

District Office PDA Compatability List and Process Steps

Tier 4-6 Products supported as of 05/20/2008

Verizon Communications as Provider

If you have been approved for Tier 4-6 Stipend amount, the following are the devices and applications that are supported by District Office Technology Support Services. Also, although no longer available for purchase, Treo 650s are supported for both our e-mail and calendar applications.

Palm	<u>Detailed Specifications</u>	<u>E-Mail</u>	<u>Corp.Calendar Compatible</u>
Z22	http://www.palm.com/us/products/handhelds/z22/	N	Y
Tungsten E2	http://www.palm.com/us/products/handhelds/tungsten-e2/	N	Y
Palm TX	http://www.palm.com/us/products/handhelds/tx/	N	Y
Treo 700p	http://www.palm.com/us/support/treo/treo700pverizon/	Y*	Y
Treo 755p	http://www.palm.com/us/support/treo/treo755pverizon/	Y*	Y

*** Phone and/or Email capabilities on Treo devices may require separate service activation through Verizon**

Tier 4-6 Process Steps

- 1.) Fill out all necessary paper work and submit to the proper departments.
- 2.) Purchase your device through a Verizon retail store.
- 3.) Once your PDA has been activated please fill out a helpdesk ticket by going to the District Office Help Desk page at <http://www.maricopa.edu/helpdesk>
On the left hand menu under Computer Equipment Support select "Submit a Request".
- 4.) When contacted by a technician, please take the device to the Technology Support Services area.
- 5.) Desktop Support will consult with you concerning the applications required.
- 6.) Desktop Support follows Verizon PDA customized installation documentation.
- 7.) Third party conduits will be installed for PDA/Calendar synchronization.
- 8.) Customer will be given a brief overview of the PDA and its usage.

*** Customer is aware that all issues other than those procedures stated above are handled by Verizon and not the TSS Desktop Support team.**