

**1. Entourage Troubleshooting:**

- I. Ensure your edition of Entourage is Entourage Web Services Edition. If it isn't, please upgrade your

VIII. Click OK, close Entourage and reopen

IX. If you are still

VI. Once all fields have been verified or changed to **exchange.marian.edu**, please close Mail and reopen

VII. If you are still unable to connect, please contact the helpdesk

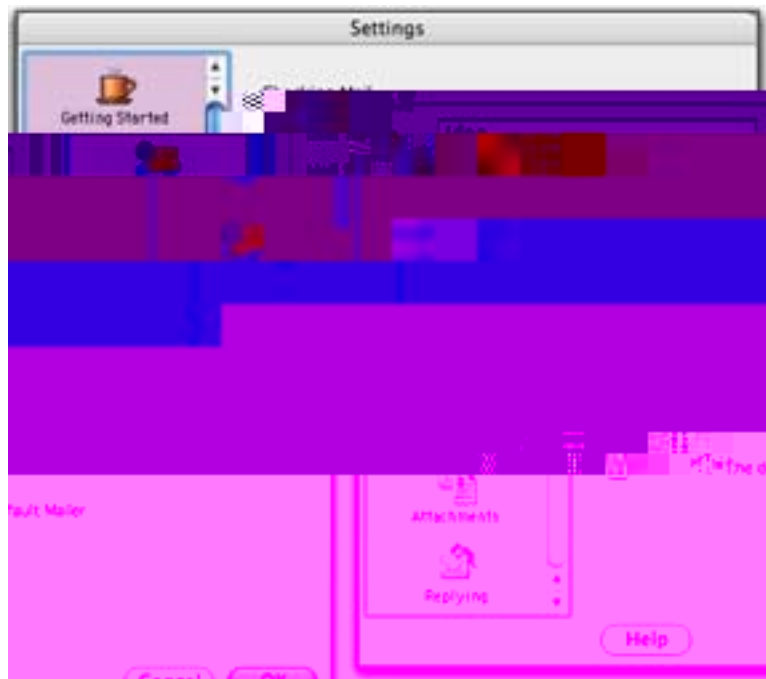
3. **Blackberry Troubleshooting (Non BES Users):**

I. Go to the Blackberry Internet Service configuration page provided by your service provider. Below is a list of Links to popular service providers:

- i. ATandT: <https://bis.na.blackberry.com/html?brand=mycingular>
- ii. Cincinnati Bell: <https://bis.na.blackberry.com/html?brand=cinbell>
- iii. Metro PCS: [www.metropcs.blackberry.com/](http://www.metropcs.blackberry.com/)
- iv. Nextel: <https://bis.na.blackberry.com/html?brand=nextel>
- v. Sprint: <https://bis.na.blackberry.com/html?brand=sprint>
- vi. T Mobile: [www.t-mobile.com/bis/](http://www.t-mobile.com/bis/)
- vii. US

4. **Eudora Troubleshooting:**

- I. Close out Eudora completely and re open it. If the connection to your mailbox is not established, go to number II
- II. Launch your Eudora application and then click **Special** and select **Settings**
- III. Select **Getting Started** on the left side
- IV. In the **Mail Server** field ensure that **exchange.marian.edu** is entered. If not, please correct accordingly



- V. Click OK, close Eudora and reopen
- VI. If you are still unable to connect, please contact the helpdesk

5. **Windows Mobile 5 and 6 Troubleshooting:**

- I. On the **Home** screen, choose **Start**, choose **Programs**, choose **ActiveSync**, choose **Menu**, and then choose the **Configure Server** tab

- II. In **Edit Server Settings**, enter the name of the server that is running Exchange: **exchange.marian.edu**, and then choose **Next**
- III. Enter your user name, password, and for domain name, enter **marian\_admin**
- IV. Choose **Next**
- V. If you want the mobile device to save your password so that you will not need to enter it again the next time that you connect your mobile device to Exchange, select the **Save password** check box
- VI. Select the check boxes for the types of information items that you want to synchronize with Exchange Server. To change available synchronization settings, select the type of information that you want to synchronize, and then choose **Settings**
- VII. Choose **Finish**
- VIII. If you are still unable to connect, please contact the helpdesk

6. **Apple iPhone and iPad Troubleshooting:**

- I. From your iPhone or iPad navigate to **Settings** menu and select **Mail, Contacts, Calendars**
- II. Verify that you have the correct settings for **E mail, Username** and **Password**
- III. Verify that the server is **exchange.marian.edu** and the domain is **marian\_admin**. If it's not, make the necessary corrections



\*\*Note: If requested to "Use SSL" tap **ON**

- IV. Tap **Next**. Setup will verify your settings and bring you to a screen where you can select items you'd like to sync (Mail, Contact, Calendars)
- V. Tap **Done** and your setup will be finalized.
- VI. If you are still unable to connect, please contact the helpdesk

## 7. Android Troubleshooting:

- I. Go to **Menu > Settings > Accounts and Sync**
- II. Select **Exchange ActiveSync > Account Settings > Configure Server (Edit Server**

- IV. Verify that the server is **exchange.marian.edu** and the domain is **marian\_admin**. If it isn't, make the necessary corrections



- V. Tap **Next**, the setup will complete and you will be brought to what you would like to sync (mail, contacts and calendar).
- VI. Select what you would like to sync tap **Save** to complete wizard
- VII. If you are still unable to connect, please contact the helpdesk