

uControl

Surecall Quick Start Guide

What is Surecall?

Surecall is a feature of ThinkTel SIP Trunking that allows a customer to specify a call forwarding number for each of their DIDs that will only forward inbound calls if their PBX is unreachable. This ensures customers still receive inbound calls even if they are experiencing problems with their internet connection, or on-site PBX, and that each call will be routed to the appropriate person.

ThinkTel's Surecall can be managed manually, using an online interface, or automatically via a program that runs on one of your computers and syncs employee information (assigned DID and an alternate number such as a mobile number) with ThinkTel. This guide will show you how to setup Surecall via ThinkTel's uControl portal.

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Login to uControl

Open your web browser and go to <https://ucontrol.thinktel.ca>. Once there, you will be prompted to login; simply enter the username and password that were provided to you when you opened your account with ThinkTel. If you do not have the information at hand, please contact your Account Manager or Account Relations Manager.

ThinkTel

Small business

Enterprise

Service providers

About Us

If you have any problems using uControl please submit a ticket at support.thinktel.ca or contact us at 1.866.928.4465 and select option 3.

uControl

Login to manage your numbers and services.

username

.....

Forgot Password

Login

Pour le service en français, veuillez cliquer ici.

Find the SIP Trunk you want to manage

Once logged in, click the "Services" menu and locate the "Numbers" section.

The screenshot shows the ThinkTel user interface. At the top left is the ThinkTel logo. To the right are navigation links: Profile, Services (highlighted with an orange box), and Management. Below the logo is a section titled "My Account - Company ABC" with details for Account Manager, Sales Agent, Account Relations Manager, Contact, Type, and Payment Option. To the right is a "My Recent Invoices" table with columns for Date and Number. A dropdown menu is open under the Services link, listing options: Business Groups, Colocation, Local Calling Groups, Numbers (highlighted with an orange box), Numbers By Type, Rate Center Groups, SIP Trunks, Subscriptions, and Virtual Call Centers.

Click on the "Download Surecall" button to download the Surecall file.

The screenshot shows the ThinkTel user interface. At the top left is the ThinkTel logo. To the right is a "Profile" link. Below the logo is a navigation bar with four buttons: "Download Labels", "Upload Labels", "Download Surecall" (highlighted with an orange box), and "Upload Surecall". Below this is the heading "Numbers for Company ABC (20003804)". Underneath is a "Download All" button. A table displays the following data:

Number	Parent	Label	Additional Label
5877824102	5877824109		
5877824109	5877824109	Edmonton	
5877824112	5877824109		
5877824113	5877824109		
5877824115	5877824109		
5877824116	5877824109		

At the bottom left, there is a "Show" dropdown menu set to "50" entries. At the bottom right, it says "Showing 1 to 6".

Manage the Surecall settings

Open the excel file.

Column A will have your ThinkTel numbers.

Column B will be the numbers that your numbers have to be forwarded to if your PBX is unreachable.

Column C will list the Trunk default. I.e. if applied on the pilot but not on the DID will show the Surecall number from the pilot.

Column D will list the Subscriber Type: SIP Trunk or DID.

Column E will show the pilot number for the number listed in column A.

Make the required Changes:

- Enter a 10 digit number in Column B to setup Surecall per DID basis.
- To remove Surecall, delete the number in Column B.

	A	B	C	D	E	F	G
1	Number	Surecall	Surecall [Trunk Default]	Subscriber Type	PBX Pilot		
2	5877824109			SIP Trunk	5877824109		
3	5877824102	5877820000		DID	5877824109		
4	5877824112	5877820000		DID	5877824109		
5	5877824113	5877820000		DID	5877824109		
6	5877824115	5877820000		DID	5877824109		
7							
8							
9							
10							
11							
12							

- Save the Excel document onto your computer.

- Return to uControl's "Services" menu and locate the "Numbers" section.

The screenshot shows the ThinkTel web interface. At the top left is the ThinkTel logo. On the right, there are navigation tabs: Profile, Services, and Management. The 'Services' tab is selected and highlighted with an orange box. A dropdown menu is open under 'Services', listing several options: Business Groups, Colocation, Local Calling Groups, Numbers (highlighted with an orange box), Numbers By Type, Rate Center Groups, SIP Trunks, Subscriptions, and Virtual Call Centers. On the left side of the page, there is a section titled 'My Account - Company ABC' with details for Account Manager, Sales Agent, Account Relations Manager, Contact, Type, and Payment Option. On the right side, there is a section titled 'My Recent Invoices' with columns for Date and Number.

- Click on "Upload Surecall"



Profile ▾ Services ▾ Management ▾ Orders ▾ Billing ▾ Support ▾

Numbers for Company ABC (20003804)

Number	Parent	Label	Additional Label
5877824102	5877824109		
5877824109	5877824109	Edmonton	
5877824112	5877824109		
5877824113	5877824109		
5877824115	5877824109		
5877824116	5877824109		

- Click on "Choose File"
- Browse for the excel sheet you just saved.
- Click on "Submit"



Upload Surecall

File Name No file chosen

Please upload a 2 column csv or xlsx file with the following layout. We recommend submitting 200 numbers or less at a time.

```
Number , Surecall  
5557771234, 5557772222  
5557771235, 5557772222  
5557771236, 5557775001
```