



iPhone, iPad and iPod Touch Email Setup

Option 1: IMAP for iPhone

Option 2: POP for iPhone (page 2)

Option 1

Configure IMAP for iPhone

The iPhone supports IMAP. IMAP will allow you to retrieve emails and folders from SmarterMail and leave the emails on the server.

Follow these steps to create a SmarterMail IMAP connection to an iPhone or iPhone 3G with Firmware 2.0.x:

1. On the iPhone, tap **Settings**.
2. Tap **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Tap **Other**.
5. Tap **Add Mail Account**.
6. Complete the Name, Address (email address), Password and Description fields.
7. Click **Next**.
8. Ensure IMAP is selected.
9. Enter your incoming mail server information:
 - Hostname is **email.tidalhosting.com**
 - Username is your full email address (name@mydomain.com)
 - Password is the same password used to access webmail.
10. Enter your outgoing mail server information:
 - Hostname is **email.tidalhosting.com**
 - Username is your full email address (name@mydomain.com)
 - Password is the same password used to access webmail.
11. Tap **Next**.
12. The iPhone will attempt to establish an SSL connection to your IMAP and SMTP servers. If this succeeds, you will be done and can proceed to step 13. If this fails, you will see the prompt, "Do you want to try setting up the account without SSL?"
 - Tap **No**.
 - Tap **Save**.
 - When prompted, "This account may not be able to send or receive emails. Are you sure you want to save," tap **Save**.
13. Tap the account you just added (identified by your email address)

14. Scroll down and tap the **SMTP** button.
15. Select the server you just added, identified by the hostname from step 9.
16. Select **OFF** for Use SSL.
17. Select **Password** for Authentication
18. Select **25** for Server Port. If Comcast is your provider and you cannot connect try changing to 2525.
19. Tap the **SMTP** button to go back.
20. Tap your email address to go back.
21. Tap **Advanced**.
22. Scroll down to Incoming Settings.
23. Select **OFF** for Use SSL.
24. Select **Password** for Authentication.
25. Select **143** for Server Port.
26. Tap your email address to go back.
27. Tap **Mail** to go back.
28. Tap the **Home** button.
29. Tap the **Mail App** to check your configuration.

Option 2

Configure POP for iPhone, iPad or iPod Touch Users with Apple iOS devices that choose not to use the Exchange ActiveSync add-on will need to configure their iOS device to retrieve messages using either IMAP or POP3.

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your device and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the device/computer on which you originally received your mail.

Follow these steps to create a POP3 connection to SmarterMail on an Apple iOS 4 device like the iPad, iPhone or iPod Touch:

30. On the iPhone, tap **Settings**.
31. Tap **Mail, Contacts, Calendars**.
32. Tap **Add Account**.
33. Tap **Other**.
34. Tap **Add Mail Account**.
35. Complete the Name, Address (email address), Password and Description fields.
36. Click **Next**.
37. Ensure POP is selected.
38. Enter your incoming mail server information:
 - Hostname is **email.tidalhosting.com**
 - Username is your full email address (name@yourdomain.com)
 - Password is the same password used to access webmail.
39. Enter your outgoing mail server information:

- Hostname is **email.tidalhosting.com**
- Username is your full email address (name@yourdomain.com)
- Password is the same password used to access webmail.

40. Tap **Save**.

41. The iPhone will attempt to establish an SSL connection to your POP and SMTP servers. If this succeeds, you will be done and can proceed to step 13. If this fails, you will see the prompt, "Do you want to try setting up the account without SSL?"

- Tap **No**.
- Tap **Save**.
- When prompted, "This account may not be able to send or receive emails. Are you sure you want to save," tap **Save**.

42. Tap the account you just added (identified by your email address).

43. Scroll down and tap the **SMTP** button.

44. Select the server you just added, identified by the hostname from step 9.

45. Select **OFF** for Use SSL.

46. Select **Password** for Authentication

47. Select **25** for Server Port. If Comcast is your provider and you cannot connect try changing to 2525.

48. Tap the **Done** button to go back.

49. Tap your email address to go back.

50. Tap **Advanced**.

51. Scroll down to Incoming Settings.

52. Select **OFF** for Use SSL.

53. Select **Password** for Authentication.

54. Select **110** for Server Port.

55. Tap your email address to go back.

56. Tap **Done** to go back.

57. Tap the **Home** button.

58. Tap the **Mail App** to check your configuration.