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 ) again.

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 other parties (internal or external). Transfers can be done either as "Blind" or "Consultative" where you can consult or announce other parties (internal or external). Transfers can be done either as "Blind" or "Consultative" where you can consult or announce other parties (internal or external). Transfers can be done either as "Blind" or "Consultative" where you can consult or announce other parties (internal or external).

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 transfer target. 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 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 choose 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.

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 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” under the Voice Mail section.

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.

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.

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 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.

Voice Mail:
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=1111) and press the # key.
For Web Access, go to https://voicemail.its.utexas.edu
For more features, please visit the UT Voice Mail wiki at http://www.utexas.edu/go/utvm.

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.

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

Important Note to voice mail users:
If you have voice mail service, see back panel to activate your mailbox.