

## Smart Phone Support for Faculty and Staff

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### **Blackberry Support: University-owned**

#### **Requirements:**

- Must be a Blackberry 8830
- Must have unlimited data plan
- Must have a Uanet account with an Exchange mailbox
- The mail account must **NOT** be forwarded to another address
- Must have access to a windows machine (on the Uanet domain) with Outlook setup

#### **Procedure:**

1. Telecommunications orders the Blackberry
2. Telecommunications opens a ticket to the LAN group to add the client to the Blackberry exchange server
3. Telecommunications activates the Blackberry and sends it to the Distributed Technology Services (ITS) technician who will setup the Blackberry
4. The technician schedules an appointment to come to the client's office. During this visit the client must sign on to the Windows computer and the necessary software will be installed. This process takes approximately 45 to 60 minutes.

## **Blackberry Support: Personally-owned**

### **Requirements:**

- Must be a Blackberry 8830
- Must have unlimited data plan
- Must have a Uanet account with an Exchange mailbox
- The mail account must **NOT** be forwarded to another address
- Must have access to a windows machine (on the Uanet domain) with Outlook setup

### **Procedure:**

1. The client calls the Support Desk at 330-972-6888 and asks them to open a ticket to the LAN group to add the client to the Blackberry exchange server
2. The LAN group forwards the ticket to the Blackberry Smart Phone group who will setup the Blackberry
3. The technician schedules an appointment to come to the client's office. During this visit the client must sign on to the Windows computer and the necessary software will be installed. This process takes approximately 45 to 60 minutes.

## Smart Phone: University-owned

### Requirements:

- Must have unlimited data plan
- Must have a Uanet account with an Exchange mailbox
- The mail account must **NOT** be forwarded to another address
- Must have access to a windows machine (on the Uanet domain) with Outlook setup

### Procedure:

1. The client calls the Support Desk at 330-972-6888 and asks them to open a ticket to the Blackberry SmartPhone group to setup the smart phone.
2. The technician schedules an appointment with the client to set up the smart phone with Active Sync.

## Smart Phone: Personally-owned

**ITS does NOT support personally-owned smart phones.** The client must contact their service provider to setup the phone. The vendor will need to know the mail server address which is:

### **Exchange.uanet.edu**

Some general information is provided below to assist the vendor in setting up the phone for Exchange Email setup for Windows Mobile 5.0 Devices. *Please be advised that procedures are subject to change, and may vary from one vendor to another.*

Press **Start** (LSK)

1. Select the **ActiveSync** Icon
2. Select “**set up your device to sync with it**” located on the main ActiveSync screen.
3. Input your mail server address in the Server Address field: **exchange.uanet.edu**
4. Press **Next** (RSK)
5. Input your UAnetID, password and UANET in the domain field. Choose to save your password so that you have autosync turned on.
6. Press **Next** (RSK)
7. Choose which data you would like to sync (Contacts, Calendar, Email, and/or Tasks).
8. Press **Finish** (LSK)