

TELSTRA
BUSINESS SIP[®] PORTAL
ADMINISTRATOR GUIDE





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1. Introduction

Welcome to the Telstra Business SIP® Customer Management Portal.

Using a web browser, from a central location administrators can monitor and manage other administrators, site settings and end users.

The Portal is used for the following actions:

- Retrieving device credentials for OneAccess devices (SIP NTU, One100 IAD) needed for initial installation.
- Activating encryption over the segment: Telstra devices -> Telstra core, where the broadband access product traverses untrusted networks, e.g. internet.
- Performing number migration from the old ISDN/PSTN service to the new Business SIP service.
- Assigning purchased feature packs to individual numbers
- Performing day-to-day management of features described in this document.

This guide also details service migration, referred to in the Customer Management Portal as 'Migrations' – the feature that enables self-migration of existing services that have been configured through a sales process. More about this in Section 3.15 Migrations.

1.1. Browser compatibility

The Customer Management Portal is designed to be compatible with the following browsers:

- Firefox
- Google Chrome for desktop.

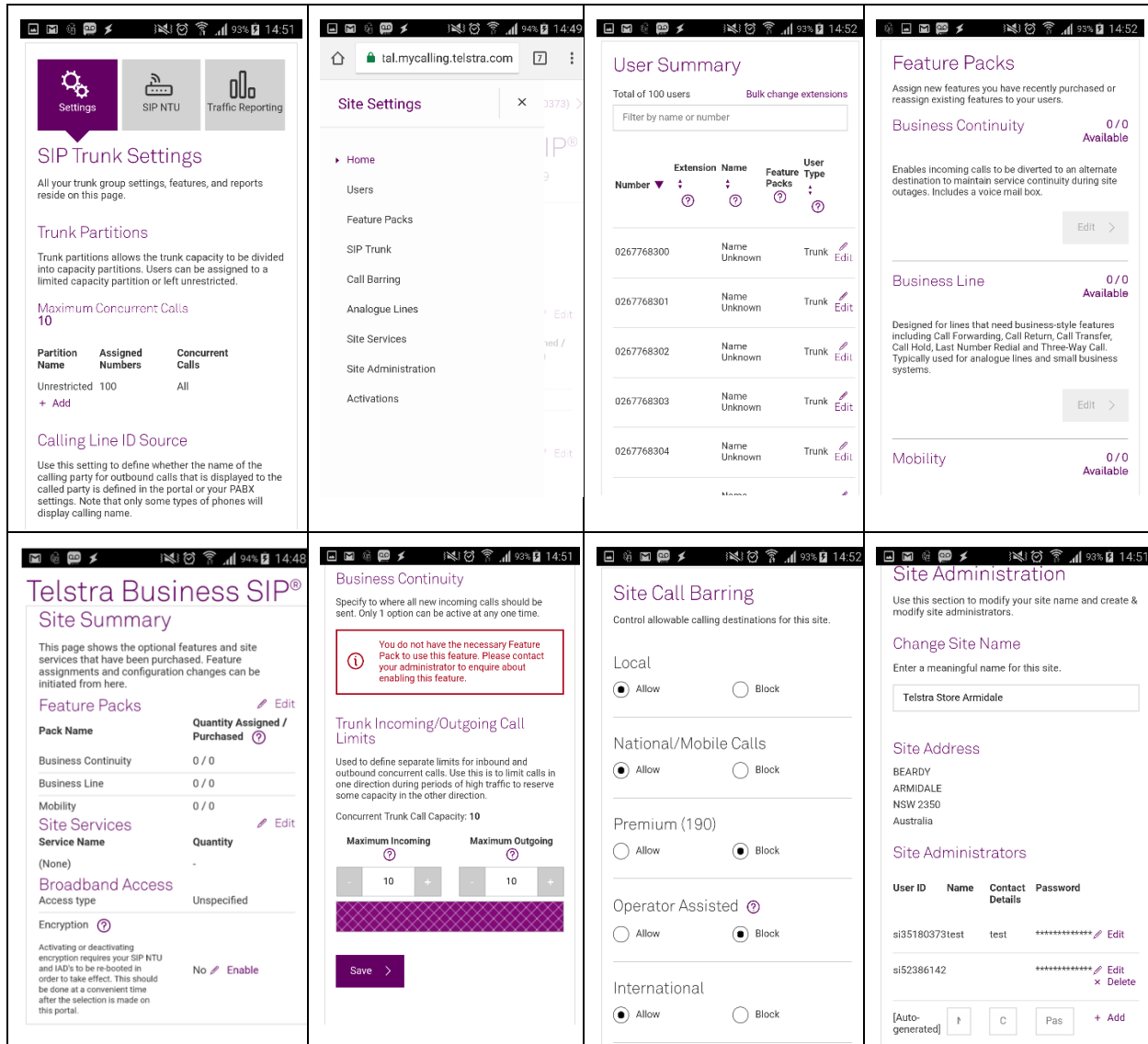


1.2. Mobile device compatibility

The Customer Management Portal is optimised for mobile devices and is a convenient way of managing your Business SIP product from almost anywhere.

Open a supported browser on your mobile device, enter the url and log in using your Business SIP Portal Username and Password.

Below are some sample images:





1.3. Log in

To access the Customer Management Portal, <https://portal.mycalling.telstra.com>, log in with your username (starting with 'cu' or 'si') and administrator password. Username/passwords are supplied by email to the customer administrator at the time of service establishment.

On the very first log in by the Administrator, the password reset pop-up will appear as shown below. Enter the current password then the new password, confirm the new password and click Save. (Your password must be at least seven characters long and contain at least one uppercase letter, number and special character).

The screenshot shows the Telstra Business SIP portal interface. On the left, there is a 'Login' section with input fields for 'Username' and 'Password', a 'Login >' button, and a link for 'Forgot your username or password? Click here'. On the right, there is a 'Welcome' section with instructions on how to use the portal and password requirements. A 'Change Password' pop-up window is overlaid on the right side, containing a message about an expired password, a note on password requirements, and three input fields for 'Current Password', 'New Password', and 'Confirm New Password'. The pop-up has 'Change >' and 'Cancel' buttons at the bottom.

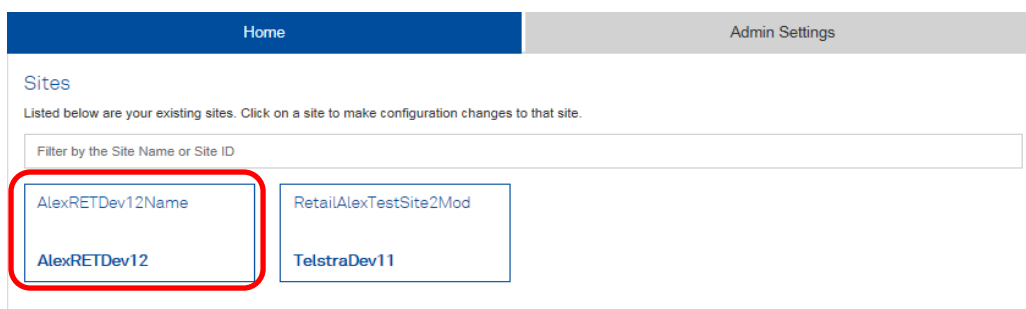


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2. Customer level administration

The Customer Administration login provides management of Administrator Users across multiple Sites for a given Customer/Business; however all Business SIP feature configurations can be performed equally through Customer or Site Administration access. The main difference for Site Administrators, is that they will only ever see their local Site, which is controlled by their login Username and Password.

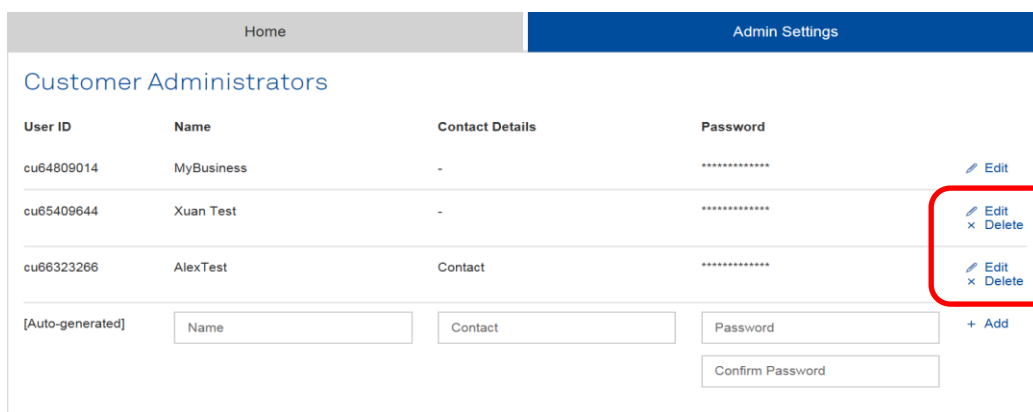
Once logged in, the Customer Administrator will see all their Sites on the 'Home' tab (shown) and can access the Administrator accounts via the 'Admin' tab, from where Customer Administrator passwords can be managed.



2.1. Create, edit and remove customer administrators

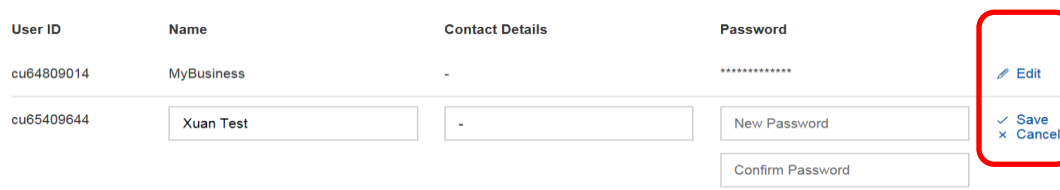
Select the **Admin Settings** tab to open the page that allows you to create, edit and remove customer administrators and reset/change passwords.

Note: The first customer administrator can be edited but not deleted.



For subsequent administrators, click **x Delete** to remove an existing administrator or the **✎ Edit** icon, which will present the edit fields as shown below:

Customer Administrators



Once you've finished making changes, click the **✓ Save** icon or **x Cancel**. To create a new administrator click **+ Add**.



3. Site level Administration

All the Telstra Business SIP services can be configured at the site level, including **feature packs** and **site services** (additional to the basic services and purchased separately).

Feature packs provide users with specific functionality as they answer or make calls.

Site services are configured to manage how incoming calls are treated. Site services provide control and efficiency by applying call-handling rules and automation through a self-service capability extended to callers in the form of an IVR (interactive voice response). See [virtual receptionist](#) and [hunt groups](#) for details.

Broadband Access presents the access type and information about the service.

3.1. Site Summary

At the Site Summary level you can see at a glance.

The Feature Packs and Site Services present their quantities and current allocations and the **Edit** icon alongside **Feature Packs** and **Site Services** takes you directly to the respective tab where you can make changes. These tabs and others are covered in detail in the sections below.

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Migrations
Site Summary								
This page shows the optional features and site services that have been purchased. Feature assignments and configuration changes can be initiated from here.								
Analogue Identifier		N7006448R						
Site Identifier		N7006447R						
Feature Packs								
Pack Name		Quantity Assigned / Purchased						
Business Continuity		2 / 2						
Business Line		6 / 6						
Mobility		0 / 0						
Site Services								
Service Name		Quantity						
(None)		-						
Broadband Access								
Access type		Unspecified						
SIP/RTP Transport settings								
SIP over TCP(RTP)		<input checked="" type="radio"/>						
The default setting, providing reliable, unencrypted SIP delivery.								
SIP over TLS(SRTP)		<input type="radio"/>						
Encrypts signalling and voice for calls over untrusted networks.								
SIP over UDP(RTP)		<input type="radio"/>						
Only for Telstra Business Broadband on NBN services with voice or Data priority packs. Required for QoS to work on the NBN service. Encryption disabled								
Changing these requires your SIP NTU and IAD's to be re-booted in order to take effect. Do the IAD first and ensure they are working properly before doing the SIP NTU.								
Site Caller ID								
03 8657 1000		Edit						



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Against each feature pack the numbers represent the available instances not yet assigned (on the left) and the total quantity available (on the right).

The example below shows that out of five available 'Business Continuity' feature packs there are none unassigned, whereas the 'Business Line' shows only 4 assigned out of 20.

Feature Packs ✎ Edit	
Pack Name	Quantity Assigned / Purchased ?
Business Continuity	5 / 5
Business Line	4 / 20
Mobility	3 / 38

Site Services ✎ Edit

Service Name	Quantity
Hunt Group	1
Virtual Receptionist	1

Hunt Group and Virtual Receptionist Site Services can also be ordered and are detailed in sections 3.12 & 3.13.

SIP/RTP Transport settings

- SIP over TCP(RTP)**
The default setting, providing reliable, unencrypted SIP delivery.
- SIP over TLS(SRTP)**
Encrypts signalling and voice for calls over untrusted networks.
- SIP over UDP(RTP)**
Only for Telstra Business Broadband on NBN services with voice or Data priority packs. Required for QoS to work on the NBN service. Encryption disabled

Changing these requires your SIP NTU and IAD's to be re-booted in order to take effect. Do the IAD first and ensure they are working properly before doing the SIP NTU.

SIP/RTP Transport Settings provides 3 options depending on site requirements.

SIP over TCP (RTP) is the default option and, in most cases, can be left as-is.

SIP over TLS (SRTP) can be employed where an untrusted broadband provider is in place, where there may be risk of unauthorised personnel accessing calls. It can also help to traverse routers/firewalls not optimised for SIP, e.g., where SIP ALG would otherwise block the signalling messages.



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SIP over UDP (RTP) is used where Telstra Business Broadband Voice or Data Priority Packs have been purchased and a Telstra Gateway Pro (V7610) is in place (see picture below).




This device will not take advantage of the priority packs unless SIP over UDP has been activated.

The priority packs activate Traffic Class 2 (TC2) bandwidth on NBN and, if a BYO router is in place, it will need its settings adjusted to take advantage of the TC2 bandwidth – this may or may not also require SIP over UDP. Please enquire with your router maintainer.

Changing the SIP/RTP settings makes changes to the SIP NTU and/or IAD settings. For these settings to activate, the devices will need to be power-cycled, as per the note on the portal.

Site Caller ID

03 8657 1009

 Edit

Site Caller ID allows one of the assigned phone numbers to be allocated as the “Site Caller ID”. This is particularly useful for analogue lines which are tied to a specific phone number, where an advertised number would be preferable as the caller ID displayed to the called person. Using this feature allows analogue lines to display the Site Caller ID when outbound calls are made. This also works for numbers assigned to the SIP trunk.

Modify the “Site Caller ID” by clicking on “Edit” and choosing the desired number. Then navigate to the Users/Outgoing Calls tab (see section 4.2) and enable the “Use Site Caller ID” feature for each user that needs the change made. The “Outbound Caller ID” field will then display the number that will be used as CLI for outbound calls.

Note that only one number at a time can be assigned as the Site Caller ID.



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3.2. Customer Management Portal feature quick links

This list maps Customer Management Portal features to the sections in this guide and includes hyperlinks for ease of navigation. The right column presents the links as they appear in the Customer Management Portal tab labels to help with familiarisation.

Feature/action	Navigation to Customer Management Portal section
Change Customer Administrator password - create/delete/edit	Admin tab
Change Site Administrator password create/delete/edit	Site Administration tab
Change User password/edit user	Users tab > User summary
Create extension shortcuts	Users tab> Bulk extension change
Make bulk extension change, based on phone number	Users tab> Bulk extension change
Make bulk extension change, based on sequence	Users tab> Bulk extension change
Enable feature packs	Feature packs tab
Assign features to users	Feature packs tab
Set up trunk partition	SIP trunk tab > Settings > Trunk partitions
Edit trunk partition – name, max calls, phone numbers	SIP trunk tab > Settings > Trunk partitions
Set up/configure calling line ID source	SIP trunk tab > Settings > Trunk partitions
Set up/configure business continuity	SIP trunk tab > Settings > Trunk partitions
Set up/configure trunk incoming/outgoing call limits	SIP trunk tab > Settings > Trunk partitions
Change customer premises equipment (CPE) device/get network termination unit (NTU) device credentials	SIP Trunk tab > SIP NTU
Traffic reporting	SIP trunk tab > Traffic reporting
Set up site call barring	Call barring tab >
Set up analogue lines Change analogue equipment (CPE) device(s) /get credentials.	Analogue lines tab >
Set up hunt groups	Site services tab >
Set up auto-attendant	Site services tab >
Migration	Migrations tab >


Note: Portal Help information is available in section 5 on page 68.

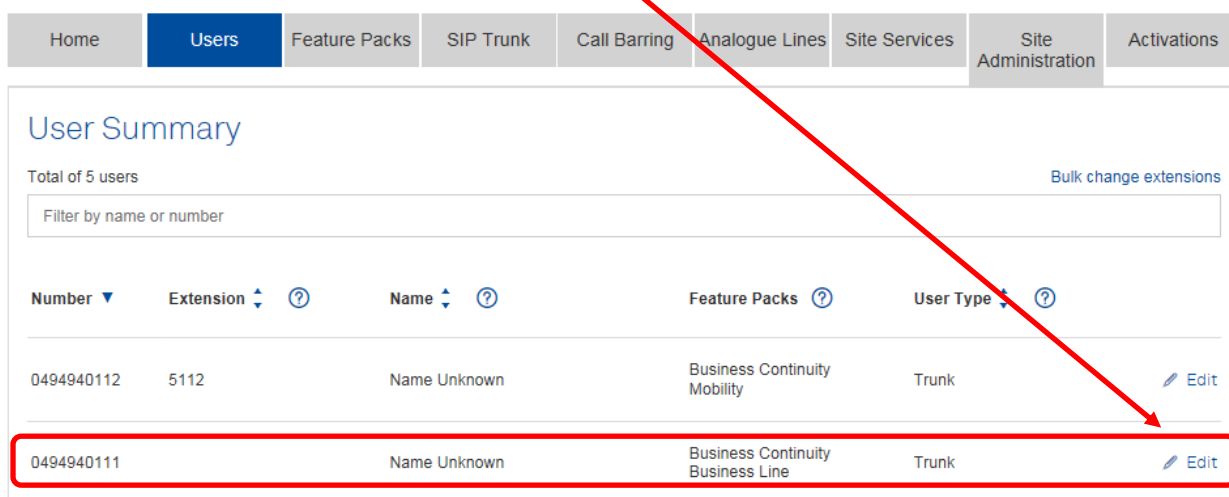


3.3. How to change a user's name/password

The users tab presents all the Full National Numbers (FNNs) associated with your business. This is where you can access the details for trunk and analogue users.

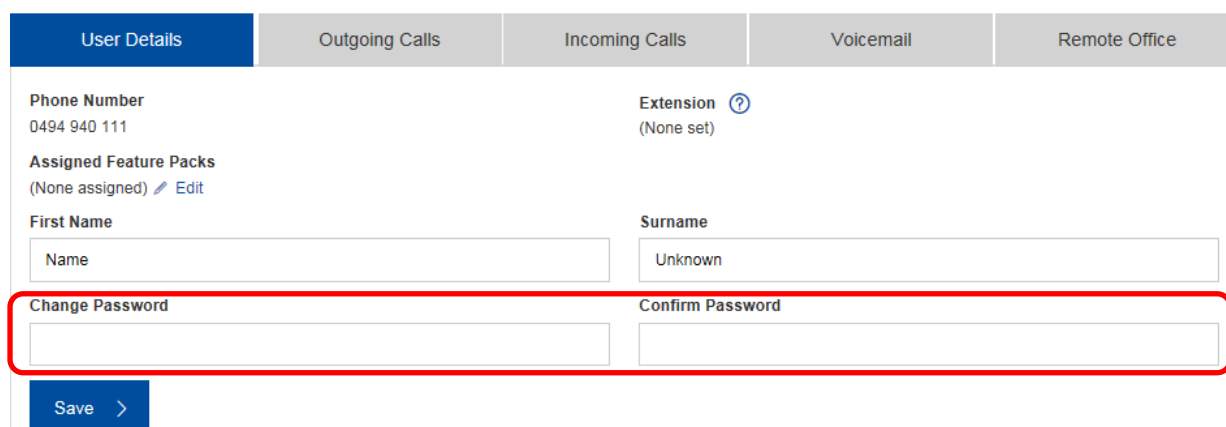
To change the name and passwords for users:

1. Log in to the Customer Management Portal using your administrator username and password.
2. Select the users tab to view the user summary.
3. From the list of users, click  [Edit](#) to the right of that user. This will open the user details page.



Number	Extension	Name	Feature Packs	User Type	
0494940112	5112	Name Unknown	Business Continuity Mobility	Trunk	Edit
0494940111		Name Unknown	Business Continuity Business Line	Trunk	Edit

4. In the name and password fields, enter the details as required. Remember, your password is at least seven characters long and contains at least one uppercase letter, number and special character.



Phone Number: 0494 940 111

Extension: (None set)

Assigned Feature Packs: (None assigned) [Edit](#)

First Name:

Surname:

Change Password:

Confirm Password:

[Save >](#)

5. Click [Save >](#).

Note: From this view, you can also make changes to that user's outgoing calls; incoming calls; voicemail; and remote office. Refer to the User features (section 4) for details.



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3.4. Create extension shortcuts

You can create shortcut numbers for users to call each other using only 3, 4 or 5 digits. There are some rules around what numbers can and can't be set as shortcuts, such as shortcuts cannot begin with either '0' or '1'. A quick way to assign numbers to all users is to use bulk change extensions.

To do this select the **Users** tab (**User Summary**) and click on **Bulk change extensions** as shown below.

Number	Extension	Name	Feature Packs	User Type	
0494940112	5112	Name Unknown	Business Continuity Mobility	Trunk	Edit
0494940111		Name Unknown	Business Continuity Business Line	Trunk	Edit
0494940113		Name Unknown	Business Continuity	Trunk	Edit

Clicking **Bulk change extensions** opens the following pop-up window:

Bulk Extension Change

You may assign or change extension numbers (3 to 5 digits) for your services. You may also automatically assign extension numbers using one of the methods below. Click the "Save" button below to save the changes.

Automatically allocate based on last digits of phone number

Click the button below to automatically allocate extensions using the last digits of the phone number. You may only use the last 3 - 5 digits of a phone number.

Note: this will overwrite any existing extensions allocations. If you have filtered the list below, only the filtered numbers will be auto-allocated. Click the Save button below to confirm the changes. Any numbers that would be assigned a duplicate extension or an extension that would start with a 0 or 1 (invalid extensions) will be blank and not assigned an extension.

Allocate Based on Phone Number

Automatically allocate based on sequence

Click the button below to automatically allocate extensions starting with the number . Extensions must be between 3 to 5 digits and not start with a 0 or 1.

Note: this will overwrite any existing extensions allocations. If you have filtered the list below, only the filtered numbers will be auto-allocated. Click the Save button below to confirm the changes.

Allocate Based on Sequence

Site Extensions

You may manually assign extensions to the numbers below. Use the text box below to filter or filter for a phone number. Click the Save button below to confirm your changes.

Name	Ext
Name Unknown 0598940110	<input type="text"/>
Name Unknown 0598940111	<input type="text"/>
Name Unknown 0598940112	<input type="text" value="5112"/>
Name Unknown 0598940113	<input type="text"/>

[Cancel](#) [Save >](#)



Extension shortcuts can be created in three different ways:

1. Manually. This can take considerable time depending on the number of extensions.
2. Automatically based on phone number. This is very quick as the shortcuts are based on the existing number. Note: number ranges that include 1s or 0s in the third, fourth or fifth character positions may fail as extensions cannot start with 0 or 1.
3. Automatically based on sequence. This is also very quick as the shortcuts are based on the starting number you choose, remembering that extension numbers cannot start with 0 or 1.

3.4.1. Manual allocation

You can manually assign extensions to numbers. Click save to confirm your changes.

Note: The filter is dynamic and will immediately start to filter as you enter the number as shown in the sample below.

Ext	Ext
Name Unknown 0594940110 40110	Name Unknown 0594940111 40111
Name Unknown 0594940112 40112	Name Unknown 0594940113 <input type="text"/>
Name Unknown 0598940110 <input type="text"/>	Name Unknown 0598940111 <input type="text"/>
Name Unknown 0598940112 <input type="text"/>	Name Unknown 0598940113 <input type="text"/>

The list above shows the full list of numbers containing **059** (including **0594n** and **0598n** numbers) and the list below shows the filtered group of numbers containing **0598** only, i.e. the group circled in red above has been eliminated.



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The extension shortcuts can now be entered in the empty boxes. In this example both groups are clearly visible/accessible in the same view; where this is not the case a scroll bar appear at right of the window.

The screenshot shows a configuration interface with a search bar at the top containing '0598'. Below it are four rows of configuration cards. Each card has a 'Name Unknown' label, a phone number (0598940110, 0598940111, 0598940112, 0598940113), and an 'Ext' field. The 'Ext' fields are empty and highlighted with red boxes, indicating they are accessible for input.

3.4.2. Allocation based on phone number

The examples below show the difference between the phone number and sequence options.

Given the rule that states no extension can start with a 0 or 1, it may mean that some extensions require manual allocation. This all depends on your particular number configuration.

The screenshot shows a 'Bulk Extension Change' dialog box. It contains instructions: 'You may assign or change extension numbers (3 to 5 digits) for your services. You may also automatically assign extension numbers using one of the methods below. Click the "Save" button below to save the changes.' There is a section titled 'Automatically allocate based on last digits of phone number' with a sub-instruction: 'Click the button below to automatically allocate extensions using the last 5 digits of the phone number. You may only use the last 3 - 5 digits of a phone number.' A note states: 'Note: this will overwrite any existing extensions allocations. If you have filtered the list below, only the filtered numbers will be auto-allocated. Click the Save button below to confirm the changes. Any numbers that would be assigned a duplicate extension or an extension that would start with a 0 or 1 (invalid extensions) will be blank and not assigned an extension.' A blue button labeled 'Allocate Based on Phone Number' is visible, with a mouse cursor hovering over it.

In this example, with the numbers shown below the extensions starting with 4 are valid in the 5-digit scenario, but choosing a 4-digit extension means that the extensions all start with '0', which is invalid. The result is that all the 'Ext' boxes remain blank.

The screenshot shows the same configuration interface as above, but now the 'Ext' fields are populated with the numbers 40110, 40111, 40112, and 40113. The phone numbers are 0594940110, 0594940111, 0594940112, and 0594940113. At the bottom right, there are 'Cancel' and 'Save >' buttons.

Click **Save >**.



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3.4.3. Allocation based on sequence

Entering a starting number in the field shown in the screen capture below sequences the numbers for the users selected. Using this method means prevents allocation issues.

Automatically allocate based on sequence

Click the button below to automatically allocate extensions starting with the number . Extensions must be between 3 to 5 digits and not start with a 0 or 1.
Note: this will overwrite any existing extensions allocations. If you have filtered the list below, only the filtered numbers will be auto-allocated. Click the Save button below to confirm the changes.

Ext	Ext	Ext
Name Unknown 0598940110	Name Unknown 0598940111	Name Unknown 0598940112
Name Unknown 0598940113		

Cancel

Click .

3.5. Feature packs

Feature packs help users manage their calls and work effectively and efficiently.

There are three types of feature packs.

1. Business continuity
2. Business line
3. Mobility

Business continuity – enables incoming calls to be diverted to an alternative destination during site outages (when calls cannot be received at the primary business location due to fire, flood or other such emergency that means that no calls can be received or answered).

Business line –designed for lines that need business-style features including call forwarding, call return#, call transfer*, call hold*, last number redial* and three-way call*. Typically used for analogue lines and small business systems.

Mobility – enables mobile users to continue to receive calls when away from the office. Includes SIM ring, remote office and call forwarding busy/no answer/not reachable.

Feature packs are available to users who are assigned to them, as opposed to the other way around. This is because the feature packs are purchased against the site in specific quantities.



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View how many feature packs are available to the site from the **Home** tab on the **Site Summary** page.

Home Users **Feature Packs** SIP Trunk Call Barring Analogue Lines Site Services Site Administration Activations

Site Summary

This page shows the optional features and site services that have been purchased. Feature assignments and configuration changes can be initiated from here.

Feature Packs [Edit](#)

Pack Name	Quantity Assigned / Purchased ?
Business Continuity	1 / 5
Business Line	3 / 5
Mobility	3 / 12

Site Services [Edit](#)

Service Name	Quantity
Virtual Receptionist	1

*Features provided in feature packs but which have no configuration in the Customer Management Portal.

You can also see how the feature packs are assigned at the user level from the **Users** tab.

Home **Users** Feature Packs SIP Trunk Call Barring Analogue Lines Site Services Site Administration Activations

User Summary

Total of 5 users [Bulk change extensions](#)

Filter by name or number

Number ?	Extension ?	Name ?	Feature Packs ?	User Type ?	Edit
0393335001	5001	NameEdited UnknownEdited	Business Continuity Business Line Mobility	AnalogueVoice	Edit
0494940110		Name Unknown	Business Line Mobility	Trunk	Edit
0494940111		Name Unknown	Business Line	Trunk	Edit



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Users can view which feature pack(s) they are assigned to on their **User Details** page.

The screenshot shows the 'User Details' page with tabs for 'Outgoing Calls', 'Incoming Calls', 'Voicemail', and 'Remote Office'. The 'Assigned Feature Packs' section is highlighted with a red box and contains three buttons: 'Mobility', 'Business Line', and 'Business Continuity', followed by an 'Edit' link.

Assign numbers/users to feature packs via the **Feature Packs** tab or via the **Users** tab using the **Edit** button as shown below.

The screenshot shows the 'Users' tab with a table of users. The table has columns for 'Number', 'Extension', 'Name', 'Feature Packs', and 'User Type'. The 'Edit' button for the first user is highlighted with a red box.

Number	Extension	Name	Feature Packs	User Type
0594940110	40110	Name Unknown		Trunk
0594940111	40111	Name Unknown		Trunk

Look for **Assigned Feature Packs** and select **Edit**.

The screenshot shows the 'User Details' page with the 'Assigned Feature Packs' section highlighted with a red box. The 'Edit' button is also highlighted with a red box.

This opens the page that allows you to see the numbers/users who have the feature pack assigned and how many are available.



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3.5.1. View feature packs assignments

You can view the current Feature Pack assignments two ways:

- By feature pack
- By user/number

By feature pack

1. Select the **Feature Packs** tab.
2. Select the **Edit >** button against the particular feature pack.

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Activations
------	-------	----------------------	-----------	--------------	----------------	---------------	---------------------	-------------

Feature Packs

Assign new features you have recently purchased or reassign existing features to your users.

Business Continuity 4 / 5 Available

Enables incoming calls to be diverted to an alternate destination to maintain service continuity during site outages.

03 9333 5001
NameEdited UnknownEdited

[Edit >](#)

Business Line

Designed for lines that need business-style features including Call Forwarding, Call Return, Call Transfer, Call Hold, Last Number Redial and Three-Way Call. Typically used for analogue lines and small business systems.

0494 940 111
Name Unknown

03 9333 5001
NameEdited UnknownEdited

0494 940 110
Name Unknown

[Edit >](#)

Mobility

Enables mobile users to continue to receive calls when away from the office. Includes Simring, Remote Office and Call Forwarding Busy/No Answer/Not Reachable.

0494 940 112
Name Unknown

03 9333 5001
NameEdited UnknownEdited

0494 940 110
Name Unknown

[Edit >](#)



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3.5.2. Making changes to feature packs

Clicking the **Edit >** button against the particular feature opens the pop-up window, where you can assign/unassign users.

Home Users **Feature Packs** SIP Trunk Call Barring Analogue Lines Site Services Site Administration Activations

Feature Packs

Assign new features you have recently purchased or reassign existing features to your users.

Business Continuity 1 / 5 Available

Enables incoming calls to be diverted to an alternate destination to maintain service continuity during site outages.

0494 940 112 Name Unknown	0494 940 111 Name Unknown	0494 940 110 Name Unknown	0494 940 113 Name Unknown
------------------------------	------------------------------	------------------------------	------------------------------

Edit >

Business Line 2 / 5 Available

Designed for lines that need business-style features including Call Forwarding, Call Return, Call Transfer, Call Hold, Last Number Redial and Three-Way Call. Typically used for analogue lines and small business systems.

0494 940 111 Name Unknown	03 9333 5001 NameEdited UnknownEdited	0494 940 110 Name Unknown
------------------------------	--	------------------------------

Edit >

Mobility 9 / 12 Available

Enables mobile users to continue to receive calls when away from the office. Includes Simring, Remote Office and Call Forwarding Busy/No Answer/Not Reachable.

0494 940 112 Name Unknown	03 9333 5001 NameEdited UnknownEdited	0494 940 110 Name Unknown
------------------------------	--	------------------------------

Edit >

Click the **Edit >** button to make changes to these assignments.





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On the left are the available numbers/users and to the right are the numbers/users already assigned. The lighter-shaded box denotes the unassigned user.

To assign or unassign, click on the number/user and it will toggle them.

Assign to Business Continuity

Assign new features you have recently purchased or reassign existing features to your users.

Available Users	Selected
Select All	Clear All
0494 940 112 Name Unknown	0494 940 112 Name Unknown
0494 940 111 Name Unknown	0494 940 111 Name Unknown
0494 940 113 Name Unknown	0494 940 113 Name Unknown
03 9333 5001 NameEdited UnknownEdited	0494 940 110 Name Unknown
0494 940 110 Name Unknown	0494 940 113 Name Unknown

Cancel **Assign** >

Click **Assign** > to save these changes. You'll be asked to confirm the changes.

Assign to Business Continuity

Assign new features you have recently purchased or reassign existing features to your users.

Available Users	Selected
Select All	Clear All
0494 940 112 Name Unknown	0494 940 112 Name Unknown
0494 940 111 Name Unknown	0494 940 111 Name Unknown
0494 940 113 Name Unknown	0494 940 113 Name Unknown
03 9333 5001 NameEdited UnknownEdited	0494 940 110 Name Unknown
0494 940 110 Name Unknown	0494 940 113 Name Unknown

Are you sure you want to make these changes? Any numbers that have been unassigned this feature pack will lose the calling features associated with this pack.

Confirm > Cancel



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Click [Confirm](#) to save.

Use the same method to assign users to Business Line and Mobility Feature Packs.

Home Users **Feature Packs** SIP Trunk Call Barring Analogue Lines Site Services Site Administration Activations

Feature Packs

Assign new features you have recently purchased or reassign existing features to your users.

Business Continuity 1 / 5 Available

Enables incoming calls to be diverted to an alternate destination to maintain service continuity during site outages.

0494 940 112 Name Unknown	0494 940 111 Name Unknown	0494 940 110 Name Unknown	0494 940 113 Name Unknown
------------------------------	------------------------------	------------------------------	------------------------------

[Edit](#)

Business Line 2 / 5 Available

Designed for lines that need business-style features including Call Forwarding, Call Return, Call Transfer, Call Hold, Last Number Redial and Three-Way Call. Typically used for analogue lines and small business systems.

0494 940 111 Name Unknown	03 9333 5001 NameEdited UnknownEdited	0494 940 110 Name Unknown
------------------------------	--	------------------------------

[Edit](#)

Mobility 9 / 12 Available

Enables mobile users to continue to receive calls when away from the office. Includes Simring, Remote Office and Call Forwarding Busy/No Answer/Not Reachable.

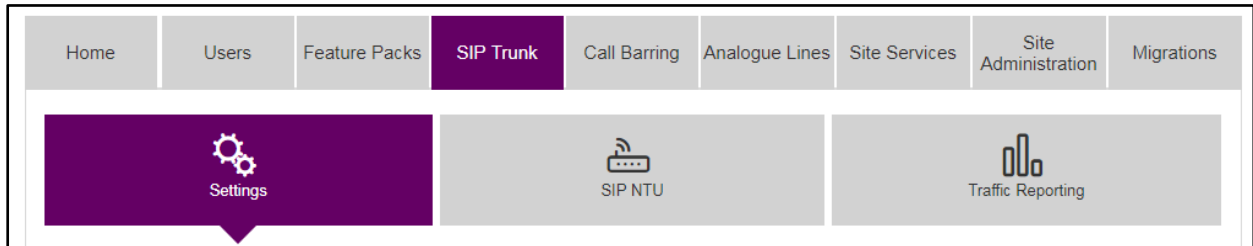
0494 940 112 Name Unknown	03 9333 5001 NameEdited UnknownEdited	0494 940 110 Name Unknown
------------------------------	--	------------------------------

[Edit](#)



3.6. Set up/configure SIP trunks

Here you can set up and control how your calls arrive at and are made from your business. It is where you set up your SIP NTU device and obtain call traffic reports.



The **Settings** tab contains fields for:

- Trunk partitions (including maximum concurrent calls)
- Calling line ID source
- Business continuity
- Trunk incoming and outgoing call limits

3.6.1. Trunk partitions

Trunk partitions allow for phone numbers to be separated out and treated differently to other phone numbers. There are three main reasons for doing this.

1. Reducing calling capacity available to a group of phone numbers, which reserves capacity for the phone numbers in the unrestricted partition.
2. Giving company departments access to a dedicated capacity partition, so that one department does not use the other department's capacity.
3. Distributing calls to other sites, which may be required where:
 - calls to an advertised number are to be handled at multiple sites
 - staff have temporarily moved to another site and want their number to follow them
 - calls are to be distributed to multiple sites to protect against site failure events (aka Enterprise Trunking)

Delivering phone calls to another site requires that the PBX at the other site has been configured to handle calls to these numbers, as the calls retain the original called number.


The multi-trunk group functionality has no impact on the capacity of the underlying trunk groups hence there is no cost impact.


The Unrestricted partition: This is the base or default partition that is in place at initial provisioning of the site. Initially it has all phone numbers assigned, has the site trunk group assigned and has unrestricted capacity. The only change that can be made to this partition is reassigning phone numbers to other partitions. If other partitions are deleted, the assigned phone numbers will be automatically moved back to the Unrestricted partition.


Any new phone numbers added to a site will be added to the unrestricted partition.



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SIP Trunk Settings

All your trunk group settings, features, and reports reside on this page.

Maximum Concurrent Calls: 37

Trunk Partitions

Trunk partitions allows the trunk capacity to be divided into capacity partitions. Users can be assigned to a limited capacity partition or left unrestricted. Also, create partitions where trunk groups from other sites can be selected

Partition Name	Assigned Numbers	Assigned Trunks	Concurrent Calls	Edit
Unrestricted	101	1	All	
 Add				


Calling Line ID Source


Use this setting to define whether the name of the calling party for outbound calls that is displayed to the called party is defined in the portal or your PABX settings. Note that only some types of phones will display calling name.


PABX


Business Continuity


Specify to where all new incoming calls should be sent. Only 1 option can be active at any one time. If automatic failover is required "Individual User Settings Apply" should be selected. Then, assign the Business Continuity feature pack to an individual user and change the individual user's incoming calls setting for "Call Forward - Not Reachable"


All Calls 


When Call Capacity Is Reached 

Individual User Settings Apply 

Forward to 

Billed to 


Forward to 

Billed to 


Trunk Incoming/Outgoing Call Limits

Used to define separate limits for inbound and outbound concurrent calls. Use this is to limit calls in one direction during periods of high traffic to reserve some capacity in the other direction. Applies only to the trunk group on this site.

Concurrent Trunk Call Capacity: 37


Maximum Incoming 

-
37
+

Maximum Outgoing 

-
37
+

Save >

Highlighted above is the trunk partition section of the web page. Click the  **Edit** icon to make changes to an existing trunk partition or click **+ Add** to create a new one.

The following screen appears when adding a new trunk partition.



Add Trunk Partition ✕

Enter the details below to set up your new trunk partition.

Trunk Partition Name
Enter a meaningful name for your new trunk partition. This must be a unique name and cannot be "Unrestricted".

Routing Type
Please specify the routing algorithm to use.

Routing Algorithm

Maximum Active Calls (Maximum: 137)
Enter the maximum number of calls to apply to this partition. This cannot be greater than the Maximum Active Calls figure shown above.

Cancel Add >

Enter a name for the Trunk Partition

Select "Ordered Routing" or "Priority Weighted Routing"

Select a Routing Algorithm (Ordered only)

Modify the maximum calls allowed for the partition

Trunk Partition Name: At creation time a name is required. Choose something meaningful. Maximum number of characters is 15.


Routing Type: Determines how inbound calls are offered to the assigned trunk groups. There are two policy types – Ordered and Priority Weighted. Once this is set for a partition, it is not possible to convert the partition from Ordered to Weighted or from Weighted to Ordered. However, it is possible to change options within a policy type, e.g. change from Most Idle to Least Idle. Policies behave the same for trunk groups that have consumed their capacity or become unreachable due to site failure.


<p>Ordered Routing:</p> <p>Load Balancing – Calls are shared across all assigned trunk groups evenly.</p> <p>Overflow – When the first trunk group in the list is at capacity, the next trunk group with idle capacity is selected to deliver the call.</p> <p>Most Idle – The trunk group that has the fewest number of established calls is selected to deliver the call.</p> <p>Least idle – The trunk group that has the greatest number of established calls and has not reached its capacity is selected to deliver the call.</p>	<p>Priority Weighted Routing:</p> <p>Each trunk group is provisioned with a priority and a weight. Starting with the trunk groups that have the highest priority (the lowest number, between 1 and 10), a trunk group at that priority is selected according to a weighted random pick (from 1 to 100), if more than one trunk group shares the same priority. A trunk group that has reached its capacity cannot be selected.</p> <p>If multiple trunk groups have the same priority, then the weights dictate how many calls each get. For example, if trunk group 1 has a weight of 17 and trunk group 2 has a weight of 26, then, if 43 calls are offered, on average, 17 calls will go to trunk group 1 and 26 calls will go to trunk group 2.</p>
--	--


Maximum Active Calls: Calls to and from the assigned phone numbers are restricted to the concurrent calling capacity of the trunk partition. Minimum capacity is 1. Maximum capacity is the sum of the capacity of all trunk groups purchased for all sites. Note that the maximum number of concurrent calls at any one time is dictated by the capacity of the underlying trunk groups. Trunk partitions can't increase the purchased capacity, but they do allow control of where calls go, particularly useful in failure or overflow situations. There is no benefit in assigning more capacity to the partition than capacity of the assigned trunk groups.



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SIP Trunk Settings

All your trunk group settings, features, and reports reside on this page.

Maximum Concurrent Calls: **37**

Trunk Partitions

Trunk partitions allows the trunk capacity to be divided into capacity partitions. Users can be assigned to a limited capacity partition or left unrestricted. Also, create partitions where trunk groups from other sites can be selected

Partition Name	Assigned Numbers	Assigned Trunks	Concurrent Calls	Edit
Unrestricted	101	1	All	Edit
New partition 1	0	0	137	Edit
+ Add				

A newly added trunk partition will appear as per the screenshot above. In this case, the name given was “New partition 1”. At this point, there are no assigned numbers or trunk groups. To make these assignments click on “Edit”, which brings up the screen below. Further clicking on “Edit” allows for the trunk group and number assignments to be made.

Edit Trunk Partition ✕

Listed below are the details of this trunk partition. You may give this trunk partition a new name, modify the maximum number of calls, add trunk groups from other sites, or change the phone numbers that belong in this trunk. Click the “Save” button at the bottom to save any changes you have made.

Delete This Trunk Partition

Click the “Delete” button below to delete this trunk partition. This action cannot be undone. All numbers that belong to this trunk partition will go back into the “Unrestricted” trunk partition.

Delete

Trunk Partition Name

New partition 1

Maximum Active Calls (Maximum: **137**)

137

Trunk Groups in Trunk Partition [Edit](#)

(No Trunk Groups assigned to this trunk partition)

Routing Algorithm

Overflow ▼

Single Numbers

Number Ranges

Edit Phone Numbers in Trunk Partition [Edit](#)

(No numbers assigned to this trunk partition)

Cancel

Save >



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Trunk Partition

Available Trunk Groups **Selected** 0
Select All **Clear All**

Cheltenham HQ ST2189921735 Capacity: 37 Order: 1	Mentone ST2189921736 Capacity: 10 Order: 2	Parkdale ST2189921737 Capacity: 10 Order: 3	Beamaris ST2189921738 Capacity: 10 Order: 4
Mordialloc ST2189921739 Capacity: 10 Order: 5	Aspendale ST2189921740 Capacity: 10 Order: 6	Edithvale ST2189921741 Capacity: 10 Order: 7	Clayton ST2189921742 Capacity: 10 Order: 8
Bentleigh ST2189921743 Capacity: 10 Order: 9	Moorabbin ST2189921744 Capacity: 10 Order: 10	Highett ST2189921745 Capacity: 10 Order: 11	

The screen above appears when editing assigned trunk groups. All trunk groups at all sites appear. Select the desired trunk groups (up to 10) with the mouse pointer or search on site name or site ID by typing in the filter field. Selected trunk groups will appear in the “Selected” section on the right-hand side as per the screen below.

Trunk Partition

Available Trunk Groups **Selected** 6
Select All **Clear All**

Cheltenham HQ ST2189921735 Capacity: 37 Order: 1	Mentone ST2189921736 Capacity: 10 Order: 2	Parkdale ST2189921737 Capacity: 10 Order: 3	Beamaris ST2189921738 Capacity: 10 Order: 4	Mentone ST2189921736 Capacity: 10 Order: 1	Parkdale ST2189921738 Capacity: 10 Order: 2
Mordialloc ST2189921739 Capacity: 10 Order: 5	Aspendale ST2189921740 Capacity: 10 Order: 6	Edithvale ST2189921741 Capacity: 10 Order: 7	Clayton ST2189921742 Capacity: 10 Order: 8	Move Down	Move Up
Bentleigh ST2189921743 Capacity: 10 Order: 9	Moorabbin ST2189921744 Capacity: 10 Order: 10	Highett ST2189921745 Capacity: 10 Order: 11		Move Up	Move Down
				Beamaris ST2189921738 Capacity: 10 Order: 3	Mordialloc ST2189921739 Capacity: 10 Order: 4
				Move Up	Move Up
				Move Down	Move Down
				Aspendale ST2189921740 Capacity: 10 Order: 5	Edithvale ST2189921741 Capacity: 10 Order: 6
				Move Up	Move Up
				Move Down	

Cancel **Assign >**



If Overflow is the chosen Routing Algorithm, then the order is important. To change the order, use the “Move Up” and “Move Down” buttons. Click “Assign” to make the change. Order isn’t important for Load balancing, Most Idle and Least Idle.

If “Priority Weighted Routing” was chosen, then the screen below appears when assigning trunk groups. Each trunk group has an individual setting for Priority and Weight. Edit each value as needed. Priority can be any value from 1 to 10, with 1 being the highest priority. Weight can be a value from 1 to 100. Click “Assign” to make the change. Note that the weight is only meaningful when there are 2 or more trunk groups with the same priority.

Trunk Partition

Filter by name

Available Trunk Groups

Select All

Cheltenham HQ ST2189921735 37 Priority: 1, Weight: 50	Mentone ST2189921736 10 Priority: 1, Weight: 50	Parkdale ST2189921737 10 Priority: 1, Weight: 50	Beaumaris ST2189921738 10 Priority: 1, Weight: 50
Mordialloc ST2189921739 10 Priority: 1, Weight: 50	Aspendale ST2189921740 10 Priority: 1, Weight: 50	Edithvale ST2189921741 10 Priority: 1, Weight: 50	Clayton ST2189921742 10 Priority: 1, Weight: 50
Bentleigh ST2189921743 10 Priority: 1, Weight: 50	Moorabbin ST2189921744 10 Priority: 1, Weight: 50	Highbett ST2189921745 10 Priority: 1, Weight: 50	

Selected

Clear All 6

Parkdale ST2189921737 10 Priority: 1 Weight: 50	Beaumaris ST2189921738 10 Priority: 1 Weight: 50
Mentone ST2189921736 10 Priority: 4 Weight: 66	Mordialloc ST2189921739 10 Priority: 1 Weight: 50
Aspendale ST2189921740 10 Priority: 1 Weight: 50	Edithvale ST2189921741 10 Priority: 1 Weight: 50

Cancel **Assign** >



The screen below appears when editing assigned phone numbers. Only phone numbers assigned to the current site appear. Select the desired phone numbers with the mouse pointer or search on phone number or partial phone number by typing in the filter field or select all. Selected phone numbers will appear in the “Selected” section on the right-hand side. Click “Assign” to make the change.

Available Users

Select All

07 4081 7500 Name3 Unknown3	07 4081 7501 Name Unknown	07 4081 7502 Name Unknown	07 4081 7503 Name Unknown
07 4081 7504 Name Unknown	07 4081 7505 Name Unknown	07 4081 7506 Name Unknown	07 4081 7507 Name Unknown
07 4081 7508 Name Unknown	07 4081 7509 Name Unknown	07 4081 7510 Name Unknown	07 4081 7511 Name3 Unknown3
07 4081 7512 Name Unknown	07 4081 7513 Name Unknown	07 4081 7514 Name Unknown	07 4081 7515 Name Unknown
07 4081 7516 Name Unknown	07 4081 7517 Name Unknown	07 4081 7518 Name Unknown	07 4081 7519 Name Unknown
07 4081 7520 Name Unknown	07 4081 7521 Name Unknown	07 4081 7522 Name Unknown	07 4081 7523 Name Unknown
07 4081 7524 Name Unknown	07 4081 7525 Name Unknown	07 4081 7526 Name Unknown	07 4081 7527 Name Unknown
07 4081 7528 Name Unknown	07 4081 7529 Name Unknown	07 4081 7530 Name Unknown	07 4081 7531 Name Unknown

Selected 4

Clear All

07 4081 7505 Name Unknown	07 4081 7515 Name Unknown
07 4081 7521 Name Unknown	07 4081 7530 Name Unknown

Cancel

Assign >



When assignments of trunk groups and phone numbers are complete, the screen below appears. Make a final check before locking it in by selecting "Save". Phone calls will now follow this new behaviour.

Edit Trunk Partition ✕

Listed below are the details of this trunk partition. You may give this trunk partition a new name, modify the maximum number of calls, add trunk groups from other sites, or change the phone numbers that belong in this trunk. Click the "Save" button at the bottom to save any changes you have made.

Delete This Trunk Partition

Click the "Delete" button below to delete this trunk partition. This action cannot be undone. All numbers that belong to this trunk partition will go back into the "Unrestricted" trunk partition.

Delete

Trunk Partition Name

Maximum Active Calls (Maximum: 137)

Trunk Groups in Trunk Partition [Edit](#)

Mentone ST2189921736 Capacity: 10 Order: 2	Parkdale ST2189921737 Capacity: 10 Order: 3	Baumaris ST2189921738 Capacity: 10 Order: 4	Mordialloc ST2189921739 Capacity: 10 Order: 5	Aspendale ST2189921740 Capacity: 10 Order: 6	Edithvale ST2189921741 Capacity: 10 Order: 7
--	---	---	---	--	--

Routing Algorithm

Single Numbers

07 4081 7505, 07 4081 7515, 07 4081 7521, 07 4081 7530

Number Ranges

Edit Phone Numbers in Trunk Partition [Edit](#)

07 4081 7505 Name Unknown	07 4081 7515 Name Unknown	07 4081 7521 Name Unknown	07 4081 7530 Name Unknown
------------------------------	------------------------------	------------------------------	------------------------------

Cancel **Save** >



Once all assignments are complete and locked in, the screen below shows the result. Quantities of assigned numbers, assigned trunk groups and concurrent calls are listed. If changes are required, then editing is possible.

Deleting the partition will re-assign its phone numbers to the Unrestricted partition.

SIP Trunk Settings

All your trunk group settings, features, and reports reside on this page.

Maximum Concurrent Calls: 37

Trunk Partitions

Trunk partitions allows the trunk capacity to be divided into capacity partitions. Users can be assigned to a limited capacity partition or left unrestricted. Also, create partitions where trunk groups from other sites can be selected

Partition Name	Assigned Numbers	Assigned Trunks	Concurrent Calls	
Unrestricted	97	1	All	Edit
New partition 1	4	6	137	Edit

+ Add

Some useful tips:

Limitations of SIP NTU and State: At provisioning time, a SIP NTU is assigned to an Australian state, in line with the phone numbers in the sales order. This assignment tells the SIP NTU what STD code (e.g. 02 for NSW, 03 for VIC) to prepend when the full national number is not present in the calling line id on an outbound call. For this reason, it is important, where phone numbers from multiple states are in play, to always ensure that PBX's are configured to present the STD prefix in the calling line id of outbound calls (i.e., full 10-digit numbering).

Interaction with other features: It is recommended that employing trunk partitions to distribute calls to multiple trunk groups not be combined with other features such as Business Continuity and other calling features, as the results may not be as expected.

Deleting trunk capacity: If proposing to delete trunk capacity and that capacity is configured for use by a trunk partition, then de-allocate that capacity before placing the order. Failure to do so will cause the order to fail. For example, consider a scenario where both Site A and Site B have a trunk group with 200 concurrent call capacity and a trunk partition is configured with 400 concurrent call capacity, with both Site A and Site B trunk groups assigned. If Site B trunk group is to be reduced to 100 concurrent call capacity, then ensure the trunk partition is reduced to 300 concurrent call capacity before the order is placed.



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3.6.2. Calling line ID source

Use this setting to define whether the displayed name of the outbound *calling* party (which is presented to the *called* party) is:

- defined in the Customer Management Portal
- configured in the PBX settings.

Note: Only some types of phones will display calling name.

3.6.3. Business continuity

Specify the number where new incoming calls should be sent, for any of the following situations:

All calls – All new incoming calls will be forwarded to the specified (forward to) number.

When call capacity is reached – When your trunk group capacity is reached, all new incoming calls will be forwarded to the specified (forward to) number.

Individual user setting apply – Use the individual user level settings as required. See section 4.3 Incoming call features – activate/deactivate/configure.

Note: Only one option can be active at any one time.

All Calls [?](#)

Forward to [?](#) Billed to [?](#)

(Not set) [Edit](#) 0494 940 110

When Call Capacity Is Reached [?](#)

Forward to [?](#) Billed to [?](#)

(Not set) 0494 940 110

Individual User Settings Apply [?](#)



3.6.4. Trunk incoming/outgoing call limits

Used to define separate limits for inbound and outbound concurrent calls. Use this to limit calls in one direction during periods of high traffic – this reserves some capacity in the other direction.

In the example below, the limit of three incoming calls means that at least two outgoing services will always be available (light blue shading), while the limit of four outgoing calls means that there will always be one service available for incoming (dark blue shading). Within these limitations **only five calls** can be in progress at any one time.

Concurrent trunk call capacity: **5**

Maximum Incoming ? 3 + - ? Set this to the desired maximum incoming calls at any one time. ? Maximum Outgoing ? 4 + -

After making your required changes click [Save >](#).



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3.7. Change CPE device/retrieve SIP NTU credentials



IMPORTANT NOTE: PLEASE READ THE FOLLOWING BEFORE CHANGING THE SIP NTU

Changing the SIP NTU will mean that your **services will be interrupted** until the new device is fully configured to the Business SIP server (northbound) and the PBX (southbound).

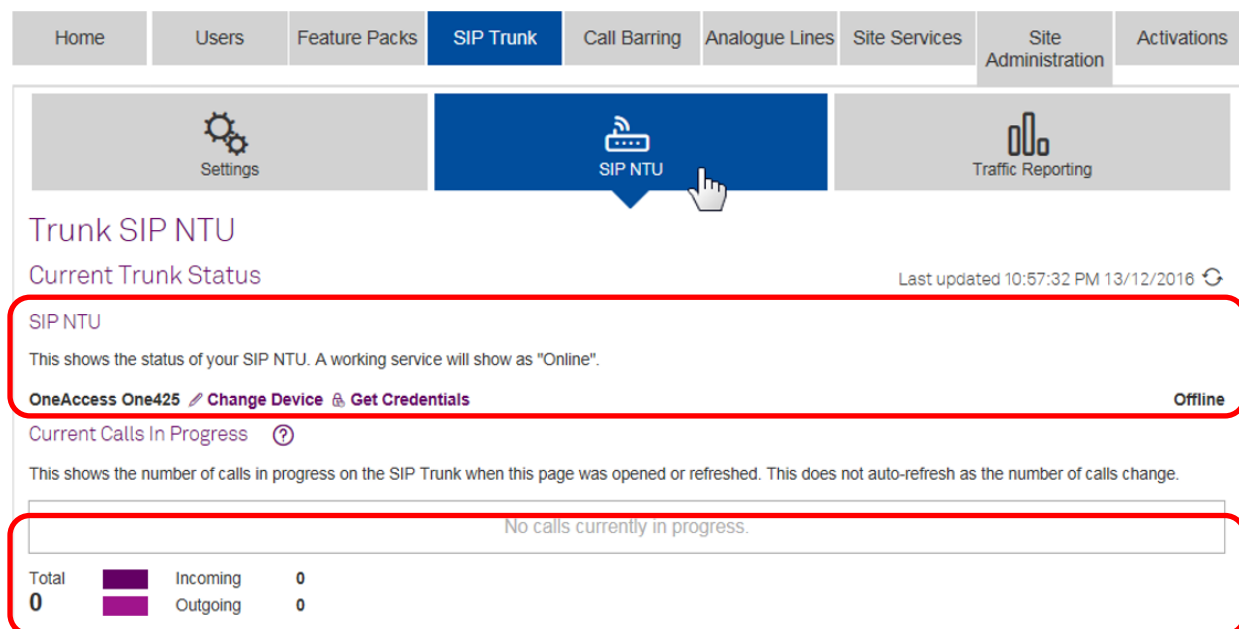
The installation/configuration will need to be **performed by an appropriately skilled technician following the particular SIP NTU installation/configuration guides.**

Should you wish to **re-use your original device**, you will need to repeat the installation and configuration using the appropriate resources, i.e. skilled technicians and guides, as stated above.

To change the SIP NTU device or to retrieve the associated credentials, go to the

SIP Trunk tab then select  SIP NTU as shown. The initial display shows the existing device details and **current calls**; which is important as changing the device will impact any calls in progress. Check the date and time stamp on the right and click the refresh icon  as required to ensure that you have the latest information displayed.

The SIP NTU credentials can be accessed by clicking **Get Credentials** as shown in the screen below:



The screenshot shows the Telstra Business SIP Portal interface. The navigation menu at the top includes 'Home', 'Users', 'Feature Packs', 'SIP Trunk' (selected), 'Call Barring', 'Analogue Lines', 'Site Services', 'Site Administration', and 'Activations'. Below the menu, there are three main sections: 'Settings', 'SIP NTU' (highlighted with a hand cursor), and 'Traffic Reporting'. The main content area is titled 'Trunk SIP NTU' and 'Current Trunk Status'. The status is 'Offline' and 'No calls currently in progress'. The page also shows a 'Last updated' timestamp of '10:57:32 PM 13/12/2016' and a refresh icon. The 'SIP NTU' section includes a description of the status and a 'Get Credentials' button. The 'Current Calls In Progress' section shows a table with 'Total', 'Incoming', and 'Outgoing' columns, all with a value of '0'.

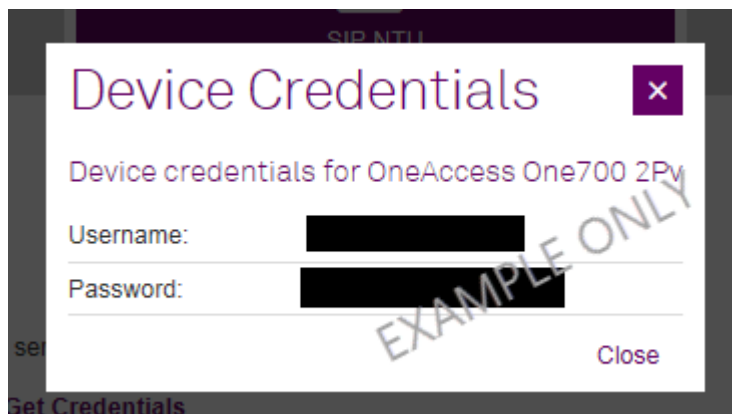
Total	Incoming	Outgoing
0	0	0



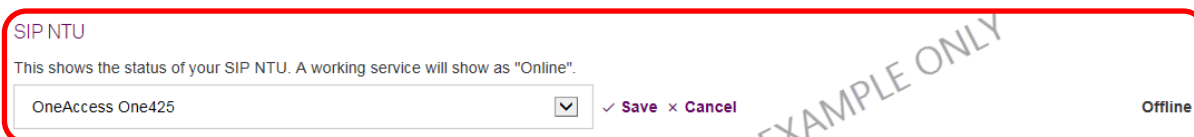
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Clicking **Get Credentials** opens a pop-up window presenting the username and password.

Note: Keep these details strictly confidential as the integrity of your device depends on this information.



To change this device, select [Change Device](#) to open the dropdown list and the [Save](#) / [Cancel](#) options.



The dropdown list presents the selection of available SIP NTU devices with the current device highlighted in blue and the new selection in grey (when you hover your mouse over it):



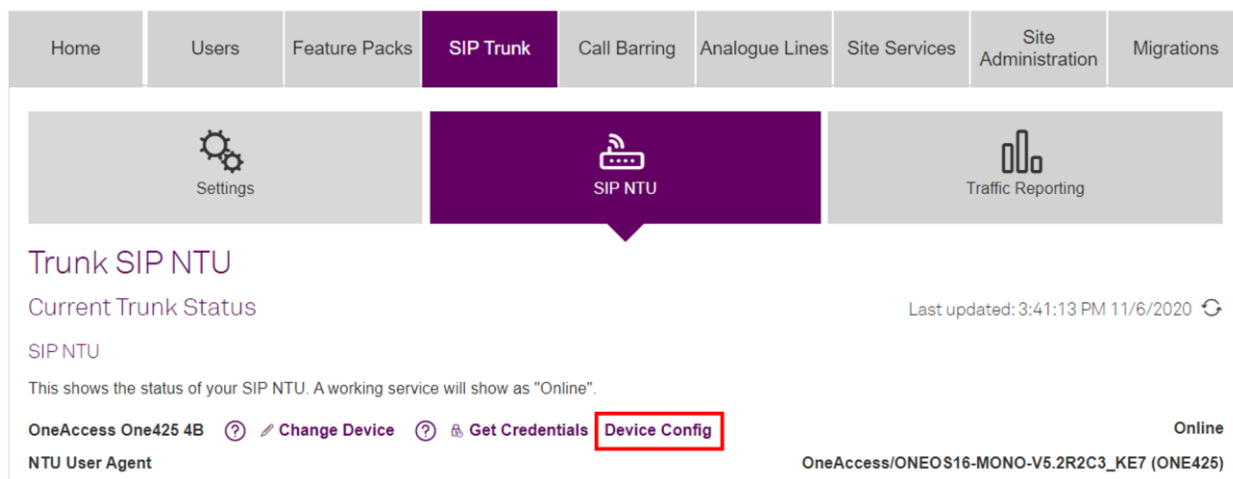


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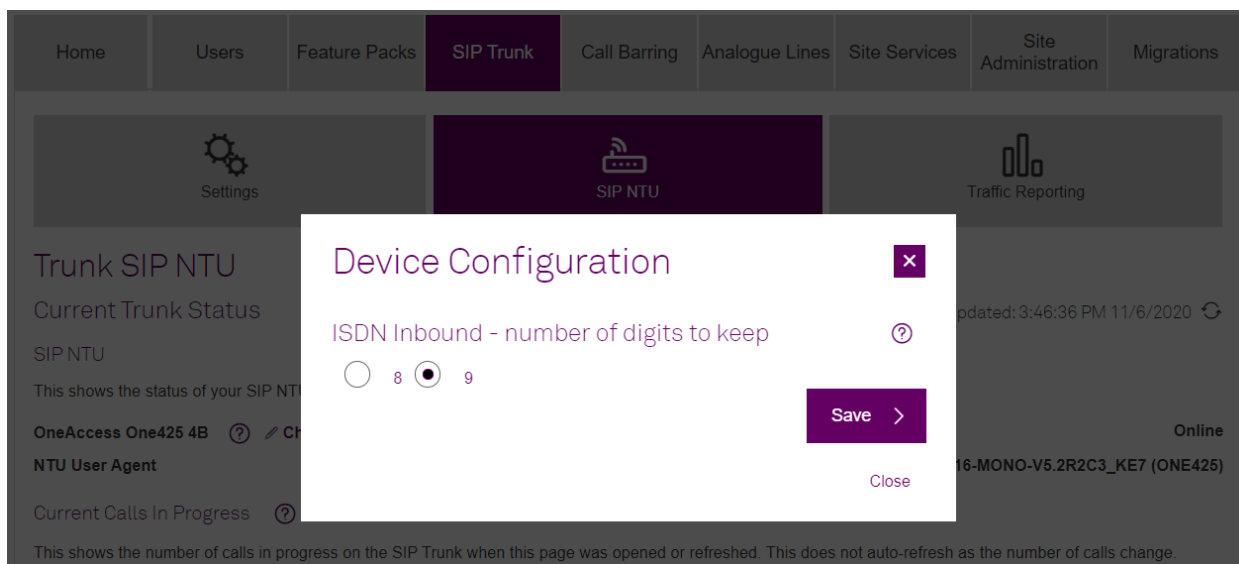
3.8. ISDN inbound – number of digits to keep

This is a SIP NTU setting that determines how many dialled digits are presented to the connected PABX on inbound calls, where the ISDN interface is being employed. The setting is normally applied on the SIP NTU, at the time of installation, using the web GUI of the device. It can also be applied via the Business SIP Customer Portal in case it was missed at installation time.

Navigate to the SIP NTU tab and click “Device Config”.



On the “Device Configuration” pop-up, select 8 or 9 digits to keep, and click “Save”.



Power-cycle the SIP NTU so that the setting can be transferred to the device.

If the setting on the device has already been made, and the system is working satisfactorily, there is no need to manipulate the setting on the Business SIP Customer Portal.



3.9. Traffic reporting

Call traffic reports are available to administrators on the **SIP Trunk** tab.

The screenshot shows the 'SIP Trunk' tab selected in the navigation menu. Below the menu, there are three main sections: 'Settings', 'SIP NTU', and 'Traffic Reporting' (which is highlighted in blue). Under 'Traffic Reporting', there is a heading 'SIP Trunk Traffic Reporting' and a prompt 'Select a report to view below.' Below this, there are five report type buttons: 'High Water Mark', 'Call Usage', 'Mean Hold Time', 'Call Attempts', and 'Calls Lost'. At the bottom, there are dropdown menus for 'Year' (set to 2016) and 'Month' (set to January).

Descriptions of the five report types is provided below:

1. **High watermark** – the highest number of calls in progress seen at any point in the hour. There are three measures: **Incoming**, **Outgoing** and **Both ways**.
2. **Call usage** – the average number of calls in progress over the trunk group over the hour. This is achieved by taking regular samples of calls in progress and averaging the results. There are three measures: **Incoming**, **Outgoing** and **Total**.
3. **Mean hold time** – the average length of calls on the trunk group over the hour. Unsuccessful calls are included in the measure which means that an increase in unsuccessful calls drags down the mean holding time. The three measures are **Incoming**, **Outgoing** and **Both ways**.
4. **Call attempts** – the count of new calls over the trunk group over the hour. Also shown is calls blocked for any reason. The two measures are **Incoming and Outgoing**.
5. **Calls lost** – the three measures are:
 - a. **Capacity exceeded** – count of incoming and outgoing calls blocked due to the capacity of the trunk group being exceeded
 - b. **Incoming failure reason: Unreachable** – count of incoming calls failed due to the SIP NTU being unreachable
 - c. **Incoming failure reason: Failure** – count of incoming calls failed due to an unspecified failure condition



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The following shows the progression through the steps, which is the same for all reports.

Example: High watermark report

1. Select the report type

High Water Mark Call Usage Mean Hold Time Call Attempts Calls Lost

Year: 2016 Month: December

View Report

2. Use the dropdowns to select Year: 2018 Month: February

3. Click **View Report**

High Water Mark Call Usage Mean Hold Time Call Attempts Calls Lost

Year: 2018 Month: February

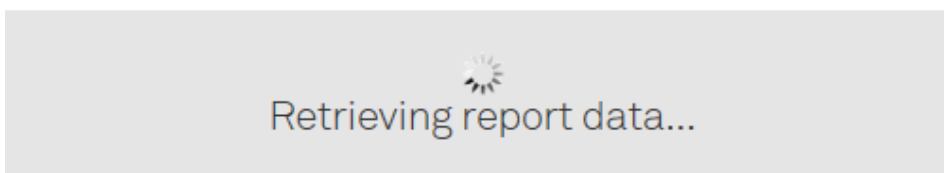
View Report

4. The report data will be retrieved.

High Water Mark Call Usage Mean Hold Time Call Attempts Calls Lost

Year: 2018 Month: February

View Report



Follow the above steps for the other report types.

Below is a sample of the High Water Mark report showing the graph and tabular representation as well as the button to download the data in CSV format.

Note: The sample cannot show all of the tabular data, which is reported hourly.



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Settings SIP NTU **Traffic Reporting**

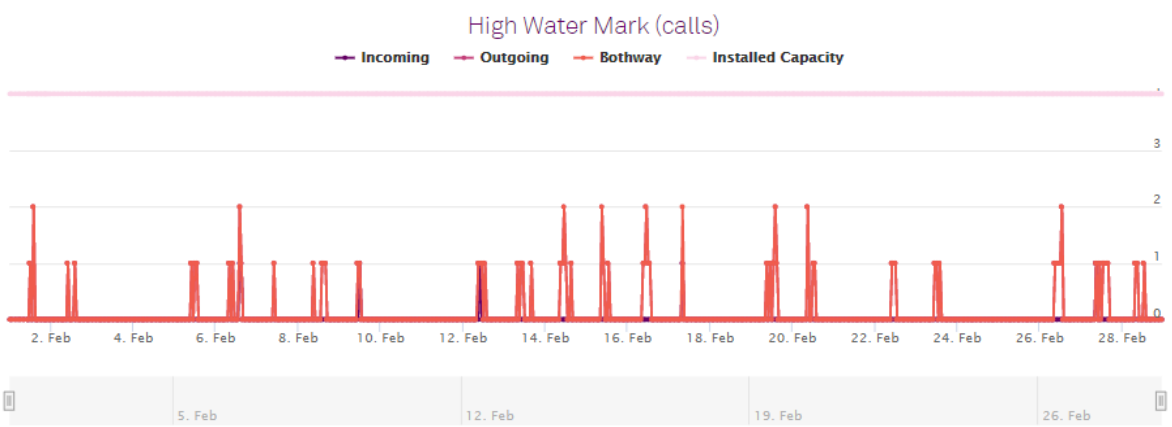
SIP Trunk Traffic Reporting

Select a report to view below.

High Water Mark Call Usage Mean Hold Time Call Attempts Calls Lost

Year: Month:

View Report



Download as CSV

Date (Local Time)	Incoming	Outgoing	Bothway	Installed Capacity
1 Feb, 0:00 AEDT	0	0	0	4
1 Feb, 1:00 AEDT	0	0	0	4
1 Feb, 2:00 AEDT	0	0	0	4
1 Feb, 3:00 AEDT	0	0	0	4
1 Feb, 4:00 AEDT	0	0	0	4
1 Feb, 5:00 AEDT	0	0	0	4
1 Feb, 6:00 AEDT	0	0	0	4
1 Feb, 7:00 AEDT	0	0	0	4
1 Feb, 8:00 AEDT	0	0	0	4
1 Feb, 9:00 AEDT	0	0	0	4
1 Feb, 10:00 AEDT	0	0	0	4
1 Feb, 11:00 AEDT	0	0	0	4
1 Feb, 12:00 AEDT	0	1	1	4
1 Feb, 13:00 AEDT	0	0	0	4
1 Feb, 14:00 AEDT	0	2	2	4
1 Feb, 15:00 AEDT	0	0	0	4
1 Feb, 16:00 AEDT	0	0	0	4
1 Feb, 17:00 AEDT	0	0	0	4
1 Feb, 18:00 AEDT	0	0	0	4
1 Feb, 19:00 AEDT	0	0	0	4
1 Feb, 20:00 AEDT	0	0	0	4
1 Feb, 21:00 AEDT	0	0	0	4
1 Feb, 22:00 AEDT	0	0	0	4
1 Feb, 23:00 AEDT	0	0	0	4
2 Feb, 0:00 AEDT	0	0	0	4
2 Feb, 1:00 AEDT	0	0	0	4
2 Feb, 2:00 AEDT	0	0	0	4
2 Feb, 3:00 AEDT	0	0	0	4



3.10. Set up site call barring

Call barring is controlled at the site level to provide control over the types of calls that can be made. Use the radio buttons to **Allow** or **Block** for each category.

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Activations
------	-------	---------------	-----------	---------------------	----------------	---------------	---------------------	-------------

Site Call Barring

Control allowable calling destinations for this site.

Local	<input checked="" type="radio"/> Allow	<input type="radio"/> Block
National/Mobile Calls	<input type="radio"/> Allow	<input checked="" type="radio"/> Block
Premium (190)	<input type="radio"/> Allow	<input checked="" type="radio"/> Block
Operator Assisted ⓘ	<input type="radio"/> Allow	<input checked="" type="radio"/> Block
International	<input type="radio"/> Allow	<input checked="" type="radio"/> Block
Other ⓘ	<input type="radio"/> Allow	<input checked="" type="radio"/> Block

When a change is made the **Save** > button appears at the bottom of the page.



TELSTRA BUSINESS SIP

3.11. Analogue lines/configuration/get credentials

Analogue lines are mainly used for devices such as fax machines and dial-up modems and are delivered by the use of an IAD (Integrated Analogue Device) that supports analogue lines.

This section describes how the related information is presented and shows two IADs with their respective phone numbers.

The associated device credentials are also accessible from this location.

The Capacity Pool relates to the quantity of Analogue Calling Plans purchased for the site. This should equate to the maximum number of calls you want to have in progress at any one time. In the example only one call can happen at one time, which will not work very well with 9 lines!

Analogue Lines

Capacity Pool 1

Devices

Below are the devices in this site that support analogue lines and the phone numbers attached to them. If any of the lines have moved or rearranged between different devices or ports, you will need to make sure that these changes are reflected on this page to ensure your service works as expected.

You can drag and drop the phone lines to their correct physical location. Click the "Save" button at the bottom of the page to save the changes.

Please note: any changes made will automatically cause all affected devices to reboot to apply the new configuration once you click the "Save" button. This means anything connected to those devices will be momentarily offline until the devices have rebooted and are operational again.

Cisco SPA-122 (46565458-...) ⓘ 🔒 Get Credentials

Port	Number	Name	User Type	Status	
1	0358718700	Name Unknown	AnalogueVoice	Not registered	Edit
2	0358718701	Name Unknown	AnalogueVoice	Not registered	Edit

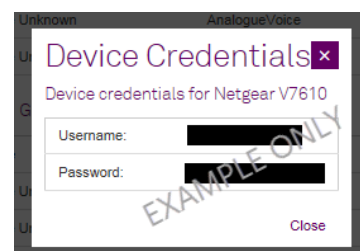
OneAccess-100 8-Port (ff69a6da-...) ⓘ 🔒 Get Credentials

Port	Number	Name	User Type	Status	
1	0358718702	Name Unknown	AnalogueVoice	Not registered	Edit
2	0358718703	Name Unknown	AnalogueVoice	Not registered	Edit
3	0358718704	Name Unknown	AnalogueVoice	Not registered	Edit
4	0358718705	Name Unknown	AnalogueVoice	Not registered	Edit
5	0358718706	Name Unknown	AnalogueVoice	Not registered	Edit
6	0358718707	Name Unknown	AnalogueVoice	Not registered	Edit
7	0358718708	Name Unknown	AnalogueVoice	Not registered	Edit
Port 8					

Clicking the [Edit](#) icon presents the **User Details** page, where you can update the user name/password and associated feature packs.

Clicking **Get Credentials** opens a pop-up window presenting the username and password.

Note: Keep these details strictly confidential as the integrity of your device depends on this information.





TELSTRA BUSINESS SIP

3.12. Hunt group services

If your business uses multiple analogue users/agents, the hunt group site service can control how calls are distributed across them. There are two ways calls can be distributed:

- **Regular** – sends incoming calls to the next available user/agent in the hunt group, always starting with the first agent on the list, with optional overflow on 'no answer' to next member.
- **Simultaneous** – sends incoming calls to all users'/agents' numbers at the same time. Once the call has been answered, ringing to other users/agents stops.

You can enable call waiting for an analogue user/agent where, if the user/agent is already on a call, the new call is still offered. This is set up for individual users/agents through the **Incoming Calls** feature under the **Users** tab.

In the event that there is no answer from the user/agent, the following options are available:

- **Skip to the next agent** – the number of rings is configurable
- **Forward calls** – the time and number to forward calls to is configurable.

In the event that all users/agents in the hunt group are busy, the call forward busy treatment applies. For this to be active, you need to configure the call forward number.

Forward calls in the above case can be directed to voicemail or any destination phone number (e.g. IP telephony, mobile, PSTN). For voicemail to be active, the voicemail service must be provisioned.

Home Users Feature Packs SIP Trunk Call Barring Analogue Lines **Site Services** Site Administration Activations

Site Services

Use this page to configure any site services you may have purchased.

Hunt Groups

Automatically routes incoming calls received by a single defined phone number, by distributing them amongst a group of analogue phones. Incoming calls to individual analogue phones still remain available.

Hunt Group 783354711 Alex (07 8335 4711)	Edit
Hunt Group 783354714 (07 8335 4714)	Edit

Virtual Receptionists

An automated receptionist that answers the phone and provides a personalised message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configured phone numbers.

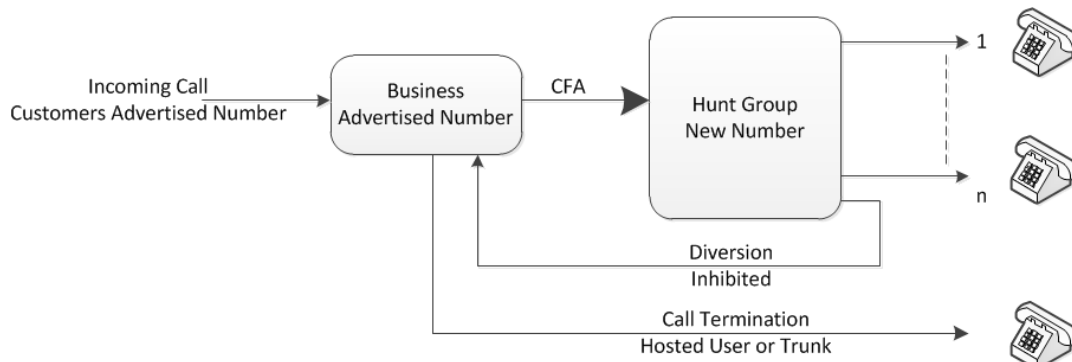
Auto Attendant 432432874 (0432 432 874)	Edit
Auto Attendant 783354712 (07 8335 4712)	Edit
Auto Attendant 783354713 (07 8335 4713)	Edit



TELSTRA BUSINESS SIP

The hunt group is provisioned with its own number and is a simple, flexible solution. Any phone number (e.g. a customer's advertised phone number) can be forwarded to the hunt group and still be a terminating station on the hunt group; this is because all stations in a hunt group have an inherent diversion inhibitor.

The figure below shows the hunt group functionality as it would be implemented.



A site can have multiple hunt groups. Each hunt group has a unique phone number, which is provisioned when the services were ordered.

Hunt Groups

Automatically routes incoming calls received by a single defined phone number, by distributing them amongst a group of analogue phones. Incoming calls to individual analogue phones still remain available.

Hunt Group 76263 (03 9111 2000) Edit

Clicking [Edit](#) will open the hunt group pop-up window, similar to that shown below:



TELSTRA BUSINESS SIP

Hunt Group

Configure the behaviour of your hunt group.

Calling Line Details

Hunt Group Phone Number
03 9111 2000

Calling Line ID
Hunt Group 76263

Calling Behaviour

Call Distribution Policy
The "Regular" call distribution policy phones will ring in the order that the agents are displayed below. The "Simultaneous" policy will ring all agents in this hunt group simultaneously.

Regular

Hunt Policy
Regular
Simultaneous

Allow Call Waiting for agents:

Skip to new agent if current agent does not answer:

Number of rings before hunting to the next agent: 1

Call Forwarding

Forward calls if all agents are already on a call:

Number to forward to if all agents are busy: 05 9494 0110 [Change](#)

Forward calls if they are not answered:

Number to forward to if a call is unanswered: (None set) [Change](#)

Number of seconds before forwarding unanswered calls: 6

Agents [Edit](#)

Add/remove agents in the hunt group by clicking the edit button above. You can set the order of the agents that will receive the call by dragging and dropping them in the list below to the order you desire.

Phone Number	Name
0391110000	Name Unknown
0391110001	Name Unknown

Cancel Save

The Calling Line ID can be edited as required in this field. Place your cursor in the field and click 'X' to clear.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20

Clicking either of these [Change](#) icons will open a pop-up window to allow you to assign/unassigned phone Numbers.

Assign to Hunt Group: Hunt Group 76263

Available Users: 2 Selected: 2

Phone Number	Name
03 9111 0002	Name Unknown
03 9111 0000	Name Unknown
03 9111 0001	Name Unknown
03 9111 0000	Name Unknown
03 9111 0001	Name Unknown

Cancel Save

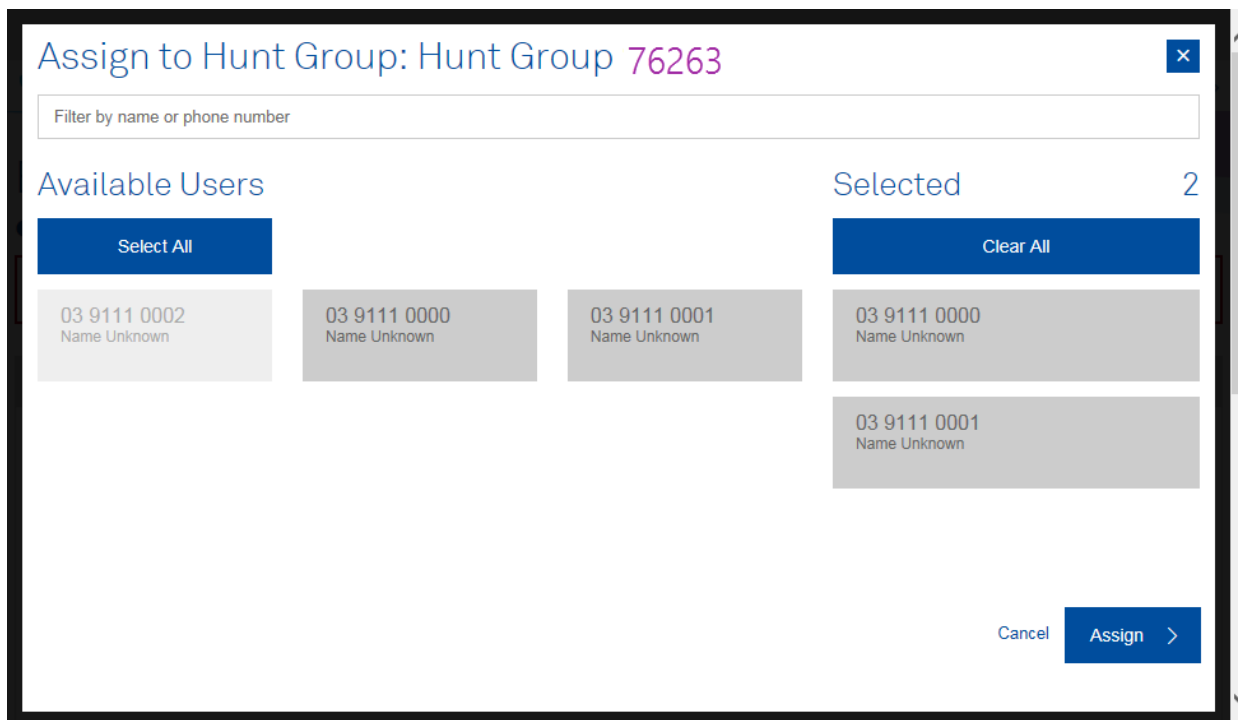
Note: Only analogue users/agents can be assigned to a hunt group.

You can also see a list of your analogue users/agents by filtering on user type in the **Users** tab.



TELSTRA BUSINESS SIP

To add or remove the agents in a hunt group, click the **Edit** icon to open the pop-up window:



Where the 'Regular' option is selected under Call Distribution Policy, the agents will be called in the order presented in the table in the 'Agents' section at the bottom of the window. You can reorder them using a drag-and-drop method as demonstrated below, which show 0391110000 being moved to the second position.

1.

Phone Number	Name
0391110000	Name Unknown
0391110001	Name Unknown

2.

Phone Number	Name
0391110001	Name Unknown
0391110000	Name Unknown



TELSTRA BUSINESS SIP

3.13. Virtual receptionist (auto attendant) services

The virtual receptionist (auto attendant) is as an optional feature.

It automatically answers incoming calls with a single-level IVR menu structure. Features include:

- Personalised greeting to callers
- Option to connect to a receptionist
- Dial by name with phone keypad letters
- Dial by extension number
- Connect to configured destination based on selection from a menu
- Repeat menu option

To access the virtual receptionist service go to the **Site Services** tab.

The screenshot shows the 'Site Services' configuration page. At the top, there is a navigation bar with tabs: Home, Users, Feature Packs, SIP Trunk, Call Barring, Analogue Lines, Site Services (selected), Site Administration, and Activations. Below the navigation bar, the page title is 'Site Services' with a subtitle: 'Use this page to configure any site services you may have purchased.' There are two sections: 'Hunt Groups' and 'Virtual Receptionists'. The 'Virtual Receptionists' section is highlighted with a red rounded rectangle. It contains a description: 'An automated receptionist that answers the phone and provides a personalised message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configured phone numbers.' Below the description is a table with three rows, each representing an auto attendant configuration with an 'Edit' icon.

Configuration Name	Phone Number	Action
Hunt Group 783354711 Alex	(07 8335 4711)	Edit
Hunt Group 783354714	(07 8335 4714)	Edit

Configuration Name	Phone Number	Action
Auto Attendant 432432874	(0432 432 874)	Edit
Auto Attendant 783354712	(07 8335 4712)	Edit
Auto Attendant 783354713	(07 8335 4713)	Edit

Clicking the [Edit](#) icon opens the configuration pop-up.



TELSTRA BUSINESS SIP

The Virtual Receptionist **Calling Line** is the number which needs to be advertised for customers to call to be presented with the auto-attendant greeting and options. This number must be one of your available service numbers.

Virtual Receptionist

Configure the behaviour of your virtual assistant.

Calling Line Details

Virtual Receptionist Phone Number

02 6200 5455

Calling Line ID

Select Greeting

The greeting is what the caller hears when they call the virtual assistant phone number.

Default greeting

Personal greeting (WMA or WAV audio format) [?](#)

[Choose New Greeting](#) VR Welcome Menu Placeholder.wav

Keypad Prompts

These are the actions to be performed with each key entry from the caller. Refer to the user guide for an explanation of each action type.

	Action	Call Recipient
Press 0 to	Transfer To Operator	02 6200 5115 Edit
Press 1 to	Transfer With Prompt	02 6200 5116 Edit
Press 2 to	Transfer With Prompt	02 6200 5117 Edit
Press 3 to	Extension Dialing	
Press 4 to	Name Dialing	
Press 5 to	<div style="border: 1px solid black; padding: 2px;"> No Action Transfer With Prompt Transfer Without Prompt Transfer To Operator Name Dialing Extension Dialing Repeat Menu Exit </div>	
Press 6 to		
Press 7 to		
Press 8 to	No Action	
Press 9 to	No Action	
Press * to	Repeat Menu	
Press # to	No Action	

[Cancel](#) [Save >](#)

The greeting is the welcome message and menu prompts, referring to the corresponding keypad numbers.

See next page for more details.

The keypad prompts let you control your calls and aid in the design of the welcome prompt. The welcome message needs to present these options to your callers.

See next page for more details.

The keypad prompts dropdown presents a range of action options to associate with the corresponding keypad digit.

The Virtual Receptionist can dial external numbers and as such will need to be provisioned with its own service number and calling plan.



TELSTRA BUSINESS SIP

3.13.1. Select greeting

Your Virtual Receptionist needs a greeting that will announce your business and the available options that you have set to manage these incoming calls. You can use a default greeting or record a .wma or .wav file and upload it. See below for specific format requirements.

For example:

*“Welcome to Space Elevators Tidbinbilla
For faults and issues, press 1,
For the accounts team, press 2,
To enter an extension directly, press 3,
To use our automated name directory press 4,
To speak with the operator, press 0,
To listen to these options again, press star.”*

For .WAV files:

8.000 or 16.000 kHz
8 or 16 bit mono
μ-law, A-law, or PCM

For .WMA files:

8.000 or 16.000 kHz
16 bit mono
μ-law, A-law, or PCM

3.13.2. Key prompts

Below is the full range of options that can be performed by the caller using their phone keypad.

Option	Description
<input type="text" value="No Action"/> <input type="checkbox"/>	Used when the keypad number has no required function (this is the default setting.)
<input type="text" value="Transfer With Prompt"/> <input type="checkbox"/>	Transfers the caller with a voice message that simply advises them that they're being transferred. Click Edit to enter the number.
<input type="text" value="Transfer Without Prompt"/> <input type="checkbox"/>	Transfers the caller with no voice message to the number specified. Click Edit to enter the number.
<input type="text" value="Transfer To Operator"/> <input type="checkbox"/>	Transfers to the operator number specified. Click Edit to enter the number.
<input type="text" value="Name Dialing"/> <input type="checkbox"/>	Allows a caller to enter a user's name via the keypad numbers e.g. "2 _{ABC} ", for either A, B or C, and "3 _{DEF} " for D, E or F, and so on.
<input type="text" value="Extension Dialing"/> <input type="checkbox"/>	Allows a caller to dial the extension number directly, if they know it. Useful where there is no indial feature available.
<input type="text" value="Repeat Menu"/> <input type="checkbox"/>	Replays the menu options.
<input type="text" value="Exit"/> <input type="checkbox"/>	Ends the call with no action.

For the options that require a transfer number, clicking [Edit](#) opens the pop-up window to select/assign the transfer number.



Select Number

Enter a phone number or select a site number from the list below.

Site Users

Filter by name or phone number

05 9494 0111 Name Unknown	05 9494 0112 Name Unknown	05 9494 0113 Name Unknown	05 9894 0110 Name Unknown
05 9494 0110 Name Unknown	05 9894 0112 Name Unknown	05 9894 0111 Name Unknown	05 9894 0113 Name Unknown

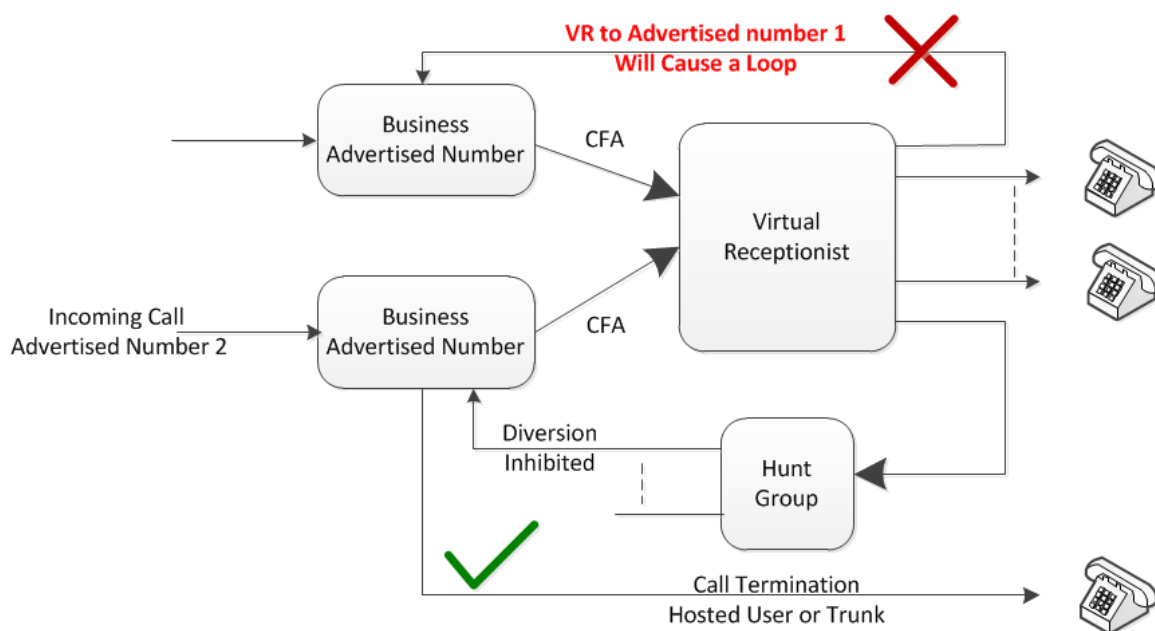
Cancel Select >

3.13.3. Sample implementation of virtual receptionist

Exercise care when developing the flow for the Virtual Receptionist as it is possible for calls to be circularly routed (meaning that it can be made to direct calls back on itself, in which case calls would never be answered).

Call Forward Always should be used to route calls from the site's advertised number (and/or service number) to the virtual receptionist.

Note: To divert calls to the Virtual Receptionist, the optional Business Line Feature Pack is required as this includes the call forward features required.



Virtual Receptionist calls terminated within the enterprise are free, but calls terminated outside the site are charged. A calling plan must be linked to the virtual receptionist service, so calls made externally can be billed to the customer.



3.14. Site administration

The **Site Administration** tab provides access to edit the site name and edit/add/remove site administrators.

Note: In this Customer Management Portal, you can create/remove other site administrators.

Home
Users
Feature Packs
SIP Trunk
Call Barring
Analogue Lines
Site Services
Site Administration
Activations

Site Administration

Use this section to modify your site name and create & modify site administrators.

Change Site Name

Enter a meaningful name for this site.

AlexRETDev12Name

Site Address

36 Collins Street
Melbourne
VIC 3200
Australia

Site Administrators

User ID	Name	Contact Details	Password	
si05977192	Xuan Test	-	*****	✎ Edit ✕ Delete
si82388598			*****	✎ Edit ✕ Delete

[Auto-generated] [+ Add](#)

Click [✕ Delete](#) to remove an existing administrator or the [✎ Edit](#) icon which will present these editable fields:

Site Administrators

User ID	Name	Contact Details	Password	
si05977192	<input type="text" value="Xuan Test"/>	<input type="text" value="-"/>	<input type="text" value="New Password"/> <input type="text" value="Confirm Password"/>	✓ Save ✕ Cancel

When you've finished making changes, click the [✓ Save](#) icon or [✕ Cancel](#).

To create a new Administrator click [+ Add](#).



TELSTRA BUSINESS SIP

3.15. Migrations

Migrations relates to the number migration of your services (if applicable) when your product is first installed. The process, represented in the diagram below, involves the coordinated use of the Telstra Business SIP Customer Management Portal and performing test calls *from* and then *to* your business number(s).

The migration is performed in three phases (described below) with an option to go back (roll back), which returns both outgoing and incoming migrations depending how far you may have progressed.

Important: When you begin the migration or roll back your services **you must** also move the PBX cabling between the NT1 and SIP NTU accordingly.

Once you've activated the **Outgoing, Incoming and Finalise** phases, the **Rollback** option on the **Finalise** box remains available for up to seven days, depending on how many rollbacks are performed during the migration. This seven-day period allows time to assess the operational performance of your Telstra Business SIP services; however it is recommended that any required **Rollback** be performed within **six (6) days** to avoid losing the Rollback option.

Between the **Incoming** and **Finalise** steps there is a limit of three rollbacks*, after which the rollback option is not presented.

The migration phases are:

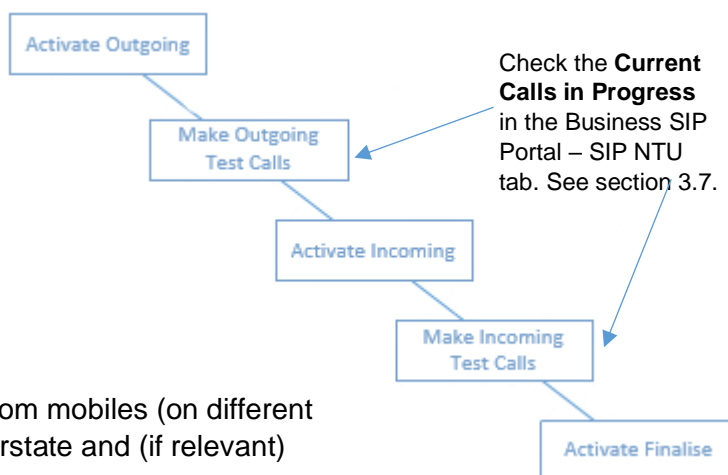
1. **Outgoing** – enables the outgoing call capability and allows you to test your outgoing calls, with an option to roll back.
2. **Incoming** – migrates incoming calls and allows you to perform tests, again with an option to roll back.
3. **Finalise** – begins a seven-day trial period to evaluate your services in daily operation, within which time you can either roll back using the Customer Management Portal interface or with assistance from Telstra support, where the rollback option isn't presented. **Note:** Telstra support can only help with rolling back your services during the seven-day 'soak' period.

*The three rollbacks mentioned above are cumulative across phases **2. Incoming** and **3. Finalise**.

During the number migration, test calls are required for you to evaluate whether to roll back or activate the next phase.

Outgoing test calls must be made from the handsets connected to the PBX associated with your Telstra Business SIP product. It is recommended that calls be made to different types of networks, including but not limited to, mobile (on different carriers), local standard numbers, interstate and (if relevant) international numbers.

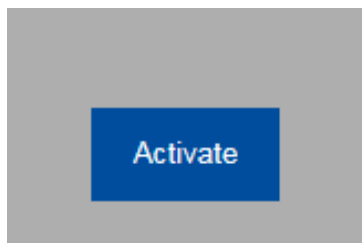
Incoming test calls – arrange calls from mobiles (on different carriers), local standard numbers, interstate and (if relevant) international numbers.



Below are the five status indicators you'll see during the migration process.

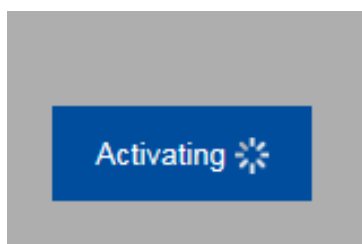
Note 1: The second and third states are transitional and may only appear briefly.

Note 2: During the process, the web GUI will need to be manually refreshed although the background update will take 5 minutes. It is likely that the initiated changes have taken place and so testing may be started even though the web page indications may not have changed.



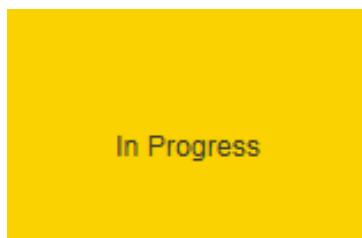
Pending Phase

This indicates that the phase (outgoing, incoming or finalise) is ready to start migrating. Click **Activate** to begin the migration phase.



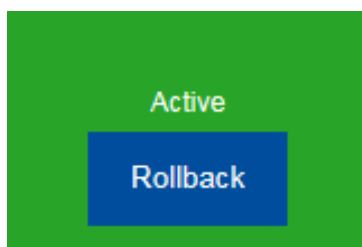
Phase Initiated

This status appears momentarily while the migration is started.



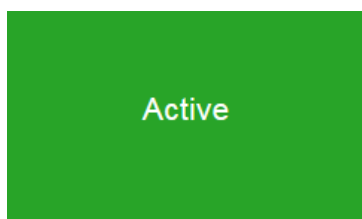
Phase in Progress

This status appears during the setting up of services in the background.



Phase Completed – with option to undo

When this status is presented, you can start testing your calls for the given phase of the migration. If successful, click **Activate** on the next phase or click **Rollback** to begin again.



Phase Completed – with no option to undo

Note: you may have an opportunity to roll back/undo at the finalise phase.

Note: Once your seven-day soak period is over or if you perform a total of three rollbacks during the incoming and finalise phases, you will no longer see a rollback option.

These will be repeated for each of the three phases, noting that the second and third are transitional.



TELSTRA BUSINESS SIP

3.15.1. Starting the migration process

Select the **Migrations** tab to start the number migration process.

If there are no orders pending you will see the message:

“You currently have no outstanding orders for number migration.”

Where an order **is** pending, the following screens describe:

- how you can check the affected numbers to be migrated
- the process, with text describing the required interactions.

Home Users Feature Packs SIP Trunk Call Barring Analogue Lines Site Services Site Administration **Migrations**

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

Clicking on "Activate" will enable you to commence testing of outbound calls from your CPE. This allows you to validate the correct functioning of your CPE in advance of the final switchover. This will not impact the old working service.

OUTGOING CALLS

Activate

INCOMING CALLS

FINALISE



TELSTRA BUSINESS SIP

Before you begin the migration, you can view the numbers being migrated by selecting the **View Affected Numbers** button as shown below. If these numbers are not what is matching your order, contact Telstra or your nominated Telstra Partner.

The screenshot shows the 'Migrations' section of the Telstra Business SIP portal. A navigation bar at the top includes 'Home', 'Users', 'Feature Packs', 'SIP Trunk', 'Call Barring', 'Analogue Lines', 'Site Services', 'Site Administration', and 'Migrations'. The main content area is titled 'Migrations' and contains the text 'There is an order currently in progress.' Below this is a purple button labeled 'View Affected Numbers'. To the right, a callout box with a red arrow points to this button, containing the text 'Click here to view the affected numbers via a pop-up window.' Below the 'View Affected Numbers' button is a section titled 'Order progress' with three steps: 'OUTGOING CALLS' (with an 'Activate' button), 'INCOMING CALLS', and 'FINALISE'. To the right of the 'Activate' button, text explains that clicking 'Activate' enables testing of outbound calls and that this will not impact the old working service. A pop-up window titled 'Affected Numbers' is shown in the bottom right, listing impacted services with columns for Interface, Variant, Ports, and Numbers. The pop-up has a 'Close' button at the bottom.

Interface	Variant	Ports	Numbers
PSTN	MULTIPLE NUMBER	1	03 7064 2100
			03 7064 2111
			03 7064 2122
			03 7064 2133
PSTN	FAX DUET	1	03 7575 9621
			03 7575 9633
ISDN PRI	INDIAL	40	03 3519 9300 - 03 3519 9399
			03 2805 8450 - 03 2805 8459
			03 2438 2000 - 03 2438 2999

Once you've reviewed this information click **Close**



TELSTRA BUSINESS SIP

Before you start your migration you'll see this screen with **Activate** in the **Outgoing Calls** box as shown below:

The screenshot shows the 'Migrations' page in the Telstra Business SIP portal. The navigation bar includes Home, Users, Feature Packs, SIP Trunk, Call Barring, Analogue Lines, Site Services, Site Administration, and Migrations. The main content area is titled 'Migrations' and states 'There is an order currently in progress.' Below this is a 'View Affected Numbers' button. The 'Order progress' section shows a vertical flowchart with three stages: 'OUTGOING CALLS', 'INCOMING CALLS', and 'FINALISE'. The 'OUTGOING CALLS' stage is highlighted and contains an 'Activate' button. A red arrow points from a text box to this button. The text box contains the following text: 'Clicking on "Activate" will enable you to commence testing of outbound calls from your CPE. This allows you to validate the correct functioning of your CPE in advance of the final switchover. This will not impact the old working service.' Another red arrow points from a second text box to a 'Message from webpage' pop-up dialog. The dialog has a question mark icon and asks 'Are you sure you would like to proceed to activate?' with 'OK' and 'Cancel' buttons.

Home Users Feature Packs SIP Trunk Call Barring Analogue Lines Site Services Site Administration **Migrations**

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

OUTGOING CALLS
Activate

INCOMING CALLS

FINALISE

Clicking on "Activate" will enable you to commence testing of outbound calls from your CPE. This allows you to validate the correct functioning of your CPE in advance of the final switchover. This will not impact the old working service.

Click **Activate** to begin the outgoing call migration. You will see the pop-up to confirm your action.

Message from webpage

Are you sure you would like to proceed to activate?

OK Cancel



TELSTRA BUSINESS SIP

The outgoing calls box will appear yellow for a brief period as the changes are made in the background.

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Migrations
------	-------	---------------	-----------	--------------	----------------	---------------	---------------------	-------------------

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

OUTGOING CALLS
In Progress

↓

INCOMING CALLS

↓

FINALISE

You have requested outbound calling to be activated.

Once the outgoing calls have been migrated the button will turn green with **Rollback** in a blue box as shown in the next image.



Once the outgoing calls have been activated you'll see the **Rollback** option appear as shown below, plus the **Activate** option on the incoming calls. Using PBX handsets, perform outgoing test calls to landlines, mobiles, interstate numbers (the types you'd use during normal operation).

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Migrations
------	-------	---------------	-----------	--------------	----------------	---------------	---------------------	------------

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

OUTGOING CALLS

Active

Rollback

↓

INCOMING CALLS

Activate

↓

FINALISE

You have activated outbound call testing. You may commence testing from your CPE. You have until tonight to test and move on to the next phase or rollback will be automatically performed.

At this point the old working service is not impacted.

You can manually roll back if needed. You can also perform limited inbound testing. This can be achieved by assigning an extension number, on this portal, against any of your numbers. A call from your CPE to this extension number, if offered up the SIP service, will come back as an inbound call.

If you are happy with outbound call testing you can proceed to full inbound testing. Note it may take 5 to 45 minutes or more to process all the network changes for inbound.

So at this point you have **two** choices:

1. Click **Rollback** to undo the outgoing call migration and you will see this message:

Or

2. Click **Activate** to begin the migration of the incoming calls, in which case you will see this message:

Message from webpage

?

Are you sure you would like to roll back?

OK
Cancel

Message from webpage

?

Are you sure you would like to proceed to activate?

OK
Cancel



Selecting to **Activate** migration for incoming calls presents the **In Progress** (transitional) status as shown below:

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Migrations
------	-------	---------------	-----------	--------------	----------------	---------------	---------------------	-------------------

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

```
graph TD; A[OUTGOING CALLS  
Active] --> B[INCOMING CALLS  
In Progress]; B --> C[FINALISE]
```

You have requested activation of inbound call testing. Commence testing from Telstra Mobiles and Telstra VoIP-based services (e.g. TIPT, SIP Connect, DOT, NBN). Temporary migration of legacy fixed services and other service provider services could take 5 to 45 minutes or more to process.

You have one week from tonight to test before finalisation occurs. Your old service will be cancelled after finalisation.

Once full activation is in place, you can manually roll back if needed. Rolling back will cancel the pending finalisation.

Note: The **Activating** (transitional) status has been omitted for clarity.



Once the incoming calls have been activated you'll see the **Rollback** option appear as shown below, as well as the **Activate** option on the **Finalise** step. Using external services including mobiles from various carriers, landlines, interstate landline residential and business numbers, arrange calls into the PBX:

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Migrations
------	-------	---------------	-----------	--------------	----------------	---------------	---------------------	------------

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

OUTGOING CALLS
Active

INCOMING CALLS
Active
[Rollback](#)

FINALISE
[Activate](#)

Inbound calling is now fully active. The old service will no longer be receiving calls.

If call testing is 100% successful for all call types you can move into the next phase by either clicking the finalise button or doing nothing, in which case finalisation will be automatic.

You have one week in the finalisation phase. At the end of the week, when the point of no return is reached, you will no longer be able to roll back and the old service will be cancelled.

If some call types are not working it is recommended that you roll back and initiate actions to repair.

Roll back covers both outbound and inbound.



Selecting to **Activate** migration for **Finalise** presents the **In Progress** (transitional) status as shown below:

Home	Users	Feature Packs	SIP Trunk	Call Barring	Analogue Lines	Site Services	Site Administration	Migrations
------	-------	---------------	-----------	--------------	----------------	---------------	---------------------	-------------------

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

```
graph TD; A[OUTGOING CALLS  
Active] --> B[INCOMING CALLS  
Active]; B --> C[FINALISE  
In Progress];
```

You have initiated the finalisation sequence. You have 1 week to soak test the service before the roll back option will be removed.

After the week, when the point of no return is reached, your old service will be cancelled. If the week started on Friday, Saturday or Sunday, then the point of no return will be postponed until the following Monday night (1 week and 3, 2 or 1 days, respectively).

Roll back applies to both outbound and inbound.

Note: The Activating (transitional) status has been omitted for clarity.



Home Users Feature Packs SIP Trunk Call Barring Analogue Lines Site Services Site Administration **Migrations**

Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress

```
graph TD; A[OUTGOING CALLS  
Active] --> B[INCOMING CALLS  
Active]; B --> C[FINALISE  
Active]; C --- D[Rollback]
```

At this point your services are fully migrated; however once **Finalise** goes to the **Active** state, the **Rollback** option is presented for seven days.

Note: If you've already used the rollback function three times during the incoming and finalise phases, the rollback option will not be presented.

If you need to roll back your services during the seven-day period, contact Telstra or your nominated Telstra Partner.

At the end of the seven-day soak period your migration will be complete and you will be advised as presented below:

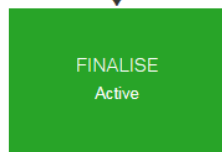
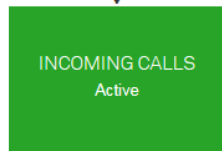
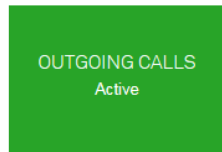


Migrations

There is an order currently in progress.

[View Affected Numbers](#)

Order progress



You have completed the 1 week to soak test. The point of no return has passed and your old service is in the process of being cancelled. Roll back is no longer possible.

When you see this screen, your old services will be decommissioned.



4. User features

Each user has control over their personal details (name and password, covered earlier) via the Customer Management Portal plus:

- Outgoing call ID – calling line identification (CLI) blocking
- Incoming call features including call waiting, call forwarding (where made available) SIM ring
- Voicemail (where made available)
- Remote office.

While the features listed above appear the same for an administrator, the name/password details are quite different, so you may need to refer to the Customer Management Portal User's Guide, when helping users to update their own details.

4.1. Calling line identification (CLI) blocking

The CLI blocking feature shows or hides the user's line number to/from the people they call.

To toggle this feature on or off:

1. Select the **Outgoing Calls** tab.
2. Select the **Allow** or **Block** option as required.
3. Click **Save** >

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
Outbound Caller ID				
0386571000 Use Site Caller ID ⓘ Disabled				
Caller ID Blocking				
Control whether people you call see your name & phone number.				
<input checked="" type="radio"/> Allow <input type="radio"/> Block				
Save >				



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4.2. Site Caller ID

To use the site's designated Site Caller ID as the caller ID for calls made from this number, click on the "Users" tab, then click "Edit" for the number of interest.

Number	Extension	Name	Feature Packs	User Type	
0386571000		Name Unknown		Trunk	Edit

Then click on the "Outgoing Calls" tab, then enable the "Use Site Caller ID" feature by clicking on "Disabled" and select "Enabled", then "Save".

Outbound Caller ID
0386571000 Use Site Caller ID [?](#) Disabled

Caller ID Blocking
Control whether people you call see your name & phone number.

Allow Block

[Save >](#)

The "Outbound Caller ID" field will then display the number that will be used as CLI for outbound calls. Only one number on a site can be assigned as the Site Caller ID. Change the Site Caller ID on the "Home" tab (ref section 3.1).

Outbound Caller ID
0386571009 Use Site Caller ID [?](#) Enabled

Caller ID Blocking
Control whether people you call see your name & phone number.

Allow Block

[Save >](#)




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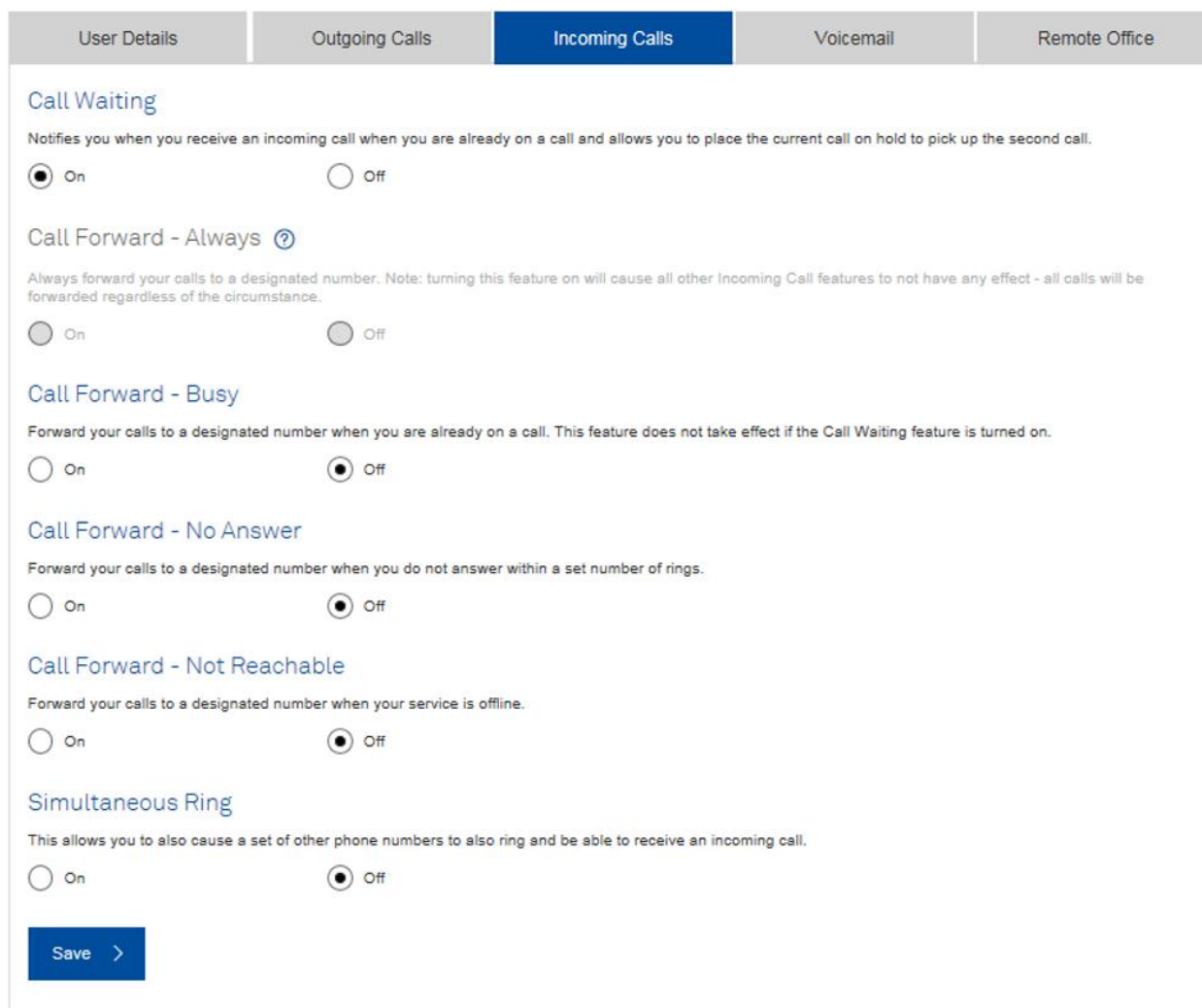
4.3. Incoming call features – activate/deactivate/configure

There are a number of features under the **Incoming Calls** tab:

- **Call waiting**
- **Call forward** including – (always/busy/no answer/not reachable)
- **Simultaneous ring.**

Depending on the feature packs purchased, any features you don't have access to will be greyed out and accompanied by a  symbol to indicate that help is available, as demonstrated below next to **Call Forward – Always**.


Where a feature is available, simply select to activate or deactivate it and click **Save**.



The screenshot shows the 'Incoming Calls' configuration page. It has a navigation bar with tabs: User Details, Outgoing Calls, Incoming Calls (selected), Voicemail, and Remote Office. Below the tabs, there are several sections, each with a title and a description:

- Call Waiting**: "Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call." Radio buttons for On (selected) and Off.
- Call Forward - Always**: "Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded regardless of the circumstance." Radio buttons for On and Off (selected). A help icon is present.
- Call Forward - Busy**: "Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on." Radio buttons for On and Off (selected).
- Call Forward - No Answer**: "Forward your calls to a designated number when you do not answer within a set number of rings." Radio buttons for On and Off (selected).
- Call Forward - Not Reachable**: "Forward your calls to a designated number when your service is offline." Radio buttons for On and Off (selected).
- Simultaneous Ring**: "This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call." Radio buttons for On and Off (selected).


At the bottom left, there is a blue 'Save >' button.

Where a feature is activated and there is an  **Edit** icon, you are able to make changes to the settings for that feature. For example:

Call Forward - Busy

Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.

On Off

When I am busy, forward my calls to 0494 940 113  **Edit**




Incoming call features in detail

This page presents the features associated with your incoming calls.


These features can be enabled or disabled using the radio buttons.

Some may be unavailable (greyed out) as the given feature may not be provided with your purchased Feature Pack(s).

Remember, the  symbol provides helpful tips and in this case advises:

You do not have the necessary Feature Pack to you to use this feature. Please contact your administrator to enquire about enabling this feature.

Call Waiting
Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call.
 On Off

Call Forward - Always 
Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded to the designated number.
 On Off

Call Forward - Busy
Forward your calls to a designated number when you are already on a call. This feature does not have effect if the Call Waiting feature is turned on.
 On Off
When I am busy, forward my calls to: [None set] / Edit

Call Forward - No Answer
Forward your calls to a designated number when you do not answer within a set number of rings.
 On Off
If I don't answer after 8 rings, send my calls to 0494 940 113 / Edit

Call Forward - Not Reachable
Forward your calls to a designated number when your service is offline.
 On Off
When I cannot be reached on this number, forward my calls to: [None set] / Edit

Simultaneous Ring
This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call.
 On Off
Also have the following numbers ring when I have an incoming call:

Phone Number	Require Answer Confirmation	
0494 940 110	<input checked="" type="checkbox"/>	x Remove

[Save >](#)



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User Details Outgoing Calls **Incoming Calls** Voicemail Remote Office

Call Waiting

Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call.

On Off

Call Forward - Always

Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded regardless of the circumstance.

On Off

Always forward my calls to: **[None set]** [/ Edit](#)

Call Forward - Busy

Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.

On Off

When I am busy, forward my calls to: **0494 940 113** [/ Edit](#)

Call Forward - No Answer

Forward your calls to a designated number when you do not answer within a set number of rings.

On Off

If I don't answer after send my calls to **0494 940 113** [/ Edit](#)

Call Forward - Not Reachable

Forward your calls to a designated number when your service is offline.

On Off

When I cannot be reached on this number, forward my calls to: **[None set]** [/ Edit](#)

Simultaneous Ring

This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call.

On Off

Also have the following numbers ring when I have an incoming call:

Phone Number	Require Answer Confirmation	
0494 940 110	<input checked="" type="checkbox"/>	x Remove

[+ Add](#)

[Save >](#)

Phone Number

0494 940 110

Require Answer Confirmation

[x Remove](#)

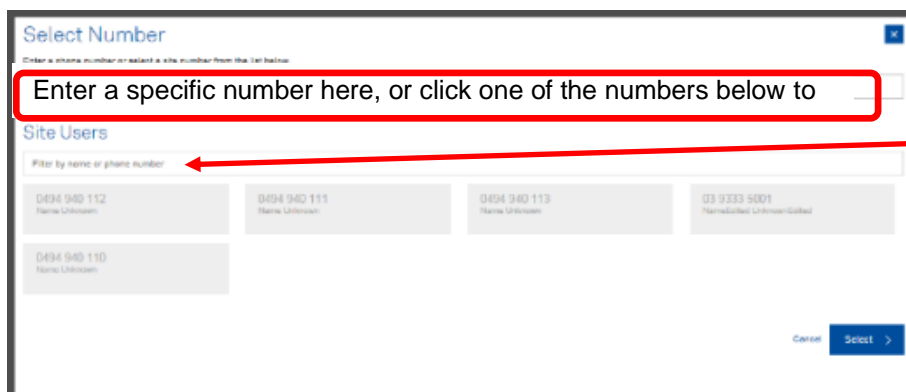
[+ Add](#)

[Save](#)



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Each of the edit buttons above will present a pop-up where you can enter a specific number or click on any of the numbers displayed to use the details for that site user.



If there are a large number of site users in this list you can use the filter field to show only those numbers beginning with the digits you need.



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4.4. Voicemail – activate/configure

The Voicemail feature allows calls to be diverted to an email address of your choice.

To activate this, select the radio button, which opens the fields to enter the email address and choose which calls you want diverted and under what conditions.

Your three options are:

1. Divert all my calls.
2. Divert my calls when I'm (busy) on a call.
3. Divert my calls when I don't answer after your required number of rings.

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<h3>Voice messaging</h3> <p>Divert my calls to my voicemail if they have not been set to be forwarded. The only access to Voicemail is by delivery to your email account. Note that call forward settings under the "Incoming Calls" page have priority and if they have been turned on the settings below will not take effect.</p> <p><input checked="" type="radio"/> On <input type="radio"/> Off</p> <p>Enter the email address to which your Voicemail is to be forwarded:</p> <input type="text"/>				
1	Divert all calls to voicemail:		<input type="checkbox"/>	
2	Divert calls to voicemail when I'm already on a call:		<input checked="" type="checkbox"/>	
3	Divert unanswered calls to voicemail:		<input checked="" type="checkbox"/>	
	Treat calls as unanswered if they are not answered within the following number of rings:		3 <input type="button" value="v"/>	
<h3>Select Greeting</h3> <p>Use this to upload your own personal greeting. The greeting is what the caller hears when the voicemail system answers. Refer to the user guide to get the exact specifications of these file formats.</p> <p><input checked="" type="radio"/> Default greeting <input type="radio"/> Personal greeting (WMA or WAV audio format)</p> <p><input type="button" value="Save >"/></p>				

You can also select to use a **Default greeting** or **Personal greeting** using the radio buttons as shown.

Default greeting Personal greeting (WMA or WAV audio format)

Where you select **Personal greeting** you can upload a WMV or WAV file.

Click the button and locate your file.

Default greeting Personal greeting (WMA or WAV audio format)

No file selected.

Remember to click .



4.5. Remote office – activate/deactivate

The remote office feature allows a user to use their home phone, mobile phone or even a hotel phone as their business phone. They can make phone calls from this remote phone and have them billed to your business. The calling line ID that a caller sees is their primary (desk) phone number. This service also directs all calls coming to their business phone to ring the remote office phone.

The screenshot shows a navigation bar with tabs: User Details, Outgoing Calls, Incoming Calls, Voicemail, and Remote Office (highlighted in blue). Below the tabs, the text reads: "You may set up and turn on or off the remote office feature for your phone number." There are two radio buttons: "On" (unselected) and "Off" (selected). A blue "Save >" button is located below the radio buttons.

To activate/deactivate your remote office:


1. Go to the **Remote Office** tab.
2. Select the required radio button.
3. Enter your number.
4. Click **Save >**.

The screenshot shows the same navigation bar as the previous image. The text reads: "You may set up and turn on or off the remote office feature for your phone number." There are two radio buttons: "On" (selected) and "Off" (unselected). Below the radio buttons, there is a text input field labeled "My Remote Office Number:" containing the number "98765432". A blue "Save >" button is located below the input field.

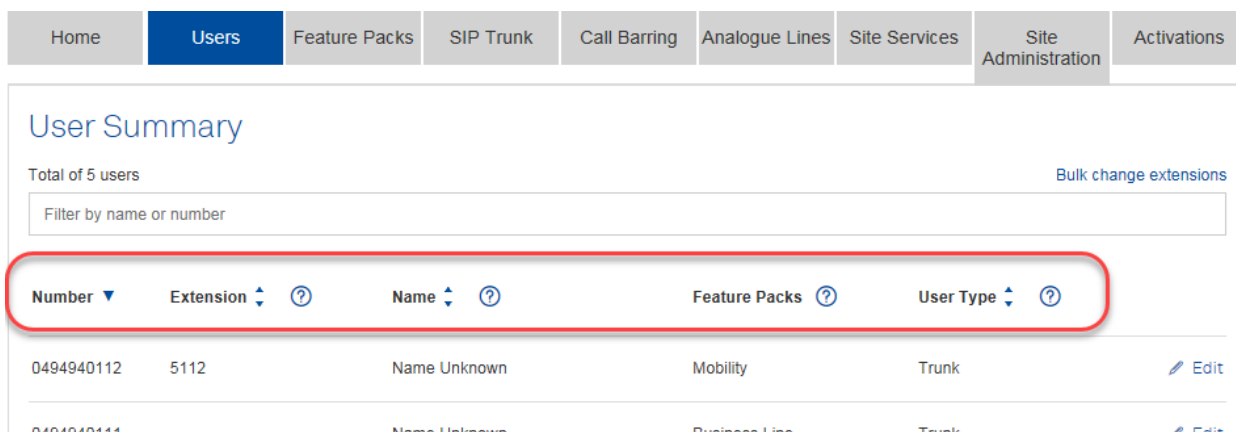


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5. Help

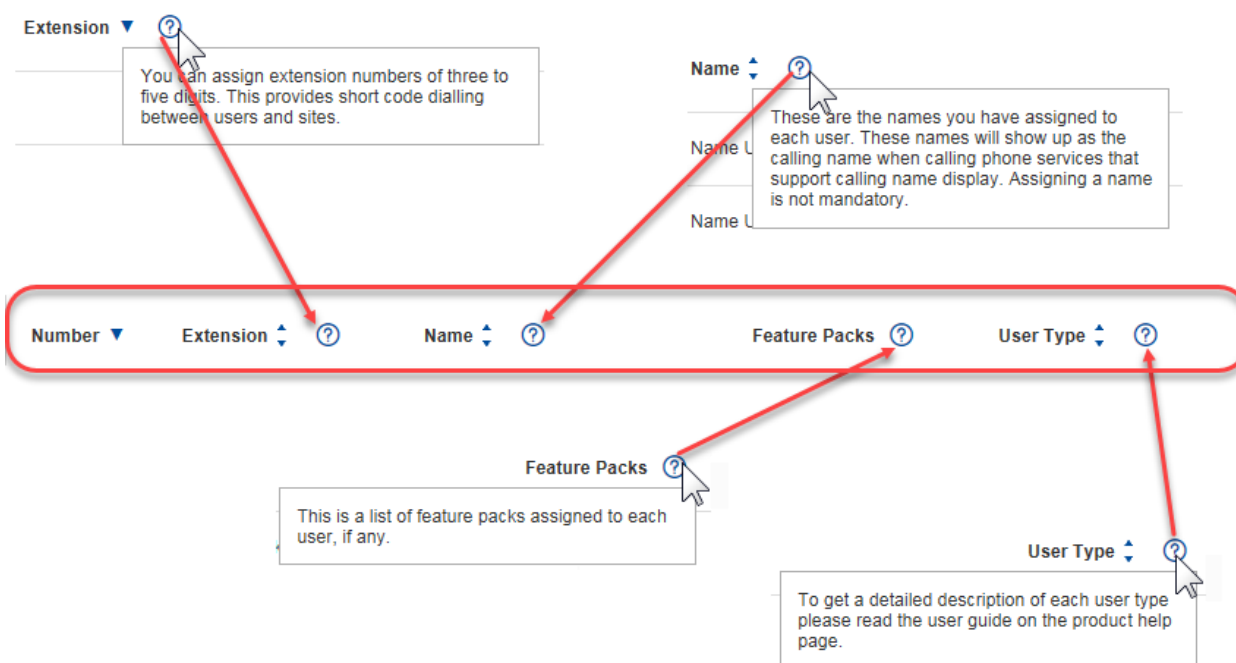
The Customer Management Portal has a context help system using the  symbol to indicate that information is available for the item immediately adjacent.

For example, on the users tab you will see a  symbol next to most of the column headings.



Number	Extension	Name	Feature Packs	User Type	
0494940112	5112	Name Unknown	Mobility	Trunk	Edit
0494940111		Name Unknown	Business Line	Trunk	Edit

When you hover your mouse over the , help text appears for each as shown below:



Extension: You can assign extension numbers of three to five digits. This provides short code dialling between users and sites.

Name: These are the names you have assigned to each user. These names will show up as the calling name when calling phone services that support calling name display. Assigning a name is not mandatory.

Feature Packs: This is a list of feature packs assigned to each user, if any.

User Type: To get a detailed description of each user type please read the user guide on the product help page.

5.1. Notification messages

A notifications pop-up may appear to advise of system delays and planned maintenance that impacts the Customer Management Portal.



 Due to above normal demand, you may experience short delays



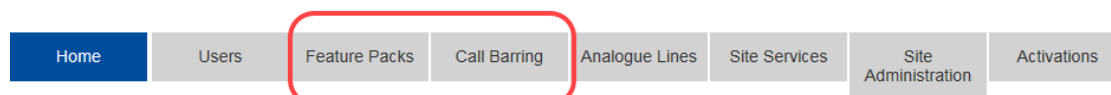
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5.2. Dynamic page content

A standard feature of web-based services is the ability to dynamically change to present information depending on the applicable information, features or services.

The Business SIP Customer Management Portal may present pages with different tab content as can be seen below in the example, which doesn't show the SIP Trunk tab, which would be applicable for a service that doesn't have SIP trunks.

Here the SIP Trunk tab is not shown because the associated service hasn't been ordered with this option in this example:



5.3. Help link

Click on the "Help" link at the top of any page to get access to the product documentation and for the support phone number.



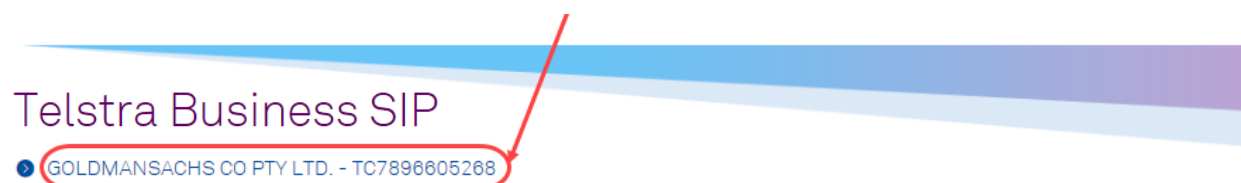
5.4. For more help

There are details on your Telstra Business SIP Customer Management Portal that may be requested by the support technician.

The information below in **bold** will help you locate these details:

The Full National Number (FNN) for your business – these numbers appear in the [user tab](#).

Business name as it appears in the breadcrumbs on your Customer Management Portal **Home** page.



Site name as it appears in the breadcrumbs on your Customer Management Portal **Home** page.



Telstra Business SIP

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SIP NTU device details – the make and model of the registered SIP NTU device can be found in the SIP trunk/ [SIP NTU tab](#) on the Telstra Business SIP Customer Management Portal.

Analogue device details – where applicable the make and model of any device(s) that support(s) analogue services can be found in the [analogue lines tab](#) on the Telstra Business SIP Customer Management Portal.

The associated device credentials can be found on each of the respective Customer Management Portal tabs above.

6. Change Log

Each user has control over their personal details (name and password, covered earlier) via the Customer Management Portal plus:

Date	Section	Change made
March 2021	3.1	Added SIP over UDP content
"	5.3	Added Help Link content
"	3.1, 4.2	Added Site Caller ID content
"	3.11	Updated analogue line content
"	3.15	Updated migration content