

# ACTIVATION PROCEDURE

CANADA/TELUS

v1.3

SPYPOINT<sup>®</sup>

MMS

## REMINDER

Use this section to keep your important informations!



### TELUS account

PIN: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Password: \_\_\_\_\_

## SUPPORT

If you have any problems during the activation of your device, make sure you have already read and followed each step in this procedure before contacting SPYPOINT technical support. This way, you will be able to provide the necessary information to the technician for them to accurately provide proper support.

For any questions, please contact our Technical Service at 1-888-779-7646 during business hours from Monday to Friday 8h30 to 17h (UTC-05: 00) or to the following email address: tech@spypoint.com.

Note that we do our best to keep the procedures up to date. Some variations may be possible as TELUS can modify the steps without warning.

### Activation of a TELUS SIM card (for a new TELUS client)

1. Using a computer with internet access, go to TELUS's website at **www.telus.com**.
2. Click the "Region" button (📍) in the upper right corner of the home page and choose your province.
3. At the bottom left side of the screen, in the Support section, click on **"Activate your device"**.
4. Scroll down the page until you see question 1 "First, tell us who you are". Click on **"I'm a new customer"**.
5. Under the question 2 "Did you buy this phone from TELUS" click **"No"**.
6. Under the question 3 "Which type of service do you want to activate?", click on **"Prepaid account"**. Then click on **"Next"**.
7. Scroll down to the purple band and click on **"Activate now"**.
8. A new page will open. Under the question "First, tell us what you're using your phone for:" click on **"Talk & text"**.
9. Then, go to the Simple 22 plan and click on **"Choose this plan"**.
10. Under the question "Next, select any add-ons you'd like" click on **"No thanks"**.
11. At the bottom of the page, click on **"Continue"**.
12. A new page will open. Enter your SIM card number click in the box and then click on **"Verify"**.
13. Once the SIM number will be verified, new fields will appear. Enter your personal information and your address as indicated in the boxes provided.
14. You also need to enter a security PIN for your account management. This PIN must be composed of 4 to 6 digits and cannot start with a "0".
15. Check the box: **"I accept these contract terms and conditions."** Then click on **"Continue"** at the bottom of the page.
16. A new screen will appear to confirm your personal information, billing & mailing address. If all your info are accurate, click on **"Yes, I confirm"**.
17. A phone number will be assigned to your SIM card. Choose the province and the city where you will install your camera. Note the phone number offered on the reminder section at the top of this page. Then click on **"Continue"** at the bottom of the page.
18. A new page will open. Under the question "You're eligible for an activation credit if you bought a new prepaid phone from TELUS." click on **"No, I'm bringing my own phone"**.
19. Under the question "Top up now" click on **"No thanks"**.
20. Under the question "Set auto top ups" click on **"Set auto top up"**.
21. You will see a series of new indication appear, we suggest set an auto top of amount of **"\$10"** and on **"Every 30 days or when your balance reaches \$5"**. This option allows you to never run out of funds in your account and you will never miss any photo transmissions from your camera.
22. Click on **"Apply"** & then click on **"Continue"** at the bottom of the page.
23. In the new secure page that will open, you will need to enter the information from your credit card, and then click **"Next"**.
24. A secure page will open to do a summary of the Plans & Addons you've chosen. Click on **"Continue"** at the bottom of the page to finish your activation.
25. Your SIM card is now activated. Insert your Micro SIM card in your camera.
26. Start your MMS camera and follow the few steps of the Wizard to finalize the activation process.

## IMPORTANT

If an error occurs during the creation of your online TELUS account and that a message appears to offer you to contact TELUS customer service, please contact the SPYPOINT technical service.

Make sure your credit card informations are always up to date with TELUS. If no payment is done to your account after 3 months, your SIM card will be definitely deactivated.