

Help & FAQs

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Frequently asked questions (FAQ) listed here. COMING SOON!

Help & FAQs

Need Help?

Review our Frequently Asked Questions below. If you still need assistance, email us at support@axiatp.com or call 1-800-411-AXIA (2942).

The following is a list of commonly asked questions.

User Panel

Why am I not receiving phone calls?

Ensure DND (Do Not Disturb) is off. Check physical phone (if present), softphone, desktop application (Users > Selected User > Extensions tab), and Presence setting. If DND is off in all areas and you are still not receiving calls, contact your Synkato administrator.

What does *MAC00000000* or *Unprovisioned* on my phone display mean?

This content may be displayed on a physical phone that has not yet been associated to an assigned extension. Contact your administrator if they are not already working on making the connection.

Are user statuses updated to Unavailable when they log out or lock their computer?

No. Automatic status updates do not occur. However, options exist to manage Status Sync and Auto Pausing as follows:

Status Sync - Managed from System Settings > Advanced Settings > Presence tab. When Call Center Status Sync is set to Yes, the user status in Presence is reflected throughout the Ring Groups they belong to.

Auto Pause - Managed from System Settings > Advanced Settings > Ring Groups tab. When Auto Pausing is set to Yes and a call is missed, the agent is automatically paused in all of the Ring Groups they belong to.

If a customer dials an extension directly that is not available, how is the call handled?

Call routing can be established to handle situations like this. Calls can escalate to another extension, another queue, or routed to an IVR menu to determine next steps directly.

Can a call be routed to a specific support level within an individual department (e.g., Level 1, Level 2, Level 3, etc.)?

Yes. This is an ideal situation for agent weighting. Agents with a higher weight will be more likely to answer the call first, so different weights can be established for Level 1, Level 2, and Level 3 agents and ring into those different tiers accordingly. Weights are configurable via the admin panel and are also persistent across log-in/log-outs.

The other way to do is to establish tiered ring groups (e.g., Call tier 1, if all agents are busy or not answering, escalate to tier 2). Agents can be a part of multiple Ring Groups, allowing for Level 1, Level 2, and Level 3 support all as separate Ring Groups with automatic failover when a user is unavailable or no one answers. [Learn more about establishing Ring Group Weights.](#)

What types of phones and devices are compatible with Synkato?

[View all currently supported devices.](#)

How do I add a new phone or device?

[View all currently supported devices.](#) When a desired device is not listed, it may still work with Synkato, but will not be automatically configured. Contact Synkato to learn more about manually configuring a device.

Does voicemail transcription only work when forwarded to email?

Yes. Voicemail transcription requires enabling the **Voicemail to Email** checkbox in order for transcription to be available in both the user interface (UI) and in email. This setting is managed from: User Management > Selected User > Voicemail tab.

Is voicemail transcription available on generic voicemails?

Yes. Transcription for generic voicemail is available with version 3.1.01 or above. This setting is managed from: Generic Voicemails > Selected Voicemail > Voicemail Information tab.

Why did voicemail transcription fail?

If a voicemail fails to transcribe, first check that voicemail transcription is enabled in the user record. If the transcription is not delivered after 10 minutes, contact your partner for support.

NOTE: Messages with no audio content or less than five seconds are not transcribed.

How does Synkato handle firmware updates to installed devices?

When a device is connected to Synkato, it automatically retrieves the latest firmware.

Can calls be recorded?

Yes. Settings exist to record all calls with an override option for specific calls dealing with sensitive information. This setting is managed from: User Management > Selected User > Recording tab.

Can recordings be retained for longer than 90 days?

Yes. For data security purposes, data can be synced to an external FTP server.

How long is the delay between when a recipient answers the phone and when the recording begins?

NOTE: Recording must first be enabled on the extension/Ring Group:

- Recording begins as soon as the call is connected with an extension/Ring Group for an inbound call.
- Recording begins as soon as the number is dialed for an outbound call.

Once a new user has been added, how do I communicate their account information?

Access the specific user from: Users & Devices > Users > Voicemail tab. Click **Send Welcome Email** at the bottom of the screen.

Chat+ / SMS

How do I enable SMS?

[SMS numbers must be ported prior to enabling SMS in Synkato.](#)

Why am I not seeing SMS messages?

If SMS messages are not appearing, first verify the DID number and ensure SMS is enabled in the user record. If the problem persists, contact your partner for support. These settings are managed from: User Management > Selected User > DID/CallerID and Chat+ tabs respectively.

Can all phone numbers be enabled for SMS?

The vast majority of phone numbers can be SMS enabled. Depending on the carrier, there may be some additional steps required for the customer to work with their carrier to *release* the SMS capabilities of a number. A small percentage of numbers may not be portable. [Learn more about enabling SMS.](#)

How do I know if someone has opted out from SMS communications?

Alerts appear in active SMS threads when a user opts out.

Is there a Spanish option in SMS?

Yes. Spanish character sets are supported for SMS.

Why am I not getting Chat+ notifications in Chrome or Firefox?

Whitelist all Synkato domains to receive notifications from the appropriate browser. [Learn more about whitelisting Synkato domains.](#)

Presence

What does Presence Call Center Status Sync do?

Call Center Status Sync utilizes the Synkato Presence indicator and setting to control agent status within Queues and Ring Groups. There are additional Presence status items added to the drop-down list including Ring Group in the name. The items apply to all Ring Groups for the user.

How do I transfer a call via Presence?

There are two ways to transfer a call within Presence:

1. When on an active phone call, click the Transfer key at the top of the Presence page and select or search for the destination. Then click the Transfer button located at the bottom of the page.
2. Drag and drop the call to:
 - Another user's extension or their voicemail
 - Parking Lot
 - Conference Room
 - Ring Group

Why does my storage free space look incorrect?

Storage space may not be 100% accurate because file size calculation is not reflected in real time.

What types of packets does Synkato support?

SIP-Session Initiation Protocol.

How can I troubleshoot my network?

Run a diagnostic from <http://quality.kerauno.io> to see bandwidth, latency and consistency insights.

Does Synkato support Active Directory?

Yes. [Learn more about Active Directory.](#)

What operating platforms does Synkato support for mobile use (e.g., Android, iOS and carrier-based multi-OS solutions)?

Synkato is mobile OS agnostic and works on any device via browser. Bolt softphone is supported on Android and Apple phones and tablets.

What is E911?

Enhanced 911 (E911) is mandated in the United States by the [Federal Communications Commission \(FCC\)](#) and ensures location information is communicated to emergency services when 911 is dialed from mobile and certain VoIP services. Phone numbers are associated to actual street addresses by telephone carriers.

A Synkato administrator is responsible for associating phone numbers to devices, users, networks, and trunks within the platform.

What are the top issues encountered with VoIP calls?

The top issues or call quality affecting symptoms that may be encountered during a call include:

- Choppy, stuttering, or garbled audio
- Dropped or missing audio
- Delayed audio
- Static/echoing

[Learn more about causes and remedies for call quality issues.](#)

What is the recommended bandwidth to support VoIP service?

An internet connection that is stable and consistent in performance is required to ensure good voice quality. High-speed DSL, cable, or fiber connection with enough bandwidth to accommodate both regular internet traffic and the number of simultaneous voice calls is recommended. A connection with a business-level service agreement is preferable, though not required. Synkato voice calls require 92Kbps per call (100Kbps/call, for ease of calculation; via G.711 or G.722). A speed test can be performed via <http://quality.kerauno.io> to confirm bandwidth.

NOTE: Contact your Internet Service Provider (ISP) to improve internet connectivity when speed testing shows poor performance, such as:

- Expecting 1.5Mbps, but getting only 800Kbps.
- Ping results are above 100ms or are dramatically inconsistent between pings (especially if in the US).