



Department of Children and Family Services Office of Information Technology Services

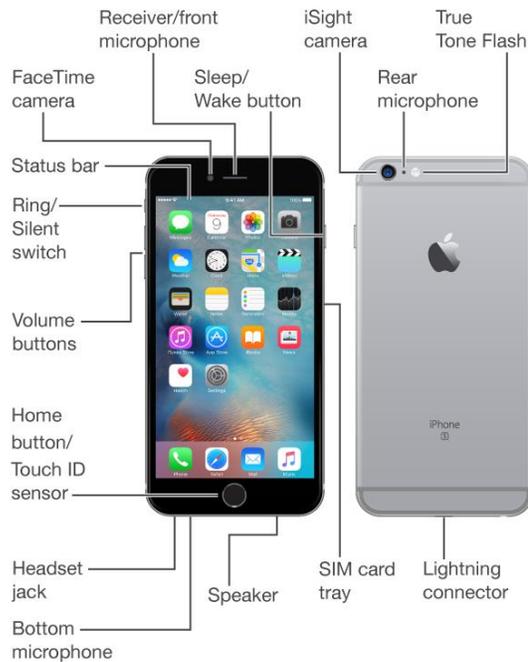
DCFS iPhone Quick Start

Written By: Barry Oliver	Original Date: 12/08/2015	Revision Date: 07/12/2016	Version: 1.1
-----------------------------	------------------------------	------------------------------	-----------------

iPhone Quick Start

This document is intended to assist in initial setup of an iPhone. It presupposes the user and device have already been set up in Mobile Iron.

iPhone button layout



Get started with iPhone

While setting up your device, you can start over at any point by pressing the Home button. If you are setting up a new device, proceed here. If you are setting up a device after having wiped it, go to the section “Set up after wipe.”

Turn on your device

You'll see "Hello" in many languages. Slide from left to right anywhere on this screen.

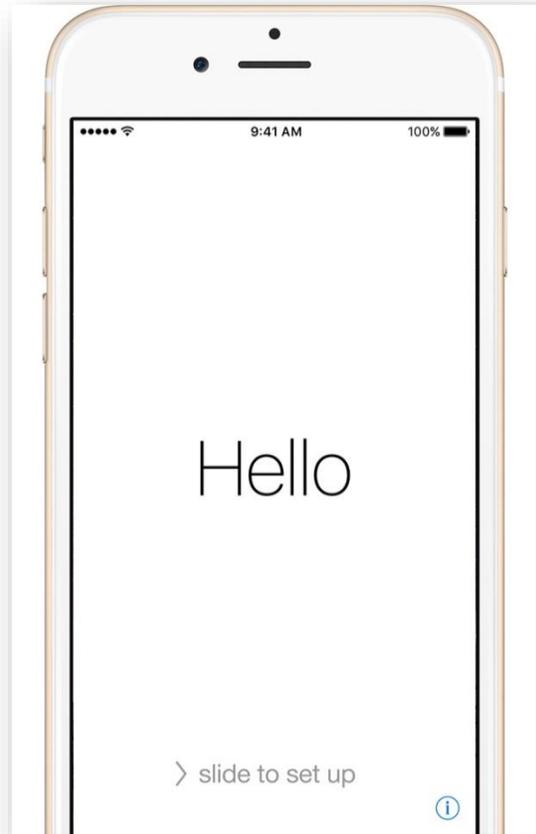
If you're blind or have low vision, you can turn on VoiceOver or Zoom from the Hello screen.

VoiceOver

- Press the home button three times quickly

Zoom

- To enable Zoom, use three fingers and double-tap the screen.
- To increase the level of Zoom, use three fingers to double-tap and hold, then move your fingers up or down on the screen to increase or decrease magnification.



To find your IMEI/MEID and ICCID, tap the  in the lower right corner of the screen. This number is required for the signature form and should be recorded at this time.

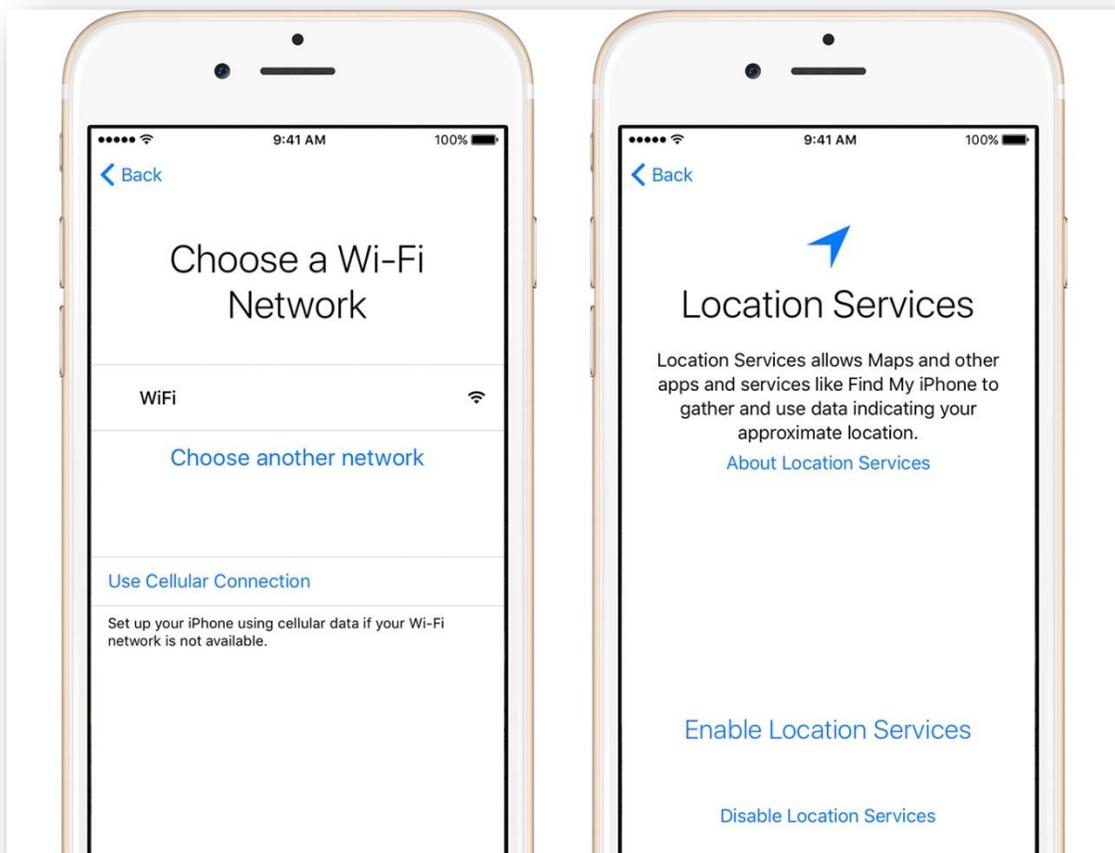
Select your language and country

When asked, choose your language. Then tap your country or region. This affects how information will look on your device, including date, time, contacts, and more.

Get online and choose Location Services

On the Choose a Wi-Fi network screen, scroll down if required and choose “[Use Cellular Connection](#)”

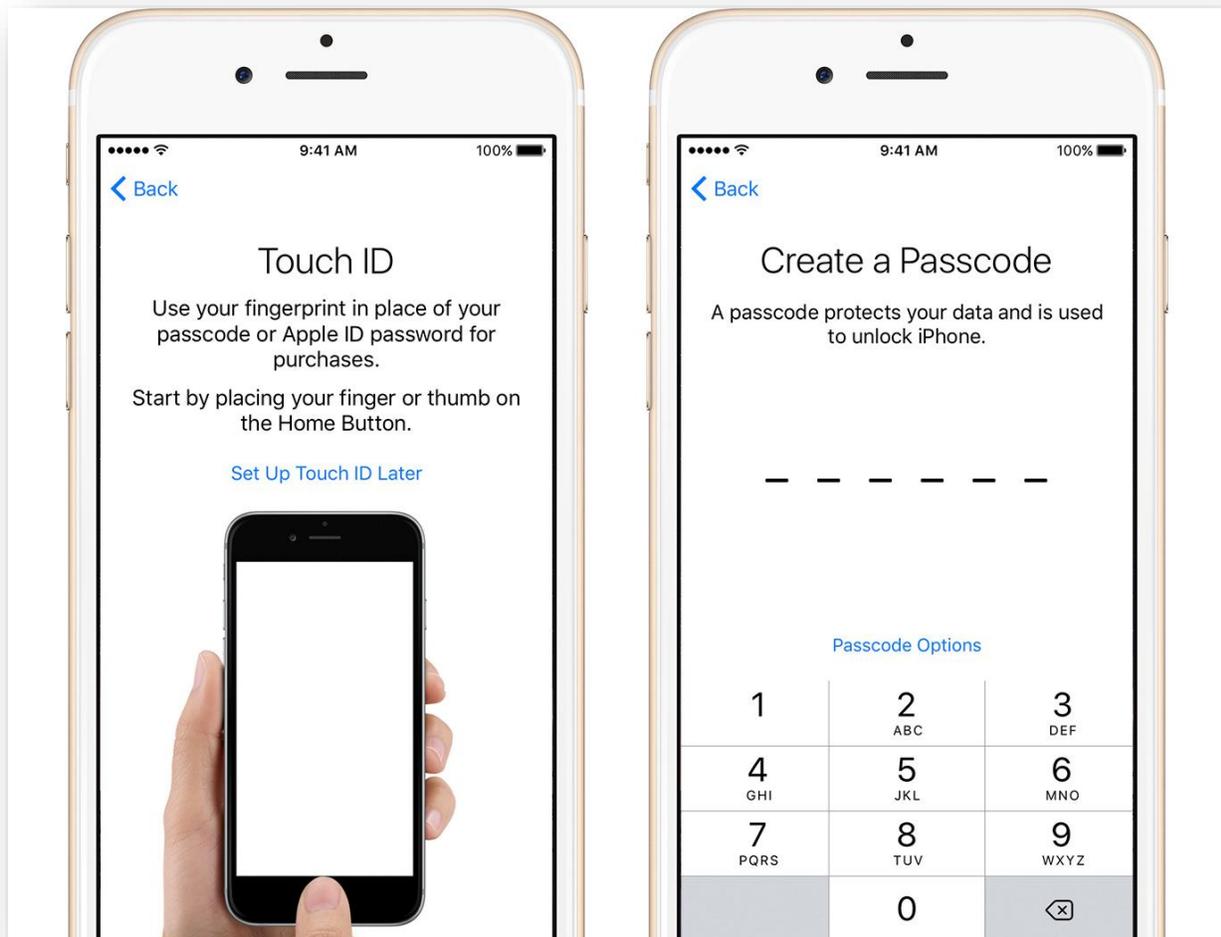
Then Choose [Enable Location Services](#), a feature you'll need for apps like [Maps](#).



Set up Touch ID and create a passcode

On some devices, you can set up Touch ID. With this feature, you can use your fingerprint to unlock your device.

Next, set a six-digit passcode to help protect your data. You'll need a passcode to use features like Touch ID and Apple Pay. If you'd like a four-digit passcode, custom passcode, or no passcode, tap Passcode Options.



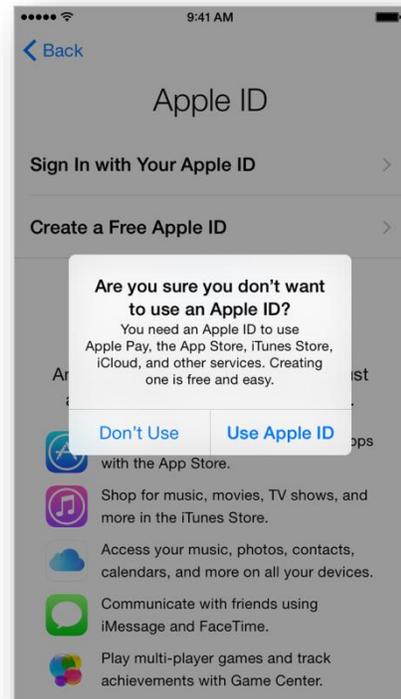
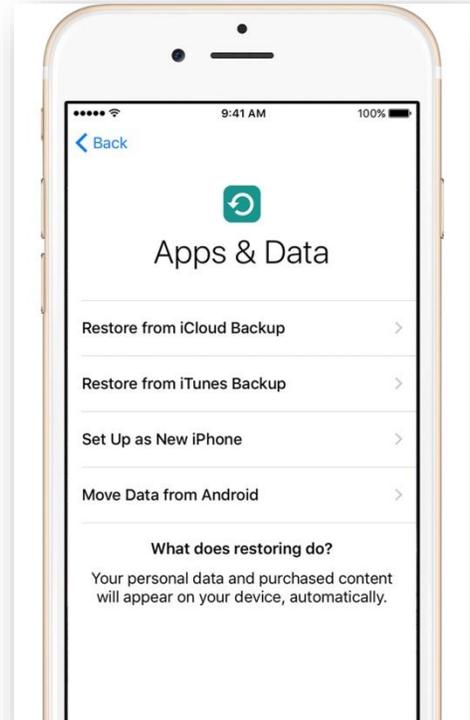
Apps and data

Choose **Set Up as New iPhone**. The other options are not supported on DCFS iPhones.

Apple ID

Skip this step by touching **Don't have Apple ID or Forgot it**, then **Set Up Later in Settings**, then touch **Don't Use**.

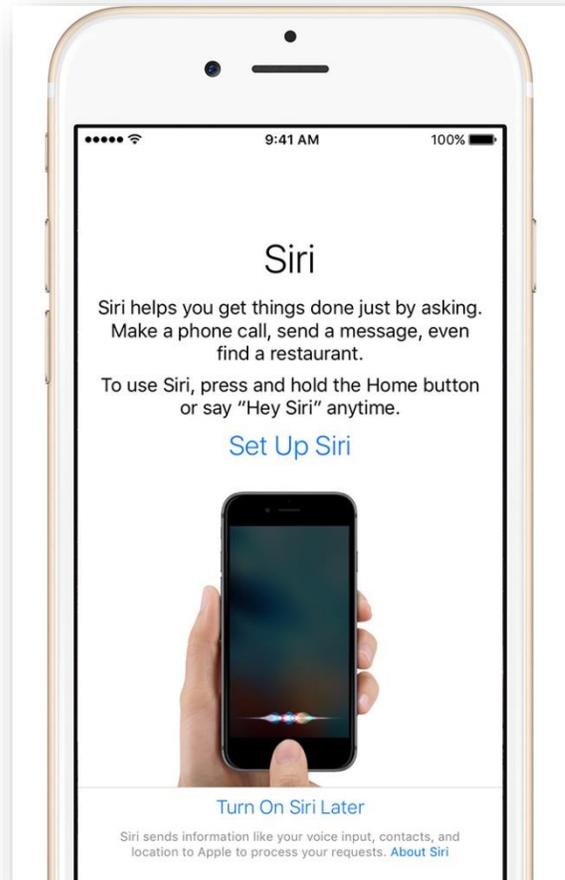
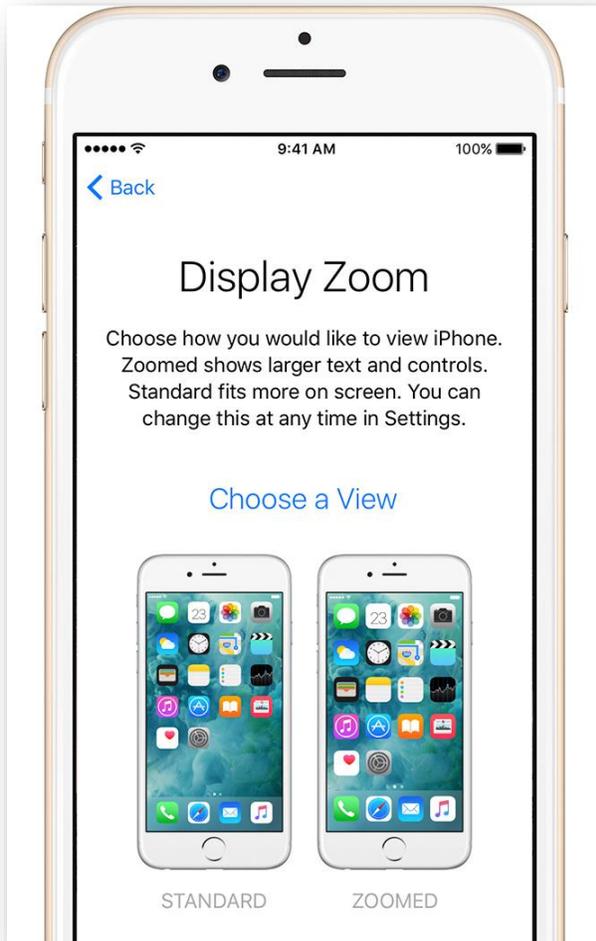
Functions requiring an Apple ID are not supported on DCFS iPhones.



You must then click agree twice to the Terms and Conditions

Set up Siri

Choose whether to use Siri. You will be asked to speak some phrases so that Siri can get to know your voice.



Choose settings for app analytics and display

Choose not to send Diagnostic and Usage information to app developers.

Next, choose between two display resolutions: Standard shows more on your screen, while Zoomed uses larger text and controls. Then tap Next to continue.

Last, tap Get Started.

Set up Call Forwarding

Turn on Call Forwarding from a Verizon phone

1. Dial ***72**.
2. Dial the phone number (including area code) where you want your calls to be forwarded to (e.g., *72-908-123-4567).
3. Press the Call button and wait for confirmation. You should hear a confirmation tone or message.
4. End your call.

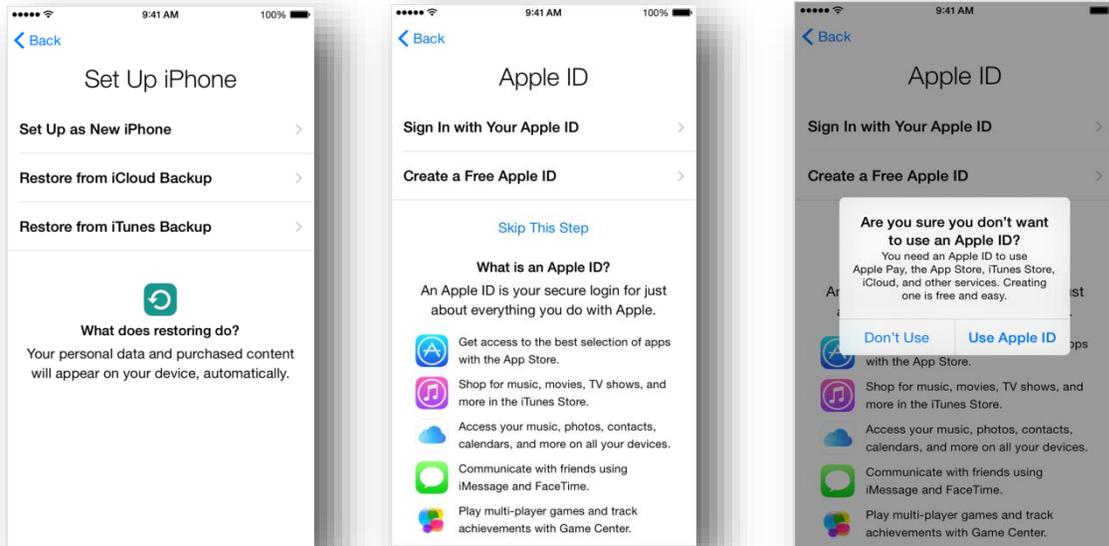
Turn off Call Forwarding from a Verizon phone

1. Dial ***73**.
2. Press the call button and wait for confirmation. You should hear a confirmation tone or message.
3. End your call.

Set up after wipe

Occasionally, it will be necessary to remotely wipe the iPhone, such as if the iPhone is believed to be lost, or if the software is suffering an unrecoverable malfunction. If a lost iPhone is found or OITS directs that your phone needs to be reset for diagnostic purposes, you will have to set it up again. If you are setting up a phone after having been wiped, the screens are similar to those detailed above, but not exactly the same. Follow the steps to complete the setup assistant. When prompted, select "Set Up as New iPhone." Then tap Next.

You should then Skip the Apple ID sign-in, by choosing **Skip This Step** and then **Don't Use**. You then may set up SIRI, etc.



Next you will need to call the OITS helpdesk (800-610-2089), on a different phone for assistance on reloading the DCFS app. When you call, ask for the Mobile Iron administrator (Currently Dave or Brian) and tell them your phone has been wiped. They will verify your phone then send you a text message with a link on the iPhone. When you touch that link, you will be prompted for a PIN number which the OITS staff will provide.