

Android Smartphone / Tablet Setup for ACTIVESYNC

WARNING: When you enable ActiveSync the first time:

- It may wipe your existing contact and calendar data and replace it with your data housed on the Rainmaker Networks server. Therefore, be sure you have a complete backup of your device before synchronizing for the first time.
- DEVICE BACKUP SERVICE and ANY NEEDED RECOVERY IS BETWEEN YOU AND YOUR PHONE SERVICE PROVIDER or YOUR PHONE MANUFACTURER or YOUR PHONE OS PROVIDER. RAINMAKER NETWORKS HAS NO PART IN THIS..
If you request us to do so *before* you setup your phone, Rainmaker Networks can *assist* with this as an hourly billable service, which your employer may or may not choose to pay on your behalf. If your employer does not cover this cost, then you are expected to pay it personally.
If you choose to setup syncing on your phone and you lose pre-existing data because you chose to ignore this safety step, Rainmaker Networks is not responsible for your loss.

Phone software changes often. You may find slight differences between these instructions and your actual phone screens, but it should be close enough that you can still get it accomplished. If you need help navigating the screens and understanding what to type in, please call 901-881-0639 Mon thru Fri 8am to 5pm for assistance. Any such assistance in no way circumvents the disclaimers above regarding your responsibility to backup your own device.

If you need help during off-hours, please use any email service you have to send email to support@rainmakernetworks.com

and we will do our best to tend to your need on a triage basis.

As an alternative, you can access your full mailbox via the Rainmaker Networks webclient at <https://mailhost.rainmakernetworks.com:3000> (for SOMERSET APARTMENT MANAGEMENT)
<https://mailhost2.rainmakernetworks.com:3000> (for ALL OTHERS)

If you open that site from a regular desktop browser, the interface is very much outlook-like.

It is a mobile-aware website, so you will see more streamlined screens if you access the site from your mobile device's browser.

Your username is your email address.

If you need your password, please contact your manager or employer.

1. On the Android find Settings.
2. Find **Accounts**.
3. Choose **Add account**.
4. Account type is ActiveSync. Some versions will display this choice as Corporate, Exchange, or some variant of ActiveSync / Corporate / Exchange.
5. In the **Email Address** field, enter the email address for your account, like jsmith@mycompany.com
6. In the **Password** field, enter the password for your account.
7. On the **Server settings** page, fill in the following fields:
 - **If one box for Domain/Username:** enter the email address for your account, like jsmith@mycompany.com
If Domain and Username are separate fields: leave DOMAIN empty and put the email address in the USERNAME field.
 - **Server:** Erase whatever is suggested and enter mailhost.rainmakernetworks.com (for SOMERSET APARTMENT MANAGEMENT)
OR Server: Erase whatever is suggested and enter mailhost2.rainmakernetworks.com (for ALL OTHERS)
8. Check **Use secure connection (SSL)**. If the connection fails with this checked, try again without this checked.
9. Within the **Email checking frequency** drop-down menu, set it to **desired polling interval**.
By default, it is set to PUSH to you whenever you have a new mail. Uses more battery life and may wake you up at night.
10. Verify that **Notify me when email arrives**, **Sync calendar from this account** and **Sync contacts from this account** are enabled if you want to sync these as well (not all devices support all features).
11. Name the account as desired.
12. After completing these steps, you should be able to send and receive email successfully.

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