

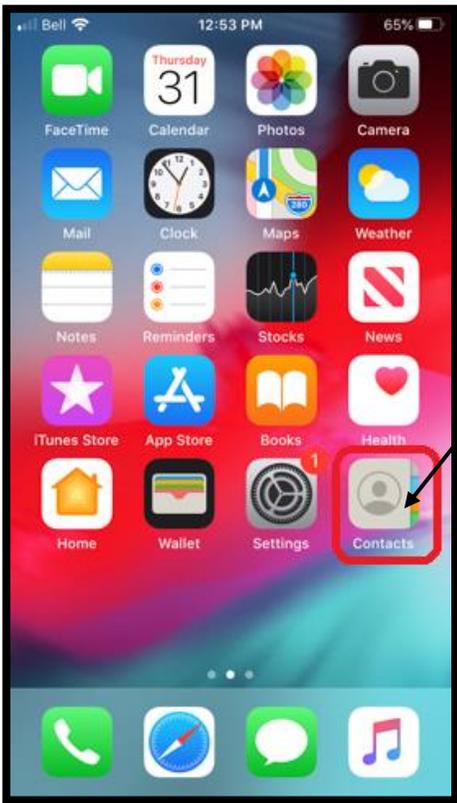


SmartReach Long Distance Service

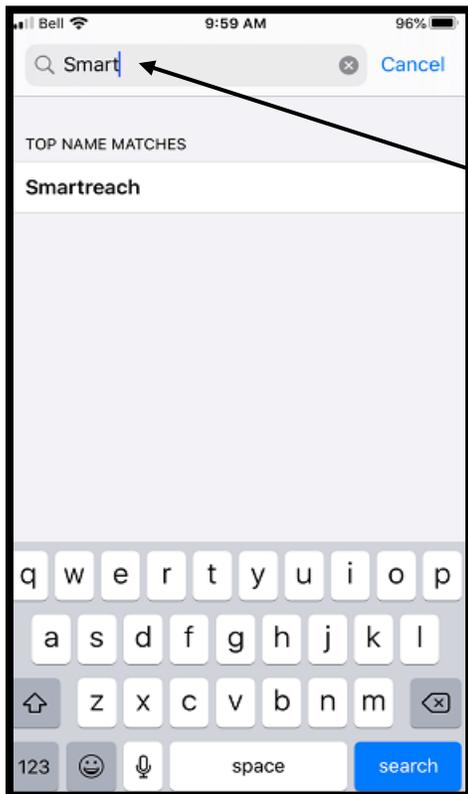
Your new helpguide to access your Smartreach service

MAKING IT EASIER TO USE YOUR SMARTREACH PIN

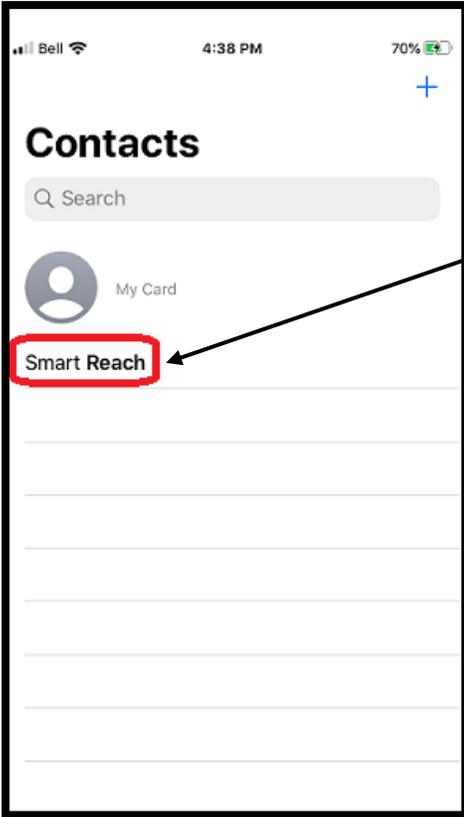
PROCEDURE FOR IPHONES (FOR ANDROID PHONES GO TO PAGE 9)



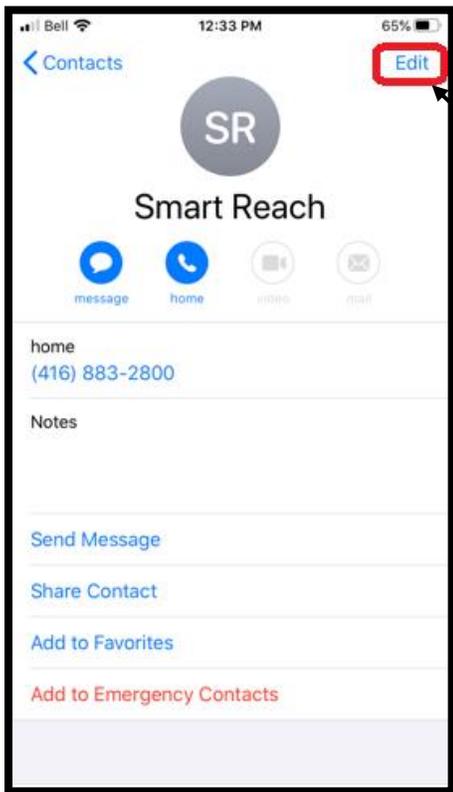
1. Open the **CONTACTS** app on your iPhone.



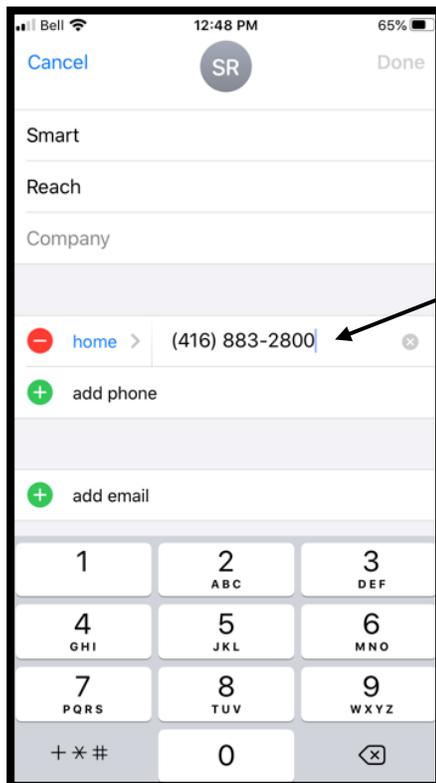
2. **Find** the SmartReach access number that you use, in your **contacts**.
For the GTA it is 416-883-2800



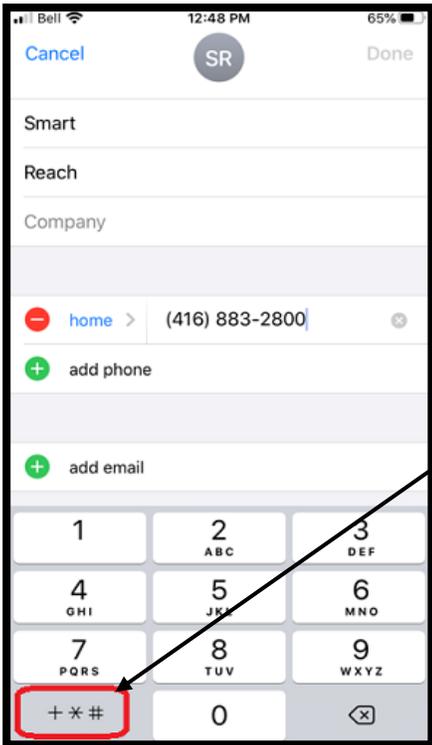
3. **Tap** your existing SmartReach number to bring it up.



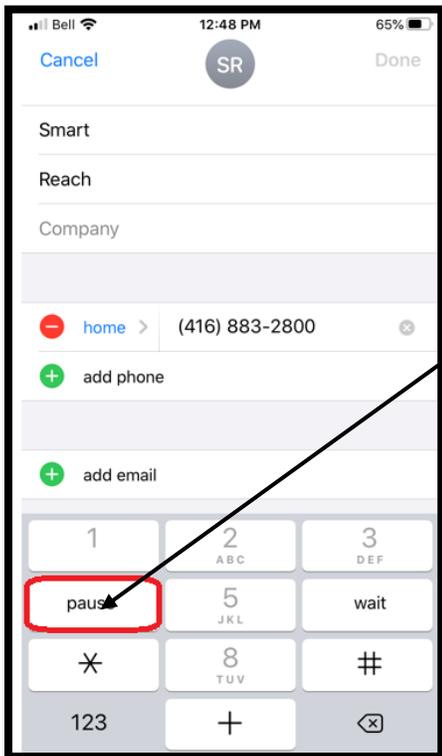
4. Click **Edit** at the top right corner of the screen



5. **Tap** the **phone number field** and place the cursor at the end of the phone number. The on-screen keyboard appears.



6. Then **tap** the **symbols (+*#)** button to open another on-screen keyboard.

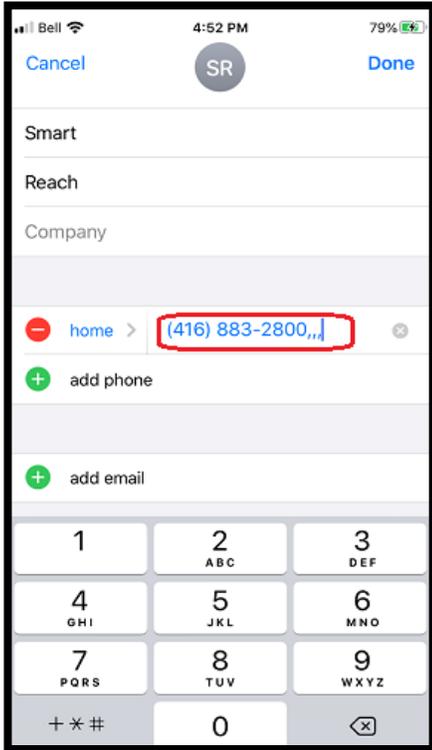


7. The on-screen **keyboard will change** and you will see a **“pause”** button at the bottom left of the screen.

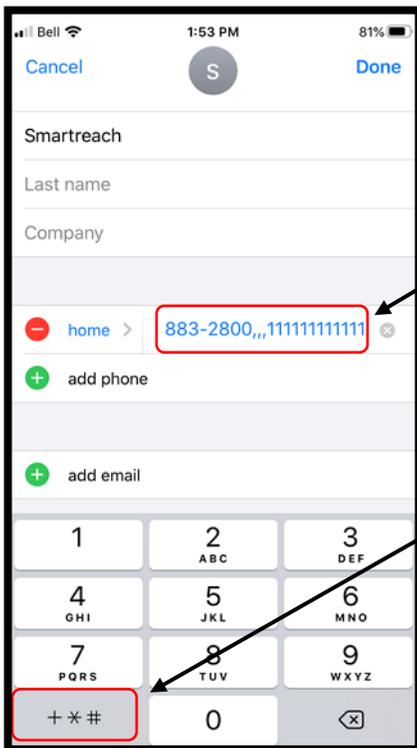
8. **Tap** the **“pause”** button. This will insert a comma to the right of the phone number.

9. **Tap** the **symbols (+*#)** again to bring up the same screen as before.

10. **Tap** the **“pause”** button again to insert another comma.

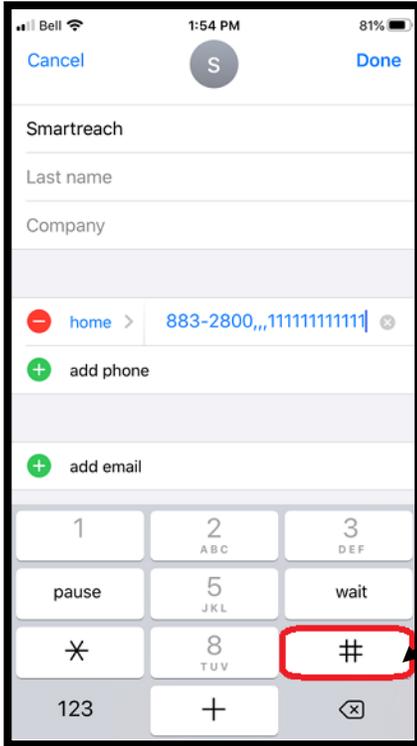


11. **Perform** this step one more time to insert a final comma and you should now **have 3 commas**

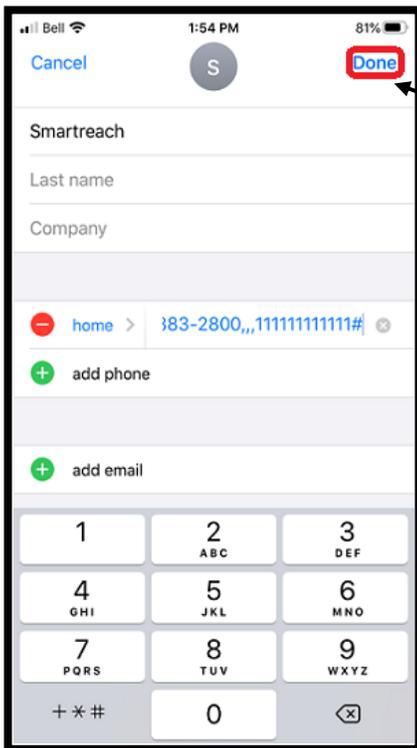


12. **Then type your PIN** exactly as it was given to you

13. **Press the “+*#” button again**

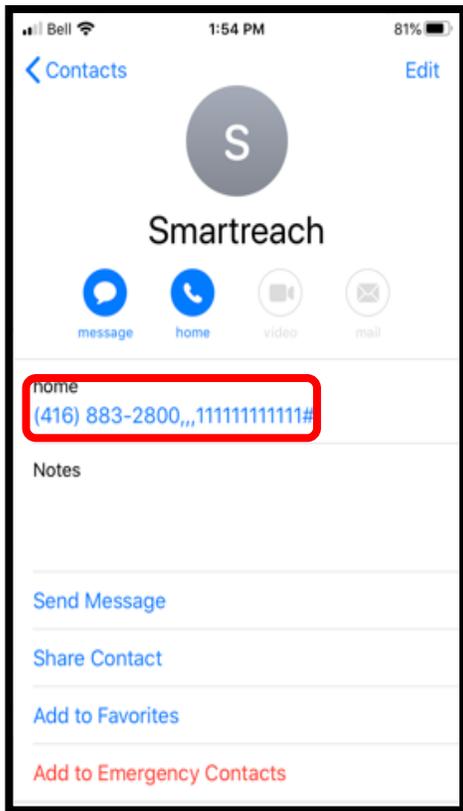


14. The on-screen **keyboard will change**, and you will see a “#” button at the bottom right of the screen. **Press the # Key** to insert a #



15. Tap “**Done**” to save the changed SmartReach number to your Contacts.

The “PAUSE” will allow the message asking for your PIN to be played, before sending your PIN (which is now programmed into your phone) to the phone system.



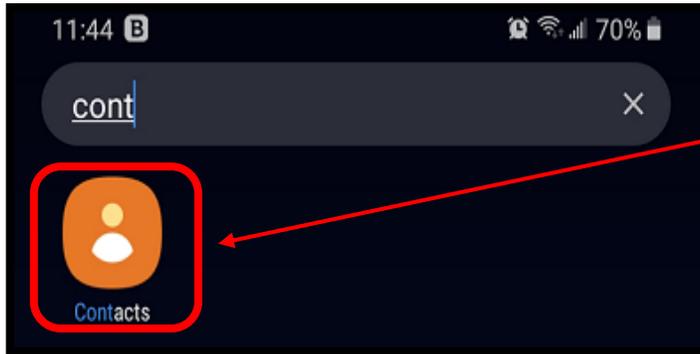
16. This will save your “new” number with the PIN in your Contacts. For example, for a SmartReach customer with **PIN 111111111111**, your changed SmartReach contact number will look like this: **416 883 2800,,,111111111111#**

Going forward, whenever you call the SmartReach number, your iPhone will dial the SmartReach access number, wait through the pause, and then automatically enter the PIN for you. You may then dial your destination number as usual.

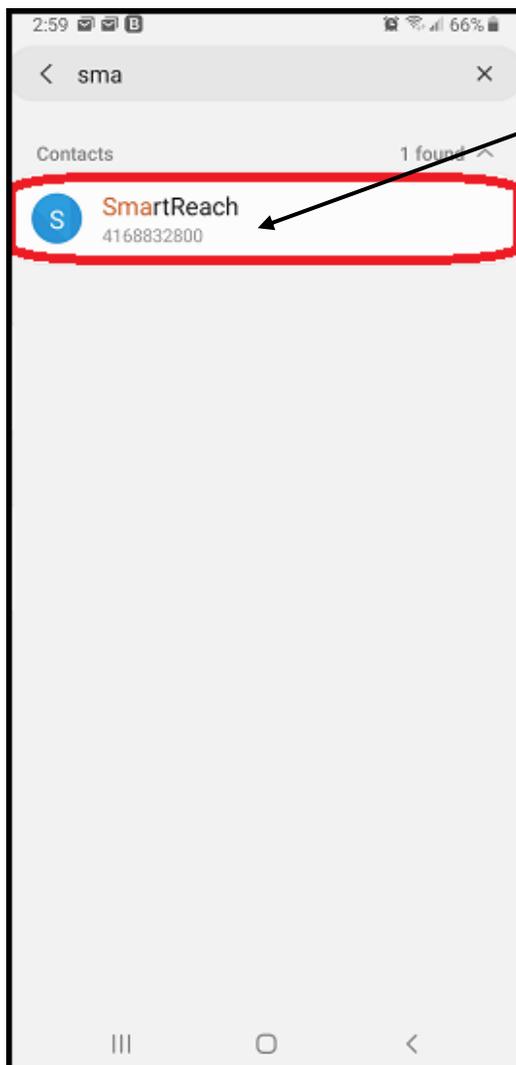
NOTE: PLEASE DO NOT GIVE YOUR PIN TO ANYONE, UNLESS YOU ARE PREPARED TO BE BILLED FOR CALLS MADE BY THEM.

MAKING IT EASIER TO USE YOUR SMARTREACH PIN

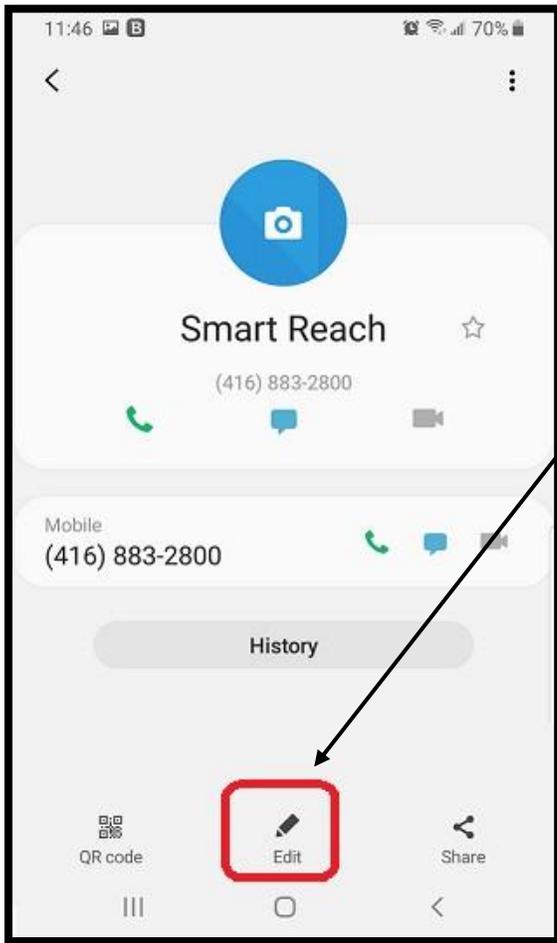
PROCEDURE FOR ANDROID PHONES (FOR IPHONES GO TO PAGE 2)



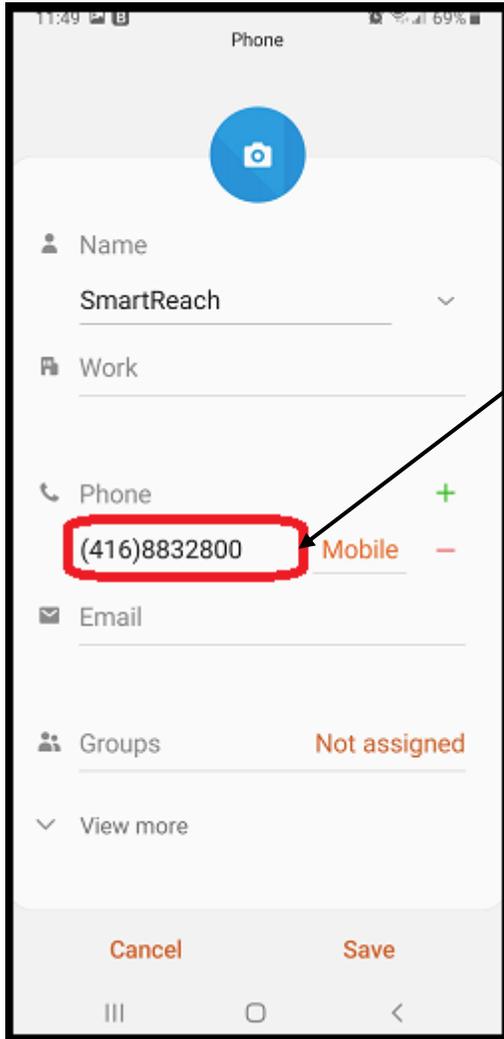
1. **Open the Contacts** app on your Android phone.
2. **Find the SmartReach** access that you use, in your **Contacts**. For the GTA it is 416-883-2800.



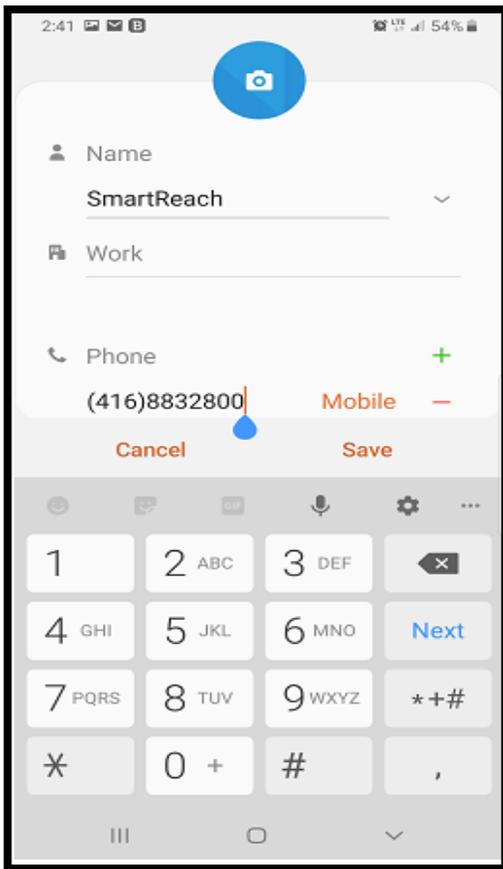
3. **Tap** your existing SmartReach number to bring it up.



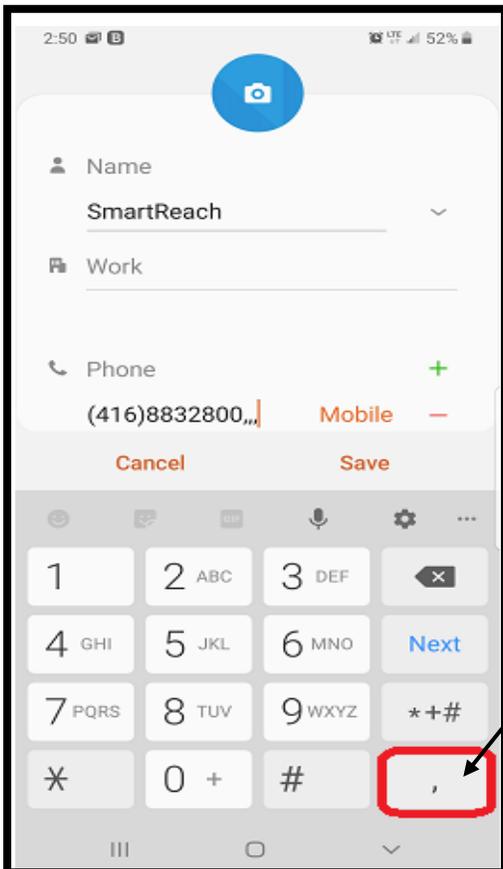
4. Click **Edit** at the bottom center of the screen



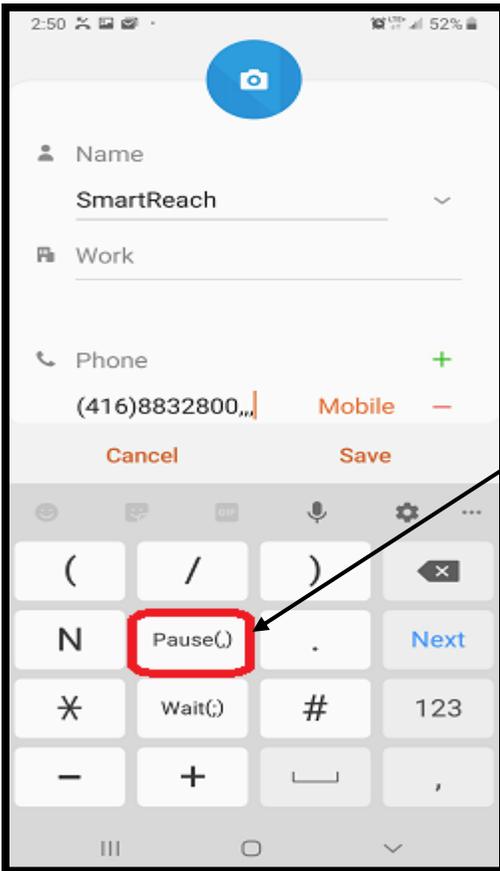
5. Tap the **phone number field** and place the cursor at the end of the phone number



6. The on-screen keyboard appears.

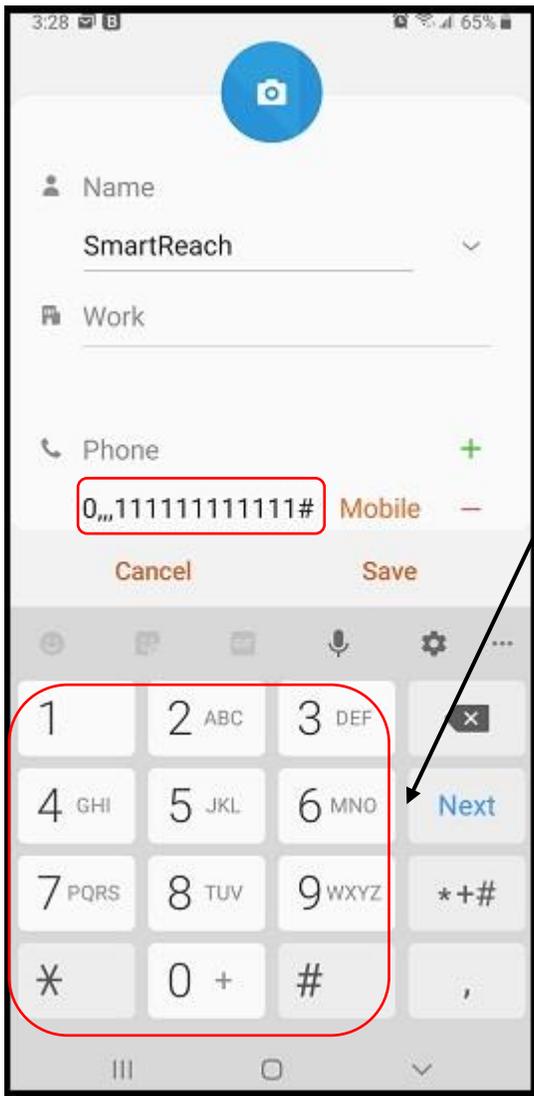


7. **Tap the “,” button three times.** This will insert three commas to the right of the phone number. The “,” can also be inserted by using another method given below if your phone does not have the comma button

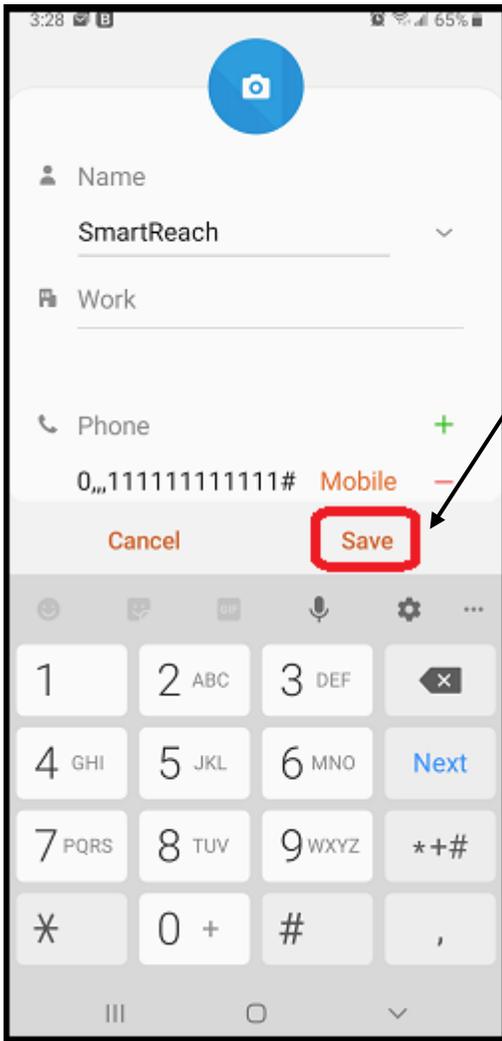


8. Use this method if your phone doesn't have comma button. Tap the symbols (+*#) button and the onscreen keyboard will change, and you will see a "Pause" button on the onscreen keyboard

9. Tap the "Pause" button three times. This will insert 3 commas to the right of the phone number

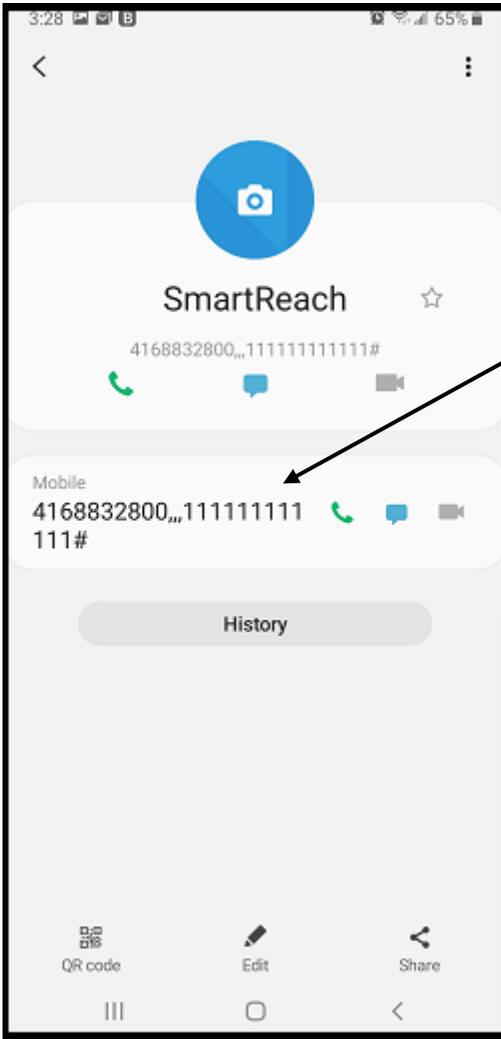


10. Then type your PIN exactly as it was given to you, followed by the “#” key to insert a #.



11. Then tap **“Save”** to save the changed SmartReach number to your Contacts.

The **“PAUSE”** will allow the message asking for your PIN to be played, before sending your PIN (which is now programmed into your phone) to the phone system.



12. This will save your “new” number with the PIN in your Contacts. For example, for a SmartReach customer with **PIN 111111111111**, your changed SmartReach number will look like this: **4168832800,,,111111111111#**

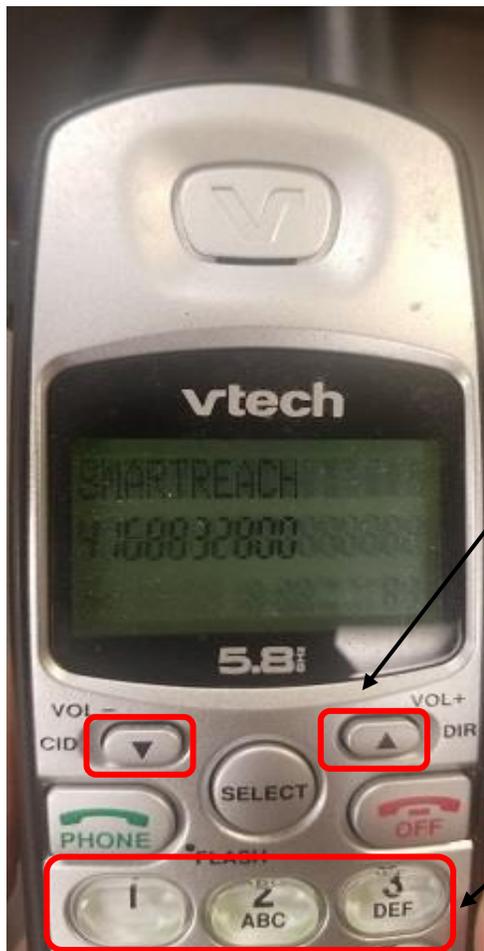
Going forward, whenever you call the SmartReach number, your Android phone will dial the SmartReach access number, wait through the pause, and then automatically enter the PIN for you. You may then dial your destination number as usual.

NOTE: PLEASE DO NOT GIVE YOUR PIN TO ANYONE, UNLESS YOU ARE PREPARED TO BE BILLED FOR CALLS MADE BY THEM.

**PROCEDURE FOR LANDLINE PHONES
(CORDLESS PHONES OR CORDED PHONES WITH SPEED DIAL OPTIONS)**



1. Depending on the phone you have, go to your **phone directory** (in our example it is the DIR or UP arrow)

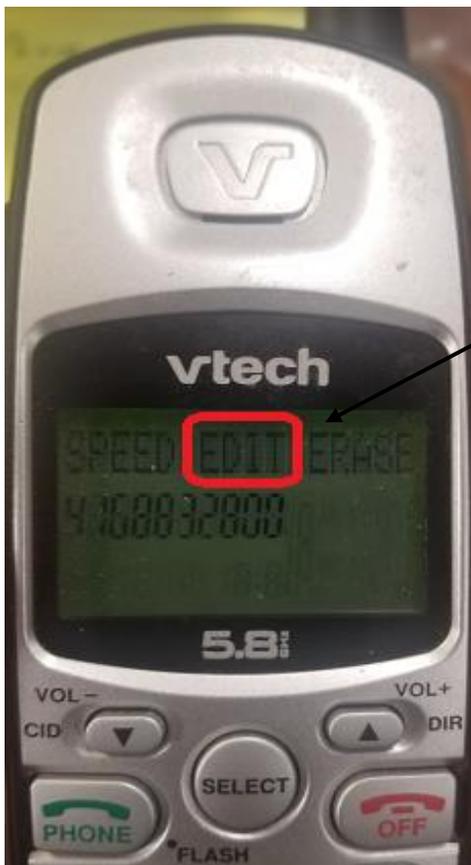


2. Search for your **SmartReach contact** in the directory by using the **Up and Down arrow** or typing the name on the **Keypad**

3. When you find the SmartReach Contact, press the **SELECT** Key to bring up the Edit options



4. Select the **Edit Option** to edit the number:





5. **Press Select button** to use the same name and move onto the phone number edit section



6. Now you will be able to edit the number, press the **“PAUSE”** button (in our example it is REDIAL) **3 Times**



7. The number should look something similar to the photo **(in our example it displays as P for PAUSE)**



8. Then type your PIN exactly as it was given to you.

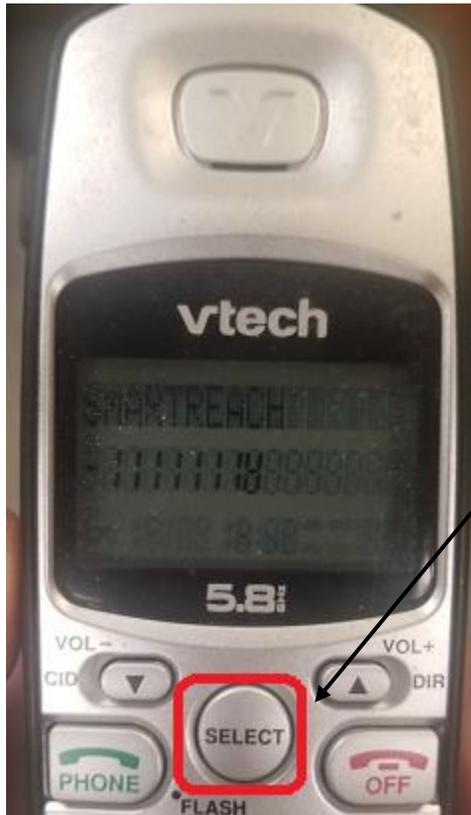


9. Press the “#” key on the phone to insert a # at the end of the phone number



10. Phone number should be similar to photo with # at the end.

The “PAUSE” will allow the message asking for your PIN to be played, before sending your PIN (which is now programmed into your phone) to the phone system.



11. Press the SELECT button to save your “new” number in your Contacts.

12. For example, for a SmartReach customer with **PIN 111111111111**, your changed SmartReach number will look like this: **4168832800,,111111111111#**

Going forward, whenever you call the SmartReach number, your landline phone will dial the SmartReach access number, wait through the pause, and then automatically enter the PIN for you. You may then dial your destination number as usual.

NOTE: PLEASE DO NOT GIVE YOUR PIN TO ANYONE, UNLESS YOU ARE PREPARED TO BE BILLED FOR CALLS MADE BY THEM.