# Frequently Asked Questions about the Research Phones (1)

**How do I find my phone number if I forget it?**
Open your phone's Settings app then click on [Device Information] to display your device's details, your phone number will be displayed in the "Phone Number" field on the information screen.

**How long will my service be paid for by the research project?**
The phones are serviced for a minimum of six months from the time you receive the device.

**What service plan do I have?**
T-Mobile service plan includes unlimited talk and text. While the data plan is considered unlimited, it is “throttled” after 2.0 gigs of usage. This means that the internet service will become very slow.

**What do I do if I use more than 2G of data?**
Your phone will still work; it will just be noticeably slower to load content that requires data. Most things will be slow but still work, however streaming and downloading may not work unless connected to Wi-Fi.

**How do I know when the data will reset each month?**
You can view your data usage and the date it will reset by navigating to Settings, and then going to Network & Internet, then click on Internet, and then click on the gear icon next to T-Mobile. Here you will be able to see how much data you have used and how many days left of data you have.

**Can I upgrade my service plan?**
Not during the research period while the university is paying for the service.

**Can I take my phone to a different service provider?**
The research phones are “locked” for the first six months due to the agreement between T-Mobile and the university. This means that the phone will not work with any other provider until after the 6-months of university sponsored service has been completed. After we deactivate the university-sponsored service, you can take the device to any other service.

**Can I keep my phone number?**
No. The device is yours to keep but the phone number can’t be transferred. Some providers may advertise that you can keep your old phone number, however the research team does not have permission to “release” your study phone number to a new service plan.

# Frequently Asked Questions about the Research Phones (2)

**How can I conserve my data throughout the month?**

- Use wifi anywhere possible
- Turn on Data Saver
- Limit apps that use videos/stream
- Turn off Background Apps
- Force close apps you aren't using
- Use Wi-Fi for downloads and updates
- Turn off mobile data when not using
- Turn off auto updates for apps
- Turn off auto sync/uploads to cloud services like Google

**How to turn on Data Saver:**
Open the Settings application on your smartphone. Tap "Network & Internet", then "Data Saver". Switch Data Saver ON. Repeat every time you restart your phone.

**How to turn on/off Background Apps:**
Open the Settings application on your smartphone. Tap "Network & Internet", then "Data Saver", followed by "Unrestricted data". Switch on/off any apps or services that need to use mobile data when Data Saver is on.

**How to turn mobile data on/off:**
You can 'turn off' your mobile data and only turn it on when you want to use it.
Drag down from the top of your screen to see the 'quick access settings.' Click on "Internet" and you should see 2 toggle switches. The top one will say T-Mobile and the lower one should say Wi-Fi. Just remember that if you don't have Wi-Fi and your mobile data is off, you may not get notifications.

**Turning off Auto-updates:**
First open the Google Play Store, then tap your Profile Icon in the top-right corner, then s elect Settings from the menu the tap to expand Network Preferences, then tap Auto-update apps, then select Don't auto-update apps, then tap Done. If you do this, you should periodically check for updates while on Wi-Fi to update your phone.

**How to adjust network priority preferences to prioritize wifi:**
Go to Settings > Internet that allows for network optimization (choosing Wi-Fi vs Mobile Data depending on your preferences)

**How to disable Gemini:**
Open Settings on your phone. Go to Apps or App Management and find the Gemini app. Tap on it, then select Force Stop and Disable to stop it from running in the background.

**How to download apps:**
Open the google play app which is the multicolored triangle icon. Search for the app you are trying to download. Tap the install button. Wait for the app to download fully onto your phone, then open the app to proceed.