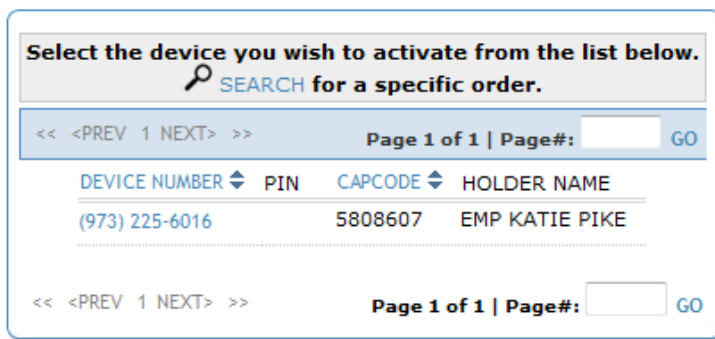


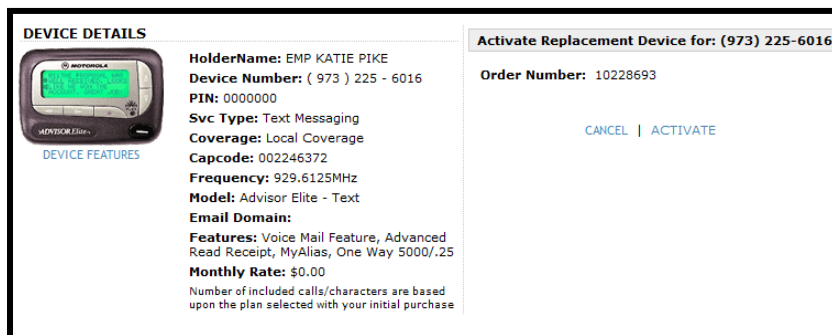
Activate a Replacement

This option is to complete an exchange transaction once you received the replacement device via UPS. This menu option is not for use to initiate an exchange – it’s meant to activate the replacement device once you receive it. It will be sent to you un-programmed. You can contact Customer Support to process the exchange or you can select this My Account menu option and complete the exchange online yourself.

Select the device telephone number that you ordered the exchange for by clicking on the number in the left column as illustrated below. Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode.



The next window to appear will prompt you to click on Activate to complete the exchange. Remember to place a battery in the new device and make certain that it’s in the “on” position because shortly after you click on Activate Device My Account will send a test page to confirm the exchange transaction is complete.





The following confirmation will appear upon successful activation. Click “Close” to return to the Activate a Replacement option.

