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.

Find more how-to information at technology.ku.edu/using-skype-for-business

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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](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**.