1.) First click on "Settings" on the main screen of the iPhone.
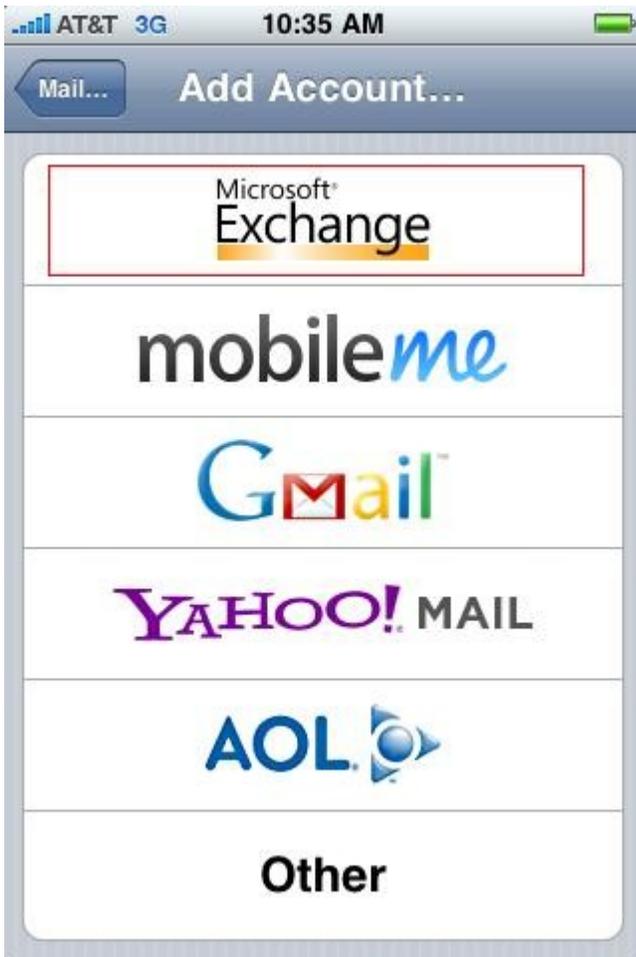

2.) Next, click on "Mail, Contacts, and Calendars" under the settings menu. (May have to scroll down to find it)
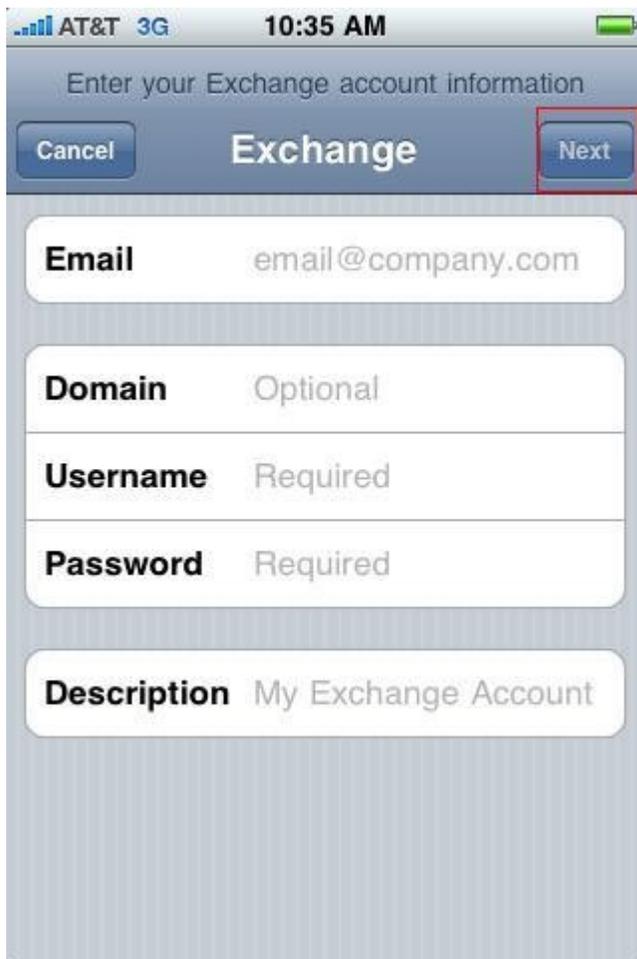
3.) Once in the "Mail, Contacts, Calendars" menu, click on "Add account..." (Here is where you can come back to change a setting or to remove pre-existing accounts)

4.) Now choose the type of e-mail service you wish to setup. (This how-to will show Microsoft Exchange)

5.)Now enter the information for the customers e-mail account.
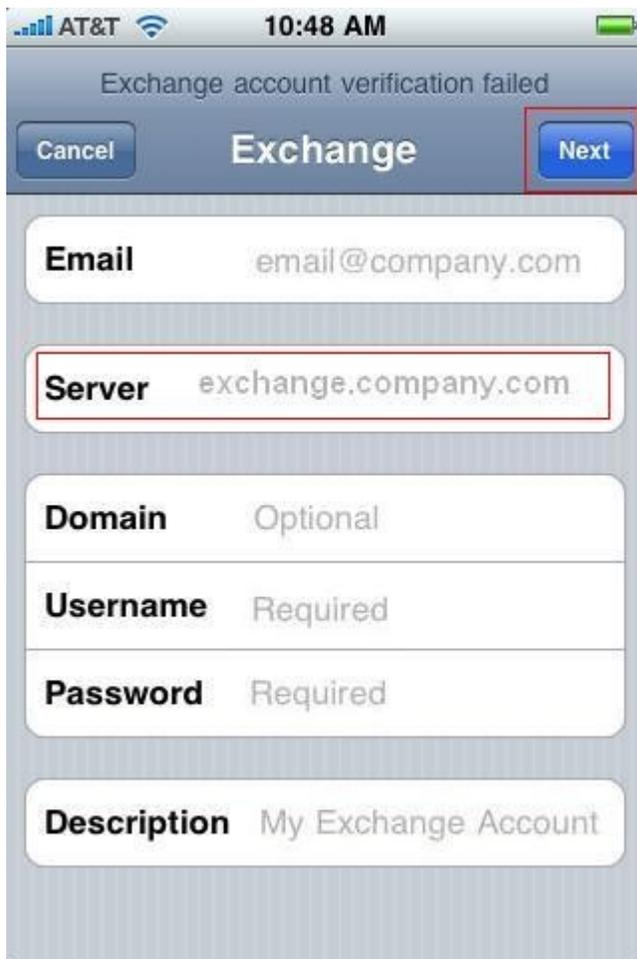
Email: (Customer's full e-mail address)

Domain: (Leave this blank)

Username: (Customer's full e-mail address)

Password: (Put customer's exchange password here)

Description: (This is what the customer will see in the mailbox list later on)

Then click "Next" in the upper right hand cornor. (This process might take a while depending on the customer's connetion.) This step will most likey error out since the phone is not able to find the exchange server off the customer's email address. It will then add a new option to specify the server.

Since the iPhone uses IMAP for its exchange service's we will need to point the iPhone to the web interface for the customer mailbox.

Server: wm.marix.com (for 2k3-ex-01 or 2k3-ex-02 customers)

OR

Server: exchange.usinternet.com (for exchange 2003 customers)

OR

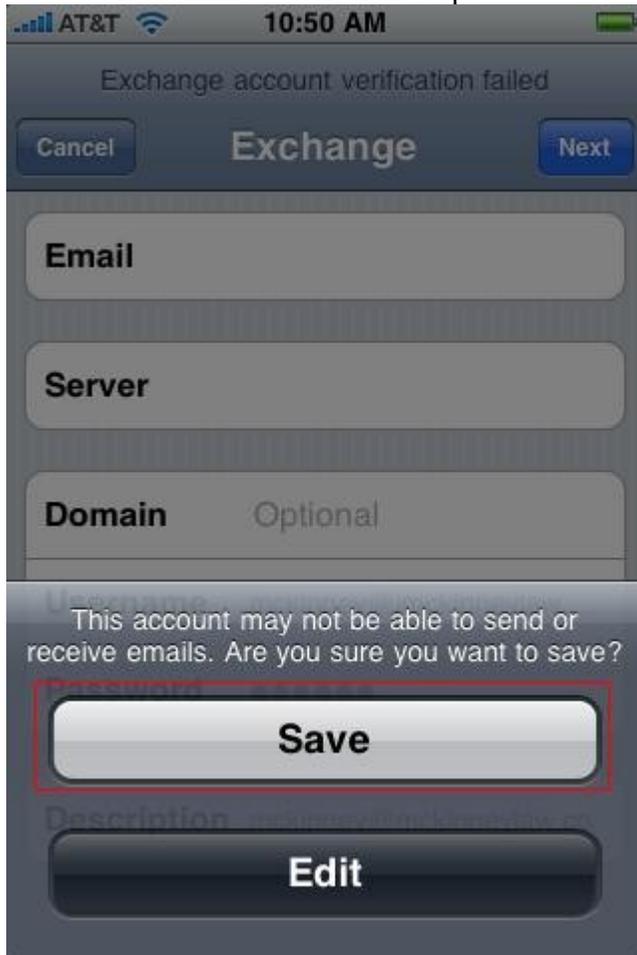Server: exchange.securence.com (for Exchange 2007 customers)

OR

Server domain.securence.com (for Exchange 2010 customers)

(Note: This is the same as the OWA server, for test.com, it would be test.securence.com)

Then click "Next" in the upper right hand corner.

The phone will error out again stating that the account may not be able to send or receive emails, click

"Save" and continue to the next step.

6.) Once you have saved the setting, the phone is going to ask you to "Configure sync for Exchange". Here is where the customer can specify what the iPhone should sync with.

Have the customer choose which options they would like sync'ed, and click "Save" in the upper right hand corner.

7.) After you hit save, go back into the "Mail, Contacts, Calendars" settings (Step 3) and choose the new mailbox that you have setup (This is where it will display the description you entered earlier.).

Here is where the customer can choose the sync options again if they change their mind. Have them click on "Account Info" and make sure that "Use SSL" is turned "ON".

Once these have been setup, Click on arrow in the upper left hand cornor until you are back to the home settings menu, and click the home butten (The real butten at the bottom of the phone).

Have them test by choosing the "Mail" icon on the home screen of the iPhone and choose the mailbox that you just created (Mailbox's are listed by the description).