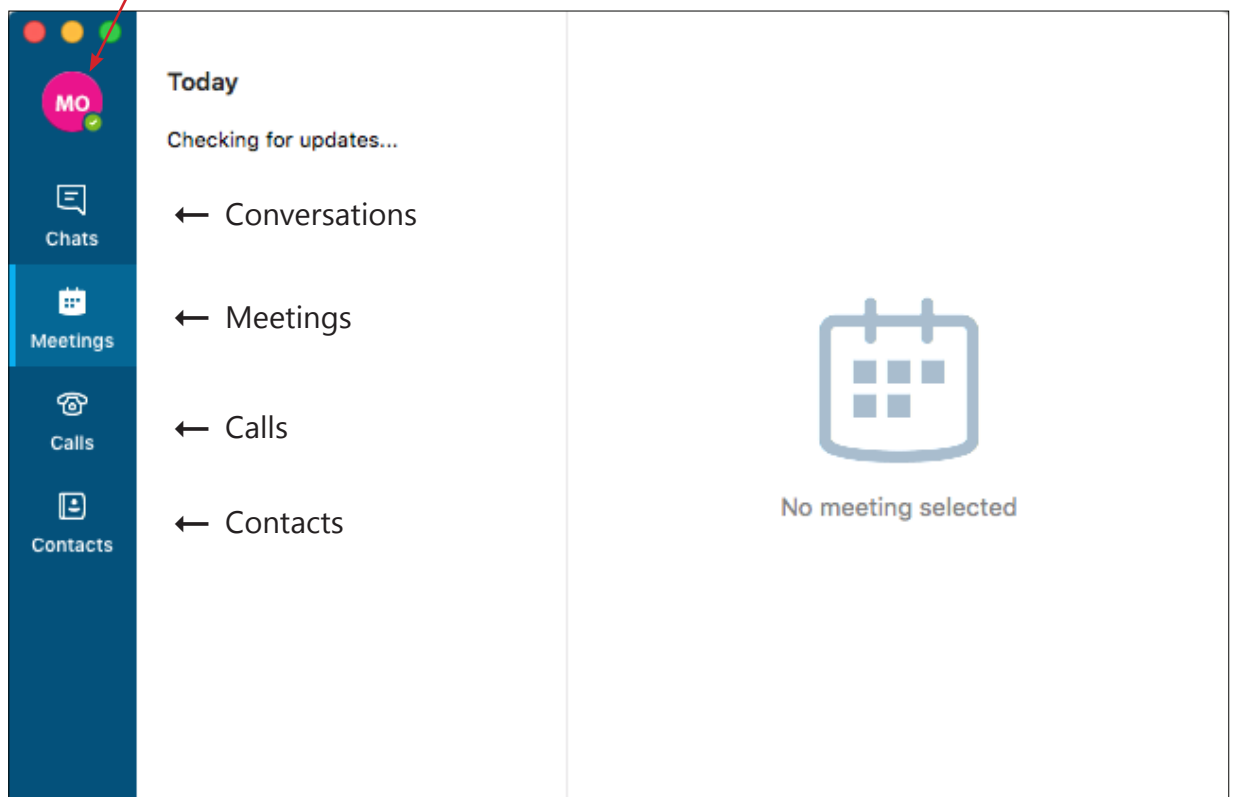
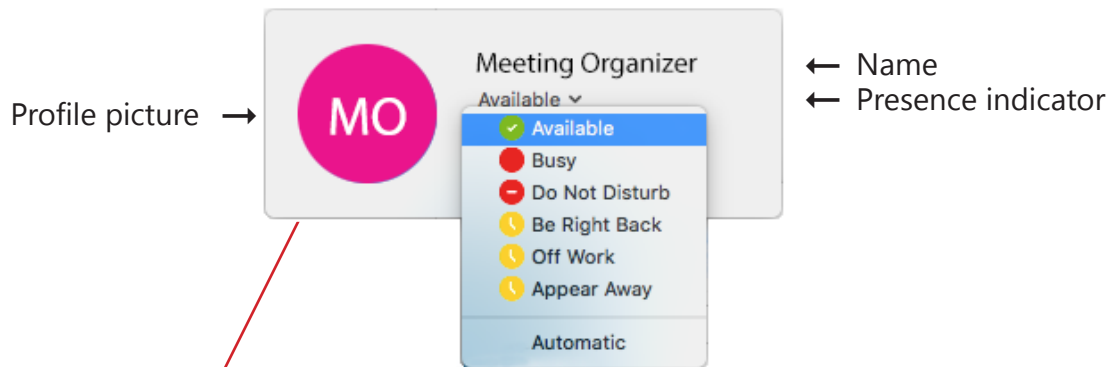




The Basics

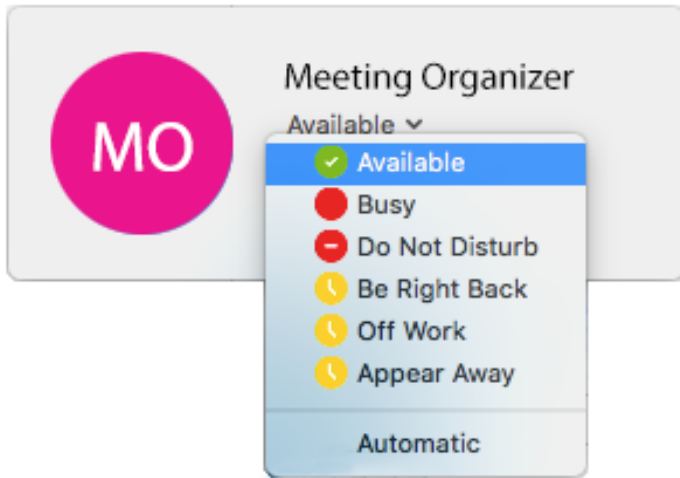
The Main Skype for Business Window

When you open the Skype for Business desktop app, you will see the main screen where your personal information, contacts, conversation history, call history, and upcoming meetings are displayed.



PRESENCE INDICATOR

Your availability is indicated by the presence indicator — a coloured icon beside your profile picture. It will indicate status such as **Available**, **Busy**, **Away**, **Do Not Disturb**, etc. Your presence indicator will effect which communication options are available.



Availability is set automatically based on your Outlook calendar information, but updates according to both your calendar and your activity on your computer.

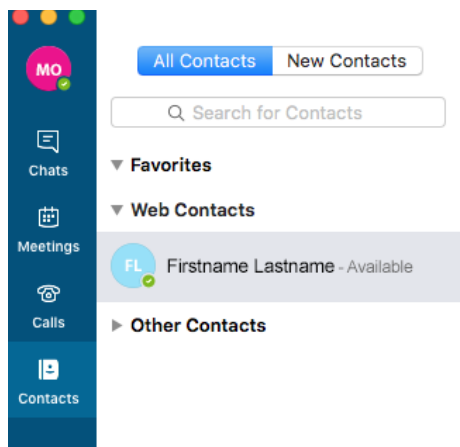
You can manually change your availability, which will override all automatic changes.

1. In the main Skype window, click on your profile picture and when the detailed window opens, click the arrow beside the presence indicator and choose one of the available options.

CONTACTS

Finding and adding contacts

1. In the main Skype for Business window start typing the name in the search box. A list of matching people will appear.
2. Select the required name and choose **Add Contact** from the **Contacts** menu. To save the contact to a specific group, choose **Groups** from the **Contacts** menu and select the group you'd like them in.

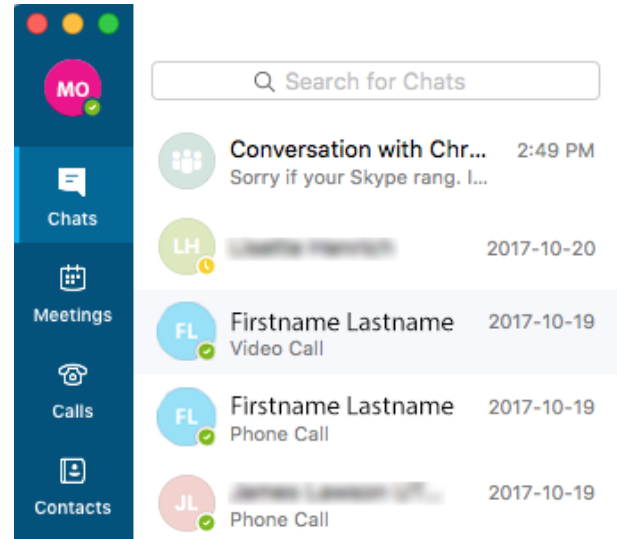


Creating a custom group

1. In the main Skype for Business window, choose **New Group** from the **Contact** menu.
2. A New Group box will appear. Rename it by overwriting the text.
4. Your group has been created, and you can start adding contacts to it.

CONVERSATIONS

Click on the Chats icon to view past conversations, voice or video calls, and meetings. Right-click on each item for further options for that item (such as **Start Call** or **Delete**).



MEETINGS

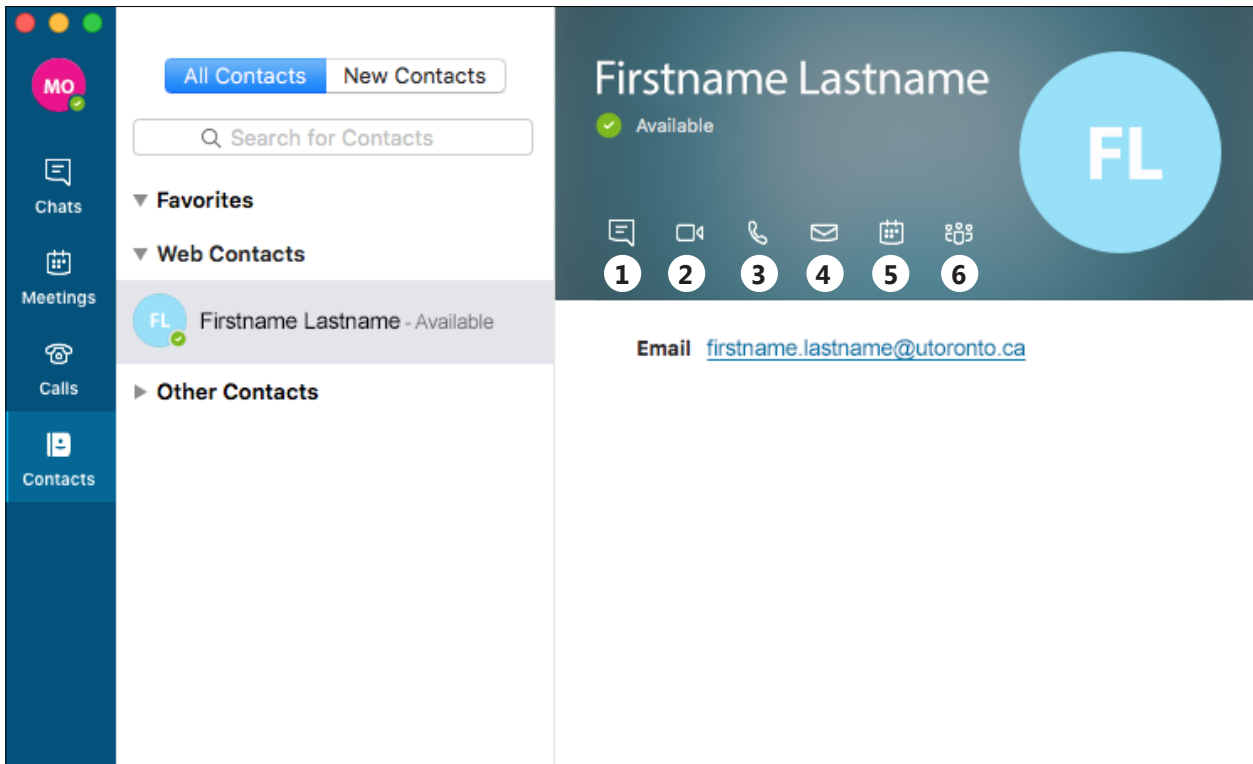
Click on the Meetings icon to view your upcoming meetings.



The Basics

Communicating With Your Contacts

When you select a contact in the main Skype window, it displays all the options available for communicating with that person on the right-hand side.



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

If you make a video call or a voice call, a new window will open which displays all the settings available during the call.

AUDIO OR VIDEO CALLS

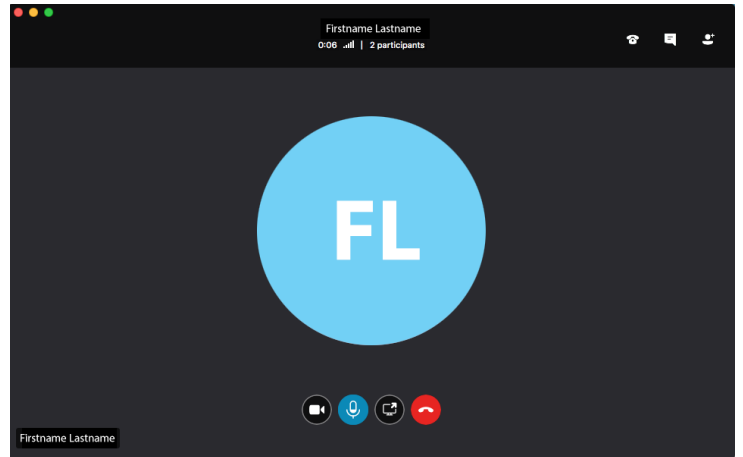
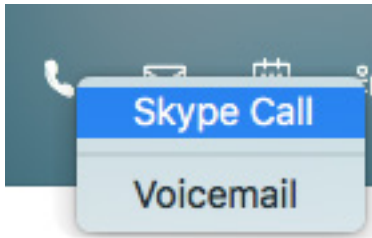
Most Macs have a built in camera, microphone and speakers which enables you to make and receive audio and video calls.

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. Choose **Preferences** from the Skype for Business menu.
2. Click the **Audio/Video** tab.

To make an audio call

1. Select the contact in Skype for Business.
2. Click the **Start a call** icon and choose **Skype Call**.

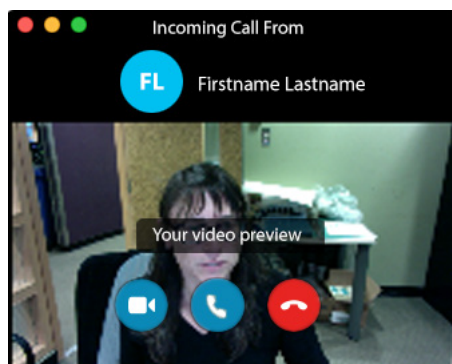
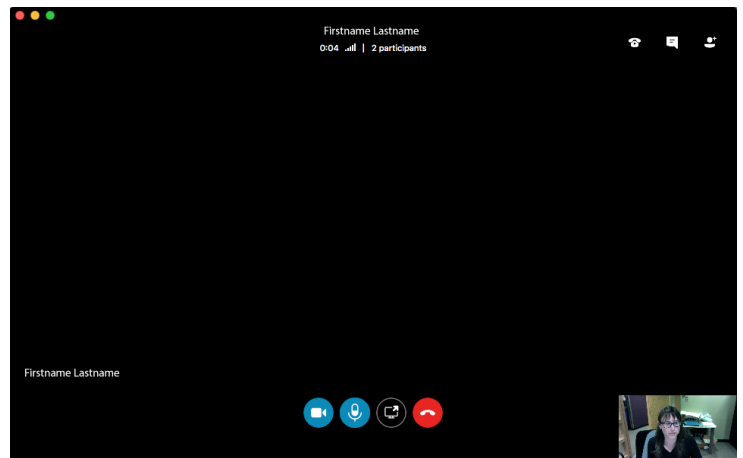


To make a video call

1. Select the contact in Skype for Business.
2. Click the **Start a video call** icon.



- When you call a contact, a new window will open on your screen and an alert pops up on their screen.
- To accept an incoming call, click on the **Answer call** icon in the pop-up window that appears (or click the Hang up icon to reject the call).
- Once in progress, you can control the call by putting it on hold, muting your audio, sharing your screen, and changing the way the video appears on screen.
- To end the call, close the window or click the **Hang up** icon.

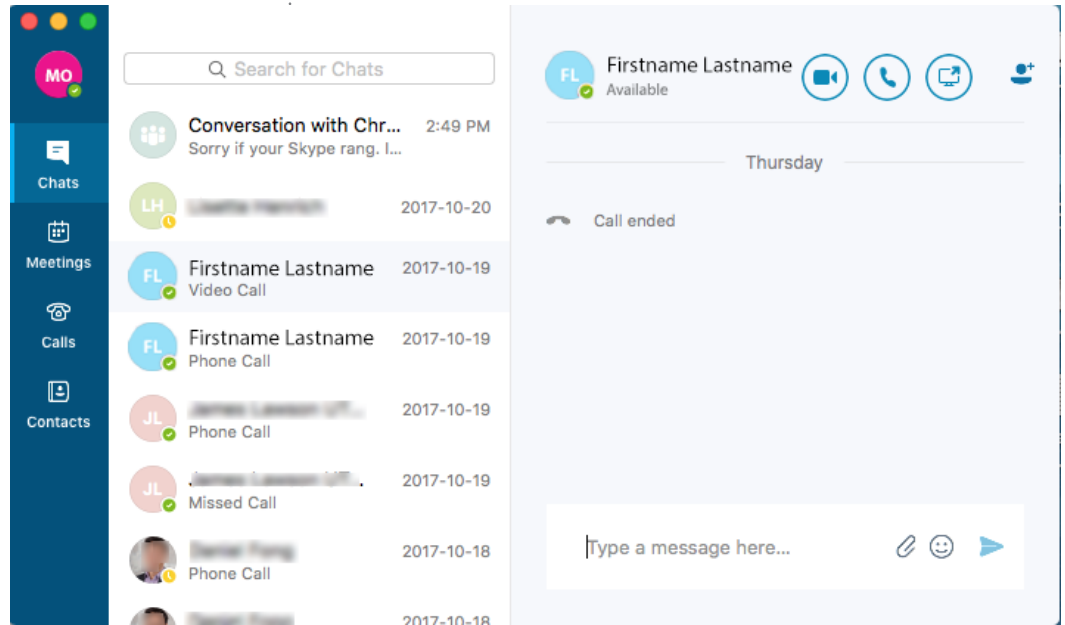


INSTANT MESSAGING

Instant messaging (IM) allows you to communicate with people in real time. You can have an IM conversation with one or many people, send pictures and files or add audio or video.

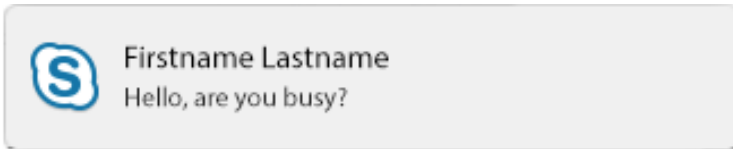
Starting an IM conversation with one person

1. Double-click the contact in the Skype main window.
 2. You will be taken to the **Chats** section with the conversation pane at the right.
 3. Type your message in the new message area.
 4. Press the **Return** key or click the **send** icon.
- You can use the Notification tools to add an attachment or emoticon.
 - If a person's status is set to **Do Not Disturb**, your message will not be sent.



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 in the alert to switch over to Skype.
- If you are unable to chat, you can just ignore the message, and it will be sent to your Outlook Inbox.

If you do not want to receive new IM alerts, set your presence status to **Do Not Disturb**.

Adding a person to an IM conversation

If you have already started an IM conversation, you can add others to it by:

1. Clicking the **Invite More People** button at the top of the conversation window to display the search field.
2. Search for the person's name or find them in your contact list.
3. Select the name and click **OK**.



Start an IM conversation with a group

1. Click the group name in your contacts list.
2. Click the **Send an Instant Message** icon to start the conversation.

Your message will go to all group members.

Conversation History

Skype for Business conversations are saved by default.

To view Conversations:

- In the main Skype for Business window click on the **Chats** icon. Conversations are indicated by a speech bubble icon.

To Delete a conversation:

- In the main Skype window, you can only delete one message at a time. Go to the **Chats** section, select the message and press the **Delete** key or select **Delete** from the **Edit** menu.

Deleting multiple conversations or delete permanently
Deleting multiple conversations or deleting a conversation permanently can only be done in Outlook.

- In Outlook 2016, go to the **Conversation History** folder, select the conversation(s) you would like to delete and click **Delete** in the menu bar at the top.
- To permanently delete a conversation, you will have to delete it from your **Trash** folder (click **Delete** to confirm).