



Find someone

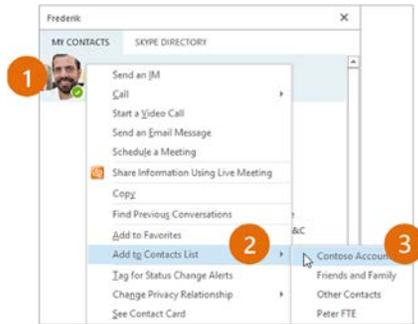
Connect with people at the University of Pittsburgh or with friends who have a Skype account.

1. Type a name in the Search box. As soon as you do, the tabs below the Search field change from this: to this:
2. If the person is at the University of Pittsburgh, stay on the MY CONTACTS tab. If not, click on the SKYPE DIRECTORY tab. Your search results will be narrowed if you type a full name or username.

Add a contact

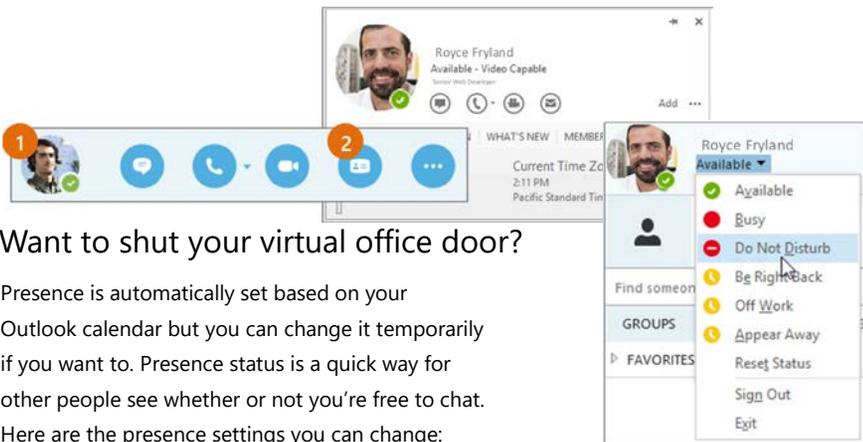
Once you find a person, add them to your Contacts list for quick access.

1. Right-click the name in the search results.
2. Mouse over **Add to Contact List**.
3. Pick a group to add your new contact to.



View a contact card

1. Tap a contact picture.
2. Tap the Contact Card button to open Contact Card.



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 see whether or not you're free to chat. Here are the presence settings you can change:

If your presence is:

- Available *
- Be Right Back **
- Away *, **
- Off Work **
- Busy *, **
- In a call *
- In a meeting *
- In a conference call *
- Do Not Disturb **
- Presenting *
- Out of the office
- Offline *
- Unknown

It means you are:

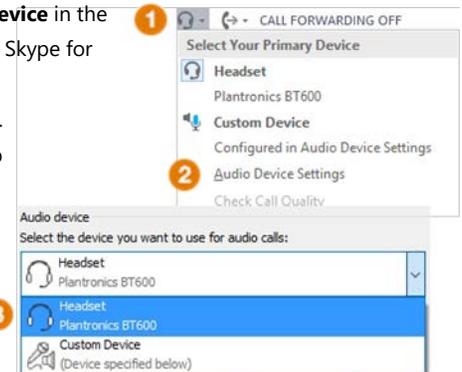
- Online and available
- Away from your computer briefly
- Logged on, but have been away from computer for a period of time.
- Not working or not available
- Hard at work and shouldn't be interrupted
- In a Skype for Business call (two-party call)
- In a meeting (using Skype for Business or Outlook)
- In a Skype for Business conference call (Skype meeting with audio)
- Do not want to be disturbed. You will see IMs, but only if you're both in the same Workgroup.

* Set automatically for you based on your keyboard activity or Outlook calendar.
 ** You can set your presence to this anytime you want.

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 **Select Your Primary Device** in the lower-left corner of the main Skype for Business window.
2. Click **Audio Device Settings**.
3. Pick **Headset** from the Audio Device menu and adjust the speaker and mic volume.



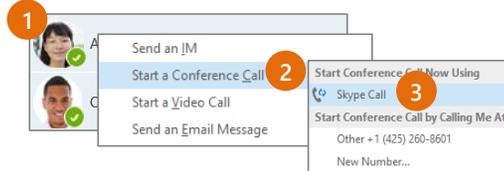
Plantronics Voyager Focus with Skype for Business (Windows)

Start a call



1. Hover on a contact's picture until the quick menu appears.
2. Click the **Phone** button.

Start a conference call

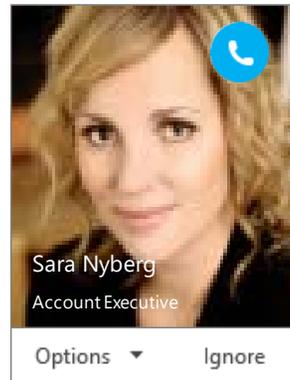


1. In your Contacts list, select multiple contacts by holding the **Ctrl** key, and clicking the names.
2. Right-click any of the selected names, then click **Start a Conference Call**.
3. Click **Skype Call**.

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**.



Assign delegates

You can assign delegates to manage your calls.

1. Click  and click **Tools> Options> Call Forwarding**.
2. Click **Simultaneous Ring> My Delegates** and add contacts as delegates for your line.

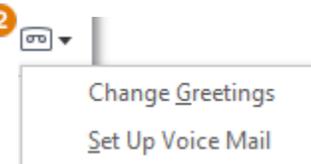
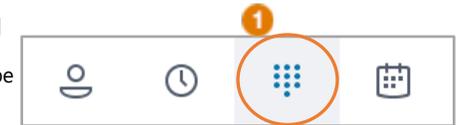
Invite more people to a call

1. In the Meeting pane, click  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.

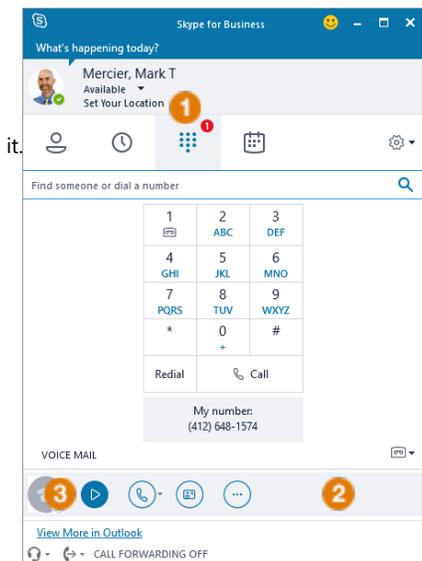
Set up voice mail greeting

1. Click the **Phone** tab in the Skype for Business client.
2. Click the **Voice Mail** icon click **Call Voice Mail**.
3. Follow the prompts



Listen to voice mail

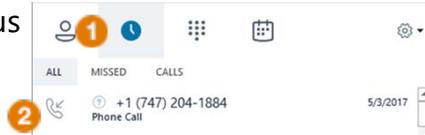
1. Click the **Phone** tab in the Skype for Business client.
2. Click a voicemail and use the playback controls to listen to it.



Plantronics Voyager Focus with Skype for Business (Windows)

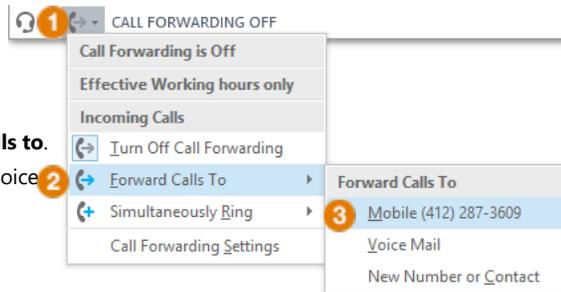
Review call history and previous conversations

1. Click the **Conversations** tab.
2. View missed calls or double-click a previous conversation to review.



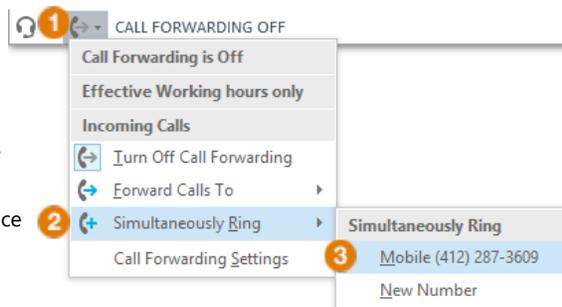
Forward calls

1. Click the **Call Forwarding** button.
2. Mouse over **Forward Calls to**.
3. Click a Mobile number, Voice Mail or New Number or Contact to.



Set simultaneous ring

1. Click the **Call Forwarding** button.
2. Mouse over **Simultaneous Ring**.
3. Click a Mobile number, Voice Mail or New Number or Contact to.



Use audio call controls

During a call use the **Call Options**  button to do the following:

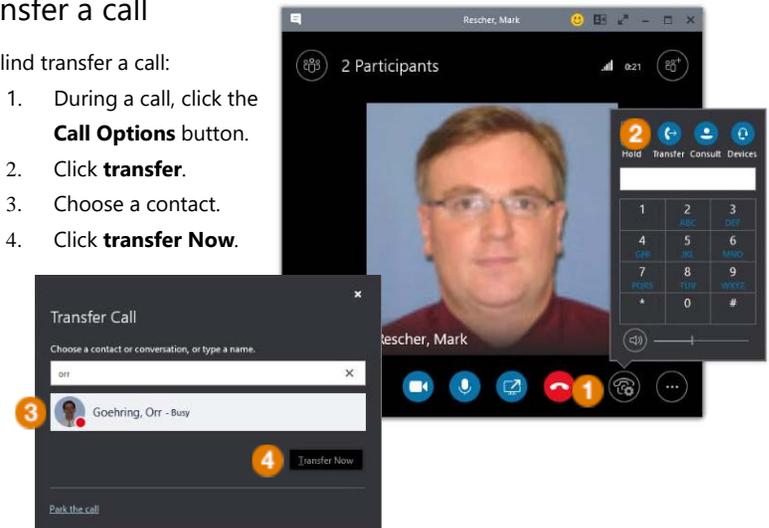
- To put the call on hold, click the **Hold** button.
- To mute your audio, click the **Mic** button in the conversation window.
- To hang up, click the **Phone** button in the conversation window.
- To **Transfer** a call, see the instructions below.



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 Now**.



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**.

