

Dear HME colleague,

Congratulations on your new smartphone device. We would like to give you little instruction for the return procedure of your old smartphone device and the installation of company software applications on your new phone.

- 1) Your old device has to be returned by you to supplier Everphone, after delivery of the new device.** If you want to buy your old device please contact Everphone for requesting the purchase price.
- 2)** For saving resources and keep simple processes, please use the cardboard box you received together with new device for returning the old device.
- 3)** If there are any hardware related problems with your device during future usage. Please directly contact supplier Everphone for support via a web portal or by phone. Their customer service provides support in English and German language.
service@everphone.de
Phone: +49 (0) 30 516 958 277 (Mon-Fri, 9 a.m. - 6 p.m.)
- 4)** For installation of Mobile Iron and predefined business apps on new Android devices, simply enter your heuuxxx and password, when requested by Mobile@Work (Mobile Iron) app Installation.

For installation on Apple devices, you need to sign in with your Apple ID to your Apple Account and thereafter to Mobile Iron App with HEUxxxx and your password. If you don't have a personal Apple ID account, you can create a new account during the set-up process.
- 5)** For transferring personal contacts from old phone to new phone please use manufacturer APP for installation of phone. For installation of mobile Iron software on your phone including HME Email and HME business support Apps please follow the technical installation manual.

Kind regards

Your Technical Helpdesk Team

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Configure all the 'key points' mention below.

<Key point>

1. Connect **wifi-network** for the basic setup.
2. Sign in '**Remote Management**' with your **HEUU ID**.
3. Sign in **Apple ID**(and iTunes) and complete all necessary **verification**.
4. First, verify **Mobileirone** app >> check '**in compliance**' status >>Second, open **Email+** app and sign in.



1. Put your SIM card
2. Turn on the mobile



1. Progress each basic steps for the first configuration. (Country/Language/wifi connection/Privacy term agreement..)



1. Put your **HEUU** credential (UserName/PW: **windows ID** and **PW**)

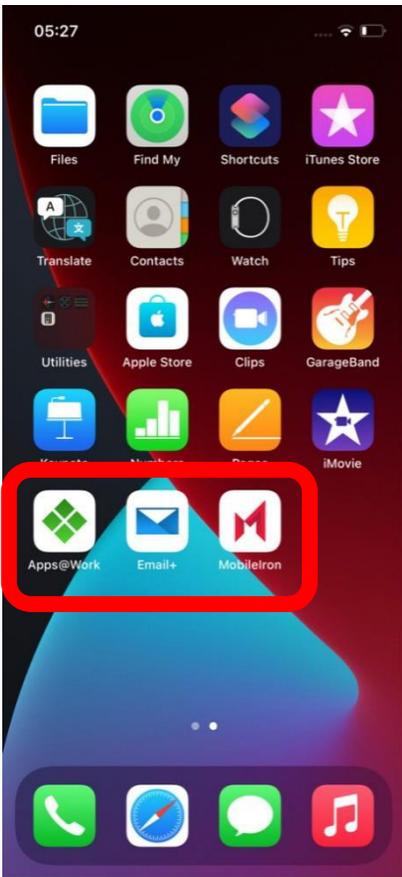


1. Sign in Apple ID
2. If you don't have Account, Create a new account (with your 'HME' email address @hyundai-Europe.com)



1. Go to 'setting' on the mobile>> verify if you need additional **email** and **mobile number verification** or not.
2. Finish all the necessary verification steps for the Apple id and iTunes.

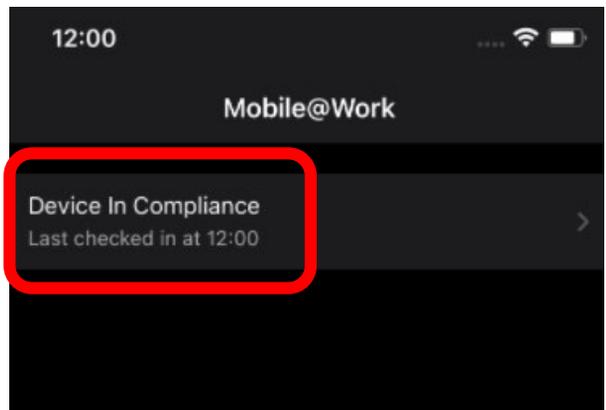
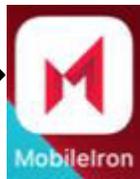
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Apps will be automatically installed.
(**Email+** and **mobileirone**)

- It might take some mins for all app installations.
- Once all applications are installed, please open the Mobileirone app.
- If apps are not installed automatically, please verify if you sign in iTunes and Apple id with verification.

Open '**Mobileirone**' and 'Device in Compliance'
(it might take some mins to syn completely)



Open '**Email+**' and apply your pw
(pw: windows login pw)

Additional apps can be downloaded from
Apps@Work

