Bell Total Connect over Internet
– MAC address guide for customer owned devices

Bell Total Connect (BTC) over Internet now supports the ability for customers to bring their already-owned devices as part of their initial site set-up. This solution requires the MAC address(es) of the device(s).

What is a MAC address?
The MAC address is a unique code that is assigned to a device, including analog terminal adapters (ATA), during the manufacturing process. Every device has a unique 12-character alphanumeric code (0 through 9 and A through F). For the device to work with BTC, the MAC address needs to be registered to a BTC profile. Once this assignment is complete and the device is connected to the Internet, BTC will know where to route calls.

Where can I find the MAC address?
The device MAC address can be found on the back of the device or through the device's display.

If you require more information, please refer to the device manufacturer's website.

What should I do if the MAC address is currently associated with another provider?
If your device(s) has been used with another Internet-based service provider solution, you will need to contact that provider and request the association of the MAC address(es) is removed prior to submitting them to Bell.

If the MAC address(es) are still associated with another service provider, the BTC registration will fail and the MAC address(es) will be returned to you. The device(s) will not be able to connect to BTC until confirmation of disassociation has been received.

During your design session, your Technical Consultant will discuss using customer-already-owned devices and request that you collect the MAC address(es) for the device(s) you would like to add as part of your installation.

Are there any compatibility limitations?
BTC over Internet is limited to new installations and adding new sites. The solution supports the following IP devices:

- Poly - VVX 150, 250, 311, 350, 411, 450, 501, 601 and Trio 8300.
  The minimum firmware level for all devices is 4.0.8.

- Cisco – 6821, 6871, 7841, 8841, 8851.
  The minimum firmware level for all devices is 11.3.1.

You are responsible for upgrading all devices to the minimum firmware level. Please refer to the device manufacturer's website for any required support.

Please note that uploading the MAC address(es) does not guarantee the IP device(s) will be compatible with BTC over Internet. If a device is not functioning, there may be a defect that requires troubleshooting.

Please refer to the BTC Device Registration and Set-Up Guide.

How do I enter the MAC address?
When entering the MAC address(es) into the worksheet provided by your Technical Consultant, only use numbers 0 through 9 and letters A through F with no spaces or special characters. Any other characters will result in registration failure and the form will be returned to you to correct prior to re-uploading. If you have multiple devices, you may use a barcode scanning device or a smartphone app to scan the MAC addresses to reduce the chance of errors.

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