

TPG BizPhone FAQs

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How do I modify features like Call Forwarding?

We have built a web interface (Frontier Portal) that allows you to access and modify features of your BizPhone service. Some features can also be modified using the handset and special codes.

What happens if my Internet connection stops working?

We recommend you to provide a backup phone number during the ordering process and the incoming phone call can be routed to the backup phone number if your Internet connection is offline. Outgoing phone calls via the service will not work if your Internet connection is offline.

Do I need a separate Internet connection just for the phones?

It is possible to share an Internet connection amongst your telephones and computers. Bandwidth is the capacity of your Internet connection. Your bandwidth will be shared between the calls you make from your BizPhone handsets and the regular traffic that is sent for Internet browsing and web applications. The more bandwidth you have, the higher the number of concurrent calls you can have without impacting voice quality and browsing or access to web applications. You may also need to look at increasing your bandwidth.

How fast does my Internet connection need to be?

Continuing on from the discussion of bandwidth in the previous question, we recommend a minimum of 100kbps of upload speed per concurrent call.

What equipment do I need for a BizPhone solution?

BizPhone runs through your Internet connection, and there is no additional hardware required. Your phones will also connect to an internal network, provided by a switch. If you have computers plugged into a switch already, the phone has a 'piggy back' function that allows the phone to be plugged into the switch, and the computer to be plugged into the phone. This means that you do not need more ports than you already have in your networking equipment.

What type of cabling is required? How do I connect my computer and phone?

Your new telephone will plug into your switch via a standard Ethernet cable. Your computer can be routed directly to the switch, or can also plug into the phone. The advantage of this feature is that only one port and run of cable is needed to connect both your phone and computer.

Does the phone need its own power supply?

All of the BizPhone handsets come with power pack which plugs into a standard 240v wall socket. These handsets also have the Power over Ethernet (PoE) function. This allows the handsets to be powered via the Ethernet cable it is connected to. For this setup to work correctly, you must have a PoE switch installed in your business.

Can I connect my fax machine?

Fax is best effort only. You can order an ATA and plug a fax machine into it, but we cannot guarantee that fax will always work on ATA as it is a VOIP based service.

Can I dial 000, and does my 000 emergency address work?

Yes - access to the emergency services is still available. Please consider that as your BizPhone service can be used in any location that has a suitable Internet connection, the address recorded against your phone number that emergency services sees when you call may not match your current physical location. A caller to emergency services should always have access to their physical address to give to the operator.

What configuration details are required to be listed in the White Pages?

The details required are the Directory Usage Code and the Directory Listing Code.

What happens if I lose power at my business?

Your new handsets operate via a normal power adapter or via a Power over Ethernet switch. They require power to be used, and will not function in the event of a power outage.

However, if you provided a backup phone number at the time of order, your incoming calls will be routed to the backup number provided (Call Forward Not Reachable).

Do I need to be a TPG customer to purchase TPG BizPhone?

No, you are welcome to use another provider Internet service with our BizPhone solution. We would highly recommend choosing us as your Internet provider. Having both services through TPG means you have one number to call for an issue related to the Internet and BizPhone service.

Does TPG BizPhone support wireless desk phone?

Yes, we are offering the IP DECT W56P Cordless handset with our Cordless plan.

Can I customise the recorded 'Music On Hold'?

Yes, the ability to upload or record your own 'Music On Hold' is enabled through the online portal.

What type of calls are included for free in my monthly line rental?

Each plan with TPG BizPhone includes all of your local, national, and mobile calls at no additional cost.

What happens at the end of my contract commitment?

At the end of your contract commitment, you are able to continue with your selected plan and access. If you wish to cancel the service, you will need to return the handsets.

Does the Customer Service Guarantee (CSG) apply to TPG BizPhone?

BizPhone customers waive their rights to the Customer Service Guarantee upon signup of the service. As this is a significantly discounted service (including free local, national, and mobile calls and low cost international calls) TPG is not able to provide the same CSG as it would with a traditional landline telephone service.

Does TPG have a fair use policy?

Yes, TPG does have a Fair Use Policy that applies to BizPhone. The policy restricts usage to a normal business use service.

Does TPG BizPhone support multiple sites or physical locations?

Yes, TPG BizPhone support multiple sites or physical locations as part of same BizPhone order.

Am I able to upgrade or downgrade from one BizPhone plan to another BizPhone plan if it is still under contract?

There is a "Change Plan" transaction in Frontier that will allow you to upgrade or downgrade your BizPhone Plan to another available BizPhone plan. **Please Note that there are some plans upgrades that are not supported under the "Change Plan" transaction.** Please refer to the BizPhone Documentation or contact your Account Manager for the Upgrade and Downgrade Rules and to find out whether a Change Plan option is applicable between the relevant BizPhone plans.

What is the process for returning the old BizPhone handset when I change my BizPhone plan?

The equipment retrieval team will initiate the collection of the old equipment by sending the Connote to you and organise the courier to pick it up.

Do I need to do anything on the portal to activate the new handset (upgrade or downgrade) or is it simply plug and play?

You will need to plug the handset once you receive it and then call the BizPhone provisioning/activation team to activate the new handset against your existing service.

How do I reconfigure the phone if an employee leaves the business?

The group Administrator can log into online portal to change the first and last name details of that user.

Does BizPhone allow call recording for Training and Development purposes?

TPG BizPhone will not allow this feature. It is being considered for future releases of the product.

What is the maximum monitored users in the Busy Lamp Field feature?

The maximum limit is 50 users.

What is the maximum monitored users for Receptionist Basic vs Advanced?

For Basic, it is a max of 30 monitored users and for Advanced it is 200 statically or 100 dynamically monitored users.

Is the Speed Dial 8 feature available on the IP DECT Phone? What about Softphone?

Yes, Speed Dial 8 is available on both the DECT Phone and the Softphone.

Is the Auto Attendant audio file format restricted? Are there any guidelines for this?

Yes, there is a specification for the Auto Attendant audio file format, which you can find in the TPG BizPhone User Reference Guide.

Do I need to have SIP port 5060 open for both TCP and UDP?

TCP is our default protocol and therefore TCP port 5060 should always be opened, where an UDP is optional, but it is also recommended that it is open; i.e. if TCP passes the BizPhone firewall connection test and UDP fails the service should still work.

Is the Busy Lamp Field feature available across all different handsets?

The Busy Lamp Field feature is not available on the IP DECT W56P handset. It is only available on the T42G and T48G handsets.

Is the Voicemail to Email feature available on TPG BizPhone service?

Yes, the Voicemail to Email feature is available and the email address will be captured at the time of ordering and you can also modify this feature through the online portal.

Can I add extra lines to my BizPhone handsets?

No, TPG BizPhone is 1-to-1 service and you can only have 1 phone number or line on each handset.

Is there video capability in development for BizPhone?

No, video conferencing is not on the roadmap for BizPhone.

Where can I download the Mobile App?

Through iTunes or Android Google App.

Are calls that are initiated from the BizPhone Mobile App charged to the BizPhone user (i.e. not to the user's mobile carrier)?

Calls that are made from the BizPhone Mobile App are charged to the BizPhone user at the same rate as those from the desktop phones. Note: if WIFI is not on or available at the time of making call, it will use the mobile carrier's data plan.

Can I choose the number range for my BizPhone service?

No, you can only specify the number range size on the order and we will assign the range randomly from the available numbering pool.

Can I add more than one user as BizPhone admin?

Yes.

