

# 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;
  - 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 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*'.

	<u>Enterprise &gt; N3000304R</u>	Welcome Debbie Sekler [Logout]
Options:	Profile	
Resources	Basic	Advanced
Services Call Center	Users Add, modify, or remove users. Profile	Call Processing Policies Configure group-level Call Processing Policies Communication Barring Auth Codes
Communication Barring Utilities	View or modify your group profile information. <u>Administrators</u> Add, modify, or remove group administrators and department administrators.	Configure group-level Communication Barring Authorization codes. <u>Dial Plan Policy</u> Configure group-level Dial Plan Policy
	Departments Add, modify, or remove departments in your group. <u>Schedules</u> Add, modify, or remove schedules.	Group Web Policies Configure group-level web policies. Dialable Caller ID Automatically prepand 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	
Enter search criteria below	
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.

nbers.			-18	<i>.</i>	1.90 9.9	8 8	
ок							
Enter search criteria below							
Phone Number	Starts With V			+		Search	
Phone Numbers	User ID	Last Name	First Name	Extension	Department	Activated	E
		Reception	Call Center			~	E
		TB Hunt Group	Hunt Group				E
		Lakemaint	Call Center			~	E
							E
		NTS Consult CC	Call Center			~	E
		NTS Enquiries CC	Call Center			~	E
		NTS Welcome	Auto Attendant			1	E

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.				
OK Cancel				
Enterprise:	N3517627R		Group:	N3000304R
* User ID:	0392966324 @ uat-trial.com	~		
* Last Name:	IPPhone		* First Name:	Akuvox
* Calling Line ID Last Name:	IPPhone		* Calling Line ID First Name:	Akuvox
* 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	OK Add Cancel						
Enter search criteria below							
User ID 🗸	Starts Wit	h 🗸	alloy			+ S	earch
User ID	Last Name	First Name	Phone Number	Extension	Department_	In Trunk Group	Edit
alloytest@uat-trial.com	Test	Alloy					Edit
			[ Page 1 of 1 ]				
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 use	. If a service or service pack is unassigned the service data that has been filled out will be l	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 V10 TIPT Executive Pack V7.1 TIPT Executive Pack V9	Add > TIPT Basic Pack V8 Remove <	
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 All >> Remove All	





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.

	TELEPHONY
	Group > Users : Welcome [Legent]
Options: Profile	Utilities
Incoming Calls	Basic
Outgoing Calls Call Control Calling Plans Messaging	Authentication Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system. Basic Call Logs Display the most recently received, missed, or placed calls. 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 TELST	A IP TELEPHONY
	Help - Home
	Group > Users : Welcome [Loosed]
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 preve
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 passwords
Utilities	* Re-type new authentication passwords
	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 IP Phone in TIPT.

ddresses	
dresses allows you to view and maintain your p	phone number and other identities that are used to make and receive calls.
OK Apply Cancel	
Extension: 6324 Identity/Device Profile O Trunking Identity/Device Profile	ToE-SIP Generic IAD ToE-SIP Generic MusicOnHold ToE-SIP Generic Paging Devices ToE-SIP Generic Smart Card Reader
MAC Address: * Line/Port: p0 Contact: sip: 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-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





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 rece           OK         Apply         Cancel	ive calls.
Phone Number:       0392966324 V       Not Activated         Extension:       6324 <ul> <li>Identity/Device Profile</li> <li>Trunking</li> <li>None</li> </ul> Identity/Device Profile       Trunking       None         Identity/Device Profile       New Identity/Device Profile (Group) V         * New Identity/Device Profile Name:       Mage Identity/Device Profile (Group) V         * New Identity/Device Profile Type:       ToE-SIP Generic         Host Name/IP Address:       Po         MAC Address:       * Line/Port:         \$ip:       sip:         sip:       sip:         sip:       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 External Speaker         ToE-SIP Generic IAD         ToE-SIP Generic Paging Devices         ToE-SIP Generic Smart Card Reader
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
- Enter the Line Port p-phonenumber
- 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.





R15P TIPT Configuration



#### 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 Port 5060
Registration Period	1800 (30~65535s)
	SIP Server 2
	SIP Server 2
Server IP	Port 5060
Registration Period	Port 5060
Registration Period	Port 5060 1800 (30~65535s)
Registration Period Out	Port 5060 1800 (30~65535s) bound Proxy Server

- 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;



# The TIPT of Everything





203.52.1.164 203.52.3.164 203.44.43.164 203.52.2.164 203.44.44.164 203.44.42.4 203.44.42.28	NSW – SBC Queensland – SBC South Australia – SBC Western Australia – SBC ACT – SBC Northern Territory – SBC
203.44.42.228	Tasmania - SBC

