

Your phone has the following function keys:

	Place an active call on hold or resume a call that has been placed on hold.
	Make and receive calls using a headset.
	Make and receive calls using the built-in speaker.
	Adjust the volume of the handset, headset, speaker and ringer.
	Mute all local audio during calls.
	Display last dialled numbers.
	Display the phone's features and settings.
	Scroll through the display menu information.
	Transfer your current call to an extension of your choice.
	Display your message center.

## Using the Keypad

You will use the keypad to dial numbers and enter names and passwords. In order to do this:

Press the *Encoding/Mode* soft key to choose between upper and lower case characters or numbers.

- Special characters can be entered using
  - \* ( . \* - & % + ; ( ) ) or
  - 1 ( ! | ' ^ \ @ : 1 ) or
  - 0 ( / , \_ \$ " = ? 0 ) or
  - # ( # > < { } [ ] " ' ) .
- For example, in order to type 4Pp13:
  1. Press *Encoding* soft key and select 123 using the  button.
  2. Press 4.
  3. Press *Encoding/Mode* soft key and select *ABC* using the  button.
  4. Press *P*.
  5. Press *Encoding* soft key and select *abc* using the  button.
  6. Press *p* and *l*.
  7. Repeat step 1 and press 3.
- To make a correction, press the << key under the screen.

\*The soft keys are located below the screen and are used for making selections.

## Signing in: Windows users



Ensure the phone is connected to the PC or laptop.

1. Download and install Skype for Business (described overleaf).
  - An application called *Polycom BToE Connector* will be installed at the same time.
2. Open the application on your computer.
3. Sign in with the following details:
  - Account: staffnumber@ipt.uct.ac.za
  - User Name: staffnumber@wf.uct.ac.za
  - Password: your network password

Your phone is now ready to use.

## Updating credentials: Mac users



Each time you update your network password you will need to log out of your phone and then log on with your updated credentials.

### Logging off

1. Press the *More* soft key twice.
2. Press the *Sign out* soft key.
3. Press the *Yes* soft key to confirm sign out

### Logging on

1. Press the *More* soft key twice
2. Press the *Sign in* soft key
3. Use the *Select* soft key to select *User Credentials*:
  - Sign in address: staffnumber@ipt.uct.ac.za
  - Domain: wf.uct.ac.za
  - User: staff ID
  - Password: your network password
4. Press the *More* soft key
5. Press the *Sign in* soft key

After a few minutes, a *Signed in to Microsoft Lync* message will appear on the screen and your phone will be ready to use.

## Changing your voicemail PIN

1. Dial 8999 and enter your PIN then # (you received the PIN this in an email when your phone was set up).
2. Follow the voice instructions to enter a new 6-digit PIN.
3. Your PIN will be changed.

You can also change your PIN via <https://dialin.ipt.uct.ac.za>

Should you enter your PIN incorrectly five times, a new PIN will be emailed to your mailbox. You should change this as soon as possible thereafter.

Please note that your new PIN cannot be the same as any of your last five PINs. It cannot be the same as your extension and it cannot use four of the same digits consecutively.

## Restarting your phone

In some cases you may be required to restart your phone.

1. Press .
2. Press .
3. Select *Settings | Basic | 9 Restart Phone*.
4. *Are you sure?* appears on the display screen.
5. Press the *Yes* soft key to restart the phone.

The message "*Time/date out of sync*" on the upper left of the screen is part of the restart process and is normal. The display should return to normal after a few seconds.

You can also restart your phone by unplugging and reinserting the power cable at the back or by switching off the power at the power outlet and switching it back on.

## Responding to visual prompts

### Missed calls

1. If you have missed a call, a message appears on your phone.
2. Press  to see *Received calls*.
3. Press  to see *Missed calls*.
4. Scroll through the calls using  and press  to view the details of the call.
5. Press  again or lift the handset to call the number.

### Voicemail

1. A flashing red light at the top of your phone will indicate that you have a voicemail message.
2. You will receive an email notification that you have a voicemail message. This email will contain an audio file, which can be listened to on your PC.  
Once this email has been read the voicemail will also be marked as read.

## Adding contacts

1. Press .
2. Press  twice and select *Directories*.
3. Select *Contact directory*.
  - Press the *Add* soft key.
  - Enter in the contact details, using  to move to the next field.
  - Press the *Save* soft key to save the contact.
  - To dial a contact press the *Dial* soft key.
4. Press  twice to return to the home screen.
5. Pressing  gives you the options to *Dial*, *Edit* or *Delete* the contact, *Add to Favorites* or go *Back* to the contacts list.

## Installing Skype for Business

Skype for Business (or Lync 2011 on a Mac) is a communications client that allows you to keep in touch with colleagues and contacts using multiple communication methods from a single interface. The software gives you the choice to chat to contacts either via instant messaging or by phone using a headset plugged into your computer. You can install the application and log on from any of your devices, including tablets and cellphones. It will make available all your Outlook contacts no matter where you are.

Installing on your computer:	Installing on your mobile device:
<ol style="list-style-type: none"> <li>1. Log on to <a href="https://ictsdownloads.uct.ac.za">https://ictsdownloads.uct.ac.za</a> with your UCT credentials.</li> <li>2. Navigate to your operating system &gt; Applications and download <i>Skype for Business / Microsoft Lync 2011 Client for Mac</i>.</li> <li>3. Run the installation file.</li> <li>4. Once the installation is complete, sign in with the following details:               <ul style="list-style-type: none"> <li>• Sign-in address: username@ipt.uct.ac.za</li> <li>• Username: username@wf.uct.ac.za</li> <li>• Password: UCT password</li> </ul> </li> <li>5. You can now start using your account.</li> </ol>	<ol style="list-style-type: none"> <li>1. Install the Skype for Business app from your app store (available for Android, iOS, Windows Phone).</li> <li>2. Sign in to the app with the following details:               <p style="margin-left: 40px;">Sign-in address: username@ipt.uct.ac.za Username: username@wf.uct.ac.za Password: UCT password</p> </li> <li>3. You can now start using your account.</li> </ol> 

## Troubleshooting

Problem	Try the following:	If the problem persists:
The Polycom phone has no power.	<ul style="list-style-type: none"> <li>• Verify that no lights appear on the phone when it is powered up.</li> <li>• Check that the phone is properly plugged into a functional electrical outlet.</li> <li>• Try the phone in another room where the electricity is known to be working to check that the issue is not with your power outlet.</li> </ul>	Log a call with the IT Helpdesk via the ICTS website or by emailing <a href="mailto:icts-helpdesk@uct.ac.za">icts-helpdesk@uct.ac.za</a>
The dial pad on phone does not respond.	<ul style="list-style-type: none"> <li>• Check for a response from other feature keys or from the dial pad.</li> <li>• Place a call to the phone from a telephone known to be working.</li> <li>• Check for display updates.</li> <li>• Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page.</li> </ul>	
There is no dial tone.	<ul style="list-style-type: none"> <li>• Check that the screen is illuminated.</li> <li>• Make sure that the network cable is inserted firmly at the back of the phone (try unplugging and re-inserting the cable).</li> <li>• Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page.</li> </ul>	
Dial tone is not present on one of the audio modes (headset, handset or speakerphone).	<ul style="list-style-type: none"> <li>• Switch between handset, headset (if present) or hands-free speakerphone to see if the dial tone is present for any one of the audio modes.</li> <li>• If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.</li> </ul>	
The phone does not ring.	<ul style="list-style-type: none"> <li>• The ring setting or volume could be low. Adjust the ringing level from the front panel using the volume up/down keys.</li> <li>• Check the status of the handset, headset (if connected) and hands-free speakerphone.</li> </ul>	
<i>Service Unavailable</i> appears on the screen.	<ul style="list-style-type: none"> <li>• Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page.</li> <li>• Check with ICTS that your phone has been registered on the network.</li> </ul>	
There is no display or the display is incorrect.	<ul style="list-style-type: none"> <li>• It is possible that power is not being correctly applied to the phone. Check that the phone is properly plugged into a functional electrical outlet.</li> <li>• Check that the screen is illuminated.</li> <li>• Make sure that the network cable is inserted firmly at the back of the phone (try unplugging and re-inserting the cable).</li> </ul>	
The phone reboots or disconnects when the computer is switched off.	<ul style="list-style-type: none"> <li>• The two network cables are incorrectly connected at the back of the phone and need to be swapped around.</li> <li>• Follow the cable from the wall and ensure that the phone is connected first and that the computer is connected second.</li> <li>• If they are the other way round, swap the cables so that the phone is first and the computer is second.</li> </ul>	
The display flickers.	<ul style="list-style-type: none"> <li>• A certain type of older fluorescent office lighting causes the display to appear to flicker.</li> <li>• Move the phone away from the lights or replace the lights.</li> </ul>	
No access to the network. The <i>Lync sign in failed</i> message appears.	<ul style="list-style-type: none"> <li>• If you have changed your password in the last 48 hours, this message will display. Follow the <i>Changing your password</i> instructions on the previous page.</li> <li>• If this is not the case, try logging on to your Lync account again, using your network username and password.</li> <li>• Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page.</li> </ul>	