How To... Set Up ActiveSync [Email To Your Phone]

Content

> **Note: This guide is still in development – if your phone is not included in the list of phones for any of the procedures please contact the CUE Helpdesk**

Overview

CUE supports Exchange ActiveSync – a facility to receive email to your Smartphone.

Below is a step-by-step guide to setting up Exchange ActiveSync on your phone. The procedure to set up ActiveSync on a Smartphone varies slightly depending on the version of the Smartphone software.

If you experience any difficulties while following this guide please contact the CUE Helpdesk.

Procedure for iPhone

iPhone is currently unsupported, but has been tested functional with activesync. General details required are as follows:

Email Address: USERNAME@cad.coventry.ac.uk
Domain Name: cueltd.net
Username: jbloggs
Domain\Username: cueltd\jbloggs
Password: <your_password>
Server address: mail.cueltd.net
Connection Type: Exchange
Secure Connection/SSL: Enabled

Procedure for Android (2.2)

This process was done on a HTC Wildfire phone, running Android 2.2.1 + HTC Sense. Although this guide should be the same on all 2.2/2.2.1 Android devices.

Update your Phone

A large majority of phones require an update to correctly function with Exchange 2010 email servers. To update your phone please do the following:
Tap **Menu > Settings**
Goto **About Phone**
Tap **System Software Updates**
Tap **Check Now**
Install any update that is found

New Setup

Tap **menu > settings**
Goto **accounts & Sync**
Click **add account**
Select **Exchange Activesync**
Tap **manual setup**
Enter your **email address:** username@cad.coventry.ac.uk
Enter the **server address:** mail.cueltd.net
Enter the **domain:** cueltd
Enter your **username:** jbloggs
Enter your **password:** <your_password>
Tick **SSL Connection**
Click **Next**
Select sync items (by default/recommendation, select all)
Click **Finish Setup**

This will take around 5-10minutes to sync your data fully depending on how much data you have.

Delete Setup

Tap **menu > settings**
Goto **accounts & Sync**
Tap the account you wish to delete.
Select **Remove Account**

Further Configuration (optional)

Go back to your 'Manage Accounts' section (under **menu > settings > Accounts & Sync**), click 'Exchange Activesync'. In here you can modify your sync settings on how often sync occurs, what it downloads, when it downloads etc.
These settings are adequate to be left to their default values.

Procedure for Samsung Android

This process was performed on a Samsung GT-S6810P device

New Setup

Tap **menu > settings**
Goto Accounts section and click **Add Account**
Select **Microsoft Exchange Activesync**
Enter your **email address**: username@cad.coventry.ac.uk
Enter your **password:** <your_password>
Tap **Manual Setup** at the bottom of this screen
Enter **domain\user name**: cueltd.net\username
Enter **Exchange Server**: mail.cueltd.net
Tick **Use secure connection (SSL)**
Click **Next**
Accept the Activation message
Accept the default sync settings by clicking **Next**
Accept the security settings by clicking **Activate**
You will now start receiving email to your phone.

Procedure for Nokia Symbian 3.x

Phone used for template: Nokia E5

Existing Setup:

- Click **Menu > Messaging > Mail for Exchange**
- Click **Options > Settings > Mailbox**
- Enter the **email address**: username@cad.coventry.ac.uk
- Enter **mailbox type**: mail for exch.
- Enter the **Username**: jbloggs
- Enter the **Password**: <your_password>
- Enter the **Server address**: mail.cueltd.net
- Enter the **Domain**: cueltd
- **Signature**: No   (this is email signature, not a security 'signature' - user customizable)

Adv. mailbox settings:

- **access point**: Internet
- **Secure Connection**: Yes
- **Port Number**: 443

NEW setup:

- Click **start > messaging > new mailbox**
- Click **yes > start > mail for exchange**
- Enter the **email address**: USERNAME@cad.coventry.ac.uk
- Enter the **Password**: <your_password>
- Enter the **Username**: jbloggs
- Enter the **Domain**: cueltd
- Click **next**
- Enter the **Server address**: mail.cueltd.net
- Click **next > OK** > select all sync options (email is on by default)
- Click **next**
- Click **how to sync data** > keep on phone (refers to existing data i think!)
- Click **next/finish/done/ok**

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Phone used for template: Nokia E5

Procedure for Microsoft Windows Mobile 6.1

(HTC Touch Series)

At present only a single ActiveSync partnership is supported on Microsoft Mobile Smartphones (the software running on the phone). To delete an existing partnership (for example the old CAD network) please follow the steps below:

- Click **Start > Programs**
- Open **ActiveSync**
- Click **Menu** > **Options**
- Click **Menu** > **Delete**
- Click **Yes**
- Click **Done**

Note: Deleting an existing partnership will delete all email, contacts, calendar and tasks associated with that profile.

Deleting the partnership does not delete items from the source; only the local copy on the device is deleted. You should ensure you have a copy of any information you need to save.

If you are replacing the old CAD network partnership with the new CUEltd network your email, contacts, calendar and tasks will be copied to your phone when you synchronise for the first time.

Once any existing partnerships have been deleted the following steps can be used to create a partnership with the CUELtd server:

- Click **Start > Programs**
- Open **ActiveSync**
- Click **Menu** > **Add Server Source/Configure Server…**
- Enter the Server address: **mail.cueltd.net**
- Click **Next**
- Enter the **Username**: **jbloggs**
- Enter the **Password**: **<your_password>**
- Enter the **Domain**: **cueltd**
- Ensure the **Save password** box is ticked
- Click **Next**
- Click **Finish**

The smartphone should immediately try to synchronise.

Procedure for Microsoft Windows Mobile 6.0

(SPV E650)

At present only a single ActiveSync partnership is supported on Microsoft Mobile Smartphones (the software running on the phone). To delete an existing partnership (for example the old CAD network) please follow the steps below:

- Click **Start**
- Open **ActiveSync**
- Click **Menu** > **Options**
- Click **Menu** > **Delete**
- Click **Yes**
- Click **Done**

Note: Deleting an existing partnership will delete all email, contacts, calendar and tasks associated with that profile.

Deleting the partnership does not delete items from the source; only the local copy on the device is deleted. You should ensure you have a copy of any information you need to save.

If you are replacing the old CAD network partnership with the new CUEltd network your email, contacts, calendar and tasks will be copied to your phone when you synchronise for the first time.

Once any existing partnerships have been deleted the following steps can be used to create a partnership with the CUELtd server:

- Click **Start**
- Open **ActiveSync**
- Click **Menu** > **Add Server Source/Configure Server…**
- Enter the Server address: **mail.cueltd.net**
- Click **Next**
- Enter the **Username**: **jbloggs**
- Enter the **Password**: **<your_password>**
- Enter the **Domain**: **cueltd**
- Ensure the **Save password** box is ticked
- Click **Next**
- Click **Finish**

The smartphone should immediately try to synchronise.

Procedure for Microsoft Windows Mobile 5.0 (AKU2)

(SPV C600/E600 SPV M3100)

At present only a single ActiveSync partnership is supported on Microsoft Mobile Smartphones (the software running on the phone). To delete an existing partnership (for example the old CAD network) please follow the steps below:

- Click **Start**
- Open **ActiveSync**
- Click **Menu** > **Options**
- Click **Menu** > **Delete**

Note: Deleting an existing partnership will delete all email, contacts, calendar and tasks associated with that profile.

Deleting the partnership does not delete items from the source; only the local copy on the device is deleted. You should ensure you have a copy of any information you need to save.

If you are replacing the old CAD network partnership with the new CUEltd network your email, contacts, calendar and tasks will be copied to your phone when you synchronise for the first time.

Once any existing partnerships have been deleted the following steps can be used to create a partnership with the CUELtd server:

- Open **ActiveSync** (if you have not already)

- Click **Menu** > **Add Server Source/Configure Server...**

- Enter the Server address: **mail.cueltd.net**

- Click **Next**

- Enter the **Username**: **jbloggs**

- Enter the **Password**: **<your_password>**

- Enter the **Domain**: **cueltd**

- Ensure the **Save password** box is ticked

- Click **Next**

- Click **Finish**

The smartphone should immediately try to synchronise.

Procedure for Microsoft Windows Mobile 2003 Second Edition for Smartphone

(SPV C500)

PLEASE NOTE THAT THIS MODEL OF PHONE IS NO LONGER SUPPORTED AND WILL NOT FUNCTION WITH ACTIVESYNC

Note: There is a known problem using ActiveSync with an SPV C500 (other Windows Mobile 2003 Second Edition devices have not been tested).

The CUE ActiveSync server uses a Unified Communications certificate to secure communication between the server and the mobile device. Unfortunately this certificate uses an unsupported field (Subject Alternative Name) which causes issues with legacy clients

The Systems and Networking team are investigating the possibility of a workaround to address this issue without the need to abandon the use of the UC certificate.

At present only a single ActiveSync partnership is supported on Microsoft Mobile Smartphones (the software running on the phone). Windows Mobile 2003 Second Edition does not provide a facility to delete a profile before establishing a new one. Instead the prompt do delete the current content will occur once the new partnership is used.

Note: Deleting an existing partnership will delete all email, contacts, calendar and tasks associated with that profile.

Deleting the partnership does not delete items from the source; only the local copy on the device is deleted. You should ensure you have a copy of any information you need to save.

If you are replacing the old CAD network partnership with the new CUEltd network your email, contacts, calendar and tasks will be copied to your phone when you synchronise for the first time.

Following these steps to create a partnership with the CUELtd server:

- Click **Start**
- Click **More**
- Open **ActiveSync**

- Click **Menu** > **Options**

- Click **Server Settings**

- Click **Connection**

- Enter the **Username: jbloggs**

- Enter the **Password**: **<your_password>**

- Enter the **Domain**: **cueltd**

- Ensure the **Save password** box is ticked

- Enter the **Server name**: **mail.cueltd.net**

- Click **Done**

- Select **Delete item from device**

- Click **Done**

The smartphone should immediately try to synchronise.

Procedure for Microsoft Windows Mobile 2003 Second Edition for Pocket PC

(SPV M2000)

Note: There is a known problem using ActiveSync with an SPV M2000 (other Windows Mobile 2003 Second Edition devices have not been tested).

The CUE ActiveSync server uses a Unified Communications certificate to secure communication between the server and the mobile device. Unfortunately this certificate uses an unsupported field (Subject Alternative Name) which causes issues with legacy clients

The Systems and Networking team are investigating the possibility of a workaround to address this issue without the need to abandon the use of the UC certificate.

At present only a single ActiveSync partnership is supported on Microsoft Mobile Smartphones (the software running on the phone). Windows Mobile 2003 Second Edition does not provide a facility to delete a profile before establishing a new one. Instead the prompt do delete the current content will occur once the new partnership is used.

Note: Deleting an existing partnership will delete all email, contacts, calendar and tasks associated with that profile.

Deleting the partnership does not delete items from the source; only the local copy on the device is deleted. You should ensure you have a copy of any information you need to save.

If you are replacing the old CAD network partnership with the new CUEltd network your email, contacts, calendar and tasks will be copied to your phone when you synchronise for the first time.

Following these steps to create a partnership with the CUELtd server:

- Click **Start**
- Open **ActiveSync**

- Click **Tools** > **Options**

- Click on the **Server** tab

- Click on **Options**

- Enter the Server address: **mail.cueltd.net**

- Click **Options**

- Enter the **Username: jbloggs**

- Enter the **Password**: **<your_password>**

- Enter the **Domain**: **cueltd**

- Ensure the **Save password** box is ticked

- Click **OK**

- Click **OK**

- Click **Sync**

ActiveSync is now configured. If the device does not immediately synchronise click **Sync**

Common Problems

There are a couple of problems that occur quite regularly:

Problem: **The security certificate on the server has expired**
Answer: The most likely cause of this error is that the date or time on the smartphone is incorrect. This can be the result of the battery running flat or the battery being taken out for longer than ~ten seconds.

Contacting the CUE Helpdesk

If you encounter any problems while following this 'How To…' please contact the CUE Helpdesk via email (cuehelpdesk@cad.coventry.ac.uk), instant message a member of the helpdesk (Systems and Networking) or by telephoning internal extension 8888.