



SIP Trunking

Client Administrator Portal Guide

v1.1

Bell

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1. Overview

This guide introduces you to the many actions you'll be able to perform as an administrator of your organization's SIP Trunking service, including the following features:

- 9-1-1 Address User Administration
- Call Forward Always (SIP Trunking optional feature, not available to new customers)
- Remote Call Forward (optional SIP Trunking feature, which replaces the Call Forward Always feature)

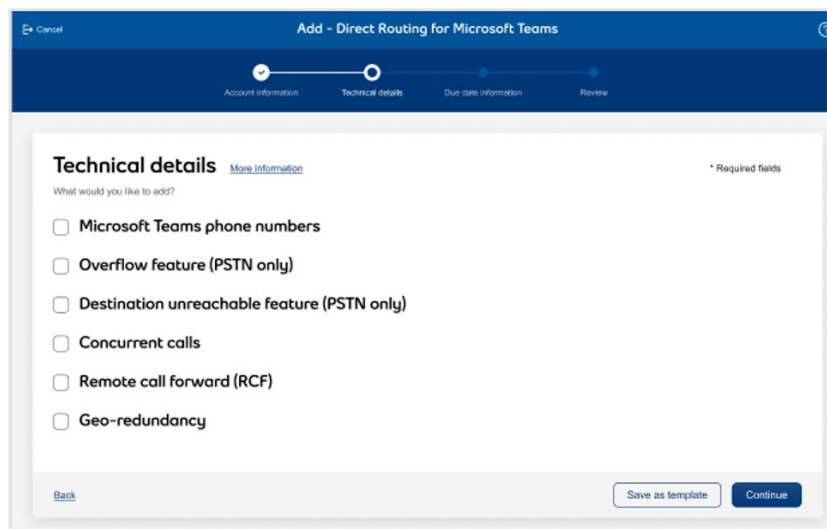
2. Accessing the portal

2.1. Initial access

To access the portal, it is necessary to have a Bell Business Self Service Centre (BBSSC) username and password. You may be assigned one or more of the following SIP Trunking roles:

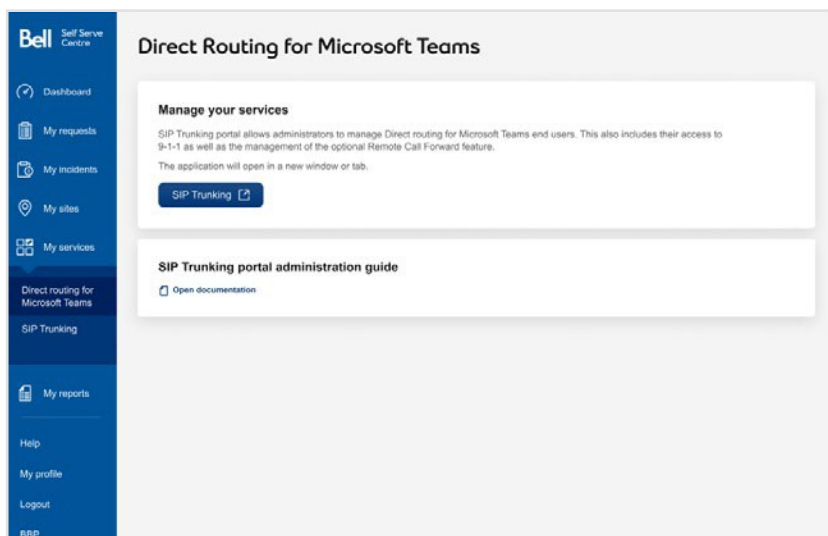
Role/Entitlement	Description
SIP Trunking 9-1-1 Administration	Provide the ability to manage Nomadic VoIP 9-1-1 addresses of users within the enterprise scope, including creation of credentials per telephone number which provides end-users with the ability log into the Nomadic VoIP 9-1-1 location portal and self-manage their current location. (Note: Nomadic VoIP 9-1-1 is not the same as E9-1-1). For more details on 9-1-1: https://business.bell.ca/support/medium-large/voice-unified-communications/sip-trunking-emergency-service-limitations
SIP Trunking Remote Call Forward Administration	Provide the ability to manage enterprise & user details for the optional "Remote Call Forward" or legacy "Call Forward Always" feature within the enterprise scope. Cannot be combined with the following role.
SIP Trunking Remote Call Forward View Access	Provide the ability to view enterprise & user details for either "Remote Call Forward" or legacy "Call Forward Always" feature for users within the enterprise scope. Cannot be combined with the previous role.

SIP Trunking and Direct Routing for Microsoft Teams customers can add the RCF feature via BBSSC.



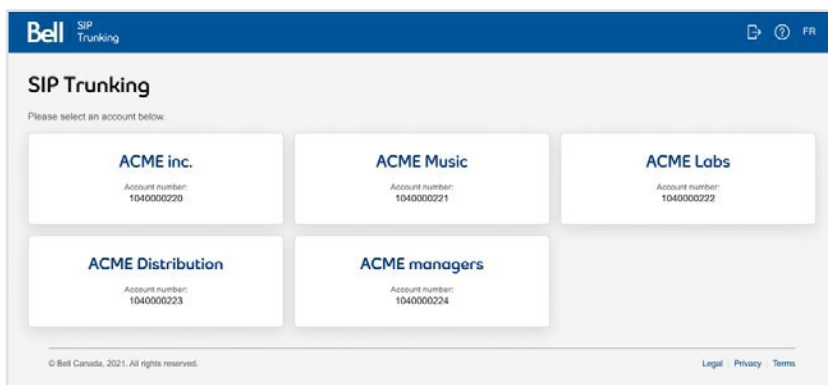
Log into the [Bell Business Portal](#) or directly on [Bell Business Self Serve Centre](#) if already logged into the Bell Business Portal. The SIP Trunking Administration portal can then be accessed from the BBSSC from either the SIP Trunking and Direct Routing for Microsoft Teams service pages.

Below is an image indicating the access to the SIP Trunking portal via Direct Routing for Microsoft Teams service page.



2.2. Multiple accounts

You may have been provided access to manage multiple SIP Trunking accounts. These might represent multiple lines of business or different environments that are available for you to manage within your organization. If this is the case, you will be provided with the account selection screen similar to what is displayed below.

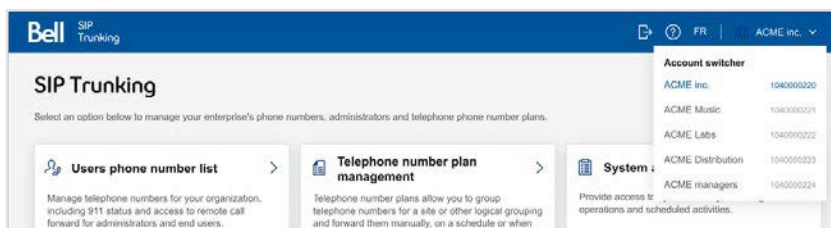


If this is the case, you should select the card representing the desired account to proceed to the portal dashboard for the account.

If you have multiple accounts, the SIP Trunking portal will provide an account selector feature in the header. The account selector at the top right of the screen (or within the mobile menu for mobile devices) will identify which account you are currently managing within the portal.



To switch to another account once you have accessed the initial dashboard, click on the current account in the header or mobile menu to display the account switcher. This will allow you to proceed to manage another account by sending you to that account's dashboard. You can then proceed to manage the telephone numbers of that account per the sections below.



3. 9-1-1 Address Management

3.1. Overview

SIP Trunking customers can add and update their location information in the SIP Trunking portal. They can include the most likely address and location information for phone numbers provided with the SIP Trunking service.

When a 9-1-1 call is made with SIP Trunking, it is first routed to a VoIP 9-1-1 operator, not directly to an emergency response centre. Because this operator doesn't know the location information, the 9-1-1 caller needs to provide it verbally before the operator can route the call to the appropriate emergency response centre. If the caller is unable to provide their location information, the operator will use the location information in the SIP Trunking portal.

Due to the nature of the SIP Trunking service, a correlation between a phone number and a user's address and location is not always possible. Customer is solely responsible for ensuring that its users provide the operator with the correct address/location information and any other necessary information when a user dials a 9-1-1 call that travels through Bell's network. If a user does not provide the operator with the correct address/location information, customer acknowledges and agrees that emergency services may be dispatched to the wrong address, and customer further agrees to indemnify and hold harmless Bell and its suppliers from any and all claims or actions arising out of, or in connection with, any such misrouted 9-1-1 calls. For more information on 9-1-1 limitations, please visit bell.ca/emergencyserviceslimitations

3.2. Role requirements

In order to manage 9-1-1 addresses for end users, the “SIP Trunking 9-1-1 Administration” role must be assigned. This role also provides read-write access to user profile details.

3.3. User phone number list

To review and modify 9-1-1 addresses assigned to one or more users (also known as telephone numbers or TN’s), select “Users phone number list” from the portal dashboard.



From the “Users phone numbers list”, the initial list of users will be presented.

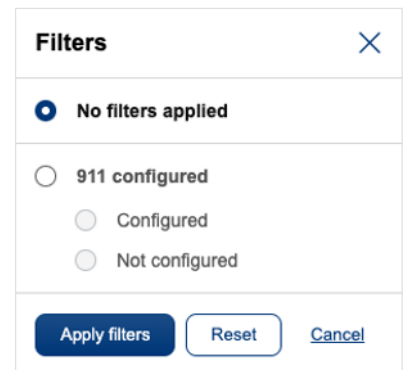
Phone number	Name	Email address	Personal 9-1-1
647 419-0000	Marc Thomson	marc.thomson@stuzf	Outside of Canada
647 419-0001	Bars, Jean	jean.bars@email.com	755 Felix avenue, Toronto, Ontario
647 419-0002	16474190002 16474190002	test@email.com	001 ottawa, qnt, ON
647 419-0003	16474190003 16474190003	6474190003@stuzf.bell.ca	Outside of Canada
647 419-0004	16474190004 16474190004		564 Elgin St, Toronto, Ontario
647 419-0005	16474190005 16474190005		Outside of Canada
647 419-0006	16474190006 16474190006		Outside of Canada
647 419-0007	16474190007 16474190007		444 333, 555, Ontario
647 419-0008	16474190008 16474190008		889 Main St N, Ottawa, Quebec
647 419-0009	16474190009 16474190009		Location not set

Information available in the phone numbers list include:

- Identifying information such as phone number, name & email address
- Personal 9-1-1 assignments, where available, for each user (or “Location not set” if not configured)

The following functions are available to administrators with respect to the list of users:

- Navigate: Navigate through the current list page by page using the navigation arrows/pages at the bottom right of the user listing table
- Change the page size: Alternate page sizes can be selected using the “Show entries” drop-down at the bottom left of the user listing table.
- Search: Select Phone number or Name to filter the list and locate specific users
- Filters: If Phone number is selected for search, the Filters option is available and allows to further filter based on users for which 9-1-1



addresses have been configured or not.

Note: other non-9-1-1 filters may be available based on assigned privileges, services and other user information.

- Export: Export filtered or selected phone number and available columns to Excel (XLSX) format.

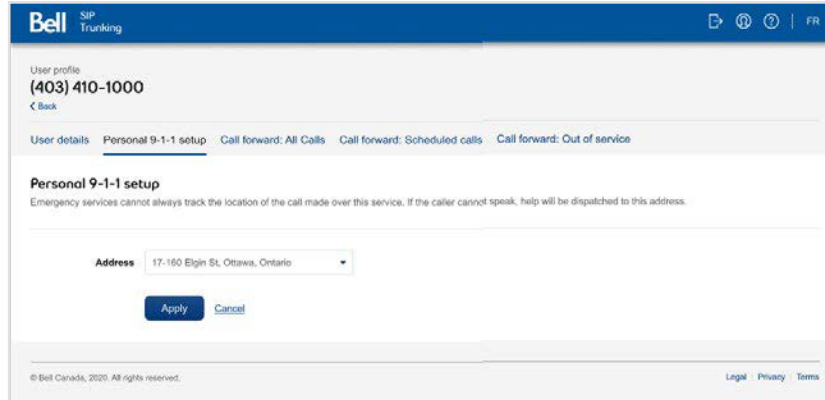
The following per-row or per-user operations are available:

- User profile: Click on the link in the “Phone number” column to access and, with the correct privileges, edit:
 - User details: user details such as name, email address and other details;
 - Manage passwords: change the selected user’s password; (this is also available from the “Password details” selection in the popup menu on each row in the user listing table)
 - 9-1-1 addresses list: manage the list of 9-1-1 addresses available to select for the current user

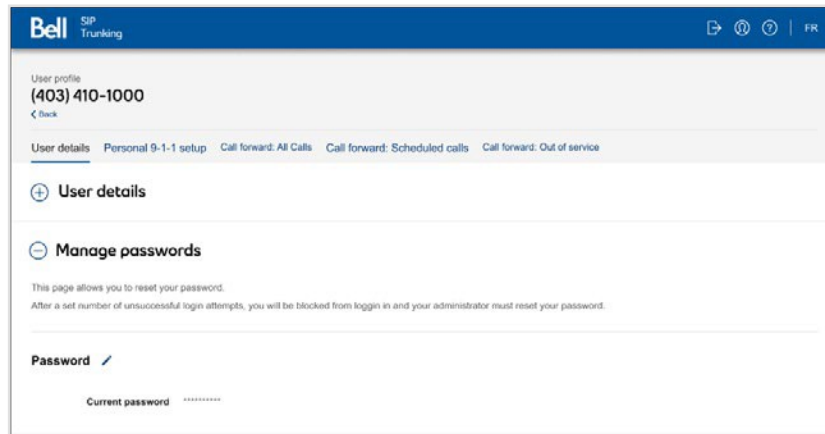
The screenshot shows a user profile page for user (403) 410-1000. The page has a header with the user's name and a back button. Below the header is a navigation bar with options: User details (selected), Personal 9-1-1 setup, Call forward: All Calls, Call forward: Scheduled calls, and Call forward: Out of service. The main content area is titled "User details" and contains a section for "Informations" with a pencil icon for editing. The information is displayed in a table-like format with labels and values. Below the information section are three expandable sections: "Manage passwords", "9-1-1 addresses list", and "Phone numbers list", each with a plus icon.

User ID	
4034101000	
Last name	Test
First name	Carson
Calling line ID last name	Test
Calling line ID first name	Carson
Department	None
Time zone	(GMT-4:00) (Canada) Eastern Time
Language	English
Title	-
Pager	-
Mobile	-
Email	test.test@email.com
Location	Toronto, ON
Address	435 Street Name
	Door 301
City	Toronto
Province	ON
Postal code	A1A 1A1
Country	Canada

- **Personal 9-1-1 setup:** Available from the User profile screen or also from the per-row popup menu on the user listing, provides the ability to create and select a current 9-1-1 address for the selected user



- **Password details:** Available from the User details section of the User profile. Direct access to change password information is available by selecting “Password details” from the per-row pop-up menu on the user listing



3.4. User profile

The user profile screen contains multiple collapsible sections including User details, Manage passwords, 9-1-1 addresses list. It may be necessary to collapse or scroll sections to access subsequent sections.

Most of these sections mirror screens in the User profile section of the SIP Trunking End User portal.

3.4.1. User details

Provides access to view and edit current user details.

To edit user details, select the pencil icon next to the “Information” heading. Once changes have been made, you can click on Save to save the changes or Cancel to retain the existing information.

The screenshot shows a web interface titled "User details" with a sub-header "View and maintain your profile information." Below this is a section labeled "Informations" with a pencil icon for editing. The form contains the following fields and values:

User ID	4034101000	First name	Carson
Last name	Test	Calling line ID first name	Carson
Calling line ID last name	Test	Department	None
Time zone	(GMT-4:00) (Canada) Eastern Time	Language	English
Title	-	Pager	-
Mobile	-	Email	test.test@email.com
Location	Toronto, ON	Address	435 Street Name
City	Toronto	Province	ON
Postal code	A1A 1A1	Country	Canada

3.4.2. Manage passwords

Provides access to change the selected user’s password.

To set a new password, select the pencil icon next to the “Password” heading. To review password requirements, select the info icon next to the “New password” field. Values entered in the “New password” and “Confirm new password” fields must be identical and meet the password rules.

Notes:

- The password rules configured for your organization’s users may be different than pictured below.
- To use the relevant phone number and password credentials, see the SIP Trunking End User Portal Guide for details.

The screenshot shows a web interface titled "Manage password" with a sub-header "This page allows you to reset your password." Below this is a section labeled "Manage Password" with a pencil icon for editing. The form contains the following fields and elements:

- * New password:
- * Confirm new password:
- Buttons: Save, Cancel
- Information icon (i) next to the "New password" field, which opens a tooltip with the following requirements:
 - The password must be at least 8 characters and not more than 60 characters
 - Cannot contain your login ID
 - Must include at least 1 uppercase letter
 - Must include at least 1 lowercase letter
 - Must include at least 1 number
 - Must include at least 1 special character

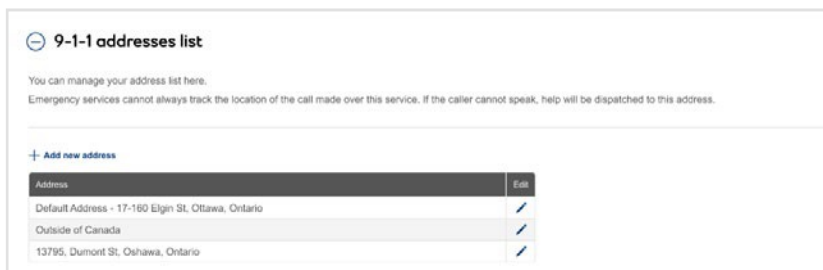
3.4.3. 9-1-1 addresses list

Provides access to manage the list of 9-1-1 addresses. In the event of an emergency, if the caller is unable to provide their location information, the operator will use the “current” address to route the 9-1-1 call to the

appropriate emergency response centre. We recommend that you or your end users keep this address up to date.

Addresses can be modified using the pencil icon and can be deleted using the trash can icon. The “current” address cannot be deleted. New addresses can be added by selecting “Add new address”.

To change the “current” address, select the “Personal 9-1-1 setup” section. The addition and selection of the “current” 9-1-1 address can be performed there.



3.5. Personal 9-1-1 setup

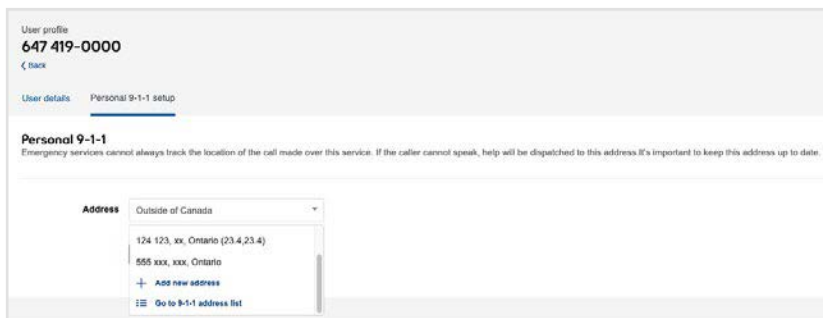
The “Personal 9-1-1 setup” selection mirrors the dashboard selection which is provided in the End User SIP Trunking portal.

In the event of an emergency, if the caller is unable to provide their location information, the operator will use the “current” address to route the 9-1-1 call to the appropriate emergency response centre. We recommend that you or your end users keep this address up to date.

The default address is “Outside of Canada”, which means that no selection has been made for this user/ telephone number.

On selecting the drop-down, previously entered addresses are listed and can be selected. Once a new selection has been made, click “Apply” to save.

To add new entries, select “Add new address” from the drop-down and enter the necessary information to complete the entry. Once added, it may be necessary to select the address and click “Apply” to save the new current address.



4. Call Forward Always

4.1. Overview

Call Forward Always (CFA) is an optional feature, which is not available to newclients. For clients who have

been provisioned with the CFA feature, the SIP Trunking Administration portal provides the ability to view and manage the feature for each individual user/telephone number. For the CFA feature, end users are not able to manage this feature.

If you are an existing customer with the CFA feature, the Remote Call Forward feature provides additional management and end user features over and above the original CFA version. See the Remote Call Forward section for additional details or contact your sales representative.

4.2. Role requirements

In order to manage the CFA feature, the “SIP Trunking Remote Call Forward Administration” role must be assigned. Alternatively, view-only access is available via the “SIP Trunking Remote Call Forward View Access” role.

Note that the same roles apply to the Remote Call Forward (RCF) feature as well. As such, if a client migrates from the CFA feature to the RCF feature, it is not necessary to reassign roles.

These roles also provided read-write or read-only access to user profile details, respectively. If the “SIP Trunking 9-1-1 Administration” role is also applied, read-write access to user profile details continues to be available regardless of the Remote Call Forward roles.

4.3. User phone number list

To review and modify the CFA feature, as well as 9-1-1 addresses assigned to one or more users (also known as telephone numbers or TN's), select “Users phone number list” from the portal dashboard.

The following functions are available to administrators with respect to the list of users:

- **Navigate:** Navigate through the current list page by page using the navigation arrows/pages at the bottom right of the user listing table
- **Change the page size:** Alternate page sizes can be selected using the “Show ... entries” drop-down at the bottom left of the user listing table.
- **Search:** Select Phone number or Name to filter the list and locate specific users
- **Filters:** If Phone number is selected for search, the Filters option is available and allows to further filter based on users for which 9-1-1 addresses have been configured or not. There are no new search filters for the CFA feature.
- **Export:** Export filtered or selected phone number and available columns to Excel (XLSX) format.

An additional column is added to the User phone numbers list for CFA, which is “Call Forward”. This column identifies the state of the current phone number as it relates to the CFA feature.

- If the CFA feature is not active for the phone number, the column value displays “Not set” and the phone will ring as normal.
- If the CFA feature is active, the column value displays the forwarding phone number and, if available, the Name from the phone numbers list.

The following additional per-row or per-phone number operations are available for the CFA feature:

- **Call forward: All Calls** – view or modify the Call Forward: All Calls feature details. This is also available by clicking on the phone number link in the user listing table, then selecting the “Call Forward: All Calls” link in the header

4.4. User profile

The following screens are available either by selecting a telephone number from the User phone number list or by navigating directly via the row-level popup menu's. These augment the information documented in section “3.4. User profile” for under “3. 9-1-1 Address Management”.

4.4.1. User details – Phone numbers list

Provides access to manage the list of phone numbers available for the dropdown selection in “Call Forward: All Calls”.

Phone numbers can be modified using the pencil icon and can be deleted using the trash can icon. New phone numbers can be added to the list by selecting “Add new phone number”.

To select an existing or new phone number for Call Forward: All Calls, select the “current” address, select the “Call Forward: All Calls” section from the User Profile. Management of the Call Forward: All Calls can be performed there, per the details from the previous section above.

4.4.2. Call Forward: All Calls

The Call Forward: All Calls screen is available by either:

- a. selecting the relevant popup menu option in the per-phone number on the User phone number list operations has the following components

OR

- b. selecting the phone number link in the User phone number list table, then selecting the “Call Forward: All Calls” link in the header

The components of the Call Forward: All Calls screen include:

- The “Call forward all calls” toggle to identify whether the feature is active or not
- The “Phone number” dropdown which allows the addition and selection of a phone number
- The “Play ring reminder when calls are forwarded” checkbox to determine whether the source phone set will briefly ring when a call is forwarded

On selecting the “Phone number” drop-down, previously entered phone numbers are listed and can be selected.

To add new entries, select “Add new phone number” from the “Phone number” drop-down and enter the necessary information to complete the entry.

To modify or remove existing entries, select “Go to phone numbers list” from the “Phone number” drop-down. This will bring you to the expandable “Phone numbers list” of the User Profile. See the next section for details.

Once all changes have been made, click “Apply” to save.

5. Remote Call Forward

5.1. Overview

Remote Call Forward (RCF) replaces the previous Call Forward Always feature and provides advanced call forwarding capabilities. For clients who have subscribed to the RCF feature, the SIP Trunking Administration portal provides the ability to view and manage various call forwarding features including Call Forward:

All Calls and Call Forward: Out of service. The ability to add multiple telephone numbers into a Telephone Number Plan provides the ability to manage these call forwarding options as a group to manage sites, call centers or other logical entities of your choosing. Scheduling capabilities can be applied to the Call Forward: All Calls feature at the telephone number level or for a Telephone Number Plan. Finally, the RCF feature allows end users the ability to manage their telephone numbers via the SIP Trunking End User portal.

If you currently subscribe to the CFA feature and wish to upgrade to the Remote Call Forward feature, please contact your sales representative.

5.2. Role requirements

In order to manage the Remote Call Forward feature, the “SIP Trunking Remote Call Forward Administration” role must be assigned. Alternatively, view-only access is available via the “SIP Trunking Remote Call Forward View Access” role.

Note that the same roles apply to the Call Forward Always (CFA) feature as well. As such, if a client migrates from the CFA feature to the RCF feature, it is not necessary to reassign roles.

These roles also provided read-write or read-only access to user profile details, respectively. If the “SIP Trunking 9-1-1 Administration” role is also applied, read-write access to user profile details continues to be available regardless of the Remote Call Forward roles.

5.3. RCF Availability pool

The Remote Call Forward feature is purchased based on the number of users on which the client wishes to manage call forward features. These are purchased in blocks of 10 and the client administrator determines which phone numbers are available to take advantage of these advanced features.

The assignment or removal of a phone number from the RCF Availability pool is done through the User phone numbers list and detailed in the next section.

The following subsections describe the RCF availability values and their purposes.

5.3.1. RCF Availability: No / None

This is the default availability of a phone number for the RCF feature. Phone numbers with this availability value cannot be managed using call forwarding features such as Call Forward: All Calls, Call Forward: Out of service, scheduling or telephone plans.

In order to make use of the RCF feature, RCF availability must be set to either “Available” or “Self-Managed”.

5.3.2. RCF Availability: Available

The RCF availability setting of “Available” is the most flexible option. Phone numbers with this setting provide full administrator capabilities for the RCF feature, with access to either:

- a. Manage the phone number’s RCF features individually, with access to Call Forward: All Calls, Call Forward: Out of service and Call Forward: Scheduled calls.

OR

- b. Assign the phone number to a telephone number plan and manage the RCF features at the plan level, with access to the same RCF features (Call Forward: All Calls, Call Forward: Out of service and Call Forward: Scheduled calls)

Phone numbers with a RCF availability setting of “Available” can only be managed in the SIP Trunking Administration portal and are not available for end users to manage directly via the SIP Trunking End User portal.

5.3.3. RCF Availability: Self-Managed

The RCF availability setting of “Self-Managed” provides the ability to manage the phone number’s RCF features at the individual level. This provides the ability for the phone number’s RCF features to be managed by both Client Administrators and the End User in their respective portals.

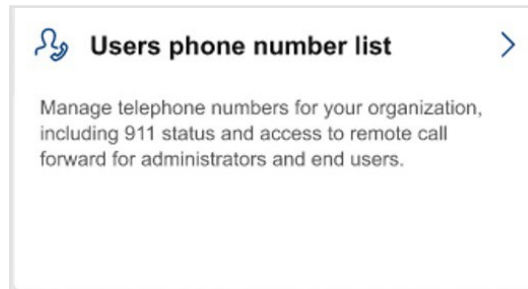
As such, both can manage the phone number’s RCF features individually, with access to Call Forward: All Calls, Call Forward: Out of service and Call Forward: Scheduled calls.

However, phone numbers assigned the “Self-Managed” RCF availability cannot be assigned to telephone number plans; they can only be managed individually.

Phone numbers with a RCF availability setting of “Available” can only be managed in the SIP Trunking Administration portal and are not available for end users to manage directly via the SIP Trunking End User portal.

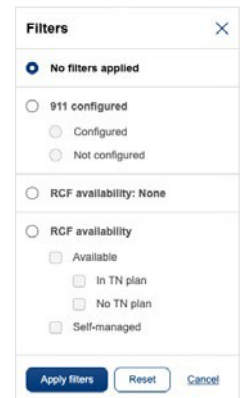
5.4. User phone number list

To review and modify RCF settings, as well as 9-1-1 addresses assigned to one or more users (also known as telephone numbers or TN's), select "Users phone number list" from the portal dashboard.



The following The following functions are available to administrators with respect to the list of users:

- **Navigate:** Navigate through the current list page by page using the navigation arrows/pages at the bottom right of the user listing table
- **Change the page size:** Alternate page sizes can be selected using the "Show ... entries" drop-down at the bottom left of the user listing table.
- **Search:** Select Phone number or Name to filter the list and locate specific users
- **Filters:** The filters near the top right of the user listing table now add pre-defined filters for "RCF availability", with the selection of either "RCF Availability: None" or RCF Availability values of Available or Self-Managed. In addition, "Available" selection allows further filtering based on whether the entry is in a Telephone Number Plan (In TN plan) or not (No TN plan). These augment the 9-1-1 filters if available for assigned roles.



Phone number	Name	Email address	Personal 9-1-1	Call forward	Call forward not reachable	RCF availability	TN plan name
847 473-0000	Mark Thompson	mark.thompson@bell.ca	Outside of Canada	Call Forward: All Calls	Not set	Available	plan 7 (global)
847 473-0001	John Jones	john.jones@bell.ca	789 Park Avenue, Toronto, Ontario	Call Forward: Scheduled Calls	Not set	Self-managed	
847 473-0002	1547190002 1547190002	1547190002@bell.ca	101 Ottawa St, ON	Not set	Not set	Available	
847 473-0003	1547190003 1547190003	1547190003@bell.ca	Outside of Canada	Not set	Not set	Self-managed	
847 473-0004	1547190004 1547190004		104 King St, Toronto, Ontario	Not set	Not set	Available	
847 473-0005	1547190005 1547190005		Outside of Canada	Not set	Not set	Self-managed	
847 473-0006	1547190006 1547190006		Outside of Canada	Not set	Not set	Self-managed	
847 473-0007	1547190007 1547190007		444 St. St, Ontario	Not set	Not set	Available	
847 473-0008	1547190008 1547190008		100 Main St, Ontario, Ontario	Not set	Not set	Available	
847 473-0009	1547190009 1547190009		Location Not set	Not set	Not set	No	

The following additional per-row or per-phone number operations are available for the RCF feature for phone numbers assigned to the RCF Availability pool (i.e. Available or Self-Managed) but will be grayed out if the phone number is assigned to a Telephone Number plan:

- **Call forward: All Calls** – view or modify the Call Forward: All Calls feature details. This is also available by clicking on the phone number link in the user listing table, then selecting the "Call Forward: All Calls" link in the header.
- **Call forward: Scheduled calls** – view or modify the Call Forward: Scheduled Calls feature details. This is also available by clicking on the phone number link in the user listing table, then selecting the "Call forward: Scheduled calls" link in the header.

- Call forward: Out of service - view or modify the Call Forward: Out of service feature details. This is also available by clicking on the phone number link in the user listing table, then selecting the “Call forward: Out of service” link in the header

Additional columns (not available for 9-1-1 management) are added to the User phone numbers list for RCF.

These columns include:

- Call Forward: identifies the state of the current phone number as it relates to the Call Forward: All Calls or the Call Forward: Scheduled Calls feature
- Call Forward out of service: identifies the state of the current phone number as it relates to the Call Forward: Out of Service feature
- RCF Availability: Availability status of the phone number, with the ability to change it directly (given the appropriate role).
- TN Plan: If the phone number has been assigned to a Telephone Number plan, its name will be displayed here

5.4.1. Column: Call forward

The “Call forward” column may have the following values, depending on its current assignment:

- If the RCF Availability column value is “No”, this value will be blank as RCF features are not available for the given phone number.
- If the Call Forward: All Calls feature is not active for this phone number directly, through a schedule or through a telephone number plan, the column value displays “Not set” and the phone will ring as normal.
- If the Call Forward: All Calls feature is activated based on individual manual or scheduled activation, the target phone number and, if available, its name from the phone list will be displayed. If no icon is displayed, the option has been manually individually activated, whereas a clock icon identifies that the feature is currently active based on a schedule.
- If the Call Forward: All Calls feature is activated based on telephone plan activation, the target plan option (column header) and the target phone number will be displayed. A list icon identifies manual telephone plan activation, a clock icon identifies telephone plan scheduled activation.

To view or modify the Call Forward: All Calls feature setting for a Self-Managed or Available phone number not assigned to a telephone plan, either:

- a. Click on the phone number link in the User Listing table, then click the “Call Forward: All Calls” link in the header

OR

- b. Select the popup-menu indicator (...) in the last column of the User Listing table, then select “Call Forward: All Calls”

To view or modify the same feature for a phone number assigned to a telephone plan, access the “Telephone number plan management” dashboard feature and use the associated features to view or manage the associated plan.

5.4.2. Column: Call forward not reachable

The “Call forward not reachable” column may have the following values, depending on its current assignment:

- If the RCF Availability column value is “No”, this value will be blank as RCF features are not available for the given phone number.
- If the Call Forward: Not Reachable feature is not active for this phone number directly, through a schedule or through a telephone number plan, the column value displays “Not set” and the phone will ring as normal.

- If the Call Forward: Not Reachable feature is active based on individual manual activation, the target phone number and, if available, its name from the phone list will be displayed. In the case of individual manual activation, no icon is displayed.
- If the Call Forward: Not Reachable feature is activated based on telephone plan activation, the target plan option (column header) and the target phone number will be displayed. A list icon identifies manual telephone plan activation.

To view or modify the Call Forward: Out of Service feature setting for a Self-Managed or Available phone number not assigned to a telephone plan, either:

- a. Click on the phone number link in the User Listing table, then click the “Call Forward: Out of service” link in the header

OR

- b. Select the popup-menu indicator (...) in the last column of the User Listing table, then select “Call Forward: Out of Service”

To view or modify the same feature for a phone number assigned to a telephone plan, access the “Telephone number plan management” dashboard feature and use the associated features to view or manage the associated plan.

5.4.3. Column: RCF Availability

The “RCF Availability” column identifies the current state of a phone number in the RCF Availability pool. Values are “No”, “Available” or “Self-Managed” and are described in section 5.3 RCF Availability pool.

For client administrators assigned the SIP Trunking Remote Call Forward Administration role, it is also possible to change the RCF Availability value directly in the list by using the dropdown selection.

Note: The “RCF feature” value at the top-right of the User Listing screen provides the current number of phone numbers assigned to the RCF Availability pool. This is the total of Available and Self-Managed phone numbers as a subset of the total purchased pool size. For example, “15 of 20 numbers assigned” describes the case where 15 Available and Self-Managed phone numbers are assigned by client administrators, with 20 numbers having been purchased total.

The following changes are supported:

- Change from “No” to “Self-Managed” or “Available” if RCF Availability pool capacity is available
- Change from “Self-Managed” to “No”
- Change from “Available” to “No” or “Self-Managed” if the phone number is not assigned to a telephone plan; (to make this change, it will be necessary to remove the phone number from the telephone plan identified in the TN plan column)

5.4.4. Column: TN Plan

The “TN Plan” column identifies whether a phone number has been assigned to a telephone number plan (TN plan). If so, the plan’s name will be identified.

To view or modify the details of a phone number assigned to a telephone plan, access the “Telephone number plan management” dashboard feature and use the associated features to view or manage the associated plan.

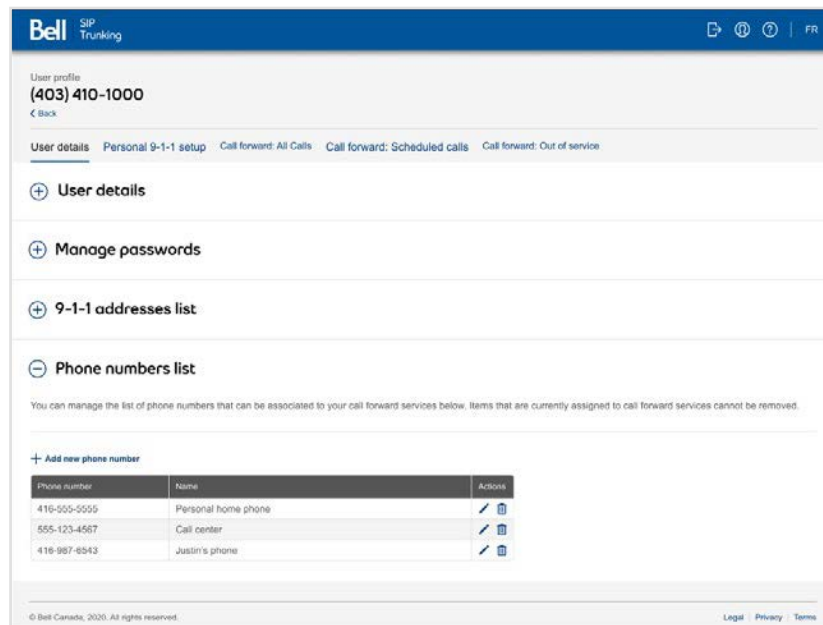


5.5. User profile

The following screens are available either by selecting a telephone number from the User phone number list or by navigating directly via the row-level popup menu’s. These augment the information documented in section “3.4. User profile” for under “3. 9-1-1 Address Management”.

5.5.1. User details – Phone numbers list

Provides access to manage the list of phone numbers available for the dropdown selection in “Call Forward: All Calls”. The CFA feature has the same management option.



Phone numbers can be modified using the pencil icon and can be deleted using the trash can icon. New phone numbers can be added to the list by selecting “Add new phone number”.

To select an existing or new phone number for the Call Forward: All Calls, select that the “current” address,

select the “Call Forward: All Calls” section from the User Profile. Management of the Call Forward: All Calls can be performed there, per the details from the previous section above.

5.5.2. Call Forward: All calls

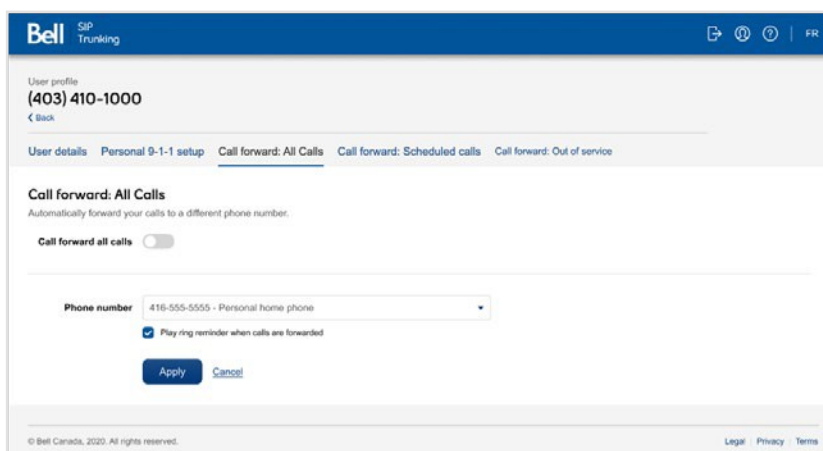
The Call Forward: All calls screen is available by either:

- a. selecting the relevant popup menu option in the per-phone number on the User phone number list operations has the following components

OR

- b. selecting the phone number link in the User phone number list table, then selecting “Call Forward: All calls” link in the header

Note: This screen is not available if the telephone number is assigned to a telephone number plan.



The components of the Call Forward: All Calls screen include:

- The “Call forward all calls” toggle to identify whether the feature is active or not
- The “Phone number” dropdown which allows the addition and selection of a phone number
- The “Play ring reminder when calls are forwarded” checkbox to determine whether the source phone set will briefly ring when a call is forwarded

On selecting the “Phone number” drop-down, previously entered phone numbers are listed and can be selected.

To add new entries, select “Add new phone number” from the “Phone number” drop-down and enter the necessary information to complete the entry.

To modify or remove existing entries, select “Go to phone numbers list” from the “Phone number” drop-down. This will bring you to the expandable “Phone numbers list” of the User Profile. See the next section for details.

Once all changes have been made, click “Apply” to save.

5.5.3. Call Forward: Scheduled calls

The Call Forward: Scheduled calls screen is available by either:

- a. selecting the relevant popup menu option in the per-phone number on the User phone number list operations has the following components

OR

- b. selecting the phone number link in the User phone number list table, then selecting “Call Forward: Scheduled calls” link in the header

Note: This screen is not available if the telephone number is assigned to a telephone number plan.

The components of the Call Forward: Scheduled calls screen include:

- The “Scheduled service” toggle to identify whether the feature is enabled or not
- The “Days” selection to identify which days of the week the feature is active
- The “Hours” selection to identify which hours of the day the feature is active
- The “Ends” selection to identify when the schedule should no longer be active, either ongoing (“Never”), end on a selected date or after a set number of occurrences
- The “Phone number” dropdown which allows the addition and selection of a phone number
- The “Play ring reminder when calls are forwarded” checkbox to determine whether the source phone set will briefly ring when a call is forwarded

On selecting the “Phone number” drop-down, previously entered phone numbers are listed and can be selected.

To add new entries, select “Add new phone number” from the “Phone number” drop-down and enter the necessary information to complete the entry.

To modify or remove existing entries, select “Go to phone numbers list” from the “Phone number” drop-down. This will bring you to the expandable “Phone numbers list” of the User Profile. See the next section for details.

Once all changes have been made, click “Apply” to save.

5.5.4. Call Forward: Out of service

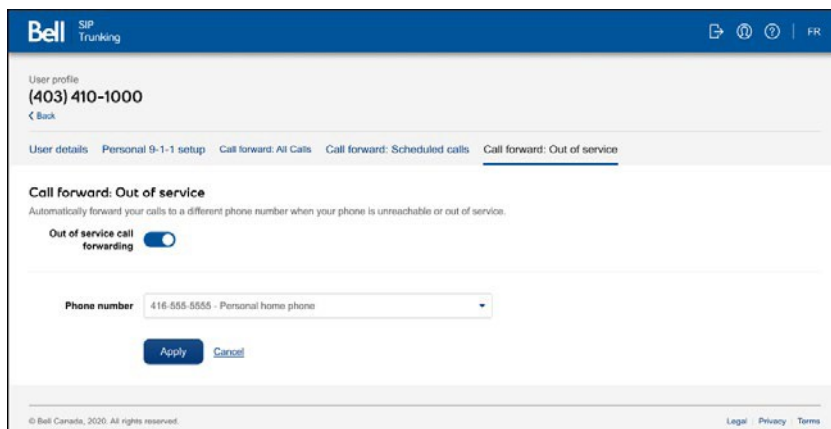
The Call Forward: Out of service screen is available by either:

- a. selecting the relevant popup menu option in the per-phone number on the User phone number list operations

OR

- b. selecting the phone number link in the User phone number list table, then selecting “Call Forward: Out of service” link in the header

Note: This screen is not available if the telephone number is assigned to a telephone number plan.



The components of the Call Forward: Out of service screen include:

- The “Out of service call forwarding” toggle to identify whether the feature is active or not
- The “Phone number” dropdown which allows the addition and selection of a phone number

On selecting the “Phone number” drop-down, previously entered phone numbers are listed and can be selected.

To add new entries, select “Add new phone number” from the “Phone number” drop-down and enter the necessary information to complete the entry.

To modify or remove existing entries from the drop-down, select “Go to phone numbers list” from the “Phone number” drop-down. This will bring you to the expandable “Phone numbers list” of the User Profile. See the next section for details.

Once all changes have been made, click “Apply” to save.

5.6. Telephone number plan management

Telephone number plans are a Remote Call Forward feature allowing you to group telephone numbers for a site or other logical grouping and apply forwarding changes (Call forward: All calls) manually or on a schedule, as well as when access to the organization’s telephony services are unavailable (Call forward: Out of service). Access to this feature is available directly on the SIP Trunking Client Administration dashboard.

5.6.1. Telephone number plan listing

On selecting Telephone number plan management from the dashboard, a list of current plans will be displayed.



The following operations are available from the list of plans:

- **Navigate:** Navigate through the current list page by page using the navigation arrows/pages at the bottom right of the user listing table
- **Change the page size:** Alternate page sizes can be selected using the “Show ... entries” drop-down at the bottom left of the plan listing table.
- **Search:** Enter a plan name or phone number in the Search field to filter the list and find a specific telephone number plan
- **Add new plan:** Create a new telephone number plan
- **Export:** Export selected plan(s) details to Excel (XLSX) format.

The screenshot displays the 'Telephone number plan management (24)' interface. It includes a search bar, '+ Add new plan' and 'Export plan' buttons, and a table with the following data:

Plan name	Plan description	Entries	Options	Selected	Out of service	Scheduled Redirect
<input type="checkbox"/> Moncton business call centre	Lorem ipsum dolor sit amet, consectetur...	3	2	Call forward 1	Call Forward 1	
<input type="checkbox"/> Moncton retail call centre	Lorem ipsum dolor sit amet, consectetur...	5	10	None		416-555-5555 Mon to Fri - 4:00PM to 9:00PM
<input type="checkbox"/> Montreal business call centre	Lorem ipsum dolor sit amet, consectetur...	7	5	Call forward 1	Not set	Not set
<input type="checkbox"/> Montreal retail call centre	Lorem ipsum dolor sit amet, consectetur...	6	5	Call forward 7	Call Forward 1	
<input type="checkbox"/> Ottawa internal helpdesk	Lorem ipsum dolor sit amet, consectetur...	5	5	Call forward 5		416-555-5555 Mon to Fri - 4:00PM to 9:00PM
<input type="checkbox"/> Ottawa business call centre	Lorem ipsum dolor sit amet, consectetur...	4	4	Call forward 9		416-555-5555 Mon to Fri - 4:00PM to 9:00PM
<input type="checkbox"/> Ottawa retail call centre	Lorem ipsum dolor sit amet, consectetur...	5	5	None	Call Forward 1	
<input type="checkbox"/> Vancouver internal helpdesk	Lorem ipsum dolor sit amet, consectetur...	10	10	None	Call Forward 1	

At the bottom, there is a 'Show 8 entries' dropdown and pagination controls showing 'Showing 0 to 8 of 100 entries'.

Details available for the listed plans includes:

- **Plan name:** Name of the plan assigned by the administrator.
- **Plan description:** Description of the plan provided by the administrator
- **Entries:** The number of phone numbers entered in the plan

- Options: The number of options (or columns) configured in the plan
- Selected: If the plan has been activated either manually or on a schedule, identifies the selected option (for Call forward: All calls)
- Out of service: If the plan has been configured with an Out of service selection, identifies the selected option (for Call forward: Out of service)
- Scheduled Redirect: If the plan has been configured with a schedule and the schedule has been enabled, details of the schedule and the selected option will be displayed here.

Operations available on a per-row (per-plan) basis include:

- Redirect plan: Change the Call forward: All calls option by either setting or changing the current option selection. This is similar to Activate call forward or Deactivate call forward column options within the plan, but provides immediate access for desktop and mobile to make a change.
- Export plan: Export the current plan to Excel (XLSX) format
- Delete plan: Delete the current plan. Plans can only be deleted if there are no entries.

5.6.2. Create a plan

To create a plan, select “Add new plan” from the Telephone number plan management screen.

To create a plan, complete the Plan name and Plan description fields. The Plan name should be unique for the organization. On clicking “Save”, a new empty plan will be saved with the name & description. From there, it will be possible to add entries to the plan and manage based on later sections.

5.6.3. Managing plan contents

The plan contents encompass the table starting with Phone line and including as many options as necessary. Up to 10 options (or additional columns) may be added to a given plan.

Telephone number plan detail

Business plan 5

Plan description details Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum non augue vitae erat hendrerit ornare.

Call forward: Out of service Vancouver backup

Call forward: Scheduled calls Montreal retail backup - Mon to Fri - 4:00PM to 9:00PM

Phone line	Description	Moncton backup	Moncton retail backup	Montreal business backup	Montreal retail backup	Vancouver backup	Vancouver re
514 555-5551	Line 1	514 666-6661	514 666-6661	514 666-6661	514 666-6661	514 666-6661	514 666-66
514 555-5552	Line 2	514 666-6662	514 666-6662	514 666-6662	514 666-6662	514 666-6662	514 666-66
514 555-5553	Line 3	514 666-6663	514 666-6663	514 666-6663	514 666-6663	514 666-6663	514 666-66
514 555-5554	Line 4	514 666-6664	514 666-6664	514 666-6664	514 666-6664	514 666-6664	514 666-66
514 555-5555	Line 5	514 666-6665	514 666-6665	514 666-6665	514 666-6665	514 666-6665	514 666-66

+ Add new number

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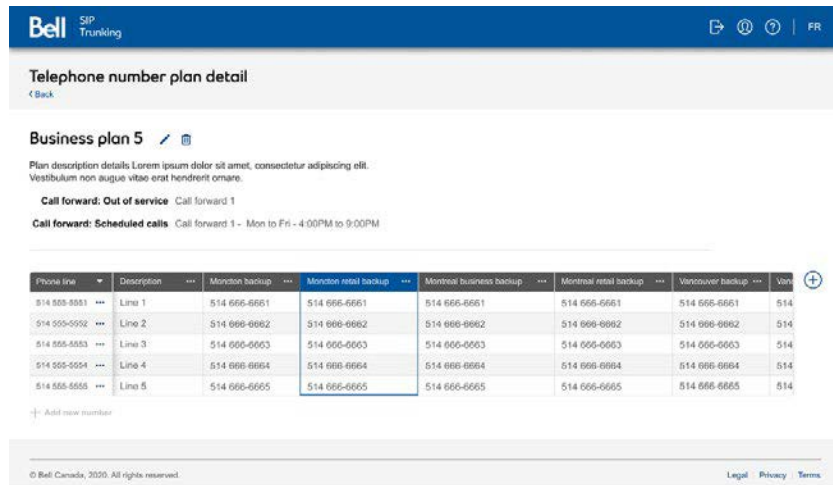
Operations that may be performed include:

- **Add new number:** This link will add a new row to the table, with all values empty. In order to save changes, the phone line field must be entered. The value entered must be a phone number with RCF Availability of “Available” and cannot have been selected in another telephone number plan.
- **Add new option:** The + sign to the right of the header column will allow new options to be added. To save, at least the header field must be entered and that value must be unique among the options for the plan.
- **Edit column:** To change the values for a column which is not currently active, select the ... (3 dots) next to the saved column name and select Edit column. Make changes and save as necessary. Note: it is possible to Edit column on the Description column as well.
- **Delete column:** To remove a column which is not currently active, select the ... (3 dots) next to the saved column name and select Delete column. Columns which are active or selected by the Call Forward: Out of service or Call Forward: Scheduled calls may not be deleted
- **Edit row:** To edit the row associated to a phone line, select the ... (3 dots) next to the appropriate number and select Edit row. This will allow you to edit the description value for the row, as well as the values in any non-active columns. Call Forward: Out of service option for the saved row will be applied on save, if the option is configured for the telephone number plan.
- **Copy row:** To copy the row associated to a phone line, select the ... (3 dots) next to the appropriate number and select Copy row. This will allow you to copy the values of the current row to a new row. For the new row, you will need to enter a new value for the phone line column and will be able to edit the description value for the row as well as the values in any non-active columns. Call Forward: Out of service option for the new row will be applied on save, if the option is configured for the telephone number plan.
- **Delete row:** To delete the row associated to a phone line, select the ... (3 dots) next to the appropriate number and select Delete row. You will be prompted to confirm the deletion. The Call Forward: All Calls and Call Forward: Out of service for the phone line will be reset to defaults as part of this action.

5.6.4. Activate/deactivate call forward

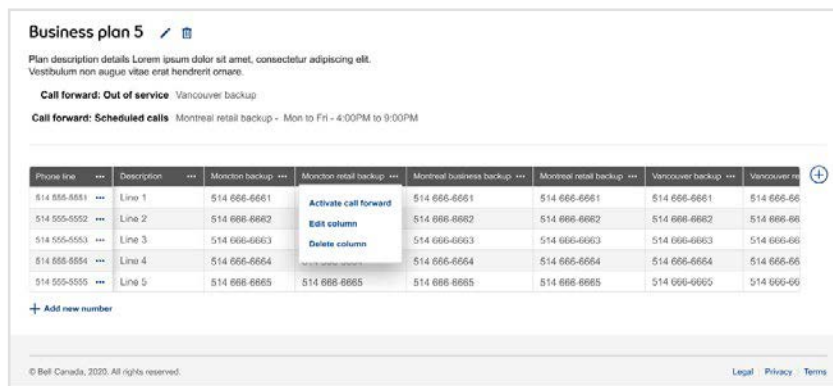
The terms “Activate call forward” or “Deactivate call forward” within a telephone plan entry refer to changes to the Call forward: All calls state of each of the phone lines in the plan.

If applicable, the currently active column has its header highlighted in blue.

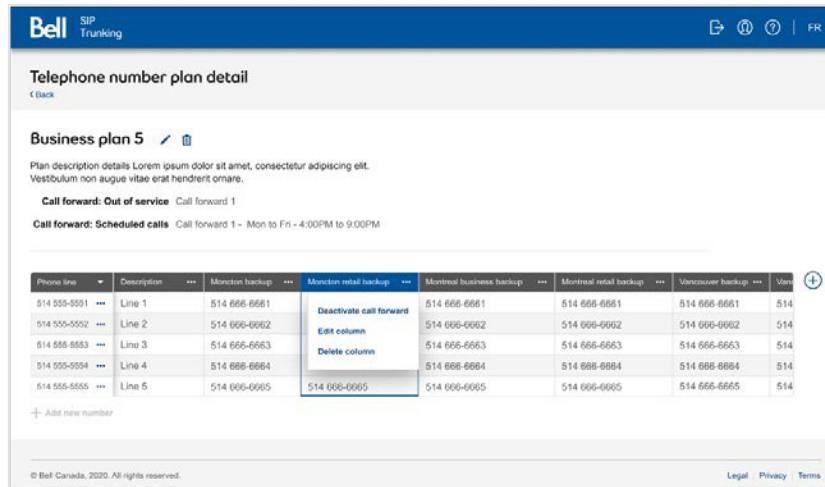


The following operations are available as it relates to activating or deactivating Call forward: All calls on a telephone number plan:

- **Activate call forward:** To activate a column which is not currently highlighted, select the ... (3 dots) next to the column header and select Activate call forward. You will be prompted on the change, whether it is to activate a deactivated plan or replace the selection of an existing option. Once confirmed, the Call forward: All calls option on all the phone lines will be modified to reflect the changes. Depending on the number of lines in the plan, it may take some time.



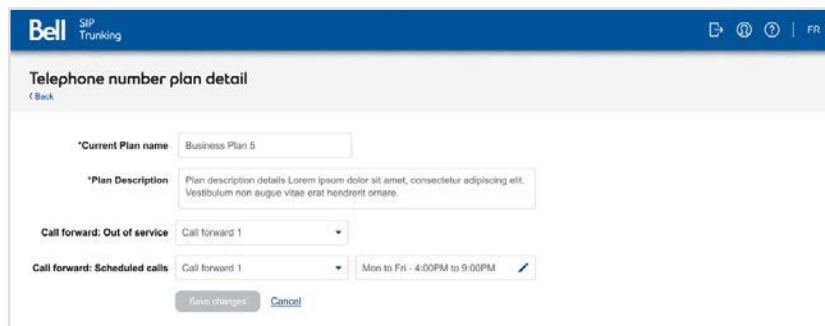
- Deactivate call forward: To deactivate the Call forward: All calls on a plan, select the ... (3 dots) next to the highlighted column header and select Deactivate call forward from the menu. You will be prompted on the change. Once confirmed, the Call forward: All calls option on the phone lines will be deactivated. Depending on the number of lines in the plan, it may take some time.



These options are also available directly from Telephone Plan Management plan listing. Selecting “Redirect plan” from the per-row popup menu allows the currently activated option to be changed or removed without viewing the plan details. This quick access feature is available for both desktop and mobile browsers.

5.6.5. Modify plan details

The following details are available to modify on a given telephone plan by selecting the pencil icon next to the plan name at the top of the screen



- Current plan name – The current plan name can be changed.
- Plan description – The plan description can also be changed.
- Call forward: Out of service – Select an option/column name to apply to the Call Forward: Out of service option. Selecting “None” will deactivate the option for numbers in this plan.
- Call forward: Scheduled calls – Selecting an option other than “None” and setting a valid schedule will allow the Call forward: All calls to be activated based on your chosen schedule details. Select the pencil icon in the right-hand schedule field to make changes to the schedule.

The components of the Call Forward: Scheduled calls popup include:

Set schedule [X]

Scheduled call forwarding allows you to forward all incoming calls to a different phone number on a set schedule, including days of the week and time ranges.

Days

Sun Mon Tue Wed Thu Fri Sat

Hours

From 2:26 PM [clock icon] To 2:30 PM [clock icon] hh:mm AM/PM

Ends

Never

Select date [calendar icon]

Save Cancel

- The “Days” selection to identify which days of the week the feature is active
- The “Hours” selection to identify which hours of the day the feature is active
- The “Ends” selection to identify when the schedule should no longer be active, either ongoing (“Never”) or end on a selected date
- The “Phone number” dropdown which allows the addition and selection of a phone number
- The “Play ring reminder when calls are forwarded” checkbox to determine whether the source phone set will briefly ring when a call is forwarded

To save the details above, the following business rules are applied:

- Plan name and description are mandatory.
- Call forward: Out of service is “None” or references an option column with at least one number assigned
- Call forward: Scheduled calls is “None” or references an option column with at least one number assigned.
- If Call forward: Scheduled calls is an option other than “None”, then a valid schedule must be entered.

6. Nomadic VoIP 9-1-1 Testing requests procedure

The Bell Operator Services Support team has in place a lab environment that mimics the live production one used by VoIP 9-1-1 agents. Since this does not impact the regular Nomadic VoIP 9-1-1 process, we strongly recommend using this method.

In order to plan the Nomadic VoIP 9-1-1 testing session in the lab, you must email the following details to the Bell Operator Services Support team (via ggi@bell.ca) :

- Objective of the testing session;
- An approximate number of test calls;
- Time of calls (between 9h to 16h during the week); and
- Phone numbers, the calls are to be made from.

Once this information is provided to the Operator Services support team, a representative from their team will confirm the details for your Nomadic VoIP 9-1-1 testing session. Please also note that 24 hours of notice is required prior to the test date.

7. Support

For additional support, please contact the SIP Trunking help desk. Your help desk contact information can be found in your SIP Trunking welcome package.

