

Skype for Business Basics

Skype is a program that allows you to contact and share with your coworkers and others with instant messaging (IM), audio and video calls.

NOTE: If signed onto Skype on more than one device, only **one** of the devices will receive new incoming messages, calls, etc. To avoid this, sign out of the device(s) you are not using.

Contacts

Finding Someone

- To find someone via Skype, launch a search by typing the person's name or IM address in the search box on the Skype main window. The results display automatically.

Adding Contacts

To add someone as a contact:

- Use Skype search to find the person you want to add.
- Right-click the person's listing in the search returns.
- Click **Add to Contact** list.
- Click a group to add your new contact to.

View a Contact Card

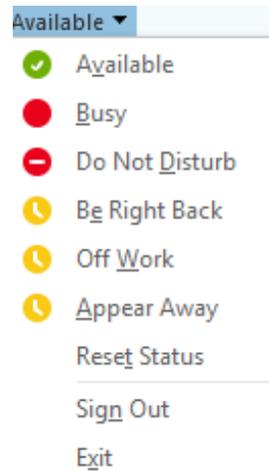
- To see someone's card, find the person in you Contact list or via search, point on his or her picture, and then click **See Contact Card**.

Accepting IM Requests

- Click anywhere on the picture display area of the IM request pane.

Manage your Presence

- In the Skype main window, click the arrow next to your status.
- Select a status from the list, such as **Do Not Disturb**.



Switching Between Conversations

- Skype will display all conversations you are having at once, which lets you to toggle between them. Click any tab to bring that activity to the foreground.

Creating Groups

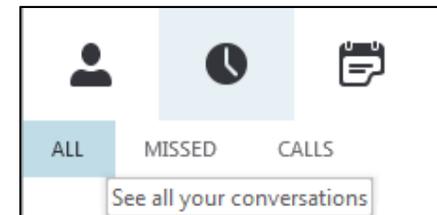
- In the Skype main window, click the **Add a Contact** button.
- In the drop-down menu, select **Create a New Group**.
- Type over the phrase **New Group** to give your group a name.

Instant Messaging

- Point to the picture of the contact you want to send an instant message to. **TIP:** To have an IM conversation with more than one contact, hold down the Ctrl key, and click each contact you want.
- In the display bar that appears, click the **IM** button.
- Type your message in the message input area at the bottom of the IM window, and then press the Enter key to send.

Find Previous Conversations

- Near the top of the Skype main window, click the **Conversations** tab.



- Click **All** or **Missed**, depending on what you're looking for. If you don't see the conversation you're looking for, click **View More in Outlook**, at the bottom of the list.
- Double-click the conversation that you want to view or resume

Video

Set-up

To set up your camera:

- Click **Options** in the Skype main window, then click **Video Device**.
- If you don't see your video preview, make sure the camera is working correctly.
- To adjust settings, click **Camera Settings**.

Starting a Video Call

- Point to a contact's photo in your  Contacts list and click the camera icon.
- To end the video portion of the call, point to the camera icon, and then click one of the following:
 - a. **Stop My Video** to stop your video stream.
 - b. **End Video** to stop seeing all video. You'll still have audio.

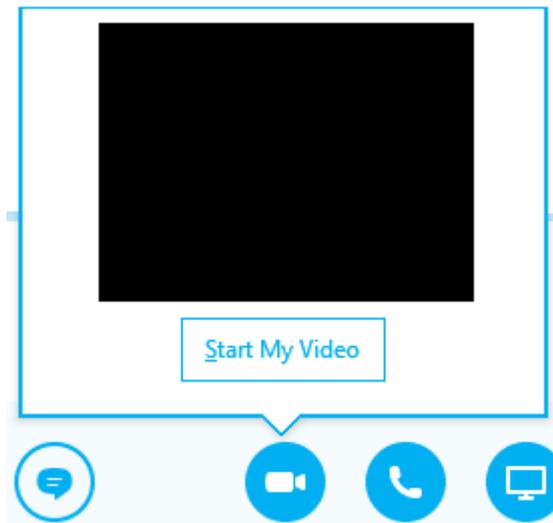
Answering Video Calls

- An alert will pop up on your screen when someone calls you. To answer the call, click anywhere on the photo area or click **Ignore** to reject the call.
- Click **Options** and the appropriate selection to do any of the following:
 - a. Reply by IM instead of video.
 - b. Answer with only audio.
 - c. Change your status to **Do Not Disturb** to ignore this call and others until status is changed.

Choosing your Layout

In the video conversation window, click **Pick a Layout**, and choose one of the following:

- **Gallery View** to show all the participants' videos.
- **Speaker View** to show only the presenters' videos.
- **Content View** to show only the meeting content.
- **Compact View** to show the tiles of the participants in a compact window.



Managing Participants

To manage the participants, right-click a person's video or photo, and click:

- **Mute, Unmute, or Remove** to mute, unmute, or remove that person from the call.

- **Lock the Video Spotlight** to make that person's video the spotlighted video.
- **Pin to Gallery** to keep that person in the Gallery View.

Choosing a View

In the video conversation window, click:

- **Pop out video gallery** to see the videos in a separate window.
- **Full Screen View** for a large view of the videos.
- **Pop in video gallery** to go back to normal view.

Inviting Others

1. In the conversation window, pause on the people icon, and click **Invite More People**.
2. Type or select the new invitee(s), and click **OK**.

Adding Video to a Call

1. In the conversation window, point to the camera icon, and check your preview.
2. Adjust your camera if needed, and click **Start My Video**.
3. To end sharing your video, click **Stop My Video**.

Meetings

Starting a Meeting

Schedule

You can use the Outlook add-in for Skype or set up meetings by using Skype Web Scheduler, available at <https://sched.lync.com>.

To schedule a meeting with Outlook:

1. Open Outlook calendar, and on the **Home** tab, click **New Skype Meeting**.
2. In the meeting request, add recipients, a subject, agenda, and date/time.

Setting up Meeting Options

You can customize some meeting options, including who can access, present in, and share video during an individual meeting, and whether IM is enabled. The options you can set vary depending on whether you use Outlook. If you use Outlook, set meeting options from the meeting request for a meeting you set up.

- Open the meeting request, and on the **Home** tab, click **Meeting Options**, and then in **Access and Presenter** options and **Audio and phone** options, choose the appropriate selections.

If you don't use Outlook, you can change some options for participants during a meeting you're a presenter in.

Recording and Playing Back a Meeting

1. In the meeting window, click **More Options**, and then click **Start Recording**.
2. Use the controls at the bottom of the meeting room to pause, resume, or stop the recording.

After the recording is stopped, Skype automatically saves it in a format that plays in **Windows Media Player** and **Zune**.

To play, rename, or delete a recording, click **Manage Recordings** on the **More Options** menu, and click your selection. You can also click **Browse** to go to the location of the recording and make a copy of the file to post on a shared location for others to view.

Managing Participants

In the meeting window, point to the people button, and do any of the following:

- To manage a participant, on the Participants tab, right-click the person's name, and use the options to mute, unmute, remove, etc.
- To manage all, on the Actions tab, click:
 - **Invite More People** to add participants.
 - **Mute Audience** to eliminate background noise.
 - **No Meeting IM** to turn off meeting IM.
 - **No Attendee Video** to block attendees from starting their video.

- **Hide Names** to hide the names on the pictures.
- **Everyone an Attendee** if you have too many presenters.
- **Invite by Email** to send email invitations to additional people.

Joining a Meeting

1. Do any of the following:
 - In the Skype main window, above the search box, click the **Meetings** icon, and then, in the meeting listing, click **Join**.
 - In the meeting request, click **Join Skype Meeting**.
 - In the meeting reminder, click **Join Online**.
 - If the meeting request includes call-in information, you can call in to the meeting from a phone.
2. Unless you call in, on the Join Meeting Audio window, select one of these options.
 - Use Skype
 - Call me at:
 - Don't join audio

Sharing

Share Your Desktop or Program

1. In your **Contacts** list, double-click a contact to start an IM conversation, and add people or groups by dragging them

into the window from your **Contacts** list.
Or, join a scheduled Skype Meeting.

- Point to the present (monitor) button, and, on the Present tab, either:
 - Click **Desktop** to show the entire content of your desktop.
 - Click **Program** if you want to share just an open program, and then double-click the program you want.
- (Optional) To add audio, click the phone button.
- (Optional) To add video, click the camera button.

Sharing Notes

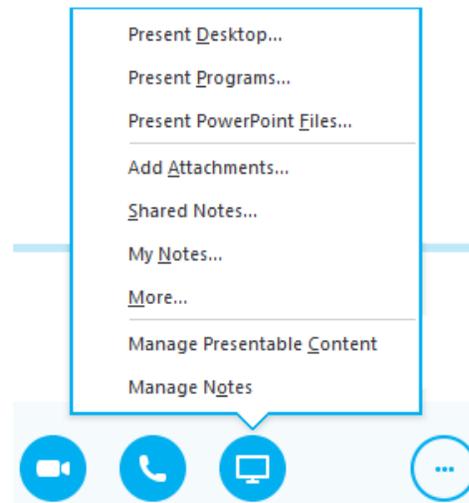
- In a conversation window, point to the present (monitor) button, and click the OneNote tab.
- Click **Shared Notes**, and then, in the note picker, select a notebook or note page, or click **New Notebook** to create a new one.

The page you select docks on your desktop, and the other participants receive a notification about the shared notebook. Let them add notes, if you want (see the section “Give Control” for details).

Sharing a PowerPoint Presentation

- Point to the present (monitor) button, and, click **Present PowerPoint Files**.
- Find and select the file you wish to share.
- Do any of the following:

- To move the slides, click **Thumbnails**, then click the slide you want to show, or use the arrows at the bottom of the meeting window.
- To see your presenter notes, click **Notes**.
- To use highlights, the laser pointers, and other annotation tools, click the **Annotations** button on the upper-right corner of the slide. Annotating doesn't change the actual file, although, you can save an annotated copy, if you want.
- To prevent someone from skipping ahead or using annotations, in the meeting window, click **More Options**, click **Skype Meeting Options**, and then select the



permissions level for the participant(s).

Sharing Files and Photos

Simply drag and paste saved files, including images, or copy and paste a file or any image into the text input area of a conversation window.

Sharing a Whiteboard

A whiteboard is a blank area where you can type notes, draw, or import images that meeting participants can work on together.

- In a conversation window, point to the present (monitor) button
- Click the **More...** option, then click **Whiteboard**.
- Use the annotation toolset on the right side of the whiteboard for highlight, stamps, laser pointer, writing, drawing, and other tools.

Giving Others Control

- On the sharing bar at the top of the screen, click **Give Control**.
- Click the name of a person under Attendees to give them access, or click **Give Control Automatically** to automatically give access to anyone who asks for control of your desktop.

Taking Back Control

- To take back control of your desktop or program, click **Give Control** again.
- If **Give Control Automatically** is selected, click it to clear it again. To



take back control from a person, click
Take Back Control.

Selecting Who Can Download Files

1. During a sharing session, point to the present (monitor) button, and then click the **Manage Presentable Content** button.
2. Click the Permissions menu, and then select one of the following:
 - **Organizer**, to allow only the person who set up the meeting to download the file.
 - **Presenter**, to allow only the people who the organizer set up as presenters to download the file.
 - **Anyone**, to allow all participants to download the file.