

iPhone and iPod touch: Exchange ActiveSync Account Quick Setup Guide

Summary

This article explains how to quickly create an Exchange ActiveSync account on your iPhone or iPod touch.

Products Affected

iPhone, iPod touch, iPhone 3G, iPod touch (2nd generation)

1. To add an Exchange account to your iPhone or iPod touch, tap **Settings**, then **Mail, Contacts, Calendars**, then **Add Account**, then **Microsoft Exchange**. Note, you can configure only one Exchange account per device.
2. 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 unable to send or receive email, leave the domain field blank.

AT&T 3:14 PM

Enter your Exchange account information

Cancel Exchange Next

Email email@company.com

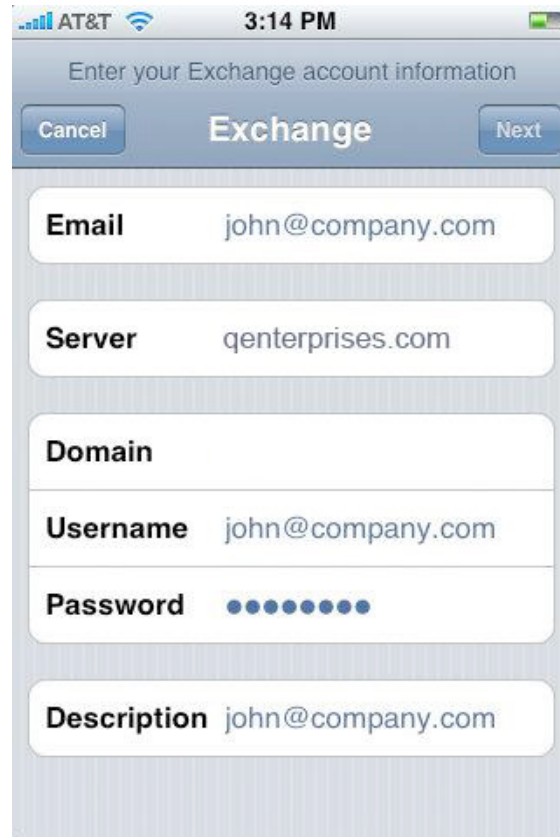
Domain Optional

Username Required

Password Required

Description My Exchange Account

Your iPhone (or iPod touch) will now try to locate your Exchange server using Microsoft's Autodiscovery service. If the server cannot be located, the screen below is shown. 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.



The screenshot shows the 'Exchange' account setup screen on an iPhone. At the top, the status bar shows 'AT&T', signal strength, Wi-Fi, and the time '3:14 PM'. Below the status bar, the title 'Exchange' is centered. The screen contains several input fields: 'Email' with the value 'john@company.com', 'Server' with the value 'qenterprises.com', 'Domain' (empty), 'Username' with the value 'john@company.com', 'Password' with masked characters, and 'Description' with the value 'john@company.com'. There are 'Cancel' and 'Next' buttons at the top.

Your iPhone or iPod touch 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, then 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.

3. Choose which type(s) of data you would like to synchronize: Mail, Contacts, and Calendars. Note that by default, only 3 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 iPhone or iPod touch is overwritten. Additionally, iTunes no longer syncs contacts and calendars with your desktop computer. You can still sync your

iPhone or iPod touch wirelessly with MobileMe services.

