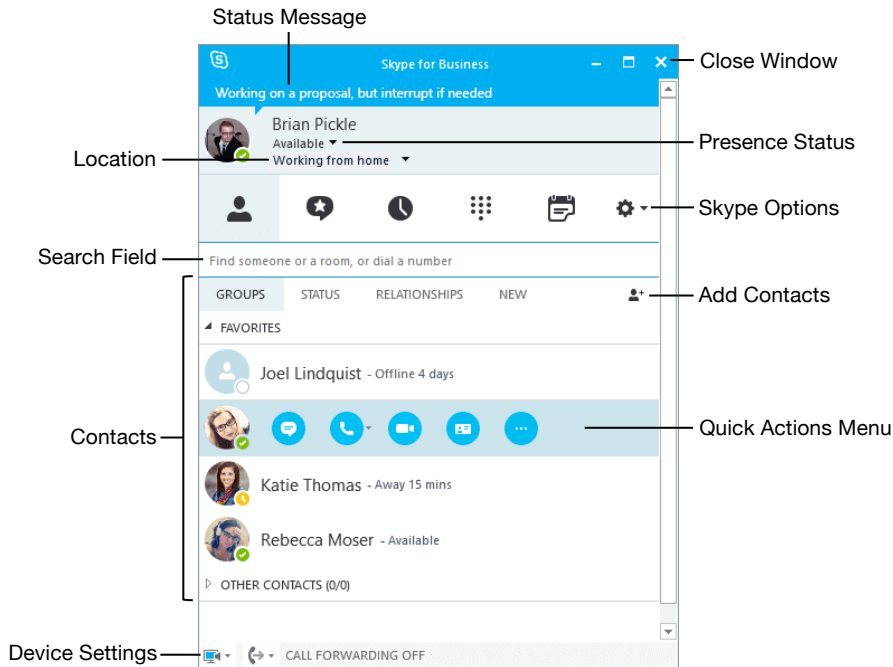




The Skype for Business Program Screen



Keyboard Shortcuts

General

- Display Contacts list **Ctrl + 1**
- Display Persistent chat **Ctrl + 2**
- Display Conversations list **Ctrl + 3**
- Display Phone tab **Ctrl + 4**
- Display Meetings tab **Ctrl + 5**
- Meet Now..... **Alt + M**
- Open System menu..... **Alt + Spacebar**
- Activate Search field **Ctrl + Alt Shift + 3**

Instant Message

- Accept incoming invite..... **Win + Shift + O**
- Decline incoming invite **Win + Esc**
- Close conversation window..... **Alt + F4**
- Invite additional contacts to current conversation..... **Alt + V**
- Save IM history **Ctrl + S**
- Show/hide IM area **Ctrl + W**
- Send a file **Ctrl + F**
- Open received file..... **Alt + P**
- Decline sent file **Alt + D**

Voice and Video Calls

- End a call **Alt + Q**
- Transfer a call..... **Ctrl + Shift + T**
- Show/hide participants..... **Ctrl + R**
- Display dial pad **Ctrl + Shift + D**
- Add/end audio..... **Ctrl + Enter**
- Add/end video..... **Ctrl + Shift + Enter**
- Hold/resume audio **Ctrl + Shift + H**
- Rejoin meeting audio **Alt + R**
- Show/hide sharing stage **Ctrl + Shift + Y**
- Show compact view **Ctrl + Shift + P**
- Show speaker view **Ctrl + Shift + J**
- Show gallery view **Ctrl + Shift + I**
- View video full screen **F5**
- Exit full-screen video..... **Esc**

Getting Started

Sign In: Enter your email address in the Sign-in address field and click **Sign In**. Enter your password, click **Sign In**, and click **Yes**.

Sign Out: Click the **Options** ⚙️ list arrow, select **File**, and select **Sign Out**.

Set a New Presence Status: Click the **Presence Status** list arrow and select a status option.

- | | | |
|---|----------------|--|
| 🟢 | Available | Online and available |
| 🔴 | Busy | On a Skype call, or busy according to Outlook Calendar |
| 🔴 | Do Not Disturb | Online, but does not want to be disturbed |
| 🕒 | Be Right Back | Will return shortly |
| 🕒 | Off Work | Not in the office |
| 🕒 | Appear Away | Currently away from computer or idle |
| ⚪ | Offline | Not currently signed in to Skype for Business |

Update your Status Message: Click in the **Status message** field (if no status is set, it says "What's happening today?"), type a new status or delete an existing status, and press **Enter**.

Update your Location: Click the **Location** list arrow and ensure **Show Others My Location** is selected. Click in the **Set Your Location** field, type a location or delete an existing location, and press **Enter**.

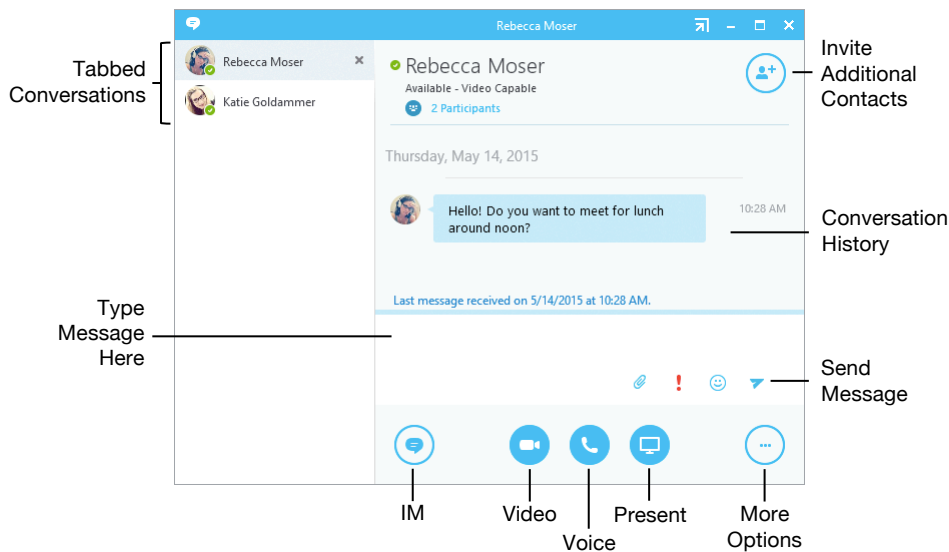
View Conversation History: Click the **Conversations** 🗨️ button above the Search field and double-click a conversation to reopen it.

Add Contacts: Click the **Add Contacts** 👤 button above the contact list and select an option:

- **Add a Contact in My Organization:** Search for contacts in your organization by name or email address.
- **Add a Contact Not in My Organization:** Search for contacts outside your organization if this option is enabled for your Skype for Business account.

Communicate with a Contact: Hover over a contact's picture in the contact list and initiate communication using one of the buttons in the Quick Actions menu.

The Conversation Window



Meetings

Schedule a Meeting: Open Outlook, click **Calendar**, and click the **New Skype Meeting** button on the ribbon. Populate the message with attendees and meeting details and click **Send**.

Join a Meeting: Open Outlook, click **Calendar**, and double-click a Skype Meeting. Click the **Join Skype Meeting** link, select an audio option, and click **OK**.

Change the Meeting View: In the meeting window, click the **Pick a Layout** button and select a different view.

Set Meeting Options: Click the **Participants** button in the meeting window, then click the **Participant Actions** button. Select a meeting option (e.g. Mute Audience, No Meeting IM, No Attendee Video) and click **OK**.

Collaboration Tools

Share the Desktop: Click the **Share Content** button in the conversation window, select **Present Desktop**, click the **Present** button, and then click **OK**.

Share a Presentation: Click the **Share Content** button in the conversation window, select **Present PowerPoint Files**, select a presentation, and click **Open**.

Share a Whiteboard: Click the **Share Content** button in the conversation window, select **More**, and click **Whiteboard**.

Take a Poll: Click the **Share Content** button in the conversation window, select **More**, and click **Poll**. Fill in the poll name, question, and answers, then click **Create**.

Start a Q&A Session: Click the **Share Content** button in the conversation window, select **More**, and click **Q & A**. Type a question in the Ask a question field, and press **Enter**.

Customize Skype for Business

Start Skype with Windows: Click the **Options** button and select **Personal**. Select **Automatically start the app when I log on to Windows**, and click **OK**.

Add a Picture: Click the **Options** button, select **My Picture**, and select **Show my picture**. Click the **Edit or Remove Picture** button and click **Choose File**. Navigate to the location where the picture is saved, select the picture, click **Open**, and click **Save**.

Change the Default Message Font: Click the **Options** button, select **IM**, and click the **Change Font** button. Update the font, color, and/or size and click **OK**. Click **OK** again.

Change Ringtones and Sounds: Click the **Options** button and select **Ringtones and Sounds**. Select a new ringtone and modify the Sounds settings if desired. Click **OK**.

Contacts

Add a Contact: Click in the **Search** field and type the name of the contact you're searching for. Hover over a contact's picture and click the **More Options** button. Select **Add to Favorites** or **Add to Contacts List** and then select the list you wish to add them to.

Remove a Contact: Hover over a contact's picture in the contact list and click the **More Options** button. Select **Remove from Contacts List**.

Create a Contact Group: Click the **Add Contacts** button above the contact list and select **Create a New Group**. Type a name for the new group and click outside the group title.

Add Existing Contacts to a Group: Click a contact in the contact list and drag it into a group.

Remove Contacts from a Group: Hover over a contact's picture, click the **More Options** button, and select **Remove from Group**.

Instant Messages

Send an IM: Double-click a contact in the contact list, type a message, and click **Send**.

Respond to an IM: Click the message alert, type a response, and click **Send**.

Switch Between Tabbed Conversations: Click the tab for the conversation you want to view.

Close a Conversation's Window: Click the **Close** button for the conversation.

Multi-Contact IM: Select a contact in the contact list, then hold down the **Ctrl** key and select additional contacts. Right-click a selected contact and select **Send an IM**.

Instant Messages

Add Audio or Video to a Conversation: Click the **Call** or **Video Call** button in the conversation window.

Send a File: Click the **File Attachment** button in the conversation window, select a file, and click **Open**.

Calls

Place a Voice Call: Hover over a contact's picture in the contact list and click the **Call** button.

Place a Video Call: Hover over a contact's picture in the contact list and click the **Video Call** button.

Answer a Call: Click the picture of the contact who's calling you in the incoming call notification.

Place a Call on Hold: Hover over the **Phone** button in the call window and click the **Hold** button.

Transfer Calls: Hover over the **Phone** button in the call window and click **Transfer**. Select another contact and click **Transfer**.

Record a Voice Mail Greeting: Click the **Phone** button in the Skype program window, click the **Voice Mail Options** button, and select **Change Greetings**. Follow the prompts to record a voice mail greeting.

Check Voice Mail Messages: Click the **Phone** button in the Skype program window, hover over a contact's picture under the Voice Mail heading, and click the **Play** button.

Send a Call to Voice Mail: Click the **Options** button in the incoming call notification and select **Voice Mail**.

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