



SmartTouch services User Guide



Features that put you in control

Bell SmartTouch™ services¹ provide the privacy, convenience and control you need to help manage your busy lifestyle.

This user guide contains important information about using and getting the most out of your SmartTouch services.

Need assistance? If you subscribe to Bell SmartTouch services, call 1 800 461-2921 or visit bell.ca/callingfeatures.

Please note: Touch-Tone™ service is required.

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Call Answer

Automatically records messages when you're unavailable.
Access your messages anywhere with a Touch-Tone™ phone.

Setting up your Call Answer

1. From home, dial ***98** or the access code provided by Bell.
2. If prompted, enter your mailbox number (this is your phone number).
3. Enter your temporary password (this is also your 7 digits phone number) and follow the prompts.
4. When it prompts you to enter a new password make sure it's 4-15 digits (not beginning with 0).

Using Call Answer

You have a message when:

- You hear an interrupted dial tone from the receiver.
- Your phone's message indicator is flashing (some models/most areas).

To retrieve messages from home:

1. Dial ***98** or your access code.
2. Enter your password.

To retrieve messages from another phone:

1. Dial your telephone number.
2. When you hear your greeting, press **9** immediately.
3. Enter your password.

Customizing Call Answer

Change the number of rings

Enter ***94**. After 3 beeps, enter the number of times you want the phone to ring before taking messages (0 to 9).

Change your personal greeting

Enter ***98** followed by your password. Respond to the voice prompts in the following order: **4, 3, 1, 2**, record, **#**.

Change your prerecorded name or phone number

Enter ***98** followed by your password. Respond to the voice prompts in the following order: **4, 3, 3**, new name, **#**.

Change your password

Enter ***98** followed by your password. Respond to the voice prompts in the following order: **4, 2, 1** (**4, 2, 1, 1** for Call Answer Message Manager subscriber), new password, **#**.

Know who called and when

Press **5** during playback or at the end of the message for time, date, length of message and caller's number if available.

Skip another Call Answer subscriber's greeting

Press **#** at the start of their greeting and leave your message after the tone.

Change your message

When you finish recording a message for another subscriber, press **1** and follow the prompts.

Skip to the end of your message

Pressing **3, 3** will bring you to the end of the message. Then you can reply, forward, erase or save.

Call Answer Message Manager

Offers all the convenient features of Call Answer plus time-saving features to help you better manage your messaging needs.

Setting up your Call Answer Message Manager

1. From home, dial ***98** or the access code provided by Bell.
2. If prompted, enter your mailbox number (this is your phone number).
3. Enter your temporary password (this is also your 7 digits phone number) and follow the prompts.
4. When it prompts you to enter a new password make sure it's 4-15 digits (not beginning with 0).

Using Call Answer Message Manager

Screen messages as they are being left

After the short ring, pick up the receiver. Speak to the caller by pressing the switch-hook, link or flash button; or hang up and let the service record the message.

You have a message when:

- You hear an interrupted dial tone from the receiver.
- Your phone's message indicator is flashing (some models/most areas).

To retrieve messages from home:

1. Dial ***98** or your access code.
2. Enter your password.

To retrieve messages from another phone:

1. Dial your telephone number.
2. When you hear your greeting, press **9** immediately.
3. Enter your password.

Toll Saver option

If the area you're calling from is long distance to your home and you subscribe to Call Answer Message Manager, use the Toll Saver option to minimize long distance charges.

Activating Toll Saver

1. Before leaving home, dial ***97**.
2. Hang up after 2 beeps.

Retrieving messages with Toll Saver

1. Dial your home number. If there are no new messages, Call Answer will pick up after the 4th ring.
2. To avoid long distance charges, hang up before the end of the 4th ring.
3. If there are new messages, Call Answer will pick up after the 2nd ring.
4. To listen to the messages, press **9** when you hear your greeting and enter your voicemail password.

Deactivating Toll Saver

Upon returning home, dial ***97** and hang up after 4 beeps.

Note: Be sure to deactivate Toll Saver when you return home or Call Answer will continue to pick up after only 2 rings when there are new messages waiting. Once Toll Saver is deactivated Call Answer reverts to the number of rings you originally programmed.

Pager Notification option

To program or change the message notification schedule:

1. Enter ***98**, password, then **4, 4**.
2. Follow the instructions for entering your pager number, notification schedule and other preferences.
3. Press **1, 1** when prompted to turn on Outcall Notification.

For example: To be notified between 10 a.m. and 3:30 p.m., enter the times as follows: **1000** then **1** for a.m. and **330** then **2** for p.m. To be notified 24 hours a day, enter **1200** then **1** and **1200** then **1**.

Deactivating Pager Notification

1. Enter ***98**, password.
2. Respond to the voice prompts in the following order: **4, 1, 2**.

Setting up an Extension Mailbox

Enter ***98**, password, **4, 9**, enter the extension mailbox number (**1, 2, or 3**). The system will assign you a password. To change the password follow the prompts.

To retrieve the messages of an Extension Mailbox

Enter ***98** and the password for the desired mailbox. If you retrieve your messages using a pay phone, you can avoid paying charges each time you access a different mailbox. After listening to the message in a mailbox:

1. Press *****.
2. To return to the main menu, press **5**.
3. Press **#**, enter the mailbox number and your password.

Online Voice Mail

Listen to your voice messages online from your email or by phone. You can listen, retrieve, forward and save your online messages. Plus, customize your voice mail service online at anytime.

Note: The first time you use Online Voice Mail you must set up your service by telephone (see below) before you can access the online option.

Setting up your Online Voice Mail

By phone:

1. From home, dial *98.
2. If prompted, enter your mailbox number (this is your phone number).
3. Enter your temporary password (your 7 digit phone number).
4. Enter a new password – any combination of 4 to 15 digits (must not begin with 0).

To retrieve messages using Online Voice Mail

You can listen to your voice messages online or by phone.

From home:

Dial *98 from your Home phone and enter your password, then follow the prompts.

Away from home:

Call **1 877 BELL-777 (1 877 235-5777)** toll-free from anywhere in Canada and follow the prompts, or if a long distance call is not required, you can also retrieve your messages by dialing your home telephone number. Press **9** when you hear your greeting, then enter your password.

From the Online Voice Mail website

You can retrieve your message by accessing the online voice mail website at any time.

1. Go to bell.ca/myonlinevoicemail.
2. Login using your phone number and voicemail password.
3. Click **Voicemail**.
4. Click the audio icon next to the message you want to listen to.

From your email

You can set up the message notification option that will allow you to receive and retrieve your messages directly in your inbox and any other email address:

1. Log in to the Online Voice Mail website (bell.ca/myonlinevoicemail).
2. Access the Options section.
3. Select Message notification section.
4. Activate the Voicemail to Email option.
5. Select the Forward to email and Save in voicemail for 5 Days option.
6. Enter your email address (maximum of 3 different addresses).

7. Select the Message Waiting Indicator is Active option.
8. Select Save Changes.

To change the number of rings

From home, dial ***94**. When you hear a staggered dial tone, enter the desired number of rings (0 to 9). You should then hear two beeps, like a busy signal, confirming your choice. You can then hang up.

To change your personal greeting

From home, dial ***98**, then enter your password. Respond to the voice prompts in the following order: **4, 3, 1, 3**, then record your greeting.

To change your prerecorded name or phone number

From home, dial ***98**, then enter your password. Respond to the voice prompts in the following order: **4, 3, 3**, then record your new name and press the **#** key.

To change your password

From home, dial ***98**, then enter your password. Respond to the voice prompts in the following order: **4, 2, 1, 1**, then enter your new password and press the **#** key.

You can also change your password through the Online Voice Mail website. Log in to your account at bell.ca/myonlinevoicemail.

Online Voice Mail with Extensions Mailbox

In addition to your host mailbox, enjoy the benefits of up to 3 additional private voicemail boxes for different members of your household.

Extensions are designated by a number (**1, 2 or 3**) and can be added to your service free of charge.

Call Privacy

This service can intercept calls that appear on your telephone display as “Private Number or Unknown Number”. Enjoy more control and peace of mind by redirecting incoming calls from unidentified callers and screening unwanted callers.

Important: This feature requires Call Display service.

- The caller will be asked to identify themselves by either pressing * to enter a 10-digit number or releasing their number by pressing #. A number must be entered or released before their call will ring through.
- You can set up a **Selective Acceptance List** to allow private numbers that call you frequently (e.g. calls from cell phones) to get through automatically.
- Set up a **Friends & Family Passcode** so friends and family who call from either “Private” or “Unknown” numbers can get through immediately, without being intercepted.
- Turn the service ON or OFF and block unwanted callers by redirecting them to a courteous Bell recording.
- If you’re a Call Answer or Call Answer Message Manager service subscriber, you can opt to send calls directly to your voice mailbox over specified periods without the phone ringing.

Customizing Call Privacy

Press ***11** on your phone to:

- Turn Call Privacy service On or Off.
- Access your **Selective Acceptance List**.
- Set a three-digit **Friends & Family Passcode**.
- Set **Peace & Quiet** time (only available if you also subscribe to Call Answer or Call Answer Message Manager service).
- Listen to the voice announcements for instructions.

To block unwanted numbers

Lift the receiver and press ***60** then listen to the voice announcements for instructions.

Note: Call Privacy service does not intercept calls that are displayed as “Unknown Name” or “Private Name”, therefore these calls will ring through.

Call Display

See the name and telephone number of the person calling – before you answer!¹ Requires a phone with a display screen.

Using Call Display

- After one or two rings the name and number of the caller will be displayed on your phone's screen, including calls from non-published numbers.
- If a caller has intentionally blocked the display of their name and number, "Private Number" and "Private Name" will appear on your screen.
- When you combine Call Display and Call Answer services you have the choice of answering immediately after recognizing the caller's number, or letting Call Answer service take the call for you.

Call Waiting

Don't miss an important call because you are already on the phone.

With Call Waiting service, you'll hear special beeps to alert you to another incoming call. You'll know whether the waiting call is local or long distance by unique beeps when you are on the phone and unique rings when you are not.

Using Call Waiting

To answer a waiting call

1. When you hear beeps, press the link or flash button on your phone.
2. To return to the original call or to alternate between callers, press the link or flash button.
3. To end the first call before answering the second, hang-up. The phone will ring with the second call.

To temporarily turn off Call Waiting signals before placing a call

1. Lift the receiver and press ***70**. Listen for a tone confirming the signals have been turned off. Place your call.
2. Callers will now receive a busy signal during this time or be routed to Call Answer service if you subscribe.
3. Call Waiting service will be turned back on automatically once you hang up.

To temporarily turn off Call Waiting signals during a call

1. Press the link or flash button. Press ***70** and listen for two short beeps confirming the signals have been turned off.
2. You will be returned to your call.
3. Callers will now receive a busy signal during this time or be routed to Call Answer service if you subscribe.
4. Call Waiting service will be turned back on automatically once you hang up.

To turn off long distance signals

Long distance signals can interfere with the operation of your answering device or ring selector. To turn off the long distance signals:

1. Lift the receiver, press ***49** and listen for one long beep.
2. The long distance signals will be turned off until you restore them. To restore the long distance signals, repeat the above steps. Two short beeps will confirm that they have been turned back on.

Visual Call Waiting

The benefits of Call Waiting and Call Display services are combined into one integrated service.

Using Visual Call Waiting

When on the phone

Local calls are signaled by a short beep while long distance calls are signaled by one long and two short beeps. After one or two beeps, the name and number of the caller will be displayed.

To answer a waiting call

1. When you hear beeps, press the link or flash button on your phone.
2. To return to the original call or to alternate between callers press the link or flash button.
3. To end the first call before answering the second hang-up. The phone will ring with the second call.

To temporarily turn off Visual Call Waiting signals before placing a call

1. Lift the receiver and press ***70** and listen for a tone confirming the signals have been turned off.

2. Place your call.
3. Your callers will now receive a busy signal during this time or be routed to Call Answer service if you subscribe. Visual Call Waiting service will be turned back on automatically once you hang-up.

To temporarily turn off Visual Call Waiting signals during a call

1. Press the link or flash button.
2. Press ***70** and listen for two short beeps confirming the signals have been turned off.
3. You will be returned to your call.
4. Your callers will now receive a busy signal during this time or be routed to Call Answer service if you subscribe. Visual Call Waiting service will be turned back on automatically once you hang-up.

To turn off long distance signals

Long distance signals can be turned off if they interfere with the operation of your answering machine or ring selector.

1. Lift the receiver and press ***49** and listen for one long beep.
2. The long distance signals will be turned off until you restore them.
3. To restore the long distance signals repeat the above steps. Two short beeps will confirm that they have been turned back on.

Voice Dialing

With Voice Dialing you can:

- Dial a number when you ask it to, without pressing buttons.
- Store up to 100 contacts that you can program with your voice.

OR

- Store up to 1000 contacts that you can program online.

Setting up your Voice Dialing

1. Pick up your receiver. Wait 6 seconds for access to the Voice Dialing service.

OR

Dial ***44** for instant access.

2. Say "Add a contact" and follow the prompts.

Using Voice Dialing

To call a contact

Say “Call” then the name of the contact. E.g. “Call John Smith.”

To dial a telephone number

Say “Dial” then the telephone number. E.g. “Dial 514 555-1234.”

To add a contact

Say “Add a contact.”

To modify a contact

Say “Modify a contact.” The application will ask you which contact you want to modify.

To delete a contact

Say “Delete a contact.”

To return to the main menu

Say “Voice dial home.”

To leave the application

Say “Goodbye.”

To get help

Say “Help.”

To get general instructions

Say “Instructions.”

Please note: There are several acceptable ways to express commands, as the application recognizes many commonly used prefixes and suffixes. For example, you can say “Call John Smith at the office” or “I want to call John Smith at the office, please.”

Ident-A-Call

Ident-A-Call service gives you up to two additional telephone numbers on your regular telephone line, each with its own distinctive ring.

Using Ident-A-Call

- You may have up to three telephone numbers on one line.
- Some restrictions apply to Ident-A-Call services when combined with Call Forwarding service.
- If you subscribe to Visual Call Waiting or Call Waiting services, incoming long distance signals will have a unique ring on each of your Ident-A-Call numbers.
- If the Ident-A-Call number is used for data transmission, Call Waiting Auto Suppression is recommended. There's no additional charge for this option. It automatically cancels the Call Waiting tone during data transmission on the Ident-A-Call number and turns Visual Call Waiting/Call Waiting back on once the data transmission is complete.

For a taped demonstration on how Ident-A-Call service works, call **1 800 59-DRING** (593-7464).

Call Forwarding

Forward calls to any number you choose, including cell phones.²

Using Call Forwarding

If the number is busy or is not answered.

1. Hang up, then press ***72**.
2. Dial the number to which your calls are to be forwarded, listen for two beeps and then hang up.

To cancel Call Forwarding

- Lift the receiver and press ***73**. Listen for two beeps then hang up.

Call Control

Choose which calls can be made from your home. You can block different types like international or domestic long distance calls, or specific local numbers including 900/976 calls.

Setting up your Call Control

You can customize your Call Control service from home by dialing ***95** or by logging in to your **bell.ca** profile in the My Accounts section.

1. Dial ***95**.
2. When accessing the service for the first time you'll be prompted to change your temporary password – the last 4 digits of your home phone number.
3. Your new password can be any combination of 4 to 7 digits. Be sure to keep this password confidential.

Pay-per-use features

The following services are available on a monthly subscription or as a pay-per-use service.

Busy Call Return

Monitors a busy line and lets you know when the line is free.

Using Busy Call Return service

1. If you hear the voice message "Let Bell notify you if this line becomes free in the next 30 minutes", press *****.
2. Hang up and the line will be monitored for 30 minutes.
3. A short-short-long ring will let you know when the line is free.
4. Once you hear the ring, lift the receiver and the call will be made automatically.

OR

1. If the line is busy and there is no voice message, hang up. Lift the receiver and press ***66**.
2. The line will be monitored for 30 minutes.
3. A short-short-long ring will let you know when the line is free.

Last Call Return

Get the phone number of the last person who called, whether or not the call was answered.

Using Last Call Return

Lift the receiver and press *69. The telephone number of the last call received will be announced, allowing you the option of returning the call.

Three-Way Calling

Talk to two people in two different locations at the same time.³

Using Three-Way Calling

1. While on a call or after placing the first call, put the party on hold by pressing the link or flash button. Listen for three short beeps followed by a regular dial tone. Press ***71**.
2. Dial the number of the second party you wish to call. When the third person answers, you can either press the link or flash button to connect all three parties immediately, or consult privately and press the link or flash button when finished to return to the original call.
3. If the number of the third party is busy or does not answer, or if you dial the wrong number, press the link or flash button twice to return to the original call.

Call Screen

Enjoy freedom from unwanted calls and still be available to the people you want to hear from.

Using Call Screen

1. Dial ***60**.
2. Follow the prompts. You have the option to:
 - Add a telephone number to your list.
 - Remove a telephone number from your list.
 - Hear your list of currently screened telephone numbers.
 - Add the number of the last person that called you.
 - Replay the voice announcement prompts.

Once your list is established, you can turn it on or off

1. Dial ***60**. A voice message will let you know whether your list is on or off.
2. Press **3** to turn your list on or off. The list must be turned on to stop unwanted callers.

Call Trace

This service makes it possible to have Bell record the telephone number of a harassing, obscene or threatening caller.

Important: Call Trace service should be used in serious situations only. If you use this service, you should be prepared to contact the Police and have the caller charged. Bell will only release the traced number with proper legal authorization **ONLY TO THE POLICE** (you will not be advised of the caller's number). Available where facilities exist.

Using Call Trace

1. Hang up after receiving the threatening or harassing call.
2. Lift the receiver and press ***57**. A voice announcement will tell you whether the call was traced successfully.
3. Hang up.

Please note: A charge applies whether the traced number is requested by the Police or not. Using Call Trace does not guarantee that the Police will accept your case or follow up on a Call Trace request.

Call Blocking

Stop or block your name and phone number from being seen by the person you are calling.

Using Call Blocking

1. Dial *67. Listen for 3 beeps.
2. Dial the number you are calling. The person you are calling will see a display such as "Private Name/Private Number".

Call Blocking service is on most customer lines.

OR

- You can ask the telephone operator to place an Operator Handled Call. Your name and number will not be transmitted or displayed – there is a charge per call.

OR

- If you have more than one telephone number, Number Replacement service provides the choice of which number is to be transmitted and displayed on all outgoing calls. To order this option, as well as other permanent blocking arrangements (under certain conditions), call 310-BELL.

Please note that there are some instances when your name and number may not be blocked if you subscribe to automated per call blocking or use *67:

- When calling Bell Customer Service.
- When placing a collect call, or calling an 800 or 900 number, your name and number information is provided for billing purposes.
- When calling a person served by a telephone company or facility that does not adhere to the privacy regulations set out by the CRTC in Canada or the FCC in the United States, your name and number may still be provided if the company does not recognize the privacy indicator.

A Privacy Brochure designed to help you understand your personal privacy and telecommunications services is available free of charge. Call Blocking service must be used to avoid the display of a non-published name and number.

Bell



Mixed Sources
Product group from well-managed
forests and other controlled sources
Cert no. SW-COC-002821
www.fsc.org
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Available to residential customers who subscribe to Bell Home phone, where technology permits. Other conditions apply. **(1)** May not be available in certain circumstances, e.g., with call blocking, pay phones, certain business lines, mobile phones, operator-assisted calls, or long distance. **(2)** Additional charges apply if you forward calls to a long distance number. Long distance forwarding not available in all areas. **(3)** Calls made to long distance numbers are subject to long distance charges. SmartTouch is a trade-mark of Stentor Resource Centre Inc. 310-BELL, Ident-A-Call and Touch-Tone are trade-marks of Bell Canada.