

iPad and iPhone Mail setup for using Zaks.com Mail

Note – if you are where you have Frontiernet or Comcast you will not be able to use our server for outgoing mail. They (not us) force you to use their outgoing mail servers. So you will have to check with them to get the correct outgoing mail information.

When you leave your house and you are on wifi somewhere, you will need to use the mail.zaks.com server for outgoing mail. So you will probably have to setup two outgoing mail accounts. Check with your provider on just how to do this.

1. Go to settings
2. Click Mail, Contacts, Calendars (in the left column)
3. Next on the right click Add Account
4. Click OTHER (usually at the bottom)
5. Click Add Mail Account
6. Fill in the New Account information:
 - a. Name – your FULL email address ‘jack@jones.com’ (it may work with just your name, but I use my email and it works)
 - b. Email – you FULL email address ‘jack@jones.com’
 - c. Password – put your password in
 - d. Description – whatever you want
7. Click next
8. Choose IMAP and fill in the information under incoming mail server:
 - a. Name – already filled in – but check it.
 - b. Email – same, check it
 - c. Description
 - d. Host Name – mail.zaks.com
 - e. User Name – your FULL email address ‘jack@jones.com’
 - f. Password – put your password in – it may have dots in automatically – DO NOT USE IT – type your password in
9. Fill in the outgoing server information:
 - a. Host Name – mail.zaks.com
 - b. User Name – your FULL email address ‘jack@jones.com’
 - c. Password – put your password in (again – don’t use exsiting dots)
10. Click Next
11. It will say Verifying – let it go, it will take a while.
12. It will say it “Cannot connect using SSL, do you want to try setting up the account without ssl?”
13. Say YES
14. It will do Verifying again. Takes a while, let it go.
15. Yes, it takes that long.
16. It again will say “Cannot connect using SSL” (or something similar)
17. Say NO.
18. Click Next.
19. It will say that “This account may not be able ... are you sure you want to save?”

20. Say SAVE
21. The screen will change. Check that Mail and Notes are on (green on the right).
22. Click SAVE
23. It will say Account added and go back to the settings screen.
24. Click on the account you just made (in the list to right). It probably says "Mail, Notes" under it.
25. Click on Account – it will have your email to the right of the word Account. If not, you typed something wrong.
26. In the window that opens, scroll so you can see the bottom. At the bottom of the screen (Titled ACCOUNT) click ADVANCED – it's at the bottom on the left.
27. At the bottom of that screen (probably have to scroll up) under incoming settings:
 - a. Turn off USE SSL – it should turn white, not green.
 - b. Authentication should say PASSWORD. If not
 - i. Click on Authentication
 - ii. Choose Password
 - iii. Then click Advanced to go back
28. Check that in the INCOMING SETTINGS section Server Port says 143, if not, make it so.
29. At the top of this window click where it says "< Account" to go back.
30. Click Done.
31. It will flash VERIFYING then go back to the settings screen. This time it shouldn't be a long time, about 10-15 seconds or less.
32. That should do it.
33. Go to the main screen and click mail.

When you check mail, if you receive but it does not send (or if you don't receive) – go to Settings, then Mail, Contacts, Calendars, click on the Account to open the Account window.

1. Check the information shown – is it spelled correctly?
2. Under OUTGOING MAIL SERVER click SMTP, then under PRIMARY SERVER click mail.zaks.com.
 - a. Server should be green
 - b. Host Name mail.zaks.com
 - c. User name is your email address
 - d. Password should be there
 - e. SSL is OFF
 - f. Authentication is Password
 - g. Server Port is 25
 - h. Click DONE, then Account to get back to the Account screen.
3. Click Advanced at the bottom and check –
 - a. Use ssl is OFF (white)
 - b. Authentication is Password
 - c. IMAP path prefix is /
 - d. Server Port is 143
 - e. Just be below that is S/MIME – should be OFF (white)

SSL is off

Authentication is password

Server port is 25

Particulars you may need:

Imap server: mail.zaks.com, port 143

SMTP server: mail.zaks.com, port 25 (NOT 587)

Do NOT use ssl

DO use password (plain, not encrypted) authentication.

Login name – use your full email address.

You can always use our web mail – go to <http://zaks.com>, click on webmail, login with your full email address and your password.