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. 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.

Forward your phone calls

Want your calls to go to your Voice Mail or to your cell phone or a hotel room 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

1. Calls are being forwarded to +1 (425) 555-1212
2. Turn Off

Which Skype should I use?

Skype for Business is for connecting with a co-worker or business associate.

Skype is for connecting with your grandma, or chatting with friends while gaming.

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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.

Add audio to an IM conversation
In the conversation window, click the Phone button.

Invite more people to a call

1. In the Meeting pane, click Invite More People or, 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.

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.