

# Skype for Business

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## What is Skype for Business

It is a communications platform that allows you to interact with your contacts using instant messaging (IM), audio and video conversations. It works alongside and can connect to HYMS Lifesize Cloud Video Conferencing devices and Virtual meeting rooms.

It runs on Windows and Mac operating systems, and on mobile devices. HYMS Staff and Students can access Skype for Business. For a full range of feature and training videos see Microsoft's Discover Skype for Business website here: [Microsoft's Discover Skype for Business Website](#)

## Accessing Skype for Business

### Starting Skype for Business for the first time

The Skype for Business Windows client is installed by default on the University of Hull and University of York standard desktops as part of the Office 2016 suite.

1. Click the Windows start button at the bottom left of your screen
2. Within Search  type "Skype" then select "Skype for Business 2016" from the list of programs returned by search.
3. When the Skype for Business window appears
4. Enter your UserID in the format [username@hyms.ac.uk](#)
5. Enter your Password (your HYMS password)
6. Click the Sign In button

### Mac OS

To use Skype for Business on Mac you need to download and install it and manually.

1. Log in to the Office 365 portal <https://portal.office.com/>
2. Click Settings(cog icon ) >Office 365 settings> Software > Skype for Business
3. Click the Install button
4. Save the .pkg file
5. Open it (if your security settings won't allow it to be launched by clicking, hold down the CTRL button and click the file, select 'Open' from the Finder menu)
6. Follow the installation instructions.

### Subsequent access to Skype for Business

Once you have installed Skype for Business on your desktop and signed into it for the first time, it will automatically log you in and open the main Skype for Business window every time you start up your computer. If you disable this preference (see Options below), you can start it manually when required.

### To open Skype for Business manually

- Find it in the main Office program list: Start >Programs>Microsoft Office 2013

Or

- Search for it: enter Skype in the Search programs and files field in the Start menu.

### Taskbar

When Skype for Business is running, you will see a large Skype for Business icon on the Windows taskbar.



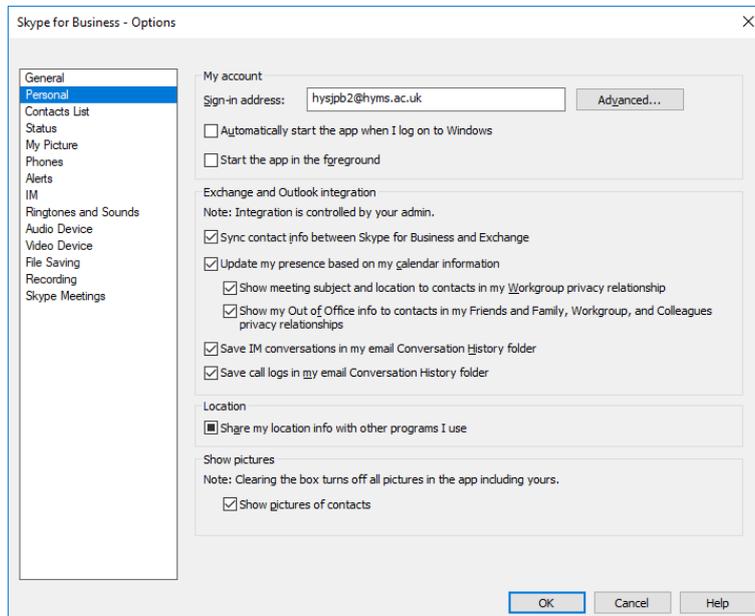
Closing the Skype for Business window does not close the application, but merely minimises the window, which can then be opened by clicking the large taskbar icon.

## System Tray (bottom left hand side)

By right clicking on the  icon in the system tray  you can 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, e.g. Login, Contact display, Your status, Showing/hiding your picture, Audio and video devices – see Options menu below.



## Skype for Business basics

### The main Skype for Business window

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

The screenshot shows the Skype for Business main window. At the top, there is a menu bar with 'File', 'Meet Now', 'Tools', and 'Help'. Below the menu bar is a header area with the text 'What's happening today?' and a profile card for Jeffrey P Barber, who is 'Available'. The profile card includes a profile picture, a status indicator, and a 'Set Your Location' dropdown. Below the profile card is a toolbar with icons for 'Add Contact', 'Clock', 'Calendar', and 'Options' (gear icon). The main area is divided into tabs: 'GROUPS', 'STATUS', 'RELATIONSHIPS', and 'NEW'. The 'GROUPS' tab is active, showing a list of contacts under 'FAVORITES' and 'OTHER CONTACTS (3)'. The 'OTHER CONTACTS' list includes 'HYMS York Second Floor', 'UoH AMB 402', and 'UoY IT Services', each with a status indicator and 'Lifesize Contact' label. Callouts point to various parts of the window: 'Your status information' points to the profile card; 'Tools and communication' points to the toolbar; 'Options menu' points to the gear icon; and 'Main viewing and interaction area changes depending on the tool you are using. Contacts options displayed.' points to the main contact list area.

**Your status information**  
if you have uploaded a profile picture, it will appear here with the coloured icon indicating your availability. Enter text in the box above it to let others know what you're up to, change your availability using the drop-down menu, or add your location.

**Tools and communication**  
Contacts  
Conversations  
Meetings

**Options menu**  
Close, sign out or exit  
Change settings for:

- Login
- Contact display
- Your status
- Showing/hiding your picture
- Audio and video devices **or exit**

**Main viewing and interaction area changes depending on the tool you are using. Contacts options displayed.**

### Adding a profile picture

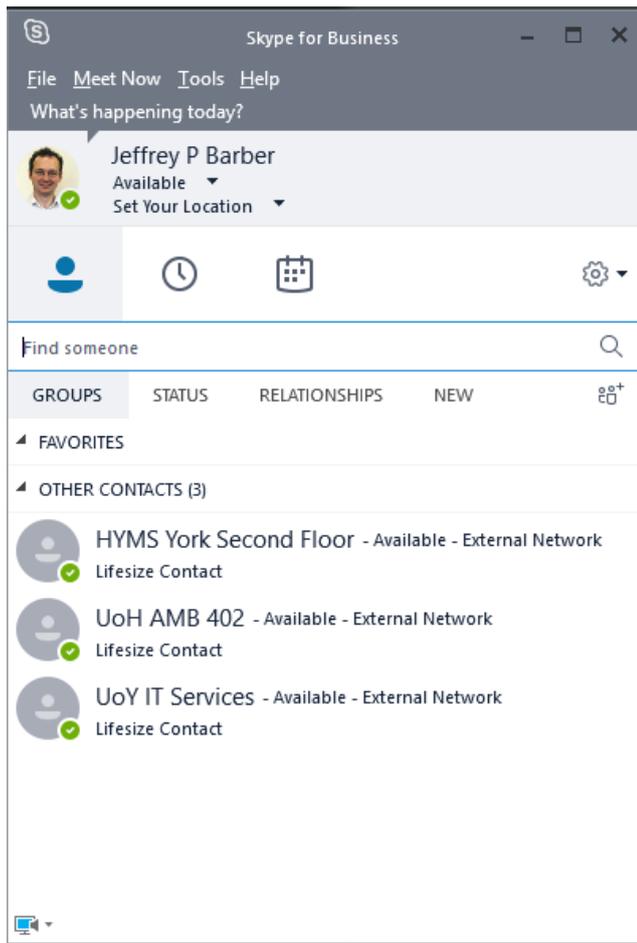
If you have uploaded a profile picture to Office 365 through the main portal or had it entered for you when you started at HYMS, it will automatically carry through to Skype for Business.

To upload or edit your picture from within Skype for Business:

Click Options (cog icon ) on the Skype for Business main window

1. Choose Tools > Options in the Skype for Business Options window, select My Picture from the left-hand panel
2. Click the Edit or Remove Picture button to upload an image. Office 365 will open.
3. Browse to select your picture file, then click Save at the bottom right of the screen
4. You will be returned to the Skype for Business Options window
5. Ensure that the Show my picture radio button is selected
6. Click OK

## 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 affect 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 (the default is 5 minutes, but this can be changed – **Options> Tools> Options> Status**), 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.

## 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

1. In the main Skype for Business window, click the Add a Contact
2. 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
3. A New Group box will appear. Rename it by overwriting the text so that the new name is meaningful to you
4. Your group has been created, and you can start adding contacts to it

### Finding and adding contacts

#### From the HYMS Directory

1. 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
2. Right-click on the required name and select Add to Contacts List, which then gives options of adding to a specific group.  
You can also add contacts from the Add a Contact icon, then choose Add a Contact in My Organisation.

## From the Skype Directory

You can also add contacts worldwide from Skype.

Type either the person's name or (if you know it) their Skype name in the search field, but this time selecting the Skype Directory tab.

A list of Skype users will appear. Add them to your Contacts in the same way as you add local contacts.

## Controlling Privacy Relationships

This setting controls the connectivity and the type of information that can be viewed by your contacts. If you want to view or change the privacy relationship with a contact, right-click the contact's listing, and then click Change Privacy Relationship. You may also use this setting to block a contact.

## 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).

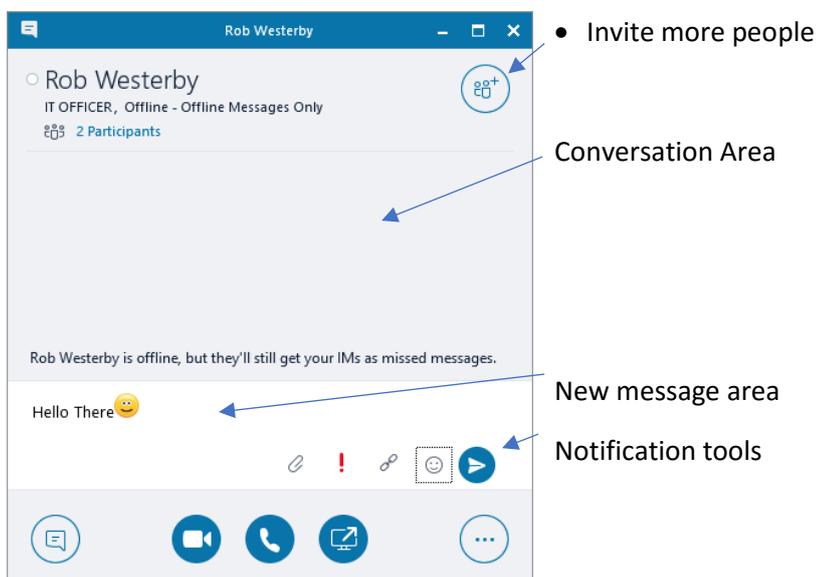
- Hover your mouse over their picture in the contacts list.
- Double-click anywhere on their contact listing
- Right-click their contact listing

## Instant messaging (IM)

Instant messaging (IM) allows you to communicate with people in real time, and at 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

1. Locate the person you want to send an instant message to
  2. Display the communication options for that person using one of the methods above
  3. Choose the instant messaging icon  
A conversation window will appear
  4. Type your message at bottom of the conversation window
  5. Press the return key or click the send icon (>)
- Your conversation appears at the top of the conversation window.
  - You can use the Notification tools to add an attachment, emoticon, or mark the message as important.



- If a person's status is set to Do Not Disturb, your message will not be sent.
- To get a notification when someone's status returns to Available you can tag the contact (Right-click on their contact name and select Tag for Status Change Alerts). When they are next available you will get a pop-up notification on screen, allowing you the option to make contact and un-tag them.

### 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 goes to your Outlook Inbox.

If you do not want to receive new IM alerts, set your presence status to Do Not Disturb You can do this using the Options menu on the alert box or see Displaying your availability: Presence.

### 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
- Clicking the Invite More People button at the top of the conversation window to display the directory

If you want to start a new IM conversation with a group that you have already set up

1. Right-click the group name in your contacts list
2. 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,

1. Go to your Contacts list
2. Hold the Ctrl key while you click each contact. When you have selected all the required contacts
3. 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 from an IM conversation, you can:

- Drag-and-drop a saved file into the text input area
- Attachment it using the notification tool in the message window
- Copy and paste a saved file or image from an Office program into the text input area

### 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.

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. To view Conversations:

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

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

Unimportant conversations may be deleted.

You can stop saving conversations by disabling the option (Options > Tools>Options >Personal).

## 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 like 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 and in the meeting request window
3. 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.

### 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.

1. In the Skype for Business window, go to the Options menu (cog icon ) and select Meet Now
2. 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

1. Start sharing by first establishing a connection to your contacts by starting an IM conversation, audio/video call or a meeting
2. 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.

or

- Click Present Programs and double-click the program window you want to share (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.