Restore
Samsung Smartphone/Tablet
(Android 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: **>** mobilework-place.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) You have **access to the service portal** (ask the person responsible for the mobile phone if necessary):
   ▮ Open the **>** db.de/serviceportal page.
   ▮ 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 Phone:
   ▮ Go to the "*Personal*"/"Private" section on your smartphone/tablet and tap on the "*Settings*" app.
   ▮ Tap on "General administration".
   ▮ 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.

**Note**: Sometimes activation takes a little longer or a very long time. Please be patient.

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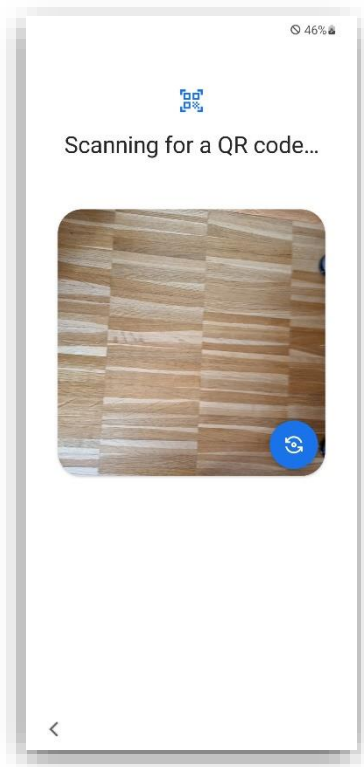
▐ Make sure that your smartphone/tablet is either connected to the power supply or has a high battery level during the recovery process.

▐ Switch on the smartphone/tablet.
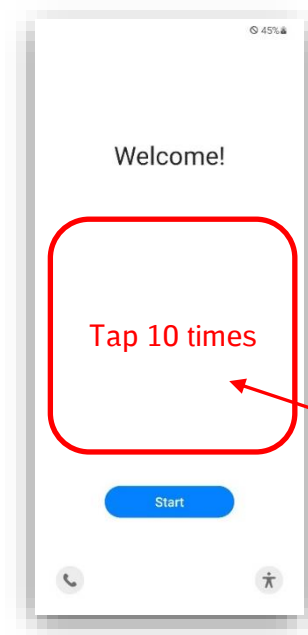
▐ In the installation help tap **ten times** on the screen, **do not tap Start**.
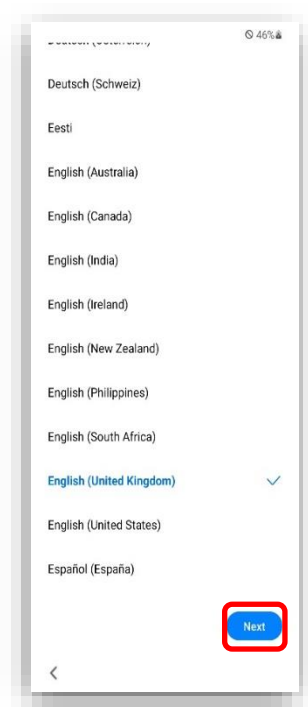
▐ Check whether the desired language is selected. If not, adjust it and tap on *"Next"*.

■ 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

1.3.1 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:

1.3.2 QR Code RiM devices

▌ If Wi-Fi is available:

- If no Wifi and only mobile data is available:

1.3.3 QR Code Group Account devices

▌ If Wi-Fi is available:

▌ If no Wifi and only mobile data is available:

1.3.4 QR Code Multi User Service

■ If Wi-Fi is available:
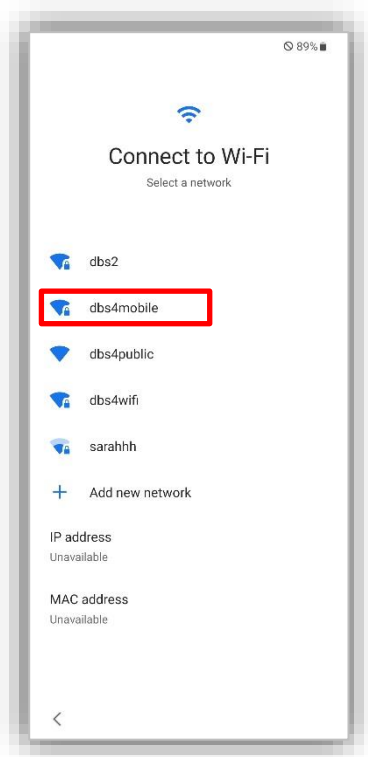
■ If no Wifi and only mobile data is available:

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*".
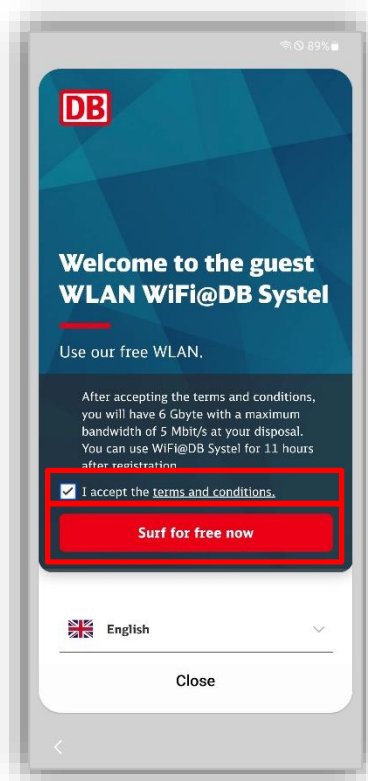
▮ A dialogue opens, accept the terms and conditions.
▮ Tap on "Surf for free now".
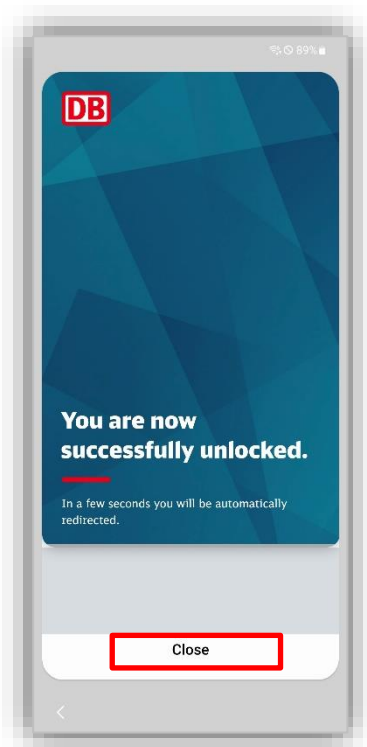
▍ Tap on "*Close*".

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"*.
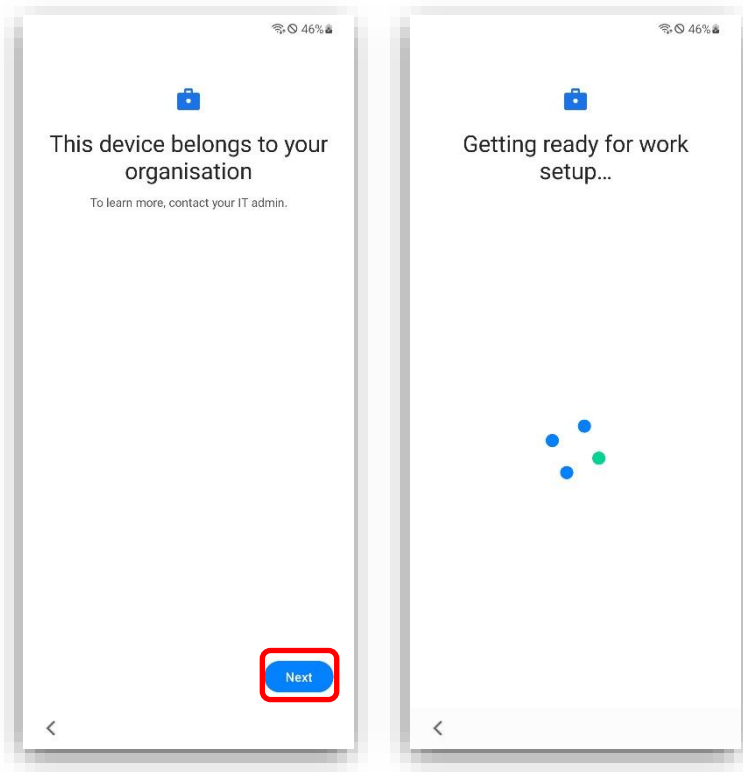▍ Tap on "*Next"*.

Have you connected via **mobile data**? Go directly to **point 2.1**.

2 Register in the DB corporate 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.

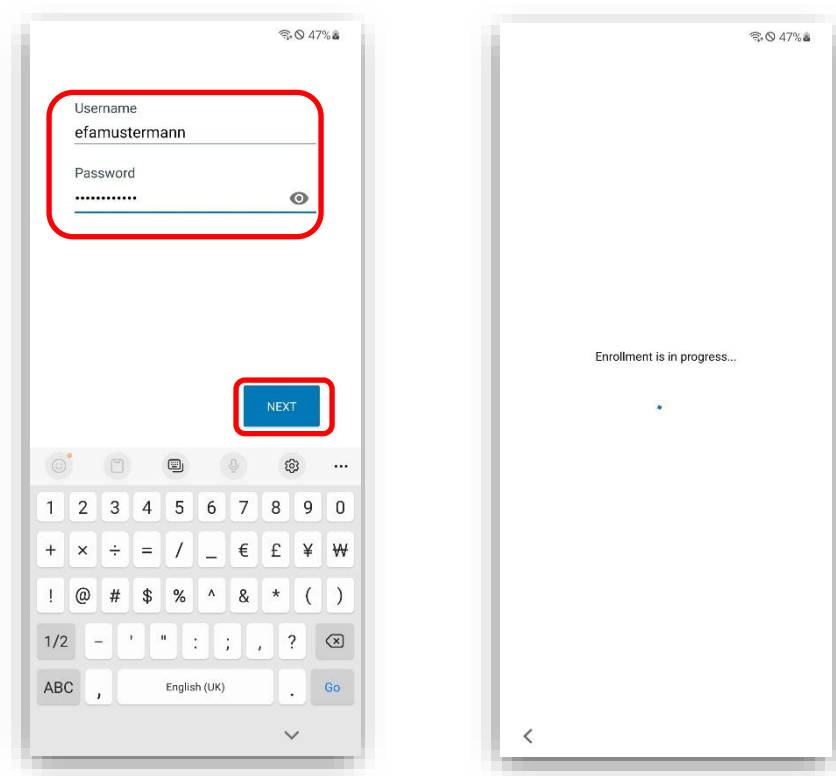## 2.1 **Connect**

The smartphone/tablet is set up.

▮ Confirm the following queries with "*Next*".

## 2.2 Log in with the DB User

▌ 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.
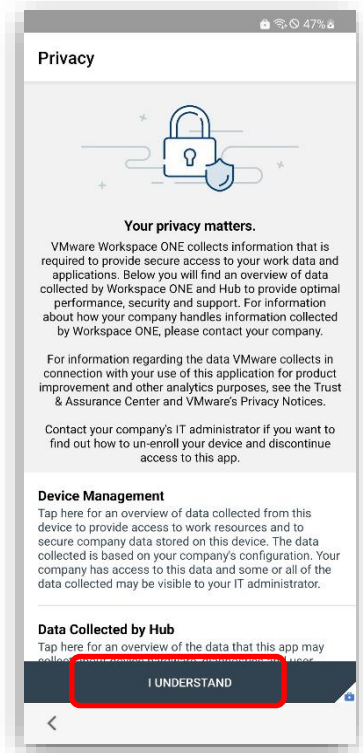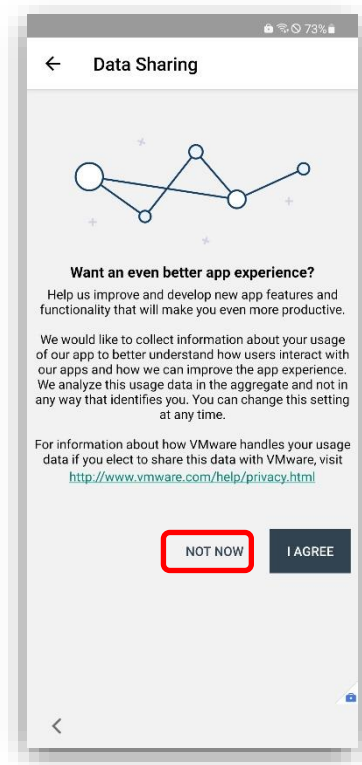▌ Then tap on "*Next*".

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.
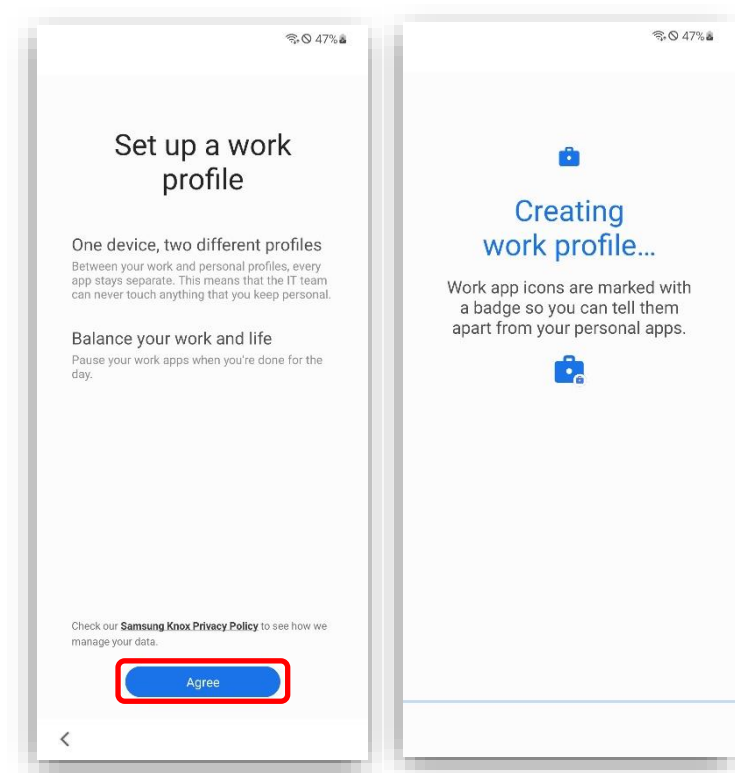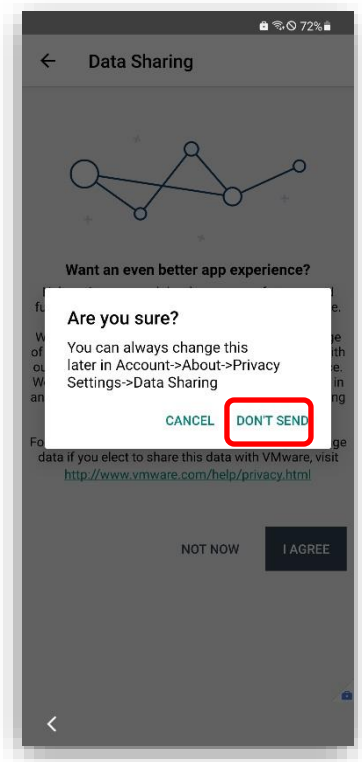

▌ Tap "*Agree*" to set up the work profile.

▌ Then tap on "*Next*" (this step may not be available for you).

▌ On the next page, agree to the privacy policy by tapping "*I understand*".

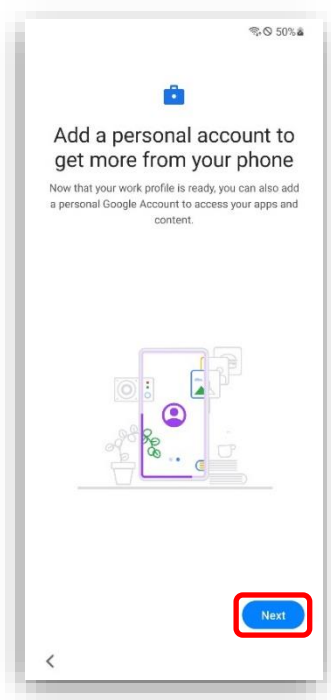▌ Select "*Not now*" on the next page.

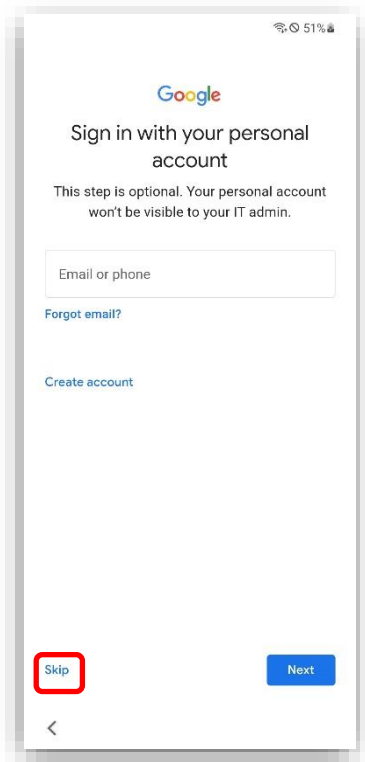▌ Tap on "*Do not send*" so that no usage data is sent.

2.4 Only for Android version 11: 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.
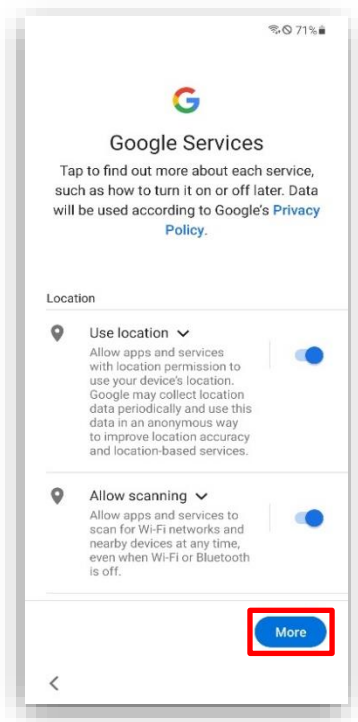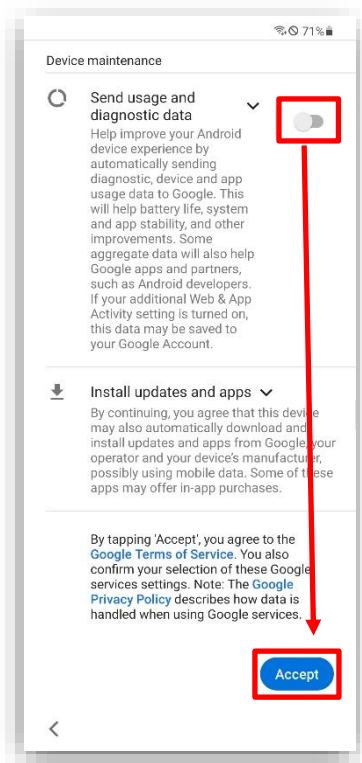

❚   Therefore, tap on "*Next*".

❚   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:

■ **Use location**: Slide the slider to the right and tap "*More" to see the* other settings.
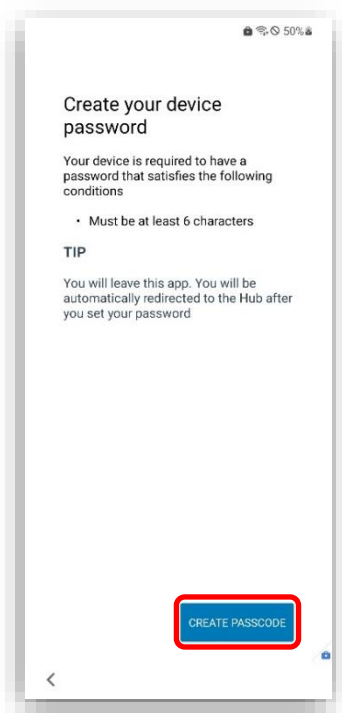

■ **Send usage data & error reports:** Slide the slider to the left to switch off the function. Then tap on "*Accept".*
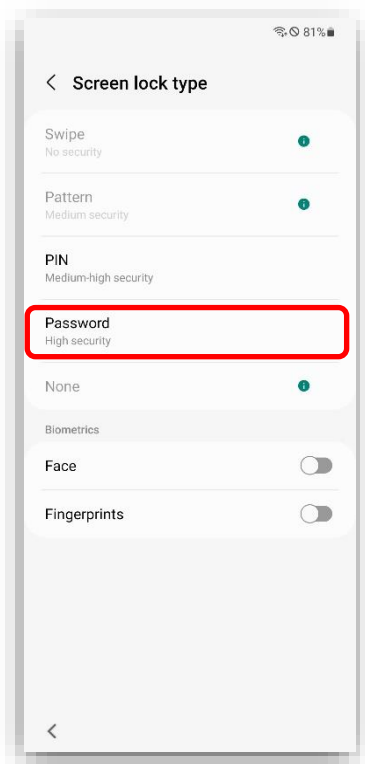
2.5 **Create screen lock (passcode)**

Now set up the screen lock for the smartphone/tablet. This is a data protection requirement at DB:

■ Tap on "*Create passcode*" (this step may not be available for you).

■ On the next page, select between "*Password*" or "*PIN*".
■ Think of a character string that has at least 6 characters. Enter it twice in succession.

Note: If the WLAN symbol is gone during the installation, wait a few minutes and the device will connect automatically.

For Android version 12 & 13:
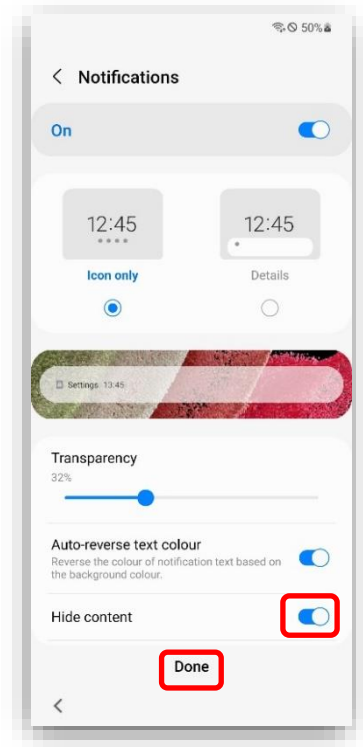
For notification: Activate "*Hide content*" and then tap "*Done"*. This way, no sensitive information is visible when the screen is locked.
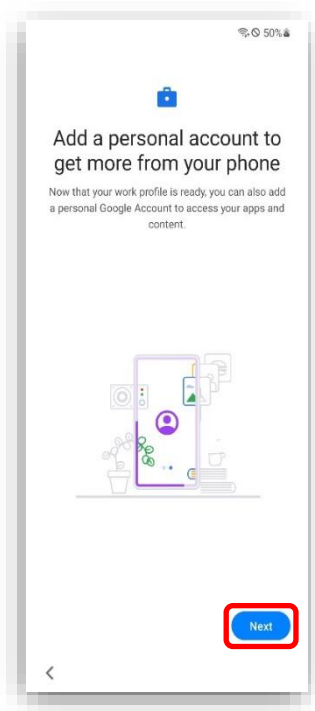
With Android version 11:
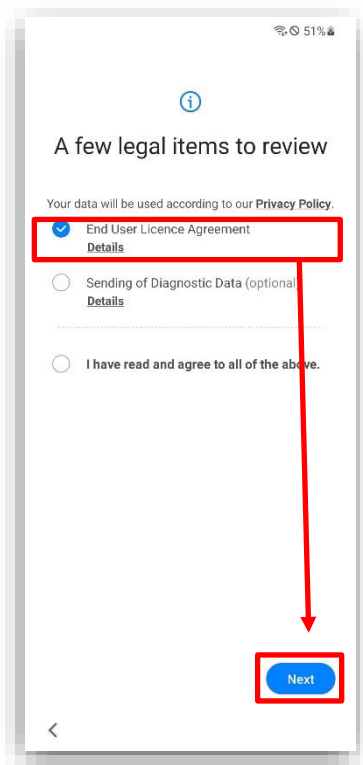
■ Accept the terms and conditions of the Samsung company. Check the "*End user licence agreement*" box and confirm by clicking "*Next"*.
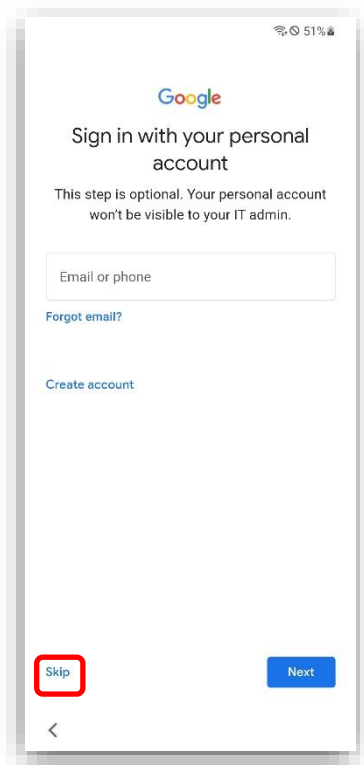
2.6 **Skip Google Services**

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 store your private account, you can set it up later if necessary.
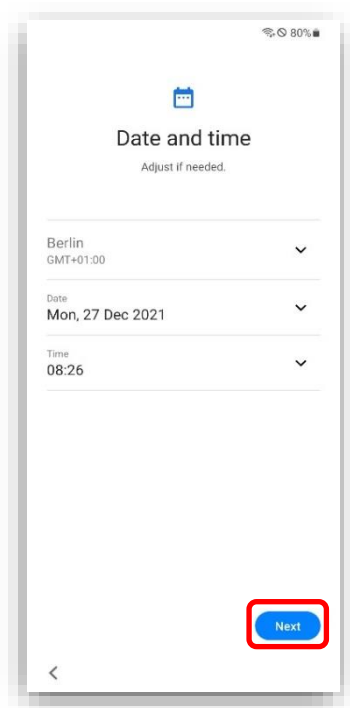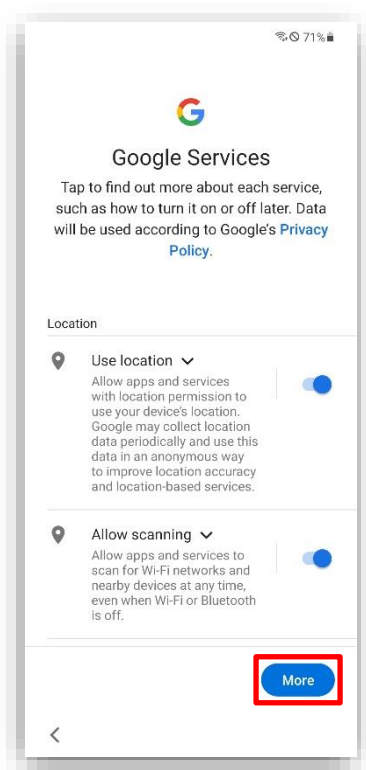

▌   Therefore, tap on "*Next*".

▌   Then tap on "*Skip*".
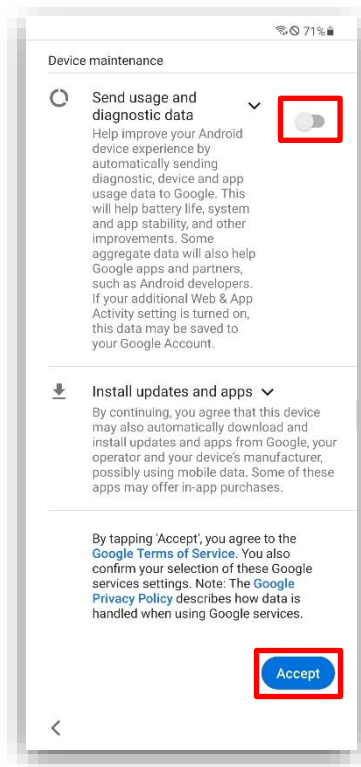
■ With Android 12:

■ Confirm the current time with "*Next*".

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

■ **Use location**: Slide the slider to the right and tap "*More" to see the* other settings.
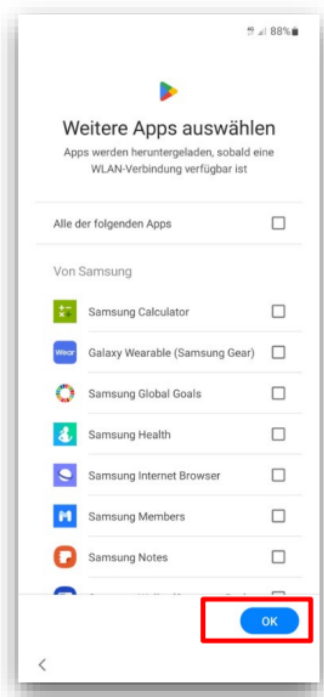
▐ **Send usage data & error reports:** Slide the slider **to the** left to switch off the function. Then scroll all the way down and then tap "*Accept*".
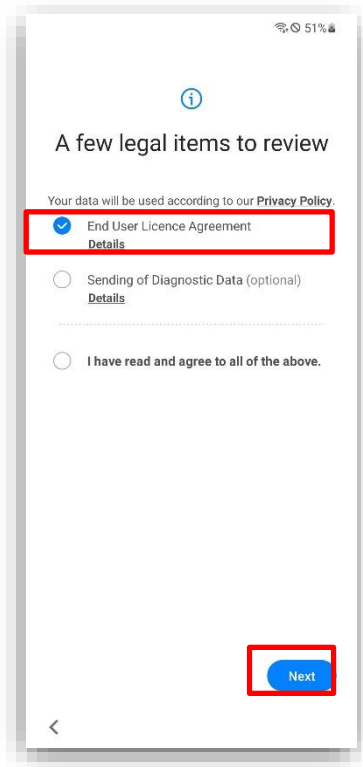
2.7 Agree to Samsung terms and conditions

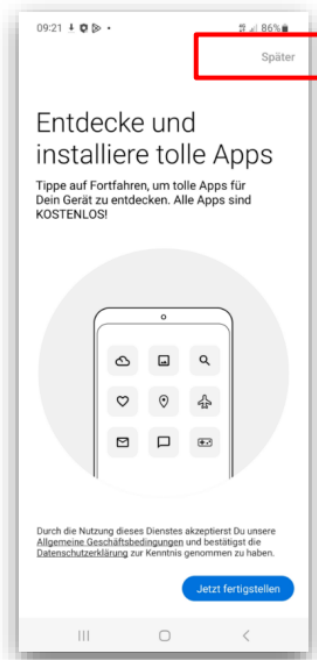The apps offered by Samsung for installation are **not required for** official purposes.

▐ On the next page, do **not select any apps** and tap "*OK" at the* bottom**.** You can install them later if necessary (you may not have this step)**.**
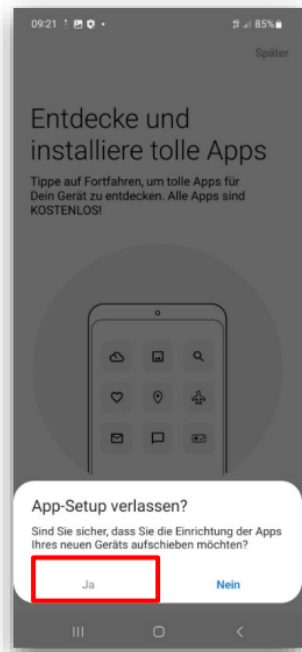
■ Check "*End user licence agreement*" and confirm with "Next".

Android version 13:

■ In the "Discover and install great apps" window, select "Later" in the top right-hand corner.

- A dialogue appears. Tap on "*Yes*" there**.**
- The installation of *Knox E-FOTA* starts

Knox E-FOTA is used by DB system administrators to release Android updates. In this way, current updates that have been checked for compatibility can be automatically installed on your smartphone/tablet. You don't have to do anything, the installation can take a few minutes.
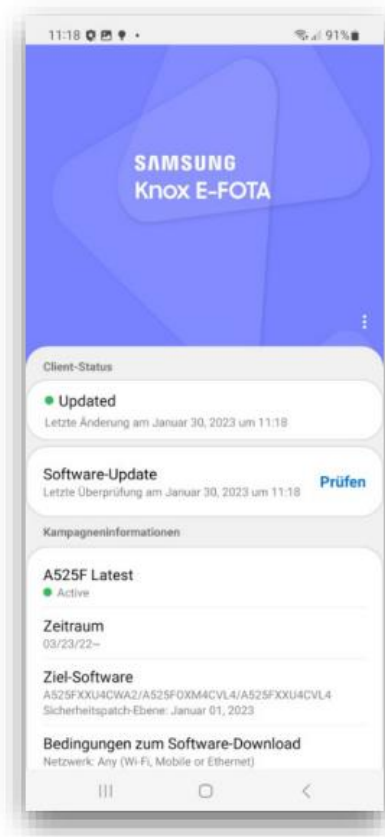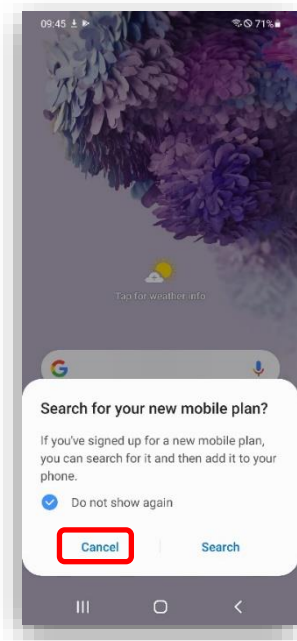

When the update is complete, close E-FOTA and continue to **chapter 3**.
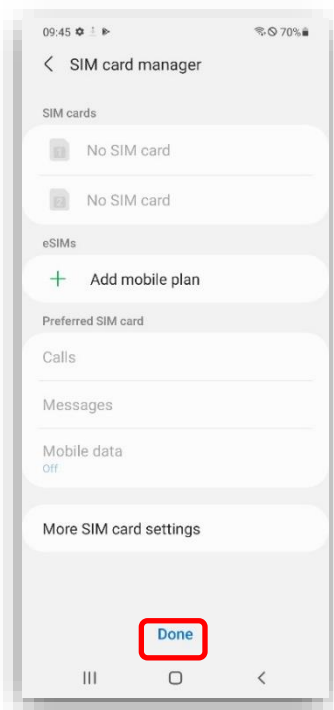
3 Make settings on the unit

3.1 Only for Android version 11: Skip configuration mobile radio

> **Android version 12:** jump to **point 3.2.**
> **Android version 13:** jumps to **point 3.4.**

The configuration of the mobile radio is not necessary. Therefore, skip the messages for creating a mobile phone tariff.
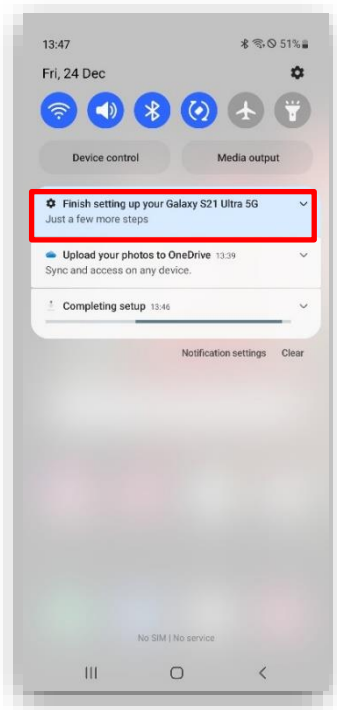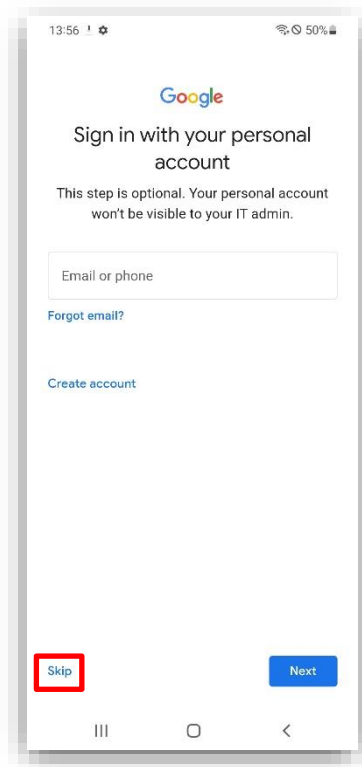

■ Tap on "*Cancel*".

▌ Then tap on "*Done*".

3.2 Install system apps

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

▌ Tap on "*Finish setting up"* (depending on the device, the device type is listed here).

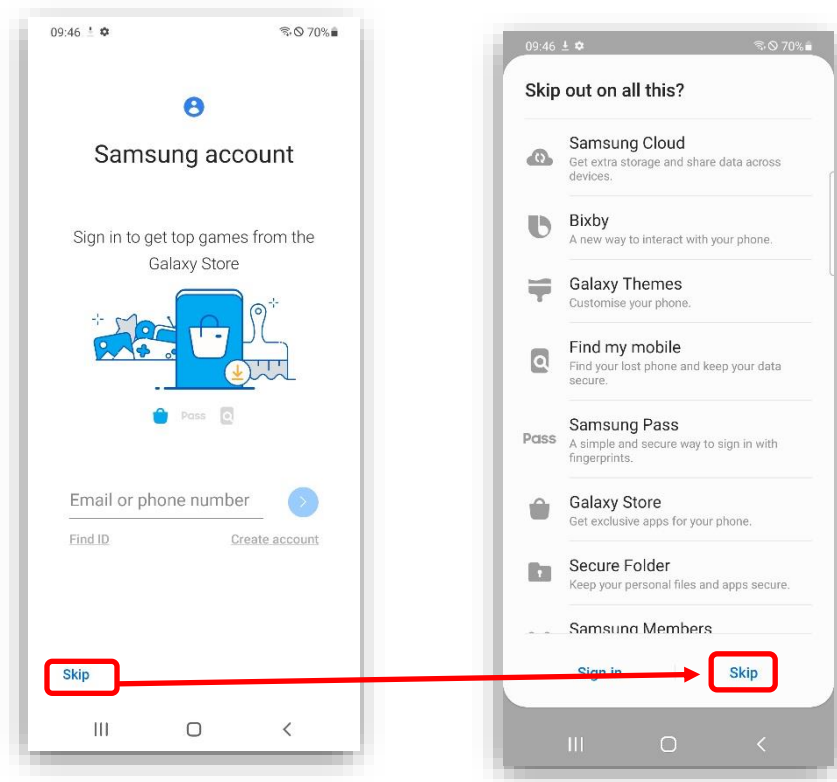▌ Then tap on "*Skip" in* the following pages.

Android 11: Tap "Do not copy" in "Copy apps and data".

3.3 Skip Samsung Account Setup

A Samsung account is not required for your business smartphone/tablet.

▮ Tap "Configure manually" and then "Do not copy".
▮ Tap "Skip" for the multiple queries.

If you have a personal Samsung account and want to use it, you can register it or set it up later.
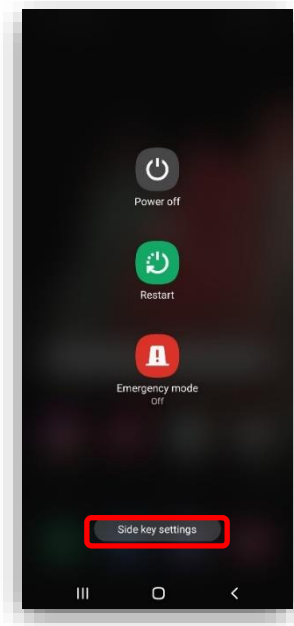
3.4 **Switch off the Bixby button**

The power button starts the Bixby voice assistant by default. For security reasons, this must be deactivated:
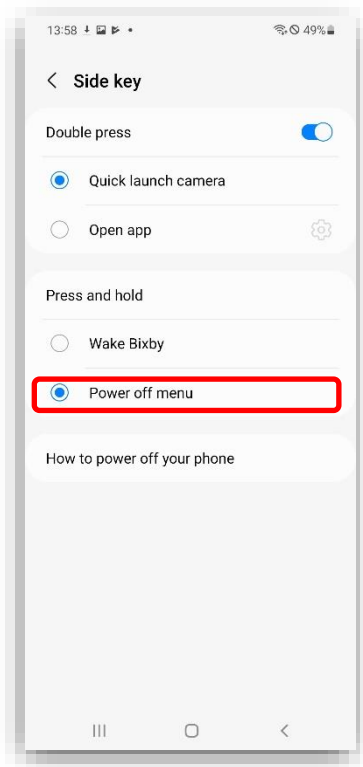
Swipe the screen twice in succession from top to bottom. The control centre opens.

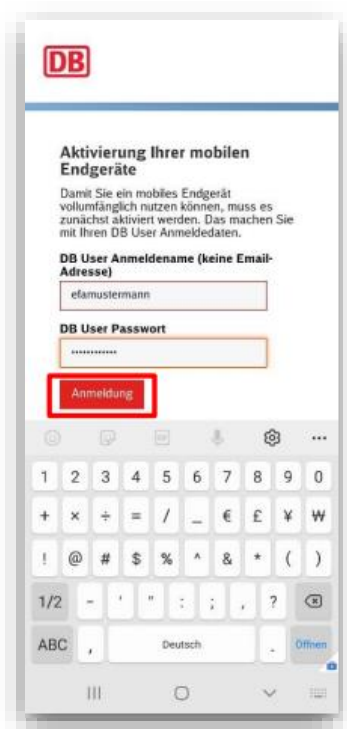▌ Tap the power icon.

▌ Select "Side key settings".

■ Change the function to "*Power off menu*".

3.5 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

3.6 **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:
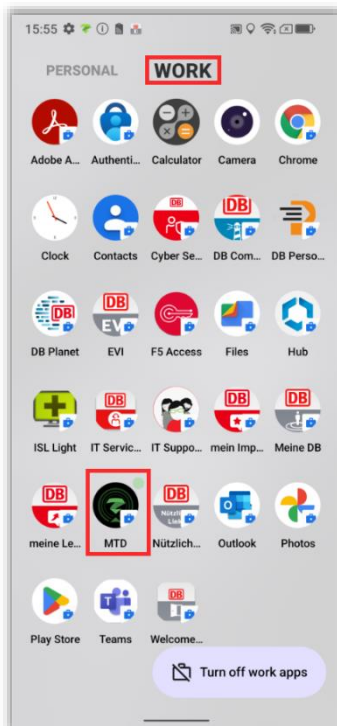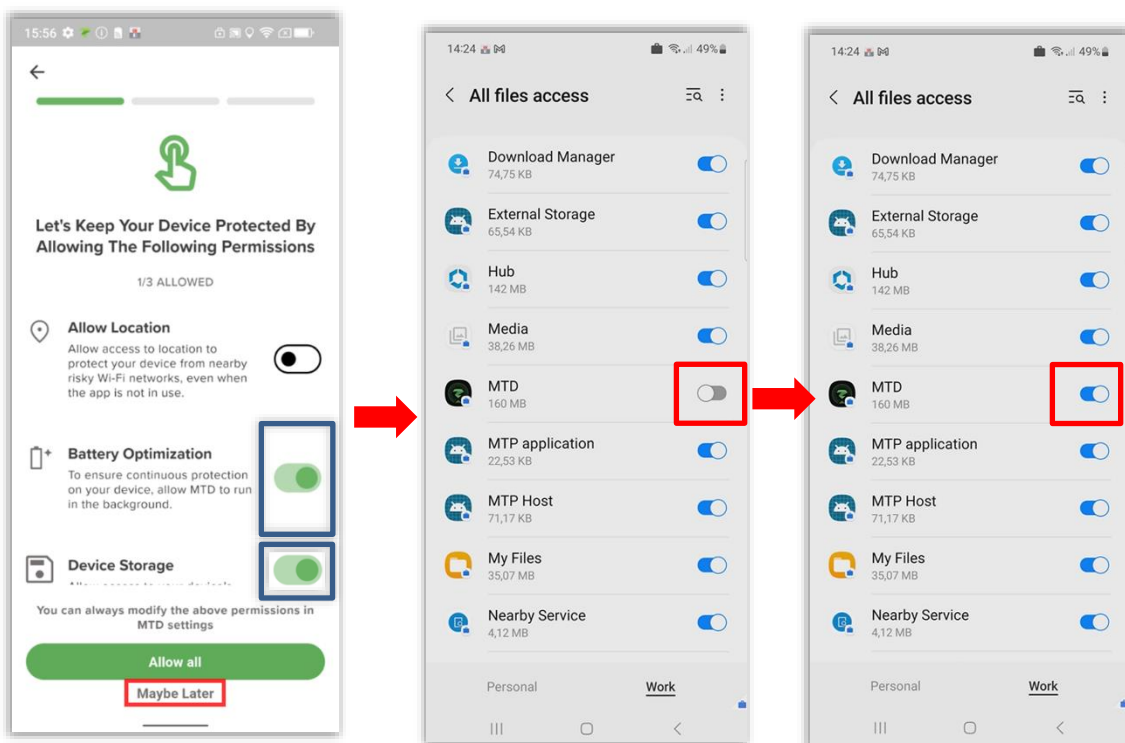

▌ Tap the app icon in the "Work"/"Business" area.
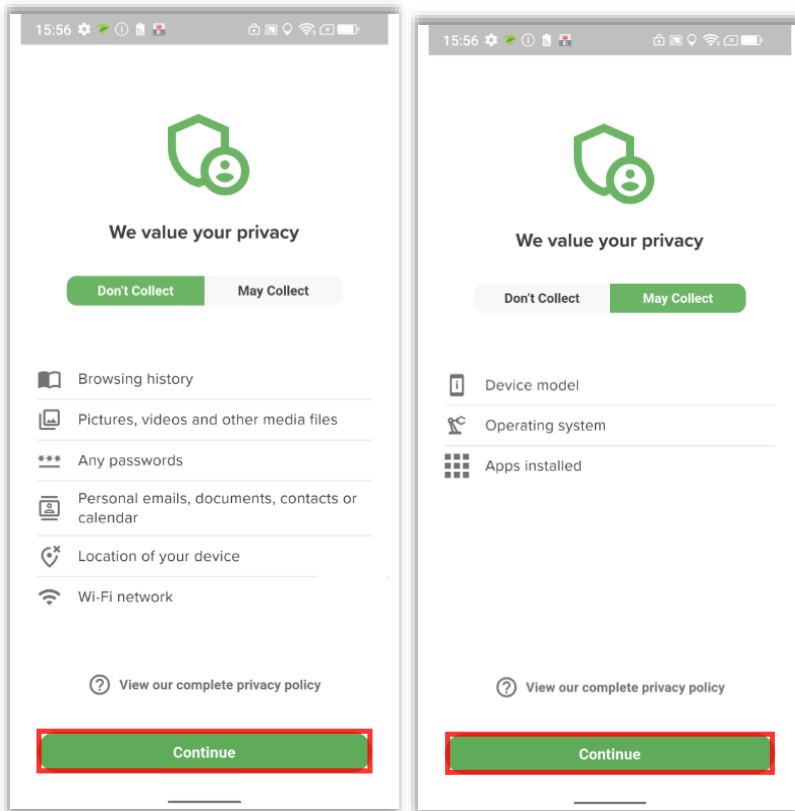
You will now see the "Privacy" settings. This screen is for information only. No action is required by you.

- **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).
  - 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:
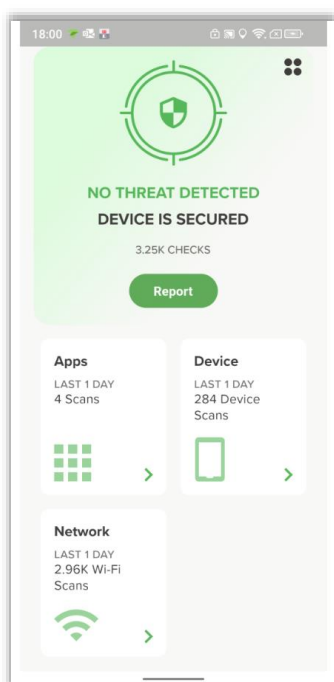
The activation is now complete. The MTD app will now detect threats on your smartphone/tablet.

- 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 Willkommen app.