

# Skype Connect™ Quick Start Guide

This guide shows you how to set up and use Skype Connect™. Skype Connect provides connectivity between your business and the Skype community.

Before you get started you will need



An internet connection with a public IP address



A SIP-enabled PBX or UC system



The ability to configure a new SIP provider



An accepted payment method

## 1 Set up Skype Manager™

- Go to:  
[skype.com/go/skype.manager.setup](https://skype.com/go/skype.manager.setup)

- Follow the on-screen instructions to set up your Skype Manager.

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

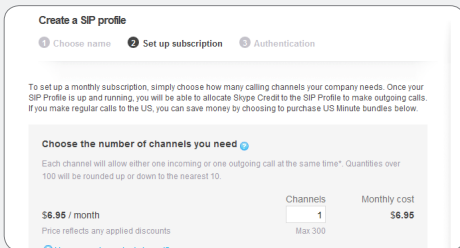
For more information on how to set up your Skype Manager, please see the [Skype Manager User Guide](#).

## 2 Create your SIP Profile

SIP Profiles let you manage how you use your SIP-enabled PBX or gateway with Skype.

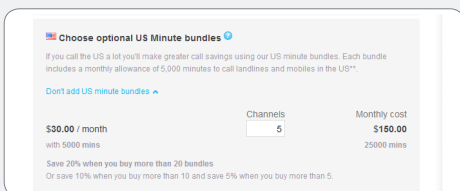
- Sign in to Skype Manager and click **Features** in the toolbar.
- In the menu on the left, click **Skype Connect**.
- Click **Set up a SIP Profile**.

- Enter a name for your new SIP Profile and click **Next**.
- Enter the number of Skype Connect channels you require.



Each channel will allow either one incoming or one outgoing call. You can add a maximum of 300 channels per SIP Profile. You can have as many profiles as you like.

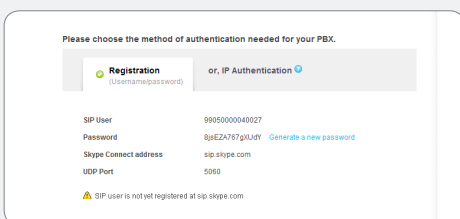
- If you make regular calls to the US, you can save money on your calling with our US minute bundles\*. Just click **Add US minute bundles** and then enter the number of bundles you require.



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

- Click **Buy now**.

Your profile's registration details are displayed. Be sure to make a note of them so that you can easily set up and configure your PBX.



### 3 Configure your SIP-enabled PBX

Enter your SIP Profile's credentials, then configure your SIP-enabled PBX for calling. For a reminder of your SIP Profile's credentials, click **View profile**

next to the name of the profile, and click **Authentication details**.

- For more information on how to configure your PBX, please see your PBX's support documentation.

If you don't want to make outgoing calls with Skype Connect, go to step 6.

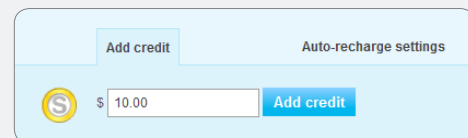
## 4 Allocate Skype Credit to your SIP Profile

Skype Credit allocated to a SIP Profile is used to pay for your outgoing calls.

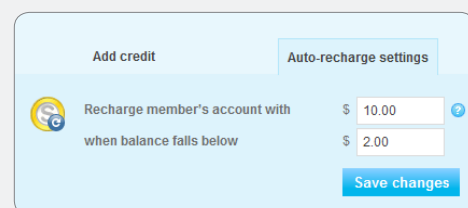
- Click **View profile** next to the name of the profile.

- Click **Set up outgoing calls**.

- Enter the amount of Skype Credit you want to add to the profile and click **Add credit**.



- If you want to enable Auto-recharge, click the **Auto-recharge settings** tab. Enter the amount of credit you would like to Auto-recharge and the minimum balance that should be reached before the Auto-recharge amount is automatically allocated to the profile.



- Click **Save changes**.

## 5 Make a test outgoing call

Call **+1760 660 4690** to test your audio

quality and connectivity. It's Skype's echo test Online Number. Calls to this number are free and you don't need to have Skype Credit on your SIP Profile to call this number.

- i** If you want to receive incoming calls with Skype Connect, **go to step 6**. If not, you have now successfully set up Skype Connect to make outgoing calls.

## 6 Add a business Skype account to your SIP Profile

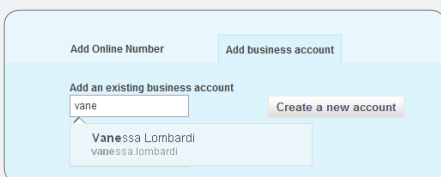
- !** Business Skype accounts belong to the Skype Manager account that created them. By adding business Skype accounts to your SIP Profile, customers can call you on Skype and the calls will be forwarded to your SIP Profile.

- i** If a business Skype account is attached 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 your Skype Manager administrator's account to a SIP Profile as this would prevent them from being able to sign in to Skype Manager.

1. Click **View profile** next to the name of the profile.
2. Click **Add a number or business account**.
3. To add an existing business Skype account to your SIP Profile, enter its name in the **Add business account** tab.

A list of matching names are displayed as you type. Click on the name of the account required and click **Confirm**.



4. To create a new business Skype account for your SIP Profile, click **Create a new account** and follow the

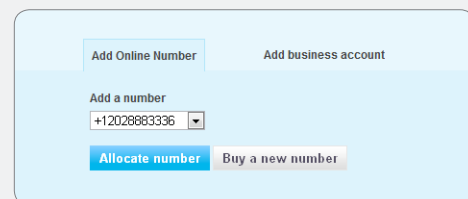
on-screen instructions.

- i** For more information on creating new business Skype accounts for your SIP Profile, please see the **Skype Connect User Guide**.

## 7 Add an Online Number to your SIP Profile

- !** You can receive incoming calls on your SIP Profile using Online Numbers. When someone calls your Online Number, the calls get forwarded to your SIP Profile.

1. Click **View profile** next to the name of the profile.
2. Click **Add a number or business account**.
3. To add an already purchased Online Number to your SIP Profile, select the number from the drop-down list displayed and click **Allocate number**.



To buy a new Online Number for your SIP Profile, click **Buy a new number** and follow the on-screen instructions.

- i** For more information on buying Online Numbers for your SIP Profile, please see the **Skype Connect User Guide**.

## 8 Make a test incoming call

- !** Call the business account added to the SIP Profile from Skype or call the Online Number added to the SIP Profile from a mobile or landline.

- i** You have now successfully set up Skype Connect.

## 9 Get more help with Skype Connect

- If you need help with your Skype Connect, you can find more answers in our Skype Connect FAQs section, available on [support.skype.com](https://support.skype.com).
- For more information on setting up and using Skype Connect, please see the [Skype Connect User Guide](#).

## Important information about your PBX configuration

- Skype Connect needs to authenticate your requests against the generated SIP username and password that was made when you created your SIP Profile. In your PBX's configuration, ensure you have the following:
  - SIP registrations and authentication using the SIP username and password provided when you created your SIP Profile.
  - If you are making outgoing calls, ensure that your SIP user name is in the **From** field in the SIP message (i.e. [990500000231@sip.skype.com](mailto:990500000231@sip.skype.com))

otherwise Skype will reject your call.

- If you are using username/password authentication to set up your PBX, ensure you've turned on INVITE authentication (if it is a feature). Skype will request authentication, even for a SIP INVITE. IP authentication does not require INVITE authentication.
- If you're making outgoing calls to landline and mobile numbers, ensure they are sent to Skype in the full E.164 format for international numbers only (i.e. country code and landline or mobile number).
- If you're using Skype Connect to receive incoming calls, we will send the SIP username in the **To** header and Online Number or extension tag (if you have purchased one and attached it to your SIP Profile) in the Request URI (R-URI). Incoming calls will not request authentication as you are a trusted user.

- It's possible that a SIP-enabled PBX with an incorrect configuration can operate successfully within the business's telephone system, yet will experience problems with start up and usage if the credentials are not correct and the SIP username is not the **From** header for outgoing calls.

\* Calls to the following US prefixes are not included within US minute 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, 7127256xxxx, 7127266xxxx, 7127379xxxx, 218237xxxx, 218339xxxx, 218486xxxx, 218548xxxx, 218844xxxx, 218862xxxx, 218895xxxx, 218936xxxx, 219632xxxx, 712432xxxx, 2096471xxxx, 5595461xxxx, 7123387xxxx, 7123388xxxx, 7605690xxxx, 7605691xxxx, 7605692xxxx, 7605694xxxx, 7605696xxxx, 7605697xxxx, 7605821xxxx, 8053601xxxx, 9512620xxxx, 9512621xxxx, 9512622xxxx, 9512623xxxx



Access to a broadband Internet connection is required. Skype is not a replacement for traditional telephone service 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.