Frequently Asked Questions and Answers

Here are the top 20 questions TPx trainers get asked during their training sessions.

Frequently Asked Questions and Answers

Park, Transfer, Hold

1. ### Can we add Park button on our line keys?
   Yes, calls can be parked and retrieved on the Poly, Polycom, Cisco, and Yealink phones using the **Park** and **Retrieve** (**Unpark** on Cisco phones) softkeys.
   Calls can be parked and retrieved in UCx with Webex by placing an existing call on hold, opening a new call, and dialing Feature Access Codes (FAC, or ✻ star codes).
   Parking a call
   - While on a call, select **Hold**
     o The original call is placed on hold
   - Select **New Call**
   - Dial **✻68 + extension** you want to park call at
   - Select **Dial/Send/Call**
   - The call is parked

   Retrieving a call
   - Select **New Call**
   - Dial **✻88 + extension** you want to retrieve the call from
   - Select **Dial/Send/Call**
   - The call is retrieved

2. ### Can we move the Park button to the first page?
   Softkeys may be moved by entering a request with TPx.

3. ### Can the Park/Retrieve buttons be programmed?
   Softkeys may be programmed by entering a request with TPx.

4. ### How do I transfer a call? Can we recall a transfer call if the party don't answer?
   Physical phone (Poly, Polycom, Cisco, Yealink)
   There are two methods of transferring calls from a physical telephone –
   Consultative (a.k.a. announced, warm, soft, handheld transfer)
   - While on a call, select **Transfer**
     o The original call is placed on hold
   - **Enter the number** you want to transfer to and select **Dial/Call**
   - Wait for other party to answer the call and let them know you are transferring a call
   - Select **Transfer** to give them the call
   - If the person you are transferring to does not answer or if the call is answered by a voicemail box
     o Select **Cancel**
       ▪ You will be returned to the original call that is on hold
     o Select **Resume** to speak with original caller

Blind (a.k.a. un-announced, cold, hard)
- While on a call, select **Transfer**
  - ○ The original call is placed on hold
- Select **Blind**
- **Enter the number** you want to transfer to and select **Dial/Call**
- The call is **transferred** at once
- You **cannot recall** a Blind transfer

5. How do I transfer a call? and Can we recall a transfer call if the party don't answer"

UCx with Webex
There are two methods of transferring calls from UCx with Webex –
Consultative (a.k.a. announced, warm, soft, handheld transfer)
- While on a call, select **Options** (three dots icon)
- Select **Transfer**
- Enter a **name** or a **telephone number**
- Select **Consult First**
  - Select **handset icon** for audio call or **video camera icon** for video call
    - ○ The original call is placed on hold
- Wait for other party to answer the call and let them know you are transferring a call
- Select **Complete Transfer** to give them the call
- If the person you are transferring to does not answer, or if the call is answered by a voicemail box, select **Cancel** (red X icon)
- You will be returned to the original call that is on hold
- Select **Resume** to speak with original caller

Blind (a.k.a. un-announced, cold, hard)
- While on a call, select **Options** (three dots icon)
- Select **Transfer**
- Enter a **name** or a **telephone number**
- Select **Transfer Now**
- The call is transferred immediately

6. "How do I put a call on hold on this phone, and then pick it up on that phone?"
- Place a call on hold by selecting the **Hold** key
- Resume the call by selecting the **Resume** key
- If you have multiple calls on your phone at the same time
  - ○ Select the call you want to resume using the **Navigation arrow keys** to highlight the call
  - ○ Select **Resume**
- You must select the call to **Resume** it
- You must select **Resume** before you pick up the handset
- You can only **Resume** calls that were put on hold on that phone

Frequently Asked Questions and Answers

Other lines (key system)

7. Can I have other people's lines on my phone (BLF or SCA)?

TPx provides Voice-over-IP system (VoIP) telephony. TPx does not provide traditional key systems. The VoIP system can function similar to a key system. You may have **Busy Lamp Fields** or **Shared Call Appearances** on any unused key on the left and/or right side of your phone screen, or an unused key on an attached expansion module (when available, up to 50 BLFs and up to 5 SCAs).

Busy Lamp Fields
- **BLFs** keys on your phone that will *show* another user's phone number
- **BLFs** allow you to call the other user (like a speed dial)
- **BLFs** allow you to answer their calls (like an additional line)
- **BLFs** allow you to monitor their calls (know when they are on the phone
- **BLFs** allow you to see the line the BLF is connected to
- **BLFs** do not allow you to not intrude into the call)
- **BLFs** allow you to transfer calls to the BLF
- **BLFs** allow you to park calls to the BLF
- **BLFs** cannot be used to make outgoing calls

Shared Call Appearances
- **SCAs** are keys on your phone that *are* another user's number
- **SCAs** are another person's line showing on your phone
- **SCAs** can make outgoing calls using the and will show the SCAs Caller Line ID
- **SCAs** can be answer when incoming calls ring on SCA
- **SCA** is a fully functional additional line

System Administration (Admin account, Users, Services, Scheduling, Call Flow)

8. I didn't receive my credentials for signing into the admin portal. (Broadsoft or other)

Contact TPx support.

9. How do I add a new user?

Contact TPx support. Adding users has billing and licensing implications and must be done by TPx.

Frequently Asked Questions and Answers

10. How do I change AA announcement?

There are a few ways to change an Automated Attendant announcement/greeting.
The quickest way is –

- Have your **Auto Attendant script** prepared in advance
- Dial your **Voice Portal** telephone number
    - If you do not know your Voice Portal number, please **contact TPx support**
- Select ✻ when prompted
- Enter your **voice portal extension**, then **#**
- Enter **37243724 #** for the password
- Follow the **prompts**
- Automated Attendant greetings is **1**

This will put the announcement/greeting in place at once.

Another method that has more steps but is also more flexible –

WRITE YOUR AUTO ATTENDANT ANNOUNCEMENT SCRIPTS

Create a script for your Auto Attendant announcement that matches the Auto Attendant options.   You may need different scripts for your Business Hours, After Hours, and Holiday announcements.

SET UP VOICE MAIL TO EMAIL

To be sure you are receiving Voice Mails as emails, do the following –
Log in to the Broadsoft administration website – ucx.telepacific.com

- Select **Users**
- Select **Search**
- Find the **user account**
- Select **Messaging**
- Select **Voice Management**
- Enter an email address in the box **Email a carbon...** and check the **checkbox**
- Select **Save**

RECORD THE AUTO ATTENDANT ANNOUNCEMENT

- Find a **TPx phone** that is not yours, preferably in a quiet location.
- **Call** your extension and let the call go to Voice Mailbox
- At the beep, **record** the **Auto Attendant announcement** as a **message**
- Open your **email application** and find the email from **VMGW@dsci-net.com** or **mutare.dropbox@vm.dsci-net.com**
- Right-click the **MP3 attachment** and **save** it to a directory

CONVERT THE AUDIO FILE

Broadsoft uses **WAV** files, so the **MP3** file must be converted to a **WAV** file as follows –

- Using an audio editor such as **Audacity**, or an **online conversion** service, convert the **MP3** file to a **WAV** file with the following specifications
    - **8** or **16 kHz** audio sample rate
    - **8** or **16 bitmono**
    - **µ-law, A-law**, or **PCM** audio encoding codec
    - **Maximum** audio file size – **5MB**
    - I recommend **8kHz, 8 bit mono, µ-law**

UPLOAD THE FILE TO THE ANNOUNCEMENT REPOSITORY

Enterprise administrators

- With your Enterprise administrator account, log in to the Broadsoft administration website – http://ucx.telepacific.com
- Select **Group**
- Select **Search**
- Select the **Group** you want to add the announcement to
- Under **Options** in left sidebar, select **Services**
- Select **Auto Attendant** and select **Auto Attendant** you want to add announcement to
- Select **Profile**
- Select **Announcement Repository**
- Select **Add**
- Name the **file**
- Choose the **file** from your system
- Select **OK** to upload
- Go back to **Services → Auto Attendant → Menus**
- Select the **Business** or **After Hours menu** as appropriate
- Select **Personal Greeting** and select the **WAV** file in the pull-down box
- Select **OK**

Group administrator

- With your Group administrator account, log in to the Broadsoft administration website – http://ucx.telepacific.com
- Under **Options** in left sidebar, select **Services**
- Select **Auto Attendant** and select **Auto Attendant** you want to add announcement to
- Select **Profile**
- Select **Announcement Repository**
- Select **Add**
- Name the **file**
- Choose the **file** from your system
- Select **OK** to upload
- Go back to **Services → Auto Attendant → Menus**
- Select the **Business** or **After Hours menu** as appropriate
- Select **Personal Greeting** and select the **WAV** file in the pull-down box
- Select **OK**

You can load and reload messages to the Business Hours Menu in the AA as needed, say for bad weather day, holiday, etc. For example, you could load another greeting in place of the usual greeting, then load the usual greeting back after the special day is over.

https://www.tpx.com/support/dsci-wav-file-specifications/
https://www.tpx.com/support/using-audacity-2-0-x-save-wav-files/

11. How do I change schedule for holiday or emergency office closure?

If in doubt about your schedule or call flow, please **contact TPx support**.

NOTE – one TPx customer's schedule settings may be similar to another or may be completely different. The steps below should be considered a general troubleshooting guide, and not an end-all-be-all solution for all TPx customers. The steps assume a basic knowledge of Broadsoft administration, a Broadsoft administrator login ID and password, and a basic familiarity with telephony terms and procedures. If in doubt about your schedule or call flow, please **contact TPx support**.

An emergency scheduling change depends on the call flow, and there may be many ways of handling an emergency closure with a single call flow. It is best to know your call flow and select the change to best fit. Below are some examples –

- Main number rings to a **single phone** – do one of the following
  - Set **Incoming Calls → Call Forwarding Always**
  - Set **Incoming Calls → Call Forwarding Busy**
  - Set **Incoming Calls → Call Forwarding Selective**
- Main number rings to a **Call Center** – do one of the following
  - Sign all agents out of queue
    - Call rings according to **Routing Policy → Stranded Calls**
  - Set **Routing Policy → Forced Forwarding** to temporarily divert new incoming calls to a different number
  - Set **Routing Policy → Holiday Service** to divert new incoming calls to a different number based on a **Holiday** Schedule
  - Set **Routing Policy → Night Service** to divert new incoming calls to a different number based a schedule, or whether Night Mode has been enabled or disabled.
  - Set **Incoming Calls → Call Forwarding Always**
  - Set **Incoming Calls → Call Forwarding Busy**
  - Set **Incoming Calls → Call Forwarding Selective**
- Main number rings to an **Auto Attendant** – do one of the following
  - Set **Incoming Calls → Call Forwarding Always**
  - Set **Incoming Calls → Call Forwarding Busy**
  - Set **Incoming Calls → Call Forwarding Selective**
  - Change **Business hours**, **After hours**, or **Holiday schedule(s)**
- Main number rings to a **Hunt Group** – do one of the following
  - Set **Incoming Calls → Call Forwarding Always**
  - Set **Incoming Calls → Call Forwarding Busy**
  - Set **Incoming Calls → Call Forwarding Selective**
  - Change **Business hours**, **After hours**, or **Holiday schedule(s)**

12. Why are my calls not behaving as I requested?

If in doubt about your call behavior, please **contact TPx support**.

NOTE – one TPx customer's call flow may be similar to another or may be completely different. The steps below should be considered a general troubleshooting guide, and not an end-all-be-all solution for all TPx customers. The steps assume a basic knowledge of Broadsoft administrator, a Broadsoft login ID and password, and a basic familiarity with telephony terms and procedures. If in doubt about your call behavior, please **contact TPx support.**

There could be many reasons for odd behavior. Some things to check –
It could be your phone

- **Reboot** your phone by unplugging network cable (and power cord if you have one)
- As phone reboots, notice any messages on screen, and take a photo with your cell phone
- Once booted up the phone should play a short tune and should show a green check mark next to you extension (top left corner of screen)
- You may see a white or green 'snowman' instead of checkmark
- Check if your phone is on **DND**
- Check if your phone is **forwarded** to another phone
- Check that your **volume** is turned up for handset, speaker, and headset
- Lastly, **contact TPx support**

It could be your call flow
NOTE – one TPx customer's call flow may be similar to another or may be completely different. The steps below should be considered a general troubleshooting guide, and not an end-all-be-all solution for all TPx customers. The steps assume a basic knowledge of Broadsoft administrator, a Broadsoft login ID and password, and a basic familiarity with telephony terms and procedures. If in doubt about your call behavior, please **contact TPx support.**

- Check that your **main number is ringing to where you expect** by placing a call from your cell phone or an outside phone to your main number
  - What happened?
  - Did the call ring to where you expected?
  - Did it ring to another number or to a voicemail box?
- Check the **Schedule** settings (if any) for your main number
  - What are the **Business hours** settings?
  - What are the **After hours** settings?
  - What are the **Holiday** settings?
- If main number is an **Automated Attendant**, **Hunt Group**, or a **Call Center**, check the **Incoming Call** settings Is **Incoming Calls → Call Forward Always** enabled?
  - Is **Incoming Calls → Call Forward Busy** enabled?
  - Is **Incoming Calls → Call Forward Selective** enabled?
- If main number is a **Call Center** also
  - Sign all agents out of queue and let call ring according to **Routing Policy → Stranded Calls**

- o Set **Routing Policy → Forced Forwarding** to temporarily divert new incoming calls to a different number
- o Set **Routing Policy → Holiday Service** to divert new incoming calls to a different number based on a **Holiday** Schedule
- o Set **Routing Policy → Night Service** to divert new incoming calls to a different number based a schedule, or whether Night Mode has been enabled or disabled.
- Lastly, **contact TPx support.**

UCx with Webex – Activation, Meetings

13. I don't have my WebEx activation email yet.
Contact TPx support.

14. We received UCx information for 10 of our users.
Contact TPx support

15. When will we receive the information to download UCx app for the rest of our users?
Contact TPx support

Meetings

16. How do I schedule meetings?
Meetings may be scheduled and created in a few different ways. Meeting capacity and some meeting features are dependent on your license bundle. **Contact TPx support** if you have license bundle questions.
UCx with Webex – all bundles
- Select your Profile icon → Settings → Meetings
  - o Select **Webex scheduler** to schedule meetings using UCx with Webex built-in scheduling tool
  - o Select **Microsoft Outlook** to schedule meetings using UCx with Webex built-in scheduling tool
- Schedule a meeting in Outlook calendar
  - o Use **@meet location** to schedule with a unique meeting code and password
  - o Use **@webex location** to schedule in your Personal Meeting Room (PMR)

UCx with Webex Basic
As of June 2023, UCx with Webex Business users do not have a Personal Meeting Room (PMR) and cannot create meetings outside of using a Space meeting. Limited 40 minute PMR functionality is coming later in 2023.
- Create a meeting in a Space
  - o Create **a Space with one or more people**
  - o Select **Meet button,** or **select Schedule → Schedule a meeting**
- Under **Meetings**
  - o Select **Join a meeting**
UCx with/Webex Pro & UCx with Webex Elite

- Create a meeting in a Space
    - Create a Space with one or more people
    - Select **Meet** button, or select **Schedule → Schedule a meeting**
- Under **Meetings** Do one of the following
    - Select **Start a Personal Room Meeting**
    - Select **Join a meeting**
    - Select **Schedule a meeting**

Call Recording, Storage, Archiving

17. Why am I running out of storage space?

- **Contact TPx support** to have your **retention time increased.**
- **Contact TPx support** to **purchase a disk space increased.**
- Or you can **select and archive calls** that are in your Integrations list or Recycle Bin. See Smartrecord Archiving below

18. Why aren't my calls being recorded?

You may need to check settings in Broadsoft and in Smartrecord.

Log in to the Broadsoft administration website – ucx.telepacific.com

- Select **Users**
- Select **Search**
- Find the **user account**
- Select **Call Control**
- Select **Call Recording**
- Set **Record Call** according to your needs
    - **Always** – automatically record all calls
    - **Always with Pause/Resume** – Automatically record all your calls with the ability to pause and restart recording during the call
    - **On Demand** –
        - Calls are automatically recorded from the beginning to the end
        - To keep a recording you must record the call
        - Once a call recording is marked as kept, the pause/resume functionality becomes active
    - **On Demand with User Initiated Start** –
        - Recording of the call is not started until you record the call
        - Once the call is being recorded, the pause/resume and stop functionality become available
    - **Never** – turn call recording off
- Select **OK**

Check Smartrecord Subscriber settings
- Sign in to **Smartrecord** **https://smartrecord.dsci-net.com/CallRecorder/Home**
- Select **Admin**
    - If you do not see **Admin**, please **contact your Smartrecord group administrator** or **TPx support**
- Select **Organization**
- Select **Subscribers**
- Select a **Subscriber**
- Check the **Subscribers' Retention Policy** and **Recording Policy** settings
- For assistance, see Smartrecord **Help** under **User Menu → Help** or **contact TPx support**

For **UCx with Webex Meeting recording** issues, **contact TPx support**.

19. How do I archive recordings?
Smartrecord has a built-in archiving to that will run scheduled on one-off archive processes.
- **Archive Scheduler**
    - Sign in to **Smartrecord** at **https://smartrecord.dsci-net.com/CallRecorder/Home**
    - Download and install the **Archive Scheduler** from **User Menu → Client Tools → Archive Scheduler**
- When installed, select **Modules → Archive Scheduler**
- If not already filled in, enter **Storage Folder Path** and **Instance Name** (default Instance Name is your computers name)
- Select **New**
    - Enter a **Name** for the archive
    - Check **Enabled** to run the process after saving settings
    - Check **Repeat on a Schedule** if this is going to be a recurring archive process
    - Select schedule by checking or unchecking **Months, Weeks, Days, Hours**
    - Enter **number of days** of calls to archive
    - Select **Save**

If Enabled, the archive process will run.
For more details, see Smartrecord **Help** under **User Menu → Help**

Voicemail

20.Can the voicemail transcription replace the .WAV file for carbon copies free of charge?
Contact your salesperson or **TPx support**