



Stanford Mobile Device Services Newsletter

mobiledevice.stanford.edu

March 2015

Newsletter Introduction

The Mobile Device Services team is a workgroup within University IT, supporting approximately 6,800 cell phones, 1,300 tablets, and 400 data cards. To handle all these mobile devices, we have a team of the following four members:

- Jesse Brooks - Manager - Mobile Device Services & Paging Services
- Nancy Gutsell - Client Services Specialist
- Mellani Miller - Financial Analyst
- John Tang - Procurement Analyst

We hope this newsletter provides you with valuable information regarding Stanford Mobile Device Services and the continuously evolving mobile industry. Please feel free to reply to this email and let us know if you would like to be removed or if there is someone else who has taken over your mobile support responsibilities.

Did You Know

Stanford Mobile Device Services Helpdesk

Since 2009, Mobile Device Services has partnered with a 3rd party US-based mobility helpdesk to provide top tier carrier support. In January 2014, our helpdesk partner changed their name from Movero to Calero.

Apple Watch

Next week Apple is hosting an event to provide additional information regarding the new Apple Watch. We are very excited to see what is possible with this new technology. Based on the information Apple has released regarding the Apple Watch, we will not be offering to procure this product through Mobile Device Services, as it does not require a wireless carrier service plan. As future versions of the Apple Watch are released, we will revisit our decision whether or not to offer it.

International Service Plan Changes

Please visit our website at mobiledevice.stanford.edu for new international service plan pricing.

Note: Coverage not available in all areas and countries

Process for Adding, Changing or Removing Features

There are two ways to add, remove, or change a user's domestic or international service plans.

Option 1: Submit a Help Ticket

Please use: Category: Mobile Devices (Cell Phones, Tablets, Data Cards)

Type: Feature Change

Option 2: Call the Stanford Mobile Device Services Helpdesk at 5-HELP (650-725-4357) option 4 or 4-HELP (650-724-4357) option 4.

Note: Whether you are submitting a HelpSU or calling the helpdesk, please be sure to provide the user's wireless number along with the specific dates and countries of travel.

Transfer Phone Numbers from Stanford to Personal

To request a transfer of liability from Stanford to an employee's personal account, you will need to submit a request via OrderIT. Once the request is completed, you will receive an email from Mobile Device Service with instructions for the employee to finish the transfer.

Please be advised: Your department will continue to be financially responsible for all mobile device related charges incurred until the new account owner assumes liability. Mobile Device Services cannot issue any credits related to user's delay in taking over personal liability for their phone number.

Mobile Device Repair - iCracked

Mobile Device Services has partnered with Bay Area startup iCracked to provide iOS and Samsung mobile device repair services to the Stanford community. iCracked's technicians (iTechs) will come to your office, home, or other location to repair your mobile devices. For more information and to request a repair, please visit: <https://itservices.stanford.edu/service/mobiledevice/icracked>

AppleCare Insurance

If you have purchased AppleCare and you need to return/exchange the device (buyer's remorse), your AppleCare is not transferrable. When calling 5-Help option 4 to return/exchange device, you must also request that AppleCare be canceled and refunded back to Stanford University on the same phone call. You will not be able to repurchase AppleCare when requesting an exchange.

AppleCare will not be transferred to new device, so you will have purchase AppleCare directly from Apple for your new device within 30 days after you receive it.

<http://store.apple.com/us/browse/home/applecare>

To check to see if your mobile device has AppleCare Insurance just enter your serial number or IMEI on the following link: <https://selfsolve.apple.com/agreementWarrantyDynamic.do>

Updates from our Carriers

AT&T

As faculty and staff of Stanford University, you are eligible for personal service discounts with AT&T! This also applies to both new accounts and existing AT&T customers. For more information regarding AT&T's mobility offerings for Stanford faculty and staff, please visit: att.com/wireless/stanforduniv
To find a store near you, please visit: att.com/find-a-store Code: 32881

Sprint

Sprint is excited to introduce "America's Newest Network" which launched across the US with enhanced coverage and Advanced High-Speed LTE. Sprint is also enhancing our network coverage & data speeds throughout the Stanford campus. This progression is currently in process. For more information about our rate plans & FREE iPhone 6 / Android new line offering, contact Denise @ 650.533.8873

Verizon

You've probably seen the billboards and commercials about Verizon XLTE, but what does that mean? To meet the present and future demands on the LTE data network, Verizon utilizes additional radio spectrum to expand wireless data bandwidth and performance. While you should still expect 5-12 mbps when downloading, it is not uncommon to see double and triple that speed.

Important Contact Information

<u>Stanford University</u> 5-Help (650-725-4357) option 4 Monday-Friday 4:00am-8:00pm	<u>Stanford Health Care</u> 4-Help (650-724-4357) option 4 Monday-Friday 4:00am-8:00pm	<u>Stanford Children's Health</u> 5-Help (650-725-4357) option 4 Monday-Friday 4:00am-8:00pm
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