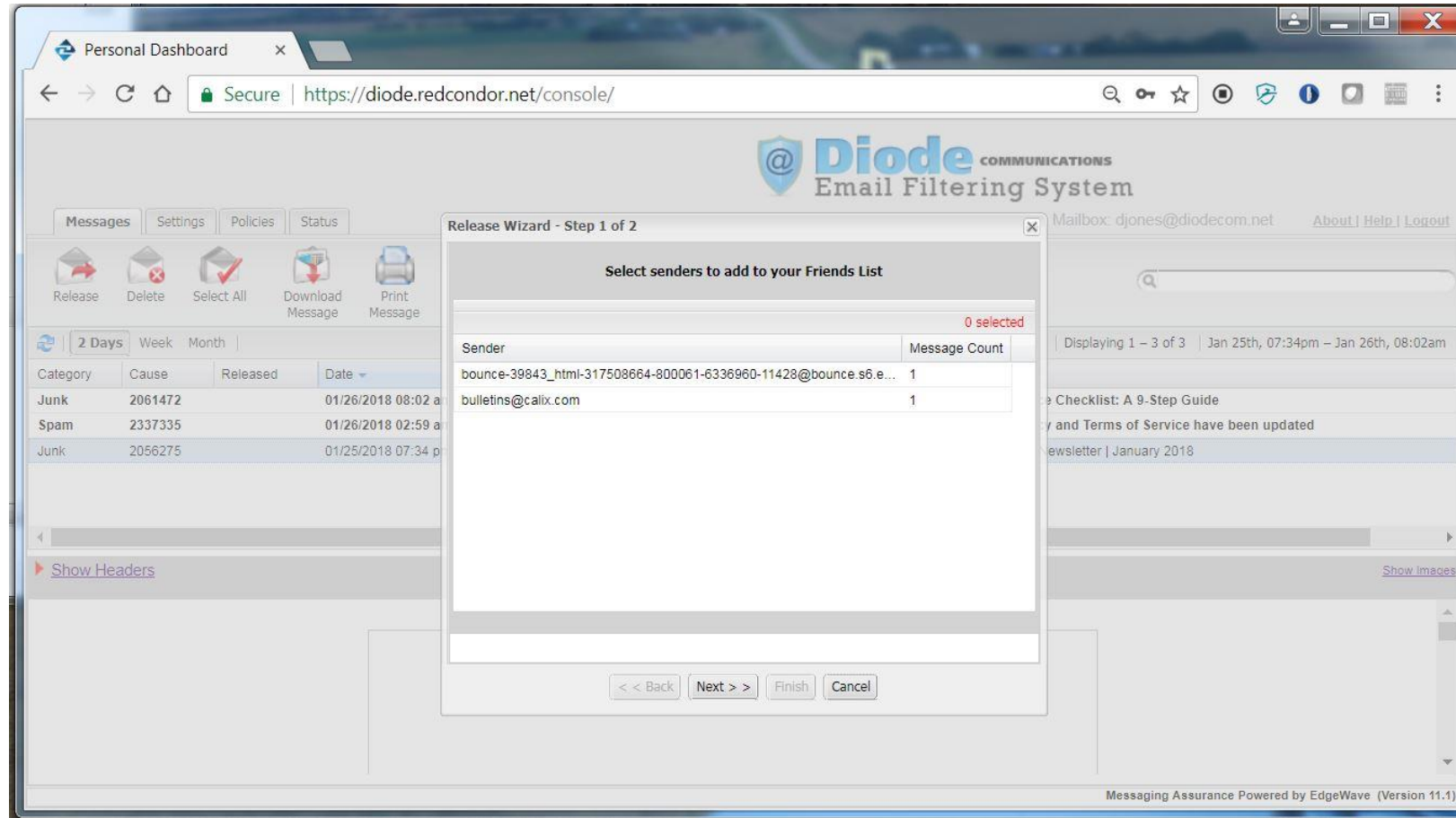
The screenshot displays the 'Personal Dashboard' of the Diode Communications Email Filtering System. The interface includes a navigation bar with tabs for Messages, Settings, Policies, and Status. Below this, there are icons for Release, Delete, Select All, Download Message, and Print Message. A search bar is also present. The main content area shows a list of filtered emails with columns for Category, Cause, Released, Date, Sender, From, and Subject. The first three emails are highlighted in blue, indicating they are selected. Below the list, there are links for 'Show Headers' and 'Show Images'. The footer of the dashboard includes the URL 'https://diode.redcondor.net/console/#' and the text 'Messaging Assurance Powered by EdgeWave (Version 11.1)'.

Category	Cause	Released	Date	Sender	From	Subject
Junk	2061472		01/26/2018 08:02 am	Spiceworks	spiceworks-btlkud1alrohrkt1l@c...	GDPR Compliance Checklist: A 9-Step Guide
Spam	2337335		01/26/2018 02:59 am	Carbonite	carbonite@cloud.carbonite.com	Our Privacy Policy and Terms of Service have been updated
Junk	2056275		01/25/2018 07:34 pm	Calix Beacon	bounce-39843_html-317508664-800...	Calix Community Newsletter January 2018

Releasing an email message from Edgewave SPAM filter-confirmation window

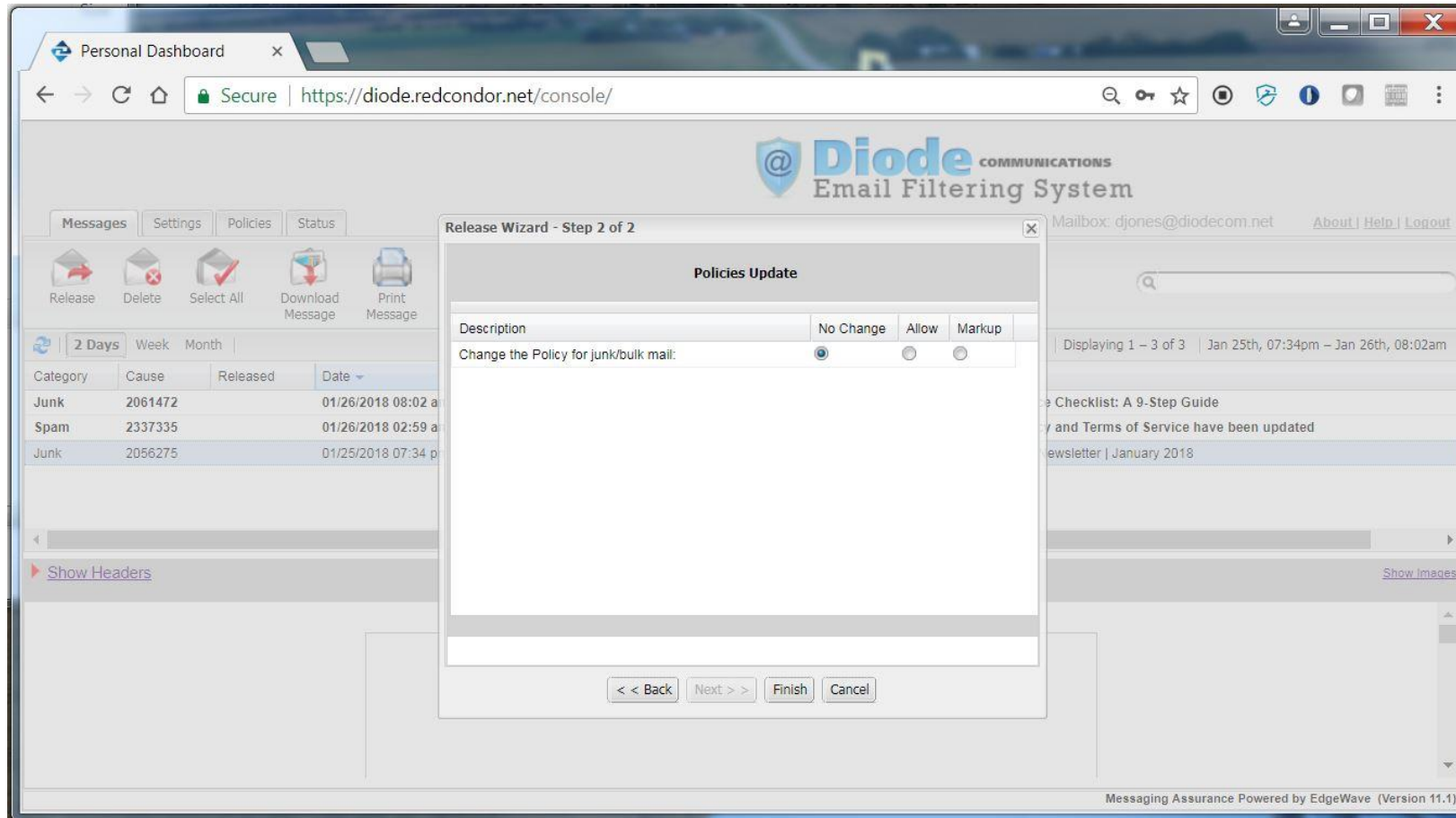


All you have to do at this screen is click “Next”



Click the “Finish” button

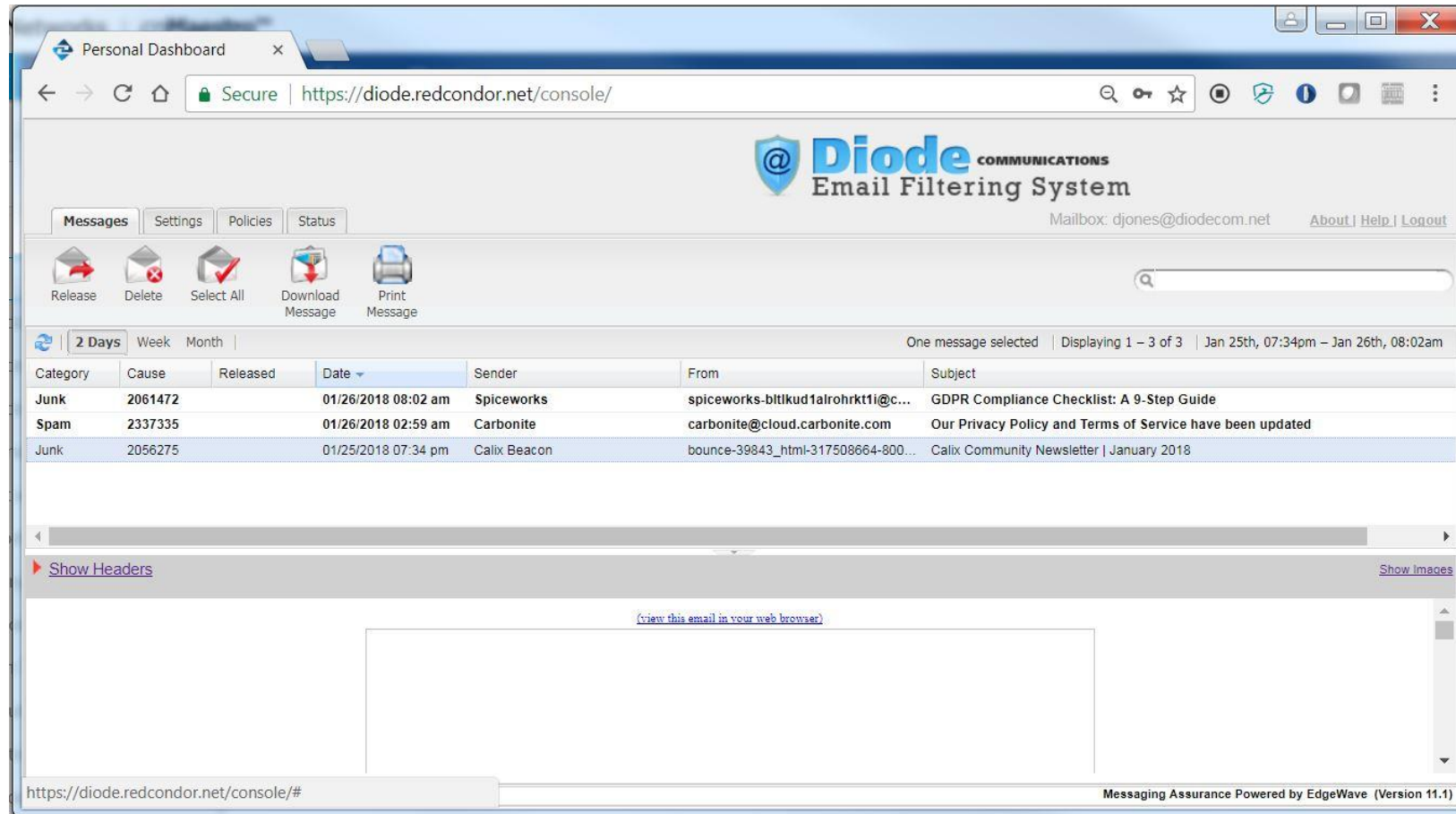
Your email should appear in your inbox after it is released



If you want to remove the SPAM emails from the filter:

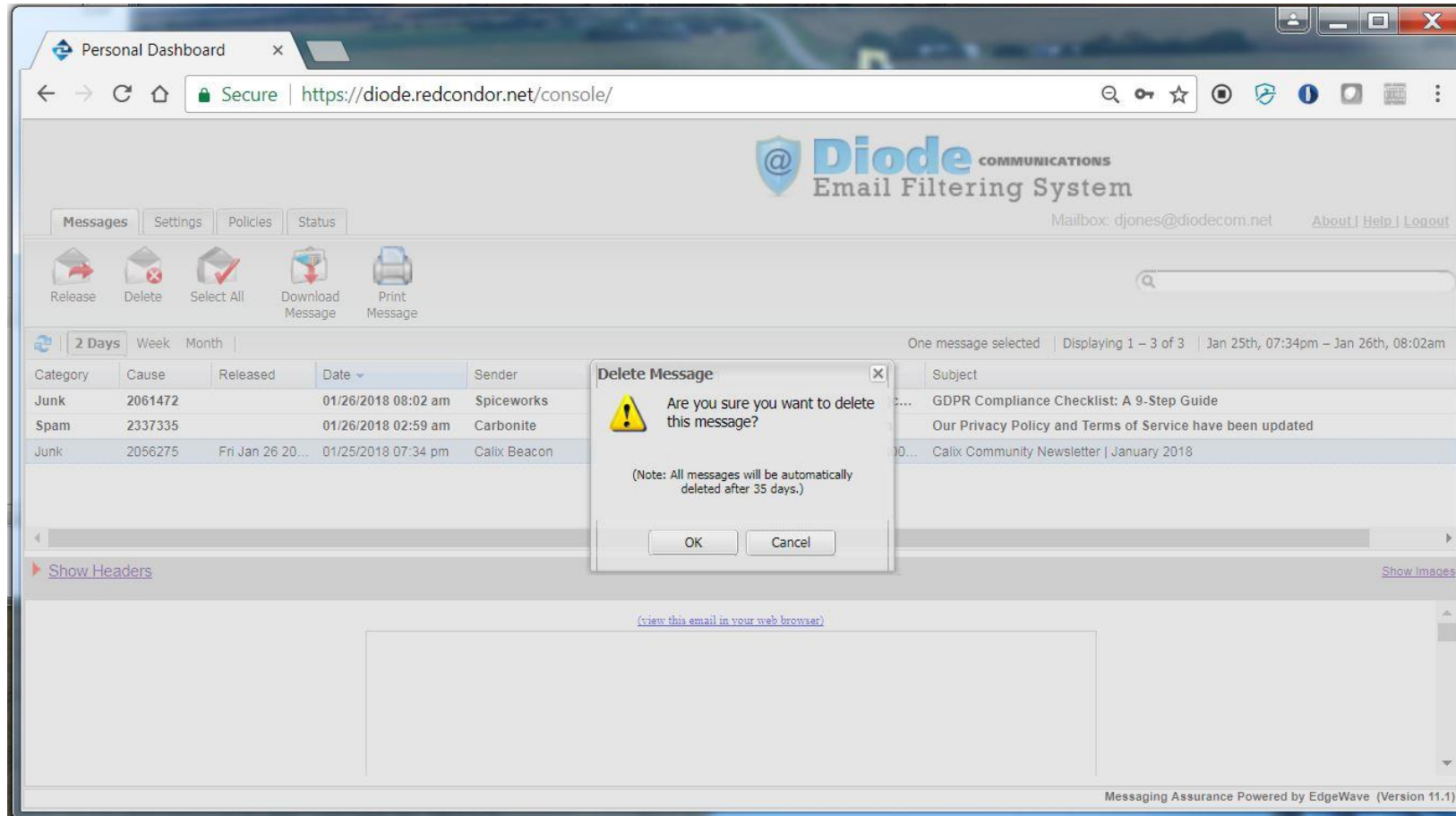
Click message 1x to highlight email and select the “Delete” button from the dashboard to remove it from your SPAM filter.

Like before, if you want to delete all SPAM filter emails choose the “Select All” option. Then press the “Delete” option.



After you do, it will ask for a confirmation

Click “OK” if you are sure you want to **delete message**.



Congratulations!

You have successfully released a email from your Edgewave SPAM filter

