



**WELCOME TO
BRAVAD**

**SETTING UP YOUR
NEW
DEVICE**

bravad  Authorized Dealer

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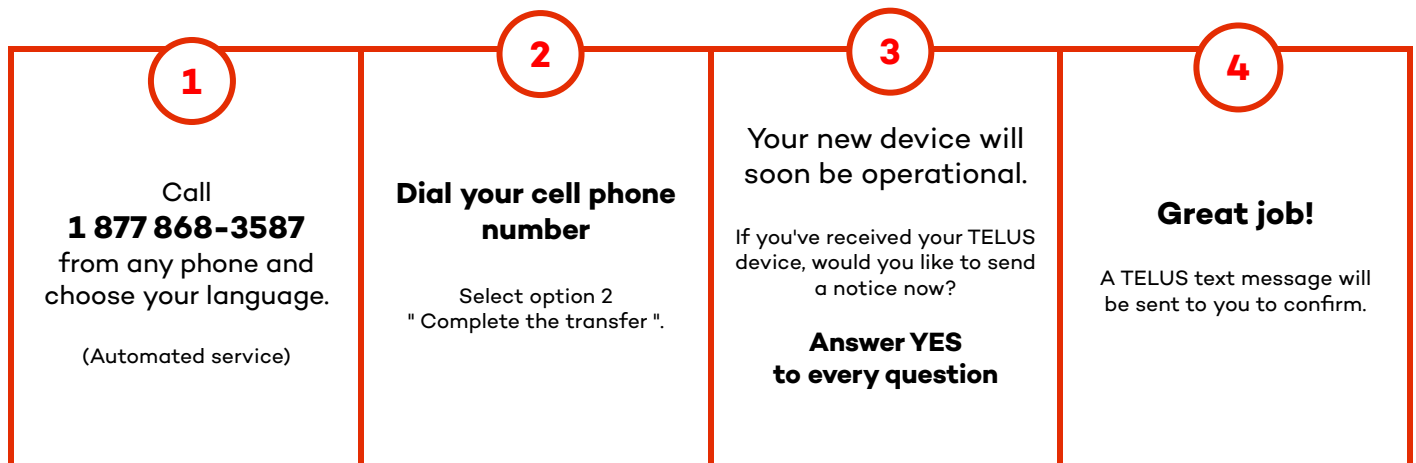
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Configuring your new device

LINE TRANSFER

If you haven't already, you'll soon be receiving your new TELUS handset. Your line is still active on your old phone, so all you must do is complete the transfer. Be sure to empty your old voicemail, as messages cannot be transferred to the new voicemail.



VOICEMAIL

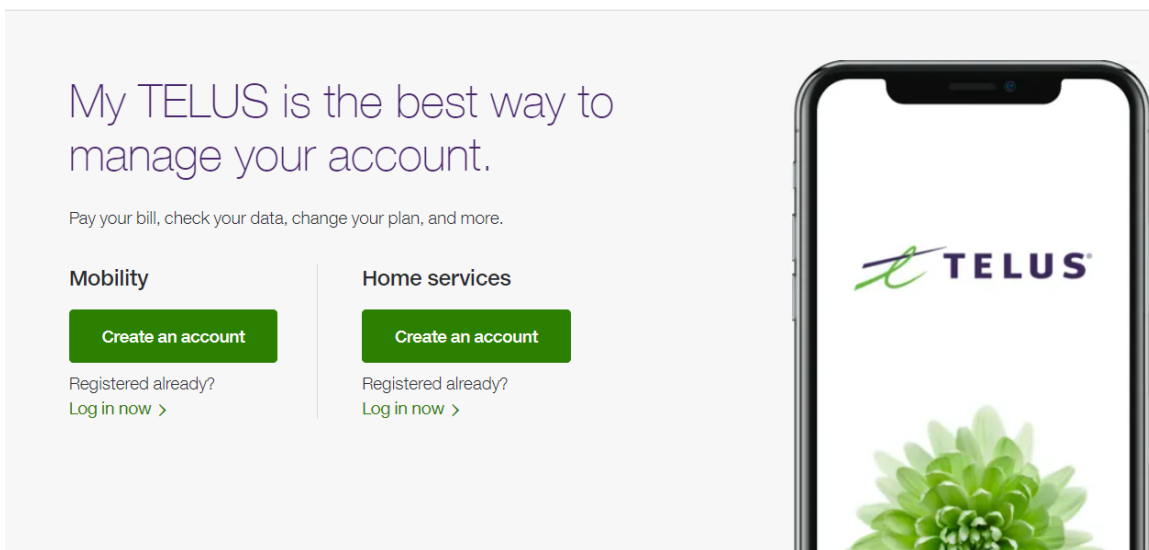
To set up your new voicemail, **dial 1 followed by your cell phone number** and area code. Then follow the system instructions. You'll be prompted to create a password, enter your name, and record a greeting.
(The default password is the full phone number)

You can access your voicemail via any device, simply by dialing your phone number, and then pressing star (*) once you hear your message. You will then be prompted to enter your password and retrieve your messages.

MANAGING YOUR ONLINE ACCOUNT

To access your TELUS online account and billing, you must create an account by completing the following steps.

1. Go to telus.com/en/my-telus-app.
2. Under **Mobile Services**, click on Create an account.



3. Enter the e-mail address associated with your TELUS account.

A screenshot of the "What's your email address?" form in the My TELUS app. The heading is "What's your email address?" followed by the instruction "This will be the email you use to log in to My TELUS." Below this is a text input field with the placeholder "Enter your email address". At the bottom of the form is a green "Continue" button.

4. Enter your TELUS account number, provided by your Account Manager.
5. Browse the application to find out more about account users and how to manage your TELUS account.



SIM card

Just make sure your SIM card is in your new device. To manually check that your SIM card is inserted into your cell phone, follow these steps:

1. **Switch off your phone:** Make sure your phone is completely switched off to avoid any risk of damage to the SIM card.
2. **Remove the SIM tray (if necessary):** Some phones have a SIM tray that can be removed using a paper clip or similar tool. See your phone manual for instructions on how to remove the SIM tray.
3. **Inspect the SIM tray:** Once the SIM tray has been removed, check to see if there is a SIM card inside. The SIM card is usually a small rectangular card with a metal chip.
4. **Visually check the SIM card:** If you have removed the SIM tray, examine the SIM card to make sure it is present. Make sure it is correctly aligned in the tray and that there is no visible damage.
5. **Reinsert the SIM tray:** If the SIM card is present and in good condition, reinsert the SIM tray into the phone according to the manufacturer's instructions.
6. **Switch on your phone:** After reinserting the SIM tray, switch on your phone and check that it recognizes the SIM card.

For further assistance with your SIM card, please contact our support department at support@bravad.ca.