



Skype for Business

Advanced Calling Features Using the Skype Application

One of the many advantages of moving voice calling to Skype for Business is the wide range of service options that can be set up for anyone’s Skype application. Advanced telephony features that would have required a service call under the old system are easily accessible as a self-serve option to any University Skype for Business user.

These instructions cover some of the more common advanced telephony features that faculty and staff can set up themselves using Skype for Business.

Unless otherwise noted, these instructions cover the Windows version of the Skype application.

Contents

Telling if Someone is in their Office or on a Call.....	2
Call Forwarding - Routing Incoming Calls to Another Number.....	4
Call Forwarding – Searching for a Number/Account to Route Calls to.....	6
Simultaneous Ring - Routing Incoming Calls to Ring Simultaneously at a Second Number	8
Delayed Simultaneous Ring - Routing Incoming Calls to Ring Simultaneously at another Number after a Set Amount of Time.....	10





Telling if Someone is in their Office or on a Call

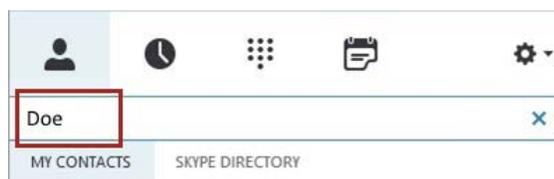
The Need: You need to know if another person is on the phone, at their desk or in a meeting prior to contacting them. Once you know their status (presence), then you will decide whether or not to call or to send a message.

Does it Require CSSD Assistance? No

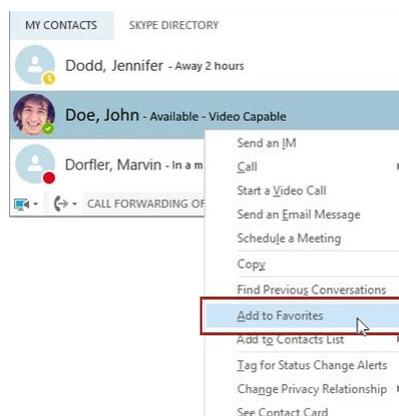
Cost: None

How to Do It in Three Easy Steps:

1. Enter the person's last name in your Skype application's **"Find someone or dial a number"** field. Look for matches from the selection of account listings that should pop up as you type. Often, you will find the listing you are looking for after only keying in a few letters.



2. Once the listing that you are looking for appears under **My Contacts**, right-click on the listing and select **Add to Favorites** from the menu.

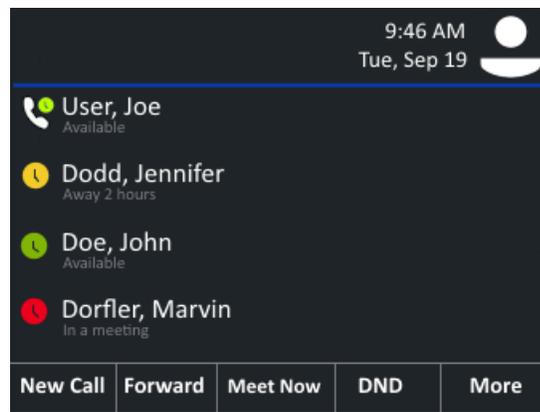


Advanced Calling Features Using the Skype Application

- The listing will then appear under **My Favorites** with a small status circle in the lower right corner of the person's photo or avatar that indicates the person's current status.



If you are using a Polycom VVX 501 phone, your Favorites will also appear on the default screen where you can quick dial them with a single tap.



-  If the small circle is yellow, it means that they haven't been active on their PC or for at least five minutes. If they primarily use a mobile device, it means that they haven't done anything with Skype for at least five minutes.
-  If the small circle is red, it indicates that they are on a call or occupied with an activity that is on their Outlook/Office 365 schedule.
-  If the small circle is green, it means that they are at their computer and not on a call or in a scheduled meeting.

These status indicators are technically known as “presence” indicators. The same function is also visible on desktop versions of Outlook, which uses a colored bar instead of circles to indicate presence.



Call Forwarding - Routing Incoming Calls to Another Number

The Need: You need to forward your calls to another number that you know (you don't need to search the University's directory). You don't want your phone or Skype application notifying you that calls are coming in.

Does it Require CSSD Assistance? No

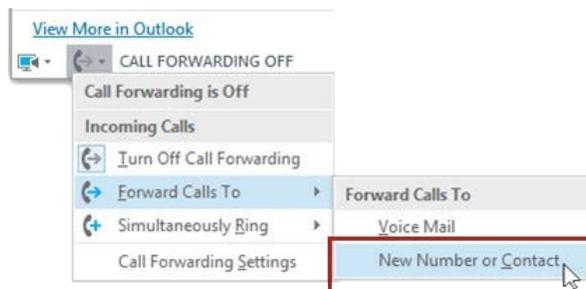
Cost: None

How to Do It in Five Easy Steps:

1. Log into a Skype client using the username and password of the University Computing Account associated with the phone number that needs to be forwarded.
2. Click the forwarding icon (↔) at the bottom right of the Skype display.



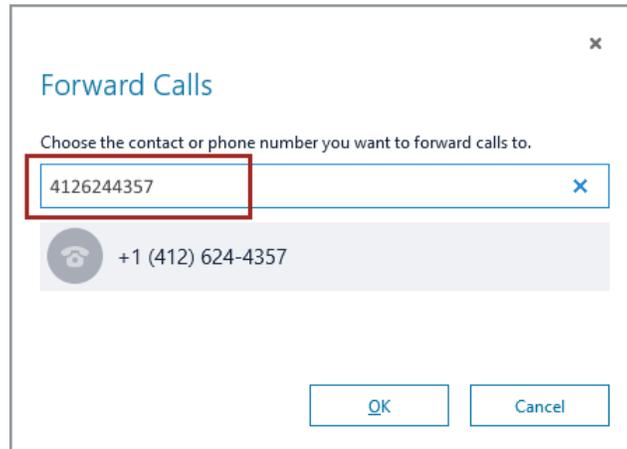
3. Navigate down to **Forward Calls to** and then **New Number or Contact**.





Advanced Calling Features Using the Skype Application

4. A "**Forward Calls**" window appears. Enter the number where you want calls to forward in the field. Once you enter ten digits, the Skype client will create a profile listing for the phone under the field.



5. Click the **OK** button to set call forwarding to the number in the field.

Setting up forwarding on the mobile Skype app follows similar steps. Click on the avatar or photo in the upper left corner of the default Skype view. Then select **Call Forwarding** followed by **Forward Calls** and finally **New Number** if you are going to key in a phone number or **New Contact** if you will designate coverage to a Skype listing.

To turn off call forwarding, select the "**Turn Off Call Forwarding**" menu option under the forwarding icon.





Call Forwarding – Searching for a Number/Account to Route Calls to

The Need: You need to forward your calls to another Skype extension and you don't know the number. You don't want your phone or Skype application notifying you that calls are coming in.

Does it Require CSSD Assistance? No

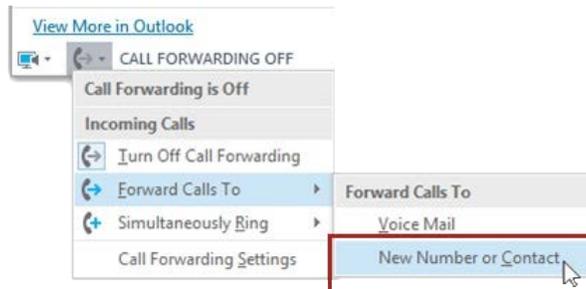
Cost: None

How to Do It in Five Easy Steps:

1. Log into a Skype application using the username and password of the University Computing Account associated with the phone number that needs to be forwarded.
2. Click the forwarding icon (↔) at the bottom right of the Skype display.



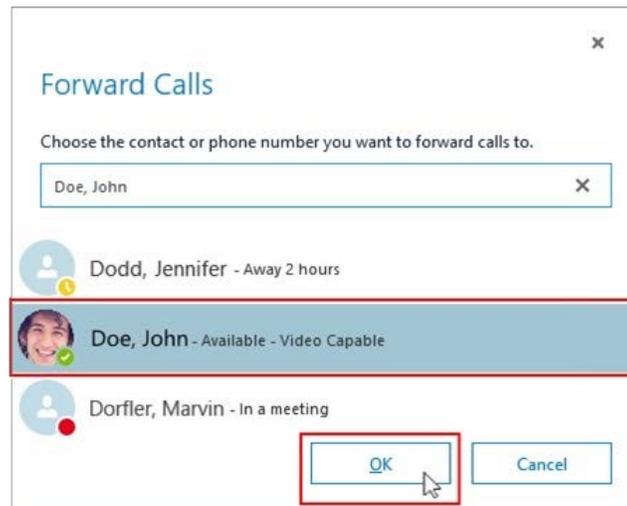
3. Navigate down to **Forward Calls to** and then **New Number or Contact**.



4. A "Forward Calls" window appears. Enter a name in the **"Choose the contact or phone number you want to forward calls to"** field. The Skype application will begin to populate the space under the field with potential choices as you type.

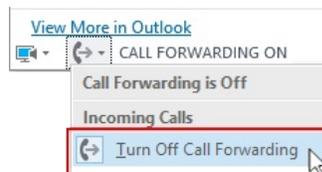
Advanced Calling Features Using the Skype Application

5. Select the appropriate listing from the choices so that it is highlighted. Click the **OK** button to set call forwarding to that listing.



Setting up forwarding on the mobile Skype app follows similar steps. Click on the avatar or photo in the upper left corner of the default Skype view. Then select **Call Forwarding** followed by **Forward Calls** and finally **New Number** if you are going to key in a phone number or **New Contact** if you will designate coverage to a Skype listing.

To turn off call forwarding, select the “**Turn Off Call Forwarding**” menu option under the forwarding icon.



Simultaneous Ring - Routing Incoming Calls to Ring Simultaneously at a Second Number

The Need: You need calls to your Skype for Business phone number need to ring simultaneously at a second number that you know.

Does it Require CSSD Assistance? No

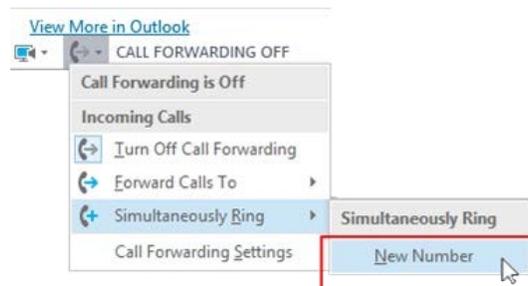
Cost: None

How to Do It in Five Easy Steps:

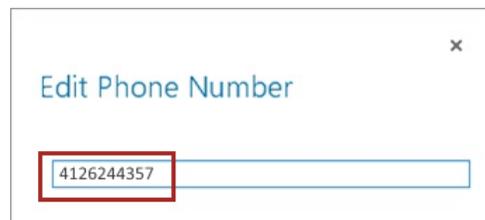
1. Log into a Skype application using the username and password of the University Computing Account associated with the phone number that needs to ring at another extension.
2. Click the forwarding icon (↔) at the bottom right of the Skype display.



3. Navigate down to **Simultaneously Ring** and then **New Number**.

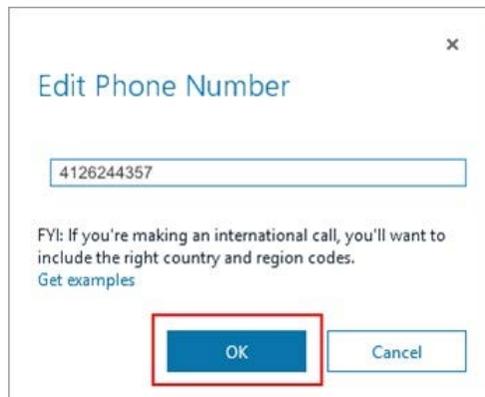


4. An "Edit Phone Number" box appears. In the field below the box's title, enter the five or ten-digit phone number where you want calls to be directed to simultaneously. The ten-digit number does not necessarily need to be a University number.



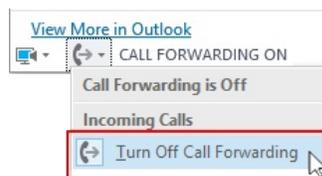
Advanced Calling Features Using the Skype Application

5. Click the **OK** button to set simultaneous call forwarding.



Setting up simultaneous call ringing on the mobile Skype app follows similar steps. Click on the avatar or photo in the upper left corner of the default Skype view. Then select **Call Forwarding** followed by **Simultaneous Ring** and finally **New Number**.

To turn off call forwarding, select the “**Turn Off Call Forwarding**” menu option under the forwarding icon.





Delayed Simultaneous Ring - Routing Incoming Calls to Ring Simultaneously at another Number after a Delay

The Need: You need calls to ring exclusively at your Skype for Business extension for a set amount of time before simultaneously ringing at another number. This will give you the opportunity to answer calls that come in but will ensure that you have coverage if you don't pick up.

Does it Require CSSD Assistance? No

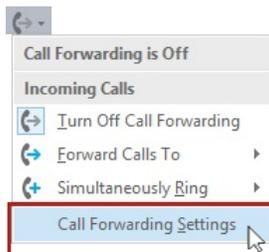
Cost: None

How to Do It in Seven Easy Steps:

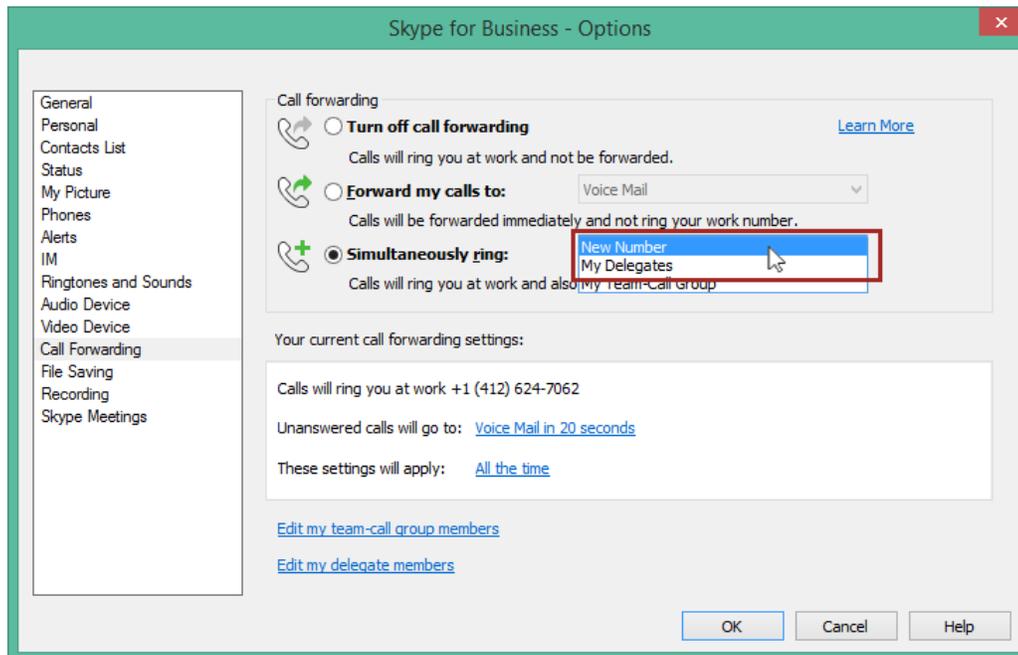
1. Log into a Skype application using the username and password of the University Computing Account associated with the phone number that needs to ring at another extension.
2. Click the forwarding icon (↔) at the bottom right of the Skype display.



3. Navigate down to **Call Forwarding Settings**.



4. A “**Skype for Business - Options**” window will appear with advanced **Call Forwarding** options visible. Click the radio button next to **Simultaneous Ring** and click the field to reveal pop-up choices. Choose **New Number**.



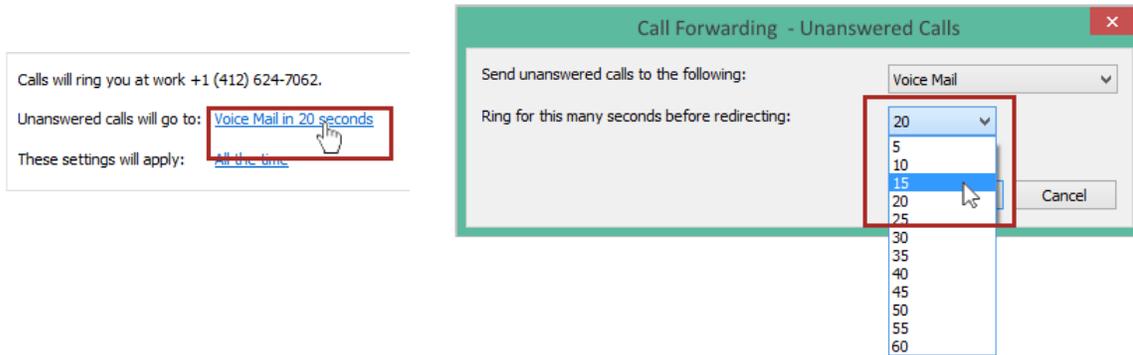
5. Enter the new phone number in the "**Edit Phone Number**" box and click **OK**.





Advanced Calling Features Using the Skype Application

6. Click on the "**Voicemail in 20 Seconds**" link next to "**Unanswered calls will go to.**" Then select a delay time period in the pop-up menu next to "**Ring for this many seconds before redirecting.**"



7. Click **OK** to save these settings.

The option to set up delayed simultaneous call ringing is not available on the mobile Skype app.

To turn off call forwarding, select the "**Turn Off Call Forwarding**" menu option under the forwarding icon.

