



New York City Department Of Education  
Office of Wireless Communications Services

Wireless Device Activation

**General Assistance** - General questions regarding Wireless Devices, Services or questions on the Wireless process you may contact 718-935-4444,

**Technical Assistance** - users may contact the Vendor customer support line. Vendor numbers are listed below:

AT&T:	800-331-0500
Verizon:	800-922-0204
Sprint / Nextel:	800-390-7545

**New Account Activation** – Users who receive a new account and new equipment may have to notify the service provider that they are in possession of the device and are ready to activate it. Upon completion of this step, Blackberry users must follow the instructions outline in the Blackberry Email Activation section to activate email features.

- **Verizon** users must dial \*228 and option 1 to activate device on the Verizon network. Please be sure to listen to all three prompts before dialing option 1.
- **AT&T** users may receive the device already activated. A test call from the device will confirm. If the call does not go through then the user must call 888-444-4410 and select Option 2, then Option 1 to activate the device. If you are directed to an AT&T Representative, they may ask for an account number (994526215), Billing shipping address or Zipcode (52 Chambers Street, 10007).
- **Sprint/Nextel** users with a new account should already be activated on the network.

**Replacement Device Activation** – Users who order replacement equipment for a current account will have to contact the service provider to transfer their account to the replacement equipment. Upon activating the new device, all services to the old equipment will cease. Upon completion of this step, Blackberry users must follow the instructions outline in the Blackberry Email Activation section to activate email features.

- **Verizon** users who receive a replacement device must call the Verizon account rep at 800-922-0204. The user must provide the cell number and the 11 digit ESN number that is printed on the box.
- **AT&T** users who receive a replacement device must call AT&T at 888-444-4410 and select Option 2, then Option 1 to activate the device. Please do not attempt to use the SIM chip from your old device to place into a new updated device as you will experience issues with the device upon activation. YOU MUST USE THE NEW SIM CHIP that comes in your replacement device. If the equipment activation is not able to be completed using the automated system you will be transferred to an AT&T rep for 1:1 support. You will need to provide the REP with the mobile number, your name, the account name (City of NY-DOE) and number (994526215) along with the new device IMEI# (15 digit# - located on the box) and SIM CARD # (20 digit # - located on the small Blue/Orange SIM Chip in the device) for activation to be completed
- **Sprint/Nextel** users may contact the service provider to active the device on the Sprint/Nextel network

**Blackberry Email Activation Instructions** – All blackberry accounts must be activated on the Blackberry Enterprise Server (BES) which will synch the user's email account to the Blackberry device. A Client Access License (CAL) is issued for each new account that is ordered. Once the device is issued to the user, the CAL will be sent to the Blackberry server. Existing Blackberry Users (received Replacement unit) already have the CAL located on the BES. The bullets below are the steps that must be executed to begin activation.

- Blackberry activation
  - Verify that the Blackberry wireless radio is on and that you are in a wireless coverage area. The wireless radio looks like a radio tower located in the upper right corner.
  - "Enterprise Activation", shown as an icon on the main screen or can be found in MENU > under SETTINGS>> OPTIONS>>ADVANCED OPTIONS>>ENTERPRISE ACTIVATION, will begin email synching process.
  - The user enters their DOE email address in the email address field
  - **The user enters "a" in the password field**, click the 'ball navigator' and select the "Activate" option.
  - The enterprise activation should take about 15 to 20 mins. If there is no change to the screen, the user can click the "ball navigator" to cancel the activation and try again. If the activation is still not successful, the user can contact DOE Helpdesk at the number above.
  - NOTE: the 'a' password is temporary and is only active for 30 days. If a user attempts to activate the blackberry more than 30 days after it was distributed, the blackberry server password will have to be reset. The DOE helpdesk can assist with resetting the password.
- Replacement Blackberry activation
  - Users with replacement devices will use the CAL assigned to their previous device and must contact the DOE helpdesk to have their password reset.
  - Once the password is reset, the user can follow the steps above for Blackberry Email Activation.