



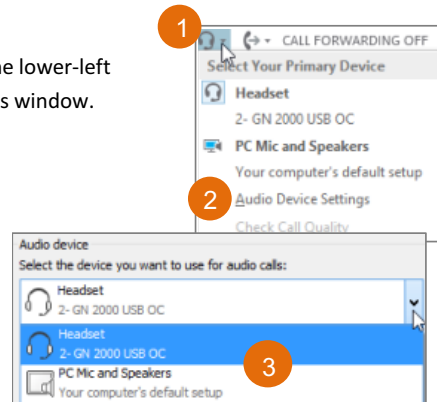
# Skype for Business Audio Setup & Enterprise Voice Calling Guide



## 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.



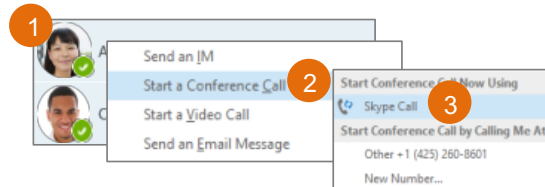
## Start a call



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**.



Find more how-to information at [it.ucf.edu/skype](http://it.ucf.edu/skype)

## Dialing Plan for UCF Numbers

- Main Campus: 2-xxxx or 3-xxxx (2 or 3 and the last four digits)
- Lake Nona Health Sciences Campus: 6-xxxx (6 and the last four digits)
- Rosen College: 3-8xxx (3, 8 and the last three digits)
- UCF Downtown Executive Development Center or FIEA: 5-xxxx (5 and the last four digits)

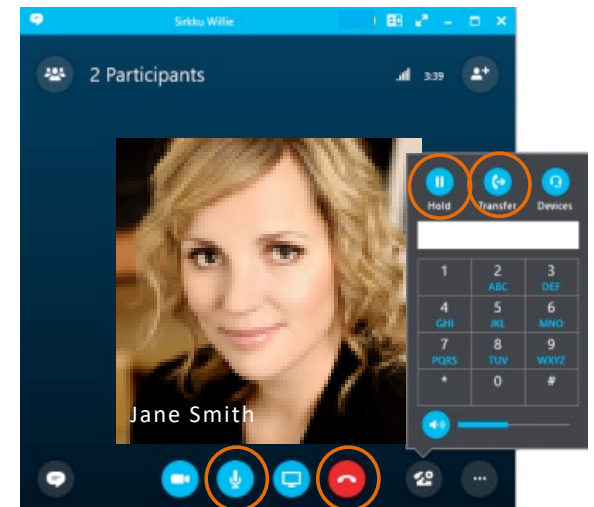
## Dialing plan for Non-UCF Numbers

- Local: ten digit number; 407-xxx-xxxx or 321-xxx-xxxx
- Long Distance (if added to plan): Area Code-xxx-xxxx
- International (if added to plan): 011-Country Code-City Code-xxx-xxxx

## 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.



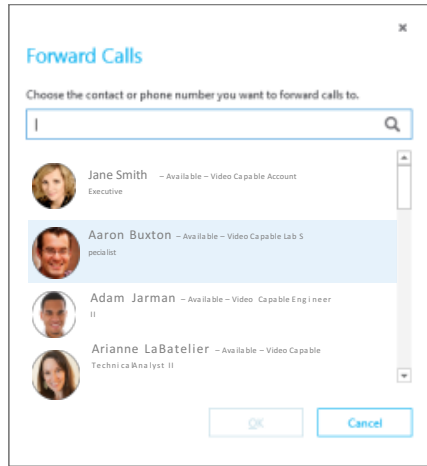
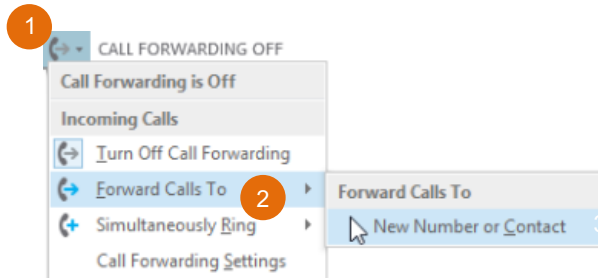
## Add audio to an IM conversation

In the conversation window, click the **Phone** button.

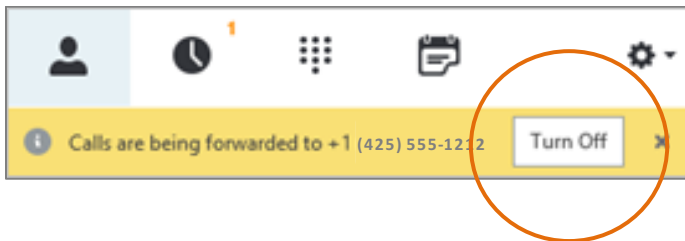
## Forward your phone calls

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.



## Turn off call forwarding

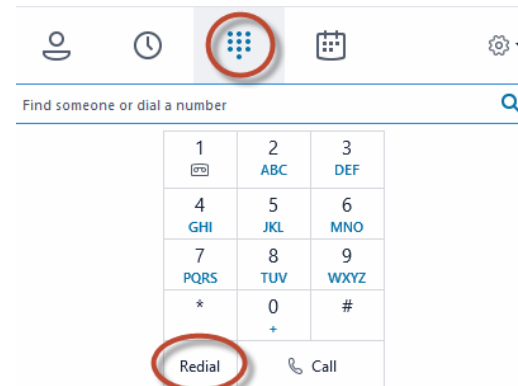


## Which Skype should I use?

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

## How to Dial

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



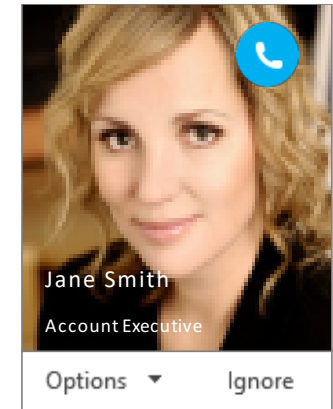
There are a few ways to make a call from the dial pad, you can either search for a contact using the search bar or dial it yourself. If you need to callback the last person you called, click the Redial button located below the \* key.

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 .
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.

Find more how-to information at [it.ucf.edu/skype](http://it.ucf.edu/skype)