

iMail Mobile Phone Setup

Android and iPhone – ver 1.1



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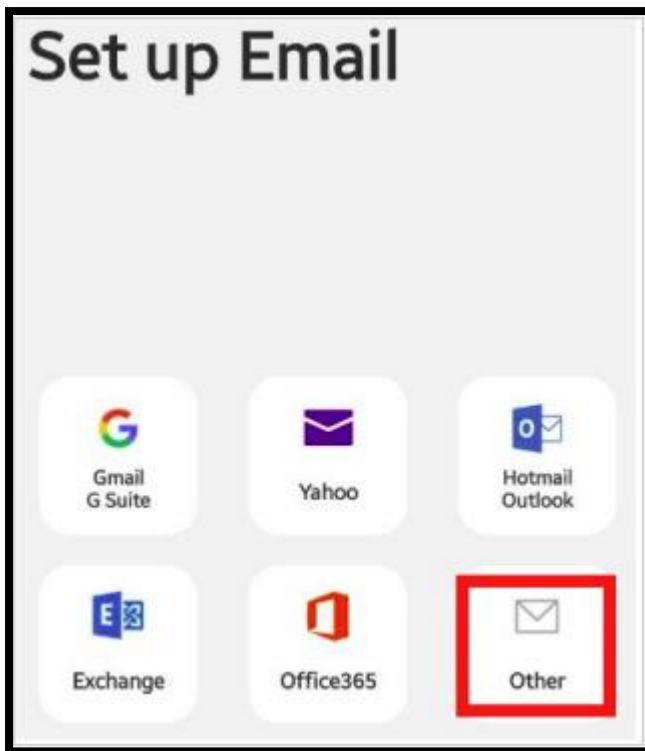
1. Purpose

The purpose of this document is to provide guidance on setting up a Cloud Mail mailbox on a user's mobile device

2. Android Configuration

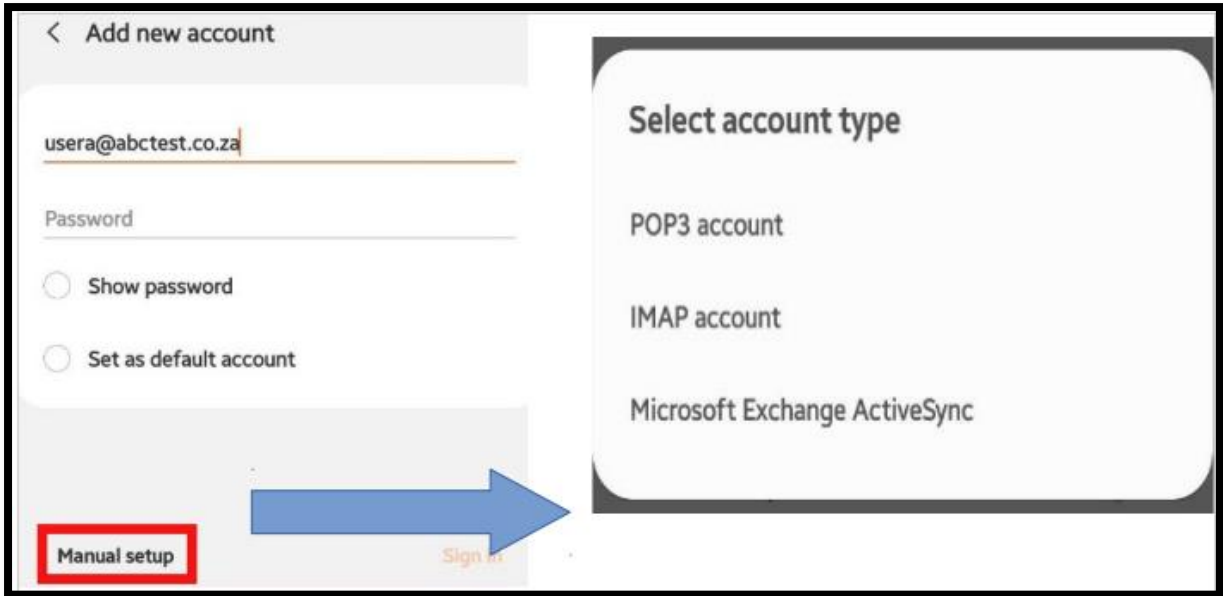
2.1. IMAP/POP3

- On your Android device, navigate to your email application
- In email application, click on Add new account
- The below list of options will appear:



- Click on Other to start setting up your device up
- The below add new account screen will appear:

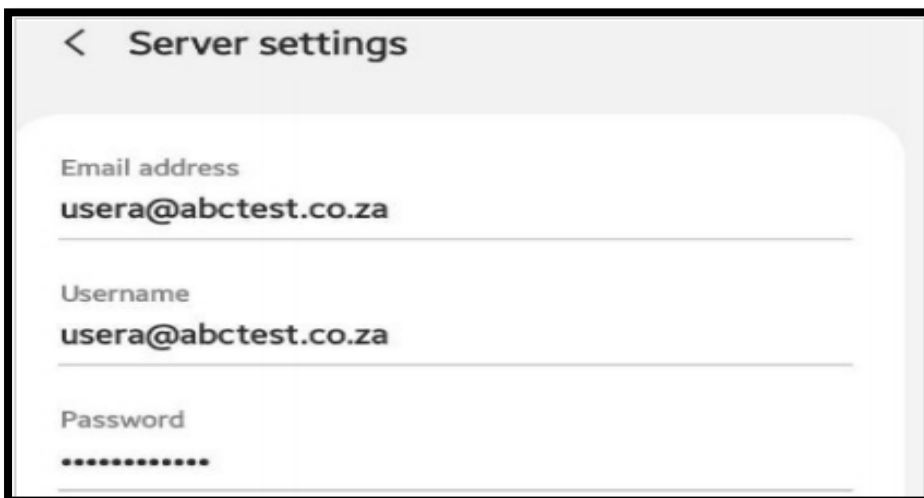




- input your Username and Password.
- Click on Manual Setup
- You will be redirected to setup the mailbox manually
- Choose POP3 or IMAP
- The same options will appear for either POP3 or IMAP, the only difference is the mail port used in their respective settings

POP3 Settings:

- Enter in your email address, username (which will be the full email address) and the mailbox password





POP3 Incoming server settings:

- Under POP3 server enter cloudmail.synaq.com
- Security type will be set to none
- Port 110
- Auto delete from phone set to never

Incoming server

POP3 server
cloudmail.synaq.com

Security type
None ▼

Port
110

Auto delete from phone
Never ▼





POP3 Outgoing server settings:

- Under SMTP server enter cloudmail.synaq.com
- Security type will be set to none
- Port 25
- Auto delete from phone set to never
- Require authentication needs to be turned on
- Click Sign in and your account will be created

Outgoing server

SMTP server
cloudmail.synaq.com

Security type
None ▼

Port
25

Require authentication to send emails

Sign in





IMAP Incoming server settings:

- Under IMAP server enter cloudmail.synaq.com
- Security type will be set to none
- Port 143

Incoming server

IMAP server
cloudmail.synaq.com

Security type
None ▼

Port
143

IMAP Outgoing server settings:

- Under SMTP server enter cloudmail.iMail.com
- Security type will be set to none
- Port 25
- Auto delete from phone set to never
- Require authentication needs to be turned on
- Click Sign in and your account will be created





Outgoing server

SMTP server
cloudmail.synaq.com

Security type
None ▼

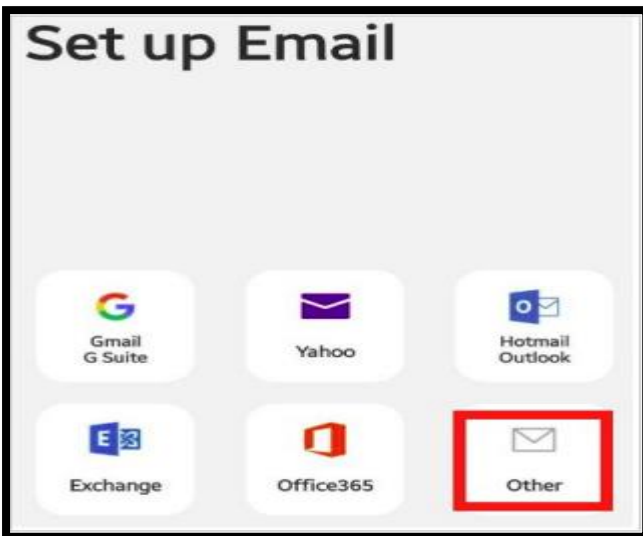
Port
25

Require authentication to send emails

Sign in

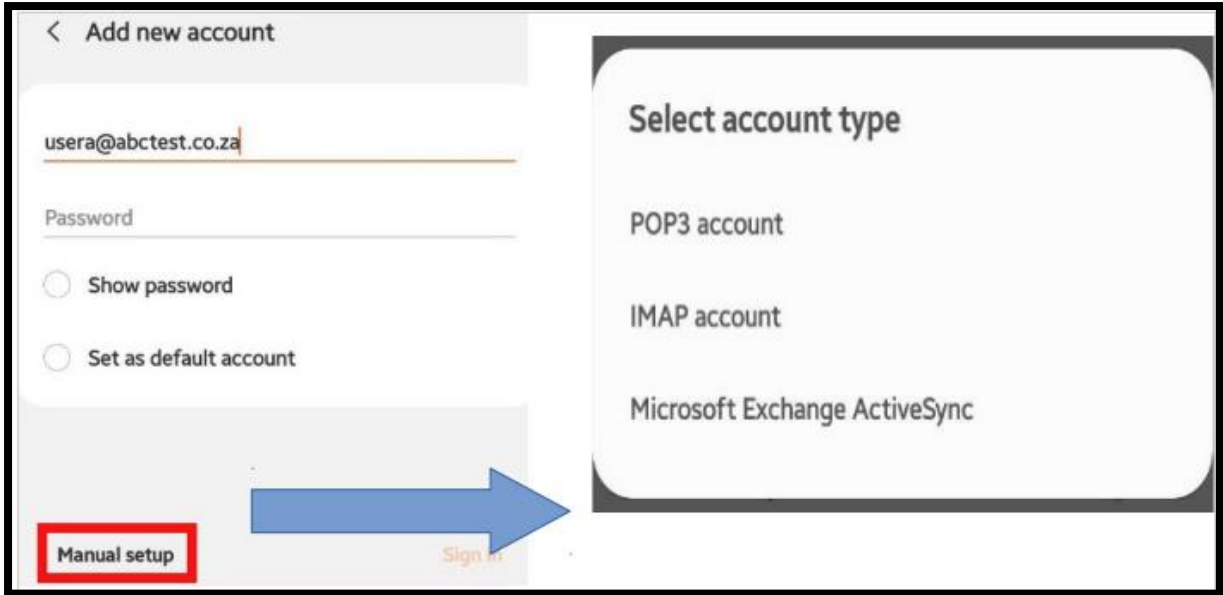
2.2. Android ActiveSync Setup

- On your Android device, navigate to your email application
- In email application, click on Add new account
- The below list of options will appear:





- Click on Other to start setting up your device up
- The below add new account screen will appear:



- input your Username and Password.
- Click on Manual Setup
- You will be redirected to setup the mailbox manually
- Choose Microsoft Exchange ActiveSync
- The below Exchange server settings screen will appear:





< Exchange server settings

Account

Email address
usera@abctest.co.za

Domain\username
usera@abctest.co.za

Password

Show password

- Under Email Address enter the email address of the user being set up
- Domain\username will be the users full email address
- Under Password enter in the user's mailbox password

Server settings

Exchange server
cloudmail.synaq.com

Use secure connection (SSL)

Use client certificate

Client certificates

Sign in

- Under Exchange server enter in cloudmail.iMail.com
- Use secure connection (SSL) must be selected

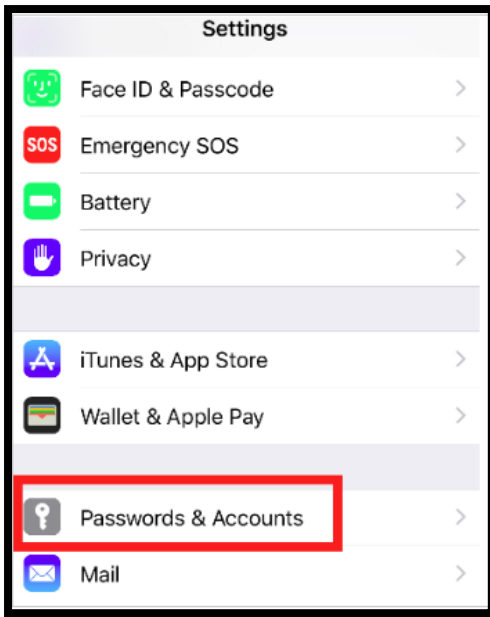




- Click Sign in and your account will be created

3. iPhone Configuration

- Navigate to Settings
- Click on Passwords & Accounts



- Next click on Add Account



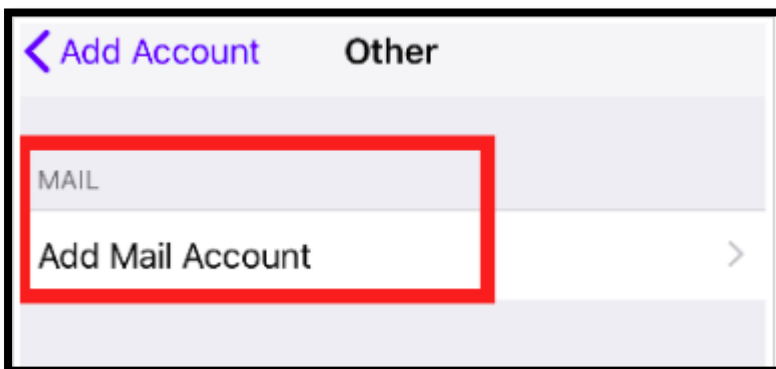


3.1. IMAP and POP3 Setup

- Select Other

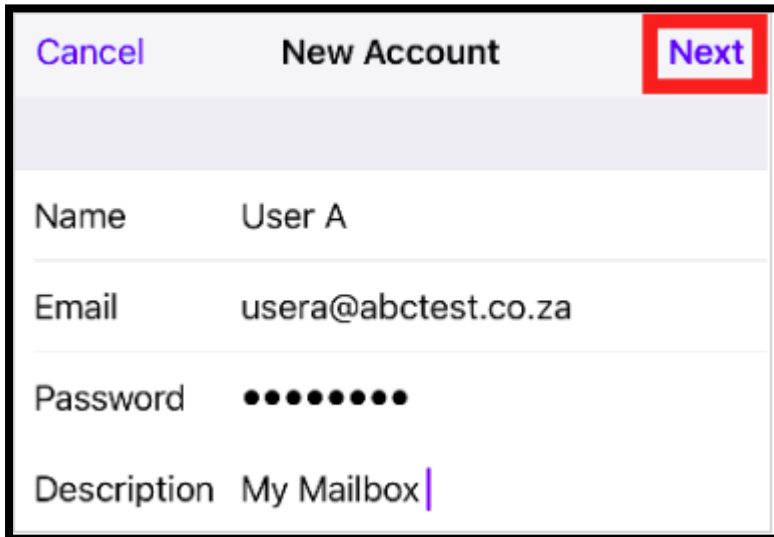


- Next Click Add Mail Account





- Under Name fill in the name for the mail account
- Email enter in the full email address of the user
- Under Password enter in the user's mailbox password



New Account	
Name	User A
Email	usera@abctest.co.za
Password	●●●●●●●●
Description	My Mailbox

Incoming Server Settings:

- You can select IMAP POP at the top of the screen. The POP3 and IMAP server settings are identical.
- Under Host Name enter cloudmail.synaq.com
- Username will be the full email address
- Under Password enter in the user's mailbox password





Cancel New Account Next

IMAP POP

Name User A

Email usera@abctest.co.za

Description My Mailbox

INCOMING MAIL SERVER

Host Name cloudmail.synaq.com

User Name usera@abctest.co.za

Password ●●●●●●●●

Outgoing Server Settings:

- Under Host Name enter cloudmail.synaq.com
- Username will be the full email address
- Under Password enter in the user’s mailbox password

OUTGOING MAIL SERVER

Host Name cloudmail.synaq.com

User Name usera@abctest.co.za

Password ●●●●●●●●

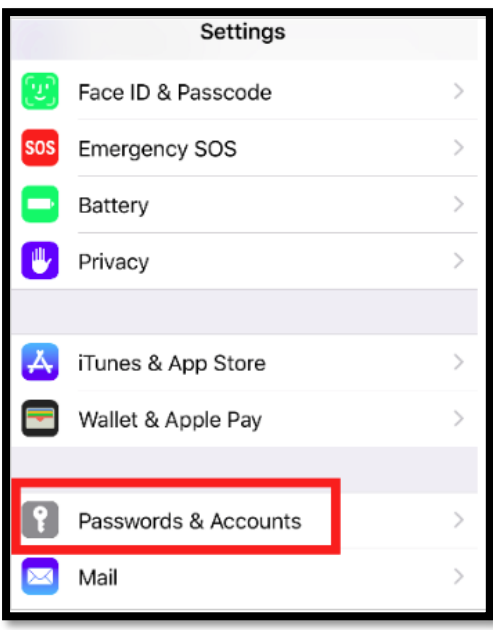
- Click Next at the top right-hand corner to create your account





3.2. Exchange / ActiveSync Setup

- Navigate to Settings
- Click on Passwords & Accounts



- Next click on Add Account to start the process



- choose Exchange setup





- Input your Email address and Password
- choose the option to Configure Manually





- Under Email enter in the full email address of the user
- Under Password enter in the user's mailbox password

Cancel	Next
Email	usera@abctest.co.za
Password	••••••••
Description	My Exchange

- Under Server Details enter cloudmail.synaq.com and click on Next to create your account

Cancel	Next
Email	usera@abctest.co.za
Server	cloudmail.synaq.com
Domain	usera@abctest.co.za
Username	usera@abctest.co.za
Password	••••••••

