

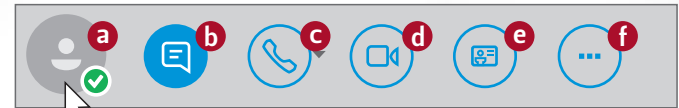
# Skype for Business

## Quick Reference

### 1. Instant Messaging (IM)

- **TO BEGIN IM** hover your mouse pointer over the **contact's picture** (a) until the **Quick Menu** appears. Select the **IM icon** (b). Alternatively **double click** the **contact's picture** to go directly to the **Chat Screen**.
- **TO READ AN IM** click anywhere in the **Photo Area** of the alert pop-up window that will appear in the lower-right of your screen.
- **TO STOP IM** close the chat screen.

### Quick Menu



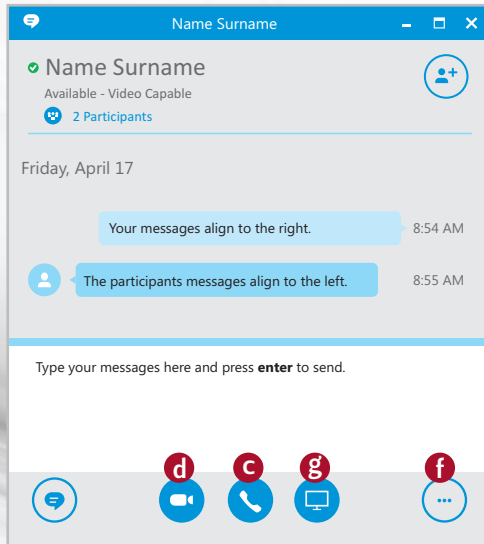
- a) Contact's picture
- b) IM
- c) Voice calls
- d) Video calls
- e) Contact card
- f) More options

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## IM Screen



- c) Voice calls
- d) Video calls
- f) More options
- g) Present desktop

## 5. Dialing numbers

- **OFFICIAL CALLS:** dial the number as you would normally do. (e.g.: 081 234 5678)
- **PRIVATE CALLS:** add **999** before the number that you are dialing. (e.g.: 999 081 234 5678)

Contact details  
X2000

Log an Incident  
[SolveIT@ufs.ac.za](mailto:SolveIT@ufs.ac.za)

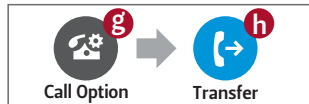
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## 2. Voice Calls

- **TO MAKE A VOICE CALL**, hover your mouse pointer over the **contact's picture** (a) until the **Quick Menu** appears. Select the **Voice Call Icon** (c). Alternatively right click on the contact and click **Call** and then **Skype Call**.
- **TO ANSWER A VOICE CALL**, click anywhere in the **Photo Area** of the alert pop-up window that will appear in the lower-right of your screen.
- **TO REJECT THE CALL**, click Ignore.
- **TO TRANSFER A CALL**, click the **Call Options** (g) button on the bottom right of the **Call Screen**. Now click on the **Transfer Button** (h) and select the number you want to transfer to.
- **TO END THE CALL**, click the **Red Phone** button in the conversation window.

### Quick Menu



## 3. Video Calls

- **TO MAKE A VIDEO CALL**, hover your mouse pointer over the **contact's picture** (a) until the **Quick Menu** appears. Select the **Video Call Icon** (d).
- **TO ANSWER A VIDEO CALL**, click anywhere in the **Photo Area** of the alert pop-up window that will appear in the lower-right of your screen.
- **TO REJECT THE CALL**, click Ignore.
- **TO END THE CALL**, click the **Red Phone** button in the conversation window.

### Quick Menu



- a) Contact's picture
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## 4. Adding a contact

1. Type a name in the **Search box** located above your list of contacts.
2. Locate the person you are looking for from the drop down list.
3. Right-click the name in the search results and select **Add to Contact List**.
4. Choose a group to add your new contact to.

### Contact Screen

