



Skype for Business Phone Service Basic Use



How to call by contact or username:

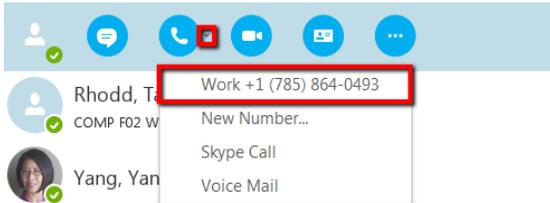
1. In the Skype for Business desktop interface, find a contact or type a person's name in the search box.



2. Point to the contact's presence icon.



3. Click the drop-down arrow next to the **Phone** icon and select the **Work number**, or choose **Skype Call** to make a Skype-to-Skype call with someone who is not Skype for Business phone service-enabled.



4. To end the call, click the red **Phone** button in the window, or just close the window.

How to call a phone number:

1. From the contact or phone view in the Skype for Business desktop interface, enter the phone number in the **search** box as the **10-digit number** starting with the area code. For international numbers, enter 011 followed by the country code and phone number just as you would on a cell phone. Note: The 011 will disappear once entered, but the call should still go through.



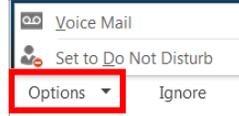
TIP: Use the number pad on your keyboard to enter the number.

2. Press the **enter** key or right-click and select **Call**.
3. When you're finished with the call, click the red **Phone** button in the window to hang up, or just close the window.

How to answer a phone call:

When someone calls you, an alert appears on your screen and a notification plays on your default audio device. **You should have your headset plugged into your computer in advance of receiving a voice or video call request.**

- To answer the call, click **anywhere in the top area**.
- Click **Ignore** to reject the call and send to voice mail or your next destination.

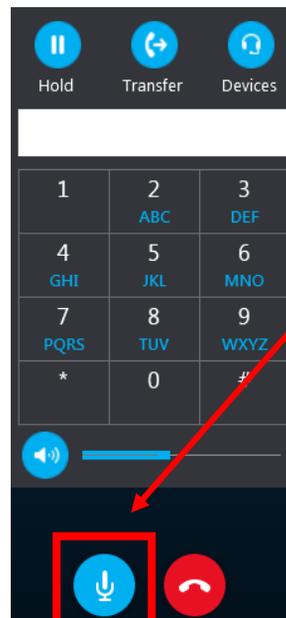


- Click **Options** to:
- Send the call to **Voice Mail**.
- Click **Mobile** or **Home** to redirect the call. *Note: You must first set up additional numbers within Skype for Business to see this option.*
- **Reply by IM** to send an instant message reply instead of audio or video.

Note: If the person can't receive an instant message because he/she doesn't have Skype for Business launched, you will see a notification.

- Set to **Do Not Disturb (DND)** to reject the call and avoid other calls.

Audio 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 **Mute**, click the **microphone** button.
- 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.

How to set up call forwarding and simultaneously ring:

You can forward calls as you receive them to another number, and set up call forwarding and simultaneously ring so calls aren't missed.

You can forward calls to another number or contact by setting up forwarding rules. Call forwarding is especially useful if you're traveling or working from home, because calls can be forwarded to your current location. If you're out of the office, calls can be automatically forwarded to a co-worker.

You can set your incoming calls to simultaneously ring your phone and another number or contact in case you're busy or momentarily unavailable.

In the Skype for Business desktop interface, select the **call-forwarding drop-down menu**.



1. In the Call Forwarding menu, select the button by **Forward my calls to:** and choose an option:
 - **Voice Mail** – Sends calls directly to your voice mailbox where you can retrieve it later.
 - **Mobile, Home, or Other** – Select a number you've added before, such as your mobile phone. *Note: You must first set up additional numbers for these options to appear.*
 - **New Number or Contact** – Select a contact or type an eight-digit phone number in the search box and select **OK**.
 - **My Delegates** – This will forward the call to contacts set up as delegates within Skype for Business.
2. You will now see an alert message notifying you that your calls are being forwarded.
3. Select **Turn Off** from the alert message to stop call forwarding.

For more options such as defining when settings will be applied, choose Call Forwarding Settings.

How to set up a secondary ringer:

If you have a headset plugged into your computer that you use occasionally for voice and video calls, you might miss audible notifications of incoming messages. When you set up a secondary ringer, the notification sound will play on both your headset and your device of choice, most likely your computer speakers.

1. In the **lower left corner of the Skype for Business** interface, click on **the drop-down by the icon** with your audio device.
2. Select **Audio Device Settings**.
3. Toward the bottom of the panel, select the **checkbox by Also ring** and choose your speakers from the drop-down menu.
4. Close the settings window.

How to transfer or park a call:

Click the **Transfer** button then:

- Choose a number under **My Numbers** to forward it to your mobile, home, or other number. *Note: You must first set up additional numbers to see this option.*
- 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 **OK**.
- Select **Park the call**, to send the number to the parking lot. When you park a call, anyone using Skype for Business can dial the number to retrieve it, or you can retrieve it by selecting **Retrieve**.

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.
- You can add clickable hyperlinks for your phone number and Skype for Business contact to your email signature. See <http://technology.ku.edu/skype-for-business/tips-tricks> for step-by-step instructions.
- You can set up additional phone numbers in Skype for Business by clicking on the **settings** icon in the Skype for Business desktop interface and selecting **Phones**.