



Liberate for SIP Connect Customers

FAQs

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Liberate SIP Connect (SIPC) Supporting Information



Customer Support Documentation

Refer to the Liberate mobile app user guides:

[Liberate Office \(SIPC\) User Guide for Liberate Android Mobile App](#)

[Liberate Office \(SIPC\) User Guide for Liberate iPhone Mobile App](#)

You can find more information on telstra.com

Further support

For support contact the **Help Desk** on 1800 287 289.

Please provide your SIP Connect phone number to report a fault for your Liberate/SIPC issues.

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Things I need to know about Liberate

What Is Liberate?

Liberate unifies desk phones and mobiles in a single solution to simplify and enhance communications between teams and customers. Since call integration happens in the network, there's an effortless handover between the mobile and desk phone. The mobile phone also has versatile UC functions, so you can enjoy the best of your desk phone on the mobile for an office-like experience on the go.

How Does It Work?

Liberate integrates our VoLTE Mobile technology and carrier grade UC/IP PBX network to deliver UC functions and voice on the Mobile. Liberate is not a Mobile App or VoIP. This integration allows the Mobile to function like a desktop phone.

Mobile calls are carried on the 4G voice channel. This supports better call quality than with Over The Top (OTT) VoIP apps using data channels. It uses the mobile phone's standard dial pad.

Liberate is a powerful add-on to your existing SIP Connect and Telstra Mobile services. It enables you to maximise the value of these services while increasing the mobility and productivity.

Things You Need To Know

To take advantage of Liberate (SIP Connect), you must have:

- a. Telstra mobile service with unlimited standard national calls included; and
- b. An existing SIP Connect Business Line or Business Trunk pack with SIP Complete calling plan (unlimited standard national calls).

Please Note

If you change your mobile calling plan to a noneligible mobile calling plan then your Liberate service will be removed automatically.

International calls from a mobile with Liberate will be charged based on the fixed service (i.e. SIPC or TIPT) calling rates. International call inclusions of the underlying mobile plan will not be accessible, and the mobile service will not be eligible to take up international calling add-ons.

The free, downloadable Liberate app offers additional functionality for configuration and call control with Liberate. It is designed for mobile phones only, not soft phones or tablets.

How Can I Order More Liberate Services?

Contact your Telstra representative.

How To Remove/Cancel My Liberate Service?

Please contact your Telstra representative if you wish to remove or cancel your Liberate service.

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Where Can I Get The Liberate Mobile App?

You will receive a welcome SMS with the app download link once Liberate is applied to your service.

Application download – telstra.com/liberateapp

The app is not available for Windows/Microsoft mobile users.

Mobile App User Guides

[Liberate Office \(SIPC\) User Guide for Liberate Android Mobile App](#)

[Liberate Office \(SIPC\) User Guide for Liberate iPhone Mobile App](#)

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How Can I Change My Liberate Password?

- You can change your password on the Liberate Sign-in screen by clicking Forgot Password. Refer to the Liberate – Android or iPhone Mobile App User Guides for instructions on how to change your Password
- Once signed into Liberate you can use Settings > Update Password to change your Password

How Do I Add My Mobile Number When Signing In?

When signing into Liberate for the first time your mobile number needs to be added as a 10 digit number without spaces. An example would be 0412333222.

Why Am I Unable To Sign Into The Liberate Mobile App?

- Check that you can browse the internet to make sure the device does not have any network connection issues
- Ensure you are attempting to sign in using your correct SIPC username and password. Refer to the Liberate – Android/iPhone User Guides for instructions on how to change your Password.

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Can Liberate Be Used Over Wifi?

Yes, Liberate can be used over a WiFi connection to the internet

Can Liberate Be Used Overseas?

No, Liberate functionality will not work while the mobile service is roaming on a third party network. When roaming overseas, you will be able to make and receive calls on your cellular roaming service, calls will be charged to your mobile service.

Outgoing International Direct Dial (IDD) calls made from a mobile service with Liberate enabled will be charged to the associated fixed service, at the rates applicable to that fixed service.

There is no impact to other standard mobile functionality (SMS, MMS, Roaming, and Data).

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Configuration Settings

What Are The Default Settings?

The configuration of your Liberate service will follow your standard SIPC settings.

Default call settings are listed in the following table.

Setting	Liberate Mobile App	Default Setting
Out of Office	Off	If turned on Both Fixed and Mobile numbers are selected by default. Incoming calls will not ring on the SIP Connect desk phone or mobile and will follow the Out of Office settings the user has activated. See the Android/iPhone Feature Guides for further information.
Call Forwarding	Off	If you turn Call Forwarding On incoming calls will follow the Call Forwarding settings for Fixed Number Only, Mobile Number Only or both Fixed and Mobile Numbers . See the Android/iPhone Feature Guides for further information.
Call Waiting	Feature can be On, will follow standard SIP Connect Settings	Call Waiting in Liberate will follow the user's standard SIP Connect settings.
Call Centre Queues	Feature will be Switched OFF by default	Only visible if you are a member of a Call Centre. Switch ON to log into the Call Centre.

Reduction Of Sound Quality

A reduction of sound quality is most likely a result in network congestion or a reduction in network performance

My calling identity is set to Hidden Number, why is my number still displayed when I make a call?

The calling identity will not be hidden for internal calls.

Internal calls to colleagues in your enterprise will still see your number displayed when you have Hidden Number enabled.

Your number should be hidden to external contacts.

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Why Am I Not Receiving Incoming Calls?

Please check the following:

- Please check out of office settings, The Liberate customer needs to check that Out of Office is switched OFF. Check Settings > Call Settings > Out of Office in Liberate.

Can I Dial Extensions/Short Dial Code From Mobile?

No, if you are trying to make a native call from your mobile, SIPC extensions/short digit dialling cannot be dialled (the full 10 digit number must be dialled).

However, in the Liberate app Enterprise Contacts can be used to search for the contact. Please refer to the Android and iPhone App User guides for more information.

How Do I Report Mobile Related Issues?

Please contact the Mobile Assurance team for any mobile related issues.

Mobile Assurance: 1800 730 062

How Do I Access My Voicemail/Message Bank?

To make the Liberate experience better, we have combined your voicemail to one location.

You can access your converged voicemail by dialling 101 or selecting Voicemail from the Liberate App Menu.

All existing messages are retained. You can retrieve previous voicemail messages from your fixed number by dialling the voice portal number and passcode.

Can I Change My Messagebank/Voicemail Type After I've Moved To Liberate?

Yes, you can change the choice of your message bank service; Normal voice, Voice to Text or Visual messagebank service for iPhone devices. Please ensure your Telstra representative is aware that you have a Liberate service while changing the Voicemail Type.

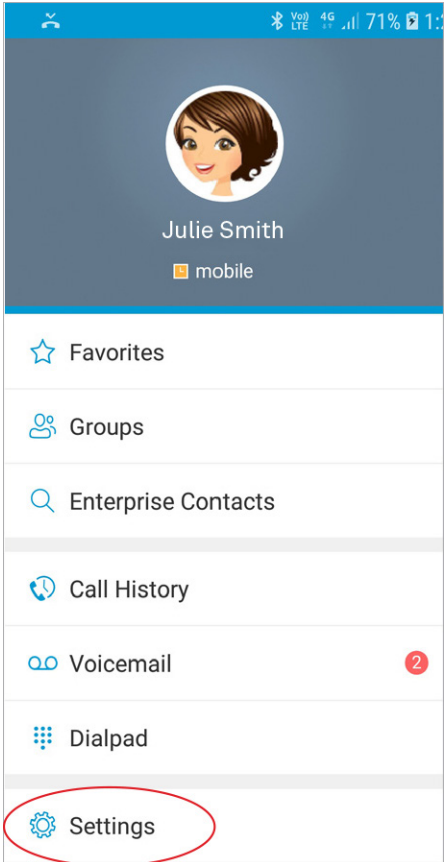
My Calls Divert To Voicemail Too Quickly?

You will need to check and adjust the number of rings before your call gets forwarded to your message bank Refer to the Android or iPhone Feature guides, Call forwarding – No Answer settings.

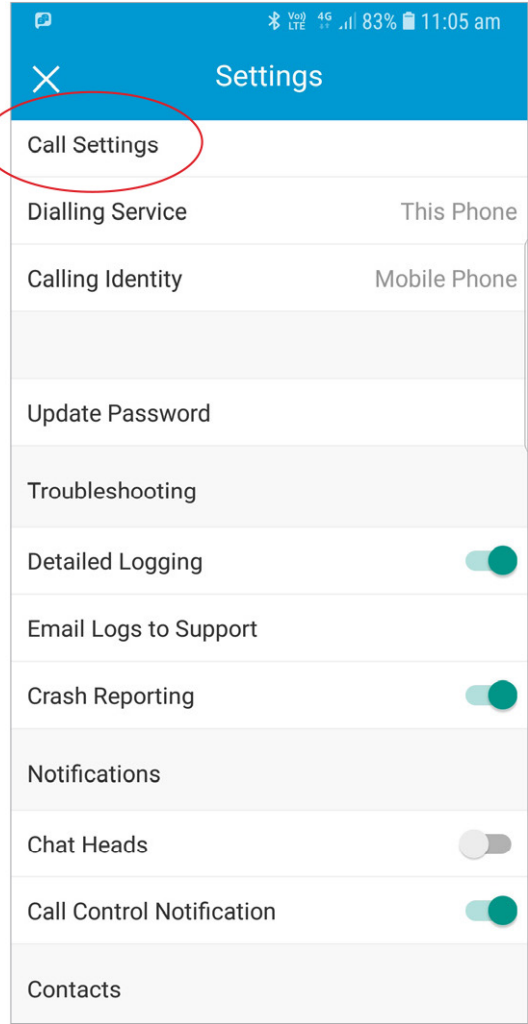
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You can adjust the number of rings by going to the 'Liberate' app. To do so select:

1. Settings

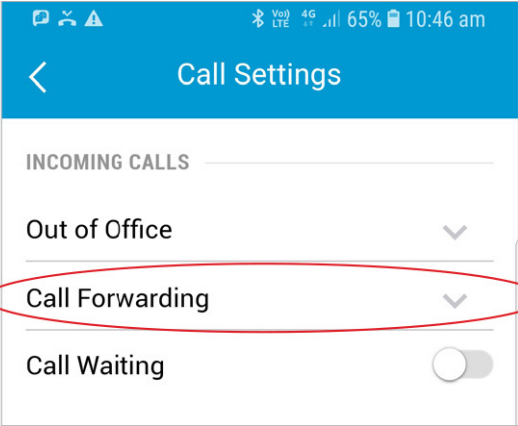


2. Call Settings

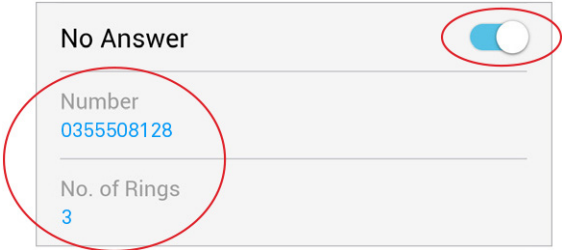


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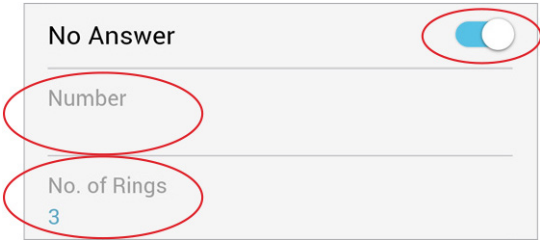
3. Call Forwarding



4. No answer – select the number of rings to desired number.



5. Tap set



The CGA can also adjust these settings on your behalf.

How do I send my incoming fixed line calls to voicemail during non working hours?

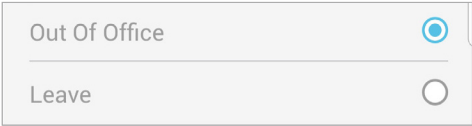
If you want your office calls to go to voicemail during weekends and after hours, please follow the steps for fixed number only, you can also refer to the following feature guides.

[Liberate Office \(SIPC\) User Guide for Liberate Android Mobile App](#)

[Liberate Office \(SIPC\) User Guide for Liberate iPhone Mobile App](#)

In Settings > Call Settings > Out of Office

1. Select either **Out of Office** or **Leave**. This will determine the voice message your caller will receive.



2. Out of Office Messages

If you select **Out of Office** you will hear “The Person you are calling is out of the office until today at 5pm (your Out of Office schedule setting, if attached), Press 3 or stay on the line to leave a message”.

If you Press 3 or stay on the line you will hear “You have reached the MessageBank of 03xxxx xxxx”.

If you select **Leave** your caller will hear the following message “The person you are calling is on Leave until today at 5pm (your Out of Office schedule setting, if attached). Press 3 or stay on the line to leave a voice message”.

If you Press 3 or stay on the line you will hear “You have reached the MessageBank of 03xxxx xxxx”.

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3. Select the Number to apply to Out of Office

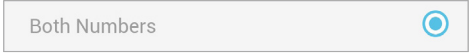
Out of Office activates when Fixed Number is called:



Out of Office activates when Mobile Number is called:



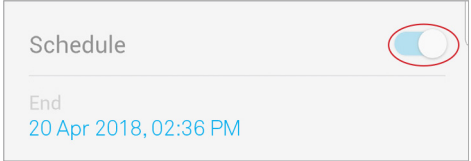
Out of Office activates when Both Numbers are called:



You have the ability to stipulate a timeframe for Out of Office. You do this by using Schedule.

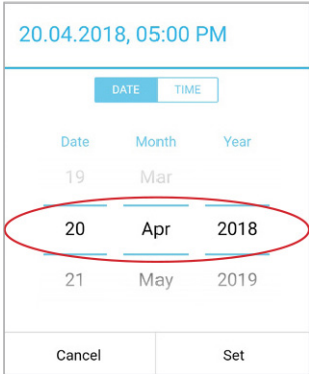
To attach a Schedule to Out Of Office:

4. Tap the ON/OFF switch next to Schedule

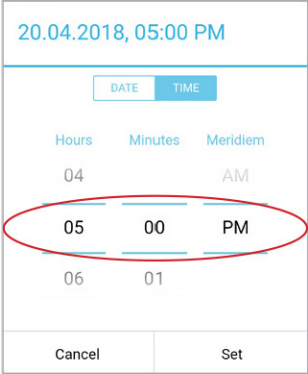


5. In the End field tap the Current Date

6. Scroll through the dates and select the date that you want Out of Office to Switch OFF



7. Tap Time and select the time you want Out of Office switched OFF



8. Tap Set

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Why Can't I Change My Liberate Presence?

Liberate Presence is your call availability. You **cannot** change your Presence within Liberate. Your Presence will show as **Green** when you are available to receive a call and **Orange** when you are on a call. Your Liberate Presence will synchronise with UC Connect.

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Why Is My Caller ID Not Showing?

Calling Name is only displayed when the mobile phone is in VoLTE mode.

Ensure the below settings are activated on your phone to enable 4G.

At times you may lose 4G connectivity depending on your physical location.

For Samsung S7, S8, A5 and other VoLTE compatible Android Mobile phones:

1. Ensure your phone's operating system is up to date.
2. Ensure your service has been activated for VoLTE. There will be an icon displayed on the status bar.
3. If recently activated, your handset will normally display the icon within 4 hours of completion

For Apple (iPhone) mobile phones:

1. Ensure your operating system is updated to the latest iOS version.
2. Ensure VoLTE is turned on by tapping: Settings > Mobile > Mobile Data Options > Enable 4G > Voice & Data
3. HD Calling will be activated on your handset normally within 4 hours of completion of steps 1 to 3 set out above.

Can I Change The Group CLID To A Fixed Number?

No, It is preferred that you change this within the Liberate App by selecting Settings > Calling Identity > Fixed Phone. This will select the SIP Connect desk phone number as the number to use for outgoing calls. See the Android and iPhone Feature Guides for further information.

As a rule when a SIP Connect User is created their profile information displays their number only and not their name.

When we provide a SIP Connect customer with Liberate we want to ensure the user's name displays as the outgoing calling line identity.

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Call Waiting	Feature can be On, will follow standard SIP Connect Settings	Call Waiting in Liberate will follow the user's standard SIP Connect settings
Call Centre Queues	Switch OFF by default	Will be available if the user is a member of a Call Centre. Switch ON to log into the Call Centre.

Term	Definition
Out of Office	A Feature that can be activated when the Liberate user is Out of the Office or on Leave
Enterprise Contacts	Your enterprise directory
Call Forwarding	Calls will be forwarded based on the options selected by the Liberate user in Call Settings.
Hidden Number	When Hidden Number is selected in Identity the user's SIP Connect number and name will be hidden for outgoing calls
Call Waiting	Notifies the Liberate User when they have a second incoming call.
SIP Connect desk phone	The primary phone for SIP Connect
Chat	Chat or Instant Messaging allows you to chat with contacts
Presence	Telephony Presence. Allows you to see if a Liberate user is available to take a call.

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