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 2010
- 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 2010, 2007, or 2003. 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 (Microsoft Outlook 2010, 2007, or 2003 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 2010**

**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 above *When starting Microsoft Outlook, use this profile.*

Step 6  A window will open, asking you to name the new profile. When you’ve entered a name, click **Ok.**
Step 7  The Add New Email Account wizard will open. Select *Manually configure server settings or additional server types* and click Next.

Step 8  Select Microsoft Exchange or compatible service and 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  A window headed Microsoft Exchange Server will open. Click the Connection tab.

Step 12  Ensure the Connect using my Local Area Network (LAN) radio button is selected.

Step 13  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 Outlook Anywhere section is not shown, you need to upgrade to the latest version of Windows XP or Windows 2003.

Step 14  A new window will open. Under Connection settings, enter exchange.livemail.co.uk or exchange.yourdomainname.com (replacing yourdomainname.com with your domain name).
Exchange Mailbox set up guide

**Step 15**
Ensure all the check-boxes are unselected and that the drop-down list under Proxy authentication settings is set to **Basic Authentication**.

**Step 16**
Click **OK**, then click **OK** in the Microsoft Exchange Server window.

**Step 17**
Click **Next** in the Add new E-mail Account window. Then click **Finish** to close the wizard.

**Step 18**
Open Outlook 2010 and select your new profile, when prompted.

**Step 19**
Enter your full email address in the username text box, then your password, when prompted.

**Step 20**
Outlook will now load and synchronise with your Microsoft Exchange mailbox. For a new mailbox this will take no more than a few seconds.

You have now configured Outlook 2010 for use with your Microsoft Exchange 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.

![User Accounts](image1)

![Mail](image2)

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

![Mail](image3)

**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 window 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.
Step 15 A new window will open. Under Connection settings, enter exchange.livemail.co.uk 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 synchronise 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*.

![Image of Exchange Mailbox setup](image1)

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

![Image of Exchange Mailbox setup](image2)

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

![Image of Exchange Mailbox setup](image3)
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.

![Error Message](image)

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.

![Exchange Proxy Settings](image)

**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.livemail.co.uk` 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 synchronise 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).

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, then click **Next**.

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

Click the **Finish** button and your Microsoft Exchange email will be set up in Thunderbird.

**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.