

Skype for Business Guide

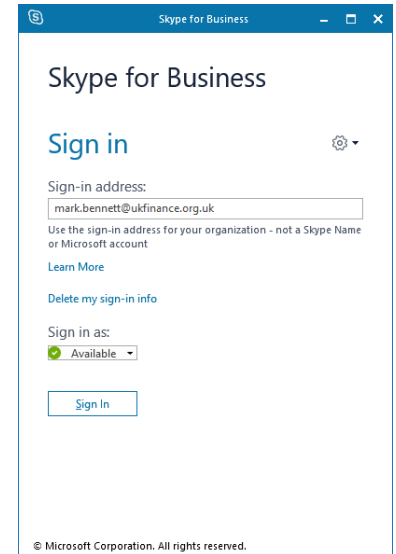
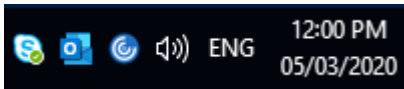
What is Skype for Business

This guide is for the use of Skype for Business. It is a communications platform that allows you to interact using instant messaging (IM) or audio and video conferencing.

Starting Skype for Business

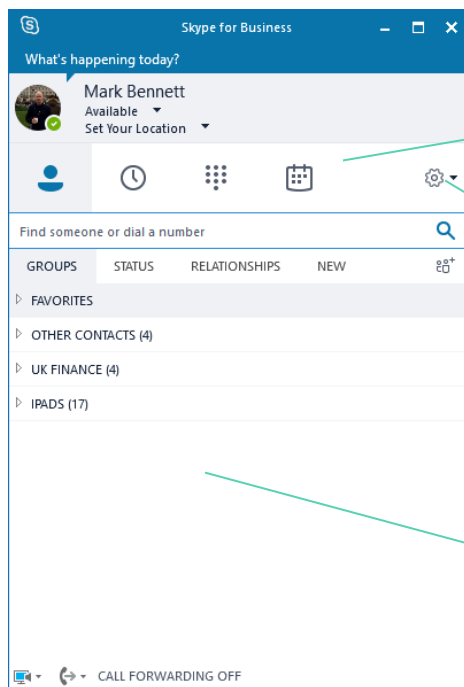
After logging into your Desktop, Click the Windows Start button at the bottom left of your desktop and open Skype for Business (S4B). When the window appears enter the sign-in using your relevant e-mail address if not already populated and click Sign-in.

Skype for Business will automatically log you in and open the main window every time you start your computer unless you change this setting. You can verify its running in the background looking out for the S4B status icon located in the task tray as shown below.



The main window

When you open Skype for Business, the main window will appear:



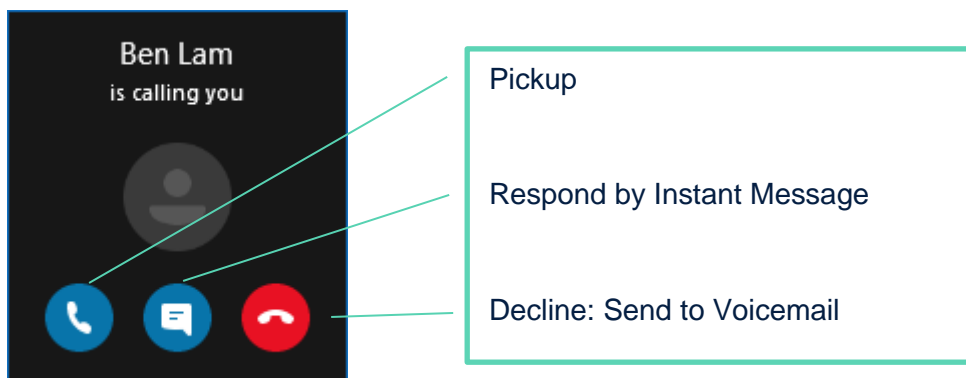
Navigation:
Contacts, Missed Calls, Dial pad, Calendar

Options menu summary:
Login
Close/Sign-out/Exit
Your Status
Picture preferences
Audio/Video devices

Contact search
Personal Groups and Favourites

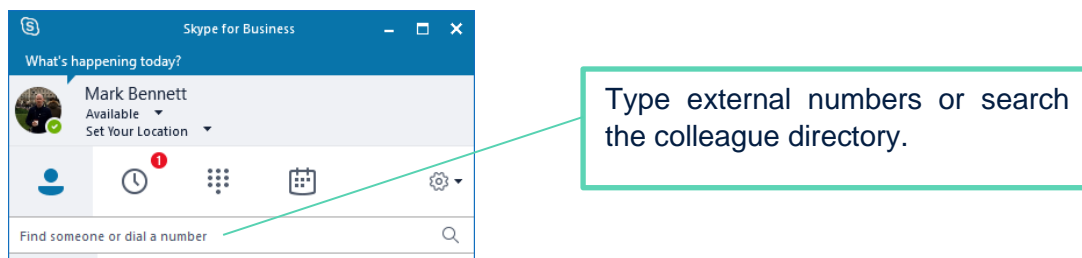
Answering a call

Incoming calls will be displayed as a popup in the lower right screen, even if the app window is closed. You can choose a headset, microphone and speakers from the Options menu on the main window labelled on the first page of this guide.

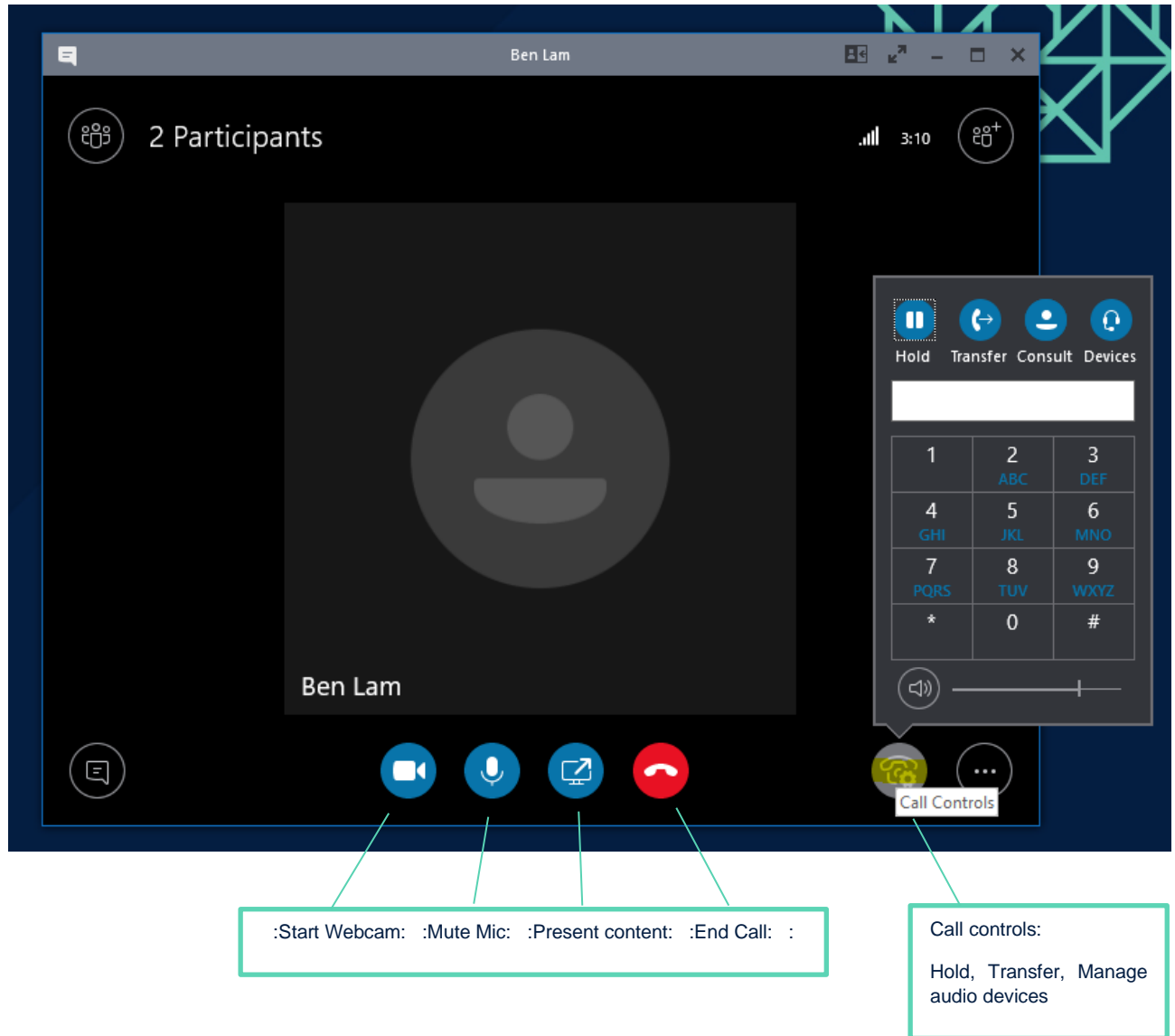


Making a call

From the main window you can use the dial pad in the ribbon.

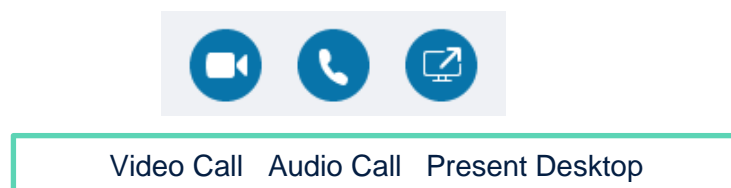


Call controls



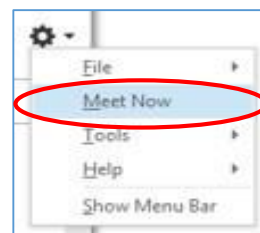
Features (IM/Audio/Video)

During a call you can use the call controls to start video, share files or use instant messaging. These features only work between Skype to Skype users, and aren't available whilst dialling normal phone numbers.



Starting an unscheduled meeting

For spontaneous meetings, the **Meet Now** feature in Skype for Business allows you to hold impromptu meetings without the need to schedule in Outlook and works for internal and external participants.



In the main Skype for Business window, go to the **Options** menu (cog icon) and select **Meet Now**



A meeting conversation window will open and you will be able to invite participants using the Invite button

Sharing your desktop content and files

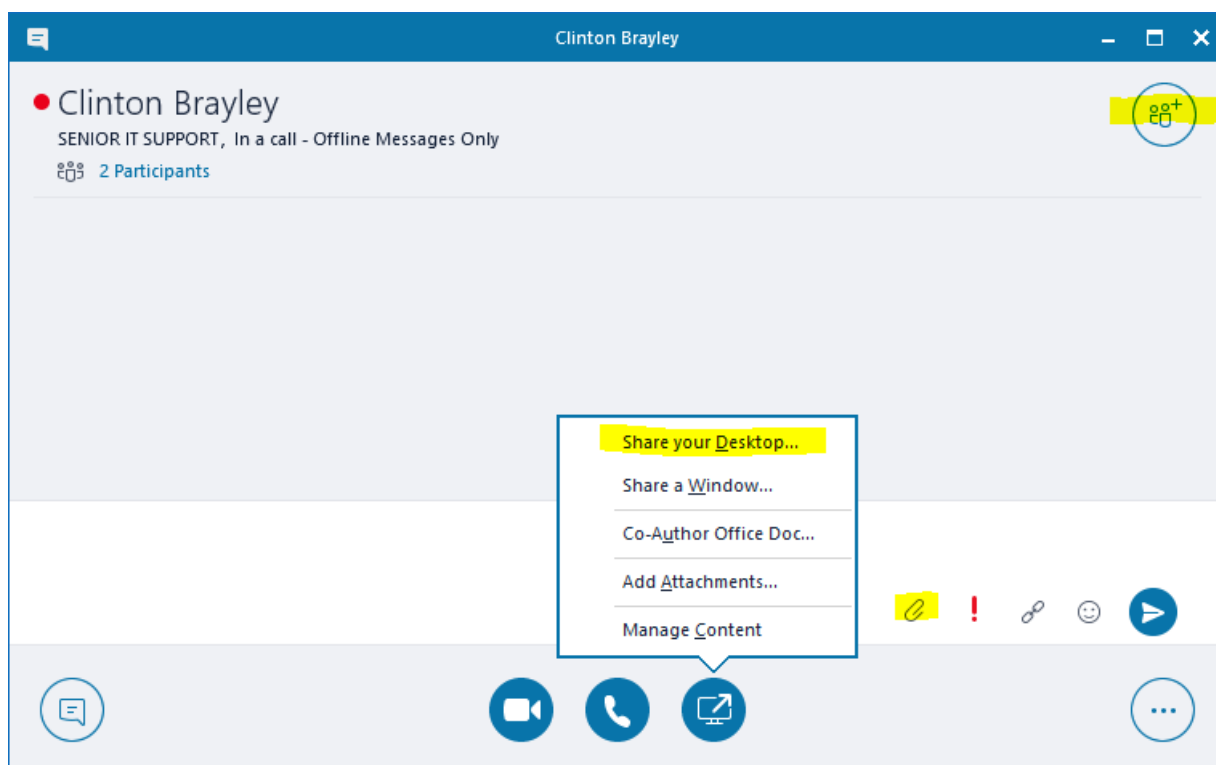
You can share content or screens with others from the conversation window during a call.

Start sharing

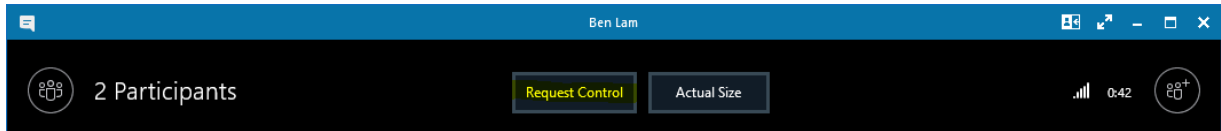
From within a chat window choose the Computer icon then 'Share Desktop'. Add further participants by clicking the Participants icon in the upper right, or send files directly using the paperclip.

Your participants will receive an alert to notify them that you are sharing content. Once they click "Accept", the shared content will appear in a window on their screen.

Initially, only the person who started presenting can control the content. You can however allow any participant to share control.

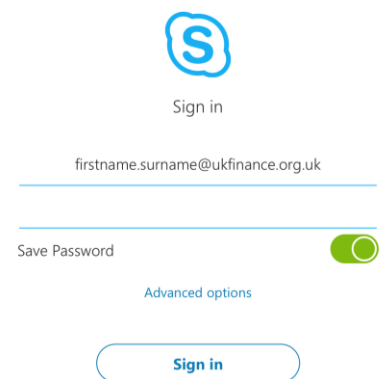


Participants will see this banner above the shared desktop and can request control of the remote screen if required.

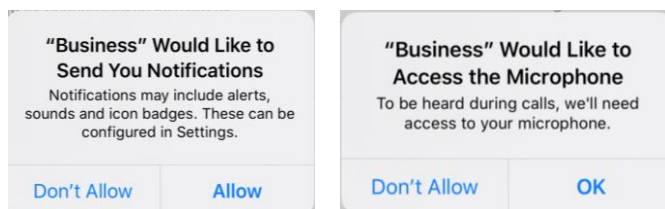


Skype for Business on your Mobile

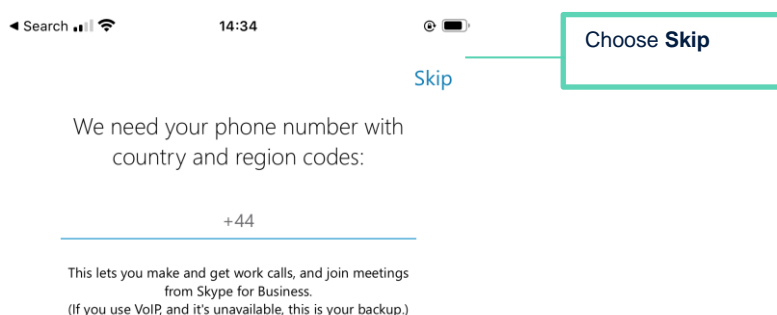
Simply search for and download 'Skype for Business' in the App store / Play Store on your device. This will enable you to make and receive calls on your mobile as you would on your desk phone. The app utilizes data and doesn't consume your providers minutes and text quotas. Use Wi-Fi for improved call quality.



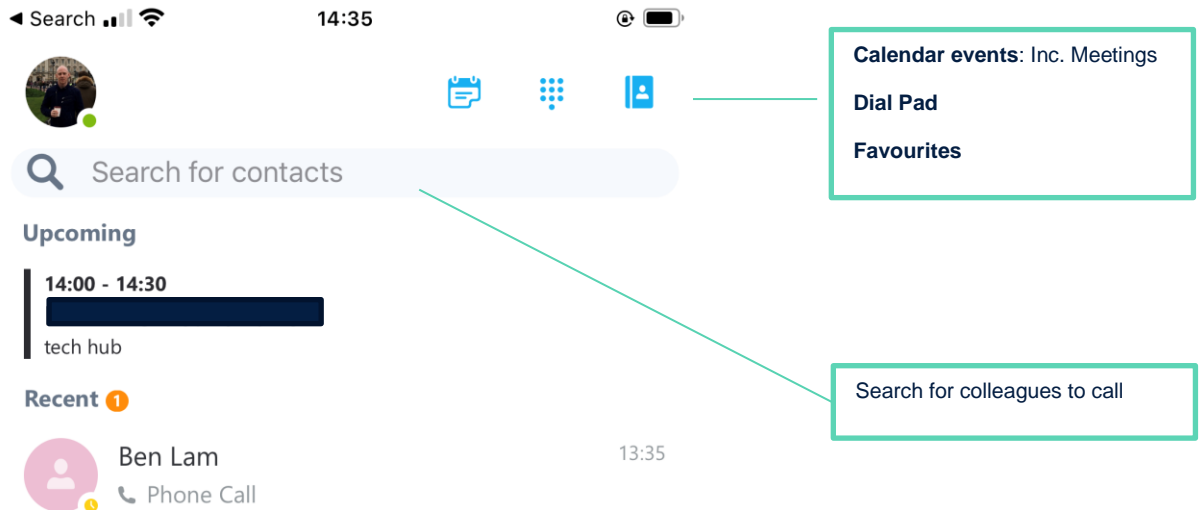
1. Sign in using your [relevant username](#)
Ensure to enable notifications and mic when prompted



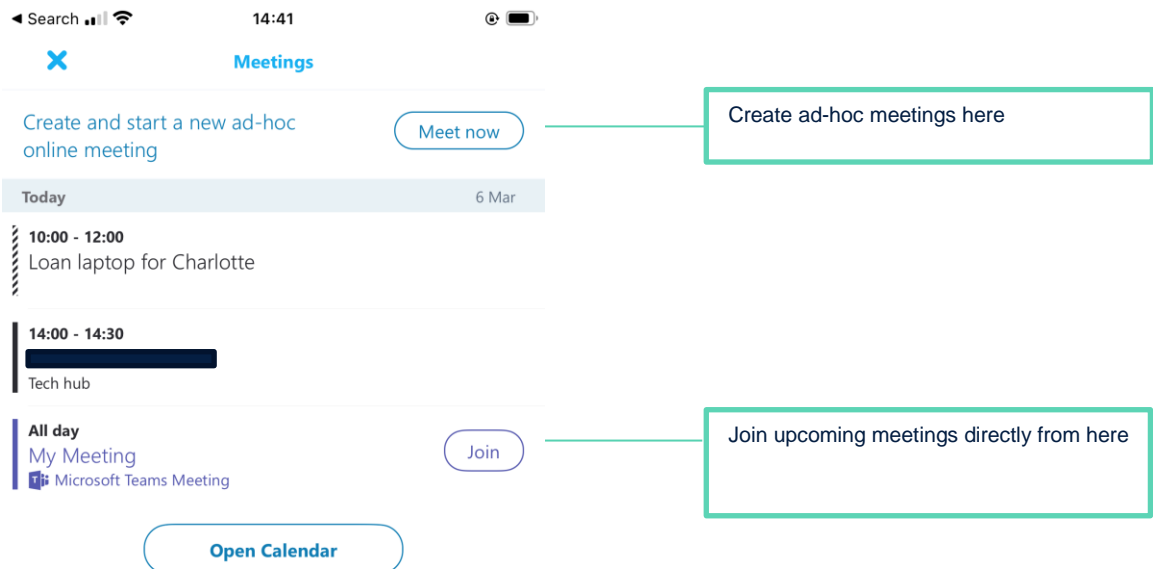
2. In the top right click 'Skip' as your desk number will auto populate later.



3. Welcome to the home screen



4. In Calendar view you can see upcoming Skype meetings, click 'Join' to participate without manually dialling in.



Troubleshooting with Skype for Business

- If you have issues joining this Skype meeting, instructions can be found here (create Hyperlink) <https://support.office.com/en-gb/article/join-a-skype-for-business-meeting-with-skype-meetings-app-skype-for-business-web-app-4828ad18-ed21-422a-a870-94d676d4b72a>
- Troubleshooting tools can also be found here (create hyperlink) <https://support.office.com/en-ie/article/trouble-installing-the-skype-for-business-web-app-plug-in-958fc5f1-2d6f-42e3-815d-a9516c591274>
- It is recommended you test this prior to joining the meeting.
- If you continue to experience issues, please contact your IT team and you may need to revert to dial-in audio option only from a landline or mobile.

If you have any issues in joining a UK Finance Training Workshop, please contact us via:

- training@ukfinance.org.uk
- 0203 934 1453