

## Manage Spares

For those clients that participate in the spare device program, you will be able to activate spare devices with telephone numbers and the desired features or order additional spares to keep on hand

From the main menu, click the Manage Spares link to display the spare device options and select the transaction you wish to process.

**MANAGE MY DEVICES**

[MANAGE SPARES](#)

[ADD A DEVICE](#)

➤ [ORDER A SPARE](#)

➤ [ACTIVATE A SPARE](#)

[MESSAGE ROUTING](#)

To activate a spare device (or simply view a list of your spare devices), click on Activate a Spare to display a list of all of your spare devices. Depending on the size of your account, it may be more convenient to use the Search option at the top of the page to locate a specific device.

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

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


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CAPCODE	SERIAL NUMBER	SERVICE TYPE	FREQUENCY(MHZ)	MODEL
002126089	M0041400171	Text Messaging	929.6125	Advisor Elite Flex
003348969	M0039516345	Text Messaging	929.6125	Advisor Elite Flex
0019646818	36BBAQ4BRW	2-Way Messaging	940.0250	ST902 No Ticker v. 3
0019972106	36BBBN8CFT	2-Way Messaging	940.0250	ST902 No Ticker v. 3
9999999999	56ABX55NQ5	2-Way Messaging	940.0250	T900 Refresh

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Click the MORE INFO icon to display the following tip for locating the capcode/serial number on the device.

**Capcode Information**




Locate the Capcode and Serial Number of your device, which are typically found on the back side of the wireless device.

Your device may not look exactly like the one displayed.




[CLOSE](#)

Click on the capcode or serial number of the device you'd like to activate, and you'll see a screen similar to what's displayed below where you will be able to select (if selection is permitted) the type of Coverage, Usage plan, Optional Features, Device Maintenance, Phone Number and Spok Mobile service preference. Remember, when activating a spare, My Account will send the device a test page so make sure that the new spare device has a battery in it and it's in the "on" position.

**ACTIVATE YOUR SPARE DEVICE**

<b>SERVICE TYPE</b>	<b>MODEL</b>		
2-Way Messaging	T900 Unified Version ARC		Monthly Charges: <b>\$0.00</b>

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<b>Coverage</b>	Nationwide All Regions	No Additional Charge 
<b>Usage Plan</b>	Unlimited Characters/Disp	No Additional Charge
<b>Optional Features</b>	No Optional features	No Additional Charge
<b>Device Maintenance</b>	Without Device Maintenance	No Additional Charge
<b>Pager Number Type</b>	Personal Toll-Free , Area Code: 800 <input type="text"/>	No Additional Charge 
<b>Spok Mobile™</b>	<input checked="" type="radio"/> yes <input type="radio"/> No <a href="#">Edit Spok Mobile™ Info</a> 	No Additional Charge

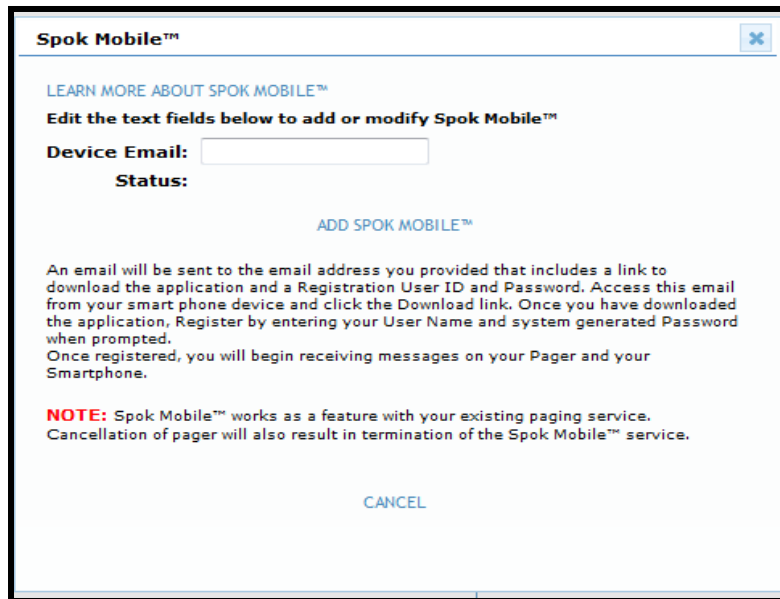
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<b>Contract Type</b>	Monthly	Monthly Charges: <b>\$0.00</b>
<b>Domain</b>	<input type="text" value="usamobility.net"/>	Total Charges: <b>\$0.00</b>

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

[SUBMIT ORDER](#)

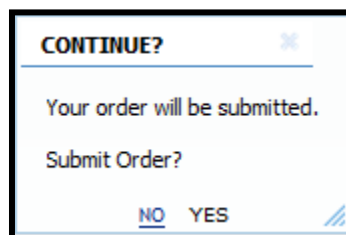
If Spok Mobile management is enabled for your account, the Spok Mobile selection option will display once the Pager Number has been selected. Click the **Edit Spok Mobile Info** link **Device Email** address for the user's Smart phone as shown below. Click **Add Spok Mobile** to continue or **Cancel** to return to the **Activate Your Spare Device** page.



The dialog box is titled "Spok Mobile™" and contains the following text and elements:

- A link: [LEARN MORE ABOUT SPOK MOBILE™](#)
- Instruction: **Edit the text fields below to add or modify Spok Mobile™**
- Form field: **Device Email:**
- Text: **Status:**
- Button: [ADD SPOK MOBILE™](#)
- Text: "An email will be sent to the email address you provided that includes a link to download the application and a Registration User ID and Password. Access this email from your smart phone device and click the Download link. Once you have downloaded the application, Register by entering your User Name and system generated Password when prompted. Once registered, you will begin receiving messages on your Pager and your Smartphone."
- Note: **NOTE:** Spok Mobile™ works as a feature with your existing paging service. Cancellation of pager will also result in termination of the Spok Mobile™ service.
- Button: [CANCEL](#)

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





The dialog box is titled "CONTINUE?" and contains the following text and elements:

- Text: "Your order will be submitted."
- Text: "Submit Order?"
- Buttons: [NO](#) [YES](#)

Select **NO** to remain on the activate spare device 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 - (800) 200-3702

SERVICE TYPE	MODEL		
2-Way Messaging	T900 Unified Version ARC		Monthly Charges: <b>\$0.00</b>
<b>Coverage</b>	Nationwide All Regions		<b>No Additional Charge</b>
<b>Usage Plan</b>	Unlimited Characters/Disp		<b>No Additional Charge</b>
<b>Optional Features</b>	No Optional features		<b>No Additional Charge</b>
<b>Device Maintenance</b>	Without Device Maintenance		<b>No Additional Charge</b>
<b>Pager Number Type</b>	Personal Toll-Free , Area Code: 800		<b>No Additional Charge</b>
<b>Spok Mobile™</b>	<input checked="" type="radio"/> yes <input type="radio"/> No 		<b>No Additional Charge</b>
<b>Contract Type</b>	Monthly		Monthly Charges: <b>\$0.00</b>
<b>Domain</b>	usamobility.net		Total Charges: <b>\$0.00</b>

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

If Spok Mobile was selected for the new device, the user will receive an email with further instructions to download and register the Spok Mobile application on their Smartphone.

To order spares for your account, click the Order a Spare link.

**MANAGE MY DEVICES**

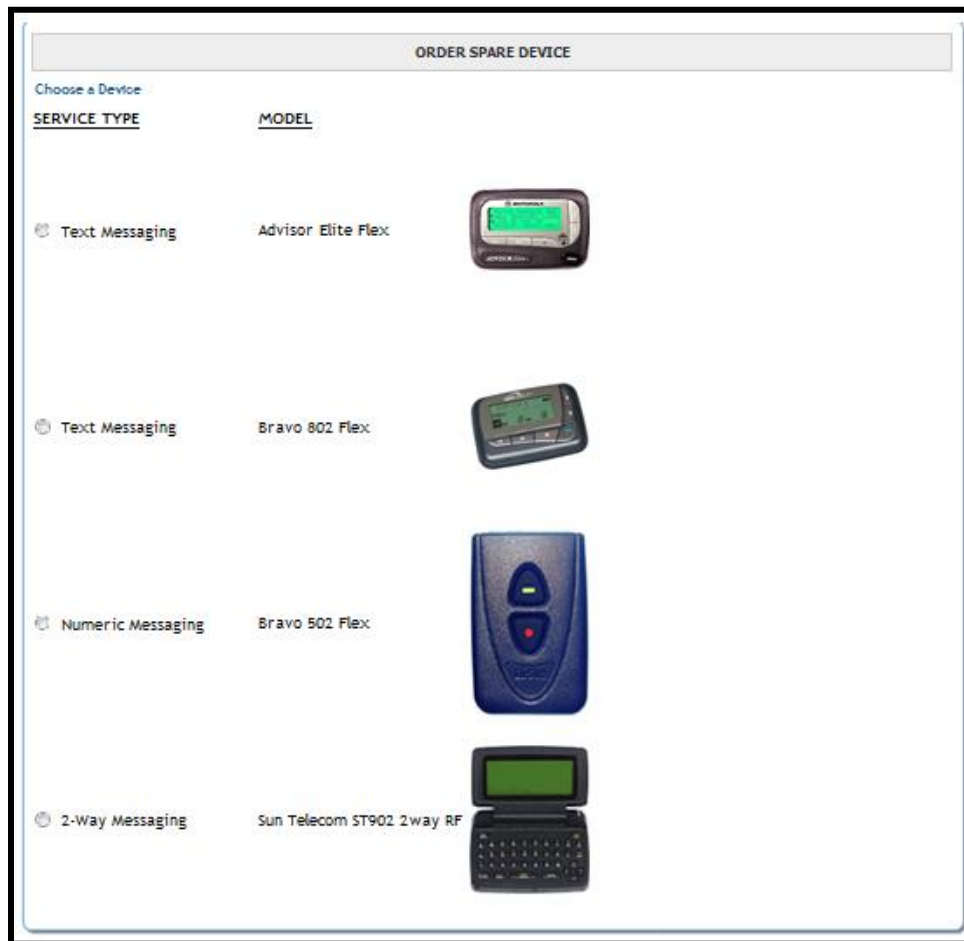
ADD A DEVICE

MANAGE SPARES

- ORDER A SPARE
- ACTIVATE A SPARE

MESSAGE ROUTING


Select the messaging type/device model for the spare devices you intend to order. Depending on your contract with Spok, your options for spare devices may differ from those shown below:



In this example, we will order spare text messaging devices. Once the messaging type/device model is selected, a screen similar to the following will display.

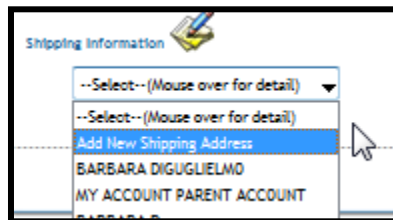
You may be prompted to select a coverage area for the spare device. **NOTE:** Coverage will not be assigned to the spare device, but is needed to ensure that the new device can be activated within the intended coverage area.


Enter the Quantity of units you wish to order and indicate whether you wish the devices to be programmed with Information Services.



Click **CONTINUE** to proceed to Shipping Information. You may select from any previous shipping addresses saved to your account from the drop down menu or you may add a new shipping address for this order.

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



Shipping Information 

Contact:

Phone Number: (  )  -  ext:

Address 1:

Address 2:

Address 3:

City, State:   Zip:  -

Once the Shipping address 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# 10222501

<u>SERVICE TYPE</u>	<u>MODEL</u>	
Text Messaging	Advisor Elite Flex	
<hr/>		
<u>Coverage</u>	Upstate / Western NY	
<hr/>		
		<b>QTY:</b> 1
Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. (YES)		
<u>Shipping Information</u>		
SHEILA TEST ORDER		
3000 TECHNOLOGY DR STE 200		
PLANO	, TX	Zip: 75074 - 7488