

## Place or receive a call on your cellphone

### To place a call

- ▶ Dial the desired number press **TALK**
- ▶ To terminate the call press **END**

### To receive a call

- ▶ Leave your cellphone powered on
- ▶ Press **TALK** to answer the call

To place a call when traveling outside the Bell Mobility local calling area that you are presently in:

Dial **1**+(area code)+desired number and press **TALK**

*NOTE: You will notice that some of the icons on your cellphone keys differ from those indicated in the pocket guide. Be sure to keep your cellphone manufacturer's user manual nearby for quick reference.*

*Cellphones do not have dial tone.*

*Airtime, long distance and roaming charges apply to the features or services according to your rate plan.*

*Prepaid customers should contact Customer Service before travelling.*

## Send a Text Message

### To send a message from your Text Messaging capable cellphone

1. From the main menu of your cellphone, scroll to and select either the messages, mail kit or SMS menu, depending on your cellphone model.
2. Choose the option to create a new message.
3. Key in the 10-digit cellphone number of the person to whom you are sending the message.
4. Enter your message by pressing the corresponding letters on your keypad.
5. Select the Send option.

## Access Mobile Browser™

### To access Mobile Browser from your digital cellphone

1. From the main menu of your cellphone, scroll to and select your browser or web menu to start your cellphone's browser.
2. Once your Mobile Browser is launched, you can scroll through the main menu and select the category you want to visit, such as Email & IM.

## Call Management Services

### Call Forwarding

#### To activate

- ▶ Enter **\*72#**
- ▶ Enter **1**+(area code)+desired number and press **TALK**
- ▶ At the tone press **END**

#### To deactivate

- ▶ Enter **\*720** **TALK**
- ▶ At the tone press **END**

### Call Waiting

- ▶ A beep tone signals a second call is waiting
- ▶ To answer the call press **TALK**
- ▶ To move between callers press **TALK**
- ▶ To terminate both calls press **END**

### Conference Calling

- ▶ To place the first caller on hold press **TALK**
- ▶ Enter the desired number of the third party press **TALK**
- ▶ When the second caller answers **TALK** will connect all 3 callers
- ▶ To disconnect the second caller press **TALK**
- ▶ To terminate both calls press **END**

*NOTE: These features are included with most Bell Mobility rate plans, excluding Prepaid.*

## Customer Service

### How to reach us

#### iOn-line

- ▶ Visit [www.bell.ca/wirelesswelcome](http://www.bell.ca/wirelesswelcome)

#### From your cellphone

- ▶ Dial **\*611 TALK**  
(FREE from your cellphone)

#### From a landline

- ▶ Dial toll-free **1 800 667-0123**  
in Canada or from the U.S.A.

#### For Prepaid customers

- ▶ Dial toll-free **1 888 537-9999**  
in Canada or from the U.S.A.

### Emergency Numbers

**911 TALK** 24-hour emergency  
for Police, Fire and Ambulance.

**\*677 TALK** in Ontario or **\*4141 TALK**  
in Quebec for Police Services.

## Retrieving Voice Messages

### From any phone (cellphone or landline)

- ▶ **Cellphone** – dial your cellphone number press **TALK**
- ▶ **Landline** touch tone phone – dial your area code and cellphone number
- ▶ When your greeting begins, press **#** to interrupt your message
- ▶ Enter your password and follow the voice prompts
- ▶ To delete messages press **7**
- ▶ To save messages press **9**

Outside of your local calling area dial:

**1**+(area code)+cellphone number

Message Centre Temporary Password

*NOTE: Prepaid customers should visit [www.bell.ca/wirelessprepaid](http://www.bell.ca/wirelessprepaid) or refer to their Activation package for instructions on retrieving voice messages.*

## Playback Options for Message Centre Express

### While listening to your messages

- ▶ To rewind for 10 seconds **1**
- ▶ To rewind to the beginning **1 1**
- ▶ To pause or restart **2**
- ▶ To fast forward for 10 seconds **3**
- ▶ To fast forward to the end **3 3**
- ▶ To play slower **4**
- ▶ Envelope information (Time, date & length) **5**
- ▶ To play faster **6**
- ▶ Return volume to normal **8**
- ▶ Increase volume **9**
- ▶ Skip to next message **#**

*NOTE: Commands shown are for Message Centre and Message Centre enhancements only.*

### For more information, visit the following Internet sites:

Want to learn how to use Mobile Browser or Text Messaging? Visit [www.bell.ca/mobilebrowser](http://www.bell.ca/mobilebrowser) or [www.bell.ca/text](http://www.bell.ca/text)

Want to use your cellphone when traveling? Visit [www.bell.ca/coverage](http://www.bell.ca/coverage)

For warranty and return policies, visit [www.bell.ca/warrantyandrepairs](http://www.bell.ca/warrantyandrepairs)



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# Mobility

## Your Quick Reference Pocket Guide



Making it simple.™