Mobile Device – Windows ActiveSync Configuration

Information Technology provides telephone and the following documentation support for mobile devices that support ActiveSync (also referred to as: Corporate Sync, Microsoft Exchange ActiveSync, etc.). Hands-on setup support may be requested online for JMU stipend-funded phones with a data plan that use the ActiveSync protocol.

The following Windows mobile devices support ActiveSync:
Windows Mobile Devices – running Windows Mobile 5.0 or higher

Note: Palm devices running the PalmOS do not work with our Exchange server, such as the Treo 755p Smartphone. The Palm Pre fully supports Microsoft ActiveSync.

General ActiveSync Setup Instructions:
(setup instructions will vary across the myriad of mobile devices)
1. Click ActiveSync icon for setup on your phone or device.
2. When prompted for a server address, enter: exchange.jmu.edu
3. Make sure that “This server requires an encrypted SSL connection” is checked
4. Enter the following, when prompted for username, password and domain:
   a. Username: JMU e-ID
   b. Password: JMU e-ID password
   c. Domain: JMUAD
5. Choose what features you wish to synchronize: Contacts, Calendar, E-Mail and/or Tasks
6. After you have entered in this information and are connected to your phones data plan or a wireless network, you can sync your device with your mailbox, calendar, contacts, tasks and more. Initial synchronization may take 30 minutes or longer.

Unsupported Devices:
Devices that do not support ActiveSync may be setup to receive e-mail through an IMAP configuration.