Microsoft® Skype® for Business 2016

Quick Reference - Product Highlights Sheet

Product Features

This product can be used as a valuable quick-reference aid or as a learning tool to get you up to speed quickly on Microsoft Skype for Business 2016. Key introductory topics get you started effectively, preparing you for more advanced material. In addition, graphically rich content displays the components that you will see on-screen, allowing you to more efficiently present the content, or teach yourself.

Quick Reference Guides are printed in color and are finished with an aqueous matte coating to reduce glare and protect it for long-time use, while still considering the environment. This particular product contains eight-pages of content and has a finished size of 8.5 x 11 inches. To order this product or to obtain more product information, visit our web site at www.digitalcontentfactory.com or call 1-866-258-6233.

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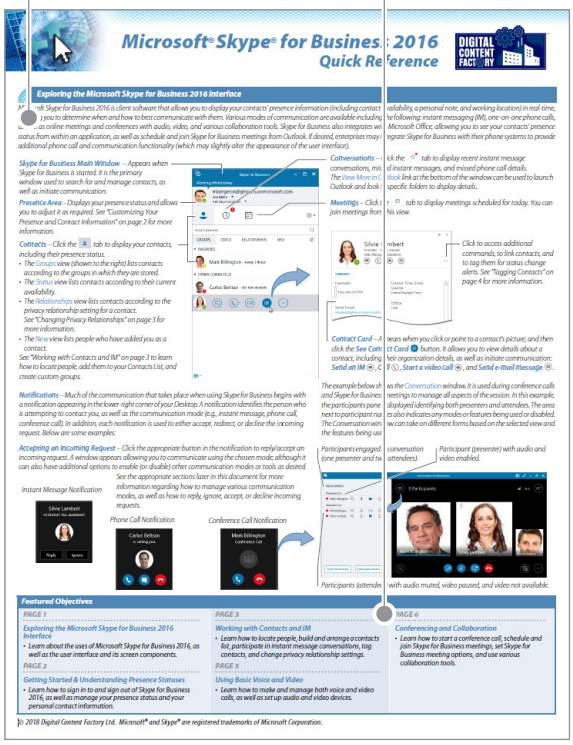
Exploring the Microsoft Skype for Business 2016 Interface

Featured Objectives



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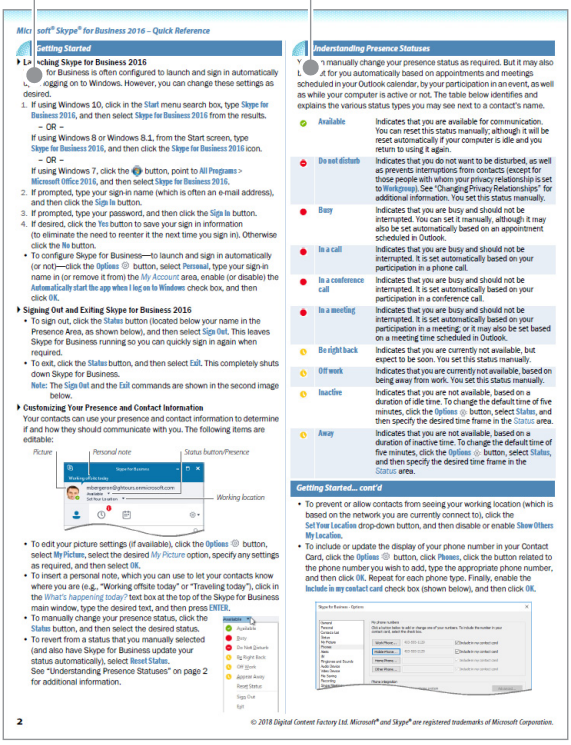
Getting Started

Understanding Presence Statuses



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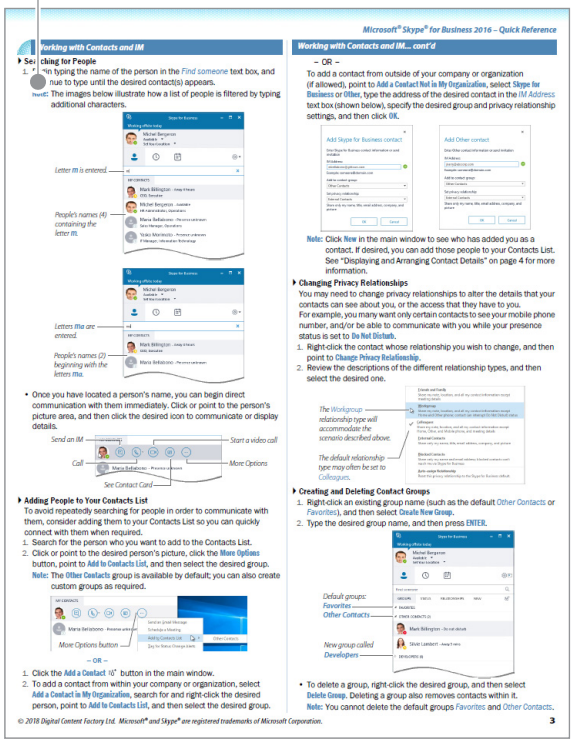
Working with Contacts and IM



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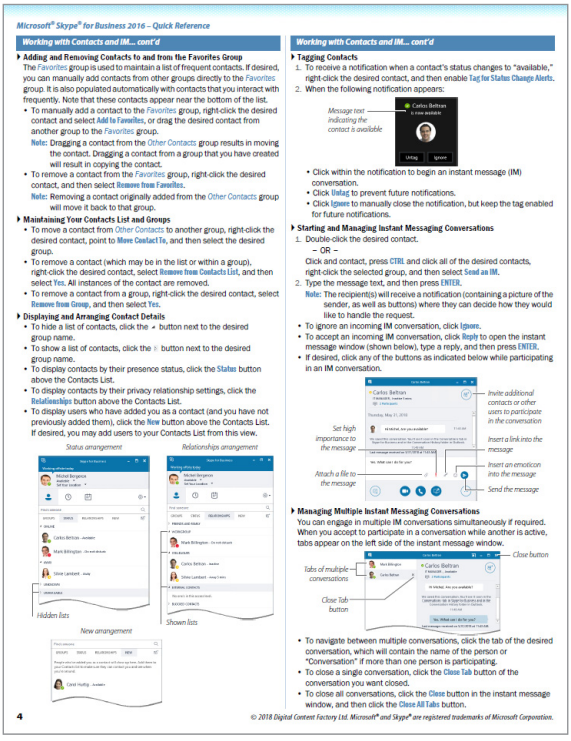

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Using Basic Voice and Video

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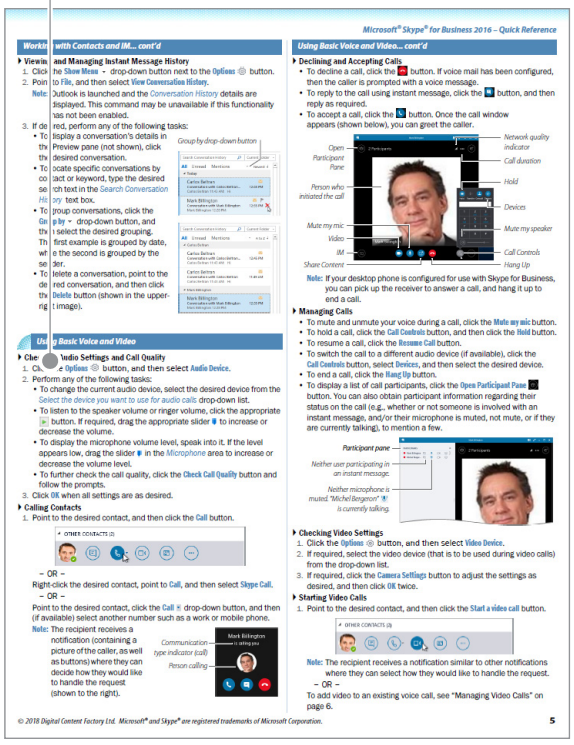

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Working with Contacts and IM... cont'd

Viewing and Managing Instant Message History

1. Click the Show Menu drop-down button next to the Options button.
2. Point to File, and then select View Conversation History.
   Note: Outlook is launched and the Conversation History details are displayed. This command may be unavailable if this functionality has not been enabled.
3. If desired, perform any of the following tasks:
   - To display a conversation's details in the Preview pane (not shown), click the desired conversation.
   - To locate specific conversations by contact or keyword, type the desired search text in the Search Conversation History text box.
   - To group conversations, click the Group by drop-down button, and then select the desired grouping. The first example is grouped by date, while the second is grouped by the sender.
   - To delete a conversation, point to the desired conversation, and then click the Delete button (shown in the upper-right image).

Group by drop-down button

Using Basic Voice and Video

Check Audio Settings and Call Quality

1. Click the Options button, and then select Audio Device.
2. Perform any of the following tasks:
   - To change the current audio device, select the desired device from the Select the device you want to use for audio calls drop-down list.
   - To listen to the speaker volume or ringer volume, click the appropriate button. If required, drag the appropriate slider to increase or decrease the volume.
   - To display the microphone volume level, speak into it. If the level appears low, drag the slider in the Microphone area to increase or decrease the volume level.
   - To further check the call quality, click the Check Call Quality button and follow the prompts.
3. Click OK when all settings are as desired.

Calling Contacts

1. Point to the desired contact, and then click the Call button.

– OR –

Right-click the desired contact, point to Call, and then select Skype Call.

– OR –

Point to the desired contact, click the Call drop-down button, and then (if available) select another number such as a work or mobile phone.

Note: The recipient receives a notification (containing a picture of the caller, as well as buttons) where they can decide how they would like to handle the request (shown to the right).

Communication type indicator (call)

Person calling

Using Basic Voice and Video... cont'd

Declining and Accepting Calls

- To decline a call, click the button. If voice mail has been configured, then the caller is prompted with a voice message.
- To reply to the call using instant message, click the button, and then reply as required.
- To accept a call, click the button. Once the call window appears (shown below), you can greet the caller.

Open Participant Pane

Person who initiated the call

Mute my mic

Video

IM

Share Content

Network quality indicator

Call duration

Hold

Devices

Mute my speaker

Call Controls

Hang Up

Note: If your desktop phone is configured for use with Skype for Business, you can pick up the receiver to answer a call, and hang it up to end a call.

Managing Calls

- To mute and unmute your voice during a call, click the Mute my mic button.
- To hold a call, click the Call Controls button, and then click the Hold button.
- To resume a call, click the Resume Call button.
- To switch the call to a different audio device (if available), click the Call Controls button, select Devices, and then select the desired device.
- To end a call, click the Hang Up button.
- To display a list of call participants, click the Open Participant Pane button. You can also obtain participant information regarding their status on the call (e.g., whether or not someone is involved with an instant message, and/or their microphone is muted, not mute, or if they are currently talking), to mention a few.

Participant pane

Neither user participating in an instant message.

Neither microphone is muted. "Michel Bergeron" is currently talking.

Checking Video Settings

1. Click the Options button, and then select Video Device.
2. If required, select the video device (that is to be used during video calls) from the drop-down list.
3. If required, click the Camera Settings button to adjust the settings as desired, and then click OK twice.

Starting Video Calls

1. Point to the desired contact, and then click the Start a video call button.

Note: The recipient receives a notification similar to other notifications where they can select how they would like to handle the request.

– OR –

To add video to an existing voice call, see "Managing Video Calls" on page 6.

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Conferencing and Collaboration

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Using Basic Voice and Video... cont'd

Declining and Accepting Video Calls

- ...decline a call, click the button. If voice mail has been configured, ...en the caller is prompted with a voice message.
- ...accept a call with audio only (no video), click the button. Once the ...ll window (shown below) appears, you can greet the caller.
- ...accept a call with video (audio included), click the button. Once ...e call window appears, you can greet the caller.

...rson who initiated the call

...rson who received the call

Minimize my video or photo button

Managing Video Calls

Yo... can mute and unmute a video call, place a video call on hold, resume ...t, ... the call using the same procedures as with audio calls.

Se... "Managing Calls" on page 5.

- ...hide the video or photo of yourself, click the Minimize my video or photo ... button (shown above). Note that it appears as while video is ...abled.
- ...redisplay the video or photo of yourself, click ...e Restore my video or photo or button (which appears only when the item is ...minimized).
- ...start your video during a call, click the ...utton, and then select Start My Video (shown to ...e right). The area (above the button) will be ...placed with a video of you.
- ...stop your video during a call, click the ...op My Video button. The call will continue ...th audio only and a static image of you.

Start My Video

Conferencing and Collaboration

...g Conference Calls

1. ...a contact, press CTRL, and then click all of the desired contacts who are to participate in the call.

– OR –

Locate a group that contains the desired contacts.

Note: If required, you can include additional call participants after the call has been started.

2. Right-click one of the selected contacts or group, point to Start a Conference Call, and then select Call.

Note: All recipients will receive a notification where they can select how they would like to handle the request.

Person calling (Organizer)

Communication type indicators "Conference Call"

Conferencing and Collaboration... cont'd

Declining and Accepting Conference Calls

- To decline a conference call, click the button.
- To accept a conference call with audio only (no video), click the button. As participants accept their participation in the conference, the Conversation window appears (similar to the example shown below). It contains a static image of each conference participant who has accepted participation.

Open Participant Pane

Conference call participants

Person who received the call

Note: All conference call participants are "presenters" by default (unless the organizer changes this), which allows them access to various collaboration tools and shared files.

Managing Conferences and Participants

All participant attendees can individually mute and unmute a conference, place a conference call on hold, as well as resume and end it using the same procedures as regular calls. See "Managing Calls" on page 5. Presenters, however, can manage the actions of all participants.

1. Click the Open Participant Pane button.
   - To manage all participant's actions (e.g., mute the audience, change all presenter participants to attendee participants, prevent attendees from using video), click the Participant Actions button, and then click the desired button.
   - To manage individual participant actions (e.g., make a participant an attendee—which reduces access to certain meeting items—or remove an individual from the conference), right-click the desired participant (shown to the right), and then select the appropriate command.
   - To include additional participants, click the Invite More People button, select or locate the desired users, and then click OK.

Starting Impromptu Meetings

1. Click the MeetNow tab, and then click the Meet Now button.
2. Select the required Join Meeting Audio option, and then click OK. See "Joining Skype for Business Meetings" on page 7 for more information.
3. Click the Invite More People button, select or locate the desired users, and then click OK.
   - Use and/or enable conference features such as instant message, audio, video, content sharing, etc. as required. See "Understanding Presenter Tools" on page 7 for more information.

Scheduling Online Meetings

1. Right-click a contact or a group containing all the names of the required participants, and then select Schedule a Meeting.
   Note: Once Outlook starts, you can address additional participants if required.
2. Click the Skype Meeting button in the Meeting > Skype Meeting group.
   Note: The meeting location is automatically set as Skype Meeting. The link inserted within the body of the e-mail provides recipients with the details required to join in the meeting.

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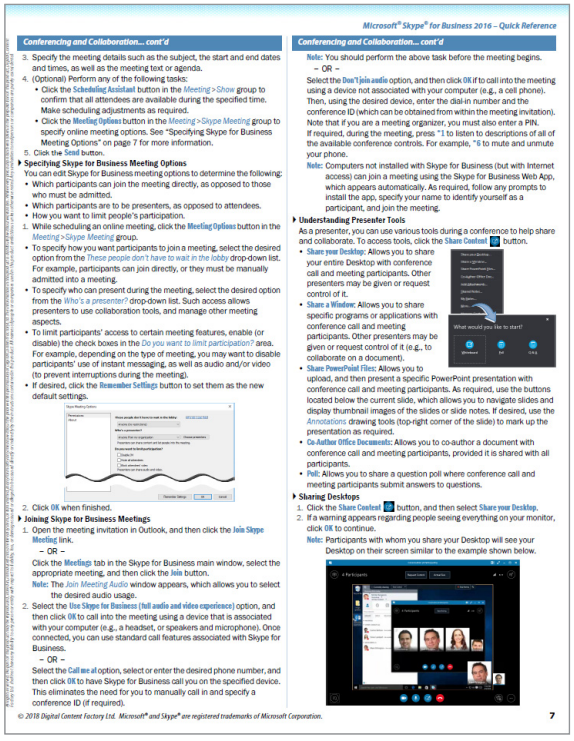

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Conferencing and Collaboration... cont'd

3. Specify the meeting details such as the subject, the start and end dates and times, as well as the meeting text or agenda.
4. (Optional) Perform any of the following tasks:
   - Click the Scheduling Assistant button in the Meeting > Show group to confirm that all attendees are available during the specified time. Make scheduling adjustments as required.
   - Click the Meeting Options button in the Meeting > Skype Meeting group to specify online meeting options. See "Specifying Skype for Business Meeting Options" on page 7 for more information.
5. Click the Send button.

Specifying Skype for Business Meeting Options

You can edit Skype for Business meeting options to determine the following:

- Which participants can join the meeting directly, as opposed to those who must be admitted.
- Which participants are to be presenters, as opposed to attendees.
- How you want to limit people's participation.

1. While scheduling an online meeting, click the Meeting Options button in the Meeting > Skype Meeting group.
   - To specify how you want participants to join a meeting, select the desired option from the These people don't have to wait in the lobby drop-down list. For example, participants can join directly, or they must be manually admitted into a meeting.
   - To specify who can present during the meeting, select the desired option from the Who's a presenter? drop-down list. Such access allows presenters to use collaboration tools, and manage other meeting aspects.
   - To limit participants' access to certain meeting features, enable (or disable) the check boxes in the Do you want to limit participation? area. For example, depending on the type of meeting, you may want to disable participants' use of instant messaging, as well as audio and/or video (to prevent interruptions during the meeting).
   - If desired, click the Remember Settings button to set them as the new default settings.

2. Click OK when finished.

Joining Skype for Business Meetings

1. Open the meeting invitation in Outlook, and then click the Join Skype Meeting link.

– OR –

Click the Meetings tab in the Skype for Business main window, select the appropriate meeting, and then click the Join button.

Note: The Join Meeting Audio window appears, which allows you to select the desired audio usage.

2. Select the Use Skype for Business (full audio and video experience) option, and then click OK to call into the meeting using a device that is associated with your computer (e.g., a headset, or speakers and microphone). Once connected, you can use standard call features associated with Skype for Business.

– OR –

Select the Call me at option, select or enter the desired phone number, and then click OK to have Skype for Business call you on the specified device. This eliminates the need for you to manually call in and specify a conference ID (if required).

Conferencing and Collaboration... cont'd

Note: You should perform the above task before the meeting begins.

– OR –

Select the Don't join audio option, and then click OK if to call into the meeting using a device not associated with your computer (e.g., a cell phone). Then, using the desired device, enter the dial-in number and the conference ID (which can be obtained from within the meeting invitation). Note that if you are a meeting organizer, you must also enter a PIN. If required, during the meeting, press *1 to listen to descriptions of all of the available conference controls. For example, *6 to mute and unmute your phone.

Note: Computers not installed with Skype for Business (but with Internet access) can join a meeting using the Skype for Business Web App, which appears automatically. As required, follow any prompts to install the app, specify your name to identify yourself as a participant, and join the meeting.

Understanding Presenter Tools

As a presenter, you can use various tools during a conference to help share and collaborate. To access tools, click the Share Content button.

- Share your Desktop: Allows you to share your entire Desktop with conference call and meeting participants. Other presenters may be given or request control of it.
- Share a Window: Allows you to share specific programs or applications with conference call and meeting participants. Other presenters may be given or request control of it (e.g., to collaborate on a document).
- Share PowerPoint Files: Allows you to upload, and then present a specific PowerPoint presentation with conference call and meeting participants. As required, use the buttons located below the current slide, which allows you to navigate slides and display thumbnail images of the slides or slide notes. If desired, use the Annotations drawing tools (top-right corner of the slide) to mark up the presentation as required.
- Co-Author Office Documents: Allows you to co-author a document with conference call and meeting participants, provided it is shared with all participants.
- Poll: Allows you to share a question poll where conference call and meeting participants submit answers to questions.

Sharing Desktops

1. Click the Share Content button, and then select Share your Desktop.
2. If a warning appears regarding people seeing everything on your monitor, click OK to continue.

Note: Participants with whom you share your Desktop will see your Desktop on their screen similar to the example shown below.

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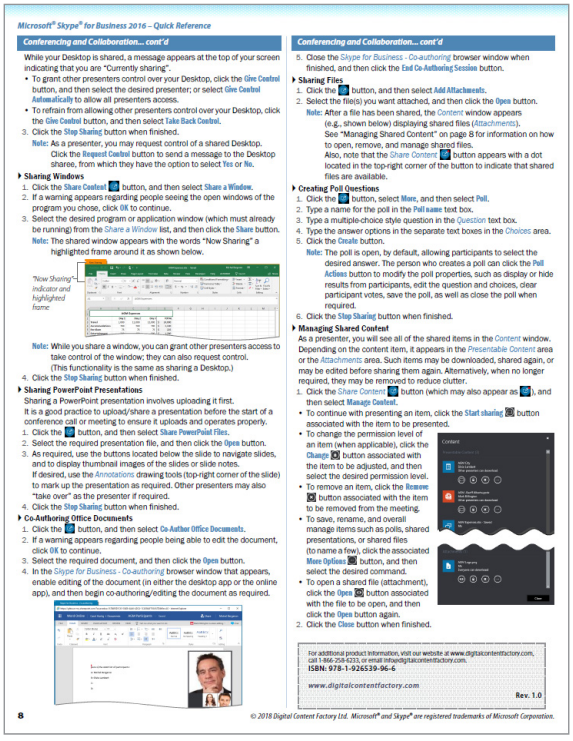

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Conferencing and Collaboration... cont'd

While your Desktop is shared, a message appears at the top of your screen indicating that you are "Currently sharing".

- To grant other presenters control over your Desktop, click the Give Control button, and then select the desired presenter; or select Give Control Automatically to allow all presenters access.
- To refrain from allowing other presenters control over your Desktop, click the Give Control button, and then select Take Back Control.

3. Click the Stop Sharing button when finished.
   Note: As a presenter, you may request control of a shared Desktop. Click the Request Control button to send a message to the Desktop sharer, from which they have the option to select Yes or No.

Sharing Windows

1. Click the Share Content button, and then select Share a Window.
2. If a warning appears regarding people seeing the open windows of the program you chose, click OK to continue.
3. Select the desired program or application window (which must already be running) from the Share a Window list, and then click the Share button.
   Note: The shared window appears with the words "Now Sharing" a highlighted frame around it as shown below.

"Now Sharing" indicator and highlighted frame

Note: While you share a window, you can grant other presenters access to take control of the window; they can also request control. (This functionality is the same as sharing a Desktop.)

4. Click the Stop Sharing button when finished.

Sharing PowerPoint Presentations

Sharing a PowerPoint presentation involves uploading it first. It is a good practice to upload/share a presentation before the start of a conference call or meeting to ensure it uploads and operates properly.

1. Click the button, and then select Share PowerPoint Files.
2. Select the required presentation file, and then click the Open button.
3. As required, use the buttons located below the slide to navigate slides, and to display thumbnail images of the slides or slide notes. If desired, use the Annotations drawing tools (top-right corner of the slide) to mark up the presentation as required. Other presenters may also "take over" as the presenter if required.
4. Click the Stop Sharing button when finished.

Co-Authoring Office Documents

1. Click the button, and then select Co-Author Office Documents.
2. If a warning appears regarding people being able to edit the document, click OK to continue.
3. Select the required document, and then click the Open button.
4. In the Skype for Business - Co-authoring browser window that appears, enable editing of the document (in either the desktop app or the online app), and then begin co-authoring/editing the document as required.

Conferencing and Collaboration... cont'd

5. Close the Skype for Business - Co-authoring browser window when finished, and then click the End Co-Authoring Session button.

Sharing Files

1. Click the button, and then select Add Attachments.
2. Select the file(s) you want attached, and then click the Open button.
   Note: After a file has been shared, the Content window appears (e.g., shown below) displaying shared files (Attachments). See "Managing Shared Content" on page 8 for information on how to open, remove, and manage shared files. Also, note that the Share Content button appears with a dot located in the top-right corner of the button to indicate that shared files are available.

Creating Poll Questions

1. Click the button, select More, and then select Poll.
2. Type a name for the poll in the Poll name text box.
3. Type a multiple-choice style question in the Question text box.
4. Type the answer options in the separate text boxes in the Choices area.
5. Click the Create button.
   Note: The poll is open, by default, allowing participants to select the desired answer. The person who creates a poll can click the Poll Actions button to modify the poll properties, such as display or hide results from participants, edit the question and choices, clear participant votes, save the poll, as well as close the poll when required.
6. Click the Stop Sharing button when finished.

Managing Shared Content

As a presenter, you will see all of the shared items in the Content window. Depending on the content item, it appears in the Presentable Content area or the Attachments area. Such items may be downloaded, shared again, or may be edited before sharing them again. Alternatively, when no longer required, they may be removed to reduce clutter.

1. Click the Share Content button (which may also appear as); and then select Manage Content.
2. To continue with presenting an item, click the Start sharing button associated with the item to be presented.
3. To change the permission level of an item (when applicable), click the Change button associated with the item to be adjusted, and then select the desired permission level.
4. To remove an item, click the Remove button associated with the item to be removed from the meeting.
5. To save, rename, and overall manage items such as polls, shared presentations, or shared files (to name a few), click the associated More Options button, and then select the desired command.
6. To open a shared file (attachment), click the Open button associated with the file to be open, and then click the Open button again.
7. Click the Close button when finished.

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