



Telstra Business Connect CGA Provisioning Guide



Conventions used in this guide

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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

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.

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>

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If you are using the Telstra Business Connect mobile or desktop clients, please refer to the Customer Detailed Integration Guide on the TIPT Online Resource Centre at <https://www.telstra.com.au/business-enterprise/download/document/business-tipt-customer-detailed-integration-guide.pdf> for required network settings.

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 SCA's configured, ensure the next numeral in the number range is entered, i.e. [phone_number]_01, [phone_number]_02, [phone_number]_03

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Identity/Device Profile Add

Add a new group identity/device profile.

OK Cancel

Group: Office010

* Identity/Device Profile Name: d0282451831_106

Identity/Device Profile Type: Business Communicator - Mobile ▼

Protocol: SIP 2.0 ▼

Host Name/IP Address: Port:

Transport: Unspecified ▼

MAC Address:

Serial Number:

Description:

Outbound Proxy Servers:

STUN Servers:

Physical Location:

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.

System > N3000767R > N3716719R > Users : 0386498358@telstra.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

Profile

Basic

[Profile](#)
Display and configure profile information such as your name, department and address.

[Addresses](#)
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

[Passwords](#)
Set web access and portal passwords.

[Schedules](#)
Add, modify, or remove schedules.

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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

Field name	Field value
Identity/Device Profile Name	New Identity/Device Profile (Group)
Line/ Port	p[phone_number]_01

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13. Click OK.

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.

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Shared Call Appearance Add

Allows administrators to allocate additional devices or lines to you.

OK

Cancel

Identity/Device Profile Name:

d0282451831_107 (Group)

* Line/Port:

0282451831

@ digitalbusiness

☒ Enable this location

☒ Allow Origination from this location

☒ Allow Termination to this location

OK

Cancel

Field name	Field value
Identity/Device Profile Name	New Identity/Device Profile (Group)
Identity/Device Profile Type	Business Communicator– PC

6. Click **OK**.

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

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page.

OK

Apply

Add

Cancel

☐ Alert all appearances for Click-to-Dial calls

☐ Alert all appearances for Group Paging calls

☒ Allow Call Retrieve from another location

☐ Allow bridging between locations

☐ Enable Call Park notification

Bridge Warning tone:

☒ None

☐ Barge-in only

☐ Barge-in and repeat every 30 seconds

Device Policies:

[Configure device policies](#)

Delete	Identity/Device Profile Type	Identity/Device Profile Name	Line/Port	Edit
<input type="checkbox"/>	Business Communicator - Mobile	d0282451831_102 (Group)	p0282451831_102@di...	Edit
<input type="checkbox"/>	Business Communicator - PC	d0282451831_104 (Group)	p0282451831_104@di...	Edit

7. Click **OK**.

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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.

Identity/Device Profile Add

Add a new group identity/device profile.

OK Cancel

Group: Office010

* Identity/Device Profile Name: d0282451832

Identity/Device Profile Type: Business Communicator - PC ▼

Protocol: SIP 2.0 ▼

Host Name/IP Address: Port:

Transport: Unspecified ▼

MAC Address:

Serial Number:

Description:

Outbound Proxy Server:

STUN Server:

Physical Location:

Authentication

☒ Use Identity/Device Profile Type Credentials

☐ Use Custom Credentials

* Device Access User Name:

* Device Access Password:

* Re-type Device Access Password:

4. Go to the User and Click on the **Addresses**.
5. Choose the **Identity/Device Profile** Radio Button.

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

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 0282451832 Activated

Extension: 203

☒ Identity/Device Profile ☐ Trunking ☐ None

Identity/Device Profile

Identity/Device Profile Name: d0282451832 (Group)

* Line/Port: p0282451832 @ digitalbusiness AdvancedSettings

Aliases: sip: 0282451832@digitalbusiness

sip: @ digitalbusiness

sip: @ digitalbusiness

sip: @ digitalbusiness

OK Apply Cancel

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

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 0282451832 Activated

Extension: 203

☒ Identity/Device Profile ☐ Trunking ☐ None

Identity/Device Profile

Identity/Device Profile Name: D0282451832 (Group)

* Line/Port: p0282451832 @ digitalbusiness AdvancedSettings

Configure Identity/Device Profile

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8. Under Authentication, choose Use Customer Credentials.

Identity/Device Profile Modify
Modify or delete an existing group identity/device profile.

Saved

OK Apply Delete Cancel

Profile Users

Identity/Device Profile Name: D0282451832
Identity/Device Profile Type: [Business Communicator - PC](#)
Device Type URL: <https://dms.digitalbusiness.telstra.com:443/dms/uc-one/pc/>

Protocol: SIP 2.0 ▼
Host Name/IP Address: Port:
Transport: Unspecified ▼
MAC Address:
Serial Number:
Description:
Outbound Proxy Server:
STUN Server:
Physical Location:
Lines/Ports: Unlimited
Assigned Lines/Ports: 1
Unassigned Lines/Ports: Unlimited
Version:

Authentication

☐ Use Identity/Device Profile Type Credentials
☒ Use Custom Credentials
* Device Access User Name: 0282451832
* Device Access Password:
* Re-type Device Access Password:

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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.

Delete	Identity/Device Profile Type	Identity/Device Profile Name	Line/Port
<input type="checkbox"/>	Business Communicator - Mobile	d0282451831_102 (Group)	p0282451831_102@di...
<input type="checkbox"/>	Business Communicator - PC	d0282451831_104 (Group)	p0282451831_104@di...
<input type="checkbox"/>	Business Communicator - Tablet	d0282451831_103 (Group)	p0282451831_103@di...

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**.

This will take you to the *Identity/Device Profile Modify* page.

Shared Call Appearance Modify

Allows administrators to delete or configure additional devices or lines, dissociate and associate a BroadWorks and is not presented with incoming calls.

OK Apply Delete Cancel

Identity/Device Profile Name: d0386498358_01 (Group) [Configure Identity/Device Profile](#)

Line/Port: p0386498358_01@telstra.com

☒ Enable this location

☒ Allow Origination from this location

☒ Allow Termination to this location

OK Apply Delete Cancel

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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.

The screenshot shows the 'Configure' tab of a device profile configuration window. The 'Authentication' section is highlighted with a green box. It contains the following fields and options:

- Identity/Device Profile Name:** d0386320416_01
- Identity/Device Profile Type:** UC-One - Mobile
- Device Type URL:** https://dms-mod.digitalbusiness.telstra.com:443/dms/uc-one/mobile/
- Protocol:** SIP 2.0
- Host Name/IP Address:** (empty field)
- Port:** (empty field)
- Transport:** Unspecified
- MAC Address:** (empty field)
- Serial Number:** (empty field)
- Description:** (empty field)
- Outbound Proxy Server:** (empty field)
- STUN Server:** (empty field)
- Physical Location:** (empty field)
- Lines/Ports:** Unlimited
- Assigned Lines/Ports:** 1
- Unassigned Lines/Ports:** Unlimited
- Authentication:**
 - ☐ Use Identity/Device Profile Type Credentials
 - ☒ Use Custom Credentials
 - * Device Access User Name:** 0386320416@xxxxxxxx.com
 - * Device Access Password:** (masked with dots)
 - * Re-type Device Access Password:** (masked with dots)

At the bottom of the window, there are four buttons: OK, Apply, Delete, and Cancel. The 'OK' button is highlighted.

4. Click **Apply** and **OK**.

5. Repeat the above steps 1-4 above for the Business Communicator-PC SCA configuration.

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Step 4: Rebuilding configuration files

1. Click on the **Configure** tab.
2. Select **Rebuild the files**.

The screenshot shows the 'Identity/Device Profile Modify' window. On the left is a sidebar with an 'Options:' menu containing links for Profile, Resources (highlighted with a red arrow), Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. The main panel has two tabs: 'Profile' and 'Configure' (which is active). Below the tabs, it displays 'Identity/Device Profile Name: d0386498358_02' and 'Identity/Device Profile Type: UC-One - PC'. Under the 'Assign Configuration File' section, there are radio buttons for 'Manual', 'Default' (selected), and 'Custom'. Below these is an 'Upload Configuration File:' field with a 'Browse...' button. A text area below shows 'Currently using configuration file:'. At the bottom of this text area, a button labeled 'Rebuild the files' is highlighted with a green box. Below the text area is the 'External Settings and Configuration' section, showing 'External Configuration: Click To Configure' and 'Status: Online'. At the very bottom are 'OK', 'Apply', 'Delete', and 'Cancel' buttons.

3. Click **OK**.
4. Repeat this step to rebuild the files for the Business Communicator desktop device type created.

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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.
- The following table lists recommended settings and how to configure the settings on your iOS or Android mobile client.
- 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 features is turned On

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Recommended settings

The following User settings are recommended for initial setup in Commpilot.

Setting	Commpilot	Reason for setting
Connected Line Identification Restriction	On*	
External Calling Line ID Delivery	On*	
Internal Calling Line ID Delivery	On*	
Call Waiting	Off	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.

* **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.