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.
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 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.

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 check box by Also ring and choose your speakers from the drop-down menu.
4. Close the settings window.

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.

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