



# Skype for Business Quick Start Guides

Click your option below

 Skype for Business

Contacts

Audio

Video

Meetings

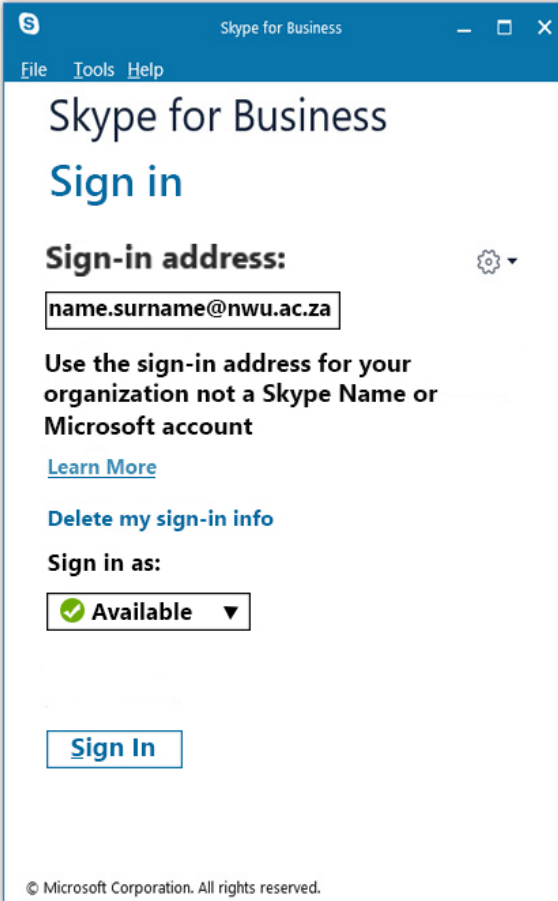
Sharing

Dial-in

Using cell

## Signing in

Sign in using your NWU email address and password.



Alternatively, you may use your NWU#  
e.g. 12345678@nwu.ac.za

## Which Skype should I use?



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

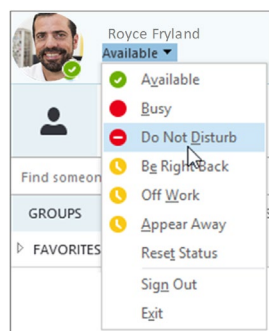


Skype is for connecting with your grandma or chatting with friends while gaming.

# Contacts, presence, and IM














## 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	

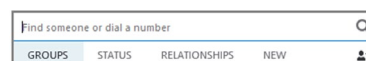
## Which Skype should I use?

-  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.

- Type a name in the Search box. As soon as you do, the tabs below the Search field change from this:



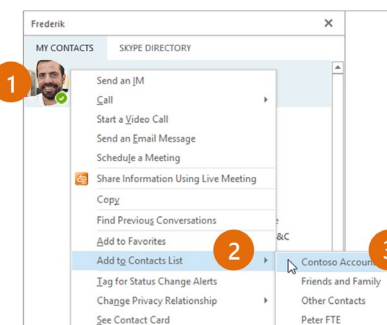
to this:

- 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

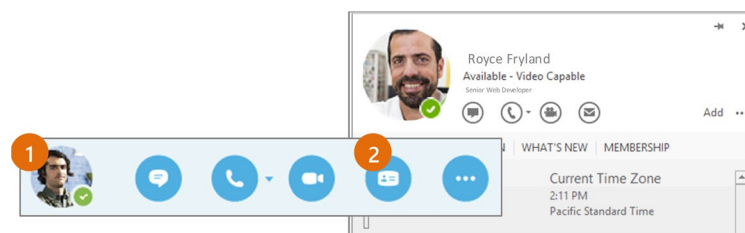
Once you find a person, add them to your Contacts list for quick access.

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



## View a contact card

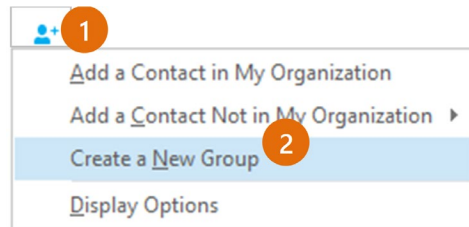
- Tap a contact picture.
- Tap the Contact Card button to open Contact Card.



## 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

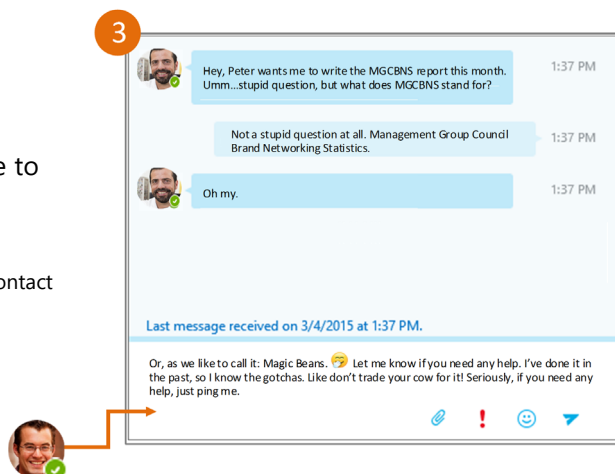
Use instant messaging (IM) to touch base with your contacts right away.

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.



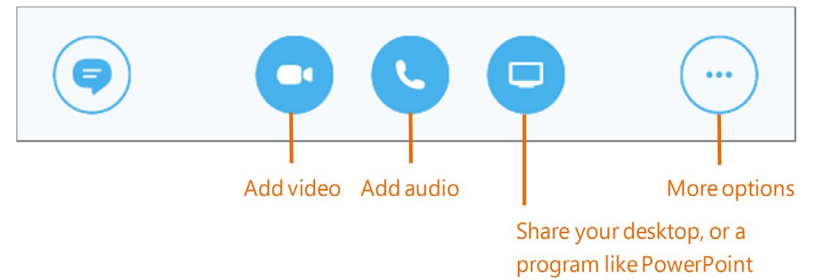
## Need to add someone to the IM?

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



Need more help? [Click here](#)

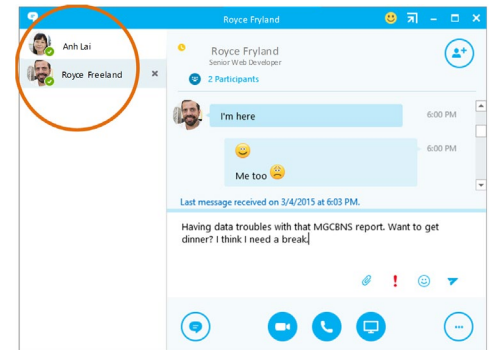
## Add audio, video and share files in an IM conversation



## 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.

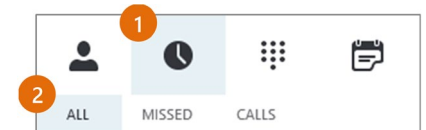
Click a tab on the left to view an IM conversation.



## 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.



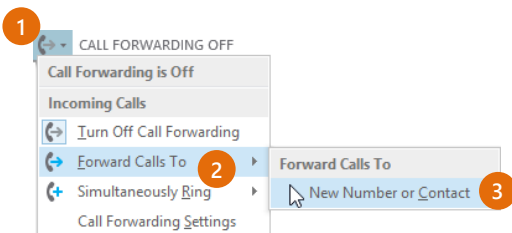
[Back](#)



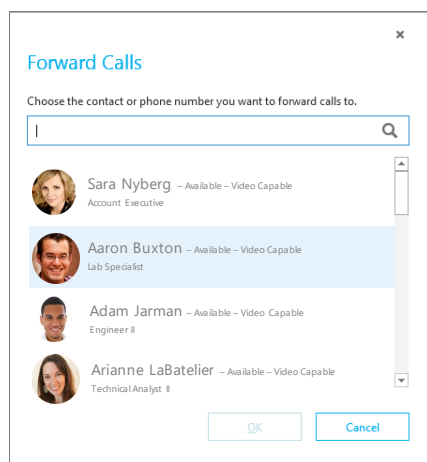
# Audio setup and making calls

## Forward your phone calls

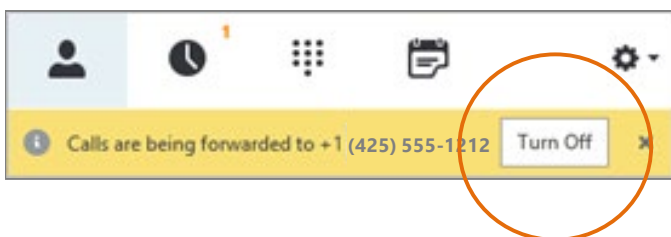
Want your calls to go to your Voice Mail or to your cell phone or a hotel room phone?



1. In the lower-left of the main Skype for Business window, click the **Call Forwarding** button.
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



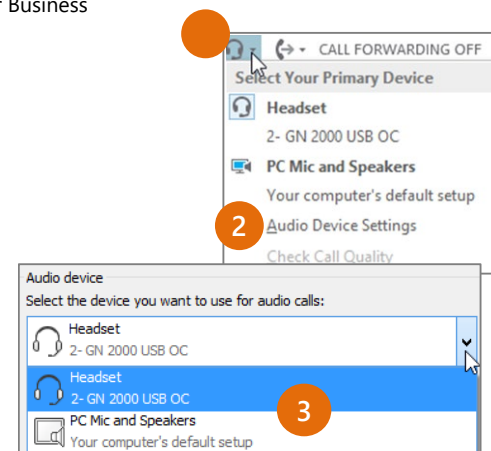
## Which Skype should I use?

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

## 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.



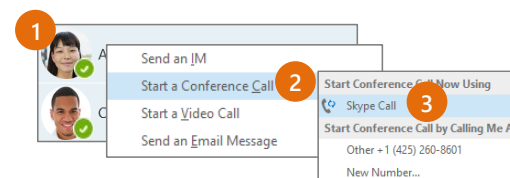
## Start a call



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

## Start a conference call

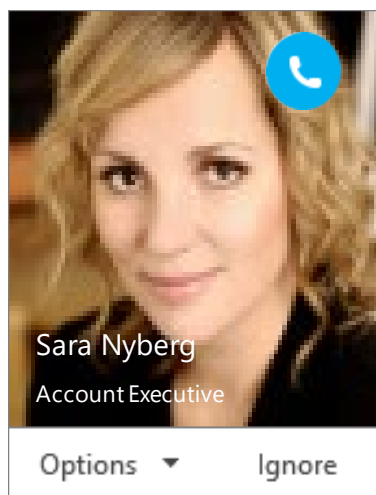
1. In your Contacts list, select multiple contacts by holding the **Ctrl** key, and clicking the names.
2. Right-click any of the selected names, then click **Start a Conference Call**.
3. Click **Skype Call**.





## 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**.

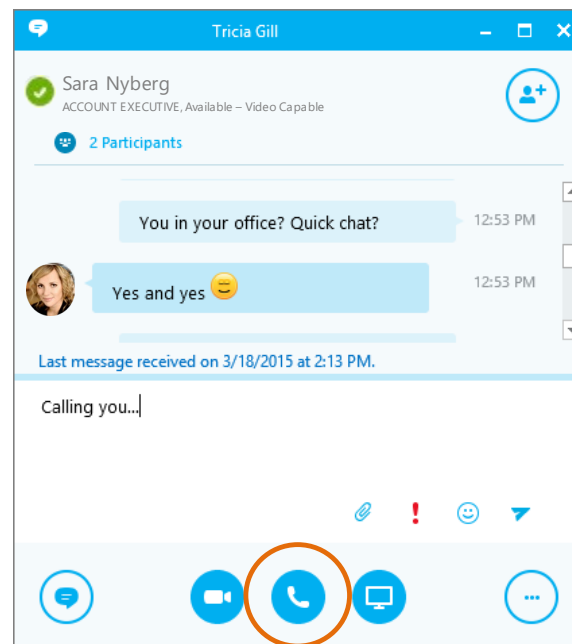


## Invite more people to a call

1. In the Meeting pane, click  or, in the Participants pane, click .
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

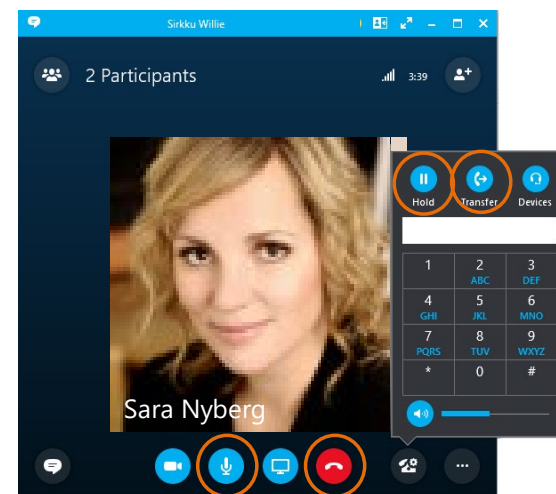
In the conversation window, click the **Phone** button.



## 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.

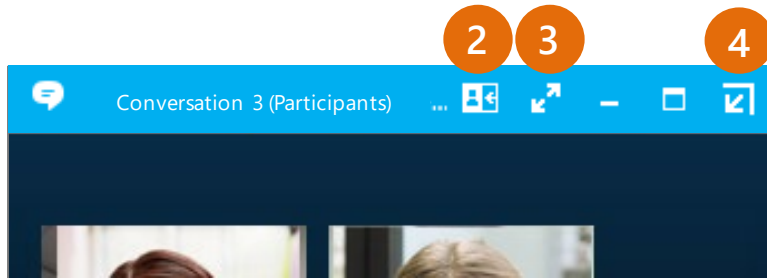
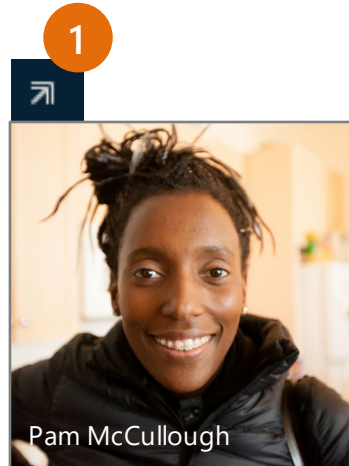


# Video



## 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.



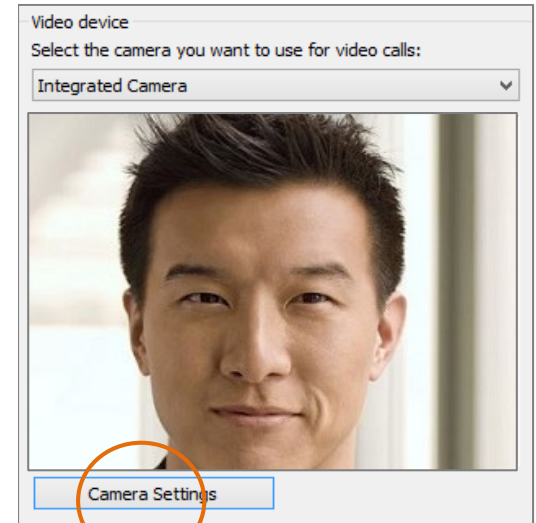
## Which Skype should I use?

- 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.

## 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**.



## 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.)

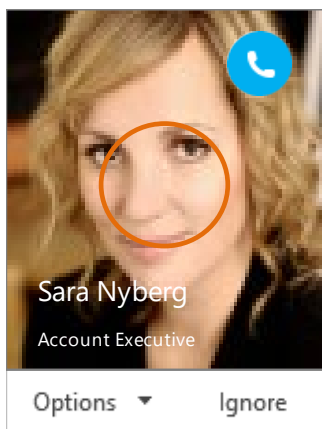


**TIP** During an IM or Skype for Business audio call, click the **Video** button to make it a video call.

## 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!

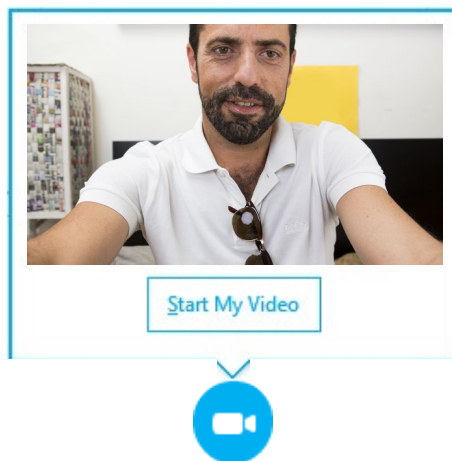
- To answer, click their pic.
- To ignore, click **Ignore**.
- To start an instant messaging (IM) conversation with the caller instead of an audio call, click **Options**, and then **Reply by IM**. To reject the call and other calls, until you change your status, click **Options**, and then **Set to 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 this: [Invite More People](#)

Need more help? [Click here](#)


## 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.

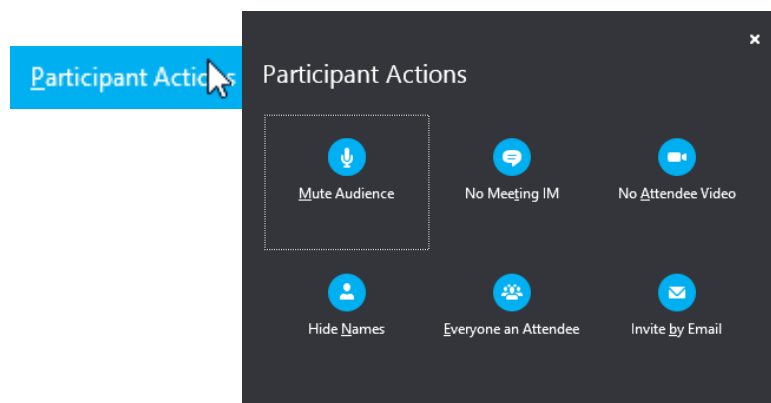
1. In your Contacts list, select multiple contacts by holding the **Ctrl** key and clicking their pics.
2. Right-click one of the selected names, and click **Start a Video Call**. When you start a video call, you automatically use Skype for Business computer audio.



## Manage meeting participants

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

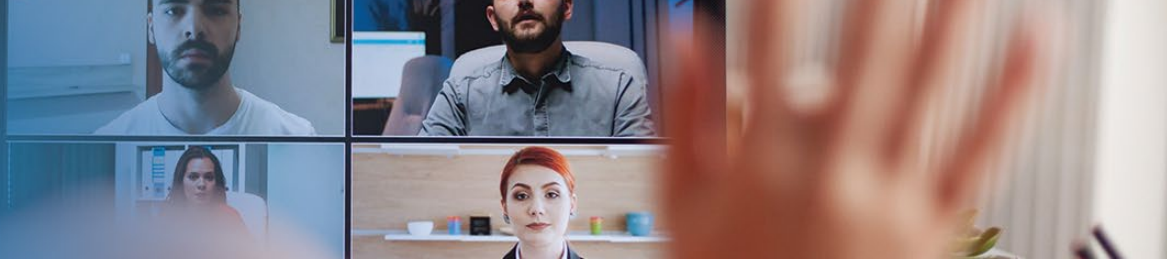
1. Click the **Participants** button to open the Participants pane so you can see a list of everyone in the meeting.
2. Click the **Participant Actions** button.
3. Click one or multiple buttons to apply these settings to all attendees.



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# Meetings

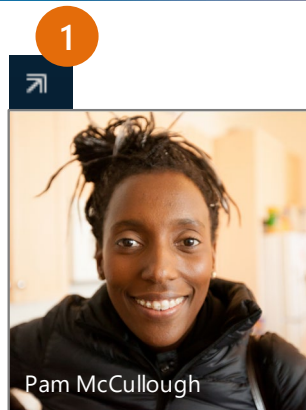


## Choose your view

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

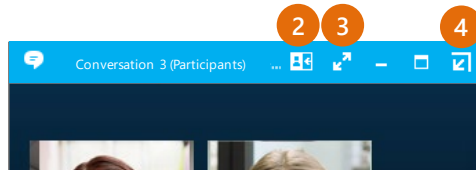
2. Click the **Pick a layout** button and choose a view:

- **Gallery View** shows everyone's video streams
- **Speaker View** shows only the presenter's.
- **Content View** shows only the meeting content.
- **Compact View** shows pics of the participants in a compact window.



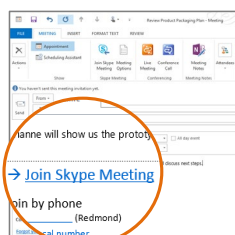
3. Click **Full Screen View** for a large view of the video streams.

4. Click **Pop in the video gallery** to show the gallery in the conversation window again.



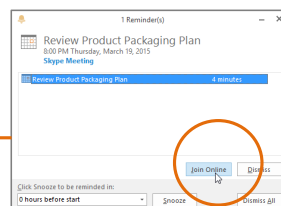
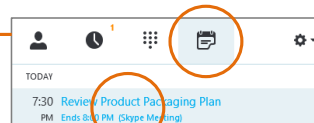
## Join a Skype Meeting—There are so many ways!

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**.

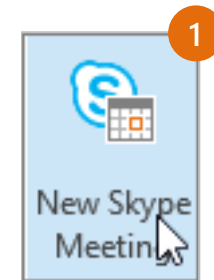
In a meeting reminder, click **Join Online**.



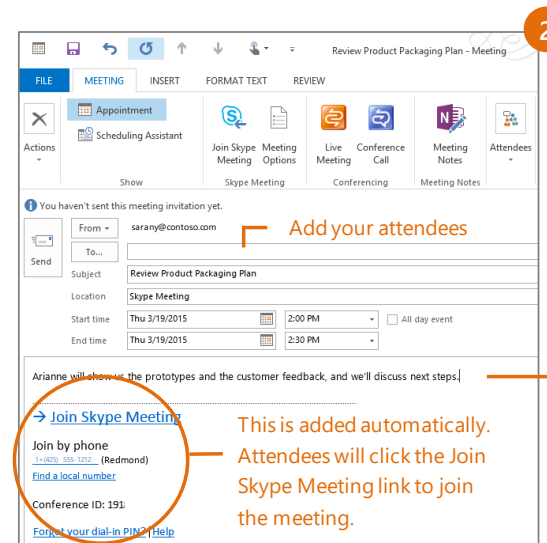
## Schedule a Skype for Business meeting

(This is an Outlook task.)

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.



This is added automatically. Attendees will click the **Join Skype Meeting** link to join the meeting.

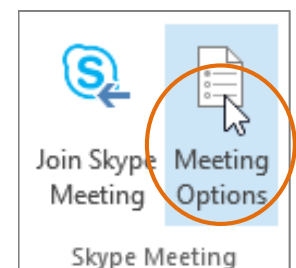
Add your agenda or meeting info

## 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.

## 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.

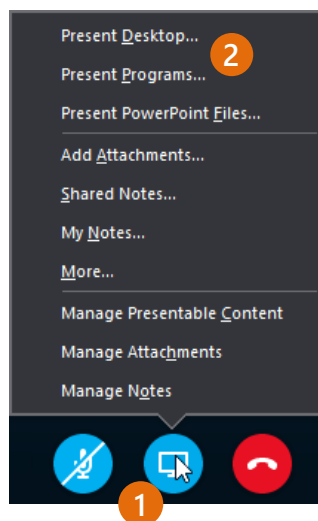




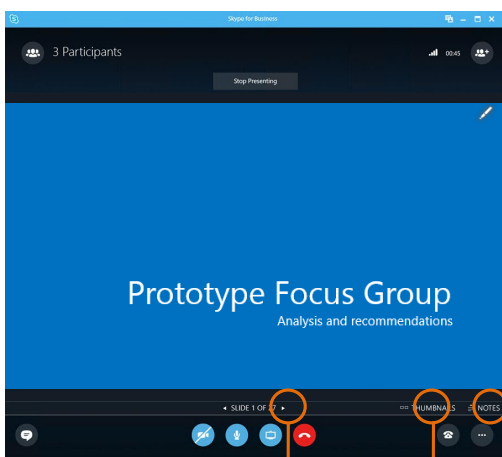
## Share your desktop or a program

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**.

Advance to the next slide

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)

## Done presenting?

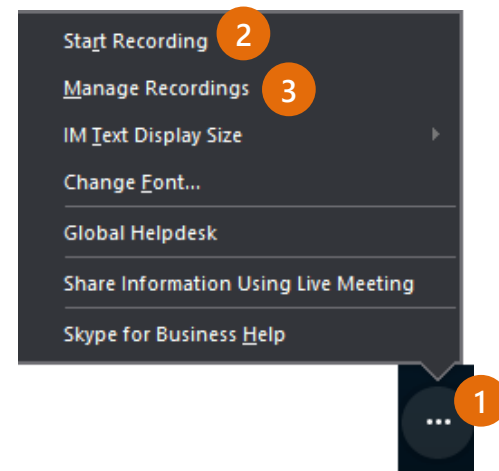
Click this: 

Need more help? [Click here](#)

## Record and play back a meeting

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

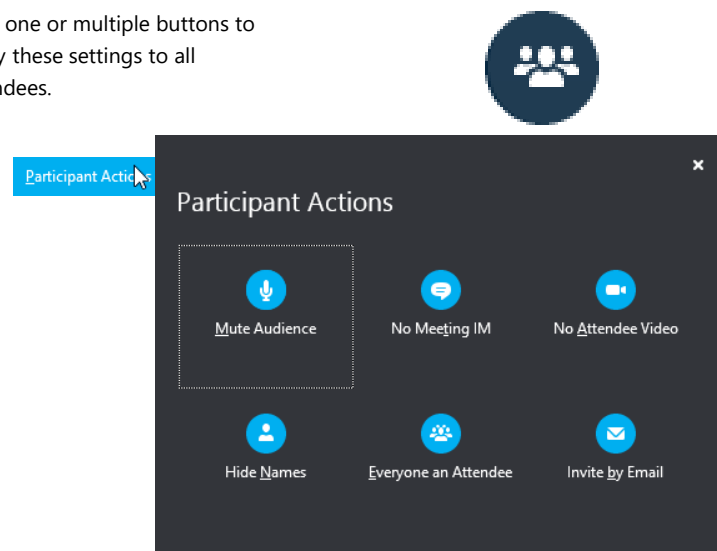
1. In the meeting window, click the **More Options** button.
2. Click **Start Recording**.
3. After the meeting, go to **Manage Recordings** to publish, play, rename, or delete the recording.



## 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: 

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## Sharing and collaboration

### Give control to others...

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

1. Click **Give Control**.
2. Pick a particular person or click **Give Control Automatically** to automatically give access to anyone who asks for control of your desktop.



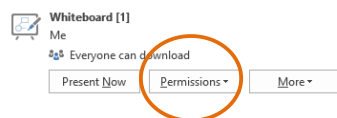
### ...and, take back control

1. Click **Give Control** again.
2. If **Give Control Automatically** is selected, click it to clear it. Or to take back control from a person, click **Take Back Control**.

### Select who can download shared files

In a scheduled meeting, you can restrict who can download a copy of a file you're sharing—like if the information is still a draft or is confidential.

1. Click the **Present** button, and then click the **Manage Presentable Content** button.
2. Click the **Permissions** button, and then select from:



- **Organizer** - just the person who set up the meeting
- **Presenters** - just the people who the organizer set up as presenters
- **Anyone** - all participants

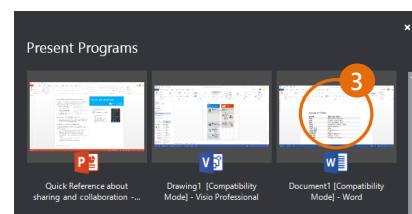
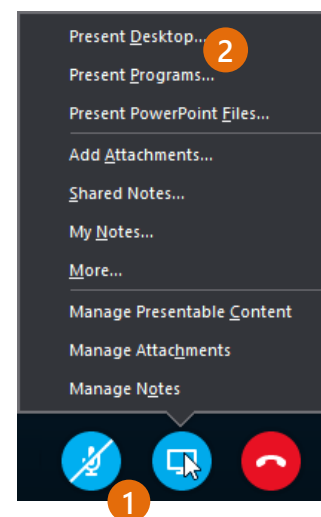
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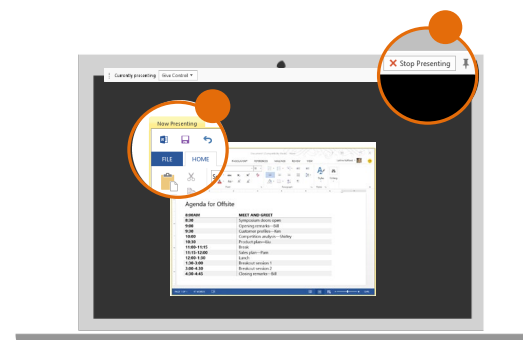
### Share your desktop or a program

Need to show everyone what you're talking about?

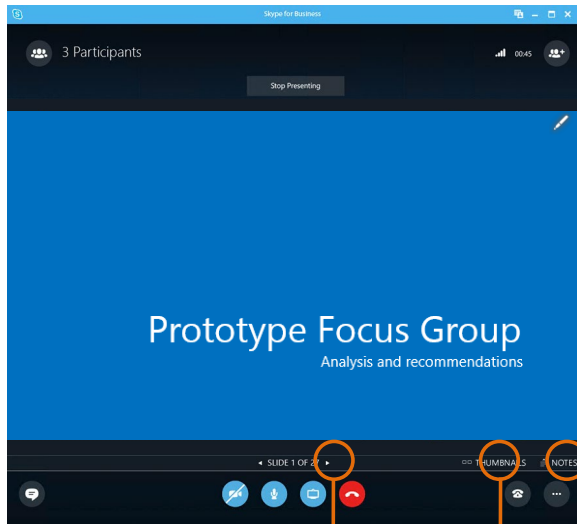
1. In the meeting window, click the **Present** button.
2. Click **Present Desktop** to show the entire contents of your desktop...  
or...  
Click **Present Programs** and double-click the program you want to share.
3. Double-click the program you want to share.
4. If you share a program, it will have 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.



## 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**.

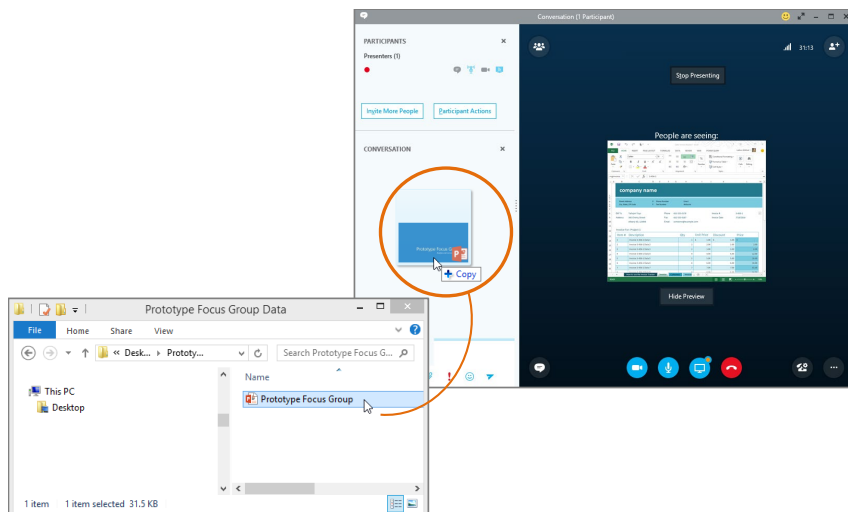
Advance to the next slide

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)

## 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.



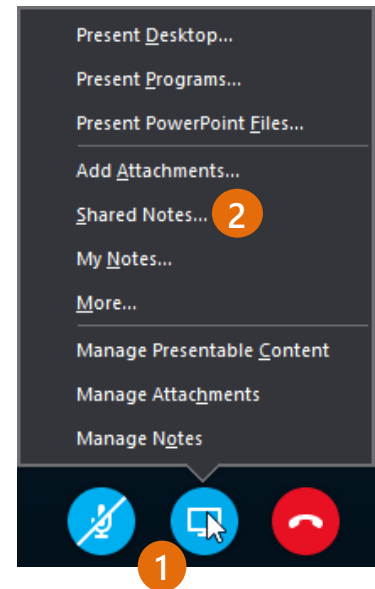
If you're in a scheduled meeting, click the **Present** button, then select **Add Attachment**.

Need more help? [Click here](#)

## 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.

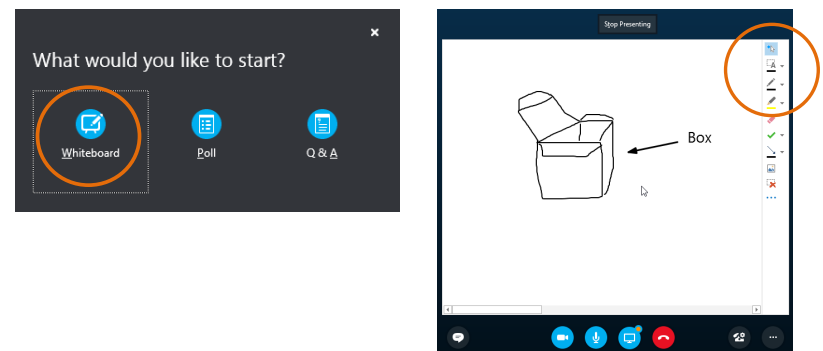


## Share a whiteboard

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.



[Back](#)



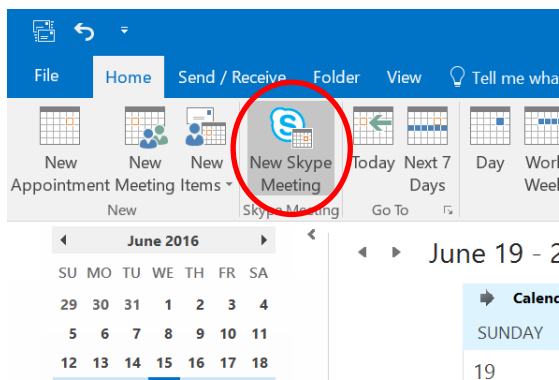
# Using dial-in conferencing

## 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).

**These people don't have to wait in the lobby:** [Why do I use this?](#)

Only me, the meeting organizer

Callers get in directly

Announce when people enter or leave

## 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.

### → [Join Skype Meeting](#)

This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.

- 1 **Join by phone**
  - [+14257063500](#) (USA - Redmond Campus) English (United States)
  - [+18883203585](#) (USA - Redmond Campus) English (United States)
  - [Find a local number](#)

Conference ID: 5880183 **2**

[Forgot your dial-in PIN?](#) | [Help](#)

## 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.

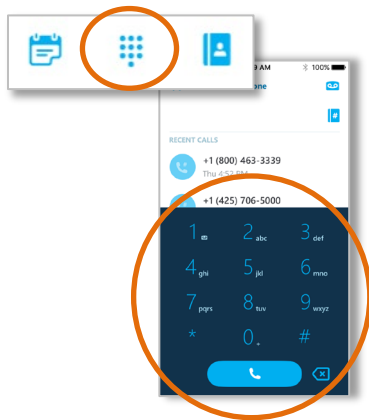


# Using your mobile device

## Manage calls

### Make a call

1. Select a contact and click the phone icon, or click the dial pad icon to dial a direct phone number.



### Answer a call

1. Click the green button to answer a call or the red to ignore.

## Toggle between a call and a meeting

If you answer a Skype for Business call while you are in a meeting, the meeting audio will be placed on hold. To return to your meeting:

1. Click the back arrow in the upper left corner of the call screen. The meeting that is on hold will appear under **Recent**.
2. Click the meeting to view the call screen.
3. Resume meeting audio by clicking **Call on Hold** on the call screen.

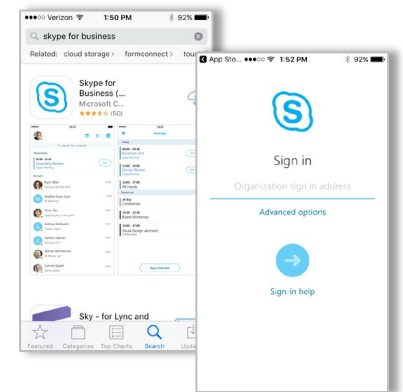
## Check voicemail

1. Click on the dial pad icon. 
2. Click the voicemail icon  to listen to your messages.

## Get started

### Download the mobile app and sign in

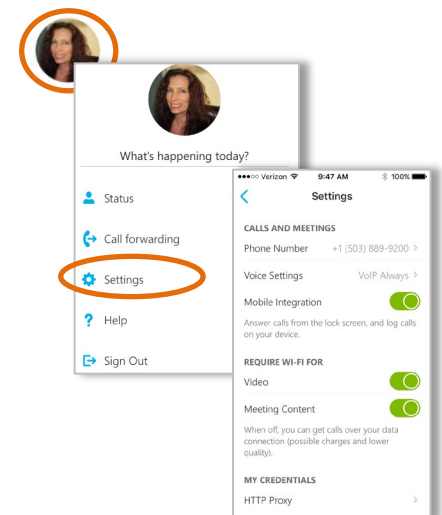
1. Download the Skype for Business app from the app store.
2. Open the Skype for Business app on your phone.
3. Enter your email address, click the blue arrow, enter your password, and click **Sign In**.  
TIP: Turn on **Save Password**.
4. Enter your work telephone number.
5. Click **Done**.



## Customize your settings

1. Open the app and click your photo in the upper left corner.
2. To set your app preferences, click **Settings**.
3. Toggle your preferred settings on/off. Note that some options use data or calling plan minutes.

TIP: You can also change your status, set a personal note, or set call forwarding from this section as well.

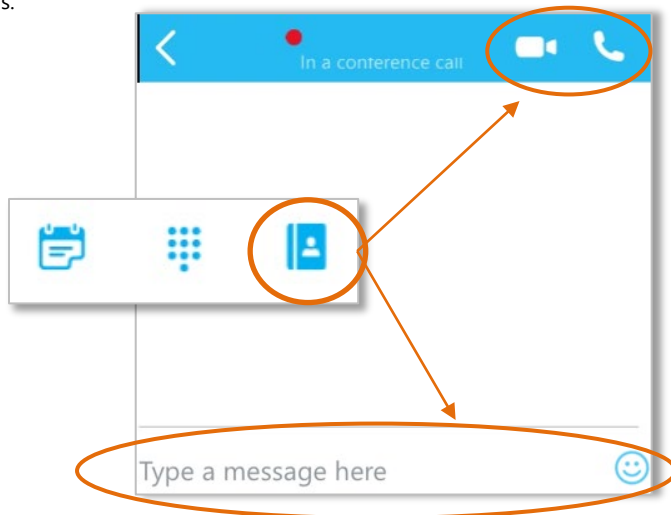


## Connect with your contacts

### Start a conversation

1. Click the phone book icon to access your contacts list or search by name.
2. Select a contact to view their contact card.
3. Click to start an IM, audio, or video call.

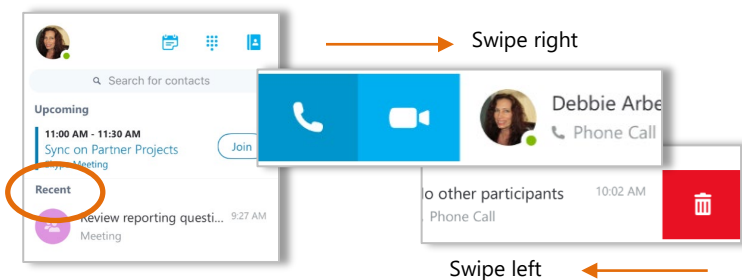
TIP: You can disable discovery of personal contacts in your phone settings.



## Manage conversations

View recent conversations on the main screen under **Recent**.

1. Swipe the conversation to the right to resume via call or IM.
2. Swipe the conversation to the left to delete.



## Participate in a Skype for Business meeting

### Join a meeting

1. From the main screen, click the Meetings icon and click to join a meeting. Depending on your settings and Internet connection, you may or may not see sharing or meeting content..

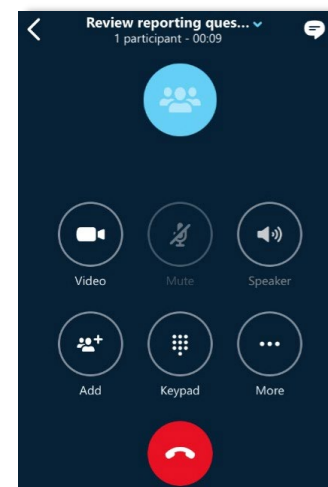
TIP: If you are waiting in the Lobby, do not move to another app or your request to join the meeting will be cancelled. Once the organizer lets you into the meeting, you can navigate to other apps on your phone.



## Use in-meeting tools

During a meeting, you have several tools to optimize your meeting experience, including:

- Activate your webcam video.
- Mute/unmute and switch to speakerphone.
- Transfer to another device or place the call on hold.
- Participate in IM during a meeting.
- Add others to the meeting via **Add** or **Keypad**.
- Leave the meeting by clicking **End**.





## Contact IT @ NWU

We have an IT Service Desk on each campus.  
Should you experience an IT-related problem  
please log a fault within the

[Service Request Manager](#)

or contact your campus IT Service Desk.

Should you wish to provide us with feedback,  
feel free to drop us an email at

[talk2IT@nwu.ac.za](mailto:talk2IT@nwu.ac.za)



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