

Activation

If you are instructed to activate your phone, (usually because a ported phone takes up to 3 hours to switch) follow the following steps:

1. Wait until your old phone no longer makes calls.
2. To program your phone, dial *22890 Send. Wait until you receive a confirmation message.
3. If your phone did not automatically restart, turn off, then back on.
4. To update roaming areas, dial *22891 Send. Wait until you receive a confirmation message.
5. If your phone did not automatically restart, turn off, then back on.
6. Make an outbound call to any number.
7. Set up your voice mail by dialing *86 and following the prompts.
8. Call your old service provider to make sure your account has been cancelled successfully.

Voicemail

Your voice mail can be accessed by dialing *86.

- To set up your voice mail, dial *86, and follow the instructions. Your default password will be 9999. Once you have your voice mail set up, you will want to save *86 in your contact list to make it easy to check your voice mail. You will also want to set the speed dial to 1 so you can call your voice mail by just holding the 1 key down until the phone dials.
- To check your voice mail from another phone, dial your phone number, then press # when your voice mail picks up, enter your password and the menu will guide you through your options.

Normally the screen on your phone will alert you to any new voice mails.

411

If you need Directory Assistance to get a phone number or address, call 411. You will be prompted for city and state information before you reach an operator that can connect you to your party. You can press 1 to have a text message with the phone number and address sent to you. 411 calls incur a \$1.50 charge.

New Ulm
27 N Minnesota St
New Ulm, MN
507-354-4111

Redwood Falls
137 E Second St
Redwood Falls, MN
507-627-4111

Springfield
22 S Marshall
Springfield, MN
507-723-4211

TechTrends
15 Berens Blvd
New Ulm, MN
507-233-3000

 **TechTrends**
Wireless

www.nutelecom.net

Instructional Brochure

 **TechTrends**
Wireless

www.nutelecom.net

Checking Your Usage

To check your minutes of use during the month, go to www.nutelecom.net and click on "Wireless Phone". Click on "Check your Usage Minutes" and enter your username and password. You may also call our office and we can check your minutes for you. Please note minutes may not include usage within the last 72 hours.

Roaming

TechTrends Wireless has nationwide coverage, however your phone may still go into roaming mode when you are in an area that has few cell towers.

A small triangle appears in the upper left corner of your screen if you are in roaming. Roaming allows the ability to make and receive calls, but there is a per minute charge for roaming. Text messaging will not work while roaming.

Sometimes your phone will display "Extended Coverage," when you may be nearing a roaming area. When "Extended Coverage" is displayed you will NOT incur roaming charges, however, text messages, voice mail, and caller ID may not work.

Since new towers are being added regularly, it is recommended that you update your phone's roaming profile every month. To do this, dial *22891, and listen for the completions of the update. If your phone indicates you are in roaming, but you feel this is incorrect, you can verify by dialing 611, if you hear a Verizon recording, you are not roaming. If you hear a recording from a different carrier, please notify our business office of your location and the carriers name you heard on the recording, and we can verify whether or not you may be in a roaming area.

ICE - In Case of Emergency

Fire and Rescue crews are being trained to look for the name ICE in your contact list. If you are ever in an emergency, and your relatives need to be contacted, the emergency responders will call this number. It is suggested that your ICE numbers should be your home, spouse, or parents phone numbers. You may also enter several, if you would like multiple groups contacted.

Text Messaging

Text messages are great for sending directions, sending messages to a group of people, or to send a quick question that can easily be responded to.

Most phones come with the ability to send Text messages. To send a message, either type the phone number or select the contact from your list, then select options and create message. Type the message and send.

Picture Messaging

Picture Messaging size capacity is 350 KB. Picture messaging is available on select phone models. Video Messaging size capacity is 200 KB.

Caller ID

Your phone will show the number of the calling party on your phone's screen. If you have that number programmed into your contacts list, the name you saved with that number will appear when receiving an incoming call.

Call Waiting

If you hear a beep or tone when you are talking to someone, it typically means you are receiving another call. Your phone will display the number of the calling party. If you want to answer that call, press the Call button. This will put your first call on hold, and you will be able to talk to the second caller. When you want to return to the first call, press the Call button again.

Three-way Calling

Some phones support three-way calling. Please check your phone's manual for instructions on how to set up a call between you and two other people.

Call Forwarding

To activate Call Forwarding, dial *72xxx-xxx-xxxx then Send. A message will confirm successful activation. To deactivate Call Forwarding, dial *73 then Send. A message will confirm successful deactivation.

Caller ID Block

To keep your number from appearing on the called party's phone when you call them, dial *67xxx-xxx-xxxx. The called party will see "Private" in their display.

Accessories

We carry many accessories for your phone including car chargers, holsters, clips, hands-free ear buds, Bluetooth devices, and more. We can also special order any other item you may want.

Bluetooth

Some phones are Bluetooth ready, meaning they can use a wireless Bluetooth earpiece. These Bluetooth earpieces can operate up to 30 feet, so you can keep your phone in your pocket or on your desk and talk anywhere in the room wirelessly.

Coverage

If you are ever experiencing reception that you don't think is adequate, please let us know, as it may be an issue with your phone, not the coverage.

Your Phone

Your phone is an expensive communications device. Please treat it with care. Your phone is covered by a one year manufacturer warranty covering manufacturer defects. These issues come from dropped calls, buttons not working, poor reception, etc. This warranty does not cover breakage (dropping, cracked glass, etc.) It is your responsibility to pay for any repairs that are not covered by the manufacturers warranty. NU-Telecom does offer Stay Connected Insurance to protect your phone. For more information, please contact our office.