

Bell Total Connect for Single Number Reach

Mobile app for iOS | Quick start guide

The Bell Total Connect mobile app includes a host of advanced features that make it easy to collaborate on the go. You can participate in audio and video calls, and manage calling features from your smartphone – boosting productivity, and enabling real-time collaboration and decision-making.

Getting started

Install the Bell Total Connect mobile app

- Search **Bell Total Connect** in the App Store and install it on your device.

Already have the app? Update it now

1. Launch the App Store.
2. Tap your profile icon located in the top right-hand corner of the screen.
3. Scroll down to see available updates and tap **Update all** or tap the **Update** button next to the Bell Total Connect app. If you have Auto update enabled, no action is required.

Logging in

1. Launch the app by selecting the icon.
2. Enter your username and password (if you've previously used the app, your credentials remain the same).

Logging out

- To log out of the app, tap the menu icon, located in the top left-hand corner of the screen, and select **Sign out**.

Navigating the app

Call history is the default view once you have logged into the app. To navigate to other features, tap the menu icon.

If at any time you would like to navigate back to the Call history view, you can tap the arrow or the X located in the top left-hand corner of the screen, and it will take you back to the previous screen.

Calling

Initiating a call

1. To start a call, tap the menu icon.
2. Then select **Directory**, **Favourites** or **Call history** and choose a contact. Or choose **Keypad** from the menu to dial a phone or bridge number using the keypad.
3. Once you have searched and/or clicked on an individual's name, you will see their contact information.
4. From the contact information view, you can start an email, audio call or video call.

Managing active calls

- While on an active call, you can use the buttons to put the call on mute, hold or speakerphone, as well as access the keypad or add video.
- Tap the more icon (three horizontal dots) to see options to **Transfer**, **Conference**, **Park** or **Transfer to Mobile**.
- To pull an active call from your Bell Total Connect desktop app, tap the menu icon and select **Pull call**.

Viewing call history

- To call back or see past calls, select **Call history** from the menu.
- Missed calls will appear in red.

Accessing your voicemail messages

- Tap the menu icon and select **Voicemail**. An icon will indicate the number of voicemail messages.
- You will be prompted to provide your voicemail password.

Managing your settings

Configuring your preferences

1. Tap the menu icon and select **Settings**.
2. Choose **Call settings**.
3. For **Incoming calls** you can manage:
 - Do not disturb

- Call forward
- Find me & follow me
- Remote office
- Call waiting

4. You can also adjust your **Call control** settings to enable Simultaneous ring.
5. To manage VoIP mode – which enables you to make and receive calls using Wi-Fi or your mobile data plan – tap the menu icon and toggle **Use VoIP** on or off.

Viewing and updating your profile

- To access your profile, tap the menu icon and click on your initials.
- From this view, you can view your name and contact information.
- To make changes to your profile, visit the Single Number Reach portal.