

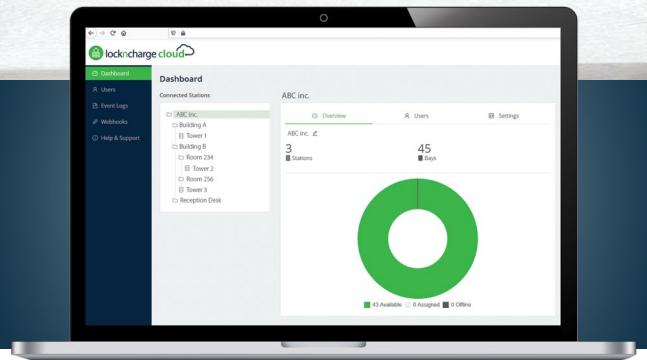


FUYL Tower™ Smart Lockers

POWERED BY

lockncharge 

A complete hardware and software solution to efficiently charge, store, secure and manage workflow for mobile devices.



www.lockncharge.com
Phone: (888) 943-6803
info@lockncharge.com

How Much Does Your Device Repair and Replacement Process Really Cost?

As employees continue to shift between working remotely and in person, technology mishaps are bound to happen. Manually managing mobile devices is a drain on your tech team's time and adds a significant amount of downtime for employees who are unable to work.

One of the top complaints by IT staff is that they don't have enough time to complete their current workload. Despite that, when nearly 20% of mobile devices break or go missing each year, the burden usually falls on them. Not only is this a drain on your tech team's time, but it also adds a significant amount of downtime for employees who are unable to work. When devices are lost or damaged, all productivity and communication come to a screeching halt.

Have you ever calculated how much time your IT department wastes gathering and replacing broken devices?

- ✓ The average fully-burdened labor cost for IT technical work ranges between \$75 and \$150 is per hour
- ✓ In office, it takes about an hour to manually exchange a device
- ✓ In this example, the average number of mobile device exchanges per week per location is around 5

This example demonstrates that nearly 250+ hours and \$25k+ is spent annually by an IT Team manually exchanging devices. While it is impossible to eradicate all system and equipment issues, there's a better solution to decrease device downtime and reduce workloads. One that doesn't include hiring more people, creating more manual workarounds or spending even more money outsourcing the issue altogether.

Solution: Eliminate Manual Workflow with Smart Lockers

By automating the manual device replacement process, FUYL Tower Charging Lockers allow organizations to save a considerable amount of time and money—and reduce staff frustration caused by frequent interruptions. **You can expect a return on your FUYL Tower investment in as few as 10 to 16 weeks.**

Simplify Device Exchange Workflow

By deploying a cloud-based smart locker such as a FUYL Tower 5 or 15, you can eliminate many of the manual workflow processes of break/fix programs and simplify replacing damaged, lost or forgotten devices, tools, accessories and more. A FUYL Tower allows businesses to keep several devices charged, secure and connected in a location that is accessible by onsite workers or nearby remote workers.

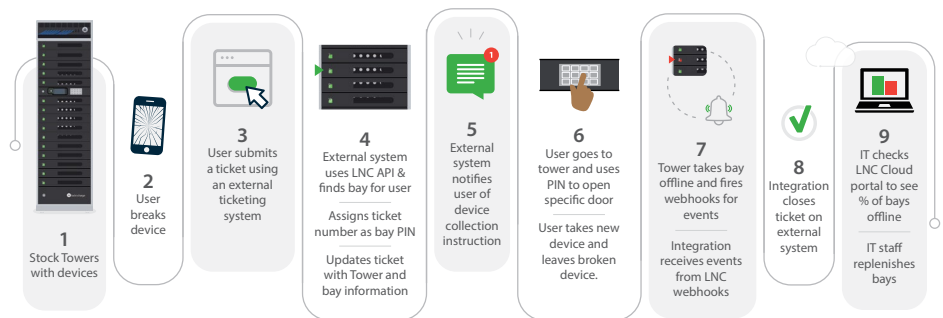
When a staff member breaks a device, it's now possible to send them to a FUYL Tower to quickly get a replacement. Not only does this solution save time and money, but it can also make your tech team's lives easier.

To automate this process even further, FUYL Towers can be integrated with your current IT ticketing system, such as ServiceNow or Remedy.

Automate the Check-in/out Process

To streamline the use of shared technology, fill a FUYL Tower with ready-to-go mobile devices, and you'll reduce in-person interactions and speed up the check-in/check-out process. Just ask the IT team of one of the largest energy companies in the U.S. who recently automated this process.

With the FUYL Tower, the IT team can assign specific lockers and devices to employees and restrict and monitor access to these devices. This process held employees accountable for devices and streamlined IT's ability to efficiently manage thousands of devices remotely.



Top 5 Benefits of a FUYL Tower™ Smart Locker

1. Get a return on investment in as few as 10 to 16 weeks.
2. Store devices in the ready-to-go state, and an admin can remotely control user access.
3. Practice social distancing through Tower self-service, eliminating the need for human interaction.
4. Easily scale via the LocknCharge Cloud, to manage thousands of devices in less time.
5. Gain peace of mind with support from our world-class team and a lifetime warranty.

Smarter mobile device workflows.



Check In/Out



Break/Fix



Shared Devices



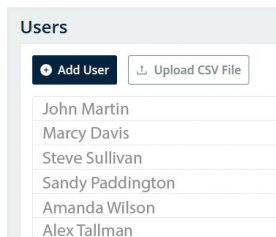
Loaner Devices



Public Charging

Highlights

Automate manual processes for managing mobile devices to reduce wasted time, minimize device downtime, maintain devices with zero human interaction, provide secure charging on demand and much more.

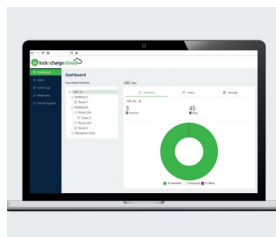


Set Up and Manage Who is Allowed Access to Bays and Towers. LocknCharge Cloud has a built-in User Directory that enables admins to control who is allowed to use FUYL Towers™. Specific users can be granted access with RFID or a unique PIN.



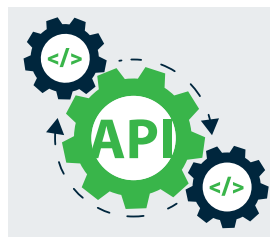
Securely Charge and Store Devices so They're Always Ready for Use.

All bays contain a power outlet and a 2.4 amp USB port so you can securely charge almost any device, including: iPads, tablets, laptops, mobile phones, Chromebooks and more.¹



Manage Multiple Towers from One Centralized, Web-Based Portal.

Give designated admins detailed access to view and manage any number of Towers. Efficiently manage Towers by cascading settings to multiple Towers, groups of Towers or groups of users with "bulk operations", "station groups" and "user groups".



Integrate LocknCharge Cloud with External Systems.

Take device management to the next level. Using Cloud API and webhooks, LocknCharge Cloud can be integrated into external and/or existing IT infrastructure.

Cloud Highlights

lockncharge 

An annual LocknCharge Cloud subscription grants access to the web-based management portal. Features vary by Cloud Subscription Tier. Visit www.lockncharge.com/cloudtiers for complete features.

- ✓ Create a tree structure to organize and manage Towers easily.
- ✓ Set up and manage Towers with three levels of administration: Owner, Admin or Station Admin.
- ✓ Easily cascade settings to all Towers, groups of Towers or specific Towers to make setting up and managing Towers quick and efficient.
- ✓ Admins can create User Groups to better manage users and to authorize large sets of users to specific Towers or groups of Towers.
- ✓ View a detailed event log to know who accessed bays and when, know when updates are made by administrators and more.
- ✓ View Tower status at the company, Tower or bay level to see detailed information, such as whether bays are assigned, available or offline.
- ✓ Remotely control Tower access to unlock bays, take a bay offline, clear a user from a reserved bay, set a curfew, or even to completely lock down a Tower.
- ✓ Grant specific users access to certain bays or Towers by using their RFID badge or assigned PIN code.
- ✓ Update Tower firmware and software over the air.
- ✓ Integrate existing IT infrastructure into Tower workflow through Cloud API and webhooks.



www.lockncharge.com | Phone: (888) 943-6803 | info@lockncharge.com

¹ May not fit all devices and cases. Please check compatibility. Contact our awesome customer service team for more details.

Software that makes life easier.



Cloud Based



Secure



Intuitive



Flexible



Supported

LocknCharge Cloud Subscriptions for Business

Please flip to the next page for detailed descriptions of each feature.

Cloud Features See next page for feature descriptions.	Cloud Admin	Cloud Managed	Cloud Integrated
PRODUCT SKU	\$15* per Tower per month All plans are billed annually.		
	\$35* per Tower per month All plans are billed annually.		
	\$50* per Tower per month All plans are billed annually.		
	Please contact your LocknCharge rep for the Cloud SKU that best fits your needs.		
Online help and support	✓	✓	✓
Public Mode	✓	✓	✓
Bay access via PIN or RFID	✓	✓	✓
Basic administration from Tower display	✓	✓	✓
Multiple Cloud administration roles/types	✓	✓	✓
Remote, web-based station administration	✓	✓	✓
Over-the-air updates	✓	✓	✓
Event log	✓	✓	✓
Bulk operations	✓	✓	✓
Tags	✓	✓	✓
Reports		✓	✓
Station groups and user groups		✓	✓
Assign users		✓	✓
Break/fix workflow workflow		✓	✓
Check-in/check-out		✓	✓
Curfew		✓	✓
Self-register RFID		✓	✓
Cloud API			✓
Webhooks			✓

All Towers managed under a Cloud Subscription/account must utilize the same subscription tier.

*Volume and multi-year discounts are available. Prices effective as of June 2020 and may be subject to change.

LocknCharge Cloud Trial Demo

We offer a 30-60 day demo of our LocknCharge Cloud platform. Contact us for more information.

Developer License

Plan to develop integrations between the LocknCharge Cloud platform and other software products? For Cloud-integrated subscription packages, we offer a staging environment isolated from the live Cloud Platform.



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Cloud Glossary

Public Mode

In Public Mode, the FUYL Tower functions as a public charging station where users can choose an empty/available bay (green LED), enter a PIN or swipe an RFID card to reserve that bay, and secure their device inside for later retrieval. After the bay has been reserved, the LED will turn white, indicating to other users that the bay is reserved. When the bay has been re-opened by the user to retrieve their device, their PIN or RFID is automatically cleared from that bay, and the bay is available for the next user (the bay LED will turn back to green after the door is pushed closed). This mode functions very similarly to a hotel safe.

Bay access via PIN or RFID

The keypad and RFID reader built into the control door give customers maximum choice for accessing the bays on the Tower. The full capabilities of the RFID workflow is determined by a paid LocknCharge Cloud Subscription. The RFID reader can read almost every RFID standard on the market.

HID and MiFare: MIFARE® Classic, MIFARE DESFire® 0.6, MIFARE DESFire EV1

HID: iCLASS® Standard/SE/SR/Seos; PIV II, Secure Identity Object® (SIO®)

PINs: Must be a minimum of 4 and a maximum of 8 numbers

Basic administration from Tower display

FUYL Towers can be administered directly from the hardware (LCD display on the Tower). A *Station Admin* can lock down bays, unblock bays in error state, inspect the contents of bays, open & close doors and more.

Admin types

Owner: The *Owner* has complete administration control of the Tower. The *Owner* profile can invite and create as many as they like. Owners can create, review, update and delete anything.

Admin: An *Admin* cannot delete other *Admins* but can do everything else that an *Owner* can do.

Station Admin: *Station Admin* can only perform administrative functions that are available on the Tower's LCD menu, such as locking down bays, unblocking bays in error state, inspecting the contents of bays and opening, closing doors remotely and more. *Station Admins* do not have access to the LocknCharge Cloud portal.

Over-the-air updates

New features are automatically available to customers as they are released to Cloud, without the need to download anything from the Tower. As updates become available, the Cloud portal will display an 'update available' icon so that admins can apply the updates to their product(s).

Remote station administration via web-based portal

Manage all of your LocknCharge FUYL Towers from one portal, no matter the location. FUYL Towers can be on-boarded into a Cloud account and administered remotely using the Cloud portal, rather than using the physical LCD screen and number pad on the Tower. Remote Administration includes:

Unlock: This action unlocks a compartment and clears the PIN

Offline: This action puts the bay in an offline state, preventing user access so that Admins can quarantine, inspect or update bay contents (if applicable)

Clear user: This action removes user access from a reserved bay

Tower lockdown: This action puts a Tower in lockdown state preventing user access to entire Towers

Event log

All interactions with the FUYL Tower(s) are logged in an event log. These logs can be viewed centrally from the Cloud. Reporting includes ability to export CSV file of the event log.

Bulk operations

LocknCharge Cloud makes setting up FUYL Tower configurations fast by allowing admins to set bulk settings from the account level based on their Cloud subscription tier.

It is possible to override the account-level settings on individual Towers should admins want to configure Towers with different settings. E.g., bulk operations include configuring network settings, time zone settings, assigning users and changing Tower mode settings.

Tags

Admins can tag users, groups, stations, and bays to filter items.

Reports

LocknCharge Cloud has a built-in reporting tool in the web portal interface to provide you with insight into how your organization is using FUYL Towers. Using the 'Reports' section, you can easily view and analyze the usage statistics, including: current bay states, current user reservations, station usage and usage by user.

Station groups and user groups

LocknCharge Cloud allows Admins to organize their Towers into station groups and sub-groups to perform Bulk Operations on all Towers within a station group at the same time.

Admins can also create user groups to better manage users and to authorize large sets of users to specific stations or groups of stations. Additionally, if user group members change over time, authorization for station access changes with user group updates, saving significant time.

As with all bulk operations, it is possible to override the settings on individual Towers or individual users as required.

Assign users

LocknCharge Cloud has a built-in User Directory that enables admins to control who is allowed to use FUYL Towers. Individual users or user groups can be assigned to the entire group of Towers, single Towers or individual Bays. Individual users or user groups can be created directly in the Cloud Portal or can be imported from a CSV file. Users can be granted access with RFID or a unique PIN. When users are assigned to Towers, the event log allows for an easy audit trail of who accessed which bay and when.

Check-in/check-out workflow

The LocknCharge Cloud allows admins to change Tower settings in a specific configuration that facilitates check-in/check-out workflow.

Break/fix workflow

The Cloud allows admins to change Tower settings in a specific configuration that facilitates break/fix workflow.

Curfew

LocknCharge Cloud allows admins to configure Tower settings to restrict access to the Tower or a group of Towers. Curfews can be set for specific days, every day, single time spans per day or multiple time spans per day.

Self-register RFID

Reduce the burden on Admins for setting up users with RFID. Users can be prompted to register their ID Card during the bay access process.

Cloud API

LocknCharge Cloud API allows programmatic access to the Cloud. This allows customers to create their own applications for users to interact with. (E.g., users would interact with an interface via an iPad for checking devices in and out, as opposed to a Tower's LCD monitor.)

Any existing programs can also be integrated using Cloud API. This allows customers to continue to use software they already use—such as the help desk software—as part of the workflow for which they are using the Tower(s).

Webhooks

Webhooks allow admins to send real-time events from FUYL Towers to other systems to enable automation of downstream workflows.

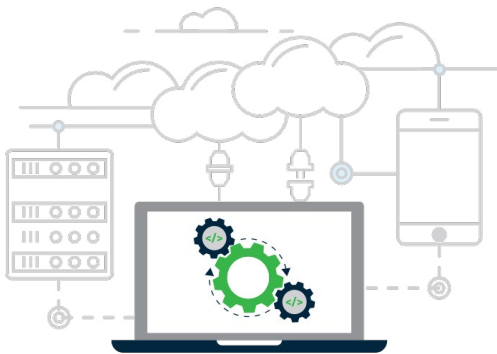
How this works is all events from the Tower(s) on-boarded into the LocknCharge Cloud are automatically sent to the Cloud events log. In the Cloud portal, admins can register a webhook for specific events they are interested in and get LocknCharge Cloud to forward the event information to the preferred downstream system. E.g., ServiceNow® can take automated actions when those events are received.

Network Connectivity

To take advantage of the FUYL Tower's remote administration features, you must connect your Towers to the Internet and pair them with your LocknCharge Cloud subscription. Connectivity options include:

- ✓ Toggle network interface: Wi-Fi (WPA2 or Open), Ethernet or WPA2 Enterprise Wi-Fi
- ✓ Set, review, update, delete Wi-Fi network details
- ✓ Set, review, update, delete DHCP details
- ✓ Set, review, update, delete Static IP

Note: Wi-Fi supports both 2.4GHZ and 5GHZ wireless.



Onboarding Checklist

1. Ensure that the following domains are whitelisted:
 - ✓ Chargebee: client ID
 - ✓ Lockncharge Cloud: original cloud owner admin invite
2. Ensure that your network firewall or proxy is not blocking outgoing connections to the endpoints listed.
 - ✓ Please contact your network administrator if you are unsure of any changes to your network configuration that may be required.

Firewall and Proxy		
Address	Port	Protocol
registry.pclocs.io	TCP 443	https
a136cfw17adibc-ats.iot.us-west-2.amazonaws.com	TCP 8883	mqtt
time1.google.com	UDP 123	ntp
time2.google.com	UDP 123	ntp
time3.google.com	UDP 123	ntp
time4.google.com	UDP 123	ntp

Cloud Security

- ✓ Admins can apply updates and security patches to FUYL Towers as they become available, keeping their Towers up to date and more prepared against cyber attacks.
- ✓ The Cloud is powered by Amazon Web Services, the most secure cloud computing environment available.
- ✓ LocknCharge Cloud complies with many regulations globally. We leverage Amazon Web Services (AWS) which distributes the data in several server centers to ensure high response times for all customers. We cannot guarantee where the data is stored as it's dependent on AWS.
- ✓ The FUYL Tower meets [GDPR guidelines](#) and the [Australian Privacy Act](#).
- ✓ The FUYL Tower will not expose your network to malicious access from the Internet. The FUYL tower does not accept any inbound connections, such as SSH or telnet.
- ✓ The Cloud connection will not expose your network to malicious access from the Internet. The cloud connection, initiated from the FUYL Tower, is a simple messaging protocol secured using cryptographic certificates. This messaging protocol does not have the ability to inject malicious code.
- ✓ Back-end security includes single-page-app to RESTful API protected by TLS (user authentication using OAuth).
- ✓ Cloud architecture and cloud security is based off of AWS native architecture: utilizing IOT Core, DynamoDb and Lambdas. Deployment environments are strictly security gated, with the production environment being deployed only via CI/CD and having no direct employee access privileges.
- ✓ Current RFID security is a simple one-way RFID string, and all RFIDs and PINs are hashed and protected at rest on both the platform and device level.

Hardware that works harder, so you don't have to.



Secure



Durable



Well Designed



Serviceable



Intuitive



Hardware Highlights



External LED Bay Status. Each bay has an external LED indicator to know if a bay is available (green), reserved (white) or offline (no light).



Bay Visibility. A window provides visibility inside each bay—or if privacy is preferred, window-blocking plates are also included.



Secure. Built from steel, the Station's robust design means that it will deter the opportunistic thief from attempting a break in.



Serviceability in the Field. Various hardware and electronic components are packaged into modules allowing for serviceability in the field, rather than returning the whole unit back to base. Administrators can access the electronics behind the control door with a key. The same key also opens the side panel to access lock modules, cabling and power supplies.



USB and Power Outlet. Each compartment contains a power outlet and USB port to charge devices.



Easy-to-Follow, Feature-Rich Tower Display. Administrative functions—*unlocking, inspecting or quarantining a bay, setting an RFID (admin and bays), performing diagnostics (network, clock, door, keypad and RFID), retrieving Tower IP address and version details, accessing system resets, etc.*—are available from the 4.3" Graphical Color Tower Control Module and Keypad.² The Tower's user interface is simple to navigate for both admins and users.



Illuminated Compartments. As the door is opened, internal lights illuminate the compartment to help users clearly see the device to ensure safe removal of the device. E.g. if it's plugged in or connected to the Ethernet port, you can see that its connected and unplug before you remove the device so you don't damage the cables/ports.



Sleek Design. Minimalist design adapts to any environment.



Two Tower Options. The Tower comes in two size options of either 5 or 15 individually-lockable bays.



Additional Storage Compartment (FUYL 15 only) for adding a small switch or UPS.



Optional Network Kit. The Network Kit enables installation of a network switch (not included), making it possible to re-image devices remotely.



Magical Unicorn Lifetime Warranty. All of our products are fully backed by a lifetime warranty on the main frame, electrical and all other components.*



World-Class Customer Support. Our helpful and friendly Customer Support team will promptly assist with any product issues or questions that may arise.



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² Range of available features at Tower display depends on whether or not you subscribe to the LocknCharge Cloud. *Please see www.lockncharge.com/warranty for complete details.

Hardware Specifications

Pricing	FUYL Tower 5	FUYL Tower 15
		\$2,999^{SRP} <i>Price is for hardware only.</i>
PRODUCT SKU	10213	10208
Tower Hardware Specs - Boxed	28.9" (H) x 26.1" (W) x 24.4" (D) 102.5 lbs	25.9" (H) x 71.6" (W) x 22.8" (D) 210 lbs
Tower Hardware Specs - Unboxed	23" (H) x 21" (W) x 19" (D) 77 lbs	67" (H) x 21" (W) x 19" (D*) 194 lbs *Please add 1.8 - 4.2" for attaching the bracket to the wall.
Tower Bay Specs	3" (H) x 14" (W) x 17" (D)	3" (H) x 14" (W) x 17" (D)
Tower Bay Compatibility	Laptops, MacBooks, iPads, tablets, Chromebooks, Surface Pro, phones and more. See bay dimensions above.	Laptops, MacBooks, iPads, tablets, Chromebooks, Surface Pro, phones and more. See bay dimensions above.
Build Materials	Steel Gauge: 22-18 (0.8-1.2mm)	Steel Gauge: 22-18 (0.8-1.2mm)
Build Method	Welded and riveted construction	Welded and riveted construction
Color	Ripple finish powder-coat Matte grey cabinet; Matte black doors	Ripple finish powder-coat Matte grey cabinet; Matte black doors

What's in the Box?

	FUYL Tower 5	FUYL Tower 15
FUYL Tower	Qty 1 - FUYL Tower 5	Qty 1 - FUYL Tower 15
Wall Bracket and Fixings (2 concrete anchors)	---	✓
Admin Access Keys	Qty 2	Qty 2
Window Coverings	Qty 5	Qty 15
Torx Screws	Qty 10 (M4*8)	Qty 30 (M4*8)
Torx Screw Driver	✓	✓
Power Cord	10 ft	10 ft
LAN Cable	20 ft	20 ft
Leveling Feet	---	4
Quick Start Guide	✓	✓
Key Ring	✓	✓
Product Registration Tag	✓	✓

Optional Accessories: Hardware Specifications

The Network Kit enables installation of a network switch (not included), making it possible to re-image devices remotely.

Network Kit (optional)
PRODUCT SKU
Network Kit Specs - Boxed
Network Kit Specs - Unboxed
Build Materials
Color

FUYL Tower 5
\$399.95 <small>SRP</small>
10318
21.2" x 19.2" x 5.9" 12.1 lbs
FUYL Tower 5 does not need a box for housing a switch. Smaller switches can fit behind the control door.

FUYL Tower 15
\$999 <small>SRP</small>
10224
12.2" x 23.2" x 21" 30 lbs
6" (H) x 20.9" (W) x 18.8" (D*) *Please add 1.8 - 4.2" for attaching the bracket to the wall. 16.3 lbs (box only)
Steel
Ripple finish powder-coat Matte gray cabinet

What's in the Box?

Network Kit Box
Ethernet Port Plates Each compartment will have an Ethernet port to connect laptops to image the laptop in the compartment.
Purpose-Length Ethernet Cables For routing from the Ethernet port to the network box and into the customer supplied rack/switch.
Ethernet Cable for Connecting the Tower to the Switch
12" Ethernet Cable for Each Compartment This is the cable that connects the laptop to the Ethernet port in the compartment.

FUYL Tower 5
FUYL Tower 5 does not need a box for housing a switch. Smaller switches can fit behind the control door.
Qty 1 (totaling 5x RJ45 female connectors)
Qty 5
Qty 1
Qty 5

FUYL Tower 15
Fits up to 3" x 19" rack (before cabling: 3U after cabling: 2U)
Qty 3 (totaling 15x RJ45 female connectors)
Qty 15

Qty 15

Wall Mount Kit (optional)
PRODUCT SKU
Wall Mount Kit Specs - Boxed

FUYL Tower 5
\$99.95 <small>SRP</small>
10317
25.1" x 24.4" x 7" 13.2 lbs

What's in the Box?

All necessary equipment to hang the FUYL Tower 5 on a wall.

Power Specifications & Certifications

All electrical components are certified for the countries/regions to which they are destined. An EC Declaration of Conformity to IEC 60950 Safety of Information Technology Equipment has been issued (available on request).

Power Specifications	FUYL Tower 5	FUYL Tower 15
Tower Power Receptacle	1 IEC power receptacle	1 IEC power receptacle
IEC Cables	Region specific IEC cable	Region specific IEC cable
Voltage (USA)	110VAC nom, 60Hz, 15A Max	110VAC nom, 60Hz, 15A Max
Compartment Power (USA)	Input, main outlet: 110VAC nom, 60Hz, 15A Max Output, per compartment: USB port - 5VDC @ 2.4A Max Outlet - 110VAC @ 4A Max	Input, main outlet: 110VAC nom, 60Hz, 15A Max Output, per compartment: USB port - 5VDC @ 2.4A Max Outlet - 110VAC @ 4A Max

Power Certifications	FUYL Tower 5	FUYL Tower 15
Emissions Certifications – Class B	EMC / FCC	EMC / FCC
USA and Canada	ETL	ETL
AU/NZ	SAA (pending)	SAA
UK/EU	CE (pending)	CE

Manufacturing facilities employ robust procedures to ensure that customers are getting a high-quality product. That is why LocknCharge products are built in [ISO 9001:2008 certified manufacturing facilities](#).



Case Study Snapshots

Allegiant Airlines

The Story

Allegiant is in the midst of a digital transformation. The pilots and flight attendants depend on fully charged and up-to-date iPads to perform their jobs. Sometimes the devices are broken or lost and there is an immediate need for a replacement iPad. In the past, Allegiant would be dependent upon an IT team member to manually replace an iPad, which is time consuming and expensive. Now with a LocknCharge FUYL Tower 15 at every Allegiant employee lounge in airports across the US, the replacement iPad process is simplified, and they can keep business running 24/7.

Workflow: iPad Replacement Program

- **As a pilot** with a broken iPad, I want immediate access to a new iPad from the FUYL 15 so that I can fly the aircraft as scheduled.
- **As a flight attendant** who forgot to bring an iPad to work, I want to use the FUYL Tower to check out an iPad, so that I can increase company revenue by selling passengers products and food through the Allegiant iOS App.
- **As a technical support specialist in the Help Desk**, I want to be able to see all 14 Allegiant Airport base FUYL Towers through one login, so that I can efficiently push out iOS updates over the air via JAMF to a specific iPad.

Why the Customer Cares

- **Device Replacement Program:** able to store iPads in the “ready to go” state, which eliminates delays with replacing broken devices—keeping employees up and running.
- **Simplify Workflow:** make life easier for IT’s management of replacement devices.
- **Monitor and Manage Devices:** notifications around device removal and use.
- **Secure:** store, charge and distribute multiple devices.

Shaker Heights School District

The Story

Worldwide, COVID-19 rushed school districts into remote learning. Thankfully for Shaker Heights, they had set themselves up with agile technology that made it a smooth transition. Equipped with six FUYL Towers, the district’s tech team developed a safe, self-service drop-off and pick-up procedure for any student Chromebook repairs and replacement parts needed during the extended school closure.

Workflow: Device Replacement and Online Order Pickup Program

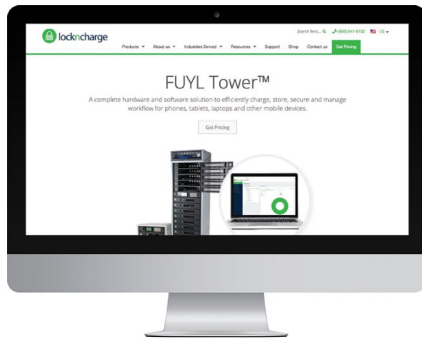
- **As a student**, when school was in session, I was able to charge my device on-demand in a secure location during the day.
- **As a parent** who is trying to help my child with digital curriculum, having a streamlined way to manage technology has been critical. I can order things from the district’s online store (such as a replacement charger) or drop off and replace my child’s broken device without any human interaction. Minimal device downtime ensures my child doesn’t fall behind in class simply because their device isn’t working properly or they’ve lost their charger.
- **As a technical support specialist in the Help Desk**, the FUYL Tower has acted as a part-time Help Desk employee. We were able to seamlessly switch our FUYL Tower from public charging to a break/fix model, similar to how an Amazon locker works. When schools open back up, we’ll be able to use the Towers in both modes to continue to meet the needs of our students and families.

Why the Customer Cares

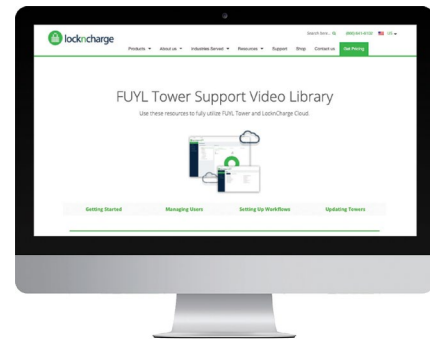
- **Device Replacement Program:** able to store “ready-to-use” Chromebooks, which eliminates delays when replacing broken devices—keeping students up and running.
- **Simplify Workflow:** make life easier and cut down on time for IT’s management of replacement devices.
- **Monitor and Manage Devices:** notifications around device removal and use.
- **Secure:** store, charge and distribute multiple devices.

Resources

Want to learn more? Take advantage of these resources:



LocknCharge Main Website. For even more information about FUYL Tower—including photos, videos and more—please visit www.lockncharge.com/products/FUYL-Tower-15.



FUYL Tower Support Site. We have a full site of support documents and videos—including quick start guides, FAQs and more—visit lockncharge.com/support/fuyl-tower-15.



We're here to help!

Just a Phone Call Away. For sales support, technical support, additional questions, a live video demo or anything else that's on your mind, please do not hesitate to reach out to your LocknCharge Sales Representative.

Customer Support

Our world-class customer support team, located 100% in the US, boasts an NPS score higher than most tech giants. We're dedicated to putting you first—both during and after a sale. We think of our customers as partners, and we know that by working hand-in-hand, we'll be able to provide the best possible service.



www.lockncharge.com | Phone: (888) 943-6803 | info@lockncharge.com

FUYL Tower Customers



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