

 Skype for Business

QUICKGUIDE

CONFIGURE AUDIO AND MAKE CALLS

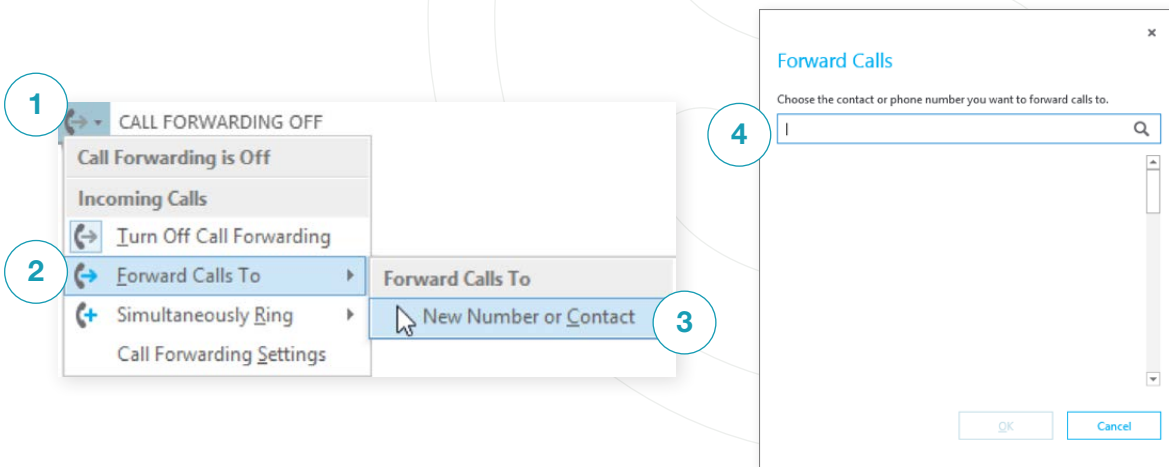


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FORWARD YOUR CALLS

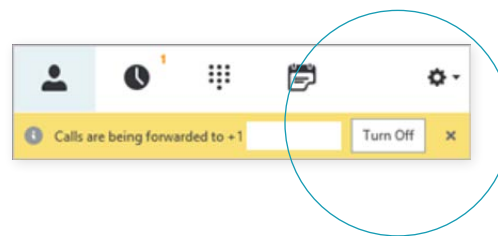
Want to forward your calls to your voicemail, a group or a delegate?

1. Click on the forward icon in the bottom left of your Skype for Business window
2. Then choose "Forward calls to"
3. Then choose "New number or contact"
4. Then enter the name or the phone number in the field



TURN "FORWARD CALLS" OFF

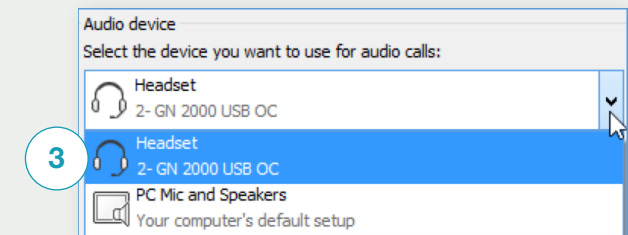
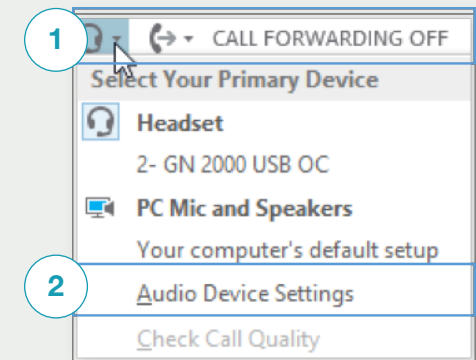
When you want to turn off forwarding, just click "Turn off" in the bottom of your Skype for Business window



CONFIGURE YOUR AUDIO DEVICE

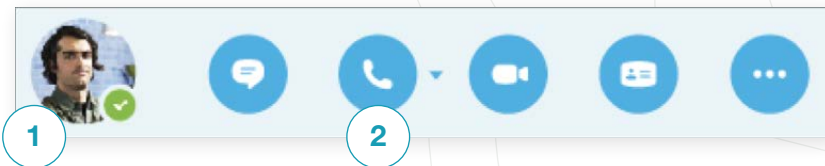
You can configure your audio device and check sound quality. You may choose to use your computer's microphone and speaker, but you can also use a headset.

1. Click "Select primary device" at the bottom left corner of your Skype for Business window
2. Click "Audio device settings"
3. Choose the device you want to use, and adjust the microphone and speaker volume.



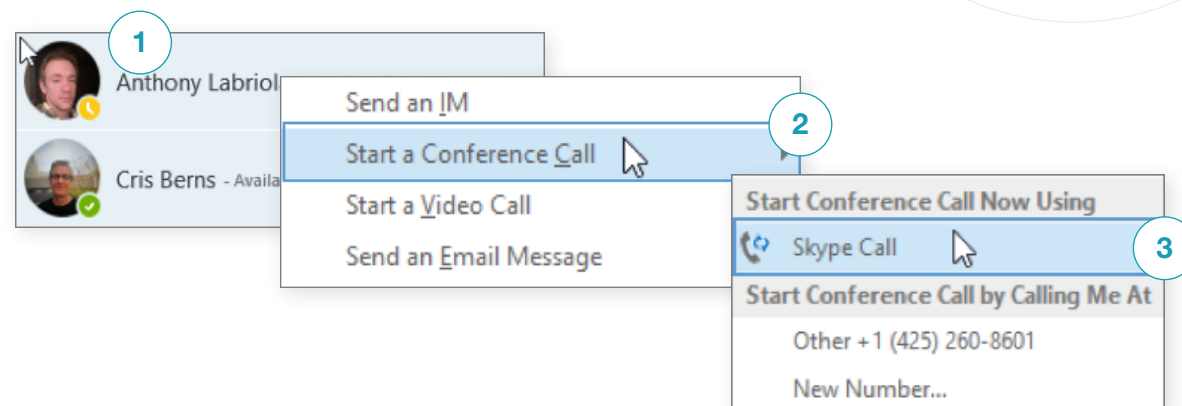
START A CALL

1. Hold the cursor over the contact's photo until five icons appear
2. Click the phone, and your call starts



START A CONFERENCE CALL

1. You can select several calls in your contact list by pressing the "Ctrl" key and clicking the names
2. Right-click and click "Start a conference call"
3. Then click "Skype Call"



ANSWER CALL

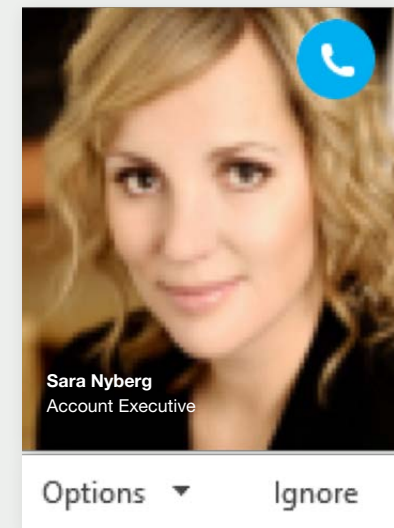
When you receive a call, a photo will pop up at the bottom right corner of the screen.

Click anywhere on the photo to answer

Click "Ignore" to reject the call.

Click "Settings" and "Answer by chat" to chat with the person instead of having a phone conversation.

If you don't want to be disturbed, click "Settings" and then click "Do not disturb".

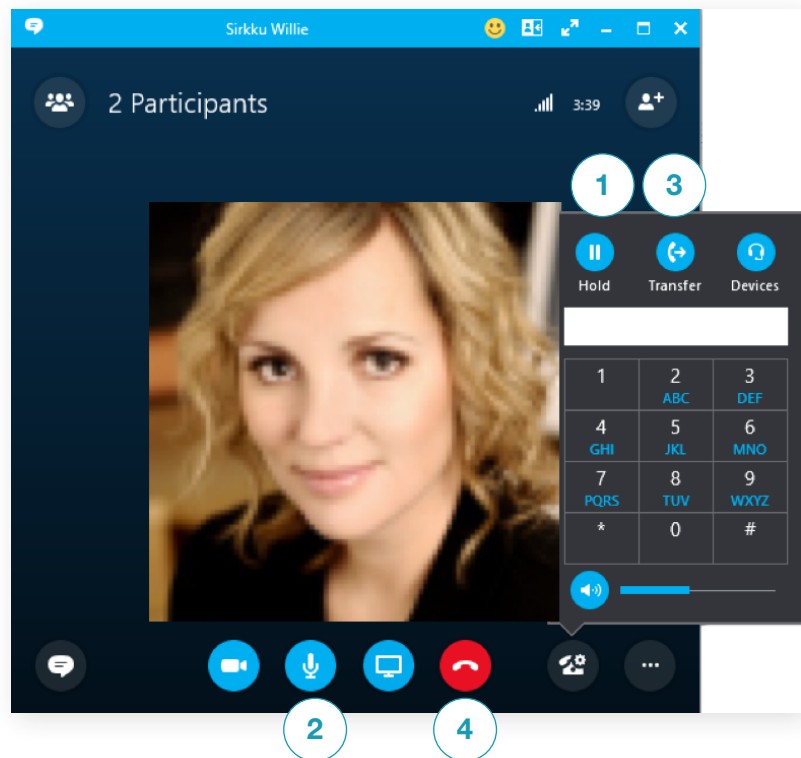


USE THE CALL FEATURES

Click the phone icon to add audio to a chat

You can do the following during a call:

1. Put a call on hold by clicking the hold button
2. Mute the sound by clicking the microphone button in the chat window
3. Forward your call, if this is available for your account. Click “Forward call” and select the number you want to forward to
4. Click the phone icon in the chat window to hang up



INVITE MORE PARTICIPANTS TO A CALL

There are two ways to invite participants to a call:

1. In the meeting window you can click this icon: to add attendees
2. In the attendee panel, click to add more attendees.



ADD AUDIO TO A CHAT

Click the phone icon to add audio to a chat

