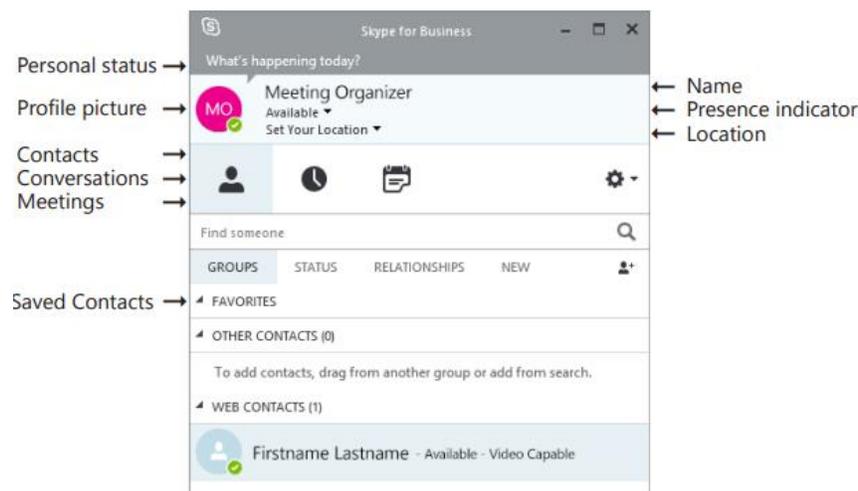


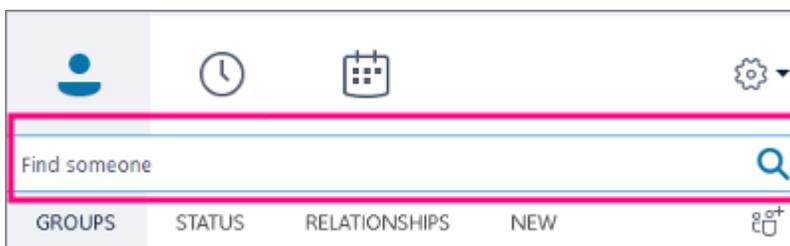
SKYPE FOR BUSINESS – BASIC FEATURES: WINDOWS

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

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.



Adding a contact

When you have searched for the person you wish to add, right click on the name and select **Add to Contacts List** which will give you a couple of options:

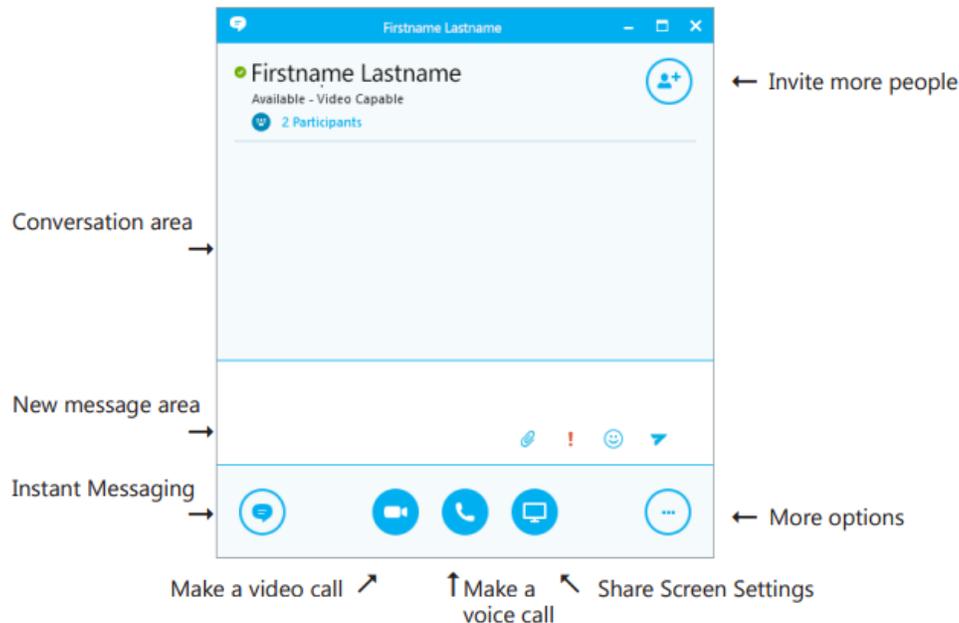
- New Group** – which will allow you to create a new group with that contact
- Other Contact** – which will allow you to add the contact to your Other Contacts list



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, double-click the user from the Skype main menu. A conversation window will appear. Type in your message in the box provided and press Enter to send. You can also send files via IM by dragging the file into the chat window.



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.

You can also initiate a voice or video call with an individual by clicking on the appropriate buttons on their conversation window (shown above).

Calling using the dial pad

At the top of the skype main window, select the dial pad logo  and a telephone dial pad will appear. Using this, you can simply dial the number you want or type in the number in the search box and select the appropriate contact. Once selected, select call and the outgoing call will be placed.



1 	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
Redial	Call	

Pin Check

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:

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

Next to contacts logo at the top, there is a clock logo representing history of calls. Once you select it, at the top, you will be given 3 options:

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

ALL

MISSED

CALLS

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:

- Sharing your Desktop** to share your screen
- Sharing a Window** to select a specific window or document you want to share.

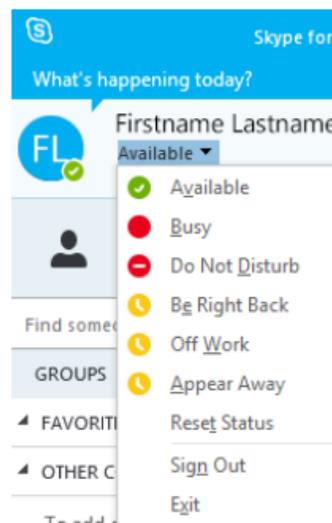
c) **Sharing PowerPoint Files** to share PowerPoint files

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 you 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.



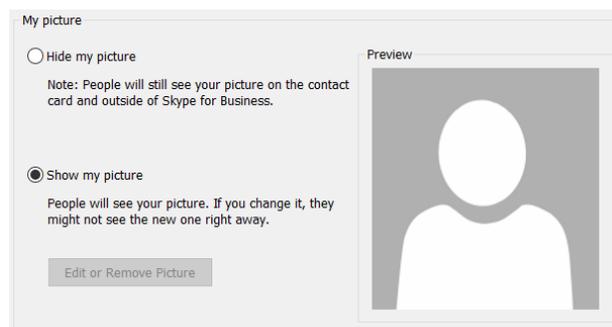
Changing your profile photo

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:

- Hide my picture** – which will hide your picture from everyone
- 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 within the main screen for Skype. Simply select the calendar icon at the top of your screen to the right of the dial pad and you will be show your scheduled meetings.



Note: You cannot add/modify meetings within Skype for Business. It is for viewing purposes only.