

Skype for Business – FAQs

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Quick start guide

<https://docs.com/OfficeTraining/8995/skype-for-business-quick-start-guide-contacts?c=nPwVig>

Discover Skype for Business

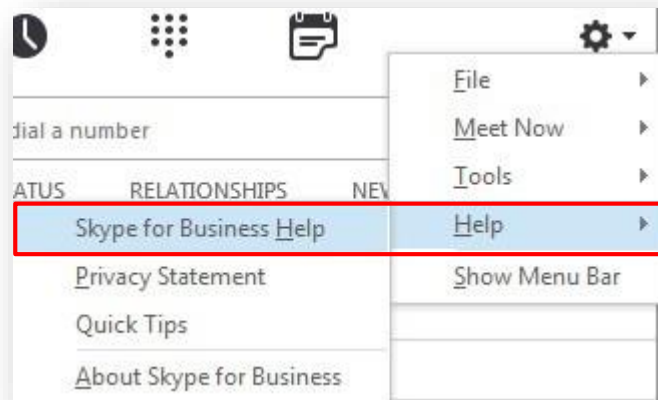
<https://support.office.com/en-us/article/Discover-Skype-for-Business-8a3491a3-c095-4718-80cf-cbbe4afe4eba>

Video guide for new users

https://www.youtube.com/watch?v=7_c4zVJ739M

Help in Skype for Business Client

For help in Skype for Business, click on the arrow next to the cog, and click Help and then Skype for Business Help.



Here you will find tutorials that will help you set-up and navigate your Skype for Business client.



Where can I find Skype for Business client software?

- Contact your local IT support or submit a request through [ServiceNow](#).

How do I sign in?

- To sign in, type in [NID@ucf.edu](#) into the **Sign-In Address** bar. Use **net\NID** if you are prompted for your **Username**, and then type in your password. For more help, [click here](#).

How do I know if I have full-feature Skype for Business?

- Full-feature Skype for Business provides the ability to voice and video call, give presentations, and much more. If you only have the ability to instant message your contacts, then you are not enabled for full-feature Skype for Business.

How do I get full-feature Skype for Business?

- Contact your local IT support staff for more information.

Will Skype for Business work on mobile?

- Currently both Google and Apple have the Skype for Business mobile client in preview. You can currently use the most current Lync client on the mobile devices.

Can I run Skype for Business when I am working remotely through VPN?

- It is not recommended nor necessary to run VPN when using Skype for Business, but it will work.

How do I add a picture to my Skype for Business profile?

- We do not support the ability to add a photo to your Skype for Business profile.

How do I add an external contact?

- There are two ways to add an external contact.
 1. Click the **Add Contact** icon, click **Add a Contact Not in My Organization**, and then select **Skype for Business**. Type in the IM Address, select a contact group and set the privacy relationship, and then click OK. The contact will be added to your Contact List.
 2. Search the contact in the main directory, and then add the contact from there.

How do I delete contacts from my Contacts List?

- To remove a contact from your contacts list, right-click on the contact you wish to remove, and click **Remove from Contacts List**.

How do I save IM conversations in Skype for Business?

- Your conversations should save automatically. You can find the conversations log by clicking on the Conversation icon at the top of your Skype for Business client. If the feature is turned off, to set up saved conversations, follow these steps:



- For Windows users:
 - Verify that you are using Microsoft Outlook 2010 or Outlook 2013.
 - In the Skype for Business main window, click the Options cog, and then click **Personal**.
 - Check the **Save IM conversations in my email Conversation History folder** box, and then click **OK**.
- For Mac users:
 1. Click Skype for Business in your menu bar at the top of the screen and click **Preferences**.
 2. In the pop-up window, click the History option and check the box that says **Save instant message conversations in my email Conversation History folder**.

How can I set up an alert to let me know when a contact becomes “Available”?

- Right click on the contact you wish to be alerted for, and click **Tag for Status Change Alerts**.

Why am I unable to voice or video call with another contact?

- While this could be a number of issues, here are some of the common problems and solutions for them.
 1. If both users are on UCF Wi-Fi (WPA_2), peer-to-peer activities will not work. To interact, instead of starting a video or voice call normally, click **Meet Now** which is under the settings cog. Then, invite the contact(s) you wish to voice/video call to the conversation.
 2. You may also be having issues with the network quality. Make sure to see if your network strength is sufficient.

Can I disable Skype for Business from starting up automatically?

- Click on the settings cog, click **Personal**, and deselect the **Automatically start the app when I log on to Windows** box. Then click **OK**.

How do I block contacts from reaching me?

- Right click on the contact you want to block, click **Change Privacy Relationship**, and then click **Blocked Contacts**.

How do I create a group?

- On your Contacts list, right click a group name (for example, Other Contacts), then click **Create New Group**. You can also click the Add a Contact button, and then click Create a New Group.

Why do I only see a blank screen when someone is sharing a desktop?

- Contact local IT or the Desktop team. Have them view this [link](#) to determine if this is the same issue.

How can I set call forwarding?

- Please refer to this [documentation](#)

How can I add delegates to enterprise voice?

- Please refer to this [documentation](#)

Why do my delegates' voicemail receive my phone messages?

- Please refer to this [documentation](#)

Can I link two of the same contacts?

- Please refer to this [documentation](#)

How do I use my enabled Skype for Business enterprise voice?

- Please refer to this [documentation](#)

What keyboard shortcuts are available in Skype for Business?

- Please refer to this [documentation](#)

Can I dial 911 on my Skype for Business enterprise voice?

- Yes, 911 is now enabled with Skype for Business enterprise voice.