



# TIPT Telstra Business Connect Mobile Deployment Scenario Callback

How to use this guide >

Overview

Telstra Business Connect

Call Back Call Flow

Prerequisites

# How to use this guide



This guide is designed for TIPT Customer Group Administrators. The following instructions are to provision Telstra Business Connect mobile deployments for the Callback scenario.

How to use this guide

Overview



Telstra Business Connect  
Call Back Call Flow

Prerequisites

# Overview

Telstra Business Connect is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road. “It’s like having the power of your TIPT phone in the palm of your hand.”

When using the Telstra Business Connect Mobile client, incoming calls to your TIPT desk phone will also arrive on your Mobile. Via the Telstra Business Connect mobile application outgoing calls can be initiated. The phone number displayed to the caller is your TIPT business phone number not your mobile phone number, so your mobile number is never visible for business

## How to use this guide

### Overview

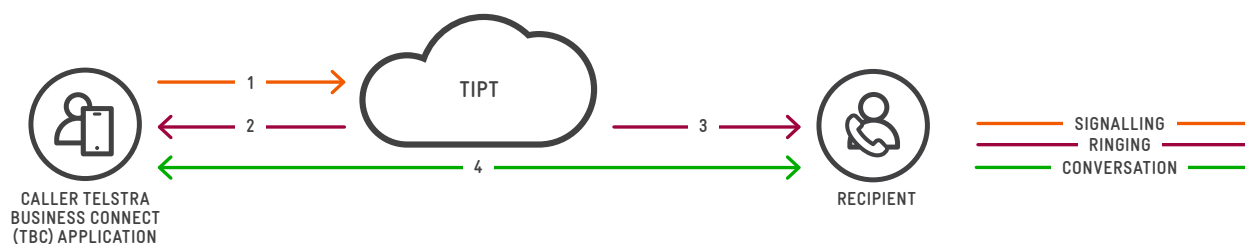
### Telstra Business Connect Call Back Call Flow



### Prerequisites

# Telstra Business Connect Call Back Call Flow

1. The caller dials or selects the contact to call the recipient via Telstra Business Connect and chooses Call Back.
2. Telstra Business Connect instructs TIPT to ring the Callers Mobile.
3. Once Caller answers the Mobile call, TIPT rings the recipient.
4. Recipient answers and the call is now connected.



#### Notes:

- Recipient will only see the Caller's TIPT Phone Caller-ID.
- The Mobile phone only ever receives a call.
- Minimal data is required to initiate a call, this is not a VoIP call.
- A TIPT Executive Pack is required.

#### Key Benefits

- Call history from your TIPT Business phone is visible.
- Hunt Groups and Call Centres are supported.
- The only connectivity requirement is Internet so alternative carriers and WiFi are supported.
- No outgoing voice calls are ever initiated from the user's mobile service.

## How to use this guide

### Overview

### Telstra Business Connect Call Back Call Flow

### Prerequisites



# Prerequisites

- TIPT Executive Feature Pack\* is assigned to the user.
- Telstra Business Connect installed and configured on the users Smartphone.
- Internet Data Plan (requires approximately 50Mb/month).

\* If the user does not have an Executive Pack assigned to them, you will need to email Telstra Provisioning on [TIPTProvisioning@team.telstra.com](mailto:TIPTProvisioning@team.telstra.com) to purchase a pack. Once you have received the pack you will need to assign it to the user and then unassign the pack they currently have.

## How to check if Telstra Business Connect is provisioned

1. Log into your TIPT Portal (<http://ews.tipt.telstra.com>) as an administrator.
2. Search for your service via **Users/ User ID, Starts With** and enter the phone number of the service you are using. In the example below I am using "0282451833".

User ID	Last Name	First Name	Phone Number	Extension	In Trunk Group	Edit
0282451833@digitalbusiness	Office10	0282451833	+61-282451833	205		<a href="#">Edit</a>

3. Once you have selected the user, click on **Call Control** and then "Shared Call Appearance".
4. If there are two Telstra Business Connect entries as shown in the example below then you are already provisioned, if there are none shown then go to the "Provision Telstra Business Connect" section.

Delete	Identity/Device Profile Type	Identity/Device Profile Name	Line/Port
<input type="checkbox"/>	Business Communicator - Mobile	d0282451833_102 (Group)	p0282451833_102@d...
<input type="checkbox"/>	Business Communicator - PC	d0282451833_104 (Group)	p0282451833_104@d...
<input type="checkbox"/>	Business Communicator - Tablet	d0282451833_103 (Group)	p0282451833_103@d...

How to use this guide

Overview

Telstra Business Connect  
Call Back Call Flow

Prerequisites



**Provision Telstra Business Connect (ONLY if not currently provisioned)**

To configure TIPT Telstra Business Connect for one or more users.

1. Download the “TIPT Tools Telstra Business Connect” from the following web page,  
<https://enterprise-support.telstra.com.au/t5/Downloads/TIPT-Application-Downloads/ta-p/129>  
or <https://enterprise-support.telstra.com.au/t5/Knowledge-Articles/Telstra-Business-Connect-App/ta-p/4713>
2. Customer Administrator can go and provision the users via using Telstra Business Connect Collaborate Portal.  
**Note:** A customer Group Administrator account is required. <https://ucone.tipt.telstra.com/cga>

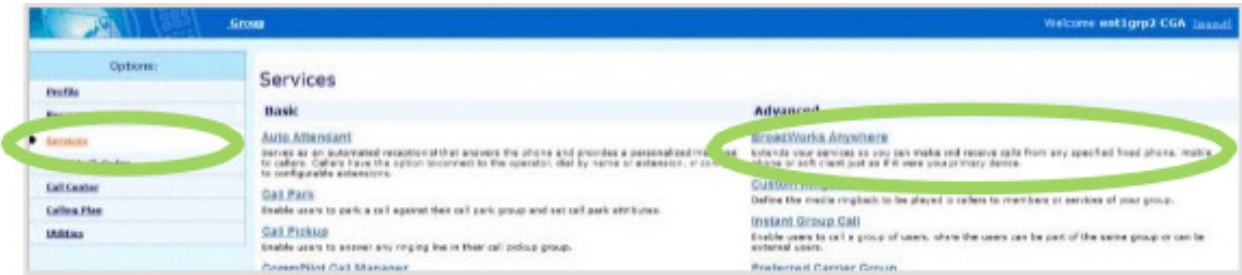
**Configuring Broadworks Anywhere**

Broadworks Anywhere is a feature that exists only in the Executive Pack. It turns any mobile service into a TIPT extension and supports the click to call with callback function. If outbound calling is required in a BYOD Callback scenario Broadworks Anywhere needs to be enabled and configured.

**Creating an Anywhere Portal**

The Customer Group Administrator is required to initially configure the Anywhere Portal number for their Group if this is the first time it is being setup for this group.

1. Log onto CommPilot with your Customer Group Administrator logon details.
2. Click the **Services** menu.
3. Click **Broadworks Anywhere**.





How to use this guide

Overview

Telstra Business Connect  
Call Back Call Flow

Prerequisites



4. Click the Add button.

The screenshot shows the 'BroadWorks Anywhere' management page. On the left is a sidebar with 'Options:' and a list of links: Profile, Resources, Services (highlighted), Acct/Auth Codes, Call Center, Calling Plan, and Utilities. The main area has a title 'BroadWorks Anywhere' and a subtitle 'Create a new BroadWorks Anywhere portal and manage existing portals.' Below this are buttons for 'OK', 'Apply', 'Add' (circled in green), and 'Cancel'. A table below the buttons has columns: Active, Name, Phone Number, Extension, Department, and Edit. The table contains one row with 'Active' checked, 'Name' as 'Acme', and an 'Edit' link. At the bottom of the table are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

- 5. Enter the **BroadWorks Anywhere ID**.  
This name must be alphanumeric, do not use spaces.
- 6. Enter a **Name** for the Anywhere Portal.
- 7. Enter the **Calling Line ID Last Name**.
- 8. Enter the **Calling Line ID First Name**.
- 9. Select the **Department** (if required).

The screenshot shows the 'BroadWorks Anywhere Add' form. It has a title 'BroadWorks Anywhere Add' and a subtitle 'Create a BroadWorks Anywhere Portal'. Below the subtitle are 'OK' and 'Cancel' buttons. The form contains several fields: '\* BroadWorks Anywhere ID:' with a text input and a dropdown menu showing 'modelipvs.net'; '\* Name:' with a text input; '\* Calling Line ID Last Name:' with a text input; '\* Calling Line ID First Name:' with a text input; 'Department:' with a dropdown menu showing 'None'; 'Time Zone:' with a dropdown menu showing '(GMT+11:00) (AEST) Melbourne Sydney Canberra (VIC NSW ACT)'; 'Can Be Used By:' with radio buttons for 'Users in Enterprise' and 'Users in Group' (selected); 'Prompt to Confirm Calling Location:' with radio buttons for 'Never Prompt', 'Always Prompt', and 'Prompt If Not Available' (selected); 'Silent Prompt Mode' with a checkbox; and 'Prompt For Passcode' with a checked checkbox. At the bottom are 'OK' and 'Cancel' buttons.

- 10. Ensure the **Users in Group** radio button is selected (Users in Enterprise option is NOT supported)  
Choosing Users in the Group allows all users configured in the same group as the **Anywhere** portal to originate and receive calls through the Anywhere Portal number.

How to use this guide

Overview

Telstra Business Connect  
Call Back Call Flow

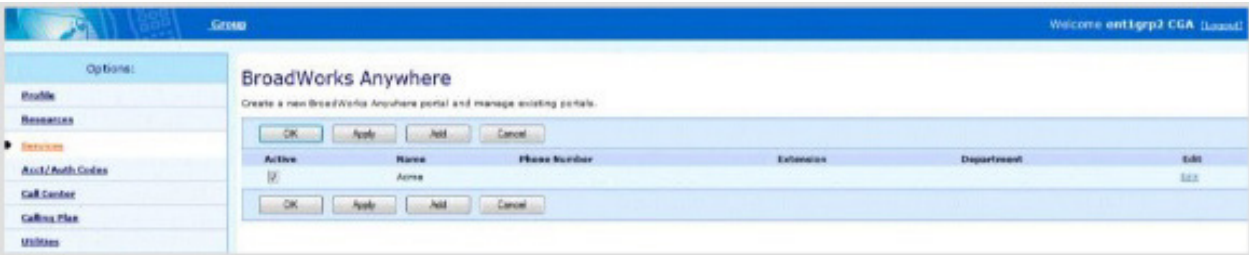
Prerequisites



- 11. Choose **Never Prompt** for the Prompt to Confirm Calling location.
- 12. **Prompt for Passcode** is not supported, so ensure it is not selected.
- 13. Click **OK**.

Selecting an Anywhere Portal Number

- 1. Click on the **Portal** name that appears in the BroadWorks Anywhere Portal list.



- 2. Click on the **Addresses** link in the Portal's **Profile** menu.



- 3. Click on the drop down arrow in the **Phone Number** field and select a phone number for the Portal.  
The Extension field is automatically populated.



## How to use this guide

## Overview

Telstra Business Connect  
Call Back Call Flow

## Prerequisites &gt;

4. Click OK.

The phone number is now assigned to the **Anywhere** Portal.

### Configuring a user's Anywhere service

You will need to ensure BroadWorks Anywhere is setup in your TIPT Group Prior to configuring your Anywhere feature for your users, you may be required to modify some conflicting services.

These Services are:

**Remote Office:** Ensure Remote Office is turned **OFF**

**Call Forward No Answer:** Ensure your Call Forward No Answer number of rings setting is set to a **minimum of 6 rings**. (This allows for delays that may happen when ringing on other locations, for example your mobile.)

To increase the number of rings for **Call Forward No Answer**.

1. Click on the **Calls** button on your Telstra Business Connect.
2. Click on **Call Forwarding**.
3. Select the **Configure**.
4. Click on the drop down arrow next to Number of Rings before Forwarding.
5. Set the required number of rings, Selecting 6 or more rings is recommended.

Once the above User Services are setup, **Anywhere** can be configured for a user from Telstra Business Connect or through **CommPilot**.

## How to use this guide

## Overview

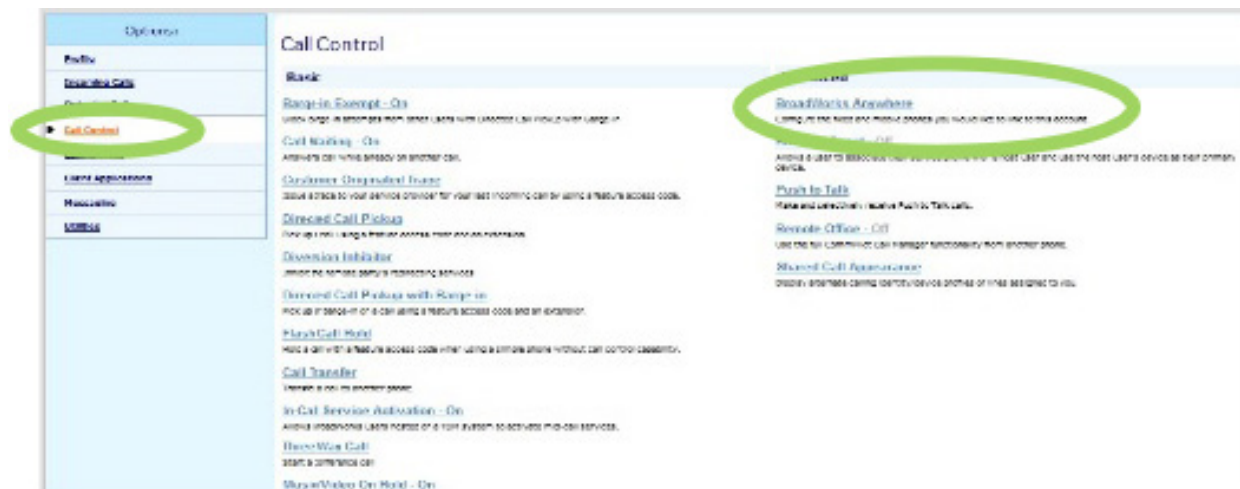
Telstra Business Connect  
Call Back Call Flow

## Prerequisites



The instructions listed below will enable you to configure **Anywhere** via CommPilotLog onto CommPilot with your Customer Group Administrator logon details.

1. Navigate to the Users Profile who requires Anywhere configured.
2. Click **Call Control** from the **Options** menu.



3. Click **In-Call Service Activation**.

If the incoming call was answered on the users mobile or pulled from their desk phone to their mobile, turning this feature on will enable the user to transfer the call to another party or make three way calls from their mobile.

Options:	In-Call Service Activation
<a href="#">Profile</a> <a href="#">Incoming Calls</a> <a href="#">Outgoing Calls</a> <b><a href="#">Call Control</a></b> <a href="#">Calling Plans</a> <a href="#">Client Applications</a> <a href="#">Messaging</a> <a href="#">Utilities</a>	<p>In-Call Service Activation allows BroadWorks users to activate mid-call services transparently.</p> <p>OK Apply Cancel</p> <p>In-Call Service Activation: <input checked="" type="radio"/> On <input type="radio"/> Off</p> <p>Flash Activation DTMF Digits: ##</p> <p>Call Transfer Activation DTMF Digits: *1</p> <p>OK Apply Cancel</p>

4. Click **On**.
5. Click **OK**.

How to use this guide

Overview

Telstra Business Connect  
Call Back Call Flow

Prerequisites



- Click BroadWorks Anywhere.
- Click Add.

The screenshot shows the 'BroadWorks Anywhere' configuration page. On the left is a sidebar with 'Options:' and a list of menu items: Profile, Incoming Calls, Outgoing Calls, Call Control (highlighted), Calling Plans, Client Applications, Messaging, and Utilities. The main content area has the title 'BroadWorks Anywhere' and a subtitle 'Configure the fixed and mobile phones you would like to link to this account.' Below this are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. The 'Add' button is circled in green. There are two checkboxes: 'Alert all locations for Click-to-Dial calls' and 'Alert all locations for Group Ringing calls'. Below these is a link 'View Available Portal List'. A table with columns 'Phone Number', 'Description', and 'Add' is shown, with a message 'No Entries Report'. At the bottom are input fields for 'Phone Number' and 'Starts With', and buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

- Enable the option **Alert all locations for Click-to-Dial calls**.
- In the Phone Number field, enter a phone number, e.g. your mobile number OR another number such as a home number.

**Note:** Do not enter the initial 0, TIPT will add this on automatically, e.g. for a mobile number 400111222, for an interstate number, for example Sydney enter 286009999.

- Enter details in the Description field, e.g. John's mobile.
- Enable this Location is selected by default. Do not unselect.

This ensures that you not only have access to all the features of the Anywhere Portal but also the selected BroadWorks Location will ring when the Desk Phone rings as per the Simultaneous Ring feature.

If **Enable** is unchecked, the selected listed location will not ring however you can still pull a call from your TIPT desk phone to that location number.

The screenshot shows the 'BroadWorks Anywhere Phone Number Add' dialog box. It has a title bar and buttons for 'OK' and 'Cancel'. The main area is divided into 'Phone Number' and 'Selective Criteria' tabs. Under 'Phone Number', there are fields for '\* Phone Number' and 'Description'. Below these is a checkbox 'Enable this Location' which is checked. An 'Advanced Options' section is expanded, showing a field for 'Outbound Alternate Phone Number/SIP URI' and three checkboxes: 'Enable Diversion Inhibitor', 'Require Answer Confirmation', and 'Use BroadWorks-based Call Control Services'. At the bottom are buttons for 'OK' and 'Cancel'.

- Select the option **Enable Diversion Inhibitor**: Selecting this option prevents a call from being diverted to another configured location if you have forwarding activated.

How to use this guide

Overview

Telstra Business Connect  
Call Back Call Flow

Prerequisites



13. Optional: **Require Answer Confirmation:** This option is is used when you have users on a Hunt Group or Call Centre working remotely off their mobiles .

Select the option Use **BroadWorks based Call Control Services:** Selecting this option will enable the TIPT platform to provide services such as Call Transfer and Three -Way Conferencing.

14. Click **OK**.

Recommended Settings

The following settings are recommended in the CallBack scenario.

Setting	Telstra Business Connect Client
Call Forwarding No Answer	Off
Call Forwarding Busy	Off
Call Waiting	On
Simultaneous Ring Personal	Off

When setting up Voicemail for a user, it is recommended using the option **Notify me by e-mail of the new message at this address.**

**Note:** If a user doesn't have a company email address, an Alias can be configured. The users mobile phone number can be included in the Alias list to allow the user to dial into their voicemail without having to enter their pin.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging**
- 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 messages or message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as text.

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

☐ Use Phone Message Waiting Indicator

☒ Forward it to this e-mail address:

[Advanced Settings \(Also saves current screen data\)](#)

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

Group > User > Messaging > Voice Management