

# TPx Customer Portal

## Manage My UCx

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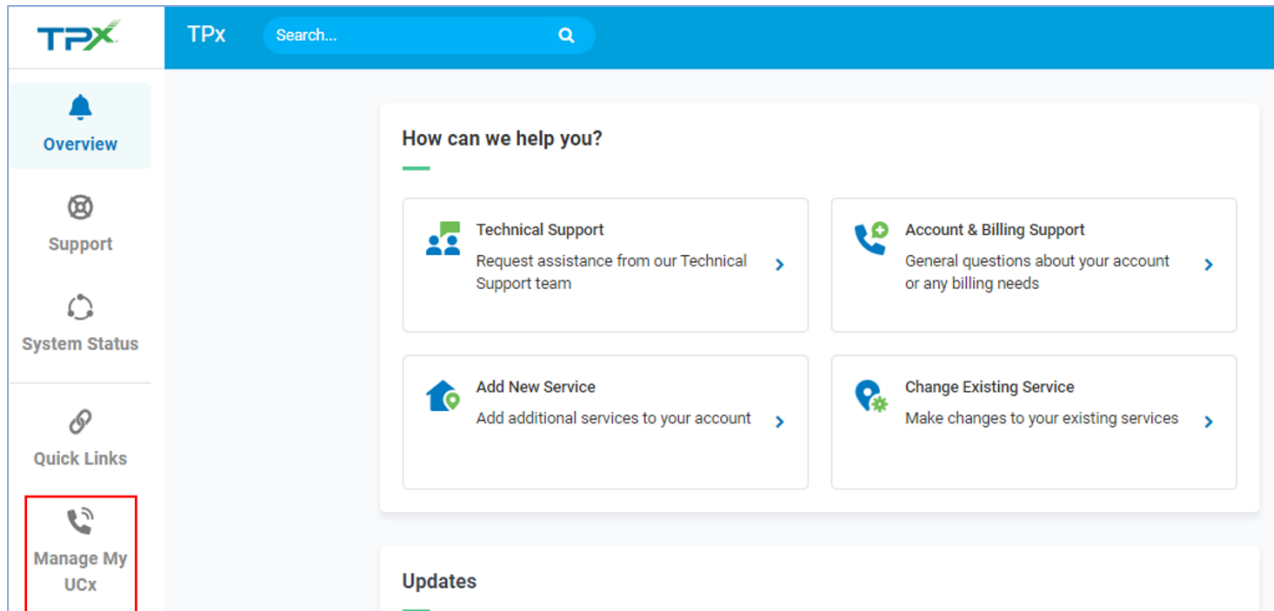


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# HOW TO ACCESS UCX SETTINGS

1. Log into the [TPx Customer Portal](#) and select **Manage My UCx** from the main menu as shown below.

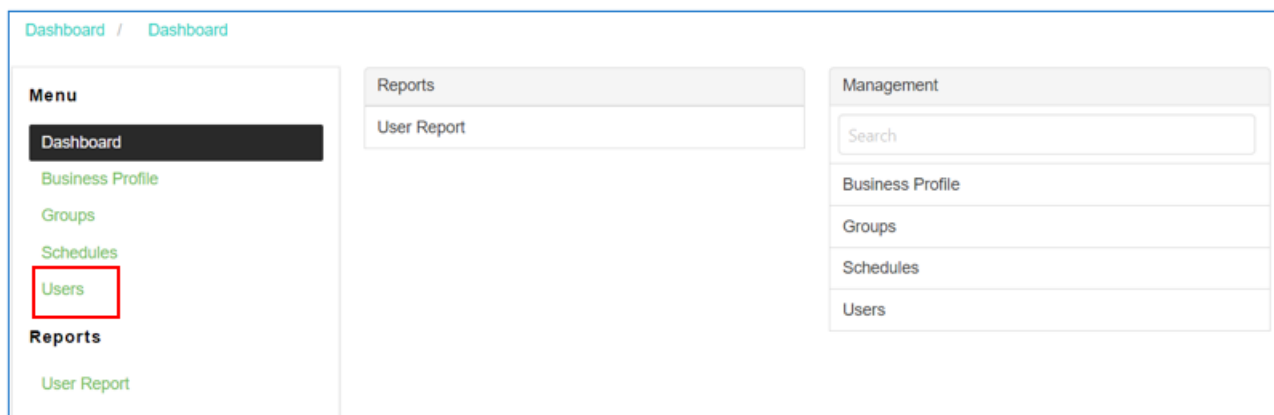


**NOTE:** Register to the TPx Customer Portal [here](#). The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select Change Existing Service to submit your change request. Access to the legacy voice portal is still available [here](#).

# UPDATE A USER'S UCX PASSWORD

Follow the steps below to update a user's phone number while using the Customer Portal interface.

1. From **Menu**, select **Users**.



From the **User Id** list, select the User ID to update.

User Id ^	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		×
2132136101@cl4-dscicorp.com	Mahesh - MOPS	Nagalingappa	+1-2132136101			×
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			×
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		×
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		×
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		×

From **Management**, select **UCx Password**.

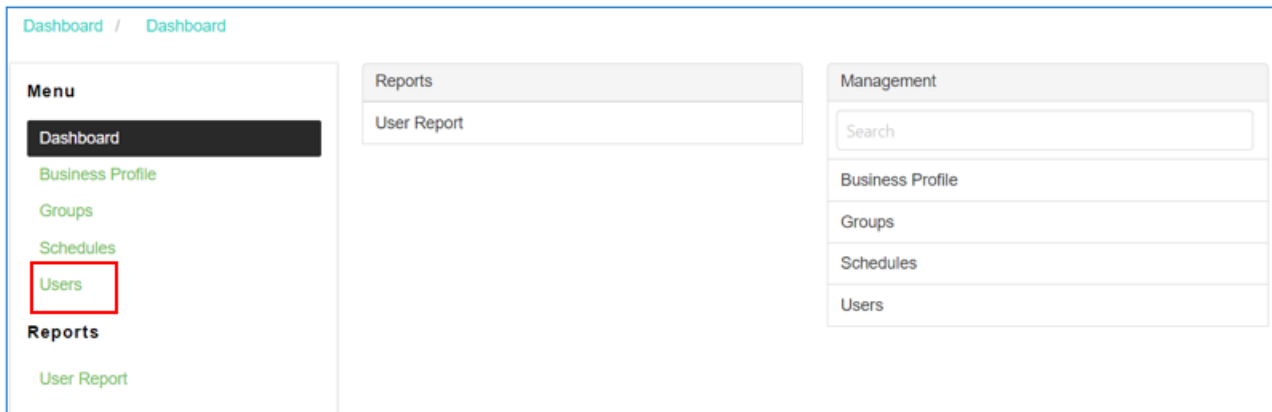
2. Select the black lock icon at the upper right:

3. Enter the new password twice, then click **Save**.

# UPDATE A USER'S VOICEMAIL PASSWORD

Follow the steps below to update a user's voicemail password.

1. From **Menu**, select **Users**.



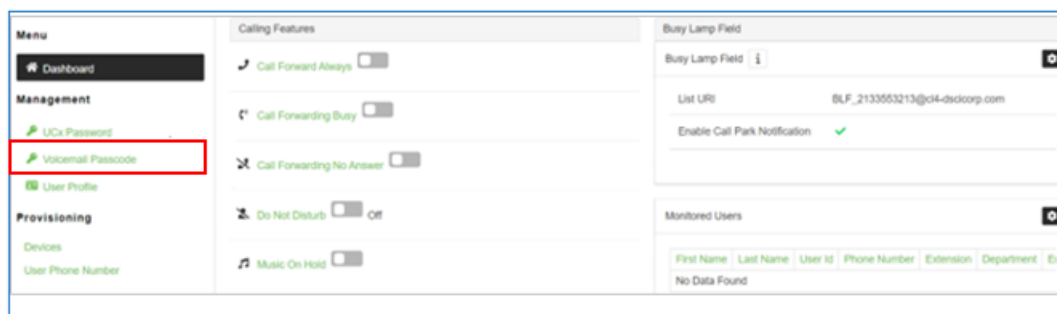
2. From the **User Id** list, select the **User Id** to update.

Users

Filter Results

User Id <sup>▲</sup>	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		×
2132136101@cl4-dscicorp.com	Mahesh - MOPS	Nagalingappa	+1-2132136101			×
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			×
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		×
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		×
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		×

3. From **Management**, select **Voicemail Password**.



- Click the settings icon.

- Enter the new password twice, then click **Save**.



**NOTE:** VM passwords must be a numeric string.

## VIEW A USER'S DEVICES

- Select **Users** from the main menu as shown below.

- From the Users list, select the **User Id** to display a list of associated devices.

Users 📄

Filter Results

User Id <sup>▲</sup>	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		×
2132136101@cl4-dscicorp.com	Mahesh - MOPS	Nagalingappa	+1-2132136101			×
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			×
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		×
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		×
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		×

- From **Provisioning**, select **Devices**.

**Menu**

- [🏠 Dashboard](#)

**Management**

- [👥 Meet-Me Conferencing](#)
- [🔑 UCx Password](#)
- [📞 Voicemail Passcode](#)
- [👤 User Profile](#)
- [👤 Supervisor](#)

**Provisioning**

- [Devices](#)
- [User Phone Number](#)

Calling Features

- [📞 Call Forward Always](#)
- [📞 Call Forwarding Busy](#)
- [📞 Call Forwarding No Answer](#)
- [📞 Do Not Disturb](#)  Off
- [🎵 Music On Hold](#)

Passwords

UCx Password i 🔒

Expiration Days Password expires in -2147483648

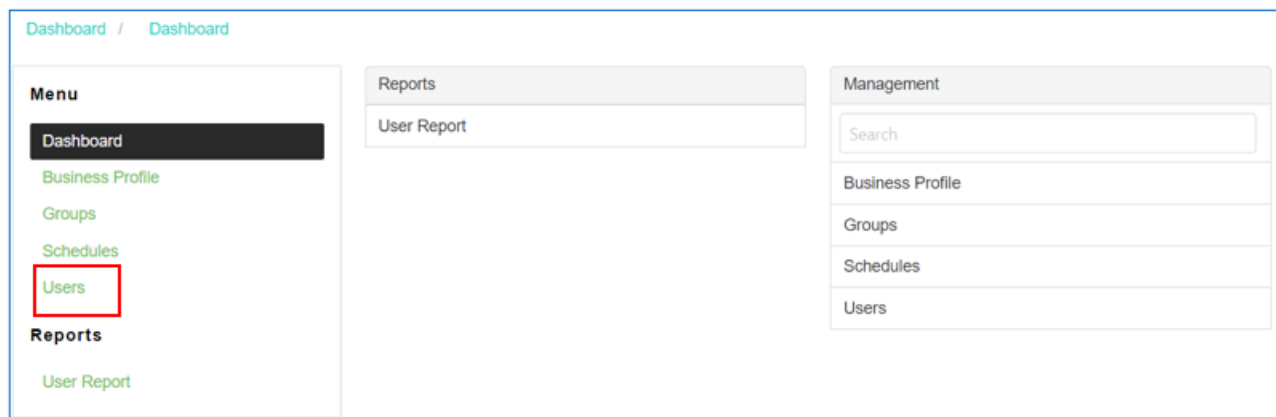
A list of devices assigned to the user displays, along with the status.

Devices	
Endpoint Type	Identity/Device Profile
Device Name	POLY501 020438
Device Level	Group
Line Port	7024055362@cl4-dscicorp.com
Device Type	Polycom VVX 501 DMS
MAC Address	64167F020438
Status	Online
Static Line Ordering	x

## MODIFY USER SETTINGS

Use the following steps to modify user settings.

1. Select **Users** from the main menu as shown below.



The screenshot shows the TPX user management interface. On the left, there is a 'Menu' sidebar with the following items: Dashboard (highlighted in black), Business Profile, Groups, Schedules, Users (highlighted with a red box), Reports, and User Report. The main content area is divided into three sections: 'Reports' (containing 'User Report'), 'Management' (containing a search bar and a list of 'Business Profile', 'Groups', 'Schedules', and 'Users'), and 'User Report'.



2. From the **User Id** list, select the **User Id** to modify.

User Id ^	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
<a href="#">2098815998@cl4-dscicorp.com</a>	ATA Test	Redovich	+1-2098815998	5998		×
<a href="#">2132136101@cl4-dscicorp.com</a>	Maresh - MOPS	Nagalingappa	+1-2132136101			×
<a href="#">2132136106@cl4-dscicorp.com</a>	Akram - MOPS	Zafar	+1-2132136106			×
<a href="#">2133553211@cl4-dscicorp.com</a>	Gokula - MOPS	Krishna	+1-2133553211	3211		×
<a href="#">2133553212@cl4-dscicorp.com</a>	Wasey - MOPS	Siddiqui	+1-2133553212	3212		×
<a href="#">2133553213@cl4-dscicorp.com</a>	New - MOPS	User	+1-2133553213	3213		×

3. The Calling Features screen displays with options to enable the following:  
*Call Forwarding, Do not Disturb, and Music on Hold.*

**Menu**

- 🏠 Dashboard

**Management**

- 🔑 UCx Password
- 🔑 Voicemail Passcode
- 👤 User Profile

**Provisioning**

- 📱 Devices
- 📞 User Phone Number

Calling Features

📞 Call Forward Always

📞 Call Forwarding Busy

📞 Call Forwarding No Answer

📞 Do Not Disturb  Off

🎵 Music On Hold

Passwords

4. If **Call Forwarding** is enabled, enter the desired number in the **Forward To** field, then click **Save**.

Edit Call Forwarding Always
✕

---

General Settings

Is Active

Is Ring Splash Active

Forward To

Forward To

Cancel
Save

# CHANGE USER LEVEL SETTINGS

Use the following steps to adjust user level settings.

1. From **Menu**, select **Groups**.
2. Select the group and modify as necessary.

Dashboard / Groups

**Menu**

- Dashboard
- Business Profile
- Groups
- Schedules
- Users
- Reports**
- User Report

Groups 📄

Filter Results

Group Name	Id <sup>▲</sup>	User Limit	User Count	Default Domain	Time Zone
cl4-dsccorp.com	51531-4	5000	24	cl4-dsccorp.com	America/New_York
TPx NOC - Backup	121215-4	500	16	cl4-dsccorp.com	America/New_York
CPE Engineering Las Vegas	152032	50	27	cl4-dsccorp.com	America/Los_Angeles
CPE Engineering Las Vegas 2	152033	2	1	cl4-dsccorp.com	America/Los_Angeles
RMA Test Group-Stockton	155474	5000	9	cl4-dsccorp.com	America/Los_Angeles
NT3 Lab - CL4	229477	20	7	cl4-dsccorp.com	America/New_York
MAC Lab - CL4	363636	1000	4	cl4-dsccorp.com	America/New_York
TPx - Nurture	999990	5001	31	cl4-dsccorp.com	America/New_York

8 total items

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Dashboard / Groups / 999990 / Dashboard

**Menu**

- Dashboard
- Announcement Repository
- Business Profile
- Business Schedules
- Users

**Group Services**

- Configuration
- Auto Attendant
- Hunt Group

**Reports**

- Call Reports
- User Call Report

**Number and Devices**

Devices

Reports

User Call Report

**Group Services**

Search

Auto Attendant

Hunt Group

**Management**

Search

Announcement Repository

Business Profile

Business Schedules

Users

From **Menu**, select **Users**.

3. Select the user and modify as necessary.

**Menu**

- Dashboard
- Announcement Repository
- Business Profile
- Business Schedules
- Users**

**Group Services**

- Configuration
- Auto Attendant
- Hunt Group

**Reports**

- Call Reports
- User Call Report

**Resources & Management**

- Numbers & Devices

Users

Filter Results

User Id ^	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2567153803@c14-dsdcorp.com	Crosby	Corner Grandstream	+1-2567153803	3804	Crosby Corner (999990)	×
2567153804@c14-dsdcorp.com	DBurns	YL T33G	+1-2567153804	3804	Burns Bastion (999990)	×
2567153809@c14-dsdcorp.com	Weston	Test	+1-2567153809	3809		×
7812325309@c14-dsdcorp.com	7812325309	7812325309	+1-7812325309	5309	Trunk Trumpet (999990)	✓
7812325310@c14-dsdcorp.com	7812325310	7812325310	+1-7812325310	5310	Trunk Trumpet (999990)	✓
7812325311@c14-dsdcorp.com	TeamMate	POC 3	+1-7812325311	5311	Marquis Corner (999990)	×
7812325312@c14-dsdcorp.com	TeamMate	POC 4	+1-7812325312	5312	Marquis Corner (999990)	×
7812325313@c14-dsdcorp.com	Odin	Nick Test	+1-7812325313	5413	Marquis Corner (999990)	×
7812325314@c14-dsdcorp.com	Marquis	Corner	+1-7812325314	5314	Marquis Corner (999990)	×
7812325315@c14-dsdcorp.com	DataTel	POC 1	+1-7812325315	5315	Marquis Corner (999990)	×
7812325316@c14-dsdcorp.com	DataTel	POC 2	+1-7812325316	5316	Marquis Corner (999990)	×
7812325574@c14-dsdcorp.com	Nurture	Test 2	+1-7812325574	5574	Burns Bastion (999990)	×
7812325575@c14-dsdcorp.com	Chad	Yealink Test	+1-7812325575	5575	Chad Burrow (999990)	×

4. From **Management**, select **User Service Settings**.

Dashboard / Groups / 999990 / Users / 2567153804@cl4-dscicorp.com / Dashboard

**Menu**

- Dashboard

**Management**

- UCx Password
- Voicemail Passcode
- User Service Settings**
- User Profile

**Provisioning**

- Devices
- User Phone Number

**Calling Features**

- Call Forward Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Do Not Disturb  Off
- Music On Hold

**Passwords**

UCx Password

Expiration Days  Password expires in -2147483648

From here, modify up to 22 user level changes. In this case, let's use **Selective Call Rejection**.

**Management**

- UCx Password
- Voicemail Passcode
- User Service Settings**
- User Profile

**Provisioning**

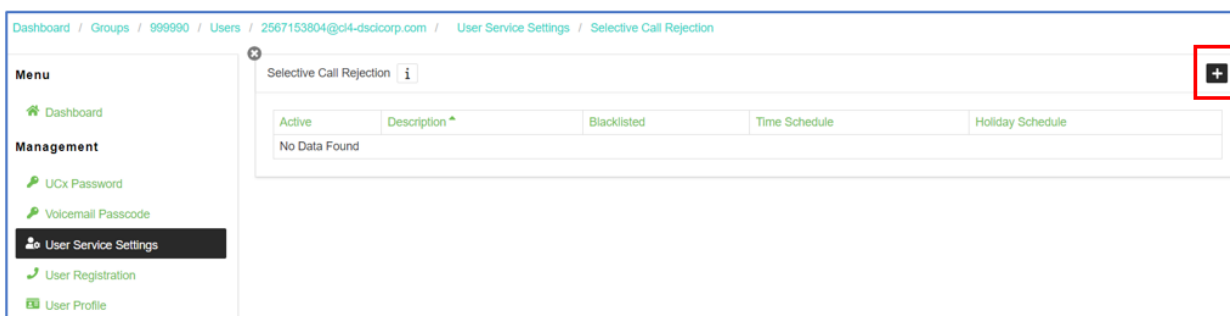
- Devices
- User Phone Number

Active	Name	Description
---	Alternate Numbers	Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and exten
x	Anonymous Call Rejection	Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymo
x	Automatic Callback	Allows you to request notification when a busy line becomes available. A distinctive ring will be used to notify you when the user is availat
x	Automatic Hold/Retrieve	Automatic Hold and Retrieve provides an alternate method to hold and retrieve calls. Incoming calls are automatically held and retrieved i
✓	Barge-In Exempt	Barge-In Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-In.
---	Busy Lamp Field	Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.
x	Call Forwarding Always	Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or
x	Call Forwarding Busy	Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy
x	Call Forwarding No Answer	Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your pho
x	Call Forwarding Not Reachable	Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is
x	Call Forwarding Selective	Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. I
✓	Call Waiting	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it
x	Custom Ringback User	Custom Ringback User
---	Directed Call Pickup with Barge-In	Directed Call Pickup with Barge-In allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to an
x	Do Not Disturb	Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary ph
x	Intercept User	Intercept User allows your administrator to gracefully take your phone out of service while providing callers with informative announceme
✓	Music On Hold User	Music On Hold allows you to turn on music for all calls when the remote party is held or parked.
x	Selective Call Rejection	Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that yc
x	Sequential Ring	Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 loc
x	Simultaneous Ring Personal	Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your pri
---	Speed Dial 8	Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you woul

5. Select **Selective Call Rejection**.

✓	Call Waiting	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it
✗	Custom Ringback User	Custom Ringback User
—	Directed Call Pickup with Barge-In	Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to an
✗	Do Not Disturb	Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary ph
✗	Intercept User	Intercept User allows your administrator to gracefully take your phone out of service while providing callers with informative announcem
✓	Music On Hold User	Music On Hold allows you to turn on music for all calls when the remote party is held or parked.
✗	Selective Call Rejection	Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that yo
✗	Sequential Ring	Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 loc
✗	Simultaneous Ring Personal	Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your pri
—	Speed Dial 8	Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you wou

6. Select the **+** icon in the right-hand corner to display the **Add New Selective Call Rejection** screen.



7. From **General Settings**, select **Is Active**.
8. Enter a **Description**.
9. From the **Calls From** drop-down menu, select **Specified Only**.

Add New Selective Call Rejection
✕

---

**General Settings**

Is Active

Blacklisted

Description \*

Time Schedule  ▼

Holiday Schedule  ▼

**Calls From**

▼

**Anonymous Callers**

Any Private Number

**Unavailable Callers**

Any Unavailable Number

**Specific Numbers**

10. Scroll down to enter the number(s) to block, then click **Save**.

Holiday Schedule: --None--

Calls From: Specified Only

Anonymous Callers:
   
 Any Private Number

Unavailable Callers:
   
 Any Unavailable Number

Specific Numbers:

5558605309

## ADD AN ALTERNATE NUMBER TO A USER

Use the following steps to add an alternate number.

1. From **Management**, select **User Service Settings**.
2. Select **Alternate Numbers**.

The screenshot shows the 'User Service Settings' page. On the left is a navigation menu with 'User Service Settings' selected. The main content area displays a table of settings. The 'Alternate Numbers' row is highlighted with a red box.

Active	Name	Description
	Alternate Numbers	Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension.
X	Anonymous Call Rejection	Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous calls are rejected.
X	Automatic Callback	Allows you to request notification when a busy line becomes available. A distinctive ring will be used to notify you when the user is available.
X	Automatic Hold/Retrieve	Automatic Hold and Retrieve provides an alternate method to hold and retrieve calls. Incoming calls are automatically held and retrieved.
✓	Barge-In Exempt	Barge-In Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.
	Busy Lamp Field	Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.

3. Click the **Phone Number** field to add an alternate number.

Alternate Entries

Filter Results

# ^	Phone Number	Extension	Ring Pattern
1	<input type="text"/>		
2			
3			
4			
5			

4. Select an available phone number, then select an option from the **Ring Pattern** drop-down menu, if appropriate.

Edit Alternate Users 1

Phone Number

Extension

Ring Pattern

Cancel

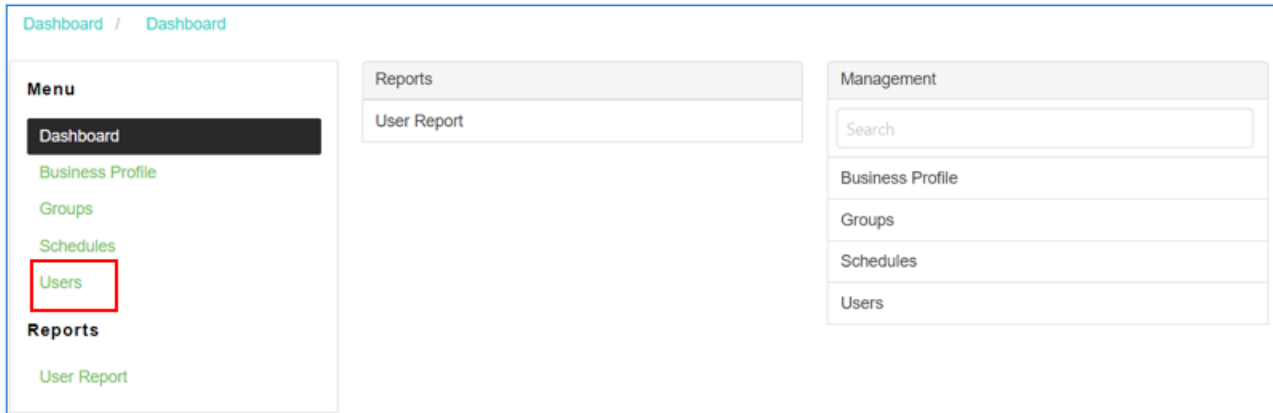
5. Click **Save**.




# UPDATE A USER'S PHONE NUMBER

Follow the steps below to update a user's phone number while using the Customer Portal interface.

1. From **Menu**, select **Users**.



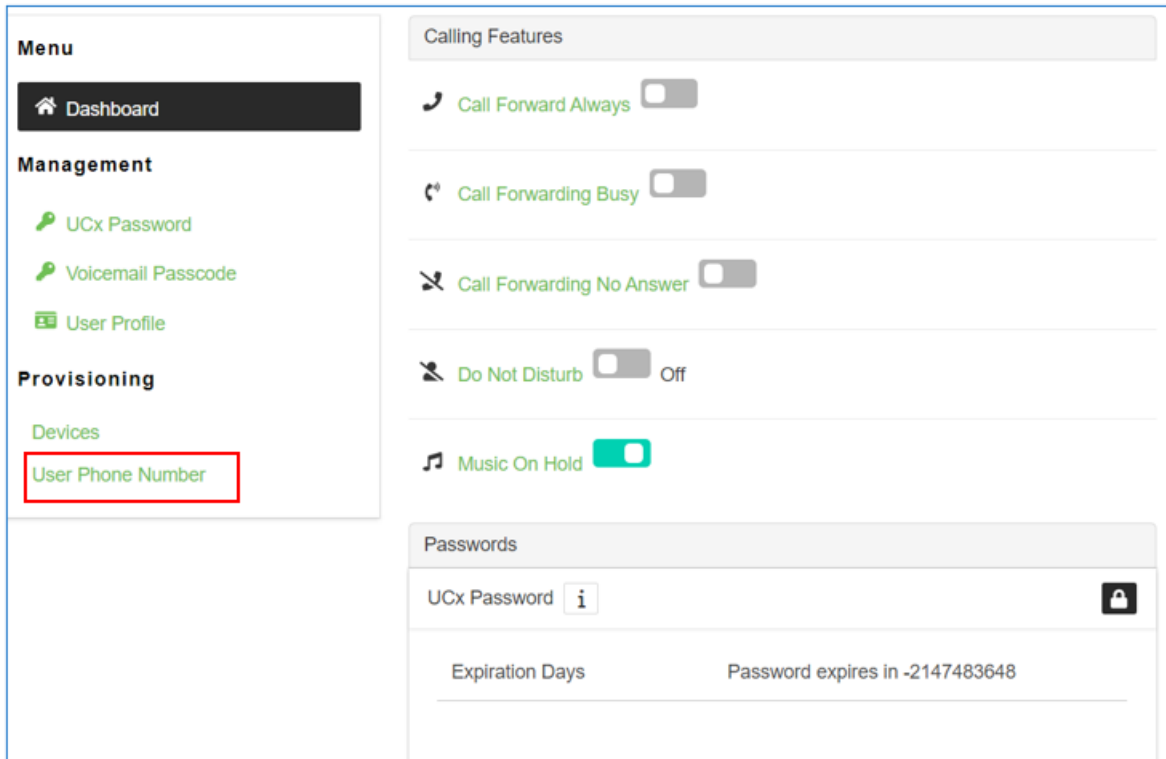
2. Select the User to update with a new phone number.

Users 

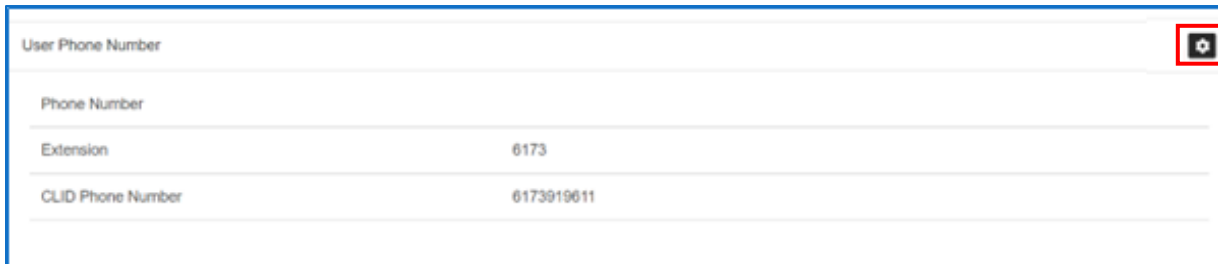
Filter Results

User Id <sup>▲</sup>	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		×
2132136101@cl4-dscicorp.com	Maresh - MOPS	Nagalingappa	+1-2132136101			×
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			×
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		×
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		×
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		×

3. From **Provisioning**, select **User Phone Number**.



4. Click the settings icon in the right-hand corner.

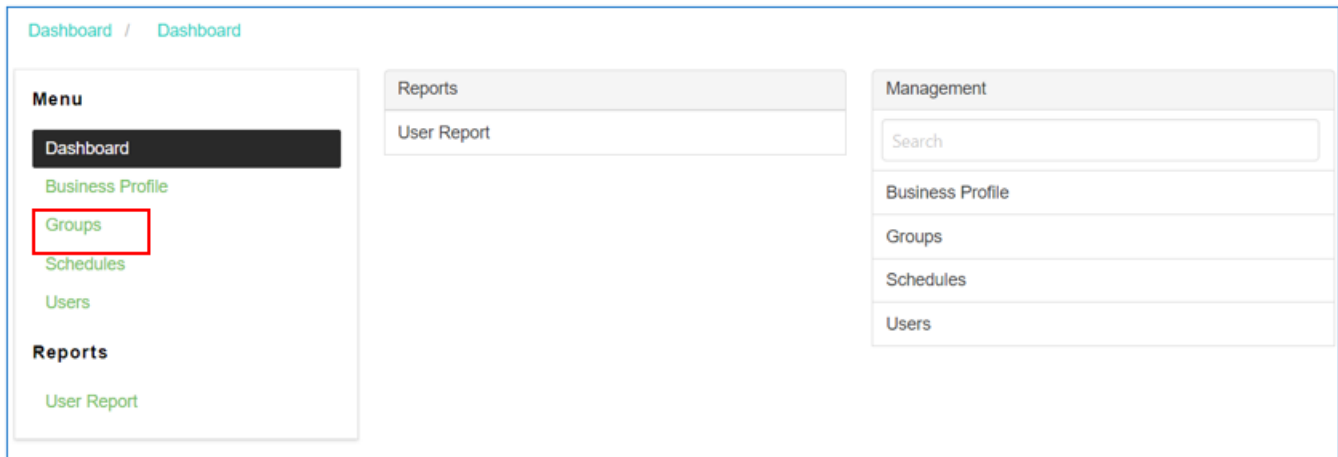


5. From this screen add a new phone number, change the extension, or change the Calling Line ID (CLID), then click **Save** to update the user.

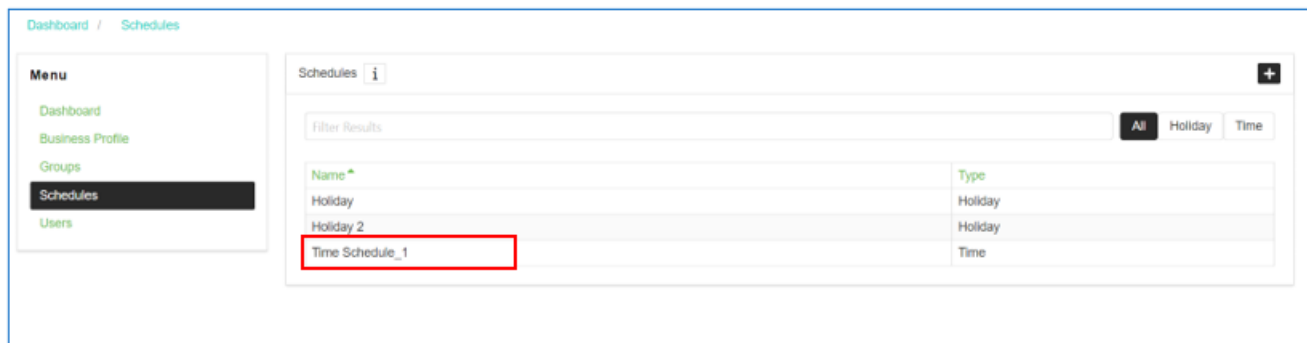
# MODIFY A TIME SCHEDULE

Follow the steps below to modify a time schedule.

1. From **Menu**, select **Schedules**.
2. Follow the steps below to update a user's phone number while using the Customer Portal interface.



3. A list of schedules displays. Select the schedule you want to modify. In this case, let's modify a time schedule.



- The existing schedule is Monday - Friday 8AM-5PM. In this case, let's to modify the hours to 9AM-5PM. Select the event to modify.

Name	Start Time	Duration	Recurrence
Monday Thru Friday	December 4, 2023 9:00 AM	8 hours	every weekday

1 total items

- Edit the hours, then select **Save**.

**Edit Event**

Name:  Options:  All Day Event

Starts At:   End At:

Repeats:

Weekly On:

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Ends

6. The changes reflect for the event under the **Time Schedule**.

Name ^	Type
Holiday	Holiday
Holiday 2	Holiday
Time Schedule_1	Time

Details ⚙️

Name Time Schedule\_1

Type Time

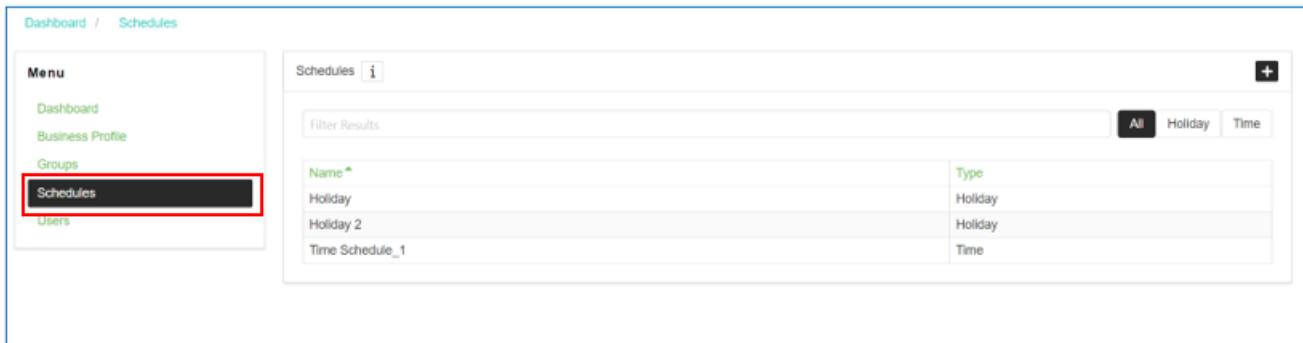
Events +

Name ^	Start Time	Duration	Recurrence
Monday Thru Friday	December 4, 2023 9:00 AM	8 hours	every weekday

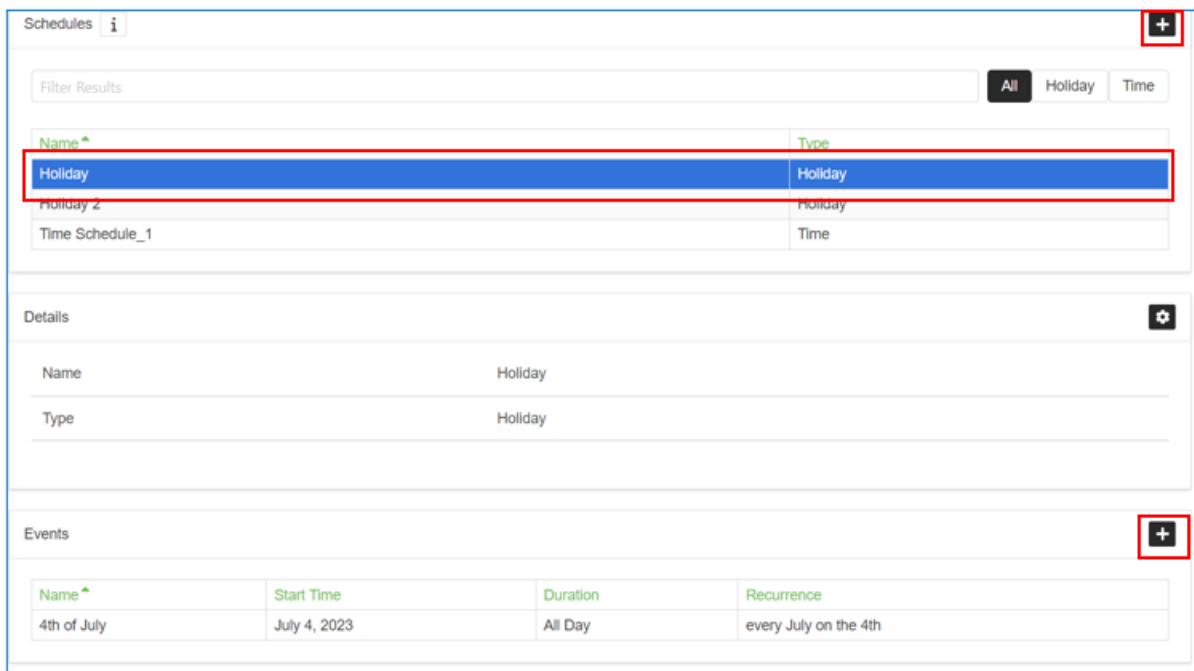
# ADD A HOLIDAY TO THE HOLIDAY SCHEDULE

Follow the steps below add a holiday to the holiday schedule.

1. From **Menu**, select **Schedules**.



2. Select the schedule to modify from the Schedules list. In this case, let's modify a Holiday schedule.
3. From the **Events** section, click the **+** icon.



4. The **Add New Event** page displays. Enter a **Name** and enter the date of the holiday.
5. Select **All Day Event** if the Holiday is all day.
6. Use the **Repeats** and **Yearly On** drop-down menus to make the Holiday a yearly occurrence.
7. Click **Save**.

Add New Event
✕

Name

Options

All Day Event

Starts At

December 25, 2023

End At

December 25, 2023

Repeats

Yearly

Every

1

Years

Yearly On

--Day--

25

Of

December

Ends

--Never--

Cancel

Save

The Events section displays the new holiday.

Name ^	Type
Holiday	Holiday
Holiday 2	Holiday
Time Schedule_1	Time

Details +

Name: Holiday

Type: Holiday

Events +

Filter Results

Name ^	Start Time	Duration	Recurrence
4th of July	July 4, 2023	All Day	every July on the 4th
Christmas	December 25, 2023	All Day	every December on the 25th