



**DB Systal**

Moving the digital future.  
Together.



## **Quick guide**

to the initial setup of a mobile  
DB device, such as an iPhone  
or iPad  
plus *Restore*

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

July 2023

## 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:

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

#### 3. Switching on your device

Press the *On* button.

After a moment, the iOS setup wizard starts.

- Tap *Hello*
- Select a language
- Then tap *Set up manually*

#### 4. Linking a DB User

After selecting a WLAN, the device is activated and managed remotely.

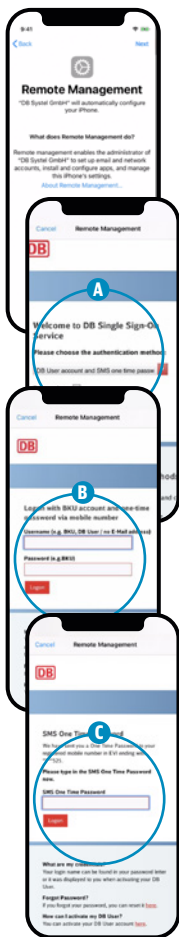
- Tap *Next*
- Select the login method (Token or Authenticator App)
- Select *DB User account and SMS one time password* **A**
- Enter your DB user and password **B**  
(if forgotten, see point 4b)

#### 4a. SMS one time password received

Now you have to enter the SMS one time password.

To do so, please follow the steps below:

- Insert your SIM card into a device
- Take your old or personal device or that of a colleague
- You will receive the SMS one time password
- Enter the one-time password into your new iPhone or iPad. **C**



#### 4b. Forgotten password or creating a new one?

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

#### 5. Inserting the SIM card

Insert your work SIM card into your new iPhone or iPad.

#### 6. Setting screen lock

You need a six-digit code to protect your device.

- Set a code
- Tap *Next* **D**

#### 7. Activating location services

Activate the location services.

This is necessary so that you can see the exact time on your iPhone or iPad.

Tap *Activate location services* **E**

*Important: after completing the installation you can set the location service separately for each app.*

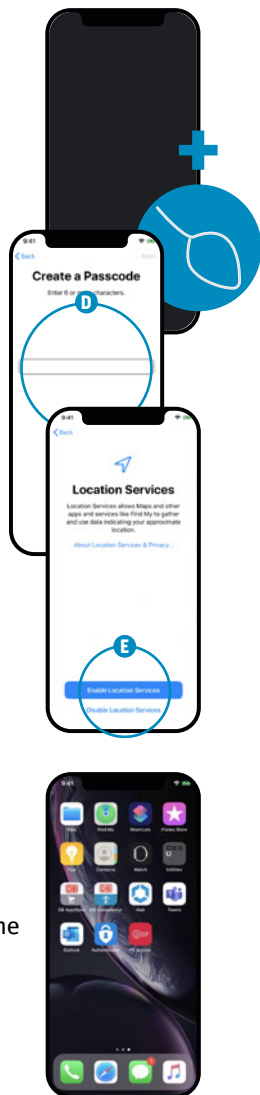
#### 8. Summary "daily switch-on"

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

- Unlock your device with your personal code

#### 9. Downloading DB Apps

You will then need to load and install a number of DB apps. The installation time depends on the network connection.



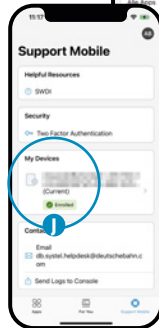
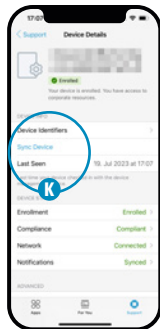
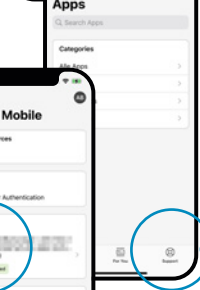
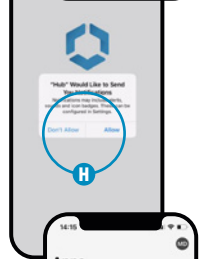
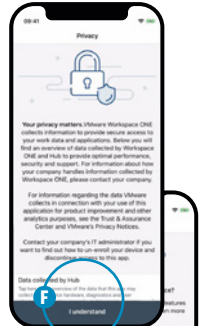
## 10. Registering your iPhone or iPad at DB at DB

To register your iPhone or iPad in the DB IT division, do the following:

- Open the Hub app
- Tap *I understand* after reading the privacy policy **F**
- Tap *Not now* and then *Do not send* in the user experience query in the file sharing dialogue **G**
- Tap *Allow* to allow the Hub app to send you messages **H**

The app overview is displayed.

- Tap *Support* **I** at the bottom of the menu bar
- Tap on your iPhone/iPad under *My Devices* **J**.
- Tap on *Sync Device* **K** to register your iPhone or iPad in the DB IT division



## 11. No distinction between personal and work

On an iPhone or iPad, personal and work-related files are not visibly separated.

The following information should be noted so that work-related and personal files cannot be mixed.

### E-mail

Outlook is used for work-related purposes only.  
For personal use, use other services such as Gmail etc.

### Messenger

WhatsApp is not provided via the DB Appstore.  
Only use it for your personal contacts.

For work-related communication, use the apps from the DB Appstore (e.g. Teams).

### Camera

For work-related photos, use the OneDrive app, which saves photos directly to OneDrive.

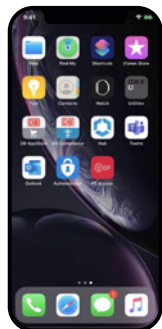
The camera app is only to be used for personal purposes.

You can find more information on data storage here:

[➔ db.de/mobile-setup](https://db.de/mobile-setup)

## 12. Work-related apps

Further work-related apps can be found in the **Hub app**.



### 13. Resetting to factory settings and setting up again

If there are problems with the iPhone or iPad 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.

Enter this link to access the instruction manual:

[➔ db.de/mobile-setup](https://db.de/mobile-setup)

Go through the instructions carefully one by one.

### 14. 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.

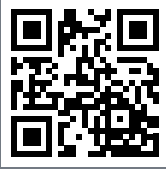
### 15. Returning an old iPhone or iPad:

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

### 16. Messages within the *Welcome App*

You will receive messages via the *Welcome App* regarding new software updates or all matters concerning your iPhone or iPad. 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](https://db.de/mobile-setup)



You want to restore your device?

➔ [db.de/mobile-restore](https://db.de/mobile-restore)



Click here to access the knowledge platform for the digital workplace

➔ [db.de/itfit](https://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](mailto:it.service.desk@deutschebahn.com)

### **DB Cargo (Germany)**

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

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