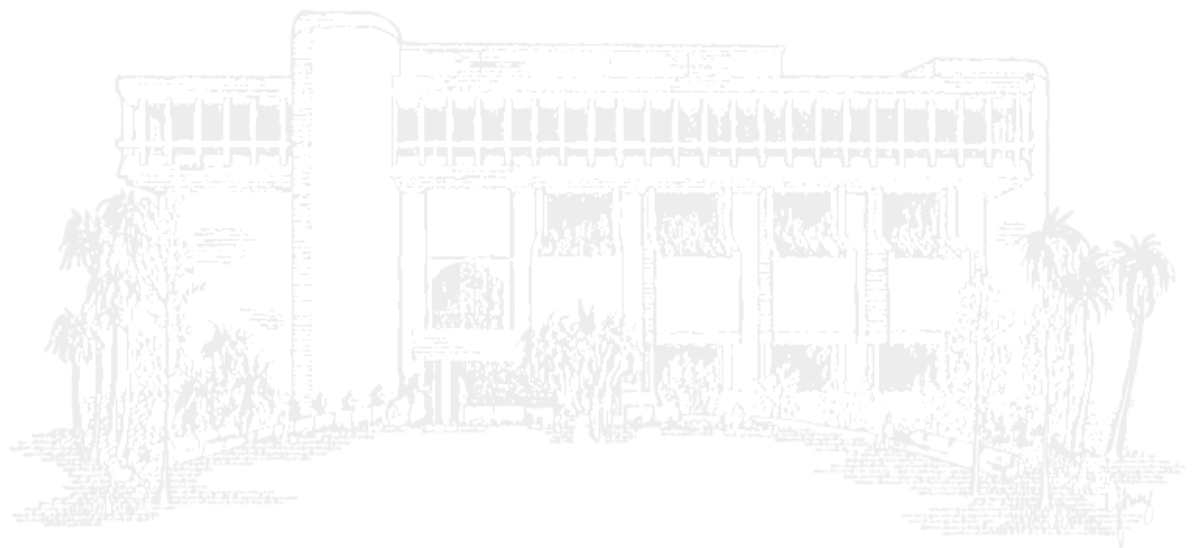


Skype for Business Softphone FAQ



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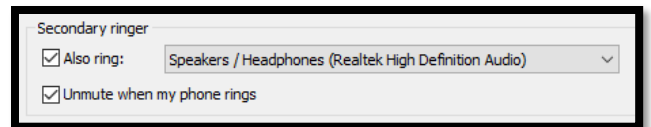
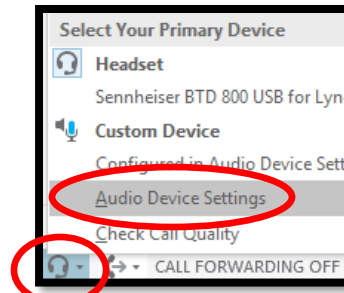
IT Telecommunications

UNIVERSITY OF CENTRAL FLORIDA

Skype for Business—Softphone FAQ

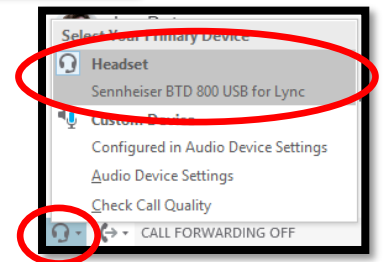
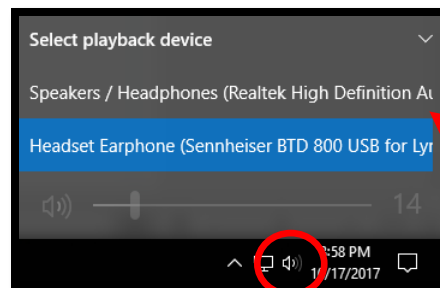
Q: How do I make my speakers ring while using headphones?

1. Click the **"Headset"** icon in the bottom left corner of your Skype contact list window
> Select **"Audio Device Settings"**
2. Under **"Secondary ringer"**
> Check box for **"Also ring"**
> Select the your **speakers**
> Check box for **"Unmute when my phone rings"**



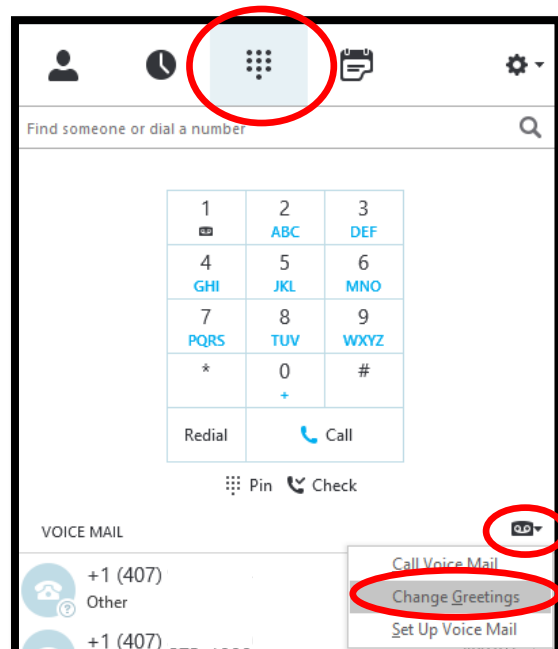
Q: How do I control where my music plays while still answering calls with my headset?

1. Click the **"Speaker"** icon in the Windows Tray area of your taskbar
2. The **current output device** is listed; Click on it to **select** the **desired device** for music, Web content, etc. to be played through
3. Click the **"Headset"** icon in the bottom left corner of your Skype contact list window
> Select your **Headset** to be the primary device used for Skype Calls



Q: How do I change my Voicemail?

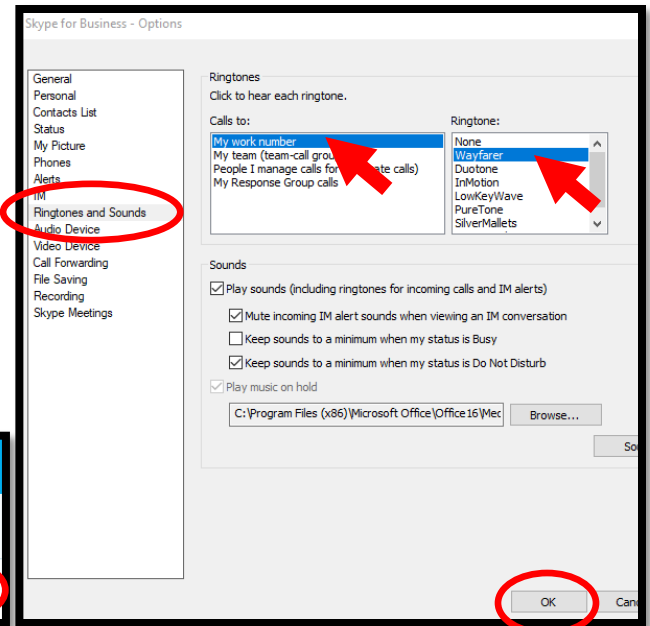
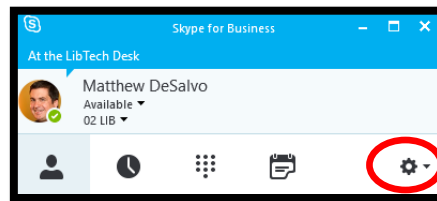
1. Click the **"Dial pad"** icon
2. Click the **"Tape reel"** icon on the right
3. Select **"Change Greetings"**
4. A new call will initialize
> Follow the **prompts** to listen / change your greeting



Skype for Business—Softphone FAQ

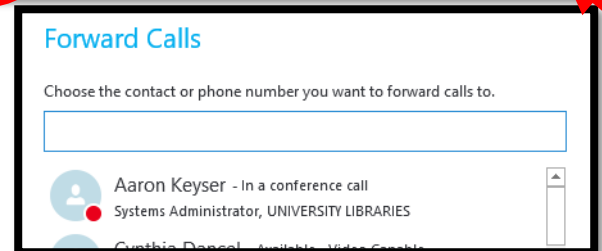
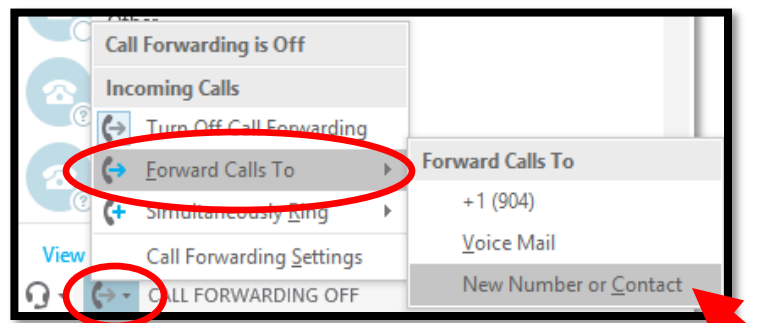
Q: How do I change my ringtone?

1. Click the **“Options”** icon on the right side of your Skype contact list window
2. Select **“Ringtones and Sounds”**
3. Select **“My work number”**
> Click on the ringtones in the box to the right to preview the sound
4. Select / Highlight the **desired ringtone**
5. Click **“OK”**



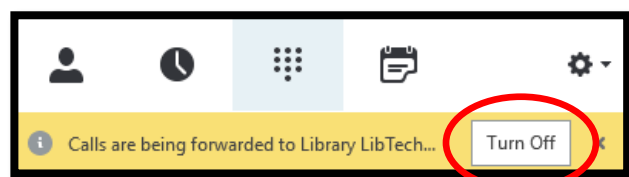
Q: How do I forward calls to a coworker?

1. Click the **“Call Forwarding”** icon on the bottom left corner of your Skype contact list window
2. Select **“Forward Calls to”**
3. Select a recently used number or click **“New Number or Contact”** if first time using
4. Search for the contact you wish to forward your calls to **OR** type their 5-digit extension number
> Select / highlight **contact**
> Click **“OK”**
5. All calls to your extension are now being forwarded to the selected contact / number



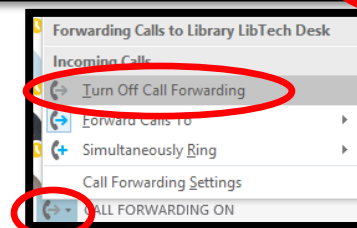
Turn OFF Call Forwarding:

1. You will see a yellow banner appear while forwarding is turned on.
> Click **“Turn Off”** to disable



OR

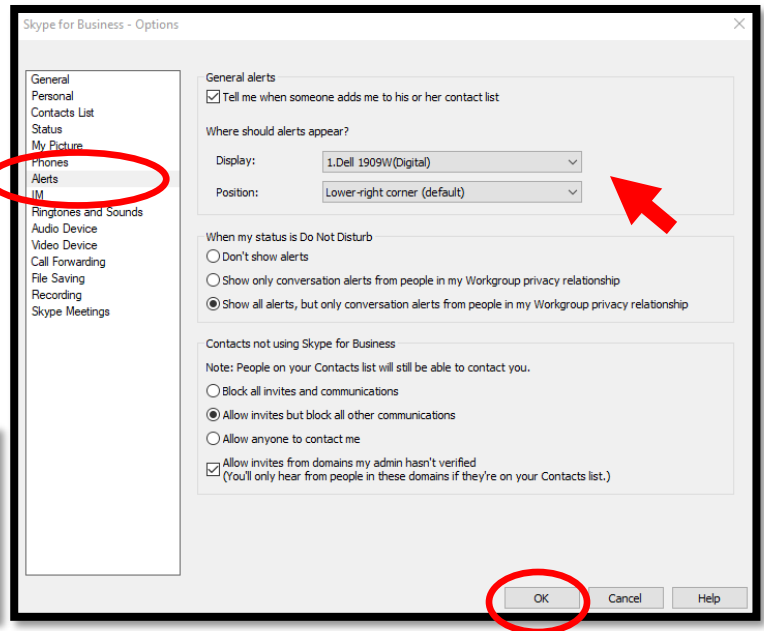
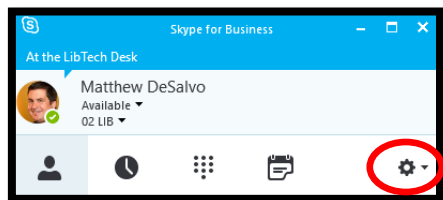
1. Click the **“Call Forwarding”** icon on the bottom left corner of your Skype contact list window
> Select **“Turn off Call Forwarding”**



Skype for Business—Softphone FAQ

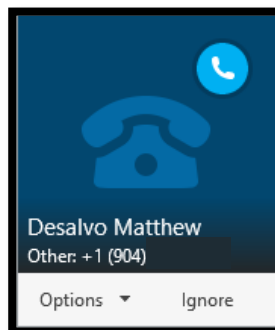
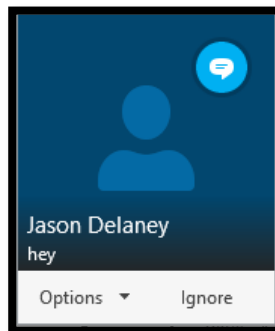
Q: Can I move where the visual notifications show up? (YES)

1. **Click** the “**Options**” icon on the right of your Skype contact list window
2. **Select** the “**Alerts**” category on left
3. **Select** the **desired monitor** and **position** for your alerts
4. **Click** “**OK**” to save your selections



Q: Is there a way to tell the difference between a call and just an IM?

- **IM alerts** will emit a single noise and not a constant ringtone
- **IM alerts** will have the first line of the conversation listed under the contact name
- **IM alerts** have a person icon
- **Incoming calls** will emit a continuous ringtone until the call is sent to voicemail (default 20 seconds) or the caller hangs up
- **Incoming calls** have the phone number listed below the contact's name
- **Incoming calls** have a phone icon



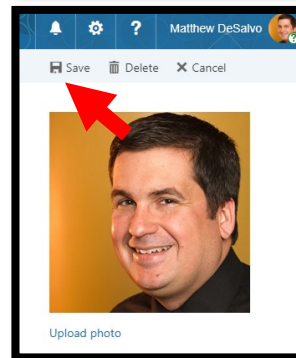
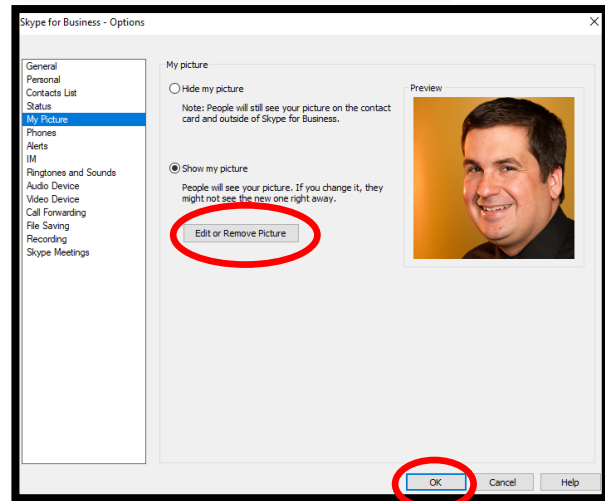
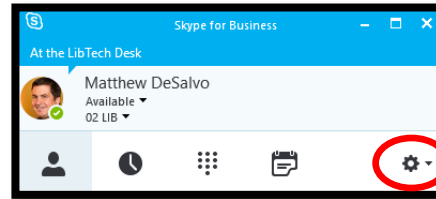
Q: Is long distance free?

- **YES**; you are able to call any number in the United States for free
- No long distance call logs or codes needed!

Skype for Business—Softphone FAQ

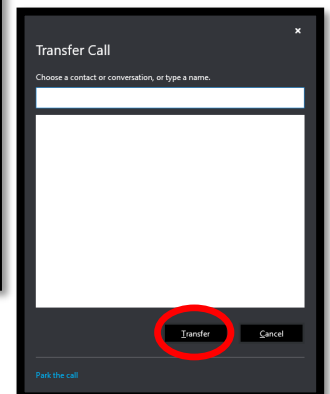
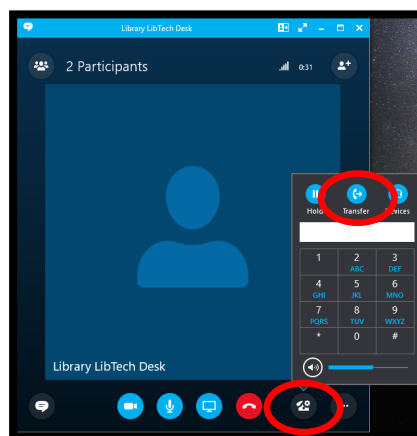
Q: Can I change my picture? (YES)

1. Click the **“Options”** icon on the right of your Skype contact list window
2. Select the **“My Picture”** category on left
3. Click the **“Edit or Remove Picture”** button
4. A browser window will launch to log into your Webmail / Office 365 interface ?
> Select **“NID@ucf.edu”** for the username if prompted with a list of usernames
5. Log in with your **NID / NID Password**
6. The **“My account”** page should load and prompt you with options on the right for your picture
7. Click **“Upload photo”** to add / replace your photo
> Use a **high resolution image** for enhanced clarity
> Selected photo will be used throughout Skype for Business and Outlook products
> **Keep it Professional**; Use only actual images of yourself that are cropped to only a headshot before uploading
8. Click **“Save”** to confirm your changes
9. The photo will update automatically within Skype / Outlook after a minute.



Q: How do I transfer current call to another extension / number?

1. While on a call, click the **“Call Settings”** button to the right of the red End Call button.
2. Click the **“Transfer”** button
3. Search for the contact you wish to transfer the call to **OR** type the **10-digit phone number** into the search box
4. Click the **“Transfer”** button
5. Once the recipient picks up the call, your call session will end automatically

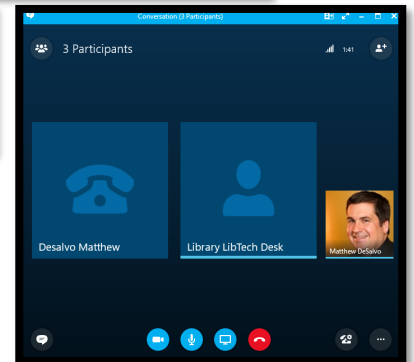
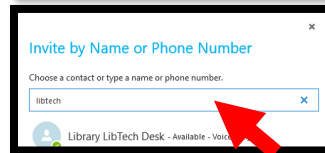
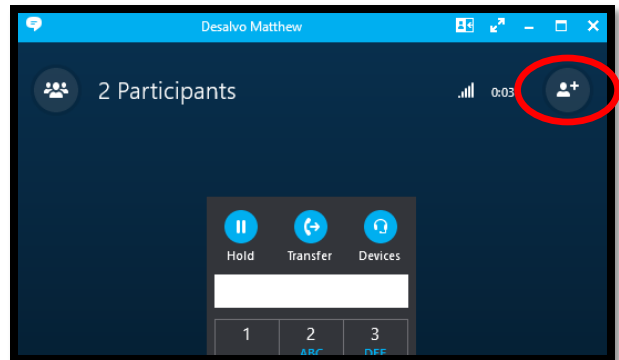


You can even transfer to cell phones / off campus numbers!

Skype for Business—Softphone FAQ

Q: How do I add a person to a conversation? (Conference Call)

- You can add additional people to any IM, Phone Call, or Web Conference session very easily with Skype for Business
- While on a call, or conference, **Click the “Invite more People”** icon (top corner of session window)
 - Search** for the contact you wish to transfer the call to **OR type the 10-digit phone number** into the search box
 - Double-click additional name** from search list or **highlight and click “OK”**
 - New participant will be called / added to the call / session.
> First Remote participant will hear an announcement of “You are now joined to the meeting” when the additional participant is added.



Q: How do I share my screen while on a phone call?

- You can share your screen while on a call with another Skype for Business user. This is great for troubleshooting with IT Support or co-workers.
- While on a call, **click the “Present”** button (looks like a computer monitor)
 - Select **“Present Desktop”**
 - Click on the monitor** you wish to show to the other Skype user(s) and click **“Present”**
 - You will see a gray bar above the presenting screen while sharing.
> **Click the “Pushpin”** icon to hide the gray bar (hover over the top center region of the screen to bring back if needed once hidden)
> **Click the “Give Control”** dropdown if you wish to give keyboard/mouse control a remote user
 - Click “Stop Presenting”** on the gray bar to stop sharing **OR click the “Stop Presenting”** button within the original chat window

