Travelling Abroad with Mobile Devices
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The purpose of this fact sheet is to advise users on how to prepare a University Mobile Device for use outside the UK.

**Before you go**

1. Check that your device is compatible with the networks at your destination. See the roaming page on the Orange/EE website for guidance: [http://www.orange.co.uk/roaming/](http://www.orange.co.uk/roaming/)

2. Check that your device has been enabled for use abroad. We recommend you do this at least 24 hours before you leave the UK.
   If you are in any doubt, contact the Service Desk on 01224 27 3636 – they will be able to check the status of your device with Orange. Please be ready to quote your phone number.

3. Check the cost of services at your destination. Current international charges are detailed at: [www.abdn.ac.uk/it/documents-uni-only/UoA-corporate-devices-tariffs.pdf](http://www.abdn.ac.uk/it/documents-uni-only/UoA-corporate-devices-tariffs.pdf)

**When you arrive**

To minimize the heavy costs associated with overseas data charges, we recommend that you set your mobile device to manual synchronization when using it abroad. This provides much more control over the amount of data used.

**Setting manual synchronization**

**Windows Mobile 6.x Devices**

1. Network selection
   - Click on the signal strength indicator at the top of the screen.
   - Click **Settings**
   - Select the **Network** tab
   - By default, **Network selection** will be set to **Automatic**. Change this to **Manual**
   - Click on **Find Network**
   - The device will search for available networks. This may take a few seconds.
   - Select the appropriate network from the drop-down list.

2. Configure Activesync schedule
   The network in the UK supports **Push** e-mail via GPRS and does not charge extra for this facility; however, there is no guarantee that the network abroad will offer the same deal and attempting to use this feature outside the UK could result in sizeable bills. For this reason, we recommend that when travelling abroad, you temporarily disable this feature and move to a manual synchronisation:
   - Click **Start > Programs > Activesync**
   - Click **Menu > Schedule**
   - Change the **Sync During** settings for both peak and off-peak times from **As Items Arrive to Manually**
   **Note:** As manual synchronisation has been selected, you will need to access Activesync and click on Sync each time you wish to check your e-mail or calendar for updates.

3. Allow the device to register on the new network
   It is possible that once the correct network has been selected, the device will not connect. This is because it may need to re-register with the network. If this is the case, then switch the device off completely (some even advise removing the SIM card and battery during this time) for about 15 minutes. When the phone is switched back on it should register and function correctly on the desired network.

**iPhones**

1. Network selection
   - From the home screen, tap on **Settings**
   - On the Settings screen, tap on the current **Carrier** name.
   - This launches a **Network Selection** screen which may take a few minutes to update.
   - You will be presented with a choice between **Automatic** carrier selection (the default setting) and the local telecommunications networks detected by the iPhone. Select the appropriate network (as chosen prior to your departure).
   - Connection to this network may take some time as the device will need to register with the local provider. We recommend that you switch the iPhone off for at least 15 minutes then switch it back on; this will force re-registration on the network.

2. Set manual sync
   As overseas data charges are significantly higher than UK ones, we strongly recommend switching from the automatic downloading of data to manual fetch.
To disable automatic downloading of data:

- Open **Settings**
- Select **Mail, Contacts, Calendars**
- **Fetch New Data** will be set to **Push**. Tap on **Push**
- Slide the **Push** setting from **ON** to **OFF**.
- Tap on the account name (There is no specific naming convention, however common account names are: 365 or Abdn)
- **Select Schedule** will be set to **Push**. Change this to **Manual**.

**Note:** To Synchronise your iPhone with a manual fetch, open **Mail** and tap on the clockwise arrow refresh icon at the bottom left of the screen.

### Android Phones

To turn off roaming data usage on an Android device:

- Press the **Home** button to reach the Home screen.
- Press the **Menu** button.
- Tap **Settings** -> **Wireless and Networks** -> **Mobile Networks** - **(Or Data)**
- Ensure that the **Data Roaming** - **(Mobile Data – use my data plan when WI-FI isn’t available)** option is unchecked
- Press the **Home** button to exit

### Office Communicator Mobile

As this application is capable of generating significant amounts of network traffic, we recommend you do not switch it on whilst travelling abroad.

### Back in the UK

Once you are back in the UK, you should switch your device back to using the EE network. The Activesync schedule should also be reconfigured so that synchronisation occurs **As Items Arrive**.

If you have an iPhone, the carrier should be reset to **Automatic**, and **Push** synchronization re-enabled.

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**Further help**

If you have any questions about travelling abroad with your mobile device, please contact:

IT Service Desk: servicedesk@abdn.ac.uk