

Channels

For any SIP Trunks that have a “This is a Manual Endpoint” note on when viewing the Gamma Portal, a channel 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 amount of channels 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	X	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 number of channels that you require.

If you are requesting more than 250 channels, then approval needs to be obtained. You should submit the order as normal and then contact the Service Desk with your order ID. Not doing so can cause delays in your order

Gamma SIP Trunks - Update Endpoint Details

DC2N16GNL312321

IP Address: * ✓

Channel Count: *

Access Type: *

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