

Using the Lync CX700 Phone

UNIVERSITY of **HOUSTON**
Information Technology

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The Phone Face

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



The Home screen:

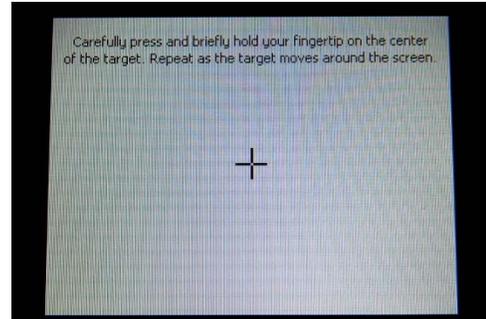


Calibrate Your Phone

Calibrating the touch screen ensures that the screen properly responds to your touch. The phone takes you through the calibration procedure when it is first plugged into the network. If you feel your phone is in need of calibrating, you can calibrate it at any time.

To calibrate your phone:

1. On the Home Screen, press the **Settings** icon.
2. Press **Calibrate Touch Screen**.
3. Press and hold your fingertip on the center of the target that appears.
4. Repeat as the target moves around.



The Unlock PIN

When your phone and computer are inactive for 10 minutes, your phone locks to protect your personal information. A phone can be unlocked using an Unlock PIN. Your Unlock PIN was supplied with your phone. A locked phone can be used to make and receive a call, but it must be unlocked to access voice mail and commands such as Transfer.

The Unlock function works in conjunction with your computer. When your computer keyboard is locked, your phone locks. When your computer keyboard is unlocked, your phone unlocks. When your computer goes to sleep and your phone is locked, waking up your computer will unlock your phone.

Answer a Call

To answer a call, choose one of four options:

1. Lift **Handset**.
2. Press **Answer**.
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.

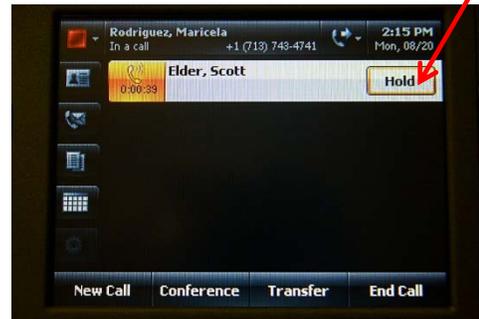
Long distance calls require a 1 + a domestic number + your long distance code.

International calls require 011 + an international number + your long distance code.

Put a Call on Hold

To put a call on hold:

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



To retrieve a call from hold:

1. Press **Resume**.



Transfer a Call

To transfer a call:

1. During a call, press **Transfer**.
2. Press a transfer option.
3. Enter a **number**.
4. Press **Call**.
5. Hang up.



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 **Transfer**.
2. Press **Transfer to Parking Lot**.

The call is assigned a retrieval number. A call can be retrieved from the Parking Lot using any Lync phone on-campus.

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. During a call, press **Conference**.
2. Press **Add Someone**.
3. Enter a **number**.
4. Press **Add**.



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, press the **Voice Mail** icon.
2. Press **Options**.
3. Press **Call Voice Mail**.

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



Listen to Voice Mail

If you have new voice mail messages, the number of new messages appears next to the Voice Mail icon on your Home screen.

To listen to a voice mail message:

1. On the Home screen, press the **Voice Mail** icon.
2. Press the voice mail message that you want to play.
3. Press **Play**.

To delete a voice mail message:

1. On the Home screen, press the **Voice Mail** icon.
2. Press the message that you want to delete.
3. Press **Delete**.



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.

Call Log

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

To view your call log:

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

To sort your call log:

1. Press one of the **Sorting** buttons at the top of your Call Log.

