Using the Lync CX600 Phone

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Lync
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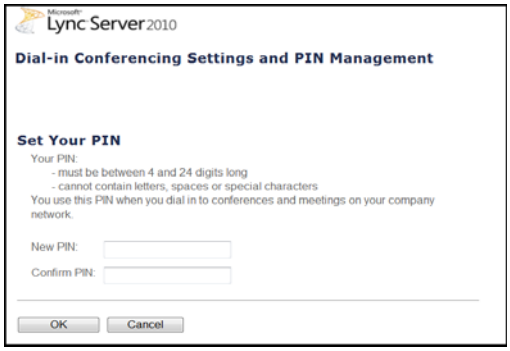
Set Your Sign-in PIN

Your new Lync phone requires you to sign-in. The phone identifies you and your personal preferences. **You can sign-in to *any* Lync phone and be recognized.** Before using your Lync phone, you need to set-up a personal identification number (PIN). Similar to a PIN used at a bank, your Sign-in PIN helps keep your sensitive information secure.

To create a Sign-in PIN:

1. In an Internet browser, go to **dialin.central.uh.edu**.
2. Click **Sign-in** and choose **Language**.
3. Click the **Sign-in** button then enter your CougarNet **username** and **password**.
4. Following the criteria on the PIN management screen, enter your PIN in the fields provided.



Note: If you forget your PIN, you can reset it using the steps listed above.

The Phone Face

Your Lync phone provides the same functionality as your existing telephone and more.

The Home screen:

Sign-in to Your Phone

Sign-in to your phone to access your voice mail and other features. This is a one-time-only step. There is no need to sign-in and sign-out of your phone. The only reason to sign-out of your phone is to allow another person to sign-in to it. This occasion might occur if you are sharing a phone with another person.

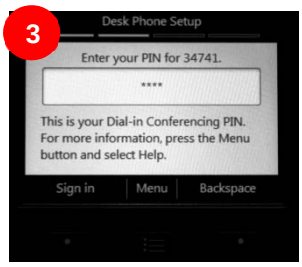
Note: You can sign-in to *any* Lync phone to receive calls placed to your phone number, as well as check your voice mail.

To sign-in to your phone:

1. On the Welcome Screen press **No**.

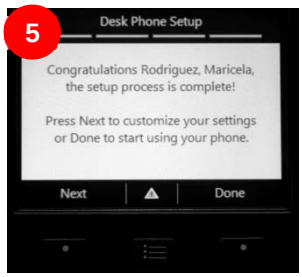
2. Enter your 5 digit extension (not your PIN), press **Next**.

3. Enter your **PIN**, press **Sign-in**.



4. Create a 4 digit Unlock PIN. It can be the same as your sign-in PIN.

5. Press **Done** and you are now signed-in to your phone.

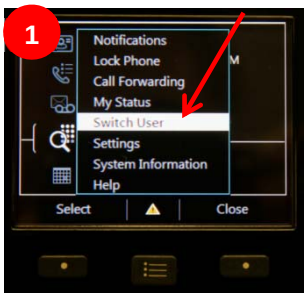


Sign-out of Your Phone

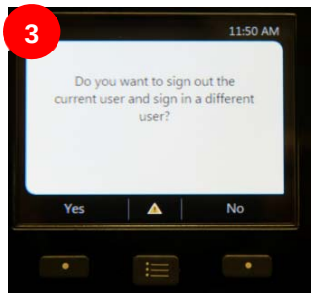
If you sign-in to a phone that is not located on your desk, you should sign-out of the phone when you are done using it.

To sign-out of a phone:

1. Press the **Menu** button.
2. Select **Switch User**.



3. Select **Yes**.



Answer a Call

To answer a call, choose one of four options:

1. Lift **Handset**.
2. Press the **Answer** button.
3. Press the **Speakerphone** button.
4. Press the **Headset** button.

Make a Call

To make a call, choose one of two options:

1. Dial a **5-digit** campus extension.
2. Dial a **10-digit** off-campus number.

You no longer need to use a 9 to dial off-campus.

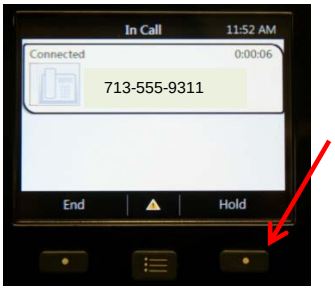
Long distance call: a domestic number [wait for the beep] + your long distance code.

International call: 011 + an international number [wait for the beep] + your long distance code.

Put a Call on Hold

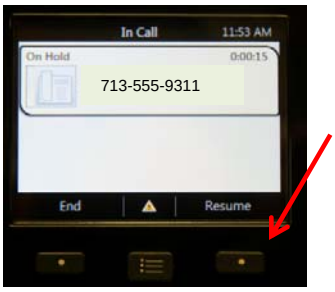
To put a call on hold:

1. During a call, press the **Hold** button.



To retrieve a call from hold:

1. Press the **Resume** button.

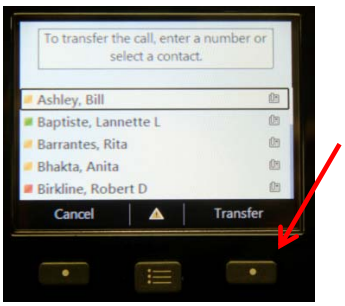


Transfer a Call

To transfer a call:

1. While on a call, press the **Menu** button.
2. Select **Transfer directly to**.

3. Enter a **number** or select a **contact**. If selecting a contact then you have the option of choosing the contact's phone number or doing a direct Lync call by selecting the blue circle.



4. Press **Transfer**.

Park a Call

Instead of putting a call on hold, you can park the call in a holding queue.

To park a call:

1. During a call, press the **Menu** button.
2. Select **Transfer to Parking Lot**. The call is assigned a retrieval number.

Anyone on campus can retrieve a call from the Parking Lot.

To retrieve a call from the Parking Lot:

1. Using any Lync phone on-campus, enter * followed by the three digit retrieval number and press **Call**.

If you want to retrieve a call that you parked, there is no need for you to enter the retrieval number. You can select the call on your Home screen and press **Retrieve**.

Escalate a Call to a Conference Call

To escalate a call to a conference call:

1. While on a call, press the **Menu** button
2. Select **Add Others** from the menu.

Add a Long Distance Number to a Conference Call

The **Add Others** command does not give you an opportunity to enter a long distance authorization code when adding a person with a long distance number.

To add a long distance number to a conference call:

1. Press **Menu** and select **New Call**. Your current call is put on Hold.
2. Dial a **long distance number** or select a **Contact**.
3. Wait for the beep, and then enter your **long distance code**.
4. With the new call on your phone, press **Menu** and select **Merge Calls**.

Make a Call with the Speakerphone

To make a call with the speakerphone, choose one of two options:

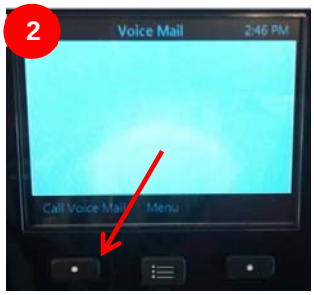
1. Dial the desired number, press the **Speakerphone** button.
2. Press the **Speakerphone** button, enter the desired number.

Record Your Voice Mail Greeting

To record your voice mail greeting:

1. On the Home screen, select **Voice Mail**.

2. Press **Call Voice Mail**.
3. Say **Personal Options**.



Follow the instructions given to you over your phone by the Lync assistant.

Reset Your Voice Mail PIN

You are asked to create a Voice Mail PIN the first time that you call Voice Mail.

To reset your Voice Mail PIN with Internet Explorer:

1. Go to email.uh.edu.
2. Log-in to your Email Account.
3. Click on **Options** and click on **Voice Mail**.
4. Click **Reset**.

To reset your Voice Mail PIN with Outlook:

1. Open **Outlook**.
2. Select **Manage Voice Mail** from the **File**.
3. In the Voice Mail Options dialog box, click **Reset PIN**.

Check Your Voice Mail

A red light appears at the upper right corner of your phone if you have a message waiting for you.

To check your voice mail:

1. On the Home screen, select **Voice Mail**.
2. Press **Call Voice Mail**.
3. Say **Voice Mail** into your handset.
4. Follow the instructions for checking your voice mail.

Note: To use the touchtone menu rather than the voice menu, press **0** after calling your voice mail.

To check your voice mail from another phone without signing into the phone:

1. Dial **713-743-6111**.
2. Follow the prompts.

To check your voice mail from off-campus:

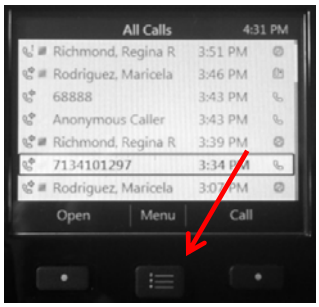
1. Dial **713-743-6111**.
2. Follow the prompts.

View Call Log

You can view a history of incoming, outgoing, and missed calls.

To view your call log:

1. On the Home screen, select **Call Logs**. A list of all calls (incoming, outgoing, and missed) appears.



2. On the **All Calls** screen, press **Menu** to sort the calls.

Search by Name

You can search for a person on your Lync phone by using the phone keypad. Use the letters on the keypad to spell out the person's name. Select the desired person from the list and your phone will dial their number. Separate the first and last name with the asterisk symbol *****.

To search by name:

1. Enter a person's **name or phone number** directly on the Home screen using the letters or numbers on the phone keypad. Lync will search your person Outlook address book and UH's global address book on Exchange.

2. Select the desired **person** from the list and your phone will dial their number.

Add a Contact

To add a Contact:

1. Search for a person in your Personal Address Book in Outlook, or in the university's Global Address Book.
2. Highlight the name of the person you want to add as a Contact.
3. Press **Menu**.
4. Select **Add to Contacts**.