

**Montgomery College**  
**Office of Information Technology**  
**FAQs for Users of College-owned Smart Phones**

- **What accessories are included with a College-owned smart phone?**  
Employees will receive a silicone cover and car charger with their smart phone.
  
- **Must I have my smart phone passcode protected?**  
Yes, any device issued by Montgomery College is required to have passcode protection.
  
- **How do I reset my iPhone if it freezes up/locks up?**  
Press the On/Off button (top right corner of the phone) and the Home button (bottom center of the phone) at the same time. The screen will go dark. Once you see the Apple on the screen, release both buttons and your phone has been reset (note: you will not lose any information).
  
- **Why is my battery draining so quickly?**  
Please make sure you have not left your Wi-Fi on. In some cases it will continually search for a network and continue to drain the battery. In addition, please make sure that all apps are completely closed. You can do this by pressing the Home button quickly twice. A row of open applications will show. Swipe up on each application that is open to remove them from the screen. Press the Home key once and your home screen will appear.
  
- **Does the iPhone have access for global calls?**  
The iPhone does not have global service capability.
  
- **Do I need iTunes to set up my iPhone?**  
Yes, you need to use iTunes 10.1 or later to set up your iPhone for the first time. Connect your iPhone to your computer and iTunes syncs whatever you want to take with you. It's easy to control exactly what to sync and you can clearly see how much space you have left to fill. With the iTunes Store on your iPhone, you can download music, movies, TV shows, apps, games, and more, from wherever you are within the Verizon Wireless coverage area. When you're back at your computer, connect your device. iTunes syncs what you bought on the road to your Mac® or PC. If you'd like to make purchases from the iTunes Store or App Store, you can create a new Apple® ID or specify an existing one during set up. Business customers, you may need to contact your wireless administrator for additional information on installing iTunes.
  
- **If I already have an iTunes account, can I use it with my new iPhone on Verizon Wireless?**  
Yes, during set up, you can specify your existing Apple ID.

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- **Will I be able to purchase iPhone apps via the App Store?**  
You can search for, browse, review, purchase, and download iOS apps from the App Store directly to iPhone. Apps that you download and install from the App Store on iPhone are backed up to your iTunes library the next time you sync iPhone with your computer. When you sync iPhone, you can also install apps you've purchased or downloaded from the iTunes Store on your computer.
- **What happens to any existing apps that I have purchased on my Verizon Wireless device after I switch to iPhone?**  
Although many of the same apps may be available on iPhone, those apps already purchased on your existing device will not be transferred to your iPhone.
- **Can I use Wi-Fi on my iPhone while traveling abroad to obtain data connection?**  
Yes, a Wi-Fi connection over the device can provide access to a data connection for access to e-mail, browser, FaceTime® and more. Data transmitted over a Wi-Fi connection does not count against your Verizon Wireless data allowance.
- **Is iPhone HAC (hearing aid compatible) rated?**  
Yes, iPhone exceeds the American National Standards Institute (ANSI) standards for hearing aids.
- **Can I retrieve my messages without my iPhone?**  
Yes, to do this:
  - a. Dial your mobile number from another location.
  - b. Press the "# (pound)" button.
  - c. Enter your password.
- **Can I import my personal cellphone number into the College for my iPhone?**  
No.
- **When I leave the College, can I export my College-owned iPhone number to my personal cellphone account?**  
No. We do not release College-designated, business cell phone numbers for personal use.
- **What do I do if my phone is lost, stolen or damaged?**  
Please contact the IT Service Desk at 240-567-7222 (ext. 77222).
- **How do I request a College-owned smart phone?**  
Click the link below for the College's Smart Phone Request Form:  
[Smart Phone Request Form](#)