Quick Reference

Skype for Business

Helpful tips for getting started with Skype for Business Conferencing

Quick Reference Contents

Audio Setup and Making Calls
Dial In Conferencing

Audio Setup and Making Calls

Set up your audio device

First things first: set up your audio device and check the quality. You can use your computer's mic and speakers, plug in a headset.

1. Click Select Your Primary Device in the lower-left corner of the main Skype for Business window.
2. Click Audio Device Settings.
3. Pick your device from the Audio Device menu, and adjust the speaker and mic volume.

Start a call

1. Hover on a contact's pic until the quick menu appears.
2. Select the number you wish to dial.

1. You can also right click on a contact's pic in the Skype application to display this menu.
Start a conference call

1. In your Contacts list, select multiple contacts by holding the Ctrl key, and clicking the names.
2. Right-click any of the selected names, then click Start a Conference Call.
3. Click Skype Call.

Forward your phone calls

Want your calls to go to your voicemail or mobile phone?

1. In the lower-left of the main Skype for Business window, click the Call Forwarding button.
2. Select Forward Calls To.
3. Select New Number or Contact. Choose a contact, or type a number in the Forward Calls field.

Turn off call forwarding

Simultaneous ring

Simultaneous Ringing is an alternative to Call Forwarding. This allows your normal SFB Client and devices to ring, along with simultaneous ringing an alternate phone number such as a mobile phone.
**Answer a call**

When someone calls you, an alert pops up in the lower-right of your screen.

- To answer the call, click anywhere on the photo area.
- To reject the call, click Ignore.
- To start an instant messaging (IM) conversation with the caller instead of an audio call, click Options, and then Reply by IM.
- To reject the call and other calls, until you change your status click Options, and then Set to Do not Disturb.

**Invite more people to a call**

1. In the Meeting pane, click ![Invite More People](image)
   or, in the Participants pane, click ![Invite More People](image)

2. Select or multi-select (Ctrl-click) from your contacts, or type someone's name or phone number in the Search field, then select them from the results. Click OK. Your new invitees receive a request to join your call.

**Put a call on hold**

In order to place an active call on hold, press the HOLD button from the dial pad. If the dial pad is not showing in your view. You can click the phone icon on the active call/meeting:

A notification indicates the call is on Hold and gives you an option to resume the call or transfer the call.
Transfer a call

1. Click the Transfer button from the dial pad.

2. Select the pre-populated number or type a new contact name or enter a new number, and select Transfer Now.

Call park

Call Park allows you to place a call on Hold, and transfer it to a number, where it can be retrieved by anyone else in the company. You get this option when you click the Transfer button on the active call, and select “Park the Call” at the bottom of the window.

You will then have an option to Retrieve the call by clicking the button. You can also tell someone else there is a call parked or waiting. A three-digit number is randomized based on how many calls are parked. Anyone can dial the assigned call park number and take this call off of hold.

This will notify the original person who placed the call in Park that the call was picked up, and by whom.
Add audio to an IM conversation

In the conversation window, click the Phone button.

Use audio call controls

During a call, point to the buttons to do the following:

- To put the call on hold, click the Hold button.
- To mute your audio, click the Mic button in the conversation window.
- If call transferring is available for your account, click the Transfer button, and select the number you want.
- To hang up, click the Phone button in the conversation window.

Dial In Conferencing

Get started with dial in conferencing

Using dial-in conferencing for Skype for Business couldn’t be easier. Instead of having to visit several sites to schedule the meeting, audio bridge, or other elements, you simply:

1. Open your calendar in Outlook.
2. Click New Skype Meeting.

Configure dial in conferencing options

From either your Outlook calendar, or within the meeting, you can open your meeting options menu. From that menu, you can:

1. Enable and disable entry and exit announcements.
2. Lock and unlock the meeting, managing the type of user that is:
   - Granted entry directly into the meeting.
   - Placed in the lobby (these users will need to be admitted by an organizer).
Add a phone user to your conference

1. From within the conference/meeting, select Invite More People.
2. Enter the person’s phone number and select OK.
3. The meeting will then call out the person and add them to the meeting.

IMPORTANT! Remember to dial the full phone number of the person that you want to reach — including the country code and the ‘+’ symbol (e.g. +1 425 555-1234).

Start a meeting using your telephone

Depending on how your organization has configured your service, you might need your dial-in conferencing PIN. This PIN was sent via email when you were enabled for the dial-in conferencing service.

If you are unable to remember your PIN, please contact your help desk.

Dial into a Skype Meeting use a phone

1. From your mobile device, simply dial the phone number in the invitation.
2. When prompted, enter the Conference ID from the invitation.