

TIPT of Everything (ToE) – Akuvox IP Phone

ToE-SIP Generic

The ToE R15P IP Phones are supplied through one of *Telstra's partners, Alloy Computer Products*.

The R15P is fully compatible with the SIP platform powering TIPT. It provides secure and reliable communication to meet everyone's requirements. Large buttons including SOS button and Hearing Aid Compatibility (HAC) makes this device ideal IP handset for aged and health care facilities.



Features include:

- HD Voice with Volume & Tone Controls
- 3 Memory Buttons
- Wireless Emergency Pendants Supported (Optional)

Purpose

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

Setting up the handset in TIPT

The setup of the Akuvox IP Phone 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 Akuvox IP Phone 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'.

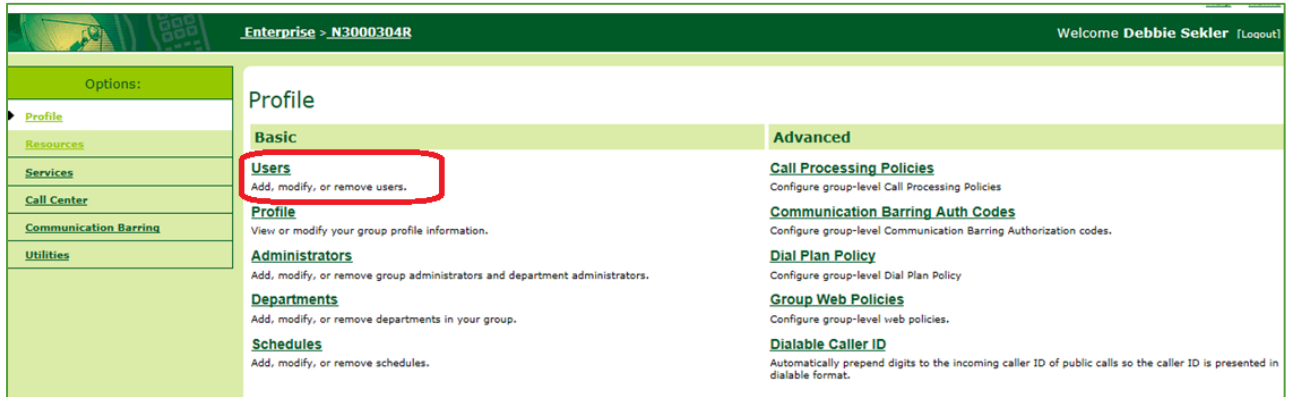


Figure 2-1

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

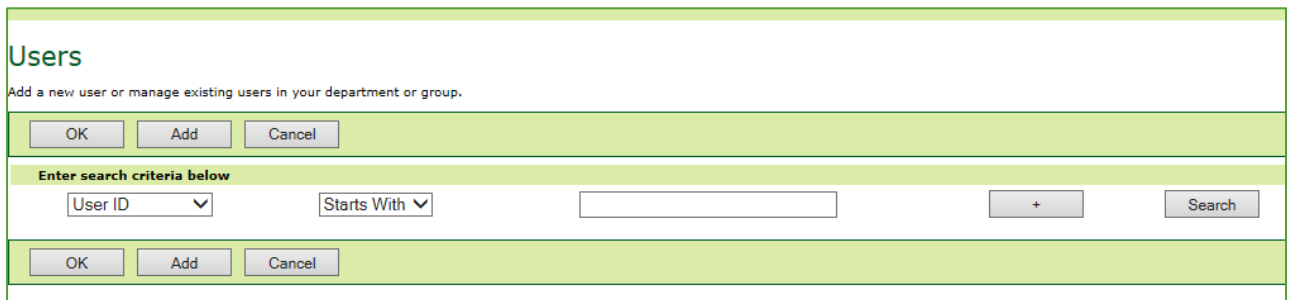


Figure 2-2

- 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 IP Phone, 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.

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.

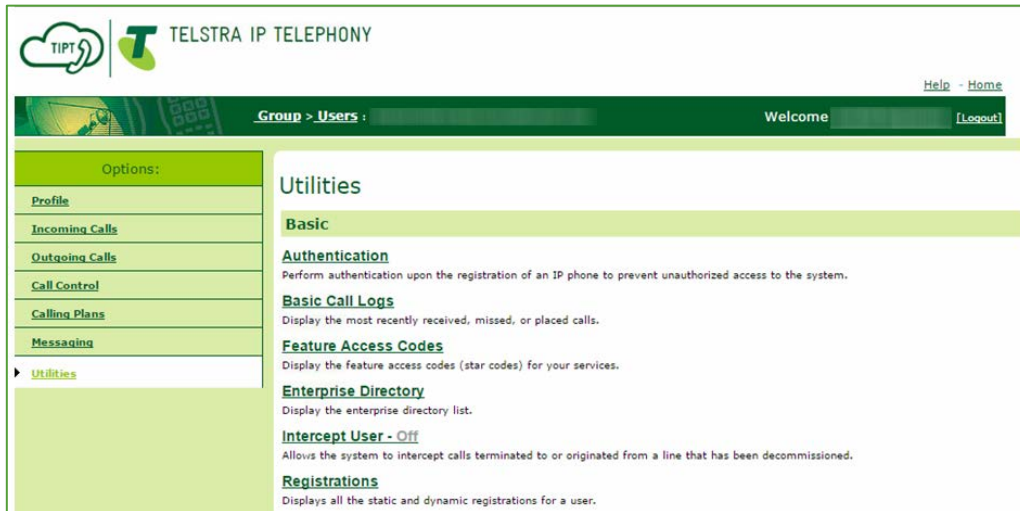


Figure 5-1

- 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.

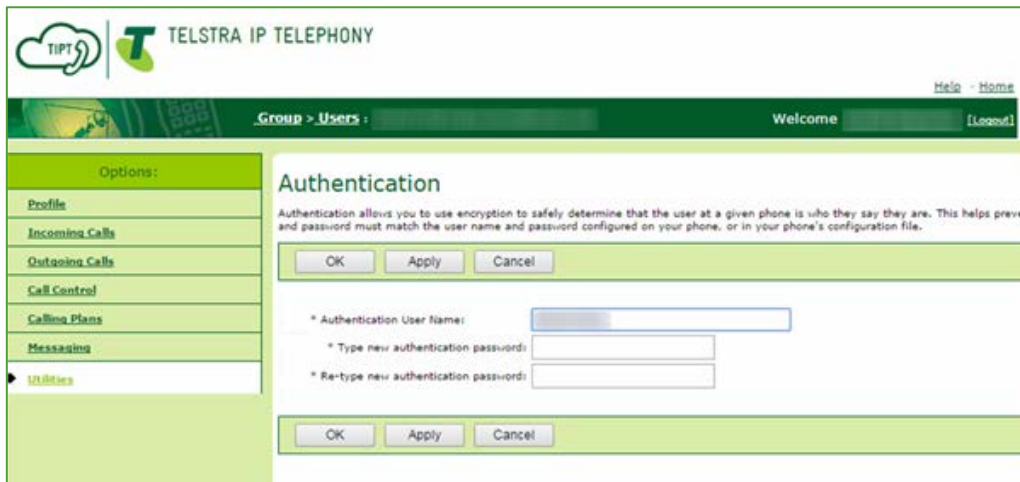


Figure 5-2

- 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 IP Phone in TIPT.

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK
Apply
Cancel

Phone Number: Not Activated

Extension:

Identity/Device Profile
 Trunking
 None

Identity/Device Profile

Identity/Device Profile Name:

* New Identity/Device Profile Name:

Identity/Device Profile Type:

Identity/Device Profile Type

- ToE-SIP Generic Android Video Phone
- ToE-SIP Generic Boom Gates
- ToE-SIP Generic CCTV Camera
- ToE-SIP Generic
- ToE-SIP Generic External Speaker
- ToE-SIP Generic IAD
- ToE-SIP Generic MusicOnHold
- ToE-SIP Generic Paging Devices
- ToE-SIP Generic Smart Card Reader

Host Name/IP Address: Port:

MAC Address:

* Line/Port: @ [AdvancedSettings](#)

Contact: sip:

sip:

sip:

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-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**

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 IP Phone in TIPT.

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

Phone Number: 0392966324 Not Activated

Extension: 6324

Identity/Device Profile
 Trunking
 None

Identity/Device Profile

Identity/Device Profile Name: New Identity/Device Profile (Group)

* New Identity/Device Profile Name: d0392966324

Identity/Device Profile Type: ToE-SIP Generic

Host Name/IP Address: Port:

MAC Address:

* Line/Port: p0392966324 @ uat-trial.com [AdvancedSettings](#)

Contact: sip:

sip:

sip:

sip:

sip:

Identity/Device Profile Type

- ToE-SIP Generic Android Video Phone
- ToE-SIP Generic Boom Gates
- ToE-SIP Generic CCTV Camera
- ToE-SIP Generic
- ToE-SIP Generic External Speaker
- ToE-SIP Generic IAD
- ToE-SIP Generic MusicOnHold
- ToE-SIP Generic Paging Devices
- ToE-SIP Generic Smart Card Reader

- 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 Generic**
- Enter the **Line Port p-phonenum**
- Click **Apply**
- Click **OK**

Setting up the Akuvox IP Phone

- Log into the Akuvox IP using the default credentials where the username and the password is "admin"
- Navigate to Account -> Basic via the menu at the left.

| SIP Account | |
|----------------|--------------|
| Status | UnRegistered |
| Account | Account 1 |
| Account Active | Enabled |
| Display Label | IP Phone |
| Display Name | IP Phone |
| Register Name | p073361924 |
| User Name | 073361924 |
| Password | ***** |

| SIP Server 1 | |
|---------------------|-----------------|
| Server IP | mydomain.com.au |
| Registration Period | 1800 |
| Port | 5060 |
| | (30~65535s) |

| SIP Server 2 | |
|---------------------|-------------|
| Server IP | |
| Registration Period | 1800 |
| Port | 5060 |
| | (30~65535s) |

| Outbound Proxy Server | |
|-----------------------|--------------------------|
| Enable Outbound | Enabled |
| Server IP | sbc-qld.nipt.telstra.com |
| Backup Server IP | |
| Port | 5060 |
| | 5060 |

- The Register Name seem above is the first portion of the “Line/Port” setting found within the user Profile > Addresses
- Enter User Name 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;



R15P TIPT Configuration



| | |
|---------------|--------------------------|
| 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 |