About Skype-enabled phones:
- Your tech staff will log you in to your phone.
- Students will use a phone to answer or make external calls.
- For more on phones types and other recommended devices, see http://technology.ku.edu/recommended-devices-skype-for-business

Making a call using a phone number:
The best option for dialing is to enter the number and then pick up the phone.
1. Enter the number using the keypad.
   
   \textbf{Note}: \textit{While the five-digit extension and phone number (4-1234) will work when dial campus numbers, it’s best to get in the habit of dialing the eight-digit number (785-864-1234) like you would using a cell phone starting with area code and then the number. For international calls, you will still need to dial 011.}

2. Pick up the phone’s handset to dial.
3. To end the call, hang up the phone or select \textbf{End Call} using the touch screen or button under the option.

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Making a call using a contact:
1. Find a contact by doing either:
   1. Select a favorite on your main screen by touching the contact or pressing the button beside the contact.
   2. Find anyone on your contact list by selecting \textbf{Contacts} using the touch screen or button under the option. Navigate to the contact by touching, swiping and selecting on the screen, or use the navigation buttons on the phone.

   \textbf{Note}: \textit{Both favorites and contacts are set up through the desktop software interface. See section to the left.}

2. Select \textbf{Dial} using the touch screen or button under the option.
3. Pick up the phone’s handset.
4. To end the call, hang up the phone or select \textbf{End Call} using the touch screen or button under the option.

To add a favorite number to the phone’s home screen:
Favorites are added through the Skype for Business desktop software interface and appear on the home screen of your phone. For phones that are set up as department lines, you’ll need to get help from your local tech support to set up favorites.

**To add a favorite contact:**
1. Within the Skype for Business desktop interface, find a contact within your contact list or search for the contact.
2. Right click on a contact.
3. Choose \textbf{Add to Favorites}.

**To add a favorite phone number:**
1. Within the Skype for Business desktop interface, type the number in the search box either in the contact view or phone view.
2. Right click on the number and choose \textbf{Add to favorites}.

How to add favorite numbers to the phone’s home screen:
Favorites are added through the Skype for Business desktop software interface and appear on the home screen of your phone. For phones that are set up as department lines, you’ll need to get help from your local tech support to set up favorites.

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Find more how-to information at technology.ku.edu/using-skype-for-business
How to “blind” transfer a call:
*Note: With this method, you will not be able to first speak to the person before transferring the call.*

1. Select **Transfer** using the touch screen or button under the option.
2. Dial 4 + the extension (4####) for the other person. Or, you can select a favorite contact by pressing on your name in the upper left-hand corner to access your favorites.

How to “consultative” transfer a call:
*Note: With this method, you will be able to first speak to the person to whom you are transferring the call.*

1. Press and hold **Transfer** using the touch screen or the button under the option.
2. Select **Consultative** using the touch screen or button beside the option and then the button by **Select**.
3. Dial 4 + the extension (4####) for the other person. Or, you can select a Favorite contact by pressing on your name in the upper left-hand corner to access your favorites and then choose a contact by touching the name or the button beside the person.
4. Once you have talked to person, select **Transfer** or the button under that option to transfer the call. Or, touch **Cancel** or the corresponding button to cancel and talk to the caller again.

How to park a call:
When you park a call, you place the call on hold and receive a three- or four-digit number that can be dialed by anyone using Skype for Business phone service to answer the call. *Note: Use the Park option to switch from your computer & headset to your desk phone, and vice versa.*

1. Select **Park** using the touch screen. Or, select the button under **More** and then under **Park**.
2. You will see the number to retrieve the parked call. Anyone using Skype for Business can dial that number using a phone or the interface to retrieve the call. If you want to pick the call back up, select **Retrieve** or the button under that option to retrieve it.

How to create conference call:
*Note: You will not be able to first speak to the person or people who you are conferencing in. You may want to put the call on hold and call first.*

1. Select **Confrnc** using the touch screen or select the button under **More** then the button under **Confrnc**.
2. Using the keypad, type the ten-digit telephone number or 4 + the extension (4####) to call an additional number.
3. Select **Dial** using the green touch-screen option or the button under the option.