After converting to the new VoIP switch, you will see some changes:
• You will no longer need to log on or off of you Avaya VoIP set
• You will no longer be able to scroll through multiple levels to access features on the phone display
• Speed dials will now be set up in the directory on the phone set

Placing a call
Using your handset
• Lift the HANDSET to make a call using the primary line, or press a LINE key to select another line.
• Enter the last 5 digits of the UT number, or 9 + .512 + 7-digits for off campus numbers including domestic long distance.
• Press GOODBYE to end the call, or hang up the handset.

Using the Handsfree Key
• Press the green HANDSFREE key (dial tone is heard from the speaker).
• Enter the last 5 digits of the UT number, or 9 + .512 + 7-digits for off campus numbers including domestic long distance.
• Press GOODBYE to end the call.

Note: You can pre-dial a number which allows you to verify the phone number on the display before completing your call. To dial the number, lift the handset or press the HANDSFREE key.

Answering a Call
If the telephone is idle, answer the call by one of the following methods.
• Lift the handset, or
• Press the LINE key for handsfree
• To end the call press GOODBYE.

Note: Incoming calls will ring the set and display a flashing indicator next to the LINE key.

While on another call, answer a new call by following these steps.
• Press the LINE key for the incoming call.
• Your first call will be automatically placed on hold, and your display will show the new call information.
• Press GOODBYE to end the current call, or press the other line key to return to the first call.
• Press the appropriate LINE key to toggle back and forth between calls.

Note: A short tone is heard to alert you to another incoming call.

Mutating your line
• While on an active call press Mute.
• You will still hear all other parties while mute is enabled, but other parties cannot hear you.
• To un-mute, press MUTE again.

Placing and Retrieving a Call on Hold
This feature allows you to place a call on hold until you are ready for the caller.
• While on a call, press the HOLD key. The LINE key Indicator will flash.
• Press the LINE key to retrieve the held call.

Transferring a Call
While on an active call
Consultative– Yes
• Press the Transfer (Xfr) softkey – your call will be automatically placed on hold.
• Enter the phone number you want to transfer the call to.
• To Consult with third party before transfer, select Yes.
• After consult, you must press Transfer.

Note: Failure to select transfer will result in a lost call.
Consultative– No
• Press the Transfer softkey – your call will be automatically placed on hold.
• Enter the phone number you want to transfer the call to.
• Select No to activate the transfer.

Note: If you enter an incorrect digit in the transfer to number, before selecting Yes or No, select the Clear button to re-enter correct digits before continuing.

Forwarding Calls
Activate
• When on hook, select the More soft key and then select the CallFwd soft key.
• When prompted enter your 5-digit campus number of 9+10-digit number you want to forward your calls to.
• Press Forward again
• Your phone number on your set will no longer show the phone number, but will say FWD Active

De-activate
• When on hook, select the More soft key and then select the CallFwd soft key.
• Press Disable.

Call Waiting
While on a call to your primary line you can answer a second call to your number.
• Press your line key and your first call will be automatically placed on hold.
• To get back to your original call
• Hang up from the 2nd call and press your line key or
• Toggle back and forth between calls by using the up/down arrows and the Select Arrow.

Conferencing Calls
This feature allows you to join three callers together, including yourself.
• Start with an active call by either making or receiving a telephone call.
• Press the Conf softkey – your call will be automatically placed on hold and an idle line will be seized.
• Enter the phone number of the next individual you want to add to the conference, and once they answer
• Select Join
• Select Conference if you need to add more members
• Select 3-way if there will only be a total of 3 persons on call
• You may repeat steps 2-4 for a conference call with a total of three participants.

Note: After pressing Conf, if you enter an incorrect digit in the conference’s number, press QUIT or GOODBYE and then press the flashing line key to return to the conference call.

Volume Adjustment
• Press the volume +/- keys to adjust the call volume while on the call.

Redial
• Press the redial soft key to call the last number you dialed.

Do Not Disturb
Enable
• Press the More soft key.
• Press the DND soft key.
• Press the Enable soft key and press OK.
• Your line will indicate DND is active.

Disable
• Press the More soft key.
• Press the DND soft key.
• Press the Disable soft key and press OK.
Services
The applicable services available are:
- Check for updates:
  - Press SERVICES followed by 4.
  - Phone will reboot when complete
- Phone Information
  - Software load version
  - Press SERVICES followed by 5.
  - Set type
  - Details soft key will provide set MAC address and IP address.

Call Log
Your phone includes a Call Log which displays call information for last 100 received and dialed calls.
- From an idle phone, press the Msg/Inbox or Shift/Outbox button.
- Use your navigation keys to move through the list of callers.
- If you select one of the logs, you will be automatically dialing back the number
- Selecting Edit will show phone number of the caller.
- To store a number, press the Copy key and follow directions to complete.
- Press Exit soft key to exit the call log.

Speed Dial
You can create a speed dial key on any one of your vacant button keys.
- From Inbox or Outbox, scroll up and down to highlight number and press the Copy hard key.
- Select Copy to Speed Dial Key and follow prompts to select which key to use (other than line keys).
- Scroll up and down until desired key is highlighted and select the Set soft key, follow prompts and select Exit.
- The speed dial will now be visible next to the key assigned.
- You can change the speed dial at any time by following the same process of selecting a key to overwrite existing speed dial.
- To dial, just press the button.

Voice Mail
Log in:
If you are logging in from your campus phone: Dial #71 or 2-8886. UTVM will automatically find your mailbox.
  - Enter your PIN (default PIN=1111) and press the # key.
If you are logging in from another phone: Dial 512-232-UTVM (8886); on campus, dial 2-8886. (Note: If you’re on a phone with its own UTVM mailbox, you’ll be prompted for its PIN, so press the star key to be prompted for your own mailbox number.)
  - Enter your mailbox number (the last 5 digits of your campus phone number) and press the # key.
  - Enter your PIN (default=111) and press the # key.
For Web Access and Email Forwarding instructions go to https://voicemail.its.utexas.edu

Avaya/Nortel
IP 1120E/1140E
User Guide

For voice mail PIN resets, email utvoicemail@austin.utexas.edu.
For all other voicemail or telephone issues, please contact your desktop support person. If you do not have contact information for that person, call the ITS Help Desk at (512) 475-9400.

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

3/07/2014, see wiki (http://links.utexas.edu/ffochc) for updates