



Associate Mobile Device
U.S. & Canada
March, 2016

NEW HIRE PROCESS

HUMAN RESOURCES

Provide Associate with instructions.

ASSOCIATE

On your hire date:

1. Call MindWireless at 512.615.7545 to procure following as needed:
 - Leica standard smartphone (designated by Company)
 - MiFi device
2. Once Manager approves, device(s) will be sent to address you provide. Delivery expected 3 days after order is approved.
3. When you receive your device, contact MindWireless at 512.615.7545 to activate voice and data services.

MindWireless will provision the smartphone with basic applications such as Leica email, calendar & contacts using the Leica Mobile Device Management system. DO NOT configure Leica email yourself. It MUST be provisioned by MindWireless or Leica IT or else it will not work properly.

Note: Apple Care should be declined.

MindWireless Hours of Operation
Monday – Friday 7:00 a.m. – 6:00 p.m. CT

MANAGER

1. MindWireless will send e-mail to approve device request.
 - Watch for email from Danaher@mindwireless.com
 - Approve standard smartphone
 - Approve MiFi if needed. Note there is an average \$50 monthly fee for this device.



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LEICA IT

1. MindWireless will send daily phone activation reports to Leica IT.
2. IT will enter the associate's mobile number in the internal IT systems.

TERMINATION PROCESS

HUMAN RESOURCES

1. Initiate Employee Termination
 - a. Focal Point – IT Notification
 - b. IT Ticket - itservice@leica-microsystems.com – Equipment
 - c. HRIS – Trigger to MindWireless
 - d. HRE – Remove from NAB /Domino Address Book
2. Exit Interview
 - Remind Associate to return equipment to Leica.
 - Confirm that data will not be copied for them.

LEICA IT

1. Receive termination trigger and perform a Leica 'data wipe' of the Associate's Leica provisioned smartphone using the Leica Mobile Device Management system.

MINDWIRELESS



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1. Receive termination trigger and they will initiate the following tasks:

- Automatically forward ex-associate's incoming calls to their manager for 30 days. After 30 days, the ex-associate's mobile number will officially be disconnected
- If the ex-employee has a MiFi device, the line contract will be terminated immediately

ASSOCIATE ON-GOING SUPPORT

In order to expedite the support process for all Leica owned mobile devices, Leica Associates will contact MindWireless directly.

1. Phone at 512.615.7545 or
2. Email danaher@mindwireless.com

MindWireless will perform the following troubleshooting duties:

- Resolve any mobile provider voice & data service problems (MwL has direct access to the AT&T, Verizon, Rogers & Bell systems)
- Provide hardware upgrade eligibility dates
- Submit a request for international travel for voice & data services. Once the employee's manager approves the request, MindWireless will activate international voice & data roaming features.



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- Re-activate basic Leica email for smartphone replacements
- Hardware issues such as speaker, touch or other related hardware issues
- Report missing or stolen devices
- Reset smartphone unlock PIN codes

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