Skype for Business
Audio Setup & Enterprise Voice Calling Guide

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. Click the Phone button.

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.

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.

Add audio to an IM conversation

In the conversation window, click the Phone button.

Find more how-to information at it.ucf.edu/skype
Forward your phone calls
Want your calls to go to your Voice Mail or to your cell 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.

How to Dial
If you are voice enabled, click the dial-pad icon.

There are a few ways to make a call from the dial pad, you can either search for a contact using the search bar or dial it yourself. If you need to callback the last person you called, click the Redial button located below the * key.

You can also search a contact in the search bar.

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 , in the Participants pane, click Invite More People.
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.

Which Skype should I use?
Skype for Business is for connecting with a co-worker or business associate.
Consumer Skype is for connecting to contacts outside of work.

Find more how-to information at it.ucf.edu/skype