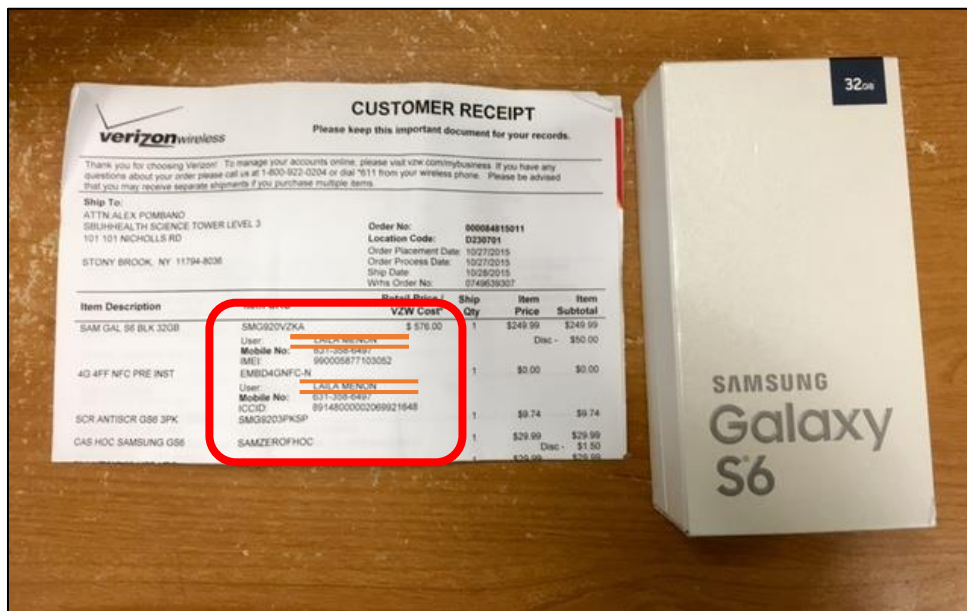


# Android to Android Swap

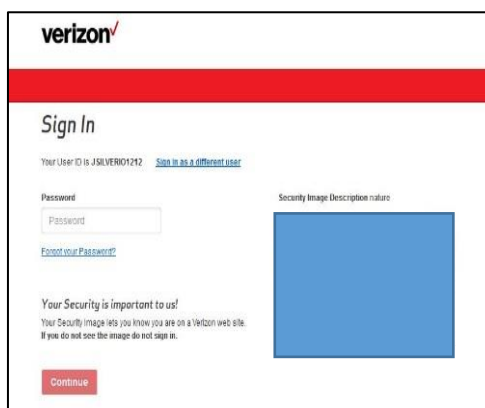
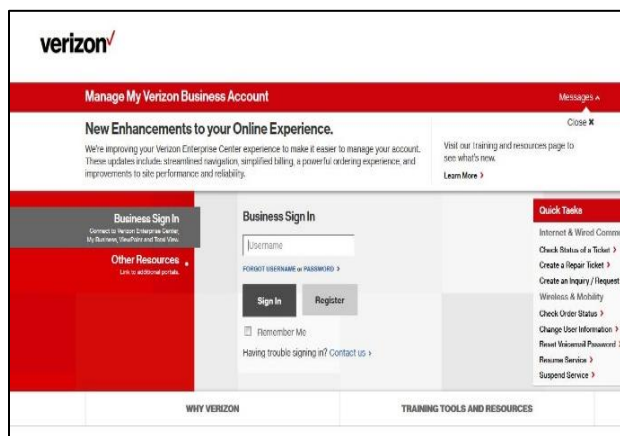
## Samsung Galaxy Replacement

### PART I

- Obtain a "Spare" Samsung Galaxy phone from stock.
- If applicable, turn off the user's existing Android / Galaxy phone.
- Take note of the IMEI and ICCID (SIM) which can be found on the customer receipt included with the phone. *Disregard the name and number on the receipt. The IMEI should match on the physical phone.*

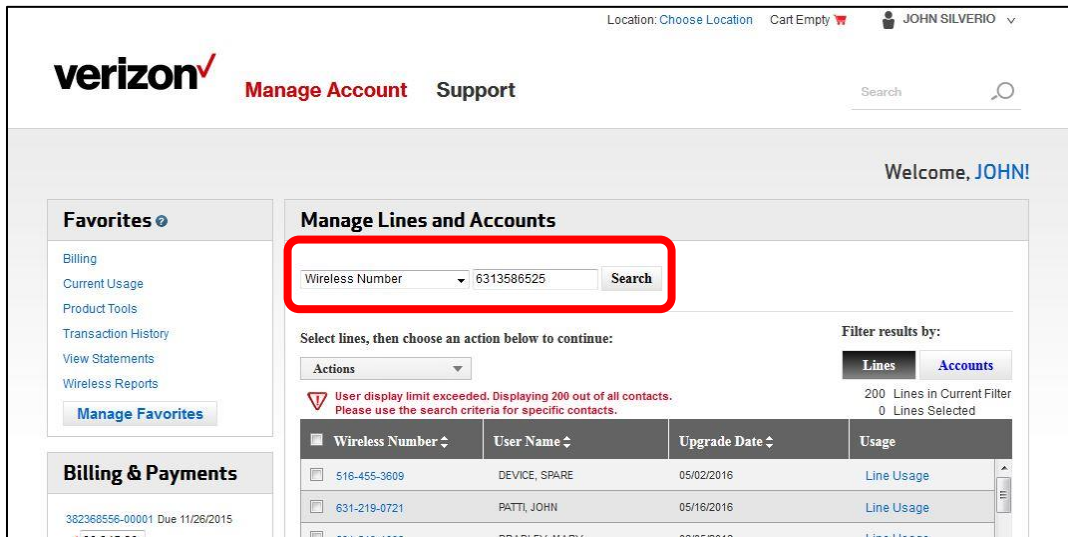


- Log in to Verizon Wireless My Business – <https://sso.verizonenterprise.com/amserver/sso/login.go>
  - Username
  - Password



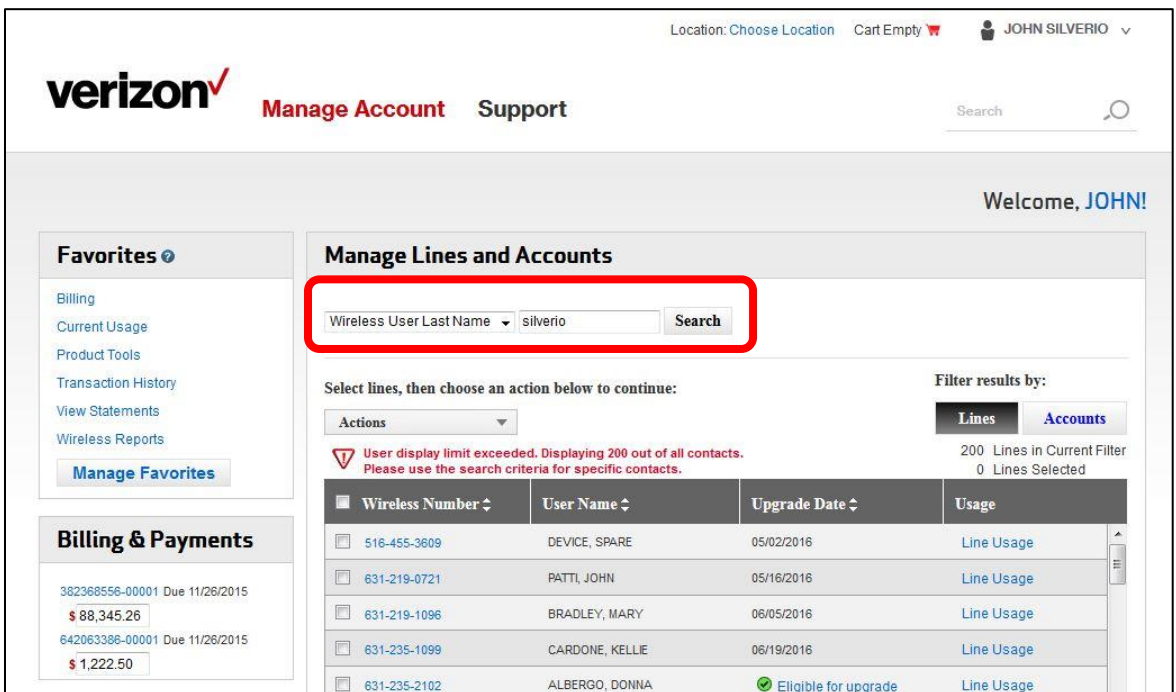
E. Search for the user's account by either...

a. Wireless Number



OR

b. User's Last Name



Then click **Search**

F. Click on the Wireless Number to show the Device Information page.

The screenshot shows the Verizon Manage Account interface. At the top, there's a navigation bar with 'verizon' logo, 'Manage Account', and 'Support'. A search bar is on the right. Below the navigation, a 'Welcome, JOHN!' message is displayed. On the left, there are 'Favorites' and 'Billing & Payments' sections. The main area is titled 'Manage Lines and Accounts'. A search filter for 'Wireless Number' is set to '6313586525'. Below the search, there's a table of results. The first row is highlighted with a red box, showing the wireless number '631-358-6525', user name 'SILVERIO, JOHN', and upgrade date '12/05/2015'. A red warning message states: 'User display limit exceeded. Displaying 200 out of all contacts. Please use the search criteria for specific contacts.'

G. Device Information page


The screenshot shows the Verizon Manage Account interface for a specific wireless number. The page title is 'Manage Wireless Numbers'. A summary bar shows: 'All 2921 Upgrade Eligible 1136 Suspended 99 Active 2822 3G Devices 1131 4G Devices 1790'. Below this, search criteria are shown as 'matched 1 lines'. The search filter is set to 'Wireless Number' with the value '631-559-7245'. A table lists the search results, with the first row selected. Below the table, the device information for '631-559-7245 | Silverio, John' is displayed. The device is a Samsung Galaxy S@ 5 16GB in Charcoal Black, upgraded on 02/08/2015. The user information includes Name: John Silverio, Wireless Number: 631-559-7245, Cost Center: 361385, User Email: DIANE.HERNANDEZ@STONYBROOKM.EDU, and Address: UHLV1 RM 730, STONY BROOK, NY, 11794.

H. Click [Activate](#) on Device ID


Wireless Number: 631-559-7245 | User Name: Silverio, John | Service Status: Active | Upgrade Date: Eligible for Upgrade | Account Number: 382368556-00001

631-559-7245 | Silverio, John

**Device Information** [Device Support & Troubleshooting](#)

 **Device Name:** Samsung Galaxy S® 5 16GB in Charcoal Black  
**Upgrade Date:** 02/08/2015 [Upgrade](#)  
**Device ID:** 990004809833950 [Activate](#)  
**SIM:** 8914800001490047312 [Replace 4G SIM](#)  
**Pin1:** 1111 **Pin1 Unlock Key:** 82420242  
**Pin2:** 9131 **Pin2 Unlock Key:** 23432868  
**Status:** Active [Suspend](#)

[Upgrade Device](#) [Call & Message Blocking](#)  
[Manage Call Forwarding](#)  
[Reset Voicemail Password](#)  
[Browse Products](#)

**User Information** 


**Name:** John Silverio [Edit](#)  
**Wireless Number:** 631-559-7245 [Edit](#)  
**Cost Center:** 361385 [Edit](#)  
**User Email:** DIANE.HERNANDEZ@STONYBROOKM [Edit](#)  
EDICINE.EDU  
**Wireless User ID:** [Edit](#)  
**Memo Bill Addresses:** [Edit](#)  
**Address:** UH LV1 RM 730 [Edit](#)  
STONY BROOK, NY, 11794  
Contact 1: 631-444-1472

If [Activate](#) on Device ID is dithered and cannot be clicked, check the Status. Click [Activate](#) on Status if Suspended.


Wireless Number: 631-559-7245 | User Name: Silverio, John | Service Status: Active | Upgrade Date: Eligible for Upgrade | Account Number: 382368556-00001

631-559-7245 | Silverio, John

**Device Information** [Device Support & Troubleshooting](#)

 **Device Name:** Samsung Galaxy S® 5 16GB in Charcoal Black  
**Upgrade Date:** 02/08/2015 [Upgrade](#)  
**Device ID:** 990004809833950 [Activate](#)  
**SIM:** 8914800001490047312 [Replace 4G SIM](#)  
**Pin1:** 1111 **Pin1 Unlock Key:** 82420242  
**Pin2:** 9131 **Pin2 Unlock Key:** 23432868  
**Status:** Active [Suspend](#)

[Upgrade Device](#) [Call & Message Blocking](#)  
[Manage Call Forwarding](#)  
[Reset Voicemail Password](#)  
[Browse Products](#)

**User Information** 

**Name:** John Silverio [Edit](#)  
**Wireless Number:** 631-559-7245 [Edit](#)  
**Cost Center:** 361385 [Edit](#)  
**User Email:** DIANE.HERNANDEZ@STONYBROOKM [Edit](#)  
EDICINE.EDU  
**Wireless User ID:** [Edit](#)  
**Memo Bill Addresses:** [Edit](#)  
**Address:** UH LV1 RM 730 [Edit](#)  
STONY BROOK, NY, 11794  
Contact 1: 631-444-1472

- I. Enter the new Device ID (15 digits) – also known as IMEI

Location: Choose Location Cart Empty JOHN SILVERIO

verizon Manage Account Support Search

Account Maintenance >

### Activate Equipment

Install Backup Assistant on the old device to easily transfer the contact list to the new device. Backup Assistant is a free Verizon Wireless service. [Learn More](#)

[Install Backup Assistant](#) [Email Backup Assistant Install Instructions](#)

\* Required Field

#### Activate Equipment for 1 Line

Enter the Device ID to activate equipment for the user below.

Wireless Number	User Name	Current Device	Activate SIM only	Enter New Device ID*	Need Help
1 631-358-6525	JOHN SILVERIO		<input type="checkbox"/>	<input type="text" value="356965063838381"/>	

- J. Click Continue. “Device ID valid for activation” with a green check mark should appear.
- K. 4G SIM Cards Required dialog box will appear. *Select I have a SIM Card for the device* and click Continue.

Location: Choose Location Cart Empty JOHN SILVERIO

verizon Manage Account Support Search

Account Maintenance >

### Activate Equipment

Install Backup Assistant on the old device to easily transfer the contact list to the new device. Backup Assistant is a free Verizon Wireless service. [Learn More](#)

[Install Backup Assistant](#) [Email Backup Assistant Install Instructions](#)

\* Required Field

#### Activate Equipment for 1 Line

Enter the Device ID to activate equipment for the user below.

Wireless Number	User Name	Current Device	Activate SIM only	Enter New Device ID*	Need Help
1 631-358-6525	JOHN SILVERIO		<input type="checkbox"/>	<input type="text" value="356965063838381"/>	Device ID valid for activation

4G SIM Cards Required

The device requires a SIM card.

I have a SIM card for the device.

I need to order a SIM card.

Cancel Continue

Cancel Continue

L. Enter the SIM card number (20-digit ICCID) and click Continue.

Location: Choose Location Cart Empty JOHN SILVERIO

**verizon** Manage Account Support Search

### Activate Equipment

Enter Device ID | **Enter SIM ID** | Review and Confirm

\* Required Field

#### 4G SIM Cards Required

Enter the SIM card ID in the text boxes provided below

Wireless Number	User Name	New Device	Enter SIM Card Number*	Remove
1 631-358-6525	JOHN SILVERIO*	iPhone 5S Space Gray 16GB	<input type="text" value="12345678901234567890"/>	

[Remove Selected](#)

[Cancel](#) [Go Back](#) [Continue](#)

M. Add / Change Features

a. Select "Will not use the device(s) while roaming internationally"

[Account Maintenance](#) >

### Add / Change Features

Select Features | Review Selections | Confirmation

Device ID 356965063838381 is not compatible with your current features and requires a change of features.

JOHN SILVERIO - 631-358-6525 [View Line Details](#) Complete

**Need help choosing data and calling features?**  
Select an option below & the correct features will be applied.

Use the device(s) while roaming internationally.  Will not use the device(s) while roaming internationally.

**Included Features**  
The Included features have either been pre-selected by your company or are part of your current plan selection.

Without Charge

#### Text Feature

800 Text, Picture, and Video Messages	\$0.00	<input checked="" type="radio"/>
Block Messaging	\$0.00	<input type="radio"/>
100 Texts, Pictures & Video Messages	\$0.00	<input type="radio"/>

N. Scroll down to Block Services. Make sure all have check marks except for Block Verizon Cloud

		Total Equipment Coverage	\$9.99	<input type="radio"/>
<b>Block Services</b>				
Block unwanted incoming text, picture or video messages . It's never been easier.	Block Application Downloads	\$0.00	<input checked="" type="checkbox"/>	
	Block Ringback Tone Purchase	\$0.00	<input checked="" type="checkbox"/>	
	Block V CAST Music	\$0.00	<input checked="" type="checkbox"/>	
	Block Premium Text Message	\$0.00	<input checked="" type="checkbox"/>	
	Block Picture and Video Messaging	\$0.00	<input checked="" type="checkbox"/>	
	Block Verizon Cloud	\$0.00	<input type="checkbox"/>	
<b>Push to Talk</b>				
A two-way communication service that enables your device to work like a	Custom PPT Plus Basic 4G ENT	\$2.00	<input type="checkbox"/>	
	Custom PTT Plus Basic 4G	\$0.00	<input type="checkbox"/>	

O. Scroll down and click **Continue**

<b>Maps and Driving Services</b>			
VZ Navigator is your full service mobile navigation application right on your cell phone or tablet.	Get your 1st month FREE. VZ Navigator <sup>SM</sup> with Real-Time Traffic	\$4.99	<input type="checkbox"/>
<b>Additional Features</b>			
Consider adding these additional features to help you manage your business.	SHARE NAME ID	\$0.00	<input type="checkbox"/>
<b>Text, Picture, and Video Messaging</b>			
Send and receive short messages, pictures and videos through your mobile device.	Call & Messaging Block	\$0.00	<input type="radio"/>
<a href="#">clear</a>			
<a href="#">Cancel</a> <a href="#">Back</a> <a href="#">Continue</a>			

P. Review and Confirm. Scroll down...

Add the email address [SBMIT\\_MOBILE\\_COMMUNICATIONS@STONYBROOKMEDICINE.EDU](mailto:SBMIT_MOBILE_COMMUNICATIONS@STONYBROOKMEDICINE.EDU) in the additional email section to receive confirmation of changes being made to the device.

Location: [Choose Location](#) Cart Empty JOHN SILVERIO

**verizon** [Manage Account](#) [Support](#)

[Account Maintenance](#) >

## Activate Equipment

Enter Device ID    Enter SIM ID    Plan/Feature Changes    **Review and Confirm**

### Review and confirm

Please review your order and information below and click "Submit Order" to confirm.

**JOHN SILVERIO - 6313586525**

Current Device/Plan		New Device/Plan	
<b>Device</b>		<b>Device</b>	
Device ID: 0138800014832415		iPhone 5S Space Gray 16GB	
SIM ID: 89148000001609219810		Device ID: 356965063838381	
		SIM ID: 89148000001856902001	
<b>Plan</b>	<b>Monthly Fee</b>	<b>Plan</b>	<b>Monthly Fee</b>
AMERICA'S CHOICE II 200 NATL. SHR. EMAIL & DATA 5GB	\$34.99		

Device ID: 0138800014832415 SIM ID: 89148000001609219810	iPhone 5S Space Gray 16GB Device ID: 356965063838381 SIM ID: 89148000001856902001
---	---

### Order Confirmation

Please confirm email address(es) to receive order confirmation emails:

Requestor \*

You may also enter additional email address(es) to receive the order confirmations below.

[Add More](#)

Click **Submit**



Q. Click **Start a New Transaction**


[Account Maintenance >](#)  
**Activate Equipment**


Enter Device ID | Enter SIM ID | Plan/Feature Changes | **Review and Confirm**


**Thank You**

Your confirmation number for reference is [MB162499022](#)  
Your request to activate the equipment has been submitted. The updates will be reflected shortly.  
A copy of the confirmation email will be sent to [JOHN.SILVERIO@STONYBROOKMEDICINE.EDU](mailto:JOHN.SILVERIO@STONYBROOKMEDICINE.EDU).

**Have more to do?**

**Device Support**  
 Get to know your device by viewing helpful setup instructions.  
[View Now>>](#)

**Change User Information**  
 Edit the name, address, cost center and other important.  
[Change Now>>](#)

**Must Have Accessories**  
 Verizon Wireless offers exclusive low prices on essential accessories.  
[Shop Now>>](#)

**JOHN SILVERIO - 6313586525**

**Current Device/Plan**

<b>Device</b>	
Device ID: 0138800014832415	
SIM ID: 89148000001609219810	
<b>Plan</b>	<b>Monthly Fee</b>
AMERICA'S CHOICE II 200 NATL SHR EMAIL & DATA 5GB	\$34.99
EMAIL&DATA 5GB SHR \$.0000095KB	\$ 0.00
800 Text, Picture, and Video Messages	\$ 0.00
<b>Features</b>	<b>Monthly Fee</b>
<a href="#">Caller ID</a>	\$0.00
BUSY TRANSFER	\$0.00
<a href="#">Conference Calling</a>	\$0.00
CALL DELIVERY	\$0.00
<a href="#">Call Waiting</a>	\$0.00
<a href="#">No Answer / Busy Transfer</a>	\$0.00
<a href="#">Call Forwarding</a>	\$0.00
<a href="#">Unlimited IN Calling</a>	\$0.00
4G DATA TRANSPORT	\$0.00

**New Device/Plan**



<b>Device</b>	
iPhone 5S Space Gray 16GB	
Device ID: 356965063838381	
SIM ID: 89148000001856902001	
<b>Plan</b>	<b>Monthly Fee</b>
AMERICA'S CHOICE II 200 NATL SHR EMAIL & DATA 5GB	\$34.99
<a href="#">800 Text, Picture, and Video Messages</a>	\$0.00
<b>Features</b>	<b>Monthly Fee</b>
EMAIL&DATA 5GB SHR \$.0000095KB	\$0.00
<a href="#">Caller ID</a>	\$0.00
BUSY TRANSFER	\$0.00
<a href="#">Conference Calling</a>	\$0.00
CALL DELIVERY	\$0.00
<a href="#">Call Waiting</a>	\$0.00
<a href="#">No Answer / Busy Transfer</a>	\$0.00
<a href="#">Call Forwarding</a>	\$0.00
<a href="#">Unlimited IN Calling</a>	\$0.00

IPHONE 5S SPACE GRAY 16GB  
Device ID: 356965063838380  
SIM ID: 89148000001856902001

IPHONE 5S SPACE GRAY 16GB  
Device ID: 356964061952617  
SIM ID: 89148000001609219810

[Print Confirmation](#) [Start a New Transaction](#)

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[Website Terms of Use](#)

  [Click for Review](#)

R. Turn the phone on.

Troubleshooting:

1. If you get the message "Could Not Sign In", reboot the phone and try again.
2. Activation may take longer than 5 minutes. Refer to Verizon Tech Support for any issues during the activation process. <http://infrastructure.uhmc.sunysb.edu/Helpdesk/verizon.htm>