# How To Use & Frequently Asked Questions (FAQ)

Due to the rapid changes in devices, this matrix is based on Handheld Device Operating System (OS). The most popular models are listed and any specific devices that have known issues can be found via the link under Known Issues.

The Operating Systems on this matrix have been identified as meeting the security & management requirements to allow connectivity to OSUWMC systems and tools.

OSUWMC IT is not able to test and validate every device that is released. OSUWMC IT provides no guarantee that a specific device will properly connect or function. Please contact the HD (614-293-3861) to report an issue.

Some functionality and/or applications have been able to work in a limited way depending on device or configuration. Please check the known issues link for more information.

## Key

- ✔️ Supported and/or Standard
- ⚫ Conditionally Supported
- ✗ Not Supported or Available

## OSUWMC - Mobile Device Support Matrix

### Platform/OS

<table>
<thead>
<tr>
<th>Platform/OS</th>
<th>Platform</th>
<th>Apple</th>
<th>Android</th>
<th>Windows Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Popular Models</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supported Operating Systems</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Applications/Features

<table>
<thead>
<tr>
<th>Applications/Features</th>
<th>Email, Calendar, Contacts</th>
<th>Citrix (General Use)</th>
<th>Citrix (IHIS)</th>
<th>Mtools</th>
<th>IHIS Haiku</th>
<th>IHIS Canto</th>
<th>OSUMC WIFI Supported</th>
<th>Vendor Support</th>
<th>Known Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>URL</td>
<td>Link</td>
<td>Link</td>
<td>Link</td>
<td>Link</td>
<td>Link</td>
<td>Link</td>
<td>Link</td>
<td>Link</td>
<td></td>
</tr>
<tr>
<td>Known Issues</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No known issues</td>
<td></td>
</tr>
</tbody>
</table>

## How do I see if a specific device is supported?

Due to the rapid changes in devices, this matrix is based on Handheld Device Operating System (OS). The most popular models are listed and any specific devices that have known issues can be found via the link under Known Issues.

## Why are only these Operating Systems listed?

The Operating Systems on this matrix have been identified as meeting the security & management requirements to allow connectivity to OSUWMC systems and tools.

## What does Conditionally Supported mean?

Some functionality and/or applications have been able to work in a limited way depending on device or configuration. Please check the known issues link for more information.

## If I get a device does not work, or has issues, what do I do?

OSUWMC IT is not able to test and validate every device that is released. OSUWMC IT provides no guarantee that a specific device will properly connect or function. Please contact the HD (614-293-3861) to report an issue.

### Email, Calendar, Contacts

iOS 8.0 or Higher, iOS 11.x or iOS 12 recommended. Airwatch is required to be installed to allow functionality. The Apple Watch is supported via native mail.

### Citrix (General Use)

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### Citrix (IHIS)

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### Mtools

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### IHIS Haiku

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### IHIS Canto

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### OSUMC WIFI Supported

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### Vendor Support

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

### Known Issues

Windows 10 Recommended. Airwatch is required to be installed to allow functionality.

Microsoft Surface is NOT approved for use.