The purpose of this guide is to advise users on how to prepare a University Mobile Device for use outside the UK. Our current Mobile Service Provider is Daisy/Vodafone.

Before you go

1. All University Corporate Devices should be compatible with the networks at your destination. If you are in any doubt, contact the IT Service Desk on 01224 273636 – they will be able to check with Daisy/Vodafone.
2. All University Corporate Devices are enabled for use abroad.
   If you are in any doubt, contact the IT Service Desk on 01224 273636 – they will be able to check the status of your device with Daisy/Vodafone. 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
4. Disable 4G on your mobile phone whilst abroad.
   For help and user guides, click the Downloads button in Learner’s Toolkit or contact the IT Service Desk on 01224 273636.

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

Skype for Business App

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 Vodafone 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.

Voice Mail Abroad

Your Voice Mail must be configured in the UK before you travel abroad, otherwise you will not be able to access your voicemails outwith the UK.

To configure your voicemail, dial 121 on your mobile device. You will be prompted to create a voicemail greeting and a voicemail PIN. The setup procedure is:

- Select Option 4
- Select Option 2
- Select Option 2 again

Once you have completed these steps your voicemail will be configured and accessible abroad.

Further help

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

IT Service Desk: servicedesk@abdn.ac.uk