BEFORE YOU ACTIVATE YOUR NEW MOBILE DEVICE:

1. **Charge**
   Plug in and fully charge your new mobile device.

2. **Turn on your device**
   Mobile Devices with new numbers come activated without having to call in.
   - Follow the prompts, when asked to choose a Network, you must scroll down to Cellular Data
     **DO NOT CHOOSE STANFORD Wi-Fi** (your phone must be set-up before adding Stanford’s Network).
   - Set up as New Mobile Device; again follow the prompts until completed.
   - *(For iPhones)* At this time you should make a call out and test data to a website of your choice.
     Your phone should now be ready to use, continue on to the steps below.
   - *(For iPads)* Test data by going to a website of your choice
     If you still need assistance with initial set-up contact,

University IT Mobile Support Desk during normal business hours:

**Stanford University & Stanford Children’s Health**
Business hours (Mon–Fri, 8am – 5pm): 5-HELP 50-725-4357–option 2, option 1

**Stanford Health Care**
Business hours (Mon–Fri, 8am – 5pm): 4-HELP (650-724-4357)–option 4

**iPhone Set-Up**
https://support.apple.com/en-us/HT202033

**IPhone-Set-up Visual Voicemail**
https://support.apple.com/en-us/HT201436

You won’t receive any voice messages until you set up Visual Voicemail

1. Tap Phone > Voicemail > Greeting, then choose one of these options:
   - Custom (to record your own message)
   - Default (to use a generic greeting)
2. Tap Save
3. Tap Record when you’re ready to start recording
4. Tap Stop when you finish recording your message. To review your recorded message, tap Play. To re-record your message, repeat steps 2 and 3.
5. Tap Save.
**Samsung Galaxy S7 - Set up Visual Voicemail**

1. From the home screen, tap Phone.
2. Tap the Visual Voicemail icon.
3. Note: Alternately, you can set up voicemail by pressing and holding the number 1 key.
4. Tap START.
5. Tap OK.
6. Visual Voicemail is now ready for use. View the Access voicemail tutorial for tips to manage your voicemail.
7. Note: Go to Troubleshoot Voicemail for solutions to common voicemail problems


**Information Security & Protecting Your Device**

We recommend that you set up a passcode on your device and implement other security precautions.

**Mobile Device Management (MDM)**

MDM installs a configuration profile that sets a passcode and installs: Stanford email, calendar, and contacts. MDM also helps to protect and manage your device in the event of loss or theft.

Once you activate your new phone, please enroll in **Mobile Device Management** (MDM), by:

**University** Visit mdm.stanford.edu on your mobile device web browser.

*For additional assistance, please call 5-HELP (650-725-4357) - option 1.

**SCH** [https://intranet.lpch.org/mobile or call 650-498-7500](https://intranet.lpch.org/mobile) (24/7)

**SHC** Call 650-723-3333

***For New Data Connect Cards***

1. If device comes with SIM Card, snap SIM Card out of holder and pop into Data Connect Card
   a. Some devices come with SIM Card pre-installed into device
2. Write down password for device (located on back of device or under battery cover)
3. Insert battery and battery cover into the device and charge
4. Turn on Device and test Mobile Hotspot from a device with WiFi capabilities
   a. Find network name (SSID) and type in password from step 2

**Additional Support**

**Stanford University & Stanford Children’s Health**

Business hours (Mon–Fri, 8am – 5pm): 5-HELP (650-725-4357) – option 2, option 1.

**Stanford Health Care**

Business hours (Mon–Fri, 8am – 5pm): 4-HELP (650-724-4357) – option 4.