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:  
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.

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.

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.
- Giving a presentation
- Set to OOF in your Outlook calendar
- Not signed in
- 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 (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 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 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.

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.