Corporate Mobile Devices - FAQ

This document provides advice on how to get the best from your University mobile device, including what to do if it is lost, stolen or damaged.

What's included in the monthly tariffs?

- 500 minutes UK National, Mobile and voicemail call minutes (01, 02, 03 and 07 numbers).

- 500 UK SMS text messages.

- Share of a UK data bundle with a 5GB fair usage alert. If this alert is triggered IT services will contact you if they think the usage is excessive. The data allowance should more than cover normal day-to-day email and calendaring.

- All the above in the UK, Europe and Rest of the World. World Traveller scheme is automatically applied allowing the end user to carry their inclusive standard UK and EU bundle (Minutes, Text & Data) into the Rest of the world.

- Mobile Device Management (MDM). All devices are enrolled in MDM. This is to ensure that work related data is secure should the device be lost or stolen, and to comply with data protection legislation.

See our tariff guide for more:
https://www.abdn.ac.uk/it/documents-uni-only/UoA-corporate-devices-tariffs.pdf

What's not included in the monthly tariffs?

- Telephone handset, smartphone or device. Telephone handsets are not included in the monthly tariff and must be purchased outright. A price list is available on request.

- Calls to Non Geographic numbers (084, 087 numbers). Please try to avoid calling these numbers as charges can be more than £0.50 per minute which may be passed on to the end user. Try to find an alternative 01 ,02, 03 or 0800 number or keep your calls as short as possible.

- On Airline calls and Data. Some airlines now provide a cellular service onboard. To avoid charges for this please always switch your phone to Airplane Mode before you board, even if you subsequently switch it off for boarding.

- Insurance for lost, damaged or stolen devices. Your School/Department may wish to arrange this.

Can I use my phone abroad?

- Yes. Please contact the IT Service Desk via https://myit.abdn.ac.uk before you travel for the first time so we can check the settings on your device and make sure the correct tariff is applied.

- Please see our Toolkit guide to Travelling Abroad with Corporate Mobile Devices for more.

How do I improve battery life?

There are a number of things you can do to improve the battery life of your device:

- Reduce the brightness of the screen.

- Avoid overusing wireless, Bluetooth and GPS; they will consume large amounts of battery power even when idling. Switch them on only when you need them.

- Similarly, only use push email and calendaring when you need it. Set up scheduled or manual synchronization outside business hours instead.

- Close programs and apps you are not using – don't leave them running in the background.

- Set your device to turn the screen off after a few minutes of inactivity.

- Use the mains adapter, whenever it is practical to do so.

What should I do if my device is stolen or lost?

- Contact the IT Service Desk via https://myit.abdn.ac.uk as soon as possible. They will arrange for it to be barred and/or wiped as a matter of urgency.

- Report it as stolen or lost to the Police. Someone may have handed it in. A crime reference number will be issued which you will need if your device is insured.

- If a lost device is subsequently recovered, please contact the IT Service Desk via https://myit.abdn.ac.uk. They can authorise its reactivation.

What should I do if my device is damaged or not working:

- Contact the IT Service Desk via https://myit.abdn.ac.uk. They will help you arrange repair or replacement.

My device is not synchronising correcty. What can I do?

If you suspect that your phone is not synchronizing email or calendar information correctly, there are a number of quick things you can do to resolve the issue.

- Ensure that the time/date on the device are correct and that it is set up for the appropriate time zone.

- Attempt a manual synchronization. Open **Activesync** and click on **Sync**. Synchronization should complete within a minute or so.

- Restart the device. If it will not power down and there is no obvious restart button, remove the battery for a few seconds.

- Visit Microsoft's support page for mobile device options on outlook.com

- If the device still is not synchronizing, switch it off (remove the battery if necessary) and report the fault to the IT Service Desk via https://myit.abdn.ac.uk.

How do I keep my Device secure?

- All devices are enrolled in our Mobile Device Management (MDM) systems at point of sale.

- MDM enforces you to create a PIN on first setup.

- Keep your PIN safe and change it at regular intervals.

Help and Support

Contact IT Service Desk: https://myit.abdn.ac.uk