



TIPT Frequently Asked Questions



This document contains answers to the most frequently asked questions for TIPT solutions

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How do I perform a password reset?

Please engage your TIPT Administrator in the first instance, alternatively if you are the TIPT Administrator, please find the below listing how passwords can be reset for the below applications. Please select the relevant links to find out more.

- [Business Connect](#)
- [Voicemail](#)
- [Call Centre Application or MiReception password](#)
- [TIPT Administrator's password for TIPT portals](#)

How to reset password for Business Connect

Login to the TIPT Administration Portal (Commpilot), and

1. Go to **Profile** → **Users**

The screenshot shows the TIPT Administration Portal interface. On the left, there is a navigation menu under the heading 'Options:'. The 'Profile' option is highlighted with a red box. Below it are other options: Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. On the right, the 'Profile' page is displayed. Under the 'Basic' section, the 'Users' option is highlighted with a red box. Below 'Users' is the text 'Add, modify, or remove users.' Other options listed include Profile, Change Password, Administrators, Announcement Repository, Departments, and Schedules, each with a brief description of its function.

2. **Search** for the User Account (i.e. options are User ID, Phone number, Profile, Last name, First name, Extension or Department).

Users

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

The screenshot shows the 'Users' search interface. At the top, there are three buttons: 'OK', 'Add', and 'Cancel'. Below this is a search bar with the text 'Enter search criteria below'. The search bar contains a dropdown menu for 'User ID', a dropdown menu for 'Starts With', a text input field, a plus sign button, and a 'Search' button.

3. **Edit** the User Account.
4. Select **Passwords**.



Options:	Profile
► Profile	Basic Profile Display and configure profile information such as your name, department and address. Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls. Announcement Repository Manage the announcements for a user Passwords Set web access and portal passwords. Schedules Add, modify, or remove schedules.
Outgoing Calls	
Messaging	
Communication Barring	
Utilities	

5. Select **Set web access password**, type the new password then press the **Apply** button.

Options:	Passwords
► Profile	Passwords allows you configure your passwords for the web portal and/or portal. OK Apply Cancel
Outgoing Calls	Revoke Previously Issued Long Lived Tokens
Messaging	This user's password expired <input checked="" type="radio"/> Set web access password <input type="radio"/> Set portal password
Communication Barring	Reset Password * Type new password: <input type="text"/> * Re-type new password: <input type="text"/>
Utilities	OK Apply Cancel



How to reset password for Voicemail

Login to the TIPT Administration Portal (Commpilot) and

1. Go to **Profile** → **Users**

The screenshot shows the TIPT Administration Portal interface. On the left, there is a sidebar with an 'Options:' header. Under this header, several menu items are listed: Profile, Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. The 'Profile' option is highlighted with a red box. On the right, the 'Profile' page is displayed. Under the 'Basic' section, the 'Users' option is highlighted with a red box. Below 'Users', there are several other options: Profile, Change Password, Administrators, Announcement Repository, Departments, and Schedules, each with a brief description of its function.

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Options:	Profile
► Profile	Basic
Outgoing Calls	Profile Display and configure profile information such as your name, department and address.
Messaging	Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.
Communication Barring	Announcement Repository Manage the announcements for a user
Utilities	Passwords Set web access and portal passwords.
	Schedules Add, modify, or remove schedules.

5. Select **Set portal password**, type the new password then press the **Apply** button.

Options:	Passwords
► Profile	Passwords allows you configure your passwords for the web portal and/or portal.
Outgoing Calls	OK Apply Cancel
Messaging	Revoke Previously Issued Long Lived Tokens
Communication Barring	This user's password expired
Utilities	<input type="radio"/> Set web access password <input checked="" type="radio"/> Set portal password
	Reset Password
	* Type new password: <input type="password"/>
	* Re-type new password: <input type="password"/>
	OK Apply Cancel



How to reset my Call Centre Application or MiReception password

Login to TIPT Administration Portal (Commpilot), and

1. Go to **Profile** → **Users**

The screenshot shows the TIPT Administration Portal interface. On the left, there is a navigation menu under the heading "Options:". The "Profile" option is highlighted with a red box. Below it are other options: Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. On the right, the "Profile" page is displayed. Under the "Basic" section, the "Users" option is highlighted with a red box. Below "Users" are several other options: Profile, Change Password, Administrators, Announcement Repository, Departments, and Schedules, each with a brief description of its function.

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3. **Edit** the User Account.
4. Select **Password**.



Options:

- Profile
- Outgoing Calls
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

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

Announcement Repository

Manage the announcements for a user

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

5. Select **Set web access password**, type the new password then press the **Apply** button.

Options:

- Profile
- Outgoing Calls
- Messaging
- Communication Barring
- Utilities

Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

[Revoke Previously Issued Long Lived Tokens](#)

This user's password expired

Set web access password Set portal password

Reset Password

* Type new password:

* Re-type new password:

OK Apply Cancel

If you are the TIPT Administrator and need to reset your password for logging into the relevant TIPT portals, please contact the TIPT Helpdesk at 1800 287 289.

How do I configure my phone to enable a “warm” call transfer?

The steps below can be followed on the individual handset to fix the issue:

***Note: The steps below are only available on VVX 411, 410, 600 handsets. They are not available on any IP Soundpoint handsets.**

1. Press **Home Button**
2. Select **Settings**
3. Select **Basic**



4. Select **Preferences**

5. Select **Default Transfer Type**

6. Check which option is ticked – Blind or Consultative

Consultative is for warm transfers

Blind is for cold transfers

7. Select **Consultative**

8. Exit and make a test call to confirm

Why can't I receive any incoming calls or why do all calls go to voicemail?

To initiate troubleshooting, please log into TIPT Administration Portal (Commpilot), search for the User's account, edit it and go to **Incoming Calls**.

1. Check if **Do not Disturb** setting is turned **ON**. If yes, please turn it **OFF** and press the **Apply** button.

The screenshot displays the 'Incoming Calls' configuration page. On the left, a vertical menu under 'Options:' includes 'Profile', 'Incoming Calls' (selected), 'Outgoing Calls', 'Call Control', 'Calling Plans', 'Client Applications', 'Messaging', 'Communication Barring', and 'Utilities'. The main area is titled 'Incoming Calls' and contains a 'Basic' section with the following settings:

- Anonymous Rejection - On**: Prevent a caller from reaching you when the caller has explicitly restricted his/her number.
- Calling Name Delivery - Off**: Provides Calling Name information for external and internal callers.
- Calling Name Retrieval - Off**: Provide a caller's name by retrieving the calling name from the network.
- Calling Number Delivery - Off**: Provides Calling Number information for external and internal callers.
- Call Forwarding Always - Off**: Automatically forward all your incoming calls to a different phone number.
- Call Forwarding Busy - Off**: Automatically forward your calls to a different phone number when your phone is busy.
- Call Forwarding No Answer - Off**: Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
- Call Forwarding Not Reachable - Off**: Automatically forward your calls to a different phone number when your phone is unreachable.
- Call Notify - Off**: Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or day of week, are met.
- Connected Line Identification Restriction - Off**: Allows a user to restrict their connected identity when receiving a call.
- Do Not Disturb - On**: Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.



Options:	
Profile	<h2>Do Not Disturb</h2> <p>Allows you to send your calls directly to your voice messaging box with voice messaging by using the Ring Reminder. This is important when !</p> <p>OK Apply Cancel</p> <p>Do Not Disturb: <input checked="" type="radio"/> On <input type="radio"/> Off</p> <p><input type="checkbox"/> Play Ring Reminder when a call is blocked</p> <p>OK Apply Cancel</p>
▶ Incoming Calls	
Outgoing Calls	
Call Control	
Calling Plans	

2. Check if **Commpilot Express** is turned **ON** and **Profile** is set to any of these → **Out-of-office**, **Busy** or **Unavailable** – If yes, either **set it to Available: In Office** OR **None** and press the **Apply** button.

Options:																													
Profile	<h3>Incoming Calls</h3> <table border="1"><thead><tr><th>Basic</th><th>Advanced</th></tr></thead><tbody><tr><td>Anonymous Rejection - On Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</td><td>Alternate Numbers Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.</td></tr><tr><td>Calling Name Delivery - Off Provides Calling Name information for external and internal callers.</td><td>Call Forwarding Selective - Off Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.</td></tr><tr><td>Calling Name Retrieval - Off Provide a caller's name by retrieving the calling name from the network.</td><td>Commpilot Express - On Manage incoming calls based on four pre-configured profiles.</td></tr><tr><td>Calling Number Delivery - Off Provides Calling Number information for external and internal callers.</td><td>Custom Ringback User - Off Customize the media ringback to be played to your callers. Different ringbacks may be played, based on pre-defined criteria, such as phone number, time of day or day of week.</td></tr><tr><td>Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.</td><td>Personal Assistant - Off Provides a do not disturb capability for the user with additional information of why the user is not available and when they will return.</td></tr><tr><td>Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.</td><td>Pre-alerting Announcement - Off Allows a user to configure an audio or video announcement to be played to selected callers before ringing.</td></tr><tr><td>Call Forwarding No Answer - Off Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</td><td>Priority Alert - Off Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.</td></tr><tr><td>Call Forwarding Not Reachable - Off Automatically forward your calls to a different phone number when your phone is unreachable.</td><td>Selective Acceptance - Off Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.</td></tr><tr><td>Call Notify - Off Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or day of week, are met.</td><td>Selective Rejection - Off Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.</td></tr><tr><td>Connected Line Identification Restriction - Off Allows a user to restrict their connected identity when receiving a call.</td><td>Sequential Ring - Off Ring multiple phones sequentially when calls are received.</td></tr><tr><td>Do Not Disturb - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</td><td>Simultaneous Ring Personal - Off Ring multiple phones simultaneously when calls are received.</td></tr><tr><td>External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.</td><td></td></tr><tr><td>Internal Calling Line ID Delivery - On Provide Calling Line ID information of group or enterprise member when called.</td><td></td></tr></tbody></table>	Basic	Advanced	Anonymous Rejection - On Prevent a caller from reaching you when the caller has explicitly restricted his/her number.	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Options:
Profile
▶ Incoming Calls
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Call Control
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Utilities

CommPilot Express

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly take precedence over some of your other service settings associated with processing incoming calls.

Available - In the office profile is used when you are working from your desk where your phone is located.

Available - Out of office profile is used when you are working away from your desk for an extended period of time.

Busy profile is used when you are temporarily unavailable to take calls, when you are in a meeting for instance.

Unavailable profile is used outside of business hours, or when you are on vacation or holiday.

None turns this service off so that none of your other services are affected.

OK Apply Cancel

Current Profile: Available: Out Of Office ▼

Available - In the Office

Also ring this phone number / SIP-URI:

If Busy:

Have Voice Messaging take the call

3. Check under **Messaging → Voice Management** if this is turned **ON** and is set to **Send all calls to Voice Mail**.

If yes, either **OFF OR unselect Send all calls to Voice Mail** and press the **Apply** button.

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
▶ Messaging
Communication Barring
Utilities

Messaging

Basic

Aliases

Directly access your voice messages from other pre-defined numbers.

Collaborate - Sharing

Allows the sharing functions of the Business Communicator.

Distribution Lists

Create multiple distribution lists to use with voice messaging.

Greetings

Load or modify your voice messaging greetings.

Integrated IM&P - On

Allows the activation of Integrated IM&P service hosted on a Messaging server. This enables flow-through provisioning into the Messaging server.

Voice Management - On

Record messages for calls that are not answered within a specified number of rings or for busy calls.

Voice Portal

Change voice portal options for the user.



Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging**
- Communication Barring
- Utilities

Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled

OK Apply Cancel

Voice Messaging: On Off

- Send All Calls to Voice Mail
- Send Busy Calls to Voice Mail
- Send Unanswered Calls to Voice Mail

When a message arrives...:

- Use unified messaging [Advanced Settings \(Also saves current screen data\)](#)
- Use Phone Message Waiting Indicator
- Forward it to this e-mail address:

Additionally...:

- Notify me by e-mail of the new message at this address
- E-mail a carbon copy of the message to
- Transfer on '0' to Phone Number

OK Apply Cancel

4. Check that a Service Pack has been assigned by going to **Profile** → **Assign Services**. If none, please engage your TIPT Administrator to assign a Service Pack via the UC Self-Service (UCSS portal), or contact tipprovisioning@team.telstra.com to assign a Service Pack.

Options:

- Profile**
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic	Advanced
<p>Profile Display and configure profile information such as your name, department and address.</p> <p>Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.</p> <p>Announcement Repository Manage the announcements for a user</p> <p>Passwords Set web access and portal passwords.</p> <p>Schedules Add, modify, or remove schedules.</p>	<p>Assign Services Assign or unassign services and service packs.</p> <p>Assign Call Centers Assign or unassign user to a call center as agent.</p> <p>Call Application Policies Select Call Control Applications enabled for a user.</p> <p>Call Policies Configure user Call Policies</p> <p>Call Processing Policies Configure user-level Call Processing Policies</p> <p>Communication Barring Authorization Codes Configure Communication Barring Authorization codes for a user.</p> <p>Device Policies Configure user Device Policies.</p> <p>Privacy Set your visibility within the Enterprise or Group</p> <p>Supervisor Allows the user to manage which agents to supervise per call center.</p>

Options:

- Profile**
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging

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	User Service Packs
<ul style="list-style-type: none">BTBC V1OCS Integration Feature PackPlatform Update 1Platform Update CAPlatform Update CBPlatform Update CCBPlatform Update CCPPlatform Update CCSPlatform Update CMSIP Connect Business Line Pilot V20SIP Connect Mobility V20	<ul style="list-style-type: none">

Add > Remove < Add All >> Remove All



How can I create a user profile?

a) How to Create a User with Service Packs and handset.


Login to **Telstra UC Self-Service Portal**, type your **Enterprise** to search and then press the **Go** button.

Please select an Enterprise below.

You can search for an Enterprise by name or by NR number.



1. Select **Add TIPT Users to Site**



Add TIPT Users to Site
Add new TIPT users to a site with service packs and handsets.

2. Search for the **Site** to where the user will be added.

Site Search

Search for your site either by site name or site ID below.

3. Fill in the **Customer Contact Details** and press the **Next** button.

Customer Contact Details

<input type="text" value="First Name..."/>	<input type="text" value="Last Name..."/>	<input type="text" value="Phone Number..."/>	<input type="text" value="Email Address..."/>
<input type="text" value="@ Additional Email Address"/>			

Non-standard billing required

Next →



4. Fill in the ***User Details** form and press **Show Range** to select one from available ***phone numbers**, select ***User Pack** and ***Handset** as well as **Supplementary pack (if applicable)**.

Add New TIPT Users

New user details

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

First name	Last name	Available Phone Numbers <small>(Please click on the 'Show range' button to pick a number range and then use the drop down to pick a number)</small>	User Pack	First supplementary pack	Second supplementary pack	Handset <small>(Install \$0)</small>
<input type="text" value="Firs"/>	<input type="text" value="Last"/>	<input type="text" value="Show Range"/>	<input type="text" value="Select a user pack..."/>	<input type="text" value="First supplementary pack..."/>	<input type="text" value="Second supplementary pack..."/>	<input type="text" value="Please select a device type..."/>

Maximum of 30 users per single request.

→

*Required information.

5. Select how your service will be configured then press the **Next** button.

Configure your service for:

TIPT Over MPLS/Next IP

TIPT Over Internet

→

6. Review the **Site Details**, **Shipping details** and **New TIPT User/s** information that has/have been created. You have the option to **Edit** the information using the **Edit** button otherwise, select **"Submit Details"** to send your order.

New TIPT Users information

Site Details

Shipping Details

New TIPT Users

Full Name	Phone Number	User Pack	Supplementary pack	2nd Supplementary pack	Handset	TOTI/MPLS
-----------	--------------	-----------	--------------------	------------------------	---------	-----------

→

Once submitted, you will be prompted with your **Order Confirmation ID** and you will also be notified of your **Billing summary**, **Order details and confirmation** as well as your **Shipping Request** via email.



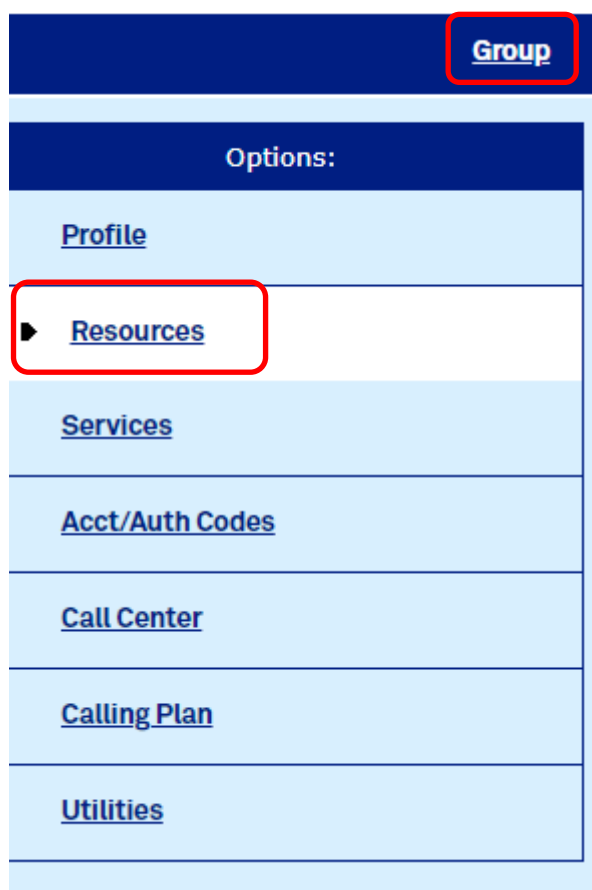
Success

Your request to add new TIPT user(s) was successfully processed, your order confirmation ID is: UCP1102063. You can view details of your order in the Enterprise Order History section.

Close

b) How to Create a Device Profile

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Resources**



2. Select **Identity/Device Profile**



Group

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

Resources

Configuration

- Call Recording Platform**
Select a recording platform for your group.
- Group Paging Targets Capacity**
Display the maximum number of target users each paging group may have.
- Identity/Device Endpoints**
Display the identity/device endpoints assigned in the group.
- Identity/Device Profiles**
Add, modify, or remove group level identity/device profiles in the group.
- Domains**
Display the list of domains assigned to your group.
- Network Classes of Service**
Display the list of Network Classes of Service assigned to your group.
- Numbers**
Display the list of phone numbers assigned to your group and assign those numbers to departments.
- Services**
Display the list of services and service packs authorized for your group.
- Trunking Call Capacity**
Displays the maximum number of simultaneous calls available for your group to use in trunking groups and the number of simultaneous calls already allocated to existing trunk groups.

3. Select **Add**

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)

Identity/Device Profiles

Add or modify group level identity/device profiles. Displays all the identity/device profiles defined at group level.

Enter search criteria below

Identity/Device Profile Name Starts With

- Fill in the relevant information (device profile names always begin with lowercase 'd' followed by the phone number to be used) and select OK.



Options:

- [Profile](#)
- ▶ [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

Identity/Device Profile Add

Add a new group identity/device profile.

OK Cancel

* Identity/Device Profile Name:

Identity/Device Profile Type:

Protocol:

Host Name/IP Address: Port:

Transport:

MAC Address:

Serial Number:

Description:

Outbound Proxy Server:

STUN Server:

Physical Location:

OK Cancel

c) How to Associate a Device to a User

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Profile**

Group

Options:

- ▶ [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

2. Select **Users** and search for the user (via phone number or user details)



Options:

- Profile**
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Profile

Basic

- Users**
Add, modify, or remove users.
- Profile**
View or modify your group profile information.
- Change Password**
Change your password.
- Administrators**
Add, modify, or remove group administrators and department administrators.
- Announcement Repository**
Manage the announcements for a group
- Departments**
Add, modify, or remove departments in your group.
- Schedules**
Add, modify, or remove schedules.

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 + Search

OK Add Cancel

3. Select Edit

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 + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvxx500@telstra.com	testvxx500	testvxx500	+61-386472088	2088			Edit

[Page 1 of 1]

OK Add Cancel

4. Go to Profile → Addresses



Group > Users : testvvx500@telstra.com

- Options:
- Profile
 - Incoming Calls
 - Outgoing Calls
 - Call Control
 - Calling Plans
 - Client Applications
 - Messaging
 - Communication Barring
 - Utilities

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

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

Announcement Repository

Manage the announcements for a user

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

5. Select the activated phone number to associate with the device.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

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: 0386472088 Activated
Extension: 2088

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group) [Configure Identity/Device Profile](#)
* Line/Port: p0386472088 @ telstra.com [AdvancedSettings](#)

Aliases: sip: testvvx500@telstra.com

sip: @ telstra.com
sip: @ telstra.com
sip: @ telstra.com

OK Apply Cancel

6. Extension (will populate itself)

Phone Number: 0386472088 Activated
Extension: 2088

7. Click the **Identity/Device Profile Name** dropdown, select the one created by you.



Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

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: 0386472088 Activated
Extension: 2088

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group) [Configure Identity/Device Profile](#)

* Line/Port: 0386424004 (Group) [AdvancedSettings](#)
0386424804_12 (SP)
0386472038_VVX1500_V4 (Group)
0386472088_VVX1500 (Group)

Aliases: sip: testvvx500@telstra.com
sip: _____
sip: _____
sip: _____

OK Apply Cancel

8. Line/Port – Add the same telephone number but add “p” in front of it (Note that p should always be lower case to comply with currently used naming standard).

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group)

[Configure Identity/Device Profile](#)

* Line/Port: p0386472088

@ telstra.com

[AdvancedSettings](#)

9. Select Apply

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

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: 0386472088 Activated
Extension: 2088

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group) [Configure Identity/Device Profile](#)

* Line/Port: p0386472088 @ telstra.com [AdvancedSettings](#)

Aliases: sip: testvvx500@telstra.com
sip: _____ @ telstra.com
sip: _____ @ telstra.com
sip: _____ @ telstra.com

OK **Apply** Cancel

d) How to add Qsetup Details in TIPT Administration Portal (Commpilot)

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Profile**



Group

Options:

- Profile**
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

2. Select **Users** and search for the user (via phone number or user details)

Options:

- Profile**
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

Profile

Basic

- Users**
Add, modify, or remove users.
- Profile**
View or modify your group profile information.
- Change Password**
Change your password.
- Administrators**
Add, modify, or remove group administrators and department administrators.
- Announcement Repository**
Manage the announcements for a group
- Departments**
Add, modify, or remove departments in your group.
- Schedules**
Add, modify, or remove schedules.



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 + Search

OK Add Cancel

3. Select Edit

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 testvvx500@telstra.com + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvvx500@telstra.com	testvvx500	testvvx500	+61-386472088	2088			Edit

[Page 1 of 1]

OK Add Cancel

4. Go to Profile → Addresses

Group > Users : testvvx500@telstra.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

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

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

5. Select Configure Identity/Device Profile



Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

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: 0386472088 Activated
Extension: 2088

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group) [Configure Identity/Device Profile](#)
* Line/Port: p0386472088 @ telstra.com [Advanced Settings](#)

Aliases: sip: testvvx500@telstra.com

sip: @ telstra.com
sip: @ telstra.com
sip: @ telstra.com

OK Apply Cancel

6. Change Authentication to Custom Credentials

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

OK Apply Delete Cancel

Profile Users Files Custom Tags Tag Set

Identity/Device Profile Name: 0386472088_VVX1500
Identity/Device Profile Type: Polycom VVX 1500 DMS
Device Type URL: http://polydms.digitalbusiness.telstra.com:443/dms/Polycom_VVX_1500_DMS/
Protocol: SIP 2.0
Host Name/IP Address: Port:
Transport: Unspecified
MAC Address:
Serial Number:
Description:
Outbound Proxy Server:
STUN Server:
Physical Location:
Lines/Ports: 6
Assigned Lines/Ports: 1
Unassigned Lines/Ports: 5
Version: Cisco/SPA504G-7.4.9c

Authentication

Use Identity/Device Profile Type Credentials
 Use Custom Credentials

* Device Access User Name: 0386472088
* Device Access Password:
* Re-type Device Access Password:

OK Apply Delete Cancel

7. Add the Username (Full telephone number), password (should be 16 digits) and press the **Apply** button.

Authentication

Use Identity/Device Profile Type Credentials
 Use Custom Credentials

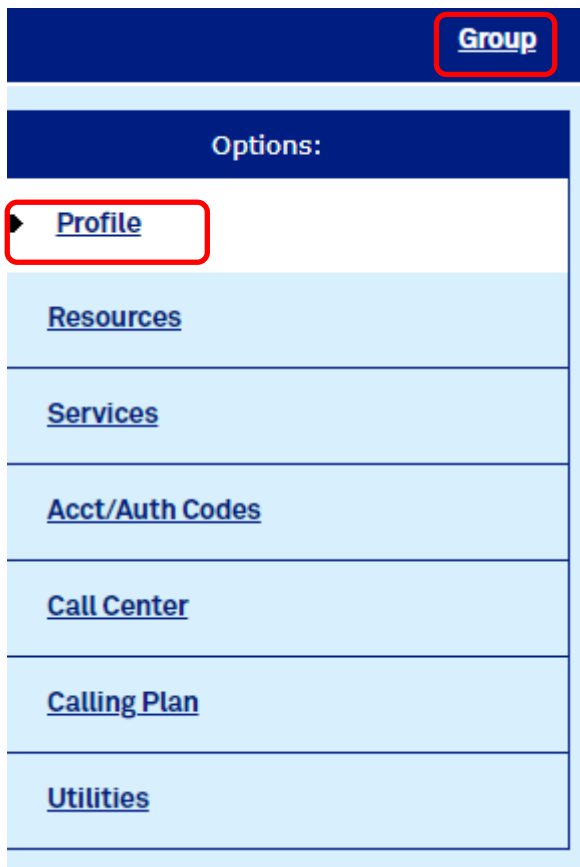
* Device Access User Name: 0386472088
* Device Access Password:
* Re-type Device Access Password:

OK **Apply** Delete Cancel



e) How to Rebuild Files

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Profile**



2. Select **Users** and search for the user (via phone number or user details)



Options:

- Profile**
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Profile

Basic

Users
Add, modify, or remove users.

Profile
View or modify your group profile information.

Change Password
Change your password.

Administrators
Add, modify, or remove group administrators and department administrators.

Announcement Repository
Manage the announcements for a group

Departments
Add, modify, or remove departments in your group.

Schedules
Add, modify, or remove schedules.

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 + Search

OK Add Cancel

3. Select Edit

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 + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvxx500@telstra.com	testvxx500	testvxx500	+61-386472088	2088			Edit

[Page 1 of 1]

OK Add Cancel

4. Go to Profile → Addresses



Group > Users : testvwx500@telstra.com

Options:

- Profile**
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

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

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

5. Select Configure Identity/Device Profile

Options:

- Profile**
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

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: 0386472088 Activated
Extension: 2088

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group) [Configure Identity/Device Profile](#)

* Line/Port: p0386472088 @telstra.com [AdvancedSettings](#)

Aliases: sip: testvwx500@telstra.com

sip: [] @ telstra.com
sip: [] @ telstra.com
sip: [] @ telstra.com

OK Apply Cancel

6. Go to the Files tab



Options:

Profile

Resources

Services

Acct/Auth Codes

Call Center

Calling Plan

Utilities

Identity/Device Profile Modify

View or modify files used by the Identity/Device Profile.

OK

Profile Users **Files** Custom Tags Tag Set

Identity/Device Profile Name: 0386472088_VVX1500
Identity/Device Profile Type: Polycom VVX 1500 DMS

[Rebuild the files](#)
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Rebuild the files \(force\)](#)
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Reset the phones](#)

7. Select Rebuild the files (force)

Options:

Profile

Resources

Services

Acct/Auth Codes

Call Center

Calling Plan

Utilities

Identity/Device Profile Modify

View or modify files used by the Identity/Device Profile.

OK

Profile Users Files **Custom Tags** Tag Set

Identity/Device Profile Name: 0386472088_VVX1500
Identity/Device Profile Type: Polycom VVX 1500 DMS

[Rebuild the files](#)
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Rebuild the files \(force\)](#)
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Reset the phones](#)

8. Reboot the handset (note that this will restart the handset if it is not currently involved in an active call, the rebuilt files will not be downloaded by the handset until it has been restarted).

What should I do if my IAD has stopped working and I am unable to send/receive faxes?

You can reboot your TIPT IAD device using the following method:

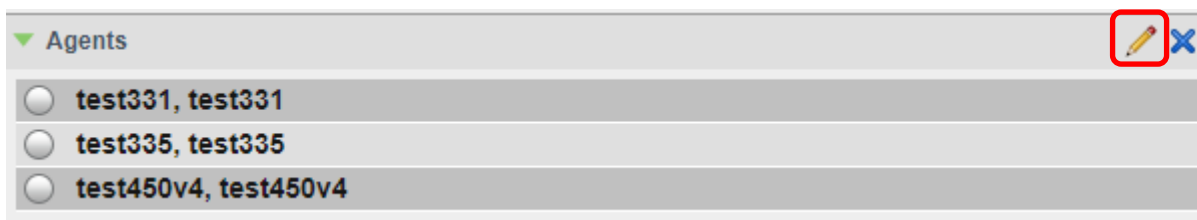
1. Turn the IAD off at the power point
2. Wait 30 seconds
3. Turn the IAD on at the power point

After the IAD has been rebooted, you can test it by calling its associated TIPT phone number to check if the equipment picks up the test call.

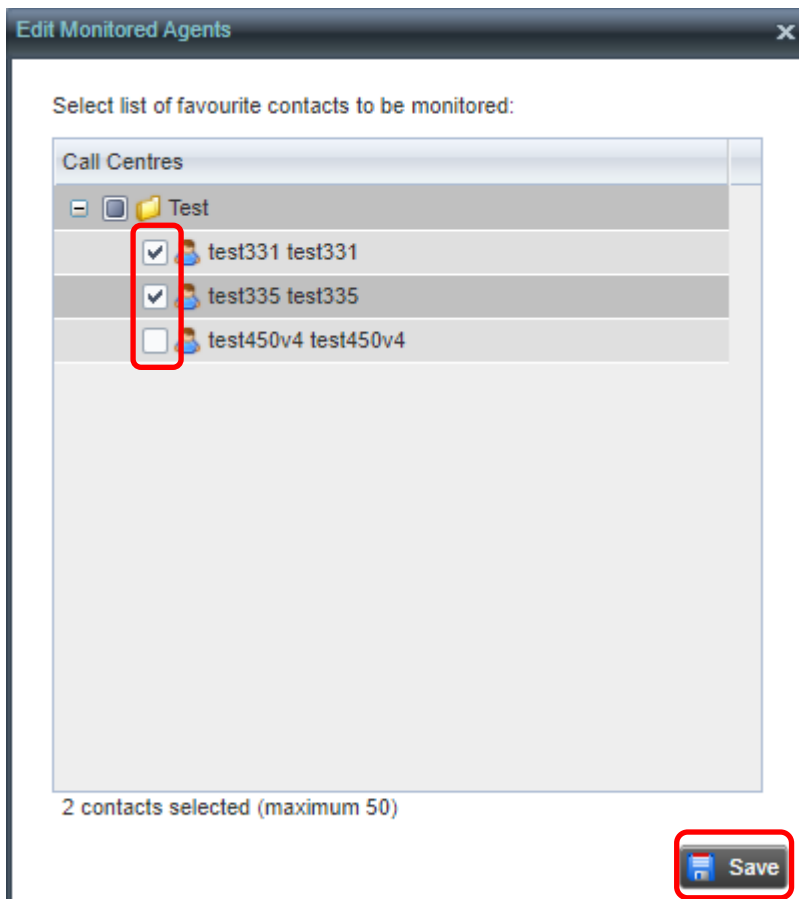
As a Supervisor, how can I see the status of my agents or how do I monitor the call and Automatic Call Distribution (ACD) states of my agents?

Please login to Call Centre Client.

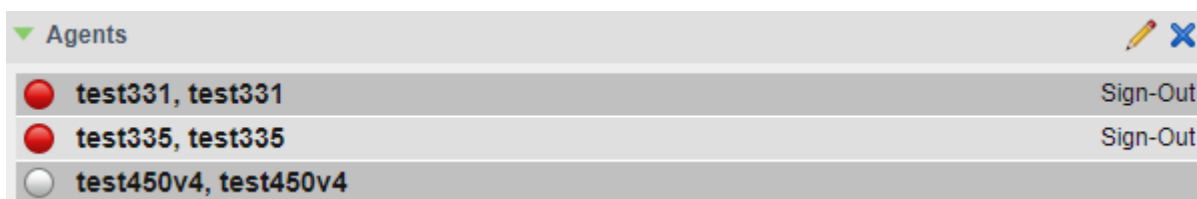
- [MPLS Access - https://callcentre.tipt.telstra.com/callcentre/](https://callcentre.tipt.telstra.com/callcentre/)
 - [Internet Access - https://icallcentre.tipt.telstra.com/callcentre/](https://icallcentre.tipt.telstra.com/callcentre/)
1. Go to Agents Panel and select **Edit** (“Pencil” icon)



2. Select the check box next to each agent to monitor and press the **Save** button.



3. The status of monitored agents will now be visible.



How do I make my voicemail work on Liberate?

Please engage your TIPT Administrator, or if you are the TIPT Administrator, please follow the steps below

1. Login to TIPT Administration Portal (Commpilot) and select **Services**.



Group
Options:
Profile
Resources
▶ Services
Acct/Auth Codes
Call Center
Calling Plan
Utilities

2. Select **Third-Party Voice Mail Support**

Options:	Services
Profile	Basic
Resources	Auto Attendant Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.
▶ Services	Call Park Enable users to park a call against their call park group and set call park attributes.
Acct/Auth Codes	Call Pickup Enable users to answer any ringing line in their call pickup group.
Call Center	Exchange Integration Configure the Exchange Integration settings for client integration.
Calling Plan	Hunt Group Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.
Utilities	Integrated IM&P Configure Integrated IM&P settings.
	Music/Video on Hold Play an uploaded audio (music) or video file for callers on hold.
	Voice Messaging Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.
	Voice Portal Allow users to call from any phone so that they can use and configure their user services.
	Advanced
	BroadWorks Anywhere Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.
	BroadWorks Mobility Extends your services transparently to a mobile phone.
	Flexible Seating Host Create and manage hosts that users with the Flexible Seating Guest service can associate with and use the host's device with the guest's device profile.
	Group Night Forwarding Configure the group to redirect calls placed to a user during hours when the group is not in service.
	Group Paging Enable users to page a group of users by dialing a paging group number or extension.
	Instant Group Call Enable users to call a group of users, where the users can be part of the same group or can be external users.
	Series Completion Provide key system functionality by hunting through a set of lines according to a pre-arranged order.
	Third-Party Voice Mail Support Enable users to send busy and unanswered calls to a third-party voice mail system.
	Trunk Group Allows a group of users on a device to have a restricted number of active calls.

3. Turn "ON" **Third-Party Voice Mail** and press the **Apply** button.



Options:	
Profile	<h3>Third-Party Voice Mail Support</h3> <p>Allows an administrator to enable or disable a third-party voice mail system for a group</p> <p>OK Apply Cancel</p> <p>Third-Party Voice Mail: <input checked="" type="radio"/> On <input type="radio"/> Off</p> <p>OK Apply Cancel</p>
Resources	
▶ Services	
Acct/Auth Codes	
Call Center	
Calling Plan	
Utilities	

Note: Once provisioned with Liberate you will no longer have Voice Portal.

To ensure that the Voice Portal is switched **OFF**

- a. Login to TIPT Administration Portal (Commpilot) and select **Services**.

Group
Options:
Profile
Resources
▶ Services
Acct/Auth Codes
Call Center
Calling Plan
Utilities

- b. Select **Voice Portal** and turn **OFF**



Options:

- [Profile](#)
- [Resources](#)
- ▶ [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

Services

Basic

Auto Attendant
Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Call Park
Enable users to park a call against their call park group and set call park attributes.

Call Pickup
Enable users to answer any ringing line in their call pickup group.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Integrated IM&P
Configure Integrated IM&P settings.

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

Voice Messaging
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

Voice Portal
Allow users to call from any phone so that they can use and configure their user services.

Voice Portal

Enable users to call from any phone and configure some of their user services.

OK Apply Cancel

Voice Portal: On Off

c. Press the **Apply** button.

Voice Portal

Enable users to call from any phone and configure some of their user services.

OK **Apply** Cancel

Voice Portal: On Off

How do I enable a call forwarding option/softkey on my handset?

Please engage your TIPT Administrator, or if you are the TIPT Administrator, please login to TIPT Administration Portal (Commpilot) and follow the below steps.



1. Login as Customer Group Admin and from **Group Level**, select **Profile**

Group

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

2. Select **Users** and search for the user (via phone number or user details)

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Profile

Basic

- Users**
Add, modify, or remove users.
- Profile**
View or modify your group profile information.
- Change Password**
Change your password.
- Administrators**
Add, modify, or remove group administrators and department administrators.
- Announcement Repository**
Manage the announcements for a group
- Departments**
Add, modify, or remove departments in your group.
- Schedules**
Add, modify, or remove schedules.



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 + Search

OK Add Cancel

3. Select Edit

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 testvvx500@telstra.com + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvvx500@telstra.com	testvvx500	testvvx500	+61-386472088	2088			Edit

[Page 1 of 1]

OK Add Cancel

4. Go to Profile → Addresses

Group > Users : testvvx500@telstra.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

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

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

5. Select Configure Identity/Device Profile



Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

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: 0386472088 Activated
Extension: 2088

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: 0386472088_VVX1500 (Group) Configure Identity/Device Profile
* Line/Port: p0386472088 @ telstra.com AdvancedSettings

Aliases: sip: testvvx500@telstra.com

sip: @ telstra.com
sip: @ telstra.com
sip: @ telstra.com

OK Apply Cancel

6. Select Custom Tags tab

Options:

- Profile
- Resources
- Services

Identity/Device Profile Modify

View and modify device management tags used by the Identity/Device Profile.

OK Apply Add Cancel

Profile Users Files **Custom Tags** Tag Set

7. Press the Add button

Identity/Device Profile Modify

View and modify device management tags used by the Identity/Device Profile.

OK Apply **Add** Cancel

8. Add Tag name = SCA_FORWARD and Tag Value = 0 and press the OK button.

Identity/Device Profile Custom Tag Add

Add a new custom device management tag to the Identity/Device Profile.

OK Cancel

Identity/Device Profile Name: 0386472088_VVX1500
Identity/Device Profile Type: Polycom VVX 1500 DMS

Tag Name: %SCA_FORWARD %
Tag Value: 0

OK Cancel



9. Press the **Apply** button.

Identity/Device Profile Modify

View and modify device management tags used by the Identity/Device Profile.

OK Apply Add Cancel

10. Go to **Files tab** and select **Rebuild the files (force)**

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Identity/Device Profile Modify
View or modify files used by the Identity/Device Profile.

OK

Profile Users **Files** Custom Tags Tag Set

Identity/Device Profile Name: 0386472088_VVX1500
Identity/Device Profile Type: Polycom VVX 1500 DMS

[Rebuild the files](#)
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Rebuild the files \(force\)](#)
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Reset the phones](#)

11. Reboot the phone.

If your inquiries are not covered in this document, please visit our **TIPT CrowdSupport page** for more information or to post your questions, so our team can provide further assistance.