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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 this: to this:

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.
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.
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.
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.
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
Meetings

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.

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!

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.
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.
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.
3. ...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