



CT Cloud SIP CommPortal

User Guide

CommPortal is available at <https://commportal.calltower.com>

Please contact CallTower Support at support@calltower.com if you need login information.

Features

These SIP Trunking features can be controlled from CT Cloud SIP CommPortal:

- Immediate Call Forwarding
- Call Forwarding on No Answer or Trunk Unregistration (failure)
- Anonymous Call Rejection
- Selective Call Rejection
- Account Codes

How To

Call Forwarding

Configure Immediate Call Forwarding for a SIP PBX

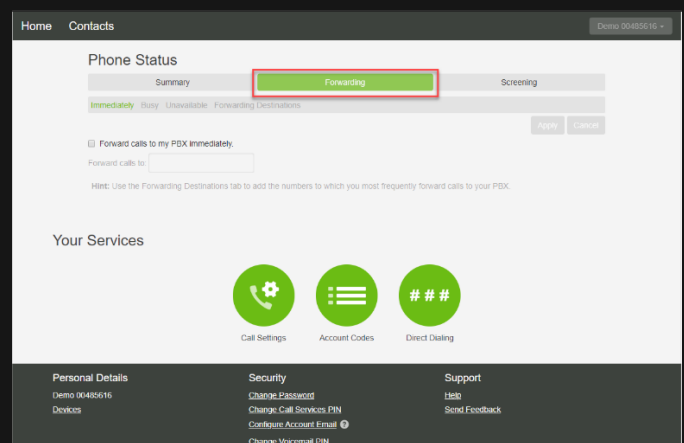
By default, Immediate Call Forwarding will forward all calls made to your PBX to an alternate phone number. You can override this default or configure immediate forwarding on a single telephone number using the process shown under **Configure Immediate Call Forwarding for a Single Telephone Number**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

1

Log in to the portal at <https://commportal.calltower.com>.

2

Click on the Forwarding tab as shown on the screenshot.



3

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

4

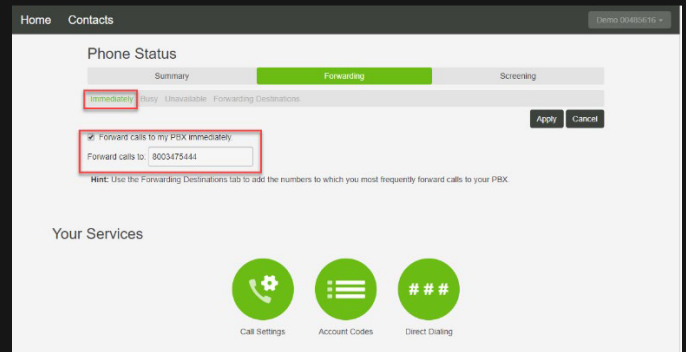
Check the Forward Calls to my PBX Immediately checkbox, then enter the 10-digit destination number in the Forward Calls To field.

5

Click the Apply button to save the change. Calls to your PBX should now ring straight to the destination telephone number.

6

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



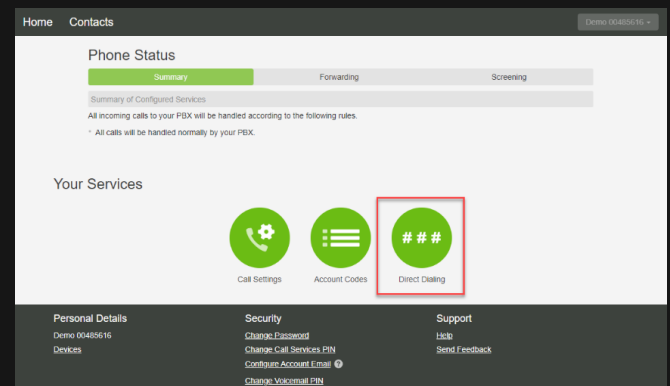
Configure Immediate Call Forwarding for a Single Telephone Number

1

Log in to the portal at <https://commportal.calltower.com>.

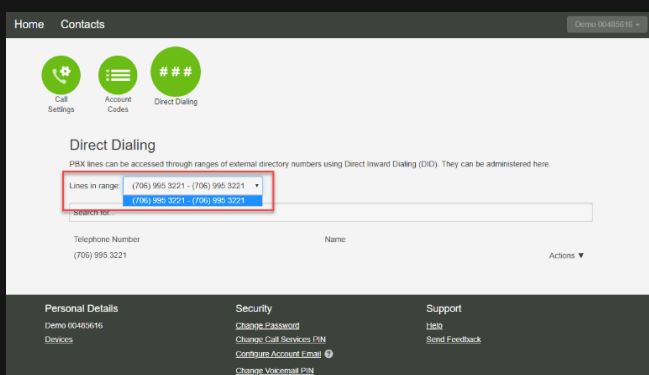
2

Click on the Direct Dialing menu option towards the bottom right-hand side.



3

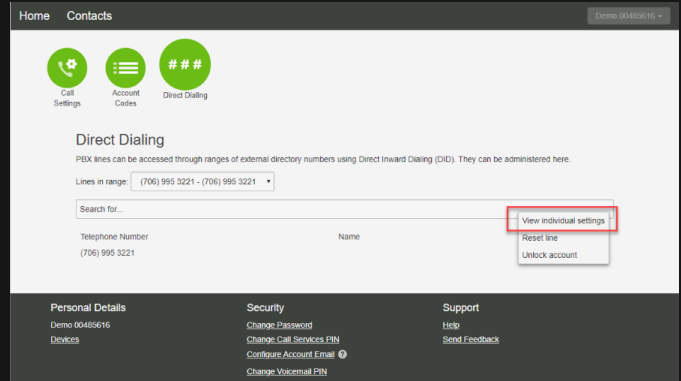
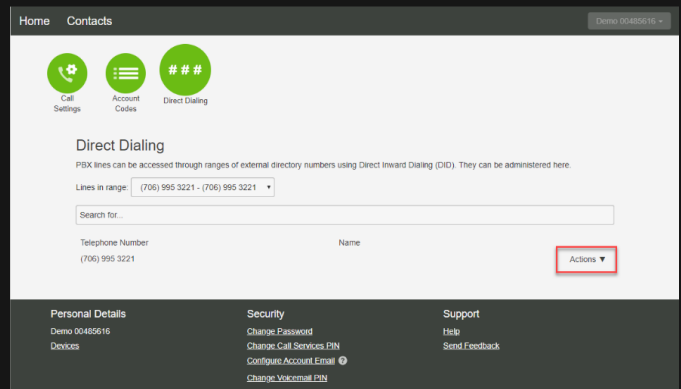
Using the drop-down menu shown below, select the DID range that contains the telephone number you want to change.



4

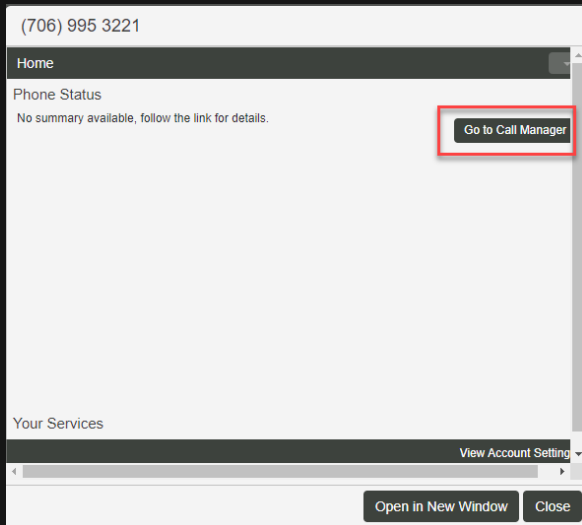
Find the individual telephone number you want to change and click on the **Actions** button to the right of the number.

Select **View Individual Settings**.



5

Click on the **Go to Call Manager** tab as shown below.



6

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

7

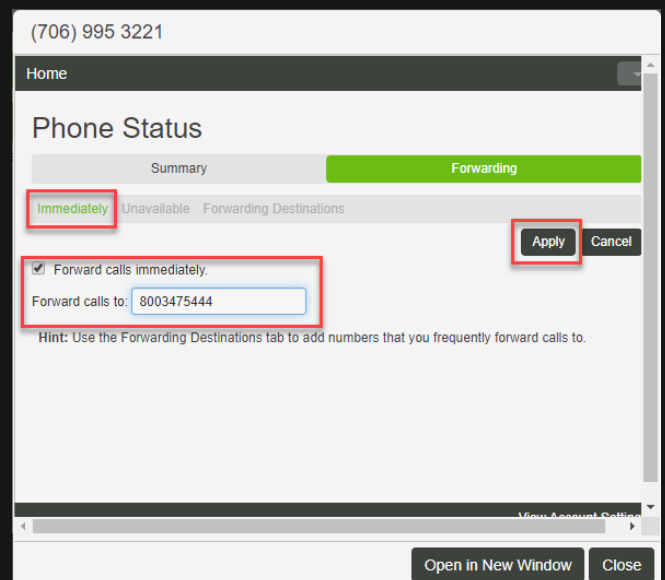
Check the **Forward Calls Immediately** checkbox, then enter the 10-digit destination number in the **Forward Calls To** field.

8

Click the **Apply** button to save the change. Calls to this telephone number should now ring straight to the destination number.

9

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 Immediate Call Forwarding on Trunk Unavailable for a SIP PBX

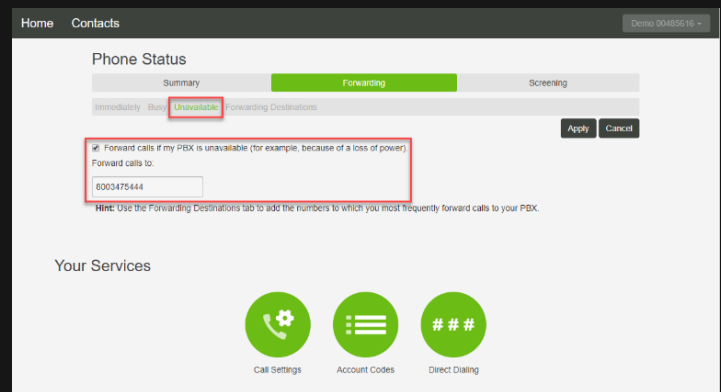
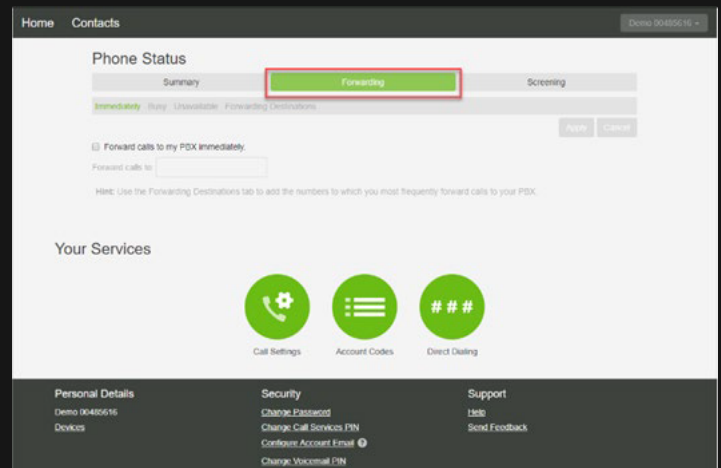
For SIP PBXs, Call Forward Unavailable allows you preconfigure CallTower's system to forward calls to an alternate number if your PBX is unable to handle calls. By default, Call Forward Unavailable will forward all calls made to your PBX to a single alternate phone number if the PBX is unavailable. You 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://commportal.calltower.com>.

2 Click on the Forwarding tab as shown on the right.

3 Click on the Forwarding tab, then the Unavailable tab.

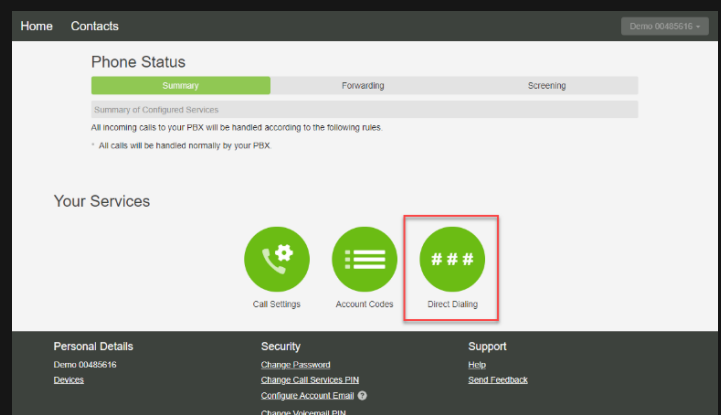
4 Check the **Forward calls if PBX is unavailable** checkbox, then enter the 10 digit destination number in the **Forward Calls To** field. Click the **Apply** button to enable the new configuration.



Configure Call Forward Unavailable for a Single Telephone Number

1 Log in to the portal at <https://commportal.calltower.com>.

2 Click on the Direct Dialing menu option towards the bottom right-hand side.



3

Using the drop down menu shown below, select the DID range that contains the telephone number you want to change.

Home Contacts Demo 00485616

Call Settings Account Codes Direct Dialing

Direct Dialing

PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.

Lines in range: (706) 995 3221 - (706) 995 3221

Search for...

Telephone Number	Name	Actions
(706) 995 3221		

Personal Details: Demo 00485616, Devices

Security: Change Password, Change Call Services PIN, Configure Account Email, Change Voicemail PIN

Support: Help, Send Feedback

4

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**.

Home Contacts Demo 00485616

Call Settings Account Codes Direct Dialing

Direct Dialing

PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.

Lines in range: (706) 995 3221 - (706) 995 3221

Search for...

Telephone Number	Name	Actions
(706) 995 3221		Actions

Personal Details: Demo 00485616, Devices

Security: Change Password, Change Call Services PIN, Configure Account Email, Change Voicemail PIN

Support: Help, Send Feedback

5

Click on the **Go to Call Manager** tab as shown below.

(706) 995 3221

Home

Phone Status

No summary available, follow the link for details.

Go to Call Manager

6

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

(706) 995 3221

Home

Phone Status

Summary Forwarding

Immediately Unavailable Forwarding Destinations

Apply Cancel

☒ Forward calls if your PBX is unavailable (e.g. it loses power).

Forward calls to:

8003475444

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

View Account Settings

Open in New Window Close

7

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

8

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

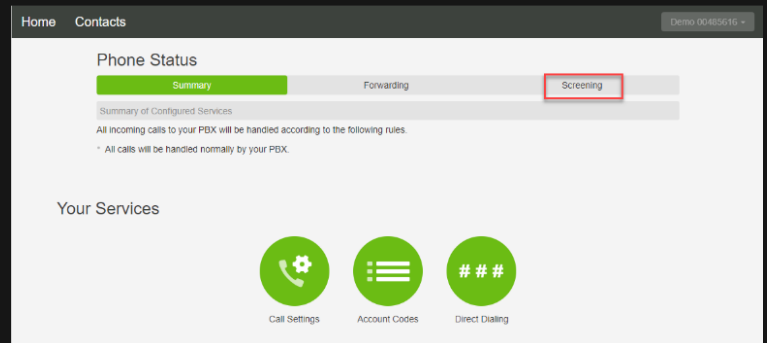
This feature allows you to prevent calls from anonymous callers from reaching your PBX.

1

Log in to the portal at <https://commportal.calltower.com>.

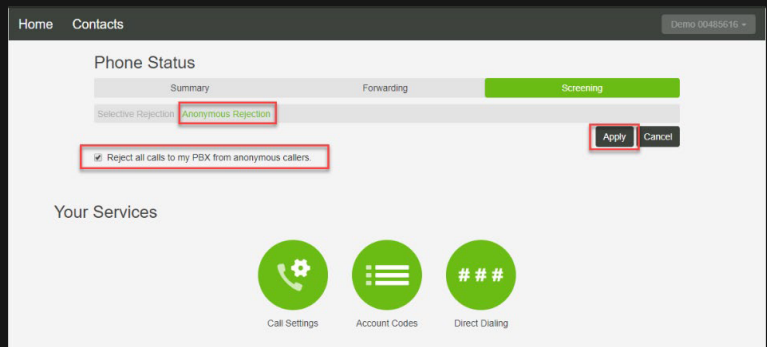
2

Click on the Screening tab as shown on the right.



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

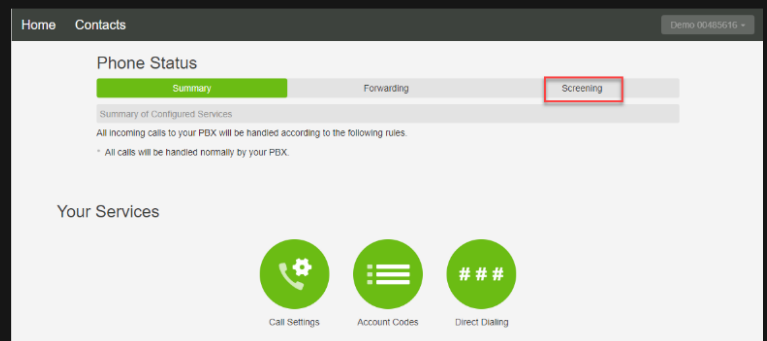
This feature allows you to prevent calls from specific telephone numbers from reaching your PBX.

1

Log in to the portal at <https://commportal.calltower.com>.

2

Click on the Screening tab as shown on the right.



Call Screening

Configure Anonymous Call Rejection

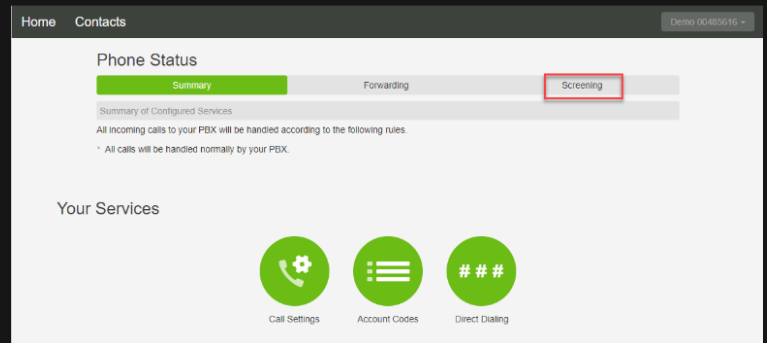
This feature allows you to prevent calls from anonymous callers from reaching your PBX.

1

Log in to the portal at <https://commportal.calltower.com>.

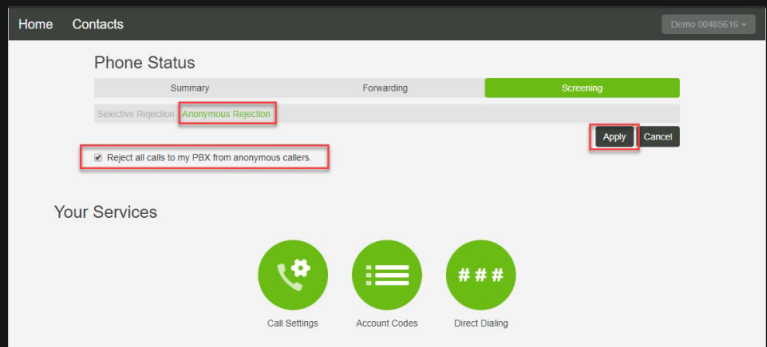
2

Click on the Screening tab as shown on the right.



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

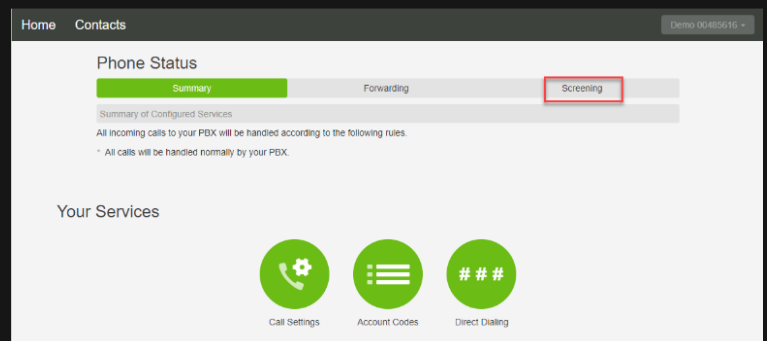
This feature allows you to prevent calls from specific telephone numbers from reaching your PBX.

1

Log in to the portal at <https://commportal.calltower.com>.

2

Click on the Screening tab as shown on the right.

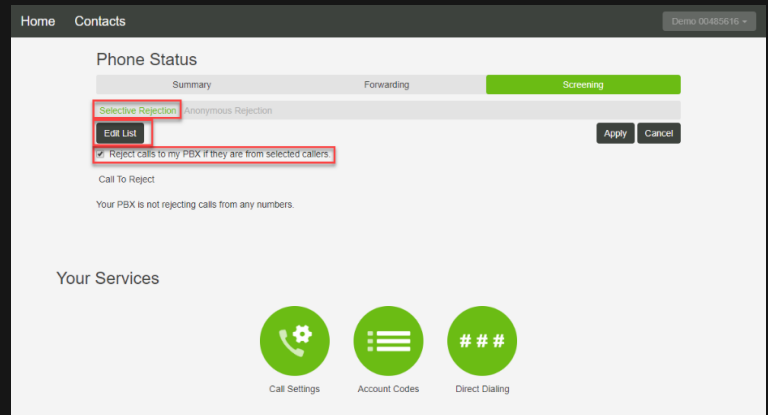


3

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**.

4

Click on **Edit List** to manage the list of telephone numbers that will be rejected.



5

For each telephone number you want to add to the list, enter the 10-digit number (for US numbers) or the entire number as shown on your Caller ID (for international numbers) 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,

6

Click the **Apply** button to enable your changes.

7

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.

Configure Account Codes

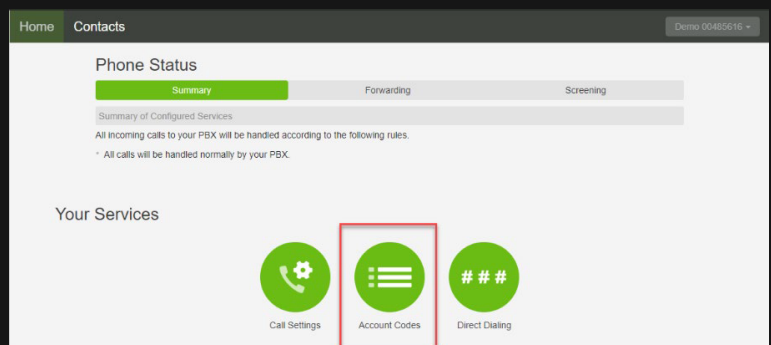
Account codes provide a tracking and security mechanism for specific call types by requiring a special code be dialed before certain outbound calls are allowed. When account codes are enabled, a caller will hear a second dial tone, and will need to dial a valid account code in order for the call to proceed.

1

Log in to the portal at <https://commportal.calltower.com>.

2

Click on the **Account Codes** tab.



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.

The screenshot shows the 'Account Codes' configuration page. At the top, there are three icons: 'Call Settings', 'Account Codes', and 'Direct Dialing'. Below them, the 'Account Codes' section is active. It includes a sub-header 'Choose which types of phone numbers require a code before dialing.' and a table with two columns: 'Account Code Options' and 'Assigned Account Codes'. Under 'Account Code Options', there are checkboxes for 'Call types requiring an account code' (International, Local, Premium Rate, Regional) and 'Use validated account codes'. The 'Account code length' is set to 4. A warning message states: 'Warning: changing away from validated codes will delete all codes you have currently defined.' The 'Edit List' button is highlighted with a red box.

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.)

The screenshot shows the 'Account Codes' configuration page. At the top, there are three icons: 'Call Settings', 'Account Codes', and 'Direct Dialing'. Below them, the 'Account Codes' section is active. It includes a sub-header 'Choose which types of phone numbers require a code before dialing.' and a table with two columns: 'Account Code Options' and 'Assigned Account Codes'. Under 'Account Code Options', there are checkboxes for 'Call types requiring an account code' (International, Local, Premium Rate, Regional) and 'Use validated account codes'. The 'Account code length' is set to 4. A warning message states: 'Warning: changing away from validated codes will delete all codes you have currently defined.' The 'Apply' button is highlighted with a red box.

CallTower 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. CallTower does not use **Carrier Dialed** calls.

