



# SIP Trunking

End User Portal Guide

**Bell**

## What's in this guide

|        |  |   |
|--------|--|---|
| 1.     | Overview .....                         | 2 |
| 2.     | Accessing the portal.....              | 2 |
| 2.1.   | Initial access .....                   | 2 |
| 3.     | Personal 9-1-1 address setup .....     | 2 |
| 3.1.   | Personal 9-1-1 overview.....           | 2 |
| 3.2.   | Adding personal 9-1-1 addresses.....   | 3 |
| 3.3.   | User profile.....                      | 4 |
| 3.3.1. | User details.....                      | 4 |
| 3.3.2. | Manage passwords.....                  | 5 |
| 3.3.3. | 9-1-1 Addresses list.....              | 6 |
| 4.     | Remote Call Forwarding .....           | 6 |
| 4.1.   | Overview .....                         | 6 |
| 4.2.   | User requirements .....                | 6 |
| 4.3.   | Call Forward: All calls .....          | 6 |
| 4.4.   | Call Forward: Scheduled calls.....     | 7 |
| 4.5.   | Call Forward: Out of service.....      | 8 |
| 4.6.   | User profile – Phone numbers list..... | 9 |
| 5.     | Support.....                           | 9 |

## 1. Overview

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

- Managing your personal 9-1-1 Address
- Remote Call Forwarding (an optional SIP Trunking feature)

## 2. Accessing the portal

### 2.1. Initial access

To access the portal ([siptrunking.bell.ca](http://siptrunking.bell.ca)), you need a phone number and password, which would have been provided to you by your company administrator. Depending on our organization's needs, you may have been assigned one or more of the following SIP Trunking features:

| Service options                     | Description  |
|-------------------------------------|--|
| Personal 9-1-1                      | The ability to manage your mobile VoIP 9-1-1 addresses based on your current location. |
| SIP Trunking Remote Call Forwarding | The ability to configure the optional Remote Call Forwarding feature.                  |

Below is an image indicating the login page to access the SIP Trunking portal as an end user.

The screenshot shows the login interface for the Bell SIP Trunking portal. At the top left is the 'Bell SIP Trunking' logo, and at the top right is the language code 'FR'. The main heading is 'Log in to the Bell SIP Trunking portal'. Below this is a white login form with two input fields: 'Telephone number' and 'Password'. A blue 'Login' button is positioned below the password field, along with a link that says 'Forgot your password?'. To the right of the form is a blue box with white text that reads: 'Welcome to the Bell SIP Trunking portal. Please enter your telephone number and password to proceed.' At the bottom of the page, there is a footer with the text '© Bell Canada, 2022. All rights reserved.' and links for 'Legal | Privacy | Terms'.

## 3. Personal 9-1-1 address setup

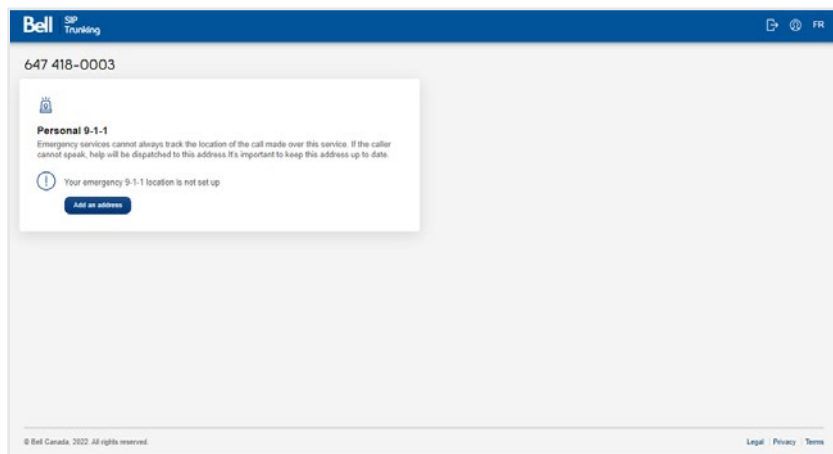
### 3.1. Personal 9-1-1 overview

SIP Trunking includes a web portal, which you may use to input and update your current work location. Emergency services cannot always automatically track the location of a 9-1-1 call made over the SIP Trunking service. If the 9-1-1 caller cannot identify their location, help will be dispatched to the current

address listed in the portal. If the caller does not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, Bell and its suppliers are not liable for all claims or actions arising out of any such misrouted 9-1-1 calls.

### 3.2. Adding personal 9-1-1 addresses

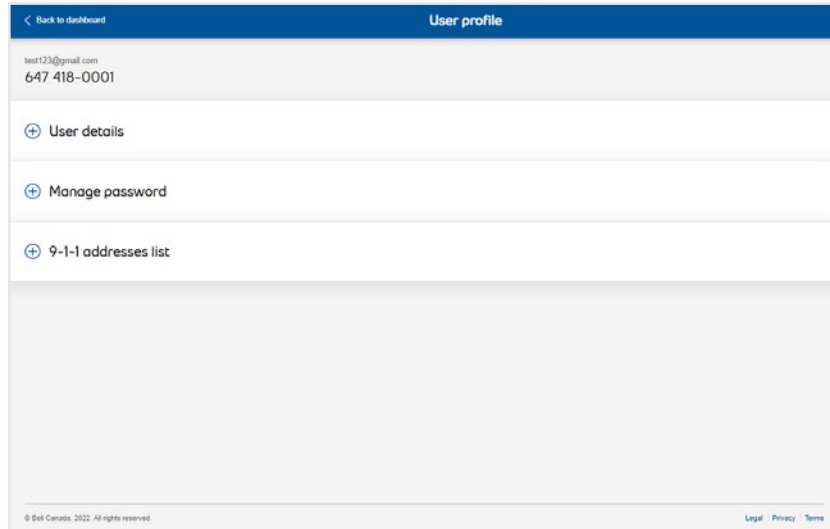
Initially, there is no default address associated to your phone number. Calls to 9-1-1 can still be completed; however, emergency services will not be able to access any address information without the caller's assistance. To add the first an address, select the **Add an address** button. Once you add the first address, it is automatically selected and saved.



To add a new 9-1-1 address, you must enter mandatory details such as the province, municipality, civic number and street name. You can also add optional information, including the street suffix, street direction, apartment, longitude and latitude, using the form shown below. Click **Add new address** from the drop-down or the **Add an address** button.

A screenshot of a web form titled 'Add a 9-1-1 address'. The form includes a warning message: 'Emergency services cannot always automatically track the location of the 9-1-1 call made over this service. If the caller cannot speak, help will be dispatched to the address listed below. It's important for anyone using this service to keep this address up to date.' The form fields are organized as follows: 'Province' (dropdown menu), '\* Municipality' (text input), '\* Civic number:' (text input), '\* Street name' (text input), 'Street suffix' (text input), 'Direction' (text input), 'Apartment' (text input), 'Longitude' (text input), and 'Latitude' (text input). At the bottom, there are 'Save' and 'Cancel' buttons.

When selecting the Address drop-down, previously entered addresses are listed and can be selected. An additional address option, Outside of Canada, is automatically included in the drop-down and should be selected if you are currently using your phone number outside of Canada.

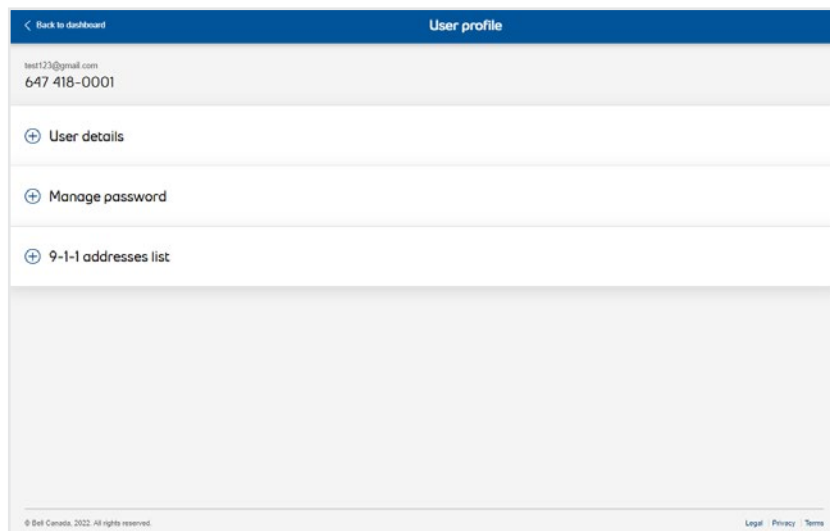


The following operations are available:

- Select any saved address: change current location to any of your saved address (e.g., work, home)
- Add new address: create new address by clicking the link and filling the form details
- 9-1-1 addresses list: manage the list of your previously created 9-1-1 addresses

### 3.3. User profile

The user profile screen contains multiple collapsible sections, including your user details, a section to manage passwords and your 9-1-1 addresses list. It may be necessary to collapse or scroll sections to access subsequent ones.



#### 3.3.1. User details

Provides access to view and edit your current information.

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 keep the existing information.

**User details**

You will maintain your profile information in the additional information section through your mobile phone, pager, and other information to be visible to other company members in the group phase list.

Use of this service includes the understanding that you shall only use the ability to alter the name display on outgoing calls, accessibility, reflected within the name of the party making the outbound call, or the name of the business that you shall only use the ability to alter the number display on outgoing calls to accurately reflect either number of the party making the outbound call, or a number associated to the business that.

Please note: To comply with a CRTC decision, Canadian service providers that will be all inbound and outbound voice calls that have IDs that do not conform to the North American Plan.

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**Informations**

|   |   |
|---|---|
| <p>User ID: 647416001</p> <p>Log in name: jsmith</p> <p>Calling line ID last name: Smith</p> <p>Department: Department</p> <p>Timezone: America/Atlantic</p> <p>Language: English</p> <p>Pager: Mobile</p> <p>Email: jsmith@company.com</p> <p>Location:</p> <p>Address:</p> <p>City: Toronto</p> <p>Postal code:</p> | <p>Login ID: 10416100000000000000</p> <p>First name: jsmith</p> <p>Calling line ID first name: Smith</p> <p>Province:</p> <p>Country:</p> |
|---|---|

### 3.3.2. Manage passwords

Provides access to change your password.

To set a new password, select the pencil icon next to the Manage Password heading. To review password requirements, select the info icon next to the New password field. Information entered in the New password and Confirm new password fields must be identical and meet the password rules, and the old password must match the current password.

Note: The password rules configured for your organization may be different than the ones shown below.

**Manage password**

This page allows you to reset your password.

After a set number of unsuccessful login attempts, you will be blocked from logging in and your administrator will need to reset your password.

---

**Manage Password**

\* Old password

\* New password  ⓘ

\* Confirm new password

- The password must be at least 8 characters and not more than 30 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
- Cannot contain your previous password
- Cannot contain the reverse of your previous password

If your password has expired or has been reset by your company administrator, you will see this screen before you are allowed to go to the main dashboard. Therefore, you need to set new password by following your organization's password requirements.

**Password expiration**

647 416-0001

**Password expiration**

Your password has expired and you are required to reset it before accessing the system.

After a set number of unsuccessful login attempts, you will be blocked from logging in and your administrator must reset your password.

---

**Password**

\* Old password

\* New password  ⓘ

\* Confirm new password

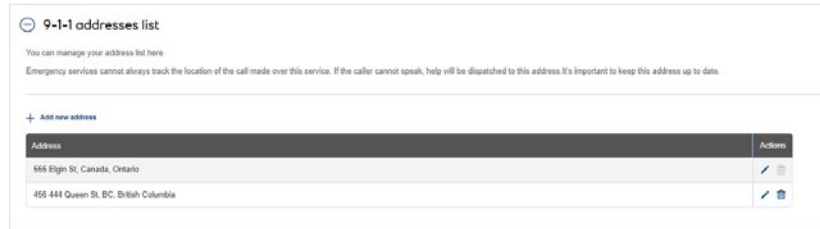
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### 3.3.3. 9-1-1 Addresses list

Provides access to manage your list of 9-1-1 addresses.

In the event of an emergency, the address identified as “current” can be identified by emergency services. We recommend that you update the address regularly based on your current location to ensure an accurate response.

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, return to the main dashboard and select the address from the drop-down in the Personal 9-1-1 section. The addition and selection of the current 9-1-1 address can be performed here.

## 4. Remote Call Forwarding

### 4.1. Overview

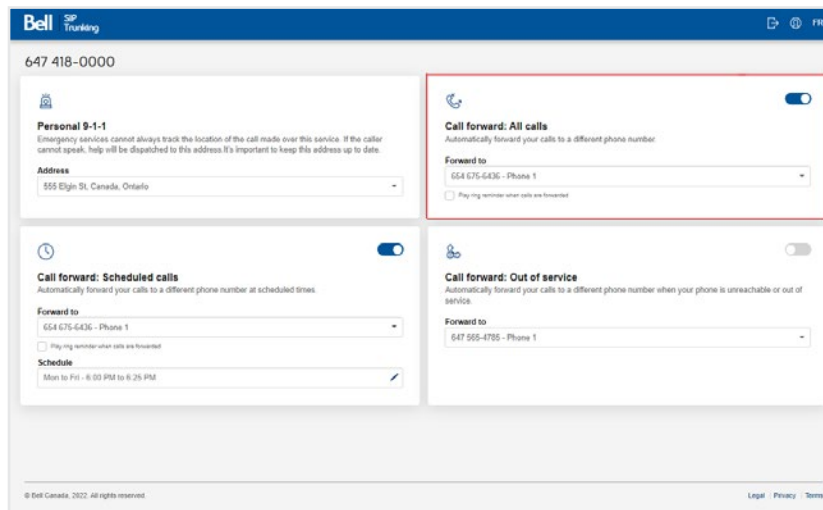
The optional Remote Call Forwarding feature allows you to have all incoming calls automatically forwarded to a specified phone number. You can choose to forward all your calls immediately or on a set schedule. You can also set up out of service call forwarding in the event your phone or company’s phone system is offline.

### 4.2. User requirements

If you do not have access to this feature in the portal, please reach out to your company administrator.

### 4.3. Call Forward: All calls

The Call Forward: All calls option is available on the main dashboard screen after successfully logging into the SIP Trunking portal.



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

- The Call forward all calls switch indicating whether the feature is active or not
- The Phone number drop-down which allows the addition and selection of a phone number
- The Play ring reminder when calls are forwarded checkbox determines whether the source phone set will briefly ring when a call is forwarded

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

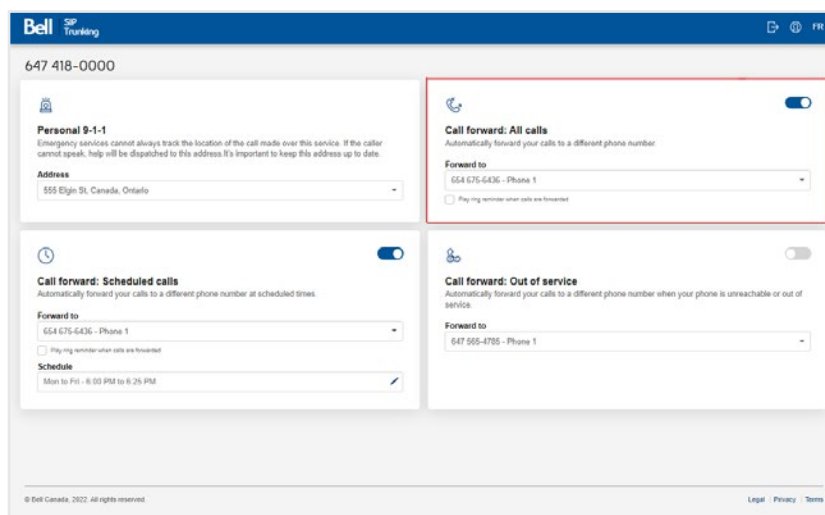
To add new entries, select **Add new phone number** from the Phone number drop-down and enter the necessary information to complete the entry.

To modify or remove your 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 section 4.6 for details.

There is no need to save changes on the dashboard component, all changes are applied immediately.

#### 4.4. Call Forward: Scheduled calls

The **Call Forward: Scheduled calls** option is available on the main dashboard screen after successfully logging into the SIP Trunking portal.



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

- The Scheduled service switch indicating whether the feature is enabled or not
- The Phone number drop-down which allows the addition and selection of a phone number
- The Play ring reminder when calls are forwarded checkbox determines whether the source phone set will briefly ring when a call is forwarded

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

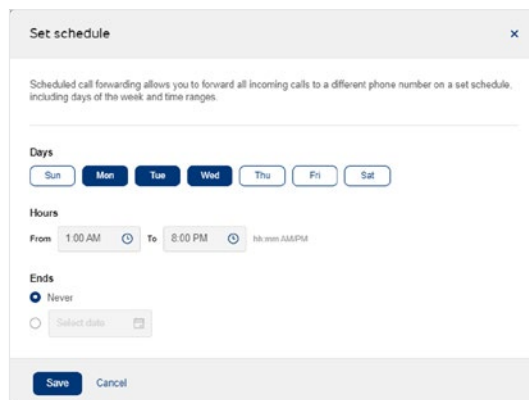
To add new entries, select **Add new phone number** from the Phone number drop-down and enter the necessary information to complete the entry.

To modify or remove your 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 section 4.6 for details.

For setting up the schedule details, you need to click the pencil icon from the drop-down tab of the **Call**



Forward: Scheduled calls screen, which will open the Set schedule form as shown below:



The 'Set schedule' form is a modal window with a close button (X) in the top right corner. It contains the following sections:

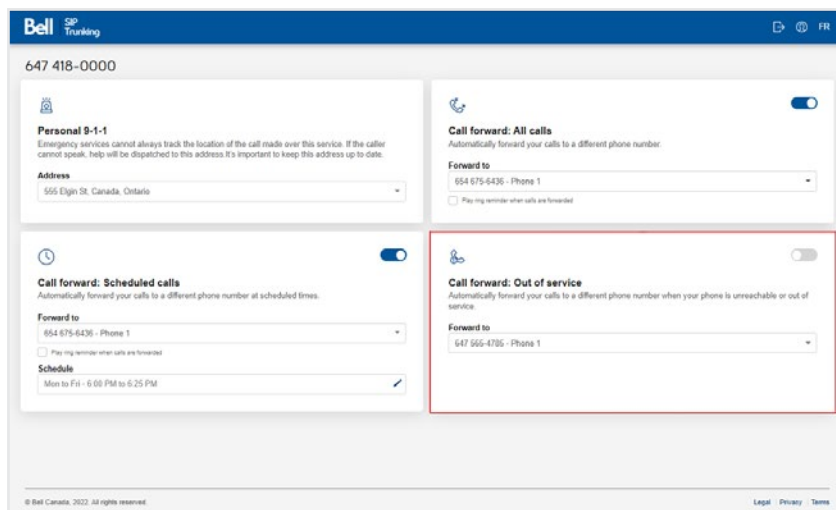
- Days:** A row of seven buttons for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. Tue, Wed, and Thu are currently selected.
- Hours:** A 'From' field set to '1:00 AM' and a 'To' field set to '8:00 PM'. A 'No. min. AM/PM' field is also present.
- Ends:** Two radio button options: 'Never' (which is selected) and 'Select date'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

- The Days selection indicating which days of the week the feature is active
- The Hours selection indicating which hours of the day the feature is active
- The Ends selection indicating when the schedule should no longer be active, either ongoing (“Never”), end on a selected date or after a set number of occurrences

There is no need to save changes on the dashboard component, all changes are applied immediately.

#### 4.5. Call Forward: Out of service

The **Call Forward: Out of service** option is available on the main dashboard screen after successfully logging in to the SIP Trunking portal.



The dashboard shows four main configuration cards for the phone number 647 418-0000:

- Personal 9-1-1:** Includes an address field with '555 Elgin St. Canada, Ontario'.
- Call forward: All calls:** Includes a 'Forward to' field with '654 675-6436 - Phone 1' and a 'Play ring reminder when calls are forwarded' checkbox.
- Call forward: Scheduled calls:** Includes a 'Forward to' field with '654 675-6436 - Phone 1' and a 'Schedule' field with 'Mon to Fri - 6:00 PM to 6:25 PM'.
- Call forward: Out of service:** This card is highlighted with a red border. It includes a 'Forward to' field with '647 565-4785 - Phone 1'.

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

- The Out of service call forwarding switch indicating whether the feature is active or not
- The Phone number drop-down which allows the addition and selection of a phone number

On selecting the Phone number drop-down, your 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 your 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 section 4.6 for details.

There is no need to save changes on the dashboard component, all changes are applied immediately.

#### 4.6. User profile – Phone numbers list

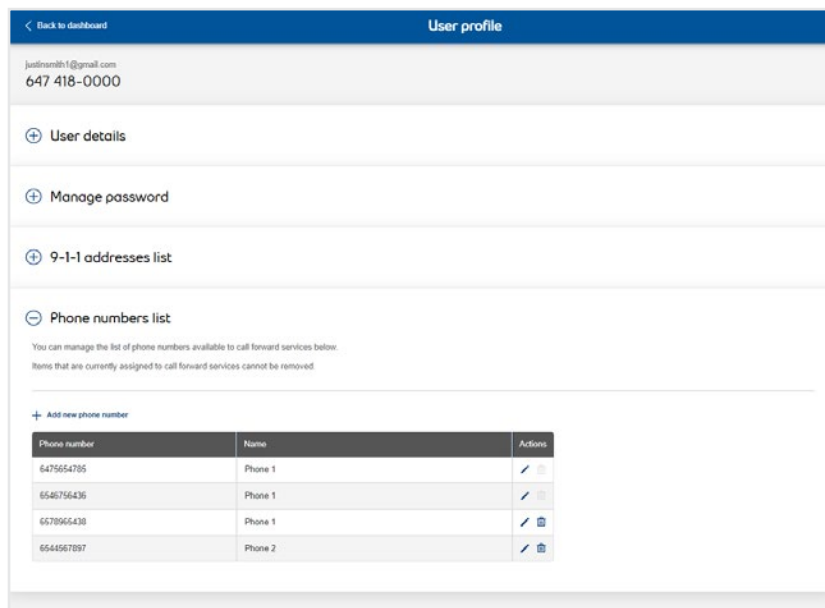
The Phone numbers list can be accessed in one of two ways:

- Select **Go to phone numbers list** from the Phone number drop-down from any of the Call forward: All Calls, Call forward: Scheduled calls or Call forward: Out of service dashboard options
- Select the User Profile icon at the top right of the screen, collapse the User details section, then expand the Phone numbers list section.









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, simply return to the dashboard using the Back to dashboard link and make changes to the Call forward: All calls, Call forward: Scheduled calls or Call forward: Out of service component as desired.

Note: You cannot delete phone numbers that are currently in use on any of the Call Forward options. Therefore, you will see a disabled delete button in those number entries.



The screenshot shows the 'User profile' page for a user named Justin Smith. The page has a blue header with a back arrow and the text 'Back to dashboard' and 'User profile'. Below the header, the user's email 'justinsmith1@gmail.com' and phone number '647 418-0000' are displayed. The main content area is divided into several sections: 'User details', 'Manage password', '9-1-1 addresses list', and 'Phone numbers list'. The 'Phone numbers list' section is expanded and shows a table with four rows of phone numbers and their names. Below the table is a '+ Add new phone number' button.

| Phone number | Name    | Actions   |
|--------------|---------|---|
| 6475654785   | Phone 1 |   |
| 6546756436   | Phone 1 |   |
| 678965438    | Phone 1 |   |
| 6544567897   | Phone 2 |   |

## 5. Support

For additional support, please contact your SIP Trunking company administrator.

