

How to manually configure an Apple iOS device (iPhone, iPad or iPod) for the eduroam Wi-Fi service

Please note these instructions have been written using an iPod Touch running software release 2.2.1. The iOS operating system and menus depicted should be the same across the iPhone, iPad and iPod devices. Subsequent updates to the software may result in the screens not being exactly as shown in this document but the entries/settings remain the same.

1. Select "Settings" from the device homepage
2. This should bring up the device settings, as shown in the screen print below.



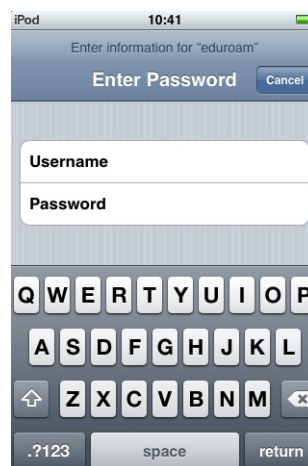
3. Tap "Wi-Fi" to display the wireless settings, as shown in the screen print below.



4. Switch “Wi-Fi” on by clicking on the button which is set to “Off”, so it changes to “On”. After a brief pause a list of wireless networks should be displayed, as shown in the screen print below. (Please note the exact wireless networks available may differ depending on where you are on campus.)

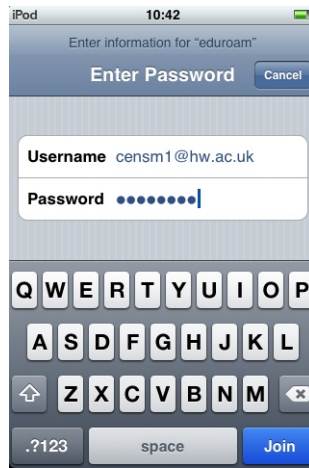


5. Select “eduroam”, to connect to the “eduroam” wireless service. Your device will display a screen to enter your user credentials, as shown in the screen print below.

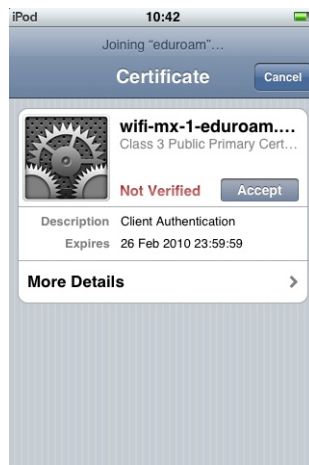


6. Enter the following information:
 - a. Enter “Username” as your University PC username, in the format of shortusername@hw.ac.uk (e.g. pjm11@hw.ac.uk)
 - b. Enter the password that you use to log in to a Heriot-Watt University PC





7. Click the “Join” button at the bottom right of the screen. This will then display the “Certificate” screen (as shown in the screen print below) prompting you to “Verify” the certificate. Ensure the certificate name is as listed below and click the “Accept” button:
 - a. eduroam1.hw.ac.uk



8. You should be returned to the “Wi-Fi Networks” screen (as shown in the screen print below), wait for a few seconds, whilst your device attempts to login.



9. You should now be able to browse the internet, and your username and password have been saved. However sometimes when subsequently connecting to the “eduroam” wireless service an additional step may be required as detailed in the “Renew Lease” section of this document.

Renew Lease

In some cases, after connecting to the “eduroam” wireless service, an additional step is required to complete the connection to the wireless network. This additional step is documented below.

1. Navigate to the “Wi-Fi” settings page. This screen should look like the one shown in the screen print below.

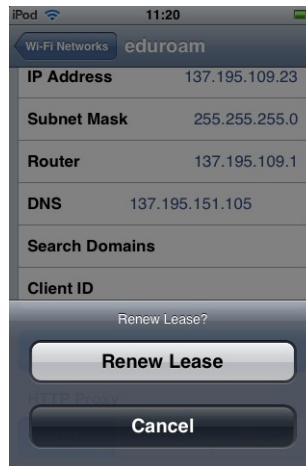


2. Click on blue arrow to the right of “eduroam” on the “Wi-Fi” Network screen, this should display the network settings for the “eduroam” wireless network as shown in the screen print below.



3. If the IP Address is set to anything starting with 169.254.n.n or the “Router” and “DNS” addresses are blank then your device has not automatically acquired some of the wireless network settings.
4. To acquire the correct wireless network settings click the “Renew Lease” button, this will display a prompt, as shown in the screen print, below.





5. Click “Renew Lease” and wait a few seconds, until the IP address updates, to an address starting 137.195.n.n and IP addresses are filled in for the “Router, and “DNS” settings, as shown in the screen print below.



6. Your device should now be connected.

These instructions were tested on an iPod Touch running software release 2.2.1, but should function on any iPod Touch, iPhone or iPad running software version 2 or higher.

If you need further assistance please contact the IT Service Desk on extension 4045 or at ithelp@hw.ac.uk.

