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Professional Mailbox

# Email Software Setup Guide



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# Professional Mailbox Setup Guide

Your new Professional mailbox uses Microsoft Exchange 2010 technology. The built-in Autodiscover feature automatically detects your settings for you, allowing you to complete the setup within a few minutes.

To take advantage of all the features available in Microsoft Exchange 2010 we recommend that use Outlook 2010 (or Outlook 2011 for Mac users) to connect to your Professional mailbox

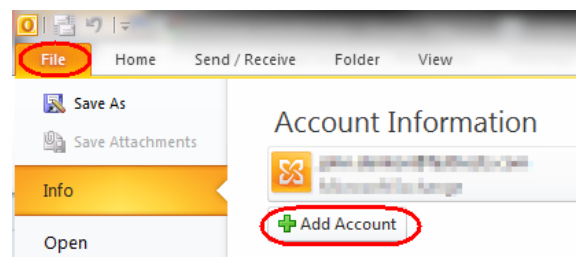
## Before you start

Outlook 2010 supports multiple email profiles, but each profile is only able to support one Microsoft Exchange or Professional mailbox. If you are already using Outlook with a Professional mailbox you will need to [create a new email profile](#).

## Setting up Outlook 2010

### *Using Autodiscover to configure Outlook 2010*

Open Outlook 2010. If this is the first time you have used Outlook 2010 click **Next** and **Next** again to start the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.

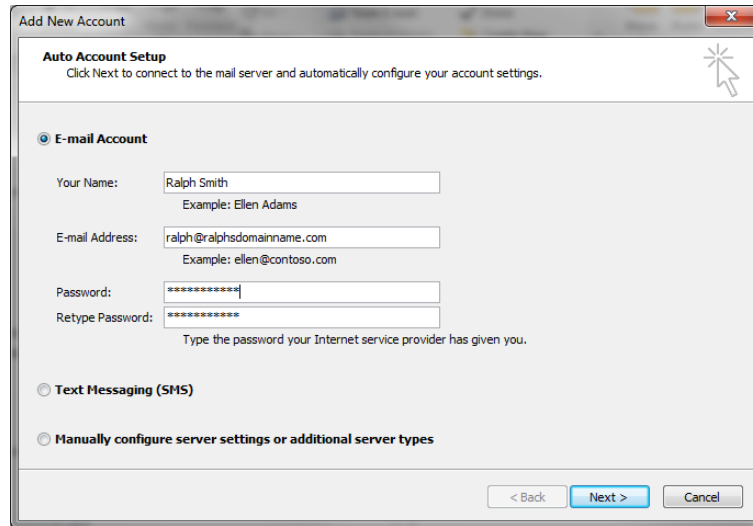


### Step 1

In the text boxes provided enter the following details:

- **Your name:** This is the name that other people will see when you email them.
- **E-Mail Address:** This is the name of the Professional mailbox that you have just created.

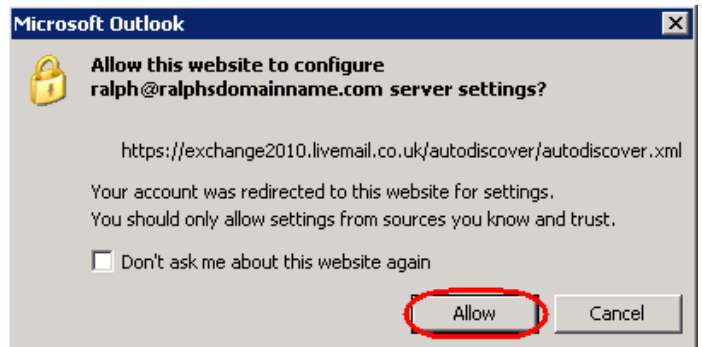
- **Password:** This is the password you chose when you created your new mailbox.
- **Retype Password:** Re-enter the password you chose when creating your new mailbox.



Once you have entered these details click **Next**.

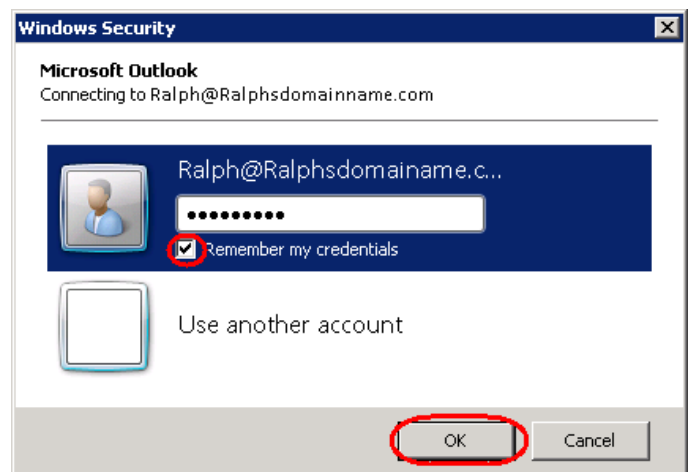
**Step 2**

A security box will appear asking if the livemail.co.uk domain can provide you with the settings for your mailbox. Click **Allow**.



**Step 3**

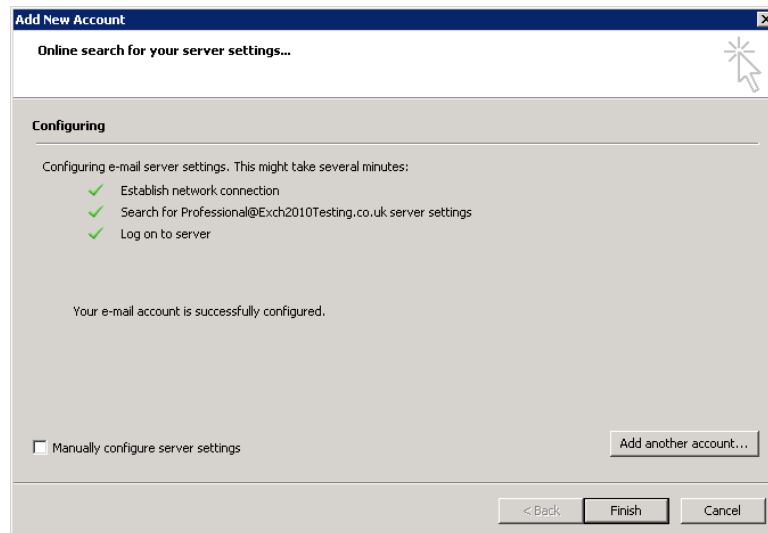
You will be prompted to re-enter the password for your new mailbox. Once done click **OK**.





**Quick tip:** Tick the *Remember my credentials* box to avoid being asked for your password in the future.

Outlook will now set up your new Professional mailbox on your computer. This may take a couple of minutes to complete.



Once complete, click **Finish** to close the wizard and start using your new mailbox.

## ***The Autodiscover wizard has not worked***

If the Autodiscover wizard doesn't work, this is an indication that Autodiscover is not setup within your DNS records. This record can be added easily by your domain administrator.

## **Creating a new A record**

Simply contact your domain administrator and request the following addition to your domains DNS A record.

Host Name	Points to
autodiscover.<domainname>	213.171.216.54

For example if your domain name is ralphsdomainname.com your domain provider

can create an A record for *autodiscover.ralphsdomainname.com* to point to 213.171.216.54.

Once the A record has been added, you will be able to complete the steps in the previous chapter and Outlook will automatically set up your Professional mailbox for you.

If you do not have control over your DNS records, or do not want to add an additional A record to your domain name, you can still set up Outlook manually. The following chapter will show you how.

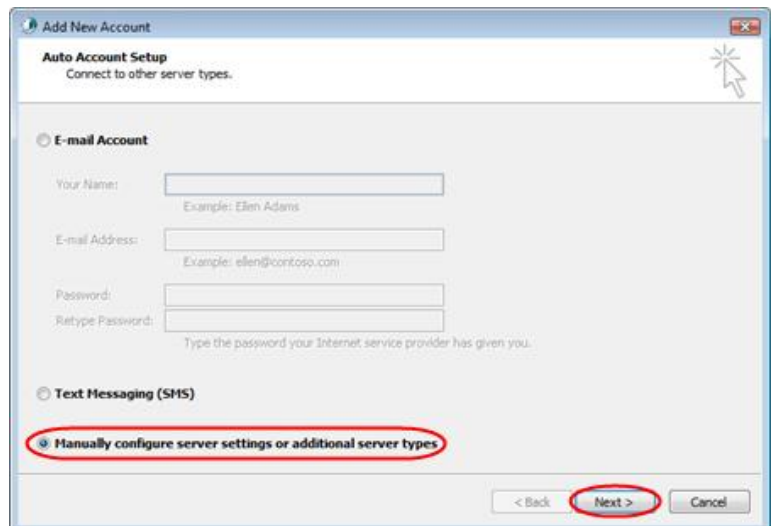
### Setting up Outlook Manually

Before you set up your Professional mailbox manually, you will need to make a note of the following details:

- Username
- Password
- Email address
- Exchange server name

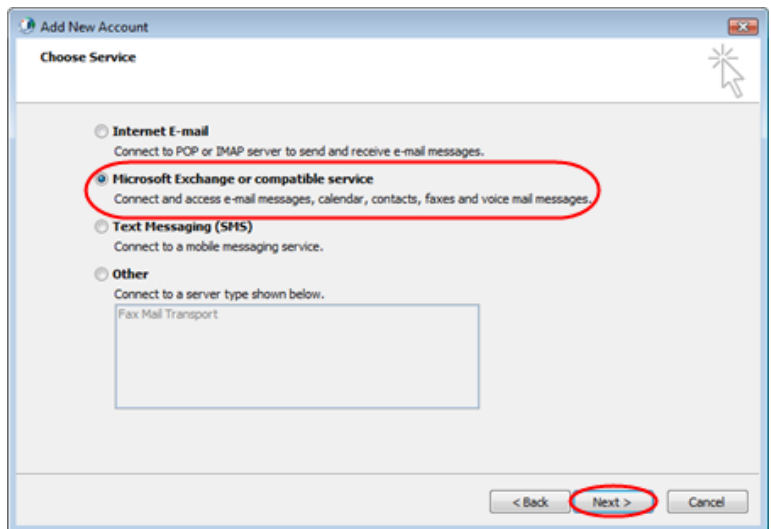
#### Step 1

With the Add New Email Account wizard open. Select *Manually configure server settings or additional server types* and click **Next**.



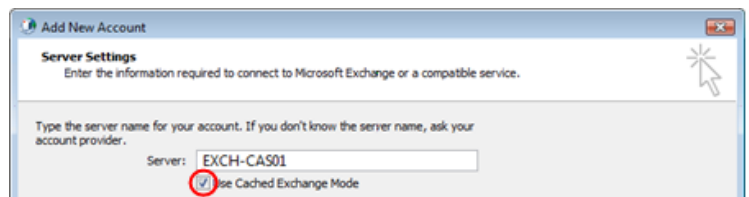
The screenshot shows the 'Add New Account' wizard window. The title bar reads 'Add New Account'. Below the title bar, there is a section titled 'Auto Account Setup' with the subtitle 'Connect to other server types.' There are three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The 'Manually configure server settings or additional server types' option is selected and highlighted with a red circle. Below the radio buttons, there are input fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password'. The 'Next >' button is highlighted with a red circle.

**Step 2** Select *Microsoft Exchange or compatible service* and click the **Next** button.

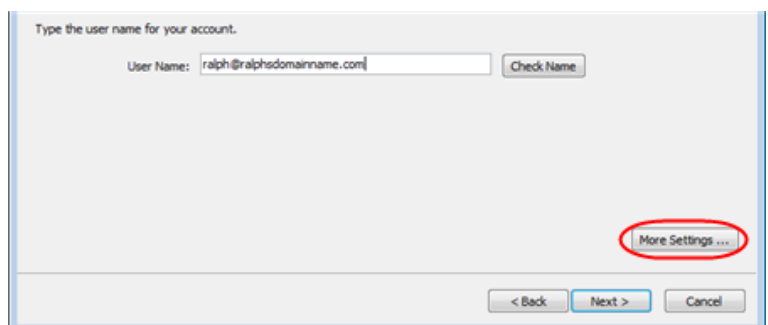


**Step 3** Enter the Microsoft Exchange server name for your mailbox, ensuring *Use cached Exchange mode* is selected.

- **Example:** *EXCH-CAS01*

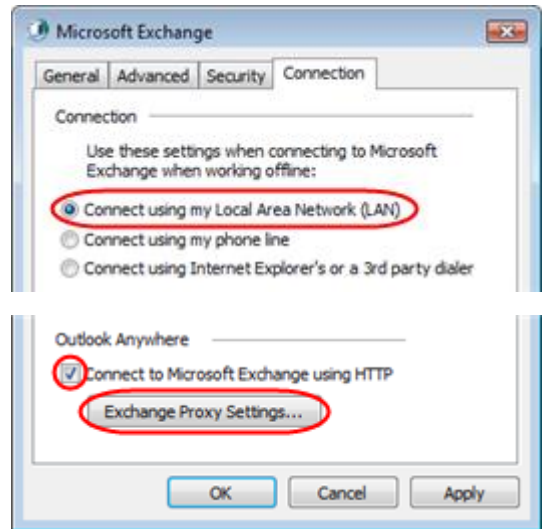


**Step 4** Enter your full email address in the *User name* text box, and then click the **More Settings** button.



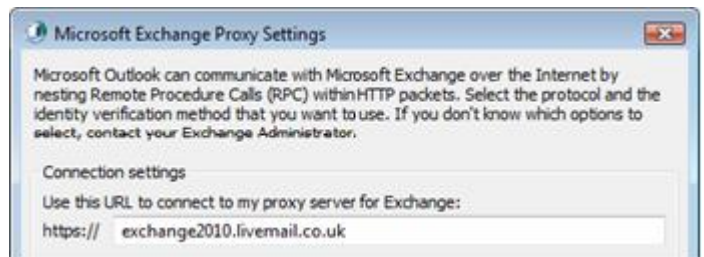
**Step 5** A window headed *Microsoft Exchange Server* will open. Click the **Connection** tab.

**Step 6** Ensure the **Connect using my Local Area Network (LAN)** radio button is selected.

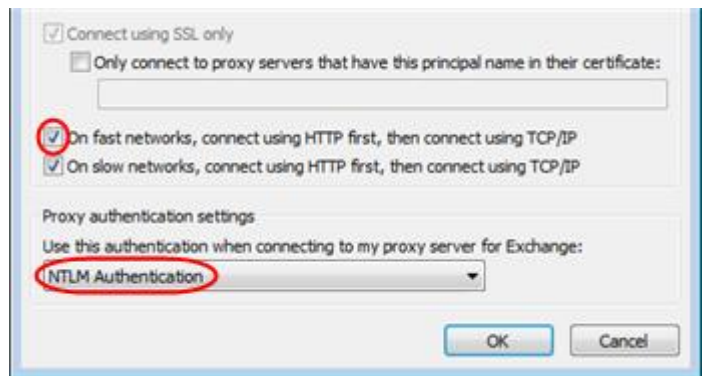


**Step 7** Towards the bottom of the window, there should be a section headed *Outlook Anywhere*. Check the box marked *Connect to my Exchange mailbox using HTTP*, and then click the **Exchange Proxy Settings** button.

**Step 8** A new window will open. Under *Connection settings*, enter *exchange2010.livemail.co.uk*



**Step 9** Ensure all the check-boxes are unselected and that the drop-down list under *Proxy authentication settings* is set to **NTLM Authentication**.



**Step 10** Click **OK**, and then click **OK** in the *Microsoft Exchange Server* window.

**Step 11** Click **Next** in the *Add new E-mail Account* window. Then click **Finish** to close the wizard

- Step 12** Open Outlook 2010 and select your new profile, when prompted.



- Step 13** Enter your full email address in the username text box, then your password, when prompted.

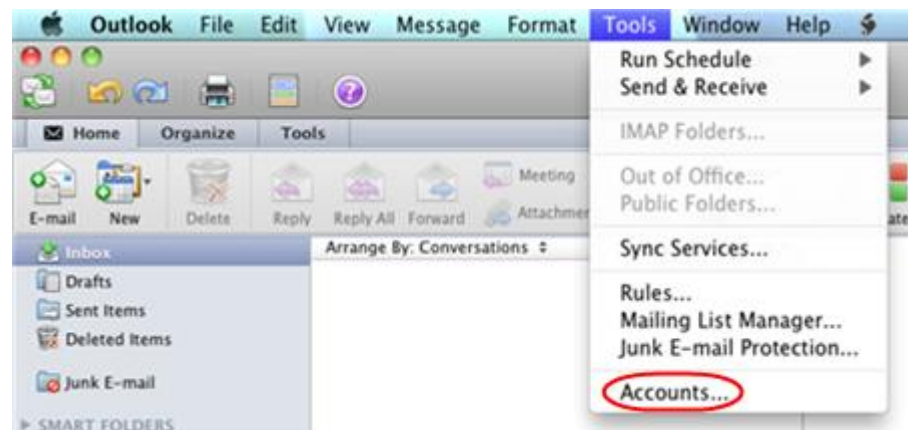
Outlook will now load and synchronise with your Professional mailbox. For a new mailbox this will take no more than a few seconds.

You have now configured Outlook 2010 for use with your Professional mailbox.

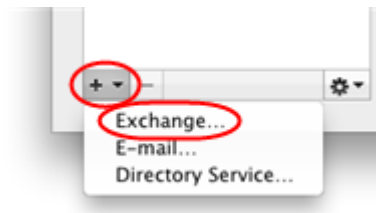
## Setting up Outlook 2011

### *Using Auto discover to configure Outlook 2011*

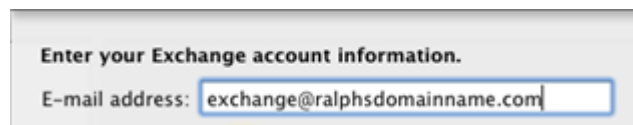
- Step 1** Open Outlook 2011 and select **Accounts** from the **Tools** menu.



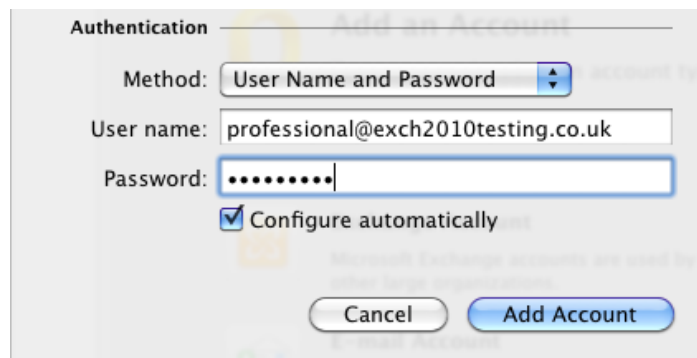
**Step 2** In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **Exchange** from the popup menu.



**Step 3** Enter your email address in the **E-mail address** field.

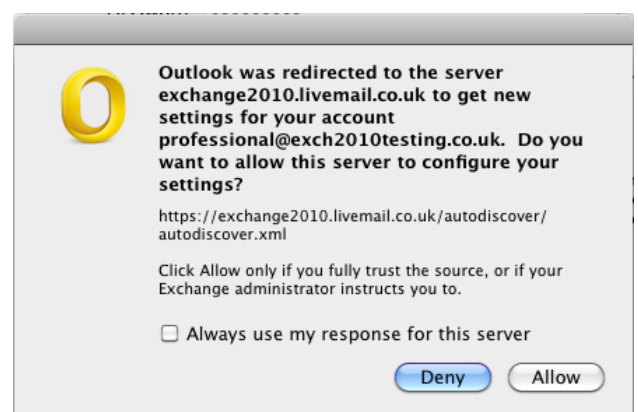


**Step 4** In the *Authentication* settings enter your email address in the **User name** text field, and type your password. Select the **Configure automatically** check box.



Once you have entered these details click **Add account**.

A security box will appear asking if the livemail.co.uk domain can provide you with the settings for your mailbox. Click **Allow**.



Outlook will now set up your new Professional mailbox on your computer. This may take a couple of minutes to complete.

## ***The Autodiscover wizard has not worked***

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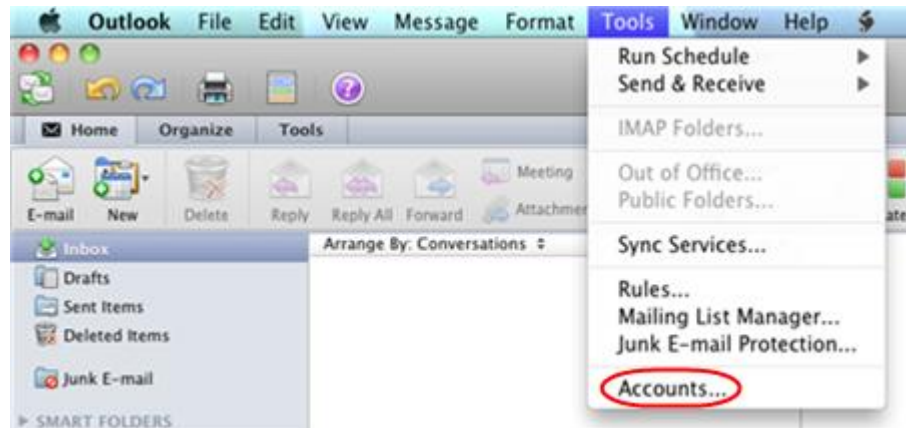
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### **Setting up Outlook Manually**

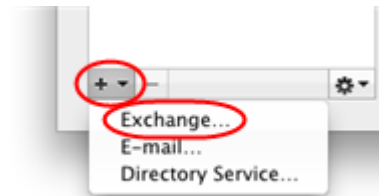
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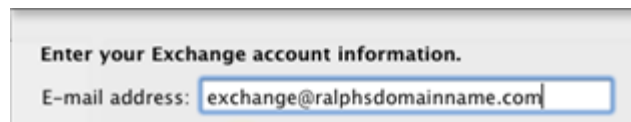
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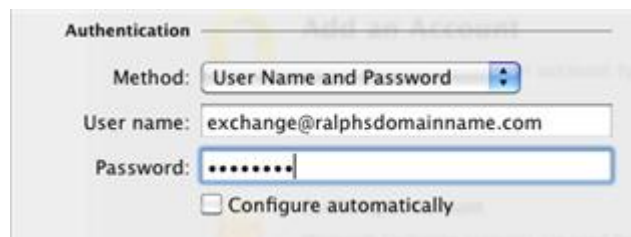
**Step 2** In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **Exchange** from the popup menu.



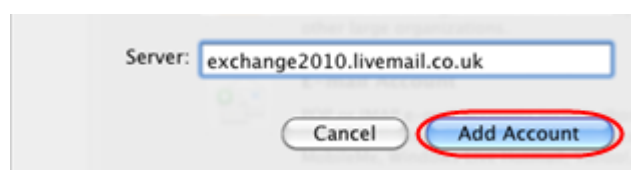
**Step 3** Enter your email address in the **E-mail address** field.



**Step 4** In the *Authentication* settings enter your email address in the **User name** text field, and type your password. De-select the **Configure automatically** check box.



**Step 5** Enter *exchange2010.livemail.co.uk* in the **Server** text box and click **Add Account**.



**Step 6**

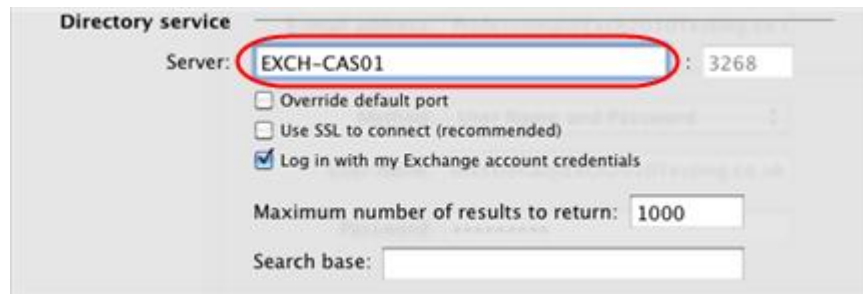
Click the **Advanced** button at the bottom of the *Accounts* window.



**Step 7**

In the *Directory Service* settings, enter your Exchange server name in the **Server** text field.

- **Example:** EXCH-CAS01



**Step 8**

Click **OK**.

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

You have now configured Outlook 2011 for use with your Professional mailbox.