Bell Total Connect

Device registration and set-up guide

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Bell

About this guide

Bell Total Connect is a next-generation hosted IP telephony and unified communications service that delivers crystal-clear voice quality and a full range of messaging, collaboration and conferencing tools.

This guide will outline the steps you can take as an end user or administrator to register and manage your device on the Bell Total Connect Web portal – an easy-to-use online tool that lets you control your company's day-to-day communications, including configuring access and privileges.

If you have any questions about navigating the portal or need help registering your device, please contact your company administrator or refer to the Support section of your welcome guide.

Note: not all features highlighted in this guide are available to all users. Please follow the applicable steps.

What's in this guide

Getting started

To access the Bell Total Connect portal:

1. Open your Internet browser.
2. Log in to the Bell Total Connect portal.
3. Enter your username and password. **Note**: if this is your first time logging in, enter the temporary password provided by your enterprise or enterprise-provisioning administrator. The system will then prompt you to change your password. If you have not yet received your temporary username or password, please contact your enterprise or enterprise-provisioning administrator.
4. Click **Log in** to open the **Overview** screen.

Device registration (users)

After logging in, the portal's Overview page will display a notification asking you to register your device. **Note**: if there is no notification displayed upon login, your device may have already been registered for you by your company administrator. You can view your device details by clicking on **My profile** from the Overview page, then selecting **My user profile**.

To register your device:

1. Click the notification to view the **Quick access** section with the **Device MAC address** field.
2. Enter your device's MAC address. **Note**: the MAC address is the 12-character alphanumeric code on the back of your device, composed of "A-F" and/or "0-9". Do not include special characters or spaces when entering the MAC address. For some devices, the first six characters of the MAC address are pre-populated. Please enter only the remaining six characters. Once entered correctly, the input field will turn green.
3. Click **Save**.

You may also register a device or change your primary device's MAC address at any time in the Phone details section of My profile.

1. On the Overview page, click on **My profile** then select **My user profile**.
2. Select **Phone details** from the left navigation menu.
3. Enter your device's MAC address in the **Device MAC address** field.
4. Click **Save**.

Device registration manager (administrators)

Company administrators are provided with two Bell Total Connect accounts:

- User account – To configure and use personal phone settings and features
- Administrator account – To access group/department configuration and management tools

Through the Administrator account, you can register or change one or more device MAC addresses using **Device registration manager**. You can either enter devices individually in the Web tab or uploading an Excel file in the Excel tab.

Web

1. From the Overview page in the Bell Total Connect portal, click on **My Group Profile** then select **Administration**.
2. Select **Device registration manager** from the left navigation menu.
3. Click the **Web** tab.
4. To find a user, enter a keyword in the search field then click Search. Keywords can include first or last

name, device name or a phone number. The table below the search bar will populate based on the keyword search. Select the appropriate user.

5. In the **MAC address** field next to a specific user name, type the device MAC address you want to associate with that user. **Note**: the MAC address is the 12-character alphanumeric code on the back of your device, composed of "A-F" and/or "0-9". Do not include special characters or spaces when entering the MAC address. For some devices, the first six characters of the MAC address are pre-populated. Please enter only the remaining six characters.

6. Click on any other field on the page to save/register the MAC address you entered.

7. You can unregister a device by deleting that device's MAC address from the **MAC address** field on the Device registration manager Web page, then clicking on any other field to save the changes.

Excel

1. From the Device registration manager page, click on the **Excel** tab.

2. Select **Download current registration file** from the **Excel** page to download an Excel file with the current list of registered devices in your group. **Note**: the Excel file has five columns: First name, Last name, Phone number, Device model and MAC address.

3. From the **MAC address** column of the Excel file, select the device MAC address you would like to modify. Delete the current MAC address and/or enter a new MAC address into the selected field. **Note**: do not make changes to any other columns in the Excel file.

4. Save the modified Excel file to your computer.

5. From the **Excel** page under Device registration manager, click **Select a file** to upload the modified Excel file, then click **Preview changes**. This will display a summary of the changes that have been made in the Excel file you uploaded.

6. Click **Submit** to confirm and save changes.
   If there is an error message in the Preview changes summary, please follow the instructions on screen to correct the error and resubmit the modified file.

Device set-up (users and administrators)

Once you have successfully registered a device:

1. Follow the set-up instructions in the device shipping box.

2. Use an Ethernet cable to connect your device to your network (router, modem, or switch). **Note**: if you are connecting an Analog Terminal Adapter (ATA), connect the Ethernet cable to the WAN or the ETH1 port on the back of the ATA device.

3. Connect the device to a power supply.

Note: your device may reboot a few times before it is ready for use. This process may take several minutes.

If you are connecting a Cisco key expansion module (part numbers CP-8800-A-KEM or CP-8800-A-KEM-3PC=) to a Cisco CP-8851 phone, please follow these steps:

1. From the phone interface, access the configuration menu and select option 4 – **User preferences**.

2. Select option 4 – **Attendant console preferences**.

3. Using the arrows, change the value of the **KEM type** to **CP-8800-Audio** and press **Set**. Wait for the phone to restart.

Note: if you are connecting an older Cisco key expansion module (part numbers: CP-BEKEM or a CP-BEKEM-3PCC), the above steps are not required, as it will register to the CP-8851 phone automatically after you connect the module to the phone.

Troubleshooting (users)

Issue	Solution
I cannot find the MAC address of my device.	Please refer to the Appendix for a list of devices and their respective MAC address locations.
I entered my device's MAC address but my device is still not working.	Your device might have been previously configured and connected using another MAC address. 1. Reboot your device. (Please refer to the device's manual for guidance.) 2. If the device fails to work after the reboot, a phone factory reset is required. Please refer to the phone factory reset and installation procedures for your device in the Download and support section of the Bell Total Connect Web portal. If the problem persists, please contact your company administrator for assistance.
I entered my device's MAC address, but I am getting an error stating it is already assigned.	Another device is using your MAC address. Please contact your company administrator.

Troubleshooting (administrators)

Issue	Solution
A device's MAC address is already assigned within your enterprise.	• Please follow the instructions in the error message on your screen to verify and resubmit the information entered.
A device's MAC address is already assigned outside of your enterprise.	• Please contact the Bell Total Connect Help Desk at **1 888 788-2355**. Proof of device ownership is required.
The device does not work properly after the MAC address is configured in the Web portal.	• Verify network connectivity using the network assessment tool to determine whether there are firewall issues affecting device configuration. • After checking network connectivity, reboot the device. • If the device does not start to work properly after the reboot, perform a factory reset. Please refer to the phone factory reset and installation procedures for the device in the Download and support section of the Bell Total Connect Web portal.
Sound quality problems using IP phones and Analog Telephone Adaptors (ATAs)	• Verify the network quality parameters using the network assessment tool. The tool will simulate the load on your network connection to validate its ability, from both a capacity and a quality point of view. • See the network assessment tool results to determine whether you have reached (or are close to) the maximum number of concurrent calls allowed on your company network. • You may ask your enterprise administrator to turn on the low bandwidth codec in the Web portal for your site temporarily. **Note**: this option is only available for Polycom and Cisco devices. If the problem persists, consider increasing the Internet bandwidth at the affected company site. • Consider upgrading your router or switches to ones that support differentiated services code point (DSCP) marking to honour traffic prioritization.
Sound quality problems using Webex Desktop/BTC Desktop application	• Please follow the guidelines outlined above for **Sound quality problems using IP phones and ATAs**. • If the device is connected to a Wi-Fi network, disconnect from that network and switch the device to a wired Ethernet connection.
Received defective or incorrect device	• Please refer to Bell Total Connect Equipment Support section on **bell.ca**.

Appendix

IP phone MAC address location

Device type	MAC address location
• Poly VVX150 • Poly VVX250 • Poly VVX350 • Poly VVX450 • Poly VVX311 • Poly VVX411 • Poly VVX501 • Poly VVX601	The MAC address is the 12-character alphanumeric code printed above the bar code on the back panel of the device. It may also be printed on the shipping box next to SERIAL NO.
• Poly Trio 8300	The MAC address is the 12-character alphanumeric code printed next to SN, above the bar code, on the back panel of the device.
• Mediatrix 4102 • Mediatrix C711 • Mediatrix S724	On the back panel of the device, this is the alphanumeric code that can be found below the bar code, under the heading MAC Address. It is composed of "A-F" and/or "0-9".
• Cisco CP-6821 • Cisco CP-6871 • Cisco CP-7841 • Cisco CP-8841 • Cisco CP-8851	On the back panel of the device, this is the alphanumeric code found above the bar code, next to MAC. It is composed of "A-F" and/or "0-9".

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