Corporate Mobile Devices - Travelling Abroad

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 via https://myit.abdn.ac.uk – they will be able to check with Daisy/Vodafone.

2. All University Corporate Devices can be enabled for use abroad.

   Please contact the IT Service Desk via https://myit.abdn.ac.uk – who will be able to check the status of your device with Daisy/Vodafone before you travel. Please quote your phone number.

3. **Always switch your device to flight mode before you board**, even if you subsequently switch it off while boarding. Some airlines offer an onboard cellular service which has a high cost. Your device will automatically connect to this service if it is not in flight mode and the costs incurred may be passed on to the end user.

4. Please refer to Vodafone Roaming Zones for costs associated with the country you are travelling to.

5. Data, call and SMS costs while roaming in countries listed in "EUROPE ZONE 1" are included in your Standard Tariff to the same limits as use in the UK.

6. Data, call and SMS costs while roaming in countries listed in "WORLD ZONE" in the are included in your Standard Tariff to the same limits as use in the UK.

7. Data, call and SMS costs while roaming in countries listed in "REST OF WORLD (ROW)" may be charged at the standard roaming charge.

8. 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.

9. Costs of your standard Tariff and anything outwith are listed in University Corporate Devices Tariffs.

When you arrive

As tariffs and the method of paying for mobile roaming around the world has changed, unless you are travelling to countries listed in the "REST OF THE WORLD (ROW)", we no longer recommend you switch off mobile roaming whilst abroad. However to avoid any excess data charges it is still pertinent to

1. Use local free Wi-Fi when available.

2. Set your mobile device to manual synchronization.

3. Close apps when not in use.

4. Avoid streaming videos and film clips unless you're connected to Wi-Fi.

Setting manual synchronization

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

   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

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.

Further help

If you have any questions about travelling abroad with your mobile device, please use MyIT to contact the IT Service Desk: https://myit.abdn.ac.uk or email servicedesk@abdn.ac.uk