Bell Total Connect

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 send instant messages 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 will 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

Messages 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 Messages view, you can tap the arrow or the X located in the top left-hand corner of the screen, and they will take you back to the previous screen.

Messaging
From the Messages view, you can see all instant messages from Bell Total Connect users and groups.

Creating messages
1. To send an instant message, tap the plus sign located in the top right-hand corner.
2. Enter the contact's first name in the To field and select the contact from the list of names that appears. You can add multiple Bell Total Connect contacts to send a group message.
3. Type your message and click **Send**.

Viewing and replying to messages
- To reply to or read past conversations, select the conversation from the Messages view.
- Unread messages will appear in bold and read messages will be greyed out.
- All messages will have a date stamp, an icon will indicate the number of missed messages in a conversation, and group messages will have a corresponding icon.

Group messaging
1. To access your current contact groups, tap the menu icon and select **Groups**.
2. Select the name of the group, and the list of group members will appear.
3. To start a group message, select the more icon (three horizontal dots) in the top right-hand corner, and select **New message**.
4. To create a new group, from the Groups view, select the plus sign. Enter a new group name and tap **Create**. Once a group is created, select the group name and tap the plus sign to search the directory and add Bell Total Connect contacts.

Searching for messages
- To search for keywords or conversations, use the search bar located at the top of the 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 and presence status.
4. From the contact information view, you can start a chat, email, audio call or video call. You can also click **Call Room** to dial into their audio conference or **Join Room** to participate in their group chat.
5. To join or open your audio conference bridge, select **Call Room** from the menu view.

Managing active calls

- If you subscribe to the call recording feature, you can record or stop recording a call, using the buttons located in the top right-hand corner of the screen.
- While on an active call, you can use the buttons to put the call on mute, hold and 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 one of your other Bell Total Connect devices (i.e. desk phone or desktop app), tap the menu icon and select **Pull call**.

Managing contacts

1. To add to your Favourites, tap the menu icon and select **Favourites**.
2. Select the plus sign to search the directory and add a new contact.
3. To remove a favourite, select their name and tap **Remove from favourites**.

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, managing Simultaneous ring, and Call manager queues (if you subscribe to the Call manager queue feature).
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 or photo.
- From this view, you can view your name, contact information, profile photo and current presence status. While on an active call, your presence status will automatically change to On a call.
- You can also dial into or open your Room.
- To make changes to your profile, click **Edit**, located in the top right-hand corner of the screen.
- You can also manually change your status (Available, Away or Busy) by using the drop-down menu.

For more information, choose **About** from the main menu or contact your Bell representative.

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