UC SELF SERVICE PORTAL
USER GUIDE

SIP CONNECT (DIRECT) TO TIPT MIGRATION

What's Inside

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.

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
- 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

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
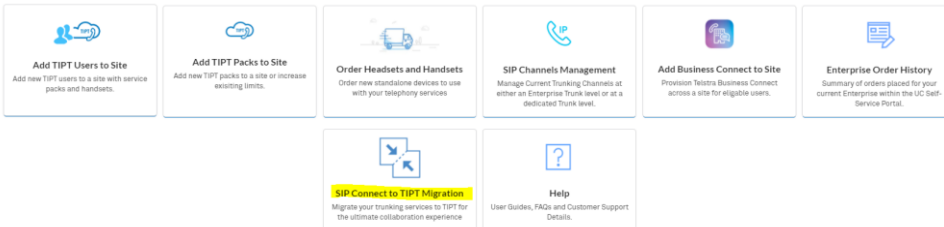
- Select the site that you wish to migrate users from

3.1 Create TIPT Users

Stage 1 - Create TIPT Users
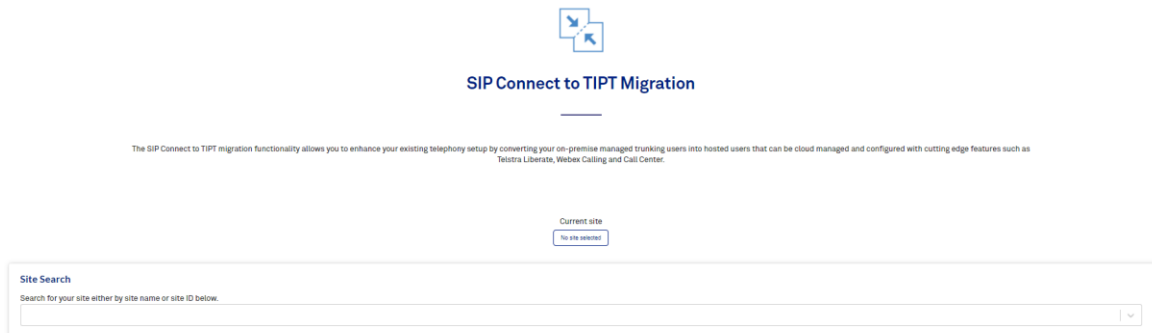
In this section, you create your TIPT users first from your existing SIP trunk and order any headsets or handsets

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

First Name... | Last Name... | Phone Number... | @ Email Address... | @ Additional Email Address...

☐ Non-standard billing required

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.

Number range	Availbility
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

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 (Please click on the 'Show range' button to pick a number range and then use the drop down to pick a number)	User Pack	First supplementary pack	Second supplementary pack	Handset (Install $0)
User	TIPT	Show Range +61282404715	Standard Pack - $14.00 per month	Call Centre Standard Agent Pack - $25.00 per month	Second supplementary pack...	Polycom VVX 250 - Existing

Add User   🛈 Maximum of 30 users per single request.

Configure your service for:

● TIPT Over MPLS/Next IP
○ TIPT Over Internet

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

First Name...	Last Name...	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

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., 086224580**99**

SUMMARY OF ORDER:

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.
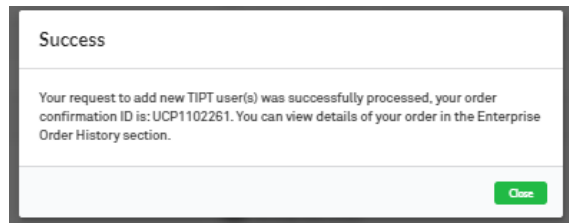
Close

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 Qsetup 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 Password	TIPT Standard Pack V20	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)

Stage 2 - Migrate numbers

In this section you can migrate numbers from your SIP trunk to your newly created TIPT users

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.

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

🔍 1102261

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.

	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 / ↺ Rollback
☐	SIP C to TIPT Hunt Group 1	+61738281801	Hunt Group	N/A	N/A	N/A	No Device	NA	→ Migrate / ↺ Rollback
☐	SIP C to TIPT Auto Attendant 1	+61738281800	Auto Attendant	N/A	N/A	N/A	No Device	NA	→ Migrate / ↺ Rollback

- This will migrate the number, and will return a banner indication successful migration
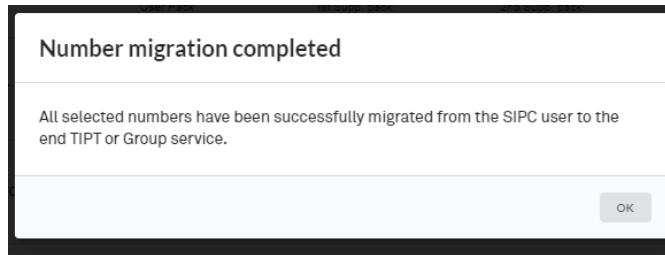
- You will now be able to make calls from the business connect client and the device

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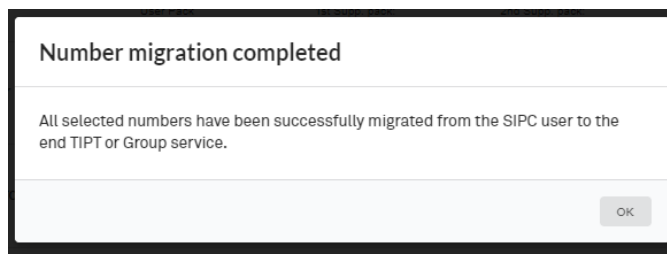
To migrate bulk services

- 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 **all** services

- Select migrate all at the bottom of the page

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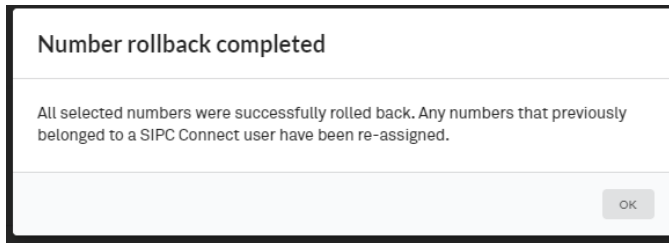
TIP: We suggest that you reboot the TIPT handset or if soft client logout and back in. This method is great for testing a single service for network connectivity.

To rollback individual services

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

-

- 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 previously belonged to a SIPC Connect user have been re-assigned.
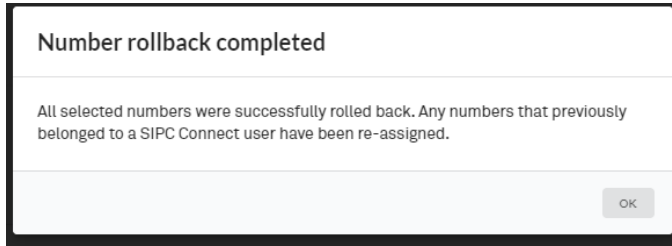
OK

-

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

- 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 previously belonged to a SIPC Connect user have been re-assigned.

OK

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.

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

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

Current site
TEST SIP TO TIPT (N7735880R)

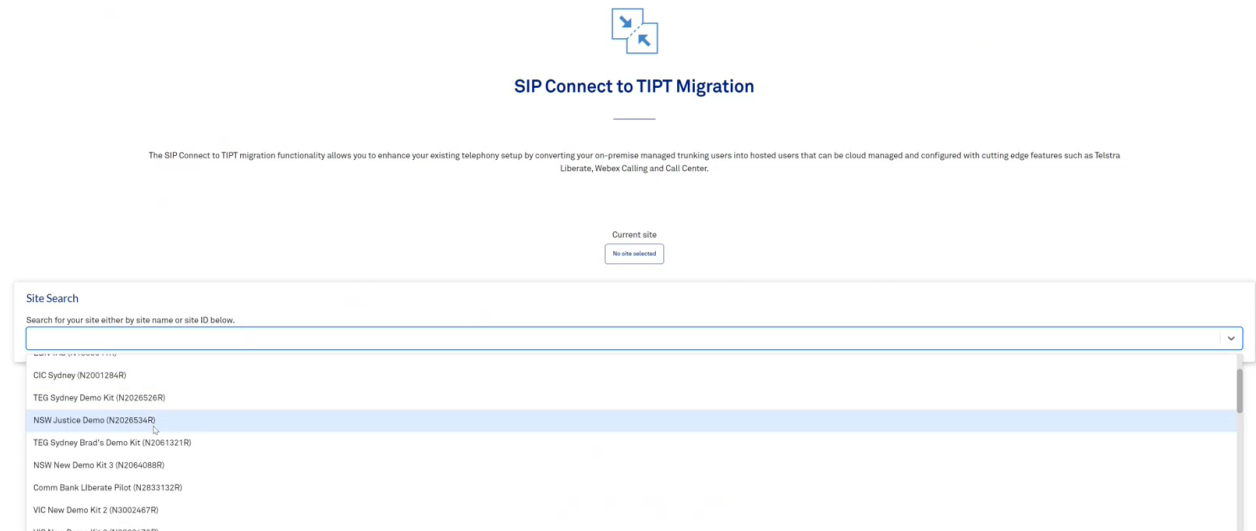| Order Number	Status	Created On:	Progress:	Action
UCP1102261	IN PROGRESS	07/06/2021	3 out of 3 migrated	View or Perform Migration / Cancel Migration

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.
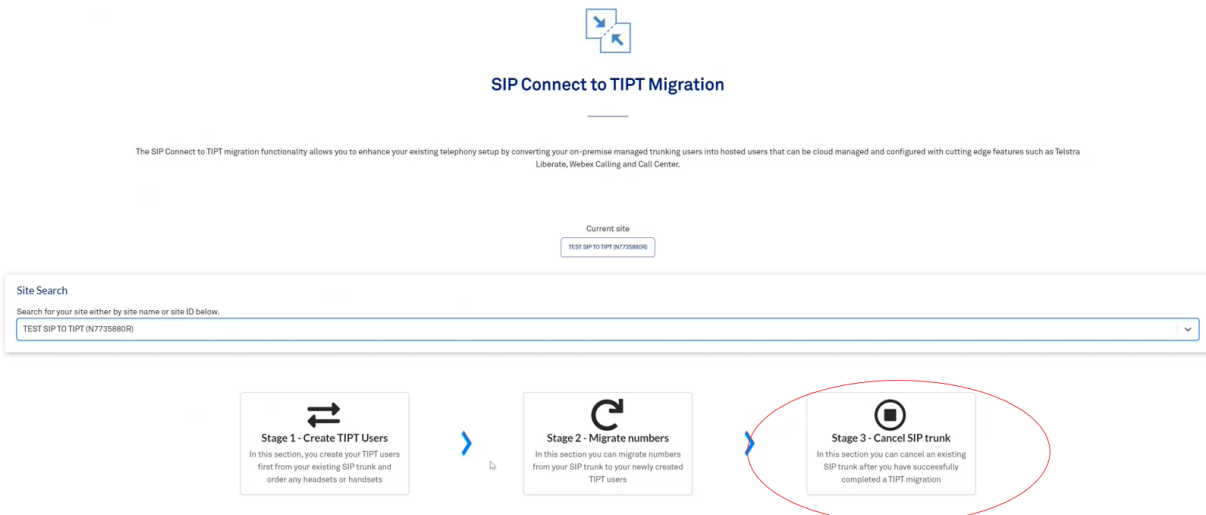
- Click on the SIP Connect to TIPT Migration tile on the home page

SIP Connect to TIPT Migration

Migrate your trunking services to TIPT for the ultimate collaboration experience

- 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, Webex Calling and Call Center.

Current site
No site selected

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

CIC Sydney (N2001284R)
TEG Sydney Demo Kit (N2026526R)
NSW Justice Demo (N2026534R)
TEG Sydney Brad's Demo Kit (N2061321R)
NSW New Demo Kit 3 (N2064088R)
Comm Bank Liberate Pilot (N2833132R)
VIC New Demo Kit 2 (N3002467R)
VIC New Demo Kit 3 (N3002676R)

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

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, Webex Calling and Call Center.

Current site
TEST SIP TO TIPT (N7735880R)

Site Search
Search for your site either by site name or site ID below.
TEST SIP TO TIPT (N7735880R)

Stage 1 - Create TIPT Users
In this section, you create your TIPT users first from your existing SIP trunk and order any headsets or handsets

Stage 2 - Migrate numbers
In this section you can migrate numbers from your SIP trunk to your newly created TIPT users

Stage 3 - Cancel SIP trunk
In this section you can cancel an existing SIP trunk after you have successfully completed a TIPT migration

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

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.