

Restore Nokia Smartphone/Tablet (Android One Operating System)

DB Systel Digital bewegen. Gemeinsam.

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1 First steps

If there are problems with your smartphone/tablet or if you want to reset it, a factory reset is helpful.

Before resetting to factory settings, back up your work and private data and settings. You can find instructions for backing up your data here:
 <u>mobileworkplace.deutschebahn.com/mobile-daten-sichern</u>

2. Reset your device.

You have already worked with your smartphone/tablet: go to step a) in chapter 1.1.

You have neither worked with your smartphone/tablet nor activated the *Welcome App*: go to **step c) in chapter 1.1.**

Note: If you have problems with your **PC**, you can find help on > <u>IT ServiceDesk App</u>.

1.1 Factory reset

After you have backed up your data, perform the *factory reset*. There are different variants, choose the one that suits you best:

a) Reset Smartphone/Tablet in the Digitalshop:

- Open the page > db.de/digitalshop
- Tap on "Inventory data".
- Select "Mobile devices" and choose your smartphone/tablet.
- Tap on the field "Execute inventory action" and select the action "Mobile device -EMM device reinstallation" and tap on "Open".
- A summary opens. Tap "Add to cart" on the right.
- I Then go to the shopping cart, accept the GTC and tap on "Order".
- Wait approx. 30 minutes. Your device will be reset automatically.

b) Reset Smartphone/Tablet with the IT ServiceDesk:

Contact the **IT ServiceDesk** with the IT ServiceDesk App or on +49 361 430-8200 and ask them to reset the device to factory settings.

c) Reset Smartphone/Tablet yourself:

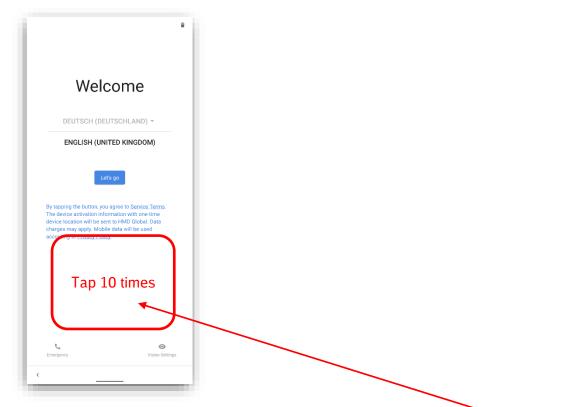
- Go to the "*Personal*"/"Private" section on your smartphone/tablet and tap on the "*Settings*" app.
- Tap on "System".
- Scroll down further and tap "*Reset*".
- Select "Reset to factory settings".
- You will see a message telling you what will be deleted by the reset. When you have backed up all your service data, tap the "*Reset*" button.
- Wait a few minutes, your device will be reset automatically.

1.2 Start recovery

To be able to use all DB apps on your smartphone/tablet again after a factory reset, follow the on-screen instructions to set up the device.

During setup, make sure your smartphone/tablet is connected to the internet, otherwise you will not be able to complete the setup.

- Make sure that your smartphone/tablet is either connected to the power supply or has a high battery level during the recovery process.
- Switch on the smartphone/tablet.



- Check whether the desired language is selected. If not, adjust it.
- In the installation help, **don't tap Lets Go**, but tap the free area on the screen **ten times**.



The camera opens.

1.3 Scan QR Code

Scan the QR code that suits you. Below you will find the QR codes for:

- Standard devices
- RIM devices
- Group devices
- Multi user devices

QR Code standard devices

If Wi-Fi is available:



If no Wifi and only mobile data is available:



Here you will find the QR codes for special devices:

QR Code RiM devices

If Wi-Fi is available:



If no Wifi and only mobile data is available:



QR Code Group Account devices

If Wi-Fi is available:



If no Wifi and only mobile data is available:



QR Code Multi User Service

If Wi-Fi is available:



If no Wifi and only mobile data is available:



If the QR code does not work, you can also find all QR codes here: <u>mobileworkplace.deutschebahn.com/QR-Code-PRD</u>

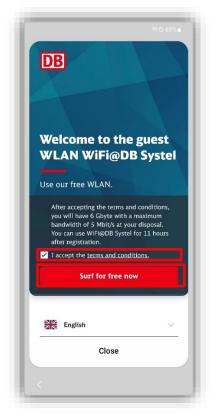
1.4 Set up WLAN

Next, set up the Wi-Fi.

If you are in a **DB building**:

<u> </u>		◎ 89%
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	Connect to Wi-Fi Select a network	
	dbs2	
•	dbs4public	
-	dbs4wifi	
	sarahhh	
+	Add new network	
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	address ilable	
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Tap on the WLAN "*dbs4public*".



- A dialogue opens, accept the terms and conditions.
- Tap on "Surf for free now".

DB		
You are		
	sfully un nds you will be au	
	Close	

Tap on "Close".

Note: If the connection to the "dbs4public" WLAN fails:

- **I** Tap the "*Start*" button on the system start screen (see **chapter 1.2**).
- Then select the WLAN.

If **no DB WLAN** is available (e.g. because you are at home):

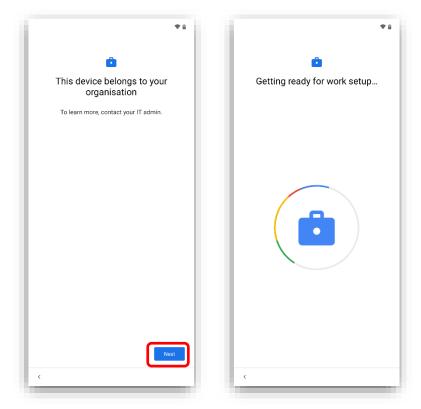
- Tap your personal Wi-Fi.
- Enter your personal login data and tap on "Connect".
- Tap on "Next".

2 Register in the DB company network

In the next step, your DB smartphone/tablet must be linked to the DB network again (more precisely in Enterprise Mobility Management, or EMM for short). Follow the instructions on the screen.

2.1 Connect

The smartphone/tablet is set up.



Confirm the following queries with "*Next*".

2.2 Log in with the DB User

Now enter your DB user login data.

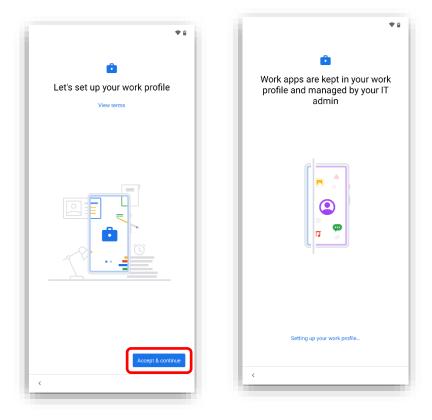
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Username efamustermann	
Password	
	Please wait while we retrieve settings
NEXT	
1 2 3 4 5 6 7 8 9 0	
qwertyuiop	
asdfghjkl	
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- **DB User Login Name:** Enter the *user name* (without spaces, no DB e-mail).
- DB User Password: Type in the password. If you don't remember your password, you can change it > <u>here.</u>
- Then tap on "*Next*".

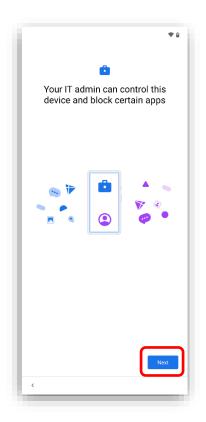
The link with the **DB network** (more precisely the Enterprise Mobility Management, EMM for short) starts.

2.3 Work profile

The applications (apps) will now be installed automatically. This process can take a few minutes. The work profile is then set up.



- Tap "*Accept & continue*" to set up the work profile.
- Then tap on "Next".



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Privacy
Your privacy matters.
VMvare Workspace ONE collects information that is required to provide secure access to your work data and applications. Below you will find an overview of data collected by Workspace ONE and Hub to provide optimal performance, security and support. For information about how your company handles information collected by Workspace ONE, please contact your company.
For information regarding the data VMware collects in connection with your use of this application for product improvement and other analytics purposes, see the Trust & Assurance Center and VMware's Privacy Notices.
Contact your company's IT administrator if you want to find out how to un-enroll your device and discontinue access to this app.
Device Management Tap here for an overview of data collected from this device to provide access to work resources and to secure company data stored on this device. The data collected is based on your company's configuration. Your company has access to this data and some or all of the data collected may be visible to your IT administrator.
Data Collected by Hub Taphme for an overview of the data that this app may collect about drive in advance, diagnostics and user information to function properly, and to secure company data stored on this device. Your company has access to this data and some data collected may be visible to your IT administrator.
Hub permissions
I UNDERSTAND
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• On the next page, agree to the privacy policy by tapping "*I understand*".

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← Data Sharing	
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Want an even better app experience Help us improve and develop new app features and f that will make you even more productive.	functionality
We would like to collect information about your usag to better understand how users interact with our apps can improve the app experience. We analyze this usag aggregate and not in any way that identifies you. You this setting at any time.	e of our app and how we ge data in the
For information about how VMware handles your usac elect to share this data with VMware, visi http://www.vmware.com/help/privacy.htm	t
NOT NOW	I AGREE

Select "*Not now*" on the next page.

• Then tap on "*Do not send*" so that no usage data is sent.

2.4 Only for Android version 12: Create screen lock (password)

Android version 11: Jump to point 2.6

Next, set up a screen lock password for the smartphone/tablet. This is a data protection requirement for DB:

Tap on "Create passcode".



Select between the three options on the next page. The combination with a fingerprint is optional and not possible with all Android versions. If you do not want to scan a fingerprint, tap "*Continue without fingerprint*".

₩ ₽	₽ ₽
Central Set screen lock	Re-enter your password
For security, set password	
Screen lock options	
Skip Next	Clear
1 2 3 4 5 6 7 8 9 0	1 2 3 4 5 6 7 8 9 0
qwertyuiop	qwertyuiop
asdfghjkl	asdfghjkl
☆ z x c v b n m ⊗	☆ z x c v b n m ⊗
?123 , →1	?123 , →

- Think of a character string that has at least 6 characters. Enter it twice in succession and tap "*Next*".
- **Note:** A PIN must be at least 6 digits long and must not be an ascending or descending sequence of digits.

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	Sperrbildschirm Wie sollen Benachrichtigungen auf dem Sperrbildschirm angezeigt werden?
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0	Sensible Inhalte nur im entsperrten Zustand zeigen
0	Keine Benachrichtigungen anzeigen
<	Fertig

For lock screen: Select "*Show sensitive content only when unlocked*" and then tap "*Done*". This way, no sensitive information is visible when the screen is locked.

2.5 Skip Google Services

You will now be asked for a private Google account. This is not required for the installation and use of DB Apps, so skip the setup. If you want to set up your private account, you can do so later if necessary.

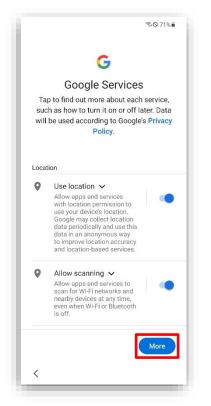
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Add a personal account to get more from your phone
Now that your work profile is ready, you can also add a personal Google Account to access your apps and content.
Next
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- Therefore tap on "*Next*
- Tippe bei "Apps & Daten kopieren" auf "Nicht kopieren".

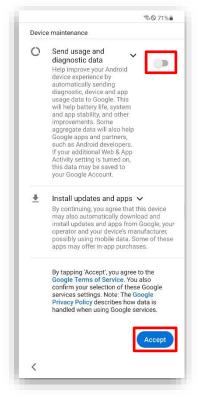
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Email or phone	à	
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■ Then tap on "*Skip*".

To use the Google Play Store for business apps, it is necessary to accept the Google Terms of Use. Proceed as follows:



- **Send usage data & error reports:** Slide the slider to the left to switch off the function.
- Tap on "More".



Scroll all the way down and then tap "Accept".

2.6 Only for Android version 11: Create screen lock (password)

Next, set up a screen lock password for the smartphone/tablet. This is a data protection requirement for DB:

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Skip			3 DEF	
Skip	4 сні	5 JKL	3 DEF	

Tap on "Screen lock options".

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Skip			Next
	1	2 ABC	3 DEF
	4 сні	5 JKL	6 MNO
	7 PQRS	8 TUV	9 wxyz
	\times	0	→

Select "*Password*" on the next page.

*:	◆ ₽
Set screen lock	Cerenter your password
Screen lock options	
Skip Next 1 2 3 4 5 6 7 8 9 0 q w e r t y u i 0 p a s d f g h j k l t z x c v n m x 7123 ,	Clear Confirm 1 2 3 4 5 6 7 8 9 0 q w e r t y u i o p a s d f g h j k l 1 2 x c v h m x 1 2 x c v h m x 1 2 x c v h m x 1 x x c v h m x

Think of a character string that has at least 6 characters (at least one of which is a letter). Enter it twice in succession. Tap on "Confirm".



Tap on "Done".

2.7 Finalise setup

Swipe the screen once from top to bottom. The control centre opens and the notification area below it.

12:15	
Wed, 7 Apr	♥ 🔒 65%
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Notifications	
🏟 Android Setup	^
Finish setting up your Nokia 8.3 SG Copy your data, set wallpaper, and more	- <i>></i>
FINISH SETUP	
Silent	
Download Manager • Google Play	• ~
🛓 Google Play Store • Compliance App • now	• ~
Manage	

Tap on "*Complete setup*" (depending on the device, the device type is listed here).

Finish Nokia 8.3 5G setup Gopy your data, set your wallpaper, and more	12:15 🌣		*≘
		Nokia 8.3 5G setup	2

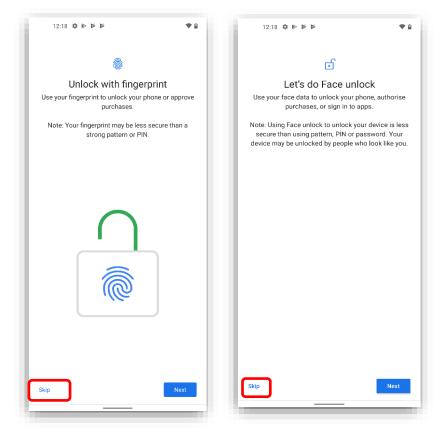
	12:17 🌣 🕨 🕨	*₽
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	Bring your data from	
*	A backup from an Android phone Use your old phone to copy data wirelessly	
G	A backup from the cloud Sign in with your username & password	
	An iPhone® device	
Don't	сору	

• On the Import Data page, tap "Don't copy".

Android 11:

You can then set up the unlocking of your smartphone/tablet with fingerprint or face recognition.

■ Tap "*Skip*" several times.



12:18 🏟 🕪 📂	**
Ē	
Continue setup?	
Keep going to get your phone fully set up. Or le now and get a reminder to finish later.	eave
Continue	
Leave & get reminder	

In the next step, tap on "*Next*".

Anything else? Set up a few more things now, or find them later in Settings Add another email account
Add another email Change font size account
Change wallpaper Control info on lock screen

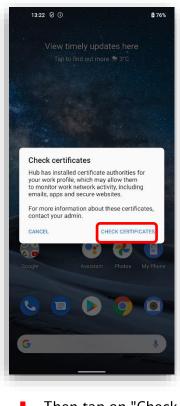
If you do not want to make any further adjustments, tap "*No thanks*" afterwards.

2.8 Check certificates

Swipe the screen once from top to bottom. The control centre opens and the notification area below it.

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Kaspersky Endpo Your device is pr			
Silent			×
Android System			
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Android System	• USB file transfer tu	rned on	~
Manage			Clear all

Tap on "Certification authority installed".



Then tap on "Check certificates".

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	mon name: rust Center (Ro	pot-CA 200	9)	
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	mon name: rust Center (Ro	pot-CA 200	9)	
	nisation: ystel GmbH			
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		DF:54:EE:B	C:AE:DE:0D:A3	C8:6E:BC
			REMOVE	ок

- Confirm the certificates with "*OK*".
- When asked for a password, enter the screen lock password. This is the password you set earlier.

Then swipe the screen from bottom to top. This will take you to your smartphone/tablet home screen.

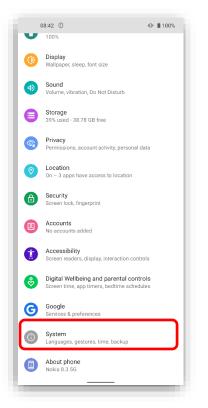
3 Necessary settings

3.1 Search for operating system updates

Go to the "Personal"/"Private" section on your smartphone/tablet.

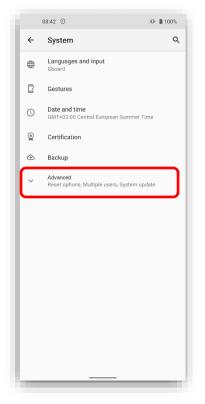
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Files	FM Radio	Gmail	Google	Google
G Pay		0		
\square			.	
Google	Google	Hub	Lens	Maps
		U		
Measure	Messages	My Phone	Netflix	News

Tap on the "*Settings*" app.



Scroll down and select "System".

DB Systel GmbH | More questions and answers in the IT support community at 7db.de/it-support



Tap on "Advanced".

 ✓ System ✓ System ✓ Gebard ✓ Gestures ✓ Date and time GMT+02:00 Central European Summer Time ✓ Certification ✓ Backup ✓ Reset options Network, apps or device can be reset ▲ Multiple users Signed in as Owner ✓ System update Updated to Android 11 	 Languages and input Gboard Gestures Date and time GMT+02:00 Central European Summer Time Certification Backup Reset options Network, apps or device can be reset Multiple users Signed in as Owner System update 		08:42 ① •	100%
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Signed in as Owner System update	Signed in as Owner System update	Ð		
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Tap on "System update".

There you will see whether an update is available. Carry out pending updates by tapping on "*Install update*".

3.2 Activate Welcome App

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

- Start the Welcome App in the "Work"/"Business" area.
- Confirm the following messages with "*Next*".
- Tap on "Start activation".



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- Enter your DB user login name and DB user password in the fields.
- Tap on "*Log in*".

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Settings	
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About this app	
Legal	>
Data protection	>
Analytics & Statistics	>
Libraries	>
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Start Documents Message	0

- Wait approx. 30 minutes. (Please note: sometimes it takes a little longer or a very long time to activate your device. Please be patient here).
- You will see the message "Device is activated" on the Info tab in the Welcome App and when DB Apps are visible on your device.

If you receive an error message, activate the device again:

- To do this, go to the Help tab and tap on "Activate again".
- Only then can you download and work with all other necessary DB apps

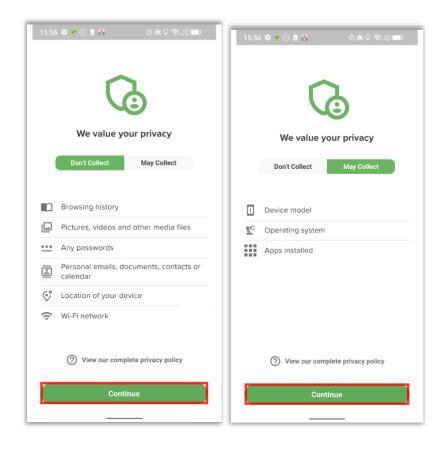
3.3 Activate MTD App

The Mobile Threat Defence (MTD) app is automatically installed on your smartphone/tablet after recovery. To enable it to detect security vulnerabilities on your device, proceed as follows:





Tap the app icon in the "Work"/"Business" area.



You will now see the "Privacy" settings. This screen is for information only. No action is required by you.

- **Don't Collect:** Here you can see which data the MTD app is not allowed to collect.
- **May Collect:** Here you can see what data the MTD app is allowed to collect.
- Tap "Continue".

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S	Oownload Manager 74,75 KB	•	Download Manager
Let's Keep Your Device Protected By Allowing The Following Permissions	External Storage 65,54 KB	•	External Storage
1/3 ALLOWED	Hub 142 MB	•	Hub 142 MB
Allow Location Allow access to location to protect your device from nearby	Media 38,26 MB		Media 38,26 MB
risky Wi-Fi networks, even when the app is not in use.			MTD 160 MB
Battery Optimization To ensure continuous protection	MTP application 22,53 KB		MTP application
on your device, allow MTD to run in the background.	MTP Host 71,17 KB		MTP Host
Device Storage	My Files 35,07 MB	•	My Files
You can always modify the above permissions in MTD settings	Nearby Service 4,12 MB	• •	Nearby Service
Allow all Maybe Later	Personal <u>Wo</u>	rk	Personal Work
	III O	<	III O <

In the next step, you will be asked to set up some permissions for the MTD app.

- **Allow Location:** Leave slider to left (not activated).
- **Battery Optimisation:** Move slider to right (activated).
 - This option is **mandatory** for the MTD app to provide continuous protection in the background. The tested Battery consumption is minimal.
- **Device Storage:** Move slider to right (activated).
 - This option is **mandatory** for the MTD app for the detection of Malware which could spread on your device. This is the only way to provide a thorough protection.
- Then tap "Maybe Later".

You will now see the following screen:

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		DETECTED	
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		Scans	
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Network LAST 1 DAY 2.96K Wi-Fi Scans			
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The activation is now complete. The MTD app will now detect threats on your smart-phone/tablet.

- Detailed step-by-step instructions: > <u>Setup MTD.</u>
- More information about MTD on the DB Planet page of > <u>Endpoint Security</u>.

Congratulations - you have successfully restored your work smartphone/tablet!

You can find more information about your smartphone/tablet under Set up in the Welcome app.