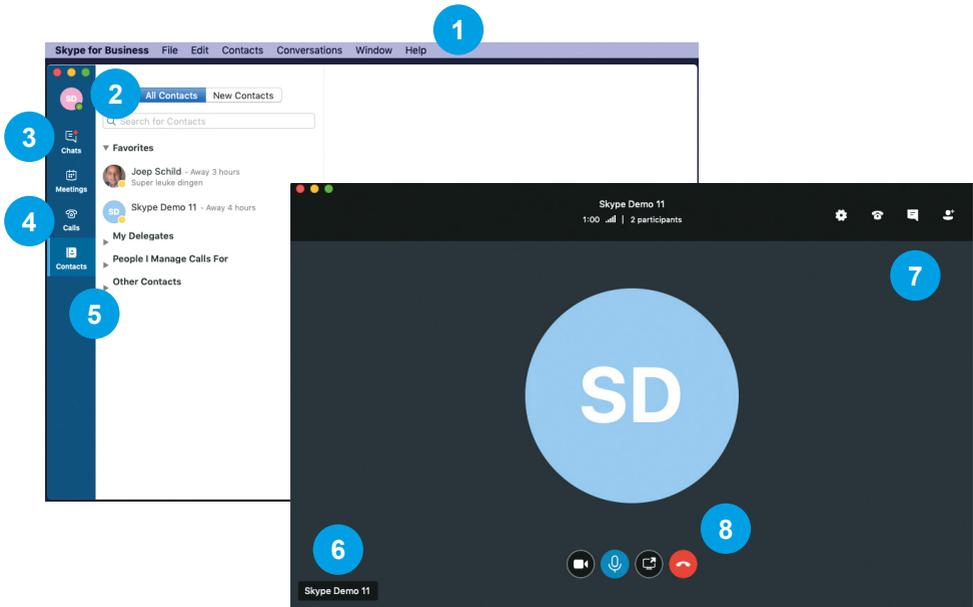


Skype for Business



| | |
|---|--|
| 1 | Menu bar |
| 2 | Presence and location |
| 3 | Chat |
| 4 | Calls |
| 5 | Contacts |
| 6 | In a call with |
| 7 | Controls: Audio, call controls, chat, persons |
| 8 | Controls: Video, mute, screen sharing, hang up |

Quick Reference Card Skype
for Business on Mac



Version 1.0 Nov-19

Sign in

The first time you start Skype for Business, you need to sign in.

1. Enter your mail address and click **Advanced options**
2. Under *User Name*, enter DASTUD*user nameSave*
3. Click **Continue**
4. Enter your password and click **Sign in**

Skype for Business

demo11@tudelft.nl

Use the sign-in address for your organization - not a Skype Name or Microsoft account

Advanced Options

Need help signing in?
Join Meeting as Guest

Continue

User Name

DASTUD\demo11

Skype for Business online users: username@domain.com
All other users: domain\username

Auto-Detect Server

Internal Discovery Address

External Discovery Address

HTTP proxy

HTTP proxy Domain

HTTP proxy User Name

HTTP proxy Password

Save

Skype for Business

demo11@tudelft.nl

Use the sign-in address for your organization - not a Skype Name or Microsoft account

Keep me signed in

Advanced Options

Need help signing in?
Join Meeting as Guest

Sign In

Setting your presence

Your presence says something about your availability for communication.

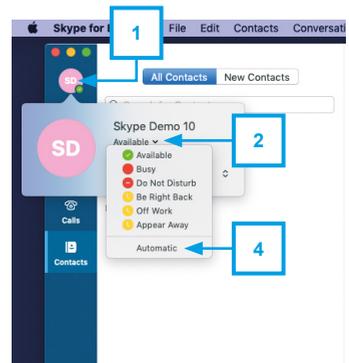
This status is based on 3 sources:

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 **photo/avatar**
2. Click the presence status under your name
3. Choose your presence
4. Use **Automatic** to automatically update your status based on your Outlook-calendar

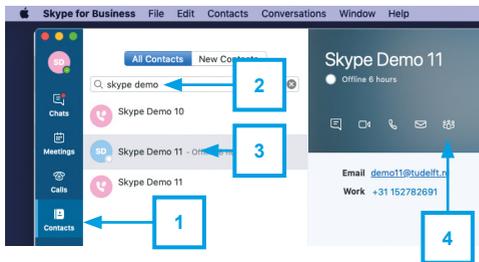


Search and add contacts

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. In the left menu, click **Contacts**
2. Type a name in *Search for Contacts*, in this example *Skype demo*
3. Click the desired contact in the search results
4. Click the **Groups** icon and choose a group to add the contact to

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!

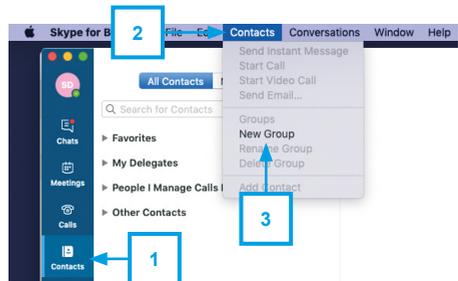


Does a contact appear multiple times in the list? Then choose the one with a photo or initials.

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** in the left menu
2. Click **Contacts** in the menu bar
3. Click **New Group**
4. Type a group name and press **Enter**



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. Click **Contacts**
2. Click a contact or type a name in the search box and select a contact
3. Click the **Chat** icon



Phone calls

When you receive a call, a window pops up. Click the blue **Phone** button 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:

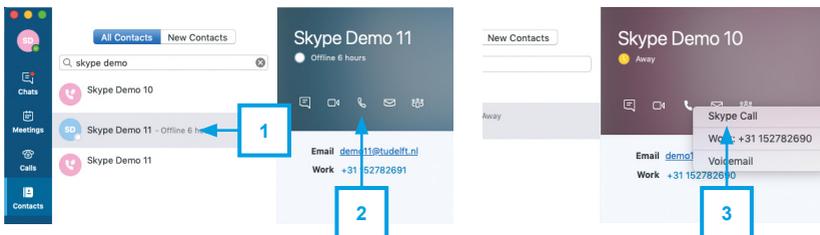


1. Click **Contacts**
2. Type a phone number in the search box. For internal calls you can use the abbreviated number (the last 5 digits).
3. Click the phone number in the search results and click the **Phone** icon

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. Click the contact you want to call or type a name in the search box and select a contact
2. Click the **Phone** icon to call; Click **Video** icon to make a video call.
3. Choose **Work**. If not in the list, then choose **Skype Call**.



Put on hold

In the current conversation, click **Hold**, it is hidden behind the **Call controls** button.

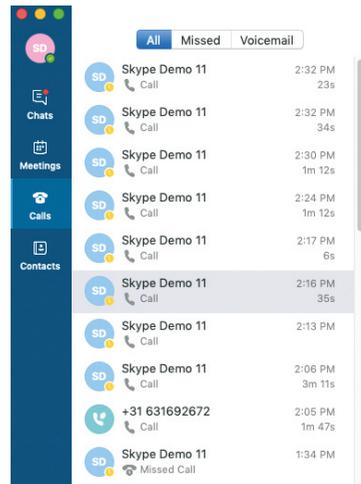


*Hold: Call is on hold; you can't hear each other
Mute: Your microphone is muted; you can hear the other*

Call history

Click **Calls** in the left menu to see all your conversations. Double-click a missed call to call back.

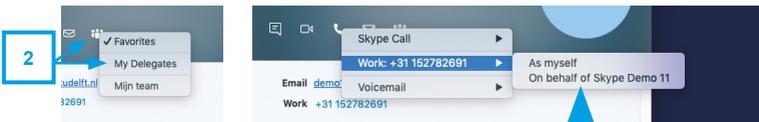
Is there a voicemail in the list? Click it once and a Play button appears to listen to the voicemail.



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. Go to **Contacts** and click (or search) a contact
2. Click the **Groups** icon and choose **My Delegates**



A delegate can make a call on your behalf

Transfer a call

Transferring a call with Skype for Business on Mac is without consult. While in a call:

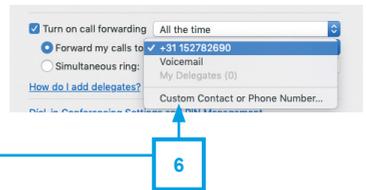
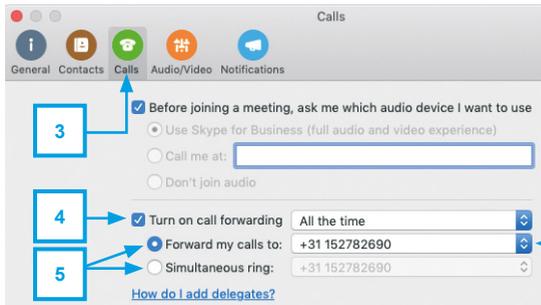
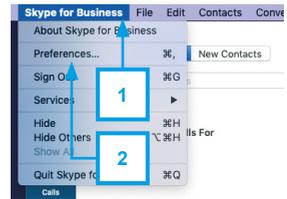
1. Click **Call controls**
2. Click **Transfer**
3. Search a contact or type a number. Select and click **Transfer**.



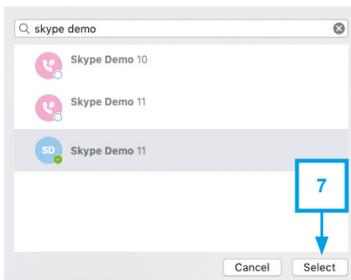
Use simultaneously ring or forward your calls

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 **Skype for Business** in the Menu bar
2. Click **Preferences**
3. Click **Calls**
4. Check **Turn on call forwarding**. Optionally choose the time period in which the forwarding is active.
5. Click **Forward my call to** or click **Simultaneous ring** to receive calls on multiple devices simultaneously.



6. Click the number field and then **Custom Contact or Phone Number**
7. Search a contact and click **Select**



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

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