



Quick guide

To replace a smartphone/tablet

For all brands:
Samsung/Nokia/HMD

July 2026

First steps

Today you will receive a new replacement device including a return label for your defective smartphone/tablet. Proceed as follows:

1. Back up data and reset the device
2. Return the defective device
3. Set up replacement device

Back up data and reset the device

1. Secure your data

If your defective smartphone/tablet allows it, back up your work and private data and settings before replacing the device.

You can find instructions here:



➔ mobileworkplace.deutschebahn.com/backup

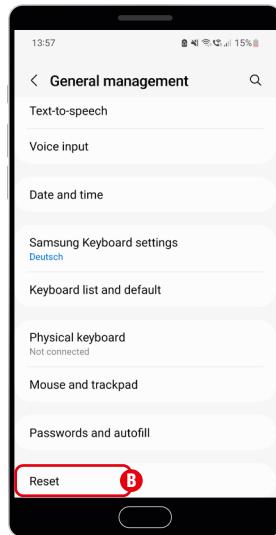
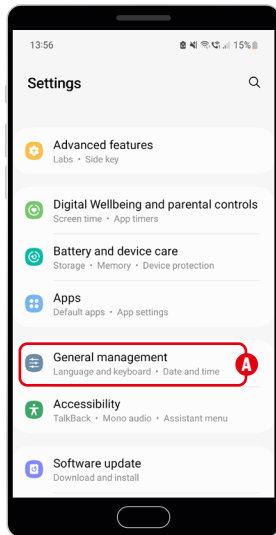
2. Remove personal accounts

Deactivate all functions that are linked to your defective smartphone/tablet, such as

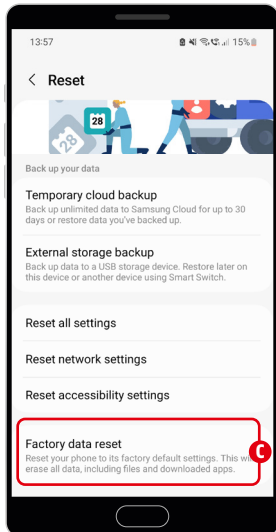
- a) Samsung/Nokia/HMD
Theft lock (“Find My Device”) and private Google account.
- b) iPhone/iPad
Theft lock (“Find my iPhone/iPad”, “Factory Reset Protection”, “iCloud Lock”) and private Apple account.

3. Reset the device to factory settings

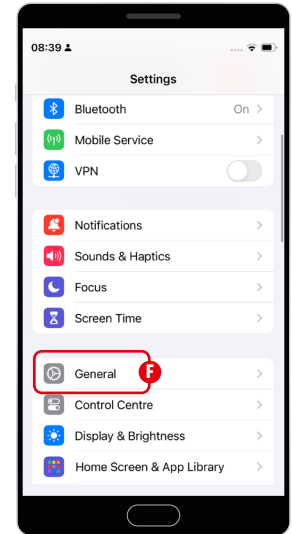
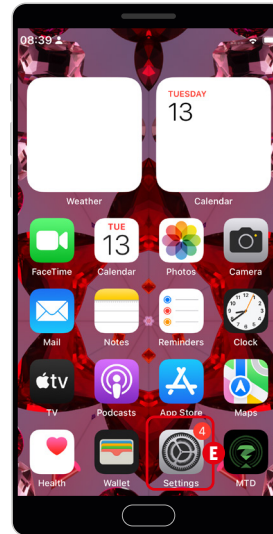
- a) Samsung/Nokia/HMD
 - Go to the “Personal”/“Private” area
 - Tap on the “Settings” app and then on “General management”. **A**
 - Scroll down and tap on “Reset”. **B**



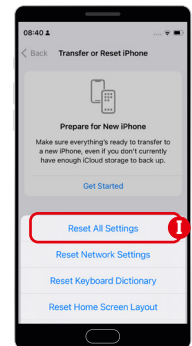
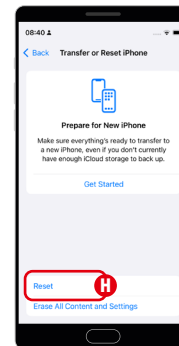
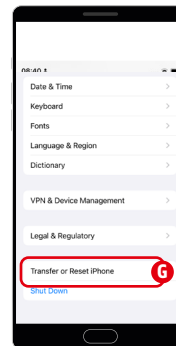
- Select “**Factory data reset**”. **C**
- You will see a note indicating which data will be deleted by the reset.
- When you have backed up all your data, tap on “**Reset**”.
- Enter your screen lock when prompted.
- Wait a few minutes, your device will reset automatically.



- b) iPhone/iPad
- Open the “**Settings**” app. **E**
 - Tap on “**General**”. **F**



- Scroll down and tap on “**Transfer or reset iPhone/iPad**”. **G**
- Select “**Reset**”. **H** and then “**Reset All Settings**”. **I**
- Wait a few minutes, your iPhone/iPad will reset automatically
- Then switch off the iPhone/iPad.



Return the defective device

Important: Return the defective device within 5 working days to avoid additional costs! You will receive another reminder by e-mail. If the defective smartphone/tablet has not been returned within a further 5 days, your cost centre will be charged for the defective device at the new price.

4. Remove the SIM and memory card

Remove the SIM card from the SIM card holder of your old device and insert it into the SIM card holder of your new device.

Make sure that you do not swap the SIM card holders!

5. Pack the smartphone/tablet

Use the original box of the replacement device and the padding material (not mandatory) or use a shipping bag. Pack the device so that it is not damaged during return transport.

Important: the SIM card holder of your defective device must be included in the return shipment!

6. Pack the accessories

Power supply unit, USB charging cable, case, etc.

7. Place the return label in the parcel

You received the label together with the replacement device. The receipt of the device in the warehouse can only be tracked using the returns note.

8. Attach the return label

Also remove all old stamps and bar codes from the outside of the parcel.

9. Send the parcel back

Either take the parcel to a DHL branch or hand it over to the in-house mail colleagues at a DB location.

Set up new smartphone/tablet

The replacement device is now your new business smartphone/tablet. It will not be exchanged again after the defective device has been repaired.

Set up your new smartphone/tablet. Follow the steps in the enclosed flyer for the initial setup.

Important links



You have questions about setup, how to change a password, signatures in e-mails, or about DB M365 in general?

➔ db.de/mobile-setup



Do you want to restore or reset your smartphone/tablet?

➔ 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

Tel. 91 7777 (internal) | Tel. 00800 327978 35 (external)

IT ServiceDesk DB Cargo

helpdesk.db.cargo.de@deutschebahn.com

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