Grandstream ATA TIPT Configuration

TIPT of Everything (ToE) – Grandstream ATA
ToE-SIP Generic

The ToE Grandstream ATAs are supplied through one of *Telstra's partners, Alloy Computer Products.*

The extensive range of TIPT IP gateway solutions combines state-of-the-art technology, along with outstanding performance and quality.

Our range is fully compatible with the SIP platform powering TIPT. Grandstream ATA enable users to take advantage of VoIP on analog phones and enables service providers to offer high quality IP service.

Purpose
The purpose of this document is to highlight the process involved in configuring the Grandstream ATA for use with the Telstra TIPT of Everything (ToE) platform.

Setting up the ATA in TIPT
The setup of the Grandstream ATA 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 Grandstream ATA
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;
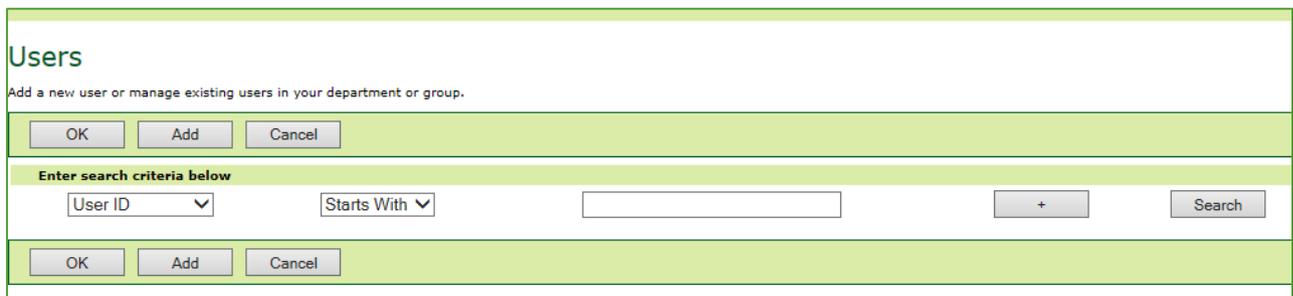

Figure 2-2

- 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.
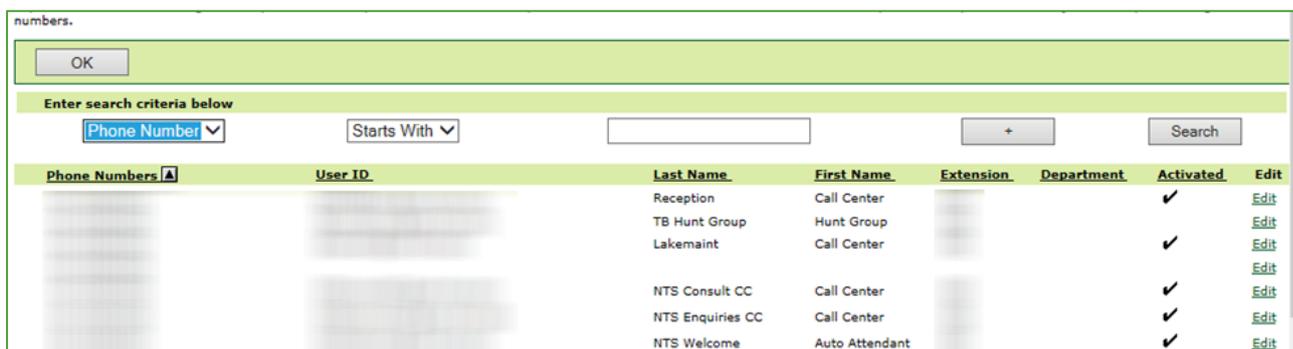

Figure 2-3

Creating the User

- Now that we have identified which service number is going to be used for our Grandstream ATA, 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.

Users Add

Add a new user to your group.

OK Cancel

Enterprise: N3517627R   Group: N3000304R

* User ID: 0392966324 @ uat-trial.com

* Last Name: IPCamera   * First Name: Grandstream

* Calling Line ID Last Name: IPCamera   * Calling Line ID First Name: Grandstream

* Initial Password: ●●●●●●●●   * Re-type Initial Password: ●●●●●●●●

Department: None   Language: English

Time Zone: (GMT+10:00) Australia/Victoria   Network Class of Service: None

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.

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID ▼ Starts With ▼ alloy + Search

User ID ▲	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
alloytest@uat-trial.com	Test	Alloy					Edit

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OK Add Cancel

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.

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel

Available Service Packs

TIPT Basic Pack V7
TIPT Call Centre Premium Agent V1
TIPT Call Centre Premium Supervisor V1
TIPT Executive Pack V10
TIPT Executive Pack V7.1
TIPT Executive Pack V9
TIPT Executive Pack V9 SKO ONLY
TIPT Hoteling/ Hot Desking V7
TIPT miReception Console V7
TIPT Standard Pack V10
TIPT Standard Pack V9 SKO ONLY

Add >
Remove <

Add All >>
Remove All

User Service Packs

TIPT Basic Pack V8

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.
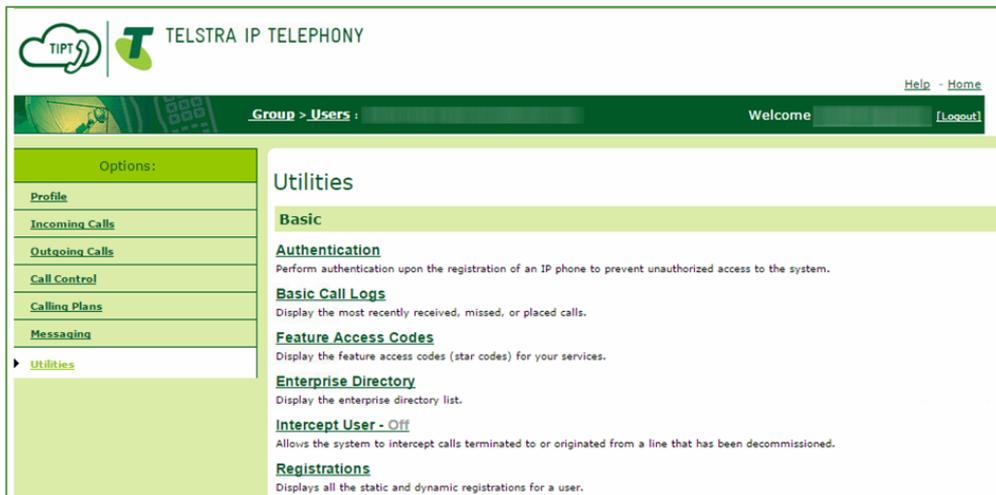

Figure 5-1

- 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.
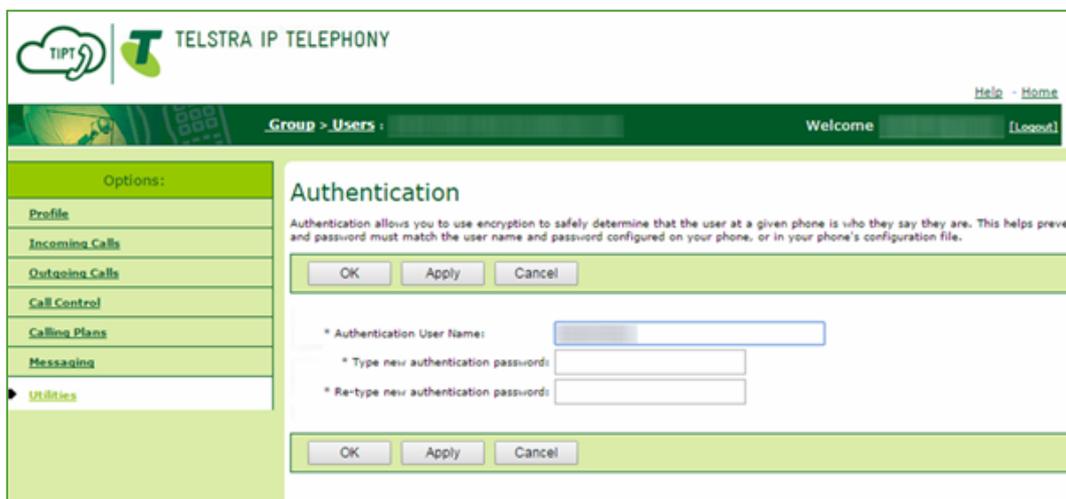

Figure 5-2

- 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 Grandstream ATA 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-phonenumber*
- In the **Identity/Device Profile Type** field, click on the drop down arrow and select *ToE-SIP Generic Generic IAD*
- Enter the **Line Port** *p-phonenumber*
- Click **Apply**
- Click **OK**

Grandstream ATA
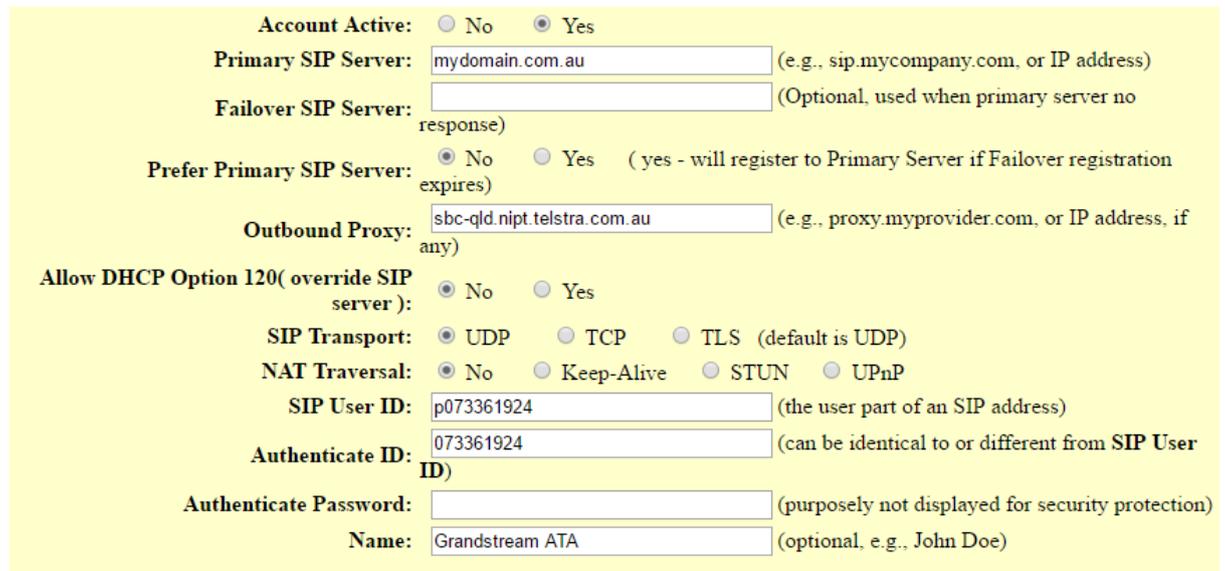# TIPT Configuration

Setting up the Grandstream ATA

- Log into the Grandstream ATA's using the default credentials where the username and the password is "admin".

    Note: **Grandstream ATA is by default configured to obtain the IP address from DHCP server where the unit is located.**

    To know which IP address is assigned to your ATA, you should access to the "Interactive Voice. Response Menu" of your ATA via the connected analog phone and check its IP address mode.
    Please refer to the steps below to access the interactive voice response menu:
    1. Use a telephone connected to phone ports of your HT801/HT802.
    2. Press *** (press the star key three times) to access the IVR menu and wait until you hear "Enter the menu option ".
    3. Press 02 and the current IP address will be announced.

- Navigate to FXS PORT 1 via the menu at the top

Account Active:	○ No ● Yes	
Primary SIP Server:	mydomain.com.au	(e.g., sip.mycompany.com, or IP address)
Failover SIP Server:		(Optional, used when primary server no response)
Prefer Primary SIP Server:	● No ○ Yes	(yes - will register to Primary Server if Failover registration expires)
Outbound Proxy:	sbc-qld.nipt.telstra.com.au	(e.g., proxy.myprovider.com, or IP address, if any)
Allow DHCP Option 120(override SIP server):	● No ○ Yes	
SIP Transport:	● UDP ○ TCP ○ TLS (default is UDP)	
NAT Traversal:	● No ○ Keep-Alive ○ STUN ○ UPnP	
SIP User ID:	p073361924	(the user part of an SIP address)
Authenticate ID:	073361924	(can be identical to or different from **SIP User ID**)
Authenticate Password:		(purposely not displayed for security protection)
Name:	Grandstream ATA	(optional, e.g., John Doe)

- The SIP User ID seem above is the first portion of the "Line/Port" setting found within the user Profile > Addresses
- Enter Authenticate ID and password which can be found under Utilities > Authentication within the TIPT Portal
  Note: It may not look like the example above
- Set your Outbound Proxy server settings as provided by Telstra, if you are unsure of the Outbound Proxy address, use one of the IP addresses listed at the end of this document.
- Enable account and outbound proxy server

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

The TIPT of Everything

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TIPT 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

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