

ActiveSync / EAS - Sync Email, Calendars and Contacts

Sync your email, calendar, and contacts in real-time.

ActiveSync is the most powerful way to connect your mailbox to your mobile devices and desktop apps. Unlike standard email setups, ActiveSync provides a "push" connection that synchronizes your **email, calendar, contacts, and notes** instantly across all your devices. When you delete an email on your phone, it's gone from your computer; when you add a meeting to your calendar, it appears everywhere.

Note: ActiveSync is a premium feature available for **Enhanced mailboxes**.

Pro Tip: If your configured [Autodiscover](#) in your domain's DNS settings, you can often skip the manual server entry. Simply enter your email and password, and the device will find the correct server settings automatically.

Pre-requisites

Before starting, ensure you have the following details ready:

- **Your Full Email Address:** (e.g., john@mydomain.com).
- **Your Password:** The same password you use for webmail.
- You have added the [Autodiscover DNS record for your domain](#) to simplify the configuration. Otherwise, you can use the manual setup.

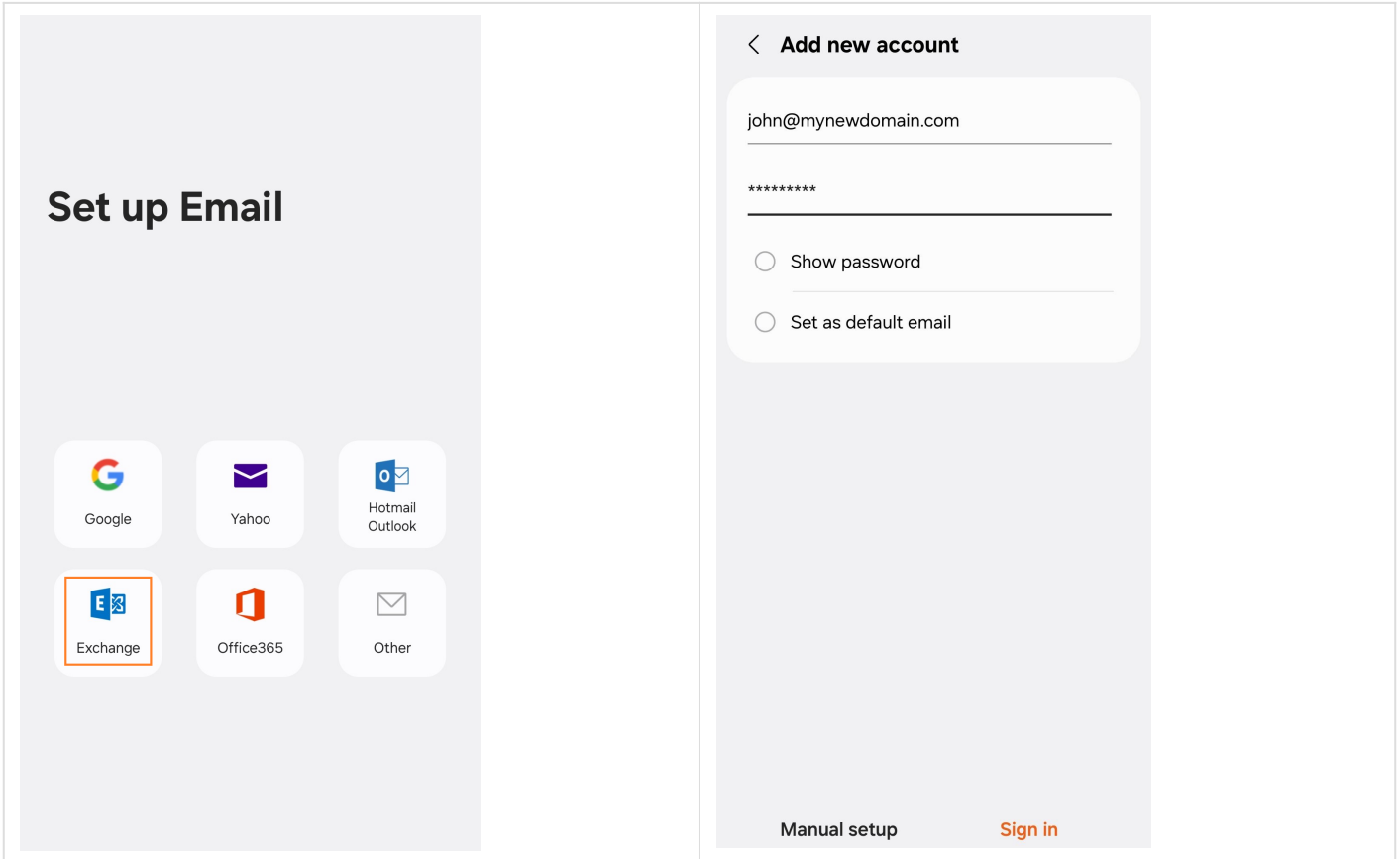
Step 1: Add a New Account

1. Open the **Settings** app on your smartphone or tablet.
2. Navigate to **Mail** or **Accounts** and select **Add Account**.
3. From the list of account types, select **Exchange, Microsoft Exchange, or ActiveSync**.

Step 2: Enter Account Details

Simply enter your email and password, and the device will find the correct server settings automatically. Click on **Sign In** or **Finish**.

Example setup on Android with Autodiscover:



Manual Setup

Step 1: Add a New Account

1. Open the **Settings** app on your smartphone or tablet.
2. Navigate to **Mail** or **Accounts** and select **Add Account**.
3. From the list of account types, select **Exchange**, **Microsoft Exchange**, or **ActiveSync**.

Step 2: Enter Account Details

Enter your **email** and **password**. Click on **Manual Setup**.

Step 3: Enter Server Settings

- **Server:** Use your domain name in this format: `yourdomain--com.w.emailarray.com`.

Server Address Formula To create your server address, take your domain name and:

1. Replace any **dots (.)** with **two dashes (--)**.
2. Add **.w.emailarray.com** to the end.

Example: If your email is `john@my-company.com`, your server is:

`my-company--com.w.emailarray.com`.

- **Domain:** Leave this blank (unless your specific device requires it).
- **Username:** Your **full email address**.
- **Password:** Your email account password.
- **SSL:** Ensure "Use SSL" is turned **ON**.

Click on **Sign In, Continue** or **Finish**.

Example Setup on Android for Manual Setup:

The image displays three sequential screenshots from an Android email setup application:

- Screen 1: Set up Email** - Shows a grid of email provider icons: Google, Yahoo, Hotmail Outlook, Exchange (highlighted with an orange border), Office365, and Other.
- Screen 2: Add new account** - Shows a form with fields for "Email address" (john@mynewdomain.com) and "Password" (masked with asterisks). Below the password field are two radio button options: "Show password" and "Set as default email". At the bottom, there are "Manual setup" and "Sign in" buttons.
- Screen 3: Exchange server settings** - Shows a form with fields for "Email address" (john@mynewdomain.com), "Domain\username" (\john@mynewdomain.com), and "Password" (masked with asterisks). Below the password field is a "Show password" radio button. Under the "Server settings" section, there is an "Exchange server" field (mynewdomain--com.w.emailarray.com), a "Port" field (443), and a "Security type" dropdown menu (SSL/TLS (secure)). At the bottom, there is a "Sign in" button.

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