CALNET: IP Flexible Reach: Department Administrator participant guide

Version 1.0

Covered topics

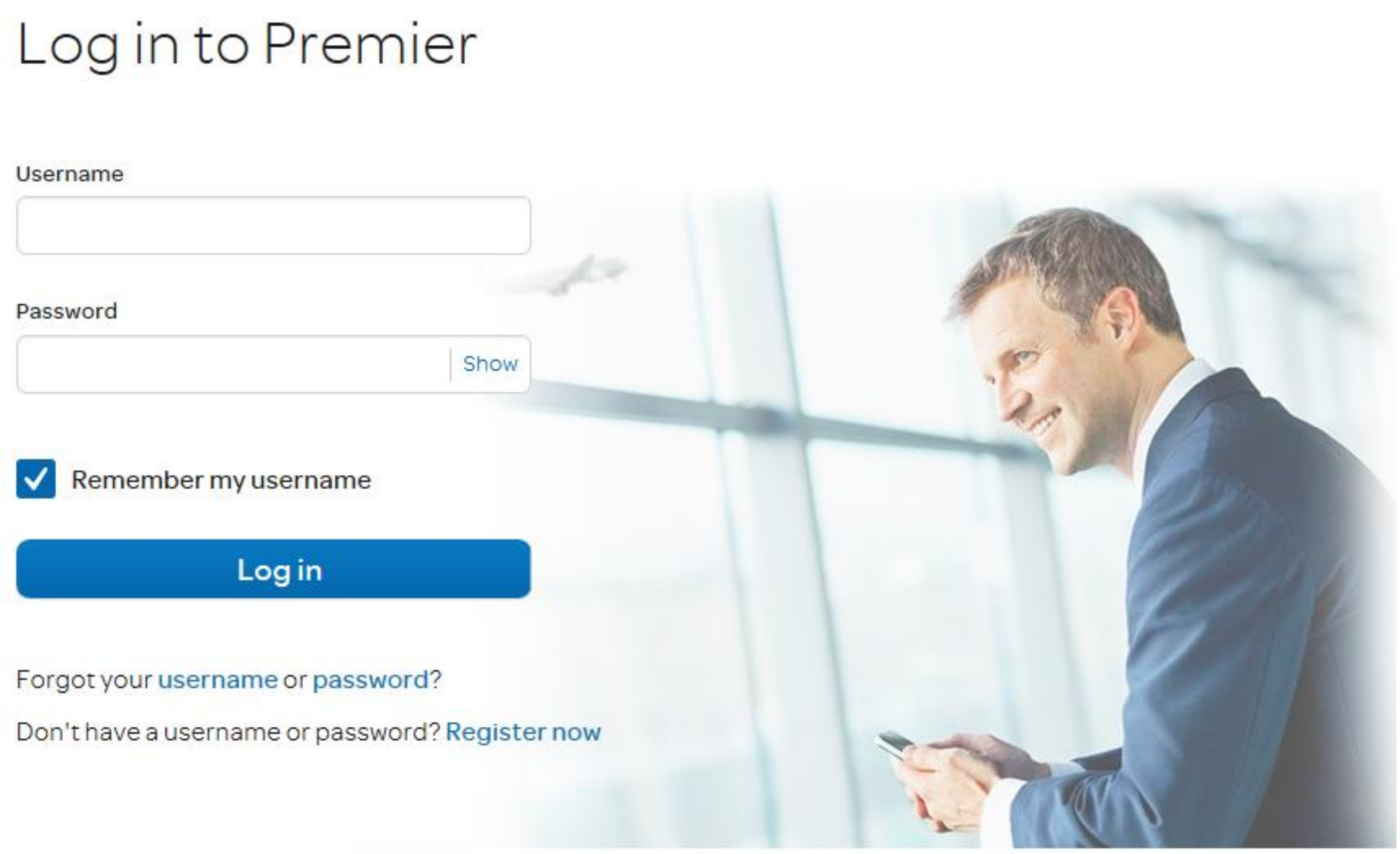
- What is AT&T IP Flexible Reach?
- Logging into Premier for IP Flexible Reach
- IP Flexible Reach Department Administrator screen
- IP Enhanced IP Flexible Reach dashboard
  - Resources
  - Administrators
  - User management
  - Reports
- Additional support
- Questions and answers

What is AT&T IP Flexible Reach?

- AT&T IP Flexible Reach is an integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services.

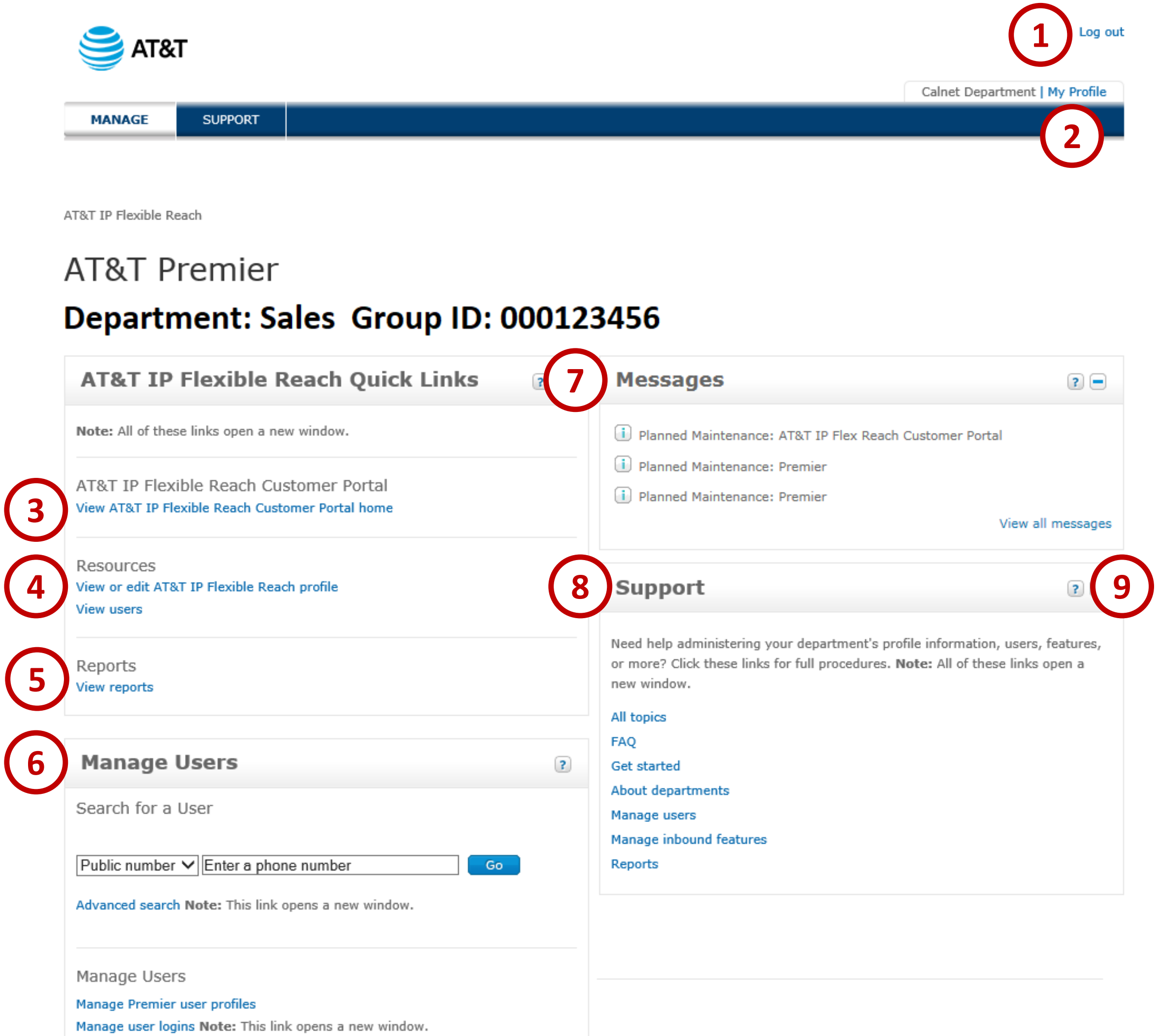
- AT&T IP Flexible Reach can also be referred to as a Session Initiation Protocol (SIP) trunking solution. It is deployed in situations where customers own their own premise's telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. IP Flexible Reach with Managed Internet Service (MIS) or Private Network Transport (PNT) is only available with AT&T Managed Router Services (MRS). IP Flexible Reach on AT&T VPN is available with both AVPN Transport and Managed AVPN.

Logging in to Premier for IP Flexible Reach



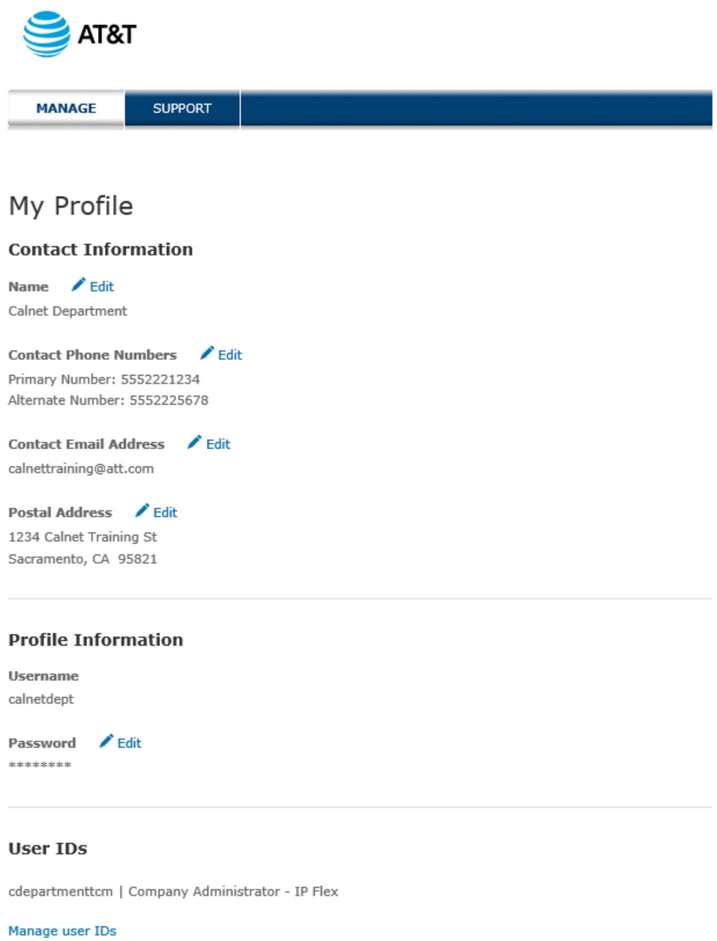
- The User Portal web address: https://www.wireless.att.com/premiercare.
- Enter **Username** and **Password**.
- Select **Log in**.

IP Flexible Reach Department Administrator screen



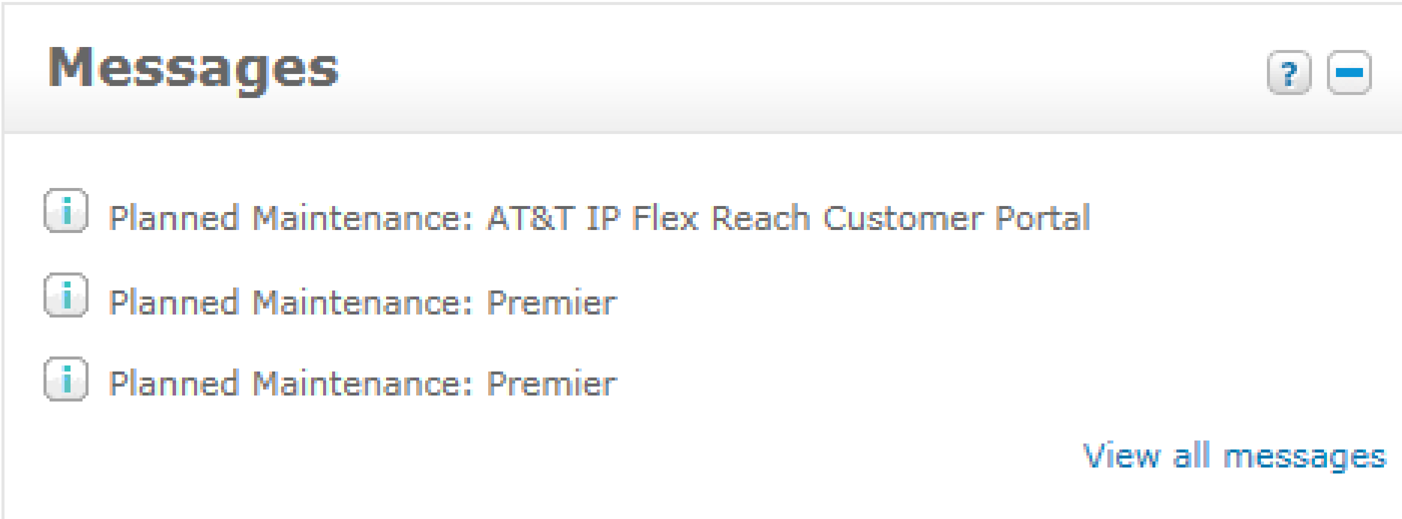
1. Log out
2. My Login Profile
3. Customer Portal
4. Resources
5. Reports
6. Manage Users
7. Messages
8. Support
9. Quick Help

Modifying your profile information



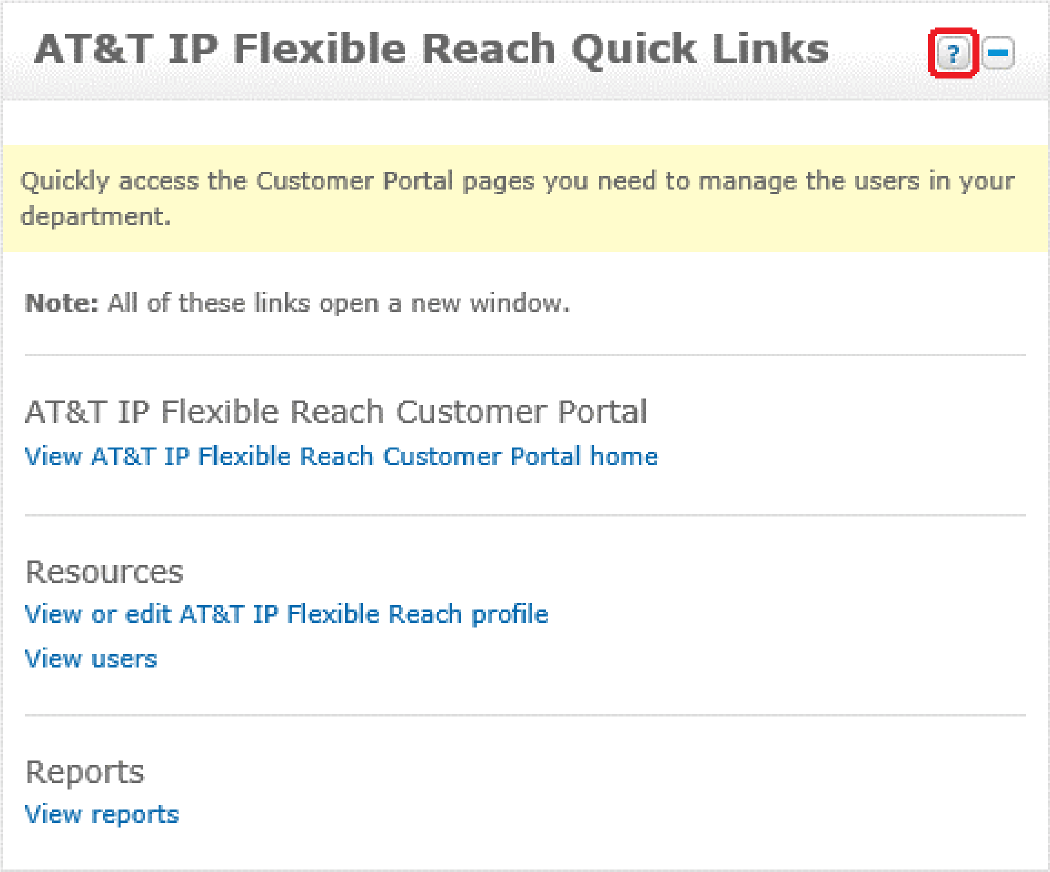
- Select the corresponding Edit icon to modify your profile information.

Viewing the Messages section



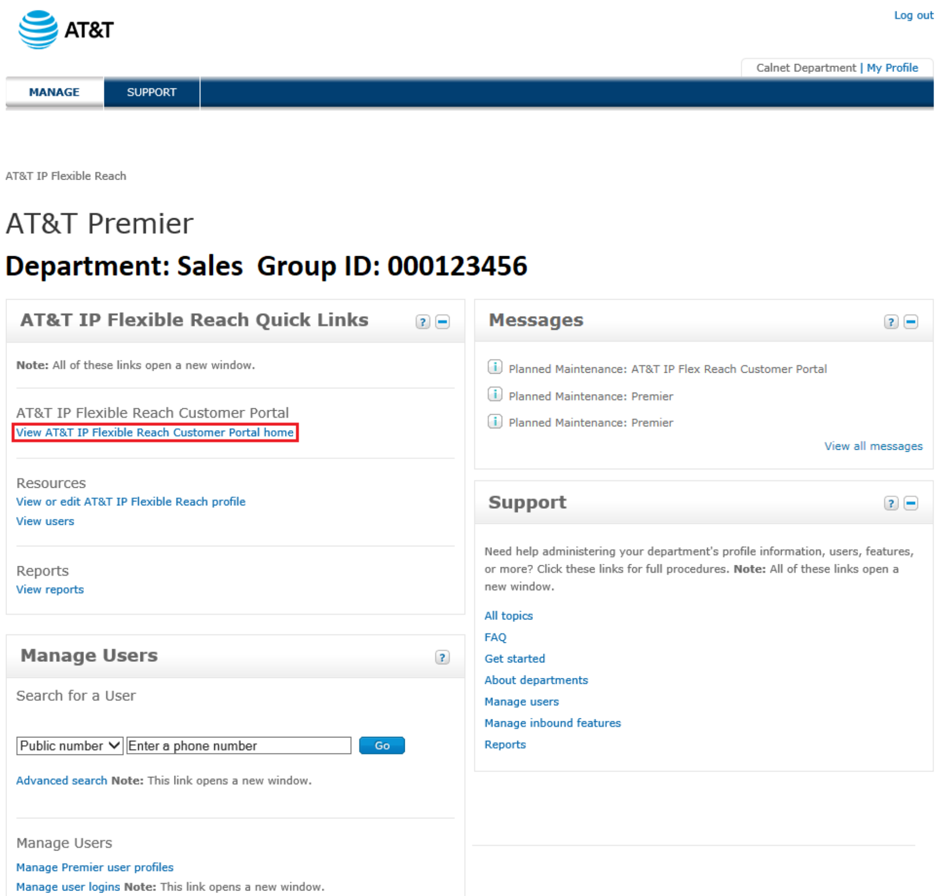
- The Messages section will display any planned maintenance or other important information regarding the status of your IP Flex service.

Accessing Quick Help



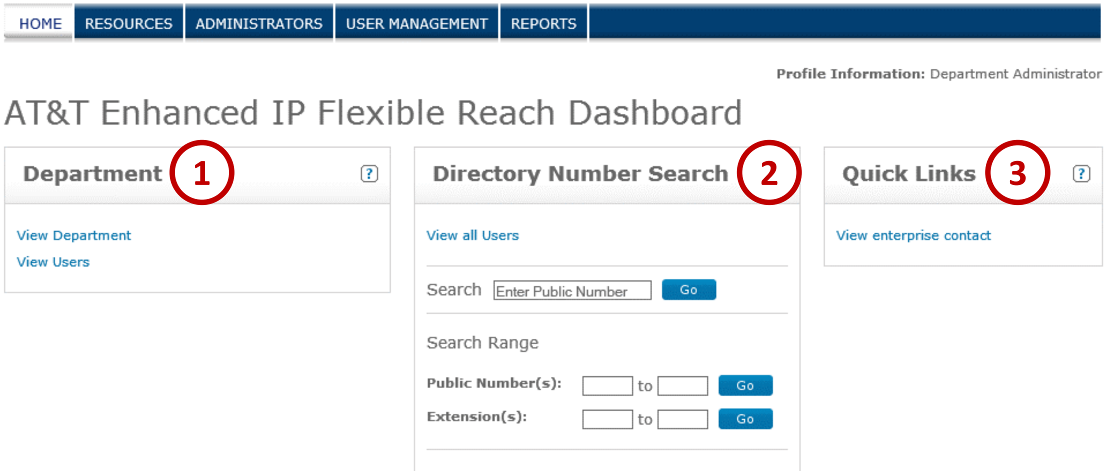
- Quick help on a selected section can be accessed by clicking the **question mark**.

Accessing the Enhanced IP Flexible Reach dashboard



- To access the Enhanced IP Flexible Reach dashboard, select the **View AT&T IP Flexible Reach Customer Portal home** link.

Enhanced IP Flexible Reach dashboard

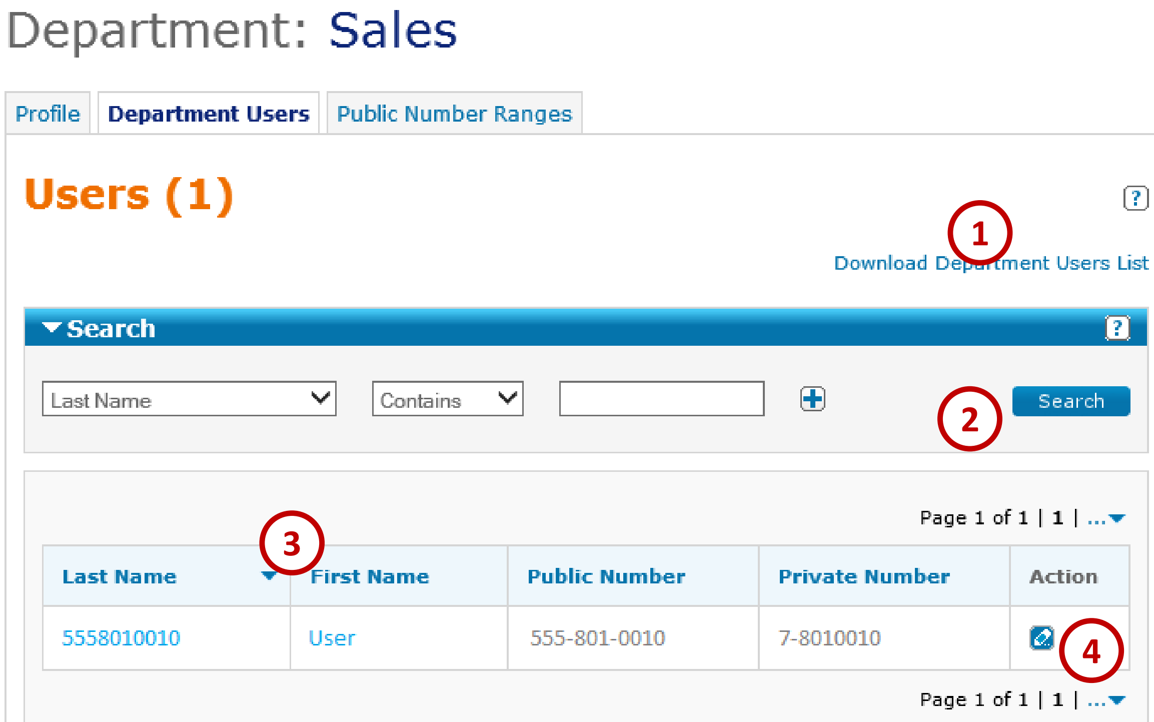


1. Department
2. Directory Number Search
3. Quick Links

Resources tab – Department – Profile

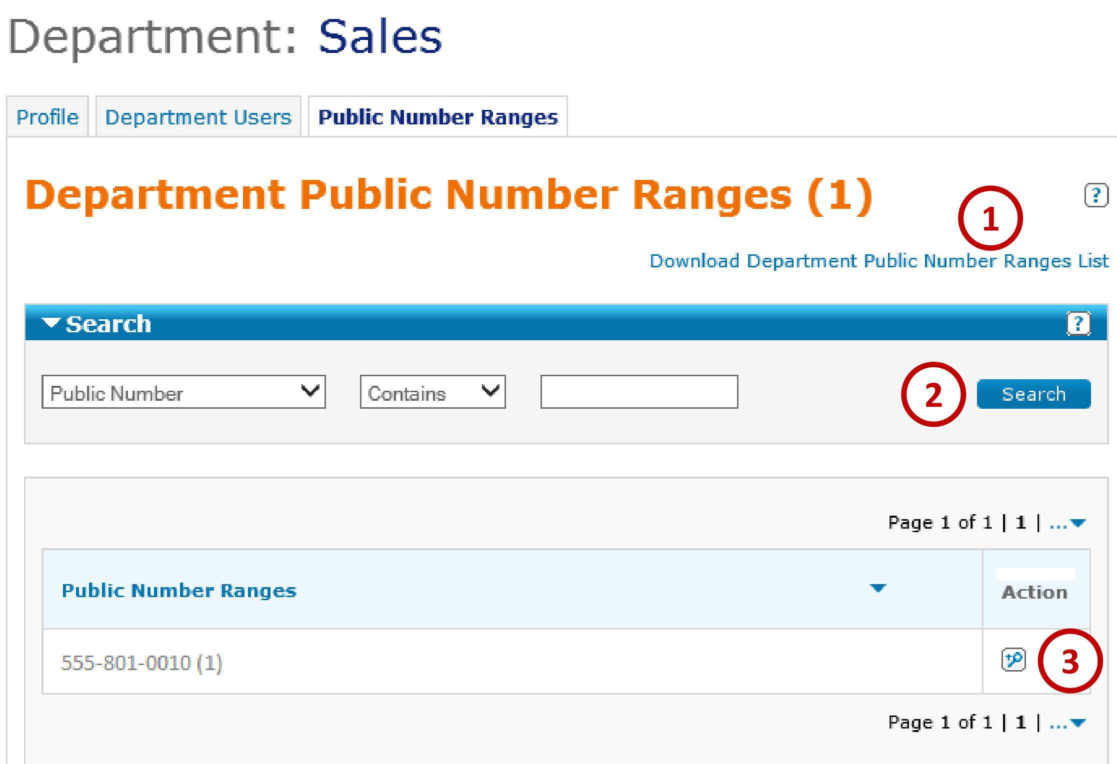
- Display the Department profile by clicking the Department tab.

Resources tab – Department – Department Users



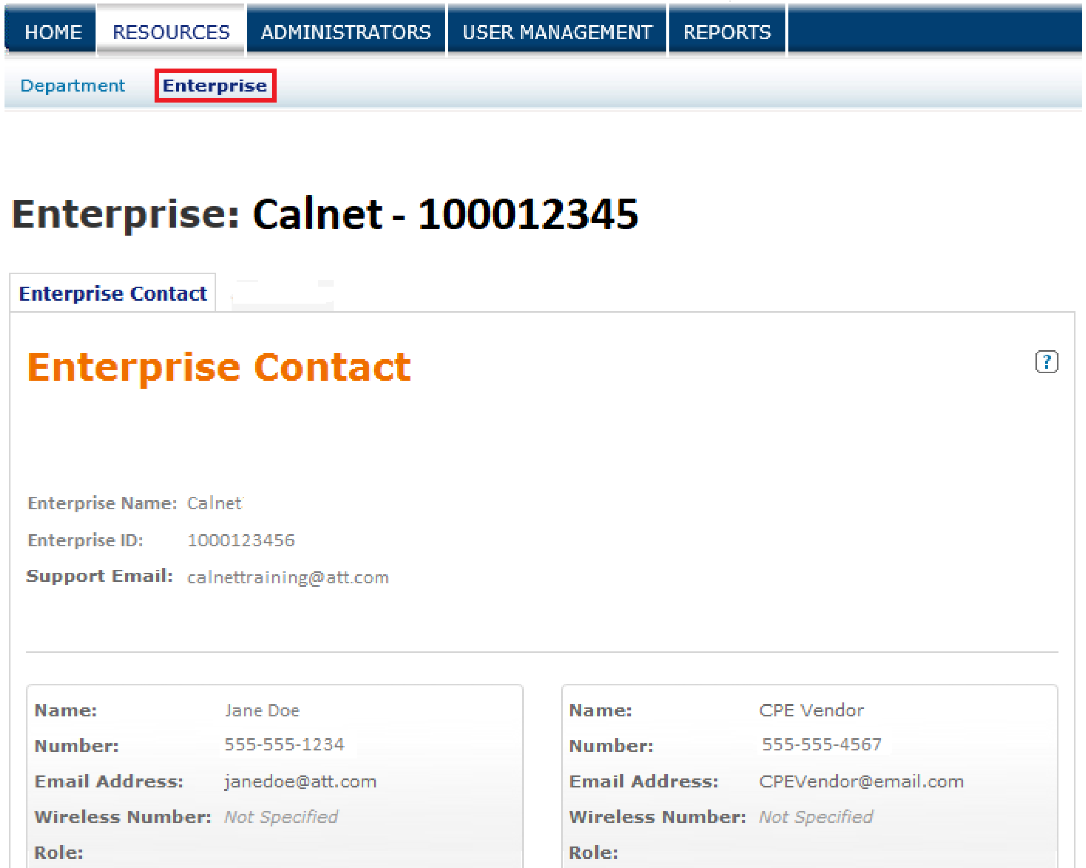
1. To download a listing all users, click **Download Department Users List**.
2. To search for specific users, use the Search tool.
3. To view a specific user, click the user's first or last name.
4. To change a user’s profile, click the edit icon.

Resources tab – Department – Public Number Ranges



1. To download a listing all public number ranges in the department, click **Download Department Public Number Ranges List**.
2. To search for specific public number range, use the Search tool.
3. To view an expanded list of phone numbers linked to user profiles, click the View Details icon.

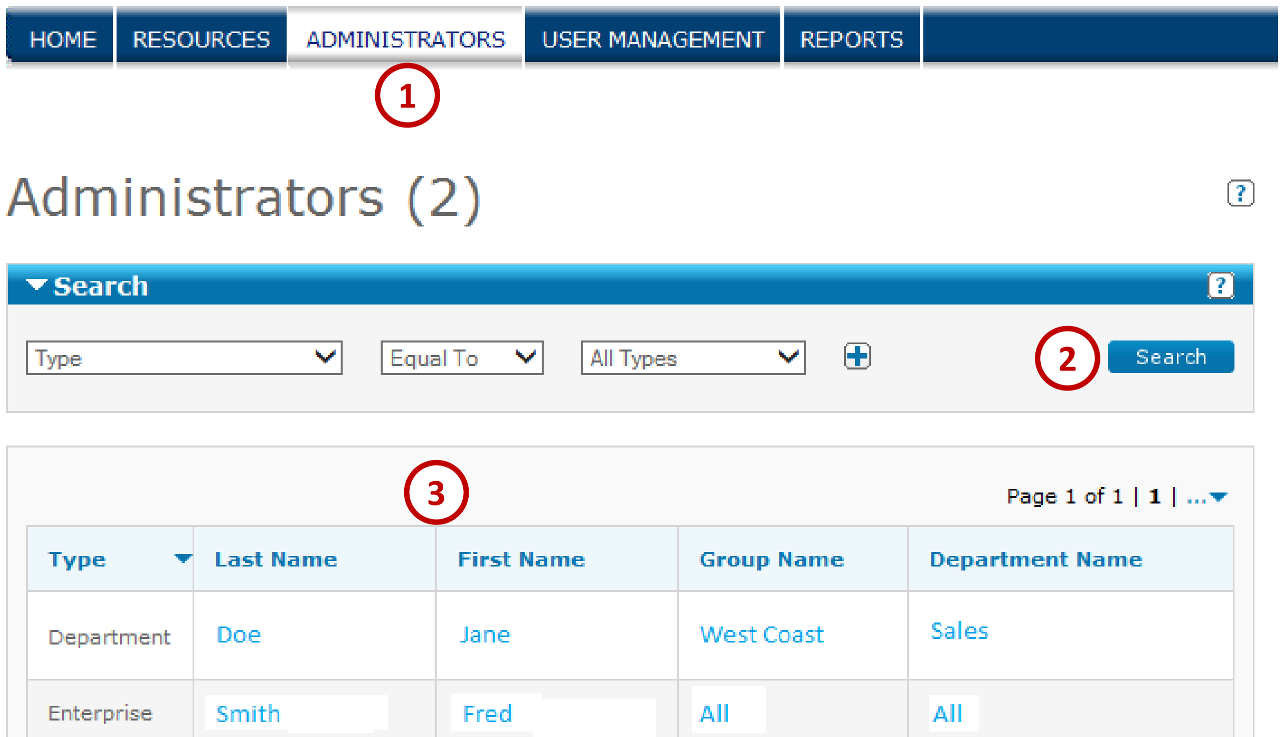
Resources tab – Enterprise



- View the profiles of people in your enterprise who are designated as AT&T IP Flexible Reach support contacts by clicking the Enterprise tab.

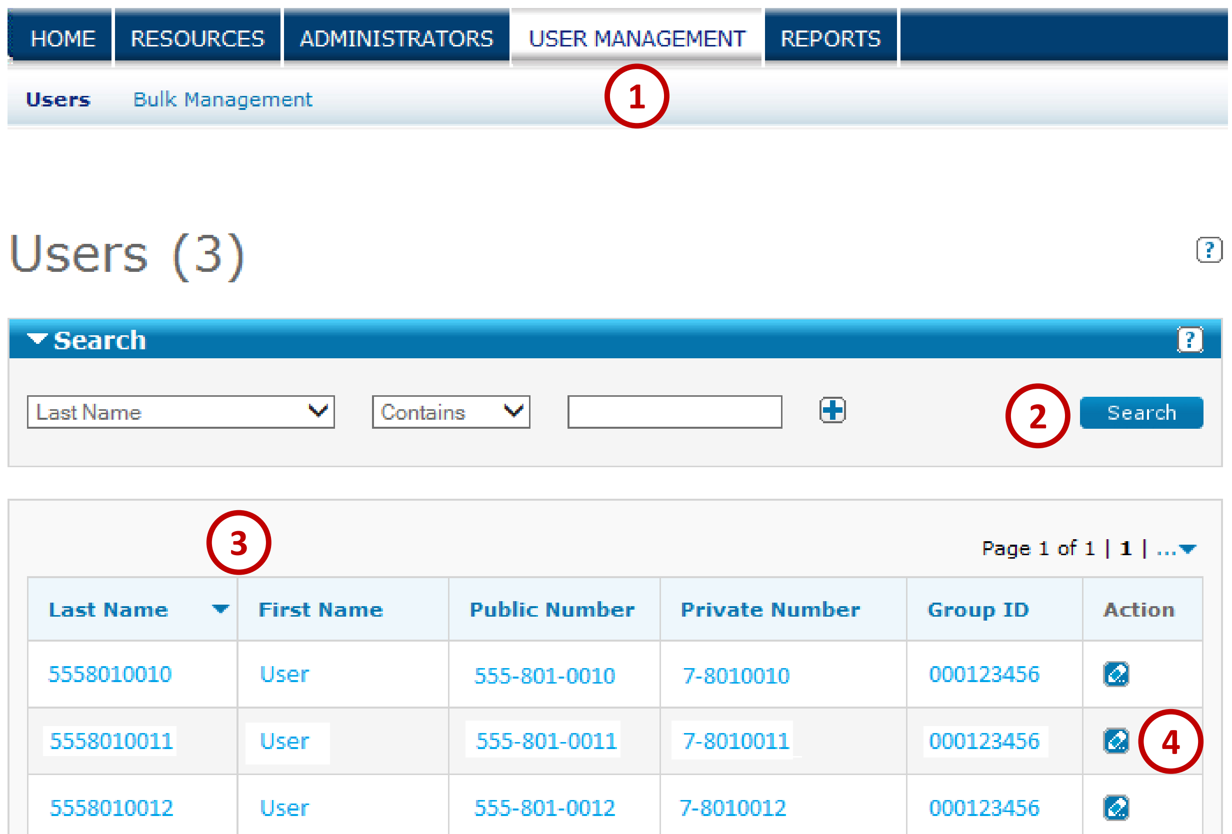
  Note: Only Enterprise Administrators have permissions to update Enterprise contacts.

Administrators tab



1. View the administrators for your enterprise by clicking the Administrators tab.
2. To search for specific administrators, use the Search tool.
3. To view an administrator's details, click the administrator's first or last name.

User Management tab – Users



1. View the users for your group by clicking the User Management tab.
2. To search for a specific user, use the Search tool.
3. To view a user's details, click the user's first or last name.
4. To edit a user’s profile and the assigned features, click the edit icon.

User Management tab – Users – Inbound Features

User: 5558010010, User

Inbound Features | Outbound Features | Mobility Features | Call Logs | Profile | Schedules

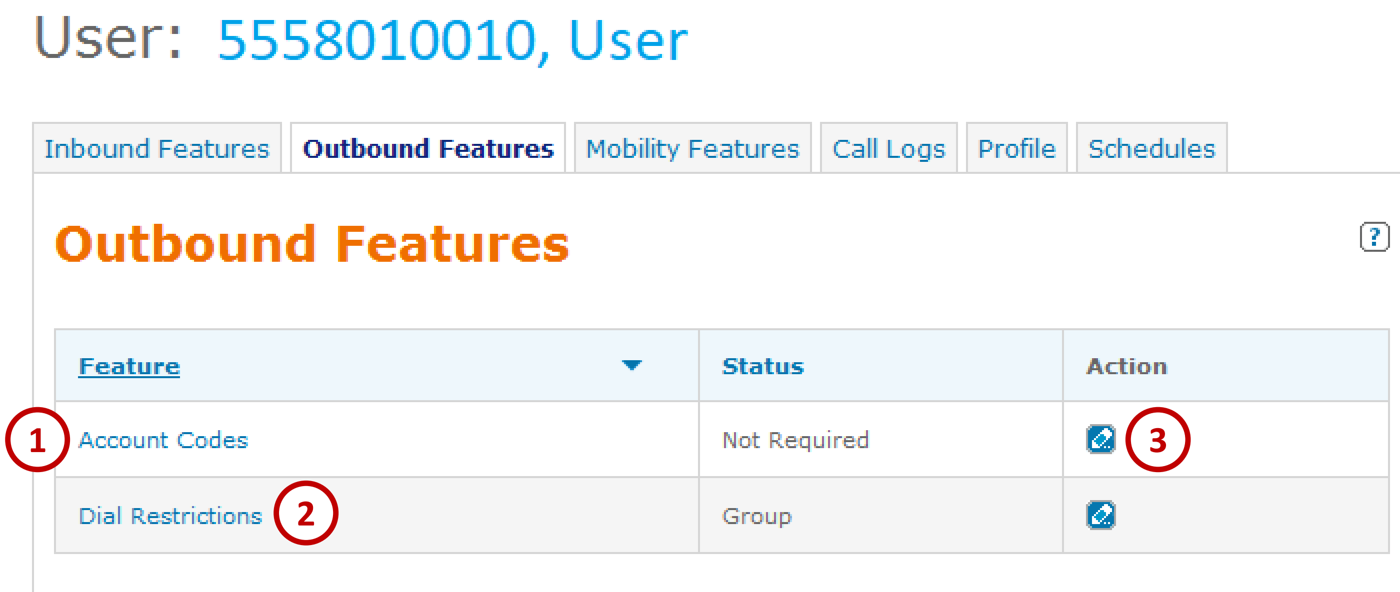
Inbound Features

1 Edit

Feature	Status	Available to user	Action
Anonymous Call Rejection	Disabled	Yes	
Call Acceptance	Disabled	Yes	2
Call Forwarding - Always	Disabled	Yes	
Call Forwarding - Busy	Disabled	Yes	
Call Forwarding - No Answer	Disabled	Yes	
Call Forwarding - Not Reachable	Disabled	Yes	
Call Forwarding - Selective	Disabled	Yes	
Call Rejection	Disabled	Yes	
Intercept Announcement	Disabled	Yes	
Max DID Policing	Disabled	Yes	
Sequential Ring	Disabled	Yes	
Simultaneous Ring	Disabled	Yes	

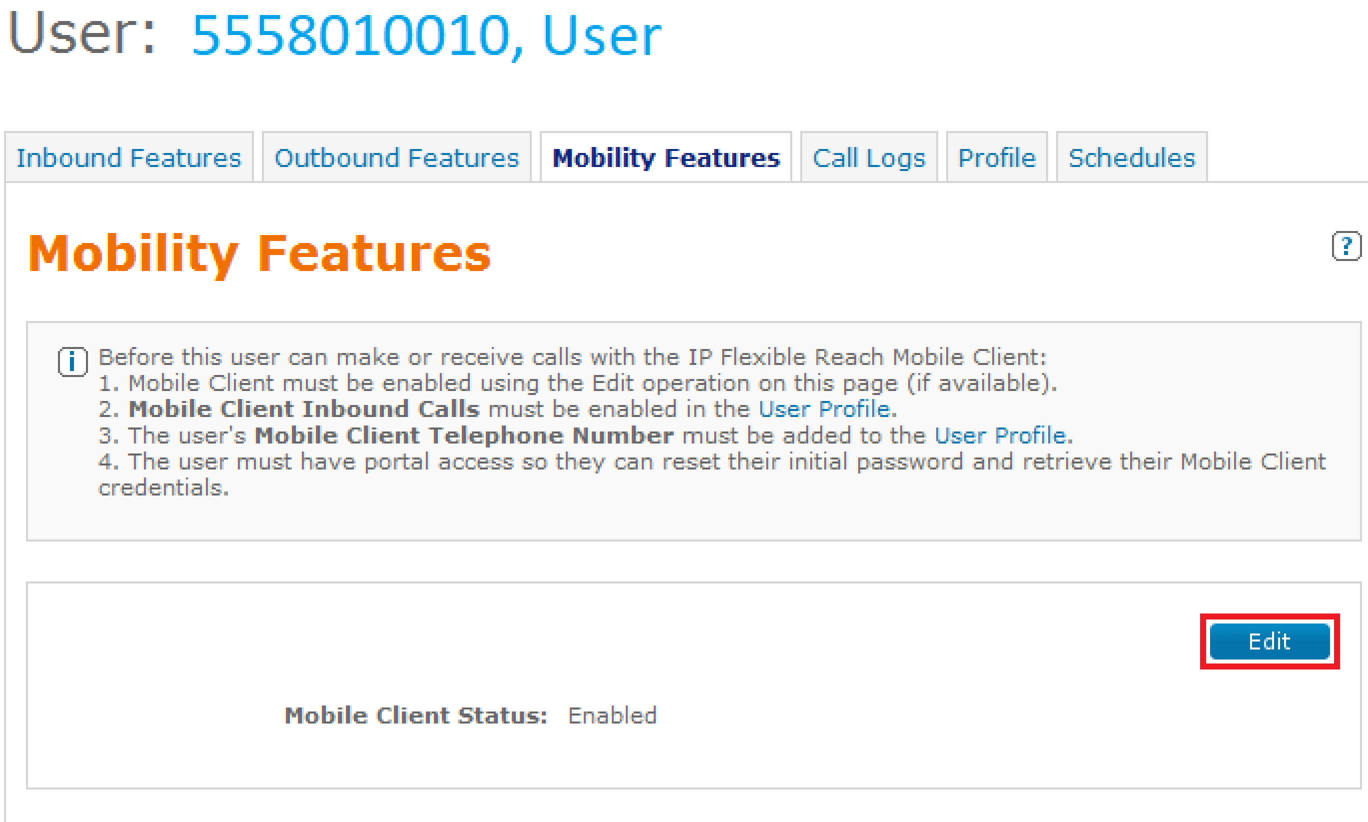
1. To edit which features are available to users, click **Edit**.
   - By default, Status is set to Disabled.
   - By default, Available to user is set to Yes.
2. To edit a user's inbound features, click the edit icon.

User Management tab – Users – Outbound Features



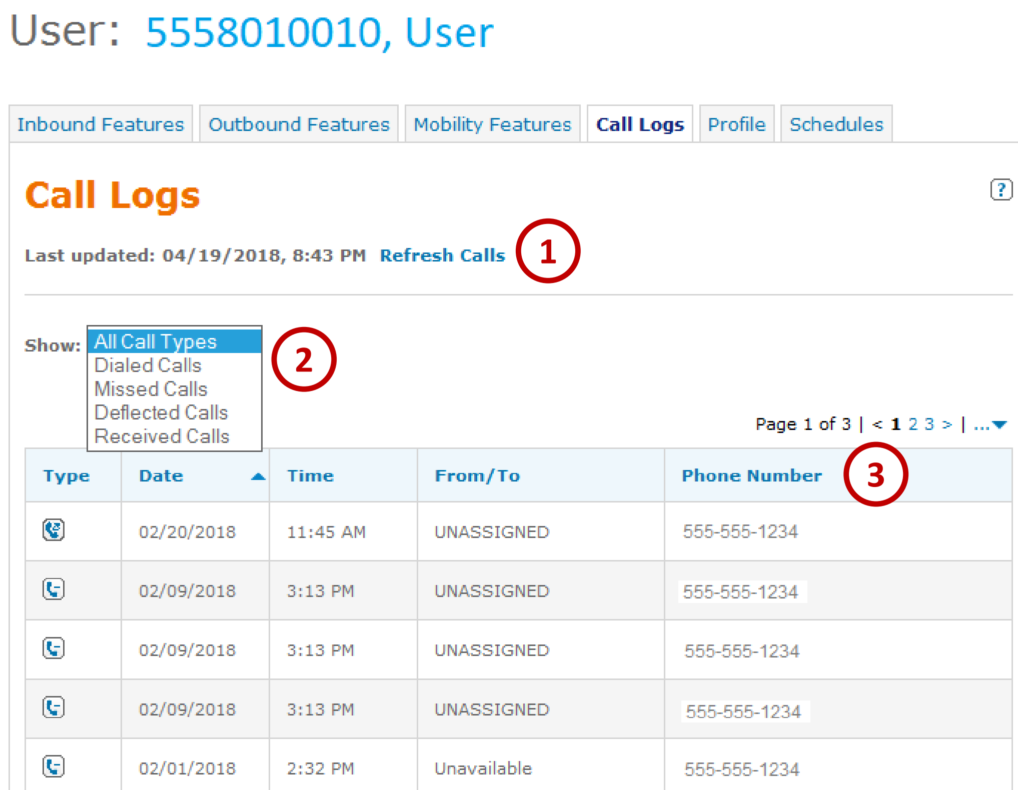
1. To view the user's account code status, click **Account Codes**.
2. To view the user's dial restrictions, click **Dial Restrictions**.
3. To edit the user’s Account Codes or Dial Restrictions status, click the edit icon.

User Management tab – Users – Mobility Features



- To give a user access to the Mobile Client, click **Edit**.

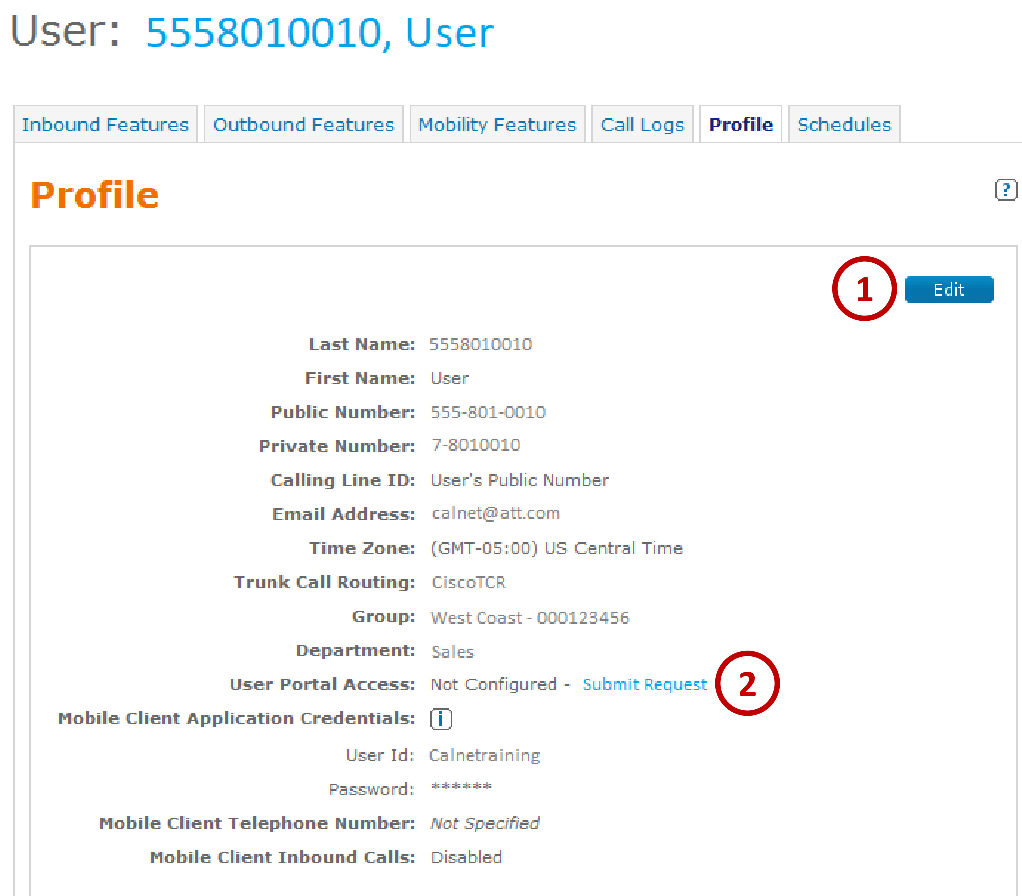
User Management tab – Users – Call Logs



1. Call logs display the user's last 1,000 logged calls. To update listing, click **Refresh Calls**.
2. To filter your view of the calls, select a filter from the Show drop-down list.
3. To sort calls, click the column headings.

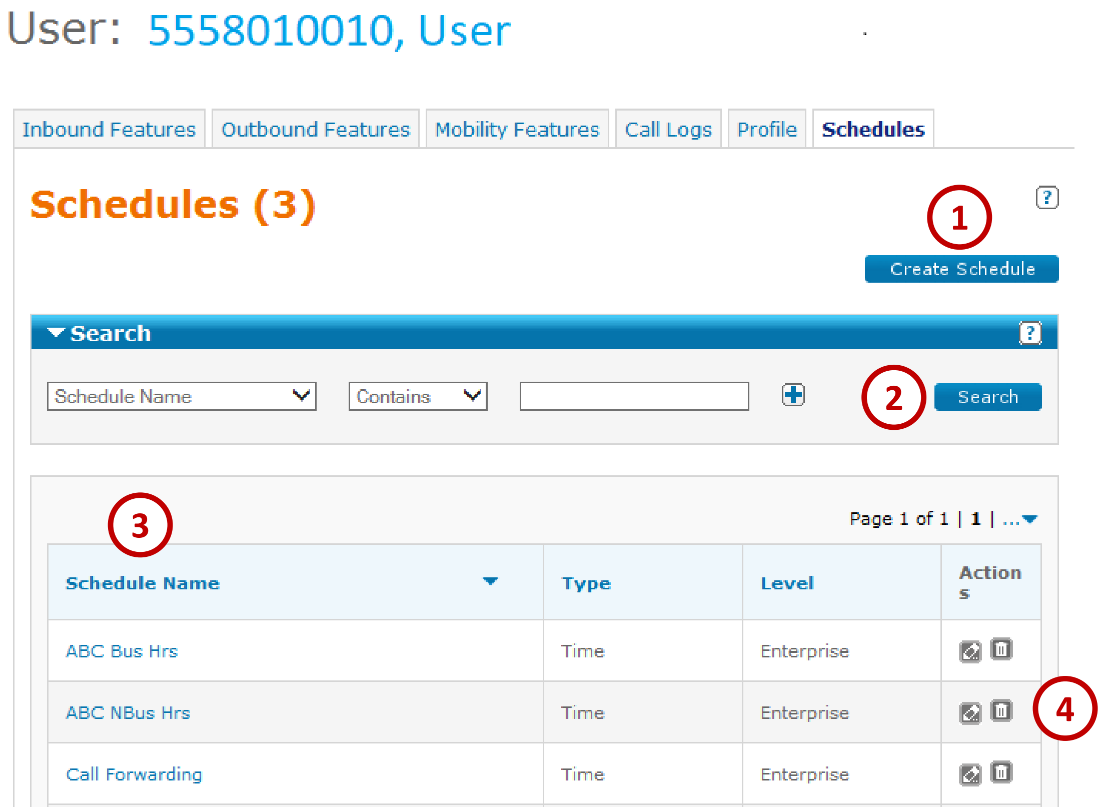
   Note: You can not manually delete or edit calls from the log. When the maximum of 1,000 calls is reached, the oldest calls are automatically deleted.

User Management tab – Users – Profile



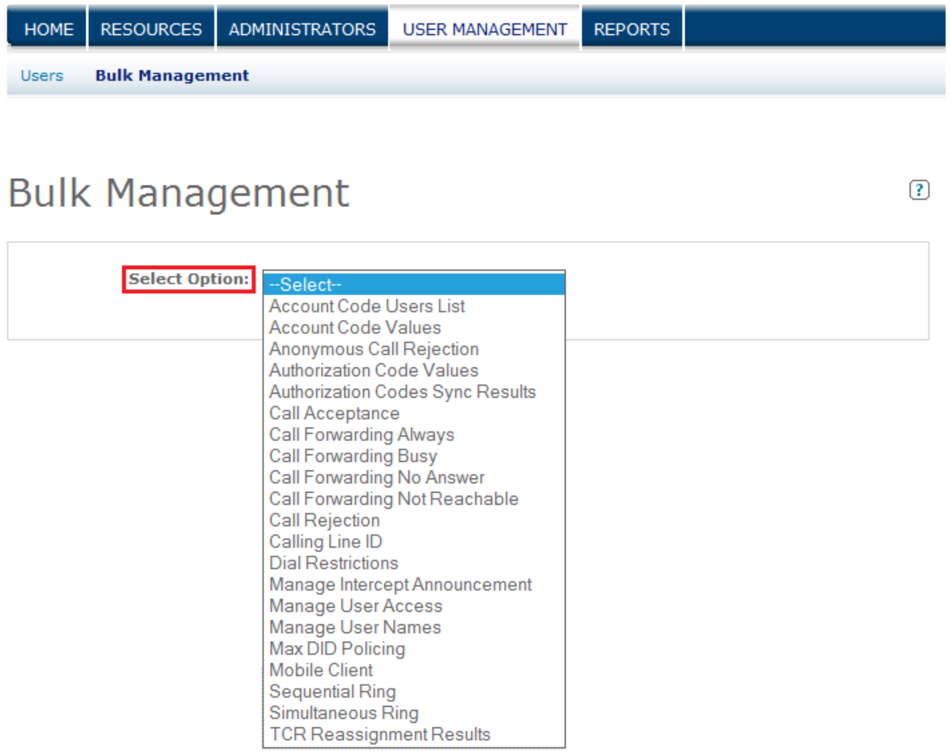
1. To edit the user's first name, last name, or time zone, click **Edit**.
2. To permit this user Customer Portal access, click **Submit Request**.

User Management tab – Users – Schedules



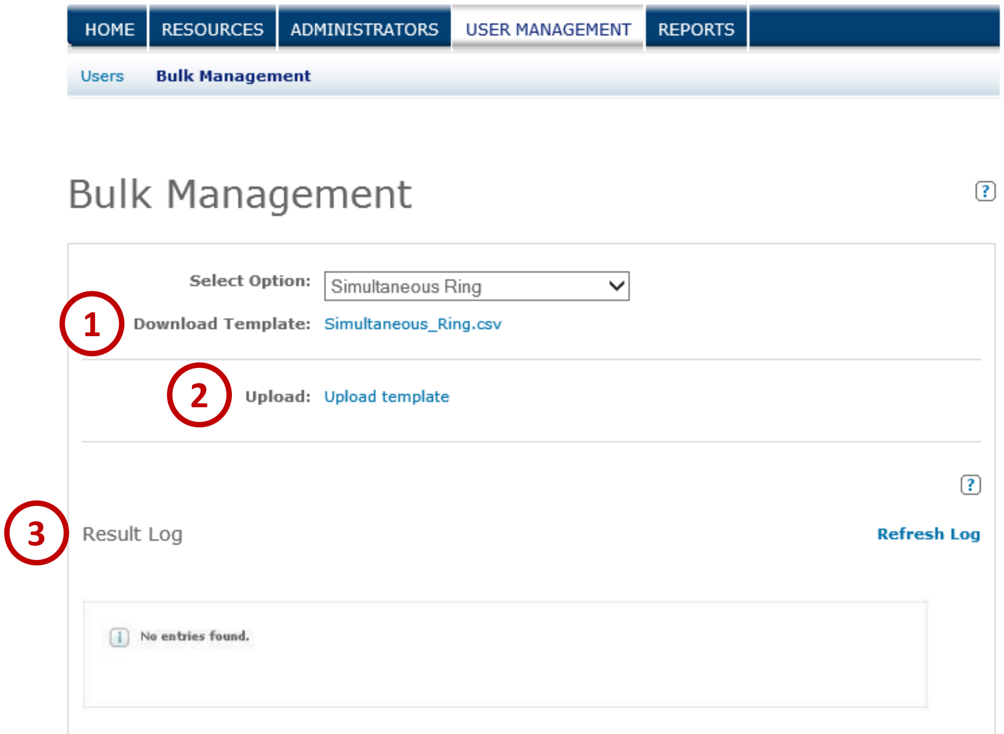
1. To create a new schedule, click **Create Schedule**.
2. To search for specific schedules, use the Search tool.
3. To view a schedule, click the Schedule Name.
4. Use the Actions icons to edit or delete a specific schedule.

User Management tab – Bulk Management



- From the Select Option list, choose the feature you want to assign to multiple users within a group.

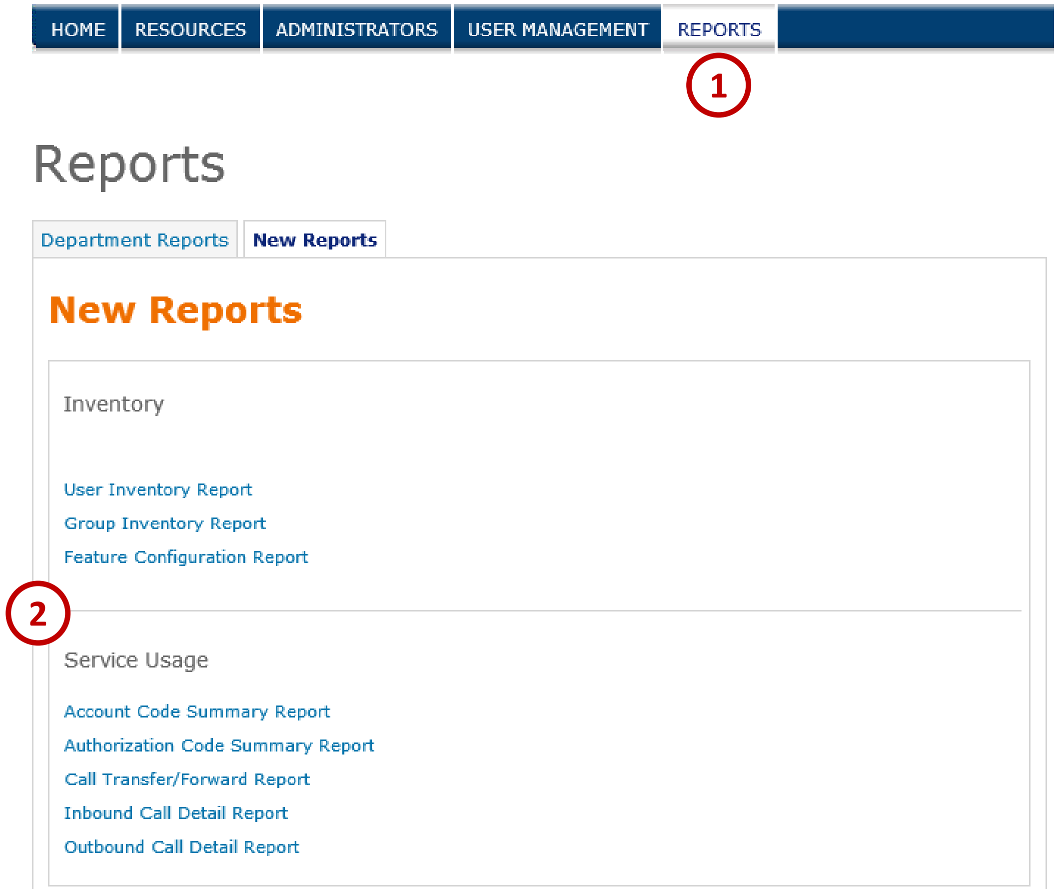
User Management tab – Bulk Management – continued



1. Download the associated template file, fill in all required information, and identify the affected users by public number and/or extension.
2. Upon completion, upload the file and click **Run**.
3. The results appear in the Result Log.

   Note: The feature assignment process replaces or overwrites any existing settings for all designated users.

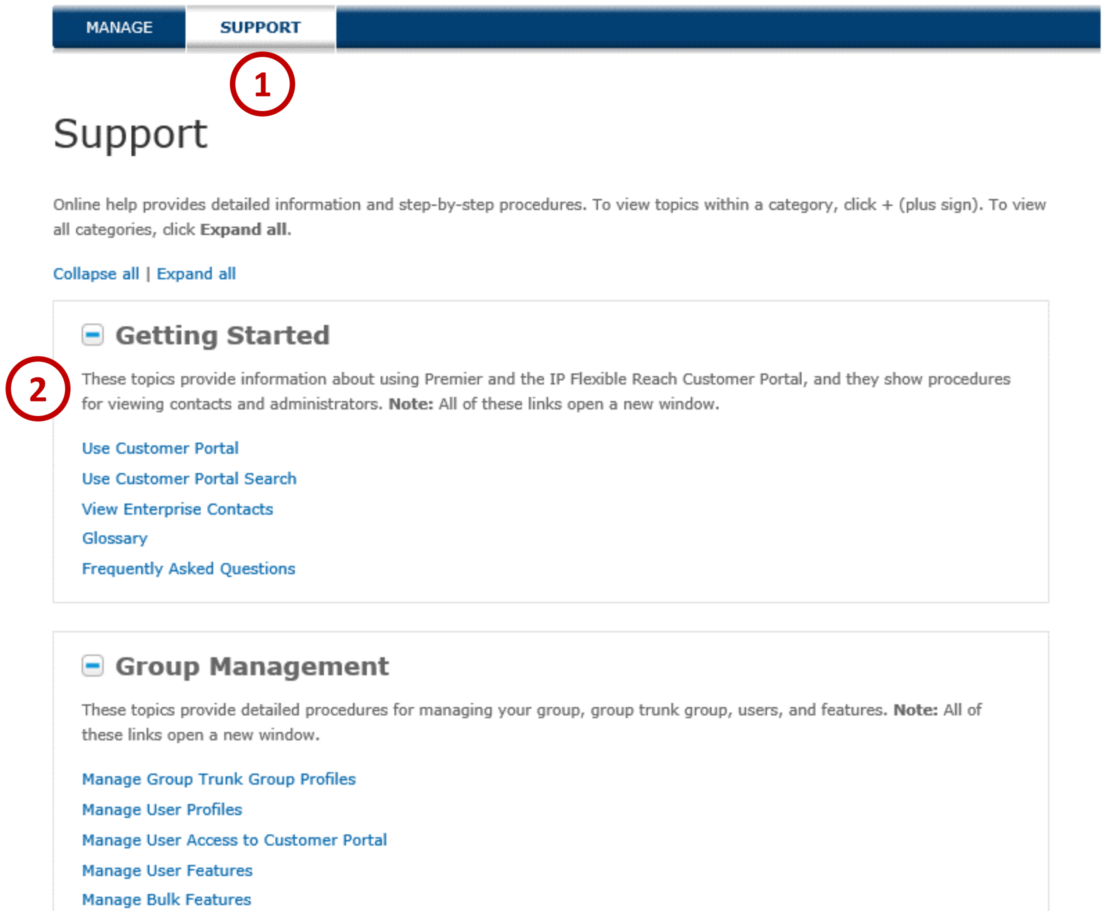
Reports tab



1. To access new reports, select the Reports tab.
2. Select a link to run the selected report.

   Note: Reports are run in real-time only and can not be scheduled in advance.

Support



1. Access the support page by selecting the Support tab.
2. Access a specific help topic by selecting the associated link.

Support – continued

Department Administrator Help

Get Started
- Log In
- What You Can Do
- About Premier
- Use Premier
- Use the Customer Portal
- Search and Listing
- FAQ
- Glossary
- Support Resources
- Print

Manage Users
- About Users
- Manage Premier Profiles
- Users List Page
- User Details Page
- Search for Users
- Manage Access
- Edit User Profiles
- View Call Logs
- Manage Mobile Client
- Manage Inbound Features
- Manage Outbound Features
- Manage User Schedules
- Manage Users in Bulk

Manage Inbound Call Features
- About Inbound Call Features
- Anonymous Call Rejection
- Call Acceptance
- Call Forwarding - Always
- Call Forwarding - Busy
- Call Forwarding - No Answer
- Call Forwarding - Not Reachable
- Call Forwarding - Selective
- Call Rejection
- Intercept Announcement
- Max DID Policing
- Sequential Ring
- Simultaneous Ring

Manage Departments
- About Departments
- Department Page
- Download Department Users List
- Manage Department Users

Administrators
- About Administrators
- Administrator List Page
- View Administrators

Contacts
- About Contacts
- View Contacts

Reports
- About Reports
- Create a New Report
- Download or Delete a Report
- User Inventory Report
- Group Inventory Report
- Feature Configuration Report
- Account Code Report
- Authorization Code Report
- Call Transfer/Forward Report
- Inbound Call Report
- Outbound Call Report

Public Number Ranges
- View Public Number Ranges
- Download Public Numbers Ranges

Account Codes
- About Account Codes
- Manage User Account Code Status

Authorization Codes
- About Authorization Codes
- Manage Authorization Codes
- Download Authorization Codes

Dial Restrictions
- About Dial Restrictions
- Custom Dial Restrictions

Department Admin Help

Department Admin FAQ
Glossary
Department Admin Guide

End User Help

User FAQ
Glossary
User Guide

Mobile Client Guides

Android
iOS

- The Department Administrator support page provides links to detailed instructions and PDF files for the comprehensive guides and quick reference guides.

Additional support

- Support helpdesk
  - 855.890.5615
- AT&T CALNET Training
  - http://www.attcalnettraining.com
  - CalnetTraining@att.com
- Please complete our survey.

Questions and answers