

Smartphone Configuration Information for Alverno Faculty/Staff

Overview

Smart phones are mobile phones that offer advanced capabilities such as accessing the Internet, sending/receiving email, taking pictures, and word processing. Some examples include: Motorola's Droid, Apple's iPhone, and Palm's Pre.

Technology Services does not maintain personally-owned smartphones; however, provided below is some advice on selecting a smartphone capable of connecting with Alverno's email/calendaring system, along with configuration information for connecting to our Exchange servers, and some troubleshooting tips.

Recommended Smartphones

Since Alverno uses Microsoft Exchange for faculty/staff email and calendaring, Tech Services suggests using a smartphone that supports Exchange ActiveSync. Exchange ActiveSync allows smartphones to synchronize data with Exchange mailboxes and calendars. Smartphones which run any of the following operating system software should work well:

- Android OS
- Palm OS
- iOS (Apple's iPhone OS)

NOTE: Smartphones running Microsoft's Windows Mobile OS are NOT able to connect with our Exchange servers due to the type of security certificate the College uses; therefore, we cannot support any Windows-based smartphones at this time.

Configuration Settings

Configure the email client application that comes with the device using the settings provided below. Please refer to your device's manual or contact your service provider for detailed instructions on how to access that application (**normally, it's under Settings/Accounts and Sync, or Email, and then Add Account**).

Account Type	Corporate or Exchange
Account Name	Ex. Work or Alverno
Display Name	Your name, e.g., John Doe)
Email Address	Your Alverno email address (firstname.lastname@alverno.edu), e.g., John.doe@alverno.edu
Server	exchange.emp.alverno.edu
Mailbox Name (ONLY if required on your device)	Firstname.lastname, e.g., John.Doe
Domain	alverno (all lowercase characters)
User Name	your Alverno network user name, e.g., doej
Domain\Username (only required on some phones)	NOTE: Some phones require you enter the domain name and a backslash before your username, e.g., alverno\doej
Password *	your Alverno network password
Use secure connection (SSL)	Yes (check the box)
Accept all SSL certificates	Yes (check the box if your phone has this option)
Sync calendar/sync contacts	Yes (check both boxes)

PLEASE NOTE:

- Technology Services suggests that you configure your device to synchronize on a timed interval rather than using “push” technology. The timed interval should be set to check the server for updates no more than every 15-30 minutes to prevent overloading Alverno’s Exchange servers.
- We also recommend that you specify an amount of time to sync, e.g., two (2) weeks or one (1) month, instead of trying to sync every email message and calendar item from your Exchange account.
- If you configure your mail to “remember password,” you will need to manually change it whenever you change your network password. Please check your device’s user manual or contact your service provider to obtain instructions for your specific phone brand and model.
- Only mail using an **@alverno.edu** email address is allowed to exit our email servers. If you configure your smart phone to use Alverno’s mail server but send mail from an address other than your Alverno email address, the message will not be sent and will immediately be deleted from our server. Since Blackberry smart phones require that all email messages route through their servers before coming to ours, and Alverno doesn’t have a Blackberry server set up, you will **not** be able to send messages out from your Alverno email via your Blackberry. For this reason, we recommend you consider a different brand if you wish to send Alverno emails from your smart phone.

If you still can’t connect via the email application on the smartphone, the problem could be caused by one or more things, such as your provider’s email server (if you use a forward/redirect method), the servers or security certificates at Alverno, the time it takes to synchronize between the two sets of servers, or the availability/strength of the wireless data connection.