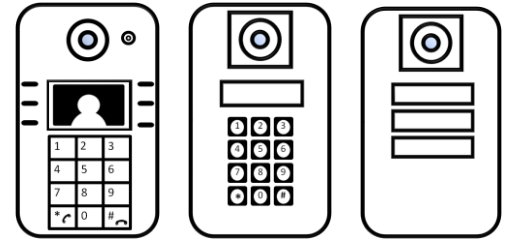


TIPT of Everything (ToE) – 2N Helios Door Stations ToE-SIP Generic Door Entry Intercom

The ToE Door Entry Intercoms are supplied through one of *Telstra's partners, Alloy Computer Products.*

The extensive range of TIPT Door Intercoms combines state-of-the-art technology, along with voice and video communication. From a simple one button camera device to a modern keypad control with colour screen that will impress all visitors to your door.

Our range is fully compatible with the SIP platform powering TIPT. They provide secure communication solutions to meet everyone's requirements, from micro sites to large enterprises.



Video quality will vary dependant on the band width available

Features include: Supports voice and video transmission; Effortless communication with people at your door; Reliable security for your premises; Equipped with built in camera so you can see who is standing at your door; High quality voice transmission with no background interference

Available in wall mount or flush mount, with optional rain hood

Purpose

The purpose of this document is to highlight the process involved in configuring the 2N Helios IP door entry intercom units for use with the Telstra TIPT of Everything (ToE) platform.

Setting up the intercom in TIPT

The setup of the 2N Helios IP Door Intercom is done through the Telstra CommPilot as outlined below.

Log into CommPilot

- Log into the Telstra TIPT CommPilot via the following link whilst on the private TIPT network;
 - <http://ews-exhi.tipt.telstra.com/Login/>
- Enter your Customer Group Administrator **UserID** and **Password** then click **Login**



Figure 1-1

Creating a user for the 2N Helios IP Door Entry Intercom Identifying a phone number to use

Before creating a new user within the CommPilot, we will first need to identify a service number which has not yet been allocated or assigned to another profile. To do this, from the group level portal page shown below, select 'Users'.

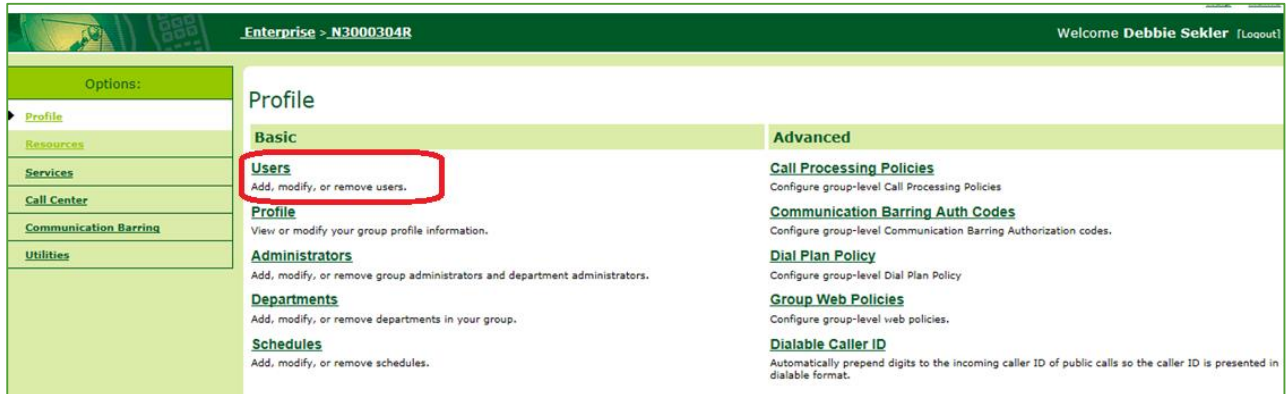


Figure 2-1

- From the **Users** page, search for a phone number whilst leaving the search criteria blank as shown below;

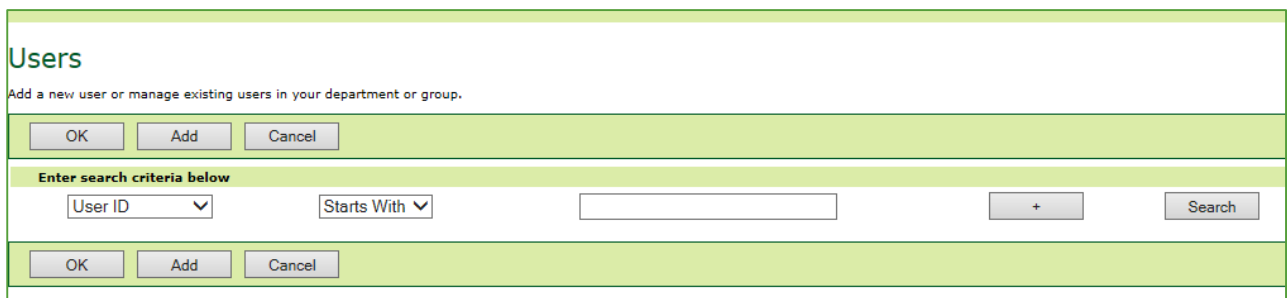


Figure 2-2

- This search will return a result similar to that shown in the following image. We will need to select a phone number which has not yet been activated, this can be found by identifying which service does not have a tick next to it under the activated column. Write this number down as we will need it shortly.

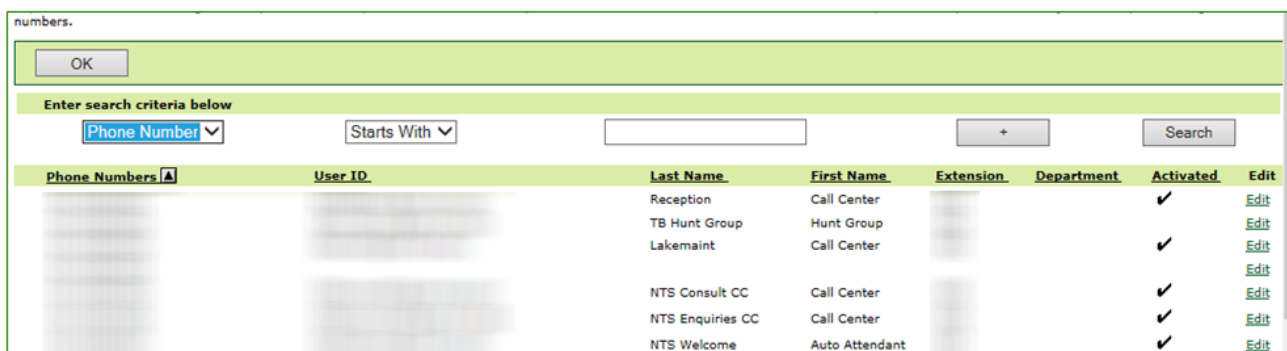


Figure 2-3

Creating the User

- Now that we have identified which service number is going to be used for our 2N Helios IP Door Intercom, we can move forward in creating the user within TIPT.
- Navigate back to the **Users** page from the Group Profile level, once there select **Add** to being creating a new user.

Figure 3-1

- Enter in the required details, marked with an asterisk (*).
- The User ID will be the service number or phone number that we wrote down earlier.

Assigning a Service Pack to the New User

- After creating your user, we will now need to assign a service pack to allow for functionality. To do this, from the **Users** page, search for the user you've just created.

Figure 4-1

- After selecting the appropriate user, you will be presented with the Profile page of that particular user. From here, select **Assign Services** as shown below.

Figure 4-2

- If there are no Basic Packs available, either the Standard or Executive pack can be used, however if this unit is to be used for basic functionality and calls only, the customer will need to speak to their Telstra Account Executive to order a basic pack.

Setting SIP Authentication Details

- From the User level, select the **Utilities** menu option on the left hand side of the screen.

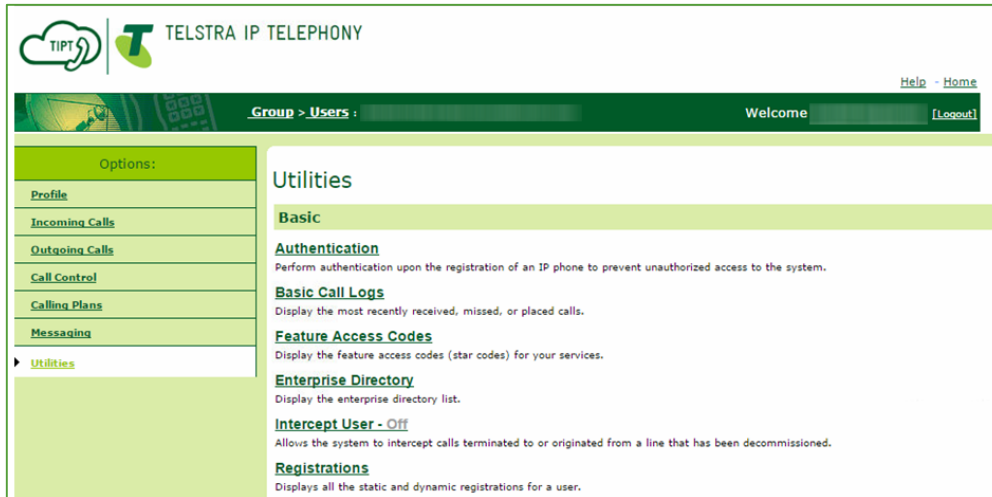


Figure 5-1

- Once here, click the Authentication page and then set a 10 digit Authentication Username. This will be the phone number including the area code prefix. Additionally, ensure that you set an 8 character password.

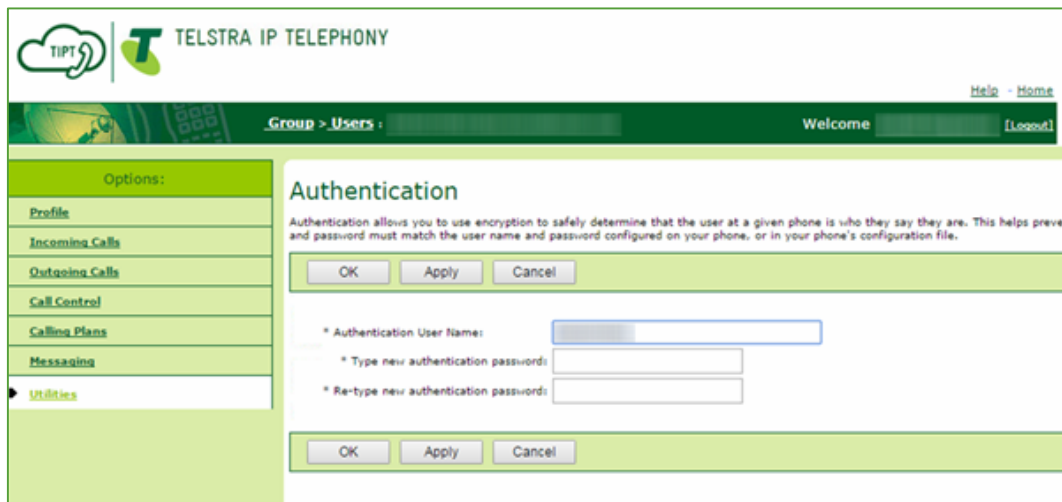


Figure 5-2

- Once set, click Apply and then OK to save changes.

Adding a Phone Number and Selecting the Device Type

- While still in the selected User portal, navigate to the Profile page where you will locate an option labelled Addresses. Select this option to start the final stage of setting up the Door Intercom in TIPT.

- Select the **Phone Number** from the drop down list
- From the drop down list in the field **Identity/Device Profile Name**: select **New Identity Device Profile**
- In the **New Identity/Device Profile Name** field, type **d-phonenum**
- In the **Identity/Device Profile Type** field, click on the drop down arrow and select **ToE-SIP Door Entry Intercom**
- Enter the **Line Port p-phonenum**
- Click **Apply**
- Click **OK**

Setting up the 2N Helios

- Log into the 2N using the default credentials where the username is “admin” and the password is “2n”.
- Navigate to Services > Phone > SIP 1 as per the screenshot below;

- The **Phone ID** seen above is the first portion of the “Line/Port” settings found within the user Profile > Addresses
- Enable Authentication ID
 - Enter in the Authentication ID which can be found under Utilities > Authentication within the TIPT portal
 - Note that it may not look like the example above.
 - Enter the password set in Utilities > Authentication, found within the TIPT portal.
- Set your SIP Proxy server settings as provided by Telstra, if you are unsure of the SIP Proxy address, use one of the IP addresses listed at the end of this document.
- Enable Registration
 - Set the registrar address to the same as your SIP Proxy Address along with the same port number.

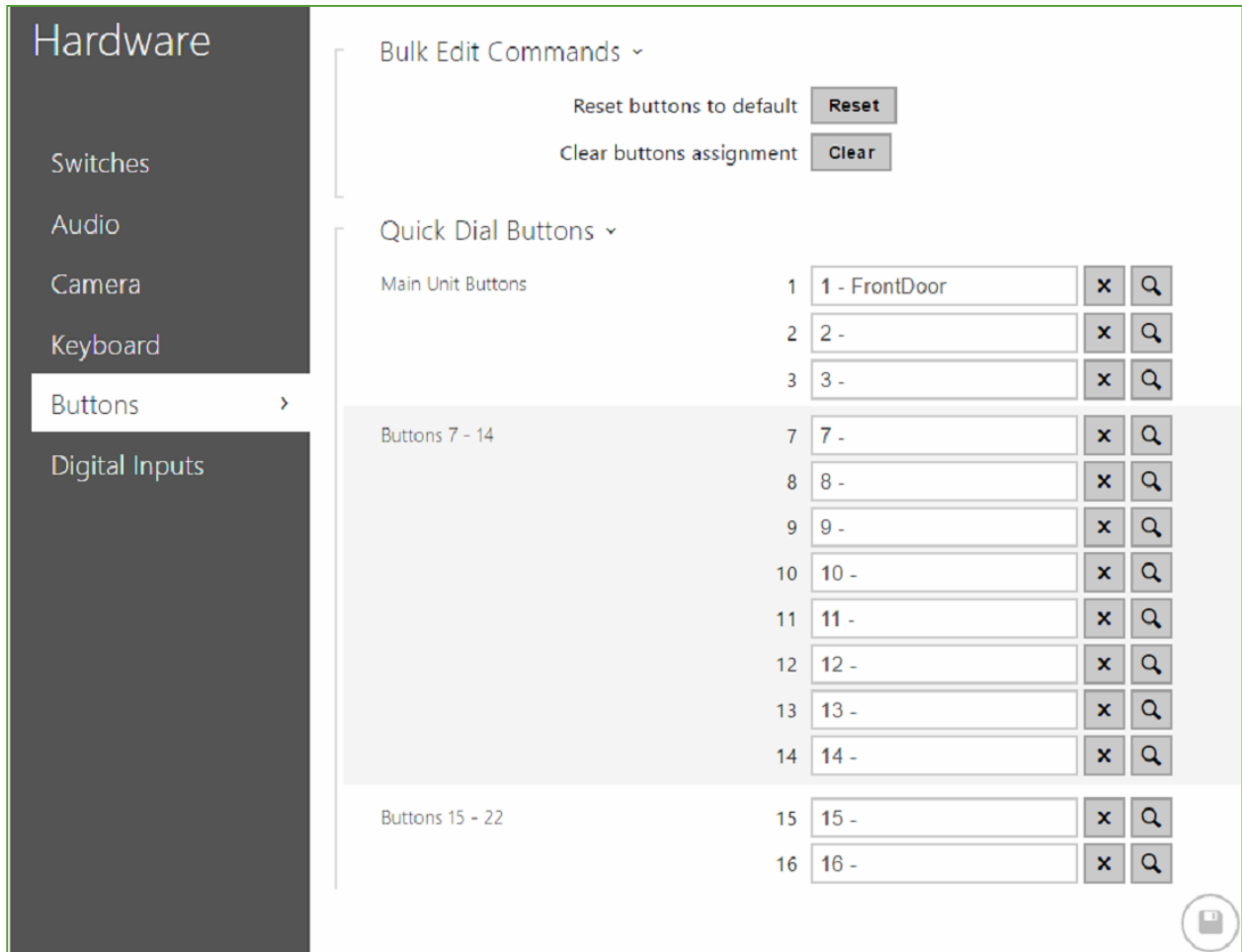
Once done, you may save your settings and the SIP service should register to your TIPT account.

2N Button Configuration

- In order to set the Button settings on a 2N device, we first need to setup a user profile from within the 2N device.
- To create a user, navigate to Directory > Users.
- Starting with Position 1, enable the user.
 - Add a Name to the user for easy identification
 - Under the User Phone Numbers section, under Number 1, add the phone number of the extension/user that you wish to dial.

The screenshot shows a configuration page for a user profile. At the top, there is a navigation bar with tabs numbered 1 through 10, and a 'Number' dropdown menu. Below the navigation, there is a checkbox labeled 'Position Enabled' which is checked. The main content is divided into two sections: 'User Basic Information' and 'User Phone Numbers'. Under 'User Basic Information', there are fields for 'Name' (containing 'FrontDoorHunt'), 'E-Mail', 'Virtual Number', and 'Authentication Mode' (set to 'Simple'). Under 'User Phone Numbers', there are three entries: 'Number 1', 'Number 2', and 'Number 3'. For 'Number 1', the 'Phone Number' field contains 'sip:0733619296@ausmea', and the 'Time Profile' dropdown is set to '[not used]'. The 'Helios IP Eye Address' and 'Parallel call to following number' checkboxes are empty for all three numbers.

- Once the user has been enabled, you then need to assign a user to a particular button. To do this, navigate to Hardware > Buttons
- Once on the Buttons page, you can assign a user by selecting the magnifying tool next to one of the Main buttons. This will provide a list of users to be selected.



- After you have assigned the user you desire to a particular button, save your configuration.

SBC Proxy Troubleshooting

If the SBC Proxy address and Registrar address isn't resolving to the correct IP or cannot find an IP you can use one of the following IP addresses;

203.52.1.164	NSW – SBC
203.52.3.164	Queensland – SBC
203.44.43.164	South Australia – SBC
203.52.2.164	Western Australia – SBC
203.44.44.164	ACT – SBC
203.44.42.4	Northern Territory – SBC
203.44.42.228	Tasmania - SBC