

Migrating to Skype for Business



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Team	ORC	Owner	Tomas Satala
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This document covers all steps necessary to migrate from Skype Consumer to Skype for Business successfully.

University of Derby - IT Services recently introduced a new Communication Service called Skype for Business. Skype for Business is a communication and collaboration facility with enterprise grade security available to all members of staff and students - allowing for both internal and external communications.

REQUIRMENTS

- A valid University of Derby Staff/Student Account
- Access to a computer or a mobile device with internet access

NOTES:

SKYPE FOR CONSUMER - END OF SUPPORT

Skype for consumer service is no longer supported by IT Services and is therefore not available on new systems.

Existing Skype for consumer installations will no longer work and will gradually be removed automatically. This is due to Microsoft deprecating support for older Skype infrastructure that is used by previous Skype for consumer client.

You can still access your old contacts and make audio/video calls for personal needs via the web app. Please go to page 2 of this notice document to read more on how to access Skype for Consumer using the web browser.

MIGRATING TO SKYPE FOR BUSINESS

Skype for Business is an enterprise communication service that is available to all members of staff and students. This service is available on University computers; on your mobile devices and tablets, including iOS, Android and Windows Mobile.

To learn more about this service and how to access it on University computers, please visit the following [link](#) to get a PDF version of Skype For Business Introduction, Installation and Setup Guide.

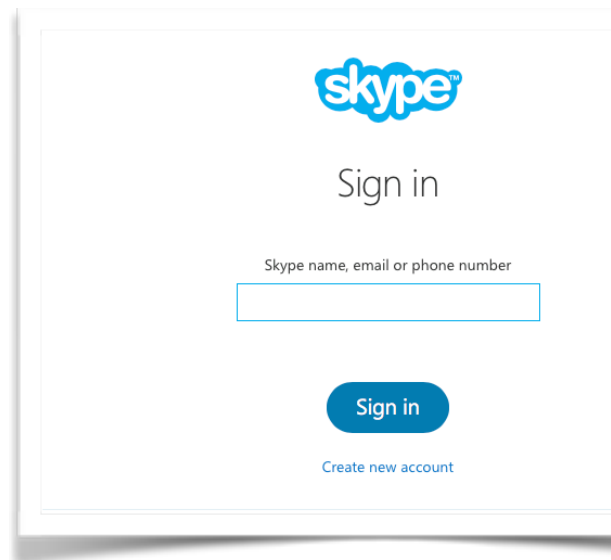


ACCESSING SKYPE FOR CONSUMER ON THE WEB

Skype for Consumer desktop client is no longer available on University computers and or does not allow you to login to existing installations, however you can access a web app for Skype consumer using the following steps:

1. Open your web browser and navigate to <https://web.skype.com/>
2. Enter your Skype or Microsoft ID credentials and password to authenticate
3. Done

NOTE: For security reasons and to remain compliant, we would encourage you to keep your personal communications in Skype for Consumer on the web and any work related communications in Skype for Business Client.



MAKING CALLS ON SKYPE FOR CONSUMER WEB APP

After you sign into Skype for Consumer using the Web app, you will be required to install Skype Plugin Helper before you can make any audio/video calls.

NOTE: Plugin is not required to access your contacts and to send and receive Instant Messages.

To Install the plugin, click on one of your contacts and attempt to initiate a call. You will then be guided through a simple three click plugin installation. Please be advised that this plugin does not require administrative privileges and can be installed on University systems too. Should you encounter any issues with installation the plugin on University ITS managed system, please do not hesitate to contact us.

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FREQUENTLY ASKED QUESTIONS

Q: I wish to migrate all of my contacts from Skype for Consumer to Skype for Business, is there any automated utility that I can use?

A: No, there is currently no utility available to assist with migration of your contacts to Skype for Business. You will need to migrate your contacts manually.

Q: I have sent a contact request using Skype for Business client on my University computer to an external user of Skype for Consumer, but they have yet to receive it, did the request go through?

A: Yes, Your contact request did go through. The reason why you may think it did not is because it takes long time for Skype for consumer to receive your request via desktop client. This is a known issue that Microsoft is working on improving their Skype For consumer and Business interaction infrastructure to speed this process up.

Alternatively, to speed things up, you may wish to ask your external contact to add you instead first. This way its much faster.

TIP: You can check and see any requests using Mobile apps, such as those available on iOS or Android almost instantaneously.

Q: What is my Skype for Business ID?

A: Any information or details on Skype for Business credentials and how to sign in are available in our knowledge base guide that can be accessed using this [link](#).

You access Skype for Business using your standard University credentials. To allow your external contacts to find you, simply provide them your staff ID followed by @derby.ac.uk¹. For example: 784199@derby.ac.uk

MORE QUESTIONS?

If you have any further questions that we may have not thought of or you experience any difficulties with migrating between Skype for Consumer to Skype for Business, do not hesitate to contact IT Services on 01332 591234 or via email: itservicecentre@derby.ac.uk

¹ This will change in the future and you will only be required to share your email address in order to allow external contacts to find you. To look up someone internally, you simply start by searching them by their name.

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