Sign into Skype for Business

You can sign into your Skype for Business account on your phone.

To sign into Skype for Business:

1. Press the Sign In soft key or navigate to Settings > Features > Skype.
2. Select one of the following sign in options:
   - User ID
   - PIN
   - Via PC or Paired Lync Client
   - Web Sign In
3. Complete the required sign-in fields or follow the onscreen prompts.

To sign out of Skype for Business:

» Press the Sign Out soft key.

Increase the number of favorites displayed

You can change the number of favorites displayed on your home screen from 7 to 11.

To increase the number of favorites displayed:

1. Press Home > Settings > Basic > Preferences > Idle Screen Settings 2 Column > Change to 3
2. Press Save
3. At the warning screen, press Yes to confirm and your phone will restart.

Add a Contact

Add Skype for Business contacts to the Contacts list on your phone.

To add contacts to your phone:

1. Press Contacts > Add.
2. Enter your contact's email address and press Submit.

View a Contact’s Information

You can view a contact's name, presence status, organization, work number, mobile number, and voicemail.

To view a contact’s information:

» Press Contacts, select a contact, and press Info

Update Your Presence Status

Your presence status information automatically updates when you are actively using your phone or it’s inactive. You can also update your presence status at any time.

To update your presence status:

» Press My Status and select your desired status.

You can change your status to Available from any other status by selecting Reset.

Initiate a Conference Call

Initiate a Skype for Business conference call with Skype for Business contacts or a group of contacts from your phone.

To initiate a conference call:

1. Press Meet Now > Invite.
2. Select a contact and press Dial.
3. Press Invite to add additional contacts.

To initiate a conference call with a group:

1. Press Contacts > Groups.
2. Select a group and press Dial All.

Transfer a call

You can transfer a call within the Skype for Business client or to a contact on your phone.

To blind transfer a call within the Skype for Business client:

1. Click Transfer
2. Choose a contact
3. Click Transfer

To perform a consultative transfer within the Skype for Business client:

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 then click Transfer
3. Click the contact name from the initial call
4. Click Transfer again to complete the transfer

Choose a Default Transfer Type on your phone:

1. Navigate to Settings > Basic > Preferences > Default Transfer Type
2. On the Default Transfer Type screen, choose a transfer type. The selected transfer type is used for all calls.

To Transfer a call on your phone:

1. During a call, do one of the following
   » Press Transfer to use the default transfer type.
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> Press and hold Transfer to use the non-default transfer type. For example, if Blind is the default, press and hold Transfer to perform a Consultative transfer.

» Press Transfer > More, and select Blind or Consultative.

2 Dial a number or choose a contact from the call list or directory. If the transfer type is set to Blind, the call is transferred immediately.
3 If the transfer type is set to Consultative, press Transfer after speaking with your contact.

Use the Directory
You can search, call, and save contacts in the Skype for Business Directory on your phone.

To search the directory:
1 Select Directories > Skype for Business Directory.
2 Enter your contact’s first or last name. The phone automatically displays search results.

To call contacts from the directory:
» After you find your contact, press Dial.

To save a contact from the directory:
» After you find your contact, press Add to Contacts.

Assign delegates
You can assign delegates to manage your calls, set distinct ring tones for boss calls, and interact with assigned lines.

To assign delegates:
1 In your Skype for Business client, click ☰ and click Tools > Options > Call Forwarding.
2 Click Simultaneous Ring > My Delegates and add contacts as delegates for your line.

To view a list of delegates on your phone:
» Press Contacts > Groups > Delegates.

To view a list of bosses on your phone:
» Press Contacts > Groups > People I Manage Calls For.

Use Better Together Over Ethernet (BToE)
BToE enables you to answer, place, pause, and resume calls on your phone and in the Skype for Business client.

Calls display on your phone and in the Skype for Business client, and the PC audio icon displays next to the call on your phone.

To answer an incoming call:
» Press Answer on your phone or click Answer in the Skype for Business client.

Calls placed in the Skype for Business client are also placed on the phone.

To place a call from the Skype for Business client:
» Right-click a contact and click Call.

Pausing audio on your phone pauses the audio on the phone but not in the Skype for Business client.

Pausing video on your phone pauses the video in the Skype for Business client, but not on the phone.

To pause an audio or video call:
» Press Pause on your phone.

To resume a paused call:
» Press Resume on your phone, or click Resume Call in your client.

You can move the call audio between your phone and your computer.

To move call audio between the computer and phone:
1 In the Skype for Business client, click ☰.
2 Click Devices and do one of the following:
   ➢ Click Handset to move call audio to your phone.
   ➢ Click PC Mic and Speakers to move call audio to your computer.

Forward a Call
Forward your incoming calls to another contact or to your voicemail.

To forward incoming calls to a contact:
1 Press Forward > Forward to Contact.
2 Enter your contact’s number and press OK, or press Contacts, choose a contact, and press Forward.

To forward incoming calls to voicemail:
» Press Forward > Forward to Voicemail.

Enable and Disable Do Not Disturb
You can enable DND to prevent your phone from ringing and to send all incoming calls directly to voicemail.

All calls you receive while DND is enabled are logged in your Recent Calls list.

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

» Select DND