

Create or Upgrade a New SIP Trunk Call Manager Account

Upgrading an existing SIP Trunk to STCM

Locate the STCM service

On the Gamma portal, go to: Provisioning & Service Management > Voice Connectivity > Gamma SIP Trunks > Service Management.

The screenshot shows the Gamma portal interface. The top navigation bar includes 'PROVISIONING & SERVICE MANAGEMENT', 'NUMBER PORTING', 'REPORTING', 'BILLING', 'HELP & SUPPORT', 'ADMIN', and 'INTERNAL'. A dropdown menu is open on the left, showing 'Voice Connectivity' > 'Gamma SIP Trunks' > 'Service Management' highlighted. The main content area is titled 'Gamma SIP Trunks Service Search' and contains a search input field with the value 'DC2N16FFJ30464_A1'. Below the search field is a 'Download' button and a table of services.

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager
175277	Gamma STCM demo account	DC2N16FFJ30464_A1	MSX89	Gamma Broadband - ADSL	Enhanced	✓

Search for the SIP Trunk service. *Tip the Endpoint will be the quickest method, but you can also use the customer name or a DDI.

Gamma SIP Trunks Service Search

Use Classic Search

DC2N17JAP48003_A1

Advanced Search Options >

Search

Download

Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
188706	Gamma	DC2N17JAP48003_A1	MSX123	3rd Party Ethernet	Active/Standby		Active	View

View the service

Select View

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
188706	Gamma	DC2N17JAP48003_A1	MSX123	3rd Party Ethernet	Active/Standby		Active	View

Make the upgrade

Under the Actions Menu, select Upgrade to SIP Trunk Call Manager Service

Gamma SIP Trunks Service ID: 188706

Summary

Active

Channel Partner Account: XXXX Gamma Engineering
Company: Gamma
Service ID: 188706
ITSM Number: -
Endpoint: DC2N17JAP48003_A1
Product Type: Gamma SIP Trunks
Build: Active/Standby
Order Date: 29/06/2017

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

Actions

Please select an action

- Update CLI Rules
- Update Codec Details
- Update Endpoint Details
- Update Site Details
- Service
 - Add International SIP Service*
 - Advanced Actions Access*
 - Advanced Diagnostics
 - Cease Endpoint
 - Configure Fraud Management
 - Override Automation Defaults*
 - Resend Order Confirmation E-mail
 - Suspend/Unsuspend Service*
 - Update CPS*
 - Update Customer Details
 - Update Customer Premises Equipment
 - Update Manual Flag & Notes*
 - Update Privacy Settings
 - Update Service Platform Features*
 - Upgrade to SIP Trunk Call Manager Service**

Service Details

[Health Check](#) [Service](#) [Numbers](#) [Customer](#) [History](#)

You will then be taken to the set-up page

Gamma SIP Trunks - Add SIP Trunk Call Manager Service

SIP Trunk Call Manager will provide you with all the features and benefits of Gamma SIP Trunks with the enhancement of feature-rich inbound call control. This includes our market-leading call bundles and the only fraud management tool that financially indemnifies you against loss. SIP Trunk Call Manager will offer a powerful business continuity solution, giving you the ability to manage your number estate and all aspects of your inbound calls. Consolidate all your numbers onto a single platform and never miss a call!

Caution
Updating the SIP Service to SIP Trunk Call Manager will take a short time to complete. Although this change should not be service-impacting, it is recommended that this change is made when the SIP service is quiet.

You can now create the account, by populating the account details. *Tip - the user details sets up the first admin for the account. Additional admins and other users can be created later on.

SIP Trunk Call Manager Configuration

Admin Forename: *
 ✖ Please enter the required information

Admin Surname: *

Admin Username: *

Admin Email Address: *

You can now also select any optional required features. *Tip - at this stage you are just making these available in the end customer portal. An admin will also need to make these available to be used when they create other users. Once used, then then become chargeable.

Service Add-ons

Limit Caller Admissions ?

Number Add-ons

Announcement ? Area Based Routing ? Standard Auto Attend (IVR) ?

Divert Destination Barring

? Premium number (09), Personal Number (070), Directory Enquiry (118), and other shortcode destinations are always barred divert destinations. Destinations that are ticked and disabled are also barred divert destinations because the corresponding outbound destination has been barred.

International Low Risk Destinations International Medium Risk Destinations International High Risk Destinations

Special Service up to 7ppm Destinations (084) Special Service up to 13ppm Destinations (087) Mobile Destinations (071-079)

01, 02, 03, 05, and 080 destinations

Agree to the T&C's

Terms and Conditions

SIP Trunk Call Manager (1 Year Term)

Please tick this box to confirm that you have read, understood and accepted the features of this service as described in the current SIP Trunk Call Manager Service Description and that the minimum term for SIP Trunk Call Manager is 1 year. The SIP Trunk Call Manager Service Description is available on the Gamma Academy Knowledgebase, or by clicking [here](#). Note: This will open in a new window.

I have read, understood and accepted the Terms and Conditions for SIP Trunk Call Manager (Minimum 1 Year Term)*

And click Continue to submit the upgrade.

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For new SIP orders

When you get to section of your SIP order you can select to include SIP Trunk Call Manager. As per below screen shot:

New Gamma SIP Trunks Order

1 Contact Details

2 Product Details

3 Build Details

4 Service Configuration

5 Call Manager Configuration

6 Number S

SIP Trunk Call Manager Configuration

SIP Trunk Call Manager

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- SIP Trunk Call Manager. Please choose this option if you wish to take advantage of the evolution of Gamma SIP Trunks.
- Gamma SIP Trunks. Please choose this option if you ONLY wish to provision the standard Gamma SIP Trunks.

If you choose yes you will be presented with the following screen to complete. You should do this as per steps 6-7 above.

SIP Trunk Call Manager

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 Back

 Continue