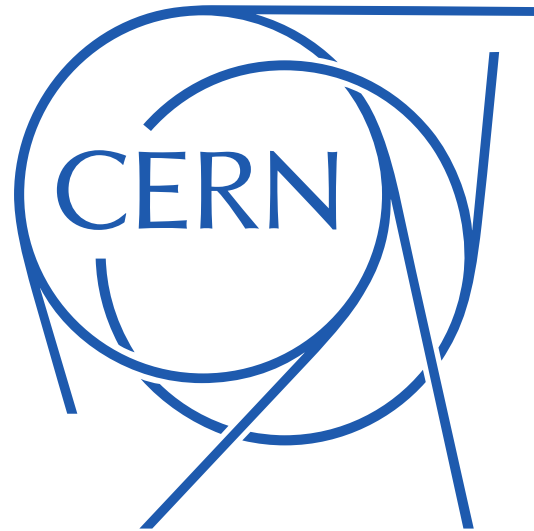# TELEPHONES AT CERN

Old phones working until mass migration (in 8 to 16 months)

- Skype for Business : Microsoft software (formerly called Lync) Skype's commercial version
- «Old phone» : desk telephone using landline (analog, digital) or old models of IP Alcatel (not supporting SfB)
- IP Phone : deskphone using an IP (internet protocol) network
- Lync phone : IP phone supporting SfB
- Softphone: (conventionally) use of Skype for Business without deskphone (computer / smartphone)

IT recommends to use a headset instead of deskphone for flexibility, cost sparing and easy technical manageability.

Info under IT link: https://information-technology.web.cern.ch/book/lync-ip-phone-service/how-register

Private subscription for mobiles will be cancelled from 1. February 2019

Telephone Models

If your phone is an Alcatel , with a sticker on the back of the device mentioning IP Touch 4018, IP Touch 4028 or IP Touch 4068 and has a socket for connection to the Ethernet network, it is an **"Alcatel IP Phone"** and cannot use Skype for Business. Expiry date: ∿□by end 2019

IP Touch 4018

1. **Alcatel IP touch 4028 model**

Quick Guide (en) / Mode d'emploi (fr)

2. **Alcatel IP touch 4068 model**

Quick Guide (en) / Mode d'emploi (fr)

If your phone is a "HP IP 4120" or a "Polycom CX300 or CX600", it is an **old Lync phone** and can use Skype for Business. Expiry date: 2023

Only these two telephone models are now available in the CERN store:
IP POLYCOM VVX201 phone (Standard User) , item no. 80.13.02.008.0, 141 CHF (2 lines)
IP POLYCOM VVX411 Phone (Advanced User / Secretary - Supervisor) , item 80.13.02.008.2, 288 CHF
(12 lines, calls recording, SKU)

New
Lync
phones

Casque Logitech H570e

IP phones versus Softphones

FEATURE	IP PHONE	SOFTPHONE
Cost	141 – 288 CHF	32 – 35,50 CHF *
Use	office desk	Anywhere (no roaming cost)
Phonebook	automatic update	automatic update
Installation	(Technician)	On-line
Lifetime	2023 +	No expiry
Advantages	Can be used by several users Runs when PC is off Integration with CERN calendar and CERN mailbox	**Working on all devices** Direct call from Phonebook Easy managing of contacts Integration with calendar + mailbox **Both hands free** Sharing desktops, instant messaging Request approved in a couple of hours, needs no authorization **Can transfer GSM line to the fixed line**

ARRIVAL / DEPARURE / CHANGE OF OFFICE

Telephone: NOT possible to move an old telephone keeping the same number; you need to migrate to Skype For Business (either Lync IP phone or headset)

Register your computer(s) in the IT network: Network connection request form

Please see with Cinzia for PC name and confirm registration.

Address registration (office and telephone): updated by Cinzia

OFFICIAL TRAVEL

Reminder that travels follow 2 administrative steps:

- Travel Request (issued by traveller) needs to indicate all (rough) costs involved and if the trip has been booked / fees paid etc.

- Travel claim (issued by Cinzia) to process reimbursement. May differ from Travel Request = no need to cancel the TREQ in case of discrepancy.

- Please refer to the tutorial in our website: http://ep-dep-sft.web.cern.ch/document/edh-how-tos

ERGONOMY

Sitting in front of a computer all day may lead to back ache problems.

I'm organizing a short presentation concerning ergonomy at work, carried out by the CERN Medical Service during our Monday meeting. Individual cases may be treated immediately after.

Meanwhile you can refer to :

Ergonomy

and

Back pain