

Connect your Mobile device to your Exchange mailbox

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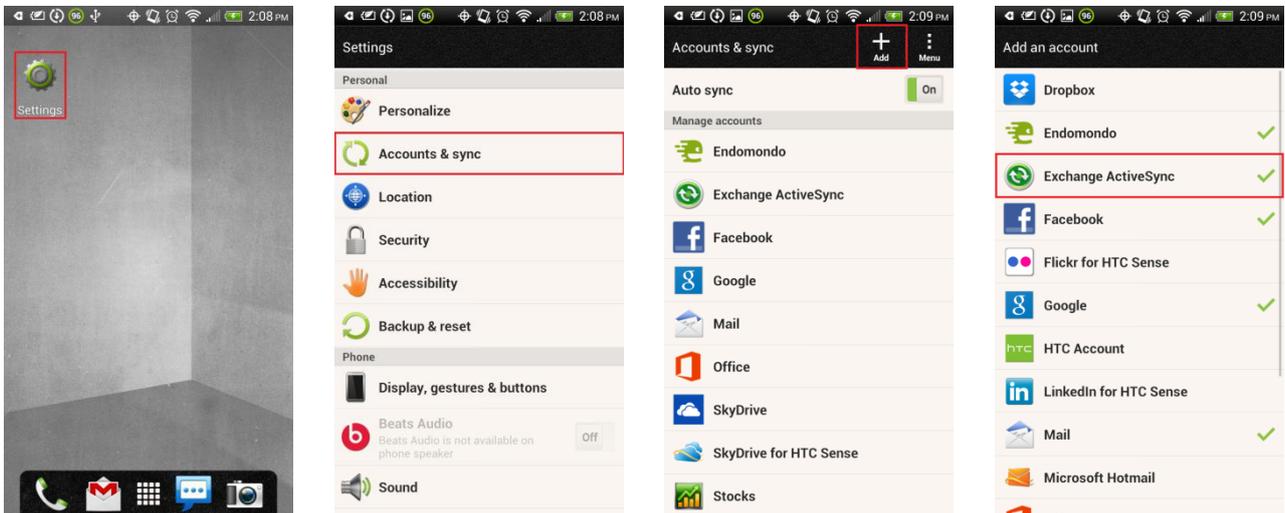
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Please first read our document **“Configuring your email client to connect to your Exchange mailbox”**, which includes important information about the required security, encryption and port settings. These may be different from the default settings of your mobile device.

Android devices

Devices running the android operating system include "ActiveSync" like connectivity for Microsoft Exchange and support most if not all of Mail, Contacts, Calendars, Reminders and Notes sync direct with the server. Configuration screens may differ for different devices and different versions of android, but the following instructions and screenshots should be clear.

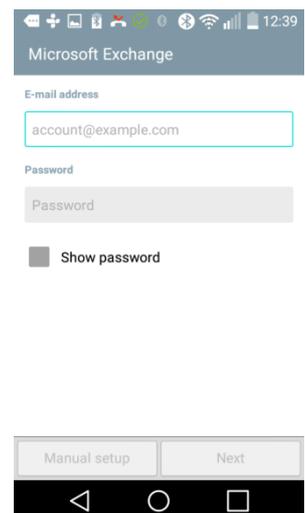
To start, go to Settings > Accounts & sync > Add Account > Exchange:



Enter your information

- E-mail address Enter your email address as provided to you
- Password Enter your password as provided to you

Press Next

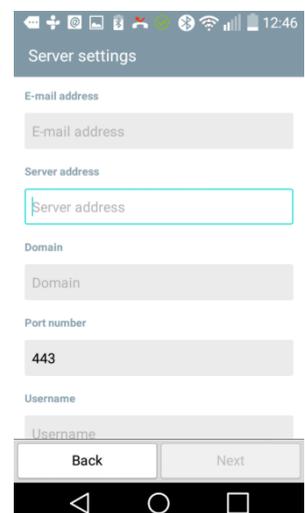


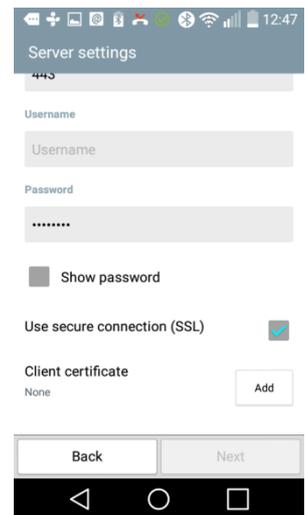
Connect to the Exchange Server

- Email address: This should still be populated from previous
- Server address: Enter **exchange.appsservers.net**
- Domain: Enter **appsservers**
- Port number: This should be pre-populated with 443
- Username: Enter your username as provided to you
- Password: This might still be populated from previous
- Use secure connection (SSL): This should be ticked

If your device does not include a specific field to enter the Domain name, enter the Username in the form appsservers\username, i.e. with a backslash (\) between the domain name and your username.

Press Next

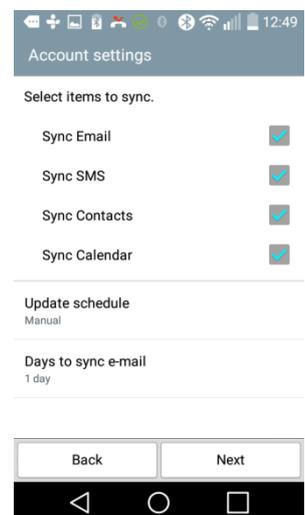




Sync your content

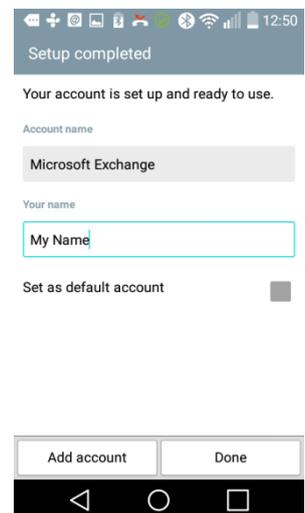
You should at least be able to sync Mail, SMS, Contacts and Calendar.

Select the content you require and press Next.



Name your Account

Finally, enter your name as you want it to appear in outgoing emails and a name for the account that you are creating and press Done.



Apple iPad, iPhone, iPod

Apple devices include "ActiveSync" like connectivity for Microsoft Exchange and support Mail, Contacts, Calendars, Reminders and Notes sync direct with the server.

Configuration screens may differ slightly for different devices and different versions of iOS (7 and above), but the following instructions and screenshots should be clear.

To start, go to Settings > Mail, Contacts, Calendars > Add Account > Exchange.

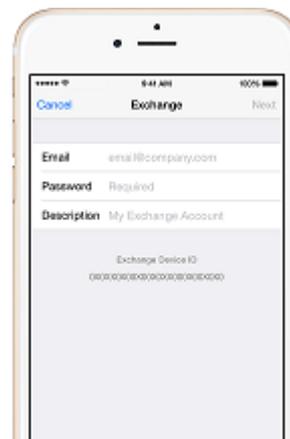
Enter your information

- Email: Enter your email address as provided to you
- Password: Enter your password as provided to you
- Description: Enter a suitable account description

Press Next

Your device will display **Verifying** while it is connecting to the server, which might take a few minutes.

If any error message is displayed, press **Continue** to progress to the next screen.



Connect to the Exchange Server

- Email: This should still be populated from previous
- Server: Enter **exchange.appservers.net**
- Domain: Enter **appservers**
- Username: Enter your username as provided to you
- Password: This might still be populated from previous
- Description: This should still be populated from previous

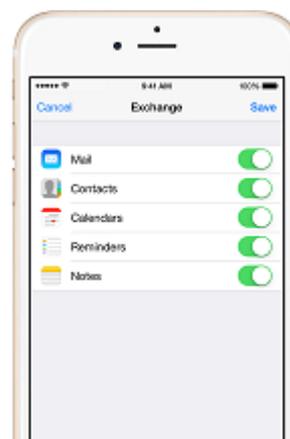
Press Next



Sync your content

You can sync Mail, Contacts, Calendars, Reminders and Notes.

Select the content you require and press Save



To edit your Exchange settings, go to Settings > Mail, Contacts, Calendars, select the Exchange account and edit the settings as required. For example, you can set up automatic out-of-office replies and change the Mail history you want to sync (the default is seven days).

Older versions of iOS

If your setup screens don't look like these you are probably running an older version of iOS. If you cannot update your version of iOS the following instructions will probably apply. Reminders and Notes might not be supported on your device.

Go to Settings and scroll down to Mail, Contacts, Calendars and select "Microsoft Exchange".

Enter your full email address.

Do not enter anything in the Domain field.

Enter the user name in the format domain\user. The domain in all cases is the word **appsservers**.

You must enter the slash. Please note the slash on the first keyboard is the wrong way around (/) and if entered with this key WILL NOT WORK. For the correct slash (\) press the key marked += in the bottom left corner of the keyboard display.

The user is your username as provided to you.

Enter your password as provided to you and, when prompted, enter the server name, which is **exchange.appsservers.net**.

PUSH mail is enabled by default. So if you want to disable it, change the frequency etc. whilst abroad or on holiday you must select Settings, Fetch New Data and make the necessary changes there.

Windows Mobile Active Sync or other similar sync software

Effectively, any Windows Mobile Device with ActiveSync or any other device that runs Mail for Exchange or RoadSync from DataViz uses exactly the same settings as they are fundamentally the same software, albeit re-engineered to work on competing device operating systems.

Use the following settings:

- Server: exchange.appsservers.net
- User: your username as provided to you
- Password: your password as provided to you
- Domain: appsservers

You can enable PUSH email by changing the software sync schedule to "as items arrive". However, depending on the mobile data plan you have with your provider, push email may increase your phone bill.

With these types of connection, you can synchronise not only mail back and to the server, but also Calendar, Contact and Task records.

Blackberry Internet Service (OWA) access

You can configure access to your mailbox using the BIS Outlook Web Access connection.

Log in to your mobile provider's BIS service web page and add a new e-mail account, selecting "I want to connect to a work email address".

You will then be asked for some information regarding Outlook Web Access. Enter this as follows:

- Server URL <https://exchange.appsservers.net/owa>
- Email address your full e-mail address as provided to you
- Username your username as provided to you
- Password your password as provided to you
- Mailbox name your username as provided to you

If these instructions do not connect you and you are otherwise able to log in using Outlook Web Access directly, it is likely that the problem lies with your mobile provider's service.

Calendar, Contact and Tasks items are not supported by this connection type. So you will need to synchronise those with your computer using the desktop manager software and cables that may have been supplied with the device.

Blackberry Enterprise Service (BES) for MS Exchange

As yet, Blackberry Enterprise Service (BES) is not available.

IMAP mail client access from the device

There are many different types of devices, each with its own interface and setup steps. However, the settings required are similar in all cases and are as follows:

- In and outbound Server exchange.appsservers.net
 Outbound server requires authentication
 Inbound server requires an encrypted connection (SSL)
- User name appsservers\<<your username as provided to you>
 e.g. appsservers\joe.user
- Password your password as provided to you

In all cases you will be able to receive a copy of mails in your inbox plus any other folders that you subscribe to using the device's IMAP options. For more details you should refer to your device's user handbook.

Any sent items and deletions on the device will be copied back to the server. However, for deletions, you will also need to perform an IMAP purge. Again, you should refer to your device's user handbook.

Calendar, Contact and Tasks items are not supported by the IMAP protocol. So you will need to synchronise those with your desktop computer using any software and cables that may have been supplied with the device.

Forwarding from your mailbox to the device's own email address

You can do this for any device with its own e-mail address as provided to you by your mobile service operator. This particularly applies to owners of Blackberry devices that haven't subscribed to either Blackberry Internet Service (BIS) or Blackberry Enterprise Service (BES).

You can either add your mobile device's address as a custom alias of your mailbox address or add the forward directly to the mailbox on our server.

Nothing that you do on the device itself will be synchronised with the server with this option and you will only be able to read mail. Any replies sent will be from the device's own address via your mobile operator's servers.