How to call 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. Use the back arrow on the touchscreen if you make a mistake.
2. **Ways to dial:**
   - ###-###-#### for all numbers, local and long distance
   - 011-##-###... for international
3. To take the call with the handset, lift it from the receiver. To take the call over speakerphone, press the button under Dial or press the physical speaker phone button.
4. To end the call, hang up the phone or select the button under **End Call**.

To call on behalf of a group number:
If you are set up to answer multiple numbers, you can choose which number the call is originating from by pressing and holding the button by the group number on the phone screen and choosing the button below **On behalf of**. Enter the number. Pick up the handset or select the button under **Send**.

How to call by contact or username:
1. Find a contact by selecting the button by a favorite or the button below **Contacts**. Use the physical navigation disc to scroll and select.
   - **Note**: Both favorites and contacts are set up through the desktop software interface.
2. Pick up the phone’s handset.
3. To end the call, hang up the phone or select **End Call** using the touch screen.
How to set the default transfer type:
1. Press the Home button.
2. Use the physical navigation disc to choose Settings > Basic > Preferences > Default Transfer Type.
3. Select either Blind or Consultative.
4. Press the button under Select.

How to “blind” transfer a call:
Note: You will have to first set “blind transfer” as the default transfer type in the phone’s settings.
1. Select the button under Transfer.
2. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing the button under Contacts and then choosing the button by the contact.
3. Press the button below Send to transfer the call.

How to “consultative” transfer a call:
Note: You will first have to set the “consultative transfer” as the default transfer type in the phone’s settings.
1. Press the button under Transfer.
2. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing the button under Contacts and then choosing the button by the contact.
3. Press the button below Dial.
4. Once you have talked to person, select the button below Transfer. Or, press the button under Cancel to talk with 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. With the call under way, select the buttons corresponding with either of the following:
   • More > Park
   • Hold > More > 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 the button under Retrieve.

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. Once you have initiated a call with the first number, select the button below More then Confnc.
2. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing the button under Contacts and then choosing the button by the contact.
3. Select the button below Dial.

How to check voicemail:
By default, you will receive email messages for any missed calls or voicemails in the email inbox associated with the number. You can check and delete messages there.
To check voicemail using the phone:
1. Press the physical home button.
2. Use the physical navigation disc to choose Messages.
3. Use the navigation disc to navigate to a message and then press the button under Play.

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