

National Grid Smartphone Upgrade Process

Apple iOS Version

Step 1 -> Backing up old iPhone

1. Ensure data is backed up to Apple's iCloud
 - a. Back Up Settings: Settings> Your Name> iCloud> iCloud Backup> On
 - b. Set to "On" -> Contacts, Calendar, Photos, Messages, Other
2. Contacts on SIM – Settings: Contacts> Import SIM Contacts. This step ensures any contacts on your SIM are imported and backed up

**** DO NOT replace the new device SIM with the old device SIM. This creates problems with the carrier billing and asset information ****

Step 2 -> Activating new iPhone

3. Ensure you have manually initiated a backup right before activating your new device.
4. Turn on the new device and follow the on-screen set up steps (select Set Up Manually).
 - a. Confirm a Wifi connection for the new device before proceeding
 - b. Know your Apple ID and password when prompted
5. All settings should be restored but you may have to re-enroll in the Airwatch agent or re-enter your password in the email exchange app.

**** If the activation fails, dial IVR (877-807-4646) to complete activation ****

Step 3 -> Recycling old iPhone

6. Erase all data in preparation for recycling
 - a. Settings > General > Reset > Erase All Content and Settings
 - b. This will turn off Find my iPhone/iPad and Activation Lock
7. A shipping return box and preprinted label will be sent to return hardware
 - a. Packing directions will be included with the box
 - b. Use mailroom or Fedex pickup location to ship for recycling