Home Phone Features User Guide

Sears connect
HOME PHONE ™

You're sure when it's Sears Connect.™

Connect to the important things in life

Sears Connect home phone service is a great way to stay connected to the important things in life, and this User Guide can help. Please read through for detailed instructions on how to set up and use your home phone features.

If you need more information about the features offered on your Sears Connect home phone, call **1.855.241.8500** or visit **searsconnect.ca**

Please note that if you are using a rotary phone, use 11 in place of the ✱ key. Additional charges may apply to pay-per-use calling feature usage.

Call Answer

Lets callers leave you a voicemail message when you're on the phone.

To activate your service for the first time:

- Dial ✱ 9 8 (or 1198 for rotary phones) from your home phone
- Enter your temporary password (the last 7 digits of your telephone number)
- When prompted, enter a new password that contains 4-15 digits (not beginning with 0)

You have a message when:

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

To retrieve messages from home:

- Dial ***98** or your access code
- Enter your password
- Follow the prompts to retrieve your messages

To retrieve messages from another phone within your area code:

- Dial your telephone number
- When you hear your greeting, press 9 immediately
- Enter your password
- Follow the prompts to retrieve your messages

To check messages while outside your area code:

Please Note: Long distance charges may apply on your landline bill if you are outside your local calling area.

- Dial your area code + 2100 + the first 3 digits of your telephone number
- Follow the prompts to enter your 10-digit telephone number and your password

To change your personal greeting:

- Dial ***98** followed by your password
- Follow the voice prompts

To change your pre-recorded name or phone number:

- Dial ***98** followed by your password
- Follow the voice prompts

To change your password:

- Dial ***98** followed by your password
- Follow the voice prompts

Call Answer Message Manager

Provides the same benefits as Call Answer, plus allows you to screen messages as they are being left, and have additional mailboxes for other members of your household.

To use this feature:

- Dial *** 9 8** (or 1198 for rotary phones) or the access code assigned to you if you're at home; away from home, use your 10-digit home telephone number as your mailbox number
- When prompted, enter your temporary password (your 7-digit telephone number)
- Follow the prompts to change the temporary password to a new one, containing 4 to 15 digits (not beginning with 0)
- When prompted, record your name or telephone number as a personal identification
- Follow the prompts to record a personal greeting that callers will hear or select the pre-recorded greeting
- Press the ***** key to exit

To screen messages as they are being left:

- Listen for the short ring, and then pick up the receiver and listen
- Press the **Switch Hook** (hang up button), **Link** or **Flash** button to intercept the message and speak to the caller
- Hang up to let the service record the message

Toll Saver Option:

Allows you to retrieve messages from anywhere and save time or possible long distance charges by determining with the number of rings when there are new messages.

To use this feature:

- Before leaving home, enter *** 9 7** (or 1197 for rotary phones) and hang up after 2 beeps

To retrieve messages with Toll Saver:

- Dial your home number. If there are no new messages, Call Answer Message Manager will pick up after the 4th ring

- To avoid long distance charges, hang up before the end of the 4th ring

- If there are new messages, Call Answer Message Manager will pick up after the 2nd ring

- To listen to the messages, press 9 when you hear your greeting and enter your voicemail password

To deactivate Toll Saver:

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

- Upon returning home, dial **✱ 9 7** and hang up after 4 beeps

Call Display

Shows you the name and telephone number of the person calling you before you answer the phone. This service requires a phone with a display screen.

To use this feature:

- Wait for 1 or 2 rings for your phone to display the caller's name and number, including calls from non-published numbers

- If the caller has blocked the display of their personal information, "Private Number" or "Private Name" will appear on your screen

- If you have combined Call Display with Call Answer, you can choose to answer immediately or let Call Answer take the call for you

Call Display Blocking

Prevents your name and number from being displayed when you make calls.

To use this feature:

- Dial **✱ 6 7** (or 1167 on rotary phones)
- Listen for 3 beeps
- Dial the number you are calling. The person you are calling will see a display such as "Private Name" or "Private Number"

Call Forwarding

Allows you to forward incoming calls to any number you choose, including cell phones.

To use this feature:

- Lift the receiver and press **✱ 7 2** (or 1172 on rotary phones)
- Dial the phone number to which your calls are to be forwarded
- Listen for 3 beeps and then a dial tone
- Dial the phone number to which your calls are to be forwarded
- Hang up

If there's no answer:

- Keep the line open for at least 5 seconds to activate service

If the number is busy or doesn't answer:

- Hang up and repeat the steps
- When you hear 2 beeps, wait for 5 seconds and hang up

To cancel Call Forwarding:

- Lift the receiver and press **✱ 7 3** (or 1173 on rotary phones)
- Listen for 2 beeps
- Hang up

Call Privacy

Can be used to block all incoming calls from unknown callers.

To customize this feature:

- Dial ***11** (or 1111 on rotary phones) on your phone to:
  - Turn Call Privacy on or off
  - Access your Selective Acceptance List
  - Set a 3-digit Friends & Family Passcode
  - Set Peace & Quiet time (only available if you also subscribe to Call Answer or Call Answer Message Manager service)

Call Trace

If you receive harassing calls, this feature can trace the number for the police.

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

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. Sears Connect will only release the traced number with proper legal authorization TO THE POLICE ONLY (you will not be advised of the caller's number). This feature is available only where facilities exist.

To use this feature:

- Hang up after receiving the threatening or harassing call
- Lift the receiver and press ***57** (or 1157 on rotary phones)
- Listen for a voice announcement that will tell you whether the call was traced successfully
- Hang up

Call Screen

Allows you to redirect calls from up to 12 different phone numbers to a recording that tells callers you aren't taking calls at this time. The phone doesn't ring, and the screened caller is unable to leave a message.

To use this feature:

- Dial **✱60** (or 1160 on a rotary phone)
- Follow the prompts to:
  - Turn the service on or off
  - Add more numbers to the Call Screen list
  - Delete numbers from the list
  - Review the numbers on the list
  - Repeat the instructions

Call Waiting

Notifies you of another incoming call when you're on the phone.

To use this feature:

- Press the **Link** or **Flash** button on your phone to answer a call (when you hear a beep)
- Press the **Link** or **Flash** button on your phone to return to the original caller or to alternate between callers
- To end the first call before answering the second, hang up and the second call will come in through a regular ring

Busy Call Return

Will monitor a busy line and let you know when the line is free.

To use this feature:

- If the line is busy, after you hear the voice message ("Let Bell notify you if this line becomes free in the next 30 minutes"), press ✱

Note: if the line is busy and there is no voice message, hang up and then lift the receiver and press ✱ 6 6 (or 1166 on rotary phones), then continue the process below.

- Hang up and the line will be monitored for 30 minutes
- A short-short-long ring will let you know when the line is free
- Once you hear the ring, lift the receiver and the call will be made automatically
- To cancel the Call Return service, lift the receiver and press ✱ 8 9 (or 1189 on rotary phones)

Ident-A-Call

Use this feature to have additional telephone numbers on your regular telephone line, each with its own distinctive ring.

Good to know:

- You may have up to 3 telephone numbers on 1 line
- Some restrictions may apply when combined with Call Forwarding services
- If you subscribe to Visual Call Waiting or Call Waiting services, incoming long distance calls will have a unique ring on each of your Ident-A-Call numbers

Last Call Return

Lets you hear the last number of the last person who called your home and gives you the option to call it back, whether or not the call was answered.

To use this feature:

- Lift the receiver and press **✱ 6 9** (or 1169 for rotary phones)
- The telephone number of the last call made to your home will be announced, giving you the option of returning the call automatically

Visual Call Waiting

Use this feature when you're on the phone to see who's calling you to assist you with deciding whether to answer the call.

To use this feature:

- After 1 or 2 beeps, the name and number of the caller will be displayed
  - Local calls are signaled by a short beep while long distance calls are signaled by 1 long and 2 short beeps
- To answer the waiting call, press the **Link** or **Flash** button
- To return to the original call, or to alternate between calls, press the **Link** or **Flash** button
- To end the first call, just hang up and the phone will ring in your second call

To temporarily turn off this feature:

- Before placing a call, lift the receiver and press **✱ 7 0** (or 1170 for rotary phones)
- Listen for a tone confirming the signals have been turned off
- Place your call
- Your callers will receive a busy signal during this time or be routed to the Call Answer service
- Visual Call Waiting will be turned back on automatically once you end your call

3-Way Calling

Use this feature to talk to 2 different people from 2 different locations at the same time.

To use this feature:

- While on a call (or after placing the first call), put the party on hold briefly by pressing the **Link** or **Flash** button

- Listen for 3 short beeps followed by dial tone

- Press ***71** (or 1171 for rotary phones)

- Dial the number of the second party you want to call

- When the third person answers, press the **Link** or **Flash** button to connect all 3 parties immediately, or consult privately and press the **Link** or **Flash** button when finished to return to the original call

- 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

For technical support,
call **1.855.241.8500**

For more information
on Sears Connect
products & services,
visit **searsconnect.ca**

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HOME PHONE