

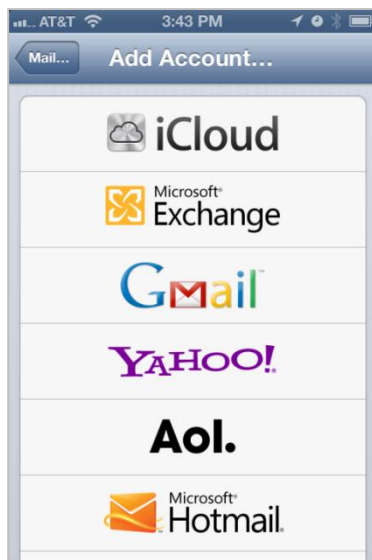


ActiveSync setup is the same for iPhone and iPad.

NOTE: Be aware that all new ActiveSync accounts may take up to 15 minutes to set up.

ActiveSync Setup for iPhone/iPad

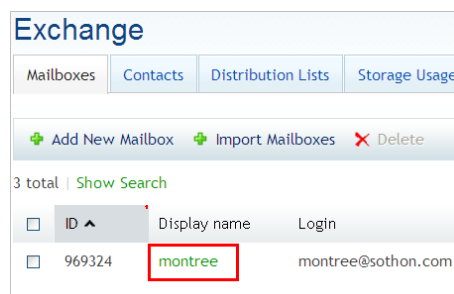
1. From the home screen select **Settings**, then **Mail, Contacts, Calendars**, then **Add Account**.
2. Select **Microsoft Exchange**.



3. Fill in the following fields:
 - a. **Email:** Your Exchange email address
 - b. **Domain:** **COLLABORATION**
 - c. **Username:** enter your *Windows Domain username* found in the control panel (<https://cp.collaborationhost.net>) under the mailbox you need to setup.

NOTE: Some devices have two separate fields for the domain and username information. If this is the case for your device, enter the first part in the **Domain** field and the second part (after the slash) in the **Username** field.

 - How to find the *Windows domain username*:
Select the **Display name** of the mailbox:



Find the *Windows domain username* in the **General** section:

The screenshot shows the Exchange user configuration page for 'montree(montree)'. The 'General' section is expanded, and the 'Windows domain\user name' field is highlighted with a red box. The value entered is 'COLLABORATION\montree025'.

Service User	
Display name	montree
Login	montree@sothon.com
Password	*****
Enabled	<input checked="" type="checkbox"/> Yes

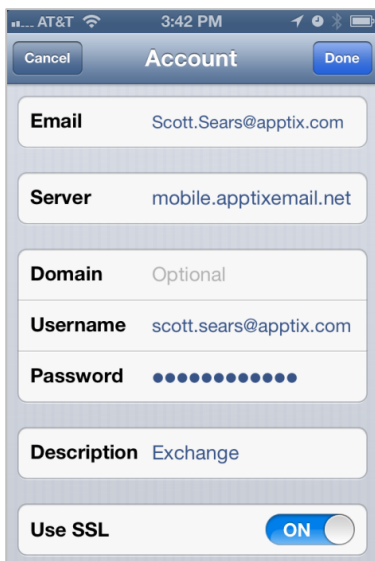
General	
Alias	montree
Windows domain\user name	COLLABORATION\montree025
Show in Address Book	<input checked="" type="checkbox"/> Yes
Status	<input checked="" type="checkbox"/> Ready

- d. **Password:** Your Exchange password
- e. **Description:** You can enter any information you would like in this field, it is just to differentiate it from other accounts you may have.
- f. Select **[Next]**.
ActiveSync will begin verifying account information.

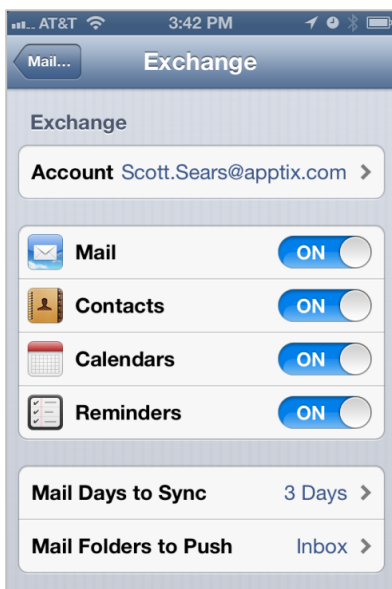
The screenshot shows the iPhone/iPad Exchange account setup screen. The 'Exchange' screen has a 'Cancel' button on the left and a 'Next' button on the right. The fields are:

- Email:** email@company.com
- Password:** Required
- Description:** My Exchange Account

4. ActiveSync may fail during verification and ask you to fill in the **Server** field.
For Apptix Exchange 2007, enter **mobile.collaborationhost.net** and select **[Next]**.
For Apptix Exchange 2010, enter **mobile.apptixemail.net** and select **[Next]**.



5. Select the items you would like to sync with Exchange and then select **[Done]**.



You have now successfully configured ActiveSync on your iPhone.

Other Important ActiveSync Options

- Set Schedule for receiving email: **Settings | Fetch New Data | Push (On/Off) | Fetch Schedule: 15, 30, Hourly, Manually.**
“Push/On” = Push. Battery life is impacted the more often you receive email.
- Determine how much email is pulled into each folder: **Settings | Mail, Contacts, Calendars | Select Account | Mail Days to Sync** (Select the number of days of email to download →3 is the default).