



Introduction to the Vodafone Tech Team

Time	Caption
00:00:00	<p>Hi, I'm Espi from the Vodafone's in-store Tech Team.</p> <p>I work in the Stoke branch as one of over 500 dedicated and highly-trained Tech Team advisers in many of our stores, over the phone and online.</p>
00:00:10	<p>Whether it's your phone, tablet or any other mobile internet device, we can make sure it's up and running for you when you buy it, and give you all the advice you need to get the most from your device.</p>
00:00:20	<p>So, whether you need advice on which apps to download, setting up email on your phone, how to use Wi-Fi or simply how to send a picture message, the Tech Team are on hand.</p>
00:00:30	<p>In store, we have an exciting new tool, which can quickly and easily transfer your contacts and content from your old phone or tablet to your new one, or even back it up for you.</p>
00:00:40	<p>We're the only UK operator with this type of system in every store.</p> <p>So, for all things techy the Vodafone Tech Team are waiting in store to help.</p>
00:00:50	<p>If you don't live near one of our stores, there are plenty of other ways of contacting the Tech Team. And my colleagues will tell you more.</p> <p>Hi, I'm Ben from Vodafone's phone Tech Team.</p>
00:01:00	<p>For the times you can't get in store, you can call our Tech Team for the same great advice you can get in store.</p> <p>We're experts at being able to remotely diagnose your problems and fix any issues with minimum fuss. And we promise to explain the technical stuff without the jargon.</p>
00:01:10	<p>With your permission, we can even log into your smartphone remotely. So we can quickly resolve any problems you may be having.</p> <p>So, if you need help, please give me a call on 191.</p>
00:01:20	<p>Hi, I'm Heidi from Vodafone's online Tech Team.</p> <p>My Tech Team colleagues are always keeping up to date with the latest technology to help you understand the best product or service for you.</p>



00:01:30 There are many ways you can get support online any time of the day or week.

Whether chatting online or browsing through the advice and videos on our website or YouTube channel.

We also have a fully supported Facebook page

00:01:40 And dedicated eForum, where you can get friendly help and advice 24/7 from my Tech Team colleagues and myself.

Need help in a rush? Just tweet us @VodafoneUK, and we'll tweet back with the answer.

00:01:50 Don't forget, with the online Tech Team, you can get help and support 24/7, 365 days a year.