








Navigation Keys:

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

Do Not Disturb:

- Press  on the phone, and then select Features, followed by Do not Disturb using the Navigation Keys to prevent the phone from ringing for incoming calls.
- An icon appears to confirm that DND is enabled.
- To disable this feature, press  again on the phone, and then select Features, followed by Do not Disturb using the Navigation Keys.
- 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 a busy signal.

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.




Call Lists:

From the idle screen:

- Press  for Speed Dial.
- Press  for Missed and Received Calls.
- Press  to go back to prior screen or until you see a X icon.
- Press  for Placed Calls.

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 received and placed calls.
- You can also choose the appropriate soft key to view detailed call information by pressing  to save the contact to your directory, or delete the call from the list.
- Press  to return to the main screen.

Other Features:

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.

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Polycom SoundPoint IP 321/335 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>








February 2015, see wiki (<http://links.utexas.edu/ffochc>)
for up-to-date version

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 hook switch 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 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.

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.

Call Waiting:

- To answer a call waiting call: Press  to highlight the call, and 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 .

Call Forwarding:

To forward all calls to another number, pick up hand set:

- 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."

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 Trans soft key, then press the Blind soft key, and dial phone number. Hang up.

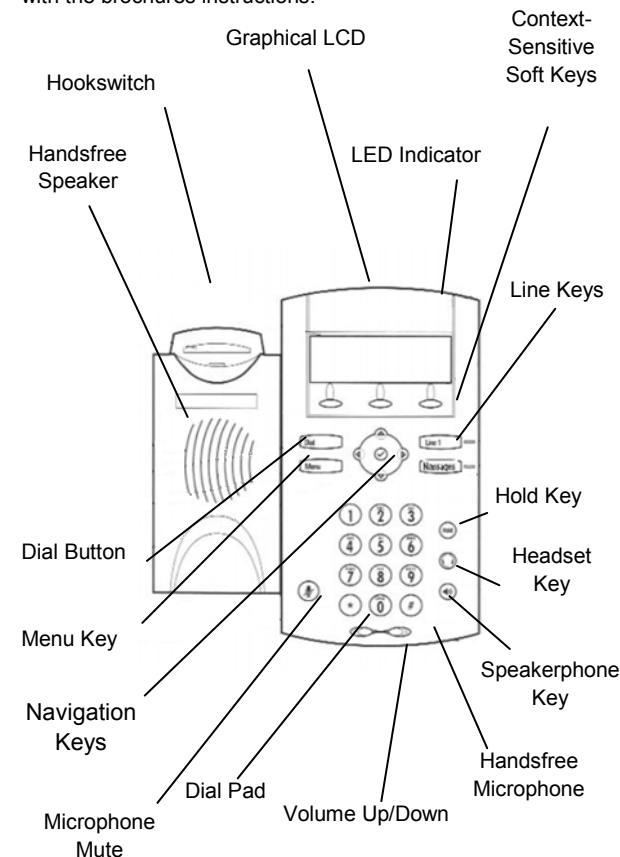
Conference a 3rd Party:

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.

Diagram of phone:

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



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.

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.

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.