Key Features:

- Skype for Business VoIP systems will replace your desk telephone.
- VoIP uses your computer and internet connection to place & receive telephone calls.
- Unified Messaging delivers missed calls and voice mail to your Office 365 email inbox.

Learning Objectives:

- Place & Receive Telephone Calls Using Skype for Business
- Access Unified Voice Mail Messages
- Reset Forgotten Unified Messaging Mailbox Password (PIN)
- Change & Set Your Voice Mail Greeting
- Advanced Voice Mail Options: Call Answering Rules
- Advanced Call Handling: Call Forwarding Options

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Answer an Incoming Call

A ‘toast’ or ‘pop-up’ message will appear

1) To answer a call, click anywhere in the blue area.
2) To dismiss a call, click ignore or options > send to voice mail.
3) To change default toast position click options from the main client window > alerts > general alerts.

Place an Outgoing Call

If the user is in your contacts list

1) Right click on a user > select call > work number.
2) A call will be placed to the recipient.**

If the user is not in your contacts list

1) Type in the user's name, HawkID, or telephone number in the search bar.
2) Right click on their entry > select call > other.
3) A call will be placed to the recipient.**

**The call may be answered by the recipient, roll to voice mail, or continue ringing.

Ongoing Call Window Display & Options

Profile details & call control options

- Call control options to change your audio device, place a call on hold, and transfer a call are available during calls between dialed telephone numbers and saved contacts.
- However, saved contacts will display their profile picture and name within the call window.
Place a Call on Hold & Transfer

To place a call on hold

1) Click the **hold** button from within the call control options window.
2) Once on hold, the option to resume the call will appear within the window.

To transfer a call

1) Click the **transfer** button in the middle of the call control options window.
2) Enter a **contact's name** or **phone number** you wish to transfer your call to, and select the **transfer** button.
3) The call will begin ringing, but you may hang up the phone before the call connects.

To End a Call

1) To end a call, it is important that you click the **Red Hang Up** button in the call window.

Access Recent Calls & Unified Messaging Voice Mail

Missed Communications

- Recent calls and missed messages are accessible under the second tab within the Skype for Business client.
- All missed communications and voice mail messages are stored through your Office365 account.

Voice Mail Access Options

- Open a transcribed voice mail with audio recording from an Office365 email. (Most Common)
- Play the message from the phone and voice mail section located under the dial pad tab of your Skype for Business client.
- Call into your Unified Messaging inbox by telephone using (319-46) 7-1660. (Least Common)
Access Unified Messaging Voice Mail Settings: OWA

What is the Outlook Web Application (OWA)

- The OWA is Microsoft’s Web-based email client.
- Users have full contact and calendar functionality, access to voice mail, instant messages and SMS messages directly through a user’s email inbox.

Sign into the Outlook Web Application (OWA)

1) From the Skype for Business dial pad tab, click on the voice mail icon labeled See Voice Mail Options > select Set Up Voice Mail.
2) Your browser will open for you. Sign into your Office365 account using your Hawkid credentials, which will take you directly to your account voice mail settings.

Setting & Changing Voice Mail Greeting

1) From the Voice mail tab within the Outlook Web Application, click Greetings > select the link Call me to play or record the selected greeting > click Dial to call your Unified Messaging inbox.
2) Choose to record your personal or away greeting message by selecting 1 or 2 from the dial pad > save your recorded greeting or default to the system greeting and disconnect the call.
3) Select the radio button next to the greeting of your choosing to change whether your personal or your away greeting is active.

Resetting Forgotten Mailbox PIN

A Mailbox PIN is Needed in 3 Scenarios

- Dialing into a meeting by telephone where you are the meeting organizer.
- Signing into a VoIP desk phone.
- Calling into your Unified Messaging inbox by telephone.

Reset Forgotten Mailbox PIN

1) From the Voice mail tab within the Outlook Web Application, click Reset PIN.
2) Select the link Reset my voice mail PIN > OK.
3) A temporary PIN will be sent to your email.
4) To change your PIN, call your Unified Messaging inbox using (319-46) 7-1660 > select personal options > 3.
Introduction to Advanced Call Handling & Voice Mail Options

Advanced Call Handling Options: Call Forwarding

- The call forwarding option, when turned off, is used to forward calls to voice mail by default.
- You can forward incoming calls right away to another number or contact by setting up forwarding rules.
- You are able to choose when call forwarding occurs either during work hours (set in Outlook) or all the time (default).
- When you set call forwarding in Skype for Business, all incoming calls are automatically forwarded to the destination you choose.
- You are able to forward calls to voice mail, another contact, another number, a team-call group, or a delegate you’ve chosen.
- In case you are busy or momentarily unavailable, you can set your incoming calls to simultaneously ring your phone and another number or contact.

Advanced Voice Mail Options: Call Answering Rules

- If you don’t create call answering rules, by default, incoming callers will be sent directly to your voice mail to leave a message when you’re not available.
- Call answering rule options are located within the Outlook Web Application under the Voice Mail tab.
- Within the OWA, you can create and manage call answering rules to determine what happens when an incoming caller reaches your voice mail.
- For example, if you have automatic replies turned on, then you could set up a rule to transfer the caller to a different number rather than having them leave a message.
- If you have multiple rules, you can specify the order in which they are applied.

Support Resources

- Articles: support.office.com
- Videos: Lynda.com
- ITS Articles: its.uiowa.edu\skype & its.uiowa.edu\UM
- ITS Help Desk: 319-384-4357 or its-helpdesk@uiowa.edu
- ITS Unified Communications: its-unified-comm@uiowa.edu
Advanced Call Handling: Call Forwarding Options

Open your current call forwarding settings

1) At the top of the Skype for Business main window select Tools > Call Forwarding Settings > Your current call forwarding settings

2) Adjust how incoming calls are handled for the categories listed below.

Choose where unanswered calls go

1) Click the link next to Unanswered calls will go to.

2) Choose the destination you want the call to go to.
For example, Voice Mail (default), or New Number or Contact.

3) Click OK to go back to the Call Forwarding window.

Choose when calls are redirected

1) Click the link next to Unanswered calls will go to.

2) In the Ring for this many seconds before redirecting menu, select a delay time before the call will be redirected such as 20 seconds (default).

3) Click OK to go back to the Call Forwarding window.

Choose when call forwarding is active

1) Click the link next to These settings will apply.

All the time (default)
When calls come in, they are forwarded no matter what schedule, including your work hours, is set up in Outlook.

During work hours set in Outlook
When calls come in, they are forwarded during the hours that you have set up for work hours.

Turn Call Forwarding On/Off

1) At the bottom of the Skype for Business main window click the Call Forwarding button.

2) Select Turn Off Call Forwarding.
Advanced Voice Mail Options: Call Answering Rules

Components of a Call Answering Rule

Condition(s):
- Criteria that must be met before the rule can be applied to an incoming call.
- The call answering rule will only be processed if ALL conditions for the rule are met.

Action(s):
- Options that are presented to a caller when all conditions for a rule are met.
- These are read to the caller over the phone, and the caller can then choose what they want to do using their phone's keypad.

Call Answering Rule Outline

Rule (Name)...

Pick the condition(s) needed to begin rule processing...

1. My Automatic Replies are turned on.
2. My Schedule Shows that I am...
   (Pick one):
   - Free
   - Tentative
   - Busy
   - Away
3. The Caller is...
   (Pick one or more):
   - Calling from a phone number...
   - Is in my contacts list
   - Among these people...
4. It's During This Time Period...
   (Pick one):
   - Working hours
   - Outside of Working hours
   - Custom Range...
5. Applies to All Calls.

Provide the caller with these action options...

For ___ (option), press ___ (1-9) to ___ (Leave VM, Find Me, or Transfer) at ___ (##########).

This rule is (On/Off)
Call Answering Rule Example

Friday Afternoon

Greetings and prompts
Click the link below to record a greeting for this call answering rule. When you record a greeting, be sure to tell the caller which key to press to perform a specific action. For example, Press 1 to find me or press the # key to leave a voice message. If you don’t record a greeting, a standard greeting will be used.

- Let callers interrupt the greeting while it’s being played
- Call me to play or record a greeting for this call answering rule

Name
Friday Afternoon

If the caller reaches my voice mail and *
It’s during this time period...

Add condition
Select one...
- My automatic replies are turned on...
- My schedule shows that I am...
- The caller calls me at...
- It’s during this time period...
- The caller is...

[Apply to all calls]

Provide the caller with these options *
Find me...

Add option
Select one...
- Leave a voice message...
- Find me...
- Transfer call...

Rule: Friday Afternoon
After the call arrives and...
the time is between 2:00 PM and 5:00 PM on ‘Friday’
Do the following...
Provide the caller with these options...
- For Friday Urgent Matters, press 1 to find me (at xxxxxxxxxxxxx)
This rule is: Off

Select time period

- Working hours
- Outside working hours
- The following period:
  - From: 2:00 PM
  - To: 5:00 PM
  - Sun
  - Mon
  - Tue
  - Wed
  - Thu
  - Fri
  - Sat

Find me
For: Friday Urgent Matters
Choose the key callers will press to find you at the following numbers. 1

1. Call: xxxxxxxxxxxxx
Number of seconds before dialing the next number or returning to the voice mail options menu: 20

2. Call:
Number of seconds before returning to the voice mail options menu: 20

OK Cancel