

Technet

Set Up Exchange E-Mail on an Android Mobile Phone

Applies to: Office 365 for professionals and small businesses, Office 365 for enterprises, Microsoft Exchange, Live@edu¹

Topic Last Modified: 2012-03-19

You can set up e-mail using an Exchange account on an Android mobile phone. If you have a different phone, see [Mobile Phone Setup Reference](#). If you are having trouble connecting your device after following these steps, see “What else to I need to know?” at the end of this Help topic.

1. From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.
2. Type your full e-mail address, for example tony@contoso.com, and your password, and then select **Next**.
3. Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
4. Enter the following account information and select **Next**.
 - **Domain\Username** Type your full e-mail address in this box. If **Domain** and **Username** are separate text boxes in your version of Android, leave the **Domain** box empty and type your full e-mail address in the **Username** box.

 **Note:**

On some versions of Android, you need to use the domain\username format. For example, if your e-mail address is tony@contoso.com, type contoso.com\tony@contoso.com. Your username is your full e-mail address.

- **Password** Use the password that you use to access your account.
 - **Exchange Server** Use the address of your Exchange server. To find this address, see “Finding the Server Name” later in this topic.
5. As soon as your phone verifies the server settings, the **Account Options** screen displays. The options available depend on the version of Android on your device. The options may include the following:
 - **Email checking frequency** The default value is Automatic (push). When you select this option, e-mail messages will be sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.
 - **Amount to synchronize** This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.

¹ Retrieved April 10, 2012 from <http://technet.microsoft.com/en-us/exchangelabshelp/dd940179#>

- **Notify me when email arrives** If you select this option, your mobile phone will notify you when you receive a new e-mail message.
 - **Sync contacts from this account** If you select this option, your contacts will be synchronized between your phone and your account.
6. Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the e-mail setup and start using your account.

 **Tip:**

You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

Finding the Server Name

To determine your server name, use the following steps:

1. Sign in to your account using Outlook Web App.
2. On the Outlook Web App toolbar, click **Help > About**.
3. On the **About** page, under the **External POP Settings** line, use the **Server name** value to help you determine your server name:
 - If the **External POP Settings > Server name** value includes your organization's name, for example, pop.contoso.com, then your server name is the same as your Outlook Web App server name, without the /owa. For example, if the address you use to access Outlook Web App is https://mail.contoso.com/owa, your Exchange ActiveSync server name is mail.contoso.com.
 - If the **External POP Settings > Server name** value is in the format podxxxxx.outlook.com, your Exchange ActiveSync server name is **m.outlook.com**. In some cases, Android mobile devices may experience connection problems using m.outlook.com as the server name. If you are having problems connecting, go to the **Host name** line on the **About** page. Use the value shown under **Host name** for the Exchange ActiveSync server name for your device.

What else do I need to know?

- If your e-mail account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your e-mail account through a mobile device will fail if you haven't registered your account through Outlook Web App. After you sign in to your account, sign out. Then try to connect using your mobile phone. For more information about how to sign in to your account using Outlook Web App, see [How to Sign In to Outlook Web App](#). If you have trouble signing in, see [FAQs: Sign-in and Password Issues](#) or contact the person who manages your e-mail account.
- When you use the **Host name** as the Exchange server name in your e-mail account settings, you should be aware that this setting may change over time. For example, the

Host name for your mailbox will change if your user mailbox is moved to a different server or if it is temporarily moved during a server upgrade.

- If you are an IT professional or e-mail administrator, read the blog post [Exchange ActiveSync client connectivity in Office 365](#) for detailed information about connectivity issues you may experience.

Note:

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