Pentagon Message Exchange Setup Guide: All Devices

This guide has been sent to you to help you set up Pentagon Message Exchange on your equipment. In this guide, you will find the details required for setting up your email on any of the devices available to host your email. Please see the contents menu below for page references to your required device:

Contents Menu:

0191 5800 171
info@pentagoncomputers.co.uk
www.pentagoncomputers.co.uk

Registered Office
Clavering House, Clavering Place
Newcastle Upon Tyne, NE1 3NG

Blackberry Setup Guide

Wiping Blackberry for Fresh Set Up

Below you will find the instructions on how to wipe your Blackberry handhelds, this will ensure your mail is working correctly, **bear in mind this will remove any personal items on the phone such as pictures and text messages, and anything not stored within your mail account*(see below)**. Here are the instructions:

- Press the Menu key (**Blackberry button/dotted button)**
- Go into **Options**
- Select **Security Options**
- Select **General Settings**
- Press the **Menu key (Blackberry button/dotted button)**
- Select **Wipe Handheld** from the list
- Click **Continue**
- Type "**blackberry**", this will erase all data on the Blackberry Device.

When this has finished, your phone will restart and you will be asked to run the setup wizard (if not, it is located in the Menu (dotted button). This you can run through once and this will set up a few basic things on the phone, run through it again and you will be able to set up your email account. You may see on some phones, the option to run through the email setup wizard, this will purpose the same function as the normal setup guide. Please input there any details requested, this should be your email address, you will also be asked for an activation password, this will be the letter: m   (Alone and in lower case).

Once this is done, your email should work along with get your contacts, calendar and mail.

*Please note that all information on the Blackberry that is within Email (Contacts, Emails and Calendar) will be retrieved when the phone has been setup as per instructions above. We recommend backing up your Blackberry using the desktop manager software provided with each Blackberry. The items you will see removed will be items such as photos, text messages and music. This is why we suggest backing up prior to following our instructions.

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iPad/iPhone Email Setup

In this section, you will find the instructions on how to setup your new e-mail with your iPad/iPhone.

Instructions:

- Firstly, you will need to delete any previously existing Microsoft Exchange mailbox setup on the device, by doing the following:
  - o Go to Settings >Mail, Contact, Calendars>The setup account>Delete Account
- To begin setup, select Add Account beneath Accounts
- Select Microsoft Exchange
- Enter your email address, your username will be firstname.lastname@domain.co.uk (ex. john.smith)
- Password is password (in lower case)
- Also, leave the domain option blank
- Press Next
- Press Accept if given a validity of certificate warning
- The Server setting, in most cases will fill itself in, if this is not the case, please enter: outlook.myemailonline.co.uk
- Press Next again
- Select ON/OFF for Mail, Contacts and Calendars, depending upon your personal preference
- This is now complete, press the Menu button, then go into the Mail icon
- You will now see your email, contacts and calendars update into your iPad/iPhone.

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Outlook 2003/2007/2010 Email Setup Guide

This is a step by step guide on how to setup your email now that the exchange hosting has changed. Please follow the below instructions on how to set this up again:

- Firstly, close down your Microsoft Office Outlook.
- Then click to the **Start** button, then into **Control Panel**, which is on the right hand side.
- In here, select "**Go to classic view**" (if available), then select the **Mail** option.
- Within here, select the button for "**Show Profiles**".
- Select the "**Add**" button, and **name the profile after your first name**.
- Hit **Ok** and you should see a page asking for your name and email address. Leave these blank and tick the box for "**Manually Configure Server Settings or Additional Server Types**" and select "**Next**".
- Next, select "**Microsoft Exchange**". Hit "**Next**". Enter the settings as below:

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- After this, click on the "**More Settings**" box.

- Go to the "**Connection**" tab, and tick the "**Connect to Microsoft Exchange using HTTP**" box, and then click the button for "**Exchange Proxy Settings...**"
- On this page, enter the settings as below.
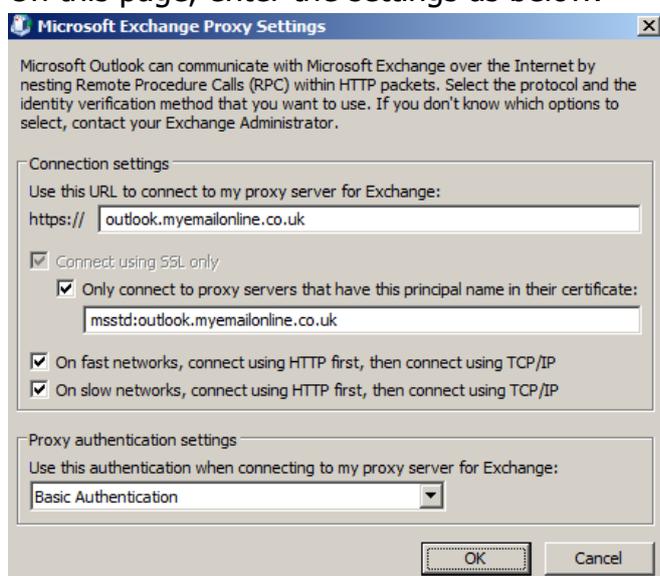
- Select Ok then Ok again. Then hit Check Name if it not already checked. Then select "**Next**" and Finish.
- In the profiles box which is left on the screen, in the dropdown menu at the bottom, select the new profile as "**Always use this profile**." Then hit "**Ok**"
- Now open Outlook, **your user name and password to login will be sent to you separately**.
- Enter the information as provided to you.

Press OK and Next/Finish here and you will now be able to click OK through any remaining popup boxes, and now you can open up Outlook and begin to allow your new mail to flow in.

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Windows Smartphone Email Setup Guide

This section of the guide details setting up your hosted email on your Windows Smartphone. In order to do this, you will need to follow the below instructions:

- Firstly, you will need to delete any existing accounts on the device, by pressing the Windows button (Windows flag), then going to programs, then selecting ActiveSync.
- Press the menu button, and select Add Server Source...
- Enter your email address and press Next
- Enter your username (firstname.lastname@domain.co.uk) and password (password as given), the domain will be blank
- Select Next, and then allow the automatic connection to complete.
- Tick the folders you would like to access, select Finish and allow synchronization to complete.
- Press OK on the certificate popup.
- When this has completed, if you press the email button to go into your inbox, press the Menu button, then select Tools and select Manage Folders
- In here you will have to tick any sub folders on your email, this includes all folders except the inbox.

From thereon, this should now be working correctly for you to use your email on your Windows Smartphone.

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info@pentagoncomputers.co.uk
www.pentagoncomputers.co.uk

Registered Office
Clavering House, Clavering Place
Newcastle Upon Tyne, NE1 3NG

Spam Filtering

In order to access your personal spam quarantine mailbox, you will need to do the following:

- Upon receipt of a spam email, you will be emailed at 03:00am the next morning with a Spam Quarantine Summary, which will look like this:

In your email, you will see items and information personal to yourself and your email address. In the email there are several different things you can do:

- Deliver the quarantined email to your inbox.

- Whitelist the sending address, to prevent the sender being quarantined in future.

- Delete the message from your Quarantine. Or view the message in full format through the web.

- The last thing you can do is access your personal quarantine mailbox, which has these features and allows more changes to be made, you can get on here by clicking on the "View your Quarantine Inbox or manage your preferences" link at the bottom of your email.

- This takes you to a web version of your quarantine, it contains all current messages, it is not based on time like the email version. It also allows you to add and remove white and black listed addresses as you please, along with the functions available on the email version.

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How To Access Your Outlook Webmail Feature

In order to access your webmail (web version of your email), you will simply need to follow the below instructions provided:

- Open up your Internet web browser (Internet Explorer, Mozilla Firefox, etc.)

- Go to http://webmail.myemailonline.co.uk

- You will be asked for your username and password, this will have been provided to you separately.

- Press Log On, and you will need to select OK if it is your first time opening Webmail.

In here you will now be able to see, use and action your emails just as you would when in front of your PC. You will be able to send emails, receive emails, use your calendar, and even look through your contacts and tasks. It works the same way as Outlook, the best thing about webmail, is that all you need is web access. There is no requirement for either Outlook or any configuration, it is there ready to use at any point.

For best results, we advise using Internet Explorer to access your webmail. As this is a live copy of the data on the server, you will notice the emails are just as quick as working on Outlook.

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How To Change Your Email Password

This section of the guide details on how to change the password for your email. In order to do this, please follow the below instructions:

- Log into your webmail as per instructions on Page 7 of the guide.

- I here you will see the page shown below:
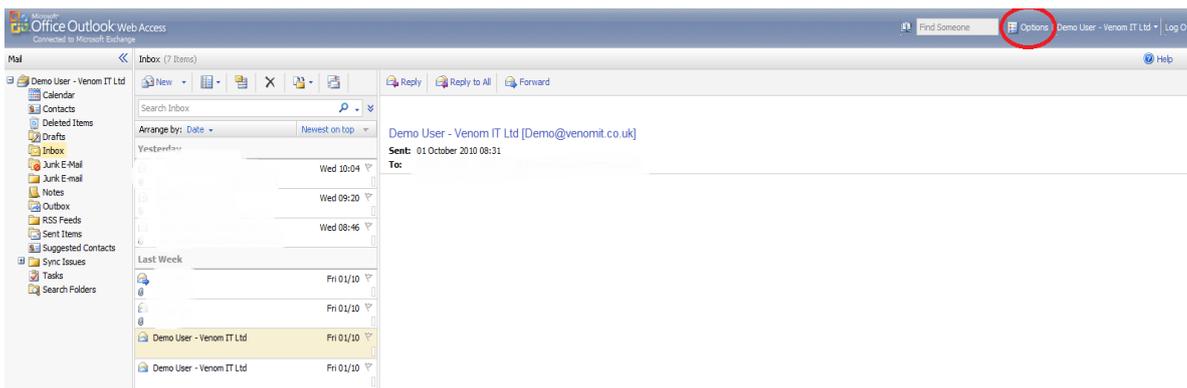
In the top right hand corner, you will see the "Options" button, highlighted above. Please select this option, which will lead you to a new page. You will then see the below screen, please select the Change Password option as highlighted below.

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From here, all you will have to do is fill in the relevant details, old and new passwords, and then select Save at the top of the page. You will now be able to use your new password for your email.

How To Access the Mail Archiver

Firstly from your desktop open internet explorer this is usually located in the start menu:

Once internet explorer is open go to the following address:

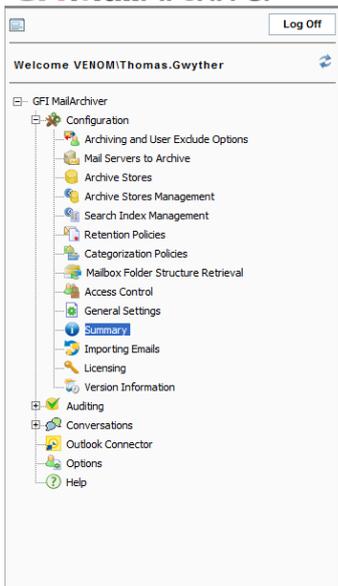http://archive.myemailonline.co.uk/mailarchiver

A page looking like this should be shown:

At the prompt enter your username which will be your email address and your password, then click ok.

Once this page has finished loading the page should look like this:

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To search for mail between two dates click search then once the page has loaded click; View Advanced Search Options, and the following page will be shown:
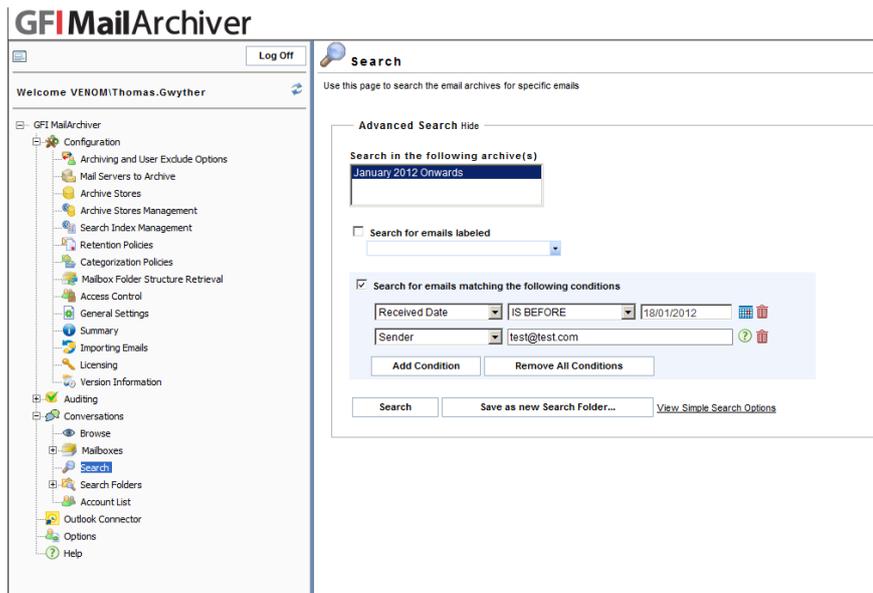
Click add condition and change the first pair of condition boxes (which is defaulted as all email) to Received Date, as shown in the above screenshot, now in the second pair of boxes the top box should say; IS BEFORE and the box below should say IS AFTER, now select the dates you wish to search in-between and click the search button.

To search for archived mail that you know the title or the senders email address click the search box and type in your information as shown overleaf:

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Once the page has finished searching for emails related to your search a page looking like the above screen shot.

Click one of the emails to open up a window that allows you to view, restore selected email to your mailbox, save to a specific location and print as shown overleaf:

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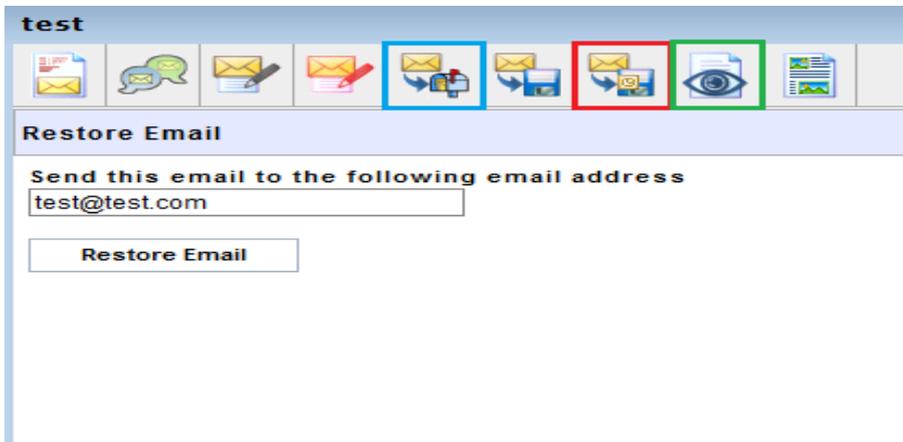
Highlighted in blue is the option to restore an email to your mailbox.
Highlighted in red is the option to save an email to a selected place.
Highlighted in green is the option to print the email.