SKYPE FOR BUSINESS FAQS

HOW DO I START USING SKYPE FOR BUSINESS?

On Windows 10: Click on Windows icon in bottom left, 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**.

Once you have opened Skype for Business for the first time, close and reopen Outlook. This enables more features in Outlook.

Note: Mac users can signin with their Unitec username and password.

WHAT IS MY PHONE NUMBER?

If you search for your own name in the Staff Directory on the Intranet, your 4 digit number will show in this list. If you prefix this number with 09 892 (e.g. 09 892 4321) then this becomes your direct dial number that can be given to external contacts.

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.

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 an external number?

Click the phone icon and use the dial pad. Or start typing to search the Skype Directory.

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.

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 Settings 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 ⚙ 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.

To create a personal message:

Play and record a message in Skype for Business 2016, under the phone 📼▾ ٦, 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 MY PERSONAL MOBILE PHONE ON SKYPE FOR BUSINESS?

Please read and ensure you understand [Unitec's BYOD and Mobile Device Policy](). 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 ACCESS SKYPE FOR BUSINESS FROM HOME?

You could download Skype for Business and login with 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?

For technical issues contact the IMS Help Desk on 8484 or put in an IMS Heat Self Service request.

For training visit https://support.office.com/en-us/skype-for-business