**Please make sure the end users know what their APPLE ID and PASSWORD are.  Not knowing this will delay their iPhone setup.**

End users are required to upgrade their current handsets iOS to the most recent iOS update for them to back up and restore properly.

Attached are some DOC’s to share with your end users.

You can also forward them the below info:

Ensure your current device has been backed up:

1.            Tap Back Up Now. Stay connected to your Wi-Fi network until the process completes.

2.            Make sure the backup finished by tapping Settings > iCloud > Storage > Manage Storage, and then select your device. The backup you just made should appear in the details with the time and backup size.

3.            Tap Back Up Now. Stay connected to your Wi-Fi network until the process completes.

4.            Make sure the backup finished by tapping Settings > iCloud > Storage > Manage Storage, and then select your device. The backup you just made should appear in the details with the time and backup size.

Restore the back up to your new device:

1.            Turn on your device, follow the prompts starting with swiping ‘Hello’

2.            The latest software is on your new iOS device

3.            Follow steps in the iOS Setup Assistant. Join a Wi-Fi network and follow steps until you see the Set-Up Device screen.

4.            Tap Restore from an iCloud Backup. Then sign into iCloud.

5.            Choose a backup. Look at the date and size of each and pick the most relevant. After you choose a backup, the transfer starts.

6.            If you've purchased iTunes or App Store content using multiple Apple IDs, you'll be asked to sign into each. If you can’t remember a password, you can tap Skip this Step and enter it later.

7.            Stay connected. If you disconnect from Wi-Fi before the process completes, the restore process pauses until you reconnect. Give the process time to finish. Restoring from a backup can take a while, depending on the size of the backup and the network speed.

For any additional assistance: Please use link below.

Use iCloud to back up wireless to the cloud. For more info refer to the below link:

<http://www.apple.com/support/iphone/backup/>

**Transferring your existing number to T-Mobile:** During the transition from the previous service provider your current number will be ported to T-Mobile.

**Before 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.
* Back up your old phone by following instructions at:
	+ Apple: <https://support.apple.com/en-us/HT203977>
	+ **Note:** Please make sure that you know your Apple ID & password. If you have forgotten one or both you can find additional support information here: <https://support.apple.com/apple-id> or dial 1-800-275-2273 to speak with someone from Apple.
* Please charge and set-up your new device and restore your saved data as follows:
	+ Using Apple Restore: <https://support.apple.com/en-us/ht204184> or <https://support.apple.com/en-us/HT201269>

**PORTING DAY**

* *We will be submitting ports at the end of the day for overnight porting.*
* There may be a 2-hour period of dual service. *Please note: it may take up to 24 hours for the port process to complete.*
* Once the port is completed, you will receive a text message to your new phone welcoming you to T-Mobile.
	+ Welcome Message that will display your phone number (confirmation that the port is completed)
* Example Text: “Welcome to T-Mobile @ Work! You have 24/7 support. See why business is better with the Un-carrier: t-mo.co/2ar4q06.  Your mobile number is xxx-xxx-xxx”
* Verify port has been completed:You may dial #NUM# (#686#) SEND to confirm your current phone number.
* Please power your new phone off & then back on once you receive the text message.
* You are now able to make and receive phone calls with your original number on your new device.

Please be aware of the following during the porting process:

* Your sim card/or phone is active with a temporary number until the port is completed.
* You will be able to make or receive calls using the temporary number while waiting for your port to complete. (You will not receive calls for your original number on the new phone until the port has been completed.)
* If during the process, you need to call 911 or any other emergency services, please stay on the line as they may not be able to call you back if the call is disconnected.

**Setting up voicemail (set up after the port has completed):**

Your T-Mobile service includes Voice Mail.  You may personalize your voice mailbox with your own greeting.  To do this you will need to press the #1 key for a few seconds.

* Listen to the voice prompts from the system.
* If prompted to enter your temporary password, enter the **last 4 digits of your mobile number**
* Set up a new password when prompted.
* Follow the prompts to set up your voice mail as you wish.
	+ To ensure that voicemail is fully set up you must listen to the entire voicemail set up.
	+ When this is completed the automated set up instructor will ask if you want to return to the voicemail box, select this option, make sure to return to the regular voicemail. Set up is now complete and you may hang up.
* If ever needed you can reset the voicemail password from the dialer by pressing #793# which will default to the last 4 digits of the active phone number on the device.
* If you need additional assistance with voicemail, please review our help page: <https://support.t-mobile.com/docs/DOC-1171>