

# Lumen® IQ SIP

## Administrative guide – managing trunks

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January 2021



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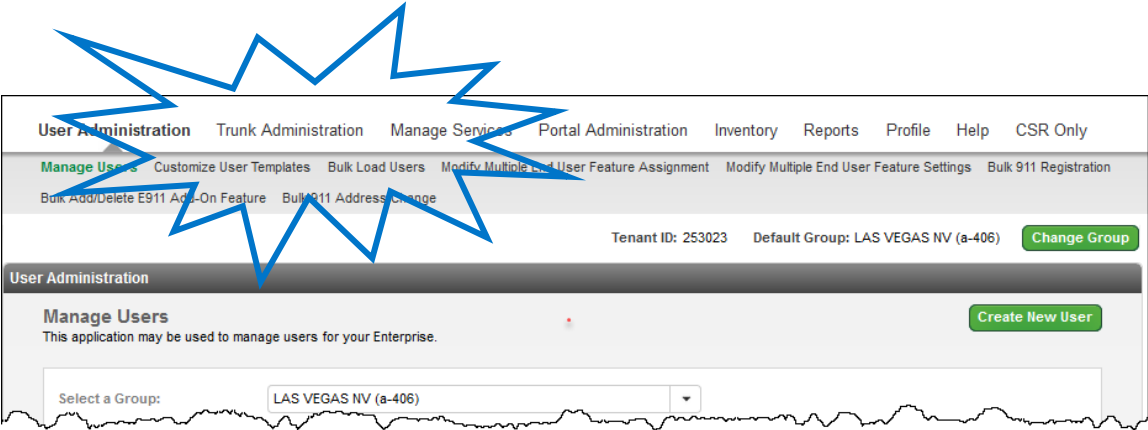
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# About this guide

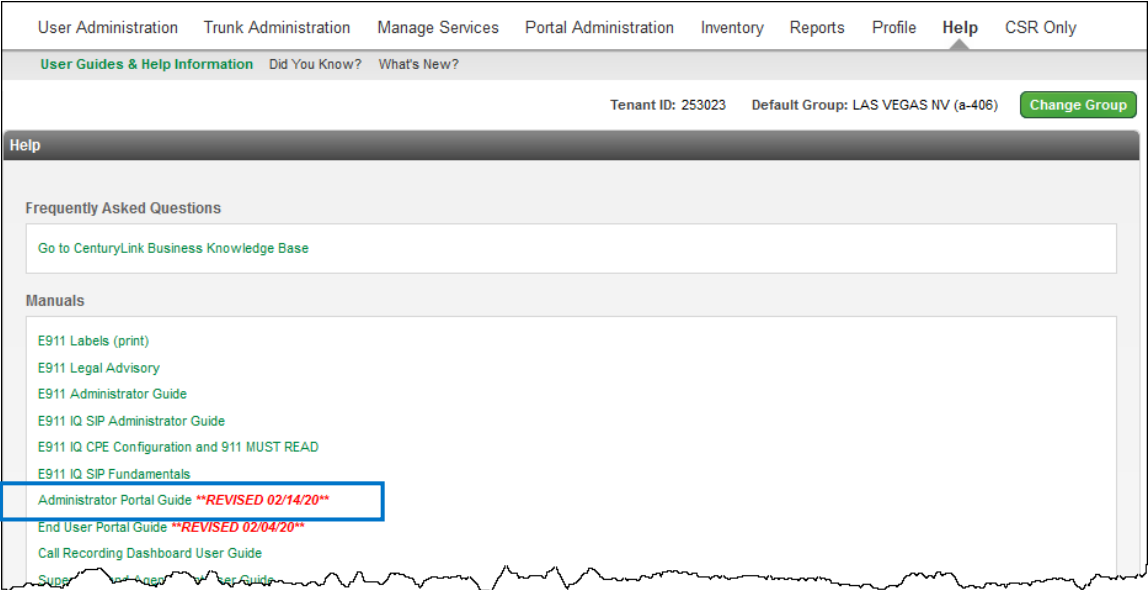


The information contained within this user guide is specific to **trunk administration** features and trunk management only. If you don't have a trunk administration option on your main menu, you don't subscribe to that service.



For information pertaining to additional features and functionality within the administrator portal, refer to the comprehensive **administrator portal guide** for full details.

A full copy of the portal guide can be found under **help**:



## User Administration

The 911 address associated to each user, is based on the address associated to the group (site) they're built in. If you need to change an address, add a suite number or cubicle number, individual E911 add-on licenses can be purchased to allow you to register unique addresses based on a user's specific location. This license can be assigned individually by seat or can be added or deleted in bulk.

### Bulk add/delete E911 add on feature

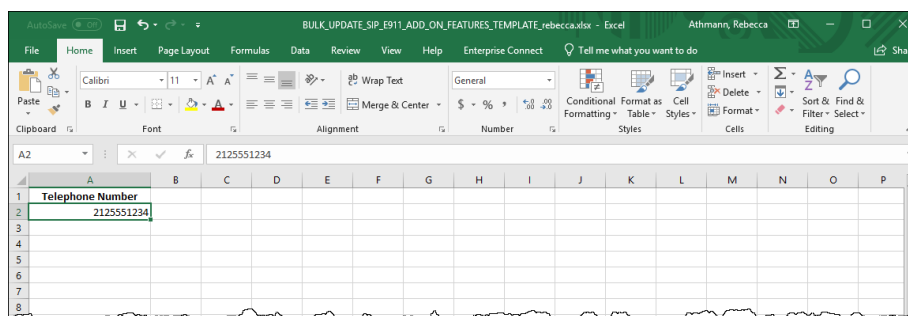
1. Click **user administration** from the main menu.
2. Click **bulk add/delete E911 add-on feature** from the sub menu.
3. Click the radio button based on the action you want to perform:
  - **Add** – assign E911 license to a user(s)
  - **Delete** – unassign E911 license from a user(s)
4. In the **email ID** field, enter a valid email address; this address receives email notification for the success or failure of your bulk upload.

The screenshot shows the 'User Administration' section of a web application. The 'Bulk Add/Delete E911 Add-On Feature' form is displayed. It includes a navigation menu at the top with options like 'User Administration', 'Trunk Administration', 'Manage Services', etc. The form has a 'Tenant ID: 253023' and 'Default Group: LAS VEGAS NV (a-406)' with a 'Change Group' button. The form fields are:
 

- \* Action Code: Radio buttons for 'ADD' (selected) and 'DELETE'.
- \* Email ID: A text input field containing '...@centurylink.com'.
- \* Input File: A 'Browse...' button and the text 'No file selected.' Next to it is a 'Template File (Excel)' link and a note: 'Note: Enter 10 digits only in the template file, do not include punctuation such as "." or "-"'.

 At the bottom of the form are 'Submit' and 'Reset' buttons.

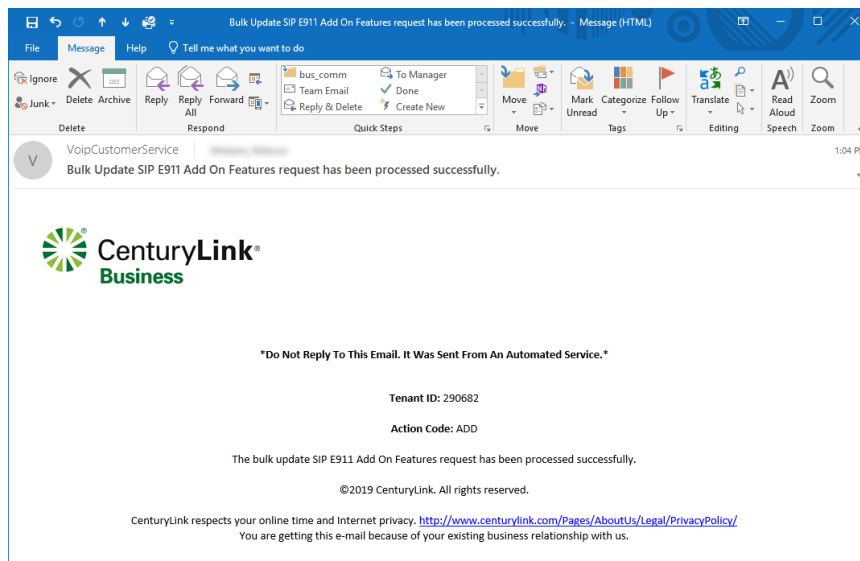
5. Click the **template file (Excel)** hyperlink to download the bulk upload template spreadsheet.
6. Enter all telephone numbers in **column A** that should be impacted by the bulk upload, 10-digits only, no punctuation such as "." or "-". Example: 2125551234, 2125559876, etc., name and save the document.



7. Click the **input file browse** button to locate the saved file based on your operating system.
8. The uploaded file is indicated next to the **browse** button.
9. Click the **submit** button.

10. Receive notification that the request was successfully submitted and will be processed.

11. An email is sent to the email address listed in the **email ID** field. If the upload failed, it'll be noted within this email.



## Manually add/delete E911 add on feature

**Bulk add/delete E911 add-on feature** allows you assign or unassign individual E911 licenses to several users at a time, but this can also be done manually on a seat by seat basis.

1. Click **user administration** from the main menu.
2. Click **manage users** from the sub menu.
3. Click the **edit** icon for the user you need to manage.

The screenshot shows the 'User Administration' interface. The 'Manage Users' section is active, displaying a search bar and a table of users. The 'Edit' icon in the Actions column for the user 'Analog\_Test' is highlighted in blue.

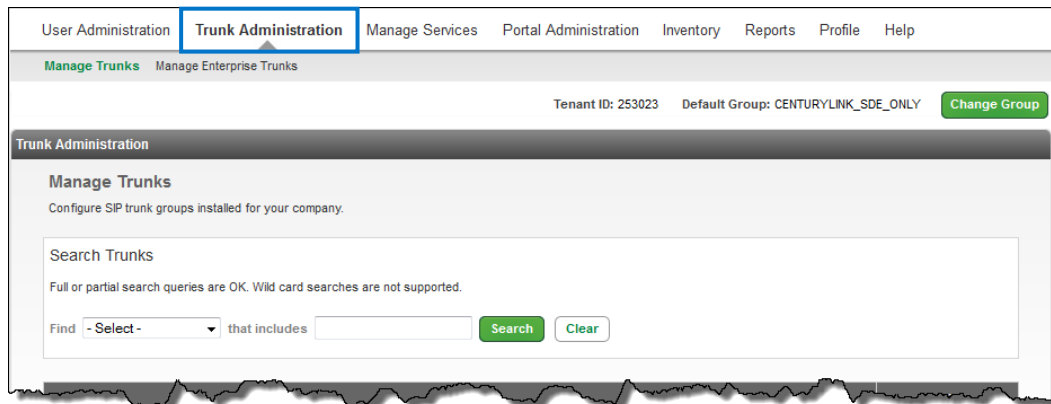
User	Phone	Extension	Seat	Group	Actions
Analog_Test	3036063105	3105	Premium	CENTURYLINK SEATTLE WA (a-407)	[Edit] [Delete] [Settings]
[Redacted]	2064903668	3668	Premium	CENTURYLINK SEATTLE WA (a-407)	[Edit] [Delete] [Settings]

4. Scroll down to locate **available E911 inventory**, this indicates whether you have available licenses to assign and how many. This number incrementally changes as licenses are assigned and unassigned.
5. To add a license to the user, click the **assign E911 for this user yes** radio button, to unassign a license, click the **no** radio button.
6. Click the **save** button.

The screenshot shows the user profile edit form. The 'Available e911 Inventory' field shows the number '8'. The 'Assign e911 for this User:' field has the 'Yes' radio button selected. The 'Save' button is highlighted in blue.

## Trunk administration

**Note:** If you don't have Lumen SIP trunking, you won't see reference to this feature on the main menu in your administrator portal.

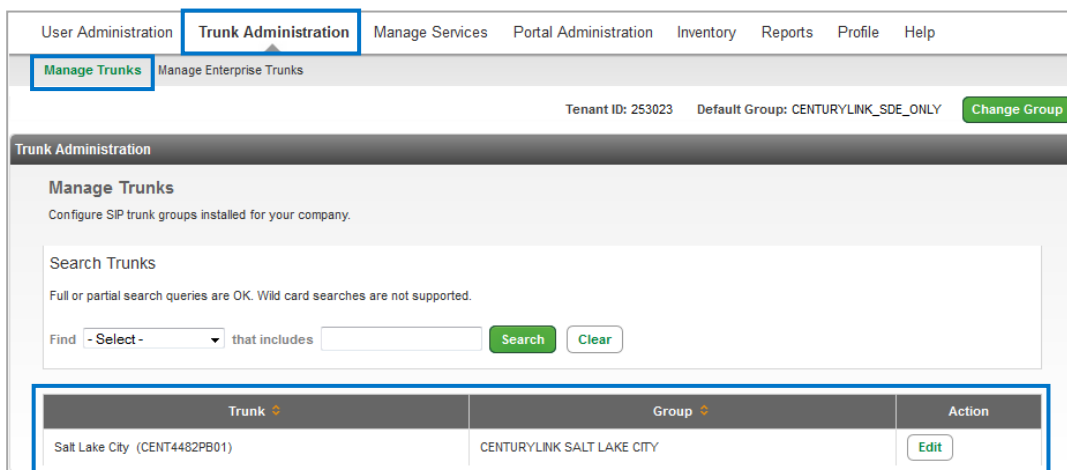


**Trunk administration** functionality allows you to **manage trunks** within your enterprise or configure collections of trunk groups via **manage enterprise trunks**. The options you have available within the **trunk administration** menu vary based on the level of services you have purchased.

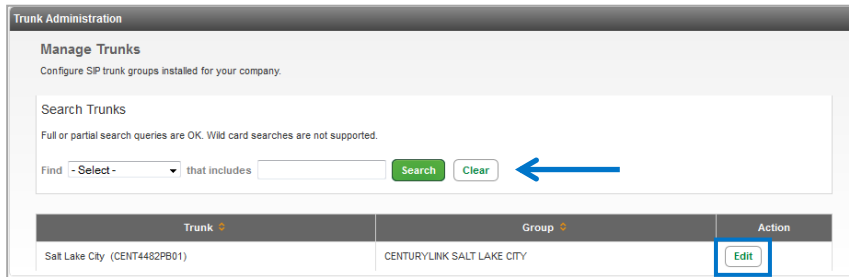
## Manage trunks

Within **manage trunks**, you can move users from trunk group to trunk group, build users and enable/disable features based on features available for the seat type.

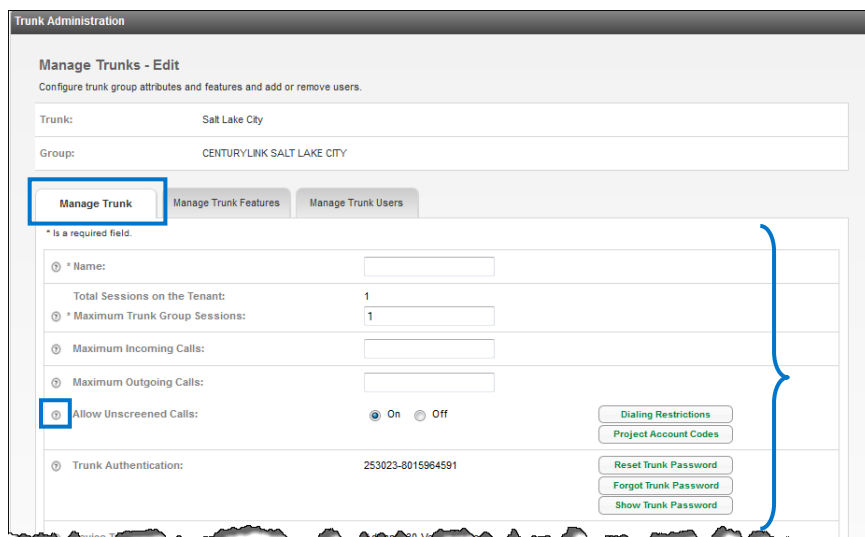
1. Click **trunk administration** from the main menu.
2. Click **manage trunks** from the sub menu.
3. All trunks within your enterprise are displayed.



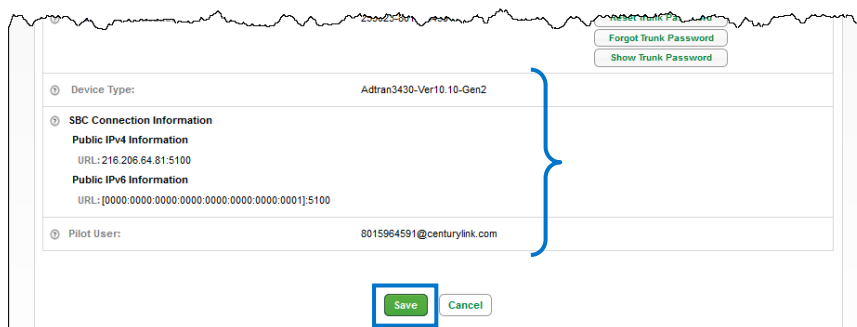
4. Scroll through your trunk groups or use the **search trunks** field to narrow your search.
5. To review or configure a specific trunk group, click the **edit** button.



6. All information pertaining to that trunk group will be provided on the **manage trunk** tab, including **SBC connection information, IP address, pilot number, PBX device type**, etc.
7. To change any of the editable fields, enter the information in the appropriate field.
8. As always, if you're not sure what a feature is for, hover over the "?" for a brief description.



9. After changes or modifications are made, always click **save** to enable your changes.





10. In the **name** field, enter a name to identify that trunk.
11. **Total sessions on the tenant** field is pre-calculated and static and is determined based on the number of trunk sessions agreed to in your contract.
12. In the **maximum trunk group sessions** field, enter the number of trunks you want to use from your **total session** amount – this number does not have to equal your Total Sessions in the enterprise.
13. In the **maximum incoming calls** field and the **maximum outgoing calls** field, enter the number of calls you want supported on the incoming and outgoing trunk group.
14. **Allow unscreened calls** allows the trunk group to allow originating calls even, if the originator is not a Lumen user – provided the originating trunk group can be identified via available signaling.
  - **Yes** – enable this feature
  - **No** – disable this feature
  - Customer must own the numbers used for the **unscreened calls** feature
  - For 911, the PBX must send a valid number from the trunk

Trunk Administration

### Manage Trunks - Edit

Configure trunk group attributes and features and add or remove users.

Trunk: Salt Lake City

Group: CENTURLINK SALT LAKE CITY

**Manage Trunk** | Manage Trunk Features | Manage Trunk Users

\* Is a required field.

* Name:	Salt Lake City
Total Sessions on the Tenant:	1
* Maximum Trunk Group Sessions:	15
* Maximum Incoming Calls:	7
* Maximum Outgoing Calls:	8
Allow Unscreended Calls:	<input checked="" type="radio"/> On <input type="radio"/> Off
Trunk Authentication:	253023-8015964591

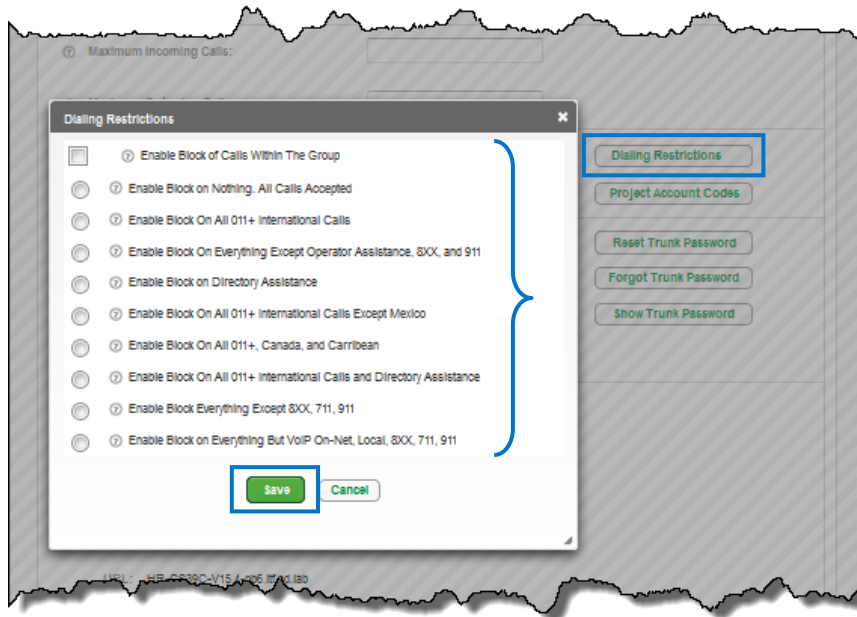
Dialing Restrictions  
Project Account Codes  
Reset Trunk Password  
Forgot Trunk Password

15. Define **dialing restrictions** or allow **PAC/VPAC** codes to be used with **unscreened calls**.
16. Click the **dialing restrictions** button.
17. In the **dialing restrictions** window, choose the dialing options you want to apply to unscreened calls by selecting the **check box** or the **radio** buttons.

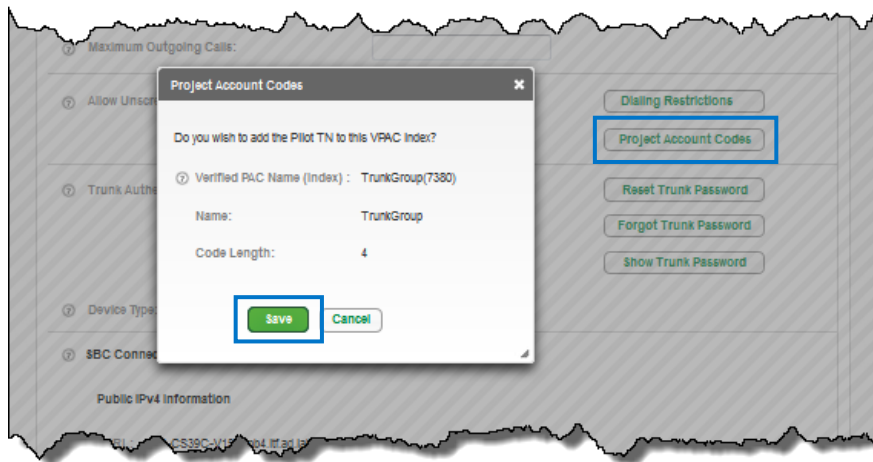


**Note:** **Enable block of calls within a group** prevents calling within a group, calls can only be completed to numbers outside of the group.

18. To apply your settings, click the **save** button.



19. Click the **project account codes** button to allow your **PAC** (project account codes) or **VPAC** (verified project account codes) to be used for **unscreened calls** made from this trunk group
20. PAC and VPAC codes are ordered and managed under managed services – refer to the full administrators guide under **help** from the main menu, for details on ordering and managing PAC and VPAC codes.
21. Click the **save** button.



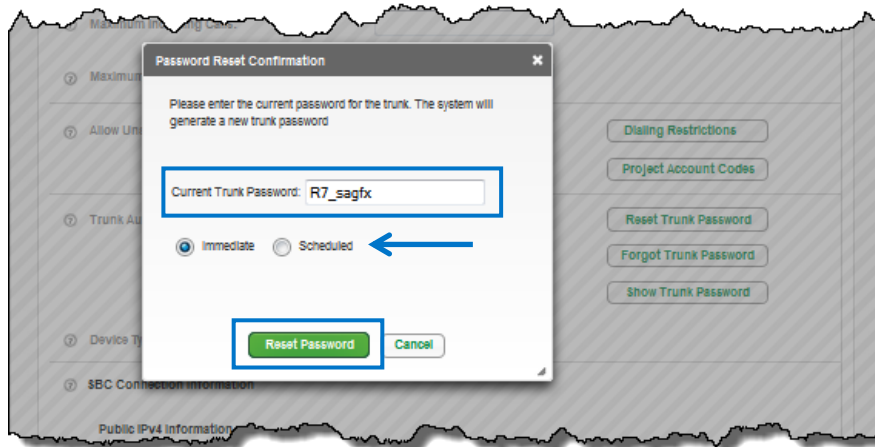
22. You can reset the **password** for your trunk group by clicking the **reset trunk password** button.
23. Click the **confirm** button to proceed with your password reset.



**Note:** Changing the trunk password needs to be coordinated, as you'll also need to change the password on your PBX/ATA in conjunction with your password reset. **Resetting the password causes an immediate disruption to your service!!**



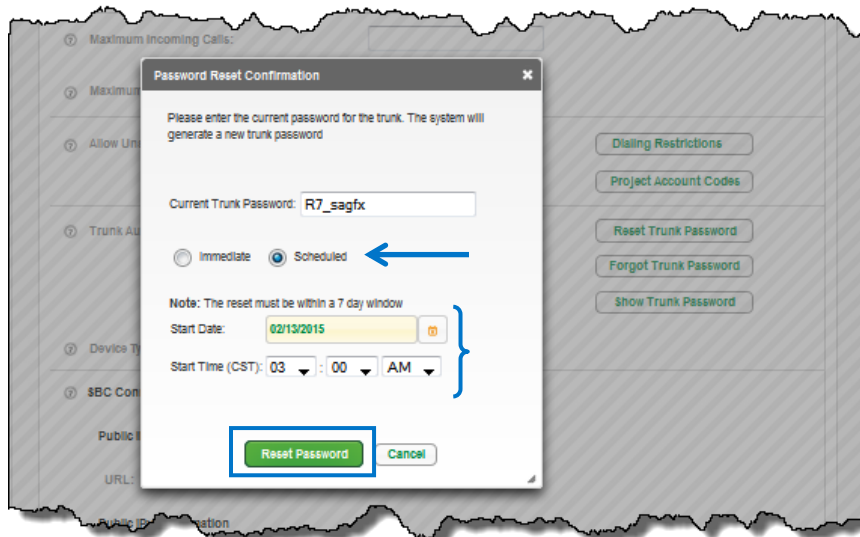
24. To reset the password, you'll be required to enter the current password in the **current trunk password** field.
25. Click the **immediate** radio button to change the password immediately.
26. Click the **save** button.
27. To schedule your password reset, click the **scheduled** radio button.



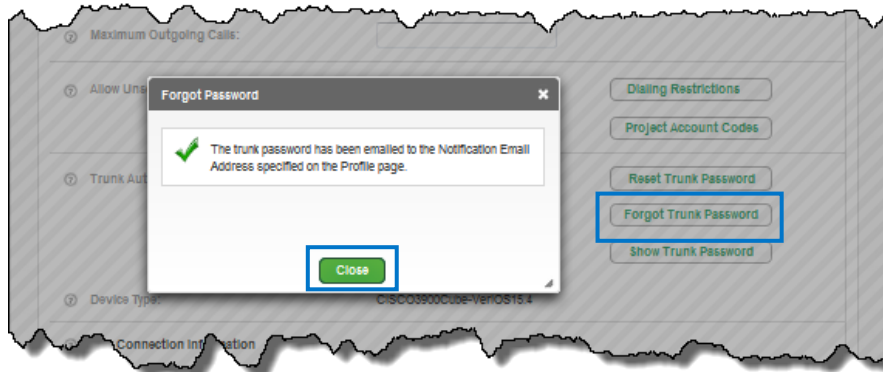
28. Select the **start date** for the password reset by clicking the **calendar** icon.
29. From the **start time** dropdown boxes, select the time, including a.m. or p.m., that you want your password reset to take effect.
30. Click the **reset password** button.



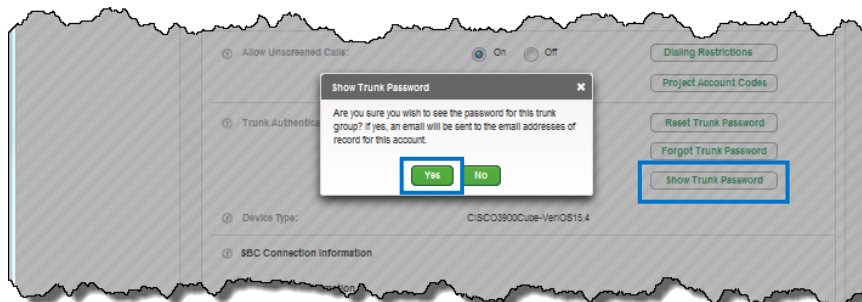
**Note:** An email will be sent to the email address of the primary administrator as indicated under **profile** on the main menu.



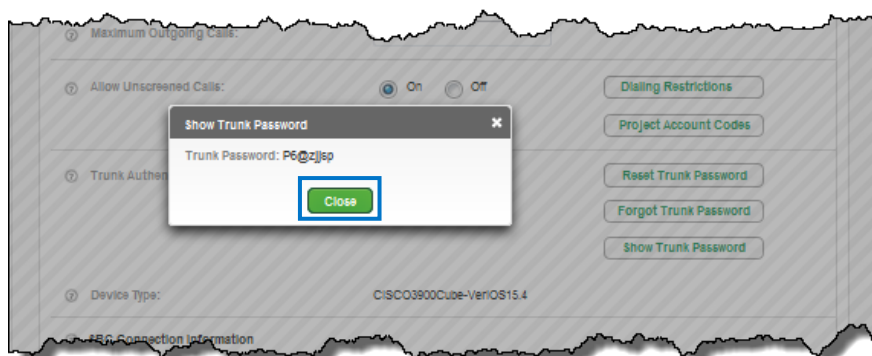
31. If you forget your trunk password, click the **forgot trunk password** button.
32. An email will be emailed to the primary administrator as listed under **profile** on the main menu.
33. Click the **close** button.



34. If you can't remember or don't have a record of your trunk password, click the **show trunk password** button.
35. A warning box appears indicating that for security purposes, an email will be sent to the primary administrator of the account.
36. Click **yes** to display the current password.



37. A window appears with the trunk password listed.
38. Make note of the password then click the **close** button.



39. The **device type** section indicates the type of device you're using to connect to the trunk group.
40. **SBC connection information** defines the session border controllers that manage traffic over your trunk group.
41. The **pilot user** identifies the unique number that is associated to your trunk group. It defines various characters of your trunk group such as AoR (address of record).
42. After all changes are made, click the **save** button.

Device Type: Adtran3430-Ver10 10-Gen2

SBC Connection Information

Public IPv4 Information  
URL: 216.206.64.81:5100

Public IPv6 Information  
URL: [0000:0000:0000:0000:0000:0000:0000:0001]:5100

Pilot User: 8015964591@centurylink.com

Save Cancel

## Manage trunk features

**Manage trunk features** gives you the ability to set up and define **call forwarding** treatments, as well as treatments for when your trunk is **unreachable**.

1. Click the **manage trunk features** tab.
2. The default setting for **call forwarding** is **none** by default.
3. To enable **call forwarding always** to a phone number, click the **forward to phone number/SIP URI** radio button.
4. An editable field is provided where you enter either a **phone number** or **SIP URI**.
5. Click the **save** button to enable call forwarding always to that destination.

The screenshot shows the 'Trunk Administration' interface. At the top, it says 'Manage Trunks - Edit' and 'Configure trunk group attributes and features and add or remove users.' Below this, there are fields for 'Trunk: L3g1' and 'Group: L3 LOC'. There are three tabs: 'Manage Trunk', 'Manage Trunk Features' (which is selected and highlighted with a blue box), and 'Manage Trunk Users'. Under the 'Manage Trunk Features' tab, there are three sections:

- Call Forwarding Always Action:** Three radio buttons are present: 'None', 'Forward To Phone Number/SIP URI' (which is selected), and 'Reroute to Trunk Group'. A text input field next to the selected option contains the value '2125551234'.
- Unreachable Destination Timeout:** A dropdown menu is set to '6' and the unit is 'Seconds'.
- Unreachable Destination Action:** Three radio buttons are present: 'None' (which is selected), 'Forward To Phone Number/SIP URI', and 'Reroute to Trunk Group'.

At the bottom of the form, there are two buttons: 'Save' (highlighted with a blue box) and 'Cancel'.

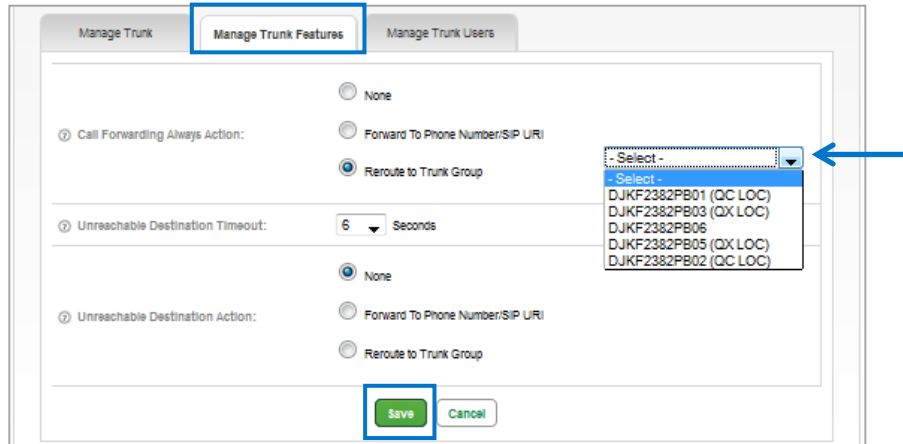
6. If you have more than one trunk group, you can choose to **call forward always** to one of those trunk groups.



**Note:** You'll only be able to use this feature if you have more than one trunk group within your enterprise

7. Click the **reroute to trunk group** radio button.
8. A dropdown box appears with a list of all trunk groups within your enterprise.

9. Select the **trunk group** you wish to reroute calls to from that list.
10. Click the **save** button to enable call forwarding always to that trunk group.

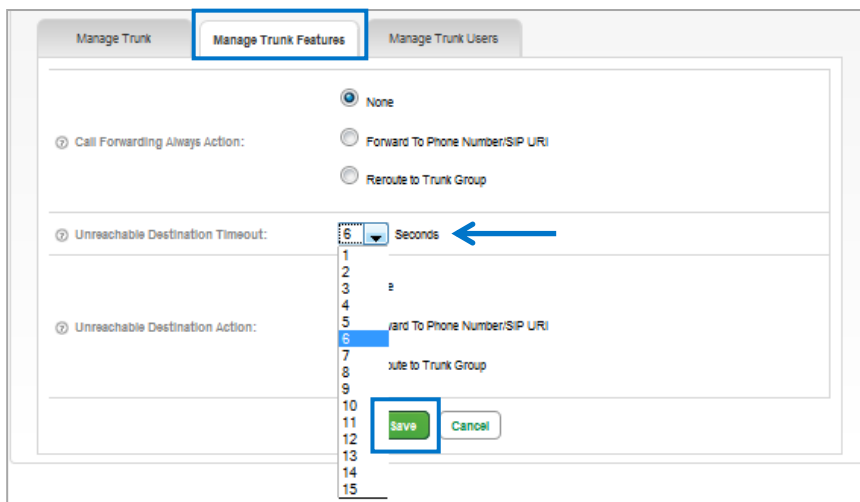


11. The **unreachable destination timeout** feature allows you to define the number of seconds the network should wait for a response to a SIP invite message.



**Note:** Forwarding will only be invoked if the internet goes down, or if the PBX does not answer.

12. Click the **unreachable destination timeout** dropdown box.
13. Choose how many seconds, from 1-15, you want the system to wait for a response.
14. Click the **save** button.





15. By default, the **unreachable destination action** is set to **none**.
16. To enable forwarding to a phone number when your trunk is unreachable, click the **forward to phone number/SIP URI** radio button.
17. An editable field is provided where you enter either a **phone number** or **SIP URI**.
18. Click the **save** button to enable forwarding to that destination.

The screenshot shows the 'Manage Trunk Features' tab in a web interface. Under 'Call Forwarding Always Action', the 'None' radio button is selected. Under 'Unreachable Destination Action', the 'Forward To Phone Number/SIP URI' radio button is selected, and the adjacent text input field contains '2125551234'. A blue arrow points to this input field. The 'Save' button is highlighted with a blue box.

19. If you have more than one trunk group within your enterprise, you can choose to forward calls to another trunk group if your trunk is unreachable.



**Note:** You'll only be able to use this feature if you have more than one trunk group within your enterprise

20. Click the **reroute to trunk group** radio button.
21. A dropdown box appears with a list of all trunk groups within your enterprise.
22. Select the **trunk group** you wish to reroute calls to from that list.
23. Click the **save** button to enable forwarding when your trunk group is unreachable, based on the number of seconds set for the **unreachable destination timeout** setting.

The screenshot shows the 'Manage Trunk Features' tab. Under 'Unreachable Destination Action', the 'Reroute to Trunk Group' radio button is selected. A dropdown menu is open, displaying a list of trunk groups: '- Select -', 'DJKF2382PB01 (QC LOC)', 'DJKF2382PB03 (QX LOC)', 'DJKF2382PB06', 'DJKF2382PB05 (QX LOC)', and 'DJKF2382PB02 (QC LOC)'. A blue arrow points to the dropdown menu. The 'Save' button is highlighted with a blue box.

24. To disable both **call forwarding always** and **call forwarding unreachable**, these features must be set to **none**.

25. When making setting changes, click the **save** button.



**Note:** These two features are not dependent on each other, and **do not** have to be enabled at the same time.

## Manage trunk users

**Manage trunk users** lets you define which users or phone numbers are assigned to each trunk group.

1. Click the **manage trunk users** tab.
2. To build and assign users to a trunk group, click the **bulk add telephone numbers** button.

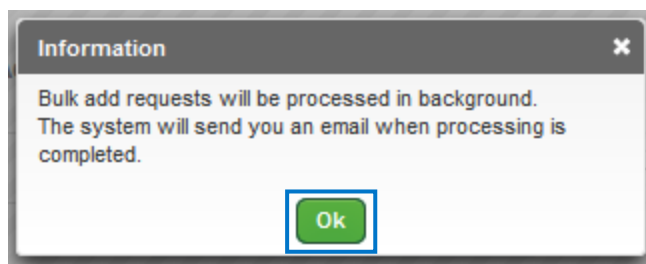
3. Select the appropriate domain from the **user ID format** dropdown box.



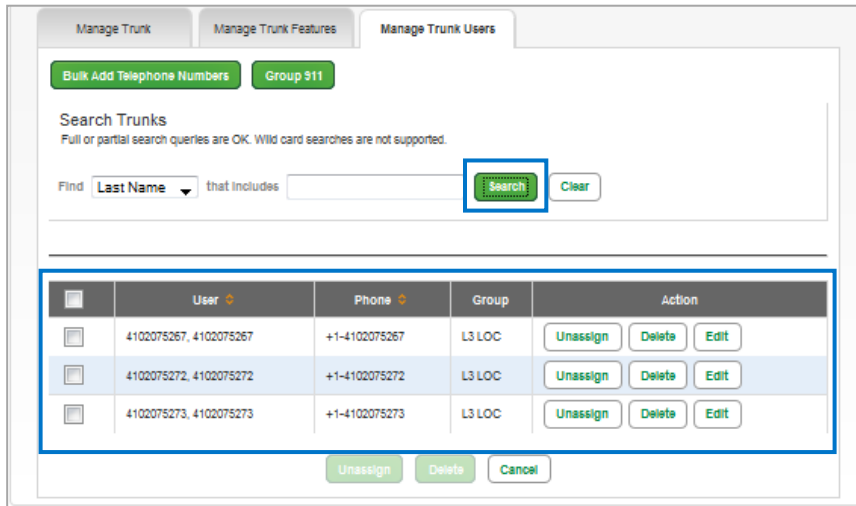
**Note:** There may be multiple domains listed within the dropdown box for you to select from. Be sure to select the same domain as assigned to the pilot user at the bottom of the **manage trunk** tab.

4. Select the seat type from the **available seats** dropdown box (available seat types will be based on your available inventory).
5. Select the number(s) you wish to assign to the selected seat(s) from the **available phone numbers** field.
6. Drag and drop the number(s) to the **assign to trunk group** field or use the arrows between the fields.
7. Click the **save** button.

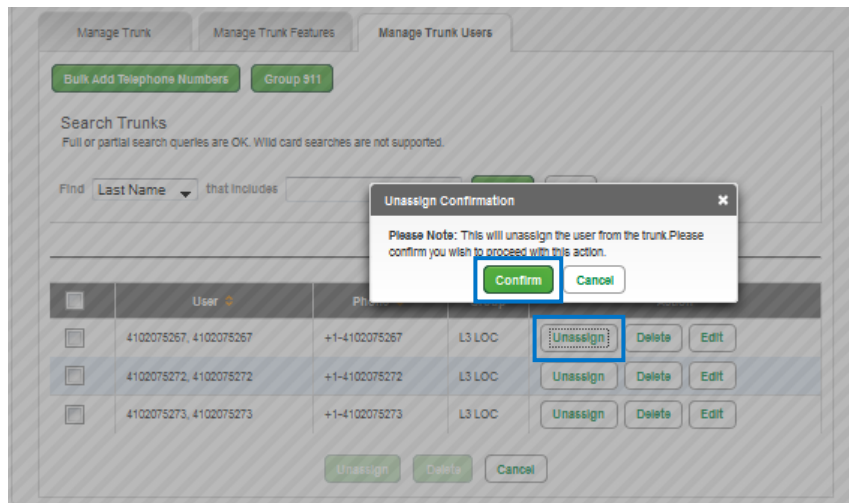
8. A window appears confirming that the seats are being processed.
9. An email will be sent to the primary administrator of record once processing is complete.
10. Click the **OK** button to return to the **manage trunk users** tab.



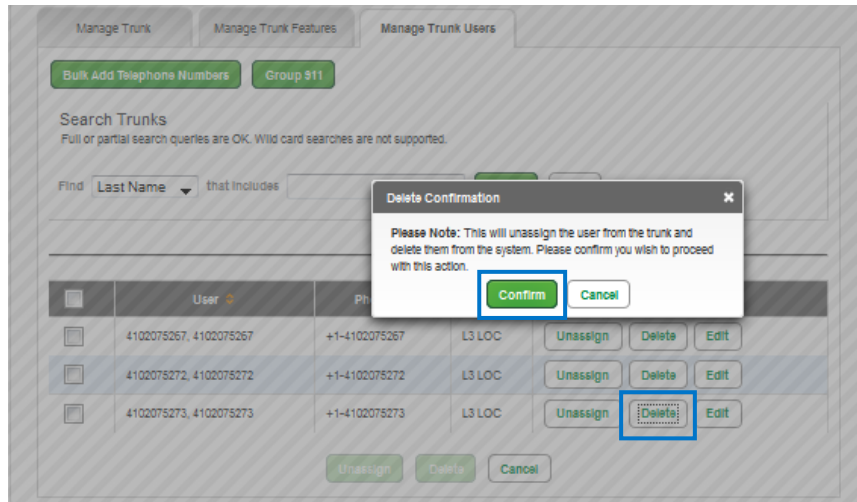
11. Return to the **manage trunk users** tab and the additional seat(s) will be available to **unassign**, **delete** or **edit**.



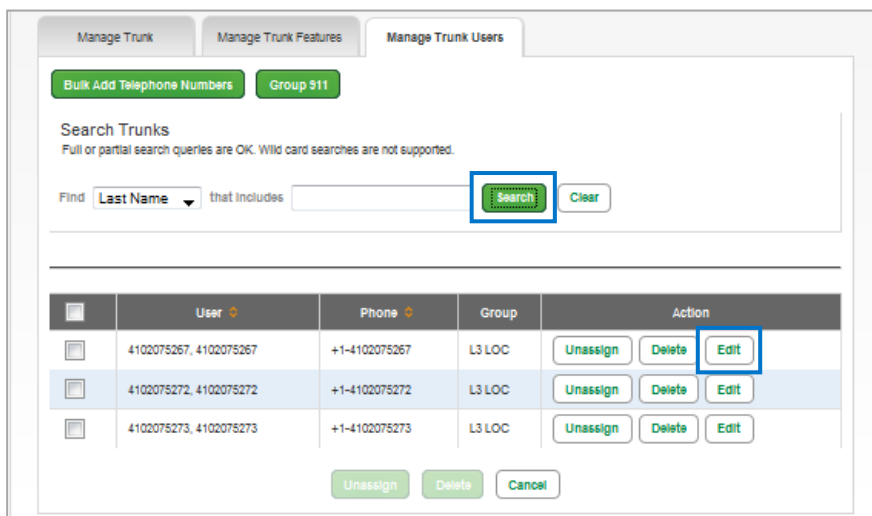
12. To unassign a user from a trunk group, click the **unassign** button.
13. An **unassign confirmation** window appears, click the **confirm** button if you want to proceed with unassigning that user from the trunk group.
14. Reassign that user to another trunk group by following the previous process.



15. To delete a user, click the **delete** button.
16. A **delete confirmation** window appears, click the **confirm** button if you want to proceed with the deletion of that user.
17. This will delete this user from the trunk group.
18. Click the **confirm** button to continue.



19. Click the **search** button to display all users assigned to a trunk group.
20. To edit a user, click the **edit** button.
21. This allows you to customize the user information and enable/disable features.



22. On the **user settings** tab, the **first name/last name** is prepopulated with the telephone number. These fields are editable and can be changed appropriately based on the user.
23. Make any changes, such as seat type, by clicking on the dropdown box.
24. Enter the **portal user ID** information and select the appropriate domain from the dropdown box.
25. Generate a password by clicking the **generate password** button or enter and confirm a password by typing in the appropriate fields.



**Note:** Only fields or features denoted with an "\*" are required.

User Administration  
Manage Users - Edit End User

Update s11 Information

User Settings | Features And Settings | Phone Settings

\* is a required field.

\* First Name: John

\* Last Name: Doe

\* Group: L3 LOC

\* seat: SIP Premium (36)

Custom User Template: - Select -

Hosted VoIP Number: 4102075267

Extension: 267

Title:

Mobile:

Pager:

Enable Directory Privacy:

Portal User ID and Domain: john.doe @ prt1011715.com

Password: S3\_eakkv

Confirm Password: S3\_eakkv

Email:

26. Enter the email address in the **email** field; this is the email address that will receive notification when this seat is built.
27. The **time zone** will be preselected based on the group, change it by clicking on the dropdown box if necessary.
28. The default for **assign E911 for this user** is **no**. If this setting is not changed, the user will be using the address registered to the trunk they're assigned to.
29. If the user is mobile or is at a location other than where the trunk is registered, click the **yes** radio button. Their e911 location can be managed and modified in the end user portal.
30. Enter the voicemail password in the **voice mail PIN** field.
31. Confirm the voicemail password in the **confirm voice mail PIN** field.
32. If **escape to operator** groups are pre-determined, select one for the user from the **escape to operator group** dropdown box if necessary.
33. Once all information is populated, click the **save** button.
34. To easily move one user from one trunk group to another, click the **edit** trunk button. This will be described next.

The screenshot shows a user configuration form with the following fields and annotations:

- Email:** john.doe@domain.com
- Time Zone:** (GMT-05:00) (US) Eastern
- Available e911 Inventory:** 9
- Assign e911 for this User:**  Yes  No
- Primary Device:**
  - Trunk Group:** DJKF2382P806 (with an **Edit Trunk** button)
- Voice Mail Box Number:** 4102075267
- Voice Mail Pin:** 526799
- Confirm Voice Mail Pin:** 526799
- Escape To Operator Group:** - Select -
- Buttons:** Save, Cancel

35. From the **select trunk group** dropdown box, select the trunk group you wish to move the user to.
36. This can be done in bulk under **trunk administration --> manage trunks --> click edit** for the trunk you want to manage --> click the **manage trunk users** tab to manage/change multiple users from one trunk group to another.

37. Click the **save** button to confirm the move from one trunk group to another.

## Group 911

Managing the 911 address of a trunk group is handled under **managed services** from the main menu. Or do the following.

1. Click the **manage trunk users** tab.
2. Click the **group 911** button.

3. You'll be presented with a window stating you're being redirected to the **group caller ID** options under manage services.
4. Click the **go** button to proceed with your 911 modifications.



5. Change the group you want to manage, by selecting the group from the **select a group** dropdown box and click the **get** button.
6. Choose to make group settings such as **non-emergency calls** or **blocking calling name for external callers**.
7. Click the **save** button to save any feature changes.
8. Click the **update 911 information** button to change the address that is registered with emergency services.

**Manage Services**

**Group Caller Id**  
This application may be used to manage Group Caller ID for your Enterprise

Select a Group: L3 LOC  ←

Calling Line ID Group Number:

Non Emergency Calls:  
 Use user phone number for Calling Line Identity  
 Use group phone number for Calling Line Identity

Block Calling Name for External calls :  
 Yes  No

Display User Name when calling other CenturyLink VoIP customers :  
 Yes  No

9. For full details on how to manage 911 locations and submit registration changes, refer to the administrator portal guide which can be found under **help** from the main menu.
10. The administrator portal guide is revised as portal enhancements are made and the revision date is changed to correspond to each release date.
11. Always refer to your portal for the latest version of the guide.

User Administration Trunk Administration Manage Services Portal Administration Inventory Reports Profile **Help** CSR Only

User Guides & Help Information Did You Know? What's New?

Tenant ID: 253023 Default Group: LAS VEGAS NV (a-406)

**Help**

Frequently Asked Questions

[Go to CenturyLink Business Knowledge Base](#)

**Manuals**

- [E911 Labels \(print\)](#)
- [E911 Legal Advisory](#)
- [E911 Administrator Guide](#)
- [E911 IQ SIP Administrator Guide](#)
- [E911 IQ CPE Configuration and 911 MUST READ](#)
- [E911 IQ SIP Fundamentals](#)
- [Administrator Portal Guide \*\*\\*\\*REVISED 02/14/20\\*\\*\*\*](#) ←
- [End User Portal Guide \*\*\\*\\*REVISED 02/04/20\\*\\*\*\*](#)
- [Call Recording Dashboard User Guide](#)

Support New User Guide

## Managing and editing user features

Features can be enabled/disabled for various features and functions associated to your end users, based on their seat type.

1. Click **user administration** from the main menu
2. Click **manage users** from the sub menu.
3. If you have multiple locations, select your location from the **select a group** dropdown box.
4. If you have several users in that group, use the search fields to narrow your search.
5. Click on **edit** for the user that you wish to manage.

The screenshot shows the 'User Administration' interface. The 'Manage Users' sub-menu is active. The 'Select a Group' dropdown is set to 'LAS VEGAS NV (a-406)'. The 'Search End Users' section has a search field with '- Select -' and a 'Search' button. Below the search section is a table of users with columns for User, Phone, Extension, Seat, Group, and Actions. The first user is '68xx,Cisco' with phone number 6123958875 and extension 8875. The second user is '78xx,Cisco' with phone number 6123958879 and extension 8879. The third user is '88xx,Cisco' with phone number 6123958871 and extension 8871. The 'Actions' column for each user contains icons for edit, delete, and settings.

12. Click the **features and settings** tab.
13. The type of features available to that user is based on the seat type.
14. If custom templates have been created, click the **custom user template** dropdown box and select the template you wish to assign to this user, and click the **apply template** button (optional).
15. By default, all features for that seat type are enabled; the administrator can disable any feature, per seat, by unchecking the check box for that feature.
16. **Dial restrictions** can also be changed based on the requirements of that user.
17. **Enable block on nothing, all calls accepted** is selected by default.

18. To change that setting, click the **radio** button for the dial plan appropriate for that user or seat type.
19. Click the **save** button.

**User Administration**  
Manage Users - Edit End User

User Settings | **Features And Settings** | Phone Settings

Features And Settings Content

Seat: SIP Mobility (0)

Custom User Templates: - Select -

Features	Assign	Features	Assign
Barge-in Exempt	<input checked="" type="checkbox"/>	Anywhere	<input checked="" type="checkbox"/>
Call Waiting	<input checked="" type="checkbox"/>	Calling Line ID Delivery Blocking	<input checked="" type="checkbox"/>
External Calling Line ID Delivery	<input checked="" type="checkbox"/>	Intercept User	<input checked="" type="checkbox"/>
Internal Calling Line ID Delivery	<input checked="" type="checkbox"/>	Privacy	<input checked="" type="checkbox"/>
Remote Office	<input checked="" type="checkbox"/>	<b>Sequential Ring</b>	<input type="radio"/>
Simultaneous Ring Personal	<input checked="" type="checkbox"/>		

**Dialing Restrictions**

Enable	Enable
<input type="checkbox"/> Enable Block of Calls Within The Group	<input type="radio"/> Enable Block On All 011+, Canada, and Caribbean
<input type="radio"/> Enable Block On All 011+ International Calls	<input type="radio"/> Enable Block On All 011+ International Calls and Directory Assistance
<input type="radio"/> Enable Block On Everything Except Operator Assistance, 8XX, and 911	<input type="radio"/> Enable Block Everything Except 8XX, 711, 911
<input type="radio"/> Enable Block on Directory Assistance	<input type="radio"/> Enable Block on Everything But VoIP On-Net, Local, 8XX, 711, 911
<input type="radio"/> Enable Block On All 011+ International Calls Except Mexico	<input type="radio"/> Enable Block on Nothing. All Calls Accepted

20. Click the **phone settings** tab.
21. Click the appropriate button to **add physical device** or **business communicator** softphone.
22. If you don't have softphones in inventory, you'll receive an error message that you need to order more.



**Note:** For details on adding/deleting and managing Business Communicator, refer to the administrator portal guide found under **help** from the main menu.

23. Make additional feature changes, including adding a **receptionist PC console** by clicking the **yes** radio button next to **assign a receptionist PC console for this user**.

24. You can only assign this feature if one is available within inventory.
25. Click the **save** button.

User Administration

Action completed successfully.

### Manage Users - Edit End User

User Settings   Features And Settings   **Phone Settings**

Device Name	Phone MAC Address	Belongs To	Action
<b>Add Physical Device</b> <b>Manage Business Communicator</b>			

---

#### Configure Shared Call Appearance

Alert all appearance for Click-to-Dial calls

Allow Call Retrieve from another location

#### Configuration of Multiple Call Arrangement

Allow bridging between locations

Multiple Call Arrangement

Bridge Warning Tone:

None

Barge-in only

Barge-in and repeat every 30 seconds

---

#### Additional Features

Assign a Receptionist PC Console for this User    Yes    No

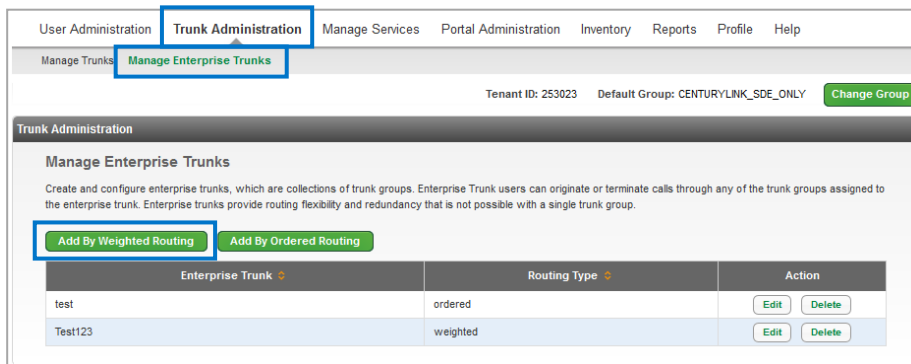
Inventory: 0

**Save**   **Cancel**

## Manage enterprise trunks

**Manage enterprise trunks** allows you to create and configure enterprise trunks, which are collections of trunk groups. Enterprise trunk users can originate or terminate calls through any of the trunk groups assigned to the enterprise trunk. Enterprise trunks provide routing flexibility and redundancy that is not possible with a single trunk group.

1. Click **trunk administration** from the main menu.
2. Click **manage enterprise trunks** from the sub menu.
3. Click the **add by weighted routing** button.



4. Enter a name for your trunk group in the **enterprise trunk name** field.
5. From the dropdown boxes, select the **maximum number of reroute attempts** and **maximum number of reroute attempts within a priority** from 1-3.
6. To activate a **route exhaustion action**, click the **forward to phone number/SIP URL** radio button.
7. This provides a field for you to input the **10-digit phone number**, or **SIP URL**.
8. Click the **search** button to list the trunks within that group.

The screenshot shows the 'Add Enterprise Trunk Using Weighted Routing' form. The fields are as follows:

- \* Enterprise Trunk Name:** Test Trunk Group
- Maximum Number of Reroute Attempts:** 1
- Maximum number of Reroute Attempts within a Priority:** 1
- Route Exhaustion Action:**  Forward to Phone Number/SIP-URI \*2126985214

At the bottom, there is a 'Search Trunks' section with a 'Search' button highlighted in red. Below the search section are 'Save', 'Save and Continue', and 'Cancel' buttons.

9. All trunks within that group are listed in the **available trunk group** field.
10. To apply these routing options to the appropriate trunk group(s), select the trunk group from the **available trunk groups** field, and drag and drop it to the **assigned trunk groups** field.
11. You can also highlight a trunk group in either field then use the arrow keys to move the group between fields.
12. Click the **save** button.

**Trunk Administration**

### Add Enterprise Trunk Using Weighted Routing

Create an enterprise trunk that distributes calls based on weighted routing. With weighted routing you can control call distribution by priorities and percentages.

**Assign Trunk Groups** | Assign Priorities | Add Users | Assigned Users

\* Is a required field.

① \* Enterprise Trunk Name:

① Maximum Number of Reroute Attempts:

① Maximum number of Reroute Attempts within a Priority:

① Route Exhaustion Action:  None  Forward to Phone Number/SIP-URI \*

**Search Trunks**

Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

Available Trunk Groups	Assigned Trunk Groups
UATA7212PB01	UATA7212PB02
UATA7212PB03	UATA7212PB04

**Drag and Drop**

13. Click the **assign priorities** tab to distribute calls based on weighted routing.
14. Input a **priority** and **weight** in the appropriate field.
15. Hover over the “?” to read the parameters for **priority** and **weight**.
16. Click the **save** button.

**Trunk Administration**

**Add Enterprise Trunk Using Weighted Routing**  
Create an enterprise trunk that distributes calls based on weighted routing. With weighted routing you can control call distribution by priorities and percentages.

Assign Trunk Groups **Assign Priorities** Add Users Assigned Users

Trunk Group Name	Priority	Weight
UATA7212PB02	10	50
UATA7212PB04	10	50

Save Cancel

17. To add users to a trunk group, click the **add users** tab.
18. Click the **search** button.
19. All available users are listed in the **search results and end users** field.
20. Drag and drop users from the **search results and end users** field to the **users to be assigned** field.
21. You can also highlight a user in either field then move them between fields with the arrow keys.
22. Click the **save** button

**Trunk Administration**

**Add Enterprise Trunk Using Weighted Routing**  
Create an enterprise trunk that distributes calls based on weighted routing. With weighted routing you can control call distribution by priorities and percentages.

Assign Trunk Groups Assign Priorities **Add Users** Assigned Users

Search End Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find **- Select -** that includes  **Search** Clear

**Search Results and End Users**

7022015046, 7022015046  
(7022015046@voip.centurylink.com)

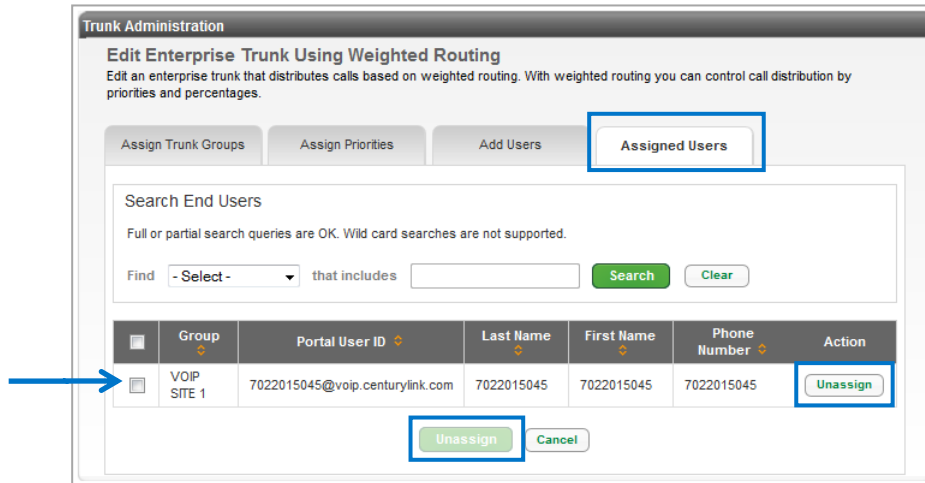
**Users to be Assigned**

7022015045, 7022015045  
(7022015045@voip.centurylink.com)

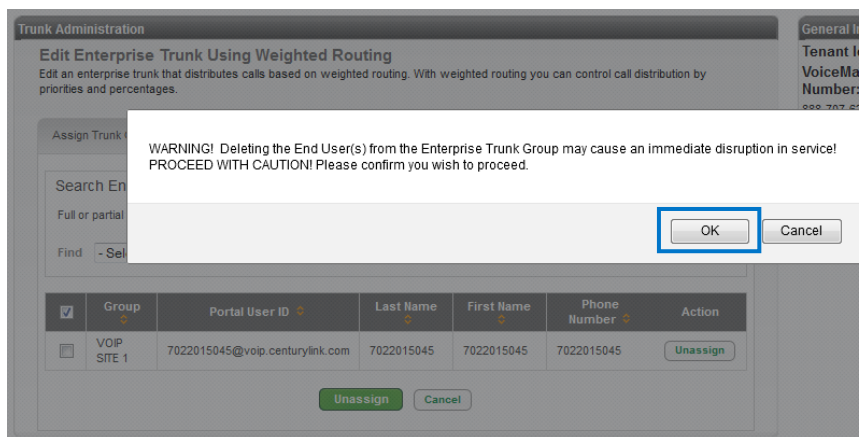
Drag and Drop

Save Cancel

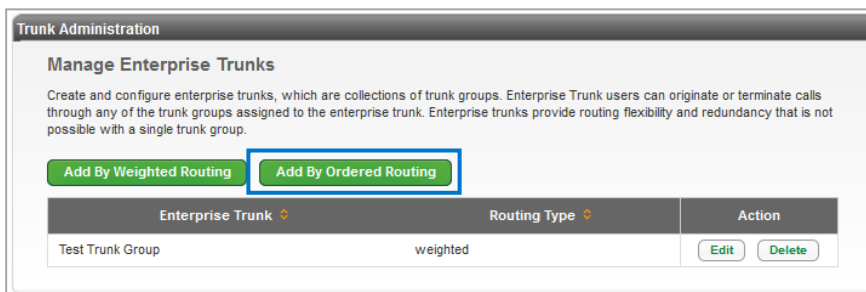
23. Click the **assigned users** tab, individuals added within add users, are listed here.
24. To unassign a user, click the **unassign** button next to a specific user, or click the check box next to multiple users, and click the **unassign** button at the bottom.



25. You receive a **WARNING!** indicating deleting a user may cause immediate disruption to service.
26. Click the **OK** button to proceed or click the **cancel** button.



27. Click the **add by ordered routing** button to create an enterprise trunk that distributes calls based on various algorithms.





28. Enter a name for your ordered route in the **enterprise trunk name** field.
29. Select the **maximum number of reroute attempts** from the dropdown box.
30. Select the routing option from the **routing algorithm** dropdown box; hover of the “?” for a description of each option:
  - **Ordered load balancing** – the trunk groups are ordered and the application server selects each trunk group in turn following a round-robin algorithm
  - **Overflow** – the trunk groups are ordered and the application server selects the first trunk group
  - **Most idle** – the application server selects the trunk group that has the fewest number of current originating or terminating calls
  - **Least idle** – the application server selects the trunk group that has the greatest number of current originating or terminating calls
  - **Weighted overflow** – each trunk group has a priority and a weight; starting with the trunk groups that have the highest priority (the lowest numerical value), the application server selects a trunk group at the priority according to a weighted random pick
31. Select **none** for the **route exhaustion action** or click the **forward to phone number/SIP-URI** radio button and enter a valid number or SIP-URI in the field.
32. Click the **search** button.

**Trunk Administration**

**Add Enterprise Trunk Using Ordered Routing**  
Create an enterprise trunk that distributes calls based on ordered routing. Ordered routing offers various algorithms for distributing calls.

\* is a required field.

\* Enterprise Trunk Name:

Maximum Number of Reroute Attempts:

Routing Algorithm:

Route Exhaustion Action:  None  Forward to Phone Number/SIP-URI \*2125559874

Search Trunks  
Full or partial search queries are OK. Wild card searches are not supported.  
Find  that includes

33. Find the trunk you wish to apply these setting to in the **available trunk group** field.
34. Remember, if you have several trunks within your enterprise, you can narrow that search by utilizing the **search trunks** field and search by trunk name, alias trunk name, or group. Enter your search or partial search in the “**that includes**” field and click the **search** button.
35. Drag and drop the appropriate trunk groups from the **available trunk groups** field to the **assigned trunk groups** field.
36. You can also highlight a trunk group in either field then move them between fields with the arrow keys.
37. Click the **save** button to save your settings and edit those changes at another time or click the **save and continue** button to continue programming your trunk groups.

**Trunk Administration**

**Add Enterprise Trunk Using Ordered Routing**  
Create an enterprise trunk that distributes calls based on ordered routing. Ordered routing offers various algorithms for distributing calls.

\* Is a required field.

① \* Enterprise Trunk Name:

② Maximum Number of Reroute Attempts:

③ Routing Algorithm:

④ Route Exhaustion Action:  None  Forward to Phone Number/SIP-URI \*

**Search Trunks**  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

Available Trunk Groups	Assigned Trunk Groups
AUGT2382PB01	AUGT2382PB02
AUGT2382PB04	AUGT2382PB03
AUGT2382PB05	
AUGT2382PB06	

38. From the **add users** tab, click the **search** button to populate the list of users in the **search results and end users** field.
39. Drag and drop the appropriate users from the **search results and end users** field to the **users to be assigned** field.
40. You can also highlight a user in either field then move them between fields with the arrow keys.
41. Click the **save** button.

**Trunk Administration**

**Add Enterprise Trunk Using Ordered Routing**  
Create an enterprise trunk that distributes calls based on ordered routing. Ordered routing offers various algorithms for distributing calls.

Assign Trunk Groups | **Add Users** | Assigned Users

Search End Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

Search Results and End Users | Users to be Assigned

Test, TSST (tsst.test@pt12rebecca.com)

Drag and Drop

42. Click the **assigned users** tab.
43. The list of users assigned to that **enterprise trunk ordered routing** appears.
44. Click the **unassign** button to remove a user from the route.

**Trunk Administration**

**Add Enterprise Trunk Using Ordered Routing**  
Create an enterprise trunk that distributes calls based on ordered routing. Ordered routing offers various algorithms for distributing calls.

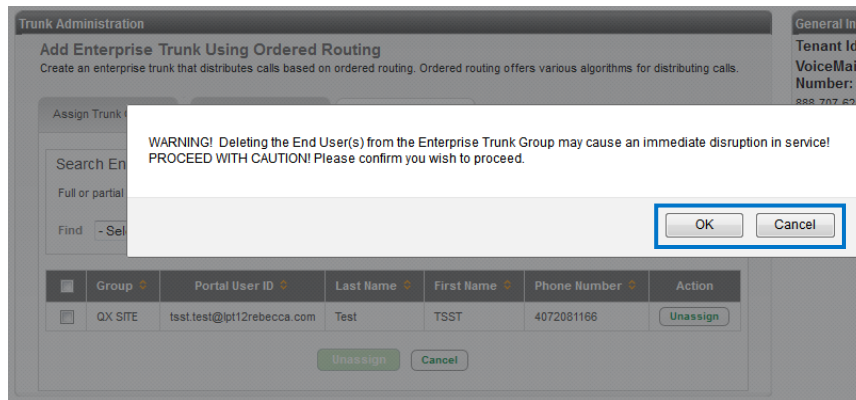
Assign Trunk Groups | Add Users | **Assigned Users**

Search End Users  
Full or partial search queries are OK. Wild card searches are not supported.

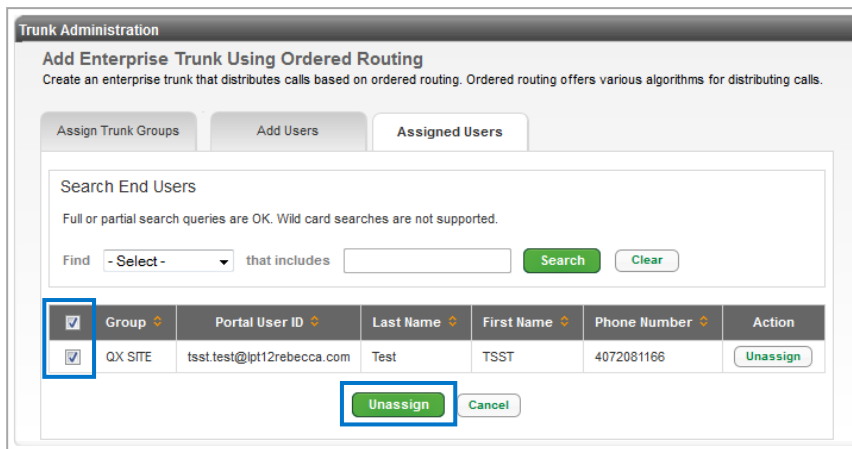
Find  that includes

<input type="checkbox"/>	Group	Portal User ID	Last Name	First Name	Phone Number	Action
<input type="checkbox"/>	QX SITE	tsst.test@pt12rebecca.com	Test	TSST	4072081166	<input type="button" value="Unassign"/>

45. A warning message appears stating that deleting users from an enterprise trunk group may disrupt service.
46. Click **OK** to continue with the unassignment or click the **cancel** button.



47. To unassign multiple users, click the **check box** in the column heading, or shift or ctrl-click to select the check box next to specific users.
48. Once all users are selected, click the **unassign** button.



## Inventory



**Note:** If you don't have Lumen SIP trunking you won't see reference to SIP trunking sessions within the **inventory** section. For full details on the remaining **inventory** options, refer to the administrator portal guide.

The screenshot shows the Lumen administrator portal interface. The top navigation bar includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', 'Help', and 'CSR Only'. The 'Inventory' menu is expanded, showing options: 'Inventory Overview', 'Telephone Numbers', 'Seats', 'Add On Features', 'SIP Trunking Sessions', and 'Order Status'. The 'SIP Trunking Sessions' option is highlighted with a blue box. Below the navigation, the 'Manage Users' section is visible, showing a search bar and a table with columns: 'User', 'Phone', 'Extension', 'Seat', 'Group', and 'Actions'.

## SIP trunking sessions

**SIP trunking sessions** are synonymous with call paths. There are costs associated to adding sessions, refer to your contract for session pricing. When increasing your SIP sessions, also keep in mind the speed of your circuit. Overextending the number of sessions to exceed the capacity of your circuit, could be impactful to your voice quality.

1. Click **inventory** from the main menu.
2. Click **SIP trunking sessions** from the sub menu.
3. Your current quantity of SIP sessions will be noted in the **current quantity** column.

The screenshot shows the 'SIP Trunking Sessions' page in the Lumen administrator portal. The top navigation bar includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', 'Help', and 'CSR Only'. The 'Inventory' menu is expanded, showing options: 'Inventory Overview', 'Telephone Numbers', 'Seats', 'Add On Features', 'SIP Trunking Sessions', and 'Order Status'. The 'SIP Trunking Sessions' option is highlighted with a blue box. Below the navigation, the 'SIP Trunking Sessions' section is visible, showing a search bar and a table with columns: 'Type', 'Current Quantity', and 'New Quantity'. The table has one row with 'ENTERPRISE' type, a 'Current Quantity' of 1 (indicated by a blue arrow), and a 'New Quantity' of 0. Below the table are 'Submit' and 'Clear' buttons.

Type	Current Quantity	New Quantity
ENTERPRISE	1	0

- To modify the number of SIP Sessions, enter the new total in the **new quantity** field.



**Note:** The new quantity will be total sessions, not in addition to the current quantity.

- Click the **submit** button.

Type	Current Quantity	New Quantity
ENTERPRISE	1	9

Submit Clear

- The information on the **order confirmation** screen pre-populates with the primary administrator's contact information.
- Change information accordingly including any comments you wish to enter as pertains to this order.
- An email confirming your order is sent to the email address entered in the **email** field. Another email will be received when the order is completed.
- Press the **place order** button.

Type	Current Quantity	New Quantity
ENTERPRISE	1	9

Please allow 30 minutes for the new session quantity to be available in the network.

Whom shall we contact if a question arises regarding your order?

\* Is a required field.

\* First Name:

\* Last Name:

\* Phone:

\* Email:

Enter your comments  
Comments:

Place Order Cancel

- You'll receive an order confirmation including an **order ID** number.
- Please allow at least **30 minutes** for your order to process.
- Click the **back to SIP trunking sessions** button.

Order ID(s): 174835930

Thank you for your order. To track status, please use Inventory > Order Status.

Back to SIP Trunking Sessions

13. Return to SIP trunking sessions and observe your new quantity.

Type	Current Quantity	New Quantity
ENTERPRISE	9	0

Submit Clear

## Help

Within **help**, you have access to various training tools and documents such as user guides, quick reference guides and short training decks.

1. Click **help** from the main menu.
2. Within the **help** page, you'll be able to find items such as **training documentation** and **user guides**.
3. Click the desired link to launch self-help documentation.
4. This feature will be continually updated as new features become available or are enhanced.

User Administration Trunk Administration Manage Services Portal Administration Inventory Reports Profile **Help** CSR Only

User Guides & Help Information Did You Know? What's New?

Tenant ID: 253023 Default Group: LAS VEGAS NV (a-406) Change Group

Help

Frequently Asked Questions

Go to CenturyLink Business Knowledge Base

Manuels

- E911 Labels (print)
- E911 Legal Advisory
- E911 Administrator Guide
- E911 IQ SIP Administrator Guide
- E911 IQ CPE Configuration and 911 MUST READ
- E911 IQ SIP Fundamentals
- Administrator Portal Guide **\*\*REVISED 02/14/20\*\***
- End User Portal Guide **\*\*REVISED 02/04/20\*\***
- Call Recording Dashboard User Guide
- Supervisor End User Portal Guide