

Update Customer Premises Equipment (CPE)

The equipment that the Gamma Portal displays has been verified for connection to Gamma’s SIP trunking service using IP Authentication. For full information please see the Gamma SIP Trunks Equipment Conformance List.

Some iPBXs require extra hardware/software; A SIP Proxy/SIP aware firewall or a Session Border Controller (SBC). It is the responsibility of the Channel Partner to determine if extra hardware/software is required and provide as necessary.

Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Gamma SIP Trunks” and “Service Management”.

If you don’t have this option contact your Portal Administrator (Help and Support and Portal Administrators) or contact your Internal Account Manager.

Step 2

Select the account that has the endpoint you wish to change the CPE for and click “View”.

Gamma SIP Trunks Service Search Use Classic Search

DC2N17AQM394891 i

Advanced Search Options >

Search

Download Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard	✘	Active	View

Step 3

Click on the “Update Customer Premises Equipment” option in the Actions drop-down and click Continue

Gamma SIP Trunks Service ID: 175778

Summary

Channel Partner Account:	XXXX - Gamma Test 1
Company:	Gamma
Service ID:	175778
ITSM Number:	-
Service Status:	Order updated successfully
Endpoint:	DC2N16GEM309711
Product Type:	Gamma SIP Trunks
Build:	Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

Actions

Update Customer Premises Equip ▾

This Action Allows You to Change the CPE Type for this Service

i Select *Request to Test Enhanced Build* to request to test this endpoint in an Enhanced configuration.

[Continue](#)

Service Details

Health Check | Service | Numbers | Customer | History

- Service Status** >
- Call Barring** >

Step 4

You can either select hardware that has been approved and tested by Gamma or enter something different by selecting “None of the above” in the Gamma Portal.

If you select “None of the above” then four new fields will be displayed for you to complete. These are:

- Type
- Vendor
- Model
- Software Revision

Gamma SIP Trunks - Update Customer Premises Equipment Type

Customer Premises Equipment



Auto Call Diallers not supported

Please note that the use of Predictive and/or Auto Call Diallers are not supported on this service and that Gamma reserve the right to suspend the endpoint if such activity is detected



Enhanced Build Information

For your Gamma SIP Trunks Enhanced Build to work successfully, the Customer Premises Equipment used must be configurable to communicate with two SBCs in a hot fail-over mode. This means that you need to be able to configure two public IP addresses on your CPE.

Gamma approved and tested hardware:

Aastra A400

✕ Cancel

✓ Save