



IP SWITCH
IMail Server™

Mobile Device Configuration

CHAPTER 1	Exploring Mobile Devices with IMail	1
------------------	--	----------

CHAPTER 2	Windows Mobile®	2
	Configuring Microsoft Exchange ActiveSync®	2
	Setting up Mail Account	8
CHAPTER 3	BlackBerry®	13
	Configuring Microsoft Exchange ActiveSync®	13
	Setting up IMAP	13
CHAPTER 4	iPhone®	14
	Configuring Microsoft Exchange ActiveSync®	14
	Setting up POP or IMAP	23
CHAPTER 5	Android™	27
	Configuring Microsoft Exchange ActiveSync®	27
	Setting up POP or IMAP	31

CHAPTER 1

Exploring Mobile Devices with IMail

In This Chapter

Windows Mobile®	2
BlackBerry®	13
iPhone®	14
Android™	27

Given that different devices offer different feature sets, these methods will often have different available features from one device type to another. This guide will explore how the following list of devices connects with IMail:

- Windows Mobile®
- iPhone®, iPad®, iPod touch®
- Blackberry®
- Android™

CHAPTER 2

Windows Mobile®

In This Chapter

Configuring Microsoft Exchange ActiveSync®2

Setting up Mail Account.....7

Windows Mobile® devices that are supported include Windows Mobile® 5.0 through Windows Mobile® 7.

Windows Mobile® also supports Microsoft Exchange ActiveSync® natively. The Windows Mobile® implementation supports synchronizing Email, Tasks, Contacts, and Calendars. Microsoft Exchange ActiveSync® for windows mobile does not place any limit on the number of mail folders which can be synchronized. Use of Microsoft Exchange® requires proper configuration for the Microsoft Exchange ActiveSync® application on the device.



Note: Currently Calendar synchronization is only allowed for the default Calendar folder.

Configuring Microsoft Exchange ActiveSync®

The following steps will assist Windows Mobile® device users to set up a data connection with your IMail Server to begin synchronizing your Web Client information (e-mail, contacts and calendar appointments) using Microsoft Exchange ActiveSync®, as long as an active wireless connection to the internet is maintained.



Note: To synchronize your device with Outlook on your IMail Server, installation of the IMail Collaboration Client is required. See your IMail Administrator for more information.

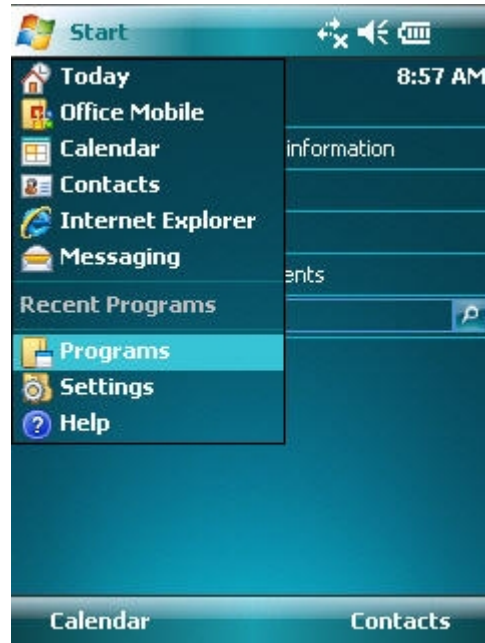


Caution: Your device may require an initial set up that will possibly delete any current contacts and calendar items you have on your mobile device.

Configuring Microsoft Exchange ActiveSync® for Windows Mobile®

Steps To Activate Your Windows Mobile® Device

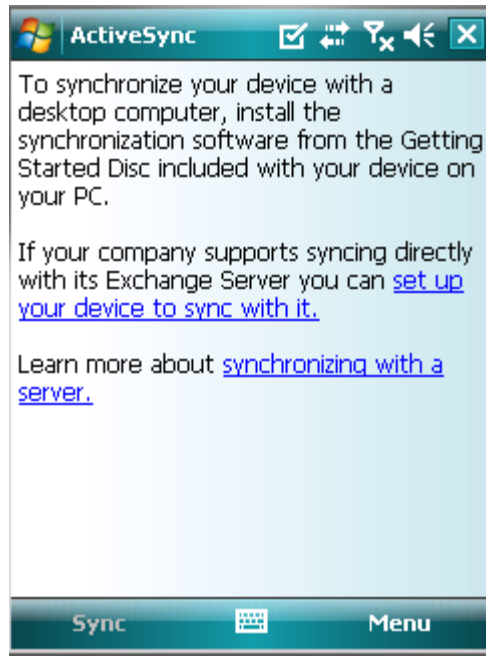
- From the Start menu, select **Programs**.



- From the Programs selection, find and select **ActiveSync®**.



- Select the first link "**set up your device to sync with it**", or select **Menu > Configure Server**.



Important: Windows Mobile® 6.1.4 devices has an extra page to enter your e-mail address and a check box for attempting to detect Exchange Server settings automatically. Uncheck this option.

- Enter the Server Address as given to you by your IMail Administrator



Warning: If synchronizing does not work with SSL checked, contact your IMail Administrator to be sure an SSL certificate is available, or uncheck the option. Unchecking the SSL option is not recommended.



- Enter User name and Password.
- Enter Domain.

Example:	
E-mail address: admin@wks206.qatest.local	User name = admin Domain = wks206.qatest.local



Note: If a password is not entered and saved, you will be prompted for the password with each synchronization.

ActiveSync

Edit Server Settings

User name: admin

Password: *****

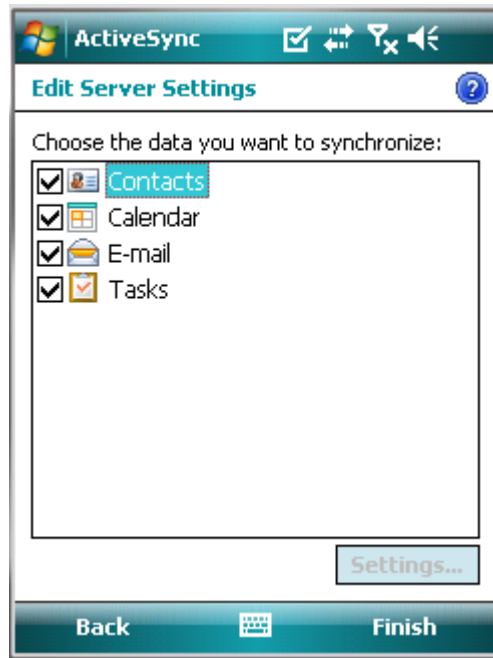
Domain: wks206.qatest.local

☒ Save password
(required for automatic sync)

Advanced...

Back Next

- Check only the data that you want synchronized.



- Click **Finish**



Note: Your initial synchronization depending on the amount of data, could possibly take several minutes.



Warning: Your device may require an initial set up that will possibly delete any current contacts and calendar items you have on your mobile device.

- **Synchronization** should automatically begin on your device with your IMail Server, checking for changes on both your device, and your IMail Server account. Synchronization will update any changes as follows:
 - Updates you made on your Windows Mobile® device will upload to your IMail Server.

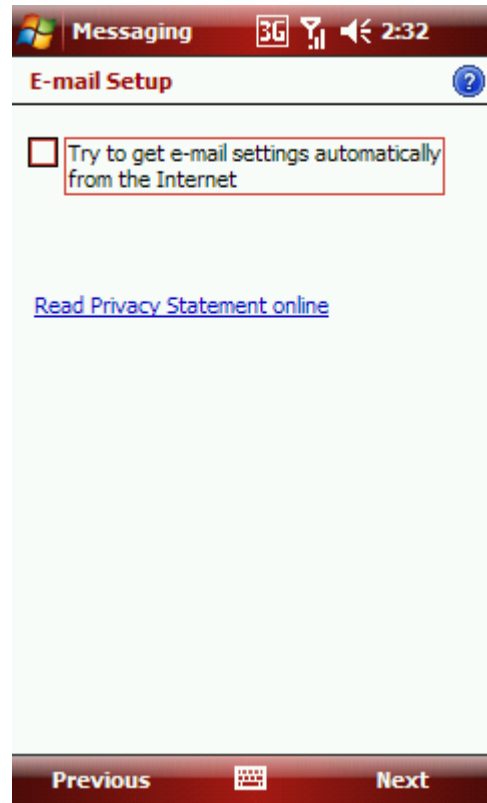
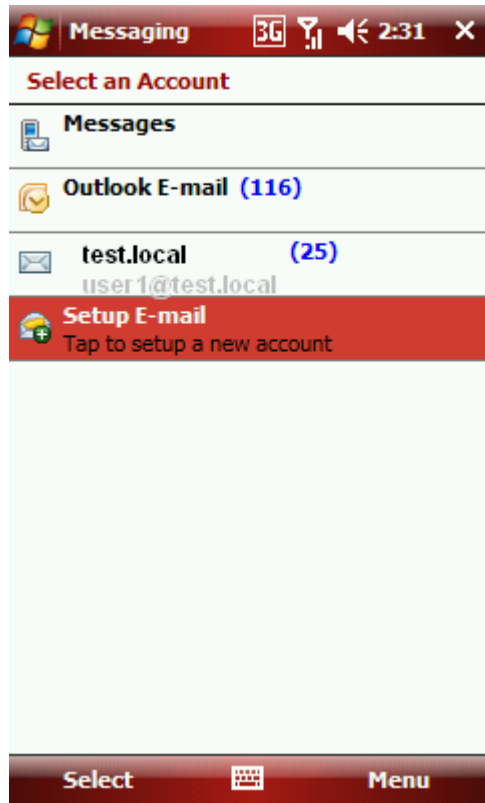
- Updates made with your Web Client or Outlook (running IMail Collaboration Client) since your last Sync will update to your Windows Mobile® device.



- Your device has completed synchronization when it displays:
 - "Connected" for push devices,
 - Current date and time of the last sync for all others.

Setting up Mail Account

The final option with Windows Mobile® is to use IMAP or POP. To configure this, go to the messaging application, and select "Setup E-mail". Next you will see the automatic configuration screen. IMail does not support this, so skip this page.



Next enter your email address and password.



Next, select your email provider. Typically you will use the "Internet e-mail" option, but if your email is hosted, you may need to select the "Custom" option. In this setup we will assume the "Internet e-mail" option.

Next, enter your "display name" and the name you want to use to identify this account.



Note: The account display name is only for use on your device.

Messaging 3G 2:32

E-mail Setup

Your e-mail provider:

Internet e-mail

Your Internet service provider (ISP) or webmail provider supports POP or IMAP e-mail. If unsure, contact your provider.

Previous **Next**

Messaging 3G 2:32

E-mail Setup

Your name:

Bob Smith

(Example: Kevin Cook)

Account display name:

wks231.qatest.local

The name for this account on this device.

123	1	2	3	4	5	6	7	8	9	0	-	=	←
Tab	q	w	e	r	t	y	u	i	o	p	[]	
CAP	a	s	d	f	g	h	j	k	l	;	'		
Shift	z	x	c	v	b	n	m	,	.	/		↵	
Ctl	á	ü	`	\							↓	↑	→

Previous **Next**

Next, provide the name of your mail server (fully qualified domain name) and specify whether to use IMAP or POP.

Next, provide username and password.



Note: In some cases, the full email address may be required as username.

Messaging 3G 2:33

E-mail Setup ?

Incoming mail server:

If unsure, check with your provider to get POP/IMAP settings.

Account type:

IMAP4 ▼

Previous **Next**

Messaging 3G 2:33

E-mail Setup ?

User name:

(Examples: kevinc, domain\kevinc, kevinc@contoso.com, etc.)

Password:

☒ Save password

123	1	2	3	4	5	6	7	8	9	0	-	=	←
Tab	q	w	e	r	t	y	u	i	o	p	[]	
CAP	a	s	d	f	g	h	j	k	l	;	'		
Shift	z	x	c	v	b	n	m	,	.	/	↵		
Ctl	á	ü	`	\							↓	↑	→

Previous **Next**

Now provide outgoing mail information. Typically this will be the same as incoming, but may be different.

Also required maybe SMTP authentication information.

The last setup is the automatic send and receive information options.

Messaging3G2:33

E-mail Setup?

Outgoing (SMTP) mail server:

☒ Outgoing server requires authentication

☒ Use the same user name and password for sending e-mail

[Advanced Server Settings](#)

PreviousNext

Messaging3G2:34

E-mail Setup?

Setup is complete. To download e-mail, click Finish.

Automatic Send/Receive:

Every 2 hours

[Review all download settings](#)

PreviousFinish

CHAPTER 3

BlackBerry®

In This Chapter

Configuring Microsoft Exchange ActiveSync®	13
Setting up IMAP	13

Configuring Microsoft Exchange ActiveSync®

Microsoft Exchange ActiveSync® gives access to email, Contacts Calendar, Notes and Tasks.



Note: Microsoft Exchange ActiveSync® is not natively supported by BlackBerry®, and requires a third-party add-on, such as NotifySync™, in order to work. Please consult third-party documentation for more information on NotifySync™.

Setting up IMAP

IMAP

IMAP support is provided through BlackBerry® Internet Service. This service is offered through your phone provider, and will have to be configured with them. This method gives access to email messages only.

CHAPTER 4

iPhone®

In This Chapter

Configuring Microsoft Exchange ActiveSync®	14
Setting up POP or IMAP	22

Configuring Microsoft Exchange ActiveSync®

Apple® iPhone™ and iPod Touch™

The following steps will assist iPhone™ users to set up a data connection with your IMail Server to begin synchronizing your Web Client information (e-mail, contacts and calendar appointments) using **Microsoft Exchange ActiveSync®**, as long as an active wireless connection to the internet is maintained.



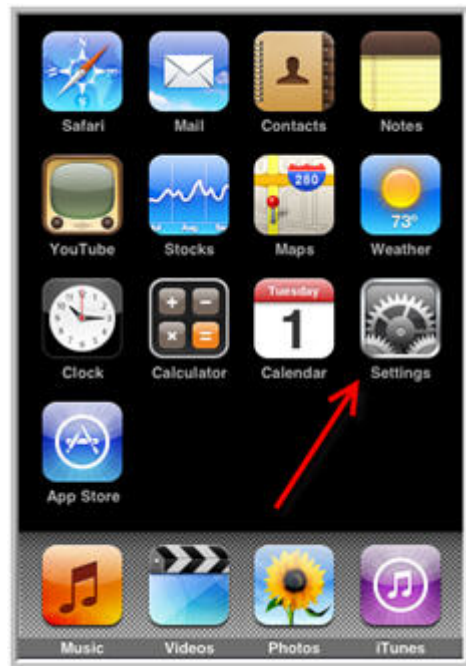
Note: To synchronize your device with Outlook on your IMail Server, installation of the IMail Collaboration Client is required. See your IMail Administrator for more information.



Caution: Your device may require an initial set up that will possibly delete any current contacts and calendar items you have on your mobile device.

Configuring Microsoft Exchange ActiveSync® to Work with IMail Server

Step 1 - From your Apple® iPhone™ home page select **Settings**.



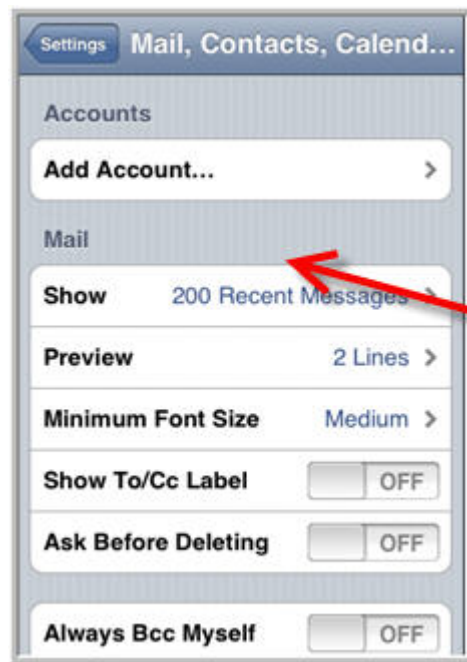
Step 1 - iPhone™ Home page

- **Step 2:** On the Settings page select **Mail, Contacts, Calendars**.



Step 2 - Settings page

- Step 3:** On the **Settings > Mail, Contacts, Calendar** page select **Add Account**.

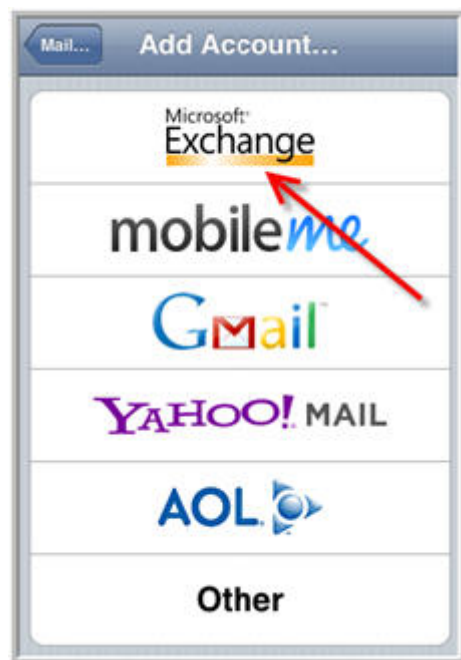


Step 3 - Mail, Contacts, Calendars Page




Note: Only 1 account can be set to use Microsoft Exchange ActiveSync®.

Step 4: On the Add Account page select **Microsoft® Exchange**



Step 4 - Add Account Page

Step 5: On the **Microsoft® Exchange** page enter your **E-mail address, Username and Password**

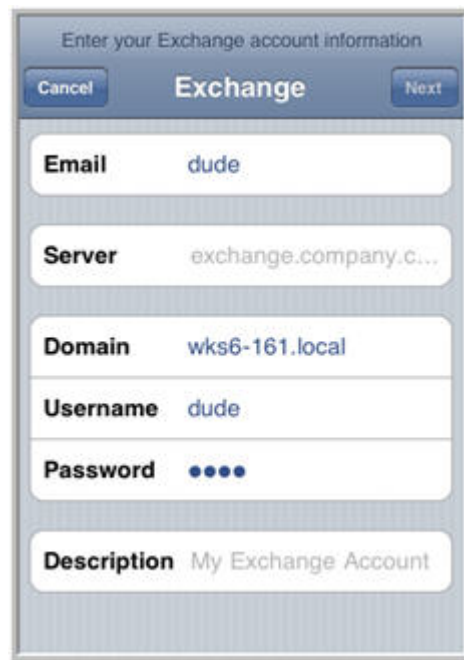


The screenshot shows a mobile interface for setting up an Exchange account. At the top, it says "Enter your Exchange account information". Below this is a header bar with "Cancel" on the left, "Exchange" in the center, and "Next" on the right. The form contains five input fields: "Email" with the value "email@company.com", "Domain" with the value "Optional", "Username" with the value "Required", "Password" with the value "Required", and "Description" with the value "My Exchange Account".

Step 5 - Exchange Page

- **Email.** Full user's e-mail address. (e.g. dude@wks6-161.local)
- **Domain.** Required only if the e-mail address above contains only the user ID. Enter the domain name. (e.g. "myname@company.com" the domain would be "company.com") .
- **Username.** Enter the assigned User Name, normally "myname@company.com" the username would be "myname" .
- **Password.** Enter the assigned password that is normally entered when logging in to check e-mail.

Step 6: Enter the Server name, as identified by your IMail Administrator.



The screenshot shows a dialog box titled "Enter your Exchange account information" with a blue header bar containing "Cancel" and "Next" buttons. The main area has a light blue background with several input fields: "Email" (dude), "Server" (exchange.company.c...), "Domain" (wks6-161.local), "Username" (dude), "Password" (masked with four dots), and "Description" (My Exchange Account).

Step 6 - Exchange with Account information

Step 7: Your e-mail account will require verification.



The screenshot shows a dialog box titled "Verifying Exchange account information" with a blue header bar containing "Exchange". The main area has a light blue background with several input fields: "Email" (dude), "Server" (192.168.6.161), "Domain" (wks6-161.local), "Username" (dude), "Password" (masked with four dots), and "Description" (dude).

Step 7 - Verifying Exchange Account Information

Should any **errors** occur at this point check for the following:

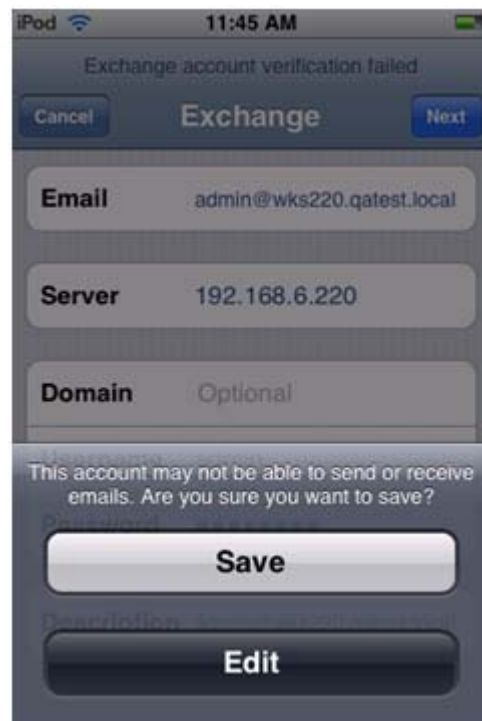
- Typos
- Re-enter your password.

- Verify your Domain name and Server are correct.
- Verify your SSL setting (See Step 9 below). Contact your IMail Administrator to be sure an SSL certificate is available, or uncheck the option. Unchecking the SSL option is not recommended.
- Contact your IMail Administrator to verify your User ID has been enabled for ActiveSync®.



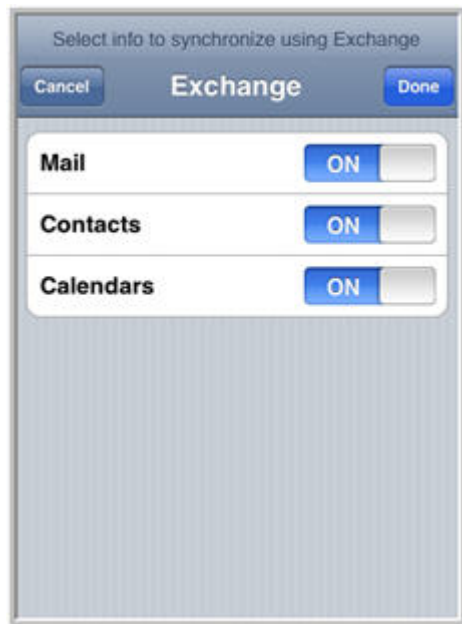
Note: You may need to supply the full email address as the user name if there is more than one domain on the IMail Server.

Depending on SSL settings for your IMail Server setup, you may still get a failure. You may be prompted to accept the SSL certificate a second time. If a failure is reported, please check that all information is entered correctly. It is possible that IIS on your server does not have a valid certificate or is not running SSL. If this is the case you will need to run without SSL until the problem is fixed. To do this, save the settings anyway.



If SSL is correctly setup on the server you will not see this prompt.

Step 8: Once your account has been verified without errors, select the data to be synchronized, then click **Done**.



If errors were encountered and you would like to turn off SSL. Go to **Settings then Mail, Contacts, Calendars** and select the account.



Switch **"Use SSL"** to off.



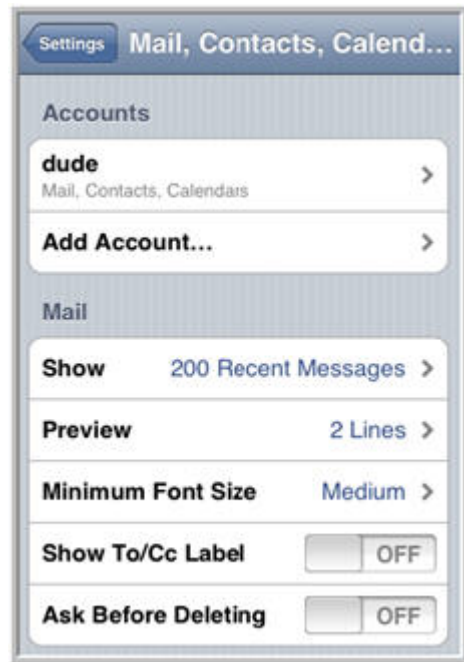
Note: This should only be done if a problem with SSL on the server was encountered.

Additional Options

Step 9: Once this information is saved, your iPhone™ will begin synchronizing. You can go back to your accounts settings to configure additional options, such as the amount of weeks / months to synchronize.

On the **Settings > Mail, Contacts, Calendars** page, scroll down to the bottom of the page, to modify the **Sync** settings.

Select your new account to view your SSL connection setting.



Displaying above is the new e-mail account. Scroll down to view sync settings. Click to view **Settings**.



The image shows a screenshot of an iPhone's Settings app, specifically the 'Settings' page for a new email account. The interface is in a light blue theme. At the top, there is a header bar with a back arrow and the name 'dude' on the left, and the title 'Settings' on the right. Below the header, there are several rows of settings, each with a label on the left and a value on the right. The rows are: 'Email' with the value 'dude', 'Server' with the value '192.168.6.161', 'Domain' with the value 'wks6-161.local', 'Username' with the value 'dude', 'Password' with a series of dots, 'Description' with the value 'dude', and 'Use SSL' with a toggle switch that is currently turned 'ON'.

Setting	Value
Email	dude
Server	192.168.6.161
Domain	wks6-161.local
Username	dude
Password	••••••••
Description	dude
Use SSL	ON

Display of **Account Settings**

Setting up POP or IMAP

Step 1 - From your Apple® iPhone™ home page select **Settings**.



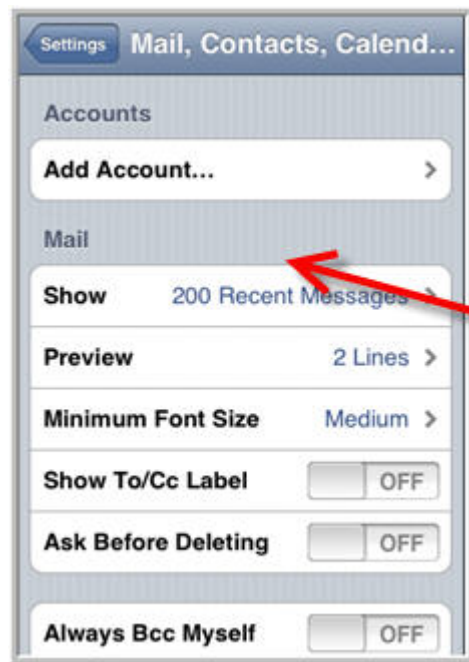
Step 1 - iPhone™ Home page

- **Step 2:** On the Settings page select **Mail, Contacts, Calendars**.



Step 2 - Settings page

Step 3: On the **Settings > Mail, Contacts, Calendar** page select **Add Account**.



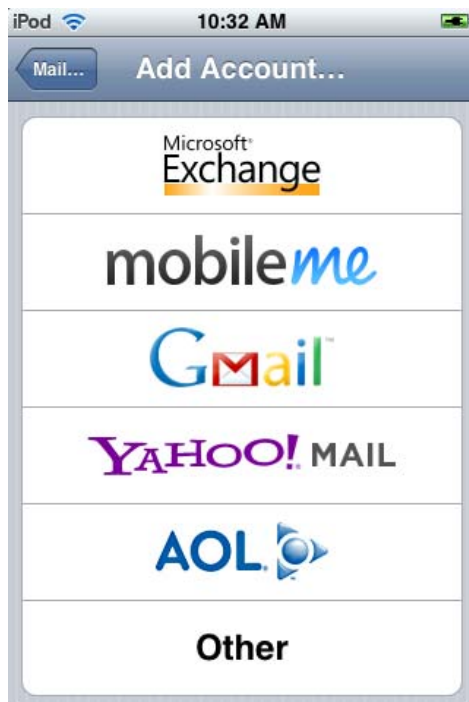
Step 3 - Mail, Contacts, Calendars Page

Step 4: Select **Other**. Enter necessary information on the **New Account** page. Click **Save** when finished.

Name. Enter your display name ("Friendly Name").

Address. Enter your full email address.

Password. Enter password associated with this email account.



iPod 10:32 AM

Enter your account information

Cancel New Account Save

Name John Appleseed

Address example@me.com

Password Required

Description My Email Account

Step 4 - Add Account Page => New Account Page

Step 5. Select **IMAP or POP**. IMAP receives a copy of all messages on the mail server and will synchronize any changes made back to the server. POP will delete messages on the mail server after messages have been delivered.

iPod 10:34 AM

Enter your account information

Cancel New Account Save

IMAP POP

Name

Address

Description

Incoming Mail Server

Host Name mail.example.com

User Name Required

Password

iPod 10:34 AM

Enter your account information

Cancel New Account Save

Description

Incoming Mail Server

Host Name mail.example.com

User Name Required

Password

Outgoing Mail Server

Host Name smtp.example.com

User Name Optional

Password Optional

Step 5 - Information will be pre-populated for you. Verify information and click **Save**.

CHAPTER 5

Android™

In This Chapter

Configuring Microsoft Exchange ActiveSync® 27

Setting up POP or IMAP 31

The level of Android variability is potentially high from device to device. With this lack of standardization, with the exception of Microsoft Exchange ActiveSync®, only general steps can be provided.

Configuring Microsoft Exchange ActiveSync®

The following steps will assist Android™ users to set up a data connection with your IMail Server to begin synchronizing your Web Client information (e-mail, contacts and calendar appointments) using **Microsoft Exchange ActiveSync®**, as long as an active wireless connection to the internet is maintained.



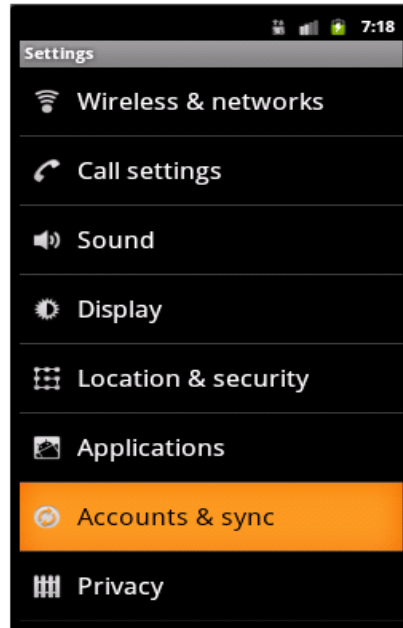
Note: To synchronize your device with Outlook on your IMail Server, installation of the IMail Collaboration Client is required. See your IMail Administrator for more information.



Caution: Your device may require an initial set up that will possibly delete any current contacts and calendar items you have on your mobile device.

Configuring Microsoft Exchange ActiveSync® to Work with IMail Server

Step 1 - From your **Android™** home page go to **Applications** select **Settings > Accounts & Sync**.

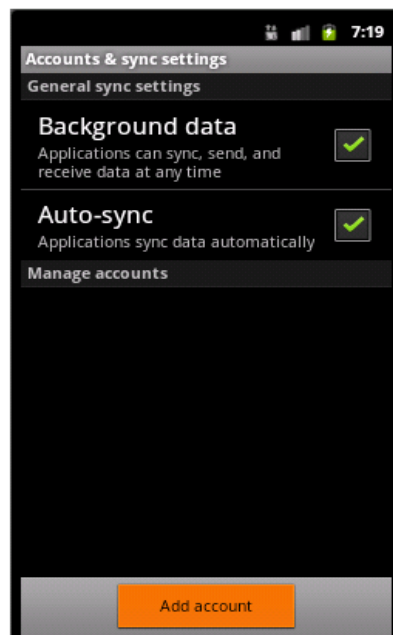


Step 1 - Android™ Settings page

- **Step 2:** On the Accounts & Sync page click on **Add Account**.

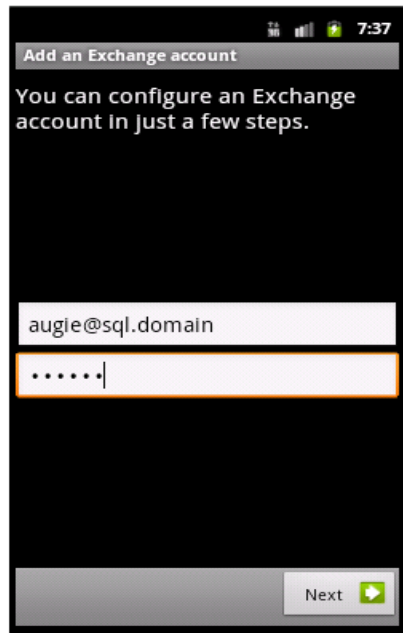


Note: Only one email account can be setup to use Activesync.



Step 2 - Accounts & Sync Settings page

Step 3: On the **Add Exchange Account** page, enter your full **E-mail address and Password** and click **"Next"**.



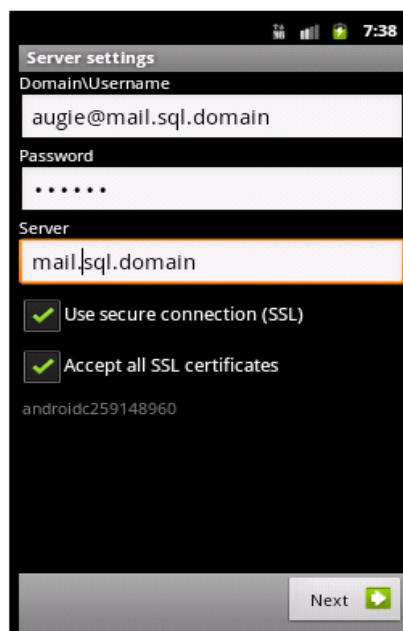
Step 3: Add an Exchange Account page.

Step 4: Enter the Server Settings as identified by your IMail Administrator, and click **"Next"**.

Domain/Username. Enter the full email address.

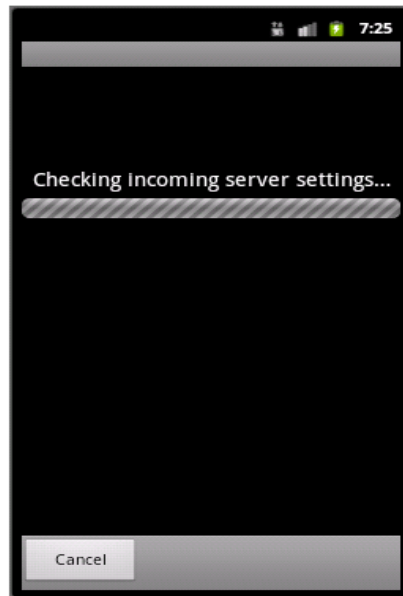
Password. Enter the password associated with the email address entered.

Server. Address name of the server.



Step 4 - Server Settings page

Step 5: Your e-mail account will attempt verification.



Step 5 - Verifying Exchange Account Information

Should any **errors** occur at this point check for the following:

- Typos
- Re-enter your password.
- Verify your Domain name and Server are correct.
- Verify your SSL setting. Contact your IMail Administrator to be sure an SSL certificate is available, or uncheck the option. Unchecking the SSL option is not recommended.
- Contact your IMail Administrator to verify your User ID has been enabled for Microsoft Exchange ActiveSync®.



Note: You may need to supply the full email address as the user name if there is more than one domain on the IMail Server.

Depending on SSL settings for your IMail Server setup, you may still get a failure. You may be prompted to accept the SSL certificate a second time. If a failure is reported, please check that all information is entered correctly. It is possible that IIS on your server does not have a valid certificate or is not running SSL. If this is the case you will need to run without SSL until the problem is fixed. To do this, save the settings anyway.

Step 6: Once your account has been verified without errors, select the data to be synchronized, then click **Done**.

- If errors were encountered and you would like to turn off SSL. Go to **Settings then Mail, Contacts, Calendars** and select the account.
- Switch **"Use SSL"** to off.



Note: This should only be done if a problem with SSL on the server was encountered.

Setting up POP or IMAP

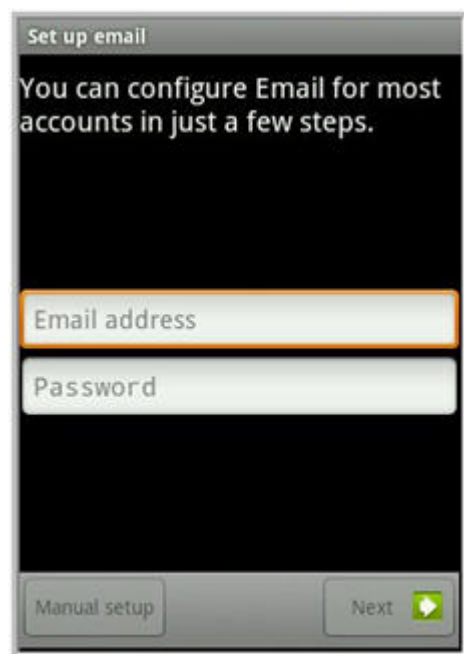
The specific steps required to setup your device will be somewhat dependant on the manufacturer and the carrier, generally the setup is as follows:

New Mail Account for Android™

Step 1. Open the email application by clicking on the Email icon.



Step 2. Enter your full email address (e.g. userid@email.domain.com) and your password. Type in your email address and password exactly like you would when logging into your email account. Click **Next**.



Step 3. Select **IMAP or POP**. IMAP receives a copy of all messages on the mail server and will synchronize any changes made back to the server. POP will delete messages on the mail server after messages have been delivered.



Step 4. The screen for POP and IMAP are very similar. You will need to check over your incoming mail server information. If you are experiencing difficulties, contact your IMail Administrator.



Step 5. Once you have verified your settings, press the **Next** button at the bottom left of the screen. This will display the **Outgoing server settings**. Again, verify the settings and press Next.

Outgoing server settings

SMTP server

smtp.wks241.com

Port

465

Security type

SSL

☒ Require sign-in.

Username

dude

Password

.....

Next

Step 6. The next screen will ask you to give this email account a nickname. This step is only required when more than one email account is setup. Your name will also be asked, which will be used when you send email.

Set up email

Your account is set up, and email is on its way!

Give this account a name (optional)

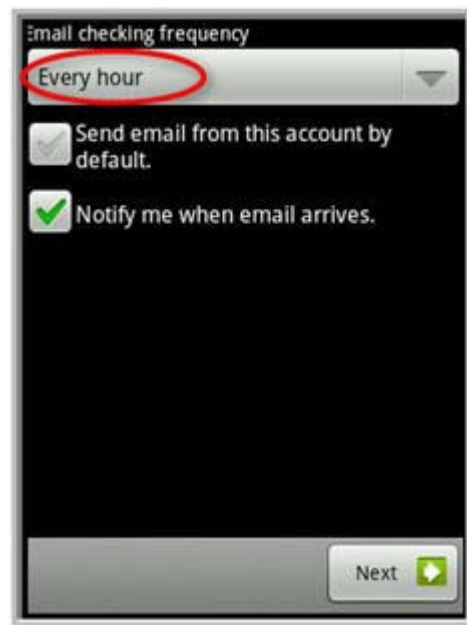
Your name (displayed on outgoing messages)

Done

Step 7. Click Done in the bottom right corner. Next you will be asked how often you would like to automatically check for messages.



Note: Checking too often, will likely decrease your battery life. 30 minutes is the recommended interval.



Step 8. Once the frequency is set, click to check your email, you are done.