



Find someone

Connect with people at the University of Pittsburgh.

1. Type a name in the Search box.

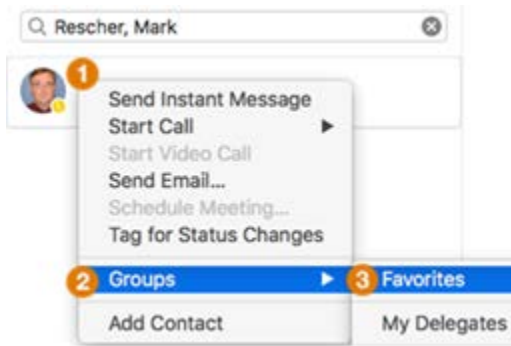


Note: Your search results will be narrowed if you type a full name or username.

Add a contact

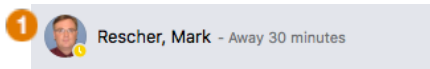
Once you find a person, add them to your Contacts list for quick access.

1. Right-click the name in the search results.
2. Click **Groups**
3. Pick a group to add your new contact to.



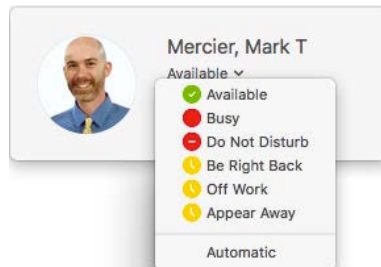
View a contact card

1. Tap a contact picture.
2. View the Contact Card information off to the right.



Want to shut your virtual office door?

Presence is automatically set based on your Outlook calendar but you can change it temporarily if you want to. Presence status is a quick way for other people to see whether or not you're free to chat. Here are the presence settings you can change:



If your presence is:

- Available *
- Be Right Back **
- Away *, **
- Off Work **
- Busy *, **
- In a call *
- In a meeting *
- In a conference call *
- Do Not Disturb **
- Presenting *
- Out of the office
- Offline *
- Unknown

It means you are:

- Online and available
- Away from your computer briefly
- Logged on, but have been away from computer for a period of time.
- Not working or not available
- Hard at work and shouldn't be interrupted
- In a Skype for Business call (two-party call)
- In a meeting (using Skype for Business or Outlook)
- In a Skype for Business conference call (Skype meeting with audio)
- Do not want to be disturbed. You will see IMs, but only if you're both in the same Workgroup.
- Giving a presentation
- Set to OOF in your Outlook calendar
- Not signed in
- Presence can't be detected

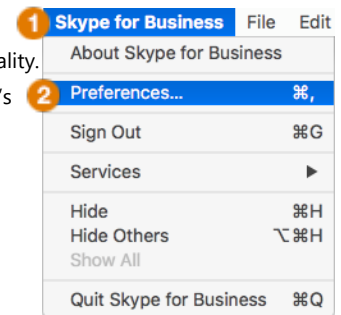
* Set automatically for you based on your keyboard activity or Outlook calendar.
 ** You can set your presence to this anytime you want.

Set up your audio device

First things first: set up your audio device and check the quality.

You can use your Voyager Focus headset or your computer's microphone and speakers.

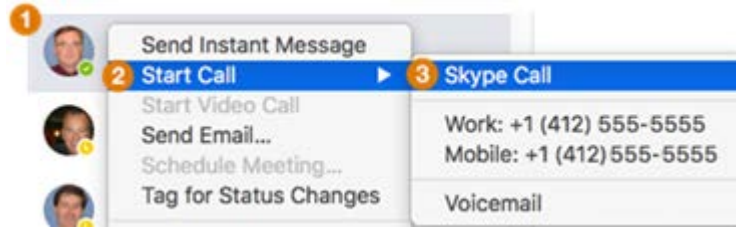
1. Click the **Skype for Business** drop-down menu.
2. Click **Preferences...**
3. Click the **Audio/Video** tab.
4. Pick your device from the **Microphone** drop-down menu
5. Pick your device from the **Speakers** drop-down menu.



Plantronics Voyager Focus with Skype for Business (macOS)

Start a call

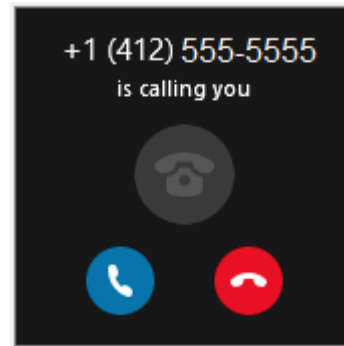
1. Right-click a contact's picture
2. Mouse over **Start Call**
3. Click **Skype Call**.



Answer a call

When someone calls you, an alert pops up in the lower-left of your screen.

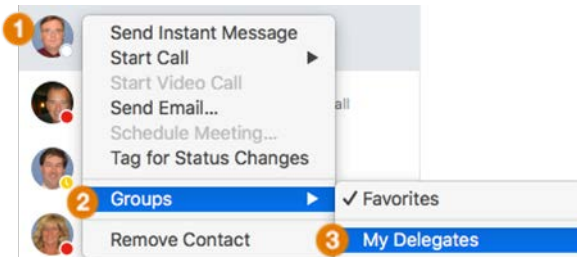
- To answer the call, click anywhere on the photo area or click the **Answer** button.
- To reject the call, click the **Hang up** button.




Assign delegates

You can assign delegates to manage your calls.

1. Right-click the name that you would like to make a Delegate.
2. Mouse over **Groups**.
3. Click the **My Delegates** group.



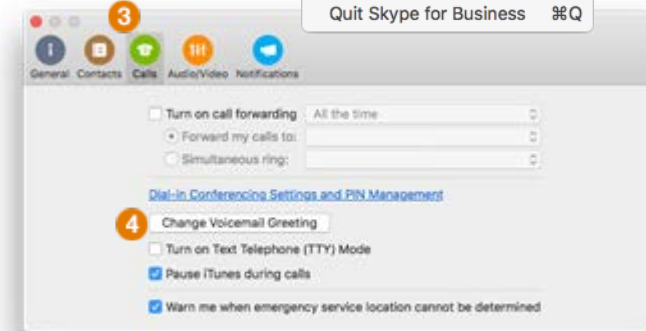
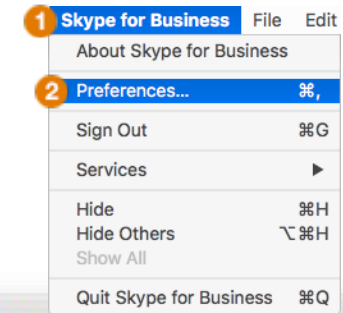
Invite more people to a call

1. In the Meeting pane, click  in the Participants pane, click **Invite More People**
2. Type someone's name or phone number in the Search field, then select them from the results. Double-click the name or Phone number to add them to the call.

Your new invitees receive a request to join your call.

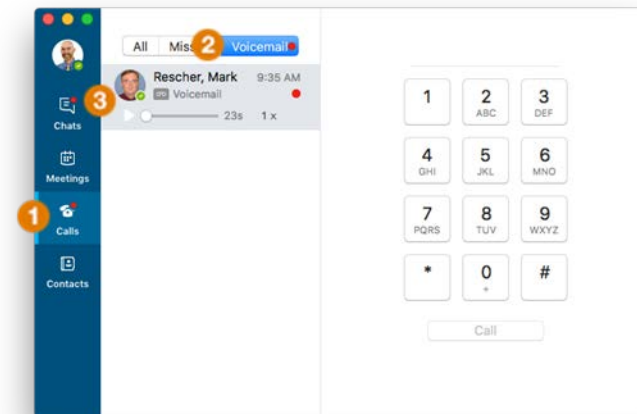
Set up voice mail greeting

1. Click the **Skype for Business** drop-down menu.
2. Click **Preferences...**
3. Click the **Calls** tab.
4. Click the **Change Voicemail Greeting** button.
5. Follow the prompts.



Listen to voice mail

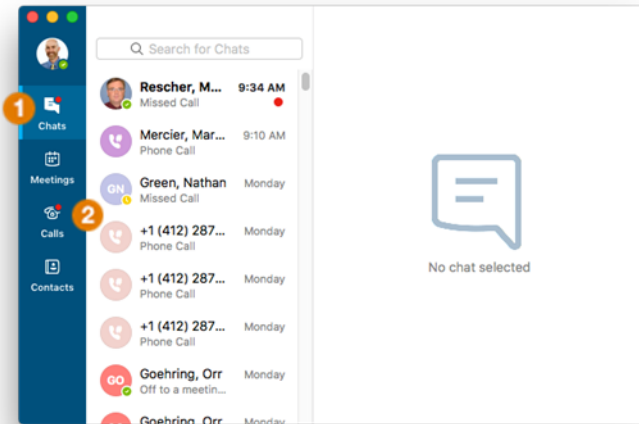
1. Click the Calls tab.
2. Click the **Voicemail** tab.
3. Click a voicemail and use the playback controls to listen to it.



Plantronics Voyager Focus with Skype for Business (macOS)

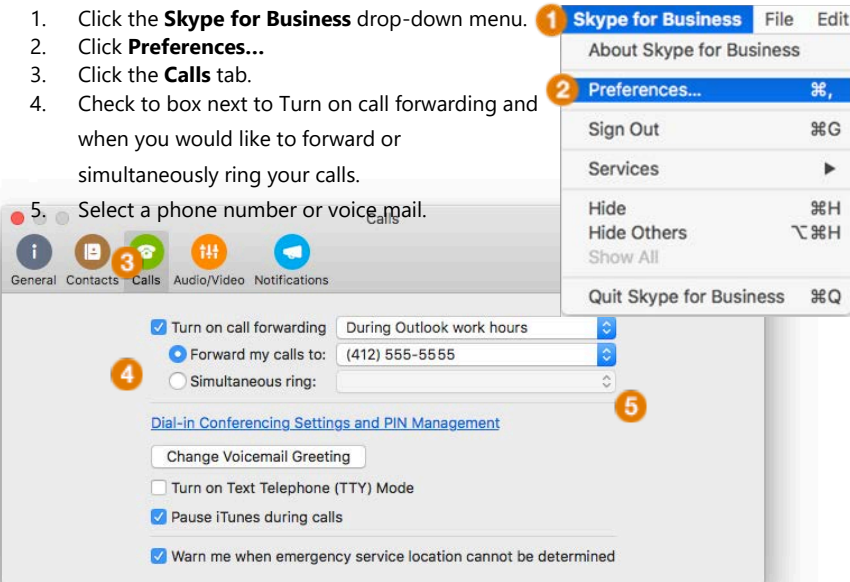
Review call history and previous conversations

1. Click the **Chats** tab.
2. Click a missed call or previous conversation to review.




Forward calls or set simultaneous ring

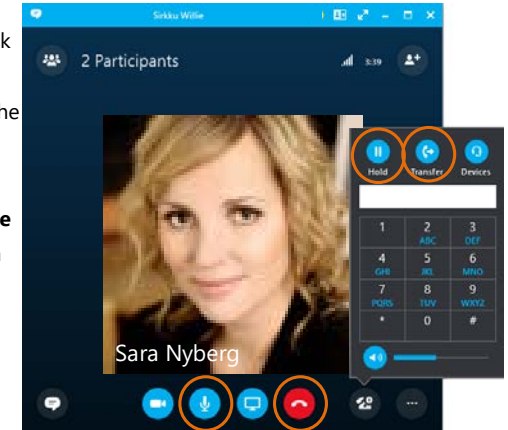
1. Click the **Skype for Business** drop-down menu.
2. Click **Preferences...**
3. Click the **Calls** tab.
4. Check to box next to Turn on call forwarding and when you would like to forward or simultaneously ring your calls.
5. Select a phone number or voice mail.



Use audio call controls

During a call, click the Call Options  button to do the following:

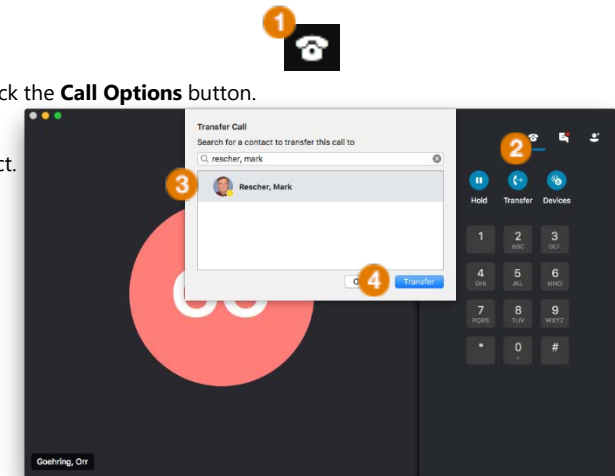
- To put the call on hold, click the **Hold** button.
- To mute your audio, click the **Mic** button in the conversation window.
- To hang up, click the **Phone** button in the conversation window.
- To **Transfer** a call, see the instructions below.



Transfer a call

To blind transfer a call:

1. During a call, click the **Call Options** button.
2. Click **transfer**.
3. Choose a contact.
4. Click **transfer**.



To perform a consultative transfer:

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