

# SIP TRUNKING

## *Administration Guide*



6860 S Yosemite Ct.  
Suite 1300  
Centennial, CO 80112  
303-773-1200

# Welcome to DB Networks SIP Trunking.....

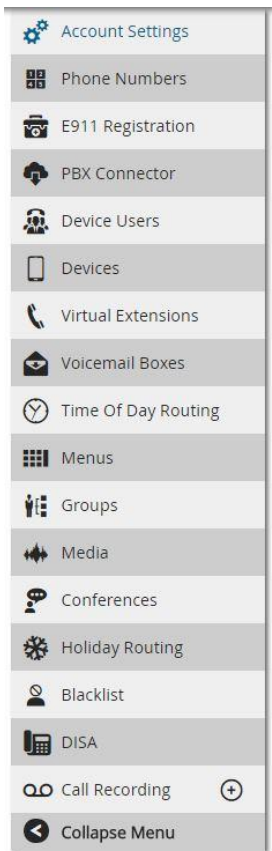
This Administration Guide contains essential information about your DB Networks Sip Trunking Service. The following Tabs indicate the different selections that are available to you on your DB Networks Account Portal.

## FEATURES TO YOUR SIP TRUNKING

- Automatic Failover capabilities – Set up a Failover # and if the SIP Trunking was to go down, it would automatically start directing calls to the Failover number (See PBX Connector for where you can set up your failover)
  - Use a Cell Phone number of someone within the organization
  - Have 1 single phone number through your Internet carrier and we can make it still ring into your PBX even if the SIP Trunking is down.
- On-Demand Call Paths – your SIP Trunking Service comes with 1 to 2 On-Demand Call Path capabilities. This means that if all your Talk Paths are being used and a caller calls into the organization, you won't miss that call – It will burst to the On-Demand Call Path and ring into your organization. You only pay for the On-Demand Call path if you use it. Allows you to not have to pay the additional monthly recurring cost of Talk Paths you may never use as part of your Agreement
- Scalability – If your organization has a busy season and you know you will need some additional talk paths, you can have them added onto your SIP Trunking (with appropriate space in your PBX for the addition) and then when your busy season is done, you can scale back your original Talk Paths.
- You must dial '011' to call international numbers (outside of the U.S. and Canada) –
  - **\*\*\*NOTE\*\*\*** -Dialing international does require a PIN for security measures and that can be obtained by DB Networks. You can use the default or DB Networks can implement your preferred PIN #.
- When making an external call, the system waits ten seconds before placing the call (to make sure you are finished dialing). To speed this up, press the # key to immediately execute the call.
- Be aware that if you wait too long to enter a complete number, the phone will dial the digits entered – most likely resulting in a busy signal/error message due to the number being invalid.
- Dial **911** to contact local emergency services.

# VoIP

Let's get started by looking at the VoIP menu and what each tab does for your SIP Trunking Service



## Account Settings

The information under Account Settings is provisioned by DB Networks, LLC. There are defaults under this section that you can turn on/off for your convenience.

## Phone Numbers

Under the Phone Numbers tab, you can see what phone numbers are assigned to your account and how they are provisioned.

- **Routing**
  - This will show where the phone number is routed
- **Outbound Caller ID**
  - Outbound Caller ID – This is how your Caller ID shows up on outbound calls
- **E911 Status**
  - This will show you what phone numbers are capable of calling 911
- **Status**
  - This will show if the phone number is In Service

## E911 Registration

The phone number with the E911 address associated will be listed under this tab.

## PBX Connector

The PBX Connector Page connects your PBS to the cloud via the SIP Protocol

- **Status**
  - **Green** – This means that the SIP Trunks are registered and working
  - **Red** – This means that the SIP Trunks are currently not registered.-
- **PBX Configuration**
  - This will show the manufacturer and type of system that the SIP Trunks are registered.
  - Caller ID Pass Thru – This will allow Caller ID to come through to the PBX
  - E911 Pass Thru – This will allow 911 to be called and registered
- **SIP Configuration and Registration Options**
  - This is provisioned by DB Networks, LLC and should not be changed.
- **Failover**
  - This is where you can set your failover number for instances that the SIP Trunks might be down (i.e. - Internet isn't working). You can set this up ahead of time so that there is an automatic redirect. You can have different phone numbers go to different numbers or all to the same. You can change this as needed.

## The following are only used for Hosted PBX Services

Your PBX already manages all of the below for you

- Devices
- Device Users
- Virtual Extensions
- Voicemail Boxes
- Time of Day Routing
- Menus
- Groups
- Media
- Conferences
- Holiday Routing
- DISA

## Blacklist

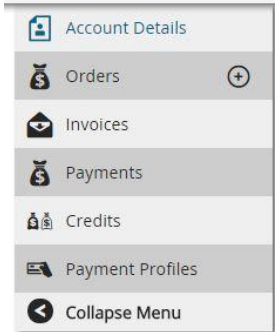
The portal allows an Account to block incoming calls from a list of numbers. Simply navigate to the Blacklist tab and put the list of numbers (one number per line).

## Call Recording

This is an add-on feature to your SIP Trunking Service. This allows you to record all incoming/outgoing calls for all of your Talk Paths.

# FINANCE

The Finance Tab is for the Customer to be able to monitor their Invoices and payments for their Hosted Voice Service. Let's take a look at the Finance Menu.



## Account Details

The Account Details page is an informational page for the customer. It shows them Company Name, Account #, Address, Users and any Tax Exemption Codes, if applicable.

## Orders

The Order tab shows you your monthly recurring costs.

## Invoices

The Invoice tab gives the customer the ability to view all of their invoices and Call Report. All invoices are emailed to the Billing Contact monthly. If the customer has a payment profile set up for automatic payments via credit card, then a copy of the invoice and receipt will be mailed the billing contact monthly.

## Payments

The Payment Tab provides the customer details on all of their payments processed with DB Networks. The customer can also make a one-time credit card payment by choosing the Add Payment Button on the top right.

## Credits

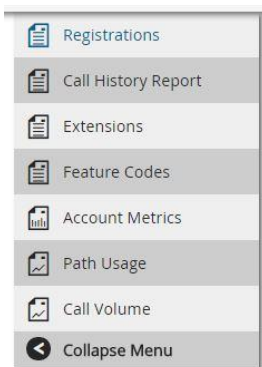
If there have been any credits applied to your account, the credits will be listed under the Credits Tab.

## Payment Profiles

The Customer can request to have the Payment Profile tab activated and they will be able to set up a profile so that they can enter a credit card for automatic payment. Please contact DB Networks to have the Payment Profile option activated.

# REPORTS

Under the Reports Tab, the Customer can run a variety of reports in regards to their call history, path usage, call volume and more. Let's take a look at the Reports Menu.



## Registrations

The Registrations Tab will show you the PBX that is connected to your SIP Trunking Service.

## Call History Report

The Customer can run a report for their call history for all outbound and inbound calls for a specified period of time. Filters can also be used to limit the information seen such as only outbound calls or only inbound calls. These reports can be exported for distribution.

Search:  Direction:   
Start:

DATE	FROM (CALLER ID)	TO (DESTINATION NUMBER)	DURATION	STATUS
Mar 10 2016 01:27:19 PM	+17204039878 (PHONETIC)	XXXXXXXXXX	00:00:00	ANSWER
Mar 10 2016 01:25:38 PM	+17209048893 (PHONETIC)	XXXXXXXXXX	00:00:00	ANSWER
Mar 10 2016 11:52:50 AM	+13038828369 (PHONETIC)	XXXXXXXXXX	00:00:00	ANSWER
Mar 10 2016 11:52:07 AM	+13038828369 (PHONETIC)	XXXXXXXXXX	00:00:00	ANSWER
Mar 10 2016 11:36:59 AM	+13032281100 (PHONETIC)	XXXXXXXXXX	00:00:00	ANSWER
Mar 10 2016 11:08:27 AM	+17209048893 (PHONETIC)	XXXXXXXXXX	00:00:00	ANSWER

## Extensions

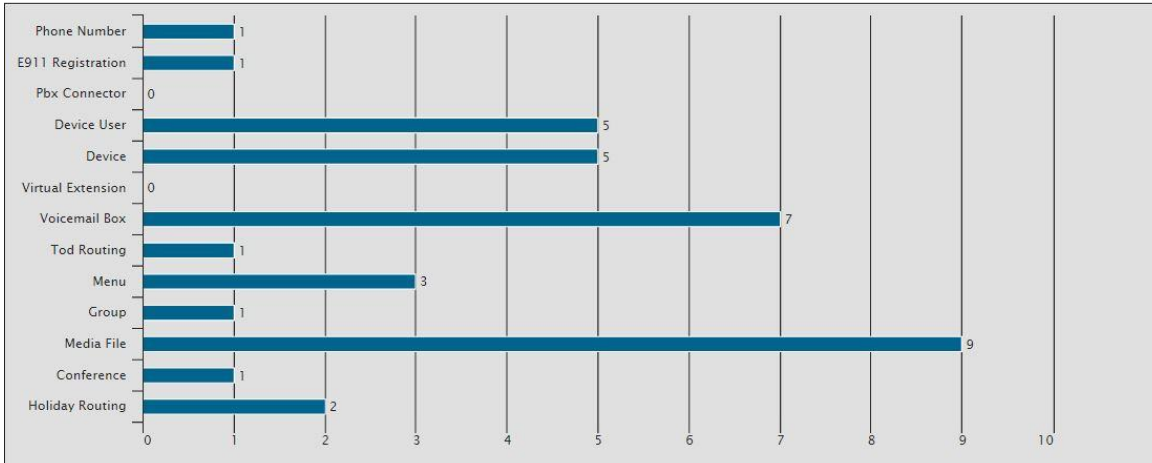
This is associated with the Hosted Voice Service, Not for PBX Connections.

## Feature Codes

This is associated with the Hosted Voice Service. Phone features will be through the On-Premise PBX.

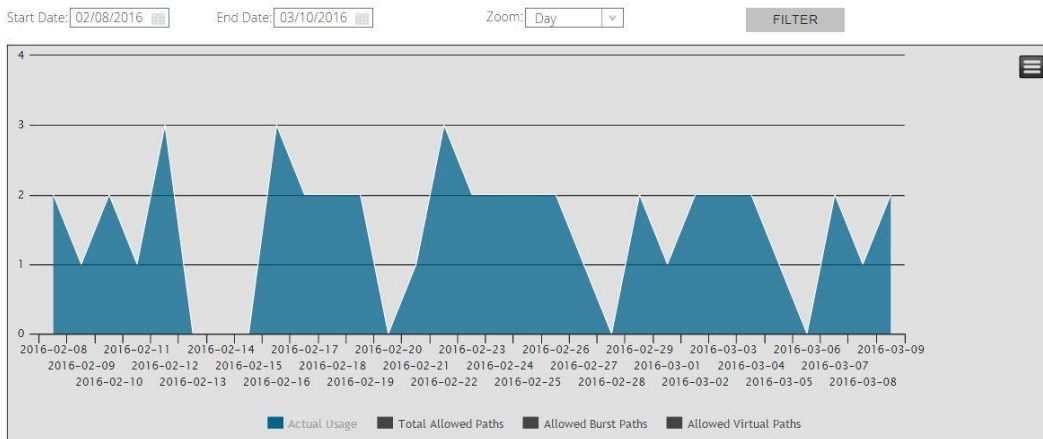
## Account Metrics

The Account Metrics tab will give you a snapshot of your VoIP Menu and what is being used under each tab.



## Path Usage

The Path Usage Report will give you a snapshot of the how many paths are being used concurrently during a specified period of time that can be viewed as Day, Week or Month.



## Call Volume

The Call Volume Report allows you to see where your call volume is during the day via hourly, daily, weekly or monthly. The calls are divided up by inbound and outbound calls.



# SETTINGS

The Settings Menu is where the customer can set up individual users for the portal and review any phone numbers that are being ported. Let's take a look at the Settings Menu.



## User Manager

### Users

- Under the Users Tab you can view who has been created as a User and the access the user has to the portal.

### Roles

- Under the Roles Tab it shows the different roles available to users.
  - Account Administrator
    - This user has access to everything on the portal and the ability to make changes.
  - Billing
    - This user is customizable and typically is used for the Finance Tab and this role can be customized to the type of access they have to the portal and what they can/cannot change.
  - Simple Account User- Hosted Voice Service Only
  - Technical
    - This role is also customizable as to what this role has access to such as VoIP, Finance, Reports and Settings.

## Porting

Under the Porting Tab the customer can view their porting information for their telephone numbers. It will allow the customer to monitor the porting process and status. Once the port has been completed, there will be no information under this tab.