

## iPhone Overview

### **Activation:**

1. New Customers call 888-444-4410 to activate .
2. Porting from another Carrier call 888-444-4410 to complete the port
3. Current customers upgrading to iPhone call 888-444-4410
4. After completing the above instructions, connect iPhone to PC or Mac to complete the activation via iTunes. Go to [www.itunes.com/download](http://www.itunes.com/download) to get the latest version of iTunes. Corporate accounts are not required to have an iTunes account.

### **Visual Voice Mail:**

iPhone features Visual Voicemail, which provides 30 days of storage for up to 40 messages. Visual Voicemail requires creation of a new voicemail box. If you are a new iPhone user you must retrieve all voicemail messages in your existing voicemail box prior to activating the iPhone. All existing messages will be erased and irretrievable upon activation of the iPhone and Visual Voicemail

Distribution Lists and the ability to send or forward a voice message to other subscribers are limited to sending messages only to subscribers with Visual Voicemail

### **Corporate Email, Contacts, and Calendar:**

iPhone integrates with Microsoft Exchange Server 2003 or 2007 through support for Exchange ActiveSync. This gives you push email, calendar, and contacts secured over a 128-bit encrypted SSL connection. And ActiveSync support is built right into the email, calendar, and contact applications on iPhone, making it intuitive for users to perform common tasks such as accepting meeting invitations and finding contacts in the company Global Address List (GAL). In addition, iPhone supports key mobile security features including remote wipe and enforced passcode policies. This gives you confidence that users with access to sensitive corporate information are abiding by your security policies, and that if a device is lost or stolen, you can protect that data with a secure remote wipe [data is fully overwritten].

IT Department can configure the mail server and firewall. iPhone does not support Good Mobile Messaging or BlackBerry.

To streamline connectivity to Exchange, iPhone supports Autodiscover for Exchange 2007. This service gives users the ability to automatically determine the correct Exchange server information using only their email address and password.

Online Tutorials available with step by step directions:

**<https://www.wireless.att.com/support/deviceTutorials.do>**

### **iPhone and MMS:**

MMS is now available on iPhone 3G and 3GS. Customers can send any type of message-text, photos, audio, video and more.

To enable MMS messaging, connect your iPhone to your computer and click “Check for Update” in iTunes. Once the update is complete, restart your iPhone by turning it off then on again.

Note that the iPhone OS 3.1 is required so you may need to update your software first.

For more information about enabling MMS on your iPhone visit [www.apple.com/support](http://www.apple.com/support)

MMS is only available on 3G and 3GS phones. Original iPhone customers will continue to use [www.view.mymessage.com](http://www.view.mymessage.com) to receive picture messages

### **Returns and Exchanges:**

#### **Business Customer Support:**

Where customers go for support depends on the type of issue they are having. AT&T covers support for wireless service, network-related issues, Microsoft Exchange ActiveSync, and access to AT&T’s Wi-Fi network. To contact AT&T support, business customers should call (800) 331-0500.

For all other issues, customers may contact Apple at (800) MY-IPHONE, visit an Apple Retail store or go to <http://www.apple.com/support/iphone/>.

The closest APPLE store is located at 9553 Carousel Drive, Syracuse, NY 13290, 315-422-8484

Warranty exchanges for iPhone are handled by Apple. If a customer needs help with a warranty exchange, they may contact Apple at (800) MY-IPHONE or visit their local Apple Retail store. If the customer decides to visit an Apple Retail location, make sure they go to <http://www.apple.com/retail/geniusbar> to schedule an appointment at their preferred store in advance.

If a customer is looking to return a properly functioning device within 30 days a return label will be generated. There is a 10% restocking fee.

### **Battery Replacement**

Rechargeable batteries have a limited number of charge cycles and may eventually need to be replaced. The iPhone battery is not user replaceable. It can only be replaced by an authorized service provider. Customers inquiring about iPhone battery replacement should be referred to their local Apple retail store or the iPhone Battery Replacement Program Web site<<http://www.apple.com/support/iphone/service/battery/>>.

## AppleCare Protection Plan

Every iPhone comes with one year of hardware repair coverage and 90 days of technical phone support. The AppleCare Protection Plan for iPhone (\$69) extends that coverage to two years from the original purchase date of an iPhone.

With the AppleCare Protection Plan for iPhone, Apple experts can help troubleshoot issues with iPhone, iPhone applications such as Mail, Safari, Calendar, and iTunes, and interconnectivity between iPhone and a Mac or PC. If a replacement is needed, Apple support representatives can even set up a repair on the same call.

For more information, please visit

<http://www.apple.com/support/products/applecareiphone.html>.

## iPhone Direct Service Program

Customers with more than 100 iPhones can participate in the iPhone Direct Service Program. After troubleshooting a device in house, this complimentary program allows customers to facilitate repairs on their own without having to call or visit a store. The iPhone Direct Service Program provides access to Apple's online Global Service Exchange system, enabling them to save time by directly ordering a replacement handset or in-box accessory and exchanging it for the failed iPhone or iPhone accessory at their location. Additionally, customers that purchase and maintain additional iPhone inventory can replace a user's failed iPhone in advance of receiving a replacement from Apple.

For more information on the iPhone Direct Service Program, contact your Regional Apple B2B Sales Rep or email [ids.program@apple.com](mailto:ids.program@apple.com).

## Important Phone Numbers and URLs

Apple Phone Support  
(800) MY-IPHONE

AT&T Phone Support  
(800) 331-0500

Apple Online Support

<http://www.apple.com/support/iphone>