

Placing a Call:

Placing a call requires only two steps, which can be performed in any order:

- Dial the number—For inter-campus calls, dial the 5 digit extension number. For outside calls, dial 9 + 10 digit number. **For international calls, dial 88 + auth code + * + 011 + number.**
- Pick up the handset or press  or .
- **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:

- For calls to your primary line, lift the handset or press the  or  (if connected) keys.
- For calls on other lines assigned to your phone, lift the handset or press the  or  (if connected) key and press the button beside the flashing line button .

Releasing a Call (Hang Up):

- Replace the handset on the hookswitch or press the End Call Soft Key.
- If using a headset or speakerphone, press  or .

Hold/Resuming a Call:

- To place a call on Hold—press the Hold soft key or  on the phone unit.
- While the call is on hold you can hang up the receiver.
- To reconnect—press the Resume soft key or press the blinking red line.

Muting Your Line:

- While on an active call press .
- You will still hear all other parties while mute is enabled, but other parties cannot hear you.
- 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 a “Consultative/Supervised” transfer:

- In an existing 2-party call: press the Transfer soft key (soft keys are located at the bottom of your phone’s screen). 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. Hang up. If transfer target does not pick up and you would like to retrieve the call back, press cancel.

To initiate a “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.

For business users: refer to the instructions on the wiki regarding the personal meet me conference instructions and your personal Chairperson PIN number.

Call Forwarding:

To forward all calls to another number, pick up your handset:

- Campus: dial 72 and 5-digit campus number.
- Off campus: dial 72 and 9 + 10-digit number.
- To voice mail: dial 72 and 28886.

To turn off feature, dial 73.

To forward calls when line is busy:

- Campus: dial *82 and 5-digit number.
- Off campus: dial *82 and 9 + 10-digit number.
- To voice mail: dial *82 28886.

To turn off feature, dial *83.

To forward calls to another number when you don’t answer the phone:

- Campus: dial *84 and 5-digit number.
- Off campus: dial *84 and 9 + 10-digit number.
- To voice mail: dial *84 28886.

To turn off feature, dial *85.

To modify the number of rings before forwarding, see “Other Features.”

Conference a 3rd Party:

All users have the ability to add a 3rd party onto an active call.

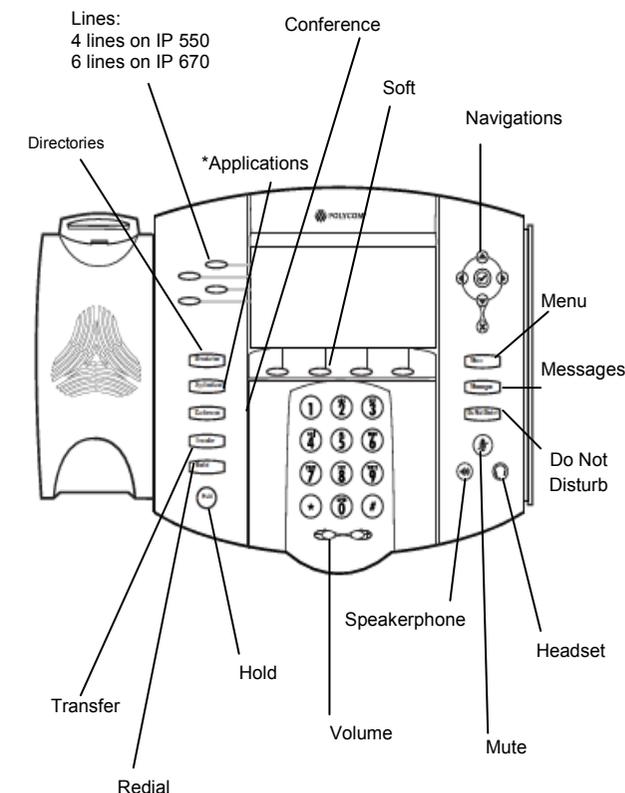
- In an existing 2-party call, press the Conference soft key (soft keys are located at the bottom of your phone’s screen). Dial the transfer target. When the transfer call is answered, you will be able to speak with the transfer target while the caller is on hold. Press the Conference soft key again to initiate a 3-party call with yourself, the caller and the transfer target. Hang up.

Contact Directory:

Please visit <https://wikis.utexas.edu/display/itsnt/VoIP+Project+-+Using+Voice+Services> for instruction on how to set up your directory contacts.

Diagram of phone:

See the buttons below and how they correspond with the brochures instructions.



*Not Applicable

Troubleshooting Steps:

Update your configuration file: (when programming has changed on your phone)

- Press menu , followed by 317.

Reboot your phone:

- Press menu , followed by 318.

Do Not Disturb:

- Press the Do Not Disturb button on the phone. This will automatically select any and all lines on the phone. An X icon will appear next to the phone numbers that have been marked “Do Not Disturb.” Additionally, there will be an “X Do Not Disturb” message on the top of the main screen.
- To disable this feature, press the Do Not Disturb button again.
- 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 receive an automated message saying the caller is unavailable.

Call Waiting:

To answer a call waiting call:

- Press  to highlight the call, then 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  then the green highlighted line.

Navigation Keys:

- Press  or  to scroll.
- Press  or  to step in/out of menus or toggle enabled/disabled.
- Press  for enter or select.

Malicious Call Trace:

This feature should only be used to identify a phone number if the cell 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 receive a "fast busy" signal. This feature is unavailable on elevator phones as well as lines that automatically dial another number.

Redial:

- Press the redial key to call the last number you dialed.

Volume Adjustment:

- Press the  volume keys to adjust the call volume while on a call.
- Pressing the  volume keys when idle to adjust the ringer volume.

Call Lists:

From the idle screen:

- Press  for Speed Dial.
- Press  for Missed Calls.
- Press  for Received Calls.
- Press  for Placed Calls.
- Press the X button to backspace or exit out of the screen.

Call Logs:

All received and placed calls are logged and can be accessed via your phone.

- Press  on the phone unit, then Features, and then Call Lists using the navigation keys.
- Select Call Lists from the menu. From this screen you can review all missed, received and placed calls.
- You can also chose the appropriate soft key to view detailed call information, press more to dial, edit, go back, clear, save the contact to your directory, or delete the call from the list. If you press save, this will save to your directory and create a speed dial on your set.
- Press the  repeatedly to return to the display, or the Callers soft key to view a list of received calls.

Other features:

Decline. If you select the "Reject" button on the display, the caller will hear "We're sorry; your call cannot be completed at this time. Please try your call later." (May be altered depending on carrier).

To change the number of rings:

Dial *33 followed by:

- Press 2 = 4 rings, Press 3 = 6 rings, Press 4 = 7 rings,
- Press 5 = 9 rings, Press 6 = 11 rings, Press 7 = 13 rings,
- Press 8 = 14 rings.

THE UNIVERSITY OF TEXAS — AT AUSTIN —

Polycom SoundPoint IP 550/670 Quick Telephone User Guide

***Please refer to the UT Voice
Mail Guide to set up your
voice mail.

For 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>

