

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>

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