



Niagara
College
Canada
APPLIED DREAMS

Skype

Just Text

Use **Ctrl + F** to search for key words

This will help you navigate the document faster.

ITS (2017)

Video List

What is skype: <https://support.office.com/en-us/article/Video-What-is-Skype-for-Business-3a21eca4-434d-41f1-ab06-3d4a268573b7?ui=en-US&rs=en-US&ad=US>

How to add a contact: <https://support.office.com/en-us/article/Add-a-contact-in-Skype-for-Business-89338023-2adf-4f5c-90b6-f8b6f72fadd1?ui=en-US&rs=en-US&ad=US>

Send an IM: <https://support.office.com/en-us/article/Send-an-IM-in-Skype-for-Business-48c07e01-c833-4c63-8505-0fda906ef33b?ui=en-US&rs=en-US&ad=US>

Set up a meeting: <https://support.office.com/en-us/article/Set-up-a-Skype-for-Business-meeting-in-Outlook-b8305620-d16e-4667-989d-4a977aad6556>

Join a skype business meeting: <https://support.office.com/en-us/article/Join-a-Skype-for-Business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5>

Contents

How to use Skype for Business	5
Which Skype should I use?.....	5
Logging in	5
Remove a contact	5
Start a call or video chat	5
Audio setup and making calls	6
Set up your audio device.....	6
Start a call	6
Start a conference call	6
Forward your phone calls	7
Turn off call forwarding	7
Answer a call	7
Invite more people to a call	7
Add audio to an IM conversation.....	7
Use audio call controls	8
Contacts, Presence and IM.....	8
Find someone.....	8
Add a contact	8
View a contact card.....	8
Want to shut your virtual office door?	9
Add audio, video and share files in an IM conversation	10
Switch between conversations	10
Find a previous IM conversation.....	10
Create a group	10
Send an instant message	10
Need to add someone to the IM?	11
Video.....	11
Set up your video device.....	11
Start a video call.....	11
Choose your view.....	11
Start a video meeting.....	12
Manage meeting participants.....	12

Answer a video call	12
Add video to an IM conversation.....	13
Need to invite more people?	13
Meetings	13
Schedule a Skype for Business meeting.....	13
Set meeting options.....	13
Choose your view.....	13
Join a Skype Meeting—There are so many ways!	14
Share your desktop or a program.....	14
Share a PowerPoint presentation.....	14
Done presenting?.....	14
Record and play back a meeting.....	14
Manage meeting participants.....	15
Need to invite more people?	15
Use dial-in conferencing	15
Get started with dial-in conferencing	15
Configure dial-in conferencing Options	15
Add a phone user to your conference	16
Dial into a Skype Meeting using a phone.....	16
Start a meeting using your telephone	16
Set My Picture options in Skype for Business	17
Here's how to access the My Picture options window:.....	17
Hide my picture.....	17
Show my picture	18
Change my picture.....	18
Use a picture from your computer or an external drive.....	18
Use a picture from a public website	19
Add a contact in Skype for Business	19
Add a contact who is in your organization	19
Add a contact who has a Skype account.....	19
Add an external contact (someone not in your organization or using Skype)	20
Start an IM conversation	21
Send an instant message to several people at once.....	21

Send an instant message to a group.....	22
Respond to an incoming message alert.....	22
Make and receive a video call using Skype for Business	23
Start a video call.....	23
Use video controls and views	23
Answer a video call	24
Use your desk phone to make a Skype for Business call	25
Prep work—set the Call Handling, Outgoing Calls number to your PBX desk phone.....	26
Making the PBX desk phone/Skype for Business call	26
Set up a Skype for Business meeting in Outlook.....	27
Schedule a Skype Meeting using Outlook.....	27
Set up an online meeting using Outlook Web App.....	28
Join a Skype for Business meeting.....	31
Join a Skype for Business meeting on your Windows PC.....	31
What'd they say?	31
Join with the Web App.....	32
Join with phone only.....	32
Call into a Skype for Business meeting on your mobile or other phone	32
Announce your name when you join a Skype for Business meeting or call	34
Require announcements when attendees join and leave the meeting.....	34
Name announced when you join or leave	34
Set Audio Device options in Skype for Business	35
Set up your device.....	35
Test your audio quality	36
Troubleshoot audio and video in Skype for Business	36

How to use Skype for Business

Which Skype should I use?

Skype for Business is for connecting with a co-worker or business associate.

Skype is for connecting with your grandma, or chatting with friends while gaming.

Logging in

1. Open Skype (3 options)
 - o Search Cortana
 - o Click the Windows icon in the bottom left, Scroll down to S and click skype
 - o Desktop icon
2. Put in your full email
 - o USERNAME@ncstudents.niagaracollege.ca
 - o USERNAME@niagaracollege.ca
3. Press Sign in
4. Fill in your password
5. Click Sign in

Remove a contact

1. Right click the contact you want to remove
2. Select Remove from contacts list
3. Click Yes to "Remove this contact from your contact list?"

Start a call or video chat

Double click the contact you want

1. Select an option at the bottom middle in the blue circles
 - i. Present Desktop
(This shows them your desktop, if you have multiple monitors you can select specific ones or all)
 - ii. Present Programs
(This allows you to select a specific program you are using to display)
 - iii. Present PowerPoint Files
(This allows you to present a PowerPoint presentation with the chat still open for viewing)
 - iv. Co-Author Office Doc
 - v. Add Attachments

- (Select a document to share)
- vi. My Notes
(Share OneNote pages with the person)
- vii. More...
Whiteboard (you can draw and type on it),
Poll (people can answer it and you can save the data)
Q&A (People can type their questions and you can answer them for everyone to see)
- viii. Manage Content
(Allows you to control the content you are working with)
End the poll, whiteboard, Q&A
Save it, send it to one note, Information about it
Lock the ability to download for others
Hide or show the presentation

Audio setup and making calls

Set up your audio device

First things first: set up your audio device and check the quality. You can use your computer's mic and speakers, plug in a headset.

1. Click **Select Your Primary Device** in the lower-left corner of the main Skype for Business window.
2. Click **Audio Device Settings**.
3. Pick your device from the Audio Device menu, and adjust the speaker and mic volume.

Start a call

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

Start a conference call

1. In your Contacts list, select multiple contacts by holding the **Ctrl** key, and clicking the names.
2. Right-click any of the selected names, then click **Start a Conference Call**.

3. Click **Skype Call**.

Forward your phone calls

Want your calls to go to your Voice Mail or to your cell phone or a hotel room phone?

1. In the lower-left of the main Skype for Business window, click the **Call Forwarding** button (phone with an arrow pointing to the right).
2. Select **Forward Calls To**.
3. Select **New Number or Contact**. Choose a contact, or type a number in the Forward Calls field.

Turn off call forwarding

Where is says Calls are being forwarded to Click the Turn Off

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 photo area.
- To reject the call, click **Ignore**.
- To start an instant messaging (IM) conversation with the caller instead of an audio call, click **Options**, and then **Reply by IM**.
- To reject the call and other calls, until you change your status click **Options**, and then **Set to Do not Disturb**.

Invite more people to a call

1. In the Meeting pane, click the person with a + icon or, in the Participants pane, click: Invite more people
2. Select or multi-select (Ctrl-click) from your contacts, or type someone's name or phone number in the Search field, then select them from the results. Click **OK**.

Your new invitees receive a request to join your call.

Add audio to an IM conversation

In the conversation window, click the **Phone** button.

Use audio call controls

During a call, point to the buttons to do the following:

- To put the call on hold, click the **Hold** button.
- To mute your audio, click the **Mic** button in the conversation window.
- If call transferring is available for your account, click the **Transfer** button, and select the number you want.
- To hang up, click the **Phone** button in the conversation window.

Contacts, Presence and IM

Find someone

Connect with people in your organization, or with friends who have a Skype account.

1. Type a name in the Search box. As soon as you do, the tabs below the Search field change from (GROUPS, STATUS, RELATIONSHIPS, NEW) to (MY CONTACTS, SKYPE DIRECTORY)
2. If the person is in your organization, stay on the MY CONTACTS tab. If not, click on the SKYPE DIRECTORY tab. It will narrow your search if you know their full name or Skype user name.

Add a contact

Once you find a person, add them to your Contacts list for quick access.

1. Right-click the name in the search results.
2. Click **Add to Contact List**.
3. Pick a group to add your new contact to.

View a contact card

1. Tap a contact picture.
2. Tap the Contact Card button to open Contact Card.

Want to shut your virtual office door?

Presence is automatically set based on your Outlook calendar but you can change it temporarily if you want to. Presence status is a quick way for other people see whether or not you're free to chat. Here are the presence settings you can change:

If your presence is:	It means you are:
Available *	Online and available
Be Right Back **	Away from your computer briefly
Away *, **	Logged on, but have been away from computer for a period of time.
Off Work **	Not working or not available
Busy *, **	Hard at work and shouldn't be interrupted
In a call *	In a Skype for Business call (two-party call)
In a meeting *	In a meeting (using Skype for Business or Outlook)
In a conference call *	In a Skype for Business conference call (Skype meeting with audio)
Do Not Disturb **	Do not want to be disturbed. You will see IMs, but only if you're both in the same Workgroup.
Presenting *	Giving a presentation
Out of the office	Set to OOF in your Outlook calendar
Offline *	Not signed in
Unknown	Presence can't be detected

* Set automatically for you based on your keyboard activity or Outlook calendar.

** You can set your presence to this anytime you want.

Add audio, video and share files in an IM conversation

- Chat bubble is text
- Video icon is video
- Phone icon is audio
- Monitor is sharing a desktop or PowerPoint
- The ... is for more options

Switch between conversations

If you have several conversations or meetings going on at the same time, Skype for Business displays them all in one place, so you can toggle between them.

Click a tab on the left to view an IM conversation.

Find a previous IM conversation

If you use Outlook and Exchange, Skype for Business automatically saves your IM conversation history. To view or continue a previous IM conversation or see an IM request you missed:

1. Click the Conversations tab.
2. Click the **All** or a **Missed** tab. If you don't see the conversation you're looking for, click **View More in Outlook** at the bottom of the list.
3. Double-click the conversation that you want to open.

Create a group

Set up a group for each team you work with so you quickly see who's available, or communicate with the entire team at once.

1. Click the **Add a Contact** button.
2. Select **Create a New Group**.
3. Begin typing your new group name.

Send an instant message

Use instant messaging (IM) to touch base with your contacts right away.

1. In your Contacts list, point to the contact you want to IM. If you want to IM with more than one contact, hold down the **Ctrl** key and click each contact name.
2. Click the IM button.
3. Type your message and press the **Enter** key on your keyboard.

Need to add someone to the IM?

From the main Skype for Business window, drag a contact pic onto the IM window.

Video

Set up your video device

You need a camera to share video of yourself, but you don't need one to see someone else's video.

- From the main screen, click Tools (Gear icon) then Video Device Settings.
- If you see you, you're set! If not, make adjustments. Click Camera Settings.

Start a video call

1. Tap a contact's picture.
2. Tap the **Video** button.

A message pops up on the other person's screen asking if they want to accept your call. (To stop showing video of you at any point, just click the **Video** button again.)

TIP During an IM or Skype for Business audio call, click the **Video** button to make it a video call.

Choose your view

1. In the conversation window, click the **Pop out video gallery** arrow (dark box with a white arrow pointing to the top right).
2. Click the **Pick a layout** button and choose a view (looks like a person with an arrow pointing toward it):

- **Gallery View** to show all the participants' video streams.
 - **Speaker View** to show only the presenter's.
 - **Content View** to show only the meeting content.
 - **Compact View** to show pics of the participants in a compact window.
3. Click **Full Screen View** for a large view of the video streams (double arrows pointing away from each other to the corners).
 4. Click **Pop in the video gallery** to show the gallery in the conversation window again.

Start a video meeting

You can start an ad-hoc video meeting any time. If people are available you can bring them into a meeting now instead of scheduling one for later.

1. In your Contacts list, select multiple contacts by holding the **Ctrl** key and clicking their pics.
2. Right-click one of the selected names, and click **Start a Video Call**. When you start a video call, you automatically use Skype for Business computer audio.

Manage meeting participants

Meeting getting unruly? If you're the presenter, you are in control.

1. Click the **Participants** button to open the Participants pane so you can see a list of everyone in the meeting.
2. Click the **Participant Actions** button.
3. Click one or multiple buttons to apply these settings to all attendees.

Answer a video call

When someone calls you, you'll get an alert in the lower right of your desktop. Make sure you aren't wearing pajamas and that you don't have lettuce in your teeth!

- To answer, click their pic.
- To ignore, click **Ignore**.

- To start an instant messaging (IM) conversation with the caller instead of an audio call, click **Options**, and then **Reply by IM**. To reject the call and other calls, until you change your status, click **Options**, and then **Set to Do not Disturb**.

Add video to an IM conversation

1. In the conversation window, click the camera icon. It shows you preview.
2. Adjust your camera (or yourself), and click **Start My Video**.
3. To stop sharing your video, click **Stop My Video** again.

TIP: Click **End Video** to stop sharing your video with others AND to end their video feeds to you.

Need to invite more people?

Click: Invite More People

Meetings

Schedule a Skype for Business meeting

(This is done through Outlook.)

1. Open your Outlook **Calendar**, click the **Home** tab, and click **New Skype Meeting**. (If you are in Skype for Business (Lync) mode, this button still says **New Skype meeting**.)
2. Complete the meeting request just like you normally would.

Set meeting options

You can set some **meeting options** in Outlook before you even send the meeting request—like who will be able to get into the meeting directly and who has to wait in the virtual lobby.

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 presenter's.
 - **Content View** shows only the meeting content.
 - **Compact View** shows pics of the participants in a compact window.
3. Click **Full Screen View** for a large view of the video streams.
 4. Click **Pop in the video gallery** to show the gallery in the conversation window again.

Join a Skype Meeting—There are so many ways!

1. In the meeting tab double click the meeting you want to join
2. In a meeting reminder, click Join Online
3. In the meeting request click Join skype Meeting

Share your desktop or a program

Need to show everyone what you're talking about?

1. In the meeting window, click the **Present** button.
2. Click **Present Desktop** to show the entire contents of your desktop, or click **Present Programs** and double-click the program you want to share.

Share a PowerPoint presentation

1. In the meeting window, click the **Present** button.
2. Click **Present PowerPoint Files**.
3. Browse to the file you want to present and click **OK**.
 - Click Notes to see the presenter notes
 - Thumbnails to select slides
 - Arrow buttons for next and back

Done presenting?

Click: Stop Presenting

Record and play back a meeting

It's easy to capture audio, video, IM, and what's being presented.

1. In the meeting window, click the **More Options** button.

2. Click **Start Recording**.
3. After the meeting, go to **Manage Recordings** to publish, play, rename, or delete the recording.

Manage meeting participants

Meeting getting unruly? If you're the presenter, you are in control.

1. Click the **Participants** button to open the Participants pane so you can see a list of everyone in the meeting.
2. Click the **Participant Actions** button.
3. Click one or multiple buttons to apply these settings to all attendees.

Need to invite more people?

Click: Invite More People

Use dial-in conferencing

Get started with dial-in conferencing

Using dial-in conferencing for Skype for Business couldn't be easier. Instead of having to visit several sites to schedule the meeting, audio bridge, or other elements, you simply:

1. Open your calendar in Outlook.
2. Click **New Skype Meeting**.

That's it! Your meeting is scheduled and your audio bridge is ready to go.

Configure dial-in conferencing Options

From either your Outlook calendar, or within the meeting, you can open your meeting options menu. From that menu, you can:

1. Enable and disable entry and exit announcements.
2. Lock and unlock the meeting, managing the type of user that is:
 - Granted entry directly into the meeting.
 - Placed in the lobby (these users will need to be admitted by an organizer).

Add a phone user to your conference

1. From within the conference/meeting, select **Invite More People**.
2. Enter the person's phone number and select **OK**.
3. The meeting will then call out the person and add them to the meeting.

IMPORTANT! Remember to dial the full phone number of the person that you want to reach — including the **country code** and the **'+' symbol** (e.g. +1 425 555-1234).

Dial into a Skype Meeting using a phone

1. From your mobile device, simply dial the phone number in the invitation.
2. When prompted, enter the Conference ID from the invitation.

Start a meeting using your telephone

Depending on how your organization has configured your service, you might need your Organizer dial-in conferencing PIN. This PIN was sent via email when you were enabled for the dial-in conferencing service.

If you are unable to remember your PIN, please contact your tenant admin.

Quick Start Guides from:

<https://docs.com/OfficeTraining/9869/skype-for-business-quick-start-guides>

Set My Picture options in Skype for Business

The My Picture options window in Skype for Business is where you can change your sign-in settings to speed up the sign-in process, specify presence and calendar meeting information to display to others in Skype for Business, and tell Skype for Business how you want it to interact with other Office programs.

IMPORTANT: If the **Edit or Remove Picture** button on the My Picture options window is dimmed (not available), your organization has turned off the option that allows users to change their picture settings. See your technical support staff if you have questions about this policy.

Here's how to access the My Picture options window:

1. In the Skype for Business main window, click the **Options** button  and select **My Picture**, or click the arrow next to the **Options** button  and select **Tools > Options**.
2. On the **Options** page, select **My Picture**.

NOTE: If you've selected **Show Menu Bar**, you can open the options menu from the Skype for Business main window by clicking **Tools > Options** and then selecting **My Picture**.

Hide my picture

Depending on how Skype for Business has been set up, you might be able to hide your picture from other Skype for Business users. Your contacts will see a blank outline of a person's head instead of your picture.

- To hide your picture from other Skype for Business users, click **Hide my picture**, and then click **OK**.

NOTES: If you don't want your picture to be displayed in *any* Microsoft Office programs, *including* Skype for Business:

1. Click **Options > My Picture > Edit or Remove Picture**.
2. In the SharePoint window, click the **X**.
3. Click **Save** and then click **OK**.

Show my picture

If your organization has set up Skype for Business so it shows people's pictures with their other contact information, your corporate directory picture is automatically displayed. If you're satisfied with the picture, you don't need to make any changes to the settings in this window.

Change my picture

If the **Edit or Remove Picture** button is dimmed, your organization has decided not to let users change their pictures. If you *can* change your picture, here's how to do it.

Use a picture from your computer or an external drive

1. Click **Edit or Remove Picture**.
2. Either a Microsoft Exchange window or a Microsoft SharePoint window opens, depending on how your system has been set up.

If you've been taken to an Exchange window, do the following:

- a. Click **Edit > Edit photo > Browse**.
- b. In the Change Photo window, click **Save**. If a message is displayed that asks if you want to close the window, click **Yes**.
- c. Navigate to where your replacement picture is stored (this can be on your computer or on an external or network drive). Your replacement picture can be any size or type, including HD (high-definition).
- d. Double-click the file.

If you've been taken to SharePoint, do the following:

- e. Click **Browse**, and then navigate to the replacement picture you want to upload.
- f. Double-click the picture or file name, and then click **Change**.
- g. Click **Save**.

NOTE: After you've changed your picture, it may take a little while before the new picture appears.

Use a picture from a public website

NOTE: For your contacts to see the photo, they too will need to have access to the site where the photo has been uploaded.

If your organization has enabled this option, you can use a photo from any public website, such as Yammer, OneDrive, Facebook, LinkedIn, etc., as your Skype for Business photo. If this option is available, the My Picture options window will include a button labeled **Show a picture from a website**:

To use this option, select **Show a picture from a website**, enter the URL for the photo you want to use, and then click **Connect to Picture**.

<https://support.office.com/en-us/article/Set-My-Picture-options-in-Skype-for-Business-0ce1b350-fd0f-4c32-889d-bf6137100eb8?ui=en-US&rs=en-US&ad=US>

Add a contact in Skype for Business

Applies To: Skype for Business Skype for Business Online Skype for Business for Mac

In Skype for Business, you can add people to your Contacts list so they'll be just a click away. Every contact you add is assigned membership in one or more of your contact groups.

Add a contact who is in your organization

1. In the search box, type the person's name, IM address, or phone number.

As you type, the view automatically changes to My Contacts, which lets you search your organization's address book.

2. Right-click the person's picture > **Add to Contacts List** > choose the contact group.

Add a contact who has a Skype account

Before you can add contacts who have Skype accounts, your administrator has to [enable Skype Directory search](#) for your organization. If you don't see a Skype Directory tab like the one shown in the following steps, it hasn't been enabled.

1. In the search box, type the person's name, email address, IM address, or Skype phone number.
2. As you type, the view changes to My Contacts. Choose **Skype Directory**. If you don't see this option, then your admin hasn't [enabled](#) Skype Directory search for your organization.
3. Right-click the person's picture > **Add to Contacts List** > choose the contact group.

IMPORTANT: After you add the person to your contacts list, their status is *Pending*. They are supposed to sign in to Skype and accept your request.

4. **If you sent your Skype contact a request and they never receive it**, ask them to send you a request to chat. In these instances, that often establishes the connection.

Add an external contact (someone not in your organization or using Skype)

1. In Skype for Business, choose the contacts icons as shown below. Then choose **Add a contact not in my organization > Other**.
2. Type the person's email address. (If you don't know it, or they don't have one, you can enter a placeholder email address, such as My@dad.com, that you'll change to their real name later.)
3. Right-click the contact you just added, and choose **See Contact Card**.
4. Choose **Add**.
5. Now you can enter additional information for the person. If you entered a placeholder email address, type the person's real name in the Name box. Choose **Save**.

IMPORTANT: If you get the Check Full Name box, choose **OK**. Otherwise your changes to the Name box won't be saved.

<https://support.office.com/en-us/article/Set-My-Picture-options-in-Skype-for-Business-0ce1b350-fd0f-4c32-889d-bf6137100eb8?ui=en-US&rs=en-US&ad=US>

Start an IM conversation

1. To find the person you want to send an instant message to, do one of the following:
 - Hover over their picture in the Contacts list, and click the **IM** button.
 - Double-click anywhere on their contact listing.
 - Right-click their listing, and select **Send an IM**.

NOTE: If a Skype user is not in your Contacts list, you will need to add them as a contact. The Skype user will then have to accept your request before you can send them an IM. For more information, see [Add a contact in Skype for Business](#).

2. Type your message at bottom of the conversation window.
3. (Optional) To send a file or an image, do one of the following:
 - Drag and drop a saved file into the text input area.
 - Copy and paste a saved file or any image from an Office program into the text input area.
 - Press PrtScn on your keyboard to capture an image directly from your screen, and then paste it into the text input area.
4. (Optional) To add an emoticon, change the font, or mark the message as Important, do any of the following:
 - Add an emoticon by clicking the Emoticon icon and then clicking the emoticon you want to add.
 - Change the font or font size by clicking the More options (ellipsis) button.
 - Mark your message as high-priority by clicking the Importance  icon.
 - Send a file by clicking the paperclip and browsing to the file you want to send.
5. Press Enter on your keyboard to send the message.
6. (Optional) Add other people to the conversation by dragging their contact listing from your Contacts list into the conversation window.

Send an instant message to several people at once

To start an IM conversation with more than one of your contacts, do the following:

- Press and hold the Shift key for multiple adjacent contacts or the Ctrl key for multiple nonadjacent contacts while you click the listing for each person. Then,

right-click and select **Send an IM**, type your message at the bottom of the conversation window, and press Enter. Your message will go to all the people you've selected.

Send an instant message to a group

- Right-click the group name in your Contacts list, click **Send an IM**, type your message, and then press Enter. Your message will go to all group members.

Respond to an incoming message alert

When someone starts a new IM conversation with you, an alert pops up on your screen. Do one of the following:

- To see the message, click anywhere on the toast notification.
- To write back, type in the text input area, and then press Enter on your keyboard.
- To reject the message, click **Ignore**. The message goes to your Outlook inbox, if you use Outlook.

<https://support.office.com/en-us/article/Send-an-IM-in-Skype-for-Business-48c07e01-c833-4c63-8505-0fda906ef33b?ui=en-US&rs=en-US&ad=US>

Make and receive a video call using Skype for Business

If your account is enabled for video calls, you can make face-to-face video calls with your contacts. All you need is a camera and your computer's speakers and microphone. You can also use a headset if your computer doesn't have a built-in audio device.

Start a video call

1. Open Skype for Business, and either find a contact in your Contacts list or type a name in the search box to find the person you're looking for. (See [Add a contact in Skype for Business](#) for details about searching for someone in your organization and also searching for someone with a Skype account.)
2. Point to the contact's picture, and click the **Video** icon.

A toast alert pops up on your contact's screen, which they can use to accept or ignore your request.

1. If the video call is accepted, the conversation window expands to display the video. Use the views and controls, such as mute/unmute, as needed. For details about controls and views, see the following section.
2. At any time, you can do any of the following:
 - o To end the call, close the window, or click the hang up button.
 - o To stop showing your video, point to the camera icon, and click **End Video**. The audio will continue.

You can also add video to an existing instant messaging (IM) conversation. Simply click the camera icon in the window to start your video.

Use video controls and views

In the conversation window, choose a view by clicking **Pick a Layout** and then clicking any of the following:

- **Gallery View** to show all of the participants' videos (if you have more than two people).

- **Speaker View** to show the presenter's video or photo at the lower-right corner of the meeting window, plus meeting content.
- **Content View** to show only the meeting content.
- **Compact view** to show the tiles of the participants' photos in a compact window.

To control call participants, in the conversation window, right-click someone's video or photo, and then click any of the following:

- **Mute, Unmute, or Remove** to mute, unmute, or remove that person from the call.
- **Lock the Video Spotlight** to turn off video/photo of everyone other than the person who is talking.

To see videos or photos in a separate window, click **Pop out the video gallery**, and then click either:

- **Full Screen View**, for a large view of the videos or photos.
- **Pop in people region** to go back to normal view.

Answer a video call

When someone calls you, a toast alert pops up on your screen. Do one of the following:

- To answer the call, click anywhere on the picture area.
- To reject the call, click **Ignore**.
- Click **Options**, and then select the appropriate selection to do any of the following:
 - Reply with an instant message instead of with audio or video
 - Answer the call with audio only
 - Set your status to Do not Disturb to reject the call and avoid other calls

<https://support.office.com/en-us/article/Make-and-receive-a-video-call-using-Skype-for-Business-abf62493-670f-4b0d-b2cf-fe03b49caf42?ui=en-US&rs=en-US&ad=US>

Use your desk phone to make a Skype for Business call

When your PBX (Private Branch Exchange) desk phone is configured to work with Skype for Business, you can call people in your organization through Skype for Business, and the audio for the call will flow through your phone. You can also place calls from the Skype for Business client using any phone near you (like your mobile, home, or hotel phone). The person you're calling sees your phone number as though you were calling from your company's main phone number. When you make a Skype for Business call with audio routed through your PBX desk phone, you get great audio, plus:

- IM—so you can do a quick copy/paste of a URL you want to share, for example
- Desktop and app sharing—so you can easily show and tell, work through problems, or explain stuff with visuals
- Attachments—send files to the other person without leaving Skype for Business

NOTE: There are some things you can't do in this scenario—like record your meeting, upload a PowerPoint or other file, use the Skype for Business video, Whiteboard, OneNote integration, and polling and Q&A features. And you won't be able to add people to the call—this is a you-and-one-other-person scenario. If you need any of these Skype for Business features, then you should set up regular Skype for Business meeting that is not routed through your PBX desk phone.

This is a feature that your admin has to configure for your company. There's a really easy way to tell if your company has this enabled this functionality. From the main Skype for Business window, click the gear icon () to bring up the **Options** dialog. If you see **Call Forwarding** in the list, then Skype for Business is not set up to work through your desk phone. If you see **Call Handling** in the list, then your desk phone is integrated with Skype for Business.

Prep work—set the Call Handling, Outgoing Calls number to your PBX desk phone

If you want to use your PBX desk phone for your Skype for Business audio, just set the Outgoing Calls option to use that number.

IMPORTANT: People with a private line, or those with the assigned role of boss, delegate, team leader, team member, or response group member can't use this feature. Changing your configuration to use Skype for Business with your PBX desk phone will disable the call handling/call forwarding settings you need to do those other jobs. Also, if you change these settings, for example to forward Skype for Business calls to your mobile phone while you are away from your desk (or if you use the Skype for Business Online client—which automatically sets **Simultaneously ring** to your mobile number), you'll need to change the settings back again if you want to make a Skype for Business/PBX desk phone call later, when you return to your office.

1. From **Tools > Options**, click **Call Handling**. (If your UI says Call Forwarding, then you are not configured to use Skype for Business with your PBX desk phone.)
2. Under Incoming calls, select **Simultaneously ring**, then enter your PBX desk phone number—without the extension, if you have one. (This ensures that if someone from work calls you using the Skype for Business client, then your desk phone will also ring—giving you the option to use it for audio and Skype for Business for sharing and showing.)
3. Under Outgoing calls, check the **Use this number to make calls** checkbox, then enter your PBX desk phone number—including your extension, if you have one.
4. Click **OK**.
5. Make a Skype for Business call! Read on...

Making the PBX desk phone/Skype for Business call

Once the outgoing call number has been set to your PBX desk phone, then when you initiate a call from the Skype for Business client, Skype for Business calls your phone first, you pick up the receiver, you'll hear the other person's phone ringing, then they pick up and you are set! Chat and use the Skype for Business client to share and show.

Here are the details:

1. In the Skype for Business main screen, search for or find the person you want to call.
2. Hover over their picture until the quick icons appear.
3. Click the phone icon arrow, then choose their work number.
4. The Skype for Business conversation window opens and the message bar says “Calling...”
5. Your desk phone will ring. (Your phone’s display will indicate an incoming call from your company’s global phone number.)
6. Pick it up!
7. You’ll hear your phone ringing their phone and the Skype meeting message bar will say “Calling remote party....”
8. When they pick up, you’re both good to go. (The Skype message bar will say “Connected.”)
9. From here, you can add IM to your call. Click the message bubble in the lower left.
- 10....and share your desktop by clicking the present icon.

<https://support.office.com/en-us/article/Use-your-desk-phone-to-make-a-Skype-for-Business-call-6a316c11-a05e-460c-b969-32ff0ad848e6?ui=en-US&rs=en-US&ad=US>

Set up a Skype for Business meeting in Outlook

You can use Outlook or Outlook Web App to schedule a Skype meeting--the same way you schedule meetings normally but with one or two extra clicks. If your account is configured for dial-in conferencing, the Skype meeting request will automatically include call-in information (phone number and conference ID).

If you don’t use an Outlook program (or Windows), you can set up new meetings using Skype for Business Web Scheduler. Access it at <https://sched.lync.com>, or learn more at [Lync Web Scheduler](#).

Schedule a Skype Meeting using Outlook

To schedule a Skype meeting, you need a sign-in address and password from an organization that uses Skype for Business Server.

1. Open Outlook, and go to your calendar.
2. On the **Home** tab ribbon, in the **Skype Meeting** section, click **New Skype Meeting**.

3. Set up the meeting as you typically would:
 - o In the **To** box, type the email address of each person you're inviting, separated by semicolons.
 - o In the **Subject** box, type a name for the meeting.
 - o If you'll have in-person attendees, either click **Room Finder**, in the Options section of the Meeting tab, and then find a room or, in the **Location** box, type a meeting location, such as a conference room.
 - o Select a start time and end time.

NOTES:

- To look for a time that works for everyone, click **Scheduling Assistant**, in the Show section of the Meeting tab ribbon.
4. In the meeting area, type an agenda. Be careful not to change any of the Skype meeting information.

IMPORTANT:

- o Scheduling a meeting with the default options, like we just did, is suitable for small, internal meetings, such as casual meetings with a few coworkers. If you have a meeting with people outside your company, or you're scheduling a large event, change the meeting options before sending the invites to better fit your meeting requirements. In the meeting request, on the Skype Meeting section of the Meeting ribbon, click **Meeting Options**, and then select the appropriate options.
5. (Optional) Preload your meeting attachments. That way, when participants join the meeting, everything is ready to go. See [Preload attachments for a Skype for Business meeting](#).
 6. (Optional) In the Show section of the Meeting ribbon, click **Scheduling Assistant** to make sure you have the best time for the meeting.
 7. You're almost done. Just double-check the information and click **Send**.

Set up an online meeting using Outlook Web App

To create a Skype for Business Meeting request in Outlook Web App, you have to:

- Be using a [browser that supports the full version](#) of Outlook Web App.

- Have a user name and a password from an organization that has a [business or enterprise](#) subscription to Office 365.
- 1. In the Office 365 portal, click the app launcher, then click Calendar to open the Calendar app.
- 2. Click the plus sign or New just below the app launcher, and fill in the meeting information as usual.
- 3. In the middle of the meeting window, above the message area, click **Online meeting**.

Call-in details, like a **Join online meeting** link appear in the message area. If your account is configured for dial-in conferencing, you'll also see a **Find a local number** link.

NOTES: If you don't see the **Online Meeting** link, it could be for one of the following reasons:

- You're not using a [browser that supports the full version](#) of Outlook Web App.
 - Your Office 365 subscription does not include Skype for Business.
 - You're logged in as a user who hasn't been granted a license for Skype for Business.
4. If you'll have in-person attendees, in **Location**, type a location for the meeting, such as a conference room, or click **Add Room** for help finding a conference room.

TIP: To look for a time that works for everyone, click **Scheduling Assistant**, at the top of the meeting window.

TIPS:

- To view settings for who has access to the online meeting, who has to wait for you to admit them into the meeting, and who can present during the meeting, click **Online meeting settings** (just above the message area).
 -
5. (Optional) In the meeting area, you can type an agenda or other information about the meeting. Be careful not to change any of the online meeting information.

6. (Optional) To add a picture or attachment with the agenda, at the top of the meeting window, click the **More actions** icon (...), click **Insert**, and then click **Attachments or OneDrive files** or **Pictures inline**.
7. At the top of the meeting window, click **Send**.

<https://support.office.com/en-us/article/Set-up-a-Skype-for-Business-meeting-in-Outlook-b8305620-d16e-4667-989d-4a977aad6556>

Join a Skype for Business meeting

Most of the time, joining a Skype for Business meeting is as simple as clicking the meeting link. And you can join from anywhere, such as an airport, a coffee shop, your hotel, or your mobile device when you're on the road.

Join a Skype for Business meeting on your Windows PC

1. In your meeting request, click **Join Skype Meeting**.

TIPS:

- The **Meetings** view lets you quickly check your upcoming meetings for the day, without having to go to your calendar. You can even join a Skype Meeting right from the **Meetings** tab, if the meeting was set up by an organizer inside your company.
 - In the Skype for Business main window, click the **Meetings** tab, and then right click a Skype meeting to join.
2. Your mic is automatically muted. To unmute your mic, find the mic button, and click it. When it looks like this, people in the meeting can hear you.

NOTE: Make sure you unmute your speakers too!

3. If you need to switch to a different audio device, click the Call Controls button, then click Devices.
4. The Switch Devices box shows your available audio devices, with the current one selected. Choose a different one if you'd like.

What'd they say?

Audio quality depends on the network and the device you use. Use a wired network connection and switch off wireless on your computer. If you have to use wireless connection, make sure you have a strong signal. Also use a high quality headset for better audio. For more information, see [Phones and Devices Qualified for Microsoft Lync](#).

Join with the Web App

Skype for Business Web App is an alternative way to join the meeting if you don't have Skype for Business installed. It opens automatically to connect you to the meeting. For more information, see [What is Skype for Business Web App?](#)

Join with phone only

If you're on the road, or if you don't have access to a computer, you can just call into the meeting with a phone. Make sure you grab the conference numbers and IDs from the meeting request before the meeting. See [Call into a Skype for Business meeting on your mobile or desk phone.](#)

If you prefer to call in with a phone, instead of using computer audio, you can find the conference numbers and ID in the meeting request. You can also click **Find a local number** in the meeting request if you're traveling.

What about the PIN? You only need a PIN if you are calling into the meeting as the presenter from a public or cell phone, or if the meeting is set with high security. Otherwise you don't need a PIN, just dial in and wait to get connected.

If you need a PIN and don't remember what it is, click **Forgot your Dial-in PIN?** in the meeting request, and follow the instructions on the page to reset.

<https://support.office.com/en-us/article/Join-a-Skype-for-Business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5>

Call into a Skype for Business meeting on your mobile or other phone

If a request for a Skype for Business meeting includes a dial-in phone number and conference ID, then you can call into the meeting. Calling in is handy if you don't have access to a computer at the meeting time.

NOTES:

- If you aren't using a smart phone or you're not connected to Wi-Fi, you won't be able to see anything that the leader or others may present, but you'll be able to hear and speak.
- If you do have access to a computer or if you're using a mobile device and are connected to Wi-Fi, you can connect to the meeting using Skype for Business with the usual functionality--like the ability to see what others are presenting or the ability to present content yourself (if you have it on your mobile device). For details, see [Join a Skype for Business meeting](#).

1. On your phone, dial the conference number listed in your meeting request.

TIP: If you're traveling, click **Find a local number** in the meeting request to find the numbers available for your current location.

2. Enter the Conference ID by using your phone dial pad.
3. Enter a PIN and work number or extension only if:
 - You're the meeting leader (organizer) and calling from a phone that isn't connected to your account, such as a cell phone.
 - You're an attendee of a secured meeting that admits only authenticated callers.

NOTE: If you don't remember your PIN, in the meeting request, click **Forgot your Dial-in PIN**, and follow the instructions about resetting your PIN. If you're a Skype for Business Online user, you must request a PIN reset through your administrator. See [Reset your PIN](#) for more information.

Depending on the Skype for Business meeting settings, you might have to wait to be admitted, or you might get connected automatically.

4. (Optional) When in the meeting, press *1 on your phone to get a list of the options you can use, such as mute, unmute, and so on.

<https://support.office.com/en-us/article/Call-into-a-Skype-for-Business-meeting-on-your-mobile-or-other-phone-9fc51fc3-f201-49b1-b2d3-97fe6f9da238?ui=en-US&rs=en-US&ad=US>

Announce your name when you join a Skype for Business meeting or call

When a user joins a Skype for Business Online meeting over the phone, he or she is prompted to record their name so it can be announced to participants as part of entry and exit announcements. If the caller doesn't record their name, Skype for Business uses text-to-speech to announce the phone number of the caller, where available.

The organizer of a Skype for Business meeting specifies whether participants should be announced when they join or leave the meeting. The tenant admin can configure the Microsoft dial-in conferencing settings to enable or disable name recording. The tenant admin can also turn entry and exit announcements off for the entire service.

NOTE: The entry and exit announcements for callers are only played for participants who have joined over the phone and not for participants who have joined using Skype for Business client on desktop or mobile phone.

Require announcements when attendees join and leave the meeting

1. Sign in to your Skype for Business meeting.
2. Click **More options** > **Skype Meeting Options**.
3. Check the box next to **Announce when people enter or leave**.
4. Click **OK**.

Name announced when you join or leave

If you're signing in to the meeting as an employee or authenticated user (a user with a work or school account), your name as listed in the work or school directory will be announced when you enter or leave the meeting.

If you're attending as a guest, you'll be asked to provide a name when you sign in, and that name will be announced when you enter or leave the meeting.

<https://support.office.com/en-us/article/Announce-your-name-when-you-join-a-Skype-for-Business-meeting-or-call-076c27bd-054b-40ae-991c-0e7d7a2f33d9>

Set Audio Device options in Skype for Business

Learn how to set up and use your computer's built-in mic and speakers, a headset, or another device for Skype for Business audio. For the best audio quality during a Skype for Business meeting or call, use an [Optimized for Skype for Business](#) audio device.

NOTE: If you're using Skype for Business with Windows 8.1, make sure to update your device drivers to the latest version. See [Download and install drivers for Windows 8.1](#).

Set up your device

1. In the Skype for Business main window, click the arrow next to the **Options** button and select **Tools > Audio Device Settings**.
2. Under **Audio device**, choose the device you want.
3. Click the green arrow next to **Speaker** to hear a sample tone, and drag the slider if you need to adjust the volume.
4. To test your mic volume, speak for a few seconds. The volume is optimal when the progress bar reaches the middle of the test area. Drag the slider next to **Microphone** to adjust the mic volume.
5. Click the green arrow button next to **Ringer** to hear a sample ring when you get a call, and drag the slider to adjust the ringer volume.
6. Click **Check Call Quality** and follow the prompts to record a short message and play it back. Adjust audio as needed. Note that this option may not be available for your account.
7. If you have more than one audio device, you can choose to set both to ring when you get a call. Under **Secondary Ringer**, select **Also ring**, and then select an additional device.

You can also select **Unmute when my phone rings**, which will automatically unmute your speakers when you receive a Skype for Business call.

8. Select **Allow stereo audio playback when available** to make sure that the best audio quality is available during a meeting.
9. Click **OK** when you're done.

TIP: You can select different devices for microphone and speakers under each section. But to avoid echoing, it's better to use the same device for both. If you have to use separate devices, minimize echoing by lowering your speaker's volume.

If you don't see your device in the list, make sure it's connected directly to your computer and follow the instructions that came with the device to install it.

Test your audio quality

Before you start a Skype for Business meeting or call, make sure your audio device sounds the way you want. Note that **Check Call Quality** may not be available for your account.

1. On the lower-left side of the main Skype for Business window, click **Select Primary Device**.
2. Click **Check Call Quality** and follow the prompts to record a short message and play it back.
3. If you're not happy with the audio quality, click **Audio Device Settings** to adjust your mic and speakers, or select another device.

<https://support.office.com/en-us/article/Set-Audio-Device-options-in-Skype-for-Business-2533d929-9814-4349-8ae4-fca29246e2ff?ui=en-US&rs=en-US&ad=US>

Troubleshoot audio and video in Skype for Business

<https://support.office.com/en-us/article/Troubleshoot-audio-and-video-in-Skype-for-Business-62777bc6-c52b-47ae-84ba-a8905c3b71dc>