

Duke Office of Information Technology

Duke OIT - iPhone Compatibility at Duke

Please confirm with your local IT support staff whether this device will meet your specific business needs. Also, as with any wireless device, consider whether the available signal coverage for this device and provider fits your particular needs.

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Ordering information

Duke Faculty and Staff may request an iPhone through [Duke's Online wireless web ordering site](#).

Please read these important caveats:

- ? To be on the Duke Account, phone must be [purchased through OIT](#). Apple store purchases are not eligible.
- ? iPhones require a 2 year contract
- ? You must specify which text messaging plan you want with your iPhone. If you do not specify otherwise in the online form's *Comments* section, we will order the 200 Messages plan. Activate by March 31st to receive a \$25.00 monthly credit off the data plans below through the end of 2008.
 - o iPhone with 200 Messages - Currently \$17, effective 2009 -> \$38.25 / month
 - o iPhone with 1500 Messages - Currently \$25.50, effective 2009 ->\$46.75/month
 - o iPhone with Unlimited Messages - Currently \$34, effective 2009 -> \$55.25/month
- ? iPhone International data plans are either 20MB or 50MB. [Read more about iPhone international data](#). 50MB data plan ordered for international requests unless otherwise specified in the online form's *Comments* section.
- ? Current Duke iPhone customers should contact atthelp@duke.edu to request transfer to the Duke Corporate account.

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Requirements

To use iPhone, you must have the following:

- ? iTunes 7.3 or later, available at <http://www.itunes.com/>. Apple recommends using the latest version.
- ? A Mac or a PC with a USB 2.0 port and one of the following operating systems:
 - o Mac OS X version 10.4.10 or later
 - o Windows XP Home or Professional with Service Pack 2 or later
 - o Windows Vista Home Premium, Business, Enterprise, or Ultimate edition

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Activating your iPhone

How to Activate Your iPhone on a retail/consumer account:

For complete information about activating your iPhone, visit Apple online at <http://docs.info.apple.com/article.html?artnum=305729>. These instructions are for activating a personal device on an AT&T *retail/consumer* line.

How to Activate Your iPhone on the Duke Corporate Account:

To activate service on the Duke corporate account, you must have either [ordered the phone through OIT](#) or notified atthelp@duke.edu that you want to transfer existing AT&T service.

1. (Proceed to step 2 if you are not transferring an existing number to the iPhone.)
In order for your iPhone to work, you must first complete your number transfer by calling 1-888-898-7685 Monday-Friday from 8:00 a.m. - 9:00 p.m. Eastern Time or Saturday from 11:00 a.m. - 8:00 p.m. Eastern Time.
2. Download and install the latest version of www.apple.com/iTunes to your Mac or PC.
3. (Proceed to step 4 if you are not transferring an existing number to the iPhone.)
You will find a pre-installed SIM in the device. Remove and discard the pre-installed SIM. Insert either your existing AT&T SIM, or the new AT&T SIM included within the device shipment.
4. Connect iPhone to your Mac or PC using the included cable and dock.
5. Follow the onscreen instructions to activate and sync your iPhone. (Corporate account holders should select "business customer" activation on the appropriate iTunes screen.)

Visit www.apple.com/iPhone and download the User's Guide to get more helpful tips.

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Using your iPhone on the Duke WiFi network

In order to use your iPhone on the Duke wifi network, you need to register the unit. We recommend you use the wide screen mode to perform these instructions. To switch to wide screen, turn your iPhone 90 degrees.

TIP: Zoom in to make the page easier to read. To zoom in, place two fingers together on the screen and move them apart. To zoom out, place two fingers apart and bring them together.

To register your iPhone on the Duke network, do the following:

1. Open Safari. The NetReg registration page opens.
2. Scroll to the bottom of the page (slide your finger down the display) and tap the green button in the center.
3. On the next screen, scroll to the bottom and select Simple Registration.
4. Netreg will automatically register your iPhone on the network. This may take up to five minutes.

If Netreg does not register your iPhone, contact the Help Desk. Before you do so, obtain your MAC Address by doing the following:

1. On the iPhone, press the Home button.
2. Tap Settings.
3. Tap General.
4. Tap About. The Wi-Fi Address field displays the MAC address (for example, *00:11:22:33:AA:FF*).

Clearing browser cache

If you continue to be directed to Netreg after registering, you may have to clear the browser cache. To clear the cache, do the following:

1. On the iPhone, press the Home button.
2. Tap Settings.
3. Scroll down and tap Safari.
4. Scroll down and tap Clear Cache. A prompt appears.
5. Tap Clear Cache.

VPN Client

At this time, the built-in iPhone VPN client does not work with the [Cisco VPN concentrator we use at Duke](#). Please check this page periodically for updates.

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Voice mail

Before attempting to set up voice mail on your iPhone, [read about activating your iPhone](#). To set up voice mail on your iPhone, do the following:

1. On the iPhone, tap Phone.
2. Tap Voicemail.
3. Tap Setup.

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DukeMail and the iPhone

You can set your iPhone up to work with DukeMail. Duke [requires SSL for incoming mail](#) at all times, and on outgoing connections when off campus. The iPhone will automatically detect these settings. If you experience issues with email, contact the OIT Help Desk at (919) 684-2200.

Create a Mail account

1. On the iPhone, tap Settings.
2. Tap Mail.
3. Tap Add Account.
4. Tap Other.
5. Fill in the fields using the information below:

Name: *First Last* Address: Duke email address (*netid@duke.edu* or *first.last@duke.edu*) Description: *Duke IMAP* (or whatever you want to call this account)

Under Incoming Mail Server, type the following:

Host Name: *imap.duke.edu* User Name: *Your NetID* Password: *Your NetID password*

Under Outgoing Mail Server (SMTP), type the following:

Host Name: *smtp.duke.edu* User Name: *Your NetID* Password: *Your NetID password*

1. Tap Save.

Use iTunes to sync settings from Outlook

To sync email account settings from Outlook to your iPhone via iTunes, do the following:

1. In iTunes, under Devices, select iPhone. (If your iPhone has been activated, iTunes will automatically display this view.)
2. Click the Info tab.
3. Click to select the check boxes for the items you want to synchronize. In the Email and Calendar lists, verify that *Outlook* is selected.
4. In the lower right-hand corner of the iTunes window, click Sync. The selected information will sync with iPhone.

If you did not store your password in Outlook, use the following steps to store your password on your iPhone:

1. On the iPhone, press the Home button.
2. Tap Settings.
3. Tap Mail.
4. Under Accounts, tap the desired account.
5. Under Incoming Mail Server, tap Password. The keyboard is displayed and a cursor appear in the Password field.
6. Type your password and tap return. Your password is saved.

Oracle Connector for Outlook

If your Outlook account was set up using the [Oracle Connector for Outlook \(OCfO\)](#), you will not be able to sync your email account information (or dCal agenda) to your iPhone through iTunes. However, Contacts can be transferred from dCal through OCfO via iTunes, and synced with your iPhone.

Folders and Mailboxes

By default, iPhone Mail will show your shared mailboxes. To view your personal IMAP folders, you must create an IMAP prefix of *INBOX*. When the IMAP prefix is set, your shared mailboxes will no longer show. OIT is working on a solution so that you can view both personal IMAP folders and shared mailboxes on one account. For now, you may set up two accounts: one for your personal folders and one for your shared folders.

To see your personal IMAP folders on iPhone, do the following:

1. On the iPhone, tap Settings.
2. Tap Mail.
3. Under Accounts, tap your Duke email account.
4. Scroll down and tap Advanced.
5. Scroll down and tap IMAP Path Prefix. The keyboard is displayed and a cursor appears in the IMAP Path Prefix field.
6. Type *INBOX* and tap return.

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dCal and the iPhone

You can access your dCal agenda using [the dCal Web client](#). For best results, use the iPhone's zoom feature to view dCal via the Web. It is not possible to sync your dCal agenda with your iPhone. There are also no popup reminders when using dCal via the Web.

To move your dCal Contacts to your iPhone, use Oracle Calendar for Outlook (OCfO) and sync Contacts from the dCal server to Outlook. Then Sync Outlook with your iPhone via iTunes.

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Lotus Notes and the iPhone

You can use [Notes Web Mail](#) to read (and only read) your Lotus Notes Mail. There is no Lotus Notes client for the iPhone, therefore your Lotus Notes calendar is not available on the iPhone.

When you log into Duke University Lotus Notes Web Access, the following message is displayed:

Domino Web Access has not been certified to work with this browser.

To access your mail, select Use WebMail.

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Troubleshooting

If an application on your iPhone does not respond, you can force it to quit. To force quit an application, do the following:

- ? Hold down the Home button for six seconds. The iPhone will return to the Home screen.

For additional help, visit Apple's [iPhone Troubleshooting Assistant](#) or [Apple's iPhone Support site](#).

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Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu