

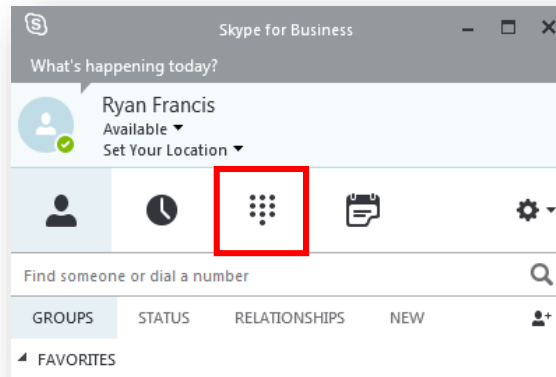
How To Guide For Enterprise Voice Through Skype for Business

Contents

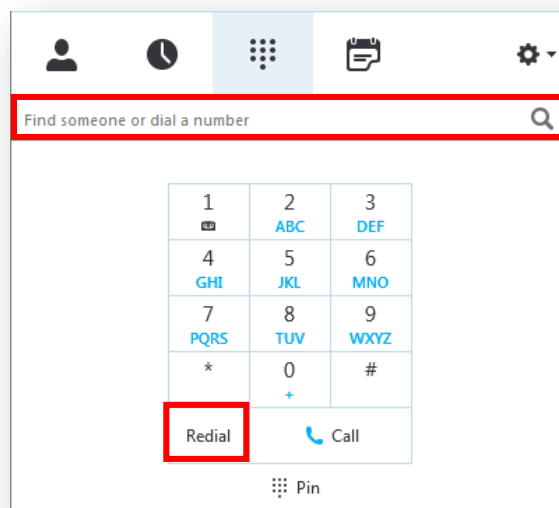
How to Dial.....	2
Placing calls on hold.....	5
Call Transfer	6
Devices	7
Forwarding Calls.....	8
Delegation.....	9
Link Contacts.....	14

How to Dial

Skype for Business works just like your phone does, in order to get to the dial pad, click the icon in the dial pad icon. As shown below:

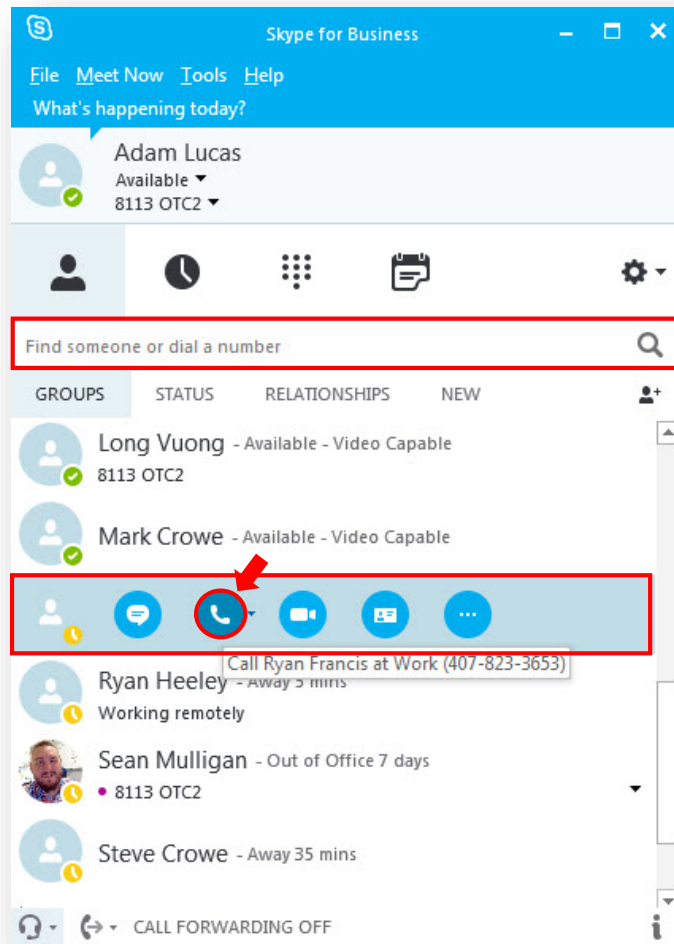


There are a few ways to make a call from the dial pad, you can either search for a contact using the search bar or dial it yourself. If you need to call back the last person you called, click the **Redial** button located below the * key.



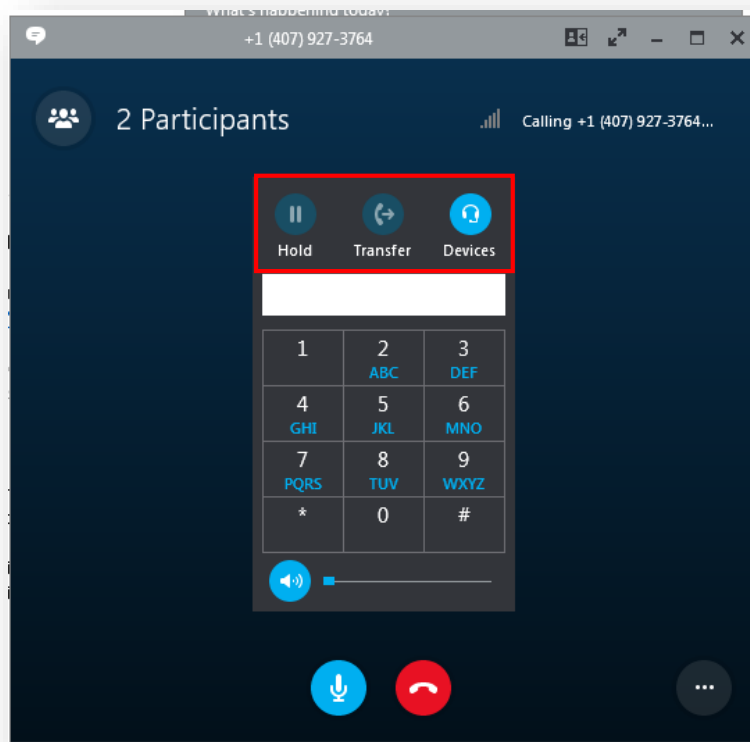
If the person you want to call is already on your contact list, scroll down to their name and put the cursor over their picture, then slide over and click the phone icon.

- ❖ You can also search a contact in the search bar and do the same thing.



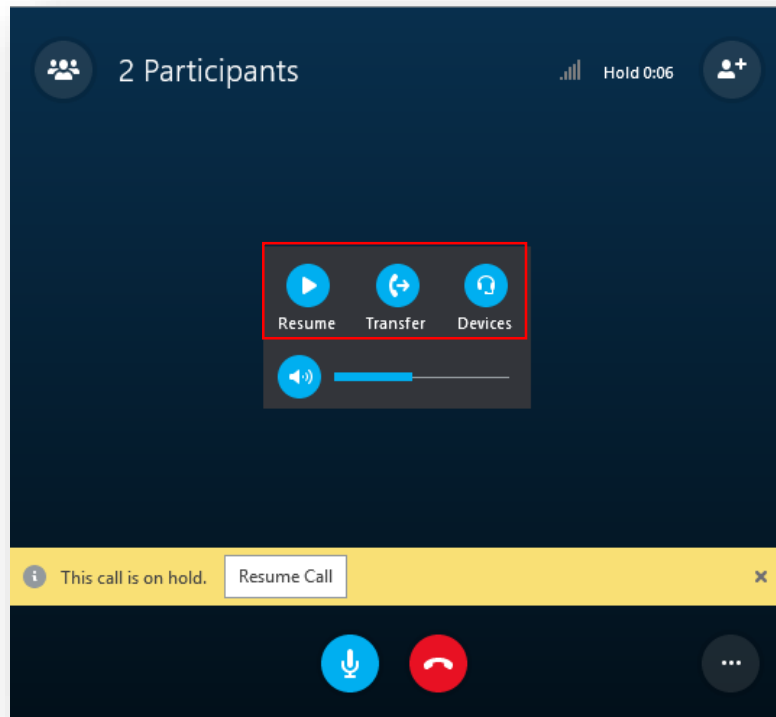
Once the call has been initiated as seen below you have the following options during the call.

1. Hold
2. Transfer
3. Devices



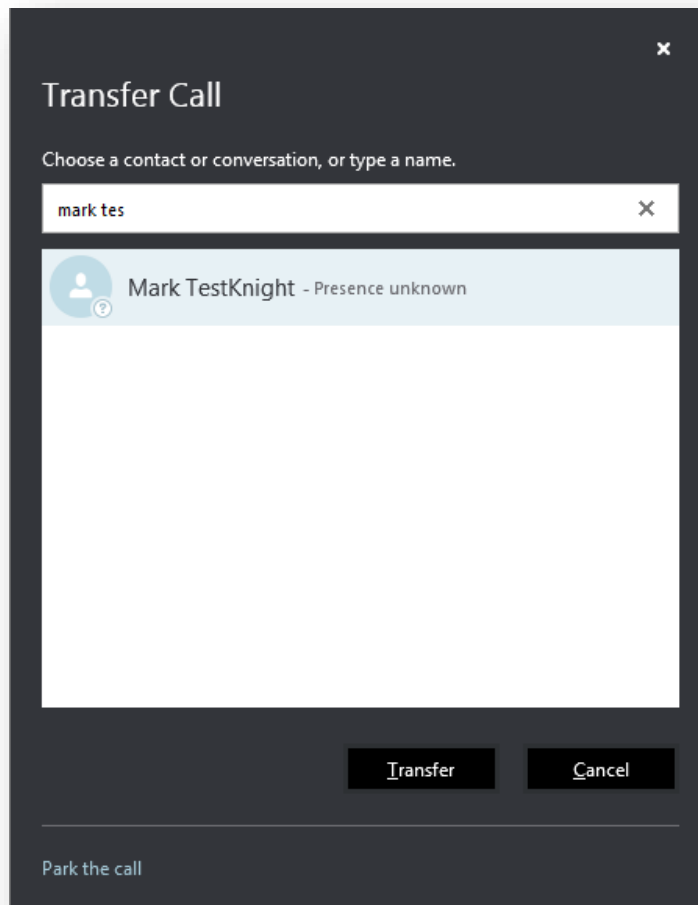
Placing calls on hold

Pressing the hold button will place the caller on hold and present you with the following window. You will be able to Resume, Transfer, or even switch A/V devices if needed.



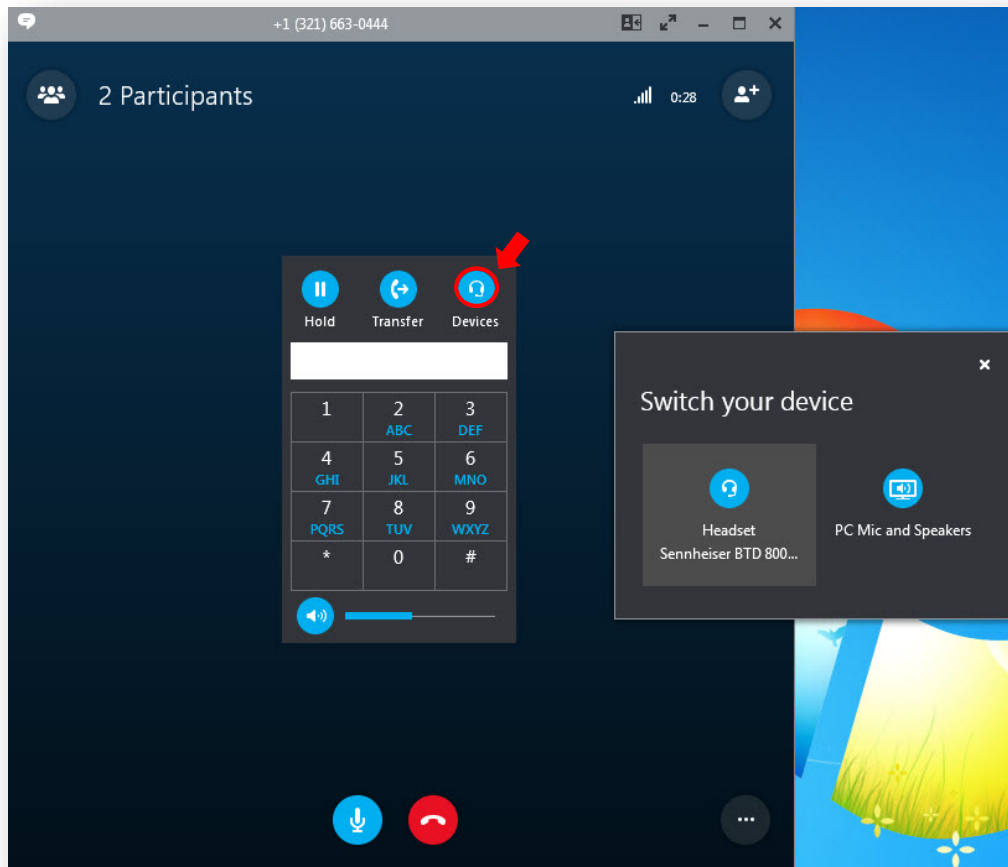
Call Transfer

Selecting Transfer Call will bring you to the following window. You can either select a contact depending on what is populated in the window or use the search field to find a specific name.



Devices

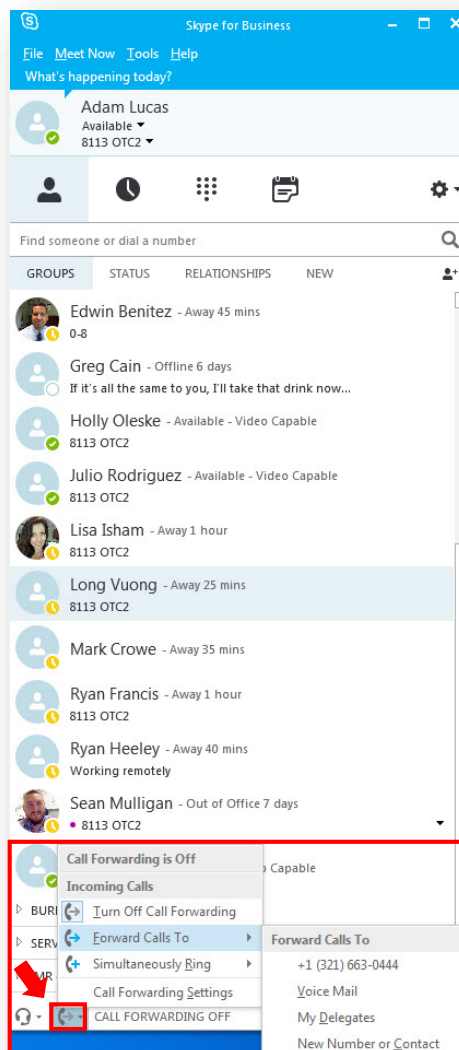
If you select Devices you will be able to switch between A/V devices during a call if needed.



Forwarding Calls

You can forward phone calls using your Skype for Business client. At the bottom of the client you will notice a phone icon with an arrow pointing right. Clicking that icon will create a drop down menu where you can then select **Forward Calls To**. You can then select the following to forward your phone calls.

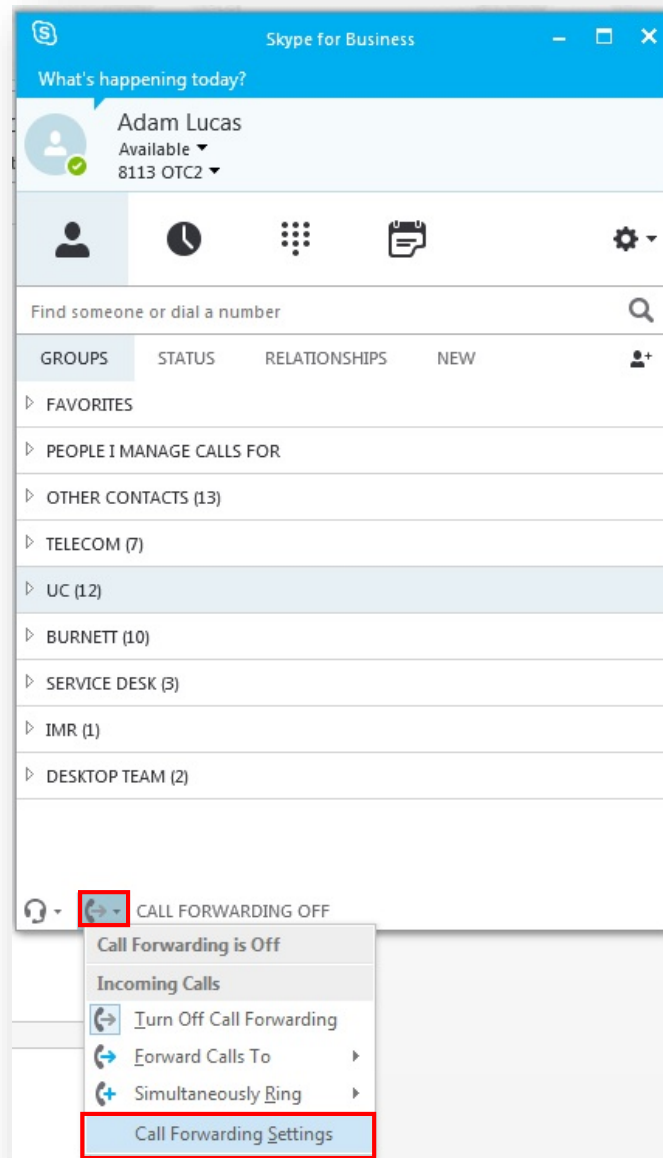
- Voice mail
- My delegates
- New Number or Contact



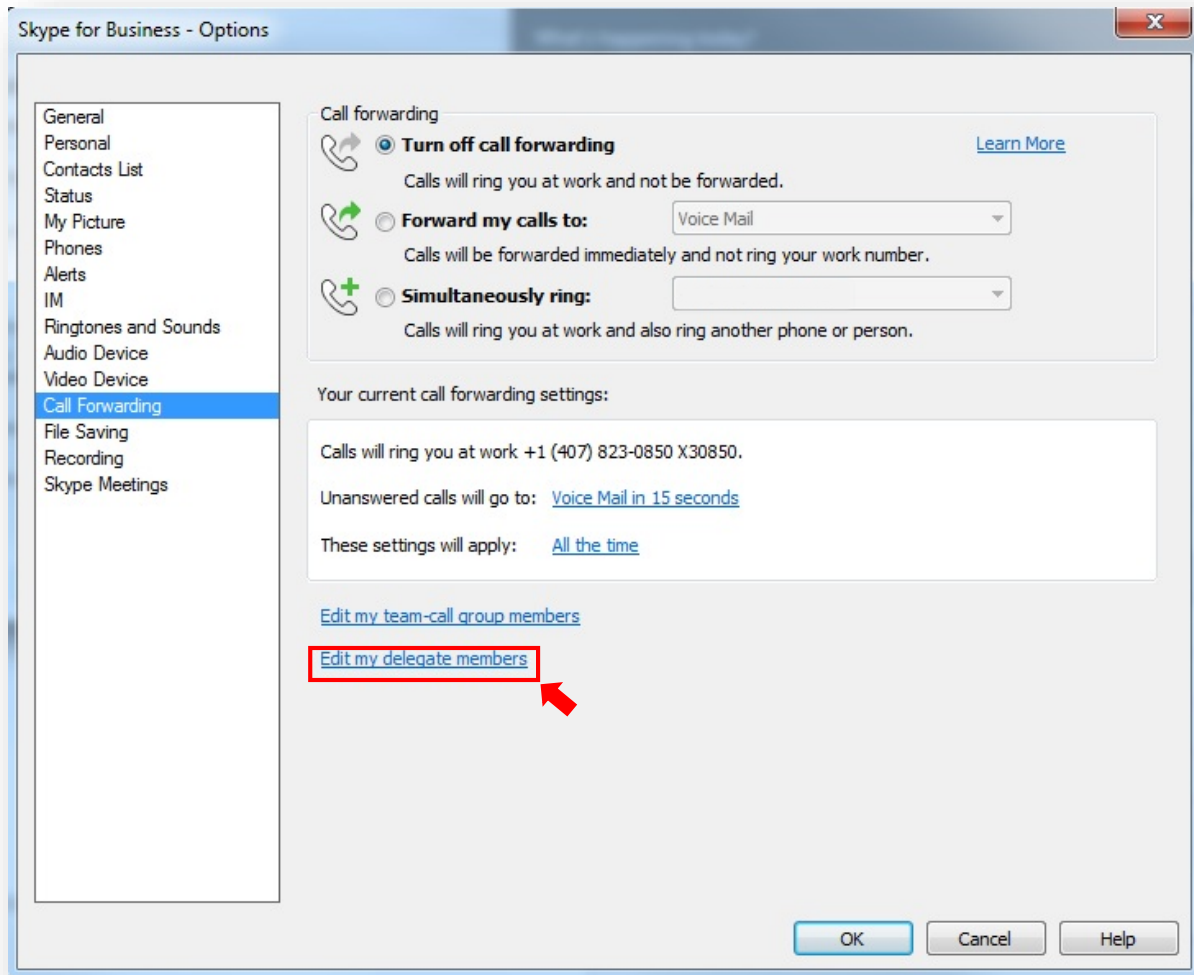
Delegation

You also have the ability to forward or simultaneously ring delegates. Below lists the steps to assign delegation to certain users.

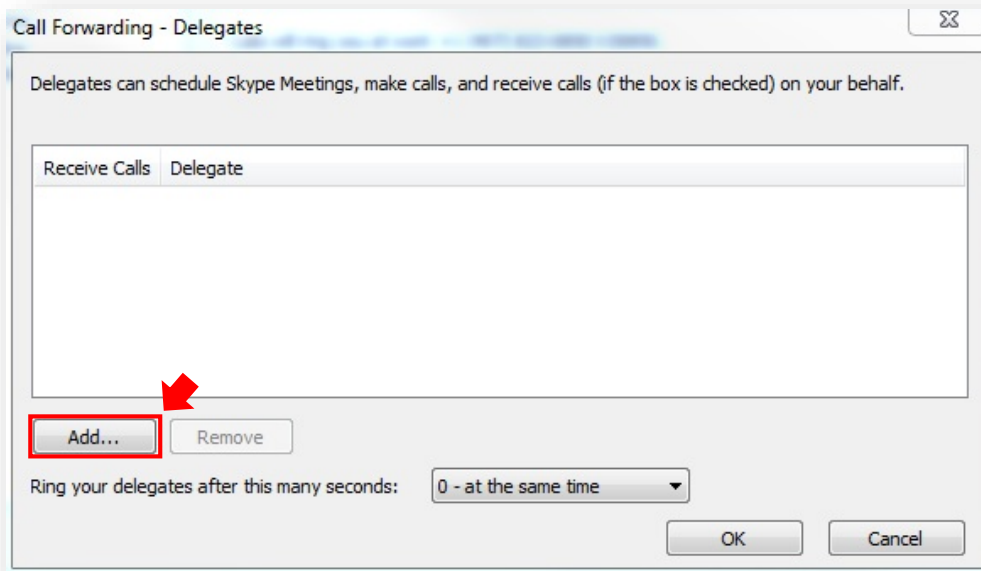
At the bottom of the client you will notice a phone icon with an arrow pointing right. Clicking that icon will create a drop down menu where you can then select **Call Forwarding Settings**.



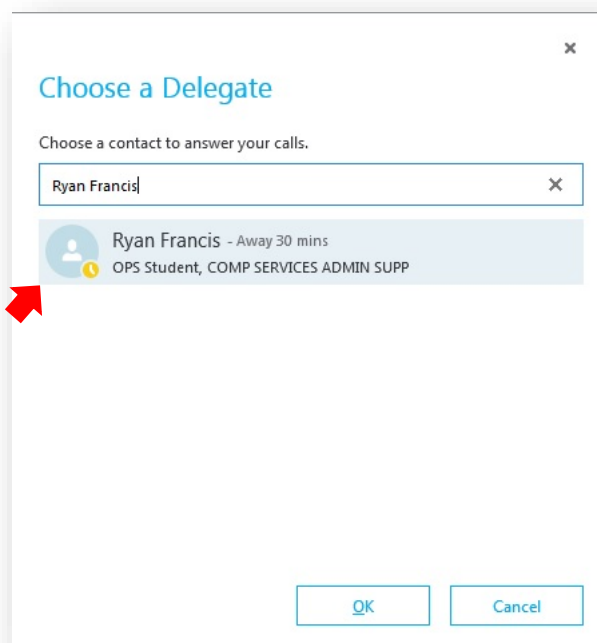
In the options dialogue box you will select the **Edit my delegate members** link.



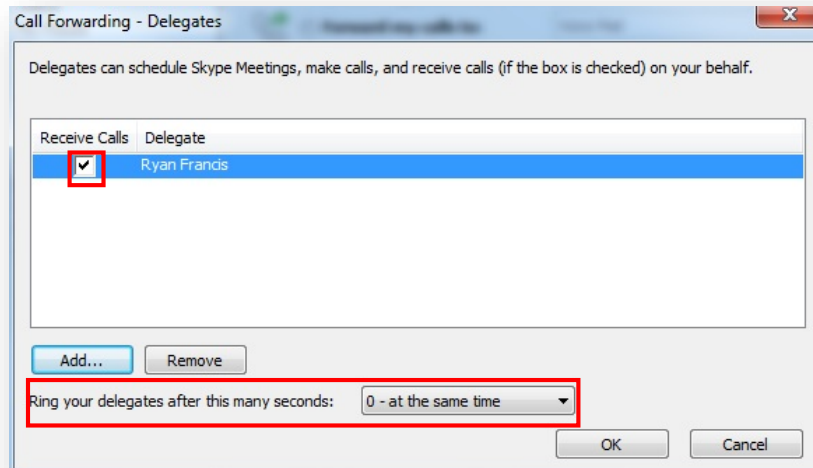
Select the Add... button



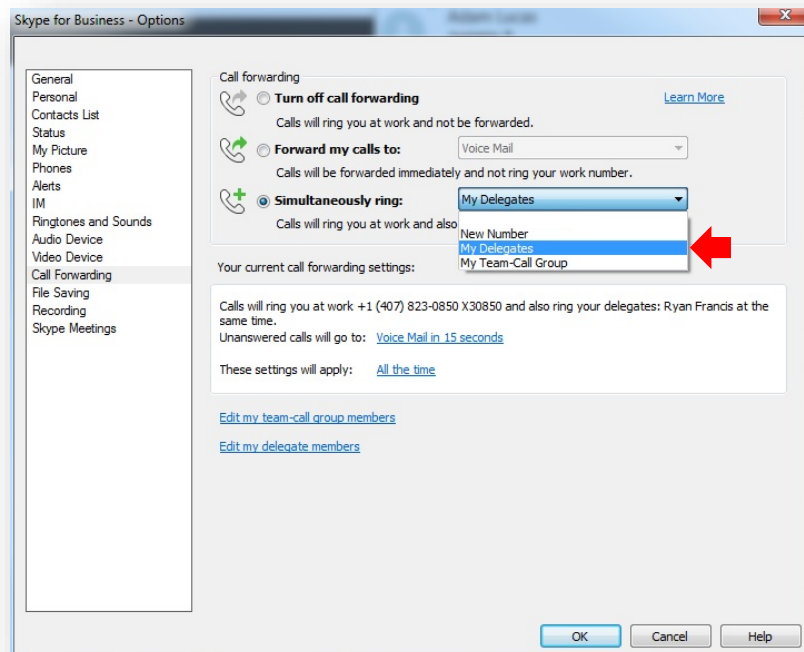
You can either type in the name of the individual or if they are already a contact you can select them from the displayed list. Once you have found the intended person, select their name and click **OK**.



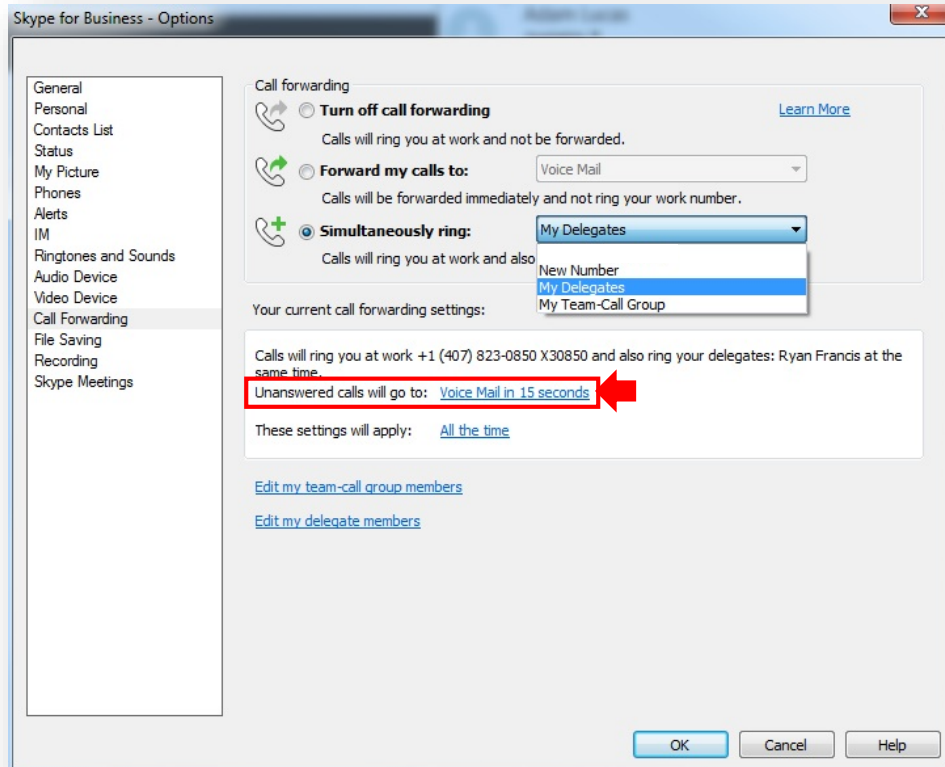
You will return to the Delegates options dialogue where you will notice the addition of a delegate to the display. At this point you can select certain individuals to receive calls and when the delegate's phones can ring using the highlighted options below. Once configured click on **OK**.



Back at the options window, you can either select **Forward my calls to:** or **Simultaneously ring:**, a drop down box will display in which you can select **My Delegates**.

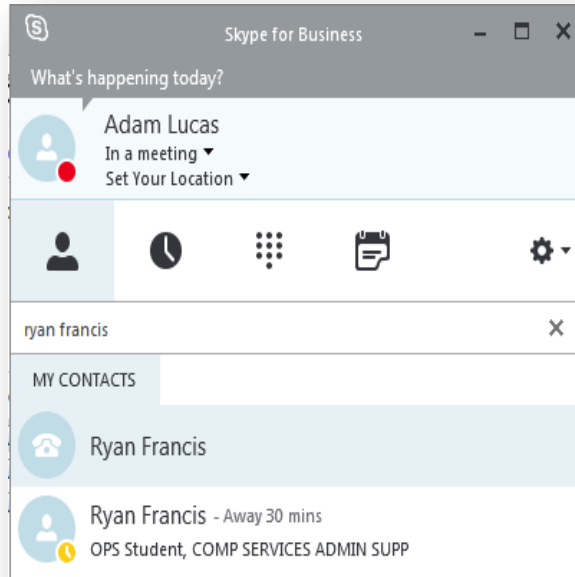


- ❖ Depending on whose Voice Mail is set to the shortest amount of seconds to respond to unanswered calls will be the voice mail box the message is placed in. In order to coordinate on whom will receive the voice mail, all users must have their unanswered call in seconds adjusted. The adjustment can be altered in the Options box for Call Forwarding which is displayed below.

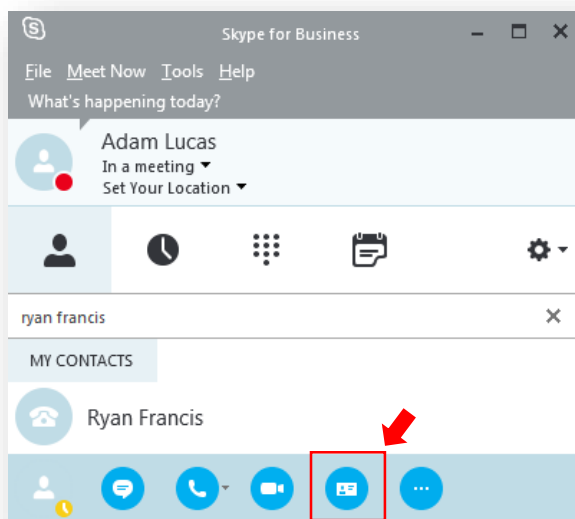


Link Contacts

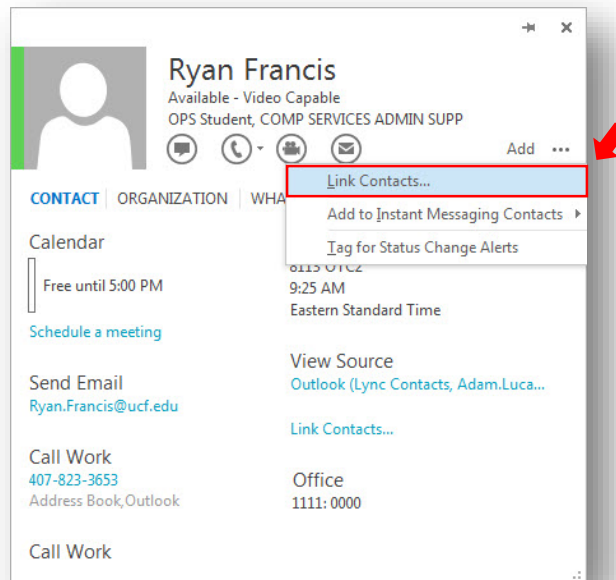
If two contacts show up, you should be able to merge them. You must open the contact card of the Skype for Business contact and merge it with the personal contact. Here's how it works:
Search for the user in S4B.



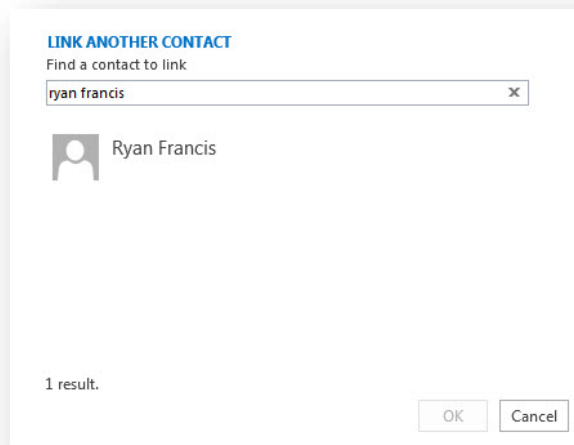
Click the contact card of the S4B contact that shows presence.



Click ... and click Link Contacts



Type the name of the contact you want to link together and select it from the bottom. Then click ok.



The next time you search for the contact, you will momentarily see two and then they will merge together.