# Android to Android Swap

Samsung Galaxy Replacement

### PART I

- A. Obtain a "Spare" Samsung Galaxy phone from stock.
- B. If applicable, turn off the user's existing Android / Galaxy phone.
- C. Take note of the <u>IMEI</u> and <u>ICCID</u> (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.*

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Thank you for choosing Veriat questions about your order ple that you may receive second	er. To manage your accounts online, pl ase call in at 1-800-922-0204 or dial % alugnants if you purchase multiple term	ease visit vzw.com/mybusine 11 from your wireless phone is	es If you have a Please be advi	220		
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- D. Log in to Verizon Wireless My Business <u>https://sso.verizonenterprise.com/amserver/sso/login.go</u>
  - a. Username
  - b. Password

Manage My Verizon Busine	ss Account	Messages A
New Enhancements to you We're improving your Verizon Enterprise These updates include: streamtired new improvements to site performance and	our Online Experience. Center experience to make it easier to manage your account, gation, simplified billing, a powerful ordering experience, and elability.	Close X Visit our fraining and resources page to see what's now. Learn More 3
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- E. Search for the user's account by either...
  - a. Wireless Number

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OR

b. User's Last Name



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

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verizon M	anage Account Su	oport		Search	.0
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G. Device Information page

Verizon Manage Account Support			🛔 JOHN SILVERIO 🗸
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Device ID: 990004809833950 Activate	Cost Center:	361385 Edit	
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Pin1: 1111 Pin1 Unlock Key: 82420242	Wireless Hear ID:	Edit	
Pin2: 9131 Pin2 Unlock Key: 23432868	Memo Bill Addresses:	Edit	
Status:         Active         Suspend           Upgrade         Call & Message Blocking         Manage Call Forwarding	Address:	UH LV1 RM 730 STONY BROOK , NY, 11794 Contact 1: 631-444-1472	Edit



If Activate on Device ID is dithered and cannot be clicked, check the Status. Click Activate on Status if Suspended.

O Wi	reless Number	User Name	Service St	atus U	ograde Date 🗕	Account Number	
<b>6</b> 3	1-559-7245	Silverio, John	Active	٥	Eligible for Upgrade	382368556-00001	
<mark>631-5</mark>	59-7245   ·	Silverio, John					
Device	Information	Device Support & TroubleShooting		User Informati	ion		H
1245	Device Name:	Samsung Galaxy S® 5 16GB in	Charcoal Black	Name:	John Silverio Edit		
	Upgrade Date:	02/08/2015 Upgrade		Wireless Number:	631-559-7245 Edi	t	
	Device ID:	990004809833950 Activate		Cost Center:	361385 Edit		
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	Pin1:	1111 Pin1 Unlock Key: 82420	0242		EDICINE EDU		
	Pin2:	9131 Pin2 Unlock Key: 2343	2868	Wireless User ID:	Edit		
	Status:	Active Suspend		Memo Bill Addresse:	ITHIVIRM 730	Edit	
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Install Backup Assistant of the Install Backup Assistant Required Field Activate Equipment f Enter the Device ID to activ Wireless Number Us 1 631-358-6525 ID	Email Back Email Back or 1 Line ate equipment f	or the user below. Current Device	Activate SIM only 2 En	Iter New Device ID* Need Help			

- 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.

verizon Manage A	ccount Support		Search
, in the second s	4C SIM Cards Required	Class	
ccount Maintenance >	40 Sim Galus Required	<u></u>	
Activate Equipment	The device requires a SIM card.		
install Backup Assistant on the old device to easily tr	<ul> <li>I have a SIM card for the device.</li> <li>I need to order a SIM card.</li> </ul>		s service. Learn More
instan backup Assistant		Cancel Continue	
Required Field			
Activate Equipment for 1 Line			
Enter the Device ID to activate equipment for the us	er below.		
Wireless Number User Name Curre		r New Device ID* Need Help	
1 631-358-6525 JOHN SILVERIO	356	965063838381 🕜 Device ID va	lid for activation

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

			Location: Choose L	ocation Cart Empty 🦷	JOHN SILVERIO V
verizon	√ Manage	e Account S	upport	Se	arch "O
ctivate Equipn	nent				
Enter	Device ID		Enter SIM ID	Review and C	Confirm
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4G SIM Cards Requ	ired				
Enter the SIM card ID in t	he text boxes provideo	I below			
Wireless Number	User Name	New Device	Enter SIM Card Number*		Remove
1 631-358-6525	JOHN SILVERIO"	iPhone 5S Space Gray 16GB	12345678901234567890		
					Remove Selected
				Cancel	Co Back Continue

## M. Add / Change Features

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

Add / Change Features				
Select Features	Review Selections	Confirmation	1	
A Device ID 35696506383838	1 is not compatible with your current features ar	nd requires a change of features.		
JOHN SILVERIO - 631-358-6525	View Line Details		Co	mplete 🕸
Need help choosing data an	d calling features?			
Need help choosing data and Select an option below & the correct Use the device(s) while roamin	d calling features t features v <mark>i</mark> be applied. a internation liv. ○ Will not use the device(s) while roa	aming internationally.		
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Need help choosing data and Select an option below & the correr <ul> <li>Use the device(s) while roamin</li> </ul> Included Features         The Included features have either <ul> <li>Without Charge</li> </ul> Text Feature	d calling features 0 It features vil be applied. g internation II. © Will not use the device(s) while roa been pre-selected by your company or are part of your co 800 Text, f	aming internationally. urrent plan selection. Picture, and Video Messages	\$0.00	0
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N. Scroll down to Block Services. Make sure all have check marks except for Block Verizon Cloud

	Block Application Downloads	\$0.00	
	Block Ringback Tone Purchase	\$0.00	
Block upwanted incoming text picture eruideo messages. It's payer	Block V CAST Music	\$0.00	<b>V</b>
been easier.	Block Premium Text Message	\$0.00	
	Block Picture and Video Messaging	\$0.00	
	Block Verizon Cloud	\$0.00	

## O. Scroll down and click Continue

Navigator is your full service mobile navigation application right on	Get your 1st month FREE.	\$4.99		8
	VZ Navigator*** with Real-Time Trainc			202
Iditional Features				
onsider adding these additional features to help you manage your isiness.	SHARE NAME ID	\$0.00		
and and receive short messages pictures and videos through your	Call & Messaging Block	\$0.00	O	
end and receive short messages, pictures and videos through your obile device.	Call & Messaging Block	\$0.00	0	
	8		ciear	

P. Review and Confirm. Scroll down...

Add the email address <u>SBMIT\_MOBILE\_COMMUNICATIONS@STONYBROOKMEDICINE.EDU</u> in the additional email section to receive confirmation of changes being made to the device.

verizon / Manag	ge Account Support	Location: Choose Location Car	t Empty 🐂 🔮 JOHN SILVERIO Search 📿
			3
<sub>count Maintenance</sub>			
Enter Device ID	Enter SIM ID	Plan/Feature Changes	Review and Confirm
Review and confirm			
Please review your order and information belo	ow and click "Submit Order" to confirm.		
JOHN SILVERIO - 6313586525			
Current Device/Plan		New Device/Plan	
Device Device ID: 0138800014832415		Device iPhone 5S Space Gray 16GB Device ID: 356965063838381	
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Device ID: 0138800014832415 SIM ID: 89148000001609219810		Device ID: 356965063838381 SIM ID: 89148000001856902001	
rder Confirmation			
ease confirm email address(es) to receive or	der confirmation emails:		
QUESTOR * JOHN.SILVERIO@STONYBRC	UKMEDICINE.EDU 🔻		
u may also enter additional email address(es	) to receive the order confirmations bel	IOW.	
SBMIT_MOBILE_COMMUNICATIONS@STONYBRC	OKMEDICINE.EDU		
d More			

Click Submit

	er SIM ID	Plan/Feature Changes	Revi	ew and Confirm	
Thank You					
ur confirmation number for reference is MB162499022					
ur request to activate the equipment has been submitted. T	he updates will be refl	ected shortly.			
copy of the confirmation email will be sent to JOHN SILVERI	0@STONYBROOKME	DICINE EDU			
ave more to do?					
evice Support	Change User Info	rmation	Must Have Accessor	ies	
Get to know your device by viewing helpful setup instructions.		Jit the name, address, cost center and ner important.		Verizon Wireless offers exclusive low prices on essential accessories.	
				prices on essential accessories.	
View Now>>	Char	ge Now>> Shop		Now>>	
JUHN SILVERIU - 63 13586525		New Davis //Dian			
urrent Device/Plan		New Device/Plan			
Device		Device			
Duice ID: 0120000014022415		iPhone 5S Space Gray 16GB Device ID: 356965063838381			
SIM ID: 89148000001609219810		SIM ID: 891480000018569020	01		
Plan	Monthly Fee	Disc		Read to Free	
AMERICA'S CHOICE II 200 NATL SHR EMAIL & DATA 5GB	\$34.99	MERICA'S CHOICE II 200 NATI SHR EMAIL & DATA 500		Monthly Fee	
EMAIL&DATA 5GB SHR \$.0000095KB	0000095KB \$ 0.00		AMERICA'S CHOICE II 200 NAI'L SHR EMAIL & DAIA 5GB		
800 Text, Picture, and Video Messages	\$ 0.00	BOO TEXT FICTURE, and VIGEO ME	<u>1999729</u>	<b>40.00</b>	
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Caller ID	\$0.00	EMAIL &DATA 5GB SHR \$ 0000	095KB	\$0.00	
BUSY TRANSFER	\$0.00	Caller ID		\$0.00	
Conference Calling	\$0.00	BUSY TRANSFER		\$0.00	
CALL DELIVERY	\$0.00	Conference Calling		\$0.00	
Call Waiting	\$0.00	CALL DELIVERY		\$0.00	
No Answer / Busy Transfer	\$0.00	Call Waiting		\$0.00	
Call Forwarding	\$0.00	No Answer / Busy Transfer		\$0.00	
Unlimited IN Calling	\$0.00	Call Forwarding		\$0.00	
4G DATA TRANSPORT	\$0.00	Unlimited IN Calling		\$0.00	
PHONE 55 SPACE GRAY 16GB Device ID: 356965063838380		Device ID: 356964061952617			
Device ID: 356965063838380	IM ID: 89148000001856902001				

#### 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. <u>http://infrastructure.uhmc.sunysb.edu/Helpdesk/verizon.htm</u>