

## GETTING STARTED: Macintosh Setup to Exchange

Welcome to Apptix®! This PDF contains instruction for connecting your Macintosh computer to synch with your Apptix Exchange mailbox.

### Apptix Client Support Services

#### Contact Technical Support

24/7 Toll-free technical support is available to all hosted Exchange 2007 administrators:

**866.428.0128** (US/Canada)

International callers, please dial:

**281.733.2644**

Send email to:

[clientsupport@hostaccount.com](mailto:clientsupport@hostaccount.com)

#### Billing Contact

Call **866.428.0128** between 9 AM and 5 PM (Eastern Time)

Send email to:

[billing@hostaccount.com](mailto:billing@hostaccount.com)

### How to Setup Macintosh

Follow this guide to quickly setup your Macintosh computer to connect to your Exchange mailbox via either the native Macintosh applications (Mail, iCal and Address Book) or via the Entourage software program.

### Admin Console Guides

Company administrators (typically the technical and/or billing contact for your account) may access the Admin Console to manage your mailbox size, email aliases, forwarding, add and remove mailboxes, change display names, change passwords & user logins, etc.

- [AOD Admin Guide Exchange.pdf \(115 Pages\)](#): This guide provides the detailed instruction needed to perform administrative functions for managing your Apptix Exchange account.
- [AOD Quick Reference Guide Exchange.pdf \(3 Pages\)](#): This guide provides quick reference to menu navigation and a summary overview of the features found in the Exchange Admin Console.
- [Hosted CP End User Guide.pdf \(11 Pages\)](#): This guide provides the detailed instruction of end-user (non-Admins) access to the Hosting Control Panel so that end-users may manage their email aliases, passwords, etc.

### Other Support Resources

Both account Administrators and End Users should be able to access the **Help & Support** menu option/link from the Hosting Control Panel. The Help & Support page provides a number of links to other support resources such as PDFs and video tutorials as customer self-help

## HOW TO CONNECT MACINTOSH NATIVE APPLICATIONS TO EXCHANGE (Mail, iCal, Address Book)

In September 2009, Apple released an update for Intel-based Macintosh computers called "Snow Leopard" which allows the Mail, iCal and Address Book applications to connect to Exchange servers.

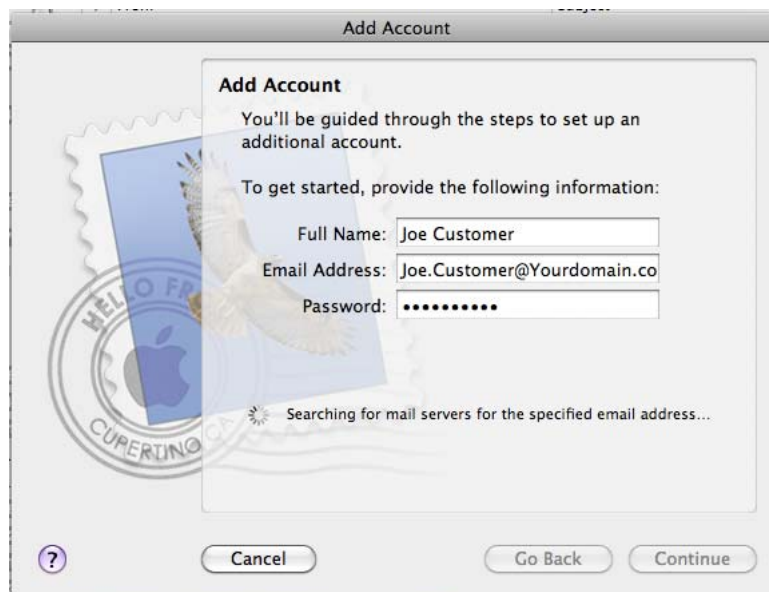
**NOTE:** Macintosh users can also connect to your Exchange account using the Entourage software. Instructions for setting up Entourage to connect to your Exchange mailbox follows in the next section.

### Auto-configure Macintosh Mail for Exchange

**IMPORTANT:** The setup for connecting Macintosh Mail, iCal and Address Book to your Exchange mailbox is a very simple and straight-forward process if you have the AutoDiscover CNAME record properly setup for your domain. The AutoDiscover CNAME record is identified in the "Welcome to Apptix" email that was sent when you ordered the Apptix hosted Exchange service.

Apptix Exchange AutoDiscover CNAME Record: [autodiscoverredirect.collaborationhost.net](http://autodiscoverredirect.collaborationhost.net)

1. Open the **Mail** application
2. From the Menu options, select **File** and then **Add Account...**
3. From the **Add Account** window fill out the information related to your Exchange Account and click the **[Continue]** button when finished:
  - a. **Full Name:** This will be the display name for your email account.
  - b. **Email Address:** Enter your primary email address associated with your Apptix Exchange mailbox
  - c. **Password:** Enter the password associated with your Apptix Exchange mailbox



4. If your domain has the correct AutoDiscover CNAME record configuration, and the inputs entered in the Add Account window are correct, the Macintosh Mail program will search the Internet for your Exchange mailbox configuration settings and automatically connect to your Apptix mailbox.

- a. It may take several minutes for your Apptix Exchange mailbox data to be downloaded to the Mail program and populate your Exchange mailbox folders.
5. The **iCal** and **Address Book** applications are automatically connected to the same Exchange mailbox configured through the **Mail** application. You should see both iCal and Address Book applications populated with the data associated with your Apptix Exchange mailbox account.

## Manual configuration of Macintosh Mail for Exchange

**IMPORTANT:** If you do not have the proper AutoDiscover CNAME record configured for your domain records, you still may configure Macintosh Mail for Exchange by entering the server settings manually.

6. If the auto-configure fails, due to a lack of the proper AutoDiscover CNAME Record in your domain's DNS settings, the **Add Account** window allows you to manually enter the Apptix Exchange server information in order to connect Macintosh Mail to your Apptix Exchange mailbox



7. From the **Account Type** drop-down select the **Exchange 2007** option.
8. Enter your Display Name in the **Description** field.
9. The remaining fields allow you to manually configure Macintosh Mail to connect to your mailbox:
  - a. **Incoming Mail Server:** Enter **autodiscover.collaborationhost.net**
  - b. **User Name:** This is typically the same as your primary email address. Enter the user name used to access your Apptix Exchange mailbox
  - c. **Password:** Enter the password associated with your Apptix Exchange mailbox
  - d. **Also set up:** Check both options for Address Book and iCal if you want those applications to synchronize with your Apptix Exchange mailbox
10. Click on the **[Continue]** button. Macintosh Mail will then connect to your Apptix Exchange mailbox and populate the Mail, iCal, and Address Book applications with your Exchange mailbox data.
  - a. It may take several minutes for the initial synchronization of data to be completed.

## HOW TO CONNECT VIA MACINTOSH ENTOURAGE

**NOTE:** Entourage is a “third party application” developed by Microsoft that allows Macintosh computers to connect to Exchange. Entourage mimics Outlook in that the Mail, Contacts, Calendar, Notes and Tasks components are all within the single Entourage application, though only the Mail, Contacts and Calendar synch with the Exchange server. Notes and Tasks remain local to the Entourage software and are NOT synched with the Exchange server.

Macintosh users who have a computer that has been updated to the Snow Leopard Operating System (available September 2009....\$29.95 upgrade for Macintosh Intel-based computeres) can also connect to Exchange using the native Macintosh applications. See the section above for connecting the native Macintosh applications (Mail, iCal, Address Book) to Exchange.

**User ID/Account ID:** *First.Lastname@yourdomain.com* (This is how you login to your Hosted Exchange account)

**Domain:** **Collaboration**

**Password:** (This is your email password.)

**Exchange Server:** [mail.apptix.net/exchange/first.lastname@yourdomain.com](mailto:mail.apptix.net/exchange/first.lastname@yourdomain.com)

Note: You must add your primary email address after the /exchange/

**Public Folder Server:** [mail.apptix.net/public](mailto:mail.apptix.net/public)

**LDAP Server:** [mac.collaborationhost.net](http://mac.collaborationhost.net) using port **3268**

Please make sure the following checkboxes are checked/unchecked as indicated below:

<u>ENTOURAGE SETTING</u>	<u>CHECKED</u>	<u>UNCHECKED</u>
My Account is on an Exchange server	X	
This DAV service requires a secure connection (SSL)	X	
Override default DAV port: 443		X
This server requires me to log on	X	
This LDAP server requires a secure connection (SSL)		X
Override default LDAP port 3268		X

Please note, there is a limitation with the Address book; you cannot view all users, but you can search for users in your organization.

## Configure Your Entourage 2008 Mail Client

To configure your Entourage 2008 mail client to connect to your mailbox on Exchange Server, follow these instructions:

1. Open Entourage
2. Select **Tools** and then **Account Settings**
3. From the **New** drop down menu select **Exchange**
4. Make sure **My account is on an Exchange Server** is checked and then select **Configure Account Manually**, which is located in the lower left corner of the dialog box.
5. Fill out the following fields under the **Account Settings** tab
  - a. Enter (auto filled) in the **Account name** and **Email address** fields
  - b. Enter your name in the **Name** field
  - c. Enter (auto filled) in the **Account ID** field
  - d. Enter your Exchange Mailbox password in the **Password** field.
  - e. Enter **Collaboration** in the **Domain** field.
  - f. Check the box labeled **Save password in my Mac OS keychain**
  - g. Enter **mail. apptix.net/exchange/(auto filled)** in the **Exchange Server** field.
  - h. Check the box labeled **This DAV service requires a secure connection (SSL)**.
6. Select the **Advanced** tab and fill out the following fields
  - a. Enter **mail. apptix.net/public** in the **Public folders server** field
  - b. Check the box labeled **This DAV service requires a secure connections (SSL)**
  - c. Enter **mac.collaborationhost.net** in the **LDAP server** field
7. Verify that all of the entered information is correct. Make any necessary changes and then select "Ok". Your Entourage client is now configured to connect to your Exchange Account.