

Skype for Business

Frequently Asked Questions - Windows

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Phones and Calls

1. Do I need to dial “9” or “1” before the phone number to make an outside call?

No, simply dial the number (i.e. 978 555 1212). You can dial an “8” and a “1”, but it is not necessary.
[Click here to learn more about phone calls within Skype for Business](#)

2. When someone calls me and asks to be transferred to a second person, can I consult with that second person before transferring the call?

Yes, you can.

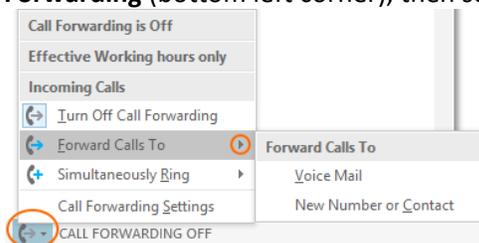
- ▶ Answer the incoming call (“first party”), then start a new call with the person to whom you wish to transfer the call (“second party”) – the call with the first party will automatically be put on hold.
- ▶ After you talk to the second party, click **Call Controls**  then click **Transfer** 
- ▶ You will see a list of your other calls – select the first party and click **Transfer**.

[Click here to learn more about transferring phone calls within Skype for Business](#)

3. Is it possible to forward all incoming calls to a different number before it rings my phone or have two phone numbers ring at the same time?

Yes, you can.

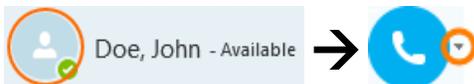
- ▶ To forward calls to another phone number: In the main Skype for Business window, click **Call Forwarding** (bottom left corner), then select **Forward Calls To**, then select **New Number or Contact**.



- ▶ To have two phone numbers ring at the same time: In the main Skype for Business window, click **Call Forwarding** (bottom left corner), then select **Simultaneously Ring**, then select **New Number**.

4. How do I transfer a caller directly to someone’s voice mail?

- ▶ When you’re on the phone with the caller, click **Call Controls**  then click **Transfer** 
- Enter the name of the person, hover the mouse over the icon to the left of the person’s name, then click the arrow next to the **Phone** icon to select the target number for that person, such as their voice mail:



[Click here to learn more about transferring phone calls within Skype for Business](#)

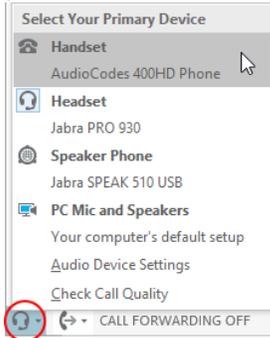
5. How do I end a Skype for Business call?

- ▶ If you are using a desk phone, just hang up the handset.
- ▶ If you are using a headset plugged into your computer, there is usually a button on the headset you can press to end the call.
- ▶ In the Skype for Business application, click the red button to end the call. 

6. Can I switch between audio devices to use for Skype for Business, even while I am on a call?

Yes, you can.

- ▶ In the Skype for Business application, click the device menu in the lower left and select the audio device you want to use.



- ▶ If you change devices during a call, the change only affects the current call.
- ▶ If you change devices while not in a call, the change will affect all future calls.

7. How can I see how many unread voicemail messages I have?

Skype for Business will display the number of unread voicemail messages above the **Dial pad** icon:

For more information on Unified Messaging, go to www.uml.edu/UnifiedMessaging.



8. Can I log into Skype for Business on multiple computers or devices at the same time?

Yes – incoming calls will ring on all phones, computers, or devices where you are logged into Skype for Business, and you can answer incoming calls on any of them. Your presence will be updated based on whichever device has the most recent activity.

9. The sound quality on my headset is not as good when I use a wireless connection. Why is this and what can I do to improve quality of a phone call?

Just as reception on a cell phone is sometimes not as good as it is on a wired phone, a wireless network connection could reduce the quality of a phone call. If this happens, try connecting to the network with an Ethernet cable (note: doing this during a call could disconnect the call). Also, make sure you are not running other application which uses a lot of network bandwidth (i.e. streaming a video).

10. Does caller ID work for incoming calls?

Caller ID will display the name and number of the caller if the person is in the UMass Lowell master address book or if they are in your Contact List. Otherwise, only the phone number will display.

11. Will the correct caller ID show when a person transfers a call to me?

When a call is transferred to your phone, the caller ID will show the original phone number, not the name/number of the person who transferred the call to you.

12. Does my phone work independently of my computer?

- ▶ If you are using a desk phone, the phone will work independently – you do not need a computer to use the phone.
- ▶ If you are using a headset plugged into your computer, you need to be logged into the computer and you need to be signed into the Skype for Business application.

Note: If your computer is on the screensaver/lock screen, you can answer a phone call using the ‘answer’ button on the headset (*different headsets have this button in different locations*).

13. Can I call 911 from Skype for Business and will my location be automatically provided to the operator?

To reach the UMass Lowell police department, please dial x44911 or 978-934-4911. You can also dial 911, which will route your call to the City of Lowell.

Note: If you call 911 using the Skype for Business app on iOS or Android, the call will be routed like a 911 call from the phone's standard dialer (i.e. it will go to the closest regional 911 center).

[Click here to learn more about Skype for Business and E911 service](#)

14. Where are my incoming and outgoing calls logged?

There is a log of all phone calls made and received, as well as instant message conversations. This information is visible in the "Conversation History" folder in Outlook, and also in the "Conversations" tab in Skype for Business:



Note: Skype for Business does not record the audio of conversations.

15. If I am on the phone, will callers get a busy signal when they dial my number?

No – the call will go through to you and you may choose to answer the call or send it to Voice Mail.

[Click here to learn more about transferring phone calls within Skype for Business](#)

16. If I call someone's UMass Lowell work number, does it only ring their main phone?

No – incoming calls will ring on all phones, computers, or mobile devices where they are logged into Skype for Business, and they can answer incoming calls on any of them.

17. Can I make a call from my iOS or Android phone and have the call appear to be from my work number?

Yes – any calls you make using the Skype for Business app on any phone, computer, or mobile device will be from your UMass Lowell work phone number.

18. I frequently communicate with someone – how can I add him/her to my Skype for Business contacts?

▶ Search for the person's name in the search box:

▶ Right-click on the desired name in the search results and select **Add to Favorites**.

[Click here to learn more about managing your contacts within Skype for Business](#)

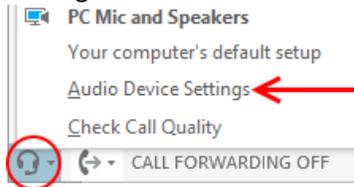
19. How can I use Skype for Business to communicate with non-UMass Lowell contacts who are using Skype for Business?

You can follow the same steps as above, but enter the person's work email address in the search box.

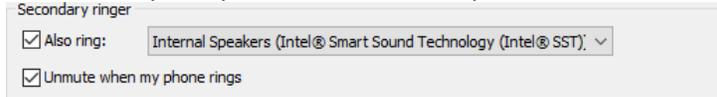
Note: This will only work if the person's company/organization permits Skype for Business connections from outside their organization.

20. When I get a phone call, I sometimes can't hear the call coming in. How can I make sure I hear the phone ringing?

- ▶ In the Skype for Business application, click the device menu in the lower left and select "Audio Device Settings":



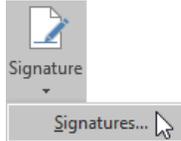
- ▶ In the 'Secondary Ringer' section, select the **Also ring** and **Unmute when my phone rings** checkboxes, and choose your speakers from the drop-down menu:



21. I have my email address in my signature – how can I add an instant message or phone number link too?

You can include your Skype for Business instant message or phone number as links in your signature. When someone clicks one of these links, it will open either an instant message or phone call within Skype for Business or other compatible communications software installed on their computer.

- ▶ Go to the signatures section of Outlook by opening a new email message and selecting:



- ▶ In the signature, type in the text you want to display (i.e. "Skype for Business IM" or your phone number).
- ▶ Select the text and click the hyperlink button .
- ▶ In the 'Address' field, enter one of the following:

- For an instant message link, enter **sip:** followed by your email address – i.e. sip:john_doe@uml.edu
- For a phone number link, enter **tel:+1** followed by your phone number – i.e. <tel:+19789341234>

22. How many people can I invite to join a conference call?

You can have up to 250 people on a conference call.

23. When I get someone's voice mail greeting, is there a way to go directly to voice mail and avoid listening to a recorded message?

Yes – when you hear the voice mail greeting, press “#” to skip the rest of the greeting. If you do not see the dial pad, click **Call Controls**. 

24. What is the maximum length for a voice mail message?

The maximum length of a voice mail message is 20 minutes. The system will disconnect the caller after a pause of longer than 10 seconds and will not attempt a speech-to-text conversion if the voice mail is longer than 2 minutes.

25. Why does the caller ID identify a caller as a person who no longer works at UMass Lowell when the voice mail or missed message is from a new employee?

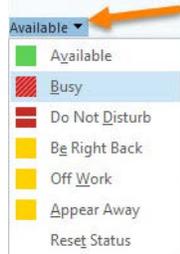
Skype for Business will look up the incoming phone number in your personal Contacts – if you have a saved contact with a particular extension, that contact name may show up rather than what is currently in the UMass Lowell master directory. To correct this, remove the person who no longer works at UMass Lowell from your Contacts.

Presence

Additional information about Presence is available from the [Presence, Contacts and IM](#) page.

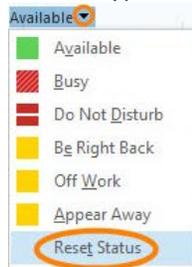
1. How can I manually change my presence status?

In the Skype for Business application, select whatever status you wish from the Presence menu.



2. I manually set my presence as “Available” and now it’s not showing that I’m in a meeting.

In the Skype for Business application, select **Reset Status** from the Presence menu.

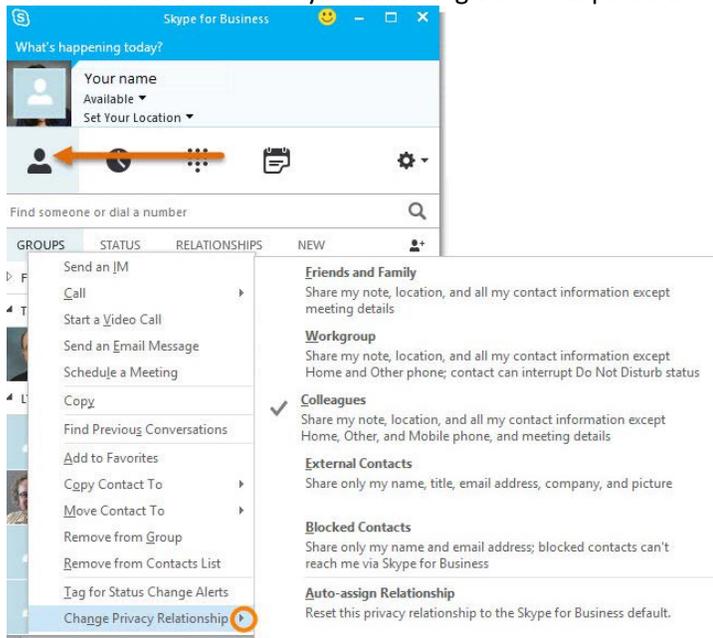


3. Is my presence information visible to everyone at UMass Lowell who has Skype for Business installed?

By default, yes but there are two ways to control who can see your presence:

Option 1: Change the access levels for your contacts.

- ▶ Click **Contacts**, then right-click the person's profile image and select **Change Privacy Relationship**.
- ▶ Select the level of access you want to give to this person:

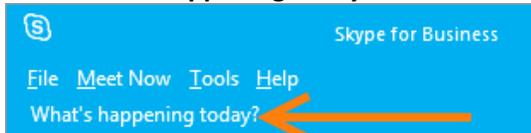


Option 2: Set Skype for Business to only show your presence **only** to people you have in your contacts list (*everyone else will see you as “offline”*):

- ▶ Click the Options icon (⚙️), then click **Status**.
- ▶ Select **I only want people in Contacts to see my presence** then click **OK**.

4. How do I make a personal status note that others will see?

Click **What's happening today?** ...



...and enter a message. Click outside of the text box or press Enter on the keyboard when done.

To clear a personal status note, click in the text area where you entered the note and delete your text.

Manage Voice Mail, Email, Calendar, and Contacts Using a Phone

Additional information about Unified Messaging is available here: www.uml.edu/UnifiedMessaging

1. How do I use the telephone to record a personal greeting, an out of office greeting, or to change my name?

- ▶ Dial into your voicemail. There are a few ways to do this:
 - Within the Skype for Business application, click the **Dial pad** icon  then click  and select **Call Voice Mail**.
 - If you have a desk phone, press the  button.
 - Dial 978-934-1800 (x41800 on campus) to access your voice mail box. Choose Personal Options:
- ▶ If prompted, enter your extension and voice mail PIN.
- ▶ Say **“Personal Options”** to adjust options for your voice mail such as recording your name, greetings, and changing your PIN.

2. How do I check my unread e-mail messages on the phone?

- ▶ Dial into your voice mail and say **“email”**
- ▶ If you have any unread email messages, they will be read out loud
- ▶ You can say a variety of commands to interact with your email messages – a full list of available commands is available here: www.uml.edu/IT/Services/VoiceServices/email-voicemail-commands.aspx

3. How do I check my calendar appointments when I call voice mail?

- ▶ Dial into your voice mail and say **“calendar”**
- ▶ You will be asked which day to open – you can say **“today”**, **“tomorrow”**, **“Tuesday”**, **“May 4th”**, etc
Tip: You can combine these two steps...for example say **“calendar for tomorrow”** at the main menu.
- ▶ You can say a variety of commands to interact with your calendar – a full list of available commands is available here: www.uml.edu/IT/Services/VoiceServices/calendar-commands.aspx

4. When I set a new PIN for my voice mail, what are the requirements?

The requirements for a voice mail PIN are:

- ▶ Must contain only numbers
- ▶ Must be at least 5 digits long
- ▶ Cannot be only a single repeated number (i.e. “22222”)
- ▶ Cannot be consecutive numbers (i.e. “12345”)
- ▶ Cannot be the same as your extension number
- ▶ Cannot be the same as your 3 previous PINs

5. How do I use the telephone to change my PIN?

Dial into your voice mail, say **“Personal Options”**, and press **3** to change your PIN. Follow the prompts to change your PIN.

6. How do I reset my PIN in Outlook Web Access (OWA)?

- ▶ Log into Outlook Web Access (OWA) by going to exchange.uml.edu in a web browser.
- ▶ Click “⚙️ → **Options**” in the upper right, then “**General** → **Voice mail** → **Reset PIN**” on the left.
- ▶ Click **Reset my voice mail PIN**. A temporary PIN will be assigned and sent to you via email. The next time you check your voice mail from a phone, you will be required to set a new PIN.

7. What happens if I enter the wrong PIN more than twice on the telephone?

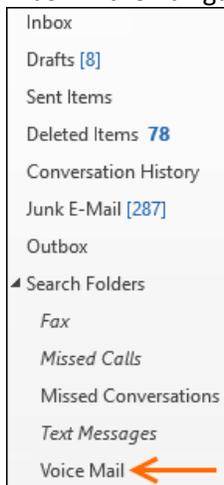
If you enter the wrong PIN three times from your work extension, temporary PIN will be assigned and sent to you via email. The next time you check your voice mail from a phone, you will be required to set a new PIN.

Access Voice Mail Using Microsoft Outlook

More information about Unified Messaging is available here: www.uml.edu/UnifiedMessaging

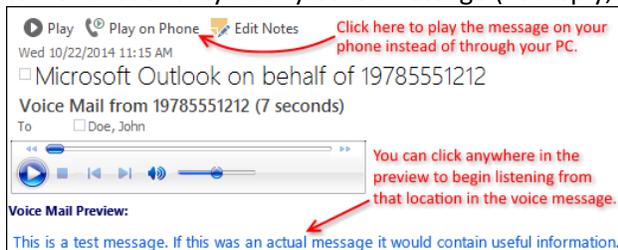
1. How do I access voice mail in Outlook?

Voice mail messages will appear in your Inbox with other messages. You can also scroll down below the Inbox in the navigation pane and select **Search Folders** → **Voice Mail**.



2. How do I listen to a voice mail message on my computer?

Click **Play** to listen to the voice message. If you have the Windows Media Player application installed on your PC, you will also see the in-line player controls in the image below. Voice messages in your inbox have the same functionality as any other message (i.e. reply, forward, delete, etc).



3. How do I listen to a voice mail message on a phone?

Click **Play on Phone** – you will be prompted for the phone number to use for playback. By default, the number will be your UMass Lowell extension but you can enter any other on-campus extension or an outside number. Outside numbers should be entered in the form of “81” then the 10-digit number (i.e. “819785551212”).

Note: You can change the default “Play on Phone” phone number:

- ▶ Log into Outlook Web Access (OWA) by going to exchange.uml.edu in a web browser.
- ▶ Click “ → **Options**” in the upper right, then “**General** → **Voice mail** → **Play on phone**” on the left.
- ▶ Enter the phone number you wish to use with the “Play on Phone” function and click **Save**. For an outside phone number, enter “81” before the number (i.e. “819785551212”).

4. How do I choose or record a different Out of Office voice mail greeting?

- ▶ Log into Outlook Web Access (OWA) by going to exchange.uml.edu in a web browser.
- ▶ Click “ → **Options**” in the upper right, then “**General** → **Voice mail** → **Greetings**” on the left.
- ▶ Select **Greeting that lets callers know you’ll be away for an extended period of time** and click **Save**.
- ▶ Click **Call me to play or record the selected greeting** and follow the prompts.

5. How do I enable or disable missed call notifications in Outlook?

- ▶ Log into Outlook Web Access (OWA) by going to exchange.uml.edu in a web browser.
- ▶ Click “ → **Options**” in the upper right, then “**General** → **Voice mail** → **Notifications**” on the left.
- ▶ Check or uncheck **Send an e-mail message to my Inbox when I miss a phone call**. You can also set up notifications for text messages.

6. Does the name on a missed call or voice mail always match the name of the person who called?

If the caller is in the central UMass Lowell directory or if you add a person to your personal Outlook Contacts, a missed call notification or a voice mail message will show the contact’s name in the missed call or voice mail message.

7. How do I add annotations to a voice mail message?

Click on  **Edit Notes** and add your notes to the message. Save the changes.

8. Where does Outlook store records of calls made and received, as well as Instant Messages?

A log of any phone call made or received is stored in the Conversation History folder, along with the text from your Instant Messages.

Video Conferencing

Additional information about video conferencing is available in the [Video Calls](#) page.

1. What do I need to send video using Skype for Business?

If you have a video camera on your computer, your computer will automatically detect the device. Any camera device that is compatible with your computer will work.

2. I do not have a video camera. Can I still receive video?

Yes, you can view video from other participants in a conversation, but you cannot send outgoing video without a video camera on your computer.

3. If I am speaking to someone on the telephone, how do I change the call to start video conferencing?

Click the video button  in the Skype for Business window. Note that both parties need to click on this button to send and receive video.