

## Install and sign in

1. Open your app store, find and install the **Skype for Business app**.
2. Accept the terms and conditions.
3. Use these details to sign in:
  - **Sign-in Address:** *username@ipt.uct.ac.za*
  - **Password:** *UCT password*
  - **User Name\*:** *username@wf.uct.ac.za*

\*You may need to tap *Advanced Options* to access the *User Name* field.
4. Tap  **Advance**.
5. Enter your cell phone number using the international format (e.g. +27 83 123 4567).
6. Tap  **Advance**.

## Set up call forwarding

1. Tap  **Status**.
2. Tap **Call forwarding** then configure call forwarding as required:
  - **Disable call forwarding:** No call forwarding
  - **Forward calls:** Forward calls to voicemail or your cell phone
  - **Simultaneously ring:** Calls will ring on your office phone and your smart phone
3. In the **Apply settings** section, select when call forwarding should be active.
4. Go back.

## Contact someone

On your contact list	Not on your contact list	Group conversation
<ol style="list-style-type: none"> <li>1. Select  <b>Contacts</b>.</li> <li>2. Search or scroll to find the relevant contact.</li> <li>3. Select the relevant icon to communicate with the person:                             <ul style="list-style-type: none"> <li>•  for Instant Messaging</li> <li>•  for Voice Call</li> <li>•  for Video Call*</li> <li>• person's email address for Email</li> </ul> <p><small>*requires strong data connection</small></p> </li> </ol>	<p><b>Note:</b> Only voice calls are available for someone who's not on your contact list.</p> <ol style="list-style-type: none"> <li>1. Tap  <b>Keypad</b>.</li> <li>2. Dial the person's number.</li> <li>3. Tap  <b>Call</b>.</li> </ol>	<p>To start a group conversation:</p> <ol style="list-style-type: none"> <li>1. Start an  Instant Message conversation with one contact.</li> <li>2. Tap  <b>Options</b>.</li> <li>3. Select <b>Add participants</b>.</li> <li>4. Find and select another participant.</li> <li>5. Repeat steps 2 to 4 to add other participants.</li> <li>6. To change the conversation to a voice or video call, tap the relevant icon in the header bar.</li> </ol>

## Use mobile data when WiFi signal is weak or unavailable

1. Tap  **Status** then tap **Settings**.
2. Tap **Voice Settings** and select **VoIP over Wi-Fi only**.
3. For video calls, set **Require WiFi for video calls** to *Off*.
4. Go back.
5. In your mobile device settings, turn mobile data *On*\*

\*Note: When using this option, you will incur your service provider's data rates.

# SKYPE FOR BUSINESS: TAKE YOUR OFFICE WITH YOU

## OLD SCENARIO: BEFORE INSTALLING THE APP

You make a call from your phone to your colleague's phone. Charges depend on the types of phones used.

Colleague A		Colleague B
Analogue phone (home)	Local call	Home phone
IP phone (work)	UCT (VoIP) call	Work phone
Non smartphone	Cellphone call	Cellphone

## NEW SCENARIO: NON SMARTPHONE

Your call will go from your phone to your colleague's work extension and will be routed to their Skype for Business-enabled smart phone.

Colleague A		Colleague B
Analogue phone (home)	Local call	Home phone
IP phone (work)	UCT (VoIP) call	Work phone
Non smartphone	Cellphone call	Smart phone

## LOADSHEDDING, EDUROAM WORKING

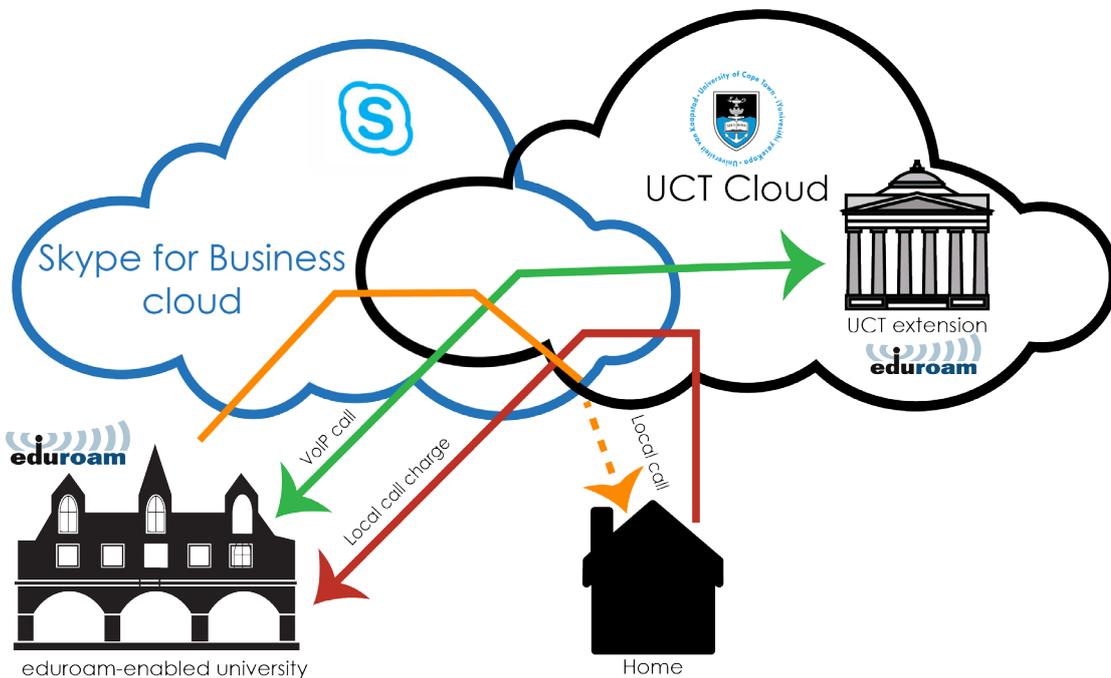
Calls will be routed to your colleague's Skype for Business-enabled smart phone. Charges depend on the phones used and whether you have access to the eduroam

Colleague A		Colleague B
Analogue phone home	Local call	Home phone
IP phone (work) Won't work during loadshedding.		Work phone
Smart phone	UCT (VoIP) call	Smart phone

## LOADSHEDDING, EDUROAM NOT WORKING

Calls will be routed to your colleague's Skype for Business-enabled smart phone. If eduroam is not available, you will incur mobile data charges when using your smart phone.

Colleague A		Colleague B
Analogue phone home	Local call	Home phone
IP phone (work) Won't work during loadshedding.		Work phone
Smart phone	Mobile data	Smart phone



## Travelling?

- You can make free VoIP calls to any other eduroam-enabled university in the world using Skype for Business.
- Your family and friends can also contact you for the price of a local phone call by dialing your office extension, which will reroute to your Skype for Business-enabled smart phone.
- Use the app to call your friends and family. The call will be routed via your office and break out of the cloud for the cost of a local call.

**Sign in**

Sign in Address: staffnumber@ipt.uct.ac.za  
 Password: network password  
 User Name: staffnumber@wf.uct.ac.za

**Phone someone from your contacts list**

OR

**Phone someone if you don't have them as a contact**

**Instant message someone from your contacts list**

OR