

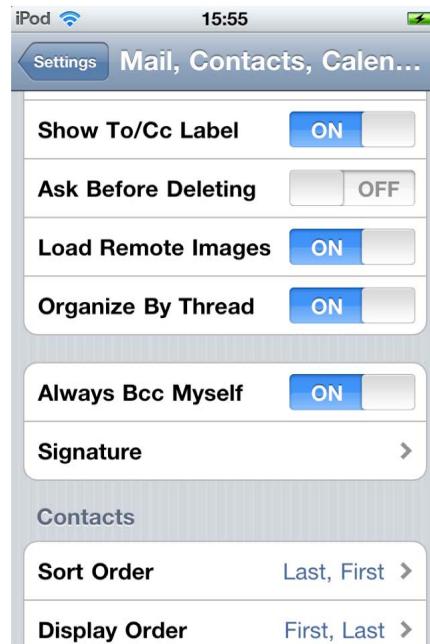


Configure Apple iOS (iPad, iPhone, iPod Touch) Device

1. Please make sure your iOS device is switched on and connected to the internet. These instructions assume you are using iOS version 4 software.
2. You will require the settings sheet which contains the settings that you received from Tech Support when your account was first created.
3. Initially use the wizard to setup your eMail account. You need to select a POP3 Mailbox and enter the details requested. Do not worry if you have entered the wrong values, they can be corrected in the next stage. It is essential to select POP3 as the type of account and to give the account a name such as **SRL-MAIL** as an example. When you have completed the settings wizard, return to the **Home** screen.
4. From the **Home** screen, select the **Settings** screen and select the **Mail, Contact Calendar** settings panel. This results in the following screen:



5. Scrolling down reveals further settings. You can select the settings to your preference although the settings shown are the default settings:

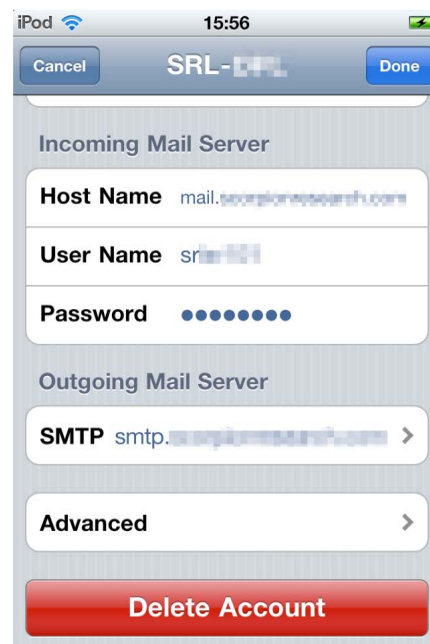


6. Scroll back to the top of the screen and select the Account that you created under the Accounts section to reveal a screen similar to:



7. If you do not see the heading "**POP Account Information**", it is possible you did not create a POP mailbox account when using the wizard. You should delete this wrongly created account by pressing Delete at the bottom of the screen to start again.

8. Please enter your full name in the box marked **Name**. This is the name that the recipient of your eMail messages will see in their "Sender" column. Similarly, enter your eMail address in the **Address** box as you would like it to appear to the recipient. The **Description** is the name of this account for you to identify this mailbox account on your iOS device. It can be something you feel is appropriate.
9. The **Incoming Mail Server** section needs to show your domain specific outgoing mail server information. Enter the name of the **Host Name** as "mail.domain.co.uk" using your own domain name as shown on your settings sheet:



10. Enter your eMail username in the box marked **User Name** and enter your eMail password in the **Password** box.
11. The **Outgoing Mail Server** section needs to show your domain specific outgoing mail server information. Press the SMTP server section to make changes.

12. Select the Primary Server section so that you can make changes to the main SMTP Outgoing Mail Server that you will normally use:



13. Selecting the Primary Server displays a screen similar to the following where you should enter the name of the **Host Name** as "mail.domain.co.uk" using your own domain name as shown on your settings sheet.



14. Enter your eMail username in the box marked **User Name** and enter your eMail password in the **Password** box.
15. Ensure the **Use SSL** option is **Off** and set the **Authentication** method to **Password**. The **Server Port** should be **25**.

16. Please note that depending on your connection method, you may find that SMTP Outgoing Mail is blocked by your broadband or cellular provider and that you are unable to send outgoing messages. In those situations, you should use the settings for the SMTP Outgoing Mail Server as provided by your broadband or cellular provider. If you travel with your iOS device, it is possible you may find different locations have different levels of success.

It is not harmful to your iOS device to keep a selection of known SMTP server settings configured into your device to enable convenient outgoing mail facilities when travelling.

If you know your SMTP Outgoing Mail connection is not blocked by your broadband or cellular provider, you can use the details shown on your settings sheet. Otherwise, you can enter alternative SMTP server settings on the SMTP Outgoing Mail screen.

17. Return back to the Mail Settings screen and the next section is marked **Advanced** as shown below:



18. Pressing the **Advanced** button lets you gain access to the **Advanced** screen with settings as follows:



19. The **Remove** settings can be set to your preference. The **Incoming Settings** section must have the correct settings. Ensure that **Use SSL** is **Off** and that **Authentication** is set to **Password** specifically. The **Delete From Server** is usually set to **When Removed From InBox** to compliment your desktop eMail software settings.
20. Return to the **Home** screen and select your Apple Mail software. You are now ready to send and receive your eMail using your Apple iOS device!
21. In general, you should ensure that you manually delete your old eMail from your eMail software as part of your routine maintenance operations. Overfilling your mail folders can cause the eMail software to fail and you could potentially lose all eMail messages stored inside the mail folders. Important messages should be stored outside of your eMail software and form part of your regular backup process. If you need guidance on backup procedures, please contact Tech Support.
22. For more information about Apple Mail software, please contact Apple directly via the Internet at <http://www.apple.com> for the latest updates.

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