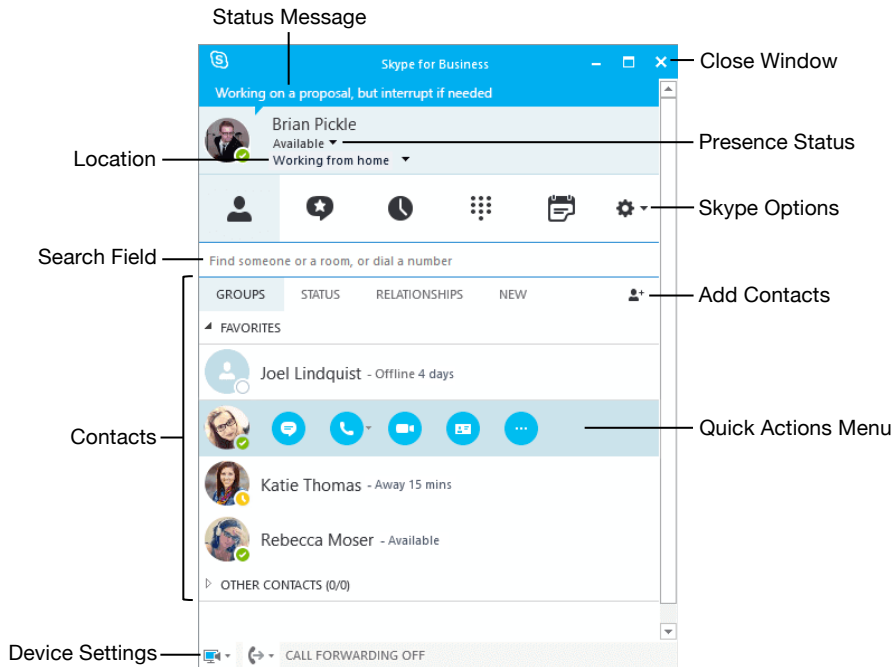




Skype for Business

Quick Reference Card

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**.

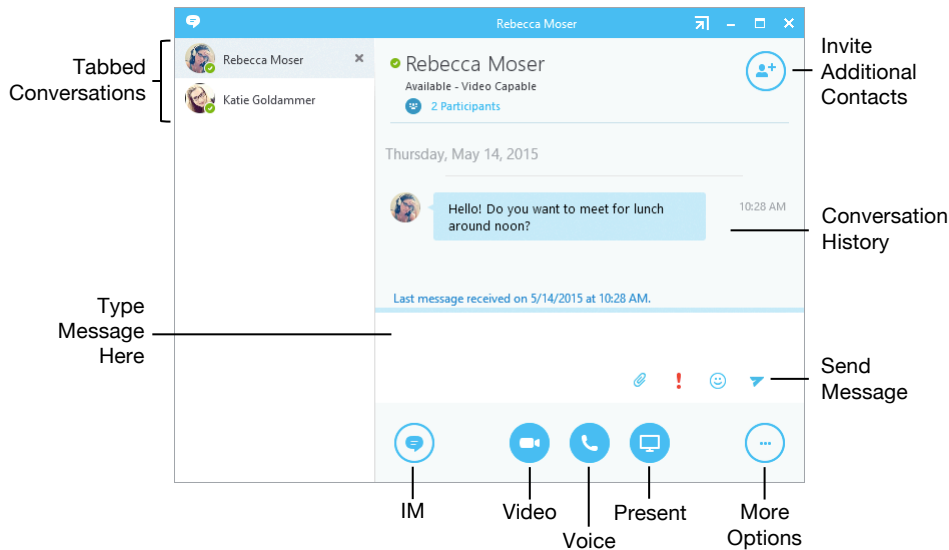
View Conversation History: Click the **Conversations** 🗨️ button above the Search field and double-click a conversation to reopen it.

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**.

