

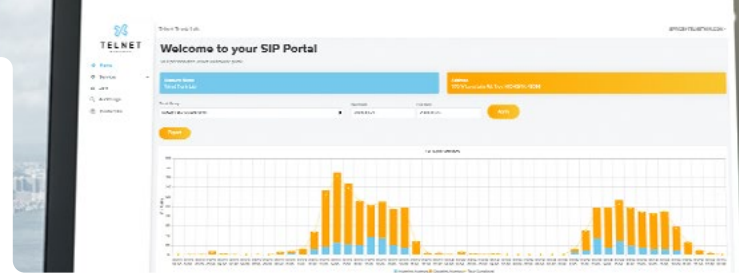
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SIP Portal User Guide

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NOTE: Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.



Overview

Our service management portal puts the control of your voice service in your hands. This guide will provide you with a walkthrough of the portal and show you how to make the most of your TelNet Worldwide SIP Trunking service. Make service-impacting modifications that will allow you and your company to be agile. From call forwarding to E911 record modification, you have the ability to make real-time changes on the fly.

User Roles and Permissions

The portal is structured with two levels of user access: Admin and Non-Admin. There is no limit to the number of admins and/or users you are allowed to have on your account.

Admin User

- Make service-impacting modifications
- View audit logs (see what changes have been made by other users)
- Request additional user access

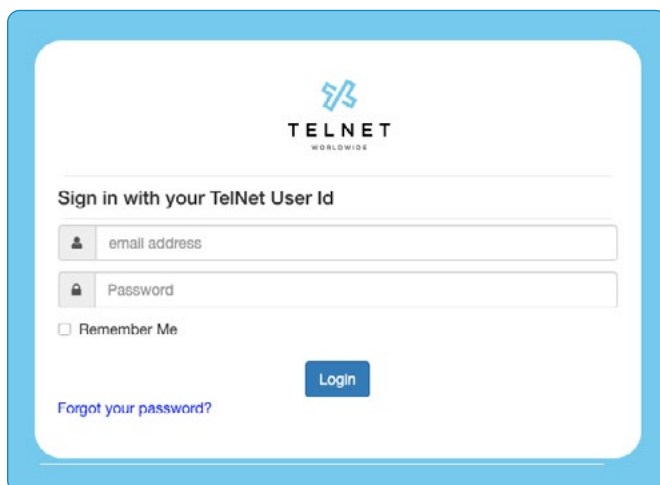
Non-Admin User

- View only
- Not able to make service-impacting modifications

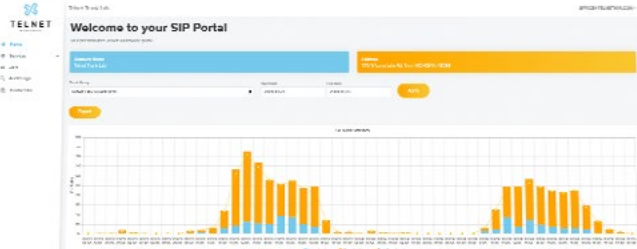
Signing In

➞ Access the portal by pasting this link into your search bar: customerportal.telnetww.com

We recommend bookmarking this page for easy future access.



The login form is enclosed in a light blue rounded rectangle. At the top center is the TelNet Worldwide logo. Below it, the text "Sign in with your TelNet User Id" is displayed. There are two input fields: "email address" with an email icon and "Password" with a lock icon. Below these fields is a checkbox labeled "Remember Me". A blue "Login" button is positioned to the right of the "Remember Me" checkbox. At the bottom left, there is a link that says "Forgot your password?".

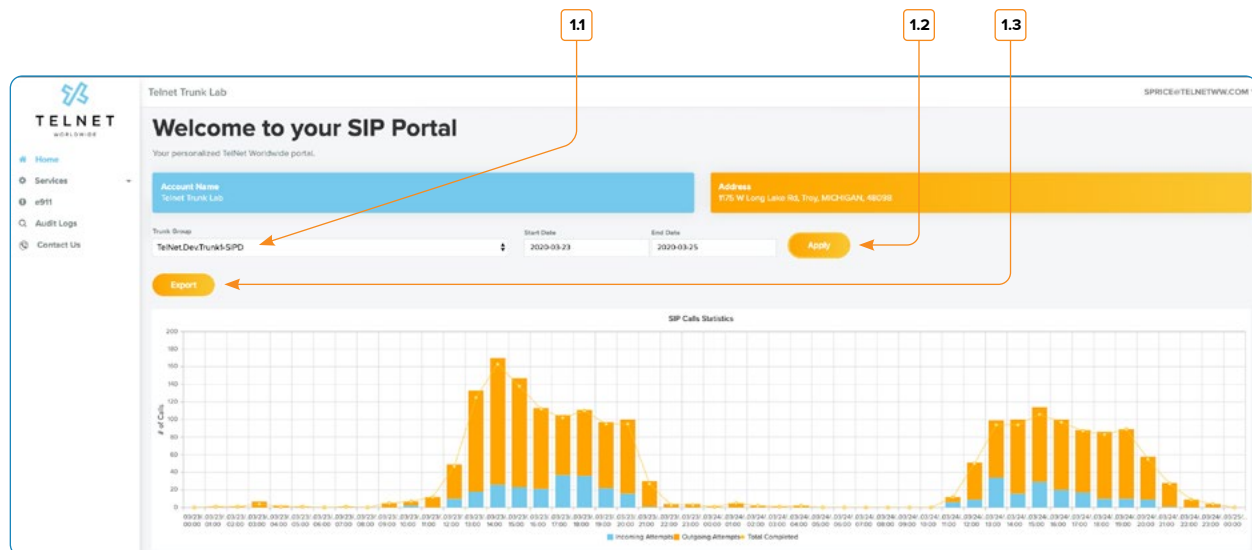


The Dashboard

SIP Call Statistics

The portal's dashboard will default to the SIP Call Statistics graph, which displays trunk utilization data. The graph shows the number of calls attempted and completed for the selected trunk group and date range.

- To change the selected trunk group, click on the 'Trunk Group' dropdown **1.1** and change the selection. Click *Apply* **1.2**.
- To change 'Start Date' or 'End Date', select a new date range and click *Apply*
- Select the *Export* **1.3** button to view the data in a CSV file



Top 10 Telephone Numbers by Usage

To view your most-used telephone numbers, scroll down the page of your dashboard, past the utilization graph. The subsequent graph shows your top 10 most-used phone numbers for the selected date range.

Phone Number	Miss of Use	Qty of Calls
2484856900	45	121
2484856901	88	45
2484856902	42	20
2484856903	28	16
2484856904	138	16
2484856905	13	15
2484856906	59	15
2484856907	19	15
2484856908	10	12
2484856909	2	12



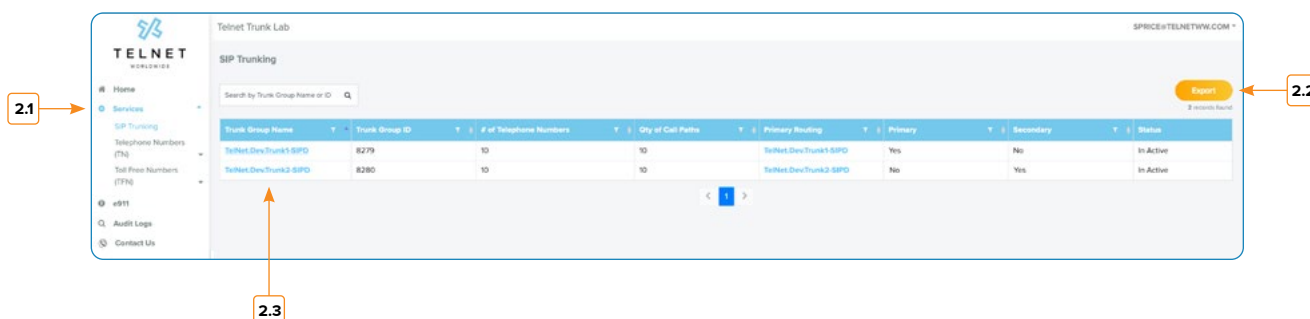
SIP Trunking

To access information about your SIP Trunking service, go to the navigation menu on the left of your screen and select *Services*.

Select *SIP Trunking* **2.1** to display:

- List of trunk groups
- Trunk Group IDs
- Quantity of telephone numbers
- Quantity of call paths
- Status (Active, Inactive, Failed-over, Disconnected)
- Routing information

Note: To download your Trunk Group information into a CSV file, click the *Export* button **2.2** near the top right corner of your screen.

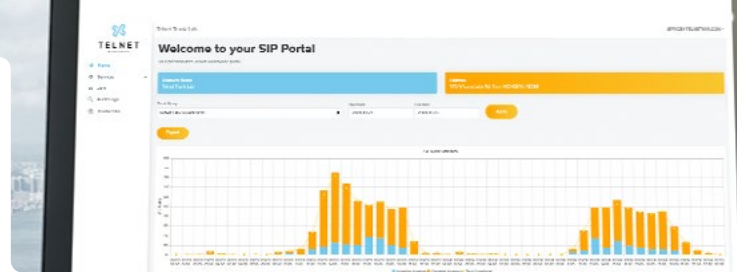


SIP Trunking Manage View

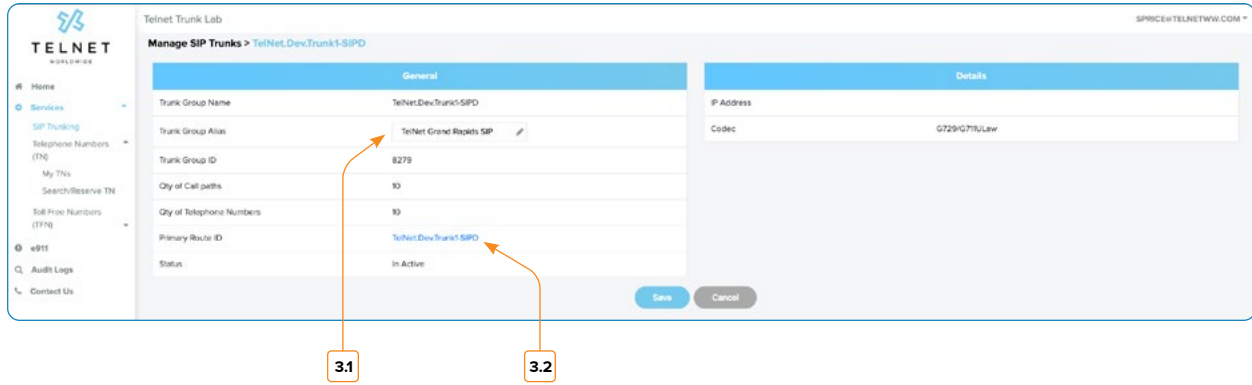
To view details about a single Trunk Group, select that *Trunk Group* **2.3** from the list.

Within the SIP Trunking Manage View screen, users can manage / view:

- Trunk Group ID
- Quantity of call paths associated to this trunk group
- Quantity of telephone numbers associated to this trunk group
- Trunk Group Alias **3.1** (Edit this field to change the name of your trunk group to describe the location, region, or whatever makes sense to you)
- IP Address and codec
- Status (Active, Inactive, Failed-Over, Disconnected)
- Route List
 - Click the [blue text link](#) **3.2** to the right of *Primary Route ID*. This shows how calls will be routed to the next destination trunk group in the route list if certain conditions apply:
 - The destination trunk is unreachable
 - The destination trunk is already at maximum capacity



SIP Trunking Manage View - Continued



3.1

3.2

Telephone Numbers

To view and access your telephone numbers, select *Telephone Numbers* under the *Services* submenu of the navigation and select *My TNs* [4.1](#).

Telephone Number List View

When you land on your telephone number inventory, you'll have the following functions:

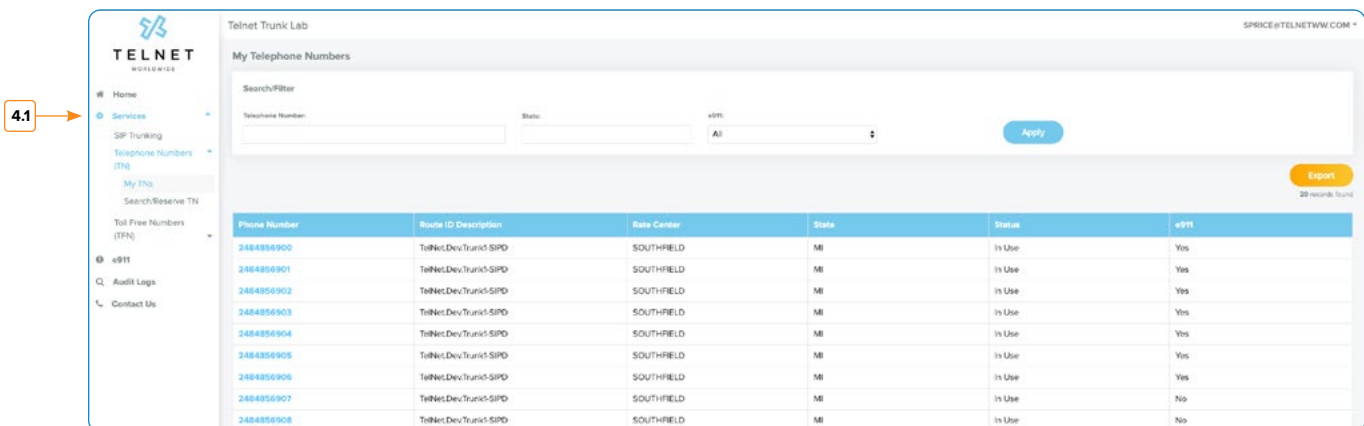
1. Filter the list view by:

- A specific TN
- State, then rate center
- E911 association

Note: Be sure to *Apply* your filter.

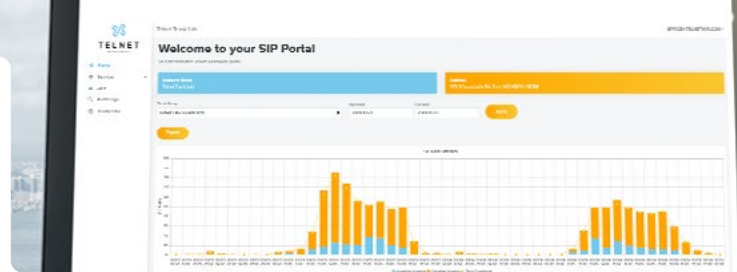
2. Select the *Export* button to download this list of TNs as a CSV file

3. Select a single telephone number to view further details, like Caller ID and Forwarding. Select a single telephone number to view further details. This will take you to the Manage View, as shown on the following page.



4.1

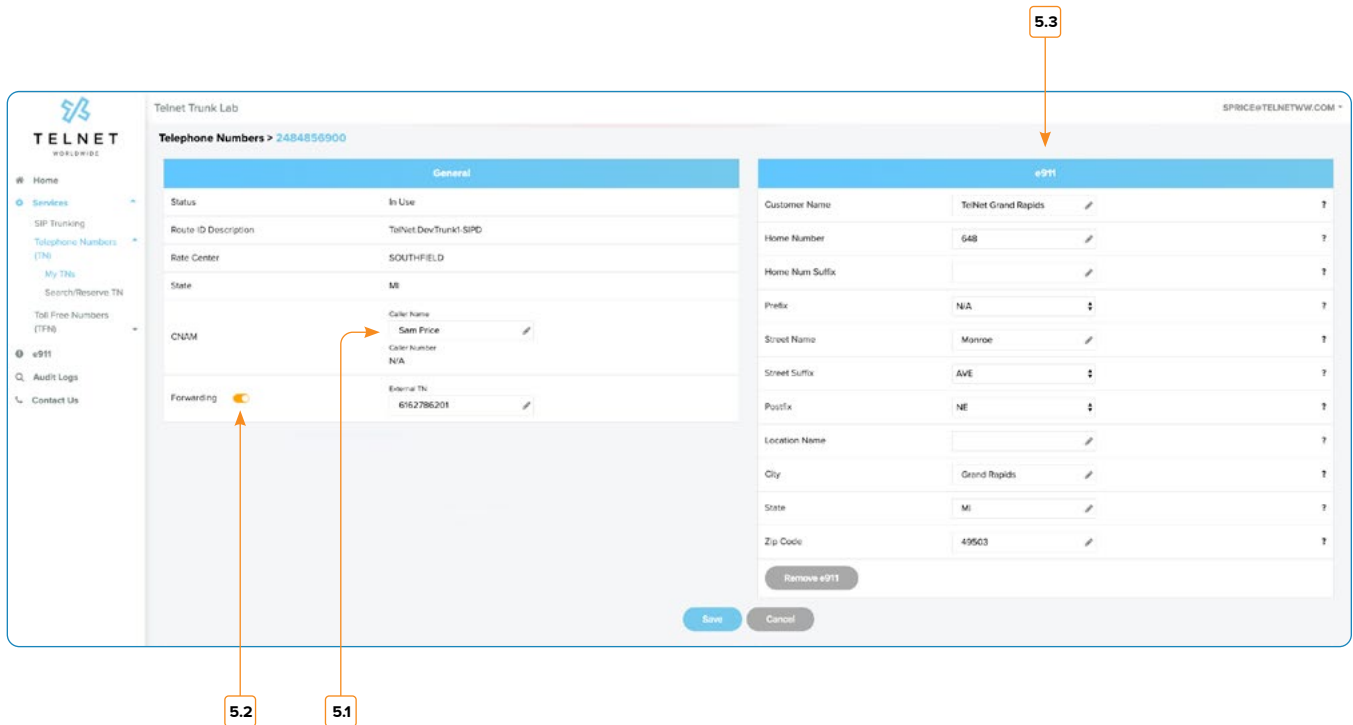
Phone Number	Route ID Description	Rate Center	State	Status	e911
2484856900	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856901	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856902	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856903	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856904	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856905	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856906	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	Yes
2484856907	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	No
2484856908	TelNet.Dev.Trunk1-SIPD	SOUTHFIELD	MI	In Use	No



Telephone Number Manage View

On the Telephone Number Manage Screen, you'll find:

- Status (In Use, Disconnected, Pending, Port Out, Recovery)
- Route ID Description (displays the current associated route)
- Rate Center
- CNAM (Caller ID) - View or edit the Caller ID for this number by typing the desired Caller Name and pressing Save **5.1**
- Forwarding **5.2**
 1. Toggle the button next to the word Forwarding on and type in the 10-digit phone number you would like to forward to
 2. You can forward this TN to another TN within your network, or to an external TN like a cell phone
 3. Press Save
- View, modify or remove E911 association to this telephone number **5.3**



5.3 points to the e911 tab.

5.2 points to the Forwarding toggle switch.

5.1 points to the CNAM section.

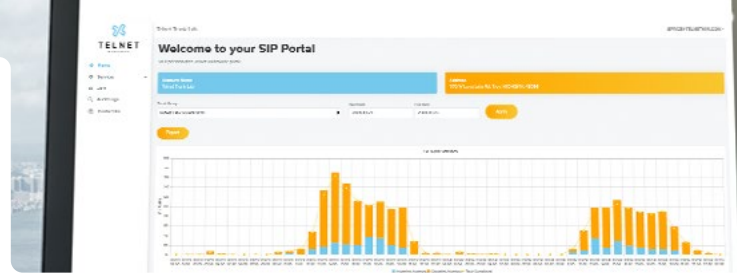
General Tab:

Status	In Use
Route ID Description	TelNet DevTrunk1-SIPD
Rate Center	SOUTHFIELD
State	MI
CNAM	Caller Name: Sam Price, Caller Number: N/A
Forwarding	External TN: 6162786201

e911 Tab:

Customer Name	TelNet Grand Rapids
Home Number	648
Home Num Suffix	
Prefix	N/A
Street Name	Monroe
Street Suffix	AVE
Postfix	NE
Location Name	
City	Grand Rapids
State	MI
Zip Code	49503

Buttons: Save, Cancel, Remove e911



Toll Free Numbers

To view and access your toll free numbers, select *Toll Free Numbers* from the *Services* submenu of the navigation on the left and select *My TFNs* [6.1](#).

Toll Free Number List View

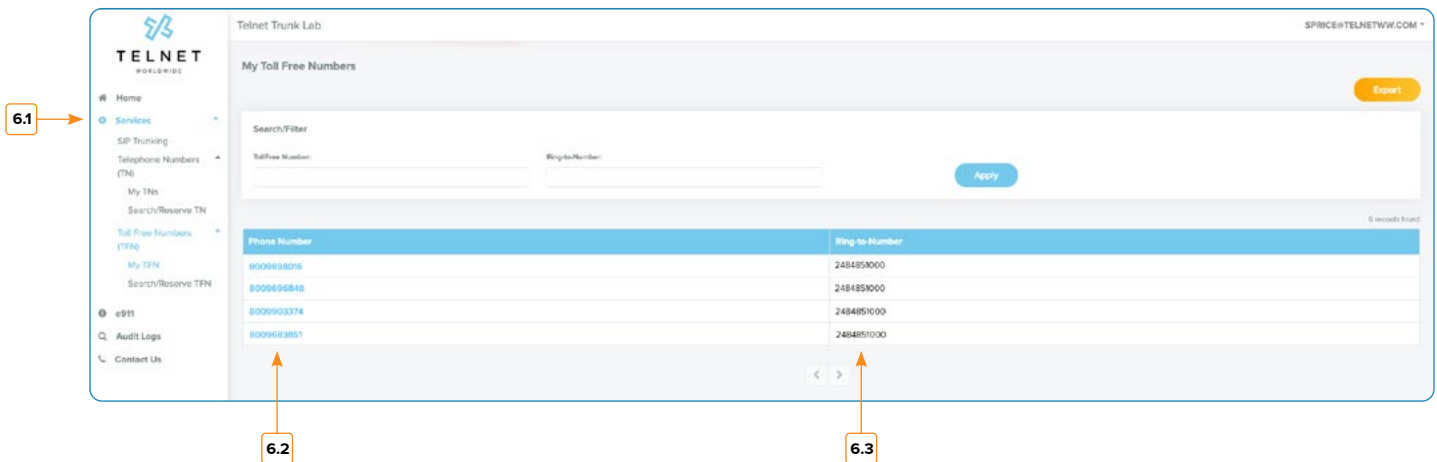
Landing on your Toll Free Inventory, you will see a list of all your toll free numbers. You can search for a specific number or ring-to number.

Note: The ring-to number associated with a Toll Free, is the DID that the 800 will route to.

This table shows:

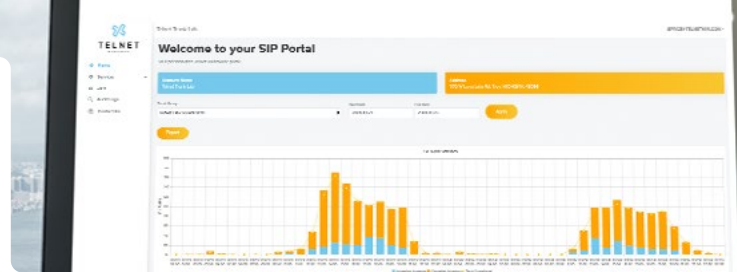
- Toll Free Numbers [6.2](#)
- Ring-To Numbers [6.3](#)

Press the *Export* button to download your toll free numbers to a CSV file.



The screenshot shows the 'My Toll Free Numbers' page in the TelNet SIP Portal. The left sidebar has a navigation menu with 'Services' expanded, and 'Toll Free Numbers (TFN)' selected. An arrow labeled [6.1](#) points to this menu item. The main content area has a search bar with 'Toll Free Number' and 'Ring-to Number' fields, and an 'Apply' button. Below the search bar is a table with two columns: 'Phone Number' and 'Ring-to Number'. The table contains four rows of data. An arrow labeled [6.2](#) points to the 'Phone Number' column, and an arrow labeled [6.3](#) points to the 'Ring-to Number' column. An 'Export' button is located in the top right corner of the table area.

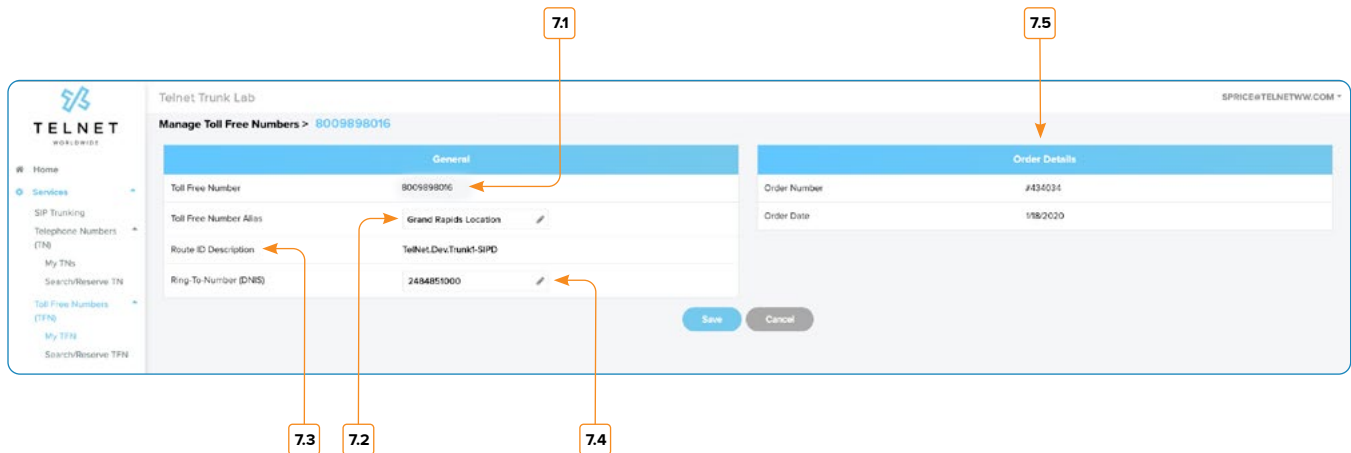
Phone Number	Ring-to Number
8009998216	2484859000
8009995848	2484859000
8009990374	2484859000
8009993851	2484859000



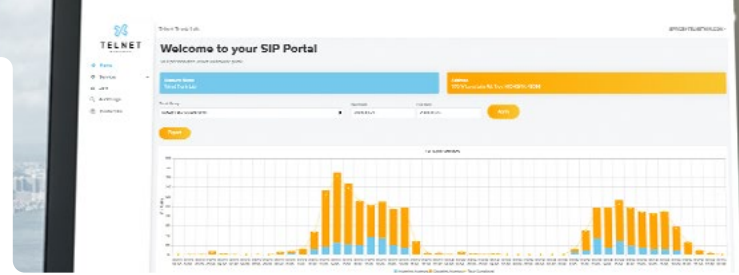
Toll Free Number Manage View

When you select a TFN from the list view, you will land on the Toll Free Number Manage View. Here you will find:

- The selected toll free number **7.1**
 - Toll Free Number Alias **7.2** (edit this field to change the name of your TF number to describe the location, office, purpose, or whatever makes sense to you)
 - The route ID that the number is associated to **7.3**
 - Ring-to-Number (DNIS) **7.4** - You can modify the ring-to number by replacing the current 10-digit number with another 10-digit number
- Note:** Be sure to press **Save** when complete.
- Order details **7.5**, including the order number and date

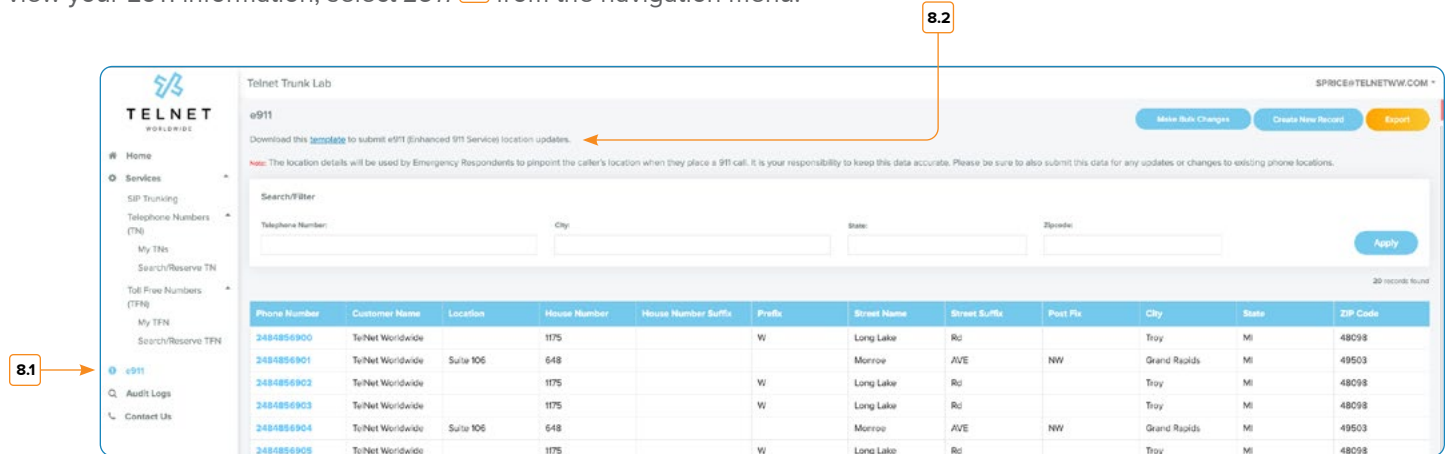


The screenshot shows the 'Manage Toll Free Numbers' page for the number 8009898016. The page is divided into two main sections: 'General' and 'Order Details'. The 'General' section contains fields for 'Toll Free Number' (8009898016), 'Toll Free Number Alias' (Grand Rapids Location), 'Route ID Description' (TelNet.Dev.Trunk1-SIPD), and 'Ring-To Number (DNIS)' (2484851000). The 'Order Details' section contains 'Order Number' (#434034) and 'Order Date' (1/18/2020). Callouts 7.1 through 7.5 point to these specific fields.



E911

To view your E911 information, select *E911* **8.1** from the navigation menu.



8.1 → **E911**

8.2 → Download this [template](#) to submit e911 (Enhanced 911 Service) location updates.

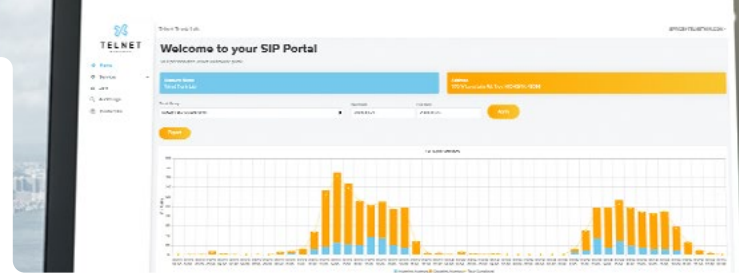
Table Data:

Phone Number	Customer Name	Location	House Number	House Number Suffix	Prefix	Street Name	Street Suffix	Post Fix	City	State	ZIP Code
248-485-6900	TelNet Worldwide		1175		W	Long Lake	Rd		Troy	MI	48098
248-485-6901	TelNet Worldwide	Suite 106	648			Monroe	AVE	NW	Grand Rapids	MI	49503
248-485-6902	TelNet Worldwide		1175		W	Long Lake	Rd		Troy	MI	48098
248-485-6903	TelNet Worldwide		1175		W	Long Lake	Rd		Troy	MI	48098
248-485-6904	TelNet Worldwide	Suite 106	648			Monroe	AVE	NW	Grand Rapids	MI	49503
248-485-6905	TelNet Worldwide		1175		W	Long Lake	Rd		Troy	MI	48098

From this screen, you are able to make the following modifications to your E911 service:

- Export all of the records as a CSV file
- View a list of the E911 records and the TN they are associated to
- Filter by: city, state or zip code
- Search for a single record
- Make a single record modification
 1. Filter or search for the record
 2. Select the record to display the pop-up
 3. Make the required change to the appropriate field
 4. Press **Save**
- Create a new record
 1. Press the *Create New Record* button in the top right
 2. Select the TN or group of TNs you would like to provision and click *Next*
 3. Fill in the required fields and click *Next*
 4. Review your records and click *Finish*

Note: You can cancel the new record at anytime by clicking out of the window.
- Make bulk changes that apply to multiple numbers at once
 1. Download the template **8.2** near the top of the page
 2. In the first column, fill in the TNs that you would like to change
 3. Fill in the required cells that have column headers marked with an asterisk (*). Please note that the character limit is indicated in the column header.
 4. Click **Save**
 5. Go back to the E911 page of the portal and click *Make Bulk Changes*
 6. Select the file that you saved and click *Open*. This will not begin the import of the new records. Once it is complete, they will all be updated.



Audit Logs

To view your Audit Logs, select *Audit Logs* **9.1** from the navigation menu.

Audit Logs will give the admin user (or TelNet Worldwide Care Team member) the ability to view changes that have been made within a certain account.

NOTE: This list is view only.

9.1 →

Item	Date/Time	User	Action	Old Value	New Value	Action
Call Forwarding Active	Apr 01 2020 1:29:42 pm	spiced@telnetww.com	miannuzz@telnetww.com	False	True	Update
Call Forwarding Active	Apr 01 2020 11:56:06 am	icounght@telnetww.com	miannuzz@telnetww.com	True	False	Update
Call Forwarding Active	Apr 01 2020 11:55:23 am	spiced@telnetww.com	miannuzz@telnetww.com	False	True	Update
Call Forwarding Active	Apr 01 2020 11:53:38 am	spiced@telnetww.com	miannuzz@telnetww.com	True	False	Update
Call Forwarding Active	Apr 01 2020 11:52:09 am	spiced@telnetww.com	miannuzz@telnetww.com	False	True	Update
Call Forwarding Active	Apr 01 2020 11:51:24 am	icounght@telnetww.com	miannuzz@telnetww.com	True	False	Update
Call Forwarding Active	Apr 01 2020 11:50:41 am	spiced@telnetww.com	miannuzz@telnetww.com	False	True	Update
Ring-To-Number	Apr 01 2020 1:29:42 pm	icounght@telnetww.com	miannuzz@telnetww.com		6162786201	Update
Ring-To-Number	Apr 01 2020 11:56:06 am	spiced@telnetww.com	miannuzz@telnetww.com	2484850902		Update
Ring-To-Number	Apr 01 2020 11:55:23 am	spiced@telnetww.com	miannuzz@telnetww.com		2484856902	Update

Contact Us

Use the *Contact Us* page **9.2** to reach us for a service question (report a bug or open a ticket), order support, or billing support. We are happy to answer all of your questions!

9.2 →

Support Type	Telephone Number
Order Support	1 (800) 508-1254 - Option 2
Billing Information	1 (800) 508-1254 - Option 3
Service Support	1 (800) 508-1254 - Option 4