

User manual version 1.1

# Restore iPhone/iPad (Legacy) (iOS)

**DB System**

Digital bewegen. Gemeinsam.

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# 1 First steps for iPhone/iPad

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

Note: This guide is for smartphone/tablet **recovery** only. If you have problems with your **PC**, you can find help on [DB Questions](#).

In this guide, we will show you the necessary steps and how to set up your smartphone/tablet again after the factory reset. All steps are explained below with screenshots and highlighted with a **red frame**.

Note for existing devices:

Before setting up the device, perform a factory reset as described in *section 1.2 Factory reset*.

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## 1.1 Save data (backup)

**Before resetting to factory settings, back up your work and private data and settings.** You can find instructions on how to back up your data here: [www.db.de/ae](http://www.db.de/ae).

Note that the common **back-up options** are only partially possible and depend on whether or not you are using a DB-managed iPhone/iPad (DEP device). You can see if your iPhone/iPad is a DEP device like this:

- Open the Hub app.
- Tap on "*Support*" and then on "*My devices*".
- An overview opens with information about your iPhone/iPad.
- Tap on "*Registration*".
- If the group ID says "*mcsdep2*", then your device is a DEP device. Otherwise, it only says "*mcs*".

Note the following information about the backup options:

- You cannot restore an **iCloud backup** on a DEP device for technical reasons.
- You can restore a **local iTunes backup** on a new DEP device (e.g. when replacing a device).  
You cannot restore the backup on the same device after a factory reset, as this will render the iPhone/iPad unusable!
- You cannot restore a **local iTunes backup from** a non-DEP device to a DEP device. This will render the device unusable.

### Further notes on safeguarding:

A *factory reset* will also delete all settings and DB Apps from your work iPhone/iPad. To help you remember the settings, take screenshots or notes of your individual settings and DB apps. You can also back them up this way:

- From private (unmanaged) apps: All settings and content can be backed up to the private iCloud account if you have created a private Apple ID. This way they can be restored on a new device.
- From business (managed) apps: Settings/data are not backed up to the private iCloud account. If you work with files in a business app, save them only to OneDrive. Because OneDrive performs automatic backups, your files are always backed up.

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## 1.2 Resetting to factory settings (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) You have **access to the service portal** (ask the person responsible for the mobile phone if necessary):
  - Open the page [db.de/serviceportal](https://db.de/serviceportal)
  - Log in with your DB login data, i.e. "DB Login Name" (not DB e-mail) and "DB password".
  - Tap on "Inventory data".
  - Select "Mobile devices with one-time billing".
  - Then tap on your smartphone/tablet.
  - In the "Select action" field, select the action "Re-register in EMM" and tap "OK".
  - Your device will be reset automatically. Wait about 30 minutes.
  
- b) **No access to the Service Portal:** Contact the **Helpdesk** at +49 361 430-8200 and ask them to reset the device to factory settings.
  
- c) **No access to the service portal and no telephone:**
  - Open the *Settings* app.
  - Select the item "General" → *Reset* → "Delete all contents & settings".
  - Confirm the deletion of the data with the "Delete iPhone" button.
  - The iPhone/iPad including all data and settings will be deleted. This may take a few minutes.

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### 1.3 Start setup

To use all DB apps on your iPhone/iPad, follow the on-screen instructions to set up the device. During setup, make sure your iPhone/iPad is connected to the internet, otherwise you will not be able to complete the setup.

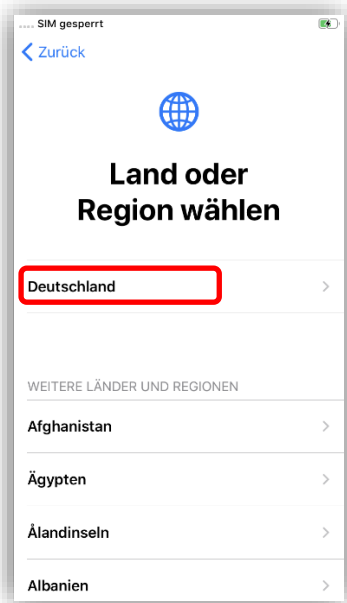
- Make sure your iPhone/iPad is either connected to the power supply or has a high battery level during setup.
- Insert the SIM card into the SIM card slot.
- Switch on the device.



- After a short moment, the Apple logo appears and the device starts.
- Press the home button on the device.



- Tap on "German" to continue.



- Select "**Germany**" as the region.

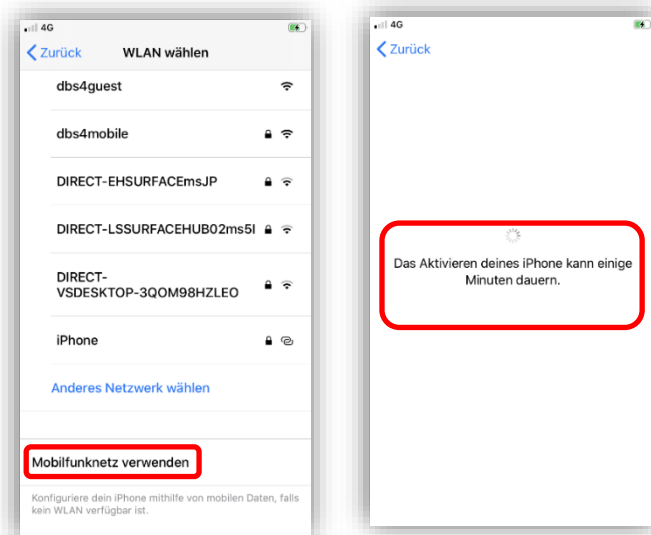


- Then enter your SIM PIN in the SIM dialogue.

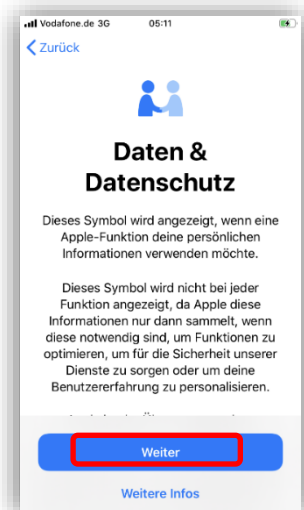
## 1.4 Quick start follow



- Tap on "*Configure manually*" in the quick start.



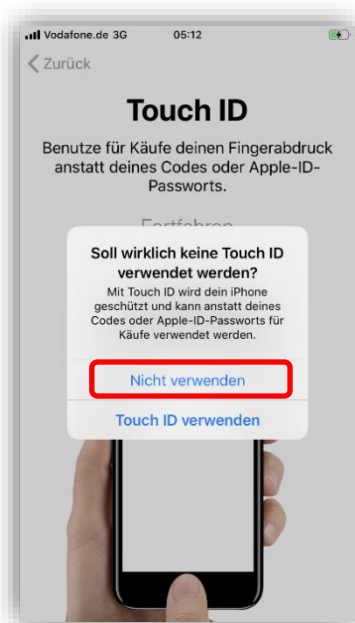
- Scroll down and select "*Use mobile network*". The device is activated.



- Confirm the data protection dialogue with "*Next*".



- When **prompted** for Touch ID, select "*Set up Touch ID later*".

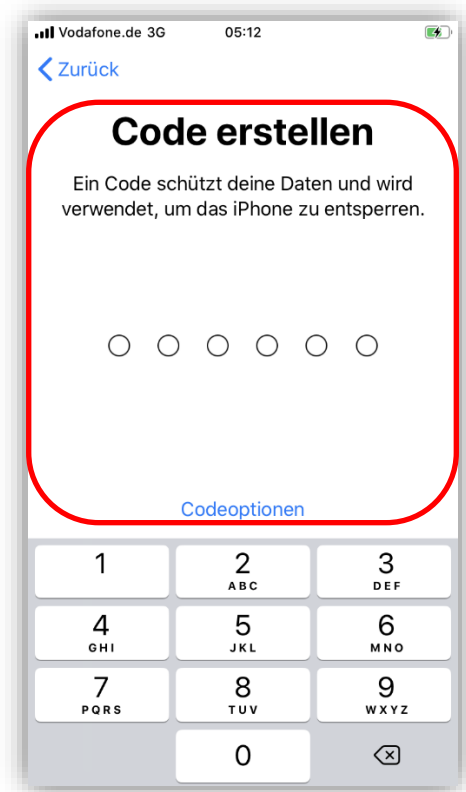


- Then tap on "*Do not use*".

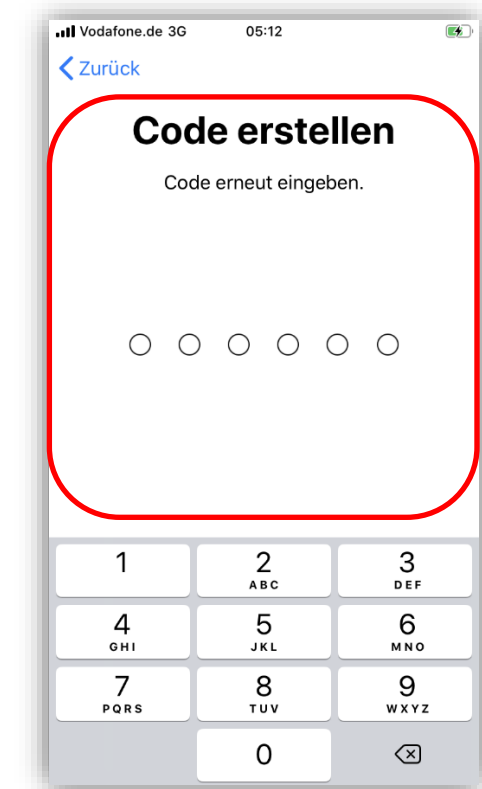


## 1.5 Create passcode

To protect your device, next set up the device passcode for the iPhone/iPad.

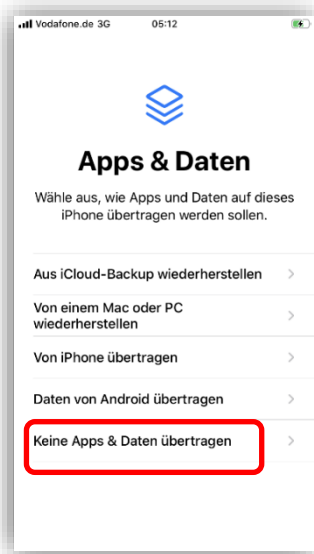


- Think of a string of 6 characters.

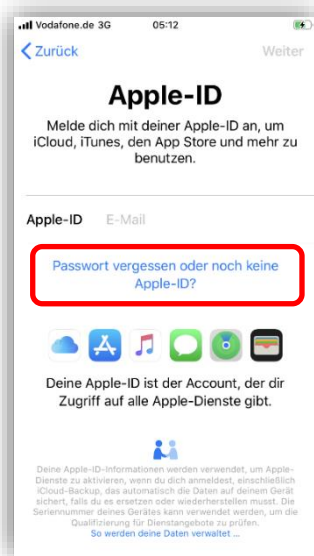


- Enter them twice in succession.

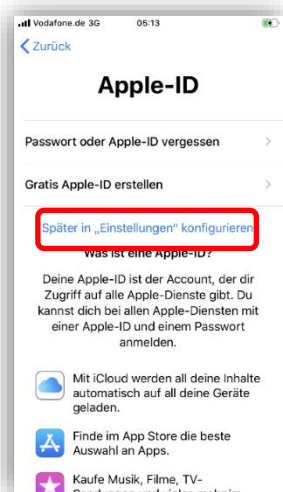
## 1.6 Finalise setup



- Tap "*Do not transfer apps & data*" when requesting apps & data.



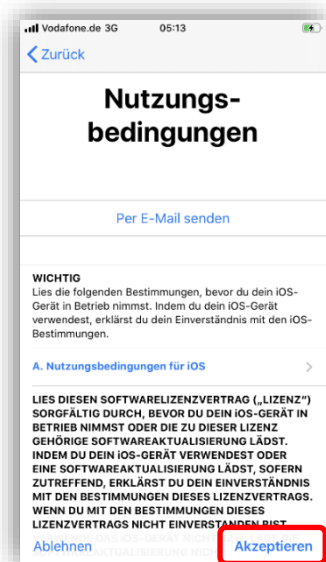
- When asked for the Apple ID, first tap on "*Forgot password or no Apple ID yet*".



- Then tap on "*Configure later in Settings*".



■ Tap on "Do not use".



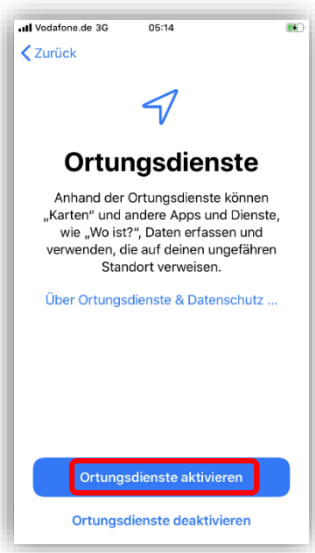
■ Tap on "Accept" in the terms of use.



■ Then tap on "Continue" in the iOS update.



- Tap "*Continue*" on the iMessage prompt.

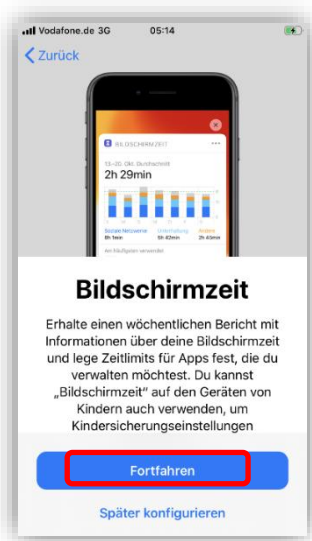


- Select "*Activate location services*" in the location services.



- Tap on "*Configure later*" in the query for Siri.

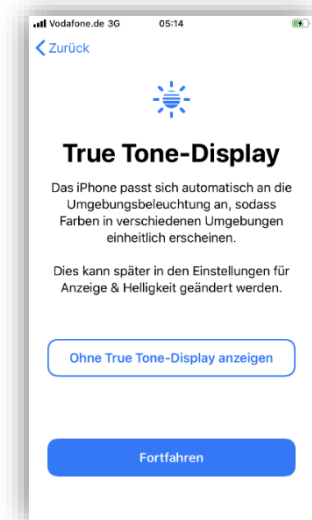
- Tap "*Continue*" at screen time.

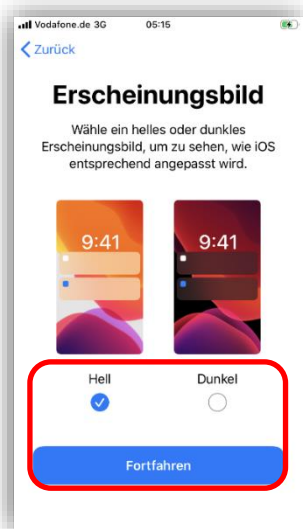


- Tap "*Do not share*" in the iPhone analysis.



- Select "*Continue*" for True Tone display.





- Next, select the desired design in the appearance and click on "*Continue*".



- Tap "*Customise later in Settings*" on the Home button.
- Tap "*Continue*" at the display zoom.



- Tap on "Let's go" to finish the setup wizard.



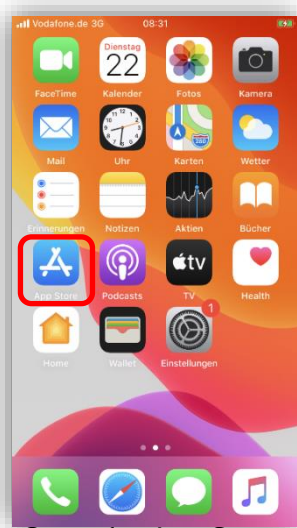
- You will now be taken to the start screen. It may happen that some apps are automatically reloaded, but you do not have to take any further action.



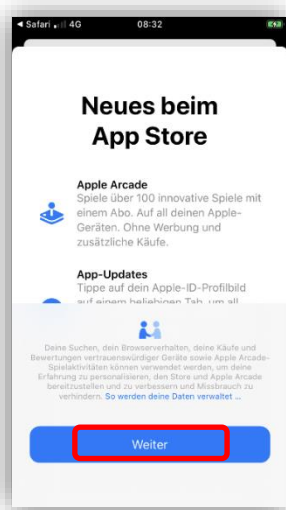
- When the FaceTime and iMessage prompt appears, confirm it by clicking "OK".

## 2 Register iPhone/iPad in the DB

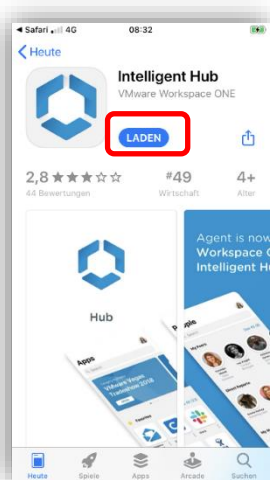
### 2.1 Download VMware Hub



- Open the App Store on your home screen.

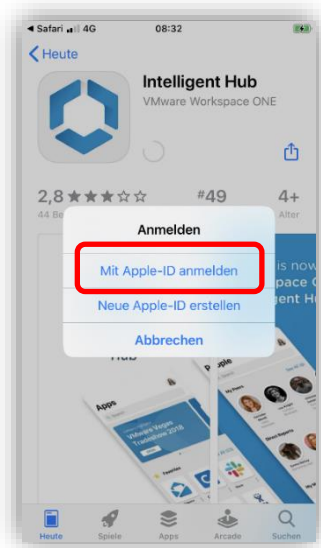


- Tap on "Next".
- Tap "Search" at the bottom right of the menu bar. Search for *Intelligent Hub*.

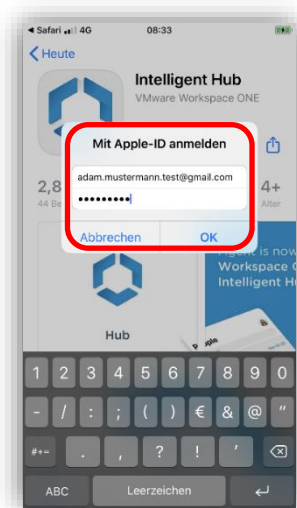


- Tap on "Load".

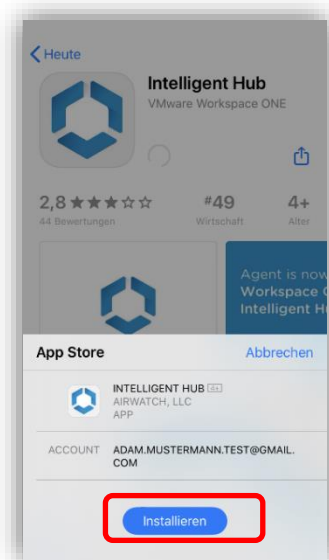




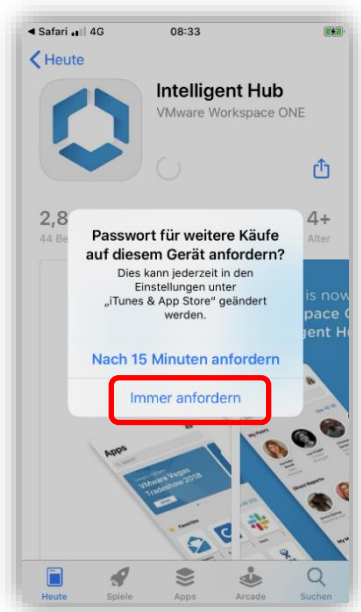
- Then tap on "*Sign in with Apple ID*".



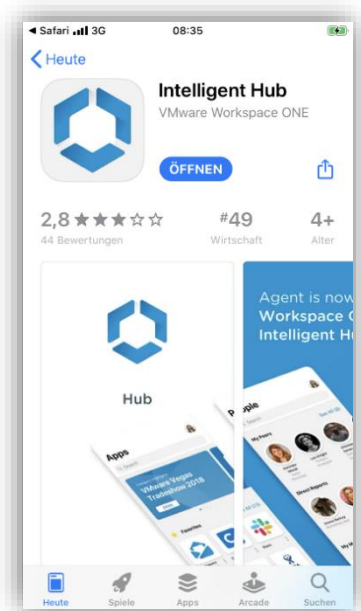
- Enter your *Apple ID* and tap *OK*.



- Then start the installation of the app with "*Install*".

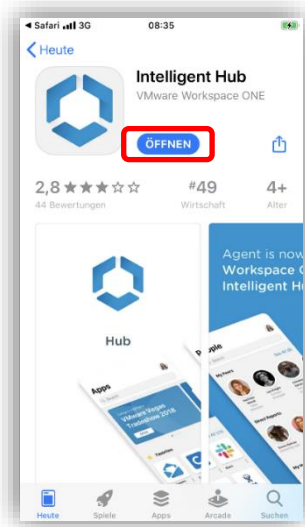


- Tap "*Always request*" in the password storage query.

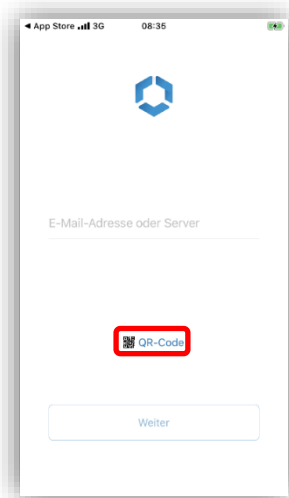


- The app is then downloaded and installed.

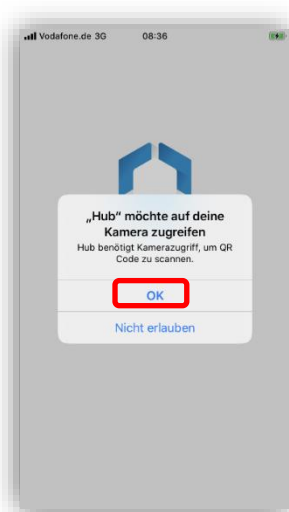
## 2.2 Establish connection



- Open the Hub app. To do this, tap on "Open".



- Tap on "QR code"



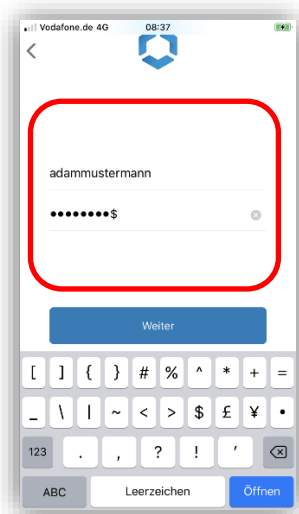
- Confirm the camera authorisation with "OK".



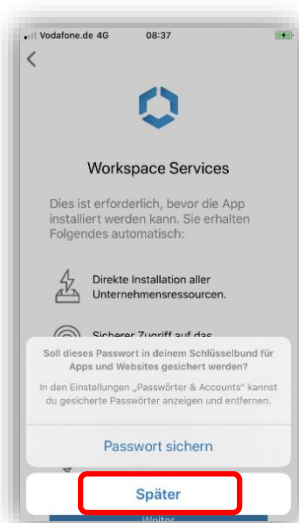
- Scan the QR code provided.

## 2.3 Log in with DB User

In the next step, enter your DB User login data.



- **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".

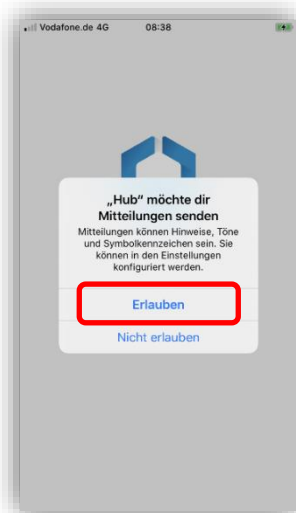


- Decline to save the password and tap on "Later".

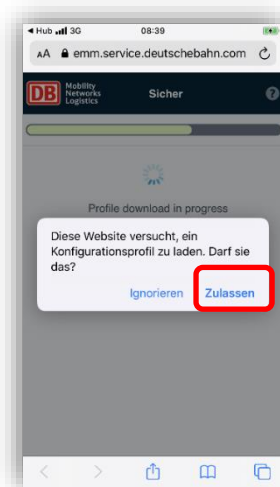
## 2.4 Set up hub



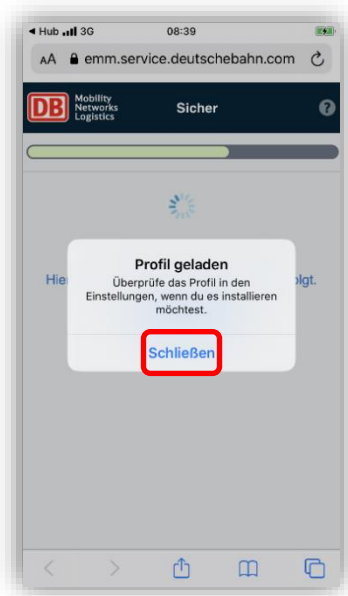
- Tap "Next"



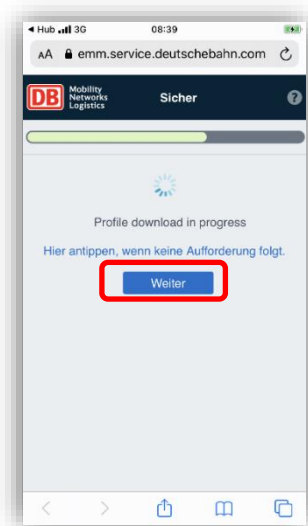
- Tap "Allow" to allow the hub to send you messages.



- You will then be automatically redirected to the Safari browser.
- Confirm the query with "Allow".



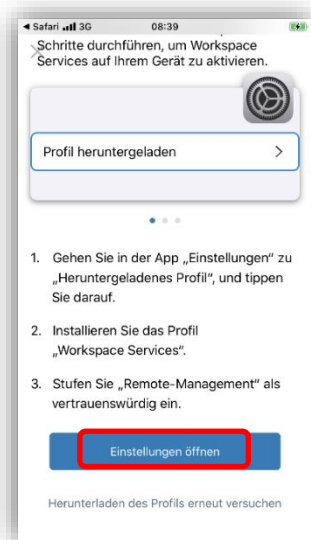
- Confirm the message that the profile has been loaded with "Close".



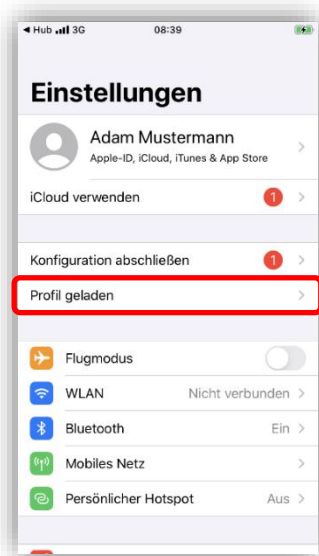
- Then tap on "Next".



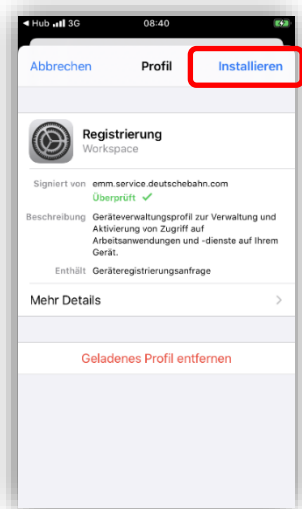
- Tap on "Open" to switch to the hub.



- Scroll down and tap on "Open settings".
- The settings open.

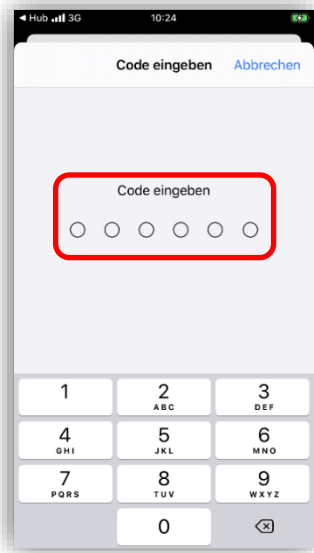


- Tap on "Profile loaded".

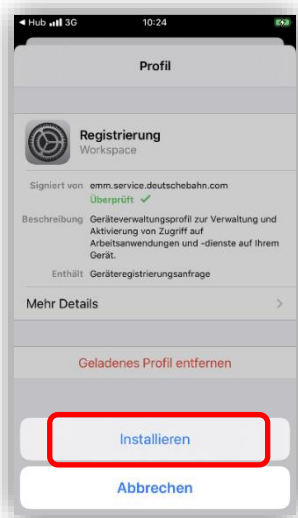


- Tap on "Install" to confirm the profile.

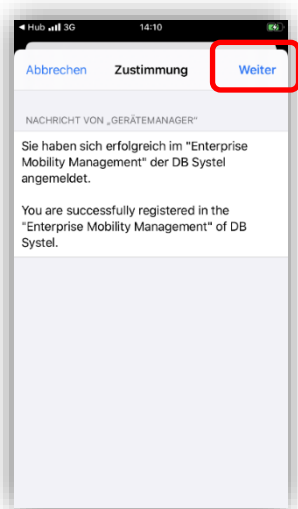




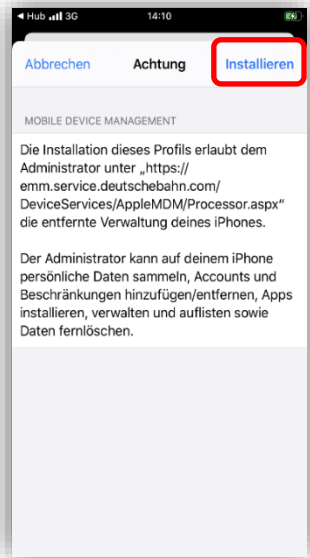
- Enter the device passcode to confirm the installation.



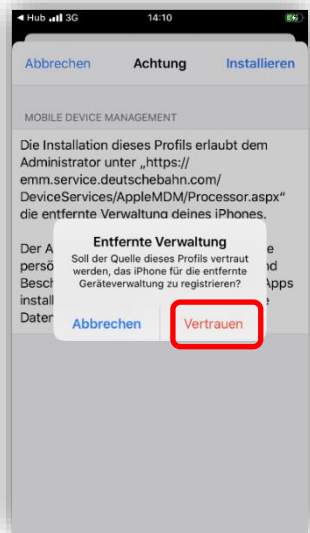
- Tap on the "Install" profile.



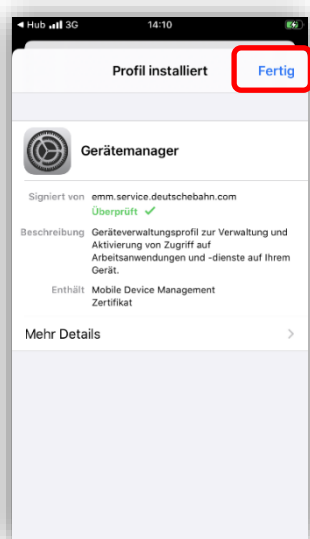
- Agree to the installation by clicking "Next".



- Tap on "*Install*" in the next dialogue.

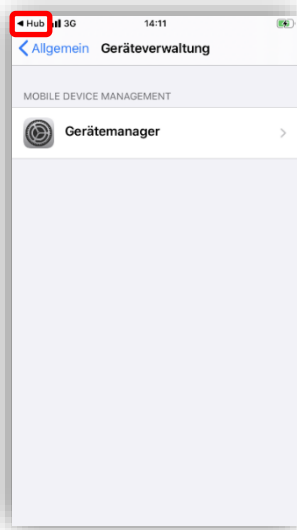


- Then tap on "*Trust*" of the remote administration.

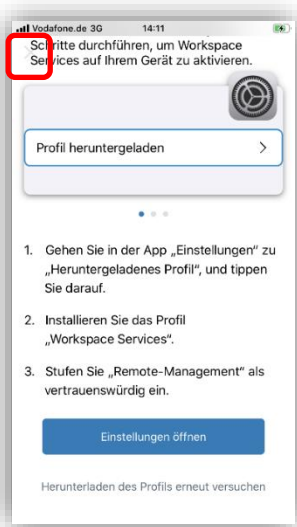


- Complete the profile installation with "*Done*".

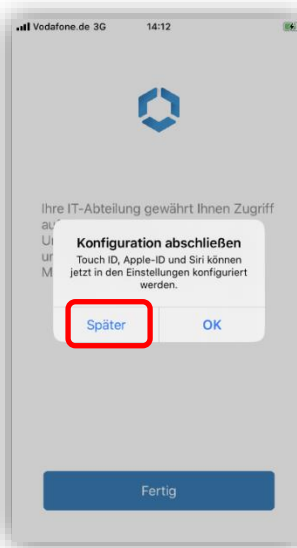
- You will now see a "Mobile Device Management" profile in your device management.



- Then tap on "Hub" in the top left-hand corner. You will return to the Hub app.



- Tap the "X" at the top left.
- A new dialogue opens Tap on "Later" to close it.

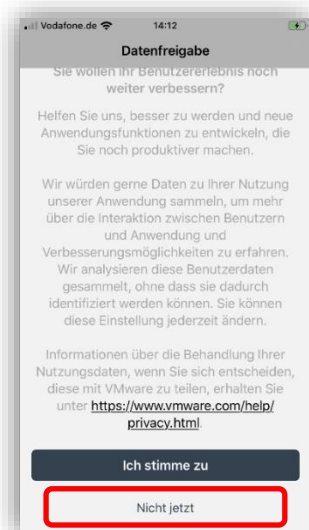




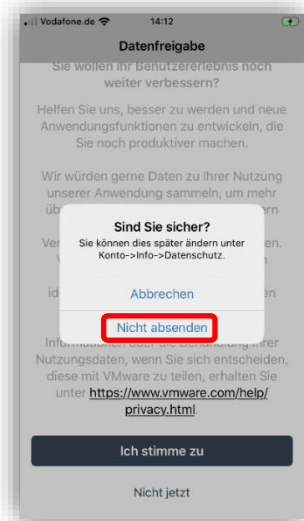
- Tap on "*Done*".



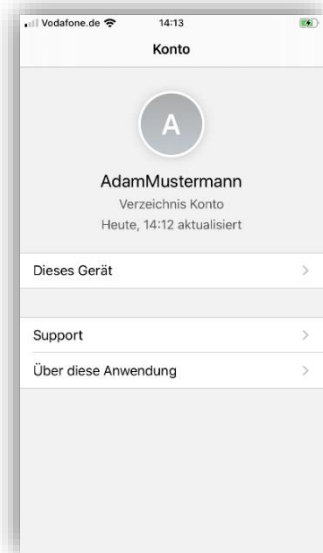
- Accept the privacy policy with "*I understand*":



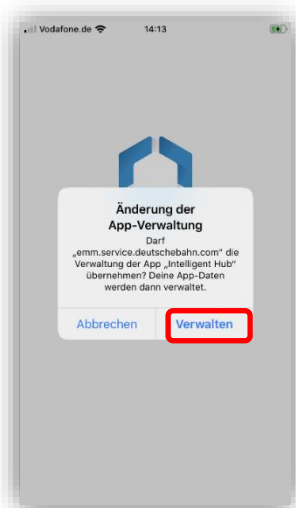
- Deny data sharing with "*Not now*".



- Tap on "Do not send".

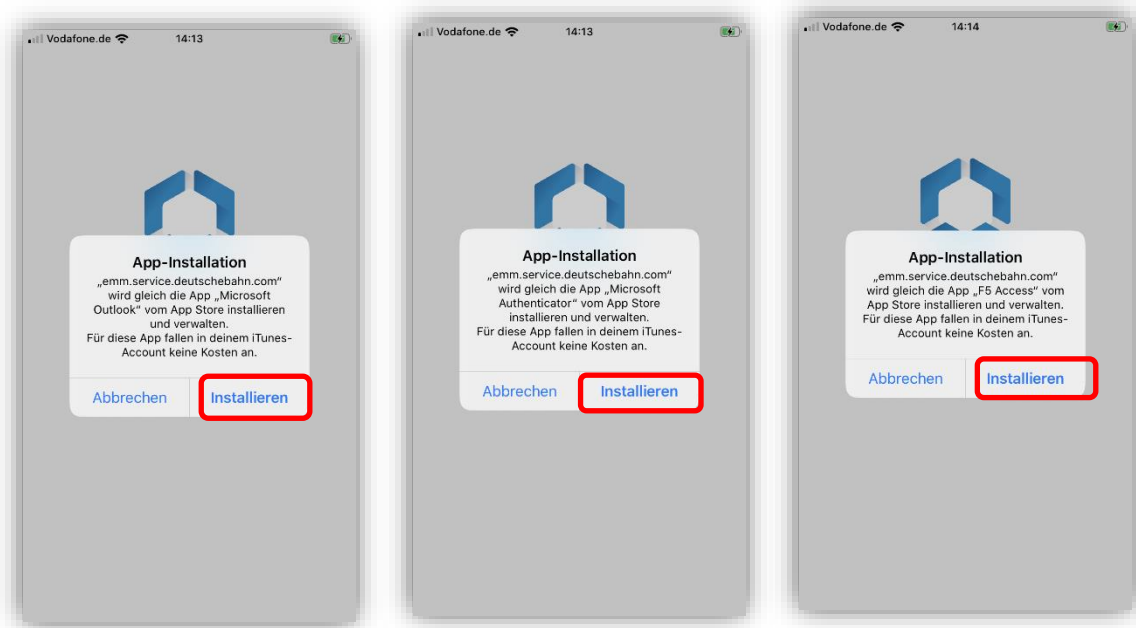


- The configuration is complete when you see the *Account directory*.
- Wait a moment until the app management appears.

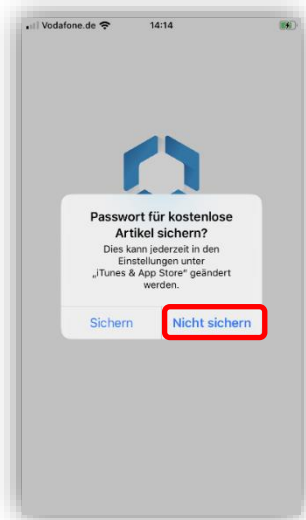


- Tap on "Manage".

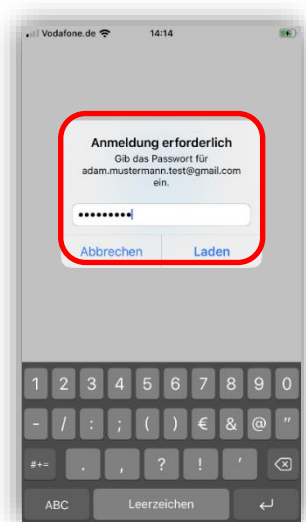
You will now be asked whether "Microsoft Outlook", "Microsoft Authenticator" and "F5 Access" should be installed. Tap on "*Install*".



- Next, you will be asked if you want to save a password for app purchases.



- Tap on "Do not save".



- Enter your Apple ID password and tap "Download".
- Return to the Home screen. All service apps are already installed there.

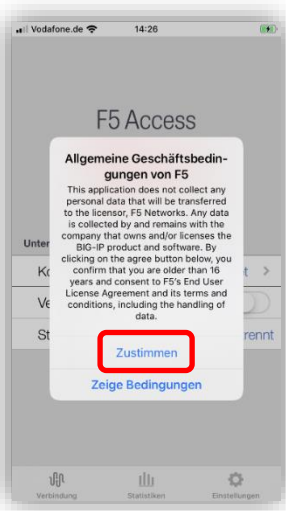


## 3 Make settings on the device

### 3.1 VPN setup



- Tap the "F5 Access" app on the homepage.



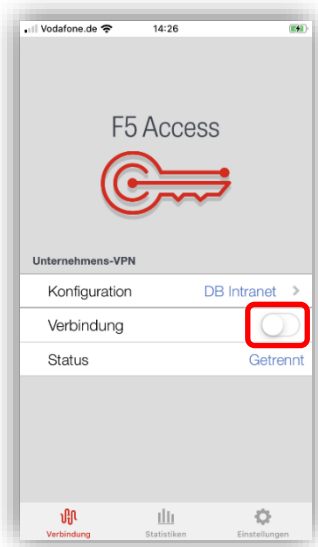
- Tap on "Agree" to confirm the T&Cs.



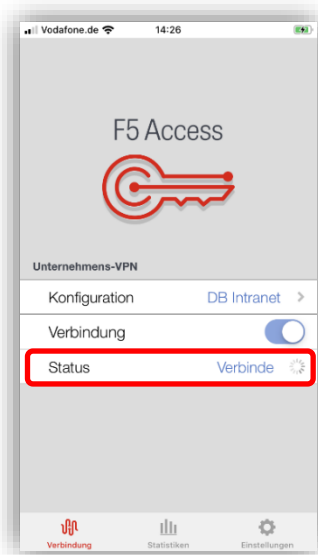
- Tap on "Allow" so that the app can send you messages.



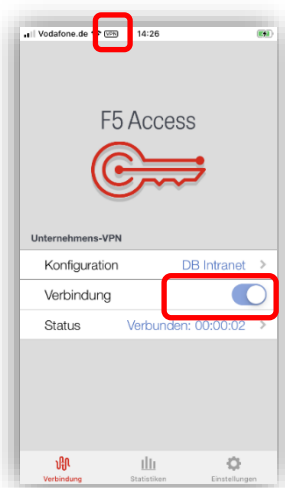
- Make sure that "DB Intranet" is stored.



- Tap the slider to start the VPN.

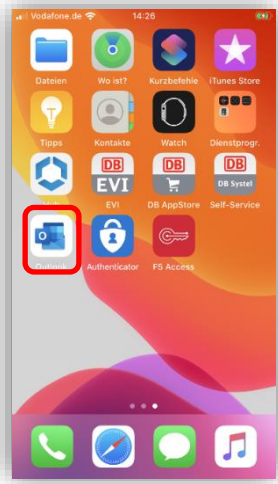


- It takes a few seconds for the status to change from "Connecting" to "Connected". You can see whether a VPN connection has been established by the small "VPN" symbol in the bar at



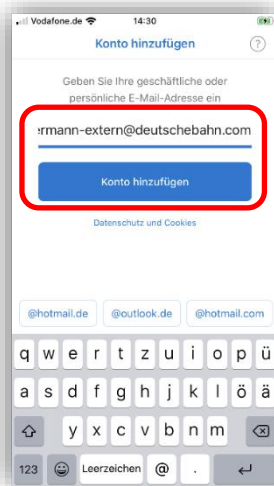
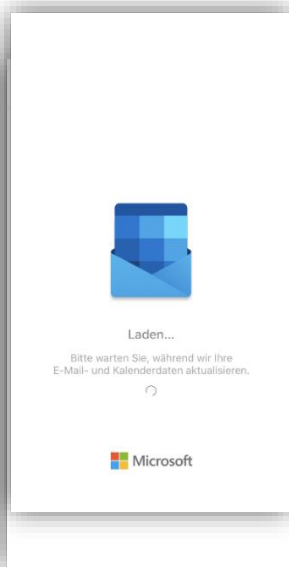
the top.

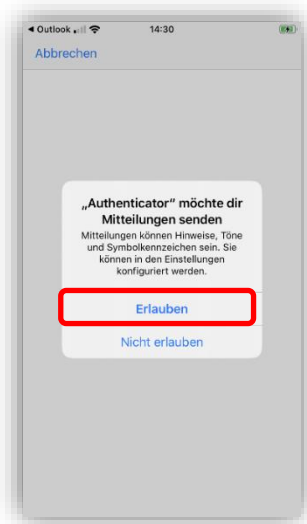
- Press the slider again to disconnect.



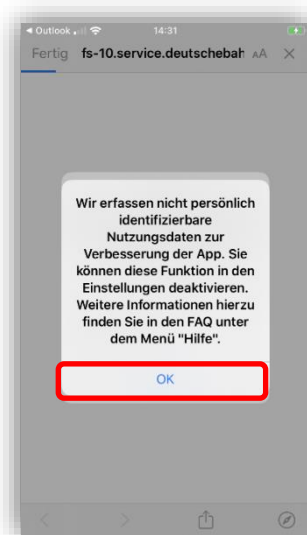
### 3.2 Set up Outlook

- Tap the "Outlook" app on the start page.
- Enter your email address and tap on "Add account".
- Tap on "Open authenticator".

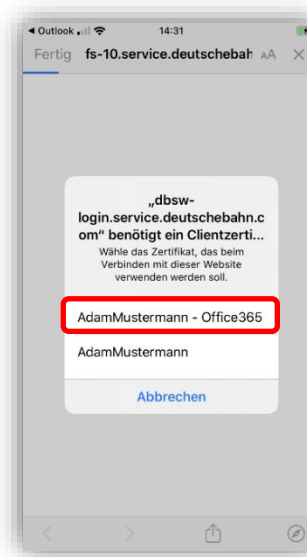




- Confirm the next dialogue with "Allow".



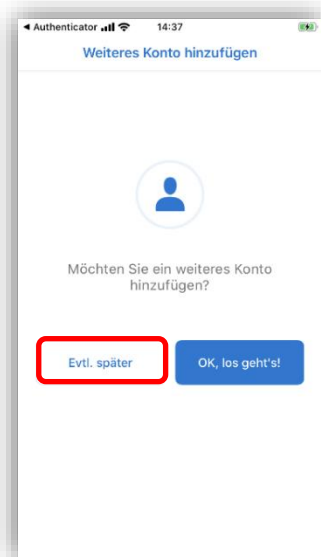
- Then tap on "OK".



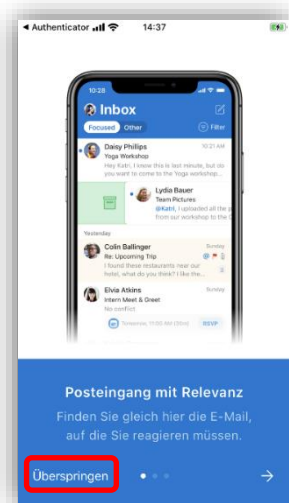
- Tap on your **Office 365** certificate.



- If the message appears that the page cannot be opened, tap on the *Refresh* symbol at the top right.



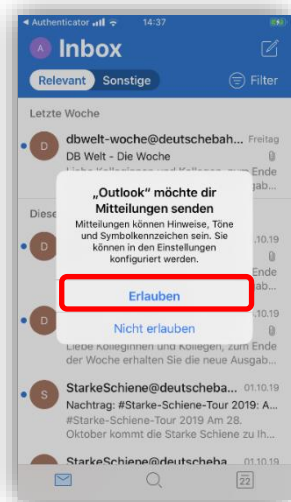
- In the next step, tap on "*Possibly later*".



- Tap on "*Skip*" in the Outlook App Introduction.



- Tap "Switch on" to allow the app to send notifications.



- Then tap on "Allow".



- Your emails are now loaded into the inbox. On the homescreen, you can also see how many unread emails are in the inbox in the app's badge display.