

Annex 3

How to Roam with your Mobile Device

All you need to know about staying connected and saving on your bill while traveling on business



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1. What is roaming?

“Roaming” simply means using your Safaricom or Airtel mobile device to connect to a cellular network outside Kenya. You can take your mobile device(s) with you almost anywhere in the world and make calls, text, email and browse the web, almost as easily as you do in Kenya.

2. Selecting a local network provider at your travel destination

In general, upon reaching your travel destination, the phone should automatically switch to a local provider network and is ready to go.

Sometimes, however, the phone doesn't automatically select a local network or at least it doesn't select the appropriate network that can provide you with 3G or EDGE service at your destination and In this case your email won't work. The table below shows how to manually select a local provider if you have such case.

Handset Type / Platform	How to manual select network
Android (Current Official Standard Device)	Go to: > Settings > Wireless Networks > Mobile Networks > Search for Network operators and Search networks
BlackBerry	Go to: > Options > Networks and Connections > Mobile Network > Click on Network Selection Mode and select MANUAL Under the Manual Network Selection, there are 3 options: 1) Prompt – under this option customer will be prompt to switch when the manually selected network is out of coverage 2) Yes – this option will allow user to switch to available network (Auto) when manually selected network is out of coverage 3) No – user will not be having network coverage when the

	manually selected network is out of coverage.
iPhone (supported device)	Go to: > Settings > Carrier > Select the correct preferred operator

3. How to manage your data costs when you are roaming.

Roaming with your mobile device will allow you to send and receive email and stay in touch on the go. However, it's important to understand how your data services are billed, as with Roaming data the organization could incur unexpected roaming charges. Even if you are not actively using your mobile, if your data feature is turned on, your device is still using data service for some of the below activities.

Service	Recommended Usage	Recommended Action
Email	Avoid attachment downloads and attachment forwarding	Reply with no attachments
Web browsing	Only on Wi-Fi /Emergency only	
MMS – Picture Messaging	Don not	
GPS applications such as Google Maps	Use /Emergency only	Logout/Turn off
Instant Messaging (WhatsApp, Viber, Skype, etc)	Only in Wi-Fi /Official Text message only	Logout /Turn off
Voicemail to text (optional downloadable audio .wav file sent to your inbox as an attachment)	Only on Wi-Fi	
Social media posts, such as uploading photos to Facebook™	Do not use/Only on Wi-Fi	
Watching streaming video	Do not use	Logout /Turn off

Tips and tricks

Reduce the resolution of photos or videos before you send them, or wait until you can connect to a Wi-Fi network. Cameras on today's smartphones can take beautiful high resolution photos and videos, but higher resolutions mean more data.



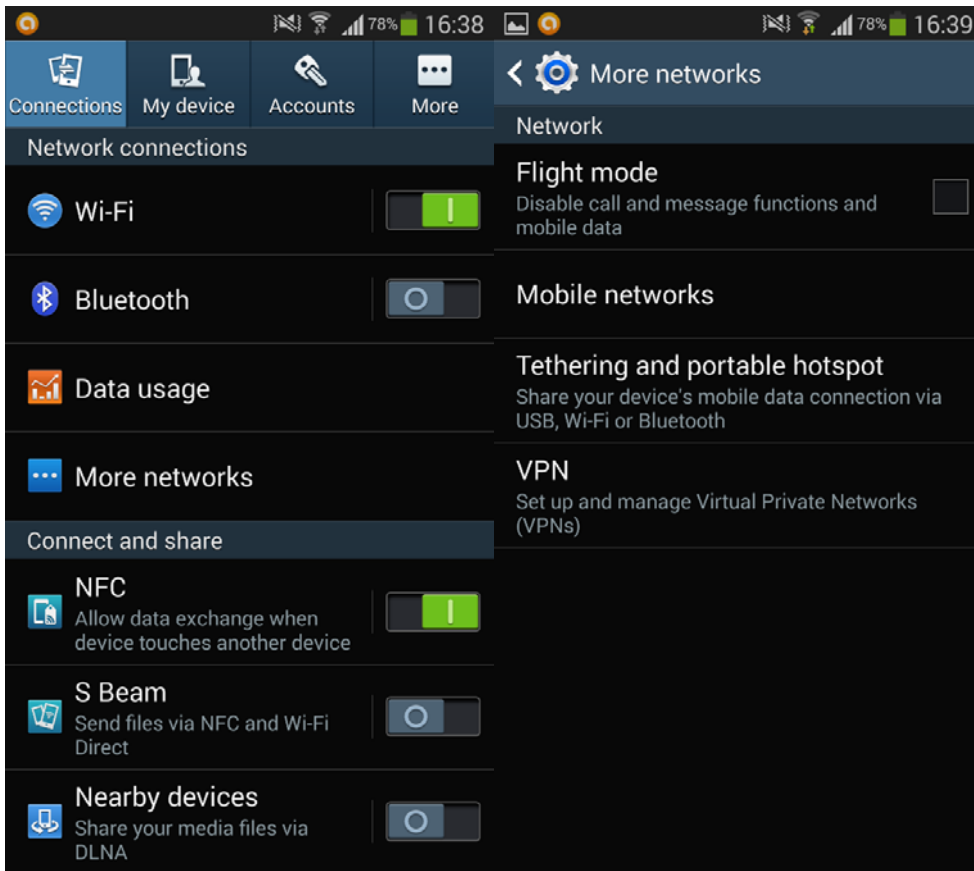
Below is the list of actions you can undertake to help the organization save on telephone bills and avoid surprises on your bill upon your return.

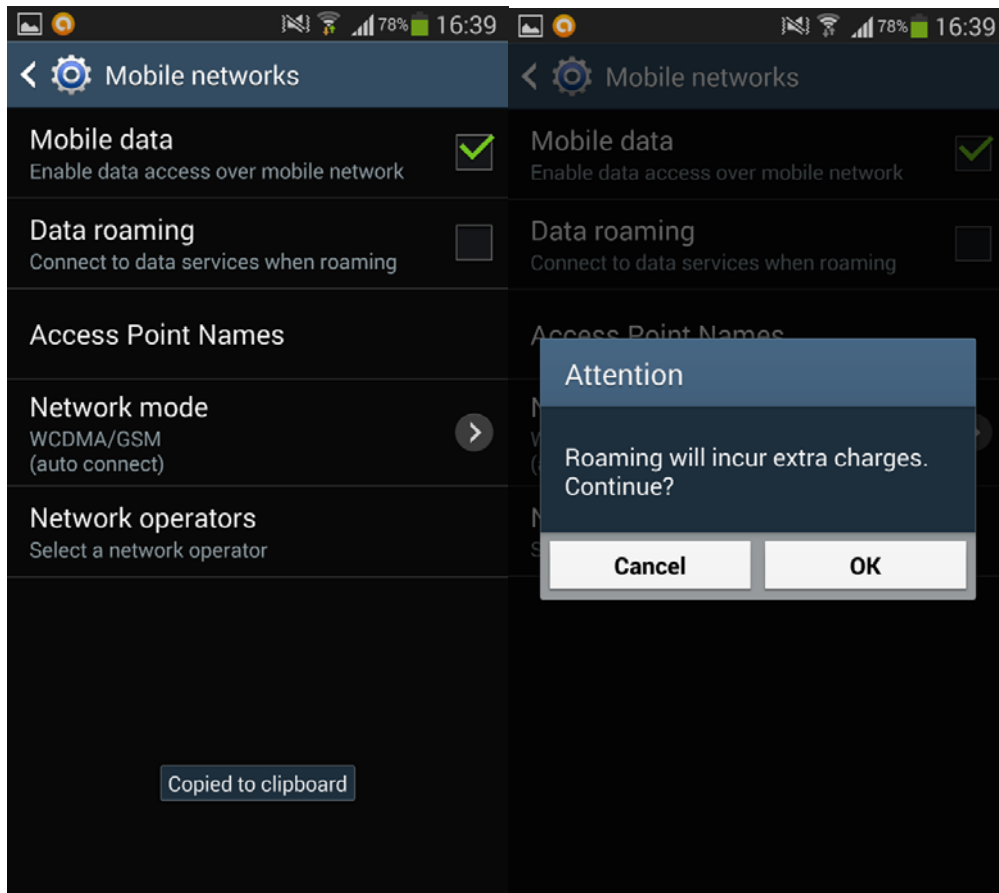
i. Turn Off/ON Data Roaming

To avoid data roaming charges, you can turn off the data feature on your wireless device and only turn it on when you need it. When turned off, voice and text messaging services will still work normally.

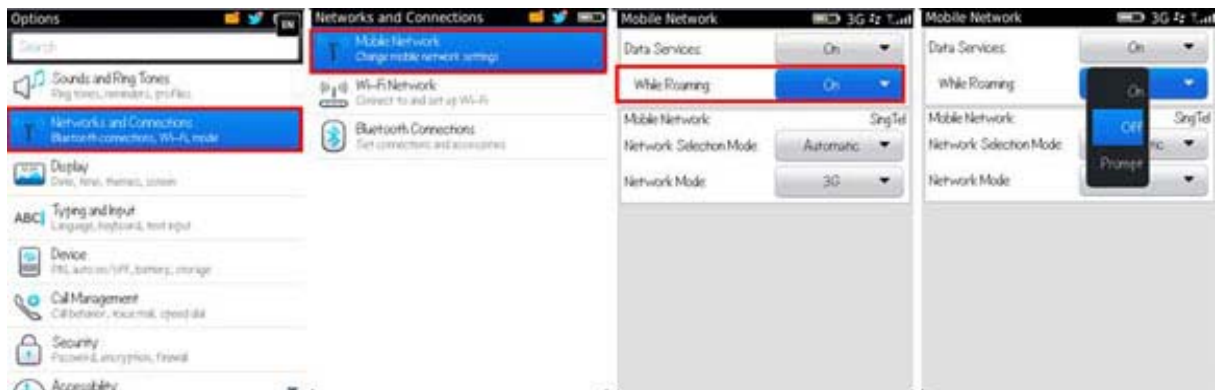
Below are instructions how to do that;

For Android Handsets (Current Official Standard Device)





For BlackBerry Handsets



For iPhone Handsets



ii. **Switch to Wi-Fi and Save.**

If you need access to data services while travelling, using Wi-Fi networks can allow access to data for no charge or at nominal fee. Connecting your smartphone to a Wi-Fi network can give you faster data speeds. Your phone will access data through Wi-Fi as long as it stays in range and is connected to the Wi-Fi network.

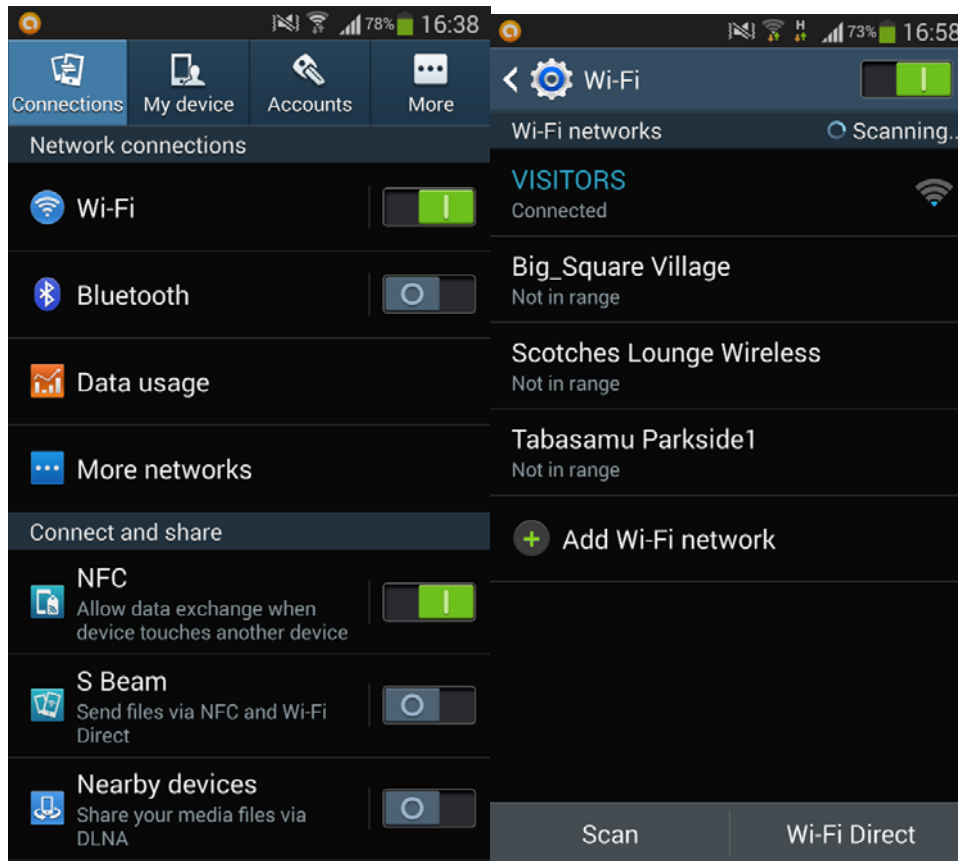
Important: If you lose the Wi-Fi connection, or there are no Wi-Fi networks available, your smartphone will automatically switch back to the data roaming. You must turn off the data feature on your smartphone to be sure you're not billed data usage charges. (See turn off/on data roaming on how to?)

For basic instructions on connecting to a Wi-Fi network, choose your phone type below:

For Android Handsets (Current Official Standard Device)


Go to Applications > Settings > Wireless and network > Wi-Fi settings.

1. Tap the check mark beside Wi-Fi to turn Wi-Fi on. Your phone will automatically search for available networks.
2. Choose a Wi-Fi Network. Password-protected networks will have a lock icon beside them.



Once you've entered the correct password, your phone will connect to the network.

For iPhone Handsets

1. From the Home screen, tap Settings. 
2. Tap Wi-Fi.
3. If Wi-Fi is off, tap the ON/OFF slider to turn Wi-Fi on.
4. Tap the name of the Wi-Fi network you want to join.
5. Enter the network's password and tap Join.

Once connected, you'll see a checkmark beside the network you joined and the Wi-Fi icon in your status bar.

For BlackBerry Handsets

1. Go to Manage Connections.
2. Choose Wi-Fi to turn Wi-Fi on.
3. Choose Set Up Wi-Fi Network. Your phone will automatically search for available networks. If it doesn't, choose Scan for Networks.

4. Choose a Wi-Fi network. Password-protected networks will have a lock icon beside them.

Once you've entered the correct password, your phone will connect to the network.

iii. **Fine tune your phone to keep data usage under control**

If you lose the Wi-Fi connection, or there are no W-Fi networks available, and you still need to have your data roaming on, it's important to manage your data usage in order to keep your costs under control.

Below are some few techniques which can help you do so:

a. **Optimize your e-mail settings**

Some mobile devices are designed to automatically synchronize with your e-mail or your calendar. Such feature is very convenient, but can lead to extra data usage because your phone is constantly pushing new emails through to your phone even when you do not really need them.

To better manage the data used by your phone, you can change this setting so that the data is synchronized manually. You can benefit from disabling automatic email and then manually checking it, when you have a Wi-Fi connection.

For iPhone Handsets

Settings > Mail, Contacts, Calendars > Fetch New Data > Toggle "Push" to "OFF" and under "Fetch" select "Manually".

This means that your phone will only check for new emails when you manually enter your email app.

b. **Avoid using applications that use a lot of data**

Recent mobile phones and tablets have integrated applications such as Google Maps or YouTube which use a lot of data. The applications as such are free; however downloading applications involves a data transfer for which you will be billed.

Tips and tricks

Completely log out of applications like GPS and Facebook® that run in the background and continually use data to update your location.

Check your device manual for instructions on how to log out, rather than just hide an application in the background.



c. Monitor your data use

Most smartphones offer the capability to track how much data you have used in a given time period. Tracking data usage can provide you with early warning mechanism whereby you can manage your usage accordingly.

For Android Handsets (Current Official Standard Device)

1. Navigate to the Android settings menu.
2. Tap “Data Usage.”
3. **Select the dates next to “Data usage cycle,” and Change cycle.**
4. **Change the cycle date to match the start date your arrival date.**
5. **Check the “Set Mobile Data Limit” box** (or Limit mobile data usage on some phones) if you want the phone to block you from using any mobile data after you exceed your limit.
6. **Tap the red bar and hit the up and down arrows** to set the limit meter to match your data plan. Once you hit this level, your phone will turn your cellular radio off and you’ll be limited to Wi-Fi unless your re-enable your cellular collection.



Tips and tricks

For Android: update apps on Wi-Fi only

Head to the Google Play store and tap Menu > Settings > Auto-update apps. Here, be sure that "Auto-update apps over Wi-Fi only" is selected.



Click on the link below for more information on Android

http://howto.cnet.com/8301-11310_39-57599576-285/11-ways-to-trick-android-into-using-less-data/

For iPhone Handsets

When you arrive at your overseas destination you need to reset the native tracker to 0. To do this, go to:

Settings > General > Usage > Cellular Usage > Reset Statistics