Stanford | UNIVERSITY IT
MOBILE DEVICE SERVICES

Activation for Upgrade Mobile Devices

Carriers: AT&T / Verizon / Sprint

Last Updated: 12/20/17

***Activations must be completed during normal business hours. If support/troubleshooting is needed it will not be available after hours, weekends, or holidays.**

BEFORE YOU ACTIVATE YOUR NEW MOBILE DEVICE (FOR EXISTING NUMBERS):
If this device is replacing a lost or stolen device, you must report your missing device to:

- University and School of Medicine Clients: Visit https://privacy.stanford.edu/
- SHC (Stanford Health Care): Call Service Desk at 650-723-3333 (available 24/7)
- SCH (Stanford Children's Hospital): Call SCH Service Desk at 650-498-7500(available 24/7)

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

2. **Check your old voicemail (Phones only)**
   Check important texts and voicemails on your old device before you activate your new phone. You may not have access to those messages after you activate your new mobile device.

3. **iPhone [iOS Devices]: Back up your old data and sync it with your new iOS mobile device**
   https://support.apple.com/en-us/HT203977

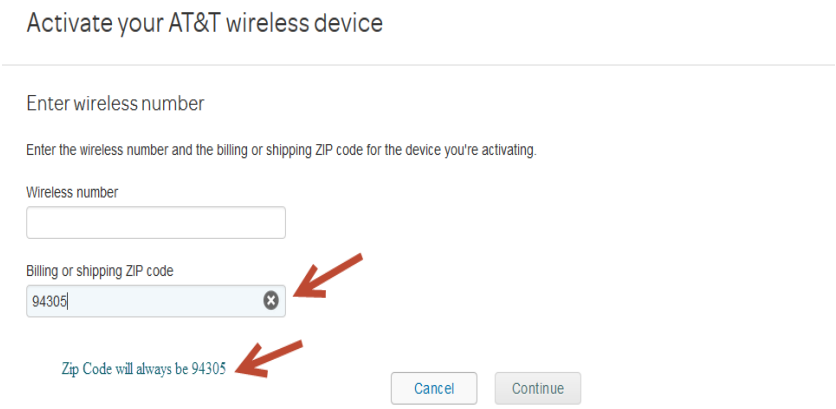
   Samsung Galaxy [Android Devices]: Back up your old data and sync it to your new Galaxy mobile device
   a. Download the Samsung Smart Switch app to transfer items directly from your old smartphone to your new Galaxy device.
   b. Source: http://www.samsung.com/us/smart-switch/

READY TO ACTIVATE YOUR NEW MOBILE DEVICE

Please make sure the end user has their new device in hand.
**Used the sim card provided with your new device*

AT&T
Transfer your AT&T service to your new device online

1. Go to att.com/activations.
2. Select your "**Activation your device"** and enter any required information.
3. Select **Continue** and follow the prompts to complete the device activation.



Sprint

Stanford University & Stanford Children's Health call 5-Help (650-725-4357)-option 3.
Stanford Health Care call 4-HELP (650-724-4357) – option 4.

Verizon

Transfer your Verizon service to your new device.
Call 1.877.807.4646 from any phone other than your new phone
and follow the instructions.

Turn off your old phone. Set up your new phone.
For a walk-through of your phone, visit VerizonWireless.com/simulators.

iPhone – Set-Up

https://support.apple.com/en-us/HT202033

Voicemail

Note: If you are an existing customer and you have forgotten your voicemail password, you will not be able to access Voicemail until you reset your voicemail password. (Call 5-Help, Option 3)

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.
6. Note: Alternately, you can set up voicemail by pressing and holding the number 1 key.

https://support.apple.com/en-us/HT201436

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

https://www.att.com/devicehowto/tutorial.html#!/interactive/id/interactive_1500004956?make=Samsung&model=SamsungG935A

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 *https://uit.stanford.edu/service/mobiledevice/management* ***For additional assistance, please call 5-HELP (650-725-4357) - option 3.**
SCH	https://intranet.lpch.org/mobile or call 650-498-7500 (24/7)
SHC	Call 650-723-3333, option 1

When new device has been activated and you have successfully moved over all your personal information, contacts, data & photos then follow the steps below before turning in your old device.

4. **Protect your information by removing MDM from your old mobile device**
   If your old mobile device is enrolled in the MDM service, please de-enroll it by going to: mdm.stanford.edu on the old mobile device's web browser.
   - For iOS devices: Please disable the "Find my Phone" feature within the iCloud settings.
     - Before you repurpose your old mobile device, please protect your privacy and the University's data by removing your Apple ID account and wiping the device.
     - **To Remove Apple ID**
       1. Go to Settings
       2. Scroll down to iCloud.
       3. Tap the Apple ID and tap Sign Out.
       4. Screen will prompt you for your email and Apple ID password once more.
       5. Unlocked devices can be repurposed or recycled
     - **To wipe the data** *from an iOS device*
       1. Go to Settings
       2. Select General->Reset->Erase All Content and Settings.
       3. The device will ask you to enter your passcode, then it will erase itself.

Additional Support

Stanford University & Stanford Children's Health
Business hours (Mon–Fri, 8am – 5pm): 5-HELP (650-725-4357) – option 3.
Stanford Health Care
Business hours (Mon–Fri, 8am – 5pm): 4-HELP (650-724-4357) – option 4.