



# MOBILITY

## AS A SERVICE

Samsung: getting started



**Set up your  
new device**



## Step 1.

### Make the switch

- Charge both your old and new phones.
- Back up your data on your old phone. We recommend using WiFi. Follow the relevant instructions below.



#### From an Android:

- Open **Settings**
- Tap **Accounts and backup**
- Select **Backup and restore** then **Backup data**
  - Note: make sure you're logged in to the Google account you'd like linked. We suggest your work email (not a shared email). If you don't have a Google account, you can create one [here](#).



#### From an iPhone:

- Open **Settings**
- Tap **[your name]** then select your device
- Select **iCloud Backup** then tap **Back up now**
  - Note: make sure you're logged in to the iCloud account you'd like linked. We suggest your work email (not a shared email). If you don't have an iCloud account, you can create one [here](#).

## Step 2.

### Transfer files to your new phone

- Once you've backed up your data from your old phone, transfer it to your new one following the steps below.



#### From an Android:

- Turn on your new phone.
- Tap **Start**. If you don't see **Start**, you can [copy your files manually](#).
- When prompted, choose to copy apps and files from your old phone.
  - If you have a cable, use it to connect your phones.
  - If you don't have a cable:
    - Tap **No cable?**, then **Ok**.
    - Tap **A backup from an Android phone**.
- Follow the on-screen instructions to copy your files.



#### From an iPhone:

- Turn on your new phone.
- Tap **Start**.
- When prompted, choose to copy apps and files from your old phone.
  - If you have a cable, use it to connect your phones.
  - If you don't have a cable:
    - Tap **No cable?**, then **Ok**.
    - Tap **An iPhone device**.
- Follow the on-screen instructions to copy your files.

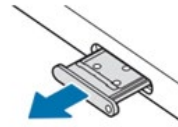
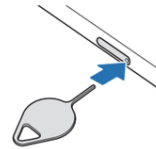


## Step 3.

## Insert your SIM card

## Remove the SIM card from your old phone:

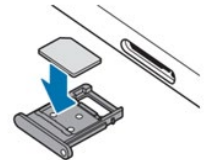
- To loosen the SIM tray, insert the ejection pin into the hole on your old phone. This may be on the top or right side.
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Remove the SIM card from the tray.
- Gently return the SIM tray into the tray slot and push to close.



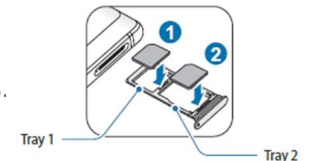
## Then insert the SIM card into your new phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your new phone. **You'll find this on the top.**

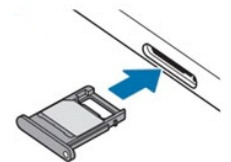
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.



- Place the SIM card into SIM 1, with the gold-coloured contacts facing downwards. *Note: the SIM tray number should be written on the tray, otherwise it is typically the middle slot.*



- Press the SIM card into the tray to secure it.
- Insert the SIM tray back into the tray slot.



- Turn your phone on using the power button on the right-hand side, then check the 4G logo appears on the top right of your screen.

## Step 4.

### Set up your new SIM card and Voicemail

Once you've inserted your SIM, it's best to set a PIN number to secure your phone.

You'll also need to set up your voicemail message. To set up your voicemail, follow the instructions below:

- Dial **122** or **083210** from your mobile
- Enter default PIN **1234**
- Enter a new PIN – choose optional PIN on or off
- Record the greeting that you'd like callers to hear

## Step 5.

### Permanently delete data from your old device (if required)

To factory reset your device and ensure all sensitive or company data is erased, follow the relevant instructions below:

- [Apple](#)
- [Samsung](#)
- [Windows](#)

**Great, you're now ready to go!**

### Get the most out of your mobile:



Get to know the capabilities of your Samsung device: [samsung.com/nz/support](https://samsung.com/nz/support)



For a great range of helpful articles like connecting to networks when roaming, visit: [spark.co.nz/help/mobileandmobilebroadband/](https://spark.co.nz/help/mobileandmobilebroadband/)



To get 1GB free WiFi every day at over 1,000 hotspots nationwide, register at: [spark.co.nz/getmore/free-wifi](https://spark.co.nz/getmore/free-wifi)

## MySpark App





## Step 1.

## Get the latest version of the app

For help with the app, visit the [MySpark App help page](#).



Spark NZ

Spark New Zealand Trading Limited Tools

3+

This app is compatible with your device.

Add to wishlist

★★★★★ 5,803

Install

Check your data, minutes and texts



Check broadband and mobile data usage by the hour, day or month



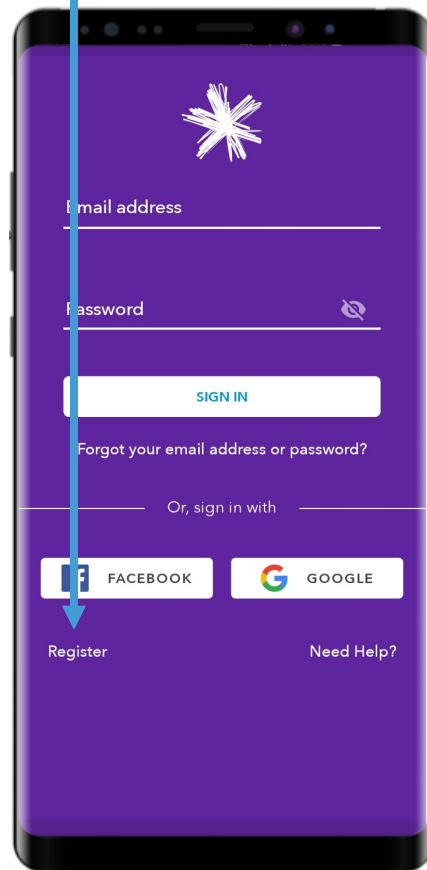
View your account balance and pay your bill



## Step 2.

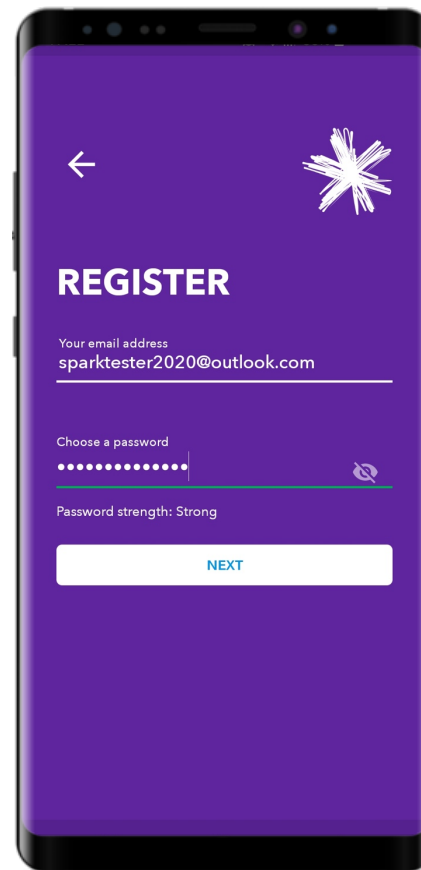
### Register

Click on **Register** to set up a new user account.



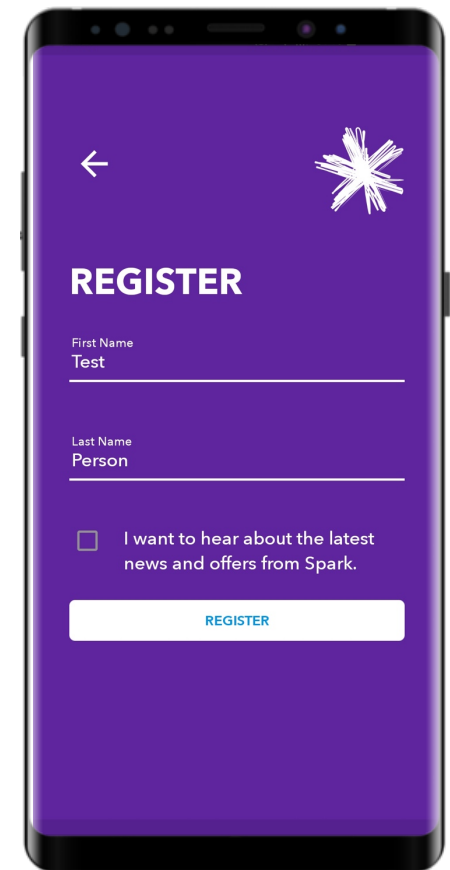
Smartphone screen showing the login/register page. The screen has a purple background with a white Spark logo at the top. Below the logo are input fields for 'Email address' and 'Password'. A 'SIGN IN' button is below the password field. Below that is a link 'Forgot your email address or password?'. Further down is the text 'Or, sign in with' followed by 'FACEBOOK' and 'GOOGLE' buttons. At the bottom, there is a 'Register' link and a 'Need Help?' link. A blue arrow points from the 'Register' link to the 'Register' button on the next screen.

Enter your work email address and create a password, then click **Next**.



Smartphone screen showing the 'REGISTER' page. The screen has a purple background with a white Spark logo at the top. Below the logo is a back arrow. The title 'REGISTER' is in large white letters. Below the title, the text 'Your email address' is followed by the input field containing 'sparktester2020@outlook.com'. Below that is the text 'Choose a password' followed by a password input field with dots and a visibility icon. Below the password field, it says 'Password strength: Strong'. At the bottom is a 'NEXT' button.

Enter your first and last name, then click **Register**.



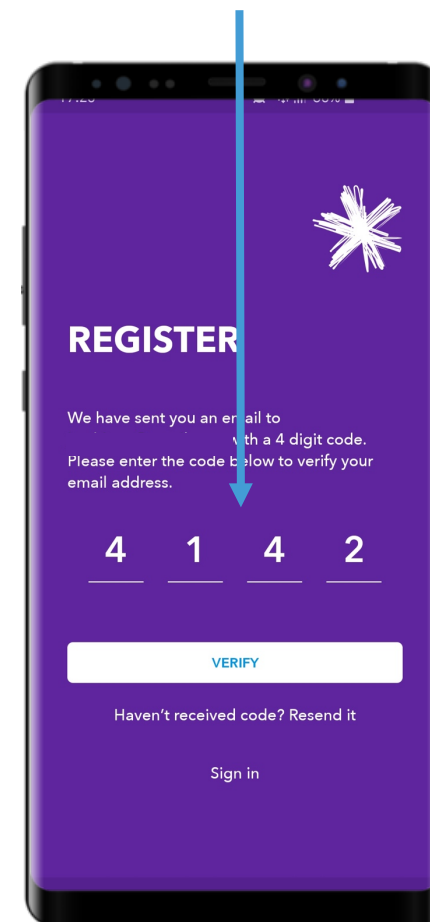
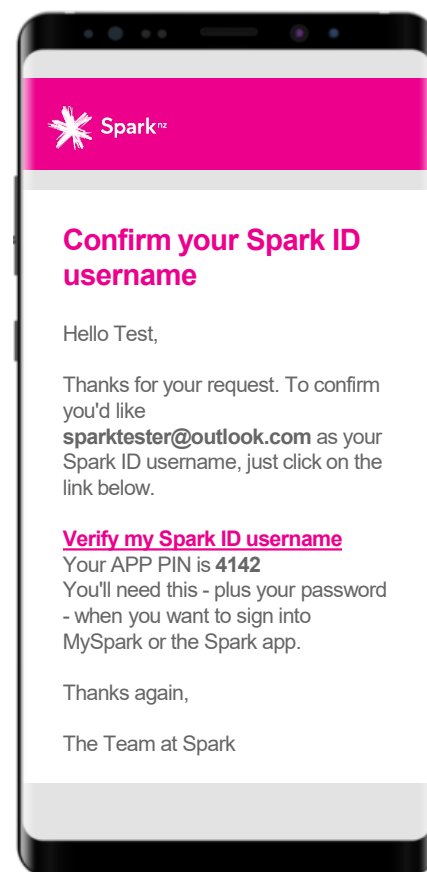
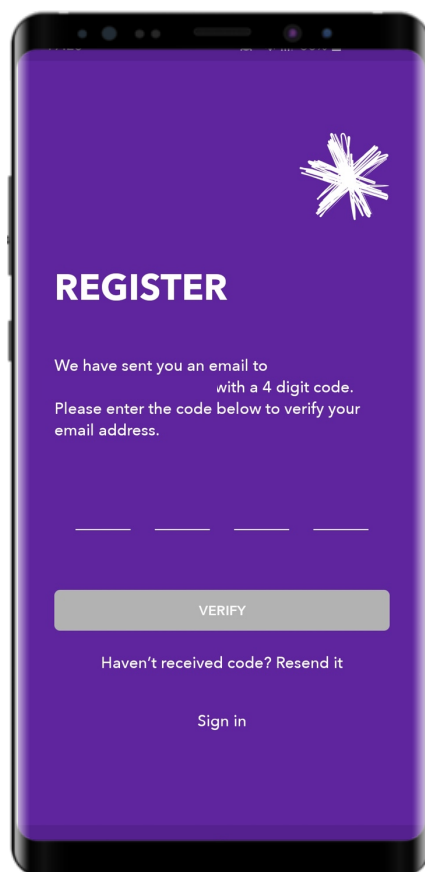
Smartphone screen showing the 'REGISTER' page. The screen has a purple background with a white Spark logo at the top. Below the logo is a back arrow. The title 'REGISTER' is in large white letters. Below the title, the text 'First Name' is followed by the input field containing 'Test'. Below that is the text 'Last Name' followed by the input field containing 'Person'. Below the last name field is a checkbox with the text 'I want to hear about the latest news and offers from Spark.' At the bottom is a 'REGISTER' button.

## Step 3.

### Verification

To verify your registration, a 4-digit code will be sent to your email address.

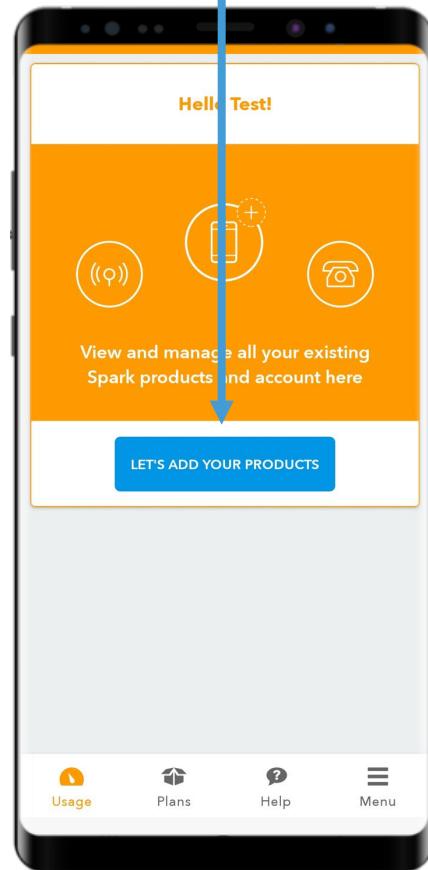
Enter the 4-digit code here.



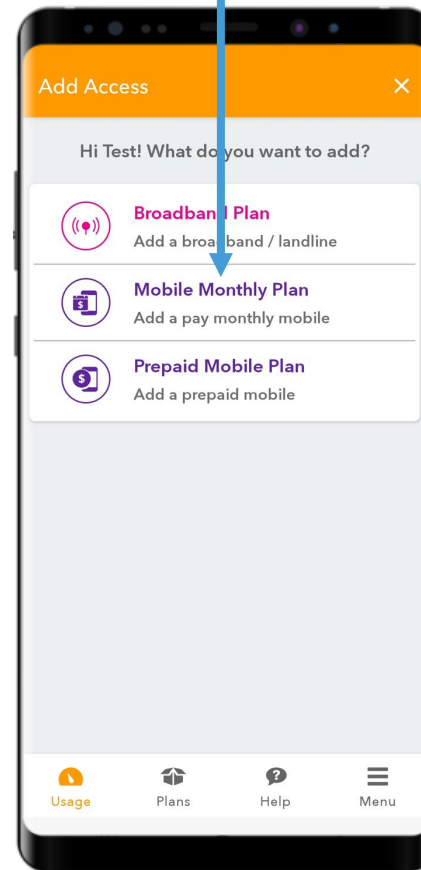
## Step 4.

### Add your mobile plan

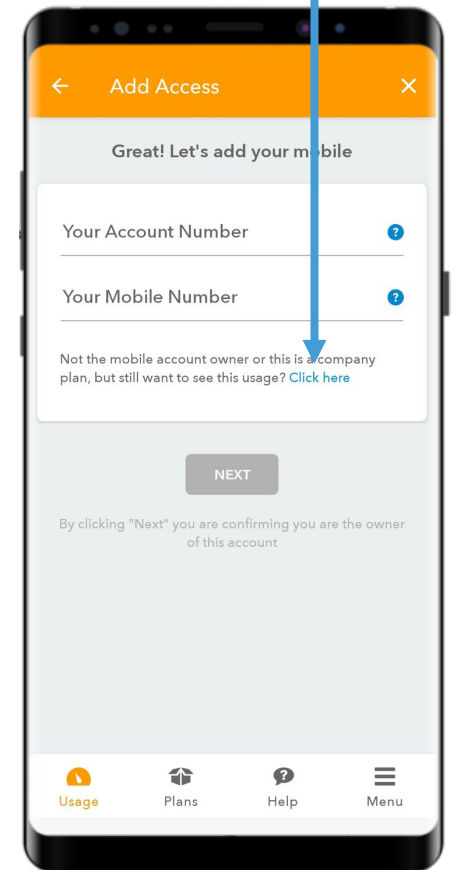
Click on the **Let's add your products** button.



Click on **Mobile Monthly Plan**.



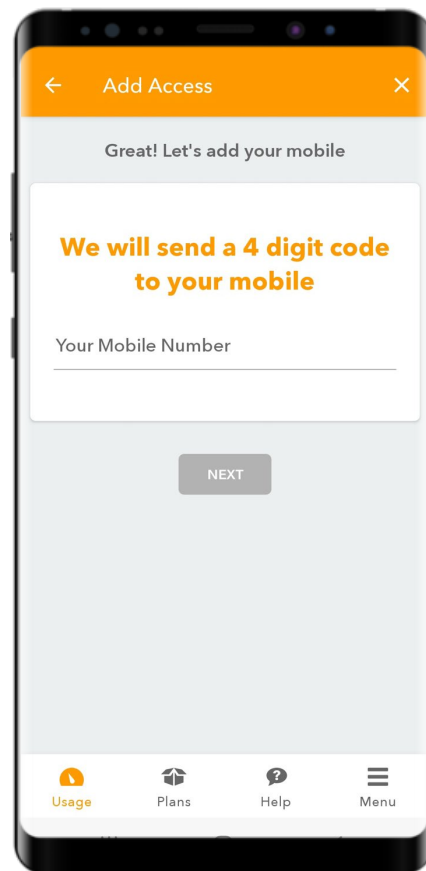
Click **Click here** to skip the Account and Mobile Number fields.



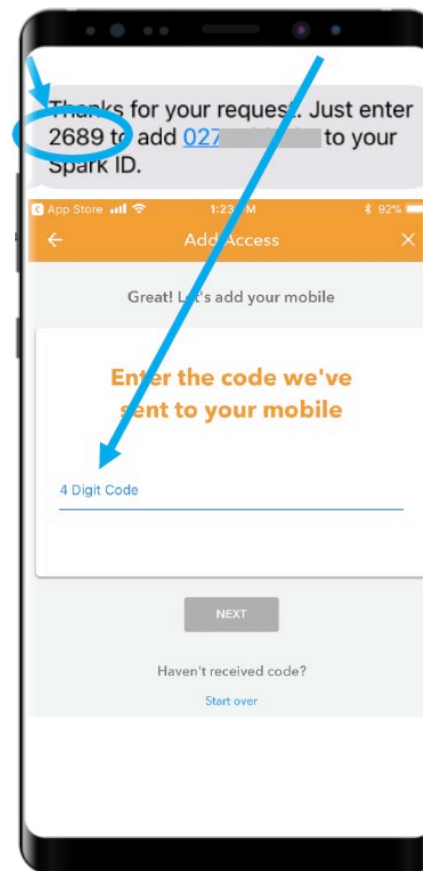
## Step 4. continued

### Add your mobile plan

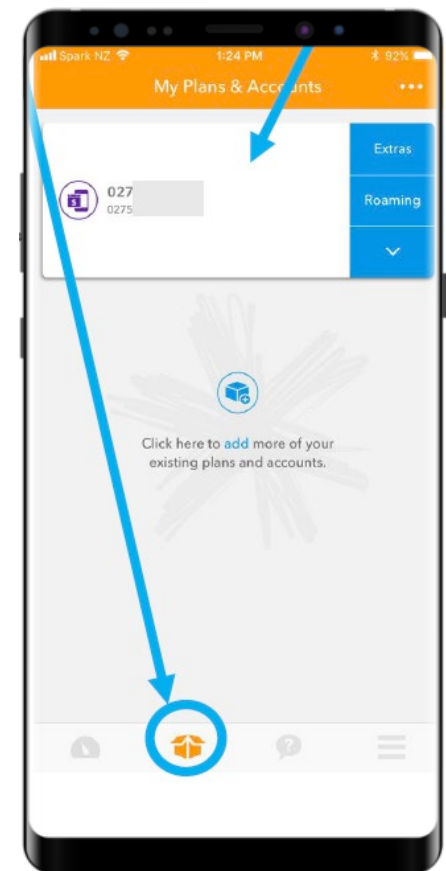
Enter your mobile number and click **Next**.



You'll be sent a text with a 4-digit code. Enter it here then click **Next**.



Click the **Plans** icon, then on your mobile number, and you'll be able to view your plan and monitor usage.





## Need help? Get in touch.

**Monday to Friday, 8am - 5pm**

### Corporate



0800 482 290 option 2



mobiledirect@spark.co.nz

### Government



0800 822 773



taasservicedesk@spark.co.nz

**SPARKDIGITAL.CO.NZ/MAAS**



