MOBILE DEVICE CONFIGURATION GUIDE

ActiveSync

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Configuring Your BlackBerry 10

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

1. Enter the following information to complete set up:
   o **Domain**: leave blank
   o **Username**: youraccountinfo@yourdomain.com
   o **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 http://www.telus.com/manageUC and click on the "Services" icon, click on Exchange >> summary, to find your ActiveSync settings:
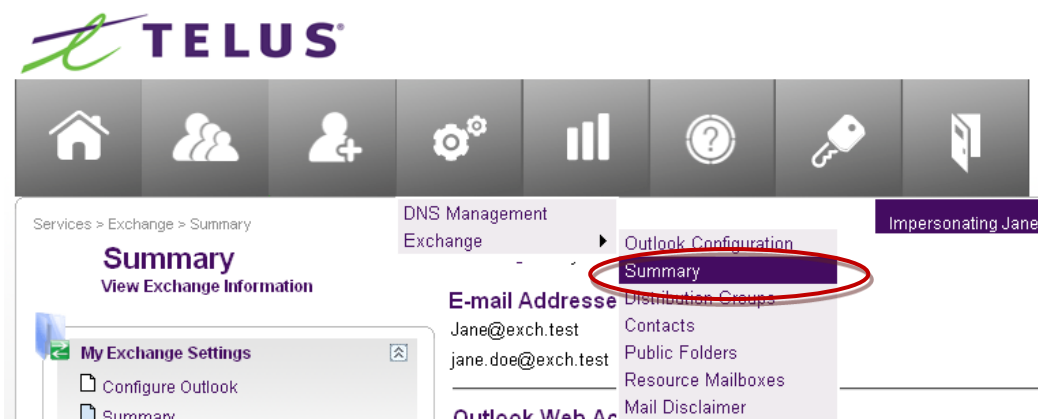
1. On your mobile device, tap the clock icon to modify the time zone, time and date.
2. Tap **OK** and then **Yes** to save changes to clock settings.
3. On the Today screen, tap **Start**
4. Tap **Programs**

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

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

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:

- **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:

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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.

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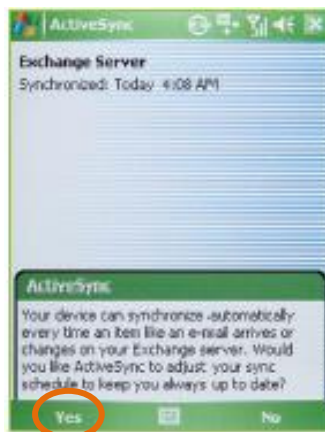
16. You will then be taken to the Schedule screen, where you can set your synchronization preferences. This is the time between network synchronizations. The default is set to 10 minutes but you can adjust the schedule to suit your needs. If you select **As Items Arrive** (same as "Always up to date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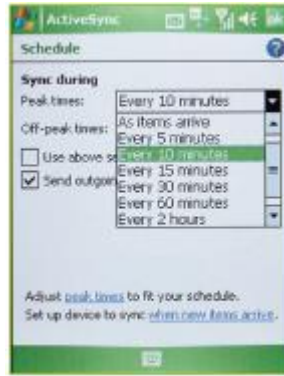
17. Select **TELUS** from under the **Service Provider** field.

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!

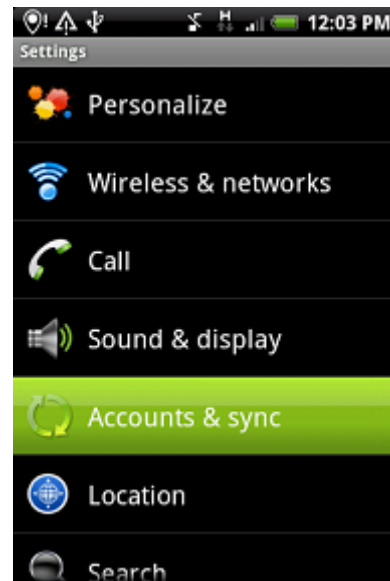**Configuring Android**

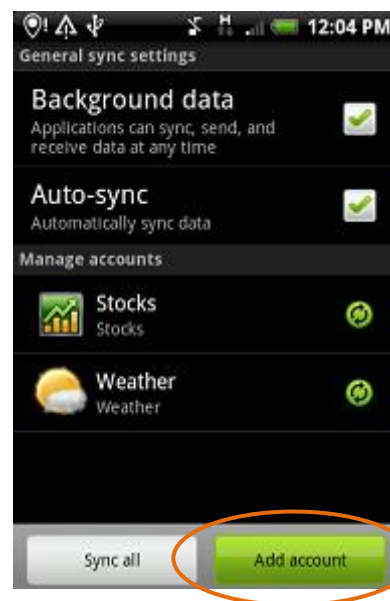1. Begin on the Home screen.

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

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

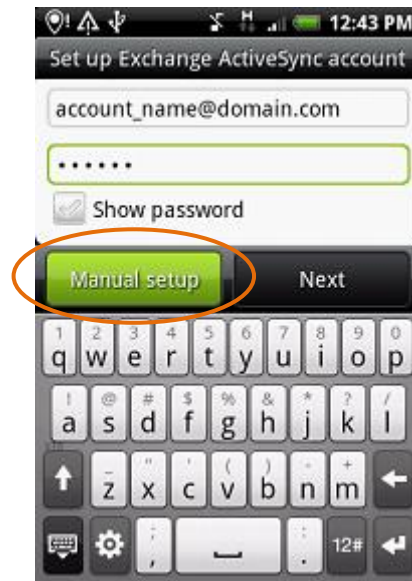2. On the **Settings** screen, select **Accounts & sync.**

3. Select **Add account**.

4. Select **Exchange ActiveSync**.
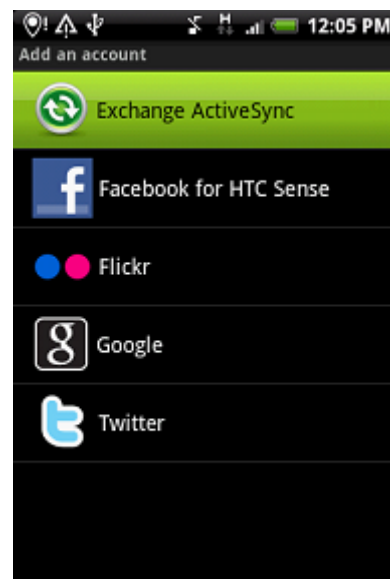
5. Enter your Login information and select **Manual setup**.

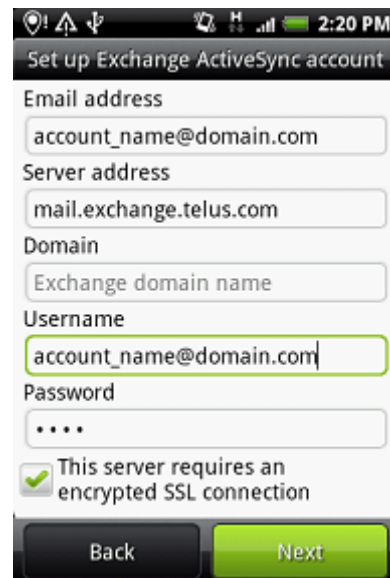6. Enter your setup information as follows:

   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**.

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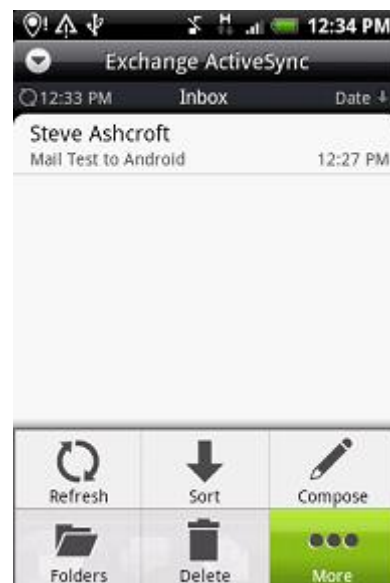
9. Select the data you want to synchronize with the Exchange Server:
   - Mail
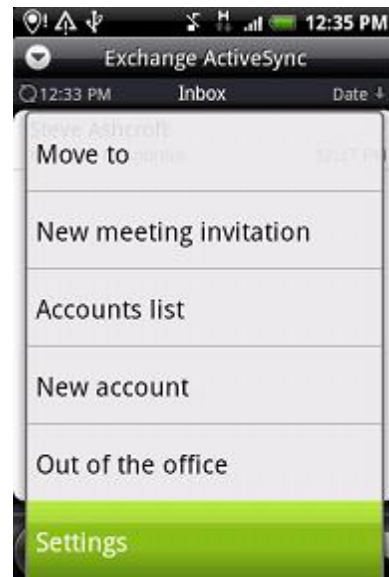   - Contacts
   - Calendar
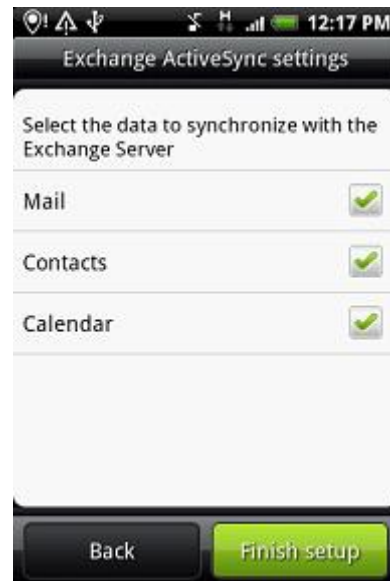
10. Select **Finish setup**.

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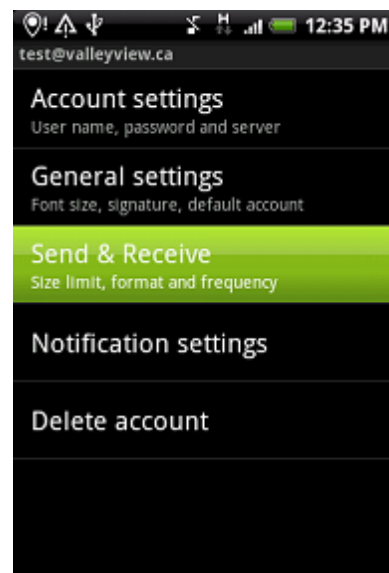
1. Select the **Menu** button on the device.
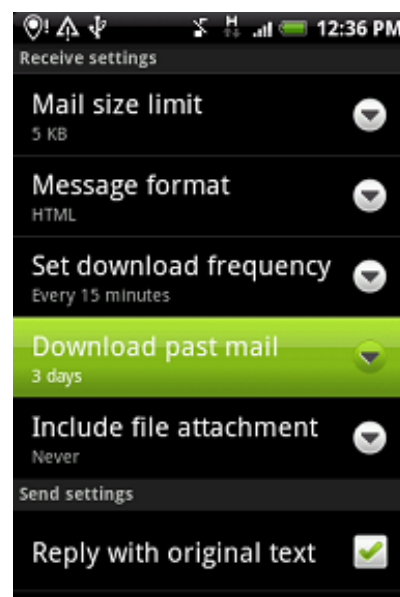
2. Select the **More** option.
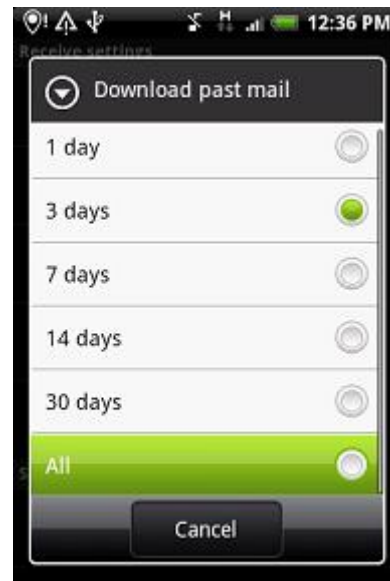
3. Select **Settings**

4. Select **Send & Receive**.
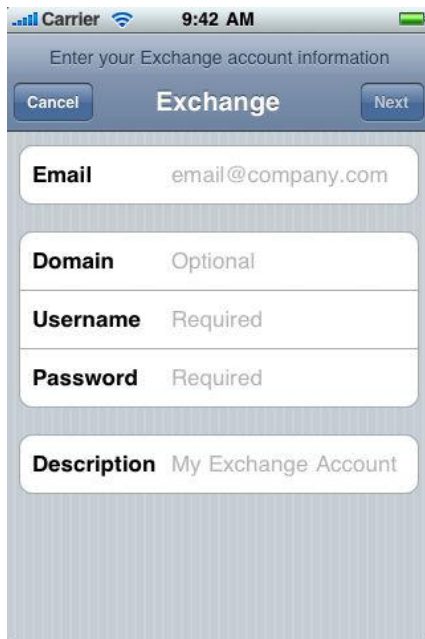

5. Select **Download past mail**

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.

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

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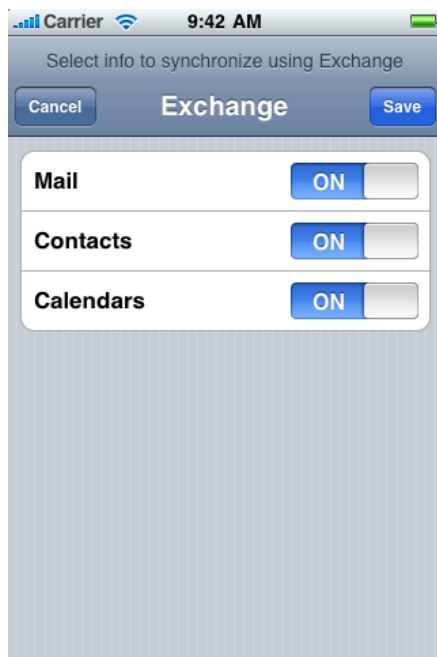
Note: To modify your exchange settings, Tap Settings > Mail, Contacts, Calendars, select your Exchange account, and tap Account Info.