

Frequently Asked Questions: PDAs, Handhelds, and SmartPhones

Is syncing going to change in the new environment?

Yes. We will be moving to supporting “over air” sync for smartphones and devices with wi-fi capability. This will allow syncing of devices while you are “on-the-go” more easily, and without having to boot up your computer.

Older devices and devices which support synchronization over a cable or local connection (such as Palm Tungsten E series, Zire, etc. and any Treos or other smartphones which do not have a data plan) will no longer be supported.

Where do I find out what devices are supported?

Please see our detailed information sheet found at http://www.brynmawr.edu/is/isir/documents/PDA_Details.pdf, or contact Computing Services to find out if your device (or one you are considering purchasing) is supported.

What do I do if a device I use now is no longer supported?

If your device was purchased by the College (including those purchased by individual departments), and currently is used to support business functions, please contact Computing Services, as we will replace it with a compatible device.

If your device is personally purchased, but is currently supported (most Palm devices) and is used for College business, please contact Computing Services.

What if I have a supported SmartPhone, but have chosen not to purchase a data plan?

If your smartphone (i.e. Treo or Blackberry) is College owned and on a College plan, either you already have a data plan, or Telephone Services will be adding one for you.

If you own your device and/or it is on your own plan, you will need to add a data plan in order to sync your smartphone. If you use this device for College business, please discuss with your department head whether your department will sponsor this cost for you.

What about my iPhone?

Our new Communication Center offers a mobile Web interface which works very well with Safari on the iPhone and iPod Touch, and is also compatible with browsers on other mobile devices while online. Full synchronization with alerts and notification may be available with a later version of the Communication Center, and/or the iPhone software.

What features will be easier or better than what we have now?

Email will be synchronized on supported devices, and will support offline access and improved sending and receiving “on the go”. Some devices have the capability to sync all mailboxes rather than simply the Inbox.

Syncing will no longer require that you be at your computer, or that it be on.

What is a “supported device” and what does that mean for me?

Devices which are purchased by the College and are on the list of supported devices are considered fully supported, meaning that Computing will work with the user to configure synchronization, and will troubleshoot the device, including contacting the manufacturer if necessary.

Compatible devices, including those on the list of supported devices, which are owned by a faculty or staff member will be considered mutually supported. This means that Computing will assist with Sync setup, but will not troubleshoot hardware or other software problems with the device.

Please keep in mind that mobile technology changes more frequently than computer technology; you should expect to replace these devices approximately every 2 years.

If you are having trouble determining which category applies to you, please call the Help Desk (x7440) or speak with a Desktop Support Tech; we would be pleased to assist