With Skype for Business®, connect instantly! Communicate and collaborate with your team members—no matter where they are. With only a few clicks you can send an instant message (IM), start a voice or video call, or even schedule a meeting right from a coworker's contact card. Get your message across by savoring your desktop, programs, and files during online meetings, and keep and share notes with Microsoft OneNote®. Use whiteboards, polls, and other tools to gather ideas and elevate your collaboration.

**Getting Started**

**Me Area:**
Let colleagues know what you're working on, your availability, or your location. Click your picture to access Skype for Business options.

**View Tabs:**
Click an icon to see Contacts, Conversations, Phone, or Meetings view tabs.

**Groups:**
Manage your contacts by creating and customizing groups. Click any group name to drag it up or down in your groups list.

**Audio Device Menu:**
Configure audio settings or check call quality.

**Call Forwarding:**
Manage call forwarding options.

**Quick Action Buttons:**
Hover over a contact's picture to send an IM, call, video call, or see her contact card with a single click.

**Options:**
Open the Options dialog box to customize Skype.

**Show Menu:**
Access File commands, Tools settings, Help items, or start a meeting with Meet Now.

**Search Bar:**
Search for contacts by name, email address, or phone number.

**Contact Filter Tabs:**
View your contacts by group, status, relationship, or by how recently they added you.

**Tabs:**
Keep track of multiple conversations in a single window with the tabbed conversations view.

**Invite People:**
Add others to your conversation.

**Message Tools:**
Change font options, add an attachment, or mark a message as high priority using these convenient tools.

**Emoticons:**
Add an animated emoticon for a personal touch to your IMs.

**Signing In for the First Time**
After you sign in to Skype for Business, Skype automatically signs you in when your computer starts.

To sign in to Skype:
1. From the sign-in window, enter your sign-in address. **Note:** This is usually your email address, but may be a username provided by your organization.
2. Select your availability status.
3. Click **Sign In.**

**Using Keyboard Shortcuts**

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<td>Ctrl+1</td>
<td>Show or hide IM area</td>
<td>Ctrl+W</td>
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<tr>
<td>Accept an incoming invitation</td>
<td>+A</td>
<td>Go to CONVERSATIONS tab</td>
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Scheduling an Online Meeting

When you need to schedule a sit down with colleagues, don't forget your remote team members! Include them with an online meeting. With Outlook 2010, 2013, or 2016 Skype automatically installs the Outlook Meeting Add-in to help you schedule your next meeting.

To schedule an online meeting:

1. On the Outlook HOME tab, click New Items and then click Skype Meeting.
2. Enter meeting information.
3. In the To field, type contact names or email addresses. Click To for more options.
4. Click Send.

Changing Meeting Options

Take control of your meeting. As the organizer, you can determine meeting access, select presenter privileges, and even decide who should wait in the lobby before entering a secure meeting.

To adjust meeting options:

1. From a meeting request, on the MEETING tab, in the Skype Meeting group, click Meeting Options.
2. In the Skype Meeting Options dialog box, select A new meeting space.
3. Use the remaining options in the box to choose how people will participate, and click OK.

Joining an Existing Online Meeting

When the time comes to sit down with your team and hash out the details of a project, you can quickly join a scheduled meeting or conference call. You're just clicks away from collaboration.

To join a scheduled online meeting or conference call:

1. In Outlook, open the meeting request.
2. Click Join Skype Meeting.

OR From the Outlook reminder, click Join Skype Meeting.

Launching an Unscheduled Meeting

When a pressing matter arises that you want to discuss with your team, there's no time to schedule a formal meeting. You can start a spur of the moment meeting with the Meet Now command.

To start an unscheduled meeting or conference call:

1. At the top of the Skype main window, click Meet Now, OR click the Show Menu arrow and then select Meet Now.
2. Click the Invite More Participants button.
3. In the search field, enter an email address, phone number, or contact name to find potential participants.
4. Click OK.

Taking a Poll in a Meeting

When you want to present options to your colleagues and gather their feedback, you can capture all their opinions at the same time. Take a real-time poll of attendees' opinions in any meeting or conversation.

To take a poll:

1. In the Meeting window, click the Present button.
2. From the menu, select More.
3. Under the More tab, click Poll.
4. Fill out the Create a Poll form, and click Create.

Note: You can manage the poll by clicking Poll Actions.

Recording a Meeting

Don't miss a word in important meetings. You can record online meetings, calls, and conversations on Skype and play them later from the Recording Manager. You can also share recordings with others.

To record a meeting, conversation, or call:

1. In the conversation window, click More Options.
2. Click Start Recording.
3. When recording, you can Stop or Pause the recording by clicking the buttons at the bottom of the conversation window.

To play or share a recording:

1. Click More Options.
2. Click Manage Recordings.
3. Select a recording.
4. Click Play to listen to the recording.
OR Click Publish to share it.
Presenting with Skype for Business

Tear down the walls of distance with Skype for Business. Share your desktop, files, notes, and individual programs with distant team members using Skype. In a conversation or meeting, access the full range of presentation options, by clicking on the Present button. When presenting via more than one method, you can switch between items you’re presenting by clicking Manage Presentable Content.

Sharing Your Desktop

Don’t just tell your audience, show them by sharing your desktop. To do so, click the Present button, and select Present Desktop OR if you have multiple monitors, choose which monitor or monitors to share. The yellow border that appears around your screen indicates the presentation area.

Giving Control to Others

If you are struggling to follow a coworker’s step-by-step explanation, turn desktop control over so she can show you the steps instead. Once you share your desktop or a program with a contact, you can let her modify it. But don’t worry, you can take back control using Ctrl+Alt+Space.

Move the sharing bar from the top of the screen by clicking here and dragging.

Attachment a File

Say good-bye to paper cuts. With Skype for Business you can skip the trip to the copier and share files directly to your colleagues. You retain control over who can download the file, even after you share it.

To attach a file:
1. From a meeting, click the Present button.  
2. From the menu, select Add Attachments.

Using OneNote

Keep track of your thoughts throughout a meeting. Quickly create and share notes directly from your meeting window. Once you select a OneNote page for your notes, the meeting’s date, time, and participant list are all automatically recorded.

To open OneNote from Skype:
1. From a meeting, click the Present button.
2. From the menu, select My Notes OR click Shared Notes to collaborate on notes.
3. From the dialog box, select where you want to store the notes, or which notes you would like to share.

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Managing Phone Settings
Making Skype for Business your own is a breeze. With just a few clicks, you can view and select which audio settings work best for you.

Setting Your Audio Device
Don't feel tied to your computer speaker, headset, or handset. Switch your audio device in a few simple steps.

To change audio settings click the Audio Device arrow in the lower left corner of the Skype main window.

Select a primary audio device. Click Audio Device Settings to check and customize your ringer options, audio volume, and call quality.

Receiving Skype Calls on Your Desk Phone
Are you tired of maneuvering between your desk phone and your headset? With Skype for Business, you can set your calls to ring through to your computer and your desk phone.

To integrate your desk phone with Skype:
1. In the Skype main window, click the Options button.
2. Click Phones.
3. Select the Enable integration with your phone system check box.

Note: This feature must be enabled by your network administrator. Using a phone certified for unified communications is recommended.

Connecting Through Video Calls
Bring a personal touch to your exchanges with video calls. With the high-definition video capabilities that come with Skype for Business you can easily add your face to any conversation.

Connecting a Webcam
You don't need to worry about camera-specific software when you're working with Skype for Business. Plug in your webcam, and install the necessary drivers. Skype will detect your device and use it for your next video call. And if you want to make the best impression possible, check the preview pane before you click Start My Video.

Adding Video to a Conversation
Sometimes you need a face-to-face interaction to see the nuances of a conversation. You can add video to an existing phone call, or instant message conversation. Just click the Video Call button in the conversation window.

When you add video to the conversation, the video call pane appears.

Checking Your Voice Mail
You may have missed the call, but don’t miss the message. With the Phone view you can check your voice mail, call a contact, and change your greeting all without your desk phone.

With Outlook integration, you can have your voice mail sent to you by email as well, allowing you to read or listen to your voice mail right in your inbox.

To check voice mail messages:
1. In the Skype main window, click the Phone tab.
2. Click and hold the 1 button to call your voice mail; OR right-click a message or click the contact’s picture to play the message.

Using Call Forwarding
You aren’t tethered to your desk, so why should your calls be? You can reroute calls to your mobile phone, your voice mail, or any number you choose.

To start Call Forwarding:
1. Click the Call Forwarding arrow.
2. Choose Forward Calls To.
3. From the menu, select Voice Mail, New Number or Contact, or an existing phone number.
4. Enter a contact or a phone number. OR select a contact from the list.
5. Click OK.

Making a Video Call
Enrich your calls with video!
To make a video call:
1. From your Contacts list, select one or multiple contacts.
2. Right-click a selected contact, and click Start a Video Call.
OR From your Contacts list, hover over a contact’s picture, and click the Video Call Quick Action button.

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Click the Full Screen button for an immersive experience.
Add more people to the conversation by clicking the Add Participants button.
Click the Pop Out arrow to show the video feed in a separate window.
See your video in this box, or click the arrow to minimize it.

DRAG AND DROP: Quickly add participants to any call or meeting. See how!
Connecting With Groups

Customize your contacts into groups so you can communicate with multiple contacts at one time.

**ROUND UP YOUR CONTACTS:** Learn how to add contacts to keep them at your fingertips.

Creating and Managing Groups

No need to send individual messages to everyone on your team. By arranging coworkers into a contact group, you can right-click the group name and choose to start a group message, conference call, video meeting, and more.

To create a new group:
1. Right-click an existing group name and select **Create New Group**.
2. In the text box, type the name of the group, and press **Enter**.
3. From existing groups or from search results, click and drag contacts into the new group.

To contact an entire group:
1. Right-click a group name.
2. Choose to **Send an IM**, **Start a Conference Call**, **Start a Video Call**, or **Send an Email Message**, or **Schedule a Meeting**.

Adding Contacts to Groups

Keep your contacts organized and easy to find using groups. You can add contacts from your organization's directory, or you can search for contacts outside your organization. Just type a name in the search field to get started.

To add a new contact:
1. From the **Contacts** tab, in the search field, type the contact's name or email address.
2. In the search results list, right-click the contact's name.
3. Click **Add to Contacts List** and select a group.

Adjusting Your Privacy Relationships

If you don't want to share your personal information, such as your home phone number, with everyone in your professional life, adjust your contact privacy relationship.

To change a contact's relationship:
1. Right-click the contact's name.
2. Select **Change Privacy Relationship**.
3. Select the new relationship type for the contact.

Using Skype for Business in the Office Suite

Collaborate with Skype for Business without sacrificing productivity. You can contact your coworkers and view their Skype status while working in any Microsoft Office 2013™ and Office 365™ program.

Communicating Through Office Programs

Questions can easily arise when collaborating with others on a single document. Get clarification from the author or the last person who modified a file right from Microsoft Office's Backstage view in many Office suite applications. Hover over the person's name to open her contact card and choose the way you want to contact her.

Use the Quick Action buttons to send an IM, or to call, video call, or email a contact. Click the Pin button to keep the contact card open.

Open collaborators' contact cards directly from Track Changes comments in Microsoft Word.

Using Skype for Business with Outlook

No need to switch from Microsoft Outlook 2013 to Skype for Business to view a contact's availability or contact card. If you have both programs installed, the necessary program will automatically open when you need it. For example, from a contact card in Skype, you can schedule a meeting, or send an email message in Outlook. Clicking the **Call** button on a contact card in Outlook starts a new call in Skype.

Click to expand or collapse Skype contact information.

View the status and open the contact card of any person involved in a thread.

Receive email messages containing missed Skype call information or transcripts of voice mail messages.
Collaborate Through Instant Messaging
Have a quick question? Send an instant message (IM)! This succinct method is a convenient, time-saving way to contact a coworker. If your quick question becomes a more in-depth discussion that requires input from others, add more people to the conversation with a few simple clicks.

Sending an Instant Message
Sometimes a formal email message is just not necessary. Reach out with an IM.
To send an IM:
1. Double-click the contact to open an IM window; OR right-click the contact or group name, and then click Send an IM.
2. In the message pane, add your message and press Enter.
Hover over a person's picture or a group name and click the IM Quick Action button.

Answering an Instant Message
An invitation alert can announce needed collaboration or warn of an interruption to a pressing project. You can ignore the invitation, set your status to Do Not Disturb, or open the conversation window and respond.
Click the phone icon to accept the invitation.
Click Ignore to ignore the invitation.
Click Options to see other options, including Do Not Disturb.

Tagging a Contact
You need a critical piece of information from a coworker, but her Skype status is set to unavailable. Don't interrupt your work to keep checking her status. Tag her in Skype, and be notified when her status changes.
To tag a contact:
1. Right-click a contact's name.
2. Click Tag for Status Change Alerts. When the contact's status changes, you receive a notification at the bottom of your screen.

Adding Others to a Conversation
At times you need to add another voice to a conversation. Skype makes inviting additional participants to an IM chat just a click—or drag—away.
To invite others to a conversation:
1. In the conversation window, click the Invite More Participants button.
2. In the search bar, type the person's name; OR select him from your Contacts list, and click OK.
OR
Drag contacts or groups from the Contacts list into the conversation window.

Making Audio Calls
Let your voice be heard! Use audio calls for complex conversations, either one-on-one or for conference calls.

Calling Directly from Your Contacts List
Making a call can be as easy as a single click. Hover over the contact's picture and click the Audio Call Quick Action button.

Answering an Incoming Call
Do you have time for that incoming call? You can respond by accepting, ignoring, or using another option. In the upper right corner of the box, the symbol indicates how your contact is trying to communicate with you.

Starting a Conference Call
With Skype for Business, all your conversations can be collaborative. Start a conference call with multiple contacts, and keep everyone updated with one call.
To start a conference call:
1. Select multiple people on your Contacts list by pressing the CTRL key while you click each contact.
2. Right-click any selected contact.
3. Click Start a Conference Call.
4. Select the number to use for the call, or add a number.

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