USING SKYPE FOR BUSINESS ON THE PC AND IPAD

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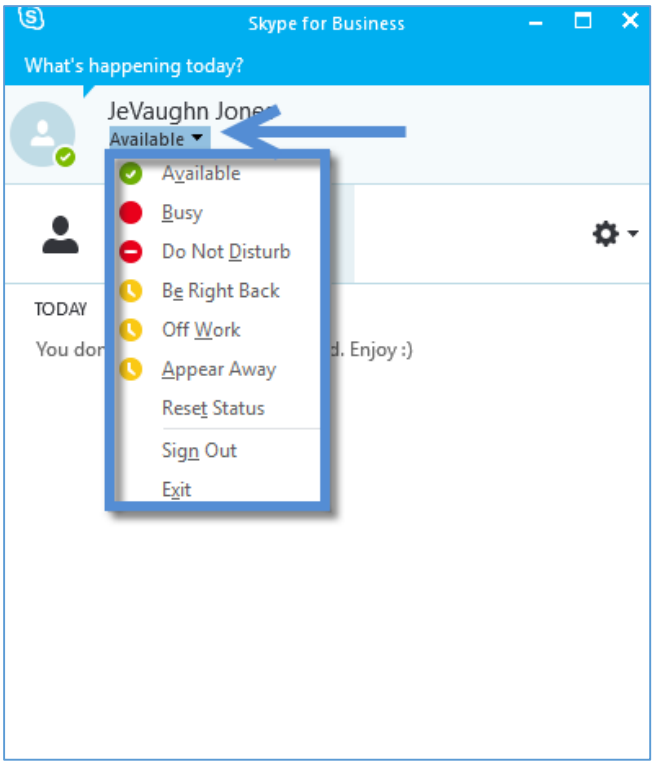
What is Skype for Business

Skype for business is an efficient way to connect with co-workers and students through instant messaging, audio calls, video calls, presentations and screen share.

Skype for Business Navigation

Setting your status

Letting your contacts know that you are available or in a meeting can be important. You can set your status so contacts know if you are reachable at that time. To set your status, click the drop down menu under your name on the skype for business app and select your status.



Toolbar

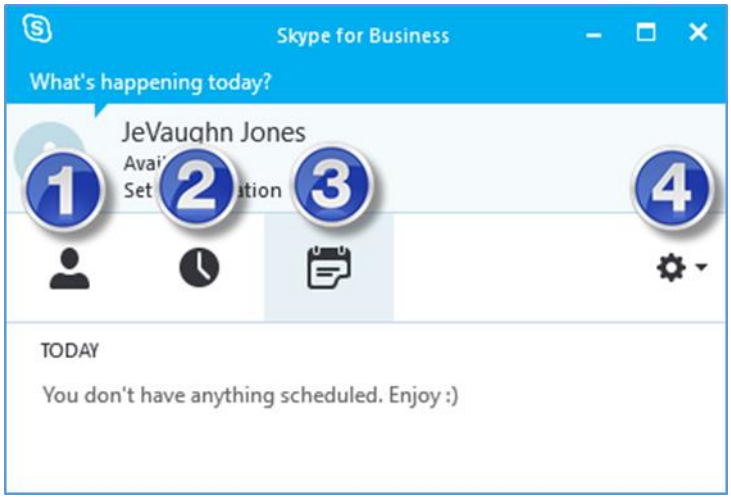
Understanding the icons will allow you to efficiently navigate throughout Skype for Business.

1 Contacts

2 Conversations

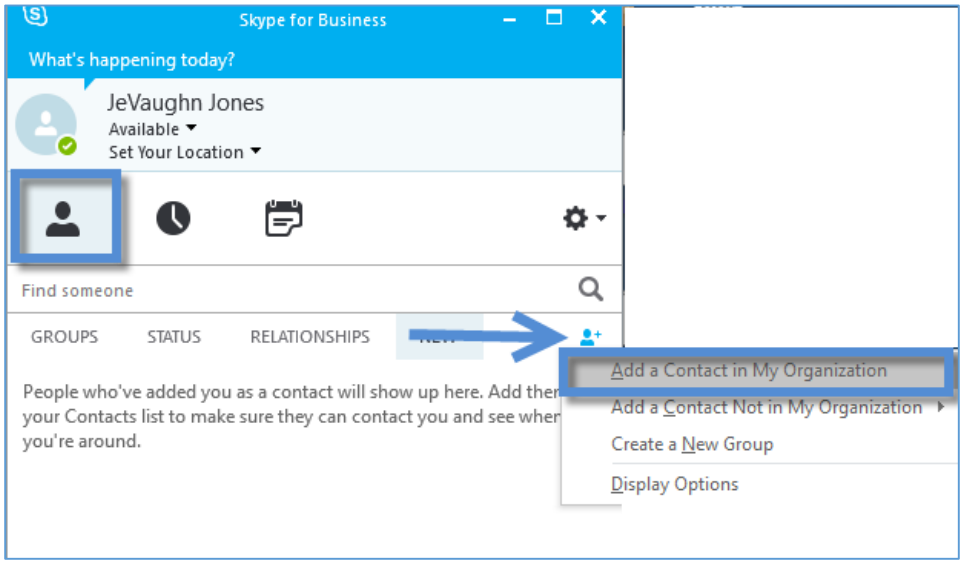
3 Meetings

4 Options

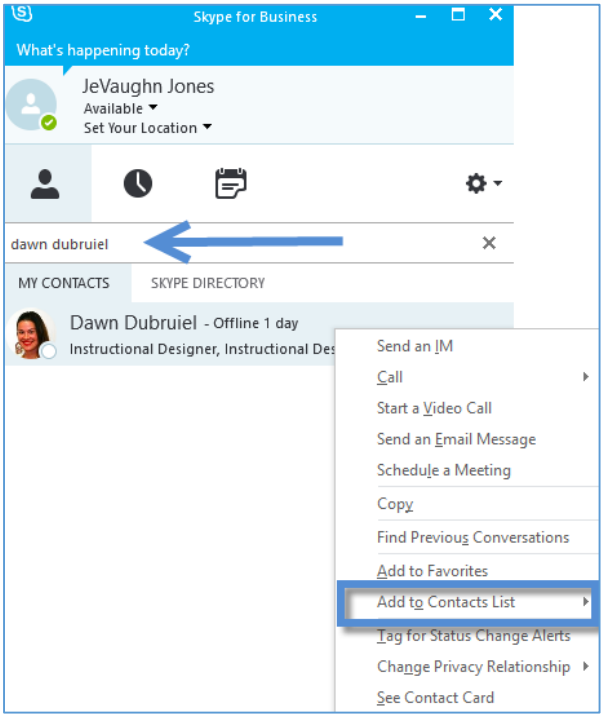


Adding Contacts

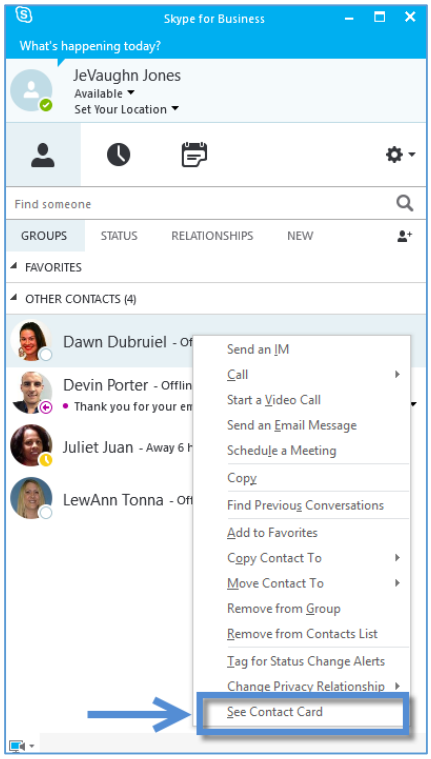
1. On the Skype for Business App, click on the contacts icon then the add new contacts icon.



2. Type the name in the find box, right click your mouse on the name you wish to add and select add to contact list.

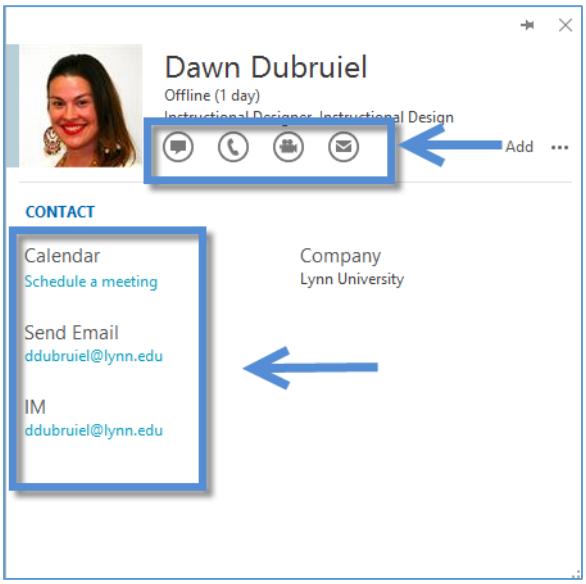


Now that your contact has been successfully added to your contact list, you can call them by right clicking their name and select see contact card.



The contact card will allow you many options for contact including:

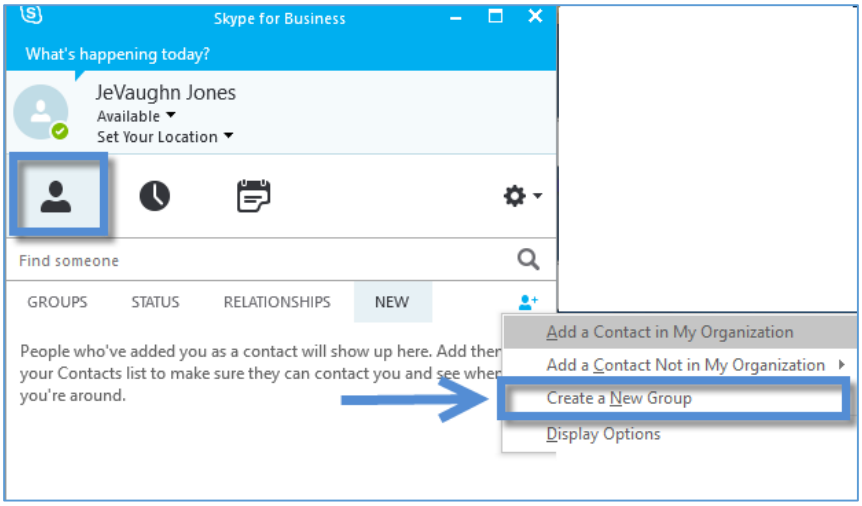
- Sending an instant message
- Contacting through skype audio
- Contacting through Skype for Business video
- Sending an email
- Creating a Skype for Business meeting



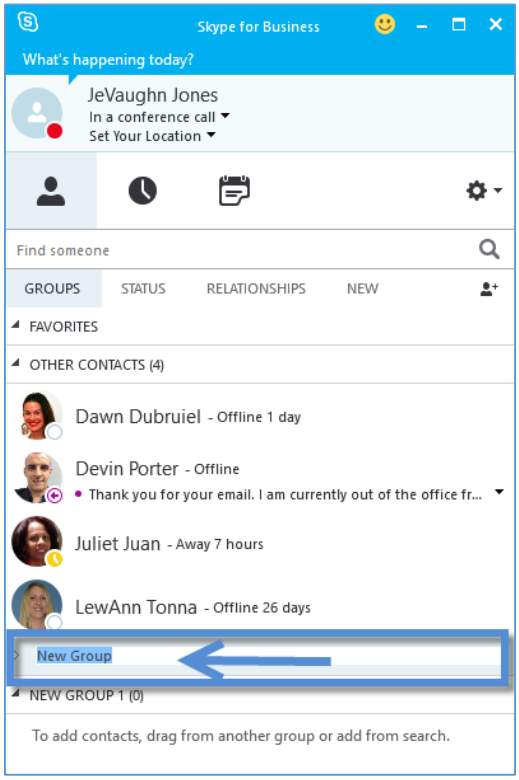
Creating Contact Groups

Set up a group for each team or class you work with so you quickly see who's available, or communicate with the entire team at once.

1. Click the **Add a Contact** button.
2. Select **Create a New Group.**



3. Begin typing your new group name.



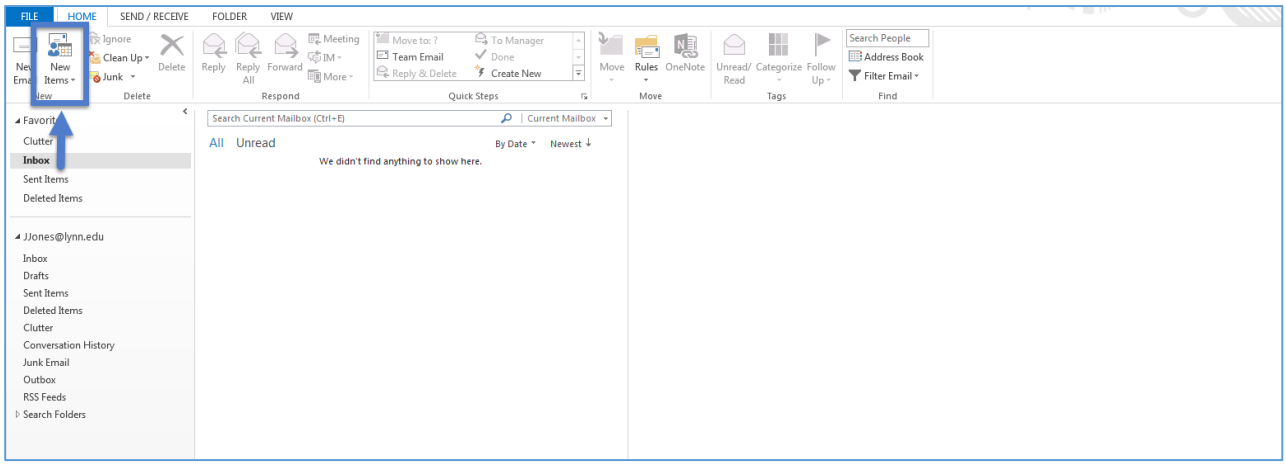
HELPFUL HINT: To add contacts to your group, follow steps in the Adding Contacts section of this guide.

How to create a new Skype for Business Meeting

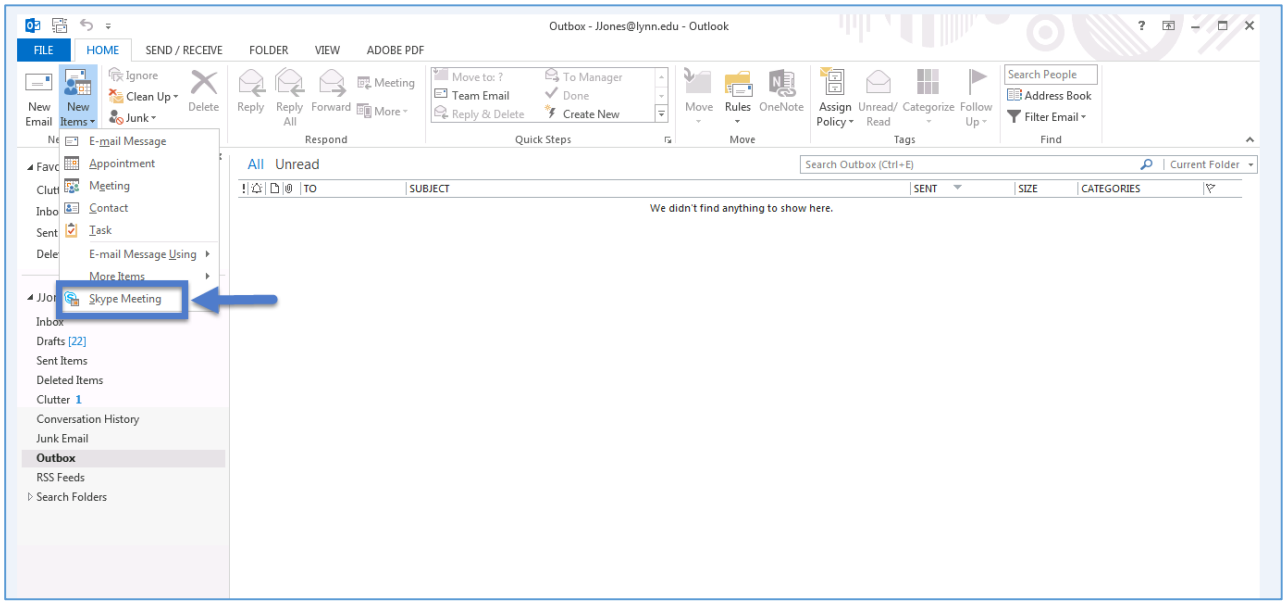
HELPFUL HINT: Creating a meeting will not work with the online version of outlook, you must download the Microsoft outlook app on your PC for this function to work.

1. Sign in to **Skype for Business** on your PC

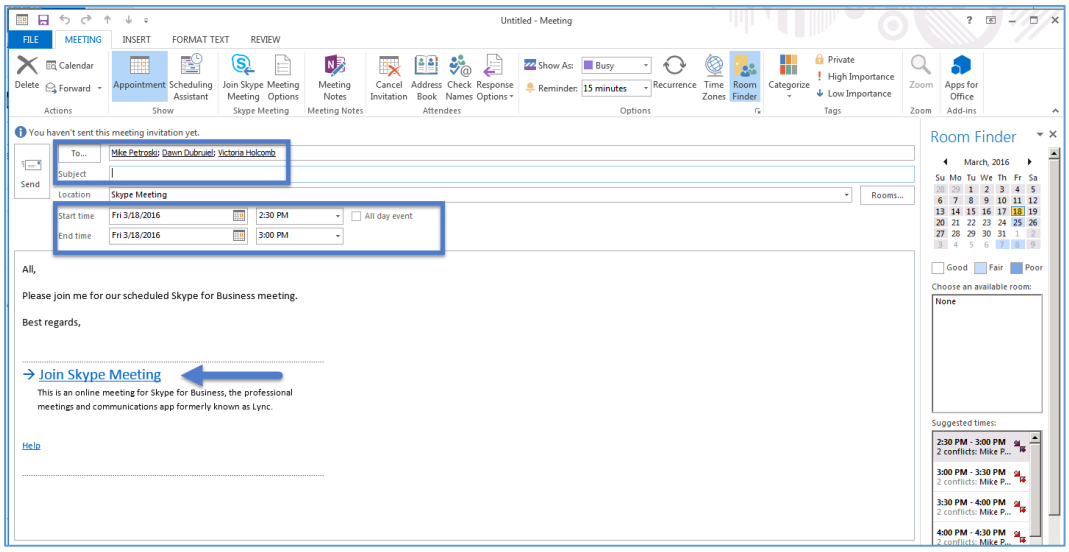
2. Open Microsoft Outlook and click on the **New Items** tab.



3. Click on **Skype Meeting**

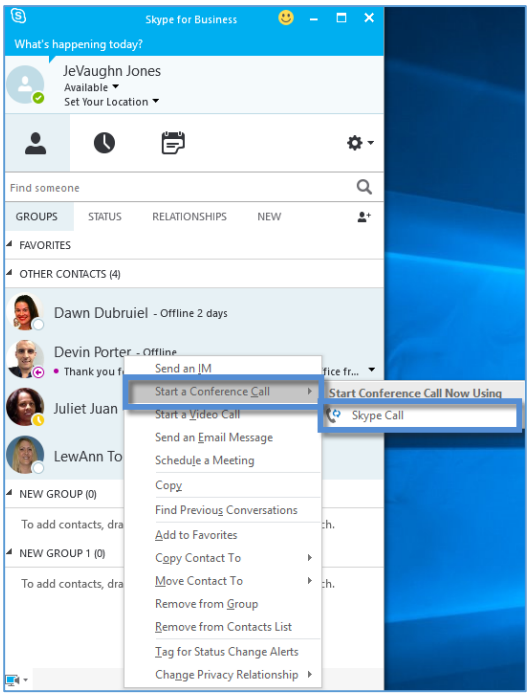


4. A new email will pop up, in this email you will add your meeting recipients, enter the meetings subject and start/end time of the meeting. The body of the email will contain the link to the meeting. Click Send. Recipients can either click to join the meeting on the web or using the skype for business app on their iPad.



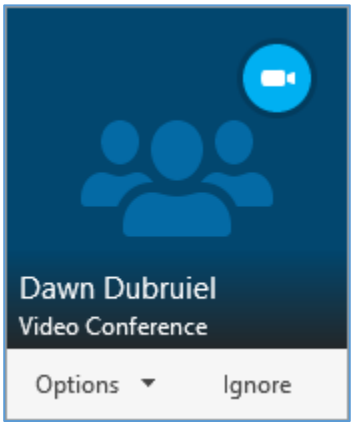
Starting a conference call

1. In your contacts list, select multiple contacts by holding the Ctrl key and clicking the names.
2. Right click any of the select names, then click Start a Conference Call.
3. Click Skype Call.



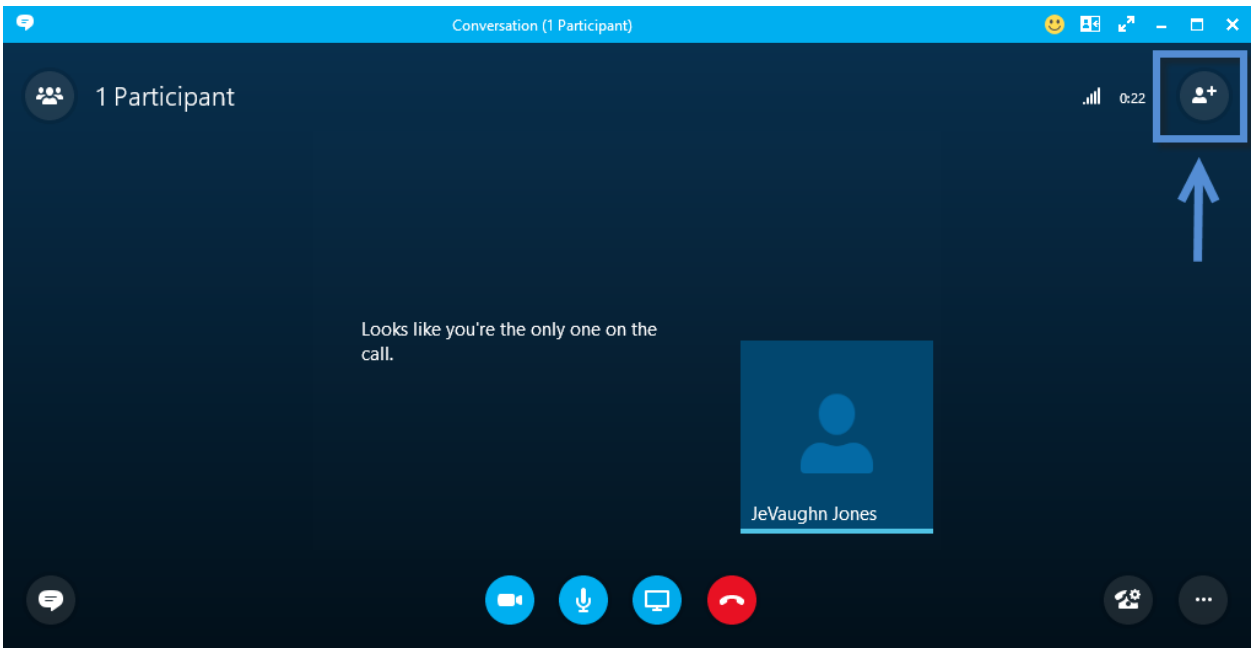
Answering a call

When someone calls you using Skype for Business, you will receive an alert on your screen. To answer the call, click anywhere within the alert, to reject the call, click Ignore.

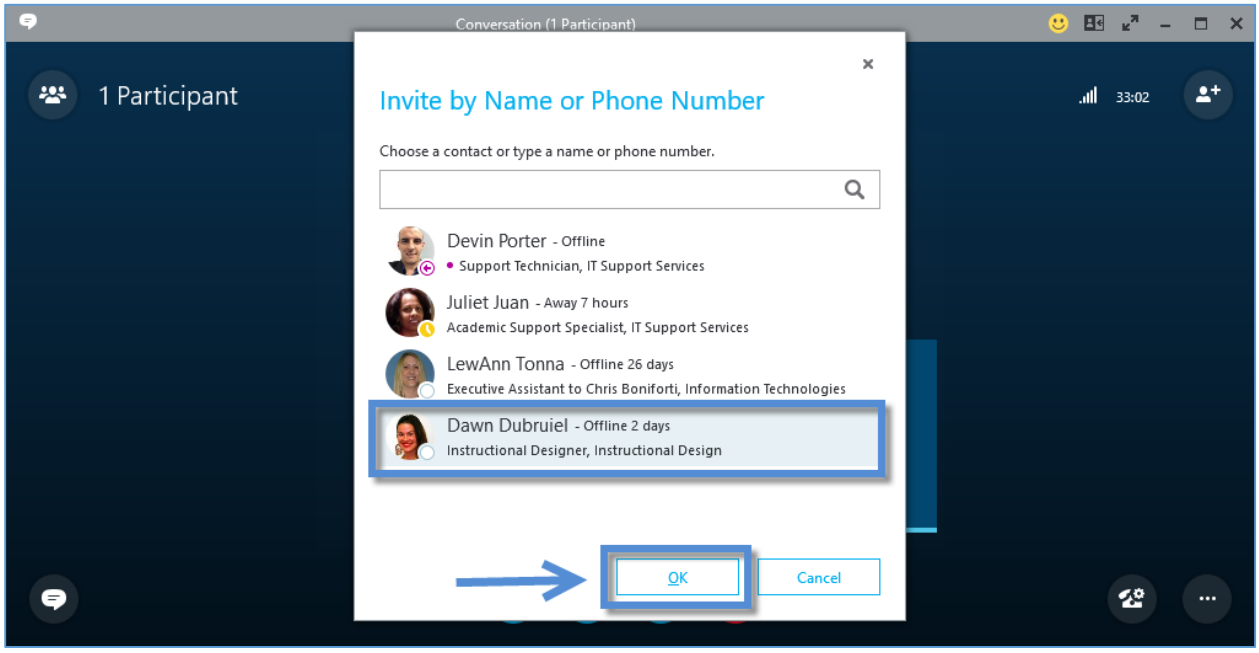


Inviting more people to a call

1. In the meeting pane, click on or in the participant pane click on invite more people.



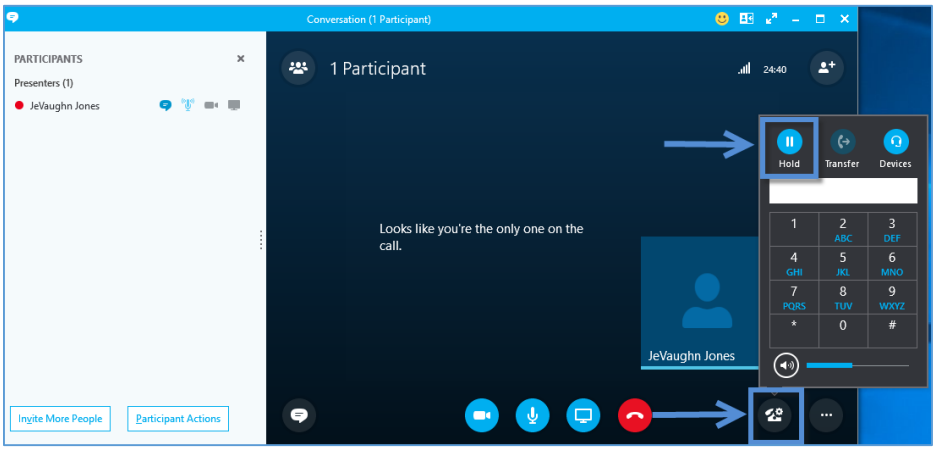
2. Select from your contacts, or type in someone's name or number in the search field, then select them from the results.



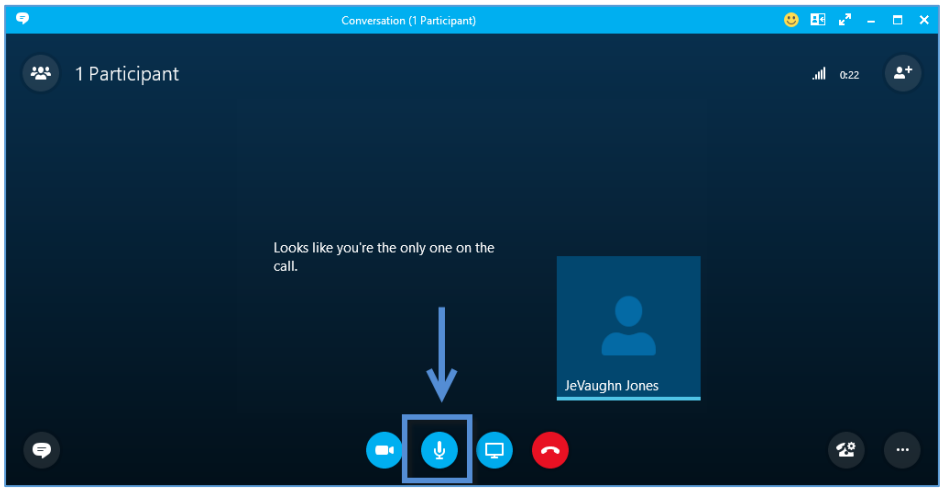
3. Click **OK**

Audio controls

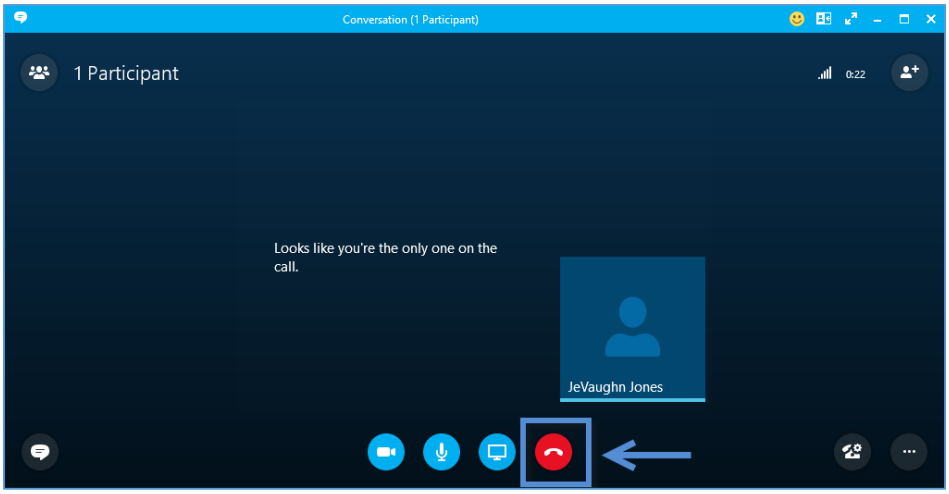
1. To put a call on **Hold** click the hold button.



2. To mute your audio, click the **Mic** button in the conversation window.

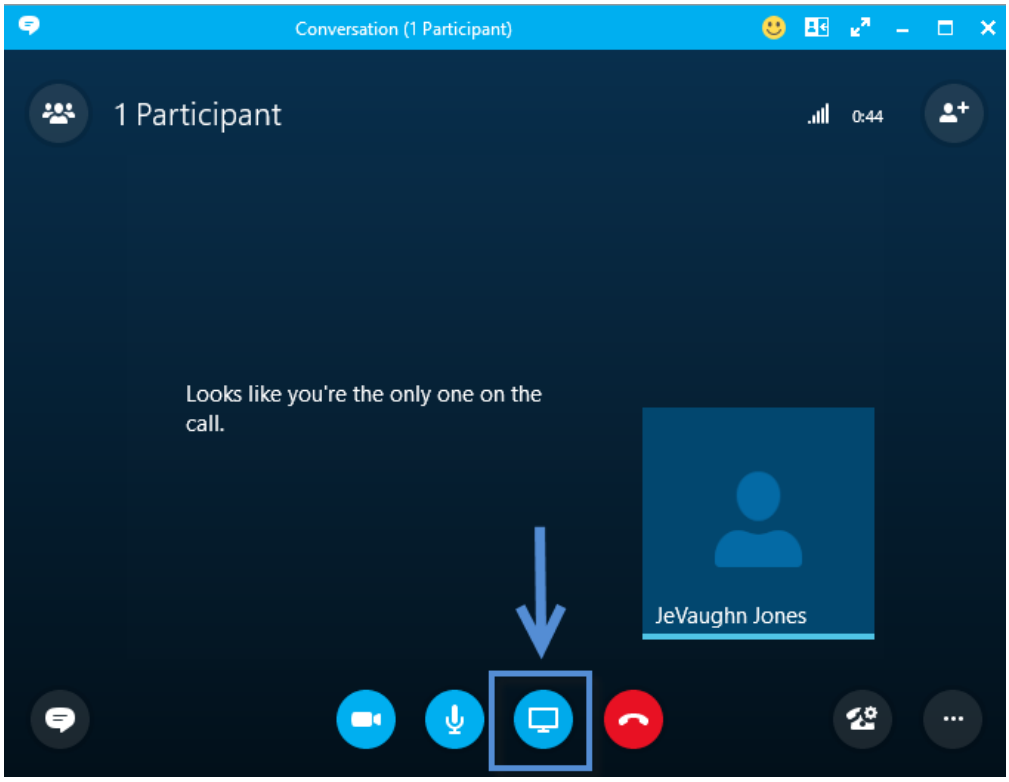


3. To hang up, click the **Phone** button in the conversation window.

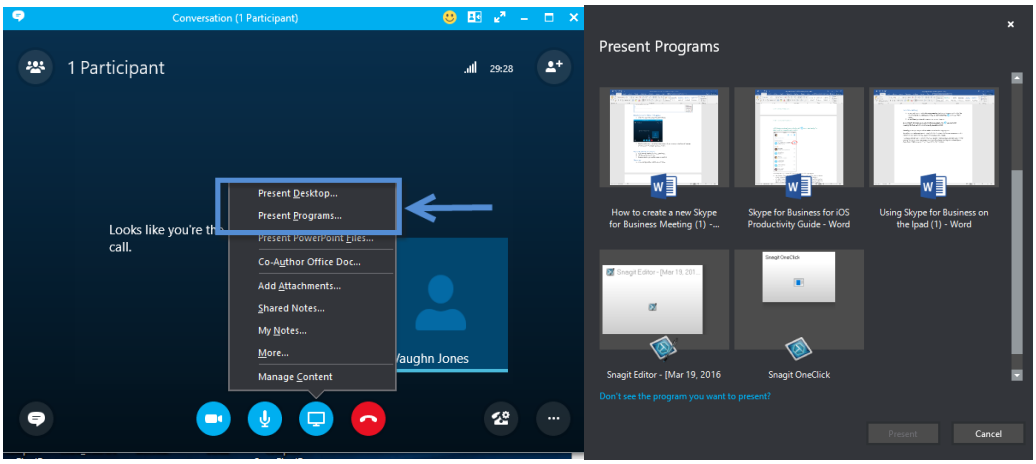


Sharing your Desktop or Program

1. In the meeting window, click the Present button.

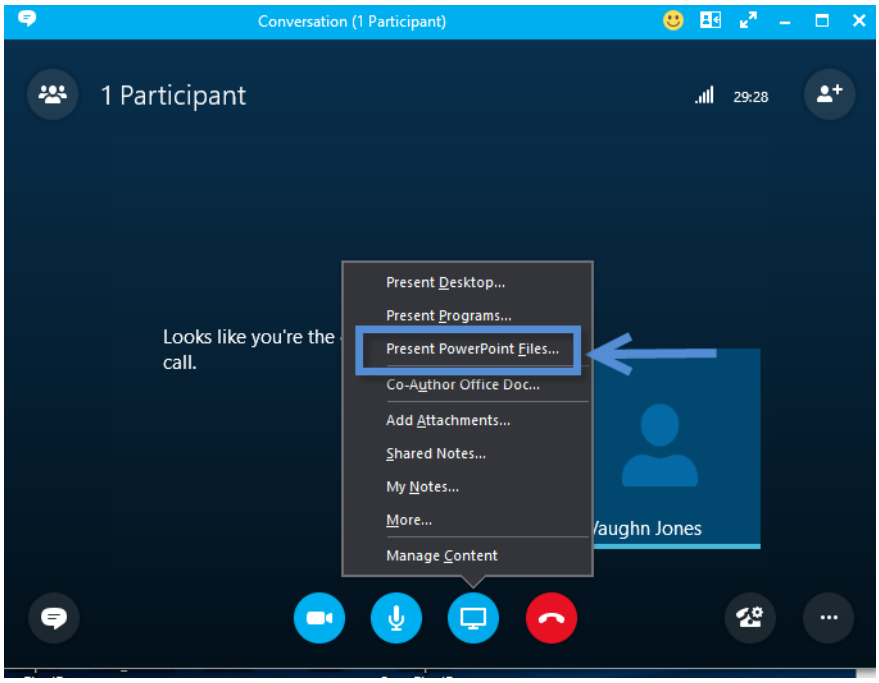


2. Click Present Desktop to show the entire contents of your desktop, or click Present Programs and double click the program you want to share, then click present.



Share a PowerPoint presentation

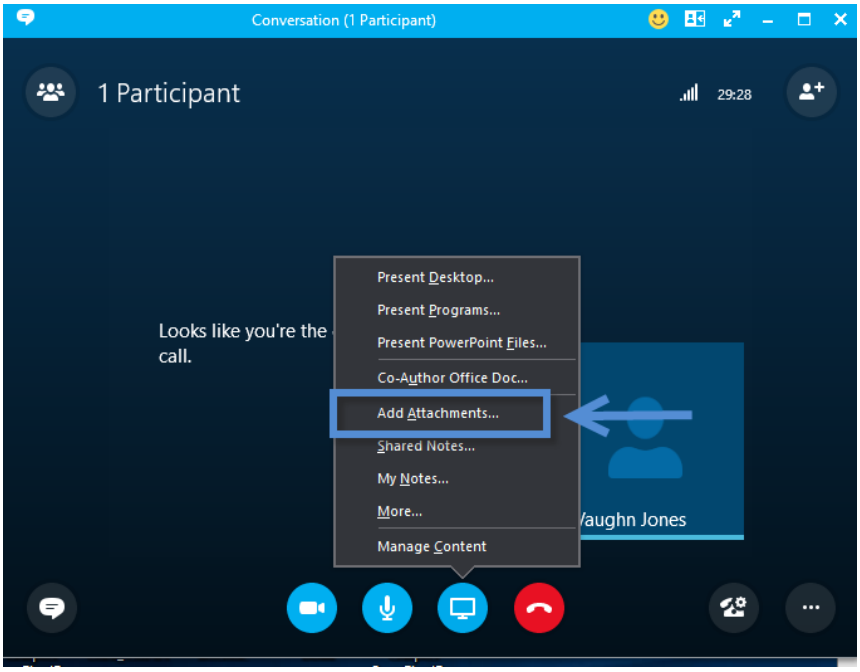
1. In the meeting window, click the Present button.
2. Click Present PowerPoint Files.



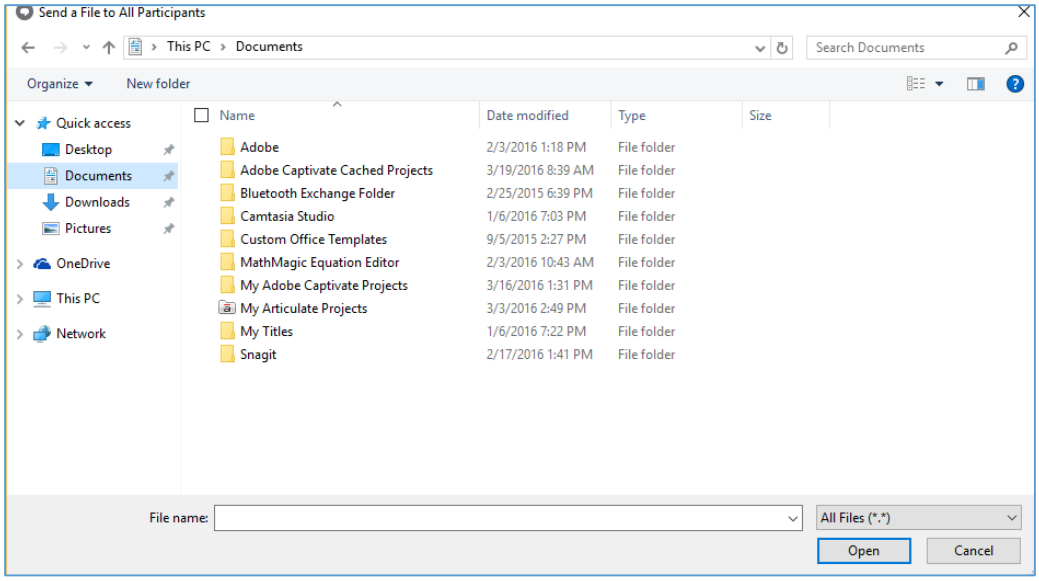
3. Browse to the file you want to present and click OK.

Share a file

1. In the meeting window, click the Present button.
2. Select Add Attachment.

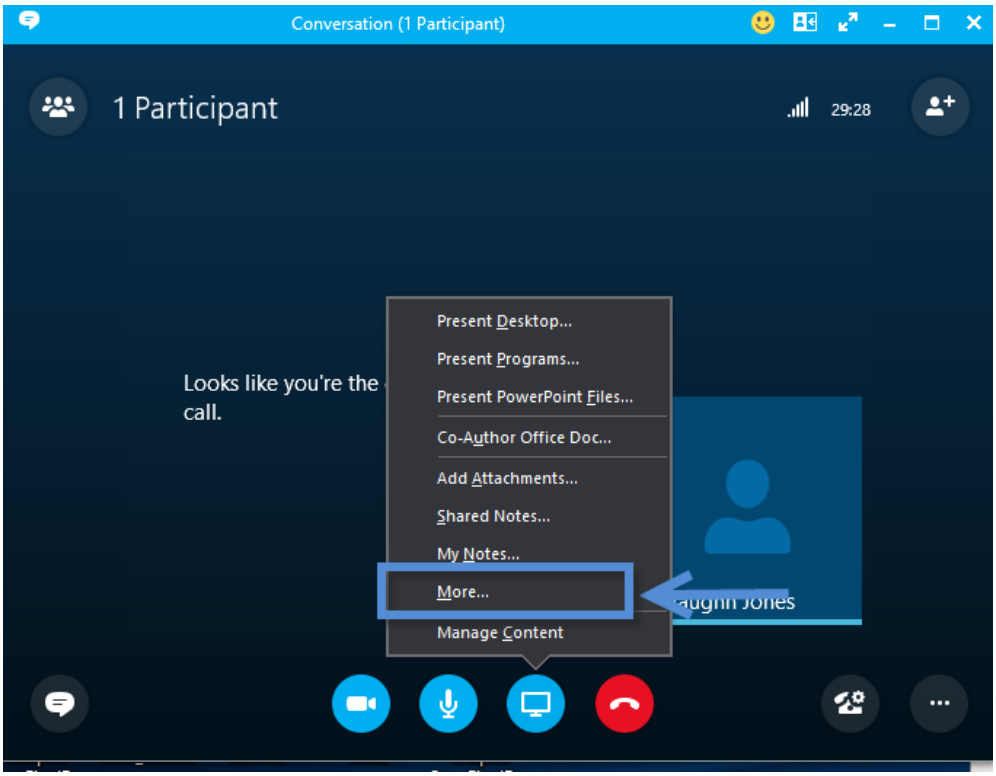


3. The file manager will open, choose the file and click open to choose the file you would like to share.



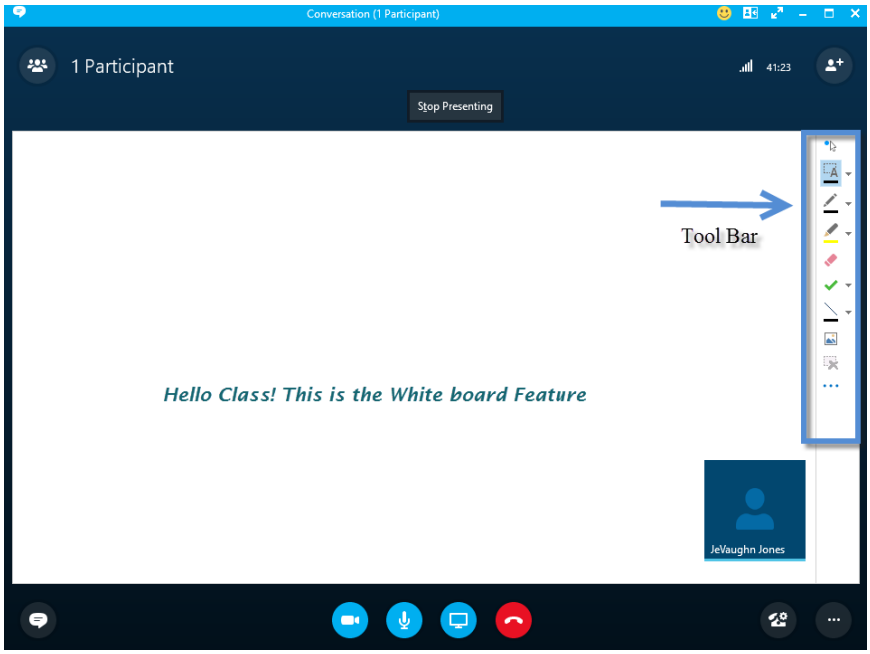
Share a Whiteboard

1. In the conversation window, click the Present button.
2. Click more



3. Click Whiteboard

Helpful Hint: There is a toolbar on the right side of the whiteboard, this can be used as a laser pointer or various pen tools.

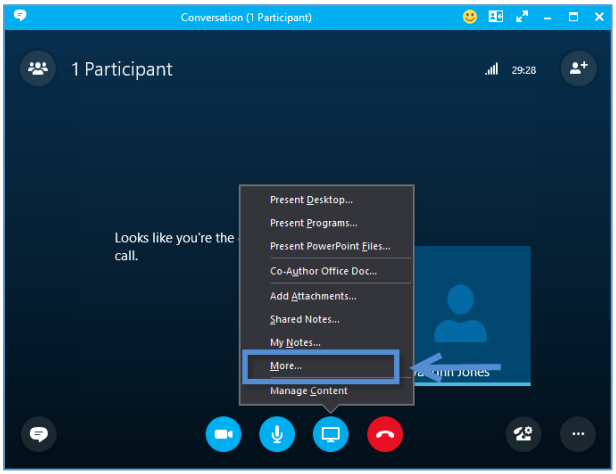


Creating a Poll

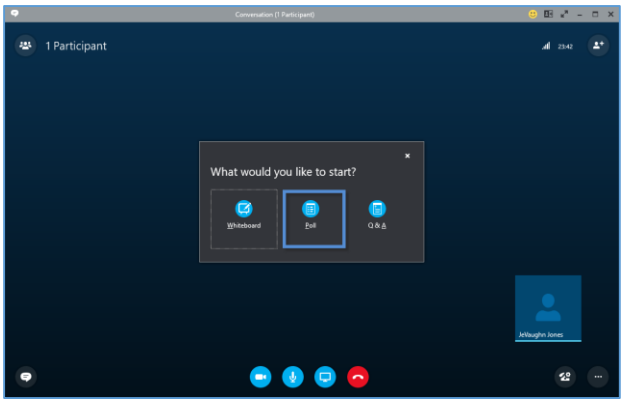
Skype for Business makes it easy for presenters to ask questions and get real time responses from the participants by asking poll questions.

1. Click the Present Button

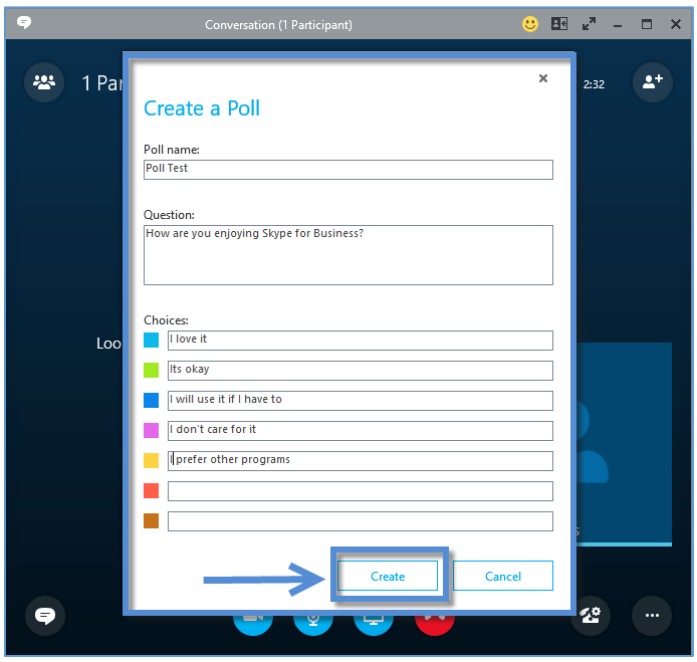
2. Click More



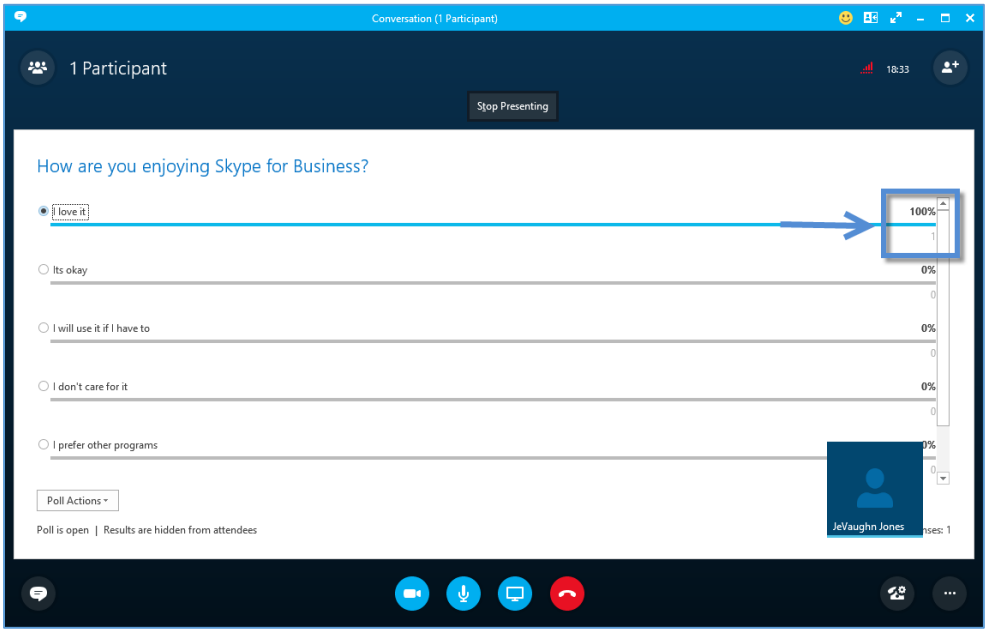
3. Click Poll



4. Create the poll questions and click create



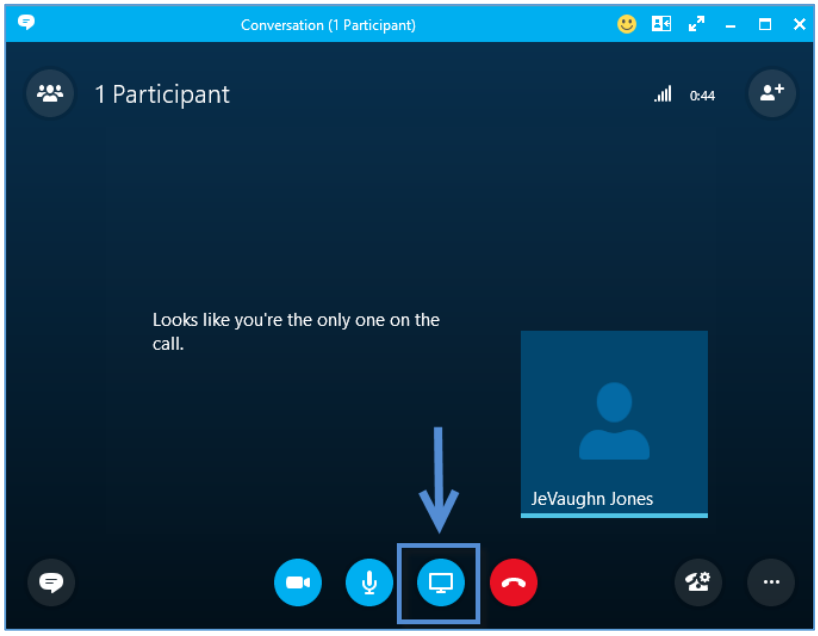
5. The poll question will populate and the presenter will be able to see anonymous answers from the participants.



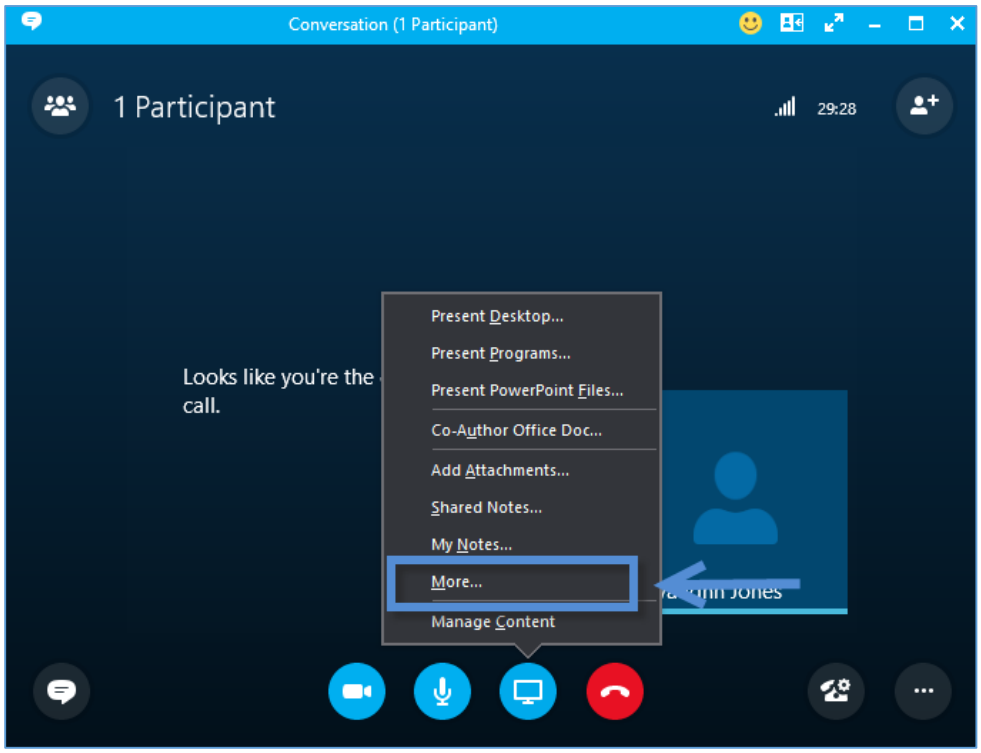
Creating a Q & A

Upon concluding any presentation, it is important to know if the audience has any questions. Skype for business makes that easy with the Q & A option. This allows participants to actively ask the presenter questions in real time.

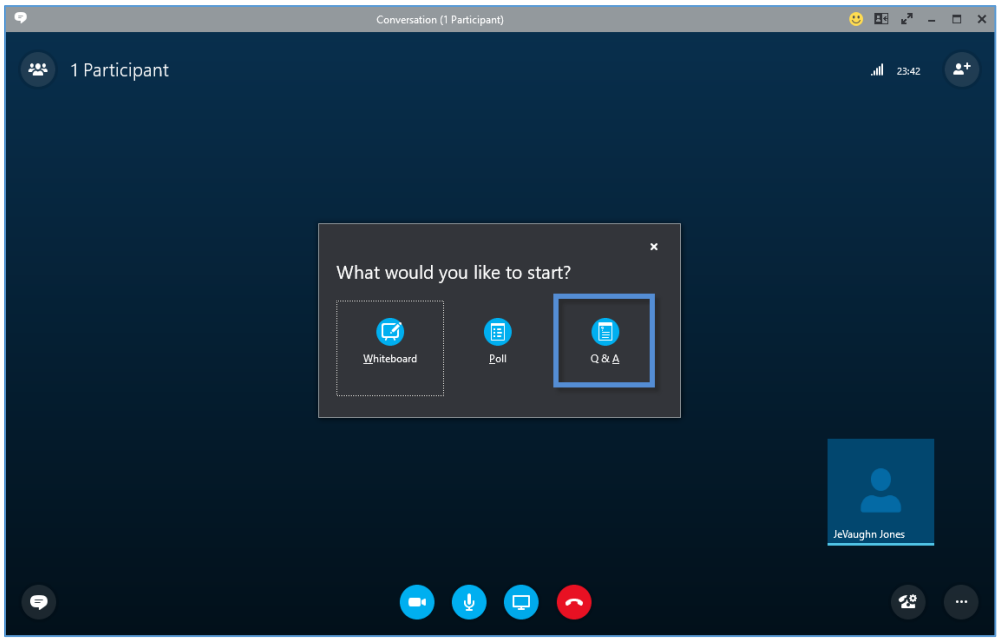
1. Click on the present button



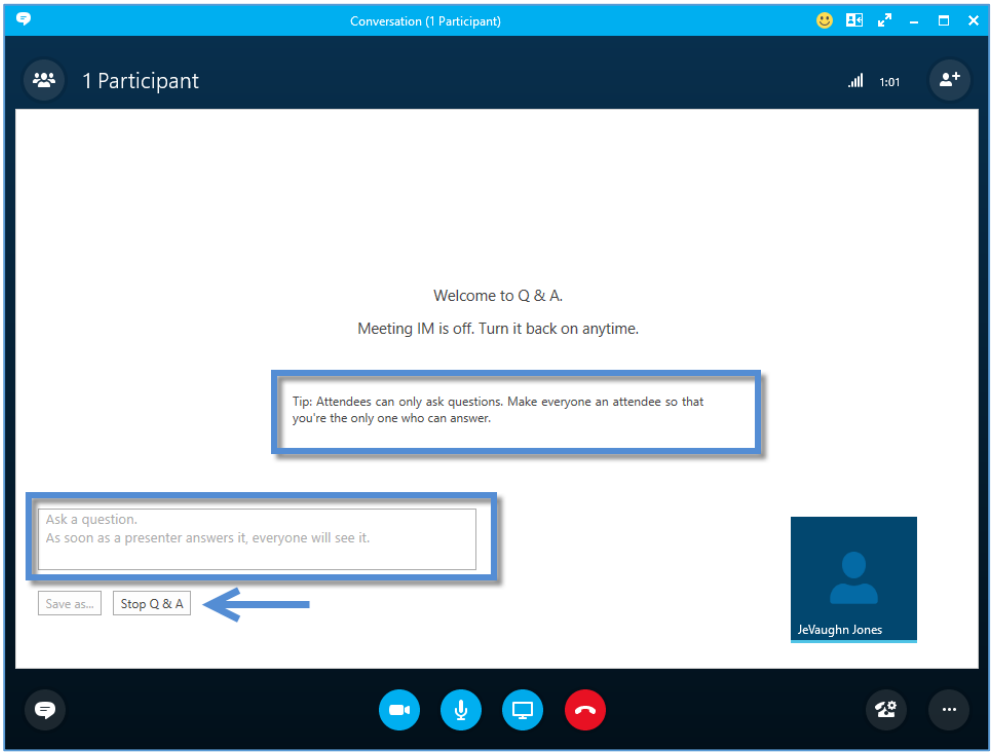
2. Click More



3. Click on Q & A



4. The Q & A screen will expand revealing a text box where participants will ask the presenter questions.

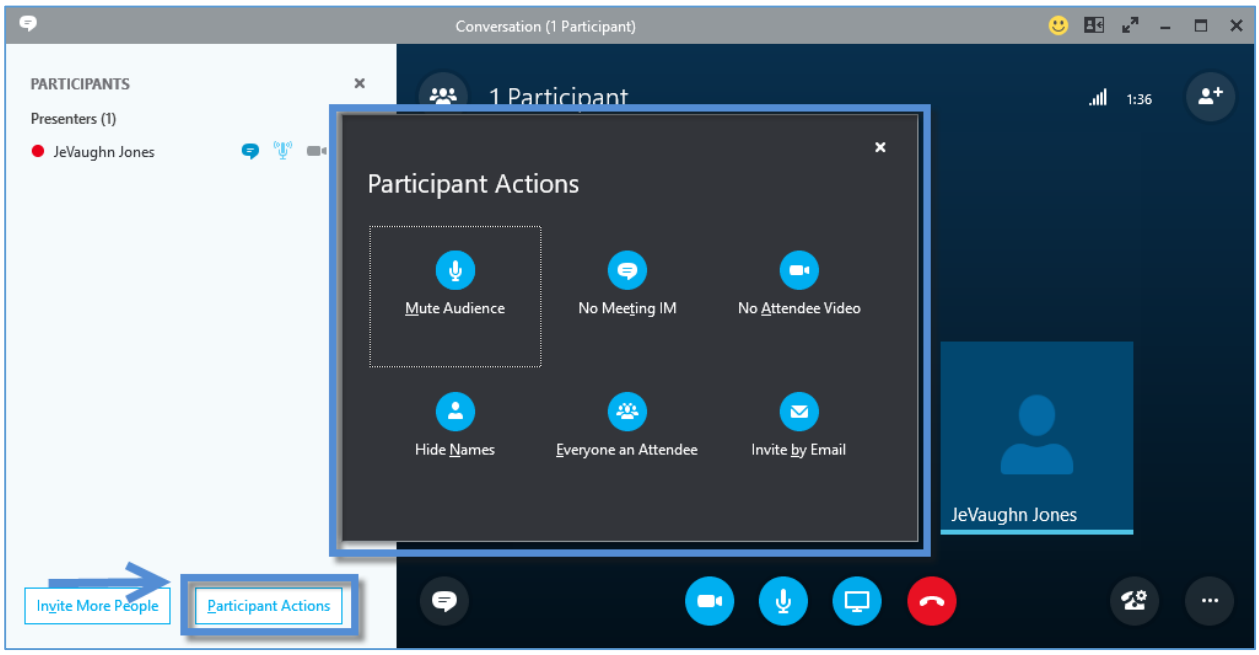


5. At the end of the Q & A session, click on **Stop Q & A** and it will redirect you back to the meeting.

Managing participants

1. Click the **Participants** button to open the Participants pane so you can see a list of everyone in the meeting.

2. Click the **Participant Actions** button.

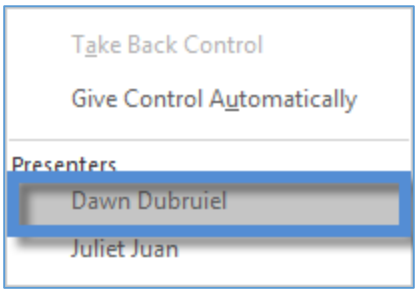


Allowing participants to take control

Allow others to flip through slides, contribute information, and make changes to a Whiteboard, PowerPoint or any other kind of file. Participants can even demonstrate a program and the administrator can take back control at any time. To give control:

1. Click **Give** Control within the screen

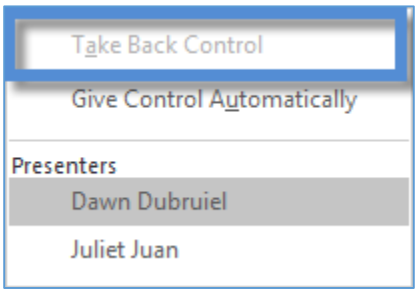
2. Pick a participant to give control to.



To **Re-gain** control:

1. Click Give Control again

2. If Give Control automatically is selected, click it to clear it. Or to **Take Back Control**



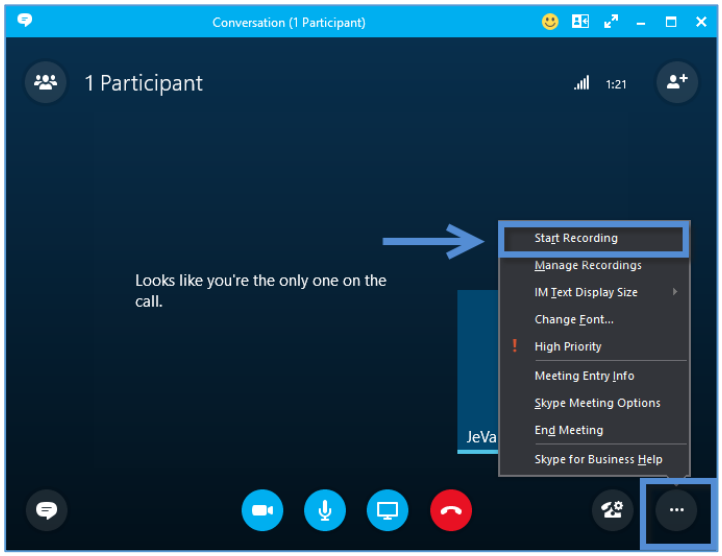
HELPFUL HINT: Upon Completion of your presentation, click Stop Presenting to end your Screen Share Session.

Recording your Skype for Business Meeting

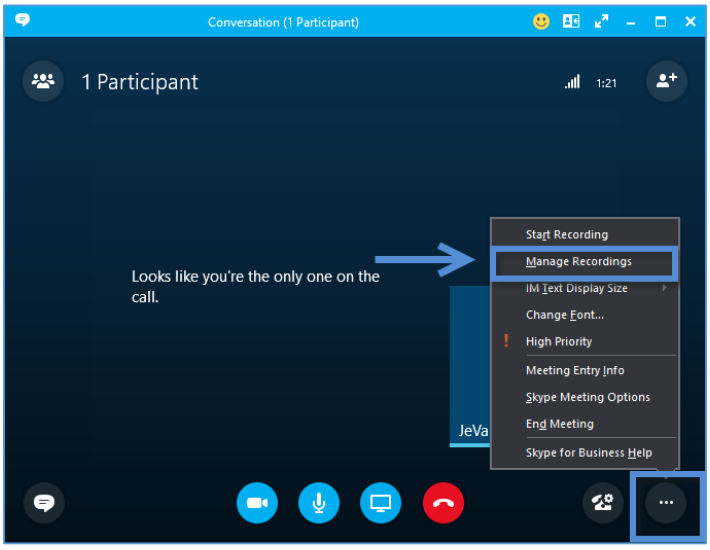
Recording your Skype for Business Meeting will allow you to send your meeting to participants that were unable to join so they can view the meeting in its entirety at a later date and time.

1. In the meeting window, click the **More Options** button.
2. Click **Start Recording**.

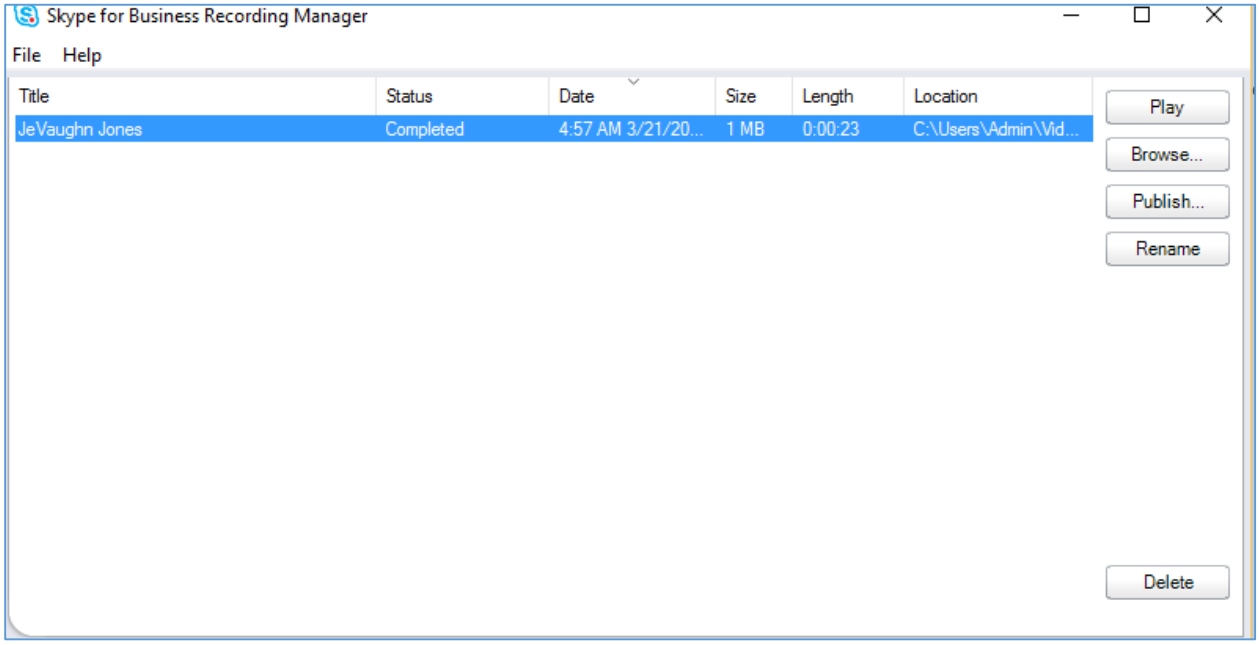
   HELPFUL HINT: To stop recording, click the More Options button again, then click on Stop Recording.



3. After the meeting, go to **Manage Recordings**



6. A window with a list of your recordings will pop up and allow you to publish, play, rename or delete the recording



Using Skype for Business on the iPad

Helpful hints on using Skype for Business on the iPad

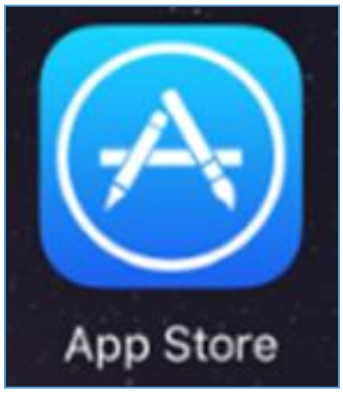
- iPad users **cannot** schedule meetings
- iPad users **cannot** screen share
- iPad users **can** add new participants to a meeting while it is in session
- iPad users **can** join a meeting
- iPad users **can** call (audio/video) a contact directly

What is Skype for Business (iOS)?

Skype for Business for iOS is a productivity app that brings Skype Meetings, presence, instant messaging (IM), voice, and video capabilities to your iOS mobile device.

Skype for Business can be downloaded directly from the App Store.

From the home screen on your iPad tap on the App store icon download Skype for Business.

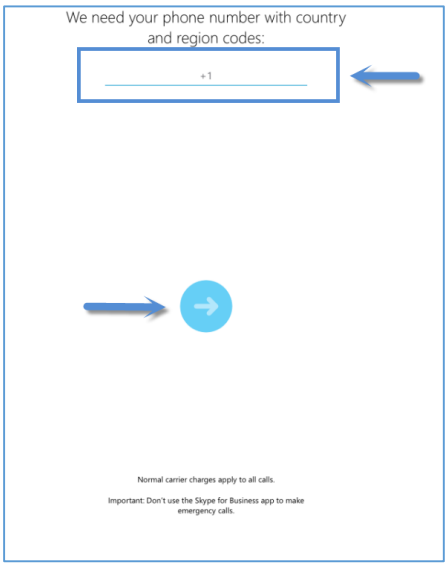


Signing into Skype for Business on the iPad for the first time

Before you start Skype for Business, make sure your device is connected to the Internet through a Wi-Fi network.

1. Tap the **Skype for Business** icon to open the app.
2. Enter your Lynn e-mail address and password, and then tap **Sign In**.

3. Enter your mobile number with country and region codes (this should pre-populate any call forwarding or simultaneous ring settings that are set up in Skype for Business for the desktop). If you are an Enterprise Voice customer and Skype for Business can't use a Wi-Fi or cellular data network to make an audio or video call, you will be called at this number and connected to the audio portion of the call.



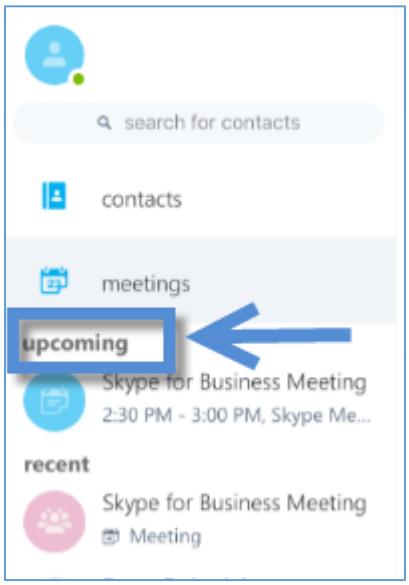
4. Tap the Next Button

Joining meetings

There are several ways to join a Skype Meeting using Skype for Business for iOS. Once you join, you should be able to hear the meeting audio, see video of other participants, and view meeting content that is being shared. The default settings allow videos and presented content only when you have a Wi-Fi connection.

Join a Skype Meeting

1. On the main screen, under **Upcoming meetings**, tap the meeting you want to join. You can also view a list of upcoming meetings by tapping **Meetings** at the top of the screen.



2. On the Meetings information screen, tap Join meeting now.

What can you do in a Skype Meeting on your iPad

Use **Video** to start your camera.

Use **Mute** to mute and unmute your microphone.

Use **More** to add new participants to the meeting.

Use **More** to call someone using the **Keypad** to join the meeting.

Use **End call** to leave the meeting or end the conversation.

Tap **Text** in the upper right of the screen to type a message or read other participant's messages.

Answering a call during a meeting

If a call comes in during a meeting, you will see an incoming Skype for Business call screen.

Tap **Answer** to put the meeting on hold and answer the call

Tap **End call** to ignore the incoming call and remain in your meeting.

Switch between a call and your meeting

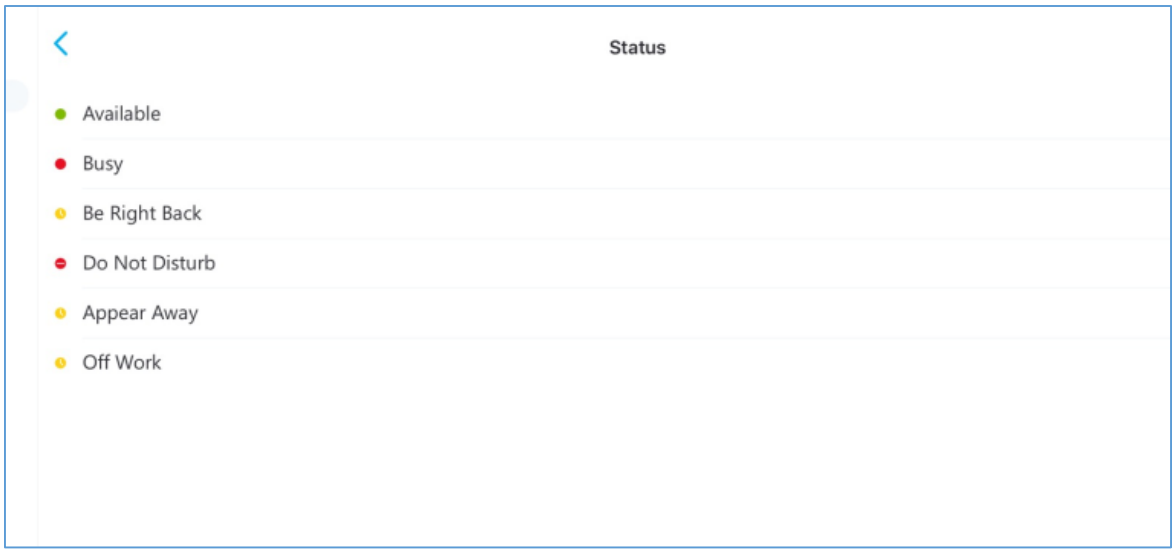
1. Use the **back arrow** in the upper left of the call screen to return to the main screen. The meeting that is on hold will be listed under **Recent**.
2. Tap to select the meeting that is on hold to view its call screen.
3. You will remain on your active call until you resume the meeting by tapping **Call on hold** on the meeting call screen.

Updating availability status

Your presence information includes availability status such as **Available** or **Away** and is represented by a color-coded green, yellow, or red presence indicator. When you use Skype for Business on your mobile device, it will let people who view your contact information know that you are using a mobile device.

Setting your status

1. To change your status, tap your photo with status located in the upper right corner of the main screen.
2. Tap the **Status** arrow.
3. Select your status from the availability status list.



HELPFUL HINT: Always leave Skype for Business in on mode. If you are busy or unavailable, simply update your status.

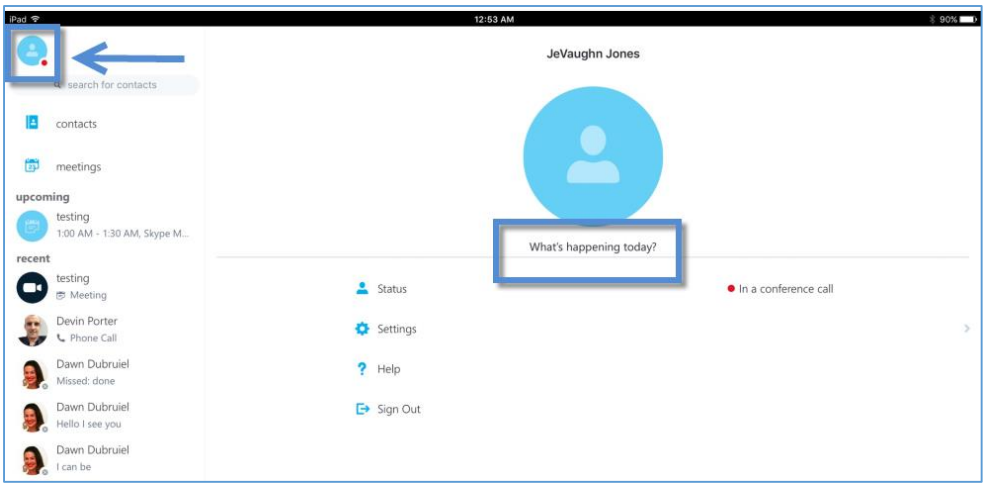
Setting status automatically

When you sign in, you remain signed in as long as there is connectivity. If you are in a meeting or on a call, your status updates automatically. If you are not actively using the app on your mobile device or Skype for Business on your computer, your status appears as Inactive. If you have connectivity but haven't used the app for 10 days, you will be automatically signed out.

HELPFUL HINT: If you do not have your iPad, skype for business is also available on both iPhone and Android mobile devices.

Setting a personal note

1. Tap your photo with status in the upper right corner.
2. Tap **What's happening today?**
3. In the note area, type any note you want. '
4. The note appears with your contact card.

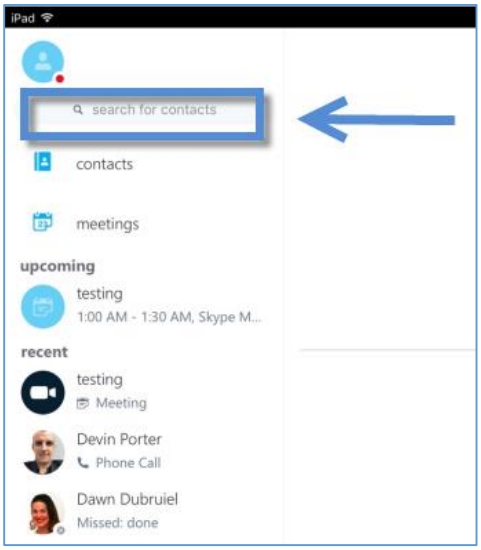


Helpful Hint: When you change Automatic Replies (out of office) settings in Microsoft Outlook, it automatically appears in the personal note area in Skype for Business. This note stays in Skype for Business until you cancel the note in Outlook or type a new note

Managing contacts

Find a contact

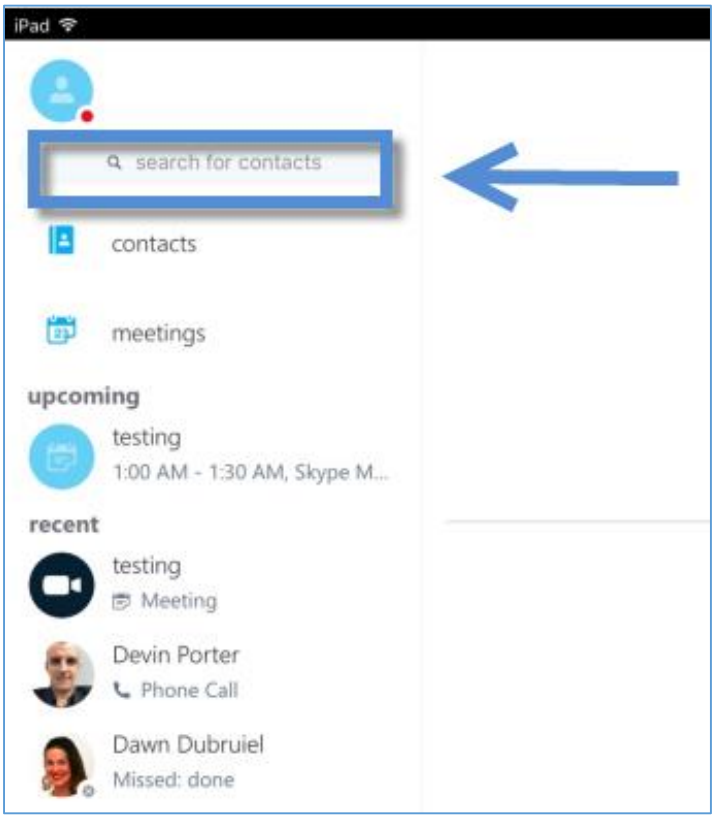
From the main screen, tap **search contacts** then start typing a name, phone number, direct extension, or email address in the search box. The list of contacts will start to display as soon as you begin typing, and the results will be refined as you continue to type the name you are searching for.



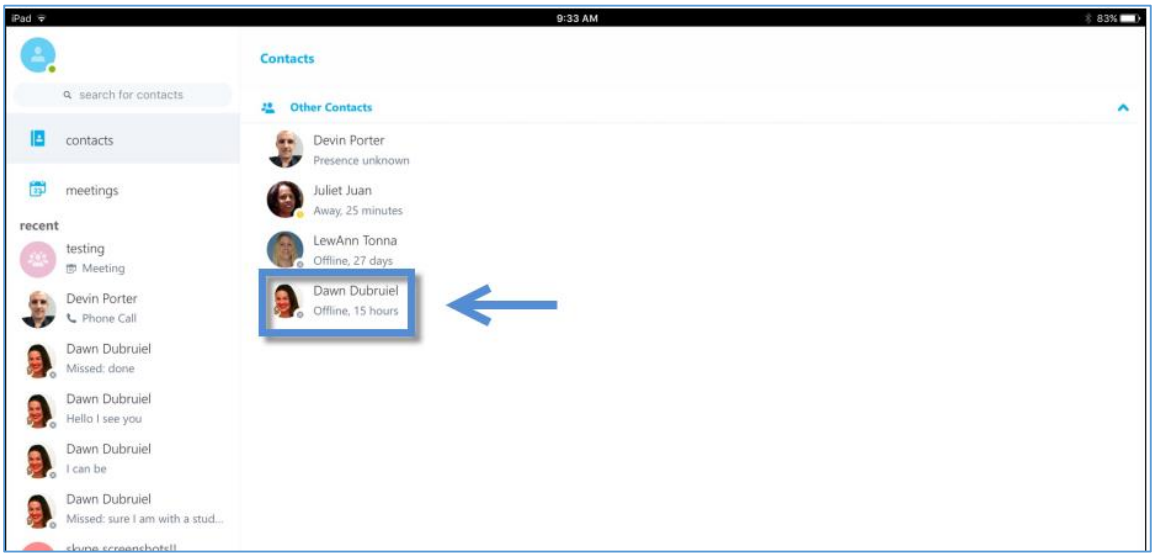
View someone's contact information

The profile displays status, personal notes, and office locations for people, and provides several ways to communicate with them. For example, you can send an instant message (IM), start an audio or video call, or send an email message directly from someone's profile. To view a contact card:

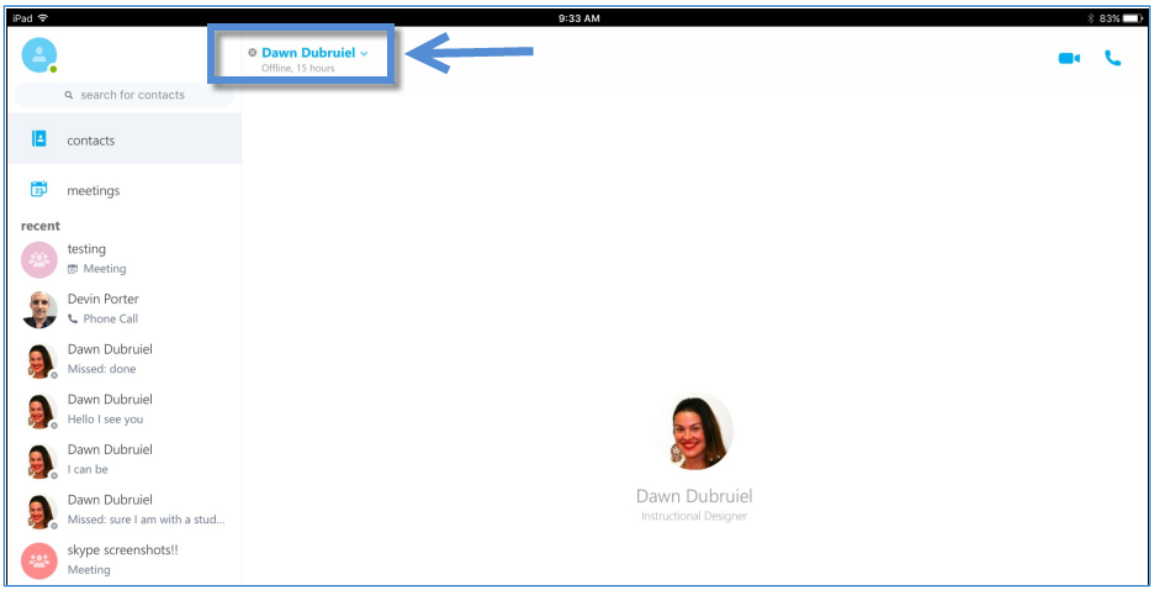
1. Find the contact in your **Contacts** list, or start typing a person's name in the search box



2. Tap the contact's name.

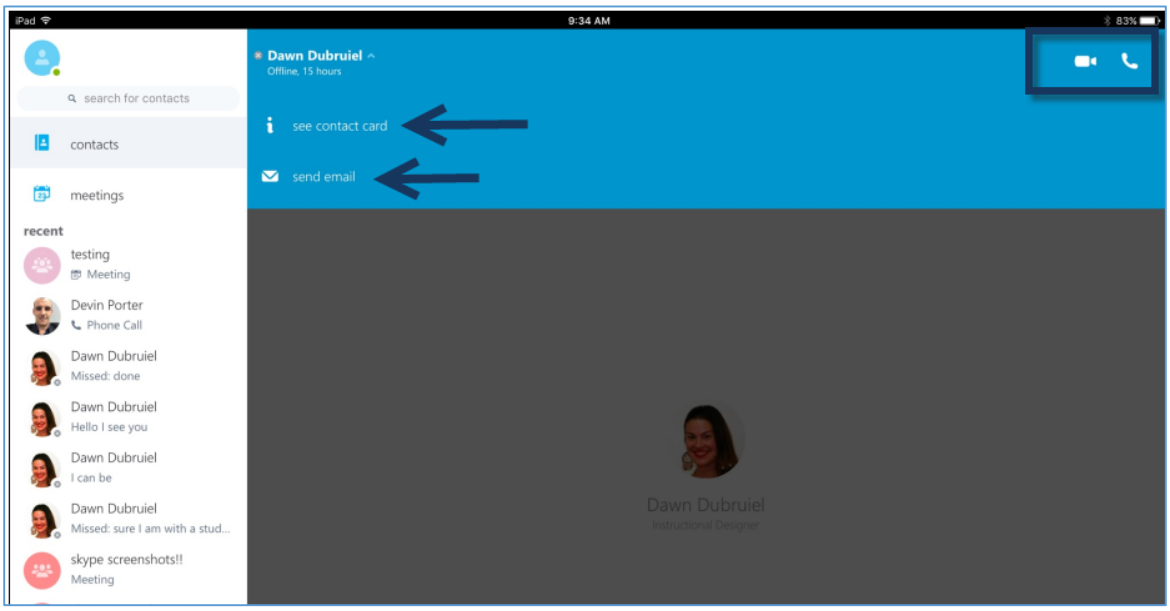


3. At the top of the conversation screen, tap the down arrow next to contact's name.



4. Tap **see contact card** to open the contact card screen. This screen will allow you to

- See contact info
- Send an email
- Video call
- Audio call



To start conversations

Type a message, and tap **Send** .

Start a video chat by tapping **Video** .

Make an audio call by tapping **Call** **.**

Joining a conversation

IM. When someone sends you an instant message and you are in Skype for Business, a notification appears at the top of the screen. To accept the invitation, tap the notification. If you receive, an instant message while your device is locked or when Skype for Business is running in the background, a notification appears indicating that you have a new instant message. To accept the invitation, tap the notification. To ignore the invitation, just let the notification time out.

Audio. When you get a Skype for Business call, it looks the same as any other call you get on your iOS device. The only difference is that when you get the call, the ringtone will be the default Skype for Business ringtone (this ringtone cannot be changed), and the incoming call screen will have a Skype for Business logo on the left.

Video. When you receive a Skype for Business video call:

Tap **Video** to accept an incoming audio and video call

Tap **Audio** to accept an audio-only call.

Find recent or missed conversations

Missed and recent conversations are listed on the main screen under the **Recent** heading. Tap a listed conversation to open it.