

# **SAMSUNG ANDROID CELL PHONE SETUP INSTRUCTIONS**

(Rev. 12/4/2018 CS/GB)

## **Important:**

Costs for cell phone and tablet accessories are NOT to be submitted on an expense report, and will be rejected. We can help with problems with cell phone or wall charger. (OPEX is not providing a car charger, Bluetooth, or any other accessories.) To get help with your cell phone or tablet, leave a message in VM 4444. You can't just dial 4444 from the top menu; you have to log into your own voice mail press 2, and then enter 4444. -Or send an email to 4444@opex.com.

## **Setup Instructions:**

Turn phone ON

1. If you have just been hired as an OPEX technician, check your tablet for an email from the IT Dept. This is the information you'll need to setup your email account on your cell phone. If there is no email, contact the 4444 group (paragraph above) and request the information. If you are an existing employee you should already know your login information so you should not need an email from IT.
2. Select desired language and tap NEXT.
3. Tap NEXT on Setup Wizard page showing your phone number and that the SIM card is activated.
4. If you want to copy your Google Accounts from your previous device, select that and follow the prompts. Otherwise, select No thanks and continue.
5. Uncheck "Sync contacts" and tap NEXT.
6. Enter your Gmail address and tap NEXT. (If you don't have one, create a new account.)
7. Enter your Gmail password and tap NEXT.
8. Tap ACCEPT.
9. Uncheck the last check box ("Help Improve...") Other settings are up to you.
10. Select No thanks and tap CONTINUE.
11. Setup security protection - your choice, but you must use one method or another. Follow prompts.
12. Select an option – your choice. Tap DONE.
13. Tap NEXT – to Verizon Cloud.
14. Unselect Contacts and Call Logs. Others are your choice. Tap NEXT.
15. Tap Corporate icon on Email Setup Wizard.
16. Enter your OPEX email address and password (Check Show password), tap SIGN IN
17. Tap Back button (bottom right, under screen).
18. Enter the domain *opex.local* before the \username. So if your username is 2999e, this field will be opex.local\2999e. For users other than technicians, it will be in this format: opex.local\csylvester.
19. Enter the Exchange server name *mobile.opex.com* (***tech.opex.com*** for technicians).
20. Make sure the Use secure connection (SSL) box has a checkmark and tap SIGN IN.
21. Tap OK on Remote security administration message.
22. Set your email synchronize options then tap SIGN IN.
23. On Activate phone administrator page tap ACTIVATE.
24. Tap DONE on account name.
25. On Email Setup Wizard tap NEXT, then tap DONE.
26. On Next steps (Samsung account) tap SKIP.
27. Test the phone and Internet operation of the phone. Report any problems to the cell phone and tablet info box (See first paragraph in this document).

**Factory Data Reset.** If you have problems with the phone and need to start over.

- a. Navigate: Settings/Backup and reset. (Might be under General Management.)
- b. Set Backup my data to Off.
- c. Tap Factory data reset.
- d. Tap RESET PHONE (May have to enter security info if you have it set up).
- e. Tap DELETE ALL.
- f. Phone will power down and then power back up.
- g. After the phone is powered on again, start at step 1.

Please read carefully the **Usage Policies** section below.

### **TABLET SETUP INSTRUCTIONS: (TBD)**

The tablet setup is done by IT so you will receive it ready to use.

#### **Usage Policies:**

Usage of the OPEX provided smartphones and tablets (mobile devices) are governed by the OPEX Policy Manual.

With mobile devices, users can download various applications from the Internet to their mobile devices. OPEX will allow the user to perform this function using the following guidelines:

1. First and foremost, the mobile devices are a business tool being provided by OPEX for performing OPEX related business. This includes the use of the smartphone for handling phone calls, and all mobile devices for handling business e-mails, and business documents & spreadsheets.
2. Some applications are free and others must be purchased. It is the personal responsibility of the user to pay for any applications they choose to download that are not free. OPEX will not reimburse the user for these costs.
3. If a mobile device is not performing normally for OPEX business needs, then any applications not specifically installed or approved by OPEX must be removed to ensure the extra applications are not interfering with the normal operation of the device. This performance includes the battery life of the device which is deemed adequate using OPEX approved applications and typical use of the device. Be aware that any previously purchased personal applications may not be able to be re-installed without having to purchase them again.
4. Any user installed applications must follow the same guidelines outlined in the OPEX Policy Manual.

Since mobile devices allow for internet browsing and access, the Internet Usage Policy and Guidelines for Use of Social Media from the OPEX Policy Manual also apply to mobile device usage. Those sections of the OPEX Policy Manual are provided below for reference.

### **Internet Usage Policy (taken from the OPEX Policy Manual)**

*Company-issued computers and all associated applications and/or computer files are either owned by, or are licensed by, OPEX Corporation for its sole and exclusive use. All hardware, software or electronic files contained on company-issued computers are the property of OPEX Corporation and the use thereof is therefore subject to monitoring by OPEX at the company's sole discretion.*

*Accessing the Internet or utilizing e-mail is subject to OPEX's internal policies and guidelines. As a condition of receiving and using a company-issued computer, and also in order to access the Internet/World Wide Web and e-mail, you agree to abide by certain policies and guidelines:*

*A.) Any use of the Internet or e-mail that involves the collecting, distributing, disseminating, downloading, soliciting or storing of materials that are derogatory, obscene, pornographic, defamatory or harassing is strictly prohibited. Using e-mail in a manner that tends to degrade system performance, such as sending "chain" mail, is prohibited.*

*B.) To ensure proper usage, each person accessing the Internet with a browser may have the sites they visit logged into a database along with the time and duration of usage. Users on the corporate network will refrain from abusing bandwidth by being continuously connected to the Internet for non-work related purposes. Additionally, excessive use of the Internet for non-work related activities during regular working hours shall be treated as theft of time, and may result in employee discipline, up to and including termination.*

*C.) Confidential information of the company, including trade secrets or other privileged information, may not be transmitted via the Internet, e-mail, or external/portable hard drives or jump drives unless proper authorization is received in advance.*

*D.) Certain materials available on the Internet are licensed or protected by various copyrights. Copying or distributing these materials is illegal and prohibited.*

*E.) When using the Internet or e-mail, all OPEX employees are prohibited from exchanging any messages that contain ethnic or racial slurs, racial epithets, or anything else that can be construed as illegally harassing or offensive to others on the basis of an individual's race, sex, religion, national origin, etc. This includes exchanging inappropriate jokes, comments, observations, etc. of an illegal or offensive nature, or using language that is inappropriate or offensive in a workplace setting, including the use of so-called "slang" terms or jargon.*

*F.) All communications systems are the property of the company, including computers, wireless devices, servers, and the e-mail system. OPEX therefore reserves the right to monitor, at its discretion, how these materials are being used.*

G.) A violation of the above-stated directives, or of any policy or guideline of OPEX Corporation concerning the use of company materials, may subject the offender to disciplinary action up to and including termination.

### **Guidelines for Use of Social Media (taken from the OPEX Policy Manual)**

For most of us, social media provides a platform for sharing content quickly within our communities. It is also valuable to growing our professional network. Navigating this communication landscape can be challenging. Well-meaning posts, shares, and comments have the potential for high impact, but when misapplied can also lead to trouble.

The following guidelines and common sense principles should be followed when posting to social media:

1. **Follow the OPEX Corporation Confidentiality / Non-Disclosure Agreement that each employee is required to sign**, as well as the Security Policies outlined in this Policy and Procedure Manual.
2. **Identify Yourself.** When posting, if you are not an official spokesperson for OPEX, make it clear that the opinions you are expressing are solely your own and not associated with OPEX policy, standards, or culture. Writing in the first person and using a personal email address for private communication will also help to ensure that you are engaging as an individual and not on behalf of the OPEX corporate entity.
3. **Be Socially Responsible.** When sharing your opinions in posts, direct engagements, comments, replies, and shares, or when engaging with a blog, vlog, image, thought-leadership piece, or editorial, be sure to research the origin of the content to ensure accuracy, truth, and relevance and avoid any copyright infringement or misappropriation of others' content.
4. **Listen with Intention.** When engaging in any conversation, whether "live" or through direct messages, it is best to listen and learn before joining the conversation. Remember that every time you post, you carry the OPEX brand.
5. **Use Care and Common Sense.**
  - a) Never post anything that provides non-public information to an OPEX competitor;
  - b) Never post anything that may have legal ramifications;
  - c) Never post anything that would place you or OPEX in a negative public spotlight;
  - d) Never publish or discuss pricing, equipment design, or unannounced product launches;

- e) *Never promise anything that you (or the company) cannot provide;*
  - f) *Never post without a follow-up plan or thoughtful response in mind; and*
  - g) *Never post content belonging to another author as if it were your own. Always provide proper attribution by posting the original source (publication, URL) and author's name. This includes visual content. The use of copyrighted materials or others' works without express permission or proper citation is plagiarism and a violation of the law.*
- 6. Own Your Mistake.** *Mistakes happen. If you share or re-post false information, clarify as soon as you are aware.*
- 7. Sell Knowledge, Not Product.** *Position yourself as an expert and OPEX as a resource for education and thought leadership. Some conversations are best facilitated through personal interaction: Pursue potential sales leads offline.*
- 8. Engage Your Audience With Respect.** *Never use ethnic slurs, personal insults or attacks, obscenities, religious epithets, or sexual innuendos, or engage in cyberstalking (which is a crime in most jurisdictions), whether under your own name, a user name, a screen name, or an assumed name. As detailed elsewhere in this Policy and Procedure Manual, this type of conduct is unacceptable at any time. Refrain from engaging in religious or political banter in forums that could potentially be associated with OPEX.*
- 9. When in Doubt, Don't Post.** *If you are unsure whether the content you are considering is appropriate, relevant, proprietary, offensive, could be misinterpreted, or may have legal ramifications (for yourself or OPEX) – Do Not Post.*
- 10. Get Approval.** *Avoid ruining strategic relationships. Before tagging or citing customers or partners, seek approvals from the source and key OPEX relationship managers.*

**Revisions:**

11/1/2018      Added examples to Step 18 of Cell Phone Setup. (CS)