

iOS: Exchange ActiveSync Account Quick Setup Guide

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Article: HT2480



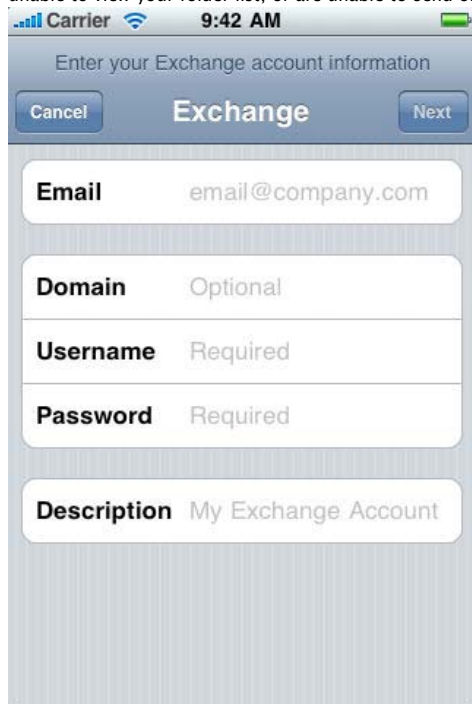
Summary

This article explains how to quickly create an Exchange ActiveSync account on your iOS device.

Products Affected

iPhone, iPad, iPod touch

1. To add an Exchange account to your iOS device, tap **Settings > Mail, Contacts, Calendars > Add Account > Microsoft Exchange**.
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 are unable to send or receive email, leave the domain field blank.



3. Your iOS device will now try to locate your Exchange Server using Microsoft's Autodiscovery service. If it cannot locate the server, you will see the screen below. 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.



Carrier 9:42 AM

Enter your Exchange account information

Cancel Exchange Next

Email john@company.com

Server exchange.company.c...

Domain IT

Username john

Password ●●●●●●●●

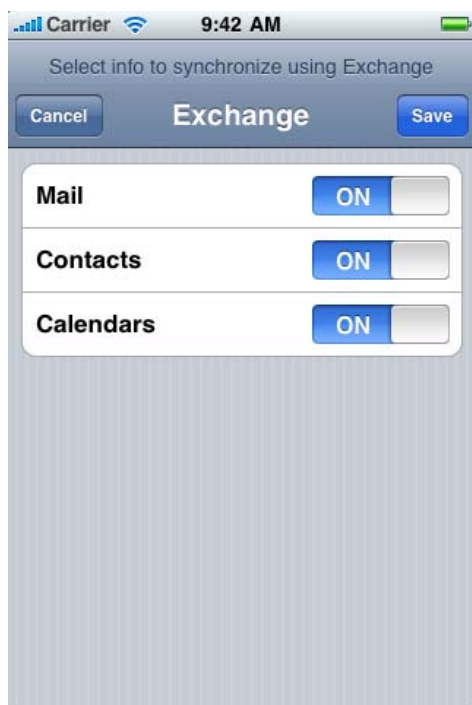
Description john@company.com

Your iOS device 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 > 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.

4. Choose which type or types of data you would like to synchronize: Mail, Contacts, and Calendars. Note that by default, only three 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 iOS device is overwritten. Additionally, iTunes no longer syncs contacts and calendars with your desktop computer. You can still sync your iOS device wirelessly with MobileMe services.



Carrier 9:42 AM

Select info to synchronize using Exchange

Cancel Exchange Save

Mail ON

Contacts ON

Calendars ON

Additional Information

- [iPhone Enterprise Support Page](#)
- [iPhone and iPod touch Enterprise Deployment Guide](#)
- [Setting up a corporate email server for iPhone and iPod touch](#)
- [Microsoft Exchange data not syncing to the device after configuring Microsoft Exchange account](#)
- [iOS: Troubleshooting iPhone or iPod touch Exchange ActiveSync 'Push' issues](#)

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