

Setting up iPhone for Hastings Email

The new iPhone 3G (and the related release of software version 2.0 for the original iPhone) now makes it possible to wirelessly sync up with Microsoft Exchange enterprise systems. This is what we use for our Hastings Email. iPhone owners can now wirelessly sync up their Hastings email, email folders, calendars and contacts. (Apple calls this “wireless push” but I will offer a caution about the “push” part in regards to battery life.)

Quick overview of iPhone settings to enable Hastings Email:

If you already know about setting up email accounts on the iPhone, here is a quick overview of the settings to use. If you need step-by-step instructions, please refer to the next section.

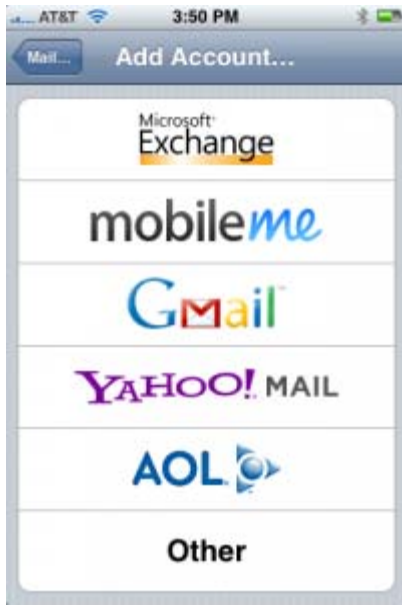
A fictitious user name is assumed in these settings. Just substitute your login name for the “fontleroy” user.

| | |
|--------------|--|
| Account: | Microsoft Exchange |
| Email: | fontleroy@uchastings.edu |
| Server: | mail.uchastings.edu |
| Username: | uchastings\fontleroy |
| Password: | ***** |
| Description: | Hastings |
| Use SSL: | ON |
| Mail: | ON |
| Contacts: | ON |
| Calendars: | ON |

Fetch New Data: (depends on personal preference, refer to #16 below)

Step-by-step instructions to enable Hastings Email on an iPhone:

1. Be aware that if you currently use iPhone to store contacts or calendar appointments, you will lose them when you sync up the first time with Exchange. The best recommendation at this time is to first set up “wired” sync for contacts with your desktop Outlook at Hastings. This will copy over the contacts you have on your iPhone into Outlook. These contacts then will be part of your Exchange account and will be available after you complete the installation process. You may want to create a special Outlook Contacts folder for your personal contacts. As for calendar events, you should manually copy over any events you want to save.
2. If you have the original iPhone, you will need to upgrade to software version 2.0, which requires iTunes 7.7. This process can take up to an hour to install and reconfigure your original iPhone. (It’s well worth the hassle!) iTunes 7.7 should automatically prompt you to update to iPhone software version 2.0. Follow the prompts to complete the installation and configuration on the iPhone.
3. OK, now we are ready — both for iPhone 3G owners and for the original iPhone (newly upgraded to version 2.0)
4. At the iPhone home screen, choose Settings.
5. Choose “Mail, Contacts, Calendars.”
6. Choose “Add Account.”
7. Choose “Microsoft Exchange.”



8. Fill in the following fields:



Email: (type your Hastings email address, e.g., `noble@uchastings.edu`)

Username: (type `uchastings\login` — without the quotation marks.) NOTE: make sure to type the `uchastings\` in front of your login name. The `\` backslash character is accessible on the special character menu on the iPhone keyboard. Also NOTE: do not type `@uchastings.edu` after your login name

Password: (type your Hastings email password.) Note the way iPhone 2.0 shows the last character you typed in a password field. Pretty neat, eh?

Description: (change the default description to `Hastings` or whatever you prefer.)

9. Click `Next` after you have finished filling in all the above fields. iPhone will say `Verifying Exchange account information.` Then, it will come back and prompt:

“Enter your Exchange account information”

Here, you need to fill in a new field —

Server: (type “mail.uchastings.edu” — without the quotation marks.)

10. After filling in the “Server” field, choose “Next.”
11. Once the iPhone has verified your account, it will prompt:

“Select info to synchronize using Exchange”

My recommendation would be to choose all three options: Mail, Contacts, and Calendars.

12. After making your choices for which info you want to synchronize, choose “Save.”
13. Now, you will be prompted:

“Existing calendars will be removed from your iPhone.”

Choose “Sync” to proceed.

14. After the sync process is finished, you will be returned to the “Mail, Contacts, Calendars” setting screen. You should have a new “Hastings” account. You may wish to review one of the new account settings. Choose “Hastings” then you will notice the setting “Mail days to sync” and this will probably be set to 3 days. You have the option to set this to 1 day, 3 days, 1 week, 2 weeks, 1 month or no limit.

There are other general Mail options you may wish to review. For example, there is an option to choose font size for messages, an option to show a BCC label, etc.

15. Choose the main “Settings” menu.
16. You will note the option “Fetch New Data.” Some explanation is warranted here.

The new MS Exchange Sync ability of the iPhone uses (by default) what is called “push” technology. This means that our Hastings Email server will wirelessly “push” new messages, contacts, and calendar appointments to your iPhone as soon as they appear on the Exchange system.

However, I need to caution everyone that this push technology means that your iPhone will be working whenever a new item is pushed out. This will entail increased drain on your iPhone battery. I would recommend trying the new Exchange Sync feature in “push” mode and monitoring the amount of battery drain. There are other things you can do to reduce battery drain (e.g., turning off wireless.) But if you are not satisfied with the battery life of your iPhone, then you may wish to do the following:

Choose “Fetch New Data” on the Settings menu.

Choose “Push” to turn it off (if it was on).

Under the “Fetch” option, choose “Manually” (or whatever time period you wish.)

Choose the “Advanced” tab at the bottom of the screen.

Make sure that your new “Hastings” account is set to “Fetch” as well.

If you try the Fetch method and decide you want to go back to “Push” then just reverse these steps.

That’s it! Your iPhone should now be set up to sync wirelessly with the Hastings Email system. I had originally thought that I didn’t want to have the email function activated — only the calendars and contacts functions. However, I completely changed my mind when I discovered that the iPhone keeps email accounts separated. Also — the email function allows me to use our Hastings global address book — including all the distribution groups — when sending messages.

Caveat emptor: The above instructions are based on my personal testing of the iPhone. However, the Hastings I.T. department does not support any PDA-type devices. I am happy to offer personal advice but I.T. staff cannot accept requests to install or troubleshoot PDA questions.

Good luck (and enjoy!)

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