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Welcome to Skype to Business. When you first launch Skype you may be asked to log in, use your JCU email address and password to do this. Once logged in you will see the Skype for Business main window:

Set-up Audio

First, set up your audio device and check the quality. You can use your computer’s mic and speakers or plug in a headset.

1. From the main screen, click the **Tools**
2. Select **Audio Device** from the menu.
3. Pick your device from the **Audio Device** menu, to see available options click on the small drop down arrow.
4. Adjust the speaker and microphone volume if necessary.
5. Click **OK** to save changes and return to the Skype for Business main window.

Set-up Video

You need a camera to share video of yourself, but you don’t need one to see someone else’s video. If you have a web cam or in-built camera:

1. From the main screen, click the **Tools** then select **Video Device** from the menu.
2. If you see yourself, you’re set! If not, you will need to make adjustments. Try selecting a different device from the **Video Device** menu, to see available options click on the small drop down arrow.

If you still don’t see an image, request assistance from the JCU IT Helpdesk.
Conversation Window

The Conversation Window is your Skype for Business most commonly used feature. From here you can:

- **Shut Your Virtual Office Door**
  Presence is automatically set based on your Outlook calendar but you can change it manually if you want to. Presence status is a quick way for other people see whether or not you’re free to chat.

  To change your Presence
  
  - Click on the small drop down arrow next to **Available** (this is located under your name and next to your profile picture).
  - Click an option from the menu. The menu will close after you have made a selection.
  - The selected Presence option will remain displayed until you manually change it to another option or choose **Reset Status** from the menu. Selecting Reset Status will automatically update your Presence based on your Outlook calendar and set this as the default option.

- **Add people** to the conversation

- See the people you are talking with

- **After inserting a file, photo or emoticon, click to Send**

- **Click to open/close Instant Message**

- **Click to start or stop Video**

- **Click to start or stop Audio**

- **Click to start or stop Presenting**

- **Click for More Options**
Personalise

You can personalise Skype for Business by adding a profile photo and posting a customised comment in the What’s Happening Today field. Both of these customisations are displayed to your Skype for Business contacts.

Customise What’s Happening Today

The What’s Happening Today field is used to display quick comments, announce times or days when you do not want to be disturbed or even display a quote of the day, the choice is yours.

Click on What’s Happening Today and type your text into the text box. Press Enter to save and display your message. The message will be displayed until you delete or change the content.

To delete or change your message, click over the displayed What’s Happening Today text, this will display a text box with your current message.

Delete all text and press Enter to revert to the default text (What’s Happening Today) or enter a new message and press Enter to update content.

Profile Photo

To add or change the profile photo displayed to your contacts,

1. Mouse over the profile photo icon in Skype for Business and click on the image. The Skype for Business – Options window will be displayed.
2. Click the Edit or Remove Picture.
3. Enter your JCU email address and password and click Sign In, on the JCU authentication screen.
4. Click Choose File and navigate to the file on your computer. Double click file to select and wait for file to upload.
   NB: you can NOT resize or crop the photo, after upload
5. Click Save when done and close the window.
   You should now see your new or updated profile photo displayed in the Skype for Business Options – My Picture section.
6. Click the OK button to save changes and return to Skype.

Your new profile picture will appear at the top left of your Skype for Business window and will be displayed to your contacts.

Which Skype should I use?

Some people may now have two versions of Skype on their computer:

Skype for Business: for connecting with a JCU staff member
Skype: for connecting with colleagues outside JCU, your grandma, or chatting with friends.
Skype for Business: Contacts

Find Contacts

Connect with staff members at JCU, who are using Skype for Business.

1. Type a name in the Search box. As soon as you do, the tabs below the Search field change from this:

   ![Search tabs before change](image1)

   to this:

   ![Search tabs after change](image2)

2. A list of possible matches will be displayed under **MY CONTACTS**. It will narrow your search if you type in a full name or Skype user name.

3. Right click on the person’s name to view options, from this panel you can Send an IM, Call, Start a Video Call, add the person to your Favorites or add them to a Contacts List.

Create a Group

Creating a group is the best way to organize your contacts. When you select a particular group, only contacts within that group will be displayed. You can create as many groups as you need to make communicating fast and simple.

1. Click the Add a Contact button

2. Select **Create a New Group**.

3. Begin typing your new group name, press Enter on keyboard to save.

Add a contact to a Group

1. From the Skype main window, click the **Add a Contact** button, which is located directly under the search icon.

2. From the dropdown menu, click **Add a Contact in my Organization**.

3. In the search box, type the person’s name, email alias, or phone number (enter full phone number eg: 47811234). As you type, a list of people who match the search terms will be displayed.

4. Scroll through the list until you come to the person you want to add to your Contacts list. Right-click the person’s name, and then click **Add to Contacts List**.

5. Select a group from the list to add your new contact to.
Send an Instant Message (IM)

Use instant messaging (IM) to keep in touch with contacts, ask a question or request a video chat. To send an IM from Skype for Business:

1. From any Contacts list, mouse over the contact you want to IM (Instant Message):
   - Right-click the contacts’ name and click **Send an IM**
   - Double click the persons’ name to open an IM window or
   - Mouse over the contact’s image and click the IM icon from the quick menu

2. The IM conversation window will open, type your message and press **Enter** on the keyboard to send. You will see any replies in the same window.

Add Audio, Video, Emoticon or Files

From within the IM conversation window you can:

- Begin Audio Chat - click the **Phone** button.
- Begin Video Chat – click the **Video Camera** button.
- Add Files – click the **Paperclip** icon.
- Add emoticon – click the Emoticon icon and choose emoticon from those available.

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.

All current IM conversations will be displayed in the left hand pane of the Message window.

To swap between conversations, click on names displayed in left hand pane.
Add Another Person to the IM

From the main Skype for Business window, drag a contact pic onto the IM window, to add a person to a conversation or click 🌐.

Find Previous IM Conversation

If you are an Outlook or Exchange user, Skype for Business automatically saves your IM conversation history.

To view a previous IM conversation or see a missed IM request:

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. This will launch Outlook and take you to the Conversation History folder.
3. Double-click the conversation that you want to open.
Skype for Business: Voice Calls

How to Set up Your Audio

First things first: set up your audio device and check the quality. You can use your computer’s microphone and speakers or 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, to see available options click on the small drop down arrow.
4. Adjust the speaker and microphone volume if necessary.
5. Click OK to save changes and return to the Skype for Business main window.

Start a Call

1. Mouse over a contact’s picture and wait until the quick menu appears.
2. Click the Phone button, this will launch a voice only Skype call.

Answer or Ignore a Call

When someone calls you, an alert pops up in the lower-right of your screen.

1. To answer the call, click anywhere on the contacts’ photo.
2. To reject the call, click Ignore.
3. To start an instant messaging (IM) conversation with the caller, instead of an audio call, click Options, and then Reply by IM.
4. To reject the call and all other calls, until you change your status click Options, and then set to Do not Disturb.

Invite more People to a Call

1. In the Meeting pane, click or, click to view the full Participants pane, then click Invite More People.
2. Select or multi-select (Ctrl-click) people from your contacts, or type someone’s name or phone number in the Search field, then select them from the results. Click OK. Your new invitees receive a request to join your call.
Audio Call Controls

During a call, from within the Conversation Window you can:

- Place Call on Hold: click **Call Controls** and click **Hold** to put the call on hold. Click the hold icon again to resume the call.

- Mute Audio: click the **Mic button** in the conversation window.

- When muted your mic icon will change to 

- End Call: To hang up, click the red **Phone** in the conversation window.

Greyed-out buttons represent features that are currently unavailable to JCU Skype for Business users.

Start a Conference Call

1. In your Contacts list, select multiple contacts by holding the **Ctrl** key, and clicking the names of the contacts you would like to include in the call.
2. Right-click any of the previously selected names, then click **Start a Conference Call**.
3. Click Skype Call.
Skype for Business: Video Calls

Set up Your Video
You need a camera to share video of yourself, but you don’t need one to see someone else’s video.

1. From the main screen, click Tools then select Video Device from the menu.
2. If you see an image of yourself, great! If not, try selecting a different device from the Video Device menu, to see available options click on the small drop down arrow.

If you still don’t see an image, request assistance from the JCU IT Helpdesk.

Start a Video Call
1. Click a contact’s picture.
2. Click the Video button.
   A message pops up on the other person’s screen asking if they want to accept your call.
   (To stop showing video of yourself at any point, just click the Video button again.)

   TIP During an IM or Skype for Business audio call, click the Video button to make it a video call.

Answer a Video Call
When someone calls you, you’ll get an alert in the lower right of your desktop. Make sure you aren’t wearing pajamas and that you don’t have lettuce in your teeth!

- To answer, click their pic.
- To ignore, click Ignore.
- To start an instant messaging (IM) conversation with the caller instead of an audio call, click Options, and then Reply by IM.
- To reject the call and other calls, until you change your status, click Options, and then set to Do not Disturb.
Skype for Business: Sharing

Share Your Desktop or 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, to share the
   program window only.
   Note: You need to have launched the program you want to share, before clicking
   Present Programs.

3. Click OK to confirm you want to share your selection.

4. If you share a program, it will have a yellow border and a Now Presenting tab on your desktop. If you share your
   screen, there will be a yellow border around the edge of the screen and a Now Presenting tab at the top of the
   screen.

5. To stop sharing, click Stop Presenting on the tab at the top of your screen, or at the top of the conversation
   window.

Share a File or Picture

If this is a two-person impromptu meeting, the simplest way is to drag and
drop—either:

- Direct to Participant: drag file or picture directly over the person’s
  photo, or
- Share via IM: click the IM icon to open IM pane and drag the
  file or picture into the IM pane

If you’re in a scheduled meeting, click the Present button then select
Add Attachment. Navigate to the file on your computer and double click. You will need to wait for the file to upload
before others are able to view the contents.

The participant receiving the file will need to Accept download to view the file, it will not automatically download.
Share a PowerPoint Presentation

1. In the meeting window, click the Present button.
2. Click Present PowerPoint Files.
3. On your computer, browse to the file you want to present and click OK or double-click file name.

Done presenting?
Click this: Stop Presenting

Share a Whiteboard
Need to show what you’re talking about? Draw it using the Whiteboard! It’s also great for brainstorming.

- In the conversation window, click the Present button, click More, and then click Whiteboard. This will launch the collaborative whiteboard, where the presenter and participants can upload images, add notes, etc. all from the toolset on the right of the whiteboard.

- Clicking More on the Toolset opens a panel with features including: Send to OneNote, which saves a copy of the whiteboard complete with annotations and drawings.
Share Notes with OneNote

OneNote is fully integrated with Skype for Business. You (as the organizer), or anyone you’ve given permissions to before the meeting, can have access to the OneNote file and take notes.

1. In the conversation window, click the Present button, and then choose Shared Notes.
2. Select an existing notebook, or click New Notebook to create a new one.

Participants who joined the meeting using Skype for Business are automatically added to an attendee list in the OneNote.

Give Control to Others

While presenting a PowerPoint, sharing a program or sharing your desktop, you can Give Control to other participants so they can 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. You can 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. It may take a few seconds for control to change hands.

To 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
3. To delete a shared file or image click the Present button, and then click the Manage Presentable Content. This will display all currently shared files, click delete to remove a file.

Done presenting?

Click this: Stop Presenting
Skype for Business: Meetings

Start a Meeting
To begin a Skype for Business meeting you can:

1. From within Skype click on the drop down arrow next to Settings and select Meet Now, set audio and click OK, you will see the Meetings pane. To add participants drag their photo onto the Meeting pane – they will receive an invite.
2. In your Contacts list, select multiple contacts by holding the Ctrl key and clicking their pics, then right-click one of the selected names, and click Start a Video Call.

Schedule a Skype Meeting from Outlook.
You can schedule a Skype meeting from within Outlook, just as you would any other Outlook meeting.

1. Open your Outlook Calendar
2. From the Home tab, click New Skype Meeting.
3. Fill in the meeting request as you normally would:
   a. Invite participants
   b. Include personal message
   c. Attach documents
   d. Add reminder
4. Click Send to save meeting and invite participants.

NB: If you set a reminder (eg: 30mins) before sending the meeting invite, Skype for Business will automatically email a reminder to all participants.

Join a Skype Meeting
You can join a Skype Meeting by:

1. From within the calendar entry or emailed Meeting Request – click Join Skype Meeting.
2. In the main Skype window, click the Meetings tab then double-click the meeting you want to join.
3. From a meeting reminder click Join Online button.

Any of these options will launch Skype for Business and open the Meeting Window.
Manage Meeting Participants

Too many people talking at once and messaging about off-topic items? If you’re the presenter, you are in control.

1. Click the **Participants** button to open the **Participants** pane, from here you can see a list of everyone in the meeting.
2. Click the **Participant Actions** button.
3. Click one or multiple buttons to apply these settings to all attendees, eg: Mute Audience, No Meeting IM, No Attendee Video etc.
4. To turn features back on, click **Participant Actions** button and click individual button again eg: click Mute Audience once to turn on and click Mute Audience again to turn off.

Need to invite more people?

Click this: **Invite More People**

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. Click **Present** and then click OK to confirm you want to share your selection.
4. If you share a program, it will have a yellow border and a **Now Presenting** tab on your desktop. If you share your screen, there will be a yellow border around the edge of the screen and a **Now Presenting** tab at the top of the screen.

Done presenting?

Click this: **Stop Presenting**

Record & Play Back a Meeting

It’s easy to capture audio, video, IM, and what’s being presented.

1. In the meeting window, click **More Options**
2. Click **Start Recording**, this notifies all participants that recording is in progress.
3. To stop recording, click **More Options** and click **Pause** or **Stop**, a pop-up message notifies all participants that recording has ceased.
4. After the meeting has ended, click **More Options** and click **Manage Recordings** to play, rename, delete or publish the recording.
   Publish allows you to save recording to your computer or a JCU mapped drive (server).

*NB: Multiple participants can record at the same time.*