**Frequently Asked Questions**

**What’s the advantage of Lync?**
Mobility. It’s like Skype fully integrated with the phone system. Install Skype for Business on your PC/laptop/smartphone and place calls anywhere you have access to WiFi network.

**How to reset PIN code or check status of Lync account**
http://cern.ch/resources->List services->Lync IP Service

**How to call Geneva, Switzerland or another country**
Geneva: 022xxxxx, France: 0033xxxxxx, etc.

**I can not call external numbers**
Ask for rights, send a “Phone request”, type “Fixed telephone line modification” from http://edh.cern.ch

**Do I need special devices to use Lync on laptop?**
No, you can use your headset or built-in speakers/microphone.

**Where can I use my CERN work number**
Anywhere: CERN, home, conference, hotel. You can use Lync application on laptop or smartphone. Ensure that you have WiFi connection.

**How to access voice mailbox and configure greetings**
Press Menu -> Unlock -> Press “1” key for 3 seconds

**How can I add a picture to my Lync profile**
Login to http://social.cern.ch -> Edit your profile -> Upload a picture and mark “Set Social picture as source for Outlook and Lync”

**Tips and Tricks**

**Configure forwarding/simultaneous call**
Press Unlock -> Call forwarding -> Choose a CERN number

**Search for a person by name**
Click Unlock -> Type the name of a person. To search for “ANNA” press keys: 2662; 2 for “A”, 6 for “N”, 6 for “N”, 2 for “A”.

**Put a call on hold**
Press Hold button (visible once you are in a call)

**Transfer an ongoing call**
Press Menu -> Unlock -> Choose “Transfer directly to” or “Consult then Transfer to …”. -> Specify a number or a person name

**How to do a factory reset of the phone**
Unplug the power. Press simultaneously: wildcard * key, and hash # key, and plug the power. The phone asks for the confirmation before the factory reset

**Configuration of Lync IP Phone**

**Lync IP Phone**
**Polycom CX600**

You can ask service-desk@cern.ch for help to install the device

Info: http://cern.ch/lync

To ask questions: http://cern.ch/lync-community

Need help? E-mail: service-desk@cern.ch, tel: 77777
Register your phone on the network

Go to Resources portal https://cern.ch/resources
Click: Services -> Lync IP Phone service -> Register Phone

Note: If you have not subscribed to the Lync service follow the EDH Phone request form (link accessible on Resources portal)

Select your model and specify MAC address
Note: MAC address is written at the back of the phone

Select the network outlet you wish to connect the phone to.
Submit the request.

Once the registration has been completed you will receive a confirmation e-mail from the network team.

Connect your phone

Connect the cables
Connect the power and network to your phone

Lan: network cable from a network outlet
PC: network cable connected to your PC/MAC
Power: cable plugged into 24V socket
USB: cable plugged to a Windows PC (optional)
Handset: insert cable on left of phone
Wait for the “Welcome screen”

Start using the phone

Login to the phone system
If there is a user already logged on the phone then perform a factory reset (see Tips section)

1. Press the OK button on the Welcome screen and follow the steps on the screen
Note: If you have a Windows PC then confirm availability of a computer
   • Skype for Business on Windows will ask you for your credentials

2. Specify the extension number (e.g 77112) and PIN that you have received in the activation e-mail of Lync Phone system

Configure the PIN to LOCK phone

3. Provide a new six digit code to protect your phone, you can use the PIN received in the activation e-mail. Each phone is locked automatically after few minutes of inactivity to prevent other people to access personal information (Lync contacts, call logs etc.)

Configure the time zone

4. Select “GMT +01:00 Amsterdam, Berlin, Bern”

Configuration is finished!