



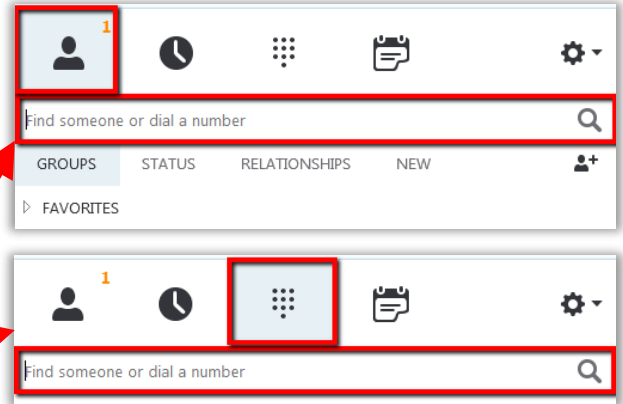
Skype for Business Phone Service Tips & Tricks (PC)



Best practices for dialing:

TIP: When dialing a number using the Skype for Business desktop software, use the number pad on your keyboard or copy and paste the number in the search box rather than using the mouse to click the buttons on the interface.

You can type or copy/paste a number in the search box from the Contacts View or from the Phone View. Then, press **Enter** on the keyboard to call the number. To hang up, close the window, press the red **hang up icon**, or press **Ctrl + Enter** on the keyboard.



Keyboard Shortcuts

Shortcut	Description
Windows key + Y	Launches Skype for Business and places your cursor in the search box where you can find a contact or dial a number
Enter	Calls number
Ctrl + Shift+ H	Puts call on hold
Ctrl + Enter or Alt + Q	Hangs up audio

How to dial:

- In the desktop interface, it is best to enter the 10-digit number, starting with area code, just as you would enter the number on a mobile phone.

Voicemail tips & tricks:

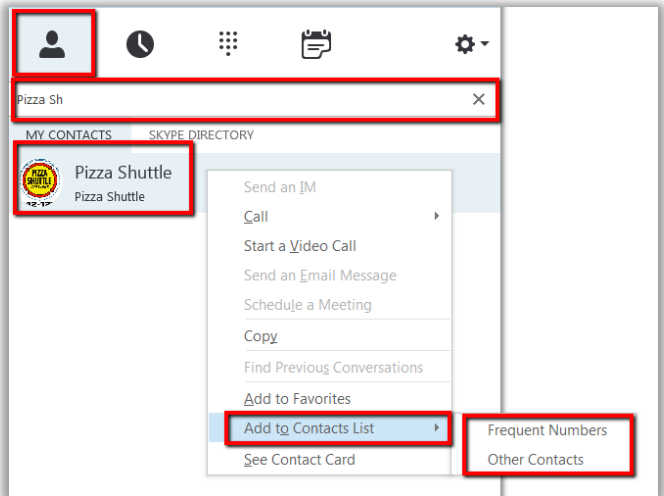
- You can check voicemail:
 - By email
 - Within Skype for Business
 - By calling in to 785-864-1900
 - Using the Skype for Business mobile app
 - Using a Skype-enabled desktop phone
- Missed calls and voicemail will appear in your email inbox by default. You can set up email rules to help manage messages just like regular email.
- If you delete a voicemail in your email inbox, the message will disappear in all places.
- There are many advanced features available within mail.ku.edu. There, you can:
 - Set up options to be rerouted when someone reaches your voicemail
 - Turn off missed call notifications
 - Request a new temporary voicemail PIN
 - Record or switch to an away greeting

For advanced voicemail how-to instructions, see technology.ku.edu/skype-for-business-phone/advanced-voicemail-settings



Adding a non-KU phone number to your Contact List:

1. Within Outlook, create a contact for the person. Make sure to include name, phone number, and optionally a picture.
2. Within Skype for Business, search for the contact using the **"Find someone..."** search box in Contacts View.
3. When the contact appears in the search results, **right-click** on it and **choose Add to Contacts List** and choose **a contact group**.



How your status affects your calls:

Your availability or status is only viewable by others at KU using Skype for Business. It is determined by your Outlook calendar by default, showing you as busy when you are in a meeting or available when you are not. A few notes:

- You can override the default settings by choosing a new status using the drop-down menu below your name in the desktop interface. If you manually choose a status, it will stay that status until you change it to something else or choose **Reset Status** to go back to using Outlook to determine status.
- If you choose Do Not Disturb, all calls will go to voicemail and all instant messages will be held until your status changes.
- If you are Out of Office, your automatic reply message will show within Skype for Business, but your availability will not necessarily change. You may want to mark the days on your calendar as "Busy" or sign out of Skype for Business when you are out of office.

Adding clickable links to your emails:

To add your contact information as a hyperlink:

1. With an email message open in the desktop version of Outlook, click on **Signatures**.
2. Within the signature, type the text that you would like to make into the hyperlink. For example, "Skype for Business IM."
3. Select the text and then select the hyperlink button or use the keyboard shortcut **Ctrl + K**.
4. For an instant message link, enter sip: followed by your primary email address in the address field. For example, sip:imajayhawk@ku.edu.
5. For a phone link, enter tel: followed by your number formatted as +1785864####. For example, tel:+17858648080 .
6. Save your edited email signature and click **OK**.

Note: You will need to enlist the help of a colleague to test your new email signature hyperlinks as you are not able to call or instant message yourself.