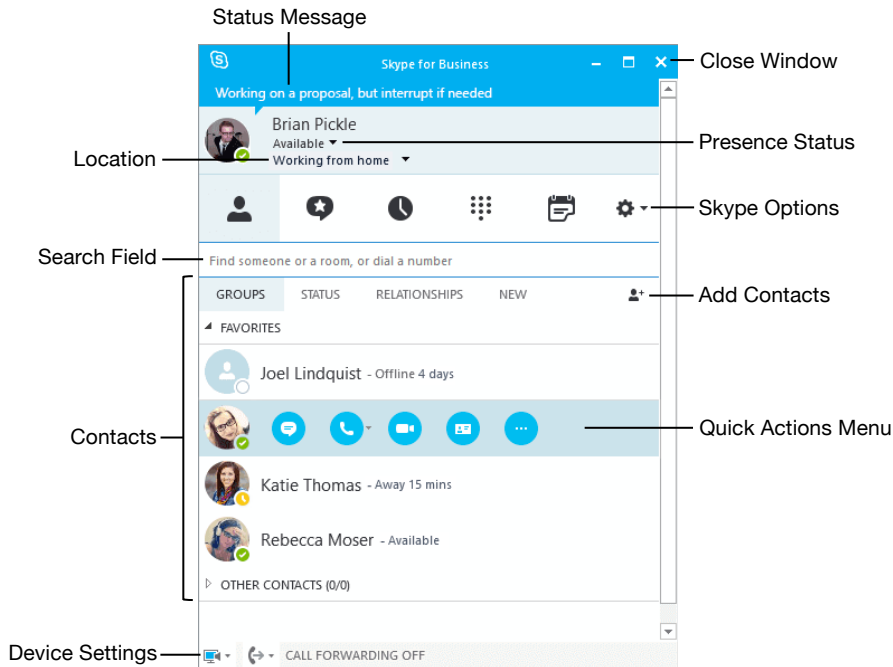




## The Skype for Business Program Screen



## Keyboard Shortcuts

### General

- Display Contacts list ..... **Ctrl + 1**
- Display Persistent chat ..... **Ctrl + 2**
- Display Conversations list .... **Ctrl + 3**
- Display Phone tab ..... **Ctrl + 4**
- Display Meetings tab ..... **Ctrl + 5**
- Meet Now..... **Alt + M**
- Open System menu..... **Alt + Spacebar**
- Activate Search field ..... **Ctrl + Alt Shift + 3**

### Instant Message

- Accept incoming invite..... **Win + Shift + O**
- Decline incoming invite ..... **Win + Esc**
- Close conversation window..... **Alt + F4**
- Invite additional contacts to current conversation..... **Alt + V**
- Save IM history ..... **Ctrl + S**
- Show/hide IM area ..... **Ctrl + W**
- Send a file ..... **Ctrl + F**
- Open received file..... **Alt + P**
- Decline sent file ..... **Alt + D**

### Voice and Video Calls

- End a call ..... **Alt + Q**
- Transfer a call..... **Ctrl + Shift + T**
- Show/hide participants..... **Ctrl + R**
- Display dial pad ..... **Ctrl + Shift + D**
- Add/end audio..... **Ctrl + Enter**
- Add/end video..... **Ctrl + Shift + Enter**
- Hold/resume audio ..... **Ctrl + Shift + H**
- Rejoin meeting audio ..... **Alt + R**
- Show/hide sharing stage ..... **Ctrl + Shift + Y**
- Show compact view ..... **Ctrl + Shift + P**
- Show speaker view ..... **Ctrl + Shift + J**
- Show gallery view ..... **Ctrl + Shift + I**
- View video full screen ..... **F5**
- Exit full-screen video..... **Esc**

## Getting Started

**Sign In:** Enter your email address in the Sign-in address field and click **Sign In**. Enter your password, click **Sign In**, and click **Yes**.

**Sign Out:** Click the **Options** ⚙ list arrow, select **File**, and select **Sign Out**.

**Set a New Presence Status:** Click the **Presence Status** list arrow and select a status option.

- |   |                |  |
|---|----------------|--|
| 🟢 | Available      | Online and available                                   |
| 🔴 | Busy           | On a Skype call, or busy according to Outlook Calendar |
| 🔴 | Do Not Disturb | Online, but does not want to be disturbed              |
| 🕒 | Be Right Back  | Will return shortly                                    |
| 🕒 | Off Work       | Not in the office                                      |
| 🕒 | Appear Away    | Currently away from computer or idle                   |
| ⚪ | Offline        | Not currently signed in to Skype for Business          |

**Update your Status Message:** Click in the **Status message** field (if no status is set, it says "What's happening today?"), type a new status or delete an existing status, and press **Enter**.

**Update your Location:** Click the **Location** list arrow and ensure **Show Others My Location** is selected. Click in the **Set Your Location** field, type a location or delete an existing location, and press **Enter**.

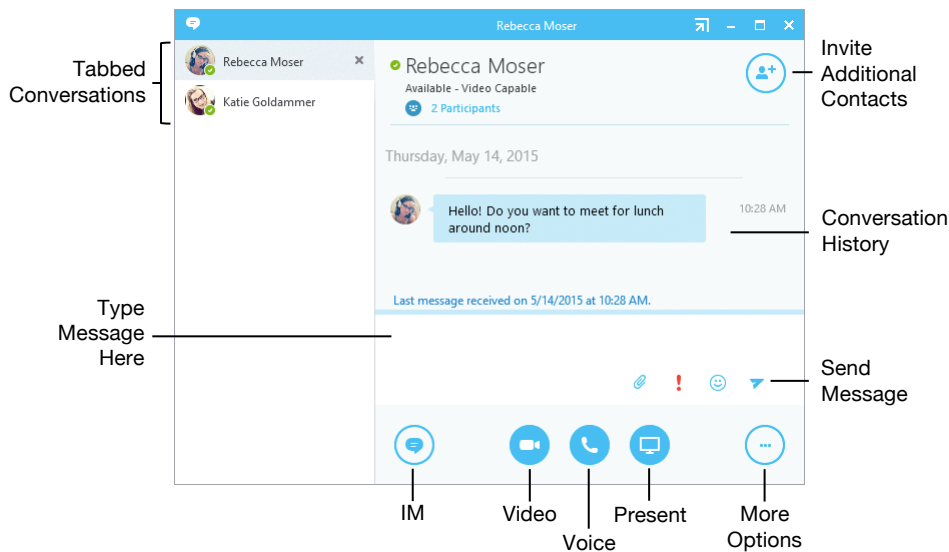
**View Conversation History:** Click the **Conversations** 🗨 button above the Search field and double-click a conversation to reopen it.

**Add Contacts:** Click the **Add Contacts** 👤 button above the contact list and select an option:

- **Add a Contact in My Organization:** Search for contacts in your organization by name or email address.
- **Add a Contact Not in My Organization:** Search for contacts outside your organization if this option is enabled for your Skype for Business account.

**Communicate with a Contact:** Hover over a contact's picture in the contact list and initiate communication using one of the buttons in the Quick Actions menu.

# The Conversation Window



## Meetings

**Schedule a Meeting:** Open Outlook, click **Calendar**, and click the **New Skype Meeting** button on the ribbon. Populate the message with attendees and meeting details and click **Send**.

**Join a Meeting:** Open Outlook, click **Calendar**, and double-click a Skype Meeting. Click the **Join Skype Meeting** link, select an audio option, and click **OK**.

**Change the Meeting View:** In the meeting window, click the **Pick a Layout** button and select a different view.

**Set Meeting Options:** Click the **Participants** button in the meeting window, then click the **Participant Actions** button. Select a meeting option (e.g. Mute Audience, No Meeting IM, No Attendee Video) and click **OK**.

## Collaboration Tools

**Share the Desktop:** Click the **Share Content** button in the conversation window, select **Present Desktop**, click the **Present** button, and then click **OK**.

**Share a Presentation:** Click the **Share Content** button in the conversation window, select **Present PowerPoint Files**, select a presentation, and click **Open**.

**Share a Whiteboard:** Click the **Share Content** button in the conversation window, select **More**, and click **Whiteboard**.

**Take a Poll:** Click the **Share Content** button in the conversation window, select **More**, and click **Poll**. Fill in the poll name, question, and answers, then click **Create**.

**Start a Q&A Session:** Click the **Share Content** button in the conversation window, select **More**, and click **Q & A**. Type a question in the Ask a question field, and press **Enter**.

## Customize Skype for Business

**Start Skype with Windows:** Click the **Options** button and select **Personal**. Select **Automatically start the app when I log on to Windows**, and click **OK**.

**Add a Picture:** Click the **Options** button, select **My Picture**, and select **Show my picture**. Click the **Edit or Remove Picture** button and click **Choose File**. Navigate to the location where the picture is saved, select the picture, click **Open**, and click **Save**.

**Change the Default Message Font:** Click the **Options** button, select **IM**, and click the **Change Font** button. Update the font, color, and/or size and click **OK**. Click **OK** again.

**Change Ringtones and Sounds:** Click the **Options** button and select **Ringtones and Sounds**. Select a new ringtone and modify the Sounds settings if desired. Click **OK**.

## Contacts

**Add a Contact:** Click in the **Search** field and type the name of the contact you're searching for. Hover over a contact's picture and click the **More Options** button. Select **Add to Favorites** or **Add to Contacts List** and then select the list you wish to add them to.

**Remove a Contact:** Hover over a contact's picture in the contact list and click the **More Options** button. Select **Remove from Contacts List**.

**Create a Contact Group:** Click the **Add Contacts** button above the contact list and select **Create a New Group**. Type a name for the new group and click outside the group title.

**Add Existing Contacts to a Group:** Click a contact in the contact list and drag it into a group.

**Remove Contacts from a Group:** Hover over a contact's picture, click the **More Options** button, and select **Remove from Group**.

## Instant Messages

**Send an IM:** Double-click a contact in the contact list, type a message, and click **Send**.

**Respond to an IM:** Click the message alert, type a response, and click **Send**.

**Switch Between Tabbed Conversations:** Click the tab for the conversation you want to view.

**Close a Conversation's Window:** Click the **Close** button for the conversation.

**Multi-Contact IM:** Select a contact in the contact list, then hold down the **Ctrl** key and select additional contacts. Right-click a selected contact and select **Send an IM**.

## Instant Messages

**Add Audio or Video to a Conversation:** Click the **Call** or **Video Call** button in the conversation window.

**Send a File:** Click the **File Attachment** button in the conversation window, select a file, and click **Open**.

## Calls

**Place a Voice Call:** Hover over a contact's picture in the contact list and click the **Call** button.

**Place a Video Call:** Hover over a contact's picture in the contact list and click the **Video Call** button.

**Answer a Call:** Click the picture of the contact who's calling you in the incoming call notification.

**Place a Call on Hold:** Hover over the **Phone** button in the call window and click the **Hold** button.

**Transfer Calls:** Hover over the **Phone** button in the call window and click **Transfer**. Select another contact and click **Transfer**.

**Record a Voice Mail Greeting:** Click the **Phone** button in the Skype program window, click the **Voice Mail Options** button, and select **Change Greetings**. Follow the prompts to record a voice mail greeting.

**Check Voice Mail Messages:** Click the **Phone** button in the Skype program window, hover over a contact's picture under the Voice Mail heading, and click the **Play** button.

**Send a Call to Voice Mail:** Click the **Options** button in the incoming call notification and select **Voice Mail**.

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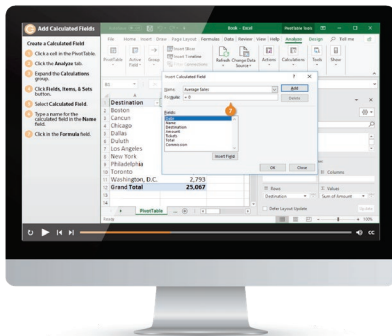
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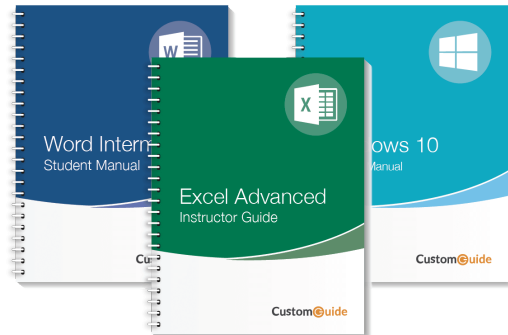
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