Skype for Business Phone Service Desktop

How to answer a phone call:
When someone calls you, an alert appears on your screen and a notification plays on your default audio device. You should have your headset plugged into your computer in advance of receiving a voice or video call request.

- To answer the call, click anywhere in the blue area or picture area.
- Click Ignore to reject the call and send to voice mail.
- Click Options to:
  - Send the call to Voice Mail.
  - Click Mobile or Home to redirect the call to another number. Note: You must first set up additional numbers within Skype for Business to see this option.
  - Reply by IM to send an instant message reply instead of audio or video. Note: If the person can't receive an instant message because he/she doesn't have Skype for Business launched, you will see a notification.
  - Set to Do Not Disturb (DND) to reject the call and avoid other calls.

How to call a phone number:
1. From the contact or phone view in the Skype for Business desktop interface, enter the phone number in the search box. The number will be automatically formatted for you. Tip: Use the number pad on your keyboard to enter the number or copy and paste the number into the search box.
2. To call from your personal account, hit enter on the keyboard or right-click and select Call. Or to call from a department account, right click on the number in the interface, choose call, choose the other account or person, and then choose the number.
3. When you’re finished with the call, click the red Phone button in the window to hang up, or just close the window.

How to call by contact or username:
This method works when calling a KU number or number saved as an Outlook contact.
1. In the Skype for Business desktop interface, find a contact or type a person’s last name, first name in the search box.
2. Right click on the contact, choose Call. Choose either For Myself or For (a delegated number if you have one).
   Then choose either work number to call their desk phone or Skype Call to call through their computer.
3. When you’re finished with the call, click the red Phone button in the window to hang up, or just close the window.

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How to transfer or park a call:
You should see these options. If not, click on the phone.

- Click the Transfer button then:
  - Choose a number under My Numbers to forward it to your mobile, home, or other number. **Note: You must first set up additional numbers to see this option.**
  - Search for and choose a contact or type the person's five-digit phone number for on campus, or ten-digit phone number for off campus and select OK.
  - Select Park the call, to send the number to the parking lot. When you park a call, anyone using Skype for Business can dial the number to retrieve it, or you can retrieve it by selecting Retrieve. You will receive notification when the person picks up. If no one has picked up the call within two minutes, the system will call your number to reconnect you with the caller.
  - Consultative Transfer: If you would like to talk to the person before transferring the call, you may want to put the call on hold, and call the person. Once that person has agreed to take the call, hang up, return to the window of the original call, and follow the above directions to transfer the call.

How to forward calls:
You can forward individual calls as you receive them to numbers you have set up, or you can set your call forwarding options to forward all calls at specific times or all of the time.

To forward individual calls:
1. Set up additional numbers by clicking on the settings icon and choosing Phones.
2. When you receive a call, click Options and choose the number to forward the call to.

To forward all calls:
1. At the bottom of the desktop interface, select the call-forwarding drop-down menu.
2. In the Call Forwarding menu, select Call Forwarding Settings.
3. Select to either forward calls made to your number or to simultaneously ring your computer and an additional number when someone calls your number.
4. Optionally, set when the forwarding settings will apply, edit your team call group members, or edit your delegate members.
5. Click OK to save the settings.
6. You will now see an alert message notifying you that your calls are being forwarded.
7. To stop call forwarding, click on the forwarding drop down at the bottom of the interface and select Turn Off Call Forwarding.

How to set up voicemail:
You will automatically see missed calls and voicemails both in the Skype for Business desktop interface and in the email inbox associated with the account.

To set up a custom voicemail greeting:
1. In the desktop interface, click on the phone icon and then click on the drop down by the voicemail icon.
2. Choose Change Greetings.

Additional options:
At mail.ku.edu, you can click on the Settings icon > Options > Phone to reset your voicemail pin, specify your notification preferences, set up a call tree when callers reach your voicemail, and more. See our website for more info.

How to set up a secondary ringer:
If you have a headset plugged into your computer that you use occasionally for voice and video calls, you might miss audible notifications of incoming messages. When you set up a secondary ringer, the notification sound will play on both your headset and your device of choice, most likely your computer speakers.

1. In the lower left corner of the Skype for Business interface, click on the drop-down by the icon with your audio device.
2. Select Audio Device Settings.
3. Toward the bottom of the panel, select the check box by Also ring and make sure your speakers are selected.
4. Close the settings window.
Skype for Business Phone Service
Voicemail

How to set up your voicemail:
If you want to check your voicemail or customize your greeting by phone, you'll need to set up a new voicemail PIN. After you are enabled for Skype for Business phone service, you will receive an email that includes a PIN for your voicemail. Refer to that email, then:
1. Call the Outlook Voice Access number, 785-864-1900 or 4-1900.
2. Enter your five-digit extension number if you are not calling from your work number.
3. Enter your voicemail PIN at the prompt. It will then ask you to enter a new one.
   Note: PINs must be at least 6 characters long, and cannot contain sequential numbers (123456), or repeating numbers (444444).

How to check your voicemail:
You can check your voicemail within Outlook, within the Skype for Business Interface, by calling into the Outlook Voice Access Number, or using the Skype for Business Mobile App.

From email:
1. Find and open the email with the voicemail message.
2. Click the play button to listen.

From Skype for Business:
1. In the Skype for Business desktop interface, select the Phone icon.
2. Voicemail will be listed at the below the dial pad.
3. Hover over the presence or telephone icon, then click the play button to listen.

How to create a new personal greeting by calling in:
1. Follow the directions to the right to call in from a phone.
2. Say "Personal Options" or enter 6.
3. Follow the voice prompts to create and save your message. When you are satisfied, you can hang up.

How to create a new personal greeting using Skype for Business:
1. In the Skype for Business desktop interface, select the Phone icon.
2. Click on the Voice Mail Options button.
3. Select Change Greetings.

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Things to note:

- By default, you will receive email notifications any time you miss a call or receive a voicemail.
- You will notice new folders in Outlook for Missed Calls and Voicemail.
- You can forward a missed call or voice mail just as you would any other email.
- You can create a rule for voicemail email notifications as with any other mail message.
- If you delete or move a voicemail or missed call message within your email, it will disappear within the Skype for Business interface.
- Voicemail messages do count against your email storage quota.
- If you enter your voicemail PIN incorrectly five times via the voice access number, it will automatically reset and send you an email with a new temporary voicemail PIN.

Hidden voicemail features:

With Skype for Business phone service, you can call in and listen to your email messages and meetings from your calendar.
1. Call the Outlook Voice Access number, 785-864-1900 or 4-1900.
2. Enter your five-digit extension if you are not calling from your work number.
3. Enter your voicemail PIN at the prompt.

Voice-activated options:

Say one of the following:
- Voicemail
- Email
- Calendar
- Personal Contacts
- Directory
- Personal Options

Touch-tone options:

Enter 0 to begin using touch options. Then, enter:
1. Voicemail
2. Email
3. Calendar
4. Find a Contact
5. Compose a Voice Message
6. Personal Options
Press 0 to repeat menu

How to receive a text notification for voicemail messages:

Use the above directions to access the voicemail options via mail.ku.edu. Once you have selected phone in the left navigation:
1. Click on set up notifications under the Notifications section.
2. Select your locale and your mobile operator and click Next.
3. Enter your mobile number and click Next.
4. Enter the passcode that was sent to your mobile via text, then click Finish.
5. In the menu below Notifications, select either I only want to receive text message notifications when I have voice messages, or I want to receive text notifications about missed calls and voice messages.
6. Click Save.

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