

Change Access Type

For any SIP Trunks that have a “This is a Manual Endpoint” note on when viewing the Gamma Portal, an access type change can be requested by emailing siptrunkorders@gamma.co.uk.

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 access type for and click “View”.

Gamma SIP Trunks Service Search Use Classic Search

DC2N17AQM394891 i

Advanced Search Options >

Q 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 Endpoint Details” option in the Actions drop-down and click Continue

Gamma SIP Trunks Service ID: 176040

Summary

Channel Partner Account:	XXXX - Gamma Test 1
Company:	TSC STCM P2P Test EP 2
Service ID:	176040
ITSM Number:	-
Service Status:	Order updated successfully
Endpoint:	DC2N16GNL312321
Product Type:	Gamma SIP Trunks
Product Option:	SIP Trunk Call Manager
Build:	Standard

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

Actions

Update Endpoint Details

This endpoint is eligible for a free upgrade to an Enhanced Build. An Enhanced Build will increase the resilience of the service by connecting the endpoint to two geographically distinct SBCs within the Gamma network, offering automatic failover in the unlikely event of an SBC failure within the Gamma network. To take advantage of this option, the CPE will need to support a dual IP address configuration. To request upgrade select *Request to Migrate to Enhanced Build*.

[Continue](#)

Service Details

Health Check | Service | SIP Trunk Call Manager | Numbers | Customer | History

- Service Status
- Call Barring

Step 4

Enter the new access type of the endpoint.

Gamma SIP Trunks - Update Endpoint Details

DC2N16GNL312321

IP Address: *	<input type="text" value="1.1.1.11"/>	✓
Channel Count: *	<input type="text" value="2"/>	
Access Type: *	<input type="text" value="Leased Line"/>	▼

[Back](#) [Save](#)