

Connex End-User Contact Center User

Self-Help Guide

Following the quick troubleshooting steps before reporting an issue keeps your team's communication running smoothly and without interruption. Most Softphone and Omniresponse issues are quick, local fixes a restart, login refresh, or headset check that can be handled in under a minute.

By running through these steps first, you'll:

- **Get back up faster.** No waiting on a support response for something that can be fixed instantly.
- **Avoid downtime.** You stay connected to your customers and coworkers without having to pause your workflow.
- **Solve problems confidently.** Understanding what's in your control helps you prevent future hiccups.
- **Keep your team efficient.** When everyone handles quick fixes themselves, calls flow better and productivity stays high.
- **Get priority help when you need it.** When a true issue does need support, your ticket jumps the line because it's clearly not a routine fix.

Taking a moment to use this guide first means less waiting, fewer disruptions, and smoother communication for you and your customers keeping your business running at full speed.

Most issues with apps or computers can be resolved quickly by **reconnecting to the services** you use.

Unified Communications (UCaaS) and Contact Center (CCaaS) systems don't rely only on your local hardware or office network. They also depend on the **internet connections, networks, and devices** used by distant users, remote employees, and underlying carriers.

Because of this, a busy call center may experience a few minor issues each day. These problems are often short-lived and not caused by your local setup.

Common Symptoms

- No caller on the line
- Phantom ringing (phone rings, but no one answers)
- Poor call quality — static, echoes, or "in a tunnel" sound
- Dropped or one-way audio calls

If these issues are **not happening to most users** on your local network, it's usually **not a local problem**. The cause is often on the carrier side or with a remote participant's network or device.

Connex End-User Contact Center User

Self-Help Guide

How to Tell if You Should Report the Issue or Just Troubleshoot It

1. Use Common Sense First

If your issue matches a known symptom in the self-help guide (e.g., no sound, can't log in, choppy audio), **always start with the guide.**

Most problems are user-level or network hiccups that clear after restarting, resetting, or checking permissions.

2. You Only Need to Report When the Problem Is Persistent, Widespread, or System-Level

Report the Issue if:

- **The problem happens repeatedly** — you've restarted, re-logged in, or rebooted and it still happens.
- **It affects multiple users** — others in your office or department are seeing the same issue.
- **It's network-wide** — phones in multiple areas show "Not Registered" or can't make calls.
- **You're unable to log in after confirming credentials** — even after a password reset.
- **Audio or call quality issues persist** even on a wired network or secondary device.
- **Voicemail, call routing, or IVR functions** are not working as configured (e.g., callers can't reach departments).
- **App crashes, won't open, or freezes** repeatedly.
- **You've already tried all the steps** in the Self-Help Guide, and it still isn't right.

In those cases — **collect key details** before submitting:

- Your **extension** or username
- The **time and date** of the issue
- A short description (what you were doing, what happened)
- Whether **others have the same problem**
- Any **screenshots or error messages**
- **Session ID**

Connex End-User Contact Center User

Self-Help Guide

3. You Should Self-Fix When:

- It's just **you** experiencing the problem
- It started right after a PC restart, network change, or headset swap
- The app opens, but it's glitchy, muted, or unresponsive
- Sound or registration comes back after reboot or relaunch
- You haven't yet followed the basic steps in the **Self-Help SOP**

These issues are nearly always **temporary or user-specific** and don't need to be reported.

4. Quick Rule of Thumb

If...	Then...
Only your phone or app acts up	Try Self-Help first
Multiple people or devices have same issue	Report immediately
It happens once	Note it and move on
It happens daily	Report it
Restart fixes it	Self-Help only
Restart doesn't fix it	Report it
You're unsure	Try Self-Help once, then report if not resolved

Connex End-User Contact Center User

Self-Help Guide

Connex Softphone or Omniresponse Softphone – Self-Help SOP

Purpose

Help end users quickly resolve the most common softphone and call-handling issues before opening a ticket with Connex Support.

1. General Rule: Reboot Before Anything

If the softphone, headset, or PC is behaving strangely:

- **Close and reopen Softphone or Omniresponse**
- **Restart your computer**
- **Unplug and reconnect your headset**
- **Re-login to your account**

Nine out of ten issues are cleared this way.

2. Can't Make or Receive Calls

Symptoms: Calls won't go through, or "Not Registered" appears. This **COULD** be a carrier issue, go on to the next call to see if the problem persists. If so, then

Try This:

1. Confirm you're connected to the internet. Test by opening any website.
2. Close Softphone or Omniresponse completely (not minimized — exit from the tray).
3. Reopen and log in again.
4. If still not working:
 - Disconnect and reconnect to your Wi-Fi or Ethernet.

If still not registered: contact IT or Connex Support — your account may need re-provisioning.

Connex End-User Contact Center User

Self-Help Guide

3. No Sound / Microphone Not Working

Symptoms: You can't hear the caller, or they can't hear you. This **COULD** be a carrier issue, go on to the next call to see if the problem persists. If so, then

Try This:

1. Check if you're muted in Softphone or Omniresponse.
2. Verify your **input/output device** under:
 - **Settings** → **Audio** → **Speaker/Microphone**.
 - Select the correct headset or device from the dropdown.
3. Ensure your headset is plugged in **before** launching Softphone or Omniresponse.
4. Test your headset in another app (Teams, Zoom, etc.).
5. For browser softphones:
 - Allow **microphone permissions** in Chrome or Edge.
 - Click the lock icon next to the web address → enable mic access.
6. If you're using Bluetooth, disable and re-pair the headset.

4. Dropped Calls / Choppy or Robotic Audio

Symptoms: Call cuts out, delays, or poor quality sound. This **COULD** be a carrier issue, go on to the next call to see if the problem persists. If so, then

Try This:

1. Run a quick internet speed test – you need at least **10 Mbps up/down** and **ping < 50ms**.
2. If on Wi-Fi, move closer to the router or switch to Ethernet.
3. Close background programs using bandwidth (Teams, YouTube, OneDrive sync, etc.).
4. If remote, restart your router and modem.
5. If issue persists, note the **time and name of the caller as well as the Session ID** – this helps Connex identify if it's a system or carrier issue.

Connex End-User Contact Center User

Self-Help Guide

5. Calls Not Ringing / Missed Calls

Symptoms: Others say they called, but you never saw it ring. This COULD be a carrier issue, go on to the next call to see if the problem persists. If so, then

Try This:

1. Make sure your **ringer device** is correct under:
 - o **Settings** → **Audio** → **Ringer**.
2. If you're using Windows:
 - o Ensure "Focus Assist" or "Do Not Disturb" is **off**.
3. Test by having a coworker call you.

If you still don't receive calls: Log out → close → reopen Softphone or Omniresponse. If it continues, report to support.

6. Login Problems

Symptoms: Invalid credentials or app won't connect.

Try This:

1. Confirm your username.
2. Type your password manually - avoid auto-fill.
3. If still not working:
 - o Try logging in from another computer or browser.
 - o Reset your password using the Connex portal link.

7. Audio or Mic Stops Mid-Call

Symptoms: Call starts fine then audio drops off.

Try This:

1. For USB headsets, unplug, try a different port.
2. Disable "Exclusive Mode":
 - o Windows Sound Settings → Device Properties → Advanced → uncheck *Allow applications to take exclusive control*.
3. Restart Softphone or Omniresponse and reselect your devices.

Connex End-User Contact Center User

Self-Help Guide

8. Updates & Re-Installs

If the app acts erratic (lags, freezes, crashes):

1. Check for updates: **Settings** → **About** → **Check for Update**.
2. If no update available, uninstall Softphone or Omniresponse completely.
3. Reinstall from the official Connex or Softphone or Omniresponse link provided by your admin.
4. Log back in and verify your profile and devices.

9. When to Contact Connex Support

After trying the above, contact Connex only if:

- Calls still fail to connect after restart/relogin
- Audio consistently drops or one-way audio persists
- Voicemail access fails even after password reset
- You're repeatedly being logged out

When contacting support, include:

- Your **extension** and **name**
- A short description of the issue
- **Time and date** of the most recent call with a problem
- Screenshot if applicable
- Session ID

Connex End-User Contact Center User

Self-Help Guide

Quick Tip Sheet

Issue	Quick Fix
No calls / Not Registered	Restart app + verify network
No sound	Check audio device + permissions
Choppy call	Move to wired, stop downloads
Missed calls	Disable DND / forwarding
Login fails	Reset password + re-login
Vicemail not working	Clear old messages + reopen app