

# 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

## Log in to Premier

Username

Password

 Show

Remember my username

Log in

Forgot your [username](#) or [password](#)?

Don't have a username or password? [Register now](#)

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



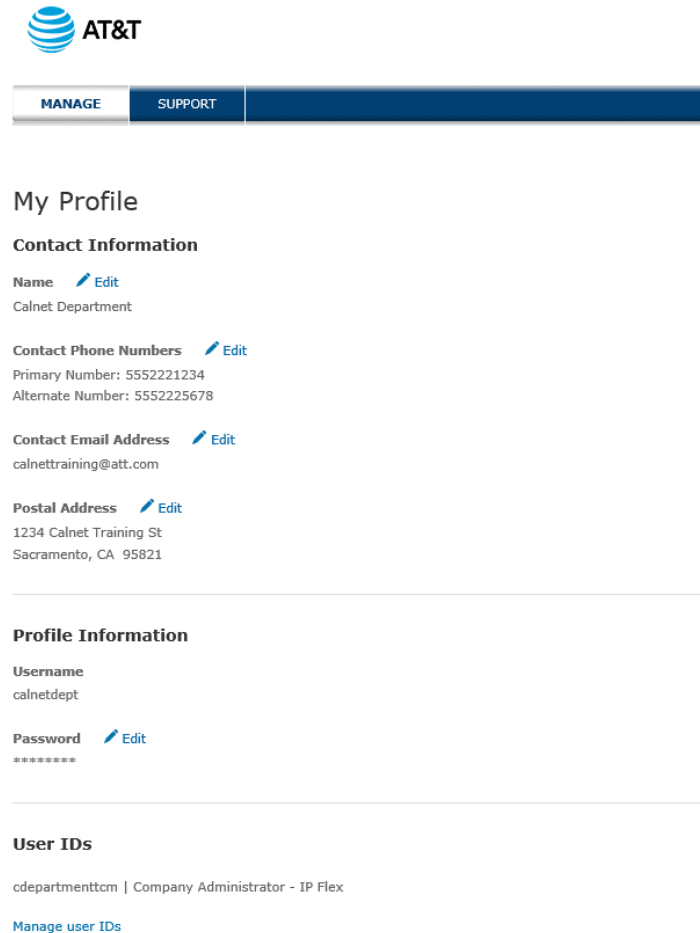
# IP Flexible Reach Department Administrator screen

The screenshot shows the AT&T IP Flexible Reach Department Administrator interface. At the top left is the AT&T logo. To the right, there is a 'Log out' link (1) and a 'Calnet Department | My Profile' link (2). Below the logo are 'MANAGE' and 'SUPPORT' tabs. The main content area is titled 'AT&T IP Flexible Reach' and 'AT&T Premier', with 'Department: Sales Group ID: 000123456'. The interface is divided into several sections: 'AT&T IP Flexible Reach Quick Links' (3) containing links for Customer Portal, Resources, Reports, and Manage Users; 'Messages' (7) with planned maintenance notifications; 'Support' (8) with various help links; and 'Quick Help' (9) at the bottom right. A search bar for users is also visible in the 'Manage Users' section.

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



The screenshot shows the AT&T user profile management interface. At the top, there is the AT&T logo and a navigation bar with 'MANAGE' and 'SUPPORT' tabs. The main content area is titled 'My Profile' and is divided into three sections: 'Contact Information', 'Profile Information', and 'User IDs'. Each section contains user details and an 'Edit' icon.

**AT&T**

**MANAGE** **SUPPORT**

### My Profile

#### Contact Information

**Name** [Edit](#)  
Calnet Department

**Contact Phone Numbers** [Edit](#)  
Primary Number: 5552221234  
Alternate Number: 5552225678

**Contact Email Address** [Edit](#)  
calnettraining@att.com

**Postal Address** [Edit](#)  
1234 Calnet Training St  
Sacramento, CA 95821

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#### Profile Information

**Username**  
calnetdept

**Password** [Edit](#)  
\*\*\*\*\*

---

#### User IDs

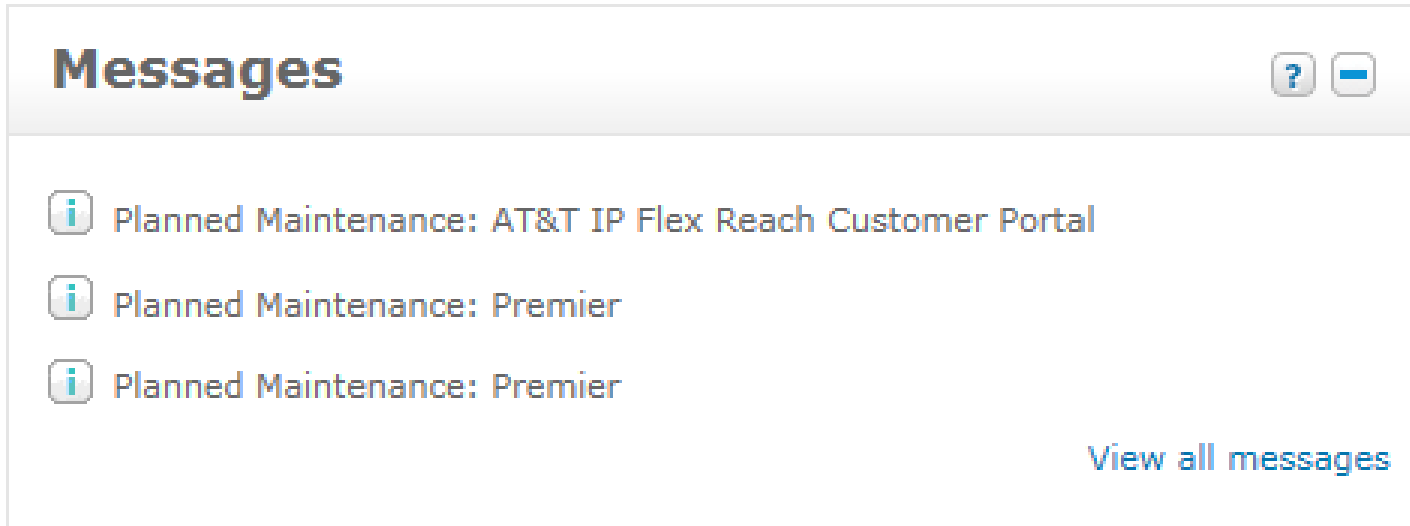
cdepartmenttcm | Company Administrator - IP Flex

[Manage user IDs](#)

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



## Viewing the Messages section



The screenshot shows a window titled "Messages" with a help icon and a close icon in the top right corner. Below the title bar, there are three messages, each preceded by an information icon (i). The messages are:



- Planned Maintenance: AT&T IP Flex Reach Customer Portal
- Planned Maintenance: Premier
- Planned Maintenance: Premier

In the bottom right corner of the messages area, there is a blue link that says "View all messages".

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



# Accessing Quick Help

**AT&T IP Flexible Reach Quick Links**  

Quickly access the Customer Portal pages you need to manage the users in your department.

**Note:** All of these links open a new window.

---

AT&T IP Flexible Reach Customer Portal  
[View AT&T IP Flexible Reach Customer Portal home](#)

---

Resources  
[View or edit AT&T IP Flexible Reach profile](#)  
[View users](#)

---

Reports  
[View reports](#)

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





# Accessing the Enhanced IP Flexible Reach dashboard

AT&T Log out

Calnet Department | My Profile

MANAGE SUPPORT

AT&T IP Flexible Reach

## AT&T Premier

**Department: Sales Group ID: 000123456**

### AT&T IP Flexible Reach Quick Links

Note: All of these links open a new window.

[AT&T IP Flexible Reach Customer Portal](#)  
**[View AT&T IP Flexible Reach Customer Portal home](#)**

Resources  
[View or edit AT&T IP Flexible Reach profile](#)  
[View users](#)

Reports  
[View reports](#)

### Messages

- Planned Maintenance: AT&T IP Flex Reach Customer Portal
- Planned Maintenance: Premier
- Planned Maintenance: Premier

[View all messages](#)

### Support

Need help administering your department's profile information, users, features, or more? Click these links for full procedures. **Note:** All of these links open a new window.

- All topics
- FAQ
- Get started
- About departments
- Manage users
- Manage inbound features
- Reports

### Manage Users

Search for a User

Public number

[Advanced search](#) Note: This link opens a new window.

Manage Users  
[Manage Premier user profiles](#)  
[Manage user logins](#) Note: This link opens a new window.

- 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



Profile Information: Department Administrator

## AT&T Enhanced IP Flexible Reach Dashboard

The dashboard is divided into three main sections, each with a red circle and a number indicating its order:

- 1. Department:** A box with the title "Department" and a help icon. It contains two links: "View Department" and "View Users".
- 2. Directory Number Search:** A box with the title "Directory Number Search" and a help icon. It contains a "View all Users" link, a search input field with the placeholder "Enter Public Number" and a "Go" button, a "Search Range" section with "Public Number(s):" and "Extension(s):" labels, each followed by two input boxes and a "Go" button.
- 3. Quick Links:** A box with the title "Quick Links" and a help icon. It contains one link: "View enterprise contact".

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



## Resources tab – Department – Profile

HOME RESOURCES ADMINISTRATORS USER MANAGEMENT REPORTS

Department Enterprise

### Department: Sales

Profile Department Users Public Number Ranges

## Profile ?

**Department Name:** Sales  
**Department Type:** Group  
**Group Name:** West Coast  
**Group ID:** 000123456

- Display the Department profile by clicking the Department tab.



# Resources tab – Department – Department Users

Department: Sales

Profile Department Users Public Number Ranges

**Users (1)** ?

[Download Department Users List](#) 1

▼ Search ?

Last Name Contains  + [Search](#) 2

Page 1 of 1 | 1 | ...▼

Last Name	First Name	Public Number	Private Number	Action
5558010010	User	555-801-0010	7-8010010	<a href="#">Edit</a> <span>4</span>

Page 1 of 1 | 1 | ...▼

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

Department: Sales

The screenshot shows the 'Public Number Ranges' section of a department administrator interface. At the top, there are tabs for 'Profile', 'Department Users', and 'Public Number Ranges'. The main heading is 'Department Public Number Ranges (1)' with a help icon. Below this is a link to 'Download Department Public Number Ranges List'. A search bar is present with a dropdown menu for 'Public Number', a dropdown for 'Contains', and a 'Search' button. Below the search bar is a table with one row containing '555-801-0010 (1)' and an 'Action' column with a 'View Details' icon. The page number 'Page 1 of 1 | 1 | ...' is shown at the bottom right of the table area. Three red circles with numbers 1, 2, and 3 highlight the download link, the search button, and the 'View Details' icon, respectively.

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



### Enterprise: Calnet - 100012345

Enterprise Contact

## Enterprise Contact

Enterprise Name: Calnet  
Enterprise ID: 1000123456  
Support Email: calnettraining@att.com

<b>Name:</b>	Jane Doe	<b>Name:</b>	CPE Vendor
<b>Number:</b>	555-555-1234	<b>Number:</b>	555-555-4567
<b>Email Address:</b>	janedoe@att.com	<b>Email Address:</b>	CPEVendor@email.com
<b>Wireless Number:</b>	<i>Not Specified</i>	<b>Wireless Number:</b>	<i>Not Specified</i>
<b>Role:</b>		<b>Role:</b>	

- 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

The screenshot shows the 'Administrators' tab in a navigation menu, highlighted with a red circle '1'. Below the menu is the title 'Administrators (2)' with a help icon. A search bar is present with a dropdown menu for 'Type' (set to 'Department'), 'Equal To' (set to 'All Types'), and a 'Search' button highlighted with a red circle '2'. Below the search bar is a table of administrators, with the table header highlighted by a red circle '3'. The table has columns for Type, Last Name, First Name, Group Name, and Department Name. The first row shows a Department administrator named Jane Doe in the West Coast group, Sales department. The second row shows an Enterprise administrator named Fred Smith in the All group, All department.

Type	Last Name	First Name	Group Name	Department Name
Department	Doe	Jane	West Coast	Sales
Enterprise	Smith	Fred	All	All

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

The screenshot displays the 'User Management' interface. At the top, a navigation bar includes tabs for 'HOME', 'RESOURCES', 'ADMINISTRATORS', 'USER MANAGEMENT', and 'REPORTS'. The 'USER MANAGEMENT' tab is selected and circled with a red '1'. Below the navigation bar, there are links for 'Users' and 'Bulk Management'. The main content area is titled 'Users (3)' with a help icon. A search bar is present with a dropdown menu set to 'Last Name', a search type dropdown set to 'Contains', an empty search input field, and a 'Search' button circled with a red '2'. Below the search bar is a table of users. The table has columns for 'Last Name', 'First Name', 'Public Number', 'Private Number', 'Group ID', and 'Action'. The first row is circled with a red '3'. The 'Action' column for the second row contains an edit icon circled with a red '4'. The page number 'Page 1 of 1 | 1 | ...' is visible in the top right corner of the table area.

Last Name	First Name	Public Number	Private Number	Group ID	Action
5558010010	User	555-801-0010	7-8010010	000123456	
5558010011	User	555-801-0011	7-8010011	000123456	
5558010012	User	555-801-0012	7-8010012	000123456	

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	 <b>2</b>
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

User: 5558010010, User

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

## Outbound Features ?

Feature	Status	Action
<b>1</b> Account Codes	Not Required	 <b>3</b>
Dial Restrictions <b>2</b>	Group	

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

User: 5558010010, User

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

## Mobility Features ?

**i** Before this user can make or receive calls with the IP Flexible Reach Mobile Client:

1. Mobile Client must be enabled using the Edit operation on this page (if available).
2. **Mobile Client Inbound Calls** must be enabled in the [User Profile](#).
3. The user's **Mobile Client Telephone Number** must be added to the [User Profile](#).
4. The user must have portal access so they can reset their initial password and retrieve their Mobile Client credentials.

**Mobile Client Status:** Enabled Edit

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



# User Management tab – Users – Call Logs

User: 5558010010, User

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

## Call Logs

Last updated: 04/19/2018, 8:43 PM [Refresh Calls](#)

Show: 

- All Call Types
- Dialed Calls
- Missed Calls
- Deflected Calls
- Received Calls

Page 1 of 3 | < 1 2 3 > | ...

Type	Date	Time	From/To	Phone Number
	02/20/2018	11:45 AM	UNASSIGNED	555-555-1234
	02/09/2018	3:13 PM	UNASSIGNED	555-555-1234
	02/09/2018	3:13 PM	UNASSIGNED	555-555-1234
	02/09/2018	3:13 PM	UNASSIGNED	555-555-1234
	02/01/2018	2:32 PM	Unavailable	555-555-1234

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

User: 5558010010, User

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

## Profile

**1** [Edit](#)

**Last Name:** 5558010010  
**First Name:** User  
**Public Number:** 555-801-0010  
**Private Number:** 7-8010010  
**Calling Line ID:** User's Public Number  
**Email Address:** calnet@att.com  
**Time Zone:** (GMT-05:00) US Central Time  
**Trunk Call Routing:** CiscoTCR  
**Group:** West Coast - 000123456  
**Department:** Sales  
**User Portal Access:** Not Configured - [Submit Request](#) **2**  
**Mobile Client Application Credentials:** ⓘ  
User Id: Calnetraining  
Password: \*\*\*\*\*  
**Mobile Client Telephone Number:** Not Specified  
**Mobile Client Inbound Calls:** Disabled

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

User: 5558010010, User

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

## Schedules (3)

[Create Schedule](#)

▼ Search

Schedule Name Contains  [+](#) [Search](#)

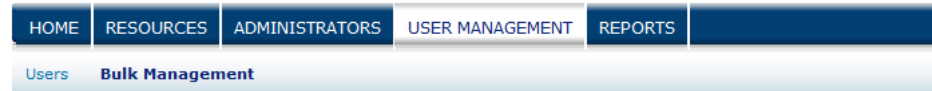
Page 1 of 1 | 1 | ...

Schedule Name	Type	Level	Actions
ABC Bus Hrs	Time	Enterprise	<a href="#">✎</a> <a href="#">🗑️</a>
ABC NBus Hrs	Time	Enterprise	<a href="#">✎</a> <a href="#">🗑️</a>
Call Forwarding	Time	Enterprise	<a href="#">✎</a> <a href="#">🗑️</a>

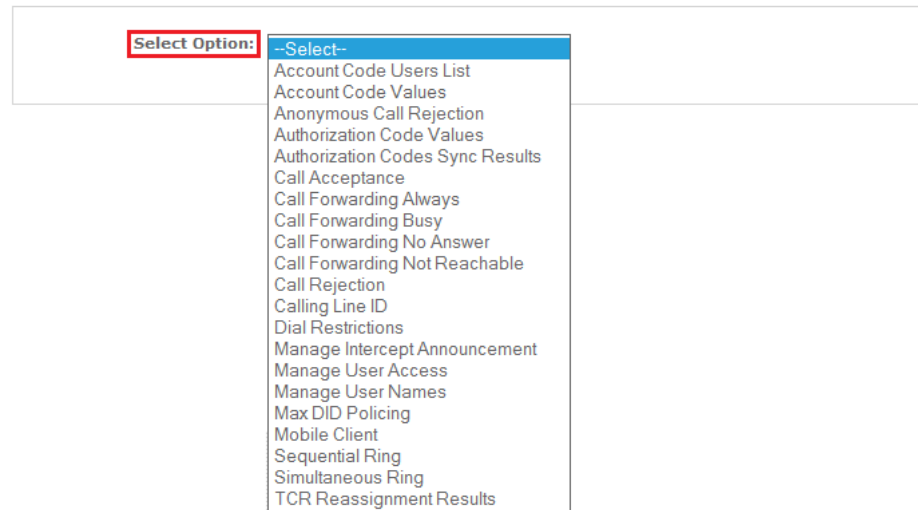
1. To create a new schedule, click **Create Schedule**.
2. To search for specific schedules, use the Search tool.
3. To view a schedule, click the Schedule Name.
4. Use the Actions icons to edit or delete a specific schedule.



# User Management tab – Bulk Management



## 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

HOME RESOURCES ADMINISTRATORS USER MANAGEMENT REPORTS

Users Bulk Management

## Bulk Management

Select Option: Simultaneous Ring

1 Download Template: [Simultaneous\\_Ring.csv](#)

2 Upload: [Upload template](#)

3 Result Log [Refresh Log](#)

No entries found.

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

The screenshot shows a navigation menu at the top with tabs for HOME, RESOURCES, ADMINISTRATORS, USER MANAGEMENT, and REPORTS. The REPORTS tab is highlighted and circled with a red '1'. Below the menu, the word 'Reports' is displayed. Underneath, there are two sub-tabs: 'Department Reports' and 'New Reports'. The 'New Reports' sub-tab is active. Below this, the heading 'New Reports' is shown in orange. A list of report links is displayed, including 'Inventory', 'User Inventory Report', 'Group Inventory Report', 'Feature Configuration Report', 'Service Usage', 'Account Code Summary Report', 'Authorization Code Summary Report', 'Call Transfer/Forward Report', 'Inbound Call Detail Report', and 'Outbound Call Detail Report'. A red circle with the number '2' is placed next to the 'Service Usage' link.

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

MANAGE SUPPORT

## Support

Online help provides detailed information and step-by-step procedures. To view topics within a category, click + (plus sign). To view all categories, click **Expand all**.

[Collapse all](#) | [Expand all](#)

**Getting Started**

These topics provide information about using Premier and the IP Flexible Reach Customer Portal, and they show procedures for viewing contacts and administrators. **Note:** All of these links open a new window.

- [Use Customer Portal](#)
- [Use Customer Portal Search](#)
- [View Enterprise Contacts](#)
- [Glossary](#)
- [Frequently Asked Questions](#)

**Group Management**

These topics provide detailed procedures for managing your group, group trunk group, users, and features. **Note:** All of these links open a new window.

- [Manage Group Trunk Group Profiles](#)
- [Manage User Profiles](#)
- [Manage User Access to Customer Portal](#)
- [Manage User Features](#)
- [Manage Bulk Features](#)

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](mailto:CalnetTraining@att.com)
- Please complete our survey.



# Questions and answers



