FAQ Skype for Business for Windows

Sign in and sign out

Can I use Skype for Business at home?

You can also use Skype for Business at home with your TU Delft laptop. However, you must be connected to the internet. Would you like to use Skype for Business on a private laptop? Then read "Can I use Skype for Business on another laptop?

Can I use Skype for Business on another laptop?

The laptop you use must have the correct version of Skype for Business. You can download it from http://software.tudelft.nl . You must then have the Office 365 subscription of TU Delft Microsoft Office installed. This includes the correct version of Skype for Business (also check this manual).

I clicked Skype for Business away but keep getting messages/calls. How is that possible?

When you close Skype for Business, the program remains active. You can see it in the Windows system tray at the bottom of your screen. If you don't want to receive any messages or phone, you need to log out or set your availability status to Do Not Disturb.
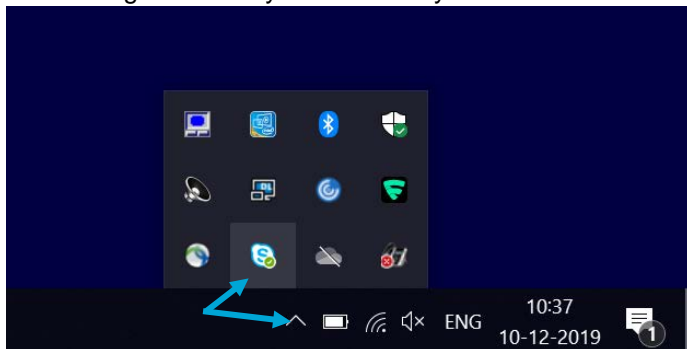
How do I sign out?

Follow the steps below to sign out. When a phone is connected to your computer, you still have to sign out separately on the phone.

1.   Click under your name on your availability status

2.   Click on Sign Out
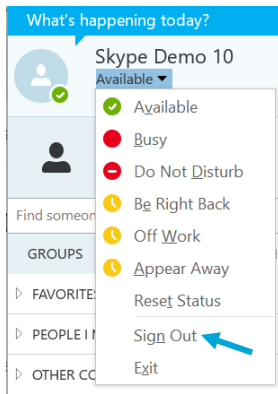
Availability

How does Skype for Business know if I am available?

Your availability is based on 3 sources:
1.   Your Outlook calendar (e.g. at an appointment you are busy)
2.   Computer/telephone (if computer is locked, you are absent)
3.   What you set manually

This allows you to set your availability status manually:
1.   Click on the availability status under your name
2.   Select the desired status
3.   The Reset status option takes the status back from your calendar.

Only with the Do Not Disturb (DND) status you are not available and callers will receive your voicemail immediately. Calls from delegates do get through DND!

The table below describes what a status means and whether you can set it yourself:

If your availability is as follows:	It means this	How to set this status
Available	You're online and available.	Automatically set up for you based on keyboard activity or Outlook calendar. You can also set this status manually.
Be Right Back	You're not at the computer for a while.	You can set this status manually.
Away/Appear Away	You are signed in but the computer was not active or you were away.	Automatically set up for you based on keyboard activity or Outlook calendar. Skype for Business sets your status to 'Inactive' if the computer has been idle for 5 minutes and 'Away' if you haven't done anything with your keyboard or mouse for 5 minutes.
Off Work	You're off work and unavailable.	You can set this status manually.

If your availability is as follows:	It means this	How to set this status
Busy	You're busy and don't want to be disturbed.	Automatically set up for you based on appointments in your Outlook calendar. You can also set this status manually. With manual setting, after 24 hours the status is automatically based on the Outlook calendar again, in case you haven't changed it yourself yet.
In a call	You're in a call via Skype for Business (a two-way audio call) and don't want to be disturbed.	Automatically set up for you based on your phone activity.
In a meeting	You're in a meeting and don't want to be disturbed.	Automatically set up for you based on your Outlook calendar.
In a conference call	You're in a conference call via Skype for Business (a Skype for Business meeting with audio) and do not want to be disturbed.	Automatically set up for you when you participate in a conference call or Meet Now session.
Do Not Disturb	You don't want to be disturbed and only want to see call reports if they are sent by someone in your workgroup.	You can set this status manually. With manual setting, after 24 hours the status is automatically based on the Outlook calendar again, in case you haven't changed it yourself yet.
Presenting	You're presenting and you don't want to be disturbed.	Automatically set up for you when you present a Skype for Business meeting.
Out of Office	You're out of the office.	Automatically set up for you based on your Outlook calendar.
Out of the office (automatic reply is on)	You have enabled the automatic reply feature in Outlook.	Automatically set up for you when you enable automatic reply in Outlook.
Offline	You're not signed in.	Automatically set up for you based on keyboard activity.
Unknown	Presence cannot be detected.	This status may be displayed to contacts who do not use Skype for Business as a chat messaging program.

TUDelft

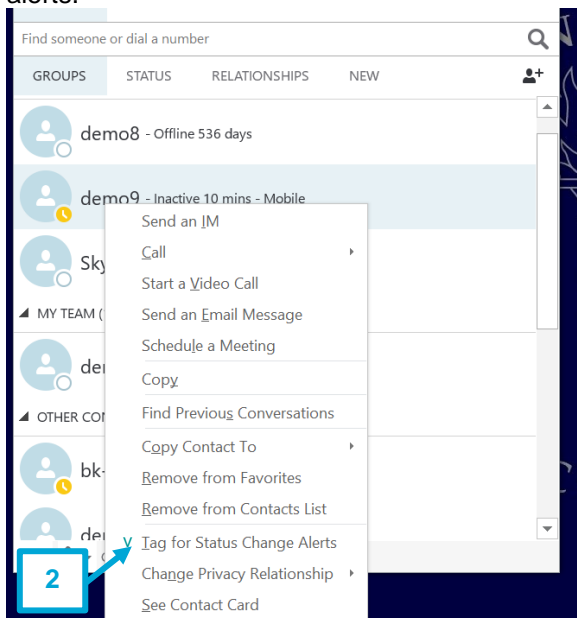## Can I get a message when a contact is available again?
1.   Right click on the contact
2.   Click Tag for Status Change Alerts
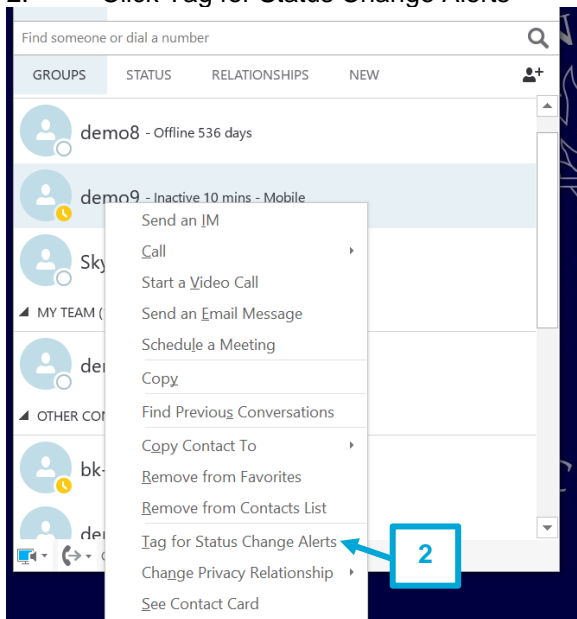
How do you turn off alerts of a contact?
The contact in question is tagged for Status Change Alerts.
1.   Click with the right mouse button on the contact
2.   When you see a check mark in front of Tag for Status Change Alerts, click here to disable the alerts.

Can I be reached when my computer is in sleep mode?

When your computer is in sleep mode, calls will go directly to your voicemail. Is this awkward for you? If so, consider turning on the simultaneous ring so that you can also be reached on your mobile phone when your computer is in sleep mode.

Can I be reached if my computer is locked?

When the computer is locked, calls are simply offered. You will hear Skype for Business ringing, but you will not see a message or pop-up on the screen. With a headset, you can answer the call with a button on the headset. Another way is to unlock the computer first and then click on the incoming call.

Can I also be reached on my mobile phone?

You can be reached on your mobile phone when you set up call forwarding or simultaneous ring in Skype for Business. Click here to see the Instruction movie.

## Can I receive a second call while I'm in a call?

The caller will get your voicemail. Only in secretariats can this be set differently.

My calendar does not match my presence. Can I disable the link to my calendar?

You can. The Outlook calendar is an important source of information for your colleagues, but if it really does not match your presence, you can disable the link as follows:

1.   Click on Settings (Gear icon)

2.   Click on Personal

3.   Uncheck Update my presence based on my calendar information
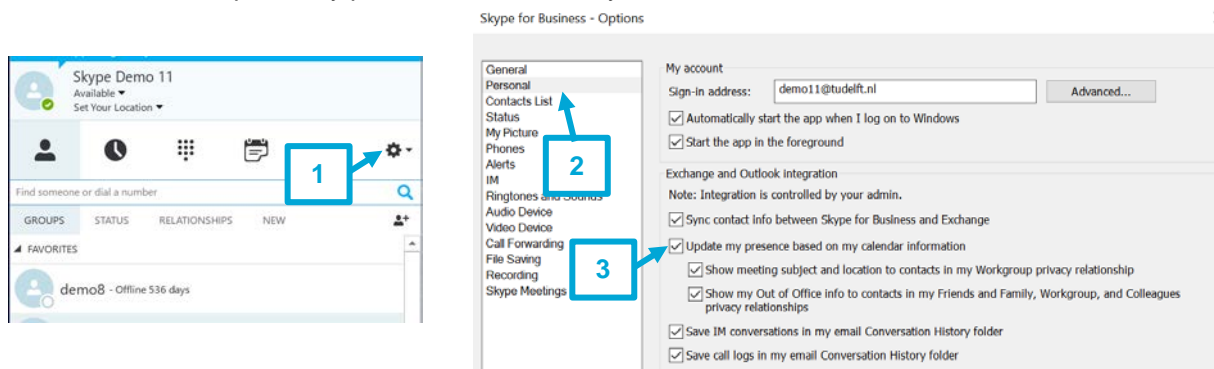
I don't want to share my availability. Can I turn it off?

Sharing your availability is a powerful function to work efficiently with colleagues. You don't want to share your availability? Then do the following:

1.   Click on Settings (Gear icon)
2.   Click on Personal
3.   Uncheck Update my presence based on my calendar information
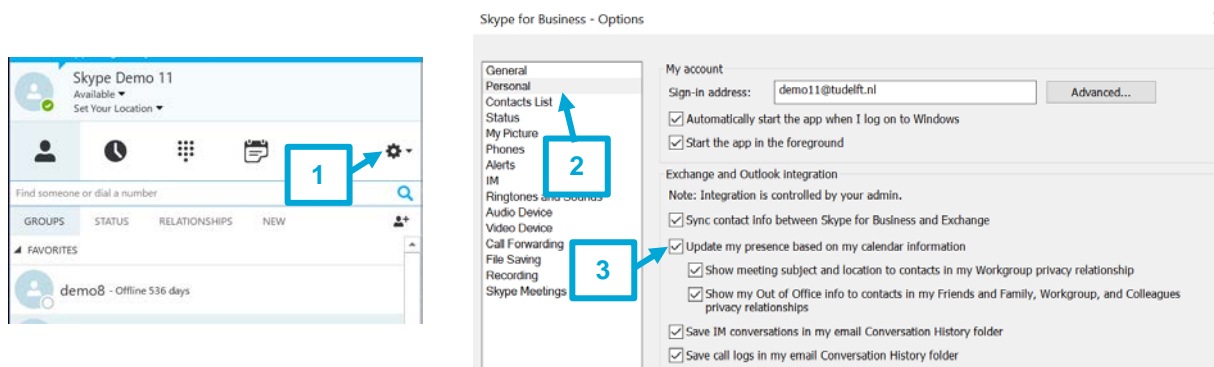
Then manually choose an availability status, such as *Appear Away* or Off *Work.* Colleagues now see this as your standard availability and it is not adjusted automatically.

The status Inactive is shown after only 5 minutes, can I set the time differently?

This is the default setting in Skype for Business. Follow the steps below to adjust it:
1.   Click on Settings (Gear icon)
2.   Click on Status
3.   Use the arrow buttons to adjust the number of minutes (max 360).
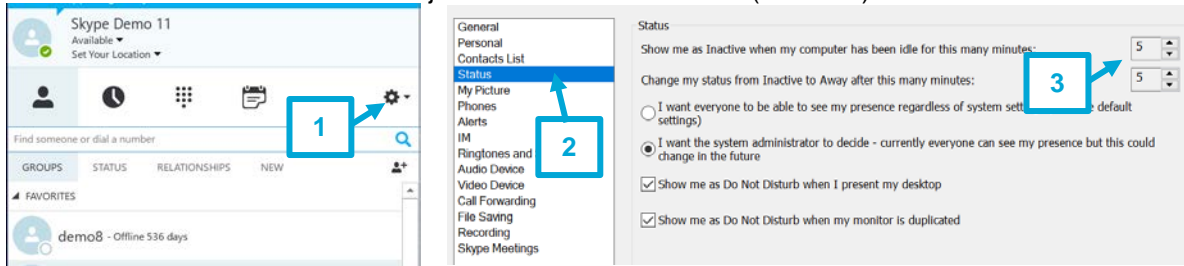
My colleague may disturb me if I have Do Not Disturb status. How do I set that up?

Delegates come through Do Not Disturb, you don't have to do anything. Please note, delegates can also call on your behalf! Instead of making someone a delegate, you can change the privacy relationship with a contact in Skype for Business in Windows. If you change this relationship to Workgroup, the contact will pass through Do Not Disturb.
1.   Right-click the contact
2.   Click on Change Privacy Relationship
3.   Click on Workgroup
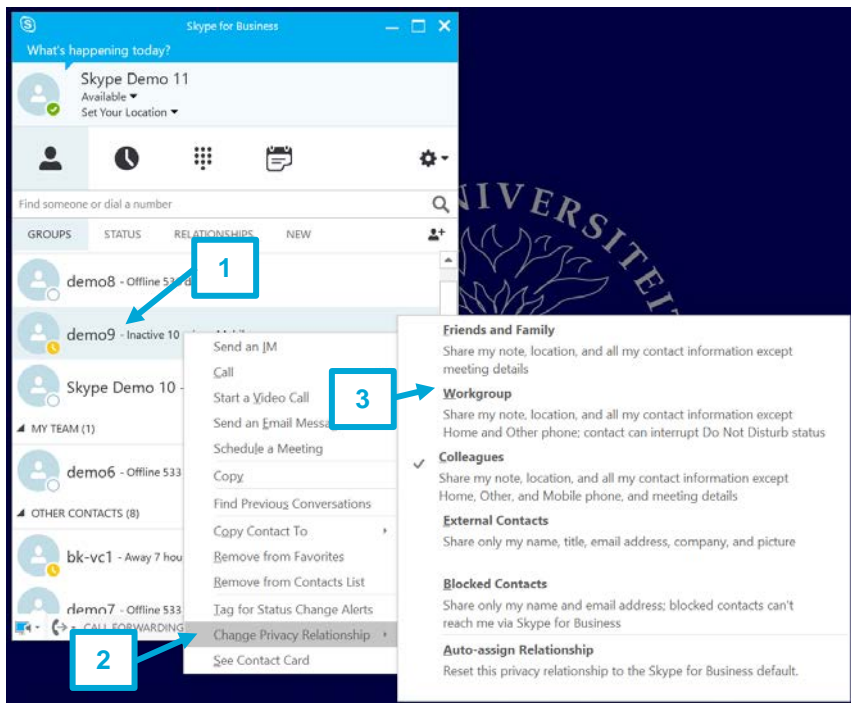
I'm presenting with Do Not Disturb status. Can I turn that off?

The default setting is Do Not Disturb status while duplicating your screen. This is to prevent you from receiving chat messages and phone calls during a presentation. You can turn this off:

1.   Go to Settings (Gear icon)

2.   Click on Status
3.   Uncheck Show me as Do Not Disturb when my monitor is duplicated
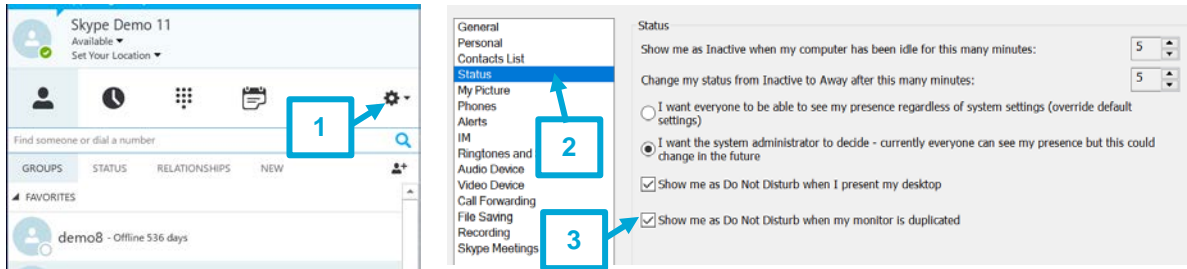
My status in Skype for Business is Out of Office. How can I turn that off?

Out of Office is based on Outlook. Turn off your Out of Office in Outlook or in webmail and after a maximum of 10 minutes your Out of Office will be turned off in Skype for Business.

Contacts

What information can be found in Skype for Business' Contacts?
The information is the same as the Outlook address list, so all employees and students of TU Delft.

How do I make my photo visible in Skype for Business?
In http://e-service.tudelft.nl you can upload your photo. The manual 'Upload passport photo in E-Service' can be found here. If you follow this campuscard procedure, your photo will be visible in Skype for Business and also in Outlook and SharePoint.

## Where can I find all the contact information?
Through the business card you can find out with whom and where someone works, whether the person will be available to talk to later that day, whether the person has a phone number outside of work or a second email address, and so on.

In the contacts list, search for the contact, place the mouse pointer over the photo of the contact (or the presence icon if there are no photos in the contacts list), and click the See Contact Card button.

What details of me are visible to my contacts?
This depends on what relationship you have with the contact. By default, colleagues receive the relation Colleagues. External contacts are given the relation External contacts by default. You can change the relationship yourself. The image shows which relation sees what.
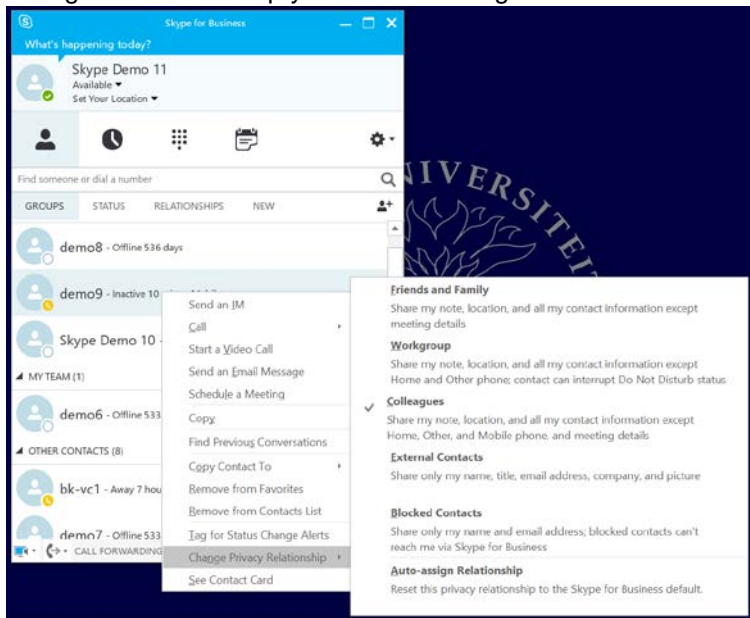
Skype for Business indicates that the address book should be downloaded. How do I find my contacts?
It may take a while to get the address book. In the meantime, you can search for and add contacts by typing the entire email address in the search box.

I want to add a phone number to my contact list. How do I do that?

Create a contact in Outlook or webmail. After about 10 minutes this contact can be found in Skype for Business. In Skype for Business for Windows you can then add the contact to a group.

Click here to see the Instruction movie.

Can I add a Skype* contact outside TU Delft?

Yes you can. In the search box, type the Skype name of the person you want to add. A SKYPE DIRECTORY tab will appear. Click on it to search for the contact within Skype. When you add a Skype contact, that person will receive a contact request. After the request is accepted, you can communicate with each other.
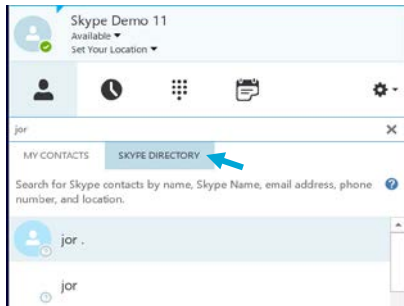
* Skype is the consumer version, Skype for Business is the business version used by TU Delft.

Click here to see the Instruction movie.

I have a lot of contacts in Skype. Can they be imported in Skype for Business?

You can search for and add contacts in Skype for Business. However, you have to do this manually. Automatic import of all your contacts from your private Skype account to the Skype for Business account of TU Delft is not possible. When adding Skype contacts your contacts will get a new invitation that they have to accept before you can communicate with each other.

Can I add an external contact with Skype for Business?

Yes, you can. In the search box, enter the full email address of the person you wish to add. The organisation of the contact must allow communication with externals.

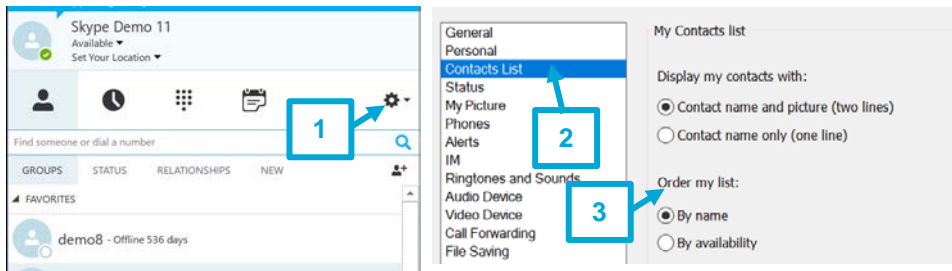Click here to see the Instruction movie.

Can I change the order of my contacts in my contact list?

You can sort contacts in 2 ways:

- By alphabet

- By availability

It is not possible to set your own order for your contacts. However, you can put contact groups in your own order.
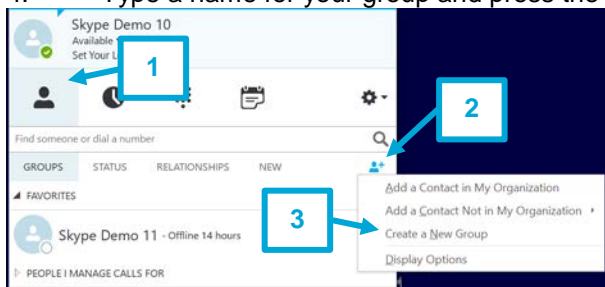
1. Go to Settings (Gear icon)
2. Click on Contacts list
3. Check Contact name only (one line)

How do I create a group for my contacts?

You can divide your contacts into groups, for example per department. This makes it easier to search for people. For example, create a group for contacts from the same secretariat.

1.   Click in the menu on Contacts
2.   Click on the button Add contact
3.   Click on Create a New Group
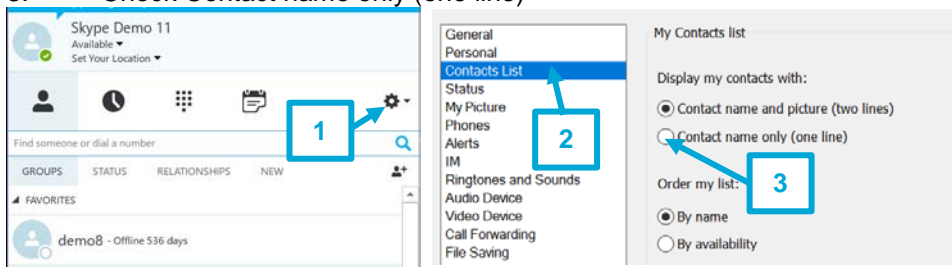4.   Type a name for your group and press the ENTER key.

Click here to see the Instruction movie.

Can I see my contacts without a photo?

The advantage of this is that you get more space to display more contacts in your home screen.
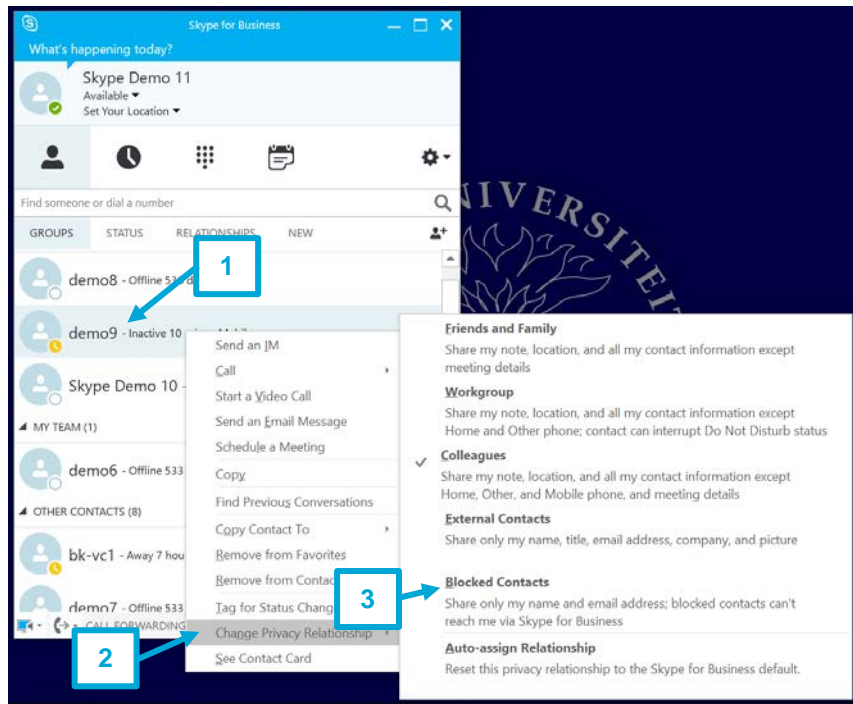
1.   Go to Settings (Gear icon)
2.   Click on Contacts list
3.   Check Contact name only (one line)

Can I block a contact?

If you want to block a contact in Skype for Business, follow these steps:

1.   Right click on the contact you want to block
2.   Click on Change Privacy Relationship
3.   Click on Blocked contacts

Calling and being called

How do I call 112?

Type 112 in the search box and call the number. TU Delft has chosen to have 112 calls routed to its own control room at the RID. This improves the speed, follow-up and especially locating the caller. You can also call 88888, which also brings you to the TU Delft control room.
If you call 112 with your mobile phone, you arrive at one of the regular regional control rooms of the government.

Why can't I call outside the TU Delft?

With Skype for Business you call outside without the leading zero! Where you previously called 00612345678, now you should call 0612345678.

Did you call without a leading zero and it still does not work? Please contact the service desk.

Can I call my colleagues with the abbreviated number?

You can call colleagues with the abbreviated number. This only works for their 015 number and not for a mobile number.

I don't receive any incoming calls in. What can I do?

Check the following points:
1.   Are you signed in on Skype for Business?
2.   Do you have a network connection?
3.   Is your availability status on Do Not Disturb?
If you still can't receive calls, contact the service desk or report this in the self-service portal.

I receive calls meant for my colleague. Can I turn that off?

Contact your colleague and ask him/her to switch off the call forwarding. If this does not work, you can report this in the Selfservice portal with a ticket or contact the Service Desk.

I'm a delegate for a colleague. Can that be turned off?

Contact your colleague and ask him/her to remove you from the delegate group. If this does not work, you can report this in the Selfservice portal with a ticket or contact the Service Desk.

I get reports that my delegate has answered a call for me. Can I turn this notification off?

You can turn this message off in the voicemail settings. However, you will then turn off all reports of missed calls, not just reports that a delegate has answered a call for you. Click here to see the Instruction movie.

## What happens when a delegate misses a call?

The caller gets your voicemail.

What's the difference between putting the microphone on hold and muting it?

When you put someone on hold, you don't hear each other. The caller will hear on hold music. With mute you turn off your microphone. The caller can't hear you, but you can hear the caller.

How do I change the ringtone?

1.   Go to Settings (Gear icon)

2.   Click on Ringtones and Sounds
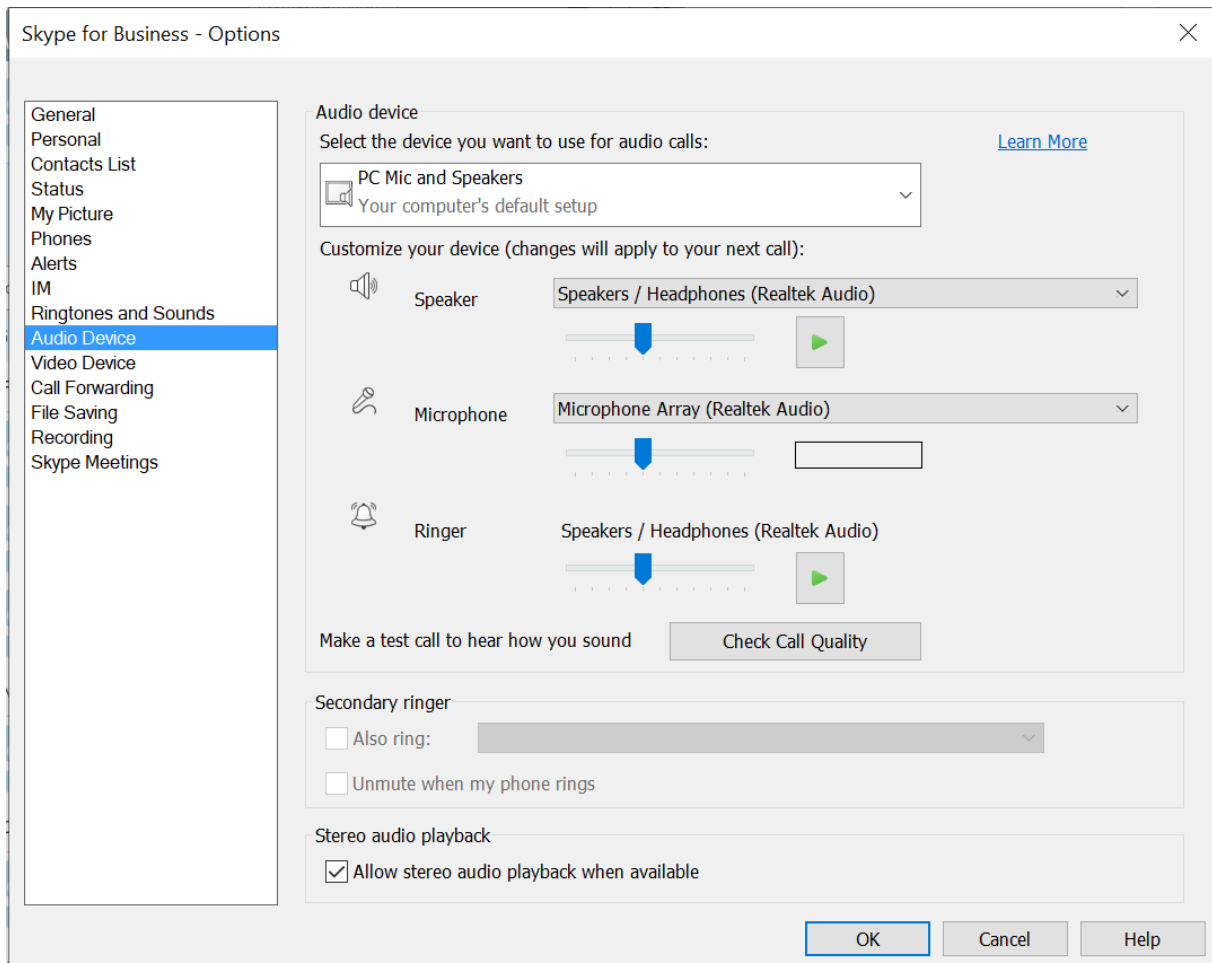
3.   Choose a Ringtone
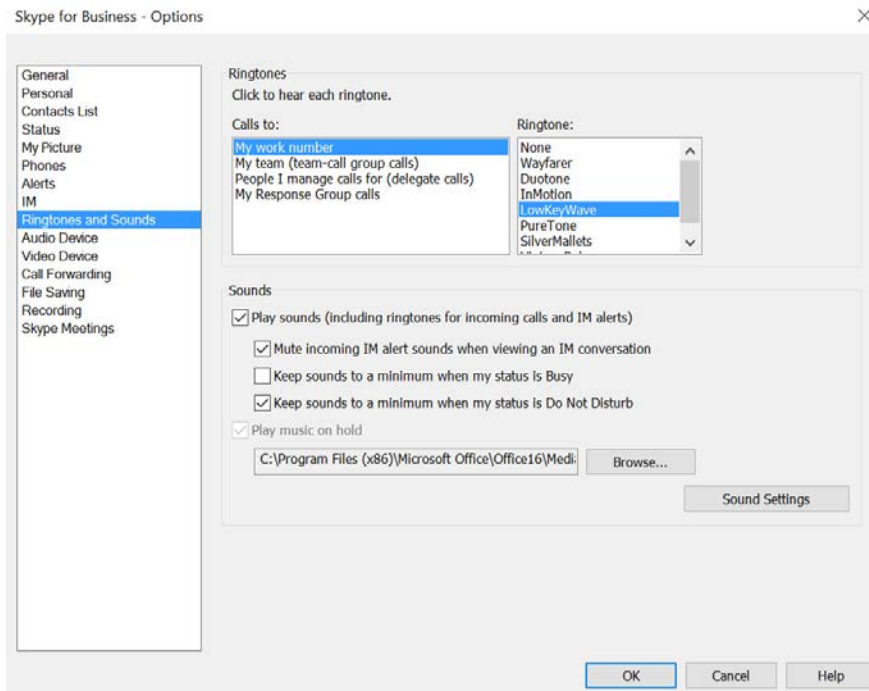
How do I adjust the volume?

You can adjust the volume of different sounds.

- Volume of ringtone

- Volume of microphone

- Volume of audio during a call

1.   Go to Settings (Gear icon)

2.   Click on Audio device

3.   Slide the bars for the desired volumes

How can I click a phone number in an email message?

When you send an email with a phone number, you can make it easy for your colleague by making the number clickable. Your colleague can then call this number with two clicks.

Write the phone number in your mail as follows: Tel: 0612345678

When the number is clicked, Skype for Business opens and **Click to call** must be clicked once more
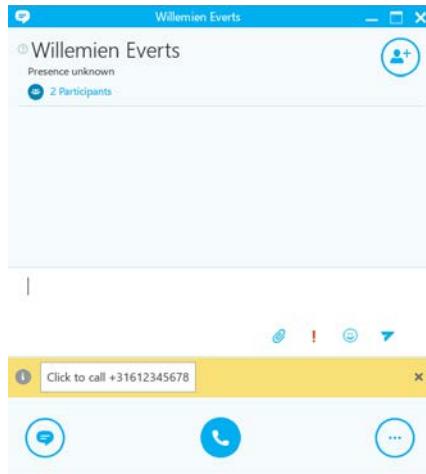

I'd like to transfer a call with consult. How do I do that?

While you have someone on the line:

1.   Set up a second call on the Skype for Business main screen; call the person you want to transfer to.

2.   A second call window opens and the first caller is put on hold.

3.   Consult your colleague and click on the button Call controls

4.   Click on the Transfer button

5.   Choose the a contact and click on Transfer

6.   The call is forwarded. All call windows are closed.
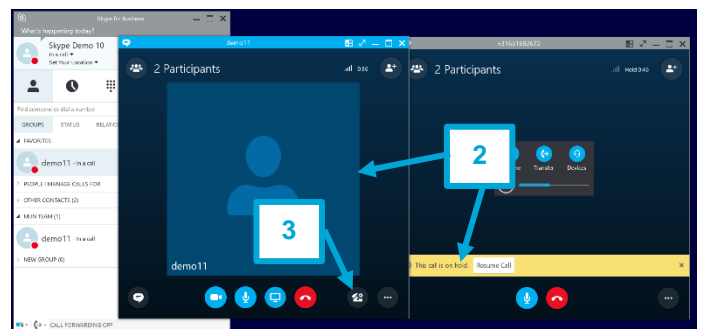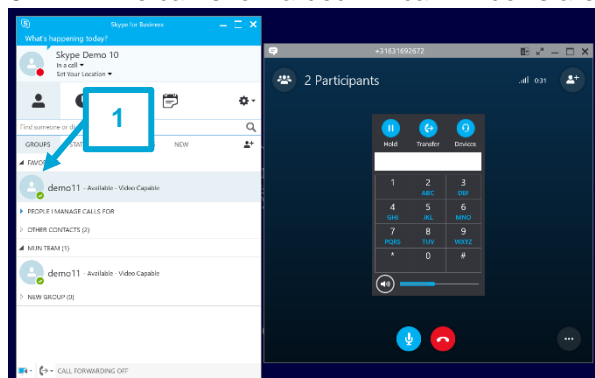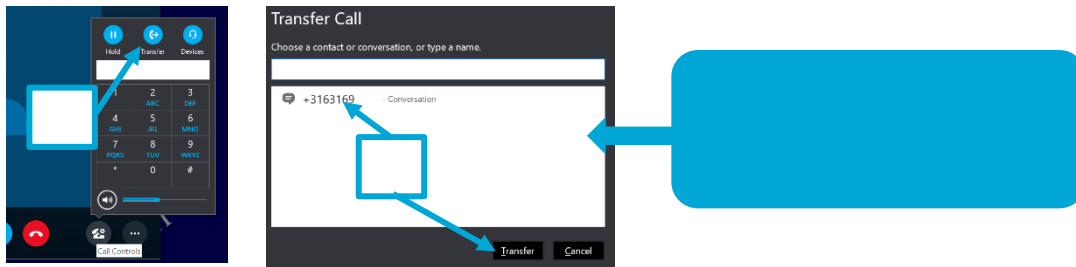
I have a call forwarding to my mobile. What happens if I miss a call?

In the case of a call forwarding to a mobile phone, the caller will reach the voicemail of your mobile phone. You will receive a message that a call has been forwarded to (the voicemail of) your mobile phone.

When I answer my mobile phone, I keep getting emails. Can I turn that off?

If you have set up call forwarding to your mobile phone, you will receive an email when a call is forwarded to your mobile phone. These messages can be turned off in the voicemail settings. You will then turn off all notifications, including those of missed calls. Click here to see the Instruction movie.
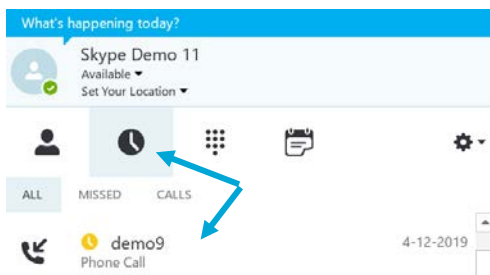
Can I redial the last number?

There are two ways to redial the last number dialled.

1.   Go to Dial Path and click on Redial
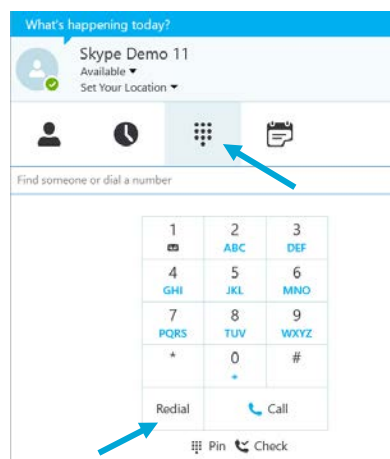
2.   Go to Conversations and call the last number/contact again.

## Can I use my own headset for Skype for Business?

You can use your own headset or, for example, the earplugs of your mobile phone. Most headsets and earplugs work well with Skype for Business, but the TU Delft only provides support on headsets

that are certified for use with Skype for Business. Here is a list of certified headsets. And here is a list of devices that can be ordered via the TU Delft .
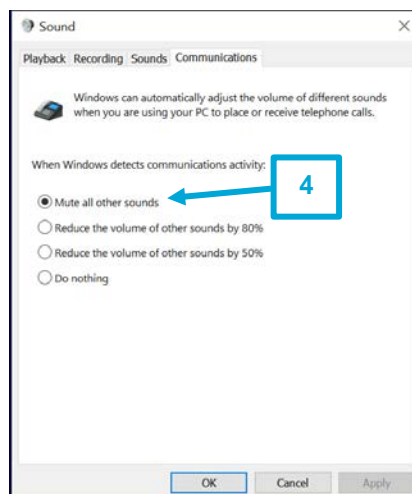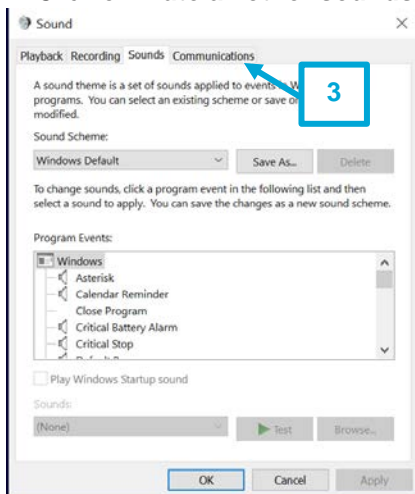
I hear different audio through my conversations. What can I do about that?

For example, you are listening to internet radio that you keep hearing during a phone call. Make sure that the next setting is correct:

1. Click with the right mouse button on the **Speakers** icon

2. Click on **Sounds**
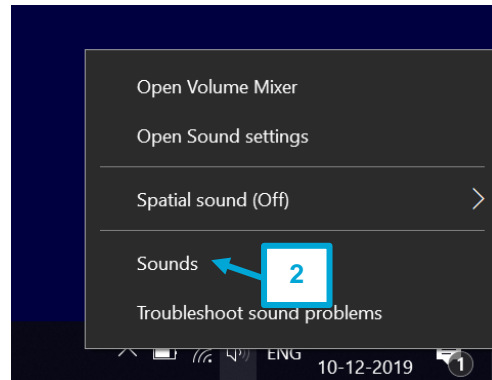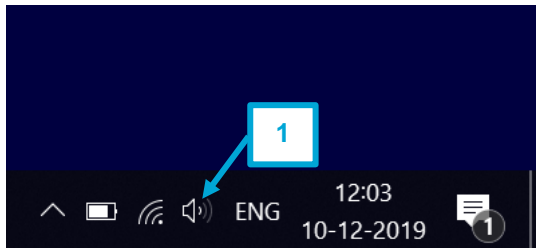
3. Click on **Communications**

4. Click on **Mute all other sounds**

In the example of the Internet radio, the radio now stops during the phone call and continues again when the call is finished.
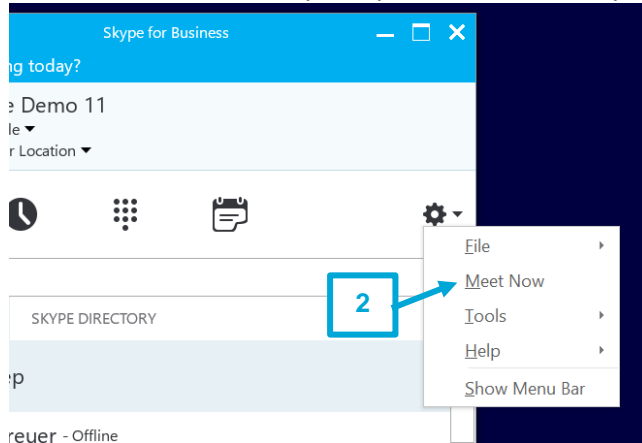
Meetings

How do I plan a Conference call?
You do this in Outlook or in Webmail.

Click here to see the Instruction movie.

## Can I set up an ad hoc meeting?
1.   Click on the arrow next to the Gear icon

2.   Click on Meet Now

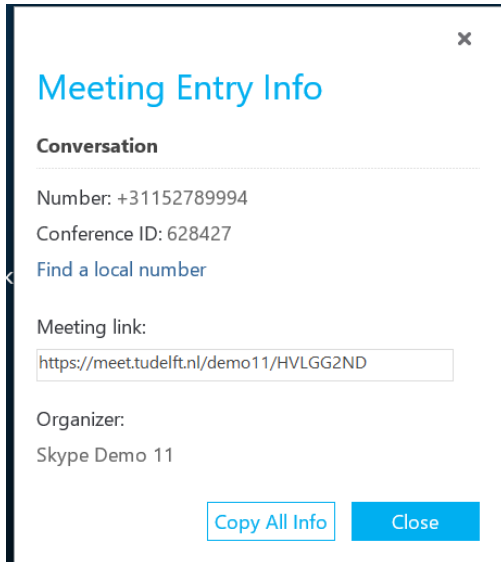3.   Click on the Add participants button to add participants

Where can I find the details of the meeting?
The details of the meeting (such as dial-in number and conference ID) can be found in the invitation. The details can also be viewed during the conference call:

1.   In the conference call, click on the button with three dots

2.   Click on **Meeting Entry Info**
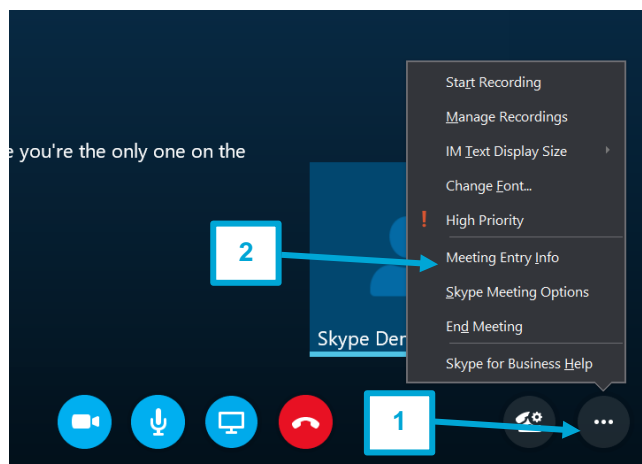
Where can I adjust the settings of the meeting?

You can change the meeting settings during and before the meeting. These settings include whether participants can participate at the same time or have to be accepted first, whether or not chat is allowed during the meeting.

In advance:

1.   Create or open a Skype Meeting in Outlook

2.   Click on Meeting options

3.   Adjust the settings as desired

In Webmail you can see the settings, but you can't change them.

During a meeting:

Can I dial in with my mobile phone?

At a Skype meeting there is a phone number in the appointment field. With this number you can dial in. You need the Conference ID (also mentioned in the appointment field) to be able to participate in the meeting.

I have to enter a PIN number at the meeting. What's my PIN?

There are several pin codes you may need for telephony:
- Voicemail PIN
- Dial-in PIN
  - for logging on to a Polycom device
  - calling in as an organizer at a Skype meeting

Make sure you use the correct pin code (the dial-in pin code)! You can find your pincode on https://Dialin.tudelft.nl
You only need the pin code as an organizer. When you only participate in a Skype meeting, you do not need a pin code.

Can I mute the microphone of a participant in the meeting?

If you want to mute the sound of individual people in a meeting, right-click on the person and choose **Mute**. The person will receive a message that their microphone has been muted.

Someone muted my microphone. Can I unmute it?

Yes, you can. When you participate in Skype for Business on your computer, click with your mouse on the microphone to mute it. With a (mobile) phone you can press *6 keys to mute your microphone.
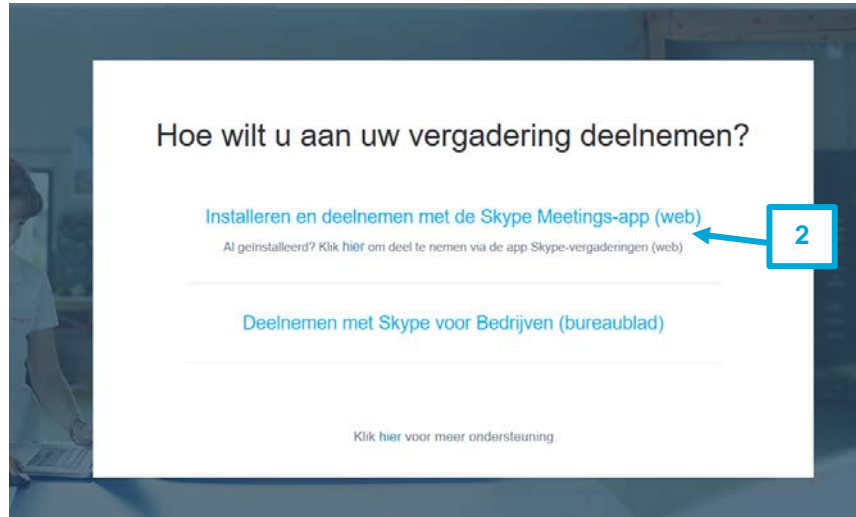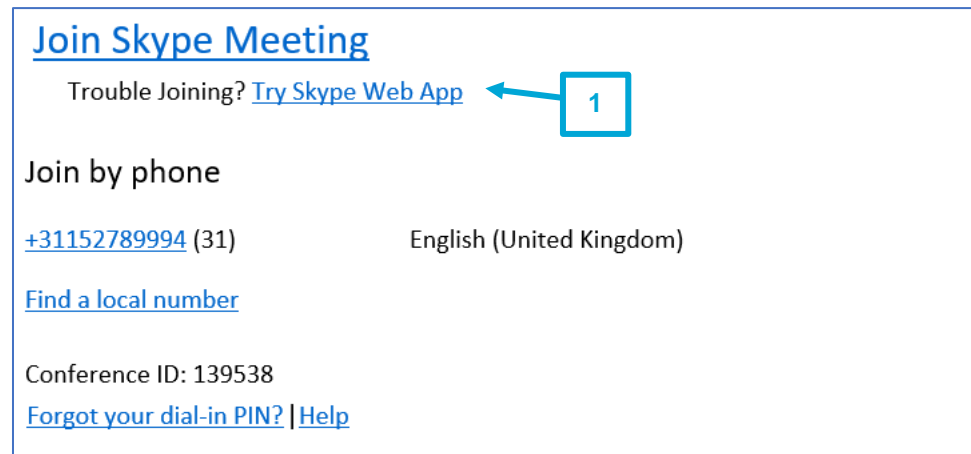
Can I invite someone who doesn't have Skype for Business to a meeting?

That's possible! The person you invite can participate in the meeting in the following ways:

- With Skype for Business
- Via the browser (Skype web app)
- Dial in to the number shown in the invitation

If someone does not have Skype for Business, they can participate via the browser. Note: this person must be able to install programs on his/her computer!

1.   Click in the invitation on Try Skype Web App

2.   Then click Install and participate with the Skype Meetings app.

3.   Follow the instructions

Join Skype Meeting

Trouble Joining? Try Skype Web App   1

Join by phone

+31152789994 (31)   English (United Kingdom)

Find a local number

Conference ID: 139538

Forgot your dial-in PIN? | Help

Hoe wilt u aan uw vergadering deelnemen?

Installeren en deelnemen met de Skype Meetings-app (web)   2
Al geïnstalleerd? Klik hier om deel te nemen via de app Skype-vergaderingen (web)

Deelnemen met Skype voor Bedrijven (bureaublad)

Klik hier voor meer ondersteuning

I don't hear audio. What can I do?

If there is a problem, a message is displayed in the call window or in the main Skype for Business window. Click on the notification for more information or suggested solutions.
If you don't hear audio, please check the following:
1.   Make sure the speakers are turned on, both in Skype for Business and on the computer, and that the speaker volume is set high enough to hear it.
2.   Ask your conversation partner to make sure their microphone is turned on.
3.   Make sure you haven't put the caller on hold.

Attendees at the meeting can't hear me. What can I do?

1. Check that the microphone icon is blue and not muted
2. Make sure the device/microphone you are using is selected
3. Ask your attendees to check if his/her sound is on

How many people can attend a meeting at the same time?

250 people.

Chat

My colleague sent a file in the chat. Where can I find this file?

Files you receive in a chat are stored in a folder on your computer. This folder is called My Received Files and can be found in the Windows explorer under Documents.

C:\Users*gebruikersnaam*\Documents\My Received Files

My received files

Can I see my recent chats?

Yes, recent chats are stored in Outlook/webmail in the Conversation History folder.

How do I set up a group chat?

If you want to start a chat session with more than one of your contacts, choose one of the following steps:

1.   Hold down the Shift key (for multiple adjacent contacts) or the Ctrl key (for multiple non-adjacent contacts) and click on the people you want. Then right-click and select Send a chat message. Then type your message at the bottom of the conversation window and press the Enter key. The message is then sent to the selected people.

2.   Or right-click the group name in the contacts list to send a chat message to all members of a group. Click Send a chat message, type your message, and then press the Enter key. Your chat message will be sent to all selected group members.

3.   You can also convert a single-person chat conversation into a group chat. Add other people to the conversation by dragging their names from the contacts list to the conversation window or by clicking the Invite more people icon in the top right corner of the chat window.

TIP You can add audio, video or both to a chat using the phone and/or video icon below the text box.

Can I turn my chat call into a phone call?

- You can easily add audio, video or a presentation to any call in Skype for Business by using the buttons at the bottom of the chat window:
- Click on the Camera icon to add video.
- Click on the Phone icon to add audio.
- Click on the Monitor icon to share your desktop, present a program or a PowerPoint presentation. You can also add a file, whiteboard or poll using this menu.
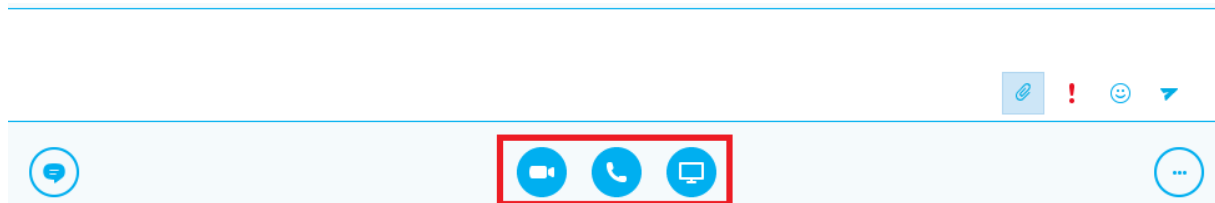
Chat messages are so small. Can I enlarge them so I can read them better?

Yes you can.

1.   Click in the conversation window on the 3 dot round button
2.   Click IM Text Display Size
3.   Click on the desired size
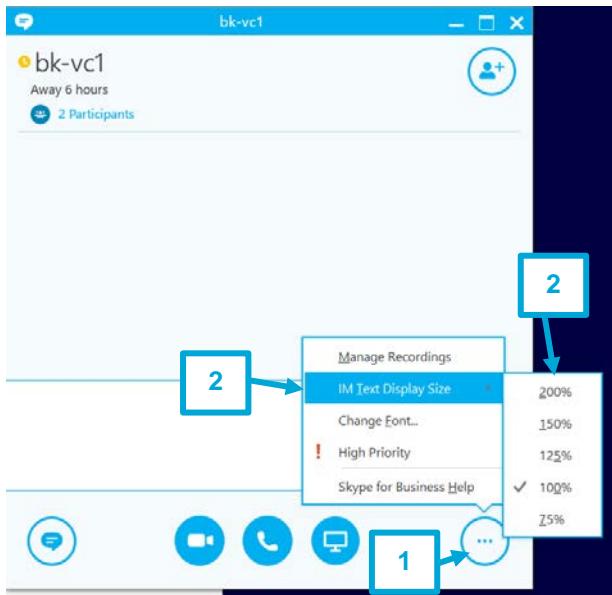
Can I keep the chat window on top?

Yes, you can. This is especially useful when you need to look into other programs or documents while chatting. The chat window then always remains in the foreground.

1.   In the conversation window, right-click on the blue bar at the top of the window.

2.   Click on Always on Top
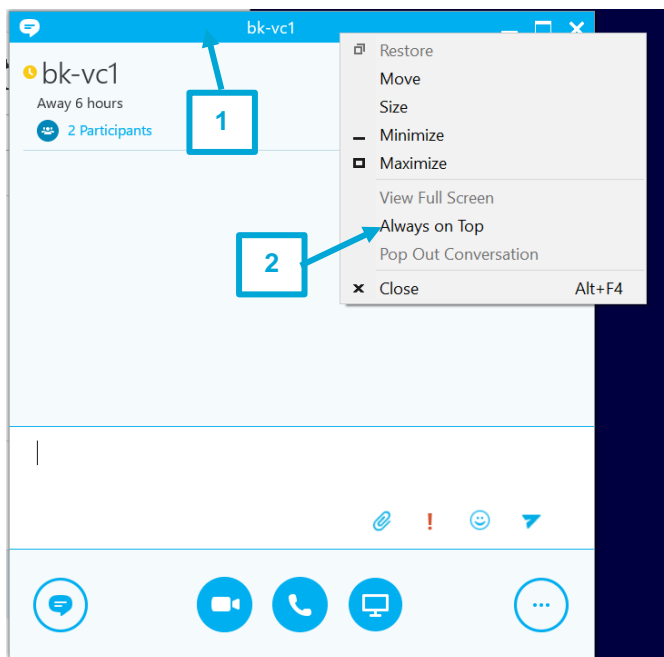
Can I undo a chat I sent?

No, once you have sent the message, you cannot undo/remove/retrieve/edit the message.

Collaborate

I'd like to share my computer with a colleague. How do I do that?

When sharing your computer, there is an important distinction between sharing a program and sharing the entire computer. When you share a program, the other person only sees that program. Everything else that is open on your computer is not visible to the other person.

Click here to see the Instruction movie.

Can I share my computer with an external contact and let them control it?

External contacts can share when:

- The external contact uses Skype for Business
- The organization of the external contact allows communication

The external contact can only control your screen when the contact uses Skype for Business for Windows.

Can I share my screen with someone who uses consumer Skype?

No, you can't. You can only share your screen with contacts who use Skype for Business and when external communication is allowed by his/her organisation.

Can I give someone control on my computer?

If you want another participant in the meeting to be able to change a document or help you with a presentation, you can give this person control. You and the other participant both have control over the sharing, but you can take the controls back at any time.

1.   Click Give control on the sharing toolbar.

2.   Select the name of the person you want to give the controls to.

3.   A notification will be sent to this person in Skype for Business to let them know that you are sharing the controls.

4.   You take the controls back by clicking Give control again and then Take back control.

Note that giving control only works with colleagues or external contacts using Skype for Business for Windows!

I'm sharing my screen. How do I make sure I don't get any notifications?

To prevent receiving chat messages and phone calls while sharing your screen, you will automatically get Do Not Disturb status when sharing your screen. So you don't have to set anything for this!

Do you want to receive messages?

1.   Go to Settings (Gear icon)

2.   Click on Status

3.   Uncheck Show me as Do Not Disturb when I present my desktop
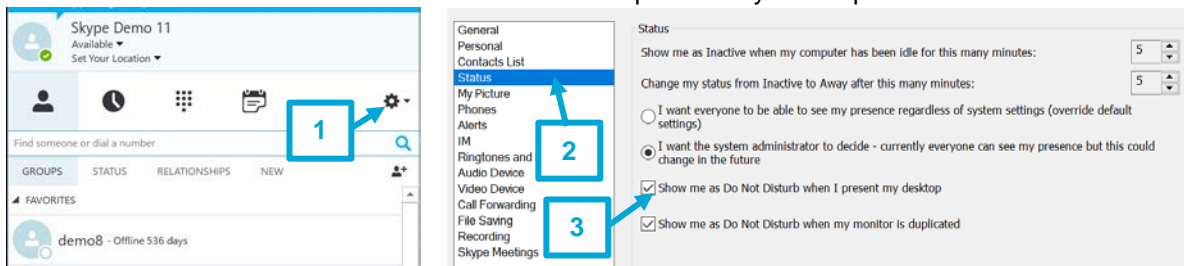
Voicemail

I don't know my PIN or it's not correct. How do I change the voicemail PIN?

There are several pin codes you may need for telephony:

- Voicemail PIN
- Dial-in pin code for logging on to a Polycom set and logging on to meetings

Make sure you use the correct pin code (the voicemail pin code)! Adjusting your voicemail pin code is explained in this video: Click here to see the Instruction movie.

Can I listen to my voicemail from any device?

Yes you can! Call +31152789995. When asked for your extension number, enter your abbreviated number (0152782691 82691). When you are asked for your pin code, enter your voicemail pin code.

Can I turn my voicemail off?

When you get a call, the call always has to be forwarded somewhere, even if you don't answer. By default, the caller reaches your voicemail. You cannot turn your voicemail off. However, you can set up a call forwarding to your mobile phone and turn off your voicemail.

How do I record a new voicemail greeting?

1. Open the browser and go to https://webmail.tudelft.nl
2. Log in with username and password and click **Login**
3. Click the **Gear icon** at the top right of the screen and choose **Options**
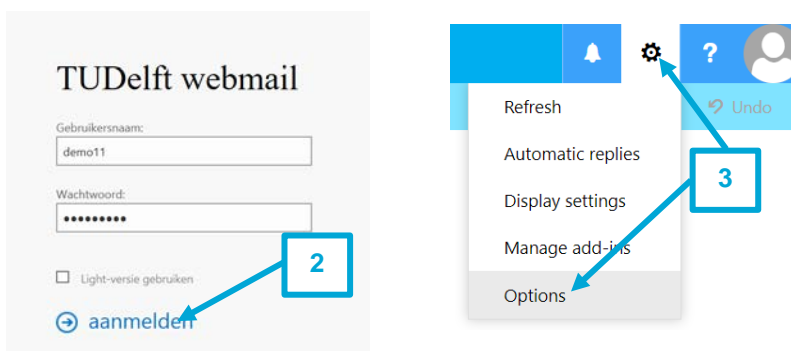

4. In the left menu, expand **General** by clicking on it
5. Under **Voice mail** you will find all voicemail settings
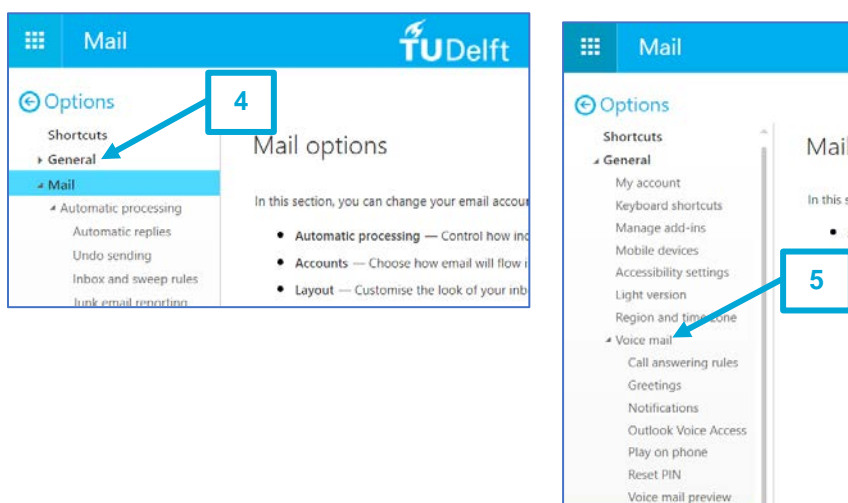
6. On the left menu, click **Greetings**

7. Click **Call me to play or record the selected greeting**
8. In the window that appears, click the **Dial** button
9. You will now be called on Skype for Business on the computer and/or on the device you are logged in to
10. Follow the instructions given to you
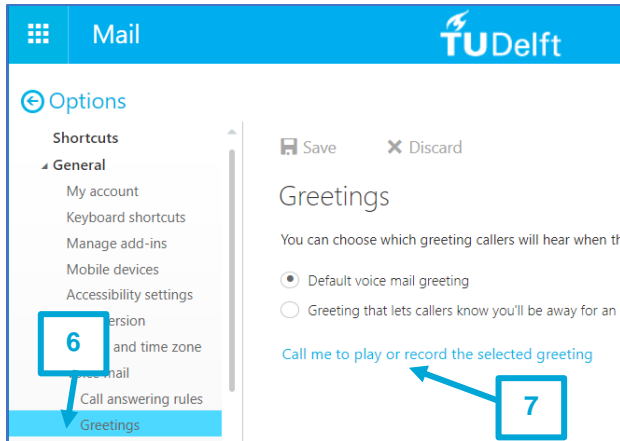
11. After recording the message, press the # key
12. Accept the recorded message by pressing 1
13. Click on **Disconnect** in the browser
14. The new greeting is now set