

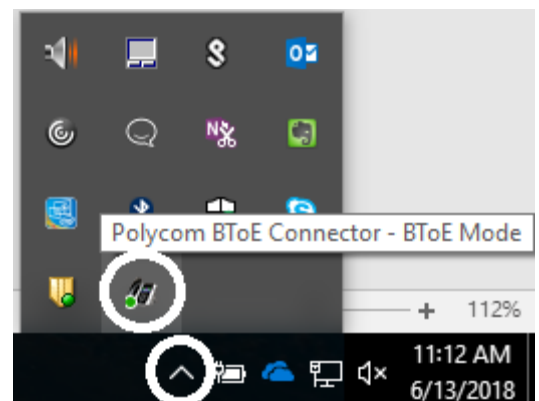
Skype for Business Guide

SSS is switching to a new cloud based phone system for all staff in Silver Spring office, and professional staff in the Durham office. Durham TRC staff will continue to use a separate phone and call center system temporarily.

This new cloud based phone system is Microsoft Skype for Business Online; it has both a computer based software client (Skype for Business) and a physical phone. Both the software client and the physical phone have the same phone number. You can use either the software client or the physical phone for dialing out, or taking inbound calls.

Here are some of the changes for this system:

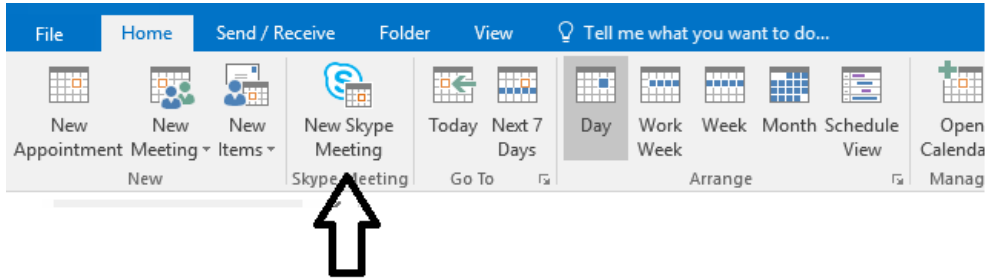
1. The new phone/software client needs to be signed in before use. It uses your S-3 AD account for sign-in. There is a step-by-step guide for sign in at end of this document.
2. Dial pattern.
 - a. To dial inside (SSS phone), you can dial the last 4 digits of the recipient's phone number (extension). For example, you can dial 3xxx, 0xxx (or 8xxxx), and 5xxxx. Both Durham and Silver Spring are on same phone system now, so there is no difference if recipient is in difference offices.
Another way to dial inside the company is using the software client; you can search by name inside the Skype for Business client and select the name for dialing.
 - b. To dial US domestic numbers, dial 1 plus the 10-digit phone number, or just the 10-digit number. There is no need for dial "9" for outside of the company anymore. There is no charge code/billing code anymore.
 - c. To dial internationally, dial: "011" plus "country code", then "phone number inside the country".
 - d. Skype users will be able to call TRC numbers with 4-digit dialing, however TRC users will need to use 10-digit dialing when calling outside of the TRC.
3. Special numbers:
 - a. General line/Front desk. The front desk has a DID of 301-628-3000, extension of "3000". We will NOT support dial "0" for general line; you must dial "3000" or 301-628-3000.
 - b. Service Desk/Help Desk. The Service Desk has a DID of 301-628-3500, extension "3500". We will NOT support dial of "5555", "3555" or "4555" anymore.
4. Second or third line. The new system only supports one line for the phone; it does not support a 2nd or third line.
5. BTOE: Better Together over Ethernet.
When your S-3 computer is plugged into the phone directly for its network connection, the BTOE software will automatically pair your physical phone and Skype for Business software client. When signed into your phone via BTOE; your phone can act as speak/microphone for your software client.



6. Conference Calls

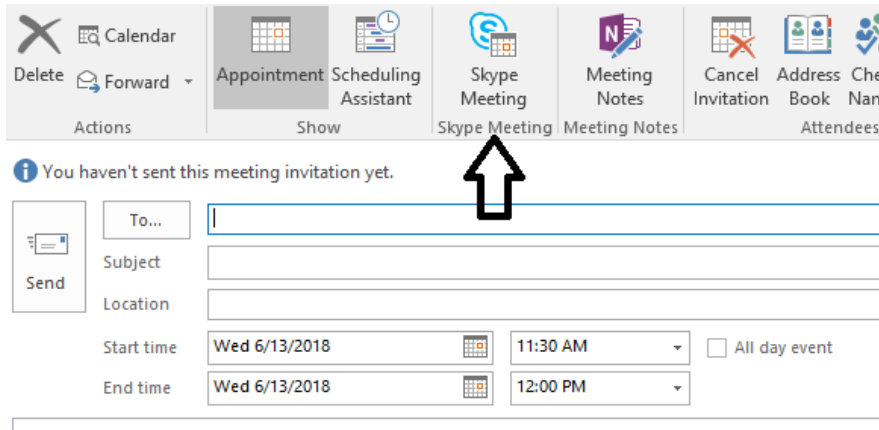
To setup a conference call through Outlook:

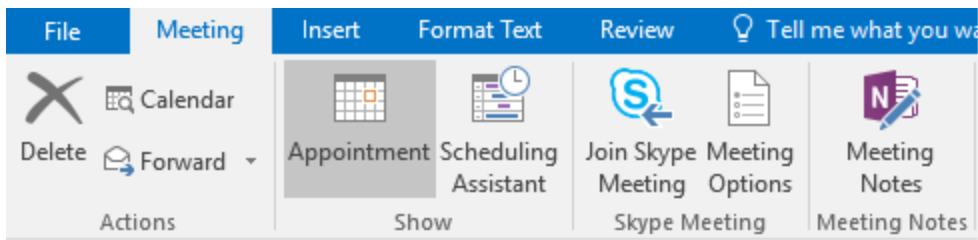
Click "Outlook calendar" → "New Skype Meeting"



Or

In an existing Meeting Invite Click Skype Meeting Button





i You haven't sent this meeting invitation yet.

Send

To... |

Subject

Location: Skype Meeting

Start time: Wed 6/13/2018 11:30 AM

End time: Wed 6/13/2018 12:00 PM

→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Join by phone

[+13013591492](#) (Dial-in Number) ← English (United States)

[Find a local number](#)

Conference ID: 48378687 ←

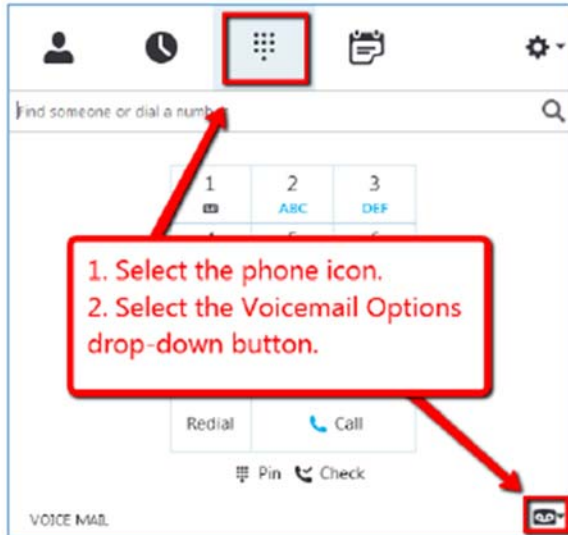
[Forgot your dial-in PIN?](#) | [Help](#)


The hotlink, dial-number, and conference ID are automatically added to the invitation.

****please notice that your conference ID is dynamic, it will change for each meeting.**

Setting up voicemail through Skype for Business:

1. In the Skype for Business desktop interface, select the **Phone** icon.



2. Click on the **Voice Mail Options**  button.
3. Select **Change Greetings**.
4. Follow the voice prompts to set your voicemail greeting.

How to listen to your voicemails:

From Outlook:

1. Find and open the email with the voicemail message.
2. Click the **play button** to listen.



From Polycom phone:

1. Press the  button and select **Play** or **Message Center (MsgCntr)**.

From Skype for Business:

1. In the Skype for Business desktop interface, select the **Phone** icon.



2. Voicemail will be listed below the dial pad.
3. Right-click the voicemail and select **Play**.

From the Skype for Business mobile app:

1. Click on the **phone icon**.
2. Click on the **voicemail icon**.
3. Touch the message and then touch the **play icon**.

Things to note:

- You will receive email notifications any time you miss a call or receive a voicemail.
- You can forward a missed call or voicemail just as you would any other email.
- You can create Outlook rules for voicemail email notifications as with any other mail message.
- If you delete or move a voicemail or missed call message within your email, it will disappear within the Skype for Business interface.

Out of Office Voicemail Greeting

Out of Office greeting changes your voicemail from the default greeting to an out of office message

1. Go to the site: <https://mysettings.lync.com/voicemail>
2. Sign in with your S-3 username and password

Social & Scientific Systems,
Inc

Sign in with your organizational account

Sign in

To change your s-3.com password please click [here](#) for more information.

3. Under the voicemail section choose Play Out of Office greeting when I have an Outlook auto reply

Voicemail
Change your voicemail settings.

Save Discard

Voicemail
Activate voicemail to handle all unanswered calls

Details

Activate Voicemail

Prompt Language
Changing this setting will change the greeting prompt language

English (United States)

Configure Out of Office greeting
Customize an Out of Office greeting message other than your standard greeting message, and choose to play this message to callers based on your Outlook auto-reply status or calendar OOF status

Play Out of Office greeting

Play Out of Office greeting when:

I have an Outlook auto reply

I have an Out of Office calendar appointment

4. Click Save

Calling Conference / Huddle Rooms

1. Huddle & Conference rooms may be called by direct phone number or by their room name in the Skype directory.
2. Huddle & Conference rooms may be added to Skype meeting invites or added to Skype calls.

nottingham|

MY CONTACTS SKYPE DIRECTORY

- Nottingham Rm. - 403 - Guest Room - Offline
- Nottingham Rm. - 405 - Away 1 day - No IM
- Nottingham Rm. - 406 - Offline 14 hours
- Nottingham Rm. - 411 - Away 2 days - No IM
- Nottingham Rm. - 431 - Away 17 hours - No IM
- Nottingham Rm. - 432 (Nursing/Health Room)
- Nottingham Rm. - 433 - Away 15 hours - No IM
- Nottingham Rm. - 448 - Away 22 hours - No IM

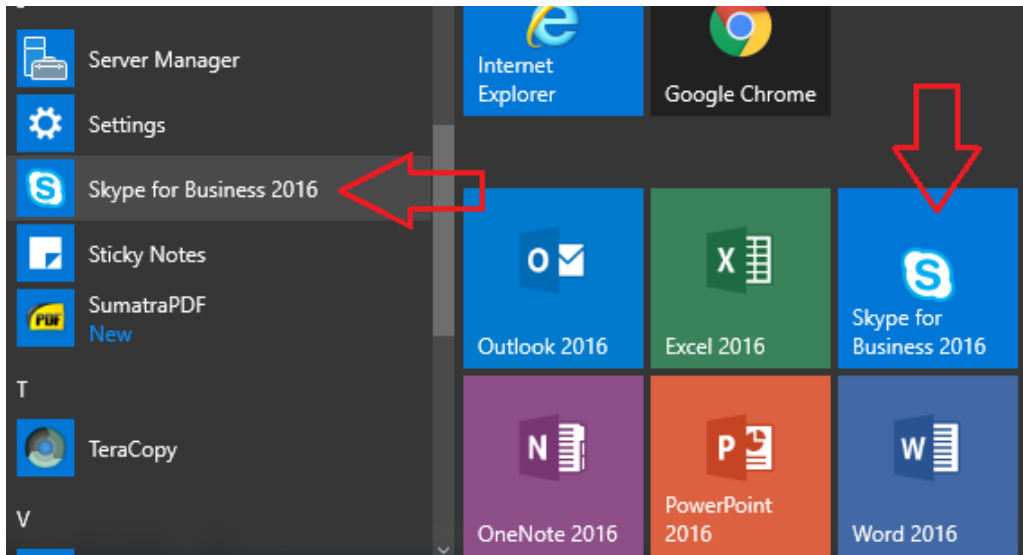
rm.|

MY CONTACTS SKYPE DIRECTORY

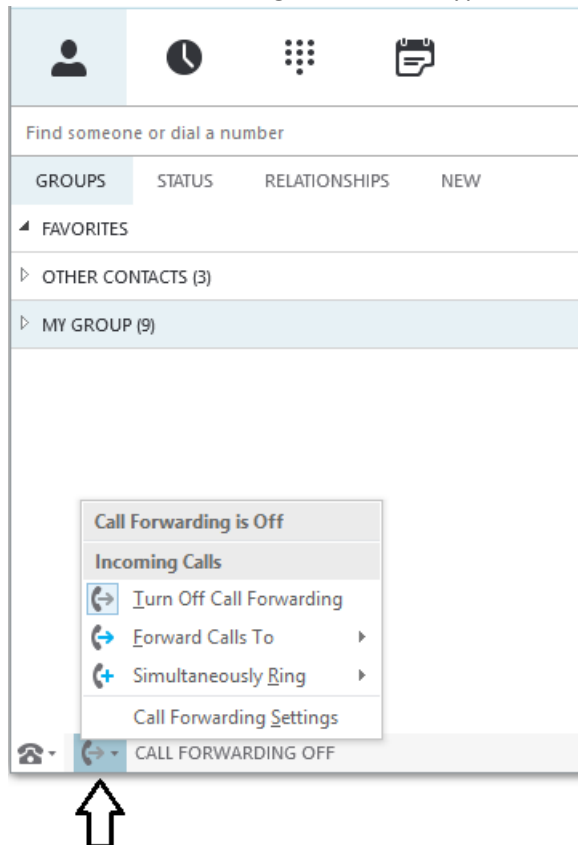
- Rm. - 1001 - Away 17 hours - No IM
SSS
- Rm. - 1003 - Away 17 hours - No IM
SSS
- Rm. - 1005 - Away 17 hours - No IM
SSS
- Rm. - 1007 - Away 18 hours
SSS
- Rm. - 1101 A - Offline
SSS
- Rm. - 1101 B - Away 2 days - No IM
SSS
- Rm. - 1105 - Away 20 hours - No IM
SSS
- Rm. - 1172 - Away 17 hours - No IM
SSS
- Rm. - 1173 - Away 15 hours - No IM
SSS
- Rm. - 1174 - Away 18 hours - No IM
SSS
- Rm. - 1175 - Away 18 hours - No IM
SSS

Call Forwarding

1. Launch Skype for Business



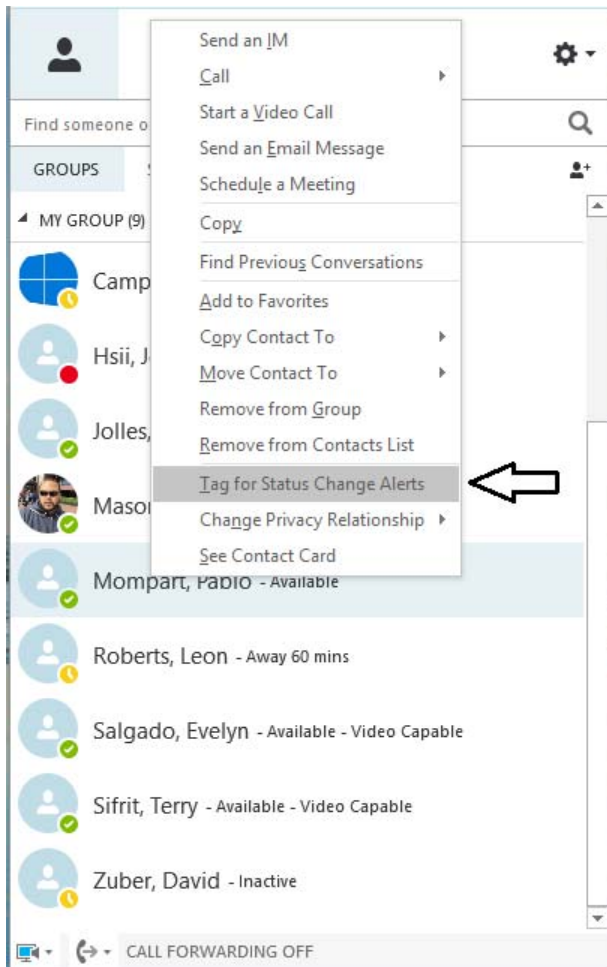
2. Click the call forwarding icon in the Skype for Business Application to bring up Call forwarding options



3. Click Forward Calls to: And chose one of the options. If the forward destination is not listed, click "New Number or Contact" and choose the forward contact or enter a phone number.

Skype Notification

By default, Skype will notify you when users in your Contact List change status. To change this behavior right click on a contact and select Tag for Status Change Alerts



Notifications On

- Send an IM
- Call
- Start a Video Call
- Send an Email Message
- Schedule a Meeting
- Copy
- Find Previous Conversations
- Add to Favorites
- Copy Contact To
- Move Contact To
- Remove from Group
- Remove from Contacts List
- ✓ Tag for Status Change Alerts
- Change Privacy Relationship
- See Contact Card

Notifications Off

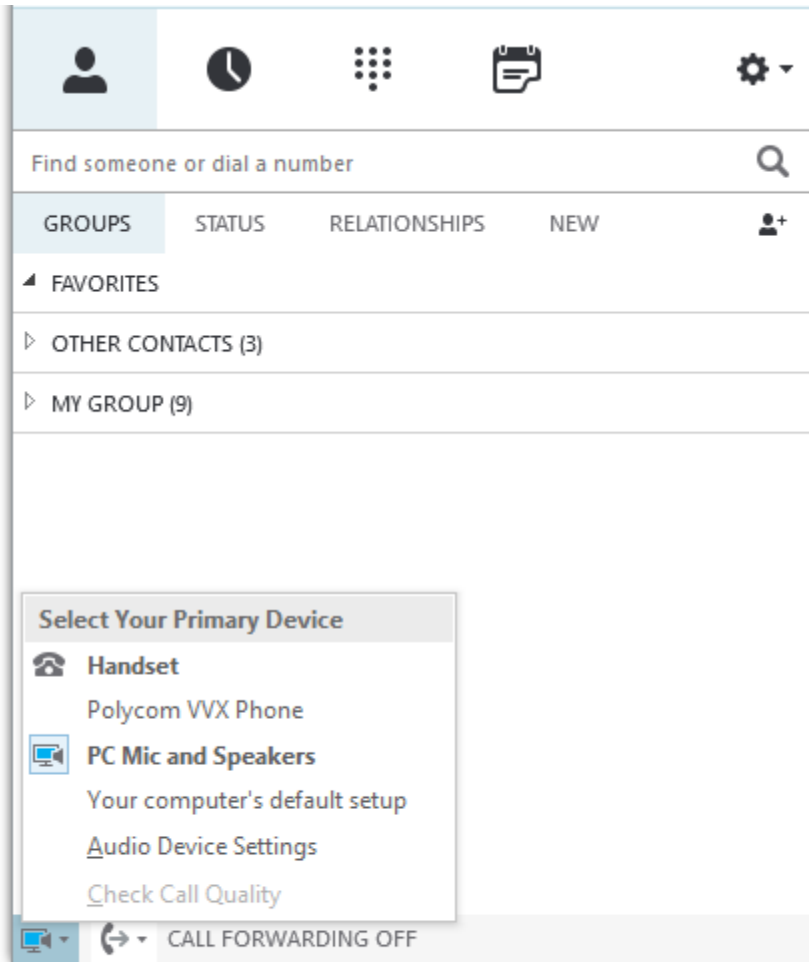
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- See Contact Card

Using BTOE

BTOE allows you to answer Skype or phone calls using the Skype for Business Application or your desk phone.

To choose the default device for calls:

1. Launch Skype for Business.
2. Click the Audio device icon shown below



3. Choose Polycom VVX Phone to default to your desk phone or PC Mic and Speakers to default to your Laptop. Desktop users are recommended to default to Polycom VVX Phone.

*Note you may have other options in this menu if you have a headset or speakers attached to your computer

Removing Calendar from Desk Phone

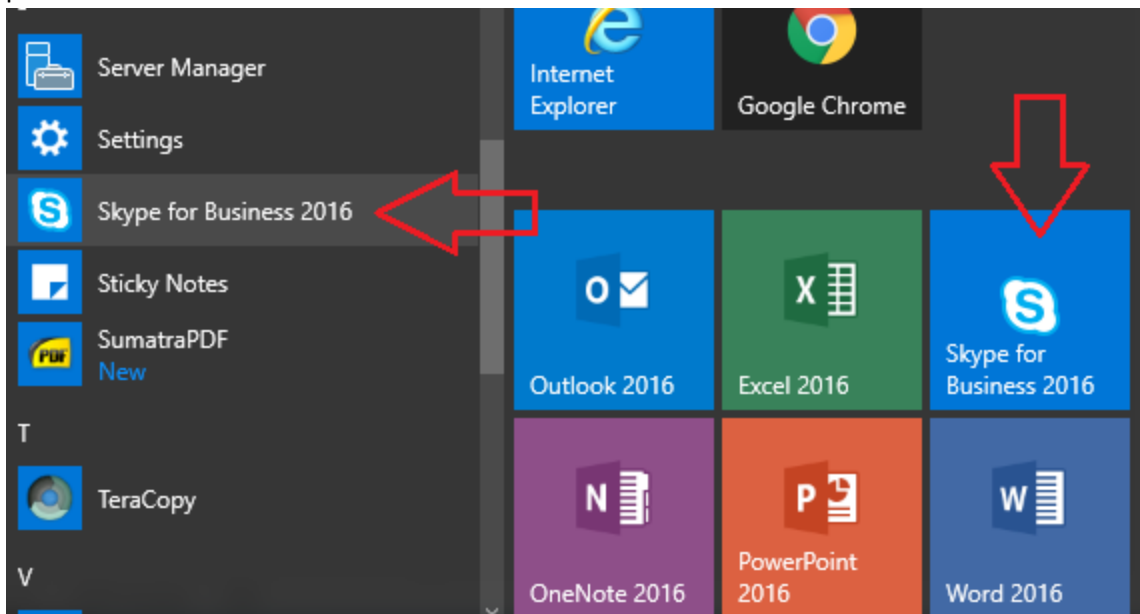
- Removing the calendar from your desk phone will stop all calendar notifications from your desk phone
 - **Note: it will also remove the ability to join Skype meetings directly from the phone**
-
1. Click the Home button on the phone
 2. Click the right arrow until you get to Settings
 3. Go to #3 Features
 4. Go to #7 Calendar
 5. The screen will show "Disconnect from the server" click the face button that shows Select

Step by Step Guide for Skype Phone Sign-in

Method 1 (Preferred method) – Using Skype on S-3 machine to sign in. When your computer is plugged-in directly into your phone for network, your computer is running a software called BTOE, which make this method possible.

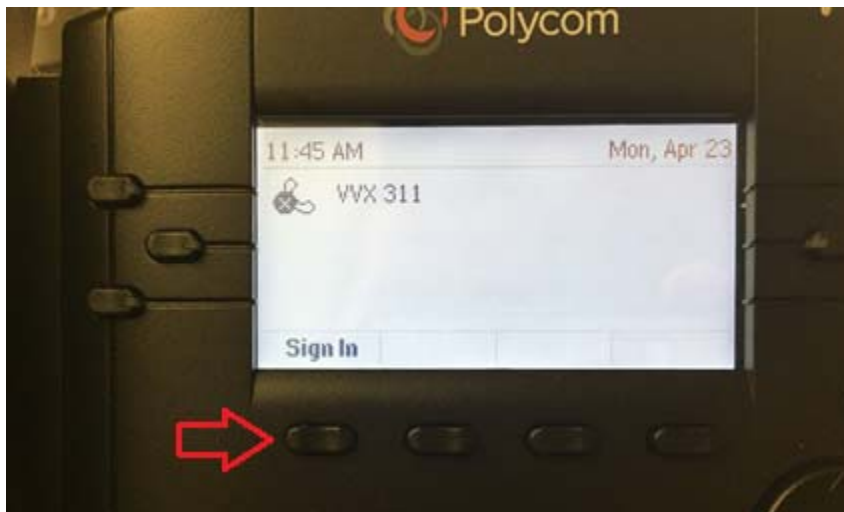


1. Launch Skype for Business client software on your computer and sign in with your S-3 AD username & password



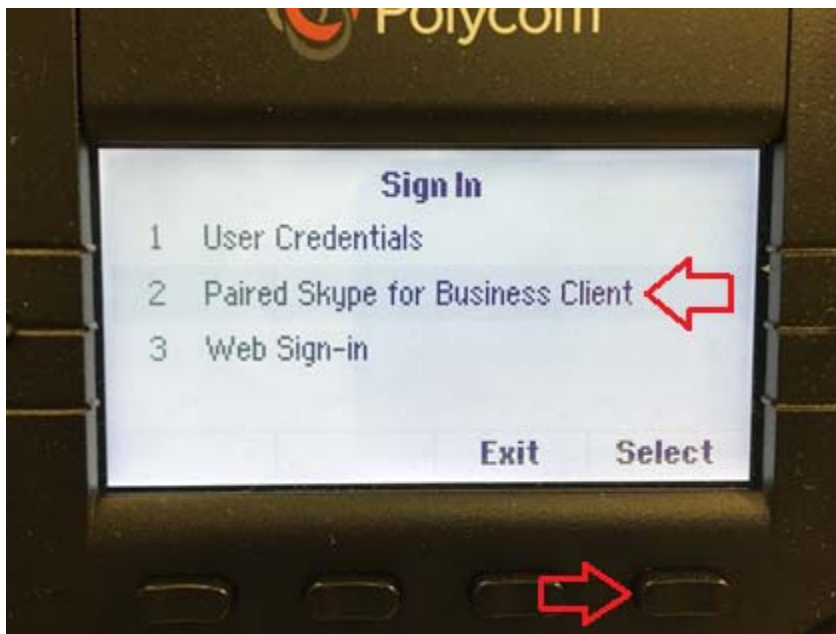
2. Press sign in button on phone

*Note the phone may auto pair with your computer making this step unnecessary



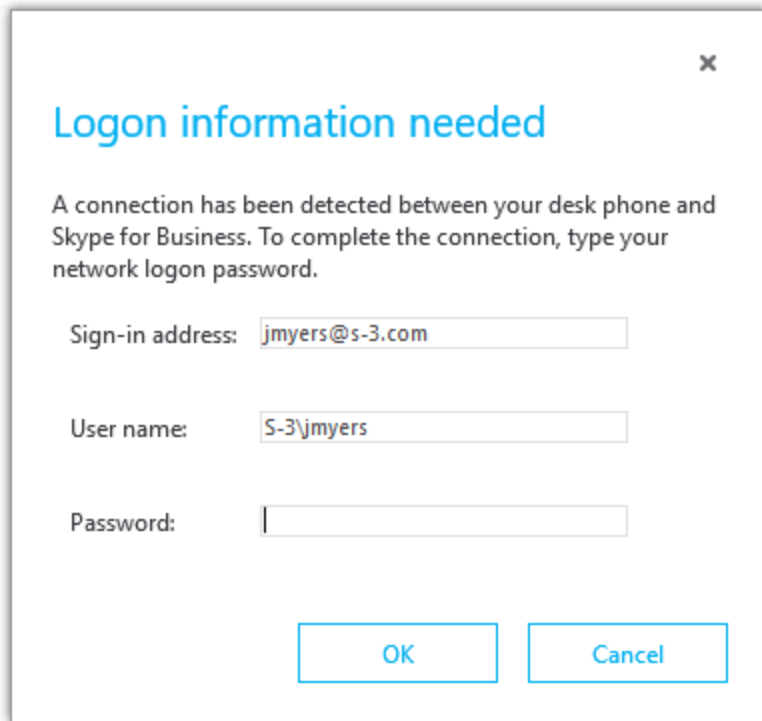
3. Select "Paired Skype for Business Client" using direction buttons and press select button

*Note the phone may auto pair with your computer making this step unnecessary



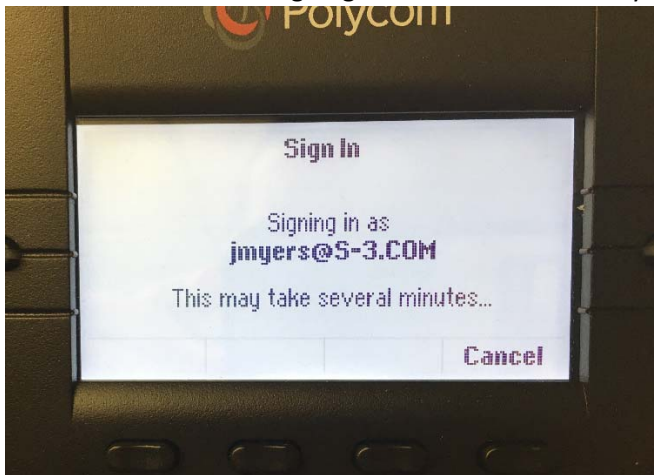
4. Skype client on your computer will ask for your S-3 credentials with a box similar to below:

*Note the box may be minimized or behind other windows



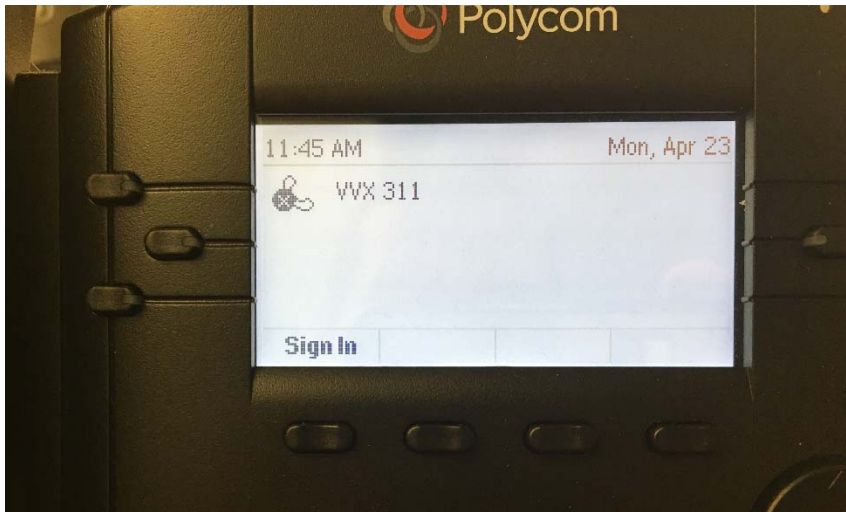
A screenshot of a Windows dialog box titled "Logon information needed" with a close button (X) in the top right corner. The text inside reads: "A connection has been detected between your desk phone and Skype for Business. To complete the connection, type your network logon password." Below this text are three input fields: "Sign-in address:" containing "jmyers@s-3.com", "User name:" containing "S-3\jmyers", and "Password:" which is empty. At the bottom are two buttons: "OK" and "Cancel".

5. Phone should show signing in status. Note this may take 3-5 minutes to complete

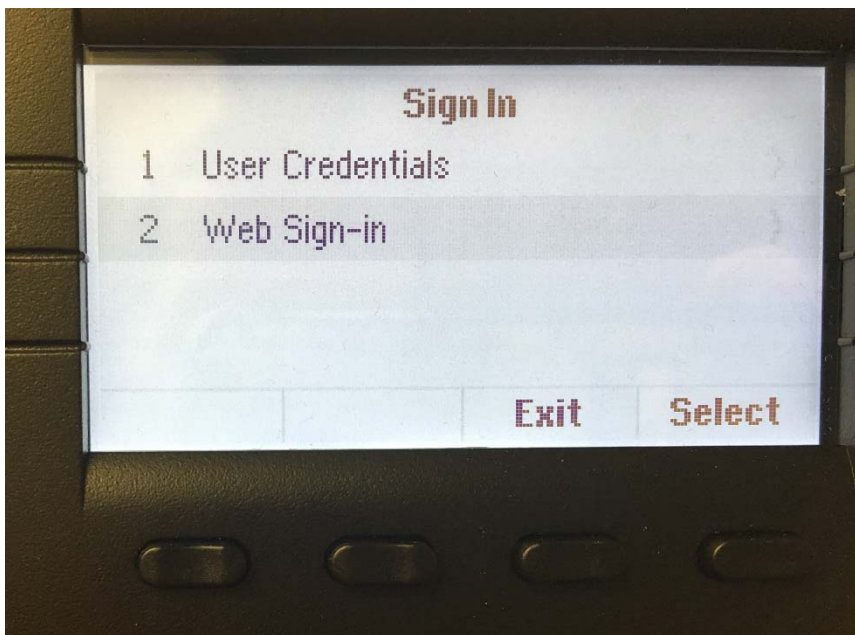


Method 2 – Web Sign-In (Use if you do not have “Paired Skype for Business Client” as an option on the phone)

1. Press sign in button on phone



2. Select Web Sign-in using direction buttons and press select button



3. A website and code will be displayed on the phone. Proceed to following page on your s-3 computer

4. Go to aka.ms/sphone in a web browser on your S-3 computer
5. Enter device code from the phone display and click continue

Enter the code that you received from the application on your device

Polycom Skype for Business Certified Phone

Click Cancel if this isn't the application you were trying to sign in to on your device.

6. Sign in your with full email address and Click Next



Sign in

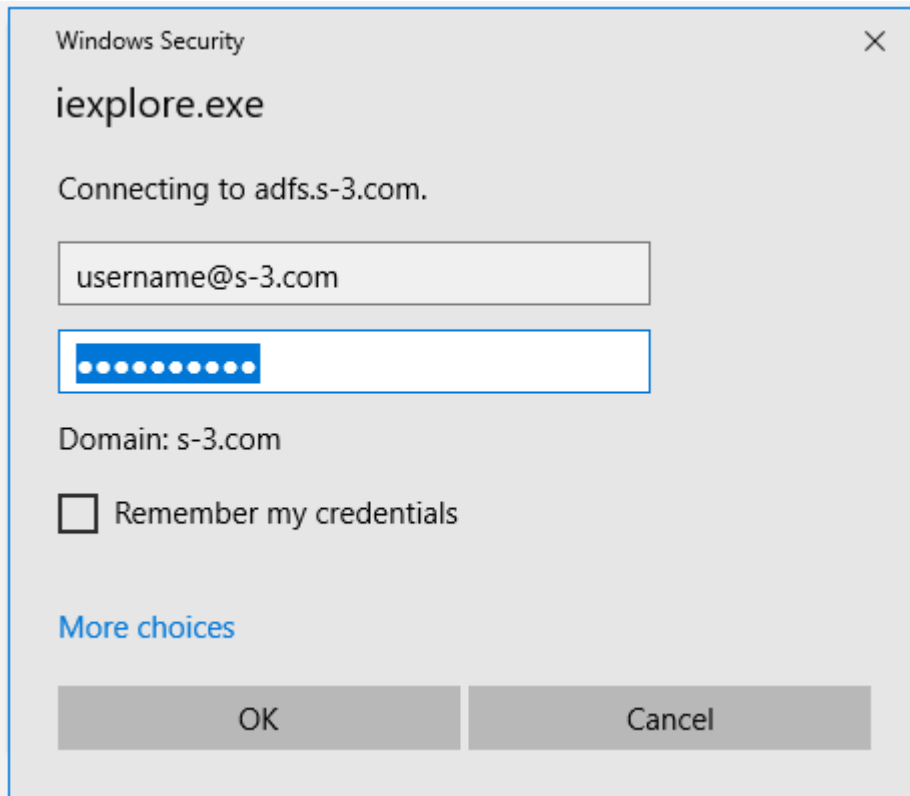
You will be signed in to Polycom Skype for Business Certified Phone. Click Back if this isn't the application you were trying to use on your device.

[Can't access your account?](#)

No account? [Create one!](#)

7. Login with your full Email and Password. It may look like either of the screenshots below depending on browser. *****Note if using Internet Explorer the login prompt may appear behind the browser!**

Internet Explorer Version of login



Chrome Version of login

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Inc

Sign in with your organizational account

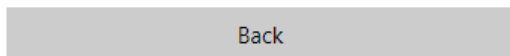
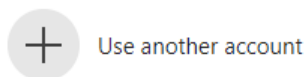
[Sign in](#)

To change your s-3.com password please click [here](#) for more information.

8. You may get a prompt to choose an account. If so, choose your account and it should continue

Pick an account

You will be signed in to Polycom Skype for Business Certified Phone. Click Back if this isn't the application you were trying to use on your device.



10. Phone should show signing in status. Note this may take 3-5 minutes to complete

