

# Routing DIDs

## Scope:

The following steps will allow you to assign a DID to a domain and route it to its appropriate locations.

## Requirements:

- Access to Manager Portal

## Assign DID to Domain

1. After logging in, Click on **Inventory** , then click on Filters, and search the phone number you are adding next to **Phone Numbers**. **This is to check to see if the number was already added to the PBX portal so there are no duplicates.**

The screenshot displays the PBX Manager Portal interface. At the top, a navigation bar contains icons for Home, Resellers, Domains, SIP Trunks, Inventory, and Call History. The 'Inventory' icon is highlighted with a red box. Below the navigation bar, the 'Inventory' section is active, showing tabs for 'Phone Numbers', 'SMS Numbers', and 'Phone Hardware'. The 'Phone Numbers' tab is selected. A 'Filters' button is highlighted with a red box. To the right of the 'Filters' button are 'Import', 'Export', and 'Add Phone Number' buttons. A 'Phone Numbers Filters' dialog box is open, showing a search form with the following fields: 'Phone number' (containing '3059676756'), 'Domain' (containing 'Enter a Domain'), 'Treatment' (containing 'Select Application'), and 'Destination' (containing 'Enter name or extension'). A 'Clear Filters' link is located below the search fields. At the bottom of the dialog, there are 'Cancel' and 'Filter' buttons, with the 'Filter' button highlighted by a red box.

2. If the number does not show up, Click on **Add Phone Number** .
3. Fill out the pop up with the following information.

The image shows a software dialog box titled "Add Phone Number". It contains the following fields and controls:

- Phone Number:** A text input field with the placeholder text "Enter a phone number to add" and a small phone icon on the right.
- Domain:** A text input field with the placeholder text "Enter a domain name".
- Treatment:** A dropdown menu currently displaying "Available Number".
- Enable DID:** A toggle switch that is currently turned "Yes" (indicated by a blue bar).
- Enable Date:** A date picker field with a calendar icon on the right.
- Disable Date:** A date picker field with a calendar icon on the right.
- Notes:** A large, empty text area for entering additional information.

At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

- a. **Phone Number:** Number you are adding to the PBX Portal.
- b. **Domain:** domain this number belongs to.
- c. **Treatment:** This is where it will be routed to. (i.e User, Call Queue, Auto Attendant, Fax, PTSN Number, etc.)
- d. **Enable DID:** This should be set to "ON" if they are an onboarded customer. If they are porting and have not ported yet, this needs to be set to "OFF" until porting date.
- e. **Enable Date:** Enter the day the number is porting here. If they are not porting the number entered, leave blank.
- f. **Disable Date :** This should always be blank.

g. **Notes:** This is where you can add notes so you now what this number is for.

(Porting Date, Main Number, Direct Dial, etc.)

4. Click **Save** .

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# Routing DID through Domain

1. After logging in, click on **Domains**, and navigate to the **Customer Domain**.



2. In the domain, Click on **Inventory** and click on the number you are editing or the little pencil next to it.



3. Change **Treatment** to **User** or any other route you want. (Call Queue, Auto Attendant, PSTN Number, etc.)
4. Select the destination.
5. Enter a **Caller ID Prefix** if desired. This helps to differentiate between which numbers are called. It is used a lot when there are two companies on the same phone system.
6. Click **Save**.