

UoW help sheet for mobile devices when roaming.

Print this sheet out or upload it to your mobile device for later reference independent of any network connection.

Information Sources

Your mobile phone provider's web site is the best place to start on how to best use your phone overseas.

- **Spark** - <http://www.spark.co.nz/shop/mobile/internationalroaming/>
- **Vodafone** - <http://www.vodafone.co.nz/roaming/>
- **2degrees** - <https://www.2degreesmobile.co.nz/help-and-support/personal/mobile/products-and-services/international-roaming/>

UoW Mobile phone information web site

Mobile Device Roaming - <http://www.waikato.ac.nz/ict-self-help/mobile-devices/mobile-roaming-for-staff>

Eduroam

Eduroam is available on a number of University campuses around the world. If the network is labelled as Eduroam it should conform to an international standard allowing you to access your UoW account directly.

Costs

It is free to link back to UoW as all traffic goes over the KAREN network. WWW may or may not be provided depending on the host university policy.

HOW DO I ACCESS IT?

You simply connect your wireless device to the "Eduroam" wireless network on campus, or at any other institution that has an "Eduroam" wireless network, log in using your University of Waikato staff email address (eg joebloggs@waikato.ac.nz) and password.

See <http://www.waikato.ac.nz/ict-self-help/mobile-devices/wireless-network-for-staff> for further details.

Key contact phone numbers

UoW main phone number – 07856 2889

UoW automated attendant - 07838 4466 select 1 then desired extension XXXX

UoW ITS Service Desk – 07 838 4008

Lost Phone

Urgently contact the **International Roaming Helpdesk** of your phone provider and they will block the SIM and hence any further charges to you.

Be aware that this will block your access for an undefined time there after if you find the phone and try to get it enabled.

Help when you need it

If you need help when you're roaming, you'll get free support every time you call – no matter what country or time zone you're in.

Destinations	Phone	Email
Spark		
New Zealand	0800 Good2Go (0800 466 324)	roaming@spark.co.nz or visit your local store
Australia, UK, China, Thailand, Canada, or Hong Kong Anywhere else in the world	+800 4663 2460 (Free call from a Spark mobile) +64 3 371 0866	roaming@spark.co.nz
2degrees		
New Zealand	0800 022 022 200 from your 2degrees Mobile	http://www.2degreesmobile.co.nz/contactus
International	+64 22 200 2000	http://www.2degreesmobile.co.nz/contactus

iPhone problems in Australia

This is to fix a current issue with Spark iPhones traveling to Australia. Some iPhones are not linking automatically to the correct telecommunications provider and need to be manually selected. The date stamp of this fix is Sept 2012.

Please check Following Settings on your iPhone

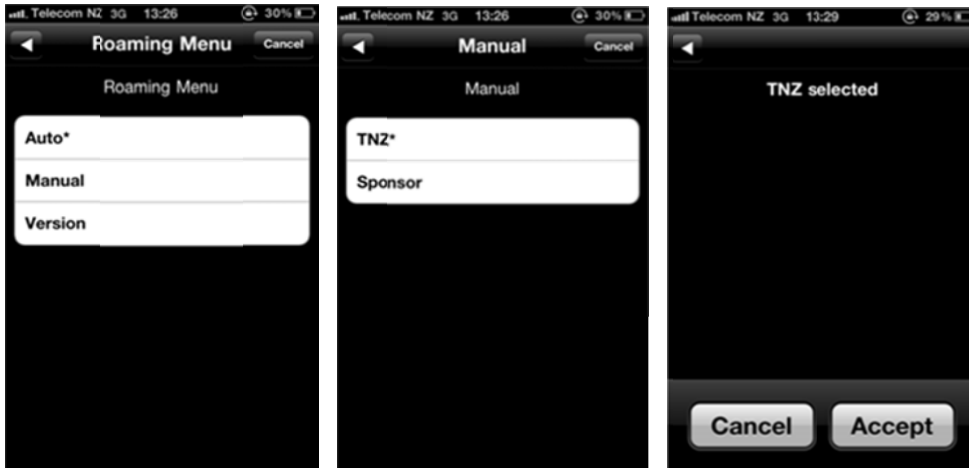
Settings / General / Network: **Enable 3G:** ON, **Cellular Data:** ON, **Data Roaming:** ON (While Roaming, to use Data)

Settings / General / Phone: **Show My caller ID:** ON, **Phone: My Number:** +64 2x xxx xxxx

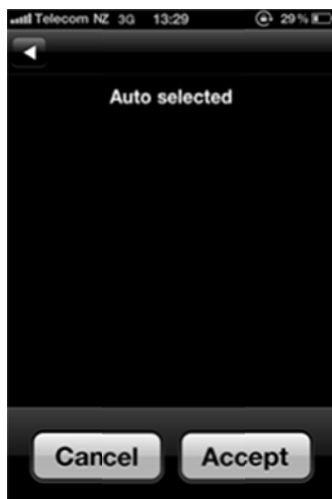


GO to Settings / Phone / SIM Applications / Roaming menu: Select Manual / select TNZ* and 'Accept'

Appropriate selection should show with (*) sign.
After this go back to Roaming menu and select 'Auto *' and 'Accept'



For 'Auto*' GO to Settings / Phone / SIM Applications / Roaming menu / Auto...



Please restart your Mobile phone after above steps if connection not successful

To Search Network Manually in iPhone,

Go to Settings / Carrier. It will show Automatic and below that it will show you circle for searching for network... this is Manual Search automatically...

FOR Manual Search go to Settings / Carrier and wait for a minute where it will search for available networks.

Select TNZ from search list in NZ for **Telecom** and Accept to connect successfully

Select 2degrees from search list in NZ for **2degrees** and Click to On



It is worth checking the APN settings as iOS/iPhone's have tendency to select O2 UK APN/MMS profile when handset is connected to Sponsored Roaming networks.

To revert it back you can check below (Telecom & 2degrees) settings/steps.

APN Settings for iPhone: *Telecom*

Settings → General → Network → Cellular data network

Cellular Data: **APN** : internet.telecom.co.nz

Username:

Password:

MMS:

APN: wap.telecom.co.nz

MMSC: <http://ismmsc.xtra.co.nz>

MMS Proxy: 210.55.11.73:8080

MMS Max Message Size: 614400

Internet Tethering: **APN**: internet.telecom.co.nz



APN Settings for iPhone: 2degrees

Settings → General → Cellular → Cellular data network

Cellular Data: APN : [internet](#)

Username:

Password:

MMS:

APN: [mms](#)

MMSC: <http://mms.2degreesmobile.net.nz:48090u>

MMS Proxy: [118.148.001.118 :8080](#)

MMS Max Message Size: 300000

Internet Tethering: APN: [internet](#)

