Hello All,

We are excited to announce that the T-Mobile transition is underway!  In order to ensure a smooth transition, we have provided some preparation steps, expectations, and troubleshooting below.  Please go to Central Office on Date/time to pick up your new device and schedule your port for the evening that works best for you (all porting needs to be completed by morning the next day.)

PRIOR TO DEPLOYMENT/PORTING:

* Listen to all your voicemails & clear them out from your existing phone. Voicemails will not transfer over to your new T-Mobile device. **Note:** You will lose your saved voicemails once your number has ported.

NEW Device:

• iPHONE: You will need to BACK-UP your existing device prior to deployment.  It is vital to do ahead of time as the phone must be on WIFI and have at least 51% battery. \*You may ONLY back-up using iCloud if you have less than 5GB of data stored on your device.  If you have more than that you will be notified when attempting to back up and you MUST use the iTunes method.  Both options are detailed in the first link below.\*

o How to Back-Up your existing iPhone: [https://support.apple.com/en-us/HT203977](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.apple.com%2Fen-us%2FHT203977&data=02%7C01%7CTodd.Meikle%40T-Mobile.com%7Cafa2ba1a6848477adf3c08d7c7837649%7Cbe0f980bdd994b19bd7bbc71a09b026c%7C0%7C0%7C637197239741072548&sdata=flDArZHp3IXJ656%2Bb0G4AzzkXDyFs3W5pWIOQWptFFo%3D&reserved=0)

o Forgot your Apple ID or Not sure if you have one?: [https://support.apple.com/en-us/HT201354](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.apple.com%2Fen-us%2FHT201354&data=02%7C01%7CTodd.Meikle%40T-Mobile.com%7Cafa2ba1a6848477adf3c08d7c7837649%7Cbe0f980bdd994b19bd7bbc71a09b026c%7C0%7C0%7C637197239741072548&sdata=WYSgRctwOBiWWNVHC%2B9kA%2BoD7LdiYQiHFalZnYYUlyU%3D&reserved=0)

**\*The above instructions should help transfer *most* content from old device to new.  However, additional steps may be required for your position.  Please see \* at bottom for additional setup\***

WHAT TO EXPECT WITH PORTING:

• All Devices will come with a temporary phone number.  Please do not be alarmed if this shows prior to your phone number porting.

• All porting will happen overnight. (sometime around 2am EST.)

• NEW DEVICE: Please just keep your new phone ON, and WIFI turned OFF on the night of your port.

o iPHONE: You may restore your new iPhone at any time.  For detailed instructions please see: How to Restore your new iPhone: [https://support.apple.com/kb/ph12521?locale=en\_US](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.apple.com%2Fkb%2Fph12521%3Flocale%3Den_US&data=02%7C01%7CTodd.Meikle%40T-Mobile.com%7Cafa2ba1a6848477adf3c08d7c7837649%7Cbe0f980bdd994b19bd7bbc71a09b026c%7C0%7C0%7C637197239741082543&sdata=wFmejWoILRWw8vq5nORl9XEDbiWfWdVcGaKI90RhdPk%3D&reserved=0)

• In the Morning your port will be complete and your phone number will be with T-Mobile.  Please POWER CYCLE your device as the final Porting step.  (Simply turn off, then turn back on.)

• After reviewing the troubleshooting steps, please notify rashid.hoda@kckps.org/Aaron.Hughes@T-Mobile.Com if something is not correct.

**\* Although rare, if your port does not go through properly then your old device OR SIM will still work.  Please just re-insert the Sprint SIM back into your device.  But only do this AFTER performing the troubleshooting below\***

TROUBLESHOOTING ONCE PORTED TIPS:

• To make sure your phone number has ported please call your cell phone from another phone.  If it rings, the port is complete!

• If it does not ring:

o Please make sure that WIFI is turned off.

o Please power cycle your new phone.

• If your phone number (on the new phone) does not display properly, you can:

o Manually change it yourself by going into the PHONE settings

o Wait a few days for it to automatically change

• Text Trouble?

o Please turn OFF iMessage and FaceTime on the OLD phone

o On the NEW phone, Pease turn OFF iMessage and FaceTime.  Power cycle, then turn them