uControl
Ordering SIP Trunk DIDs

Ordering SIP Trunk DIDs

DIDs (Direct Inward Dialing numbers) are additional numbers that will be routed from the telephone network to your SIP trunk. Therefore, you must first have a SIP trunk before ordering DIDs.

Login to uControl

Open your web browser and go to https://ucontrol.thinktel.ca. Once there, you will be prompted to login; simply enter the username and password that were provided to you when you opened your account with ThinkTel. If you do not have the information at hand, please contact your Account Manager or Account Relations Manager.

How to order new DIDs

The first step in ordering new DIDs for your SIP trunk is to select ''Order a Service'' from the "Orders" menu. Then, click ''New SIP Trunk DIDs'' in the SIP trunk features.

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Profile ▾   Services ▾   Management ▾   **Orders ▾**   Billing ▾   Support ▾   🔍

Cancel A Service
New Number Port Request
Order a Service
Order Histories

My Account - Company ABC

Account Manager	House
Sales Agent	
Account Relations Manager	House
Contact	Homer Sipsons
Type	Commercial
Payment Option	Cheque
	Create Payment Profile

My Recent Invoices

Date	Number	Total	...pleted Date	Data
				5877824109

My Numbers

⊘ Download All   Search: [   ]

Number ▲	Parent	Label	Additional Label	Offering	Type	
5877824109	5877824109			Standard Retail Sip Trunk	SIP Trunk	Details | Edit

Show [8 ▾] entries   Showing 1 to 1 of 1 entries   ⏮ ◀ **1** ▶ ⏭

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Order a Service

Hosted PBX
- Bilingual easy attendant

SIP Trunking (Retail)
- Standard Retail Sip Trunk

Virtual Fax
- Fax to inbox

SIP Trunk Features
- New Sip Trunk DIDs
- New Sip Trunk Binding

Adding DIDs to a SIP Trunk

After selecting the "New SIP Trunk DIDs" menu item you will be brought to a page with a form to fill out.

Add DIDs to SIP Trunk

Select Sip Trunk	5877824109 ▾
Rate Center	--Select Rate Center-- ▾

Submit Order

Select SIP Trunk

The first step is to choose the SIP trunk for which you wish to order additional DIDs. Click the drop down arrow and select the trunk from the list. The drop down list contains all the SIP trunks on your account by their pilot number, as well as the label you chose when creating the trunk.

Add DIDs to SIP Trunk

Select Sip Trunk   5877824109 - Edmonton

Rate Center   --Select Rate Center --

Submit Order

TIP: If you have many SIP trunks on your account, then you can optionally type in the first few digits of the pilot number, or the first few letters of the label, while the drop down is selected. This will reduce the list to the trunks that match what you have typed; making the list much easier to navigate in order to select the SIP trunk you want.

Select Rate Center

The second step is to choose the Rate Center for the DIDs you wish to order. Each rate center will include a number beside its name indicating the amount of available numbers we have in inventory.

Add DIDs to SIP Trunk

Select Sip Trunk   5877824109 - Edmonton

Rate Center   Edmonton, AB (945)

Camrose, AB (94)
Canmore, AB (237)
Castlemore, ON (130)
Charlottetown, PE (25)
Chatham, ON (33)
Chicoutimi, QC (131)
Chilliwack, BC (157)
Chomedey, QC (198)
Clarkson, ON (86)
Cobble Hill, BC (112)
Cochrane, AB (246)
Collingwood, ON (75)
Cooksville, ON (84)
Cornwall, ON (113)
Dawson Creek, BC (95)
Drayton Valley, AB (59)
Drumheller, AB (146)
Drummondville, QC (143)
Dunnville, ON (75)
Edmonton, AB (945)

Submit Order

TIP: If you know the name of the **Rate Center** you wish to choose and do not want to scroll through the drop down list to find it, you can type a few of the letters in its name while the drop down is selected. The list will then be reduced to only rate centers that match the letters you have typed, thereby making selection easier.

IMPORTANT: If the rate center you wish to order from has less than the amount of DIDs you want to order, don't panic. Instead, please contact your Account Relation Manager/Customer Service or our orders department (orders@thinktel.ca) with the amount of DIDs and rate center you wish to order from. We can accommodate many types of custom order requests, both large and small.

Choosing to order single DIDs or blocks of DIDs

After choosing your SIP trunk and the rate center of the additional DIDs, you will be given a choice. You can either order a single number or a block of numbers by clicking either the Order Single or the Order Block button respectively.

Add DIDs to SIP Trunk

| Select Sip Trunk | 5877824109 - Edmonton |
| Rate Center | Edmonton, AB (945) |

○ Single Number ○ Block of Numbers

Submit Order

Upon clicking the **Order Single** button the form will expand with another drop down list, which will contain the next 10 available numbers of the rate center. You may select the specific number you want or leave the drop down list on the **Next Available** choice to let the system pick one for you.

Add DIDs to SIP Trunk

Select Sip Trunk	5877824109 - Edmonton
Rate Center	Edmonton, AB (945)

● Single Number ○ Block of Numbers

Select Individual DID	Next Available

Next Available
Next 10
5877824102
5877824112
5877824113
5877824115
5877824116
5877824117
5877824118
5877824119
5877824120
5877824121

Submit Order

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Once you have chosen the number you want, or left the choice on **Next Available**, then you are ready to review the order. When you are satisfied everything looks correct, press the **Submit Order** button.

Add DIDs to SIP Trunk

Select Sip Trunk	5877824109 - Edmonton ▼
Rate Center	Edmonton, AB (945) ▼

● Single Number ○ Block of Numbers

Select Individual DID	Next Available ▼

Submit Order

After clicking the **Submit Order** button you will be brought to a page listing your new DID and the trunk to which it belongs.

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Add DIDs to SIP Trunk

SIP Trunk

Number

5877824109

New DID's

5877824102

Order a block of DIDs

If you clicked on the **Order Block** button, instead of the **Order Single** button, the form will expand with three fields, a **Select Number Block** drop down list, a **Start From** radio selection, and an **Order Size** text box.

Add DIDs to SIP Trunk

Select Sip Trunk   5877824109 - Edmonton

Rate Center   Edmonton, AB (944)

○ Single Number ● Block of Numbers

Select Number Block   Next Available

Start From   ● Front ○ Back

Order Size

Submit Order

The first step in selecting your block is to choose from the list of available blocks in the system. The **Select Number Block** drop down will list blocks by their first and last number, along with the amount of numbers within the block. You may also leave the selection on **Next Available** if you are not after a specific block of consecutive numbers.

Add DIDs to SIP Trunk

Select Sip Trunk	5877824109 - Edmonton
Rate Center	Edmonton, AB (944)

○ Single Number ◉ Block of Numbers

Select Number Block	Next Available

Next Available
Available Numbers
  5877824112 - 5877824113 (2)
  5877824115 - 5877824349 (235)
  5877824351 - 5877824706 (356)
  5877824730 - 5877824733 (4)
  5877824735 - 5877824995 (261)
  5877825010 - 5877825010 (1)
  5877825012 - 5877825012 (1)
  5877825020 - 5877825020 (1)
  5877825027 - 5877825027 (1)

Start From

Order Size

Submit Order

TIP: If you choose a specific block of numbers, then you will be limited to the size of that block. If you choose **Next Available**, then you are limited only by the total available numbers in the rate center.

The second step in choosing a block is how much of the block you wish to order and from which direction to start.

Add DIDs to SIP Trunk

Select Sip Trunk	5877824109 - Edmonton
Rate Center	Edmonton, AB (944)
	○ Single Number ● Block of Numbers
Select Number Block	Next Available
Start From	● Front ○ Back
Order Size	3

Submit Order

Examples:

Number Block	Start From	Order Size	Actual Ordered
Next Available	Front	3	5877824112 - 5877824115
Next Available	Front	10	5877824112 - 5877824113 5877824115 - 5877824122
5877824730 - 5877824733 (4)	Front	3	5877824730 - 5877824732
5877824730 - 5877824733 (4)	Back	3	5877824732 - 5877824730
5877824730 - 5877824733 (4)	Front	4	5877824730 - 5877824733

Once you have chosen the block of numbers you want, then you are ready to review the order. When you are satisfied that everything is correct, press the **Submit Order** button. After clicking the **Submit Order** button you will be brought to a page listing your new DIDs and the trunk to which they all belong.

Add DIDs to SIP trunk

SIP Trunk
Number
5877824109
New DID's
5877824112
5877824113
5877824115