



Roll Call Training Bulletin

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Entering Stolen/Lost Cell Phone Information into Reports

An IMEI (International Mobile Equipment Identity) is a universal 15 digit electronic serial number, much like a VIN on a vehicle. Each mobile device has only one IMEI or MEID (Mobile Equipment Identification Device) number that is unique to that particular phone. These numbers identify a particular phone on a wireless network. This is unlike serial numbers, which can be reproduced or attributed to multiple devices.

IMEI and MEID numbers are ALMOST IDENTICAL. MEID numbers are one digit shorter than IMEI numbers. If you can locate an IMEI number, you can identify the MEID number by dropping the LAST DIGIT of the IMEI number.

REPORTING

If a victim has a phone lost/stolen, **DO NOT** list the lost/stolen phone number in their entity as a contact number. Obtain an alternate number (house phone, family member's phone, work phone, or email address) and indicate that particular number in the victim's statement/entity page. If a stolen phone number is listed on the entity's page, it makes contacting a victim much more difficult.

Provide the stolen phone number in the **victim's statement AND your observations**. Include the **make/model of the phone, service provider and any additional description**.

When entering the lost/stolen phone into Versadex, enter the phone's IMEI number into the serial number entry line. The phone's IMEI number and description of the device will later be entered into NCIC, which could allow an officer to identify the phone at a later date as lost or stolen.

HOW TO LOCATE THE IMEI NUMBER ON AN APPLE DEVICE

LOCATING THE IMEI NUMBER ON THE IPHONE DEVICE (if you have the device)

1. Simply dial *#06# and the IMEI number will display on the screen.
2. From the main screen (unlocked IPHONE): hit SETTINGS, select GENERAL, then ABOUT.
3. Physically inspect the back of the phone (really small print at the bottom).
4. Physically inspect the SIM tray (inserted into the right side of the device).

LOCATING THE IMEI NUMBER USING AN APPLEID.APPLE.COM (used for iTUNES purchases and "Find my IPHONE)

1. Go to appleid.apple.com.
2. Enter their Apple ID and password.
3. Scroll down to devices and hover/select the appropriate device (could take several seconds for the pop-up) - **The IMEI will be listed along with model/version/serial number.**

LOCATING THE IMEI NUMBER USING iTUNES

1. Access iTUNES
 - On a Mac, go to iTunes > Preferences
 - On a PC, go to Edit > Preferences
2. Click the "Devices" Tab.
3. Hold your mouse over a backup of the iOS device to see the serial number (this could take several seconds for the pop-up) - **The IMEI/MEID for your phone will also be displayed.**



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LOCATING THE IMEI NUMBERS WITHOUT AN APPLE.COM ACCOUNT:

1. Find the box the phone came in and check the label (IMEI will be listed).
2. Check the receipt from when the device was purchased (may contain identifying info).
3. Return to the store where the phone was purchased (must know date/time/credit card #).
4. Check with customer service with the victim's wireless service provider (by telephone).

HOW TO LOCATE THE IMEI NUMBER ON AN ANDROID DEVICE

LOCATING THE IMEI NUMBER WITH THE DEVICE

1. Simply dial *#06# and the IMEI number will display on the screen.
2. Inspect the device physically. Remove the cover and battery. IMEI will be listed on the label.
3. From the Settings Tab: Scroll down to "About Phone." Select "Phone Status."

LOCATING THE IMEI NUMBER WITHOUT THE DEVICE

1. **Google Dashboard**
 - Log in to google.com/dashboard (Google/Gmail account username/password)
 - Select "Android"
 - MEI will be displayed under the heading/device descriptor

LOCATING THE IMEI NUMBER WITHOUT A GOOGLE ACCOUNT

1. Find the packaging. Check the label on the box (same as iPHONE).
2. Find the receipt from the purchase (same as iPHONE).
3. Return to the store where the device was purchased (same as iPHONE).
4. Log-in to the victim's wireless account with their service provider.
 - This information can be in various places, depending upon the provider, and can take many steps in order to find.
5. Contact the victim's wireless service provider (via telephone).

For additional information/resources, detailed instructions can be located on the AMS in the Reference Materials Folder.