- Message Waiting Indicator
- Line Keys (number varies by model)
- Home Key (not on touchscreen phones)
- Soft Keys
- Navigation/Select Keys
- Headset Key
- Speakerphone Key
- Mute Key
- Volume Keys
- Microphone
- Messages*
- Transfer*
- Hold*

* 300 and 400 models only.
** Polycom VVX-400 model shown. Buttons and screen vary by model.

Use the web based User Portal to program your own phone keys with the features you use the most (custom Speed Dials and more).

https://tows.univoip.com/webadmin/login

Welcome to UniVoIP OfficeConnect. Enter your user ID and PIN below.

Your main company phone number → Incoming Number

Your User Extension Number → User ID (Extension)

Your User PIN Number → PIN   Forgot Your PIN?

☐ Remember my User ID

Login

Installing Your Phone Without Power Over Ethernet

{**OR**}

With Power Over Ethernet

1A: CONNECT POWER TO YOUR PHONE

If your network is not Power over Ethernet enabled, use the optional power adapter. Connect it to **48V** and plug the other end in to a 120V AC outlet.

Proceed to **STEP 1B**

1B: CONNECT YOUR PHONE TO THE LOCAL AREA NETWORK

If your network is Power over Ethernet enabled, you do not need the power adapter and should simply connect an Ethernet cable into your existing local area network and into the ⊥⊥ port on the back of your OfficeConnect® phone.

2: CONNECT YOUR PHONE HANDSET

Connect your phone handset into the port next to ✆ on the back of your OfficeConnect® phone. You may also connect a headset into the port next to 🎧 on the back of your OfficeConnect® phone.

3: CONNECT YOUR PC TO YOUR PHONE (OPTIONAL)

UniVoIP® can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an extra Ethernet wall Port.

To do this, connect one of the provided Ethernet cables to your computer and into the PC port 💻 on the back of your phone.

Power	Headset	LAN	PC/Laptop	Handset
1A	2	1B	3	2
48V	HEADSET	LAN	PC	HANDSET
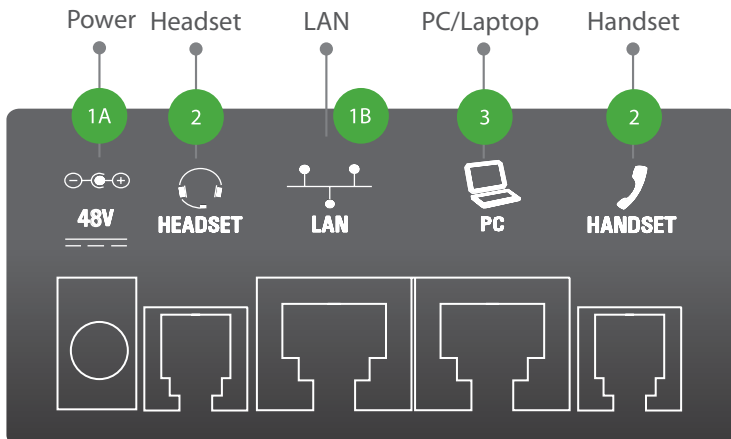
ACTIVATING YOUR PHONE

Press the ***Activate*** soft key and enter your extension and PIN, then press ***Activate***. If your phone does not have an ***Activate*** soft key, contact your technical staff for activation.

MAKING CALLS

External Calls

You must dial a 9+1 then the number, then press the ***Send*** key.

Internal Calls

Internal calls can be made by just entering the extension of your colleague, then press the ***Send*** key.

International Calls

To make calls outside of the United States, dial 9 + 011 + Country Code + City Code + the phone number of the person you are trying to reach, then press the ***Send*** key.

TO RECORD OR CHANGE YOUR VOICEMAIL GREETING

Press the ***Voicemail*** key on your phone and enter the default passcode of ***8647***. Follow the prompts to record your greeting.

Here, you can also reset your passcode.

LISTENING TO VOICEMAIL MESSAGES

From Your Desk Phone

Press the ***Voicemail*** key and follow the prompts.

From Any Phone Outside Your Office

1. Call your own phone number
2. During your voicemail greeting press * key and follow the prompts.

ACCESSING THE COMPANY DIRECTORY

Press the ***Home*** key on your phone, then select ***Directories***. Then, select ***Corporate Directory*** to search for employees by typing in the first few letters of their last name and pressing ***Submit***. Once the coworker you are trying to reach is selected, press the ***Dial*** key to begin the call.

USING REDIAL

Press the ***Redial*** key to call the last caller you dialed.

PLACING A CALL ON HOLD

When you are on a call and would like to put someone on hold, press the ***Hold*** key. This places the call on hold. Take the call off hold by pressing the ***Resume*** key.

TRANSFERRING A CALL

Once on an active call, you can transfer a call by pressing the ***Transfer*** key. Then, dial the internal or external number (don't forget to dial 9 + 1 for an external call) and press ***Transfer*** to complete the transfer.

MAKING A CONFERENCE CALL

Dial the first party's number, then press ***Send***. Once the first party answers, press the ***Conference*** key to dial another party and once they answer press the ***Conference*** key again to join all parties.

ADJUSTING YOUR PHONE DISPLAY SETTINGS

You can adjust and personalize your phone's settings by clicking on the ***Home*** key and then selecting the ***Settings*** icon and ***Basic***.

ADJUSTING THE SPEAKER VOLUME

Press ⊖▭▭⊕ to adjust the volume of the handset, headset and speakerphone during a call.

ADJUSTING THE RINGER VOLUME

Press ⊖▭▭⊕ when the phone is not in use.

MUTING A CALL

Press 🎤 to mute the microphone during a call. Then press 🎤 to turn off mute.