

mceToolbox

In-store Device Management
And Maintenance Tool

Quick User Guide - August 2014



Contents

Introduction	3
Getting Started.....	3
Hardware	4
Initial Screen.....	6
Home Screen.....	6
Stay Informed.....	7
Setup New Device	8
Transfer	9
Print.....	12
Activate	13
Trade-In.....	14
Accounts Setup	15
Apps & Media.....	16
APN.....	18
Handle Returning Device	19
HealthCheck	20
Backup.....	22
Restore	24
Reset	25
Wipe.....	27
Software Flashing.....	29
Issue Courtesy Phone.....	32
Return Courtesy Phone	34

Introduction

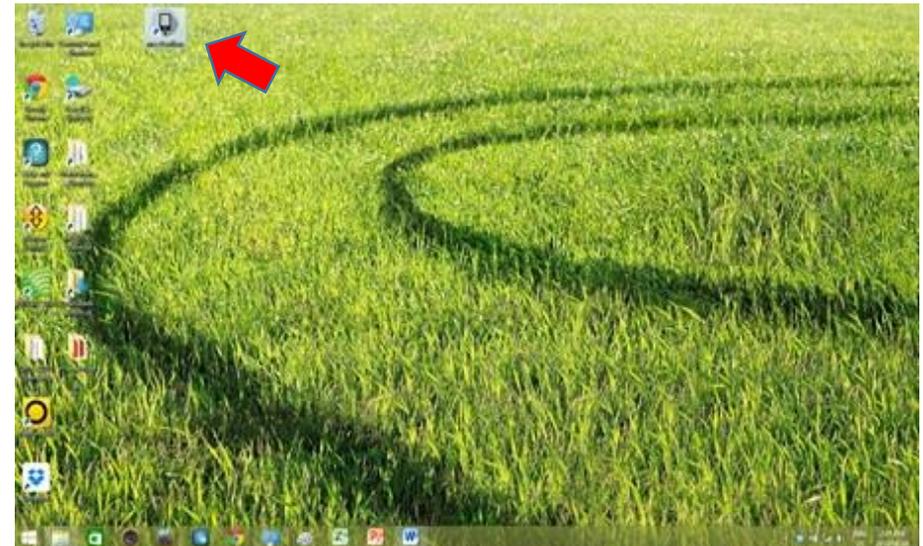
This mceToolbox Quick User Guide describes the most common actions and use case scenarios for the mceToolbox solution in mobile retail or service stores. The audience for this guide is the Customer Service Representative community at mobile retail or service stores.

This guide assumes that the mceToolbox application has been previously installed on the store computer and the Connection Hub configured according to the Installation Guide. An overview of the Connection Hub hardware is included in this guide as a refresher but this is not meant to replace the Installation Guide. If you encounter issues with the Connection Hub, please consult with the in house support team at your service provider or contact MCE Support.

The document is split in sections. The first section addresses getting started with the application and the following sections provide detailed descriptions of each action performed by the mceToolbox solution.

Getting Started

To start the mceToolbox application on the store PC, locate the mceToolbox icon on the main desktop and **Double Click** it.



The application will open to the Initial Screen.

Hardware

MCE supports two different types of Connection Hubs. Determine the hardware type in your network and follow the guide below to identify the connection ports.

White Hub

1. Connect the supplied AC Adaptor from the back of the Connection Hub to a power outlet. Verify the LED power indicator is **ON** (located at the front of the hub).
2. Connect one end of the supplied USB-to-PC connection cable to the back of the Connection Hub and the other end to an available USB 2.0 port on your PC.

Rear View



AC Adaptor

connection port

USB to PC

connection port

Front View

LED Power
Indicator



Source port

Target port

D-Link Hub

1. Connect the supplied AC Adaptor from the back of the connection hub to a power outlet. Verify the mceBox logo power indicator is ON (located at the top of the hub)



2. Connect one end of the supplied USB-to-PC connection cable to the back of the Connection Hub and the other end to an available USB port on your PC.
3. Source and Target ports



Initial Screen

The Initial Screen is a landing page that will be displayed when the mceToolbox application is started from the desktop.

Please begin by connecting a device to the **Target** port to open the Home Screen.



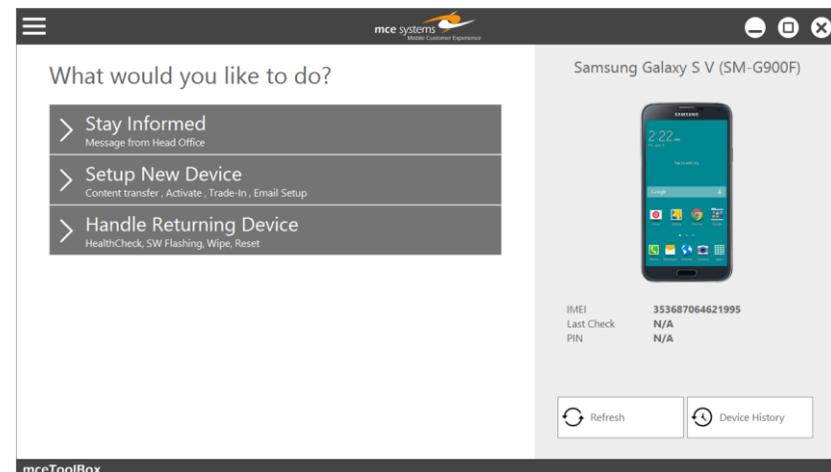
Home Screen

After a device is connected to the **Target** port, the Customer Service Representative is automatically presented the Home Screen and information from the device is automatically gathered and displayed on the Home Screen.

The Home Screen will show three tabs. A Customer Service Representative may move between the tabs by clicking on the chevrons to the left of the tab heading.

The three tabs are:

- Stay Informed** – an online centralized communication platform to the stores from the service provider or MCE Systems
- Setup New Device** – device setup and transfer
- Handle Returning Device** – advanced repair activities



Stay Informed

The Stay Informed tab notifies the Customer Service Representative about the latest news, important messages, and information from the service provider or MCE Systems.

The screenshot displays the mceToolBox interface. At the top, there is a navigation bar with the mce systems logo and window control icons. The main content area is titled "What would you like to do?" and features three primary options:

- Stay Informed** (highlighted in orange): Message from Head Office. Below this, a message reads "GET UP TO A \$200 FOR YOUR OLD HANDSET".
- Setup New Device**: Content transfer, Activate, Trade-In, Email Setup.
- Handle Returning Device**: HealthCheck, SW Flashing, Wipe, Reset.

On the right side, a section for a "Samsung Galaxy S V (SM-G900F)" is shown. It includes a mobile phone image, the time "2:22 PM", and the date "Fri, 3/27/13". Below the image, the following information is displayed:

IMEI	353687064621995
Last Check	N/A
PIN	N/A

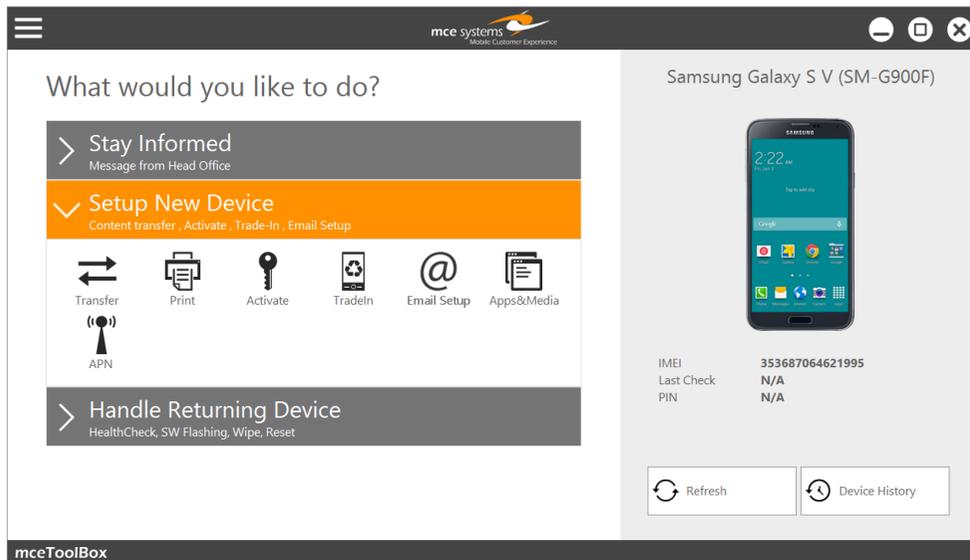
At the bottom of this section are two buttons: "Refresh" and "Device History". The mceToolBox logo is visible in the bottom left corner of the interface.

Setup New Device

The Setup New Device tab offers a suite of advanced services to activate and setup an End User's new device.

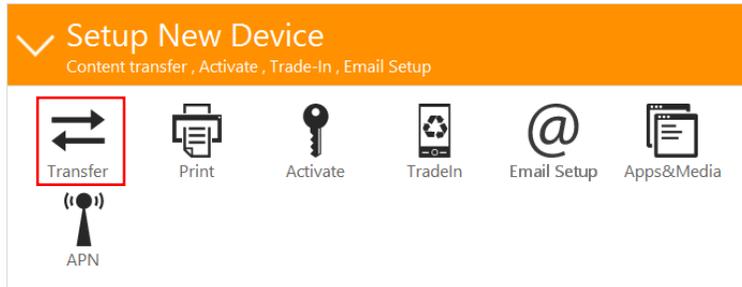
This tab includes the following functions:

- Content Transfer
- Print
- Activate
- Trade-In
- Email Setup
- Apps & Media
- APN

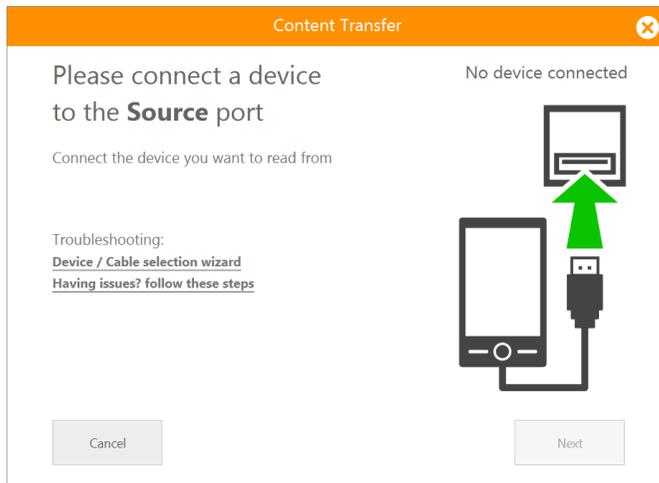


Transfer

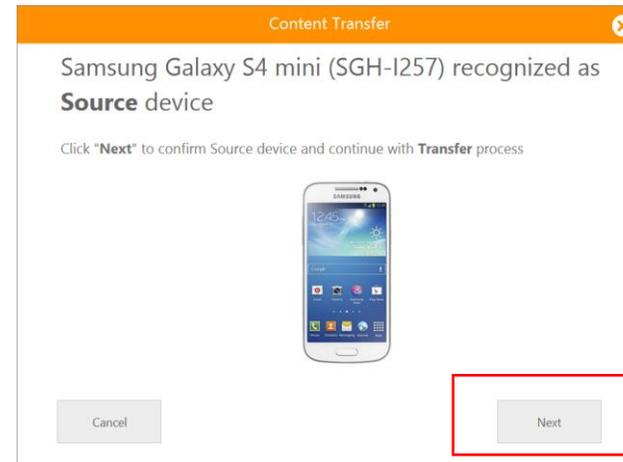
1. Connect a device to the Target port. Go to the **Setup New Device** tab on Home Screen and click the **Transfer** button.



2. Select the legacy device that has existing content to transfer to a new device. This is the Source device. Connect the Source device with an appropriate cable to the Source port of the Connection Hub.

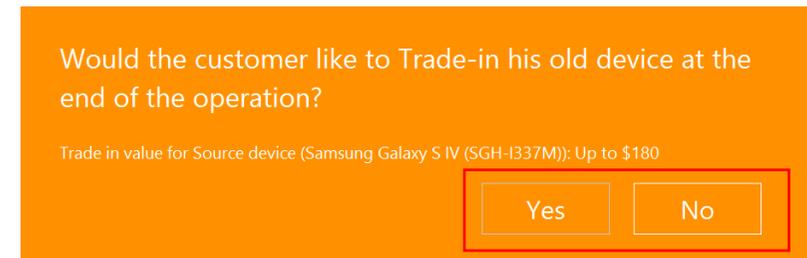


3. An image of the device will automatically appear showing the Source device connected. Click **Next** to proceed.

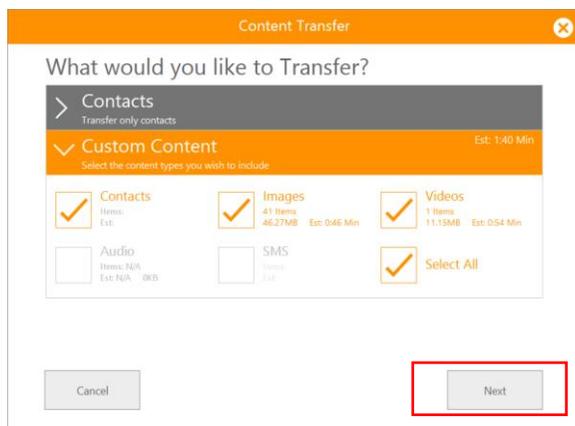


Note: The system will provide step-by-step guidance if on device required changes are needed.

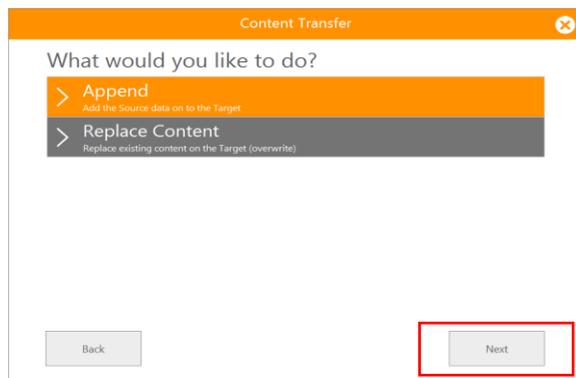
4. An option to trade-in the Source device at the end of the operation is presented prior to the transfer. If the customer wants to trade-in the device, select **Yes** and follow the steps for a Trade-In at the end of the content transfer operation.



- The Customer Service Representative is asked "What would you like to Transfer?". Select either **Contacts** or **Custom Content**. If Custom Content is selected, specify the type of content to include in the transfer by clicking on the required boxes. Available options are dependent on the connected device. Click **Next** to proceed.

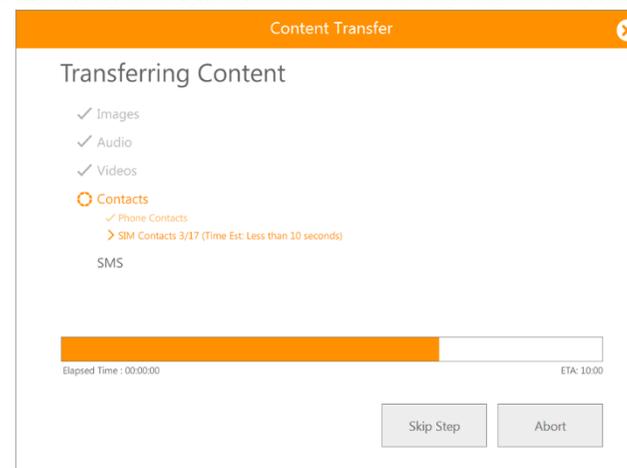


- The Customer Service Representative is asked if they would like to append (add) or replace (overwrite) existing content on the Target Device. Make the desired selection and click **Next** to continue.

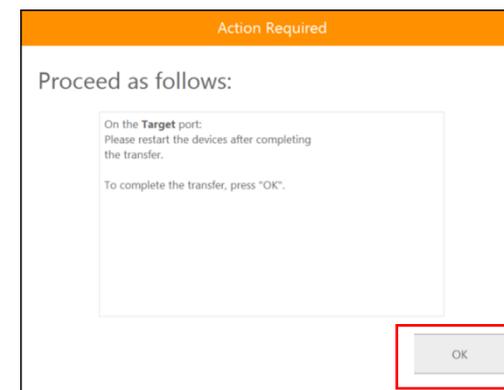


- A progress bar will be displayed.
Note 1: click the **Skip Step** button anytime to abort the current content type transfer and skip ahead to the next content type category.

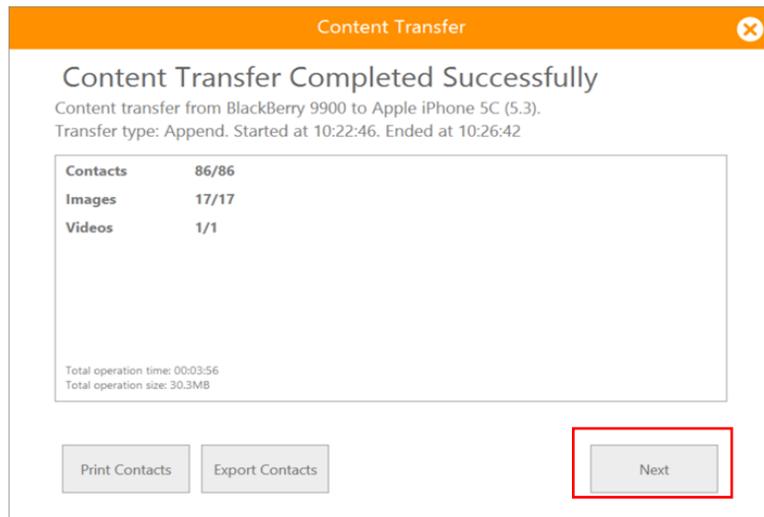
Note 2: click the **Abort** button to cancel the entire process.



- If Multimedia content is selected above in the content transfer, the target device will automatically reboot after the transfer operation. However, some devices may require a manual reboot, in which case an "Action Required" dialog box is presented. To complete the transfer process, click **OK**.



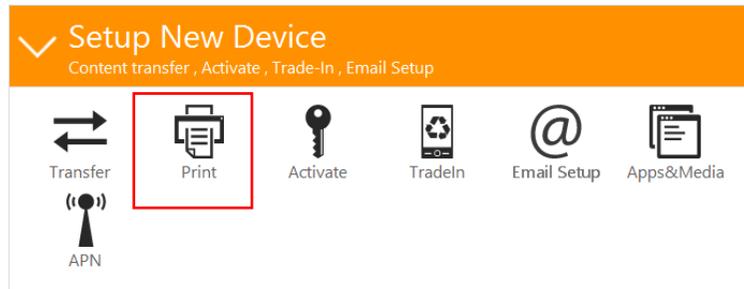
9. A Summary report is presented about the Content Transfer transaction. Click **Next** to continue to Trade-In or return to the Home Screen.



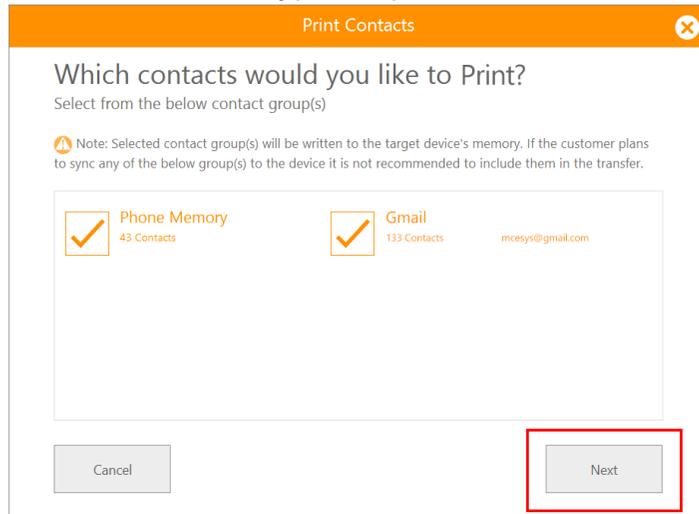
10. If a Trade-In was selected in Step 4, then the Trade-In process will begin. The Trade-In process is discussed in the Guide on Page 14.

Print

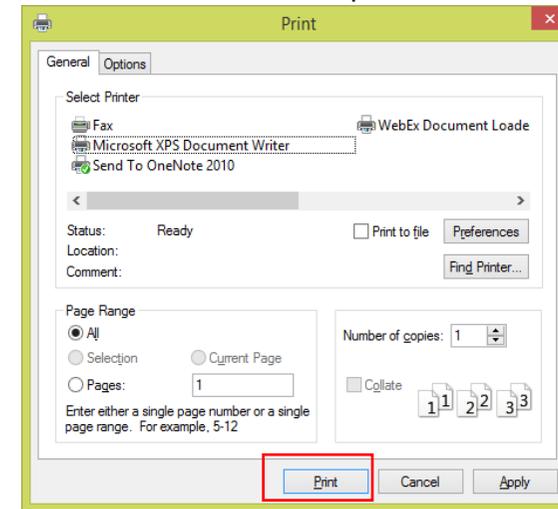
1. Connect a device to the Target port. Go to the **Setup New Device** tab on Home Screen and click the **Print** button.



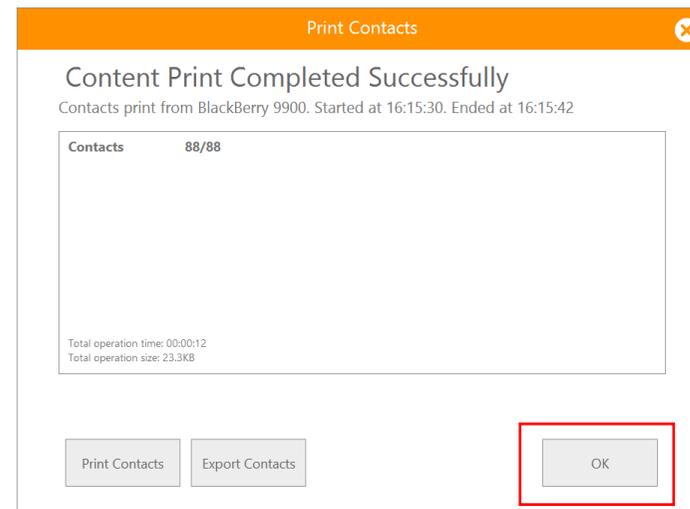
2. Select the contact types to print and click **Next**.



3. The Customer Service Representative will then be asked to select the Printer to use for the printout. Click **Print**.

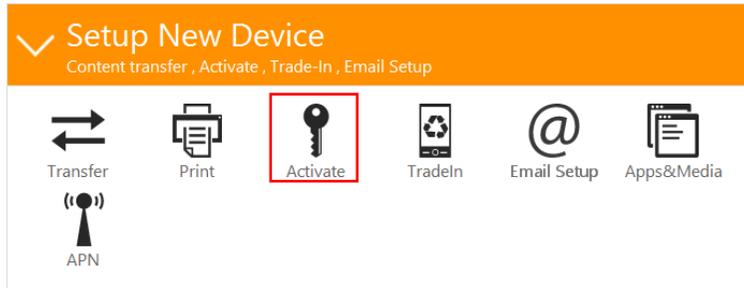


4. Print completed successfully. Click **OK** to return to the Home Screen.

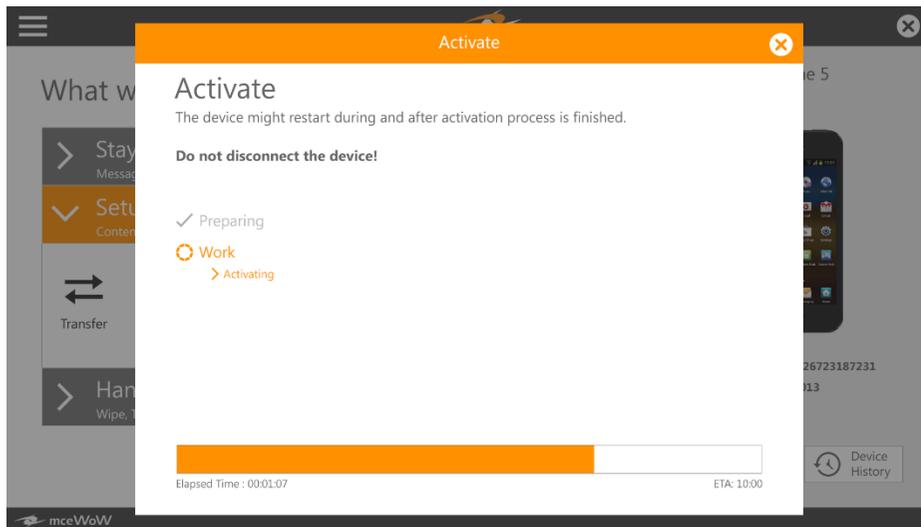


Activate

1. Connect a device to the Target port. Go to the **Setup New Device** tab on Home Screen and click the **Activate** button.



2. A progress bar will be displayed.



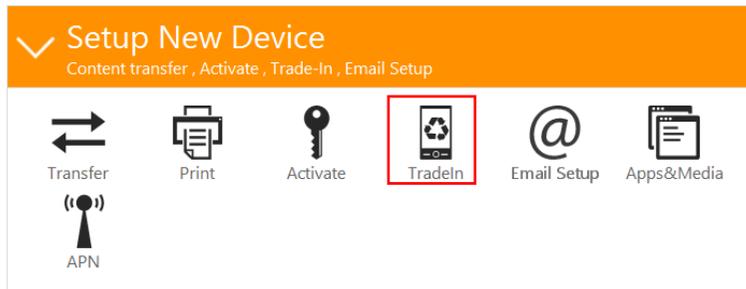
3. Activation completed.

Note: Activate is only available for BlackBerry BB10 and iPhone devices.

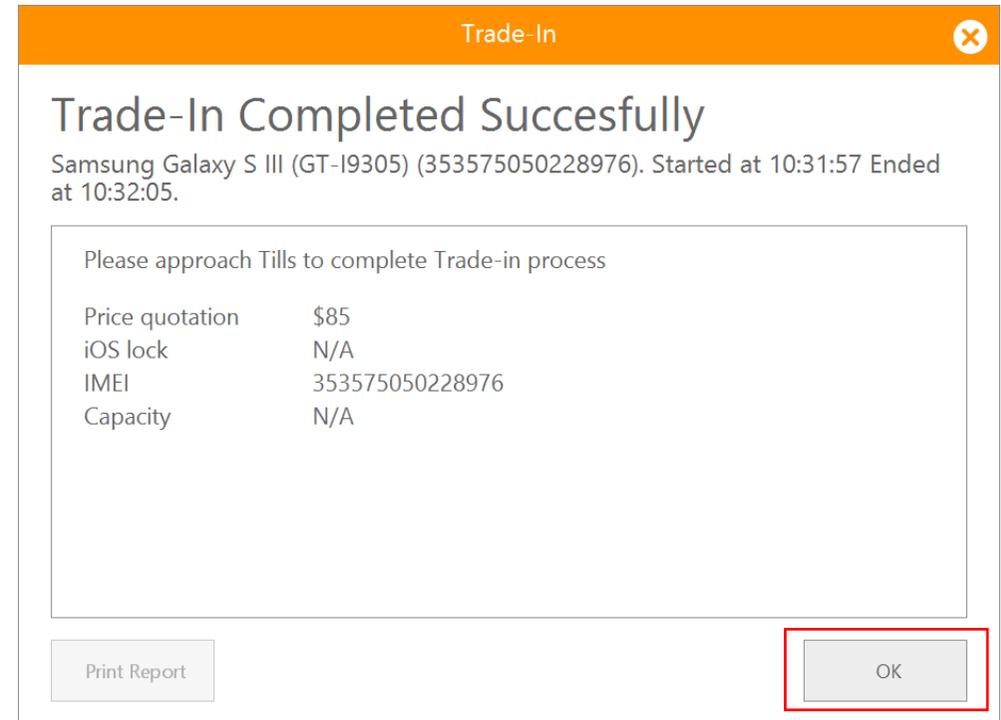
Trade-In

The Trade-In process is a device trade-in capability that integrates a third party recycling company's web based trade-in interface with mceToolbox, leveraging features such as auto recognition and Find-my-iPhone blocking

1. Connect a device to the Target port. Go to the **Setup New Device** tab on Home Screen and click the **TradeIn** button.



2. The Customer Service Representative will be presented a series of menus to fill in about the device and the device status.
3. The Customer Service Representative will be presented with a trade-in report which includes the following details:
 1. Price quotation based on trade-in parameters relayed directly by the partner trade-in company.
 2. iOS lock will display whether the device is locked and has the "Find my iPhone" feature activated.
 3. The device's IMEI code.
 4. The device's internal memory capacity.



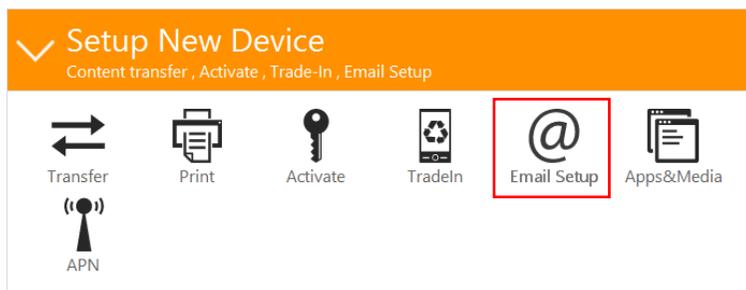
Accounts Setup

This section of the guide describes the steps for a Customer Service Representative to perform an **Email Setup** on a mobile device.

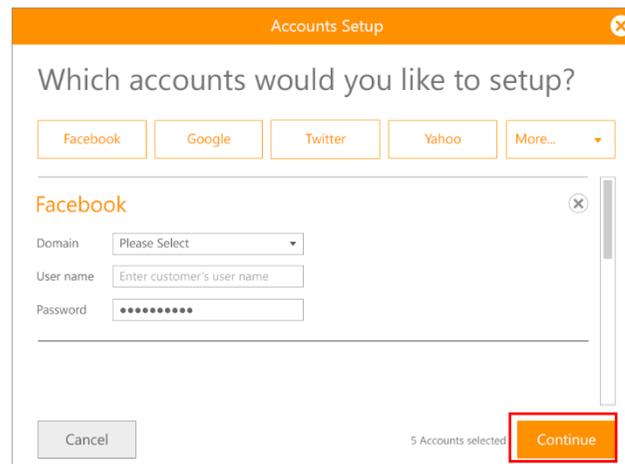
Note : Email Setup capability is not supported on all devices nor is it supported for enterprise Email accounts (example – BlackBerry BES accounts)

Note: Please make sure the device Internet connection is active (either with an active SIM and data plan or connected via WiFi) and the device clock is set to the correct time and date.

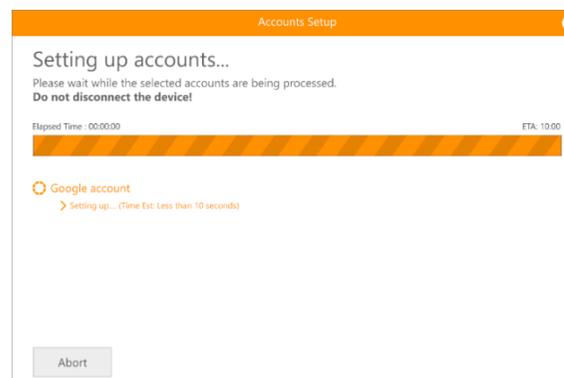
1. Connect a device to the Target port. Go to the Setup New Device tab on Home Screen and click the **Email Setup** button.



2. Choose the email account type for setup by clicking on the appropriate row. Multiple accounts may be chosen. Common email domains are included in the configuration screen. If **Other** is clicked, then additional information (POP information etc) will be requested to configure the email account.



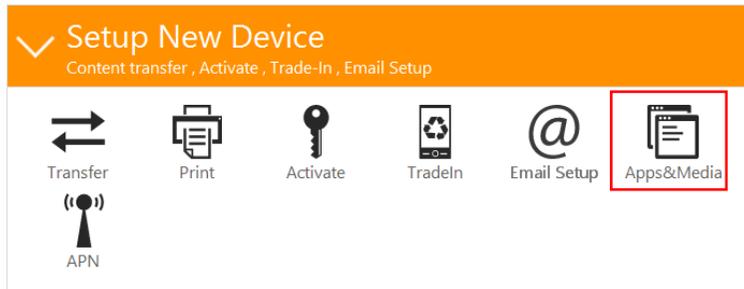
3. Enter the Customer username and password. Click **Continue**.
4. A progress bar will appear.



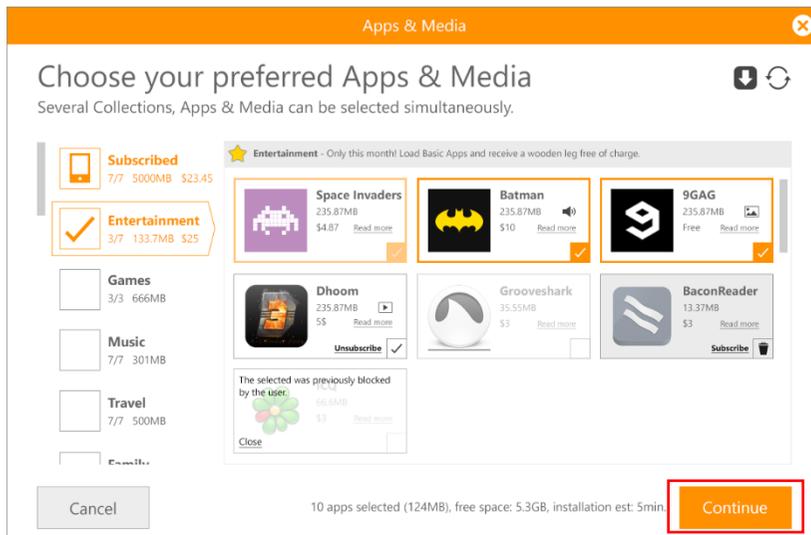
5. Accounts Setup completed successfully, Click **OK** to return to the home screen.

Apps & Media

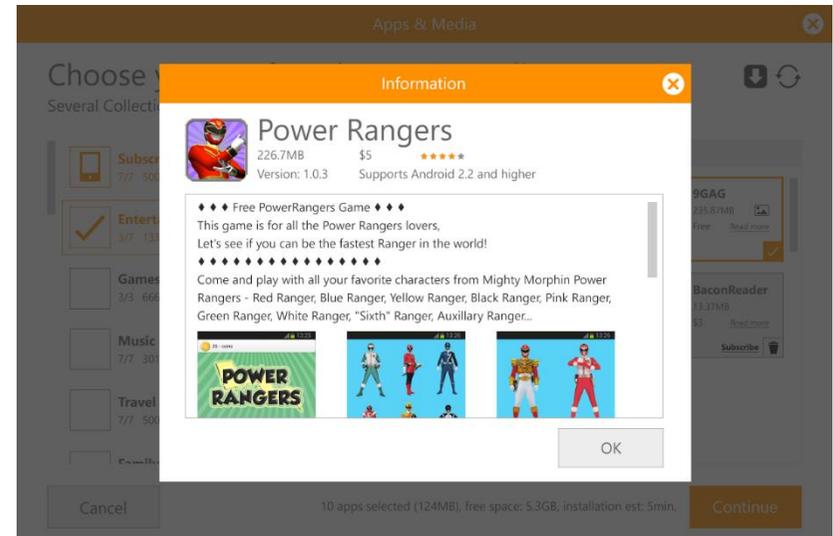
1. Connect a device to the Target port. Go to the Setup New Device tab on Home Screen and click the **Apps & Media** button.



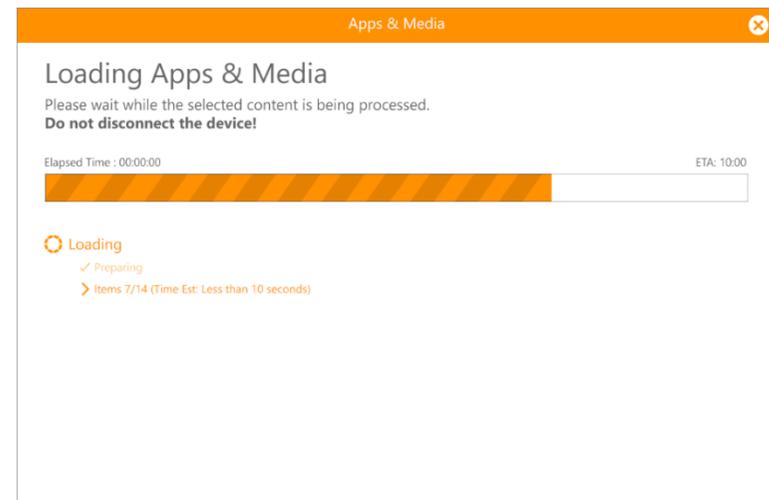
2. Select the desired applications and bundles.



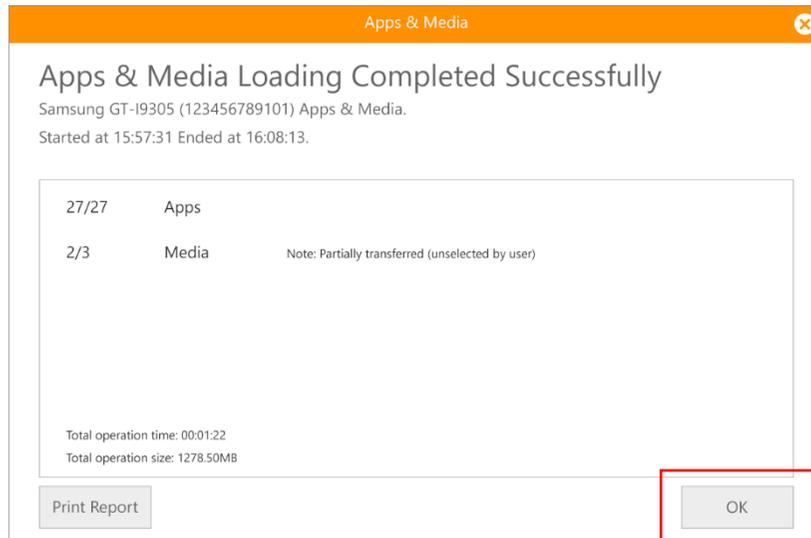
3. Double click the individual Apps to get more information. Click **OK** to return to the selection menu.



4. Click **Continue** to proceed.
5. A progress bar will be displayed.

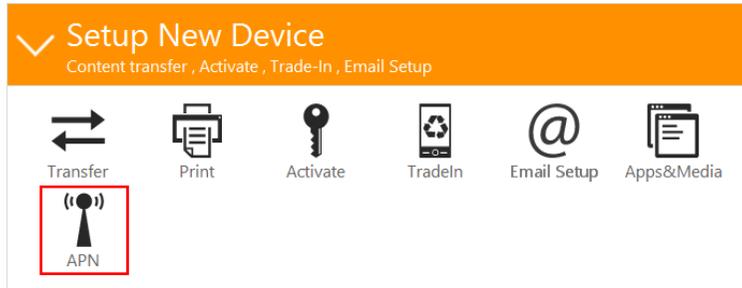


6. Applications and Media installed successfully. Click **OK** to return to the Home Screen.

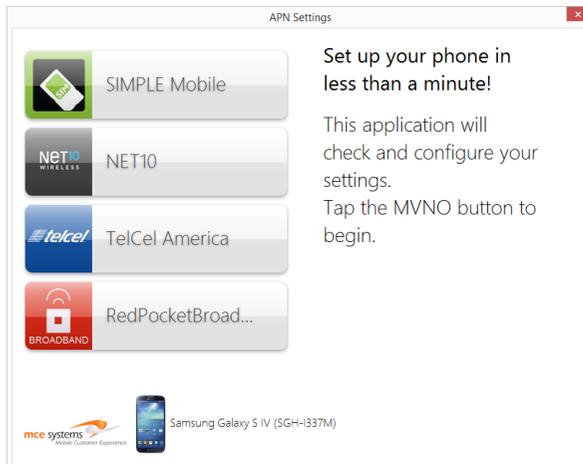


APN

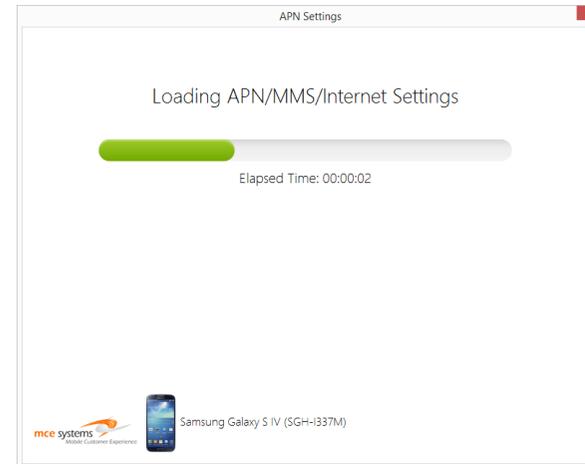
1. Connect a device to the Target port. Go to the Setup New Device tab on Home Screen and click the **APN** button.



2. Select the required MVNO from the provided list.



3. A progress bar will be displayed.



4. APN setup completed successfully. Click **Close** to return to the Home Screen.

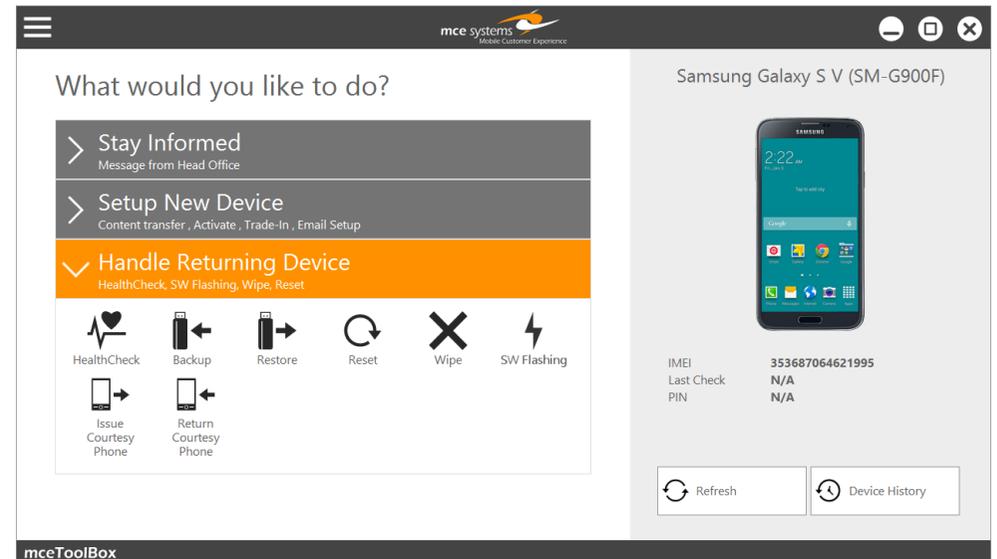


Handle Returning Device

The Handle Returning Device tab offers a suite of advanced tools to maintain or repair the End User's returned device.

This tab includes the following:

- HealthCheck Diagnostics
- Backup
- Restore
- Reset
- Wipe
- Software Flashing
- Issue Courtesy Phone
- Return Courtesy Phone



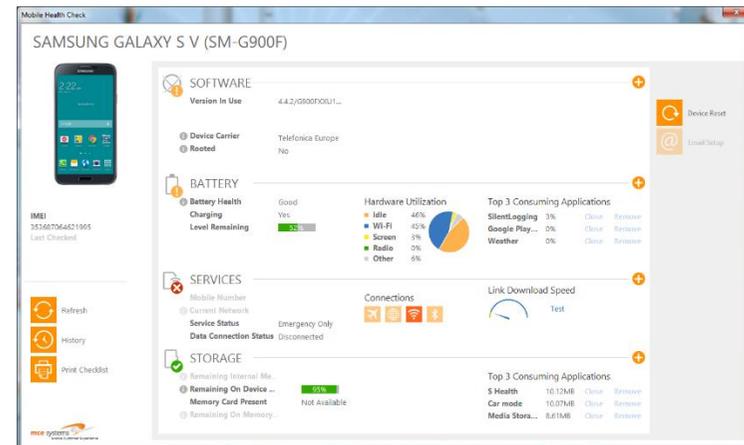
HealthCheck

Health Check is an advanced diagnostic tool that quickly and automatically gathers information about the status and condition of a device and presents this information to the Customer Service Representative in a simple and easy to read format. It also serves as a launching pad to other actions to perform on the device.

Health Check also allows detailed investigation in the following areas:

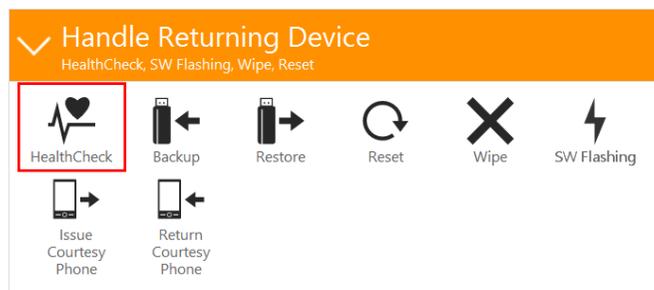
- Software
- Battery
- Services
- Storage

2. The Bell or Virgin branded Health Check screen is displayed. It is normal to take 15 seconds or so to populate all the available information about the device.

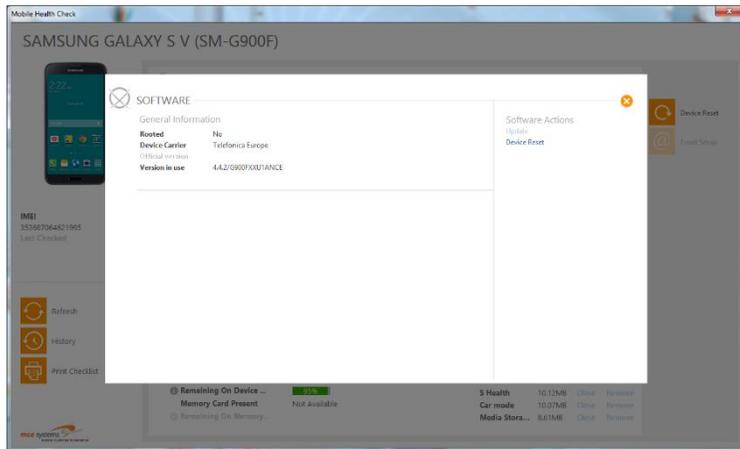


3. For an expanded view of a specific diagnostic area, click one of the four  buttons on the right side of the Health Check screen.

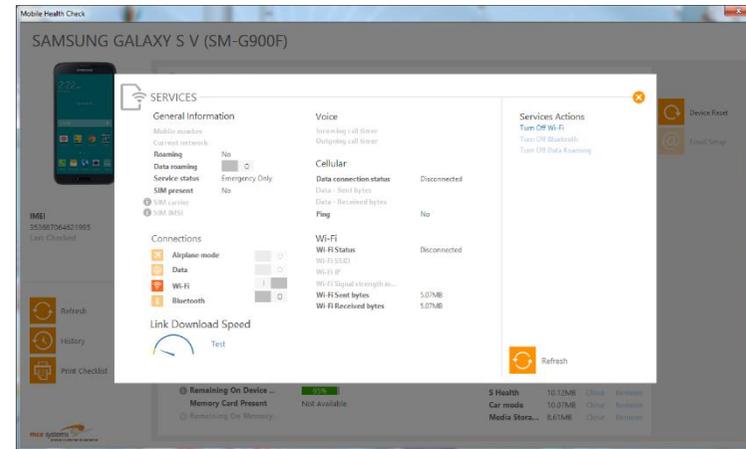
1. Connect a device to the Target Port. Go to the Handle Returning Device tab on Home Screen and click the **HealthCheck** button.



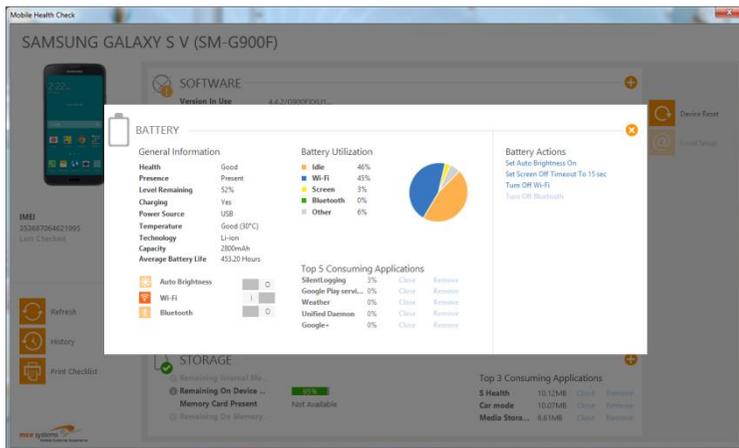
Software: Information regarding the current software on the connected device.



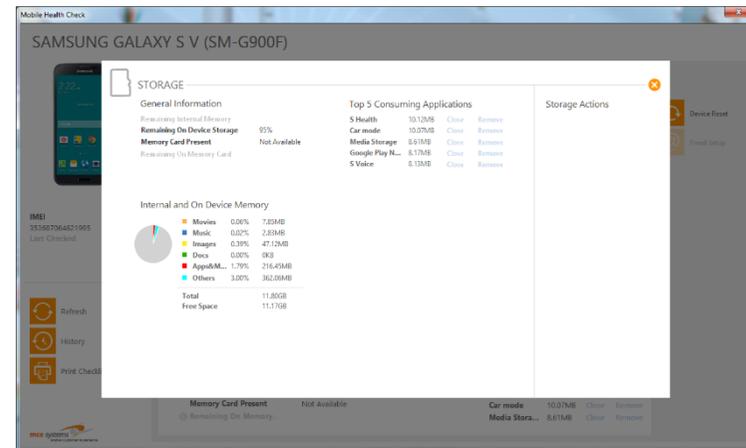
• **Services:** Connectivity and service status of the connected device.



• **Battery:** Detailed report of battery usage and consumption by category.

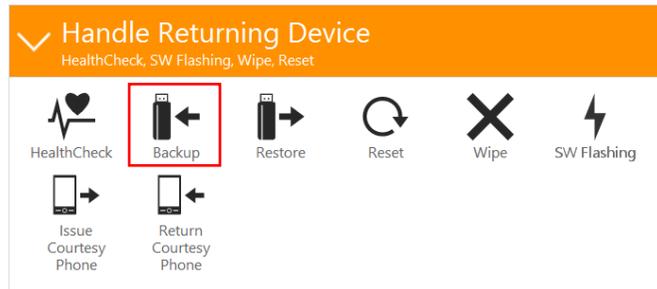


• **Storage:** Detailed report on internal and external and storage usage and availability.

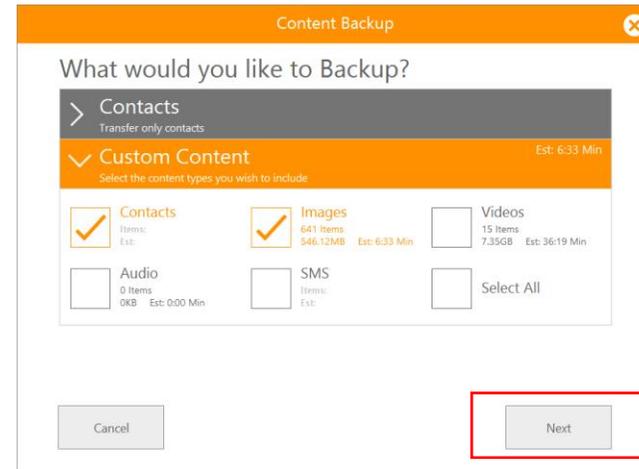


Backup

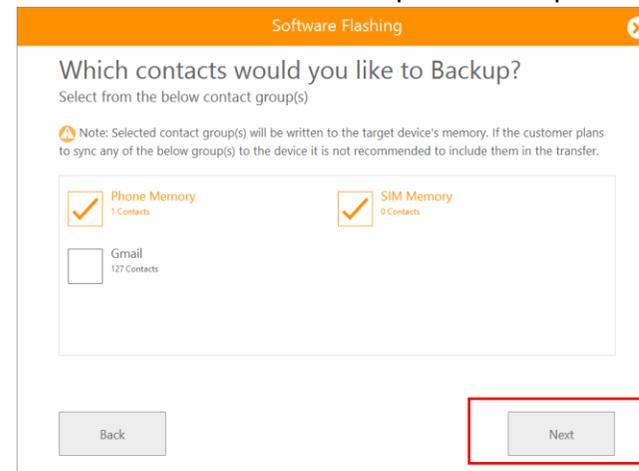
1. Connect a device to the Target port. Go to the Handle Returning Device tab on Home Screen and click the **Backup** button.



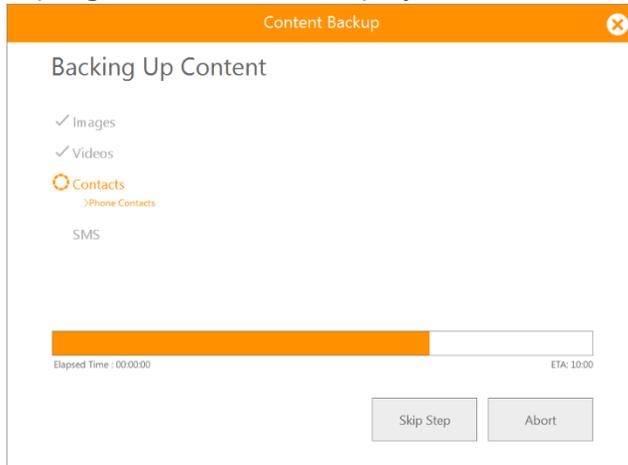
2. Connect a USB key to the **Source** port.
3. Select the content types to backup. Available options are dependent on the connected device. Click **Next** to proceed.
4. The Customer Service Representative is asked "What would you like to Backup?" Select either **Contacts** or **Custom Content**. If Custom Content is selected, please specify the type of content to include in the backup by clicking on the required boxes. Click **Next** to proceed.



5. The user is presented with an option to backup contacts from either the device's Phone Memory, SIM Memory, or from Gmail contacts. Select the preferred options and click **Next**.



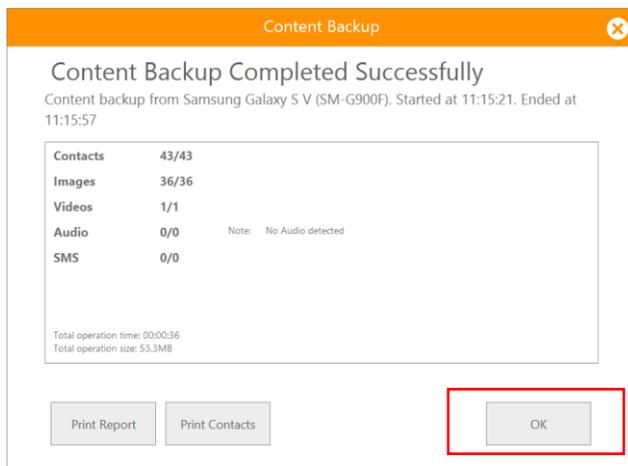
6. A progress bar will be displayed.



Note 1: click the **Skip Step** button anytime to abort the current content type backup and skip ahead to the next content type category.

Note 2: click the **Abort** button at any time to cancel the entire backup process.

7. Content backup completed successfully. Click **OK** to return to the Home Screen.

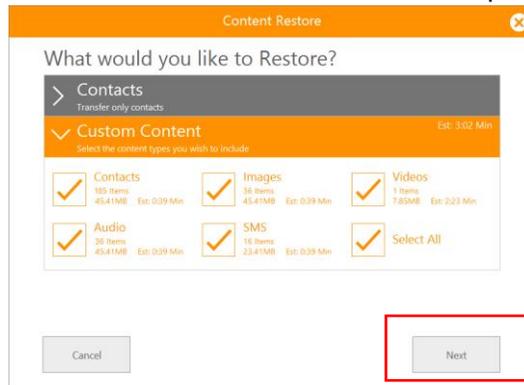


Restore

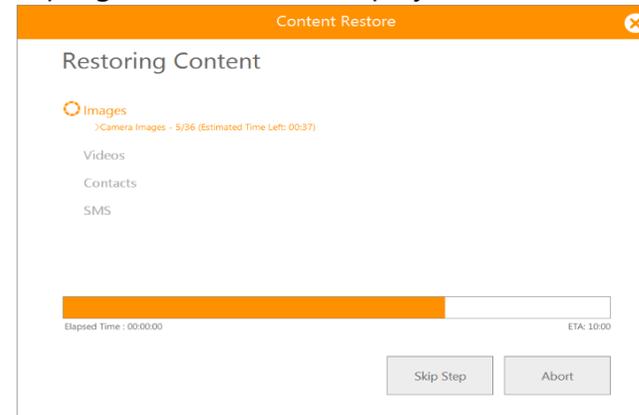
1. Connect a device to the Target Port. Go to the Handle Returning Device tab on Home Screen and click the **Restore** button.



2. Connect a USB key to the **Source** port.
3. The Customer Service Representative is asked "What would you like to Restore?" Select either **Contacts** or **Custom Content**. If Custom Content is selected, please specify the type of content to include in the backup by clicking on the required boxes. Available options are dependent on the connected devices. Click **Next** to proceed.



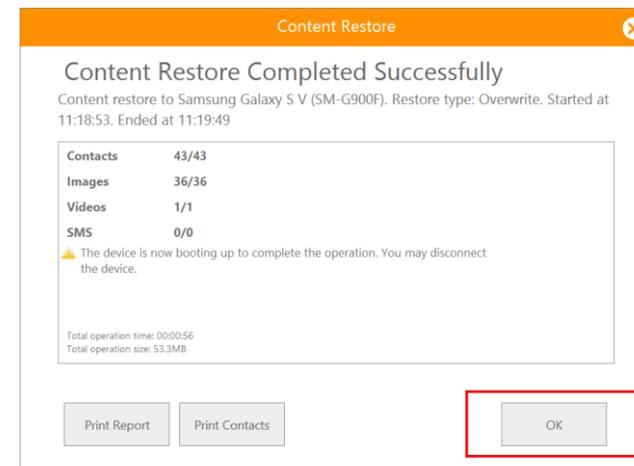
4. A progress bar will be displayed



Note 1: click the **Skip Step** button anytime to abort the current content type restore and skip ahead to the next content type category.

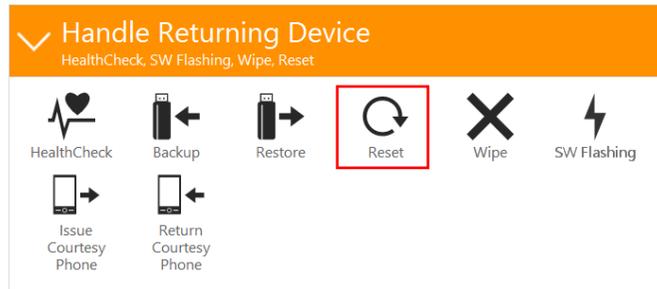
Note 2: click the **Abort** button at any time to cancel the entire restore process.

5. Content restore completed successfully. Click **OK** to return to the Home Screen.



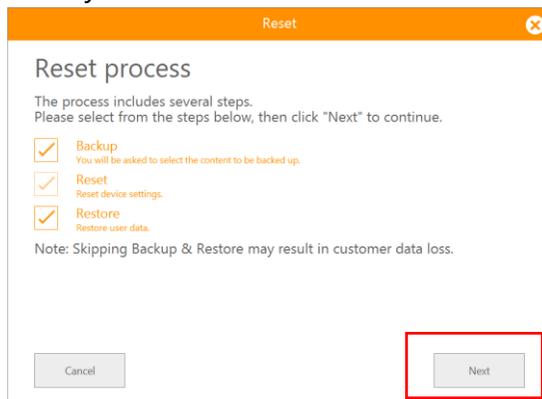
Reset

1. Connect a device to the Target port. Go to the Handle Returning Device tab on Home Screen and click the **Reset** button.

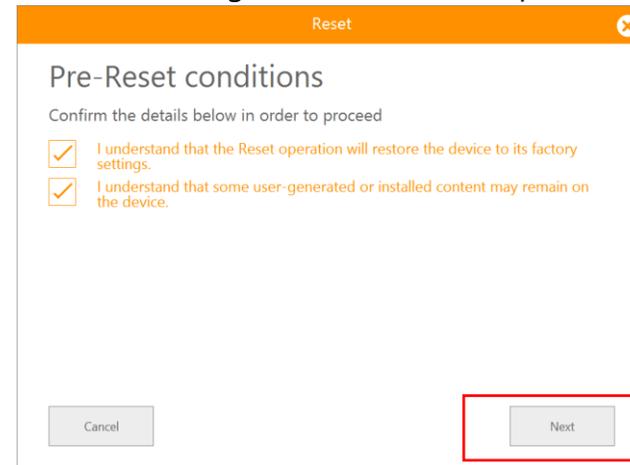


2. Please decide if you also want to perform a Backup and Restore as part of the Reset process. If not, uncheck the **Backup** box on the screen. Then click **Next** to proceed with the Backup.

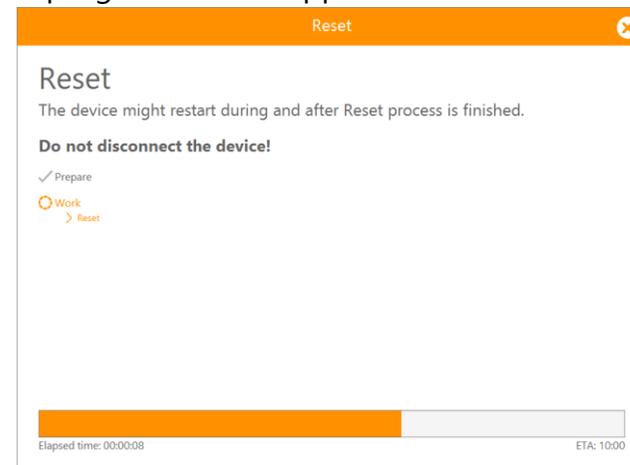
Note: Unchecking **Backup** or **Restore** will de-select both automatically.



3. Once Backup is completed (or skipped), the Reset conditions are shown to the Customer Service Representative. Confirm the two warnings and click **Next** to proceed.

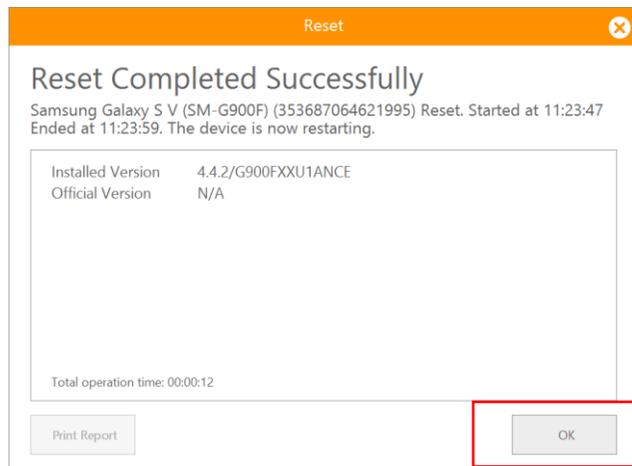


4. A progress bar will appear.



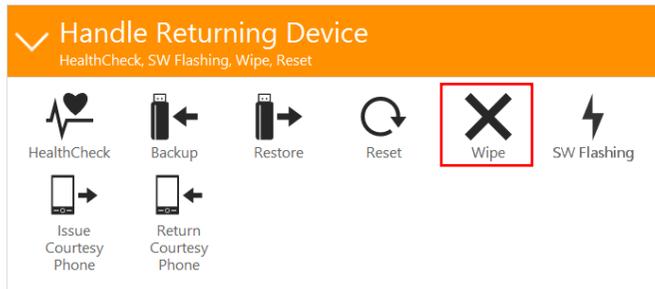
5. Please wait until device is fully booted and connected.
6. A Restore process will initiate
7. Software Reset completed successfully.

8. Click **OK** to return to the Home Screen

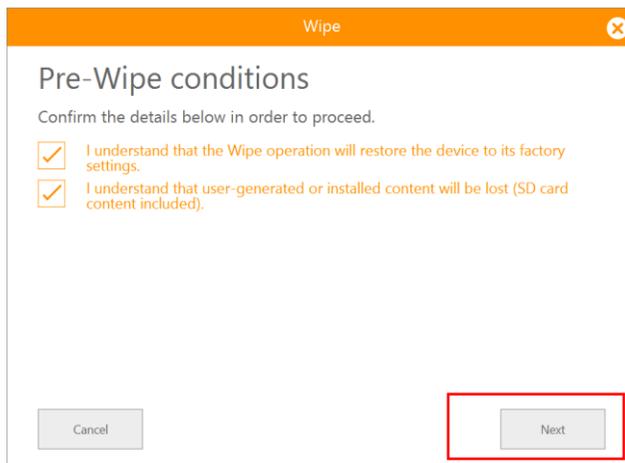


Wipe

1. Connect a device to the Target port. Go to the Handle Returning Device tab on Home Screen and click the **Wipe** button.



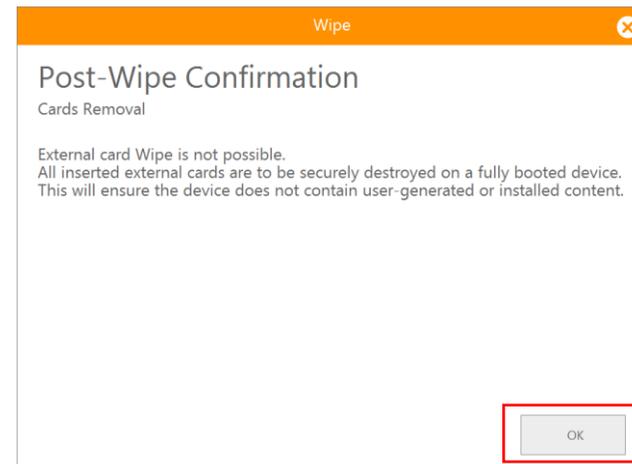
2. Follow the on screen instructions. Then click **Next** to proceed.



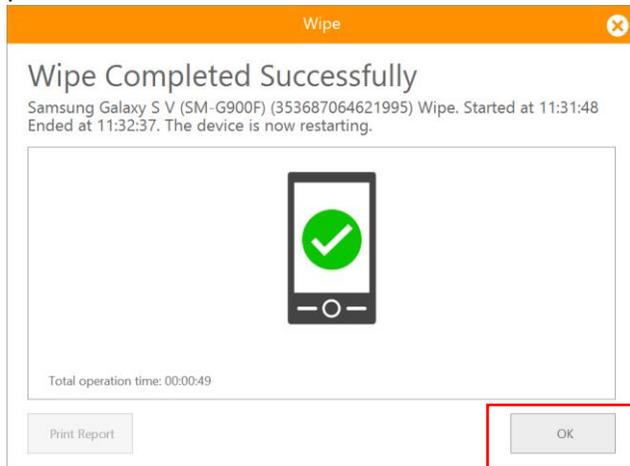
3. A progress bar will be displayed during the Wipe process.



4. Upon completion of the Wipe process, please ensure any SIM or external memory cards are removed from the device and securely destroyed or returned to the customer.

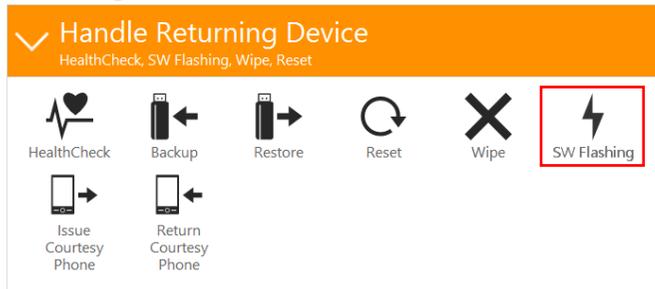


5. Wipe completed successfully. Click **OK** to complete the wipe process and return to the Home Screen.



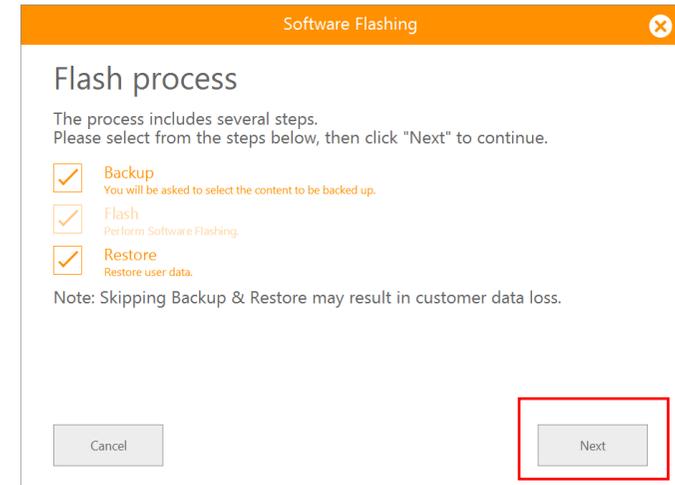
Software Flashing

1. Connect a device to the Target Port. Go to the Handle Returning Device tab on Home Screen and click the **SW Flashing** button.

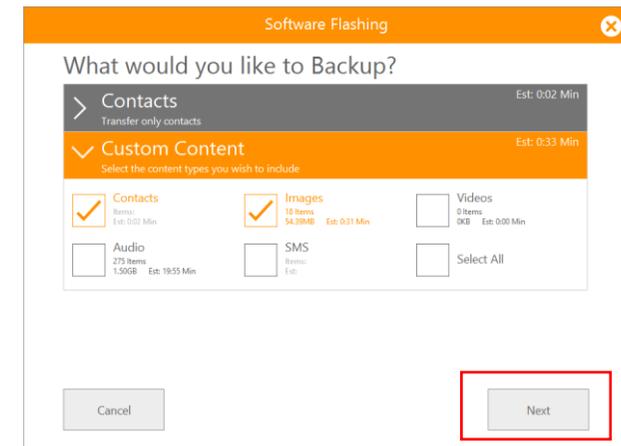


2. By default, an option to backup and restore the device content is offered to the Customer Service Representative prior to the Software Flash. Deselect Backup or Restore to perform a Software Flash only. To begin, click **Next**.

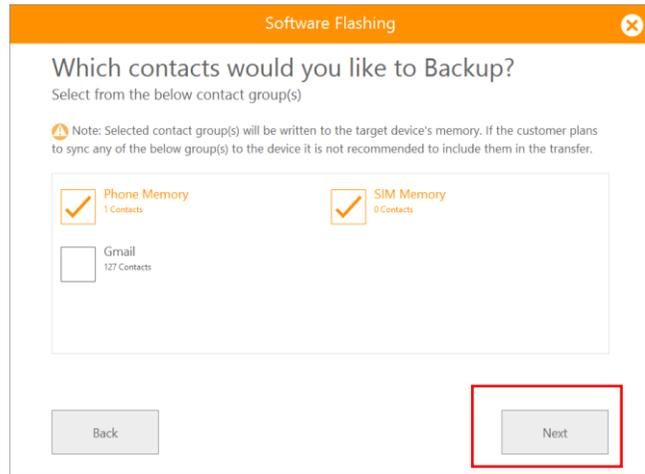
Note: Flashing will erase all customer personal data such as contacts, photos, applications, settings, and other content.



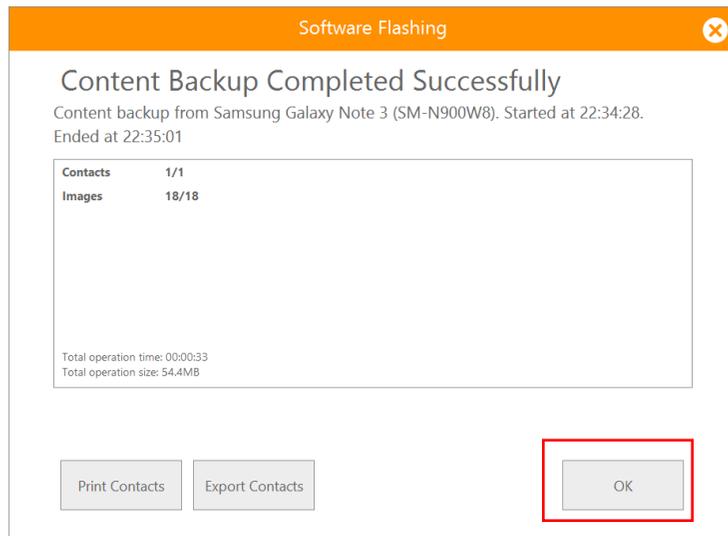
3. The Customer Service Representative is asked "What would you like to Backup?" Select either **Contacts** or **Custom Content**. If Custom Content is selected, please specify the type of content to include in the backup by clicking on the required boxes. To continue, click **Next**.



- The user is presented with an option to backup contacts from either the device's Phone Memory, SIM Memory, or from Gmail contacts. Select the preferred options and click **Next**.



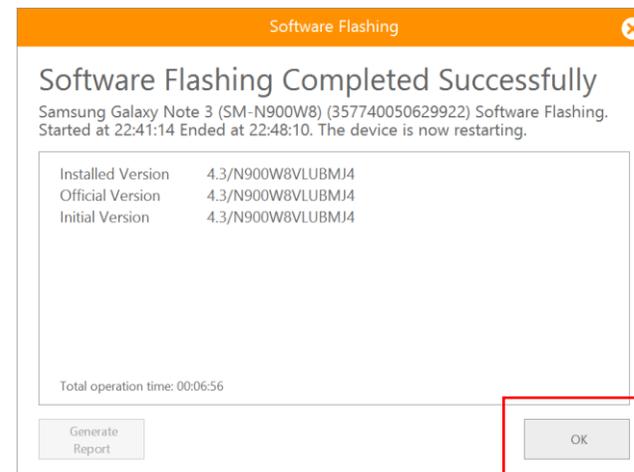
- A Summary Report is generated once the backup is completed. Click **OK** to start the Software Flash process.



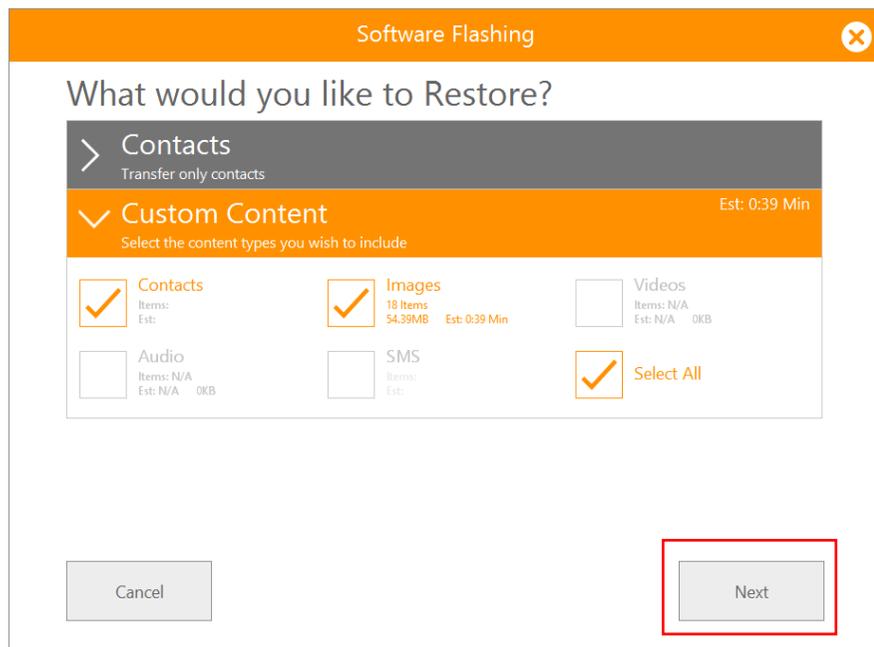
- Read and accept the pre-flash warnings. Then click **Next**.



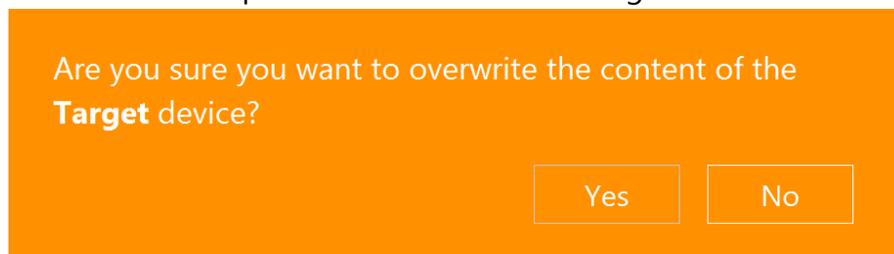
- After the flash sequence to completed, the device will reboot and lose communications with the MCE application. Follow any onscreen instructions (ie. USB Debugging mode) to re-enable auto recognition and click **OK** when the "Software Flashing Completed Successfully" screen appears.



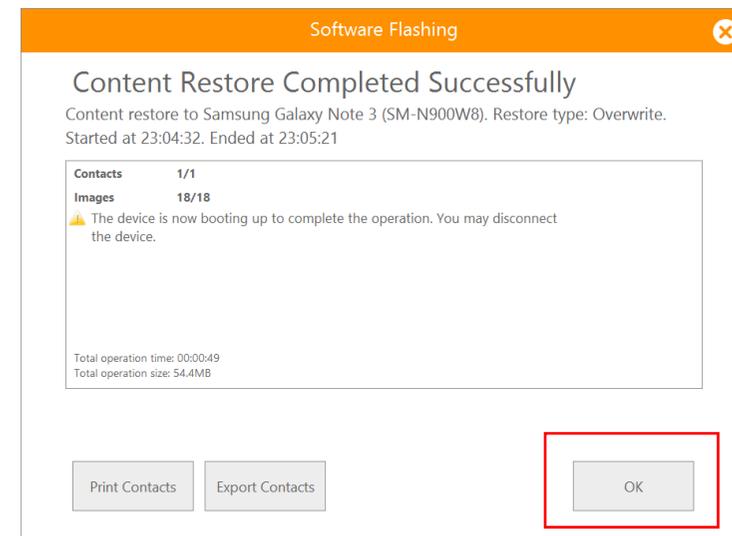
8. To begin the restore process, select either **Contacts** or **Custom Content** from the "What would you like to Restore?" screen and select **Next**.



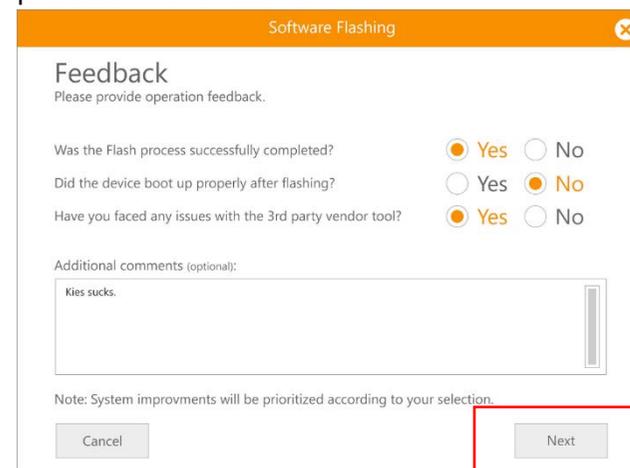
9. Select **Yes** when presented with the following screen.



10. A Summary Report is generated once the restore is completed. Click **OK** to continue.



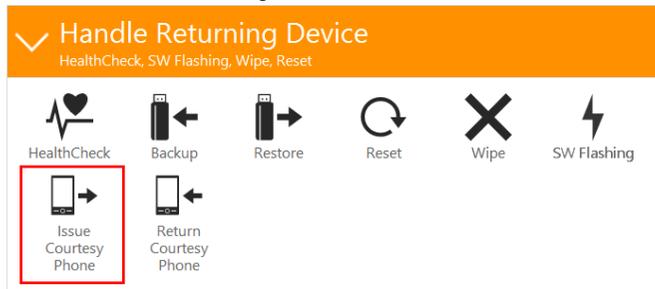
11. Please leave feedback. This will help MCE improve the flashing process in the future.



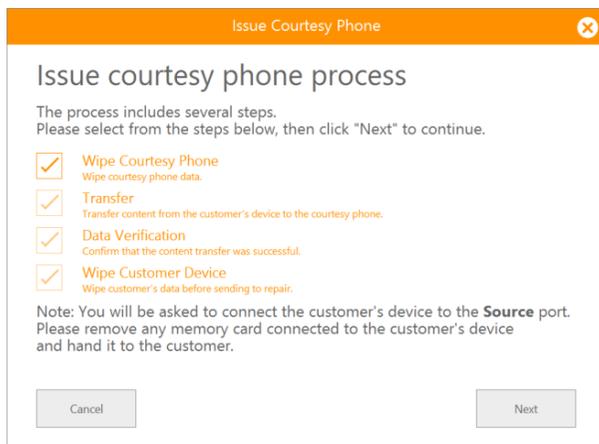
12. Software flashing completed successfully. Click **Next** to return to the Home Screen

Issue Courtesy Phone

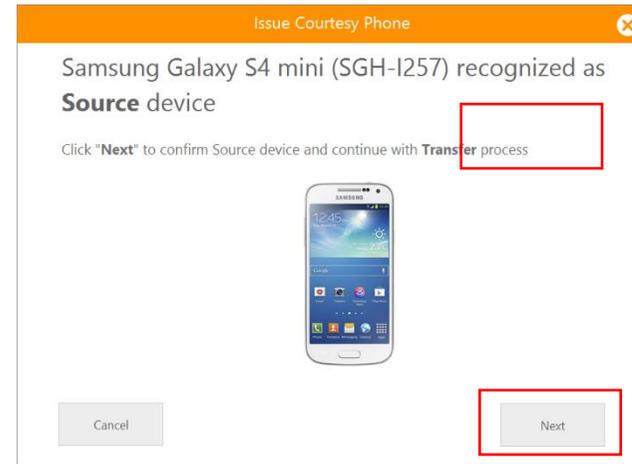
1. Connect the courtesy or loaner device to the Target port. Go to the Handle Returning Device tab on Home Screen and click the **Issue Courtesy Phone** button.



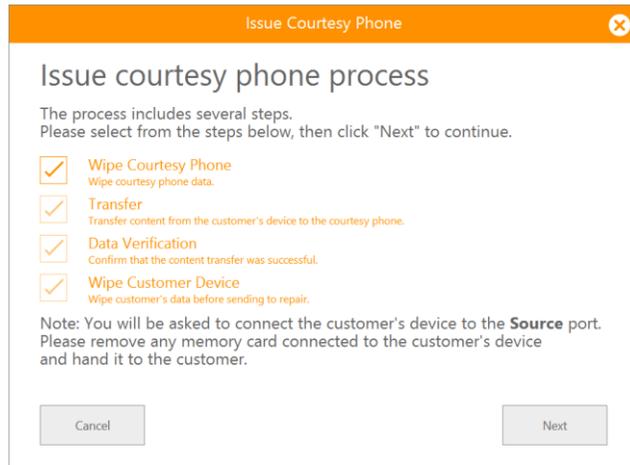
2. Follow the on screen instructions. Click **Next** to proceed.



3. Connect the device with End User content to the Source port of the connection hub. The Source device will be auto recognized and displayed. Click **Next** to continue



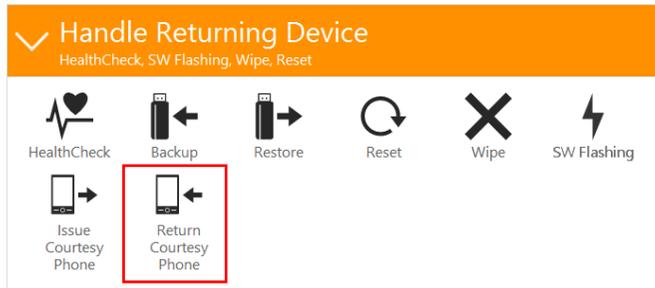
4. Transfer will commence. A progress bar will be displayed.
Note 1: click the "Skip Step" button anytime to abort the current transfer and bypass to the next category.
Note 2: click the "Abort" button in order to cancel the entire process.
5. A Data Verification screen will be displayed. Follow the on screen instructions. Click **Next** to proceed.



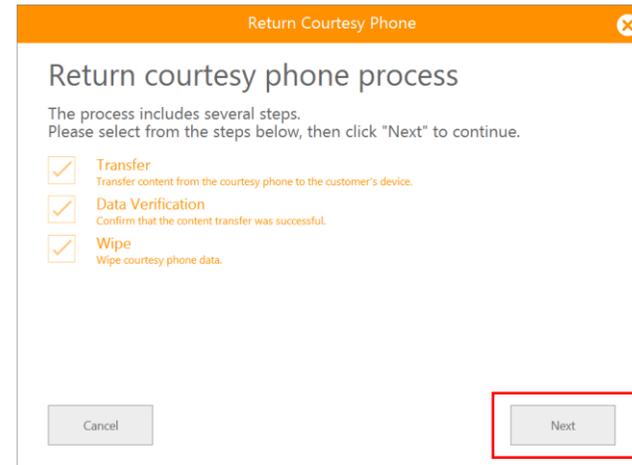
6. Pre-Wipe conditions are displayed for the Customer Service Representative. Follow the on screen instructions. Click **Next** to proceed with the Wipe process.

Return Courtesy Phone

1. Connect the Courtesy or Loaner device to the Source port. Go to the Handle Returning Device tab on Home Screen and click the **Return Courtesy Phone** button.

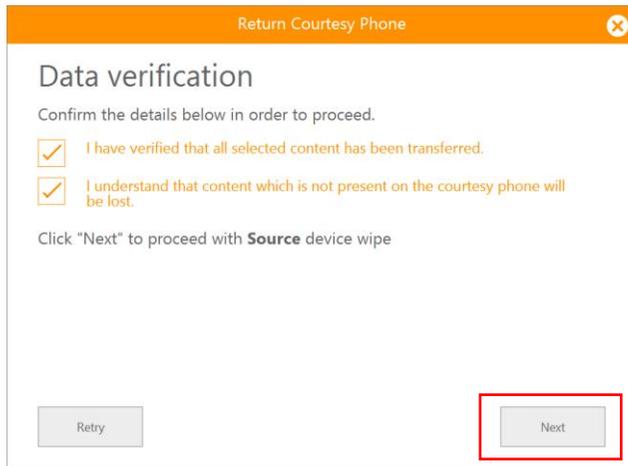


2. Follow the on screen instructions. Click **Next** to proceed.



3. Connect the returned handset to the Target port of the connection hub. Click **Next**.
4. Transfer will commence. A progress bar will be displayed.
Note 1: click the "Skip Step" button anytime to abort the current transfer and bypass to the next category.
Note 2: click the "Abort" button in order to cancel the entire process.

5. The Data Verification screen will be displayed. Follow the on screen instructions. Click **Next** to proceed.



6. Pre-Wipe conditions are displayed for the Customer Service Representative. Follow the on screen instructions. Click **Next** to proceed with the Wipe process.