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**.

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Which Skype should I use?

- **Skype for Business**: for connecting with a co-worker or business associate.
- **Skype**: for connecting with your grandma, or chatting with friends while gaming.
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**.

Add audio to an IM conversation

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

Invite more people to a call

1. In the Meeting pane, click **Invite More People** 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.

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.
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 * Set automatically for you based on your keyboard activity or Outlook calendar.
- Out of the office Set to OOF in your Outlook calendar ** You can set your presence to this anytime you want.
- Offline * Not signed in
- Unknown Presence can’t be detected

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.

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 this:

   ![Search box tabs](image)

   to this:

   ![Search box tabs](image)

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.
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.

Add audio, video and share files in an IM conversation
Add video  Add audio  More options  Share your desktop, or a program like PowerPoint

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 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.
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!

In 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 a meeting reminder, click Join Online.

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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.
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.

Done presenting?
Click this: 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 this: Invite More People
Sharing and collaboration

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.
3. Double-click the program you want to share.
4. If you share a program, it will have a yellow border and a Now Presenting tab on your desktop.
5. To stop sharing, click Stop Presenting on the bar at the top of your screen, or at the top of the conversation window.

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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**.

Show thumbnails of the slides, and select the next one to present

See the presenter’s notes (just you—no one else can see them)

Advance to the next slide

Share notes with OneNote

OneNote is fully integrated with Skype for Business. You, or anyone you’ve given permissions to before the meeting, can have access to the OneNote file and take notes.

1. In the conversation window, click the **Present** button, and then choose **Shared Notes**.
2. Select an existing notebook, or click **New Notebook** to create a new one.

Participants who joined the meeting using Skype for Business are automatically added to an attendee list in the OneNote.

Share a file or a picture

If this is a two-person impromptu meeting, the simplest way is to drag and drop—either to the IM area or to a participant’s name.

If you’re in a scheduled meeting, click the **Present** button, then select **Add Attachment**.

Need to show what you’re talking about? Draw it using the Whiteboard! It’s also great for brainstorming.

- In the conversation window, click the **Present** button, click **More**, and then click **Whiteboard**.

Check out the toolset on the right side of the whiteboard. It’s even got a laser pointer.
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** 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.
4. Click **Pop in the video gallery** to show the gallery in the conversation window again.

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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** then **Video Device Settings**.
- If you see you, you’re set! If not, make adjustments. Click **Camera Settings**.

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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.

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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.

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.

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