

SIP Portal User Guide

January 2023



Notice

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The purpose of this document is to describe Zayo services. Sufficient technical detail is included to enable a customer to select the service that is best suited for their application needs. Please note that this document does not provide ordering information beyond the specific, available network options. Zayo reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various governmental or regulatory agencies; utilization of advances in technology; or to reflect changes in the design of equipment, techniques, or procedures described or referred to herein.

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SIP Portal Overview

The following SIP portal functions are in support of both Native SIP and PRI-SIP options. The SIP portal allows you to configure Call Forwarding, Call Blocking, and Call Screening features. As a user, these features are set up for your individual Direct Inward Dialing (DID) number.

Call Barring / Call Blocking

As an administrator, you can block specific outgoing call types that are not explicitly controlled by us. For example, by default, we block International dialing, but block only premium calls (900/976) when specifically requested by a customer. Using the SIP portal, you may choose to block or allow these types of calls as needed.

Control of blocking or allowing International calls is given to administrators only when a customer has specifically requested International dialing and has signed the appropriate waivers and agreements. Without this agreement, the International block is always active, and the customer is unable to change it.

Call Screening

Call screening allows you to block incoming anonymous calls or calls from a specific number:

- **Anonymous Call Rejection**—incoming calls are rejected when the calling party does not provide caller identification information.
- **Selective Call Rejection**—allows you to exclude incoming calls that originate from specified callers.

Call Forwarding

Call forwarding allows you to forward all incoming calls to a single selected number based on a variety of options such as:

- **Immediately** – all calls are immediately forwarded to a user-defined phone number
- **Busy/No Answer** – calls are forwarded to a user-defined phone number when a line is busy or there is no answer
- **Unavailable** – calls are forwarded to a user-defined phone number if the connection to the PBX/CPE is lost
- **Selected Callers** – calls originating from specific callers are forwarded to a user-defined number

All the above call forwarding options apply to the entire group of DIDs associated with the customer's service. The **Immediately** and **Unavailable** options can also apply to individual DIDs (see [Configuring Call Forwarding for a Selected DID, page 7](#)).

Caller ID Presentation

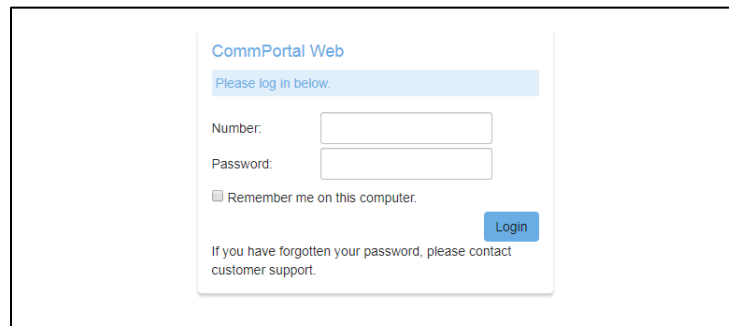
Caller ID presentation allows you to block or unblock outbound caller ID information on all calls made from your location.

Getting Started

The SIP portal is available after logging in to your account at <https://my.allstream.com>.

1. From the **MY ACCOUNT** menu, select **Voice Services**.
The **Voice Services** page displays.
2. Click **SIP Trunking Services**.
The **SIP Trunking Services** page displays.
3. Click **SIP Trunking Services (Admin Portal)**.
The SIP portal displays in a new window.

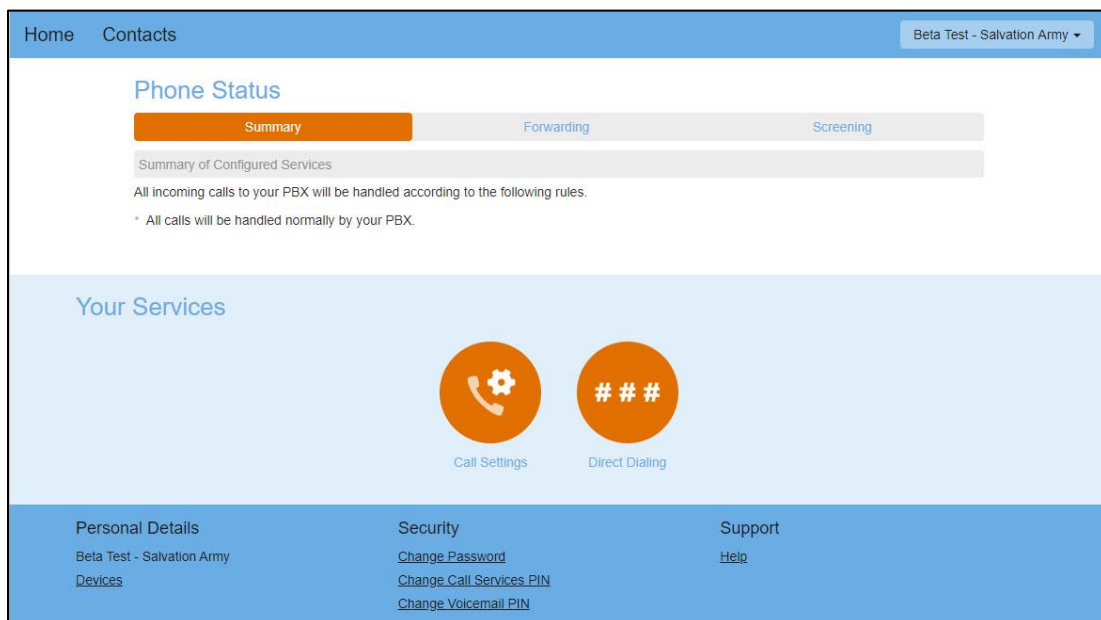
Note: Each site has its own unique log in based on the site's telephone number. Passwords may be the same for all sites. PBXs have their own logins and passwords. If you have multiple PBXs in one location, you will have multiple logins and passwords. For questions, contact Customer Care.

A screenshot of the SIP Portal Login Page. The page has a light blue header with the text "CommPortal Web". Below the header, there is a light blue box with the text "Please log in below." followed by two input fields labeled "Number:" and "Password:". Below these fields is a checkbox labeled "Remember me on this computer." and a blue "Login" button. At the bottom of the login box, there is a link that says "If you have forgotten your password, please contact customer support."

SIP Portal Login Page

Once at the **Login** page, enter the phone number and password for the account and click **Login**. If you have forgotten your password, contact Customer Care.


The **Phone Status** page displays.

A screenshot of the Phone Status page. The page has a blue header with "Home" and "Contacts" links, and a dropdown menu showing "Beta Test - Salvation Army". The main content area is titled "Phone Status" and has three tabs: "Summary" (selected), "Forwarding", and "Screening". Below the tabs is a section titled "Summary of Configured Services" with the text "All incoming calls to your PBX will be handled according to the following rules." and a note "* All calls will be handled normally by your PBX." Below this is a section titled "Your Services" with two orange circular icons: one with a gear and a phone receiver labeled "Call Settings", and another with three hash symbols labeled "Direct Dialing". The footer is a blue bar with three columns of links: "Personal Details" (Beta Test - Salvation Army, Devices), "Security" (Change Password, Change Call Services PIN, Change Voicemail PIN), and "Support" (Help).

Phone Status Page

The **Your Services** area of the **Phone Status** page allow you to quickly jump to the **Call Settings** and **Direct Dialing** options for your PBX. There are three tabs available on the **Phone Status** page:

- **Summary:** The **Summary** tab provides a description of how calls you receive are handled, taking into account the settings for all of your incoming call services and any interactions between them.

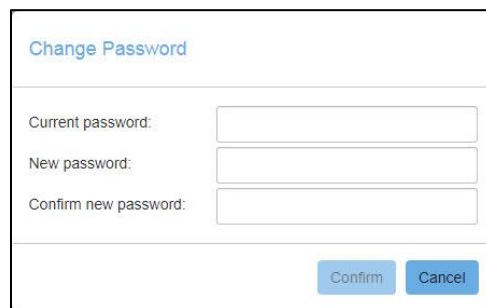
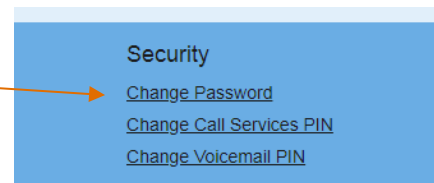
This description enables you to confirm that services you have configured have the desired effect on your calls. If the description does not match the behavior you would expect, then it is possible that services you have configured are interacting or overriding one another. If a service is interacting with another service, or being overridden, then an  icon displays on the configuration page for that service. Click this icon for further information.

- **Forwarding:** The **Forwarding** tab allows you to configure the settings for **Immediate**, **Busy**, **Unavailable**, and **Selective** types of call forwarding. The **Forwarding** tab also provides access to phone numbers to which you regularly forward calls and preconfigure for easy use. For more information, see [Configuring Call Forwarding, page 5](#).
- **Screening:** The **Screening** tab allows you to reject calls coming from selected phone numbers. For more information, see [Configuring Call Screening, page 10](#).

Changing Your Password

To change your password:

1. From the list of **Security** links at the bottom of the portal, click **Change Password**. The **Change Password** dialog box displays.

A screenshot of a "Change Password" dialog box. It has a title bar with the text "Change Password". Below the title bar are three input fields: "Current password:", "New password:", and "Confirm new password:". At the bottom right of the dialog box are two buttons: "Confirm" and "Cancel".

Change Password Dialog Box

2. In the **Current password** field, enter your current password.
3. In the **New password** field, enter your new password.
4. In the **Confirm new password** field, enter your new password again.
5. Click **Confirm**.
A confirmation message displays.

Configuring Call Settings

To access call settings:

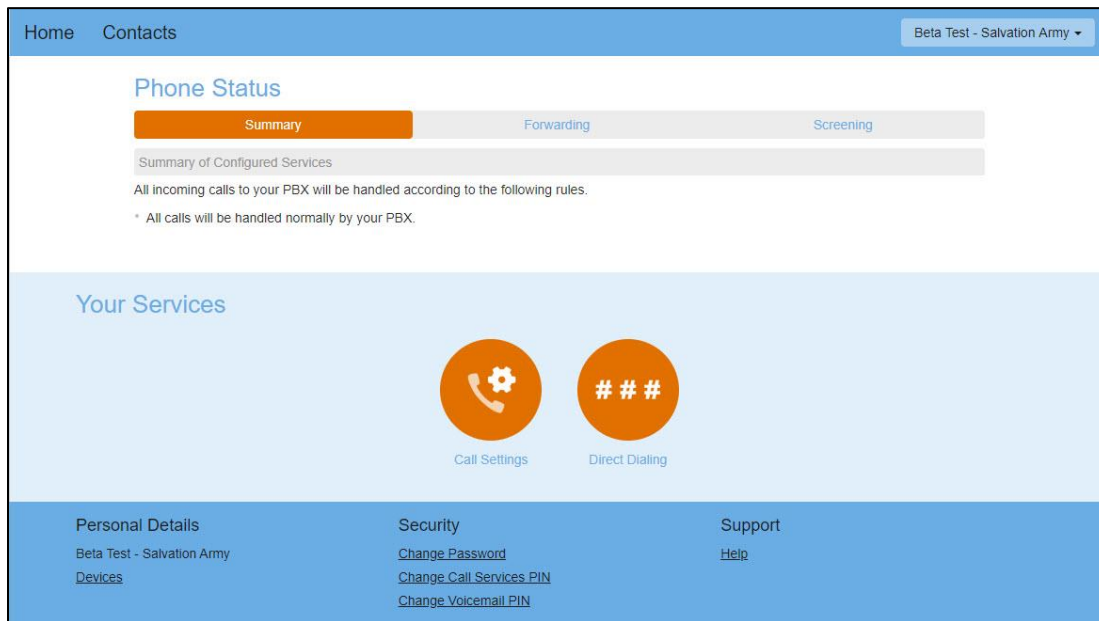
1. From the **Summary** tab on the **Phone Status** page, click **Call Settings**.
The **Call Settings** page displays.

Call Settings Page

2. Check the box next to each option you want to enable and uncheck the box next to each option you want to disable.
3. Click **Apply**.

Configuring Call Forwarding


Call forwarding may be configured using the **Phone Status** page.



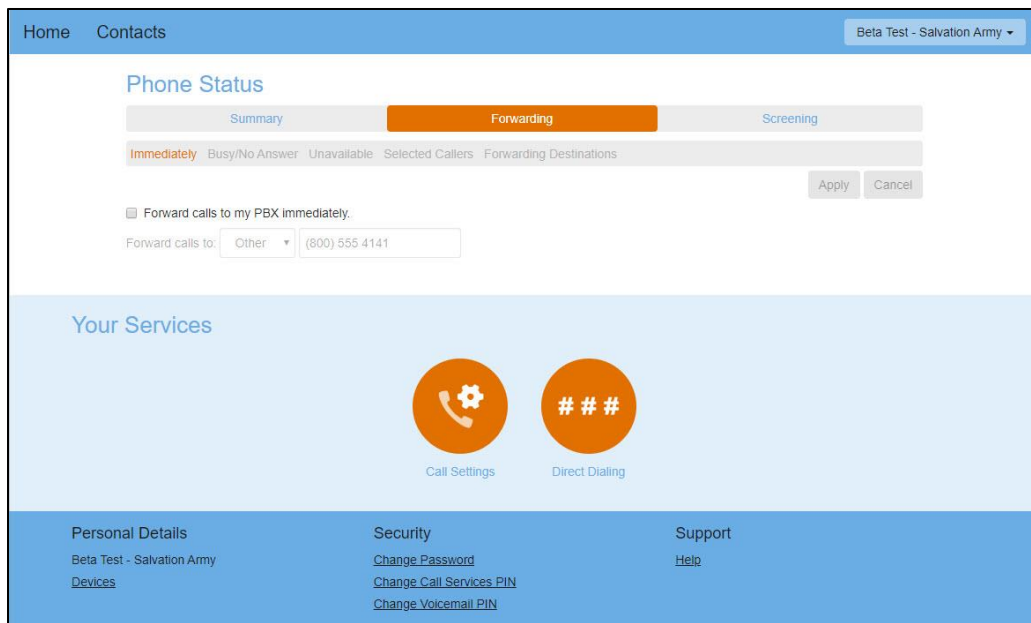
Summary Tab, Phone Status Page

The **Your Services** area of the **Phone Status** page allow you to quickly jump to the **Call Settings** and **Direct Dialing** options for your PBX. There are three tabs available on the **Phone Status** page:

- **Summary:** The **Summary** tab provides a description of how calls you receive are handled, taking into account the settings for all of your incoming call services and any interactions between them.

This description enables you to confirm that services you have configured have the desired effect on your calls. If the description does not match the behavior you would expect, then it is possible that services you have configured are interacting or overriding one another. If a service is interacting with another service, or being overridden, then an  icon displays on the configuration page for that service. Click this icon for further information.

- **Forwarding:** The **Forwarding** tab allows you to configure the settings for **Immediate**, **Busy**, **Unavailable**, and **Selective** types of call forwarding. The **Forwarding** tab also provides access to phone numbers to which you regularly forward calls and preconfigure for easy use.
- **Screening:** The **Screening** tab allows you to reject calls coming from selected phone numbers. For more information, see [Configuring Call Screening, page 10](#).



Forwarding Tab, Phone Status Page

The **Forwarding** tab allows you to configure call forwarding that include all outside calls of the following types:

- **Immediately**—forwards all calls that come into your PBX (this is useful when the office is closed)
- **Busy**—forwards all calls that receive a busy signal or no answer
- **Unavailable**—calls are forwarded to a user-defined phone number if the connection to the PBX / CPE is lost
- **Selected Callers**—forwards calls originating from specified numbers

The forwarding of calls from DID numbers inside your organization is managed using the **Direct Dialing** page. For more information, see [Configuring Call Forwarding for a Selected DID, page 7](#).

To configure **Immediate Call Forwarding**:

1. On the **Forwarding** tab, click **Immediately**.
2. Check the **Forward calls to my PBX immediately** box to turn on call forwarding or uncheck the box to turn it off.
3. In the **Forward calls to:** field, enter the destination phone number where you want to forward all calls. Any forwarding destination numbers saved in the system are available for selecting from the **Other** drop-down list. For more information, see [Managing Forwarding Destinations, page 8](#).
4. The **Busy**, **Unavailable**, or **Selected Callers** tabs allow you to activate and deactivate each call forwarding option separately. Please note that if **Immediate Call Forwarding** is activated, it supersedes all other call forwarding options.
5. Click **Apply**.
The call forwarding settings are activated.

Home Contacts Beta Test - Salvation Army ▾

Phone Status

Summary **Forwarding** Screening

Immediately Busy/No Answer Unavailable Selected Callers Forwarding Destinations

☒ Forward calls to my PBX immediately.

Forward calls to: Other ▾ (800) 555 4141

Apply Cancel

Activated Call Forwarding Settings

Note: If you forward calls often/regularly, you may want to set up a list of frequently used forwarding destination numbers. For more information, see [Managing Forwarding Destinations, page 8](#).

Configuring Call Forwarding for a Selected DID

DID numbers are managed using the **Direct Dialing** page. This page displays all DIDs on your PBX. You can click through to any of these lines to view and change some of their settings.

Home Contacts Beta Test - Salvation Army ▾

Call Settings Direct Dialing

Direct Dialing

PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.

Lines in range: (971) 200 4972 - (971) 200 4972 ▾

Search for...

Telephone Number	Name	Actions ▾
(971) 200 4972	NS DID	

Personal Details: Beta Test - Salvation Army, Devices

Security: [Change Password](#), [Change Call Services PIN](#), [Change Voicemail PIN](#)

Support: [Help](#)

Direct Dialing Page

To forward calls from one internal DID number to another phone number:

1. On the **Direct Dialing** page, click the number for which you want to forward calls, or select **View Individual Settings** from the **Actions** drop-down list next to the DID from which you want to forward calls.
A dialog box displays a summary of the **Phone Status** and **Your Services** information.
2. Click **Go to Call Manager**.
The **Summary** and **Forwarding** options for the selected DID are now available in the dialog box.
3. Click **Forwarding**.
The **Forwarding** tab displays the **Immediately** call forwarding settings which apply to all calls coming into the PBX.

4. To forward all calls coming into the PBX, stay on the **Immediately** tab. To forward calls when the PBX system is unavailable, click **Unavailable**.
 5. In the **Forward calls to:** field, enter the 10-digit number to which you want to forward calls.
 6. Click **Apply**.
- The call forwarding settings are activated.

The screenshot shows the 'NS DID' interface with the 'Phone Status' section. The 'Forwarding' tab is active, showing the 'Immediately' sub-tab. A checkbox labeled 'Forward calls immediately.' is checked. Below it, the 'Forward calls to:' field contains the number '(971) 200 7914'. A hint box suggests using the 'Forwarding Destinations' tab for frequently forwarded numbers. At the bottom right, there are 'Apply' and 'Cancel' buttons. A blue bar at the bottom contains a 'View Account Settings' link. At the very bottom, there are 'Open in New Window' and 'Close' buttons.

Activated Call Forwarding Settings

Managing Forwarding Destinations

If you frequently forward your calls to certain numbers (for example your own home, work, or mobile number), configuring them as forwarding destinations makes your other services easier to use. Forwarding destinations may be configured for all services or a selected internal number and are managed in the **Forwarding Destinations** section on the **Forwarding** tab of the **Phone Status** page.

Note: To commit changes to the **Destination Number** list, you must click **Apply** at the top of the tab. To discard any pending changes, click **Cancel**.

Home Contacts Beta Test - Salvation Army

Phone Status

Summary **Forwarding** Screening

Immediately Busy/No Answer Unavailable Selected Callers **Forwarding Destinations**

[Clear List](#) [Apply](#) [Cancel](#)

Manage the forwarding destinations for your PBX.

Destination	Number	
Home	1 (888) 555 1212	✕

New Destination

Forwarding destinations allow you to configure where your PBX's forwarding services route to by name rather than number.

Destination:

Number:

[Add](#) [Clear](#)

Your Services

Personal Details
Beta Test - Salvation Army
[Devices](#)

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Voicemail PIN](#)

Support
[Help](#)

Forwarding Destinations, Forwarding Tab

To add a forwarding destination:

1. In the **Destination** field, provide a descriptive and easily recognizable name for the destination number.
2. In the **Number** field, provide the number to which you forward your calls. This should be entered in the form in which you would dial it from your phone.
3. Click **Add** and then click **Apply** to confirm.

To delete an existing forwarding destination:

1. Click the **Delete** icon next to the number to delete from the list of destination numbers.
2. Click **Apply** to confirm.

To delete all existing forwarding destinations:

1. Click **Clear List** above the list of destination numbers.
2. Click **Apply** to confirm.

Configuring Call Screening

The **Screening** tab on the **Phone Status** page allows you to set up automatic call rejection for specific and/or anonymous phone numbers.

Setting Up Selective Rejection

Selective rejection allows you to specify one or more phone numbers from which you want to reject calls.

To set up selective rejection:

1. On the **Screening** tab of the **Phone Status** page, click **Selective Rejection**.
Selective rejection features display.

The screenshot shows the 'Phone Status' page with the 'Screening' tab selected. Under 'Selective Rejection', the checkbox 'Reject calls to my PBX if they are from selected callers.' is checked. Below this is a 'Call To Reject' list containing two numbers: '(555) 555 5555' and '(888) 555 1234'. The page also features a 'Your Services' section with 'Call Settings' and 'Direct Dialing' icons, and a footer with links for 'Personal Details', 'Security', and 'Support'.

Home Contacts Beta Test - Salvation Army

Phone Status

Summary Forwarding **Screening**

Selective Rejection Anonymous Rejection

Edit List Apply Cancel

☒ Reject calls to my PBX if they are from selected callers.

Call To Reject

(555) 555 5555
(888) 555 1234

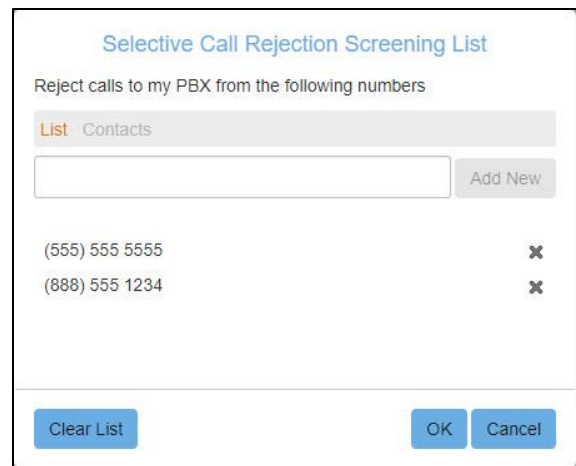
Your Services

Call Settings Direct Dialing

Personal Details Beta Test - Salvation Army Devices
Security Change Password Change Call Services PIN Change Voicemail PIN
Support Help

Phone Page, Screening Tab – Selective Rejection

2. Click **Edit List** to manage the phone numbers you want to reject.
The **Selective Call Rejection Screening List** dialog box displays.
3. Enter the phone numbers you want to reject. To reject calls by contact name, click **Contacts** and enter the name of the contact to reject.
4. Click **Add New**.
5. Click **OK**.
The **Edit List** dialog box closes, and the **Screening** tab displays.
6. Check the **Reject calls to my PBX if they are from selected callers** box to turn on selective rejection, or uncheck the box to turn it off, and click **Apply**.



The dialog box is titled "Selective Call Rejection Screening List". It contains the instruction "Reject calls to my PBX from the following numbers". Below this is a tabbed interface with "List" and "Contacts" tabs. The "List" tab is active, showing a text input field and an "Add New" button. Below the input field, two phone numbers are listed: "(555) 555 5555" and "(888) 555 1234", each with a small "x" icon to its right. At the bottom of the dialog are three buttons: "Clear List", "OK", and "Cancel".

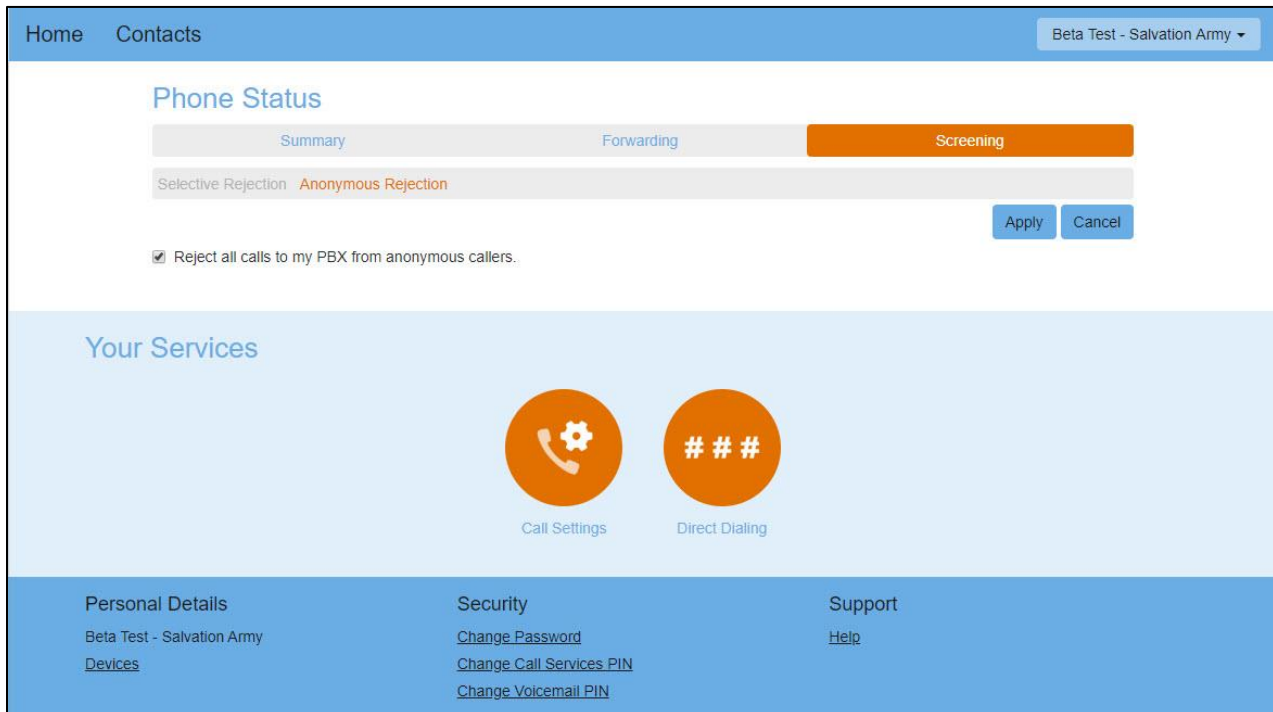
Selective Call Rejection Screening List

Setting Up Anonymous Rejection

Anonymous rejection allows you to reject calls from anonymous callers.

To set up anonymous rejection:

1. On the **Screening** tab of the **Phone Status** page, click **Anonymous Rejection**.
Anonymous rejection features display.



The screenshot shows the "Phone Status" page with the "Screening" tab selected. Under the "Screening" tab, there are two sub-tabs: "Selective Rejection" and "Anonymous Rejection". The "Anonymous Rejection" sub-tab is active. Below the sub-tabs, there is a checkbox labeled "Reject all calls to my PBX from anonymous callers." which is checked. To the right of the checkbox are "Apply" and "Cancel" buttons. Below this section is a "Your Services" section with two circular icons: "Call Settings" (with a gear icon) and "Direct Dialing" (with a "###" icon). At the bottom of the page is a footer with three columns: "Personal Details" (containing "Beta Test - Salvation Army" and "Devices"), "Security" (containing "Change Password", "Change Call Services PIN", and "Change Voicemail PIN"), and "Support" (containing "Help").

Phone Page, Screening Tab – Anonymous Rejection

2. Check the **Reject all calls to my PBX from anonymous callers** box.
3. Click **Apply**.