



# TELSTRA IP TELEPHONY CONFIGURING YOUR SERVICES

## QUICK SETUP CHECKLIST

© Copyright Telstra Corporation Limited (ABN 33 051 775 556) 2015. All rights reserved.  
No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the written permission of Telstra Corporation Limited.

January 2015



## 1. How to use this guide

This guide is for customers that have existing TIPT deployments within their Enterprise. This document is a quick setup checklist to confirm that the customer LAN environment is ready for TIPT deployment. If you do not have a registered and working handset then please refer to the **TIPT Customer Detailed Integration Guide** <http://www.telstra.com.au/business-enterprise/download/document/tipt-customer-detailed-integration-guide.pdf>

Customers who do not have an existing TIPT deployment, please refer to the **TIPT Customer Detailed Integration Guide** <http://www.telstra.com.au/business-enterprise/download/document/tipt-customer-detailed-integration-guide.pdf>

When you have completed this checklist, please return it to your Telstra Technical Sales consultant.

The test steps below are for TIPT handsets, please do not attempt these instructions with a TIPT UC video endpoint (e.g. Polycom Group series).

## 2. Connecting the Handset

The first step is to connect the handset to the network. Using the UTP patch cable provided in the box connect the LAN port on the handset to a data point in the building.

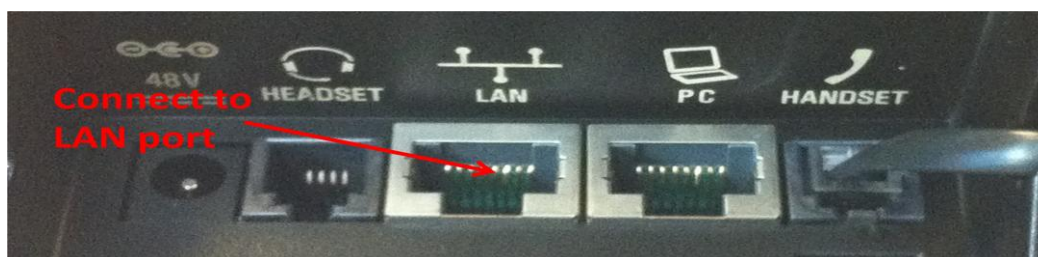


Figure 1 Reverse side of Polycom VVX500

## 3. Check for Connectivity

Once connected to the LAN if the customer environment is correctly configured the handset should present the QSetup softkey (depending on the handset firmware this might be after a number of automatic handset reboots). Select the QSetup softkey and then edit the Server User and Server Password with the credentials provided in the Activation credentials Word document.

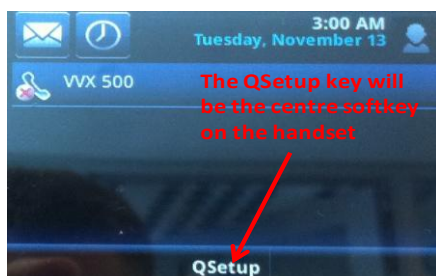


Figure 2 QSetup Softkey on VVX500

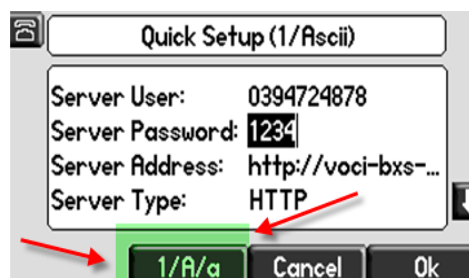


Figure 3 Customer User Credentials



**Note:** When entering credentials confirm that they are entered in numeric mode.

Numeric mode is set using the 1/A/a softkey so that the (1/Ascii) appears at the top of the screen for the 450, 550, 560, 650, 670 and VVX 500 and 1500 handsets. With the Polycom 235, 330, 331 and 335 use the # button on the keypad to toggle between uppercase, lowercase and numeric.

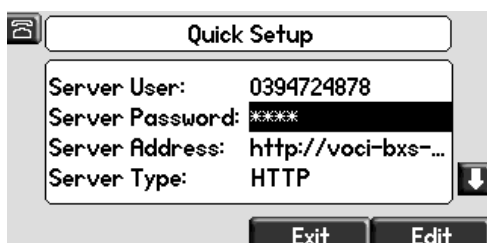


Figure 4 Credentials have been configured

Once the credentials have been entered, exit and save the configuration changes. The Polycom handset will automatically restart and should download new Handset firmware (if required) and the handset specific configuration. The Handset Directory Number / extension should now be visible and the QSetup softkey removed. The Handset should now be ready to make and receive calls.

## 4. Troubleshooting Handsets

If the handset does not display the QSetup softkey or a registered number then the following configurations and tests should be confirmed / undertaken.

### DHCP Configuration

Please Select

Confirm that the DHCP Scope for the local Voice VLAN has been configured:

```
dns-server 203.52.0.221 203.52.1.222
```

```
option 66 ascii "dms.digitalbusiness.telstra.com"
```

```
option 160 ascii "http://polydms.digitalbusiness.telstra.com/dms/bootstrap"
```

### Network Time Provider (NTP) Server

Please Select

An NTP server should be configured in order for the IP handsets to display the correct date and time and for TIPT to work. The NTP server will be configured as option 42 in the DHCP scope.

### Voice VLAN Configuration / Switch Configuration

Confirm the local Voice VLAN ports and routes have been configured as appropriate.

**Note:** That the port supporting an IAD or Brix should be configured as an access/ untagged port in the Voice VLAN.



## 5. Troubleshooting TIPT PC Applications

### DNS Configuration

Please Select

A conditional forwarder will need to be configured on the customer DNS server to utilise the TIPT Toolbar, MiReception and CommPilot applications. This requirement is for the Data Network only as the Polycom handsets will use the TIPT DNS servers provided by the Voice VLAN DHCP Scope.

Forwarder – DNS Domain Name	nipt.telstra.com tipt.telstra.com
Primary Domain Forwarder:	203.52.0.221
Secondary Domain Forwarder:	203.52.1.222

### Validate DMS Platform Connectivity

Please Select

Paste the following URL below into your browser to confirm that connectivity to the Telstra hosted telephony platform.

<https://polydms.tipt.telstra.com/dms/bootstrap/test.html>

## 6. Conclusion

Thank you for completing the TIPT Configuring Your Service Quick Setup Checklist. Please return the completed form to you Telstra Technical Sales Consultant.