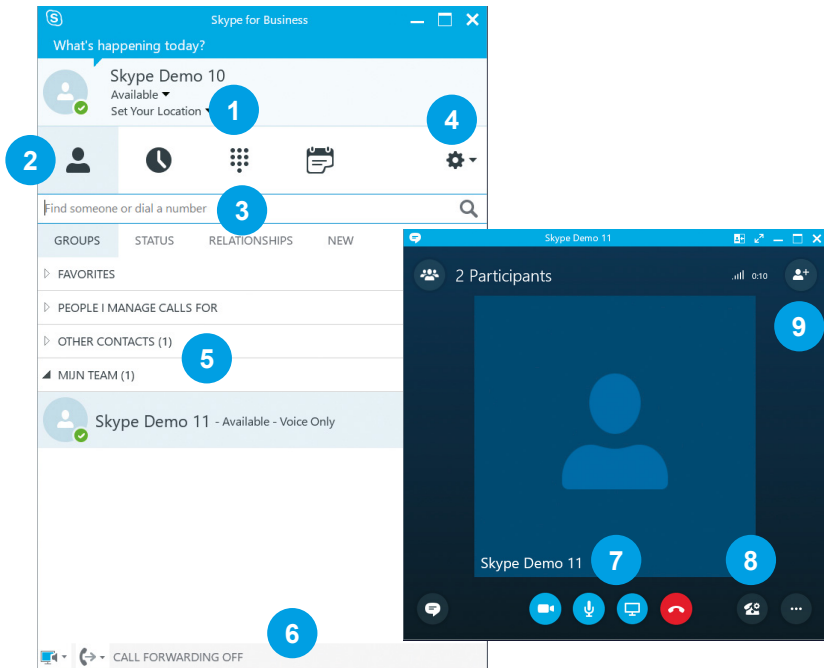


# Skype for Business



1	Presence and location
2	Menu bar: Contacts, call history, dial pad and calendar
3	Search box
4	Settings
5	Contacts
6	Forwarding
7	Video, mute, screen sharing, hang up
8	Call controls: hold, transfer
9	Persons

Quick Reference Card Skype  
for Business on Windows



Version 1.0 Nov-19

## Sign in

You will be automatically signed in when starting Skype for Business. After the first time you sign in to Skype for Business, the application will start automatically when you start the computer.

## Setting your presence

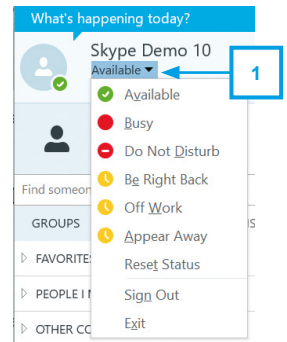
Your presence says something about your availability for communication. This status is based on 3 sources:

1. Your Outlook calendar (for example: you are busy when you have an appointment in your calendar)
2. Computer/phone (if the computer is locked, your presence is away)
3. What you set manually

*Only with the status Do Not Disturb (DND) you are not reachable and callers will get your voicemail instantly. Only calls from delegates will get through DND!*

How to set your presence manually:

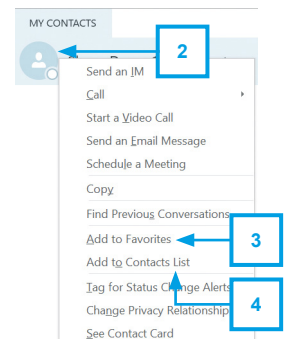
1. Click your presence
2. Choose a status
3. Use **Reset Status** to automatically update your status based on your Outlook-calendar.



## Search and add contacts

Contacts that are in your favorites can be found quickly when transferring or forwarding a call. Do you use a desk phone? Then the favorites appear on the home screen of your device.

1. Type a name in the search box
2. Right-click on the photo/avatar in the search results
3. Click **Add to Favorites** to add the contact as a favorite
4. Or click **Add to Contacts List** to add the contact to another contact group



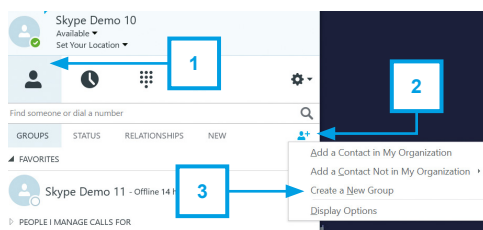
You can add an external contact with Skype for Business by typing the entire e-mail address in the search box. Communicating with the external contact is only possible if the other organization with Skype for Business also allows this!

Do you want to save the telephone number of the taxi company or florist? Then create a contact in Outlook. When searching for a contact, Skype for Business also looks in your Outlook contacts.

## Create contact groups

You can organise your contacts into groups. This makes searching for contacts more efficient. For example, create a group with contacts from the same team or unit.

1. Click **Contacts**
2. Click **Add contact**
3. Click **Create a New Group**
4. Type a group name and press **Enter**



Do you want a group chat?  
Click the **Invite More People**  
button in the conversation window.



## Chat

Chat is used for short messages and questions to a colleague. Chat is more informal compared with e-mail and is live communication: you are both online!

1. Search your contact
2. Double click your contact. A conversation window opens.
3. Chat your message and press **Enter**

## Phone calls

When you receive a call, a blue window pops up at the bottom right of your screen. Click anywhere in that window to take the call. Do you have a desk phone connected or enabled simultaneously ring (see last page)? Then you can also answer the call on a different device.



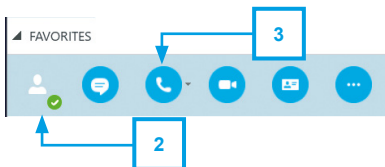
How to call a number:

1. Enter the phone number you want to call in the search box. For internal calls you can use the abbreviated number (the last 5 digits).
2. Press **Enter**. Calls are made immediately and a separate conversation window opens.

*When someone is not available you will get his voicemail instantly. This is possible with the status Offline, Do Not Disturb or In a call. With the status Offline someone may still be available when call forwarding is enabled, which means you could end up on his mobile phone.*

How to call a contact:

1. Search the contact you want to call
2. Hover over the avatar of the contact
3. Click the **Phone** icon. A separate conversation window opens.



*With the arrow next to the Phone button you can call other known numbers of the contact, such as a mobile number.*

## Put on hold

1. In the current conversation, click **Hold**
2. Is the Hold button not visible? Then click **Call controls** first.

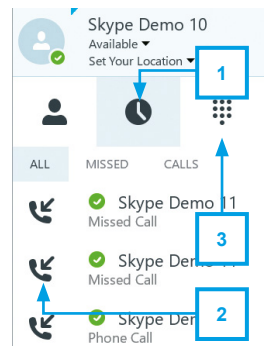


Call controls

*Hold: Call is on hold; you can't hear each other  
Mute: Your microphone is muted; you can hear the other*

## Call history

1. Click **Conversations**.
2. Hover over the icon of a call. Call back with the buttons that appear.
3. Missed call with a recorded voicemail? Click **Phone** (dial pad icon).
4. Hover over the icon of a voicemail and click **Play**



## Add delegates

Delegates are colleagues who can call on your behalf and they can go through the Do Not Disturb status. Here's how to add delegates:

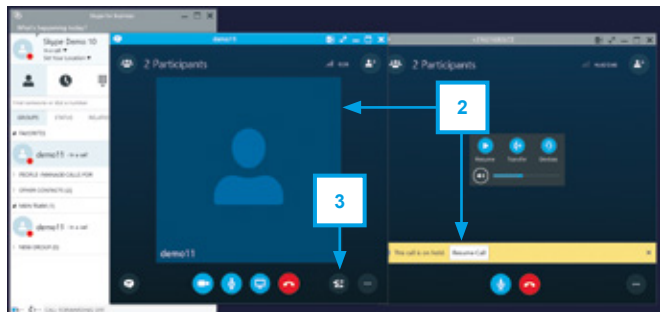
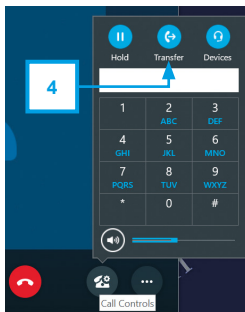
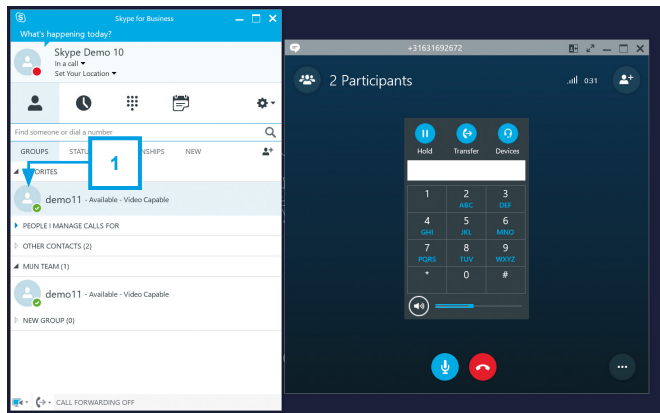
1. Click the **Gear icon** (settings)
2. Click **Call forwarding**
3. Click **Edit my delegate members**

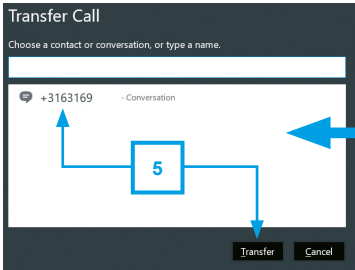
## Transfer a call

It's always better to consult a colleague about the call you want to transfer to him/her. This is called "Transfer with consult." While in a call...

1. Initiate a second call from the main Skype for Business screen; call the person you want to transfer the call to.
2. A second conversation window opens and the first conversation is put on hold.
3. Inform your colleague and click **Call controls**
4. Click **Transfer**
5. Choose the option with **Conversation** and click **Transfer**
6. The call is transferred. All conversation windows close.

*Add your colleague to a call instead of transferring? Drag your colleague from the main screen to the conversation window.*



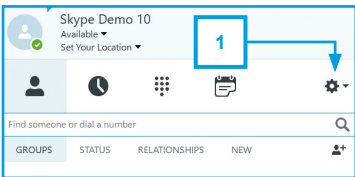


*Frequently transfer to the same person? Add this person to your favorites. He will appear in this list every time you transfer.*

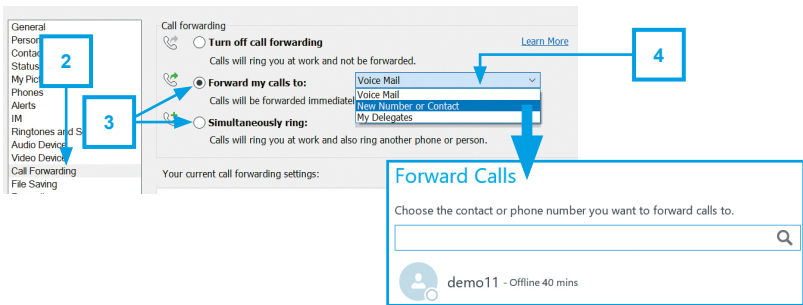
## Use simultaneously ring or forward your calls

If you want to set up a call forward or a simultaneously ring, for example to your mobile phone, then follow these steps:

1. Click the **Gear icon** (settings)
2. Click **Call forwarding**
3. Choose forwarding or Simultaneously ring
4. Click the field and choose the forwarding destination



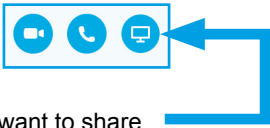
*With simultaneous ring you can only specify a number or a delegate.*



## Screen sharing

Sharing your screen or application with a colleague for better collaboration? This is how it works:

1. Double click a contact
2. In the conversation window, click the **Share screen** button and choose the application you want to share



**YOU CAN FIND MORE INFORMATION AND INSTRUCTION MOVIES ON**  
<https://www.tudelft.nl/ict-handleidingen/skype-for-business>