

# VOCUS HOSTED PBX USER PROFILE SET-UP WITH BYO DEVICE

## QUICK REFERENCE GUIDE

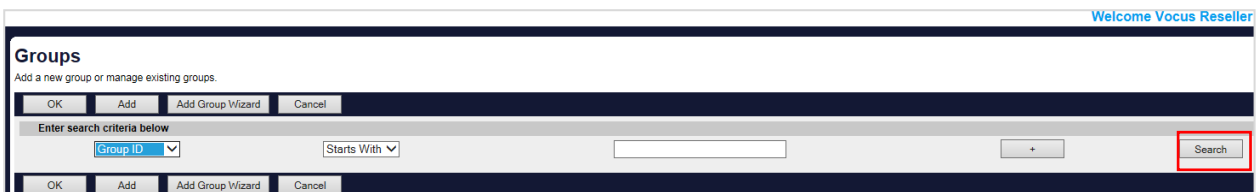
This document provides step by step instructions on how to provision a new Hosted PBX user profile with a BYO device type:

**Training Video: Refer to Hosted PBX User Profile set-up with BYO Device**

## PROVISION A NEW HOSTED PBX USER PROFILE



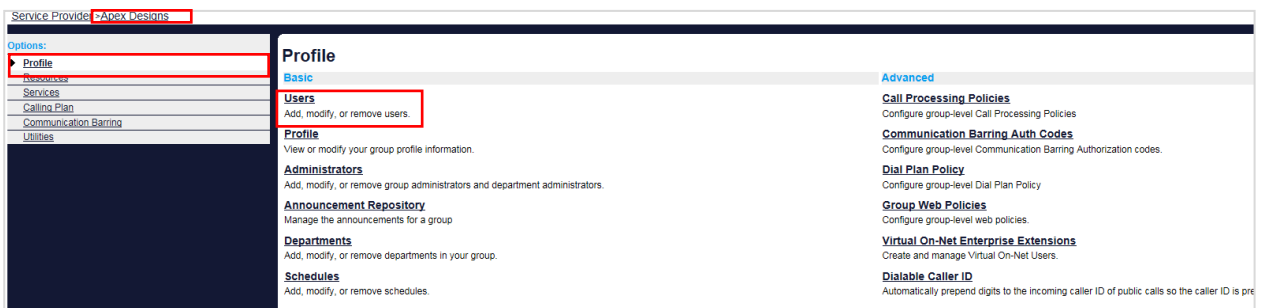
- > From the **Profile** menu, select **Groups**



- > Click the **Search** button



- > Click on the customer you wish to provision



- > From the **Group>Profile** menu, click **Users**



- > Click the **Add** button

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

### Users Add

Add a new user to your group.

OK Cancel

Service Provider: DemoReseller Group: Apex Designs

\* User ID: 0385480605 @ pbx.vocus.net

\* Last Name:  \* First Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Name Dialing Last Name:  Name Dialing First Name:

\* Initial Password:  \* Re-type Initial Password:

Department: None Language: English

Time Zone: (GMT+11:00) Australia/Victoria Network Class of Service: None

Additional Information

Title:

Pager:  Mobile:

E-mail:  YahooID:

Location:

Address:

City:  State/Province: -- Select --

Zip/Postal Code:  Country:

OK Cancel

- > You are now in the **Users Add** screen
- > For the Broadsoft user ID, Vocus recommends using the full phone number that is to be assigned to the user

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

### Users Add

Add a new user to your group.

OK Cancel

Service Provider: DemoReseller Group: Apex Designs

\* User ID: Apex0605 @ pbx.vocus.net

\* Last Name:  \* First Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Name Dialing Last Name:  Name Dialing First Name:

\* Initial Password:  \* Re-type Initial Password:

Department: None Language: English

Time Zone: (GMT+11:00) Australia/Victoria Network Class of Service: None

Additional Information

Title:

Pager:  Mobile:

E-mail:  YahooID:

Location:

Address:

City:  State/Province: -- Select --

Zip/Postal Code:  Country:

OK Cancel

- > If only an extension number is to be assigned to the user, Vocus recommends using a format similar to the customer name, followed by the extension number

- > Enter the Users First Name and Last Name fields
- > Enter a complex password for the user profile

**Note: This password works with the Broadsoft user ID and is used to log into Broadsoft applications such as UC-One Communicator, Receptionist Console and Call Centre Agent and Supervisor**

- > Select the correct **Time Zone** for the user
- > This will ensure time scheduling works correctly and that the correct time displays on your handset
- > Click **OK**

**The user profile has now been created**

- > Search for the User profile

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

OK Add Cancel

Enter search criteria below

User ID [v] Starts With [ ] + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
0385480605@pbx.vocus.net	Lennon	John	+61-385480605	0605			Edit
0385480606@pbx.vocus.net	McCartney	Paul	+61-385480606	0606			Edit
0385480607@pbx.vocus.net	Harrison	George	+61-385480607	0607			Edit

[ Page 1 of 1 ]

OK Add Cancel

> Click Edit to access the user's profile

## ASSIGN A HOSTED PBX LICENCE TO A USER

You are now ready to assign a Hosted PBX Licence to a user

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

Options:

- Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- 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.

**Advanced**

**Assign Services**  
Assign or unassign services and service packs.

**Call Application Policies**  
Select Call Control Applications enabled for a user.

**Call Policies**  
Configure user Call Policies

**Call Processing Policies**  
Configure user-level Call Processing Policies

**Communication Barring Auth Codes**  
Configure Communication Barring Authorization codes

**Device Policies**  
Configure user Device Policies.

> From the Profile menu, select Assign Services

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

Options:

- Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Utilities

**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**

Business Communicator - Premium

Add >

Remove <

Add All >>

Remove All

**User Service Packs**

**Available Services**

Add >

Remove <

Add All >>

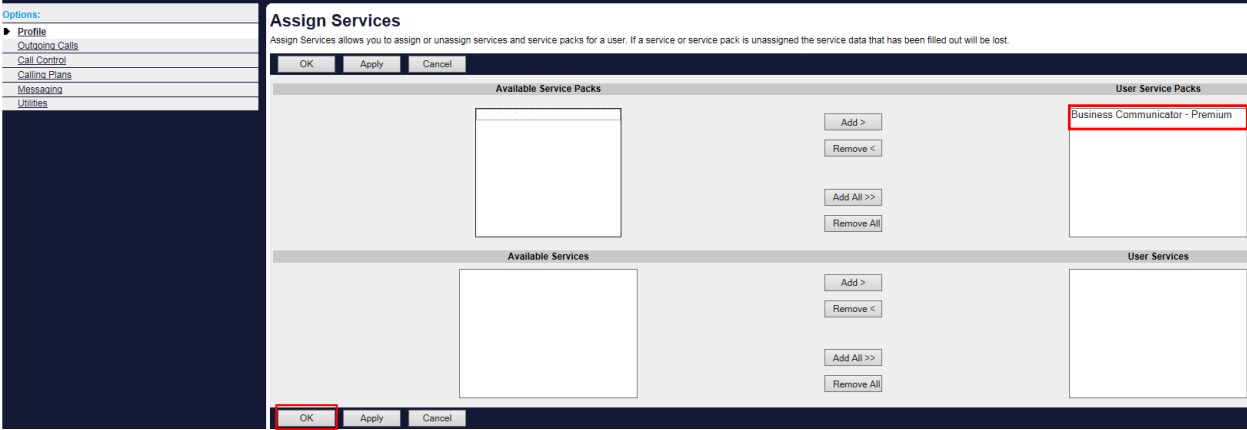
Remove All

**User Services**

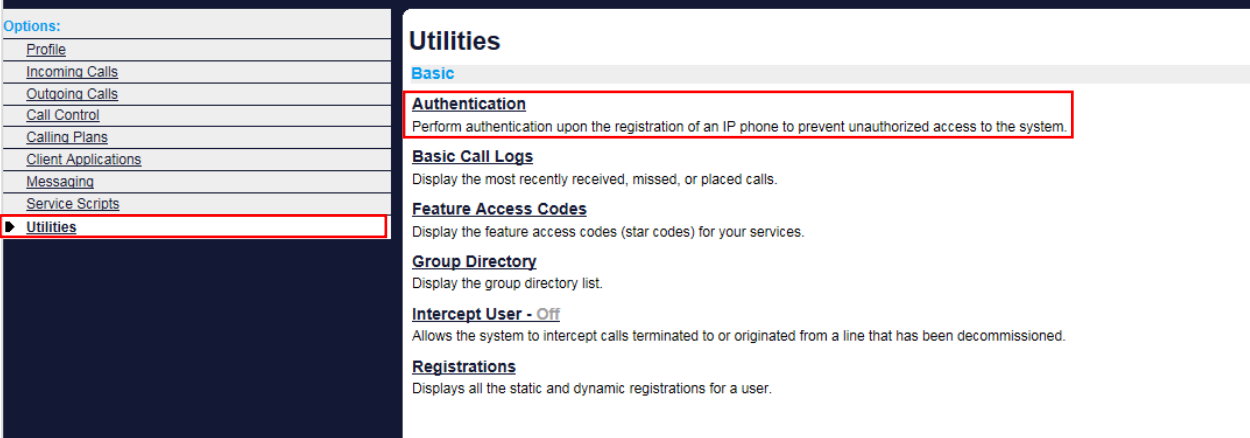
OK Apply Cancel

> Select the Service Pack then click Add to assign to the user

**Note: Hosted PBX licenses are referred to as Service Pack with the CommPilot portal**



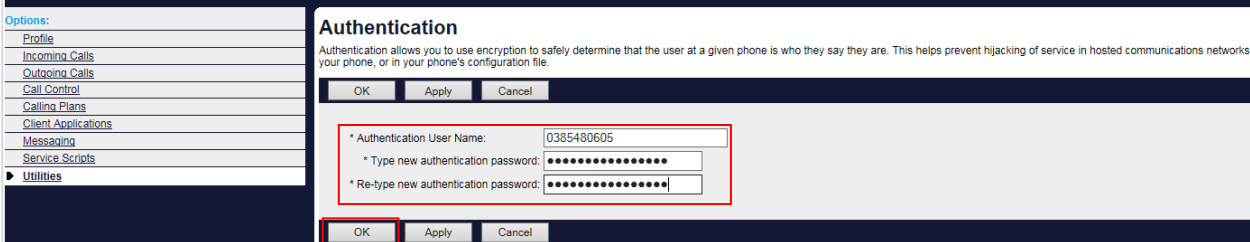
> Click **OK**



**For security purposes always ensure a Hosted PBX license is assigned to a user profile as this will activate the SIP Authentication feature**

**To check the Authentication feature:**

- > Click **Utilities** from the Options menu
- > Then click **Authentication**



**Vocus recommends using the full phone number for the Authentication user name, or if using an extension use the customer name followed by the extension number**

- > Enter a complex **Password**
- > Click **OK**

**Note 1: This is mandatory and must be a minimum of 16 characters using a random combination of a Uppercase and Lower case letters, numbers and characters**

**Note 2: These credentials will need to be entered onto the BYO device later**

## CONFIGURE PHONE NUMBER AND DEVICE PROFILE

The Device Profile and the phone number need to be configured for the user

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- 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.

**Advanced**

- Assign Services**  
Assign or unassign services and service packs.
- Call Application Policies**  
Select Call Control Applications enabled for a user.
- Call Policies**  
Configure user Call Policies
- Call Processing Policies**  
Configure user-level Call Processing Policies
- Communication Barring Auth Codes**  
Configure Communication Barring Authorization codes for a user.
- Device Policies**  
Configure user Device Policies.
- Privacy**  
Set your visibility within the Enterprise or Group
- Office Zone**  
Configure an Office Zone and Primary zone.

> From the **User > Profile** menu, select **Addresses**

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- 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: None

Extension:

Identity/Device Profile  Trunking  None

Aliases: sip: 0385480605@pbx.vocus.net

sip:  @ pbx.vocus.net

sip:  @ pbx.vocus.net

sip:  @ pbx.vocus.net

OK Apply Cancel

*This where we establish the phone number*

> Select the Phone Number dropdown

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- 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: 0385480605

Extension:

Identity/Device Profile  Trunking  None

Aliases: sip: 0385480605@pbx.vocus.net

sip:  @ pbx.vocus.net

sip:  @ pbx.vocus.net

sip:  @ pbx.vocus.net

OK Apply Cancel

> Choose the appropriate phone number

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- 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: 0385480605 Activated

Extension: 0605

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 001212341234 (Group)

\* Line/Port: 001212341235 (Group)

0385480605 (Group)

Codian\_MCU (System)

MediaServers (System)

New Identity/Device Profile (Group)

Aliases: sip: 0385480605@pbx.vocus.net

sip: @ pbx.vocus.net

sip: @ pbx.vocus.net

sip: @ pbx.vocus.net

OK Apply Cancel

- > Change the extension number if required

**Vocus recommends leaving the extension number to match the last 4 digits of the full number**

- > Select **Identity/Device Profile**
- > From the dropdown, select **New/Identity Device Profile**

Service Provider > Apex Designs > Users : 0385480605@pbx.vocus.net

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- 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: 0385480605 Activated

Extension: 0605

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: New Identity/Device Profile (Group)

\* New Identity/Device Profile Name:

Identity/Device Profile Type: BYO SIP IP-PBX or Handset

Host Name/IP Address: Arris 402P/502A/502G/602A/602G/632

MAC Address: Arris 504A/504G/604A/604G

\* Line/Port: Arris 508/608

Arris 512

Arris SVG6582

AudioCodes MP-202

BNMUX PCX3200 BCX330J Customized

BYO SIP IP-PBX or Handset

BYO SIP IP-PBX or Handset + BMT

Bluefire - SPA122

Bluefire Cisco 7940

Bluefire Cisco 7960

Bluefire Polycom Soundpoint Series

Bluefire SPA2100

Bluefire SPA504G

Business Communicator - Mobile

Business Communicator - PC

Business Communicator - Tablet

Cisco 7940

Cisco 7960

Cisco ATA-186

Cisco CUBE or CME

Aliases: sip: 0385480605@pbx.vocus.net

sip: @ pbx.vocus.net

sip: @ pbx.vocus.net

sip: @ pbx.vocus.net

OK Apply Cancel

- > Enter the **New Identity Device/Profile Name**
- > From the **Identity/Device Profile Type** dropdown, select the device

**Note: Vocus support for BYO devices is a best-effort service only**



- Options:
- Profile
  - Incoming Calls
  - Outgoing Calls
  - Call Control
  - Calling Plans
  - Client Applications
  - Messaging
  - Service Scripts
  - 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: 0385480605 Activated  
 Extension: 0605

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: New Identity/Device Profile (Group)  
 \* New Identity/Device Profile Name: 0385480605  
 Identity/Device Profile Type: BYO SIP IP-PBX or Handset

Host Name/IP Address: \_\_\_\_\_ Port: \_\_\_\_\_

MAC Address: \_\_\_\_\_

\* Line/Port: \_\_\_\_\_ @ pbx.vocus.net

Aliases: sip: 0385480605@pbx.vocus.net

sip: \_\_\_\_\_ @ pbx.vocus.net  
 sip: \_\_\_\_\_ @ pbx.vocus.net  
 sip: \_\_\_\_\_ @ pbx.vocus.net

OK Apply Cancel

- > Always leave the **Host Name/IP Address** and **Port** field blank

**Note: The MAC Address field is not required in this case as we are using the BYO device profile and there is no auto provisioning**

- Options:
- Profile
  - Incoming Calls
  - Outgoing Calls
  - Call Control
  - Calling Plans
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  - Service Scripts
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## 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: 0385480605 Activated  
 Extension: 0605

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: New Identity/Device Profile (Group)  
 \* New Identity/Device Profile Name: 0385480605  
 Identity/Device Profile Type: BYO SIP IP-PBX or Handset

Host Name/IP Address: \_\_\_\_\_ Port: \_\_\_\_\_

MAC Address: \_\_\_\_\_

\* Line/Port: 0385480605 @ pbx.vocus.net

Aliases: sip: 0385480605@pbx.vocus.net

sip: \_\_\_\_\_ @ pbx.vocus.net  
 sip: \_\_\_\_\_ @ pbx.vocus.net  
 sip: \_\_\_\_\_ @ pbx.vocus.net

OK Apply Cancel

- > Enter the full 10 digit telephone number in the **Line/Port** field
- > Click **OK**

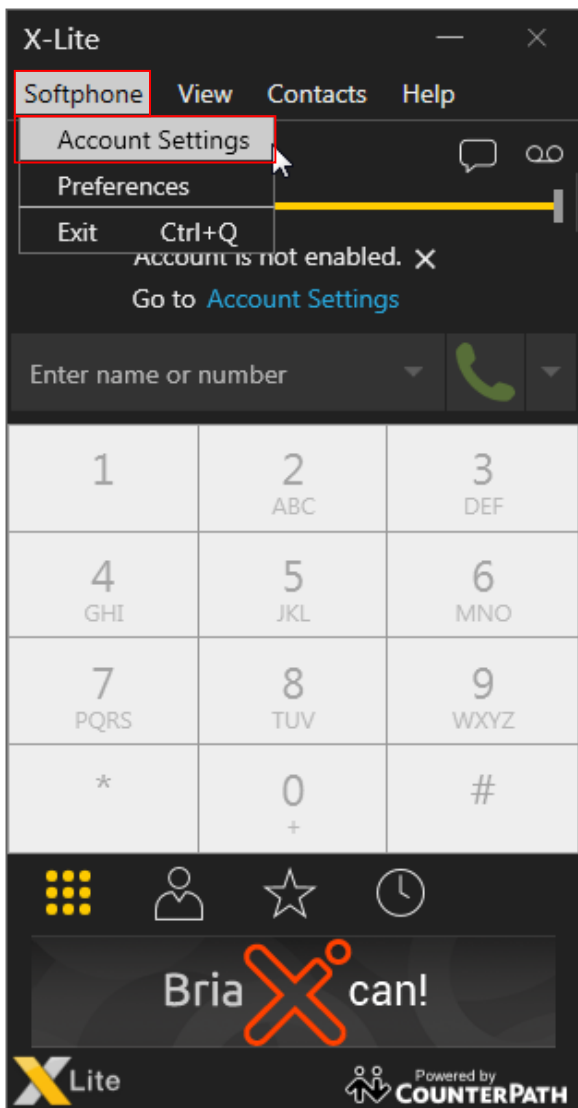
**Note: Please take note of the number you are using in the Line/Port field and the hosted PBX domain as well as these details are critical when configuring the SIP BYO hosted device**

## CONFIGURE THE BYO SIP DEVICE

In this demonstration we will use X-Lite, which is a free SIP soft phone client, to configure the BYO SIP device

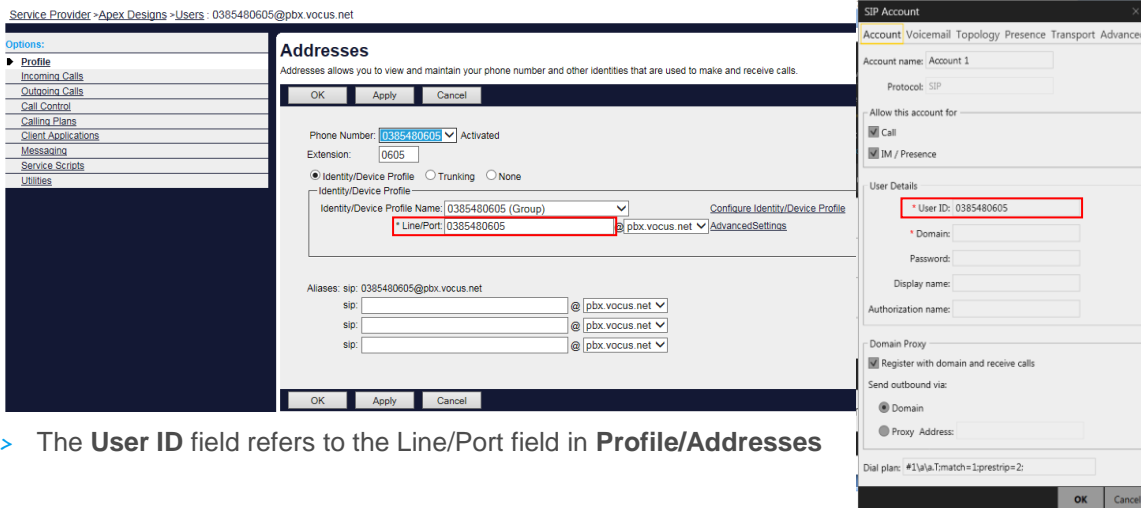


X-Lite SIP soft Phone

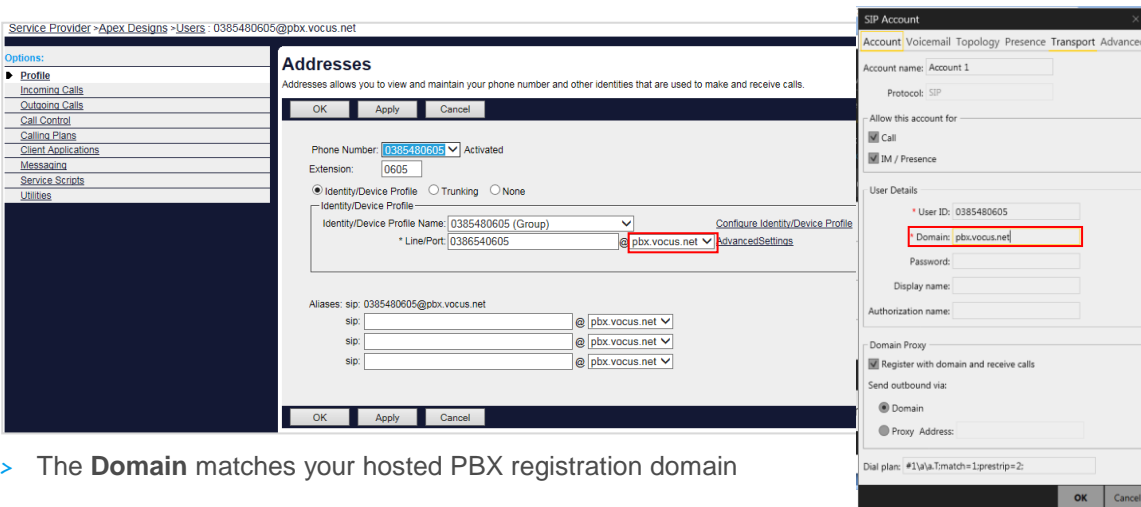


- > From X-Lite, select **Softphone**, then **Account Settings**

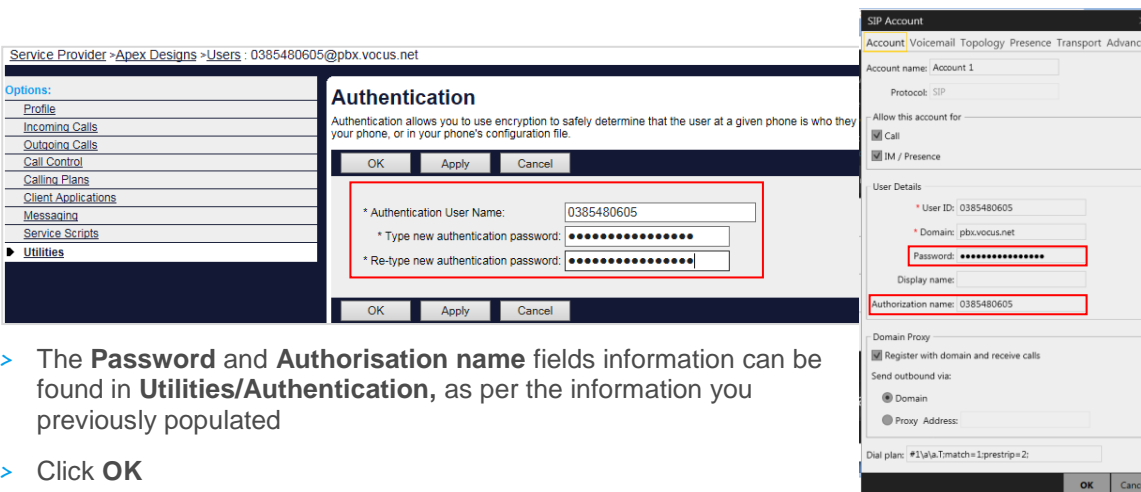
There are 4 fields you will need to populate in X-Lite to successfully register your Hosted PBX profile



> The **User ID** field refers to the **Line/Port** field in **Profile/Addresses**

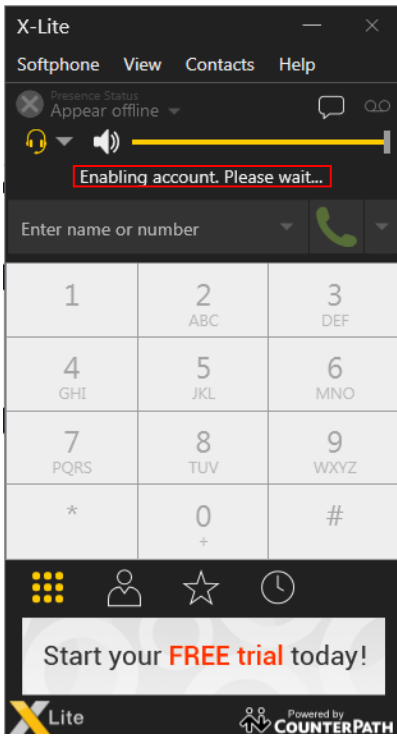


> The **Domain** matches your hosted PBX registration domain

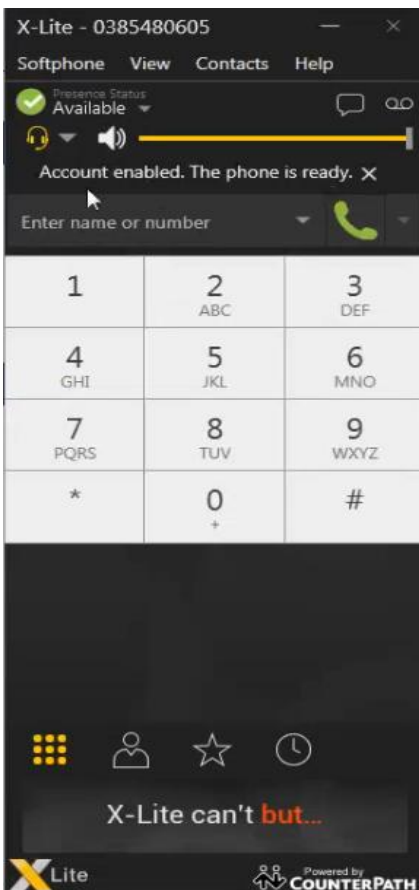


> The **Password** and **Authorisation name** fields information can be found in **Utilities/Authentication**, as per the information you previously populated

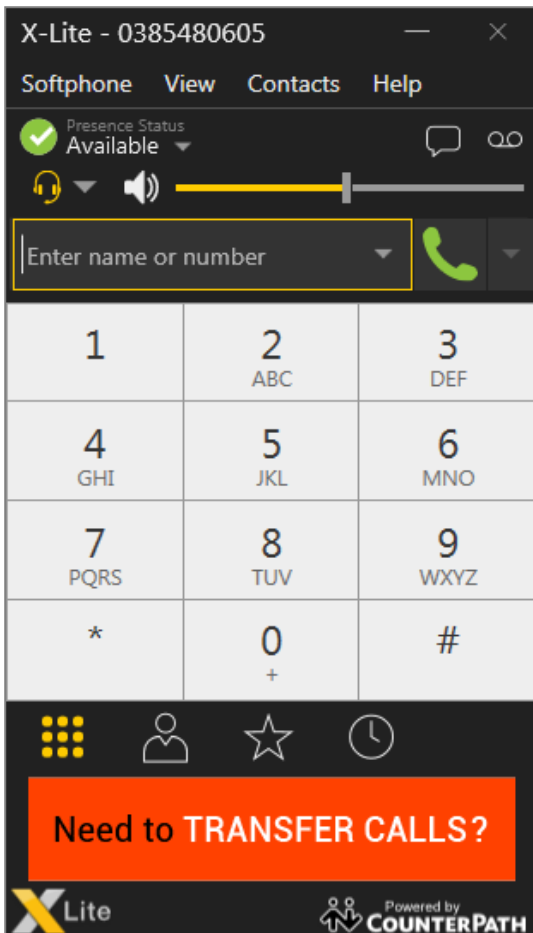
> Click **OK**



- > X-Lite will display **Enabling Account** while it is trying to register

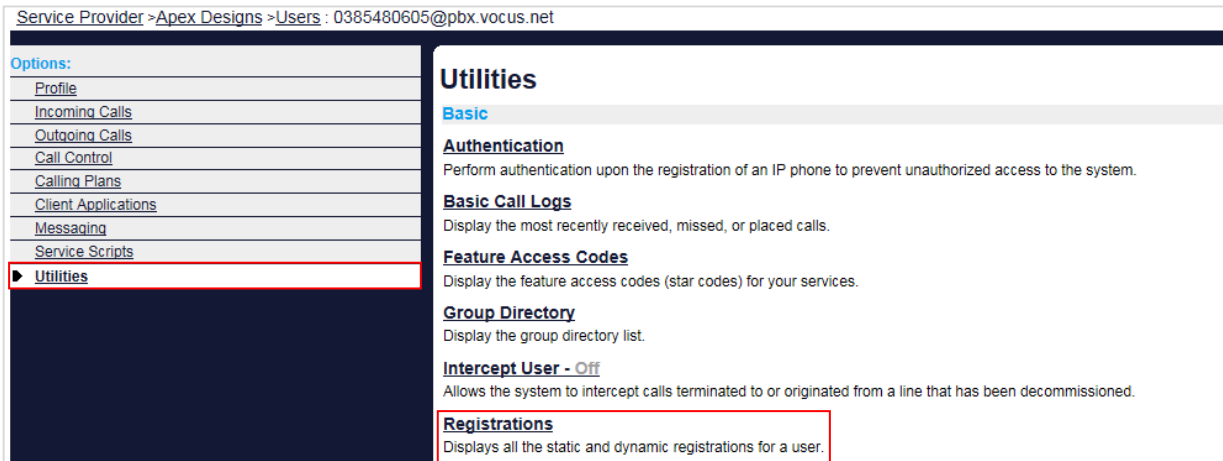


- > If successful X-Lite will display **Account Enabled. The phone is ready**

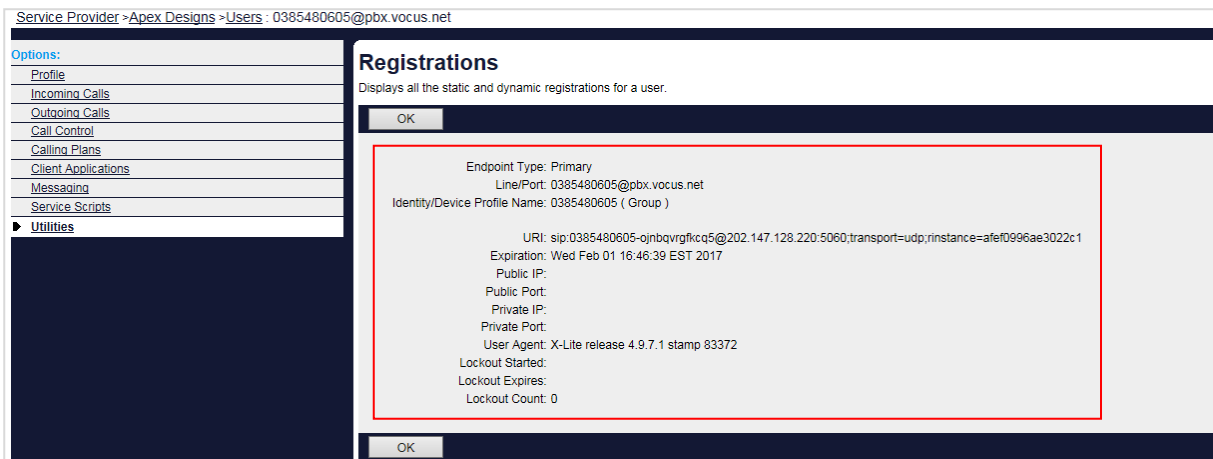


- > You are now ready to test making and receiving a phone call from **X-Lite**

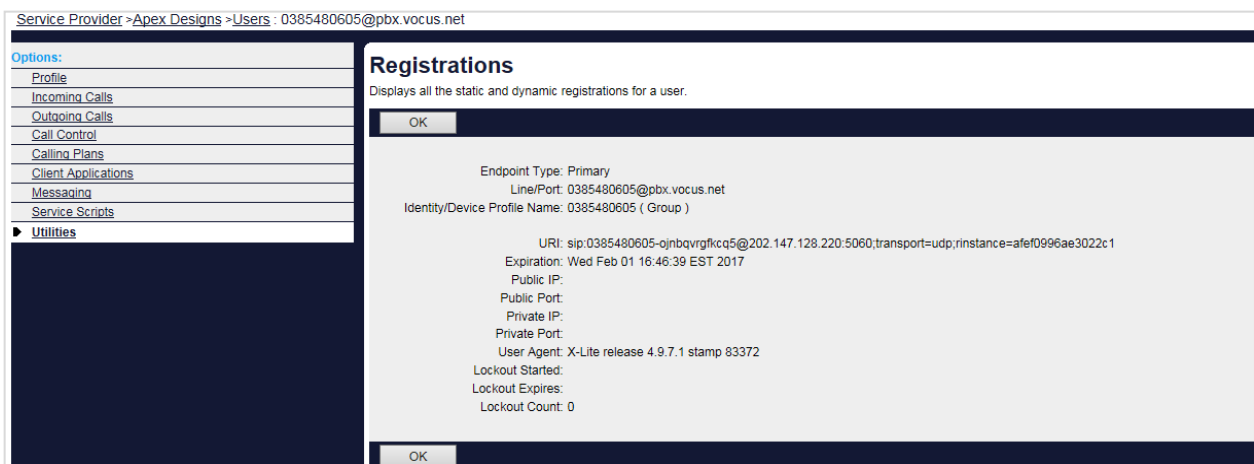
You can check in Broadsoft to see if your BYO device has been registered



- > Click **Utilities**, then **Registrations**



> This screen shows the device is registered successfully



> You are now ready to test making and receiving a phone call from **X-Lite**



> If the device has not registered successfully, the Registrations screen will display **No Entries Present**

For further information go to [www.vocus.com.au](http://www.vocus.com.au) or contact your Account Manager