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Appia User Portal for SIP Trunks

The User Portal is available at https://userportal.appiaservices.com. Please contact Appia Support at 877-277-4297, option 3 or support@appiaservices.com if you need login information.

Contents

Features

These features can be controlled from the Appia User Portal:

- Immediate Call Forwarding
- Call Forwarding on No Answer or Trunk Unregistration
- Anonymous Call Rejection
- Selective Call Rejection
- Account Codes.

Call Forwarding

Configure Immediate Call Forwarding for a SIP PBX

By default, Immediate Call Forwarding forwards all of the calls made to your PBX to an alternate phone number. You can override this default or configure immediate forwarding on a single telephone number using the process shown under *Configure Immediate Call Forwarding for a Single Telephone Number* below.

1. Log in to the portal at https://userportal.appiaservices.com.
2. Click on the **Call Manager** tab as shown below.
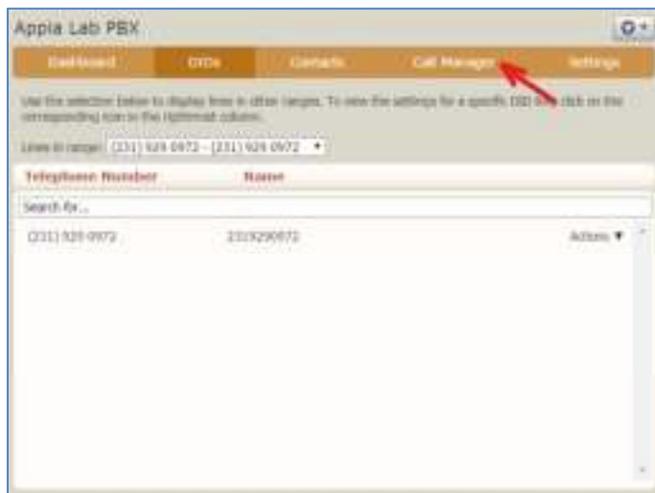
3. Click on the *Forwarding* tab, then make sure you are on the *Immediately* tab.
4. Check the **Forward Calls to my PBX Immediately** checkbox, then enter the 10 digit destination number in the **Forward Calls To** field.
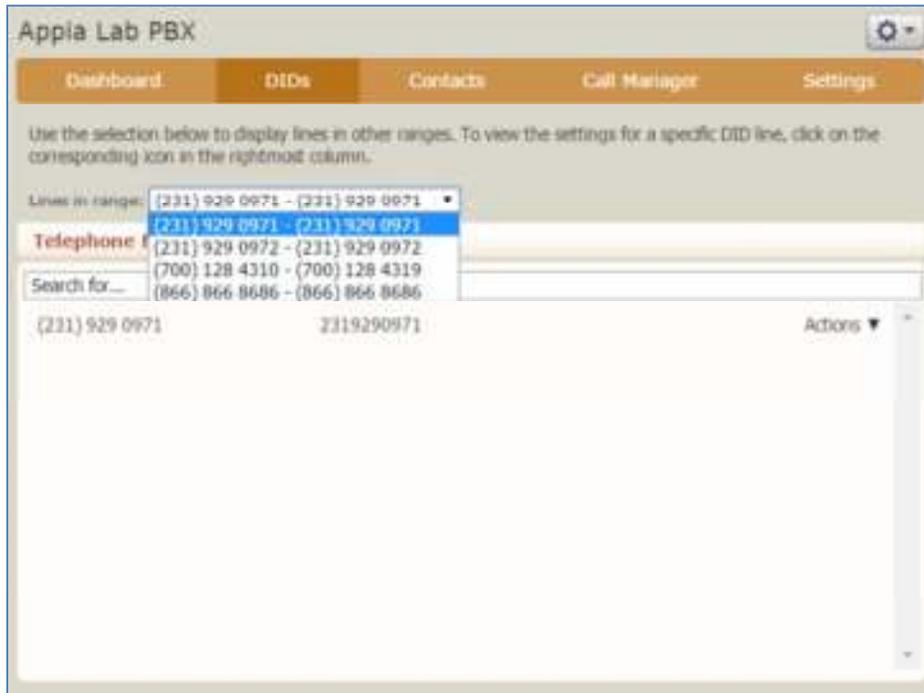
5. Click the **Apply** button to save the change. Calls to your PBX should now ring straight to the destination telephone number.

To remove forwarding, follow steps one through three, uncheck the **Forward Calls to my PBX Immediately** checkbox, then click the **Apply** button.

Configure Immediate Call Forwarding for a Single Telephone Number

6. Log in to the portal at https://userportal.appiaservices.com.
7. Click on the **DIDs** tab. Using the drop down menu shown below, select the DID range that contains the telephone number you want to change.

8. Find the individual telephone number you want to change and click on the **Actions** button to the right of the number. Select **View Individual Settings**.

9. Click on the **Call Manager** tab as shown below.

10. Click on the *Forwarding* tab, then make sure you are on the *Immediately* tab.

11. Check the **Forward Calls Immediately** checkbox, then enter the 10 digit destination number in the **Forward Calls To** field.

12. Click the **Apply** button to save the change. Calls to this telephone number should now ring straight to the destination number.
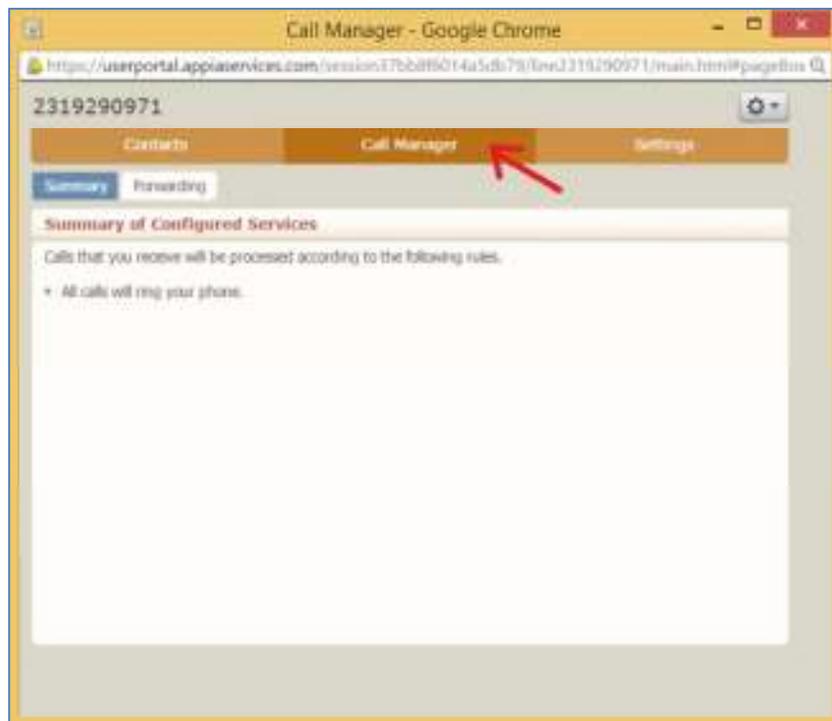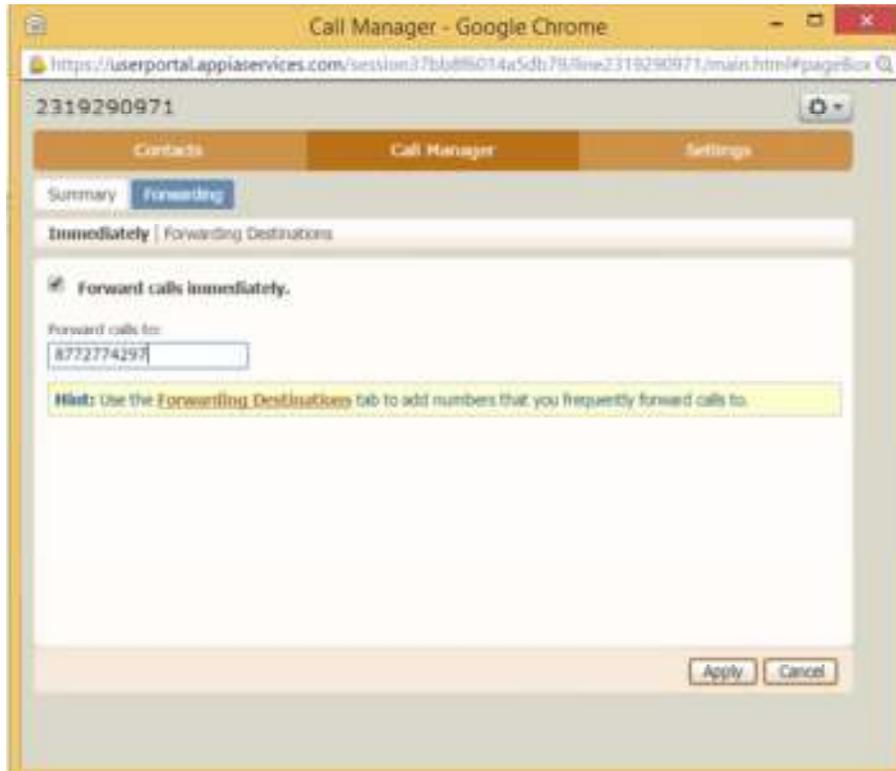
To remove forwarding to the destination telephone number, follow steps one through three, uncheck the **Forward Calls Immediately** checkbox, then click the **Apply** button.

Configure Call Forwarding on Trunk Unavailable for a SIP PBX

For SIP PBXs, Call Forward Unavailable allows you preconfigure Appia's system to forward calls to an alternate number if your PBX is unable to handle calls. By default, Call Forward Unavailable will forward all calls made to your PBX to a single alternate phone number if the PBX is unavailable. You can override this default or configure unavailable forwarding on a single telephone number using the process shown under *Configure Call Forward Unavailable for a Single Telephone Number* below.

1. Log in to the portal at https://userportal.appiaservices.com.
2. Click on the **Call Manager** tab as shown below.

3. Click on the *Forwarding* tab, then the Unavailable tab.
4. Check the **Forward calls if PBX is unavailable** checkbox, then enter the 10 digit destination number in the **Forward Calls To** field. Click the Apply button to enable the new configuration.

5. Configure Call Forward Unavailable for a Single Telephone Number
6. Log in to the portal at https://userportal.appiaservices.com.
7. Click on the **DIDs** tab. Using the drop down menu shown below, select the DID range that contains the telephone number you want to change.
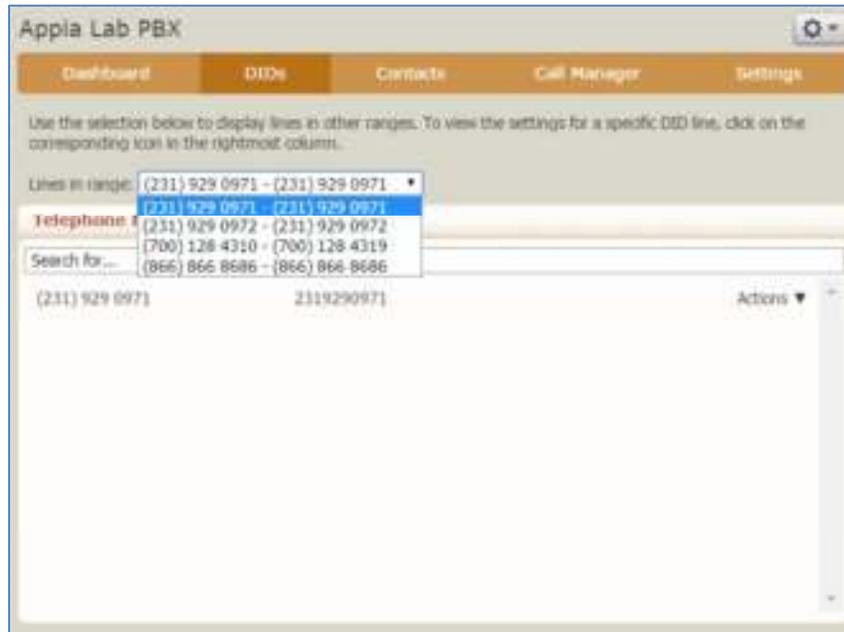
8. Find the individual telephone number you want to change and click on the **Actions** button to the right of the number. Select **View Individual Settings**.

9. Click on the **Call Manager** tab as shown below.
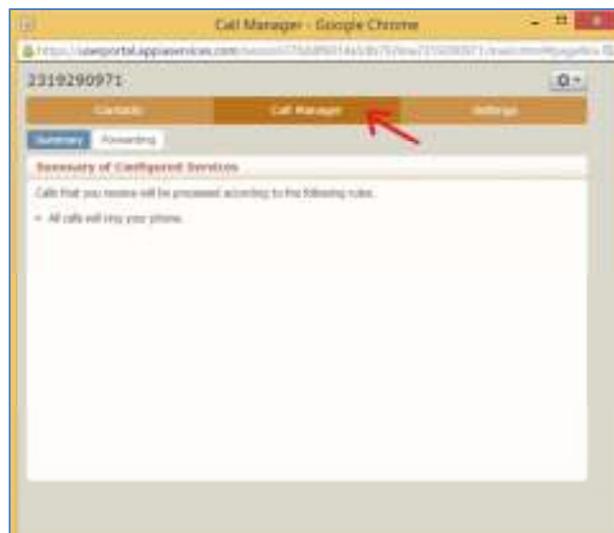
10. Click on the *Forwarding* tab, then make sure you are on the *Unavailable* tab.

11. Check the **Forward Calls if your PBX is unavailable** checkbox, then enter the 10 digit destination number in the **Forward Calls To** field.

12. Click the **Apply** button to save the change. Calls to this telephone number should now ring to the destination number if the SIP PBX is unavailable.

Call Screening

Configure Anonymous Call Rejection

This feature allows you to prevent calls from anonymous callers from reaching your PBX.

1. Log in to the portal at https://userportal.appiaservices.com.
2. Click on the **Call Manager** tab as shown below.
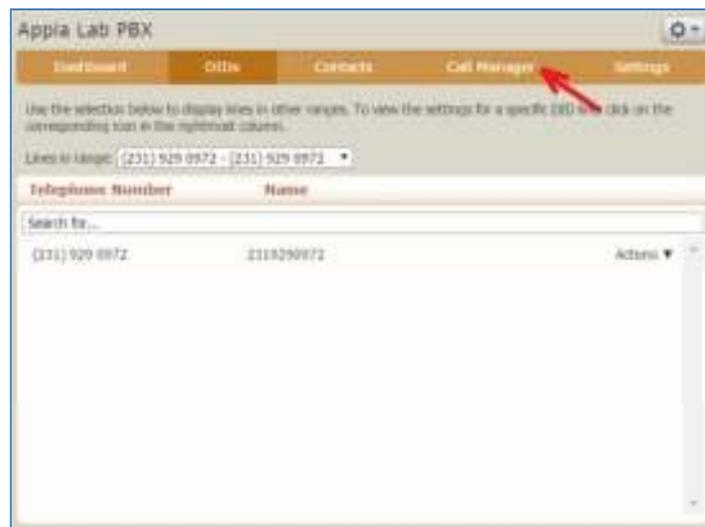
3. Click on the **Screening** tab, then the **Anonymous Rejection** tab. Check the **Reject All Calls to my PBX From Anonymous Callers** checkbox and click on the **Apply** button.

4. To disable Anonymous Call Rejection, follow steps one through three, uncheck the **Reject All Calls to my PBX From Anonymous Callers** checkbox and click on the **Apply** button.

Configure Selective Call Rejection

1. This feature allows you to prevent calls from specific telephone numbers from reaching your PBX.
2. Log in to the portal at https://userportal.appiaservices.com.
3. Click on the **Call Manager** tab as shown below.

4. Click on the **Screening** tab, then the **Selective Rejection** tab. Check the box labeled **Reject Calls to my PBX if They Are From Selected Callers** and click the **Apply** button.

5. Click on **Edit List** to manage the list of telephone numbers that will be rejected.
6. For each telephone number you want to add to the list, enter the 10 digit number in the dialog box, then click the **Add New** button. To remove a number from the list, click on the X to the right of the number. When you have finished the list of rejected numbers, click the OK button. Once the Edit List window closes, click the **Apply** button to enable your changes.

To disable Selective Call Rejection, follow steps one through three, uncheck the **Reject Calls to my PBX if They Are From Selected Callers** checkbox and click on the **Apply** button.

Account Codes

Account codes provide a tracking and security mechanism for specific call types by requiring a special code be dialed before certain outbound calls are allowed. When account codes are enabled, a caller will hear a second dial tone, and will need to dial a valid account code in order for the call to proceed.

1. Log in to the portal at https://userportal.appiaservices.com.
2. Click on the **Settings** tab, then the **Account Codes** tab.

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3. By default, no Account Codes are configured. Choose the number of digits you want to use in your Account Codes and enter that value in the **Account Code Length** field.
4. If **Validated Account Codes** is selected, then the Account Code entered during a call must match a code on the Account Code list. Otherwise, the call is rejected. If **Validated Account Codes** is **not** selected, any number with the correct amount of digits can be used for the Account Code on an outbound call. Validate that this setting matches what you want and click the **Apply** button.
5. If you're using Validated Account Codes, click on the Edit List button to create your list of valid Account Codes.
6. Enter each Account Code and brief description, then click the **Add** button. To delete an Account Code, click on the X to the right of the code. When complete, click the OK button.

7. Configure the types of calls that will require an Account Code. Check the appropriate boxes under **Call types Requiring an Account Code** and click the **Apply** button when finished. If **International** is selected, an Account Code will be required for any call made outside the US

or Canada. This includes foreign countries that are reached by dialing an area code. (For example, Bermuda telephone numbers are in the format 1-441-XXX-XXXX.) Appia does not use traditional definitions of Local or Regional calls. We suggest for consistent operation of Account Codes, you either have **Local**, **Regional**, and **National** call types all selected or all unselected. Appia does not use **Carrier Dialed** calls.