



# **TIPT Frequently Asked Questions**



## **This document contains answers to the most frequently asked questions for TIPT solutions**

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## How do I perform a password reset?

Please engage your TIPT Administrator in the first instance, alternatively if you are the TIPT Administrator, please find the below listing how passwords can be reset for the below applications. Please select the relevant links to find out more.

- [Business Connect](#)
- [Voicemail](#)
- [Call Centre Application or MiReception password](#)
- [TIPT Administrator's password for TIPT portals](#)

## How to reset password for Business Connect

Login to the TIPT Administration Portal (Commpilot), and

1. Go to **Profile** → **Users**

The screenshot shows the TIPT Administration Portal interface. On the left, there is a navigation menu under the heading 'Options:'. The 'Profile' option is highlighted with a red box. Below it are other menu items: Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. On the right, the 'Profile' page is displayed. Under the 'Basic' section, the 'Users' option is highlighted with a red box. Below 'Users' is the text 'Add, modify, or remove users.' Other options listed include Profile, Change Password, Administrators, Announcement Repository, Departments, and Schedules, each with a brief description of its function.

2. **Search** for the User Account (i.e. options are User ID, Phone number, Profile, Last name, First name, Extension or Department).

The screenshot shows the 'Users' search interface. At the top, there are three buttons: 'OK', 'Add', and 'Cancel'. Below these is a search bar with the text 'Enter search criteria below'. The search bar contains a dropdown menu for 'User ID', a 'Starts With' dropdown, a text input field, a '+' button, and a 'Search' button.

3. **Edit** the User Account.
4. Select **Passwords**.



Options:	Profile
► Profile	<b>Basic</b> <b>Profile</b> Display and configure profile information such as your name, department and address. <b>Addresses</b> Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls. <b>Announcement Repository</b> Manage the announcements for a user <b>Passwords</b> Set web access and portal passwords. <b>Schedules</b> Add, modify, or remove schedules.
Outgoing Calls	
Messaging	
Communication Barring	
Utilities	

5. Select **Set web access password**, type the new password then press the **Apply** button.

Options:	Passwords
► Profile	Passwords allows you configure your passwords for the web portal and/or portal. OK Apply Cancel
Outgoing Calls	<a href="#">Revoke Previously Issued Long Lived Tokens</a>
Messaging	This user's password expired <input checked="" type="radio"/> Set web access password <input type="radio"/> Set portal password
Communication Barring	Reset Password * Type new password: <input type="text"/> * Re-type new password: <input type="text"/>
Utilities	OK Apply Cancel



## How to reset password for Voicemail

Login to the TIPT Administration Portal (Commpilot) and

1. Go to **Profile** → **Users**

The screenshot shows the TIPT Administration Portal interface. On the left, there is a navigation menu under the heading "Options:". The "Profile" option is highlighted with a red box. Below it are other options: Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. On the right, the "Profile" page is displayed. Under the "Basic" section, the "Users" option is highlighted with a red box. Below "Users" are several other options: Profile, Change Password, Administrators, Announcement Repository, Departments, and Schedules, each with a brief description of its function.

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### Users

Add a new user or manage existing users in your department or group.

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3. **Edit** the User Account
4. Select **Passwords**



Options:	<b>Profile</b>
Outgoing Calls	
Messaging	
Communication Barring	
Utilities	

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

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

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

5. Select **Set portal password**, type the new password then press the **Apply** button.

Options:	<b>Profile</b>
Outgoing Calls	
Messaging	
Communication Barring	
Utilities	

### Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

[Revoke Previously Issued Long Lived Tokens](#)

This user's password expired

Set web access password  **Set portal password**

Reset Password

\* Type new password:

\* Re-type new password:

OK **Apply** Cancel



## How to reset my Call Centre Application or MiReception password

Login to TIPT Administration Portal (Commpilot), and

1. Go to **Profile** → **Users**

The screenshot shows the TIPT Administration Portal interface. On the left, there is a navigation menu under the heading "Options:". The "Profile" option is highlighted with a red box. Below it are other options: Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. On the right, the "Profile" page is displayed. Under the "Basic" section, the "Users" option is highlighted with a red box. Below "Users" are several other options: Profile, Change Password, Administrators, Announcement Repository, Departments, and Schedules, each with a brief description of its function.

2. **Search** for the User Account (i.e. options are User ID, Phone number, Profile, Last name, First name, Extension or Department).

### Users

Add a new user or manage existing users in your department or group.

The screenshot shows the "Users" search form. At the top, there are three buttons: "OK", "Add", and "Cancel". Below them is a section titled "Enter search criteria below". This section contains a dropdown menu for "User ID", a dropdown menu for "Starts With", a text input field, a "+" button, and a "Search" button.

3. **Edit** the User Account.
4. Select **Password**.



Options:

- Profile
- Outgoing Calls
- Messaging
- Communication Barring
- Utilities

### Profile

#### Basic

#### Profile

Display and configure profile information such as your name, department and address.

#### Addresses

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

#### Announcement Repository

Manage the announcements for a user

#### Passwords

Set web access and portal passwords.

#### Schedules

Add, modify, or remove schedules.

5. Select **Set web access password**, type the new password then press the **Apply** button.

Options:

- Profile
- Outgoing Calls
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- Utilities

### Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

[Revoke Previously Issued Long Lived Tokens](#)

This user's password expired

Set web access password  Set portal password

Reset Password

\* Type new password:

\* Re-type new password:

OK Apply Cancel

If you are the TIPT Administrator and need to reset your password for logging into the relevant TIPT portals, please contact the TIPT Helpdesk at 1800 287 289.

### How do I configure my phone to enable a “warm” call transfer?

The steps below can be followed on the individual handset to fix the issue:

**\*Note: The steps below are only available on VVX 411, 410, 600 handsets. They are not available on any IP Soundpoint handsets.**

1. Press **Home Button**
2. Select **Settings**
3. Select **Basic**





#### 4. Select **Preferences**

#### 5. Select **Default Transfer Type**

#### 6. Check which option is ticked – Blind or Consultative

Consultative is for warm transfers

Blind is for cold transfers

#### 7. Select **Consultative**

#### 8. Exit and make a test call to confirm

### Why can't I receive any incoming calls or why do all calls go to voicemail?

To initiate troubleshooting, please log into TIPT Administration Portal (Commpilot), search for the User's account, edit it and go to **Incoming Calls**.

1. Check if **Do not Disturb** setting is turned **ON**. If yes, please turn it **OFF** and press the **Apply** button.

The screenshot displays the 'Incoming Calls' configuration page. On the left, a vertical menu under 'Options:' includes 'Profile', 'Incoming Calls' (selected), 'Outgoing Calls', 'Call Control', 'Calling Plans', 'Client Applications', 'Messaging', 'Communication Barring', and 'Utilities'. The main area is titled 'Incoming Calls' and contains a 'Basic' section with the following settings:

- Anonymous Rejection - On**: Prevent a caller from reaching you when the caller has explicitly restricted his/her number.
- Calling Name Delivery - Off**: Provides Calling Name information for external and internal callers.
- Calling Name Retrieval - Off**: Provide a caller's name by retrieving the calling name from the network.
- Calling Number Delivery - Off**: Provides Calling Number information for external and internal callers.
- Call Forwarding Always - Off**: Automatically forward all your incoming calls to a different phone number.
- Call Forwarding Busy - Off**: Automatically forward your calls to a different phone number when your phone is busy.
- Call Forwarding No Answer - Off**: Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
- Call Forwarding Not Reachable - Off**: Automatically forward your calls to a different phone number when your phone is unreachable.
- Call Notify - Off**: Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or day of week, are met.
- Connected Line Identification Restriction - Off**: Allows a user to restrict their connected identity when receiving a call.
- Do Not Disturb - On**: Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.



Options:	
<a href="#">Profile</a>	<h2>Do Not Disturb</h2> <p>Allows you to send your calls directly to your voice messaging box with voice messaging by using the Ring Reminder. This is important when !</p> <p>OK    Apply    Cancel</p> <p>Do Not Disturb: <input checked="" type="radio"/> On <input type="radio"/> Off</p> <p><input type="checkbox"/> Play Ring Reminder when a call is blocked</p> <p>OK    Apply    Cancel</p>
▶ <a href="#">Incoming Calls</a>	
<a href="#">Outgoing Calls</a>	
<a href="#">Call Control</a>	
<a href="#">Calling Plans</a>	

2. Check if **Commpilot Express** is turned **ON** and **Profile** is set to any of these → **Out-of-office**, **Busy** or **Unavailable** – If yes, either **set it to Available: In Office** OR **None** and press the **Apply** button.

Options:																													
<a href="#">Profile</a>	<h3>Incoming Calls</h3> <table border="1"><thead><tr><th>Basic</th><th>Advanced</th></tr></thead><tbody><tr><td><b>Anonymous Rejection - On</b> Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</td><td><b>Alternate Numbers</b> Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.</td></tr><tr><td><b>Calling Name Delivery - Off</b> Provides Calling Name information for external and internal callers.</td><td><b>Call Forwarding Selective - Off</b> Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.</td></tr><tr><td><b>Calling Name Retrieval - Off</b> Provide a caller's name by retrieving the calling name from the network.</td><td><b>Commpilot Express - On</b> Manage incoming calls based on four pre-configured profiles.</td></tr><tr><td><b>Calling Number Delivery - Off</b> Provides Calling Number information for external and internal callers.</td><td><b>Custom Ringback User - Off</b> Customize the media ringback to be played to your callers. 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## CommPilot Express

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly take precedence over some of your other service settings associated with processing incoming calls.

*Available - In the office* profile is used when you are working from your desk where your phone is located.

*Available - Out of office* profile is used when you are working away from your desk for an extended period of time.

*Busy* profile is used when you are temporarily unavailable to take calls, when you are in a meeting for instance.

*Unavailable* profile is used outside of business hours, or when you are on vacation or holiday.

*None* turns this service off so that none of your other services are affected.

OK Apply Cancel

Current Profile: Available: Out Of Office ▼

Available - In the Office

Also ring this phone number / SIP-URI:

If Busy:

Have Voice Messaging take the call

3. Check under **Messaging → Voice Management** if this is turned **ON** and is set to **Send all calls to Voice Mail**.

If yes, either **OFF** OR **unselect Send all calls to Voice Mail** and press the **Apply** button.

Options:
<a href="#">Profile</a>
<a href="#">Incoming Calls</a>
<a href="#">Outgoing Calls</a>
<a href="#">Call Control</a>
<a href="#">Calling Plans</a>
<a href="#">Client Applications</a>
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<a href="#">Communication Barring</a>
<a href="#">Utilities</a>

## Messaging

### Basic

#### Aliases

Directly access your voice messages from other pre-defined numbers.

#### Collaborate - Sharing

Allows the sharing functions of the Business Communicator.

#### Distribution Lists

Create multiple distribution lists to use with voice messaging.

#### Greetings

Load or modify your voice messaging greetings.

#### Integrated IM&P - On

Allows the activation of Integrated IM&P service hosted on a Messaging server. This enables flow-through provisioning into the Messaging server.

#### Voice Management - On

Record messages for calls that are not answered within a specified number of rings or for busy calls.

#### Voice Portal

Change voice portal options for the user.



**Options:**

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

### Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled

OK Apply Cancel

Voice Messaging:  On  Off

- Send All Calls to Voice Mail
- Send Busy Calls to Voice Mail
- Send Unanswered Calls to Voice Mail

When a message arrives...:

- Use unified messaging [Advanced Settings \(Also saves current screen data\)](#)
- Use Phone Message Waiting Indicator
- Forward it to this e-mail address:

Additionally...:

- Notify me by e-mail of the new message at this address
- E-mail a carbon copy of the message to
- Transfer on '0' to Phone Number

OK Apply Cancel

4. Check that a Service Pack has been assigned by going to **Profile** → **Assign Services**. If none, please engage your TIPT Administrator to assign a Service Pack via the UC Self-Service (UCSS portal), or contact [tiptprovisioning@team.telstra.com](mailto:tiptprovisioning@team.telstra.com) to assign a Service Pack.

**Options:**

- Profile**
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
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### Profile

Basic	Advanced
<p><b>Profile</b> Display and configure profile information such as your name, department and address.</p> <p><b>Addresses</b> Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.</p> <p><b>Announcement Repository</b> Manage the announcements for a user</p> <p><b>Passwords</b> Set web access and portal passwords.</p> <p><b>Schedules</b> Add, modify, or remove schedules.</p>	<p><b>Assign Services</b> Assign or unassign services and service packs.</p> <p><b>Assign Call Centers</b> Assign or unassign user to a call center as agent.</p> <p><b>Call Application Policies</b> Select Call Control Applications enabled for a user.</p> <p><b>Call Policies</b> Configure user Call Policies</p> <p><b>Call Processing Policies</b> Configure user-level Call Processing Policies</p> <p><b>Communication Barring Authorization Codes</b> Configure Communication Barring Authorization codes for a user.</p> <p><b>Device Policies</b> Configure user Device Policies.</p> <p><b>Privacy</b> Set your visibility within the Enterprise or Group</p> <p><b>Supervisor</b> Allows the user to manage which agents to supervise per call center.</p>

**Options:**

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

### Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel

Available Service Packs	User Service Packs
<ul style="list-style-type: none"><li>BTBC V1</li><li>OCS Integration Feature Pack</li><li>Platform Update 1</li><li>Platform Update CA</li><li>Platform Update CB</li><li>Platform Update CCB</li><li>Platform Update CCP</li><li>Platform Update CCS</li><li>Platform Update CM</li><li>SIP Connect Business Line Pilot V20</li><li>SIP Connect Mobility V20</li></ul>	<ul style="list-style-type: none"><li></li></ul>

Add > Remove < Add All >> Remove All



## How can I create a user profile?

### a) How to Create a User with Service Packs and handset.


Login to **Telstra UC Self-Service Portal**, type your **Enterprise** to search and then press the **Go** button.

Please select an Enterprise below.

You can search for an Enterprise by name or by NR number.

Go →

#### 1. Select **Add TIPT Users to Site**



**Add TIPT Users to Site**  
Add new TIPT users to a site with service packs and handsets.

#### 2. Search for the **Site** to where the user will be added.

### Site Search

Search for your site either by site name or site ID below.

#### 3. Fill in the **Customer Contact Details** and press the **Next** button.

### Customer Contact Details

<input type="text" value="First Name..."/>	<input type="text" value="Last Name..."/>	<input type="text" value="Phone Number..."/>	<input type="text" value="Email Address..."/>
<input type="text" value="@ Additional Email Address"/>	<input type="checkbox"/>		

Non-standard billing required

Next →



4. Fill in the **\*User Details** form and press **Show Range** to select one from available **\*phone numbers**, select **\*User Pack** and **\*Handset** as well as **Supplementary pack (if applicable)**.

### Add New TIPT Users

New user details

\*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

First name	Last name	Available Phone Numbers <small>(Please click on the 'Show range' button to pick a number range and then use the drop down to pick a number)</small>	User Pack	First supplementary pack	Second supplementary pack	Handset <small>(Install \$0)</small>
<input type="text" value="Firs"/>	<input type="text" value="Last"/>	<input type="button" value="Show Range"/>	<input type="text" value="Select a user pack..."/>	<input type="text" value="First supplementary pack..."/>	<input type="text" value="Second supplementary pack..."/>	<input type="text" value="Please select a device type..."/>
<input type="button" value="Add User"/>						<input type="button" value="Maximum of 30 users per single request."/>

→

\*Required information.

5. Select how your service will be configured then press the **Next** button.

Configure your service for:

TIPT Over MPLS/Next IP

TIPT Over Internet

→

6. Review the **Site Details**, **Shipping details** and **New TIPT User/s** information that has/have been created. You have the option to **Edit** the information using the **Edit** button otherwise, select **"Submit Details"** to send your order.

### New TIPT Users information

Full Name	Phone Number	User Pack	Supplementary pack	2nd Supplementary pack	Handset	TOTI/MPLS
-----------	--------------	-----------	--------------------	------------------------	---------	-----------

↗

Once submitted, you will be prompted with your **Order Confirmation ID** and you will also be notified of your **Billing summary**, **Order details and confirmation** as well as your **Shipping Request** via email.



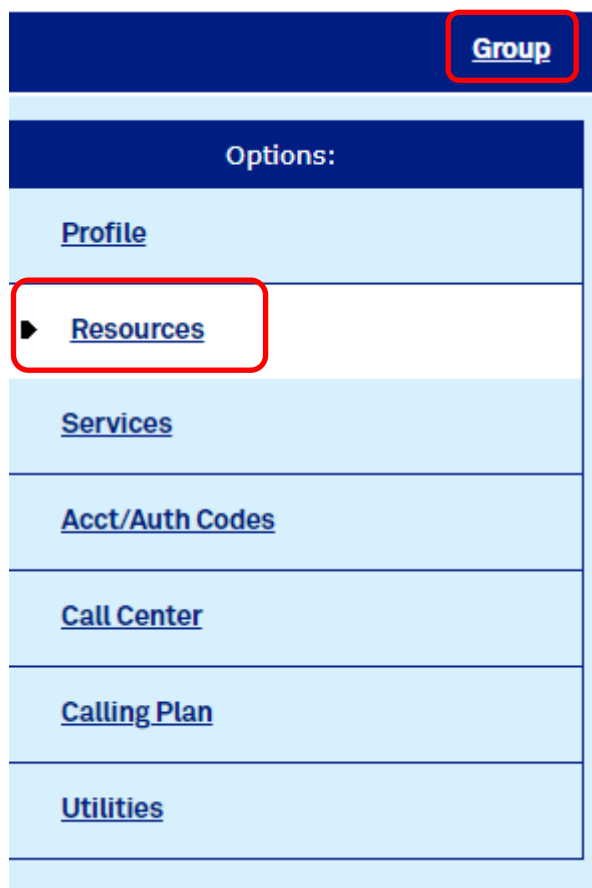
## Success

Your request to add new TIPT user(s) was successfully processed, your order confirmation ID is: UCP1102063. You can view details of your order in the Enterprise Order History section.

Close

### b) How to Create a Device Profile

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Resources**



2. Select **Identity/Device Profile**



**Group**

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

### Resources

**Configuration**

- Call Recording Platform**  
Select a recording platform for your group.
- Group Paging Targets Capacity**  
Display the maximum number of target users each paging group may have.
- Identity/Device Endpoints**  
Display the identity/device endpoints assigned in the group.
- Identity/Device Profiles**  
Add, modify, or remove group level identity/device profiles in the group.
- Domains**  
Display the list of domains assigned to your group.
- Network Classes of Service**  
Display the list of Network Classes of Service assigned to your group.
- Numbers**  
Display the list of phone numbers assigned to your group and assign those numbers to departments.
- Services**  
Display the list of services and service packs authorized for your group.
- Trunking Call Capacity**  
Displays the maximum number of simultaneous calls available for your group to use in trunking groups and the number of simultaneous calls already allocated to existing trunk groups.

### 3. Select **Add**

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)

### Identity/Device Profiles

Add or modify group level identity/device profiles. Displays all the identity/device profiles defined at group level.

OK Add Cancel

Enter search criteria below

Identity/Device Profile Name Starts With

OK Add Cancel

- Fill in the relevant information (device profile names always begin with lowercase 'd' followed by the phone number to be used) and select OK.





**Options:**

- [Profile](#)
- ▶ [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

### Identity/Device Profile Add

Add a new group identity/device profile.

OK Cancel

\* Identity/Device Profile Name:

Identity/Device Profile Type:

Protocol:

Host Name/IP Address:  Port:

Transport:

MAC Address:

Serial Number:

Description:

Outbound Proxy Server:

STUN Server:

Physical Location:

OK Cancel

### c) How to Associate a Device to a User

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Profile**

**Group**

**Options:**

- ▶ [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

2. Select **Users** and search for the user (via phone number or user details)



**Options:**

- Profile**
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

### Profile

**Basic**

- Users**  
Add, modify, or remove users.
- Profile**  
View or modify your group profile information.
- Change Password**  
Change your password.
- Administrators**  
Add, modify, or remove group administrators and department administrators.
- Announcement Repository**  
Manage the announcements for a group
- Departments**  
Add, modify, or remove departments in your group.
- Schedules**  
Add, modify, or remove schedules.

#### Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With  + Search

OK Add Cancel

### 3. Select Edit

#### Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With  + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvxx500@telstra.com	testvxx500	testvxx500	+61-386472088	2088			Edit

[ Page 1 of 1 ]

OK Add Cancel

### 4. Go to Profile → Addresses



Group > Users : testvvx500@telstra.com

Options:

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

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

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

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

5. Select the activated phone number to associate with the device.

Options:

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

### Addresses

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

OK Apply Cancel

Phone Number: 0386472088 Activated  
Extension: 2088

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)  
\* Line/Port: p0386472088 @ telstra.com [AdvancedSettings](#)

Aliases: sip: testvvx500@telstra.com

sip: \_\_\_\_\_ @ telstra.com  
sip: \_\_\_\_\_ @ telstra.com  
sip: \_\_\_\_\_ @ telstra.com

OK Apply Cancel

6. Extension (will populate itself)

Phone Number: 0386472088 Activated  
Extension: 2088

7. Click the **Identity/Device Profile Name** dropdown, select the one created by you.



**Options:**

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

### Addresses

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

OK Apply Cancel

Phone Number: 0386472088 Activated  
Extension: 2088

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)

\* Line/Port: 0386424004 (Group) [AdvancedSettings](#)  
0385424804\_12 (SP)  
0386472038\_VVX1500\_V4 (Group)  
0386472088\_VVX1500 (Group)

Aliases: sip: testvvx500@telstra.com  
sip:  @ telstra.com  
sip:  @ telstra.com  
sip:  @ telstra.com

OK Apply Cancel

8. Line/Port – Add the same telephone number but add “p” in front of it (Note that p should always be lower case to comply with currently used naming standard).

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)

\* Line/Port: p0386472088

@ telstra.com [AdvancedSettings](#)

9. Select Apply

**Options:**

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

### Addresses

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

OK Apply Cancel

Phone Number: 0386472088 Activated  
Extension: 2088

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)

\* Line/Port: p0386472088 @ telstra.com [AdvancedSettings](#)

Aliases: sip: testvvx500@telstra.com  
sip:  @ telstra.com  
sip:  @ telstra.com  
sip:  @ telstra.com

OK Apply Cancel

d) How to add Qsetup Details in TIPT Administration Portal (Commpilot)

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Profile**



**Group**

Options:

- Profile**
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

2. Select **Users** and search for the user (via phone number or user details)

Options:

- Profile**
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

### Profile

- Basic**
- Users**  
Add, modify, or remove users.
- Profile**  
View or modify your group profile information.
- Change Password**  
Change your password.
- Administrators**  
Add, modify, or remove group administrators and department administrators.
- Announcement Repository**  
Manage the announcements for a group
- Departments**  
Add, modify, or remove departments in your group.
- Schedules**  
Add, modify, or remove schedules.



## Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With + Search

OK Add Cancel

### 3. Select Edit

## Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With testvvx500@telstra.com + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvvx500@telstra.com	testvvx500	testvvx500	+61-386472088	2088			Edit

[ Page 1 of 1 ]

OK Add Cancel

### 4. Go to Profile → Addresses

Group > Users : testvvx500@telstra.com

Options:

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

## Profile

Basic

**Profile**  
Display and configure profile information such as your name, department and address.

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

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

### 5. Select Configure Identity/Device Profile



**Options:**

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

### Addresses

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

OK Apply Cancel

Phone Number: 0386472088 Activated  
Extension: 2088

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)  
\* Line/Port: p0386472088 @ telstra.com [Advanced Settings](#)

Aliases: sip: testvvx500@telstra.com

sip: @ telstra.com  
sip: @ telstra.com  
sip: @ telstra.com

OK Apply Cancel

## 6. Change Authentication to Custom Credentials

**Options:**

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

### Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

OK Apply Delete Cancel

**Profile** Users Files Custom Tags Tag Set

Identity/Device Profile Name: 0386472088\_VVX1500  
Identity/Device Profile Type: Polycom VVX 1500 DMS  
Device Type URL: http://polydms.digitalbusiness.telstra.com:443/dms/Polycom\_VVX\_1500\_DMS/  
Protocol: SIP 2.0  
Host Name/IP Address: Port:  
Transport: Unspecified  
MAC Address:  
Serial Number:  
Description:  
Outbound Proxy Server:  
STUN Server:  
Physical Location:  
Lines/Ports: 6  
Assigned Lines/Ports: 1  
Unassigned Lines/Ports: 5  
Version: Cisco/SPA504G-7.4.9c

Authentication

Use Identity/Device Profile Type Credentials  
 Use Custom Credentials

\* Device Access User Name: 0386472088  
\* Device Access Password:  
\* Re-type Device Access Password:

OK Apply Delete Cancel

7. Add the Username (Full telephone number), password (should be 16 digits) and press the **Apply** button.

Authentication

Use Identity/Device Profile Type Credentials  
 Use Custom Credentials

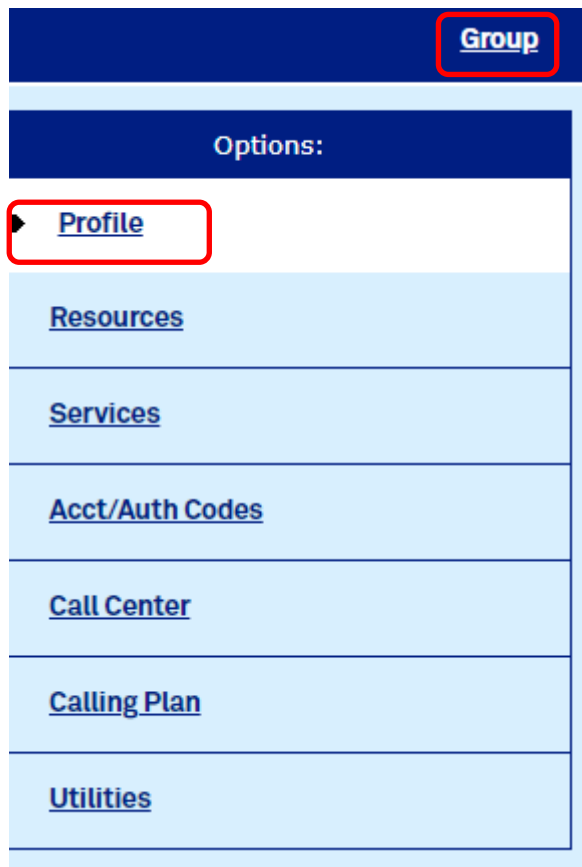
\* Device Access User Name: 0386472088  
\* Device Access Password:  
\* Re-type Device Access Password:

OK **Apply** Delete Cancel



**e) How to Rebuild Files**

1. Login to TIPT Administration Portal (Commpilot) as Customer Group Admin and from **Group Level**, select **Profile**



2. Select **Users** and search for the user (via phone number or user details)





**Options:**

- Profile**
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

### Profile

**Basic**

**Users**  
Add, modify, or remove users.

**Profile**  
View or modify your group profile information.

**Change Password**  
Change your password.

**Administrators**  
Add, modify, or remove group administrators and department administrators.

**Announcement Repository**  
Manage the announcements for a group

**Departments**  
Add, modify, or remove departments in your group.

**Schedules**  
Add, modify, or remove schedules.

#### Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With  + Search

OK Add Cancel

### 3. Select Edit

#### Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With  + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvxx500@telstra.com	testvxx500	testvxx500	+61-386472088	2088			Edit

[ Page 1 of 1 ]

OK Add Cancel

### 4. Go to Profile → Addresses



Group > Users : testvwx500@telstra.com

Options:

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

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

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

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

## 5. Select Configure Identity/Device Profile

Options:

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

### Addresses

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

OK Apply Cancel

Phone Number: 0386472088 Activated  
Extension: 2088

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)

\* Line/Port: p0386472088 @telstra.com [AdvancedSettings](#)

Aliases: sip: testvwx500@telstra.com

sip: [ ] @ telstra.com  
sip: [ ] @ telstra.com  
sip: [ ] @ telstra.com

OK Apply Cancel

## 6. Go to the Files tab



Options:

Profile

Resources

Services

Acct/Auth Codes

Call Center

Calling Plan

Utilities

### Identity/Device Profile Modify

View or modify files used by the Identity/Device Profile.

OK

Profile Users **Files** Custom Tags Tag Set

Identity/Device Profile Name: 0386472088\_VVX1500  
Identity/Device Profile Type: Polycom VVX 1500 DMS

[Rebuild the files](#)  
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Rebuild the files \(force\)](#)  
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Reset the phones](#)

## 7. Select Rebuild the files (force)

Options:

Profile

Resources

Services

Acct/Auth Codes

Call Center

Calling Plan

Utilities

### Identity/Device Profile Modify

View or modify files used by the Identity/Device Profile.

OK

Profile Users Files **Custom Tags** Tag Set

Identity/Device Profile Name: 0386472088\_VVX1500  
Identity/Device Profile Type: Polycom VVX 1500 DMS

[Rebuild the files](#)  
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Rebuild the files \(force\)](#)  
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

[Reset the phones](#)

8. Reboot the handset (note that this will restart the handset if it is not currently involved in an active call, the rebuilt files will not be downloaded by the handset until it has been restarted).

## What should I do if my IAD has stopped working and I am unable to send/receive faxes?

You can reboot your TIPT IAD device using the following method:

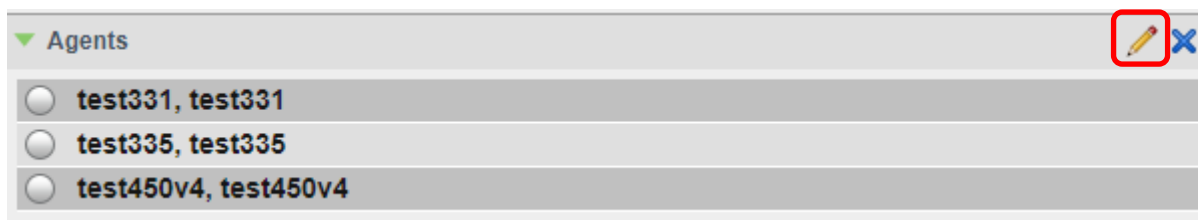
1. Turn the IAD off at the power point
2. Wait 30 seconds
3. Turn the IAD on at the power point

After the IAD has been rebooted, you can test it by calling its associated TIPT phone number to check if the equipment picks up the test call.

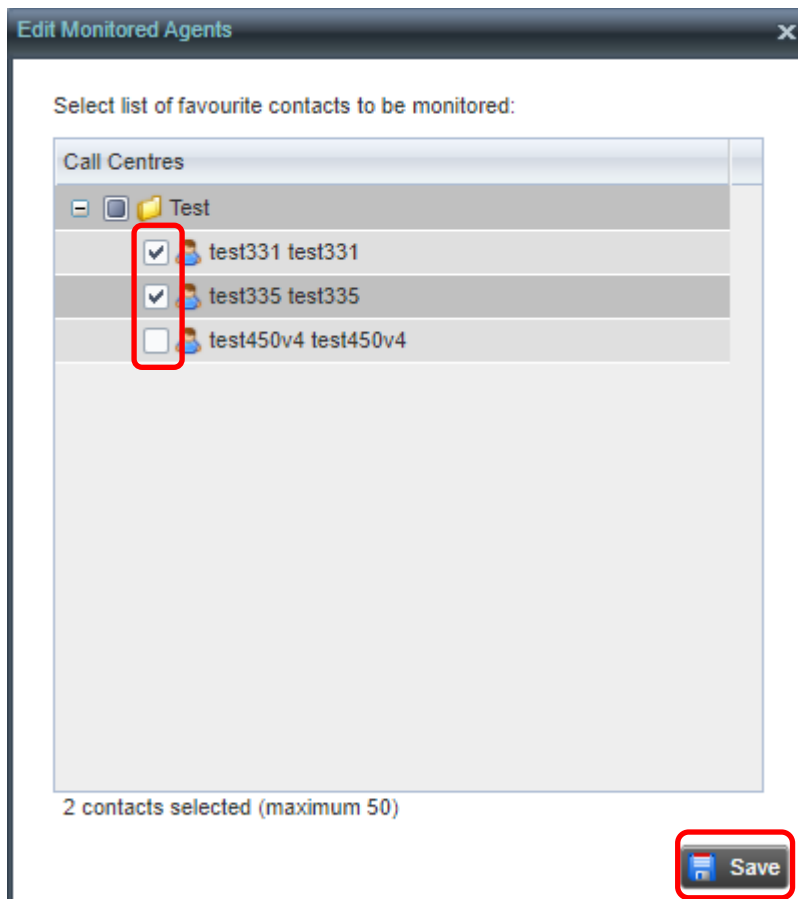
## As a Supervisor, how can I see the status of my agents or how do I monitor the call and Automatic Call Distribution (ACD) states of my agents?

Please login to Call Centre Client.

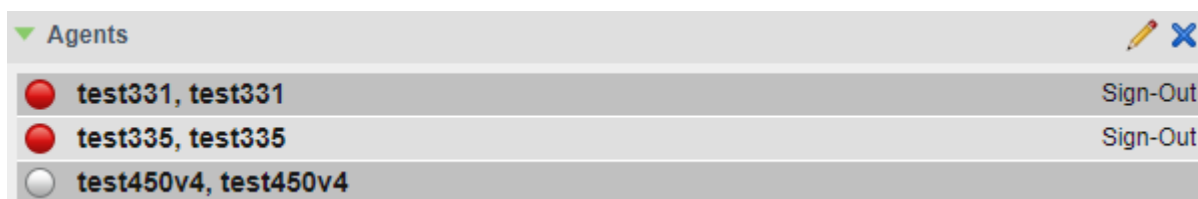
- [MPLS Access - https://callcentre.tipt.telstra.com/callcentre/](https://callcentre.tipt.telstra.com/callcentre/)
  - [Internet Access - https://icallcentre.tipt.telstra.com/callcentre/](https://icallcentre.tipt.telstra.com/callcentre/)
1. Go to Agents Panel and select **Edit** (“Pencil” icon)



2. Select the check box next to each agent to monitor and press the **Save** button.



3. The status of monitored agents will now be visible.



### How do I make my voicemail work on Liberate?

Please engage your TIPT Administrator, or if you are the TIPT Administrator, please follow the steps below

1. Login to TIPT Administration Portal (Commpilot) and select **Services**.



Group
Options:
<a href="#">Profile</a>
<a href="#">Resources</a>
<b>▶ <a href="#">Services</a></b>
<a href="#">Acct/Auth Codes</a>
<a href="#">Call Center</a>
<a href="#">Calling Plan</a>
<a href="#">Utilities</a>

## 2. Select **Third-Party Voice Mail Support**

Options:	Services
<a href="#">Profile</a>	<b>Basic</b>
<a href="#">Resources</a>	<b>Auto Attendant</b> Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.
<b>▶ <a href="#">Services</a></b>	<b>Call Park</b> Enable users to park a call against their call park group and set call park attributes.
<a href="#">Acct/Auth Codes</a>	<b>Call Pickup</b> Enable users to answer any ringing line in their call pickup group.
<a href="#">Call Center</a>	<b>Exchange Integration</b> Configure the Exchange Integration settings for client integration.
<a href="#">Calling Plan</a>	<b>Hunt Group</b> Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.
<a href="#">Utilities</a>	<b>Integrated IM&amp;P</b> Configure Integrated IM&P settings.
	<b>Music/Video on Hold</b> Play an uploaded audio (music) or video file for callers on hold.
	<b>Voice Messaging</b> Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.
	<b>Voice Portal</b> Allow users to call from any phone so that they can use and configure their user services.
	<b>Advanced</b>
	<b>BroadWorks Anywhere</b> Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.
	<b>BroadWorks Mobility</b> Extends your services transparently to a mobile phone.
	<b>Flexible Seating Host</b> Create and manage hosts that users with the Flexible Seating Guest service can associate with and use the host's device with the guest's device profile.
	<b>Group Night Forwarding</b> Configure the group to redirect calls placed to a user during hours when the group is not in service.
	<b>Group Paging</b> Enable users to page a group of users by dialing a paging group number or extension.
	<b>Instant Group Call</b> Enable users to call a group of users, where the users can be part of the same group or can be external users.
	<b>Series Completion</b> Provide key system functionality by hunting through a set of lines according to a pre-arranged order.
	<b>Third-Party Voice Mail Support</b> Enable users to send busy and unanswered calls to a third-party voice mail system.
	<b>Trunk Group</b> Allows a group of users on a device to have a restricted number of active calls.

## 3. Turn "ON" **Third-Party Voice Mail** and press the **Apply** button.



Options:	
<a href="#">Profile</a>	<h3>Third-Party Voice Mail Support</h3> <p>Allows an administrator to enable or disable a third-party voice mail system for a group</p> <p>OK   Apply   Cancel</p> <p>Third-Party Voice Mail: <input checked="" type="radio"/> On <input type="radio"/> Off</p> <p>OK   <b>Apply</b>   Cancel</p>
<a href="#">Resources</a>	
▶ <a href="#">Services</a>	
<a href="#">Acct/Auth Codes</a>	
<a href="#">Call Center</a>	
<a href="#">Calling Plan</a>	
<a href="#">Utilities</a>	

Note: Once provisioned with Liberate you will no longer have Voice Portal.

To ensure that the Voice Portal is switched **OFF**

- a. Login to TIPT Administration Portal (Commpilot) and select **Services**.

Group
Options:
<a href="#">Profile</a>
<a href="#">Resources</a>
▶ <a href="#">Services</a>
<a href="#">Acct/Auth Codes</a>
<a href="#">Call Center</a>
<a href="#">Calling Plan</a>
<a href="#">Utilities</a>

- b. Select **Voice Portal** and turn **OFF**



Options:

- [Profile](#)
- [Resources](#)
- ▶ [Services](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Utilities](#)

### Services

**Basic**

**Auto Attendant**  
Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

**Call Park**  
Enable users to park a call against their call park group and set call park attributes.

**Call Pickup**  
Enable users to answer any ringing line in their call pickup group.

**Exchange Integration**  
Configure the Exchange Integration settings for client integration.

**Hunt Group**  
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

**Integrated IM&P**  
Configure Integrated IM&P settings.

**Music/Video on Hold**  
Play an uploaded audio (music) or video file for callers on hold.

**Voice Messaging**  
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

**Voice Portal**  
Allow users to call from any phone so that they can use and configure their user services.

### Voice Portal

Enable users to call from any phone and configure some of their user services.

OK Apply Cancel

Voice Portal:  On  Off

c. Press the **Apply** button.

### Voice Portal

Enable users to call from any phone and configure some of their user services.

OK **Apply** Cancel

Voice Portal:  On  Off

### How do I enable a call forwarding option/softkey on my handset?

Please engage your TIPT Administrator, or if you are the TIPT Administrator, please login to TIPT Administration Portal (Commpilot) and follow the below steps.



1. Login as Customer Group Admin and from **Group Level**, select **Profile**

Group

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

2. Select **Users** and search for the user (via phone number or user details)

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

## Profile

**Basic**

- Users**  
Add, modify, or remove users.
- Profile**  
View or modify your group profile information.
- Change Password**  
Change your password.
- Administrators**  
Add, modify, or remove group administrators and department administrators.
- Announcement Repository**  
Manage the announcements for a group
- Departments**  
Add, modify, or remove departments in your group.
- Schedules**  
Add, modify, or remove schedules.





## Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With + Search

OK Add Cancel

### 3. Select Edit

## Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With testvvx500@telstra.com + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
testvvx500@telstra.com	testvvx500	testvvx500	+61-386472088	2088			Edit

[ Page 1 of 1 ]

OK Add Cancel

### 4. Go to Profile → Addresses

Group > Users : testvvx500@telstra.com

Options:

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

## Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

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

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

### 5. Select Configure Identity/Device Profile



Options:

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

### Addresses

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

OK Apply Cancel

Phone Number: 0386472088 Activated  
Extension: 2088

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 0386472088\_VVX1500 (Group) [Configure Identity/Device Profile](#)  
\* Line/Port: p0386472088 @ telstra.com [AdvancedSettings](#)

Aliases: sip: testvvx500@telstra.com

sip: @ telstra.com  
sip: @ telstra.com  
sip: @ telstra.com

OK Apply Cancel

## 6. Select Custom Tags tab

Options:

- Profile
- Resources
- Services

### Identity/Device Profile Modify

View and modify device management tags used by the Identity/Device Profile.

OK Apply Add Cancel

Profile Users Files **Custom Tags** Tag Set

## 7. Press the Add button

### Identity/Device Profile Modify

View and modify device management tags used by the Identity/Device Profile.

OK Apply **Add** Cancel

## 8. Add Tag name = SCA\_FORWARD and Tag Value = 0 and press the OK button.

### Identity/Device Profile Custom Tag Add

Add a new custom device management tag to the Identity/Device Profile.

OK Cancel

Identity/Device Profile Name: 0386472088\_VVX1500  
Identity/Device Profile Type: Polycom VVX 1500 DMS

Tag Name: %SCA\_FORWARD %  
Tag Value: 0

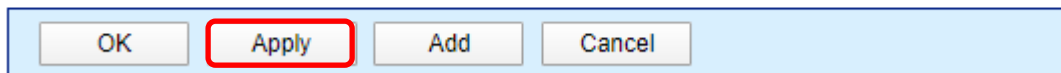
OK Cancel



9. Press the **Apply** button.

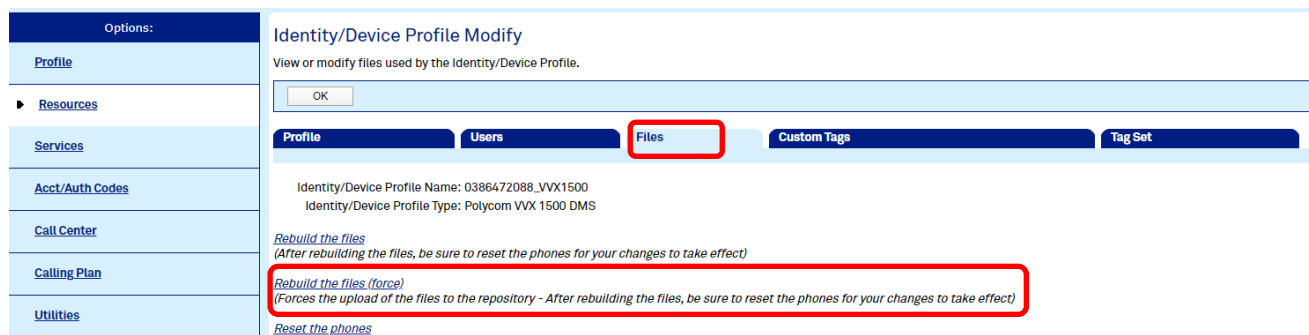
## Identity/Device Profile Modify

View and modify device management tags used by the Identity/Device Profile.



A horizontal bar containing four buttons: 'OK', 'Apply', 'Add', and 'Cancel'. The 'Apply' button is highlighted with a red border.

10. Go to **Files tab** and select **Rebuild the files (force)**



The screenshot shows the 'Identity/Device Profile Modify' interface. On the left is a navigation menu with 'Options:' and sub-items: Profile, Resources, Services, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. The main area has a title 'Identity/Device Profile Modify' and subtitle 'View or modify files used by the Identity/Device Profile.' Below this is an 'OK' button. A tabbed interface shows 'Profile', 'Users', 'Files', 'Custom Tags', and 'Tag Set'. The 'Files' tab is selected and highlighted with a red border. Below the tabs, the profile name is '0386472088\_VVX1500' and the type is 'Polycom VVX 1500 DMS'. There are three links: 'Rebuild the files' (with a note), 'Rebuild the files (force)' (with a note and a red border), and 'Reset the phones'.

11. Reboot the phone.

If your inquiries are not covered in this document, please visit our **TIPT CrowdSupport page** for more information or to post your questions, so our team can provide further assistance.