CALNET: IP Flexible Reach:
Group Administrator participant guide

Version 1.0

Covered topics

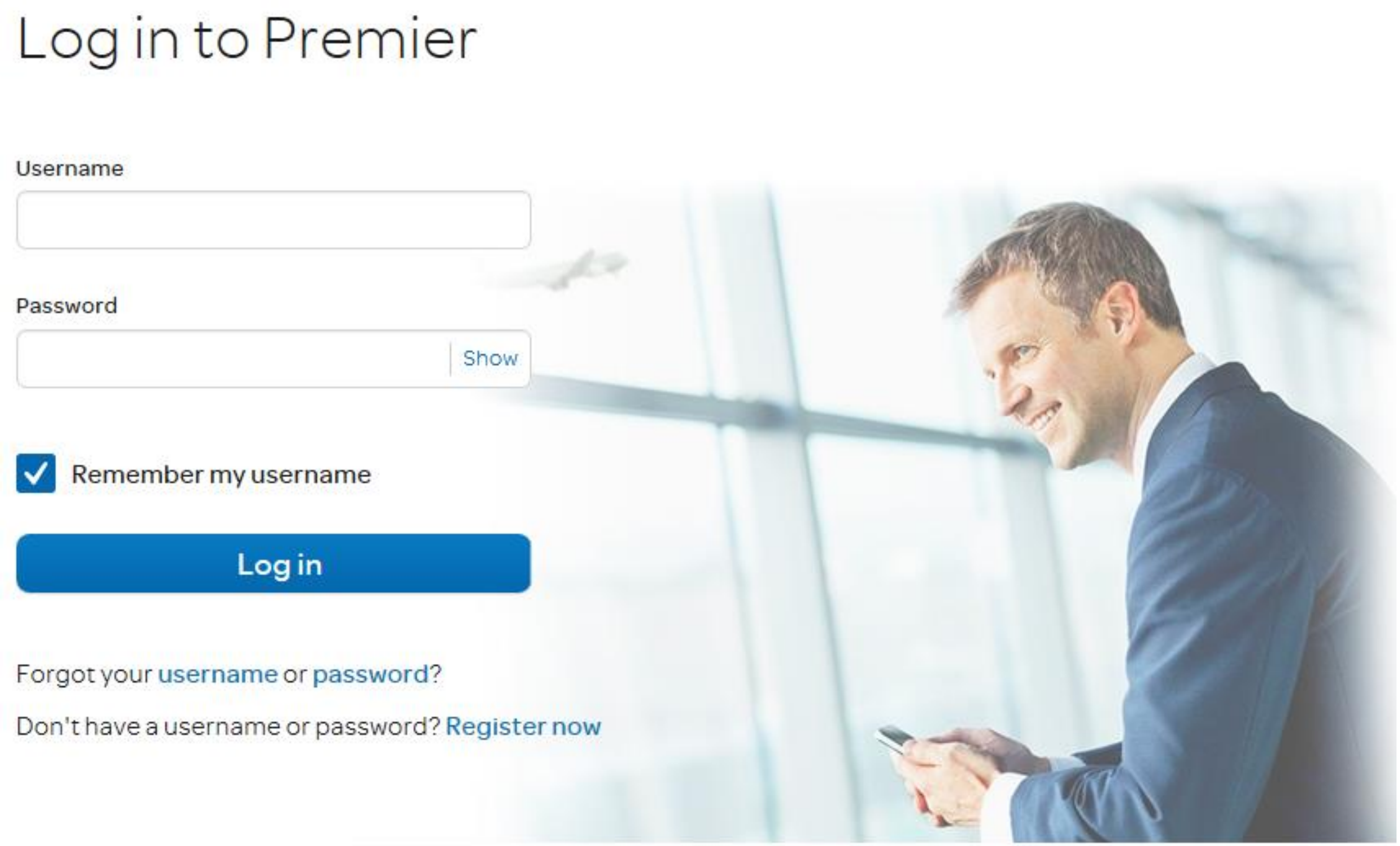
- What is AT&T IP Flexible Reach?
- Logging into Premier for IP Flexible Reach
- IP Flexible Reach Group Administrator screen
- IP Enhanced IP Flexible Reach dashboard
  - Resources
  - Administrators
  - User management
  - Reports
- Additional support
- Questions and answers

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.

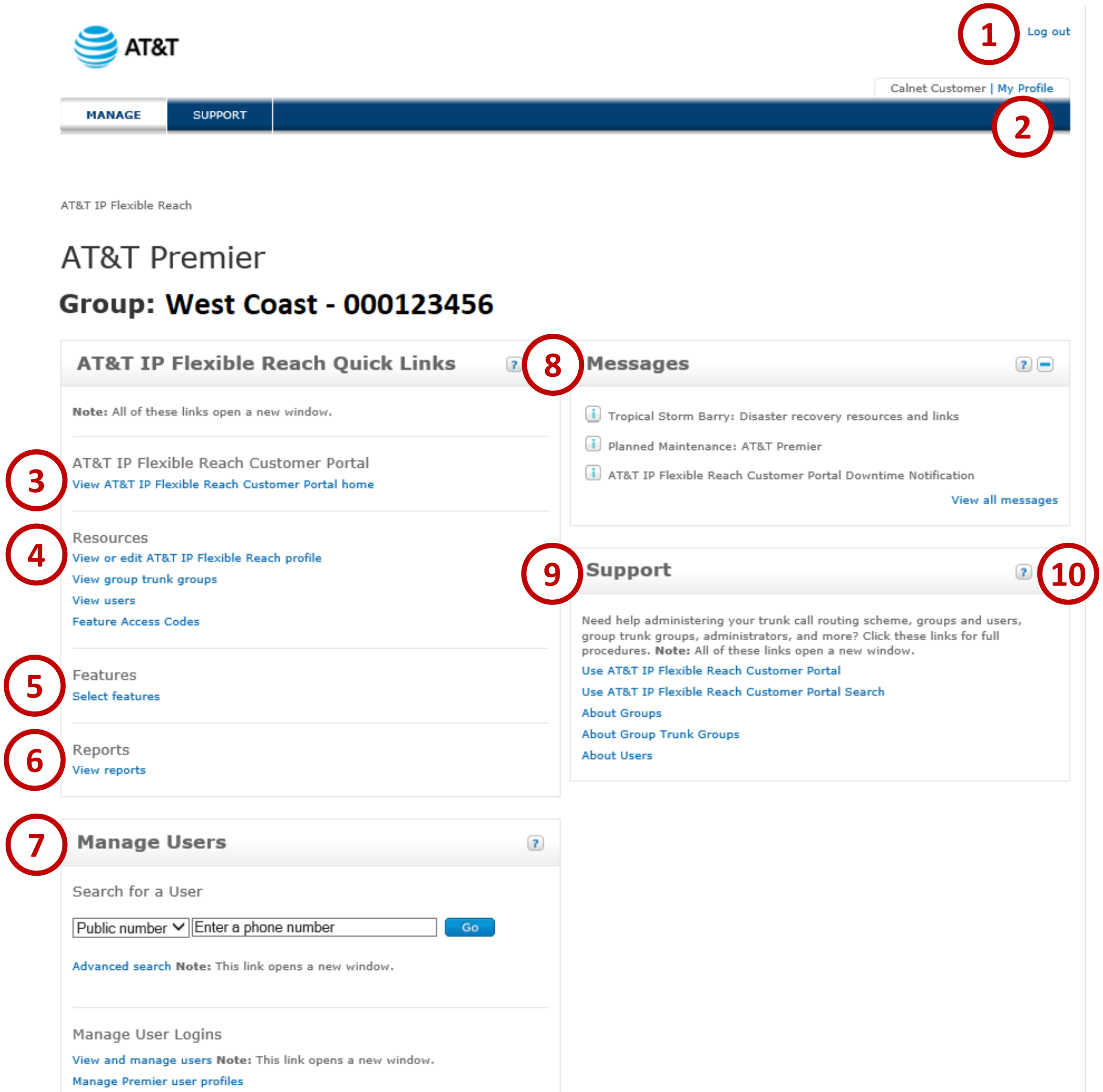
- AT&T IP Flexible Reach can also be referred to as a Session Initiation Protocol (SIP) trunking solution. It is deployed in situations where customers own their own premise's telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. IP Flexible Reach with Managed Internet Service (MIS) or 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



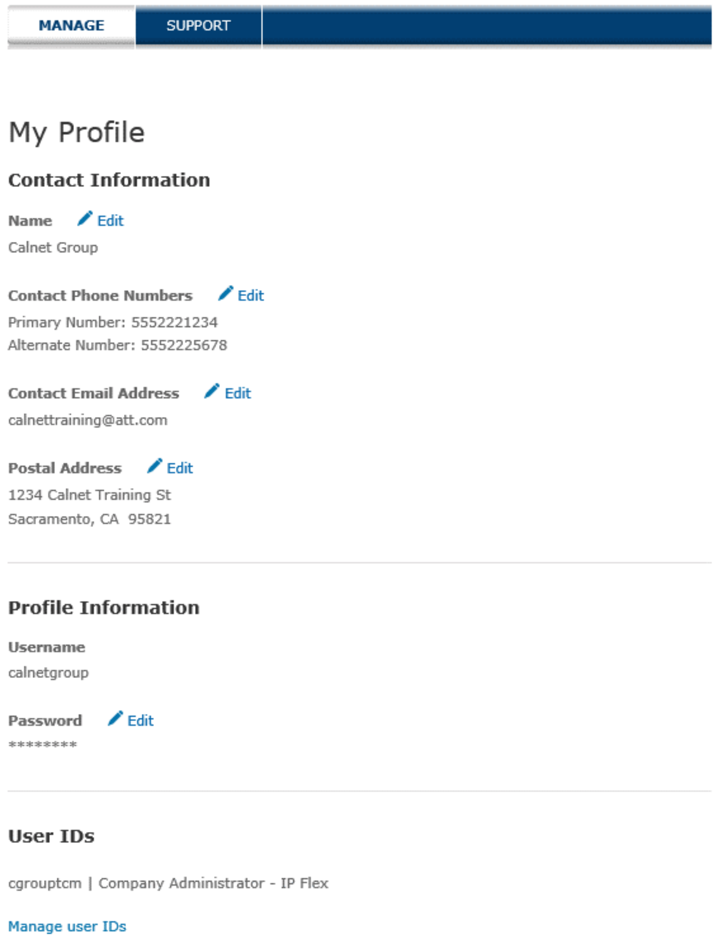
- The User Portal web address: https://www.wireless.att.com/premiercare.
- Enter **Username** and **Password**.
- Select **Log in**.

IP Flexible Reach Group Administrator screen



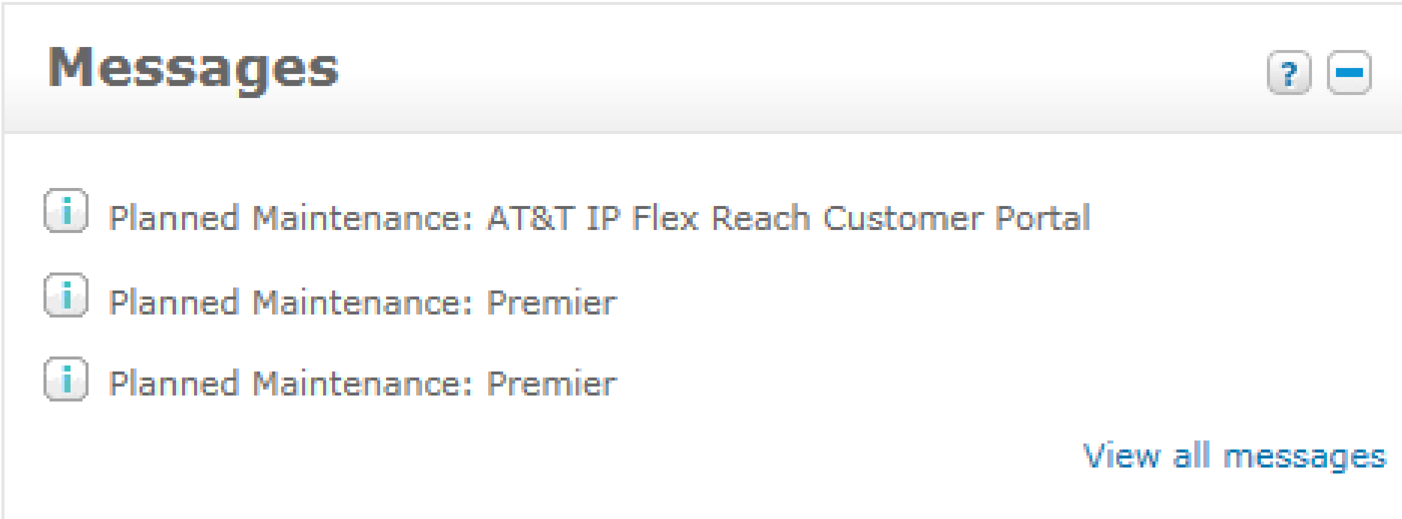
1. Log out
2. My Login Profile
3. Customer Portal
4. Resources
5. Features
6. Reports
7. Manage Users
8. Messages
9. Support
10. Quick Help

Modifying your profile information



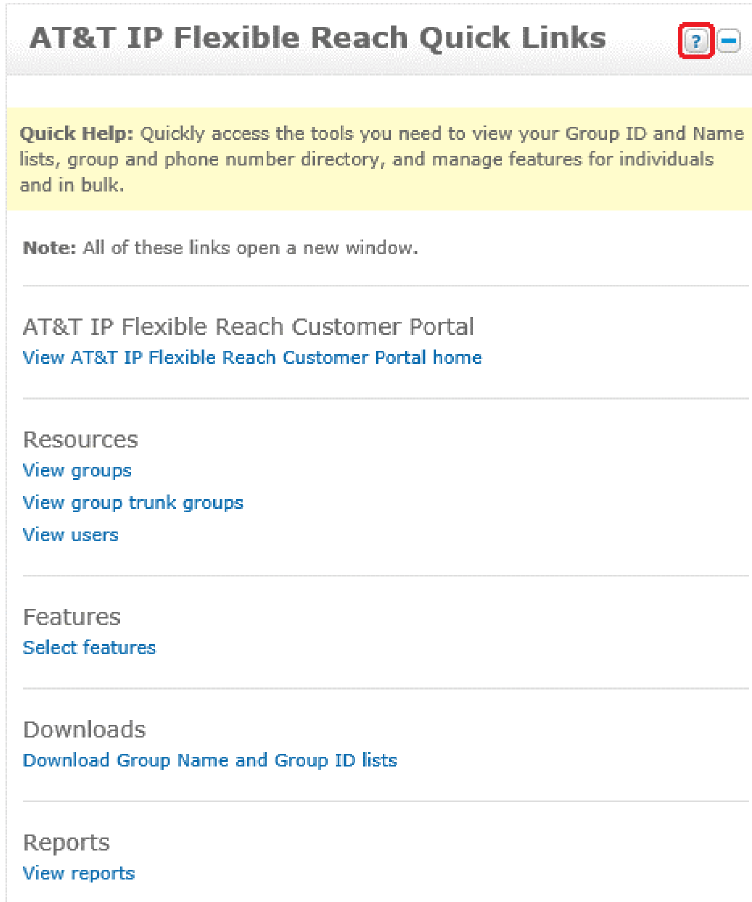
- Select the corresponding Edit icon to modify your profile information.

Viewing the Messages section



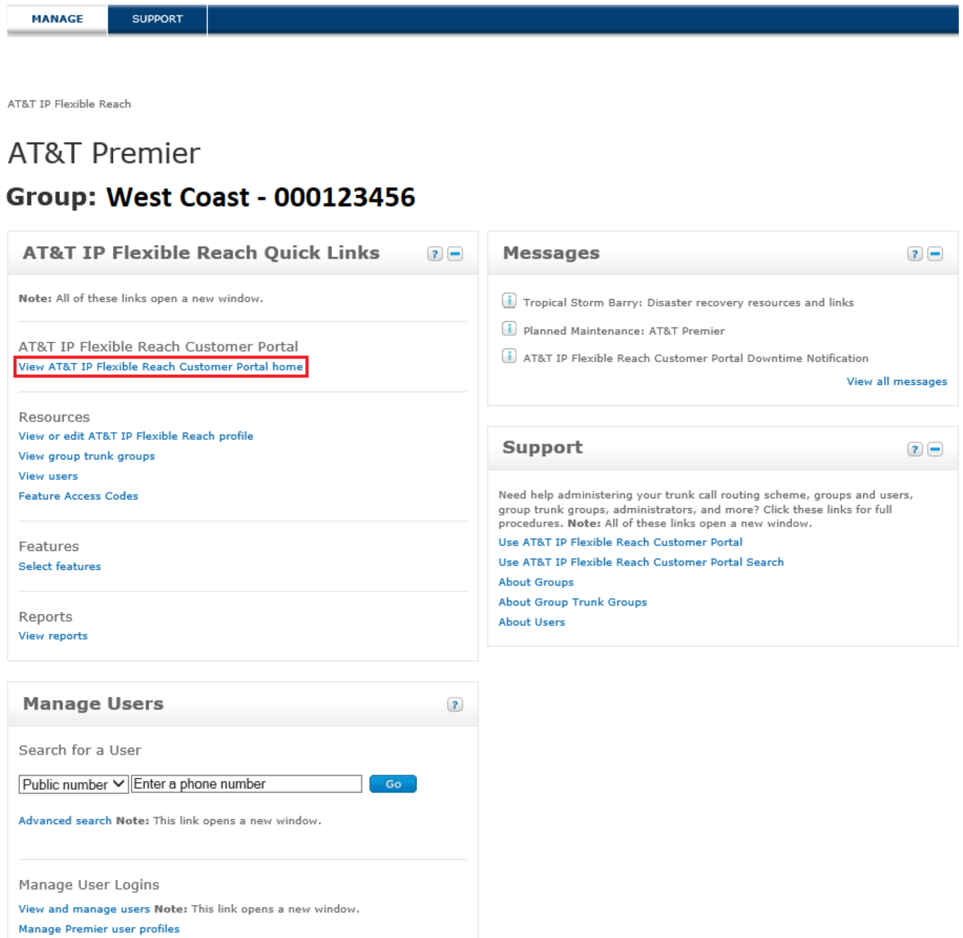
- The Messages section will display any planned maintenance or other important information regarding the status of your IP Flex service.

Accessing Quick Help



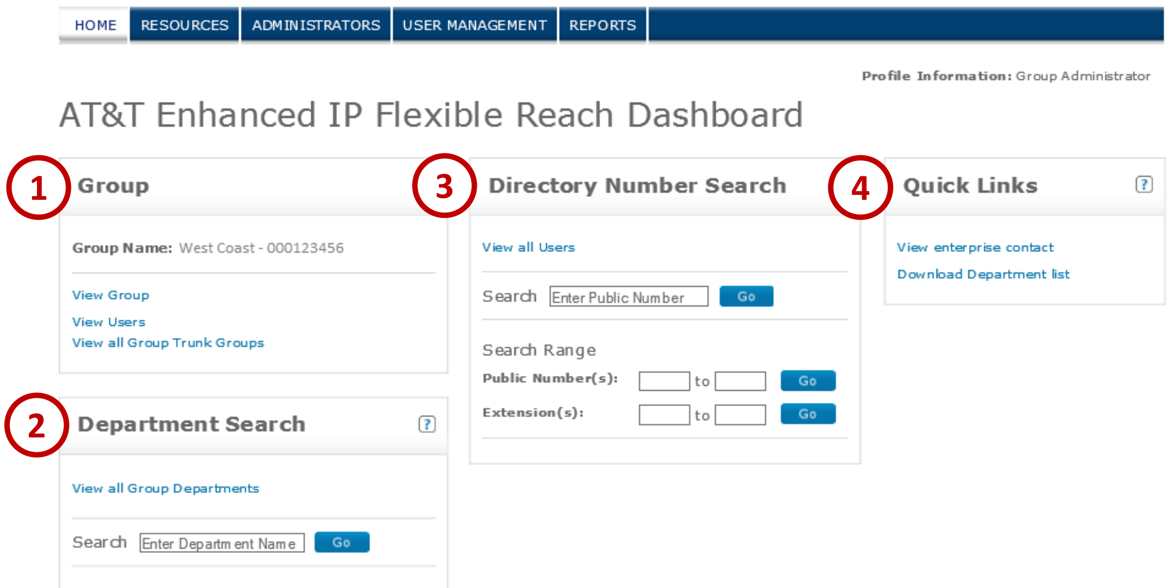
- Quick help on a selected section can be accessed by clicking the **question mark**.

Accessing the Enhanced IP Flexible Reach dashboard



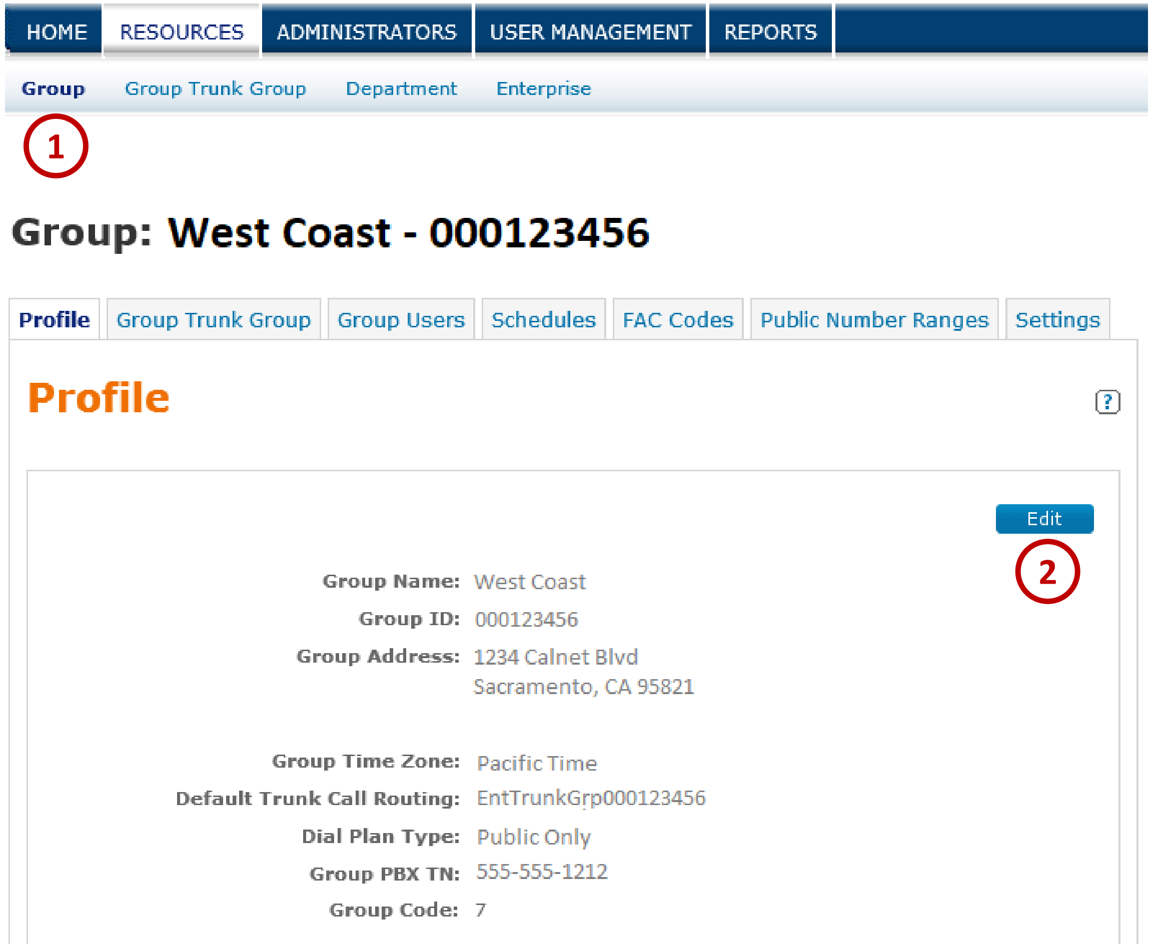
- To access the Enhanced IP Flexible Reach dashboard, select the **View AT&T IP Flexible Reach Customer Portal home** link.

Enhanced IP Flexible Reach dashboard



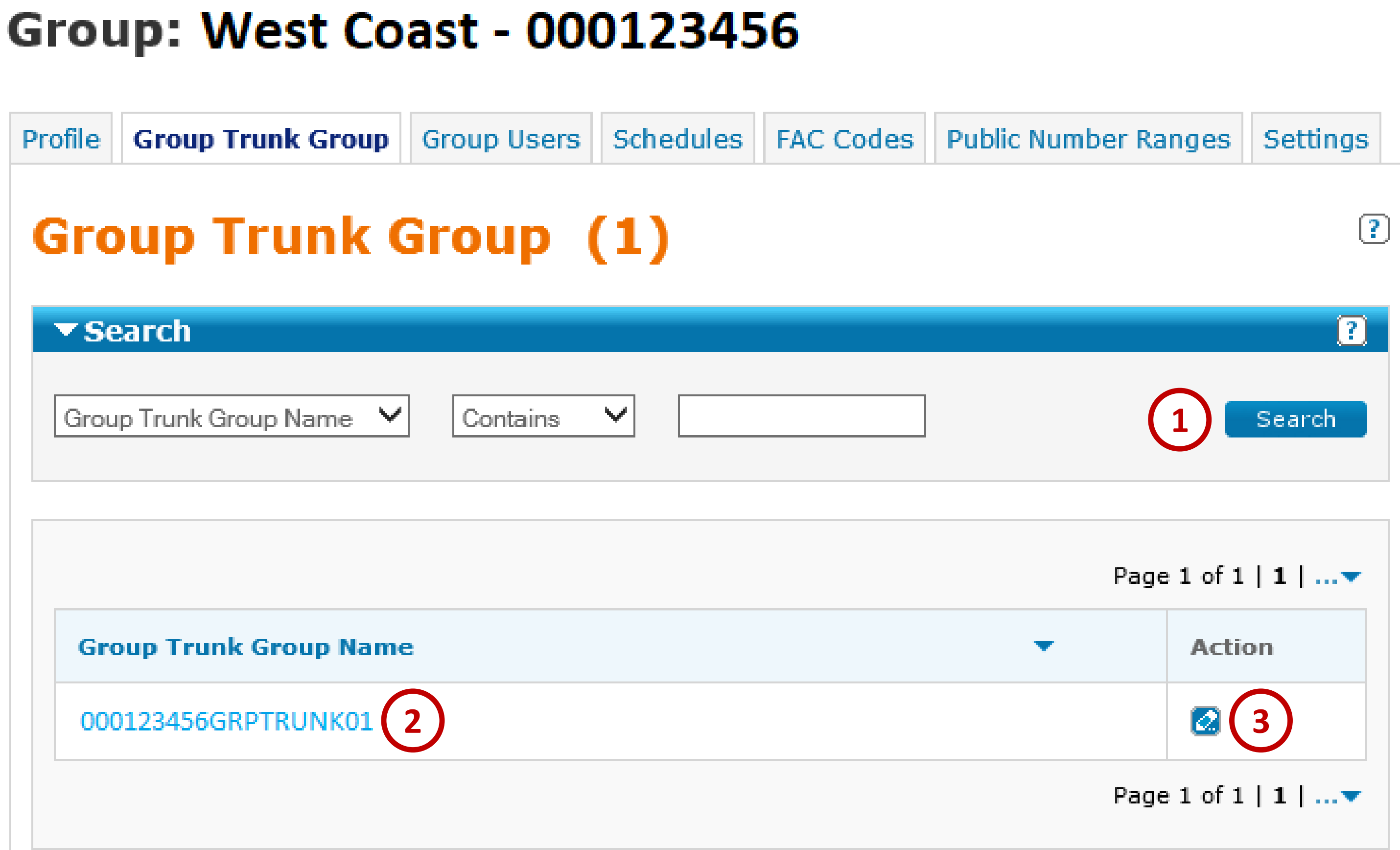
1. Group
2. Department Search
3. Directory Number Search
4. Quick Links

Resources tab – Group – Profile



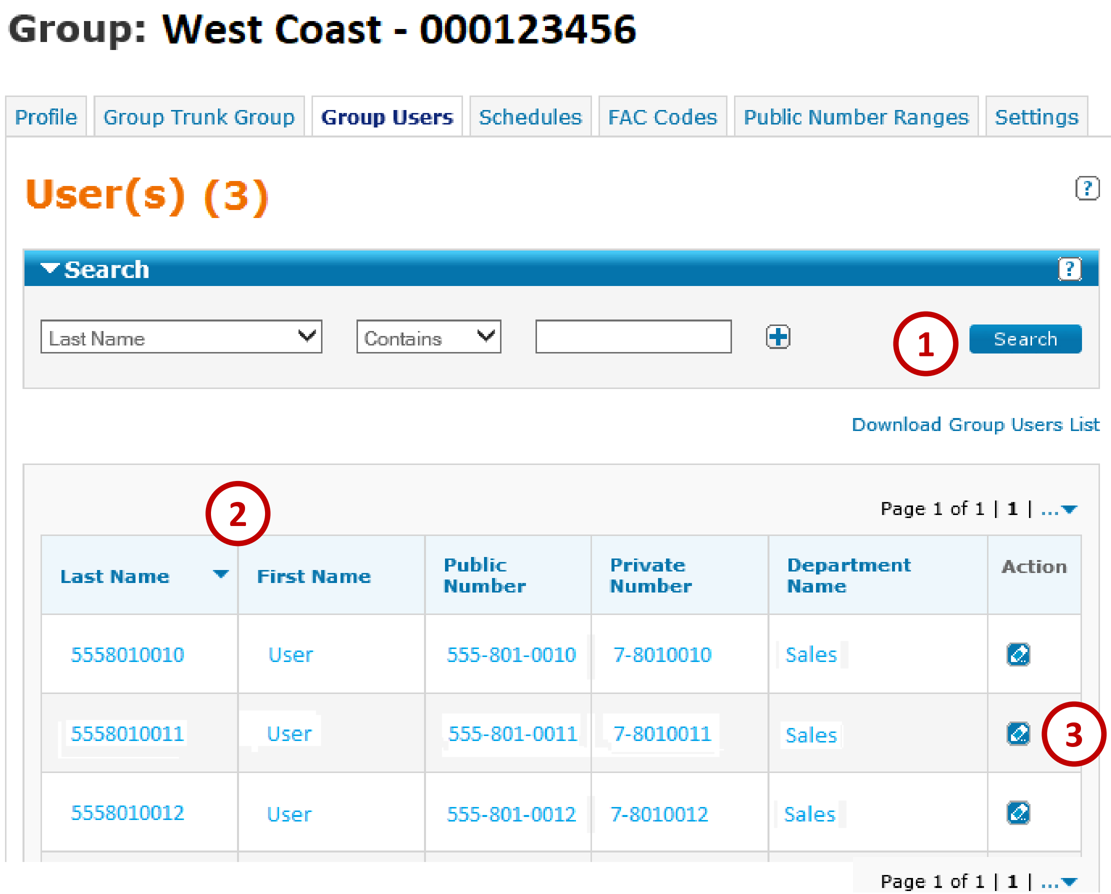
1. Display the Group profile by clicking the Group tab.
2. To change the group name, click **Edit**.

Resources tab – Group – Group Trunk Group



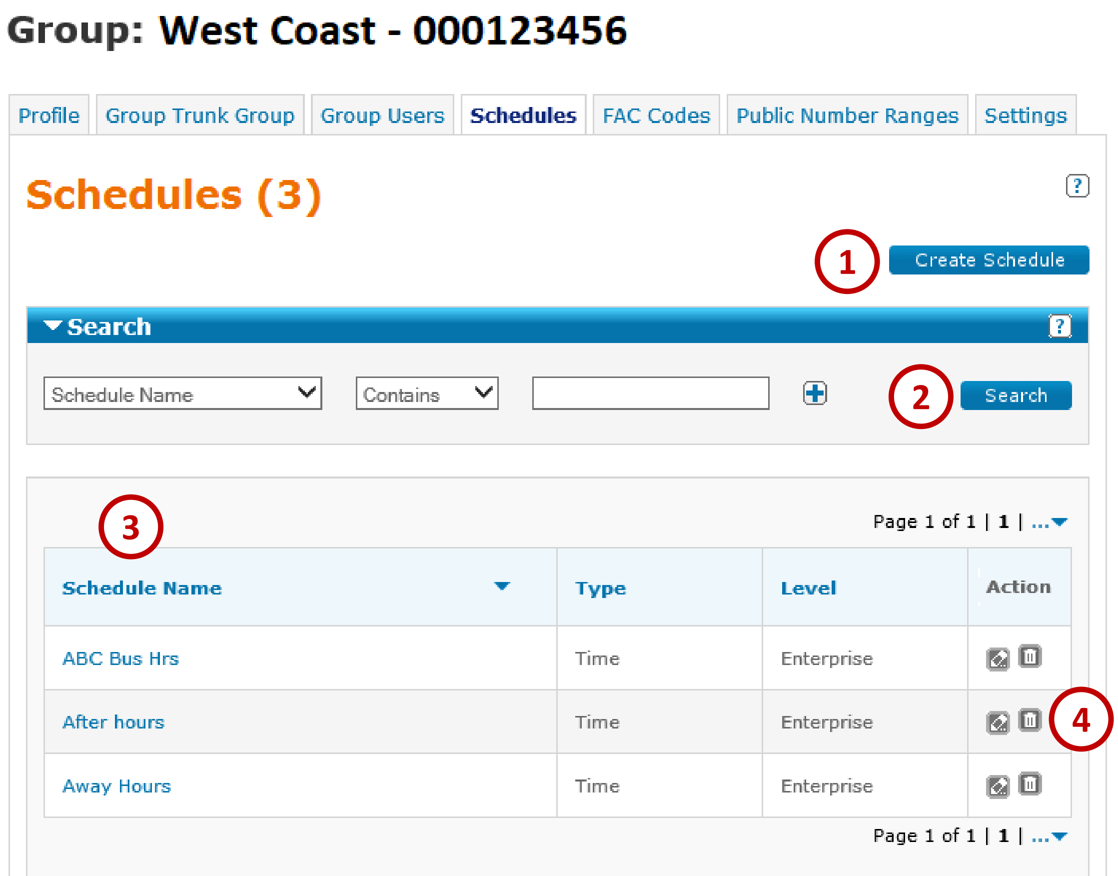
1. To search for a specific group trunk group, use the Search tool.
2. To view details, click a Group Trunk Group Name.
3. To edit the group trunk group, click the edit icon.

Resources tab – Group – Group Users



1. To search for a specific user, use the Search tool.
2. To view a specific user, click the user's first or last name.
3. To edit a user features, click the edit icon.

Resources tab – Group – Schedules



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

Resources tab – Group – FAC Codes

Group: West Coast - 000123456

Profile | Group Trunk Group | Group Users | Schedules | **FAC Codes** | Public Number Ranges | Settings

FAC Codes

?

1 Download FAC Codes

2 Edit

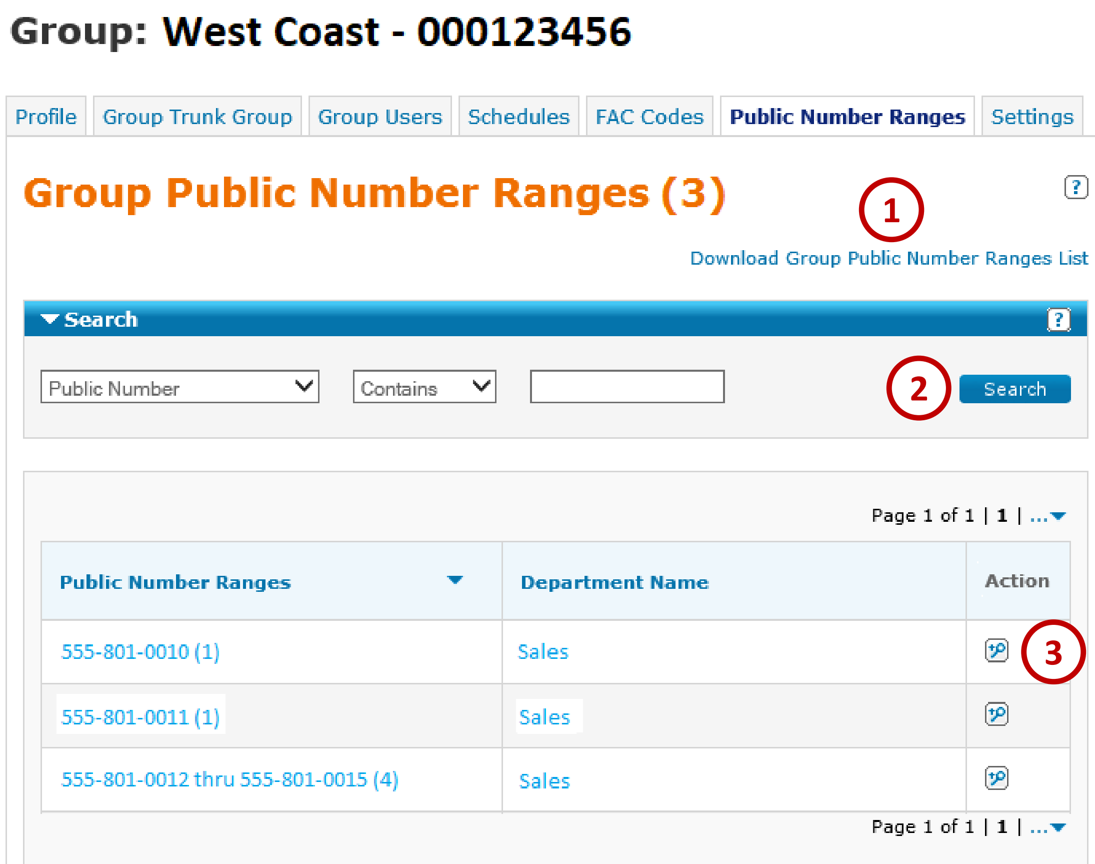
Feature Access Code Name	Main	Alternate
Anonymous Call Rejection Activation	*77	*233
Anonymous Call Rejection Deactivation	*331	*333
Anonymous Call Rejection Interrogation	*52*	--
Call Forwarding Always Activation	*72	--
Call Forwarding Always Deactivation	*73	*340
Call Forwarding Always Interrogation	*21*	--

A feature access code (FAC) is the key sequence a user enters on the phone to enable or disable a feature.

1. To download a list of the FAC codes, click **Download FAC codes**.
2. To update any FAC code's Main or Alternate value, click **Edit**.

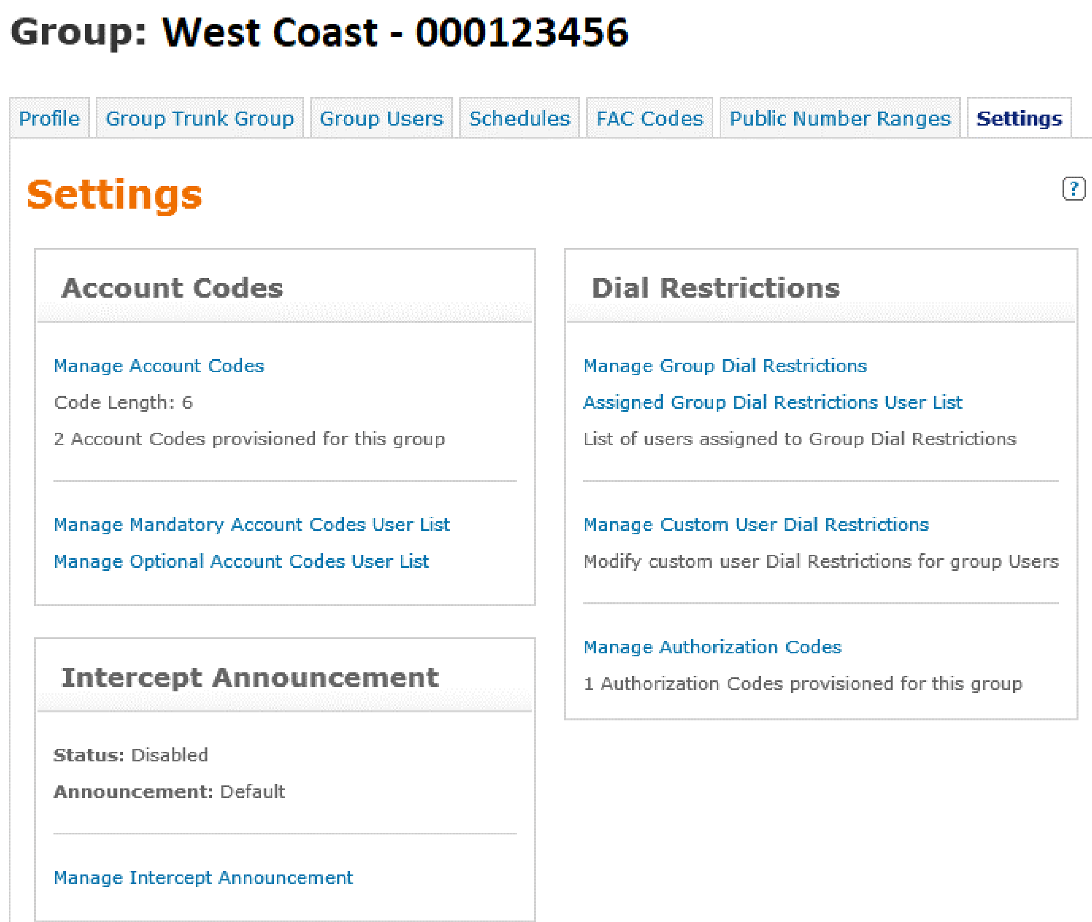
   Note: Each code must have unique Main and Alternate values.

Resources tab – Group – Public Number Ranges



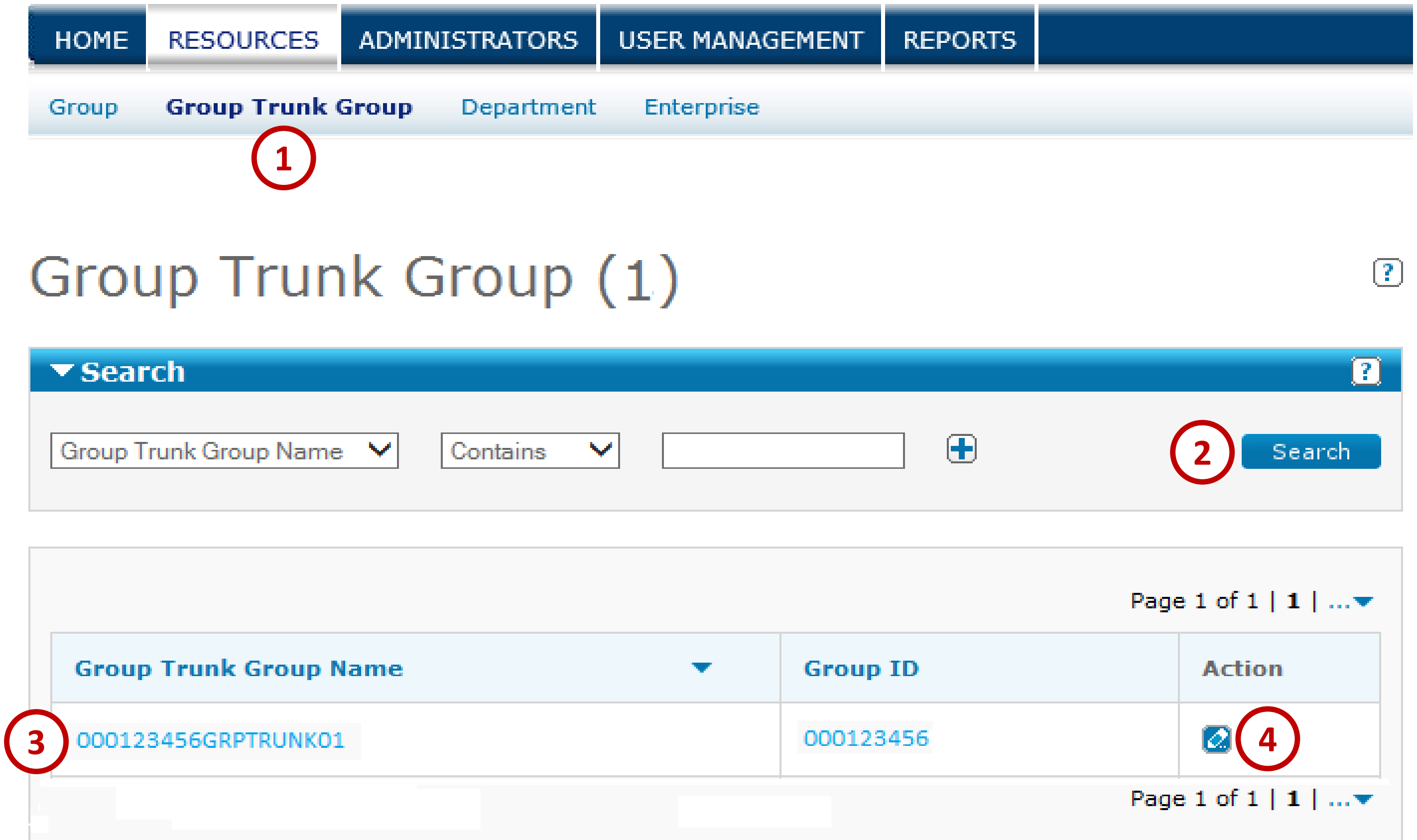
1. To download the list of public number ranges for this group, click **Download Group Public Number Ranges List**.
2. To search for a specific public number range, use the Search tool.
3. To view an expanded list of telephone numbers, click the View Details icon.

Resources tab – Group – Settings



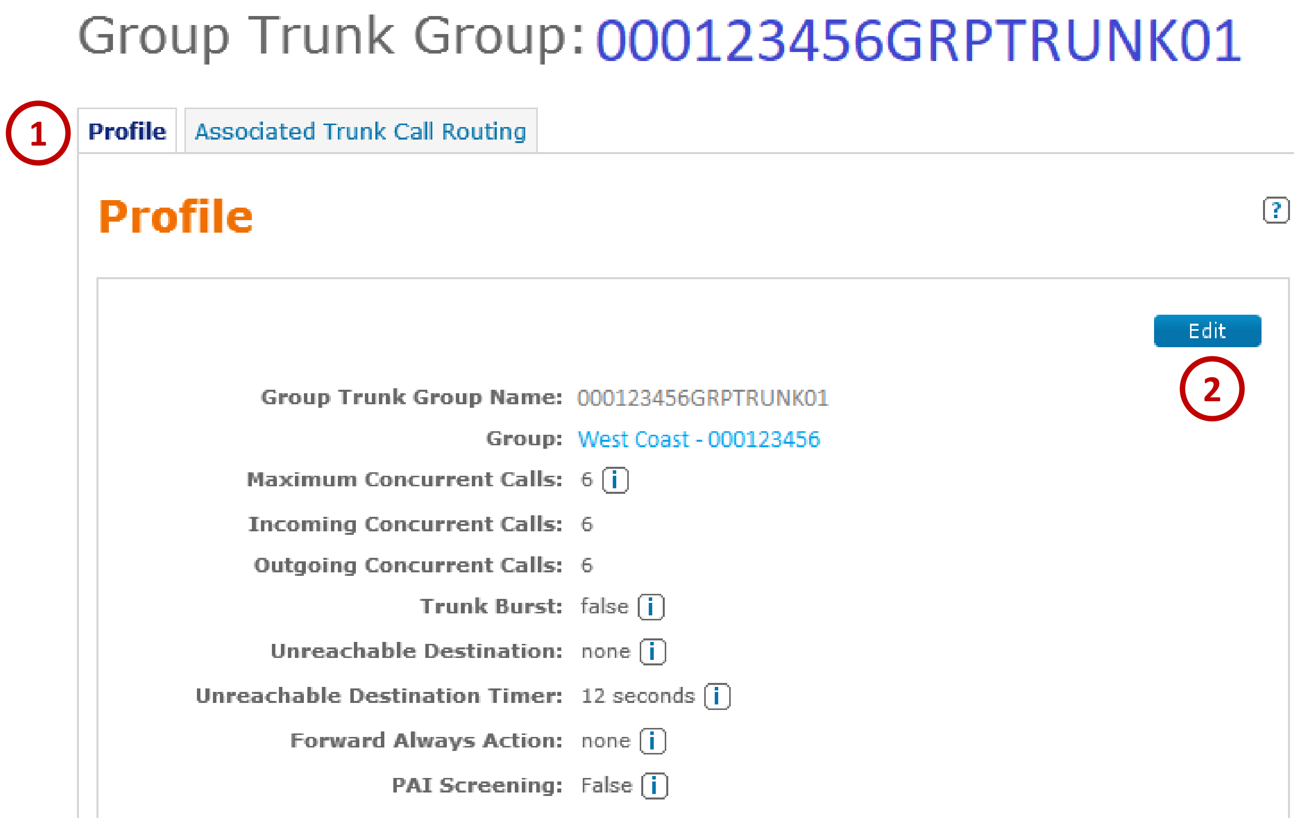
- To manage account codes, dial restrictions, authorization codes, and intercept announcement settings for this group, click the appropriate link.

Resources tab – Group Trunk Group



1. List the group trunk group for this group by clicking the Group Trunk Group tab.
2. To find a specific group trunk group, use the Search tool.
3. To view the group trunk group's details, click the Group Trunk Group Name.
4. To edit a group trunk group, click the edit icon.

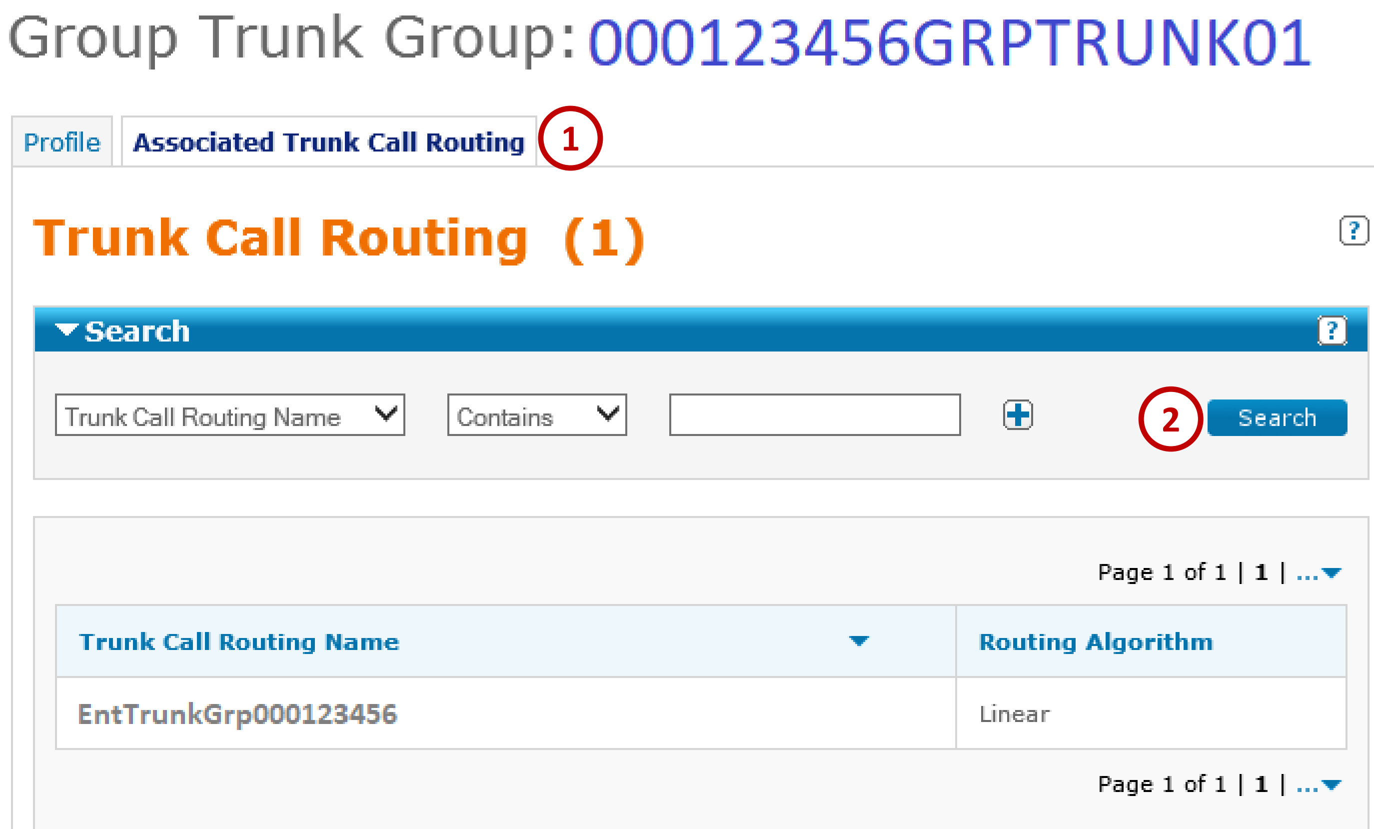
Resources tab – Group Trunk Group Name – Profile



1. Select the Profile tab to display the current group trunk group settings.
2. Click **Edit** to modify the group trunk group settings.

   Note: PAI Screening is for Enterprise Administrators Only.

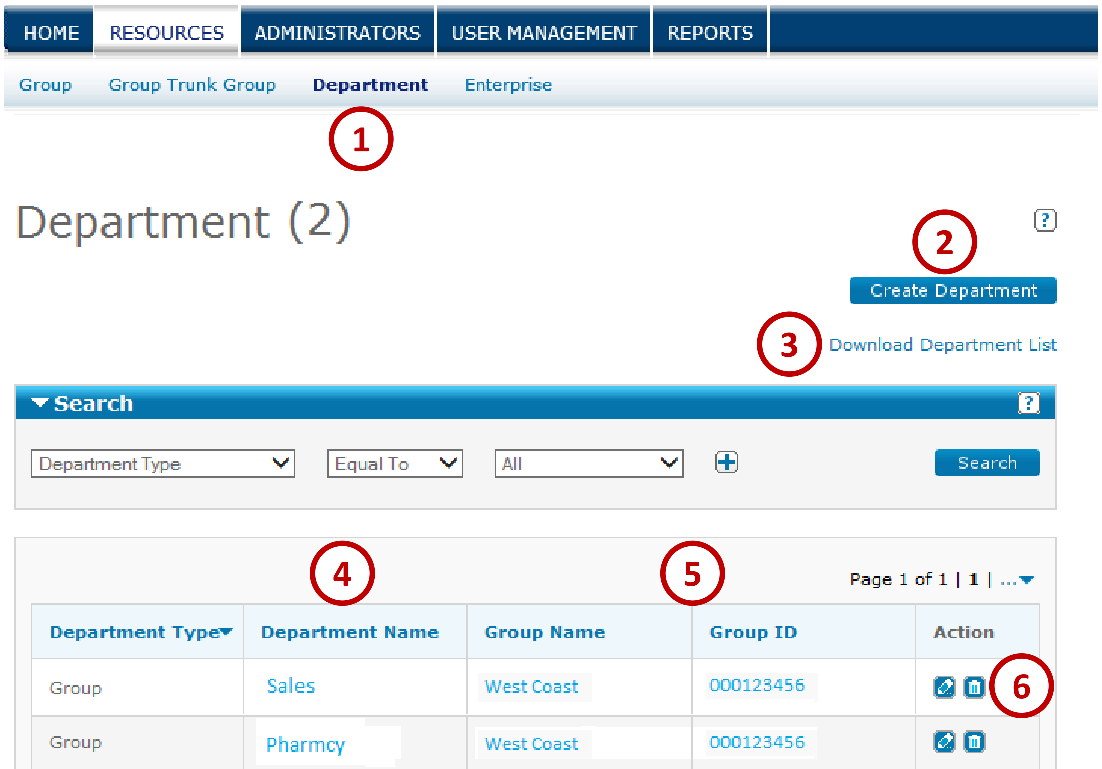
Resources tab – Group Trunk Group Name – Associated Trunk Call Routing



1. Select Associated Trunk Call Routing to view the trunk call routing scheme that is used by the selected group trunk group.
2. To search for a specific group trunk group, use the Search tool.

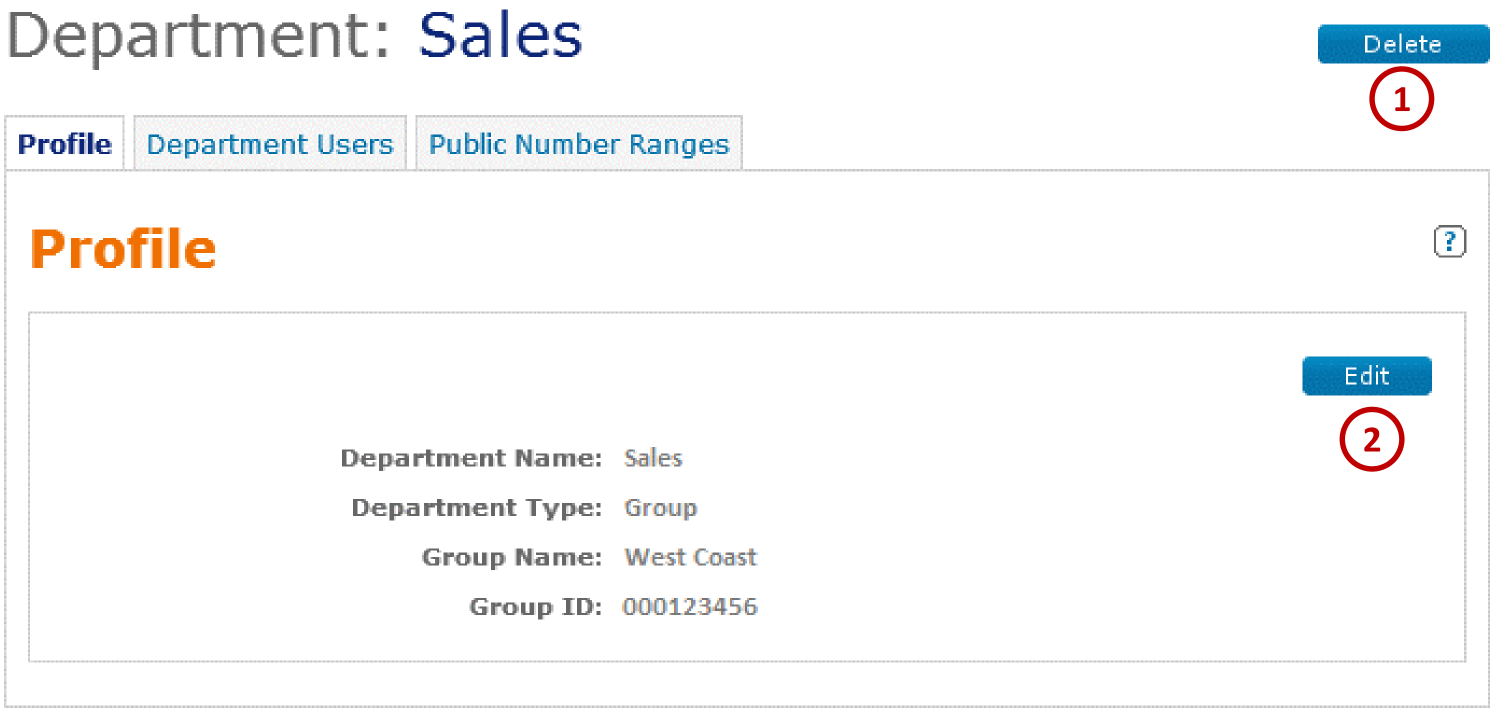
   Note: Only Enterprise Administrators have permissions to update Trunk Call Routings.

Resources tab – Department



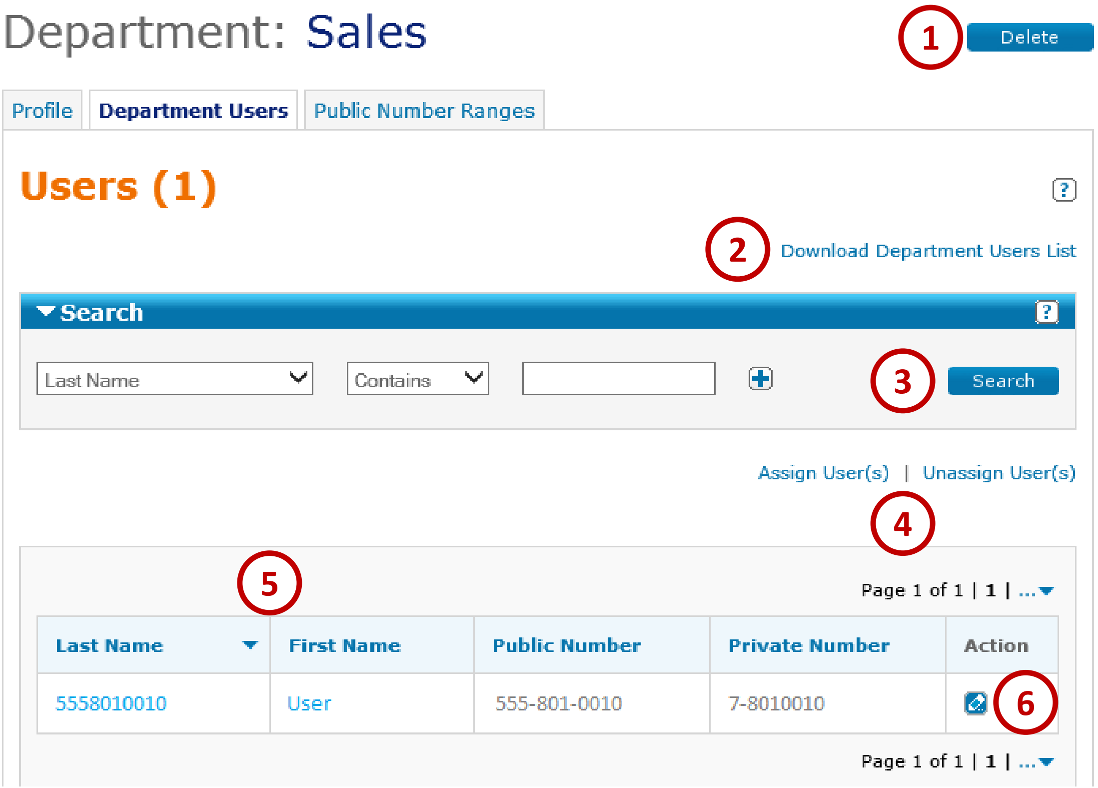
1. List all departments for this enterprise by clicking the Department tab.
2. To create a new Department, click **Create Department**.
3. To download a comma-separated values (CSV) list of all departments in the enterprise, click **Download Department List**.
4. To view the Department profile page, click the Department Name.
5. To view the group profile page, click the Group Name or Group ID.
6. Use the Action icons to edit or delete a specific department.

Resources tab – Department – Profile



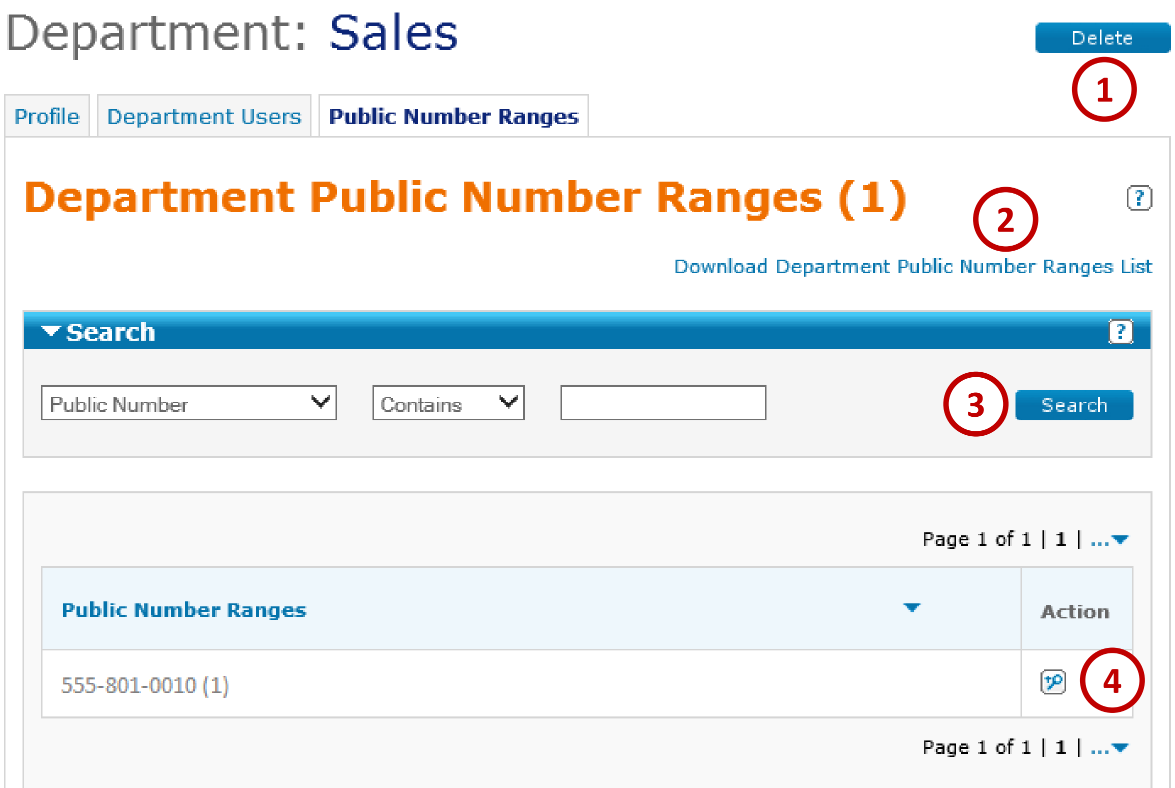
1. To delete the department, click **Delete**.
2. To change the department name, click **Edit**.

Resources tab – Department – Department Users



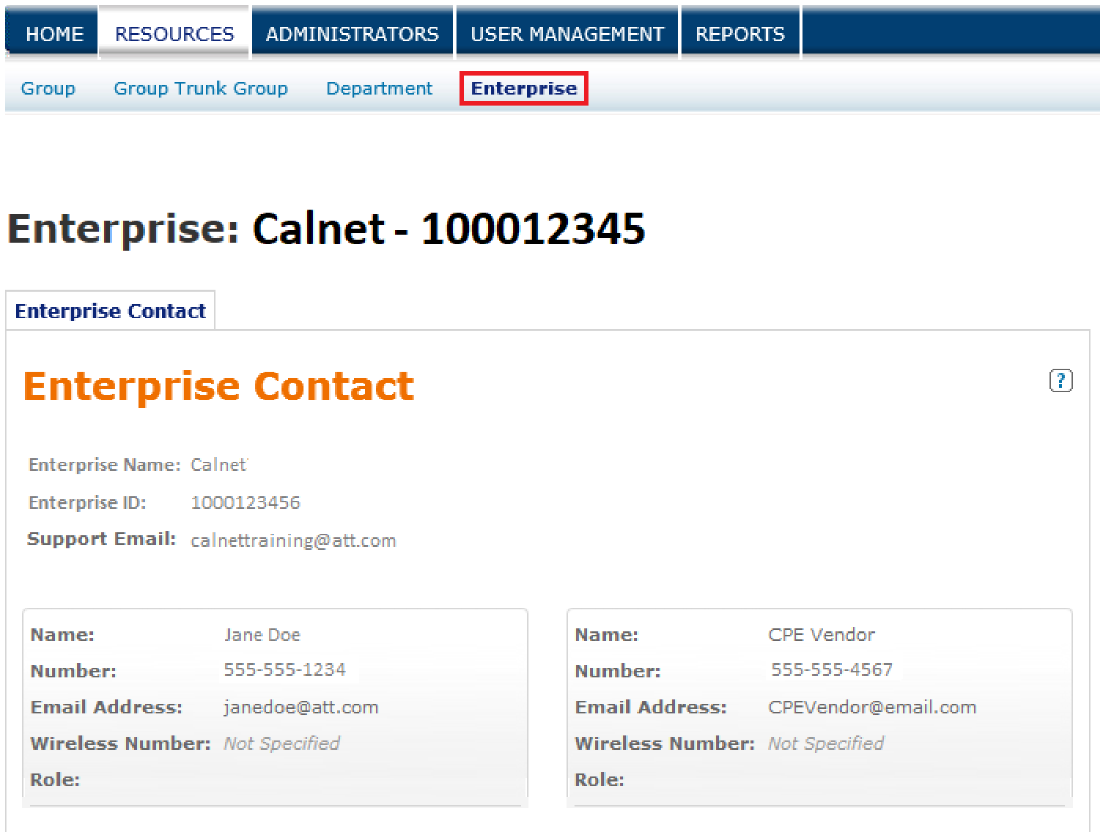
1. To remove users from this department, click **Delete**.
2. To download a listing all users, click **Download Department Users List**.
3. To search for specific users, use the Search tool.
4. To assign or remove users to this department, click **Assign User(s)** or **Unassign User(s)**.
5. To view a specific user, click the user's first or last name.
6. To change a user’s profile, click the edit icon.

Resources tab – Department – Public Number Ranges



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

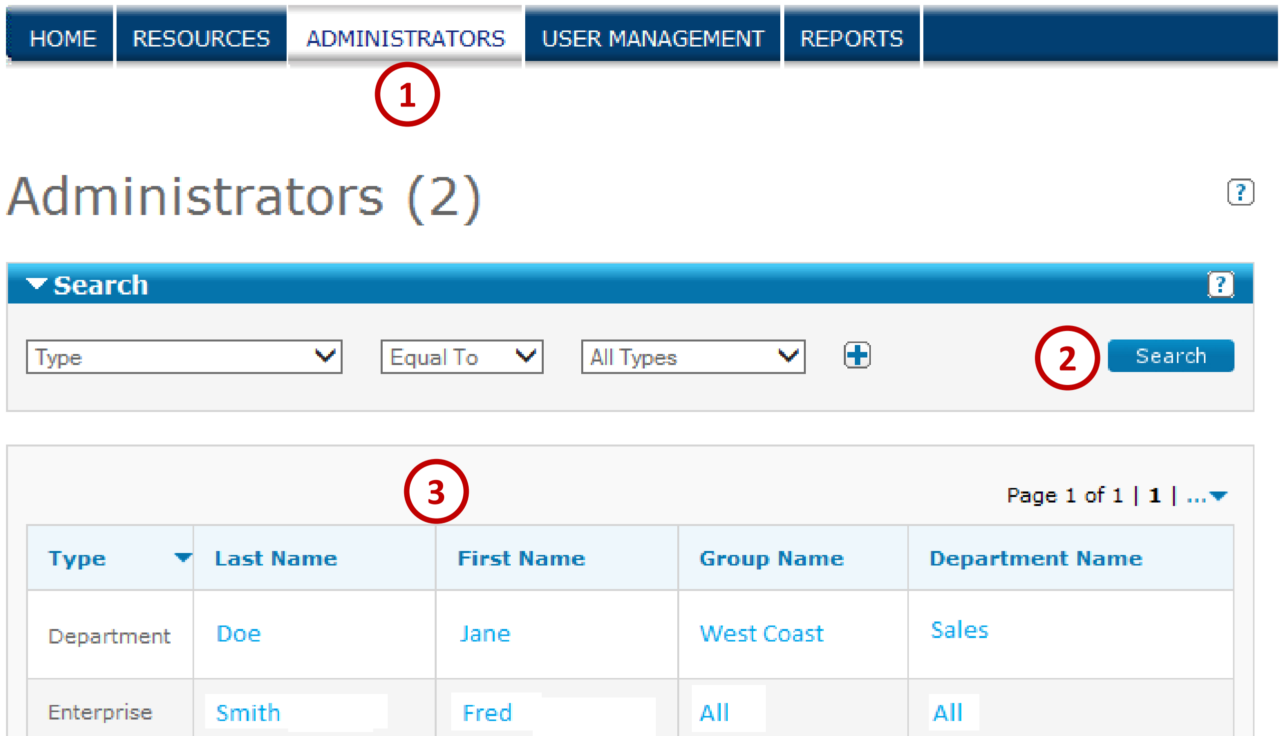
Resources tab – Enterprise



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

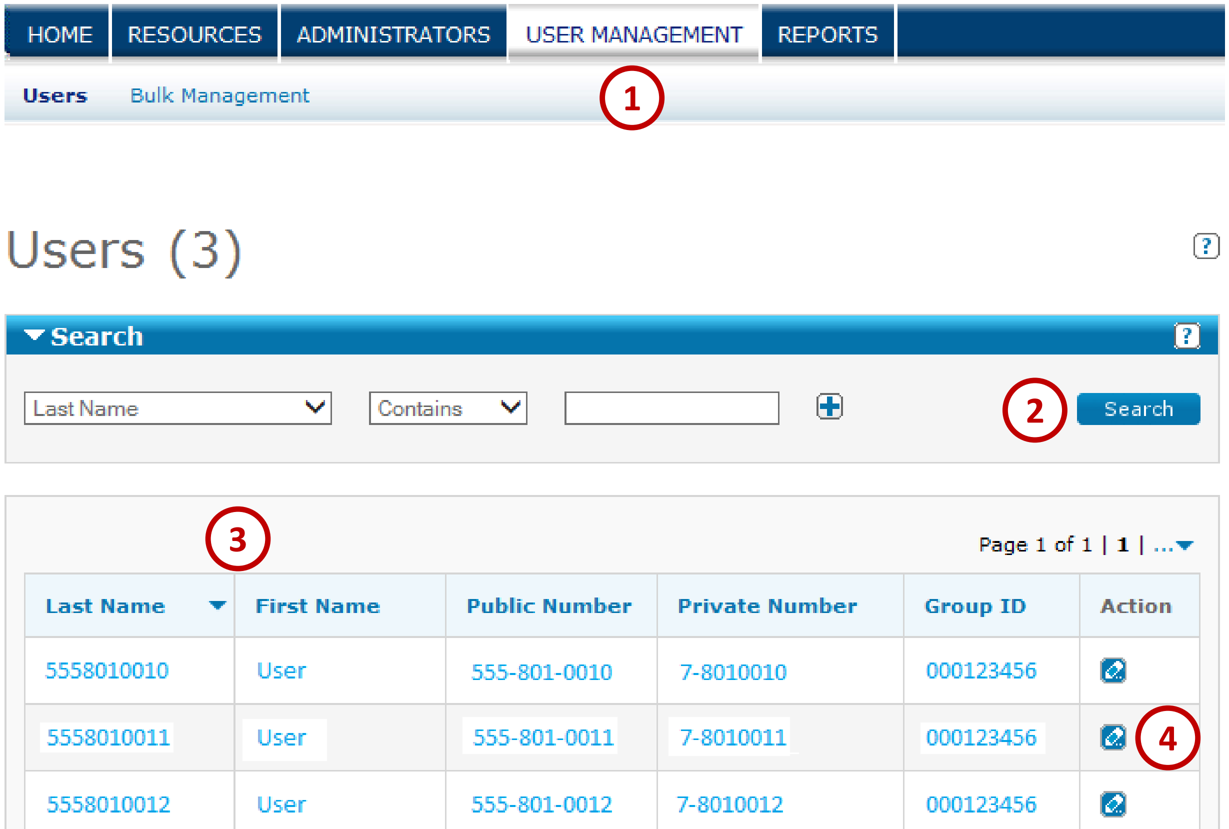
  Note: Only Enterprise Administrators have permissions to update Enterprise contacts.

Administrators tab



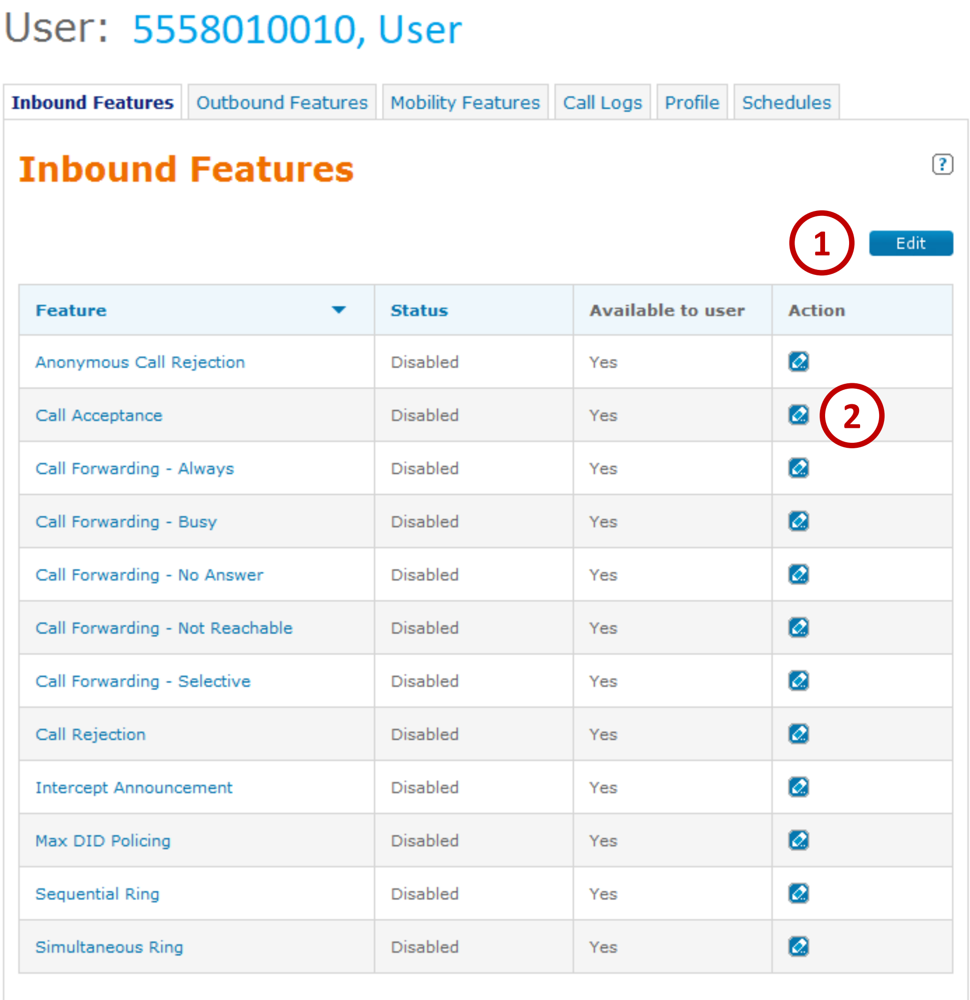
1. View the administrators for your enterprise by clicking the Administrators tab.
2. To search for specific administrators, use the Search tool.
3. To view an administrator's details, click the administrator's first or last name.

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

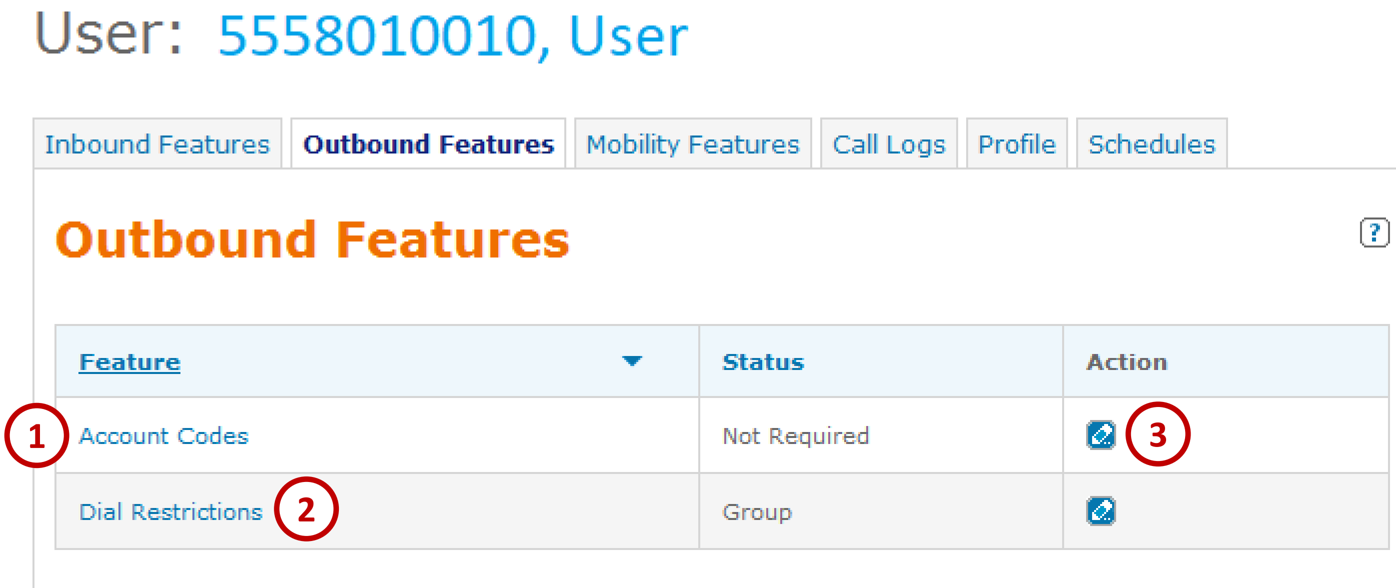
Inbound Features

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	

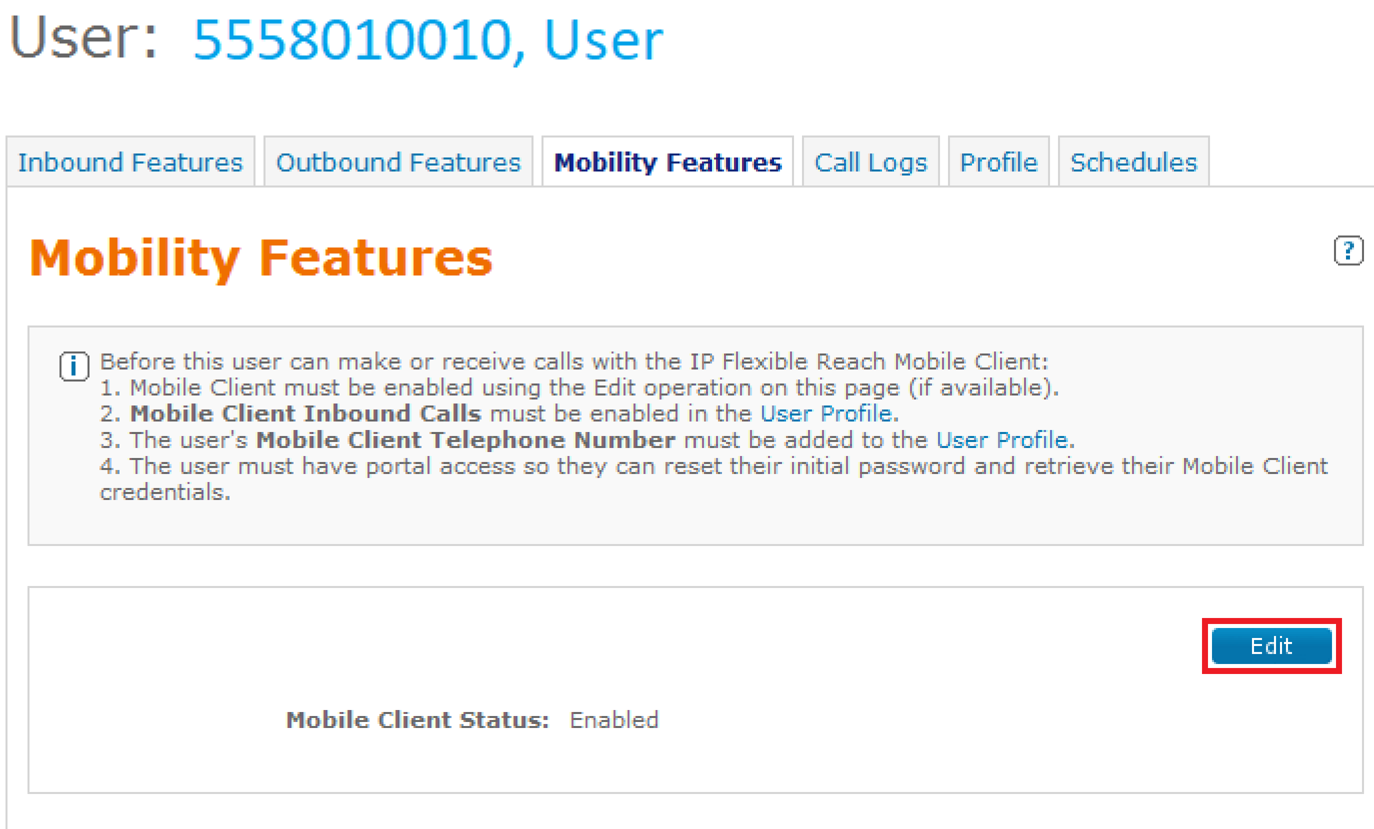
1. To edit which features are available to users, click **Edit**.
   - By default, Status is set to Disabled.
   - By default, Available to user is set to Yes.
2. To edit a user's inbound features, click the edit icon.

User Management tab – Users – Outbound Features



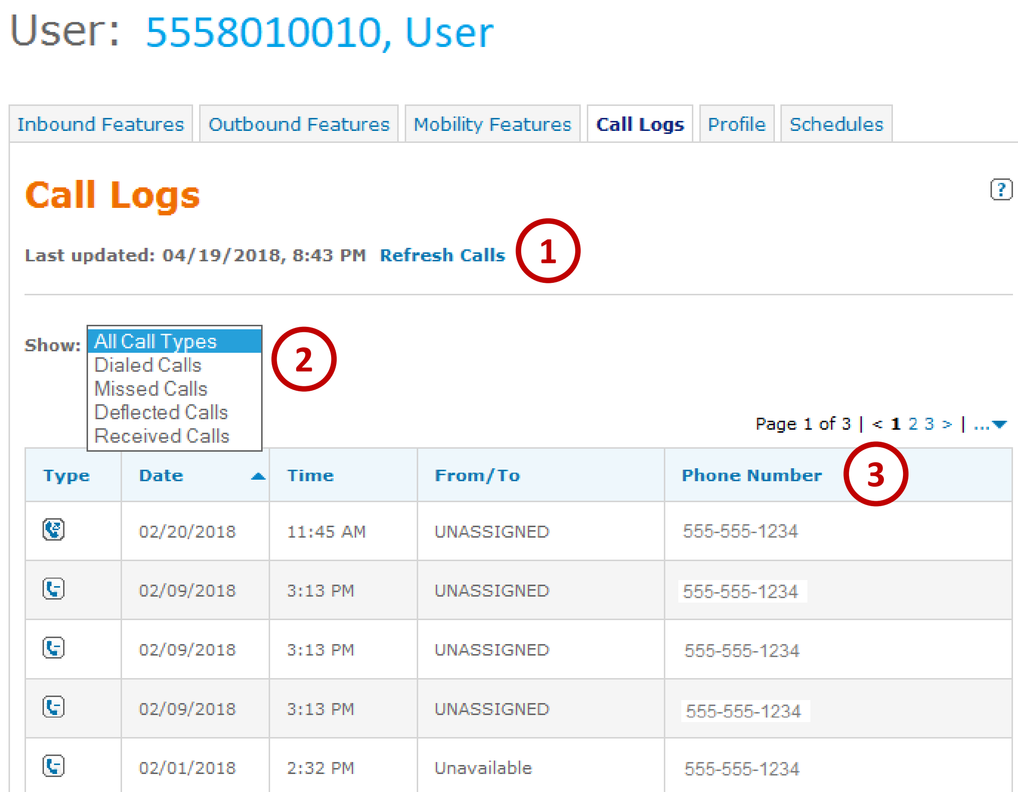
1. To view the user's account code status, click **Account Codes**.
2. To view the user's dial restrictions, click **Dial Restrictions**.
3. To edit the user’s Account Codes or Dial Restrictions status, click the edit icon.

User Management tab – Users – Mobility Features



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

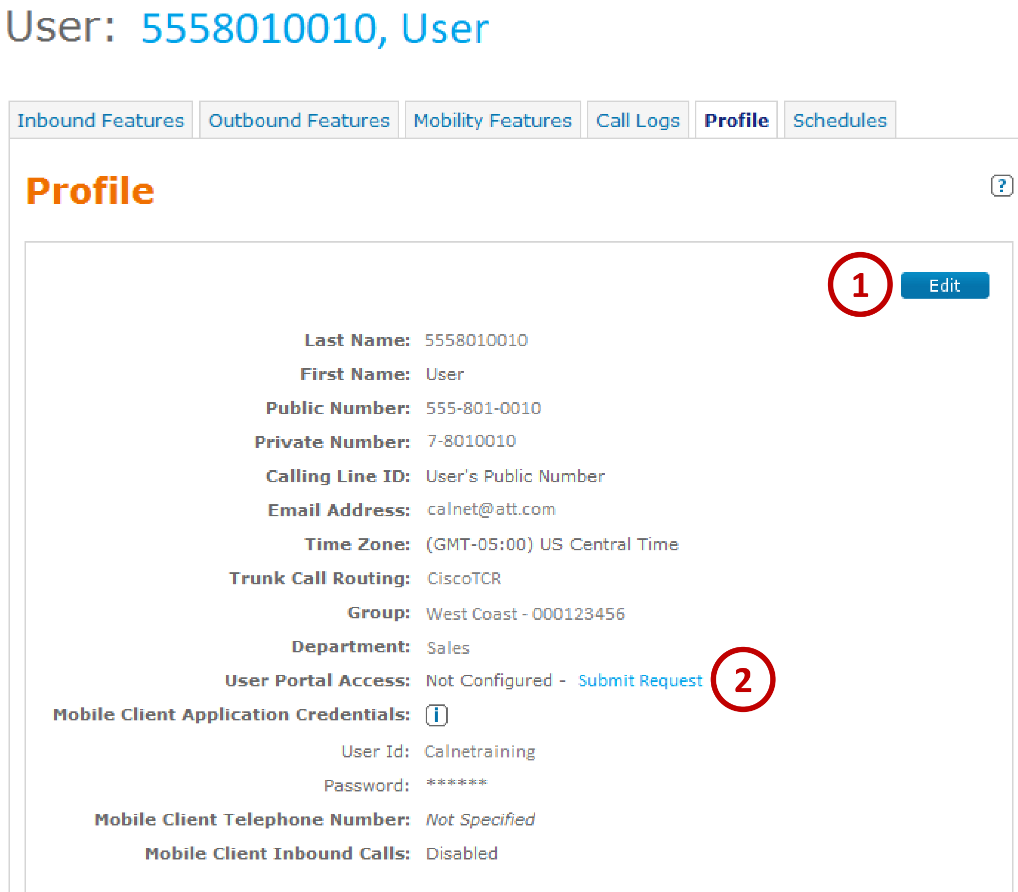
User Management tab – Users – Call Logs



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.

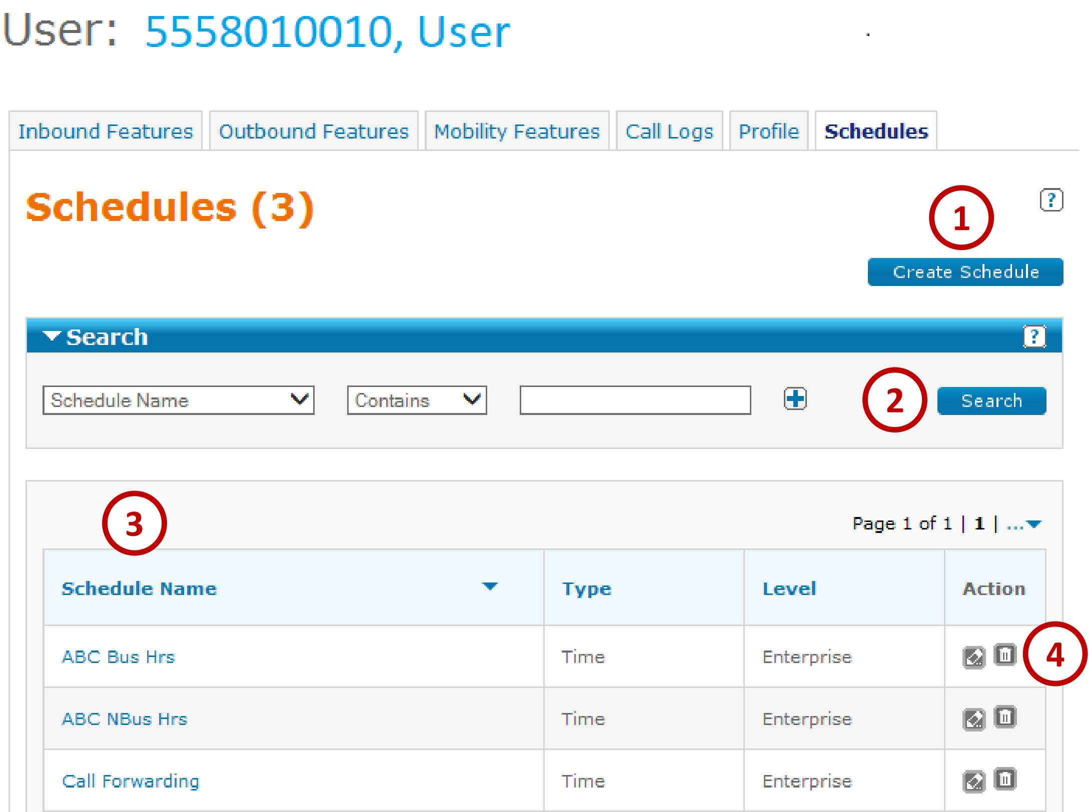
   Note: You can not manually delete or edit calls from the log. When the maximum of 1,000 calls is reached, the oldest calls are automatically deleted.

User Management tab – Users – Profile



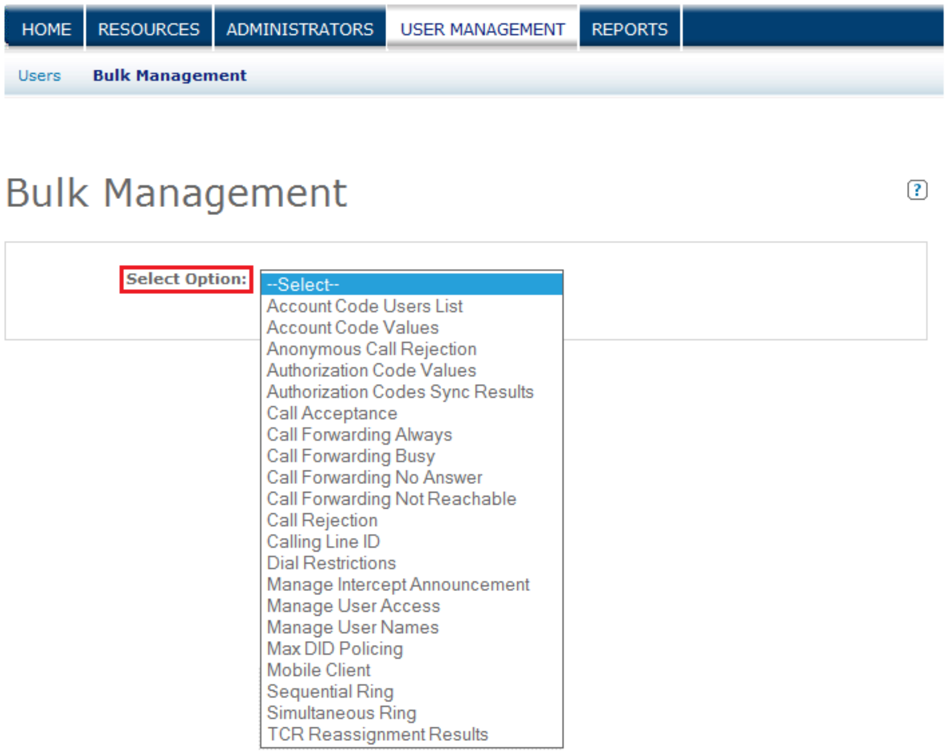
1. To edit the user's first name, last name, or time zone, click **Edit**.
2. To permit this user Customer Portal access, click **Submit Request**.

User Management tab – Users – Schedules



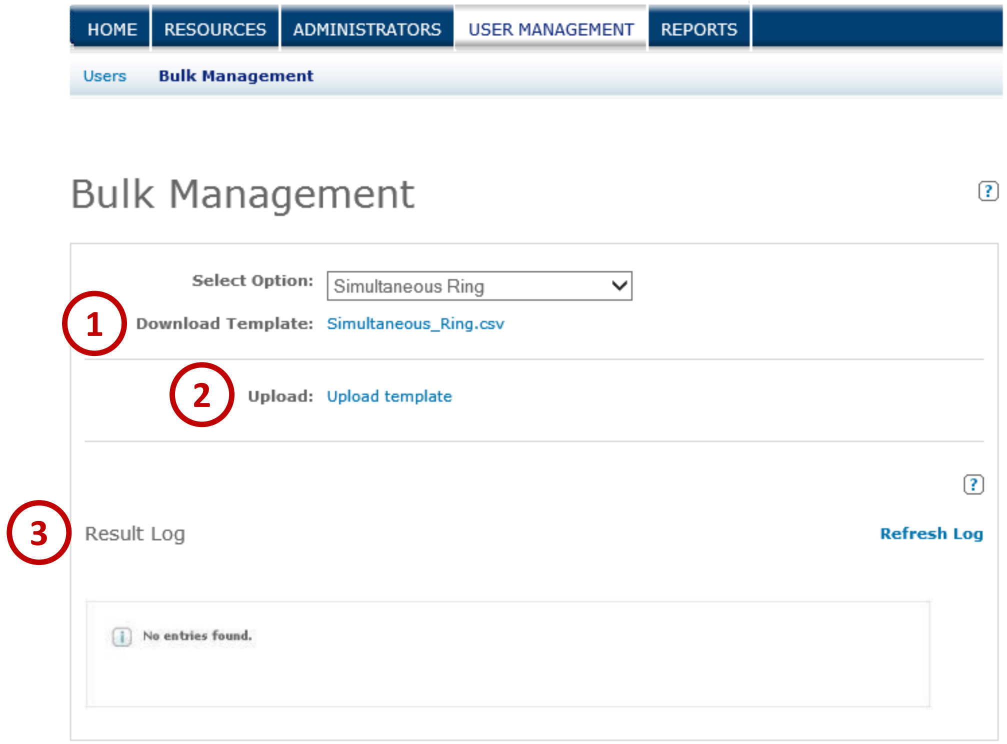
1. To create a new schedule, click **Create Schedule**.
2. To search for specific schedules, use the Search tool.
3. To view a schedule, click the Schedule Name.
4. Use the Actions icons to edit or delete a specific schedule.

User Management tab – Bulk Management



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

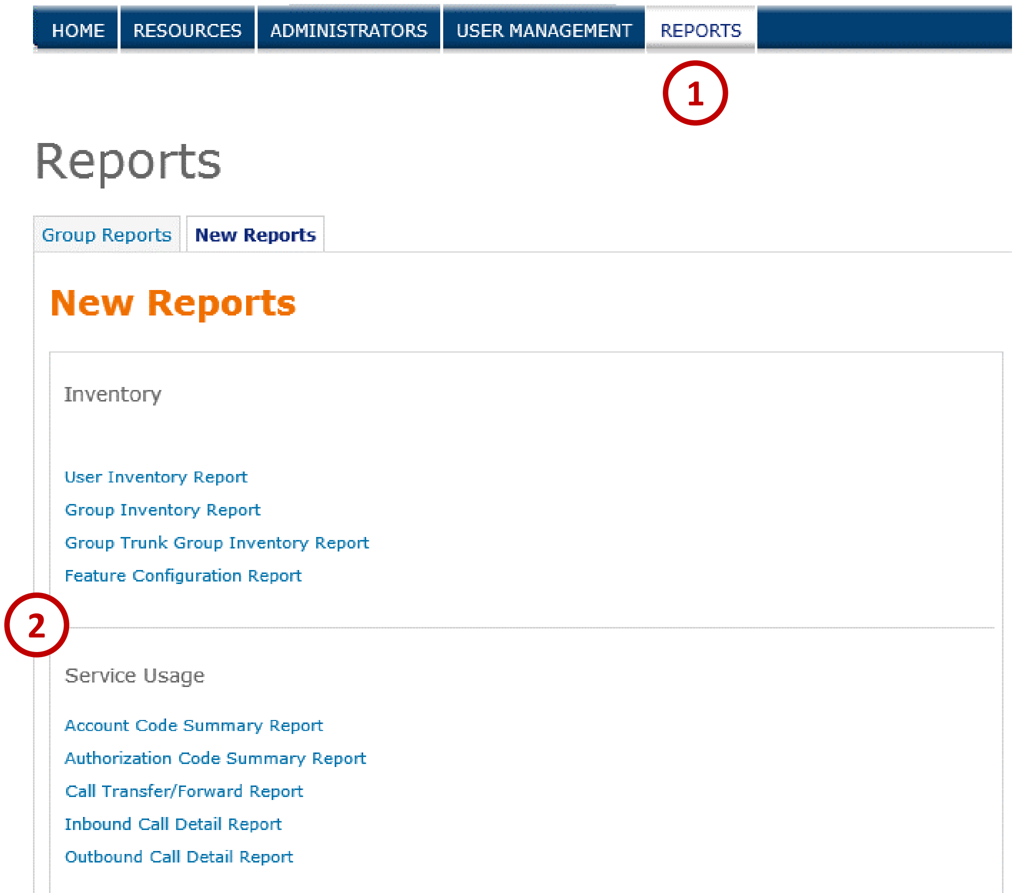
User Management tab – Bulk Management – continued



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.

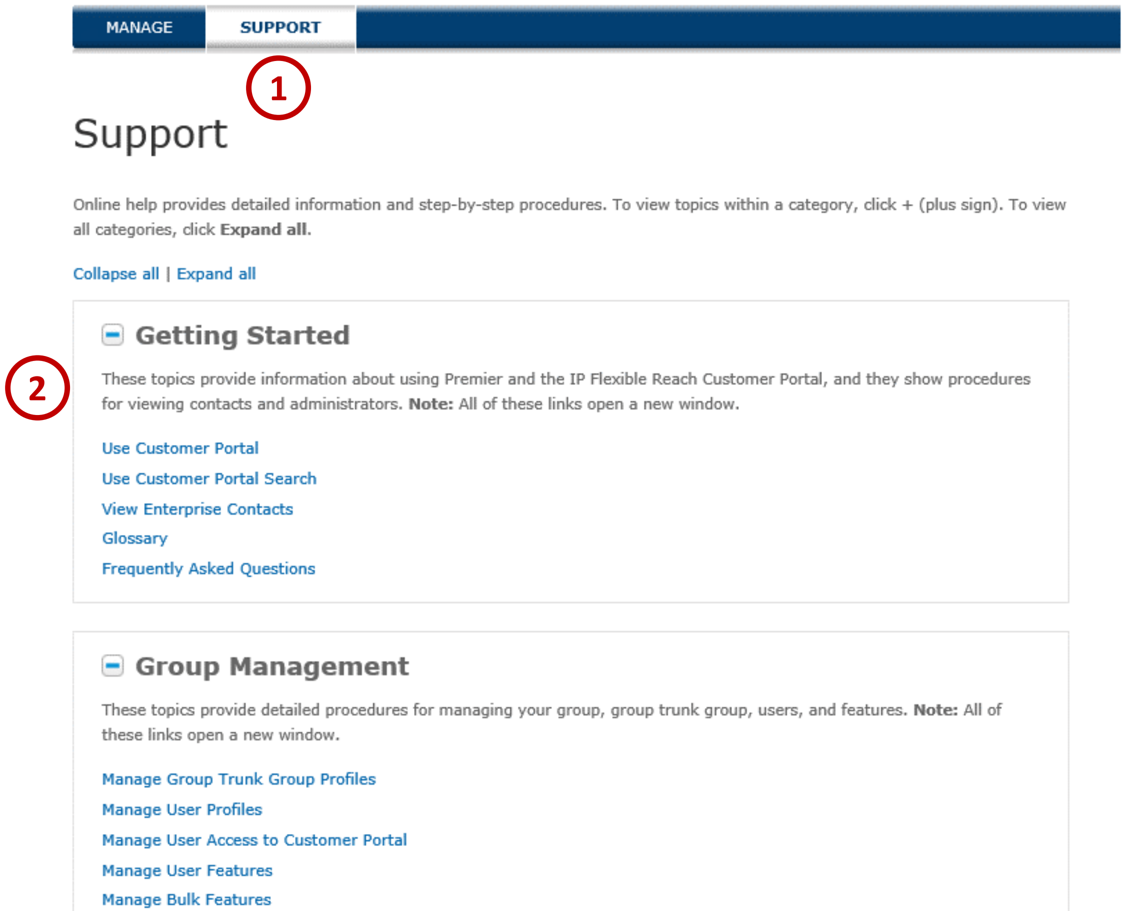
Reports tab



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

Group Administrator Support Topics

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

Manage Users
- About Users
- Manage Premier User Profiles
- Edit User Profiles
- Users List Page
- User Details Page
- Search for Users
- Manage Access
- 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 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

Administrators
- About Administrators
- Administrator List Page
- View Administrators

Group Management
- About Groups
- Intercept Announcement
- Group Page
- Edit a Group Name
- Download Group Users
- View a Group Trunk Group
- Manage Group Users
- Manage Group Schedules
- FAC Codes
- Manage Group Settings
- Manage Users in Bulk

Account Codes
- About Account Codes
- View Account Codes
- Edit Account Codes
- Manage Account Codes
- Download Account Codes
- Manage User Account Code Status
- Download Account Codes Users

Authorization Codes
- About Authorization codes
- Find Authorization Codes
- Manage Authorization Codes
- Download Authorization Codes
- Sync Authorization Codes

Dial Restrictions
- About Dial Restrictions
- Edit Dial Restrictions
- View Dial Restriction Users
- Download Dial Restriction Users
- Assign Users to Dial Restrictions
- Custom Dial Restrictions

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

Department Management
- About Departments
- Create a Department
- Manage a Department

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

Trunk Call Routing
- About Trunk Call Routing
- View Trunk Call Routing Schemes

Group Trunk Groups
- About Group Trunk Groups
- Group Trunk Group Details
- Group Trunk Group Profile

Manage Contacts
- About Contacts
- View Contacts

Schedules
- About Schedules
- Schedule List Pages
- Schedule Details Page
- View Schedules
- Create a Schedule
- Edit a Schedule
- Delete a Schedule
- Manage Events
- Create an Event

Group Admin Help

Group Admin FAQ
Glossary
Group Admin Guide

Department Admin Help

Department Admin FAQ
Glossary
Department Admin Guide

End User Help

User FAQ
Glossary
User Guide

Mobile Client Guides

Android
iOS

- The Group 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