# Cyberdata
TIPT Configuration

TIPT of Everything (ToE) – Cyberdata 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.
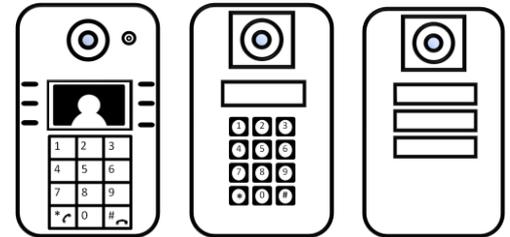
Video quality will vary dependant on the band width available

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 Cyberdata 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 Cyberdata 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

The TIPT of Everything

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Creating a user for the Cyberdata 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'*.
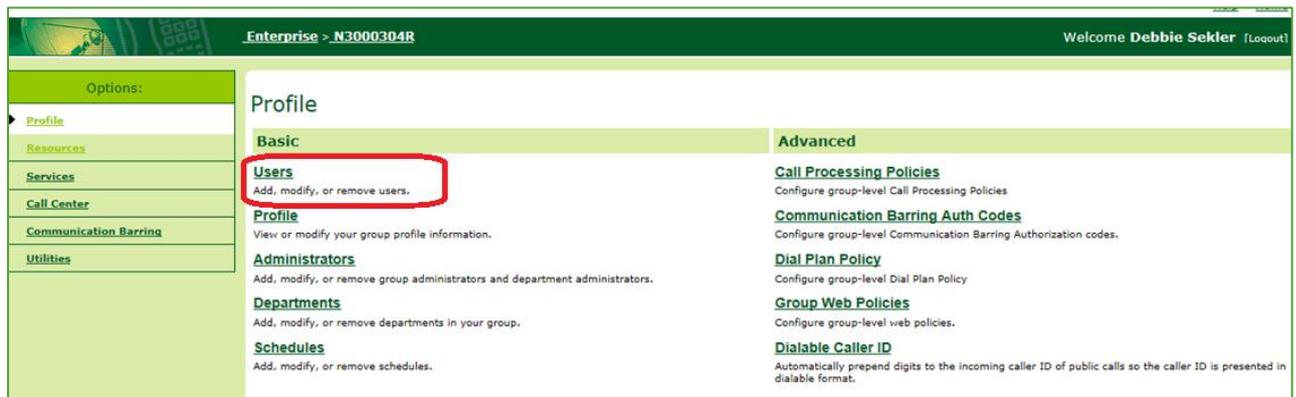

Figure 2-1

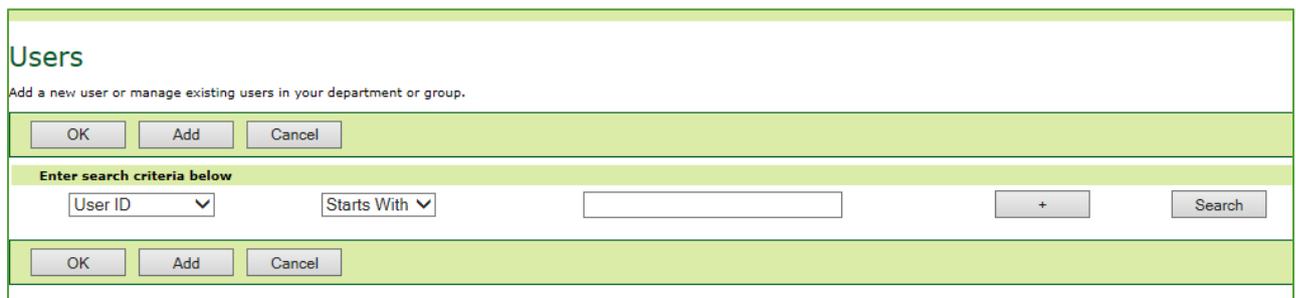- From the *Users* page, search for a phone number whilst leaving the search criteria blank as shown below;

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 Cyberdata 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.

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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.

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- 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-phonenumber**
- 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-phonenumber**
- Click **Apply**
- Click **OK**

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Setting up the Cyberdata Door Intercom

- Log into the Cyberdata using the default credentials where the username is "admin" and the password is "admin".
- Navigate to SIP Settings via the menu at the top.

SIP Settings

Enable SIP operation:	☑
Register with a SIP Server:	☑
Use Cisco SRST:	☐
Primary SIP Server:	mydomain.com.au
Primary SIP User ID:	p0733619264
Primary SIP Auth ID:	0733619264
Primary SIP Auth Password:	••••••••••
Backup SIP Server 1:	
Backup SIP User ID 1:	
Backup SIP Auth ID 1:	
Backup SIP Auth Password 1:	
Backup SIP Server 2:	
Backup SIP User ID 2:	
Backup SIP Auth ID 2:	
Backup SIP Auth Password 2:	
Remote SIP Port:	5060
Local SIP Port:	5060
Outbound Proxy:	sbc-qld.nipt.telstra.com.au
Outbound Proxy Port:	0
Disable rport Discovery:	☐
Re-registration Interval (in seconds):	120
Unregister on Boot:	☐
Keep Alive Period:	10000

- Enter the credentials as set out in the example above.
- Primary SIP Server: This will be the information provided by Telstra. Alternately this is available after you login to the TIPT Portal. In the below example the SIP server will be uat-trail.com

- 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 SIP Operation

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

Cyberdata Button Configuration

- In order to set the Button settings on a Cyberdata device, under the SIP settings page, you will need to enter a Dial Out Extension which is the destination to be dialled once the button has been pressed.
- You will additionally need to set the Extension ID which is the ID of the device which will show in the caller ID screen.

Once done, click the save button to confirm all settings and then reboot to ensure all changes have been applied.

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;

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sbc-nsw.nipt.telstra.com – NSW TIPT SBC
sbc-qld.nipt.telstra.com – Queensland TIPT SBC
sbc-sa.nipt.telstra.com – South Australia TIPT SBC
sbc-wa.nipt.telstra.com – Western Australia TIPT SBC
sbc-act.nipt.telstra.com – ACT TIPT SBC
sbc-nt.nipt.telstra.com – Northern Territory TIPT SBC
sbc-tas.nipt.telstra.com – Tasmania TIPT SBC
sbc-vic.nipt.telstra.com – Victoria TIPT SBC

In order to resolve the SBC address, you need to point your DNS servers to the Telstra DNS servers provided.