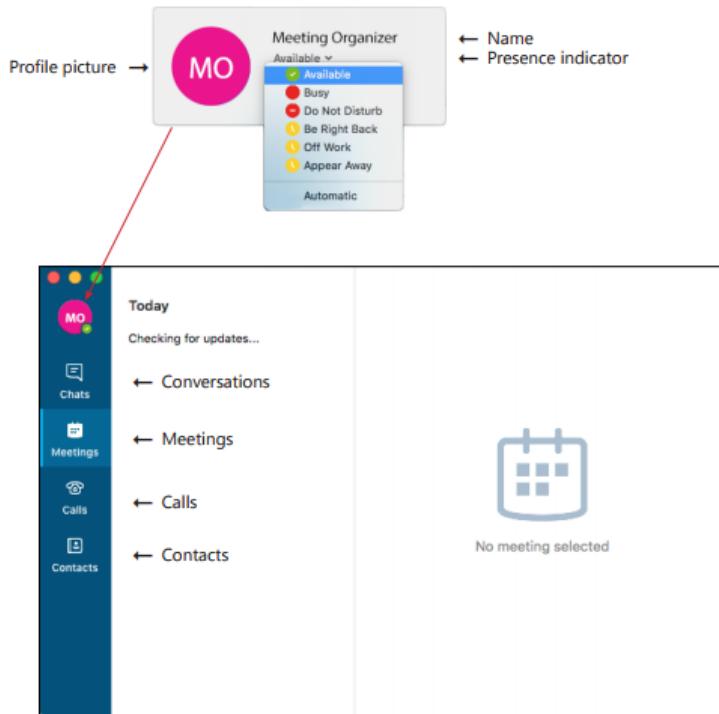


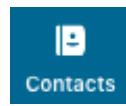
SKYPE FOR BUSINESS – BASIC FEATURES: MAC

When you first launch Skype for Business, you'll be greeted with the screen below, where your personal information, contacts, conversation history and upcoming meetings are displayed.



Searching for contacts

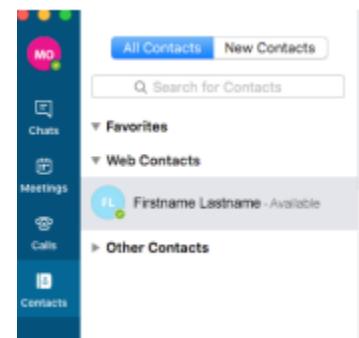
On the left navigation pane, select **Contacts**. In the **Search** box at the very top, simply type in the name, email address or desk phone number (if they are in your organization) and your search results will begin to populate below the search box



Q Search for Contacts

Adding a contact

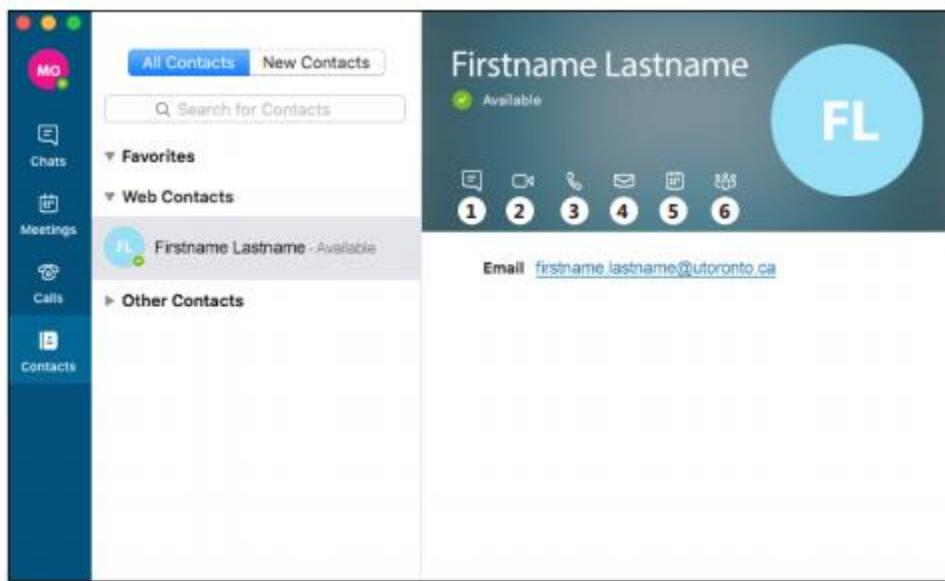
When you have searched for the person you wish to add, right click on the name and select **Add Contact**. To save the contact to a specific group, choose **Groups** from the **Contact** menu and select the group you would like to place them in.



Instant Messaging & Calling

Instant messaging allows you to communicate with people in real time using text. You can chat with either one or many people at the same time.

To start an IM conversation, select a user from your **Contacts** list. A conversation window will appear, shown below. Here you can initiate an instant message conversation (1), start a voice call (3) or video call (2).



1. Send an instant message
2. Start a video call
3. Start a voice call
4. Send an email
5. Schedule a meeting
6. Show groups this contact belongs to/add them to another group

To add someone to an existing conversation, click the **+** icon at the top right of the conversation window and select someone from your contact list.

Answering incoming calls

When you receive a phone call, you will hear a ring through the internal or connected speakers to your computer and you will also see a popup on your screen. You have a few options:

- a) To answer the call – simply click anywhere on the photo area
- b) To **ignore** a call and it will be forwarded to voicemail
- c) Selecting **options** will give you a list of further choices including:
 - a. Sending a call to voicemail immediately
 - b. Redirecting a call to a connected **mobile phone**
 - c. Replying to the person via **Instant Messaging**

d. Setting your status to **Do Not Disturb** which will reject this and any future calls

If you receive a video call and would like to answer with audio only, select the **Answer With Audio Only** button.

Checking for missed calls

On the left navigation pane, click on the **Calls** button. You'll be given two options:

- a) **All** – which will show you a list of all the calls you have received, dialed, missed, screen shares etc.
- b) **Missed** – which will show you only missed call



Sharing your screen or a program

You can share content including your screen via the **Share Content** button

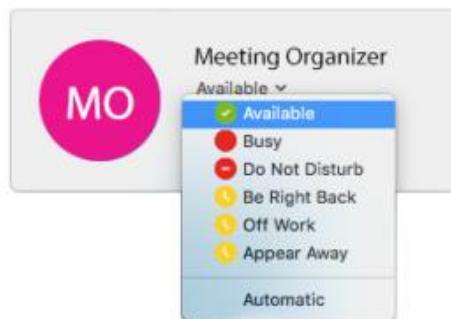
- This will give you multiple options including:
- a) **Sharing your Desktop** to share your screen
 - b) **Sharing a Window** to select a specific window or document you want to share.
 - c) **Sharing PowerPoint Files** to share PowerPoint files

During your sharing sessions, your status will change to **Presenting**. This will block other instant messages and calls from popping up.

You may also use the toolbar at the top to stop sharing or give control of your mouse to participants.

Setting your availability

Your availability is indicated by the presence indicator – a coloured icon beside your profile picture. It will indicate statuses such as **Available**, **Busy**, **Away**, **Do Not Disturb**, etc. Your availability will affect which communication options are available. It is automatically set based on your Outlook calendar information, but can also be manually set by yourself.



Changing your profile photo

At the top of Skype for Business, to the left of your name is your current profile photo. To change it or to hide it, click on it and you will be given 2 options to choose from:



- a) **Hide my picture** – which will hide your picture from everyone
- b) **Show my picture** – which will allow you to edit or remove the current picture by select the button below labeled **Edit or Remove Picture**

Once you have made your selection, simply press **OK** at the bottom to exit the options screen

Checking for scheduled meetings

Since Skype for Business is paired with your Outlook calendar, you can see your meetings using the Meetings button on the left navigation pane. The meetings displayed are read-only: you will not be able to edit or modify them from Skype.

