

Skype for Business

User Guide

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What is Skype for Business?

This guide is for people who are new to Skype for Business, and provides information on how to begin using it to communicate with your colleagues. Skype for Business was formerly known as Lync but was re-branded under the current release name after Microsoft acquired Skype. It is a communications platform that allows you to interact with your contacts using **instant messaging (IM), audio and video conversations**, and **Skype for Business Meetings**. It runs on Windows and Mac operating systems, and on mobile devices.

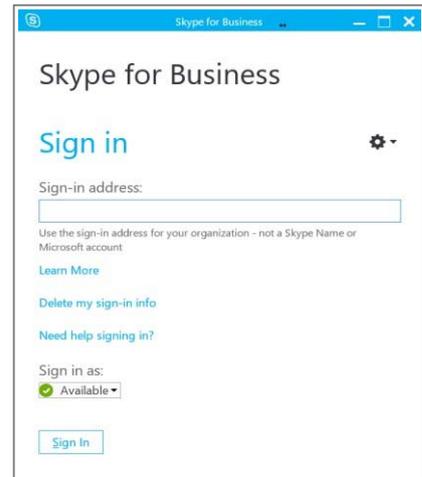
Accessing Skype for Business

Starting Skype for Business for the first time

Windows desktop:

The Skype for Business Windows client is installed by default as part of the Office suite.

- Click the **Windows start** button at the bottom left of your screen
- Select **All Programs > Microsoft Office 2013 > Skype for Business 2015**
- When the Skype for Business window appears, enter your **Sign-in address** and then click the **Sign In** button. It will then request your password. Enter your everyday network password.



When Skype for Business is running, you will see a large Skype for Business icon on the Windows taskbar, and a small Skype for Business icon in the system tray at the end of the task bar.

Closing the Skype for Business window does not close the application, but merely minimises the window, which can then be opened by clicking the large taskbar icon. The small system tray icon only provides access to a few select commands, and doesn't open the Skype for Business window, but you can right-click it to quickly update your status and exit Skype for Business.



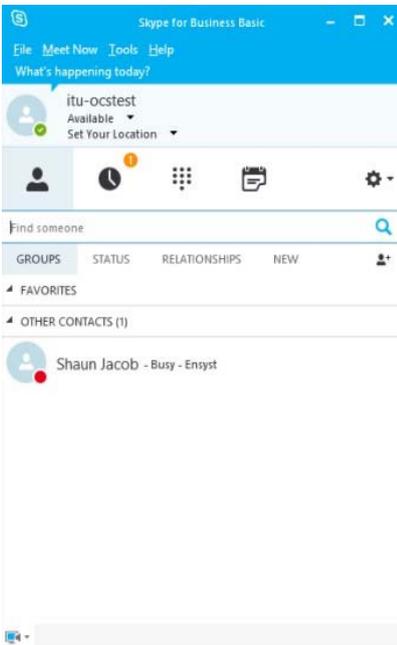
Customising Skype for Business start-up

You can change your default Skype for Business start-up options using the **Options menu** (cog icon) on the main screen, then choosing **Tools > Options**. Once the **Options** window opens, select **Personal** from the left hand panel, then make the required changes, such as unticking "Start automatically..."

Skype for Business basics

The main Skype for Business window

When you sign into Skype for Business, the main window will appear:

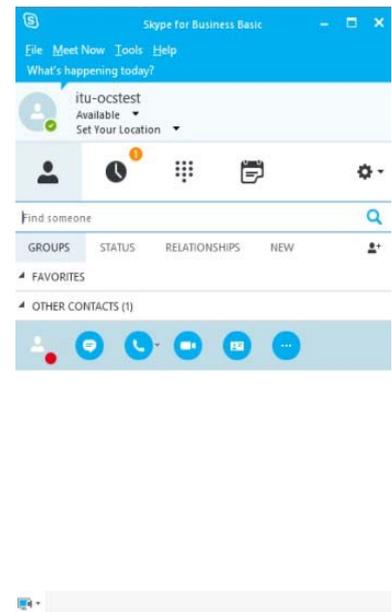


Displaying your availability: Presence

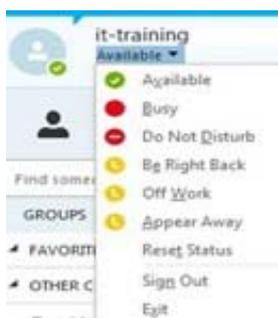
A user's availability is indicated by the coloured icon beside their profile picture. This availability status is known as your **presence** and will indicate a status such as Available, Busy, Away, Do Not Disturb, etc. Your presence indicator will effect which communication options are available. Presence is only indicated for those with the Skype for Business client running, otherwise it will show as Offline (uncoloured). Indicators are based on your Outlook calendar information, but update according to both your calendar and your activity.

For instance, if you are available at your desk but don't use your mouse or keypad for a period of time (the default is five minutes, but this can be changed), Skype for Business automatically changes your presence indicator from green to an inactive yellow icon. Using your keyboard or mouse returns your status to available.

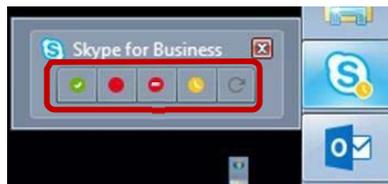
You can also manually change your availability by:



Using the drop-down status menu in the Skype for Business window



Hovering over the large icon on the task bar

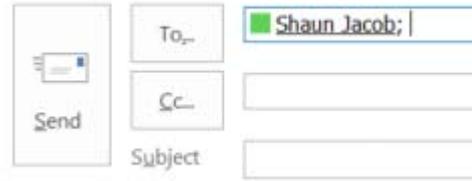


Right-clicking the small icon on taskbar



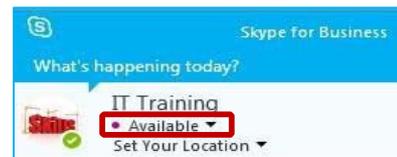
Manual status settings override all automatic changes. To return to automatic settings, select **Reset Status** from the status drop-down menu.

As Skype for Business is integrated with Outlook, you will automatically see the availability of colleagues when you communicate with them by email. When you append a name to the address field in a new email you will also see their presence status displayed beside the name.



	Available *	Online and available	
	Be Right Back **	Away from your computer briefly	
	Away *, **	Logged on, but have been away from computer for a period of time.	
	Off Work **	Not working or not available	
	Busy *, **	Hard at work and shouldn't be interrupted	
	In a call *	In a Skype for Business call (two-party call)	
	In a meeting *	In a meeting (using Skype for Business or Outlook)	
	In a conference call *	In a Skype for Business conference call (Skype meeting with audio)	
	Do Not Disturb **	Do not want to be disturbed. You will see IMs, but only if you're both in the same Workgroup.	
	Presenting *	Giving a presentation	
	Out of the office	Set to OOF in your Outlook calendar	* Set automatically for you based on your keyboard
	Offline *	Not signed in	activity or Outlook calendar.
	Unknown	Presence can't be detected	** You can set your presence to this anytime you want.

Guide to status icons



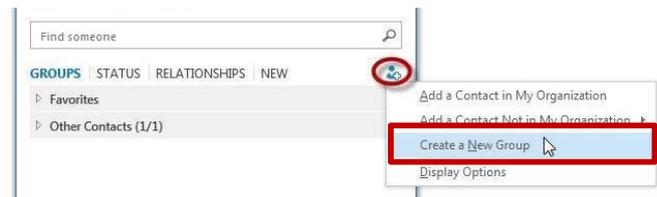
If your Outlook calendar is set to Out-of-Office, but your Skype presence is set to Available (for instance, if you were working from home), there would be a purple dot displayed beside the status, as shown above

Contacts

When you first start using Skype for Business, it is worth investing some time setting up contacts and groups so that you can easily communicate with people that you frequently interact with.

Creating a group

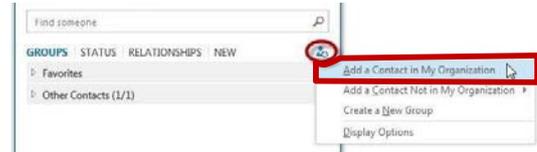
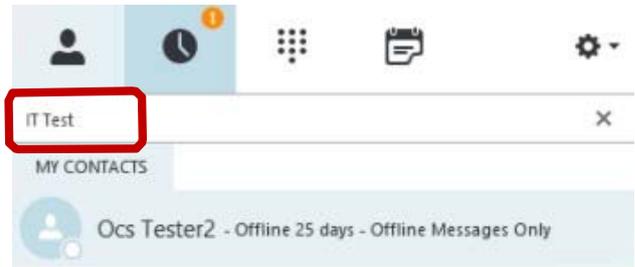
- In the main Skype for Business window, click the **Add a Contact** icon , then choose **Create a New Group**
- Alternatively, right-click any group name in your contacts list (e.g. Other Contacts), and then click **Create New Group**.
- A **New Group** box will appear. Rename it by overwriting the text so that the new name is meaningful to you.
- Your group has been created, and you can start adding contacts to it directly from the search field as described in the next section.



Finding and adding contacts

From the Company Directory

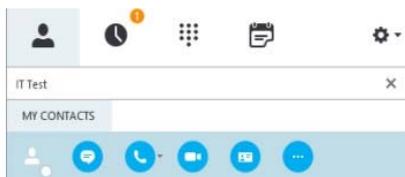
- In the main Skype for Business window start typing the name in the search box.
- A list of matching people from your Contacts will appear.
- Right-click on the required name and select **Add to Contacts List** or you can add them directly to one of your listed contact groups.
- You can also add contacts from the Add a Contact icon , then choose **Add a Contact in My Organisation**.



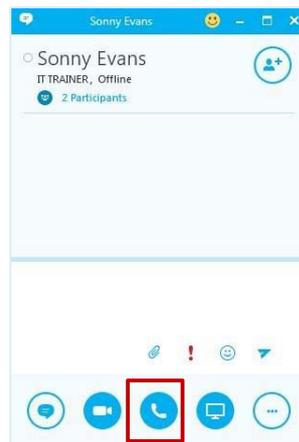
Communicating with your contacts

To communicate with a contact, use one of the following methods to access the communication tools, then select the option you want to use (e.g. instant message, video call, etc).

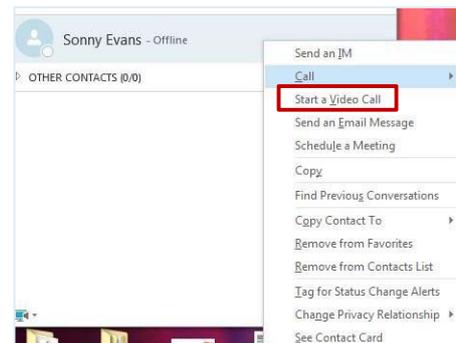
Hover your mouse over their picture in the contacts list



Double-click anywhere on their contact listing:



Right-click their contact listing:



Instant messaging (IM)

Instant messaging (IM) allows you to communicate with people in real time, and on a moment's notice. It is less formal than email, and faster than a phone call. You can have an IM conversation with one or many people, send pictures and files or add audio or video.

Starting an IM conversation with one person

- Locate the person you want to send an instant message to.
- Display the communication options for that person using one of the above methods; choose the instant messaging icon.  A conversation window will appear.
- Type your message at bottom of the conversation window and press the return key or click the send icon (>). Your conversation appears at the top of the conversation window. You can also

click options to add an attachment, emoticons, or mark the message as important.

Responding to an IM alert

When someone starts a new IM conversation with you, an alert pops up on your screen.

To see the message, click anywhere on the photo area to accept it. The IM conversation window will open to display the message.

To reject the message, click **Ignore**. The message request will go to your Outlook Inbox as a missed message.



If you do not want to receive new IM alerts, set your presence status to **Do Not Disturb**. You can do this from the **Options** menu on an incoming IM alert box, or changing your status in the main Skype for Business window.

Holding an IM conversation with more than one person

If you have already started an IM conversation, you can add others to it by dragging their picture from your contacts list into the conversation window or if they are not in your list click, the **Invite More People** button at the top of the conversation window to bring up the directory.

If you want to start a new IM conversation with a group that you have already set up, right-click the group name in your contacts list and click **Send an Instant Message** to start the conversation. Your message will go to all group members.

To start a new IM conversation with contacts that aren't in a group, go to your contacts list and hold the **Ctrl** key while you click each contact. When you have selected all the required contacts, right-click and select **Send an IM** to start a multi-way conversation.

Sending a file or image using IM

To send a file or image to someone during an IM conversation, either:

- Drag-and-drop a saved file into the text input area;
- Use the attachment option (paper-clip icon) in the message window; or
- Copy and paste a saved file or image from an Office program into the text input area.

The recipient will get a notification in their Skype Window of content being made available that they can then open and save.

Making an audio or video call

If you have a microphone, a headset (or speakers) and a webcam attached to your computer, you can use Skype for Business to make and receive audio and video calls.

Skype for Business automatically detects your audio and video devices, but before making an audio or video call you should check that they are set up correctly. To do this:

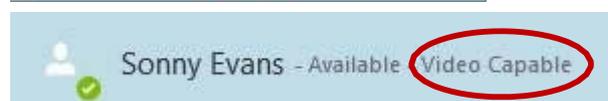
1. click the **Options** menu (cog icon) in the main Skype for Business window
2. choose **Tools > Audio (or Video) Device Settings**.

To make a call:

1. locate your contact in Skype for Business,
2. click the **Audio** or **Video** icon.

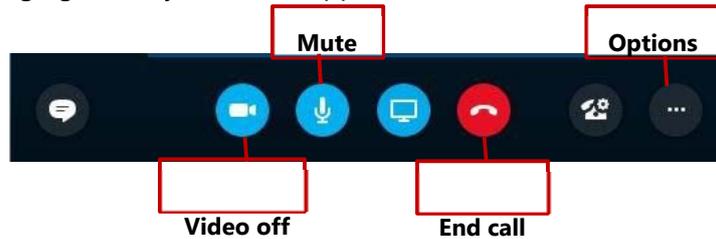


Contacts who have a webcam set up, and so can accept video calls, have **Video Capable** on their contact details.



When you call a contact, an alert pops up on their screen which they can accept by clicking anywhere in the photo area, or choose to reject the call.

Once in progress, you can control the call by putting it on hold, muting your audio, switching between audio devices, and changing the way the video appears on screen.



To end the call, close the window or click the **End call** button.

Conversation History

Skype for Business conversations are saved by default. You can view the list of conversation, including notifications of missed conversations, in both Skype for Business and also in Outlook.

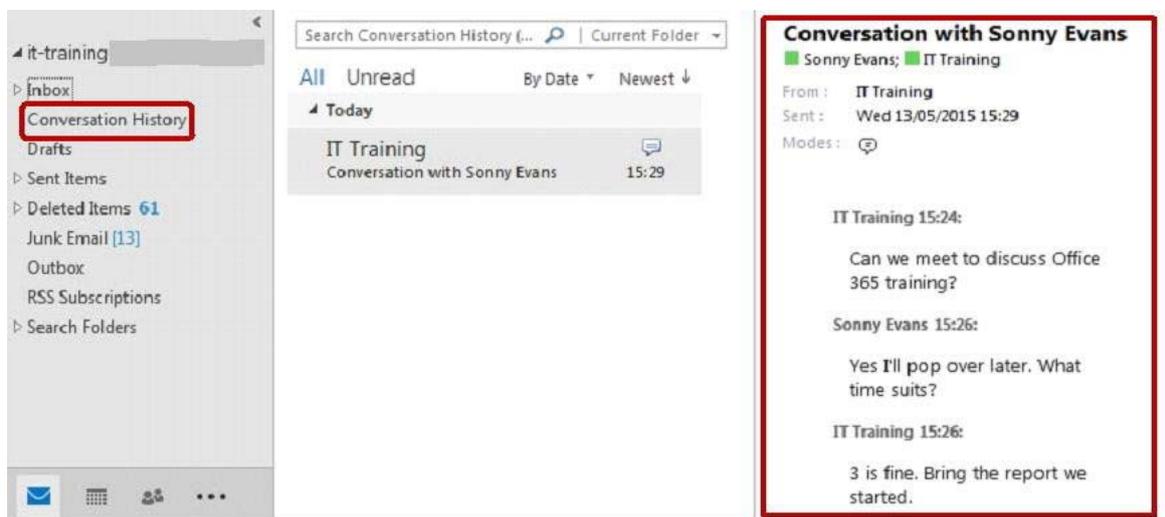
To view conversations:

1. In the main Skype for Business window click on the **Conversation tab**, all conversations will be listed with the most recent on top; double click on one to open and view a conversation.



OR

2. In Outlook, Skype for Business conversations are saved in a folder labelled **Conversation History**.



Skype for Business meetings

The meeting feature gives you the capability to collaborate by making presentations online and sharing desktops, programs, files and a whiteboard between meeting participants.

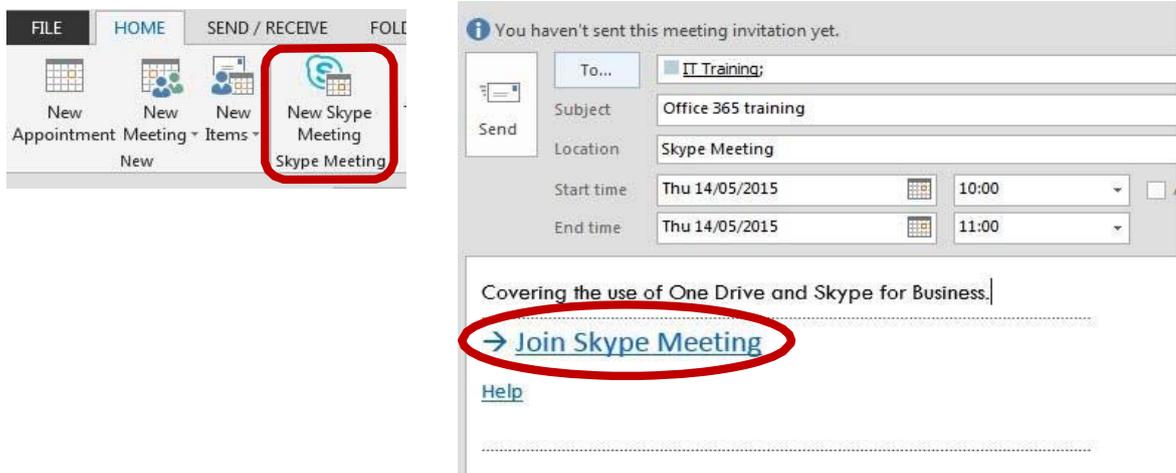
Scheduling a meeting

If you use the Outlook desktop client or Outlook 365 online, you can use **Skype for Business Meeting** to schedule a single or recurring online meeting similar to the way you use Outlook to schedule regular meetings. To initiate an online meeting request in the desktop client:

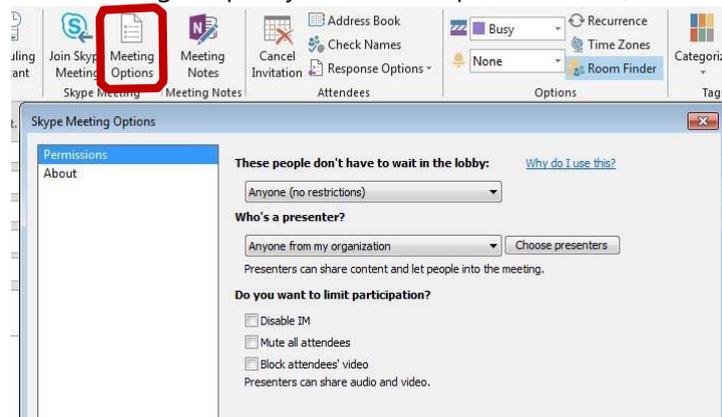
1. Start as you would normally by going to your Outlook calendar.

2. Click the **New Skype Meeting** button on the ribbon
3. In the meeting request window enter the attendee and date/time data as for a standard meeting.

A link is automatically added to your meeting request that invitees can click to join the conversation.



With the meeting request created, you then have access to the **Meeting Options** button on the ribbon where you can set meeting preferences and permissions (for example, if you wanted to control how an attendee is admitted to the meeting or specify who can be presenter, etc).



When it is time to join the meeting you can join by either:

- Opening the meeting event in your Outlook Calendar and click the meeting link, **or**
- Join directly from an Outlook reminder, **or**
- In the Skype FB window, go to the Meeting tab and double-click on the meeting listing.

Using the Skype for Business Web App to join a meeting (external guests)

The Skype for Business Web App allows non company staff or students who don't have a full version of Skype for Business to participate in Skype for Business meetings.

A scheduled meeting is required - guests cannot join without an invitation and they must have enabled audio and/or video devices.

Instructions for guests

NOTE to staff – you could send/direct your guest to these instructions.

1. Open your Skype for Business invitation
 - In order to use the Skype for Business Web App, you must be invited to a Skype for Business meeting (usually by someone with a full version of Skype for Business).

- Look for your invitation in your Outlook calendar or your email inbox.

2. In your invitation, click on Join Skype Meeting



3. Sign in as a guest

- Enter a guest name and click Join the meeting



4. Install the Skype for Business guest app plug-in

- If you have not yet downloaded the Skype for Business Web App, you will be prompted to do so.

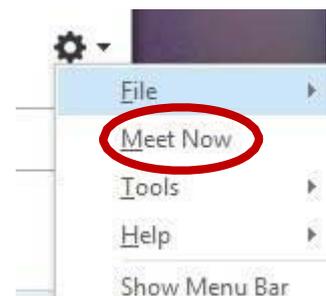


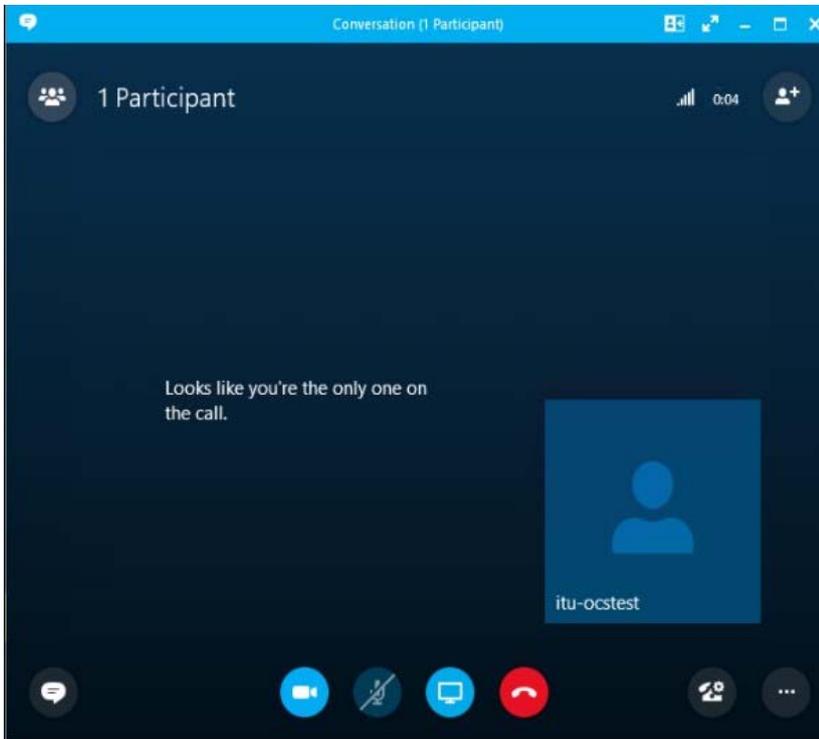
- Follow your web browser's instructions for downloading and installing the Skype for Business Web App plug-in.

Starting an unscheduled meeting

For spontaneous meetings, the **Meet Now** feature in Skype for Business allows you to hold impromptu meetings without the need to schedule in Outlook.

- In the Skype for Business window, go to the **Options** menu (cog icon) and select **Meet Now**.
- A meeting conversation window will open and you will be able to invite participants using the **Invite** button.





Sharing your desktop and other content

You can share content with colleagues either from the messaging conversation window or during a meeting. This presentable content can include your computer desktop, a single program file or a PowerPoint slideshow. You can also share a virtual whiteboard, conduct polls and hold a Q&A session.

NOTE: When you share your desktop, everyone participating can see your entire desktop including notifications. If you have confidential information or documents that you don't want people to see, close them or use program sharing instead.

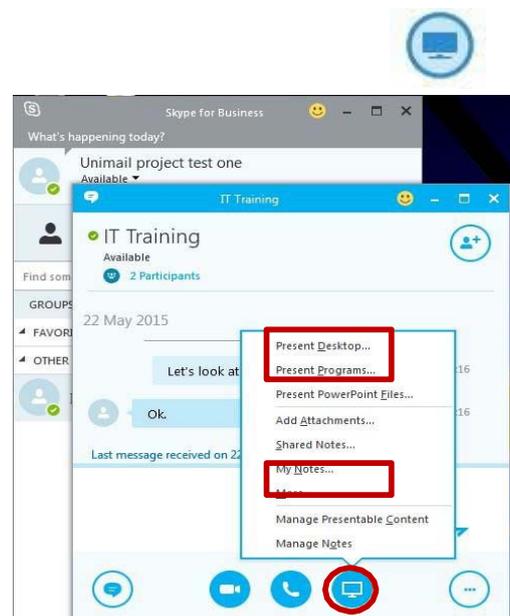
Start sharing

Start sharing by first establishing a connection to your contacts by starting an IM conversation, audio/video call or a meeting.

To share your screen, click the **Present Icon** from within a conversation or meeting window.

From the content options menu:

- Click **Present Desktop** to show the entire contents of your desktop (if for instance you are working with multiple programs). If you have a dual-monitor setup, you can choose to select all monitors, the primary monitor only, or the secondary monitor.
- Click **Present Programs** and double-click the program window you want to share a single Word or Excel file (the program for sharing must already be open).
- Click More... to access other presentable content items such as Whiteboard and Polling.



When you share a program file or desktop, the window will have a yellow border and a **Now Presenting** tab will display on

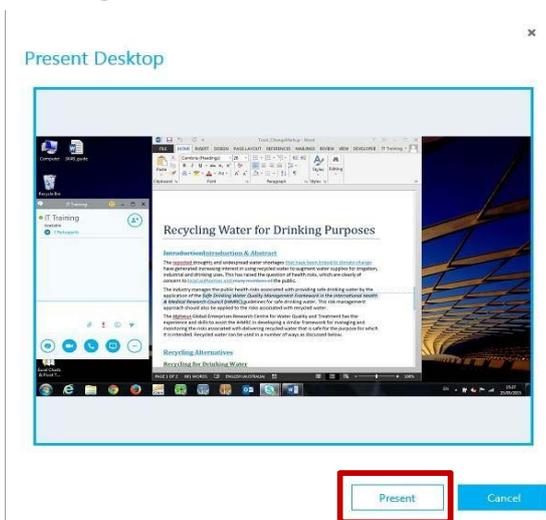
your desktop. Your presence status will also automatically change to Presentation, and will thus restrict other Skype for Business alerts appearing.

Your participants will receive an alert to notify them that you are sharing content. Once they click Accept, the shared content will appear in a window on their screen.

Initially, only the person who started presenting can control the content. You can however, allow any participant to share control. You can take back full control at any time. See the later section on allowing participants to control content for more details.

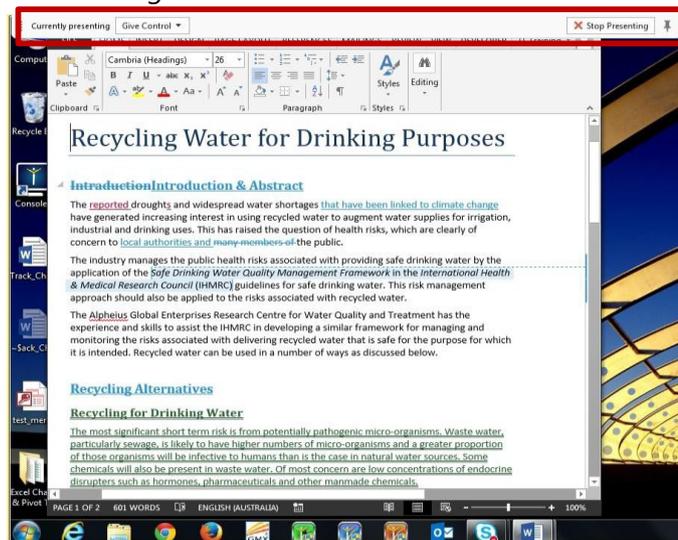
What the presenter sees:

Initiating the content share



Click the **Present** button to send a sharing request to your participants

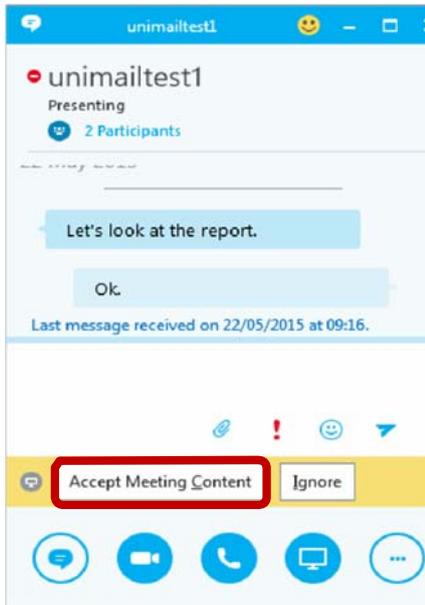
With sharing established



The **Sharing toolbar** for sharing control with other participants appears at the top. The yellow border around the desktop indicates the extent of what other participants can see.

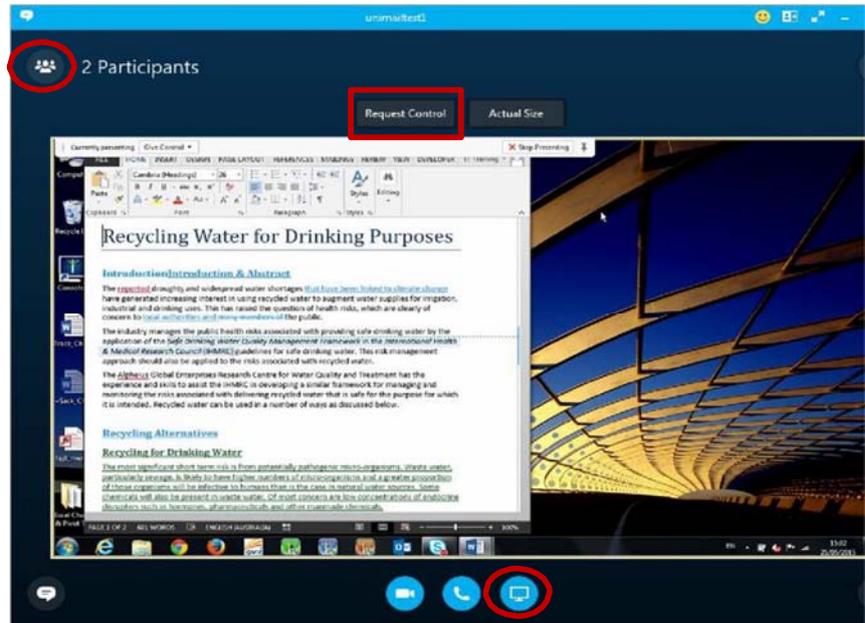
What the participant sees:

An invite to share alert appears either on the desktop or, if open, in the message window.



Click **Accept** or on the picture area in the desktop alert.

Once accepted, the participant will see this sharing stage where they can click buttons to request control or other options such as inviting more participants or sharing their own content.



To stop sharing the content, close the stage window.

Allowing participants to control content

On the sharing toolbar at the top of the presenter's screen, use any of these options:



1 Click **Give Control** to share control of your desktop or programs with the specific participants. (**Control Automatically** gives access to anyone automatically who requests control of your desktop; recommended only for small meetings)

To revoke control rights, select **Take Back Control**. Alternatively, hit the **Ctrl + Alt + Space**

2 Click **Stop Presenting** when you are done sharing your screen.

3 Click the pin to hide the toolbar and have more space. To unhide the toolbar, move the mouse to the top of the screen.

Exiting Skype for Business

When you have finished using Skype for Business, you can either

1) close the Skype for Business window,

2) sign out of your session or

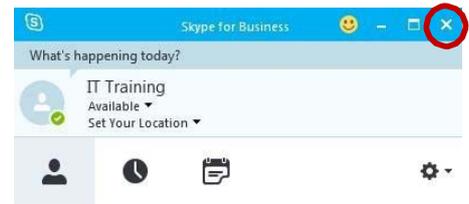
3) exit from the program. The differences are summarised

Option	Is Skype for Business running?	Can others see your status?
Close	Yes	Yes
Sign out	Yes	No
Exit	No	No

here:

Closing the Skype for Business window

You can close the Skype for Business window by clicking the **X** in its upper right corner. Although the window closes, your session continues to run, so others can still see your availability status and you still receive alerts.



The Skype for Business icons on your taskbar will appear as they do when you have the Skype for Business window open, indicating your presence status. Re-open the Skype for Business window at any time by clicking the large icon in the program section of the taskbar.



Sign out

Sign out closes your Skype for Business session, but continues to run Skype for Business in the background, making it easier to sign in again when you're ready. The Sign out option is available from your status drop-down in the main Skype for Business window or by right-clicking the small icon in the system tray at the end of the taskbar. Once you have signed out in this way, others cannot see your status or interact with you. Skype for Business icons  on your taskbar appear with crosses:

Exit

Exit closes your Skype for Business session and stops Skype for Business running on your computer. Both icons will disappear from the taskbar at the bottom of your screen. After exiting, use the **Windows start** menu if you want to restart Skype for Business (pin it to the task bar for easy access).