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. 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.

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.

Invite more people to a call
1. In the Meeting pane, click Invite More People or, 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.

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.