Skype for Business(Windows) – Getting Started

This guide is for the Windows version of Skype for Business.

What is Skype for Business?

Skype for Business is a communication tool which allows you to interact with colleagues or other Skype users via instant messaging, online meetings, virtual whiteboards, file sharing, VOIP telephone calls (using your computer[1]) and video conferencing[2].

Where do I find Skype for Business?

- Click the **Start** button and type **Skype for Business**

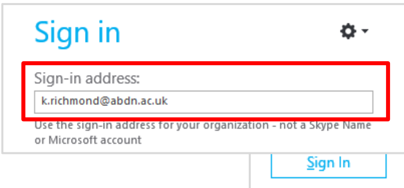
OR

- Click the icon on the taskbar (if visible) to open the Skype for Business window

Sign in to Skype for Business

If Skype for Business is not set to start up and sign in automatically, you can do so using your usual University username and password. See below for instructions on how to set Skype for Business to sign in automatically when you log into your computer. This makes it easier to access Skype for Business.

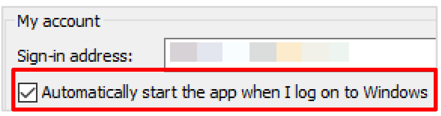
- Check that your email address appears in the **Sign-in address** field and click **Sign In**.
- Type your **usual University password** and click **Sign in**.
- Click **Yes** to the message about saving your sign-in info.



If you see an error message about an incorrect username, password or domain name, click **OK.** An extra **User name** field will appear- check that this contains your userID and @abdn.ac.uk e.g. *com124@abdn.ac.uk* If not, type it in, then type your password again. Click **Sign in** and click **Yes** to the message about saving your info.

Set Skype for Business to start automatically

- Click the **Cog** in the main Skype for Business window.
- Click **Personal** in the menu at the left of the window.
- Click the checkbox for **Automatically start the app when I logon to Windows**.
- Click **OK**.



If you want to sign out of Skype for Business, click the drop-down arrow beside your status (see next page) in the main window and select **Sign Out**.

[1] Additional equipment such as a headset with microphone or webcam will be required to make voice and video calls.
[2] Some features are unavailable or are limited when interacting with users of personal Skype.

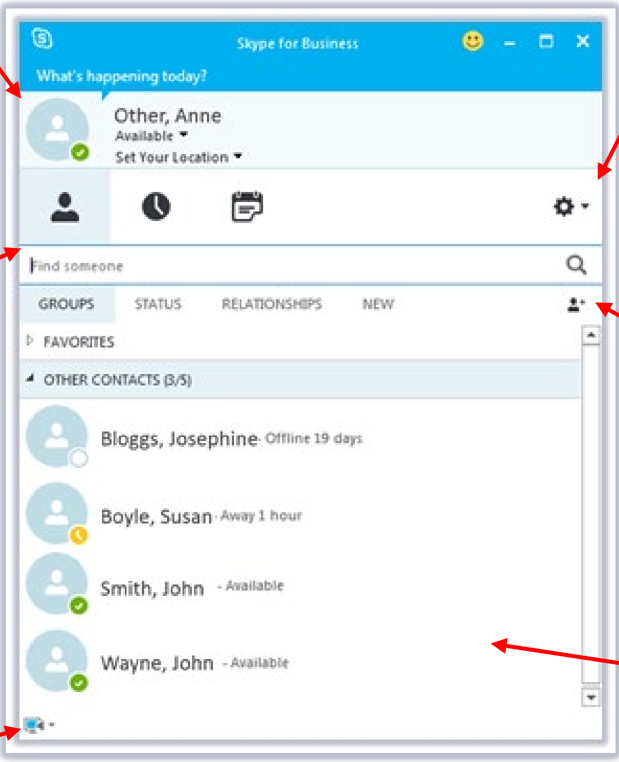
The Skype for Business Window

The Skype for Business window contains information about you and your contacts. From here you can create and manage your contact list and update your status. Once you have added a contact to your list, you can interact with them from this window.

Your Skype for Business status area- your status is connected to your Outlook calendar and will change to reflect your free/busy time. This is known as your *presence*. You can also change it manually.

The **Search box**- type the name of the person you are looking for. When you search, you can choose from the internal university contact list, or the external Skype directory.

Select Primary Device button- click here to check and change the settings for the audio device you will use with Skype for Business.



The **Menu** area- click the gear icon to access the Options dialogue box, or click the drop-down arrow to access the menu system and help feature.

Add a Contact button- click here to access a quick menu for managing contacts.

Add a Contact in My Organization
Add a Contact Not in My Organization
Create a New Group
Display Options

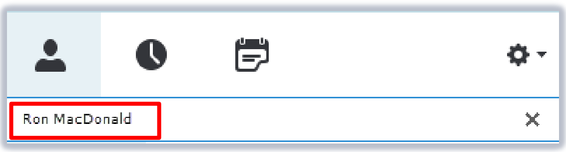
The **Contacts** area- use this to view details of people you regularly interact with, and arrange them into different groups for easy organisation.

Add contacts

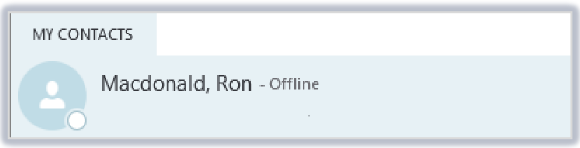
You can search for contacts using the internal University directory, the external personal Skype directory, or by searching for people in external organisations who use Skype for Business. The University uses an open federation model, making it easier for you to view the availability and presence of people who are external to the University and they can view your availability and presence, making it simpler to arrange meetings or calls. You can control the type and amount of information visible to others by changing the Privacy Relationship settings. (see page 5).

Add a contact from the University directory

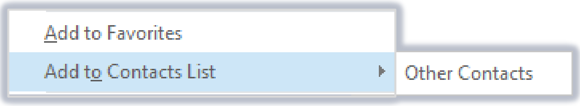
1. Type the name of the person in the search box.



Skype for Business searches My Contacts and displays a list of people matching your search.

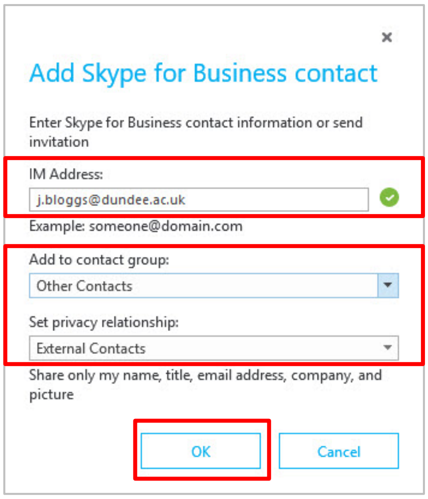


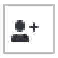
2. **Right-click the name** from the list of results. A shortcut menu appears.
3. Click **Add to Contacts List**. A listing of the available contact groups appears to the right.



4. Click the name of the contact group where you want to add the contact. Skype for Business displays the contact within the chosen group in the Skype for Business window.

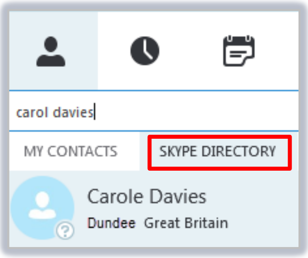
Add a contact from an external organisation



1. Click the Add contact button 
2. Select Add a Contact Not in My Organization, then Skype for Business.
3. Type the person's email (or IM) address.
4. Select a contact group and privacy relationship for the contact.
5. Click **OK**.

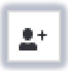
Add a contact from the Skype directory

1. Type the name of the person (or their Skype name) in the search box.
2. Click the Skype Directory tab. A list of Skype users matching your search item appears.

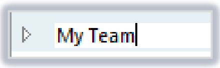


3. Follow steps 3-4 above to add the user to your contact list.

Create a contact group



1. Click the **Add a Contact** button.
2. Click **Create a New Group** from the shortcut menu. The heading for the new group appears in your contact list.
3. Type the name for the group and press the **Enter** key.



Move contacts to a group

Once you have created a group you can move existing contacts to this list or add new ones.

1. Click the name of the contact to select it.
2. Drag the contact from the existing group and drop them onto the heading of the new group.

The Favorites group

Skype for Business includes a group called Favorites where you can store your most frequent contacts.

Add a contact to Favorites

1. If necessary, search for a contact as described earlier.
2. Right-click the name from the contact list area.
3. Click **Add to Favorites** from the shortcut menu.

Delete a contact

1. Right-click the contact in the list.
2. Click **Remove from Contacts List** from the shortcut menu.

Skype for Business status

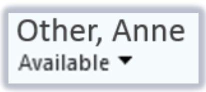
Skype for Business uses a colour code to display the status of your contacts. This helps you to identify whether they are currently contactable. Skype for Business users can either set their status manually, or let their Outlook calendar and computer control their status.

Status	Effect
Available	The contact is available (can be set manually or via Outlook)
Busy	The contact is busy or in a meeting (can be set automatically or via Outlook)
Do Not Disturb	The contact does not want to be contacted at the moment (set manually)
Be Right Back	The contact is not at their computer at the moment (set manually)
Off Work	The contact is not at work (set manually or via Outlook)
Appear Away	The contact's computer has been inactive for a period of time (can be set manually or automatically after a set number of minutes)
Unavailable	The contact is offline (set automatically)

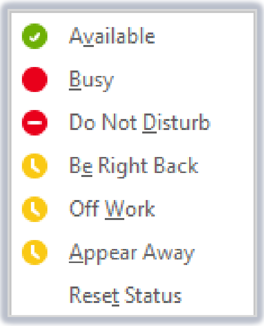
Set your status

Any of the above settings except Unavailable can be set manually.

1. Click the drop-down arrow in the status area at the top of the Skype for Business window.



2. Select the status from the list.



- **Reset Status** will re-establish the connection between Skype for Business and your Outlook calendar if you have manually set your status. Skype for Business will then take your status from your calendar.
- To set the amount of time Skype for Business waits before changing your status to Appear Away (inactive), click the Options button and select the **Status** category. Use the up/down arrows to set the required timeout.

Change the Privacy Relationship settings

If you want to control the amount of information visible to others or prevent a particular person from contacting you via Skype for Business, you can add change the Privacy Relationship settings within your contact list.

1. Search for the person and right-click their name.
2. Hover the mouse over **Change Privacy Relationship** in the shortcut menu.
3. Select the level of privacy you require from the sub-menu, then click **OK**.

Note: If you block someone, you may still appear in their Contact List, however, you will always appear to them as 'Offline'. Additionally, the presence of the blocked individual will show to you as 'Blocked'. To revert to the default privacy settings, repeat steps 1 and 2 above, then click **Auto-assign Relationship** and click **OK**.

For more details on privacy relationship settings, see Control Access to your Presence Information on the Microsoft website.

Interact with contacts

Once you have found a contact within Skype for Business, you can interact with them in a variety of ways, e.g. via instant messaging, online meetings and phone calls via your PC. This guide provides information about Instant Messaging. For details of how to use the other methods of interaction, see our guide *Skype for Business Online Meetings* and *Using Audio and Video in Skype for Business.*

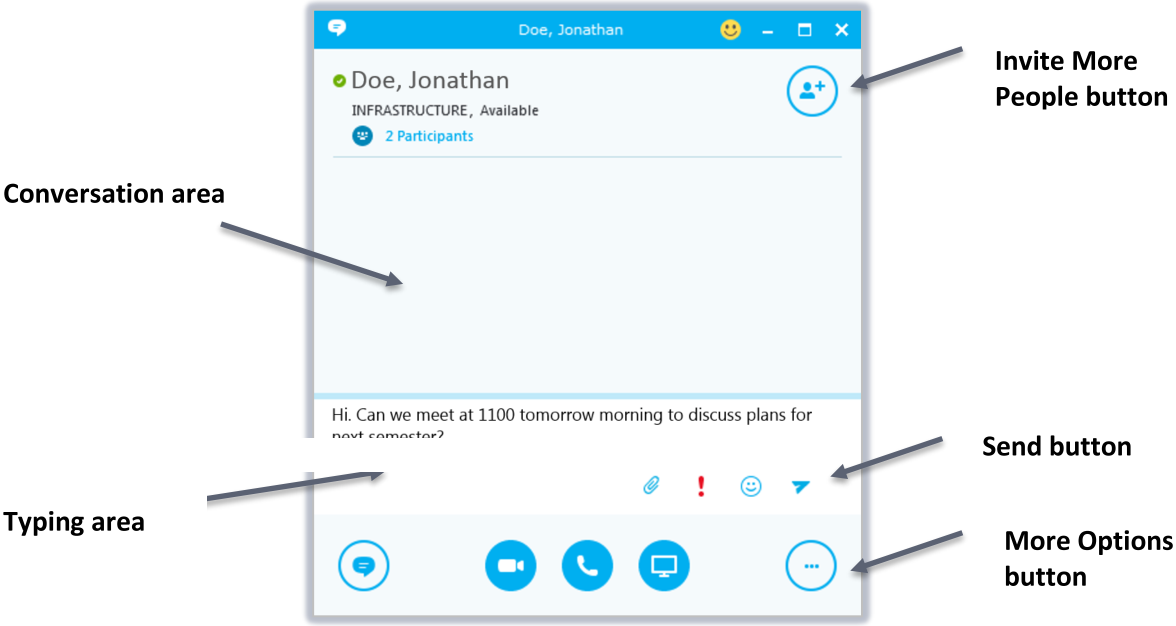
Instant Messaging

You can send instant messages to individuals or to groups of people[3].

1. Search for the person or look for them in your contact list

[3] Only 1-to-1 instant messaging is available with users of personal Skype.

2. Double-click their name. The IM window appears with the cursor in the typing area.



3. Type your message and press the **Enter** key on your keyboard to send the message or click the **Send button**. Once you have sent the message, the text you typed appears in the Conversation area. Any replies will also appear in the conversation area so you can see the whole conversation.

Use the icons at the bottom right of the typing area to add a file attachment or emoticon (smiley) to the message, or flag the message as urgent.

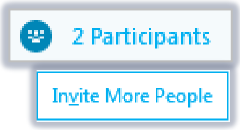
If you want to change the font or text colour of your messages, click the **More Options button** and click **Change Font**.

Send a message to a group

1. Click the name of a contact to select it.
2. Press and hold the **Ctrl** key.
3. Click the names of the remaining contacts.
4. **Right-click** *one* of the names and choose **Send an IM** from the shortcut menu.

- If you have created a contact group and wish to send a message to all its members, **right-click the group name heading** and choose **Send an IM** from the shortcut menu. The message window shows all group members as recipients.
- Press the Invite More People button to add participants to an existing IM conversation.

Manage the Participant List



1. To view the participant list, click the **Open Participant List button** at the top of the IM window
2. To add further participants, click the **Invite More People button**[4]
3. To delete a participant, right-click the participant's name and choose **Remove from Meeting** in the shortcut menu

Saving and finding messages

By default, Skype for Business automatically saves the text of your messages in the **Conversation History** folder in Outlook. You will find the setting to control this feature in Skype for Business Options.

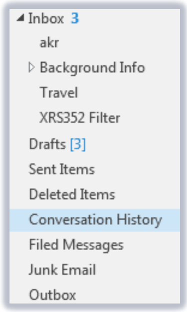
1. Click the **Options** button.
2. Click the **Personal** category.
3. Look for the checkbox Save IM conversations in my email Conversation History folder.
4. If you want to switch the feature off, click the checkbox to remove the tick and click OK.

If you have switched off automatic saving, you can manually save a conversation by pressing **[Ctrl] + S**.

Finding messages

You can search for Skype for Business messages in either Outlook or in Skype for Business.

Outlook



1. Look for the **Conversation History** folder in your Outlook folder list.
2. Messages are sorted and grouped by date. Scroll through the list to find the message, or type a keyword into the Search box at the top of the list. Outlook starts to search using the keyword and displays a list of results.

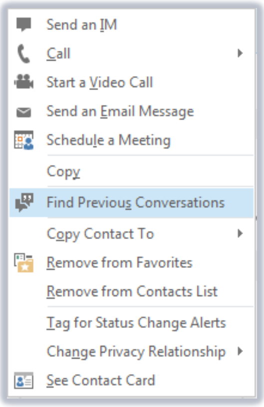
Skype for Business

There are two ways of looking for messages in Skype for Business- by **contact** or by **all conversations.**

[4] You cannot add a personal Skype contact to an existing conversation

Search by contact

1. Right-click the name of a contact. The shortcut menu appears



2. Click **Find Previous Conversations**. An Outlook Search window appears showing a list of the most recent conversations with that contact.

Search for all conversations

1. In the Skype for Business window, click the **Conversations** icon at the top of the contact list.

2. Skype for Business displays a list of your messages in date order with the most recent listed first.

Further information and help

Please remember to follow the University's guidelines for IT security when communicating via Skype for Business. For further details, visit our IT security pages https://www.abdn.ac.uk/it/student/help/it-security.php

For any other queries, contact the Service Desk at https://myit.abdn.ac.uk or servicedesk@abdn.ac.uk