

HOW TO ACTIVATE YOUR NEW DEVICE



Thank you for choosing Cellcom for your home phone solution. Enclosed in this package is your new device and all appropriate paperwork.

To activate this device, you can call us at 1-800-935-4439 for assistance or you can follow the steps below.

STEP 1

Visit [Cellcom.com/activate](https://cellcom.com/activate)

Refer to the activation instructions slip included with the shipment. The device has already been setup with the latest software. You do not need to update the software before beginning activation.

STEP 2

Enter the mobile number for your home phone.

This is also listed as MDN on the Activation Instructions slip.

STEP 3

Enter the last five digits of the ICCID number.

The next screen will prompt you to insert the SIMcard. This has already been completed for you. The software on the new device is also up to date. You do not need to connect to Wi-Fi. Please move to the next step.

STEP 4

Enter the PIN you received.

You have five minutes to enter the PIN before it expires.

When you reach this screen, the activation steps are complete.

Please continue to side #2 to complete the set up of your home phone device.

SAMPLE

Activation Instructions

To complete the activation process and begin using your new device go to cellcom.com/activate and follow the instructions. We recommend using a different device or computer to complete this process.

MDN: ***-**-1234

IMEI: ***** 123456

Franklin Wireless T720 HPR T720C HPR
Black

ICCID: *****01591

If you are unable to complete this process online, contact Customer Care at 800-236-0055 to activate your device.

You will need both your current and new device to complete this process online or over the phone.

SIM Activation Complete

Your device has been activated! Please follow the steps below to ensure that your device is working properly.

1. Ensure your device is powered off.
2. Insert your physical SIM card now. (Please skip this step if your device comes with a pre-inserted SIM card.)
 - If you need assistance with inserting a SIM card for an Android device, see our [YouTube](#) video.
 - For assistance with inserting a SIM card in an Apple device, see [Apple Support](#).
3. Power on your device. (You should see Cellcom and/or signal bars in the top right-hand corner of your device. This could take up to a minute to complete.)
4. Check for software updates. For instructions on how to update your device's software, visit cellcom.com/update.
5. Test your connection.
 - For phones, make an outgoing call from the phone to verify it's working correctly.
 - For tablets, open a browser and visit a website.
 - For internet devices, open a browser on a device connected to your internet device and visit a website.

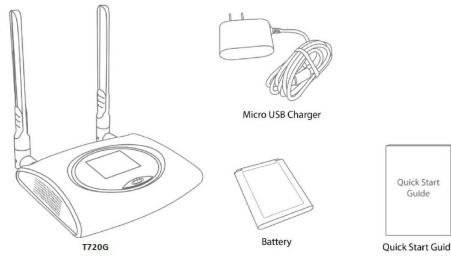
If you experience any issues or have additional questions, please [contact us](#).

[Learn more about Cellcom's 5G or Wi-Fi calling.](#)

If you need further assistance, using another device, please contact our **Customer Care** at **1-800-935-4439**.

Package Contents

T720G with 2 Antennas
Micro USB Charger
Quick Start Guide
Battery

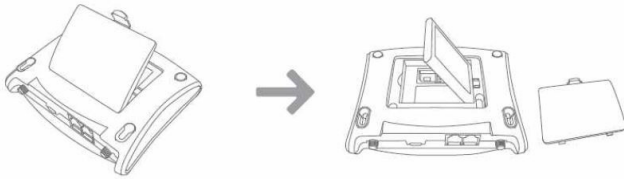


STEP 1

Installing Battery

Your battery may already be installed. If it is not installed follow these steps.

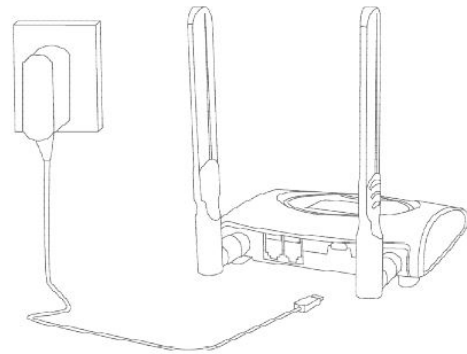
- Remove bottom cover.
- Insert battery.
- Replace the battery cover on the device.



STEP 2

Charging the Battery

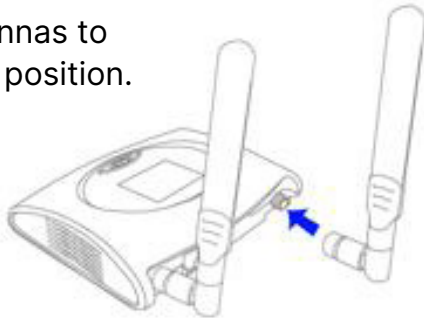
- Insert the micro USB in the power port on the device.
- Plug the AC adapter into a power outlet.



STEP 3

Installing Antennas

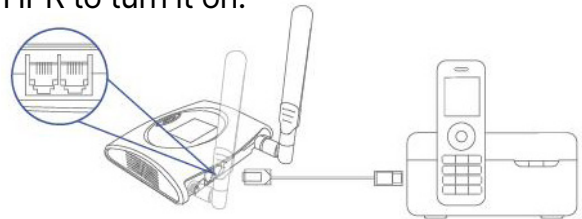
- Align the antennas with the antenna port located on the back of the device.
- Twist the antennas on and make sure they are secure.
- Adjust antennas to the desired position.



STEP 4

Connecting to a Phone

- Unplug your telephone cord from your previous HPR device.
- Plug your home phone cord to any of the telephone ports located on the back of the new device.
- Hold power button for 3 second on the HPR to turn it on.



STEP 5

Please place a test call from your telephone to ensure everything is connected and working properly. If you need further assistance, using another device, please contact our Customer Care at 1-800-935-4439.

