# <u>BOOST MOBILE</u> <u>APPLE iPHONE 5c / 5s / 4s</u> <u>Training Guide</u>

### **Boost Mobile – General Training Topics**

- REMINDER: There are NO Exclusive iPhone rate plan Discounts available for Boost Mobile similar to Virgin Mobile
- A Bookmark for "Boost My Account" WILL BE in the Safari Browser Bookmark. This is different than the Virgin Mobile iPhones where the "Virgin My Account" was NOT in the Bookmark.
- Monthly plans available for iPhone 4s, 5c and 5s. PLEASE NOTE: ALL iPhone devices are eligible for shrinking payments. Rate Grid below:



- No Mobile Hotspot available on iPhone 4s, 5c and 5s. Hotspot will NOT be offered at this time on any of the iPhone 4s, 5s and 5c devices
- Unlike other LTE phones to-date, Boost Mobile iPhone **5c and 5s devices will NOT** have the UICC card pre-inserted. In order for the device to activate, the rep must insert the UICC card into the handset at the point of sale.
  - UICC cards are shipped/received separately from iPhone inventory
- The UICC card for Virgin Mobile 5c and 5s are the same for Boost iPhone devices also
- Customers who request a new or replacement UICC card should be referred to the Boost Mobile Customer Care or you can call your Dealer Line to request the UICC card for your customer.
  - Note: the only reason a replacement card would be needed is in the case that a customer has removed their card and either lost or physically damaged it. These cards do not hold any customer data (contacts or otherwise) and there's no need to remove it from the handset.

### <u>CUSTOMERS MUST DISABLE ACTIVATION LOCK ON APPLE PRODUCTS WITH iOS7</u>

If a customer needs to return Apple equipment or for any service related requests, the customer must disable activation lock on Apple Products with iOS7.

 Activation Lock: is automatically enabled as part of Find My iPhone in iOS7; this ties a customer's iPhone to their Apple ID. A customer is required to enter their Apple ID and password to delete their iCloud account, reset their device, or overwrite and restore a device through iTunes.

Before accepting a customer's device for service or any return, exchange or buyback, the customer MUST disable the Find My Phone Activation Lock.

- The customer is required to enter their Apple ID and password to complete these steps.
- If they do not remember their Apple ID and/or Password, they will be prompted to recover them before completing the steps to disable the Activation Lock.

Required - How to Disable the Find My Phone Activation Lock When Customer Returns An iPhone:

Customers must perform one of the following three methods before returning the iPhone. The first method is the preferred method.

1. Erase All Content and Settings on the device.

- Tap Settings > General > Reset.
- Tap Erase All Content and Settings
- The device will reset.
- 2. Delete the iCloud account for the device via Settings > iCloud.

3. Go to www.icloud.com/find to erase the device remotely and remove it from the customer's account.

- Following are the recommended methods to unbrick / activate the device:
  - Wi-Fi
  - iTunes

(Note: the prepaid iPhone 5c and 5s cannot be unbricked / activated via cellular, which is different from iPhone 5 which can still be done over the cellular band also. This feature will be available in future inventory or 5c and 5s iPhones).

- If using iTunes, please make sure you have updated your iTunes to the latest version 11.1 available or you will **NOT** be able to unbrick / activate the iPhones since this is a requirement for **ALL** iPhones using **iOS7**.
- With iOS7 (upgrade for previous handsets and new 4s, 5c and 5s), Apple has defaulted the "Send as SMS" setting to "off". This could impact customers' ability to automatically send a text

message to an iMessage customer. IF iMessage fails, a customer will receive an "Undelivered" error.

### • SOLUTION:

- Tap on the "Undelivered" status and choose "Send as SMS".
- Advise customers to change the default setting of "Send as SMS" to "On".

#### HANDSET INSURANCE AND APPLECARE+

Boost Mobile iPhones are also eligible for the Handset Insurance through Assurant. Below are the differences between what is covered under each program. Please make customers aware of both options.

Customers CAN purchase either program or can opt to purchase BOTH at the same time. Customers will have the option to decide where to direct their device service based on cost savings.

Phone Insurance and AppleCare+ programs are similar, but key differences include:

- Program pricing: \$5 MRC vs. \$99 upfront fee
- Incident coverage and damage categorization
- Per incident price points

A	AppleCare+		No AppleCare+ Coverage -
\$99 L	Jpfront one-time Fee		Standard OEM Warranty
Tech Support <ul> <li>Triage</li> <li>Advanced tech support</li> </ul>		\$0 for 2 years	<ul><li>\$0 for 90 days</li><li>\$29 beginning day 91</li></ul>
Green (iPhone 4s)       G         In-store Apple       In         •       Warranty exchange (Phone doesn't power on or charge, phone resets)         •       Bright or dead pixels         •       Bright or dead pixels         •       Bright or dead pixels         •       Back housing cracks         •       Single LCD fracture         •       Debris under display glass         •       Hairline two-leg display fracture	Green (iPhone 5c and 5s) n-store Apple • Warranty exchange (Phone doesn't power on or charge, phone resets) • Debris under display glass • Pixel Anomaly • Single Hairline Crack to the Front Glass or Back Inlay	\$0 for 2 years	<ul> <li>\$0 for 1 year</li> <li>After 1 year:</li> <li>\$199 iPhone 4s</li> <li>\$269 iPhone 5c and 5s</li> </ul>
Yellow (iPhone 4s) In-store Apple Damaged dock connector or enclosures (bent pins, broken plastic or bent bezel) Damage to ports or audio jack Extreme abrasion, puncture holes, button damaged or missing from drop Multiple LCD fractures Liquid damage or corrosion	<ul> <li>/ellow (iPhone 5c and 5s)</li> <li>n-store Apple <ul> <li>Damaged lightning</li> <li>connector (bent pins,</li> <li>broken plastic or bent</li> <li>bezel)</li> </ul> </li> <li>Damage to audio jack or speaker grill</li> <li>Extreme abrasion, puncture holes, button damaged or missing from drop</li> <li>Any LCD fractures</li> <li>Any chips or fractures in glass</li> <li>Liquid damage or corrosion</li> </ul>	\$79 (iPhone 4s 8GB, 5c, 5s)	<ul> <li>\$199 iPhone 4s</li> <li>\$269 iPhone 5c and 5s</li> </ul>
Red (iPhone 4s, 5c and 5s)         Unit disassembled by customer         Missing parts         Catastrophic damage         Counterfeit or non-OEM parts (ir         Lost or stolen	ncluding after-market displays)	No Coverage MSRP	No Coverage MSRP

Phone Insurance		
\$5 MRC		
Warranty support through OEM – Standard Warranty		
Insurance Claim @ Assurant Lost Stolen Damage Cracked screen or housing Flip/keyboard separated Total device failure (DBR) Circuit board damage Liquid damage/corrosion Smashed device	Deductibles: • \$175	

There will be a standard \$175.00 deductible for the iPhones under this program.

#### SALES PORTAL FLOW FOR HANDSET INSURANCE AND APPLECARE+

When the customer is processing activation, the following pops when the user gets to the **Choose Your Plan** screen.



Exiting the popup will allow the customer to select the Assurant Insurance if desired.

If selected then the Phone Insurance Selected popup appears

12	Select Equipment Insurance: (pick many)
	S \$5 Phone Insurance
	02507

PopUp



After the Assurant Insurance selection is completed or if Assurant Insurance is not selected, then the transaction will continue through the **Review Your Selections & Make Payment** screens. The AC+ Notification Pop occurs when the **Complete Your Activation** screen is presented.

Account Internation	
Deset Noble Prone Number: 9404897055	
AppleCare+ Protection	
Your device is eligible for AppleCare+ Protection.	
Please contact Boost Care at 888-266-78400 within 24 hours of activation or visit your local Apple Retail Store within 30 days of activation to purchase AppleCare+ Protection.	
close	

### HOW TO INSERT A UICC / SIM CARD

Step	Action	
1	Locate the UICC tray on the	right side of the device
2	Insert the UICC/SIM eject tool (included in the box) or the end of a small paperclip. Press firmly and push it straight in, until the tray pops out. Note: If the paper clip is too big, or too small, the tray may not pop out. Please locate and use the UICC/SIM eject tool.	
3	Remove the ejector tool from the tray, and then pull the tray out of the device.	
4	Remove UICC card from UICC/SIM card holder.	SINGLW406R
5	Insert the UICC card from the tray and carefully slide the UICC tray back into the device. <b>Note:</b> The angled corner of the UICC card ensures that it is oriented properly in the tray.	90000 aurods 0000095500 0000000068
6	Press and hold the <b>Power</b> key to turn the phone on.	

### HOW TO ENTER THE UICC INFO IN PORTAL DURING ACTIVATION:

- During activation process you will need to enter the UICC Card info into the activation portal
- The ICCID is written on two locations:
  - On the UICC card holder (which is the size of a Credit Card)
  - $\circ$   $\,$  On the removable UICC card  $\,$



The activation landing page appears.



•

- Enter the equipment identifier information:
  - Enter the ESN or MEID (for iPhones MEID can be entered in HEX format)
  - Devices with a removable UICCID will require the 20 digit UICCID entry

If the box your p	hone came in or the
back of your SIM	I Card has a SIM ID
e SIM ID	• IMEI
(What's this?)	(What's this?)
SIM ID:	
*IMEI:	

### **APPLE iPHONE 5c**

## **Programming Instructions**

### Wi-Fi ACTIVATION AND PROGRAMMING:

Follow the steps below to activate and program iPhone handsets that have never been activated or programmed with another number.

Step	Action		
1	<ul> <li>Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.</li> <li>Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.</li> </ul>		
2	Complete the Activation or Phone Swap and Insert the UICC ca	ard into the iPhone.	
3	Power the iPhone <b>on</b> by pressing the power button on the top r	ight.	
4	Unlock the handset.	Searching	
5	Select the desired Language.	Searching English Español Français Deutsch 日本語 Nederlands Italiano Português >	

6	Select Country or Region	Searching
Ŭ		< Back
		Select your country or region
		United States >
		MORE COUNTRIES AND REGIONS
		Afghanistan >
		Åland Islands >
		Albania >
		Algeria >
7	To use Wi-Filltan a Wi-Filnetwork to connect to	Searching
'		<b>Contract Contract SG Boardroom</b>
		SGguest ≗ 奈⇒
		SGWiFi 🔒 🖘 🗧
		SingerLewak
		SingerLewak-Mobile
		Choose another network
		Connect to iTunes
8	If necessary enter credentials to connect to the selected Wi-	•••••• Virgin LTE 10:18 AM *
	Fi network.	entguest.sprint.com AuthGuest
		< > Log In Cancel
		Sprint
		Please login to the network using your ADID or Guest usem
		Network Login. * Usemane:
		• Pastword.
		"Terms:
		I accept the terms_of_use
		Terms of Use
		This approximate the "Approximation" (i.e. a contrast balances runs, and the individual, locations, or experimentation forwards providing using the file and the "Derivative" of a sections is and use of environs high spaced Hermitian access services the "Derivative", its childing Auragia on the One Approximate Public cape, and advectionality Public and an end, advectation, and approximate the follower Approximate Public cape, and advectation and advectation and advectation and approximate the follower Approximate Public cape, and advectation and advectation and advectation and approximate the follower provides and advectation advectation advectation and advectation
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0	Once connected to Wi Ei Network, Activation will continue	•○○○○ Virgin 〒 2:33 PM
3		Settings Wi-Fi
		Wi-Fi
		<ul> <li>✓ AuthGuest</li> <li></li></ul>
		CHOOSE A NETWORK
		fishmanhome € ♀ (i) MYEQ ♀ (i)
		NETGEAR38 € ♀ ()
		SingerLewak-Mobile 🔒 🗢 🧻
		Other
		Ask to Join Networks
		Known networks will be joined automatically

10	It may take a few minutes to activate your iPhone will appear.	Back
11	Tap Enable Location Services.	•••••      ••••     ••••     ••••     ••••     ••••     ••••     ••••     ••••     ••••     ••••     ••••     ••••     •••••     •••••     ••••••
12	<ul> <li>Choose option to setup iPhone</li> <li>If customer has not had an iPhone previously: <ul> <li>Select Set Up as New iPhone to setup</li> </ul> </li> <li>If customer has a iCloud backup of a previous iPhone: <ul> <li>Select Restore from iCloud Backup.</li> <li>Enter Apple ID and Password</li> <li>If customer has a iTunes backup of a previous</li> </ul> </li> <li>iPhone: <ul> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> </ul> </li> </ul>	<ul> <li>Bit AM</li> <li>Back</li> <li>Set Up your iPhone</li> <li>Set Up as New iPhone</li> <li>Restore from iCloud Backup</li> <li>Restore from iTunes Backup</li> <li>Restore from iTunes Backup</li> <li>What does restoring do?</li> <li>Your personal data and purchased content will appear on your device, automatically.</li> </ul>

13	You or the Customer can now <b>Sign In with Apple ID</b> or	••••○ 중 9:11 AM ■>+     
	Create a Free Apple ID or skip this step.	Apple ID
		Sign In with Your Apple ID
		Create a Free Apple ID >
		Skip This Step
		What is an Apple ID? An Apple ID is your secure login for just about everything you do with Apple.
		Get access to the best selection of apps with the App Store.
		Shop for music, movies, TV shows, and more in the iTunes Store.
14	If you skip Apple ID Sign in or Creation, you will receive this	No Service
	pionipi.	Apple ID
	• Select Skip to skip or Back to return to the previous	Sign In with Your Apple ID >
	screen and set up an Apple ID.	C Are you sure? You must have an Apple ID to use the App Store, iTunes Store, iCloud, and other services. Creating one is free and easy.
		Skip Don't Skip just about everytning you do with Apple.
		Get access to the best selection of apps with the App Store.
		Shop for music, movies, TV shows, and more in the iTunes Store.
15	Select Agree to accept Terms and Conditions then tap Agree	No Service 🗢 9:11 AM
	again.	Terms and Conditions
		Send by Email
		MEGETANT
		Please read the following terms before using your IOS device. By using your IOS device, you are agreeing to be bound by the IOS Terms and Conditions.
		A. IOS Terms and Conditions
		AGREEMENT ("LICENSE") CAREFULLY BEFORE USING YOUR IGS DEVICE OR DOWNLOADING THE SOFTWARE UPDATE ACCOMPANYING THIS LICENSE. BY USING YOUR IGS DEVICE OR DOWNLOADING A SOFTWARE UPDATE, AS APPLICABLE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE.
		IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, DO NOT USE THE IOS DEVICE OR
		Disagree Agree Searching 🗢 9:11 AM
		Terms and Conditions
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		Image: Note of the intervence of th
		Agree

16	You or the customer will be prompted to create a 4-digit	Searching 🗢 9:11 AM 🔹 +
	Passcode of skip the step.	Create a Passcode
		Enter a four-digit passcode.
		Don't Add Passcode
		ABC DEF 4 5 6
		GHI     JKL     MNO       7     8     9       PORS     TUV     WXYZ
		0 🗵
		Searching 🗢 9:11 AM 🔹 + C Back
		Create a Passcode
		Enter a four-digit passcode.
		Don't Add Passcode?
		A passcode secures your iPhone.
		4 5 6 MNO
		7 8 9 PGRS TUV WXYZ
47		Searching
17	Siri options appear. Select <b>Use Siri</b> or <b>Don't use Siri</b> , as desired.	< Back
		Set up Siri
		Use Siri >
		Don't use Siri >
		What is Siri? Siri helps you get things done just by
		asking. You can make a phone call, send a message, dictate a note, or even find a restaurant.
		Siri sends information like your voice
		input, contacts, and location to Apple to process your requests.
18	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b>	Searching 🗢 9:11 AM 💽 +
	or Don't Sena.	Diagnostics
		Automatically Send
		Don't Send >
		late.
		Diagnostics & Usage
		Help Apple improve its products and services by automatically sending diagnostic and usage data.
		Diagnostic data may include location. About Diagnostics and Privacy

19	Select Get Started.	••••• 🗢 9:11 AM 💼 +
		Welcome to iPhone Get Started
20	<b>No Service</b> or <b>No Service</b> appears in the upper left-hand corner of the screen.	Sate PM         Vessages
21	A "waiting for activation" message may appear. Select <b>Dismiss</b> .	Searching       Saft PM         Wassages       Calendar         Watter       Calendar         Base       Watter         Valendar       Watter         Calendar       Mage         Watter       Calendar         Demiss       Newster         Demiss       Calendar         Demiss       Calendar         Carpas       Calendar         Prove       Calendar         Mage       Calendar         Demiss       Calendar         Carpas       Calendar         Mage       Calendar         Carpas
22	An "iPhone was not activated" message may appear. Select <b>Try Again</b> . If "iPhone is not Activated" error messages continue to appear, restart the iPhone. <b>Press and hold the Power key</b> and then slide the arrow icon to turn the device off. Press the <b>Power key</b> to turn the device on again.	Index

23	iPhone is activated will appear.	****• Virgin. ♥ 1:21 PM * ■ 7:day 27 ●
	Select <b>Dismiss</b> .	Messages Calendar Photos Camera
	If the iPhone does not activate, ensure that the Wi-Fi network can actually connect to the Internet.	Weather Clock Maps Videos iPhone is activated
	Launch Safari and see if you can browse the web or whether you are prompted to authenticate with the Wi-Fi network.	Dismiss Newsstand Tures Store App Store Pasabook Compase Stores Settings
		Prove Mail Safari
24	The iPhone is activated and ready to use.	25 <b>*</b>
	<b>NOTE:</b> After the device is activated, you can turn off Wi-Fi through the Settings Menu	Messages Calendar Photos Camera
	Depending on the available network coverage, in the upper left-hand corner, the device will display:	Notes Perminders Stocks Game Center
	• <b>Boost 1x</b> = 1xRTT coverage	Newsstand iTunes Store App Store Passbook
	• Boost 3G = 3G EVDO coverage	
	• <b>Boost LTE</b> = 4G LTE coverage	Compass Settings
		Prone Mail Safari Music
25	Recommend the customer set up their voice mail.	
	Select Phone then Voice Mail and follow instructions.	
26	If the handset does not activate, complete a Hard Reset and gu Activation and Programming again or through Cellular Activation	uide the customer through Wi-Fi in and Programming.

#### **ITUNES ACTIVATION AND PROGRAMMING:**

Follow the steps below to activate an iPhone handset that has never been activated or programmed with another number through iTunes. (Please see iTunes version criteria above)

NOTE: iTunes version 11.1 or later is required. If you have an earlier version of iTunes, they will need to upgrade to iTunes version 11.1 or later.

Step	Action		
1	Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.		
	• Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.		
2	Complete the Activation or Phone Swap and Insert the UICC ca	rd into the iPhone.	
3	If the iPhone is powered off, turn it on by pressing the power but	tton on the top right.	
4	Unlock the handset.	Searching Hello > slide = set up	•••
5	Select the desired Language.	Searching English Español Français Deutsch 日本語 Nederlands Italiano Português	> > > > > > >

6	Select Country or Region then tap Next	Searching
	coloci ocultary of hogicit anon tap hoxa.	< Back
		Select your country or region
		United States >
		MORE COUNTRIES AND REGIONS
		Afghanistan >
		Åland Islands >
		Albania >
		Algeria >
7	If it appears, select <b>Connect to iTunes</b> .	Searching
-		< Back
		Choose a Wi-Fi
		AuthGuest 🗢 >
		Boingo Open 🗢 🗦
		Enterprise 🔒 🤝 >
		MYEQ 🗢 >
		Choose another network
		Connect to iTunes
		Sat un unur iDhone using iTunes if unur Wi-Ei
0		No Constant and Dist
ð	It a confirmation message appears, select <b>Continue</b> .	Rack Next
ð	If a confirmation message appears, select <b>Continue</b> .	<pre></pre>
ð	If a confirmation message appears, select <b>Continue</b> .	<pre></pre>
ð	If a confirmation message appears, select <b>Continue</b> .	K Service 3.20 PM K Service Next Choose a Wi-Fi network AuthGuest ♀ >
8	if a confirmation message appears, select <b>Continue</b> .	AuthGuest
8	if a confirmation message appears, select <b>Continue</b> .	Ko service 3.20 PM     Service 3.20 PM     Choose a Wi-Fi     network     AuthGuest     Continue without Wi-Fi?     You need a network connection to     set up App Store, iTunes Store,     iCloud, and other services.
ð	ir a confirmation message appears, select <b>Continue</b> .	Ko service 3.20 PM     Service 3.20 PM     Choose a Wi-Fi     Detwork     AuthGuest     Continue without Wi-Fi?     You need a network connection to     set up App Store, iTunes Store,     iCloud, and other services.     Continue Use Wi-Fi
δ	If a confirmation message appears, select <b>Continue</b> .	Key Service     3.20 PM       Key Service     Next       Choose a Wi-Fi       Next       AuthGuest       Continue without Wi-Fi?       You need a network connection to set up App Store, iTunes Store, iCloud, and other services.       Continue       Use Wi-Fi       Boingo Hotspot Sys
δ	If a confirmation message appears, select <b>Continue</b> .	Ko service     3.20 PM       Ko service     3.20 PM       Ko service     Next       Choose a Wi-Fi       Note       AuthGuest       Continue without Wi-Fi?       You need a network connection to set up App Store, iTunes Store, iCloud, and other services.       Continue     Use Wi-Fi       Boingo Hotspot Sys       Boingo Open
δ	If a confirmation message appears, select <b>Continue</b> .	AuthGuest    AuthGuest >   Continue without Wi-Fi?   You need a network connection to set up App Store, iCloud, and other services.   Continue   Use Wi-Fi   Boingo Hotspot Sys   Boingo Open   >   Boingo Passpoint
8	Connect the iPhone via the USB cable to a computer with	Key Service     3:20 PM       ♦ Back     Next       Choose a Wi-Fi       network       AuthGuest       ♦ >       Continue without Wi-Fi?       You need a network connection to set up App Store, iTunes Store, iCloud, and other services.       Continue       Use Wi-Fi       Boingo Hotspot Sys       Boingo Open       ♥ >       Boingo Passpoint       ● >
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection.	AuthGuest    AuthGuest    Continue without Wi-Fi?   You need a network connection to set up App Store, iTunes Store, iCloud, and other services.   Continue Use Wi-Fi   Boingo Hotspot Sys   Boingo Open   Boingo Open   Boingo Passpoint   Image: Store of the services   Boingo Open   Store of the services   Boingo Open   Store of the services   Boingo Open   Boingo Copen   Boingo Copen   Store of the services   Boingo Copen   Store of the services   Connect to iTunes
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection. NOTE: Connect to iTunes may appear on the screen	Boingo Passpoint   Boingo Passpoint   Boingo Passpoint
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection. NOTE: Connect to iTunes may appear on the screen	Boingo Passpoint     Store      Store
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection. NOTE: Connect to iTunes may appear on the screen	Boingo Passpoint   Store Store   Boingo Passpoint   Store   Boingo Passpoint   Store   Store   Boingo Passpoint   Store   Connect to iTunes
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection. NOTE: Connect to iTunes may appear on the screen	Boingo Open   Boingo Open   Boingo Open   Boingo Open   Boingo Copen   Boingo
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection. NOTE: Connect to iTunes may appear on the screen	Boingo Open   Boingo Open   Boingo Open   Boingo Passpoint
9	Connect the iPhone via the USB cable to a computer with iTunes and an Internet connection. NOTE: Connect to iTunes may appear on the screen	Back     Next     Choose a Wi-Fi     network     AuthGuest     Continue without Wi-Fi?     You need a network connection to     set up App Store, iTunes Store,     iCloud, and other services.     Continue     Use Wi-Fi     Boingo Hotspot Sys     A      Sold PM     Boingo Open     P     Boingo Passpoint     P     Sold PM     Connect to iTunes     Turos     Turos



15	Tap Enable Location Services then tap Next	•••• 🗢 🤤 9:10 AM
		< Back
		Location Services
		Enable Location Services >
		Disable Location Services
		What is Location Services?
		Location Services allows Maps and other apps to gather and use data
		indicating your approximate location.
		About Location Services
16	If prompted, choose option to setup iPhone:	•••••
		Sot up vour iPhopo
	If customer has not had an iPhone previously:	Set up your inflorie
	<ul> <li>Select Set Up as New IPhone to setup</li> <li>If customer has a iCloud backup of a provious</li> </ul>	Set Up as New iPhone >
	iPhone:	Restore from iCloud Backup
	<ul> <li>Select Restore from iCloud Backup.</li> </ul>	Restore from iTunes Backup
	<ul> <li>Enter Apple ID and Password</li> </ul>	•
	<ul> <li>If customer has an iTunes backup of a previous</li> </ul>	
	iPhone:	What does restoring do?
	<ul> <li>Select Restore from iTunes Backup</li> </ul>	Your personal data and purchased
	<ul> <li>Connect iPhone to computer that has the</li> </ul>	content will appear on your device,
	iTunes backup of previous iPhone and follow	automatically.
	onscreen instructions from iTunes.	
17	If prompted:	••••• 🗢 9:11 AM
		Apple ID
	You or the Customer can now Sign In with Apple ID or	Apple ID
	Create a Free Apple ID or skip this step.	Sign In with Your Apple ID >
	Note: If the customer does not have an Apple ID, tap Create a	Create a Free Apple ID
	Free Apple ID and follow the prompts, or visit	Skip This Step
		What is an Apple ID?
		just about everything you do with Apple.
		Get access to the best selection of apps with the App
		Store.
		shows, and more in the iTunes Store.

18	If you or the customer skip Apple ID Sign in or Creation, you will receive this prompt.	No Service 🖘 9:11 AM 🔹 + Kack Apple ID
	Select <b>Skip</b> to skip, or <b>Back</b> to return to the previous screen and set up an Apple ID.	Sign In with Your Apple ID       >         C       Are you sure?         You must have an Apple ID to use the App Store, iTunes Store, ICloud, and other services. Creating one is free and easy.       >         Skip       Don't Skip         Just about everything you do with Apple.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of apps with the App Store.       >         Image: Comparison of app Store in the Tunes Store.       >
19	Select <b>Agree</b> to accept Terms and Conditions then tap <b>Agree</b> again.	<text><section-header><section-header>     Searching     Sa PM     Gramma and Conditions     Same and Conditio</section-header></section-header></text>

20	You will be prompted to create a 4-digit Passcode or skip the	Searching	1:36 PM	-
	step.	Create	a Passo	ode
		Enter a fo	our-digit passo	ode.
		_		.
		Don't	Add Passcode	2
		4	авс 5	6
		GHI 7	JKL 8	MNO 9
		PQRS	0	wxvz S
		Searching	1:36 PM	-
		Create	a Passo	code
		Enter a fo	our-digit passo	code.
		_		
		Don't A passcode	Add Passcod e secures your if	e? Phone.
		Add Passo	ode Cont	tinue
		1	2 ABC	3
		4 6H	5 JKL 9	6 MNO
		PORS	TUV	WXXYZ
21	Siri ontions appear. Select Lise Siri or Don't use Siri, as	Searching 🗢	9:11 AM	
21	desired. Select <b>Next</b> .	< Back		
		Se	et up Siri	
		Use Siri		>
		Don't use Sir	i	>
		W Siri belos vou	/hat is Siri?	ne just by
		asking. You o send a mess	can make a ph age, dictate a	one call, note, or
		even fi	ind a restaurar	nt.
		Siri sends info input, contacts to proce	ormation like y s, and locatior ess your reque	our voice n to Apple sts.
22	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b>	Searching 🗢	9:11 AM	•••••
	or <b>Don't Send</b> then select <b>Next</b> .	Dia	anostics	3
		A		,
		Automatically	/ Send	>
		Don't Send		>
			late.	
		Diagn	ostics & Usag	je
		Help Apple in services by	prove its proc automatically	lucts and sending
		diagnosti Diagnostic dat	ic and usage o ta may include	ata. e location.
		About Diag	gnostics and F	Privacy

23	Select Get Started	••••• 🗢 9:11 AM 💽 +
		Welcome to iPhone Get Started
24	The iPhone will display <b>Searching</b> or <b>No Service</b>	Searching     3:39 PM     Image: Construction of the second se
25	<ul> <li>After about a minute or so, coverage bars and the Boost icon appear in the upper-left-hand corner of the screen.</li> <li>If coverage bars do not appear, check the coverage map to verify you are in a coverage area.</li> <li>If you are in a network coverage area, then move closer to a window until you see coverage bars on the top left-hand corner.</li> <li>A message will be displayed: iPhone is activated. Select Dismiss.</li> </ul>	• • • • • • • • • • • • • • • • • • •
26	<ul> <li>The iPhone is activated and ready to use.</li> <li><b>NOTE:</b> Depending on the available network coverage, in the upper left-hand corner, the device will display:</li> <li><b>Boost 1x</b> = 1xRTT coverage</li> <li><b>Boost 3G</b> = 3G EVDO coverage</li> <li><b>Boost LTE</b> = 4G LTE coverage</li> </ul>	Notes     Circle

27	Recommend the customer set up their voice mail.
	Select Phone then Voice Mail and follow instructions.
28	If the handset does not activate, complete a Hard Reset and guide the customer through Wi-Fi Activation and Programming or Cellular Activation and Programming.

### **CELLULAR ACTIVATION AND PROGRAMMING:**

Follow the steps below to activate and program iPhone handsets that have never been activated or programmed with another number.

Step	Action		
1	Tell the customer that voicemail from their old phone will no should retrieve any important voicemail messages from the	t transfer to the iPhone. Cus voicemail on their old phone	tomers
	<ul> <li>Tell the customer to turn off their old phone if they a phone to an iPhone.</li> </ul>	re swapping from a Boost M	lobile
2	Complete the Activation or Phone Swap and Insert the UIC	C card into the iPhone.	
	<b>NOTE:</b> For a Phone Swap, always ask the customer if they iPhone.	are activating a new or repla	icement
3	Power the iPhone <b>on</b> by pressing the power button on the te	op right.	
4	Unlock the handset.	Searching	<b>•</b> ••
		Hello > slide ∋ set up	Ū
5	Select the desired Language.	Searching	<b>••</b> +
		English	>
		Español	>
		Français	>
		Deutsch	>
		日本語	>
		Nederlands	>
		Italiano	>
		Português	>

<b>^</b>	Colort Country or Dogion	Searching
6	Select Country or Region.	< Back
		Select your country
		or region
		United States >
		MORE COUNTRIES AND REGIONS
		Afghanistan
		Aighanistan
		Åland Islands >
		Albania >
		Algeria >
7	Tap Use Cellular Connection	Searching
		< Back
		SG Boardroom
		SGquest = 🖘 >
		SGWiFi 🔒 🖘 >
		SingerLewak 🔒 🖘 >
		SingerLewak-Guest
		SingerLewak-Mobile
		Choose another network
		Use Cellular Connection
8	It may take a few minutes to activate your iPhone will	••••• 🗢 🖘 💶 +
-	annear	< Back
		-51-
		ಸ್ಟೇಕ
		activate your iPhone.
9	Tap Enable Location Services	•••• 🗢 9:10 AM
		< Back
		Location Services
		Enable Location Services >
		Disable Location Services >
		-
		What is Location Services?
		Location Services allows Maps and
		other apps to gather and use data
		indicating your approximate location.
		About Location Services

<ul> <li>If customer has not had an iPhone previously:         <ul> <li>Select Set Up as New iPhone to setup</li> <li>If customer has a iCloud backup of a previous iPhone:</li></ul></li></ul>
<ul> <li>If customer has not had an iPhone previously:         <ul> <li>Select Set Up as New iPhone to setup</li> <li>If customer has a iCloud backup of a previous iPhone:</li></ul></li></ul>
<ul> <li>Select Set Up as New iPhone to setup</li> <li>If customer has a iCloud backup of a previous iPhone:         <ol> <li>Select Restore from iCloud Backup.</li> <li>Enter Apple ID and Password</li> <li>If customer has a iTunes backup of a previous</li> <li>iPhone:                 <ul> <li>Select Restore from iTunes Backup</li> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> <li>Set Up as New iPhone</li> <li>Set Up as New iPhone</li> <li>Restore from iCloud Backup</li> <li>Restore from iTunes Backup</li> <li>Vour personal data and purchased content will appear on your device, automatically.</li> <li>What does restoring do?</li> <li>Your personal data and purchased content will appear on your device, automatically.</li> <li>Set Up as New iPhone</li></ul></li></ol></li></ul>
<ul> <li>If customer has a iCloud backup of a previous iPhone:         <ol> <li>Select Restore from iCloud Backup.</li> <li>Enter Apple ID and Password If customer has a iTunes backup of a previous iPhone:                 <ol> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> <li>Set Up as New iPhone</li> <li>Restore from iCloud Backup</li> <li>Restore from iCloud Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> </ol> </li> </ol> </li> </ul>
<ul> <li>iPhone:         <ol> <li>Select Restore from iCloud Backup.</li> <li>Enter Apple ID and Password If customer has a iTunes backup of a previous iPhone:                 <ul> <li>Select Restore from iTunes Backup</li> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> <li>Restore from iCloud Backup &gt;</li> <li>Restore from iTunes Backup</li> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> <li>Select Restore from iTunes from iTunes.</li></ul></li></ol></li></ul>
<ul> <li>1. Select Restore from iCloud Backup.</li> <li>2. Enter Apple ID and Password If customer has a iTunes backup of a previous iPhone:</li> <li>0. Select Restore from iTunes Backup</li> <li>1. Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> </ul>
<ul> <li>2. Enter Apple ID and Password If customer has a iTunes backup of a previous iPhone:         <ul> <li>0. Select Restore from iTunes Backup</li> <li>1. Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> </ul> </li> </ul>
If customer has a iTunes backup of a previous iPhone: 0. Select <b>Restore from iTunes Backup</b> 1. Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.
iPhone: 0. Select <b>Restore from iTunes Backup</b> 1. Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.
<ul> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> </ul>
1. Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.       Your personal data and purchased content will appear on your device, automatically.
iTunes backup of pervious iPhone and automatically. follow onscreen instructions from iTunes.
follow onscreen instructions from iTunes.
11 You or the Customer can now Sign In with Apple ID or
Create a Free Apple ID or skip this step.
Sign In with Your Apple ID
Create a Free Apple ID >
Skip This Step
What is an Apple ID?         An Apple ID is your secure login for         just about everything you do with         Apple.
Get access to the best selection of apps with the App Store
Shop for music, movies, TV shows, and more in the iTunes Store.
12     If you skip Apple ID Sign in or Creation, you will receive
this prompt.
Select Skip to skip or Back to return to the     Sign In with Your Apple ID
previous screen and set up an Apple ID.
You must have an Apple ID to use the App Store, iTunes Store, iCloud,
and other services. Creating one is free and easy.
Skip Don't Skip
just about everything you do with
Get access to the best
selection of apps with the App Store.
Shop for music, movies, TV shows, and more in the iTunes Store.

		No Comilao O	0.44 444	
13	Select <b>Agree</b> to accept Terms and Conditions then tap <b>Agree</b> again.	Ko Service 🗢	9:11 AM	
		Terms	and Con	nditions
		5	Send by Emai	I
		IMPORTANT Please read the fe iOS device. By us agreeing to be bo Conditions.	ollowing terms befo sing your iOS devic ound by the iOS Te	ore using your ce, you are rms and
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		BOUND BY THE	TERMS OF THIS	LICENSE. TERMS OF THIS
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1/	You will be prompted to create a 4-digit Passcode or skip	Searching 🗢		
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	the step.	< Back	9:11 AM	
14	the step.	< Back Creat Enter a	e a Pass	scode
	the step.	✓ Back Creat Enter a	e a Pass four-digit pas	scode
14	the step.	< Back Creat Enter a	e a Pass four-digit pas	scode
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	the step.	< Back Creat Enter a Do 1	e a Pass four-digit pas — — n't Add Passoo 2 2	scode iscode.  de
	the step.	Creat Enter a Do 1 4	e a Pass four-digit pas n't Add Passoo 2 ABC 5	de
	the step.	Creat Enter a Do 1 4 GHI 7 PORS	e a Pass four-digit pas  n't Add Passco 2 ABC 5 JKL 8 8 UV	de
	the step.	Creat Enter a Do 1 4 GHI 7 PORS	e a Pass four-digit pas four-digit pas	de Scode Scode. de de Scode. Scode. de Scode.
	the step.	Creat Enter a Do 1 4 GHI 7 PORS Searching ▼ K Back	e a Pass four-digit pas four-digit pas n't Add Passoo 2 ABC 2 ABC 5 JKL 0 9:11 AM	de
	the step.	< Back Creat Enter a — — — — — — — — — — — — — — — — — — —	e a Pass four-digit pas  n't Add Passco 2 ABG 5 JKL 8 TUV 0 9:11 AM	de
	the step.	Creat Enter a Do 1 4 GHI 7 PORS Searching * Creat Enter a	e a Pass four-digit pas n't Add Passoo 2 ABO 5 JKL 8 TUV 0 9:11 AM e a Pass four-digit pas	de 3 DEF 6 MNO 9 WXYZ WXYZ CX SCODE scoode.
	the step.	< Back Creat Enter a Do 1 4 GHI 7 PORS Searching * < Back Creat Enter a	e a Pass four-digit pas four-digit pas n't Add Passoo 2 ABC 5 JKL 0 0 9:11 AM e a Pass four-digit pas	de 3 DEF 6 MNO 9 WXYZ WXYZ CX CODE sscode.
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	the step.	Creat Enter a Do 1 4 GHI 7 PORS Searching * Creat Enter a Don A passoc Add Pass	e a Pass four-digit pas four-digit pas an't Add Passco 2 ABO 5 JKL 8 TUV 0 9:11 AM e a Pass four-digit pas four-digit pas	de de 3 DEF 6 MNO 9 WXYZ WXYZ C SCODE ascode.
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15	Siri options appear. Select <b>Use Siri</b> or <b>Don't use Siri</b> , as desired.	Searching  ⇒ 9:11 AM  → Set up Siri
		Use Siri >
		Don't use Siri >
		What is Siri? What is Siri? Siri helps you get things done just by asking. You can make a phone call, send a message, dictate a note, or even find a restaurant. Siri sends information like your voice input, contacts, and location to Apple
		to process your requests.
16	At the <b>Diagnostics</b> screen, select either <b>Automatically</b> Send or <b>Don't Send</b> .	
		Automatically Send
		Don't Send >
		Diagnostics & Usage Diagnostics & Usage Help Apple improve its products and services by automatically sending diagnostic and usage data. Diagnostic data may include location. About Diagnostics and Privacy
17	Select Get Started.	••••• ♥ 9:11 AM → +
		Welcome to iPhone
		Get Started
18	No Service or No Service appears in the upper left-hand corner of the screen.	Searching       3:30 PM         Image: Searching       Image: Searching         Image: Searching       Image: Searching <t< th=""></t<>

19	A "waiting for activation" message may appear. Select <b>Dismiss</b> .	Start PM         Messageo         Watsher         Passber         <
20	<ul> <li>An "iPhone was not activated" message may appear.</li> <li>Select Try Again.</li> <li>If "iPhone is not Activated" error messages continue to appear, restart the iPhone.</li> <li>Press and hold the Power key and then slide the arrow icon to turn the device off. Press the Power key to turn the device on again.</li> </ul>	Vestariar        Vestariar
21	<ul> <li>iPhone is activated will appear.</li> <li>Select Dismiss.</li> <li>If the iPhone does not activate, ensure you are in a coverage area and that at least 1 or 2 coverage circles appear.</li> </ul>	Vergin Tiet PM     Messages Calendar        Messages        Calendar              Photos                 Messages  Prove Pr
22	<ul> <li>The iPhone is activated and ready to use.</li> <li>NOTE: Depending on the available network coverage, in the upper left-hand corner, the device will display:</li> <li>Boost 1x = 1xRTT coverage</li> <li>Boost 3G = 3G EVDO coverage</li> <li>Boost LTE = 4G LTE coverage</li> </ul>	Version Lite       749 AM         Version Lite       0.00 Am         Messages       0.00 Am         Version Lite       0.00 Am

23	Recommend the customer set up their voice mail. Select <b>Phone</b> then <b>Voice Mail</b> and follow instructions.
24	If the handset does not activate, complete a Hard Reset and guide the customer through Wi-Fi Activation and Programming or iTunes Activation and Programming.

### **APPLE iPHONE 5s**

## **Programming Instructions**

### Wi-Fi ACTIVATION AND PROGRAMMING:

Follow the steps below to activate and program iPhone handsets that have never been activated or programmed with another number.

Step	Action		
1	<ul> <li>Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.</li> <li>Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.</li> </ul>		
2	Complete the Activation or Phone Swap and Insert the UICC card into the iPhone.		
3	Power the iPhone <b>on</b> by pressing the power button on the top right.		
4	Unlock the handset.	Searching Hello	•••
5	Select the desired Language.	Searching English Español Français Deutsch 日本語 Nederlands Italiano	> > > > > >
		Português	>

6	Select Country or Region.	Searching	
		or region	
		United States	
		MORE COUNTRIES AND REGIONS	
		Afghanistan >	
		Åland Islands >	
		Albania >	
		Algeria	
7	To use Wi-Fi, tap a Wi-Fi network to connect to.	Searching	
		SG Boardroom 🔒 🗢 >	
		SGguest ≗ 奈 >	
		SGWiFi 🔒 🤿 >	
		SingerLewak-Guest 🔒 🗢 >	
		SingerLewak-Mobile 🔒 🗢 >	
		Choose another network	
		Connect to iTunes	
8	If necessary enter credentials to connect to the selected Wi-	•••••• Virgin LTE 10:18 AM *	
U	Finetwork	entguest.sprint.com	
		AuthGuest	
		Log in Cancel	
		Sprint >>	
		Please login to the network using your ADIO or Guest usem Network Login * Usemanary	
		Password:	
		"Terms: I accept the terms of use	
		Second for Taxing of Use	
		This approximate the "Approximate" is a contract between year, and the industrial because, or expendition investing providing airs access to the website ("Thindia") for access to and an or existing approximation access access and "Thindia").	
		In this Approach, The adhedies also all the Approaches's after data provided by the Approaches's The Approaches's after a stress and the adhedies of the Approaches's after Approaches and a stress and	
		Laterated for an excess of a second barrier part 2 areas at a second to be a second at a second second 2 Click Harrs	
0			
9	Once connected to Wi-Fi network, Activation will continue.	•∞∞∞ Virgin	
9	Once connected to Wi-Fi network, Activation will continue.	•oooo Virgin      ▼ 2:33 PM     ✓     Settings WI-Fi	
3	Once connected to Wi-Fi network, Activation will continue.	Settings Wi-Fi	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin	
9	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞∞ Virgin ₹       2:33 PM         < Settings       Wi-Fi         Wi-Fi          ✓ AuthGuest       ? 1         CHOOSE A NETWORK          fishmanhome       ? 1         MYEQ       ? 1	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin ₹       2:33 PM         Settings       Wi-Fi         Wi-Fi       ●         ✓       AuthGuest       ? (1)         CHOOSE A NETWORK       ○       (1)         MYEQ       ? (1)       ○         NETGEAR38       ● ? (1)       ○	
3	Once connected to Wi-Fi network, Activation will continue.	•••••• Virgin ₹       2:33 PM          Settings       Wi-Fi         Wi-Fi       ••••••••••••••••••••••••••••••••••••	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin ₹       2:33 PM         Settings       Wi-Fi         Wi-Fi       ●         ✓       AuthGuest       ?         CHOOSE A NETWORK       ○       1         MYEQ       ?       1         NETGEAR38       ●       ?       1         SingerLewak-Mobile       ●       ?       1         Other       ○       ○       1	
3	Once connected to Wi-Fi network, Activation will continue.	•∞∞ Virgin ₹       2:33 PM         Settings       Wi-Fi         Wi-Fi       •         ✓       AuthGuest       \$\$\$\$ (1)         CHOOSE A NETWORK       \$\$\$\$\$\$\$\$\$       \$	
3	Once connected to Wi-Fi network, Activation will continue.	•••••• Virgin ₹       2:33 PM         ✓ Settings       Wi-Fi         Wi-Fi       ✓         ✓ AuthGuest       ₹         ✓ AuthGuest       ₹         fishmanhome       \$         MYEQ       ₹         NETGEAR38       \$         SingerLewak-Mobile       \$         Other       ✓	
10	It may take a few minutes to activate your iPhone will appear.	Back	
----	---	--	
11	Tap Enable Location Services.	Solution Services  Solution Services  Disable Location Services  Disable Location Services  What is Location Services?  Location Services allows Maps and other apps to gather and use data indicating your approximate location.  About Location Services	
12	<ul> <li>Choose option to setup iPhone</li> <li>If customer has not had an iPhone previously: <ul> <li>Select Set Up as New iPhone to setup</li> </ul> </li> <li>If customer has a iCloud backup of a previous iPhone: <ul> <li>Select Restore from iCloud Backup.</li> <li>Enter Apple ID and Password</li> <li>If customer has a iTunes backup of a previous</li> </ul> </li> <li>iPhone: <ul> <li>Select Restore from iTunes Backup</li> <li>Connect iPhone to computer that has the iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.</li> </ul> </li> </ul>	Bill AM     Set up your iPhone     Set up as New iPhone     Restore from iCloud Backup     Restore from iTunes Backup     What does restoring do?     Your personal data and purchased content will appear on your device, automatically.	

13	You or the Customer can now <b>Sign In with Apple ID</b> or	•••••
	Create à Free Apple ID of skip trifs step.	Apple ID
		Sign In with Your Apple ID >
		Create a Free Apple ID >
		Skip This Step
		What is an Apple ID? An Apple ID is your secure login for just about everything you do with Apple.
		Get access to the best selection of apps with the App Store.
		Shop for music, movies, TV shows, and more in the iTunes Store.
14	If you skip Apple ID Sign in or Creation, you will receive this prompt.	No Service ♥ 9:11 AM → +
		Apple ID
	Select <b>Skip</b> to skip or <b>Back</b> to return to the previous     screen and set up an Apple ID	Sign In with Your Apple ID >
	Screen and Set up an Apple ID.	C Are you sure? You must have an Apple ID to use the App Store, iTunes Store, iCloud, and other services. Creating one is free and easy.
		Skip Don't Skip just about everytning you do with Apple.
		Get access to the best selection of apps with the App Store.
		Shop for music, movies, TV shows, and more in the iTunes Store.
15	Select Agree to accept Terms and Conditions then tap Agree	No Service 중 9:11 AM
	again.	Terms and Conditions
		Send by Email
		IMPORTANT Please read the following terms before using your iOS device. By using your IOS device, you are agreeing to be bound by the iOS Terms and Conditions.
		A. IOS Terms and Conditions >
		PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE") CAREFULLY BEFORE USING YOUR IOS DEVICE OR DOWNLOADING THE SOFTWARE UPDATE ACCOMPANYING THIS LICENSE. BY USING YOUR IOS DEVICE OR DOWNLOADING A SOFTWARE UPDATE, AS APPLICABLE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE.
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		fingerprint ir or Apple ID	n place of your password for p	passcode ourchases.
17	You will be promoted to create a 4-digit Passcode or skip the	Searching 🗢	9:11 AM	<b>••</b> •
	step.	< Back		
		Create	e a Pass	code
		Enter a	four-digit pass	scode.
		_		_
		Doi	n't Add Passcoo	le O
		1	ABC	J DEF
		4 дні 7	JKL	MNO O
		PORS		9 wxyz
		Searching 🗢	9:11 AM	< <u>×</u>
		<b>&lt;</b> Back		
		Create	e a Pass	code
		Enter a	four-digit pass	scode.
		A passed	de secures your	iPhone.
		Add Pass	code Cor	ntinue
		1	ABC 5	G DEF
		4 дні 7	JKL 8	MNO
		PORS	TUV	wxyz
40	Ciri ontione oppoor Colect Hee Ciri or Derrit was Ciri.	Searching 🗢	9:11 AM	
18	desired.	< Back		
		S	et up Sir	i
		Use Siri		>
		Don't use S	iri	>
		Siri helps yo	<b>What is Siri?</b> u get things d	one just by
		asking. You send a mes	can make a p ssage, dictate	hone call, a note, or
		even	find a restaura	ant.
		Siri sends in input, contac	formation like cts, and locatio	your voice on to Apple
		to proc	cess your requ	ests.

19	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	Searching        Searching     9:11 AM       < Back
		Automatically Send
		Don't Send
		Diagnostics & Usage Diagnostics & Usage Help Apple improve its products and services by automatically sending diagnostic and usage data. Diagnostic data may include location. About Diagnostics and Privacy
20	Select Get Started.	Welcome to iPhone Get Started
21	<b>No Service</b> or <b>No Service</b> appears in the upper left-hand corner of the screen.	Searching     Sto PM       Message     Caléndiar       Weasther     Caléndiar       Weasther     Caléndiar       Weasther     Caléndiar       Weasther     Ciock       Maps     Videos       Remanders     Stocks       Remanders     Stocks       Remanders     Stocks       Corrspass     Settings       Settings     Stocks       Stocks     Pasabook
22	A "waiting for activation" message may appear. Select <b>Dismiss</b> .	Starter     Starter     Starter     Starter       Starter     Starter     Starter     Starter       Messages     Calcindar     Protos     Carnera       Messages     Calcindar     Protos     Carnera       Weather     Clock     Mags     Videos       Weather     Clock     Mags     Videos       Weather     Clock     Mags     Videos       Uniting for Activation This may take some time.     Dismiss     Newsstarter       Newsstarter     Tunes Store     Ap Store     Restboord       Complets     Settings     Settings     Settings       Protos     Settings     Settings     Settings

23	An "iPhone was not activated" message may appear. Select Try Again. If "iPhone is not Activated" error messages continue to appear, restart the iPhone. Press and hold the Power key and then slide the arrow icon to turn the device off. Press the Power key to turn the device on again.	Ital PM         Image: Construction
24	<ul> <li>iPhone is activated will appear.</li> <li>Select Dismiss. <ul> <li>If the iPhone does not activate, ensure that the Wi-Fi network can actually connect to the Internet.</li> </ul> </li> <li>Launch Safari and see you can browse the web or whether you are prompted to authenticate with the Wi-Fi network.</li> </ul>	ILT PM         Messages       Earlings         Messages       Calendar         Weather       Calendar         Balandar       Mapa         Weather       Calendar         Balandar       Mapa         Weather       Calendar         Balandar       Mapa
26	<ul> <li>The iPhone is activated and ready to use.</li> <li>NOTE: Depending on the available network coverage, in the upper left-hand corner, the device will display:</li> <li>Boost 1x = 1xRTT coverage</li> <li>Boost 3G = 3G EVDO coverage</li> <li>Boost LTE = 4G LTE coverage</li> </ul>	Image: Property of the state of the sta
27	Recommend the customer set up their voice mail.	
00	Select <b>Phone</b> then <b>Voice Mail</b> and follow instructions.	1. (1
28	It the handset does not activate, complete a Hard Reset and gui Activation and Programming again or through Cellular Activation	de the customer through Wi-Fi and Programming.

### **ITUNES ACTIVATION AND PROGRAMMING:**

Follow the steps below to activate an iPhone handset that has never been activated or programmed with another number through iTunes.

NOTE: iTunes version 11.1 or later is required. If you have an earlier version of iTunes, they will need to upgrade to iTunes version 11.1 or later.

Step	Action		
1	Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.		
	• Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.		
2	Complete the Activation or Phone Swap and Insert the UICC cal	rd into the iPhone	
3	If the iPhone is powered off, turn it on by pressing the power but	ton on the top right.	
4	Unlock the handset.	> slide o set up	(1)
5	Select the desired Language.	Searching English Español Français Deutsch 日本語 Nederlands Italiano	> > > > > >

6	Select Country or Region then tap Next.	Searching
	······································	< Back
		Select your country or region
		United States >
		MORE COUNTRIES AND REGIONS
		Afghanistan >
		Åland Islands >
		Albania >
		Algeria >
7	If it appears, select <b>Connect to iTunes.</b>	Searching
		Dack
		Choose a Wi-Fi network
		AuthGuest 🗢 >
		Boingo Open 🗢 🗦
		Enterprise 🔒 रू >
		MYEQ 🗢 >
		Choose another network
		Connect to iTunes
8	If a confirmation message appears, select <b>Continue</b> .	No Service 3:20 PM
		< Back Next
		network
		AuthGuest 🗢 >
		Continue without Wi-Fi?
		set up App Store, iTunes Store, iCloud, and other services.
		Continue Use Wi-Fi
		Boingo Hotspot Sys 🔒 奈 >
		Boingo Open 🗢 >
		Boingo Passpoint 🔒 🤶 >
9	Connect the iPhone via the USB cable to a computer with	tx 3:05 PM     ■     Back
		Connect to iTunes
	NOTE: Connect to iTunes may appear on the screen	
		Tunes
		<b>•</b>



14	If necessary, unlock the handset. Note: If the iPhone is at the Wi-Fi screen, click <b>Next</b> and then <b>Continue</b> when prompted to Continue without Wi-Fi.			
15	Tap Enable Location Services then tap Next.	P:10 AM     Back     Location Services     Disable Location Services     Disable Location Services     Vhat is Location Services?     What is Location Services?     Location Services allows Maps and other apps to gather and use data indicating your approximate location.     About Location Services		
16	If prompted, choose option to setup iPhone:  If customer has not had an iPhone previously:  Select Set Up as New iPhone to setup If customer has a iCloud backup of a previous iPhone:  Select Restore from iCloud Backup.  Enter Apple ID and Password If customer has an iTunes backup of a previous iPhone:  Select Restore from iTunes Backup Connect iPhone to computer that has the iTunes backup of previous iPhone and follow onscreen instructions from iTunes.	************************************		
17	If prompted: You or Customer can now <b>Sign In with Apple ID</b> or <b>Create a</b> <b>Free Apple ID</b> or skip this step. <b>Note:</b> If the customer does not have an Apple ID, tap <b>Create a</b> <b>Free Apple ID</b> and follow the prompts, or visit <u>http://appleid.apple.com</u> .	<ul> <li>Bitt AM</li> <li>Back</li> <li>Apple ID</li> <li>Sign In with Your Apple ID</li> <li>Create a Free Apple ID</li> <li>Create a Free Apple ID</li> <li>Skip This Step</li> <li>What is an Apple ID?</li> <li>An Apple ID is your secure login for just about everything you do with Apple.</li> <li>Get access to the best selection of apps with the App Store.</li> <li>Shop for music, movies, TV shows, and more in the iTunes Store.</li> </ul>		

18	If you skip Apple ID Sign in or Creation, you will receive this prompt.	No Service 🗢 9:11 AM 🔹 +
	Select <b>Skip</b> to skip, or <b>Back</b> to return to the previous screen and set up an Apple ID.	Sign In with Your Apple ID >> C Are you sure? Usual tave an Apple ID to use the App Store, iCloud, and other services. Creating one is free and easy. Skip Don't Skip Just about everything you do with Apple. C C C C C C C C C C C C C C C C C C C
19	Select Agree to accept Terms and Conditions then tap Agree again.	Store.         No Service *       9:11 AM         Cancel       Back         Terms and Conditions         Send by Email         IMPORTANT         Presses read the following terms before using your cogreging to be bound by the IOS Terms and conditions.         A IOS Terms and Conditions         A IOS Terms and Conditions         Presses read the following terms before using your cogreging to be bound by the IOS Terms and conditions.         A IOS Terms and Conditions         Disagree         Searching *         Perms and Conditions         Store Back         Disagree         Conditions and the Apple Privacy Policy Privacy Policy Privacy Policy Privacy Policy.         A Gree to the IOS Terms and Conditions         No Searching *         Perms and Conditions         Searching *         Paret         Conditions and the Apple Privacy Policy.         A Gree to the IOS Terms and Conditions         No Gene and Conditions and the Apple Privacy Policy.         Policy.         Conditions and the Apple Privacy Policy.         Policy.         Conditions and the Apple Privacy Policy.         Policy.         Policy.         Condoitions and the Apple Privacy Policy.
14	Touch ID can be set up now or Later	Searching 🗢 9:11 AM 🕞 +
		Set Up Now >
		Set Up Later >
		Touch ID allows you to use your fingerprint in place of your passcode or Apple ID password for purchases.

20	You will be prompted to create a 4-digit Passcode or skip the step	Searching 🗢 <b>〈</b> Back	9:11 AM	<b></b> +
		Creat	e a Pass	code
		Enter a	ı four-digit pas	scode.
		-		-
		Do	on't Add Passcoo	de
		1	2 ABC	3 DEF
		4 <sub>бні</sub>	5 JKL	6 MNO
		PQRS	8 тиу	9 wxyz
		Searching 🗢	9:11 AM	×
		Creat	e a Pass	code
		Enter a	four-digit pas	scode.
		Don A passo	<b>i't Add Passco</b> ode secures your	de? iPhone.
		Add Pas	scode Co	ntinue
		1	2 АВС	3 DEF
		4 <sub>бні</sub>	5 JKL	6 MNO
		PQRS	8 тиу	9 wxyz
04		Searching ?	9:11 AM	
21	desired. Select <b>Next</b> .	< Back		
		S	Set up Sii	i
		Use Siri		>
		Don't use S	Siri	>
		Siri helps ye	What is Siri?	one just by
		asking. You send a me	u can make a p essage, dictate	bhone call, a note, or
		Siri sends i	n find a restaur	ant. your voice
		input, conta to pro	cts, and location acess your requ	on to Apple lests.
22	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b>	Searching 奈 く Back	9:11 AM	<b>•••</b>
	or Don't Send then select Next.	D	iagnostic	s
		Automatica	ally Send	>
		Don't Send	I	>
		Dia Help Apple services b diagno Diagnostic o About D	gnostics & Usa improve its pro y automaticall ostic and usage data may inclu- iagnostics and	age oducts and y sending o data. de location. Privacy

23	Select Get Started	••••• 🗢 9:11 AM 💽 +
		Welcome to iPhone Get Started
24	The iPhone will display <b>Searching</b> or <b>No Service</b>	Searching     S:39 PM     2 mm       Messages     2 mm     2 mm       Messages     2 mm     2 mm       Messages     2 mm     2 mm       Weither     2 mm     2 mm       Weither     2 mm     2 mm       Notes     2 mm     2 mm       Reserved     2 mm     2 mm       Notes     2 mm     2 mm       Sciences     2 mm     2 mm       Notes     2 mm     2 mm       Notes     2 mm     2 mm       Notes     2 mm     2 mm       Sciences     2 mm     2 mm       Name     2 mm     2 mm       Name     2 mm     2 mm       Name     2 mm    <
25	<ul> <li>After about a minute or so, coverage bars and the Boost icon appear in the upper-left-hand corner of the screen.</li> <li>If coverage bars do not appear, check the coverage map to verify the customer is in a coverage area.</li> <li>If they are not in a coverage area, they need to relocate to an area with coverage.</li> <li>If the customer is in a network coverage area, they should move closer to a window until they see coverage bars on the top left-hand corner.</li> <li>A message will be displayed: iPhone is activated. Select Dismiss.</li> </ul>	Profest     Description     Solution     Calculation       Messages     Profest     Profest     Profest

26	The iPhone is activated and ready to use.	•••••••• Virgin. LTE 7:49 AM 3 400+
	<b>NOTE:</b> Depending on the available network coverage, in the upper left-hand corner, the device will display:	Messages Calendar Photos Canera
	<ul> <li>Boost 1x = 1xRTT coverage</li> <li>Boost 3G = 3G EVDO coverage</li> <li>Boost LTE = 4G LTE coverage</li> </ul>	Weather     CLOCK     Magos     Wiscos       Notes     Reminders     Stocks     Game Center       Notes     Reminders     Stocks     Game Center       Notes     Reminders     Stocks     Game Center       Notes     Tunes Store     App Store     Passbook       Compass     Settings     Vision     Vision       Phone     Mal     Stafer     Main
27	<ul> <li>Recommend the customer set up their voice mail.</li> <li>Select Phone then Voice Mail and follow instructions.</li> </ul>	
28	If the handset does not activate, complete a Hard Reset and gu Activation and Programming or through Cellular Activation and I	ide the customer through Wi-Fi Programming.

## **CELLULAR ACTIVATION AND PROGRAMMING:**

Follow the steps below to activate and program iPhone handsets that have never been activated or programmed with another number.

Step	Action		
1	<ul> <li>Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.</li> <li>Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.</li> </ul>		omers
			obile
2	Complete the Activation or Phone Swap and Insert the UICC	C card into the iPhone.	
3	Power the iPhone <b>on</b> by pressing the power button on the to	op right.	
4	Unlock the handset.	Searching Hello > slide = set up	1
5	Select the desired <b>Language</b> .	Searching English	<b>••</b> +
		Español	>
		Français	>
		Deutsch	>
		日本語	>
		Nederlands	>
		Italiano	>
		Português	>

6	Select Country or Region	Searching
		< Back
		Select your country
		or region
		er region
		United States >
		MORE COUNTRIES AND REGIONS
		MORE COUNTRIES AND REGIONS
		Afghanistan >
		Åland Islanda
		Albania
		Algeria >
7	Tap Use Cellular Connection	Searching
		< Back
		SG Boardroom
		SGguest 🔒 🖘 >
		SGWiFi 🔒 🤶 🔿
		Shared and the state of the state
		SingerLewak • • 7
		SingerLewak-Guest 🔒 🗢 >
		SingerLewak-Mobile 🔒 🗢 >
		Choose another network
		Lise Cellular Connection
8	It may take a few minutes to activate your iPhone will	
	appear.	Back
		3 <sup>11</sup> S
		It may take a few minutes to
		activate your iPhone.
Q	Tap Enable Location Services	●●●●●
		< Back
		Location Services
		Enable Location Services >
		Disable Location Services
		7
		What is Location Services?
		other apps to gather and use data
		indicating your approximate location.
		About Location Services
	4	

10	Choose option to setup iPhone	•••• 🗢 9:10 AM 💽 4
		< Back
	If customer has not had an iPhone previously:	Set up your iPhone
	<ul> <li>Select Set Up as New iPhone to setup</li> </ul>	Set Up as New iPhone
	If customer has a iCloud backup of a previous	
	iPhone:	Restore from iCloud Backup >
	1. Select <b>Restore from iCloud Backup</b> .	Restore from iTunes Backup
	2. Enter <b>Apple ID</b> and <b>Password</b>	
	If customer has a iTunes backup of a previous	
	Phone:	What does restoring do?
	0. Select Restore from I unes Backup	Your personal data and purchased content will appear on your device,
	1. Connect iPhone to computer that has the	automatically.
	follow encore instructions from iTunes	
	tonow onscreen instructions from fruites.	
11	You or the Customer can now <b>Sign In with Apple ID</b> or	••••• 🗢 🗢 9:11 AM 💼 🕬
	<b>Create a Free Apple ID</b> or skip this step.	< Back
		Apple ID
		Sign In with Your Apple ID >
		Create a Free Apple ID >
		Skip This Step
		What is an Apple ID? An Apple ID is your secure login for just about everything you do with Apple.
		Get access to the best selection of apps with the App Store.
		Shop for music, movies, TV shows, and more in the iTunes Store.
12	If you skip Apple ID Sign in or Creation, you will receive	No Service 🗢 9:11 AM
	this prompt.	K Back
	Scloot <b>Chin</b> to chin or <b>Dock</b> to return to the	Apple ID
	Select Skip to skip of Back to return to the	
	previous screen and set up an Apple iD.	Sign In with Your Apple ID
		<ul> <li>Are you sure?</li> <li>You must have an Apple ID to use the App Store, iTunes Store, iCloud, and other services. Creating one is free and easy.</li> <li>Skip Don't Skip</li> <li>Just about everything you do with Apple.</li> <li>Get access to the best selection of apps with the App Store.</li> <li>Shop for music, movies, TV</li> </ul>
		Store.

13	Select <b>Agree</b> to accept Terms and Conditions then tap <b>Agree</b> again.	No Service 🖘 9:11 AM Back Terms and Condition Send by Email	S
		IMPORTANT Please read the following terms before using yo iOS device. By using your IOS device, you are agreeing to be bound by the iOS Terms and Conditions.	٦r
		A. IOS Terms and Conditions PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE") CAREFULLY BEF USING YOUR IOS DEVICE OR DOWNLOADIN THE SOFTWARE UPDATE ACCOMPANYING LICENSE. BY USING YOUR IOS DEVICE OR DOWNLOADING A SOFTWARE UPDATE, AS APPLICABLE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE.	> ORE IG THIS
		IF YOU DO NOT AGREE TO THE TERMS OF LICENSE, DO NOT USE THE IOS DEVICE OR Disagree Ag	ree
		Searching 9:11 AM < Back Terms and Condition Send by Email	S
		IMi Ple iot agi Ceo         Terms and Conditions           I agree to the iOS Terms and Conditions and the Apple Privacy Policy.           A           PL           Cancel	>
		AGREEMENT ("LICENSE") CAREFULLY BE USING YOUR IGS DEVICE OR DOWNLOADIN THE SOFTWARE UPDATE ACCOMPANYING LICENSE. BY USING YOUR IOS DEVICE OR DOWNLOADING A SOFTWARE UPDATE, AS APPLICABLE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE. IF YOU DO NOT AGREE TO THE TERMS OF LICENSE, DO NOT USE THE IOS DEVICE OR	ORE G THIS
14	Touch ID can be set up now or Later	Disagree Ag Searching 🗢 9:11 AM	ree
	Touch ib can be set up now of Later	Set Up Touch ID	
		Set Up Now	>
		Set Up Later	~
			· ·
		Touch ID allows you to use your fingerprint in place of your passco or Apple ID password for purchase	de s.
15	The customer will be prompted to create a 4-digit Passcode or skip the step.	Touch ID allows you to use your fingerprint in place of your passco or Apple ID password for purchase Searching ? 9:11 AM Back Create a Passcode Enter a four-digit passcode.	de s.
15	The customer will be prompted to create a 4-digit Passcode or skip the step.	Searching  P:11 AM Create a Passcode Enter a four-digit passcode.	de s.
15	The customer will be prompted to create a 4-digit Passcode or skip the step.	Touch ID allows you to use your fingerprint in place of your passco or Apple ID password for purchase Searching ? 9:11 AM Back Create a Passcode Enter a four-digit passcode. Don't Add Passcode 1 2 3	de s. ⊃≁
15	The customer will be prompted to create a 4-digit Passcode or skip the step.	Touch ID allows you to use your fingerprint in place of your passco or Apple ID password for purchase Searching ? 9:11 AM Back Create a Passcode Enter a four-digit passcode. Don't Add Passcode 1 2 3 ABC DEF 4 5 6	de s.
15	The customer will be prompted to create a 4-digit Passcode or skip the step.	Touch ID allows you to use your fingerprint in place of your passco or Apple ID password for purchase Searching P B:11 AM Back Create a Passcode Enter a four-digit passcode Enter a four-digit passcode Don't Add Passcode 1 2 3 ABC DEF 4 5 6 GHI JICL MINC 7 8 9 TUV WXX	de s.

		Searching  PITIAM  Back  Create a Passcode  Enter a four-digit passcode  Don't Add Passcode?  A passcode secures your iPhone.  Add Passcode  Continue
		12 ABG3 DEF45,KL6 MNO78 VWXYZ9 WXYZ0C
16	Siri options appear. Select <b>Use Siri</b> or <b>Don't use Siri</b> , as desired.	Searching 🕈 9:11 AM
		Don't use Siri >           What is Siri?           Siri helps you get things done just by asking. You can make a phone call, send a message, dictate a note, or even find a restaurant.           Siri sends information like your voice input, contacts, and location to Apple to process your requests.
17	At the <b>Diagnostics</b> screen, select either <b>Automatically</b> Send or <b>Don't Send</b> .	Searching 🕈 9:11 AM 🕞 +
		Don't Send > Diagnostics & Usage Diagnostics & Usage Help Apple improve its products and services by automatically sending diagnostic and usage data. Diagnostic data may include location. About Diagnostics and Privacy
18	Select Get Started.	••••• 🗢 9:11 AM 💽 f
		Welcome to iPhone Get Started

19	No Service or No Service appears in the upper left-hand corner of the screen.	Searching       S:30 PM         Messages       Image: Caldindar         Messages       Caldindar         Weather       Caldindar         Weather       Caldindar         Weather       Caldindar         Notes       Caldindar         Notes       Caldindar         Notes       Caldindar         Notes       Caldindar         Notes       Caldindar         Notes       Caldindar         Persider       Stocks         Notes       Caldindar         Carrer       Stocks         Notes       Carrer         Carrer       Carrer         Notes       Carrers         Carrer       Carrer         Carrer
20	A "waiting for activation" message may appear. Select <b>Dismiss</b> .	Searching Nessages Calendar Calendar Calendar Calendar Photos Calendar Photos Carena Calendar Photos Carena C
21	<ul> <li>An "iPhone was not activated" message may appear. Select <b>Try Again</b>.</li> <li>If "iPhone is not Activated" error messages continue to appear, restart the iPhone.</li> <li><b>Press and hold the Power key</b> and then slide the arrow icon to turn the device off. Press the <b>Power key</b> to turn the device on again.</li> </ul>	Image: Properties of the second s
22	<ul> <li>iPhone is activated will appear.</li> <li>Select Dismiss.</li> <li>If the iPhone does not activate, ensure that you are in a coverage area and that at least 1 or 2 coverage circles appear.</li> </ul>	Image: state

23	<ul> <li>The iPhone is activated and ready to use.</li> <li>NOTE: Depending on the available network coverage, in the upper left-hand corner, the device will display:</li> <li>Boost 1x = 1xRTT coverage</li> <li>Boost 3G = 3G EVDO coverage</li> <li>Boost LTE = 4G LTE coverage</li> </ul>	••••00 Virgin       LTE       749 AM         Image: State of the state of
24	Recommend the customer set up their voice mail. Select <b>Phone</b> then <b>Voice Mail</b> and follow instructions.	
25	If the handset does not activate, complete a Hard Reset an Activation and Programming again or through Wi-Fi Activation	d guide the customer through Cellular on and Programming.

# **APPLE iPHONE 4s**

# **Programming Instructions**

## Wi-Fi ACTIVATION AND PROGRAMMING:

Follow the steps below to activate and program iPhone handsets that have never been activated or programmed with another number.

Step	Action	
1	Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.	
	• Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.	
2	Complete the Activation or Phone Swap.	
3	Power the iPhone <b>on</b> by pressing the power button on the to	p right.
4	Unlock the handset.	Searching
5	Select the desired Language.	> slide to set up (i) Searching
		English >
		Español >
		Français >
		Deutsch >
		<b>日本語</b> >>
		Nederlands
		Italiano >
6	Select Country or Region.	No Service
		Select your country or region
		United States >
		MORE COUNTRIES AND REGIONS
		Afghanistan
		Åland Islands >
		Albania >

7	To use Wi-Filltap a Wi-Fillpetwork to connect to	••••• 1x 1:33 PM
1		< Back
		Change a W/i Ei
		Choose a WI-FI
		network
		CampusGuest 🗢 >
		Enterprise 🔒 🗢 >
		TS19AY076M ₽ 奈 >
		Choose another network
		Use Cellular Connection
		Set up your iPhone using cellular data if your
8	If necessary, enter credentials to connect to the selected	•••••• Virgin LTE 10:18 AM      *
	Wi-Fi network.	entguest.sprint.com AuthGuest
		Log In Cancel
		Sprint
		Please login to the network using your ADID or Guest users
		Network Login * Usemane:
		*Pastword: *Terms:
		G   accept the terras.of.use
		Territorio of Use Teo aperatorio lan Varenanci, se contrat tenesar una pri de indettata teorea, or operatorio control printinguito access in de antalacio ("finando") for access in pri an of
		Repeating of their segments and an entity of the first segments of the second segments of the second segments of the second segments of the second second segments of the second
		Environ de ponde acces de control dans de la constaté dissué de la restance. Ne internetigie de acces de soutes de la constaté de la constaté dissué de la restance de la constaté Need an account? <u>Click,Herre</u> .
9	Once connected to Wi-Fi Network, Activation will continue.	No Service
		network
		✓ Xerox-Guest 🔒 ङ >
		Xerox-Guest 2
		Choose another network
		Connect to iTunes
		Set up your iPhone using iTunes if your Wi-Fi
40	la constante e la constante e de constante e la const	Searching S 2:01 PM
10	It may take a few minutes to activate your iPhone will	< Back
	appear.	
		It may take a few minutes to
		activate your iPhone.

11	<b>iPhone Activated</b> will appear when the device has been registered on the Apple servers.	••••• 2:02 PM Continue
	<b>NOTE:</b> Boost Mobile iPhones do not support international roaming.	Device is activated on CDMA US network. International roaming requires a SIM.
12	Tap Enable Location Services.	••••• Virgin    2:03 PM   Constraints  Cons
		Location Services
		Enable Location Services >
		Disable Location Services
		What is Location Services? Location Services allows Maps and other apps to gather and use data indicating your approximate location. About Location Services
13	Choose option to setup iPhone	●●●○○ Virgin 중 2:03 PM ■D
		< Back
	If customer has not had an iPhone previously:     Called Datum an New iPhone to actum	Set up your iPhone
	<ul> <li>Select Set Up as New IPhone to setup</li> <li>If customer has a iCloud backup of a previous</li> </ul>	Set Lin as New iPhone
	iPhone:	
	• Select <b>Restore from iCloud Backup</b> .	Restore from iCloud Backup
	<ul> <li>Enter Apple ID and Password</li> <li>If customer has a iTunes backup of a previous</li> </ul>	Restore from iTunes Backup
	O Select Restore from iTunes Backup	-
	<ul> <li>Connect iPhone to computer that has the</li> </ul>	
	iTunes backup of pervious iPhone and	Your personal data and purchased
	follow onscreen instructions from iTunes.	content will appear on your device, automatically
14	You or Customer can now <b>Sign In with Apple ID</b> or <b>Create a Free Apple ID</b> or skip this step.	••••∘ Virgin ବ 2:03 PM ■)
		Apple ID
		Sign In with Your Apple ID >
		Create a Free Apple ID >
		Skip This Step
		What is an Apple ID? An Apple ID is your secure login for just about everything you do with Apple.
		Get access to the best selection of apps with the App

15	<ul> <li>If you skip Apple ID Sign in or Creation, you will receive this prompt.</li> <li>Select Skip to skip or Back to return to the previous screen and set up an Apple ID.</li> </ul>	<ul> <li>Constraints</li> <li>Constrai</li></ul>
16	Select Agree to accept Terms and Conditions then tap Agree again.	Otrage   Production   Condition   Send by Email     Condition
17	You will be prompted to create a 4-digit Passcode or skip the step.	••••••• Virgin        2:04 PM         Create a Passcode         Enter a four-digit passcode.         Don't Add Passcode         1       2       3         ABC       DEF         4       5       6         GHI       JKL       MNO         7       8       9         PORS       TUV       WXYZ         0       Image: Constraint of the second of

		•••••• Virgin        2:04 PM         Create a Passcode         Enter a four-digit passcode.         Don't Add Passcode?         A passcode secures your iPhone.         Add Passcode       Continue         Abd       DEF
		4         5         6           GHI         JKL         MNO           7         8         9           PORS         TUV         WXYZ           0         X
18	Siri options appear. Select <b>Use Siri</b> or <b>Don't use Siri</b> , as desired.	•••••• Virgin ♥ 2:04 PM ●
		Don't use Siri > What is Siri? Siri helps you get things done just by asking. You can make a phone call, send a message, dictate a note, or even find a restaurant.
19	At the <b>Diagnostics</b> screen, select either <b>Automatically</b> <b>Send</b> or <b>Don't Send</b> .	Constraint of the second
	Calle at Oat Started	About Diagnostics and Privacy
20	Select Get Started.	Welcome to iPhone Get Started

21	The iPhone Home screen displays. <b>Searching</b> appears in the upper left-hand corner of the screen.	Searching       2:40 PM         Messåges       19         Caléridar       Phôtos         Weather       Caléridar         Output       Output         Notes       Reminders         Reminders       Stocks         Pausbock       Turnes Store         Phone       Image: State App Store         Mail       Image: State App Store         State App Store       State App Store         State App Store       State App Store         Image: App Store
22	A "waiting for activation" message may appear. Select <b>Dismiss</b> .	Searching       2-40 PM         Massages       Calaindar         Massages       Calaindar         Photos       Cansera         Westher       Cace         Cace       Mage         Westher       Cace         Massages       Cace
23	An "iPhone was not activated" message may appear. Select <b>Try Again</b> .	Searching       2:40 PM         Image: Searching       Image: Searching         Massingle       Image: Searchingle         Massingle       Image: Searchi
24	The "iPhone was not activated" message may appear again. Select <b>Dismiss</b> . If "iPhone is not Activated" error messages continue to appear, restart the iPhone.	Searching       240 PM         Image: Searching       Image: Searching         Message:       Image: Searching

25	iPhone is activated will appear.	Searching 🗢 2:41 PM 🕴 🔲		
	Select <b>Dismiss</b> .	Messiges Calèndar Phòtos Camera		
	<ul> <li>If the iPhone does not activate, ensure that the Wi- Fi network can actually connect to the Internet.</li> <li>Tell the customer to launch Safari and see if they</li> </ul>	Weather Clock Maps Videos iPhone is activated		
	can browse the web or whether they are prompted to authenticate with the Wi-Fi network.	Passbook Tunes Store App Store - Settings		
		Phone Mail Safari Music		
26	The iPhone is activated and ready to use.	Setuday		
	<b>NOTE:</b> After the device is activated, the customer can turn off Wi-Fi through the Settings Menu.	Messages Calendar Photos Carinera		
	Depending on the available network coverage, in the upper left-hand corner, the device will display:	Notes Perminders Stocks Game Center		
	• <b>Boost 1x</b> = 1xRTT coverage			
	Boost 3G = 3G EVDO coverage	Passbook Turnes Store App Store of Settings		
27	Recommend the customer set up their voice mail.			
	Select Phone then Voice Mail and follow instructions.			
28	If the handset does not activate, complete a Hard Reset and guide the customer through Wi-Fi Activation and Programming.			

### **ITUNES ACTIVATION AND PROGRAMMING:**

Follow the steps below to activate an iPhone handset that has never been activated or programmed with another number through iTunes.

NOTE: iTunes version 11.1 or later is required. If you have an earlier version of iTunes, they will need to upgrade to iTunes version 11.1 or later.

Step	Action		
1	Tell the customer that voicemail from their old phone will not transfer to the iPhone. Customers should retrieve any important voicemail messages from the voicemail on their old phone.		
	• Tell the customer to turn off their old phone if they are swapping from a Boost Mobile phone to an iPhone.		
2	Complete the Activation or Phone Swap.		
3	If the iPhone is powered off, turn it on by pressing the power bu	utton on the top right.	
4	Unlock the handset.	Searching	
		Hello	
		> slide to set up	
5	Select the desired Language.	Searching	
		English >	
		Español >	
		Français >	
		Deutsch >	
		日本語 >	
		Nederlands >	
		Italiano >	
6	Select Country or Region.	No Service	
		Select vour country	
		or region	
		United States >	
		MORE COUNTRIES AND REGIONS	
		Afghanistan >	
		Åland Islands	
		Albania >	

7	If it appears, select <b>Connect to iTunes.</b>	No Service	
		network	
		Yarax-Guest	
		Xerox-Guest 2	
		Choose another network	
		Connect to iTunes	
		Set up your iPhone using iTunes if your Wi-Fi network is not available.	
8	A confirmation message appears. Select <b>Continue</b> .	No Service	
		< Back	
		Choose a Wi-Fi	
		network	
		Continue without Wi-Fi?	
		You need a network connection to set up App Store, iTunes Store, >	
		iCloud, and other services.	
		Continue Use Wi-Fi	
		Set up your iPhone using iTunes if your Wi-Fi	
		network is not available.	
9	Connect the iPhone via the USB cable to a computer with	1x 3:05 PM     3:05 PM     3:05 PM	
	Trunes and an internet connection.	Connect to iTunes	
	NOTE: Connect to iTunes may appear on the screen		
		iTunas	
		*	
10	iTunes launches on the computer. Welcome to your New iPh	ne is displayed	
		ene lo diopidyou.	
	(he jat jae Contro joe jop		
	iPhone		
	Would you like to set up this Phone as a new Phone or restore all of per information form a previous hactury.		
	Set up as see Proce		
	e Resteve from this backage (at Almonitation 1 Brane ) and here and this backage (at Almonitation 1 Brane )		
11	NOTE: In some cases, an error message will be displayed indi	cating that the activation failed.	
	You will be asked to "Try again" or "Cancel". If this occurs, Disconnect the iPhone from the		
	computer. Guide the customer through Wi-Fi activation.		



16	Tap Enable Location Services.	•∞∞∞ Virgin
		Location Services
		Enable Location Services
		Disable Location Services
		What is Location Services? Location Services allows Maps and other apps to gather and use data indicating your approximate location. About Location Services
17	If prompted, choose option to setup iPhone	•••••• Virgin 🗢 2:03 PM 🔳) Karak
	<ul> <li>If customer has not had an iPhone previously:</li> <li>Select Set Up as New iPhone to setup</li> </ul>	Set up your iPhone
	<ul> <li>If customer has a iCloud backup of a previous iPhone;</li> </ul>	Set Up as New iPhone
	<ul> <li>Select Restore from iCloud Backup.</li> </ul>	Restore from iCloud Backup
	<ul> <li>Enter Apple ID and Password</li> <li>If customer has a iTunes backup of a previous</li> </ul>	Restore from iTunes Backup
	iPhone:	-
	<ul> <li>Select Restore from Fulles Backup</li> <li>Connect iPhone to computer that has the</li> </ul>	What does restoring do?
	iTunes backup of pervious iPhone and follow onscreen instructions from iTunes.	Your personal data and purchased content will appear on your device, automatically
18	If prompted:	••••∘• Virgin 중 2:03 PM ■)                             
	Customer can now <b>Sign In with Apple ID</b> or <b>Create a Free</b>	Apple ID
		Sign In with Your Apple ID >
	<b>a Free Apple ID</b> and follow the prompts, or visit	Create a Free Apple ID >
	http://appleid.apple.com.	Skip This Step
		what is an Apple ID? An Apple ID is your secure login for just about everything you do with Apple.
		Get access to the best selection of apps with the App

19	If you skip Apple ID Sign in or Creation, you will receive this prompt.	•••∘∘ Virgin 奈 《 Back	2:03 PM	-
	<ul> <li>Select Skip to skip or Back to return to the previous screen and set up an Apple ID.</li> </ul>	C You mus the App S and othe	Are you sure? at have an Apple Store, iTunes Sto in services. Creat free and easy.	ID to use re, iCloud, ing one is
		An Apple I just abour	D is your secu t everything yo Apple. t access to the b	re login for ou do with est
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		PLEASE READ AGREEMENT (" USING YOUR IC THE SOFTWAR LICENSE. BY U	THIS SOFTWARE LICENSE") CARE OS DEVICE OR DO E UPDATE ACCO SING YOUR IOS E	LICENSE FULLY BEFORE WULOADING WPANYING THIS EVICE OR
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		Disagree		Agree
21	You will be prompted to create a 4-digit Passcode or skip the step.	•••∘∘ Virgin 夺	2:04 PM	<b>D</b>
		Creat	te a Pass	scode
		Enter a	a four-digit pas	scode.
		Do	on't Add Passco	de
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		4	5	6
			8 TIN	9 W/V/7
		Fundo	0	$\langle \times \rangle$

		●●●●● Virgin ◆ 2:04 PM ■)
		Create a Passcode
		Enter a four-digit passcode.
		Don't Add Passcode?
		A passcode secures your iPhone.
		Add Passcode Continue
		4 5 6 <sub>GHI</sub> JKL МNО
		7 8 9 Pors tuv wxyz
		0
22	Siri options appear. Select <b>Use Siri</b> or <b>Don't use Siri</b> , as	Virgin      2:04 PM
	desired.	Set up Siri
		Use Siri
		Don't use Siri
		What is Siri? Siri helps you get things done just by
		asking. You can make a phone call, send a message, dictate a note, or
		even find a restaurant.
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b>	Virgin      2:04 PM
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	<pre></pre>
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send.</b>	Constraints     Constrain
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	Constraint of the send of
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	Virgin © 2:04 PM     Send     Diagnostics     Automatically Send     Don't Send
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	Conversion of the sector of t
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	Virgin      2:04 PM
23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> .	Virgin      2:04 PM
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23	At the <b>Diagnostics</b> screen, select either <b>Automatically Send</b> or <b>Don't Send</b> . Select <b>Get Started</b> .	Virgin      2:04 PM     Construct of the second secon
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      2:04 PM
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      2:04 PM
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      2:04 PM     Diagnostics     Diagnostics     Automatically Send     Don't Send     Don't Send     Diagnostics & Usage     Diagnostics & Usage     Help Apple improve its products and     services by automatically sending     diagnostic and usage data.     Diagnostic data may include location.     About Diagnostics and Privacy     ••••••• Virgin      2:04 PM
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      204 PM     Diagnostics     Diagnostics     Automatically Send     Don't Send     Don't Send     Diagnostics & Usage     Diagnostics & Usage     Help Apple improve its products and     services by automatically sending     diagnostic and usage data.     Diagnostic data may include location.     About Diagnostics and Privacy     •••••• Virgin      2:04 PM     Welcome to iPhone
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      204 PM     Diagnostics     Diagnostics     Automatically Send     Don't Send     Don't Send     Diagnostics & Usage     Diagnostics & Usage     Help Apple improve its products and     services by automatically sending     diagnostic and usage data.     Diagnostic data may include location.     About Diagnostics and Privacy     Conserver Virgin      2:04 PM     Welcome to iPhone
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      2:04 PM     Diagnostics     Diagnostics     Automatically Send     Don't Send     Diagnostics & Usage     Diagnostics & Usage     Help Apple improve its products and     services by automatically sending     diagnostic and usage data. Diagnostic data may include location.     About Diagnostice and Privacy     Secov Virgin      2:04 PM     Welcome to iPhone     Get Started
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      204 PM     Diagnostics     Diagnostics     Automatically Send     Don't Send     Don't Send     Diagnostics & Usage     Diagnostics & Usage     Help Apple improve its products and     services by automatically sending     diagnostic and usage data.     Diagnostic data may include location.     About Diagnostics and Privaev     Coor Virgin      2:04 PM     Come to iPhone     Get Started
23	At the Diagnostics screen, select either Automatically Send or Don't Send.	Virgin      204 PM     Diagnostics     Diagnostics     Automatically Send     Don't Send     Don't Send     Diagnostics & Usage     Diagnostics & Usage     Help Apple improve its products and     services by automatically sending     diagnostic and usage data. Diagnostic data may include location.     About Diagnostics and Privacy     Concernence and Privacy     Welcome to iPhone     Get Started

25	The iPhone will display <b>Searching</b> or <b>No Service</b>	Searching     2:40 PM       Messages     Saurday 19       Caléndar     Phôtos       Weather     Clock       Mores     Clock       Maps     Videos       Veather     Clock       Reminders     Stocks       Reminders     Stocks       Passbook     Tumes Store       App Store     Settings       Maps     Stocks       Stocks     Stocks       Stocks     Settings       Maps     Stocks       Stocks     Settings
26	<ul> <li>After about a minute or so, coverage bars and the Boost icon appear in the upper-left-hand corner of the screen.</li> <li>If coverage bars do not appear, check the coverage map to verify you are in a coverage area.</li> <li>If you are in a network coverage area, move closer to a window until you see coverage bars on the top left-hand corner.</li> <li>A message will be displayed: iPhone is activated. Select Dismiss.</li> </ul>	Searching       2:40 PM         Messages       19         Calvindar       Phésos         Weather       Cicck         Wather       Cicck         Messages       Cicck         Maps       Videos         IPhone is activated         Dismiss         Passbook       Tunnes Store         App Store       Settern         Veather       Cick         Dismiss       Settern         Passbook       Tunnes Store         App Store       Settern         Veather       Maps         Dismiss       Settern
27	<ul> <li>The iPhone is activated and ready to use.</li> <li><b>NOTE:</b> Depending on the available network coverage, in the upper left-hand corner, the device will display:</li> <li><b>Boost 1x</b> = 1xRTT coverage</li> <li><b>Boost 3G</b> = 3G EVDO coverage</li> </ul>	Society 2:41 PM   Messages Daradisty   Messages Cakendar   Photos Cariner   Weatcher Cibck   Weatcher Cibck   Messages Cibck   Messages Cibck   Weatcher Cibck   Messages Cibck   Mes
28	<ul> <li>Recommend the customer set up their voice mail.</li> <li>Select Phone then Voice Mail and follow instructions.</li> </ul>	
29	If the handset does not activate, complete a Hard Reset and gu Activation and Programming.	uide the customer through Wi-Fi
## **TROUBLE SHOOTING**

## Searching/No Service

Follow the steps below to troubleshoot an iPhone displaying "Searching" or "No Service" instead of Boost after activation or ESN Swap.

• Reattempt activation.

Searching or No Service will display if a customer is located in an area without network coverage or if the customer is in a concrete / brick or steel structure.

Ask the customer to move closer to a window to improve the coverage

## **REPLACEMENT AND RETURNS:**

- Returns:
  - DOA Units: Sales Associates should follow their normal authorized returns process with Sprint Prepaid Group of any defective units for proper approvals and credits. Dealer should work back with their Master Agent for proper authorization and Master Agents to follow current returns process to Brightpoint.
- Defective Unit Returns After Sale:
  - Please follow your dealer store normal returns policy for returns and standard policy for your Master Agent.
- Please direct all Warranty and AppleCare+ issues to Apple:

Apple Store

OR

1-800-APL-CARE

OR

www.apple.com/support/products/iphone.html

- Replacements / SWAPS:
  - Units with AppleCare + (within store policy time frame and 30 days of Sale):
  - Please follow your dealer store normal replacement policy for normal handset replacements and standard policy for your Master Agent.
  - After completing the SWAP, contact Care to have AppleCare+ credited out for the defective unit.
- Units with AppleCare + (Unit post 30 days of sale):
  - Please direct all Warranty and AppleCare+ issues to Apple:

1-800-APL-CARE

OR

www.apple.com/support/products/iphone.html

OR

Send customer to nearest Apple store