Find someone

Connect with people at the University of Pittsburgh.
1. Type a name in the Search box.

Note: Your search results will be narrowed if you type a full name or username.

Add a contact

Once you find a person, add them to your Contacts list for quick access.
1. Right-click the name in the search results.
2. Click Groups
3. Pick a group to add your new contact to.

View a contact card

1. Tap a contact picture.
2. View the Contact Card information off to the right.

Set up your audio device

First things first: set up your audio device and check the quality. You can use your Voyager Focus headset or your computer’s microphone and speakers.
1. Click the Skype for Business drop-down menu.
2. Click Preferences...
3. Click the Audio/Video tab.
4. Pick your device from the Microphone drop-down menu.
5. Pick your device from the Speakers drop-down menu.

Want to shut your virtual office door?

Presence is automatically set based on your Outlook calendar but you can change it temporarily if you want to. Presence status is a quick way for other people to see whether or not you’re free to chat. Here are the presence settings you can change:

If your presence is: | It means you are:
--- | ---
Available * | Online and available
Be Right Back ** | Away from your computer briefly
Away * , ** | Logged on, but have been away from computer for a period of time.
Off Work ** | Not working or not available
Busy * , ** | Hard at work and shouldn’t be interrupted
In a call * | In a Skype for Business call (two-party call)
In a meeting * | In a meeting (using Skype for Business or Outlook)
In a conference call * | In a Skype for Business conference call (Skype meeting with audio)
Do Not Disturb ** | Do not want to be disturbed. You will see this, but only if you’re both in the same Workgroup.
Presenting * | Giving a presentation
Out of the office | Set to OOF in your Outlook calendar
Offline * | Not signed in
Unknown | Presence can’t be detected

* Set automatically for you based on your keyboard activity or Outlook calendar.
** You can set your presence to this anytime you want.
Plantronics Voyager Focus with Skype for Business (macOS)

Start a call
1. Right-click a contact’s picture
2. Mouse over Start Call
3. Click Skype Call.

Answer a call
When someone calls you, an alert pops up in the lower-left of your screen.
- To answer the call, click anywhere on the photo area or click the Answer button.
- To reject the call, click the Hang up button.

Assign delegates
You can assign delegates to manage your calls.
1. Right-click the name that you would like to make a Delegate.
2. Mouse over Groups.
3. Click the My Delegates group.

Invite more people to a call
1. In the Meeting pane, click in the Participants pane, click Invite More People
2. Type someone’s name or phone number in the Search field, then select them from the results. Double-click the name or Phone number to add them to the call.
   Your new invitees receive a request to join your call.

Set up voice mail greeting
1. Click the Skype for Business drop-down menu.
2. Click Preferences…
3. Click the Calls tab.
4. Click the Change Voicemail Greeting button.
5. Follow the prompts.

Listen to voice mail
1. Click the Calls tab.
2. Click the Voicemail tab.
3. Click a voicemail and use the playback controls to listen to it.
Plantronics Voyager Focus with Skype for Business (macOS)

Review call history and previous conversations
1. Click the Chats tab.
2. Click a missed call or previous conversation to review.

Use audio call controls
During a call, click the Call Options button 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.
- To hang up, click the Phone button in the conversation window.
- To Transfer a call, see the instructions below.

Transfer a call
To blind transfer a call:
1. During a call, click the Call Options button.
2. Click transfer.
3. Choose a contact.
4. Click transfer again to complete the transfer.

To perform a consultative transfer:
1. Start a second call to the person to whom you would like to transfer the call. (The initial call is automatically put on hold.)
2. Click the telephone icon in the bottom right corner of the window and click Transfer.
3. Click the contact name from the initial call.
4. Click Transfer again to complete the transfer.

Forward calls or set simultaneous ring
1. Click the Skype for Business drop-down menu.
2. Click Preferences...
3. Click the Calls tab.
4. Check to box next to Turn on call forwarding and when you would like to forward or simultaneously ring your calls.
5. Select a phone number or voice mail.

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