



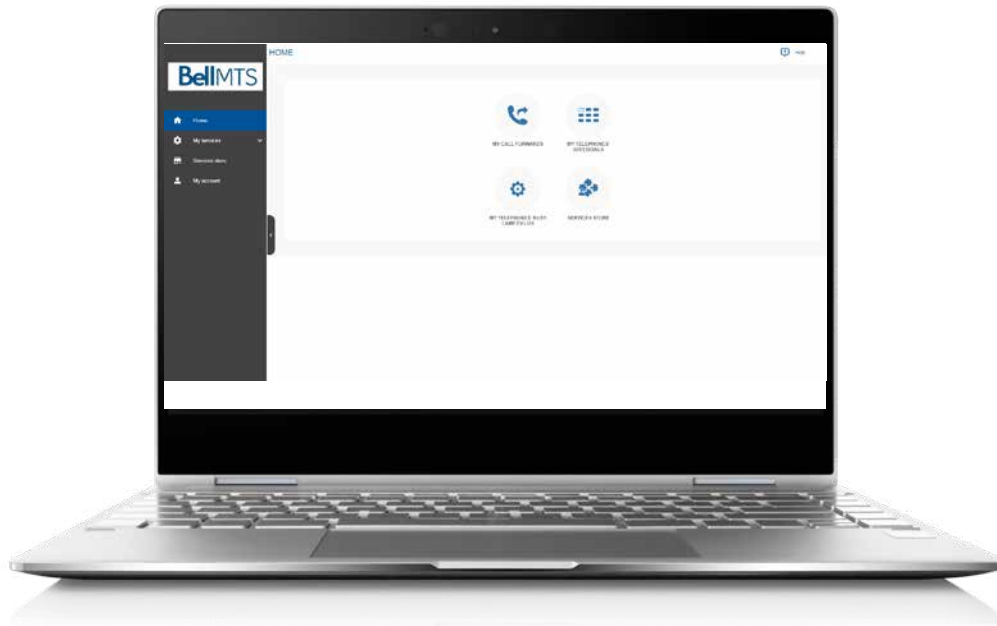
# Bell MTS Hosted Collaboration Solution

Selfcare | User guide

**Bell**

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## Resetting voicemail and telephone PINs

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC). If you require assistance to retrieve your unique Selfcare user page web address, please contact the BCC Helpline at 204 941-6691 or [BCChelpdesk@bellmts.ca](mailto:BCChelpdesk@bellmts.ca)
2. Click on **My Account**
3. Under the Telephone / Voicemail PIN section, uncheck the box beside **PIN\*: Keep Current Value**.
4. Enter your new voicemail PIN and confirm by entering it a second time
5. Click **Apply** in the top right corner of the page
6. A message will appear at, showing that the update was successful

You have now successfully changed your voicemail and telephone PIN for:

- Extension mobility
- Personal directory

## Resetting web passwords

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **My Account**

3. Under the web password section, uncheck the box beside **Password: Keep Current Value**
4. Type in your new password and confirm by entering it a second time
5. Click **Apply** in the top right corner of the page
6. A message will appear, showing that the update was successful

You have now successfully changed your password for:

- Web portal access
- Jabber
- Voicemail for Cisco Jabber

## Changing call forwards

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **My Call Forwards** icon or click on **My Services** then click on **My Call Forwards**.
  - To forward all calls to voicemail, select **Forwarding all calls to your voicemail box**
  - To forward all calls to a different internal number, fill in the extension of the number to which calls should be forwarded in the **Forwarding all calls to box**
  - To forward all calls to an external number, enter **9** plus the area code and the seven-digit number in the **Forwarding all calls to box**

For other forwarding options, click the Advanced management checkbox:

1. Clicking on **Advanced management** will display options to change the following:
  - **Ring time before forwarding (seconds)** – Applies to both internal and external calls
  - **Call Forward – No answer** for internal calls
  - **Call Forward – Busy** for internal calls
  - **Call Forward – No answer** for external calls
  - **Call Forward – Busy** for external calls
2. Click **Apply** in the top right corner of the page to save changes. A message will appear, showing that the update was successful

You have now successfully changed your call forward settings for your line.

## Changing or adding internal speed dials on phones

Before changing or adding internal speed dials, a custom template needs to be created on the phone. Please contact your system administrator to arrange for the setup to be done.

### Adding a speed dial

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **My Telephone's Speed Dials** icon or click on **My Services** then click on **My Telephone's Speed Dials**
3. To add an internal speed dial to your phone, click the **plus sign** under the Position section
  - Busy lamp field will automatically be selected as the key type
  - Enter the destination number – for internal numbers, use the extension 1111
4. Fill in the label field with the telephone number associated with the programmed speed dial
5. If this number is part of a call pickup group, click the **Call Pickup** checkbox
6. Add speed dials by clicking the **plus sign** below the first speed dial
7. Change the position of the speed dials by clicking the **up-down arrows** icon

8. Click **Apply** in the top right corner of the page to save changes
9. A message will appear, showing that the update was successful

You have now successfully added an internal speed dial to your telephone.

### Deleting an internal speed dial

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **My Telephone's Speed Dials** icon or click on **My Services** then click on **My Telephone's Speed Dials**
3. Click the **X** icon beside the speed dial you want to remove
4. Click **Apply** in the top right corner to save the changes

You have now successfully deleted an internal speed dial from your telephone.

## Changing or adding external speed dials on phones

Before changing or adding external speed dials, a custom template needs to be created on the phone. Please contact your system administrator to arrange for the setup to be done.

### Adding a speed dial

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Speed Dials/Abbreviated Dials** icon or click on **My Services** then click on **Speed Dials/Abbreviated Dials**
3. To add a speed dial to a phone, click the **plus sign** under the position section
  - Speed dial will be will be automatically selected as the key type
  - Enter the directory number – for external calls, enter **9** plus the area code and the seven-digit number in the destination field
4. Fill in the label field with the telephone number associated with the programmed speed dial

5. Add speed dials by clicking on the plus sign below the first speed dial
6. Change the position of the speed dials by clicking the **up-down arrows** icon
7. Click **Apply** in the top right corner of the page to save changes
8. A message will appear, showing that the update was successful

You have now successfully added an external speed dial to your telephone.

## Deleting an external speed dial

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Speed Dials/Abbreviated Dials** icon or click on **My Services** then click on **Speed Dials/Abbreviated Dials**
3. Click X beside the speed dial you want to remove
4. Click **Apply** in the top right corner of the page to save your changes

You have now successfully deleted an external speed dial from your telephone.

## Changing or adding abbreviated dials on phones

Before changing or adding abbreviated dials, a custom template needs to be created on the phone. Please contact your system administrator to arrange for the setup to be done.

Abbreviated dials do not occupy actual keys on the phone. They are virtual speed dials. Please contact your system administrator for instructions on using abbreviated dials.

### Adding abbreviated dials

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Speed Dials/Abbreviated Dials** icon or click on **My Services** then click on **Speed Dials/Abbreviated Dials**
3. To add an abbreviated dial to a phone, click the **plus sign** under the position section in abbreviated dials at the bottom

- Speed dial will be automatically selected as the key type speed dial
  - Enter the directory number – for external calls, enter **9** plus the area code and the seven-digit number in the **Destination** field
4. Fill in the label field with the telephone number associated with the programmed speed dial.
  5. Add additional abbreviated dials by clicking on the **plus sign** below the first speed dial
  6. Change the position of the speed dials by clicking the **up-down arrows** icon
  7. Click **Apply** in the top right corner of the page to save changes  
A message will appear showing that the update was successful

You have now successfully added abbreviated dials to your telephone.

### Deleting an abbreviated dial

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Speed Dials/Abbreviated Dials** icon or click on **My Services** then click on **Speed Dials/Abbreviated Dials**
3. Click the X beside the Abbreviated Dial you want to remove
4. Click **Apply** in the top right corner of this section to save changes

You have now successfully deleted an abbreviated dial from your telephone.

## Adding single number reach

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Services Store** icon or click on **Services Store**
3. Click on **Single Number Reach**
4. Fill in the **Destination number** and **Destination name** – for external calls, enter **9** plus the area code and the seven-digit number
5. Click **Apply** in the top right corner of the page to save changes

You have now successfully added a single number reach.

## Changing single number reach

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Services Store** icon or click on **Services Store**
3. Click on **Single Number Reach**
4. Click on the **pencil icon** to change the single number reach destination
5. Add in the new destination number and destination name
6. Click **Apply** in the top right corner to save changes

You have now successfully changed your single number reach.

## Deleting single number reach

1. Log into your unique Selfcare user page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on the **Services Store** icon or click on **Services Store**
3. Click on **Single Number Reach**
4. Click the **X** to delete the single number reach
5. Click **Apply** in the top right corner to save changes

You have now successfully deleted your single number reach.