

Mobile Device Setup

Here are a few things to keep in mind before setting up your mobile for POP or IMAP service:

- 1) Ensure your mobile device and mobile provider can make use of POP or IMAP settings. Due to the many different devices and carriers on the market we cannot maintain specific setup instructions for each one. These instructions serve as a foundation and contain all of the core information you will need to configure your device. There may be exceptions or individuals that need additional assistance with finding settings in their phones, and your wireless carrier should be able to answer these questions.
- 2) Make sure that you have a class of service that allows for POP or IMAP access. POP is available for customers with Managed Mail and Managed Mail Pro. IMAP is only available for Managed Mail Pro mailboxes. To upgrade your current service to one of these please contact your sales partner.
- 3) When using POP, please ensure that your email client and your mobile are configured to leave a copy of messages on the server. This will ensure that when your mobile device searches for available mail for download that there will be something there for it to POP.

Setting up your device

There are two main ways to configure your device to check email and it will vary from device to device and from carrier to carrier. Either your carrier will have a web portal for configuring your phone, or you will enter the configuration information directly on the device. We strongly recommend referring to your owner's manual or contacting the provider of your service for assistance with applying our POP and SMTP information.

The Information you will need:

Incoming mail server (POP/IMAP) - **flexbox.mxtoolbox.com**

Outgoing SMTP server - **smtp.mxtoolbox.com** (requires authentication)

Username: - user@domain.com (your full email address)

Password: - yourpassword (the same password as FlexBox)

Remember that you will need to turn on authentication for outgoing (SMTP) connections and that you will want to leave a copy of the mail on the server (if using POP).