Restore
Gigaset Smartphone/Tablet
(Android One operating system)

DB Systel
Digital bewegen. Gemeinsam.

Table of contents

1 First steps

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

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

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 **>** IT ServiceDesk App.

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.
  ▌ 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 on "*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.
- ❚ Quickly tap **ten times** on the free area on the screen, **not on Start**.
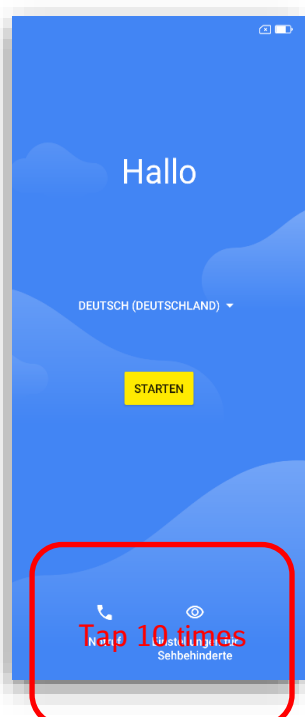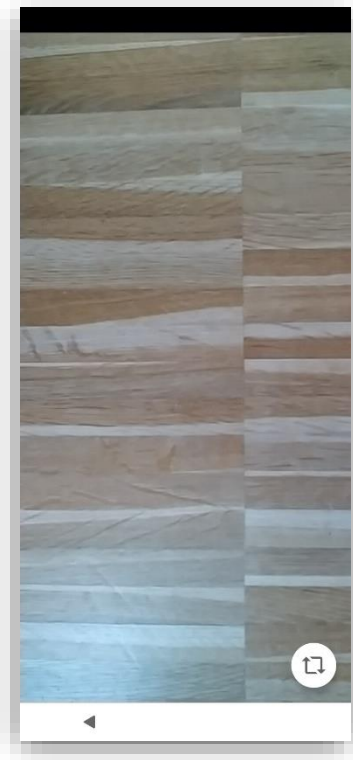
❚ The camera opens.

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:

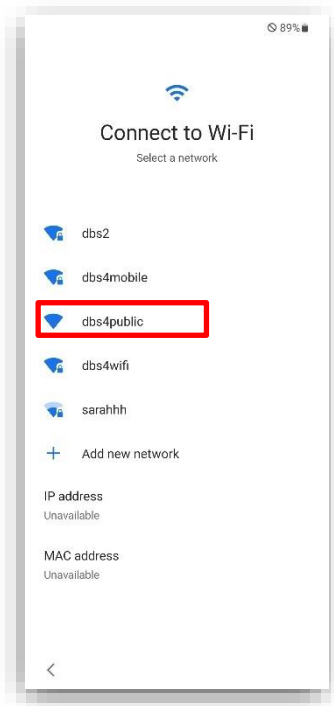❚ If no Wifi and only mobile data is available:

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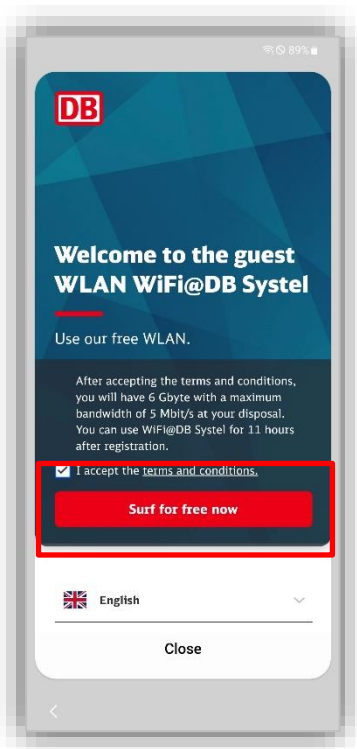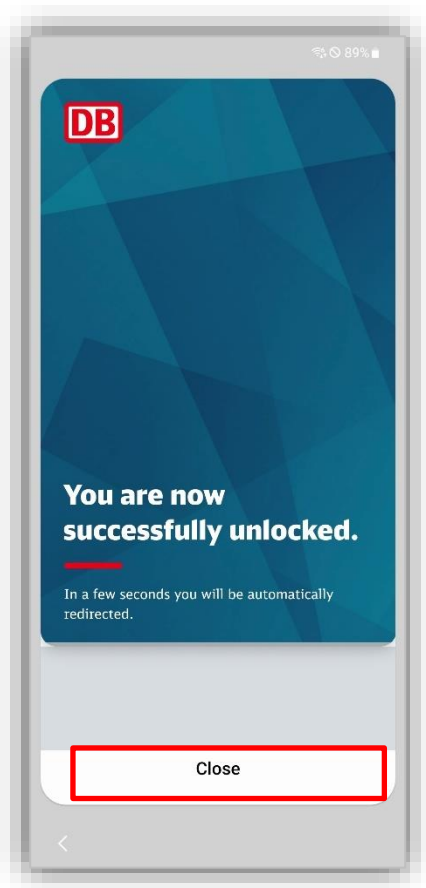**>** mobileworkplace.deutschebahn.com/QR-Code-PRD

1.4 Set up WLAN

▮ Next, set up the Wi-Fi.

▮ If you are in a **DB building**:

▮ Tap on the WLAN "*dbs4public*".

▮ A dialogue opens, accept the terms and conditions.

▮ Tap on "Surf for free now".

▌ Tap on "*Close*".

Note: If the connection to the "dbs4public" WLAN fails:
▌ 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 smartphone/tablet in the DB

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.
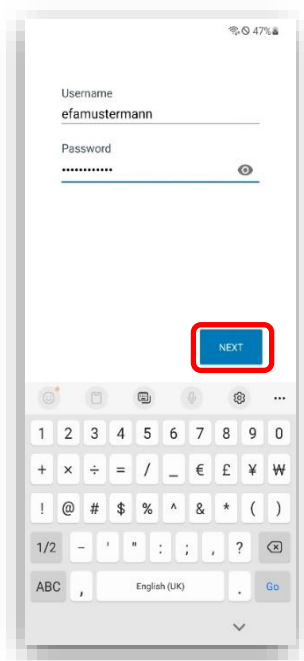
2.1 Connect

▮ The smartphone/tablet is set up.
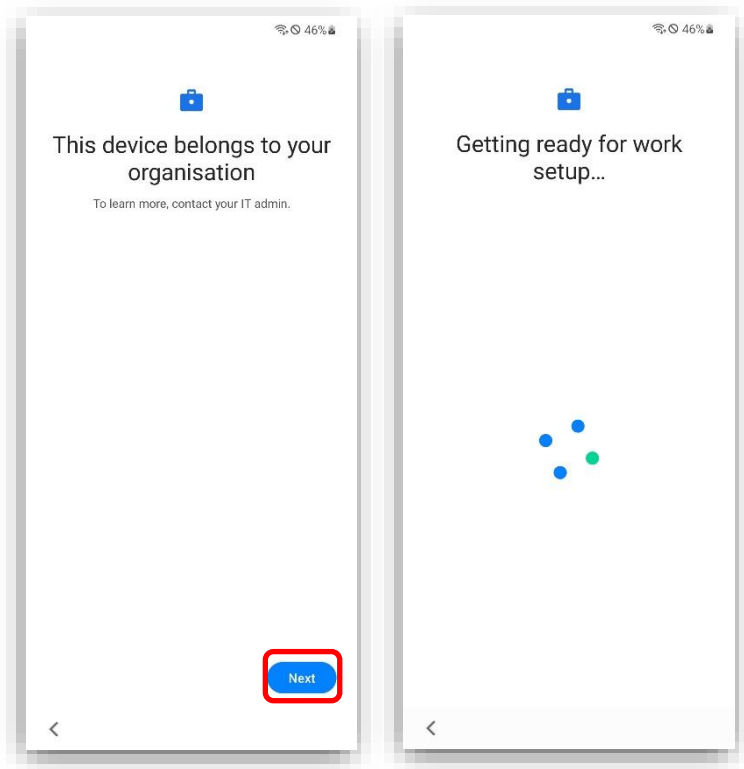
▮ Confirm the following queries with "*Next*" and, if applicable, *"Accept and Continue"*.

## 2.2 Log in with the DB User

▮ Enter your DB user login details.

▮ **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 **>** here.
▮ Then tap on "*Next*"
▮ Then tap on "Accept & continue" or "Continue".

The link with the **DB network** (more precisely, the Enterprise Mobility Management, or EMM) is started. The necessary apps are installed.

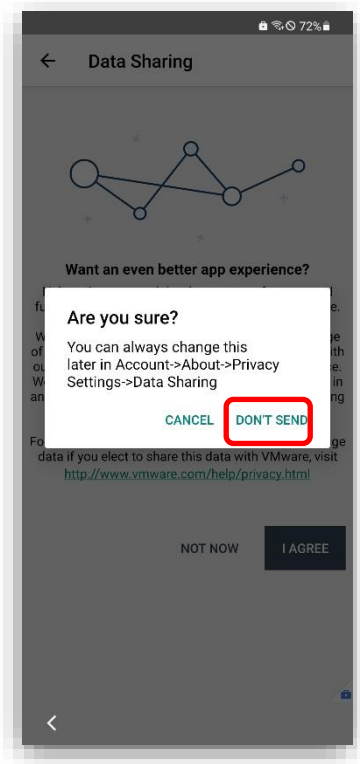## 2.3 Only for Android version 12: Install work profile

The applications (apps) are now installed automatically. This process can take a few minutes. The work profile is then set up
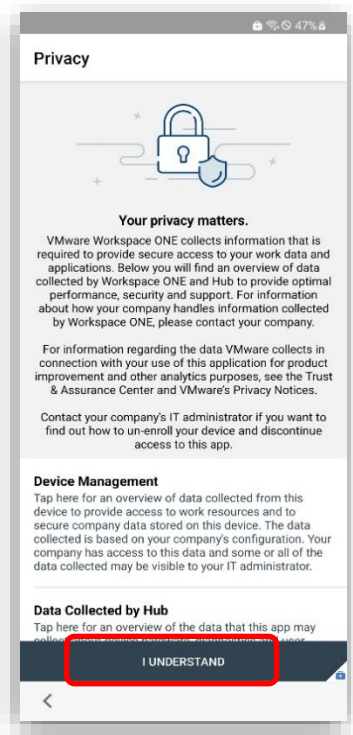
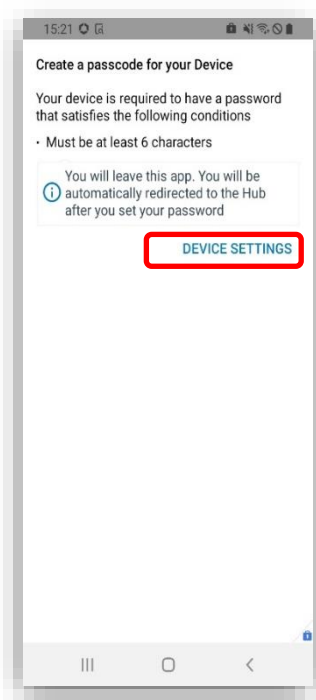▉   Agree to the privacy policy by tapping on "*I understand*".
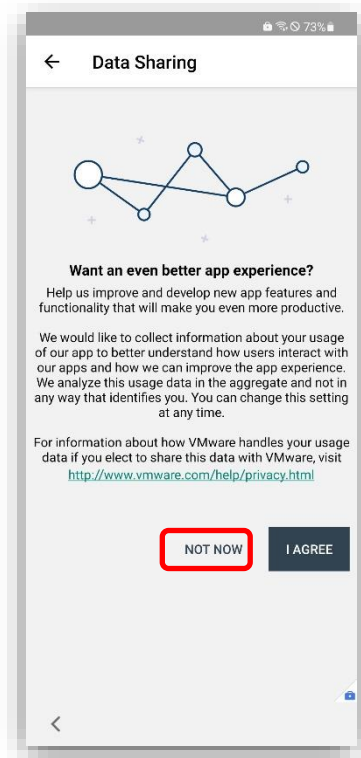
▉   Select "*Not now*" on the next page.

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

2.4 Create screen lock (password)

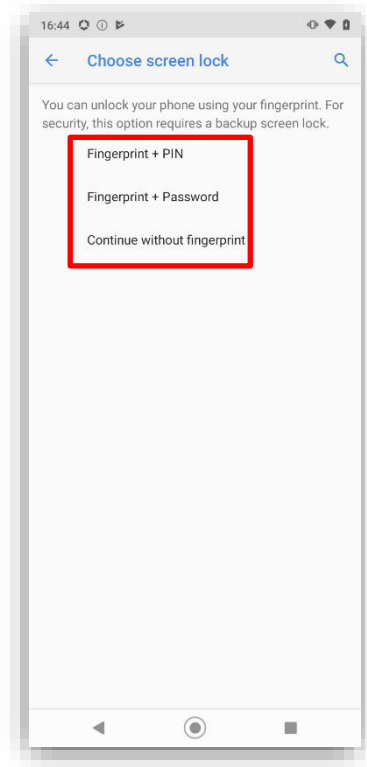▮ Next, set up a screen lock password for the smartphone/tablet. This is a data protection requirement for DB:

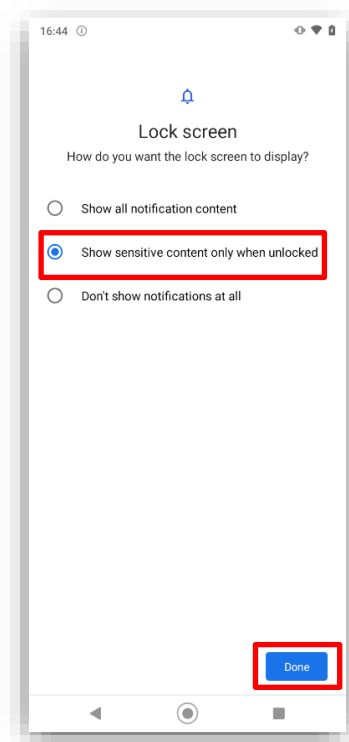▮ Tap on "Update device identifier" or "Create device identifier".

**Android version 12:**

▮ Tap on "Update device identification".

- Choose between the three options. Face recognition or fingerprint unlocking is optional and can be set up later.
- Think of a character string with at least 6 characters (including at least one letter). Enter it twice in succession and tap "*OK*".


- For lock screen: Activate "Show sensitive content only when unlocked".
- Then tap on "*Done*". This way, no information is visible to third parties when the screen is locked.

2.5 Only for Android version 12: Skip Google services

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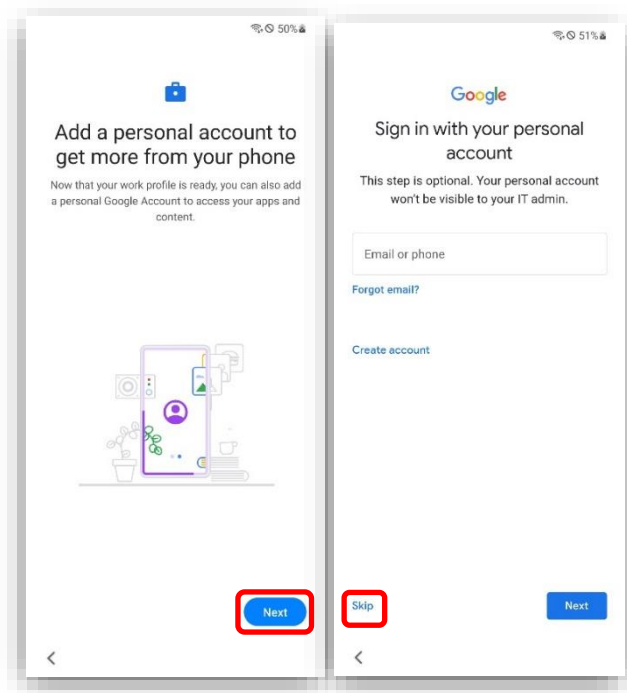

◾ Tap on "*Next*" and then on "*Skip*".
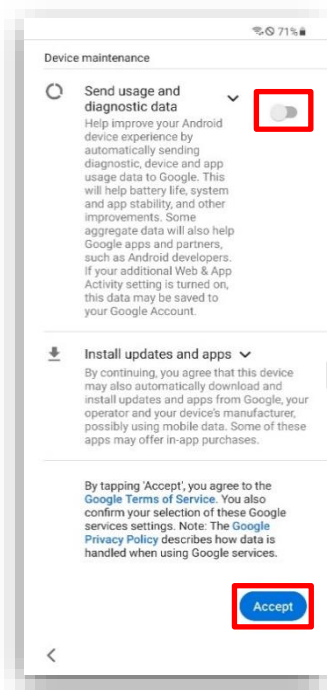
◾ To use the Google Play Store for business apps, it is necessary to accept the Google Terms of Use. Proceed as follows:

◾ **Send usage data & error reports:** Slide the slider to the left to switch off the function.

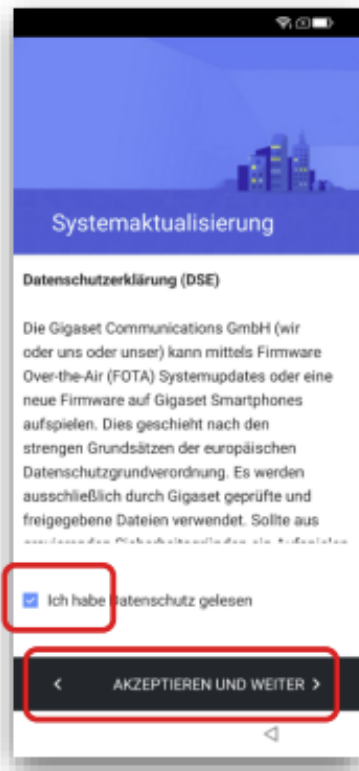◾ Scroll all the way down and then tap "*Accept*".

2.6 Only for Android version 12: Skip fingerprint and face recognition

You don't need to set up facial recognition or a fingerprint to unlock the device.
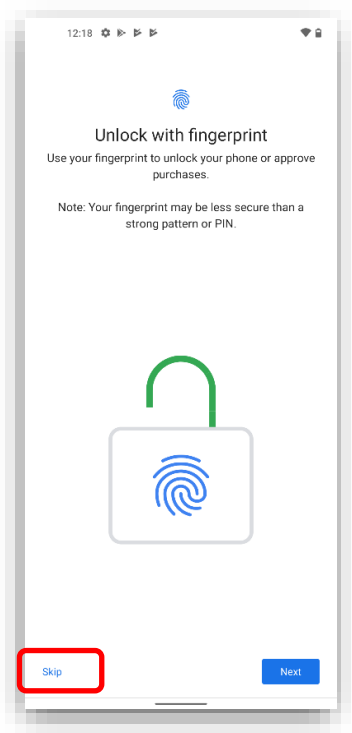
❚ Tap "Skip" for "Unlock using facial recognition".
❚ Then select "*More*" under "*Set up fingerprint*".
❚ Then tap on "*No, thank you*".

2.7 Only for Android version 12: Agree to privacy policy

❚ **Privacy policy on system updates:** Check the box "*I have read the privacy policy*".
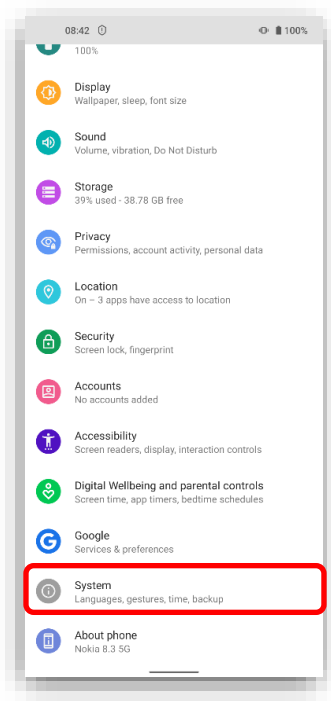❚ Tap on "Accept and continue".
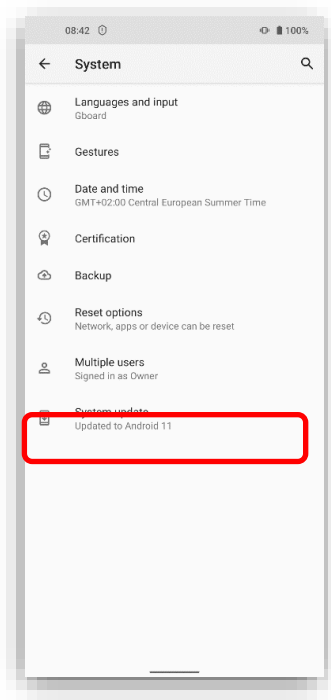

❚ **Battery charge limit:** Check the box and tap "*Next*".

3 Necessary settings

3.1 Search for operating system updates

▮ Go to the "*Personal*"/"*Private*" section on your smartphone/tablet and tap on the "*Settings*" app.

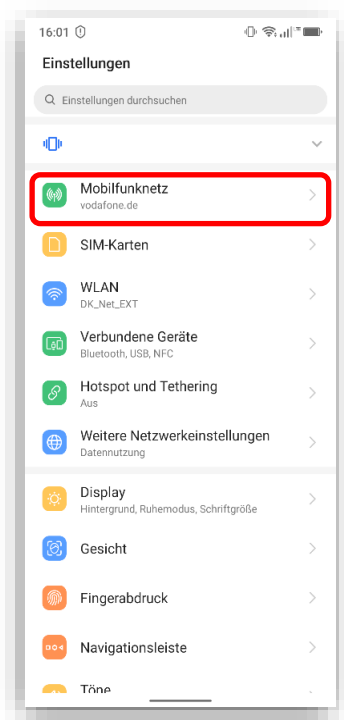▮ Scroll down and select "*System*".

▮ Then tap on "*System update*".

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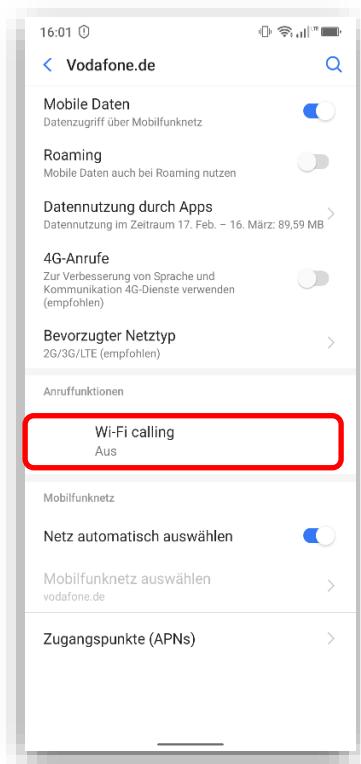
3.2 Activate Wifi Calling

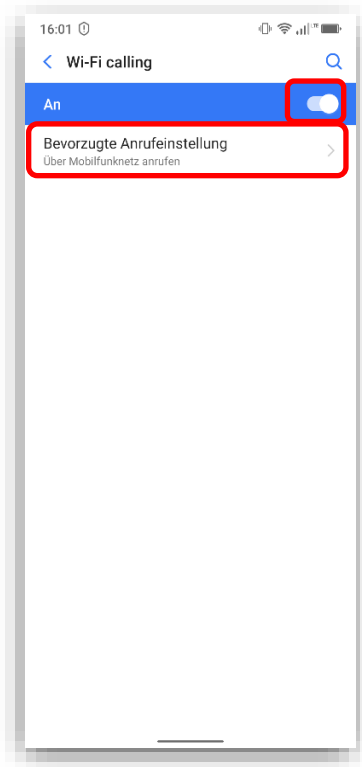If you have inserted a SIM card in your smartphone/tablet, activate wifi calling:

❚ Go to the "Personal"/"Private" section on your smartphone/tablet and tap on the "*Settings*" app.
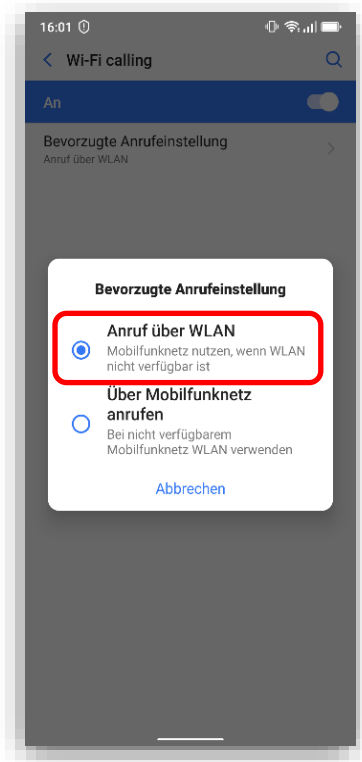

❚ Tap on "Mobile network".

❚ Tap on "Wi-Fi calling".

- Slide the slider to the left.
- Then tap on "Preferred call settings".


- Select "Calls via WLAN".

3.3 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".

❚ Enter your DB user login name and DB user password in the fields.

❚ Tap on "*Log in*".

❚ 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).
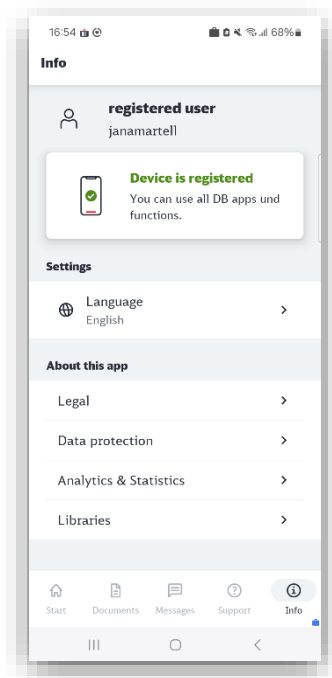

❚ You will see the message "Device is activated" on the Info tab in the Welcome App and when DB Apps are visible on your device.

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

3.4 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:
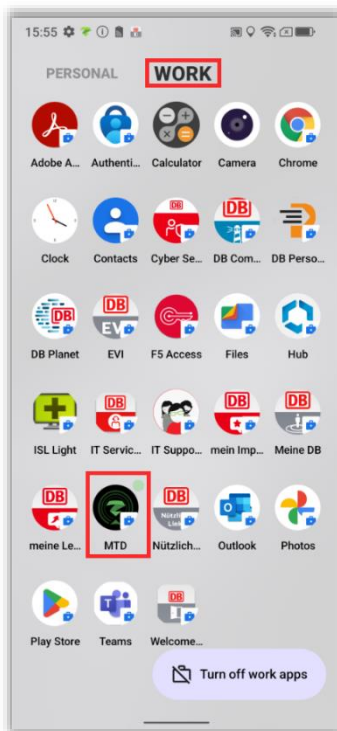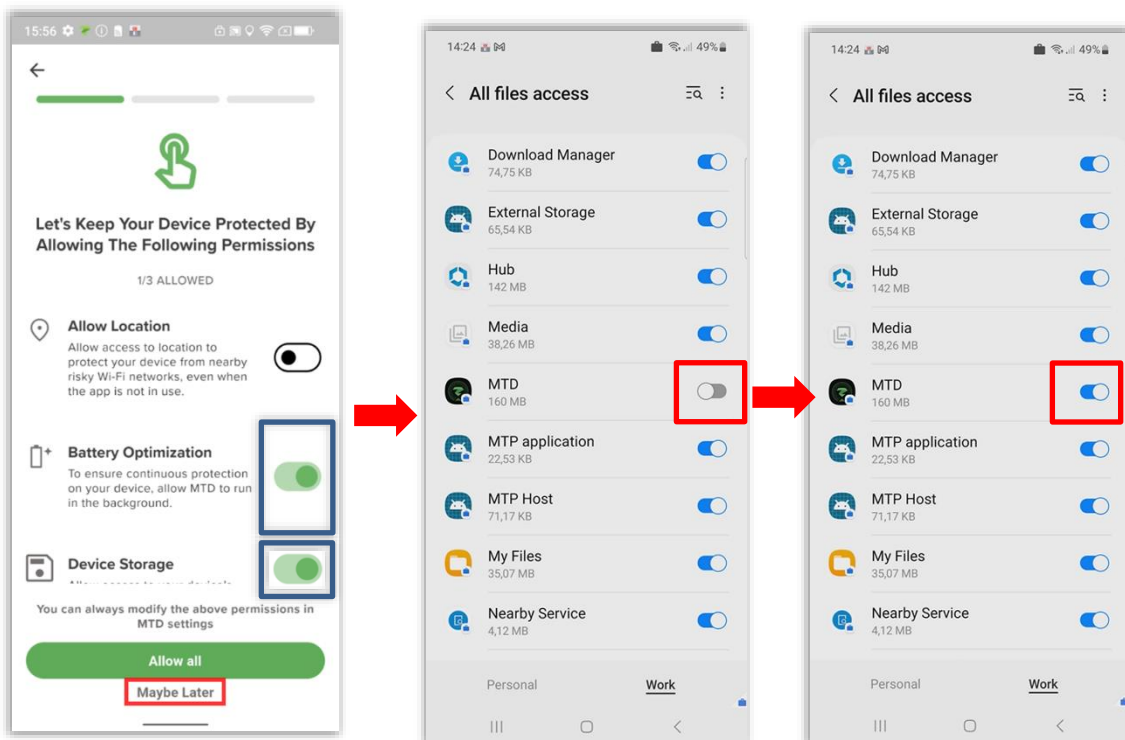

❙ Tap the app icon in the "Work"/"Business" area.
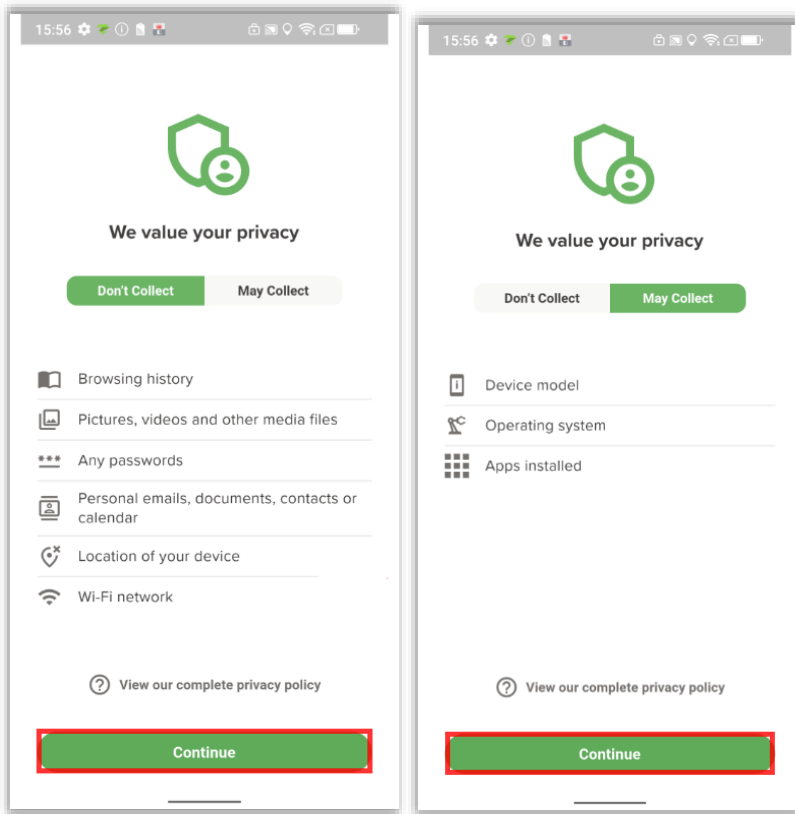
You will now see the "Privacy" settings. This screen is for information only. No action is required by you.

- ❚ **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*".

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).

  o This option is **mandatory** for the MTD app to provide continuous protec-
tion in the background. The tested Battery consumption is minimal.

▮ **Device Storage:** Move slider to right (activated).

  o 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:
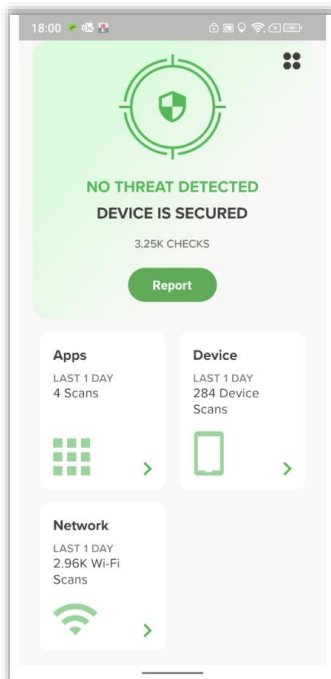
▮ The activation is now complete. The MTD app will now detect threats on your
smartphone/tablet.

▮ Detailed step-by-step instructions: **>** Setup MTD.

▮ More information about MTD on the DB Planet page of **>** Endpoint Security.

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

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