**Skype for Business User Startup Guide**

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## Introduction

This guide will provide you with the basic information you require to begin using Skype for Business as your new telephony solution.

Once you have been configured as a Skype-Only user, you will no longer use your Mitel desk phone (or even have the requirement to log into it at all). All voice calls will be made and received through your Skype for Business client (either Desktop or Mobile App). Your extension number will not change. It will remain 01904 55(extension).

In addition to the differences with making and receiving calls, the way you use voicemail will also change. Your old mailbox will still be available to dial in to 01904 552500, however no further calls will be directed to it. Further information on Voicemail in Skype is provided further on in this guide.

## Skype for Business Headset

You will have received a new headset from your team leader. This headset will need to remain plugged in to your device's USB port in order to allow you to make and receive calls. On the headset cable, you will see a number of buttons. These include call, volume and mute.

## Accessing Skype for Business and signing in

Skype for business will start up automatically with the desktop when you log in.

If, for any reason it does not, you are able to search "Skype" in the start menu and select "Skype for Business 2016"
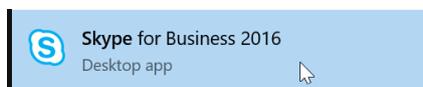


Once the client opens, you will be automatically logged in. If this does not happen, you will be required to enter your email address along with your password and click sign in. You are able to choose what your status will be for when you log in (in this example the user will be signed in as available).



## Call Forwarding Settings

In some scenarios, you may want to forward calls to a mobile phone or alternative number. Call forwarding settings can be configured through the Skype client. At the very bottom of the window, click on the phone with the arrow and a drop down menu will appear. Select Call Forwarding Settings. This will open a new window where you can choose to forward calls to an alternative number. This is also the location you would disable call forwarding if required.
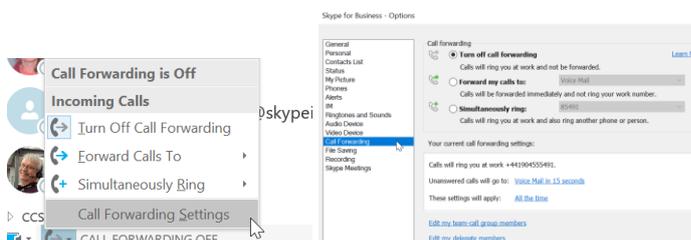
If you have the Skype for Business mobile app on your phone, this will also ring along with your desktop client (if signed in). If you would like to have access to Skype on your mobile, the Skype for Business application can be downloaded from either the Play Store (android) or the Apple Store (iphone).

# Making Contact

## Sending an Instant Message (IM)

You can make contact with someone by either double clicking on their name in the skype contacts window, or by right clicking on their user name and selecting "Send an IM". This will open a messaging window where you are able to then begin a conversation.
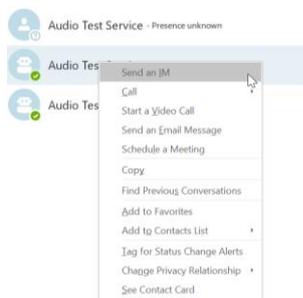


As well as sending messages, you also have a number of calling options.

## Making a Voice Call

To make a voice call, click on the telephone icon and select the work number. If the person you are calling is not call enabled on Skype, you will hear a dial tone (you will be familiar with hearing on your desk phone) as it calls them on their desk phone. If the other person is call enabled on skype, you will hear the usual skype ringing tone while the call connects.



This can also be done by right clicking on the user name of the person you wish to call from the contact list and selecting "Call". *You must then choose "work number", as choosing Skype call will not work for those who are not able to receive Skype calls.*
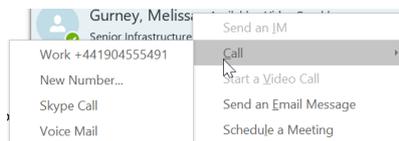


The telephone keypad tab in the Skype Client window is another way in which you can make voice calls. Here you are able to dial a telephone number or search for the contact in Skype using the search bar. Results appear at the bottom of the window.
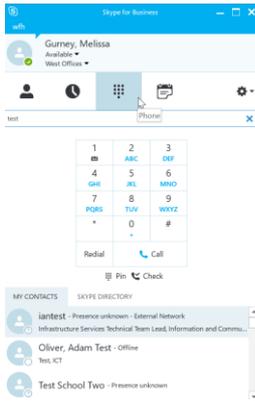
## Making a video call

To make a video call, click on the video camera icon. This will then give you a preview of what the other person will see, before you can then agree to share your video.



This can also be done by right clicking on the user name of the person you wish to call from the contact list and selecting "Start a video call".
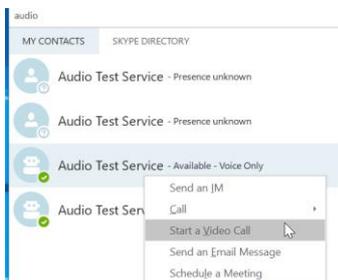


## Desktop Sharing

Another option you have within the conversation is to share your desktop. This will allow the other person to see what you can see on your desktop. These are the options you have for items to share.

Desktop – shows entire desktop

Programs – allows you to select a specific program to be shared. For example, Internet Explorer.

PowerPoint Files – this will allow you to choose a powerpoint file to present within the conversation.

Attachments – You are also able to add attachments here
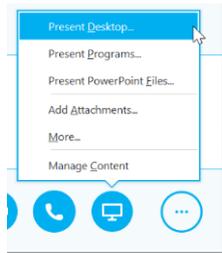
## Accepting Contact and calls

### Audio notifications/ring tones

In order for you to hear calls ringing or message notifications, go to your Skype settings by clicking on the cog icon in the Skype client.

The following must be ticked in the Audio Device settings:
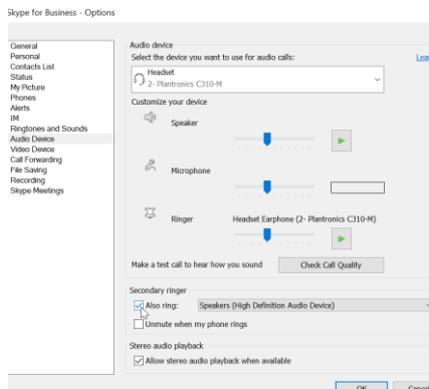


"Secondary ringer also ring Speakers".

### Accepting new conversations.

When someone who you don't have a current conversation open with sends you a message, you will see the following
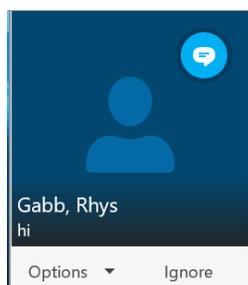


To accept the message, hover over the pop up and select "accept". You also have the options of ignoring the message and setting your status to "Do Not Disturb". This will stop you receiving messages until you have changed your Skype status back to something else.
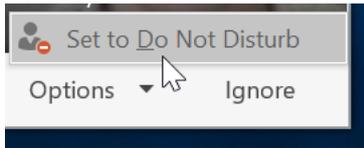
Other pop ups you may see are when a user tries to call you from within Skype:
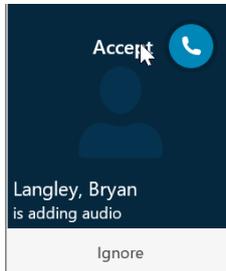


If the user is trying to call you from a non-skype number (e.g external user) you will see the following:
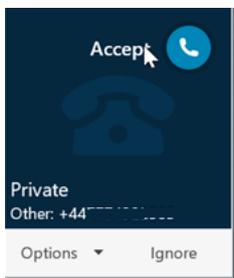


To accept, simply hover over the user as you would to accept a message.

People may also try to call you from within a Skype conversation. If this is the case, you will see the following at the bottom of the conversation window:
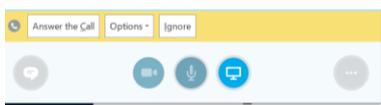


## Viewing missed contact and Voicemail

If you miss a call, you will have a number of ways of viewing this.

The first, is from within your Skype client. If you have a missed conversation, you will see an orange number next to the clock. Clicking on the clock and then the "Missed" tab, will show you any missed calls or messages you may have.
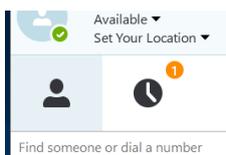


Other ways of viewing missed calls is through Outlook. When you miss a call, you will receive an email telling you who called and when. It will also show you their contact details to allow you to return the call or a message.

## Accessing Voicemail

If the person has left you a voicemail, you will see this in your inbox in Outlook:



Within the message there will be an integrated media player, where you are able to listen to the voice message from within the email. You also have the option of "Play on Phone" in case you are unable to use headphones".
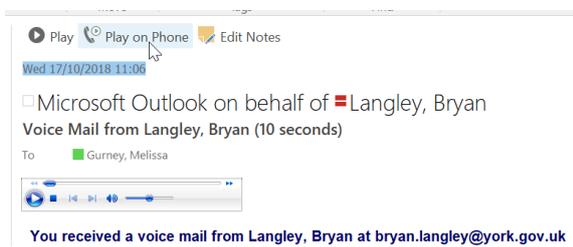


## Further information

For further information, including how to manage contacts, transferring calls to another person, conference calling through Skype for Business, joining online meetings and more, please go to:

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