Lincoln University
Office of Information Technology

Connecting to LU Exchange with an Exchange ActiveSync Enabled Phone

Pre-connection Steps
1. **This setup document is not for BlackBerry phones**
2. **Know What Will Happen to Your Existing Information**
   a. Before you begin this process, be sure that you understand your existing email, calendar, and address book/contact information on your phone *may be replaced* with email, calendar, and contact information from your LU centralized Exchange account.
3. **Verify Your Provider Enabled Internet access for Your Account**
   a. Be sure you have internet access from your phone. Given the amount of data that will be synced and the nature of the constant sync connection, you may want to opt for an unlimited usage data plan.
   b. If you are uncertain whether or not your phone is enabled for Internet access, call the service provider (e.g., Alltel, T-Mobile, Sprint, etc.) to verify you have Internet access enabled. If you do not, you must request your account be updated for Internet access in order to synchronize with the LU Exchange Mail Server. It may take your provider a day or two to enable Internet access for your account.

Connection Steps
1. **Configure Your phone to Connect to the LU Exchange Service**
   Note: Nearly all phone manufacturers and models are different in the exact steps for entering the email setup application. Therefore, how to enter email setup will not be the scope of this guide. Instead, we will focus on what information to use in the email setup of your phone.
2. **Find Exchange ActiveSync (EAS) Setup on your phone:**
   a. Exchange ActiveSync may be in the Options menu, Email Setup Application, or elsewhere
   b. The server settings are as follows (in no particular order):
      i. E-Mail server: **webmail.lincolnu.edu**
      ii. E-Mail address: input your email address, such as **abrahaml@lincolnu.edu**
      iii. Domain: **LU**
         Note: This option is not always available.
      iv. Username: input your username, such as **alinc000**
      v. Password: input your password (the same one you use for your email, computer, wireless, Angel, VPN, and WebAdvisor accounts)
      vi. Description: Input a descriptive name for this account on your phone, for example **Lincoln Email** or **Work Email**
   c. Be sure SSL (Secure Sockets Layer) is enabled
      i. This may be in an advanced menu under email setup
   d. When finished, start the sync with the LU Exchange server

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 e. You may be prompted to choose what you sync. The typical options are **Email**, **Contacts**, and **Calendar**. Choose the information you want to sync, and finish.

  i. Manufacturers are different in their sync design. You may lose all local **Contacts** and **Calendar** entries on your phone, or it may combine your **Contacts** and **Calendar** entries with the LU Exchange Server. You will have to research this feature for your particular device.

Troubleshooting

1. **If you cannot properly sync the first time**
   a. Re-type your password. Your password is case-sensitive, and all characters must be typed (including special characters such as #, $, %, etc.). Remember, it is the same password you use for your email, computer, wireless, Angel, VPN, and WebAdvisor accounts.
   b. If there is no option to input the domain you may have to precede your username (**alinc000**) with the domain (**LU**), which would change your username to: **LU\alinc000**.
   c. SSL *must* be enabled.