SIP Portal
User Guide

January 2023

Notice

Contents

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).
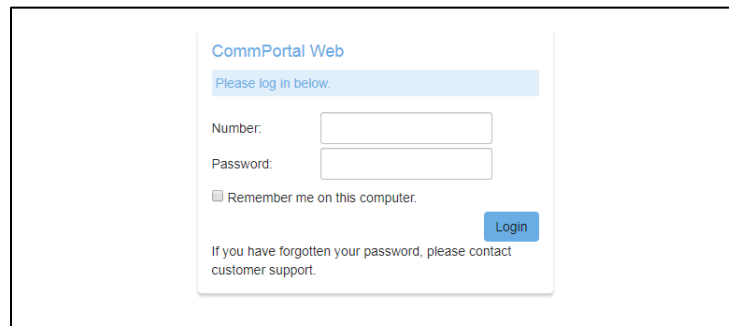
Caller ID Presentation

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)**.
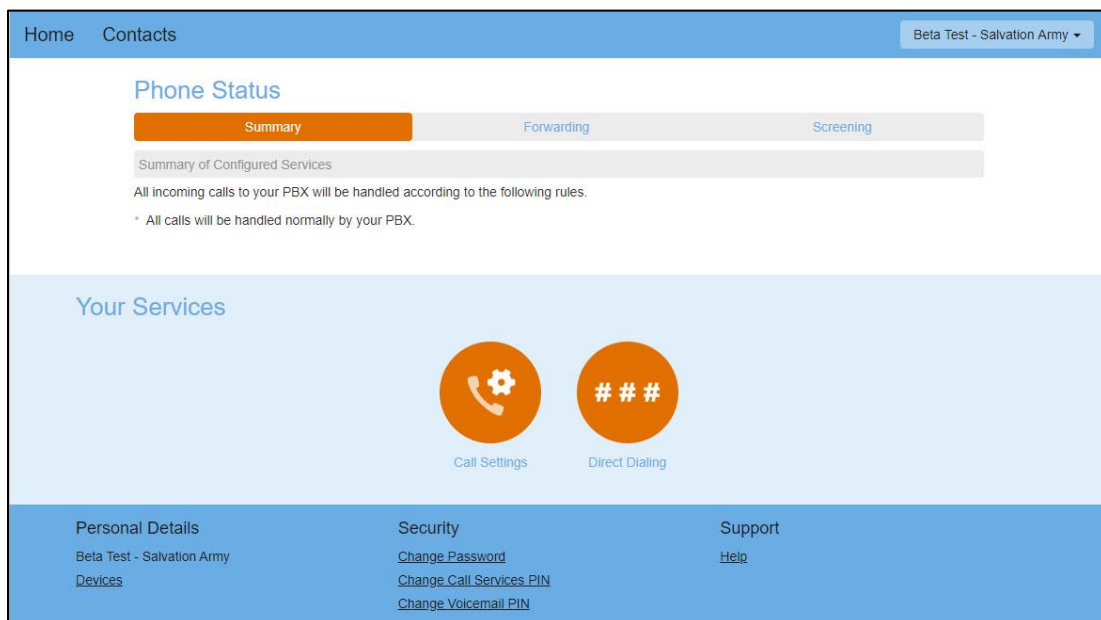   The SIP portal displays in a new window.

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.

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.

Phone Status Page

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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.
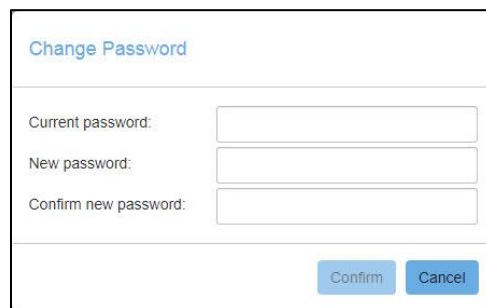
  This description enables you to confirm that services you have configured have the desired effect on your calls. If the description does not match the behavior you would expect, then it is possible that services you have configured are interacting or overriding one another. If a service is interacting 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.
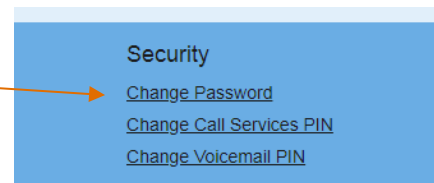
Change Password Dialog Box

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.

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# 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.
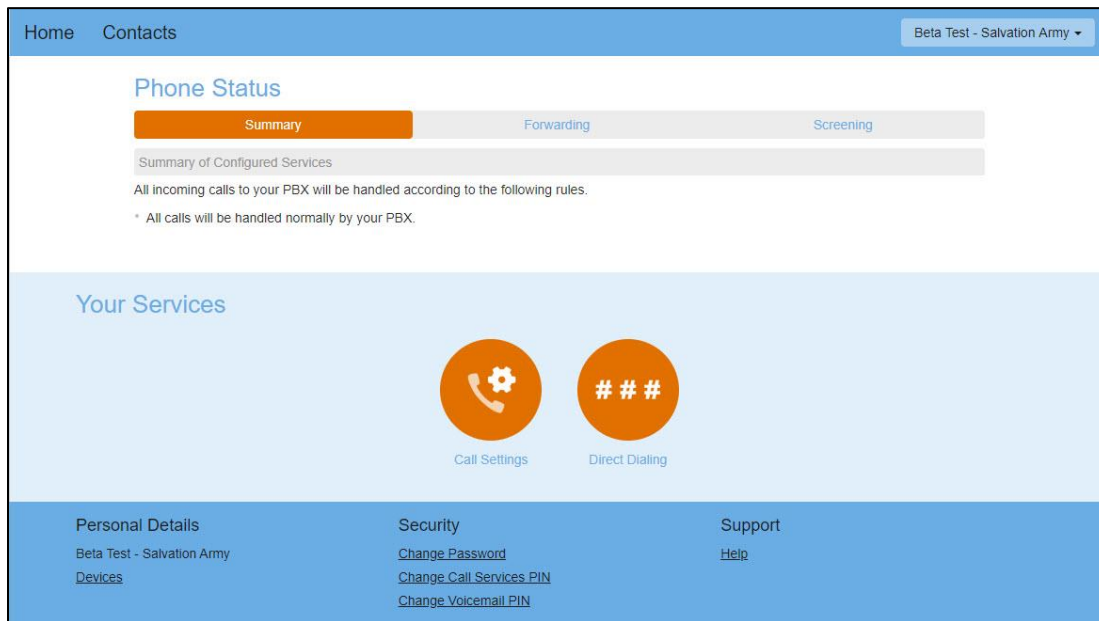
Summary Tab, Phone Status Page

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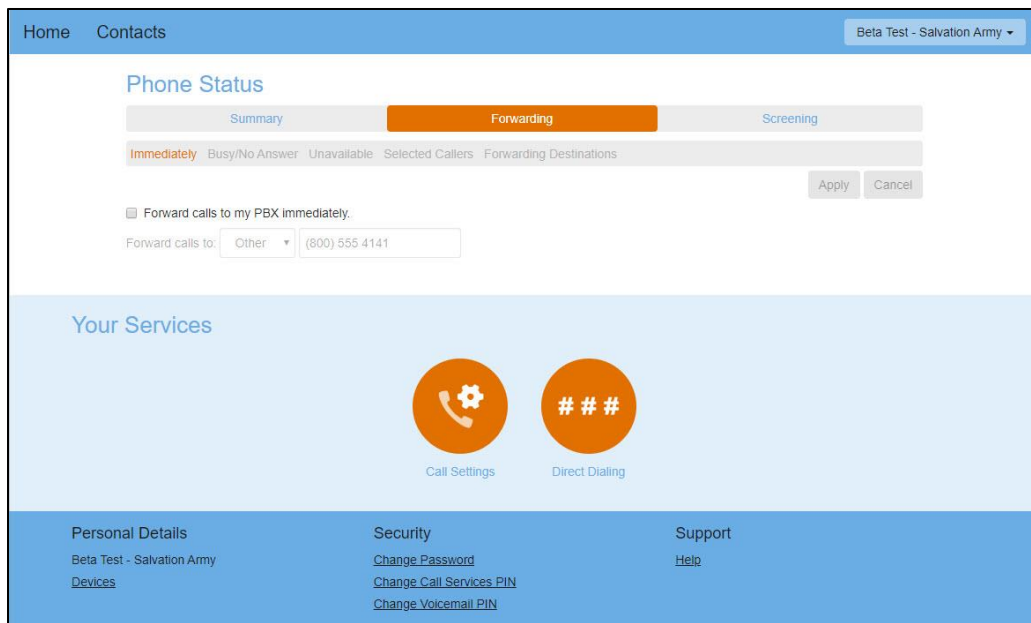
Forwarding Tab, Phone Status Page

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.

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.

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.

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**.

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.

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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.

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**.
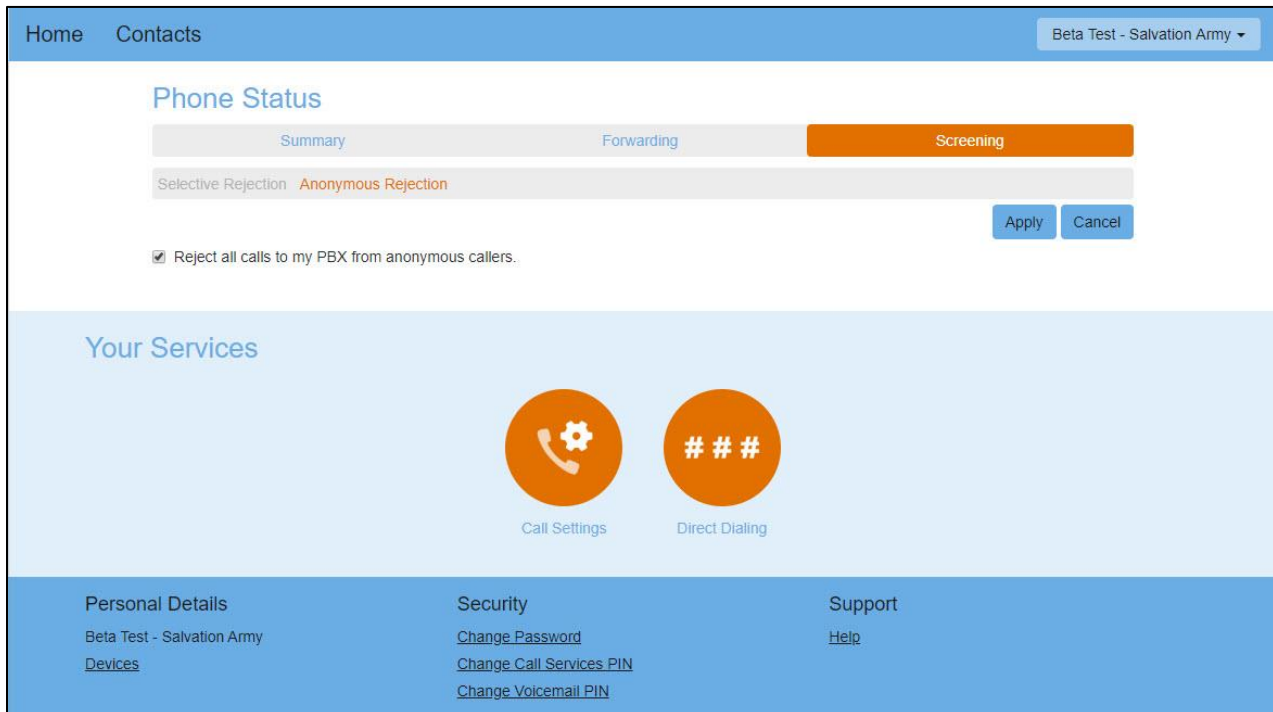

Selective Call Rejection Screening List

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.

Phone Page, Screening Tab – Anonymous Rejection

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

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