



ConnectMail Mobile Email Configuration

Introduction/Utility

ConnectMail allows you to use your mobile phone to access information in your account. This includes e-mail messages, calendar, and contacts. This resource document provides instructions for configuring the three major device platforms: Windows Mobile 5/6, BlackBerry, and the iPhone. Specific instructions for configuring other mobile devices can be found at our Mobile Email resource webpage listed at the end of this document. There are three connection modes for you to configure your mobile device to receive email: Exchange (the Outlook Live mail server), POP and IMAP. However, you will only be able to access your contacts and calendar in Exchange mode.

Windows Mobile 5/6

You can set up a Windows Mobile 5/6 phone to access your mailbox. You can use either Exchange mode or POP/IMAP. Also, you can only synchronize one Exchange mailbox at a time using ActiveSync. If you already have ActiveSync configured with another Exchange mailbox, please see “How do I set up my email on a **Windows Mobile 5.0 or 6.0 phone using POP/IMAP?**” below.

How do I set up my email on a **Windows Mobile 5.0 or 6.0 phone** using **Exchange**?

1. On the mobile phone, from the home screen, click **Start**, and then click **ActiveSync**.
2. Click **Menu**, and then click **Configure Server**.
3. Enter the server address. The server address is m.outlook.com.
4. Select the **This server requires an encrypted (SSL) connection** check box.
5. Click **Next**.
6. Enter your user name. Your username will be yourusername@connect.wcsu.edu
7. Enter your ConnectMail password.
8. Leave the domain field blank.
9. Select the **Save password** check box.
10. Click **Next**.
11. Select the check box next to each kind of information you want to synchronize with the server, and then click **Finish**.

What else do I need to know?

- When you configure your Windows Mobile phone to synchronize with your mailbox, an Exchange ActiveSync mailbox policy will be applied to your phone. This policy lets you perform a remote device wipe on your mobile phone. See ‘Mobile Phone Tab’ for more information.

How do I set up my email on a **Windows Mobile 5.0 or 6.0 phone** using **POP/IMAP**?

1. Open **Windows Messaging**.
2. Select ‘**Menu**’, then choose ‘**Options**’.

3. Choose '**New Account**'
4. Check "**Try to detect settings automatically...**"
5. Enter your name in the '**Name**' box.
6. Enter 'outlook.com' as the Incoming Mail Server address
7. Enter 'outlook.com' as the SMTP server address.
8. Select an email message type for delivery (e.g. text, HTML).
9. Choose '**Finish**'.

iPhone

You can set up an iPhone to access your mailbox either through Exchange mode or POP/IMAP. Users can only synchronize one Exchange mailbox at a time on your phone. If you already have another Exchange mailbox configured on your iPhone, please see "How do I set up my email on an **iPhone** using **POP/IMAP?**" below. Note: Minimum operating system requirement: iPhone 3.0.

How do I set up my email on an **iPhone** using **Exchange?**

1. If this is the first e-mail account on your iPhone, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**
2. Tap **Microsoft Exchange**.
3. Tap in the **E-mail** box and enter your full e-mail address (for example, *yourusername@connect.wcsu.edu*).
4. Tap in the **Username** box and enter your full e-mail address again.
5. Tap in the **Password** box and enter your password.
6. Optionally, tap in the **Description** box and enter a short description for the account.
7. Tap **Next** on the upper right corner of the screen.
8. Tap in the **Server** box and enter **m.outlook.com**.
9. Tap **Next**.
10. Choose the type of information you want to synchronize. By default, Mail, Calendar, and Contacts are all turned on. To turn off synchronization for a type of information, tap and slide the switch to **OFF**.
11. Tap **Save**.
12. If you're prompted to create a new passcode, tap **Continue** and enter a numeric passcode. You'll need to enter the passcode twice.
13. Select the check box next to each kind of information you want to synchronize with the server, and then click **Finish**.

*Note: If you tap **Close**, you'll need to configure your passcode in the iPhone **Settings** application before you can view your account information on your iPhone.*

How do I set up my email on an **iPhone** using **POP/IMAP?**

1. If this is the first e-mail account on your iPhone, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**.
2. Tap **Other**.
3. Tap in the **Name** box and enter your full name.

4. Tap in the **Address** box and enter your full e-mail address (for example, *yourusername@connect.wcsu.edu*).
5. Tap in the **Password** box and enter your password.
6. Tap **Save**.
7. Tap either **IMAP** or **POP**.
8. Under **Incoming Mail Server Host Name**, enter either **outlook.com** for IMAP or **outlook.com** for POP.
9. Enter your user name (*yourusername@connect.wcsu.edu*) and your password.
10. Under **Outgoing Mail Server Host Name**, enter your SMTP server name. See below for information on how to find your SMTP server name.
11. Enter your user name and password.
12. Tap **Save**.

BlackBerry

You can set up a BlackBerry to access your mailbox through POP/IMAP. Exchange configuration is not supported.

1. From the BlackBerry home screen, click **BlackBerry Setup > Set up Internet E-mail > Add An Email Account**.
2. Type your e-mail address and password, and then click **Next**.
3. If your BlackBerry device can't determine the appropriate server settings, click **I will provide the settings to add this email account**.
4. Scroll down and then click **Next**.
5. Select **Internet Service Provider Email (POP/IMAP)**, and then click **Next**.
6. Type your **User name** (for example, *yourusername@connect.wcsu.edu*).
7. Scroll down and type the name of your e-mail server. If you're using POP, your email server is **outlook.com**. If you're using IMAP, your email server is **outlook.com**.
8. Click **Next**.
9. Enter the name of the outgoing server. See below for information on how to find your outgoing (SMTP) server name.
10. Click **OK** to complete the setup.

Mobile Phone Tab (Exchange mode only)

The Mobile Phone tab within ConnectMail lets you view all mobile phones that you are currently using to synchronize with your mailbox. To access this feature, log into ConnectMail, select on 'Options' and select "Mobile Phones" located on the left-hand pane. This feature only applies if you have synchronized your account using Exchange mode. There are several tasks you can perform if you have at least one mobile phone configured to synchronize with your mailbox. This topic provides an overview of each task.

View Mobile Phones

The list of mobile phones contains an entry for each mobile phone that is currently synchronizing with your mailbox, in addition to an entry for each phone that has previously synchronized with your mailbox. Mobile phones remain in this list until you remove them.

View Details

Select a mobile phone from the list, and then click **View Details**. This will display details about the mobile phone, including the phone name, phone type, and the last time that the phone connected to your mailbox.

Display Recovery Password

The Display Recovery Password feature is not enabled in our environment and is therefore not supported.

Retrieve Log

If your phone can't synchronize or is not synchronizing correctly, your administrator may ask for the phone's log. This log file contains technical details related to synchronization. To retrieve the log for your mobile phone, select the mobile phone from the list, and then click **Retrieve Log**. You will receive an e-mail message in your Inbox with the log file attached. The log file is a very small text file. You should forward this log to your administrator for help.

Remote Device Wipe

If you lose your mobile phone or want to remove all personal data from your phone, you can use a process known as remote device wipe. This process removes all personal data from your phone.

Note:

After a remote device wipe has occurred, data recovery will be very difficult. Please use caution when considering using the Remote Device Wipe feature.

1. To perform a remote device wipe, select the phone from the list. Click **Remote Wipe**. You will receive a confirmation message that asks you if you are sure that you want to perform this action. If you decide to perform the remote device wipe, the data on your mobile phone and any installed storage cards will be deleted the next time that the mobile phone tries to connect to the Exchange server. As soon as a remote device wipe has been initiated, the status of your phone will be **Pending Wipe**. When the wipe is complete, the status of the mobile phone will change to **Wipe Completed**.
2. Delete
3. After you perform a remote wipe on your phone, it remains on the list of mobile phones. To remove it from the list, select the phone, and then click **Delete**. If you perform a remote device wipe on a mobile phone and then have to synchronize the phone with your mailbox later, you must delete the phone from the list before you try to configure it to synchronize again. If you don't do this, the phone will perform a remote device wipe again.
4. Refresh
5. Click **Refresh** to update the list of mobile phones that are synchronizing with your mailbox. The list will update automatically. However, if you have configured a new phone and can't see that phone on the list, click the **Refresh** button. If the phone still doesn't appear, check the ActiveSync settings on the phone.

If you would like to learn more about configuring and using mobile email, visit help.outlook.com and click on 'Mobile Phones'.

For more information technology services and resources available from WestConn, visit www.wcsu.edu/technology. Here we have information about ConnectMail, Mobile Email Configuration, Mobile Web, etc.