

Skype for Business Quick Start Guide

Introduction

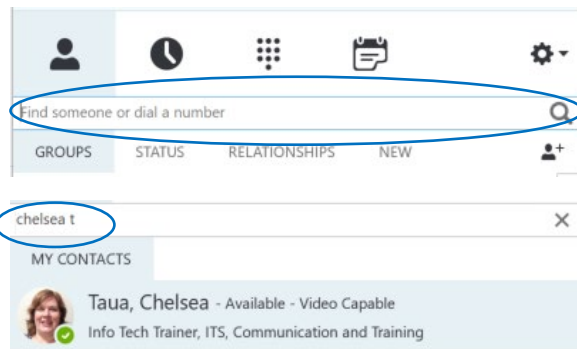
Skype for Business (SFB) is an application installed on all GU computers. SFB acts as a bridge between your Polycom phone and your computer.

Use SFB to look up email addresses and phone numbers for Staff and Faculty at GU. SFB can help manage and group your Gonzaga contacts.

SFB will also allow you to manage specialized call handling—such as a team-call groups, call delegates in case you can't answer a call and call forwarding when you are away from your desk but don't want to miss a call.

Contacts

Find someone: Type a name in the search box



Right click on the person's picture to:

- 1) Send an IM, email, or meeting invite
- 2) Add that person to your contacts list and/or Favorites Group for quick access
- 3) See Contact Card—view their phone number, email address and office location

Adding a Group

Organize your contacts into groups. SFB allows you to IM or email or invite people to meetings based on Group Membership.








Click on the Person+ icon and choose "Create New Group." The new group appears at the bottom of your contact list, type in a name for the Group.



Now when you right click on a person's picture, you have the option to add them to that group or "Contacts List" directly.

Presence

Your presence information is a quick way for other people to see your availability status. Presence is automatically set based on your Outlook calendar and your computer and phone activity, but you can change it manually if you want to.

If your presence is:	It means you are:
 Available	Online and available
 Away	Logged on, but have been away from computer for a period of time.
 Busy	Hard at work or in a meeting
 Do Not Disturb	Do not want to be disturbed.
 Out of the office	Set to OOF in your Outlook calendar
 Offline	Not signed in
 Unknown	Presence can't be detected

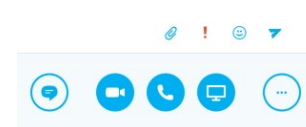
IM (Instant Messaging)

Use instant messaging (IM) to touch base with your contacts right away.

In your Contacts list, double click the contact you want to IM. The IM Conversation window will open

Type your message and press the **Enter** key on your keyboard.

You can also use the IM Conversation window to send files, start a phone or video call or share screens.



Disable Missed Calls Notification (Outlook)

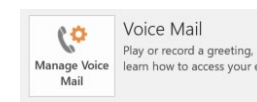
Although this is not a Skype for Business function, the "Missed Calls" emails can get overwhelming and may need to be turned off. You can change the setting in Outlook.

Click on the "File" menu.



In the "Info" section, click on "Manage Voice Mail"

This will open a web browser window to your Office 365 account settings.



Under the General Section, and Voicemail

Click on Notifications.

Uncheck "Send an email message to my Inbox when I miss a phone call" box—in the main pane.

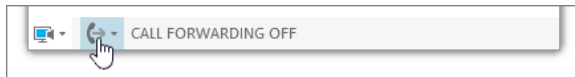
Click "Save"

Skype for Business Call Handling

Call forwarding lets you choose how you want Skype for Business to handle incoming calls when you're away from your work phone or when you want someone else to take your calls.

Turn Call Forwarding On or Off

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



Call Forwarding Options

Forward Calls To

To forward all of your calls to a different phone (or directly to voice mail) -- calls will not ring to your phone.

Click the Call Forwarding button and choose “Forward Calls To ->”

Select “Voice Mail” or “A New Number”

Type in a phone number, or a person’s name.

Select the number or contact in the search results and click “OK”. SFB and your Polycom phone will display that your calls are being forwarded.

Simultaneous Ring

Use Simultaneous Ring to ring your phone in addition to another phone or multiple phones. This feature is best used with delegates or a team call group.

Click the Call Forwarding button and choose “Simultaneously Ring”

Select Delegates or Team Call Group

Type in a phone number, or a person’s name.

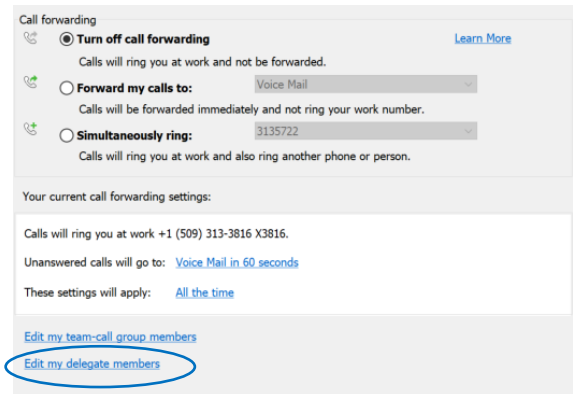
Click OK.

SFB and your Polycom phone will display that your calls are set to Simultaneously Ring.

Setting up Delegates

A delegate is a person with permission to make and receive calls and messages on behalf of another. Deans, directors and department heads commonly use a delegate, as well as department phones where a back-up person is needed to answer the phone. If a phone must be answered at all times, delegation provides a solution.

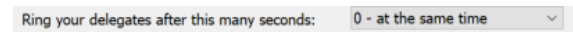
Click the Call Forwarding button and choose “Call Forwarding Settings”



Click “Edit my delegate members” at the bottom.

Enter names or phone numbers of your delegates.

To specify the delay before the delegate’s phones ring, select a time in the **Ring your delegates after this many seconds.**



Click OK

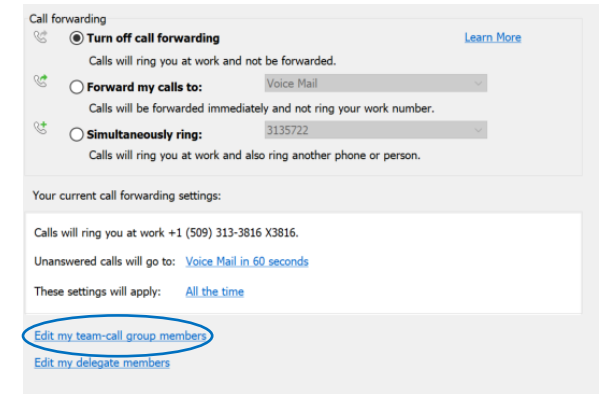
You need to select either “Forward my calls to” or “Simultaneously ring” as your selected “Call Forward” setting in order for the delegates to be active.

Setting up Team Call Groups

A Team Calls Group is a team of people who can answer your work calls. If one of your team members is away from their desk and their phone rings, anyone

in the team-call group can answer the call for them. As soon as a team member picks up the phone, the other phones stop ringing. If no one picks up the call, it goes to voice mail. With Team Call Groups, each individual user can edit their members in SFB. This allows Team Calls Groups to be modified and updated in real time.

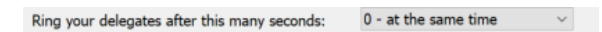
Click the Call Forwarding button and choose “Call Forwarding Settings”



Click “Edit my team-call group members” at the bottom.

Enter names or phone numbers of your call group.

To specify the delay before the group’s phones ring, select a time in the **Ring your delegates after this many seconds.**



Click OK

You need to select either “Forward my calls to” or “Simultaneously ring” as your selected “Call Forward” setting in order for the delegates to be active.

Contact Tech Support

Email techsupport@gonzaga.edu for help setting up a **Group Call Pick-up (*7xx).**