5.15 Automatic Email Replies

Open **Automatic replies** in the Email sidebar to set an away message or a response for particular incoming mail. Replies run on the mail server and do not require an open browser.

General and matching replies

A **General reply** is the fallback for eligible incoming messages. A **Matching reply** uses sender, sender domain, recipient, or subject conditions, with **All conditions** or **Any condition**.

1. Create or edit the general reply, or add a matching reply.
2. Enter a name, reply subject, and plain-text message.
3. For a matching reply, choose its conditions.
4. Set **Days between replies to the same sender** from 1 to 30. The default is 7 days.
5. Review the summary, enable the reply, and save.

Enabled matching replies are checked from top to bottom. The first eligible match is selected; the general reply applies when none is selected. Only one reply is selected for a message. A sender cooldown suppresses that selected response; it does not cause another reply to be sent instead.

Schedule an away period

While editing either kind of reply, check **Only reply during a scheduled period** and set Start and End. The editor shows the timezone of your current device. Review the displayed dates and offsets, especially around a daylight-saving change, then save.

The reply begins at Start and stops at End automatically. Opening the editor on a device in another timezone shows the same period in that device’s local time. A matching reply outside its period allows the next eligible matching reply or the general fallback to be considered.

Scheduled means its start is still ahead; **Active** means its time window is open; **Ended** means its end has passed; **Paused** means it is switched off. Active replies still depend on the conditions and sender interval.

Why a sender may not receive a second reply

Each reply has its own sender interval. Editing or pausing and re-enabling that reply does not reset the interval. Test with a different sender if you have already received its automatic reply recently.

Automatic replies also avoid responding to your own mail, delivery-error messages, and many automated or mailing-list messages. Mail must address the mailbox in To or Cc; Bcc-only delivery does not trigger a reply. These safeguards help prevent reply loops.

To stop a reply immediately, uncheck its enabled box. For replies used only on particular dates, keep the schedule instead of relying on remembering to turn them off.

Blocked senders

Messages from blocked senders go to Spam before forwarding or automatic replies run. They are not forwarded and receive no automatic reply. Manage blocked addresses in **Filters & blocked senders**, or use **Unblock sender** in a message’s More menu.

Current online article: https://help.lightdrive.one/email/automatic-email-replies

Generated September 29, 2026