

# OEX

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# Native Outlook Setup

For users with our **OEX mailboxes**, setting up Outlook is a fast, automated process because OEX is engineered for **native Outlook connectivity**.

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## Pre-requisites

Before you begin, ensure your domain is properly configured to allow Outlook to "talk" to our servers automatically:

- **Autodiscover DNS Record:** You must have the **Autodiscover** CNAME record set up in your [domain's DNS settings](#).
  - **Verification:** You can verify this in your **Admin Panel** under **Domains -> Health Status**. The "Autodiscover" and "Autodiscover SSL" status should be **Enabled**.
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## Steps to Add Your Account

Once your DNS is ready, Outlook handles the rest of the heavy lifting.

1. **Open Outlook:** Launch the Outlook application on your computer.
2. **Add Account:** Go to **File > Add Account**.
3. **Enter Credentials:**
  - **Email Address:** Enter your full email address
  - **Password:** Enter your mailbox password.
4. **Automatic Detection:** Outlook will use the Autodiscover record to automatically find the server names and configure your profile.
5. **Finish:** Click **Done** or **Finish** once the success message appears.

For **manual setup** please use **oex1.emailarray.com** for the server name.

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## What's Synchronized?

The OEX mailbox provides a **complete** sync across all your devices:

- **Email:** Your full message history and folder structure.
- **Calendar:** All appointments, meetings, and shared schedules.
- **Contacts:** Your entire address book, perfectly synced

# Upgrading to OEX

**OEX (Outlook Experience)** is our premium solution for power users who require native Outlook connectivity for email, calendars, and contacts. It provides a seamless experience for those who want their data perfectly in sync across all devices.

If you are currently using a **Basic** or **Enhanced** mailbox and wish to upgrade to **OEX**, follow the steps below.

## Important: Try Before You Switch

Before proceeding with a full migration, we strongly recommend creating a test mailbox to explore the OEX interface and features.

**Please Note:** At this time, we do not offer a migration path to move data back from an OEX mailbox to a Basic or Enhanced mailbox. Ensure OEX is the right fit for your workflow before initiating the transfer.

## Step 1: Create the Placeholder Mailbox

To begin, you must create a destination for your data on our servers.

- **Check Your Quota:** Before adding the new mailbox, ensure your current subscription has enough available storage and mailbox slots to accommodate an additional account. You can upgrade your subscription or adjust your storage allocation at any time if needed.
- Log in to your Admin Panel
- Create a new OEX mailbox using the same username as your current account, but append **\_oex** to the end.

Example: To migrate *john@domain.com*, you would create [john.oex@domain.com](mailto:john.oex@domain.com)

- OEX Account Type: choose Normal
- Mailbox Subtype: choose Normal

## Step 2: Request the Migration

Once the placeholder is ready, our support team handles the technical transfer.

- Open a Support Ticket: Contact our personal support team to request the internal migration.
- Details Needed: Specify the source mailbox (Basic or Enhanced) and the new destination mailbox (\_oex).
- Supervised Transfer: Our team will supervise the migration of all folders and email data, typically completing the process in less than 24 hours.

## What to Expect After the Migration

Once the data transfer is complete, our team will assist in finalizing the mailbox names so the user can log in with their original address.

- Native Sync: You will now have native Outlook connectivity for email, calendar, and contacts ([follow this setup guide](#)).
- Feature Check: OEX includes all Enhanced features but does not include the Zulip or integrated Webmail Chat.
- Outlook Setup: You must create a new Outlook profile to connect to the OEX service correctly