



Departmental Phone for Skype UCC Setup Guide



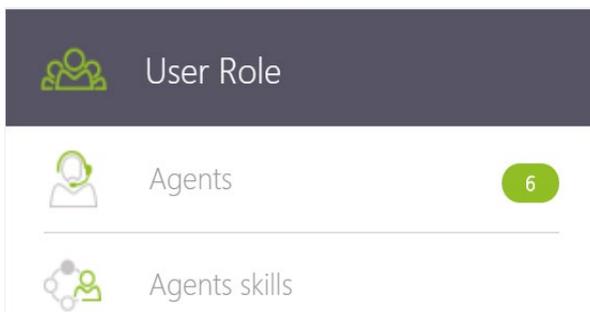
1. Set up department account:

To use the service, the person or phone needs to have a KU Online ID. If the phone will be signed in as an individual who already has a KU Online ID, you can skip to step two. To sign in the phone as a generic account, you'll need to complete two request forms.

- **Request a new departmental shared account:** Complete this request form in the Service Catalog in ServiceNow: go.ku.edu/25Td1Q. Once the account has been created, you'll receive an encrypted email with the password. This password can't be changed and shouldn't be shared with end users.
- **Request the account to be enterprise voice enabled:** Complete this request form in the Service Catalog in ServiceNow: go.ku.edu/PfD3v.

2. Add department as Agent:

Sign in to your UCC admin console and go to **User Role > Agents**; add the department account as an agent. **Remember to use the SIP address when adding agents (formatted as sip:user@ku.edu)**. Next, go to **User Role > Agents Skills** and assign the appropriate skill(s) to the department account.



3. Sign in to phone using Skype PIN:

Set up your Skype PIN: Setting up a Skype PIN is not required but it makes the process to sign in to the phone much easier than entering a multi-character password.

1. Use a web browser to go to <https://lyncpin.ku.edu>
2. Click **Sign In**.
3. Click **Sign In**.
4. In the dialog box by User Name, enter the **department account Online ID**. *Note: If using Safari or a mobile device you may have to enter the username as **home\OnlineID***
5. By Password, enter the **Online password**.
6. Once logged in, enter and re-enter a **6- to 24-digit PIN**.
7. Click **Log out**.

Sign in to your phone: Plug in your phone to the Ethernet cable and power source, then:

1. Select **Sign In**.
2. Select **PIN Authentication...**
3. By Extension, enter **4 followed by the department's four-digit extension (4####)**.
4. In PIN, enter your **Skype PIN**.
5. Select **Sign In**.

If you successfully signed in, you will see a confirmation screen. You can press done or it will disappear after several seconds. You will see the name appear by the phone icon on the screen. Any contacts that you've added as Favorites on your Skype for Business contact list will appear.





4. Start the account in the call center queue using Skype for Business:

Within the Skype for Business desktop software, the person or department account will need to sign in to join the call center queue. [Tech staff will need to sign in department accounts.](#)

To log in to Skype for Business:

1. Log out of your Skype for Business desktop client by selecting you're the status below your name. Choose **Sign out**.
2. Sign in to the Skype client as the department account. Enter the following:
 - Sign-in address: Primary email address
 - Password: Password for account
 - Username: home\ followed by KU Online ID or account name (home\demoaccount)
3. Once signed in to the Skype for Business Desktop Client, search for your Anywhere365 UCC by it's name in **Contacts**.
4. Start a new instant message with the UCC.
5. Type **amiready**
6. Type **start**
7. Sign out of the Skype desktop client and re-sign in as yourself to resume normal operation.

[The system will tell you if there are any issues preventing the department account agent from receiving calls when you type amiready.](#)

Alternate option: Start the account using the Inflight Snapper:

If you are a supervisor in your UCC admin console, you may also use Inflight Snapper to log agents out of the UCC; including department Polycom phones.

FAQs

Q: If I sign off of the Skype client as myself to log in the Polycom, the Polycom phone gets logged off the contact center?

A. Yes, if the Skype client session you are using is open but not logged in as anyone, the Polycom phone will temporarily show as offline. Once you log back into the client as yourself, the Polycom will show as available.

Q: Can you keep a department account logged into the contact center from 8-5 or do you always have to "start" "stop" from a Skype client?

A. The UCC business hours settings will determine when the Polycom phones as UCC agents are routed calls. You should not have to log the Polycom phones in every day.

Q: If I want to test and take one or more of the Polycom phone agents off line, how would I do that?

A. If you have an associated Skype for Business client session associated with the phone's account, you can open an instant message with your UCC's account and enter 'stop'. It is not recommended that you sign of the Polycom phone itself as logging back in may prove time consuming.