



Skype Connect™

User Guide

Version 4.1

Copyright © Skype Limited 2011



About this guide

Skype Connect™ provides connectivity between your business and the Skype community. By adding Skype Connect to your existing SIP-enabled PBX, your business could save on your communication costs with little or no additional upgrades required.

This guide has been written for administrators of Skype Connect. Using a fictitious business, Architects, it provides detailed, step-by-step guidance on how to set up and manage Skype Connect using Skype Manager™, the web-based management tool that lets you centrally manage Skype for businesses of any size.

This guide may also be a useful reference for any Skype Channel Partner responsible for setting up Skype Connect for a customer with a SIP-enabled PBX.

Please note that this guide does not cover the other actions you can perform in your Skype Manager and assumes that you are already familiar with the terminology and functionality of Skype Manager. Please read both the [Skype Manager User Guide](#) and this guide before setting up Skype Connect.

Finding more information

If you're new to Skype Connect and need to get up to speed fast, you may be interested in the [Skype Connect Quick Start Guide](#). This guide, along with a range of self-help resources for both technical and non-technical issues, is available on the Skype Support site:

support.skype.com

This site contains comprehensive information on how to get the most out of Skype, including troubleshooters, FAQs, user guides, technical guides and quick start guides.

We've also created the [Skype Connect Requirements Guide](#) for use by IT managers and administrators. Please read this document before configuring your SIP-enabled PBX.

The [Skype Connect Troubleshooting Guide](#) is also available. It covers common issues you may experience implementing Skype Connect and the ways you can resolve them.

For information on all Skype for Business products, visit the Skype for Business area of the Skype website: skype.com/business

Contacting Skype

If you need help with Skype Connect, you can find more answers in our Skype Connect FAQs section:

support.skype.com/category/SKYPE_CONNECT

Alternatively, if you need to contact Skype Customer Service about a specific problem you're having with Skype Connect, click **Chat support** in the top right corner of your Skype Manager to talk to a support representative.

Architects • [Account details](#) • [claude.morel](#) • [Sign out](#) • [Help](#) • [Chat support](#)

\$95.05

[Buy Skype Credit](#)

 [Search Members](#)

Important

Emergency calling

Access to a broadband internet connection is required. Skype is not a replacement for traditional telephone services and cannot be used for emergency calling.

Skype Connect is meant to complement existing traditional telephone services used with a corporate SIP-enabled PBX, not as a stand-alone solution. Skype Connect users need to ensure all calls to emergency services are terminated through traditional fixed line telephone services, connected to the local exchange, or through other emergency calling capable telephone services.

Online Numbers

Online Numbers are provided 'as is' and their ongoing availability to you is subject to applicable local residency rules and regulatory practices. The terms related to Online Numbers may change accordingly, such changes may include the imposition or amendment of local residency requirements and/or require you to provide further user information for continued access to defined Online Numbers. Such changes may impact on your ability to use, purchase and allocate Online Numbers in the future. The terms that relate to Online Numbers are clearly displayed within the Online Number purchase flow and you need to agree to these prior to proceeding to purchase Online Numbers.

US Minute Bundles

Calls to the following US prefixes are not included within US minutes bundles. Calls to these US prefixes will be charged at Skype's standard calling rates: 218632xxxx, 605475xxxx, 605477xxxx, 605562xxxx, 641213xxxx, 641235xxxx, 641237xxxx, 641262xxxx, 641264xxxx, 641308xxxx, 641309xxxx, 641388xxxx, 641395xxxx, 641398xxxx, 641410xxxx, 641453xxxx, 641509xxxx, 641551xxxx, 641570xxxx, 641608xxxx, 641612xxxx, 641654xxxx, 641665xxxx, 641696xxxx, 641739xxxx, 641749xxxx, 641795xxxx, 641826xxxx, 641827xxxx, 641865xxxx, 641962xxxx, 641982xxxx, 641983xxxx, 641985xxxx, 641992xxxx, 760569xxxx, 951262xxxx, 6057154xxxx, 6412104xxxx, 6413152xxxx, 6413155xxxx, 6413158xxxx, 6415525xxxx, 6417102xxxx, 6417105xxxx, 6417108xxxx, 6417132xxxx, 6417133xxxx, 6417134xxxx, 6417135xxxx, 6417138xxxx, 6417150xxxx, 6417153xxxx, 6418162xxxx, 6418163xxxx, 6418164xxxx, 6418165xxxx, 6418168xxxx, 7122276xxxx, 7124396xxxx, 7124510xxxx, 7124511xxxx, 7124512xxxx, 7124513xxxx, 7124514xxxx, 7124515xxxx, 7124516xxxx, 7124517xxxx, 7124720xxxx, 7124756xxxx, 7125416xxxx, 7125686xxxx, 7127256, xxxx, 7127266xxxx, 7127379xxxx, 218237xxxx, 218339xxxx, 218486xxxx, 218548xxxx, 218844xxxx, 218862xxxx, 218895xxxx, 218936xxxx, 219632xxxx, 712432xxxx, 2096471, xxxx, 5595461xxxx, 7123387xxxx, 7123388xxxx, 7605690xxxx, 7605691xxxx, 7605692xxxx, 7605694xxxx, 7605696xxxx, 7605697xxxx, 7605821xxxx, 8053601xxxx, 9512620xxxx, 9512621xxxx, 9512622xxxx, 9512623xxxx

The number of US minute bundles you buy cannot exceed the number of channels you have entered.

Contents

1.0 What is Skype Connect? : Page 7

- 1.1 What does SIP mean?** : Page 7
- 1.2 Making outgoing calls** : Page 8
- 1.3 Receiving incoming calls** : Page 8

2.0 Meet our example company : Page 10

3.0 Setting up your Skype Manager : Page 11

4.0 Getting started with Skype Connect : Page 12

5.0 Creating a SIP Profile : Page 14

6.0 Managing a SIP Profile : Page 18

- 6.1 Channel subscriptions** : Page 18
- 6.2 Skype Credit for outgoing calls** : Page 22
- 6.3 US minute bundles** : Page 24
- 6.4 Business Skype accounts for incoming calls** :
Page 27
- 6.5 Online Numbers for incoming calls** : Page 30

6.6 Caller ID : Page 32

6.7 Renaming your SIP Profile : Page 35

6.8 Deleting your SIP Profile : Page 36

6.9 Retrieving your SIP Profile's credentials : Page 36

6.10 Changing your SIP Profile's password : Page 37

6.11 Reporting options : Page 38

7.0 Advanced use of Skype Connect : Page 40

7.1 Multiple SIP Profiles : Page 40

7.2 Skype Connect and DIDs : Page 40

8.0 Architects – a summary : Page 46

9.0 Important Dos and Don'ts : Page 47

9.1 General : Page 47

9.2 Setting up your Skype Manager : Page 47

9.3 Creating a SIP Profile : Page 48

9.4 Adding Skype Credit to a SIP Profile : Page 48

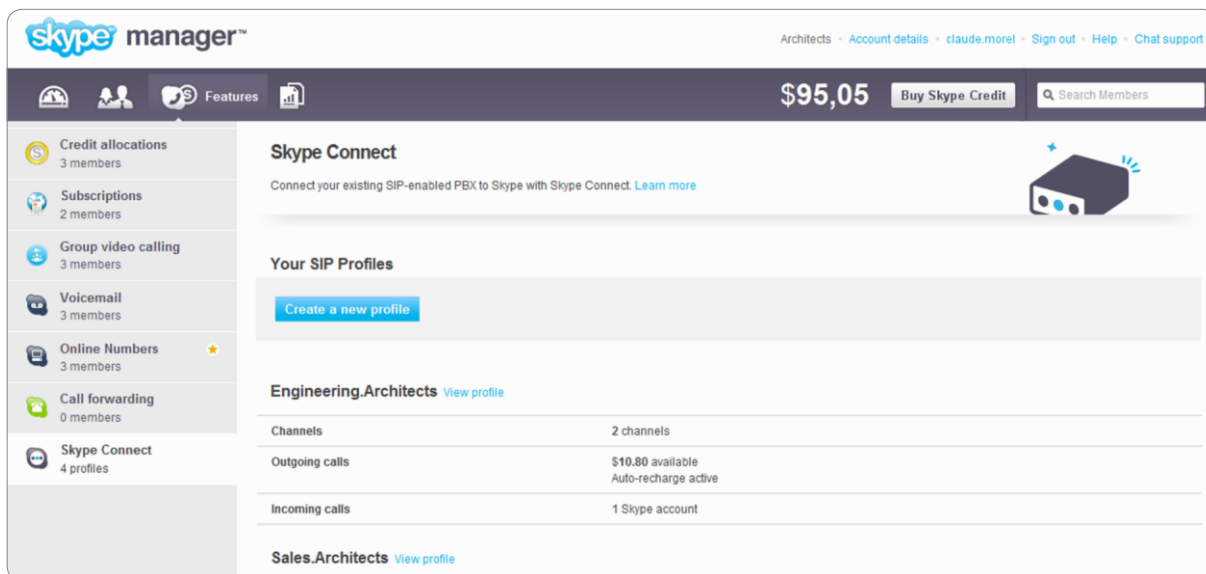
9.5 Adding business Skype accounts to a SIP Profile : Page 48

9.6 Deleting a SIP Profile : Page 48

9.7 Changing a SIP Profile password : Page 49

1.0 What is Skype Connect?

Skype Connect™ provides connectivity between your business and the Skype community. By adding Skype Connect to your existing SIP-enabled PBX, your business can save on communication costs with little or no additional upgrades required.



With Skype Connect, you can:

- **Make outgoing calls**
Take advantage of Skype's low cost global calling rates to landlines and mobiles. If you call the US a lot, you can save even more with our US minute bundles.
- **Receive incoming calls**
Buy Online Numbers to receive calls from landlines or add business accounts and set up Skype buttons so people with Skype can call you for free through Skype.
- **Let customers know you're calling**
Set up Caller ID with certain Online Numbers your company's landline numbers (if your company's been verified) so that when your employees call, your company's local number is displayed.
- **Manage usage and expenditure**
Create multiple SIP Profiles to control how your teams use Skype Connect (if accepted by your SIP-enabled PBX) and monitor their call spend using Skype Manager's simple, real time reporting tools.

1.1 What does SIP mean?

SIP is an abbreviation of Session Initiation Protocol and is a signaling protocol, used to control communications, such as voice calls over the internet.

For more technical information on Skype Connect and advice on how to prepare your corporate network to use it, please see [Skype Connect Requirements Guide](#).

1.2 Making outgoing calls

With Skype Connect, you can:

- Take advantage of Skype's low cost global calling rates for calling landline and mobile numbers. If you call the US a lot, you can make even greater call savings using our US minute bundles.
- Track and control the costs of outgoing calls, using Skype Manager's simple, real-time reporting tools.

Important: You cannot call people on Skype using their Skype Name from your SIP-enabled PBX. However, you can call people on Skype if they have an Online Number.

1.3 Receiving incoming calls

With Skype Connect, you can:

- Receive calls to your SIP-enabled PBX made by people calling directly from Skype. This means customers with Skype can call you for free. Anybody using Skype can add your business's Skype Name to their Skype contact list so they can make free calls to you.
- Add Skype buttons to your website or emails, so that customers using Skype can call you directly with just one click. Again, this is free for people calling from Skype.
- Purchase Online Numbers within the country that your business operates so customers in that country can call your business at local rates. Online Numbers can be associated to a SIP Profile, meaning that your business can receive calls from landlines and mobiles via a SIP Profile in your SIP-enabled PBX. Your SIP-enabled PBX can then be configured to direct these calls to your desk phones.
- Integrate these Skype Connect features with the built-in functionality of your PBX, such as directing calls to user extensions, Auto Attendants and Hunt Groups.

2.0 Meet our example company

Throughout this guide we'll be using a fictitious business called Architects, to illustrate the various processes and administrative functions available to you.

Here is a summary of how Architects is structured, so you can see what we are aiming to achieve with each process that we walk you through. You may find it useful to refer back to this summary.

- Architects is a small business, with between 5 and 9 people.
- The Skype Manager administrator is Claude Morel, who is responsible for management of the company's business operations.
- There is a Sales team, which take calls from potential and existing clients.
- The Sales team also wants to be able to make outgoing, sales-related, calls abroad.
- The name of the Sales Manager is Vanessa Lombardi.
- There is also an Engineering team who correspond with clients to ensure their requirements are met.
- The name of the Structural Engineer for the Engineering team is Hiroshi Tanaka.

3.0 Setting up your Skype Manager

Before you can get started with Skype Connect, you need have Skype Manager. It couldn't be easier to get started with Skype Manager. All you need to set up your Skype Manager is to enter a Skype Name and password and register your company details online. To do this, go to:

skype.com/go/skype.manager.setup

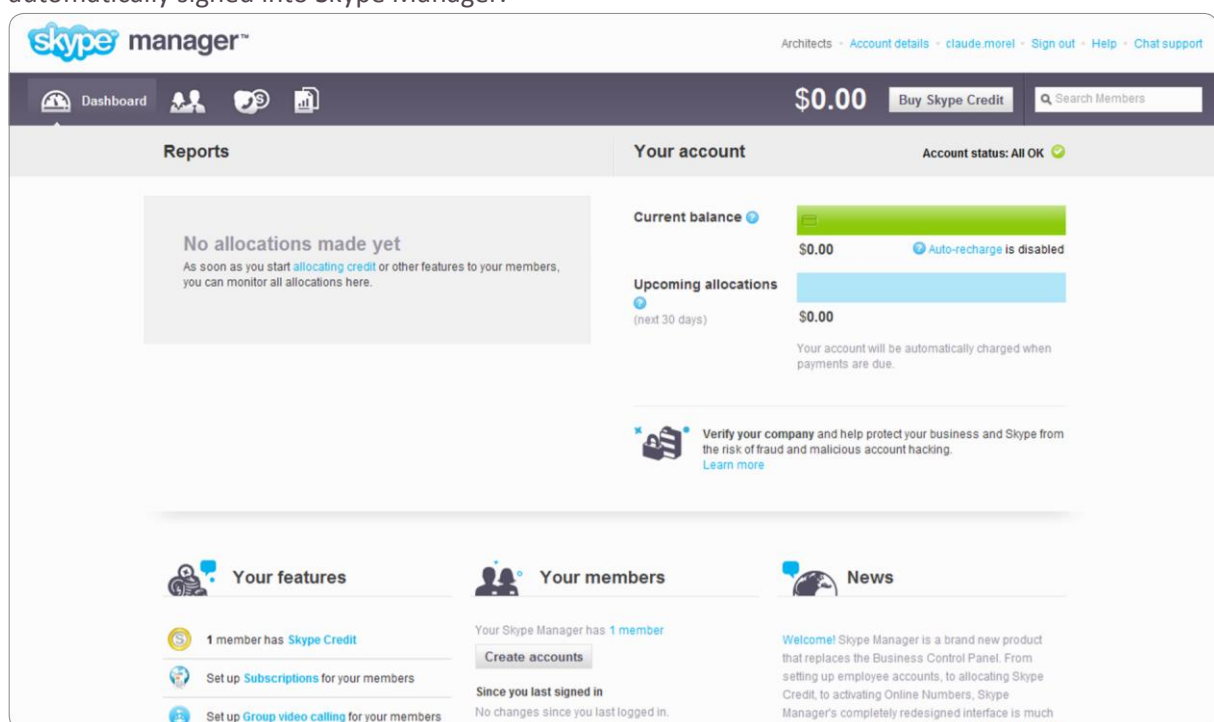
Follow the instructions on-screen to specify the personal Skype account you want to use to set up Skype Manager. You can either use your existing personal Skype account or create a new one specifically for your Skype Manager.

The Skype account you use will be used to administer Skype products throughout your business. We therefore strongly recommend you create a new Skype account specifically for your Skype Manager.

Example: The administrator for Architects, Claude Morel, creates a new Skype account called 'Architects.Admin'.

For more detailed information on how to set up your Skype Manager, please see the [Skype Manager User Guide](#).

Once you have created your new Skype account and registered for Skype Manager, you will be automatically signed into Skype Manager.



4.0 Getting started with Skype Connect

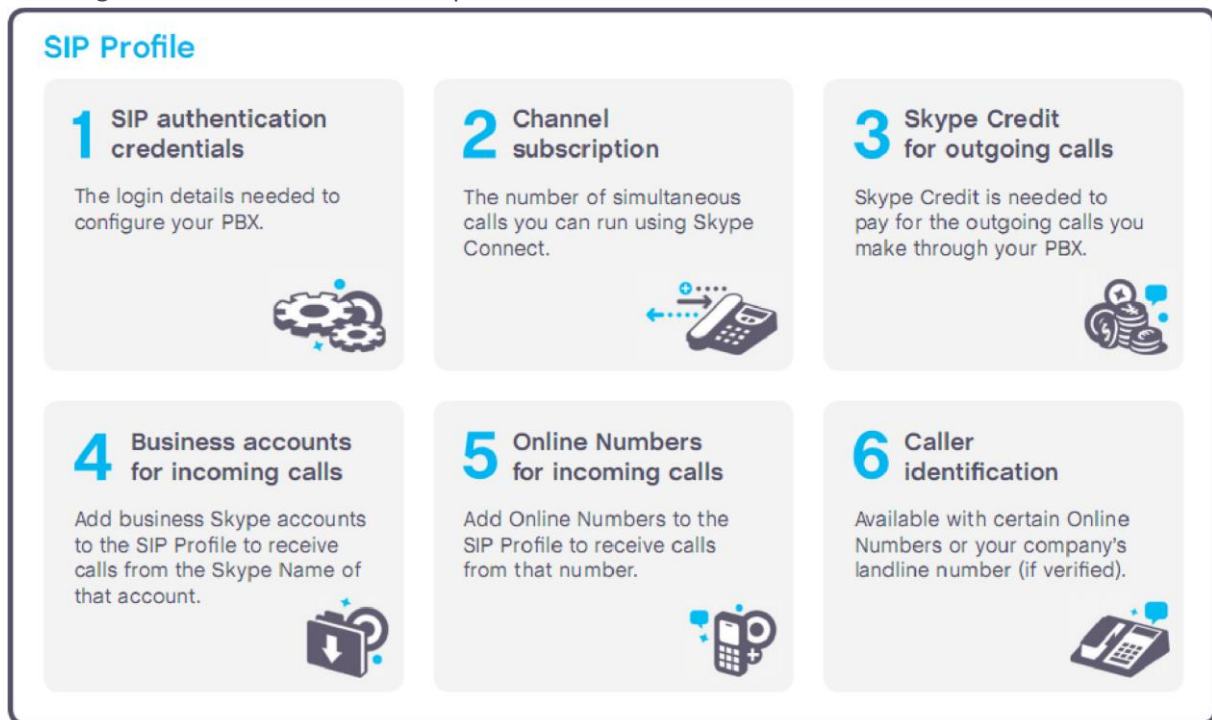
To use Skype Connect, you need to create at least one SIP Profile in Skype Manager.

Creating a SIP Profile is straightforward, using the process described in [6.0 Creating a SIP Profile](#).

A SIP Profile comprises of six elements:

1. **SIP authentication credentials:** these are the login details needed by your SIP-enabled PBX to connect to Skype.
2. **A monthly channel subscription:** which determines the number of concurrent calling channels you want to use with Skype Connect.
3. **Skype Credit:** to pay for outgoing calls, if required. If you call the US a lot, you can also buy US minute bundles to save even more on your calling.
4. **Business Skype accounts:** for receiving calls from Skype in your PBX, if required.
5. **Online Numbers:** so people can call from landlines and mobiles, which will be directed to your PBX, if required.
6. **A preferred Caller ID:** which can be any Online Number you have associated with your SIP Profile or a landline number your company is authorised to use once it has completed Skype's company verification process.

This diagram summarizes the various parts of a SIP Profile:



A SIP Profile can be configured for outgoing calls:

- To enable a SIP Profile for outgoing calls, you must allocate Skype Credit to that SIP Profile from your Skype Manager. If a Caller ID has been set up for this SIP Profile, then it will be used for all outgoing calls from that SIP Profile.

A SIP Profile can also be configured for incoming calls:

- To enable incoming calls, add one or more business Skype accounts to the SIP Profile. You can also purchase Online Numbers and add them to your SIP Profile. Incoming calls to the Skype Names of the business Skype accounts or Online Numbers will be directed to that SIP Profile.

Important: The authentication credentials for a SIP Profile are unique. Do not use the same SIP Profile on more than one SIP-enabled PBX.

Some types of SIP-enabled PBX may be configured to use more than one SIP Profile, each with their own unique login credentials.

You may create as many SIP Profiles as you want in Skype Manager. This is useful if you:

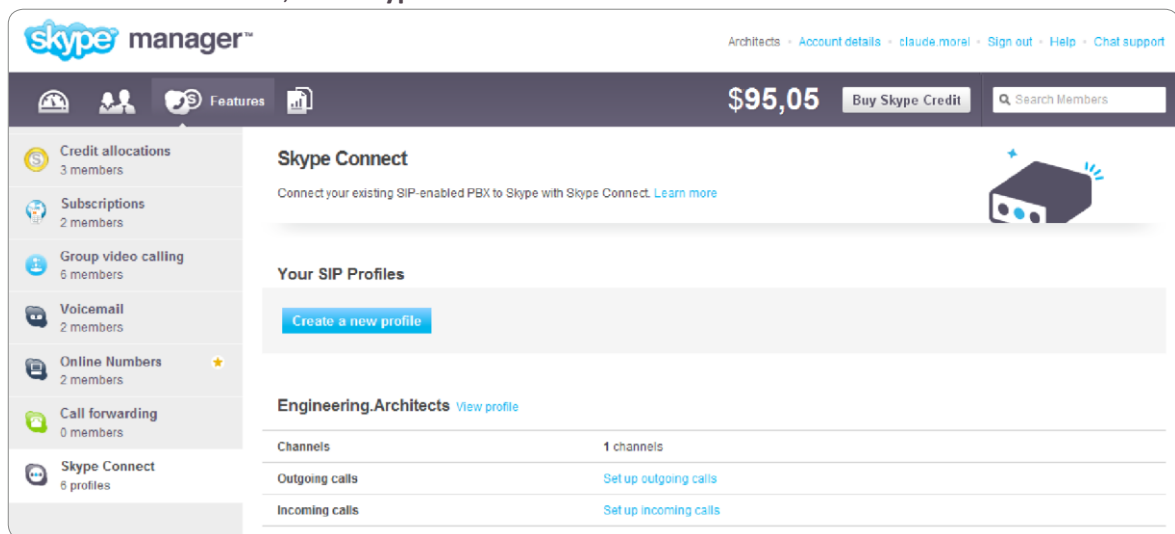
- Have multiple SIP-enabled PBXs in different geographical locations in the same country, because it means you can create a separate SIP Profile for each PBX.
- Want to separate and manage outgoing calling costs from different parts of your organization.

5.0 Creating a SIP Profile

In this chapter, we'll describe creating a new SIP Profile for the Sales team at our example company, Architects. For a reminder of how Architects is organized, please see [3.0 Meet our example company](#).

To create a SIP Profile:

1. Sign in to Skype Manager.
2. Click **Features** in the toolbar.
3. In the menu on the left, click **Skype Connect**.



4. Click **Create a new profile**.

The screenshot shows the 'Create a SIP profile' wizard. It has three steps: 1. Choose name (active), 2. Set up subscription, and 3. Authentication. The first step contains the text: 'Creating a SIP profile is as easy as three steps. Simply choose a name for your profile, purchase a channel subscription, and get your authentication details.' Below this is a text input field labeled 'Choose a profile name' with a green checkmark icon to its right. A hint text says: 'For example, "New York office". You can edit this name later.' At the bottom are 'Next' and 'Cancel' buttons.

5. Enter a name for the new profile and click **Next**.

Example: The administrator for Architects, Claude Morel, is creating a SIP Profile for the Sales team, and chooses to call this SIP Profile 'Sales.Architects'.

You can change the name of a SIP Profile at any time after it's been created as the name is just for your own internal reference. For more information on changing the name of a SIP Profile, please see [7.7 Renaming your SIP Profile](#).

6. Enter the maximum number of calling channels that you think you will need.

Create a SIP profile

1 Choose name 2 Set up subscription 3 Authentication

To set up a monthly subscription, simply choose how many calling channels your company needs. Once your SIP Profile is up and running, you will be able to allocate Skype Credit to the SIP Profile to make outgoing calls. If you make regular calls to the US, you can save money by choosing to purchase US Minute bundles below.

Choose the number of channels you need ?

Each channel will allow either one incoming or one outgoing call at the same time*. Quantities over 100 will be rounded up or down to the nearest 10.

	Channels	Monthly cost
\$6.95 / month	<input type="text" value="1"/>	\$6.95
Price reflects any applied discounts	Max 300	

? [How many channels do I need?](#)

Each channel will allow either one incoming or one outgoing call at the same time. Skype Connect supports up to 300 simultaneous calling channels, enabling up to 300 concurrent conversations.

Quantities over 100 will be rounded up or down to the nearest 10 and are nontransferable between profiles, but you can create as many profiles as you like.

If you're unsure of how many channels you think that you may need, click **How many concurrent channels does my company need?** to display guidelines on the suggested number of channels, based on number of employees.

A channel subscription is for 30 days from the day it is bought and, unless cancelled or changed, is subsequently renewed automatically every 30 days. Skype Credit for channel subscriptions is taken from your Skype Manager credit balance, not from any Skype Credit allocated to the SIP Profile.

To avoid loss of connectivity, you must maintain sufficient Skype Credit in your Skype Manager. We recommend that you use Auto-recharge. Auto-recharge works by automatically adding more Skype Credit to your Skype Manager credit balance when it falls below a certain amount. For more information on setting up Auto-recharge, please see the [Skype Manager User Guide](#).

You can change the monthly recurring channel subscription settings for a SIP Profile at any time. For more information on changing your channel subscription, please see [7.1.2 Changing your SIP Profile's channel subscription](#).

7. If you call the US a lot, you could save on your calling with US minute bundles. To add bundles to your profile, click **Add US minute bundles**.

Choose optional US Minute bundles

If you call the US a lot you'll make greater call savings using our US minute bundles. Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US**.

[Don't add US minute bundles](#)

	Bundles	Monthly cost
\$30.00 / month with 5000 mins	<input type="text" value="5"/>	\$150.00 25000 mins

Save 15% when you buy more than 20 bundles
Or save 10% when you buy more than 10 and save 5% when you buy more than 5.

Enter the number of bundles you think you will need. The total cost of the bundles per month will automatically be displayed.

Important: The number of US minute bundles you enter cannot exceed the number of channels you have entered.

Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US. If minutes run out before the next renewal date, calls to the US will be charged from your Skype Manager's available Skype Credit balance at Skype Connect's standard call rates.

You can change the number of bundles you have at any time. For more information on changing your US minute bundles, please see [7.3.2 Changing your SIP Profile's US minute bundles](#).

- Click **Set up and create profile**. The profile's registration details are displayed.

Create a SIP profile

1 Choose name

2 Set up subscription

3 Authentication

Your SIP profile has been created

It might take a few minutes until you can see it on your [Skype Connect](#) page.

We will bill \$6.95 to your next invoice.
Your next payment is due July 14, 2011.

Please choose the method of authentication needed for your PBX.

Registration
(Username/password)

or, IP Authentication

SIP User	99050000040027
Password	8jsEZA767gXUdY Generate a new password
Skype Connect address	sip.skype.com
UDP Port	5060

SIP user is not yet registered at sip.skype.com

- Make a note of the profile's authentication credentials. You can retrieve these credentials at any time. For more information on how do this, please see [7.9 Retrieving your SIP Profile's credentials](#).

Alternatively, if you have a SIP-enabled PBX that doesn't support SIP registrations, click the **or, IP Authentication** tab, enter the public IP address and UDP port for your PBX and click **Continue**.

This is an ideal point to test your authentication credentials by entering them into your SIP-enabled PBX and placing an echo test call. You can use Skype's echo test Online Number, +1760 660 4690, to do this (ensure that you use the full international number, i.e. 1 for the US + 760 660 4690). For more information on placing a test call, please refer to your PBX manufacturer's support documentation.

Having tested your credentials, you will need to allocate some Skype Credit to your SIP Profile if you want to start making outgoing calls to landlines and mobiles. If you call the US a lot and did not add any when creating your SIP Profile, you can also add our US minute bundles to make greater call savings.

If you want to receive incoming calls, you will need to add some business Skype accounts or Online Numbers to the SIP Profile.

For more information on how to add Skype Credit, business accounts and Online Numbers to your SIP Profile, please see [7.0 Managing a SIP Profile](#).

6.0 Managing a SIP Profile

In this chapter, we'll describe how to manage your SIP Profile. You can:

- Add a new channel subscription or change the channel subscription that you purchased when you created your SIP Profile to ensure that you have the number of calling channels that you need.
- Buy Skype Credit to take advantage of Skype's low cost global calling rates to landlines and mobiles and if you call the US a lot, you can make even greater call savings using our US minute bundles.
- Buy new Online Numbers or add existing Online Numbers to your SIP Profile to receive calls from landlines and mobiles.
- Add business Skype accounts to your SIP Profile so people with Skype can call you for free through Skype. Once you have added business accounts to your profile, you can then add Skype buttons to your website or emails, so that customers using Skype can call you directly with just one click.
- Set up Caller ID on your SIP Profile with certain Online Numbers or your company's landline number (if your company's been verified) so that customers and colleagues know that you're calling.

You can also change the name of the profile or remove the profile completely when it is no longer required. Reporting is also available so that you can monitor your Skype Connect usage and control your costs in real-time.

6.1 Channel subscriptions


Channel subscriptions represent the amount of concurrent calling channels you would like to use with your SIP Profile and are charged on a monthly basis. Skype Connect supports up to 300 simultaneous calling channels, enabling up to 300 concurrent conversations.

6.1.1 Adding a channel subscription to your SIP Profile

You can add a channel subscription to your SIP Profile if you did not purchase one when you first created the profile:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile that you want to add a channel subscription to and click **View profile** next to the name of the profile.
4. Click **Buy a channel subscription to activate this profile**.
5. Enter the maximum number of calling channels that you think you will need.

Channel subscription and bundles

 We will refund the remaining value of the existing subscription to your Skype Credit balance. Once you make the changes to the subscription we will take the full purchase today and this will become your new monthly billing date.

Choose the number of channels you need

Each channel will allow either one incoming or one outgoing call at the same time*. Quantities over 100 will be rounded up or down to the nearest 10.

	Channels	Monthly cost
\$6.95 / month Price reflects any applied discounts	<input type="text" value="1"/> Max 300	\$6.95

[How many channels do I need?](#)


Each channel will allow either one incoming or one outgoing call at the same time. Skype Connect supports up to 300 simultaneous calling channels, enabling up to 300 concurrent conversations.

Quantities over 100 will be rounded up or down to the nearest 10 and are nontransferable between profiles, but you can create as many profiles as you like.

If you're unsure of how many channels you think that you may need, click **How many concurrent channels does my company need?** to display guidelines on the suggested number of channels, based on number of employees.

A channel subscription is for 30 days from the day it is bought and, unless cancelled or changed, is subsequently renewed automatically every 30 days. Skype Credit for channel subscriptions is taken from your Skype Manager credit balance, not from any Skype Credit allocated to the SIP Profile.

- If you call the US a lot, you could save on your calling with US minute bundles. To add bundles to your profile or to change the number of bundles you bought when you created your SIP Profile, click **Add US minute bundles**.

 **Choose optional US Minute bundles**

If you call the US a lot you'll make greater call savings using our US minute bundles. Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US**.

[Don't add US minute bundles](#)

	Bundles	Monthly cost
\$30.00 / month with 5000 mins	<input type="text" value="5"/>	\$150.00 25000 mins

Enter the number of bundles you think you will need. The total cost of the bundles per month will automatically be displayed.

Important: The number of US minute bundles you enter cannot exceed the number of channels you have entered.

Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US. If minutes run out before the next renewal date, calls to the US will be charged from your Skype Manager's available Skype Credit balance at Skype Connect's standard call rates.

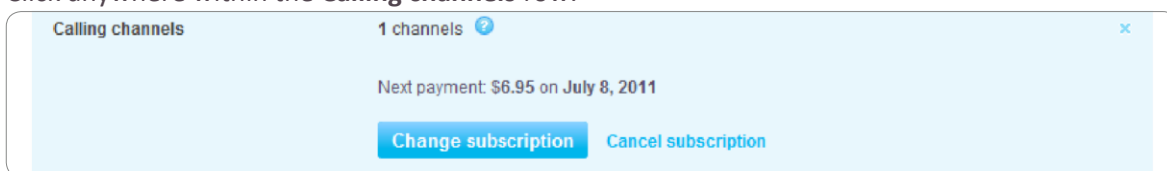
7. Click **Buy now** to add the channel subscription to your SIP Profile.

To avoid loss of connectivity, you must maintain sufficient Skype Credit in your Skype Manager. We recommend that you use Auto-recharge. For more information on setting up Auto-recharge, please see the [Skype Manager User Guide](#).

6.1.2 Changing your SIP Profile's channel subscription

You can change your channel subscription at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose channel subscription you want to change and click **View profile** next to the name of the profile.
4. Click anywhere within the **Calling channels** row.



5. Click **Change subscription**.
6. Enter the new number of calling channels that you need.

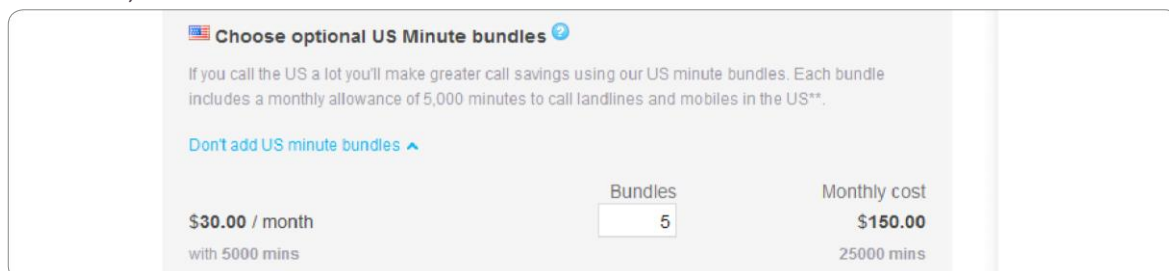
A screenshot of a form titled 'Channel subscription and bundles'. It contains a yellow warning box with an icon and text: 'We will refund the remaining value of the existing subscription to your Skype Credit balance. Once you make the changes to the subscription we will take the full purchase today and this will become your new monthly billing date.' Below this is a section 'Choose the number of channels you need' with a help icon. It includes explanatory text: 'Each channel will allow either one incoming or one outgoing call at the same time*. Quantities over 100 will be rounded up or down to the nearest 10.' There is a table with three columns: 'Channels', 'Monthly cost', and an unlabeled column. The first row shows '1' in the 'Channels' column, '\$6.95 / month' in the 'Monthly cost' column, and 'Price reflects any applied discounts' in the unlabeled column. Below the table is a link: 'How many channels do I need?'. The 'Channels' column has a 'Max 300' label below the input field.

If you change an existing channel subscription (for example, increase or decrease the number of channels), then your existing channel subscription is effectively cancelled and a pro-rata refund is applied to your Skype Manager.

The new, replacement channel subscription is effective immediately, runs for 30 days from the day it is bought and, unless cancelled or changed, is subsequently renewed automatically every 30 days.

Skype Credit for channel subscriptions is taken from your Skype Manager's credit balance, not from any Skype Credit allocated to the SIP Profile. You may only change the channel subscription for any SIP Profile once a day.

7. If you call the US a lot, you could make greater call savings using our US minute bundles. To add bundles to your profile or to change the number of bundles you bought when you created your SIP Profile, click **Add US minute bundles**.



Choose optional US Minute bundles

If you call the US a lot you'll make greater call savings using our US minute bundles. Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US**.

[Don't add US minute bundles](#)

	Bundles	Monthly cost
\$30.00 / month with 5000 mins	5	\$150.00 25000 mins

Enter the number of bundles you think you will need. The total cost of the bundles per month will automatically be displayed.

Important: The number of US minute bundles you enter cannot exceed the number of channels you have entered.

Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US. If minutes run out before the next renewal date, calls to the US will be charged from your Skype Manager's available Skype Credit balance at Skype Connect's standard call rates.

8. Click **Buy now**. Your existing subscription is cancelled and the new, replacement channel subscription is effective immediately.

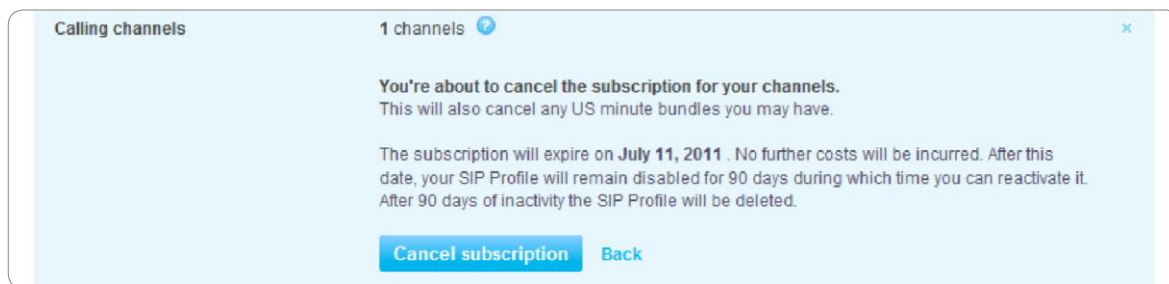
To avoid loss of connectivity, you must maintain sufficient Skype Credit in your Skype Manager. We recommend that you use Auto-recharge. For more information on setting up Auto-recharge, please see the [Skype Manager User Guide](#).

6.1.3 Cancelling your SIP Profile's channel subscription

You can cancel your channel subscription at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose channel subscription you want to cancel and click **View profile** next to the name of the profile.
4. Click anywhere within the **Calling channels** row.
5. Click **Cancel subscription**. A message is displayed, asking you to confirm the [Skype Connect User Guide](#)

cancellation.



6. Click **Cancel subscription**. An expiry date for the channels that you have just cancelled is displayed.

6.2 Skype Credit for outgoing calls

In Skype Manager, outgoing Skype calls to landlines and mobiles are normally paid for by Skype Credit being allocated to business Skype accounts. However, Skype Connect is different because Skype Credit can be allocated directly to your SIP Profile.

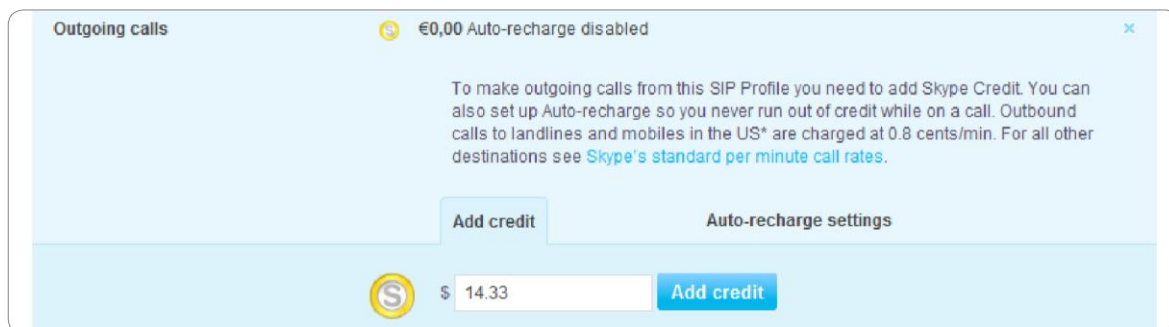
Skype Credit added to a SIP Profile is used only to pay for outgoing calls. Channel subscriptions, US minute bundles and fees for Online Numbers are paid directly from your Skype Manager's credit balance.

You can view the call history and associated expenditure for a SIP Profile at any time by using the reporting options in Skype Manager. For more information on how to run Skype Manager reports, please see [7.11 Reporting options](#).

6.2.1 Adding Skype Credit to your SIP Profile

To add Skype Credit to a SIP Profile:

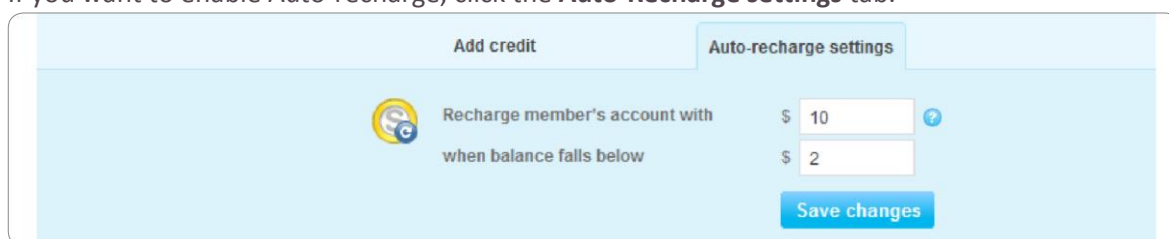
1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile to which you want to add Skype Credit and click **View profile** next to the name of the profile.
4. Click **Set up outgoing calls**.



5. In the **Add Credit** tab, enter the amount of Skype Credit that you want to add to the SIP Profile and click **Add credit**.

Example: Architects' Skype Manager administrator Claude Morel chooses to add an initial \$10 of Skype Credit to the SIP Profile he is setting up for the Sales team.

6. If you want to enable Auto-recharge, click the **Auto-Recharge settings** tab.



7. Enter the amount of Skype Credit you would like to Auto-recharge and the minimum SIP Profile balance that needs to be reached before the Auto-recharge amount is automatically allocated to the SIP Profile, then click **Save changes**.

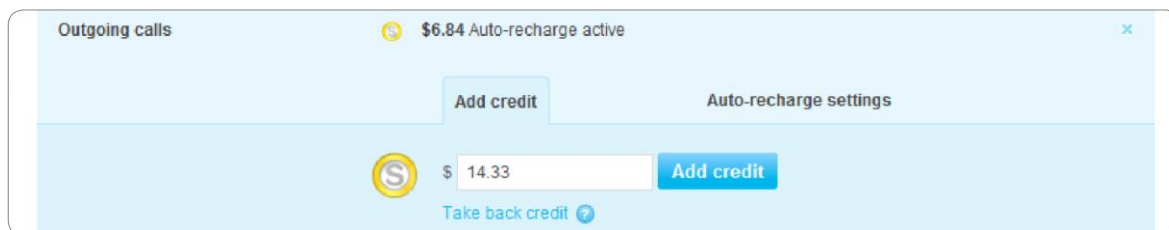
If you enter Auto-recharge amounts lower than the default amounts automatically entered in the **Auto-recharge settings** tab, a message is displayed, notifying you that to avoid running out of credit during a call, we recommend higher amounts to be entered. Click **Reset to recommended amounts** and click **Save changes** twice.

Ensure that your Skype Manager's credit balance has sufficient Skype Credit to satisfy the auto-recharges that you have set up for your SIP Profiles. We recommend that you use Auto-recharge. For more information on setting up Auto-recharge, please see the [Skype Manager User Guide](#).

6.2.2 Changing your SIP Profile's Skype Credit

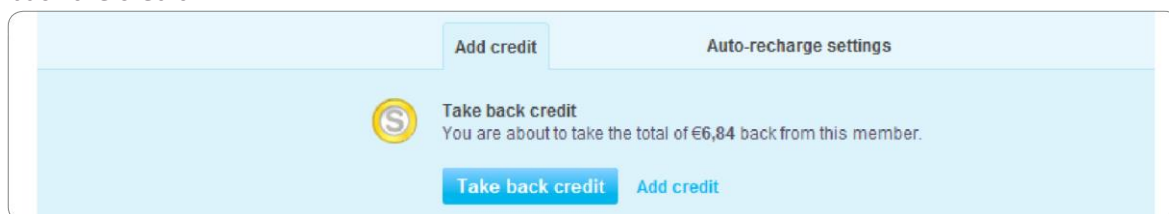
You can change the amount of Skype Credit allocated to your SIP Profile at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose Skype Credit you want to change and click **View profile** next to the name of the profile.
4. Click anywhere in the row displaying the amount of Skype Credit currently allocated to the SIP Profile.



5. If you want to add more Skype Credit, enter the amount of Skype Credit that you want to add to the SIP Profile and click **Add credit**.

Alternatively, if you want to take back the Skype Credit that you previously added to the SIP Profile, click **Take back credit**. A message is displayed, asking you to confirm that you want to take back the credit.



Click **Take back credit**. The Skype Credit is refunded back to the Skype Manager's credit balance.

6. If you want to change the Auto-recharge settings, click the **Auto-Recharge settings** tab.

To enable Auto-recharge, enter the amount of Skype Credit you would like to Autorecharge and the minimum SIP Profile balance that needs to be reached before the Auto-recharge amount is automatically allocated to the SIP Profile, then click **Save changes**.

If you enter Auto-recharge amounts lower than the default amounts automatically entered in the **Auto-recharge settings** tab, a message is displayed, notifying you that to avoid running out of credit during a call, we recommend higher amounts to be entered. Click **Reset to recommended amounts** and click **Save changes** twice.

Alternatively, to disable Auto-recharge, click **Disable Auto-recharge**.

6.3 US minute bundles

If you call the US a lot, you could save on your calling by allocating US calling minute bundles to your SIP Profile.

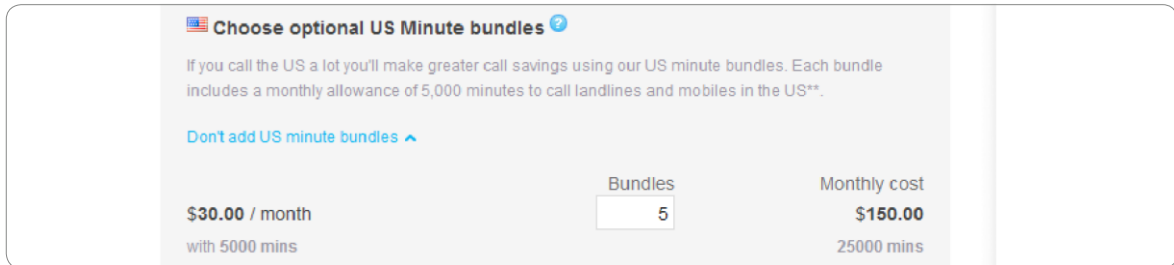
Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US. If minutes run out before the next renewal date, calls to the US will be charged from your Skype Manager's available Skype Credit balance at Skype Connect's standard call rates.

Important: The number of US minute bundles you add to your SIP Profile cannot exceed the number of channels you have added to the SIP Profile.

6.3.1 Adding US minute bundles to your SIP Profile

To add US calling minute bundles to your SIP Profile:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile that you want to add US calling minute bundles to and click **View profile** next to the name of the profile.
4. Click **Set up US minute bundles**, then click **Add US minute bundles**.



Choose optional US Minute bundles ⓘ

If you call the US a lot you'll make greater call savings using our US minute bundles. Each bundle includes a monthly allowance of 5,000 minutes to call landlines and mobiles in the US**.

[Don't add US minute bundles](#) ^

	Bundles	Monthly cost
\$30.00 / month with 5000 mins	5	\$150.00 25000 mins

5. Enter the number of bundles you think you will need. The total cost of the bundles per month will automatically be displayed.

Important: The number of US minute bundles you enter cannot exceed the number of channels you have entered.

6. Click **Buy now**. The US minute bundles are added to your SIP Profile.

To pay for your US minute bundles, you must maintain sufficient Skype Credit in your Skype Manager. We recommend that you use Auto-recharge. For more information on setting up Auto-recharge, please see the [Skype Manager User Guide](#).

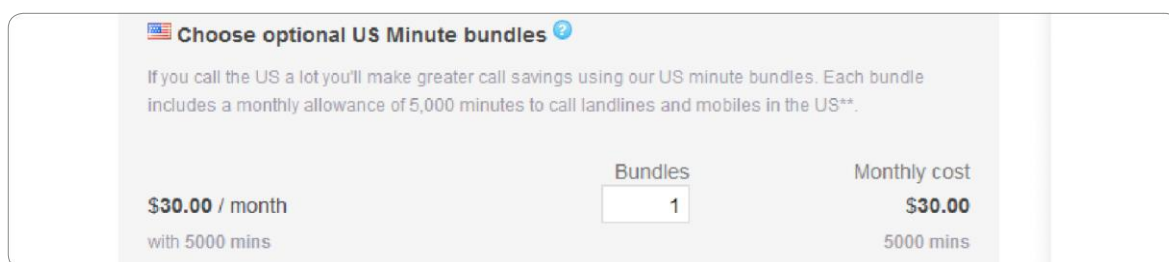
7.3.2 Changing your SIP Profile's US minute bundles

You can change the number of US calling minute bundles allocated to your SIP Profile at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose US calling minute bundles you want to change and click **View profile** next to the name of the profile.
4. Click anywhere in the row displaying the US minute bundles currently allocated to your SIP Profile.



5. Click **Change US minute bundles**



- Enter the new number of bundles you think you will need. The total cost of the bundles per month will automatically be displayed.

Important: The number of US minute bundles you enter cannot exceed the number of channels you have entered.

- Click **Buy now**. The new number of US minute bundles are added to your SIP Profile.

6.3.3 Cancelling your SIP Profile's US minute bundles

You can cancel your US minute bundles at any time:

- Click **Features** in the toolbar.
- In the menu on the left, click **Skype Connect**.
- Scroll to the SIP Profile whose US calling minute bundles you want to cancel and click **View profile** next to the name of the profile.
- Click anywhere in the row displaying the US minute bundles currently allocated to your SIP Profile.
- Click **Cancel US minute bundles**. A message is displayed, asking you to confirm the cancellation.

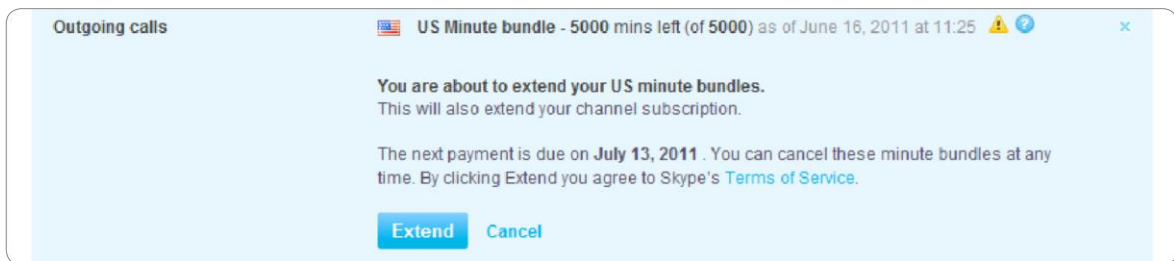


6. Click **Cancel US minute bundles**. An expiry date for the bundles that you have just cancelled is displayed.

6.3.4 Extending your SIP Profile's US minute bundles

You can extend any US minute bundles currently allocated to your SIP Profile that are due to expire in the next 30 days:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose US calling minute bundles you want to extend and click **View profile** next to the name of the profile.
4. Click anywhere in the row displaying the US minute bundles currently allocated to your SIP Profile.
5. Click **Extend**. A message is displayed, asking you to confirm that you want to extend your US minute bundles.



6. Click **Extend**. The next payment date for the extended bundles is displayed.

6.4 Business Skype accounts for incoming calls

To set up a SIP Profile for incoming calling, you must either add one or more business Skype accounts to your SIP Profile or add one or more Online Numbers to the SIP Profile.

Adding a business Skype account to your SIP Profile has three purposes:

- Skype calls to the Skype Name of that business account will be directed to the SIP Profile and the associated SIP-enabled PBX.
- A Skype button using the Skype Name of that business account can be created and placed on, for example, your company's website, so that customers with Skype can call your SIP Profile using Skype for free. Your company is therefore immediately connected to millions of registered Skype users worldwide.
- If the business account has any Online Numbers allocated to it, then calls to those Online Numbers will also be received in your SIP-enabled PBX. This potentially offers you the option to create DID (Direct Inward Dial) functionality, depending on the communications equipment you are using.

You can use both business Skype accounts and Online Numbers simultaneously on a single SIP Profile if you wish. In other words, you may have multiple business accounts and Online Numbers added to one SIP Profile at the same time.

Important: A business Skype account may only be added to one SIP Profile. If a Skype business account is assigned to a SIP Profile it cannot be used to sign in to Skype on your computer or any other device.

We strongly recommend that you don't add any Skype Manager administrator's account to a SIP Profile as this would prevent them from being able to sign in to Skype Manager.

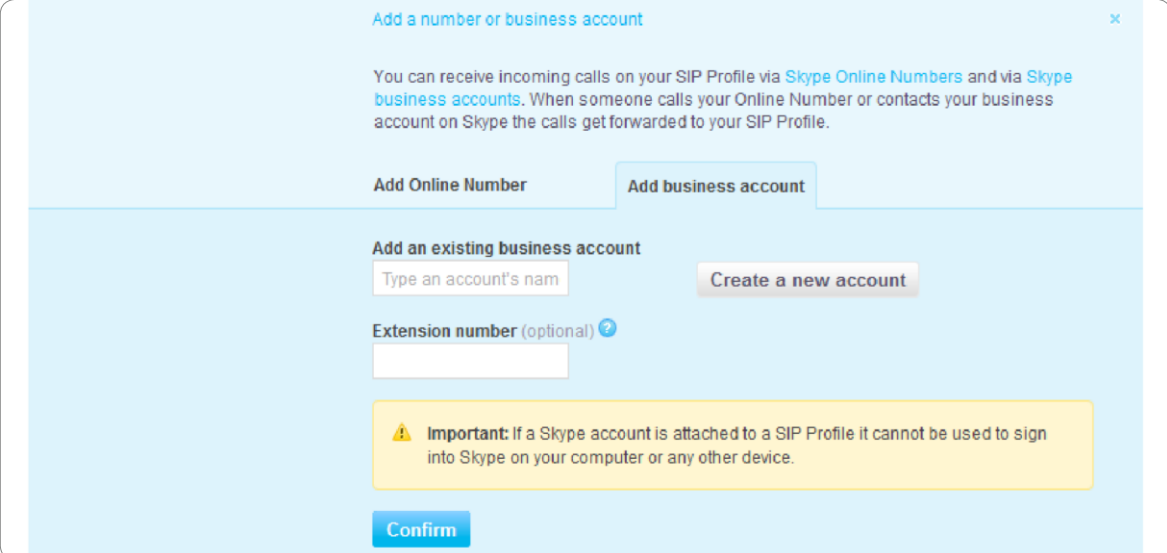
6.4.1 Adding a business Skype account to your SIP Profile

To add a business Skype account to your SIP Profile:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile to which you want to set up incoming calling and click **View profile** next to the name of the profile.

Example: Architects' administrator Claude Morel wants to set up incoming calling for the SIP Profile he is creating for the Sales team, so clicks on **View Profile** next to the 'Sales.Architect' name to proceed.

4. Click **Add a number or business account**.
5. Click the **Add business account** tab.



The screenshot shows a light blue dialog box titled "Add a number or business account" with a close button (X) in the top right corner. The main text explains that incoming calls can be received via Skype Online Numbers or Skype business accounts, and that calls are forwarded to the SIP Profile. Below this, there are two tabs: "Add Online Number" and "Add business account", with the latter being selected. Under the "Add business account" tab, there is a section "Add an existing business account" with a text input field labeled "Type an account's name" and a "Create a new account" button. Below this is an "Extension number (optional)" field with a help icon. A yellow warning box contains the text: "Important: If a Skype account is attached to a SIP Profile it cannot be used to sign into Skype on your computer or any other device." At the bottom of the dialog is a blue "Confirm" button.

6. To add an existing business Skype account, enter its name. As you enter the name of the account required, Skype Manager will automatically find and list those accounts that match the name that you're entering.

To add a new business account, click **Create a new account**. For more information on creating a new business account, please see the [Skype Manager User Guide](#).

Important: A business Skype account may only be added to one SIP Profile. If a Skype business account is assigned to a SIP Profile it cannot be used to sign in to Skype on your computer or any other device.

We strongly recommend that you don't add any Skype Manager administrator's account to a SIP Profile as this would prevent them from being able to sign in to Skype Manager.

7. Calls to the business account can be forwarded to an extension number on your SIP-enabled PBX. Enter the extension number to which you want calls forwarded.

8. Click **Confirm**.

Example: Architects' administrator Claude Morel has previously set up a business account for the Sales team, called 'Architects.Sales'. He enters 'Architects.Sales' and clicks **Confirm**. By doing this, calls made to the Skype Name 'Architects.Sales' will be received in the company's SIP-enabled PBX. Claude Morel also creates a Skype button using that Skype Name and places it on the Architects company website.

SIP-enabled PBXs can be configured to direct calls received via that Skype button to a Sales Hunt Group or Auto Attendant. For more information on how to configure these features, please see your PBX manufacturer's support documentation.

Calls to any business account added to your SIP Profile - whether to its Skype Name or to an Online Number allocated to that business account – will now be received in the SIP-enabled PBX to which your SIP Profile is associated.

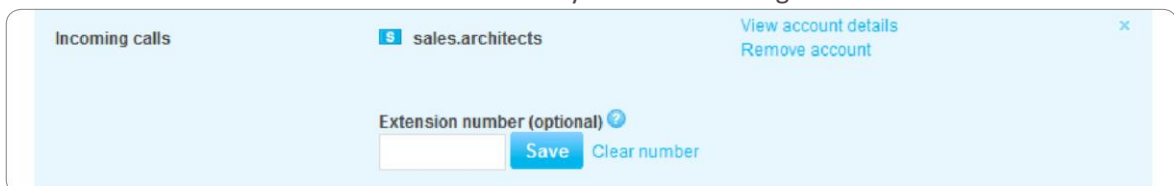
You can add an unlimited number of business accounts to your SIP Profile at any time by following the above steps.

Example: Vanessa Lombardi, the Sales Manager, wants all calls to her business account to be directed to the Sales team's SIP Profile while she is on holiday. Claude Morel clicks **Add a number or business account**, enters the name of the business account belonging to Vanessa Lombardi, and clicks **Confirm**. Skype calls to her Skype Name are now received in Architects' SIP-enabled PBX.

6.4.2 Changing your SIP Profile's business Skype accounts

You can change the business Skype accounts added to your SIP Profile at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile to whose business account details you want to change and click **View profile**.
4. Click on the name of the business account that you want to change.



The screenshot shows a light blue interface for managing business accounts. At the top left, it says 'Incoming calls'. In the center, there's a blue square icon with a white 'S' followed by the text 'sales.architects'. To the right of this, there are two links: 'View account details' and 'Remove account'. Below this, there's a section for 'Extension number (optional)' with a question mark icon. It contains a text input field, a blue 'Save' button, and a 'Clear number' link.

5. To forward calls to the business account to an extension number on your SIP-enabled PBX, enter the extension number to which you want calls forwarded and click **Save**.

To remove the existing extension number, click **Clear number**.

To view the details of the business account, click **View account details**.

To remove the business account from your SIP Profile, click **Remove account**. The account is removed from the SIP Profile and a message is displayed to let you know you can now use the account as a regular Skype account (it can be used to sign in to Skype on your computer or any other device).

6.5 Online Numbers for incoming calls

To set up a SIP Profile for incoming calling to Online Numbers, you must either add one or more business Skype accounts that have Online Numbers allocated to them to your SIP Profile or add one or more Online Numbers directly to your SIP Profile.

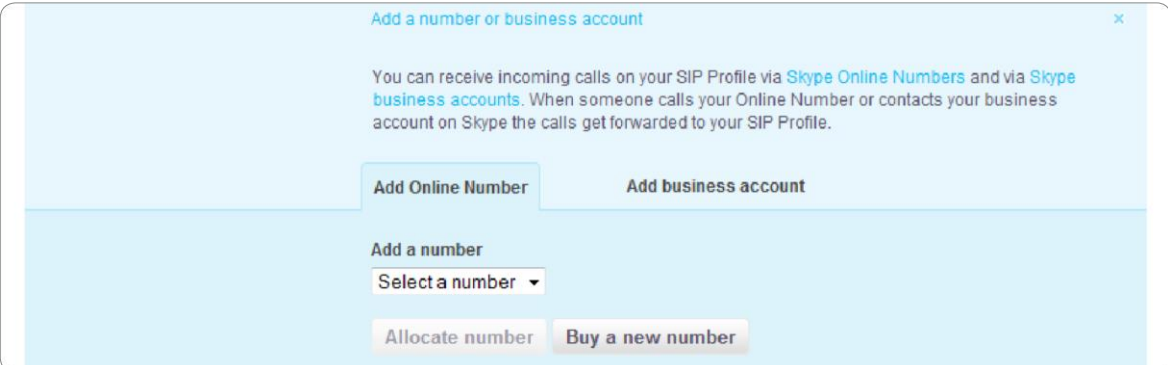
Adding an Online Number to a SIP Profile allows calls to that Online Number to be received in your SIP-enabled PBX. Depending on your PBX, you may also be able to direct calls to that Online Number to, for example, a Hunt Group or Auto Attendant.

You can use both business Skype accounts and Online Numbers simultaneously on a single SIP Profile if you wish. In other words, you may have multiple business accounts and Online Numbers added to one SIP Profile at the same time.

6.5.1 Adding an Online Number to your SIP Profile

To add an Online Number to your SIP Profile:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile to which you want to add an Online Number and click **View profile**.
4. Click **Add a number or business account**



The screenshot shows a light blue dialog box titled "Add a number or business account" with a close button (X) in the top right corner. Inside the dialog, there is explanatory text: "You can receive incoming calls on your SIP Profile via **Skype Online Numbers** and via **Skype business accounts**. When someone calls your Online Number or contacts your business account on Skype the calls get forwarded to your SIP Profile." Below the text are two tabs: "Add Online Number" (which is selected) and "Add business account". Under the "Add Online Number" tab, there is a section titled "Add a number" containing a dropdown menu labeled "Select a number" and two buttons at the bottom: "Allocate number" and "Buy a new number".

5. To add an existing Online Number, select it from the drop-down list displayed and click **Allocate number**.

To add a new Online Number, click **Buy an Online Number**. Once you have bought the Online Number, it is automatically assigned to the SIP Profile. For more information on buying Online Numbers, please see the [Skype Manager User Guide](#).

7.5.2 Changing your SIP Profile's Online Numbers

You can change the Online Numbers added to your SIP Profile at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose Online Numbers you want to change and click **View profile**.
4. Click on the Online Number that you want to change.



5. To reallocate the Online Number to another member or SIP Profile, click **Reallocate number**, then enter the name of the member or SIP Profile to whom you want to reallocate the Online Number and click **Confirm**.

To cancel the Online Number, click **Cancel number**. A message is displayed, indicating when the Online Number will expire if you proceed with the cancellation. Click **Cancel number** to confirm the cancellation.

To buy a new Online Number for your SIP Profile, click **Add a number**, then **Buy an Online Number**. For more information on buying Online Numbers, please see the [Skype Manager User Guide](#).

6.6 Caller ID

Caller ID (Caller Line Identity or CLI) can be used to display the your company's number when your employees make outgoing calls. This means customers and contacts can see you're trying to get in touch with them.

Depending on how you set up your Caller ID, the number displayed will reflect the location being called. So, for example, if you have set up your Caller ID with US, UK and Estonian numbers, when an employee calls a customer in the UK, the UK number is displayed.

You have three Caller ID options available with Skype Connect for your SIP Profile:

- Set the Caller ID to be one of the landline numbers used by your company (provided your company has been verified by Skype).
- Set Caller ID to be any Online Number that you have added to your SIP Profile.

- Choose not to present a Caller ID.

6.6.1 Setting up your SIP Profile's Caller ID using a landline number

Your company must be verified before you can use a landline number as Caller ID. For more information on verification, please see the [Skype Manager User Guide](#).

To set up your SIP Profile's Caller ID using a landline number:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile that you want to set up Caller ID for and click **View profile**.
4. Click **Set up Caller ID**.



5. Click **Use a landline number**.



6. Enter the landline number that you want to use.

Important: You are only authorized to use landline numbers contracted for use by your company and that are associated with your PBX. Use of a number that is not allocated to your company and associated with your PBX shall constitute a material breach of agreement with Skype and may result in criminal and civil liability to you and your company.

7. Click **Save Settings** to save your landline number as the profile's Caller ID.

6.6.2 Setting up your SIP Profile's Caller ID using an Online Number

To set up your SIP Profile's Caller ID using an Online Number:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile that you want to set up Caller ID for and click **View profile**.

Example: Architects' Skype Manager administrator Claude Morel wants to set up a Caller ID for the SIP Profile he is creating for the Sales team, so clicks **View Profile** next to the 'Sales.Architects' name to proceed.

4. Click **Set up Caller ID**

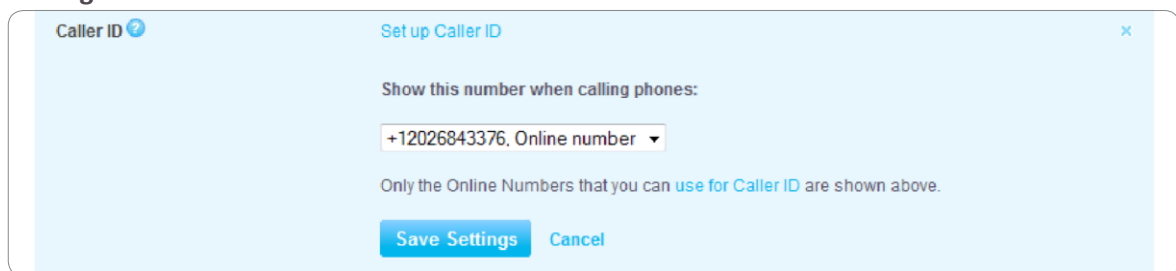


Caller ID ⓘ Set up Caller ID ✕

You can either use Online Numbers assigned to this profile or landline numbers for caller identification.

Use an Online Number Use a landline number

5. Click **Use an Online Number**.
6. If one or more Online Numbers have been added to the SIP Profile, select the Online Number that you want to use as the SIP Profile's Caller ID from the drop-down list displayed and click **Save Settings**.



Caller ID ⓘ Set up Caller ID ✕

Show this number when calling phones:

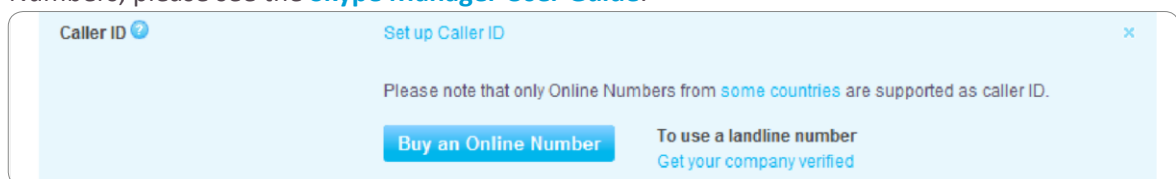
+12026843376, Online number ▼

Only the Online Numbers that you can use for Caller ID are shown above.

Save Settings Cancel

If your company has not been verified and one or more Online Numbers have been added to your SIP Profile, the above is displayed when you click **Set up Caller ID**.

If no Online Numbers have been added to your SIP Profile, click **Buy an Online Number** to buy an Online Number to use as Caller ID for your SIP Profile. For more information on buying Online Numbers, please see the [Skype Manager User Guide](#).



Caller ID ⓘ Set up Caller ID ✕

Please note that only Online Numbers from some countries are supported as caller ID.

Buy an Online Number To use a landline number
Get your company verified

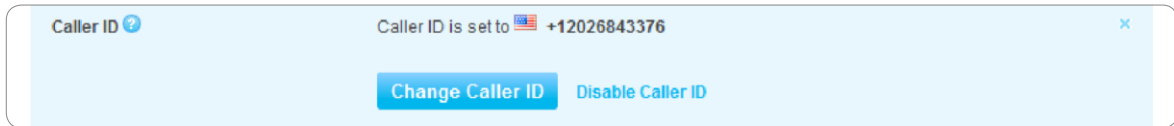
If your company has not been verified and no Online Numbers have been added to your SIP Profile, the above is displayed when you click **Set up Caller ID**.

6.6.3 Changing your SIP Profile's Caller ID

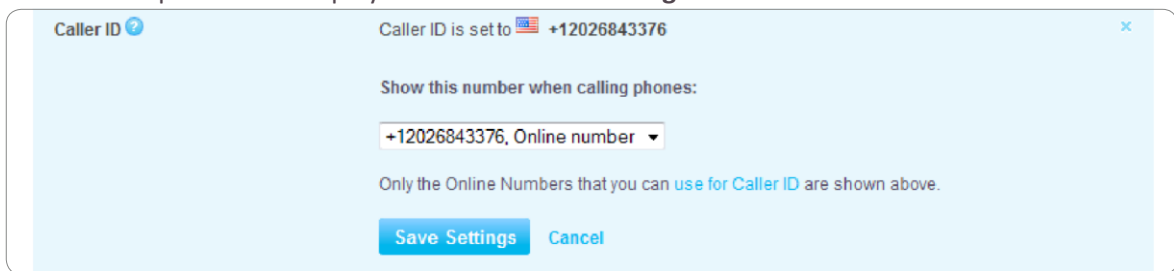
You can change the Caller ID set up for your SIP Profile at any time:

1. Click **Features** in the toolbar.

2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile to whose Caller ID you want to change and click **View profile**.
4. Click anywhere within the **Caller ID** row.



5. To change the Caller ID to a different number, click **Change Caller ID**, select the number required from the drop-down list displayed and click **Save Settings**.



If your company has been verified and you have both landline numbers and Online Numbers available for selection, Online Numbers are marked as 'Online Numbers' in the drop-down list.

To add a landline number not currently available for selection in the drop-down list as Caller ID (if your company has been verified), click **enter a new number**, enter the landline number required in the field displayed and click **Save Settings**.

Important: You are only authorized to use landline numbers contracted for use by your company and that are associated with your PBX. Use of a number that is not allocated to your company and associated with your PBX shall constitute a material breach of agreement with Skype and may result in criminal and civil liability to you and your company.

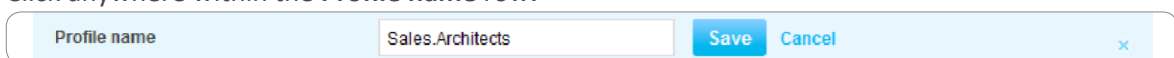
To manage the list of available landline numbers, if your company has been verified, click **Manage stored landline numbers**.

To disable Caller ID for the SIP Profile, click **Disable Caller ID**.

6.7 Renaming your SIP Profile

You can rename your SIP Profile at any time:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile that you want to rename and click **View profile**.
4. Click anywhere within the **Profile name** row.



5. Enter the new name that you want to use and click **Save**.

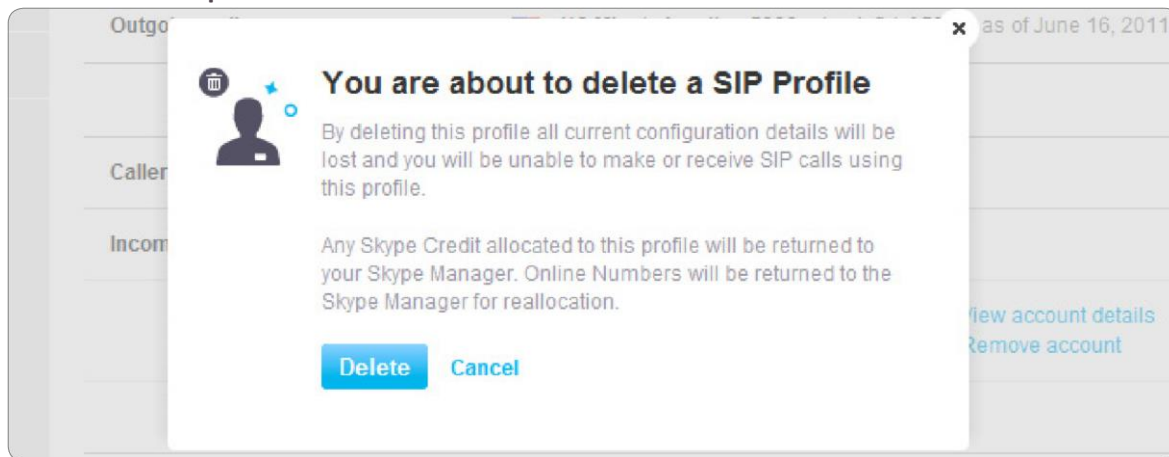
6.8 Deleting your SIP Profile

Before deleting a SIP Profile, please note that deleting a SIP Profile causes:

- Any remaining Skype Credit allocated to that SIP Profile to be returned to Skype Manager credit balance.
- Online Numbers to be returned to Skype Manager for reallocation.
- Outgoing call history for the SIP Profile will be lost. If you need a record of the call history, please take one using the reporting options before deleting the SIP Profile. For more information on how to do this, please see [7.11 Reporting options](#).

To delete a SIP Profile:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile that you want to delete and click **View profile**.
4. Click **Delete this profile**.




5. Click **Delete**. The SIP Profile is permanently removed from Skype Manager.

6.9 Retrieving your SIP Profile's credentials


To retrieve your SIP Profile's credentials:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose credentials you want to view and click **View profile**.
4. In the menu on the left, click **Authentication details**.

Authentication details




Please choose the method of authentication needed for your PBX.


Registration
 (Username/password)

or, IP Authentication ?

SIP User	99050000019738
Password	ct5rcfqGCweXLw Generate a new password
Skype Connect address	sip.skype.com
UDP Port	5060

 SIP user is not yet registered at sip.skype.com

6.10 Changing your SIP Profile's password

Before changing your SIP Profile's password, please note the following important points, to avoid any loss of connectivity:

- The password is used by your SIP-enabled PBX to connect to Skype.
- When you change the password for a SIP Profile, your SIP-enabled PBX will not be automatically disconnected by Skype. It is, however, vital that the new password is also updated in the SIP-enabled PBX's configuration before the next time the PBX needs to re-register with Skype.
- If the new password is not updated in your SIP-enabled PBX configuration, your PBX will be unable to connect to Skype the next time that it tries to re-register, resulting in the loss of any outgoing calling. Incoming calls, if set up, will also not be received in your SIP-enabled PBX unless the password is updated in your PBX.
- The frequency with which your SIP-enabled PBX will re-register is determined by whether your SIP-enabled PBX is behind a firewall or NAT (45 seconds) or whether it connected directly to the Internet (3600 seconds).
- We recommend that SIP Profile password changes are coordinated with, or by, your IT department, or by whoever is responsible for the administration of your SIP-enabled PBX equipment. We also recommend that you change your password and credentials in your SIP-enabled PBX at an off-peak time for your business so to avoid any potential interruption of Skype Connect.
- We also recommend that the process for changing a SIP Profile's password in your business is added to your company's existing process and protocol documentation. To change a SIP Profile's password

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.

3. Scroll to the SIP Profile whose password you want to change and click **View profile**.
4. In the menu on the left, click **Authentication details**.
5. Click **Generate a new password**. A new password is automatically generated and displayed in the **Password** field.

6.11 Reporting options

Skype Manager provides two types of reports for Skype Manager administrators to use in relation to Skype Connect: monthly allocations, and detailed usage reports. Both of these are accessible directly from Skype Connect.

To view the Skype Connect reports:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Skype Connect**.
3. Scroll to the SIP Profile whose reporting you want to view and click **View profile**.
4. In the menu on the left, click **Reports**. The SIP Profile's usage for the current month is displayed by default.

The number called and call duration are provided in the report. For calls made at Skype's standard call rate, the cost of the call is shown. For calls made using any US minute bundles added to the SIP Profile, calls are zero rated on the report.

Profile's Skype Credit usage -- July 2011

Subscriptions
US Minute bundle - 1 min used in July

Total \$0.04

Filter this list

Date	Item	Type	Rate/min.	Duration *	Amount **
Jul 7, 2011, 20:56	+3728800814 Estonia		\$0.02	01:04	\$0.03
Jul 7, 2011, 20:55	+3728800814 Estonia		\$0.02	00:10	\$0.01
Jul 7, 2011, 20:51	+12152751701 USA		\$0.00	00:56	\$0.00
Jul 7, 2011, 20:45	+12152751701 USA		\$0.00	00:04	\$0.00
Jul 7, 2011, 20:44	+12152751701 USA		\$0.00	00:06	\$0.00

* The minimum duration of a billed Skype Connect call is 30 seconds. After the first 30 seconds, Skype Connect calls are billed in increments of six seconds. For more information, see our [Terms of Service](#).
** Includes connection fee

50 items per page

Showing 1 to 5 of 5

To change the month of the report, either select the date from the drop-down list available in the menu on the left or click **Previous month** or **Next month** to locate the month in which you are interested.

5. To display the SIP Profile's allocations report, click **Allocations** in the menu on the left.

Any Skype Connect channels and US minute bundles purchased for the SIP Profile during the month are displayed, as well as any changes made to the Skype Credit allocated to the SIP Profile for outgoing calling.

To change the month of the report, either select the date from the drop-down list available in the menu on the left or click **Previous month** or **Next month** to locate the month in which you are interested.

To return to the SIP Profile's usage report, click **Usage** in the menu on the left.

For more information on the reporting available in Skype Manager, please see the [Skype Manager User Guide](#).

7.0 Advanced use of Skype Connect

7.1 Multiple SIP Profiles

Some Skype certified SIP-enabled PBXs can accept more than one SIP Profile. Some companies, particularly those with multiple offices will often own multiple PBXs.

Either scenario offers you, as an administrator, the option to create and administer multiple SIP Profiles for offices located in the same country.

There are very good reasons why you may want to do this:

- Each SIP Profile has its own budget for outgoing calling, in the form of the Skype Credit added to it. By creating multiple SIP Profiles for individual departments, you gain a more granular view of call expenditure made by each department. This may also aid internal budget control.
- Particularly for larger companies, having a number of 'smaller' SIP Profiles may simplify the process of calculating how many channels are needed in total, rather than having just a single SIP Profile with a large number of channels.
- For the sake of simplicity itself. Skype recommends that a Skype Manager administrator should create and maintain schematic diagrams of their Skype Manager set-up (for an example schematic for our fictitious example company, Architects, please see [9.0 Architects – a summary](#)). Such schematics are significantly easier to maintain for 'smaller' SIP Profiles than for large ones.
- For companies with branches in different countries, Skype requires that you create a Skype Manager for each country your business is located in, where the branch uses Skype Connect with a SIP-enabled PBX.

7.2 Skype Connect and DIDs

DID-like functionality can be implemented with Skype Connect, by using a combination of Online Numbers and taking advantage of your SIP-enabled PBX's functionality and configuration options.

This is possible because Skype Connect passes details of the calls received to the PBX. Therefore, even if there are multiple Online Numbers assigned to a single SIP Profile, the PBX, if correctly configured, can direct the incoming call to the intended recipient or resource, such as a Hunt Group, Auto Attendant or Conference Bridge.

7.2.1 How details of incoming calls are passed to the PBX

When someone calls an Online Number assigned to a SIP Profile, Skype Connect inserts the Online Number in the INVITE request line of the incoming SIP message.

Here is an example of a SIP INVITE with an Online Number:

INVITE: sip:44151324xxxxx@86.145.xxx.xxx:5060;rinstance=459608bf8eeb29ef
SIP/2.0

From: < sip:+44782450xxxxxx@sip.skype.com>;tag=44da78c1-13c44b7e9808-6490ae24-7460fde5

To: <sip:44151324xxxxx@sip.skype.com>
Call-ID: CXC-69-6940e910-44da78c1-13c4-4b7e9808-6490ae24-ecb194f
CSeq: 1 INVITE
Via: SIP/2.0/UDP 193.120.218.68:5060;branch=z9hG4bK-f58d-4b7e98086490ae24-1ec610ba
Max-Forwards: 30
User-Agent: sipgw-1.0
Allow: INVITE,ACK,CANCEL,OPTIONS,BYE
Contact: <sip:+44782450xxxx@193.120.218.68:5060;transport=udp>
Content-Type: application/sdp
Content-Length: 306

7.2.2 Extension mapping

With Skype Connect, you can associate PBX extension numbers with the business Skype accounts that you add to your SIP Profiles. This means that when a customer or contact calls the Skype Name of one of your business Skype accounts, the call is automatically directed to a route point on your PBX (an extension number, hunt group, auto-attendant or contact center).

Skype Connect supports unlimited business Skype accounts with their target extensions. For more information on how to enter an extension number for a business account added to your SIP Profile, please see [7.4.1 Adding a business Skype account to your SIP Profile](#).

7.2.3 How DID-like functionality works with Skype Connect

To illustrate how to achieve DID-like functionality with Skype Connect, we will use our Architects example.


Example: Architects' Skype Manager administrator Claude Morel has already created the company's first SIP Profile, for the Sales team. For a walk-through of the processes he followed, please see [6.0 Creating a SIP Profile](#) and [7.0 Managing a SIP Profile](#).

Now, he wants to set up a new SIP Profile for Engineering. This allows him to provide a separate pool of Skype Credit for the Engineering team, enabling him to keep a closer eye on call expenditure and helping with internal budgeting.

1. Claude Morel creates a new SIP Profile for the Engineering team, 'Engineering. Architects', including adding a channel subscription and US minute bundles, following the process described in [6.0 Creating a SIP Profile](#).

Create a SIP profile


1 Choose name 2 Set up subscription 3 Authentication


 **Your SIP profile has been created**

It might take a few minutes until you can see it on your [Skype Connect](#) page.

We will bill \$6.95 to your next invoice.
Your next payment is due July 14, 2011.

Please choose the method of authentication needed for your PBX.

 **Registration**
(Username/password)


or, IP Authentication 

SIP User 99050000037337



Password DxmUHe7Uu7nfwU [Generate a new password](#)

Skype Connect address sip.skype.com

UDP Port 5060


 SIP user is not yet registered at sip.skype.com

2. Now, as he did with his first SIP Profile, he chooses to allocate some Skype Credit, by clicking **Allocate Skype Credit** below the new profile's authentication details, then clicking **Set up outgoing calls**, as described in [7.2.1 Adding Skype Credit to your SIP Profile](#).








Outgoing calls  \$0.00 Auto-recharge disabled 

To make outgoing calls from this SIP Profile you need to add Skype Credit. You can also set up Auto-recharge so you never run out of credit while on a call. Outbound calls to landlines and mobiles in the US* are charged at 0.8 cents/min. For all other destinations see [Skype's standard per minute call rates](#).

Add credit **Auto-recharge settings**

 \$ 10.00 **Add credit**

3. He allocates \$10 of Skype Credit from the Skype Manager credit balance, sets up Auto-recharge, and clicks **Add credit**. The Skype Credit allocated is displayed in the **Outgoing calls** row:

Profile name	Engineering Architects	
Calling channels	4 channels 	
Outgoing calls	 \$10.00 Auto-recharge active	
Caller ID 	Set up Caller ID	

The effect of having two separate SIP Profiles for Sales and Engineering is that he can monitor and control their expenditure independently of each other – a key objective for him in our example, and a core benefit for you in your business.

4. Claude now adds the business Skype account 'Architects.Engineering' to the new SIP Profile, as described in [7.4.1 Adding a business Skype account to your SIP Profile](#). He does this by clicking **Add a number or business account** and entering its name in the **Add business account** tab. He also enters the Engineering team's extension number and clicks **Confirm**:

Add a number or business account

You can receive incoming calls on your SIP Profile via [Skype Online Numbers](#) and via [Skype business accounts](#). When someone calls your Online Number or contacts your business account on Skype the calls get forwarded to your SIP Profile.

Add Online Number

Add business account

Add an existing business account

Architects.Engineering

Create a new account

Extension number (optional)

Important:

If a Skype account is attached to a SIP Profile it cannot be used to sign into Skype on your computer or any other device.

Confirm



This means that Skype calls to the 'Architects.Engineering' Skype Name will be received in their SIP-enabled PBX and forwarded directly to their extension. They may also use this Skype Name to create a Skype button. Calls to this Skype button using Skype would also be received in their SIP-enabled PBX and forwarded to their extension.

5. Claude now adds a new Online Number to the 'Engineering.Architects' SIP Profile, as described in [7.5.1 Adding an Online Number to your SIP Profile](#). He does this by clicking **Add a number or business account**, then clicking **Buy a new number**. By buying the Online Number, it is assigned to the SIP Profile:

Profile name	Engineering.Architects	
Calling channels	4 channels	
Outgoing calls	\$10.00 Auto-recharge active	
Caller ID	Set up Caller ID	
Incoming calls	+12026555376	
	Architects.Engineering	View account details Remove account
	Add a number or business account	

This means that the Engineering team can now be reached on +1 202 655 5376 from landlines or mobiles, as well as by the Skype Name 'Architects.Engineering' (Skype-to-Skype or from a Skype button).

6. Hiroshi Tanaka is the Structural Engineer. He has left on paternity leave for 9 months and while he is away, calls to him need to be re-directed to the Engineering team. Claude therefore adds Hiroshi Tanaka's business Skype account to the 'Engineering. Architects' SIP Profile to achieve this:

Profile name	Engineering.Architects	▼
Calling channels	4 channels	▼
Outgoing calls	\$10.00 Auto-recharge active	▼
Caller ID	Set up Caller ID	▼
Incoming calls	+12026555376	▼
	 hiroshi.tanaka	View account details Remove account
	 Architects.Engineering	View account details Remove account
	Add a number or business account	▼

Now, crucially to our explanation of Skype Connect and DIDs, Hiroshi Tanaka's business Skype account has an Online Number assigned to it, as this screen shows:

As a result of adding his business Skype account to the 'Engineering.Architects' SIP Profile and, separately, adding an Online Number to the same SIP Profile directly, there are now two Online Numbers that will be directed to the same SIP Profile.

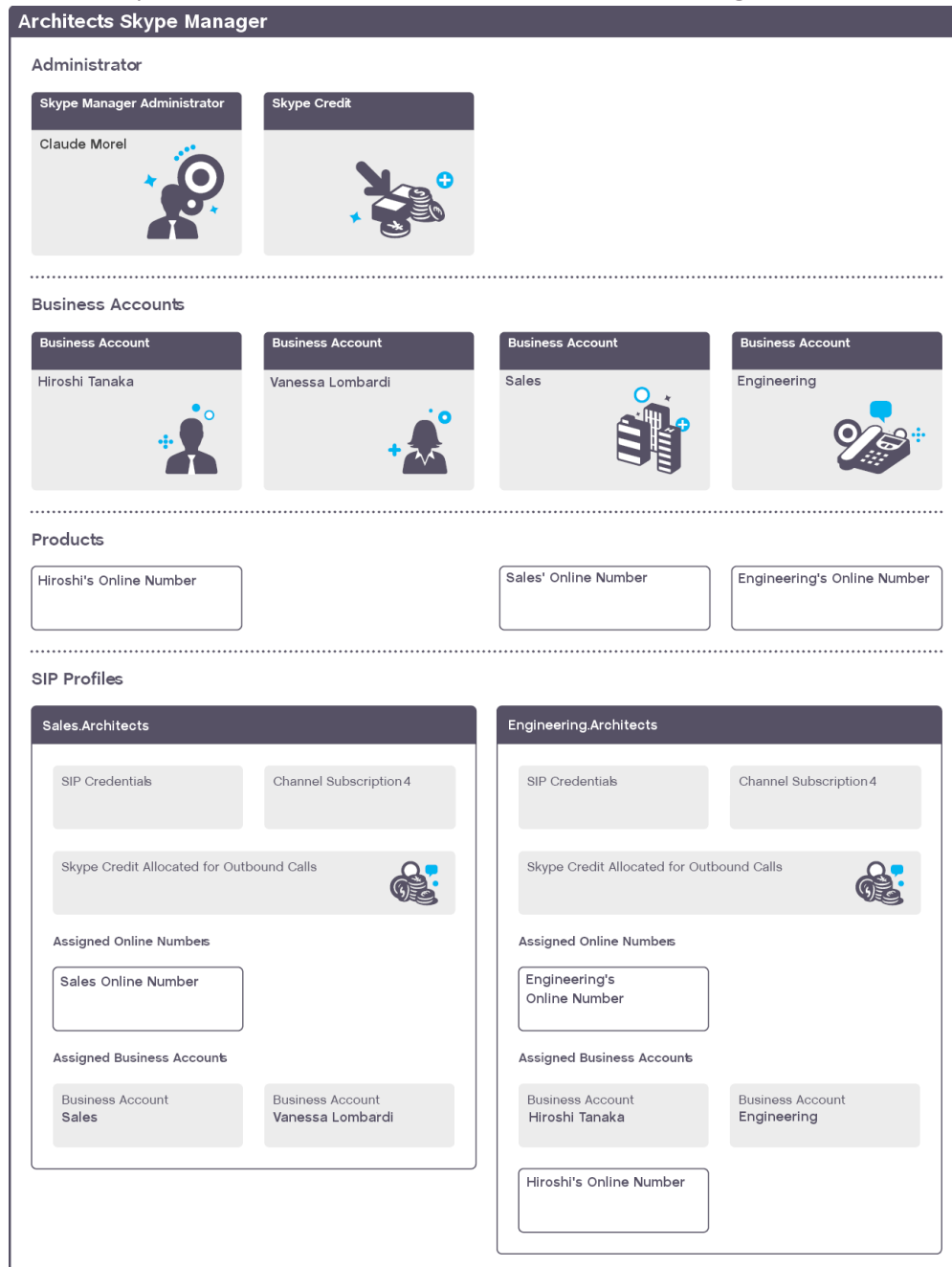
Because Skype passes details of the called number to the PBX, the SIP-enabled PBX is able to see which recipient the call is meant for, even though they are on the same SIP Profile. The SIP-enabled PBX then directs the call according to how it is configured to direct calls to that number.

You can see that by adding Online Numbers to a SIP Profile, DID-like functionality can be achieved.

8.0 Architects – a summary

In [3.0 Meet our example company](#), we described the structure of our fictitious company, Architects, which we've used to illustrate how you can administer Skype Connect using Skype Manager.

If you have worked through this guide sequentially and want to see a schematic diagram of Architects' Skype Manager up to its current point of evolution – in other words, how it 'looks' having worked through Chapters 5, 6 and 7 sequentially - we have produced a diagram that shows this. We hope this contextualizes the main ideas covered in the guide.



9.0 Important Dos and Don'ts

All of the following dos and don'ts may be found elsewhere in this guide, in the relevant section. Listed here, they may be a useful summary to help you avoid making mistakes when setting up and administering Skype Connect in your business.

9.1 General

- To use Skype Connect, access to a broadband internet connection is required. Skype is not a replacement for traditional telephone services and cannot be used for emergency calling. Skype Connect is meant to complement existing traditional telephone services used with a corporate PBX, it is not a stand-alone solution. Skype Connect users need to ensure all calls to emergency services are terminated through traditional telephone services.
- To help you set up and administer Skype Connect, we have produced extensive user guides and troubleshooting documentation. These can be found at:

support.skype.com/category/SKYPE_CONNECT

- Online Numbers are provided 'as is' and their ongoing availability to you is subject to applicable local residency rules and regulatory practices. The terms related to Online Numbers may change accordingly, such changes may include the imposition or amendment of local residency requirements and/or require you to provide further user information for continued access to defined Online Numbers. Such changes may impact on your ability to use, purchase and allocate Online Numbers in the future. The terms that relate to Online Numbers are clearly displayed within the Online Number purchase flow and you need to agree to these prior to proceeding to purchase Online Numbers.

9.2 Setting up your Skype Manager

- Before you start, check whether anyone else in your company has already registered as a Skype Manager administrator.
- Skype does not recommend that the Skype Manager account is administered using any employee's own personal Skype account details.
- Skype does recommend that the person in your business who will administer Skype Credit and manage business Skype accounts create a new Skype account on behalf of the business for setting up your Skype Manager.
- Skype suggests creating a Skype Name such as 'Company.Admin' to reflect the fact the account is for administering Skype within your business.

Please see [4.0 Setting up your Skype Manager](#).

9.3 Creating a SIP Profile

- Once you have created a SIP Profile, test its credentials by entering them into your PBX and placing an echo test call. For more information on how to do this, please see your PBX manufacturer's support documentation.

Please see [6.0 Creating a SIP Profile](#).

9.4 Adding Skype Credit to a SIP Profile

- To avoid loss of connectivity, you must maintain sufficient Skype Credit in your Skype Manager credit balance. Skype recommends using Auto-recharge for your Skype Manager. To avoid the loss of outgoing calling capability that will occur should a SIP Profile run out of Skype Credit, Skype also recommends using Auto-recharge for your SIP Profiles. For more information on Skype Credit, please see the [Skype Manager User Guide](#).

Please see [7.2 Skype Credit for outgoing calls](#).

9.5 Adding business Skype accounts to a SIP Profile

- A business Skype account may only be added to one SIP Profile. Adding a business Skype account to more than one SIP Profile will result in incoming calls not being received. This is because Skype Connect cannot determine to which SIP Profile any given call should be directed.
- If a business Skype account is added to a SIP Profile, it cannot be used to sign in to Skype on your computer or any other device. It needs to be one or the other.
- We strongly recommend that you don't add any Skype Manager administrator's account to a SIP Profile as this would prevent them from being able to sign in to Skype Manager.

Please see [7.4 Business Skype accounts for incoming calls](#).

9.6 Deleting a SIP Profile

- Deleting a SIP Profile causes:
- Remaining Skype Credit allocated to that SIP Profile to be returned to your Skype Manager credit balance.
- Online Numbers to be returned to your Skype Manager for reallocation.
- Call history to be lost.
- If you need a record of the call history, please take one using the reporting options available in Skype Manager (please see [7.11 Reporting options](#)) before deleting the SIP Profile.

Please see [7.8 Deleting your SIP Profile](#).

9.7 Changing a SIP Profile password

- The SIP Profile password is used by your SIP-enabled PBX to connect to Skype. On changing the password for a SIP Profile in Skype Manager, your PBX will not be automatically disconnected by Skype. It is, however, vital that the new password is also updated in the SIP-enabled PBX's configuration before the next time the PBX needs to re-register with Skype.
- If the new Skype Connect password is not updated in your SIP-enabled PBX configuration, your PBX will be unable to connect to Skype the next time that it tries to re-register, resulting in the loss of any outgoing calling. Incoming calls, if set up, will also not be received in your SIP-enabled PBX unless the Skype Connect password is updated in your PBX.
- The frequency with which registration refreshes between your SIP-enabled PBX and Skype is a PBX setting.
- Skype recommends that SIP Profile password changes are coordinated with, or by, your IT department, or by whoever is responsible for the administration of your SIP-enabled PBX equipment.
- Skype also recommends that the process for changing a Skype Connect password in your business is added to your company's existing process and protocol documentation.

Please see [7.10 Changing your SIP Profile's password](#).

