Lync Server Phone System

SETTING UP VOIP LYNC PHONE SYSTEM (MANUALLY)

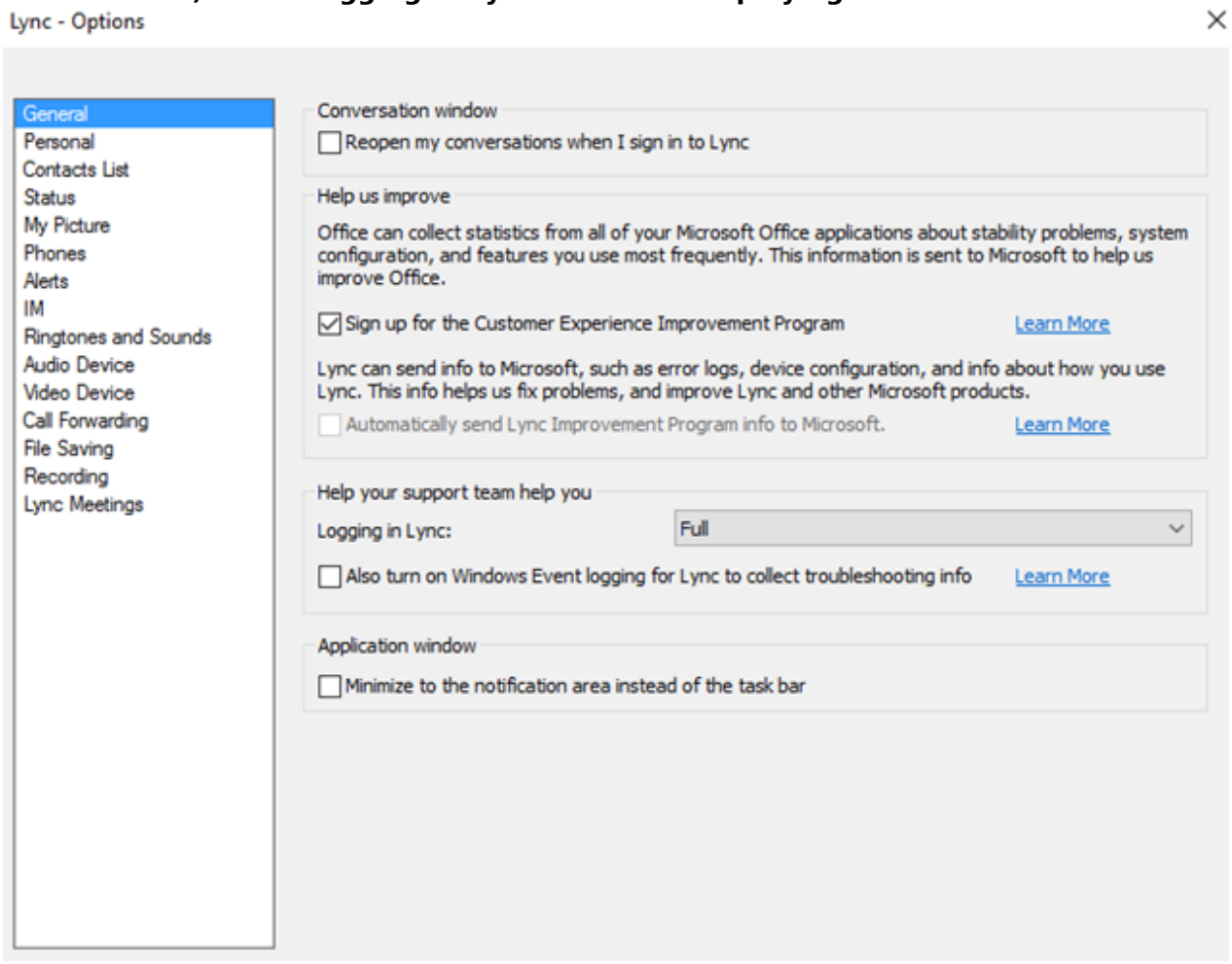
After downloading the Lync Software for your PC, proceed to setup the phone system with the exact settings.Â The settings below will be checked and monitored at different intervals to ensure compliance with Iconic Productions requirements.Â If you are unsure of how to setup the system, Iconicâ€™s Team can offer support by remote access.

For remote access support download Team Viewer.Â Click on this link https://www.teamviewer.com/en/download/windows.aspx and select **TeamViewer Full Version.Â You do not need to have the business paid version.**

Â

After Installation:

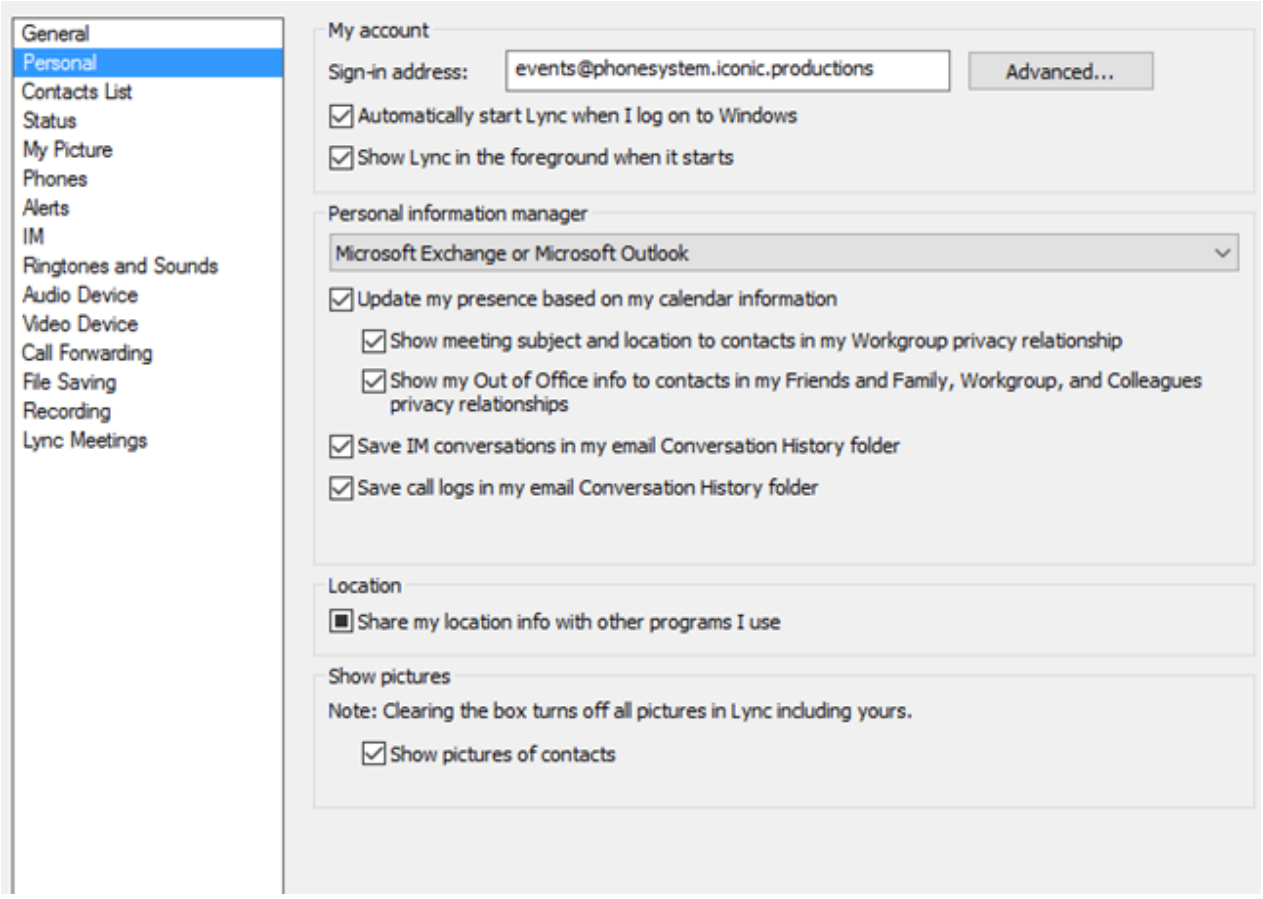
1. Log into LYNC
2. Click on Tools
3. Click on Options
4. **In Â General , check Logging In Lync section is displaying Full**



Leave all other check boxes unticked

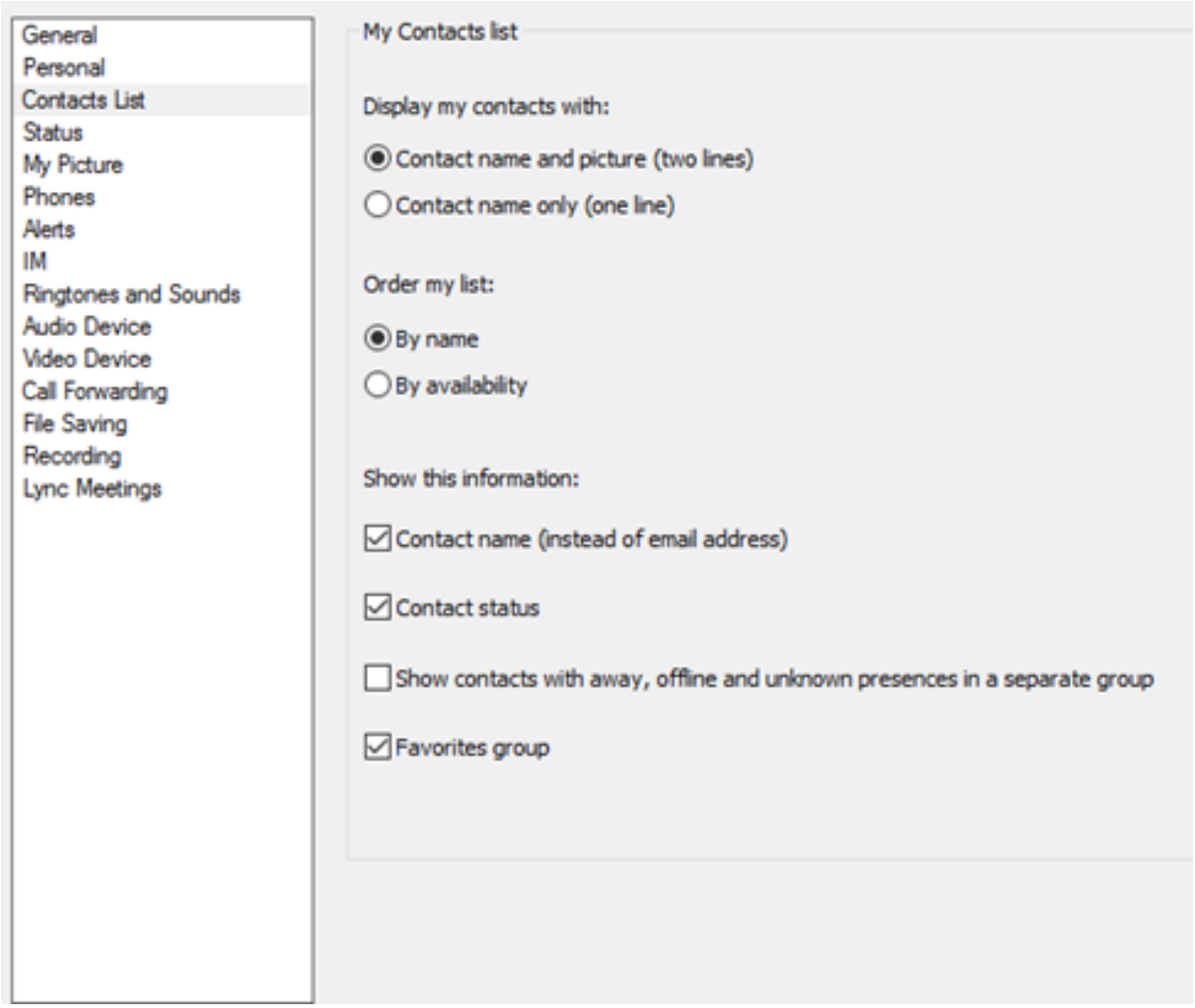
5. In **Personal**, all checkboxes are required to be checked.Â The **Sign-in address** should show your log in details.Â If it does not, there is an error and you will require support.Â The **Location** must be square blocked.Â **DO NOT CHECK OR TICK** the Location Setting.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html

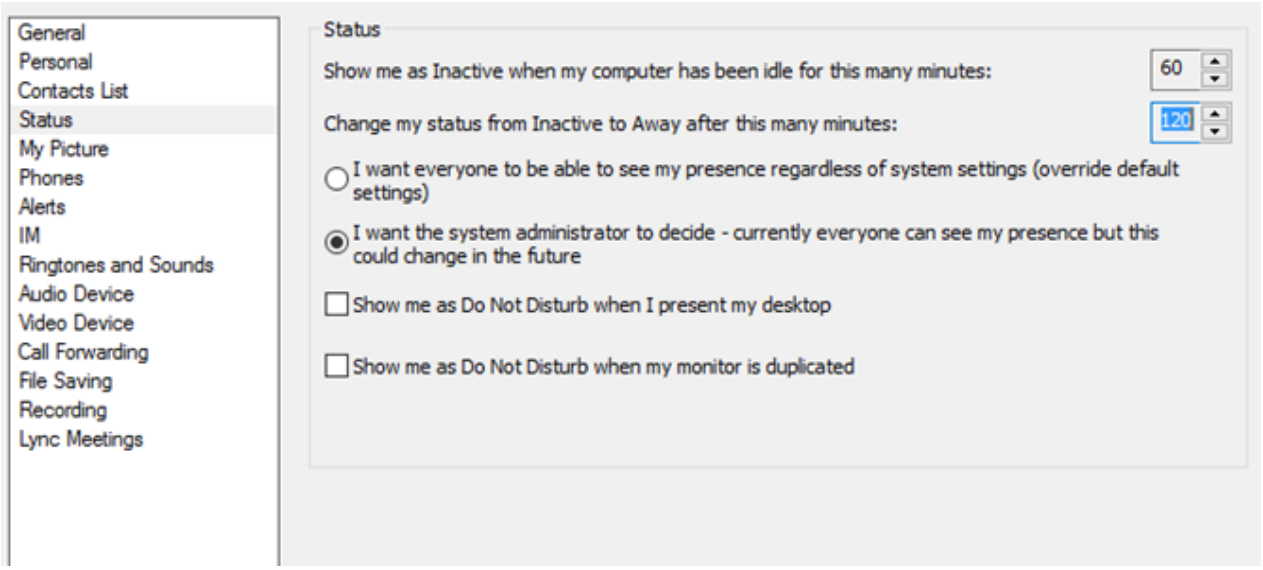


6. In **Â Contacts List** , check that all radio buttons and all checkboxes are selected as show.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html

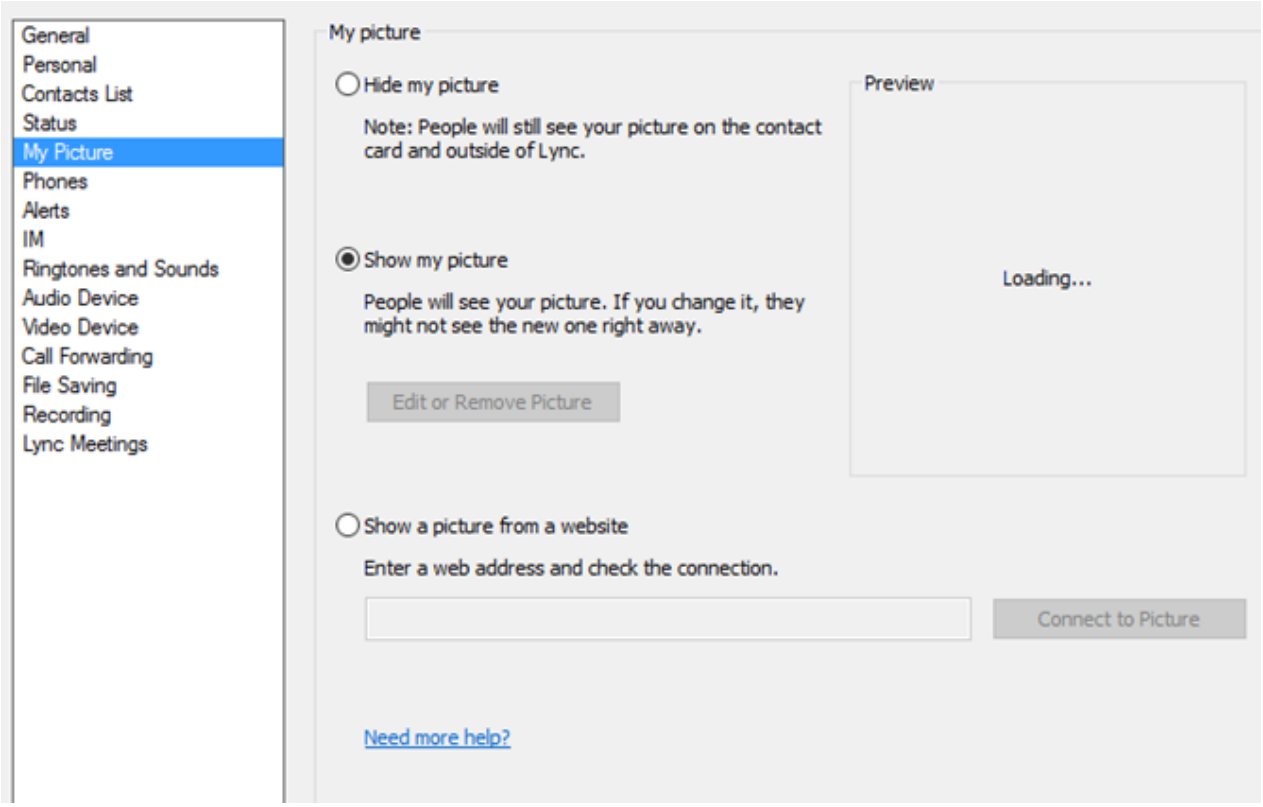


7. In **Â Status** , change the timing defaults to 60 and 120.Â You will need to use the up arrow on the box to adjust timing setting.Â Check that the **I want the System Administrator** button is selected.Â DO NOT CHECK/TICK the Do Not Disturb

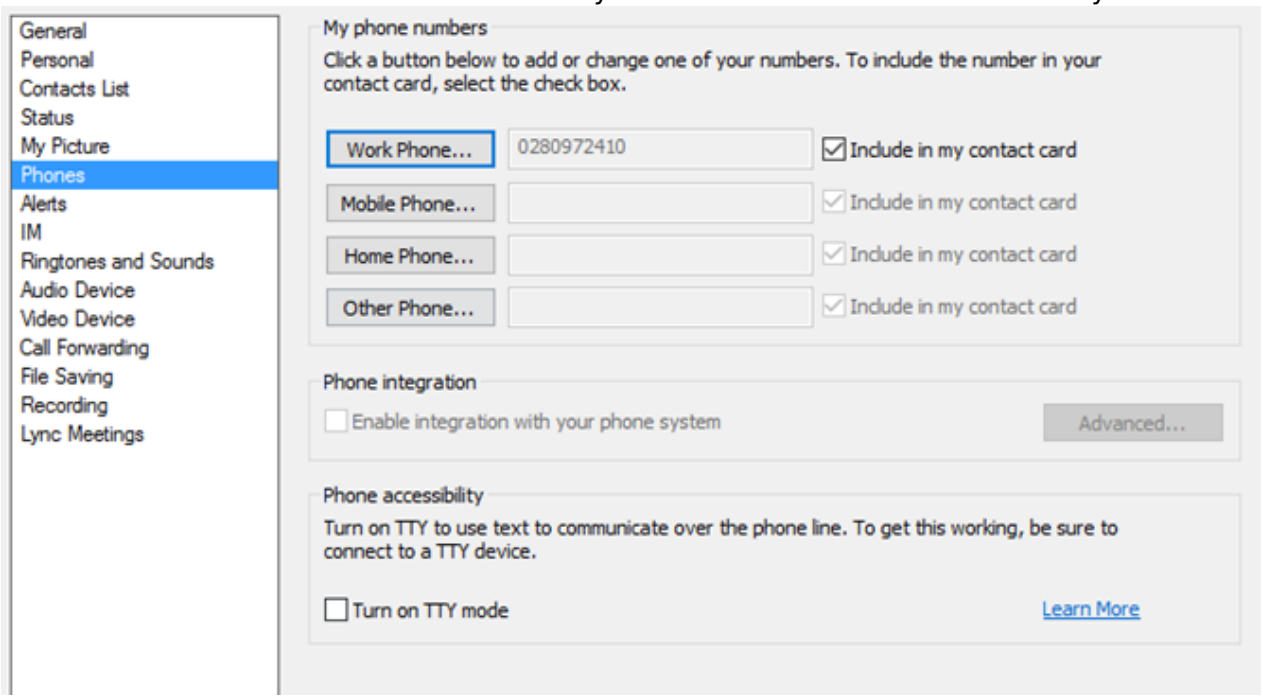


8. In **Â My Picture** , leave settings as shown.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html

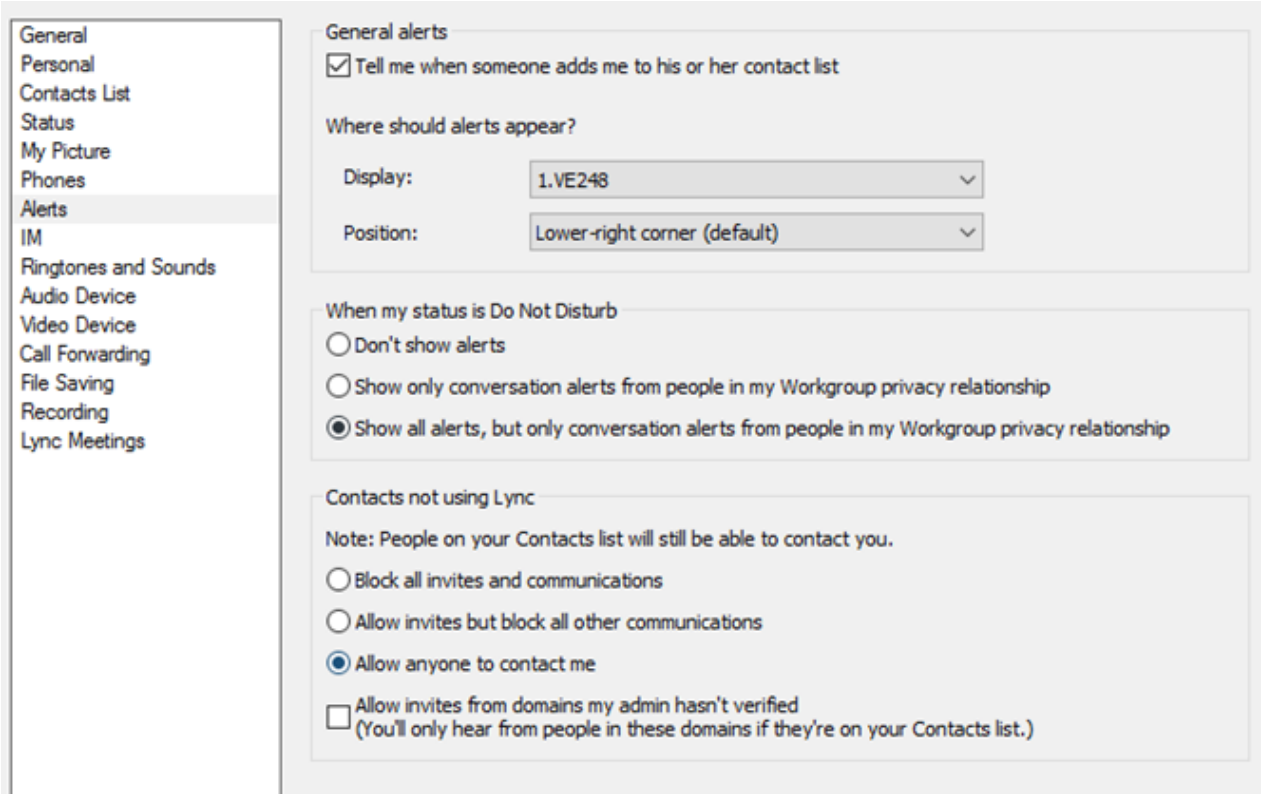


9. In **Â Phone** , your work Phone Number should display automatically.Â If not click on the **Work Phone** button and enter it in manually with the area code entered correctly.

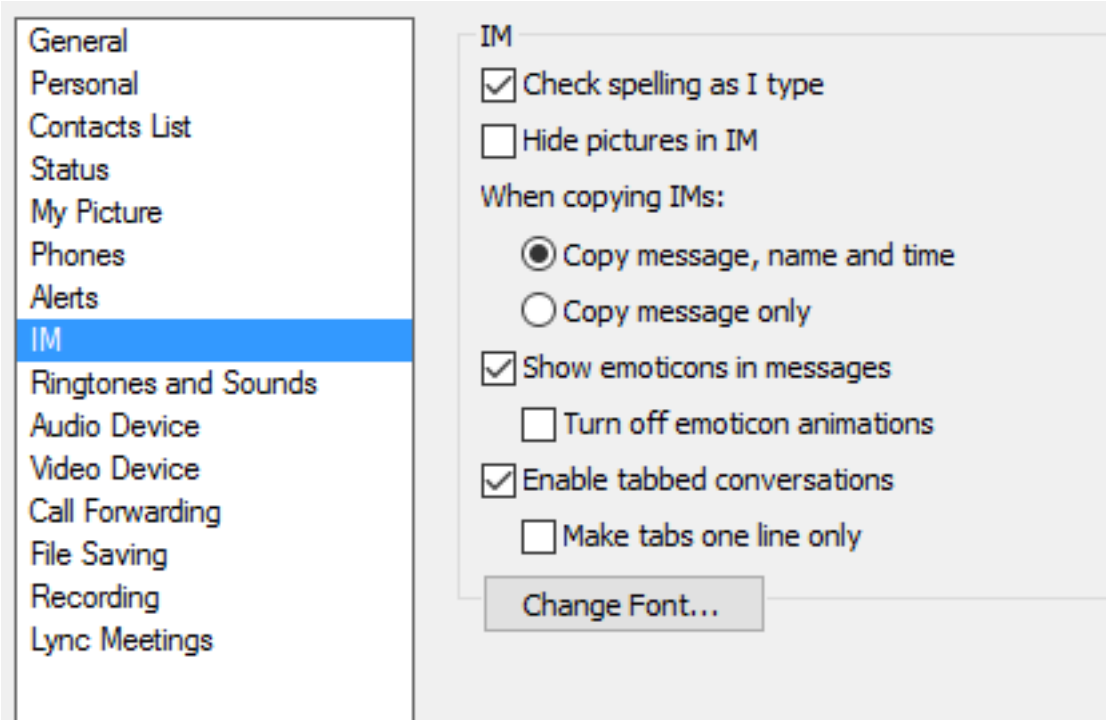


10. In **Â Alerts** , check that all settings as displayed are show.Â In **Display** your display will be different to the one shown in the example below.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html

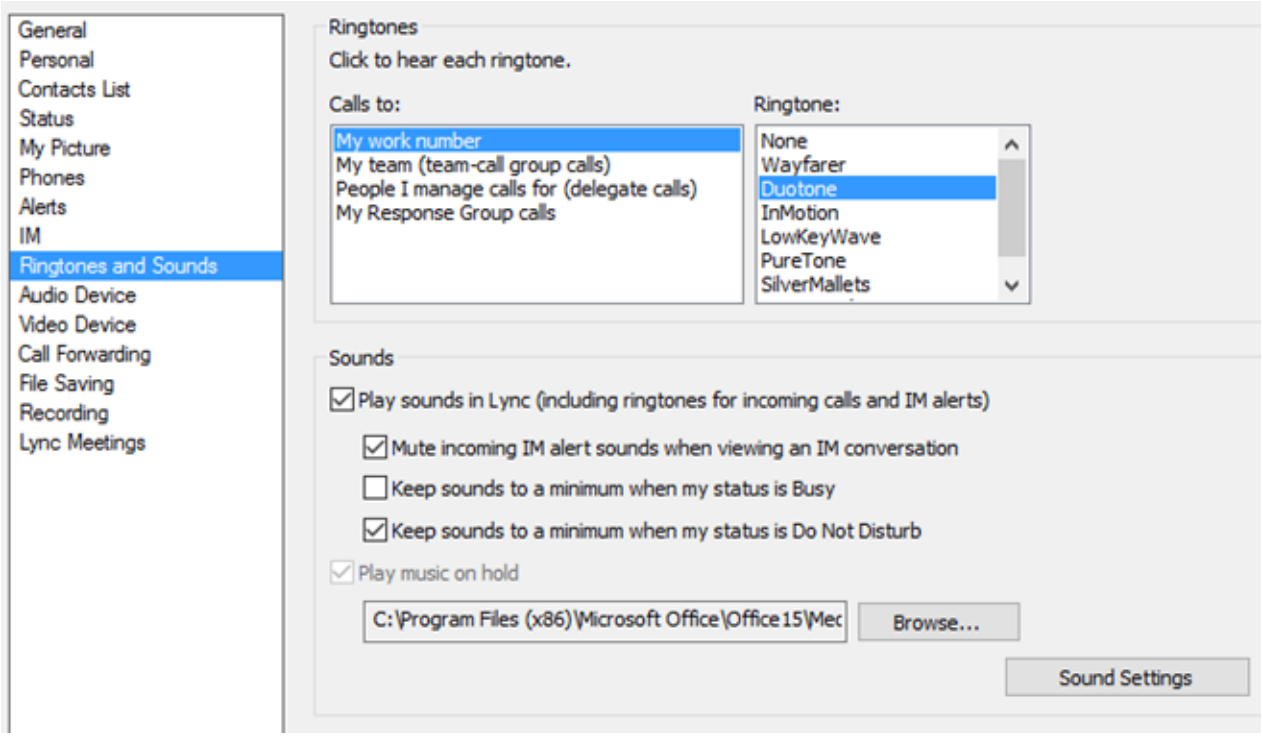


11. In **Â Alerts** , check that all settings as displayed are show.



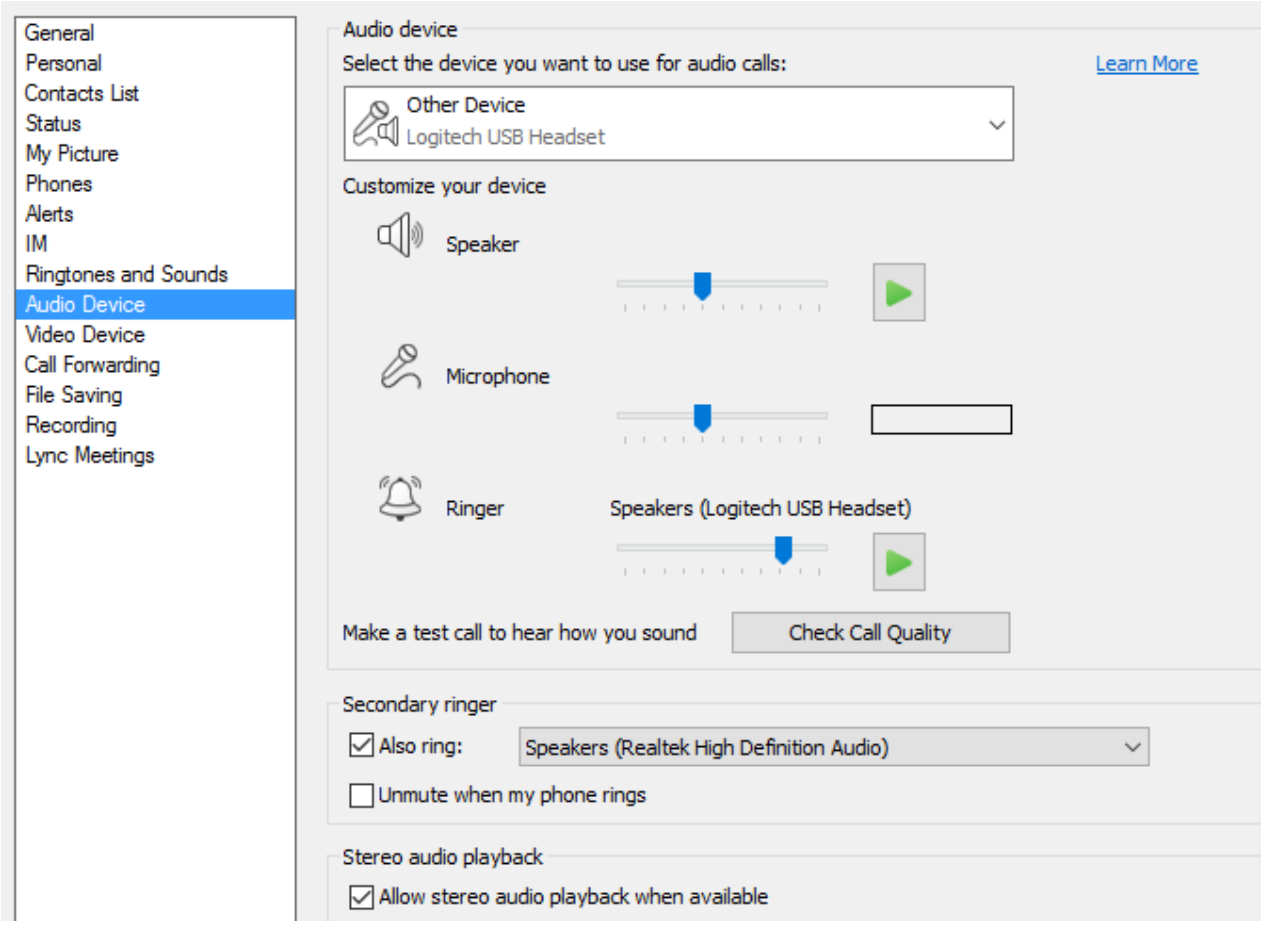
12. In **Â Ringtones** , check that all settings as displayed are show.Â In **Calls to:** you may select the ringtone you wish to hear.Â **DO NOT CHANGE THE Play music on hold** setting or click on browse to find other music.Â Leave it as the default setting that ICONIC has setup.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html



13. In **Â Audio Device** , under **Select the device you want to use for audio calls:** you will need to select the Device of Headset you have been given.Â If the company Iconic Headset LX-3000 Chat is not displayed, you have incorrectly installed your headset or the Lync Software.Â Contact support.Â You may customise your **Speaker** volume.Â You may customise your **Microphone** volume.Â You may customise your **Ringer** Volume.Â When the volume is adjusted, click on **Check Call Quality**.Â Calls should be clear and crisp.Â If not Contact Support.Â **Secondary** Ringer is only available if you have speakers attached to your PC and what the ringer to ring on the speaker as well as in the headset.Â **MAKE SURE you have Stereo Audio Playback checked.**

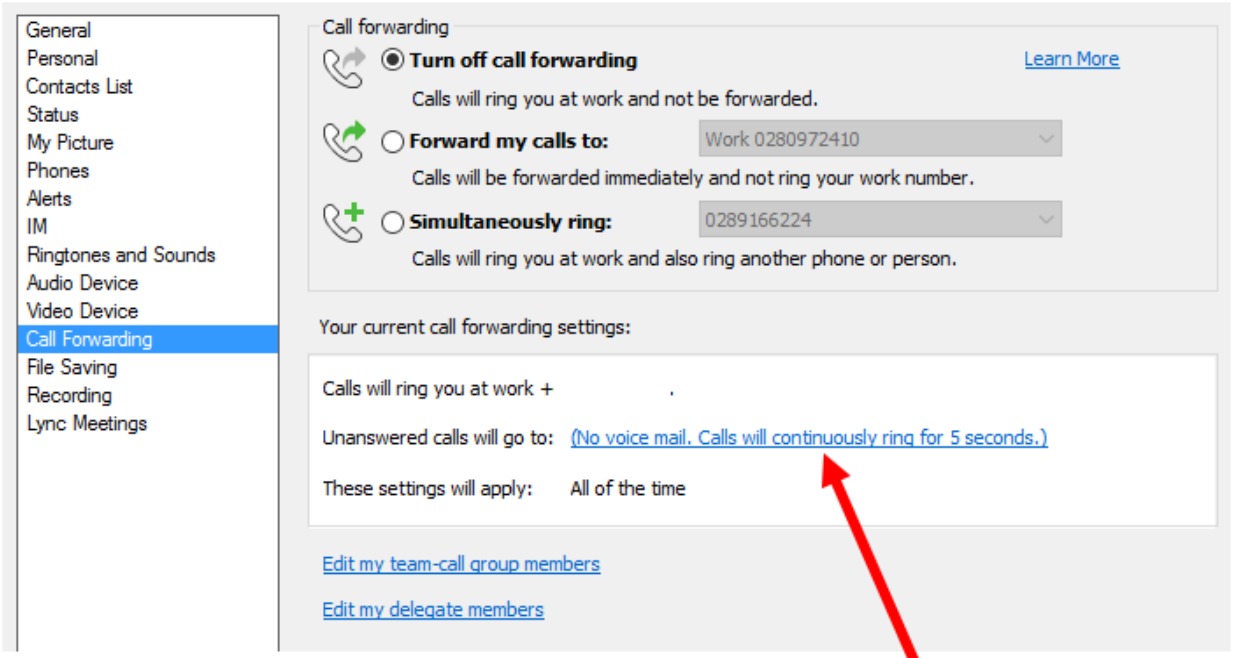
© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html



14. In Â **Video Device** , you do not need to setup settings.Â If your PC has a video plugin correctly installed, this will automatically be available.Â Iconic **DOES NOT USE** video calling among staff or customers.Â VIDEO CALLING is only used for conferences and training purposes internally.

15. In **Â Call Forwarding** , **MAKE SURE you have Call forwarding selected as Turn off call forwarding.** Numbers displayed in the grey boxes below **Turn off call forwarding** may look different to the example below

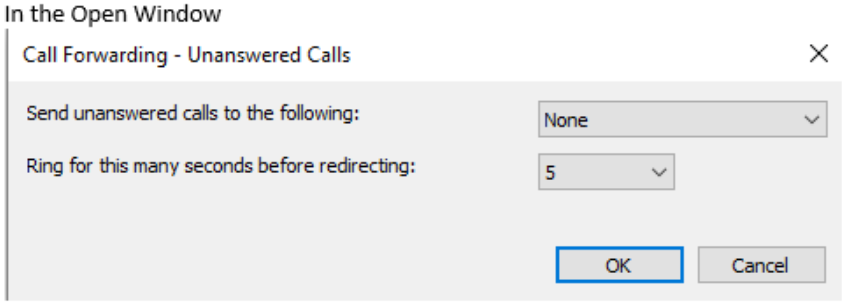
© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html



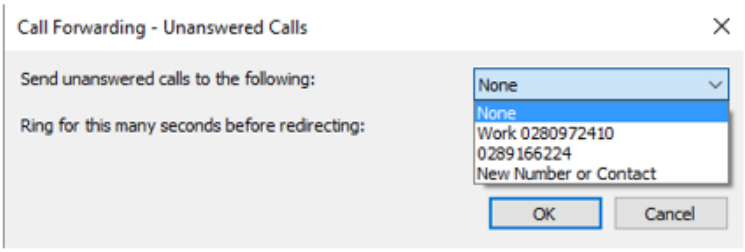
VERY IMPORTANT: Iconic's IVR Lync Phone System do not offer or allow staff to have voicemail. Due to the company hours being 24 hours / 7 days a week, no staff require access to voicemail. The following setting MUST BE DONE to ensure if a staff member is unavailable or does not answer the call on time, the call will loop back to the company's administration and reception team in one of their offices.

SETUP REQUIRED FOR THIS PART (THIS IS IMPORTANT)

1. Click on (No voice mail. Calls will continuously ring for 5 seconds.)
2. In the Open Window



   a. In **Send unanswered calls to the following:** click on the drop box displaying **None.**
   b. Select **New Number or Contact**



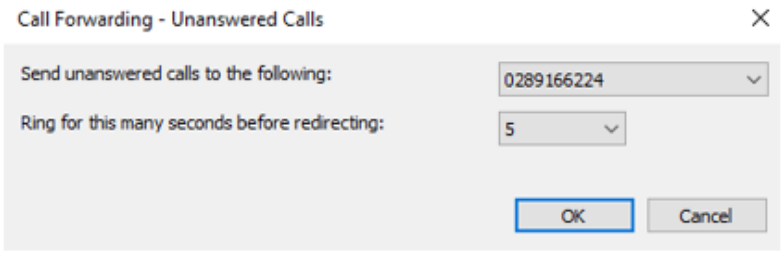
   c. Enter the reception number of **0289166224**
   d. Press **OK.** In **Send unanswered calls to the following:** it should display the reception number of **0289166224** as shown below. If it does not,

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html

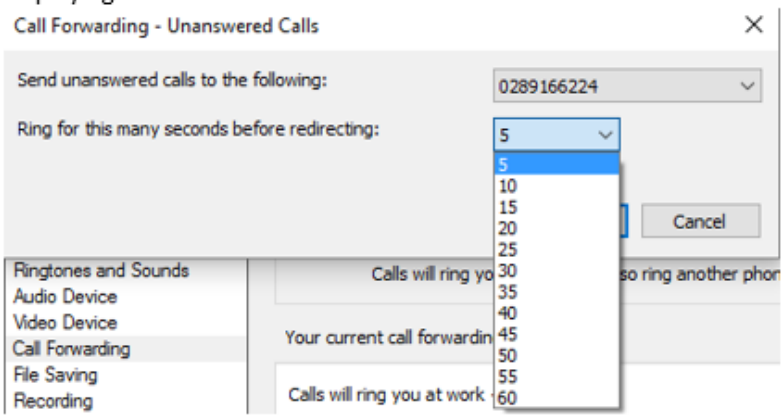
VERY IMPORTANT: Iconic's IVR Lync Phone System do not offer or allow staff to have voicemail. Due to the company hours being 24 hours / 7 days a week, no staff require access to voicemail. The following setting MUST BE DONE to ensure if a staff member is unavailable or does not answer the call on time, the call will loop back to the company's administration and reception team in one of their offices.

While all settings displayed herein are the required default settings for all staff of Iconic **THIS SETTING IS A MUST REQUIREMENT AND MUST BE ADHERED TO as per company policy.**

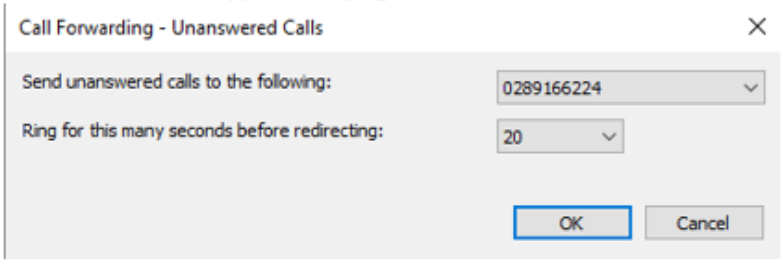
there is an error and contact support or try again.



e. In **Ring for this many seconds before redirecting:** click on the drop box displaying **5.**

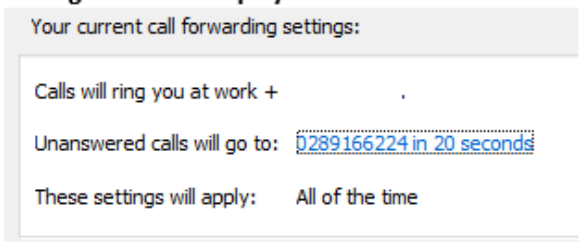


f. Select **20**. It should display as shown below. If it does not, there is an error and contact support or try again.



g. If your setting now displays the same as above. Press **OK.** If it does not, there is an error and contact support or try again. While all settings displayed herein are the required default settings for all staff of Iconic **THIS SETTING IS A MUST REQUIREMENT AND MUST BE ADHERED TO as per company policy.**

h. If correctly done in the area that displays **Your current call forwarding settings: it would display as follows**

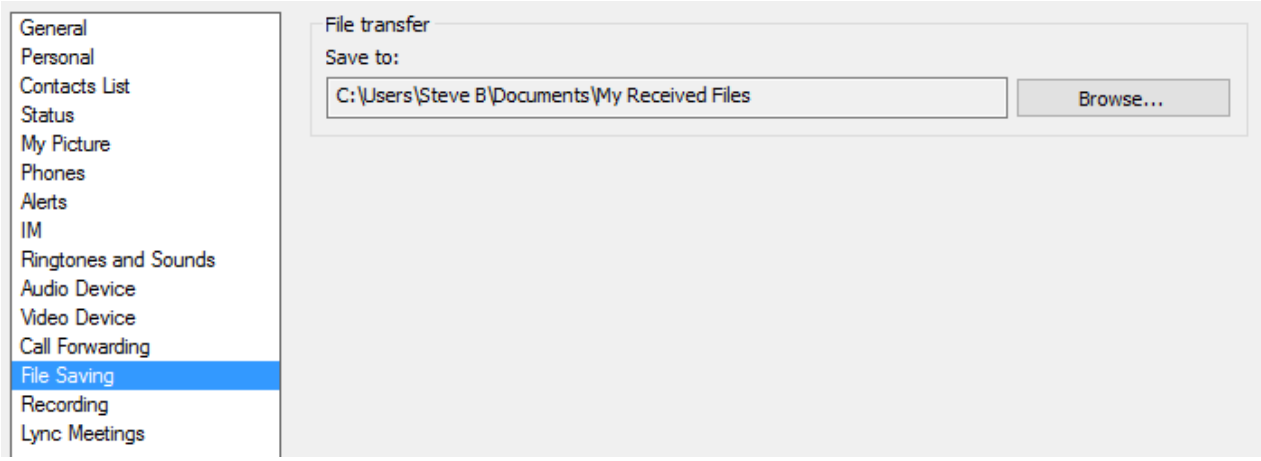


If it does not display the same as shown above, an error has occurred in settings. Contact Support or try again.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05

VERY IMPORTANT: Iconic's IVR Lync Phone System do not offer or allow staff to have voicemail. Due to the company hours being 24 hours / 7 days a week, no staff require access to voicemail. The following setting MUST BE DONE to ensure if a staff member is unavailable or does not answer the call on time, the call will loop back to the company's administration and reception team in one of their offices.	i. *** Please note the line that displays **Calls will ring you at work** (should display your allocated work phone number. If it does not an error has occurred and contact support. Your current call forwarding settings: Calls will ring you at work +61280972410. Unanswered calls will go to: 0289166224 in 20 seconds These settings will apply: All of the time j. **Do not make changes to Edit my team-call group members.** k. **Do not make changes to Edit my delegate members.**

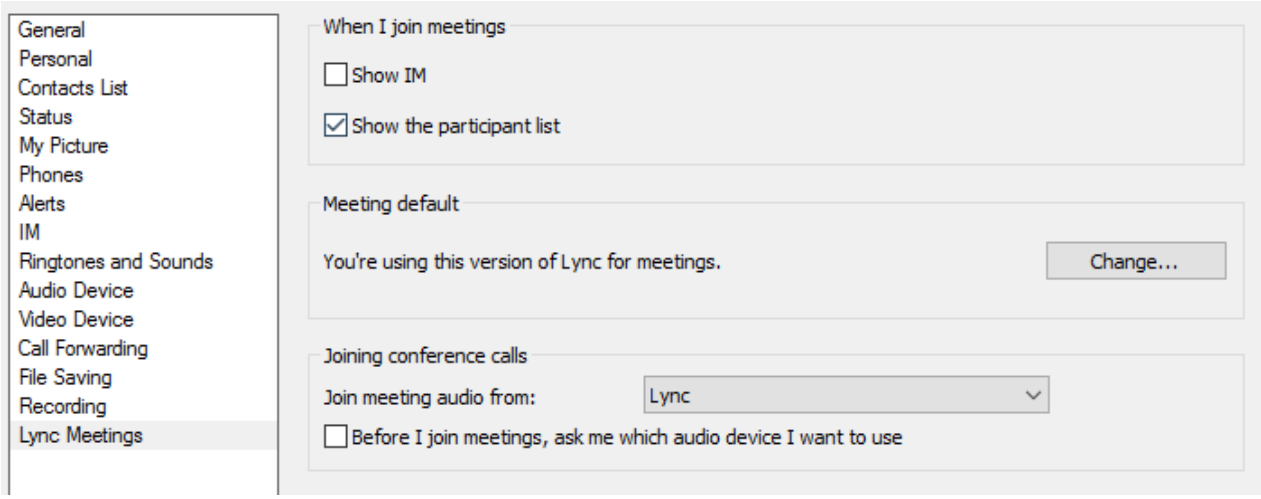
16. In **Â File Saving** , the **Save to:** section will use your default PC settings.Â Do not change this.



17. In Â **Recording** , the Lync recordings: section will use your default PC settings.Â Do not change this.
the Image resolution section should be 720p HD or 480p

18. In **Â Lync Meetings** , check that all settings are checked/ticked as displayed.Â

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html



Â

The following 18 steps are required settings to ensure you are correctly connected to the Iconic Business Lync Software.Â The settings above ensure that all staff are operating under the same conditions and that all Iconic customers receive clear, crisp communication between the receiver and caller.Â Changing, altering, or not complying with the correct settings can affect the professional image of the company and potential sales and growth.Â Changing, altering, or not complying with the correct settings will be not tolerated and disciplinary action will be taken.Â Settings of all staff are will be checked and monitored at different intervals to ensure compliance with Iconic Productions requirements.Â If you are unsure of how to setup the system, Iconicâ€™s Team can offer support by remote access.

For Support form our Team, contact them on SLACK, make sure download Team Viewer.Â Click on this link https://www.teamviewer.com/en/download/windows.aspx and select **TeamViewer Full Version.Â You do not need to have the business paid version**

Â

Attached files:

Unique solution ID: #1317
Author: Lei Bao
Last update: 15-Sep-2017 03:59

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:05
URL: https://staff.iconic.productions/KB/content/0cat=69/318/en/setting-up-voip-lync-phone-system-manually.html