

Quick start guide

Get mobile now!





Welcome to our XT Mobile Network

To get the most out of your new mobile phone it's worth taking a few minutes to set it up.

The following guide will help you set up the most frequently used services right first time. Leaving you with more time to discover the power of our XT Mobile Network and all it has to offer.

Contents

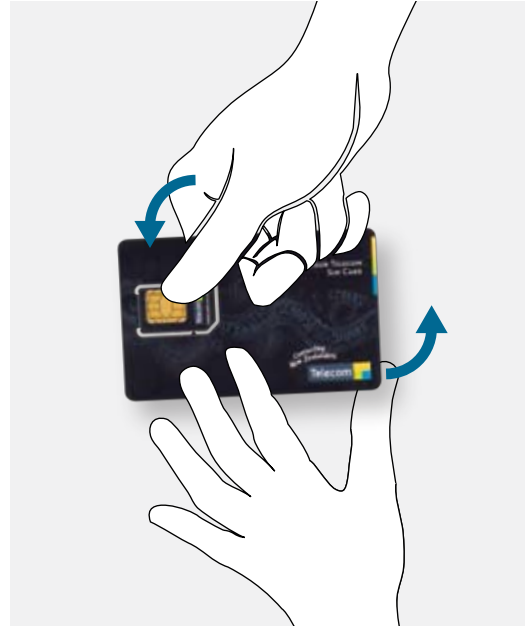
Inserting the SIM	1
Voicemail	5
Contacts	10
Roaming tips	11
Internet & email	13

1 Inserting the SIM

The SIM is a small plastic card with a built-in microchip that stores your contacts.

Step 1. Carefully remove the SIM out of the card surround by:

- Lying the card on a flat surface with the front of the card facing up.
- While pressing down on the SIM with one finger, use your other hand to gently lift the SIM surround upward.
- Snap out the SIM.



1

Inserting the SIM

continued

- Step 2. Open up the back of your mobile phone and remove the battery.
- Step 3. Identify the slot under the battery where the SIM fits. If there is no space for the SIM under the battery, refer to your mobile phone user guide.

The shape of the SIM has a corner missing. Use this as a guide to correctly insert the SIM into your mobile phone or data device. The microchip should be facing down against the phone.

If you are having problems, please check your mobile phone user guide for a specific explanation of how to insert the SIM.

- Step 4. Replace the battery and cover.
- Step 5. Charge your mobile phone.
- Step 6. Turn your phone on. There may be a short delay the first time you switch it on.

2 Voicemail

Once your mobile phone is up and running, you'll need to set up your voicemail so that people can leave messages for you. This will take only a few minutes.

- Step 1. Press and hold the 1 key on your mobile phone to access your mailbox. The voicemail number is also saved in your contacts under '*voicemail*'. BlackBerry® users will be prompted to input the voicemail number the first time, this is +64 8308 3210.
- Step 2. Follow the voice prompts to choose a private PIN, record your name, and record your personal greeting.
- Step 3. After you have set up your mailbox, you'll return to the main menu where you can listen to any new or saved messages.

Just press 0 at any time if you need help.





Voicemail tips

A personal greeting makes all the difference and means people are more likely to leave a message. Here are some guidelines to help you record your greeting.

A PERSONAL GREETING ANYONE CAN USE:

Hi, this is <*your name*>. I'm not available right now, but if you leave your name, number and a brief message I'll get back to you as soon as possible.

FOR BUSINESS USE:

Hi, this is <*your name*> from <*your company name*>. I'm not available right now but if you leave your name, number and a brief message I'll get back to you as soon as possible.

CALLBACKS

When listening to a message, you can call back the person by pressing the # key. Please note that calls are charged at your usual rate.

VOICEMAIL SHORTCUTS

When listening to a message, you can select the following options:

	<i>Press</i>
Repeat the message	1
Save the message	2
Delete the message	3
Forward the message to someone else	5
Rewind the message 8 seconds	7
Fast-forward the message 8 seconds	9
To get help	0



3 Contacts

Storing contacts means you never have to remember a person's number, just their name. As each phone is different, please refer to your mobile phone user guide for specific instructions on how to add a number to your contact list.

TRANSFERRING YOUR CONTACTS ONTO A TELECOM SIM

If you want to retain your current mobile phone contacts, simply visit one of our Telecom stores and our staff will transfer these contacts to your new SIM free of charge.

TIP

Save time by adding missed calls directly to your contact list. You may also have the option to set up a speed dial so you can make a call with the touch of a single button. Please refer to your mobile phone user guide for instructions.

4 Roaming tips

We recommend you set up your contact numbers with a +64 prefix if you think you may travel overseas in the future. This way, you will be set up to call anyone in your contact list while travelling. Follow the steps below to change an existing contact into this roaming format.

- Step 1. Choose the number from your contact list and select '*edit contact*'.
- Step 2. Enter the + sign at the front of the number.
- Step 3. Then enter the country code for that number (e.g. 64 for NZ).

- Step 4. Remove the 0 at the start of the old number, for example:

Mobile:

027 = +6427 (for NZ mobiles)

Landline:

(09) = +649 (for Auckland landlines)

(04) = +644 (for Wellington landlines)

(03) = +643 (for Christchurch landlines)

International:

0061 = +61 (for Australia)

As an example, 09 355 XXXX would now look like +64 9 355 XXXX.

- Step 5. Save the new number.

The phone book entries you update with the +64 format will also work when you are in New Zealand. For information on roaming please visit telecom.co.nz/roaming.

5 Internet & email

BROWSING THE INTERNET

With TWorld you can get the latest news and weather information, check sports results, find out the latest celebrity gossip and stay in touch with friends on your favourite social networking sites! Refer to your mobile phone user guide for more information. Please note that some devices do not support TWorld.

SETTING UP 'BOOKMARKS'

By selecting your favourite Internet pages as bookmarks you can navigate straight to these sites with just the click of a button. This means you don't need to type in the address every time you want to visit your favourite Internet sites. Refer to your mobile phone user guide for more information.

HOW TO SET UP EMAIL

Use Yahoo!Xtra or Gmail from your mobile phone, as easily as you do at home.

- Step 1. Click on the TWorld icon.
- Step 2. Select '*email & chat*' under the '*more content*' icon and choose the relevant email provider.
- Step 3. Enter your user name and password.

If you need Microsoft Exchange support, refer to your mobile phone user guide.



Congratulations!

You are now set up on our XT Mobile Network.

Need more help?

If you need extra help to get your new mobile phone set up visit a Telecom store or;

- Call *123 from your mobile
- Call 0800 651 000 from your landline
- Visit www.telecom.co.nz/help

