Hosted Exchange Frequently Asked Questions

Q: What are the features of the Hosted Exchange Service?

- 100 GB mailbox
- Modernized Outlook-based web mail interface
- Shared mailboxes
- Shared Contacts
- Distribution Groups.

Q: What are the password requirements? Password requirement are as follows:

- Minimum 12 Characters
- Upper and lower case
- One special character
- No Dictionary words
- Maximum 255-character length

Q: What are the DNS Settings to connect to Hosted Exchange?

A Records:

Type	Hostname	TTL	IP
A	mail.yourdomain.com	3600	139.138.158.102
A	smtp.yourdomain.com	3600	139.138.158.101

Type	Hostname	TTL	Port	Target
SRV	_autodiscover._tcp.yourdomain.com	3600	443	mail.logixcloud.com

*Recommended SRV record weight and priority is 0

MX Records:

Type	Hostname	TTL	Priority	Target
MX	yourdomain.com	3600	10	smtp.yourdomain.com
MX	yourdomain.com	3600	50	mail.yourdomain.com

SPF Record:

Type	TTL	Target
TXT	3600	yourdomain.com. v=spf1 ip4:139.138.158.102/32 ip4:139.138.158.101/32 ~all

Q: What versions of Outlook do we support?
   Logix is consistent with the guidelines created by Microsoft. The versions that Microsoft currently
   supports will be supported by Logix.

Q: How do I access the Outlook Web?
   http://mail.logixcloud.com/

Q: How do I get to the control panel?
   https://cp.logixcloud.com/Cloudpanel

Q: How do I change user's password?
   There are 2 ways to change your password.
   1. You can change your password in Outlook Web App, (OWA) under option -> General -> My
      account. http://mail.logixcloud.com/
   2. You can change your password on the Exchange management Console, under Profile -> reset
      password. https://cp.logixcloud.com/

Q: How do I create a distribution group?
   You can create Distribution groups in the exchange Management Console Under Microsoft Exchange -
   >   Distribution Groups. https://cp.logixcloud.com/

Q: How do I whitelist / blacklist an email address or domain?
   White and Black Lists are managed. Please contact Logix at 1-800-767-1706.

Q: Who do I contact when we are having an issue?
   For LOGIX-Hosted Exchange issues please contact 1-800-767-1706. For any other issues please
   contact 1-800-444-0258.

Q: Where can I find documentation when adding a new user?
   Documentation to add users to the LOGIX-Hosted Exchange environment can be found under
   Customer Resources (Email and Web Hosting Section) on the Logix.com website.
   https://logix.com/customer-resources