

# Lync Server Phone System

## SETTING UP VOIP LYNC PHONE SYSTEM (MANUALLY)

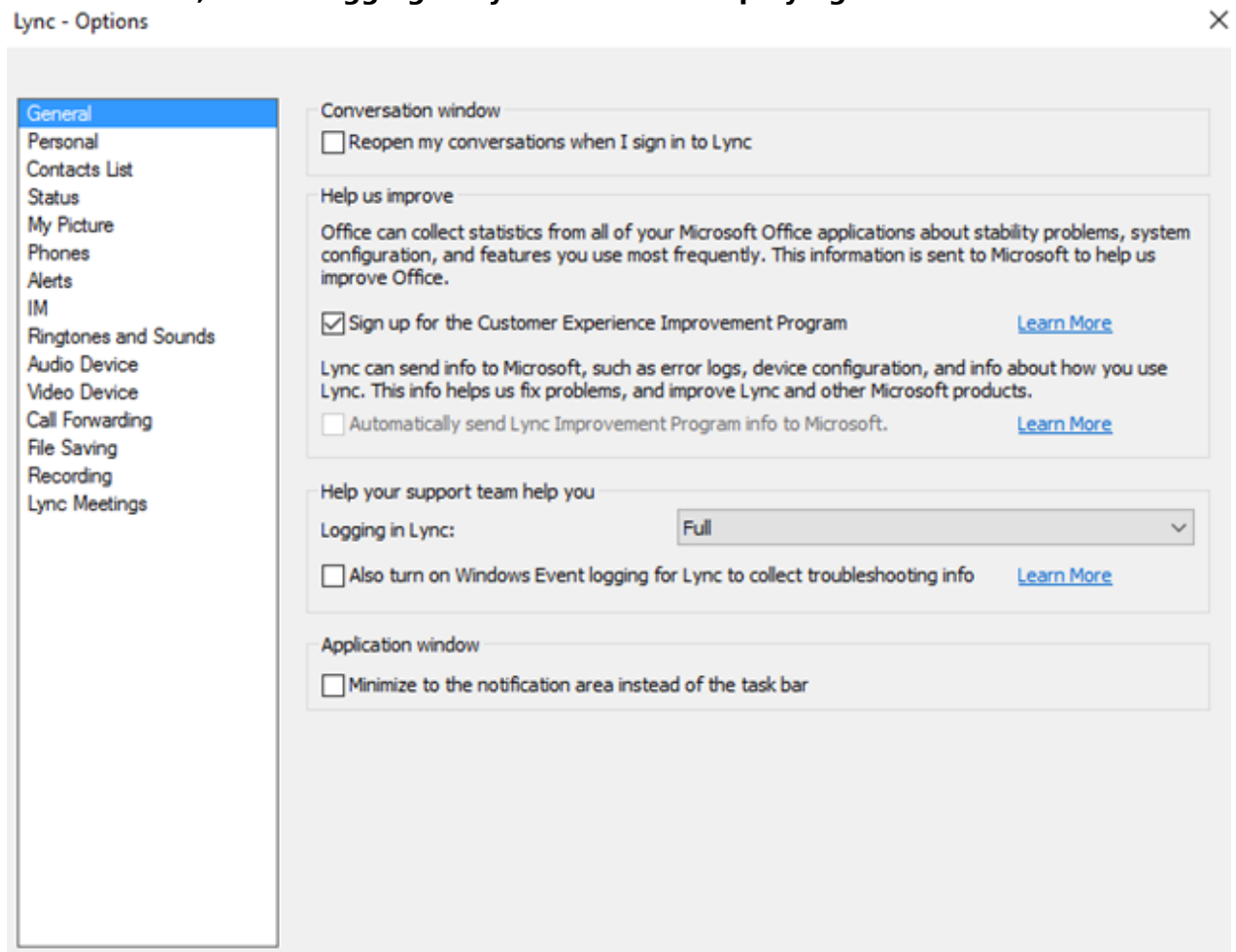
After downloading the Lync Software for your PC, proceed to setup the phone system with the exact settings. The settings below will be checked and monitored at different intervals to ensure compliance with Iconic Productions requirements. If you are unsure of how to setup the system, Iconic's Team can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

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

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### After Installation:

1. Log into LYNC
2. Click on Tools
3. Click on Options
4. In **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. The **Sign-in address** should show your log in details. If it does not, there is an error and you will require support. The **Location** must be square blocked. **DO NOT CHECK OR TICK** the Location Setting.

# Lync Server Phone System

The screenshot shows the Lync Server Phone System configuration window. The left sidebar has the following items: General, Personal (selected), Contacts List, Status, My Picture, Phones, Alerts, IM, Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main content area is divided into several sections:

- My account**: Sign-in address:  Advanced...
  - ☒ Automatically start Lync when I log on to Windows
  - ☒ Show Lync in the foreground when it starts
- Personal information manager**:
  - Microsoft Exchange or Microsoft Outlook (dropdown menu)
  - ☒ Update my presence based on my calendar information
    - ☒ Show meeting subject and location to contacts in my Workgroup privacy relationship
    - ☒ Show my Out of Office info to contacts in my Friends and Family, Workgroup, and Colleagues privacy relationships
  - ☒ Save IM conversations in my email Conversation History folder
  - ☒ Save call logs in my email Conversation History folder
- Location**:
  - ☒ Share my location info with other programs I use
- Show pictures**:
  - Note: Clearing the box turns off all pictures in Lync including yours.
  - ☒ Show pictures of contacts

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

# Lync Server Phone System

The screenshot shows the 'My Contacts list' settings page. On the left is a navigation pane with the following items: General, Personal, **Contacts List** (highlighted), Status, My Picture, Phones, Alerts, IM, Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main content area is titled 'My Contacts list' and contains the following settings:

- Display my contacts with:**
  - ☒ Contact name and picture (two lines)
  - ☐ Contact name only (one line)
- Order my list:**
  - ☒ By name
  - ☐ By availability
- Show this information:**
  - ☒ Contact name (instead of email address)
  - ☒ Contact status
  - ☐ Show contacts with away, offline and unknown presences in a separate group
  - ☒ Favorites group

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

The screenshot shows the 'Status' settings page. On the left is a navigation pane with the following items: General, Personal, Contacts List, **Status** (highlighted), My Picture, Phones, Alerts, IM, Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main content area is titled 'Status' and contains the following settings:

- Show me as Inactive when my computer has been idle for this many minutes:** 60
- Change my status from Inactive to Away after this many minutes:** 120
- ☐ I want everyone to be able to see my presence regardless of system settings (override default settings)
- ☒ I want the system administrator to decide - currently everyone can see my presence but this could change in the future
- ☐ Show me as Do Not Disturb when I present my desktop
- ☐ Show me as Do Not Disturb when my monitor is duplicated

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

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The screenshot shows the 'My Picture' settings page in the Lync Server Phone System. On the left is a navigation pane with the following items: General, Personal, Contacts List, Status, My Picture (highlighted), Phones, Alerts, IM, Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main content area is titled 'My picture' and contains three radio button options: 'Hide my picture' (unselected), 'Show my picture' (selected), and 'Show a picture from a website' (unselected). Below 'Hide my picture' is a note: 'Note: People will still see your picture on the contact card and outside of Lync.' Below 'Show my picture' is a note: 'People will see your picture. If you change it, they might not see the new one right away.' Below 'Show a picture from a website' is a note: 'Enter a web address and check the connection.' There is a text input field for the web address and a 'Connect to Picture' button. A 'Preview' box on the right shows a 'Loading...' message. An 'Edit or Remove Picture' button is located below the 'Show my picture' section. At the bottom left of the main content area is a link: 'Need more help?'.

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

The screenshot shows the 'My phone numbers' settings page in the Lync Server Phone System. On the left is a navigation pane with the following items: General, Personal, Contacts List, Status, My Picture, Phones (highlighted), Alerts, IM, Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main content area is titled 'My phone numbers' and contains the instruction: 'Click a button below to add or change one of your numbers. To include the number in your contact card, select the check box.' There are four rows of phone number settings: 'Work Phone...', 'Mobile Phone...', 'Home Phone...', and 'Other Phone...'. Each row has a text input field for the number and a checkbox labeled 'Include in my contact card'. The 'Work Phone...' row has the number '0280972410' entered and the checkbox is checked. Below the phone number settings is a section titled 'Phone integration' with a checkbox labeled 'Enable integration with your phone system' and an 'Advanced...' button. Below that is a section titled 'Phone accessibility' with the instruction: 'Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect to a TTY device.' There is a checkbox labeled 'Turn on TTY mode' and a 'Learn More' link.

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

# Lync Server Phone System

The screenshot shows the 'Alerts' configuration window. On the left is a navigation pane with the following items: General, Personal, Contacts List, Status, My Picture, Phones, Alerts (selected), IM, Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main area is divided into three sections:

- General alerts**
  - ☒ Tell me when someone adds me to his or her contact list
  - Where should alerts appear?
    - Display: 1.VE248
    - Position: Lower-right corner (default)
- When my status is Do Not Disturb**
  - ☐ Don't show alerts
  - ☐ Show only conversation alerts from people in my Workgroup privacy relationship
  - ☒ Show all alerts, but only conversation alerts from people in my Workgroup privacy relationship
- Contacts not using Lync**
  - Note: People on your Contacts list will still be able to contact you.
  - ☐ Block all invites and communications
  - ☐ Allow invites but block all other communications
  - ☒ Allow anyone to contact me
  - ☐ Allow invites from domains my admin hasn't verified (You'll only hear from people in these domains if they're on your Contacts list.)

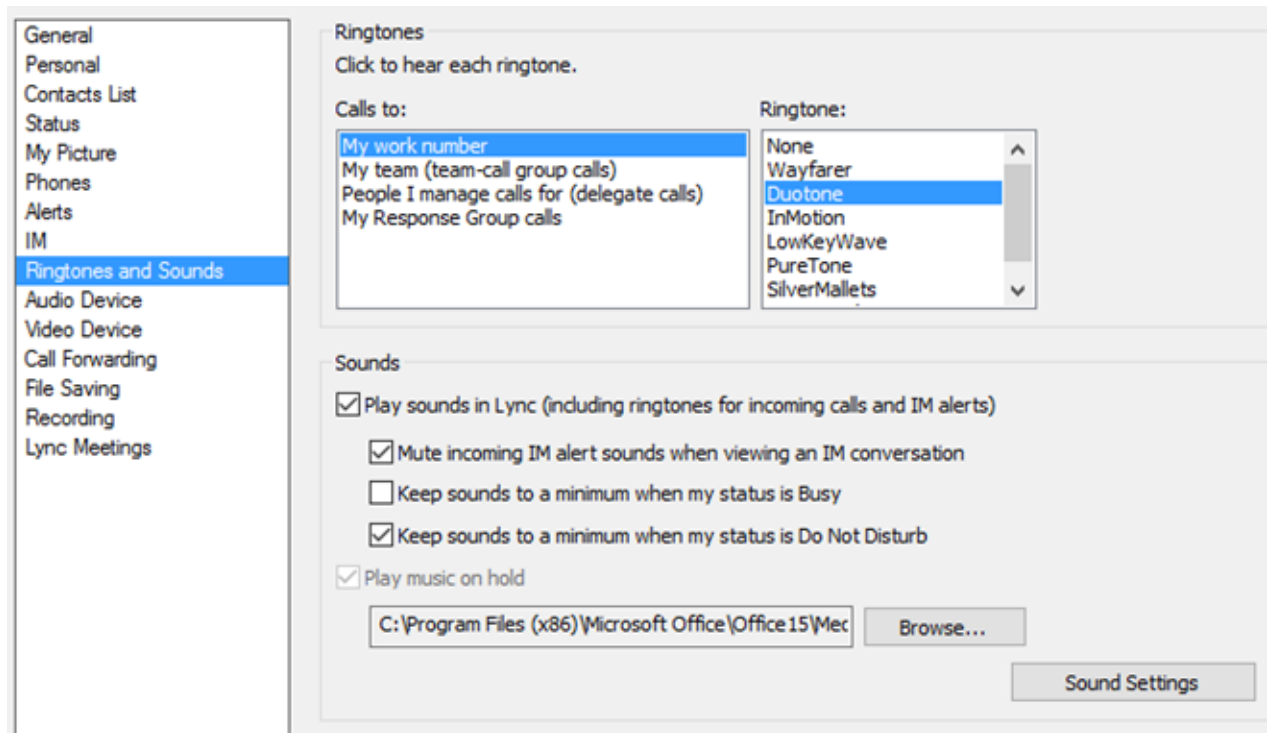
11. In **Alerts** , check that all settings as displayed are show.

The screenshot shows the 'IM' configuration window. On the left is a navigation pane with the following items: General, Personal, Contacts List, Status, My Picture, Phones, Alerts, IM (selected), Ringtones and Sounds, Audio Device, Video Device, Call Forwarding, File Saving, Recording, and Lync Meetings. The main area is divided into two sections:

- IM**
  - ☒ Check spelling as I type
  - ☐ Hide pictures in IM
  - When copying IMs:
    - ☒ Copy message, name and time
    - ☐ Copy message only
  - ☒ Show emoticons in messages
    - ☐ Turn off emoticon animations
  - ☒ Enable tabbed conversations
    - ☐ Make tabs one line only
  - Change Font...

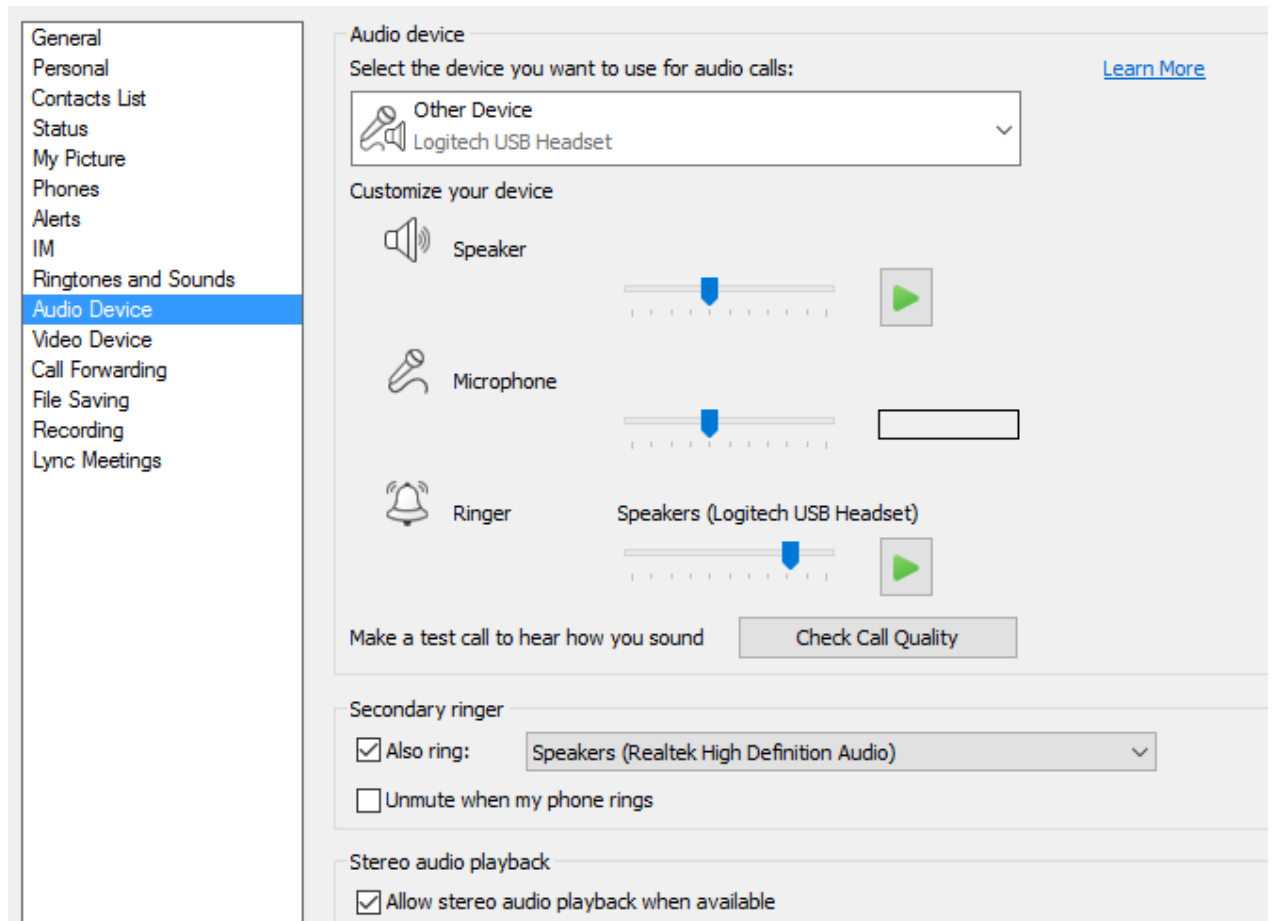
12. In **Ringtones** , check that all settings as displayed are show. In **Calls to:** you may select the ringtone you wish to hear. **DO NOT CHANGE THE Play music on hold** setting or click on browse to find other music. Leave it as the default setting that ICONIC has setup.

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13. In **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. If the company Iconic Headset LX-3000 Chat is not displayed, you have incorrectly installed your headset or the Lync Software. Contact support. You may customise your **Speaker** volume. You may customise your **Microphone** volume. You may customise your **Ringer** Volume. When the volume is adjusted, click on **Check Call Quality**. Calls should be clear and crisp. If not Contact Support. **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. **MAKE SURE you have Stereo Audio Playback checked.**

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

# Lync Server Phone System

General  
Personal  
Contacts List  
Status  
My Picture  
Phones  
Alerts  
IM  
Ringtones and Sounds  
Audio Device  
Video Device  
**Call Forwarding**  
File Saving  
Recording  
Lync Meetings

Call forwarding

☒ **Turn off call forwarding** [Learn More](#)  
Calls will ring you at work and not be forwarded.

☐ **Forward my calls to:** Work 0280972410  
Calls will be forwarded immediately and not ring your work number.

☐ **Simultaneously ring:** 0289166224  
Calls will ring you at work and also ring another phone or person.

Your current call forwarding settings:

Calls will ring you at work + .

Unanswered calls will go to: [\(No voice mail, Calls will continuously ring for 5 seconds.\)](#)

These settings will apply: All of the time

[Edit my team-call group members](#)  
[Edit my delegate members](#)

## **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

Call Forwarding - Unanswered Calls

Send unanswered calls to the following: None

Ring for this many seconds before redirecting: 5

OK Cancel

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

Call Forwarding - Unanswered Calls

Send unanswered calls to the following: None

Ring for this many seconds before redirecting:

None  
Work 0280972410  
0289166224  
New Number or Contact

OK Cancel

- 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,**

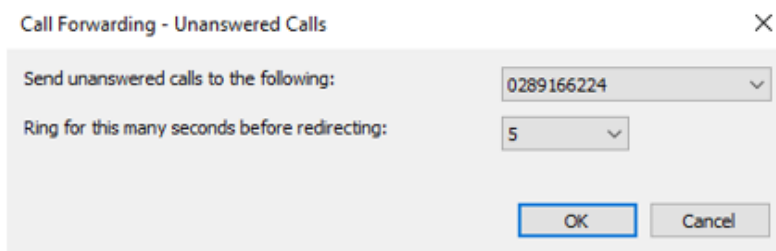
# Lync Server Phone System

## **VERY IMPORTANT:**

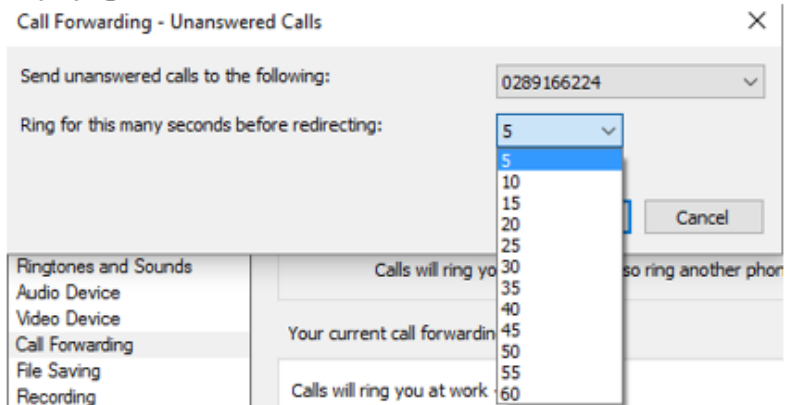
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While all settings displayed herein are the required default settings for all staff of Iconic **THIS SETTING IS A MUST REQUIREMENT AND MUST BE ADHERED TO as per company policy.**

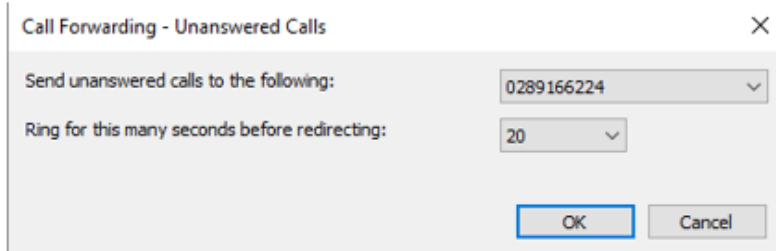
there is an error and contact support or try again.



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

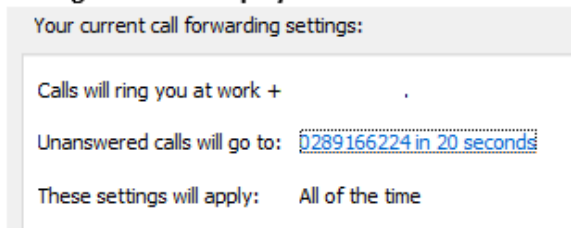


- f. Select 20. It should display as shown below. **If it does not, there is an error** and contact support or try again.



- 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.**

# Lync Server Phone System

## **VERY IMPORTANT:**

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- 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:

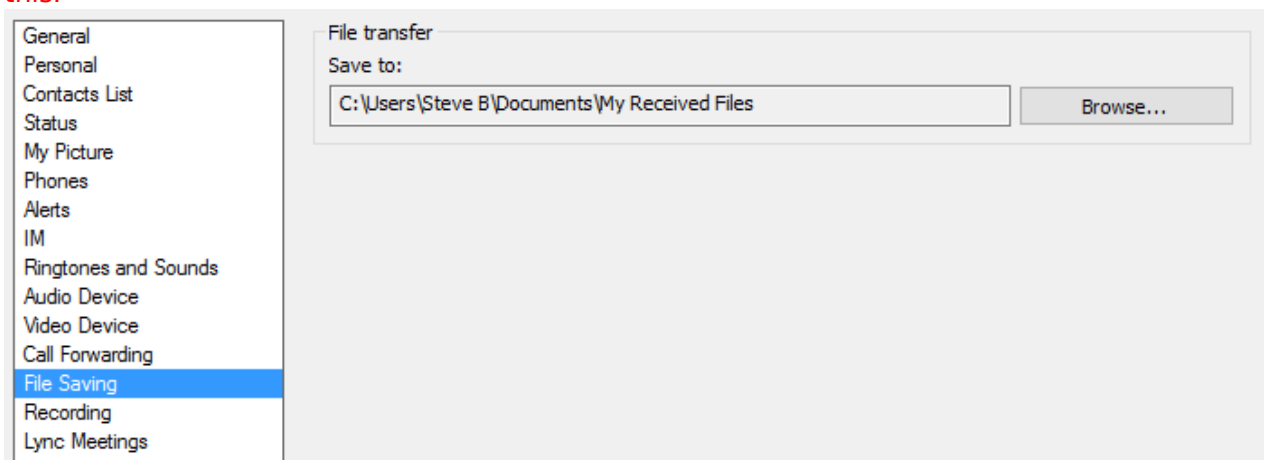
Calls will ring you at work +61280972410.

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



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

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

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The screenshot shows the Lync client settings window with the 'Lync Meetings' tab selected in the left-hand navigation pane. The main area is divided into three sections: 'When I join meetings', 'Meeting default', and 'Joining conference calls'. In the 'When I join meetings' section, the 'Show IM' checkbox is unchecked, and the 'Show the participant list' checkbox is checked. The 'Meeting default' section shows the text 'You're using this version of Lync for meetings.' with a 'Change...' button to its right. The 'Joining conference calls' section has a 'Join meeting audio from:' label followed by a dropdown menu currently set to 'Lync'. Below this, there is an unchecked checkbox for 'Before I join meetings, ask me which audio device I want to use'.

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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**

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Attached files:

Unique solution ID: #1317

Author: Lei Bao

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