Telstra Calling for Office 365
Skype for Business
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 rebranded when Microsoft acquired Skype.
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

**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:

<table>
<thead>
<tr>
<th>Status</th>
<th>Presence Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>Available</td>
<td>The contact is online and available.</td>
</tr>
<tr>
<td>✗</td>
<td>Busy</td>
<td>The contact is busy and do not want to be interrupted.</td>
</tr>
<tr>
<td>✗</td>
<td>In a call</td>
<td>The contact is in a Skype for Business call (a two-way audio call) and do not want to be disturbed.</td>
</tr>
<tr>
<td>✗</td>
<td>In a meeting</td>
<td>The contact is in a meeting and do not want to be disturbed.</td>
</tr>
<tr>
<td>✗</td>
<td>Do Not Disturb</td>
<td>The contact do not want to be disturbed and will see conversation notifications only if sent by someone in his/her Workgroup.</td>
</tr>
<tr>
<td>✗</td>
<td>Be Right Back</td>
<td>The contact is stepping away from the computer for a few moments.</td>
</tr>
<tr>
<td>✗</td>
<td>Off Work</td>
<td>The contact is not working and not available to be contacted.</td>
</tr>
</tbody>
</table>

**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**.)

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>Offline. The contact is not signed in. You will appear as Offline to people whom you have blocked from seeing your presence.</td>
</tr>
<tr>
<td>✗</td>
<td>Presence unknown. Skype for Business cannot determine the status of the contact.</td>
</tr>
<tr>
<td>❔</td>
<td>Blocked. Appears next to a contact you have blocked.</td>
</tr>
</tbody>
</table>
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 moment’s 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 con 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
- New message area
- Escalate to video call
- Escalate to audio Call
- Share Desktop or a program like PowerPoint
- 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
- More options, including online Help menu
Instant Message

If a person's 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 contact's 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)

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
- 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 Resume Call

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
Video Call

In call options

- View participant list
- Invite more people
- In call options
- More options, including online Help menu
- Send IM
- Hide/Reveal camera
- End Call
- Mute microphone
- Share Desktop or a program like PowerPoint
- In call Options
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 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.
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.

### 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
- Click one or multiple actions to apply these against all participants
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, click 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 PowerPoint
• 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
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