VOIP: User Guide (Legacy)

INTRODUCTION

This is the legacy VOIP user guide provided by ITS for Avaya Phones.

VOIP User
Guide

Username: 7-digit UT phone number
Password : 1234

To log your phone in:
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To log yom · phone off:

- Press the Menu softkey
- Select Logoff, will ask if you are sm·e - 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.

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From the middle level, arrow up to get to the upper level or ai Tow 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 primmy 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 on e ·of the following methods.

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 retum to the first call.

4. Press the appropriate LINE key to toggle pack and forth between calls.
Note: A short tone is hem·d 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 m:e 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 reh·ieve 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 tqe.line
   and once the called party answers press Transfer
   · (Xfi') again.
3. Either hm1g 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.

Fonvarding Galls
· 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 la.st 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 for
   ward to then press Fwd.
   Note: When your calls are forwm·ded, the indicator will light next to the Fwd sofkey.
To cancel forwarding
Press the Fwd softkey and the indicator light will go out.

1. Lift the handset, or Conferencing Calls*
                    This feature allows you to
2. Press the LINE key for handsfree *join six callers together,*
3. To end the call press GOODBYE. *including yourself..*
                            1. Start with an acti
                            ve call by either mak
Note: Incoming calls will ring the set and display a ing or
flashing indicator next to the LINE key. receiving a telephone call.

*To add this feature call ITS-
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2. Press the Conf softkey - yom 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 pmticipants.

Message Waiting

Your phone will notifY you if messages are left in your voice mailbox, if you subscribe to voice mail se rvices.

I. 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 mnnber 232- 1000 (from aUT phone dial2- 1 000).
2. At the mailbox pron:ipt, enter yom 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 c8.11lpus number, or 9+ 7 -digit off campus number.
3. Press · the Autodial key, again, to save entty. 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 9hm1ge
2. Enter the 5-digit campus number, or 9+7-digit off cmupus number.
3. Press the Aut o dial key, again, to save entty.

Speed Call Short List (SCS)*

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

To store a number

1. With the handset down press the speed call shmt key.
2. Dial the single-digit address (0-9) that yon 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 np 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 tl1e single-
   digit address for the stored number. Changing a number in the speed call short list
1. With tl1e handset down press the speed call shmt key.
2. Dial the single-digit address (0-9) that you WaJJt 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 fun ctions such as:

Busy Lamp monitor

- key

Call Waiting

- ing

Speed Call Long List - for depmt mental

- use

Call Logs - incoming and outgoi

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Personal Direct

- ory

Services -logoff fi'om network, audio (ring volume/pattem s), display contrast, feature (label keys),
- time

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

To log yom phone off:
Pr ess the M enu so ftk
- ey Sel ect Lo go ff, will ask if you are sure - s ele
- ct
  · the Yes soft key. To log yom phone back in:

- Username - enter the seven digit phone number and press ol
- e. Password - enter 1234 and press ole
- ole

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/.

*To add this feature call ITS-Assignment
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Attachments

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