

MOBILE DEVICE CONFIGURATION GUIDE

ActiveSync

Contents

Configuring Your BlackBerry 10	3
Configuring Your Windows Phone	3
Configuring Your Windows Mobile 6.5 (or Prior)	3
Configuring Android	7
Configuring iOS (iPhone, iPad)	.13



Configuring Your BlackBerry 10

Select Settings > Accounts > Add Account > Advanced > Microsoft Exchange Active Sync

- 1. Enter the following information to complete set up:
 - Domain: leave blank
 - Username: youraccountinfo@yourdomain.com
 - Email address: youraccountinfo@yourdomain.com
 - o Password: Your Password
 - o Server Address: mail.exchange.telus.com
- 2. Select Next to Activate. Your email account will now appear under the **Blackberry Messaging HUB**.

Configuring Your Windows Phone

- 1. Go to the Settings menu
- 2. Select Emails & Accounts
- 3. Select Add an Account and pick Microsoft Exchange
- 4. Enter your email address and password

Your email account will now appear under the Emails & Accounts menu.

Configuring Your Windows Mobile 6.5 (or Prior)

You can configure your Windows Mobile Handheld (HTC Touch Pro, HTC Touch Diamond[™], MOTO Q[™] 9c, Palm[®] Treo[™] 755P, etc.) to synchronize with the TELUS Business Email Service.

A Professional Business Email Service plan is required. Please check your configuration by logging into the UC Management Centre at <u>http://www.telus.com/manageUC</u> and click on the "Services" icon, click on Exchange >> summary, to find your ActiveSync settings:



- 1. On your mobile device, tap the clock icon to modify the time zone, time and date.
- 2. Tap **OK** and then **Yes** to save changes to clock settings.
- 3. On the Today screen, tap **Start**
- 4. Tap Programs



- 5. Tap ActiveSync
- 6. Tap **Menu**
- 7. Select Add Server Source (or Configure Server).

Start Q to Made n.on	ActiveSync 🖸 Yi 46 🛪
Hovenber 8, 2005	To sync with a desktop computer, instal
8 Duner: Therese Lopez	ActiveSync on your computer and then
Text Nessages: 4 Unread	corriect dis device.
3 Active tasks	If your company supports syncing directly
1 Upconing appointment	your device to one with n.
PECHER SUR SPEC	Learn more ab anthemas. Setting. Status. Add Server Source.
TELUS	Connections Cognect via IR Connect via Illustonily
Ratification Contacts	Menu:

8. In the Server address text box, type the name of the TELUS Exchange server as provided by your email administrator. Usually this is mail.exchange.telus.com

ActiveSync.	60	SI -E
Server address	4.	0
This server requi	res an encryp	ced (581.)
connection		
Cancel		

- 9. By default, the SSL connection check box is selected. Keep this checked as our server uses a SSL connection.
- 10. Tap Next and enter the following information:

kernane:	
Password:	
lonain:	
Save passwor (required for (d automatic sync)
	Advanced

 User name: Enter the user name for the account to be synchronized. This will be in the form username@domain.com truncated to twenty characters.
 For Example:



If your ID is: myname and your domain is myorganization.com, the username should be: myname@myorganizatio

- **Password**: Enter the password for the account to be synchronized.
- Domain: Enter hostedmsx

By default, the **Save password** check box is not selected. Please select it so that you do not have to type your password each time you synchronize with the server and to enable notification activated ("always up-to-date") synchronization with the server.

- 11. Tap **Next**.
- 12. By default, Contacts, Calendar, E-mail & Tasks are selected for synchronization. De-select all types of data you do not wish to synchronize.

	IN INC
EdR Server Settings	6
Choose the data you want to syn	chronize:
Ma Contacts	
Calendar Calendar	
E-mail	
Tasks	
	CALL DOWN

13. Tap Finish

- 14. Tap **Sync** to start synchronization.
- 15. After your first synchronization, an ActiveSync message will appear prompting you to use the "Always up to date feature" to receive your calendar updates/emails as and when they arrive. Select **Yes**.

ActiveSync	O 4+ 3 4+ ≥
Exchange Server Synchronized: Today	9:08 AM
ActiveSync	
Your device can synd every time an item like changes on your Exch you like ActiveSync to schedule to keep you	ronze-autometically e an e-mail arrives or range server. Would edjust your sync always up to date?
Yes	EI No

16. You will then be taken to the Schedule screen, where you can set your synchronization preferences. This is the time between network synchronizations. The default is set to 10 minutes but you can adjust the schedule to suit your needs. If you select **As Items Arrive** (same as "Always up to date feature") and tap **OK**, then you will be prompted to enter the device address. Tap **OK**.



ActiveSyn	< 💷 🕂 🎧 📢	8
Schedule		0
Sync during		
Peak.times:	Every 10 minutes	-
Off-peak times:	As items arrive Every 5 minutes	
Use above s	Every 15 minutes Every 30 minutes Every 60 minutes	=
	Every 2 hours	-
Adjust <u>peak tim</u> Set up device to	us to fit your schedule. I sync <u>when new fams and</u>	22.
The Real Property lies	12	

17. Select **TELUS** from under the **Service Provider** field.

Device Address	0
Specify how to address your d synchronize new items as they	evice to arrive.
Service provider:	
TELUS	
TEUUS	and the second
Other 14169377591	
	-

- 18. Ensure your 10-digit mobile phone number is in the **Phone number for this device** field. Generally your mobile phone will self-populate this field but you will need to validate.
- 19. Tap **OK** to return to the ActiveSync screen.
- 20. Congratulations! Your Windows Mobile 6.5 (or Prior) Smartphone configuration is complete!



Configuring Android

1. Begin on the Home screen.

Hit the **Menu** button on the device and select **Settings...**



...or choose the **All Programs** button on bottom left and select **Settings**.





2. On the **Settings** screen, select **Accounts & sync.**

3. Select Add account.

- Image: Search

 Image: Search
- O! A 4 🏅 🗄 📖 🥽 12:04 PM General sync settings Background data . Applications can sync, send, and receive data at any time Auto-sync < Automatically sync data Manage accounts Stocks ------۲ Stocks Weather ۲ Weather Sync all Add account
- Add an account

 Add an account

 Exchange ActiveSync

 Facebook for HTC Sense

 Flickr

 Google

 Twitter
- 4. Select Exchange ActiveSync.

5. Enter your Login information and select **Manual setup**.

6. Enter your setup information as follows:

Email address: youraccountinfo@yourdomain.com

Server address: mail.exchange.telus.com

Domain: Leave blank

Username: youraccountinfo@yourdomain.com

Password: Your Password

- 7. Ensure that **This server requires an** encrypted SSL connection is checked.
- 8. Select Next.

	V! 4	74			2	i al		12:4	3 PI
ł	Set	up E	xcha	ange	e Act	iveS	ync	acco	un
	aco	ount	_na	me@	obe	mair	n.col	n	
	•••								-
		Sho	w pa	assw	/ord				
1			1	and the second					
4	M	anua	il se	tup			Ne	xt	
	a	2 W	e i	4 r 1	t	11	8	9	
		0	#	5	96	8	*	2	1
	a	S	d	f	g	h	U	k	
	t	ź	x	c	v	b	'n	+ m	+
1			1	Ê				104	
	the state of the s		,		-			12#	

ତ! 办 永 👘 🖏 🖏 🛄 💳 2:20 PM
Set up Exchange ActiveSync account
Email address
account_name@domain.com
Server address
mail.exchange.telus.com
Domain
Exchange domain name
Username
account_name@domain.com
Password
[····
This server requires an encrypted SSL connection
Back

The device should now try to connect. If your information is correct, you should receive a screen to select the data you want to synchronize with the Exchange server.

- Select the data you want to synchronize with the Exchange Server:
 - Mail
 - Contacts
 - Calendar
- 10. Select Finish setup.

Exchange ActiveSync settings Select the data to synchronize with the Exchange Server Mail Contacts	©! ♠ ∳	🍒 🗄 🔐 🥽 12:17 PM
Select the data to synchronize with the Exchange Server Mail Contacts	Exchange A	ActiveSync settings
Mail 🖉 Contacts 🖉 Calendar	Select the data t Exchange Server	o synchronize with the r
Contacts	Mail	2
Calendar 🖌	Contacts	2
	Calendar	~
	Back	Finish setup

By Default, Android will only load the mail delivered for the last three days. To change this setting to what you would like, follow these directions.

- 1. Select the **Menu** button on the device.
- 2. Select the More option.



3. Select Settings

 Image: A transmission of the office

 Image: A transmission of the office

4. Select Send & Receive.

5. Select **Download past mail**

- ②: 介 小 ぶ 品 二目 == 12:35 PM test@valleyview.ca Account settings User name, password and server
- General settings Font size, signature, default account
- Send & Receive Size limit, format and frequency
- Notification settings
- Delete account
- 🌮 🗄 🔐 🥽 12:36 PM ©! ሉ ቀ Receive settings Mail size limit Θ 5 KB Message format 0 HTML Set download frequency Ο Every 15 minutes Download past mail $\overline{\nabla}$ 3 days Include file attachment 0 Never Send settings Reply with original text ~

6. Select whichever option best suits your needs.



7. Congratulations! You have completed your Android smartphone configuration.

Configuring iOS (iPhone, iPad)

- 1. Tap the **Settings** button on the Home screen.
- 2. Tap the Mail, Contacts, Calendars button.
- 3. Tap the **Add Account** button.
- 4. Tap the **Microsoft Exchange** button.

Cancel	Exchange 🛛 🛛 🔊
Email	email@company.com
Domain	Optional
Username	Required
Password	Required
Description	My Exchange Account

5. Enter the Email Address, Username, and Password. The Domain field is left blank.

Enter your Exchange account information				
ancel	Exchange	Nex		
Email	john@company.com			
Server	exchange.company.c.			
Domain	ІТ			
Username	john			
Password	•••••			
Description	john@company.	com		



- 6. Tap the **Next** button located at the top right of the screen. At this point, the iPhone will try to connect but will fail.
- 7. Enter "mail.exchange.telus.com" in the Server field.
- 8. Press the Next button located at the top right. The iPhone will try to connect again.
- 9. Ensure the **Mail**, **Contacts**, and **Calendars** are turned **ON** for synchronization. Tap Save when finished. At this point, the device will go back to the Settings menu. Skip back to the Home screen again and tap the Mail icon. The Email messages will be waiting. Similarly with Calendar.

Il Carrier 🗢	9:42 AM			
Select info to synchronize using Exchange				
Cancel	Exchange		Save	
Mail		ON		
Contacts	l	ON		
Calendars	l	ON		

Note: To modify your exchange settings, Tap Settings > Mail, Contacts, Calendars, select your Exchange account, and tap Account Info.

