Bell MTS Hosted Collaboration Solution

Administrator portal | User guide
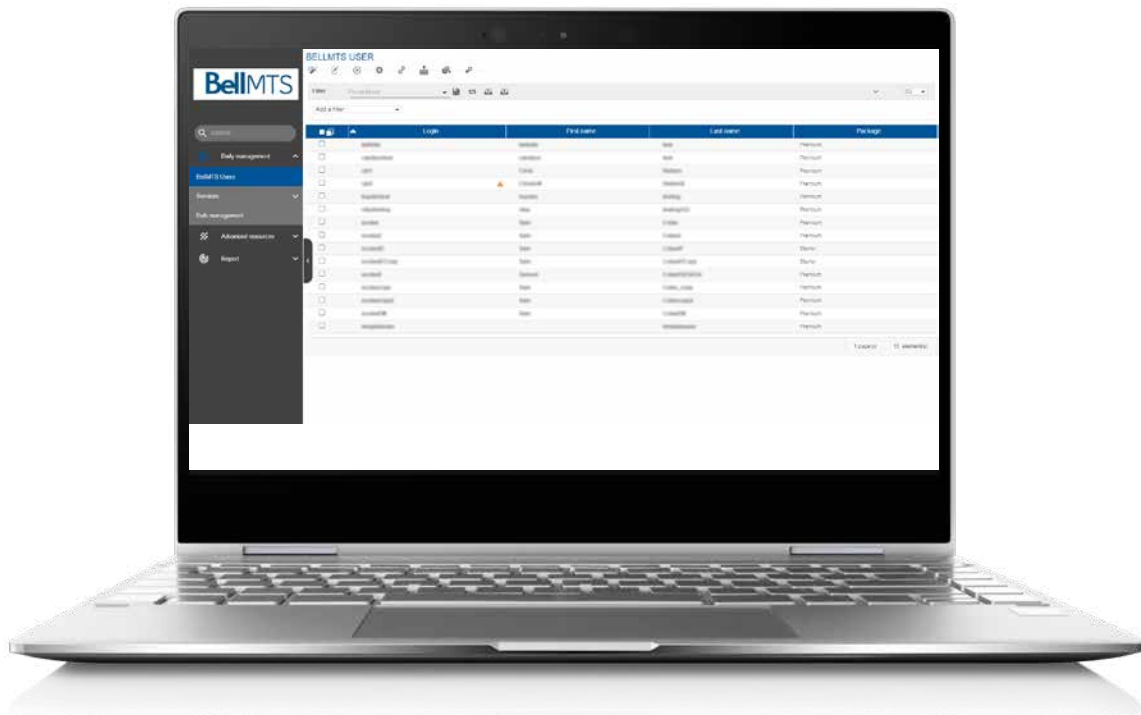
Bell

Table of contents

Icons legend

Below you will find a table of the Bell MTS administrator portal icons that are referenced in this guide.

Icon	Description
	Quick create
	Organization chart
	Quick lookup
	Grid
	Checkmark

Packages and features

Starter

- One device (ideal for public use areas like waiting rooms, lobby phones or staff rooms)

Core*

- One device (basic functionality for a standard office worker)
- Instant messaging and presence capabilities
- Option to add voicemail for an additional fee

Enhanced desktop phone

- One device (ideal for receptionists, knowledge or administrative staff positions)
- Video calling (with the proper device)
- Instant messaging and presence capabilities
- Option to add voicemail for an additional fee
- Video conference DX80 device

Enhanced Jabber for desktop

- Advanced collaboration and communication via PC/MAC using Jabber
- Video calling
- Instant messaging and presence capabilities
- Option to add voicemail for an additional fee

Enhanced Jabber for Android device

- Advanced collaboration and communication via Android mobile device using Jabber
- Video calling
- Instant messaging and presence capabilities
- Option to add voicemail for an additional fee

Enhanced Jabber for iPhone device

- Advanced collaboration and communication via iPhone mobile device using Jabber
- Video calling
- Instant messaging and presence capabilities
- Option to add voicemail for an additional fee

Enhanced Jabber for tablet device

- Advanced collaboration and communication via tablet/iPad device
- Video calling
- Instant messaging and presence capabilities
- Option to add voicemail for an additional fee

Premium

Ideal for executives, power users and mobile workers

- Up to 10 devices (such as sets, PC/MAC, Jabber on mobile devices/tablets)
- Voicemail
- Video calling
- Smartphone client access
- Instant messaging and presence capabilities

Jabber Solo

- Instant messaging and presence for one user

Standalone voicemail

- Internal voicemail for one user

VC room

- One device for a Cisco Room Endpoint (Cisco SX or MX series)

* Core packages are available only to customers registered for Bell MTS Hosted Collaboration Solution prior to September 1, 2020

Adding new users

Creating new users/devices – Starter package

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC).
If you require assistance to retrieve your unique administrator user page web address, please contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca
2. Click on **Daily Management** then **BellMTS Users on the left**
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart** icon in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – Starter
- **Email** – Fill in the user's email address (if there is one associated)
- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
Note: You may not need to fill in the password field if a default password has already been set up

Package
Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number
- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Extension Mobility** – Select **Yes** or **No**.
If **Yes** is selected, choose the phone model
- **Subscribe CSS** – Should be automatically selected based on which department was allocated
- **Department** – This is an optional field to show this user's department within the company

Service – Additional desk phone
New device

- **Device Type** – Select device
- **Phone Model** – Choose the phone model from the dropdown menu
- **MAC Address** – Enter the letters **SEP** followed by the MAC address for that user's device. Do not include spaces
- **Description** – The description of that device's user
- **Device Pool** – Choose your device pool with either SRST or NoSRST
- **Softkey Template** – Choose a softkey template from the dropdown menu (if unsure, choose the standard softkey template)
- **Phone Button Template** – Choose a phone button template from the dropdown menu
You will only see this option if there are custom phone button templates created by Bell MTS. Otherwise, the standard template will be applied.

Line – Associated devices

- **Visual Message Waiting Indicator Policy** – Defaulted to System Policy but can be changed
- **Display** – How the user wants their name displayed internally
- **External Name Display** – How the user's name will be displayed for external calls
- **Text Label** – What the user wants to display on their own set
- **Ring Settings (Phone Idle)** – Set to system default but can be changed
- **Ring Settings (Phone Active)** – Set to system default, but can be changed
- **Busy Trigger** – May be set to a default number, but can be changed
- **Maximum Number of Calls** – May be set to a default number, but it can be changed

Service –Line new
Line

- **Service Address** – User's physical location

- **Internal Number** – Select either the **quick lookup** icon to get a number automatically or the **grid** icon to bring up a table of available internal extensions. Green means that extension is available. Red means that extension is unavailable

  Once the table of available internal extensions is displayed:

  1. Click on a **green internal extension**
  2. An external directory number and an external phone number mask will be automatically populated. This is the 10-digit number for this user that will be displayed when an external call is made

  > Important: If you want to change the internal number, external directory number, or the external phone number mask, you must contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca

- **Calling privileges** – Choose either:
  - **Line_Internal_CSS** – The user can only call internally
  - **Line_International_CSS** – The user can call anywhere in the world
  - **Line_Local_CSS** – The user can call anywhere in Manitoba
  - **Line_LongDistance_CSS** – The user can call anywhere in Canada and the United States
- **Calling privileges for call forward all** – Choose between:
  - **Fwd_Local_CSS** – The user can forward calls anywhere in Manitoba
  - **Fwd_LongDistance_CSS** – The user can forward calls anywhere in Canada and the United States
    Note: You will have an option to choose between or select both Hunt Group and Pickup Group
- Configure Hunt Group, Pickup Group or other lines before selecting any of the previous options
- Please contact the Bell MTS BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca to activate Hunt Group and Pickup Group services.

You may select the following options independently:

- Activate service Hunt Group Member
- Activate service Pickup Group Member
- Select **Number of services Public Shared Line to activate**

- Select **Number of services User ShareLine to activate**
- Activate service single number reach

To add additional lines to this device, click the checkbox for **Number of services User ShareLine to activate** then select a number of lines in the dropdown menu. You will then be given an option to assign additional lines to this device. Select an existing line in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter, type in the existing line you are looking for in the blank space provided, then click the **checkmark** to the right to search
4. Once you have found the line, double click on it and it will move to the top into the selected **Line Components** section

or

If you wish to add additional lines to this device, which are only used for accessing voicemail, click the checkbox for **Number of services Public Shared Line to activate**, then select a number of lines in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter and type in what you are looking for in the blank space provided, then click to the right to search (you may need to select a few different filter options to find the line you are looking for)
4. Once you have found the line, double click on it and it will move to the top into the selected **Shared Line Components** section
5. Click **Update**
   If you select **Activate Service Single Number Reach**, you will be given an option to assign the Destination Number (ensure to put 9 and area code first for external numbers) and Destination name
6. Click **Apply**

You have now created a new user with a Starter package.

Creating new users/devices/voicemail – Core package/enhanced desktop phone package

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart icon** in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – Core or Enhanced desktop phone
- **Email** – Fill in the user's email address (if there is one associated)
- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
  Note: You may not need to fill in the password field if a default password has already been set up.

Package
Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number
- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Extension Mobility** – Select **Yes** or **No**
  If **Yes** is selected, choose the phone model
- **Subscribe CSS** – Should be automatically selected based on which department was allocated
- **Department** – This is an optional field to show this user's department within the company

Service – Additional desk phone
New device

- **Device Type** – Select device
- **Phone Model** – Choose the phone model from the dropdown menu
  Note: if you choose a phone that will allow for an expansion module, you will be given an option to add an expansion module
- **MAC Address** – Enter the letters **SEP** followed by the MAC address for that user's device. Do not include spaces
- **Description** – The description of that device's user
- **Device Pool** – Choose your device pool with either SRST or NoSRST
- **Softkey Template** – Choose a softkey template from the dropdown menu (if unsure, choose the standard softkey template)
- **Phone Button Template** – Choose a phone button template from the dropdown menu
  You will only see this option if there are custom phone button templates created by Bell MTS. Otherwise, the standard template will be applied.

Line – Associated devices

- **Visual Message Waiting Indicator Policy** – Defaulted to System Policy but can be changed
- **Display** – How the user wants their name displayed internally
- **External Name Display** – How the user's name will be displayed for external calls
- **Text Label** – What the user wants to display on their own set
- **Ring Settings (Phone Idle)** – Set to system default but can be changed
- **Ring Settings (Phone Active)** – Set to system default, but can be changed
- **Busy Trigger** – May be set to a default number, but can be changed
- **Maximum Number of Calls** – May be set to a default number, but it can be changed

Service – Line new
Line

- **Service Address** – User's physical location
- **Internal Number** – Select either the **quick lookup** icon to get a number automatically or the **grid** icon to bring up a table of available internal extensions. Green means that extension is available. Red means that extension is unavailable

Once the table of available internal extensions is displayed, click on a **green internal extension**.

An external directory number and an external phone number mask will be automatically populated. This is the 10-digit number for this user that will be displayed when an external call is made.

Important: If you want to change the internal number, external directory number, or the external phone number mask, you must contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca

- Calling privileges – choose either:
    - Line_Internal_CSS – The user can only call internally
    - Line_International_CSS – The user can call anywhere in the world
    - Line_Local_CSS – The user can call anywhere in Manitoba
    - Line_LongDistance_CSS – The user can call anywhere in Canada and the United States
- Calling privileges for call forward All – choose between:
    - Fwd_Local_CSS – The user can forward calls anywhere in Manitoba
    - Fwd_LongDistance_CSS – The user can forward calls anywhere in Canada and the United States
      Note: You will have an option to choose between or select both Hunt Group and Pickup Group
- Configure Hunt Group, Pickup Group or other lines before selecting any of the previous options.
- Please contact the Bell MTS BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca to activate Hunt Group and Pickup Group services.
- You can add the Unity Connection Voicemail by checking the box.

To add additional lines to this device, click the checkbox for **Number of services User Shared Line to activate** then select a number of lines in the dropdown menu. You will then be given an option to assign additional lines to this device. Select an existing line in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter and type in what you are looking for in the blank space provided, then click to the right to search
4. Once you have found the line, double click on it and it will move to the top into the selected **Line Components** section

or

If you wish to add additional lines to this device, which are only used for accessing voicemail, click the checkbox for **Number of services Public Shared Line to activate**, then select a number of lines in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter and type in what you are looking for in the blank space provided, then click to the right to search (you may need to select a few different filter options to find the line you are looking for)
4. Once you have found the line, double click on it and it will move to the top into the selected **Shared Line Components** section
5. Click **Update**
   If you select **Activate Service Single Number Reach**, you will be given an option to assign the Destination Number (ensure to put 9 and area code first for external numbers) and Destination name.

If you want to add voicemail:
1. Select **Activate service Unity Connection – Voicemail**
2. Click **Apply**

You have now created a new user with a Core package or an Enhanced desktop phone package.

Creating new users/devices/voicemail – Enhanced – Jabber for desktop, Android, iPhone, or tablet package

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart icon** in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – Enhanced for desktop, Enhanced – Jabber for Android, Enhanced – Jabber for iPhone, or Enhanced -Jabber for tablet.
- **Email** – Fill in the user's email address (if there is one associated)
- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
  Note: You may not need to fill in the password field if a default password has already been set up.

Package
Service – Collaboration for desktops, Android, iPhone, or tablet

New device

- **Description** – The description of the user for that device
- **Device Pool** – Choose your device pool with either SRST or NoSRST
- **Display** – How the user wants his or her name displayed internally
- **External Name Display** – How the user's name will be displayed for external calls
- **Text Label** – What the user wants to display on his or her own Jabber client

Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number
- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Extension Mobility** – Select **Yes** or **No** If **Yes** is selected, choose the phone model
- **Subscribe CSS** – Should be automatically selected based on which Department was allocated
- **Department** – This is an optional field to show this user's department within the company

Service – Line new
Line

- **Service Address** – User's physical location
- **Internal Number** – Select either the **quick lookup** icon to get a number automatically or the **grid** icon to bring up a table of available internal extensions. Green means that extension is available. Red means that extension is unavailable.

  Once the table of available internal extensions is displayed, click on a **green internal extension**.

  An external directory number and an external phone number mask will be automatically populated. This is the 10-digit number for this user that will be displayed when an external call is made.

> Important: If you want to change the internal number, external directory number, or the external phone number mask, you must contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca

- **Calling privileges** – Choose either:
  - **Line_Internal_CSS** – The user can only call internally
  - **Line_International_CSS** – The user can call anywhere in the world
  - **Line_Local_CSS** – The user can call anywhere in Manitoba
  - **Line_LongDistance_CSS** – The user can call anywhere in Canada and the United States
- **Calling privileges for call forward All** – Choose between:

- **Fwd_Local_CSS** – The user can forward calls anywhere in Manitoba
- **Fwd_LongDistance_CSS** – The user can forward calls anywhere in Canada and the United States
  Note: You will have an option to choose between or select both Hunt Group and Pickup Group

- Configure Hunt Group, Pickup Group or other lines before selecting any of the previous options
- Please contact the Bell MTS BCC helpline at 204 941-6691 or BCChelpdesk@bellmts.ca to activate Hunt Group and Pickup Group services
- You can select the Unity Connection Voicemail by checking the box

To add additional lines to this device, click the checkbox for **Number of services User Shared Line to activate** then select a number of lines in the dropdown menu. You will then be given an option to assign additional lines to this device. Select an existing line in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter and type in what you are looking for in the blank space provided, then click the **checkmark** to the right to search
4. Once you have found the line, double click on it and it will move to the top into the selected **Line Components** section

or

If you wish to add additional lines to this device that are just used for accessing voicemail, click the checkbox for **Number of services Public Shared Line to activate**, then select a number of lines in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter and type in what you are looking for in the blank space provided, then click to the right to search (you may need to select a few different filter options to find the line you are looking for)
4. Once you have found the line, double click on it and it will move to the top into the selected **Shared Line Components** section

5. Click **Update**
   If you select **Activate service Single Number Reach**, you will be given an option to assign the Destination Number (ensure to put 9 and area code first for external numbers) and Destination name
   Note: Adding a user shared line or a public shared line are the only available options for the Enhanced – Jabber for Desktop package.

If you want to add voicemail:

1. Select **Activate service Unity Connection – Voicemail**
2. Click **Apply**

You have now created a new user with an Enhanced Jabber for Desktop, Android, iPhone or tablet package.

Creating new users/devices/voicemail – Premium package

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart icon** in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**.
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – Premium
- **Email** – Fill in the user's email address (if there is one associated)
- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
  Note: You may not need to fill in the password field if a default password has already been set up.

Package
Service – Cisco Jabber – Collaboration for desktops (new)

In this section, you can activate:

- Service Collaboration for Android Smartphones
- Service Collaboration for iPhones
- Service Collaboration for tablets

Once you activate any of the three options you are able to change the:

- **Display** – Description of the device
- **External Name Display** – The user name that is displayed for external calls
- **Text Label**

Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number

- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Extension Mobility** – Select **Yes** or **No**.
  If **Yes** is selected, choose the phone model
- **Subscribe CSS** – Should be automatically selected based on which Department was allocated
- **Department** – This is an optional field to show this user's department within the company

Service – Additional desk phone
New device

- **Device Type** – Select device
- **Phone Model** – Choose the phone model from the dropdown menu
  Note: if you choose a phone that will allow for an expansion module, you will be given an option to add an expansion module
- **MAC Address** – Enter the letters **SEP** followed by the MAC address for that user's device. Do not include spaces
- **Description** – The description of that device's user
- **Device Pool** – Choose your device pool with either SRST or NoSRST
- **Softkey Template** – Choose a softkey template from the dropdown menu (if unsure, choose the standard softkey template)
- **Phone Button Template** – Choose a phone button template from the dropdown menu
  You will only see this option if there are custom phone button templates created by Bell MTS
  Otherwise, the standard template will be applied

Line – Associated devices

- **Visual Message Waiting Indicator Policy** – Defaulted to System Policy but can be changed
- **Display** – How the user wants their name displayed internally
- **External Name Display** – How the user's name will be displayed for external calls
- **Text Label** – What the user wants to display on their own set
- **Ring Settings (Phone Idle)** – Set to system default but can be changed
- **Ring Settings (Phone Active)** – Set to system default, but can be changed
- **Busy Trigger** – May be set to a default number, but can be changed
- **Maximum Number of Calls** – May be set to a default number, but it can be changed

Service – Line new Line

- **Service Address** – User's physical location
- **Internal Number** – Select either the **quick lookup** icon to get a number automatically or the **grid** icon to bring up a table of available internal extensions. Green means that extension is available. Red means that extension is unavailable

  Once the table of available internal extensions is displayed, click on a **green internal extension**.

  An external directory number and an external phone number mask will be automatically populated. This is the 10-digit number for this user that will be displayed when an external call is made.

> Important: If you want to change the Internal Number, external directory number, or the external phone number mask, you must contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca

- **Calling privileges** – Choose either:
    - **Line_Internal_CSS** – The user can only call internally
    - **Line_International_CSS** – The user can call anywhere in the world
    - **Line_Local_CSS** – The user can call anywhere in Manitoba
    - **Line_LongDistance_CSS** – The user can call anywhere in Canada and the United States
- **Calling privileges for call forward All** – Choose between:
    - **Fwd_Local_CSS** – The user can forward calls anywhere in Manitoba
    - **Fwd_LongDistance_CSS** – The user can forward calls anywhere in Canada and the United States
    Note: You will have an option to choose between or select both Hunt Group and Pickup Group
- Configure Hunt Group, Pickup Group or other lines before selecting any of the previous options
- Please contact the Bell MTS BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca to activate Hunt Group and Pickup Group services
- You can add the Unity Connection Voicemail by checking the box.

To add additional lines to this device, click the checkbox for **Number of services User Shared Line to activate** then select a number of lines in the dropdown menu. You will then be given an option to assign additional lines to this device. Select an existing line in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the Filter, type in what you are looking for in the blank space provided, then click the **checkmark** to the right to search.
4. Once you have found the line, double click on it and it will move to the top into the selected **Line Components** section

or

If you wish to add additional lines to this device, which are only used for accessing voicemail, click the checkbox for **Number of services Public Shared Line to activate**, then select a number of lines in the dropdown menu.

If you don't see the existing line in the dropdown menu:

1. Click the **Advanced** button to the right
2. Click on **Filter**
3. Select an option in the filter and type in what you are looking for in the blank space provided, then click the **checkmark** to the right to search (you may need to select a few different filter options to find the line you are looking for)
4. Once you have found the line, double click on it and it will move to the top into the selected **Shared Line Components** section
5. Click **Update**
   If you select **Activate Service Single Number Reach**, you will be given an option to assign the Destination Number (ensure to put 9 and area code first for external numbers) and Destination name.

Voicemail is included in the Premium Package, however if you wish to turn it off:

1. Uncheck **Activate service Unity Connection – Voicemail**
2. Click **Apply**

You have now created a new user with Premium package.

Creating new users – Jabber solo package

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart icon** in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – Jabber Solo

- **Email** – Fill in the user's email address (if there is one associated)
- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
  Note: You may not need to fill in the password field if a default password has already been set up

Package
Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number
- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Subscribe CSS** – Should be automatically selected based on which department was allocated
- **Department** – This is an optional field to show this user's Department within the company

Click **Apply** after completing all sections.

You have now created a new user with Jabber Solo package.

Creating new users – Standalone voicemail package

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart icon** in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – Standalone Voicemail
- **Email** – Fill in the user's email address (if there is one associated)

- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
  Note: You may not need to fill in the password field if a default password has already been set up.

Package
Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number
- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Subscribe CSS** – Should be automatically selected based on which department was allocated
- **Department** – This is an optional field to show this user's department within the company

Service – Line new

- **Internal number** – Type in an extension
- **calling privileges** – Select Line_Internal_CSS
- **calling privileges for call forward All** – Select Forward_Local_CSS

Click **Apply** after completing all sections.

You have now created a new user with Standalone Voicemail package.

Creating new users/devices – VC room package (video conferencing)

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **quick create** icon at the top left corner of the page
4. Click on the **organization chart** icon in Allocate Department, click the **arrow** beside your company name, click the **checkbox** to the left of the Device Pool (Location) in which you wish to place this user (e.g. Winnipeg) then click **OK**
5. Complete the following sections:

General information

- **Allocate Department** – Enter the location in which you want to place this user (e.g. Winnipeg)
- **Language**
- **Login** – Enter the user's login information (user ID)
- **First name** – Enter the user's first name
- **Last name** – Enter the user's last name
- **Package** – Choose the package for the user – VC room
- **Email** – Fill in the user's email address (if there is one associated)
- **Password** – Fill in the user's password (this password will be used to log in to both Selfcare and Jabber)
  Note: You may not need to fill in the password field if a default password has already been set up.

Package
Service – Telephony new

- **Billing telephone number** – Enter the company's billing telephone number
- **Requested by (Name)** – Enter the name of the person who requested the change
- **Requested by (contact number)** – Enter the contact phone number for the person who requested the change

User

- **Extension Mobility** – Select **Yes** or **No**
  If **Yes** is selected, choose the phone model
- **Subscribe CSS** – Should be automatically selected based on which department was allocated
- **Department** – This is an optional field to show this user's department within the company

Service – Additional desk phone
New device

- **Device Type** – Select device
- **Phone Model** – Choose the phone model from the dropdown menu
- **MAC Address** – Enter the letters **SEP** followed by the MAC address for that user's device. Do not include spaces
- **Description** – The description of that device's user
- **Device Pool** – Choose your device pool with either SRST or NoSRST
- **Softkey Template** – Choose a softkey template from the dropdown menu (if unsure, choose the standard softkey template)
- **Phone Button Template** – Choose a phone button template from the dropdown menu
  You will only see this option if there are custom phone button templates created by Bell MTS. Otherwise, the standard template will be applied.
- **Room Name** – This is the Exchange Conference Room name. It is used for scheduling meetings where this Telepresence system participates.
  Note: This section must match the name used in Exchange exactly

Line – Associated devices

- **Visual Message Waiting Indicator Policy** – Defaulted to System Policy but can be changed
- **Display** – How the user wants their name displayed internally
- **External Name Display** – How the user's name will be displayed for external calls
- **Text Label** – What the user wants to display on their own set
- **Ring Settings (Phone Idle)** – Set to system default but can be changed
- **Ring Settings (Phone Active)** – Set to system default, but can be changed
- **Busy Trigger** – May be set to a default number, but can be changed
- **Maximum Number of Calls** – May be set to a default number, but it can be changed

Service – Line new
Line

- **Service Address** – User's physical location
- **Internal Number** – Select either the **quick lookup** icon to get a number automatically or the **grid** icon to bring up a table of available internal extensions. Green means that extension is available. Red means that extension is unavailable

  Once the table of available internal extensions is displayed:

1. Click on a **green internal extension**.
   An external directory number and an external phone number mask will be automatically populated. This is the 10-digit number for this user that will be displayed when an external call is made

Important: If you want to change the Internal Number, external directory number, or the external phone number mask, you must contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca

- **Calling privileges** – Choose either:
  - **Line_Internal_CSS** – The user can only call internally
  - **Line_International_CSS** – The user can call anywhere in the world
  - **Line_Local_CSS** – The user can call anywhere in Manitoba
  - **Line_LongDistance_CSS** – The user can call anywhere in Canada and the United States
- **Calling privileges for call forward All** – Choose between:
  - **Fwd_Local_CSS** – The user can forward calls anywhere in Manitoba
  - **Fwd_LongDistance_CSS** – The user can forward calls anywhere in Canada and the United States

Click **Apply** after completing all sections.

You have now created a new user with a VC room package.

Deleting users

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click the **checkbox** to the left of the user you want to delete
4. Click the **X** at the top to delete the selected user
5. Confirm Rremoval and select **Confirm**
6. You will receive a message at the top of the page to confirm you have deleted that user

You have now successfully deleted a user.

Adding a second shared line to a device

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user to which you want to add a second shared line
4. Click on the **key** icon in the **Actions** section to the right of **User Shared Line**
5. Select an existing line in the dropdown menu or click the **Advanced** button to the right if you don't see the existing line in the dropdown menu
6. Click on **Filter**
7. Select an option in the filter and type in the existing line you are looking for in the blank space provided, then click the **checkmark** to the right to search
8. Once you have found the line, double click on it and it will move to the top into the selected **Line Components** section
9. Click **Update**
10. Click **Apply**

You have now successfully added a second shared line to a device.

Adding a public shared line to a device

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user to which you want to add a public shared line
4. Click on the **key** icon in the **Actions** section to the right of public shared line
5. Select an existing line in the dropdown menu or click the **Advanced** button to the right if you don't see the existing line in the dropdown menu
6. Click on **Filter**
7. Select an option in the Filter and type in the existing line you are looking for in the blank space provided, then click the **checkmark** icon to the right to search
8. Once you have found the line double click on it and it will move to the top into the selected **Shared Line Components** section
9. Click **Update**
10. Click **Apply**

You have now successfully added a public shared line to a device.

Voicemail PIN/web application passwords

Resetting or unlocking PIN/Web application password
There are a few ways to reset voicemail PINs/Webstation passwords in Kurmi.

Option1 – Resetting voicemail/Extension Mobility/Personal Directory PIN and resetting Webstation/Jabber/Self Care access password.

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user for which you want to reset the voicemail/Extension Mobility/Personal Directory PIN or the Webstation/Jabber/Self Care Access password
4. Click the **pencil** icon at the top to modify the user

5. Uncheck **Keep Current Value** beside either **PIN** or **Password** or both:
6. Fill in the new **PIN/Password**
7. Click **Apply**

You have now reset a voicemail/Extension Mobility/Personal Directory PIN or the Webstation/Jabber/Self Care Access password.

Option 2 – Resetting voicemail/Extension Mobility/Personal Directory PIN and Resetting Webstation/Jabber/Self Care Access password.

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user for which you want to reset the voicemail/Extension Mobility/Personal Directory PIN or the Webstation/Jabber/Self Care Access password
4. Click on the **key** icon at the top to **Reset Passwords/Pin Codes**
5. Select either **Password** or **PIN** or both to reset
6. Click **Reset**
7. Click **Confirm**
8. If there has been an email address set provided for that BellMTS User, a PIN/Password resent email will be sent to that email address

You have now reset a voicemail/Extension Mobility/Personal Directory PIN or the Webstation/Jabber/Self Care Access password.

Adding or modifying alternate numbers for voicemail

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user to which you want to add the alternate number for voicemail
4. Click the **pencil** icon in the **Actions** section to the right of Unity Connection – Voicemail
5. Put a **checkmark** beside the **Alternate Number** you wish to add
6. Type in the number with the area code of the alternate number in the blank space provided
7. Click **Apply**

You have successfully added an alternate number.

Changing device and MAC address

Change a MAC address on an existing same model device

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the **pencil** icon under the **Action** section at the bottom to the right of Additional Deskphone
4. Change the MAC address to the new MAC address
5. Click **Apply**

You have now successfully changed a MAC address on the same model device.

Change a device model and MAC address on an existing user

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on your user for which you need to change a MAC address or a device
4. Click on the **pencil** icon under the **Action** section to the right of Additional Deskphone
5. Select a new **phone model** and complete the **MAC address** field by entering the letters **SEP** followed by the new MAC address. Do not include spaces
6. Select a new **Softkey Template** and **Phone Button Template** from the drop-down menus if they are different from the standard templates
7. Click **Apply**

You have now successfully swapped out a device model for another device model.

Changing a package for a user

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user you want to modify
4. Click the **pencil** icon at the top to modify the user
5. Change the package by selecting a new package in the dropdown menu
6. If you are changing a package, you may need to fill out additional fields. See the **Create New Users** process for instructions on filling out those fields
7. If you are changing from a package that includes voicemail (e.g. Premium) or you already have voicemail selected, and you are changing to a package such as Core or any of the Enhanced packages for which voicemail is optional and billable. Activate Service Unity Connection – Voicemail will already be checked off to keep voicemail on. To remove voicemail, uncheck that box
8. Fill out the following mandatory fields:
   - Billing telephone number
   - Requested by (Name)
   - Requested by (contact number)
9. Click **Apply**

You have now successfully changed a package for a user.

Changing a user name

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user you want to modify
4. Click the **pencil** icon at the top to modify the user
5. Change the login, first name and last name to the new user
6. Click **Apply**

7. If you are changing users and not just the name of the same user, click on the **X** in the **Actions** section to the right of **Unity Connection Voicemail**, while still viewing the Bell MTS User
8. Click **Apply**. This will delete the voicemail account of the old user
9. If the new user is also getting voicemail, click on the **plus sign** to the right of **Unity Connection Voicemail**
10. Click **Apply**. This will add the voicemail account of the new user

You have now successfully changed a user name.

Changing an address for a user

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user you want to modify
4. Click the **Allocate Department** to change to a different location
5. Fill out the following fields (some fields may also be filled out, however ensure they are correct or up to date)
   - Billing telephone number
   - Requested by (Name)
   - Requested by (contact number)
6. Put in the new address in the **Service Address** field
7. Click **Apply**

Important: If there is an error message when you change Allocate Department, you have entered a service address that is not mapped to the Internal Number. Select a new Internal Number or enter a different service address. You may also contact the BCC helpline at **204 941-6691** or BCChelpdesk@bellmts.ca for assistance with making the changes.

You have now successfully changed an address for a user.

Changing an extension for a user

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user you want to modify
4. Click the **checkbox** on Reapply Package to open up more fields
5. Fill out the following fields (some fields may already be filled out, however ensure they are correct or up to date):

    • Billing telephone number
    • Requested by (Name)
    • Requested by (contact number)

Internal Number – Select either the **quick lookup icon** to get a number automatically or the grid icon to bring up a table of available internal extensions. Red means that extension is no longer available and green means those internal extensions are available.

Once the table of available internal extensions is displayed, click on a green internal extension.

You will notice that an external directory number and an external phone number mask has been automatically populated, which is the 10-digit number for this user that will be displayed for external calls.

You can also update the service address if this user has moved to a new location by following the instructions for **Changing an Address for a user**.

You will need to update the **Text Label** field with the new Extension if that was what was in that field beforehand.

Click **Apply** to save your changes

You have now successfully changed an extension for a user.

Updating call forward settings for a public shared line

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user you want to modify
4. Click on the **pencil** icon in the **Actions** section to the right of **public shared line**
5. Update the call forward settings as required
6. Click **Apply** to save your changes

You have now successfully updated call forward settings on a public shared line.

Adding single number reach

1. Log into your unique administrator page using the web address provided by your Bell MTS Business Communication Consultant (BCC)
2. Click on **Daily Management** then **BellMTS Users** on the left
3. Click on the user you want to modify
4. Click on the **plus sign** in the Actions section to the right of single number reach
5. Fill in the Destination number and Destination name fields:
   Be sure to enter the full number including 9 and area code in the Destination Number field
6. Click **Apply** to save your changes

You have now successfully added single number reach on a BellMTS User.

Bell