



Liberate for TIPT Customers

FAQs

[Liberate for TIPT Customers FAQ's](#)

[Liberate TIPT Supporting Information](#)

[Things I need to know about Liberate](#)

[Installation](#)

[Signing In](#)

[Connection Issues](#)

[Configuration Settings](#)

[Call Settings](#)

[Presence and Chat \(IM\)](#)

[Calling Line ID Issues](#)

[Definitions](#)

[References](#)

Liberate TIPT Supporting Information

Customer Support Documentation

Refer to the Liberate mobile app user guides:

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

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

You can find more information on telstra.com/tiptresources.

Further support

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

Please provide your TIPT Phone number to report a fault for your Liberate / TIPT issues.



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 mobile and landline calls. 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. Intelligence within the Telstra network connects the Mobile SIM as if it was an extension of TIPT. 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. Uses less phone battery power compared to VoIP apps and uses the mobile phone's standard dial pad.

Liberate is a powerful add-on to your existing TIPT and Telstra Mobile service. 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 (TIPT), you must have:

- a. A Telstra mobile service with unlimited standard national calls included; and
- b. An existing TIPT service with Standard or Executive pack

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:

1. If you change your mobile calling plan to a non-eligible mobile calling plan then your Liberate service will be removed automatically
2. Please be aware that making changes to Commpilot may cause a removal of the Liberate functionality or may result in your mobile service not working
3. Please do not try to remove or cancel your Liberate service, it may disconnect your mobile service. Please contact Telstra representative to assist you with this

International calls from a mobile with Liberate will be charged based on the fixed service (i.e. TIPT or SIP Connect) 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.



[Liberate for TIPT Customers FAQ's](#)

[Liberate TIPT Supporting Information](#)

[Things I need to know about Liberate](#)

[Installation](#)

[Signing In](#)

[Connection Issues](#)

[Configuration Settings](#)

[Call Settings](#)

[Presence and Chat \(IM\)](#)

[Calling Line ID Issues](#)

[Definitions](#)

[References](#)

How Can I Order More Liberate Services?

Contact your Telstra representative.

How To Remove/Cancel My Liberate Service?

Please contact your Telstra representative to do this. Please do not try to remove/cancel your Liberate service, it may disconnect your mobile service.

Installation

Where Can I Get The Liberate Mobile App?

You will receive a welcome SMS with the app download link once liberated.

Application download – **telstra.com/liberateapp**

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

Mobile App User Guides

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

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



Signing In

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 Client?

- 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 TIPT username and password. Refer to your Customer Group Administrator to reset your password if required or refer to the Android/iPhone User Guides.



[Liberate for TIPT Customers FAQ's](#)

[Liberate TIPT Supporting Information](#)

[Things I need to know about Liberate](#)

[Installation](#)

[Signing In](#)

[Connection Issues](#)

[Configuration Settings](#)

[Call Settings](#)

[Presence and Chat \(IM\)](#)

[Calling Line ID Issues](#)

[Definitions](#)

[References](#)

Connection Issues

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.

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

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



Configuration Settings

Liberate Configuration Settings Warning

Changing any of the recommended settings may impact expected functionality. We recommend that a CGA (Customer Group Administrator) or Customer does **NOT** change the settings provisioned in CommPilot.

What Are The Default Settings?

Liberate Configuration settings will follow your standard TIPT settings. Default call settings are listed in the following table:

Setting	Liberate Client	Default Setting
Multi-device Ring	On	Ring All – For incoming calls, all fixed devices, desk phone including the mobile device will ring
Do Not Disturb	Off/On	Will follow the users existing settings. When on, all calls to your fixed and mobile numbers will divert to MessageBank.
Out of Office	Off	When Voice Message is On, Both Numbers is selected by default. For all incoming calls, the caller will receive a recorded voice message stating you are – either “Out of the office” or on “Leave” and will be diverted to MessageBank.
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	On/Off	Call Waiting will follow the user’s exiting settings.



[Liberate for TIPT Customers FAQ's](#)

[Liberate TIPT Supporting Information](#)

[Things I need to know about Liberate](#)

[Installation](#)

[Signing In](#)

[Connection Issues](#)

[Configuration Settings](#)

[Call Settings](#)

[Presence and Chat \(IM\)](#)

[Calling Line ID Issues](#)

[Definitions](#)

[References](#)

Refer to the **CommPilot Changes for Liberate CGA Guide** or **CommPilot Changes for Liberate Customer Guide** for the recommended Liberate CommPilot Settings. Please note these settings should NOT be changed in CommPilot.

Why Are My Out Going Calls Not Displaying My Caller Id?

Please navigate to calling identity, and make sure the option hidden number is not selected.

If you want your outgoing calls to display as a hidden number, please be aware Internal calls to colleagues in your enterprise will still see your number displayed when you have **Hidden Number** enabled. Your number will be hidden to only external contacts.

Call Settings

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.

Why Am I Unable To Receive A Second Incoming Call To My Fixed Or Mobility Device?

Incoming calls are most likely being forwarded to the Users MessageBank. Apply the following:

- Select Multi-device Ring and select "Ring All" devices via the Liberate app
- Enable the Call Waiting feature via the Liberate app
- Enable the Call Waiting feature on their mobile device
- Incoming Calls will then alert your fixed or mobile devices

Can I Dial Extensions/Short Dial Code From Mobile?

No, if you are trying to make a native call from your mobile, TIPT 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

Why Doesn't The Voicemail / Messages Button On My Desk Phone Work?

Your desk phone voicemail button is configured to dial your native TIPT message bank, since you are now liberated with your mobile device your combined message bank is available by dialling 101 or selecting Voicemail from your Liberate Menu options on your mobile phone. Refer to the Android or iPhone Feature Guides for further information.

You may be able to create a speed dial button on your handset to dial +61-101.

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 Menu.

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

You can change the choice of your message bank service; Normal voice, Voice to Text or Visual messagebank service for iPhone devices prior to moving on the Liberated service. Once you have moved to the new Liberated service, you will not be allowed to make any change to your messagebank service.



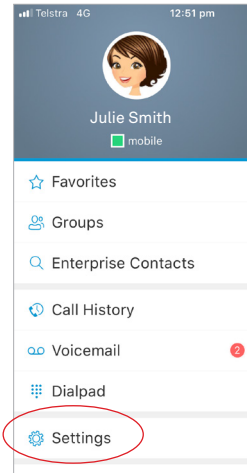
Why My Calls Divert To Voicemail Too Quickly?

You will need to check and adjust the number of rings before your call gets forwarded to your message bank

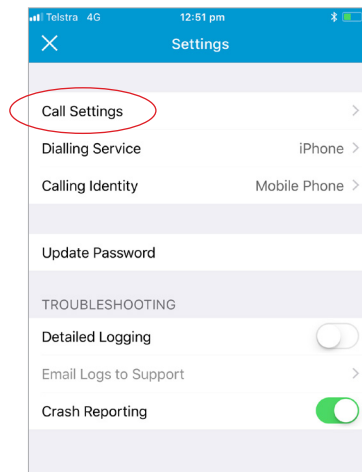
Refer to the Android or iPhone Feature guides, Call forwarding – No Answer settings.

You can adjust the number of rings before your calls get forwarded within Liberate. To do so select:

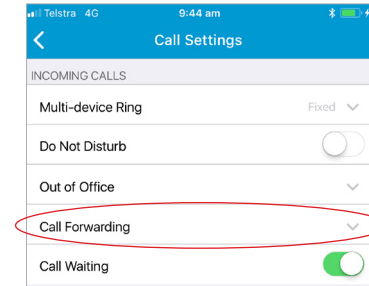
1. Settings



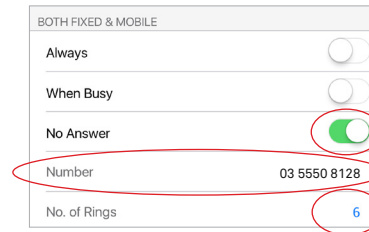
2. Call Settings



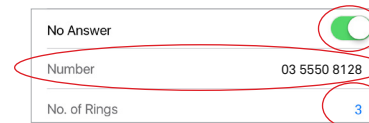
3. Call Forwarding



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 \(TIPT\) User Guide for Liberate Android Mobile App](#)

[Liberate Office \(TIPT\) 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”.

Leave

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”.

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.

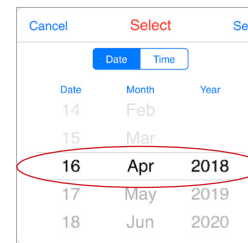
To attach a **Schedule** to Out Of Office:

1. Tap the **ON/OFF** switch next to **Schedule**

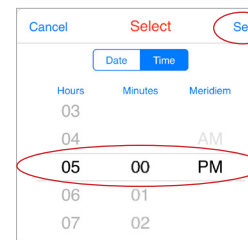


2. In the **End** field tap the **Current Date**

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



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



5. Tap **Set**



[Liberate for TIPT Customers FAQ's](#)

[Liberate TIPT Supporting Information](#)

[Things I need to know about Liberate](#)

[Installation](#)

[Signing In](#)

[Connection Issues](#)

[Configuration Settings](#)

[Call Settings](#)

[Presence and Chat \(IM\)](#)

[Calling Line ID Issues](#)

[Definitions](#)

[References](#)

Presence and Chat (IM)

Why Can't I Change My Liberate Presence?

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



Calling Line ID Issues

Why Is My Caller Id Not Showing?

Calling Line ID 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 The CGA Change The Group CLID To A TIPT Number?

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



Definitions

Term	Definition
Multi-device Ring	Allows you to choose which device will ring for incoming calls. Accessible in Call Settings.
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.
Do not Disturb	If you enable this DND you will not receive calls. Calls are automatically forwarded to your voicemail if DND is enabled.
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 TIPT number and name will be hidden for outgoing calls.
Call Waiting	Notifies the Liberate User when they have a second incoming call.
TIPT desk phone	The primary phone for TIPT.
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.



[Liberate for TIPT Customers FAQ's](#)

[Liberate TIPT Supporting Information](#)

[Things I need to know about Liberate](#)

[Installation](#)

[Signing In](#)

[Connection Issues](#)

[Configuration Settings](#)

[Call Settings](#)

[Presence and Chat \(IM\)](#)

[Calling Line ID Issues](#)

[Definitions](#)

[References](#)

References

Document Number/Link	Title
https://www.telstra.com.au/business-enterprise/solutions/collaboration-conferencing/liberate	Liberate on t.com
Liberate Office (TIPT) User Guide for Liberate Android Mobile App	Liberate Office (TIPT) User Guide for Liberate Android Mobile App
Liberate Office (TIPT) User Guide for Liberate iPhone Mobile App	Liberate Office (TIPT) User Guide for Liberate iPhone Mobile App

