

iPhone and iPad mobile data settings when travelling abroad

When a user is travelling abroad and they are planning to use mobile data, they may need to alter a couple of settings on their iPhone or iPad to connect correctly. They will also need to be on the correct data package, which allows for data roaming; this is activated by LRIS admin via an RMS call with budget approval.

When the user is **abroad**, they will need to change settings on their device for it to connect properly:



Navigate to **Settings > Mobile**

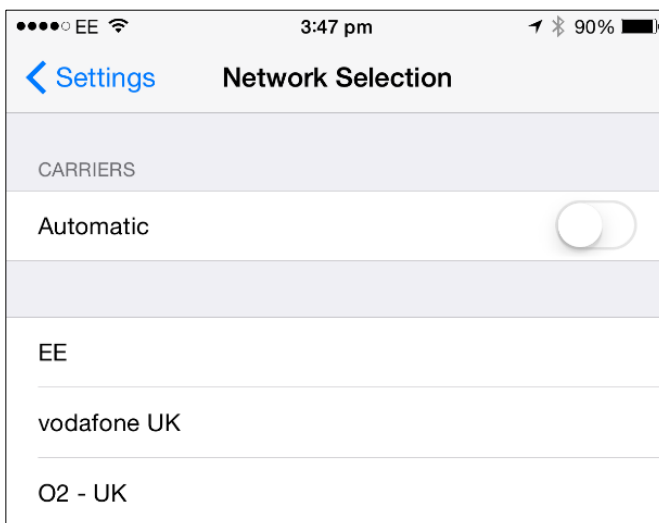
Turn **ON** mobile data

Turn **OFF** Enable 4G

Turn **OFF** Data Roaming
(Turn **ON** if still having difficulty connecting)

Turn **OFF** EU Internet
(For devices running iOS 8 onwards)

EE state that in most cases the carrier selection should be set to 'automatic' and the phone should find the partner network automatically. If it does not connect then a carrier can be manually selected, however it is trial and error to find the correct one. If the user does connect to a network, which does not have an agreement with EE the phone will not work and will not incur additional charges.



Navigate to **Settings > Carrier**

Turn **OFF** Automatic carrier selection

Manually select one of the available mobile networks (will differ per country) – cycle through the networks to find one which will work.