Microsoft Skype for Business is the new communications application included in the Office 365 Business Premium and Essentials plans. Communicate instantly with contacts, share your screen or video chat with other users, and even communicate across devices. Also, Skype for Business now integrates with other Microsoft products allowing you to schedule online Skype meetings through an Outlook message and more. Everything you need to keep in contact without leaving a single app.

Getting Around

**Status/Location/Profile:** Change how you appear to your contacts by setting your availability, location, personal message, and profile picture.

**Display Options:** Change how the current tab is filtered. For example, here the contacts list is filtered by groups.

**Contacts:** Hover over a contact image to choose to message them, view their contact card, and other options.

**Options:** Manage your Skype for Business settings, such as your automatic login and Exchange and Outlook integration.

**Add Contact:** Add a new contact to your contacts list or create a new group.

**Show Menu:** Click the dropdown to display the menu with options such as signing out, starting a meeting, and help.
Above the display options are the default view tabs which change what is displayed in the pane. You can switch between Contacts, Conversations, and Meetings by clicking on the corresponding icons (shown above). You may have more view tabs depending on if you have connected a phone to Skype for Business.

Signing In

When you sign in to Skype for Business for the very first time, you will automatically be signed in every time afterwards.

Signing in to Skype for Business:
1. Type in your email.
2. Select your availability.
3. Click Sign In.
4. (If your account information has not yet been saved) Input your user name and password, then click Sign In.

NOTE: You can disable automatic login by going into Options. The toggle for automatic login is located in the Personal tab under My account.
Setting Your Availability

Changing your availability status:
1. Click the dropdown directly below your name.
2. Select your availability:

- **Available**: Online and available to contact
- **Busy**: Busy and do not want to be interrupted
- **Do Not Disturb**: Busy and will not be notified of conversation notifications unless a message is sent from a member of your workgroup.
- **Be Right Back**: Stepping away from the keyboard for a moment
- **Off Work**: Will not be available when contacted
- **Appear Away**: May or may not be available

Sometimes Skype for Business will set your status for you. For example, when you are in a meeting or on a call your availability will appear as Busy with a description of what you are doing. Also, if your computer sits idle for a certain amount of time your availability will be set to Away.

Adding Contacts

Adding a contact:
1. While in the Contacts tab, type either the contact’s name or email address into the search field.
2. Right-click the contact.
3. Choose **Add to Contacts List** and select the group to add the user to.
Using Groups

Creating a new group:
1. Click the **Add Contact** button under the search field.
2. Choose **Create a New Group**.
3. Type the name of the new group, then hit **Enter**.

Adding contacts to a group:
1. Right-click a contact.
2. Choose **Move Contact To** and the group to move to.
   OR
1. Drag the contact under the new group name.

Getting in Contact

Contacting another user:
1. While in the **Contacts** tab, hover over the contact’s profile picture.
2. Select one of the icons that appear.

When another user contacts you, it will look similar to what is shown on the right. This pop-up displays at the bottom right of your screen, located just above the task bar. At the bottom of the pop-up are icons for how you can handle the call. In this example, your options are to:

- Answer the call
- Instant message the caller
- Decline the call
Keeping a Conversation

This is the window that appears when you start a conversation with another user. A conversation begins whenever you start an audio/video call, presentation, or IM.

Click to view all of the participants in the conversation and perform actions like muting the audience.

Invite more users into the conversation.

Shows or hides messages during a call or presentation.

Start a video call, audio call, and share screens straight from the conversation pane.

Change the display options and other settings.

Attaching items, note important messages, send links and more.

Viewing Conversations/Calls

Looking for a specific call or conversation? All calls and conversations are located in the Conversation tab and can be sorted through to locate missed messages or only calls you have received.
Recieve Notifications of Availability Changes

Need to be able to contact somebody but they are in a meeting? Tag that contact to receive a notification when their availability has changed.

Tagging a contact:
1. Right click the contact.
2. Choose Tag for Status Change Alerts.

Starting a Conference Call

Creating a conference call:
1. Select the contacts to invite by CTRL+Clicking each of them.
2. Right click one of the contacts selected.
3. Choose Start a Conference Call with the platform you would like to start the call on.
Setting Up Audio & Video Devices

No need to struggle with setting up your devices to work with Skype for Business. For your headset and camera, simply plug in your device and install any required drivers; Skype will automatically detect the device and use it for your calls. You can also integrate your desk phone with Skype to enable call forwarding and voice mail options in Skype.

Changing audio/video devices:
1. Click Options.
2. Choose either Audio Device or Video Device.
3. Choose which device(s) you would like to use from the corresponding dropdown(s).
4. Click OK.

Integrating your desk phone with Skype:
1. Connect your phone to the computer with a USB cable.
2. Go to Options.
3. Go to Phones.
4. Toggle the Enable integration with your phone system option.

Checking Voicemails

Checking your Skype voicemails:
1. Click the Phone tab.
2. Click and hold 1 to listen to voicemails OR click individual voicemails under the Voice Mail section.

Call Forwarding

Changing call forwarding settings:
1. Go to Options.
2. Go to Call Forwarding.

Here you can enable/disable call forwarding as well as change other call forwarding conditions.
Scheduling Meetings

Skype for Business offers the ability to schedule meetings directly from the app and through Outlook.

Scheduling through Skype:
1. Select all of the contacts you would like to invite to the meeting by CTRL+Clicking each of them.
2. Right click one of the selected contacts.
4. Click Schedule a Meeting.
5. In the email that appears, fill out the subject, location, and time fields for the meeting.
6. Click Send.

Scheduling through Outlook:
1. Under the Calendar view in Outlook, click New Skype Meeting.
2. Fill out the contacts, subject, and time fields.
3. Click Send.

The Skype Meeting email invite is shown below. Participants can join the meeting by either joining directly through Skype or by using the web app if they do not have access to Skype for Business.
Viewing Your Meetings

Meetings scheduled for today will appear in the Meetings tab in Skype for Business. Both Skype and non-Skype meetings will appear under this tab. Each entry displays the meeting subject, time frame, and location.

All of your meetings will also be present in your Outlook calendar with the subject, location, and organizer of the meeting listed.

Presenting

Another useful feature of Skype for Business is presentations which allows users to share anything from their screen to attachments. Presentations can occur during meetings and conversations.

Starting a presentation:
1. In the conversation window, click the Share Content button.
2. Choose what you would like to present to the user.
Sharing Screens
With Contacts

When sharing your screen with a contact, the bar pictured below will appear and will outline in yellow the screen that you are sharing.

---

Sharing Attachments

You can also share documents with attendees using a presentation.

Sharing an attachment:
1. In the conversation window, click the Share Content button.
2. Choose Add Attachments.
3. Select the files you would like to share.
4. Click Open.

---

Those are the basics to help get you started using Skype for Business. If you have any additional questions or need help, feel free to call or email a representative at Isogent.