

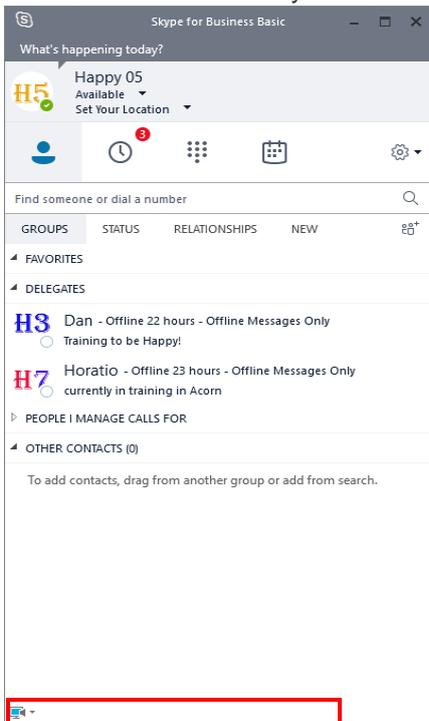
# Skype for Business

Skype for Business looks like regular Skype, but it is seamlessly integrated with Microsoft Office applications such as Outlook, PowerPoint and OneNote, with added benefits like Instant Messaging (IM) and conference calls.

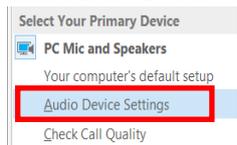
## Setting up audio device in Skype for Business

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

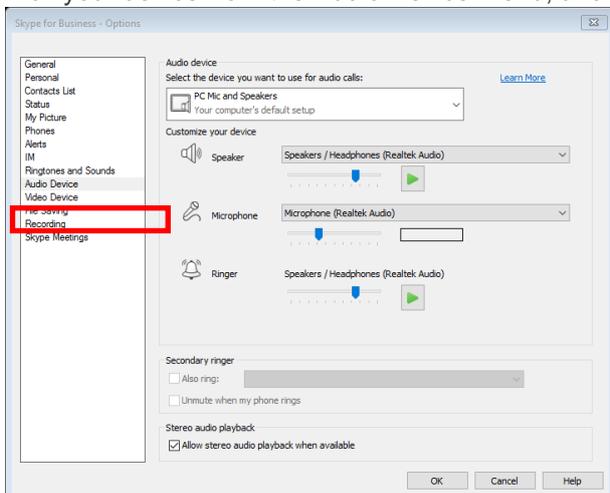
1. Click Select Your Primary Device in the lower-left corner of the main Skype for Business window:



2. Click Audio Device Settings:



3. Pick your device from the Audio Device menu, and adjust the speaker and microphone volume:



## Manage Presence

Presence allows you to show your availability status. It is automatically set based on your Outlook calendar, but you can change it temporarily if required. Presence status is a quick way for other people see whether you're free to chat. The various Presence status options are shown below:

	Available *	Online and available
	Be Right Back **	Away from your computer briefly
	Away *, **	Logged on, but have been away from computer for a period of time.
	Off Work **	Not working or not available
	Busy *, **	Hard at work and shouldn't be interrupted
	In a call *	In a Skype for Business call (two-party call)
	In a meeting *	In a meeting (using Skype for Business or Outlook)
	In a conference call *	In a Skype for Business conference call (Skype meeting with audio)
	Do Not Disturb **	Do not want to be disturbed. You will see IMs, but only if you're both in the same Workgroup.
	Presenting *	Giving a presentation
	Out of the office	Set to OOF in your Outlook calendar
	Offline *	Not signed in
	Unknown	Presence can't be detected

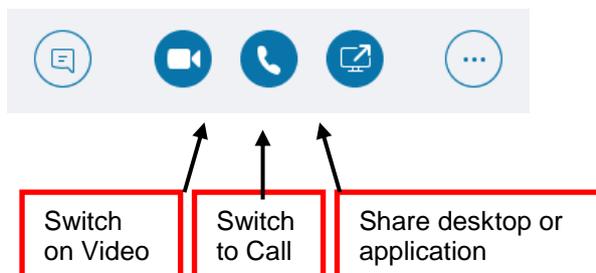
\* Set automatically for you based on your keyboard activity or Outlook calendar.

\*\* You can set your presence to this anytime you want.

## Calls via Skype including video calls and conferencing

### Start Audio, Video or Screen Sharing

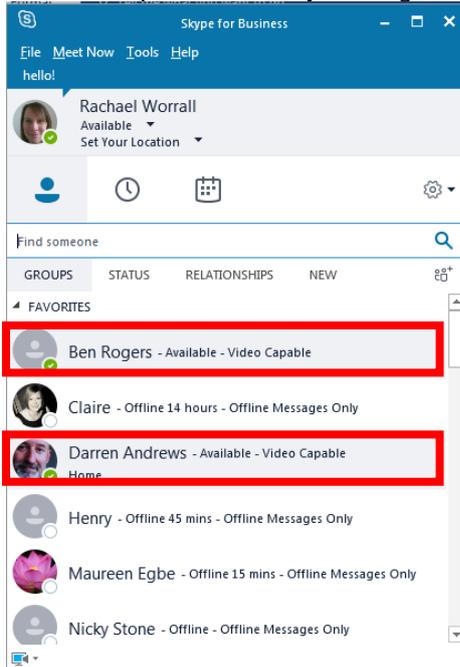
1. Double click on a contact.  
The message window appears.
2. Click on the option you want to launch:



Whilst in a conversation, you can add any of these elements by simply clicking the relevant button.

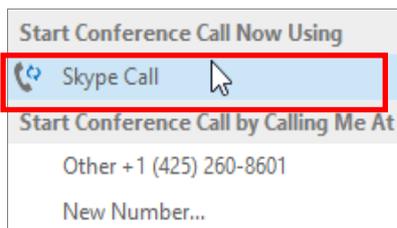
## Conference call

1. Select multiple contacts by holding the Ctrl key and clicking the names in your Contacts list:



2. Right-click on any of the selected names
3. Click either:
  - Send IM
  - Start a Conference Call > Skype Call, or
  - Start a Video Call

Click Skype Call



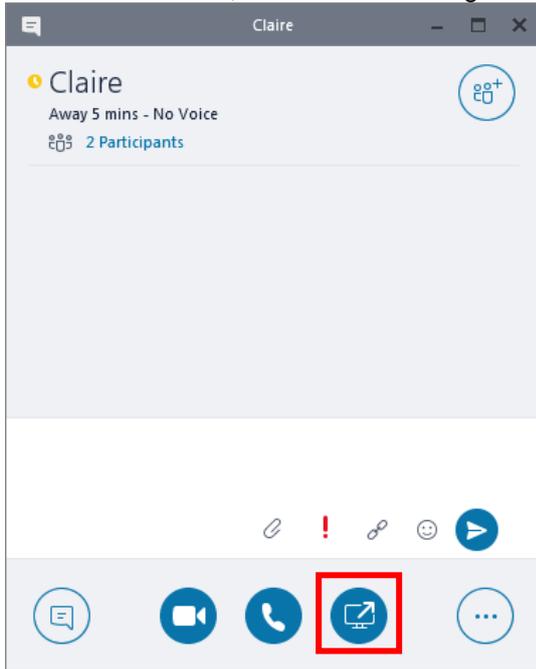
## Invite more people to a conversation

1. Click the  icon in the Meeting pane or in the Participants pane.
2. Click or multi-select (Ctrl-click) from your contacts, or type someone's name or phone number in the Search field, then select them from the results.
3. Click OK.
4. Your new invitees receive a request to join your conversation.

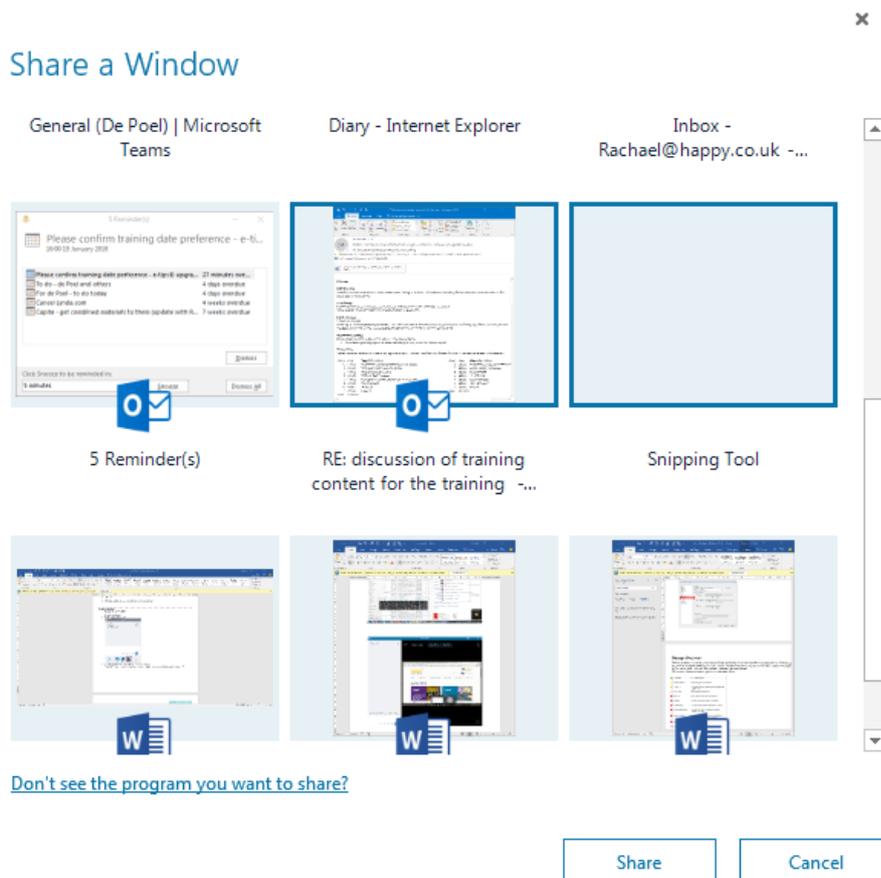
## Screen Sharing

1. Double click on a contact  
Or

1. From an active call, click on the Sharing icon:

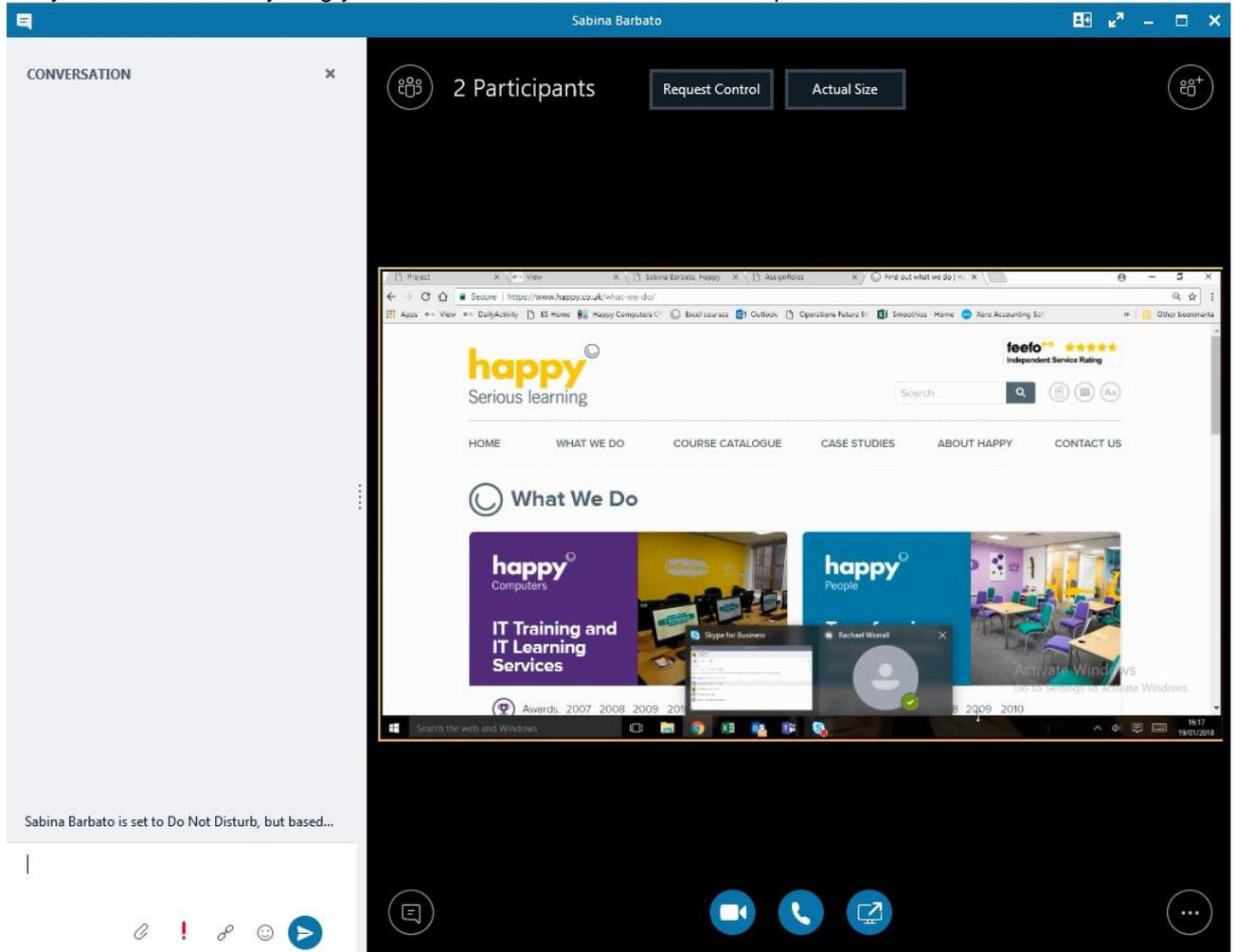


2. Choose to share your whole desktop or a specific window.  
**Be careful – if you share your desktop, participants will see everything, including notifications and IMs.**



3. Click Share.
4. Participants will have to accept the content to see your window.

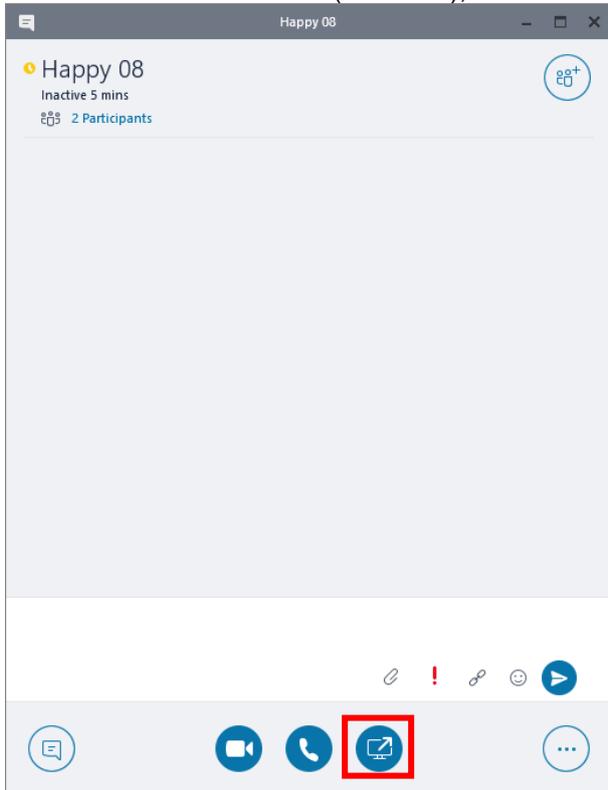
They will then see everything you do in that window and can also request control:



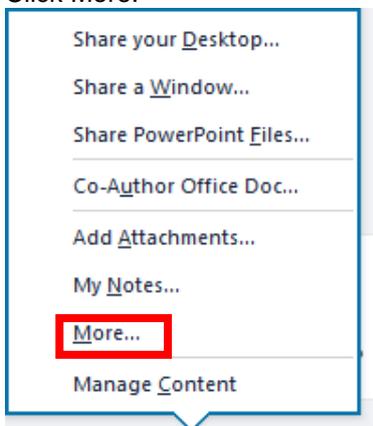
## Whiteboarding

You can share ideas with the people in your conversation using a whiteboard.

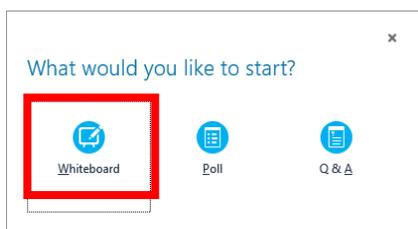
1. From within a conversation (IM or call), click on the Present/Share Content button:



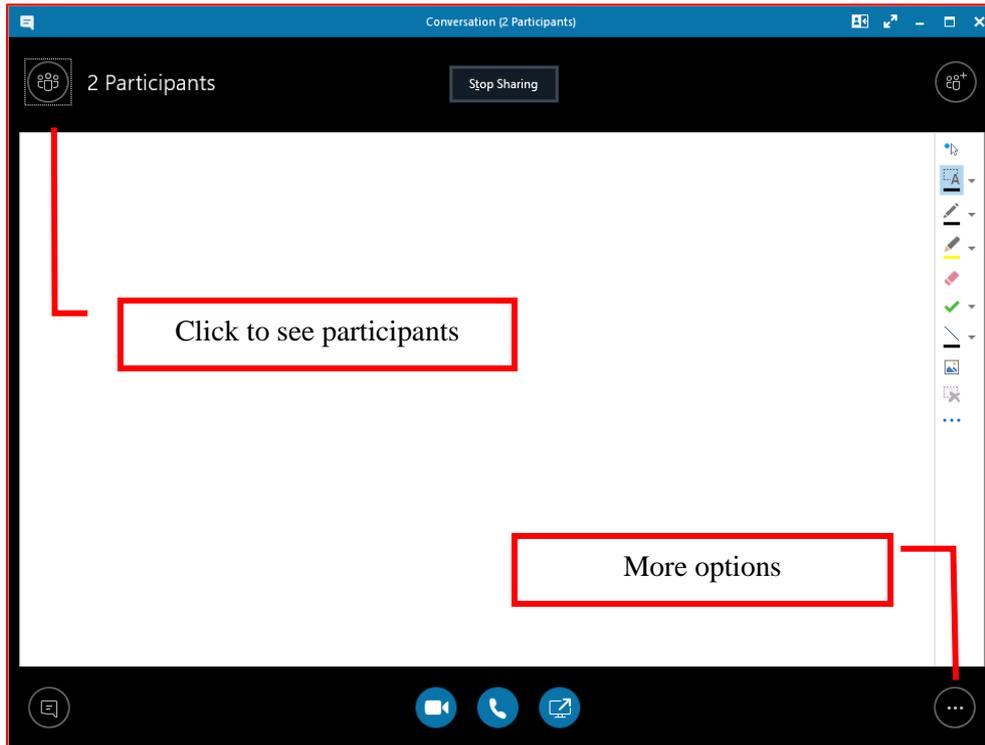
2. Click More:



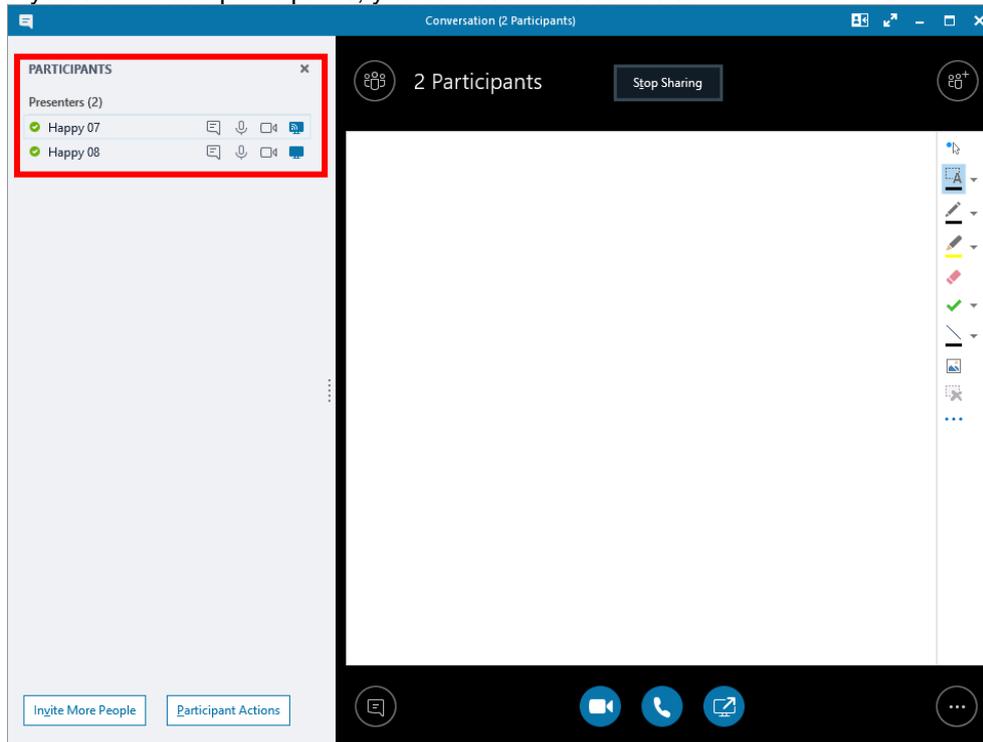
3. Choose Whiteboard:



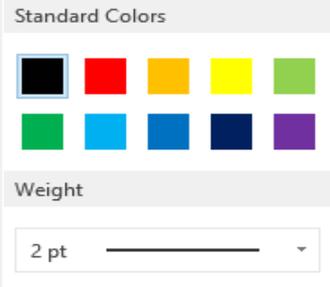
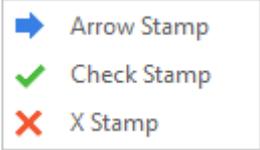
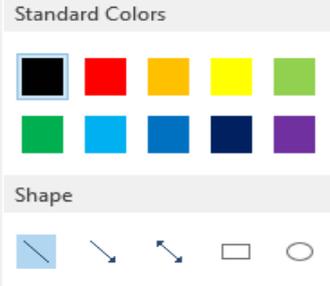
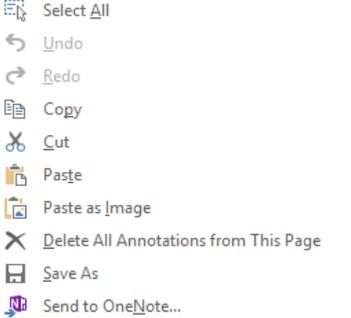
4. The Whiteboard will appear:



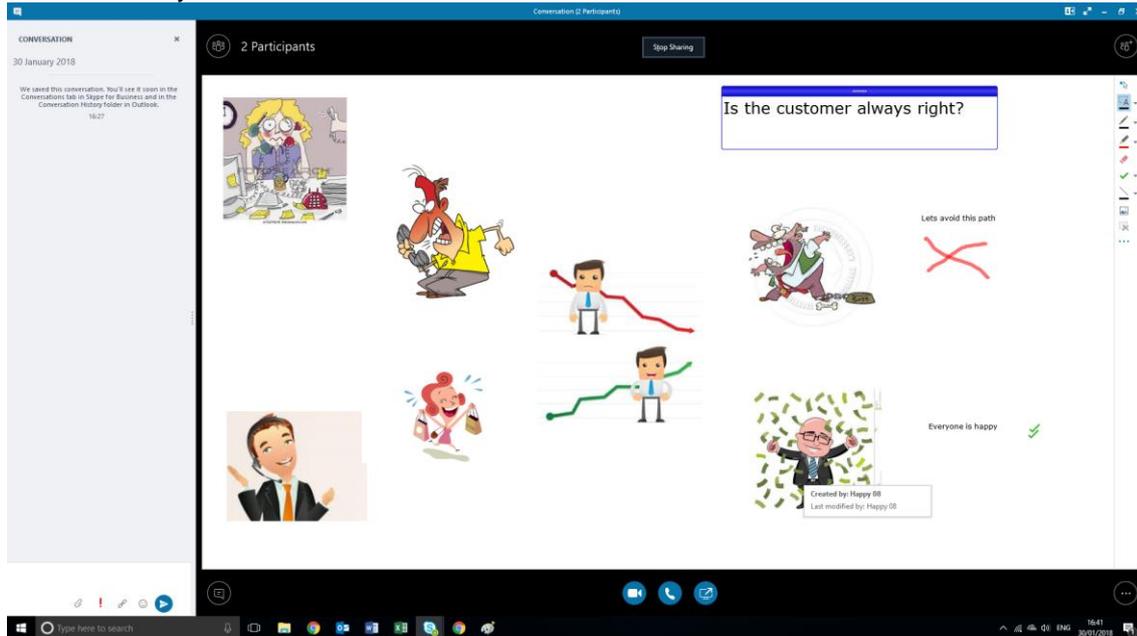
5. If you click to see participants, you can see more controls:



6. Participants can use the annotation tools to write, type and draw:

	Laser Pointer	
	Select and type	
	Pen	
	Highlighter	
	Eraser	
	Stamp	
	Shape	
	Insert picture	
	Delete selected annotations	
	More options	

7. You can save your whiteboard file.

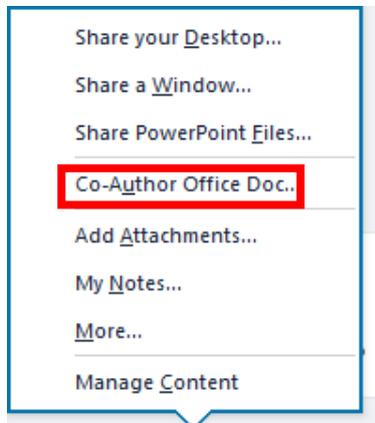


**Co-authoring**

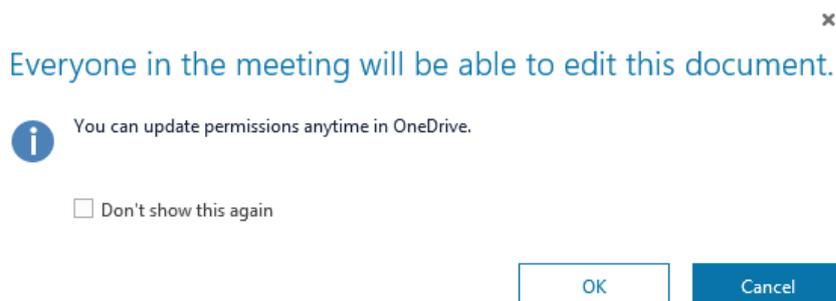
1. From within a conversation (IM or call), click on the Present/Share Content button:



2. Click Co-Author Office Doc...:

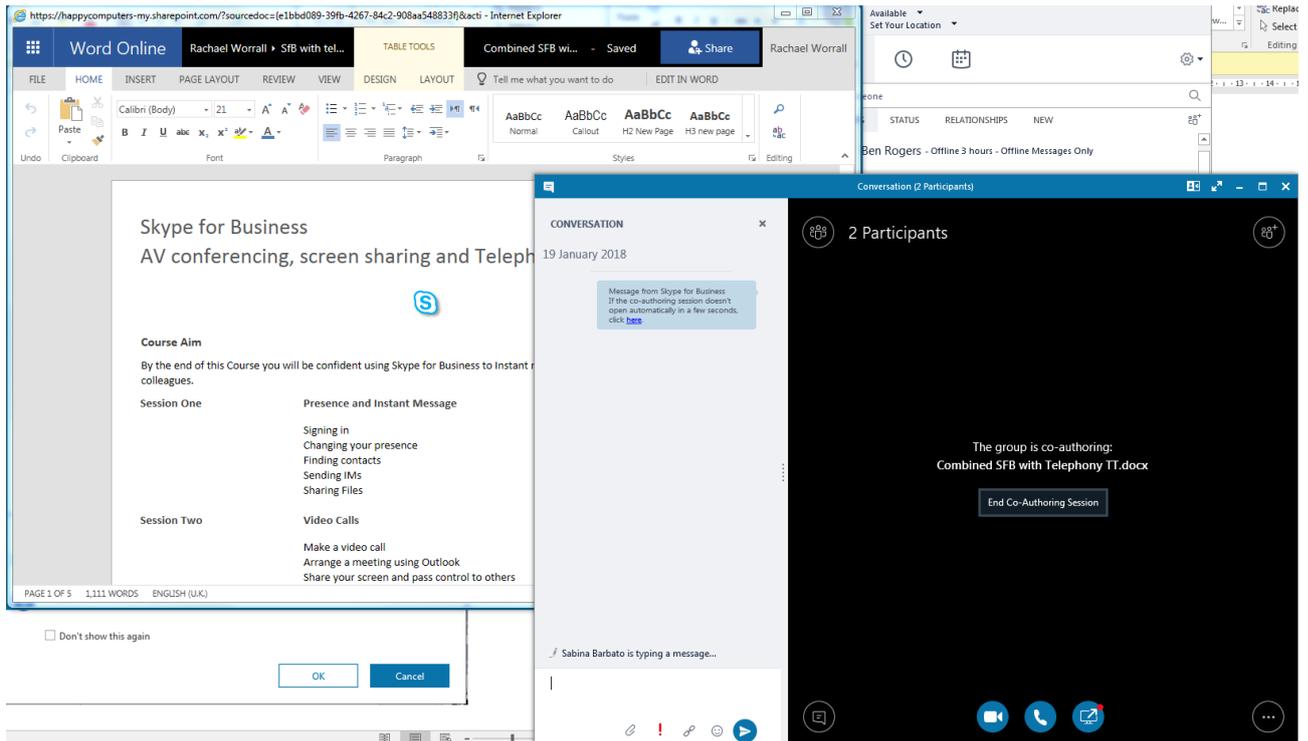


3. You will see a warning:

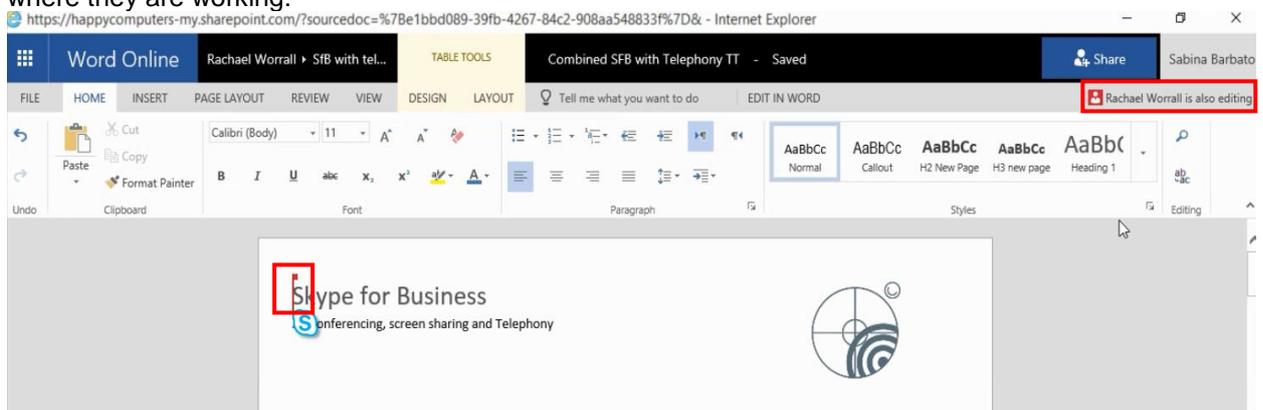


4. Click OK.
5. Browse to find the document you want to co-edit.

6. You will see the Skype conversation as well as the document:



7. As you edit the document you will see the names of the people editing and a colour-coded cursor to indicate where they are working:



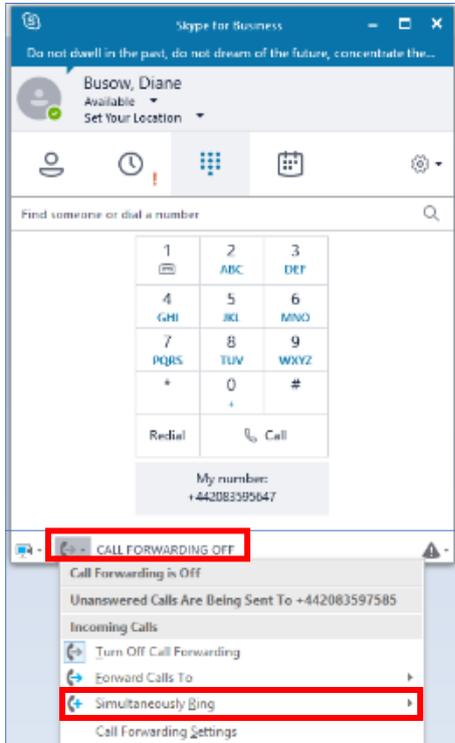
8. You can continue your conversation while you work.
9. Your document will automatically save.

## Hunt Call Groups

Users who belong to existing **Cisco Hunt Groups** will need to create **corresponding 'Team Call Groups'** in **Skype for Business**.

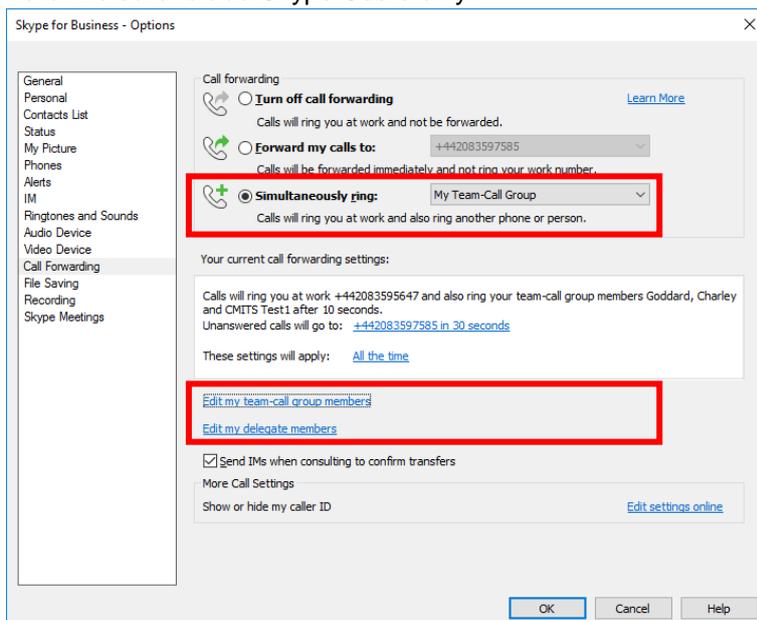
**Note:** Each **Cisco Hunt Group** has an associated 'trigger' extension number. Users will need to have access to this information to complete the steps below.

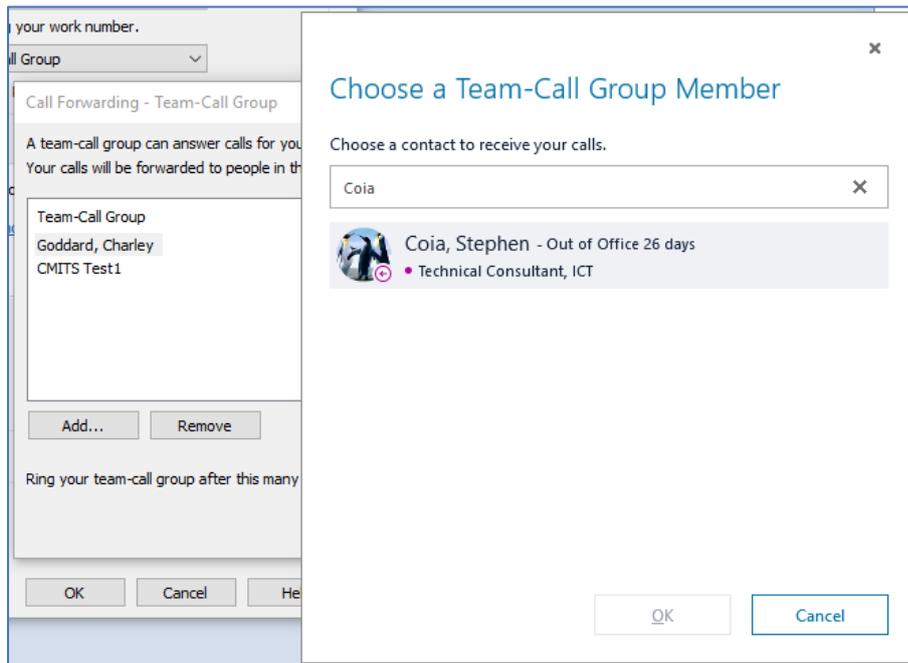
1. Click on Call Forwarding options
2. Click Simultaneously Ring:



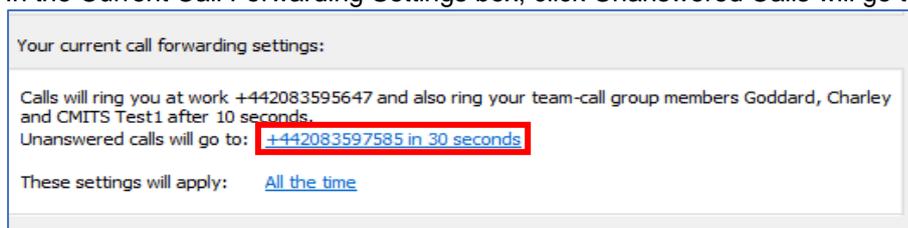
3. Choose My Team Call Group
4. Click on Edit my team-call group members
5. Click on Add to search for and select the members of an existing 'Hunt' Group

**Note:** Be sure to add Skype Users only:



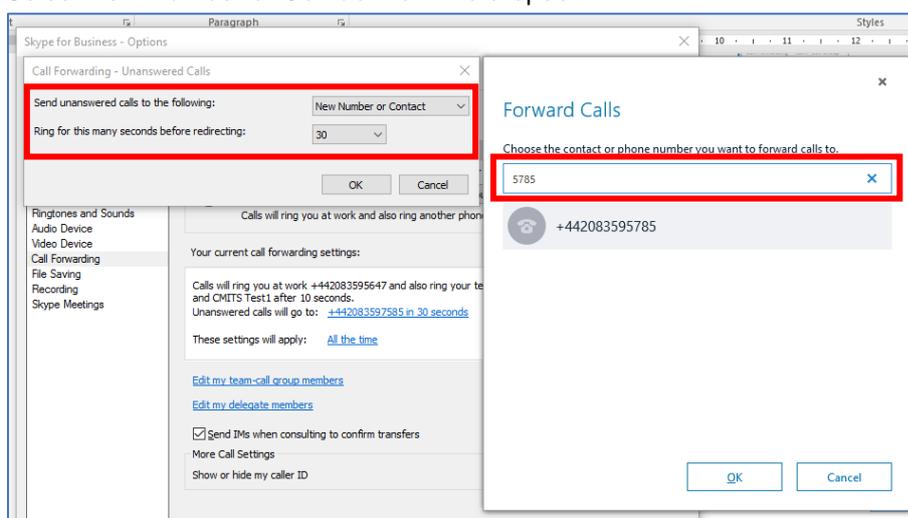


6. Add all the members of the group
7. Set 'Ring your Team Call Group after this many seconds' to 10 seconds
8. Click OK
9. In the Current Call Forwarding Settings box, click Unanswered Calls will go to:



**Note:** This will probably be on the default Voicemail setting until you change it.

10. Select New Number or Contact from the dropdown:



11. In the Forwarded Calls window, type the Hunt Group Trigger Number supplied
12. Click OK

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## Using Hunt Groups

Once the groups are set up they will work like this:

1. Calls coming in to a member of the Skype Team Call Group will ring for 10 secs.
2. If the call is not answered within 10 seconds the call will pass to another member of the Skype Team Call Group and will ring for a further 10 seconds.
3. Once all **Skype Team Call Group** members have been exhausted, the call will switch to members of the **Cisco Hunt Group**, using the relevant Cisco Hunt Group **Trigger Number**.
4. If no one from the Cisco Hunt Group answers the call within 30 seconds, the call will be passed back to the first Skype for Business user again.