

## Frequently Asked Questions

### What's the advantage of Lync?

Mobility. It's like Skype fully integrated with the phone system. Install Lync 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/micro

### 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

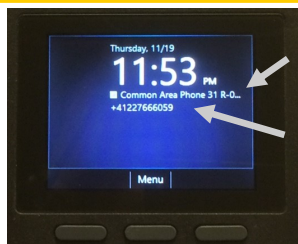
### How to access voice mailbox and configure greetings

Press Menu -> Unlock -> Press "1" key for 3 seconds

### How I can 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



Display Name

Your phone number

Unlock

Menu

### 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  
HP 4120 / Polycom CX600



You can ask [service-desk@cern.ch](mailto: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](mailto: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



The screenshot shows a web form titled "Lync IP Phone Service" with a sub-header "Lync IP enhanced telephony". The form has a left sidebar with "Service Information", "Settings", and "Register Phone" tabs. The "Register Phone" section contains the following fields: "Model:" with a dropdown menu showing "HP 4120", "MAC Address:" with an empty text box, "Office:" with the value "31 R-017", "Network Outlet:" with a dropdown menu showing "[Select an Outlet already connected]", and "Or enter a free outlet ID:" with an empty text box. A note below the MAC Address field states: "The MAC address can be found on the sticker located under the IP Phone device."

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 can be found at the back of phone



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

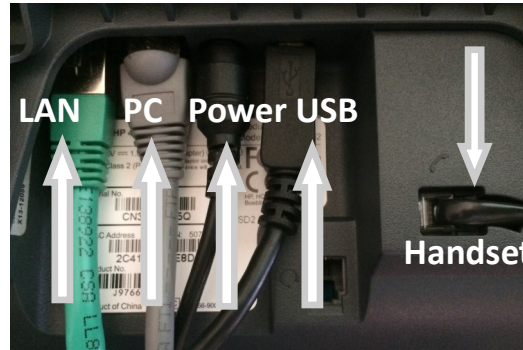
Submit the request.

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



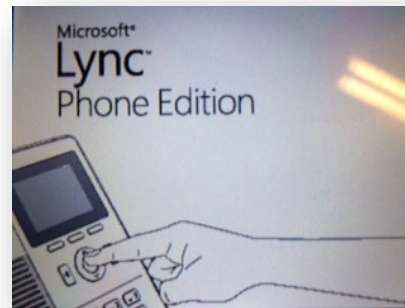
Lan: network cable from a network outlet

PC: network cable connected to your PC/MAC

USB: cable plugged to a Windows PC (optional)

Handset: cable plugged to the handset

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 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!