

Setting up your University iPhone

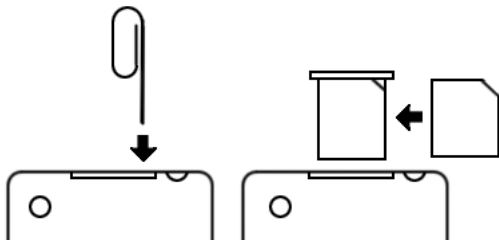
Staff using an iPhone provided by the University will first need to set up the device by:

- installing the SIM card
- setting up the iPhone using iTunes
-

Installing the SIM card

To install the SIM card that comes with your iPhone, you first need to open the SIM tray using a small paper clip or the special SIM eject tool supplied with your phone. The SIM tray is located at the top of the phone and there is a small hole next to the headphone socket.

- Push the end of the paper clip firmly into the hole so the tray pops up
- Put the SIM card into the tray and press it back into the housing



Setting up the iPhone with iTunes

To set up the iPhone, you must download iTunes to your computer:

- Download iTunes from www.apple.com/itunes
- Connect your iPhone to your computer with the cable supplied with the iPhone

You then simply follow the online instructions to set up your iPhone. It is a good idea to connect your iPhone to your computer on a regular basis to pick up any updates that may be needed.

As part of the set up you can choose whether you wish to operate the iPhone as a standalone device or synchronise it regularly with the e-mail and preferences stored on your computer. More information on synchronisation is provided in the iPhone user guide.

University of Sussex IT Services
Shawcross, Falmer
Brighton BN1 9QT

T +44 (0)1273 678090
E enquiries@its.sussex.ac.uk
sussex.ac.uk/its



University of Sussex

IT Services

Connecting to wifi (eduroam)

IT Services' wireless network ("eduroam") provides students and staff of the University with a means to connect their personally owned computers and devices to the campus network. This allows you to check your email and connect to the internet free of charge.

This guide explains how to register and configure your iPad, iPhone or iPod touch to use the wireless network.

If you are in any doubt of any of the steps described in this guide, IT Services Enquiries in Shawcross will be able to help. Additional information about the wireless network can be found online at:

sussex.ac.uk/its/wifi

iPad / iPhone /
iPod touch



US
University of Sussex
IT Services

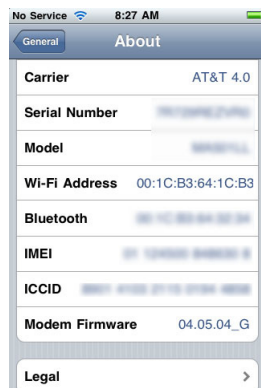
1. Before you start

First of all, find the **Wifi address** of your device. This is the unique identifier that you will need to register your device with the eduroam network.

To see the device's wifi address:

- from the Home screen, choose **Settings**, then **General** and **About**
- the reference is listed under Wifi address

Make a note of this number.

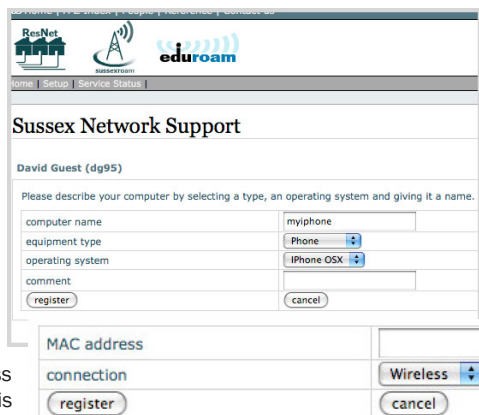


2. Registering to use eduroam



- Go back to the **Home** screen, then choose **Settings** and **Wifi**
- Make sure that Wifi is turned on
- From the list choose the Sussex wifi setup network (sussex.ac.uk-wifi-setup)
- Now go back to the home screen and open the web browser to go to the registration page (if this page does not open automatically or you see a "Page not found" screen, type in the address manually: <https://www.sussex.ac.uk/roaming>, remembering the 's' in **https**)

- Click on the button to Register a computer. Specify the details for your device, giving it a name and then click **register**

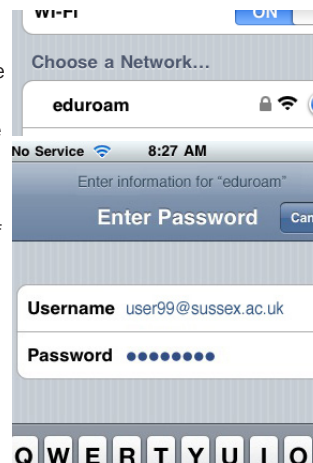


- Click **register** again to add a MAC address. MAC here means "Media Access Control" and is the unique ID which is called a "Wifi Address" on the iPad, iPhone or iPod touch
- If your MAC is not automatically filled in, then type in the Wifi address you noted in part 1 and click **Register**

3. Setting up internet access

You only have to register once so now that step is completed, you are ready to connect to **eduroam**.

- On your device, go into Settings and then Wi-Fi and under Choose a Network, select **eduroam**
- You will be asked for a username and password to log on to eduroam – make sure that you enter your Sussex username followed by "@sussex.ac.uk" so if your username were user99, you would enter: user99@sussex.ac.uk
- Enter your Sussex password as usual
- Click on accept to recognise the security certificate for the **eduroam** network



You normally need to follow this process the first time you login - in future your device should automatically detect and connect to eduroam.

4. Test the connection

Your device is now set up to use the eduroam Wifi network.

Open the web browser and try connecting to an external web page (such as www.google.co.uk) to test that the connection is working.

Troubleshooting

Unable to authenticate If you find that your device is unable to authenticate when logging on to the network, check that you are entering the right username (with @sussex.ac.uk after it) and that you have a recent software version (iPhone OS 2 or later).

Device connects to the wrong network The device's software remembers networks it has used in the past and may try to connect automatically to the setup network. The setup network is only used for registration and so you may need to tell your device not to select it automatically:

- Choose **Settings** and then **Wifi** and tap the blue arrow on the right-hand side of the tab for the setup network
- Click on Forget this network

This will make sure that your device does not automatically try to connect to the setup network every time you want to use Wifi (the setup network is only used for the initial registration).

Setting up your device to read Sussex e-mail

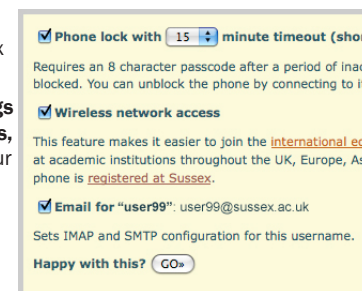
You can also read your Sussex e-mail on your device whenever you are connected to the internet.

Email for undergraduates and taught postgraduates

- First make sure you are connected to a network
- Go to the web page sussex.ac.uk/its/iphone
- Fill in the form to configure your device for e-mail (or accept the settings that are filled in automatically) and click on **GO**.
- Test the setup by going to Mail to check you have access to your Sussex e-mail.

Now when you go into Mail, you should be able to see your Sussex e-mail.

You can check by going to **Settings** and then choosing **Mail, Contacts, Calendar** and you should see your Sussex address listed as one of the accounts. For more details on setting up your device for e-mail including information on how to add an account manually if you prefer, see the guide on the ITS website (sussex.ac.uk/its/help/howto).



Email for staff and research postgraduates

- In Settings, choose **Mail, Contacts, Calendars**
- Tap **Add new account** and choose **Microsoft Exchange**
- Enter your email address and for the domain, type in **ad_us**
- Type in your username and password and tap **Next**
- The Server name should be automatically completed with **exchange.sussex.ac.uk** after a few seconds so tap **Next** to finish
- If you wish, you can also turn on **Contacts** and **Calendars** at the same time for access to your Outlook calendar and address book and tap **Save** (if you have existing contacts or calendar entries, you will be asked if you want to keep them. If so, there is also a warning that you may have duplicate entries if the same contacts or calendars are in your Sussex accounts).