

User guide for Skype for Business 2015 Desktop Client

Table of Contents

Accessing Skype for Business and signing in.....	2
Setting Status and Location	2
Viewing and Searching for Contacts	3
Viewing a Contact Card	4
Making contact with another user.....	4
Sending an Instant Message (IM).....	4
Making a Voice Call	4
Making a video call	5
Desktop Sharing	5
Sending an email.....	6
Customising your message	6
Inviting additional people into a conversation	7
Accepting Contact.....	8
Audio notifications/ring tones	8
Accepting new conversations.	8
Transferring calls within a Skype for Business voice conversation.....	9
Transferring with an announcement first.....	9
Transferring without an announcement.....	10
Exiting a conversation.....	11
Viewing missed calls and messages	11
Accessing Voicemail	12
Creating a Skype Meeting	12
Through the Skype client	12
Creating an online Skype meeting in Outlook	13
Meeting Security	13
Joining online Skype Meetings.....	14
Joining through Outlook	14
Joining through the skype client	14
Using the dialling in option	15
Through the meeting notification popup	15
Setting up Call Forwarding to phone number.....	15
Other options within the Skype for Business contact list.....	15
Viewing previous conversations with a contact	15

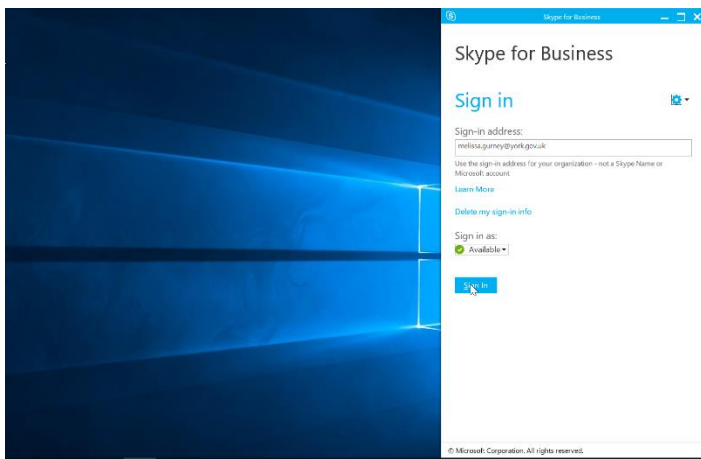
Adding a contact	16
Marking a contact for Status Changes	16
Change privacy relationship for a contact	16

Accessing Skype for Business and signing in

Skype for business will start up automatically with the desktop when you log in.

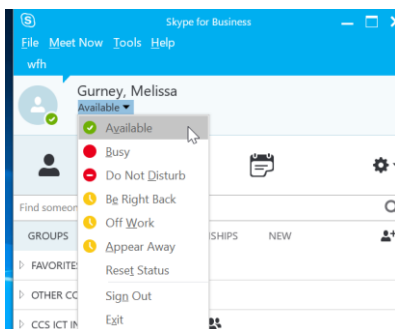
If, for any reason it does not, you are able to search “Skype” in the start menu.

Once the client opens, you will be automatically logged in. If this does not happen, you will be required to enter your email address along with your password and click sign in. You are able to choose what your status will be for when you log in.

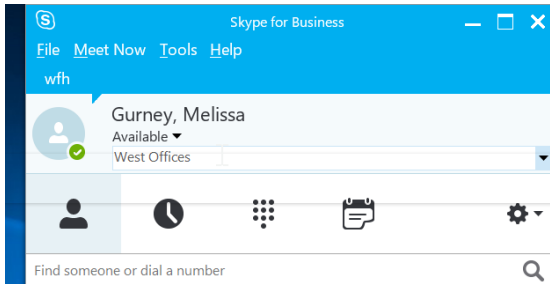


Setting Status and Location

Once you are logged in, you are able to set your status (e.g Available, Away, etc.)

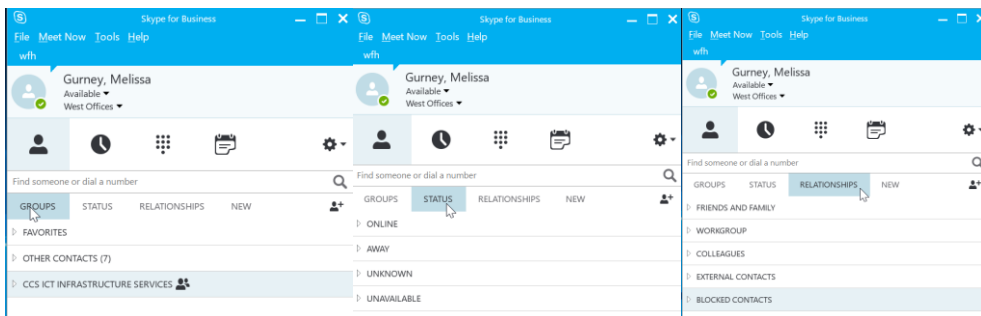


You are also able to set a note. For example, your location or availability times.

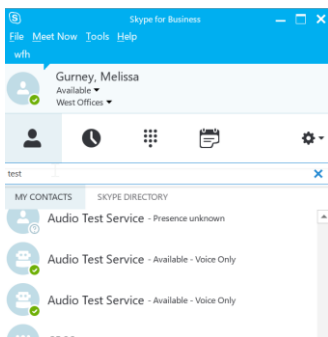


Viewing and Searching for Contacts

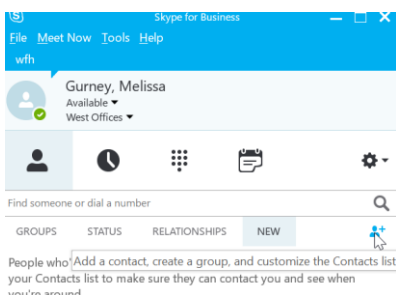
In the Skype client, you are able to view a list of contacts. This can be broken down into groups, contact status, relationships or newly added.



You are able to search for a contact by typing their name into the search bar. If you search within the “My Contacts” tab, you will see CYC users. Searching within “Skype Directory” will show both internal and external results.

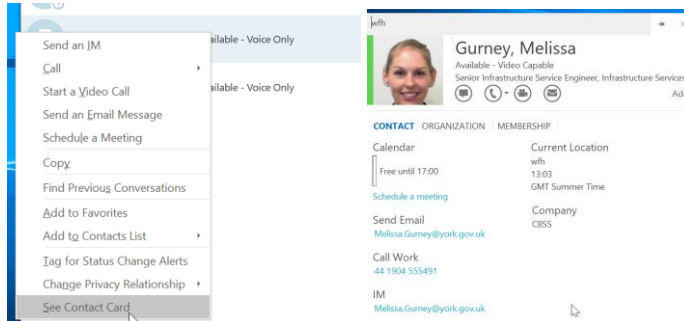


You are able to add new contacts, create a group or customize your contact list by clicking the following button:



Viewing a Contact Card

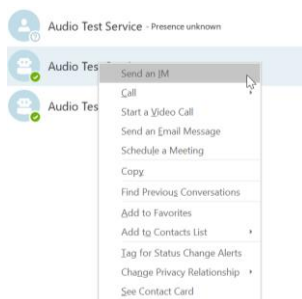
Once you have found a contact and you wish to view more information about their contact details, you can view their contact card. To do this, right click on their name and select contact card. This will display information such as Telephone number, email address,



Making contact with another user

Sending an Instant Message (IM)

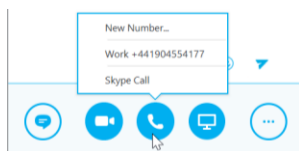
You can make contact with someone by either double clicking on their name in the skype contacts window, or by right clicking on their user name and selecting “Send an IM”. This will open a messaging window where you are able to then begin a conversation.



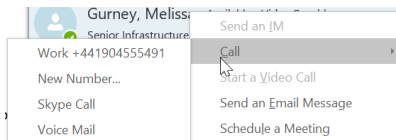
As well as sending messages, you also have a number of calling options.

Making a Voice Call

To make a voice call, click on the telephone icon and select the work number. If the person you are calling is not call enabled on Skype, you will hear a dial tone (you will be familiar with hearing on your desk phone) as it calls them on their desk phone. If the other person is call enabled on skype, you will hear the usual skype ringing tone while the call connects.



This can also be done by right clicking on the user name of the person you wish to call from the contact list and selecting “Call”. **You must then choose “work number”, as choosing Skype call will not work for those who are not able to receive Skype calls.**

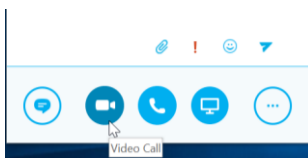


The telephone keypad tab in the Skype Client window is another way in which you can make voice calls. Here you are able to dial a telephone number or search for the contact in Skype using the search bar. Results appear at the bottom of the window.

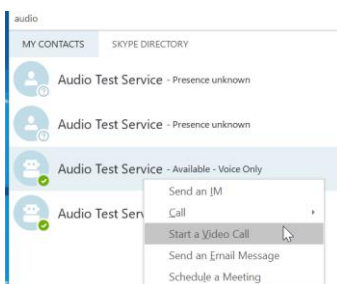


Making a video call

To make a video call, click on the video camera icon. This will then give you a preview of what the other person will see, before you can then agree to share your video.



This can also be done by right clicking on the user name of the person you wish to call from the contact list and selecting “Start a video call”.



Desktop Sharing

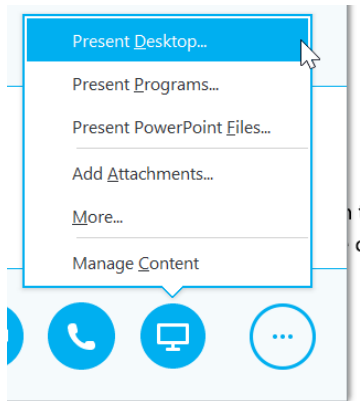
Another option you have within the conversation is to share your desktop. This will allow the other person to see what you can see on your desktop. These are the options you have for items to share.

Desktop – shows entire desktop

Programs – allows you to select a specific program to be shared. For example, Internet Explorer.

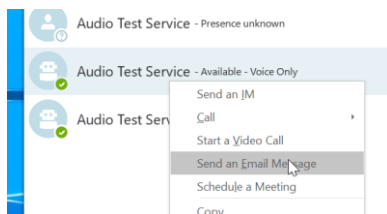
PowerPoint Files – this will allow you to choose a powerpoint file to present within the conversation.

Attachments – You are also able to add attachments here



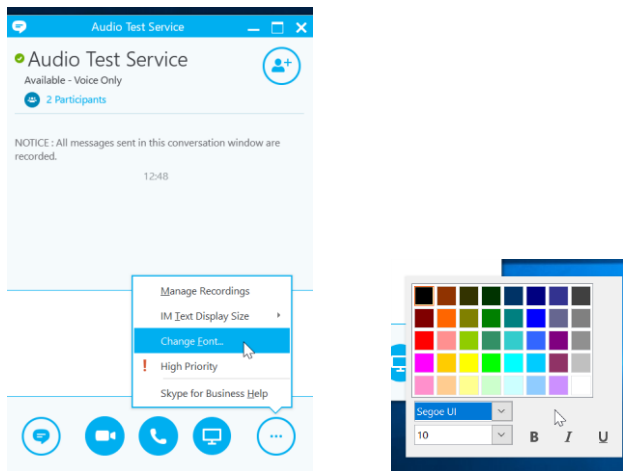
Sending an email

To send an email to a contact from within the Skype contact list, right click on their name and choose the “Send an Email Message”. This then opens an Outlook New Email window with their address already filled in for the “To:” field.



Customising your message

You are able to customize the text you use within the conversation by clicking on “Change Font”. This will give you a pop up colour chart and drop down menu for font styles and size.

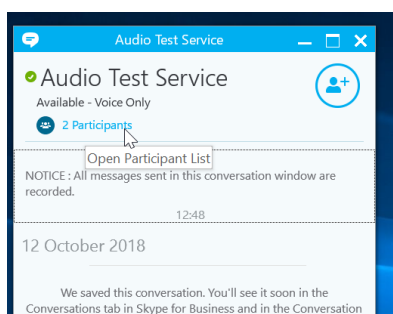


You can add attachments to the conversation by clicking on the paper click and can use emoticons by clicking on the smiley face.

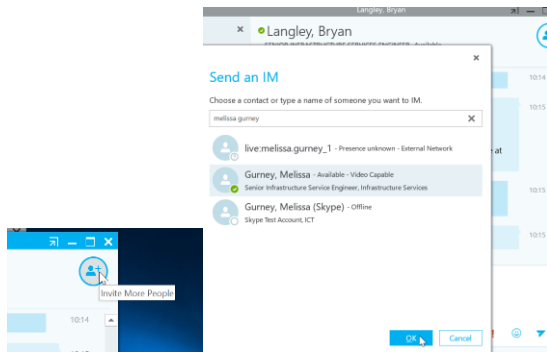


Inviting additional people into a conversation

While you are in a conversation, you are able to view how many participants there are and who those participants are. You do this by clicking on the participants link under the top of the conversation window:



If you wish to invite another participant into the conversation, click on the person with a plus icon in the conversation window and search for who you wish to invite. Once chosen, click OK



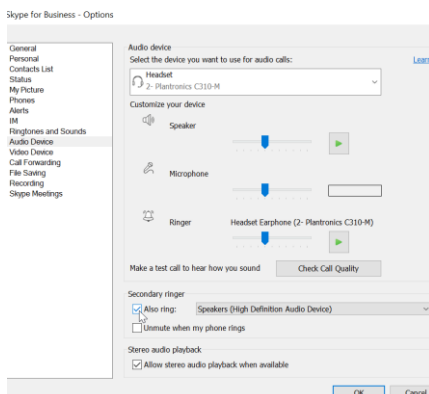
You will then see that the number of participants has increased and the new person's name is now at the top of the conversation window alongside the first person.

Accepting Contact

Audio notifications/ring tones

In order for you to hear calls ringing or message notifications, go to your Skype settings by clicking on the cog icon in the Skype client.

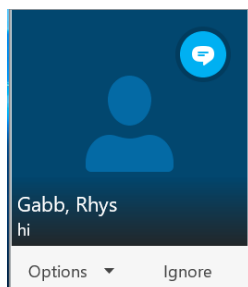
The following must be ticked in the Audio Device settings:



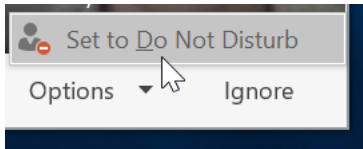
“Secondary ringer also ring Speakers”.

Accepting new conversations.

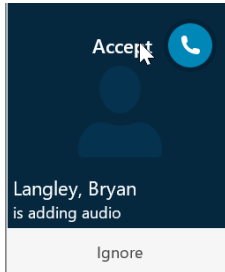
When someone who you don't have a current conversation open with sends you a message, you will see the following



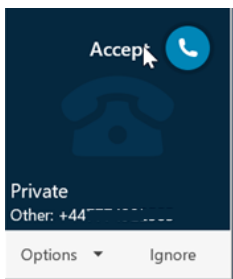
To accept the message, hover over the pop up and select “accept”. You also have the options of ignoring the message and setting your status to “Do Not Disturb”. This will stop you receiving messages until you have changed your Skype status back to something else.



Other pop ups you may see are when a user tries to call you from within Skype:

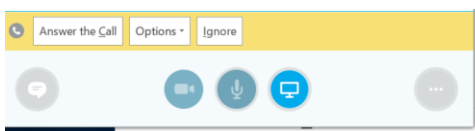


If the user is trying to call you from a non-skype number (e.g external user) you will see the following:



To accept, simply hover over the user as you would to accept a message.

People may also try to call you from within a Skype conversation. If this is the case, you will see the following at the bottom of the conversation window:



Transferring calls within a Skype for Business voice conversation

Transferring with an announcement first

When you are in a call in Skype for Business, you are able to transfer the call to another contact just as you would on a telephone.

There are two options for this. The first is to transfer a call to another person, announcing the transfer to that person before passing the call across.

To do that, first accept or make the call.

When you are ready to place the call on hold, click the **Call Controls** icon (optional).

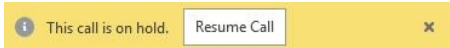


Placing the call on hold is optional - the call will be automatically placed on hold when you make a new call to the intended recipient. However, it can feel more familiar to place the call on Hold yourself if you prefer.

Click **Hold**.

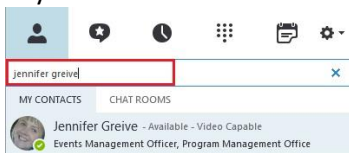


A banner will display on the original conversation window showing that the call is on hold.



To make a new call to the intended recipient:

1. Open **Skype for Business**
2. Type the name, extension or contact number of the recipient in the search box, or find them in your Contacts List



3. Hover over their profile photo to reveal the options, then click the **Call** icon.



A new conversation window opens for the selected contact.

4. Announce the call to the intended recipient.

To complete the transfer:

1. When you are ready to complete the transfer, click the **Call Controls** icon in either call window.
2. Select the **Transfer** icon - any open conversations are listed in the Transfer Call window.
3. Select the conversation with the intended recipient, then click **Transfer**.



The call is transferred and you will be dropped out of the call - both conversation windows will close automatically.

Transferring without an announcement

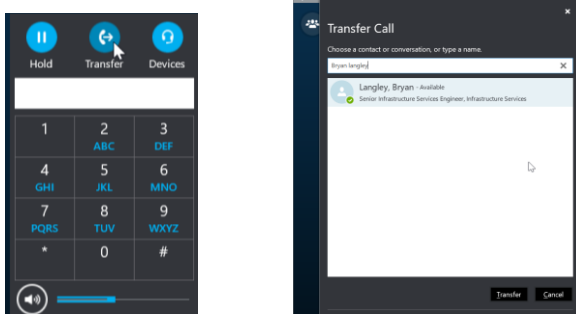
Note: In this method, you do not get to speak with the person you are transferring the call to before it is transferred – the call is transferred straight across to the recipient.

In this example, the call is with a telephone user.

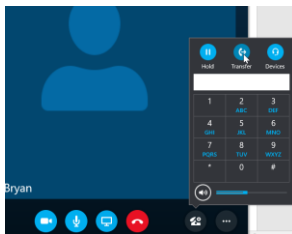
Click on the Transfer button. This will bring up the Transfer Call window, in which you are able to search for a contact or enter a telephone number to transfer the call to. Once you

click “Transfer”, you will then see the call being transferred across to the other person before it is then disconnected when they pick up the call.

This example is for a call with a telephone user being transferred:

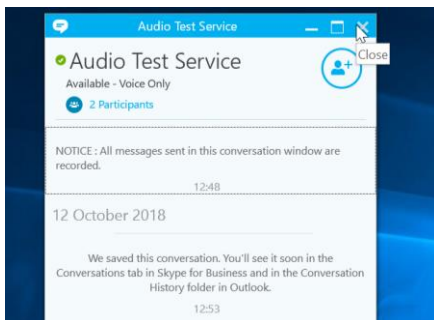


This is what you see in a skype to skype call. You will need to click on the telephone with the cog to see the transfer option:



Exiting a conversation

Once you have finished your conversation, you can close it by clicking on the cross in the top right of the window.

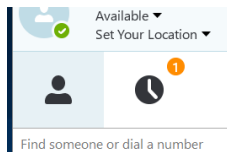


As it states in the message window, your conversation history is also stored in the Conversation History folder in your Outlook Inbox.

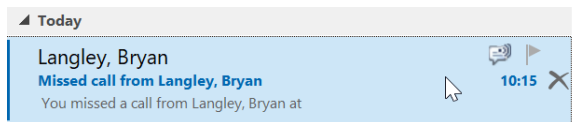
Viewing missed calls and messages

If you miss a call, you will have a number of ways of viewing this.

The first, is from within your Skype client. If you have a missed conversation, you will see an orange number next to the clock. Clicking on the clock and then the “Missed” tab, will show you any missed calls or messages you may have.

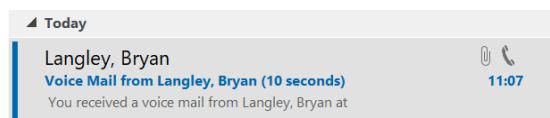


Other ways of viewing missed calls is through Outlook. When you miss a call, you will receive an email telling you who called and when. It will also show you their contact details to allow you to return the call or a message.

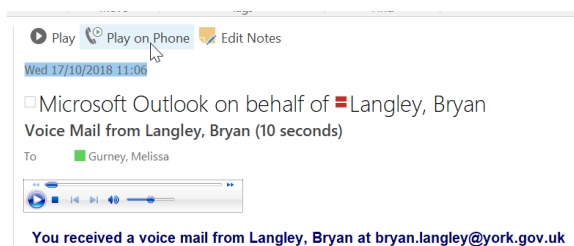


Accessing Voicemail

If the person has left you a voicemail, you will see this in your inbox in Outlook:



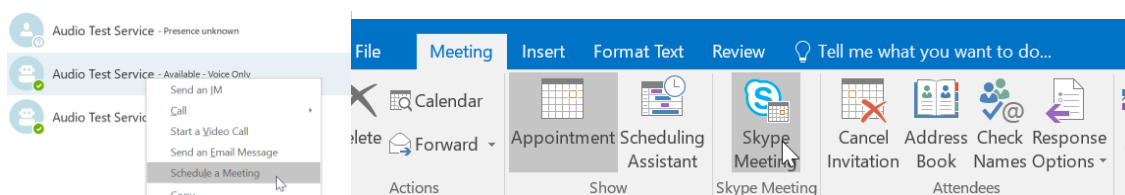
Within the message there will be an integrated media player, where you are able to listen to the voice message from within the email. You also have the option of “Play on Phone” in case you are unable to use headphones”.



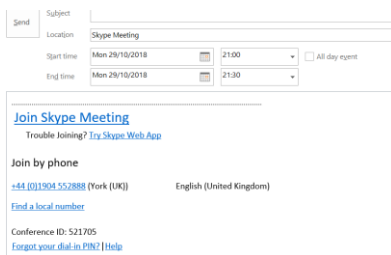
Creating a Skype Meeting

Through the Skype client

By right clicking on a contact in the Skype for Business client, you are able to select the option “Schedule a meeting”. This then opens up a new window from Outlook, in which you are able to set up a meeting with that contact. To make it an online Skype meeting, select Skype Meeting from the menu bar at the top.



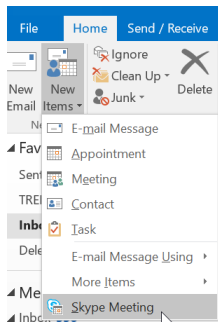
This will then auto fill the content of the meeting invite with the relevant details for joining the meeting. These details will be added to the meeting information in the entry in your's and the invitees' Outlook calendars.



Creating an online Skype meeting in Outlook

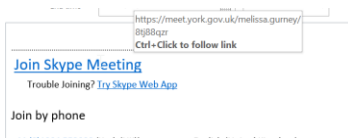
Open Outlook and navigate to the "Home" screen (where you can view inbox, create new emails etc).

Along the top menu, select "New Items" and then "Skype Meeting". This will then open up the same window as previous, where the details of the meeting will already be auto-filled in the meeting invite.

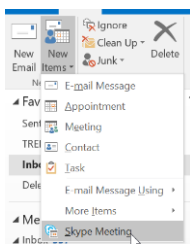


Meeting Security

When you create a Skype for Business meeting, you are given a meeting URL to join it. The default setting is for this URL to be the same each time a user creates a meeting. Each user has their own unique URL.

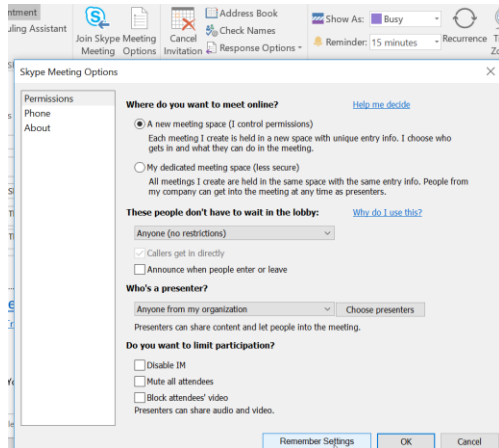


You can increase meeting security by changing the settings to create a new URL each time you create a new meeting. To do this, go to outlook and go to new Skype Meeting



When the new meeting window opens, select Meeting Options from the top menu and change the settings to the following:

- A new meeting space (I control permissions)
- Remember Settings



Once this has been applied, your meetings going forward would then have a different URL each time.

Joining online Skype Meetings

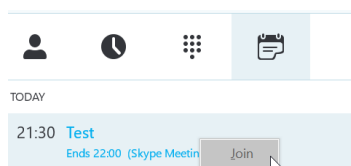
Joining through Outlook

When you either create a Skype meeting or are invited to one, you will see an entry in your Outlook calendar with the meeting details. Double clicking on this will open up the more detailed view, including the link to join the meeting.



Joining through the skype client

Going to the calendar tab in you Skype client will show you a list of all events you have planned for that day. For the meeting you wish to join, you can right click and select "Join". Double clicking the meeting entry will do the same thing.



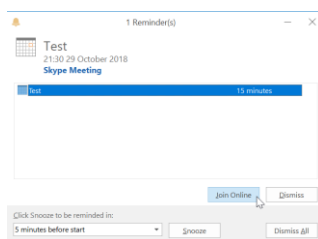
You are able to join using the Skype for Business Audio options (your headset) or alternatively you can enter a telephone number for the meeting to call out to.

Using the dialling in option

In the meeting invite details, there is a telephone number you are able to call if you are unable to use Skype or prefer to use a telephone device. This number is 01904 552888. Once you dial this number, you will be asked to enter a meeting Pin. This is specified in the meeting details underneath the dial in number. Once entered (followed by #), you will be asked to record your name before you will then join the meeting.

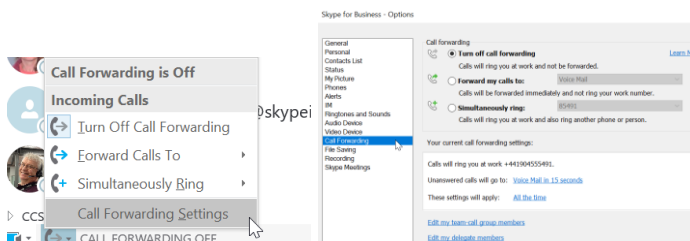
Through the meeting notification popup

Finally, 15 minutes before your meeting is due to start, you will receive a pop up reminder from Outlook from which you are able to click "Join Online". This will then open up the Skype for Business window to join the meeting.



Setting up Call Forwarding to phone number

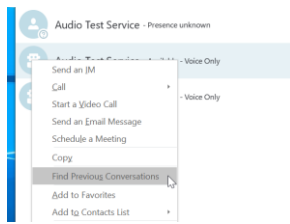
In some scenarios, you may want to forward calls to a mobile phone or alternative number. Call forwarding settings can be configured through the Skype client. At the very bottom of the window, click on the phone with the arrow and a drop down menu will appear. Select Call Forwarding Settings. This will open a new window where you can choose to forward calls to an alternative number. This is also the location you would disable call forwarding if required.



Other options within the Skype for Business contact list

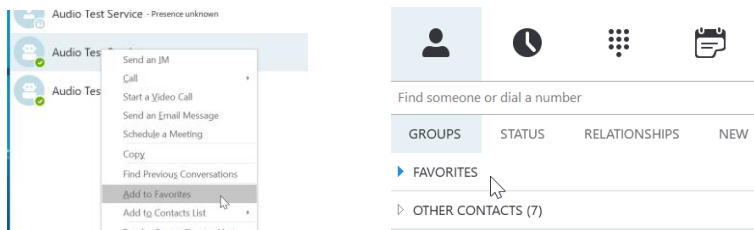
Viewing previous conversations with a contact

To view any previous conversations with a contact, locate them in the contact list and right click. You can then select "Find Previous Conversations". When you click on this, it will open the Conversation History folder in your Outlook Inbox and show you the previous conversations you have had with that person.

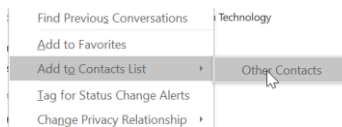


Adding a contact

To make frequently used contacts easier to find and manage, you can add them to your “Favourites” lists by right clicking on their name and selecting “Add to Favourites”. They will then be visible in your favourites group when you open the Skype for Business client.

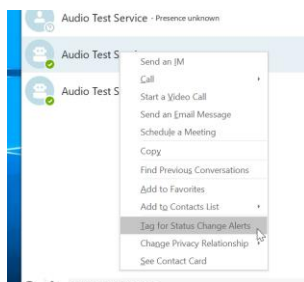


To add contacts to the “Other Contacts” list, you can right click on their name and select Add to contact list > Other Contacts. Once added they will appear in your contacts list under “Other Contacts”.



Marking a contact for Status Changes

This is useful if you are waiting for someone to become available after a meeting etc. You will be notified of any status changes for that contact.



Change privacy relationship for a contact

With this menu, accessed by right clicking their name in the contact list and then selecting “Change Privacy Relationship”, you are able to specify what this person is able to see when they view your Skype profile.

Audio Test Service - Presence unknown

Friends and Family
Share my note, location, and all my contact information except meeting details

Workgroup
Share my note, location, and all my contact information except Home and Other phone; contact can interrupt Do Not Disturb status

✓ **Colleagues**
Share my note, location, and all my contact information except Home, Other, and Mobile phone, and meeting details

External Contacts
Share only my name, title, email address, company, and picture

Blocked Contacts
Share only my name and email address; blocked contacts can't reach me via Skype for Business

Auto-assign Relationship
Reset this privacy relationship to the Skype for Business default.

- Send an IM
- Call
- Start a Video Call
- Send an Email Message
- Schedule a Meeting
- Copy
- Find Previous Conversations
- Add to Favorites
- Add to Contacts List
- Tag for Status Change Alerts
- Change Privacy Relationship**
- See Contact Card

MS CRM