Using the Lync CX300 Phone
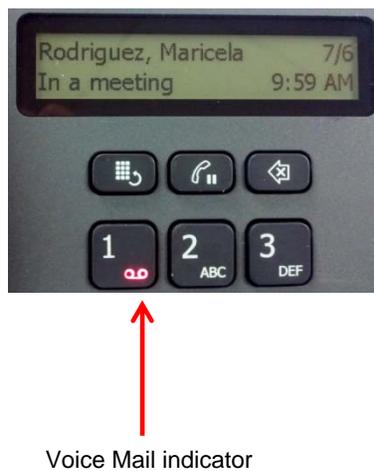
Note: To use your CX300 Lync hard phone, you must be signed-in to the Lync soft phone (or client software) on a Windows computer.

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Lync

communication · collaboration

Contents

The Phone Face

Redial   Hold

Backspace
delete or send a
call to voice mail

Call controls:
speakerphone,
headset, mute,
volume

Status indicator

Voice Mail indicator

Answer a Call

To answer a call, choose one of three options:

1. Lift the **Handset**.
2. Press the **Speakerphone** button.
3. 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 + your long distance code.

International call: 011 + an international number + 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 **Hold** button.

Redial a Number

To redial a number:

1. Press the **Redial** button.

Record Your Voice Mail Greeting

To record your voice mail greeting:

1. Press and hold the **1** key.
2. Say **Personal Options** into your handset.

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

Check Your Voice Mail

The Voice Mail indicator light appears red on the **1** key of your phone if you have a message waiting for you.

To check your voice mail:

1. Press and hold the **1** key.
2. Say **Voice Mail** into your handset.
3. 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 campus 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.

Reset Your Voice Mail PIN

You are asked to create a Voice Mail PIN the first time you call Voice Mail.
To reset your Voice Mail PIN with Internet Explorer:

1. Go to email.uh.edu.
2. Login 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**.