# uControl
# SIP Trunking Quick Start Guide

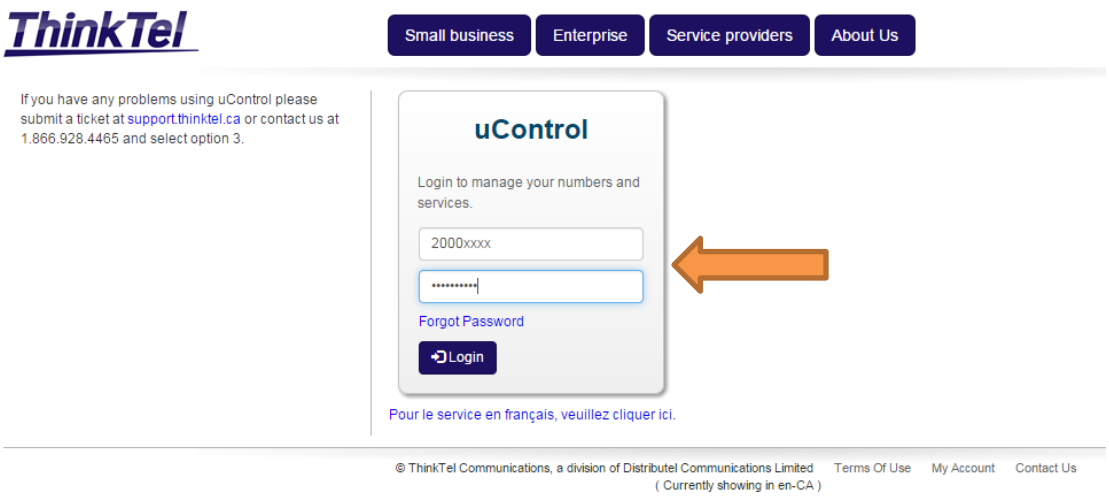
**This quick guide will show you how to order SIP Trunks using the uControl online portal.**

**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

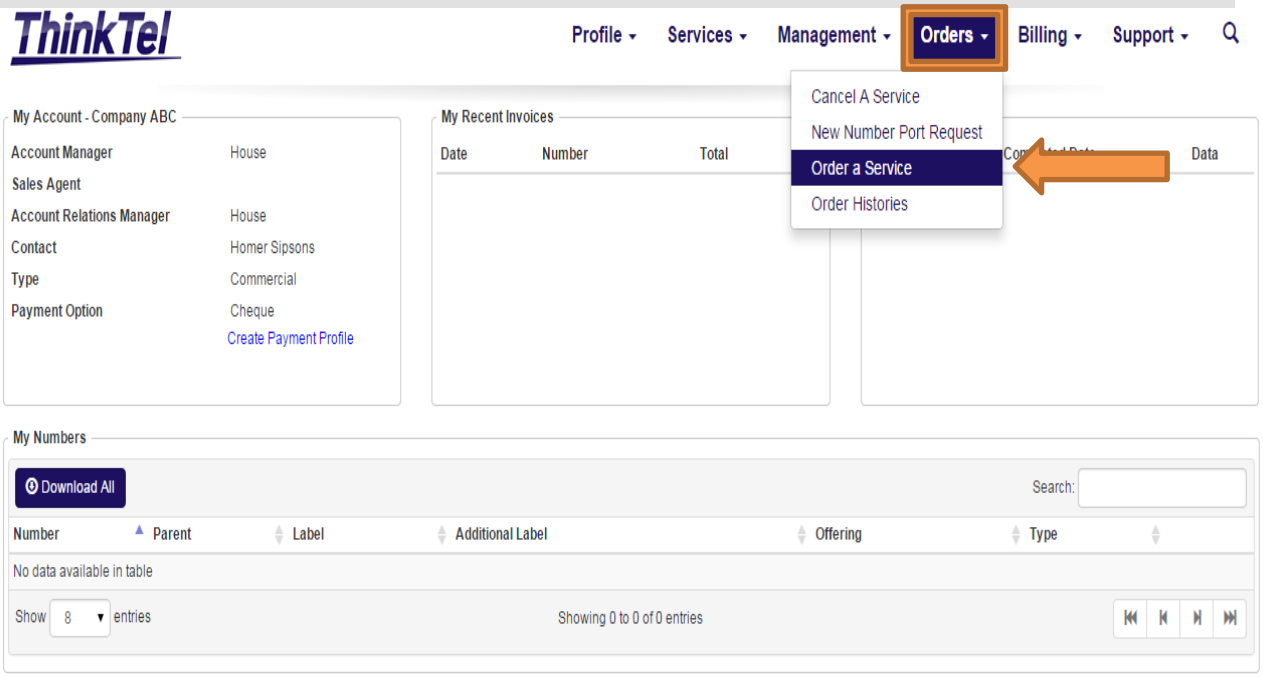

## Login to uControl

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.

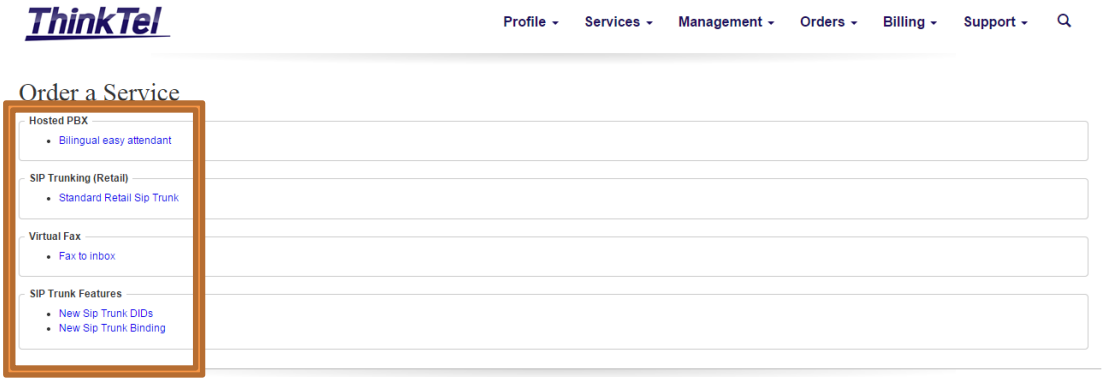


# Add a SIP trunk

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




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




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 | Recurrance 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 | Recurrance 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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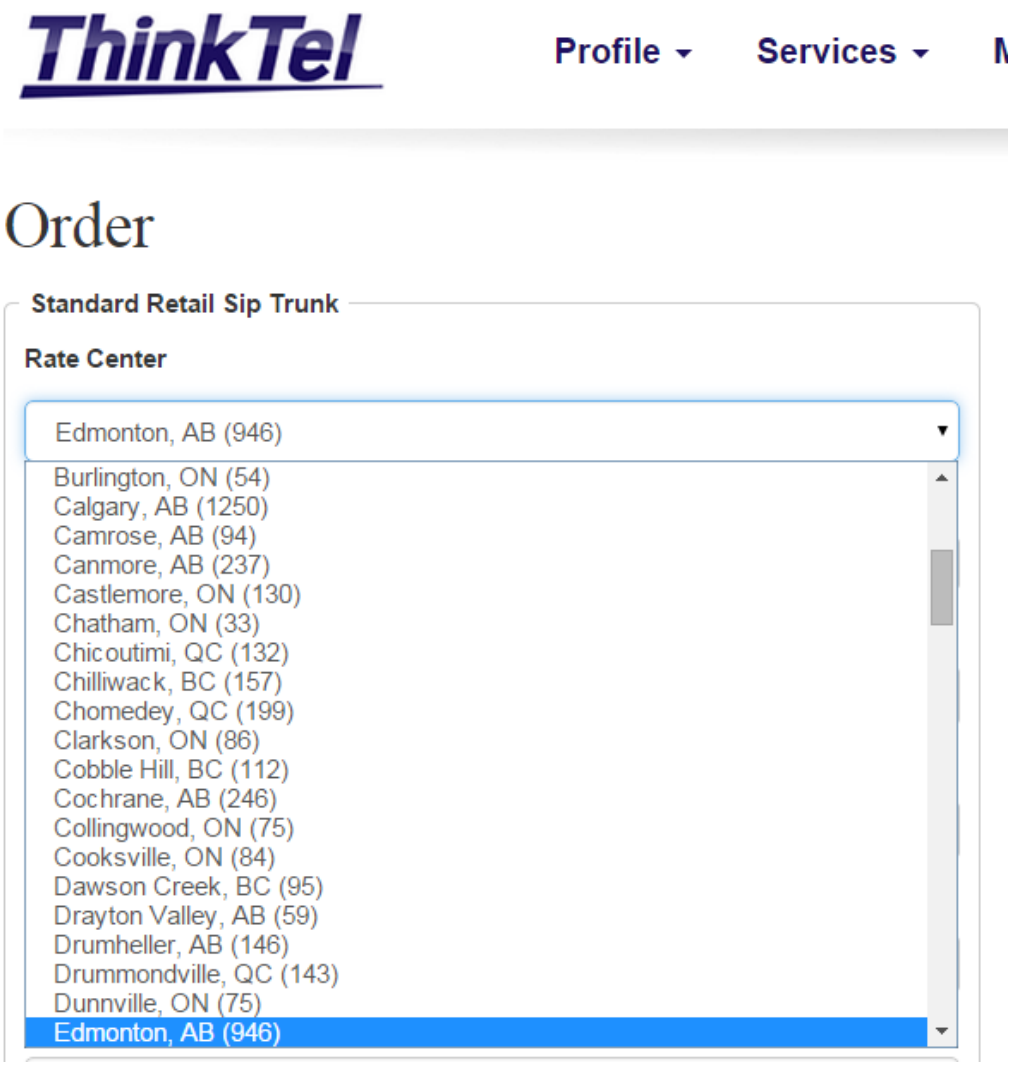
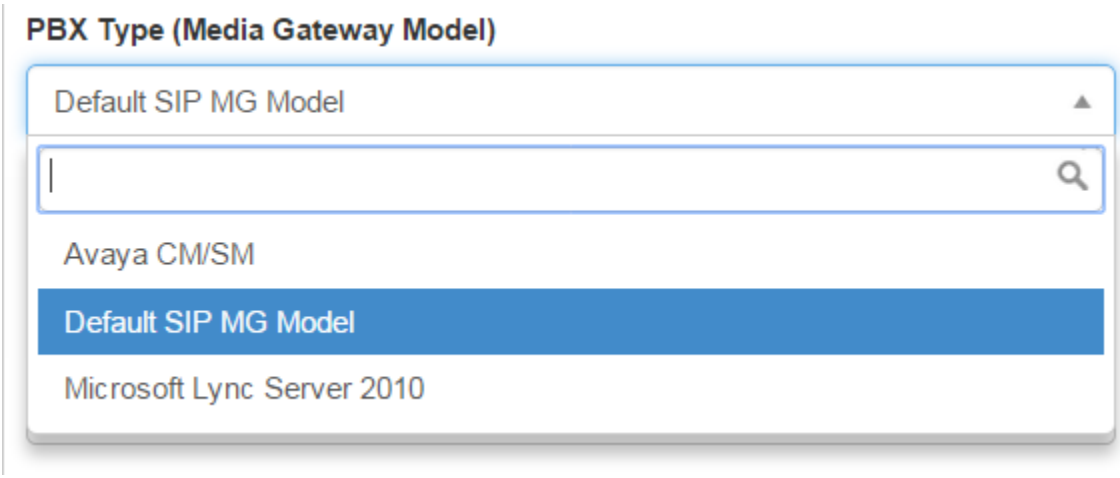


You will then have to select your pilot number using the “Number” drop-down menu. To have the next available number automatically assigned as your pilot, simply select that option from the drop-down menu.

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.

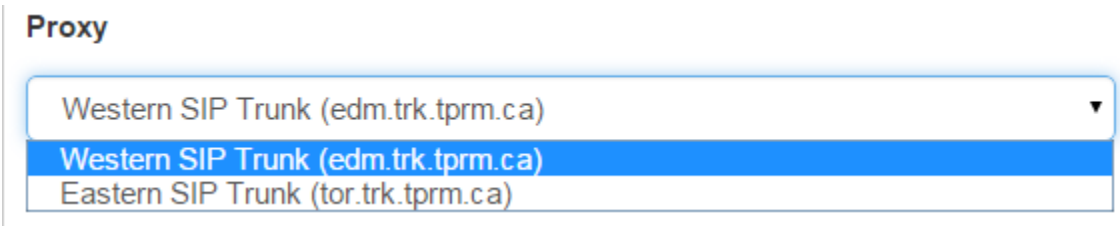
# Specify the type of your PBX




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.

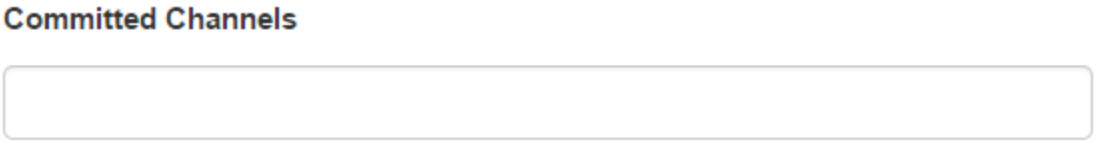
The vast majority of customer equipment is fully compatible with the 'Default SIP MG Model.' When in doubt and if you're not ordering a SIP trunk for use with Microsoft Lync, please use 'Default SIP MG Model.'

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.

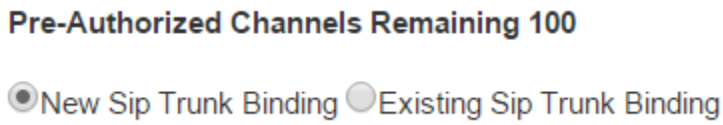



Please determine which Proxy you would like to use.

# Determine the number of channels and bindings



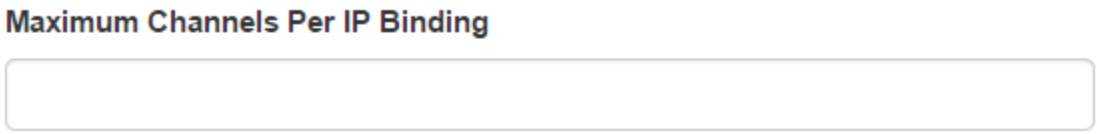

Specify the number of channels you are committing to on a monthly basis. This corresponds to the total number of simultaneous calls you can receive without relying on additional bursting capacity. These channels will be billed on a monthly basis whether or not they are fully utilized.




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.




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, and error message will appear.

**Committed Channels**

2

**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**

1

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)**

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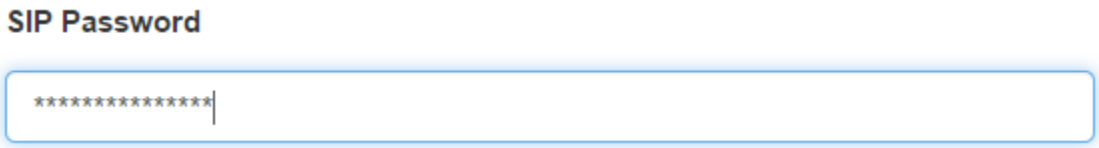
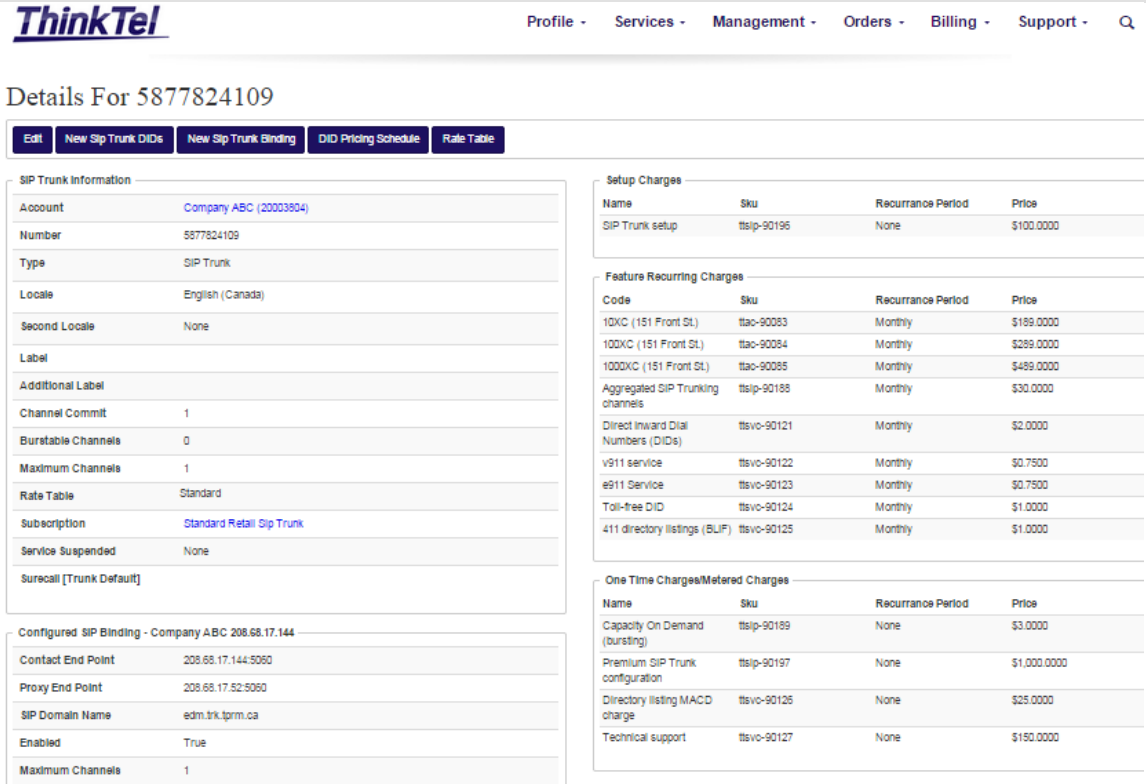
# Set your authentication settings

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.




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!