

SYNAQ Mobile Phone Setup

Android and iPhone – ver 1.1



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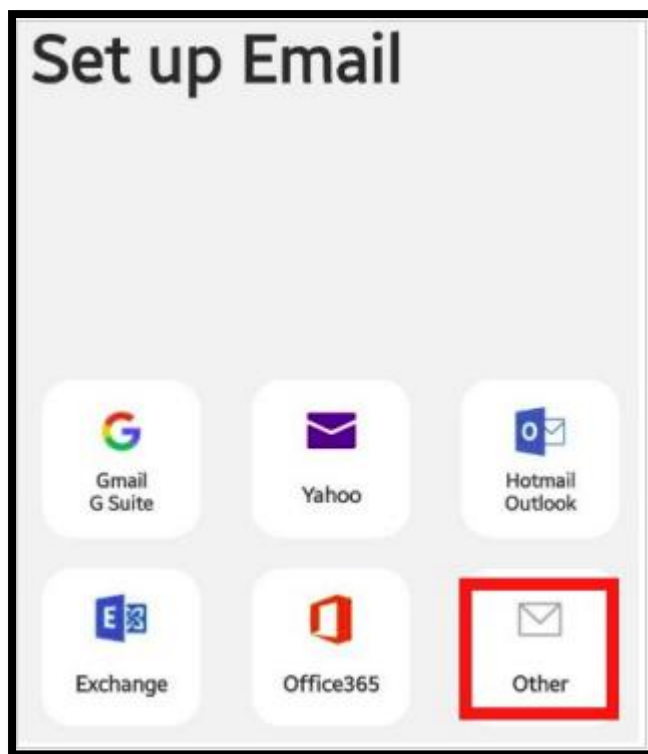
1. Purpose

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

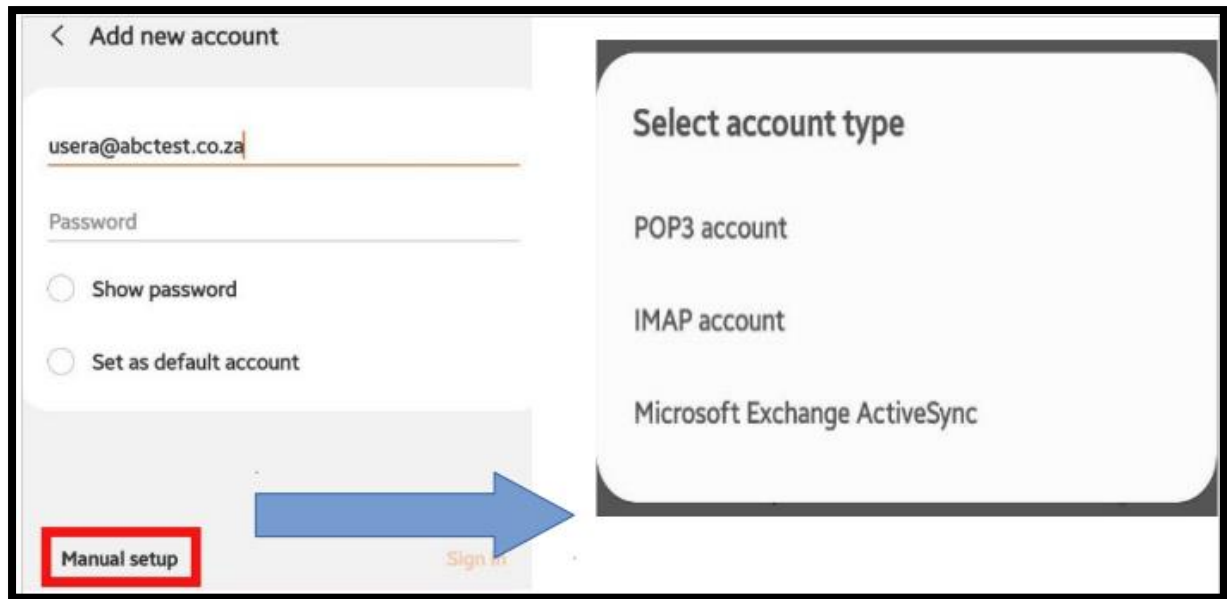
2.1. IMAP/POP3

- 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:

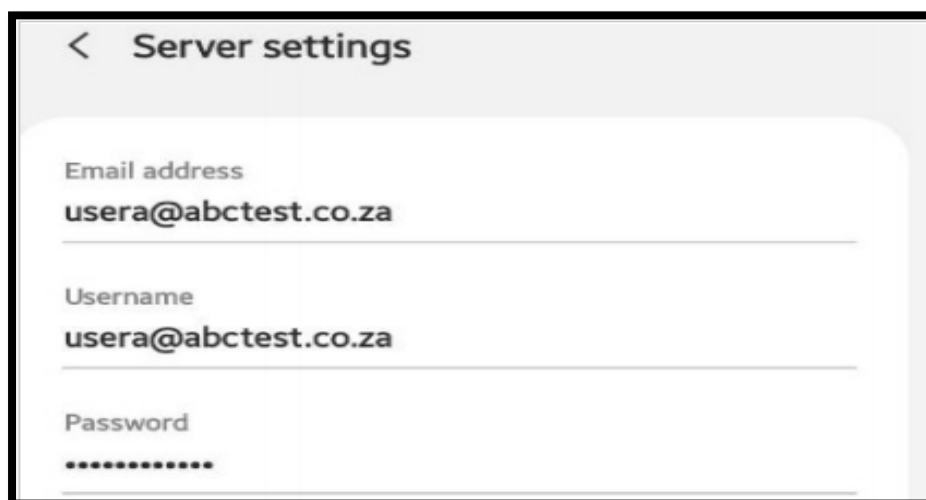


- input your Username and Password.
- Click on Manual Setup
- You will be redirected to setup the mailbox manually
- Choose POP3 or IMAP
- The same options will appear for either POP3 or IMAP, the only difference is the mail port used in their respective settings

POP3 Settings:

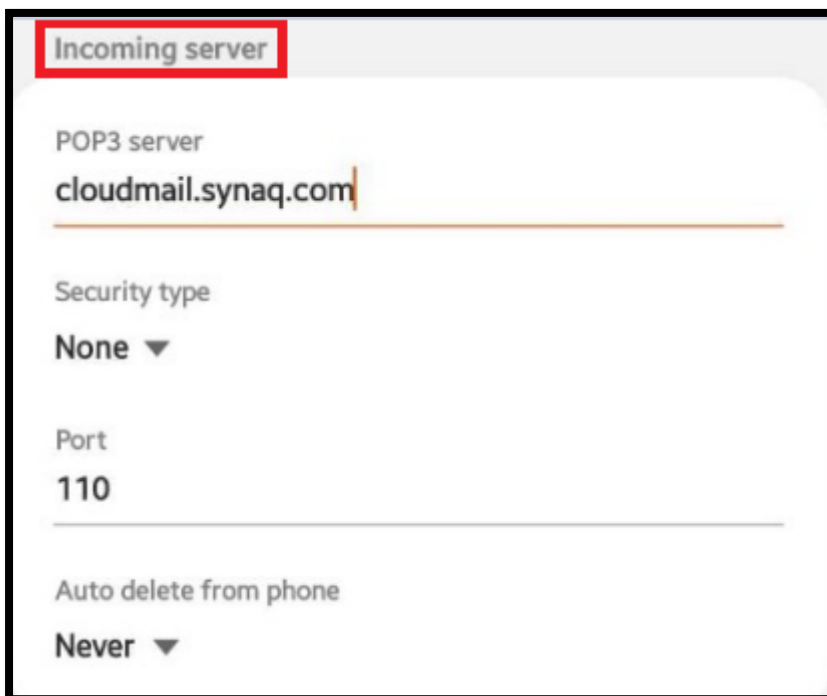
- Enter in your email address, username (which will be the full email address) and the mailbox password






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



The screenshot shows a settings form titled "Incoming server" in a red-bordered box. The form contains the following fields:

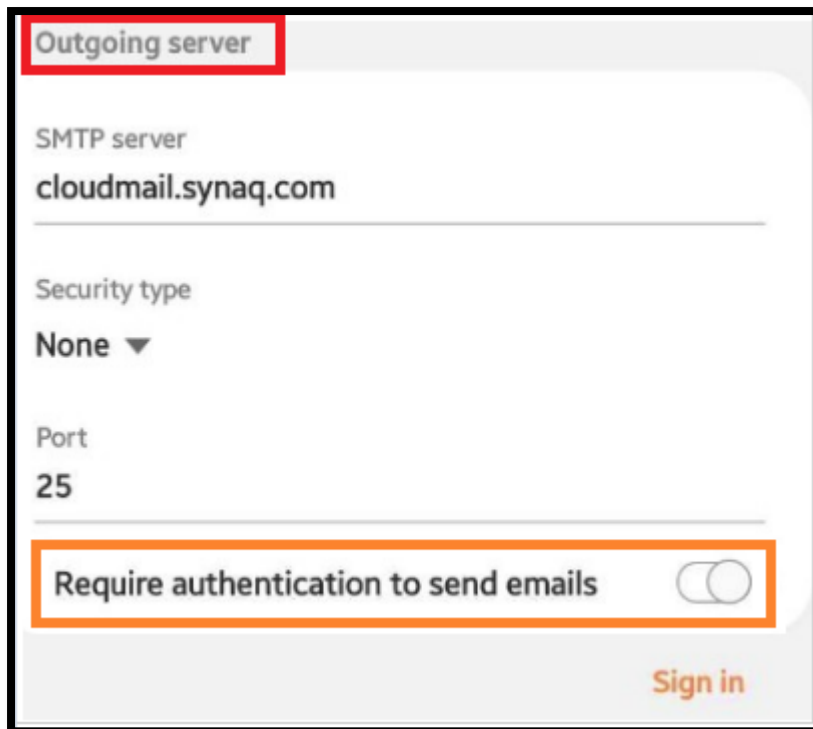
- POP3 server:** cloudmail.synaq.com
- Security type:** None ▼
- Port:** 110
- Auto delete from phone:** Never ▼





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 ☒

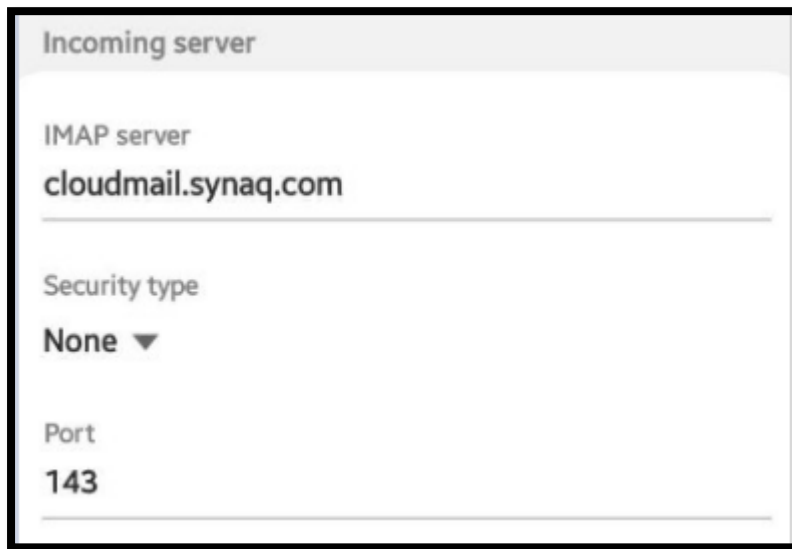
Sign in





IMAP Incoming server settings:

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



The screenshot shows a form titled "Incoming server". It contains three fields: "IMAP server" with the value "cloudmail.synaq.com", "Security type" with a dropdown menu set to "None", and "Port" with the value "143".

IMAP 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

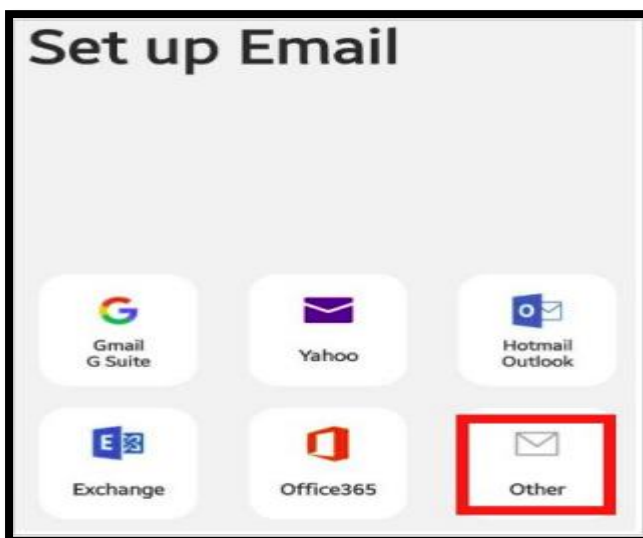
Require authentication to send emails

☐

Sign in

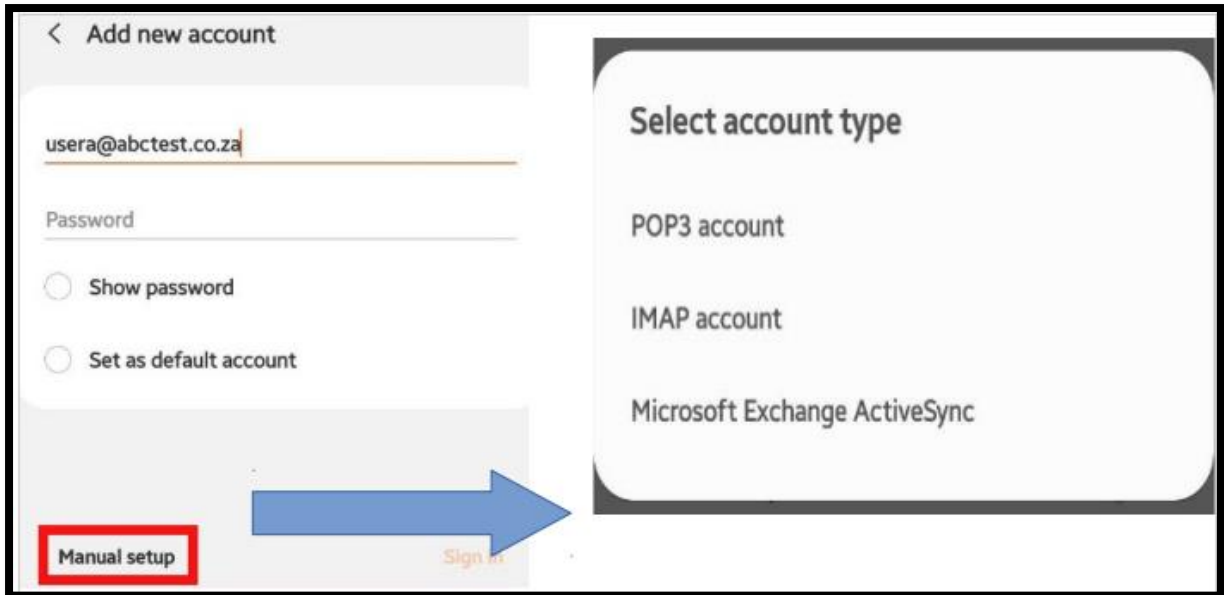
2.2. Android ActiveSync Setup

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



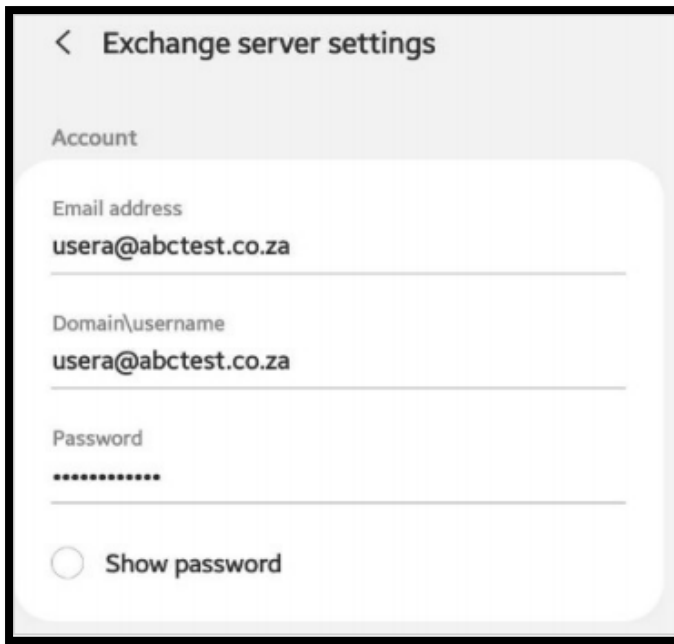


- Click on Other to start setting up your device up
- The below add new account screen will appear:



- 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

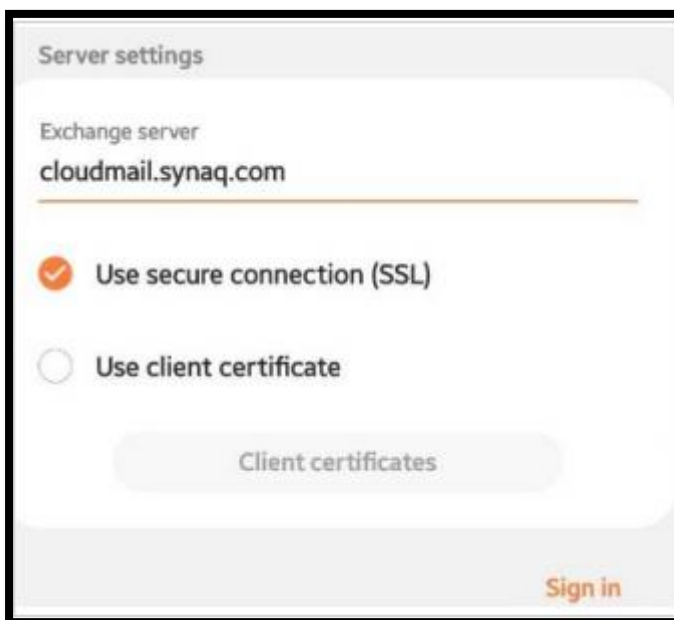
Email address
usera@abctest.co.za

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.synaq.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



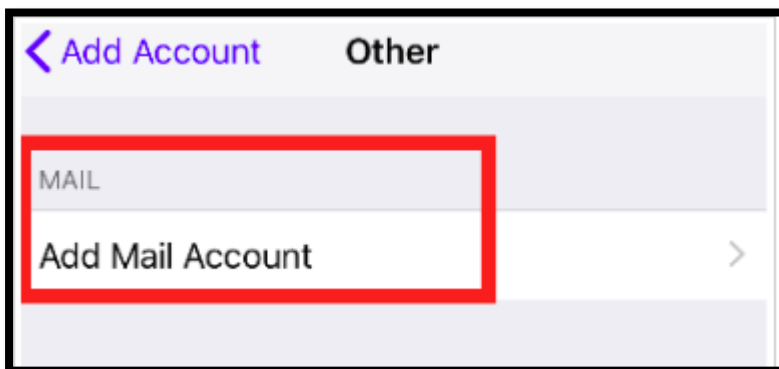


3.1. IMAP and POP3 Setup

- Select Other

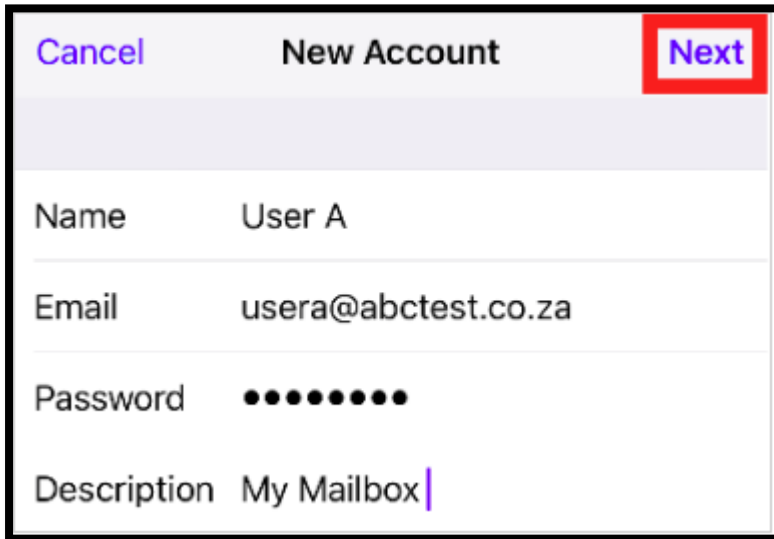


- Next Click Add Mail Account





- 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:

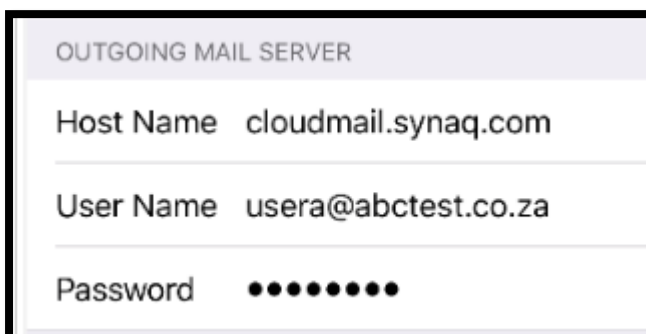
- You can select IMAP POP at the top of the screen. The POP3 and IMAP server settings are identical.
- Under Host Name enter cloudmail.synaq.com
- Username will be the full email address
- Under Password enter in the user's mailbox password





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



- 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



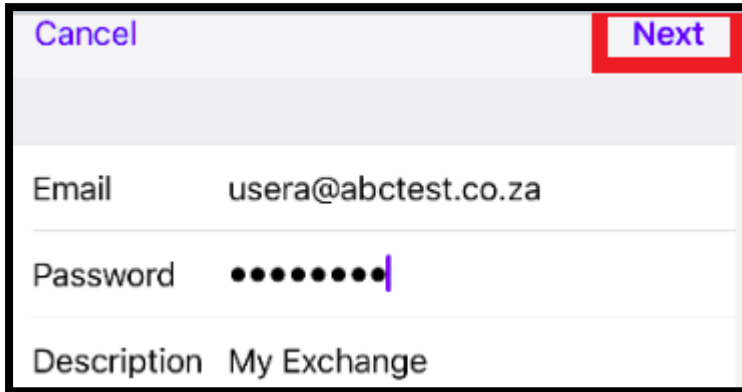


- Input your Email address and Password
- choose the option to Configure Manually



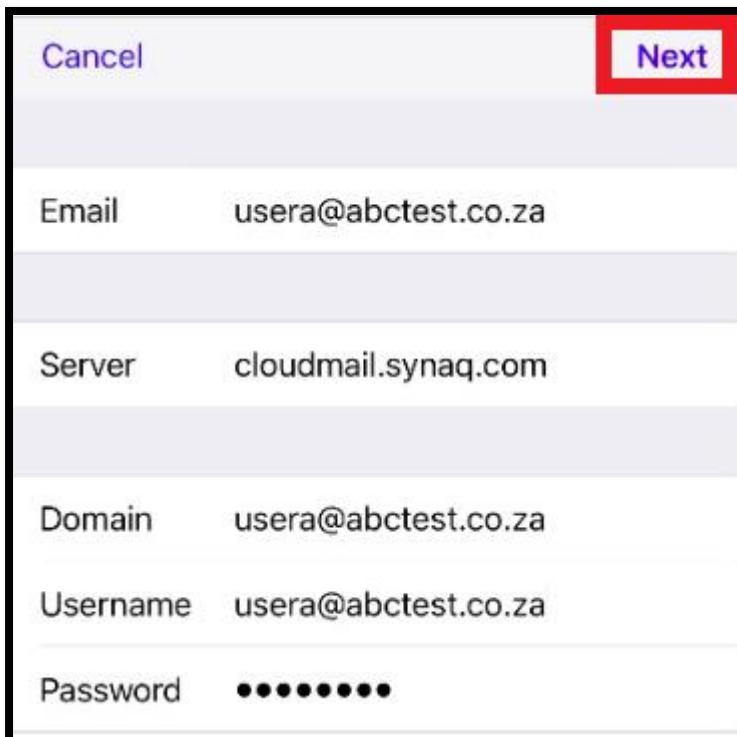


- Under Email enter in the full email address of the user
- Under Password enter in the user's mailbox password



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

