



DB System
Digital.
Empowered.



Quick guide

to the initial setup of a mobile
DB device, such as Samsung,
Nokia, Gigaset,...
plus *Restore*

Thank you for choosing a mobile DB device (Samsung, Nokia, Gigaset). This guide will help you with the initial setup or restoring your device.

April 2024

Getting started

You have received your mobile device?

1. First check

- Is your name on the parcel?
- Has the correct device been delivered?
- Compare with the order or ask the mobile phone officer

2. Is everything there?

You should have received the following:

- Charging cable
- Protective case
- Warranty card
- SIM card letter (sent by Vodafone); if necessary, contact your mobile phone officer
- Handover document and terms of use
- Mobile device: Smartphone or tablet
- Tool for inserting the SIM card

3. Inserting the SIM card

- Open the SIM card slot at the top or on the side of the mobile device with the tool provided
- Pull out the card holder
- Insert the SIM card
- Press the card carefully into the card holder
- Reinsert the card holder into the mobile device



4. Switching on your device

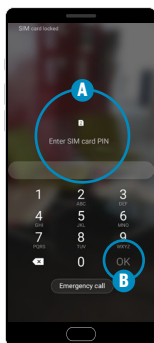
Press the *On* button.

When the device has booted up, it will ask you for a PIN. This is the PIN for the SIM card you have just inserted into the device **A**

Tap *OK*. **B**

The PIN is also written on the red Vodafone card you received.

The SIM PIN always remains the same. Keep the Vodafone SIM card letter with the SIM PIN and Super PIN in a safe place.



5. Battery fully charged?

Make sure that the battery of your mobile device is charged before you use it for the first time.



You can recognise this by the battery icon. **C**

6. Setting screen lock

The next thing to do is to unlock the device:

- Swipe your finger across the screen.
- You will be prompted to enter a password.



Now enter the following password:

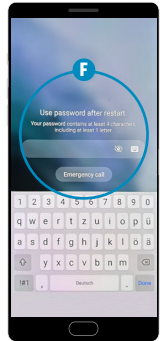
DB-Device2019 **D**

Tap *OK*. **E**

To make your device secure, change the password!
(see [↗ db.de/mobile-setup](https://db.de/mobile-setup))

Please note: The screen switches off after a short time. Do not leave a long pause between inputs.

Once you have entered and confirmed the password, you will see the home screen of your new device.



7. Summary "daily switch-on"

In future, every time you switch the device off and on again, you will need to do the following:

- Unlock the SIM card with the SIM-PIN from the Vodafone SIM card letter
- Unlock the device with your personal PIN or password **F**

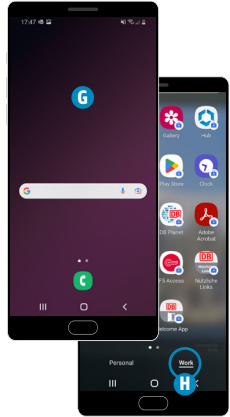
8. Work – your section for work-related matters

Go to the home screen **G**
Swipe upwards. Then tap *Work* **H**
in the bottom right-hand corner

9. Activating your device

First activate the *Welcome App* so that you can use all DB apps.

- Start the *Welcome App* in the *Work* section
- Confirm the following messages by tapping *Next*.
- Tap *Activate device*



In the fields provided, write your *DB user name* and the *DB user password*. **I**
(if you have forgotten, see Item 9a)

Tap *Logon* **I**

Wait about 30 minutes.

(Please note: sometimes it takes a little longer or a very long time to activate your device. Please be patient.)

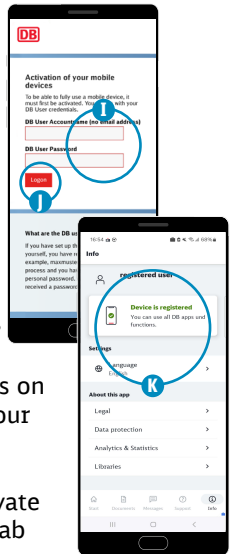
You will see the message *Your device is registered* on the *Info* tab in the *Welcome App*. When you see *DB Apps* on your device, this is also a sign that your device is activated. **K**

If you receive an error message, activate the device again. Go to the *Support* tab and tap on *Re-activation of your device*

You cannot download and work with all other necessary DB apps until you have done so.


9a. Forgotten password or creating a new one?

- Go to the *Support* tab in the *Welcome App* **L**
- Tap *Reset DB User Password*
- Choose from the three options in *Self-Service* **L**



10. Work-related apps

You will find them all in the *Work* section.

A briefcase icon in the bottom right-hand corner indicates  whether an app is work-related.



Work-related apps can only be downloaded from Hub app.



Apps for personal use can be installed if required. To do so, use your personal Google Account or create a new one.

Only use work-related apps for work-related activities!

Some apps are available for both work-related and personal use. Think carefully before deciding which one you use for any particular purpose.

Personal apps



Including Play Store, Gallery

Work-related apps



The only exception:

The Phone app can be used for both work-related and personal calls.

When making a work-related call, tap on your work *Contacts* app, select a work contact and tap the handset icon.

Restore

11. Resetting to factory settings and setting up again

If there are problems with the mobile device or if you want to reset it, a factory reset is helpful. Please note, that all settings and apps will be deleted from your mobile device.

For instructions, enter this link: [➔ db.de/mobile-restore](https://db.de/mobile-restore)
Go through the instructions one by one.

Once all steps have been completed, go to **Step 9 "Activating your device"**

12. Cancelling a mobile device

If your device is no longer needed, go to [➔ Digitalshop](#) ▶ Inventory data ▶ Mobile Devices



(Note: The Digitalshop can only be accessed with F5 Access, if this does not work, please contact your mobile phone officer)

- Tap on the mobile device you no longer need.
- Tap on *Perform inventory action*.
- Select *Mobile device - cancellation* in the menu.
- The subsequent confirmation email will contain all further steps that still need to be taken.

13. Returning an old smartphone/tablet:

After you have cancelled your smartphone/tablet, you can return it using the enclosed return label. Or request its return via the [➔ Return portal](#). Follow the instructions given there.

14. Messages within the *Welcome App*

You will receive messages via the *Welcome App* regarding new software updates or all matters concerning your Android device. Take a look and keep up to date.

Important links



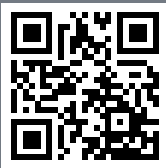
You have questions about the setup, changing a password, signature in e-mails or about Office 365 in general?

➔ db.de/mobile-setup



You want to restore your device?

➔ db.de/mobile-restore



Click here to access the knowledge platform for the digital workplace

➔ db.de/itfit

The IT ServiceDesk is your first point of contact if your device is defective or lost:

IT ServiceDesk

Tel. 91 5555 (internal) | Tel. 0361 430 8200 (external)
it.service.desk@deutschebahn.com

DB Cargo (Germany)

Tel. 91 7777 (internal) | Tel. 00800 327 978 35 (external)
helpdesk.db.cargo.de@deutschebahn.com

Published by:

DB Systel GmbH | Jürgen-Ponto-Platz 1 | 60329 Frankfurt am Main | Germany