

Telstra TIPT

TIPT Over the Internet

Existing Customer Migration Guide

April 2019

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TIPT Over the Internet

Cloud Collaboration-TIPT is a complete unified communications solution that's simple, flexible and scalable, and highly reliable. It allows you to converge voice, video and data on one network while providing a consistent user experience across devices and locations.

TIPT is a proven and leading solution used both within Telstra and by our customers. It's underpinned by the reach, reliability and security of our networks. We continually invest in our networks and cloud infrastructure so you always access the most advanced capabilities.

You can start TIPT as small as you want, and easily expand features and add options as your business grows. TIPT can integrate with your current equipment, while being a fully managed cloud service meaning you don't have to maintain hardware. Subscription-based pricing makes budgeting simple.

This guide will help you to set up your TIPT handset to use TIPT as your main voice and collaboration service over your internet connection.

TIPT handsets will only work either with settings for use on MPLS or with settings to use on the Internet – they will not work on both concurrently.

How Does It Work?

TIPT over the Internet allows selected TIPT devices to securely connect over the public internet to the TIPT internet facing session border controllers. The connections are secured with TLS 1.2 and sRTP using 256Bit encryption.

Devices are configured across the internet using the same device management system (DMS) as TIPT MPLS sites.



Networking Requirements:

The handsets require connectivity to the internet using suitable internet access. Your internet access should already be in place before you attempt to set up your equipment.

DHCP

TIPT devices require the below additional DHCP settings in addition to the normal IP address and DNS.

Option 160 - <http://polydms.digitalbusiness.telstra.com/dms/bootstrap>

Note: If you have previously setup TIPT on MPLS – the TIPT DNS is not required and a time server is not required as part of the DHCP configuration.

VLAN

VLANs are required to segment and provide grade of service to IP Phones. The use of a separate Voice

VLAN for VoIP is recommended for all deployments of IP Telephony. For small sites TIPT over the Internet can exist within a data vlan / network as there is no requirement for TIPT DNS to be served to the devices.

Migrating an Existing Site to TIPT over the Internet.

What if I have an existing site?

- Need to ensure all hardware is supported.
- If not upgrade to supported hardware
- Ensure hardware is at 5.8.1k firmware - [Click for info on upgrading](#)

[Current Supported Hardware \(April 2019\)](#)

What needs to change?

A tag change in comm pilot at the group or handset level

- Change the SBC tag and add the certificate tag.
- Rebuild the files and reboot the handsets

Group Level Admin access required.

- Login to site
- Navigate to Utilities – then device configuration

The screenshot shows the Enterprise Admin interface. At the top, it says "Enterprise > N2061321R" and "Welcome Brad Kelly (Logout)". On the left, there is a navigation menu with "Utilities" highlighted. The main content area is titled "Utilities" and is divided into "Basic" and "Advanced" sections. In the "Advanced" section, "Device Configuration" is highlighted with a red box. Other items in the "Advanced" section include "Device Management Event Queues", "Extension Dialing", "Intercept Group", and "LDAP Directory".

Select handset device type – then custom tags

The screenshot shows the "Device Configuration Files" page. It has a title "Device Configuration Files" and a subtitle "View and modify files used by the Identity/Device Profile Type in the group." Below the subtitle, there are several buttons: "OK", "Rebuild the files", "Rebuild the files (force)", and "Reset the phones". The "Rebuild the files" button is highlighted with a red box. Below the buttons, there is a "Files" section with a table. The table has columns for "File Format", "Is Authenticated", "Access File", and "Repository File". The first row shows a file named "groupseries-%@HWMACADDRESS%.cfg" with a checkmark in the "Is Authenticated" column and a red box around the "Access File" column.

Handset device TAGs required to support Internet Registration

Add TAG values --- NOTE – CASE SENSATIVE – modify / in addition to existing tags

Polycom VVX Range	
Device Level	
Tag Name	Tag Value(s)
TIPT_STATE	act-all nsw-all nt-all qld-all sa-all tas-all vic-all wa-all
TIPT_CUSTOM	certificate

OneAccess_100_2_Port and OneAccess_100_8_Port	
Device Level	
Tag Name	Tag Value(s)
TIPT_STATE	act-all.business.connect.telstra.com nsw-all.business.connect.telstra.com nt-all.business.connect.telstra.com qld-all.business.connect.telstra.com sa-all.business.connect.telstra.com tas-all.business.connect.telstra.com vic-all.business.connect.telstra.com wa-all.business.connect.telstra.com
FALLBACK_TIMER	16
SIP_TRANSPORT	tls
SRTP_CONF	srtp sdes crypto-profile 0

Panasonic DECT Handsets	
TAG Name	Tag Value
%TIPT_STATE%	act-all nsw-all nt-all qld-all sa-all tas-all vic-all wa-all
%SIP_PORT%	5061
%SIP_TRANSPORT_MODE%	2
%SRTP_CONNECT_MODE%	0

Rebuild files

Click rebuild files and reset phones

Group-AccessDevices-Configure-Modify-Files

View and modify files used by the Identity/Device Profile Type in the group.

OK

[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](#)

Device Type URL: http://polydms.digitalbusiness.telstra.com:443/dms/Polycom_Group_300_DMS/

Files
Custom Tags

Current Supported Hardware (April 2019)

- Polycom VVX range (excluding VVX 1500)
- Polycom 8500 Trio Conference phone
- One Access 2/8/24 port IADs
- Panasonic IP DECT handsets and base

Configuring Generic SIP Devices

Some customers may want to configure and connect non TIPT devices such as

- Door Phones
- Door Openers
- SIP PA
- SIP Loud Ringers

These devices can be connected a generic SIP devices and are simplest to configure using non encrypted configuration. This does mean these devices RTP session will not be encrypted between the device and the TIPT SBC.

Devices and Configurations can be found below.

<https://www.alloy.com.au/telstra/#ippage>

NOTE : Proxy address and Registrar address in the config should be replaced with the below

eims-asd-003and004-n.business.connect.telstra.com

ADDITIONAL SUPPORT

For additional support setup please talk to your TIPT Scheduler or Project Manager.

TIPT Resource Page - <https://enterprise-support.telstra.com.au/t5/Telstra-IP-Telephony-TIPT/ct-p/TIPT>

TIPT Crowd Support - <https://crowdsupport.telstra.com.au/t5/TIPT-Office-Phones/bd-p/Office-Phones>

For ongoing User Help and Technical Assistance, please call:

User help: TIPT “How To” Helpdesk: 1800 648 116

Technical Support and Fault Reporting: 1800 287 289