

BILL & MELINDA
GATES *foundation*

Remote Connectivity

A Guide to Working While Traveling or at Home

Updated February 2012

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SECTION 1

CONNECT TO THE INTERNET

iPASS

Before you can use Lync or Outlook—or connect to the foundation network—you must get connected to the Internet. Here are three ways you can get on the Internet:



FREE ACCESS

If you can find a free connection, great! Free connections include your home connection or Wi-Fi at a library.



iPASS

If available, an iPass connection to the Internet is less expensive over other paid Internet providers.



PAID SERVICE

If an iPass connection is not available, you can pay for Internet access, such as at your hotel.

iPASS

The foundation has contracted with iPass to give us reduced rates for Internet service. Depending on location, iPass offers wireless (Wi-Fi), wired broadband, or a dial-up phone connection. iPass hotspots can be found in chains such as Starbucks, McDonalds, FedEx Office, and Marriott.

iPassConnect

Settings Bookmarks Help

BILL & MELINDA GATES Foundation 24/7/365 assistance provided by CGNET +1 650 833 6000

Search

Country Venezuela

City Caracas

Keyword

or enter a US phone number:

Find Clear

Phonebook

Available Networks (1)

- Ethernet (Open)

Modem (3)

Wireless Broadband (1)

- Caracas (1)
- Pestana Caracas

Dial Properties Add Bookmark

Connect Exit



TIP: Use the iPass Hotspot Finder to find connections when you arrive or before you travel.

Mobile phone: <http://mobile-hotspot-finder.ipass.com>

Full website: <http://hotspot-finder.ipass.com>

To connect to the Internet with iPass:

Whether you're online or offline, the iPassConnect software locates Wi-Fi, wired broadband, or dial-up connections anywhere in the world.

iPassConnect also establishes your Internet connection.

- 1 Click the Windows **Start** button, and then in the **Search programs and files** box, type **iPassConnect**. In the results, under **Programs**, click **iPassConnect**.
- 2 Enter your location info in the **Country**, **State** (if applicable), and **City** boxes, and then click **Find**.
- 3 Under **Phonebook**, browse through the search results to see **Available Networks** (wired broadband), **Modem** (phone line), and **Wireless Broadband** (Wi-Fi) connections.

If necessary, move to your desired location, such as a nearby café in the **Wireless Broadband** list.
- 4 Click the connection that you want, and then click **Connect**. If prompted for a username and password, your unique iPass credentials should already be saved in iPass. If the **Username** and **Password** boxes are not already filled in, contact the IT Service Desk at 1.888.395.3232.



TIPS FOR PHONE CONNECTIONS

- If there are no local dial-up numbers in your area, you can search for a toll-free number. In the **Country** drop-down list, select **All Cities (Nationwide)**, and then click **Find**.
- If you need to dial a number such as "9" to reach an outside line from your location, click **Dial Properties**.

To use Gogo/iPass inflight Wi-Fi:

If you are on a flight that offers Gogo Inflight Wi-Fi, you should use the service through iPass, which is less expensive than paying for Gogo directly.



1

After you have been notified that you can use electronic devices on your flight, turn on your laptop.

2

Click the Windows **Start** button, and then in the **Search programs and files** box, type **iPassConnect**. In the results, under **Programs**, click **iPassConnect**.

Tip: Or double-click the **Remote Access** desktop shortcut.

3

Under the connection options for **Wireless Broadband**, click **InFlight**, and then click **Connect**.

4

If prompted for a username and password, your unique iPass credentials should already be saved in iPass. If the **Username** and **Password** boxes are not already filled in, contact the IT Service Desk 1.888.395.3232.



TIP: To check availability of iPass on airplanes before you fly, go to the iPass Inflight Wi-Fi website:
http://hotspot-finder.ipass.com/inflight_wifi.php

SECTION 2

CONNECT TO THE FOUNDATION

FOUNDATION LAPTOP | REMOTE DESKTOP | WEBMAIL

After you are connected to the Internet, you can connect to the foundation in one of three ways:



FOUND- ATION LAPTOP

If you're using a foundation laptop, just get connected to the Internet, and you will be connected to the foundation network automatically.



REMOTE DESKTOP

An option if you want to use a non-foundation Windows computer, or if you have a slow Internet connection.



WEBMAIL

Available from any Internet-connected computer; you can use your foundation email, calendar, contacts, and tasks.

FOUNDATION LAPTOP

Your foundation laptop uses Direct Access to connect to the foundation network via the Internet. You can access everything as if you were at the office, including Unison, SharePoint, and network drives. To verify that you are connected, try to access the Commons at <http://thecommons>.

If your laptop is not connecting:

If you have an Internet connection and your foundation laptop is not connected to the foundation, you can use Direct Access – Backup.

1

On your foundation laptop, double-click the **Remote Access** shortcut on your desktop, and then click the **Direct Access – Backup** shortcut.



Note: If you don't have a Remote Access shortcut, go to <https://sslvpn.gatesfoundation.org>

2

Enter your foundation username and password, and then click **Log On**.

3

When the window appears, double-click the **Direct Access - Backup** link. If connecting to the Backup portal for the first time, you will get a series of pop-up messages to respond to. Accept each one to complete the sign-on process.

4

To verify that you are connected, try to access the Commons at <http://thecommons>.

Keep the window open as long as your session lasts. When you're ready to disconnect from the Direct Access – Backup portal, click **Log Off** in the upper-right corner of the window.



REMOTE DESKTOP

Use the Remote Desktop option if you're using a non-foundation Windows computer—or if you have a slow Internet connection.

Remote Desktop connects to the network through a “virtual computer” that can access shared drives, SharePoint, Microsoft Office, Unison, and other foundation-standard software. However, you will not be able to access any files or programs that are installed on your foundation laptop.

Requirements for Remote Desktop:



Windows XP, Windows Vista, or Windows 7
Mobile devices are not supported.



Internet Explorer 8 or later



Up-to-date anti-virus software

If you do not have approved anti-virus software, you will not be able to access Remote Desktop and you may not receive any notification. Foundation employees can pick up a free copy of Symantec Virus Detection software from the IT Service Desk.



Administrator privileges

Remote Desktop may not work on a public computer, such as at a library or business center.



TIP: With Remote Desktop, you will not be able to access files saved on your foundation computer. To be able to work on your files from any computer, save them on a SharePoint site.

To connect with Remote Desktop:

1

In Internet Explorer, go to <https://connect.gatesfoundation.org/>

The first time you use Remote Desktop on a non-foundation computer, you will get a series of pop-up messages to respond to. Accept each one to complete the sign-on process. If prompted to update your anti-virus file, click **Yes**.

2

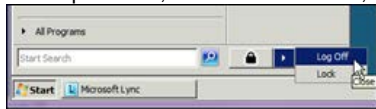
Type in your foundation username and password, and then click **Log On**.

3

Click the **Remote Desktop** icon. The Remote Desktop window opens on your computer.

4

To end your session, close all active windows in the Remote Desktop window, click its **Start** button, and then click **Log Off**.



IF YOU GET DISCONNECTED...

- If you are working on a file and get disconnected, connect to Remote Desktop again and see if the file was automatically saved to the (Z:) drive.
- When using a non-foundation computer, you must log back on Connect after four hours. To log on again, go to <http://connect.gatesfoundation.org> and enter your username and password.

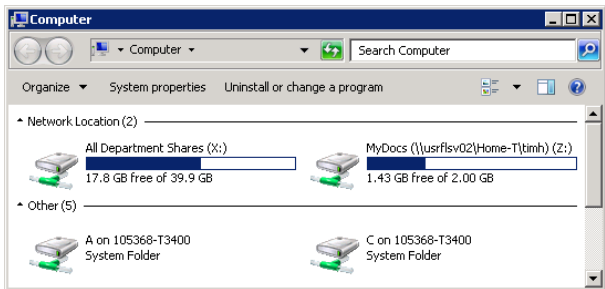
Working in the Remote Desktop window

With Remote Desktop, drives are labeled differently than what you may be used to.

Accessible drives

To see the drives that you can access, on the desktop of the Remote Desktop window, double-click the **Computer** shortcut.

- **Your C: drive.** The C: drive on the computer that you are using is displayed as **C on (computer name)**.
- **Your Department X: drive.** To access files on your department or group shares, double-click the **All Department Shares (X:)** network drive, and then go to the share that you want.
- **Your Z: drive.** To access files stored on your personal directory, double-click the **MyDocs (Z:)** network drive. By default, Office files are saved to the (Z:) drive.



WEBMAIL

You can access WebMail from any computer with Internet access. From your WebMail account, you can:

- Send and receive email.
- View foundation staff availability and schedule meetings.
- Open the foundation's global address list.

To connect to your WebMail account:

1

In a Web browser, go to <https://webmail.gatesfoundation.org>

2

Enter your foundation user name and password, and then click **Log On**.

SECTION 3

LYNC

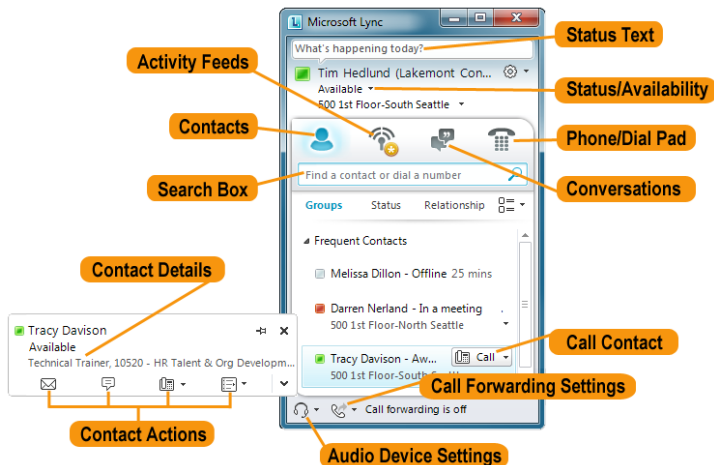
SELECT YOUR AUDIO DEVICE | PHONE CALLS | VIDEO CALLS | CONFERENCE CALLS | ONLINE MEETINGS | DESKTOP SHARING

When you are away from the office, Lync is a versatile communication tool. When you are connected to the Internet, you can use Lync to:

- Send instant messages
- Make or receive phone (audio) calls to any phone number
- Make video calls
- Make conference calls
- Conduct online meetings
- Share your desktop or a program
- Broadcast PowerPoint presentations

The Lync main window

From the Lync main window, you can find contacts, dial a phone number, and initiate instant messages and calls.



CHECK IT OUT!

After your computer is connected to the Internet, you can use Lync to make phone calls to any phone number, including cell phones and land lines. You can also receive calls directed to your foundation phone number.

If you miss a call, click **Phone** to see your voice mails.




SELECT YOUR AUDIO DEVICE

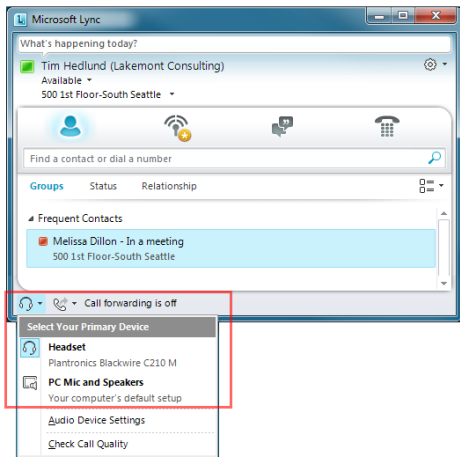
When traveling, you can make phone calls using a headset or your laptop's microphone and speakers. Before you make a phone or video call, you should make sure that Lync knows which audio device you want to use.

1

If you are using a headset, plug it into the computer.

2

In the lower-left corner of the Lync main window, click the audio device arrow .



3

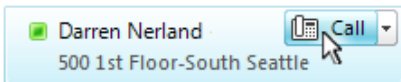
Select the audio device that you want to use.

PHONE AND VIDEO CALLS

When traveling, you can use a headset or your laptop's microphone and speakers.

To make a phone call to one of your contacts:

- In your Lync Contacts list or search results, point to the contact, and then click the **Call** button.

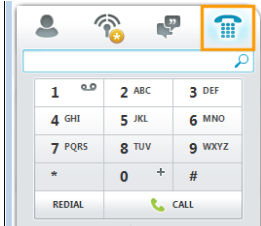


A new conversation window opens.

To make a phone call using the dial pad:

1

In the Lync main window, click **Phone**.



2

In the dial pad, enter the numbers you want to call, and then click **Call**.



TIP: With voice mail systems and conference calls, and in other situations, you can use the dial pad to enter a PIN or make a selection by entering a number.

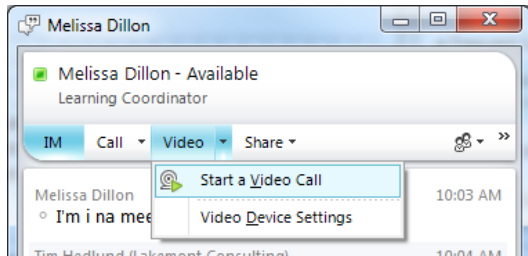
To make a video call:

Your foundation laptop has a built-in webcam, so you can use it to make video calls to others at the foundation. For the audio, you can use a headset or the laptop's built-in microphone and speakers.

- In your Lync Contacts list or search results, right-click the contact you want, and then click **Start a Video Call**.

To add video to an IM conversation or audio call:

- In the conversation window, on the **Video** menu, click **Start a Video Call**.



To accept a video call:

1 When you receive a video call from a contact, click the alert that appears in the lower-right corner of your computer screen. The conversation window opens and shows the caller's video stream.

2 To enable the other party to see you, click **Start My Video**.

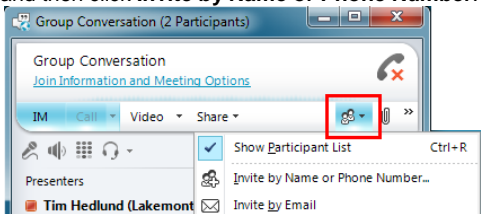
CONFERENCE CALLS

To start a call with multiple contacts:

- 1 In your Lync Contacts list, press and hold the **Ctrl** key on your keyboard, and then click the contacts that you want to call.
- 2 Right-click any one of the selected contacts, and then click **Start a Conference Call**.

To add people to a call in progress:

- 1 In a conversation window, click the **People Options** menu, and then click **Invite by Name or Phone Number**.



- 2 Press and hold the **Ctrl** key on your keyboard, click the contacts you want to call, and then click **OK**. Or, you can type a phone number into the **Find a contact or dial a number** box.



TIP: To add a person to a call, you can also drag the person's name from the contact list and drop it into a call in progress.

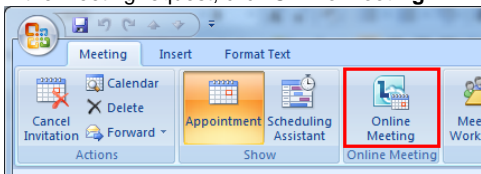
ONLINE MEETINGS & DESKTOP SHARING

Online meetings can include participants external to the foundation. Only the organizer needs to have Lync. Other participants need a phone, or an Internet-connected computer and headset (or speakers and a microphone). To learn more, see “Getting Ready to Use Lync” on the next page.

To set up an online meeting:

1 In the Lync main window, in your Contacts list, hold down the Ctrl key and click the contacts you want to invite. Right-click one of the selected contacts, and then click **Schedule a Meeting**.

2 In the meeting request, click **Online Meeting**.



3 In the meeting request, fill out the **To** and **Subject** boxes.

4 In the body of the meeting request, above the **Join Online Meeting** link, type additional meeting details.
Caution! Don't modify text in the **Join Online Meeting** section!

5 On the **Meeting** tab, click **Meeting Options**, and then accept or change the default options as desired.

To join an online meeting using a computer:

1 In the meeting request, click **Join Online Meeting**.

2 If you don't have Lync installed and you've never joined a Lync meeting, you will see options to join using a Web browser or other software.



GETTING READY TO USE LYNC

If you don't have Lync installed, it is good practice to test the online meeting software before the meeting starts.

To get the computer ready in advance, in the meeting request, click **First online meeting?**

To join an online meeting as a participant using a phone:

1 In the meeting request, dial the number under **Join by Phone**.

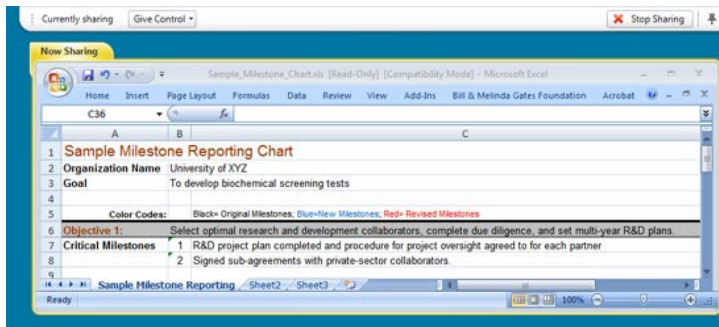
2 When prompted, use your phone to enter the conference ID listed under the phone number.

To share your desktop or a program:

With Lync's desktop and program sharing features, you can have working sessions and share and edit files with people in other locations.

- 1 In Lync, start an instant message conversation, conference call, or online meeting.
- 2 In the Conversation window, click **Share**, and then click what you want to share. Sharing options include what's displayed on one of your monitors, a single program (such as Excel), or a PowerPoint presentation.

Whenever you're actively sharing, a bar appears at the top of the window that reads **Now Sharing**, and a glowing border appears around the area being shared.



To give control to others:

When you are sharing, you can allow others to use their mouse and keyboard to navigate and make changes to whatever you're sharing. You can take back control at any time.

- 1 On the Sharing bar at the top of your screen, click the **Give Control** button.
- 2 Do one of the following:
 - To allow anyone in the meeting to automatically take control of your computer, click **Automatically accept control requests**.
 - To give control to one person, click the name under **Attendees**.

To take back control from others:

- 1 On the Sharing bar at the top of your screen, click the **Give Control** button.
- 2 Click **Take Back Control**.

SECTION 4

SHAREPOINT & OUTLOOK

SYNC A DOCUMENT LIBRARY WITH OUTLOOK | CHECK OUT
OR COPY FILES FROM OUTLOOK | EMAIL BEST PRACTICES

When you travel, there may be times when you have limited or no Internet access. Before you leave for your trip, you can take some steps to make sure that SharePoint files will be available, even when you are offline.



Sync a document library with Outlook

All of the files in a document library are synced with your computer automatically each time you are online. You can make edits to a synced document, although you will have to reconcile your changes if someone else edits the document before you sync it. Syncing a library with Outlook is effective if you need access to many documents, or if you are offline frequently and want to get the latest documents automatically.



Check out a document from SharePoint

If you want to make changes to a document, you can check it out to your computer. Then when you are back online, you can check the file in. While a document is checked out, it is locked from other people editing it.



Copy a document from SharePoint as “read-only”

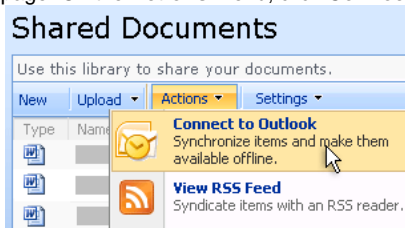
If you do not need to make edits to a document or file, you can download it to your desktop to read at any time. However, if someone makes changes to the version in SharePoint, those changes will not be updated in the copy saved on your computer.

SYNC A LIBRARY WITH OUTLOOK

After you sync a SharePoint document library with Outlook, the latest files from the library are synced to Outlook every hour that you are online. Because the files are stored on your computer, they don't use mailbox storage space.

1

Before you go offline, go to the SharePoint document library page. On the **Actions** menu, click **Connect to Outlook**.



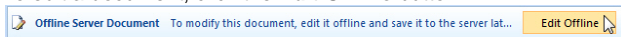
2

In the confirmation dialog boxes, click **Allow** or **Yes**. In Outlook, the library is added to the folder list in a new folder called **SharePoint Lists**.

When you click the library that you added, the files in it appear the way e-mail messages do. Double-click a file to open it, or right-click it to see more options.

3

To edit a document, click the **Edit Offline** button.



4

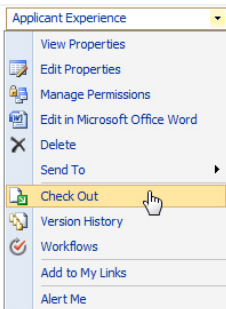
To save your changes in SharePoint, when you are next online, open the document, and then close it. When the **Edit Offline** dialog box appears, click **Update**.

CHECK OUT OR COPY FILES FROM SHAREPOINT

To check out files from a SharePoint document library:

1

Before you go offline, go to the document library page. Point to the file that you want to check out, click the arrow that appears, and then click **Check Out**.



2

In the confirmation dialog box, make sure that **Use my local drafts folder** is selected, and then click **OK**.

3

To edit the file you checked out, in the lower left corner of your screen, click **Start**, and then click **Documents**. In Windows Explorer, in the file list, double click **the SharePoint Drafts** folder, and then double-click the file you want to edit.

4

To check in the file when you're back online, go to the SharePoint document library page. Point to the file that you want to check in, click the arrow that appears, and then click **Check In**.



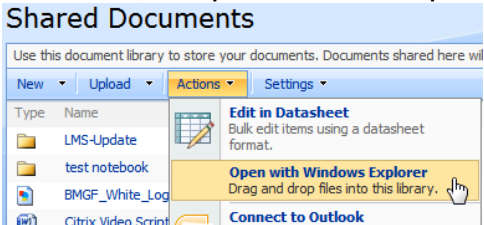
TIP: If you check out a file from SharePoint and then decide you don't want to make any changes, you can discard the check out. To discard a checkout, go to the document library page, point to the file, click the arrow that appears, and then click **Discard Check Out**.

To copy files from SharePoint document library:

If you don't need to edit documents while offline—and you don't need updated versions synced to your computer—you can simply copy files from SharePoint to your laptop.

1

Before you go offline, go to the document library page. On the **Actions** menu, click **Open with Windows Explorer**.



2

In Windows Explorer, click the file that you want to copy and drag it to one of the libraries in the left pane of Windows Explorer, such as **Desktop**, which is listed under **Favorites**.

To select multiple files, hold down the CTRL key as you click.

EMAIL BEST PRACTICES

When you have a slow Internet connection, it can take a long time to sync your Outlook inbox. Follow these best practices for email to minimize the time it takes to send and receive messages.

- ★ **Talk more! Email doesn't build personal relationships.**
Many people use email when a good old-fashioned conversation can be faster and more productive.
- ★ **Keep it simple.**
As the sender, it's your responsibility to make sure that your communication was received by the recipient, who interpreted it correctly. If a topic is too complex for an email exchange, an actual discussion may be more appropriate.
- ★ **Use copy (cc:) sparingly.**
Copy only those who need to know. Your subject may seem interesting to you, but it will not have the same appeal to others who receive hundreds of similar emails each day.
- ★ **Don't "Reply To All."**
Do not "Reply All" unless all of the original recipients need to know your response. Misusing this feature creates many unnecessary copies of the same email.
- ★ **Add attachments only when necessary.**
Sending emails without attachments is much more efficient and speeds transmission. If you need to send a message to many people, question whether they all need the attachment(s). Send email attachments to only those who really need them. Send a separate email with no attachments to the others.

★ **Don't use fancy logos.**

Adding logos or graphics to your emails uses a lot of memory.

★ **Use links.**

When it's important for your recipients to view a large file, send them a link to the file stored elsewhere (such as in SharePoint) to save space. Links are great because your readers know where the latest version is stored for future reference.

★ **Use "Reply" with original message sparingly.**

If the original email has screen shots or large images, consider whether that original sender really needs to see that same image again. Remember, the sender already has a copy of it because they sent it to you.

★ **Use your Out of Office agent.**

Use your Out of Office agent if you will be away from the office and will not be reading or replying to emails. This helps others who may be relying on you to complete some urgent actions and may not realize that you are away.

★ **Add your phone contact details.**

Make it easier for someone to contact you by phone. You can add your details as a simple signature at the foot of your emails.

★ **Use Spell check and read before you send.**

Spelling errors, typos, and grammatical errors show a lack of care and respect for the recipient.

★ **Keep out emotions and keep it clean.**

Remember that written content has no tone of voice! Keep emotional communication to personal meetings or telephone conversations. Under no circumstances should you send or forward illicit or otherwise unsuitable emails.

SECTION 5

WINDOWS PHONE 7

MAPS | FIND A LOST PHONE | TRAVELING OUTSIDE THE U.S. | BATTERY TIPS

Much more than just a cell phone, a Windows Phone is a computer in your pocket. Wherever you are, you can:

- Read and send email.
- Check your calendar and set up meetings.
- Access your contacts and the foundation directory.
- Find locations and get driving directions.
- Find your lost phone on a map.
- Read Office documents and PDFs.
- Surf the Internet.

MAPS


Windows Phone can show you what stores or restaurants are in your vicinity. It can also provide turn-by-turn directions to any address, with total distance and estimated travel time.

1 On **Start**, flick left to the **App** list, and then tap **Maps** 



2 Tap **Search** 

3 In the search box, type any of the following:

- An address (1 Microsoft Way, Redmond, WA)
- A ZIP code (90052)
- A city (Seattle, WA)
- A business name or type (coffee shop)
- An intersection (1st & Main)
- A point of interest (Space Needle)

4 Tap **Go** 

5 On the map, tap a result to see more information.

6 To get turn-by-turn directions to the location, tap **Directions** , and then tap **Go** 

CHECK VOICEMAIL SENT TO YOUR DESK PHONE

When you receive a voicemail sent to your desk phone, you receive that message in your Outlook inbox as a sound file. Since your Windows Phone receives your Outlook messages, you can listen to the sound file from your phone.

1



From the Start screen, tap the desired e-mail account tile. Your Foundation email tile is probably labeled "Outlook".



2

In your inbox, tap the message containing the voicemail attachment.

3


Under the **To:** line of the message, tap the attachment (with the  icon, usually labeled **Voice Mail.wma**) to download it. While the attachment is downloading, the  icon is displayed.

4

After the attachment has been downloaded, tap the attachment again.

The message plays.

5

When you are done listening to the message, tap the **Back** button  at the bottom of your phone.

FIND A LOST PHONE

Find My Phone is a great tool for locating a lost phone. You can ring your phone with a special tone even if it's on silent or vibrate. You can also lock your phone so nobody else can use it. You can even put a nice "Please Return" note on the screen. If all else fails and you are unable to retrieve your phone, you can send a "Wipe" command to the phone to reset all data and take it back to factory settings, which helps to protect your sensitive data.

To use Find My Phone:



BEFORE YOU TRAVEL

To be able to use the Find My Phone tool, you must first register your phone with a Windows Live ID. To learn more, see the instructions on the following page.

- 1 Go to a computer with Internet access.
- 2 Open a web browser and go to www.windowsphone.live.com.
- 3 Sign in with your Windows Live ID, and then click **Find My Phone**.
- 4 Select the Find My Phone option that you want.

To register your phone with a Windows Live ID:

You need a Windows Live account to use Find My Phone and other features such as downloading apps. Most Windows Live accounts use a Microsoft domain (@hotmail.com, @msn.com, or @live.com), but you can associate your Windows Live ID to an alternative e-mail account.

- 1 Make sure that you have a working Windows Live account ID and password. To create a free account, go to <http://accounts.live.com>.

Note: Do not use your foundation email address to create a Windows Live account.

- 2 On the phone's **Start** screen, tap **Settings**, and then tap **Email & accounts**.

- 3 Tap **Add an account**, and then tap **Windows Live**.

If this is your first time configuring a Windows Live ID and you have multiple Windows Live IDs, you will see a notification to help you pick the correct ID.

- 4 Enter the entire email account address and password, and then tap **Sign in**.

TRAVELING OUTSIDE THE U.S.

Your Windows Phone is compatible with many cellular and data networks in other countries. However, before you leave for your trip abroad, you should make sure that you have the appropriate accessories and data plans.

Before you leave

1

PHONE CHARGER

Depending on the country you visit, you may need a special plug adapter to use your mobile device charger. Please contact the IT Service Desk (x3545) at least one week prior to your departure to request an adapter.

2


DATA PLAN

Contact the IT Service Desk (x3545) a few days prior to your planned departure to verify that you have the unlimited international data plan. If you travel frequently, this is the default plan, but if you're a less frequent traveler, it's always best to check.

Traveling abroad

To use your Windows Phone outside of the United States, you must turn on international roaming. This allows your phone to use a local phone network other than AT&T.

1

On the **Start** screen, tap **Settings** .

2

On the **Settings** screen, scroll down and tap **Cellular**.

3

Under **Data roaming options**, tap **Roam**.

4

Tap **Active Network**.

Note: When you are in the United States, you will not be able to select another network.

5

Select a network from the available options.



TIP:

If you have connectivity issues while traveling internationally, call AT&T international care at **1-916-843-4685**.

Provide your mobile phone number and the account name "Bill and Melinda Gates Foundation."


TIPS TO EXTEND BATTERY LIFE

You can do a lot to make the battery in your Windows Phone last longer between charges. Here are some battery-saving tips to help you get started.



Turn off Wi-Fi


If you've turned on Wi-Fi on your phone, the battery will run down faster. To increase battery life, you can turn off Wi-Fi, and then turn it on when you really need it.

- On the **Start** screen, tap **Settings** . Tap **Wi-Fi**, and then slide the toggle switch to the **Off** position.



Turn off Bluetooth


If you've turned on Bluetooth on your phone, the battery will run down faster. To increase battery life, you can turn off Bluetooth, and then just turn it on when you really need it.

- On the **Start** screen, tap **Settings** . Tap **Bluetooth**, and then slide the toggle switch to the **Off** position.




Reduce the time before the screen turns off

Set a shorter screen time-out duration and set your phone to lock. This saves battery power and prevents your phone from turning on by accident when you put it away.

- On the **Start** screen, tap **Settings** . Tap **Lock & wallpaper**, and then under **Screen time-out**, select a time.




Lower the brightness setting

- On the **Start** screen, tap **Settings** . Tap **Brightness**, turn off **Automatically adjust**, and then select the **Level** that you want to use.



Use a dark background theme

- On the **Start** screen, tap **Settings** . Tap **Theme**, tap **Background**, and then tap **Dark**.



Use a wall charger instead of a car charger

A wall charger charges your phone faster than a car charger. Wall chargers also provide more consistent voltage, so they can increase the overall lifespan of the battery.

TECHNICAL SUPPORT

COMPUTER & SOFTWARE | MOBILE PHONE

Computer, Internet, and software support

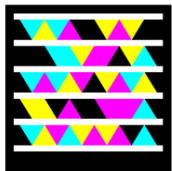
If you have problems using foundation-issued technology while traveling, the IT Service Desk is open 24 hours a day.

- **Local Phone:** 206.709.3545
- **Toll Free:** 1.888.395.3232
- **Email:** servicedesk@gatesfoundation.org



Mobile phone support

- **AT&T International Care:** 1.916.843.4685
Provide your mobile phone number and the account name "Bill and Melinda Gates Foundation."



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