

CHAPTER 1

InFocus

GETTING STARTED WITH SKYPE

Skype for Business operates on devices running Windows 10 as well as other operating systems, and be purchased and installed as a standalone product or as part of an Office 365 subscription. Skype for Business is used to connect people in the workplace and provides multiple methods for communicating, sharing and collaborating with others such as instant messaging, voice calls, and video calls.

In this session you will:

- ✓ gain an understanding of **Skype for Business**
- ✓ gain an understanding of **Skype for Business** features and plans
- ✓ learn how to start **Skype for Business** in **Windows 10**
- ✓ learn how to sign in to **Skype for Business**
- ✓ gain an understanding of the **Skype for Business** window
- ✓ learn how to personalise **Skype for Business**
- ✓ learn how to change the profile picture
- ✓ gain an understanding of common **Skype for Business** terms and concepts
- ✓ learn how access help for **Skype for Business**.

WHAT IS SKYPE FOR BUSINESS

Skype for Business was launched in 2010 as Lync, a replacement for Office Communicator. It is a communications program that allows people to connect with each other using an internet

connection so that they can stay in touch even when they are situated in different locations. You can also use Skype for Business on a range of different devices for added convenience.

Skype For Business Features

Skype for Business has been compared to MSN Messenger, as one of the primary methods of communication is instant messaging and it has some of the same overall functionality. Skype for Business provides users with a number of different ways of communicating with each other, such as:

- Instant messaging** Instant messaging (or IM as it is known for short) is a useful tool for communicating and sharing information quickly with others. An instant message is a quick message you can type immediately into a Skype for Business conversation window. The message is instantly received by the recipient (provided they are signed in to Skype for Business) and will appear in a Skype for Business conversation window on their screen. They can then type a response to you if they wish. An instant message is much faster than sending an email and is a less formal way of communicating when you may just have a simple question to ask of someone that needs a quick reply.
- Voice over IP** Make phone calls without the use of a phone line to others in your organisation or outside of your organisation who have Skype for Business.
- Meetings** Skype for Business allows you to conduct online meetings with the option of incorporating audio and/or video.
- Presentations** You can use Skype for Business to present a range of different content either during or outside of a meeting, such as PowerPoint presentations and question and answer sessions. You can even share your desktop or a program with others so that they can see what is on your screen.
- Integrate with other Microsoft programs** Skype for Business has the ability to integrate with other Microsoft applications for increased functionality. For example, in Skype for Business you can access your Outlook contacts, take OneNote notes and share notes with other users, share PowerPoint presentations and connect with the non-business version of Skype.
- Client communication** Using Skype for Business, you can conduct conference calls with clients or business associates even if they do not have Skype for Business installed on their device.

SKYPE FOR BUSINESS FEATURES AND PLANS

As an organisation, you have several options when purchasing Skype for Business. You can access different features depending on what kind of plan you purchase. Therefore it is important to

have a thorough understanding of what each plan offers in order to make the right decision based on your organisation's requirements.

Skype For Business Plans

Skype for Business is available in three plans: **Online Plan 1**, **Online Plan 2**, and **Skype for Business Server**. Online Plan 1 provides the least functionality; it includes Microsoft Office integration, Skype connectivity, voice and HD conferencing and Skype for Business mobile. Online Plan 2 includes everything in Online Plan 1 plus the ability to share applications and whiteboard, meeting controls, multi-party sharing, enhanced OneNote sharing, third party audio conferencing integration and access to the Skype for Business web app. If you have Skype for Business as part of an Office 365 subscription you will have Online Plan 2.

	Online Plan 1	Online Plan 2	Skype for Business Server 2015
Skype Connectivity	✓	✓	✓
Persistent Chat			✓
Skill Search (requires SharePoint Server)			✓
Skype-to-Skype calling (voice and HD video, 1:1)	✓	✓	✓
Desktop, Application and Whiteboard sharing		✓	✓
Multiparty (3+) Audio/Video/Content Sharing (Scheduled and Ad hoc)		✓	✓
Meeting Controls (organiser, lobby experience, join from)		✓	✓
OneNote sharing		✓	✓
Skype for Business audio conferencing		✓	✓
Skype for Business mobile clients	✓	✓	✓
Skype for Business web app		✓	✓
Rich presence, IM (1:1 and multiparty)	✓	✓	✓
Public Cloud IM/P federation with windows live	✓	✓	✓

STARTING SKYPE FOR BUSINESS IN WINDOWS 10

By default, when Skype for Business is installed on your device, the Skype for Business **Sign in** window appears automatically when you first turn your device on or log in to your profile for that

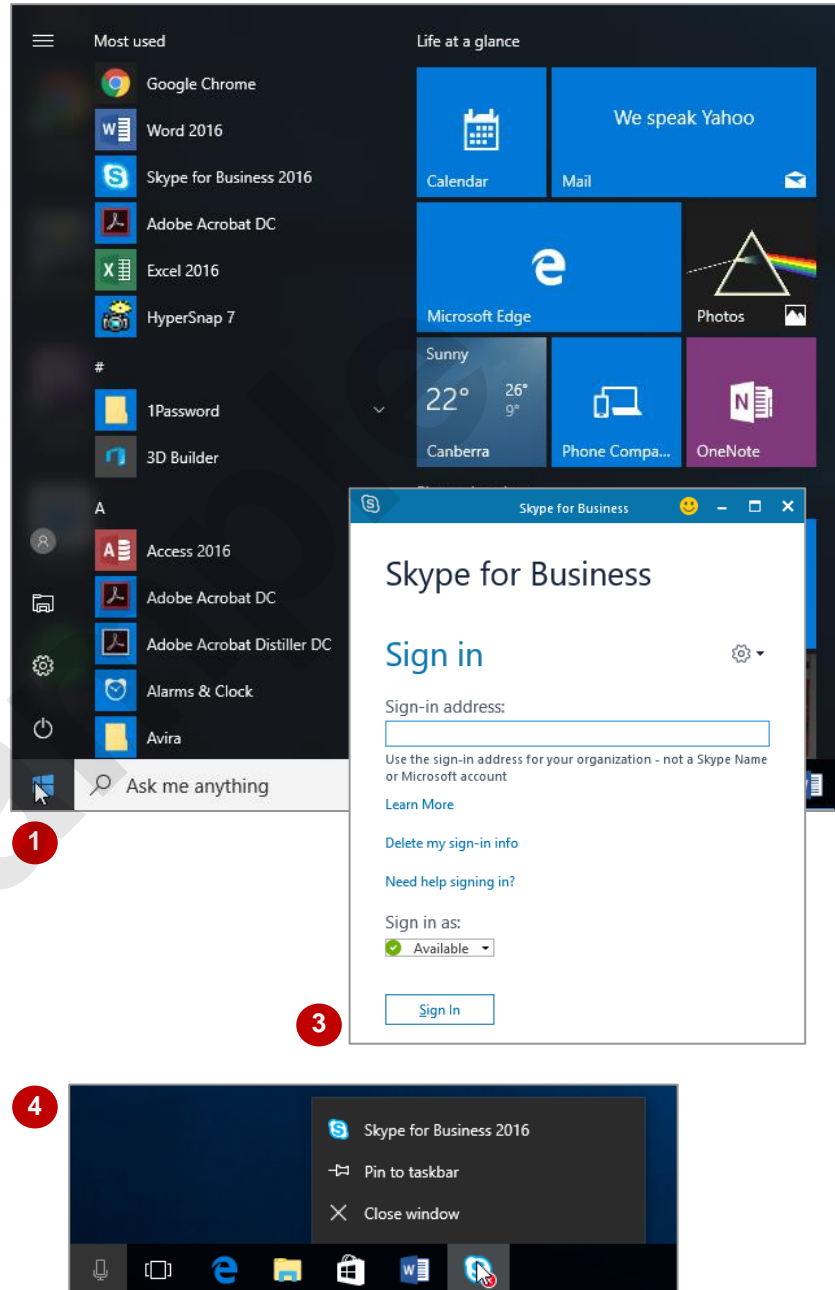
particular device. However if for some reason the sign in window doesn't appear you can easily display it using the **Start** menu.

Try This Yourself:

Before starting this exercise, ensure your device is switched on and the desktop is displayed...

- 1 If there is no **Skype** icon in the taskbar at the bottom of the desktop screen, click on the **Windows** icon in the taskbar, as shown, to display the **Start** menu
- 2 Scroll down to the **S** section in the apps list
Skype for Business 2016 is listed here...
- 3 Click on **Skype for Business 2016** to start Skype for Business
The sign-in screen is displayed...
- 4 Right-click on the Skype icon in the taskbar to display a menu of options, as shown, then select **Pin to taskbar**
You can now click on this icon to open Skype for Business from the desktop if necessary.

Keep the Skype for Business sign-in window open for the next exercise



For Your Reference...

To **open Skype for Business** in **Windows 10**:

1. Click on the **Windows** icon in the taskbar
2. Scroll to and click on **Skype for Business 2016**

Handy to Know...

- You can open Skype for Business in Windows 10 by clicking in the **Ask me anything** bar in the taskbar, typing **skype**, then clicking on **Skype for Business 2016** in the search results.

SIGNING IN TO SKYPE FOR BUSINESS

In order to access Skype for Business, you must first sign in using the email address and password associated with your subscription. The Skype for Business **Sign in** window provides a

number of useful options, such as deleting your sign-in information if others will use the device after you, and setting your presence (whether you will appear as **Available**, **Busy**, and so on).

Try This Yourself:

Before starting this exercise, ensure the Skype for Business Sign in window is displayed...

- 1 In the Skype for Business **Sign in** window, click in the box under **Sign-in address**; then type the email address associated with your Skype for Business subscription

- 2 Click on **[Sign In]**, then type the password in **Password**

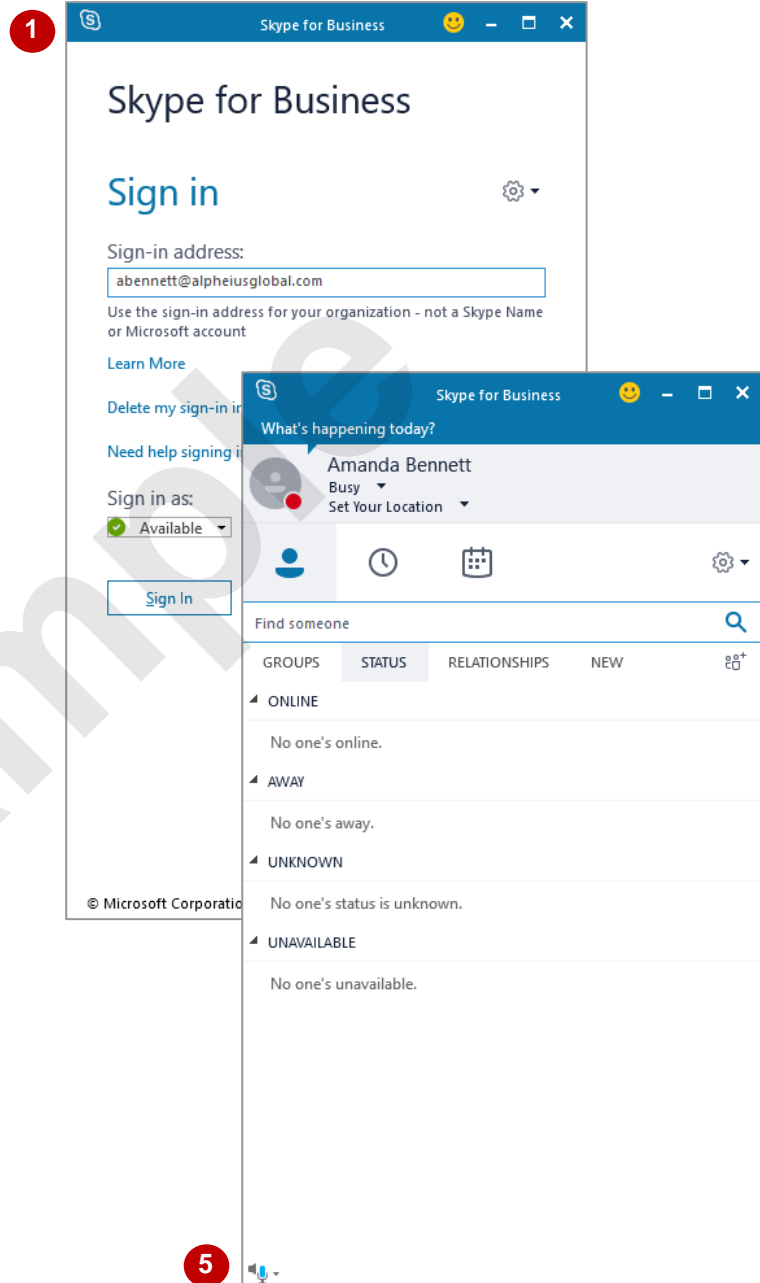
If you wish for your password to be saved for next time you sign in to Skype for Business on this device, click on Save my password so it appears ticked, otherwise leave it unticked...

- 3 Click on the drop arrow for **Sign in as**: to display a list of options

- 4 Select **Busy** to set your presence to **Busy**

- 5 Click on **[Sign in]** to sign in to Skype for Business and display the Skype for Business window

If a message displays asking if you would like to save your sign-in info, click on [Yes] or [No] as desired



For Your Reference...

To **sign in to Skype for Business**:

1. In the Skype for Business **Sign in** window, type your email address and password
2. Click on **[Sign in]**

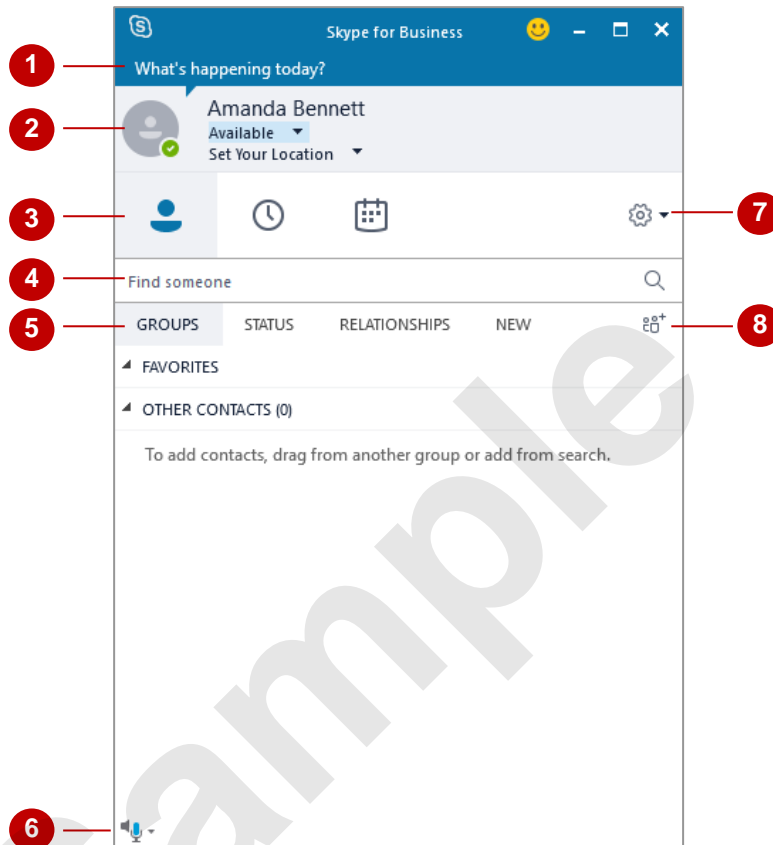
Handy to Know...

- If you click on **Delete my sign-in info**, Skype for Business will delete your account sign in and any related information. You can still sign in using the same details, it just means that if someone signs in after you, your details won't still appear in the **Sign in** window.

THE SKYPE FOR BUSINESS WINDOW

The Skype for Business window may appear overwhelming to first time users, as there are many features and functions available. However, once you know how to access the features you

need to use, you will find the screen quite intuitive and easy to navigate.



- 1 You can type your **status** into the **What's happening today?** box. For instance, you may wish to include what project you are currently working on, or a general comment about the weather, an upcoming holiday or business trip.
- 2 Your profile picture is displayed here and is visible to anyone who views your profile. The profile picture can be changed at any time.
- 3 Click on the views icons - **Contacts**, **Conversations** and **Meetings** to display features specific to that view. For instance, **Contacts** displays all contacts you have added or who have added you, **Conversations** lists previous conversations you have had, and **Meetings** lists any events scheduled for the current day.
- 4 Type a name in the **Find someone** search box to search for new or existing contacts.
- 5 This section of the window displays options for sorting the information displayed in the lower section of the screen. In **Contacts** view the sort options are **GROUPS**, **STATUS**, **RELATIONSHIPS** and **NEW**.
- 6 Click on **Audio options** to configure your audio device and modify audio settings.
- 7 Clicking on the **Options** icon displays the **Skype for Business – Options** dialog box. If you click on the **Options** drop arrow, a menu of options will display.
- 8 Clicking on **Add a contact** displays a list of options for adding contacts from within or outside of your organisation.

SKYPE PRESENCE AND STATUS

In Skype for Business you can notify your contacts of your availability and what you are up to by changing your **presence** and **status**. Your status is whatever you choose to type in the

What's happening today? box, whereas your presence is how you choose to display your availability to communicate, such as **Busy**, **Available**, or **Away**.

Try This Yourself:

Before starting this exercise, ensure you are signed in to Skype for Business and the Skype for Business window is displayed...

- 1 Click in **What's happening today**, then type a short note about what you are doing today

- 2 Press

This status will now appear to anyone who sees your contact card.

Let's set our presence...

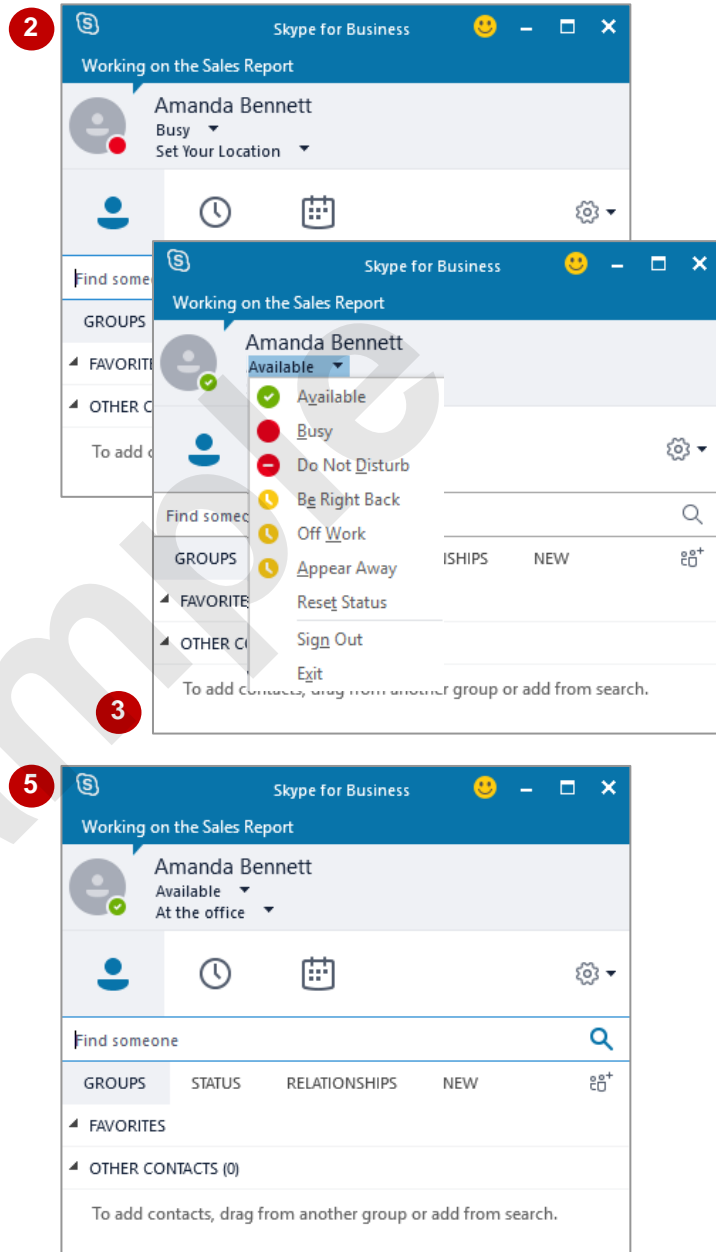
- 3 Click on the drop arrow for **Busy** and select **Available** to change our availability

Let's set the location so our contacts will know where we are working from...

- 4 Click on **Set your Location**

- 5 Type **At the office**, then press to enter this location

Skype for Business remembers this location and saves it as a custom location



For Your Reference...

To **set your status**:

- Click on **What's happening today** and type a note about what you are doing

To **set your presence**:

- Click on the drop arrow for **Available** and select an option

Handy to Know...

- Once you have entered in your location, Skype for Business will save it as a **Custom Location**. You can then select this location again whenever you wish.

CHANGING THE PROFILE PICTURE

The profile picture is an important feature of Skype for Business as it can be a useful tool in representing your professional image to colleagues and business associates. A profile

picture can make the Skype for Business experience more personable as you can see what the person you are communicating with looks like.

Try This Yourself:

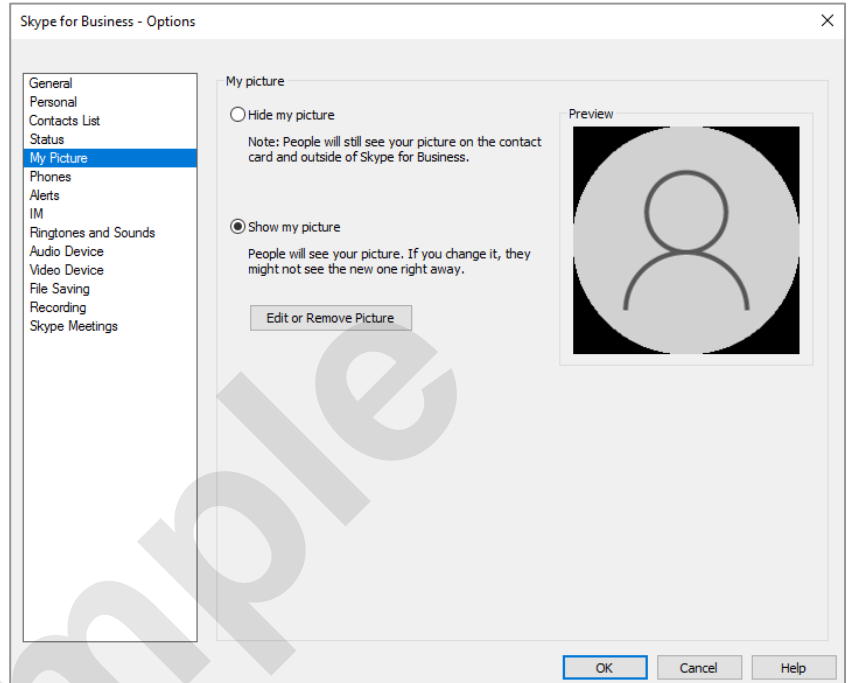
Before starting this exercise, ensure you are signed in to Skype for Business...

- 1 Point to the profile picture placeholder so that the cursor appears as a pointing hand
- 2 Click once to display the **Skype for Business – Options** dialog box with the **My Picture** section displayed
- 3 Ensure **Show my picture** is selected so that others can see your profile picture
- 4 Click on **[Edit or Remove Picture]**

If you are signed in to your Office 365 account, a browser window will open with a Change Photo page displayed...

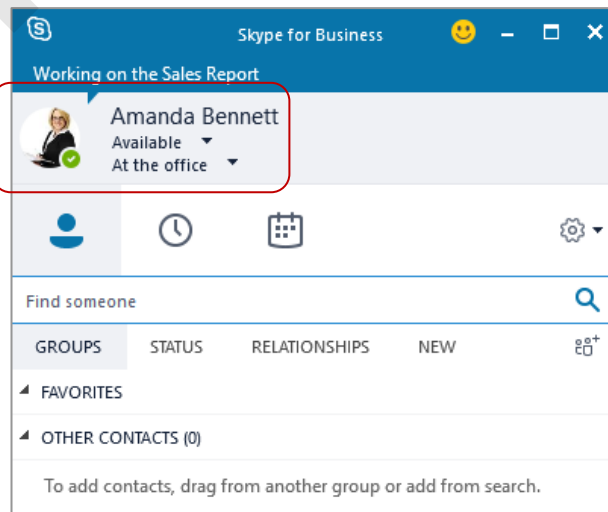
- 5 Click on **Upload photo** to display the **Open** dialog box
- 6 Navigate to and select a picture, click on **[Open]**, then click on **Save**
- 7 Return to the **Skype for Business – Options** dialog box, then click on **[OK]**

The picture is now set as your profile picture



3

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For Your Reference...

To **change the profile picture**

1. Click once on the profile picture
2. Click on **[Edit or Remove Picture]**
3. Click on **Upload photo**, then select a picture
4. Click on **[Open]**, click on **Save**, then click on **[OK]**

Handy to Know...

- If you have Skype for Business as part of Office 365, the image that you choose for your Skype for Business profile picture will also become your Office 365 profile picture.

GLOSSARY OF SKYPE FOR BUSINESS TERMS

In Skype for Business you will come across many different terms and concepts that you may not have heard before or that you may feel as if you don't have a thorough understanding of. Below is

a list of some of the more common terms and concepts in Skype for Business and an explanation of what they mean.

TERM	DEFINITION
Chat room	A specific area on the internet or other network that is designated to a particular topic where individuals can communicate with each other – usually via instant messages.
Conference call	A conference call is also sometimes known as a meeting . It is an audio conversation that takes place between two or more people. It may or may not include video and/or instant messaging.
Contact	Someone from inside or outside your organisation that you have added as your contact.
Contact group	A contact group can be created in the Contacts list in order to organise your contacts into different categories.
Contacts list	The list of contacts in the main part of the Skype for Business window.
Conversation history	Past instant messages conversations are stored by default in a folder called Conversation history in your Outlook account.
Conversation window	The window that is displayed when you start a meeting or instant messaging conversation with someone, or when you accept and join a meeting or instant messaging conversation with someone else.
Emoticon	A visual representation of an emotion used to express the writer's tone and meaning. For example, you may want to include a smiley face to convey that the tone of your message is light hearted.
Group message	An instant messaging conversation between more than two people.
Instant Message/IM	IM is an abbreviation for instant message. An instant message is a message you type in the conversation window and send to one or more people.
Skype call	A call conducted using Skype for Business.
Skype for Business window	The main desktop window that includes your profile picture, status, presence and Contacts list.
Online meeting	A meeting that is not necessarily held in a physical location but is conducted via the internet. Online meetings usually include video and audio so that participants can see and speak to each other.
Persistent chat	Persistent chat is a feature of Skype for Business that allows users to create and participate in chat rooms that are formed in Skype for Business.
Quick Skype bar	The Quick Skype bar appears beside the contact profile picture in the Contacts list.
Skype	Skype is similar to Skype for Business, except that it has less functionality as it is a free service intended for personal use rather than business use.

ACCESSING HELP

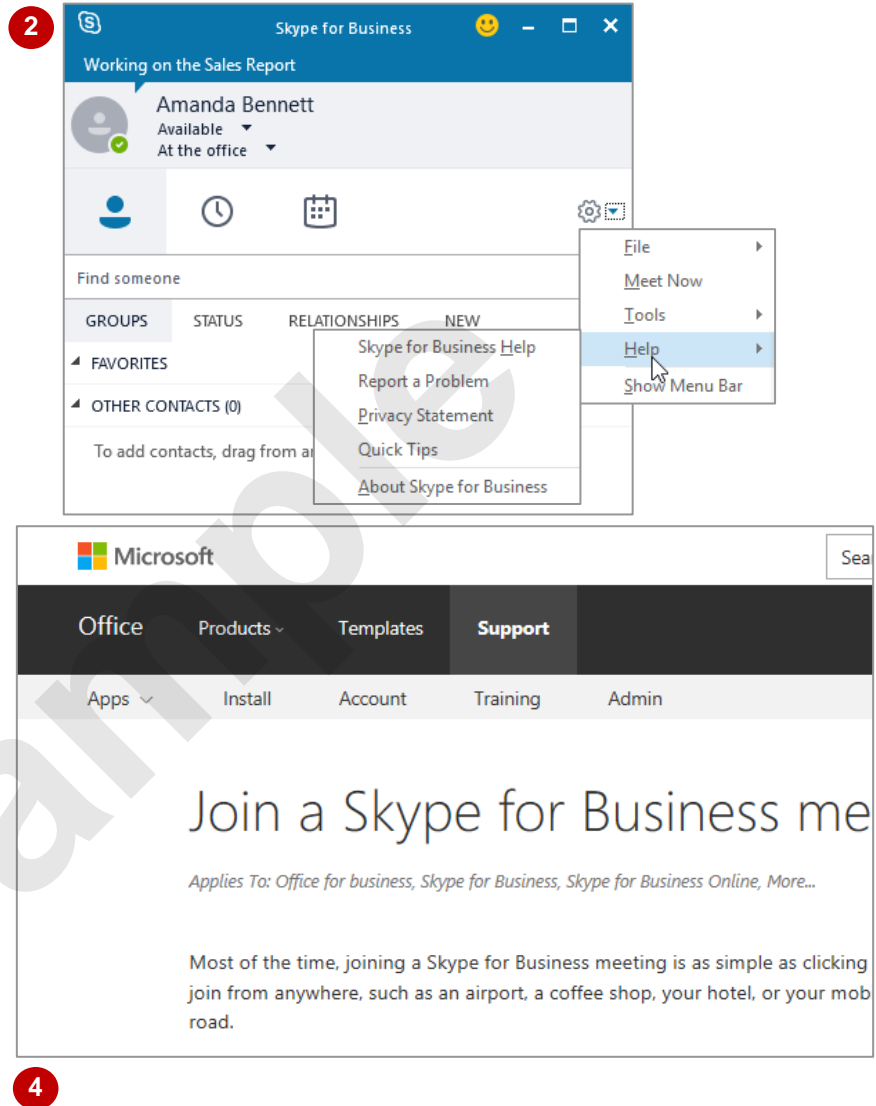
There may be times when you are working in Skype for Business and you are not sure of how to do something or how to access certain features. This is where the Skype for Business

Help window can come in handy. You can use it to search for all kinds of terms or topics to do with Skype for Business.

Try This Yourself:

Before starting this exercise, ensure that the Skype for Business window is displayed...

- 1 In the Skype for Business window, click on the **Options** drop arrow to display a menu of options
- 2 Point to **Help** to display further options
- 3 Select **Skype for Business Help** to display help topics for Skype for Business in a browser window
- 4 Click on a topic to view the relevant help article
- 5 Close the browser tab



For Your Reference...

To **access help** for **Skype for Business**:

1. Click on the **Options** drop arrow
2. Point to **Help**
3. Select **Skype for Business Help**

Handy to Know...

- To navigate backwards and forwards between pages in the browser window simply click on the **forward** and **back** arrows next to the URL bar at the top of the window.

CHAPTER 2

InFocus

SKYPE CONTACTS

In order to use Skype for Business, you must have **contacts**. You can add contacts from within or outside of your organisation. Once you have added contacts, you can also sort them into groups depending on which category they fall into. For example, you can add contacts to the **favourites** group, which is designed for those that you contact the most frequently so that they are easily accessible. You can also set different privacy levels for each contact so that they can only see what you want them to see.

In this session you will:

- ✓ learn how to add contacts
- ✓ gain an understanding of navigating in the **Contacts** view
- ✓ gain an understanding of the contact card
- ✓ learn how to create a new group
- ✓ learn how to delete groups and contacts
- ✓ learn how to tag a contact for status change updates.

ADDING CONTACTS

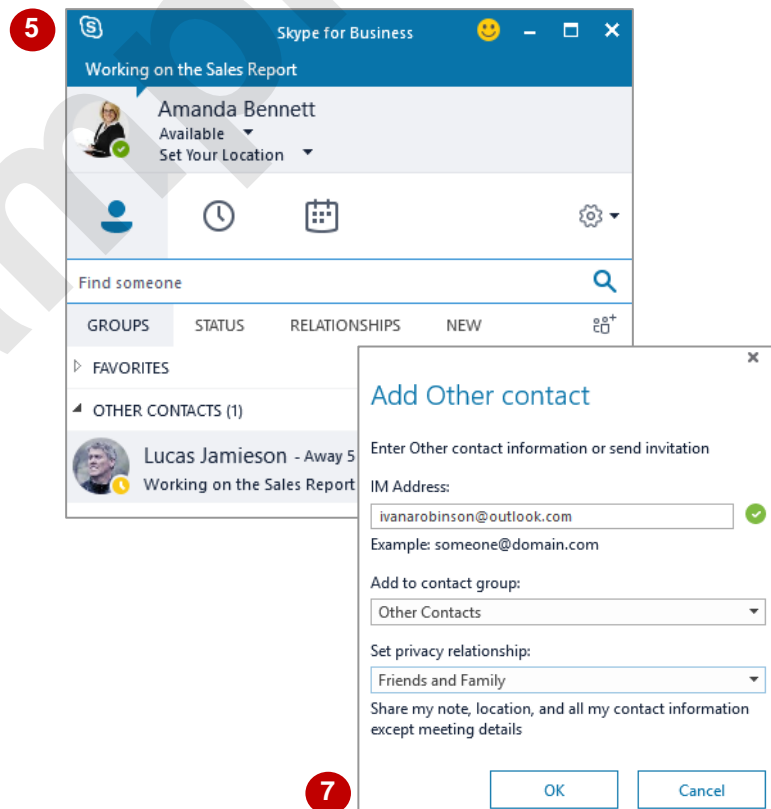
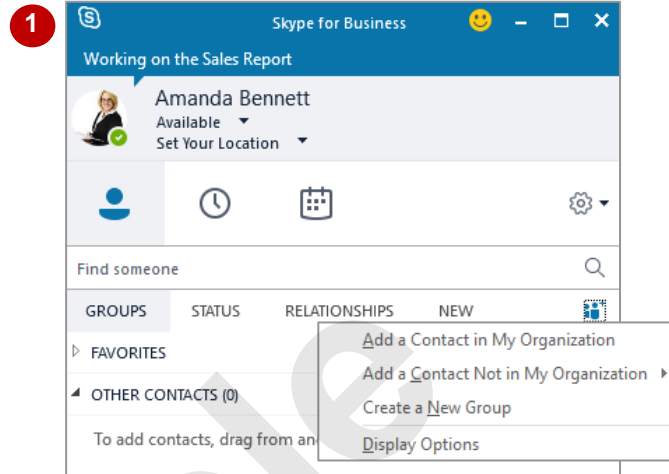
Most of the people you communicate with regularly will probably be people from within your organisation. In order to see people, you wish to communicate with listed in your **Contacts**, you

must first add these people as **Contacts**. You can still use Skype for Business to communicate with those in your organisation who are not contacts but it is much easier if you have added them.

Try This Yourself:

Before starting this exercise, ensure you are signed in to Skype for Business...

- 1 Click on **Add a Contact** to display a menu of options, as shown
- 2 Select **Add a contact in My Organisation**
- 3 Begin typing a name into the **Find someone** box
A list of results will appear beneath the box...
- 4 Right-click on the required name in the results list to display a menu of options, then point to **Add to Contacts List**, then select **Other Contacts**
- 5 Repeat 1 and select **Add a contact not in my organisation**
- 6 Select **Other** to display the **Add Other contact** dialog box, then type the email address of the contact you wish to add in the **IM Address** box
- 7 Click on the drop arrow for **Set privacy relationship** and select **Friends and Family**
- 8 Click on **[OK]** to add the contact



For Your Reference...

To **add a contact**:

1. Click on **Add a Contact**
2. Select **Add a contact in my organisation**, then type a name in the **Find someone** box
3. Right-click on the person's name then select **Add to Contacts**

Handy to Know...

- When you select to add a contact to the **Contacts** list, **Other Contacts** will be the only option unless you have created other contacts groups. You cannot add a contact to the **Favourites** group until the contact has been added to the **Contacts** list.