

## DreamLab iOS Frequently asked questions

### iOS users

#### How does it work?

Your smartphone is a small but powerful computer. When it's idle – like when you're asleep at night – that power goes untapped. DreamLab puts that power to good use to fast-track cancer research. When you power DreamLab, your phone will receive tiny problems to process and solve, and send the results back to the research team.

#### How do I start using DreamLab?

To start DreamLab, press 'Power DreamLab' within the app, and place your phone down without pressing the lock or home button. If you press home, open another application, or use your phone, DreamLab will stop. You can start it again by pressing 'Power DreamLab'. If you have auto lock set up on your phone, it will not be activated while using DreamLab.

DreamLab isn't able to work in the background on iOS, so we recommend you set a reminder to power DreamLab each night.

#### How do I stop using DreamLab?

Disconnect your phone from charge, or press 'End Session'. It will also stop if you press home, open another application or use your phone. To stop using DreamLab permanently just uninstall the app.

#### Will it access private information on my phone?

DreamLab does not access any of your private information.

DreamLab uses the processing power of your smart phone to solve research problems and allows you to remain anonymous while doing so.

You can read the DreamLab privacy policy in the app settings.

#### How much will it cost me to use DreamLab?

For Vodafone customers, the mobile data to use DreamLab is free in the UK or in our [Roam-free destinations \[PDF: 668KB\]](#). For roaming outside the UK and the Roam-free destinations you'll be charged our [standard data roaming charges](#) for the country you're visiting.

Vodafone Pay as you go customers must have credit on their account for DreamLab to work over our network (though it'll still work over Wi-Fi).

If you're also contributing to DreamLab over Wi-Fi, you may be charged depending on your home broadband package and usage. If you have Vodafone Home Broadband your data is unlimited, so you don't need to worry.

For everyone else, you'll be charged for the data you contribute each month according to the plan you have with your mobile phone or home broadband provider.

**Please note:** DreamLab works on a calendar month, which might not be in sync with your billing cycle. You can see when your DreamLab month will restart in the app Settings.

**Please note:** Vodafone Enterprise customers using a non-Vodafone APN setting (for example, using their organisation's APN setting or VPN) will be charged according to their mobile price plan.

#### Will it drain my battery?

Like any application, DreamLab will utilise battery power. DreamLab will only work when your device is charging, so your battery will not be drained. However, we do recommend using only genuine Apple Chargers.

## Will DreamLab use data from my mobile plan, or Wi-Fi?

DreamLab needs data to download the research problems from the cloud, and send the results back.

If your phone detects that Wi-Fi is available, then DreamLab will work over Wi-Fi. DreamLab is automatically set to use unlimited Wi-Fi data, but you can change this any time in the app settings if you have a limit on your monthly home broadband usage.

You can set a monthly Wi-Fi data contribution limit but you can't turn off Wi-Fi completely. The minimum Wi-Fi limit is 250MB for iOS.

If Wi-Fi isn't available, then DreamLab will work over your mobile network. You can set a monthly data contribution limit (50MB, 250MB or 500MB), and it'll only continue using data until it reaches that amount. If you don't want DreamLab to use any mobile data, you can turn mobile data off in the app settings.

Vodafone customers won't be charged for any mobile data used by DreamLab in the UK or in our [Roam-free destinations \[PDF: 668KB\]](#). For roaming outside the UK and the Roam-free destinations you'll be charged our [standard data roaming charges](#) for the country you're visiting.

Vodafone Pay as you go customers must have credit on their account for DreamLab to work over our network (though it'll still work over Wi-Fi).

If you aren't a Vodafone UK customer, you'll be charged according to your mobile price plan for the data you contribute.

**Please note:** Vodafone Enterprise customers using a non-Vodafone APN setting (for example, using their organisation's APN setting or VPN) will be charged according to their mobile price plan.

**Please note:** DreamLab works on a calendar month, which might not be in sync with your billing cycle. You can see when your DreamLab monthly cycle will restart in the app settings. DreamLab will pause when you reach the monthly data limit that you've chosen. At this point, you'll be given the choice to increase your data contribution or enable Wi-Fi. If you do nothing, DreamLab will simply resume again at the start of the next calendar month.

## How do I only use DreamLab over Wi-Fi?

Go to the DreamLab app settings, and turn mobile data to 0 MB.

## How much data will DreamLab use?

It's up to you. On your mobile network, you can choose to give up to 50MB, 250MB or 500MB a month. For Wi-Fi, you can choose to give up to 500MB, 1GB or unlimited data each month. You can change how much data you contribute at any time in the DreamLab app settings.

As a guide, 50MB is about the same as uploading 25 photos to social media a month. 500MB is approximately equivalent to streaming a video for 1.5 hours a month. 1GB is similar to streaming a video for 3 hours a month. You can see how much data DreamLab has used and when your month restarts in the app settings.

## I'm travelling overseas. What should I do with DreamLab?

If you use DreamLab when roaming, you won't be charged for any mobile data used by DreamLab in our [Roam-free destinations \[PDF: 668KB\]](#). For roaming outside the UK and the Roam-free destinations you'll be charged our [standard data roaming charges](#) for the country you're visiting. To avoid any charges, simply don't press 'Power DreamLab' in DreamLab whilst roaming.

**Please note:** if you have Wi-Fi set to 'on', DreamLab will continue to work on Wi-Fi when abroad. To prevent this, simply do not press 'Power DreamLab' whilst roaming.

## How does DreamLab help fast-track cancer research?

One thing slowing cancer research is the limited access researchers have to supercomputers to crunch their complex data. DreamLab gives cancer researchers access to a dedicated virtual supercomputer to accelerate research into cancers including breast, pancreatic, ovarian, prostate, lung, brain, sarcoma and melanoma. To find out about the projects that DreamLab currently supports, visit the Project Tab in the app.

## I'm with Vodafone. How do I know I'm not being charged for the mobile data DreamLab uses?

For Vodafone UK customers, the mobile data to use DreamLab is free on our network. It won't even appear on your bill. The data used to solve research problems is sent to a dedicated server that's tagged by us, with a unique rating group by to ensure that customers are not charged for this data usage. It won't count towards your monthly data allowance.

If you use DreamLab when roaming, you won't be charged for any mobile data used by DreamLab in the UK or in our [Roam-free destinations \[PDF: 668KB\]](#). For roaming outside the UK and the Roam-free destinations you'll be charged our [standard data roaming charges](#) for the country you're visiting.

Vodafone Pay as you go customers must have credit on their account for DreamLab to work over our network (though it'll still work over Wi-Fi).

If you've chosen to also give over Wi-Fi with a usage limit, you'll be charged according to that usage. If you have Vodafone Home Broadband, your data is unlimited so you don't need to worry.

**Please note:** Vodafone Enterprise customers using a non-Vodafone APN setting (for example, using their organisation's APN setting or VPN) will be charged according to their mobile price plan.

## How do I only use DreamLab over my mobile network?

The minimum Wi-Fi limit is 250MB for iOS – you can only set it to a minimum of 250MB. The only way to ensure you're using DreamLab over mobile network only is not to press Power DreamLab unless you're connected to a mobile data network.

## I live in another country – can I still use DreamLab?

Yes, the DreamLab app can be downloaded from anywhere in the world.

If you are a Vodafone UK customer and use DreamLab outside the UK you won't be charged for any mobile data used by DreamLab in our [Roam-free destinations \[PDF: 668KB\]](#). For roaming outside the UK and the Roam-free destinations you'll be charged our [standard data roaming charges](#) for the country you're visiting. If you're outside the UK and you've also chosen to donate processing power over Wi-Fi with a usage limit, you'll be charged according to that usage.

If you aren't a Vodafone UK customer, you'll be charged according to your mobile or Wi-Fi price plan for the data you contribute.

## What is Imperial College London?

[Imperial College London](#) is one of the world's leading universities. The College's 17,000 students and 8,000 staff are expanding the frontiers of knowledge in science, medicine, engineering and business, and translating their discoveries into benefits for our society.

Imperial is the UK's most international university, according to Times Higher Education, with academic ties to more than 150 countries. Reuters named the College as the UK's most innovative university because of its exceptional entrepreneurial culture and ties to industry.

## How does DreamLab work?

Our research partners have uploaded large research problems to the DreamLab cloud (hosted by Amazon Web Services). Once a user has downloaded and set up the DreamLab app, their phone will download a tiny piece of the research problem (hundreds of KB). A clever program built by our research partners allows your phone to crunch the research problem, using the phone's computing power.

## How is DreamLab different to other grid computing systems and apps?

Since 2002, Berkeley Open Infrastructure for Network Computing (BOINC) and other platforms have enabled people from around the world to donate the processing power of their desktop computers and gaming consoles to help solve research problems. The BOINC platform was extended to Android devices in 2013. DreamLab uses a world-first and custom-built solution (not using BOINC) that crunches our research partners' projects. DreamLab is the first of its kind to be available for iPhone users on iOS.

## What research project can I support?

You can choose to support any of the projects contained within the app. You can find out more about the projects by clicking on the Project tab in the app. As these projects near completion, new projects will be added to the app for you to support.

## Can I change which research project I'm supporting?

Yes. Just visit the Projects page in the app, and make your choice. You can only support one project at a time, but you can change at any stage.

## How does DreamLab work faster than super computers?

Based on tests carried out by the DreamLab team, 33 new devices will analyse data about as fast as a CPU core of a typical in research organisation's in-house supercomputer.

## What is the goal of DreamLab?

DreamLab aims to help researchers crunch their complex data, to speed up the pace of research discovery. DreamLab is currently focused on supporting research relating to cancer and genomics.

## How else can I support the research?

To find out how else you can support one of our research partners, click on their logo from the Projects tab in the app.

## Whose information does DreamLab analyse?

DreamLab analyses cancer and genomics data that has been de-identified for research purposes.

## Can other research organisations get involved in using DreamLab?

In the future we aim to enable DreamLab to support other research projects and organisations around the world – to help solve other important research questions.

## How do I start using DreamLab?

Download DreamLab from [the App Store](#). DreamLab will start when you press 'Power DreamLab' within the application, and place your phone down without pressing home. If you press home, open another application, or use your phone, DreamLab will stop working. You can start it again by pressing 'Power DreamLab'.

If you have auto lock set up on your phone, it will not be activated whilst using DreamLab

DreamLab is not able to work in the background on IOS so we recommend you set a reminder, so that you don't forget to power DreamLab each night.

## **Why does DreamLab need data to work?**

While you're donating the processing power of your Smartphone, DreamLab uses data to download the research problems from the cloud, and to send the results back. However, you're in total control and can choose how much you contribute each month on your mobile network, or over Wi-Fi. You can change your monthly data contribution limit in the app settings at any time.

## **My mobile phone provider has alerted me that I'm running low on data for my billing cycle. What should I do with DreamLab?**

If you're not with Vodafone UK and you're running low on mobile data, you can turn off the mobile data contribution in the DreamLab app settings so that DreamLab doesn't use up any more mobile data.

If you're a Vodafone UK customer and receive an alert regarding your mobile usage, you can continue to use DreamLab without penalty, as it's free to use on our network.

**Please note:** Vodafone Enterprise customers using a non-Vodafone APN setting (for example, using their organisation's APN setting or VPN) will be charged according to their mobile price plan.

## **What happens when DreamLab reaches the monthly data contribution limit I've set?**

When you reach the data limit you've set, DreamLab will give you the option to increase your data limit. If you do nothing, DreamLab will automatically start again next month.

## **Is the data I donate through DreamLab tax deductible?**

You're contributing your device's computing power and a small amount of data which is required to download and upload the research problems from the cloud to your phone. You're not making a tax-deductible donation. Neither the Vodafone Foundation nor Imperial College London will issue a VAT receipt for any contributions made through DreamLab.

## **DreamLab isn't working, how do I get help?**

First have a read of these FAQs. If you still need help, visit the DreamLab app settings to send feedback. Your feedback will be incorporated into updates and future releases of DreamLab.

## **How do I report a bug or issue?**

Please visit the DreamLab app Settings and press Send Feedback. Your feedback will be incorporated into updates and future releases of DreamLab.

## **Will it work on my device?**

DreamLab will work on iPhone devices with iOS 10 and later, and Android devices with KitKat v4.4 and later. DreamLab is not compatible with other smartphone operating systems, such as Windows, Symbian OS or Blackberry.

## **Will it slow down my phone or interfere with me using my phone as normal?**

On iPhone, if you press the home or lock button, open another app, or use your phone, DreamLab will stop solving research problems. For this reason, it's best to press Power DreamLab just before you go to bed at night when you are less likely to use your phone.

## **How much memory will it use?**

Memory usage will vary significantly depending on what device you're using and what you're doing while DreamLab is running. Your operating system will prioritise memory based on your usage.

## **Will it cause my phone to overheat?**

No. The app has been designed to only draw a small amount of power from your phone.

### **Can I use DreamLab on a tablet?**

Yes, if it meets the operating system requirements.

### **Can I use DreamLab on my computer?**

No, currently DreamLab is only supported on iOS and Android mobile devices.

### **Will my personal information be used for medical research?**

No. DreamLab analyses mutations from cancer patients that have been de-identified for research purposes.

### **What happens if I change phones?**

You will need to re-install DreamLab to continue using it. Your contribution tallies will start again at zero.

### **What happens if I change mobile phone providers?**

If you have kept your existing phone, then you can continue using DreamLab. If you have a new phone, you'll need to re-install DreamLab again. Your contribution tallies will start again at zero.

### **Will DreamLab impact the Vodafone UK network?**

No. Vodafone's network has been built for streaming, roaming, and now speeding up cancer research.

### **What personal information does DreamLab collect?**

DreamLab doesn't access any of your private information or collect personal information. You can read the DreamLab privacy policy in the App Settings.

On iOS devices, DreamLab does not need access to any of your private information. DreamLab uses the processing power of your smart phone to solve research problems and allows you to remain anonymous while doing so. You can read the DreamLab privacy policy in the App Settings or please see our DreamLab Privacy page.

### **Who's behind DreamLab**

DreamLab is part of Vodafone Foundation's global Connecting for Good programme, which promotes the use of connectivity to drive change.

DreamLab was originally developed by Vodafone Australia to support the Garvan Institute of Medical Research's world-class cancer genomics research. DreamLab has now been brought to the UK by Vodafone UK, who are working with Imperial College London on this research project.

The ongoing goal for DreamLab is to speed up more important cancer and genomics research using the power of the smartphone.

The DreamLab server is powered by Amazon Web Services. The app was built by Transpire.

### **Why does my phone have to be on charge to use DreamLab?**

Most of our users are concerned about battery life, which is why DreamLab has been designed to use when your phone is plugged in to charge.

### **How do I suggest a new feature?**

Please visit the DreamLab app Settings and press Send Feedback. Your feedback will be considered for incorporation into updates and future releases of DreamLab. We're looking at ways to show the difference users make, introduce leader-boards and team working, and better ways to share DreamLab. So please keep your feedback coming.

### **Can I specify the dates at which the monthly data contribution starts and ends?**

No, not at the moment. Your DreamLab month is currently set to a calendar month.