

# uControl

## SIP Trunking Quick Start Guide

This quick guide will show you how to order SIP Trunks using the uControl online portal.

Table of Contents
Login to uControl
Add a SIP trunk
Verify your plan
Assign a pilot number
Specify the type of your PBX
Determine the number of channels and bindings
Set your authentication settings
Validate the information

## 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.

**ThinkTel**

Small business

Enterprise

Service providers

About Us

If you have any problems using uControl please submit a ticket at [support.thinktel.ca](https://support.thinktel.ca) or contact us at 1.866.928.4465 and select option 3.

**uControl**

Login to manage your numbers and services.

  
  
[Forgot Password](#)



Pour le service en français, veuillez cliquer [ici](#).

# Add a SIP trunk

Once logged in, click the “Orders” button in the top menu bar, and select ‘Order a Service’ from the pull down menu.

The screenshot shows the ThinkTel user interface. At the top, there is a navigation bar with the ThinkTel logo on the left and a menu on the right containing 'Profile', 'Services', 'Management', 'Orders', 'Billing', and 'Support'. The 'Orders' menu item is highlighted with an orange box. A dropdown menu is open under 'Orders', showing options: 'Cancel A Service', 'New Number Port Request', 'Order a Service' (highlighted in dark blue), and 'Order Histories'. An orange arrow points to the 'Order a Service' option. Below the navigation bar, there are three main sections: 'My Account - Company ABC' with details for Account Manager, Sales Agent, Account Relations Manager, Contact, Type, and Payment Option; 'My Recent Invoices' with a table header (Date, Number, Total) and a 'Company ID' field; and 'My Numbers' with a 'Download All' button, a search field, and a table with columns: Number, Parent, Label, Additional Label, Offering, and Type. The table is currently empty, showing 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

Now, please choose the SIP trunking service plan you wish to use.

The screenshot shows the 'Order a Service' page. The ThinkTel logo is on the left, and the navigation bar is on the right. The page title is 'Order a Service'. There are four main categories of services, each with a list of options: 'Hosted PBX' (Bilingual easy attendant), 'SIP Trunking (Retail)' (Standard Retail Sip Trunk), 'Virtual Fax' (Fax to inbox), and 'SIP Trunk Features' (New Sip Trunk DIDs, New Sip Trunk Binding). The entire 'Order a Service' section is highlighted with an orange box.

You will then be taken to a page to process new SIP Trunk orders. This section will provide you with the necessary information to proceed. If you have any questions or need assistance when placing an order, please contact our customer service department or your Account Retention Manager.

## Verify your plan

The Plan ID field should be pre-populated with the plan information that was entered when we created your account.

The Reseller Plan ID only applies to wholesale accounts, and should also be pre-populated with the plan information that was entered when we created your account.

### Feature Recurring Charges

Code	SKU	Recurrence Period	Price
10XC (151 Front St.)	ttac-90083	Monthly	\$189.0000
100XC (151 Front St.)	ttac-90084	Monthly	\$289.0000
1000XC (151 Front St.)	ttac-90085	Monthly	\$489.0000
Aggregated SIP Trunking channels	ttsip-90188	Monthly	\$30.0000
Direct Inward Dial Numbers (DIDs)	ttsvc-90121	Monthly	\$2.0000
v911 service	ttsvc-90122	Monthly	\$0.7500
e911 Service	ttsvc-90123	Monthly	\$0.7500
Toll-free DID	ttsvc-90124	Monthly	\$1.0000
411 directory listings (BLIF)	ttsvc-90125	Monthly	\$1.0000

### One Time Charges/Metered Charges

Name	SKU	Recurrence Period	Price
Capacity On Demand (bursting)	ttsip-90189	None	\$3.0000
Premium SIP Trunk configuration	ttsip-90197	None	\$1,000.0000
Directory listing MACD charge	ttsvc-90126	None	\$25.0000
Technical support	ttsvc-90127	None	\$150.0000

## Assign a pilot number

### IMPORTANT:

If you would like your pilot number to be a number for which you have requested a port, please contact our Support department or your Account Retention Manager.

Use the “Rate Center” drop-down menu to select the local calling area of the pilot. This will determine the local calling area of your trunk. Whenever possible, this should match the physical location where the SIP trunk will be utilized.

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Profile ▾

Services ▾



## Order


### Standard Retail Sip Trunk

#### Rate Center

Edmonton, AB (946) ▾

- Burlington, ON (54)
- Calgary, AB (1250)
- Camrose, AB (94)
- Canmore, AB (237)
- Castlemore, ON (130)
- Chatham, ON (33)
- Chicoutimi, QC (132)
- Chilliwack, BC (157)
- Chomedey, QC (199)
- Clarkson, ON (86)
- Cobble Hill, BC (112)
- Cochrane, AB (246)
- Collingwood, ON (75)
- Cooksville, ON (84)
- Dawson Creek, BC (95)
- Drayton Valley, AB (59)
- Drumheller, AB (146)
- Drummondville, QC (143)
- Dunnville, ON (75)
- Edmonton, AB (946)

## Number



Next Available

Next Available

Next 10

- 5877824109
- 5877824112
- 5877824113
- 5877824114
- 5877824115
- 5877824116
- 5877824117
- 5877824118
- 5877824119
- 5877824120

..

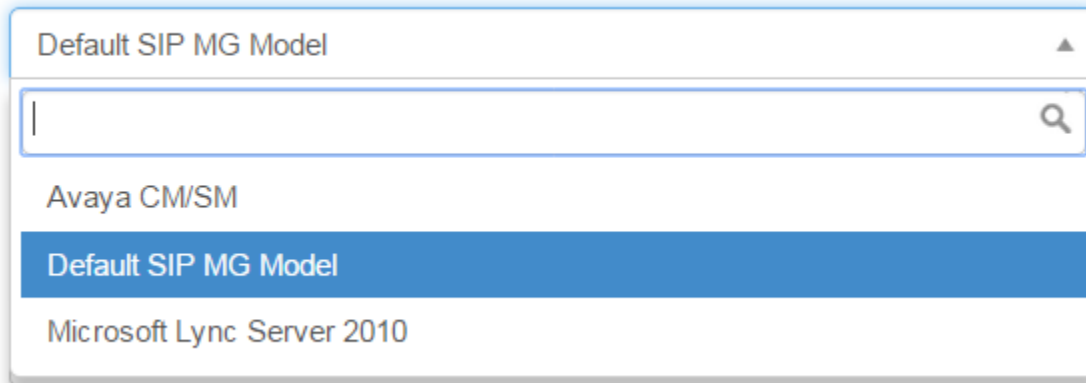
You will then have to select your pilot number using the “Number” drop-down menu. To have the next available number automatically assigned as your pilot, simply select that option from the drop-down menu.

## Label

The label field is used to identify the trunk with a name of your choosing. If you do not require a label, you may leave this field blank.

## Specify the type of your PBX

### PBX Type (Media Gateway Model)



Default SIP MG Model

Avaya CM/SM

**Default SIP MG Model**

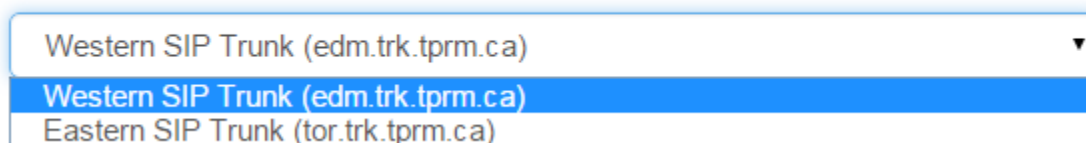
Microsoft Lync Server 2010

This drop down menu allows you to choose a type of PBX from the templates available in our switch and will allow us to accommodate the specific requirements and capabilities of your equipment.

The vast majority of customer equipment is fully compatible with the 'Default SIP MG Model.' When in doubt and if you're not ordering a SIP trunk for use with Microsoft Lync, please use 'Default SIP MG Model.'

Microsoft Lync has very specific requirements; if you're setting up a SIP trunk for use with Microsoft Lync and you are pointing the trunk to an IP running the Lync mediation service you MUST specify the Microsoft Lync Server 2010 option. Clients who wish to set up a SIP trunk for use with Microsoft Lync and who are using an intermediary gateway should use the 'Default SIP MG Model' as well.

### Proxy



Western SIP Trunk (edm.trk.tprm.ca)

**Western SIP Trunk (edm.trk.tprm.ca)**

Eastern SIP Trunk (tor.trk.tprm.ca)

Please determine which Proxy you would like to use.

## Determine the number of channels and bindings

### Committed Channels

Specify the number of channels you are committing to on a monthly basis. This corresponds to the total number of simultaneous calls you can receive without relying on additional bursting capacity. These channels will be billed on a monthly basis whether or not they are fully utilized.

### Pre-Authorized Channels Remaining 100

New Sip Trunk Binding  Existing Sip Trunk Binding

A SIP trunk binding is what ties your pilot number and the corresponding voice channels to the IP address(es) you provided. Under specific circumstances you can utilize a single SIP binding with multiple pilot numbers. Please contact us beforehand to verify if this type of set up is possible or recommended in your situation.

Generally, a new SIP binding is created for every new SIP trunk pilot number, and this should be the option. If you are a new customer and you are setting-up your first ThinkTel SIP Trunk, you should select 'New SIP Trunk Binding.'

If you already have existing SIP trunks with ThinkTel and would like to point this new SIP trunk to the same IP address as an existing trunk, you may select 'Existing SIP trunk binding' and choose the appropriate binding from the drop-down menu.

### Maximum Channels Per IP Binding

The next section 'Maximum Channels Per IP Binding' enables you to determine the maximum number of simultaneous calls we will allow before rejecting calls. **The maximum number of channels is equal to the number of committed channels that was previously indicated + the number of bursting channels you would like to allow.**

If you set this higher than the number of committed channels, every channel utilized above your commit will be charged at the daily burst rate.

If you set your committed channel to 0, all channels utilized up to the maximum amount specified will be treated as bursting channels.

If you set this lower than the number of committed channels, an error message will appear.

**Committed Channels**

**WARNING: Committed channels exceeds total channels.**

**Burstable Channels**

0

**Pre-Authorized Channels Remaining 100**

New Sip Trunk Binding  Existing Sip Trunk Binding

**Maximum Channels Per IP Binding**

It is important to note that if you specify more than one IP endpoint, the maximum allowed channels will be multiplied by the number of IPs you provided as each IP will be allowed this maximum.

Example:

If you are ordering a SIP trunk with a single IP address and would like to commit to 5 channels plus allow up to 10 additional channels of bursting, you would need to set the number of Committed Channels to 5 and the Maximum channels per IP to 15.

Please indicate your PBX's Static IP address gateway.

**IP EndPoint (eg 169.254.2.1:5060)**

**Additional IP EndPoint (Optional)**

**Additional IP EndPoint (Optional)**

**Additional IP EndPoint (Optional)**



# Set your authentication settings

Please indicate the IP addresses we will use to route your SIP calls to and from our switch. You will need to specify at least one IP endpoint. If you provide more than one IP, incoming calls will be sent to each IP address in a round-robin fashion. You may send calls to us from any of the IPs you provide here. We can provide other call routing schemes beyond round-robin for inbound calls. Such custom requirements will need to be arranged outside of uControl. Please contact our Support Team for additional information.

## SIP Password

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The SIP password field provides you with the Password associated to this SIP Trunk. You should copy this information and keep it in a secure location since it will be required by your endpoints if they support authentication and you have indicated 'Directory Number' or 'Username' as authentication methods. This field will not appear if you have selected 'none.'

# Validate the information

Please double-check all the information you have entered. Once you are ready, press the "create" button at the bottom of the page

You will then be taken to a screen showing the details of your new service. Congratulations!



[Profile](#) - [Services](#) - [Management](#) - [Orders](#) - [Billing](#) - [Support](#) - [Q](#)

## Details For 5877824109

[Edit](#) [New Sip Trunk DIDs](#) [New Sip Trunk Binding](#) [DID Pricing Schedule](#) [Rate Table](#)

### SIP Trunk Information

Account	Company ABC (20003804)
Number	5877824109
Type	SIP Trunk
Locale	English (Canada)
Second Locale	None
Label	
Additional Label	
Channel Commit	1
Burstable Channels	0
Maximum Channels	1
Rate Table	Standard
Subscription	Standard Retail Sip Trunk
Service Suspended	None
Surecall [Trunk Default]	

### Configured SIP Binding - Company ABC 208.68.17.144

Contact End Point	208.68.17.144:5060
Proxy End Point	208.68.17.52:5060
SIP Domain Name	edm.trk.tprn.ca
Enabled	True
Maximum Channels	1

### Setup Charges

Name	SKU	Recurrence Period	Price
SIP Trunk setup	tsip-90196	None	\$100.0000

### Feature Recurring Charges

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