



Hosted Exchange Setup Instructions

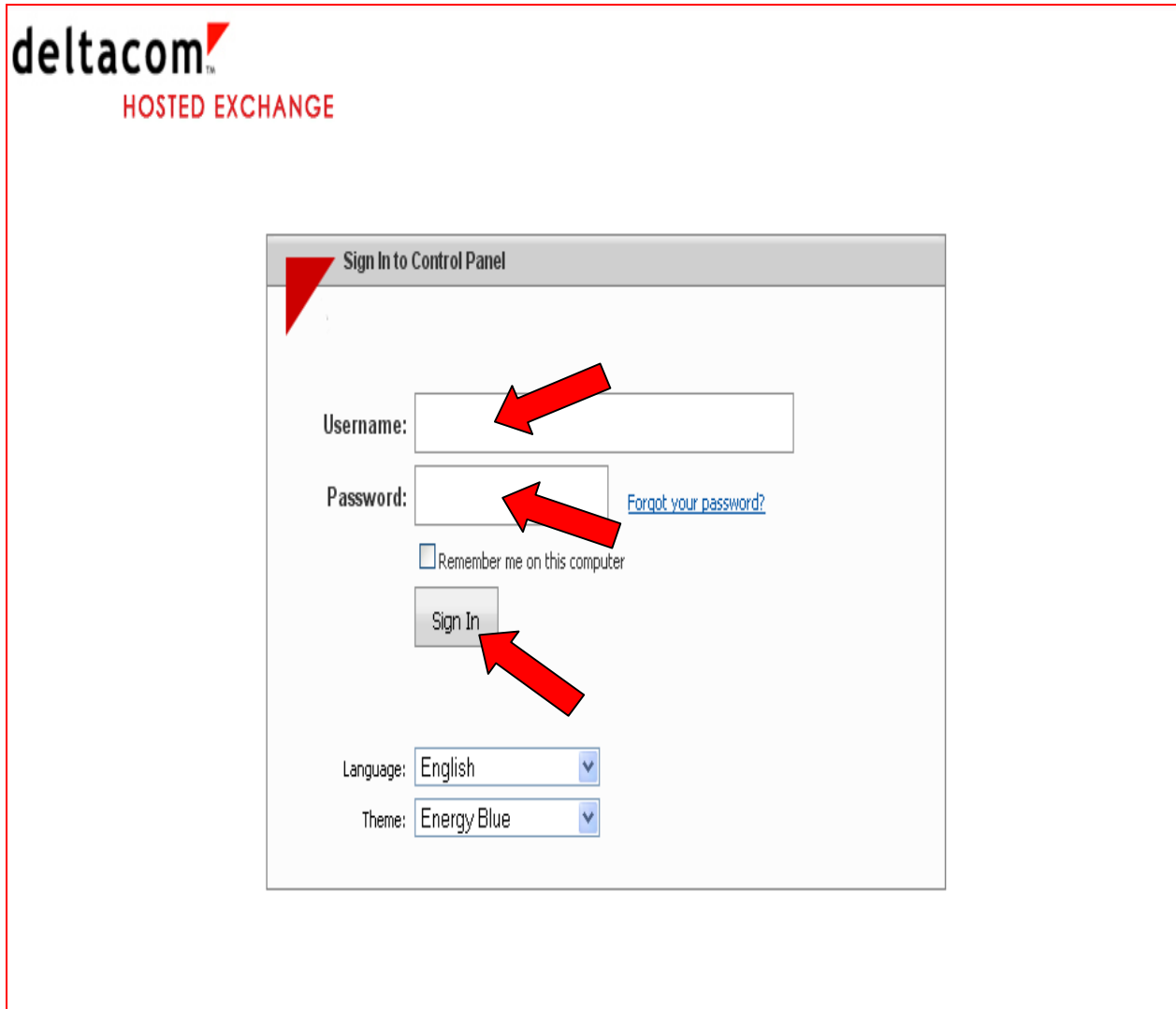
Rev. 5.5, November 4, 2011

Hosted Exchange Basic and ActiveSync.....pgs 2 - 8
Blackberry Hosted Exchange.....pgs 8 - 11
Hosted Exchange and POP Combination.....pgs 11 – 13
Additional Information.....pg 13 - 14

2 Earthlink Business Hosted Exchange Instructions

****See setup email body for login name and password****

Navigate to <http://hosting.deltacom.com> to begin creating email users/accounts

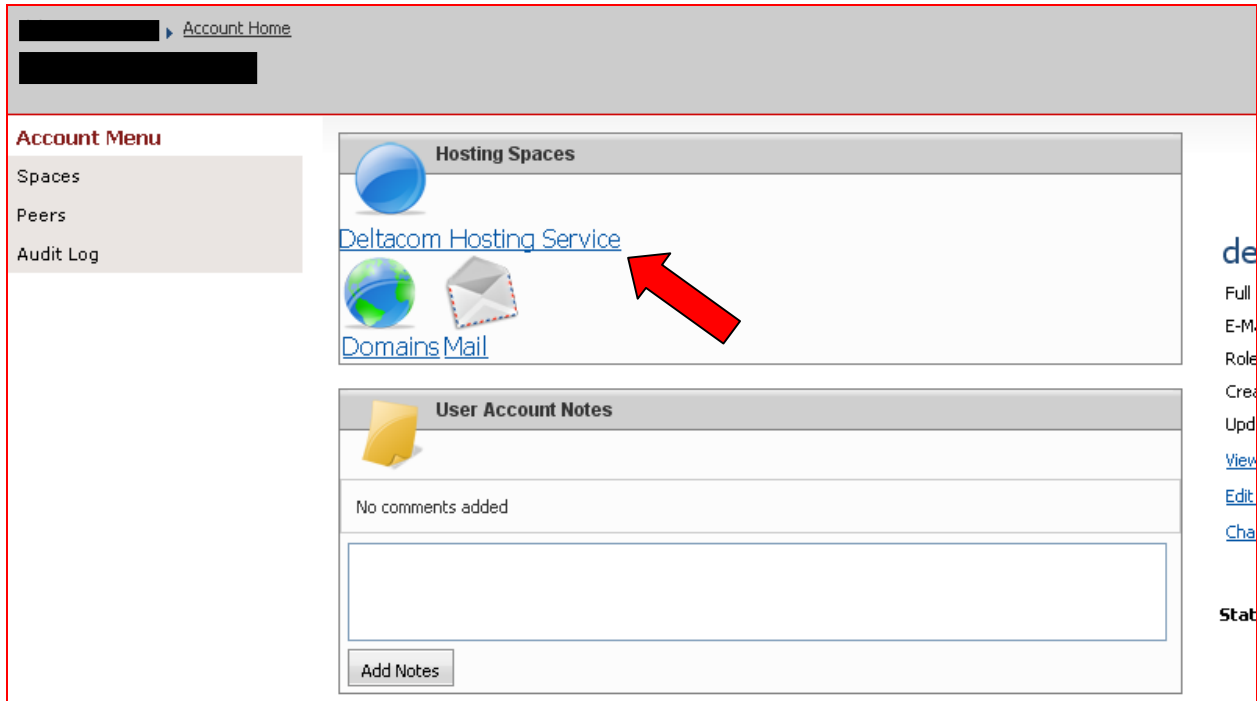


The screenshot shows the "Sign In to Control Panel" form for Deltacom Hosted Exchange. The form includes the following elements:

- Username:** A text input field with a red arrow pointing to it.
- Password:** A text input field with a red arrow pointing to it. To the right of the field is a blue link that says "Forgot your password?".
- Remember me:** A checkbox labeled "Remember me on this computer".
- Sign In:** A button with a red arrow pointing to it.
- Language:** A dropdown menu currently set to "English".
- Theme:** A dropdown menu currently set to "Energy Blue".

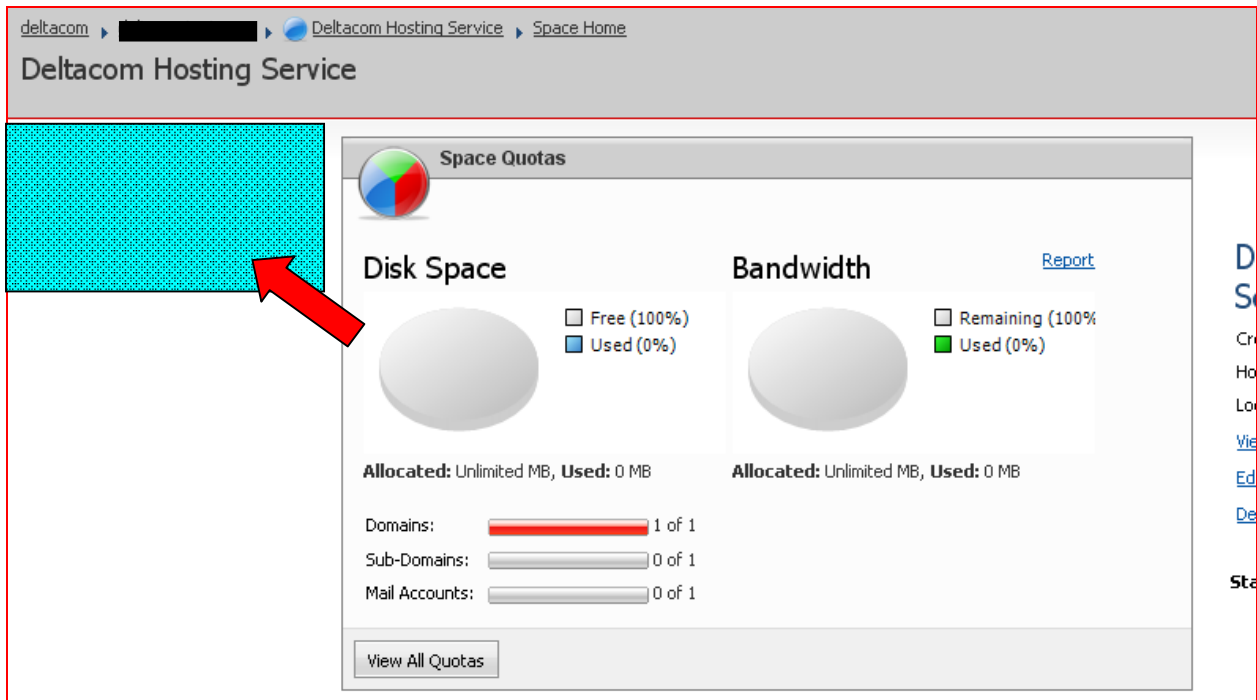
Enter username and password and click "Sign In" to access administrator functions.

3|Earthlink Business Hosted Exchange Instructions



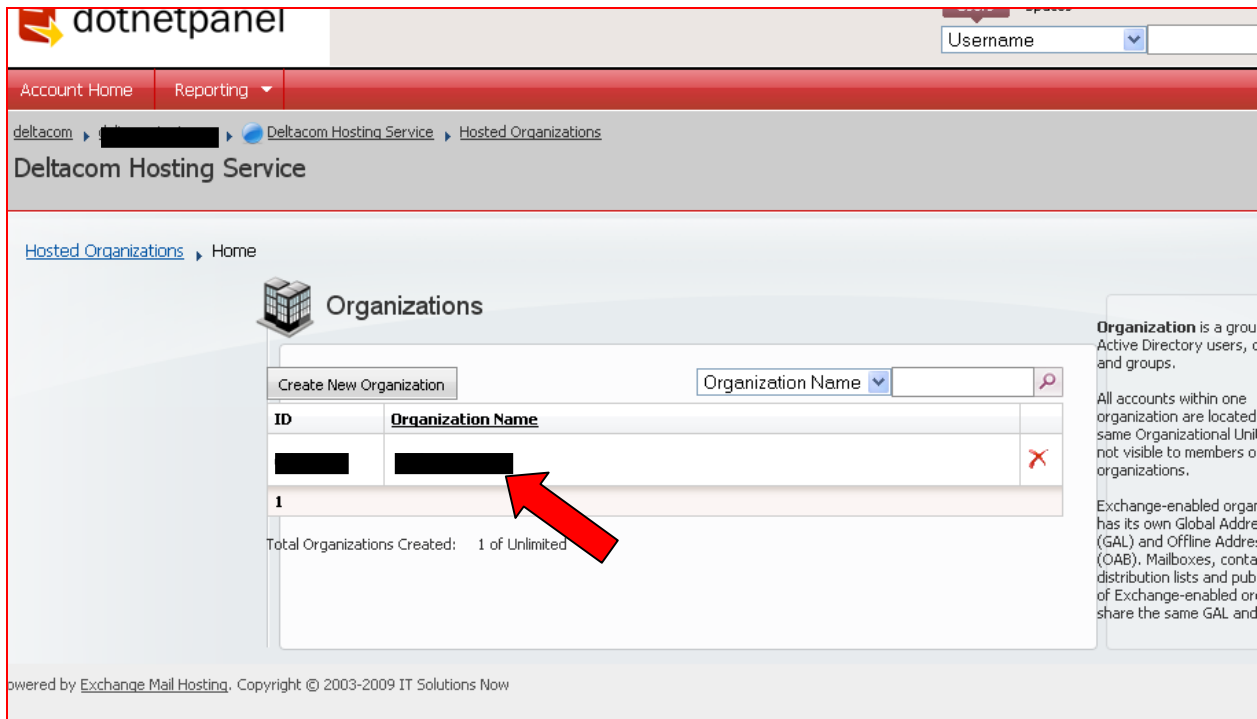
Click the “Deltacom Hosting Service” link

Locate the Hosting Space Menu on the left; click the Hosted Exchange link.



4 Earthlink Business Hosted Exchange Instructions

Click the Hosted organization name

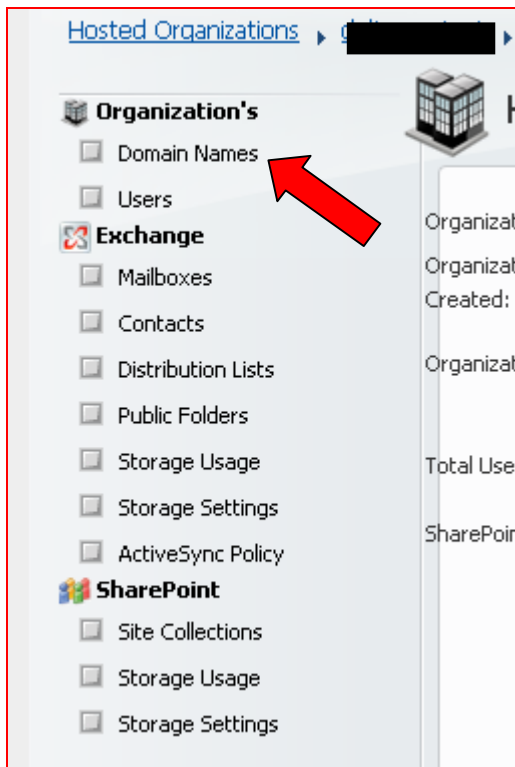


The screenshot shows the dotnetpanel interface for Deltacom Hosting Service. The breadcrumb trail is: [deltacom](#) > [\[redacted\]](#) > [Deltacom Hosting Service](#) > [Hosted Organizations](#). The main heading is "Deltacom Hosting Service". Below it, there is a link for "Hosted Organizations" > Home. The "Organizations" section features a "Create New Organization" button and a search field for "Organization Name". A table lists organizations with columns for "ID" and "Organization Name". The first row has a red arrow pointing to the "Organization Name" cell. Below the table, it says "Total Organizations Created: 1 of Unlimited". On the right, there is a help text box explaining that an organization is a group of Active Directory users, contacts, and groups, and that all accounts within one organization are located in the same Organizational Unit.

ID	Organization Name
[redacted]	[redacted]
1	

Total Organizations Created: 1 of Unlimited

Next, click the Domain Names link

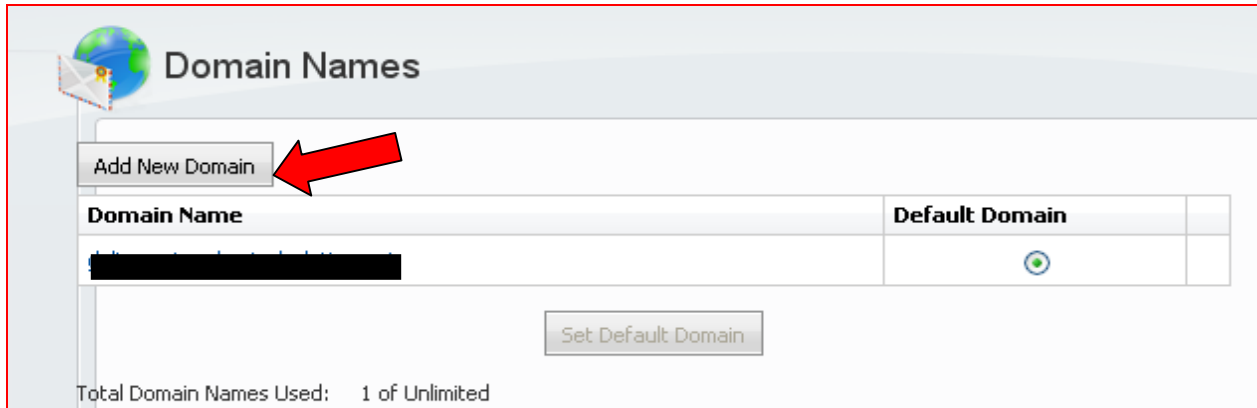


The screenshot shows the "Hosted Organizations" > [\[redacted\]](#) > [\[redacted\]](#) breadcrumb trail. The "Organization's" sidebar menu is visible, with a red arrow pointing to the "Domain Names" link. Other links in the menu include Users, Exchange (with a sub-menu), Mailboxes, Contacts, Distribution Lists, Public Folders, Storage Usage, Storage Settings, ActiveSync Policy, SharePoint (with a sub-menu), Site Collections, and Storage Settings.

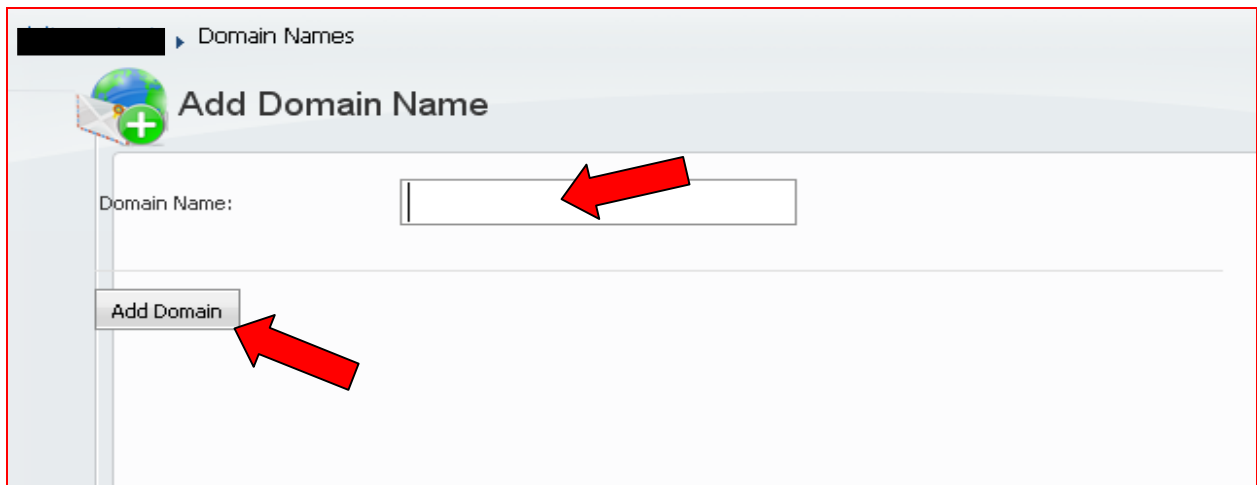
- Domain Names
- Users
- Exchange
 - Organizat
 - Organizat
 - Created:
 - Organizat
- Mailboxes
- Contacts
- Distribution Lists
- Public Folders
- Storage Usage
- Storage Settings
- ActiveSync Policy
- SharePoint
 - Total Use
 - SharePoin
- Site Collections
- Storage Usage
- Storage Settings

5 Earthlink Business Hosted Exchange Instructions

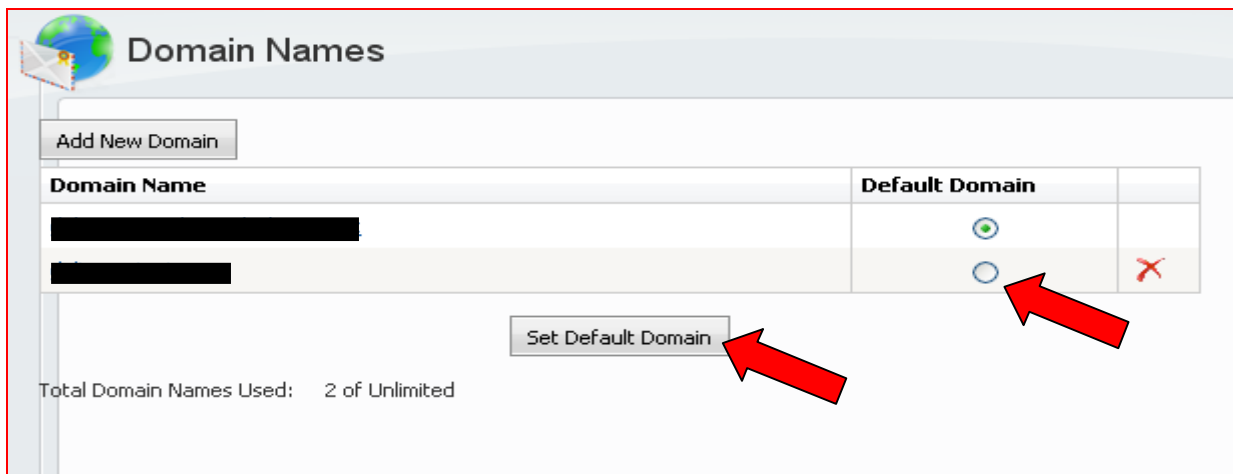
Click "Add New Domain"



Enter your domain and click "Add Domain"

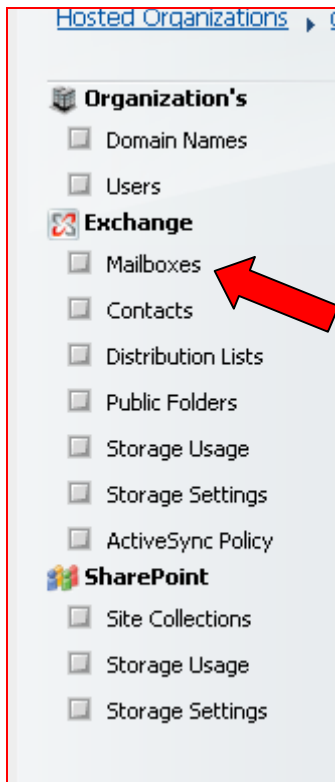


Make the just added domain the default domain (this step will be revisited later as this item will need to be deleted).

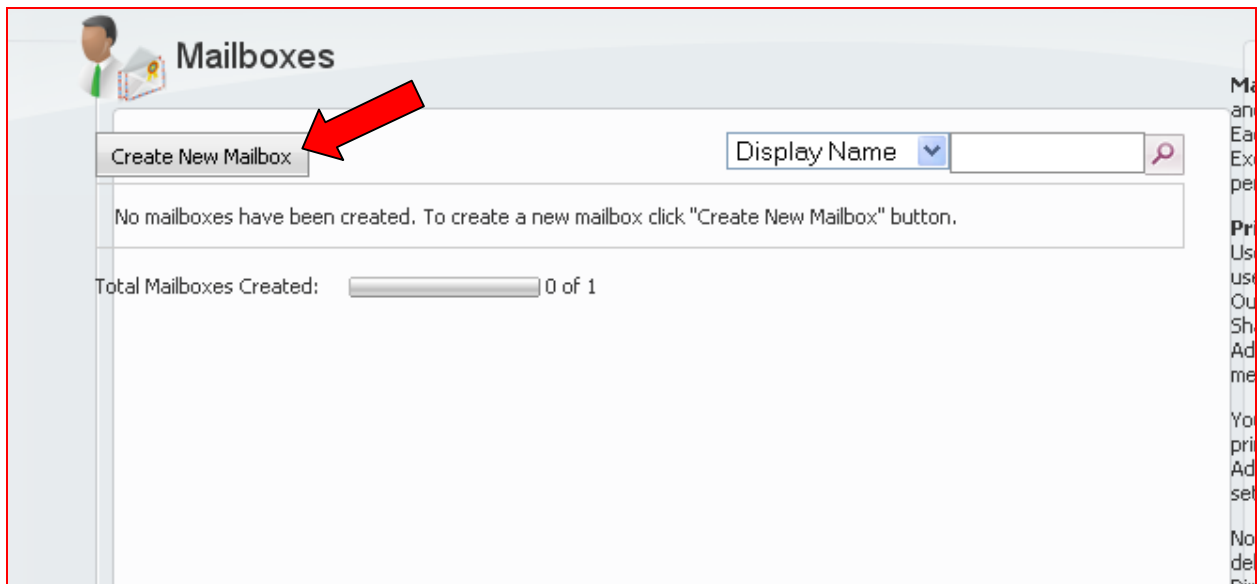


6 Earthlink Business Hosted Exchange Instructions

Click the "Mailboxes" link



Click "Create New Mailbox"



The screenshot shows a web form titled "Create New Mailbox" with a green plus icon and a user profile picture. Below the title, there is a sub-header with a plus icon and the text "Create New Mailbox". The main content area contains the following elements:

- A heading: "You can create a new user or select an existing user for whom you want to create a new mailbox."
- Two radio buttons: "New user" (selected) and "Existing user".
- A "Display Name: *" field with a yellow arrow labeled "1" pointing to it.
- An "E-mail Address: *" field with a yellow arrow labeled "2" pointing to the text input and a yellow arrow labeled "3" pointing to the domain dropdown menu.
- A "Password: *" field with a yellow arrow labeled "2" pointing to it, and a "Confirm password:" field with a yellow arrow labeled "4" pointing to it.
- A "Choose mailbox type:" section with three radio buttons: "User Mailbox" (selected), "Room Mailbox", and "Equipment Mailbox". A yellow arrow labeled "5" points to the "User Mailbox" option.
- A "Send Setup Instructions" checkbox (checked) and a text input field containing "servicedeliveryipassign@deltacc".
- A "Create Mailbox" button at the bottom left, with a red arrow pointing to it.

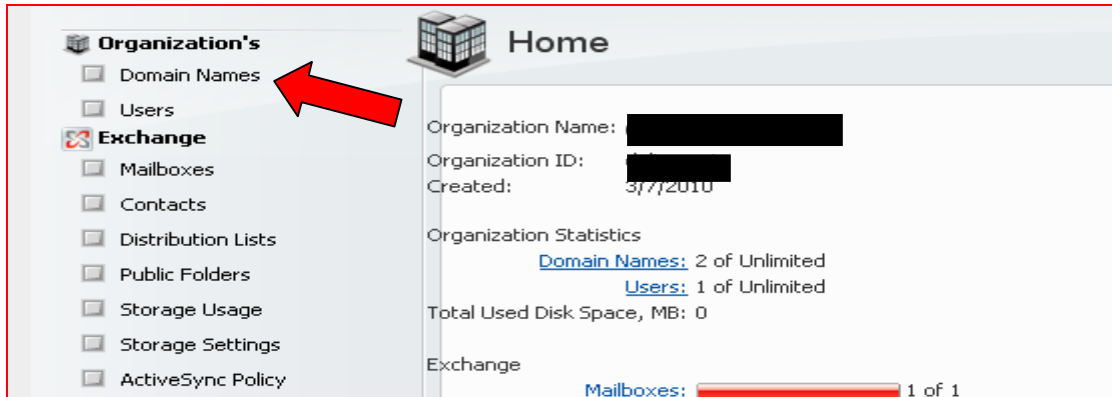
- 1) Display Name (ex. John Smith)
- 2) Desired email address
- 3) Domain name (choose your domain name from the dropdown instead of the one ending in "myhostedsolution.net")
- 4) Desired password (***When creating email boxes, for security reasons, please use secure passwords consisting of at least 8 characters (upper and lower case letters, numbers)**)
- 5) Enter password again for verification

The ability to send instructions to any email address is also available at the bottom.

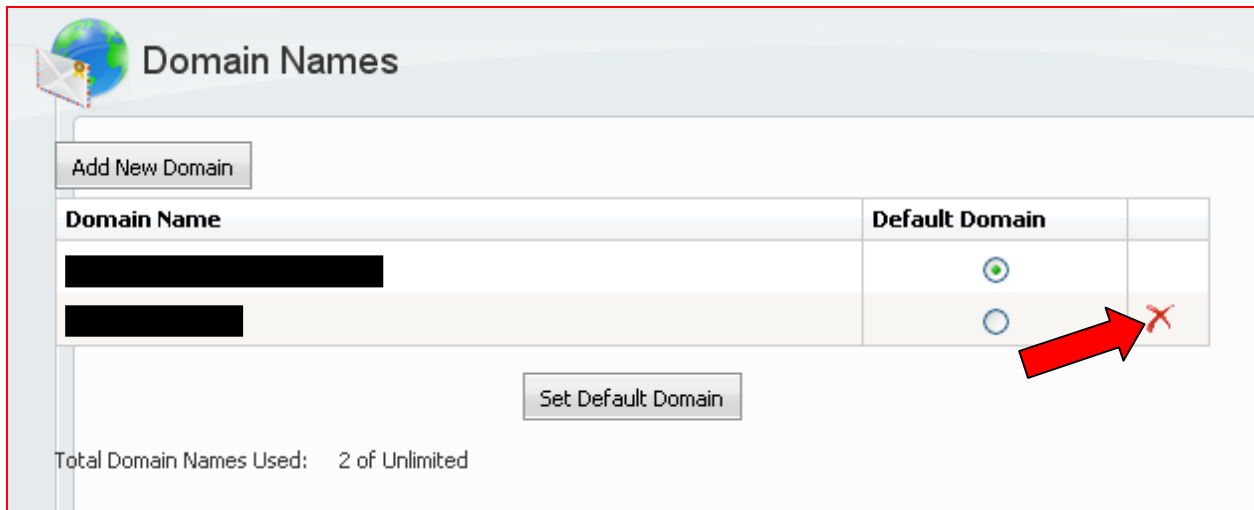
End by clicking "Create Mailbox" to save the account.

Once the email address is entered, the user first name and last name will need to be entered along with the hidden email address for Exchange. To do this, once your user is created, click on the Mailboxes link at the left of the portal again. This will display the users you have created...click on your user under the column "Display Name". This will bring up the General tab for the box. Enter something in the first name and last name field then scroll down and hit the save button. Next, click the tab for Email Addresses; change the domain name in the dropdown to the one ending in "myhostedsolution.net". Next, enter the first part of your email address (the part to the left of the @ symbol) in the Email Address field under "Add New Email Address".

Click the “Domain Names” link



Click the red X to delete the previously added domain (this should leave only the domain ending in “myhostedsolution.net”).



****Note – anytime a new email account is added to Hosted Exchange the customer domain must be re-added; domain must be removed when email account is successfully added.****

Hosted Exchange with Blackberry

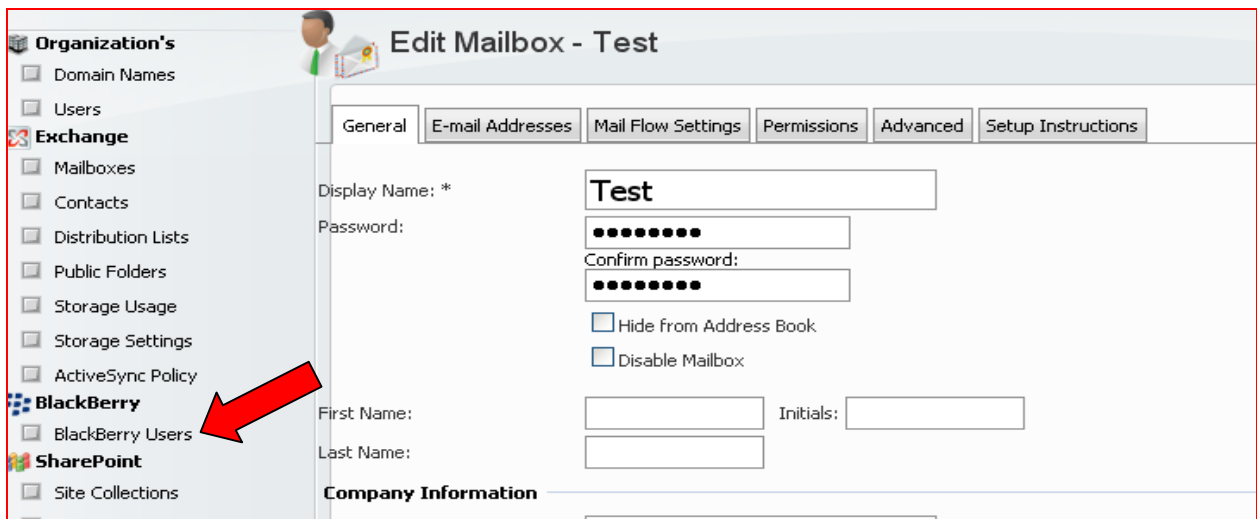
****Note – This section is only for customers who purchased the Blackberry Exchange option. The Blackberry menu item will not appear if this option was not purchased.****

Once an email account is successfully created the following screen appears

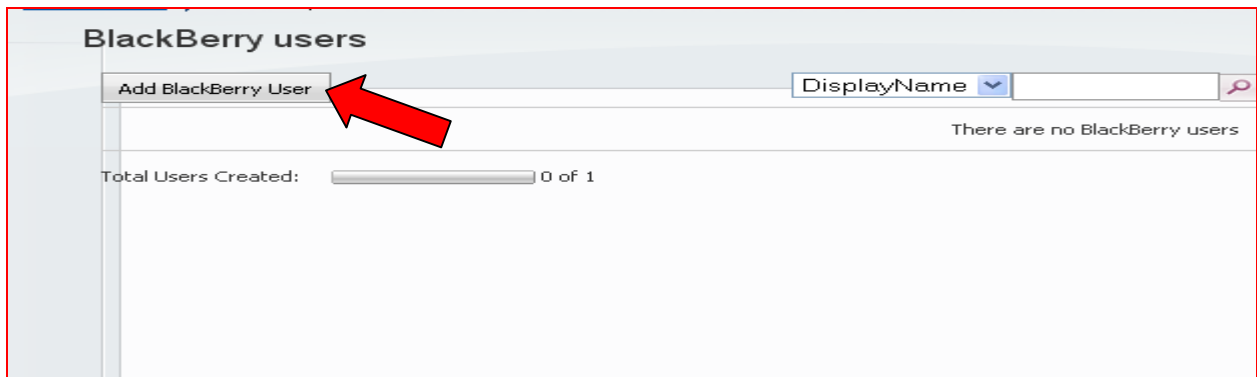


If the Blackberry option was purchased, it will be necessary at this step to enter a first and last name for the account.

Click the "Blackberry Users" link



Click "Add Blackberry User"



Users can be added either by entering a display name or by clicking the list icon

Add BlackBerry User

Display Name: * [Clear](#)

List Icon

List icon view

Exchange Address Book

Include in search: Mailboxes

Display Name

Display Name	Primary E-mail Address
Test	[REDACTED]

Once a user is selected and the “Add Blackberry User” button is clicked, the following will display

BlackBerry User

Set activation password

Set activation password with expiration time from 1 to 720 hours
 Set and e-mail random activation password with default expiration time 48 hours

Password:
 Time:

PIN	
Device Type	N/A
State	Active
Sent	0
Pending	0
Expired	0
Status	0
Last fwd time	
Last sent time	
Last contact time	
Last result	NO_VALUE
Creation Time	20100307 09:33:16.853

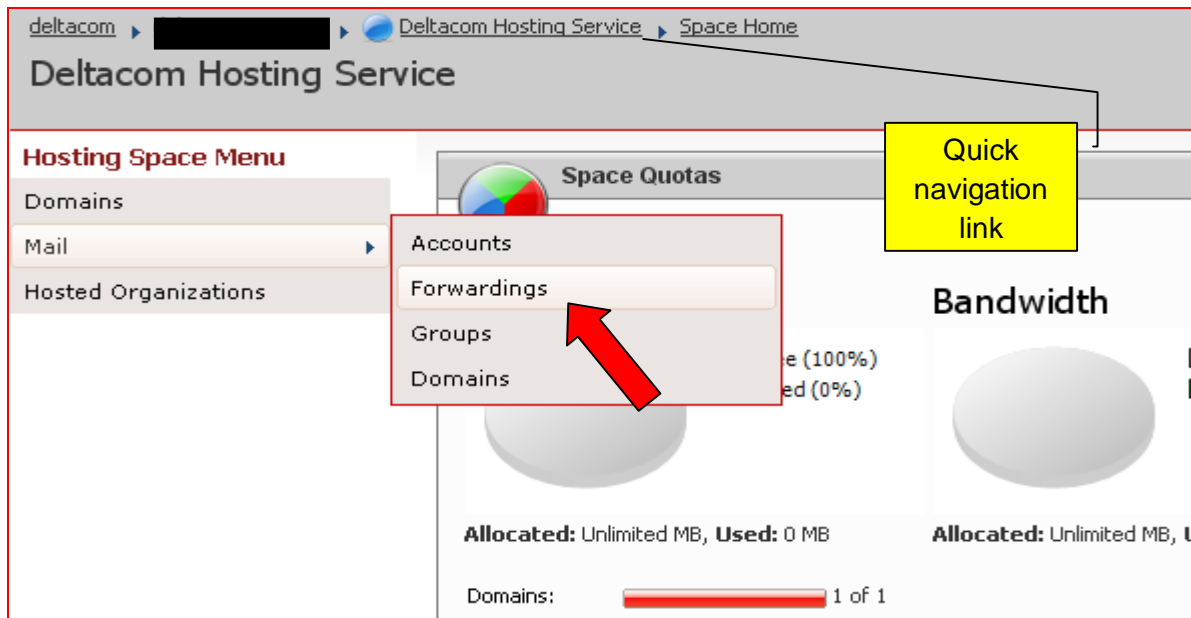
A set activation password can be used for Blackberry devices or a random password can be generated. This password will automatically email to the user being set up. Administrators also have the options at this screen to delete a Blackberry user or to delete data from a Blackberry device. This screen also gives information about device activation (once the device is successfully activated) as well as other useful data.

Hosted Exchange and POP Email Combination

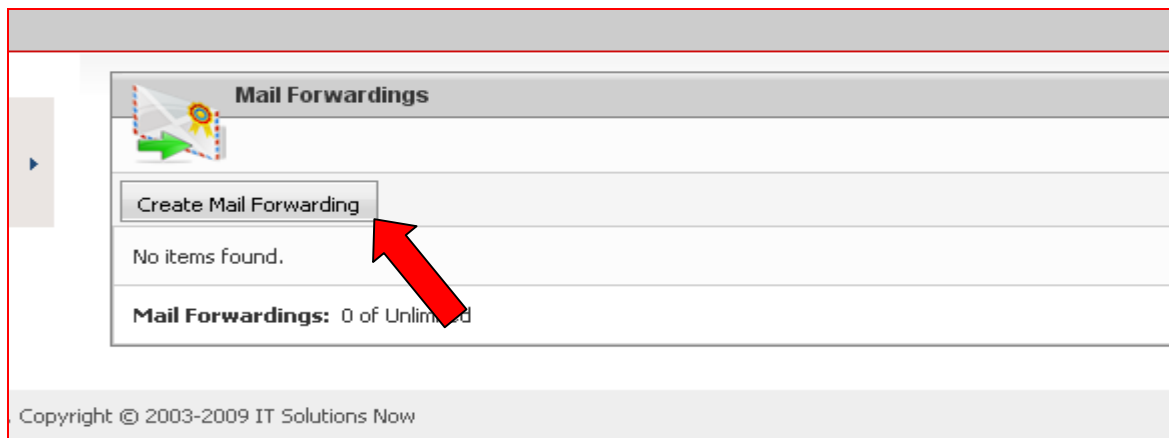
Hosted Exchange and POP email service can be combined as well through POP forwarding bridging.

Once a Hosted Exchange account has been created with dual POP and Exchange service, **DO NOT DELETE** the second added domain (the domain that does not end in “myhostedservice.net”) as it will be used to create the forwarding bridge. Only after all forwarding bridges have been created should the second domain be removed.

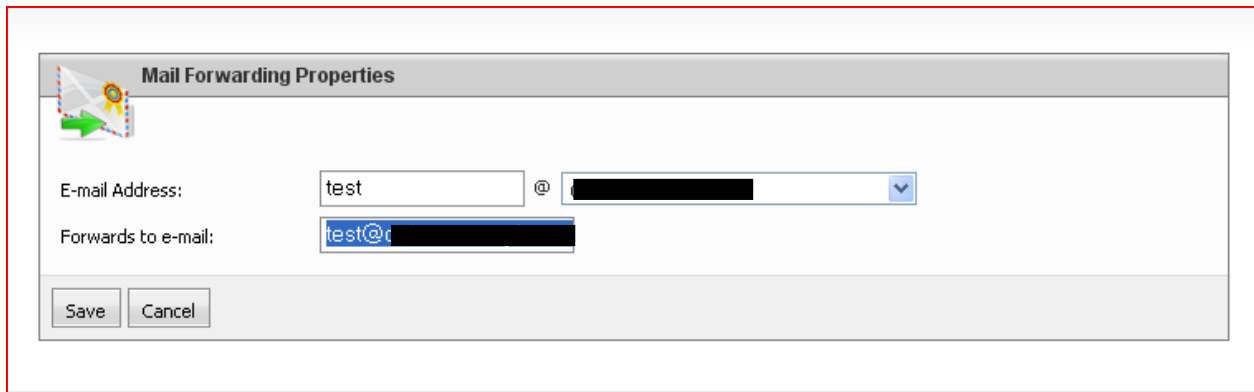
To create the bridge, navigate to the “Forwardings” item located under the “Mail” item under the Hosting Space Menu (quick navigation tip: click the “Deltacom Hosting Service” link that displays at the top of every screen).



Click "Create Mail Forwarding"



Enter the Exchange users true email address and select the proper domain name from the dropdown (two domains will show here...the proper domain and the domain ending in "myhostedservice.net"...choose the latter). For the "Forwards to e-mail" field, enter the users email account name followed by the Hosted Organization name and .myhostedservice.net. For example, if the Hosted Exchange account created was john@smith.net, that email address would be entered for the Email address item. If the Hosted Organization for this account was smith, the address for the "Forwards to..." field would be john@smith.myhostedservice.net. Once the proper information is added, click the Save button to save the bridge.



The second domain can now be deleted from within the Hosted Exchange portal if no more bridges are to be built.

Note: In some instances, a split domain setup causes the hidden Exchange domain to show up as a second domain under Mail > Domains. If receiving issues arise, please delete the domain ending in “myhostedservice.net” here to resolve the issue.

Additional Information

Webmail access: <https://ex2010.myhostedservice.com/owa>

Exchange records:

1. Hosted Exchange only – MX records exchange01.deltacom.net (priority 10) and exchange02.deltacom.net; also requires a CNAME of autodiscover directed to autodiscover.myhostedservice.com.
2. Exchange and POP combination – MX record mail10.deltacom.net and CNAME record autodiscover.myhostedservice.com.

Hosted Exchange client instructions:

- ❖ Create a new mail profile for Outlook 2010
Start -> Control Panel -> Mail -> Show Profiles -> Click Add
- ❖ Next a window will appear to configure your mail profile; choose Manually configure server settings and click Next
- ❖ Under Choose Service, select Microsoft Exchange and click Next
 - Microsoft Exchange Settings
 - Microsoft Exchange Server: exchange.myhostedservice.com
 - Use cached Exchange Mode should be checked

- User Name: your email address (ex: john@smith.com)
- ❖ The message “The action could not be completed. The connection to the Microsoft exchange server is unavailable. Outlook must be online or connected to complete this section” will display. Click OK. A window will then display with the Exchange server name and mailbox, click OK again.
- ❖ A settings window will then display with four tabs: General, Advanced, Security, and Connection...click on the Connection tab.
 - Near the bottom of the connection tab, check the box for “Connect to Microsoft Exchange using HTTP”.
 - Click Exchange Proxy Settings
- ❖ Under Exchange Proxy Settings, add the following information:
 - “Use this URL to connect...” – ex2010.myhostedservice.com
 - Check the box for “Only connect to proxy servers that have this principal name or certificate”
 - Enter msstd:ex2010.myhostedservice.com in the text entry box immediately after
 - Check the boxes on both “On fast network...” and “On slow network...”
 - Under proxy authentication settings, select Basic Authentication in the dropdown
 - Click OK
- ❖ Click Apply, then OK, then Next, and then Finish.

