

# SIP Portal Guide



02/27/2014

# SIP Portal

The following SIP Portal functions are in support of both Native SIP and PRI-SIP options. The SIP Portal will give you access to set up Call Forwarding, Call Blocking, and Call Screening. These features will be set up for the entire group of DID's on the PBX with the exception of Unavailable Call Forwarding that can be setup for the entire group of DID's on the PBX or individual DID (telephone number). Set up will be "activated" when the PBX or SIP trunks are unavailable.

## Call Barring / Call Blocking

As the administrator you can block specific outgoing call types that are not explicitly controlled by Integra. An Example of this is that by default Integra blocks international dialing, but only blocks premium calls (900/976) when specifically requested by the customer. Using the SIP Portal, you could block or allow these types of calls as needed. Control of blocking or allowing International calls will only be given to administrators when the customer has specifically requested International dialing and has signed the appropriate waivers and agreements. Without this agreement the international block will always be active and the customer will be unable to change this.

## Call Screening

Call Screening will allow 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** - This optional feature enables a user to exclude calls that originate from specified callers.

## Call Forwarding Services

As stated above, the call forwarding features are set up for the entire group of DID's on the PBX with the exception of "Unavailable Call Forwarding". Call forwarding allows all calls to forward to a single selected number based on a variety of conditions such as Immediately, Busy/No Answer, Unavailable, and Selected Callers.

**Immediately Call Forwarding** - This optional feature allows all calls to be forwarded to a user-defined telephone number.

**Busy/No Answer Call Forward** - When a line is busy or there is no answer, all calls are forwarded to a user-defined telephone number.

**Unavailable Call Forward** - When the PBX / CPE become unreachable, calls are forwarded to a user-defined telephone number.

**Selected Callers** - Calls that originate from specified callers are forwarded to a user-defined telephone number.

\*Forwarding Destinations Tab allows you to create a list of destinations you use frequently.



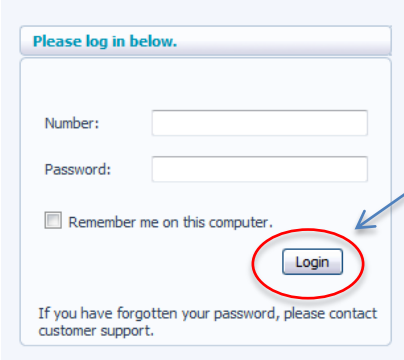
## Caller ID Presentation

This allows you to block / unblock outbound caller ID on all calls made from your location.

## To Log In to SIP CommPortal

<http://integracare.integratelecom.com/>

- Log in to your Integra account
- Service Tab
- SIP Trunk Portal



Please log in below.

Number:

Password:

Remember me on this computer.

If you have forgotten your password, please contact customer support.

Number: **Telephone Number**

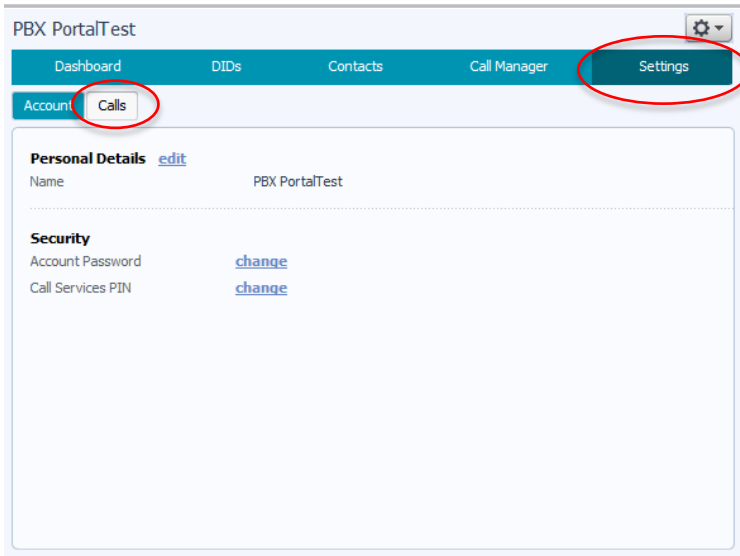
Password: *This will be provided to you by Integra.*  
(Recommend that you change the Integra provided password.)

Click **Login**

\*Each site will have its own unique login based on the site's telephone number. Passwords may be the same for all sites.  
\*If you have multiple rate centers within one location, you will have multiple login and passwords, as each rate center will have its own login and password.

For questions, please call Integra Customer Service at (866)597-7791.

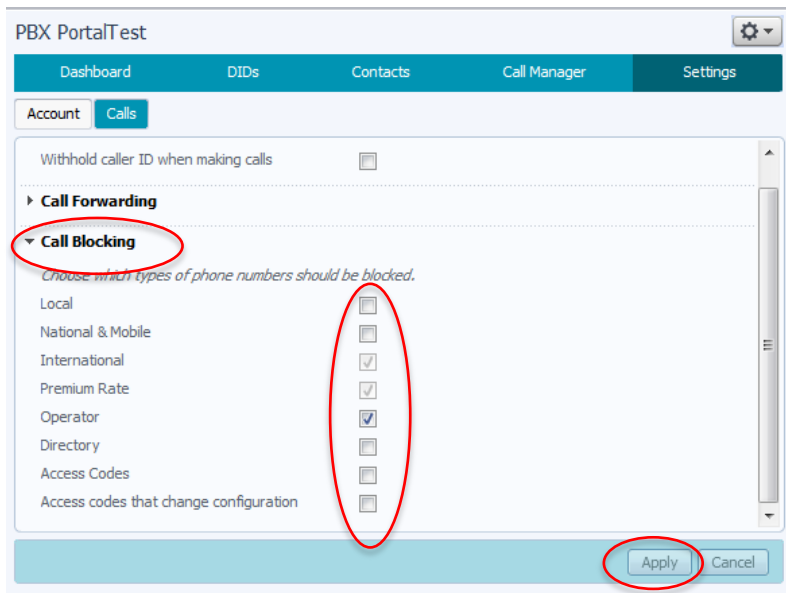
### Call Barring/Call Blocking (Outbound Calls)



To Set Outbound Call Blocking

Click **Settings** Tab

Click **Calls** Tab



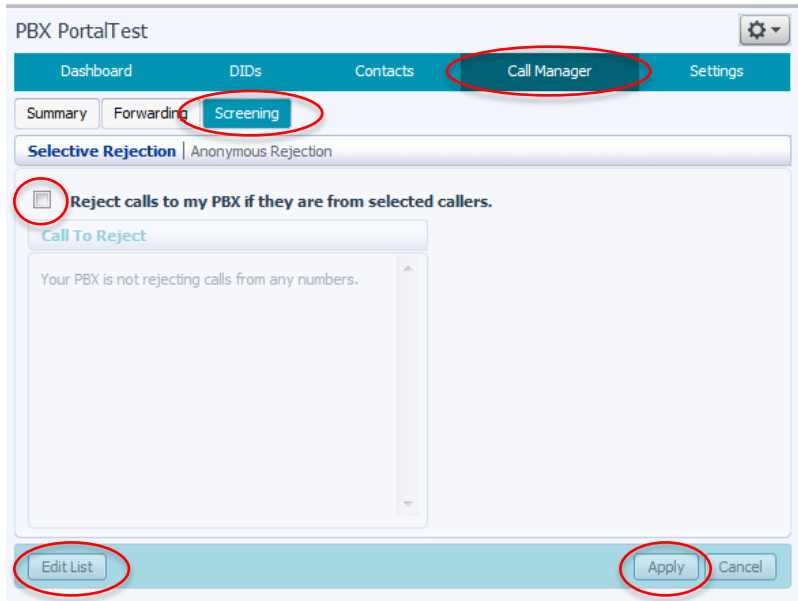
Open the **Call Blocking** Option

Check the options 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

Click **Apply**

## Call Screening



### Call Screening

Click **Call Manager** Tab

Click **Screening** Tab

Check **Reject call to my PBX if they are from selected callers**

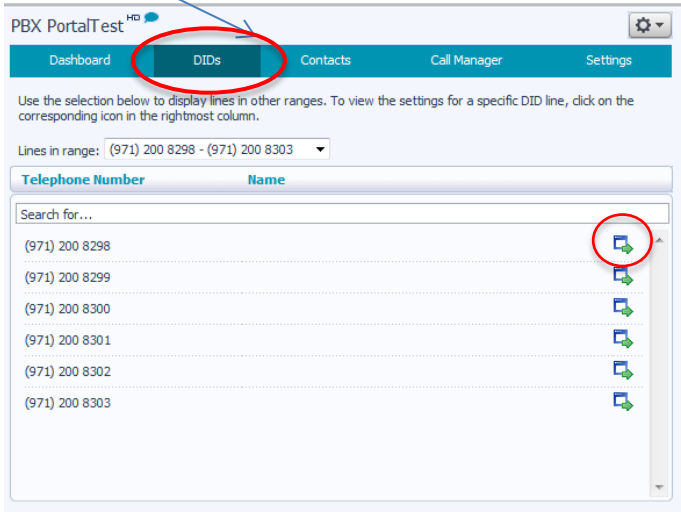
Choose **Edit List**


- Type in Telephone Numbers you want to Reject.
- Click **Add New**
- Click OK

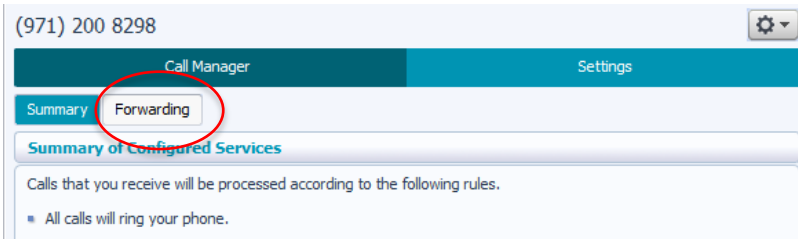
Click **Apply**

### Call Forwarding

**Option 1** – Forward a particular DID (Telephone Number) to another telephone number **when SIP service/PBX is unavailable**.

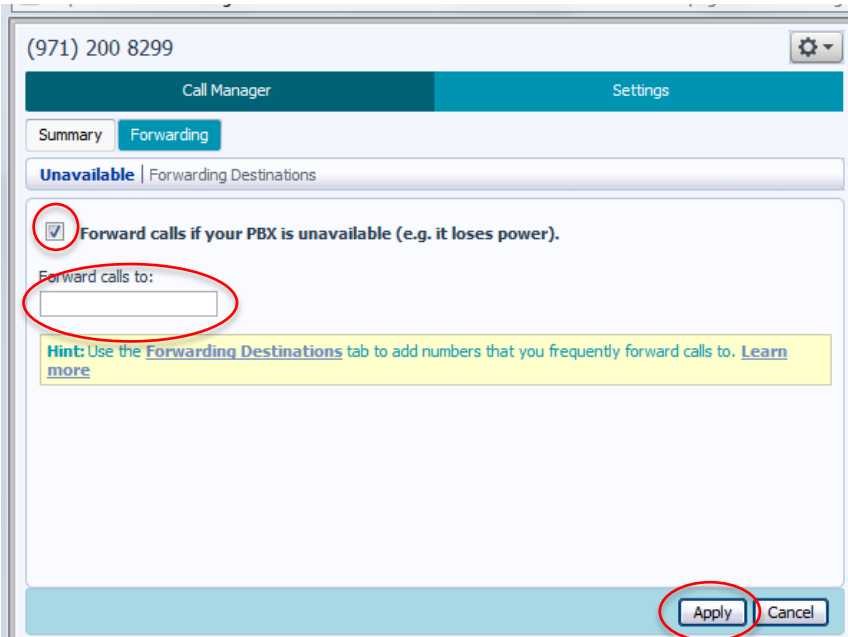


**Option #1** – Individual Number  
Click on  next to the telephone number you would like to forward.



Next screen shows you a summary of what calls are doing currently.  
Click **Forwarding** to change where the call will ring.





The Forwarding Screen will appear.

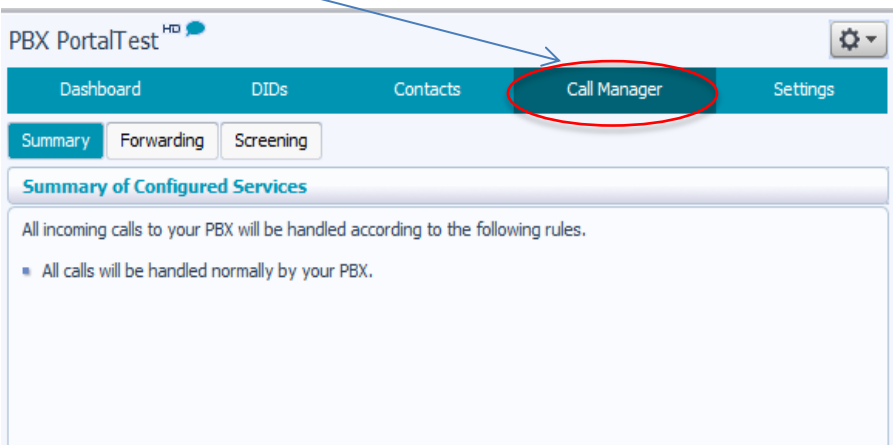
Put a **CHECK** in **Forward calls if your PBX is unavailable**.

Add the telephone number you want the calls to forward to in **Forward calls to:** field.

If you do this often, you may want to set up **Forwarding Destinations**. This will allow you to create a list of destinations you use frequently and will save time in the future.

Click **Apply**

**Option 2** – Forward ALL Calls to an Outside Phone Number when SIP service/PBX is unavailable.




**Option #2** – All Calls

This option allows you to forward ALL calls that come into your PBX. Use this option if the office is closed, unusually business hours, or system issues.

**Summary Screen** shows what calls are currently doing. Default: All calls will be handled normally by your PBX.



PBX PortalTest <sup>HD</sup> 

Dashboard DIDs Contacts Call Manager Settings

Summary **Forwarding** Screening

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

**Forward calls to my PBX immediately.**

Forward calls to:

**Hint:** Use the [Forwarding Destinations](#) tab to add the numbers to which you most frequently forward calls to your PBX. [Learn more](#)

The Forwarding Screen will appear.

Put a **CHECK** in **Forward calls to my PBX immediately.**

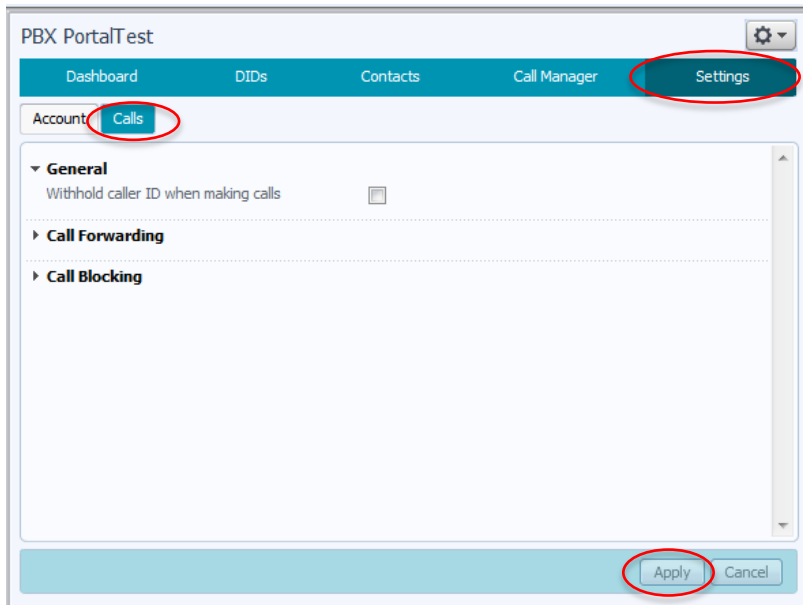
\*If you click on the tabs above, you can forward ALL calls in a Busy/No Answer, Unavailable, or Selected Callers status.

Add the telephone number you want the calls to forward to in **Forward calls to:** field.

If you do this often, you may want to set up **Forwarding Destinations**. This will allow you to create a list of destinations you use frequently and will save time in the future.

Click **Apply**

## Caller ID Presentation



Caller ID Presentation

Click **Setting** Tab

Click **Calls**

Open **General**

Check mark **Withhold Caller ID when making calls**

Click **Apply**