Introduction

This document is aimed at Edinburgh Napier University’s staff members who wish to use Skype for Business to communicate.

What is Skype for Business?

Skype for Business is a communications tool that enables you to interact with your contacts using:

- Instant Messaging (IM)
- Audio conversations
- Video conversations
- Online meetings.

What devices does it work on?

- Desktops
- Mobile devices
- Other mobile devices (laptops & iPads)
How do I Access Skype for Business?

Skype for Business is installed as standard on University desktops.

To access the program:

1. Click **Start**
2. Select **All Programs**
3. Choose **Microsoft Office 2013**
4. Click **Skype for Business 2015**:

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**Skype for Business Basics**

**The Skype for Business Window**

Once you’ve opened Skype for Business, the main window will appear:

- **Your status information** which includes a coloured bar to indicate your availability – use the drop down menu to change your availability.
- Enter text in the “What’s happening today” field to let others know what you’re doing.
- **The tools and communications bar** gives access to contacts, conversations and meetings.
- **The Options menu** allows you to change your settings as well as close or sign out of Skype for Business.
- **The main viewing area** changes depending on which tool you’re using. In this example the contacts options are visible.
User Availability

User availability is denoted by the coloured bar next to the profile picture.

This is based on Outlook calendar information and is automatically updated.

Please note:

- If you don’t use your mouse or keyboard for 5 minutes your status is updated as inactive, indicated by a yellow bar.
- If you’re out of office message is on, then a red asterisk is shown on the yellow bar.

Use the drop down menu to manually update your status – this will override the automatic changes.

To switch automatic settings back on click Reset Status.

Because Skype for Business is integrated with Outlook you’ll automatically see the coloured square indicating the availability of colleagues when you send them an email:

Contacts

You can set up contacts and groups to easily communicate with people that you frequently interact with.

Creating a Group

To create a group:

1. Click on the Add a Contact icon and select Create a New Group:
Alternatively you can right-click any group name in your contacts list and click Create New Group.

2. A new group box will appear. Rename it by overwriting the “New Group” text:

   - To add contacts, drag from another group or add from search.

You can now start adding contacts to your group.

Finding and Adding Contacts

To find or add contacts:

1. In the main Skype for Business window click on the Add a Contact icon, then select Add a Contact in My Organisation:

2. Enter the surname of the relevant person in the Find Someone box:

   Contacts will appear in the list beneath the box.

3. Right-click on the relevant person and click Add to Contacts List and select the relevant group to add the contact to:
Communicating with your Contacts

To communicate with a contact you can either:

- Hover your mouse over their picture in the contacts list.
- Double click anywhere on their contact listing
- Right click on their contact listing

Using Instant Messaging (IM)

Instant message (IM) enables you to communicate with people in real time. It’s less formal than email and much faster. You can have an IM conversation with one or more people and exchange files and images.

To start an IM conversation with one person:

1. Locate the relevant person you want to send an instant message to.
2. Choose the communication options you want to use for that person (see the communication methods above) then click on the instant messaging icon:

   ![Instant Message Icon]

3. Type your message at bottom of the conversation window and press the return key. You can also add emoticons, or mark the message as important or attach a file.
4. Your conversation appears at the top of the conversation window, and is saved in your Conversation History folder in Outlook.

To hold an IM conversation with more than one person:

- If you have already started an IM conversation, you can add others to it by dragging their listing from your contacts list into the conversation window.
- If you want to start a new IM conversation with a group that you’ve already set up, right-click the group name in your contacts list and click Send an Instant Message to start the conversation. Your message will go to all group members:
To start a new IM conversation with contacts that aren’t in a group, go to your contacts list and hold the Ctrl key while you click each contact. When you have selected all the required contacts, right-click and select Send an IM to start a multi-way conversation.

To send an image or file using IM:

- Drag-and-drop a saved file into the text input area or,
- Copy and paste a saved file or image from an MS application into the text input area.

To respond to an IM alert:

- When someone starts a new IM conversation with you, an alert pops up on your screen.
- To see the message, click anywhere on the photo area to accept it. The IM conversation window opens.
- To reject the message, click Ignore. The message goes to your Outlook inbox.

If you do not want to receive new IM alerts, set your presence status to Do Not Disturb. You can do this using the Options menu on the alert box, or by returning to the main Skype for Business window and changing your status there.

Making a Phone or Video Call

If you have a microphone and headset (or speakers) attached to your computer, you can use Skype for Business to make and receive phone calls.

If you have a webcam, you can also make video calls.

Skype for Business automatically detects your audio and video devices, but before making an audio or video call you should check that they are set up correctly:

1. Click Options in the main Skype for Business window.
2. Choose **Tools** and select **Audio (or Video) Device Settings**.

![Tools and Audio/Video Settings](image)

To make a phone or video call:

1. Locate your **contact** in Skype for Business, then click the phone or video icon:

   ![Phone and Video Icons](image)

Contacts who have a webcam set up, and so can accept video calls, have ‘Video Capable’ on their contact details.

![Contact with Video Capable](image)

When you call a contact, an **alert pops up on their screen** which they can accept by clicking anywhere in the photo area, or choose to reject the call.

Once in progress, you can control the call by putting it on hold, muting your audio, switching between audio devices, and changing the way the video appears on screen.

To end the call, **close the window** or click the **End call** button.

**Skype for Business meetings**

If you use Outlook or the Outlook Web App, you can use Skype for Business Meeting to **schedule a recurring or single online meeting** similar to the way you use Outlook to schedule regular meetings.

A link is automatically added to your meeting request that invitees can click to join the conversation.

To schedule a Skype for Business meeting:

1. **Right click on the contact or group** with which you wish to start a meeting.
2. **Click Schedule a Meeting**:
Exiting Skype for Business

When you have finished using Skype for Business, you can either:

- Close the Skype for Business window
- Sign out of your session
- Exit from the program.

When you **close your Skype for Business window** the window closes but your session continues to run, so others can still see your availability status and you still receive alerts.

To close the Skype for Business window:

- Close the Skype for Business window by clicking the **close button** in the upper right corner:

  ![Close Button](image1.png)

  The Skype for Business icons on your toolbar at the bottom of your screen appear as they do when you have the Skype for Business window open.

  Reopen the Skype for Business window at any time by clicking the icon:

  ![Skype Icon](image2.png)

When you **sign out of your session** it closes your Skype for Business session, but continues to run Skype for Business in the background, making it easier to sign in again when you're ready. Once you have signed out, others cannot see your status or interact with you.
To sign out of your session:

- Click **Options, File** and then **Sign Out**:

  ![Sign Out Option](image)

The Skype for Business icons on your taskbar appear with crosses:

![Skype for Business Icons](image)

**When you exit your session** it stops Skype for Business running on your computer. Both icons will disappear from the toolbar at the bottom of your screen.

To exit your session:

- Click **Options, File** and then **Exit**:

  ![Exit Option](image)

After exiting, use the Windows start menu if you want to restart Skype for Business.

**Additional Help and Information**

Additional information about Skype for Business can be found on the staff intranet:

http://staff.napier.ac.uk/services/cit/telecommunications/Pages/Skype-for-Business.aspx

If you have any issues or questions please contact IT Support in the first instance:

Email: itsupport@napier.ac.uk
Tel: +44 (0)131 455 3000