



Device Alive for HP Veer™ 4G

Device Alive is a great tool to communicate the key features of the **HP Veer 4G** to customers via Feature Lists & compelling Video Tours.

Choosing “Explore the phone” on Device Alive allows customers and sellers to interact with all the phone capabilities from the phone menus.

Successful sellers are leveraging the Device Alive videos as part of the sales process to show off a guided tour of many of the capabilities.

Steps to Load Device Alive on the HP Veer 4G

1. Install live SIM & run normal setup process

- Ensure that data and/or download capabilities are not blocked on the SIM
- Make sure that the phone is charged or connected to AC power
- Perform all setup steps including language choice, etc...

2. Download and install the Device Alive Application

- Bring up the phone dialer
- Enter **##DEMO#** (##3366#) and press **SEND**
 - Confirm you want to enable the demo

3. The Device Alive application will automatically be downloaded to the phone for demo

- Download processes and phone will reboot
- “**Demo Installing**” screens will be visible
- Device Alive will automatically start within 30 seconds of the phone’s full boot up cycle.

Congratulations, you’re done! Device Alive will auto-start when the phone is powered on. With the Veer 4G, Device Alive will NOT run unless the phone is plugged into the constant (InVu) power supply.

*Instructions for Device Alive on all current phones are posted in the **Store Manager Resources** section in **iPOG** under the Category “**Device Alive Information & Instructions**”.
FAQ & Troubleshooting tips available in the same location.*