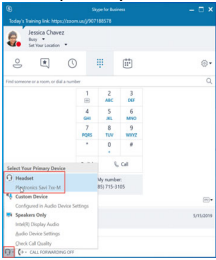


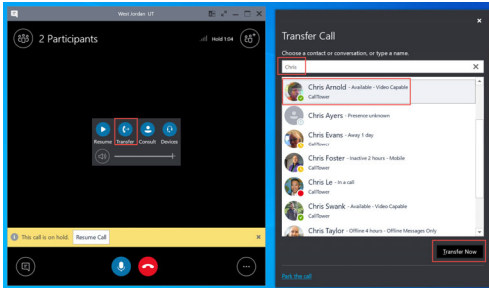
How to Set Primary Device:

1. Select primary device from the lower left corner and then select your headsets or phone device.



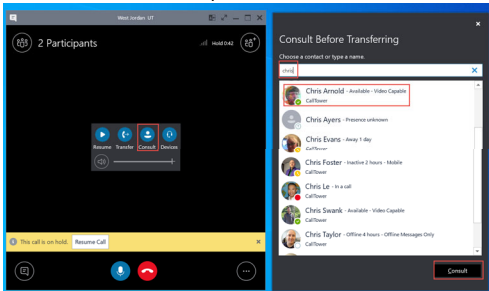
How to Blind Transfer a Call:

1. Select the "Transfer" button. This places the caller on hold. Then type in the person's name you want to transfer the call to. Select that person and then select the "Transfer" button

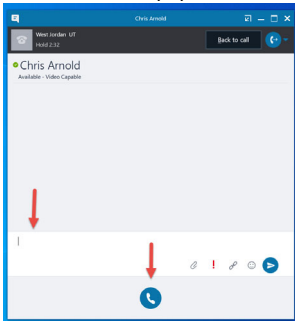


How to Consult Transfer a Call:

1. Select the "Consult" button. This places the caller on hold. Then type in the person's name you want to consult with. Select the person and then select "Consult"



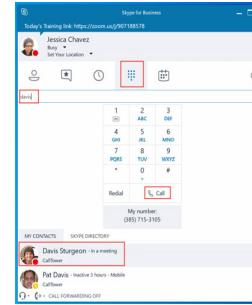
2. There are two ways you can consult with the person. Either Chat or Call.



3. Select the "Call" button to complete transfer.

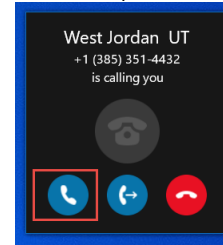
How to Place a Call:

1. Go to the Call icon in Skype for Business and search for the person you want to call. Select the name and click on the call button.
2. If you want to call a direct number, just type in the number and click the "Call" button



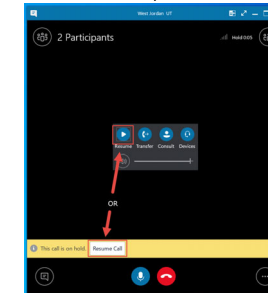
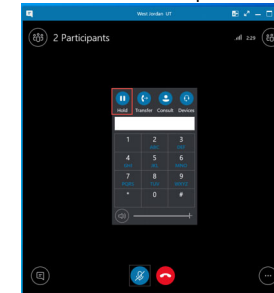
How to Answer a Call:

1. When the call alert appears on your screen (default is lower right-hand corner of the screen), click on the blue phone icon. If you select the red button, this will send the call to your voicemail



How to Place a Call on Hold:

1. Select the "Hold" button to place a call on hold. To resume, select the "Resume" button.



How to Forward Calls:

1. Select the "Call Forwarding Off" button at the bottom of the Skype for Business client. Select "Forward Calls To" and then type the number, select a name of person or select voicemail

