How to call by contact or username:
You can search the KU Global Address List within Skype for Business to call KU contacts.
1. In the Skype for Business desktop interface, click on contacts.
2. Select a contact in your contact list or type a person’s name in the search box formatting it at “last name, first name” and select the contact in the search results.

TIP: To add the contact to your contact list, find and select the contact. In the file menu, choose Contacts > Groups > and select the group that you’d like to place the contact in.

3. Click on phone icon on their profile and choose their Work number. Note: This will call them however they are used to receiving phone calls. For full screen-sharing and instant messaging, you may have to choose Skype Call.
4. Use the audio controls to mute, unmute, and so on.
5. To end the call, click the red Phone button in the window, or just close the window.

Audio call controls:
Click on the phone icon to access the call controls.

- Use the dial pad to enter digits during the call to interact with voice prompt menus.
- To put the call on hold, click Hold.
- To send the call to another number, click the Transfer button, and select a contact or type a name.
- To switch audio devices, click the Devices button.

Find more how-to information at technology.ku.edu/using-skype-for-business
How to transfer a call:
1. Click on the Phone icon.
2. Click the Transfer button then:
3. TIP: Search for and choose a contact or type the person’s five-digit phone number for on campus, or ten-digit phone number for off campus and select Transfer.

Things to note:
• You will receive call notifications when your status is set to Busy. Set your status to Do Not Disturb (DND) to send all calls directly to voicemail without notifications. All calls received while in DND will be logged in your Calls list and you will receive a missed call email in Outlook.
• You should have your headset plugged into your computer in advance of receiving a voice or video call request so you are always ready to receive calls and have time to put your headset on. You can add clickable hyperlinks for your phone number and Lync for Mac contact to your email signature. See http://technology.ku.edu/skype-for-business/tips-tricks for step-by-step instructions.