



Professional Mailbox

Email Software Setup Guide



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Professional Mailbox Setup Guide

Your new Professional mailbox uses Microsoft Exchange 2010 technology. The built-in Autodiscover feature automatically detects your settings for you, allowing you to complete the setup within a few minutes.

To take advantage of all the features available in Microsoft Exchange 2010 we recommend that use Outlook 2010 (or Outlook 2011 for Mac users) to connect to your Professional mailbox



Quick tip: You don't need to download and setup Outlook to access your Professional mailbox. You can access your mailbox [using Outlook Web App](https://exchange2010.livemail.co.uk) at: <https://exchange2010.livemail.co.uk>

Download and Install Microsoft Outlook 2010 or 2011

Microsoft Outlook is a commercial Personal Information Management application. It is widely used for email and includes a calendar, address book, notes, a news feed reader, and more. Each Professional mailbox is supplied with a single user licence for Outlook 2010 or 2011, which can be downloaded from your control panel.



Note: This licence is available for your Professional mailbox only. If you delete your Professional mailbox the licence will no longer be valid.

Step 1

Log in to your control panel and select **Email Hosting** from the **Hosting** menu.



Step 2

A list of your domains and hosting packages will appear. Scroll down the list and click the button marked **Email** next to the domain name containing your Professional mailbox.

Primary Domain	Package	Package / Contract ID	
ralphsdomainname.com	Windows Home	84263	WEB EMAIL
ralphtec.com	Email and Web Forwarding	4816303	WEB EMAIL

Step 3

You will see a list of your mailboxes. Click on your Professional mailbox.

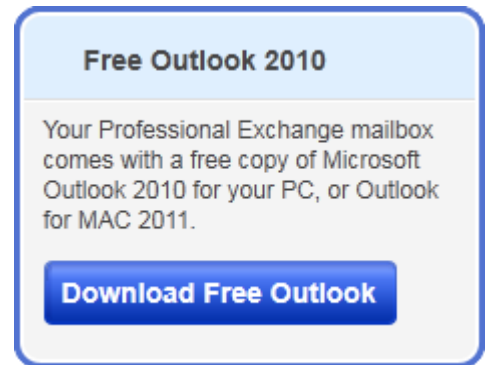
A screenshot of a mailbox management interface. At the top, there is a search bar with 'All Mailboxes & Forwarders (2)' and a 'Go' button. To the right are 'PDF' and 'CSV' buttons. Below is a table with columns 'Email Address', 'Mailbox', and 'Space'. The 'Email Address' column contains two entries: 'root@ralphsdomainname.com' and 'ralph@ralphsdomainname.com' (circled in red). The 'Mailbox' column shows 'Starter' and 'Professional'. The 'Space' column shows '0%' for both. At the bottom, there are navigation arrows and a '10 per page' dropdown.

Step 4

Click the button marked **Download Now**.

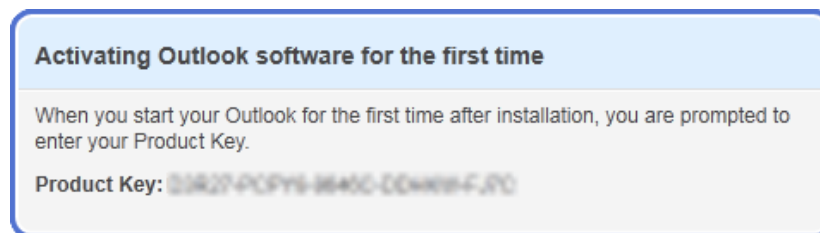


- Step 5** You will be directed to the Desktop Software Settings screen. Click **Download Free Outlook**.



- Step 6** Next, select the *Outlook for PC*, or *Outlook for Mac* tab to select your computer type, then click **Download Now**. Once Outlook has been downloaded, locate the file and open it. Run the *Setup.exe* file to start the installation process.

- Step 7** Follow the onscreen instructions. When prompted, your Installation key can be found within the Fasthosts control panel, just above the **Download Now** button.



Microsoft Outlook 2010 is now installed on your computer.

Enabling access from email software

By default, your professional mailbox is configured to allow access to [Outlook Web App](#), but not allow connections from email software. This can be enabled in just the click of a button.

- Step 1** Log in to your control panel and select **Email Hosting** from the **Hosting** menu.



Step 2

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Step 3

You will see a list of your mailboxes. Click on your Professional mailbox.

A screenshot of a mailbox management interface. At the top, there is a search bar with 'All Mailboxes & Forwarders (2)' and a 'Go' button, along with 'PDF' and 'CSV' export options. Below is a table with columns 'Email Address', 'Mailbox', and 'Space'. The 'Professional' mailbox is circled in red.

Email Address	Mailbox	Space
root@ralphsdomainname.com	Starter	0%
ralph@ralphsdomainname.com	Professional	0%

Step 4

Click on **Desktop Software Settings**.



Desktop Software Settings

Use email software on your computer to access this mailbox, like Windows Mail or Mac Mail.

Configure

Step 5

Click the button marked **Enable Outlook Anywhere**. Once this has been enabled the button will disappear from the control panel.



Outlook Anywhere is now enabled and your mailbox will now accept connections from your email software.

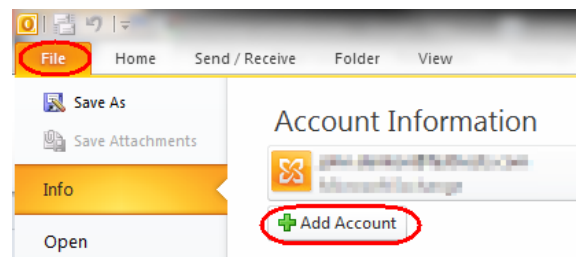
Setting up Outlook 2010

Before you start

Outlook 2010 supports multiple email profiles, but each profile is only able to support one Microsoft Exchange or Professional mailbox. If you are already using Outlook with a Professional mailbox you will need to create a new email profile. Our guide will show you how: [Creating a new email profile in Windows](#).

Using Autodiscover to configure Outlook 2010

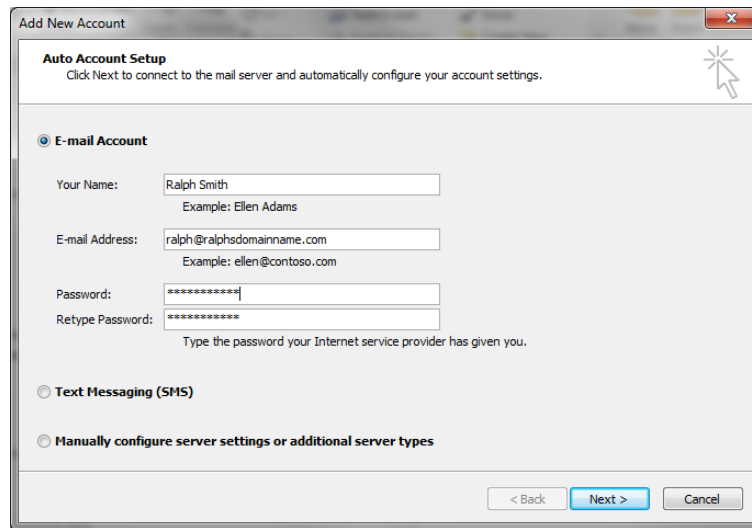
Open Outlook 2010. If this is the first time you have used Outlook 2010 click **Next** and **Next** again to start the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.



Step 1

In the text boxes provided enter the following details:

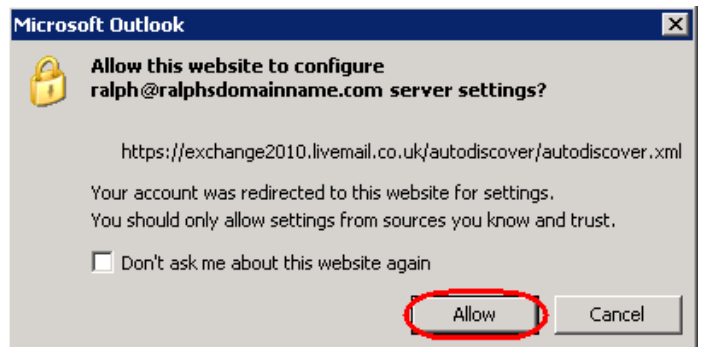
- **Your name:** This is the name that other people will see when you email them.
- **E-Mail Address:** This is the name of the Professional mailbox that you have just created.
- **Password:** This is the password you chose when you created your new mailbox.
- **Retype Password:** Re-enter the password you chose when creating your mailbox.



Once you have entered these details click **Next**.

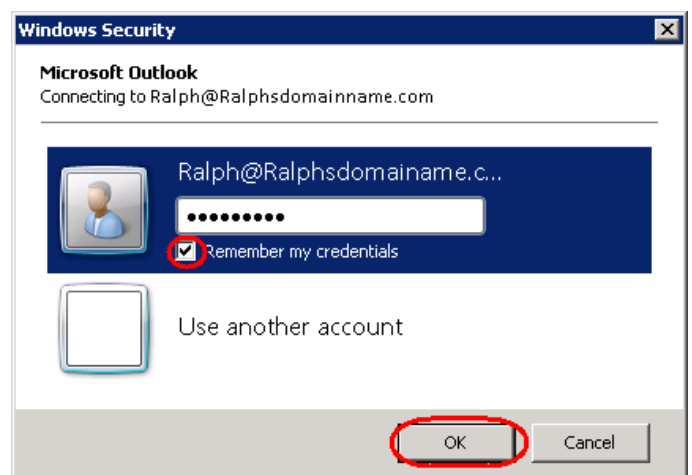
Step 2


A security box will appear asking if the livemail.co.uk domain can provide you with the settings for your mailbox. Click **Allow**.



Step 3

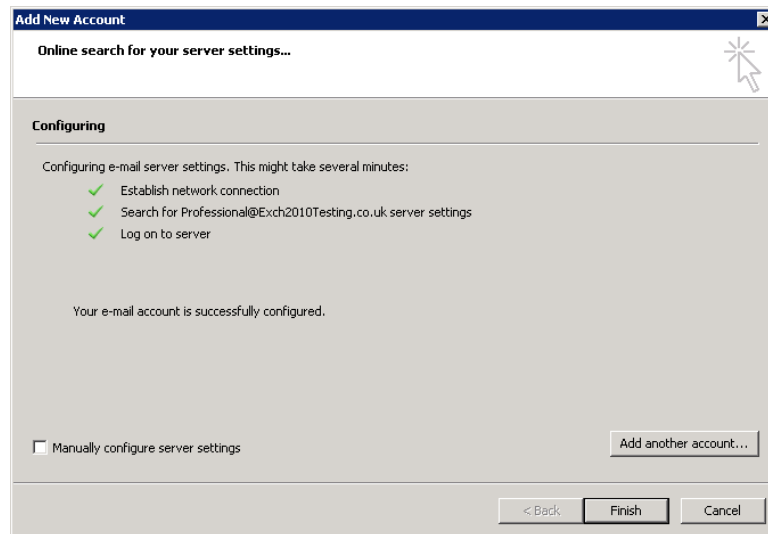
You will be prompted to re-enter the password for your new mailbox. Once done click **OK**.



 **Quick tip:** Tick the *Remember my credentials* box to avoid being asked for your password in the future.

Outlook will now set up your new Professional mailbox on your computer. This may

take a couple of minutes to complete.



Once complete, click **Finish** to close the wizard and start using your new mailbox.

Note: You may find that Microsoft Outlook continues to prompt you to enter your mailbox password each time you open the software when you select to remember the password. [This issue is resolved in Service Pack 1.](#)

The Autodiscover wizard has not worked

If the Autodiscover wizard doesn't work, this is an indication that Autodiscover is not setup within your DNS records. This record is created by default if you are using [Fasthosts Nameservers](#), but can be added manually if your domain's DNS records are being administered elsewhere.

Creating a new A record

Simply contact your domain administrator and request the following addition to your domains DNS A record.

Host Name	Points to
autodiscover.<domainname>	213.171.216.54

For example if your domain name is ralphsdomainname.com your domain provider can create an A record for *autodiscover.ralphsdomainname.com* to point to 213.171.216.54.

Once the A record has been added, you will be able to complete the steps in the previous chapter and Outlook will automatically set up your Professional mailbox for you.

If you do not have control over your DNS records, or do not want to add an additional A record to your domain name, you can still set up Outlook manually. The following chapter will show you how.

Setting up Outlook Manually

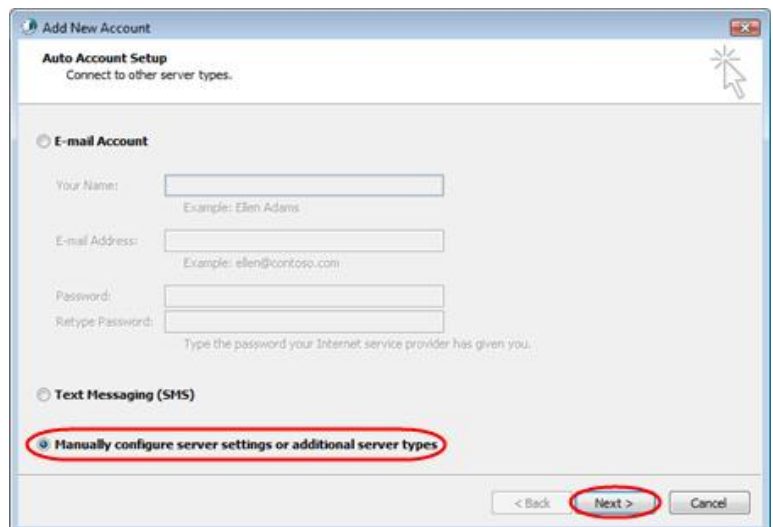
Before you set up your Professional mailbox manually, you will need to make a note of the following details:

- Username
- Password
- Email address
- Exchange server name

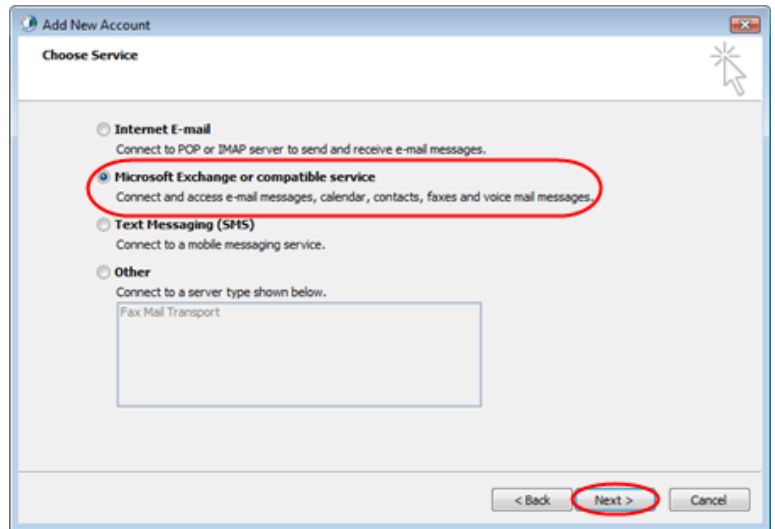
This information is available within your control panel. Our guide will show you how to find them: [Finding your mailbox details](#).

Step 1

With the Add New Email Account wizard open. Select *Manually configure server settings or additional server types* and click **Next**.

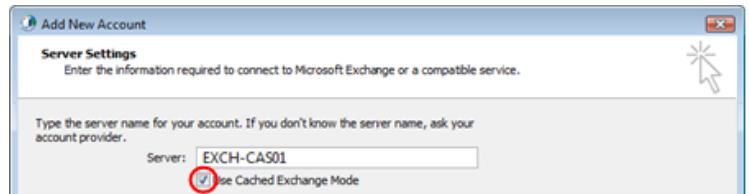


Step 2 Select *Microsoft Exchange or compatible service* and click the **Next** button.

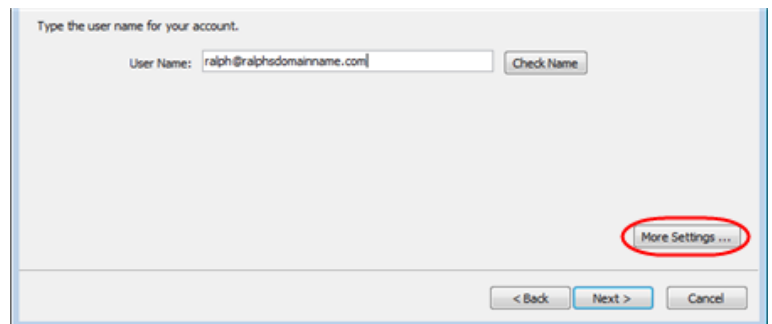


Step 3 Enter the Microsoft Exchange server name for your mailbox, ensuring *Use cached Exchange mode* is selected.

- **Example:** *EXCH-CAS01*



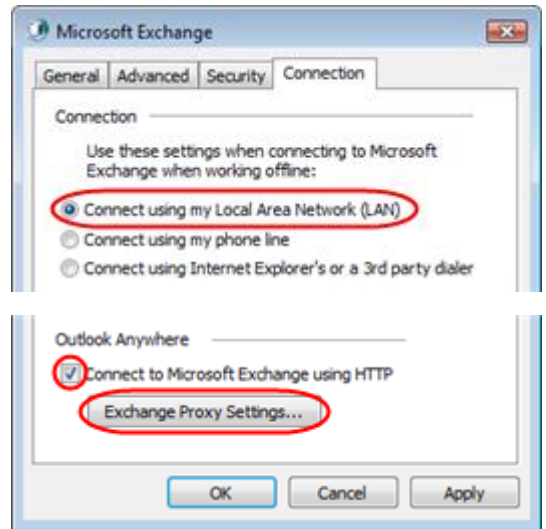
Step 4 Enter your full email address in the *User name* text box, and then click the **More Settings** button.



Step 5 A window headed *Microsoft Exchange Server* will open. Click the **Connection** tab.

Step 6 Ensure the **Connect using my Local Area Network (LAN)** radio button is selected.

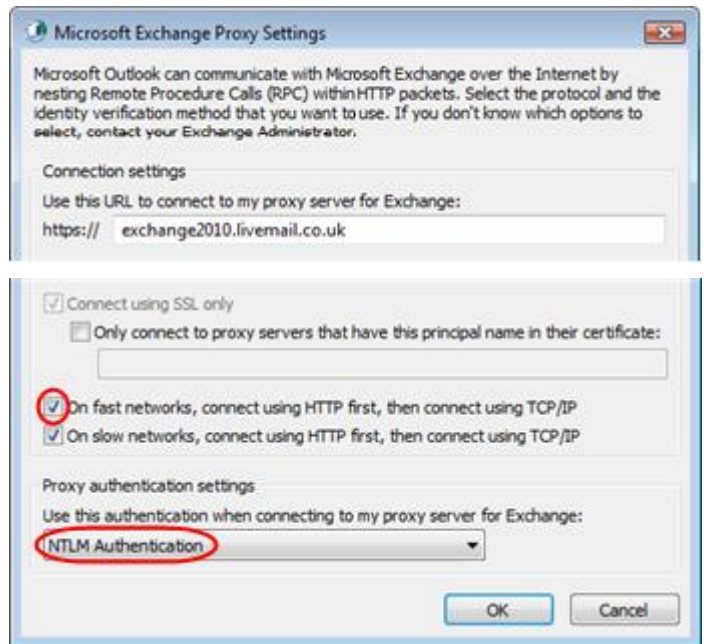
Step 7 Towards the bottom of the window, there should be a section headed *Outlook Anywhere*. Check the box marked *Connect to my Exchange mailbox using HTTP*, and then click the **Exchange Proxy Settings** button.



Step 8 A new window will open. Under *Connection settings*, enter the following:

- If your Exchange Server name is CAS.EMAIL.LOCAL: Enter *exchange2010.livemail.co.uk*.
- If your Exchange Server name is CAS.EMAIL2.LOCAL: Enter *2.exchange2010.livemail.co.uk*.

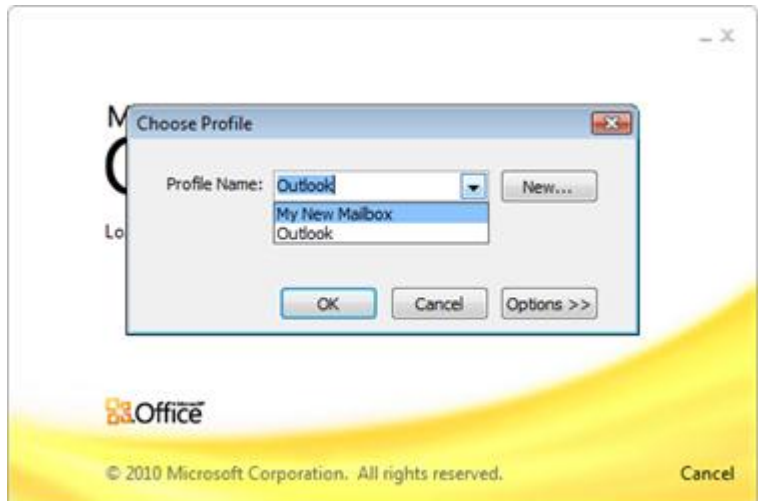
Step 9 Ensure all the checkboxes are unselected and that the drop-down list under *Proxy authentication settings* is set to **NTLM Authentication**.



Step 10 Click **OK**, and then click **OK** in the *Microsoft Exchange Server* window.

Step 11 Click **Next** in the *Add new E-mail Account* window. Then click **Finish** to close the wizard

- Step 12** Open Outlook 2010 and select your new profile, when prompted.



- Step 13** Enter your full email address in the username text box, then your password, when prompted.

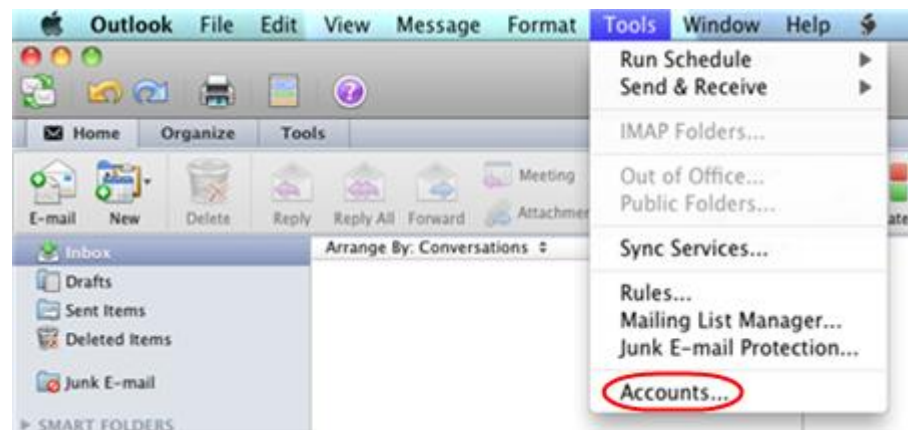
Outlook will now load and synchronise with your Professional mailbox. For a new mailbox this will take no more than a few seconds.

You have now configured Outlook 2010 for use with your Professional mailbox.

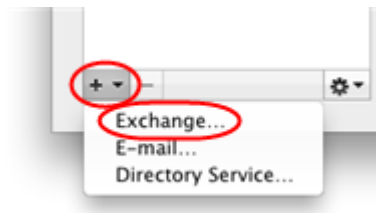
Setting up Outlook 2011

Using Auto discover to configure Outlook 2011

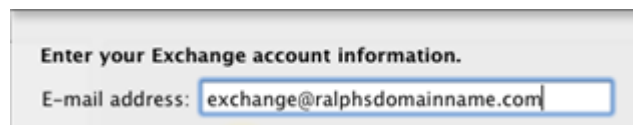
- Step 1** Open Outlook 2011 and select **Accounts** from the **Tools** menu.



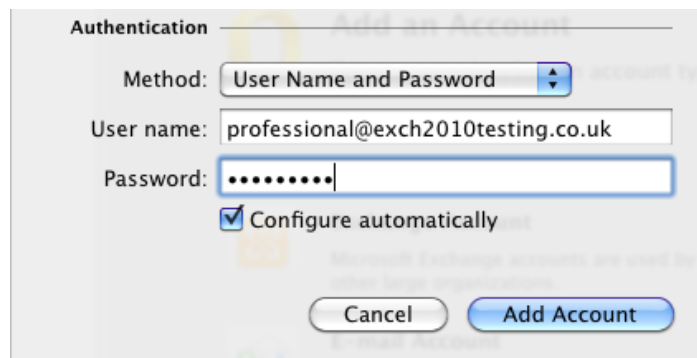
Step 2 In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **Exchange** from the popup menu.



Step 3 Enter your email address in the **E-mail address** field.

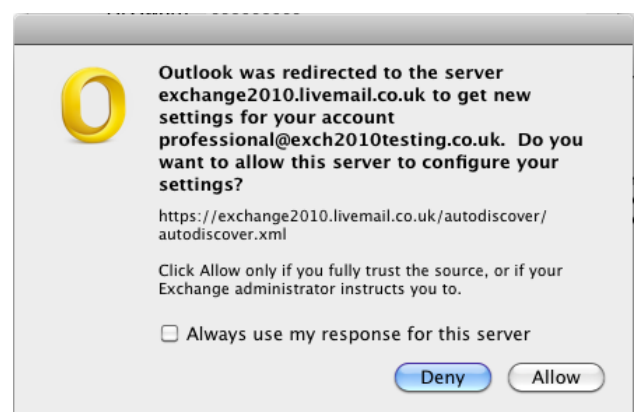


Step 4 In the *Authentication* settings enter your email address in the **User name** text field, and type your password. Select the **Configure automatically** check box.



Once you have entered these details click **Add account**.

A security box will appear asking if the livemail.co.uk domain can provide you with the settings for your mailbox. Click **Allow**.



Outlook will now set up your new Professional mailbox on your computer. This may take a couple of minutes to complete.

The Autodiscover wizard has not worked

If the Autodiscover wizard doesn't work, this is an indication that autodiscover is not set up within your DNS records. This is set by default if you are using [Fasthosts Nameservers](#) but can be added to your domain name if your domains DNS records are being administered elsewhere.

Creating a new A record

Simply contact your domain administrator and request the following addition to your domains DNS A record.

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Autodiscover.<domainname>	213.171.216.54

For example if your domain name is *ralphsdomainname.com* your domain provider can create an A record for *autodiscover.ralphsdomainname.com* to point to 213.171.216.54.

Once the A record has been added, you will be able to complete the steps shown above and Outlook will automatically set up your Professional mailbox for you.

If you do not have control over your DNS records, or do not want to add an additional A record to your domain name, you can still set up Outlook manually. The following steps will show you how.

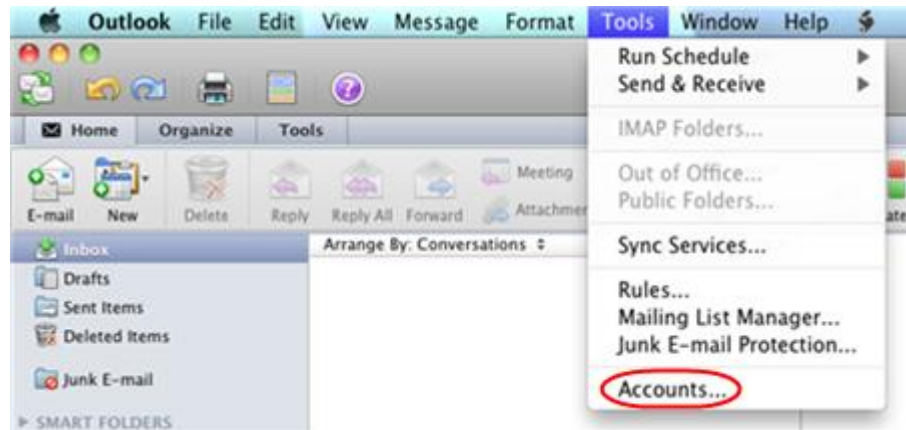
Setting up Outlook Manually

Before you set up your Professional mailbox manually, you will need to make a note of the following details:

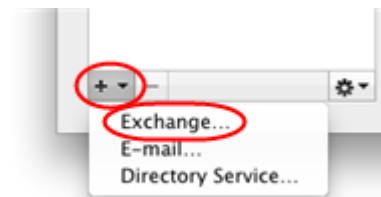
- Username
- Password
- Email address
- Exchange server name

This information is available within your control panel. Our guide will show you how to find them: [Finding your mailbox details](#).

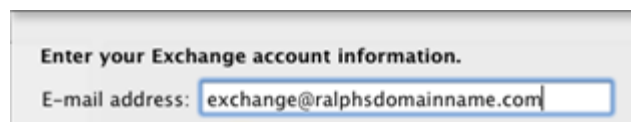
Step 1 Open Outlook 2011 and select **Accounts** from the **Tools** menu.



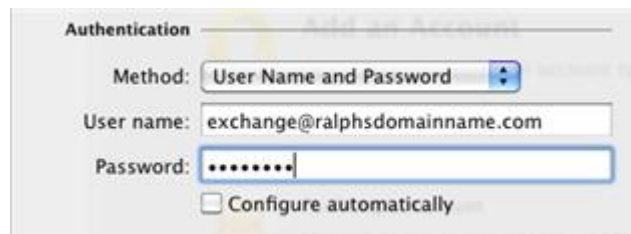
Step 2 In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **Exchange** from the popup menu.



Step 3 Enter your email address in the **E-mail address** field.

A screenshot of the 'Enter your Exchange account information' dialog box. The 'E-mail address' field is highlighted with a blue border and contains the text 'exchange@ralphsdomainname.com'. The dialog box title is 'Enter your Exchange account information.' and the label for the field is 'E-mail address:'.

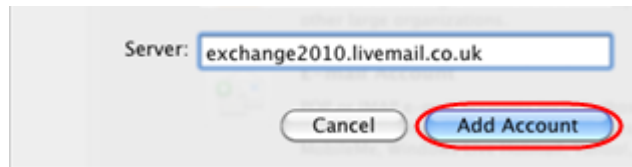
Step 4 In the *Authentication* settings enter your email address in the **User name** text field, and type your password. De-select the **Configure automatically** check box.

A screenshot of the 'Authentication' settings dialog box. The 'Method' is set to 'User Name and Password'. The 'User name' field contains 'exchange@ralphsdomainname.com' and the 'Password' field contains a series of dots. The 'Configure automatically' checkbox is unchecked. The dialog box title is 'Authentication'.

Step 5

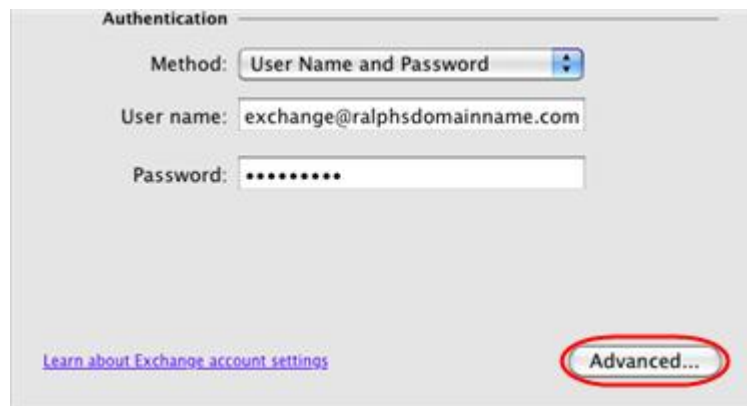
- If your Exchange Server name is CAS.EMAIL.LOCAL: Enter *exchange2010.livemail.co.uk* in the **Server** text box and click **Add Account**.
- If your Exchange Server name is CAS.EMAIL2.LOCAL: Enter *2.exchange2010.livemail.co.uk* in the **Server** text box and click **Add**

Account.



Step 6

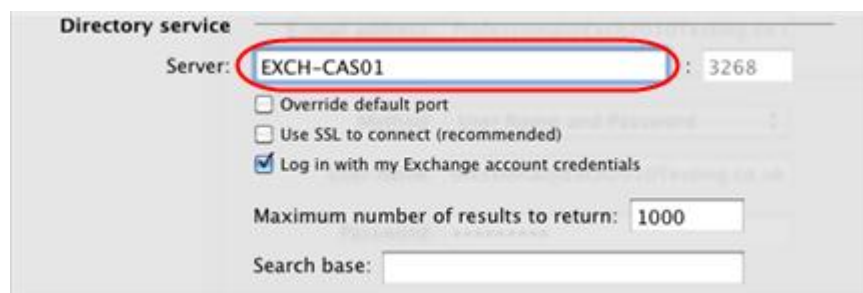
Click the **Advanced** button at the bottom of the *Accounts* window.



Step 7

In the *Directory Service* settings, enter your Exchange server name in the **Server** text field.

- **Example:** EXCH-CAS01



Step 8

Click **OK**.

Outlook will now load and synchronize with your Professional mailbox. For a new mailbox, this will take no more than a few seconds.

You have now configured Outlook 2011 for use with your Professional mailbox.