If Your Phone Doesn’t Work/Has No Dial Tone

Reboot your phone. To do this,

- Hold down numbers 013 at the same time for 10 seconds.

  Or,

- If your phone still does not work, unplug power cable or if you do not have a power cable unplug the Ethernet cable from the back of your phone and ensure that the screen goes blank. Plug the cable back in to let the phone reboot

- *If your phone says "initializing device" for more than 5 mins, press the Home key to exit.

Shortcut to Sign Out/Sign In has been removed.

The following must be used to get to the menu now.

Home Button, Using the 4-way navigation move right until settings is selected and (select by pressing the middle button). Choose Features, Microsoft Lync.
Phone Keys and Hardware

The following figure shows the important phone features, which are described next.

- Security slot (on back)
- Hookswitch
- Reversible tab (for wallmount installation)
- Speaker
- Dialpad
- Transfer
- Messages
- Hold

- Message waiting indicator
- Line keys
- Home key
- Soft keys
- Navigation keys/Select key
- Headset key
- Speakerphone key
- Mute key
- Volume keys
- Microphone
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker</td>
<td>Provides ringer and hands-free (speakerphone) audio output.</td>
</tr>
<tr>
<td>Dialpad</td>
<td>Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.</td>
</tr>
<tr>
<td>Message Waiting Indicator</td>
<td>Flashes red to indicate new messages.</td>
</tr>
<tr>
<td>Home key</td>
<td>Press 📞 from any screen to display Home view. From Home view, press 📞 to display other phone views.</td>
</tr>
<tr>
<td>Screen</td>
<td>The 2.2-inch diagonal screen is backlit.</td>
</tr>
<tr>
<td>Navigation keys/Select key</td>
<td>Scroll through displayed information or options. Select a field of displayed data.</td>
</tr>
<tr>
<td>Speakerphone key</td>
<td>Enables you to place and receive calls using the speakerphone. The key glows green when activated.</td>
</tr>
<tr>
<td>Mute key</td>
<td>Mutes local audio during calls and conferences. The key glows red when activated.</td>
</tr>
<tr>
<td>Volume keys</td>
<td>Adjust the volume of the handset, headset, speaker, and phone’s ringer.</td>
</tr>
<tr>
<td>Microphone</td>
<td>Transmits sound to other phones.</td>
</tr>
</tbody>
</table>
**Understanding Phone Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Registered line" /></td>
<td>Registered line</td>
</tr>
<tr>
<td><img src="image" alt="Phone warning" /></td>
<td>Phone warning</td>
</tr>
<tr>
<td><img src="image" alt="Unregistered line" /></td>
<td>Unregistered line</td>
</tr>
<tr>
<td><img src="image" alt="Login credentials invalid" /></td>
<td>Login credentials invalid</td>
</tr>
<tr>
<td><img src="image" alt="Placing a call" /></td>
<td>Placing a call</td>
</tr>
<tr>
<td><img src="image" alt="Call forwarding is enabled" /></td>
<td>Call forwarding is enabled</td>
</tr>
<tr>
<td><img src="image" alt="Held call" /></td>
<td>Held call</td>
</tr>
<tr>
<td><img src="image" alt="You have messages" /></td>
<td>You have messages</td>
</tr>
<tr>
<td><img src="image" alt="Incoming call" /></td>
<td>Incoming call</td>
</tr>
<tr>
<td><img src="image" alt="Received call" /></td>
<td>Received call</td>
</tr>
<tr>
<td><img src="image" alt="Active conference" /></td>
<td>Active conference</td>
</tr>
<tr>
<td><img src="image" alt="Missed call" /></td>
<td>Missed call</td>
</tr>
<tr>
<td><img src="image" alt="Placed call" /></td>
<td>Placed call</td>
</tr>
<tr>
<td><img src="image" alt="Favorite" /></td>
<td>Favorite</td>
</tr>
</tbody>
</table>

**Arrow key Shortcuts**

The arrow keys on the phone can be used to quickly access your favorites list, received calls list, missed calls list and the placed calls list.

- Pressing the up arrow key will bring the user to their Favorites list.
- Pressing the down arrow key will bring the user to their missed calls list.
- Pressing the right arrow key will bring the user to their placed calls list.
- Pressing the left arrow key will bring the user to their received calls list.

*Some screens may differ slightly.*
Transferring Calls

You can automatically transfer a call without talking to the other person by using Blind Transfer. The call is automatically transferred after you dial the number you’re transferring the call to.

To transfer a call:

1. From Lines or Calls view, press Transfer. The active call is held.

![Image 1]

Look for the words Blind transfer to:

![Image 2]

If you do not see the above, click the “Blind” as seen below.

![Image 3]

Now you should see the below screen

![Image 4]

2. From the dialer, dial the ext to the person you want to transfer the call to. & Press “Send”.

The call automatically transfers to the person you specified, without needing to take to the 2nd party.

![Image 5]
Join Calls

To Merge Calls together, the following may be used.

Place New Call, Press Hold, Start Dialing Ext, Press Send, Press More, Press Join. If one party hangs up, the Status will change from “Active Conference” to the remaining party on the line.

Steps 1-5

Steps 6-8
Parking Calls

To allow another user to pick up a call without transferring Call Park may be used. If you place a calling on Hold, make a mental note of the random parked number *195 in this case. You may walk down the hallway to find who is available to take the call, and ask them to dial the park code. A random *000 code will be displayed each time call park is pressed.

While in a call, press More, Press Park, the one-time use *(3digit code) will appear. Provide the code to another UNO party. They will pick up their phone and dial the *code, (*195 in this example) and press send. The call is now routed to code dialer and the original user is notified who picked up the call.
Phone Views
Your phone has three views: Home view, Call view, and Lines view.

Line View
Line View is the phone’s default view and will look similar to this image below:

![Line View Image]

Home View
To access Home View press 🗳️
The Home View will look similar to the one below:

![Home View Image]

Home View displays the following icons between the two pages:
- New Call – Select New Call to display the Dialer so the user can place a call.
- Messages – Select Messages to access voicemail.
- Directories – Select Directories to access the Contact Directory, Favorites, and Recent Calls list.
- Forward – Select Forward to set up forwarding options for incoming calls.
- Settings – Select Settings to access phone features and settings to customize your phone.

Calls View
The Calls view can be accessed if the phone has multiple calls in progress, or one call on hold. Use the up and down arrow keys to see all calls.

Call color indicates status:
- Medium gray – Active call
- Dark grey – Incoming call
- Light grey – Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted calls. An example of the Calls View can be seen below:
Responding to Incoming Calls
When the phone rings there are three options:
- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls
Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, the phone will still display the incoming call notification so that the user can still answer the call.

To ignore or silence a call:
- From the Incoming Call window, press “More”
- On the next screen press “Ignore”

The incoming call window disappears, the phone stops ringing, and either Home View or Calls View displays.

Rejecting Incoming Calls
Reject a call to stop the phone from ringing and send the call directly to voicemail. Calls rejected by the user display in the Recent Calls list.

To reject an incoming call:
- From the incoming call window press “Reject”.

The call will go directly to voicemail.

Forwarding Incoming Calls to another Person
While the phone rings, the incoming call can be forwarded to another person. To forward an incoming call to another person:
1. While the phone rings, press “Forward”

2. From the Call Forwarding screen, enter the number to the extension you would like to forward incoming calls to, and then press “Forward”.

**Answering Calls**

All incoming calls display in an Incoming Call Window, as shown below:

To answer the call, do one of the following:

- To use the speakerphone, press 
- To use the handset, pick up the handset.

If the user is already in speakerphone or handset mode, press Answer, and the phone will automatically use the mode the user is in.

If the call isn’t answered within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown below:

To answer the call, pick up the handset or press 
. Or, from Calls view, press Answer to use the speakerphone.
**Answering another Call**

If the user has a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press Answer and the call you were in is held as shown below:

If you don’t answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays.

**Managing Multiple Calls**

You can easily manage multiple calls from Lines and Calls view, Calls view displays all the calls as shown below:

To manage a call use the arrow keys to highlight it. Then, press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

**Changing the Way Calls are Answered**

Change the way calls are answered by doing the following:

- Forwarding all calls to another person.
- Rejecting calls from a contact.
- Diverting calls from a contact to another person.

**Forwarding All Calls to another Person**

You can set up your phone to forward all calls to another person.

To forward all calls to another person:

1. From Home view, use the arrow keys to navigate to the second page and select Forward.

2. When the “Forwarding Type Select” page shows, select “Forward to Contact”
3. Input the number you want to forward calls to:

<table>
<thead>
<tr>
<th>Forward to a Contact (Tel)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000</td>
</tr>
</tbody>
</table>

Press “OK”.
The forwarding number you chose will be displayed in the status bar at the top of the screen as shown below:

```
3:56 PM       Fwd:2340
```

If the phone line is idle, Lines view displays the forwarding icon, next to the phone line as shown below:

```
8:54 AM       Fwd: Voicemail

Phone Call       User 3
User 1       User 4
User 2

Redial | Forward | Sign Out
```

**To disable call forwarding:**

*From Home view*

- Press 🗓️
- Use the arrow keys to navigate to Forward.

```
12:18 PM
```

When the Forwarding Type Select page shows, select “Disable Call forwarding” or press the number 1 on the dialer.
From Line view
Select Forward.

When the Forwarding Type Select page shows, select “Disable Call forwarding” or press the number 1 on the dialer.

During Calls
When in a call, you can do the following:
- Hold the call.
- Transfer the call to another person.
- Set up a conference with the person currently in an active call and another person.

Holding Calls
You can place any active call on hold. A held call displays in Calls and Lines view as follows:

To hold a call:
To hold a call press the hold button on the phone.

To resume a held call:
Do one of the following:
- From lines view, press Resume. If there’s more than one held call on the line, the last call that you held will be resumed.
Directory

Contact Directory
You can store a large number of contacts in your phone’s local Contact Directory (shown next).

<table>
<thead>
<tr>
<th>User</th>
<th>0000</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>0000</td>
</tr>
<tr>
<td>User</td>
<td>0000</td>
</tr>
</tbody>
</table>

From your local Contact Directory, you can:
- View/Edit contact information.
- Search for contacts.
- Dial contacts.
- Add contacts.
- Delete contacts.

To access the contact directory press and then use the arrow keys to navigate to the Directory in the Home view as shown below:

3:48 PM Tuesday, March 17

New Call Messages Directories

Selecting Directories will display the Directories menu as shown below:

<table>
<thead>
<tr>
<th>Directories</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Contact Directory...</td>
</tr>
<tr>
<td>2 Lync Directory...</td>
</tr>
<tr>
<td>3 Recent Calls...</td>
</tr>
<tr>
<td>4 Favorites...</td>
</tr>
</tbody>
</table>

From this menu, you can either press the number 4 on the dialer to take you to the Favorites list, or you can press the number 1 on the dialer to access your contact list. A sample contact list can be seen below:
By choosing the Add option, you can add a new contact to the contact directory, by choosing Search you can search for a contact in the directory, choosing dial will call the user currently highlighted, and info will display the contact information for the contact currently selected.

To add a contact to the Contact Directory:
1. Select the Add option on the Contact Directory page.

<table>
<thead>
<tr>
<th>Contact Directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>User 0000</td>
</tr>
<tr>
<td>User 0000</td>
</tr>
<tr>
<td>User 0000</td>
</tr>
<tr>
<td>User 0000</td>
</tr>
<tr>
<td>Dial</td>
</tr>
</tbody>
</table>

2. This will show the Add Contact page, an example of which can be seen below:

```
Add Contact (Abc/ASCII)

- First Name
- Last Name
- Contact
- Job Title
```

The highlighted field (in medium grey) will be the one you are currently editing. After the information has been inputted use the down arrow key to go to the next field.

3. After the information has been inputted (the name and contact number are the only fields required) press Save.

To make a Favorite contact:
1. Select the contact in the Contact Directory and press Info.
2. On the information page for that contact press Edit.

```
User
- Coworker
- blank

- 0000
```

A sample Contact Edit page can be seen below:
3. Using the arrow keys, navigate down to the Favorite Index as seen below:

   ![Favorite Index](image)

In the Favorite Index field use the dialer to assign the contact a number. This number cannot be a number you have already assigned to another contact previously. These numbers can be changed later if you decide you would like to change the order of your Favorites list. Once the number has been assigned press Save. The contact’s information page should contain a star to mark it as a favorite:

   ![Contact Information](image)

**Favorites list**

Favorites are the contacts in your Contact Directory that you call most often. All of your favorites display in your favorite contacts list. Three of your favorite contacts will display in the Lines view. To make a favorite, you need to assign a favorite index number to a contact. You can do this from the contact directory.

The following figure shows a sample Favorites list:

   ![Favorites List](image)

Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

*To quickly call a Favorite:*

From your Favorites List or from Lines view, select the favorite you want to call. The call is automatically placed.
To reorder your favorites:
1. From your Contact Directory, select the contact.
2. From the contact’s screen, press Edit.
3. From the Edit Contact screen, use the up and down arrow keys to select Favorite Index, and enter a new favorite index number.
4. Press Save.

To remove a Favorite from the list:
1. From your Contact Directory, select the contact.
2. Press Info.
3. From the contact’s screen, press Edit.
4. From the Edit Contact screen, use the up and down arrow keys to select Favorite Index, and remove the favorite index number.
5. Press Save.

Placing Calls
You can place a call using the handset or speakerphone. You can dial the number first, and then choose the method – by picking up the handset or pressing - or choose the method first, and then dial the number.

You can place calls in these ways:
- Manually, from the dialer
- Automatically, by tapping a favorite in Home or Line view.
- Automatically, from your favorites list, Recent Calls list, or Contact Directory.

Calling from the Dialer
The dialer displays a list of previously-placed calls. Select one of the entries to automatically enter it. Or, start entering a number. As you enter the numbers, the Dialer displays a list of similar numbers, as shown next:

To display the dialer, do one of the following:
- From Home view, select New Call.
- From Lines or Calls view, press New Call. (This option will not display if you gave an active call.)
- If your phone is idle, start entering a phone number.
- Pick up the handset or press . This method only works if you don’t have an active call.

Placing calls from the Favorites, Recent Calls, and Directories
In addition to the dialer, you can place calls from the Recent Calls list, Favorites List, or your Directory. Or, you can quickly call a favorite from Home or Lines view.
To call from the Recent Calls list:
1. Access your Recent calls by doing one of the following:
   - From Home view, select Directories, and then select Recent Calls.
   - Press the right arrow key for the Placed calls list, the down arrow key for the Missed calls list, or the left arrow key for the Received Calls list.
2. From the Recent Calls list, use the up and down arrow key to select the person you want to call and press Dial.
   When you access the Dialer, an active call is held.

To call from the Dialer
- Enter the number, and then pick up the handset or press 📞.
- If you’re already in handset or speakerphone mode, enter the number, and press Dial.

To call from your Favorites list:
1. From home view, select Directories, and then select Favorites.
   - You can also press the up arrow key to access the Favorite list.
2. From your Favorites list, use the up and down arrow key to select the favorite you want to call, and press Dial.

To call from your Directory
1. From the Home view, select Directories, and then select Contact Directory.
2. From your Directory, use the up and down arrow key to select the contact you want to call.
3. Place the call by doing one of the following:
   - From the contact’s information screen – press Info, use the up and down arrow keys to select the contact, and then press Dial.
   - Use the up and down arrow key to select the contact, and press Dial.

Ending Calls
To quickly end an active call, replace the handset. Or from Lines or Calls view, press End Call. If you’re in Calls view (multiple calls at once), be sure to highly the call first.

Redialing Numbers
To dial the last number you called, press the right arrow key for the Placed Calls list. The first number in the list is the last call you placed.

To redial a number:
- From the Placed Calls list (shown next), press Dial.
- Use the up and down arrow key to select the other previously placed calls.
**Viewing Recent Calls**
Your phone maintains a Recent Calls list—a list of missed, received, and placed. Each list can hold up to 100 entries.

From the Recent Calls list (shown next), you can:
- Sort, order and filter calls. By default, the list displays all call types, with the most recent call displaying first.
- Remove certain calls from the list.
- Select a call record to view call details and manage the call.
- Use the up and down arrow keys to highlight an entry and press Dial to automatically call the person.

**Icons display next to a call to indicate the call type:**
- Placed calls display 📞.
- Received calls display 📞
- Missed calls display 📞

**To view your Recent Calls list:**
- From Home view, select Directories from Home view, and select Recent Calls.

**To manage a call record:**

1. From your Recent Calls list, use the up and down arrow keys to highlight an entry, and press the right arrow key.

2. From the call details screen, shown next, you can:
   - Press Dial or the right arrow key to call the person.
• Press Save to add the person to your Contact Directory. If the person is already in your Contact Directory, but isn’t a Favorite, Add to Favorites displays instead. Press Add to Favorites to automatically make the person a Favorite.
• Press Delete to delete the call from the list.
• Press Edit to edit the phone number before you dial the person.

To customize the list:
1. From Home view, select Directories from Home view, and select Recent Calls.
2. Press Type to filter calls for specific lines or types of calls.

   When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default). You can choose to display only calls from a certain line.

3. Press Sort to sort the calls.
4. When you sort calls by the time of the call, you can order calls in ascending (oldest call first) or descending (most recent call first) order.

   When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

To remove all calls from the list:
1. From Home view, select Directories from Home view, and select Recent Calls.
2. Press Clear.
   All calls are deleted from the call list

Integrating with Lync/Skype for Business

Responding to Incoming Calls
There are two ways to allow other people to answer your Lync calls. They are known as Delegates and Team-Call Groups. See below for a quick reference on the differences between the two:

Delegates:
• Can receive calls on your behalf, as well as create meetings and make calls on your behalf
• Delegates will receive calls for the delegator, but the delegator won’t receive calls for the delegate
• Much more control for the delegate to manage the delegator Team-Call Groups

Team-Call Groups:
• Can receive calls only
• By creating a team-call group, it creates more two-sided call sharing (default settings have team-call group members to receive each other’s calls in addition to their own)
• More customization (e.g. add John Smith as a team-call member to answer my calls but I do NOT want to receive John’s calls)
• Cannot make calls on behalf of or create meetings on behalf of other members

To add users to a Team-Call Group

Click the gear at the top right-hand side of your Lync window.

This will open a dropdown menu. Third from the top in this menu will be “Tools”, click tools. Another dropdown menu will appear, at the very bottom of this second menu will be “Options”, click options.

A new window should appear much like this one below:

Near the middle of this window click on the “Edit my team-call group members” option.
This will open a new window similar to the one shown below:

In this window click “Add” to begin adding users to the Team-Call group. This will open another window similar to the one shown below:
In which you can either enter the extension or the name of the person you would like to forward calls to.

Once you are finish adding members to your Team-Call group you should see the Team-Call Group window with the members you’ve just added listed there as shown below:

From here, click OK on this and all of the other windows opened during this process.

To Add Users as Delegates:

Click the gear at the top right-hand side of your Lync window.
This will open a dropdown menu. Third from the top in this menu will be “Tools”, click tools. Another dropdown menu will appear, at the very bottom of this second menu will be “Options”, click options.

A new window should appear much like this one below:

Near the middle of this window click on the “Edit my delegates” option.
This will open another window similar to the one shown below:

To add a delegate, click the Add button.

This will open another window in which you can enter the name or extension number of the person you would like to add as a delegate. In the following example a name was used:
Choose a Delegate

Choose a contact to answer your calls.

Roger Rabbit

Double click on the user to add them to your Delegates list. It should appear in the list as shown below:

From here, click OK to close out this window as well as the other windows that were opened during this process.

Answering calls using Lync/Skype for business

1. An incoming call will display on your phone as well as on your computer as shown below.

2. The incoming call notification that shows up on your computer will appear in the bottom right-hand corner. You can answer the call by clicking on the window. When the call is answered a separate Lync window will appear as shown below:
To Park a Call using Lync

Call Park is used when switching devices. If you would like to switch from the phone to your computer’s audio device you can park the call until the settings are changed.

From the call window, hover your cursor over the phone icon second from the left and then select the Transfer Call tab. Under this tab click “Parking Lot”.

While in the call parking lot the caller will hear music until being transferred to you once again by the parking lot if you do not retrieve the call. If the call is transferred back to you it will display in the following window at the bottom right hand side of your screen:

To set Simultaneous Ring for Delegates

Simultaneous ring causes your phone as well as your delegates’ phones to ring whenever there is an incoming call.
Select ‘Simultaneously ring’, and then open the dropdown menu to the right of this option. It should display: New Number, My Delegates, and My Team-Call Group. From the dropdown menu select “My Delegates”.

Click “OK” on this window and all windows opened during this process.

To Set Simultaneous Ring for Team-Call Group
To the right of the Simultaneous Ring option expand the dropdown menu, and then select My Team-Call Group.
Click OK on this window and all other windows opened during this process.

**Forward All Incoming Calls**

**To Forward Calls to your Delegates**

Select the Call Forwarding section, and in this section click “Forward my calls to”.

You should see a menu to the right of ‘Forward my calls to’ that says “Voice mail” as shown below:

This menu contains the options: My Delegates, New Number and Voicemail. Selecting My Delegates allows the call to ring on your phone as well as whoever you select as your delegates.

Click OK on this window and all others opened during this process.

**Calling from Lync/Skype for Business**

If you would like to call someone from your Lync buddy list either double click on the buddy to open a separate window as shown below:
From the separate window you can click on the phone icon second from the left to start a call with this user.

Or,
You can also hover your cursor over the user’s display picture to display the following options:

To call the user click the phone icon second from the left. To start an IM chat with the user click the chat box icon at the far left.

You can also call users who are not on your contact list by entering their extension or number into the search field on Lync as shown below:

You can also enter the user’s name instead of their extension number. For users outside of the corporate directory you will need to enter their phone number (and the area code for long distance calls).
Sign into or out of your Phone
You have the option to sign in or out of your phone, however; your phone should sign in automatically when Lync starts on your computer.

To Sign in manually using the Lync Paired Client

1. Press the “Sign In” soft key as shown below. Home Button, Using the 4-way navigation move right until settings is selected and select by pressing the middle button. Choose Features, Microsoft Lync (The button located just below “Sign In” on the screen.)

2. Press the number 3 on the dialer or use the arrow keys to navigate down to Paired Lync Client as shown below.

3. A separate window should appear on your Lync client requesting your login information. If it does not appear then you may need to click on the Lync icon in your taskbar.
4. After entering your credentials (this will usually just be your password as the other information should already be filled in) and clicking “OK” the following message should display on your phone’s screen:

8:54 AM Monday, March 23

User

Signing into Microsoft Lync or
Please wait...

User

Redial Forward Sign In

5. This message should disappear after a moment and the VVX 310 will be replaced with your name.

To Sign In Manually Using Your PIN *(MAY BE DIFFERENT THAN VOICEMAIL PIN)*

In some cases, your phone may display the following at start-up:

The Sign In/ Sign Out Button has been removed.
To sign in, Press Home Button, Using the 4-way navigation move right until settings is selected and select by pressing the middle button. Choose Features, Microsoft Lync.
Now you may choose PIN Authentication.

In the Extension field, enter your 4-digit extension number.

After the extension number has been entered use the arrow keys to navigate down to the PIN field. In this field you should input the PIN number emailed to you after receiving your extension. Your PIN will be hidden as shown below:
Finally, press the soft key under “Sign In” and you phone should display the following message:

When the phone has completed signing in the VVX310 near the top will be replaced with your name.

To create a PIN please go to the following URL: Dialin.uno.edu

This URL should open a browser window that will look similar to this:

![Lync Server 2013](https://dialin.uno.edu)

**Dial-in Conferencing Settings and PIN Management**

**Personal Identification Number (PIN)**

To set your PIN and Conference ID you must first sign in.

Click “Sign In”. This will bring you to the next page:
Click “Sign In” once more. This should display the following prompt:

**Lync Server 2013**

**Dial-in Conferencing Settings and PIN Management**

**Sign In**
Sign in using your network logon credentials.

Language: **English (United States)**

Click “Sign In” once more. This should display the following prompt:

**Lync Server 2013**

**Dial-in Conferencing Settings and PIN Management**

**Sign In**
Type your network login credentials.

Language: **English (United States)**

User name: **username@uno.edu**

Password: ********

If you are using Internet Explorer the prompt should look like the one listed above. If you are using Chrome it may appear like the one listed below:
For the authentication, use your UNO credentials in the format username@uno.edu as shown below, and then click Sign In:

**Lync Server 2013**

**Dial-in Conferencing Settings and PIN Management**

**Sign In**
Type your network login credentials.

- **Language:** English (United States)
- **User name:** username@uno.edu
- **Password:** **********

[Sign In] [Cancel]
This should bring you to the following page:

Lync Server 2013

Dial-in Conferencing Settings and PIN Management

Personal Identification Number (PIN)
Use your PIN when dialing in to conferences and meetings on your company network.

PIN Expiration: Never
Phone Number: 1504
Phone Extension:

Forgot your PIN or need to change it?
Reset your PIN

On this page, click “Reset your PIN” which will send you to the page below:

Lync Server 2013

Dial-in Conferencing Settings and PIN Management

Set Your PIN
Your PIN:
- must be between 4 and 24 digits long
- cannot contain letters, spaces or special characters
You use this PIN when you dial in to conferences and meetings on your company network.

New PIN: ....
Confirm PIN: ....

OK  Cancel

Your PIN can be any four digits you choose. Once you have entered your PIN click “OK”. If your PIN was successfully changed you should be brought back to Dial-in Conferencing Settings and PIN Management
Lync Server 2013

Dial-in Conferencing Settings and PIN Management

**Personal Identification Number (PIN)**

Use your PIN when dialing into conferences and meetings on your company network.

- PIN Expiration: Never
- Phone Number: 1504
- Phone Extension:

Forgot your PIN or need to change it?
[Reset your PIN](#)

Your PIN was successfully changed.

With your new PIN you can sign into your phone manually.