Troubleshooting and Data Updates

Troubleshooting a Voice Services VoIP phone that is not working

Basic service is supported by the TSC. Troubleshooting resources: troubleshooting instructions for Polycom phones; troubleshooting information for Cisco ATAs; and network troubleshooting information (requires EID login).

Business and Analog service is supported by the ITS Switchroom (512-471-5711 option 1 or create a ServiceNow ticket: https://ut.service-now.com/utss/). SLA for resolution is within two (2) business days except in cases of in building network issues.

If you are uncertain whether the phone service is Basic or Business, look up the class of service here (requires EID login) or contact the ITS Help Desk at 512-475-9400.

Information about Black Box support following the deployment of the new service can be found here.

Updating Caller ID information

Send an email to the ITS Assignment Office at assignment@its.utexas.edu.

Personal Agent Web Address Change

ITS Voice Services completed a firmware upgrade on 04/19/18. This resulted in a change to the web address for Personal Agent Access. Reference new address below:

https://personalagent.its.utexas.edu/pa/j_security_check

Please update your documentation and any users with the new web address.

Known Issues

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<td>Transferring off campus calls to a UCD results in a 'Request Failed' call.</td>
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Workaround: While on an active call, press Transfer. Press Blind. Dial the destination UCD pilot number as if it were an outside number (e.g. 9+10-digit UCD pilot number). If you dial 5-digit UCD number, you will receive 'Request Failed' message, but can select 'Resume' to retrieve call and redial using 9+10-digit number.

Note: For repeated use, users can store the 11-digit string of numbers as an entry in their phone directory.
Number Spoofing and Caller ID: Spoofing of UT numbers from outside of campus is an issue that ITS is aware of and is on our list of issues to address. This is an issue affecting UT and non-UT phone lines.


From on campus, if you are receiving harassing phone calls, hang up and immediately dial *57. This will send information to UTPD. You must follow up with UTPD to submit a report at 5124714441.

Busy lamp field (BLF) keys that allow one phone to monitor the status of lines on other phones may get ‘stuck’ reflecting the wrong state for the monitored line—most often: a) permanently blinking green to indicate a line is ringing and b) permanently red to indicate the line is in use. A reboot of the phone will clear this issue but it can re-occur. A ticket is open with the vendor.

Note: Monitoring a shared line that is on multiple sets is not supported and causes a similar light state issue.

Users transferring calls using the consultative transfer option are receiving ‘request failed’ message when call is not answered on a line that has voicemail. Interim fix: If consultative transfer has already been initiated, user can press ‘Cancel’ soft key to get caller back and then select ‘Transfer’ again and select the ‘Blind’ soft key without any issues. Recommended to use ‘Blind’ not ‘Consultative’ until issue can be resolved by the vendor.

Blocking Calls - the sets blocks calls for name and number. If you reject a specific call which has "Unknown" (name) with a specific telephone number, then all calls for "Unknown" (name) will be blocked. When calls are transferred from the Auto Attendant system – the call has a name of "Unknown" which will result in calls being rejected. The work around is to remove the "Unknown" name for the rejected number. See the wiki for the specific steps to take.

UCD Agents can’t transfer UCD calls to another UCD group pilot number.

Workaround: While on an active UCD call, press Transfer. Press Blind. Dial the destination UCD pilot number as if it were an outside number (e.g. 9+10-digit UCD pilot number). Note: For ease of transfers, UCD agents can store the 11-digit string of numbers as an entry in their phone directory.

Consultative transfers

Consultative transfers to a number that is answered, transferring party gets "Request failed" on their display when they press transfer the second time and this will also hang up the transferred party.

Workaround1: While on an active call, press Transfer. Press Blind. Dial the transfer to number and then hang up.

Workaround2: While on an active call, press Conference soft key. Dial the transfer to number (or press the appropriate speed dial/blf button). Once the transfer to party answers, press the conference soft key again. Press End Call or hang up.

UCD Transferred Calls

If a UCD agent performs a consultative transfer, it may result in a failed call that gets rejected. Agent status will be disabled and will not receive UCD calls.

Solution: UCD agent will need to log out of UCD and log back in.

IP6000 Polycom conference phone issue when connected to Cisco 2960X-series switch port. Phone will not get DHCP address on a cold boot. Work around is to follow with a warm boot (Menu, 3,1,8). Application of a maintenance software release is planned for week of July 18, 2016.

Moving Sets

Moving a phone from one office to another (phone subscriber/owner remains the same)

ITS Voice Services VoIP phones can be moved from one office to another by the Unit without the involvement of ITS. The jack that the phone is being moved to needs to be patched into a network switch that is running an ITS Voice VLAN. Unit TSC is responsible for ensuring updated port mapping information (required for 911).

When to avoid running the Voice VLAN and Multi-VLAN Access Port (MVAP) on a switch port

Generally, it is recommended to run the Voice VLAN and MVAP protocol on all capable switch ports to enable maximum portability of VoIP phones. However, there are cases where running MVAP on a port can cause problems and these switch ports should be exempted by the TSC. The Voice VLAN/MVAP should be excluded for switch ports for:

- a DHCP server
- a firewall
- a router

Moving a phone to a different building which has not yet been converted to the new VoIP service

The new VoIP phones cannot be used in a building before the building has been converted to the new Voice Service. For exceptions contact the ITS Business Services Office at ntl@its.utexas.edu.
Moving phones between buildings already converted to the new VoIP service

When moving phones between buildings already deployed with the new VoIP service, be aware that the network subnets used for addressing VoIP devices have a fixed capacity. The size of these subnets does not increase dynamically as VoIP devices are added. Large moves of VoIP devices between buildings may require changing the size of a building's VoIP subnet. ITS recommends checking current IP usage in the VoIP subnet of the building being moved to. Soft phones and mobile VoIP clients do not use IP addresses from a building's VoIP subnet.

Moving Avaya/Nortel 1120E and 1140E sets

The Avaya/Nortel sets utilize the LLDP protocol which is only being configured on a building basis. As a result, devices are only portable within the building. For exceptions contact ITS Networking.

Installing or Changing Service - Order Form

Ordering a new phone/phone service, discontinuing phone service, or changing phone service features

Submit a Line and Instrument Order Detail Sheet to the ITS Business Services Office at nt@its.utexas.edu:

- "New Format, no cover sheet needed" - Line and Instrument Order Detail Spreadsheet

Supported phone sets

Please see UT VoIP Phones for a comparison of supported VoIP desksets.

TSC installation steps for a new Polycom phone

Please see Polycom installation steps.

Voicemail Service Requests

Adding, reassigning, or canceling UT Voicemail (UTVM)

Visit the UTVM service request page for instructions.

VoIP Soft and Mobile Clients

Ordering a VoIP soft/mobile client

Submit a VoIP Soft/Mobile Client Request Form to the ITS Business Services Office at nt@its.utexas.edu:

- VoIP Soft/Mobile Client Request - MS Word Interactive Version
- VoIP Soft/Mobile Client Request - PDF Version

Note that only the Genband Personal Communicator (Windows) is currently available.

International Long Distance

Obtaining an international long distance authorization code

Submit an International Long Distance Authorization Request to the ITS Business Services Office at nt@its.utexas.edu:

- International Long Distance Authorization Code Request - MS Word Interactive Version
- International Long Distance Authorization Code Request - PDF Version

For questions regarding domestic authorization codes, contact the ITS Long Distance Office at (512) 471-UTLD (8853).