Adaptive Collaboration: Telstra Cloud Calling

Device Guide

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Document Purposes

This document is designed to assist you with your IP Devices setup to work with Telstra Adaptive Collaboration: Telstra Cloud Calling. You will also need access to the [Adaptive Collaboration Management Portal](#) and the [User Guide](#).

Note: This document does not constitute Adaptive Collaboration: Telstra Cloud Calling solution design but serves as a generic reference guide for adopting Telstra Cloud Calling products and applications within your environment.

Setup IP Handsets

2.1 Procured from Telstra

Devices purchased from Telstra with Telstra Cloud Calling have their MAC Address visible in the Adaptive Collaboration Management Portal Telstra Cloud Calling dashboard.

Adding a device using MAC Address:

1. Obtain device and locate MAC address (from the box and/or phone).

2. Check that the device and associated MAC Address is unassigned in the Adaptive Collaboration Management Portal.

3. Assign the device to a user.

4. Connect the device into the network port (a port with POE or use an external power supply).

5. The device powers up and requests its configuration from Telstra's Device Management platform using MAC address authentication.

6. The device retrieves and install its configuration files.

7. The device will attempt to connect and register with the Telstra Cloud Calling platform.

8. Once registered, perform a test call to confirm setup.

Adding a device using Username and Password:

1. Obtain the device and model (from the box and/or phone).

2. From the Adaptive Collaboration Management Portal, Telstra Cloud Calling dashboard, select User – add a device from the approved list - select 'Username Password' (Once the device assignment has been completed, login details will be generated and can be viewed from the device panel within the user's profile).

3. Assign the device to a User.

4. Connect the device into the network port (a port with POE or use an external power supply).

5. Enter the username and password on the device.

   - For Polycom IP handsets, press the Qsetup soft button to display the username and password fields.

6. The device requests its configuration from Telstra's Device Management platform using Username/Password authentication.

7. The device retrieves and installs its configuration files.

8. The device will attempt to connect and register with the Telstra Cloud Calling platform.

9. Once registered, perform a test call to confirm setup.

2.2 BYO Handset

This is a device that has been accredited by Telstra but separately purchased. These devices will not have their MAC Address visible in Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard.

Adding a device using MAC Address:

1. Obtain device and locate MAC address (from the box and/or phone).

2. From the Adaptive Collaboration portal: Telstra Cloud Calling dashboard, select a user (that has no device already assigned); select the device type from the approved list, select authentication method, populate its MAC address, and add to the user.

3. Connect the device into the network port (a port with POE or use an external power supply).

4. Perform a factory reset of the device (Settings/Device administration/Factory Reset – OK).

5. The device powers up and requests its configuration from Telstra's Device Management platform using MAC address authentication.

6. The device retrieves and installs its configuration files.

7. The device will attempt to connect and register with the Telstra Cloud Calling platform.

8. Once registered, perform a test call to confirm setup.

Adding a device using Username and Password:

1. Obtain device and locate MAC address (from the box and/or phone).

2. From the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard, select a user (that has no device already assigned); select the device type from the approved list, select authentication method as Username/password and add this device to the user.

3. Connect the device into the network port (a port with POE or use an external power supply).

4. Perform a factory reset of the device (Settings/Device administration/Factory Reset – OK).

5. Obtain the device username and password from the user's profile within the Adaptive Collaboration portal: Telstra Cloud Calling dashboard.

6. The user enters the username and password on the device.

   - For Polycom IP handsets, press the Qsetup soft button to display the username and password fields.

7. The device requests its configuration from Telstra's Device Management platform using Username/Password authentication.

8. The device retrieves and install its configuration files.

9. The device will attempt to connect and register with the Telstra Cloud Calling platform.

10. Once registered, perform a test call to confirm setup.

2.3 SIP Generic Handset

These instructions may assist for devices not certified to work with Telstra Cloud Calling.

Adding a device using Username and Password:

1. Obtain the device and model (from the box and/or phone).

2. From the Adaptive Collaboration Management Portal, Telstra Cloud Calling dashboard, select User, add device, and choose Generic device. Provide a device name and add this device to the user profile.

3. SIP credentials are provided and can be printed out for future reference.

4. Connect the device into the network port (a port with POE or use an external power supply).

5. Login into your device as an admin user and perform a factory reset.

6. Configure the device using the details provided from the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard.

7. Save device configuration and reboot device.

8. The device will attempt to connect and register with Telstra Cloud Calling platform.

9. Once registered, perform a test call to confirm setup.

Setup Integrated Access Devices (IAD)

3.1 Procured from Telstra

Devices purchased from Telstra with Telstra Cloud Calling have their MAC Address visible in the Adaptive Collaboration Management Portal.

Adding a device using MAC Address:

1. Obtain device and locate MAC address (from the box and/or the device).

2. Check that the device and associated MAC Address is unassigned in the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard.

3. Assign the device to a user

4. Connect the device into the network port (a port with POE or use an external power supply).

5. The device powers up and requests its configuration from Telstra's Device Management platform using MAC address authentication.

6. The device retrieves and installs its configuration files.

7. The device will attempt to connect and register with the Telstra Cloud Calling platform.

8. Once registered, perform a test call to confirm setup.

Adding a device using Username and Password:

1. Obtain device and locate MAC address (from the box and/or the device).

2. From the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard, select a user (that has no device already assigned); select the device type from the approved list, select authentication method as Username/password and add this device to the user.

3. Connect the device into the network port (a port with POE or use an external power supply).

4. Perform a factory reset of the device (Settings/Device administration/Factory Reset – OK).

5. Obtain the device username and password from the user's profile within the Adaptive Collaboration portal.

6. Login into your device as an admin user and perform a factory reset.

7. Configure the device using the details provided from the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard.

8. Save device configuration and reboot device.

9. The device will attempt to connect and register with Telstra Cloud Calling platform.

10. Once registered, perform a test call to confirm setup.

3.2 BYO IAD

This is a device that has been accredited by Telstra but separately purchased. These devices will not have their MAC Address visible in Adaptive Collaboration Management Portal.

Adding a device using MAC Address:

1. Obtain device and locate MAC address (from the box and/or the device).

2. Check that the device and associated MAC Address is unassigned in the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard.

3. Assign the device to a user.

4. Connect the device into the network port (a port with POE or use an external power supply).

5. The device powers up and requests its configuration from Telstra's Device Management platform using MAC address authentication.

6. The device retrieves and installs its configuration files.

7. The device will attempt to connect and register with the Telstra Cloud Calling platform.

8. Once registered, perform a test call to confirm setup.

Adding a device using Username and Password:

1. Obtain device and locate MAC address (from the box and/or the device).

2. From the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard, select a User (that has no device already assigned); select the device type from the approved list, select authentication method as Username/password and add this device to the user.

3. Connect the device into the network port (a port with POE or use an external power supply).

4. Perform a factory reset of the device (Settings/Device administration/Factory Reset – OK).

5. Obtain the device username and password from the user's profile within the Adaptive Collaboration portal.

6. Login into your device as an admin user and perform a factory reset.

7. Configure the device using the details provided from the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard.

8. Save device configuration and reboot device.

9. The device will attempt to connect and register with the Telstra Cloud Calling platform.

10. Once registered, perform a test call to confirm setup.

3.3 SIP Generic IAD

These instructions may assist for IADs not certified to work with Telstra Cloud Calling.

Workflow adding a device using Username and Password:

1. Obtain the device and model (from the box and/or the device).

2. From the Adaptive Collaboration Management Portal: Telstra Cloud Calling dashboard, select User, Add Device, and choose Generic device. Provide a device name and add this device to the user profile.

3. SIP credentials will be provided and optionally printed out for future reference.

4. Connect the device into the network port (a port with POE or use an external power supply).

5. Login into your device via the browser as an admin User and perform a factory reset.

6. Configure the device using the details provided from the Adaptive Collaboration Management Portal, Telstra Cloud Calling dashboard.

7. Save device configuration and reboot device.

8. The device will attempt to connect and register with Telstra Cloud Calling platform.

9. Once registered, perform a test call to confirm setup.

Basic Troubleshooting

4.1 Polycom VVX Handsets

How to perform a Factory Reset:

Follow the steps below if you need to restore the handset to its factory default settings:

1. Press and hold the dial pad keys 1, 3, and 5 simultaneously during the updater process until the password prompt appears.

2. Enter the administrator password to initiate the reset. Resetting to factory defaults will also reset the administrator password to 456.

4.2 Cisco MPP Handsets

How to perform a Factory Reset:

Follow the steps below if you need to restore the handset to its factory default settings:

1. Press Settings/Device Configuration/Factory Reset.

2. Confirm OK to "Do you want to perform a factory reset for the system?"

If the handset is configured to perform MAC address authentication but prompts for a Username and Password after being powered up:

1. The handset has failed to obtain its configuration using MAC address authentication

   • Confirm the devices profile rule is set to <null> by logging into the device as admin, go to /advanced/Voice/Provisioning and remove any existing profile rules.

2. Confirm the customers DHCP option 160 is set to <null> (For non-Telstra VPN customers only).

3. Perform a factory reset of the device (Settings/Device administration/Factory Reset – OK) to trigger the device to connect to redirect server to obtain provisioning server address.

If the handset is configured to perform MAC address authentication but display a blank white screen after being powered up:

1. The handset has failed to obtain its configuration using MAC address authentication.

   • Confirm the devices profile rule is set to <null> by logging into the device as admin, go to /advanced/Voice/Provisioning and remove any existing profile rules.

2. Confirm the customers DHCP option 160 is set to <null> (For non-Telstra VPN customers only).

3. Perform a factory reset of the device (Settings/Device administration/Factory Reset – OK) to trigger the device to connect to redirect server to obtain provisioning server address.

4.3 Panasonic Base Station KX-TPG 600

How to perform a Factory Reset:

Follow the steps below if you need to restore the handset to its factory default settings:

1. Access System Settings.

2. Click the MENU key> Scroll to the second row> middle to System Settings (wrench and phone icon), Press OK.

3. STATUS will be highlighted, scroll to System Settings **BUT DO NOT ACCESS**—just highlight the option.

4. With System Settings highlighted, dial #136.

5. After #136 is dialled, the screen will ask "Are you sure?"

6. Scroll to Yes and click OK.

7. The handset is now reset to Factory Defaults.

4.4 Cisco ATA 192 – 2 port IAD

How to perform a Factory Reset:

Follow the steps below if you need to restore the IAD to its factory default settings using the built-in IVR System:

1. Ensure that the ATA is connected to power and connect an analogue telephone into Phone 1 on the rear-panel.

2. Take the analogue phone off-hook and press the Star key four times: ****

3. Dial the following IVR code using the phone keypad: **73738** (RESET) followed by the # key.

4. The IVR will ask you to confirm by pressing the **1** on the phone keypad.

5. You must hang-up the phone to commence the reboot sequence.

Note that after 30 seconds the Power LED will start blinking and will remain blinking for around 130 seconds. The full time for the reboot is approximately 2.5 minutes.

4.5 One Access 100 – 2/8 port IAD

How to perform a Factory Reset:

Follow the steps below if you need to restore the IAD to its factory default settings using the built-in IVR System:

Web GUI Factory reset:

1. Connect PC to the IAD using an Ethernet cable to connect to any LAN Ethernet port on the IAD.

2. Your PC will be automatically assigned an IP address in the 192.168.1.xxx range.

3. Open web browser and enter IP address 192.168.1.10 192.168.1.1 in URL field
    Username: admin Password: admin

4. Go to Settings page, in the Factory Reset rectangle, then click on Apply button.

5. Confirm OK in small confirmation window.

6. Wait for the device to boot up for approximately 1-2 minutes.

Power

• Check power: If your handset or Internet Access Device (IAD) does not power up, check, and confirm all power connections are working securely.

• Confirm that if the power is provided by LAN switch that the port has the capability to provide Power over Ethernet (PoE) and has been PoE-enabled.

Network connectivity

- Is the handset connected to the router or switch using a Cat6/Cat5e Ethernet cable?

- Is the Ethernet cable plugged into the handset's LAN port?

Is the router connected to a working internet service?

Test 1: Can you perform an internet search using a computer connected to the router?

A ping test can be conducted to confirm internet connectivity. A successful internet connection enables pings to be sent and received.

How to ping the network router (Windows)

- Go to the Start menu, choose All Programs, Accessories, Command Prompt, Open.

- Find the router's address. Enter ipconfig, press Enter.

- Enter the command ping, a space, and the IP address of the router or default gateway; press Enter.

- To close the Command Prompt window, type exit, press Enter.

Supported IP Handsets

Vendor	Model	Guides	Authentication Mode	
			MAC	Username/ Password
Polycom	VVX 411	Device Guide	Yes	Yes
	VVX 501	Device Guide		
Cisco	Cisco 6851	Device Guide	Yes	Yes
	Cisco 7861	Device Guide		
	Cisco 8851	Device Guide		
	Cisco 8865	Device Guide		
Panasonic	KX-TPG 600	Device Guide	Yes	No
	KX-TPA60	Device Guide		
	UDT131	Device Guide		
	TPA 65	Device Guide		

Supported IADs (Integrated Access Devices)

Vendor	Model	Guides	Authentication Mode	
			MAC	Username/ Password
One Access	One Access 100 – 2 port	Device Guide Note: Provisioning steps apply to Username/Password Authentication only	No	Yes
One Access	One Access 100 – 8 port	Device Guide Note: Provisioning steps apply to Username/Password Authentication only	Yes	Yes
Cisco	ATA 192 – 2 port	Device Guide	No	Yes

NB: The above list represents the most current device version Telstra has accredited, Telstra will add or remove handset from time to time, to maintain accuracy and keep up to date with new hardware/firmware as they are introduced — this will be part of our ongoing device accreditation process.

Supported Soft Clients

7.1 Cisco Webex

Cisco Webex is a leading communication and collaboration platform for businesses and organisations worldwide. Webex provides the functionality, security, and quality you require to migrate your mission-critical communications to the cloud.

Webex brings together calling, messaging, meeting, file sharing, whiteboarding, and more—in one elegant app—so you can streamline teamwork and produce great results, faster than ever.

Download the Webex App:

- Android
- iOS

- Windows
- macOS

Mac Scanner App

MAC Scanner by Telstra is a companion app for the Telstra Adaptive Collaboration product, simplifying the administrator's experience of associating a device to their company's users via the ability to quickly scan QR codes or barcodes on your physical devices.

You can also add you own devices by manually selecting them from a list of supported devices.

Download the MAC Scanner App:

- [Android](#)

- [iOS](#)

Customer Support

For any questions about your offer, technical support, service, or connection, you can visit [Telstra Connect](#), or call us on 1800 370 430. Assurance and fault calls are answered 24 hours / 7 days, all other calls are answered Monday to Friday, 9am to 5pm Eastern Standard Time (except national public holidays).

For escalations, contact your **Telstra Account Representative.**