

FAQ Skype for Business Mac

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Signing in and 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> (also check [this manual](#)).

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

When you close Skype for Business, the program remains active. You will see Skype for Business still active in the dock. If you do not want to receive any messages or phone, log out or set your availability status to **Do Not Disturb**.



How do I Sign Out?

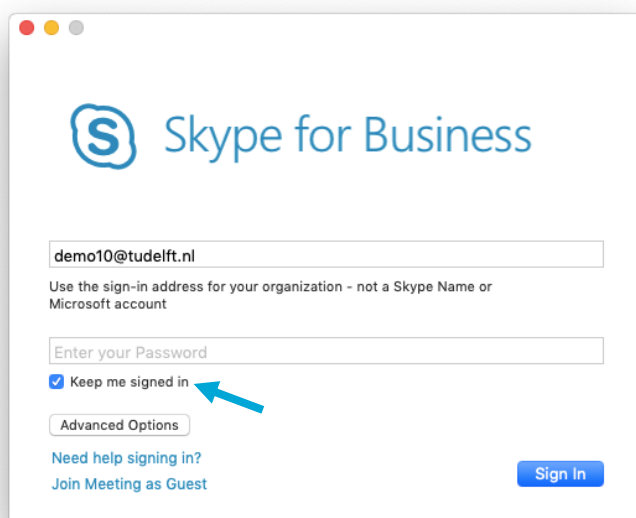
Follow the steps below to sign out. If you have connected a phone set to your computer, you will need to sign out separately.

1. Click on Skype for Business in the menu bar.
2. Click on Sign Out



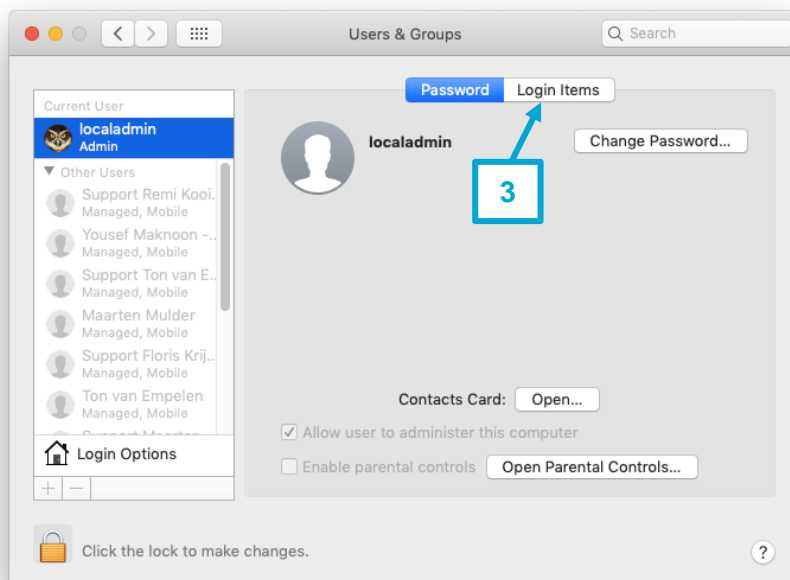
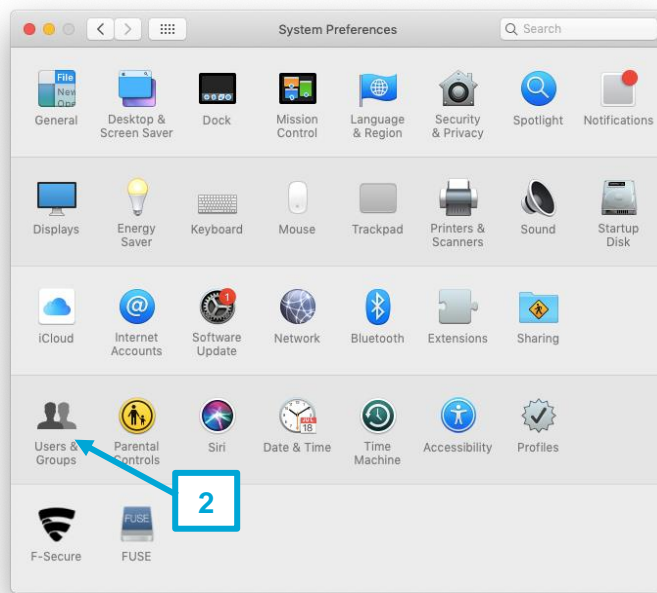
Can Skype for Business start up automatically / sign me in automatically when I start the computer?

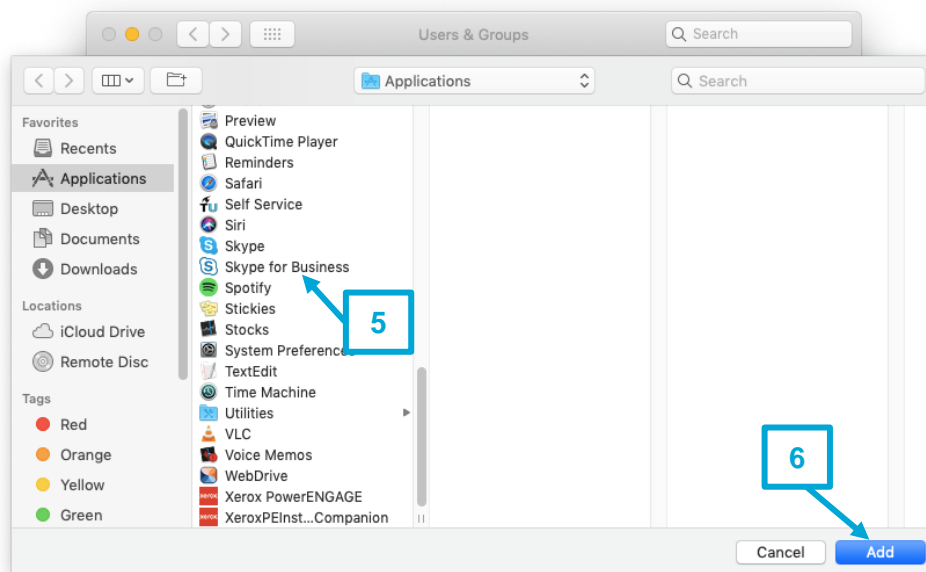
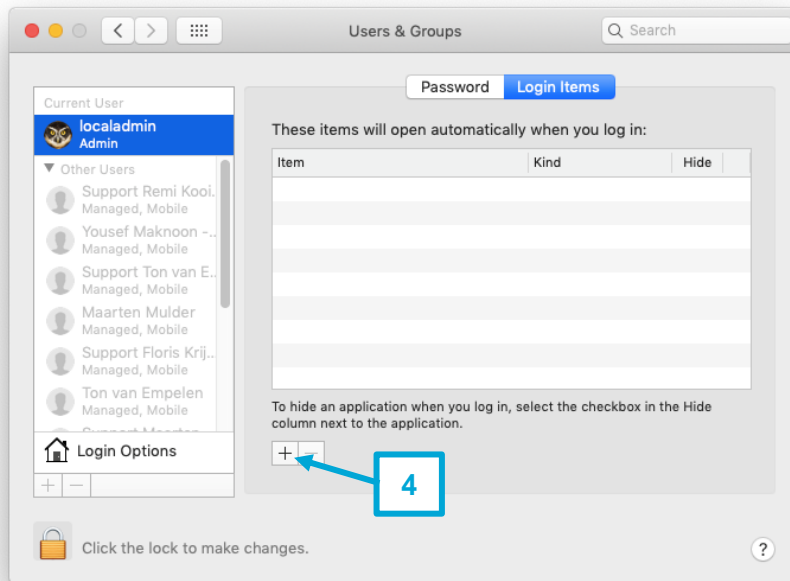
Yes! Make sure you log in once and that the **Keep me signed in** checkbox is checked.

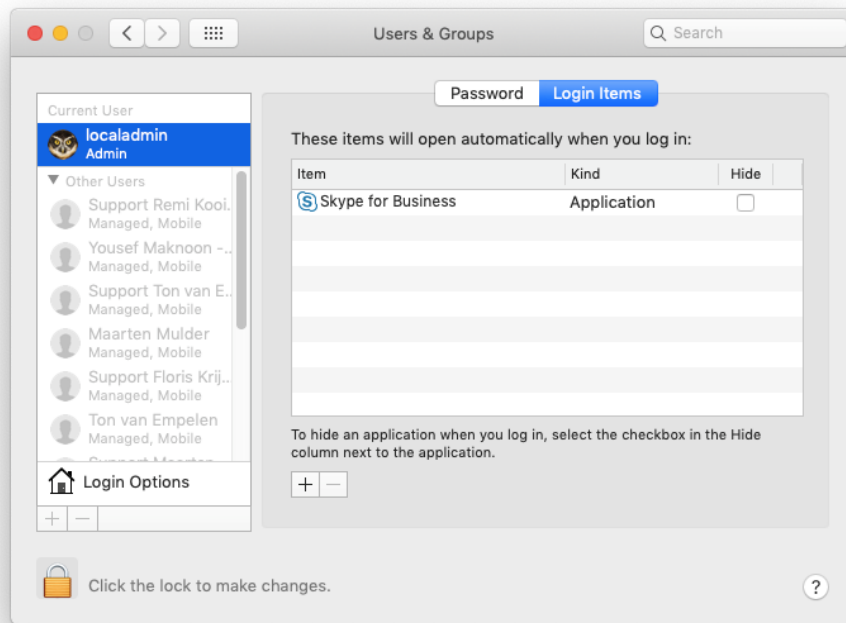


To get Skype for Business to start automatically follow the steps below:

1. Go to **System Preferences**
2. Click on **Users & Groups**
3. Click on **Login items**
4. Click on **+**
5. Browse *Applications* and select **Skype for Business**
6. Click on **Add**
7. **Skype for Business** will now start up automatically







Availability

How does Skype for Business know if I can be reached?

Your presence is based on 3 sources:

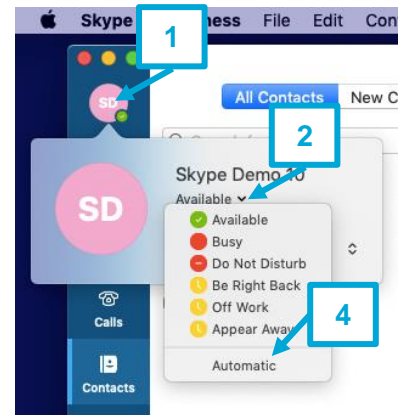
1. Your Outlook calendar (if you have an appointment you are busy)
2. Computer/telephone (if your computer is locked, you are away)
3. What you set manually







How to manually set your presence status

1. Click on the status underneath 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 voice mail immediately. Calls from delegates do get through DND!

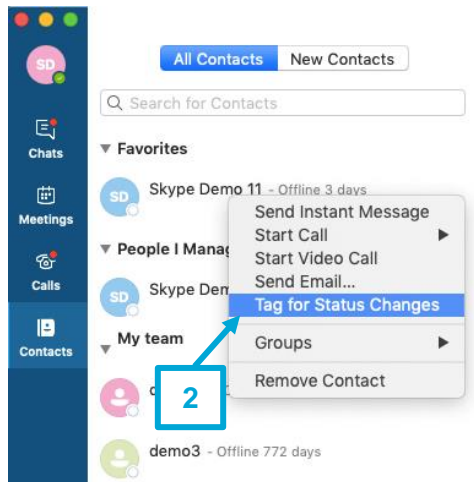
The table below describes what a status means:



If your presence status is...	What it means
 Available	You are online and available to contact.
 Busy	You are busy and don't want to be disturbed.
 Do Not Disturb	You don't want to be disturbed and only want to see call notifications if they are sent by someone in your workgroup.
 Be right back	You've been inactive for a while.
 Off work	You are not at work and you're not available.
 Appear away	You are logged in but during the period you specified the computer was not active or you were away.

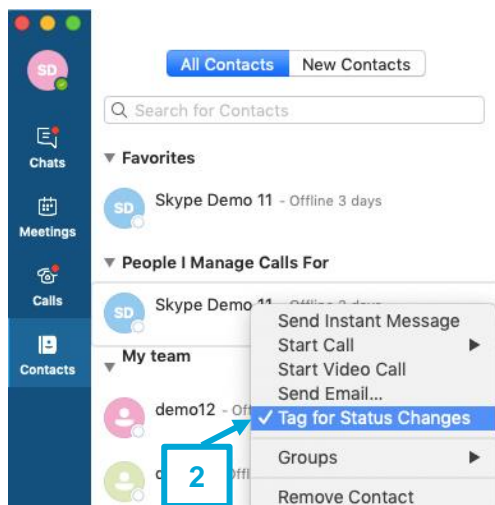
Can I get notified when a contact is available again?

1. Right click on the contact
2. Click **Tag** for **Status Changes**



How do I turn off notifications of a contact?

1. The contact in question is tagged for Status Changes.
2. Right click the contact and toggle the check mark in front of Tag for Status Changes off



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

When your computer is in sleep mode, no calls will come in. These calls will go directly to your voice mail. Is this awkward for you? Then consider turning on **simultaneous ring** so that you can also be reached on your mobile 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 ringing** in Skype for Business. Click [here](#) for the instruction video.

Can I receive a second call while I'm taking a call?

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

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

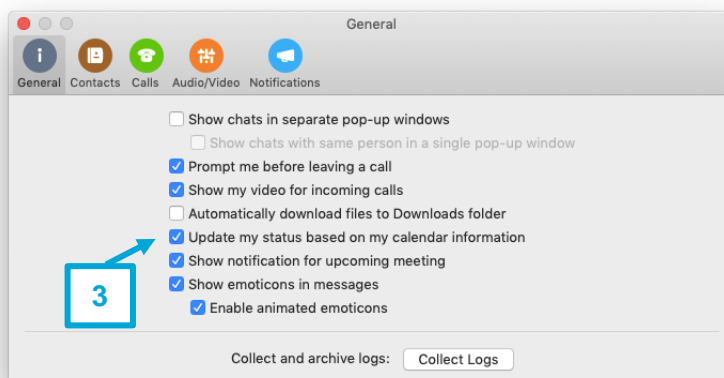
You can avoid getting notifications while sharing your screen.

1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Click on **Notifications**
4. Check the box next to *Stop notifications while sharing screens*

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

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

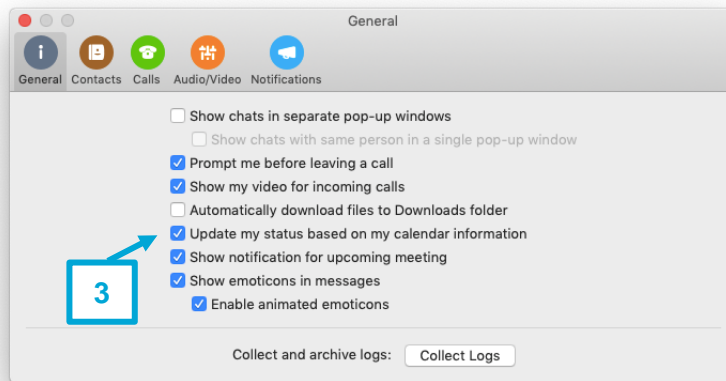
1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Uncheck *Update my status based on my calendar information*



I don't want to share my status. Can I turn it off?

Sharing your availability status is a powerful feature for working efficiently with colleagues. Follow these steps to disable this feature:

1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Uncheck *Update my status based on my calendar information*



Then manually select an availability status, e.g. Appear Away or Off Work. Colleagues will now see this as your default availability and it will not be adjusted automatically.

I get the status Away after only 5 minutes, can I set the time differently?

No. This is the default setting in Skype for Business.

My colleague may contact me if I have a Do Not Disturb status. How do I set that?

Only delegates will come through Do Not Disturb. Please note, delegates can also call on your behalf! You can make someone a delegate by adding him/her to the group of **Delegates**.

My status in Skype for Business is Out of Office. How can I turn that off?

Your Out of Office information is taken from Outlook. Turn off your Out of Office in Outlook or in Webmail and after a maximum of 10 minutes your Out of Office status will have changed in Skype for Business.

Contacts

What information can be found in Skype for Business' Contacts?

The information is taken from the Outlook address list, so you can see all employees and students of TU Delft.

In addition, you can find your personal Outlook contacts in Skype for Business.

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 photo for the Campuscard' can be found [here](#). If you follow this manual for the Campuscard, your photo will become visible in Skype for Business as well as in Outlook and SharePoint.

What details of me are visible to my contacts?

Colleagues can see your availability status, department, email address and phone number(s). External contacts can see your email address and availability status.

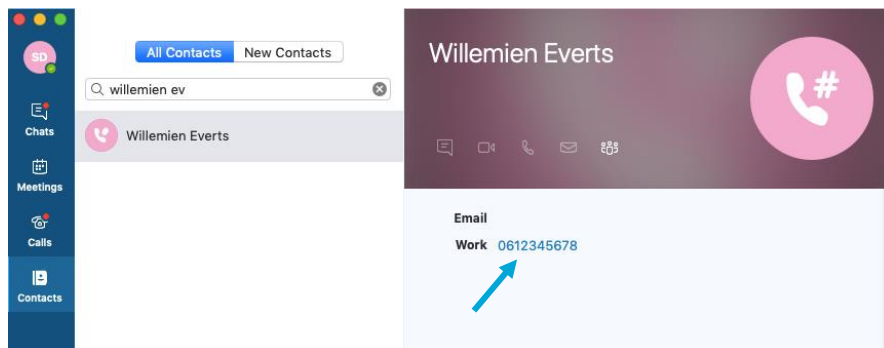
Skype for Business indicates that the address book should be downloaded.

How do I find my contacts?

It may take a while before the address book is downloaded. 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. Note: The contact cannot be added to a contact group in Skype for Business and you call the contact by clicking on the phone number instead of the phone icon. Click [here](#) for the instruction video.



Can I add a Skype* contact?

Yes, you can. There are two possible methods where method 1 sometimes works and sometimes it does not. The second method always works.

Method 1

In the search box, enter the email address that the contact uses for Skype. If you send the contact a chat and you don't get an error message, the first part succeeded. The Skype contact must now accept your contact request, or look you up in Skype using your Skype for Business email address and send you a message.

Method 2

For this method you need the Skype username of the contact. Enter the username supplemented with @skypeids.net in the search box. The contact must accept your contact request before you can communicate with each other.

In Skype you can export an overview of your contacts to Excel so you have an overview of all usernames. However, the contacts must be added manually in Skype for Business.

Click [here](#) for the instruction video.

* Skype is the consumer version, Skype for Business is the business version used by TU Delft.

I have a lot of contacts in Skype. Can they be transferred to Skype for Business all at once?

You can search for and add contacts to Skype for Business Skype. However, you have to do this manually. It is not possible to automatically import all your contacts from your private Skype account to the TU Delft Skype for Business account. When adding Skype contacts, your contacts will receive 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 does have to allow communication with external people!

Click [here](#) for the instruction video.

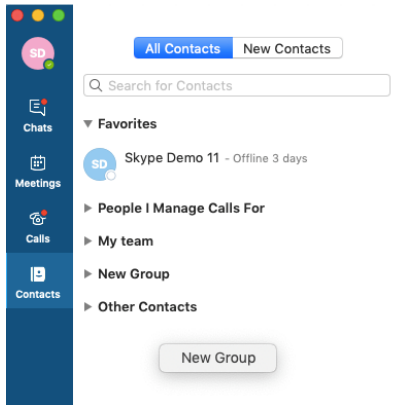
Can I change the order of my contacts in my contact list?

No, this is not possible. Apart from the groups **Favorites** and **People I Manage Calls For**, the groups and contacts are sorted alphabetically.

How do I create a group for my contacts?

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

1. In the left menu, go to **Contacts**
2. Click in the white area with the right mouse button
3. Click on **New Group**

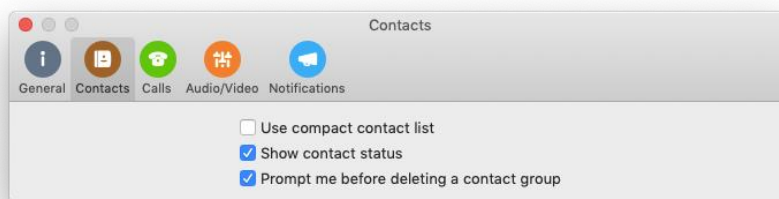


Click [here](#) for the instruction video.

Can I display my contacts without their photo?

The advantage of this is that you get more space to display more contacts in your home screen.

1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Click on **Contacts**
4. Check the *Use compact contact list box*



Calling

How do I call 112 (call for emergency)?

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. Calling 88888 will reach the TU Delft control room as well.

If you call 112 with your mobile phone, you will end up at one of the regional control rooms of the government. The TU Delft urges you to call the TU Delft control room on 015-2888888 instead.

Why can't I call outside?

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 the lead zero and it still doesn't work? Then contact the service point or report a call in the [Self Service Portal](#).

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 get any calls. What can I do?

Check the following:

1. Are you signed in on Skype for Business?
2. Do you have a network connection?
3. Is your availability status not on **Do Not Disturb**?

If you still can't receive calls, please contact the service point or report a call in the [Self Service Portal](#).

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

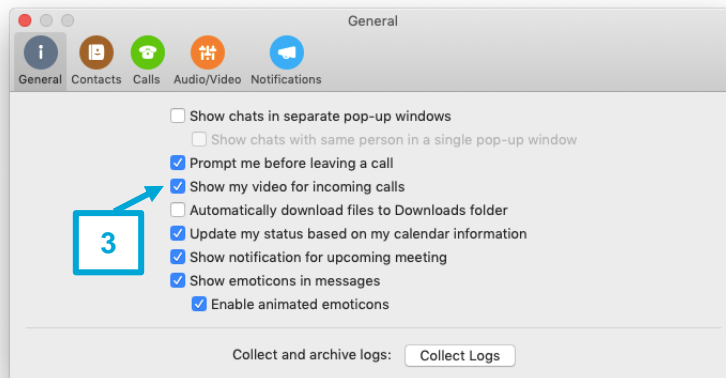
Contact your colleague and ask him/her to switch off the call forwarding. If this does not work, please contact the service point or report a call in the [Self Service Portal](#).

Click [here](#) to see the instruction video.

I see my camera when I get a call. Can I turn that off?

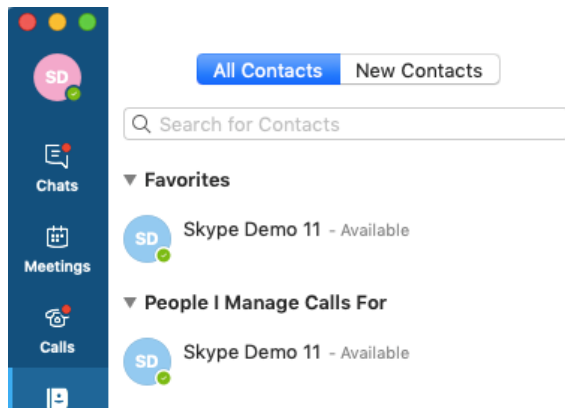
By default, your camera will be activated when you get a call. You can select to answer a call as a video call or audio only. Do you find it annoying that the camera is activated by default? Here is how you can turn it off:

1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Uncheck *Show my video for incoming calls*



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

Contact your colleague and ask him/her to remove you from the delegate group. If this does not work, please contact the service point or report a call in the [Self Service Portal](#).



I get notifications that my delegate has answered a call for me. Can I turn these notifications off?

You can turn this notifications off in the voice mail settings. Doing this will turn off all notifications of missed calls, not just notifications that a delegate has answered a call for you.

Click [here](#) to see the instruction video.

What happens when a delegate misses a call?

The caller gets your voice mail.

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

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?

You cannot change the ringtone in Skype for Business Mac.

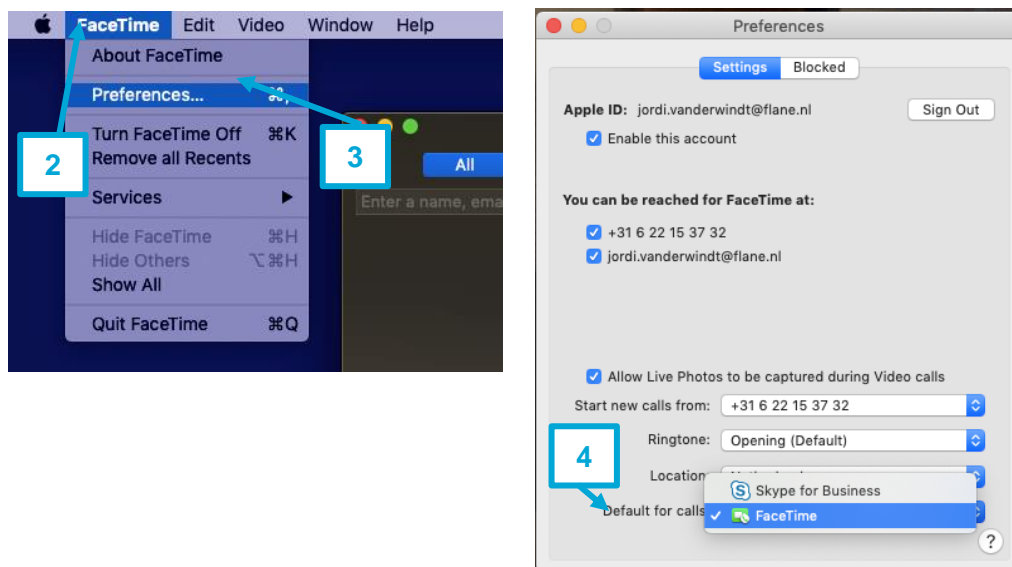
How do I adjust the volume?

You can adjust the volume on your headset. Another option is to adjust the default volume in the Mac system settings.

When I click on a phone number, FaceTime opens. Is this possible with Skype for Business?

Yes it is! You can adjust this in FaceTime.

1. Make sure you are logged in to FaceTime with your Apple ID.
2. On the menu bar, click **FaceTime**
3. Click on **Preferences**
4. Change **Default for calls** in **Skype for Business**



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 one click.

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

If Skype for Business is your default program for telephony, clicking on the number will open Skype for Business and the number will be called. See "When I click on a phone number, FaceTime opens". If Skype for Business is not your default program yet.

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

With Skype for Business Mac, you can only connect without consult.

I have call forwarding to my mobile. What happens if I miss a call?

In case of **Call forwarding** to a mobile phone, the caller reaches the voice mail of your mobile phone. You will receive a notification that a call has been forwarded to (the voice mail of) your mobile phone.

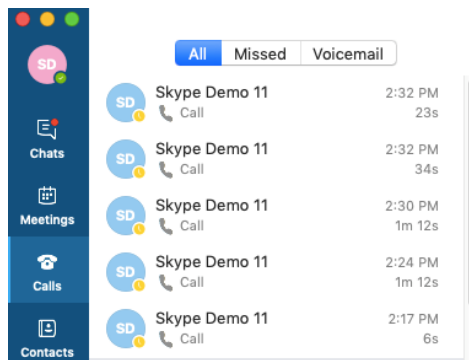
When I answer my mobile phone, I keep getting emails. Can I turn that off?

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 notifications can be turned off in the voice mail settings. You will however turn off all notifications, including those of missed calls.

Click [here](#) for the instruction video.

Can I redial the last number?

Go to **Calls** and click on the last number dialled to redial it.



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 .

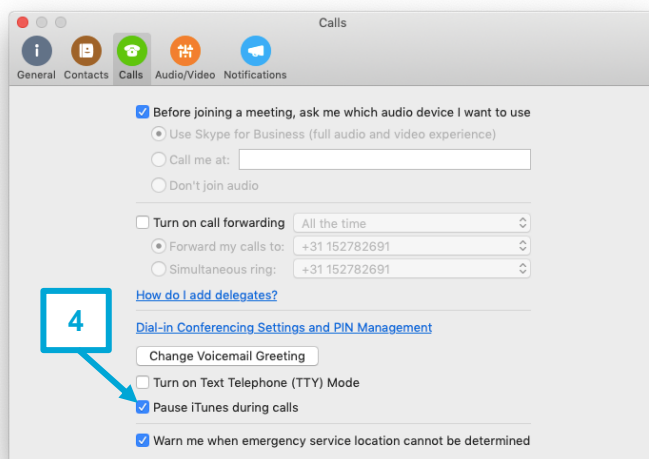
I hear different audio through my conversations. What can I do about that?

It depends on what you're playing. If you are listening to internet radio via your headset, you have to manually mute, pause or stop the radio.

If you are listening to radio or music via iTunes, Skype for Business can automatically pause the audio when you receive a call.

1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Click on **Audio/Video**
4. Check the box *Pause iTunes during calls*

The first time you receive a call while listening to iTunes, you must grant Skype for Business a one-time permission to adjust the audio of iTunes. When you end your call, iTunes will continue to play.



Meetings

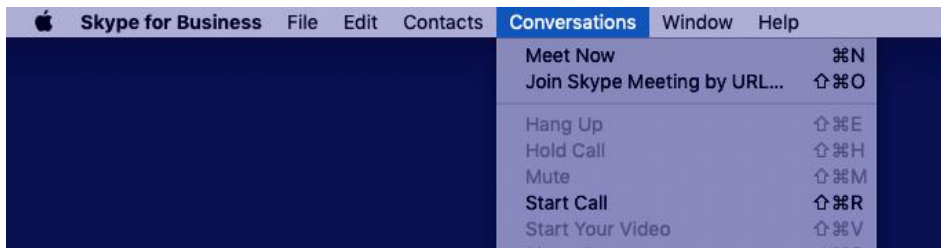
How do I plan a Conference call?

You can do this in Outlook or in [Webmail](#).

Click [here](#) to see the Instruction video.

Can I set up an ad hoc meeting?

1. Click on the menu bar on **Conversations**
2. Click on **Meet now**

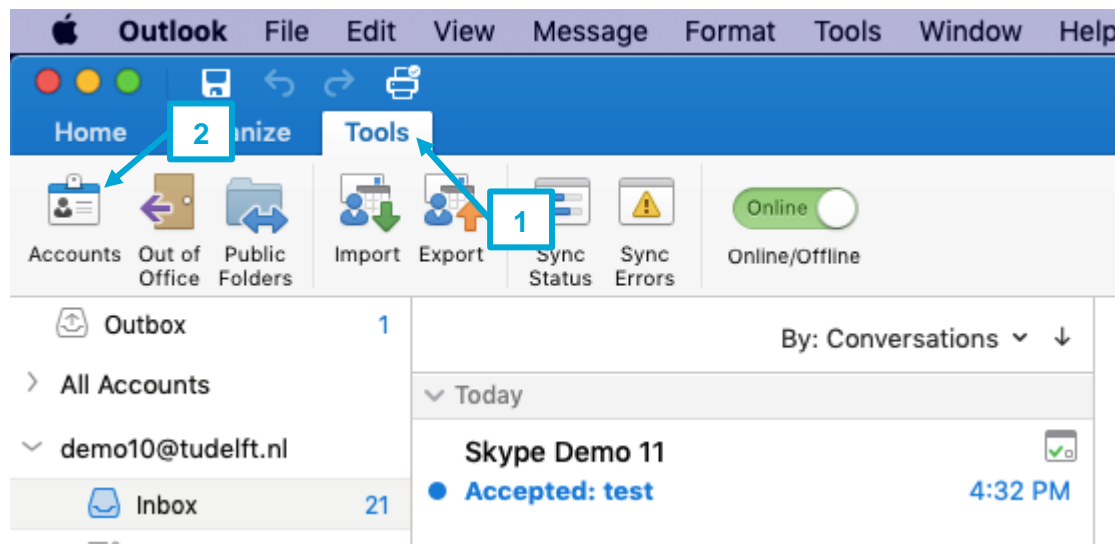


Can I schedule a Skype meeting on behalf of my manager?

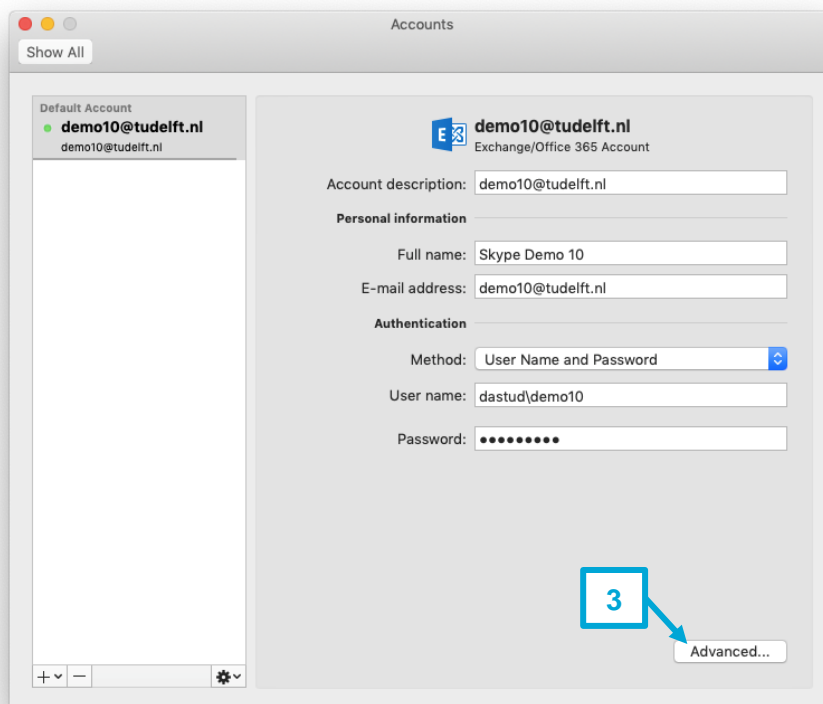
This is possible when you are a delegate for both the manager's agenda and Skype for Business. The manager should follow the steps below to register you as a delegate. Often this has already been arranged for the agenda, but we will describe it here anyway.

In the manager's Outlook

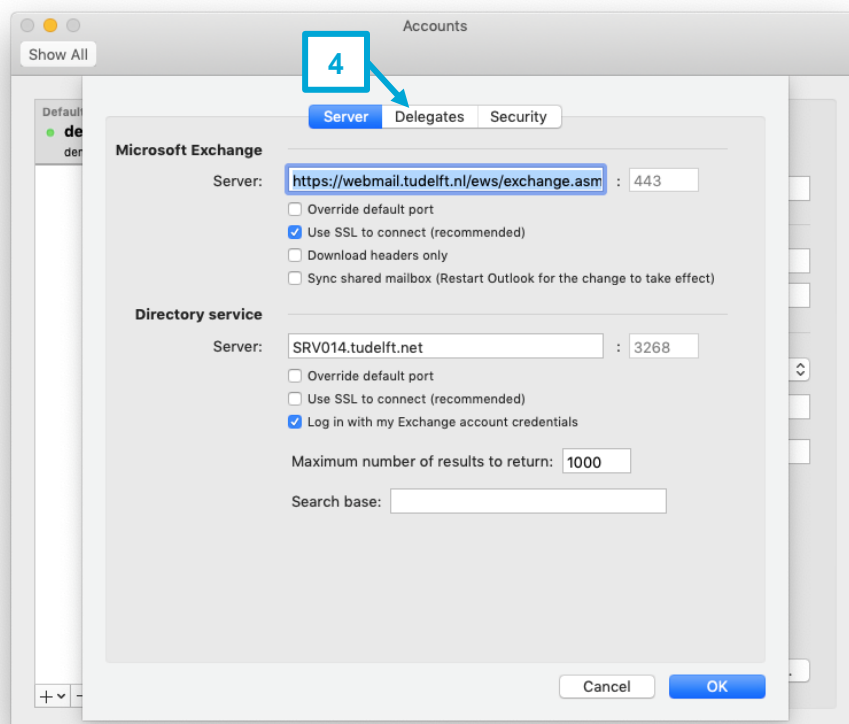
1. Click on the **Tools** tab
2. Click on **Accounts**



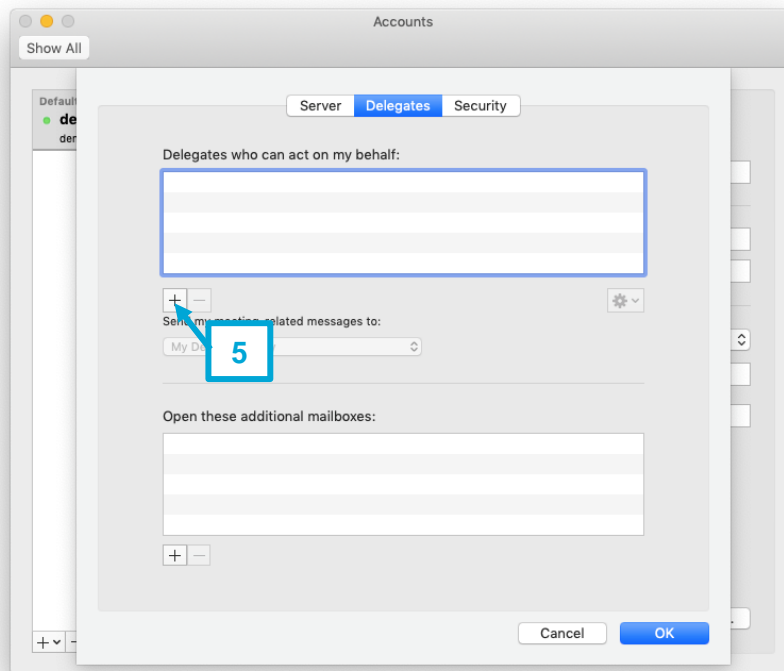
3. Click on **Advanced**



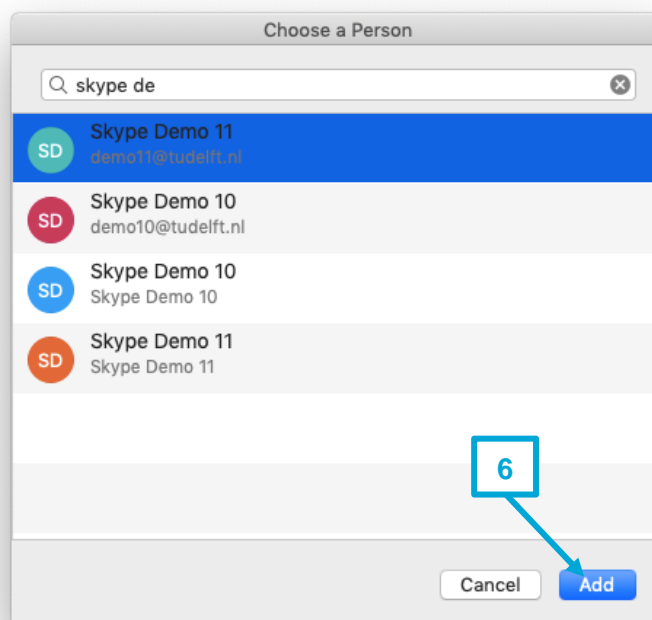
4. Click on **Delegates**



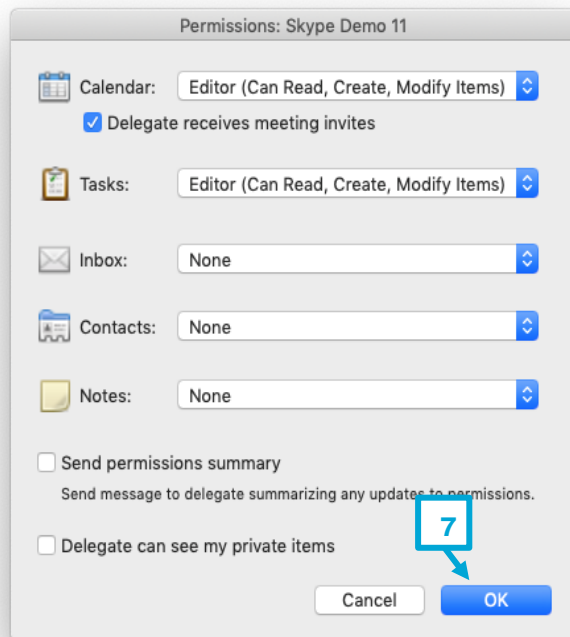
5. Click on +



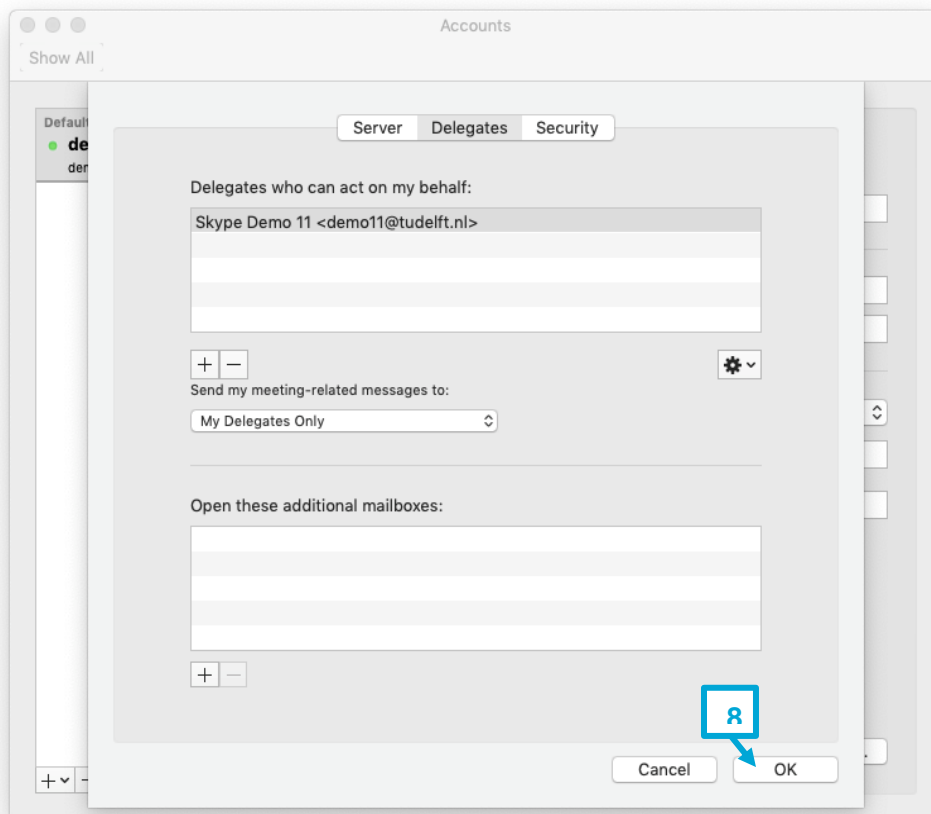
6. Find the colleague and click on **Add**



7. Click on **OK**

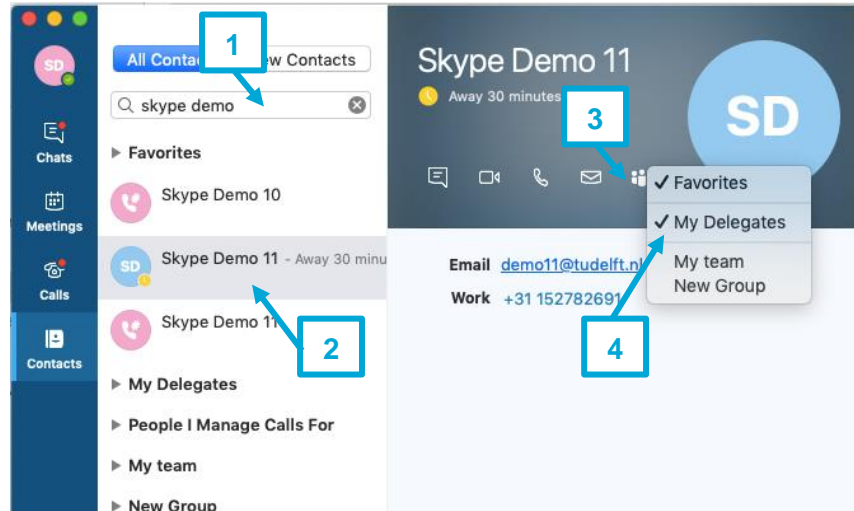


8. Click on **OK**



In the manager's Skype for Business

1. Find a colleague in the search box
2. Click on the colleague
3. Click on **Groups**
4. Click on **My Delegates**

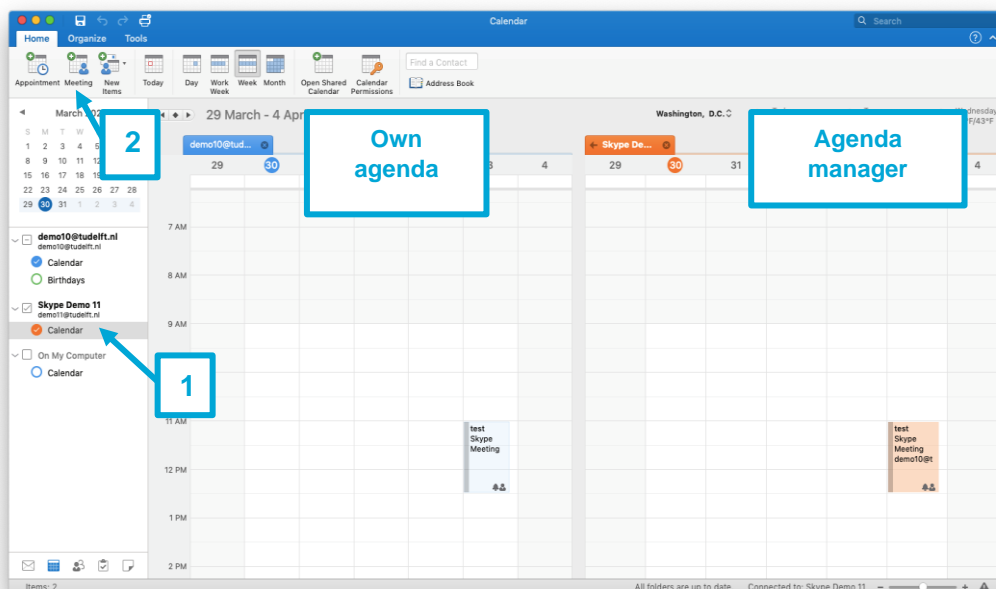


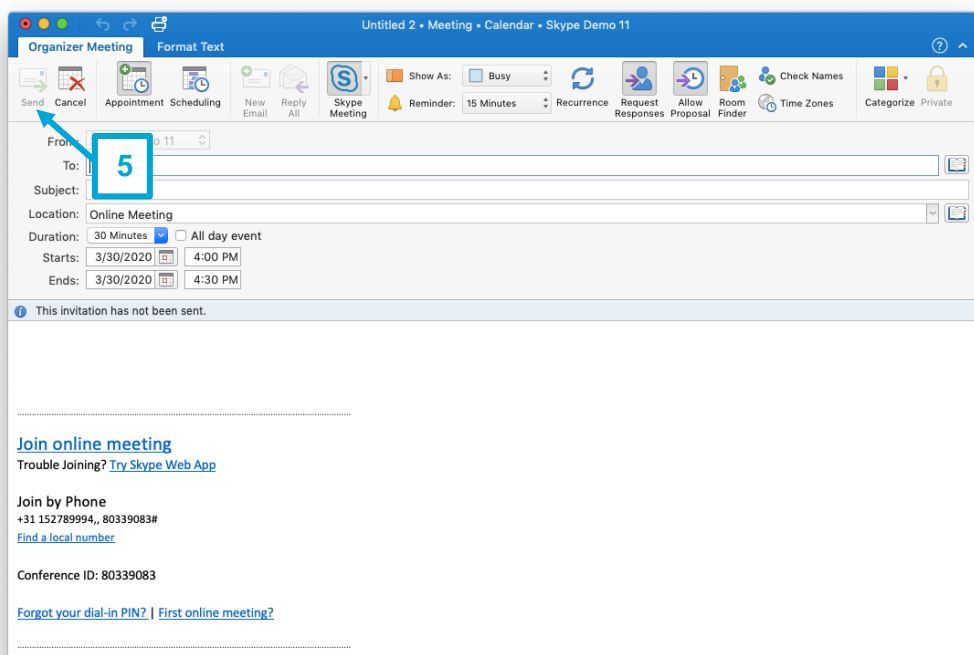
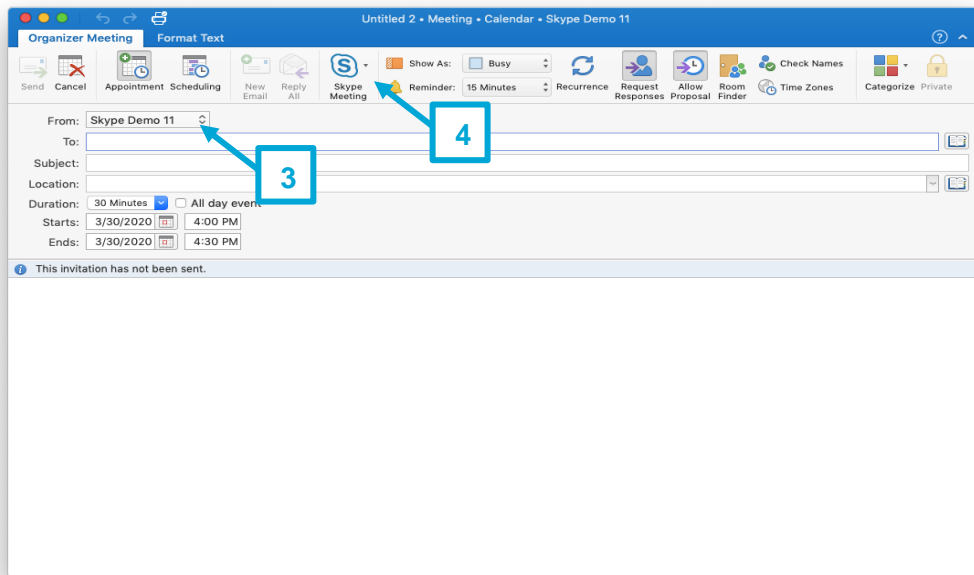
Please note that it may take some time for the authorisations to be processed. You can now schedule a Skype meeting in the manager's calendar.

Planning the meeting on behalf of your manager

When all permissions are set correctly, go to your manager's agenda. Don't plan the Skype meeting in your own agenda! Don't copy and paste links either, but follow the steps below.

1. In Outlook, go to your manager's calendar (in this example it is Skype Demo 11).
2. Click on Meeting
3. At From, check if your manager's name is there and adjust if necessary.
4. Click on Skype Meeting
5. Fill in the details of the meeting and click on Send



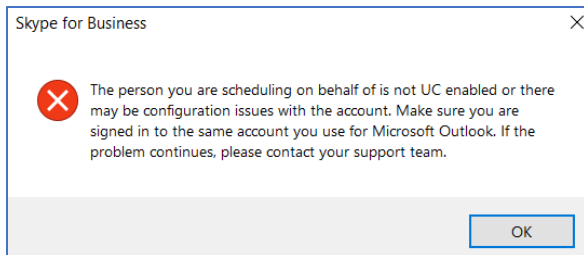


The actions can also be seen in [this video](#). Please note that you schedule a meeting in the agenda of your manager instead of in your own agenda!

Can I schedule a Skype meeting in a shared mailbox?

Functional mailboxes, also called shared mailboxes, are mailboxes such as WPS-TBM@tudelft.nl, servicepunt-otbm@tudelft.nl or directie-ictfm@tudelft.nl (there are many more). You cannot schedule a Skype meeting in the calendar of a functional mailbox. You can only schedule a Skype meeting in a person's calendar. However, you can invite a functional mailbox for a Skype meeting, so that the meeting will end up in the calendar there.

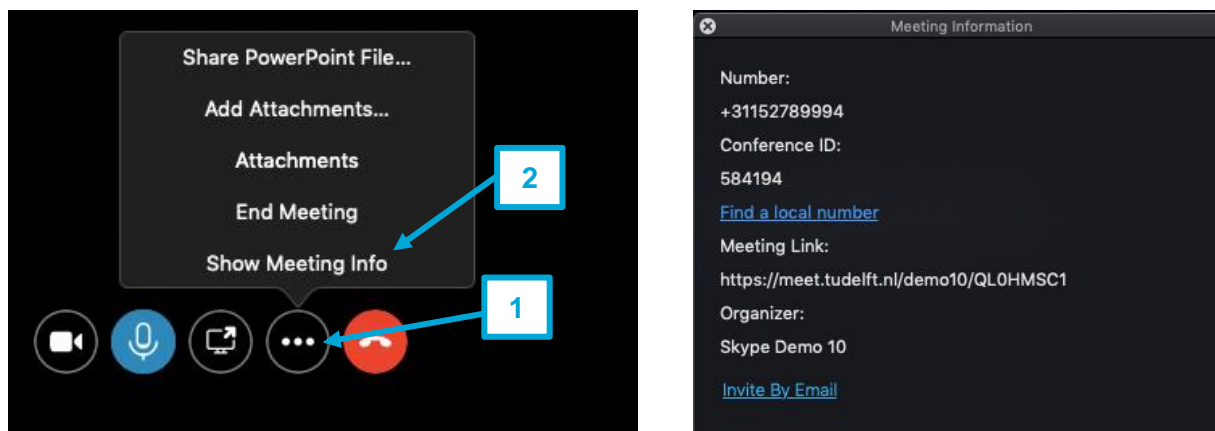
Error message when scheduling a Skype meeting in the calendar of a functional mailbox:



Where can I find the details of a meeting?

The details of a 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 the **three dots**
2. Click on **Show Meeting Info**

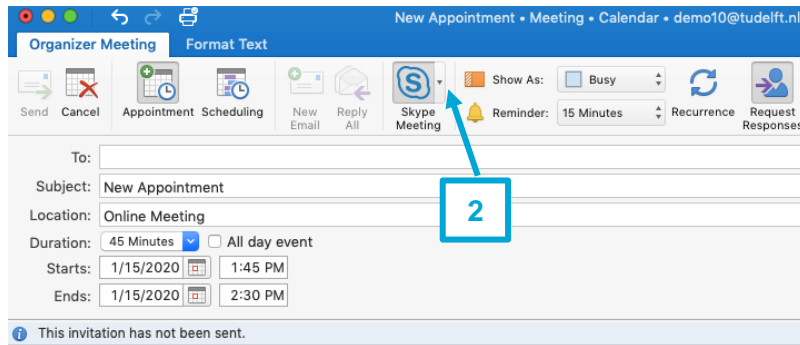


Where can I adjust the settings of a meeting?

In advance you can adjust settings for a meeting, not during a meeting. These settings include whether participants can participate at the same time or have to be accepted first, or whether chat during the meeting is allowed or not.

1. Create or open a Skype Meeting in Outlook
2. Click on the arrow next to Skype Meeting and then on **Set Access Permissions**
3. Adjust the settings as desired

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



[Join online meeting](#)

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

Join by Phone

+31 152789994,, 728538#

[Find a local number](#)

Conference ID: 728538

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

Can I dial in with my mobile phone?

You will find a phone number in the appointment field. Call this number with your mobile phone to join the meeting. You will also need the Conference ID to join the meeting.

[Join Skype Meeting](#)

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

Join by phone

[+31152789994](#) (31)

English (United Kingdom)

[Find a local number](#)

Conference ID: 139538

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

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

There are several pin codes you may need:

- Voice mail 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 pin code on <https://Dialin.tudelft.nl>

You only need the pin code as an organizer. As a participant in a Skype meeting, you do not need a pin code.

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

If you want to mute the audio 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 has muted my microphone. Can I unmute it?

Yes, you can. When you participate in Skype for Business meeting on your computer, click on the microphone to unmute it. With a (mobile) phone you can press *6 keys to unmute 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](#)



Join by phone

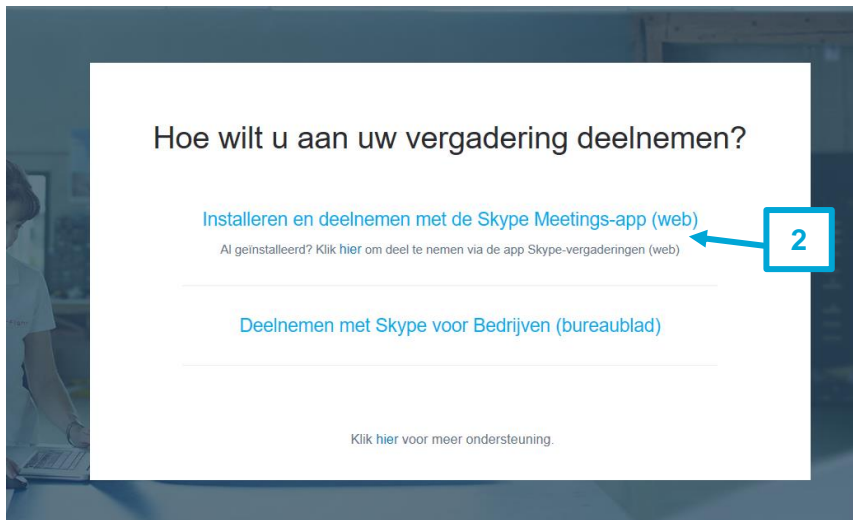
[+31152789994](#) (31)

English (United Kingdom)

[Find a local number](#)

Conference ID: 139538

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



I don't hear any 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 switched 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 switched 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

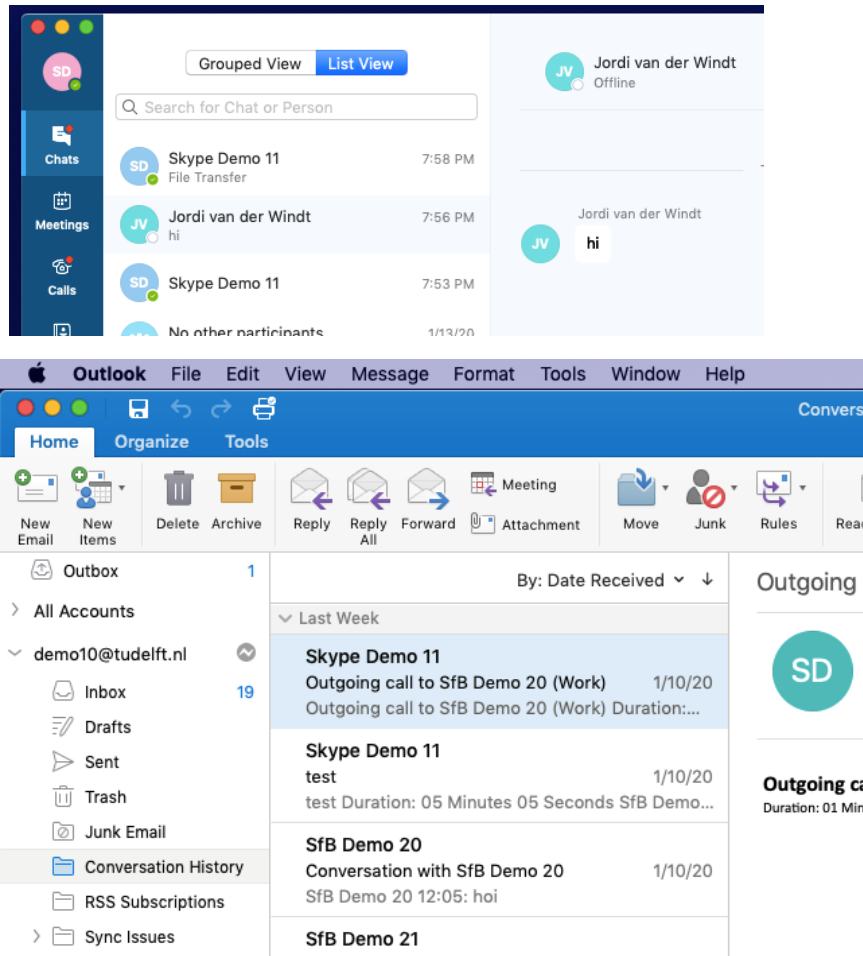
My colleague sent a file in the chat. Where can I find this file?

Files you receive in a chat are saved in the Downloads folder. This folder can be found in the Windows Explorer.

Can I re-read my recent chats?

Recent chat conversations can be read in **Chats**.

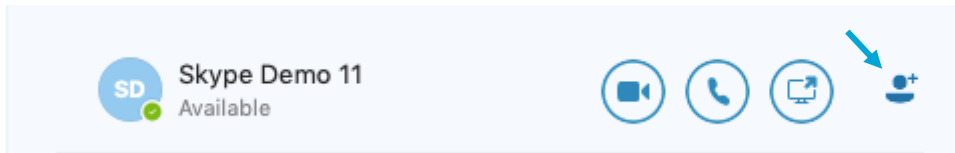
All chat conversations are also stored in Outlook/Webmail in the **Conversation History** folder.



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. Right-click on the group name in the contacts list to send a chat message to all members of a group. Click Send Instant Message, type your message, and then press the Enter key. Your chat message will be sent to all group members.
2. You can also convert a chat conversation with a single person into a group chat conversation. Add other people to the conversation 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 chat window.

Can I turn my chat conversation 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



Chat messages are so small. Can I enlarge them so I can read them better?

No, you can't adjust this.

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](#) for the instruction video.

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

You can share your screen with an external contact, but you can't give them control of your computer.

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.

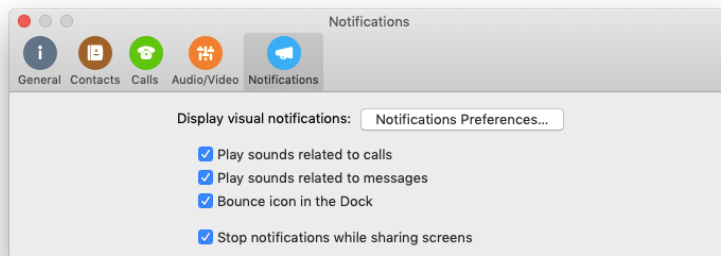
Can I give someone control of my computer?

With Skype for Business Mac, you can't give anyone control of your computer.

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

You can avoid getting notifications while sharing your screen.

1. Click on **Skype for Business** in the menu bar.
2. Click on **Preferences**
3. Click on **Notifications**
4. Check the box next to *Stop notifications while sharing screens*



Voice mail

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

There are several pin codes you may need for telephony:

- Voice mail PIN
- Dial-in pin code for logging on to a Polycom set and joining meetings

Make sure you use the correct pin code (the voice mail pin code)! Adjusting your voice mail pin code is explained in this video: Click [here](#) to see the instruction video.

Can I listen to my voice mail from any device?

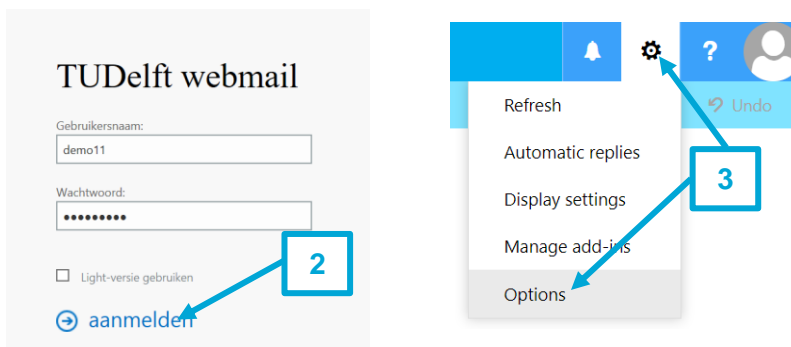
Yes you can! Call +31152789995. When asked for your extension number, enter your abbreviated number (0152782691 → 82691). When you are asked for your pin code, enter your voice mail pin code.

Can I turn my voice mail off?

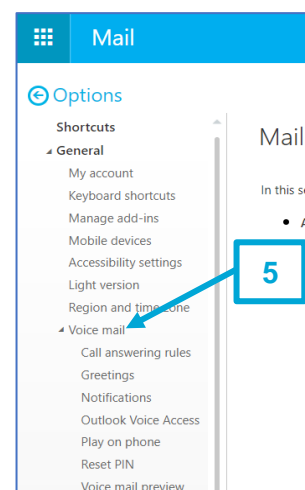
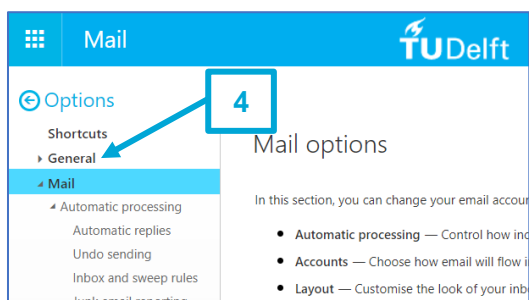
When you get a call, the call always has to be forwarded somewhere, even if you don't answer. By default, the caller reaches your voice mail. You cannot turn your voice mail off. However, you can set up **call forwarding** to your mobile phone and turn off your voice mail.

How do I record a new voice mail greeting?

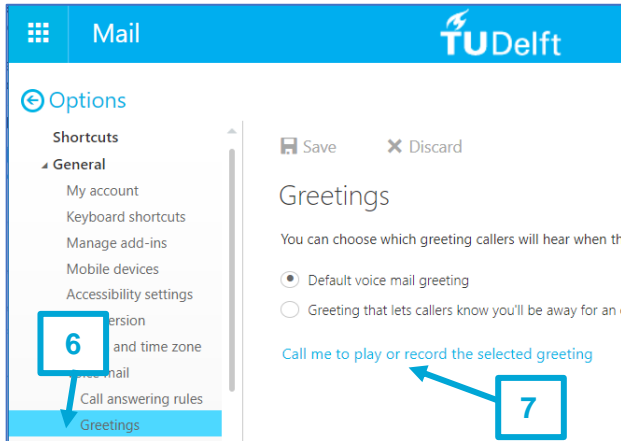
1. Open the browser and go to <https://webmail.tudelft.nl>
2. Log in with username and password and click **Login (aanmelden)**
3. Click the **Gear icon** at the top right of the screen and choose **Options**



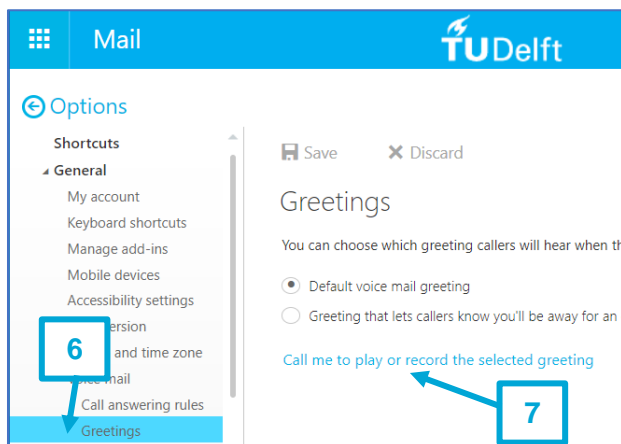
4. In the left menu, expand **General** by clicking on it
5. Under **Voice mail** you will find all voice mail settings



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. Confirm the recorded message by pressing **1**
13. Click on **Disconnect** in the browser
14. The new greeting is now set