Community of Practice: Device Demo/ Loan

May 31, 2017

Topic:

A look at the challenges of short-term loans and/or demonstrations of devices that depend on the internet.

Panelists:

John Effinger (MO), Karen Latimer (DE), Sandi McNally (PA)

1. John Effinger: Things we've learned with Home Automation Devices

Devices that depend on the internet: For lending: borrowers must have wifi and must know their username and password. Bandwidth may be an issue. Loaning an Alexa is very complex. For these and other reasons, MO mostly (90%) does demonstration of these devices and very few loans.

Q: from Sandi (PA): How do you delete any personal information that may have been put on a loaned device?
A: Best way to get rid of information is to delete app and reinstall the app so that factory settings will be reset.

John (ME): Use Alexa as the router in ipad or iphone. John says it connects from its own wifi to the wifi on the ipad or iphone. Personal devices should reroute itself when disconnected from Alexa.

Q: from Tracy (NM): What are the requirements for the Echo to connect with Home Automation?
A: You should get very familiar with the Echo (Alexa) before connecting to automated things in the home.

Q: from John (ME): Does the Echo connect with Bluetooth devices?
A: No.

Q: from Amy (AT3): What would you recommend programs purchase from their wishlist?
A: Wemo devices to practice with. Get Alexa to recognize the Wemo devices. Buy a Dot (which is a smaller version of the Echo) and Wemo switch to get used to it. Add a pause so device is ready.

2. Karen Latimer: Challenges to managing tablets and apps.

Delaware is managing 40 devices spread among central office and 3 centers.

Goal was to be compliant with app licensing, and have the ability to load and unload apps on the fly, without the devices having to be "onsite".

To accomplish this, they are using Meraki (https://meraki.cisco.com) a free cloud-based service that is multiplatform.

Obstacles after implementation of the service:

- Must be online
- Limited addresses or devices(can change settings)
- Know how you are going to group apps

Every iPad or groups of iPads gets a number and apps can be uploaded remotely.

Makes it easier for large groups of iPads and volume purchasing, and also saves on memory on the devices. Overall, this approach makes managing apps much easier.

Q: from Amy (AT3): Have you had any issues from consumers when devices come back to you?

A: You can delete everything in one swoop. You can also lock it down if device is not returned.

Q: from Ryan (WY): Have you ever used Meraki to put apps on consumers' personal devices?

A: No, because the account is connected to your personal Apple ID.

Karen reported that generally speaking, she's not had much luck in getting contributions of free licenses.

3. Sandi McNally: Phones that rely on internet captioning

Caption Telephones: PA created a decision tree to decide if someone should have a demonstration or borrow the phone:

1) Do they have wifi or internet access?
2) Do they know their password or username?
3) Do they know where the router is located in the home?
4) Is the router close enough to where the phone will be set up?

Demo is better done in the AT Program office. In PA, the program had to get its own wifi set up for the phones.

Phones need to be registered to a user; the FCC is concerned that the phones are being distributed to those who don't really need them. In PA the program, the caption phones have their own serial number and are registered as "demo" phones and use "demo" minutes.

CapTel phones: analog phone lines were used when these first came out. Then they switched to fiberoptic and the captions stopped working.

Advice: Have someone be designated to do software updates especially on the ones that are used as loans.

Shipping has been an issue. Screens getting cracked

Q from John (ME): Have you ever tried using the Captel phone as a cell phone?

A: There are caption apps for cell phones and tablets.

The call was concluded at 4:00 eastern with a reminder that interested staff involved in demonstration and loan should join the Community of Practice to be sure to receive notifications and carry on the conversation. There were more than 50 participant lines on the call.

Thanks to our great speakers!