VOIP User Guide

Username: 7-digit UT phone number
Password: 1234

To log your phone in:
- Username – enter the seven digit phone number and press ok.
- Password – enter 1234 and press ok.

To log your phone off:
- Press the Menu softkey
- Select Logoff, will ask if you are sure – select the Yes soft key.

Display
The display on your phone has multiple levels. Use the arrow up/down navigation keys to access features on another level of your display.
- From the lower level, arrow up once or twice to get to the middle and upper levels of the display.
- From the middle level, arrow up to get to the upper level or arrow down to get to the lower level of the display.
- From the upper level, arrow down once or twice to get to the middle or lower levels of the display.

Making a call
Using your handset
1. Lift the HANDSET to make a call using the primary line, or press a LINE key to select another line.
2. Enter the last 5 digits of the UT number, or 9 + 7-digits for off campus numbers.
3. Press GOODBYE to end the call, or hang up the handset.

Using the Handsfree Key
1. Press the green HANDSFREE key (dial tone is heard from the speaker).
2. Enter the last 5 digits of the UT number, or 9 + 7-digits for off campus numbers.
3. 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.
1. Lift the handset, or
2. Press the LINE key for handsfree
3. 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.
1. Press the LINE key for the incoming call.
2. Your first call will be automatically placed on hold, and your display will show the new call information.
3. Press GOODBYE to end the current call, or press the other line key to return to the first call.
4. 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.

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

Transferring a Call
While on an active call
1. Press the Transfer (Xfr) softkey – your call will be automatically placed on hold.
2. Enter the phone number you want to transfer the call to.
   Note: For announced transfers stay on the line and once the called party answers press Transfer (Xfr) again.
3. Either hang up the handset or press GOODBYE.
Note: After pressing Transfer, if you enter an incorrect digit in the transfer to number, continue to enter at least 5-digits and then press Transfer twice to get the original call back.

Forwarding Calls
When forwarding your calls, ALL incoming calls will forward to the number you designate.
1. With the handset down, press the Fwd softkey.
2. The number last forwarded to will be displayed.
3. Press Fwd to complete the forwarding of your calls; or enter the number you would like for your calls to forward to then press Fwd.
Note: When your calls are forwarded, the indicator will light next to the Fwd sofkey.
To cancel forwarding
Press the Fwd softkey and the indicator light will go out.

Conferencing Calls*
This feature allows you to join six callers together, including yourself.
1. Start with an active call by either making or receiving a telephone call.

*To add this feature call ITS-Assignment Office 471-7800

2. Press the Conf softkey – your call will be automatically placed on hold and an idle line will be seized.
3. Enter the phone number of the next individual you want to add to the conference, and once they answer
4. Press Conf, and the three members will be joined together.
5. You may repeat steps 2-4 for a conference call with a total of six participants.

Message Waiting

Your phone will notify you if messages are left in your voice mailbox, if you subscribe to voice mail services.

1. The set lamp on the top of your phone will light when the phone is idle, and
2. The indicator will light next to the Msg Wait key.

Message Retrieval

To check for messages left in your voice mailbox.

1. Go off hook and press the Msg Wait button, or call the SmartVoice server access number 232-1000 (from a UT phone dial 2-1000).
2. At the mailbox prompt, enter your box number followed by #.
   Tip: If you are calling from your own line, you can just press #.
3. Enter your Smartvoice password followed by #.
4. Press GOODBYE to end your call.

Autodial (AUD)*

You can store a frequently dialed number on a designated key on your phone

To store a number
1. With the handset down, press the appropriate Autodial key to be programmed.
2. Enter the 5-digit campus number, or 9+7-digit off campus number.
3. Press the Autodial key, again, to save entry.

To dial a stored number
1. Pick up the handset, or press the handsfree key.
2. Press the appropriate Autodial key.

To change an Autodial
1. With the handset down, press the Autodial key that you would like to change
2. Enter the 5-digit campus number, or 9+7-digit off campus number.
3. Press the Autodial key, again, to save entry.

Speed Call Short List (SCS)*

You can store a total of 10 frequently dialed numbers in this list and access them by dialing a one-digit speed calling code. This type of list is for individual use.

To store a number
1. With the handset down press the speed call short key.
2. Dial the single-digit address (0-9) that you want the number to be stored and identified.
3. Dial the number to be stored exactly as you would dial it, followed by #.
4. Repeat steps 1- 3 to store up to 10 numbers.

Dialing a number using the speed call short list
1. Pick up the handset and you will hear dial tone.
2. Press the speed call short key and the single-digit address for the stored number.

Changing a number in the speed call short list
1. With the handset down press the speed call short key.
2. Dial the single-digit address (0-9) that you want to change.
3. Dial the new number to be stored followed by #.

Visit the on-line user guide at
http://www.utexas.edu/its/help/telephone-service/1150
for additional features and functions such as:
- Busy Lamp monitor key
- Call Waiting
- Speed Call Long List – for departmental use
- Call Logs – incoming and outgoing
- Personal Directory
- Services – logoff from network, audio (ring volume/patterns), display contrast, feature (label keys), time

Trouble with your IP phone
Contact your local Network Administrator first to rule out the department's data network equipment.

To log your phone off:
- Press the Menu softkey
- Select Logoff, will ask if you are sure – select the Yes soft key.

To log your phone back in:
- Username – enter the seven digit phone number and press ok.
- Password – enter 1234 and press ok.

If the problem persists, submit a trouble report to ITS Networking & Telecom by calling 471-5711 and press option 1, or online at https://utdirect.utexas.edu/tn/tr/.