

Bell Total Connect – E9-1-1 Self Serve Testing Tool

Bell Total Connect (BTC) Enhanced 9-1-1 (E9-1-1) increases the safety and security of personnel throughout your organization. It routes all emergency calls to the nearest available Public Safety Answering Point (PSAP) for the most rapid response possible and automatically transmits location details to PSAP agents – giving emergency responders the most accurate information to act on.

The E9-1-1 self serve testing tool enables customers to verify information programmed by their Network Administrator into the BTC Portal.

You can do this by dialling the toll-free number identified in the steps below. This call must be made from a BTC desktop phone or desktop client that is enabled with Quality of Service served by BTC IP VPN. An interactive voice response (IVR) system will answer and recite the current 9-1-1 address information based on what was entered in the Emergency E9-1-1 section of the BTC Portal.

Please note: this testing tool is only available for BTC over IP VPN subscribers. Devices that operate over the Internet are supported with Basic 9-1-1 only.

To use the BTC E9-1-1 Self Serve Testing Tool:

1. Call **833 367-0911** from the BTC phone you would like to test.
2. The IVR will read out the address programmed in the BTC Portal.
3. To replay the address message, press **1** for French or **2** for English.
4. To email a copy of the results of the call to the Network Administrator, press **3**.
5. To hear detailed parameters found in BTC Portal – Zone ID, calling device IP address, EdgeMarc name (Bell internal information; EdgeMarc WAN IP, ELINs) – press **4**.

If you are experiencing issues with incorrect or missing information, refer to the email sent to the Network Administrator in step 4 above. If you require more information, please refer to [How to administer your Bell Total Connect E9-1-1 service \(user guide\)](#), or contact the Bell Total Connect help desk. Your help desk contact information can be found in your Bell Total Connect welcome package.