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Additional Resources

Getting Help

CX600 Polycom Phone

- **Home** returns you to the home screen from any submenu.
- **Right Select** performs displayed context sensitive action.
- **Up and Down** arrows cycle through options.
- **Okay** button confirms action or enters submenu.
- **Return** displays the previous screen in a submenu or backspaces a misdialed number.
- **Speakerphone, Headset, and Mute** button
- **Left Select** performs displayed context sensitive action.
- **Menu** button
What is UniCom Enterprise?
UniCom Enterprise is IU’s term for unified communications, a service at IU that brings voice, video, and data together in a unified desktop communication system, providing instant messaging (IM), telephone, email, desktop sharing, and audio/video conferencing.

What is Microsoft Lync?
Microsoft Lync is a virtual connection between you and the people you work with.

UniCom has integrated Microsoft Lync into IU’s communication systems to bring instant messaging (IM), PC to PC phone calls, video calls, email, and calendar features. Many of Microsoft Lync features work seamlessly with the UniCom CX600 Polycom telephones.

Who can use UniCom services?
At Indiana University Southeast, faculty and staff can use Microsoft Lync to communicate with those with UniCom accounts.

Dialing with the Polycom CX600

This section covers dialing using your CX600 phone.

Dialing Inside the IU Network:
There are several ways to dial a contact within the IU Southeast network.

- Find the contact in your Contact List and press “Call.”
- Dial the IU Southeast extension number for the contact, e.g. 2000.
- Numerically dial the contact’s last name or username.

Dialing Locally Outside the IU Southeast Network:
There is no longer a need to press “9” or “1” to dial outside the IU Southeast network. Dial the ten-digit number, e.g. (812) 555-5555.

To dial other IU campuses, dial the ten-digit number as shown above.

Dialing Long Distance Phone Numbers:
Like the previous section, you no longer have to press “9” or “1” to dial outside the IU Southeast network. Dial the ten-digit number, e.g. (555) 555-5555. Wait for the dial tone, then enter your long distance code. Do not enter the “16” before the authorization code.
Polycom Displays and Menus

This section introduces you to the CX600 display, and the options available to you. You will learn about using the contact list, accessing upcoming appointments from your calendar, viewing call logs, and checking your voice mail.

Contact List Display
The contact list displays all of your current contacts in Lync. Adding a contact to Lync automatically adds it to the CX600 desk phone.

The default contact list view displays Contact Groups.

The contact list will remember the last view selected. For example, if you select Frequent Contacts the next time you open the contact list it displays Frequent Contacts.

You can change the view by pressing the Menu button and selecting Back to Contact Groups View.

Locking and Unlocking Your Phone

Locking your phone prevents unauthorized access to your contact list and the ability to make long distance phone calls. After a period of inactivity, your CX600 desk phone will lock. You can also lock your phone yourself.

Note: You can still use the basic dialing and answering functions of your phone. However, many other features cannot be used until you unlock your phone.

Lock the Phone:
1. Locking your desktop automatically locks the CX600 desk phone. Macs do not have this function.
2. Lock phone from Main Menu.

Unlock the Phone:
Unlocking desktop also unlocks phone (this is not the case for Mac computers). You can also use the following steps:
1. Press Unlock to unlock phone. The PIN entry screen appears.
2. Enter your PIN, and press Done.
**Calendar Display**
The CX600 calendar displays Outlook appointments for the current day.

Mac users will not be able to use the calendar function.

Some Windows users will not be able to view the calendar function due to connectivity issues between Outlook and the CX600 phone, or if the phone is not tethered to the user’s computer.

You can join an Online Meeting using Lync directly from your desk phone.

**Call Log Display**
The Call Log displays a history of calls made to or from your desk phone.

Press **Menu** button to change the type of calls listed, choices are:

- View All Calls
- View Incoming Calls
- View Outgoing Calls

Use the **Up** or **Down** arrows to select **Call Log** and press **OK**.

Use the **Up** or **Down** arrows to cycle through Call Log, and press **Left Select** to call.

Press **Right Select** to **Open** contact and view contact card.
**CX600 Voice Mail**
Voice mail is saved in a centralized location and may be accessed from your desk phone.

The number of new voice mail messages are indicated next to the voice mail icon on the display.

A list of voice mail messages is displayed in the list, showing who left the message, presence status, and the date and time that the message was recorded.

Press Menu button to view additional voice mail options:
- Open Contact Card
- Add to Contact
- Delete Voice Mail
- Call Voice Mail

**Main Menu Display**
The main menu displays available options for your desk phone:
- Settings
- Lock Phone
- Call Forwarding
- Switch User
- System Information

**Settings Menu**
Customize your CX600 desk phone by adjusting the settings.

Customizable settings:
- Language (if enabled by IT Pro)
- Volume
- Ring Tones
- Brightness
- Themes
- Logging (for troubleshooting)
- Desk Phone Location
- Make Test Call
- Desk Phone PIN
- Time and Data Format
- Accessibility Features (High Contrast)
- Text Telephony (TTY)
**Switch User Menu**

**Switch to another user:**
1. Press Menu button.
2. Use the Up and Down arrows to select Switch User and press Left Select.
3. CX600 signs out current user.
4. Press Left Select to Sign In.
5. The Sign In screen appears on the display.
6. Complete on screen instructions, entering:
   - The new user’s Office Lync sign-in name.
   - The new user’s network domain and username.
   - The new user’s password.
   - New PIN for user. The new user’s contact list screen appears.

**System Information Menu**

System Information displays hardware and network connection information, used by support organizations to help troubleshoot connectivity issues.

**System Information displays:**
- Lync Phone Edition Software Version
- MAC Address
- IP Address
- Subnet Mask
- Gateway Address
- DNS Server
- VLAN ID
Phone Calls
Learn how to manage phone calls.

Make a Call
In addition to the standard way of making a phone call (by picking up the handset and dialing), you can make calls as follows:

• Calling from the Contacts screen on your phone
• Calling by searching for a contact using the keypad
• Calling from Microsoft® Lync™ 2010 on your computer

If your phone is locked, you must unlock it before you can call from your contact list or before you can search for a contact. To unlock it, select Unlock.

To call from the Contacts screen on your phone:
1. From your phone’s Home screen, select the Contacts icon, and then select the contact group the user is in.
2. From the Contacts screen, use the up and down arrow buttons on the phone to select the contact, and then select Call.

To call by searching for a contact using the keypad:
1. Press the numbers on the phone keypad that correspond to the contact name or the phone extension. For example, to find ‘Tony Smith,’ begin pressing 8669*76484, where ‘*’ is the space between the first and last name.
2. When you find the contact you want to call, select Call.

To make a PC to PC phone call using Microsoft Lync, see the UniCom & Lync Basic Guide for Windows or the UniCom & Lync Basic Guide for Mac.
**Use Call Controls**

Some of the buttons and features described below may not apply to your phone.

**Use the buttons on the phone console to do the following:**
- To enable or disable the speakerphone during calls, press:

- To adjust the volume of the handset, speakerphone, and ringer (speaker phone off, handset down), press:

- To mute local audio during calls so that others cannot hear you, press:

If you adjust the speakerphone volume during a call, the volume setting is retained for all subsequent calls that use the speakerphone.

**To mute everyone except yourself while in a conference call:**
From the In Call screen, select Menu, and then select Mute Audience.

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**Receive a Call**

You can either answer a call or redirect the call to your voice mail.

**To handle an incoming call:**
From the Incoming call screen, do one of the following:
- To answer the call, either select Answer or pick up the handset.

or
- To send the caller directly to your voice mail, select To Voice Mail.

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**View Call Logs**

The Call Logs screen displays a history of incoming, outgoing, and missed calls.

**To view your call logs:**
1. From your phone's Home Screen, select the Call Logs icon.
2. From the All Calls screen, select Menu to sort the calls.
Check Voice Mail
You can access your voice mail to check messages or to change your voice mail greeting. If you have unheard messages, the Voice Mail icon displays a number indicating how many messages you have, and a red light appears at the upper right corner of your phone.

To check your voice mail:
1. From your phone's Home screen, select the Voice Mail icon.
2. Select 'Call Voice Mail'.
3. Listen to the options and follow the prompts. If you wish to use the touchtone menu rather than the voice menu, press '0' twice.

   The Voice Mail screen displays the phone number, message date, and time of the call. For contacts listed in your personal contacts or corporate directory, the name and contact card of the sender also displays.

To check your voice mail on a campus phone (other than your own):
1. Call 812-941-2120 to get to the voice mail menu.
2. Press the * key.
3. Enter the 10-digit number of the voice mail box you want to reach, e.g. 812-941-2XXX (even though the prompt says to enter your extension).
4. Enter the PIN, then the # key.

To check your voice mail on an off-campus phone (including cellphones):
1. Call 812-941-2120 to get to the voice mail menu.
2. Enter the 10-digit number of the voice mail box you want to reach, e.g. 812-941-2XXX (even though the prompt says to enter your extension).
3. Enter the PIN, then the # key.

Record Your Voice Mail Greeting
UniCom allows users to easily customize their voice mail greetings. If you are setting up your voicemail for the first time, call your voicemail from your phone and follow the directions.

To record your voice mail greeting:
1. Call your voice mail box.
2. Press '0' twice for the touchtone menu.
3. Press '6' for personal options. Press '2' to change your voice mail greeting.

*To record an out-of-office greeting, press '6' after step 2 from above, then press '1' to record your away message. Upon returning to campus, go back to Personal Options and listen to the prompt to turn off your away message. Once you've turned off your away message, your regular voice mail greeting will be reinstated.
Transfer a Call
You can transfer calls in these ways:
- To someone else, either directly (without speaking to them), or by talking with them first.
- To a Parking Lot so that the call can be placed on hold and retrieved by someone else.
- Straight to someone’s voice mail.

To transfer a call directly to someone else:
1. From the In Call screen, select Menu, and then select Transfer Directly To.
2. Enter a number or select a contact, and then select Transfer.

To consult with someone before transferring a call:
1. From the In Call screen, select Menu, and then select Consult then Transfer To.
2. Enter a number or select a contact. After you speak with the person you’re transferring the call to, select Transfer.

To transfer a call to a Parking Lot:
The Parking Lot is a feature that allows you to place more than one call on Hold. To send a current call to the Parking Lot:
1. Press the Menu button.
2. Scroll down to Transfer to Parking Lot.
3. Press Select.

To resume the calls that you place in the Parking Lot:
1. Go back to the home screen (press the button that looks like a house).
2. Scroll through the home screen menu items until you find the phone icon labeled “Active Call” with a gold number on it. The number indicates the number of calls that are currently in the Parking Lot.
3. Select the Active Call menu option as mentioned above.
4. Scroll through the active calls in the Parking Lot to find the correct call.
5. Press Retrieve.

Other users can pick up calls on the Parking Lot by dialing * and the assigned number given to the call. For example, *733.

To transfer a call to a contact’s voicemail in Windows:
1. While conducting the phone call, go to your computer screen and find the Lync pop-up window for the call.
2. Click the Transfer button (the curved arrow at the bottom right of the pop-up window).
3. Click Another number or contact.
4. Find the contact that you wish to transfer to.
5. Hover over the contact with your mouse and click the arrow next to the call button.
6. Click Voice Mail in the drop-down menu.
Set Up Call Forwarding
You can configure your phone so that all incoming calls are forwarded to another number or one of your contacts. You can also forward calls while the phone is ringing.

Call forwarding options:
- Do not forward calls.
- Forward to voice mail.
- Forward to one of my numbers.
- Forward to a contact.
- Simultaneously ring one of my numbers.

*See “Forwarding Calls with Windows,” or “Forwarding Calls with Mac” for more customization.

Forwarding Calls with Windows
Lync 2010 Enterprise Voice for Windows offers a range of call forwarding options.

To view call forwarding options:
1. Click on the Options button in Lync.
2. Select Call Forwarding.

Call Forwarding Options:
Turn off call forwarding; Forward my calls to; and Simultaneous Ring.

The 'Turn off call forwarding' option restricts all incoming calls to your Lync phone.

Alternatively, if you have delegates, team-call group members, and alternate phone numbers configured, you can use the Call Forwarding shortcut button which appears in the lower left corner of the Lync window. An action menu opens from which you may choose any of the configured options with a click.

Forwarding Calls:
When a user selects Forward my calls to, Lync will send any incoming calls immediately to the number selected. When this option is selected, you may choose:
- Any of the phone numbers previously saved in your account
- Voice Mail
- A new phone number
- A phone number of one of your Delegates (see section ‘Forwarding Calls to Delegates’ under ‘Delegation of Incoming Calls’).

Cancelling Call Forwarding Rules:
To cancel Call Forwarding and Simultaneous Calling:
1. Open the Call Forwarding section of the Lync Options environment.
2. Click on the ‘Turn off call forwarding’ radio button
3. Click OK.
Forwarding calls during work hours with Windows:
Microsoft Outlook and Lync allows you to specify when your calls are forwarded or when they simultaneously ring by setting your work hours. To set up call forwarding, see “Forwarding Calls with Windows” on the previous page.

To specify Work Hours:
1. Open Microsoft Outlook.
2. Click the File tab toward the top of the Outlook window.
3. Click Options on the left. A new window will pop-up.
4. Click the Calendar option on the left.
5. Under “Work Time,” set your start and end time for each work day.
6. Specify the days of the week that the hours apply.

To forward calls or simultaneously ring during Work Hours:
1. Open Microsoft Lync.
2. Click the Lync Options button.
3. Click Call Forwarding on the left.
4. Choose your call forwarding options. See “Forwarding Calls with Windows.”
5. Next to “These settings will apply:”, click “All the time.” A pop-up window will appear.
6. Choose During work hours only as specified in Outlook.
7. Click Okay.

This option may not be available due to connectivity issues between Microsoft Outlook and Lync. Apply Microsoft Office and Lync updates regularly as this may fix the issue.
Forwarding Calls with Mac
Lync 2011 Enterprise Voice for Mac offers a range of call forwarding options.

To view call forwarding options:
1. Click Lync in the top menu bar on the desktop and choose Preferences.
2. Select the Phone Calls tab.

Call Forwarding Options:
Turn off call forwarding; Forward my calls to; and Simultaneous Ring.

The ‘Turn off call forwarding’ option restricts all incoming calls to your Lync phone.

Forwarding Calls:
When a user selects Forward my calls to, Lync will send any incoming calls immediately to the number selected. When this option is selected, you may choose:
- Any of the phone numbers previously saved in your account
- Voice Mail
- A new phone number, your cell phone for example.

 Cancelling Call Forwarding Rules:
To cancel Call Forwarding and Simultaneous Calling:
1. Click Lync in the top menu bar on the desktop and choose Preferences.
2. Select the Phone Calls tab.
3. Click on the Turn off call forwarding radio button.

Forwarding calls to Delegates:
1. Click on Forward my calls to.
2. Click the drop-down menu next to “Forward my calls to.”
3. Choose My Delegates.

Forwarding calls to Delegates after a delay:
This option allows incoming calls to ring your phone for a period of time before forwarding to your delegate(s).
1. Click on Simultaneously Ring.
2. Click the drop-down menu next to “Simultaneously Ring.”
3. Choose My Delegates.
4. Set the delay by clicking the number menu next to “Redirect calls after how many seconds,” and choose how long you wish your phone to ring before your calls forward to your delegate(s).

Forwarding calls during Work Hours with Mac:
Microsoft Outlook and Lync allows you to specify when your calls are forwarded or when they simultaneously ring by setting your work hours.

To specify Work Hours:
1. Open Microsoft Outlook 2011 for Mac.
2. Click Outlook on the top menu bar on your desktop.
3. Click Preferences.
4. Click the Calendar button under “Other.”
5. Under “Work Schedule,” set your start and end time for each work day.
6. Specify the days of the week that the hours apply.

To forward calls or simultaneously ring during Work Hours:
1. Open Microsoft Lync.
2. Click Lync on the top menu bar on your desktop.
3. Click Preferences.
4. Click the Phone Calls tab.
5. Choose your call forwarding or simultaneously ring options. See “Forwarding Calls with Mac.”
6. Check the box next to “Only forward or simultaneously ring during work hours.”

This option may not be available due to connectivity issues between Microsoft Outlook and Lync. Apply Microsoft Office and Lync updates regularly as this may fix the issue.

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View Contact Card
A contact card provides details about a contact's availability and presence. Depending on the access level that a contact grants you, you may see the contact's phone numbers, schedule information, the phone number of the most recent call, and a personal note if the contact has written one.

To view a contact card:
1. From your phone's Home screen, select the Contacts icon.
2. From the Contact Groups screen, select the group your contact is in, and then select a contact name.
3. When you finish viewing the contact card, select Close.
Manage Multiple Calls
When you’re in a call, you’ll see several call controls that you can use to manage multiple calls.

To place a call on hold:
From the In Call screen, select Hold. The Hold button switches to Resume to pick it back up.

To answer a second call when you’re in an active call:
From the Incoming call screen, select Answer. Your active call is placed on hold and your second call is answered.

To switch between calls:
1. Press the Home button on the phone, and then select Active Call.
2. From the In Call screen, use the up and down arrow buttons to select the call that you want to activate, and then select Resume.

To make a new call and place the active call on hold:
1. From the In Call screen, select Menu, and then select New Call.
2. Enter a phone number or select a contact, and then select Call. Your active call is then placed on hold.

To end a call:
From the In Call screen, select End.

Placing Multiple calls in the Parking Lot:
The Parking Lot is a feature that allows you to place multiple calls on Hold where music is played, and allows for others to retrieve the calls.

To send a current call to the Parking Lot:
1. Press the Menu button.
2. Scroll down to Transfer to Parking Lot.
3. Press Select.

To resume the calls that you place in the Parking Lot:
1. Go back to the home screen (press the button that looks like a house).
2. Scroll through the home screen menu items until you find the phone icon labeled “Active Call” with a gold number on it. The number indicates the number of calls that are currently in the Parking Lot.
3. Select the Active Call menu option as mentioned above.
4. Scroll through the active calls in the Parking Lot to find the correct call and press Retrieve.

Let someone else resume calls placed in the Parking Lot:
1. Find the call that you placed in the Parking Lot (see above).
2. Find the number that is assigned to the call in the upper left of the call box. The number will have a star before it, for example *766.
3. Communicate with whomever you want to pick up the call and tell them to dial the star, then the number to pick up the call.
**Escalate a Call to a Conference Call**
You can start a conference call during a phone call and add more participants.

**To escalate a call to a conference call:**
1. From the In Call screen, select **Menu**, and then select **Add Others**.
2. To add a participant, enter a phone number or select a contact, and then select **Add**. To add more participants, repeat this procedure.

**Join a Meeting from a Calendar**
Your calendar displays Microsoft Outlook® appointments for the current day.

You can join a meeting by using your phone.

Mac users do not have access to this function.

This option may not be available to Windows users due to connectivity issues between Microsoft Outlook and Lync. Apply Microsoft Office and Lync updates regularly as this may fix the issue.

**To join a meeting:**
1. From your phone's Home Screen, select the **Calendar** icon.
2. From the Today's Calendar screen, choose the meeting you want to join, and then select **Join**.
Reset Your Phone

If your phone stops working, your system administrator may ask you to reset your phone.

To reset your phone:
While you press and hold the ‘4’ and ‘6’ keys, disconnect, and then reconnect the phone’s power supply.

A message displays asking if you want to continue. Select Yes.

The reset process can take up to four minutes. After the phone resets, the Home screen displays.

Access Phone Settings and Help

You can access Help and configure the following settings on your phone:
- Volume
- Brightness
- Logging
- Desk Phone Location
- Malicious Call Reporting
- Make Test Call
- Ringtones
- Phone-Unlock PIN
- Time Zone
- Date Format
- Time Format
- Language
- High Contrast
- Text Telephony (TTY)

Some of the above settings may not be available on your phone.

To access the Settings menu:
1. From your phone’s Home screen, select Menu, and then select Settings.
2. From the Settings screen, select the setting you want to change.

To access the general Help for the phone:
From your phone’s Home screen, select Menu, and then select Help.

To access context-sensitive Help for a specific screen:
From your current screen, select Menu and then select Help.
Delegation of Incoming Calls

Call delegation is a feature that enables faculty or staff to delegate phone calls handling up to one or more administrative delegates. When a delegate answers a call, Lync notifies the owner of the account that the call has been answered, along with the name of the delegate answering.

Why would you choose to use this feature?
- Your delegate can screen your calls, transferring the calls when appropriate.
- Your delegate can create or join a voice conference on your behalf.
- If you share an Outlook Inbox with a delegate, the delegate can listen to your voice mail and respond.

You may direct Lync to send your calls to a Delegate immediately, or after a 5, 10, or 15 second delay.

Forwarding calls to Delegates in Windows:
Forwarding your calls to your Delegate(s) allows you to send incoming calls to someone else. When you click on the Forward my calls to option, you can then select to forward your calls to 'My Delegates.'

First, you must add Delegate(s). To do so:
1. Click on the Add button. A list of your contacts opens.
2. In the Contact List, select one or more of your contacts as your Delegate(s). You may only select persons inside your organization.
3. Click OK.
4. Ensure any of your Delegates that you wish to receive your forwarded calls have checkmarks in the boxes next to their names.

Note: To edit this list after you create it the first time, click on the Edit my delegate members link in the Call Forwarding environment of the Lync Options window.

To forward calls to Delegates:
See “Forwarding calls to Delegates” under “Forwarding Calls with Mac.”

To add delegates in Mac:
1. In Outlook 2011, click the Outlook drop-down menu at the top of the screen.
2. Click Preferences.
3. Click Accounts.
4. Click the Advanced button at the lower right of the pop-up window.
5. Click the Delegates tab.
6. Click + under the first window.
7. Type in the name or username of the delegate and click Find.
8. Click OK.
Team Calling
You can set up a group of people to answer your incoming calls. This feature may be useful if you are part of a work group in which any of you can accept incoming calls.

These features are not available for Mac users.

You can configure team-calling to ring you and your team-call group simultaneously, or you can set a delay so that your calls ring you first and then the rest of the group after a specified number of seconds. When you set up a team of one or more people to answer your calls, you become the ‘team leader’ of your calls. As a team leader:

- If your Presence is set to Offline or Do Not Disturb, your calls are routed to the team;
- If your designated team is unable to answer, your missed call goes to your voice mail; and
- If contacts with the ‘Friends & Family’ privacy relationship call you, the call will not be forwarded to the team-call group.

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To configure team calling:

1. To set up the members of your team-call group, click on the ‘Edit my team-call group members’ link. The Call Forwarding – Team-Call Group dialogue box opens.
2. Click on the Add… button. The Add Contacts dialogue box opens.
3. In the new dialogue box, select any number of your contacts to add to your team, or search for your team members in the search field at the top of the Add Contacts dialogue box.
4. Choose the amount of seconds that calls will ring your phone before forwarding to your team-call group (0 - calls will ring you and your team at the same time).
5. Then click OK. The contacts you select appear in the Call-Forwarding – Team-Call dialogue box.
6. Click the OK button.

To turn on team-calling in Lync:

1. In the Lync main window, click the Lync Options button. The Options environment opens.
2. Select Call Forwarding from the Options menu sidebar.
3. Click on the ‘Simultaneous Calling’ radio button.
4. Then, in the drop-down menu for Simultaneous Calling, select the My Team-Call Group option.

If you designate a team-call group to answer your calls, it is important to pay attention to your presence status. If your status is set to Offline or Do Not Disturb, your calls automatically redirect to your team-call group. However, if an incoming call originates from a contact in your Friends & Family Group, Lync will not forward the call to your team-call group members.

To adjust the delay after which your team-call group members receive your incoming calls:

1. In the Lync main window, click the Lync Options button.
2. Select Call Forwarding.
3. To adjust the delay after which your team-call group is called, click on the Edit my team-call group members link.
4. Below the list of your team-call group members, find the Ring your team-call group after this many seconds drop down menu and select your delay preference.
5. Then click the OK button.
Additional Resources


Getting Help

If you can't find the help you need from this guide, call Help Desk at (812) 941-2447 and select Option 5, or visit these websites for additional help:

Polycom CX600 User Guide:
http://support.polycom.com/PolycomService/support/us/support/voice/cx/communicator_cx600.html

For Microsoft Quick Guides visit:

For Microsoft How-to Videos:

CX600 Phone Tutorial Video:
https://www.sharepoint.iu.edu/sites/iuk/it/training/Shared%20Documents/unicom/CX600-interactive-tutorial.wmv