

## Exchange A Device


There are three types of exchanges that can be done via My Account – even exchange, upgrade exchange and spare exchange. From the Manage Devices menu, select Exchange Device and a list of your devices will appear.

**NOTE** – With an even exchange or an upgrade exchange, when you receive the new device you will have the ability to activate the replacement on line via My Account as well. That option is discussed in the next section of this guide.

**NOTE:** If message forwarding is activated on a device, the forwarding must be removed prior to ordering shipment of a replacement device. If exchange to a spare will retain the same pager number, forwarding will be retained on the new device. If the exchange involves a number change, forwarding will be removed upon activation of the new device.

**NOTE:** Spok Mobile only service (no paging device) is not eligible for device exchange and will not display in the Exchange Device list for selection. Spok Mobile w/Device service is eligible for EVEN Order Exchange or LIKE Spare Exchange only, but phone number selection is NOT allowed. Spok Mobile service must be removed in order to process a pager number change.

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, Serial Number and Holder Name.

**Select the device you wish to exchange from the list below.**  
 **SEARCH** for a specific device.

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DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME
(201) 495-0571 (800) 946-4646	1090401	002339554	56ABBA2HDM	EMP PAMELA ROY
(215) 265-0339 (888) 200-8445		002246369	ADMFENB998	EMP ACCOUNT TESTING ONLY
(800) 200-3702		1075823	37AXXY49M7	EMP ACCOUNT TESTING ONLY
(215) 265-4980 (215) 265-1853		002126090	M0041400174	EMP KEN SMITH
(215) 265-0365		006390308	T3120703973	EMP ACCOUNT TESTING ONLY
(215) 265-0266		003401204	56ABAV2FNS	EMP ACCOUNT TESTING ONLY
(888) 200-8447		0590024042	SN0044581956	TRAINING
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE
(256) 433-0007 (866) 864-8980 (228) 208-0040		1177332	M0036483129	EMP MIRANDA JACKSON

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### Sort By Device Number

Clicking on **Device Number** will sort all device numbers by area code.

### Sort By Capcode

Clicking on **Capcode** will sort all capcodes for the devices in numerical order.

### Sort By Serial Number


Clicking on **Serial Number** will sort all serial numbers for the devices in numerical order.

### Sort By Holder Name.

Clicking on **Holder Name** will sort all Holder names in alphabetical order

You can select a specific device by clicking on the device telephone number to display the exchange selection screen as illustrated below.

**DEVICE DETAILS**



**HolderName:** EMP ACCOUNT TESTING ONLY  
**Device Number:** ( 800 ) 200 - 3702  
**PIN:** 0000000  
**Svc Type:** 2-Way Messaging  
**Coverage:** NationWide Coverage  
**Capcode:** 1075823  
**Frequency:** 940.0250MHz  
**Model:** Talkabout T900  
**Email Domain:**  
**Features:** Message CC;, Toll Free Number, Advanced Read Receipt  
**Monthly Rate:** \$0.00  
Number of included calls/characters are based upon the plan selected with your initial purchase

[DEVICE FEATURES](#)

**Exchange Device: (800) 200-3702**

- EVEN EXCHANGE**  
Select this option if your current device is lost or malfunctioning and you want to order a similar replacement device. Your replacement device will provide the same functionality, however, it may be necessary to fulfill your order with a comparable model.
- UPGRADE EXCHANGE**  
Select this option if you want to order a replacement device that is different from your current device or your current service. You will be provided selection options for service types, coverages and pricing packages.
- SPARE EXCHANGE**  
Select this option if you want to transfer existing service from your current device to a spare device. If your spare device is different from the device that is being replaced, you may be prompted to make selections pertaining to available coverage, phone number, and service options.

**EXCHANGE REASON:**

[CANCEL](#) | [CONTINUE](#)

Once you have confirmed the device is correct, the next step is to determine which type of exchange you need. If you select the first or second category of exchange/swap, Spok will ship the new replacement device to you. Remember to ship back the old, broken, out-of- service device to Spok so that we may update your account records. If your organization participates in our spare device program, you may select the last option and utilize spare devices from your stock to replace old, broken or out of service devices.

Depending on the specifics of your contract with Spok, the exchange options displayed above may vary.

Finally, you'll need to select the reason for the exchange transaction from the drop-down menu illustrated below and Click Continue to proceed.

**EXCHANGE REASON:**

---- Select ----

Change Device Model

Device Malfunction

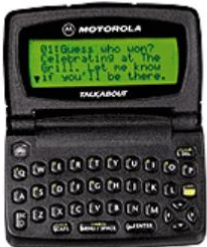
External Device Damage

Lost/Stolen Device

Not Receiving Or Sending Pages

## Even Exchange

For an Even Exchange, the following window will be displayed to indicate device cost, if applicable, and any existing device reference information. A similar device will be delivered with the same pager phone number and options as the existing device.

ORDER LIKE REPLACEMENT (972) 206-8323			
<b>SERVICE TYPE</b> 2-Way Messaging	<b>MODEL</b> Talkabout T900		<b>OWNERSHIP</b> Purchase
			Device Cost: <b>\$99.00</b>
			Device Cost: <b>\$99.00</b>
			Total Charges: <b>\$99.00</b>
<b>This amount does not include taxes, surcharges, or shipping fees.</b>			
<a href="#">Add/Edit Device Reference</a>			<a href="#">CONTINUE</a>

You may click the Add/Edit Device Reference link to update the device reference details for the new device at this time then click Continue to proceed.

**DEVICE REFERENCE**

Device Reference for Device (800) 200-3702

**Holder Name:** :

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**Device Reference 1:** :

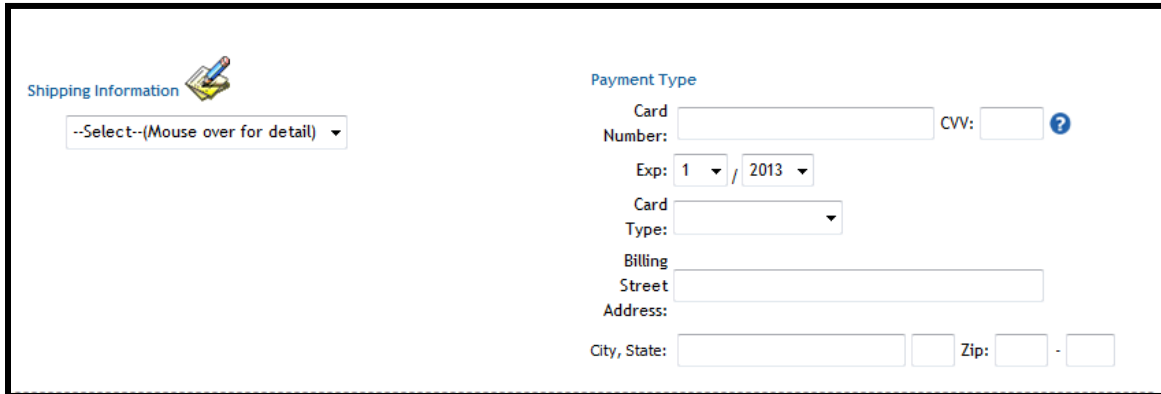
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**Device Reference 2:** :

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[CANCEL](#) | [UPDATE](#)

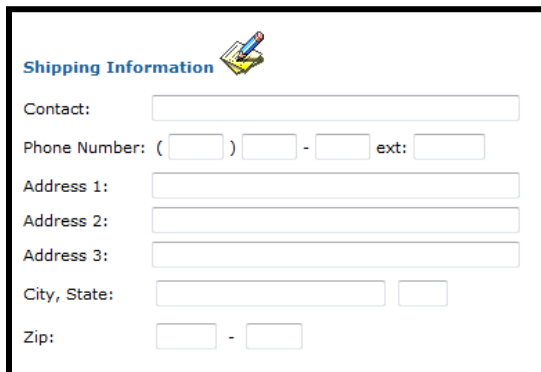
The Shipping/Payment Information fields will display to allow selection of a saved shipping address or to enter a new address and to enter a payment method if one is required at the time of order. If your account has an existing credit card on file, you will be offered the Quick Pay option.



The screenshot shows two main sections: 'Shipping Information' and 'Payment Type'.  
**Shipping Information:** Includes a dropdown menu with the text '--Select--(Mouse over for detail)'.  
**Payment Type:** Includes fields for 'Card Number', 'CVV', 'Exp:' (with year 2013 selected), 'Card Type', 'Billing Street Address', and 'City, State: Zip:'.

**NOTE:** Only physical addresses will be displayed, no post office boxes will be displayed.

The user must either select an existing shipping address or create a new one by selecting 'Add **New Shipping Address**'.



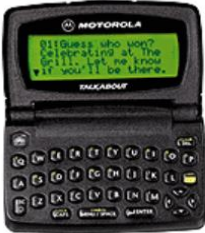
The screenshot shows the 'Shipping Information' section with the following fields:  
 - Contact: [text input]  
 - Phone Number: ( [ ] ) [ ] - [ ] ext: [ ]  
 - Address 1: [text input]  
 - Address 2: [text input]  
 - Address 3: [text input]  
 - City, State: [text input] [ ]  
 - Zip: [ ] - [ ]

Once the Shipping address and payment information (if required) has been entered, click the SUBMIT ORDER link at the bottom right corner. You will be prompted to Continue:

CONTINUE?
Your order will be submitted.
Submit Order?
NO YES

Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:

**Thank-you, your Order has been submitted - Order# 10234217**  
[Click HERE to print a return label](#)

<b><u>SERVICE TYPE</u></b>	<b><u>MODEL</u></b>		<b><u>OWNERSHIP</u></b>
2-Way Messaging	Talkabout T900		Purchase
			Device Cost: <b>\$99.00</b>
			Device Cost: <b>\$99.00</b>
			Total Charges: <b>\$99.00</b>
<b>This amount does not include taxes, surcharges, or shipping fees.</b>			
<b>Shipping Information</b>			
TERRY TEST 3000 TECHNOLOGY DR STE 200 PLANO, TX Zip: 75074 - 7488			

Click on the “Click HERE to print a return label” to access the Return Label Instructions and the Device Return Form. You may print the summary of the exchange transaction page to retain for your records.

## Upgrade Exchange

The second category of exchange is for an upgrade; typically, this will include an increase in monthly airtime charges as well as a new device that will be shipped. During this upgrade exchange process, you will be prompted to select the new type of service (numeric, alphanumeric or two-way) as well as the type of coverage (local, statewide, regional or nationwide), usage plan and/or optional features and device maintenance. You will also be prompted to either keep your current number during the exchange or to assign a new pager number for the new device.

**NOTE** – Message Forwarding **MUST** be removed from the device prior to ordering. Message Carbon Copy may remain on the device during the exchange.


## Spare Exchange

The final category of exchange is using a spare device if your organization qualifies for and participates in the spare device program. Once Spare Exchange option and Swap Reason has been selected, click Continue to proceed. A list of your available spares will appear as shown below.

To select one, click on its capcode or serial number. Devices that are the same type as the existing device will be indicated with “LIKE” in the exchange column. Upgrade/Downgrade options are indicated as “UNLIKE”.

Remember, when performing a spare exchange transaction, the new into service device will be sent a test page to complete the transaction so remember to put a battery into it and that it’s in the “on” position.

**Select the capcode or serial number from your spare device to begin the exchange.**


[SEARCH](#) for a specific device.
 [? MORE INFO](#)

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EXCHANGE	CAPCODE	SERIAL NUMBER	SERVICE TYPE	FREQUENCY(MHZ)	MODEL
LIKE	002246372	ADMFEJA320	Text Messaging	929.6125	Advisor Elite Flex
UNLIKE	0019646818	368BAQ4BRW	2-Way Messaging	940.0250	ST902 No Ticker v. 3
UNLIKE	0019972106	368BBN8CFT	2-Way Messaging	940.0250	ST902 No Ticker v. 3
UNLIKE	9999999999	56ABX55NQ5	2-Way Messaging	940.0250	T900 Refresh

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If a LIKE spare device has been selected, the following window will display to confirm the selection. Click **Submit** to complete the transaction.

**Like Spare Exchange**

**Review your exchange request**

**Holder Name:** EMP KATIE PIKE  
**Device Number:** (973) 225-6016  
**PIN:**  
**Spare Service Type:** Text Messaging  
**Spare Capcode:** 002246372  
**Spare Serial #:** ADMFEJA320  
**Reason:** Device Malfunction  
**Device Reference 1:** CC 9968  
**Device Reference 2:** 44454B9  
**Current Monthly Rate:** \$0.00

[ADD EDIT DEVICE REFERENCES](#)

CANCEL | SUBMIT

You may be allowed to select/modify the Domain (for text messaging devices) and Device Reference (holder and up to 2 device reference fields may be available as shown below) for the new device.

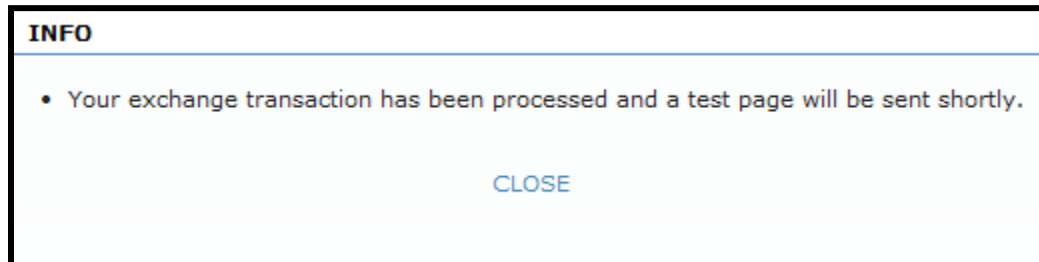
**DEVICE REFERENCE**

Device Reference for Device (973) 225-6016

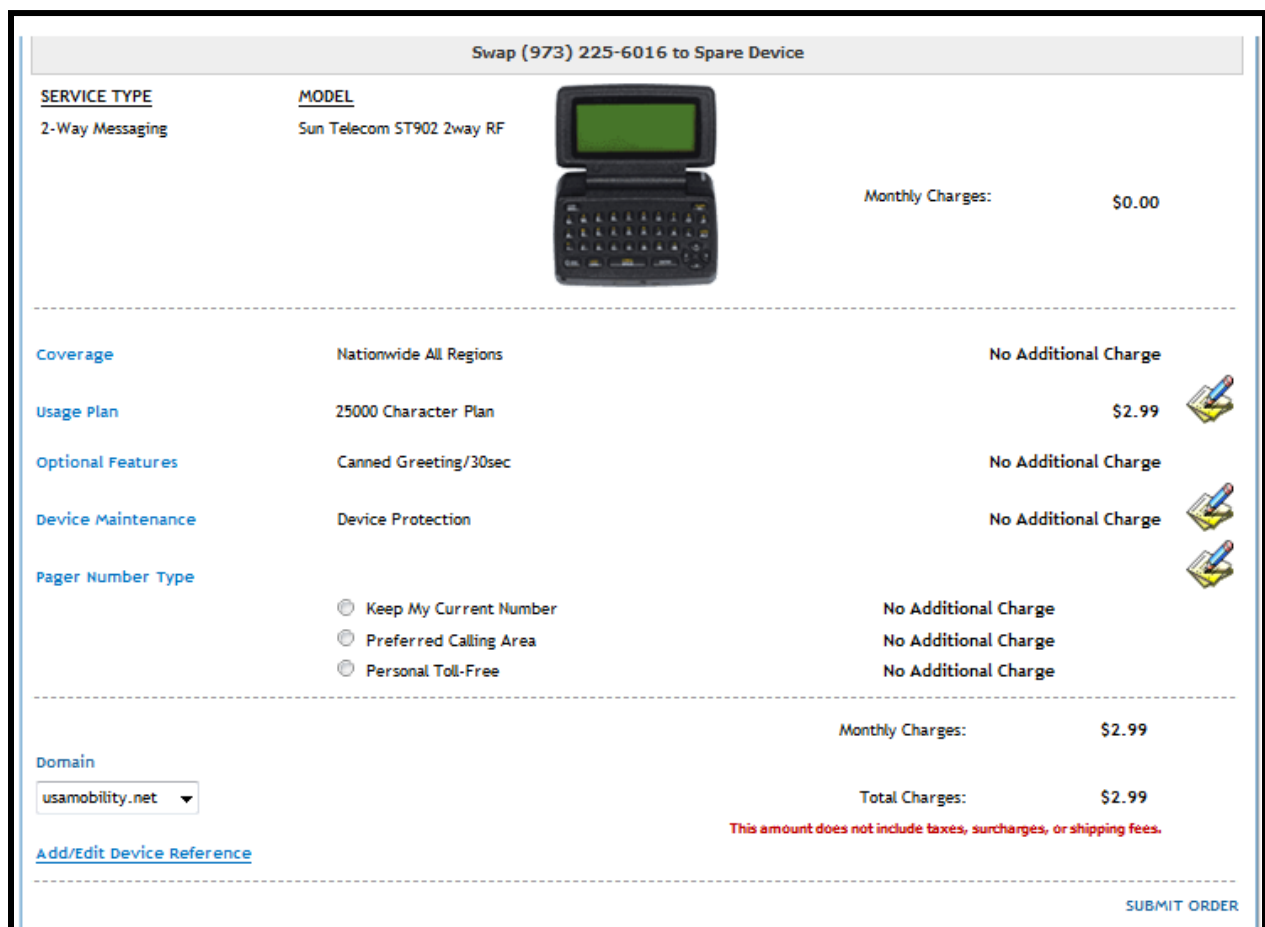
**Holder Name:** : EMP KATIE PIKE  
**Device Reference 1:** : RADIOLOGY  
**Device Reference 2:** : 44454B9

CANCEL | UPDATE

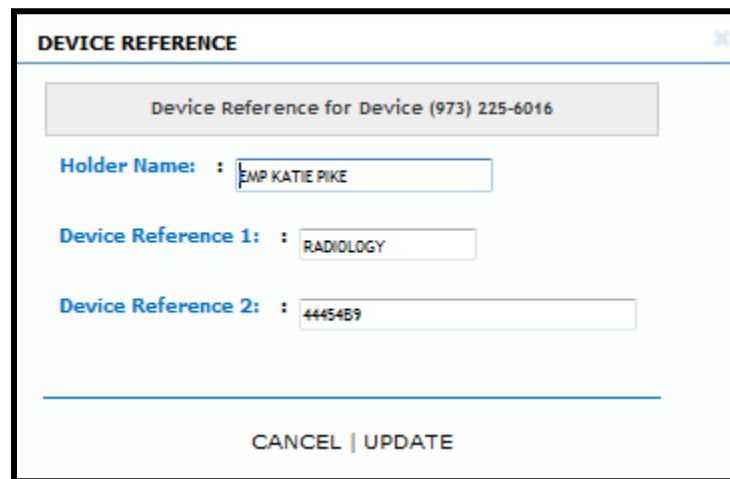
The following confirmation screen will display upon successful activation:



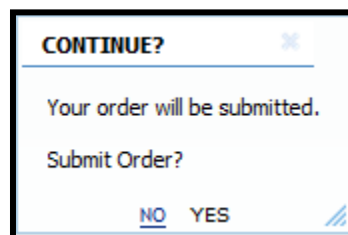
If an UNLIKE spare device has been selected, the device detail screen like the one below will display where you may be directed to select from available Coverage, Usage Plan, Optional Features, and/or Device Maintenance options. You will be prompted to either keep the existing pager number for the device or have a new pager number assigned.



The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.



Once all available selections have been made, click SUBMIT ORDER to continue. You will be prompted to confirm the exchange to the spare device:



Select **NO** to remain on the Swap to Spare screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.

Thank-you, your Spare Device is now active - (973) 225-6016

**SERVICE TYPE**  
2-Way Messaging

**MODEL**  
Sun Telecom ST902 2way RF



Monthly Charges: \$0.00

Coverage	Nationwide All Regions	No Additional Charge
Usage Plan	25000 Character Plan	\$2.99
Optional Features	Canned Greeting/30sec	No Additional Charge
Device Maintenance	Device Protection	No Additional Charge
Pager Number Type	Keep My Current Number	No Additional Charge

Monthly Charges: \$2.99

Domain  
usamobility.net

Total Charges: \$2.99

**This amount does not include taxes, surcharges, or shipping fees.**