

# How-To: Set Up Email on Mobile Devices



All Markets



Have the user back up their contacts first! If the users have any issues with email setup on their cell phone, please send the ticket to **Mobile Device-BB/Smartphone/Tablet**

- Run the Backup assistant on the device [http://support.verizonwireless.com/how\\_to\\_use/backup\\_assistant.html](http://support.verizonwireless.com/how_to_use/backup_assistant.html)
- iPhone users: <http://osxdaily.com/2012/06/14/how-to-back-up-your-iphone-contacts/>
- Android users: <http://www.wikihow.com/Back-Up-Your-Contacts-with-an-Android-Phone,-Gmail-or-Moborobo>
- Blackberry users: use [Blackberry Desktop Manager](#) to back up the phone

## Set up Microsoft Outlook/Exchange e-mail on an Apple iPhone, iPad, or iPod Touch

Outlook/Exchange mail setup instructions.

1. Tap Settings > Mail, Contacts, Calendars > Add Account.
2. Tap Exchange.
3. Enter your email address and password ( this is the same as your network password)
4. Click "Continue" for server cannot be verified message.
5. Go to step 8 if credentials are accepted.

6. Enter the information requested in the Email, Username, and Password boxes. You need to enter your full e-mail address in the Email and Username boxes. You don't need to enter anything in the Domain box. In the Server box, enter your server name ( **outlook.office365.com** )
7. Tap Next on the upper-right corner of the screen. Your iPhone will try to find the settings it needs to set up your account. Go to step 7 if your iPhone finds your settings, otherwise check that your email address is typed correctly, and/or enter your password again.
8. Choose the type of information you want to synchronize between your account and your device, and then touch Save (top right corner). You should select all options, Mail, Contacts, Calendar, and Reminders.

\*\*\* Important: If you're prompted to create a passcode, tap Continue and enter a numeric passcode. If you don't set up a passcode, you can't view your e-mail account on your iPhone. You can set up a passcode later in iPhone Settings.

Note: If mail account will not authenticate, Turn WIFI OFF, so the device uses cellular data only. Once WIFI is off, you can check data services by browsing to any webpage. Once successful, verify the mail account settings.

## Set Up Outlook/Exchange E-Mail on an Android Mobile Phone

You can set up e-mail using an Exchange account on an Android mobile phone. If you have a different phone, see [Mobile Phone Setup Reference](#). If you are having trouble connecting your device after following these steps, see "What else do I need to know?" at the end of this Help topic.

How do I set up Exchange ActiveSync on an Android mobile phone?

- 1) From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.
- 2) Type your full e-mail address, for example tony@mercy.com, and your password, and then select **Next**.
- 3) Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
- 4) Enter the following account information and select **Next**.
- 5) **Domain\Username**: Type your full e-mail address in this box. If **Domain** and **Username** are separate text boxes in your version of Android, leave the Domain box empty and type your full e-mail address in the Username box.  

Note: On some versions of Android, you need to use the domain\username format. For example, if your e-mail address is tony@mercy.com, type mercy.com\tony@mercy.com. Your username is your full e-mail address.
- 6) **Password** Use the password that you use to access your account.
- 7) **Exchange Server** Type in **Outlook.office365.com** . If that does not work either, see "Finding the Server Name" later in this topic.
- 8) **Domain\Username**: Type your full e-mail address in this box. If **Domain** and **Username** are separate text boxes in your version of Android, leave the Domain box empty and type your full e-mail address in the Username box

**9)** As soon as your phone verifies the server settings, the **Account Options** screen displays. The options available depend on the version of Android on your device. The options may include the following:

**Email checking frequency** The default value is Automatic (push). When you select this option, e-mail messages will be sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.

**Amount to synchronize** This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.

**Notify me when email arrives** If you select this option, your mobile phone will notify you when you receive a new e-mail message.

**Sync contacts from this account** If you select this option, your contacts will be synchronized between your phone and your account.

**10)** Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the e-mail setup and start using your account.

**Note:** You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

## Set Up E-Mail on a BlackBerry

You can set up e-mail on a BlackBerry device. If your device is set up for BlackBerry Enterprise Cloud Services, you'll be able to access and synchronize your e-mail, calendar, and contacts.

Do not try to activate your Blackberry until you have successfully logged into your Outlook mail account on the desktop.

**1)** From the BlackBerry home screen, click **BlackBerry Setup > Set up Enterprise E-mail > Add An Email Account**. \*\* Or you can find this in the options icon: (OS 6 devices) select Device, Advanced system settings, Enterprise Activation, (OS 5 devices) select Advanced options, enterprise activation.

**2)** Type your e-mail address and a set password of **chp** ), and then click **Next**. ( NO Server Name is needed )

**3)** Your BlackBerry will try to set up your e-mail account automatically. It will give you a progress meter on synchronization progress. If device does not activate, check to make sure you have typed your email address correctly, and try again.

**4)** Click **OK** to complete the setup.

**5)** Refer to [Blackberry's website](#) for instructions on how to set up email for devices with OS 7 or later

## Finding Your Server Name

Follow these steps to determine your Exchange ActiveSync server name. For most devices try **m.outlook.com** or **Outlook.office365.com**

- 1) Sign in to your account using Outlook Web App. For help signing in, <http://help.outlook.com/en-us/140/ee410552.aspx>.
- 2) In Outlook Web App, click **Options > See All Options > Account > My Account > Settings for POP, IMAP, and SMTP access**.
- 3) Under **POP setting**, look at the value for **Server name**.
- 4) If the POP server name is in the format podxxxxx.outlook.com, consider the following:

Your Exchange ActiveSync server name is **Outlook.office365.com** if your device is running Apple iOS 4.x or 5.x (for example, iPhone 3G, iPhone 3GS, GSM/CDMA iPhone 4, iPhone 4S, iPod Touch 2nd generation, iPod Touch 3rd generation, iPod Touch 4th generation, iPad, iPad 2, and iPad 3).

**Note:** if you cannot set up your account using **m.outlook.com** or **Outlook.office365.com**, try using the full server name listed under **POP setting** as your server name

- 5) If the POP server name includes your organization's name, for example, pop.contoso.com, your Exchange ActiveSync server name is the same as your Outlook Web App server name, without the /owa. For example, if the address you use to access Outlook Web App is <https://outlook.com/mercy.com>, your Exchange ActiveSync server name is **outlook.com/mercy.com**

### What Else do I need to know?

If you're prompted to create a passcode and don't create one, you won't be able to send and receive e-mail.