Telstra Calling for Office 365
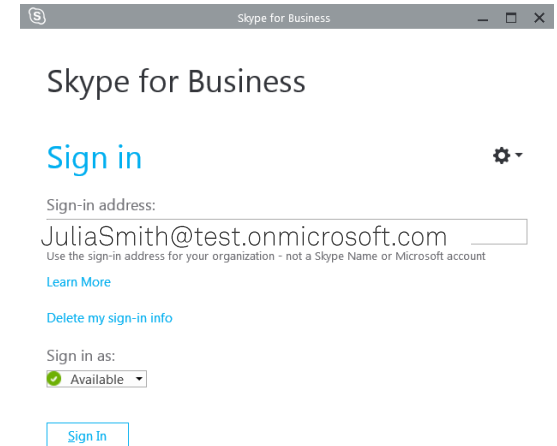# Skype for Business

IT'S HOW
WE CONNECT
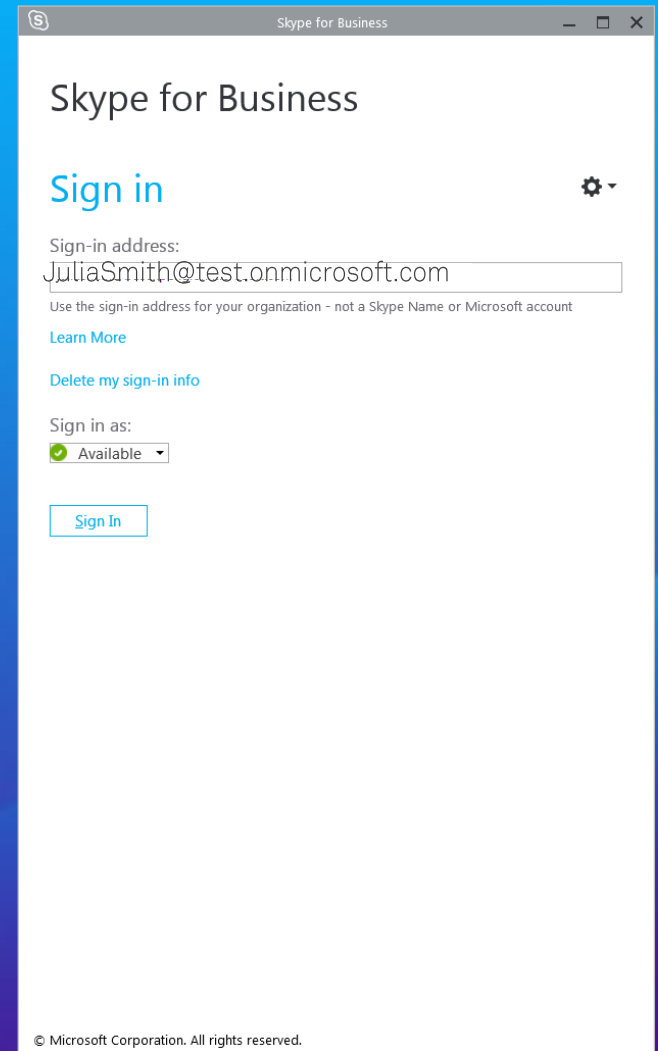
What is Skype for Business?

Skype for Business is a communication platform that allows you to interact with your contacts by using **Instant Messaging (IM), Audio** and **Video** calls and **Skype for Business Meetings.** You can also send files to your contacts and share your Desktop

It runs on both Windows and Mac operating systems and on Mobile devices

Skype for Business was formally known as Lync, but was recently re-branded when Microsoft acquired Skype

Skype for Business

Sign in

Sign-in address:

JuliaSmith@test.onmicrosoft.com

Use the sign-in address for your organization - not a Skype Name or Microsoft account

Learn More

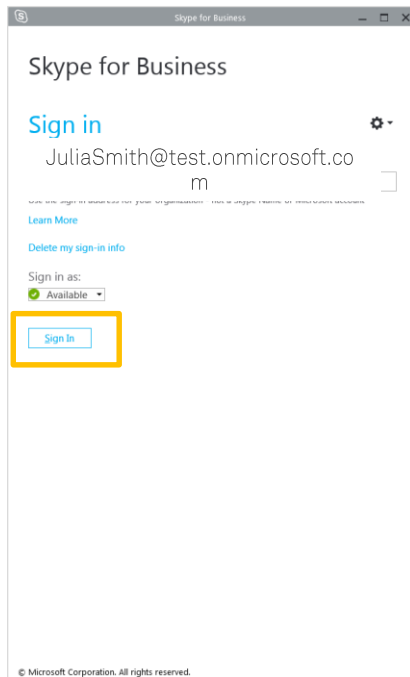Delete my sign-in info

Sign in as:

✓ Available ▾

Sign In

Sign in to Skype for Business

Signing into Skype for Business for the first time:

Step 1

- Enter your Sign-In Address
- Click Sign In
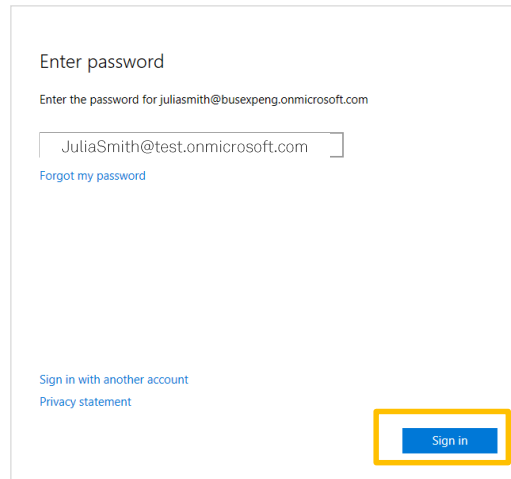
Step 2

- If prompted for a password Enter your Password
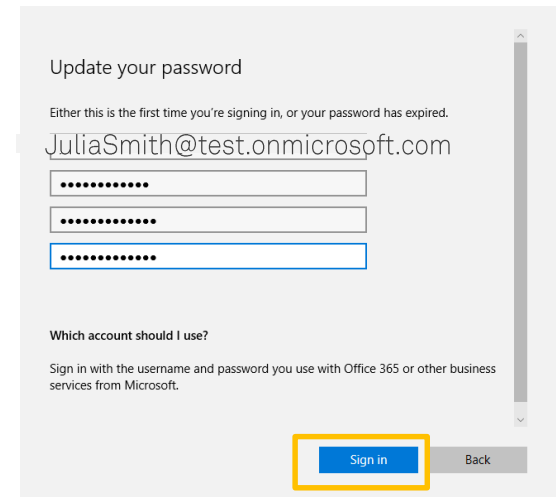
Step 3

- If you are asked to change your password
- Type and reconfirm your new password
- Click Sign-in

Subsequent access to Skype for Business

Once you have signed into **Skype for Business** the first time, it will automatically log you in and open you in the main **Skype for Business** screen every time you start up your computer

When **Skype for Business** is running, you will see a **Skype for Business** icon running in the Windows taskbar

Closing your **Skype for Business** window does not close the application, it will only minimize it. You can open it by clicking in the task bar icon

Skype for Business Main Screen

Your Profile
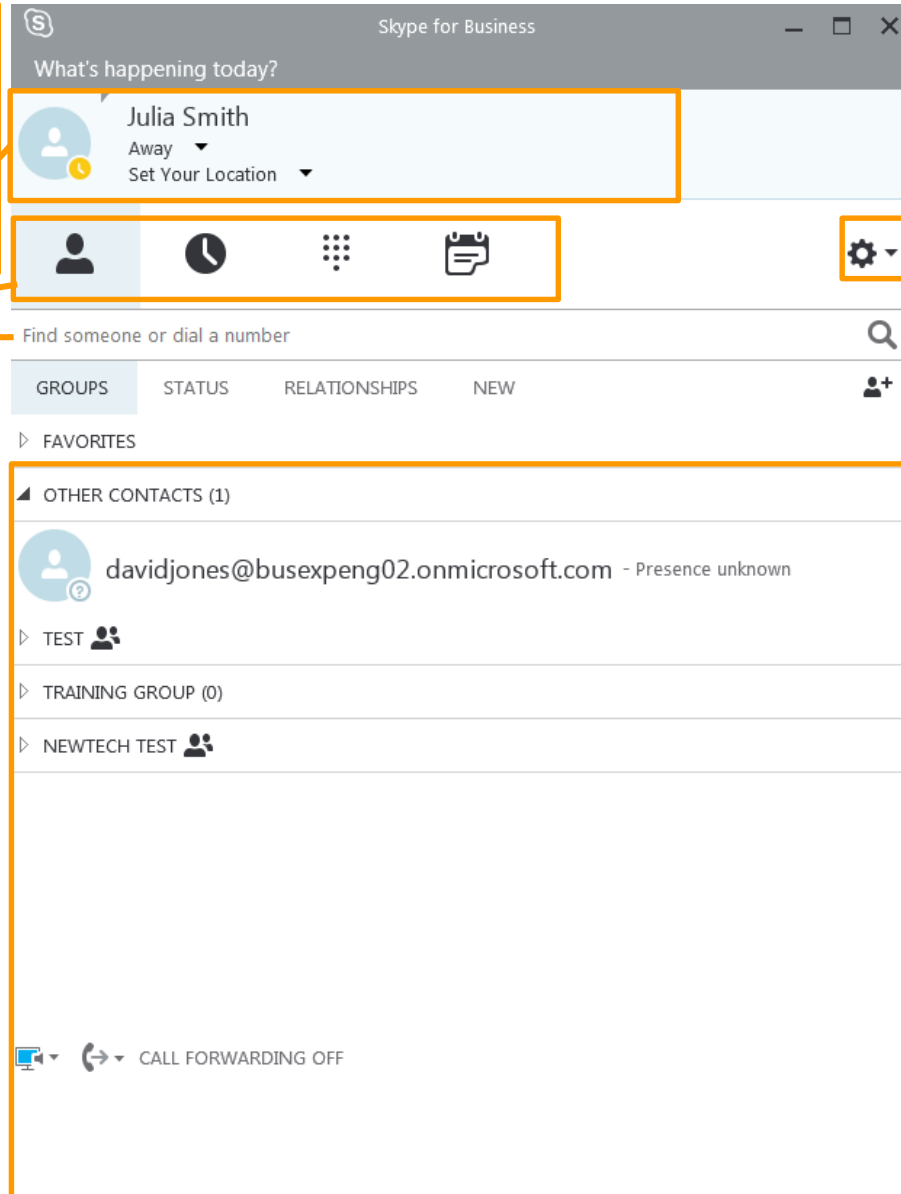This area displays your information
- Upload a picture
- Current status indicated by coloured icon
- Set your location

Tools and Communication
- Contacts
- Conversations
- Phone
- Meetings

Search Field
- Find someone
- Dial a number

Skype for Business

What's happening today?

Julia Smith
Away
Set Your Location

Find someone or dial a number

GROUPS   STATUS   RELATIONSHIPS   NEW

▷ FAVORITES

◢ OTHER CONTACTS (1)

davidjones@busexpeng02.onmicrosoft.com - Presence unknown

▷ TEST

▷ TRAINING GROUP (0)

▷ NEWTECH TEST

CALL FORWARDING OFF

Options Menu
Close, sign out or exit from Skype for Business
Change settings for:
- File
- Meet Now
- Tools
- Help

Main display area
Depending on which Tool you are currently using, this area displays the relevant interactive information

Presence / Status

The **Presence** or **Status** of a contact is displayed next to their image or name:

| Status	Presence Status	Description
✔	Available	The contact is online and available.
●	Busy	The contact is busy and do not want to be interrupted.
●	In a call	The contact is in a **Skype for Business** call (a two-way audio call) and do not want to be disturbed.
●	In a meeting	The contact is in a meeting and do not want to be disturbed.
⊖	Do Not Disturb	The contact do not want to be disturbed and will see conversation notifications only if sent by someone in his/her Workgroup.
🕐	Be Right Back	The contact is stepping away from the computer for a few moments.
🕐	Off Work	The contact is not working and not available to be contacted.
🕐	Appear Away	Skype for Business sets a contact's status to "inactive" when the computer has been idle for five minutes, and to "away" when the status has been inactive for five minutes. (To change these default values, click the **Options** ⚙ ▾ button, click Status, and then click the arrows next to **Show me as Inactive when my computer has been idle for this many minutes** and **Change my status from Inactive to Away after this many minutes**.)
○	Offline	The contact is not signed in. You will appear as Offline to people whom you have blocked from seeing your presence.
?	Presence unknown	**Skype for Business** cannot determine the status of the contact.
⊘	Blocked	Appears next to a contact you have blocked.

Presence

The **Presence** or **Status** of a contact is indicated by a coloured icon beside their profile picture

Your Presence indicators change depending on what you are doing. If you are in a call it will turn *Busy*, indicating you are busy.

Skype for Business syncs with your Outlook Calendar; if you have a meeting scheduled, your presence will change to *Busy.*

You can manually change your presence by selecting the drop down status menu and clicking on the required *Presence*
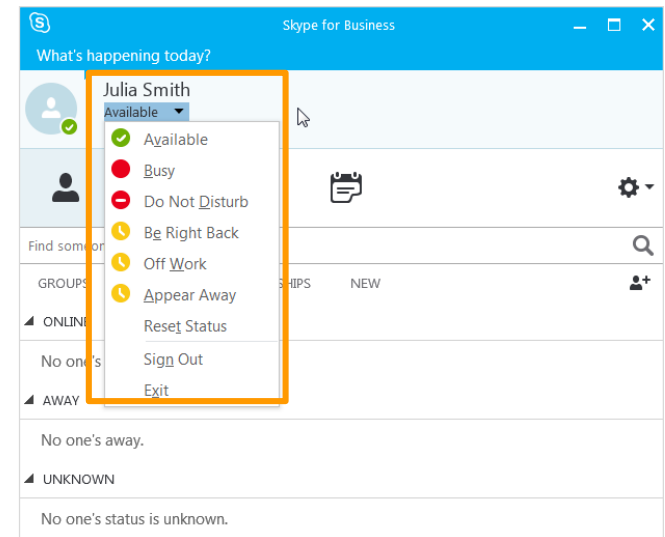
Groups

Setting up Groups allows you to easily communicate with contacts you frequently interact with

Creating a Group:

- In the main Skype for Business window, click the **Add a Contact** icon

- Click **Create a New Group**

- A **New Group** text box will appear. Type the name of your group

(Your Group has now been created. And you can start adding contacts to it)

Adding Contacts to your Group:

- In the main Skype for Business window, type a name in the search field

- Right click on the required contact and select **Add to Contacts List**

- A list of available Group names will appear, click on the required group to add the contact
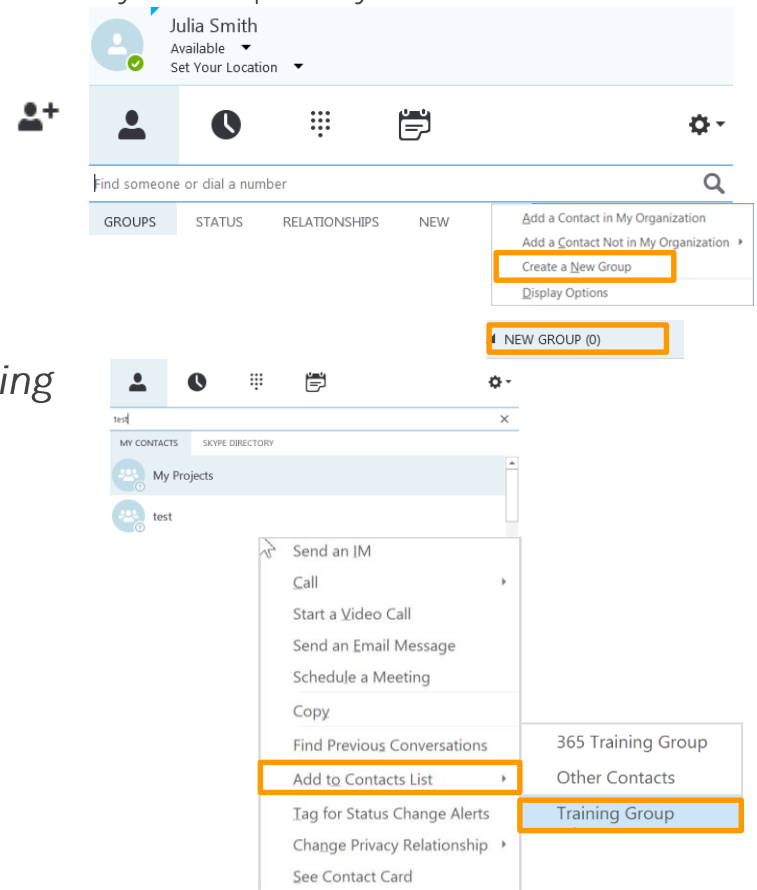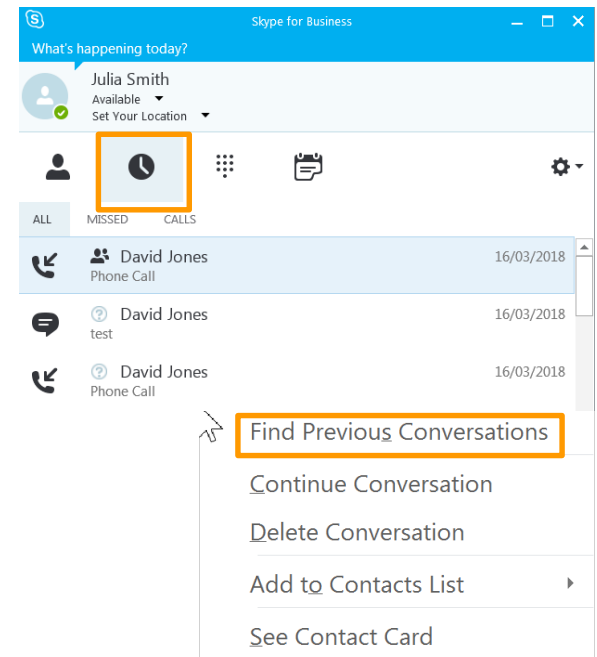
Conversations - History

If you use Outlook and Exchange, Skype for Business automatically saves your IM conversation history
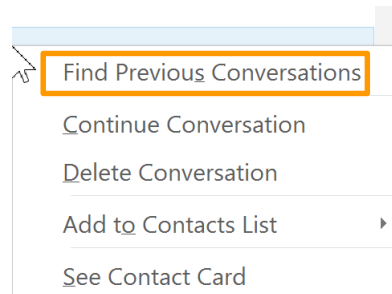
View a conversation:

- Click the *Conversation* tab 🕐

- You can click on any of the following tabs to view the history

  ➢ **All**- View all previous conversations and calls

  ➢ **Missed** – Lists only your missed conversations and calls

  ➢ **Calls** – Lists only your Skype for Business calls

- Click on a conversation to view further options

View a previous conversation with a contact:

- Right click on a contact whose previous conversation you want to view

- Select *Find Previous Conversations*

Manage from Outlook

Past conversations can be found in the *Conversation History* folder

Communicating with your contacts

To communicate with a contact, use one of the following methods to access the communication tools, then select the option you want to use (e.g. instant message, video call, etc).

Hover the mouse over a contacts picture in the contacts list,

Available contact icons will appear.

Instant Message (IM): Click to open a conversation window and start an Instant Message

Call: Click to call the highlighted contact. By selecting the dropdown arrow you can view alternate number your contact may have.

Video Call: Click to initiate a Video call to your contact

Contact card: Click to view information and available options for your contact

More options: Clicking this icon will display a list of further options available for this contact
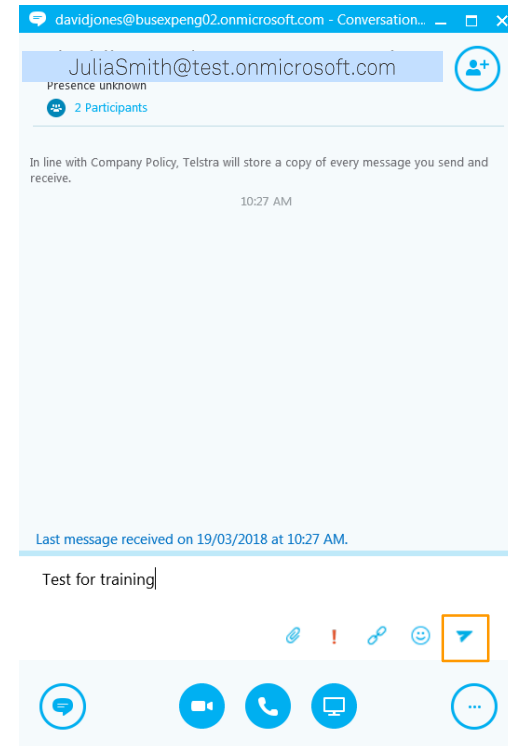
Instant Message (IM)

Instant Messaging (IM) allows you to communicate with people in real time and at a moments notice. It is less formal than email and faster than a phone call.

You can have an IM conversation with one or many people, send pictures and files or add audio or video
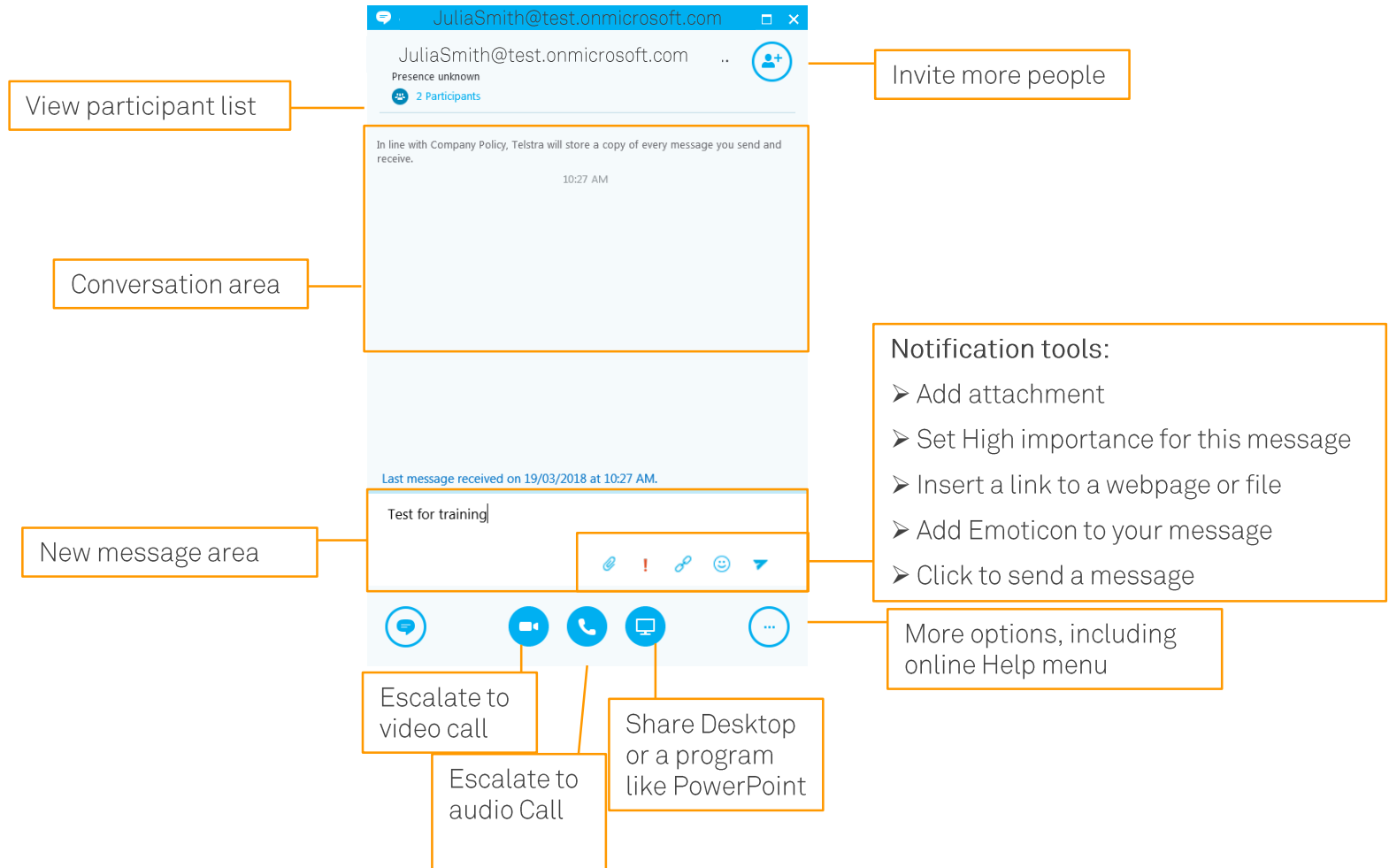
Instant Message

Starting an Instant Message with one person:

- Locate the person you want to send an instant message to

- Display the communication options for that person

- Click the IM icon, a conversation window will appear

- Type your message at the bottom of the conversation window and press the enter button on your keyboard to send.

- Or click the icon to send

Instant Message

Once you have an conversation pane open you will have further options available

View participant list

Invite more people

Conversation area

Notification tools:
- Add attachment
- Set High importance for this message
- Insert a link to a webpage or file
- Add Emoticon to your message
- Click to send a message

New message area

More options, including online Help menu

Escalate to video call

Escalate to audio Call

Share Desktop or a program like PowerPoint

Skype window contents:

JuliaSmith@test.onmicrosoft.com

JuliaSmith@test.onmicrosoft.com
Presence unknown
2 Participants

In line with Company Policy, Telstra will store a copy of every message you send and receive.

10:27 AM

Last message received on 19/03/2018 at 10:27 AM.

Test for training

Instant Message

If a persons status is set to *Do Not Disturb*, your message will not be sent.

Tag a contact for status change alerts:

- Right click on a contact
- Click *Tag for Status Change Alerts*
- You will receive a notification when a contacts status returns to available
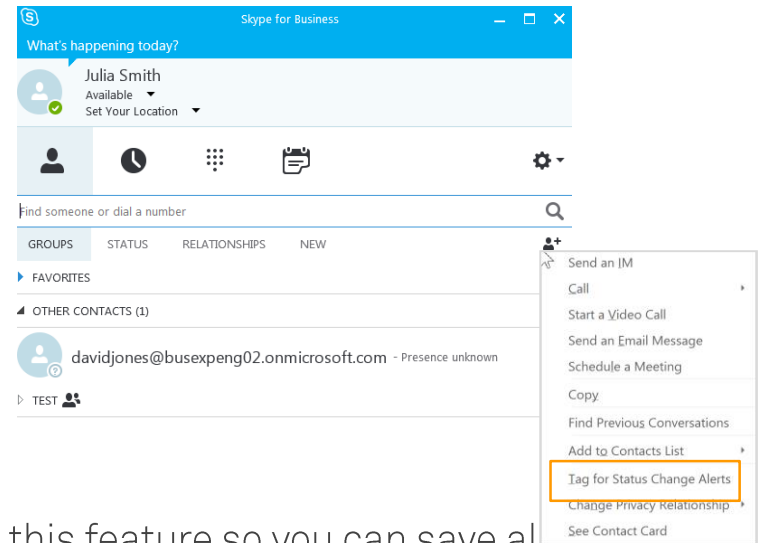
IM conversations are not saved by default. You can enable this feature so you can save all conversations in an email folder in Outlook

To save IM conversations:

- In the main Skype for Business window, click on *Settings dropdown* ⚙▾ > *Tools* > *Options*
- From the Options window, select *Personal*
- Tick to enable the option *Save IM conversations in my email Conversation History folder*
- Click *OK*
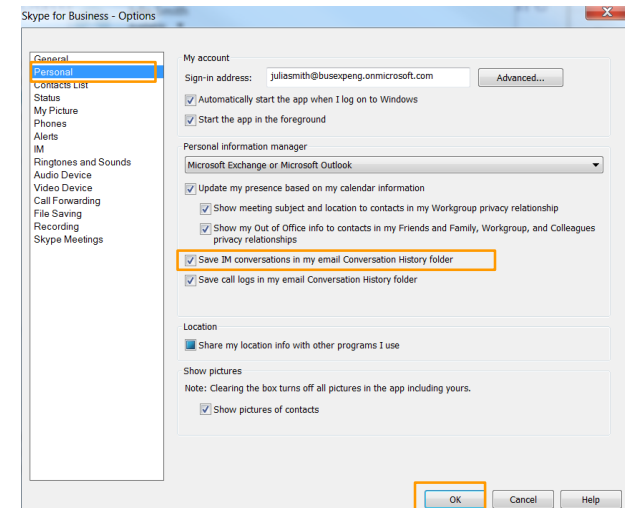
Instant Message

Holding a IM conversation with more than one person

Click and Drag

- Click on a contact from your contacts list
- Drag and Drop them into an existing Conversation pane

Invite more people

- Click the *Invite More People* icon at the top of the conversation window
- From the displayed contact list, double click on a contact to bring them in to the IM conversation
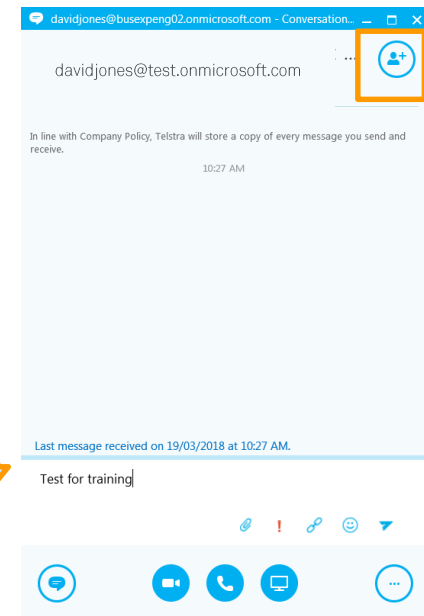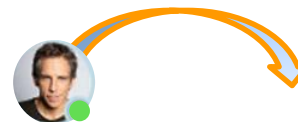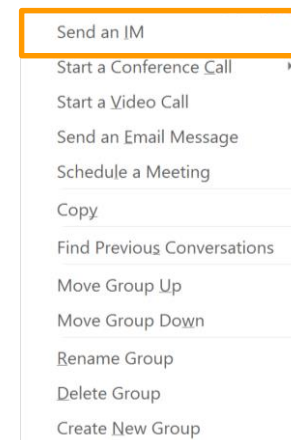
Group Instant Message

To start a new IM conversation with a Group you have already created

- Right click the **Group** name in your contacts list
- Click *Send an IM*

(A Group conversation window will open)

Instant Message

Send a file or image using IM
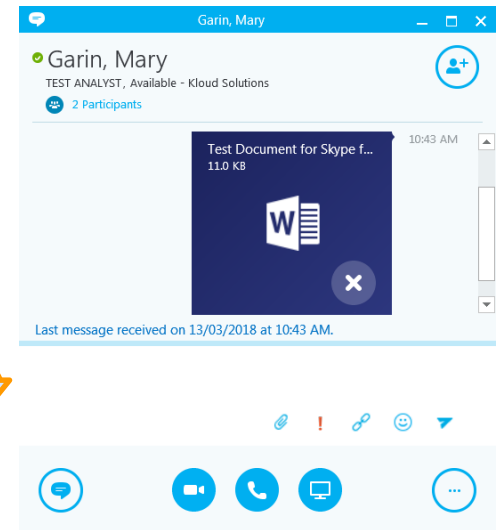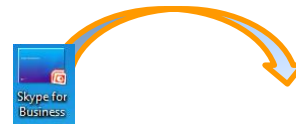
Drag and Drop

- Click on a file on your PC
- Drag and Drop the file into the text input area

Paper Clip

- Click on the Paper clip 📎 in the text input area to access the files on your PC
- Double click the file you wish to share

Copy and Paste

- Right click on a file on your PC
- From the drop down menu, click *Copy*
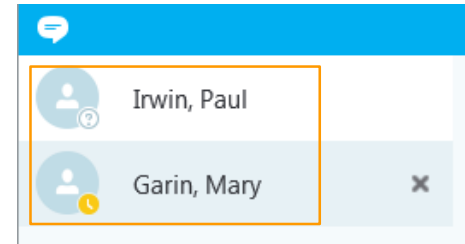- Right click mouse into text input area and select *Paste*

Instant Message

Switch between conversations

View conversations

If you have several conversations or meetings going on at the same they will be displayed in the active conversation window. You can toggle between conversations
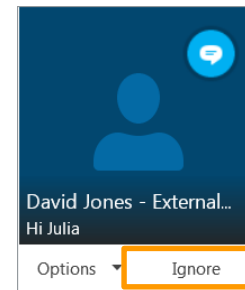
- Click on a conversation tab to view the conversation

Responding to an IM alert

Incoming message

When someone starts a new IM conversation with you an alert pops up on your screen

- Click anywhere on the photo to accept it

(The IM conversation window will open)

- To reject the message, click *Ignore*

Making 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
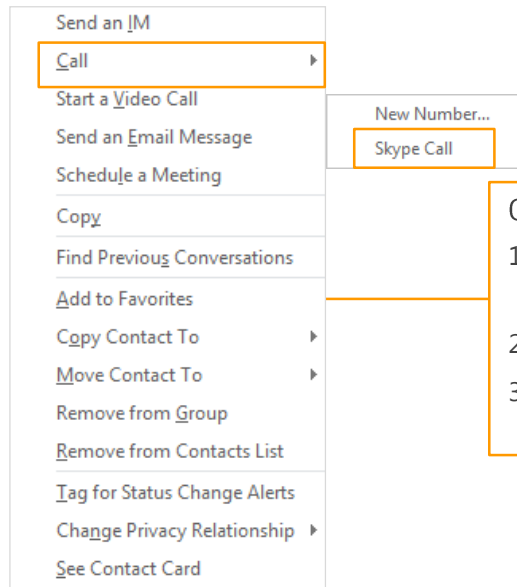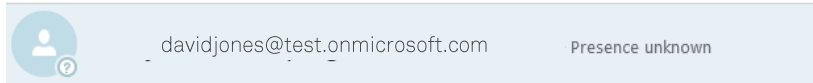
Start an audio Call

Option 1

1. Hover on a contact's image until the quick menu appears
2. Click the **Phone** button

   (A dropdown arrow next to the phone button indicates the contact has more than one number associated with their profile. Click the arrow to view all contact numbers)

▲ OTHER CONTACTS (1)

davidjones@test.onmicrosoft.com   Presence unknown

Send an IM
Call   ▶
Start a Video Call   New Number...
Send an Email Message   Skype Call
Schedule a Meeting
Copy
Find Previous Conversations
Add to Favorites
Copy Contact To   ▶
Move Contact To   ▶
Remove from Group
Remove from Contacts List
Tag for Status Change Alerts
Change Privacy Relationship ▶
See Contact Card

Option 2

1. Right click on the contact listing
   (Available options will display)
2. Hover your mouse over the ***Call*** option
3. Click ***Skype for Business Call*** to start calling

Audio Call

In call options

View participant list

2 Participants — 0:16

Invite more people

Invite More People

Hold

Transfer

Devices

Mute microphone

End Call

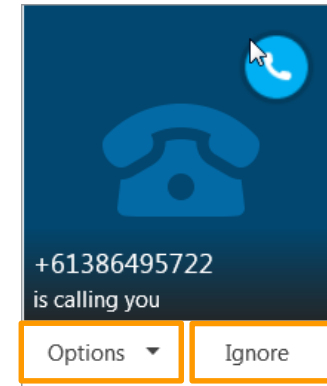More options, including online Help menu

Audio Call

Answer a Call

When someone calls you, an alert pops up in the lower right of your screen

- To answer the call, click anywhere on the picture area
- To reject the call, click *Ignore*
- To start an IM conversation with the caller instead of an audio call, click *Options*, the *Reply by IM*
- To reject the call and all other incoming calls, click *Options*, then *Set to Do Not Disturb*
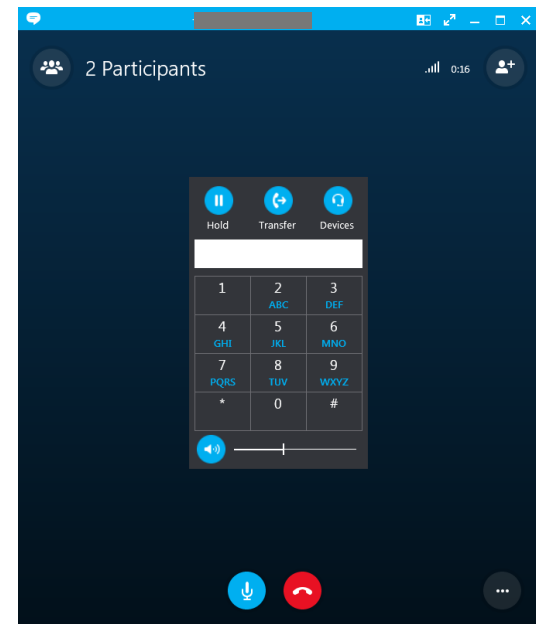
Invite more people to a call

- In the call pane, click, then select a contact or type someone's name or number in the search field, then select them from the results
- Click OK

OR

- In the call pane, click, to view the participant list
- From the list, click, *Invite More People*
- Choose a contact or search for a contact to add to the call

Audio Call

Audio Call Controls

During a call use the available buttons to control your call

Hold

- Click the Call Controls button

- Click the *Hold* button

Resume

To Resume the call, click

Mute

- To mute your call, click the *Mic* button in the active call pane
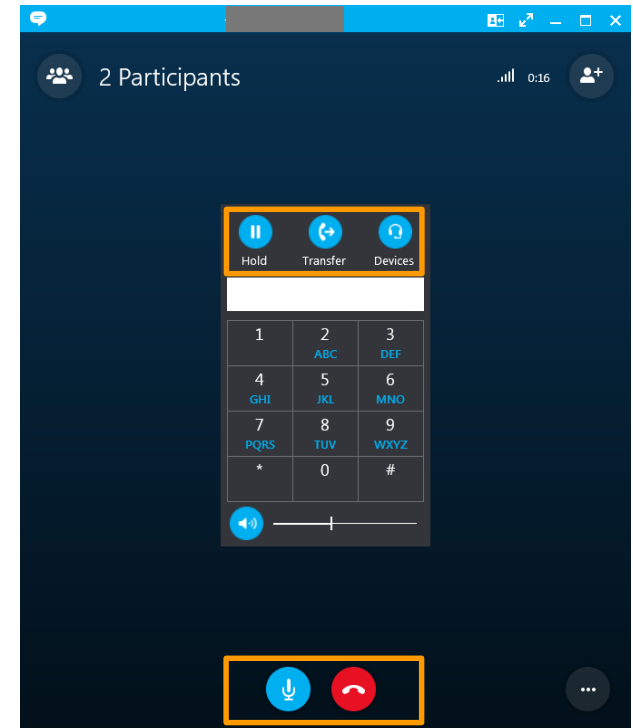
Transfer

- Click the *Transfer* button and enter the contact name or number you want to transfer to

The transfer call window appears

- Click *Transfer*

End Call

- To hang up, click the red handset button in the active call pane

Audio Call

Set up your audio device

Set up your audio device, this can be your computers Mic and Speakers or you can use a Headset

- Click the *Select Your Primary Device* button in the lower left corner of the Skype for Business window

- Select your primary audio device

- Click *Audio Device Settings* to adjust your Speaker and Mic volume
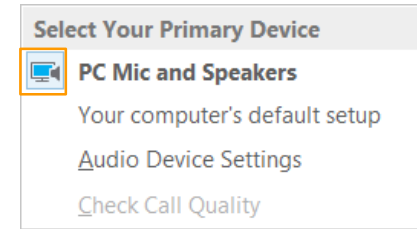
Forward your phone calls

You can forward your phone calls to another number or your Voicemail

- Click the *Call Forwarding* button in the lower left corner of the Skype for Business window

- Select *Forward Calls To*

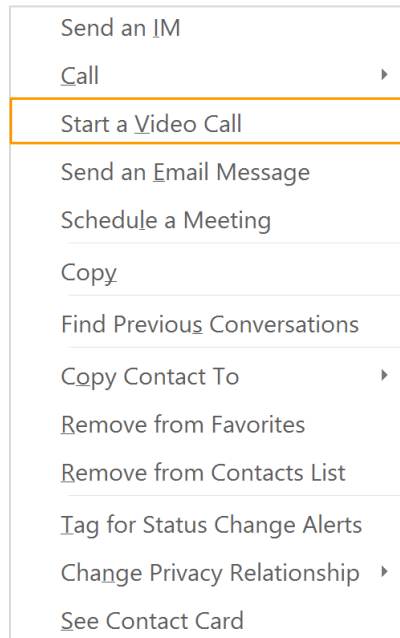- Choose a contact or type a number in the *Forward Calls* field
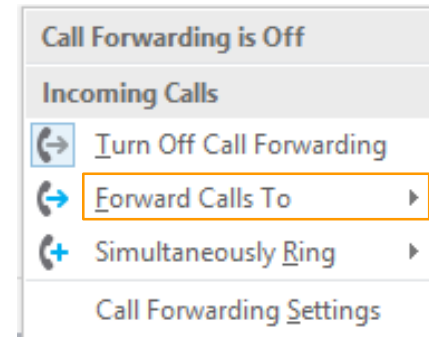
Start a video Call

Option 1
1. Hover on a contact's image until the quick menu appears
2. Click the **video** button

Option 2
1. Right click on the contact listing
   (Available options will display)
2. Click ***Start a Video Call*** to start calling

Send an IM
Call   ▸
Start a Video Call
Send an Email Message
Schedule a Meeting
Copy
Find Previous Conversations
Copy Contact To   ▸
Remove from Favorites
Remove from Contacts List
Tag for Status Change Alerts
Change Privacy Relationship   ▸
See Contact Card

Video Call

In call options

View participant list

Invite more people

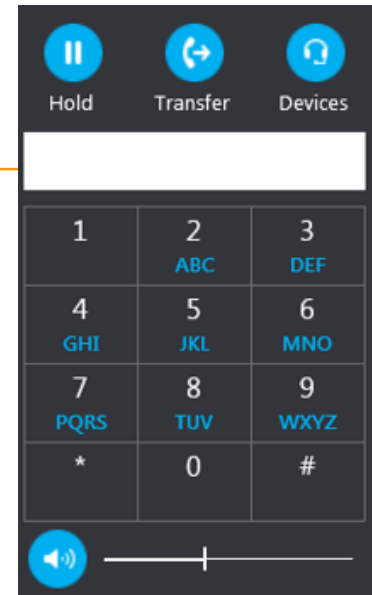In call options

Send IM

More options, including online Help menu

Hide/Reveal camera

End Call

In call Options

Mute microphone

Share Desktop or a program like PowerPoint

2 Participants

0:09

David Jones

Debbie Sekler

Kaye Bignall

Hold

Transfer

Devices

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

Video Call

Answer a Video Call

When someone calls you, an alert pops up in the lower right of your screen

- To answer the call, click anywhere on the picture area
- To reject the call, click *Ignore*
- To start an IM conversation with the caller instead of an audio call, click *Options*, the *Reply by IM*
- To reject the call and all other incoming calls, click *Options*, then *Set to Do Not Disturb*
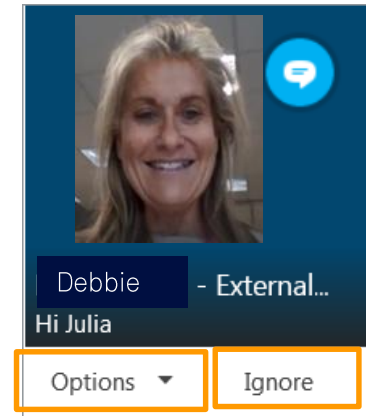
Add video to an IM conversation

- In the conversation pane, click the camera icon to view yourself
- Adjust the camera (or yourself), then click *Start My Video*
- To stop sharing your video, click *Stop My Video*

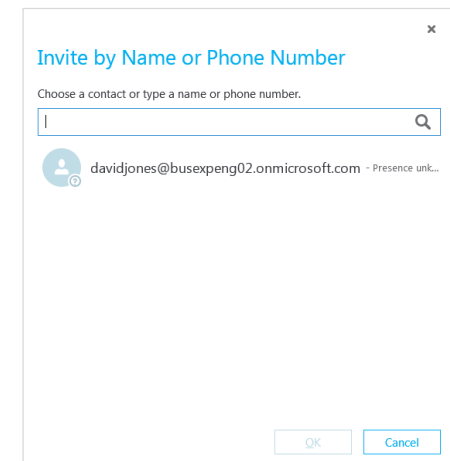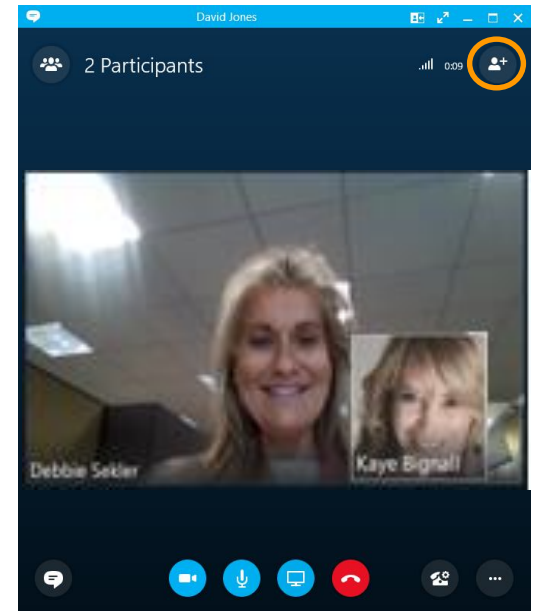*Note: Click **End Video** to stop sharing your video AND to end their video feeds to you*

Video Call

Start a Video Meeting

You can start an Ad-hoc video meeting any time

- While in an active video call, click [icon] then search for a contact to add to the meeting
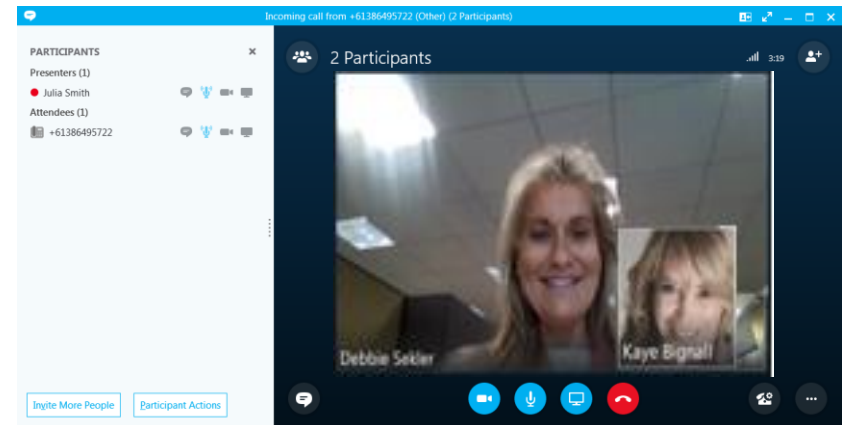- Click **OK**

Video Call

Manage meeting Participants

If you are the Presenter, you have control over the other meeting participants

- Click the *Participants* icon to open the participants pane so you can see a list of everyone in the meeting

Skype for Business Meetings

The meeting feature gives you the ability to collaborate by making presentations online and sharing desktops, programs, files and a whiteboard between meeting participants

Skype for Business Meetings

If you use Outlook desktop client or Outlook 365 online, you can use Skype for Business Meeting to schedule a single or recurring online meeting similar to the way you use Outlook to schedule a regular meeting


Schedule Meeting

You will need Outlook calendar for this

- *Open your* Outlook Calendar, click the Home tab, and click *New Skype Meeting*

- *Select Join Skype Meeting*

- Complete and send meeting invite as you normally would, including adding Attendees and Agenda information. The following message will appear

A *click-to-join* link is automatically added to the invite, along with other meeting instructions

Set Meeting options

With the meeting request created, you then have access to

Meeting Options in Outlook before you even send the

meeting request. From here you can set meeting preferences

and permissions like who will be able to get into the meeting

directly and who has to wait in the virtual lobby.
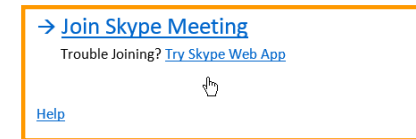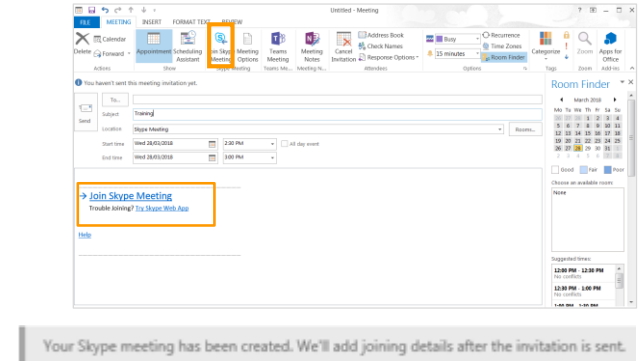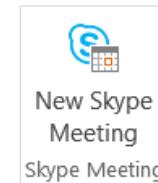
Skype for Business Meetings

If you don't have access to a computer you can simply call into a meeting with a phone

Audio only participation

Your Skype for Business Meeting request includes call-in details.

- Using your phone dial pad, enter the *Join by Phone* number provided
- Enter the *Conference ID*
- Enter a PIN only if:
  - ➢ You are the meeting host and calling from a phone that isn't connected to your account
  - ➢ You are an attendee of a secured meeting that requires authentication

Note: Most of the time when you call in to the meeting, you get connected directly, and your phone number shows up in the participant list.

→ Join Skype Meeting

This is an online meeting for Skype for Business, the profession

Join by phone
+61296524266 (Australia Conf Region)   English (Australia)
+61738737470 (Australia Conf Region)   English (Australia)
Find a local number

Conference ID: 93561
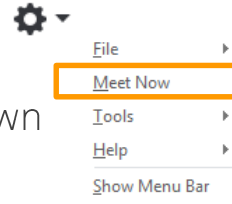Forgot your dial-in PIN? |Help

[!OC([1033])!]

Skype for Business Meetings

For spontaneous meetings, the *Meet Now* feature in Skype for Business allows you to hold impromptu meetings without the need to schedule in outlook
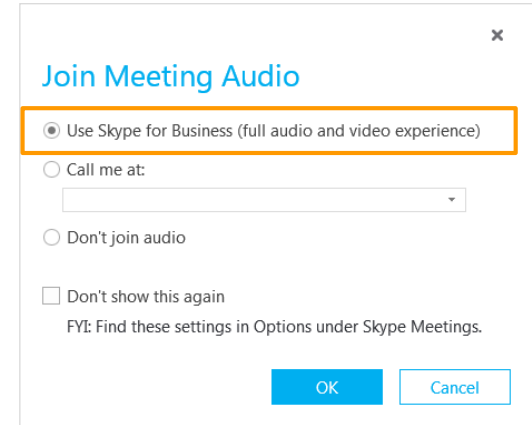
Starting an unscheduled meeting

- From the Skype for Business window click the dropdown arrow on the *Options* menu
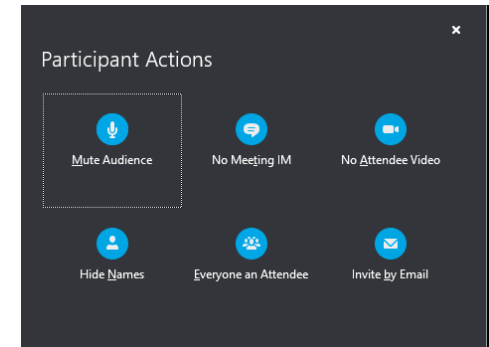- Select *Meet Now*

Choosing Audio Options
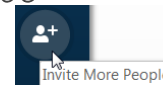
- Select the *Audio* Option you wish to use
- Select *OK*
- *A meeting conversation window will open and you will be able to invite participants by using the Invite button*

Invite More People

Manage meeting participants

If you are the meeting host you have control of participant actions

- Click the Participants icon to open the participants pane so you can see a list of everyone in the meeting
- Click the *Participants Action* button Participant Actions
- Click one or multiple actions to apply these against all participants

Join Meeting Audio

- Use Skype for Business (full audio and video experience)
- Call me at:
- Don't join audio
- Don't show this again
  FYI: Find these settings in Options under Skype Meetings.

OK   Cancel

Participant Actions

Mute Audience   No Meeting IM   No Attendee Video

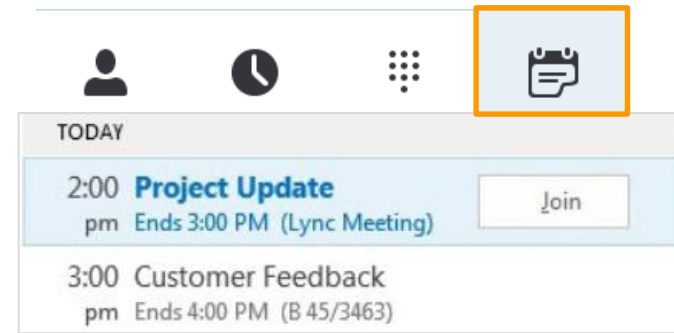Hide Names   Everyone an Attendee   Invite by Email
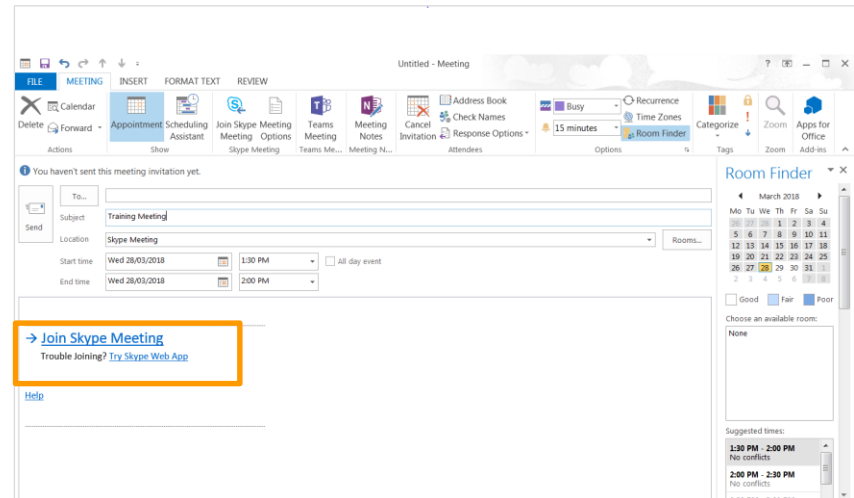
Skype for Business Meetings

Join a Skype for Business meeting: There are several ways you can join a Skype for Business meeting

Join a Skype Meeting

- From the main window, lick the **Meetings** tab, then double click the meeting you want to **Join**

- In the meeting request, click **Join Skype Meeting**

- In the meeting reminder, click **Join Online**

Skype for Business Sharing

## Share your Desktop or a program

To share your desktop or content

- In the meeting window, click the *Share Content* 🖥️

- Click *Share your Desktop* to show the entire contents of your desktop.

Note: When you share your desktop all participants can see your entire desktop including notifications. If you have confidential information or documents that you don't want people to see, close them or use program sharing instead
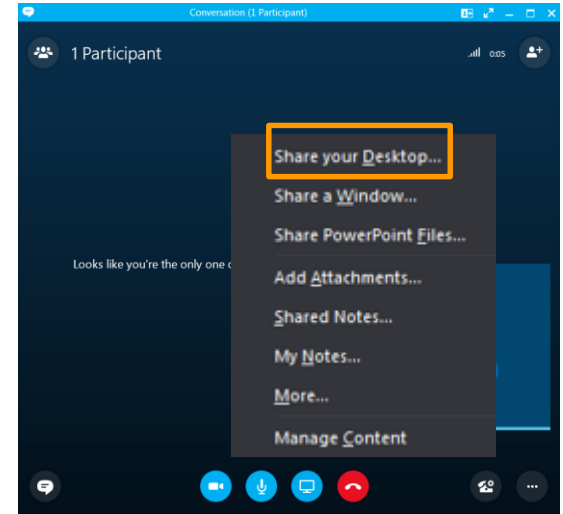
Share a Power Point

- In the meeting window, click the *Share Content* button.

- Click *Share PowerPoint Files*

- Browse to the file you want to present and click *OK*
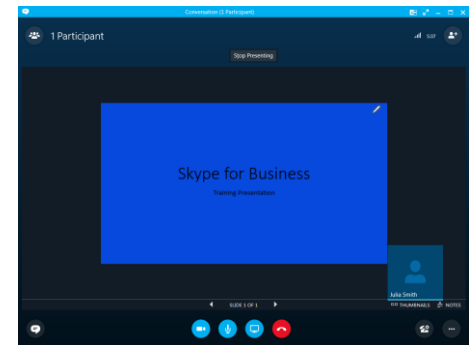
Skype for Business Sharing

Allow others to flip through slides, contribute information, and make changes to a whiteboard or PowerPoint or other kind of file, or demonstrate a program with just a couple of clicks. Take back control at any time

Give control to others

- Click *Give Control*

- Pick a particular person or click *Give Control Automatically* to automatically give access to anyone who asks for control of your desktop
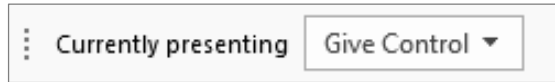
Take back control

- Click *Give Control* again

- If *Give Control Automatically* is selected, click it to clear it.

OR

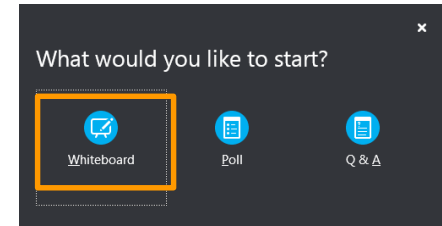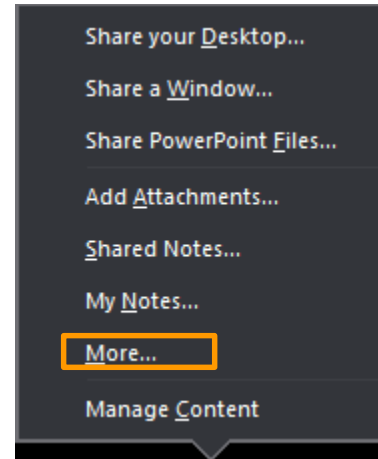- To take back control from a person, click *Take Back Control*

Skype for Business Sharing

Sharing a Whiteboard

You can use a Whiteboard in a meeting to illustrate what you are talking about

- In the meeting window, click on *Share Content*
- *Click* **More**
- Click *Whiteboard*

The whiteboard toolset

Once the whiteboard opens you can use items from the toolset on the right hand side

- **Laser Pointer:** Starts a virtual laser pointer
- **Select and Type:** Selects an area to type
- **Pen:** Click to switch to freehand drawing- select dropdown to choose colour
- **Highlighter:** Highlight a specific area
- **Eraser:** Remove a specific annotation
- **Stamp:** Insert a stamp on the page
- **Shape:** Draw shapes
- **Insert picture:** Insert an image from your computer
- **Delete selected annotation:** Removes the annotations that you have selected
- **More Options:** Provides options to select the annotation, undo, redo, copy, cut, paste, paste as image, Save as, and Send to One Note.
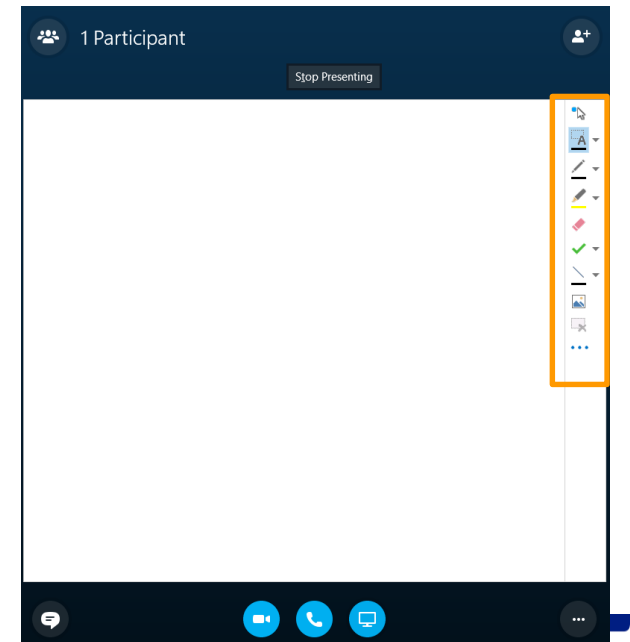
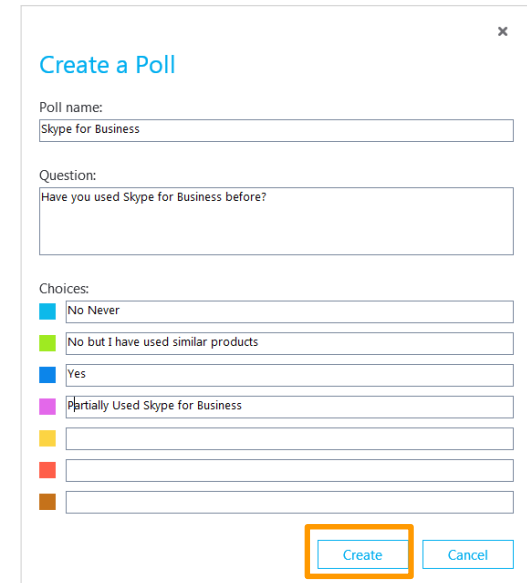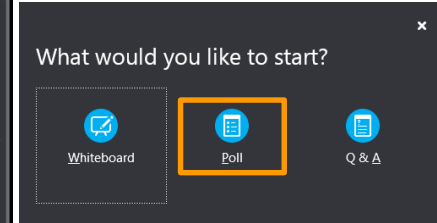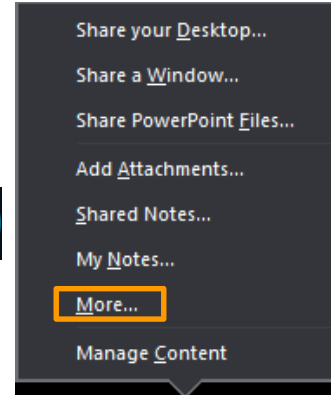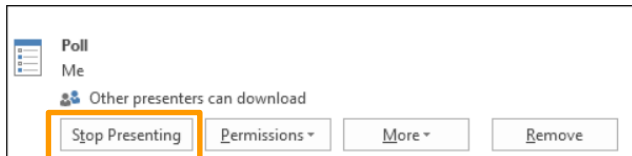# Skype for Business Sharing

Create a Poll

Polling is a great way to get people involved and interacting in your meeting

- In the meeting window, click the *Share Content* button

- *Click More*

- Click *Poll*

- In the *Create a Poll* window, type your question and
  answers and click *Create*

The poll page opens in the meeting and results are shown

to everyone as the participants select an options

- Click *Poll Actions* to manage the poll

- When your finished, click

  Stop Presenting

Skype for Business Meetings

Choose your view

1. In the conversation window, click the *Pop out video gallery* arrow

2. Click the *Pick a Layout* ⊞ button and choose a view:

   ➢ **Gallery View** shows everyone's video streams

   ➢ **Speaker view** shows only the presenters

   ➢ **Content view** shows only the meeting content

   ➢ **Compact view** shows pics of the participants in the compact window

3. Click *Full Screen view* ⤢ for a large view of the video streams

Conversation (2 Participants)

Signing Out

When you have finished using Skype for Business you can either:

1. **Close** the Skype for Business window
2. **Sign Out** of your session
3. **Exit** from the program

Skype for Business Sign Out

Close the Skype for Business window

You can close the Skype for Business window by clicking the **X** in the upper right corner.

Although the window closes, your session continues to run and others can still see your availability status and you will receive alerts

Sign Out of Skype for Business

Sign Out closes your session but continues to run Skype for Business in the background making it easier to sign in again when you are ready

• Click the *Options* menu dropdown

• Select *File*, then click *Sign Out*

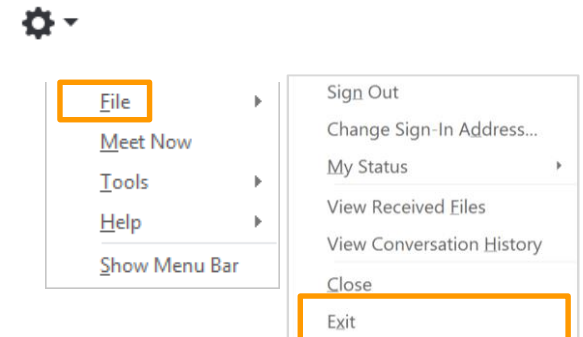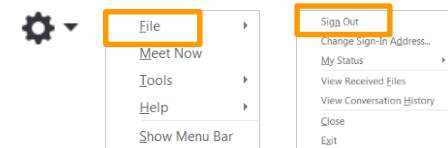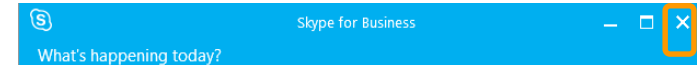Once you have signed out this way others cannot see your status or interact with you

Your Skype for Business icon in your taskbar will appear with a cross

Exit Skype for Business

Close you out of your session and stops Skype running on your computer

• Click the *Options* menu dropdown

• Select *File*, then click *Exit*

Thank you

IT'S HOW
WE CONNECT