### Set up your audio device

First things first: set up your audio device and check the quality. You can use your computer’s mic and speakers, plug in a headset.

* Click **Select Your Primary Device** in the lower-left corner of the main Skype for Business window.
* Click **Audio Device Settings**.
* Pick your device from the **Audio Device** menu, and adjust the speaker and mic volume.

### Start a call

* Hover on a contact’s pic until the quick menu appears.
* Click the **Phone** button.

### Start a conference call

* In your **Contacts** list, select multiple contacts by holding the Ctrl key, and clicking the names.
* Right-click any of the selected names, then click **Start a Conference Call**.
* Click **Skype Call**.

Forward your phone calls\*

* In the lower-left of the main Skype for Business window, click the **Call Forwarding** button.
* Select **Forward Calls To**.
* Select **New Number** or **Contact**. Choose a contact, or type a number in the **Forward Calls** field.

*\*Call forwarding features are available on a limited basis*

### Answer a call

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

* To answer the call, click anywhere on the photo area.
* To reject the call, click **Ignore.**
* To start an instant messaging (IM) conversation with the caller instead of an audio call, click **Options,** and then **Reply by IM.**
* To reject the call and other calls, until you change your status click **Options**, and then  
  **Set to Do not Disturb.**

### Use audio call controls

During a call, point to the buttons 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 transfer a call, click the **Transfer** button, and select the number you want.
* To hang up, click the **Phone** button in the conversation window.

### Invite more people to a call

* In the Meeting pane, click  or, in the Participants pane, click **Invite More People**.
* Select or multi-select (Ctrl-click) from your contacts, or type someone’s name or phone number in the **Search** field, then select them from the results.
* Click **OK.** Your new invitees receive a request to join your call.

### Check your voice mail

* Click the **Phone** tab. You’ll see your messages and the caller’s info.
* Pause on a voice mail message and click **Play**.
* Click **More Options,** and select one of the choices, such as:
* **Open Item in Outlook** provides more information about the call.
* **Delete Item** deletes the voice mail from Lync.
* **Start a Video Call** with the contact.
* **Mark item as Read**
* **Call** the contact.
* **See Contact Card**

You can also click **View more in Outlook** to open the Voice Mail folder for more info.