

CALNET: IP Flexible Reach: End user participant guide

Version 1.0



Covered topics

- What is AT&T IP Flexible Reach?
- Logging into Premier for IP Flexible Reach
- IP Flexible Reach End User screen
 - Home
 - Resources
 - Administrators
- 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 End User screen

The screenshot shows the AT&T IP Flexible Reach end user interface. At the top left is the AT&T logo. At the top right, there are links for "Premier home" and "Log out" (callout 1). Below the logo is a navigation bar with "MANAGE" and "SUPPORT" tabs, and a user profile section showing "Calnet User | My Profile" (callout 2). The main content area is titled "AT&T Premier" and "AT&T IP Flexible Reach". It features three main sections: "AT&T IP Flexible Reach Quick Links" (callout 3), "Messages" (callout 6), and "Support" (callout 7). The "Quick Links" section includes links for "AT&T IP Flexible Reach Customer Portal" (callout 3), "My Information" (callout 4), and "Resources" (callout 5). The "Messages" section shows a notification about a customer portal downtime with a "View all messages" link. The "Support" section contains a help message and several links: "Use AT&T IP Flexible Reach Customer Portal" (callout 7), "Use AT&T IP Flexible Reach Customer Portal Search", "Manage Assigned Features", "View Call Logs", and "View Personal Information" (callout 8).

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



Modifying your profile information

MANAGE **SUPPORT**

My Profile

Contact Information

Name [Edit](#)
Calnet User

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

Profile Information

Username
Calnetuser

Password [Edit](#)

User IDs

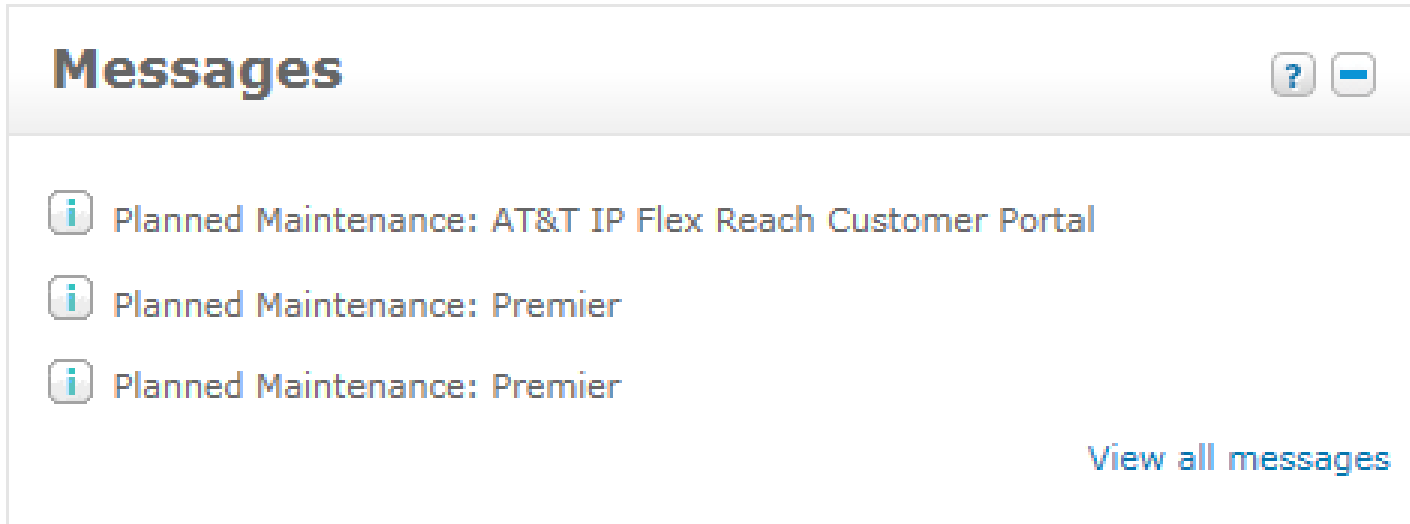
Wireless End User - IP Flex

[Manage user IDs](#)

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



Viewing the Messages section



Messages ? —



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

[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  

Quick Help: Quickly access the tools you need to find your features, call logs, profile, user directory, contacts, and Administrators.

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](#)

My Information
[Features](#)
[Call logs](#)
[Profile](#)

Resources
[View users](#)
[View enterprise contacts](#)
[Search for Administrators](#)

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



Accessing the Enhanced IP Flexible Reach dashboard

The screenshot shows the AT&T Premier dashboard interface. At the top left is the AT&T logo. At the top right are links for 'Premier home' and 'Log out'. Below this is a navigation bar with 'MANAGE' and 'SUPPORT' tabs, and a user profile section showing 'Calnet User | My Profile'. The main content area is titled 'AT&T IP Flexible Reach' and 'AT&T Premier'. The 'AT&T IP Flexible Reach Quick Links' section contains a note: 'Note: All of these links open a new window.' Below the note are two main sections: 'AT&T IP Flexible Reach Customer Portal' and 'My Information'. The link 'View AT&T IP Flexible Reach Customer Portal home' is highlighted with a red box. The 'My Information' section includes links for 'Features', 'Call logs', and 'Profile'. The 'Resources' section includes links for 'View users', 'View enterprise contacts', and 'Search for Administrators'. To the right, the 'Messages' section shows a notification: 'AT&T: IP Flexible Reach Customer Portal Downtime Notification' with a 'View all messages' link. The 'Support' section contains a help message and several links: 'Use AT&T IP Flexible Reach Customer Portal', 'Use AT&T IP Flexible Reach Customer Portal Search', 'Manage Assigned Features', 'View Call Logs', and 'View Personal Information'.

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



Home tab – My Information – Inbound Features

The screenshot shows the AT&T Enhanced IP Flexible Reach user interface. At the top, there is a navigation bar with tabs for HOME, RESOURCES, and ADMINISTRATORS. Below this, the 'My Information' tab is selected, with a sub-tab for 'Directory'. A red circle with the number '1' highlights the 'My Information' tab. Below the navigation bar, the user's name and ID are displayed: 'User: 5558010010, User'. Below this, there is a secondary navigation bar with tabs for Inbound Features, Outbound Features, Mobility Features, Call Logs, Profile, and Schedules. The 'Inbound Features' tab is selected. Below this, the 'Inbound Features' section is displayed, which contains a table with three columns: Feature, Status, and Action. A red circle with the number '2' highlights the 'Inbound Features' section header. The table lists various features, all of which are currently 'Disabled'. A red circle with the number '3' highlights the 'Action' column, specifically the edit icon (a pencil inside a square) for the 'Anonymous Call Rejection' feature.













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AT&T Enhanced IP Flexible Reach

User: 5558010010, User

Inbound Features Outbound Features Mobility Features Call Logs Profile Schedules

Inbound Features

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

1. Display the user profile features by clicking the My Information tab.
 - By default, Status is set to Disabled.
2. View the status of which features are available to the user.
3. To edit your inbound features, click the edit icon.





Home tab – My Information – Outbound Features

User: 5558010010, User

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

Outbound Features ?

| <u>Feature</u> ▼ | Status | Action |
|----------------------------|--------------|--|
| 1 Account Codes | Not Required |  3 |
| Dial Restrictions 2 | 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.



Home tab – My Information – Mobility Features tab

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**.



Home tab – My Information – 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.



Home tab – My Information – 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**.



Home tab – My Information – Schedules

User: 5558010010, User

The screenshot shows a web interface for managing schedules. At the top, there are tabs for Inbound Features, Outbound Features, Mobility Features, Call Logs, Profile, and Schedules. The Schedules tab is active, displaying "Schedules (3)". A "Create Schedule" button is circled with a red "1". Below it is a search bar with a dropdown menu for "Schedule Name", a dropdown for "Contains", an input field, and a "Search" button circled with a red "2". A table below the search bar lists three schedules: "ABC Bus Hrs", "ABC NBus Hrs", and "Call Forwarding". The "ABC Bus Hrs" entry is circled with a red "3". The "Actions" column for "ABC NBus Hrs" is circled with a red "4".

| Schedule Name | Type | Level | Actions |
|-----------------|------|------------|---------|
| ABC Bus Hrs | Time | Enterprise | |
| ABC NBus Hrs | Time | Enterprise | |
| Call Forwarding | Time | Enterprise | |

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.



Home tab – Directory

HOME RESOURCES ADMINISTRATORS

My Information **Directory**

1

Users (6) ?

Search ?

Last Name Contains [] + **2** Search

Page 1 of 1 | 1 | ...

| Last Name | First Name | Public Number | Private Number | Group ID |
|------------|------------|---------------|----------------|-----------|
| 5558010010 | User | 555-801-0010 | 7-8010010 | 000123456 |
| 5558010011 | User | 555-801-0011 | 7-8010011 | 000123456 |
| 5558010012 | User | 555-801-0012 | 7-8010012 | 000123456 |
| 5558010013 | User | 555-801-0013 | 7-8010013 | 000123456 |
| 5558010014 | User | 555-801-0014 | 7-8010014 | 000123456 |
| 5558010015 | User | 555-801-0015 | 7-8010015 | 000123456 |

Page 1 of 1 | 1 | ...

1. List all the users for your Enterprise by clicking on the Directory tab.
2. To search for specific user, use the Search tool.



Resources tab



Enterprise Contact



Enterprise Name: Calnet

Enterprise ID: 1000123456

Support Email: calnettraining@att.com

| | |
|-------------------------|----------------------|
| Name: | Jane Doe |
| Number: | 555-555-1234 |
| Email Address: | janedoe@att.com |
| Wireless Number: | <i>Not Specified</i> |
| Role: | |

| | |
|-------------------------|----------------------|
| Name: | CPE Vendor |
| Number: | 555-555-4567 |
| Email Address: | CPEVendor@email.com |
| Wireless Number: | <i>Not Specified</i> |
| Role: | |

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

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



Administrators tab

HOME RESOURCES ADMINISTRATORS

Administrators (2)

Search

Type Equal To All Types Search

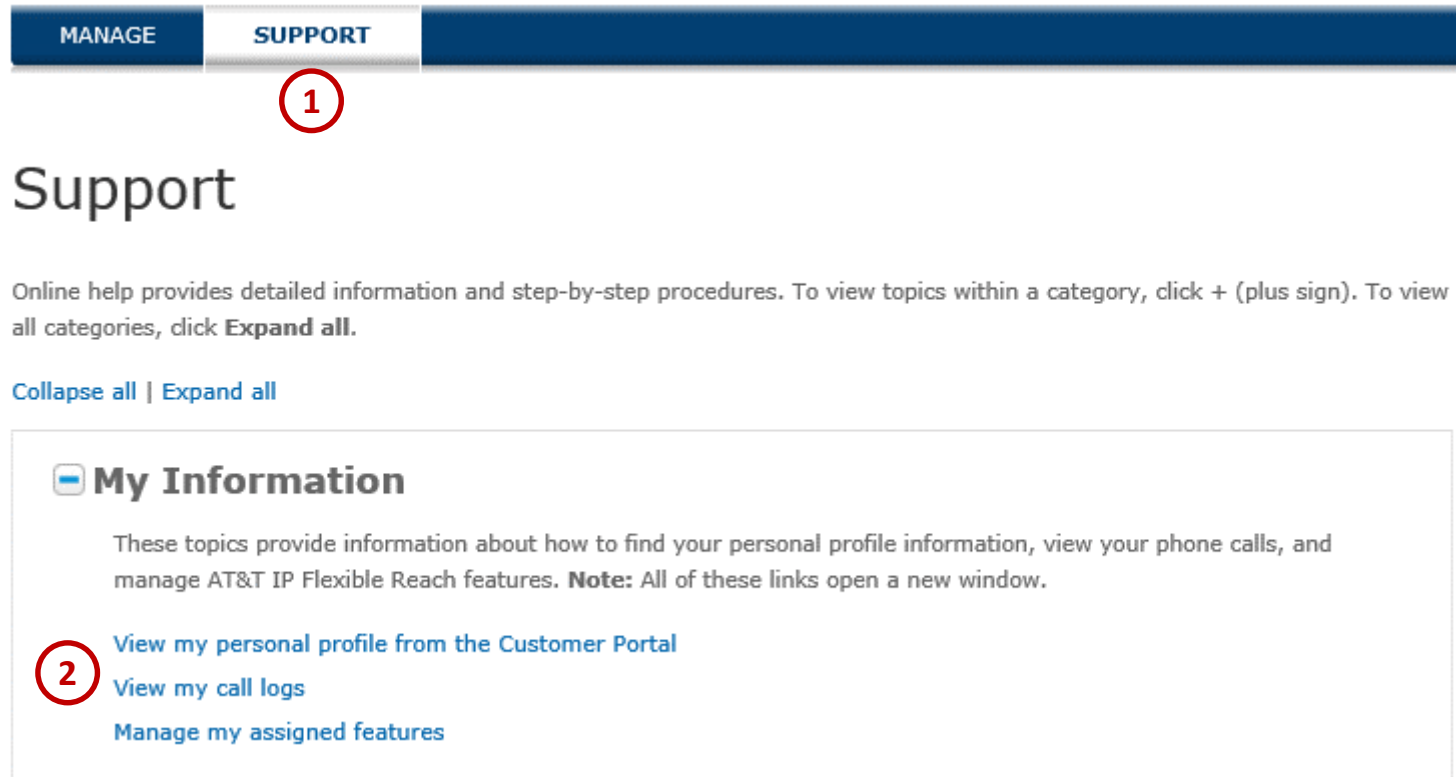
Page 1 of 1 | 1 | ...

| 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.



Support



The screenshot shows a navigation bar with two tabs: 'MANAGE' and 'SUPPORT'. The 'SUPPORT' tab is selected and highlighted with a red circle containing the number '1'. Below the navigation bar, the word 'Support' is displayed in a large font. A paragraph of text explains that online help provides detailed information and step-by-step procedures, and that users can click a plus sign to view topics within a category or click 'Expand all' to view all categories. Below this text are two links: 'Collapse all' and 'Expand all'. A section titled 'My Information' is expanded, showing a list of links: 'View my personal profile from the Customer Portal', 'View my call logs', and 'Manage my assigned features'. The first link in this list is circled in red with the number '2'.

MANAGE SUPPORT

1

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](#)

My Information

These topics provide information about how to find your personal profile information, view your phone calls, and manage AT&T IP Flexible Reach features. **Note:** All of these links open a new window.

2 [View my personal profile from the Customer Portal](#)

[View my call logs](#)

[Manage my assigned features](#)

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



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



