



## Iphone/Ipad/IPod Touch Hosted Exchange Account Configuration

Thank you for choosing Erado for your Exchange hosting needs. This document is designed to assist you in creating your Exchange account on your Iphone or Ipad.

Please follow these directions step by step, Erado assumes no responsibility for the accuracy of these instructions as they can be found at <http://support.apple.com/kb/ht2480>. Please contact Apple or your carrier for assistance beyond these instructions.

Total estimated time to complete all steps, fifteen (15) minutes to two (2) hours.

To add an Exchange account to your iOS device, tap **Settings >Mail, Contacts, Calendars>Add Account>Microsoft Exchange**.

1. On the next screen, enter your complete email address, domain, username, password, and a description (which may be anything you like). Ask your Exchange Server administrator if you are unsure of the domain. If you are unable to view your folder list, or are unable to send or receive email, leave the domain field blank.

A screenshot of an iPhone screen showing the 'Exchange' account configuration interface. The status bar at the top shows 'Carrier', signal strength, Wi-Fi, the time '9:42 AM', and battery level. The title bar reads 'Exchange' with 'Cancel' and 'Next' buttons. The form contains the following fields:

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



2. Your iOS device will now try to locate your Exchange Server using **Microsoft's Autodiscovery service** **please check with your DNS administrator that your Autodiscovery record is in place and accurate.**
3. If it cannot locate the server, you will see the screen below. Enter your front-end Exchange Server's complete address in the **Server** field. Contact your Exchange Server administrator if you are unsure of the address.

A screenshot of an iPhone's Exchange account setup screen. The status bar at the top shows 'Carrier', signal strength, Wi-Fi, the time '9:42 AM', and battery level. The screen title is 'Enter your Exchange account information'. Below the title are 'Cancel' and 'Next' buttons. The main form has a title 'Exchange'. It contains several input fields: 'Email' with 'john@company.com', 'Server' with 'EXCHANGE.ERADO.COM', 'Domain' (empty), 'Username' with 'john', 'Password' (masked with dots), and 'Description' with 'john@company.com'.

Your iOS device will try to create a secure (SSL) connection to your Exchange Server. If it cannot do this, it will try a non-SSL connection. To override the SSL setting, go into **Settings > Mail, Contacts, Calendars**, select your Exchange account, tap **Account Info**, then toggle the **Use SSL** slider.

After successfully making a connection to the Exchange Server, you may be prompted to change your device passcode to match whatever policies may have been set on your server.

4. Choose which type or types of data you would like to synchronize: Mail, Contacts, and Calendars. Note that by default, only three days' worth of email is synchronized. To synchronize more, go into Settings, then Mail, Contacts, Calendars, select your Exchange account, and tap on Mail days to sync.

Note that after configuring an Exchange ActiveSync account, all existing contact and calendar information on the iOS device is overwritten. Additionally, iTunes no longer syncs contacts and calendars with your desktop computer. You can still sync your iOS device wirelessly with MobileMe services.