Telstra Business Connect
CGA Provisioning Guide
Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in **bold italics**, for example

www.telstra.com.au

Button names and titles/features on your computer screen are shown in *italics*.

User input is shown in **bolded** font.

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Telstra Business Connect, Provisioning Guide, July 2018

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This guide outlines the manual steps required for a CGA to configure a user to use Telstra Business Connect on their TIPT service. An automated tool is available for PC users that completes the steps contained within this document for one or more users at a time. It is available [https://ucone.tipt.telstra.com/cga](https://ucone.tipt.telstra.com/cga).
Provisioning a user


Step 1: Ensure relevant services packs are assigned to a group and a user

When provisioning Telstra Business Connect for a user (Desktop and/or Mobile) ensure the TIPT Executive or Standard Pack v10 service packs are assigned to the group and the relevant service pack is assigned to the user.

Telstra Business Connect licences are not available in the Basic pack.

For users that have the Executive pack assigned to them, they also have the option of having the Telstra Business Connect iPad licence assigned to them. The BTBC v1 licence needs to be assigned to Executive pack users for them to be able to utilise the dedicated iPad Telstra Business Connect client.

Step 2.1: Adding shared call appearance (SCA)

The Telstra Business Connect client can be used as Primary Device or SCA on the TIPT primary number. The mobile Telstra Business Connect client and the Desktop client will require a Primary or SCA user each – additional SCA users must be created if the user requires both Telstra Business Connect clients.

Each SCA is assigned appropriate Identity/Device Profile Type: either the Business Communicator – Mobile, Business Communicator – Tablet device or Business Communicator – PC device.

To add SCA

1. Login to Commpilot and search for the user.
2. Go back to the group level of the User.
3. Click on to the Resources and then Identity/Device Profiles.

If there are existing SCAs configured, ensure the next numeral in the number range is entered, i.e. [phone_number]_01, [phone_number]_02, [phone_number]_03
Conventions used in this guide

Document purpose

Provisioning a user

Step 1: Ensure relevant services packs are assigned to a group and a user

Step 2.1: Adding shared call appearance (SCA)

Step 2.2: Adding Telstra Business Connect as primary device (optional)

Step 3: Setting device passwords for the SCA users

Step 4: Rebuilding configuration files

Recommended settings

4. Search for the user.
5. Click on the user that requires Shared Call Appearance to be added.
6. From the Options menu.
7. Click on Call Control option.
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8. Click on the Shared Call Appearance.

9. Check Allow Call Retrieve from another location.

10. Select Multiple Call Arrangement – Off.

11. Click Add.

12. Enter the information detailed below to the Shared Call Appearance Add page.

Be sure you add in the correct information for the device type.

For Mobile Clients

<table>
<thead>
<tr>
<th>Field name</th>
<th>Field value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity/Device Profile Name</td>
<td>New Identity/Device Profile (Group)</td>
</tr>
<tr>
<td>Line/Port</td>
<td>pPhone_number_01</td>
</tr>
</tbody>
</table>
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For PC Clients

1. Add the Identity/Device Profile from the group level.

If there are existing SCA's configured, ensure another number is entered, i.e. [phone_number]_01, [phone_number]_02, [phone_number]_03.

It is irrelevant what number is used, so long as the number is unique and hasn't been used previously.

2. Select the Allow Call Retrieve from another location checkbox.

3. Select Multiple Call Arrangement – Off.

4. Click Add.

5. Enter the information detailed below to the Shared Call Appearance Add page.

Be sure you add in the correct information for the Identity/device type.
Conventions used in this guide

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Recommended settings

<table>
<thead>
<tr>
<th>Field name</th>
<th>Field value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity/Device Profile Name</td>
<td>New Identity/Device Profile (Group)</td>
</tr>
<tr>
<td>Identity/Device Profile Type</td>
<td>Business Communicator - PC</td>
</tr>
</tbody>
</table>

6. Click OK.

The SCA page will display the users you have just added, one for each client they will be using.

7. Click OK.
Step 2.2: Adding Telstra Business Connect as primary device (optional)

1. Go to the Group Level of the User.
2. Click on to Resources and then Identity/Device Profiles.
3. Add the Identity/Device Profile.

If there are SCA's configured, ensure unique number is entered in Identity/Device Profile name. It is irrelevant what number is used, so long as the number is unique and hasn't been used previously.

4. Go to the User and Click on the Addresses.
Provisioning a user

Step 1: Ensure relevant services packs are assigned to a group and a user

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Recommended settings

6. Choose the right Identity/Profile Name, it was created earlier and add the unique Line/Port and click on Apply.

7. Click on Configure Identity/Device Profile in Addresses.

![Image of Identity/Device Profile configuration](image-url)
Provisioning a user


Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

Saved

OK  Apply  Delete  Cancel

Profile  Users

Identity/Device Profile Name: 0202451832
Identity/Device Profile Type: Business Communication - P2
Device Type URL: https://mcx.digitalbusiness.telstra.com:443/dms/uni-one/pc/
Protocol: SIP 2.0
Host Name/IP Address:
Transport: Unspecified
Type:
MAC Address:
Serial Number:
Description:
Outbound Proxy Server:
STUN Server:
Physical Location:
Linked Ports: Unlimited
Unlinked Ports: Unlimited
Assigned Linked Ports: 1
Unassigned Linked Ports: Unlimited

Authentication

- Use Identity/Device Profile Type Credentials
- Use Custom Credentials
  * Device Access Username: 0202451832
  * Device Access Password:
  * Type Device Access Password:
Step 3: Setting device passwords for the SCA users

1. Following on from the steps above click Edit Business Communicator Mobile from Shared Call Appearance screen.

   ![Edit Business Communicator Mobile](image)

   **Note:** This step has to be repeated for each SCA user created as a part of provisioning Telstra Business Connect client(s), i.e. Mobile, Tablet and PC client.

2. Click Configure Identity/Device Profile.

   ![Configure Identity/Device Profile](image)

   This will take you to the Identity/Device Profile Modify page.
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3. In the Authentication section select Use Custom Credentials and enter the Device Access User name and Password. The username corresponds to the SCA username. The default authentication password is the web access password. The “Device authentication user” is automatically updated by Broadworks.

4. Click Apply and OK.

5. Repeat the above steps 1-4 above for the Business Communicator-PC SCA configuration.
Step 4: Rebuilding configuration files

1. Click on the Configure tab.
2. Select Rebuild the files.
3. Click OK.
4. Repeat this step to rebuild the files for the Business Communicator desktop device type created.
Recommended settings

The Telstra Business Connect client supports the following TIPT features. These services can be turned on or off using the preferences window.

- Changing any of the recommended settings may impact expected functionality.
- Settings can be configured on your mobile device or configured in Commpilot.
- When setting up your initial settings prior to making a call, it is recommended that the Always Ask option is selected from your Settings>Call Settings field.
- For Android users the “Enable video calls” setting should also be enabled to be able to view video calls. The following settings are recommended for initial setup in the Mobile client.
- Changing the recommended settings may impact the expected performance.

### Setting | Telstra Business Connect Client | Reason for setting
--- | --- | ---
Call Forwarding No Answer | On | If you can’t answer the call on your TIPT desk phone the call will arrive at the configured number after the set number of rings.
Call Forwarding Always | Off | If turned on the call will not go to the client, as calls will always be diverted to the configured number.
Do Not Disturb | Off | If you turn Do Not Disturb on, calls will not arrive on your Telstra Business Connect client.
Remote Office | Off | If you turn Remote Office On with your mobile number configured as the remote device, calls made to your TIPT desk phone will arrive at your mobile, not your Telstra Business Connect client.
TIPT Anywhere | Feature can be On, Enabled location – Off | If you turn TIPT Anywhere On and you have your mobile number listed as a location, both your mobile and the Telstra Business Connect client will ring at the same time when a call arrives through the Telstra Business Connect client. So this does not happen you must have TIPT Anywhere mobile location disabled.
Simultaneous Ring Personal | Off | If you have your mobile number in your Simultaneous Ring list, both your mobile and the Telstra Business Connect client will ring at the same time when a call arrives through the Telstra Business Connect client if this feature is turned On.
The following User settings are recommended for initial setup in Commpilot.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Commpilot</th>
<th>Reason for setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connected Line Identification Restriction</td>
<td>On*</td>
<td></td>
</tr>
<tr>
<td>External Calling Line ID Delivery</td>
<td>On*</td>
<td></td>
</tr>
<tr>
<td>Internal Calling Line ID Delivery</td>
<td>On*</td>
<td></td>
</tr>
<tr>
<td>Call Waiting</td>
<td>Off</td>
<td>If turned on, it will affect the active call and place it on hold automatically. This is default behaviour of your mobile device not Telstra Business Connect.</td>
</tr>
</tbody>
</table>

* Note: If you don't want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.