



### Hosted Exchange 2007: Frequently Asked Questions

#### **What is the difference between Outlook/Exchange and POP?**

POP email systems provide basic email. Beyond that, most include limited collaboration and communication tools; some include none.

Outlook/Exchange includes rich options not only for managing email, but also for managing calendars and contacts. All information can be securely and appropriately shared among users. For instance, users can schedule meetings, reserve conference rooms, create and post to public folders, and access corporate contact lists.

#### **What is the difference between Small Business or Enterprise and Custom Enterprise Exchange hosting?**

Small Business and Enterprise Exchange hosting customers both reside on a clustered server set and SAN with other Intermedia accounts. This is a cost-effective but also extremely resilient way for smaller businesses to access Outlook/Exchange's collaboration and communication tools.

Custom Enterprise Exchange hosting provides your organization with its own server. No other company's email will flow over it. This option is typically chosen by larger small and mid-sized businesses with stringent performance and security requirements.

In either case, servers are hosted onsite in Intermedia's data center, where they are monitored and managed 24x7 by our expert staff.

#### **What is HostPilot?**

HostPilot is a state-of-the-art control panel for Outlook/Exchange account administrators. Use it for 24x7 online access to your site/server configuration tools.

#### **What is MyMailboxManager?**

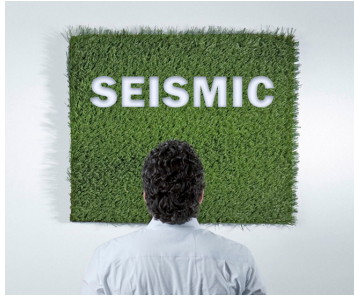
MyMailboxManager is a Web-based management tool created for end users. It allows them to instantly change passwords, view fax logs, customize individual mailbox settings, and more.

#### **How do I contact technical support?**

Log in to the technical support area for a complete set of contact information. You can also email [exchangesupport@Intermedia](mailto:exchangesupport@Intermedia).

#### **Why choose Intermedia?**

Intermedia is the world leader in business email services. All services are backed by our world-class 24x7 expert support.



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#### What are Outlook/Exchange's benefits?

Microsoft Exchange Server 2007 is the world's most popular server for managing business email and group collaboration. Benefits include:

- **Advanced messaging delivered on-demand.** Associate your email account to your company or Web site. Get the same "look" and communication tools available to large enterprises - minus the associated overhead.
- **Company address book and contact manager.** Provide employees with secure, centralized access to key contact information.
- **Public folders/file sharing.** Documents and email can be centrally posted and easily shared.
- **Company calendar for group scheduling.** Employees can maintain their own calendars, as well as check availability of coworkers, conference rooms and other resources to efficiently schedule meetings.
- **Task management.** Enable employees to assign tasks to one another, facilitating collaboration or project milestone tracking.
- **Outlook Web Access (OWA).** Provide employees with secure access to email, calendar and contacts from any Web-enabled device.

#### Do you support wireless devices?

Yes. Details are available at our wireless messaging page.

#### How long will it take to set up my service?

Setup is complete in minutes. Sign up now for an Intermedia account, and you'll experience the benefits of Outlook/Exchange today.

#### What functions can an "administrator" perform on the client side?

Using HostPilot Control Panel, account administrators can perform numerous functions: create/delete mailboxes, add new services, view billing summaries, change mailbox passwords, create/manage distribution lists, create/manage company and billing information, and more.