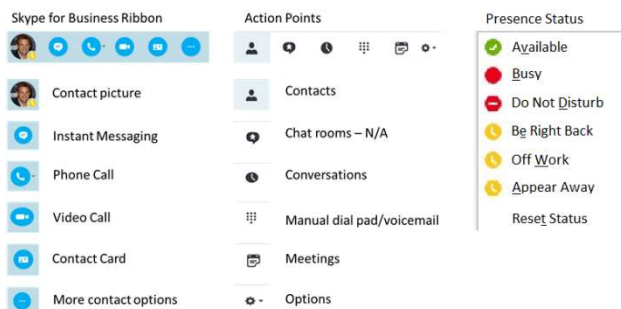
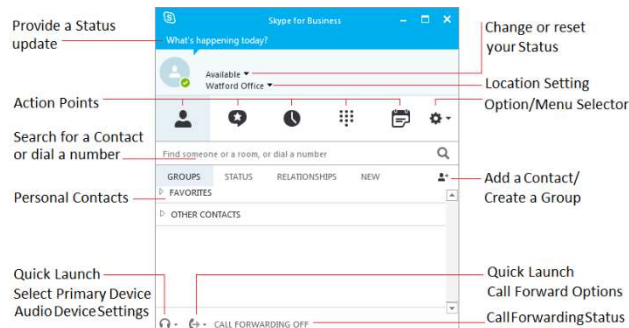


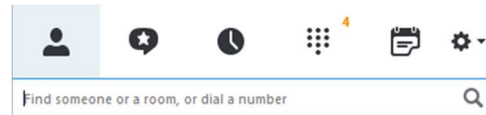


Quick Reference Guide



➤ To Make a Call

- Using the search box, type in the name for the contact you wish to dial



- Hover over the contacts picture to produce the Skype for Business ribbon



- Click icon to call the last number dialled for that contact or click the drop down arrow for alternative numbers
- A blue call handling box will appear
- To disconnect click

➤ Receive a Call

- To answer, click in the main blue section of the incoming call pop up.

➤ To Mute a Call

- Press to mute press to unmute

➤ To Hold a Call

- To place the call on **hold**, click on , then
- Click This call is on hold. Resume Call to continue with the call

➤ To End a Call

- Press

➤ Transfer - Announced

- Use main Sfb window to initiate a new call to the person you wish to transfer to
- As soon as you dial, the original caller will automatically be placed on hold
- You will now have two active conversation windows
- After making your announcement, click , followed by

- If you have multiple Sfb windows in progress you may need to select the correct contact prior to transfer
- To cancel the transfer click on the call, then click This call is on hold. Resume Call to return to original call

➤ Transfer - Blind

- Click , followed by
- Search for a contact or enter a number
- Press
- Call will automatically disconnect when answered or click to remove active window.



➤ Instant Message (IM)

- To send an IM, search for your Contact
- Hover over the contacts picture to produce the Sfb ribbon and select
- Type your message, press the Enter key or click to send
- To send a file, drag and drop into IM window or click on and browse to your file
- To add an additional contact click the Additional contact icon
- Search and select desired contact
- Note*, new users will only see IMs from the point at which they join in
- To escalate IM to a voice call click on
- To escalate to Video click on



➤ Video

- To start a video, search for your Contact
- Hover over the contacts picture to produce the Sfb ribbon and select to initiate a video session





➤ Collaboration

- To access collaboration options such as Desk or Program share click on  when in a conversation
- A preview window of the screen or program will appear. Select **Present**
A yellow boarder will appear around the screen or program to indicate the screen or program intended for sharing
- Click **Give Control** ▾ then select attendee or Give Control Automatically
- To take control back, click **Give Control** ▾ then select Take Back Control
- Click  **Stop Presenting** to stop presenting



➤ Missed Calls

- The conversation () icon will indicate missed conversations
- Click on Conversation  to view missed calls
- Hover over image or right-click for reply options
- Missed calls will also be presented as an email
- Click on missed number within email to return the call



➤ Voicemail

- The phone icon will indicate number of new voice messages ()
- Click on , hover over the image icon

- Select  to listen to the message
- Right-click on the contact for additional options such as, send an IM, call or delete
- Voicemail will also be presented as an email.
- Click on play within email to listen to the message.


➤ Forward Calls To

- Click on Quick Launch Call Forwarding 
- Select 
- Select from Mobile, Voice Mail, New Number or Contact and My Delegates
- *Note*, My Delegates is only available when previously configured.


➤ Simultaneous Ring

- Click on Quick Launch Call Forward 
- Select 
- Select from Mobile, My Team, New Number, My Delegates
- *Note*, My Team and My Delegates are only available when previously configured.

➤ Team-Call Groups

- To setup or amend Team-Call Group click on Quick Launch Call Forward 
- Select **“Call Forwarding Settings”**
- To edit **My Team-Call Groups** click [Edit my team-call group members](#)
- Click Add to search contacts. Highlight contact select OK. Continue until all team members have been added.
- Click OK.


My Delegates

- To setup or amend or My Delegates click on Quick Launch Call Forward 
- To edit **My Delegates**, click [Edit my delegate members](#)
- Click Add to search contacts. Highlight contact and select OK
- Click OK


➤ Turn Off Forwarding/Simultaneous Ring Options

- Click the Quick Launch Call Forward icon ()
- Select **“Turn Off Call Forwarding”**


➤ Contacts - Groups

- Click on  to **“Create a New Group”**. Enter name and press enter to create.
- Right click an existing group to rename or delete
- To add a contact, search for an individual using the main search bar
- Right-click and select
[Add to Favorites](#)
[Add to Contacts List](#) ▶

➤ Audio Device Settings

- Click on Quick Launch - Select Your Primary Device 
- Select device (where more than one are present)
- Select Audio Devices Settings to make adjustments to the audio or microphone levels
- Select Check Call Quality to ensure correct audio and microphone devices are active

➤ Skype for Business Meeting

- To schedule a SfB Meeting from your Outlook calendar, click New Skype Meeting 
- Add recipients and date and time of meeting
- Location will auto populate with Skype Meeting
- Skype Meeting Access links and dial-in numbers will be inserted into main body of email