

TPx Customer Portal

UCx User Settings/Administration

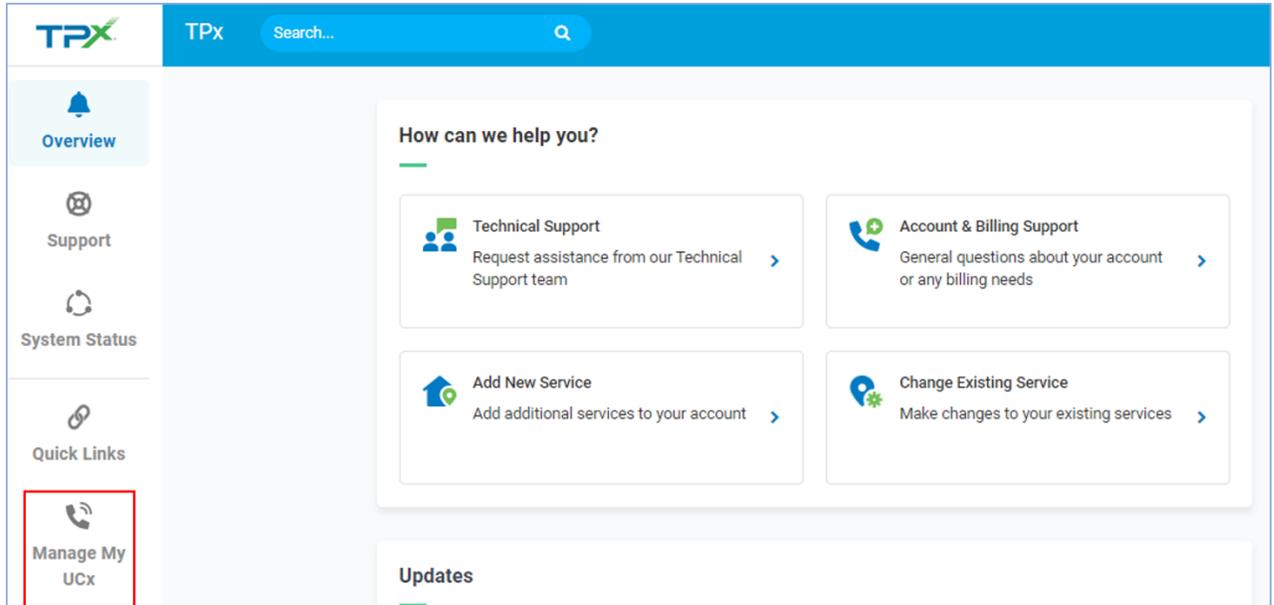


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HOW TO ACCESS UCX SETTINGS

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

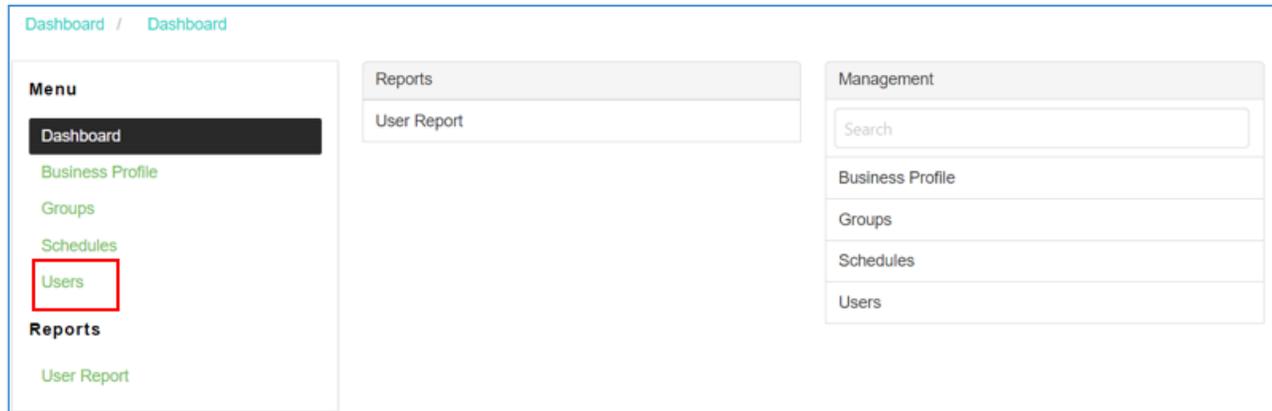


NOTE: Register to the TPx Customer Portal [here](#). The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select Change Existing Service to submit your change request. Access to the legacy voice portal is still available [here](#).

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**.



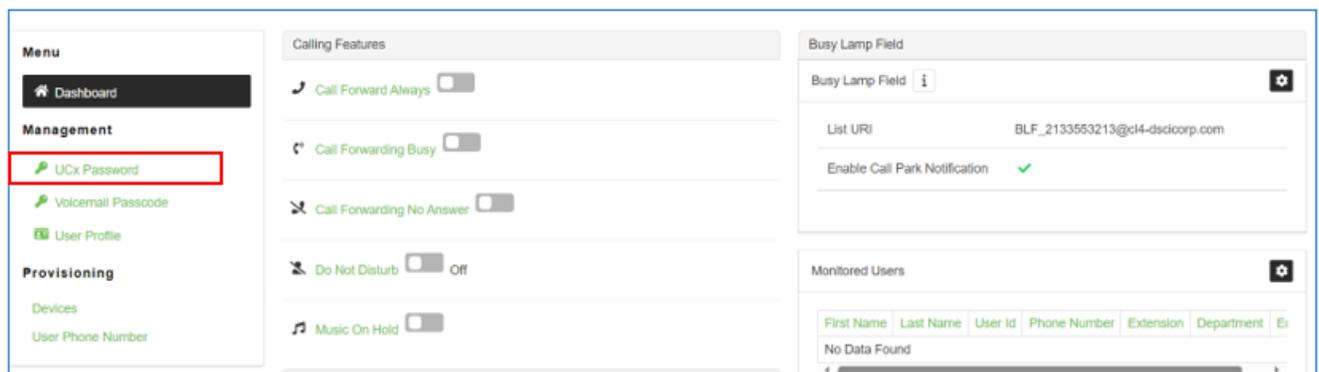
2. From the **User Id** list, select the User ID to update.

Users 📄

Filter Results

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		×

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



- Select the black lock icon at the upper right:

UCx Password i 🔒

Expiration Days Password expires in -2147483648

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

Edit Voicemail Passcode ✕

Password Passcode ⚠️ 🔑

Repeat Passcode ⚠️ 👁️

Cancel Save

UPDATE A USER'S VOICEMAIL PASSWORD

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

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

Dashboard / Dashboard

Menu

- Dashboard
- Business Profile
- Groups
- Schedules
- Users**

Reports

- User Report

Management

Search

- Business Profile
- Groups
- Schedules
- Users

2. 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		×

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

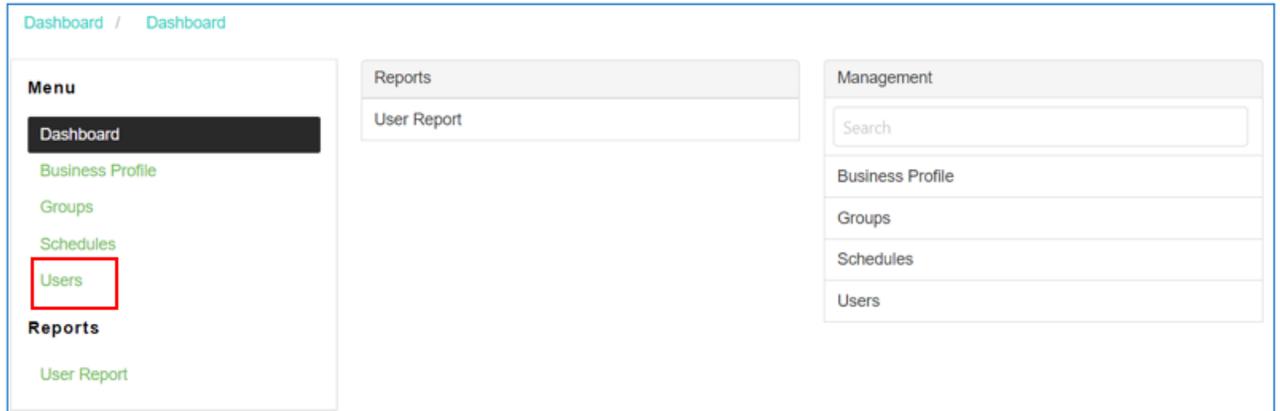
4. Click the settings icon.

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

NOTE: VM passwords must be a numeric string.

VIEW A USER'S DEVICES

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



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

Users 📄

Filter Results

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		×

3. From **Provisioning**, select **Devices**.

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

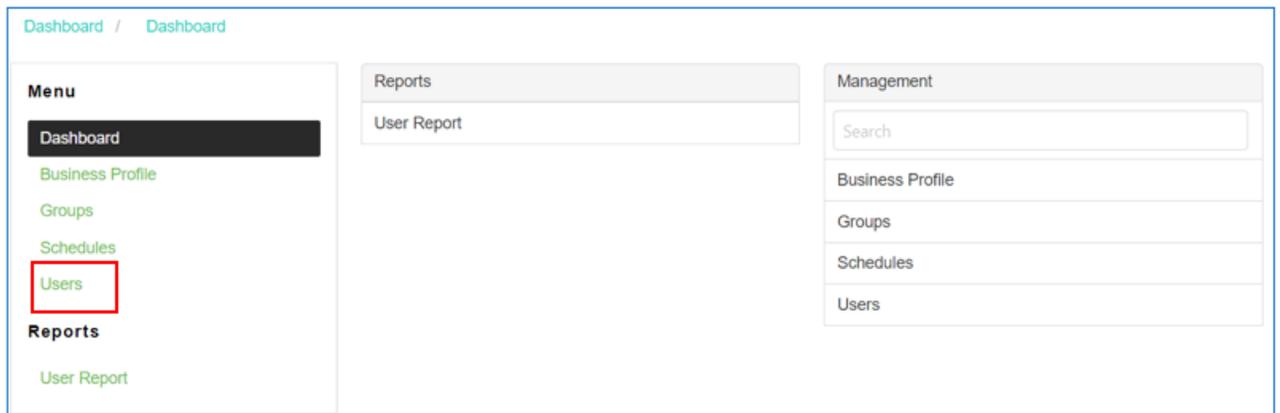
Devices	
Endpoint Type	Identity/Device Profile
Device Name	POLY501 020438
Device Level	Group
Line Port	7024055362@cl4-dscicorp.com
Device Type	Polycom VVX 501 DMS
MAC Address	64167F020438
Status	Online
Static Line Ordering	x

MODIFY USER SETTINGS

There are two areas for managing user level settings as described below.

DASHBOARD

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



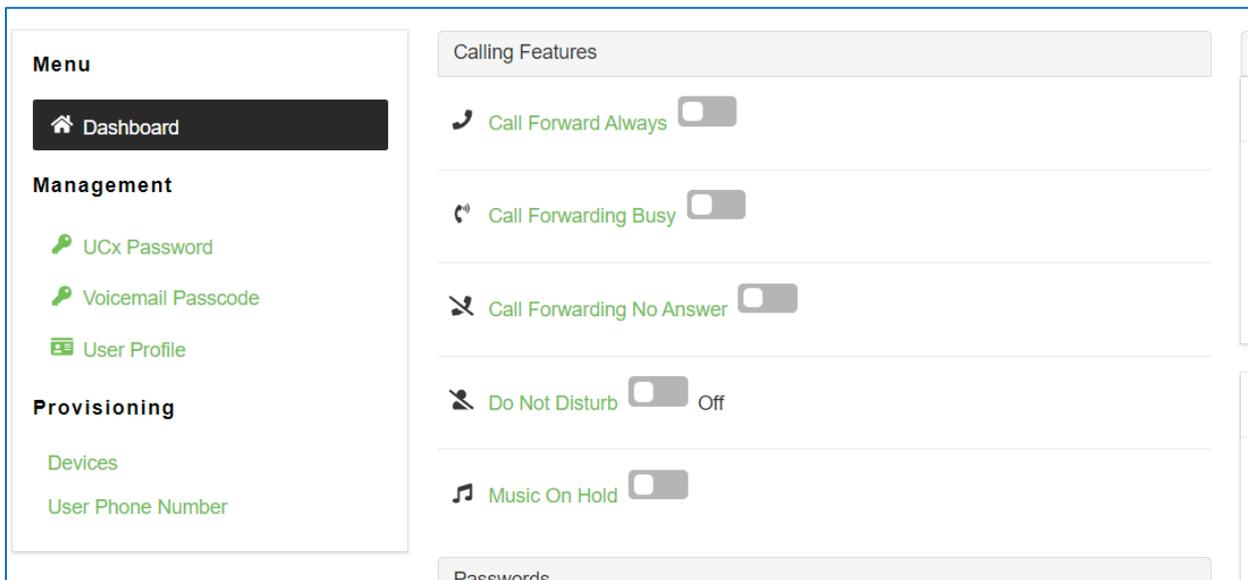
2. From the **User Id** list, select the **User Id** to modify.

Users 

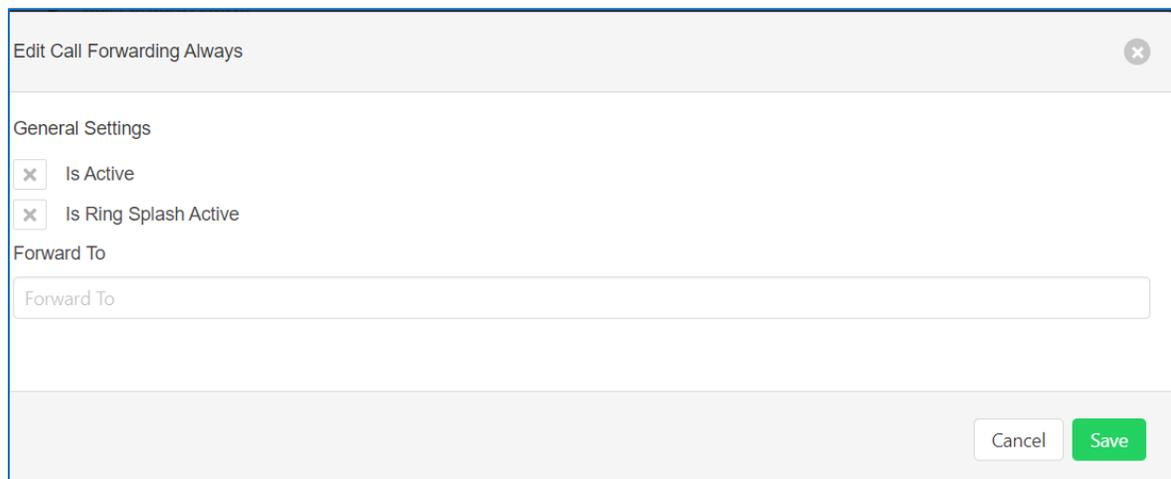
Filter Results

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		×

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



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



ALL OTHER SETTINGS

For all other settings that can't be set at the dashboard use the following steps.

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	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

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

- Auto Attendant
- Hunt Group

Management

- Announcement Repository
- Business Profile
- Business Schedules
- Users

3. From **Menu**, select **Users**.
4. Select the user.

User Id ^	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2567153803@cl4-dscicorp.com	Crosby	Cornier Grandstream	+1-2567153803		Crosby Corner (999990)	×
2567153804@cl4-dscicorp.com	DBurns	YL T33G	+1-2567153804	3804	Burns Bastion (999990)	×
2567153809@cl4-dscicorp.com	Weston	Test	+1-2567153809	3809		×
7812325309@cl4-dscicorp.com	7812325309	7812325309	+1-7812325309	5309	Trunk Trumpet (999990)	✓
7812325310@cl4-dscicorp.com	7812325310	7812325310	+1-7812325310	5310	Trunk Trumpet (999990)	✓
7812325311@cl4-dscicorp.com	TeamMate	POC 3	+1-7812325311	5311	Marquis Corner (999990)	×
7812325312@cl4-dscicorp.com	TeamMate	POC 4	+1-7812325312	5312	Marquis Corner (999990)	×
7812325313@cl4-dscicorp.com	Odin	Nick Test	+1-7812325313	5413	Marquis Corner (999990)	×
7812325314@cl4-dscicorp.com	Marquis	Cornier	+1-7812325314	5314	Marquis Corner (999990)	×
7812325315@cl4-dscicorp.com	DataTel	POC 1	+1-7812325315	5315	Marquis Corner (999990)	×
7812325316@cl4-dscicorp.com	DataTel	POC 2	+1-7812325316	5316	Marquis Corner (999990)	×
7812325574@cl4-dscicorp.com	Nurture	Test 2	+1-7812325574	5574	Burns Bastion (999990)	×
7812325575@cl4-dscicorp.com	Chad	Yealink Test	+1-7812325575	5575	Chad Burrow (999990)	×

5. 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

6. From here, all additional user settings can be accessed. In this case, let's select **Selective Call Rejection**.

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 wou

7. 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
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 wou

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

Dashboard / Groups / 999990 / Users / 2567153804@c4-dsccorp.com / User Service Settings / Selective Call Rejection

Selective Call Rejection +

Active	Description ^	Blacklisted	Time Schedule	Holiday Schedule
No Data Found				

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

The screenshot shows the 'Add New Selective Call Rejection' form. In the 'General Settings' section, the 'Is Active' checkbox is checked and highlighted with a red box. Below it, the 'Blacklisted' checkbox is unchecked. The 'Description' field is highlighted with a red box and contains the text 'Blocked Caller'. The 'Time Schedule' dropdown is set to '--Every Day All Day--' and the 'Holiday Schedule' dropdown is set to '--None--'. In the 'Calls From' section, the dropdown menu is highlighted with a red box and set to 'Specified Only'. Below this, there are sections for 'Anonymous Callers' (with 'Any Private Number' unchecked), 'Unavailable Callers' (with 'Any Unavailable Number' unchecked), and 'Specific Numbers'. At the bottom right, there are 'Cancel' and 'Save' buttons.

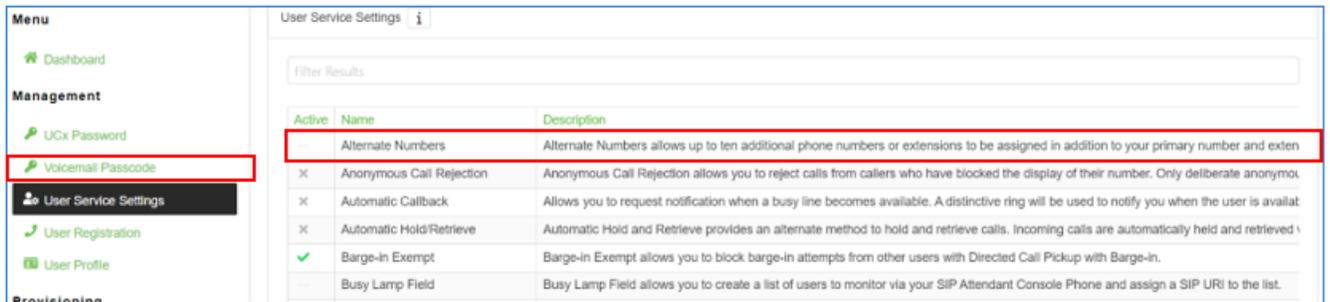
12. Scroll down to enter the number(s) to block, then click **Save**.

This is a close-up view of the 'Specific Numbers' section. The first input field is highlighted with a red box and contains the number '5558605309'. Below it are two empty input fields for additional numbers to be blocked.

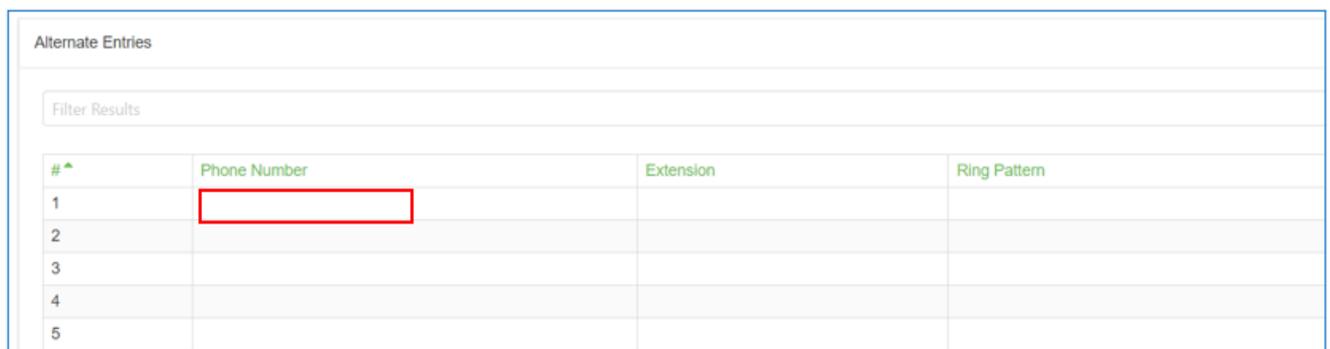
ADD AN ALTERNATE NUMBER TO A USER

Use the following steps to add an alternate number.

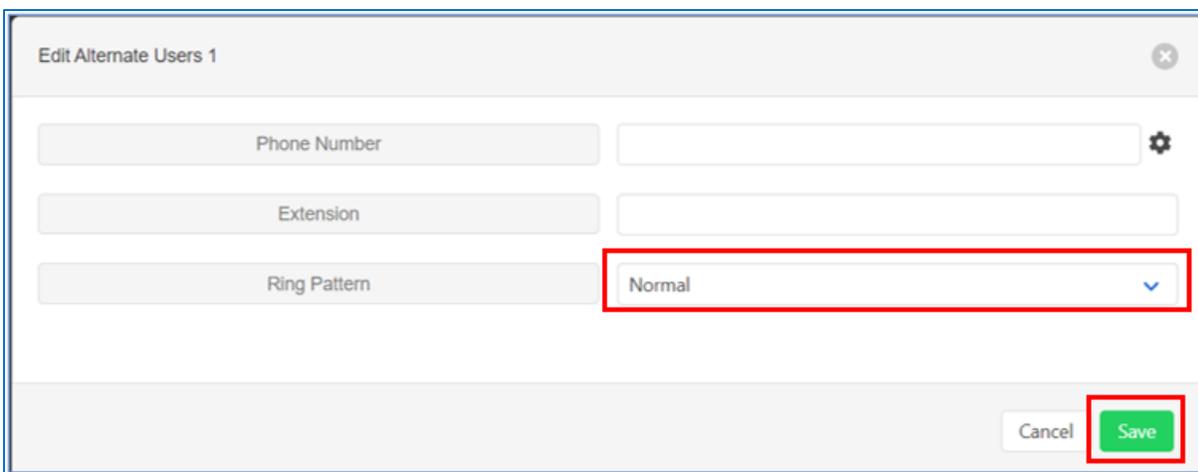
1. From **Management**, select **User Service Settings**.
2. Select **Alternate Numbers**.



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



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



5. Click **Save**.

HOW TO RESET A USER

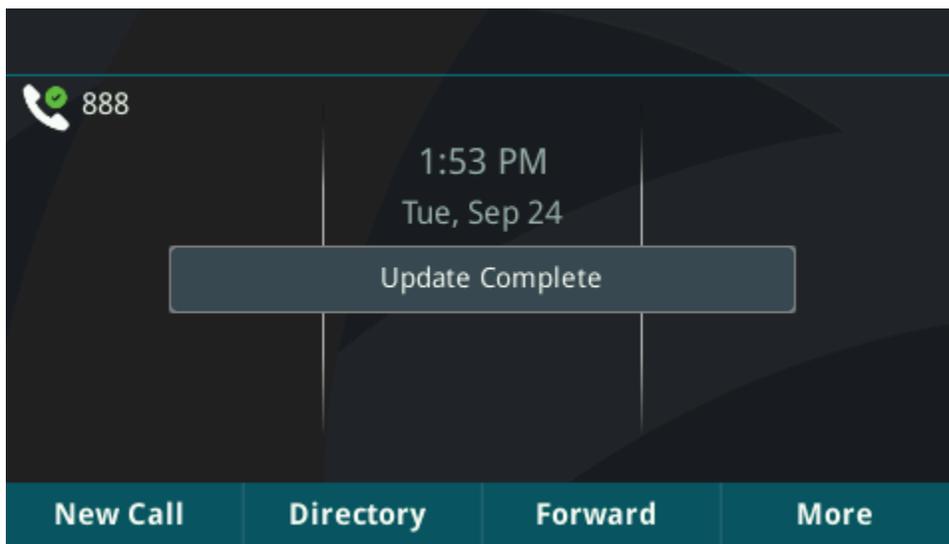
This section proceeds through the steps to reset a user. It is **Critical** that you read the below warnings before proceeding or you may end up with a non-working phone.

	<p>WARNING:</p> <ul style="list-style-type: none"> • If a user has more than 1 Physical Device you must open a request to have them reset. Resetting users with more than one Physical device is not currently supported. • On reset, Device Credentials are updated. Once user details are updated for the new employee the phone must be rebooted to get the updated configuration otherwise you will have a non-working phone.
---	--

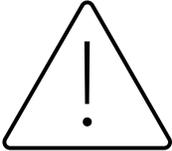
Primary Device Safety Check:

It's highly recommended to perform an "Update Config" on the physical phone before doing a User Reset. This can be done on a Polycom by going to Menu – Settings – Basic – Update Configuration.

- If the update completes it means the phone can communicate with TPx.
- If the update fails you should open a request with TPx instead of resetting the user, it's possible there is a firewall or other issue preventing the phone from getting updates.

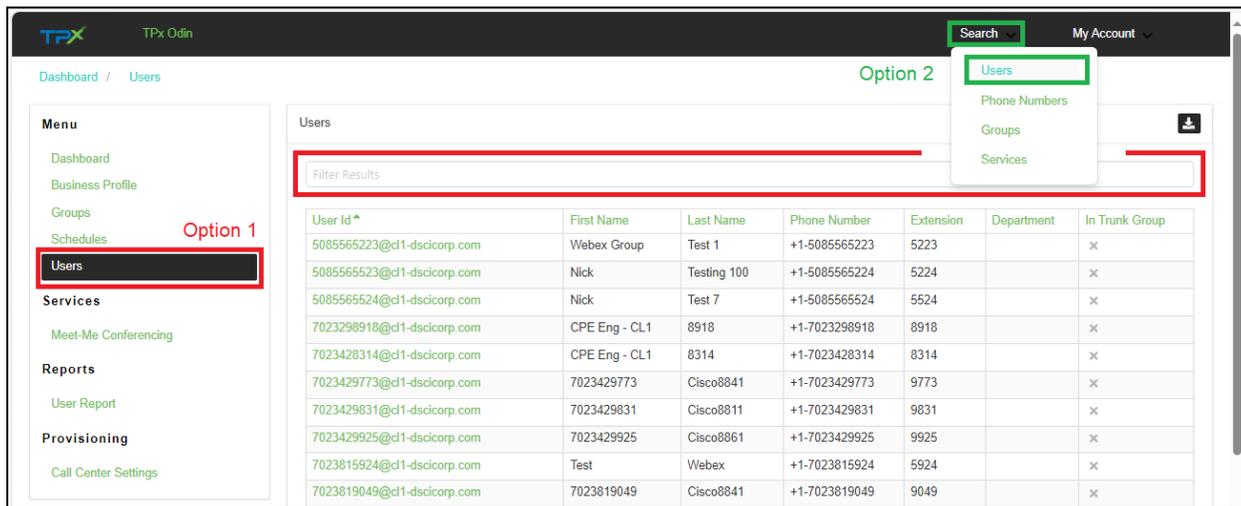


1. Search for and select the user you want to reset.



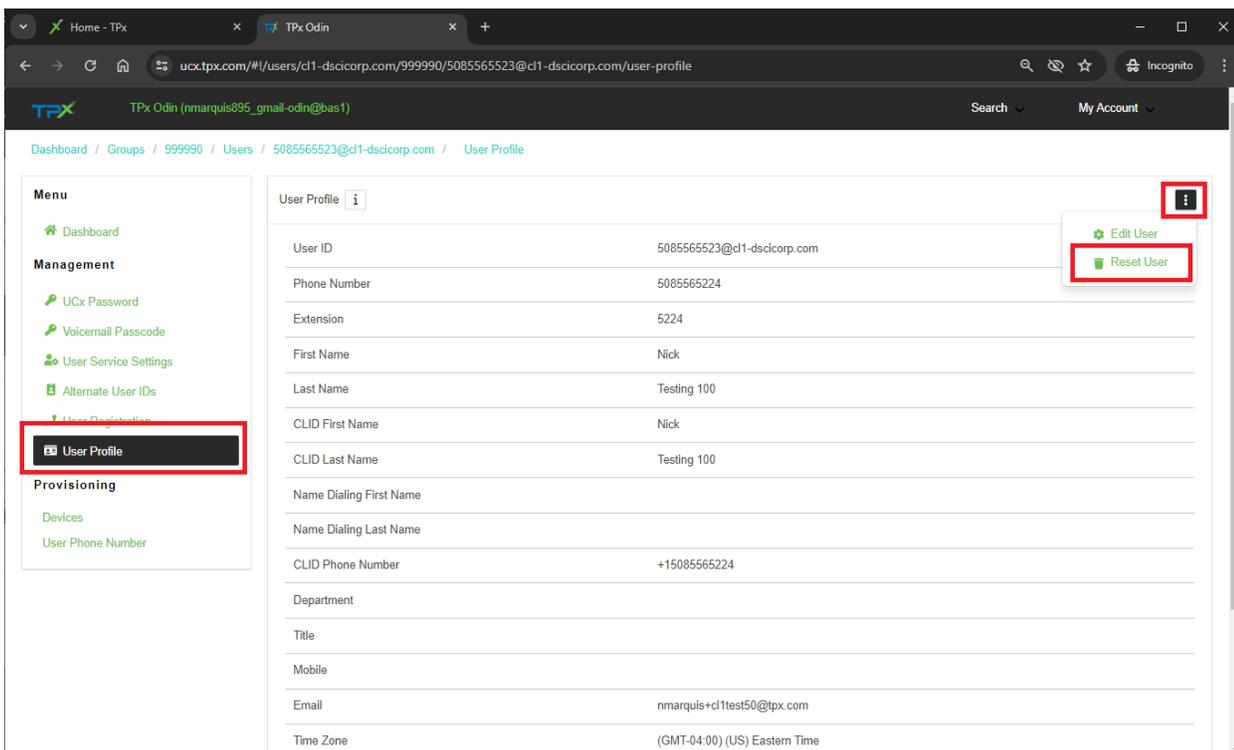
CAUTION: Do not update User Details (Such as name, email, etc). User Reset will automatically update First and Last name to “UNASSIGNED”.

Only update User Details after the initial reset has been completed and you are ready to re-purpose the seat.



User Id ^	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
5085565223@d1-dscicorp.com	Webex Group	Test 1	+1-5085565223	5223		x
5085565523@d1-dscicorp.com	Nick	Testing 100	+1-5085565224	5224		x
5085565524@d1-dscicorp.com	Nick	Test 7	+1-5085565524	5524		x
7023298918@d1-dscicorp.com	CPE Eng - CL1	8918	+1-7023298918	8918		x
7023428314@d1-dscicorp.com	CPE Eng - CL1	8314	+1-7023428314	8314		x
7023429773@d1-dscicorp.com	7023429773	Cisco8841	+1-7023429773	9773		x
7023429831@d1-dscicorp.com	7023429831	Cisco8811	+1-7023429831	9831		x
7023429925@d1-dscicorp.com	7023429925	Cisco8861	+1-7023429925	9925		x
7023815924@d1-dscicorp.com	Test	Webex	+1-7023815924	5924		x
7023819049@d1-dscicorp.com	7023819049	Cisco8841	+1-7023819049	9049		x

2. Click **User Profile**, then select **Reset User** in the upper right corner.



User Profile

User ID: 5085565523@d1-dscicorp.com

Phone Number: 5085565224

Extension: 5224

First Name: Nick

Last Name: Testing 100

CLID First Name: Nick

CLID Last Name: Testing 100

Name Dialing First Name:

Name Dialing Last Name:

CLID Phone Number: +15085565224

Department:

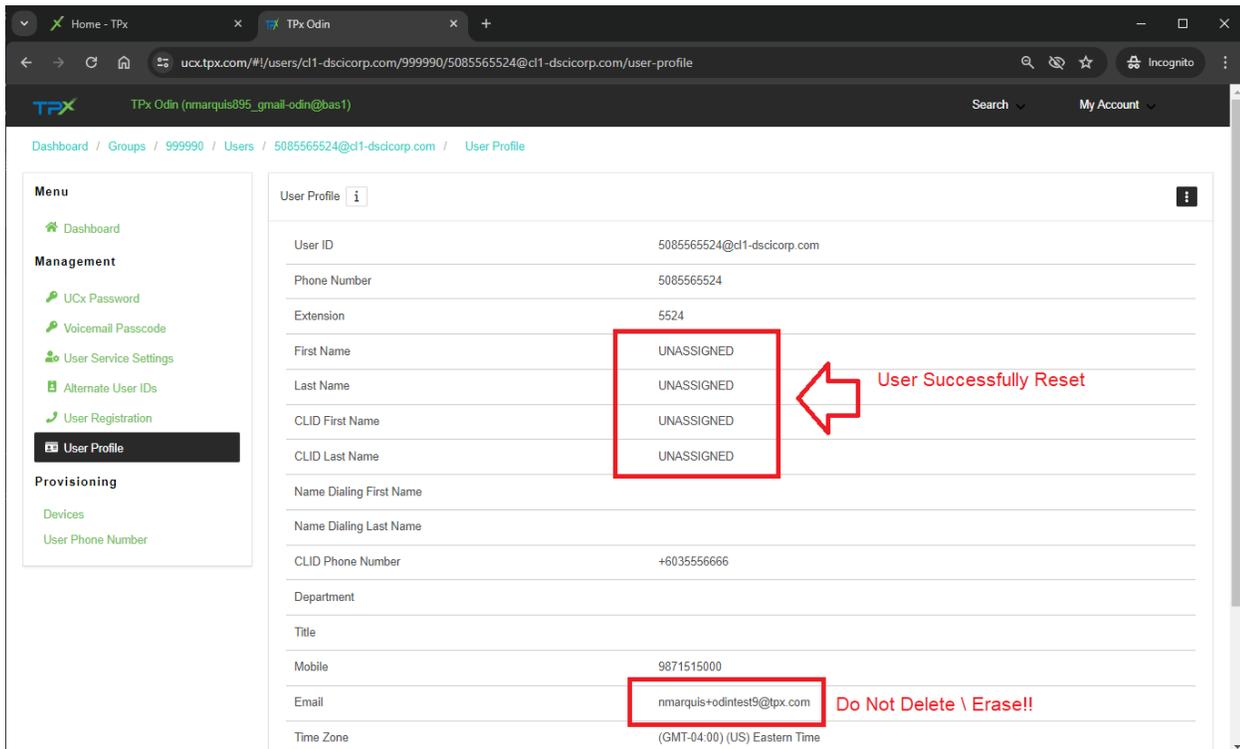
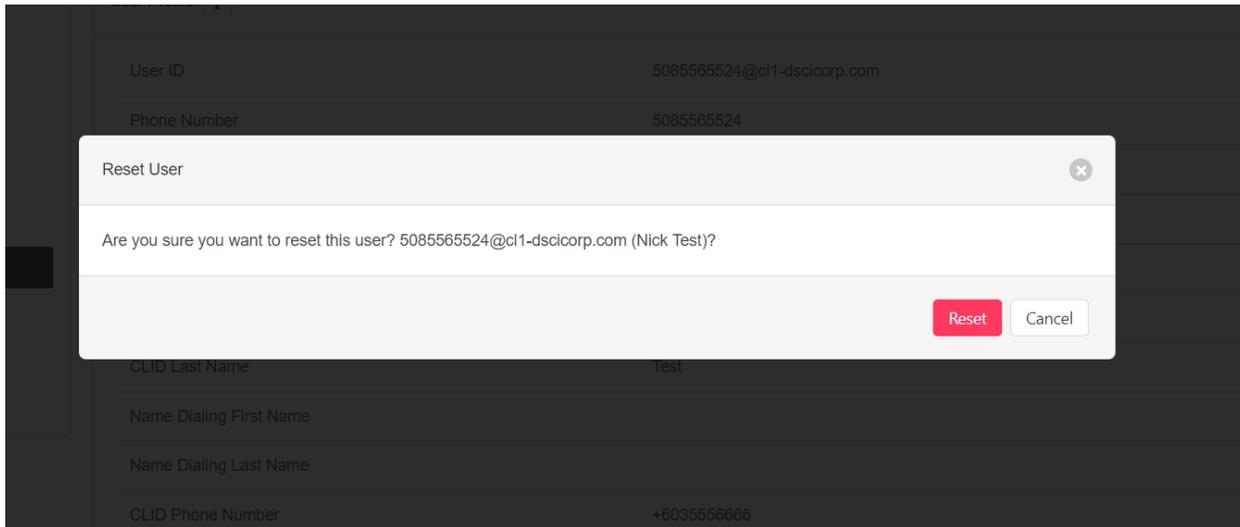
Title:

Mobile:

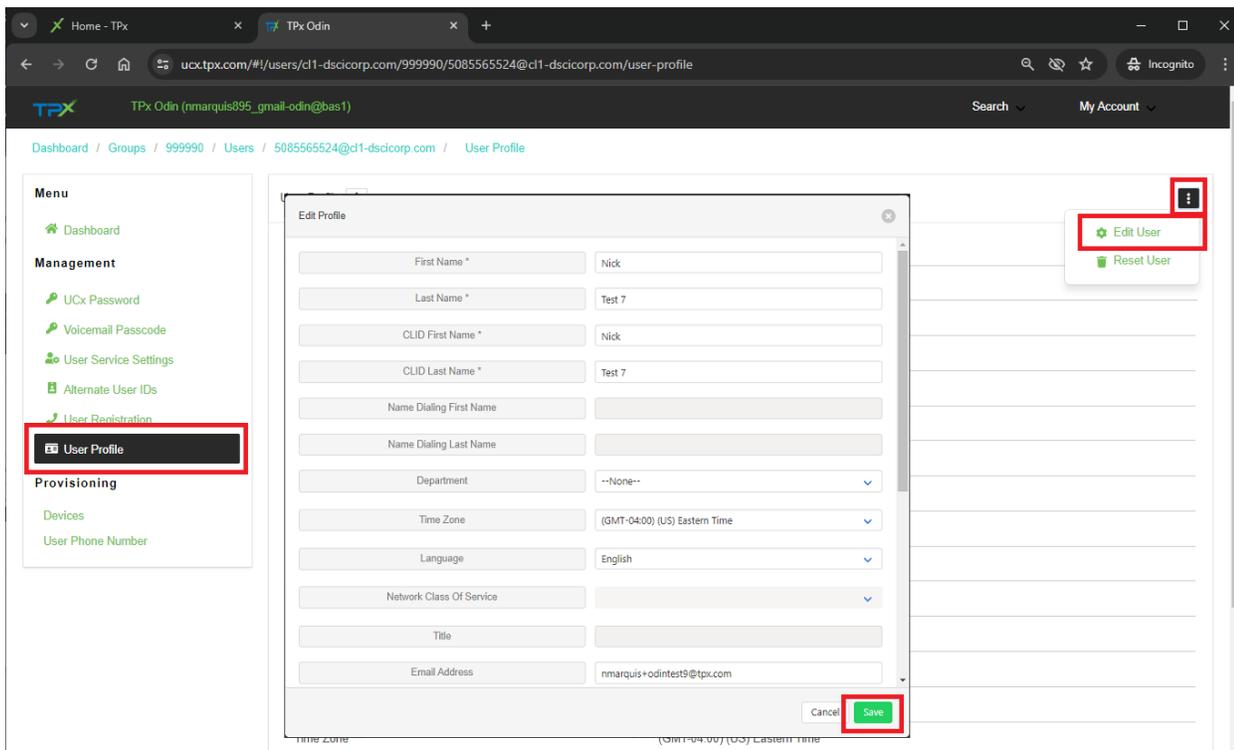
Email: nmarquis+cl1test50@tpx.com

Time Zone: (GMT-04:00) (US) Eastern Time

3. Select **Reset**. The following takes place after a reset:
 - a. User is removed from any existing Hunt Groups or Auto Attendants.
 - b. The Webex Person is deleted and re-Created as "UNASSIGNED."
 - c. User Features/Preferences are reset to their defaults. (Call Forwarding, etc.)
 - d. Password, Passcode, and Credentials are reset for Users and Device Registration.



4. When you are ready to reuse the account simply update the name and E-Mail address.
 - a. If the user has Webex they will receive a Webex introduction e-mail.



REFERENCES

[TPx Portal - UCx Auto Attendant Guide](#) - Discover how to view, modify, and update Auto Attendant settings, greetings, and menus.

[TPx Portal – UCx Announcements Guide](#) - Discover how to add an announcement for specific groups or users.

[TPx Portal – UCx Hunt Groups Guide](#) - Discover how to view, modify, and update existing hunt group settings and users.

[TPx Portal – UCx Schedules Guide](#) - Discover how to view, add, and modify time schedules.