



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;
 - o 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*'.







	Enterprise > <u>N3000304R</u>	Welcome Debbie Sekler (Logout)
Options:	Profile	
Resources	Basic	Advanced
Services	Users Add, modify, or remove users.	Call Processing Policies Configure group-level Call Processing Policies
Call Center	Profile	Communication Barring Auth Codes
Communication Barring	View or modify your group profile information.	Configure group-level Communication Barring Authorization codes.
Utilities	Administrators	Dial Plan Policy
	Add, modify, or remove group administrators and department administrators.	Configure group-level Dial Plan Policy
	Departments	Group Web Policies
	Add, modify, or remove departments in your group.	Configure group-level web policies.
	Schedules	Dialable Caller ID
	Add, modify, or remove schedules.	Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.
	Figure 2-1	

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

USERS Add a new user or manage existing users in your department or group.				
OK Add Cancel				
User ID V Starts With V		+ Search		
OK Add Cancel				

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.

numbers.				-			
ОК							
Enter search criteria below							
Phone Number	Starts With 🗸			+		Search]
Phone Numbers	<u>User ID</u>	Last Name	First Name	Extension	Department	Activated	Edit
		Reception	Call Center			~	Edit
		TB Hunt Group	Hunt Group				Edit
		Lakemaint	Call Center			~	Edit
							Edit
		NTS Consult CC	Call Center			~	Edit
		NTS Enquiries CC	Call Center			~	Edit
		NTS Welcome	Auto Attendant			~	Edit
-		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: N	13000304R
	* User ID:	0392966324	o uat-tria	al.com	\checkmark		
	* 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/Vi	ctoria			✓ Network Class of Service:	None 🗸
				Figure 3	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.

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 extension Department In Trunk Group Edit alloytest@uat-trial.com Test Alloy [Page 1 of 1] OK Add Cancel Cancel Cancel Cancel Concel Concel	Users							
OK Add Cancel Enter search criteria below User ID V Starts With V alloy + Search User ID V Starts With V alloy + Search User ID Last Name First Name Phone Number Extension Department In Trunk Group Edit alloytest@uat-trial.com Test Alloy [Page 1 of 1] Edit OK Add Cancel [Page 1 of 1] Edit	Add a new user or manage existing (users in your department	or group.					
Enter search criteria below User ID Starts With user ID Image: Starts With User ID Test Alloy Edit Image: I of 1] Image: I of 1]	OK Add	OK Add Cancel						
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 Edit Edit Image 1 of 1]	Enter search criteria below							
User ID Last Name First Name Phone Number Extension Department In Trunk Group Edit alloytest@ust-trial.com Test Alloy Edit Edit [Page 1 of 1]	User ID 🗸	Starts With	ı v	alloy			+	Search
alloytest@uat-trial.com Test Alloy Edit [Page 1 of 1] OK Add Cancel	User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
[Page 1 of 1] OK Add Cancel	alloytest@uat-trial.com	Test	Alloy					Edit
OK Add Cancel				[Page 1 of 1]				

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 ssign 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		User Service Packs	
TIPT Basic Pack V7 TIPT Call Centre Premium Agent V1 TIPT Call Centre Premium Supervisor V1 TIPT Executive Pack V7.1 TIPT Executive Pack V9.1 TIPT Executive Pack V9 SKO ONLY TIPT Hoteling/ Hot Desking V7 TIPT There are a consistent of the term of term	Add > Remove < Add All >> Remove All	TIPT Basic Pack V8	



• 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.

	TELEPHONY
	roup > Users : Welcome [Lequet]
Options:	Utilities
Incoming Calls	Basic
Outgoing Calls	Authentication
Call Control	Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.
Calling Plans	Display the most recently received, missed, or placed calls.
Messaging	Feature Access Codes
Utilities	Display the feature access codes (star codes) for your services.
	Enterprise Directory Display the enterprise directory list.
	Intercept User - Off Allows the system to intercept calls terminated to or originated from a line that has been decommissioned.
	Registrations Displays all the static and dynamic registrations for a user.

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.

TIPT TELSTRA IF	P TELEPHONY
1996	Help - Home
	Group > Users : Welcome [Legent]
Options:	Authentication
Profile	Authentication allows you to use encryption to safely determine that the user at a given phone is who they say they are. This helps preven
Incoming Calls	and password must match the user name and password configured on your phone, or in your phone's configuration file.
Outgoing Calls	OK Apply Cancel
Call Control	
Calling Plans	* Authentication User Name:
Messaging	* Type new authentication password
Utilities	* Re-type new authentication password:
	OK Apply Cancel

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.

Addresses	
Addresses allows you to view and maintain your phone number and other identities that are used to make and receiv	/e calls.
OK Apply Cancel	
OK Apply Cancel Phone Number: 0392966324 V Not Activated Extension: 6324 Identity/Device Profile Identity/Device Profile Name: Identity/Device Profile Type: ToE-SIP Generic Door Entry Intercom Port MAC Address: * Line/Port: p0392966324 @ uat-trial.com dv 	Identity/Device Profile Type ToE-SIP Generic Android Video Phone ToE-SIP Generic Boom Gates ToE-SIP Generic CCTV Camera ToE-SIP Generic Door Entry Intercom ToE-SIP Generic External Speaker ToE-SIP Generic IAD ToE-SIP Generic Paging Devices ToE-SIP Generic Smart Card Reader
sip:	
sip:	

- 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







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: ONO Yes Primary SIP Server: mydomain.com.au (e.g., sip.mycompany.com, or IP address) Failover SIP Server: response) (Optional, used when primary server no No Yes (yes - will register to Primary Server if Failover registration Prefer Primary SIP Server: expires) Outbound Proxy: any) sbc-qld.nipt.telstra.com.au (e.g., proxy.myprovider.com, or IP address, if Allow DHCP Option 120(override SIP Yes No server): 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) 073361924 (can be identical to or different from SIP User Authenticate ID: 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.







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

