



FOR ADDITIONAL INFORMATION

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Skype for Business

PHONE CALLS

Using Skype for Business



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What is Skype for Business?

Skype for Business (SFB) is a communications platform that allows you to interact with your contacts using instant messaging (IM), audio and video conversations, and SFB Meetings. It runs on Windows and Mac operating systems, and on mobile devices.

More Info

www.marshall.edu/sfb

- About the Project
- Deployment Plan
- Get Help and Training
- Frequently Asked Questions

Sign-In

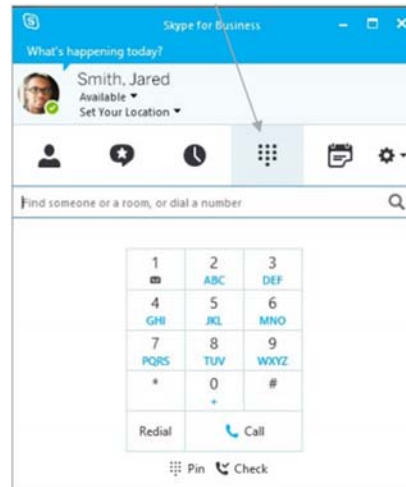
Sign-in to SFB with your marshall email address then click the **Sign In** button. It will then request your MUID password.

Phone Calls

Skype for Business can be used like a telephone to make calls between you and other users from your computer using a headset with a microphone.

Initiating a Call

To find someone, click the **Phone** tab, type their name, or extension into the Skype Search field and a list of names will appear. If calling an extension, be sure to use all 5 digits.



Transfer a Call

1. In the conversation window, click the **Transfer** icon.
2. In the pop-up window, find the contact you wish to transfer the caller to by entering a name, username, or 10-digit phone number.
3. Click **Transfer** at the bottom of the window.

Forwarding a Call

1. Click the **Options** button.
2. Click **Call Forwarding** on the left menu.
3. Choose one of the call forwarding option.
4. When you click the **Forward my calls to** option, you can then select to forward your calls to **Voice Mail, My Delegates, or New Number or Contact**
5. When you click the Simultaneously ring option, choose a New Number, or My Delegates. Calls will also reach the number or contact you choose as well as your work phone. You can also set a delay in which calls will ring your phone for a set amount of time before reaching your delegates.



Voicemail

1. Click the **Phone** tab to see your messages and the caller's info.
2. Pause on a voice mail picture area, and click the arrow to **Play**.

Change Your Greeting

1. On the **Phone** tab, click See Voice Mail Options below the dial pad, and then click **Change Greetings**.
2. SFB calls your voice mail and guides you to record a personal greeting.