Placing a Call:
Placing a call requires only two steps, which can be performed in any order:
• Pick up the handset or press  or  .
• Dial the number—
  Campus calls: Dial the last 5-digits of the UT number
  Off-campus calls and domestic long distance: Dial 9 + 10-digit off-campus number
• For international calls: Refer to dialing instructions in the Wiki, http://links.utexas.edu/ffochc.

NOTE: You can switch to a different call mode while a call is in progress by lifting the handset or pressing  or  .

Answering a Call:
You can answer calls using the handset, speakerphone, or a headset.
• For calls to your primary line, lift the handset or press the  or  (if connected) key.
• For calls on other lines assigned to your phone, lift the handset or press the  or  (if connected) key and press the with the green flashing line key .

Conferring a 3rd Party:
All users have the ability to add a 3rd party onto an active call. To do this:
• In an existing 2-party call, press the *soft key More and then the Confnc *soft key.
• Dial the 3rd party’s number. When this call is answered, you will be able to speak with this person while the 1st party is on hold.
• Press the Confnc *soft key again to connect all 3 parties together.
• Hang up to end the 3-way conference call.

Call Forwarding:
For the following, always pick up the handset first and when done hang up the handset.

Activate call forward immediately to another number:
• Campus: Dial *72 and the 5-digit UT number
• Off-campus: Dial *72 and 9 + 10-digit off-campus number
• To voice mail: Dial *72 and 28886

Deactivate call forward immediate:
• Dial 73

Activate call forward BUSY:
• Campus: Dial *82 and the 5-digit UT number
• Off-campus: Dial *82 and 9 + 10-digit off-campus number
• To voice mail: Dial *82 28886

Deactivate call forward busy:
• Dial *83

Activate call forward NO ANSWER:
• Campus: Dial *84 and the 5-digit UT number
• Off-campus: Dial *84 and 9 + 10-digit off-campus number
• To voice mail: Dial *84 28886

Deactivate call forward no answer:
• Dial *85

Change the number of call forward no answer rings:
• Pick up the handset
• Dial *33 followed by any number of rings from 2 to 9.
• Wait for confirmation tone, then hang up

Listen to Voice Mail Messages:
A flashing red light indicates new message(s). An envelope icon indicates which line has voice mail.
To listen to messages:
• Press the button, enter your PIN and press #.

Call Resuming/Releasing a Call (Hang Up):
• Replace the handset on the hookswitch or press the End Call *soft key.
• If using the speakerphone or headset, press  or  .

Hold/Resume a Call:
• To place a call on Hold—press the Hold button  on the phone unit or select the Hold *soft key.
• While the call is on hold you can hang up the receiver.
• To reconnect—press the Resume *soft key, the blinking red line, or the Hold button  on the phone.

Muting Your Line:
• While on an active call press the Mute button .
• You will still hear all other parties while mute is enabled, but they cannot hear you. Mute button will turn red.
• To un-mute, press  again.

Transfer a Call:
All users have the ability to transfer active calls to other numbers (internal or external). Transfers can be done either as “Blind” or “Consultative” where you can consult or announce the transfer before transferring a call.
To initiate an unannounced, “Blind”, transfer:
• In an existing 2-person party call, press the Transfer *soft key, then press the Blind soft key, and dial phone number.
• Hang up.

To initiate a “Consultative/Supervised” transfer:
• In an existing 2-party call: press the Transfer *soft key. Dial the transfer target. When the transfer call is answered, you will be able to speak with the transfer target while the caller is on hold. Press the Transfer *soft key again to transfer the caller to the transfer target.
• Cancel a transfer: To retrieve the call back, press the cancel *soft key.
*Soft keys are located at the bottom of your phone’s screen.
Phone Issues & Troubleshooting Steps:
For performance issues with your phone, we recommend a phone Restart to see if it returns to normal operation:

Press the Home button
- Navigate to 6-Settings, press the middle navigational button. Or press 6 on your keypad.
- Select 1-Basic, or press 1 on your keypad.
- Arrow down to 8-Restart phone, or press 8 on your keypad. And select Yes soft key.

If this does not clear the phone issue:
- If you are not receiving calls, select line and dial 73 to cancel call forward immediate to voicemail.
- For UT Basic Service level customers: Contact your desktop technical support person for phone trouble reports.
- For UT Business Service level customers: Contact your desktop technical support person for phone trouble reports, first. If unable to resolve, they can email ITS Networking & Telecom to report a trouble at switch@austin.utexas.edu, creating a Service-Now ticket.

Updates to your phone’s configuration file:
If you are told to update the phone’s configuration:
Press the Home button
- Navigate to 6-Settings, press the middle navigational button. Or press 6 on your keypad.
- Select 1-Basic, or press 1 on your keypad.
- Arrow down to 7-Update Configuration, or press 7 on your keypad.
- Phone display will read “Update Configuration, Are you sure?” Press the Yes *soft key

Home—Basic—Other Functions
Press Home button and select 5-Settings, 1-Basic
- 1 Preferences—Headset, Call Waiting disable/enable
- 2 and 3—Backlight Intensity and Timeout
- 4—Ring Type, Power Saving

Volume Adjustment:
- Press the volume keys to adjust the call volume while on a call.
- Press the volume keys when idle to adjust the ringer volume.

Do Not Disturb:
Press the Do Not Disturb soft key on the phone. This will automatically select any and all lines on the phone.
- will appear next to the phone numbers that have been marked “Do Not Disturb.”
- To disable this feature, press the Do Not Disturb soft key again. will appear next to the phone numbers indicating available status.
- If voice mail is set up, calls will automatically go to voice mail when DND is activated. If no voice mail is set up, callers will hear an automated message saying the caller is unavailable.

Additional Note: If feature is unavailable, you will receive a “fast busy” signal. This feature is unavailable on elevator phones as well as lines that automatically dial another number.

Redial:
Press Home and Redial to call the last number you dialed.

Reject an Incoming Call:
On an incoming call, if you press the Reject *soft key the caller will automatically be sent to your voice mail service. If voice mail is not set up, an automated message will be heard—caller is unavailable.

Ignore an Incoming Call:
On an incoming call, if you press the Ignore *soft key the ring on the phone will be silenced, but the caller will still hear ringing. The unanswered call will follow the line forwarding treatment.

Call Waiting:
To answer a call waiting call:
- Press the Answer *soft key. The original call is now on hold and you are connected to the new call.
- To return to the original call, press the Resume soft key, placing 2nd caller on hold.
- You can toggle back and forth between the two calls, or press the End Call or Transfer soft key for other options.

Malicious Call Trace:
This feature should only be used to identify a phone number if the call is threatened or harassing. This feature automatically records the calling number in an electronic log at UTPD even if it is blocked from Caller ID. Using Customer Originated Trace should be considered the same as filing a complaint with UTPD.

To Activate:
- After receiving a threatening or harassing phone call, hang up the line. Immediately following, but before making another call, pick up line and dial *57. You will receive the following confirmation message: “You have successfully traced your last incoming call.”
- After activating Customer Originated Trace, you should then contact UTPD at 471-4441. Since this information is confidential, it can only be viewed by the University’s law enforcement agency.

Additional Note: If feature is unavailable, you will receive a “fast busy” signal. This feature is unavailable on elevator phones as well as lines that automatically dial another number.

Polycom VVX 250/350
Quick Telephone User Guide

For telephone issues when you do not have your desktop support staff contact information: call the ITS Help Desk at (512) 475-9400.

For more detailed information on using your phone service and the dialing plan, please visit the wiki at:
links.utexas.edu/ffochc
wikis.utexas.edu/display/utvm

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