



# Skype for Business

Advanced Skype for Business: Telephony & Unified Messaging  
*Transitioning to Microsoft's Premiere Voice over Internet Protocol (VoIP) Solution*

## 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

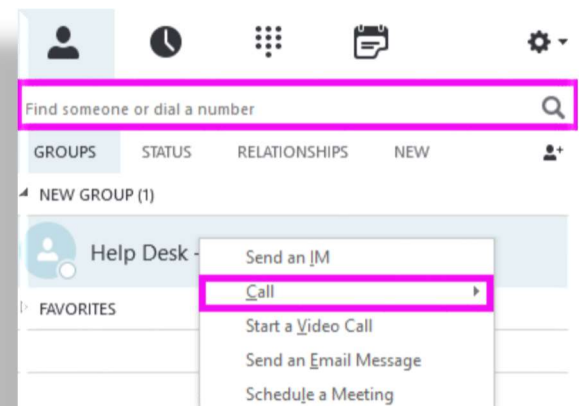
*If the user is in your contacts list*

- 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.\*\*

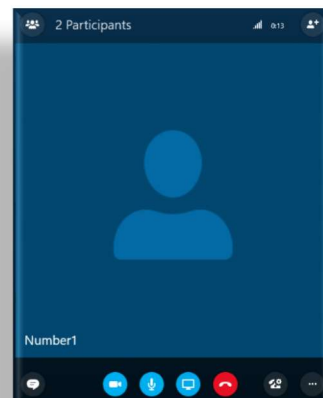
\*\*The call may be answered by the recipient, roll to voice mail, or continue ringing.



## 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.



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## Place a Call on Hold & Transfer

### *To place a call on hold*

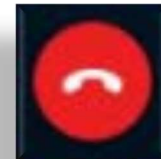
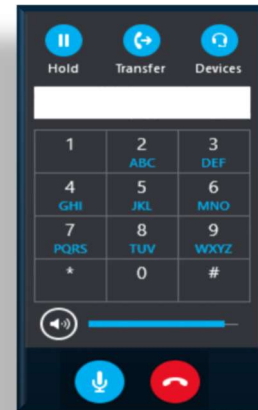
- 1) Click the **hold** button from within the call control options window.
- 2) Once on hold, the option to resume the call will appear within the window.

### *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.



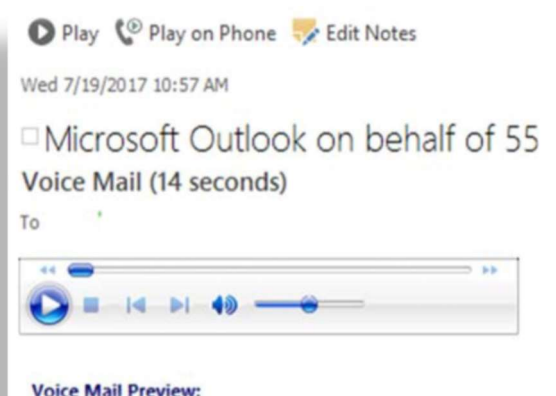
## Access Recent Calls & Unified Messaging Voice Mail

### *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)



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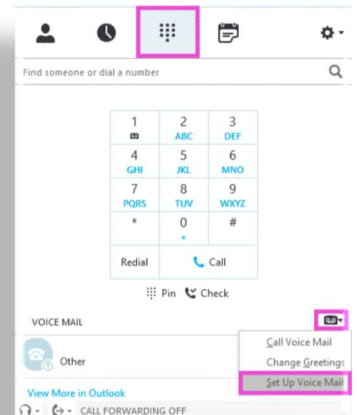
## Access Unified Messaging Voice Mail Settings: OWA

### *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.

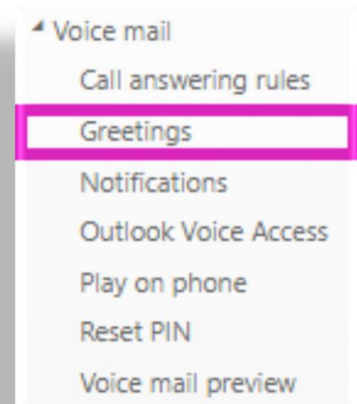
### *Sign into the Outlook Web Application (OWA)*

- 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.



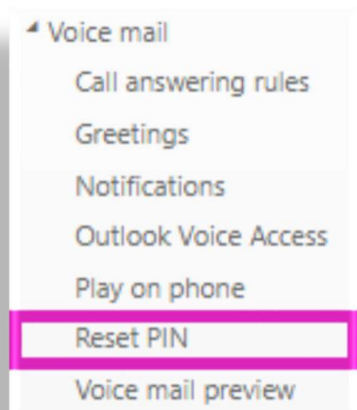
### *Resetting Forgotten Mailbox PIN*

#### **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**.





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## 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](http://support.office.com)
- ❖ Videos: [Lynda.com](http://Lynda.com)
- ❖ ITS Articles: [its.uiowa.edu/skype](http://its.uiowa.edu/skype) & [its.uiowa.edu/UM](http://its.uiowa.edu/UM)
- ❖ ITS Help Desk: 319-384-4357 or [its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu)
- ❖ ITS Unified Communications: [its-unified-comm@uiowa.edu](mailto:its-unified-comm@uiowa.edu)



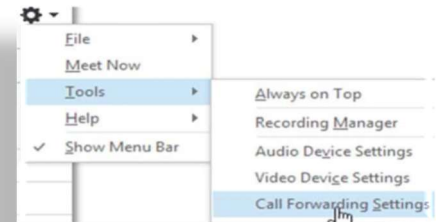
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## Advanced Call Handling: Call Forwarding Options

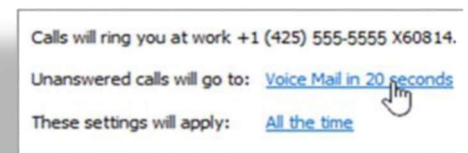
### Open your current call forwarding settings

- 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.



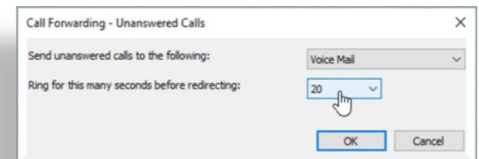
### Choose where unanswered calls go

- 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**.



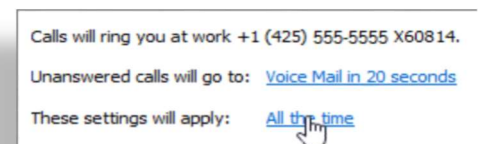
### Choose when calls are redirected

- 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**.



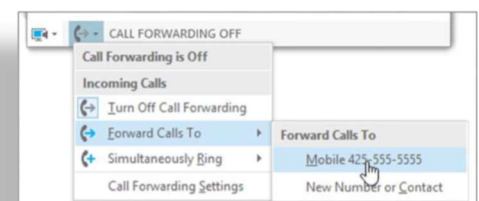
### Choose when call forwarding is active

- 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**.





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## 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)



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## Call Answering Rule Example

OK Cancel

### 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...

[Custom 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...

[Friday Urgent Matters, press 1 to 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 xxxxxxxxxxxx)

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

OK

Cancel

### Find me

For: Friday Urgent Matters

Choose the key callers will press to find you at the following numbers. 1

1. Call: xxxxxxxxxxxx

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