VoIP Project - Using Voice Services

Table of Contents

Dialing instructions

<table>
<thead>
<tr>
<th>If you're calling...</th>
<th>You should dial...</th>
<th>Example</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>last 5 digits of number</td>
<td>5-9400</td>
<td>Last 5 digits of campus phone number</td>
</tr>
<tr>
<td>Local, off-campus</td>
<td>9 + area code + number</td>
<td>9-512-475-9400</td>
<td>10-digit dialing required</td>
</tr>
<tr>
<td>Domestic long distance</td>
<td>9 + area code + number</td>
<td>9-123-555-1234</td>
<td>No charge; no auth code needed</td>
</tr>
<tr>
<td>International long distance</td>
<td>88 + auth code + ' + 011 + intl. number</td>
<td>88-000000*011-123-4567</td>
<td>No pauses required</td>
</tr>
<tr>
<td>International long distance calls to the Caribbean</td>
<td>88 + auth code + ' + 9 + intl. number</td>
<td>88-000000*9-123-456-7890</td>
<td>No pauses required</td>
</tr>
<tr>
<td>Toll free</td>
<td>9 + area code + number</td>
<td>9-800-555-1234</td>
<td>9-1-800-555-1234 will also work</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>911 or 9911</td>
<td></td>
<td>Always use your primary &quot;Line 1&quot; key</td>
</tr>
<tr>
<td>Community info or referral services</td>
<td>9211</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-emergency city services</td>
<td>9311</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directory information</td>
<td>91411</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telecommunications Relay services</td>
<td>9711</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This information is also available as a PDF.

Long Distance Authorization on Sets Not Yet Converted: For any phone lines that are not yet converted to the new VoIP system including fax lines, you will continue to use the authorization code that you have used in the past for both domestic and international long distance calls. For more information please see the Legacy Long Distance Services page.

Malicious Call Trace

Malicious Call Trace is a feature that helps law enforcement officials locate the origin of threatening or harassing phone calls. The feature is installed on all UT phone lines.

This feature should only be used to identify a phone number if the call is threatening or harassing. Using Call Trace should be considered the same as filing a complaint with UTPD.

To activate the feature, press *57 (star-five-seven) immediately following a threatening or harassing phone call, and before making another call. This automatically records the calling number of the last call answered in an electronic log at UTPD even if it is blocked from Caller ID. You have to have answered the call for the trace to record the appropriate number. After activating Call Trace, you should then contact UTPD at 471-4441. Since this information is considered confidential, it can only be viewed by the University’s law enforcement agency.
To activate the feature on a multi-button phone for a key other than the first key (your main phone number), press the key associated with the phone line called and then enter the feature activation code *57 immediately following an answered threatening or harassing phone call, and before making another call.

**Rejecting Calls From a Specific Phone Number**

If you are receiving nuisance calls from a particular phone number that is not of a threatening or harassing nature (see Malicious Call Trace), you can configure your telephone to automatically reject calls from that number.

1. After receiving a call from the number, select it in your Received Calls list (down arrow on the IP321/335 or left arrow on the IP550/670 to access).
2. Save it to your telephone’s directory by clicking the Save soft key. Press the Menu button twice to exit out of the call list.
3. Select this record in your telephone’s directory. (Access the directory via the DIR soft key on the IP321/335 or the Directories button on the IP550/670.)
4. Click the Edit soft key.
5. Scroll down to the First Name and edit out using the double left arrows on the IP321/335 or the X button on the IP550/670.
6. Scroll down to the Last Name and edit out using the double left arrows on the IP321/335 or the X button on the IP550/670.
7. Scroll down to the Auto Reject attribute (on the IP321/335 you will need to select it using the check mark button). Toggle up/down to change it to Enabled using the right arrow key.
8. Save the change (click the OK soft key, left arrow and Yes soft keys on the IP321/335 or click the Save soft key on the IP550/670).
9. Callers from the auto rejected number will hear “We are sorry, your call cannot be completed at this time. Please try your call later.”
10. Your telephone set will register a missed call from that number but it will not ring and the caller will not be forwarded to your voice mail.

Auto Reject can be configured on the telephone by customers regardless of whether they have Basic or Business class service. Business class customers can submit a ServiceNow ticket ([https://ut.service-now.com/utss/](https://ut.service-now.com/utss/)) to have this configured on the central telephone switch for them.

**UTVM Voice Mail instructions**

Please visit the UT Voice Mail User Guide at [http://wikis.utexas.edu/display/utvm](http://wikis.utexas.edu/display/utvm).

**Common Questions and Issues**

If you are experiencing an issue, here are some things you can try prior to contacting support. It is always a good idea to reboot your phone first as it may resolve the issue. To do so: press the **Menu** button and then select options 3, 1, 8.

*I setup my voicemail but it is not working.*

Activating your voicemail is a two-step process, ensure you have done both steps. First you must personalize your mailbox by recording your name and greeting and then you must activate your voicemail by sending calls to it if you are on the phone or do not answer. Instructions can be found here.

*I am having difficulty entering contacts into my telephone.*

Instructions for adding contacts can be found here.

*I cannot make a domestic long distance call. I enter my authorization code and nothing happens.*

The new phone system does not require you to use your authorization code for domestic long distance. You only need to dial 9 followed by the 10 digit phone number.

*I cannot make an international long distance call.*

First, ensure you are using the new dialing instructions (88 + auth code + * + 011 + intl. number). Note that on the old phone system callers heard acknowledgement tones after pressing 8 and after entering the long distance authorization code. On the new phone system there are no acknowledgement tones. After pressing 88 there is silence throughout the dialing process until the call connection is made.

If you are still unable to make an international call, contact ITS Business Services ([nt@austin.utexas.edu or 512-471-UTLD (8853)](mailto:nt@austin.utexas.edu)) to confirm that your authorization code is enabled in the new system and that your phone number is enabled to make international calls.
In most cases, if you had an international authorization code on the old analog telephone system, it will continue to work on the new VoIP system. A small number of users may find that old authorization codes no longer work, if the codes were assigned to callers who have since left the university.

Each telephone set from which international calls will be placed must be enabled to do so. Users are billed for all international call activity.

For those without international authorization codes, please fill out and submit a form to nt@austin.utexas.edu.

The message waiting indicator (red light) on my phone stays on after I have listened to my voice messages.

Reboot your telephone set by pressing the Menu button and then selecting options 3, 1, 8.

I am unable to access my voicemail using #71 on my campus phone.

Call the UT Voicemail number (2-8886) instead.

I am having trouble with the UT voicemail web interface. Some of my voicemails don’t display or some normal options are not available on the page.

The Chrome web browser is currently not supported. If you are using Chrome, please try again with another browser.

If you are using another browser: log out; close your browser; and log back in.

I am still having trouble with my phone. Who do I contact for support?

Look up your support contact here (requires EID login).

**Personal Meet-Me Conference instructions and controls**

These instructions and controls apply to Personal Meet-Me Conference bridges included with Business Class service. Business Class customers requiring changes to the configuration of their Personal Meet-Me Conference bridge (e.g. email address for recordings) can contact the ITS Switchroom (512-471-5711 option 1 or submit a ServiceNow ticket (https://ut.service-now.com/utss)). Personal Meet-Me Conference bridges allow 10 participants.

**Chairperson instructions**

Call the Unified Communications Conference number, 512-232-8670 (2-8670 on campus).

When prompted, enter the Conference Access Code followed by the # key.

Press the * key, and, after the prompt, enter the Chairperson PIN.

Press 1 to enter the conference. (There are other options available, including changing your Chairperson PIN, just follow the prompts.)

If you wish to record the conference, press *9 to start/stop the recording. The recording will be sent to your email address.

When the conference is over, hang up.

**Chairperson controls**

<table>
<thead>
<tr>
<th>Dial...</th>
<th>then...</th>
<th>in order to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>1</td>
<td>Enable or disable audio emoticons</td>
</tr>
<tr>
<td>2</td>
<td>0-9</td>
<td>Play audio emoticon</td>
</tr>
<tr>
<td>*</td>
<td>2</td>
<td>Start or stop chat session</td>
</tr>
<tr>
<td>*</td>
<td>3</td>
<td>Enable or disable entry and exit tones</td>
</tr>
<tr>
<td>*</td>
<td>4</td>
<td>Lock conference</td>
</tr>
<tr>
<td>*</td>
<td>5</td>
<td>Unlock conference</td>
</tr>
</tbody>
</table>
Participant instructions

Call the Unified Communications Conference number, 512-232-8670 (2-8670 on campus).

When prompted, enter the Conference Access Code, followed by the # key.

The conference will start when the Chairperson arrives and end when they leave the conference.

Participant controls

Dial... then... in order to...
2 0-9 Play audio emoticon, if enabled by chairperson
* 0 Assume chair upon chairperson exit; must have chairperson pin
* 6 Mute
* 7 Un-mute
* # Count participants
* * List available commands

Shared Meet-Me Conference instructions and controls

These instructions and controls apply to Shared Meet-Me Conference bridges scheduled via calendar resource or though the University Operators. Shared Meet-Me Conference bridges are intended for occasional use. Those needing frequent or extended use of conference bridge resources may be referred to the Personal Meet-Me conference service available through the Business Class Service.

Reservations

Ten 50-participant conference bridges are available to be reserved.

To reserve via AEMS/O365 Calendaring
Add a conference call resource as a participant to your meeting (the same way you would book a shared conference room) and the request will be routed to the University Operators for approval. If the resource is already reserved at the time, your request will be automatically rejected and you will need to find another available conference bridge or an alternate time for your meeting. It is advised that where possible those booking a conference bridge leave 15-30 minutes between reservations to avoid overlap. More detailed instructions for Outlook and Outlook Web App (OWA) scheduling can be found here. The conference bridge resources currently available are:

<table>
<thead>
<tr>
<th>Resource Name</th>
<th>Conference Access Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Conference Call Resource 6543201”</td>
<td>6543201</td>
</tr>
</tbody>
</table>
To reserve by phone
Contact the University Operators by dialing (512) 471-3434 or "0" from on campus. The University Operators are available weekdays from 8 a.m. to 5 p.m. (Closed on holidays).

Participant instructions

Call the Unified Communications Conference number, 512-232-8670 (2-8670 on campus).

When prompted, enter the Conference Access Code, followed by the # key.

The system will prompt “Thank you. If you are the chairperson, please press the “star” key now. Otherwise, stay on the line…”

(Since these conferences are un-moderated, there is no chairperson. The participant can either wait through the prompt “…stay on the line”, or press the # key to bypass the chairperson message.)

The system will then prompt “The conference is now starting…”

Participant controls

<table>
<thead>
<tr>
<th>Dial…</th>
<th>then…</th>
<th>in order to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>6</td>
<td>Mute</td>
</tr>
<tr>
<td>*</td>
<td>7</td>
<td>Un-mute</td>
</tr>
<tr>
<td>*</td>
<td>#</td>
<td>Count participants</td>
</tr>
<tr>
<td>*</td>
<td>*</td>
<td>List available commands</td>
</tr>
</tbody>
</table>

Adding and Editing Contacts on Phone

Polycom IP 321/335
Polycom IP 550/670

Note: The contact list on the telephone sets is a separate list from the address book on your UT Voicemail web page. These lists are not capable of being integrated at this time.

Telephone User Guides

Polycom IP 321/335
Polycom IP 550/670
Polycom IP 6000
Polycom VVX301
Business and Advanced Feature Definitions

Please see the Business and Advanced Feature Overview page for feature information.