

Activation for New Mobile Devices

Carriers: AT&T / Verizon / T-Mobile

BEFORE YOU ACTIVATE YOUR NEW MOBILE DEVICE

Note: If you are transferring your service from personal to Stanford, please listen to and save your voicemails as you will lose your voicemail box. (You will need to set up a new voicemail box with the mobile carrier)

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.

- a. Follow the prompts, when asked to choose a Network, you must scroll down to Cellular Data.
- b. **DO NOT CHOOSE STANFORD Wi-Fi** (your phone must be set up before adding Stanford's Network). You can use EDUROAM and login with your SUNET ID and Password.
- c. Set up as New Mobile Device; again, follow the prompts until completed.
- d. (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 to the steps below.
- e. (For iPads) Turn off the Wi-Fi once the setup is complete. Ensure Cellular Data is Enabled. Test data by going to a website of your choice.

3. E-Sim Activations

iPhone:

While setting up your iPhone over Wi-Fi®, your eSIM might download automatically or you might be prompted to install an AT&T cellular plan. If you have wireless service bars or you can make a call, you're all set.

Still don't have service? Try this:

- Connect to Wi-Fi.

- Swipe down from the top of your screen to open your notifications.
- Choose the AT&T Cellular Plan Ready to be Installed notification.
- Select Continue.

Note: If the drop-down menu does not prompt you to install a cellular plan, you may also go to the device's settings > cellular > Add e-sim/activate cellular.

Samsung smartphone:

Turn on your phone and follow the setup prompts. If you have wireless service bars or you can make a call, you're all set.

Don't have service? Look for a notification to add your eSIM or go to your phones Settings. Tap Connections, then SIM Manager and Add eSIM.

Google smartphone:

- Connect to Wi-Fi.
- Open Settings.
- Choose Network & Internet.
- Select the plus sign (+) next to SIMs.
- Select Download a SIM instead.

Other Android phones:

- Connect to Wi-Fi
- Open Settings and look for Network, Connections, Mobile, or similar.
- Find the option to download a SIM or eSIM.

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

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 (record personal greeting)
 - Default (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 Device - Setup

<https://www.samsung.com/uk/support/mobile-devices/how-do-i-set-up-my-new-device/>

Samsung Galaxy Devices - 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 on managing 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. If the device was purchased by Stanford, once you activate your new phone, Mobile Device Management (MDM) is preinstalled and will have you sign in via Remote Management for University and SHC clients.

University

- *For additional information:* Visit mdm.stanford.edu on your mobile device web browser.
- *For additional assistance:* please call 5-HELP (650-725-4357) - Option 3.

SHC

- Call the SHC Service Desk at 650-723-3333 Option 2.

SCH

- Call the IS Service Desk at 650-498-7500 (available 24/7) to install Intune.

****For New Data Connect Cards****

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

Voicemail

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 - Custom (to record your message)
 - Default (to use a generic greeting)
2. Tap Save
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Additional Support

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University & SCH 5-HELP (650-725-4357) option 3

UNIVERSITY IT / MOBILE DEVICE SERVICES

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SHC: 4-HELP (650-724-4357) option 4