

Hosted Microsoft Exchange & Blackberry configuration

Users can login to their Hosted Exchange control panel at:

<http://control.lorama.com/>

Their userid is their email address.

Outlook 2007 application can be downloaded from the control panel if required.(209MB)

A webmail application is available at:

<http://webmail2.lorama.com/>

The userid is their email address.

Outlook Configuration Instructions

Steps to configure Outlook 2003:

1. Go to your Outlook settings: click **Start** > **Control Panel** > click on the **Mail** icon.
2. Click on **Show Profiles** and then on **Add** and Enter a name for your new profile (ex. Outlook) and click **OK**.
3. Make sure **Add a new e-mail account** is selected and click Next.
4. Select the **Microsoft Exchange Server** option and click **Next**.
5. In the **Microsoft Exchange Server** box, enter **vmbx101** and make sure **Use Cached Exchange Mode** is selected. Enter your e-mail address in the **User Name** box.
6. Click on **More Settings** and a window should appear saying: *The action cannot be completed. The connection to the Microsoft Exchange is unavailable. Outlook must be online or connected to complete this action.* just click ok and then ok again in the next window that will open.
7. Navigate to the Connection tab.
8. Check the **Connect to my Exchange mailbox using HTTP** option and click on the **Exchange Proxy Settings** button.
9. In the **Use this URL to connect to my proxy server for Exchange:**, enter **webmail.ihostexchange.net**
10. Make sure that both **On fast,...** and **On slow,...** are selected. **Proxy authentication settings** should be at **Basic Authentication**. Click OK.
11. Press Apply, Next, Finish and OK.
12. Open Outlook, a dialog box with your e-mail address should appear asking your to enter your password. Enter your password and click OK.

Steps to configure Outlook 2007:

1. Go to your Outlook settings: click **Start** > **Control Panel** > click on the **Mail** icon.
2. Click on **Show Profiles** and then on **Add** and Enter a name for your new profile (ex. Outlook) and click OK.
3. Check the box "**Manually Configure server settings...**" and click **Next**.
4. Select the **Microsoft Exchange Server** option and click **Next**.
5. In the Microsoft Exchange Server box, enter **vmbx101** and make sure Use **Cached Exchange Mode** is selected. Enter your e-mail address in the User Name box. DO NOT click Check Name.
6. Click on **More Settings** and a window should appear saying: The action cannot be completed. The connection to the Microsoft Exchange is unavailable. Outlook must be online or connected to complete this action. just click **Ok** and then **Cancel**.
7. Navigate to the **Connection tab** and check the **Connect to my Exchange mailbox using HTTP** option and click on the **Exchange Proxy Settings** button.
8. In the Use this URL to connect to my proxy server for Exchange:, enter **webmail.ihostexchange.net**
9. Make sure that both **On fast,...** and **On slow,...** are selected. Proxy authentication settings should be at **Basic Authentication**. Click **OK**.
10. Press **Apply** then **OK** and it should bring you back to the Microsoft Exchange Settings window.
11. Make sure the username is correct and click **Check Name**
12. You will get a popup asking for the Username and Password. Make sure they are both correct and click **OK**
13. If all the steps have been followed correctly, both your name and the Exchange Server will be underlined.
14. Click **Next** and **Finish**.
15. Open Outlook, a dialog box with your e-mail address should appear asking you to enter your password. Enter your password and click **OK**.

Configuring your Blackberry

Synopsis

This FAQ will provide you all the necessary steps to activate your BlackBerry.

Prerequisites

1. You will need a BlackBerry Handheld with wireless cellular service and an accompanying data plan.
2. BlackBerry Enterprise service with your wireless service provider. Contact your wireless company to be sure that your account is provisioned for **BlackBerry Enterprise service (BES)**. This is different than standard **BlackBerry Internet service (BIS)**. In most cases, you can go to **Options, Advanced Options** and you should see **Enterprise Activation**. If **Enterprise Activation** option is not there, call your wireless service provider to ask them to provision your Handheld for **BlackBerry Enterprise service (BES)**.
3. BlackBerry handheld software version **4.0**. or above. You can check the version of the client software installed on your handheld. Go to **Options -> About**.
4. Good wireless signal strength. You must ensure that there is sufficient wireless coverage present when the wireless enterprise activation is attempted. Use the BlackBerry handheld's Options > Status page to check for a value greater than -90db. The smaller the number, the better.

Note: If you wish to upgrade your handheld to version 4.0 of handheld software, please contact your wireless carrier and request the latest client software for your handheld.

Note: The 900 series of Handhelds (Such as R957) have different versioning system for handheld software. Version 2.7 of handheld software on 900 series of handhelds is equivalent to version 4.0 of handheld software on newer devices.

Enabling Wireless Enterprise Activation:

1. On the desktop of the handheld go to **Options >Advanced Options > Enterprise Activation** on the handheld and type your email address and activation password that were provided when you enabled the service for the user on the Hosted Exchange Control Panel.

Note: This activation password is used only to activate your mailbox. The password is invalid after three unsuccessful activation attempts, and if you do not activate your handheld 720 hours (30 days) after the password is created, the password expires and cannot be re-used. When the handheld is successfully activated, the password is removed from the BlackBerry Enterprise Server. You can always generate a new activation password by disabling and re-enabling the service from the Hosted Exchange Control Panel.