



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 and upcoming meetings are displayed.

The screenshot shows the main interface of the Skype for Business desktop application. The window title is "Skype for Business". At the top, there is a header "What's happening today?". Below this is the user's profile card for "Meeting Organizer", which includes a profile picture (a pink circle with "MO"), a status indicator (Available), and a location field (Set Your Location). Below the profile card is a navigation bar with icons for Contacts, Conversations, Meetings, and Settings. Below the navigation bar is a search bar labeled "Find someone" with a magnifying glass icon. Below the search bar are tabs for "GROUPS", "STATUS", "RELATIONSHIPS", and "NEW". Below the tabs are sections for "FAVORITES", "OTHER CONTACTS (0)", and "WEB CONTACTS (1)". Below the "WEB CONTACTS" section is a contact card for "Firstname Lastname" with a status indicator (Available) and a video capability indicator (Video Capable). At the bottom left, there is a small warning icon.

Annotations on the left side of the screenshot:

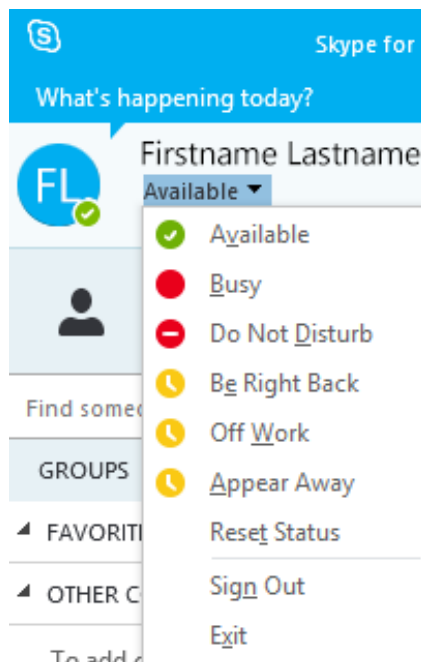
- Personal status →
- Profile picture →
- Contacts →
- Conversations →
- Meetings →
- Saved Contacts →

Annotations on the right side of the screenshot:

- ← Name
- ← Presence indicator
- ← Location

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.

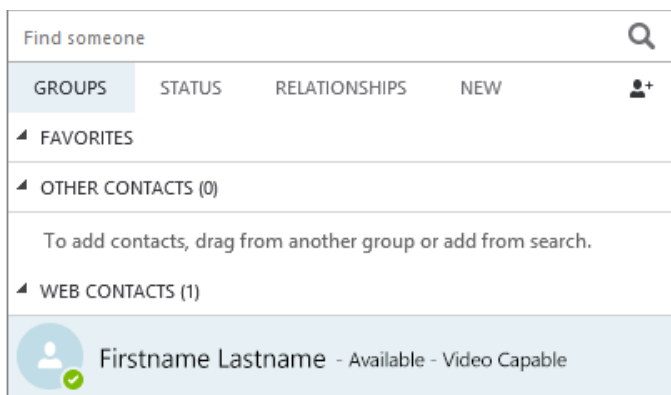
You can manually change your availability, which will override all automatic changes.

1. In the main Skype window, click on the arrow beside the presence indicator and choose one of the available options.

CONTACTS

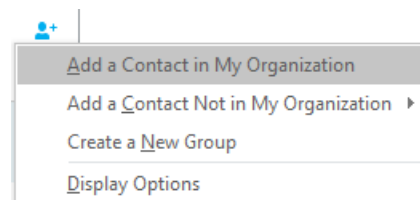
Finding and adding contacts

1. In the main Skype for Business window start typing the name in the search box. A list of matching people will appear.
2. Right-click on the required name and select **Add to Contacts List**, which then gives options of adding to a specific group.



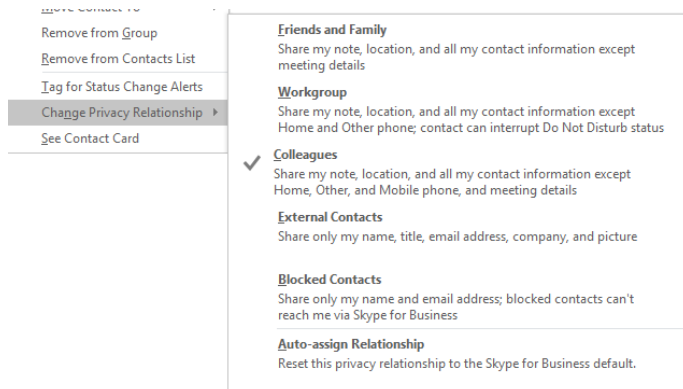
Creating a custom group

1. In the main Skype for Business window, click the **Add a Contact** icon.
2. Choose **Create a New Group**.
3. 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



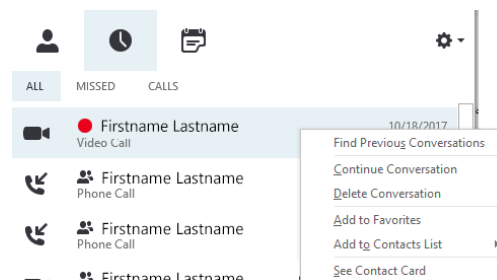
Privacy Relationships

This setting controls the connectivity and the type of information that can be viewed by your contacts. The default setting is **Colleagues**. 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** and choose the appropriate option.



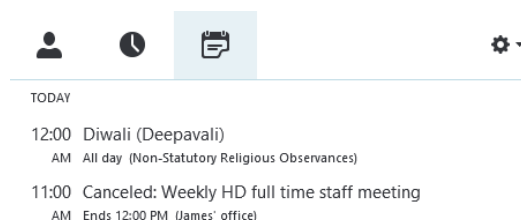
CONVERSATIONS

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



MEETINGS

Click on the Meetings icon to view your upcoming meetings.

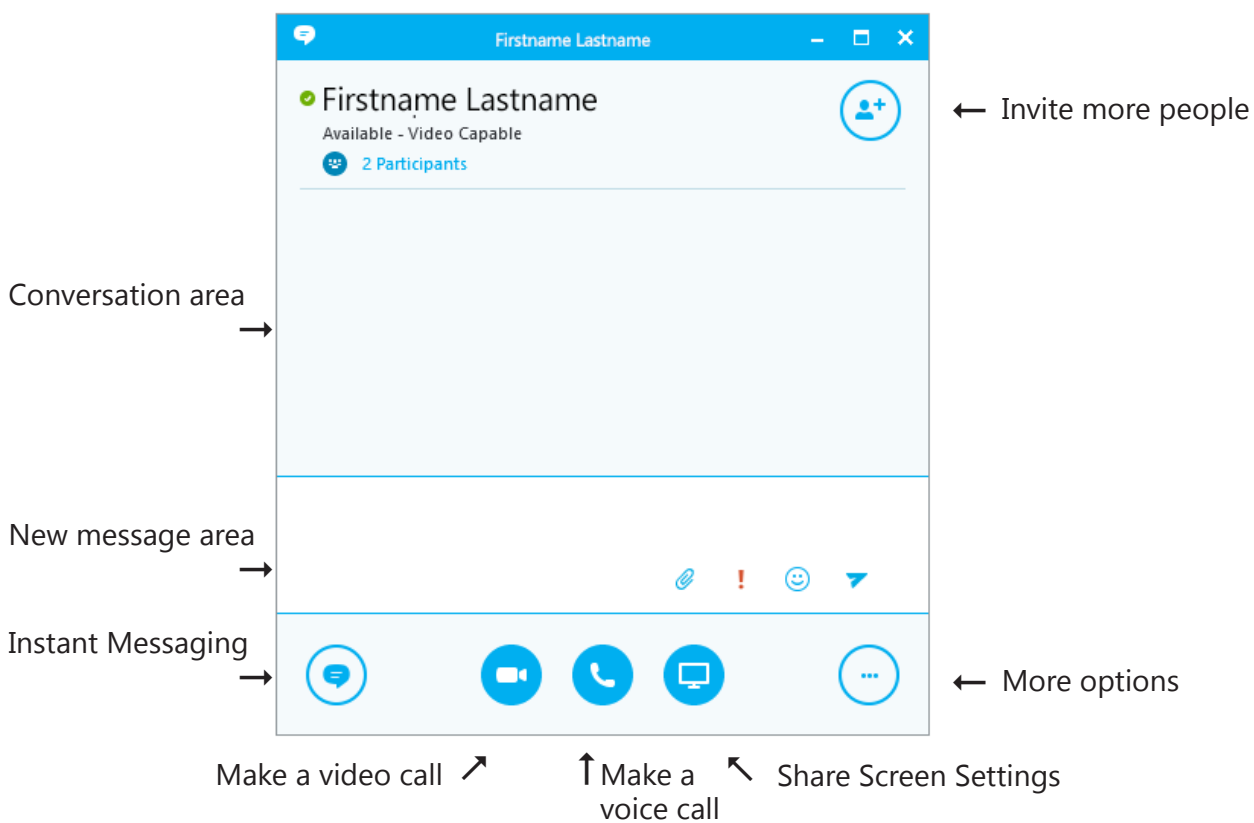




The Basics

Communicating With Your Contacts

When you double-click a contact in the main Skype window, it opens a new window and displays all the options available for communicating with that person.



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

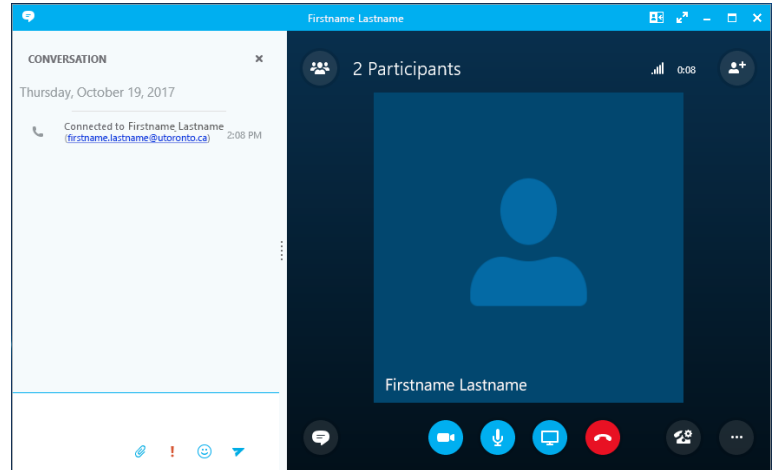
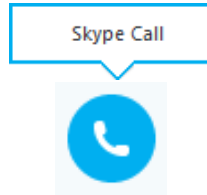
If you have a microphone, a headset (or speakers) and a webcam attached to your computer, you can use Skype for Business to make and receive audio and video calls.

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 in the main Skype for Business window.
2. Choose **Tools > Audio (or Video) Device Settings**.

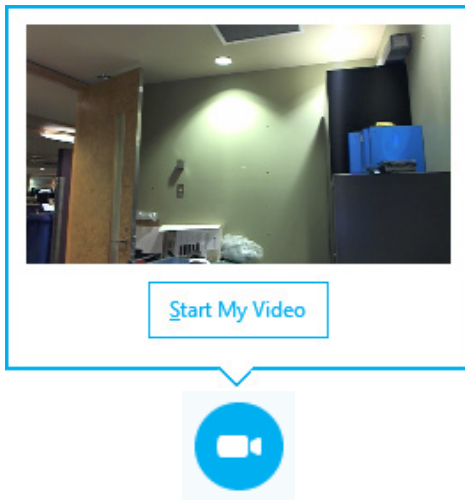
To make an audio call

1. Double-click the contact in Skype for Business.
2. Click the **Audio** icon and click **Skype Call**.



To make a video call

1. Double-click the contact in Skype for Business.
2. Click the **Video** icon and click **Start My Video**.



Contacts who have a webcam set up will have **Video Capable** on their contact details.

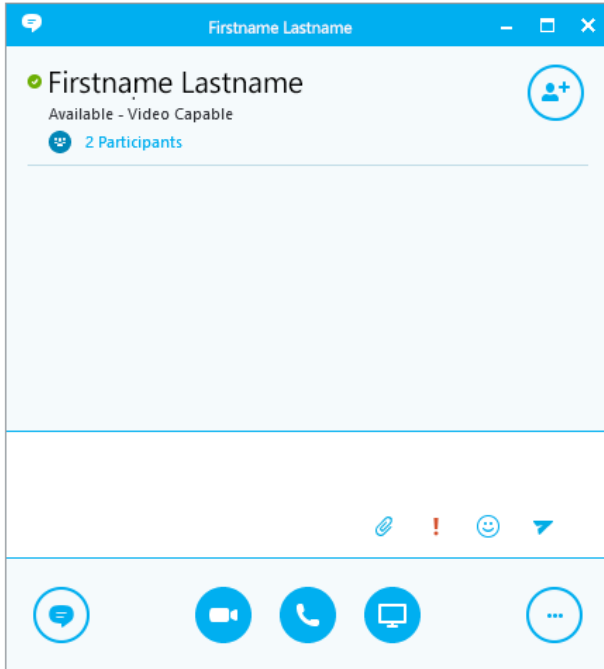
- When you call a contact, a new window will open on your screen and an alert pops up on their screen.
- To accept the call they can click anywhere in the photo area of the pop-up (or they can choose to reject the call).
- Once in progress, you can control the call by putting it on hold, muting your audio, sharing your screen, and changing the way the video appears on screen.
- To end the call, close the window or click the **End call** button.

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 for Business main window.
2. A conversation window will appear.
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, emoticon, or mark the message as important.

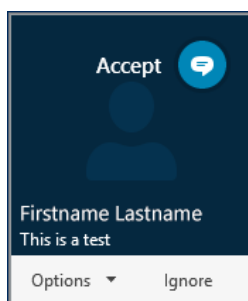


- If a person's status is set to **Do Not Disturb**, your message will not be sent.

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 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**.

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 directory.
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. Right-click the group name in your contacts list.
 2. Click **Send an IM** to start the conversation.
- Your message will go to all group members.

Conversation History

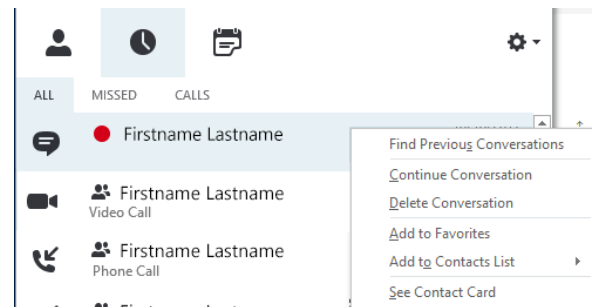
Skype for Business conversations are saved by default. You can stop saving conversations by disabling the option (**Options > Tools > Options > Personal**).

To view Conversations:

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

To Delete a conversation:

- In the main Skype window, go to the Conversations section, right-click the message and select **Delete Conversation**. Note: you can only delete one conversation at a time.



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 choose **Delete** from the menu.
- To permanently delete a conversation, hold down the **Shift** key while right-clicking on it and choose **Delete** from the menu, then click **Yes** to confirm.