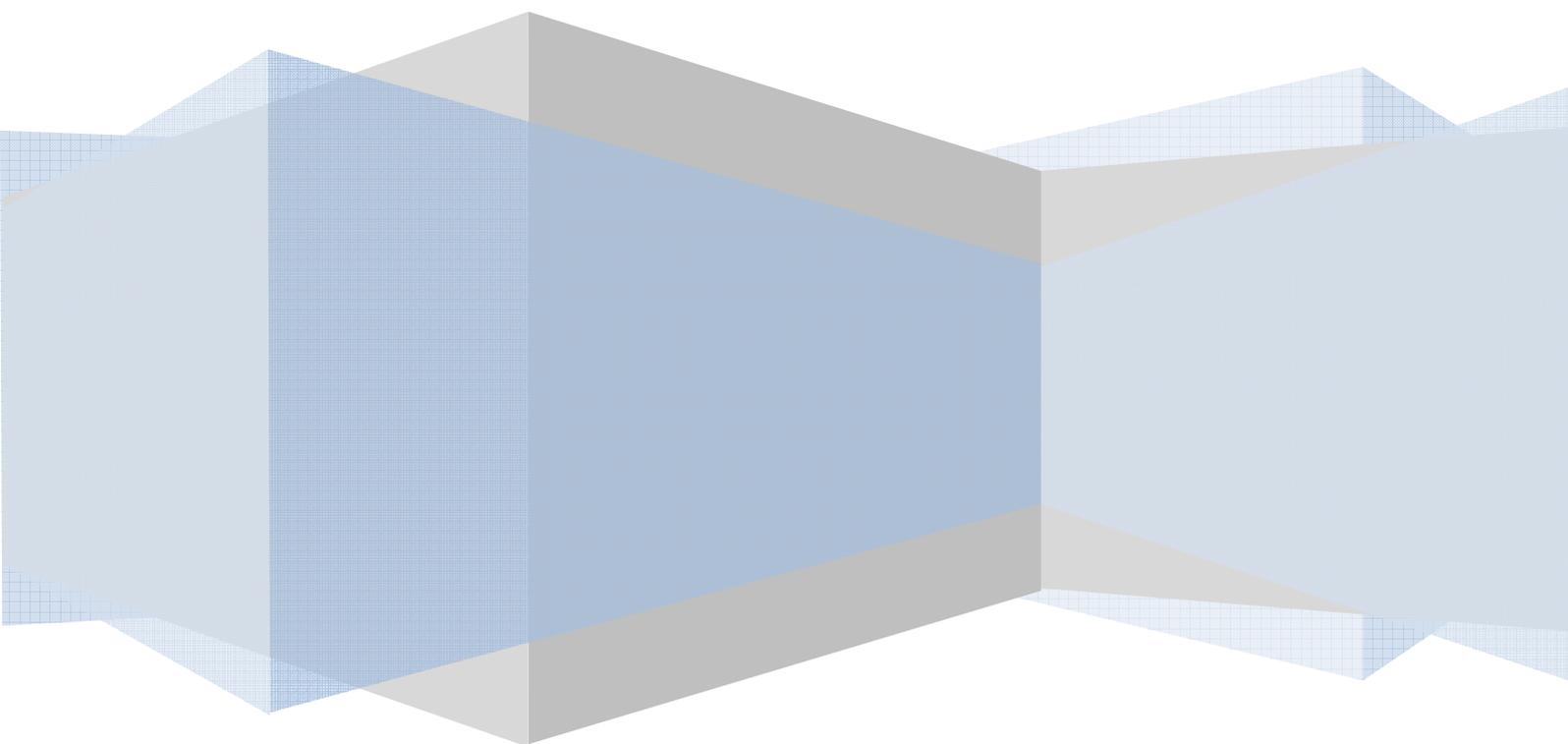


James Cook University

Using the iPhone



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Using the iPhone

The iPhone is quite different to the average mobile or Windows Mobile based phone, particularly in its use of finger gestures to scale, rotate and delete items in its user interface. Before using this guide you should briefly read the documentation that came with the phone to familiarize yourself with how to navigate the phone and to give you an idea of its capabilities.

How to enable the your JCU supplied iPhone for use with a Telstra Next G SIM card

Before you can use your JCU supplied iPhone with a Telstra Next G SIM card, you will need to perform what Telstra refer to as “unbricking” your iPhone (SIM cards can be obtained from the ITR office):

Please note that there is a 250MB download required to complete this process. You will need at least 30 minutes to complete the process:

1. Put your Telstra Next G SIM card into the device using the SIM tool provided with your iPhone.
2. Download the latest version of iTunes from <http://www.apple.com/downloads/> and install the software on your computer.
3. Connect the USB cable from the iPhone to your computer
4. A popup box will come up to confirm “successful unbricking”
5. You may be asked if you would like to upgrade your carrier settings. If asked please select ‘Yes’ to upgrade.
6. When the iPhone is unbricked it will then automatically begin to sync with your iTunes software. At this stage a software update will be downloaded onto your iPhone.
7. Once the software update has completed iTunes will begin to sync with your iPhone and will guide you through the process of syncing your contacts, calendar, music, and internet bookmarks. If you choose to sync this information, it may take some time depending on how much information is been transferred between your iTunes account and the iPhone.
8. Once the sync has completed, you are free to unplug the device from your computer.

Connecting your iPhone to the JCU wireless network

Turn on your iPhone if it is not already turned on. You'll be presented with the "Home" screen similar to the one below. If you need to return to this screen at any time press the **Home Button** (big black button at the bottom of your iPhone):



Tap the "Settings" button.



Tap the "Wi-Fi" Button



Make sure that **Wi-Fi** is enabled and set to the **ON** position.



You might be presented with a few detected wireless networks.

Tap on the network labelled "Eduroam". (Don't tap the blue arrow next to it, just tap on the actual word "Eduroam")



Enter your JCU username and password and then press the “Join” button displayed at the bottom right of the screen.



Assuming your username and password were correct, you’ll be presented with the screen above. Tap the “Accept” button to continue.

You should then be presented with the following screen (note the network name “Eduroam” is highlighted in blue and has a blue tick mark):



Set the “Ask to Join Networks” toggle button to the “off” position otherwise you will be prompted to join networks whenever they come into range.

Return to the main screen of your iPhone by pressing the **Home Button**.

If you have problems connecting to Eduroam, make sure you are in a wireless coverage area. You can see which parts of the campus have wireless coverage at:

<http://www-public.jcu.edu.au/libcomp/computing/wireless/>

Setting up an Exchange Online (Staff) Email Account

Make sure that your iPad is connected to either wireless or 3G services before attempting to configure it for email.



Tap the 'Settings' button.



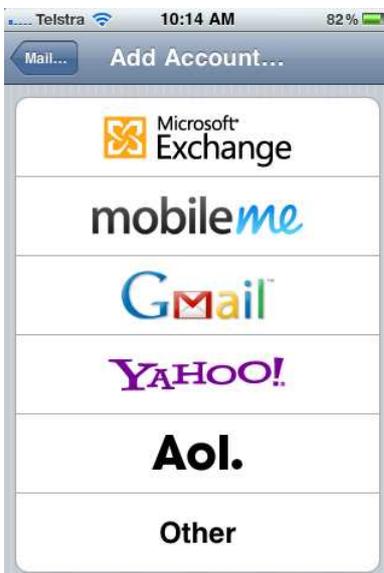
Scroll down by dragging your finger up the screen until you can tap the "Mail, Contacts, Calendars" entry.



Tap "Mail, Contacts, Calendars"



Tap "Add Account"



Choose "Microsoft Exchange" from the list of available options.

Enter your Account details into the relevant fields:

- **Email:** Your full JCU email address i.e. Joe.Bloggs@jcu.edu.au
- **Domain:** Leave this field blank
- **Username:** Enter your full JCU email address i.e. Joe.Bloggs@jcu.edu.au
- **Password:** Enter your normal JCU computer account password
- **Description:** Enter a description of the account i.e. JCU work

Then tap on “Next”

System will then begin verification. Once that is complete you will now have an additional field called “Server” available.

In the Server field enter: **m.outlook.com**

Then tap on the “Next” button



Set the “Mail” “Contacts” and “Calendars” options to **ON** then click on “Save” and the email account will be created on your iPhone.

Be aware that this **may** overwrite any local saved contacts / calendars that you have saved on your phone, but this depends on the options you’ve chosen for those settings.

Finally make sure that Push is set to **OFF** and the Fetch data option is set to Manual.

FAILURE TO SET THIS CORRECTLY COULD RESULT IN EXCESSIVE DATA CHARGES.

Select the “Fetch New Data” option



Set the “Push” option to **OFF** then Scroll down and select “Advanced”



Tap on the name of the email account you wish to modify



For the Select Schedule option choose "Manual"

Return to the main screen of your iPhone by pressing the **Home Button**.

Setting up a Live@EDU (Student/Staff Personal) Email Account

Make sure that your iPad is connected to either wireless or 3G services before attempting to configure it for email.



Tap the “Settings” button.



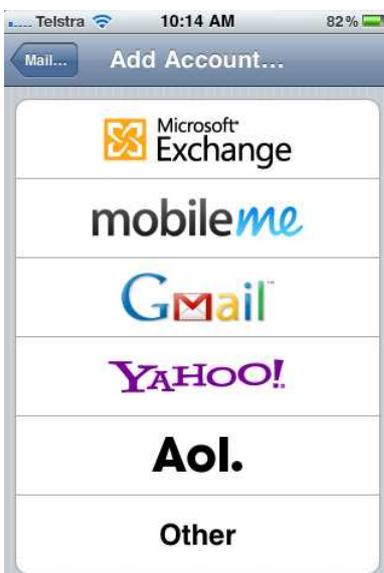
Scroll down by dragging your finger up the screen until you can tap the “Mail, Contacts, Calendars” entry.



Tap "Mail, Contacts, Calendars"



Tap "Add Account"



Choose "Other" from the list of available options.



Select the “Add Mail Account” option



Enter your Account details into the relevant fields:

- **Name:** Your full name
- **Address:** Your full JCU email address i.e. Joe.Bloggs@my.jcu.edu.au
- **Password:** Enter your normal JCU computer account password
- **Description:** Enter a description of the account i.e. my.jcu.edu.au

Then tap on the “Save” button

The iPhone will say that it is looking up account information, which could take up to 1 minute.



Make sure that **IMAP** is selected as the server type.

Set the **Incoming Mail Server** settings as follows:

Host Name: pod51003.outlook.com

User Name: Enter your full JCU email address i.e. Joe.Blogs@my.jcu.edu.au

Password: Enter your normal JCU computer account password

Scroll down and under **Outgoing Mail Server** fill in the following settings:

Host Name: pod51003.outlook.com

User Name: Enter your full JCU email address i.e. Joe.Blogs@my.jcu.edu.au

Password: Enter your normal JCU computer account password

Leave "Mail" and "Notes" set to **ON** and tap "Save" at the top right of the screen.



Select the "Fetch New Data" option

Set the "Push" option to **OFF** then Scroll down and select "Advanced"



Tap on the name of the email account you wish to modify



Then for the Fetch Schedule option choose "Manual"

FAILURE TO SET THIS CORRECTLY COULD RESULT IN EXCESSIVE DATA CHARGES.

Return to the main screen of your iPhone by pressing the **Home Button**.

Setting Up VPN Access to JCU

To configure your iPhone to make a VPN connection to the JCU network follow these steps:



Tap the "Settings" button.



Tap "General"



Tap "Network"



Tap "VPN"



Tap "Add VPN Configuration"



Make sure **PPTP** is selected then enter the following information:

Description: JCU VPN
Server: access-gw.jcu.edu.au
RSA SecurID: OFF
Password: (leave blank)
Encryption Level: Auto
Send All Traffic: OFF

Return to the main screen of your iPhone by pressing the **Home Button**.



Tap the "Settings" button.



Tap the VPN toggle button to turn the VPN on or off.

If you have problems connecting, ensure that you are within 3G or wireless range and then try enabling the VPN again.

If you are having difficulties connecting to the VPN on campus, **turn off Wi-Fi**. The VPN will not authenticate to the “eduroam” wireless network.

Internet Tethering

The iPhone can be used to connect your notebook or PC to the internet via the Internet Tethering feature. To enable Internet Tethering:

Make sure you have synced your phone to iTunes and accepted the carrier settings before continuing. Information on how to do can be found on [page 2](#) of this document.

Return to the main screen of your iPhone by pressing the **Home Button**.



Tap the “Settings” button.



Tap "General"



Tap "Network"





Toggle “Internet Tethering”

Your iPhone should now allow you to access the internet.

BE AWARE THAT INTERNET TETHERING SHOULD BE TURNED OFF WHEN YOU NO LONGER REQUIRE INTERNET ACCESS AS IT MAY CAUSE INCREASED MOBILE DATA USAGE/CHARGES.

Global Roaming and Data Charges

Before you travel overseas email mobiles@jcu.edu.au or phone extension 4545 to check if your phone has international roaming activated. International roaming charges can be high and vary depending on the country you are visiting.

Data is charged at different rates depending on what country you are in whilst using your iPhone. Sometimes these data charges can be very expensive. Here are some tips to avoid arriving back in Australia with a huge bill for data usage on your iPhone:

Turn off Data Roaming

Return to the main screen of your iPhone by pressing the **Home Button**.



Tap the “Settings” button.



Scroll down by dragging your finger up the screen until you can tap the “General” entry.



Tap “General”



Tap “Network”



Tap Data Roaming to toggle it to the 'off' position.

Turn off VPN if not in use

Return to the main screen of your iPhone by pressing the **Home Button**.



Tap the "Settings" button.



Scroll down by dragging your finger up the screen until you can tap the "General" entry.



Tap "General"



Tap "Network"



Tap “VPN”



Tap the “VPN” button to toggle the VPN connection to either the **ON** or **OFF** position.

Try to use wireless internet access where possible

Take advantage of internet cafés and wireless hotspots where available as these will usually provide cheaper and faster local internet access than is available via the 3G network.