

How to configure mobile mail clients (ActiveSync)

Content

General configuration	2
ActiveSync Policies	2
iPhone.....	3
Android	3
Windows Phone	4
Blackberry	4
Outlook apps for iOS and Android.....	4

General configuration

By default, most mobile devices have a mail app, which is offered directly by the installed operating system. In conjunction with an Exchange mail server, virtually all of these mail apps use "ActiveSync" as the connection protocol. Currently, Android and Apple are the most widely used systems.

In the ideal case, the configuration of ActiveSync mobile mail apps requires very little input. At least the following details are required:

Mail address: <ETH username>@ethz.ch

Password: *****

For the e-mail address, we recommend using the form "< ETH username>@ethz.ch". It does not matter if this is not your main e-mail address. When configuring the mailbox, this address is merely used for the connection to the mail server. Following the successful configuration, your main address will always be used for sending your e-mails from the device.

Depending on the mail app you use, the following additional parameters may need to be specified in addition to the above-mentioned information:

(Mail) server: mail.ethz.ch

Domain: d

Important: Make sure the software on your mobile devices is always up to date. The development on these devices is very dynamic and is subject to frequent update cycles. As we are not able to support a wide range of different versions, we always endeavour to concentrate on the latest supported version.

ActiveSync Policies

Unlike most other mail protocols, ActiveSync does not only provide a connection interface between the mail client and the mail server, but also enables the mail server to force certain mail-specific settings on the client. If the client does not permit the configurations requested by the server, the server may refuse the connection with the client. These settings, which are defined on the server and enforced by ActiveSync, are called "ActiveSync Policies". At the end of the mailbox configuration, some mail clients such as the Windows 10 mail app explicitly indicate that these policies need to be accepted in order to enable a connection to the mail server (Mailbox - Windows Mail mail client, figure 14).

Currently, no "ActiveSync Policies" are stipulated by the mail server of IT Services.

"ActiveSync Policies" can be applied throughout the organisation or to individual users and groups. Of course, the affected persons will be informed in detail in advance in the case of any changes to the "ActiveSync Policy".

iPhone

The standard mail app on the iPhone can easily be connected to your ETH mailbox. Only a few steps are needed:

- Settings > Mail, Contacts, Calendars > Add Account
- From the list, select: Exchange
- Thereafter, two more details need to be entered:
 - E-Mail: < ETH username>@ethz.ch
When configuring the mailbox, always enter your mail address in the form "<ETH username>@ethz.ch", even if this is not your main mail address. Your main mail address will be used nevertheless when sending e-mail.
 - Password: *****
- The description is optional. By default, the e-mail address is inserted.

Android

Unlike Apple/iOS, Android follows an entirely different approach. Instead of a centrally managed system, Android pursues a very free and open licence policy, which has resulted in a broad spectrum of system variants, versions and mail apps.

Though this system is very attractive, it is very difficult to support in terms of a consistent mail service. For this reason, we can only offer support for Android mail apps on a best-effort basis.

Usually, the following details should be sufficient for configuring most mail apps under Android:

- **Mail address:** <ETH username>@ethz.ch
When configuring the mailbox, always enter your e-mail address in the form "<ETH username>@ethz.ch", even if this is not your main mail address. Your main mail address will be used nevertheless when sending e-mail.
- **Password:** *****
- **Mail-Server:** mail.ethz.ch
- **Domain:** d

If these details are not sufficient to make the system work, please contact the IT support responsible for you or the manufacturer/seller of your device.

Windows Phone

Currently, the number of mobile devices running Windows Phone is relatively small. Therefore, the know-how in this area is also very limited. However, as our mail system originates from the same manufacturer, the connection between this mail client and the mail server normally works smoothly. Usually, only the following two pieces of information are required:

- **Mail address:** <ETH username>@ethz.ch
When configuring the mailbox, always enter your e-mail address in the form "<ETH username>@ethz.ch", even if this is not your main mail address. Your main mail address will be used nevertheless when sending e-mail.
- **Password:** *****

Blackberry

Currently, we do not support Blackberry devices. It is currently not possible to connect these devices to our server. Though some Internet providers offer the possibility of serving as a kind of proxy between the Blackberry device and our mail server, this would require the storage of the login credentials for the mail server at the provider. However, the storage of login credential at non-ETH organisations and/or services is prohibited according to the [Acceptable Use Policy for Telematics Resources at ETH Zurich](#) (BOT).

Outlook apps for iOS and Android

Currently, the Outlook apps for iOS and Android are not supported by our mail system. In both cases, the app sends the user's login credentials to a Microsoft server, which then performs the login to our mail system. According to Microsoft, their server system can supplement the mailbox data with additional information before sending them to the user's device, thereby significantly improving the customer benefit. However, this would mean sending the login credentials to a non-ETH system. According to the [BOT](#) of ETH Zurich, this is prohibited.

Though the app is blocked on the mail server, we cannot prevent the login credentials from traversing the Microsoft server. Thus, if you have already configured the app and run a synchronisation attempt, we recommend removing the app and then changing your password.

Last update: 22 October, 2018