UC SELF SERVICE PORTAL USER GUIDE

SIP CONNECT (DIRECT) TO TIPT MIGRATION



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1. UC SELF-SERVICE (UCSS) PORTAL

Telstra's new UC Self-Service Portal is for TIPT and SIP Connect customers, which implements your change requests in near real-time.

Hi, to the Telstra UC Self-Service Portal - please select an action bel Current enterprise: TEG Sales Demo Enterprise (N3000490R) Change Enterprise Q <u>ر</u> 1 100 Add TIPT Packs to Site Add TIPT Users to Site Webex for TIPT Order Headsets and Handsets SIP Channels Management Handset reassignment tool Add new TIPT packs to a site or incre Add new TIPT users to a site with packs and handsets. Webex Teams isting TIPT use ler new standalone device with your telephony servi allows you to swap the assigned to any of your of another handset model exisiting limits. e Current I.C. an Enterprise Trunk dedicated Trunk le Trunking Channel se Trunk level or Y, হ্ব F TIPT & SIP Connect Complete Add Business Connect to Site Manage Liberate Enterprise Order History SIP Connect to TIPT Migration Help **Calling Plans** Migrate your trunking services to TIPT for the ultimate collaboration experience w current sites with TIPT & SIP ct Complete Calling Plans, and a splete Calling Plans to new sites. Summary of orders placed for your current Enterprise within the UC Self Service Portal. View and C Details. rovision Telstra Business Co across a site for eligable us nd add Cor

The UC Self-Service portal will allow customers to:

- Add new TIPT Users with handsets (existing or new).
- Add Webex for TIPT to existing users
- Add additional TIPT packs to a site to assign to users.
- Order headsets and handsets

Telstra

UC Self-Service Portal

- Swap handset types for a user
- Undertake migration of SIP Connect to TIPT
- Add capacity to an existing SIP trunk service.
- Add Business Connect to all users at a site if not already assigned.
- Link through to the Liberate portal.
- See their order history.

2. ACCESSING THE PORTAL

The UC Self-Serve Portal is accessible via the internet and is found at:

https://ucp.tipt.telstra.com/login

Customer Access – Please contact your Telstra account team to arrange access

Enterprise Partner Access

- Please email Marie: Marie.Dal.Negro@team.telstra.com
- Customer authority form found at: Authority Form
- Have the customer sign and return
- Access will be created and emailed out

UCSS portal access will provide access to:

- UC Self-Serve Portal
- Liberate Portal
- TIPT Administration Portal vpn and internet access (It does not provide access to the administration portal for SIP)

The UCSS portal access username will be in the format of enterprise number_UCPPA_username.

EG: N3000XXXR_UCPPA_Richard

J

Sign in to the UC Self-Service Portal

USERNAME	
L Username	••••]
PASSWORD	
Password	••••
Login	
Don't have access? Please contact your Telstra representative	

3. SIP CONNECT TO TIPT MIGRATION

The SIP Connect to TIPT Migration is a 3-step process involving:

- Creation of new TIPT services
- Migration of numbers to activate the new TIPT services
- Cancellation of the SIP Connect Trunk

Considerations

If you are migrating a subset of numbers and retaining the PBX please ensure you have the PBX routing tables updated to ensure the migrated numbers are added to the external routes.

TIPT services once created can be installed and configured awaiting stage 2 – migration of numbers.

Once you have completed stage 3, cancellation of the trunk all remaining numbers are then available to be assigned to TIPT users or services.

Step 1 – Creation of TIPT Users

- Access the UC Self-Serve Portal
- Select SIP Connect to TIPT Migration



3.1 Create TIPT Users



This stage will create the new TIPT users to enable registration testing before the actual migration of the numbers to make the new TIPT service active.

(This will not impact the existing PBX)

Enter Customer Contact details

The non-standard billing box can be ticked to add billing commentary if special billing

arrangements are in place.

Customer Contact Details									
L First Name	Last Name	🤳 Phone Number	@ Email Address	0	Additional Email Address				
Non-standard billing req	uired								
C Hon-standard bitting req	uncu								

Press "Next"

Complete the User Details section to create new users

- Add username and choose the number range then select the number for the user and a user pack.
- Users can add additional packs such as call centre please complete the **supplementary pack** section.
- Users can add a handset either existing, purchased or rented.
- Business Connect soft client only can be selected.
- Liberate Mobile-only user can be selected.
- Additional users can be added by selecting the **add row** button.
- Choose if handsets are to be used over the internet or on Telstra Next IP MPLS network.
- Note: Newer firmware for Poly and Cisco devices supports registration over MPLS or Internet.

	Q Search ×						
Number range	Availbiity						
0282404700 - 0282404799	Total of 97 numbers Available						
0295092000 - 0295092099	Total of 20 numbers Available						
0282407700 - 0282407799	Total of 66 numbers Available						
0282404800 - 0282404899	Total of 100 numbers Available						
0282404900 - 0282404999	Total of 100 numbers Available						
5	rows ▼ < < 1.5 of 5 > >						
Add New TIPT Users New user details *All prices displayed are standa	5 rd TIPT rates ex GaT and may not reflect a	ny contracted or discounted i	ates applicable to your account.				
Add New TIPT User: New user details *All prices displayed are standa First name Last no	d TIPT rates ex Git and may not reflect a valiable Phone Numbers (Please click on the Show park a number range and down to pick a number)	ny contracted or discounted i s range' button to then use the drop	ates applicable to your account.	First supplementary pack	Second supplementary pack	Handaet (Instali 50)	
Add New TIPT User: New user details *All prices displayed are standa First name Last ne & User & 1	d TIPT rates ex GLT and may not reflect a weilable Phone Numbers (Please dick on the "Show please a number range and down to plack a number) 197 Show +6128240	ny contracted or discounted is range' button to User Pack then use the drop User Pack XX715 X Standar	ates applicable to your account. d Pack - \$14.00 per month	First supplementary pack Call Centre Standard Agent Pack - \$25.00 > per month	Second supplementary pack	Handset (Restal \$0) Polycom VUX 250 - Existing	×××
Add New TIPT User: New user details *All prices displayed are standa First name Last no @ User @ 1 Add User	s rd TIPT rates ex GLT and may not reflect a valiable Phone Numbers (Plasse dirk on the "Show plass a number range and down to pick a sumber) IPT Show Range +0128240	ny contracted or discounted i vrange' button to User Pack 14/715 X Standar	ates applicable to your account. d Pack - \$14.00 per month	First supplementary pack X Call Centre Standard Agent Pack - \$25.00 > per month	Sacond supplementary pack Becond supplementary pack. Maximum of 30 users per single re	Handset (Instal \$0) Polycom VVX 250 - Existing equest.	x

If a new handset or IAD is requested - the customer delivery details section will open.

Please complete your delivery address details.

Shipping Details

Shipping Contact Details									
E First Name	Last Name	J Phone Number	@ Email Address						
Shipping Address									
Street Number	Street Name	Suburb	State	Postcode					

Enter any required Group services

Hunt Group

- Enter Hunt Group Name
- Press show range
- Select the range that the required number resides in
- Select the required number
 Group Services Configuration

Hunt Group	SIP C to TIPT Hunt Group 1	Show Range	+61738281801	×	

Auto Attendant

- Enter Auto Attendant Name
- Press show range
- Select the range that the required number resides in
- Select the required number

Group Services Configuration					
Hunt Group	SIP C to TIPT Hunt Group 1	Show Range	+61738281801	×	
Auto Attendant	SIP C to TIPT Auto Attendant 1	Show Range		•	

Voice Portal (You'll only configure this on your first order)

- Press show range
- Select the range that the required number resides in
- Select the required number

TIP: Telstra Normally selects the last number within the range for the TIPT voice portal e.g., 0862245899

SUMMARY OF ORDER:

New TIPT Users in	formation						
		Site Details					
Site ID							
		•					
		Customer Contact Details					
First Name						Shipping Details	
Last Name							
Phone Number							
Email Address							
Additional Email Add	iress						
		🗷 Edit					
			🚨 Ne	w TIPT Users			
Full Name	Phone Number	User Pack	Sup	plementary pack	2nd Supplementary pack	Handset	TOTI/MPLS
Test User	+61282404703	Standard Pack - \$14.00 per mor	nth			Polycom VVX 250 - Existing	toti
			12	Edit			
			# Gr	oup Services			
			Group Service Name		Phone Number		
Hunt Group			Hunt group 1		+61282404	704	
Auto Attendant			AA Demo		+61282404	705	
			12	Edit			

A summary of entered information will appear – Check the details, and edit any areas which are not correct via the edit button.

If correct press "submit"

A banner will appear indication successful configuration of the requested services. This also provides a unique UCP number which can be used for tracking and enquiries.

Success
Your request to add new TIPT user(s) was successfully processed, your order confirmation ID is: UCP1102261. You can view details of your order in the Enterprise Order History section.
Core

Pressing close will return you to the home screen

An email will be sent containing your order details and credentials to set up the new TIPT user handsets / Business Connect. If you wish to assign users the new Webex client please navigate to the Add Webex section of the portal.

Order summary

Telstra Reference Number: UCP1102261

Thanks for adding new user to your *N7735880R* site. Below illustrates the new users added and any relevant Business Connect or Osetup credentials.

USER NAME	PHONE NUMBER	BUSINESS CONNECT CREDENTIALS	PHONE DEVICE QSETUP	SERVICE PACKS	DEVICE TYPE	DEVICE CATEGORY	
SIP C to TIPT Test 1	0738281816	Username: 0738281816@ebc.telstra.com Password:	Username:4289168255 TIPT Standard Pack V20 Password		Polycom VVX 250 DMS	Rental	
	0738281801	Hunt Group			This is a hunt group service		
	0738281800			Auto Attendant			This is an auto attendant service

After receiving this email and devices, you will be able to log into the business connect/ client and devices (if requested) to test connectivity. The business connect client will register but you will be unable to make or receive any calls.

The devices will register and will display a green tick in the top left-hand corner. No telephone calls will be able to be made.

After successful testing, you will move to the next stage – STAGE 2 MIGRATE NUMBERS from the PBX and on to the TIPT services you just created. this step will remove the number from the SIP range and put it on the TIPT range.

3.2 Stage 2 – Migrate Numbers

This stage will migrate the numbers for the newly created TIPT services. This will activate the TIPT services. If for any reason a migrated number is required to be returned to SIP, it can be done using the rollback function. Please note: The rollback function will not be available after a 7-day settling period (7 days from when the migration was commenced)



Select Stage 2 Migrate numbers

Locate the correct UCP number

Locate the correct UCP number for the services that you wish to migrate. In this case UCP 1102261. If multiple entries exist, you can search for the correct UCP number by searching in the top right-hand corner.

				Q 1102261 ×
Order Number	Status	Created On:	Progress:	Action
UCP1102261	IN PROGRESS	07/06/2021	0 out of 3 migrated	View or Perform Migration O Cancel Migration

Select View or Perform Migration

Pressing this option will display all of the services contained within this batch for migration.

To migrate individual services

• Migrate the individual service by selecting migrate against the single service.

							Q Search	×
Name	Phone Number	User Type	User Pack	1st Supp. pack:	2nd Supp. pack:	Handset:	Reason:	Action
SIP C to TIPT Test 1	+61738281816	User	TIPT Standard Pack V20	N/A	N/A	Polycom VVX 250	Success rollback number for TIPT user	Migrate
SIP C to TIPT Hunt Group 1	+61738281801	Hunt Group	N/A	N/A	N/A	No Device	NA	→ Migrate
SIP C to TIPT Auto Attendant 1	+61738281800	Auto Attendant	N/A	N/A	N/A	No Device	NA	→ Migrate

• This will migrate the number, and will return a banner indication successful migration

Number migration completed	
All selected numbers have been successfully migrated from the SIPC use end TIPT or Group service.	er to the
	ок

• You will now be able to make calls from the business connect client and the device

TIP: We suggest that you reboot the TIPT handset or if soft client logout and back in. This method enables a test of single service for network connectivity.

To migrate bulk services

- select the services you want to migrate by ticking on the box next to the service, or tick the box at the top to select <u>all</u> services
- Select migrate all at the bottom of the page

3 ro	ow(s) selected							Q Search	×
	Name	Phone Number	User Type	User Pack	1st Supp. pack:	2nd Supp. pack:	Handset	Reason:	Action
	SIP C to TIPT Test 1	+61738281816	User	TIPT Standard Pack V20	N/A	N/A	Polycom VVX 250	Success rollback number for TIPT user	→ Migrate
	SIP C to TIPT Hunt Group 1	+61738281801	Hunt Group	N/A	N/A	N/A	No Device	NA	Higrate
	SIP C to TIPT Auto Attendant 1	+61738281800	Auto Attendant	N/A	N/A	N/A	No Device	NA	- Migrate
								5 rows 💌 🛛 🗧	< 1-3 of 3 > >
								→ Migrate All	ව Rollback All

This will migrate the numbers and will return a banner indication successful migration



• You will now be able to make calls from the business connect client and the device.

TIP: We suggest that you reboot the TIPT handset or if soft client logout and back in. This method is great for testing a single service for network connectivity.

To rollback individual services

select the service you want to rollback by selecting Rollback against the individual service

							Q Search	×
Name	Phone Number	User Type	User Pack	1st Supp. pack:	2nd Supp. pack:	Handset:	Reason:	Action
SIP C to TIPT Test 1	+61738281816	User	TIPT Standard Pack V20	N/A	N/A	Polycom VVX 250	Success migrate number for TIPT user	Higrate
SIP C to TIPT Hunt Group 1	+61738281801	Hunt Group	N/A	N/A	N/A	No Device	Success migrate number for Hunt Group	- Migrate
SIP C to TIPT Auto Attendant 1	+61738281800	Auto Attendant	N/A	N/A	N/A	No Device	Success migrate number for Auto Attendant	Higrate

• This will roll back the number and will return a banner indicating successful rollback

Number rollback completed	
All selected numbers were successfully rolled back. Any numbers that previous belonged to a SIPC Connect user have been re-assigned.	ly
	ок

To rollback bulk services

•

•

- select the services you want to rollback by ticking on the box next to the service or tick the box at the top to select all services
- Select rollback all at the bottom of the page

3 n	ow(s) selected							Q Search	×
	Name	Phone Number	User Type	User Pack	1st Supp. pack:	2nd Supp. pack:	Handset:	Reason:	Action
~	SIPC to TIPT Test 1	+61738281816	User	TIPT Standard Pack V20	N/A	N/A	Polycom VVX 250	Success migrate number for TIPT user	→ Migrate り Rollback
	SIP C to TIPT Hunt Group 1	+61738281801	Hunt Group	N/A	N/A	N/A	No Device	Success migrate number for Hunt Group	→ Migrate
~	SIP C to TIPT Auto Attendant 1	+61738281800	Auto Attendant	N/A	N/A	N/A	No Device	Success migrate number for Auto Attendant	→ Migrate
								5 rows 👻 🛛 I <	< 1-3 of 3 > >
								→ Migrate All	Rollback All

• This will roll back the number and will return a banner indicating successful rollback



Please note: The rollback function will not be available after a 7-day settling period (7 days from when the migration was commenced)

At any time during the migration, you can check to see the status of migrations per batch.

				Q Search X
Order Number	Status	Created On:	Progress:	Action
UCP1101638	IN PROGRESS	05/18/2021	1 out of 3 migrated	Usew or Perform Migration O Cancel Migration
UCP1101639	IN PROGRESS	05/18/2021	0 out of 2 migrated	View or Perform Migration O Cancel Migration
UCP1101640	IN PROGRESS	05/18/2021	1 out of 1 migrated	Cancel Migration O Cancel Migration
UCP1101653	IN PROGRESS	05/19/2021	0 out of 1 migrated	Cancel Migration
UCP1101674	IN PROGRESS	05/21/2021	0 out of 1 migrated	View or Perform Migration

At the end of a migration for the batch of services, the portal will display that all services have been migrated.

		Current site		
				Q Search X
Order Number	Status	Created On:	Progress:	Action
UCP1102261	IN PROGRESS	07/06/2021	3 out of 3 migrated	View or Perform Migration O Cancel Migration

3.3 Stage 3 – Cancel SIP trunk

This stage will cancel the SIP trunk after you have successfully migrated all required numbers to TIPT. This stage will move any existing numbers in SIP Connect into TIPT so they can be used at a later date. Care should be taken to ensure that all numbers that are required to be migrated to TIPT have completed migration as there is no rollback function.

• Click on the SIP Connect to TIPT Migration tile on the home page



• Search and select the Service that you want to cancel

×	
SIP Connect to TIPT Migration	
The SIP Connect to TIPT migration functionality allows you to enhance your existing telephony setup by converting your on-premise managed trunking users into hosted users that can be cloud managed and configured with cutting edge features such as Telstra Liberate, Weber Calling and Call Center.	
Current site Ke role subscript	
Site Search Search for your site either by site name or site ID below.	
	~
	P
NSW Justice Demon (N220253AR)	
TEG Sydney Brad's Demo KE (NDD012176)	
NSW New Demo KH 3 (92054088R)	
Comm Bank Liberate Plot (N28331328)	
VIC. New Demo Kri 2 (NIS002457R)	
Un Nave Room Kit 3 (NUMM)/2001	

• Click on the "Stage 3 – Cancel SIP Trunk" tile



Enter the details as requested and Select the Trunk group and the Trunk ID. Enter the number of channels you want to reduce as required (or enter zero if all channels are cancelled). Click on Submit

		Cancel a SIP trunk	
		Please select from a list of trunks below which you would like to cancel. Start by searching for a specific site, followed by entering the customer contact details. A confirmation of any orders made will be sent to email provided.	
ustomer Contact	Details		
🖺 Brad	≗ Kelly J +61409243106	🐵 bradkelly@team.telstrac 🛛 0 🐵 bradkelly@team.telstrac 🔹	
Truck Correct			
* Trunk Group S	elect		
EST SIP TO TIPT (N7)	735880R)		x ~
DLDN00TESTOR	ning irunk iD.		x
	many channels you would like your trunk reduced		
ease select how i			
ease select how I prices displayed are stan	idard TIPT rates ex GST and may not reflect any contracted or discounted rate	a applicable to your account.	
ease select how I I prices displayed are stan Current Chi	dard TIPT rates ex GST and may not reflect any contracted or discounted rate annels	a applicable to your account.	
ease select how I prices displayed are stan Current Chi for Dedicated	idand TIPT nates ex GST and may not reflect any contracted or discounted rate annels 50 Trunk 50	sapplicable to your account.	
ease select how i prices displayed are stan Current Chi for Dedicated Number of cham	david TPF failes ex GSF and may not reflect any contracted or discounted rate annels 50 Trunk 50 nels to 50, - +	applicable to your account.	
ease select how i prices displayed are stan Current Chi for Dedicated Number of cham R	dear TPF rates as GST and may not reflect any contracted or discounted rate annels 50 Trunk 50 held to 50 50 50 - +	a applicabile to your account.	
ease select how i prices displayed are stan Current Chi for Dedicated Trumber of chans R You are reduci	data I PT rates on GST and may not reflect any confracted or discounted nate annels to 50 pp - + + + + + + + + + + + + + + + + +	a applicable to your account.	
lease select how i Il prices displayed are stan Current Chi- for Dedicated Mumber of cham R You are reduci + Lacknewledge	staat TPT rates on QST and may not reflect any contracted or discounted nate annels to 50 000000000000000000000000000000000	n gapitalable to your accessest.	
ease select how i prices displayed are stan Current Ch for Dedicated number of chan R You are reduci	dad IPF rates on GSI and may not reflect any contracted or discounted rate annels to beduce 90, - + + Reduce	a spaficialite to your account.	
ease select how i i prices displayed are stan Current for Dedicated frumber of chann R You are reduci	staat 1971 state an GBT and may not reflect any confracted undiscounted obe annels to Reduce 500 and the state of the state of the state of the state Reduce 500 and the state of the state	applicable to your account.	

Numbers from the cancelled SIP trunk will now be available to be assigned to additional TIPT users or to other TIPT services such as hunt groups.