Business Email

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1.1 Configuring Microsoft Outlook 2011.
*Business Email Professional Users Only.

Download / Install / Upgrade Microsoft Outlook 2011:

1. Log on to the TELUS UC Management Center at *TELUS.com/manageUC*.

2. From the **Home Page**, on the top menu bar select **Services > Exchange > Download Outlook**.

3. Follow the instructions to download and install Microsoft Outlook 2011 onto your computer.

Configure Microsoft Outlook to Connect to Your TELUS Mailbox:

1. Open Microsoft Outlook 2011.

2. Click on the **Tools > Accounts**.

3. The **Accounts** dialogue box will open. In the lower right-hand corner, click on the Add button ⊞ ▾ . **> Exchange.**

4. Enter your email address.

5. Under **Authentication**, ensure that the **Method** field is set to **User Name and Password** and enter your credentials in the following format:

   User Name: Your email address (same as step 4)
   Password: Your password

6. Uncheck **Configure Automatically** to bring up the **Server** field. Enter the following server address: <mail.exchange.telus.com>.

7. Click **Add Account**. Once your account has been configured successfully it will appear in the left pane of the **Accounts** dialogue box and your messages and data will begin to download. You will know that your account is connected when the indicator next to your account name turns green.

1.2 Configuring Entourage 2008.

Configure Entourage 2008 to Connect to Your TELUS Mailbox:

1. Open Entourage and at the top scroll down select **Entourage > Account Settings** (If Entourage opens the automatic configuration, you can simply close it).

2. In the accounts window, select a new Exchange account.

3. In the **Account Setup Assistant** window, check "My account is on an Exchange Server".

4. In the same window, look to the bottom and click **Configure Account Manually**, another window will appear called **Edit Account**. In this window, enter your name in the Account Name field. This name will be used to recognize the account that you have on the Exchange 2007 server.

5. Under heading **Personal Information**, in the **Name box**, enter the name that you want people to see attached to your email address.

6. Email Address: this is the email address you use for your exchange account.

7. Under the heading **Authentication** in the **Account ID** box, enter your Hosted Exchange username in the format of your username@yourcompany'sdomain.com.

8. Leave the **Domain box** empty.

9. In the **Password** box, enter your hosted exchange password.

10. Under the heading **Server Information**, in the **Exchange Server** box enter:
    https://mail.exchange.telus.com/exchange/your@emailaddress.com

11. Check "**Save password in my Mac OS Keychain**".

12. Check "**This DAV service requires a secure connection (SSL)**".

13. Uncheck "**Override default DAV port**".

14. Click on the "**Advanced**" tab.

15. Under heading **Public Folder Settings**, in the **Public Folders Server** box, enter mail.exchange.telus.com.

16. Check the "**This DAV service requires a secure connection**" check box. <u>Uncheck</u> "**Override default DAV port**".

17. Click "**OK**" and you're finished!

1.3 Configuring Mac Mail OSX.

1. Open the Mac Mail OSX application.

2. If you have never run Mac Mail OSX before, skip to step 3.

   If you are adding your Business Email account to already-existing Mac Mail OSX accounts, go to **File > Add Account.**

3. Type the following information into the **Add Account** pop-up window:

   - Full Name: Your Name
   - Email Address: Your Business Email address
   - Password: Your password

4. Click **Continue**.

5. Mail will search for the Exchange server. When it detects the server, it will automatically configure your account. At this time, you'll have the option to download your Exchange Calendar and Contacts as well as your messages. If you'd like to download your Exchange Calendar to iCal and your Exchange Contacts to your Address Book, leave the tickboxes next to these options checked. If you'd like to opt out of either of these options, uncheck the corresponding box.

6. Once you are satisfied with your settings, click **Create**.

7. Mac Mail OSX will set up your account and begin to download your mail.

2. PC Email Clients.

2.1 Downloading Microsoft Outlook.

Download / Install / Upgrade to Microsoft Outlook

1. Log on to the TELUS UC Management Center at *TELUS.com/manageUC* using your main administrator account.

2. From the **Home Page**, click the **Services tab > Exchange > Download Outlook**.

3. Follow the instructions to download and install Microsoft Outlook onto your computer.

2.2 Configure Microsoft Outlook 2003/2007/2010/2013 to Connect to Your TELUS Mailbox.

To configure your email client to your Outlook email client, navigate to the following page within the UC Management Centre control panel:

1. Select **Services** from the top menu bar and select **Exchange > Configuration > Outlook Profile** from the drop-down menus.

2. Select a connection protocol that Outlook will use for accessing your mail account.

3. Select your desired Exchange Cached Mode.

4. Select and Download the appropriate executable file – either **Outlook Profile Setup** or **PRF**.

5. When the download is complete, run the executable file.

    The executable file configures your Outlook mail client profile and installs the Outlook Autologin application on your computer. The Outlook Autologin application automatically verifies your Outlook credentials each time you access Outlook. You can use the Outlook Autologin application to change the configuration of your Outlook profile any time after the setup is complete.

The executable file also checks to see if there is an existing profile for your mail client. If no profile is found, the program creates a new profile using defaults. If a profile is found, the program displays a dialog box with the following settings:

- **Profile Name** — A default profile name. You can overwrite any existing profile by selecting **Existing Profile** or you can type a new profile name.

- **Outlook Options** — For Outlook, this option is enabled; for previous versions of Outlook, it is disabled. Options include:

  - Local Copy. If checked, Outlook is configured with the Local Copy option enabled.

  - Connect Using HTTP. If checked, Outlook is configured to connect using HTTP.

Note

When creating or configuring your Outlook profile, you might receive the following message: Do you want to import setting from this file? Click **Yes** to proceed with the configuration.

2.3 Configuring Microsoft Outlook Express.

You can manually configure Outlook Express for the TELUS Business Email. To do this, you create an Outlook Express account:

1. Start Outlook Express.

2. Click **Tools > Accounts > Mail**.

3. Click **Add** and use the wizard to set up your account.

4. Specify **mail.exchange.telus.com** for your **Incoming and Outgoing Mail Servers**.

5. Under the "Servers" tab, you will need to:

   - Specify "IMAP" as the incoming mail server.

   - Type in your account name in the format *hostedmsx\username* as well as your password.

   - Check the "My server requires authentication" check box.

Troubleshooting

If your ISP blocks port 25, you can alternatively set your email client to communicate on port 2525 to our SMTP server. This is done on the advanced tab of the Internet Email Setting.

2.4. Manual Configuration of Microsoft Outlook.

Supported Client Configurations:

Operating Systems:	▪ Microsoft Windows XP ▪ Microsoft Windows Vista ▪ Microsoft Windows 7
Outlook Mail Clients:	▪ Microsoft Office Outlook 2003 ▪ Microsoft Office Outlook 2007 ▪ Microsoft Office Outlook 2010 ▪ Microsoft Office Outlook 2013

Configuring Microsoft Office Outlook.

Create a new email profile in Microsoft Windows XP:

1. Click the **Start > Settings > Control Panel**.

2. Locate the Mail icon:

    a. In Category view: Select **User Accounts > Mail**.

    b. In Classic view: Select **Mail**.

Note

The Mail icon won't appear unless you have Microsoft Outlook installed and have run the program at least once.

Create a new email profile in Microsoft Windows Vista or Windows 7:

1. Click the **Windows Symbol > Control Panel**.

2. Locate the Mail icon:

    a. In Category view: Select **User Accounts and Family Safety > Mail**.

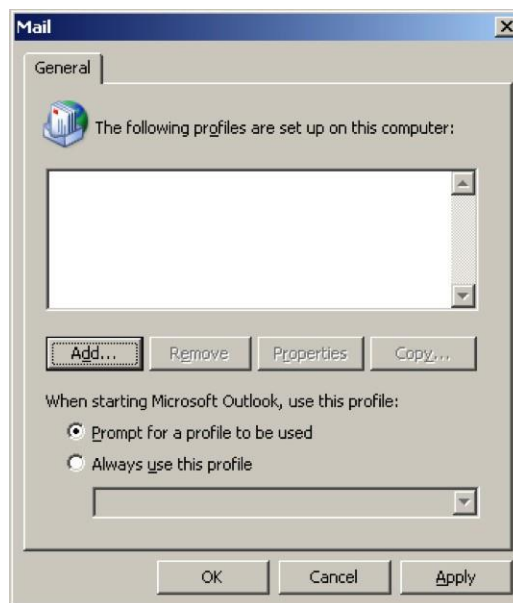   b. In Classic view: Select the **Mail**.

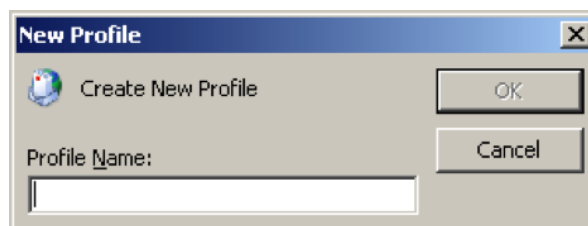From this point, the setup for Windows XP, Vista and 7 is the same.

3. The Mail Setup window opens. If there are no profiles set up on the computer already, it will skip the following screen and go straight to the profiles window.

4. Click **Show Profiles**.
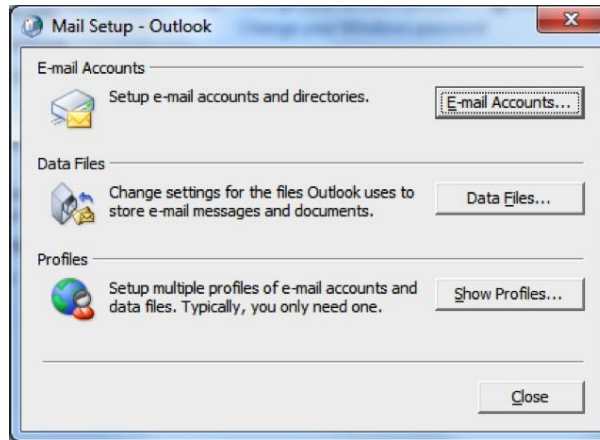
5. Click **Add**.

6. Type in a **Profile Name**. Typically this would be the user's first name and last name.

7. Select **Manually configure server settings or additional server types** and click **Next**.

8. Select **Microsoft Exchange or compatible service** and click **Next**.

9. Enter the **Server** name.

You can use any one of the following server name:
   a. hucca01.hostedmsx.local

10. Ensure the **Use Cached Exchange Mode** is selected.

11. Enter the user name of the account. Typically this would be the user's first name and last name.

Note

DO NOT click "Check Name". This will only produce an error message that the connection to the server could not be established. If you get this error, simply click **Ok** to make it go away.

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12. Click on **More Settings** to open the Microsoft Exchange window.

Note

At this point you may encounter an error. Simply click **OK** on it to make it go away.
If you are prompted for your User name and Password, your User name would be your full email address (e.g.) youraccountinfo@yourdomain.com.

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13. Go to the **Connection** tab.

14. At the bottom, select the check box for **Connect to Microsoft Exchange using HTTP**.

15. Click the **Exchange Proxy Settings…** button.

16. In the Microsoft Exchange Proxy Settings window, enter **mail.exchange.telus.com** in the https:// field.

17. Ensure the check box for **Connect using SSL only** is checked.

18. Ensure the check boxes for **both fast and slow networks** are checked.

19. Change the Proxy authentication settings to **Basic Authentication > OK**.

20. Click **Apply > OK > Next > Finish**.

Congratulations, you have completed set up!

When you go to open your email, your **User name** is your full email address
(e.g. youraccountinfo@yourdomain.com)