

SETTING UP HOSTED EXCHANGE ON MOBILE DEVICES

In this article:

How to setup Hosted Exchange on Android, iOS and Generic Mobile Devices

Different settings for 2010, 2013 and 2016 are highlighted within each section

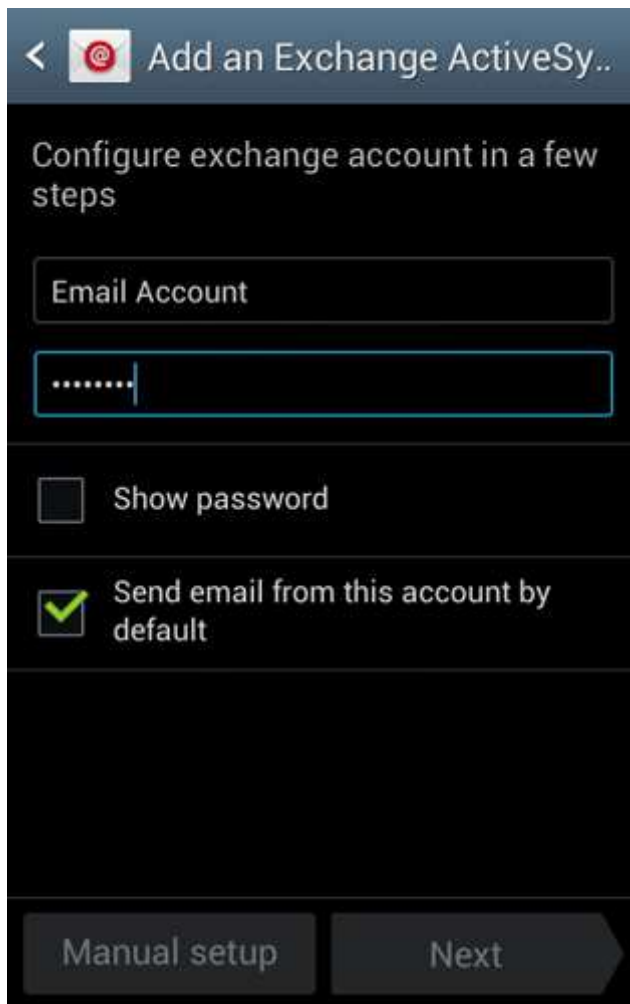
Android

Please [click here](#) for a printer-friendly version of the Android instructions

From your Android home screen access your phone settings and then **Accounts**. Tap Add account then select **Exchange** account.

Enter your Email address and tap Next:

Check **Send email from this account by default** (available only if you have already added another email account) to set this as the default email account and then tap **Next**



Your device will attempt to automatically find the additional details needed to set up your account. If it is successful, you will skip to Step 5. If it cannot automatically find the additional details needed, you will see the message **Setup could not finish**. Tap **Edit details** or **configure manually** to enter the additional information manually

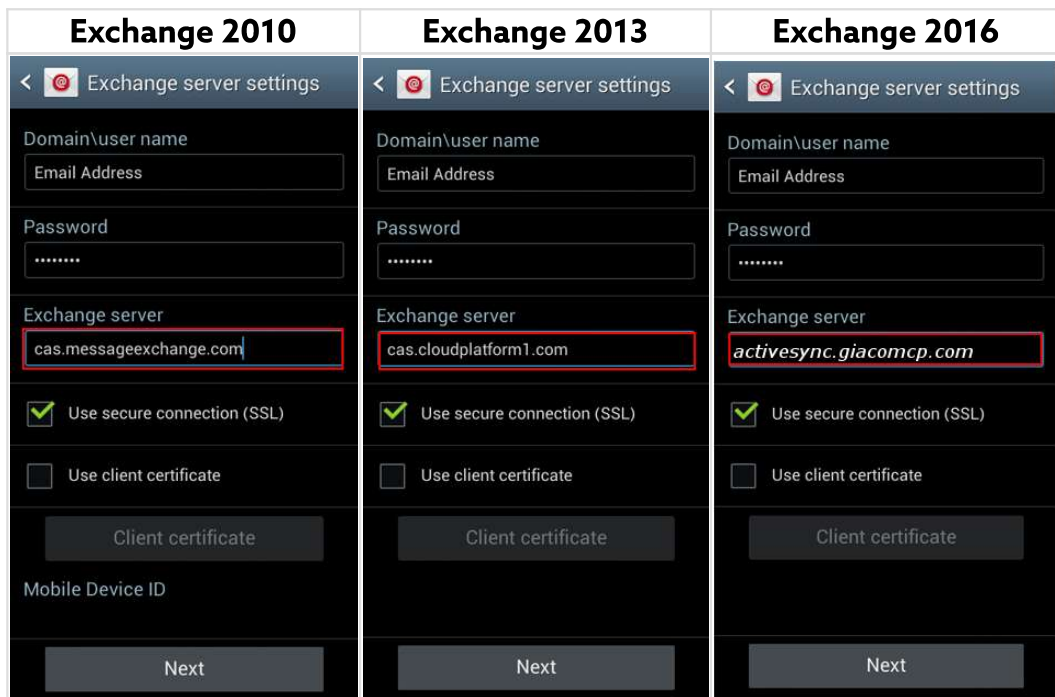
Enter the appropriate Exchange server name as in the screenshots below, select Use secure connection (SSL) and tap **Next**

Exchange 2010: cas.messageexchange.com

Exchange 2013: cas.cloudplatform1.com

Exchange 2016: activesync.giacomcp.com

Exchange 2010	Exchange 2013	Exchange 2016
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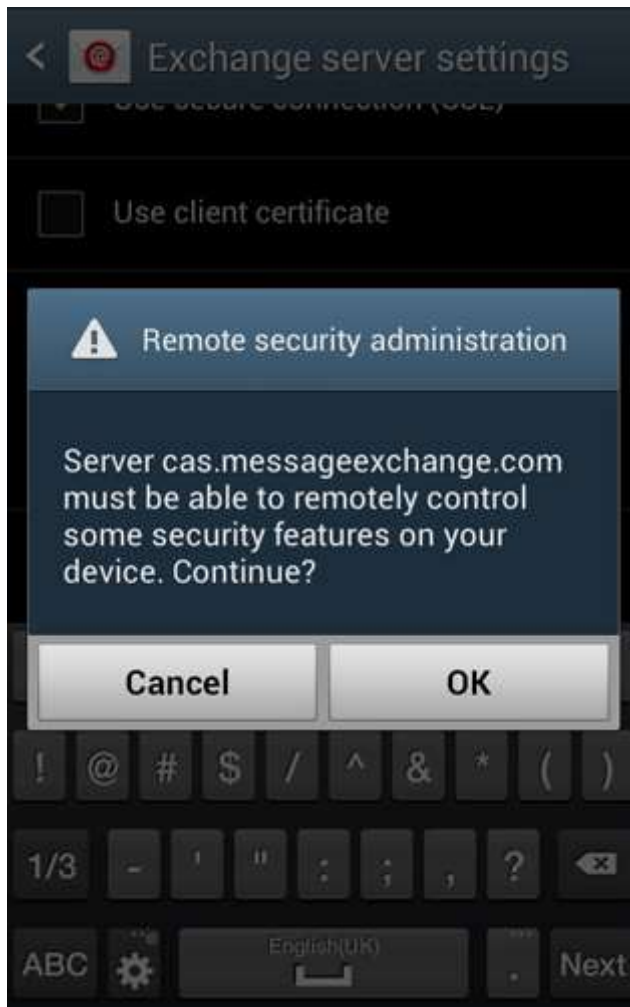


Note: recent Android updates may require

Review the **Activation** screen. Uncheck the **Always show** option if you do not want to see this message again when setting up an ActiveSync account, and tap **OK**



The phone will then check the Exchange Server settings and display the Remote Security Administration message;



Tap **OK**

The **Account options** screen allows you to select the following ActiveSync options:

PLEASE NOTE: Options may vary depending on the type of account you are viewing.

- Peak schedule: Choose how often your device should connect to the Exchange server to get email during peak business hours. Choose Push to have email delivered to your device as soon as it arrives on the server
- Off-peak schedule: Choose how often your device should connect to the Exchange server to get email during off-peak business hours. Choose Push to have email delivered to your device as soon as it arrives on the server
- Period to sync email: Choose the time period your device should keep in sync

- **Emails retrieval size:** Set an email size limit. Your device will download only the headers for emails that exceed this limit. When you open the message, you will be able to download the entire message
- **Period to sync Calendar:** Choose the time period your device should keep in sync
- **Send email from this account by default:** Mark this option to send all new email messages from this account by default
- **Notify me when email arrives:** Mark this option to have your device notify you when you have new email messages
- **Sync email:** Mark this option to synchronize your email to your device
- **Sync Contacts:** Mark this option to synchronize your contacts to your device
- **Sync Calendar:** Mark this option to synchronize your calendar to your device
- **Sync task:** Mark this option to synchronize your tasks to your device
- **Automatically download attachments when connected to Wi-Fi:** Mark this option to set your device to automatically download email attachments when you are connected to a Wi-Fi® access point

When you are happy with the settings, scroll to the bottom and tap **Next**

<  Account options

Peak schedule

Push

Off-peak schedule

Push

Period to sync Email

Automatic

Emails retrieval size

50 KB

Period to sync Calendar

2 weeks

Send email from this account by default

Notify me when email arrives

Sync Email

Sync Contacts

Sync Calendar

Sync Task

Sync SMS

Automatically download attachments when connected to Wi-Fi

Next

Enter a name for the account. This will help you easily identify this account if you add other email accounts to your device. Then tap **Done**