

New SIP Trunking Admin Portal User Guide

The screenshot displays the 'SIP Trunking' admin portal. On the left is a navigation sidebar with options: Resources, Locations (highlighted), Enhanced Numbers, and Statement Settings. The main content area includes a search bar, an 'Order New' button, and a table of phone numbers. A magnifying glass icon points to the search bar, a phone icon with a plus sign points to the 'Order New' button, and a location pin icon points to the phone number list. A text box explains the green 911 icon.

SIP Trunking

Resources
Locations
Enhanced Numbers
Statement Settings

To view and make changes to your phone number, expand the phone number hyperlink. Please note:

- Green 911 icon – This is the 911 default phone number for this SIP trunk. It has a single 911 default phone number. 911 calls made from this number will use the number provided to the emergency services operator.

[+ Order New](#)

Search [Search](#) [Export to CSV](#)

Location	Phone Numbers	Account Number	Address	City
United States	12 numbers ^	100-214-587	3798 E Q St Tacoma WA 98404-4671	Tacoma
	206-686-4035			
	206-686-4043 911			
	206-686-4045			
	206-686-6799			

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Welcome

The SIP Trunking Admin Portal allows you to manage virtually all aspects of your phone service.

From the Admin Portal you may:

- View your Account Summary
- View your current and past invoices
- View your phone numbers and phone lines
- Change your outbound Caller ID
- Change your emergency failover numbers
- Quickly log in to other services such as your Auto Attendant or Conferencing Number

Plus MUCH MORE!

Viewing Your Locations

In order to view your locations and their associated phone numbers, navigate to the 'Locations' page.

The table on this page displays all of the locations that have SIP Trunking phone service. A location is defined as the address where a SIP Trunking PBX resides. If you have remote extensions, the location is the address of the main PBX call processing unit. You may have more than one phone system at the same physical address but it will show up as multiple locations here.

SIP Trunking

- Resources
- Locations**
- Enhanced Numbers
- Statement Settings
- Billing

The table below displays all of your locations and phone numbers associated with them. To view and make changes to your phone lines assigned to a specific location, click on the location name.

To view and make changes to your phone number, expand the phone numbers under the location and click the phone number hyperlink. Please note:

- Green 911 icon – This is the 911 default phone number for this SIP trunking location. Each location has a single 911 default phone number. 911 calls made from this number will use this default phone number as the callback number provided to the emergency services operator.
- No 911 icon – 911 calls made from these numbers will use the location's 911 default phone number as the callback number provided to the emergency services operator.
- Gray 911 icon – This is a dedicated 911 telephone number. 911 calls made from a dedicated number will use the dedicated phone number itself as the callback number to the emergency services operator.

Use 'Export to CSV' button to get a CSV file which includes a record for SIP trunking DIDs by location along with relevant attributes and any enhanced numbers.

[+ Order New](#)

Search [Search](#) [Export to CSV](#)

Location	Phone Numbers	Account Number	Address	City
Location 3	3 numbers ▼	100-215-997	112 SE 8th St Bellevue WA 98004	Bellevue
Location4	2 numbers ▼	100-215-998	112 SE 8th St Bellevue WA 98004	Bellevue

To view and make changes to your phone lines assigned to a specific location, click on the location name.

SIP Trunking

Resources

The table below displays all of your locations and phone numbers associated with them. To view and make changes to your phone lines assigned to a specific location, click on the location name.

Locations

To view and make changes to your phone number, expand the phone numbers under the location and click the phone number hyperlink. Please note:

- Green 911 icon – This is the 911 default phone number for this SIP trunking location. Each location has a single 911 default phone number. 911 calls made from this number will use this default phone number as the callback number provided to the emergency services operator.
- No 911 icon – 911 calls made from these numbers will use the location's 911 default phone number as the callback number provided to the emergency services operator.
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Use 'Export to CSV' button to get a CSV file which includes a record for SIP trunking DIDs by location along with relevant attributes and any enhanced numbers.

[+ Order New](#)

Search [Search](#) [Export to CSV](#)

Location	Phone Numbers	Account Number	Address	City
Location 3	3 numbers ▾	100-215-997	112 SE 8th St Bellevue WA 98004	Bellevue
Location4	2 numbers ▾	100-215-998	112 SE 8th St Bellevue WA 98004	Bellevue

To view and make changes to your phone number, expand the phone numbers under the location and click the phone number hyperlink.

SIP Trunking

Resources

The table below displays all of your locations and phone numbers associated with them. To view and make changes to your phone lines assigned to a specific location, click on the location name.

Locations


To view and make changes to your phone number, expand the phone numbers under the location and click the phone number hyperlink. Please note:

- Green 911 icon – This is the 911 default phone number for this SIP trunking location. Each location has a single 911 default phone number. 911 calls made from this number will use this default phone number as the callback number provided to the emergency services operator.
- No 911 icon – 911 calls made from these numbers will use the location's 911 default phone number as the callback number provided to the emergency services operator.
- Gray 911 icon – This is a dedicated 911 telephone number. 911 calls made from a dedicated number will use the dedicated phone number itself as the callback number to the emergency services operator.



Use "Export to CSV" button to get a CSV file which includes a record for SIP trunking DIDs by location along with relevant attributes and any enhanced numbers.

[+ Order New](#)

Search [Search](#) [Export to CSV](#)

Location	Phone Numbers	Account Number	Address	City
Location 3	3 numbers ▲ 206-686-7159  206-686-7164 206-686-7179	100-215-997	112 SE 8th St Bellevue WA 98004	Bellevue
Location4	2 numbers ▾	100-215-998	112 SE 8th St Bellevue WA 98004	Bellevue

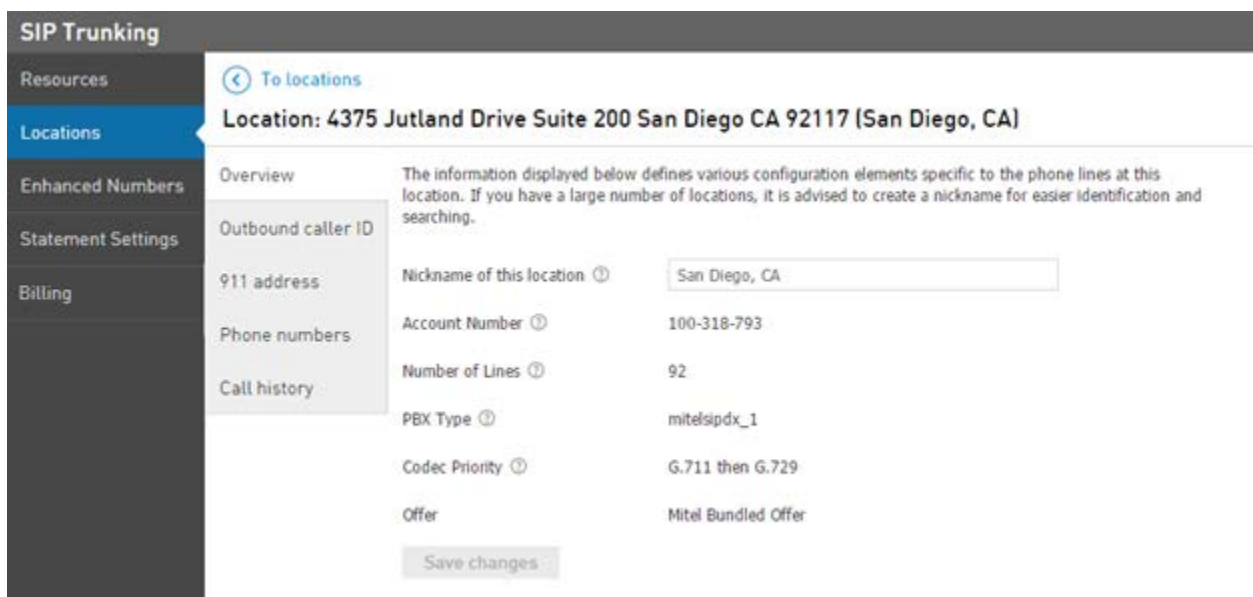
Green and gray icons near your phone number will help you to understand phone number type:

- Green 911 icon  – This is the 911 default phone number for this SIP Trunking location. Each location has a single 911 default phone number. 911 calls made from this location will use this default phone number as the callback number provided to the emergency services operator, unless you are calling from a phone that has its own specific 911 callback number.
- Gray 911 icon  – This is a dedicated 911 telephone number for a specific phone. 911 calls made from a dedicated number will use the dedicated phone number itself as the callback number to the emergency services operator. This option is useful for remote extensions that reside at a different physical address from the main PBX. Please note this phone must send this phone number as the Caller ID when calling 911 for the operator to receive the correct address.
- No 911 icon – 911 calls made from these numbers will use the location’s 911 default phone number as the callback number provided to the emergency services operator.

Viewing location general information

To view general information about your location, navigate to the ‘Overview’ tab.

The information on this page defines various configuration elements specific to the phone lines at this location. This information cannot be changed through this page so please contact Customer Service for changes. If you have a large number of locations, you may create a nickname in order to easily sort and find locations. A nickname might refer to the location such as “San Diego, CA” or something more specific such as “Corporate Office”.



SIP Trunking

Resources [← To locations](#)

Locations

Location: 4375 Jutland Drive Suite 200 San Diego CA 92117 (San Diego, CA)

Overview: The information displayed below defines various configuration elements specific to the phone lines at this location. If you have a large number of locations, it is advised to create a nickname for easier identification and searching.

Outbound caller ID

911 address

Phone numbers

Call history

Nickname of this location ⓘ	<input type="text" value="San Diego, CA"/>
Account Number ⓘ	100-318-793
Number of Lines ⓘ	92
PBX Type ⓘ	mitelsipdx_1
Codec Priority ⓘ	G.711 then G.729
Offer	Mitel Bundled Offer

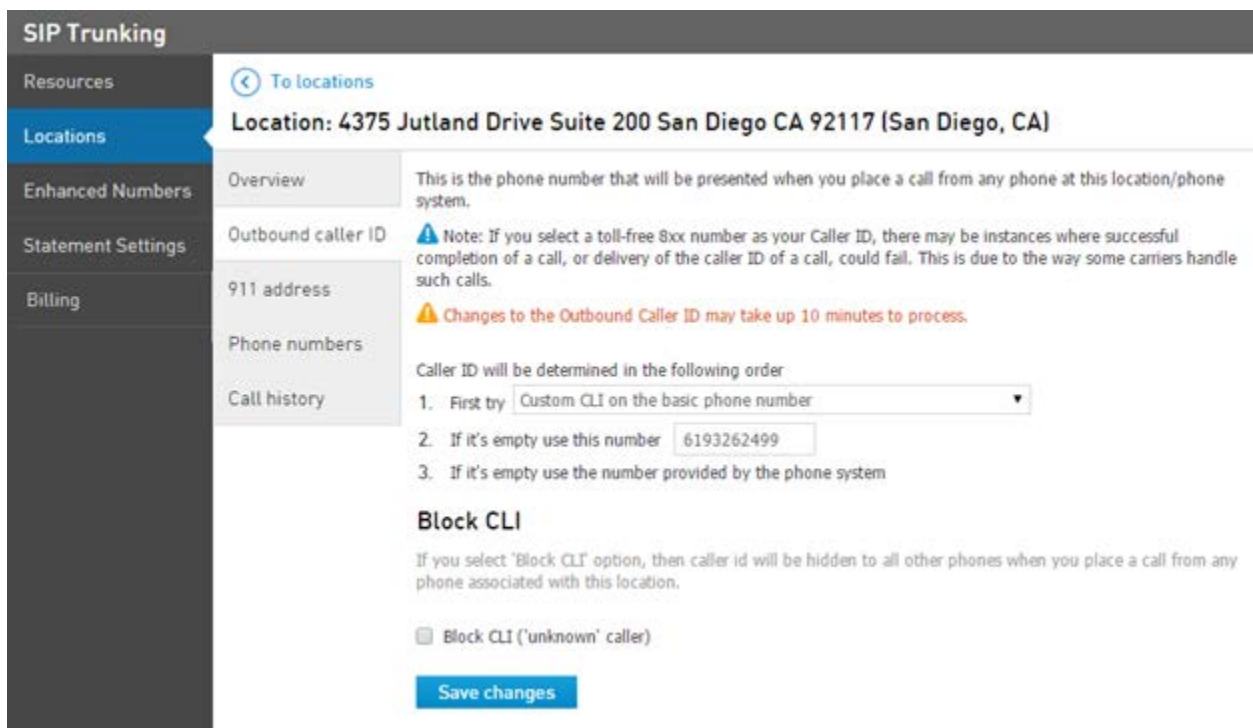
[Save changes](#)

Viewing and editing location Caller ID

To view and change the phone number that will be presented when you place a call from any phone at this location/phone system, navigate to the 'Outbound Caller ID' tab.

Through this page, you may change Caller ID attributes for the entire location. Depending on how your phone system has been configured, you can either have your phone system provide the outbound Caller ID or set it here. The caller ID set here will only be utilized when the phone system sends no outbound Caller ID.

You may only enter an outbound Caller ID number that has been assigned to your company. You may also block outbound Caller ID.



The screenshot shows the 'SIP Trunking' interface. On the left is a navigation menu with options: Resources, Locations (selected), Enhanced Numbers, Statement Settings, and Billing. The main content area is titled 'To locations' and shows the location: '4375 Jutland Drive Suite 200 San Diego CA 92117 (San Diego, CA)'. Below this, there are several tabs: Overview, Outbound caller ID (selected), 911 address, Phone numbers, and Call history. The 'Outbound caller ID' tab is active, displaying the following information:

- Overview:** This is the phone number that will be presented when you place a call from any phone at this location/phone system.
- Outbound caller ID:** A warning icon and text: 'Note: If you select a toll-free 8xx number as your Caller ID, there may be instances where successful completion of a call, or delivery of the caller ID of a call, could fail. This is due to the way some carriers handle such calls.'
- 911 address:** A warning icon and text: 'Changes to the Outbound Caller ID may take up 10 minutes to process.'
- Caller ID will be determined in the following order:**
 1. First try: A dropdown menu currently set to 'Custom CLI on the basic phone number'.
 2. If it's empty use this number: A text input field containing '6193262499'.
 3. If it's empty use the number provided by the phone system.
- Block CLI:** Text: 'If you select 'Block CLI' option, then caller id will be hidden to all other phones when you place a call from any phone associated with this location.'
- Block CLI ('unknown' caller):** A checkbox that is currently unchecked.
- Save changes:** A blue button at the bottom.

Viewing and editing location 911 address

To view and change 911 address of the location, navigate to the '911 address' tab.

This page allows you to change the 911 address for a specific location (you may also change the 911 location for a specific phone number providing your phone system supports this function through the 'Phone numbers' tab). You must change the 911 address anytime you change the physical location of the phone system. To change the 911 address for a location:

1. Enter the new address in the address fields provided
2. Read and acknowledge 911 address policy and limitations
3. Click the 'Save changes' button
4. Wait for the web page to confirm that the address is with the coverage area

Note: It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.

The screenshot shows a web interface for 'SIP Trunking' with a sidebar menu containing 'Resources', 'Locations', 'Enhanced Numbers', 'Statement Settings', and 'Billing'. The 'Locations' section is active, showing a breadcrumb 'To locations' and the current location: 'Location: 4375 Jutland Drive Suite 200 San Diego CA 92117 (San Diego, CA)'. A sidebar on the left lists 'Overview', 'Outbound caller ID', '911 address', 'Phone numbers', and 'Call history'. The main content area contains a warning about 911 address accuracy, a note about PBX programming, and a checkbox for policy acknowledgment. Below this is a form with fields for Company name (Pite Duncan LLC), Street (4375 JUTLAND DR), Street 2 (STE 200), City (SAN DIEGO), State (California), Postal code (92117-3600), and Country (United States). A 'Save changes' button is at the bottom.

Viewing location call history

To view call history of a specific location or trunk group, navigate to the 'Call history' tab.

This page allows you to view call history by month for inbound and outbound calls for a location. You may view call history in your browser window or download your call history as a CSV file, a comma-delimited file format used with programs such as Microsoft Excel.

SIP Trunking

Resources

[← To locations](#)

Locations

Location: 4375 Jutland Drive Suite 200 San Diego CA 92117 (San Diego, CA)

Enhanced Numbers

Overview

Use this page to view all outbound calls for a specific location or trunk group.

Statement Settings

Outbound caller ID

Time zone: (UTC-08:00) Pacific Time (US & Canada) ▾

Billing

911 address

Select month ▾

Phone numbers

Last week

Call history

December 2014

November 2014

October 2014

September 2014

August 2014

July 2014

Viewing Your Phone Numbers

To view and make changes to your phone number, navigate to 'Locations' tab and either:

- Expand the phone numbers under the location and click the phone number hyperlink

The screenshot shows the 'SIP Trunking' interface. On the left is a navigation menu with 'Locations' selected. The main content area contains instructions and a table. A red box highlights the 'Phone Numbers' column in the table, which lists '206-686-6874' with a green 911 icon and '206-686-6885'.

SIP Trunking

Resources

The table below displays all of your locations and phone numbers associated with them. To view and make changes to your phone lines assigned to a specific location, click on the location name.

Locations

To view and make changes to your phone number, expand the phone numbers under the location and click the phone number hyperlink. Please note:

- Green 911 icon – This is the 911 default phone number for this SIP trunking location. Each location has a single 911 default phone number. 911 calls made from this number will use this default phone number as the callback number provided to the emergency services operator.
- No 911 icon – 911 calls made from these numbers will use the location's 911 default phone number as the callback number provided to the emergency services operator.
- Gray 911 icon – This is a dedicated 911 telephone number. 911 calls made from a dedicated number will use the dedicated phone number itself as the callback number to the emergency services operator.

Use 'Export to CSV' button to get a CSV file which includes a record for SIP trunking DIDs by location along with relevant attributes and any enhanced numbers.

[+ Order New](#)

Search [Search](#) [Export to CSV](#)

Location	Phone Numbers	Account Number	Address	City
United States	12 numbers ^ 206-686-6874 911 206-686-6885	100-214-587	3798 E Q St Tacoma WA 98404-4671	Tacoma

- Open the location (click the location name) and navigate to 'Phone numbers' tab

SIP Trunking

Resources

Locations

Enhanced Numbers

Statement Settings

Billing

[← To locations](#)

Location: 3798 E Q St Tacoma WA 98404-4671 (United States)

Overview

The table below displays all of your phone numbers associated with this location.



Outbound caller ID

911 address

Phone numbers



Call history

Search by phone number

Phone number
206-686-4035
206-686-4043
206-686-4045
206-686-6799
206-686-6801
206-686-6843
206-686-6848 
206-686-6852
206-686-6853
206-686-6874 
206-686-6885
206-686-6886

1 - 12 of 12 25 per page

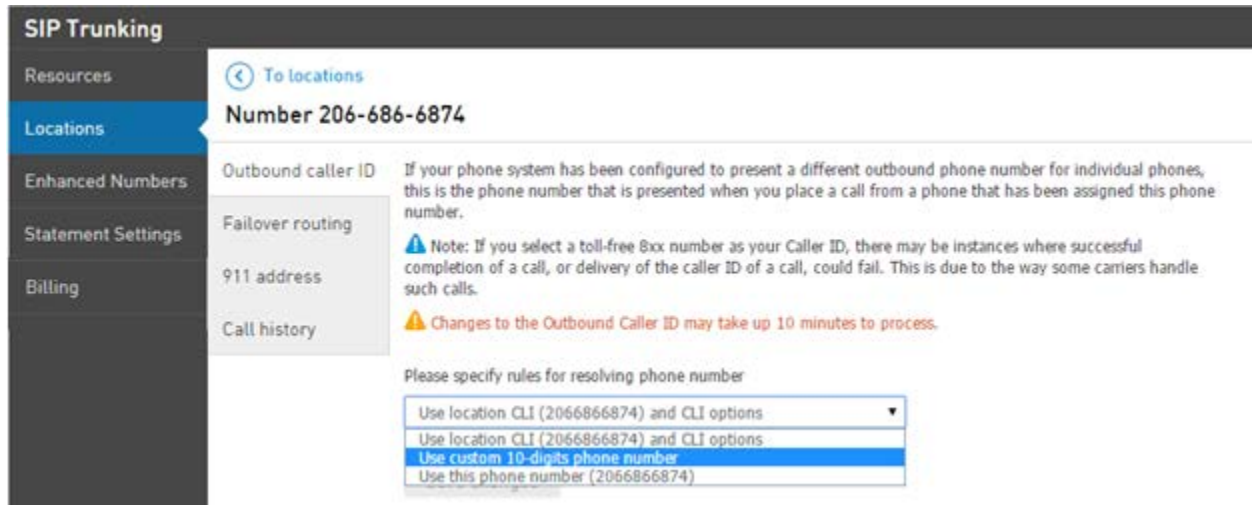
Green and gray icons near your phone number will help you to understand phone number type:

- Green 911 icon  – This is the 911 default phone number for this SIP Trunking location. Each location has a single 911 default phone number. 911 calls made from this location will use this default phone number as the callback number provided to the emergency services operator, unless you are calling from a phone that has its own specific 911 callback number.
- Gray 911 icon  – This is a dedicated 911 telephone number for a specific phone. 911 calls made from a dedicated number will use the dedicated phone number itself as the callback number to the emergency services operator. This option is useful for remote extensions that reside at a different physical address from the main PBX. Please note this phone must send this phone number as the Caller ID when calling 911 for the operator to receive the correct address.
- No 911 icon – 911 calls made from these numbers will use the location’s 911 default phone number as the callback number provided to the emergency services operator.

Viewing and editing phone number caller ID

To view and edit the phone number that is presented when you place a call from a phone that has been assigned this phone number, navigate to 'Outbound caller ID' tab.

Outbound caller ID can be provided by your phone system or by the information on this page. Before making a change to your outbound caller ID, please consult with your PBX installation/maintenance vendor.



The screenshot shows the 'SIP Trunking' configuration interface. On the left is a navigation menu with options: Resources, Locations (selected), Enhanced Numbers, Statement Settings, and Billing. The main content area is titled 'To locations' and shows 'Number 206-686-6874'. Under the 'Outbound caller ID' section, there is explanatory text: 'If your phone system has been configured to present a different outbound phone number for individual phones, this is the phone number that is presented when you place a call from a phone that has been assigned this phone number.' Below this is a warning icon and text: 'Note: If you select a toll-free 8xx number as your Caller ID, there may be instances where successful completion of a call, or delivery of the caller ID of a call, could fail. This is due to the way some carriers handle such calls.' A second warning icon and text state: 'Changes to the Outbound Caller ID may take up to 10 minutes to process.' At the bottom, there is a section 'Please specify rules for resolving phone number' with a dropdown menu. The dropdown menu is open, showing four options: 'Use location CLI (2066866874) and CLI options', 'Use location CLI (2066866874) and CLI options', 'Use custom 10-digits phone number' (which is highlighted in blue), and 'Use this phone number (2066866874)'.

Viewing and editing phone number failover routing

To view and change the phone number that the network will automatically reroute any incoming call to should your phone system suffers an outage, navigate to 'Outbound Caller ID' tab.

Failover routing automatically sends calls to an alternate phone number (such as a mobile phone) if, for some reason, the phone system is unavailable. Failover routing works automatically on a call by call basis and once configured, there is nothing else to do. Enter your failover number in the field provided and click the 'Save changes' button.

The screenshot shows the 'SIP Trunking' interface. On the left is a sidebar with navigation options: Resources, Locations (highlighted), Enhanced Numbers, Statement Settings, and Billing. The main content area is titled 'To locations' and shows 'Number 206-686-6874'. Below this, there are several tabs: 'Outbound caller ID' (with a descriptive note), 'Failover routing' (with a 'Phone number' field containing '2066866875'), '911 address' (which is the active tab), and 'Call history'. A blue 'Save changes' button is located at the bottom right of the '911 address' tab.

Viewing and editing phone number 911 address

To view and change 911 address of a specific phone number, navigate to the '911 address' tab.

This page allows you to change the 911 address for a specific phone number (you may also change the 911 address for the entire location through the 'Location > 911 address' page). It is only recommended to change the 911 address for a specific phone number if you are utilizing remote phone extensions. You must change the 911 address anytime you change the physical location of a remote phone. To change the 911 address for a remote phone number:

1. Enter the new address in the address fields provided
2. Read and acknowledge 911 address policy and limitations
3. Click the 'Save changes' button
4. Wait for the web page to confirm that the address is with the coverage area

Note: It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.

SIP Trunking

Resources

Locations [← To locations](#)

Number 206-686-6874

Enhanced Numbers

Statement Settings

Billing

Outbound caller ID

Failover routing

911 address

Call history

It is very important that the phone system associated with these phone lines resides at the address shown on this screen. If you dial 911 from the phone associated with these phone lines and disconnect without giving the 911 operator your address, the 911 dispatcher will send help to the address shown on this screen. To change the address of an individual phone number you must use the 911 address function for that specific phone number. Additionally, your phone system must support the moving of an individual phone. If you are unsure, or need assistance moving a phone, please contact your phone system vendor.

This is the main 911 telephone number for this location.

⚠️ Please ensure you program this number into your PBX and route it appropriately. This is the number public safety agencies will use to call your offices during a 911 incident. Please also make sure you program your PBX to send this phone number as the 911 CALLBACK NUMBER. Note, in some PBXs, this is different than what you might set for Caller ID.

⚠️ Be advised that if you port this number away, you are responsible to request a replacement number for your services with us for 911 use.

⚠️ Please note updates may take up to one minute to take effect.

Company name:

Street:

Street 2:

City:

State:

Postal code:

Country:



I have read and understood the [911 Policy and limitations](#).

Viewing phone number call history

To view call history of a specific phone number, navigate to the 'Call history' tab.

This page allows you to view call history by month for inbound and outbound calls for a specific phone number. Call history will always display inbound calls by phone number, but depending on how your phone system is configured you may or may not see outbound calls recorded. You may view call history in your browser window or download your call history as a CSV file, a comma-delimited file format used with programs such as Microsoft Excel.

July 2014 ▾

 Export to CSV
  Printable version

Date and time	Call Log	PCode	UCode	Duration	Bucket, min [?]	Charge, \$	Surcharge, \$ [?]	Total, \$
7/7/2014 10:01 AM	✔ 425-748-8354			18	0	0	0	0
7/7/2014 10:01 AM	✔ 425-748-8354			18	0	0	0	0
7/7/2014 10:16 AM	✔ 425-748-8354			18	0	0	0	0
7/7/2014 10:20 AM	✔ 425-748-8354			24	0	0	0	0

1 - 4 of 4

Viewing Enhanced Numbers

Enhanced numbers are phone numbers with additional features such as Automated Attendant, FollowMe numbers, WebFax and Conferencing numbers.

Navigate to the 'Enhanced Numbers' tab to view and sort a list of your Enhanced Numbers. By clicking the phone number link associated with a specific Enhanced Number, you will be automatically logged into the web for that number without having to re-enter your PIN.

SIP Trunking

Resources

Locations

Enhanced Numbers



Statement Settings

Billing

The table below provides a list of all enhanced phone numbers assigned to your company.

+ Order New

Search All: 2 Auto attendant: 2 Web fax: 0 Conference: 0

Phone number	Name	Type	
650-355-8381 	Auto Attendant 1	Auto Attendant	Change PIN
650-355-8333 	Auto Attendant 2	Auto Attendant	Change PIN

1 - 2 of 2

You can request additional enhanced numbers by calling us or sending us a request via the 'Order new' button.

SIP Trunking

Resources

Locations

Enhanced Numbers

Statement Settings

Billing

The table below provides a list of all enhanced phone numbers assigned to your company.

[+ Order New](#)

Search All: 2 Auto attendant: 2 Web fax: 0 Conference: 0

Phone number	Name	Type	
650-355-8381 🔗	Auto Attendant 1	Auto Attendant	Change PIN
650-355-8333 🔗	Auto Attendant 2	Auto Attendant	Change PIN

1 - 2 of 2

Contacting us:

If you decided to send a request via email, please check your contact information (phone number, preferred hours and time zone) as we will use this information to call you back to discuss the details of your request.

SIP Trunking

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Order additional service

- Location
Add a New Location
- Line
Add a New Line
- Auto Attendant
Add a New Automated Attendant Number
- Conference Number
Add a New Conference Number
- Web Fax
Add a New Webfax Number
- Other
Request Other New Services

Your contact phone

Your name

Preferred hours

Your time zone

 ▼

Comment

[Send request](#)

Setting up Statement Settings

Statement Settings allow you to enter an email address to receive a copy of your voice explanation of charges each month. You may choose between PDF and/or CSV format.

To setup Statement Settings:

1. Navigate to the 'Statement settings' page
2. Enter a valid email address in the 'Add email address of recipient' field
3. Select the type of attachment you wish
4. Click the 'Add' button

SIP Trunking

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Enhanced Numbers

Statement Settings

Billing

This page allows you to determine who in your company should receive a monthly detailed explanation of charges statement via email. You may enter email addresses in the field below to enable individuals to receive this information either as a CSV comma delimited file for import into another application like Microsoft Excel, or in PDF format.

Enable explanation of charges statement in CSV format

Explanation of charges statement in CSV will be available in the account balance page. If you want to receive it via email, please add recipients below.

[Save changes](#)

Add email address of recipient

[CSV](#) [Add](#)

Manage recipients

<input type="checkbox"/>	Email addresses	Type
<input type="checkbox"/>	test@serverdata.com	CSV

[Save changes](#) [Remove](#) 1 - 1 of 1

Note: If you uncheck 'Enable explanation of charges statement in CSV format', the system will not generate this information for the account.

Finding Billing Information

The Billing section can potentially provide two items depending on the age of your account.

Older accounts that have been migrated from older billing systems will provide a link to access older Invoices from that billing system.

Archived Invoices

In late 2014, Intermedia migrated our AccessLine heritage accounts into Intermedia's management system HostPilot. To find your invoices created before the migration, please log into the old Admin Portal.

[Access archived invoices](#)

Additionally, in the new Admin Portal, the location of all billing information changed. This tab helps direct you to the new home of your billing information.

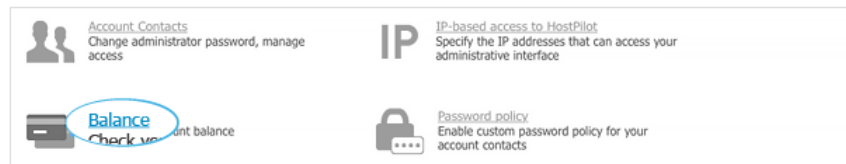
Current billing information

Intermedia's HostPilot management portal contains integrated service and billing sections. Please use the instructions below to locate your billing information.

1. At the top of your browser, click on **Account**



2. Click on **Balance**



3. Use the **filters** to apply a custom data search to find specific charges

Transaction Detail ID	Date	Service Charges	Payments	Balance	Comment
Totals for selected filter:		\$1,443,4000	\$0.00		
2286607	12/01/14	\$34.9500		\$7,310.75	MR - monthly charge
2300395	12/08/14	\$1,408.4500		\$8,719.20	AL - Voice services 11/08/14-12/08/14

Click on the **Transaction Detail ID** to see details about a specific charge