mceToolbox

In-store Device Management And Maintenance Tool

Quick User Guide - August 2014



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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

- 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



connection port connection port

Front View



```
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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.



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:

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



Transfer

 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.



 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.

Custom Conter		
Contacts	AT Rems	Videos 1 Items 11.15M8 Est: 054 Min
Audio Huma: N/A Est: N/A 0KB	SMS Dome Tat	Select All

6. 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.

	Content Transfer	8
Wł	nat would you like to do?	
>	Append Add the Source data on to the Target	
>	Replace Content Replace existing content on the Target (overwrite)	
	repaire example and a reconfigure (reconfic)	
	Back	

7. 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.

Content Tran	sfer	8
Transferring Content		
✓ Images		
🗸 Audio		
🗸 Videos		
 Contacts Yhone Contacts SIM Contacts 3/17 (Time Est: Less than 10 seconds) 		
SMS		
Elapsed Time : 00:00:00	ETA: 10:00)
	Skip Step Abort]

8. 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**.

	Action Required
Proce	ed as follows:
	On the Target port: Please restart the devices after completing the transfer. To complete the transfer, press "OK".
	ОК

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

Content T Content transfer Transfer type: Ap	ransfer Completed Successfully from BlackBerry 9900 to Apple iPhone 5C (5.3). pend. Started at 10:22:46. Ended at 10:26:42
Contacts	86/86
Images	17/17
Videos	1/1
Total operation time: 00 Total operation size: 30.	:03:56 3M8

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.

Print Contacts	8
Which contacts would you like to Print? Select from the below contact group(s)	
Note: Selected contact group(s) will be written to the target device's memory. If the customer plans to sync any of the below group(s) to the device it is not recommended to include them in the transfer.	
Phone Memory 43 Contacts Gmail 133 Contacts mcesys@gmail.com	
Cancel	

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

🖶 Prin	it 🔜
General Options	
Select Printer Fax Microsoft XPS Document Writer Send To OneNote 2010	Hand WebEx Document Loade
 Status: Ready Location: Comment: 	Print to file Preferences Find Printer
Page Range All Selection Current Page Pages: I Enter either a single page number or a single page range. For example, 5-12	Number of gopies: 1 + Collate
	Print Cancel Apply

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



Activate

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



3. Activation completed.

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

2. A progress bar will be displayed.



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

 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.

Trade-In X Trade-In Completed Succesfully Samsung Galaxy S III (GT-I9305) (353575050228976). Started at 10:31:57 Ended at 10:32:05. Please approach Tills to complete Trade-in process Price quotation \$85 iOS lock N/A IMFI 353575050228976 Capacity N/A Print Report OK

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.



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

 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.



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.

		Apps & Media	6
pps & msung GT- arted at 15:	Media L 19305 (1234567 57:31 Ended at	.oading Completed Successfully ⁸⁹¹⁰¹⁾ Apps & Media. 16:08:13.	
27/27	Apps		
2/3	Media	Note: Partially transferred (unselected by user)	
Total operation	on time: 00:01:22		
Total operati	on size: 1278.50MB		
Print Report	t		ОК

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
- o Backup
- o Restore
- o Reset
- \circ Wipe
- o Software Flashing
- Issue Courtesy Phone
- o 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
- Connect a device to the Target Port. Go to the Handle Returning Device tab on Home Screen and click the HealthCheck button.



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.

SAMSUNG GALA	AXY S V (SM-G90	00F)			
2.22-	SOFTWARE			0	
	Version In Use	4.4.2/G900FX00U1			O Device Rese
• • • •	Device Carrier Rooted	Telefonica Europe			@ Imat Seta
	A				
	BATTERY -	Good	Hardware Utilization	Top 3 Consuming Applications	
IMEI	Charging	Yes	• Idle 46%	SilentLogging 3% Close Remove	
353687064621995 Last Checked	Level Remaining	52	Wi-Fi 45% Screen 3% Radio 0% Other 6%	Google Play 0% Close Remove Weather 0% Close Remove	
	SERVICES -			Link Devenland Consed	
0	Mobile Number		Connections		
Sefresh	Current Network	Concernance and	A 👘 🕹 👔	() Test	
History	Data Connection Sta	tus Disconnected			
-	STORAGE -			0	
Print Checklist	Remaining Internal I	de		Top 3 Consuming Applications	
	Remaining On Devic	95%		S Health 10.12MB Close Remove	
	Memory Card Preser	t Not Available		Car mode 10.07MB Clase Remove	
				Media stora 8.01MB Clove Remove	

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.

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

SAMSUNG G	ALAXY S V (SM-G900F)	
Mil 2005/Docks 1005 Land Checkel Mil 2005/Docks 1005 Mil 2005/Docks 1005/Docks 1005	SOFTWARE General Information Rooted No Device Annual Official Annual Vestion in use: 4.4.2/09070007ANCE	Software Actions Update Dode First
	Remaining On Device Merrory Card Present Not Available firmulating On Merrory.	S Health 16.12MB Cline Nomere Car mode 10.07MB Cline Nomere Media Stora., 8.01MB Cline Remove

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



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

Partie 2.22 Junear	- services			0	
	General Information	Voice		Services Actions	Device Rese
	Mublic mindier	hickning call times		Tum Off Wi-Fi	and the second s
19 2 9 m	Current metwork				Amail Sens
SI 🕿 🖙 🎞 🖽	Roaming No	Cellular			
Statements of the local division of the loca	Service status Emergency Only	Data connection status	Disconnected		
Sector of	SIM present No	Data - Sent bytes			
0.010	O SiM carrier	Data - Received bytes			
MEI	Control model	Ping	No		
nt Checked	Connections	Wi-Fi			
	Airplane mode	WI-FI Status	Disconnected		
	Data	WI-FI SSID			
	WL6	Wi-Fi Signal strength in			
	Bluetoath	Wi-Fi Sent bytes	5.07MB		
Refresh		Wi-FI Received bytes	5.07MB		
	Link Download Speed				
History	Test				
	1-1			Refrash	
Print Checklist					
	Remaining On Device	95%	5	S Health 10.12M8 Oline Remeve	
	Memory Card Present	Not Available		Car mode 10.07M8 Cline Hemore	

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

2.22.	STORAG	iE							8	
1 al 1	J General I	nformation		Ton 5 Consu	ning Ang	lications		Storage Action		
	Remaining	Internal Memory		E Houth	10.13849	Clara	Pomero	Diologeneuon	-	Device Res
See.	Remaining	On Device Storage	95%	Car mode	10.070/8					
🖸 🖪 🥥	Memory G	rd Present	Not Available	Media Storage	8.61MB					Email Setu
1.1.1	Remaining	On Memory Card		Google Play N	8.17MB		Remove			
🖾 📾 🚯 🗰				S Voice	8.13MB		Remove			
53687064621995 ert Checked		Movies 0.06% Music 0.22% Images 0.39% Docs 0.00% Apps&M 1.79% Others 3.00%	7.65MB 2.83MB 47.12MB 0K3 216.45MB 362.06MB							
Refresh		Total Free Space	11.80GB 11.17GB							
Print Checkli		Memory Card Pres	ent Not Avail	able			Car mode	10.07M8 Close	Remove	

Backup

 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.
- 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.



 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.

Conte	ent Backup	8
Backing Up Content		
✓ Images		
✓ Videos		
Contacts OPhone Contacts		
SMS		
Elapsed Time : 00:00:00		ETA: 10:00
	Skip Step	Abort

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.

Conten	t Backup Completed Successfully up from Samsung Galaxy S V (SM-G900F). Started at 11:15:21. Ended at
1:15:57 Contacts	43/43
Images	36/36
Videos	1/1
Audio	0/0 Note: No Audio detected
SMS	0/0
Total operation tim Total operation size	NE: 00.00.36 In: 53.3M8
Print Repor	t Print Contacts OK

Restore

 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

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



 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.

	8
Pre-Reset conditions	
Confirm the details below in order to proceed	
I understand that the Reset operation will restore the device to its factory settings.	
I understand that some user-generated or installed content may remain on the device.	
Cancel Next	

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

	Reset	8
Reset Com Samsung Galaxy S V Ended at 11:23:59. T	(SM-G900F) (353687064621995) Reset. he device is now restarting.	Started at 11:23:47
Installed Version Official Version	4.4.2/G900FXXU1ANCE N/A	
Total operation time: 00	0:00:12	
Print Report		ОК

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Wipe

᠕┸

HealthCheck

▮✦

Backup

∎→

Restore

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



Reset

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

7 SW Flashing



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

 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.

Flash process The process includes several steps. Please select from the steps below, then click "Next" to continue. Image: Second Seco		Software Flashing
The process includes several steps. Please select from the steps below, then click "Next" to continue. Image: Select the content to be backed up. Image: Vou will be asked to select the content to be backed up. Image: Flash proferm Software Flashing. Image: Restore Restore user data.	Fla	sh process
Backup You will be asked to select the content to be backed up. Flash Perform Software Flashing. Restore Restore user data.	The p Pleas	process includes several steps. e select from the steps below, then click "Next" to continue.
Flash Perform Software Flashing. Restore Restore user data.	~	Backup You will be asked to select the content to be backed up.
Restore Restore user data.	\checkmark	
	\checkmark	Restore Restore user data.
Note: Skipping Backup & Restore may result in customer data loss.	Note	: Skipping Backup & Restore may result in customer data loss.
		Cancel Next

 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**.

Which contacts wo Select from the below contact g	uld you like to Backup?
Note: Selected contact group(s) will to sync any of the below group(s) to the	be written to the target device's memory. If the customer plans e device it is not recommended to include them in the transfer.
Phone Memory 1 Contacts	SIM Memory 0 Contacts
Gmail 127 Contacts	
Back	Next

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

	Software Flashing	
Conte Content ba	nt Backup Completed Su :kup from Samsung Galaxy Note 3 (SM-NS :35:01	ccessfully 900W8). Started at 22:34:28.
Contacts	1/1	
Images	18/18	
Total operation	time: 00:00:33	
	5/28, 54,4191D	
Print Con	acts Export Contacts	ОК

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



7. 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 reenable auto recognition and click **OK** when the "Software Flashing Completed Successfully" screen appears.



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

Contacts Items: Est:	Images 18 Items 54.39MB Est: 0:39 Min	Videos Items: N/A Est: N/A 0KB
Audio Items: N/A Est: N/A 0KB	SMS Items: Est:	Select All

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



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

	Software Flashing	
Content res Started at 2	nt Restore Completed Suc ore to Samsung Galaxy Note 3 (SM-N900V 8:04:32. Ended at 23:05:21	CCESSfully V8). Restore type: Overwrite.
Contacts	1/1	
Images	18/18	
Total operation Total operation	ime: 00:00:49 ize: 54.4MB	
Print Cont	acts Export Contacts	ОК

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

		8
Feedback Please provide operation feedback.		
Was the Flash process successfully completed?	🖲 Yes 🔵 No	
Did the device boot up properly after flashing?	🔵 Yes 🔘 No	
Have you faced any issues with the 3rd party vendor tool?	🖲 Yes 🔘 No	
Additional comments (optional):		1
Note: System improvments will be prioritized according to you	ur selection.	
Cancel	Next	

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.



 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

	8
Samsung Galaxy S4 mini (SGH-I257) recognized as Source device	5
Click "Next" to confirm Source device and continue with Transfer process	
Cancel	

- 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

 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.

Return Courtesy Phone	8
Return courtesy phone process	
The process includes several steps. Please select from the steps below, then click "Next" to continue.	
Transfer Transfer content from the courtesy phone to the customer's device.	
Data Verification Confirm that the content transfer was successful.	
Wipe Wipe courtesy phone data.	
Cancel	×t

- 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.



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