

# SIP Portal User Guide

May 2019



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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. These features are set up for the entire group of Direct Inward Dialing numbers (DIDs) on the PBX. Unavailable Call Forwarding is unique since it can be set up for the entire group of DIDs on the PBX or on an individual DID (telephone number). The Unavailable Call Forwarding feature is “activated” when the PBX or SIP trunks are unavailable.

## Call Barring / Call Blocking

As an administrator, you can block specific outgoing call types that are not explicitly controlled by Allstream. For example, by default, Allstream blocks International dialing, but blocks 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 features are set up for an entire group of DIDs on the PBX or an individual DID with the exception of “Unavailable Call Forwarding”. Call forwarding allows you forward all incoming calls to a single selected number based on a variety of conditions 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 PBX / CPE is unavailable
- **Selected Callers**—calls originating from specific callers are forwarded to a user-defined number

The **Forwarding Destinations** tab allows you to create a list of frequently used destination phone numbers.

## Caller ID Presentation

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

# Logging In to the SIP Portal

The SIP portal is available after logging in to your iCare account.

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

To log in to the SIP portal:

1. Using your web browser, visit <https://integracare.integratelecom.com/Account/Login>.  
The **Sign In** page displays.
2. Enter your username and password and click **SIGN IN**. If you have forgotten your password, click [forgotten your password](#) to retrieve your password.  
The **My Dashboard** page displays.
3. From the **MY ACCOUNT** drop-down list, select **Voice Services**.  
The **Voice Services** page displays.
4. Click **SIP Trunking Services**.  
The **SIP Trunking Services** page displays.
5. Click **SIP Trunking Services (Admin Portal)**.  
The **SIP Trunking Services – Admin Portal Login** dialog displays.

**SIP Trunking Services – Admin Portal Login Dialog**

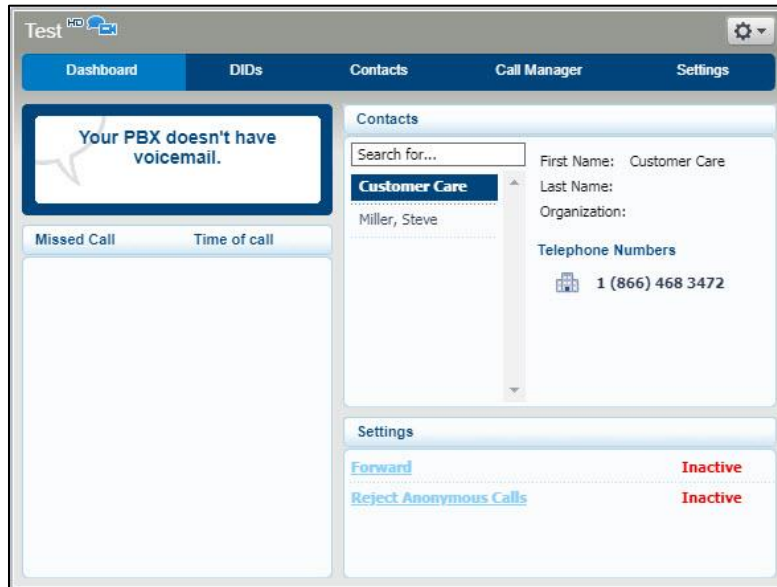
6. In the **Number** field, enter the telephone number.
7. In the **Password** field, enter your password.

**Note:** Your password is initially provided by Allstream. It is recommended that you change it upon first logging in.

8. Click **Login**.

# Using the Dashboard

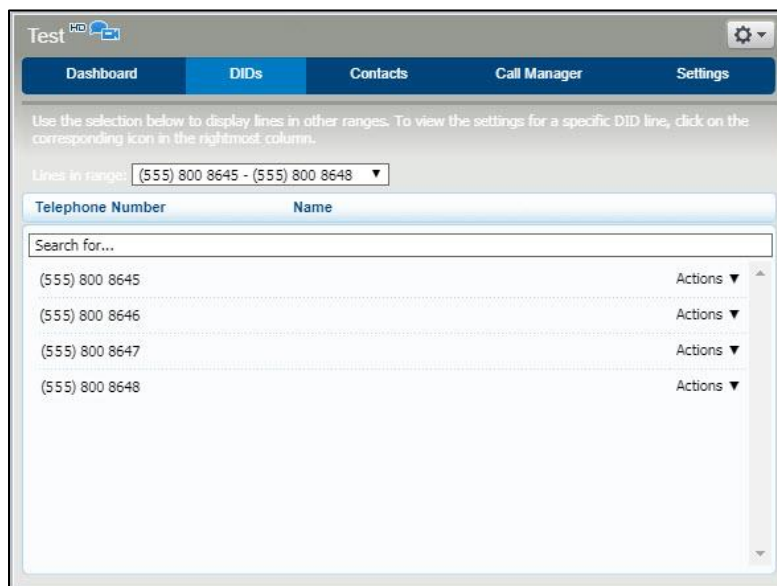
The first window displayed after logging in is the **Dashboard**. The **Dashboard** provides quick access to key features of the portal. Here you can view a searchable list of contacts and current service settings. To modify a setting displayed on the **Dashboard**, click the setting name to jump directly to the relevant configuration.



SIP Portal Dashboard

# Working with Direct Inward Dialing Numbers

Specific PBX lines are accessible through ranges of external directory numbers that map to PBX terminals (Direct Inward Dialing or DID) DID numbers are managed using the **DIDs** window. This window displays all DID lines in a specified range in your PBX. You can click through to any of these lines to view and change some of their settings. To access the **DIDs** tab, click **DIDs** at the top of the portal dialog.

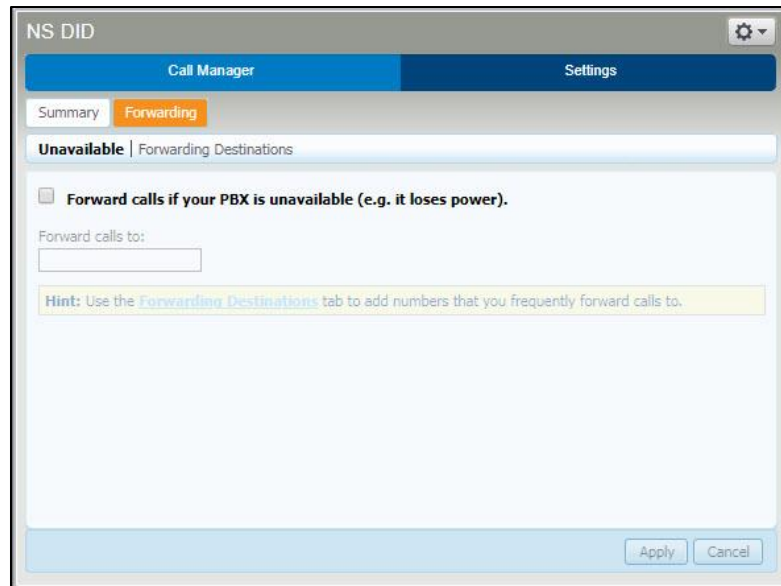


DIDs Window

## Configuring Call Forwarding from a Selected Internal Number

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

1. On the **DIDs** window, select **View Individual Settings** from the **Actions** drop-down list next to the DID from which you want to forward calls.  
The **Summary** tab on the **Call Manager** window displays in a new dialog.
2. Click the **Forwarding** tab.  
The **Unavailable** section of the **Forwarding** tab displays.



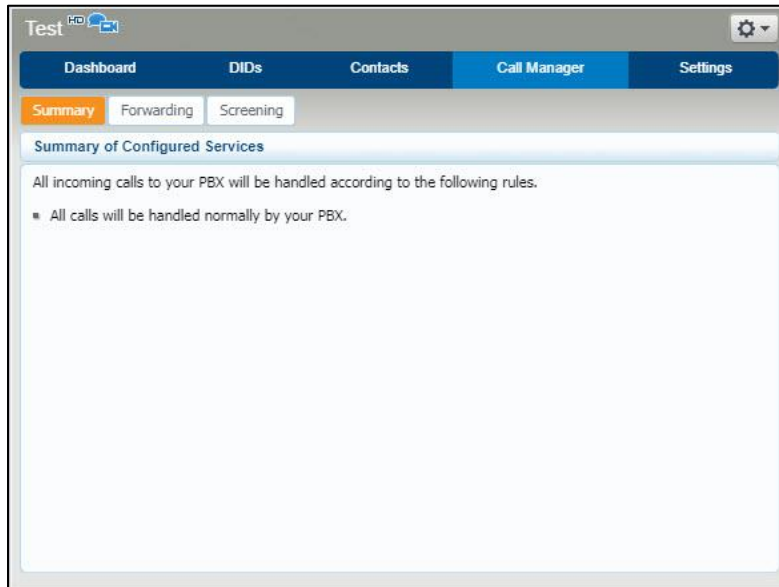
Formatting Tab, Call Manager Window (Selected DID)

3. Check the **Forward calls if your PBX is unavailable** box to turn on call forwarding or uncheck the box to turn it off.
4. In the **Forward Calls to:** field, enter the destination phone number where you want to forward all calls.
5. Click **Apply**.

**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 6](#).

# Managing Call Forwarding and Call Screening

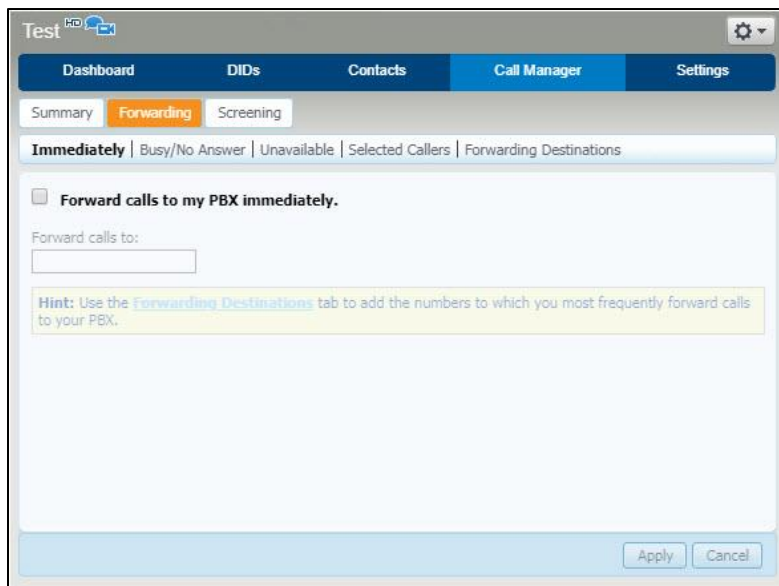
General call forwarding and call screening settings are managed using the **Call Manager** window. To access the **Call Manager** window, click **Call Manager** at the top of the portal dialog. The **Summary** tab on the **Call Manager** window displays a summary of current call behavior.



Summary Tab, Call Manager Window (All Services)

## Configuring Call Forwarding

To configure call forwarding, click the **Forwarding** tab on the **Call Manager** window.



Forwarding Tab, Call Manager Window (All Services)



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/No Answer**—forwards all calls that receive a busy signal or no answer
- **Unavailable**—forwards all calls when the PBX / CPE system is unavailable
- **Selected Callers**—forwards calls originating from specified numbers

The forwarding of calls from DID numbers inside your organization is managed using the **DIDs** window. For more information, see [Configuring Call Forwarding from a Selected Internal Number, page 4](#).

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.
4. When call forwarding is turned on, you can click the **Busy/No Answer**, **Unavailable**, or **Selected Callers** tab to forward all calls of those types.
5. Click **Apply**.

**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](#).

## 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 are managed in the **Forwarding Destinations** section on the **Forwarding** tab of the **Call Manager** window.

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

The screenshot shows the 'Forwarding Destinations' section within the 'Call Manager' window. The interface includes a navigation bar with 'Dashboard', 'DIDs', 'Contacts', 'Call Manager', and 'Settings'. Under 'Call Manager', there are tabs for 'Summary', 'Forwarding', and 'Screening'. The 'Forwarding' tab is active, and within it, there are sub-tabs for 'Immediately', 'Busy/No Answer', 'Unavailable', 'Selected Callers', and 'Forwarding Destinations'. The 'Forwarding Destinations' sub-tab is selected, showing a table with columns 'Destination' and 'Number'. One entry is visible: 'Home' with the number '1 (888) 555 1212'. To the right of the table is a 'New Destination' form with fields for 'Destination' and 'Number', and 'Add' and 'Clear' buttons. At the bottom of the section are 'Clear List', 'Apply', and 'Cancel' buttons.

Destination	Number
Home	1 (888) 555 1212

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 **X** 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** below the list of destination numbers.
2. Click **Apply** to confirm.

## Configuring Call Screening

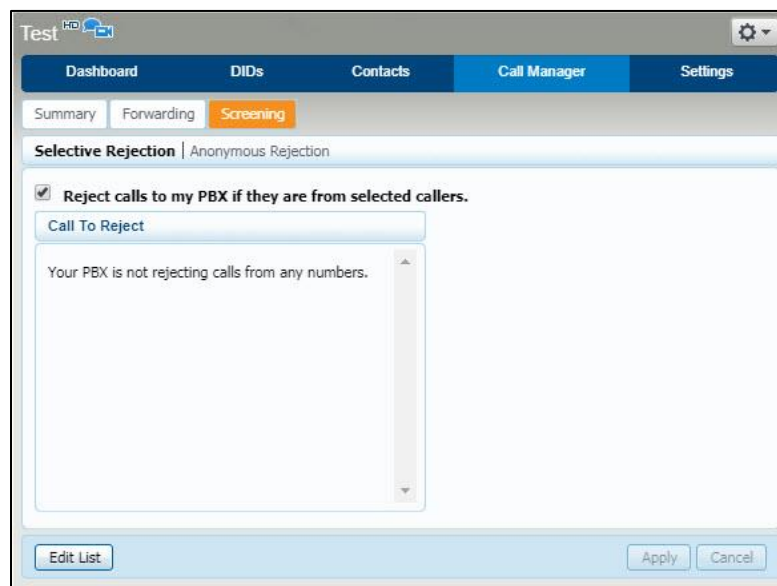
The **Screening** tab on the **Call Manager** window allows you to set up automatic call rejection for specific and/or anonymous phone numbers.

### Setting Up Selective Rejection

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

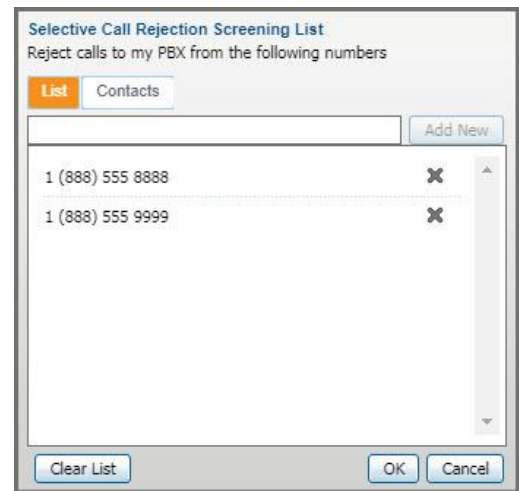
To set up selective rejection:

1. On the **Screening** tab of the **Call Manager** tab, click **Selective Rejection**.  
Selective rejection features display.



Selective Rejection Features

2. Click **Edit List** at the bottom of the tab to manage the phone numbers you want to reject.  
The **Selective Call Rejection Screening List** dialog displays.
3. Enter the phone numbers you want to reject.
4. Click **Add New**.
5. Click **OK**.  
The **Edit List** dialog 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. Uncheck the box to turn it off.
7. Click **Apply** to start or stop rejecting calls from the specified phone numbers.



**Selective Call Rejection Screening List**

## Setting Up Anonymous Rejection

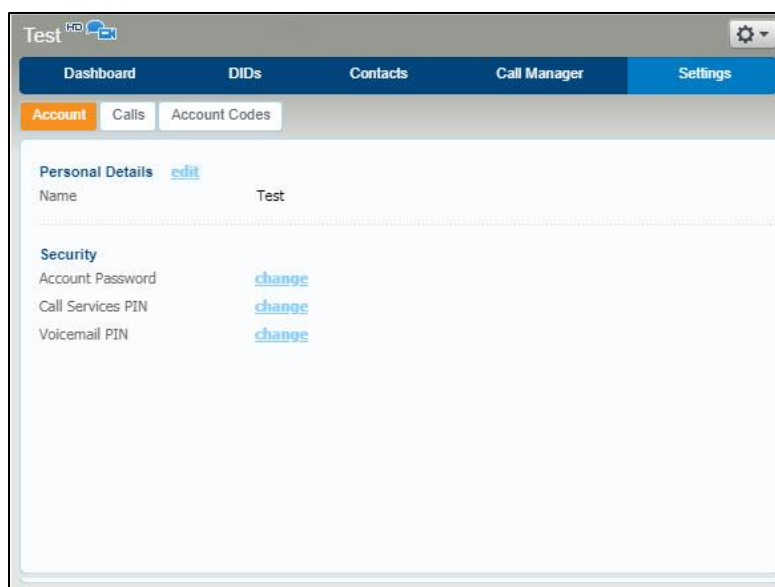
Anonymous rejection automatically rejects calls from any phone number that does not provide caller ID information.

To set up anonymous selection:

1. On the **Screening** tab, click **Anonymous Rejection**.
2. Check the **Reject all calls to my PBX from anonymous callers** box.
3. Click **Apply**.

## Managing Account and Outbound Call Settings

Account and outbound call settings are managed using the **Settings** window. To access the **Settings** window, click **Settings** at the top of the portal dialog.



**Settings Window**

## Managing Your Account

The **Account** tab on the **Settings** tab allows you to manage account details and passwords.

**Note:** **Call Services PINs** and **Voicemail PINs** are not applicable.

### Changing Your Account Name

To change the name of your account:

1. Click **edit** next to **Personal Details**.
2. Modify the name as needed.
3. Click **Save**.

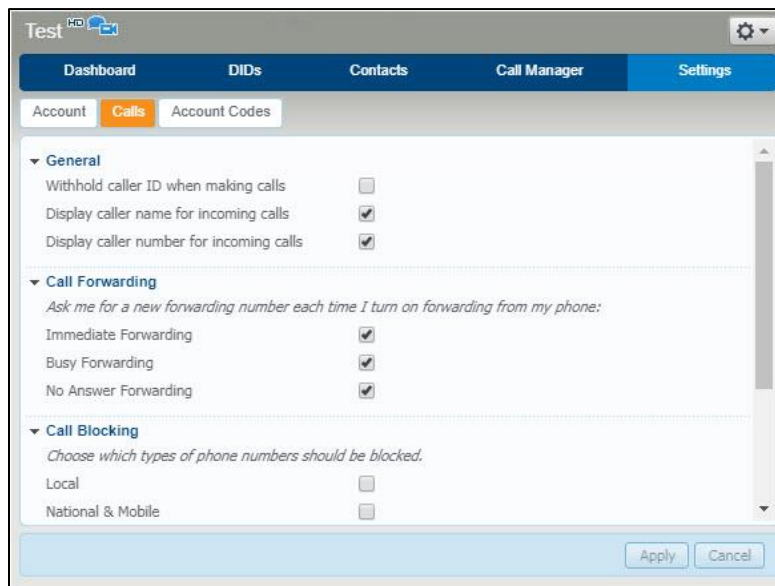
### Changing Your Account Password

To change your account password:

1. Click **change** next to **Account Password**.  
The **Change Account Password** dialog displays.
2. Enter your current password.
3. Enter a new password.
4. Re-enter the new password.
5. Click **Confirm**.

## Managing Outbound Call Settings

The **Calls** tab on the **Settings** tab allows you to manage caller ID presentation and call forwarding and call blocking settings.



**Calls Tab, Settings Window**

## Presenting Caller ID Information

To hide/display caller ID information when making a call:

1. On the **Calls** tab of the **Settings** window, expand the **General** section.
2. Check the **Withhold caller ID when making calls** box to hide caller ID information or uncheck the box to display it.
3. Click **Apply**.

## Configuring Call Forwarding

The call forwarding options on the Calls tab of the Settings window allow you to determine the types of forwarding options under which you want to be prompted to enter a new phone number.

To select call forwarding options requiring a new number prompt:

1. On the **Calls** tab of the **Settings** window, expand the **Call Forwarding** section.
2. Check the boxes next to each type of call forwarding for which you want to be prompted for a new destination number.
3. Click **Apply**.

## Configuring Call Blocking

The SIP portal allows you to select one or more of the following types of phone numbers you want to block:

- Local
- National & Mobile (1+)
- International (011+)
- Premium Rate (900+, 976+)
- Operator (0)
- Directory (411)
- Access Codes (\*73, \*72, etc.)
- Access Codes that change configuration

To configure call blocking options:

1. On the **Calls** tab of the **Settings** window, expand the **Call Blocking** section.
2. Check the box next to one or more types of phone numbers you want to block.
3. Click **Apply**.