Bell Total Connect

Packages

Feature	Description	Talk / Call	Collaborate	Go	Teams	Meetings
Unified Communication Features						
Desktop App	Deliver voice, video, instant messaging and presence to desktop computers and laptops		✔	✔	✔ Webex	✔ Webex
Mobile App	Make a call from your mobile device and have your unique business number appear as the outgoing number. Your business name will also appear on people's caller ID when using your mobile phone.			✔	✔ Webex	✔ Webex
Find Me & Follow Me	Re-route calls to additional phone numbers, in sequence, according to pre-set schedules (e.g., daytime, evenings, weekends) so you never miss a call. This feature can be managed in the web portal.			✔	✔	✔
Hoteling	Make or receive calls from any phone set that has been designated by the administrator as a hoteling workstation. This can be done by temporarily assigning that phone set to your own phone number in the web portal.	✔	✔	✔	✔	✔
Multiple Call Arrangement	In conjunction with Shared Call Appearance, this feature allows a designated group to manage multiple outgoing and incoming calls simultaneously using one assigned number. If a colleague in your group is using the line but you need to call or answer someone else using the same line, you can do so even though the line is already in use – ensuring calls are never missed.	✔	✔	✔	✔	✔
Team messaging	Collaborate more effectively with colleagues, clients, and contractors with team messaging, task assignment, calendar sharing, and more. Also, utilize out-of-the-box integrations with Jira, Asana, Box, Google Drive, OneDrive, and more.				✔	✔

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Video Meetings	Initiate a video conferencing call for up to 1,000 participants using the desktop. (maximum number of participants varies by the service package)				✔ 100*	✔ 1000
Audio meetings	Hold audio meetings with up to 25 participants (maximum number of participants varies by the service package)		✔ 25	✔ 25	✔ 100*	✔ 1000
Screen sharing	Share a screen or a single application with others.		✔	✔	✔	✔
Meeting recordings	Record your Webex meetings to easily playback and share with participants.					✔
Out of Service Call Forward	Forward incoming calls to a pre-established number when your device is not available (in the case of a power outage or equipment failure). To activate, dial *94 or enable it in the web portal	✔	✔	✔	✔	✔
Remote Office	When working remotely, make outgoing calls appear as though they originated from the office, and route incoming work calls to a number of your choice. This feature can be managed in the web portal, desktop app or mobile app.			✔	✔	✔
Shared Call Appearance	Incoming calls ring on designated colleagues' phones, as well as your own, using a shared number, ensuring your customers' calls are always answered by whoever is available in the group.	✔	✔	✔	✔	✔
Simultaneous Ring	Incoming calls simultaneously ring on numbers of your choosing. The call is then routed to whichever device you answer, including mobile phone, home phone, colleague's phone, PC with a soft client, etc. This feature can be managed in the web portal, desktop app or mobile app.			✔	✔	✔
Voicemail to Email	Send voicemail messages to a designated email address as a media attachment. This feature can be enabled in the web portal.		✔	✔	✔	✔
Web Portal(s)	Manage all your telephony features anywhere with an Internet connection on the Bell Total Connect portal. Manage all Webex features on the Cisco Control Hub portal.	✔	✔	✔	✔	✔

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Business Management Features						
Paging	The phone-to-phone paging feature allows authorized paging users to contact each other by dialing a designated paging number through the paging soft key on the desk phone.	✓	✓	✓	✓	✓
Calling Features						
Call Display	View the caller's name and number before answering.	✓	✓	✓	✓	✓
Call Forward All Calls	Redirect all incoming phone calls to another number, such as a mobile phone. To activate, Dial *72 and then enter the phone number where you want to redirect calls, followed by the pound sign (#). You can also select the Call Forward Always option on your desk phone.	✓	✓	✓	✓	✓
Call Forward No Answer	Redirect incoming phone calls to another number, such as a mobile phone, when a call is not answered. To activate, Dial *92 and then enter the phone number where you want to redirect calls. You can also select the Call Forward No Answer option on your desk phone.	✓	✓	✓	✓	✓
Call Forward Busy	Redirect incoming phone calls to another number, such as a mobile phone, when the line is busy. To activate, Dial *90 and then enter the phone number where you want to redirect calls. You can also select the Call Forward Busy option on your desk phone	✓	✓	✓	✓	✓
Call Hold	Place a call on hold whereby the connection is not terminated but no verbal communication is possible until the call is removed from hold.	✓	✓	✓	✓	✓
Calling Line ID Block	Blocks the display of your Calling Line ID on a per-call basis. To activate, dial *67 and place the call as usual.	✓	✓	✓	✓	✓
Call Park	You can 'park' a call against your number or another Bell Total Connect number so that it can be retrieved and answered by another user or with a different phone within your organization.	✓	✓	✓	✓	✓
Call Pickup	Ensure a quick call answer. The administrator can create groups and allow any member of the group to answer.	✓	✓	✓	✓	✓

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Call Transfer	Transfer a call to a specified destination through either a consultative transfer or a blind transfer.	✓	✓	✓	✓	✓
Call Waiting	Turn on Call Waiting for all calls placed. To activate, dial *43 or select it in the web portal.	✓	✓	✓	✓	✓
Do Not Disturb	When the Do Not Disturb feature is active, your phone will not ring and all calls will go directly to a busy feature such as voicemail. To activate, dial *78 or select the Do Not Disturb option on your desk phone.	✓	✓	✓	✓	✓
Last Number Redial	Redial the last number you called. You are only allowed to redial calls to call types in the outgoing calling plan. To activate, dial *66 or through the call history on your desk phone.	✓	✓	✓	✓	✓
Speed Dial 8	Designate a single-digit code for up to eight telephone numbers you dial most often. To activate, dial *74 and then enter the speed-dial digit (2 through 9) to assign to the party you want to call.	✓	✓	✓	✓	✓
Three-Way or Six-Way Calling	Host a conference call with up to five additional calling parties. Your company administrator can activate the Three-Way or Six-Way calling feature setting per user.	✓	✓	✓	✓	✓
Voicemail	Access your voice messages.		✓	✓	✓	✓

* VoIP only conference bridge, no PSTN access.

Optional Features

Call manager queue	Automatically process incoming calls received by a single phone number, allowing for the distribution of calls to a single agent or group of agents.
Call dashboard	Web-based client for receptionists and executive assistants that provides switchboard capability, contact directories and employees phone status.
Music on hold	Enhance your service by allowing music and recorded announcements to play for callers placed on hold.
Hunt group	With Hunt Groups, you (or the Auto Attendant) can direct an incoming call to a list of phone numbers assigned to a specific group.
Auto-attendant	Answer calls, deliver a greeting to callers and present them with a menu of touch-tone options to direct their calls – without the need for a live receptionist.

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