

UCx Installation

What to expect with your UCx service installation and support

TPx makes your UCx installation quick and easy. Because UCx is hosted in the cloud and delivered over a TPx managed Internet connection, installation is much faster than a traditional phone system. Once your order is confirmed, and you have TPx managed access, we can get you up and running in about 14 days. Once installed, managing your service is simple through the UCx web portal.

Service Delivery Specialist

The TPx Service Delivery Specialist is your single point of contact with UCx delivery and is dedicated to making this a smooth install

Training

TPx hosts virtual and instructor-led /on-site class options with customized curriculum based on your needs and with flexible scheduling.

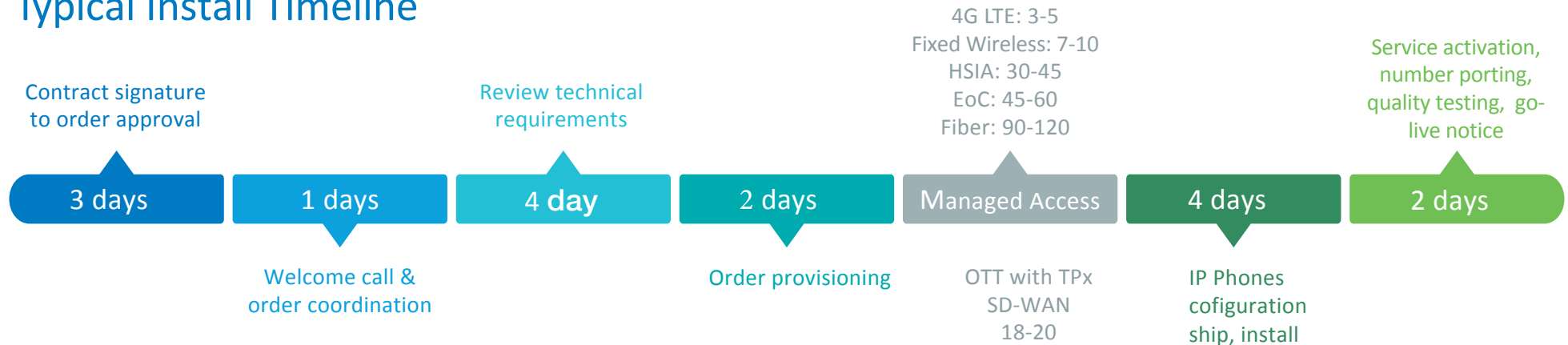
IP Phone Installation

TPx provides professional install support and self install options. Our self install is a proven installation model with pre-configured devices designed for plug and play and qualify installation support is just a phone call away.

Managed Access Considerations

Managed Access means TPx manages your Internet circuit. You'll either have internet access with TPx or with a another provider and deliver your UCx service Over the Top (OTT with TPx Managed SD-WAN service.

Typical Install Timeline



About this Timeline

This timeline is an approximation of the number of days and tasks required for each step in a typical installation. The exact timing may vary due to your needs and scheduling. Contact your TPx sales representative or Service Delivery Specialist if you have any questions about the timeframe for your individual installation.

Post Installation Portal

Once installed, additional users and services can easily be activated from the UCx portal without the need for on-site IT support.

Post Installation Support

Post-implementation monitoring, alerting, maintenance, incident response and moves/adds/changes.



COMMUNICATIONS

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