Communicating with Skype for Business

This guide is for people who are new to Skype for Business, and provides information on how to begin using it to communicate with your colleagues. It covers what it is and how to access it, looks at your profile and availability, shows you how to set up contacts and groups and communicate with them and, finally, explains the options for exiting.

What is Skype for Business?

Skype for Business is a communications platform that allows you to interact with your contacts using instant messaging (IM), audio and video conversations, and meetings. It runs on Windows and Mac operating systems, and on mobile devices.

Accessing Skype for Business

Starting Skype for Business on the managed desktop

The Skype for Business client is installed by default on the University’s managed desktop. Separate guides are available on how to start it for the first time. Brief instructions:

Windows:

- Click the Windows start button at the bottom left of your screen
- Select All Programs > Microsoft Office 2013 > Skype for Business 2015
- When the Skype for Business window appears, enter your Sign-in address in the format uun@ed.ac.uk, then click the Sign In button.

Mac:

- Select Finder from the Apple dock
- From the menu bar, select Go > Applications
- When the Applications folder opens, double-click Microsoft Lync.app
- When the Lync window appears, enter your Email address and User ID in the format uun@ed.ac.uk, enter the password that you use to log in to a university-networked computer, then click the Sign In button.

Skype for Business Web Client

You can send an instant message using the Skype for Business web client by clicking the instant messaging icon on a user’s contact card in the address book or People section of the Office 365 portal.
Subsequent access to Skype for Business

Once you have installed Skype for Business on your desktop and signed in to it for the first time, it will automatically log you in and open the main window every time you start up your computer.

To open the Skype for Business window manually, if you need to, you can use the Windows start menu at the bottom left of your screen. Either click the Skype for Business icon if you’ve pinned it to the start menu, locate it using All Programs > Microsoft Office 2013, or use the search box.

When Skype for Business is running, you will see a large Skype for Business icon on the Windows taskbar towards the bottom left of the screen, and a small Skype for Business icon towards the bottom right. Clicking the large icon opens the Skype for Business window if you have previously minimised it. The small icon only provides access to a few select commands, and doesn’t open the Skype for Business window, but you can use it to quickly update your status and exit.

Changing Skype for Business startup behaviour

You can change your default Skype for Business startup options using the Options menu (cog icon) on the main screen, then choosing Tools > Options. Once the Options window opens, select Personal from the left-hand panel, then make the required changes.

Skype for Business basics

The main Skype for Business window

When you open Skype for Business, the main Skype for Business window will appear:
Adding a profile picture

If you have previously uploaded a profile picture to Office 365 at http://outlook.com/ed.ac.uk, it will automatically carry through to Skype for Business.

To change your picture or upload a new one from within Skype for Business:

- Click the cog icon on the Skype for Business main screen.
- Choose Tools > Options.
- Once the Skype for Business Options window opens, select My Picture from the left-hand panel.
- Click the Edit or Remove Picture button to upload an image. Office 365 will open.
- Browse to a new picture, then click Save at the bottom right of the screen.
- You will be returned to the Skype for Business Options window. Ensure that the Show my picture button is selected.
- Click OK.

User Availability

A user’s availability is indicated by the coloured bar to the left of their profile picture. Indicators are based on Outlook calendar information, and update accordingly. A red asterisk on the coloured bar indicates that the person’s out of office reply is turned on.

If you don’t use your mouse or keypad for five minutes, Skype for Business automatically indicates your status as inactive with a yellow bar. Using your keyboard or mouse returns your status to available.

You can manually change your availability using the drop-down status menu on the Skype for Business main screen, which overrides all automatic changes. To return to automatic settings, select Reset Status from the status drop-down menu.

As Skype for Business is integrated with Outlook, you will automatically see the availability of colleagues when you communicate with them by email:
Contacts

When you first start using Skype for Business, it is worth investing some time setting up contacts and groups so that you can easily communicate with people that you frequently interact with.

Creating a group

- In the main Skype for Business window, click the Add a Contact icon 📞, then choose Create a New Group.

- Alternatively, right-click any group name in your contacts list (e.g. Other Contacts), and then click Create New Group.

- A New Group box will appear. Rename it by overwriting the text so that the new name is meaningful to you.

- Your group has been created, and you can start adding contacts to it.
Finding and adding contacts

- In the main Skype for Business window, click the **Add a Contact** icon , then choose **Add a Contact in My Organisation**.

- Type the person’s name in the **Find someone** box. It may be quicker to find the person you’re looking for if you type their surname first. Contacts will appear in a list beneath the box.

- Right-click the listing, click **Add to Contacts List**, and select a group to add the contact to.

- If you want to view or change the privacy relationship with your contact, right-click the contact’s listing, and then click **Change Privacy Relationship**.
Communicating with your contacts

To communicate with a contact, use one of the following options to view the communication options for that person, then select the one you want (e.g. instant message, audio call, video call).

Hover your mouse over their picture in the contacts list:

Double-click anywhere on their contact listing:

Right-click their contact listing:

Instant messaging (IM)

Instant messaging (IM) allows you to communicate with people in real time, and on 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, and send pictures and files.

Starting an IM conversation with one person

- Locate the person you want to send an instant message to.
- View the communication options for that person using one of the above methods, then choose instant messaging.
- Type your message at bottom of the conversation window and press the return key. Within this area you can also click the icons to change the font, add emoticons, or mark the message as important.
- Your conversation appears at the top of the conversation window, and is also saved in your Conversation History folder in Outlook:
Holding an IM conversation with more than one person
If you have already started an IM conversation, you can add others to it by dragging their listing from your contacts list into the conversation window.

If you want to start a new IM conversation with a group that you have already set up, right-click the group name in your contacts list and click Send an Instant Message to start the conversation. Your message will go to all group members.

To start a new IM conversation with contacts that aren’t in a group, go to your contacts list and hold the Ctrl key while you click each contact. When you have selected all the required contacts, right-click and select Send an IM to start a multi-way conversation.

Sending an image or file using IM
To send a file or image, either:

- Drag-and-drop a saved file into the text input area.
- Copy and paste a saved file or image from an Office program into the text input area.

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 opens.

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. You can do this using the Options menu on the alert box, or by returning to the main Skype for Business window and changing your status there.

Making a phone or video call
If you have a microphone and headset (or speakers) attached to your computer, you can use Skype for Business to make and receive phone calls. If you have a webcam, you can also make 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, click Options in the main Skype for Business window, then choose Tools > Audio (or Video) Device Settings.

To make a phone or video call, locate your contact in Skype for Business, then click the phone or video icon.

Contacts who have a webcam set up, and so can accept video calls, have ‘Video Capable’ on their contact details.

When you call a contact, an alert pops up on their screen which they can accept by clicking anywhere in the photo area, or choose to reject the call.
Once in progress, you can control the call by putting it on hold, muting your audio, switching between audio devices, and changing the way the video appears on screen.

To end the call, close the window or click the **End call** button.

**Skype for Business meetings**

If you use Outlook or the Outlook Web App, you can use **Skype for Business Meeting** to schedule a recurring or single online meeting. A link is automatically added to your meeting request that invitees can click to join the conversation.

**Exiting Skype for Business**

When you have finished using Skype for Business, you can either close the Skype for Business window, sign out of your session or exit from the program. The differences are summarised here:

<table>
<thead>
<tr>
<th>Option</th>
<th>Is Skype for Business running?</th>
<th>Can others see your status?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Sign out</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Exit</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
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**Closing the Skype for Business window**

You can close the Skype for Business window by clicking the X in its upper-right corner. Although the window closes, your session continues to run, so others can still see your availability status and you still receive alerts.

The Skype for Business icons on your toolbar at the bottom of your screen appear as they do when you have the Skype for Business window open. Re-open the Skype for Business window at any time by clicking the larger icon to the left.

**Sign out**

**Sign out** closes your Skype for Business session, but continues to run Skype for Business in the background, making it easier to sign in again when you’re ready. Once you have signed out in this way, others cannot see your status or interact with you. Skype for Business icons on your taskbar appear with crosses.

**Exit**

**Exit** closes your Skype for Business session and stops Skype for Business running on your computer. Both icons will disappear from the toolbar at the bottom of your screen. After exiting, use the **Windows start** menu if you want to restart Skype for Business.

You can access both the **Sign out** and **Exit** commands using the status drop-down menu on the main Skype for Business window, or using the small Skype for Business icon to the right of the taskbar.