Frequently Asked Questions for Skype for Business:

## Why Skype for Business?

Skype for Business is replacing our phone system, most staff will use their computers and mobile devices to stay connected in the same way you used your desk phone, BUT with the added benefit of not being tied to your desk. Skype for Business is part of Office 365 and works well with Skype (which is a [free download](https://www.skype.com/en/download-skype/skype-for-computer/) for prospective students and non-Skype for Business users).

## How do I start using Skype for Business?

On Windows 10 and 7: Click on Start button and type **Sk**, then select **Skype for Business 2016** from the list.

Enter your Unitec email address to login. After you enter your password, you can tick to remember my credentials before clicking OK. If you have Skype for Business open already, please close and reopen. Once you have opened Skype for Business for the first time, close and reopen Outlook. This enables more features in Outlook.

**Note**: Mac users will only have Lync 2011. An upgrade expected later this year or early next year will provide Skype for Business to Mac users worldwide, in the meantime Lync is available. There will be separate instructions for Mac.

## How can I check if I have been provided with the telephone part of Skype for Business?

You will be given a headset so you can start using the new features. A new phone icon will appear across the all the main screens.

## What is my phone number and how to I advise everyone?

An email is sent from Microsoft to advise you that you are now on Exchange Unified Messaging (Skype for Business telephony). In the email it includes our Voice Mail Access Numbers (these are the same for all of Unitec). Your number (this will be your extn number, which will only be new if your number started with a 6 or lower) and Your Pin number for clearing and using your Voice Mail. You also have a new DDI number, this is 892 followed by your extn.

To update your information you need to update in three places, your [Signature](http://thenest.unitec.ac.nz/unitecintranet/index.cfm?763E8959-E5D7-42D5-A41C-2C41DDA9B0AC) in Outlook 2016 and Outlook 365 and in myUnitec Portal under My Staff Details. If you have business cards, you will also need to update them.

**Important**: All calls to old DDIs and extensions will be diverted to your new number, this will be active for a couple of months to give you a chance to update people who regularly phone you.

## Setting up your Headset and Sound options

As part of your setup you are given a Plantronics Headset. There is a pouch for you to easily carry this around if you work between multiple computers. Plug your headset into a USB port on your computer. First go into your computer settings (Click **Start** and type **Sou**nd), click the **Sound** option (Control Panel), if your speakers are set to default, right click on the ***Headset Earphone*** option and select **Set as Default Device**. Then click the tab **Communications** and select the option **Mute all other sounds**, click **Apply**, then **OK**.

**Note**: This is your Unitec headset and is now owned by the department if you leave. Some music players including YouTube will need to be manually paused to hear the call, but will not interrupt the call being received or answered.

## How do I call a Unitec Staff member?

If you already have them in your contact list in Skype for Business, just hover over their profile picture and select the call option . Otherwise, search for their name in Skype for Business and right click to select Call (Skype Call or Mobile) *or* hover over a contacts name in Outlook (also works in 365) and select the phone to call.

## How do I call a Student?

You can call a student using their preferred phone, finding the number the usual way (currently students information is held in Student Self Service (or in Student Portal/myPortal when this feature is launched later this year) from their enrolment and can be updated by the student). To dial a number, use the phone icon and use the dial pad. **Notes**: If you want a student to join a meeting, then send a Skype for Business invite via Outlook, they can accept with Skype if they are not on campus.

## How do I call someone external to Unitec?

If you are only calling once or want to add just a phone number, use the phone icon  and use the dial pad. Or start typing to search the Skype Directory. **Note**: You no longer need to dial 1 for an outside line. To add an external number that is in your recent calls list, just locate under the Conversation icon right click on the phone number, select Contact Card, then Add, replace the phone number with a name. Then confirm all windows, a delay occurs while the record is updated and the name will appear.

## How can I ensure active Messages do not get buried on my desktop?

Start an Instant Message (double click on a contact), on the header of the window, right click and tick Always on Top. **Notes**: This setting is not held on Exit or Sign Out, so will need to be set each time you sign into Skype for Business. You do not need to send the message for this to be set, but sets this for all messages from anyone for that session.

## Where do missed messages appear?

If you are in a meeting or out to lunch and miss a message, you can view messages within Skype for Business and within Outlook. If you are out of the office, we recommend using the **Outlook** app, to listen or view messages. Messages (both voice mail, missed calls) will appear in your Outlook Inbox where you can click to play\* and in **Missed Calls** and **Missed Conversations** search folders in your Outlook folder list. Any Instant Messages will be held in a folder called Conversation History.

\*If you are on a mobile device, first turn on WIFI (if available) to download the message. Once downloaded it can be played without using WIFI or Mobile Data. **Note**: Use WIFI if available, Mobile Data is limited and may attract costs.

In Skype for Business, you can also view the same detail, click on the Phone icon and under Voice Mail you can hover over a contacts photo to play the message or click on the Conversation icon to see all messages received or missed.

## How can I ensure I do not miss an important call?

|  |  |  |
| --- | --- | --- |
| Situation | Option | Useful for |
| I am often at my desk, but I do not receive calls all of the time and I do not use my mobile | Raise your Ringer Volume | If you are not wearing your headset all the time. |
| I am often at my desk, but I do not receive calls all of the time | Secondary Ringer | If you are not wearing your headset all the time. |
| I have a Unitec mobile or may use my mobile to answer calls. | Simultaneously Ring | If you are not wearing your headset all the time and use your mobile for Unitec work. |

## How to quickly adjust your Headset Ringer Volume

Click the Headset Earphone *icon* at the bottom right of your computer screen and adjust the volume up or down.

## How can I add a Secondary Ringer?

Click on the Cog and select **Audio Device** under Secondary ringer tick the box, choose an option from the drop down list, then click **OK**.

## How can I arrange Simultaneously Ring?

You can set this up yourself. Click the Cog and select **Call Forwarding**, then **Simultaneously ring** and use the drop down to select **New Number** and type in your mobile number (your do not need to worry about any additional prefix or spaces) example: 021021021. **Note**: Unanswered calls will be set to go to **Voice Mail in 20 seconds**. You can also set the when this **setting will apply** (options: All the time or During work hours set in Outlook). We recommend that you apply **During working hours**, if you use this feature.

**Note**: You may need to adjust your ring before Voicemail on your mobile, to set maximum rings before going to Voicemail eg 30. On Vodafone dial \*\*61\*0298500500\*11\*30#

## How do I set up my Voice Mail messages?

A default message is set up for you, it features a computer voice, with simple message with your name. Voicemail messages will be delivered to Outlook for playback. The benefit of a personal message is you can include additional information. You can record a holiday message, so you can switch between the default message and holiday message, within Office 365.

Play and record a message in Skype for Business 2016, under the phone icon, use the  *Voice Mail Options button* then **Call Voice Mail**, this will allow you to change your pin and enable you to set up your Voice Mail. The Pin needs to be 4 numbers, not your extn, non-sequential, not repeating a single number and not used the previous 5 times.

**Note**: Selecting **Set Up Voice Mail** will take you to Office 365 and to the right page, after you login. Select **Greetings** from the left hand menu to play and record a greeting. This service calls you, answer the call and follow the audio prompts.

## Can I use Video Calling on Mobile on Skype for Business?

Video calling is available on Skype for Business.  Ensure your Unitec mobile device is configured to use WIFI whenever possible in order to reduce data charges.  If you experience issues with video calling, please log a call with the IMS Help Desk ext 8484 with details.

## What do I need to know if I choose to use my Personal Mobile Phone on Skype for Business?

Please read and ensure you understand [Unitec’s BYOD and Mobile Device Policy](http://thenest.unitec.ac.nz/unitecintranet/fms/Resource%20Toolbox/Policies%20&%20Procedures/Information%20Technology%20Policies%20&%20Procedures/2015-03-19%20BYOD%20and%20Mobile%20Device%20Policy.pdf).  You are able to use your personal mobile phone with Skype for Business, however please be mindful of the cost that Unitec may be charged for these calls.  We will be monitoring usage and any excessive costs incurred by staff using their personal mobile phone will be referred to their Manager or Head of Department.

## How can I quickly access Skype for Business from home?

There are three ways, you can log into Office 365 Outlook to use the online search and call, or you can use a mobile app, Skype for Business instead. You could also download [Skype for Business at home](https://support.office.com/en-us/article/Install-Skype-for-Business-on-your-PC-8a0d4da8-9d58-44f9-9759-5c8f340cb3fb) to access your Unitec account.

## When would I use the Skype for Business App on a Unitec provided Mobile?

This is useful for connecting to meetings when away from your workspace. In regular phone calls to any number, call via the mobile or desktop, to avoid charges. **Note:** Skype for Business mobile app is available in Google Play and Apple Store, it is a Microsoft product and free, but Unitec will be charged per minute, per call.

## Where can I get further help with Skype for Business?

A page is set up on The Nest with Training Support and helpful content. IMS Training are also running sessions, sessions can be booked for groups or join the next session.

For technical issues contact the IMS Help Desk on 8484 or put in an IMS Heat Self Service request. For training visit [Training help page on The Nest](http://thenest.unitec.ac.nz/unitecintranet/services/information-management-services/en/skype-for-business.cfm) for various options. Email [IMS Trainer](mailto:imstrainer@unitec.ac.nz?subject=Outlook%20Help%20Request) if you have any queries.