

---

Microsoft Exchange Mailbox

# Email Software Setup Guide



## Microsoft Exchange Mailbox Setup Guide

---

Setting up a Microsoft Exchange mailbox only takes a few minutes. You can set up any email software to send and receive email from your mailbox. This guide will show you step by step how to set up the most common mail clients to work with your new mailbox.

### **Software Covered in this Guide**



Outlook 2007



Outlook 2003



Mac Mail (*see note below*)



Thunderbird (*see note below*)



**Note:** To get the full benefit of your Microsoft Exchange mailbox you should use Microsoft Outlook 2003 or 2007. However, it is possible to connect to a Microsoft Exchange mailbox in other software, such as Thunderbird or Mac Mail, using the IMAP protocol.

### **Before you start**

Before you set up your email software, there are certain things you will need. These are

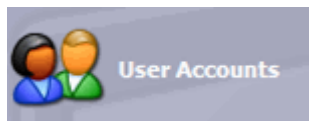
- Email software (Outlook 2003 or 2007 is recommended)
- An Internet connection.
- The Microsoft Exchange server name (this will look something like *EXCH-BE04*).
- Your username (This is the same as the email address for your new mailbox).
- The password for the mailbox.

## Setting up Outlook 2007

**Step 1** Click the Windows **Start** button and open the Windows Control Panel.

**Step 2** The next step will depend upon the display mode on your computer.

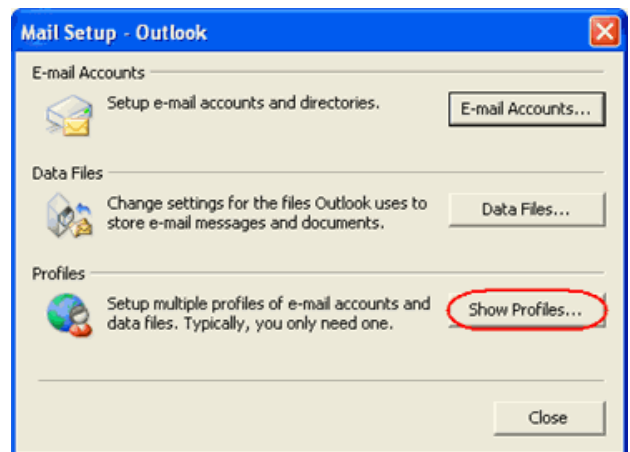
**Category view:** If your Windows Control Panel is in *Category view*, click **User accounts**, then click the **Mail** icon located at the foot of the screen.



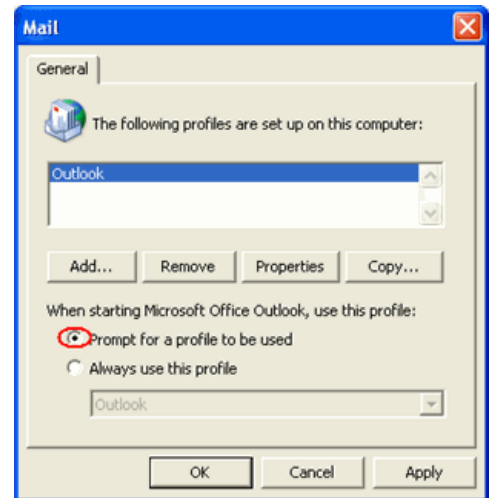
**Classic view:** If your Windows Control Panel is in *Classic view*, click the **Mail** icon.



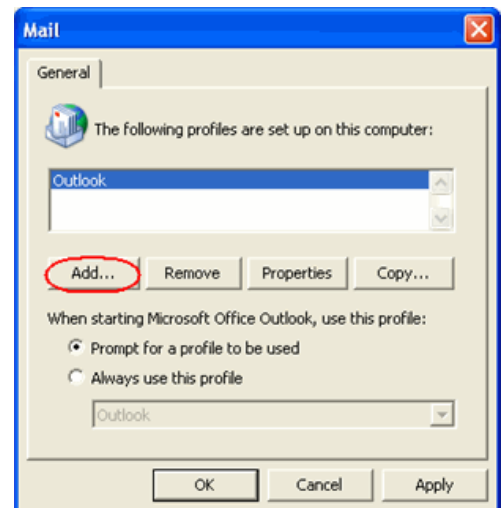
**Step 3** Click the **Show Profiles** button.



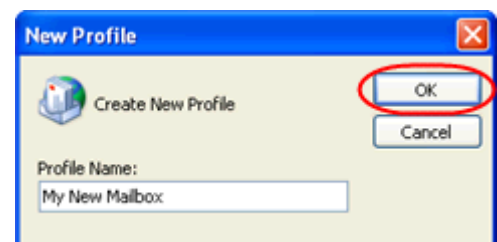
**Step 4** Check the box marked *Prompt for a profile to be used*.



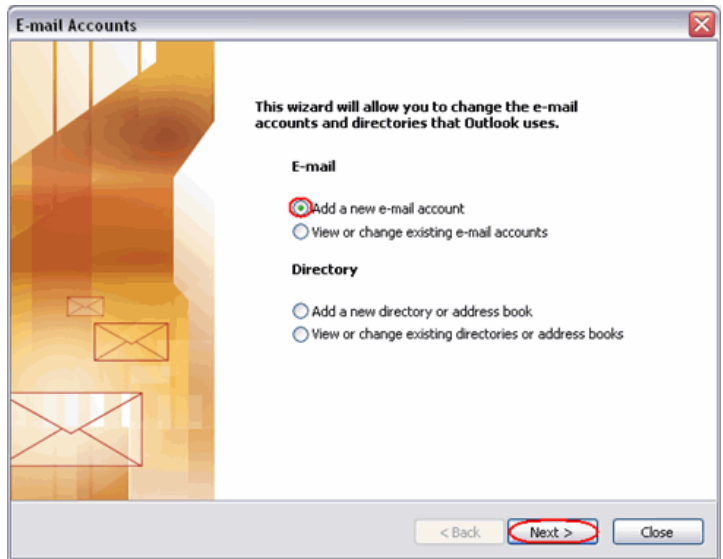
**Step 5** Click the **Add** button.



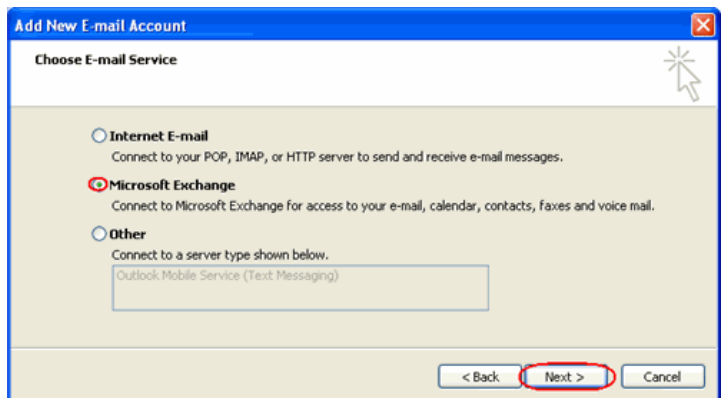
**Step 6** A dialog box will open, asking you to name the new profile. When you've entered a name, click **Ok**.



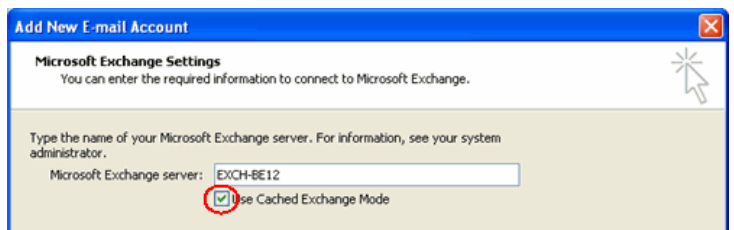
**Step 7** The *Email accounts* wizard will open. Ensure the *Add a new email account* radio button is selected, then click the **Next** button.



**Step 8** Select the *Microsoft Exchange* radio button, then click the **Next** button.

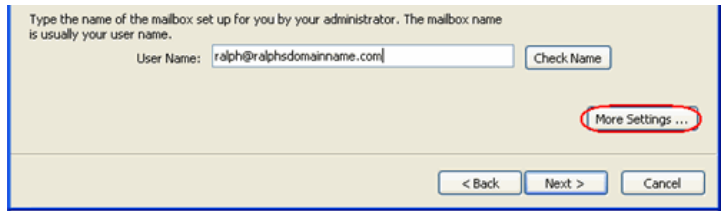


**Step 9** Enter the Microsoft Exchange server name for your mailbox, ensuring *Use cached Exchange mode* is selected.

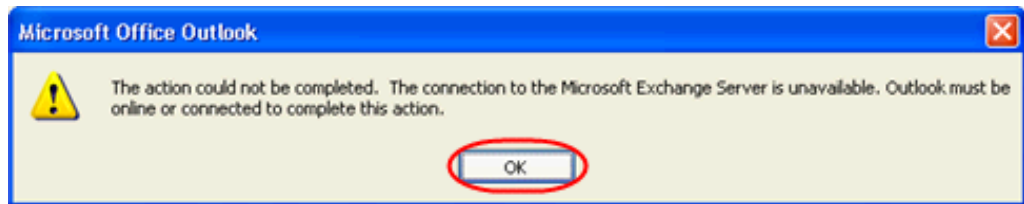


- **Example:** EXCH-BE04

**Step 10** Enter your full email address in the *User name* text box, then click the **More Settings** button.

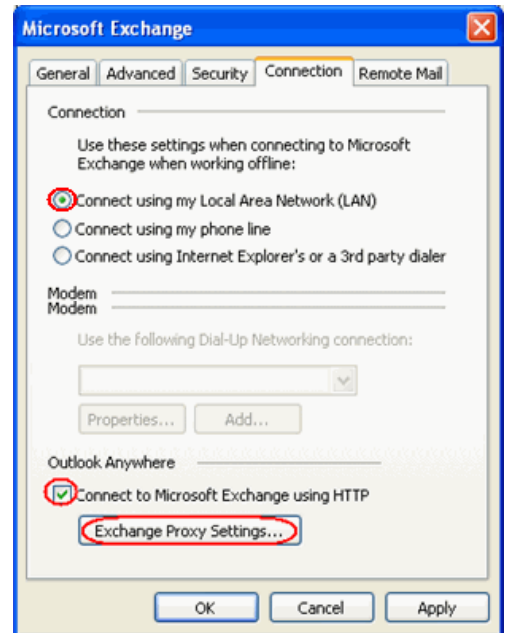


**Step 11** An error message will appear. Don't worry, click the **OK** button, then click **Cancel** on the next window.



**Step 12** A window headed *Microsoft Exchange Server* will open. Click the **Connection** tab.

**Step 13** Ensure the **Connect using my Local Area Network (LAN)** radio button is selected.

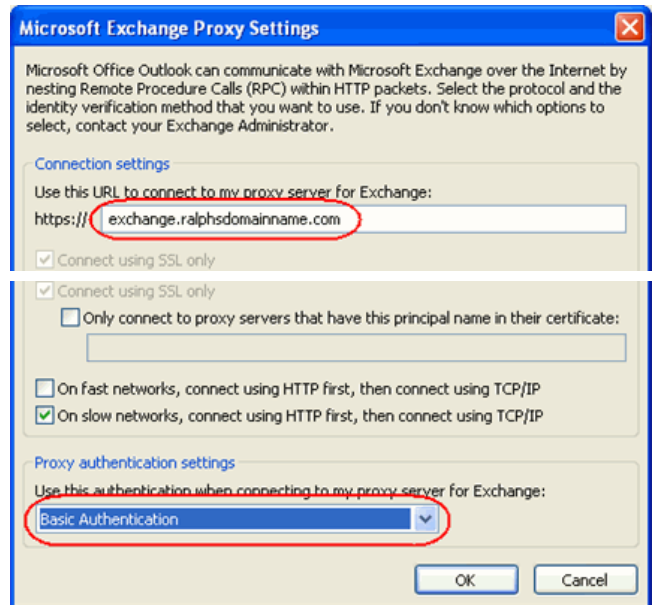


**Step 14** Towards the bottom of the window, there should be a section headed *Outlook Anywhere*. Check the box marked *Connect to my Exchange mailbox using HTTP*, then click the **Exchange Proxy Settings** button.

**Note:** If the *Exchange Anywhere* section is not shown, you need to upgrade to the latest version of Windows XP or Windows 2003.

**Step 15** A new window will open. Under *Connection settings*, enter **exchange.promailbox.net** or **exchange.yourdomainname.com** (replacing yourdomainname.com with your domain name).

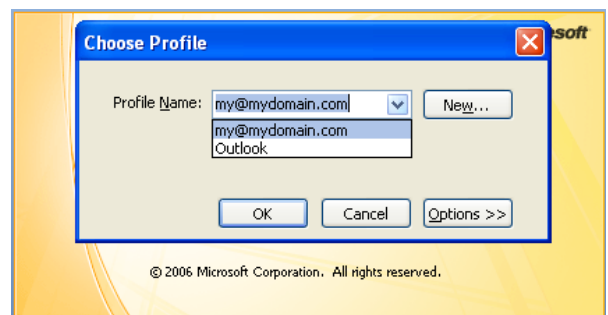
**Step 16** Ensure all the check-boxes are unselected and that the drop-down list under *Proxy authentication settings* is set to **Basic Authentication**.



**Step 17** Click **OK**, then click **OK** in the *Microsoft Exchange Server* window.

**Step 18** Click **Next** in the *Add new E-mail Account* window. Then click **Finish** to close the wizard

**Step 19** Open Outlook 2007 and select your new profile, when prompted.



**Step 21** Enter your full email address in the username text box, then your password, when prompted.

**Step 22** Outlook will now load and synchronize with your Microsoft Exchange mailbox. For a new mailbox this will take no more than a few seconds.

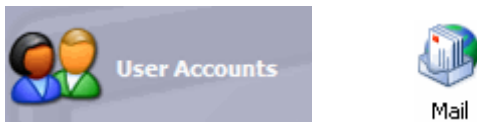
You have now configured Outlook 2007 for use with your Microsoft Exchange mailbox.

### Setting up Outlook 2003

**Step 1** Click the Windows **Start** button and open the Windows Control Panel.

**Step 2** The next step will depend upon the display mode on your computer.

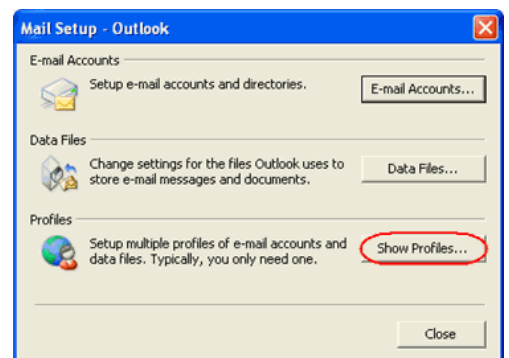
**Category view:** If your Windows Control Panel is in *Category view*, click **User accounts**, then click the **Mail** icon located at the foot of the screen.



**Classic view:** If your Windows Control Panel is in *Classic view*, click the **Mail** icon.

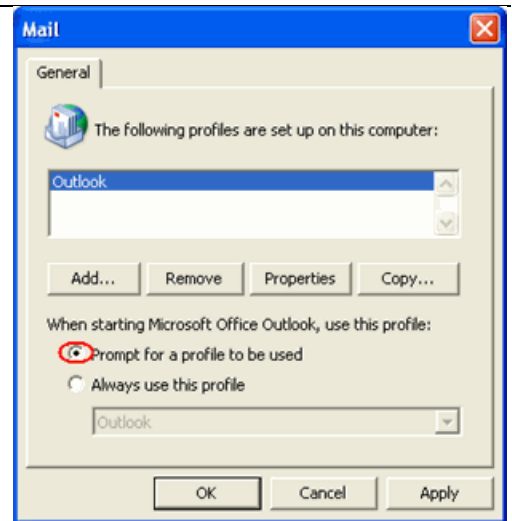


**Step 3** Click the **Show Profiles** button.

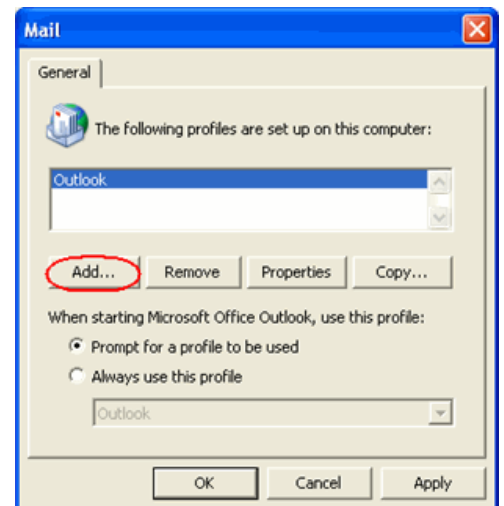




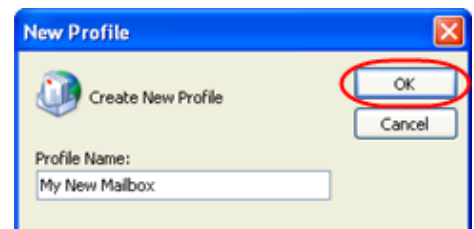
- Step 4** Check the box marked *Prompt for a profile to be used*.



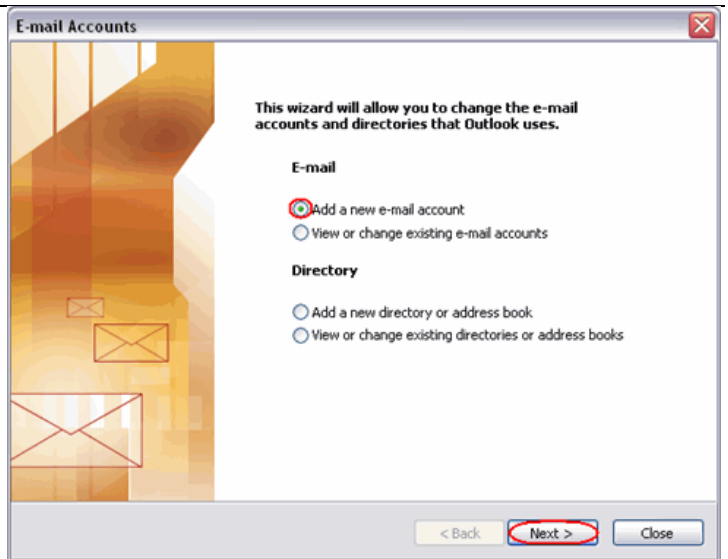
- Step 5** Click the **Add** button.



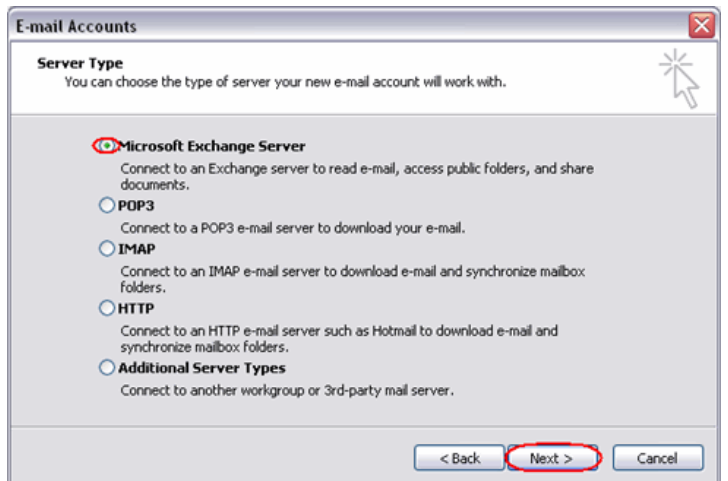
- Step 6** A dialog box will open, asking you to name the new profile. Once you have entered a name, click the **Ok** button.



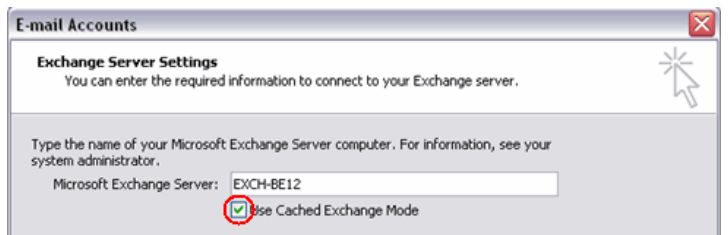
**Step 7** The *Email accounts* wizard will open. Ensure the **Add a new email account** radio button is selected, then click the **Next** button.



**Step 8** Select the *Microsoft Exchange Server* radio button, then click the **Next** button.

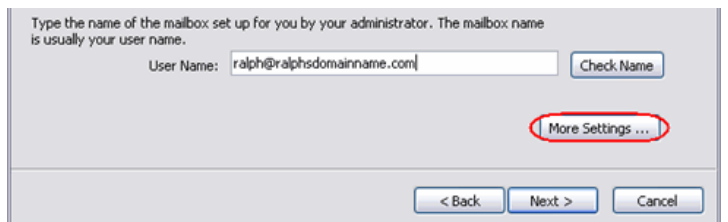


**Step 9** Enter the Microsoft Exchange server name for the mailbox, ensuring *Use cached Exchange mode* is selected.

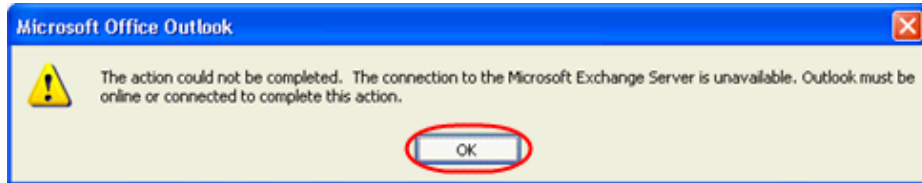


- **Example:** EXCH-BE04

**Step 10** Enter your full email address in the *User name* text box, then click the **More Settings** button.



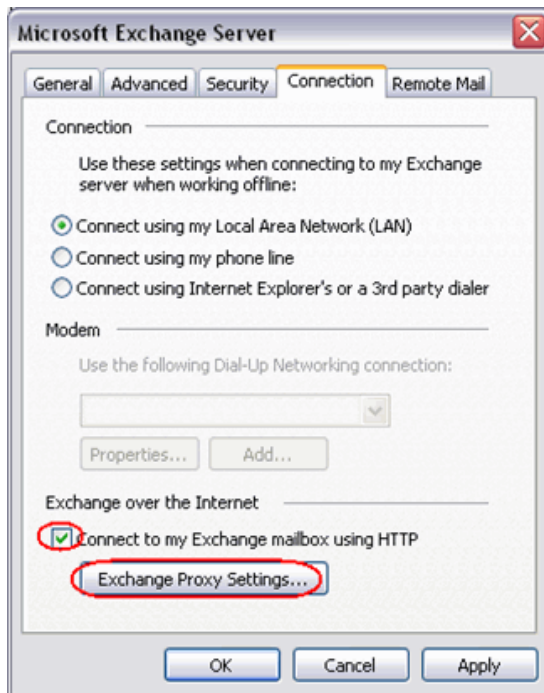
**Step 11** An error message will appear. Don't worry, click the **OK** button, then click **Cancel** on the next window.



**Step 12** A window headed *Microsoft Exchange Server* will open. Click the **Connection** tab.

**Step 13** Ensure the **Connect using my Local Area Network (LAN)** radio button is selected.

**Step 14** Towards the bottom of the window, there should be a section headed *Exchange over the Internet*. Select the **Connect to my Exchange mailbox using HTTP** check box, then click the **Exchange Proxy Settings** button.



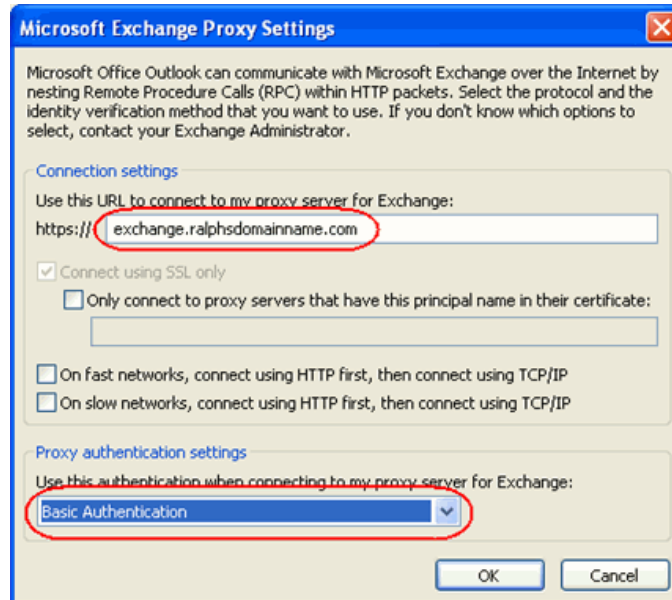
**Note:** If the Exchange over the Internet section is not shown, you need to upgrade to the latest version of Windows XP or Windows 2003.

**Step 15** A new window will open. Under *Connection settings*, enter **exchange.promailbox.net** or

exchange.yourdomainname.com (replacing yourdomainname.com with your domain name).

## Step 16

Ensure all the check-boxes are unselected and that the drop-down list under *Proxy authentication settings* is set to **Basic Authentication**.



## Step 17

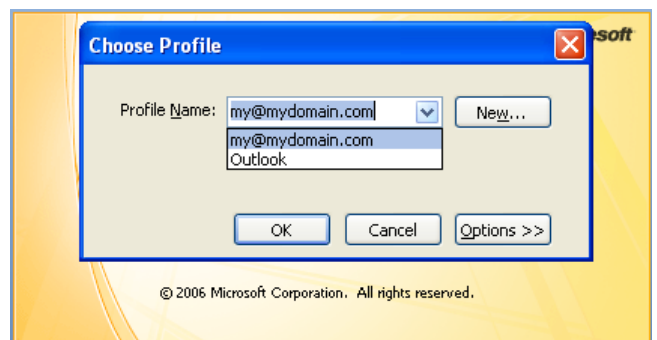
Click **OK**, then click **OK** in the *Microsoft Exchange Server* window.

## Step 18

Click **Next** in the *Email Accounts* window, then click **Finish** to close the wizard.

## Step 19

Open Outlook 2003 and select your new profile, when prompted.



## Step 20

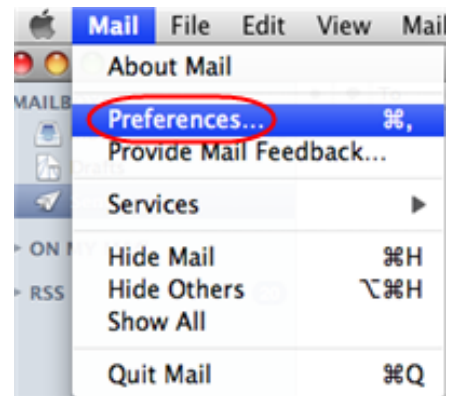
Enter your full email address in the username text box, then your mailbox password in the *Password* field when prompted.

Outlook will now load and synchronize with your Microsoft Exchange mailbox. For a new mailbox this will take no more than a few seconds.

## Setting up Mac Mail

**Step 1** Open Mac Mail.

**Step 2** Click **Preferences** from the **Mail** menu.



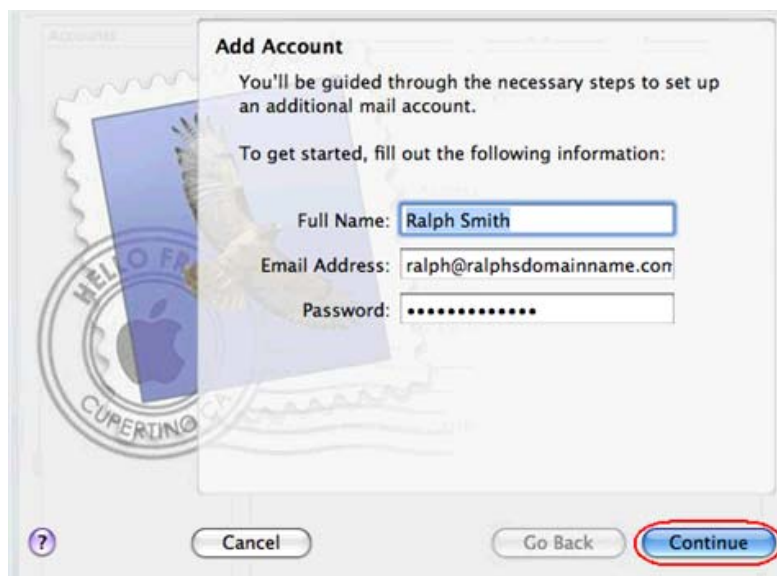
**Step 3** Click the **Create an account** button to open the *Add Account* wizard. This is located under the Accounts list, on the bottom-left of the window.



**Step 4** Enter your name in the *Full Name* text-box. This is what most people will see when you send them an email. Type your email address in the *Email Address* text-box.

Enter the password for the mailbox in the *Password* text box.

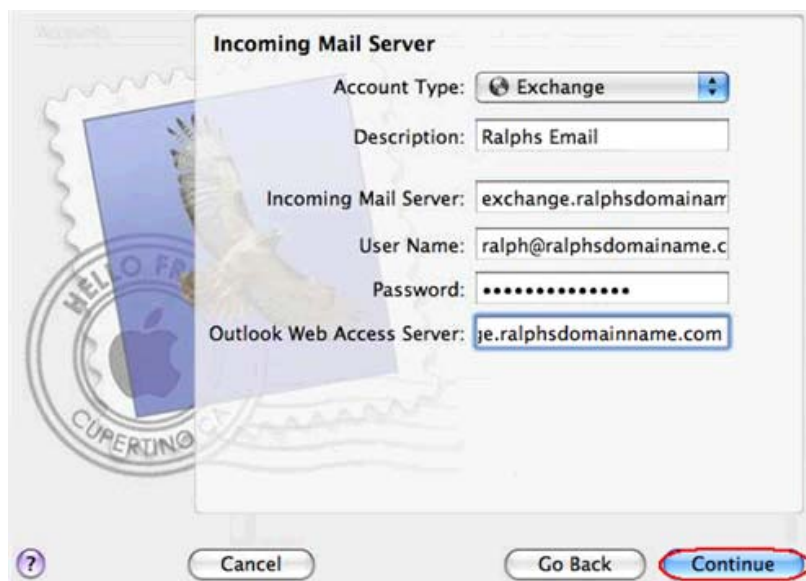
Click the **Continue** button.



### Step 5

On the *Incoming Mail Server* page, enter the following information:

- **Account Type:** Select **Exchange** from the drop down menu.
- **Description:** Enter a name for this account so you can identify it. This is only visible to you.
- **Incoming Mail Server:** Enter *exchange.yourdomain.com* (replacing yourdomain.com with your own domain name).
- **User Name:** Enter your full email address.
- **Password:** Enter the password for the mailbox.
- **Outlook Web Access Server:** Enter *exchange.yourdomain.com* (replacing yourdomain.com with your own domain name).

A screenshot of the 'Incoming Mail Server' configuration dialog box. The dialog has a title bar and a question mark icon. It contains several input fields: 'Account Type' is a dropdown menu set to 'Exchange'; 'Description' is a text field with 'Ralphs Email'; 'Incoming Mail Server' is a text field with 'exchange.ralphsdomainarr'; 'User Name' is a text field with 'ralph@ralphsdomainname.c'; 'Password' is a masked text field with ten dots; 'Outlook Web Access Server' is a text field with 'je.ralphsdomainname.com'. At the bottom, there are three buttons: 'Cancel', 'Go Back', and 'Continue'. The 'Continue' button is highlighted with a red circle.

Click **Continue** when you are done.

### Step 6

Enter the following information on the *Outgoing Mail Server* screen:

- **Outgoing Mail Server:** Enter *smtp.yourdomain.com* (replacing *yourdomain.com* with your own domain name).
- **Use only this server:** Check this box.
- **Use Authentication:** Check this box.
- **User Name:** Enter your full email address.
- **Password:** Enter the password for this mailbox (the same password that you entered on the previous screen).




Click **Continue** when you have filled out this information.

**Step 8** Confirm the details you have filled out, and click the **Create** button.

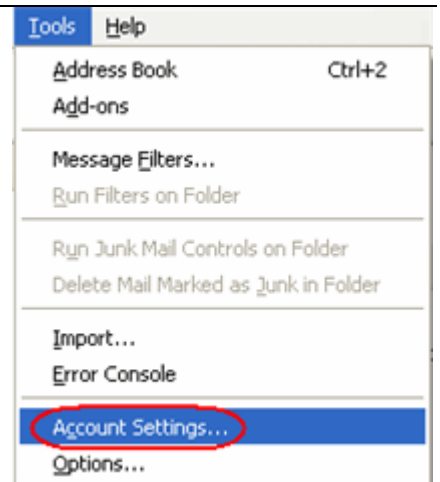
Mac Mail is now configured to send and receive email from your Microsoft Exchange mailbox.

### ***Setting up Thunderbird***

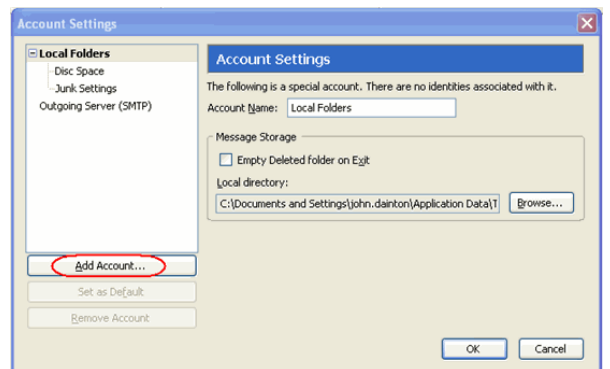
**Step 1** Open Thunderbird.

 **Quick tip:** When you open Thunderbird for the first time, and you already have mailboxes set up using other email software, Thunderbird's Import Wizard may offer to import your email account settings. If you choose not to import settings from another email program, the Account Wizard will open. This guide takes you through setting up your Microsoft Exchange mailbox using the Thunderbird Account Wizard.

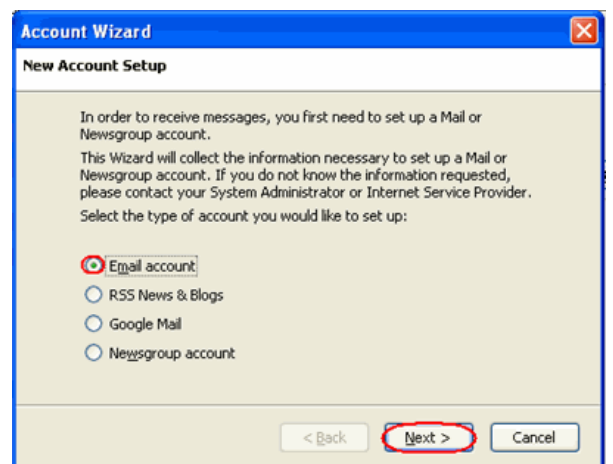
**Step 2** The *Account Wizard* will open, if you don't have any other mailboxes set up in Thunderbird. If the wizard does not open automatically, click **Account Settings** in the *Tools* menu.



**Step 3** Click the **Add Account** button.



**Step 4** Select the **Email account** radio button, then click **Next**.



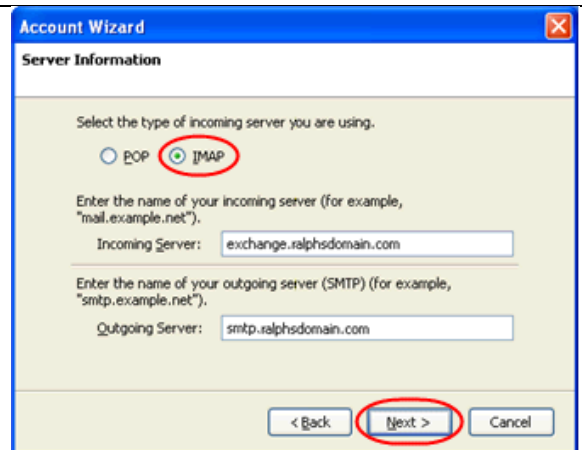
**Step 5** Enter your name in the *Your Name* text-box. This is what most people will see when you send them an email. Then enter your email address in the *Email Address* text-box, then click the **Next** button.

**Step 6** Click the **IMAP** radio button, enter **exchange.yourdomain.com** (replacing *yourdomain.com* with your domain) in the *Incoming Server* text-box and **smtp.yourdomain.com** (again replacing *yourdomain.com* with your domain) in the *Outgoing Server* text-box, and then



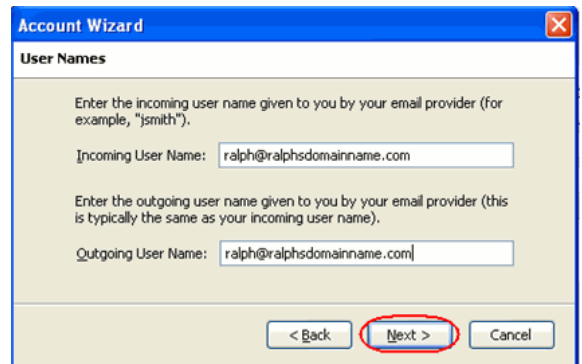
click **Next**.

You will only see the Outgoing Server option if this is the first mailbox you have set up on your computer.

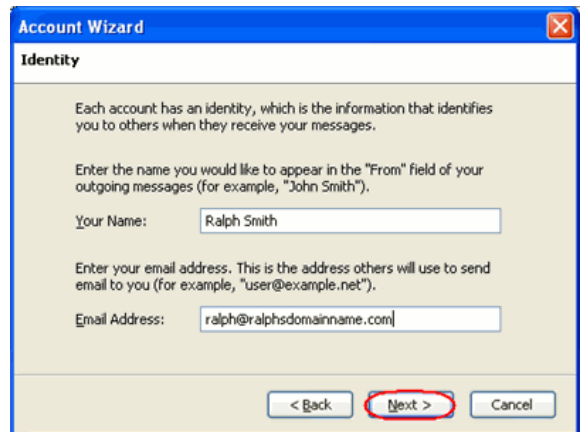


**Step 7** Enter your email address in the *Incoming User Name* and *Outgoing User Name* text fields, then click **Next**.

You will only see the Outgoing User Name option if this is the first mailbox you have set up on your computer.

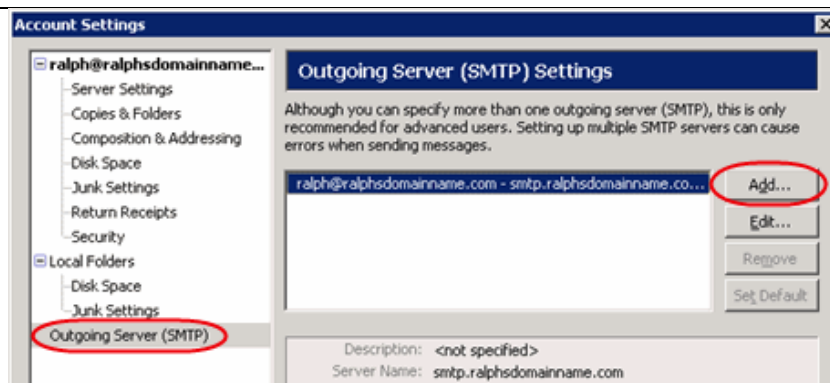


**Step 8** Click the **Finish** button and then click **OK** to close the *Account Settings* window.



**Step 9 (optional)** If this was not the first account you have set up in Thunderbird, you need to set up your SMTP server. Click on the **Tools** menu, then **Account Settings**.

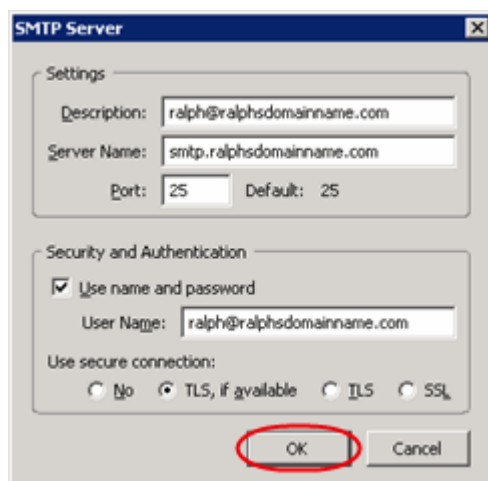
**Step 10 (optional)** Select *Outgoing Server (SMTP)* from the list on the left, and then click the **Add** button to the right of the window.



## Step 11 (optional)

Enter the following details for your outgoing (SMTP) server:

- **Description:** Enter a description to identify this SMTP server. This can be anything, but it's a good idea to enter the email address.
- **Server Name:** *smtp.yourdomain.com* (replacing yourdomain.com with your domain name).
- **Port:** You can leave this as 25.
- **Use name and password:** Should be selected.
- **User Name:** Enter the email address.
- **Use secure connection:** Should be set to *TLS, if available*.



When you have entered everything click **OK**, then **OK** again to close the *Account Settings* window.

**Note:** The first time you access your mailbox, Thunderbird will ask for the password you chose when you created the mailbox in your Fasthosts control panel.

