VoIP - Using VoIP Services

All ECE faculty and staff are provided with an office desk phone by the department. If an additional phone is needed in another location (e.g., research lab, reception area), please submit a request to help@ece.utexas.edu and provide a UT funded account number.

- Dialing instructions
- UTVM Voice Mail instructions
- International Authorization Code
- Common Questions and Issues
- Personal Meet-Me Conference instructions and controls
  - Chairperson instructions
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  - Participant instructions
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  - Reservations
  - Participant instructions
  - Participant controls
- Adding and Editing Contacts on Phone
- Telephone User Guides
- Business and Advanced Feature Definitions

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>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.

UTVM Voice Mail instructions

Voice mail subscribers will be converted from SmartVoice to the new UT Voice Mail (UTVM) when their lines are converted to VoIP.

- Getting Started with UT Voice Mail
- Video - Setting Up UT Voice Mail on a Polycom phone
- Step 1 - Personalizing Your UT Voice Mail Box
- Step 2 - Activating Your UT Voice Mail Box
- Access UTVM (phone or web)
- Caller Transfer-Out Feature
- Automatically Forwarding Messages to Email
- Known Issues
- Help & Support
- Fax Options
- Voice Mail Set Up On an Analog Telephone Adapter (ATA)

International Authorization Code

Voice Services include domestic long distance service for individual users. International long distance callers will be required to use an authorization code and will be charged for usage.
The phone number you are calling from must be enabled to dial internationally.

To request a new international long distance authorization code, please submit a request to help@ece.utexas.edu with a UT funded account number.

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.

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 can contact the ITS Switchroom (512-471-5711 option 1 or submit an on-line trouble ticket: https://utdirect.utexas.edu/tn/tr/index.WBX). 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
Dial... then... in order to...

* 1 Enable or disable audio emoticons
2 0-9 Play audio emoticon
* 2 Start or stop chat session
* 3 Enable or disable entry and exit tones
* 4 Lock conference
* 5 Unlock conference
* 6 Mute
* 7 Un-mute
* 8 Continue or end the conference after chairperson leaves
* 9 Start or stop audio recording
* # Count participants
# # Mute all participants
8 8 Mute all participants but allow participants to un-mute themselves
9 1 Start collaboration session
9 2 Stop collaboration session
9 9 Un-mute all participants
0 0 Ask for an operator
1 1 End conference
* * List available commands

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
* 0 Assume chair
* 6 Mute
* 7 Un-mute
* # Count participants
0 0 Ask for an operator
* * List available commands

Shared Meet-Me Conference instructions and controls

Reference: https://ut.service-now.com/utss/KAhome.do?number=KB0014447

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. 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>
<tr>
<td>“Conference Call Resource 6543202”</td>
<td>6543202</td>
</tr>
<tr>
<td>“Conference Call Resource 6543203”</td>
<td>6543203</td>
</tr>
<tr>
<td>“Conference Call Resource 6543204”</td>
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<td>“Conference Call Resource 6543205”</td>
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<td>“Conference Call Resource 6543207”</td>
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<tr>
<td>“Conference Call Resource 6543208”</td>
<td>6543208</td>
</tr>
<tr>
<td>“Conference Call Resource 6543209”</td>
<td>6543209</td>
</tr>
<tr>
<td>“Conference Call Resource 6543210”</td>
<td>6543210</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.
Business and Advanced Feature Definitions

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