SIP Trunk Call Manager

Bulk App User Guide

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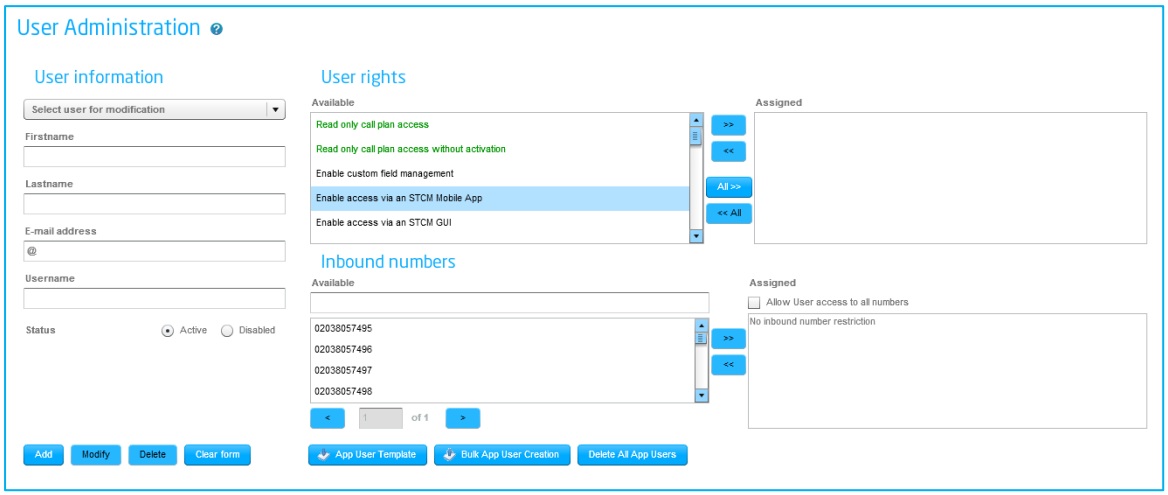
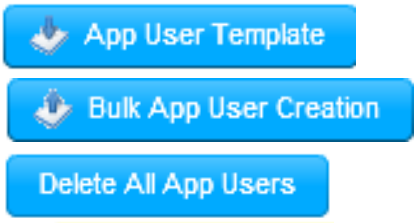
Administrator and User Rights

The SIP Trunk Call Manager account administrator will have full access to create, modify and delete users and to manage the user details via the admin tab on the GUI. The administrator also has a Bulk App User Creation and a Delete All App User facility to create or delete app users on mass. The Bulk App User Creation and upload function is described in the How to use the Bulk App User Creation function section of this document.



Creating App Users in Bulk

Sign in and go to the Admin screen on the SIP Trunk Call Manager Portal. Here you will see three new buttons:



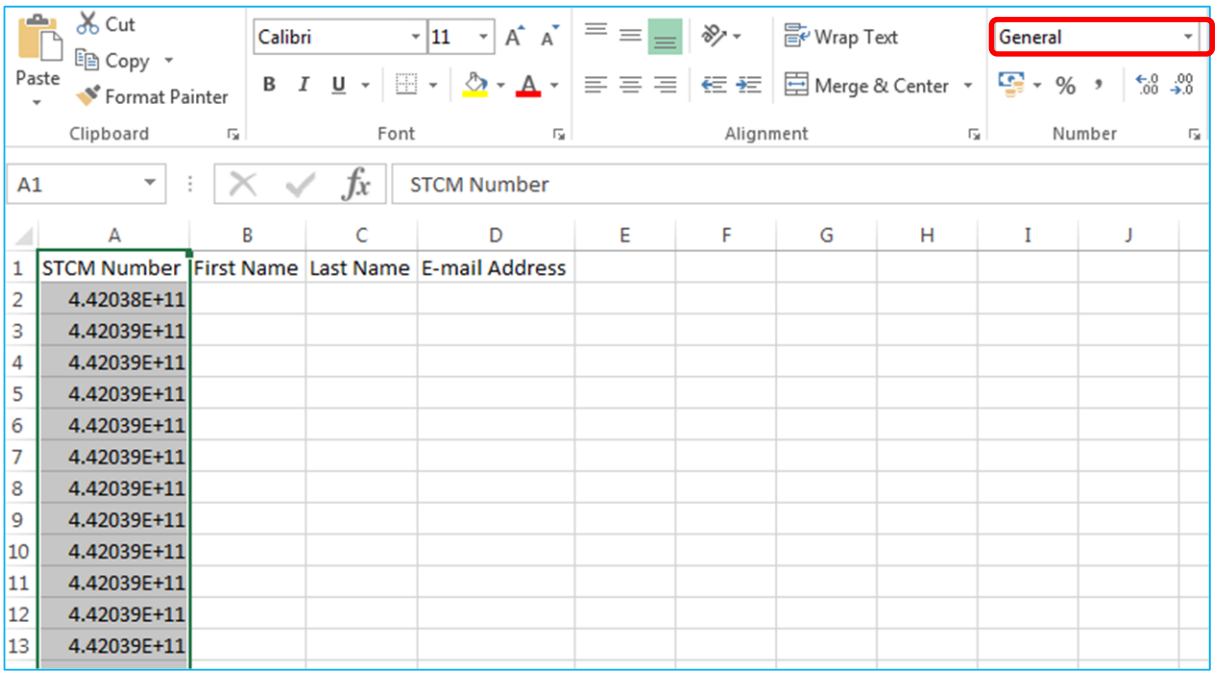
Will download a template containing any spare numbers and required fields for App User creation.

Allows you to upload a populated App User Template.

Will delete all provisioned App user ID's from the platform

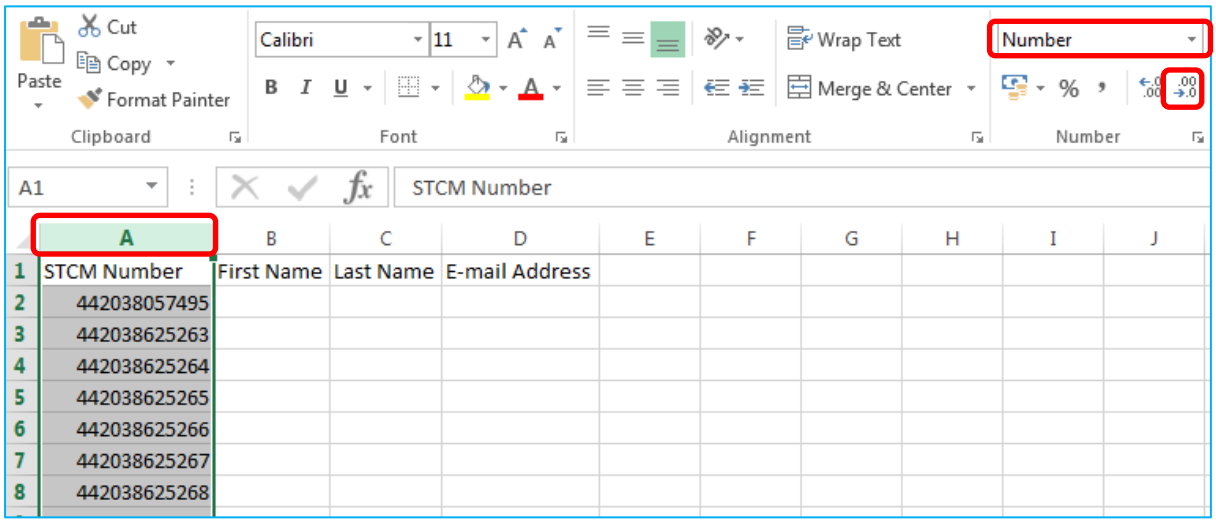
Firstly, download a CSV template by selecting the App User Template button. This will produce a CSV file that contains all of the unallocated numbers on the account and column headers containing the user's first name, last name and email address. The header fields MUST not be modified or the upload will fail. Additionally the email address must be unique per user, if you wish assign more than one number to a user then please see the section titled How to assign additional numbers and features to an App User ID.

When you open the CSV file within Excel you will need to correct the changes Excel made to the column format. The number field will be sent in e.164 and will need to be amended before uploading back into the SIP Trunk Call Manager Portal.



	A	B	C	D	E	F	G	H	I	J
1	STCM Number	First Name	Last Name	E-mail Address						
2	4.42038E+11									
3	4.42039E+11									
4	4.42039E+11									
5	4.42039E+11									
6	4.42039E+11									
7	4.42039E+11									
8	4.42039E+11									
9	4.42039E+11									
10	4.42039E+11									
11	4.42039E+11									
12	4.42039E+11									
13	4.42039E+11									

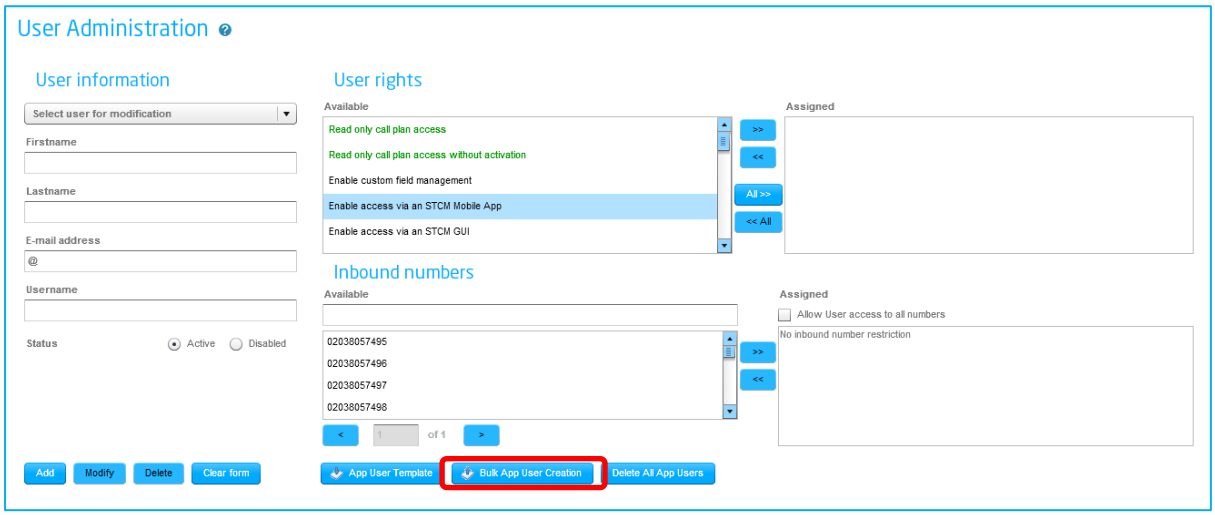
Highlight the entire STCM Number column and change format from General to Number, then remove the decimal points to return the number back to e164 format as below.



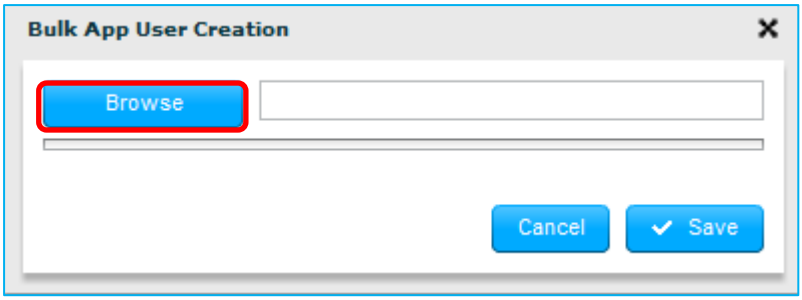
Update the fields with the relevant user data and save the spreadsheet in CSV format, in a location you can return to for the purpose of uploading. We recommend you introduce a backup regime of the User ID template in the event that you need to restore.

A	B	C	D
STCM Number	First Name	Last Name	E-mail Address
442038057495	Roy	Farrow	roy.farrow@gamma.co.uk
442038625263	Paul	Wakefield	paul.wakefield@gamma.co.uk

Return back to the SIP Trunk Call Manager Portal Admin tab and hit the Bulk App User Creation button

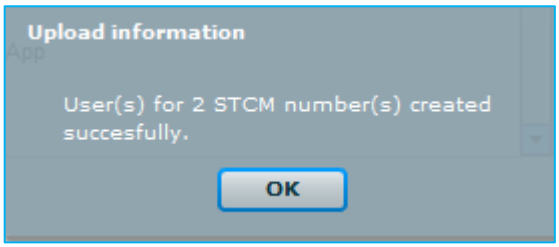


The following popup box will be displayed. To search your PC for the stcm_numbers template file hit Browse.



Navigate to the location you previously saved the information to and select the relevant CSV file, then hit save

The system will now create the app users in bulk assigning the relevant features to allow a DDI user to access to the app and provide a confirmation message.



Each app user will then receive an email with their user ID, temporary password and instructions on how to change the password, as per the below example.

Dear Customer,

We are writing to advise that your DDI has been enabled to use the SIP Trunk Call Manager App. Simply log onto your smart devices relevant App Store then search for and install the App called SIP Trunk Call Manager.

IMPORTANT: Before you can use your App you must update your password by visiting www.siptrunkcallmanager.co.uk and using the login details below.

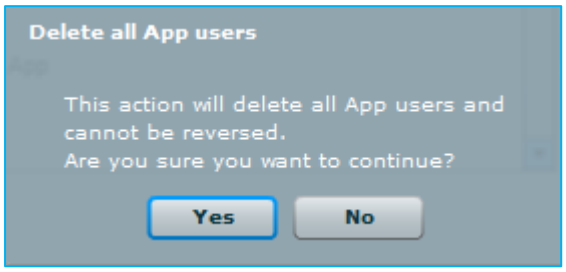
Username: roy55farrow
Temporary password: 035OEr6B

Your temporary password is only valid for 60 minutes. If you do not login before this password expires, you will be able to obtain a new temporary password via the above website.

Kind Regards,
SIP Trunk Call Manager

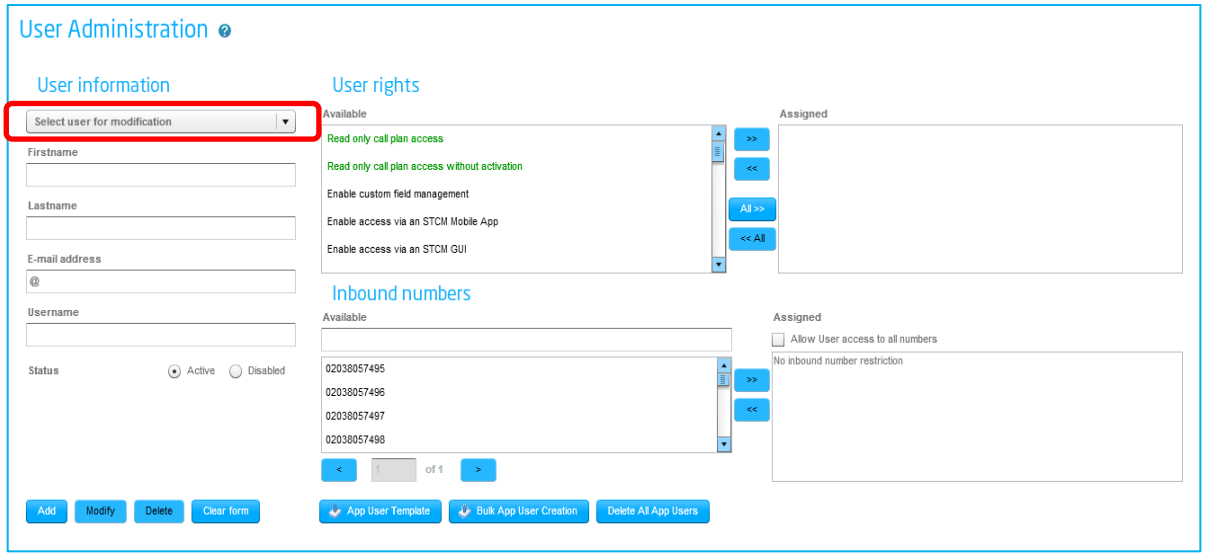
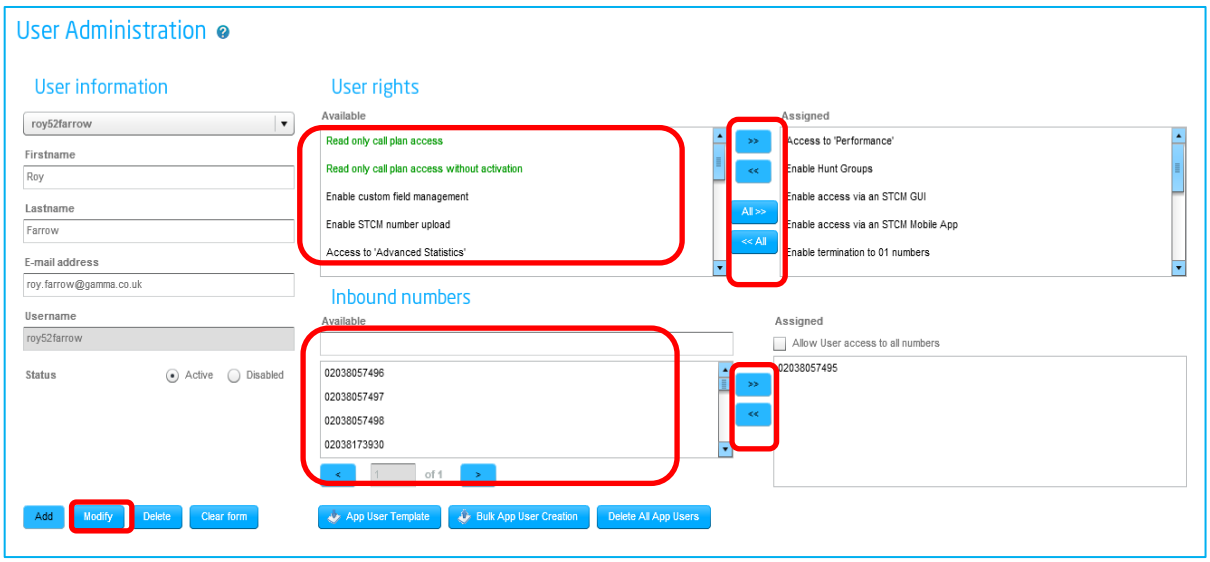
Deleting All App Users

By selecting the Delete All App Users the system will then delete all of the App user ID's preventing them from using the SIP Trunk Call Manager GUI and app. You will receive the following warning and if you select Yes then all app users will be deleted from the platform. This will not affect any call routing plans and an admin user will still have access to change any routing plans previously created by a deleted user.



Assigning Additional Numbers and Features to an App User ID

Navigate to the Admin tab on the SIP Trunk Call Manager GUI and select the User ID you wish update from the drop down list



Once you have selected the user you can add or remove numbers and user rights by highlighting the specific right or number and using the Assign and Unassign buttons. Once you are happy with your changes confirm your user update by selecting Modify button.