



Keyboard Shortcuts | October 2016 | V.1


# TABLE OF CONTENTS

Proposed Shortcuts	3
Windows IA	6
Windows Menu Prototype	8
Mac IA	9
Mac Menu Prototype	11
Tab	12
Esc	13
Notifications	15
Arrows	16
Buttons	17
Panes	18
Keyboard Shortcuts Page	19
Research	23
References	34




# PROPOSED SHORTCUTS | Shortcuts in bold can be part of Neo's nav bar.

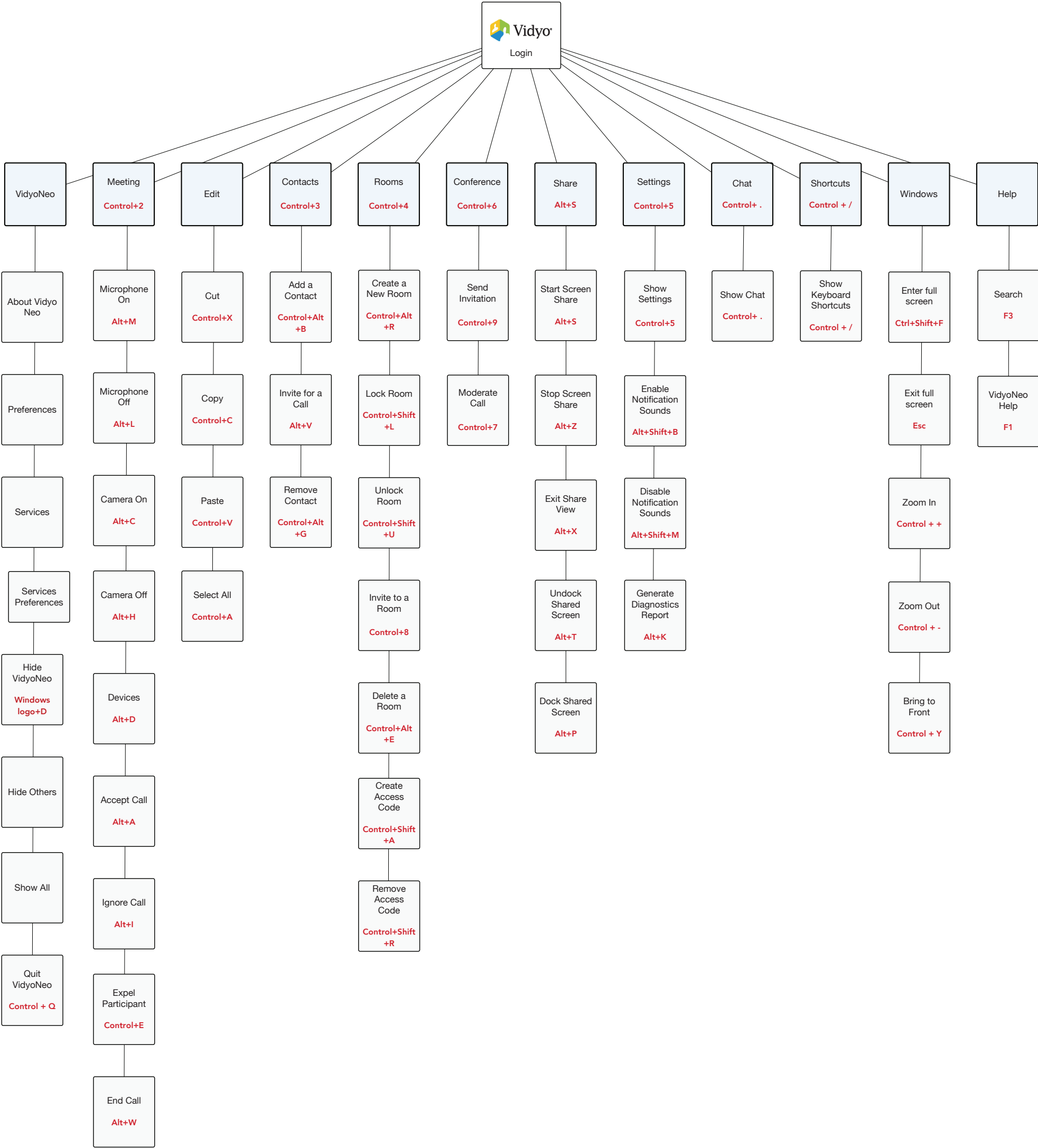
ACTIONS 	PROPOSED KEYBOARD SHORTCUTS 	PROPOSED KEYBOARD SHORTCUTS 	ALSO USED IN / SIMILAR TO / NEW TO VIDYO NEO:
<b>1. LOGIN</b>			
Help	F1	Shift+Command+Question mark (?)	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> <li>Skype for Business (Windows)</li> </ul>
Refresh (on login screen)	F5 or Control + R	Command + R	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>
<b>2. NAVIGATION</b>			
Search	Control+F	Command+F	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> <li>Skype for Business (Windows)</li> </ul>
<b>Meetings tab</b>	Control+2	Command+2	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Contacts tab</b>	Control+3	Command+3	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Rooms tab</b>	Control+4	Command+4	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Show Settings</b>	Control+5	Command+5	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Conference</b>	Control+6	Command+6	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Share</b>	Alt+S	Command+Control+S	<ul style="list-style-type: none"> <li>Zoom for Windows</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Chat / Toggle: Open and hide right side panel</b>	Control+ . (Period)	Command+ .	<ul style="list-style-type: none"> <li>Slack for Windows and Mac</li> </ul>
<b>Toggle: Open and hide left side panel (hamburger)</b>	Control+ , (Comma)	Command+Control+ , (Comma)	<ul style="list-style-type: none"> <li>Google Hangout uses to switch to previous conversation or conversation list (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Bring to Front</b>	Control + Y	Command+Y	<ul style="list-style-type: none"> <li>Webex for Windows and Mac</li> </ul>
<b>3. DETAIL PANE</b>			
Switch focus to main pane	Control+Shift+Spacebar	Command+Shift+Spacebar	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
Join button	Control+Shift+J	Command+Shift+J	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
Call button	Control+Shift+H	Command+Shift+H	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
Cancel button	Control+Shift+C	Command+Shift+C	<ul style="list-style-type: none"> <li>Zoom for Mac uses this command to start and stop recording</li> </ul>
<b>4. SEARCH RESULTS</b>			
Add to contacts	Alt+B	Command+Control+B	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
Add room	Alt+R	Command+Control+R	<ul style="list-style-type: none"> <li>Zoom uses this command to record meetings (Windows)</li> </ul>
Invite for a call	Alt+J	Command+Control+J	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>5. CALL /CONFERENCE</b>			
<b>Send invitation</b>	Control+9	Command+9	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Moderate call (external link)</b>	Control+7	Command+7	<ul style="list-style-type: none"> <li>Similar to Skype for Business (Windows)</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Enter full screen</b>	Alt+F	Command+Control+F	<ul style="list-style-type: none"> <li>Zoom (Windows)</li> </ul>
<b>Exit full screen</b>	Esc	Esc	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>
<b>Microphone on</b>	Alt+M	Command+Control+M	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Microphone off</b>	Alt+L	Command+Control+L	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Camera on</b>	Alt+C	Command+Control+C	<ul style="list-style-type: none"> <li>Skype for Business (Windows)</li> </ul>
<b>Camera off</b>	Alt+H	Command+Control+H	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Access device settings</b>	Alt+D	Command+Control+D	<ul style="list-style-type: none"> <li>Skype uses this to decline a file that has been sent</li> </ul>
<b>Accept incoming call</b>	Alt+A	Command+Control+A	<ul style="list-style-type: none"> <li>Zoom uses this to mute / un-mute (Windows)</li> </ul>
<b>Ignore incoming call</b>	Alt+I	Command+Control+I	<ul style="list-style-type: none"> <li>Skype for Business (Windows)</li> </ul>
<b>Expel a participant</b>	Control+E	Command+E	<ul style="list-style-type: none"> <li>Webex for Windows and Mac</li> </ul>
<b>End the call</b>	Alt+W	Command+Control+W	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
Navigate through meetings list	ArrowUp and ArrowDown keys	ArrowUp and ArrowDown keys	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>
<b>6. SHARE</b>			
<b>Start Screen Share</b>	Control+Shift+F	Command+Control+S	<ul style="list-style-type: none"> <li>Zoom for Windows</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Stop Screen Share</b>	Alt+Z	Command+Control+Z	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
<b>Exit share view</b>	Alt+X	Command+Control+X	<ul style="list-style-type: none"> <li>Windows: new for Vidyo Neo</li> <li>Mac: new for Vidyo Neo</li> </ul>
Navigate through open applications	ArrowUp and ArrowDown keys	ArrowUp and ArrowDown keys	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>
Once application is selected move focus to file icons pane on the right	Tab	Tab	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>
Move focus back to applications pane on the left	Shift+Tab	Shift+Tab	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>
Navigate through files to share	Arrow keys	Arrow keys	<ul style="list-style-type: none"> <li>Windows and MAC OS native</li> </ul>

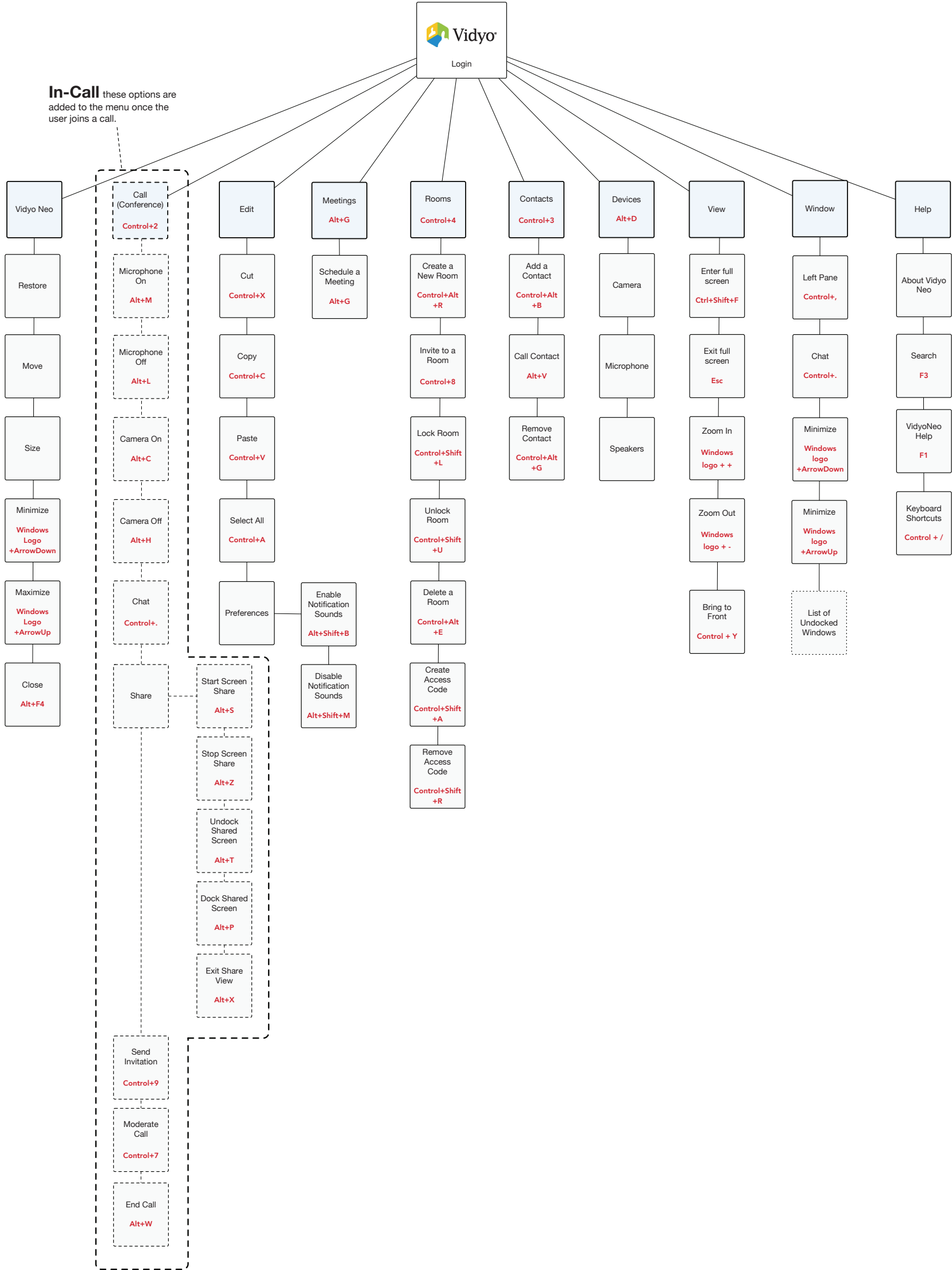
# PROPOSED SHORTCUTS | Continued.

ACTIONS 	PROPOSED KEYBOARD SHORTCUTS 	PROPOSED KEYBOARD SHORTCUTS 	ALSO USED IN / SIMILAR TO / NEW TO VIDYO NEO:
Select file to be shared / Share file	Alt+Enter	Option+Enter	• Skype uses this to open the selected contact or group contacts card (Windows)
Cancel option to share	Control+Shift+C	Command+Shift+C	• Zoom for Mac uses this command to start and stop recording
<b>Undock shared screen</b>	Alt+T	Command+Control+T	• Skype for Business (Windows) • Mac: new for Vidyo Neo
<b>Re-dock shared screen</b>	Alt+P	Command+Control+P	• Skype uses this to open a file that's been received (Windows) • Mac: new for Vidyo Neo
<b>7. CHAT</b>			
<b>Open Chat</b>	Control+ .	Command+ .	• Slack for Windows and Mac
Navigate between chat bubbles	ArrowUp and ArrowDown keys	ArrowUp and ArrowDown keys	• Windows and MAC OS native
<b>8. MEETINGS</b>			
<b>Schedule a video meeting</b>	Alt+G	Command+Control+G	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
<b>8. ROOMS</b>			
<b>Create a new room</b>	Control+Alt+R	Command+Option+R	• Windows and MAC OS native • Skype for Business (Windows)
<b>Lock room</b>	Control+Shift+L	Command+Shift+L	• Skype for Business (Windows) • Mac: new for Vidyo Neo
<b>Unlock room</b>	Control+Shift+U	Command+Shift+U	• Skype for Business (Windows) • Mac: new for Vidyo Neo
<b>Invite to a room</b>	Control+8	Command+8	• Similar to Skype for Business (Windows) • Mac: new for Vidyo Neo
<b>Delete a room</b>	Control +Alt+E	Command+Option+E	• Windows and MAC OS native • Skype for Business (Windows)
<b>Create access code</b>	Control+Shift+A	Command+Option+A	• Skype uses to force enter full screen mode
<b>Remove access code</b>	Control+Shift+R	Command+Option+R	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
<b>9. CONTACTS</b>			
<b>Add contact</b>	Control+Alt+B	Command+Control+B	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
<b>Call contact</b>	Alt+V	Command+Control+V	• Similar to Skype for Business (Windows) • Mac: new for Vidyo Neo
<b>Remove contact</b>	Control+Alt+G	Command+Control+G	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
Navigate through contact list	ArrowUp and ArrowDown keys	ArrowUp and ArrowDown keys	• Windows and MAC OS native
<b>10. SETTINGS</b>			
<b>Show Settings</b>	Control+5	Command+5	• Similar to Skype for Business (Windows) • Mac: new for Vidyo Neo
<b>Enable notification sounds</b>	Alt+Shift+B	Command+Shift+B	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
<b>Disable notification sounds</b>	Alt+Shift+M	Command+Shift+M	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
Navigate through devices: camera, mic, speaker	ArrowUp and ArrowDown keys	ArrowUp and ArrowDown keys	• Windows and MAC OS native
Close button	Esc	Esc	• Windows and MAC OS native
<b>ABOUT:</b>			
Close button	Esc	Esc	• Windows and MAC OS native
<b>DIAGNOSTICS REPORT:</b>			
Generate diagnostic report	Alt+K	Command+Control+K	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
Cancel button	Control+Shift+C	Command+Shift+C	• Zoom for Mac uses this command to start and stop recording
<b>11. NOTIFICATIONS</b>			
Accept a notification (join, etc)	Alt+Y	Command+Control+Y	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
Decline a notification (dismiss, etc)	Alt+N	Command+Control+N	• Zoom for Windows and Mac uses this command to switch between cameras
Close notifications	Control+Shift+X	Command+Shift+X	• Windows: new for Vidyo Neo • Mac: new for Vidyo Neo
<b>12. SIGN OUT</b>			
Sign out	Alt+Q	Command+Control+Q	• Skype uses this to end a call (Windows) • Mac: new for Vidyo Neo
Cancel button	Control+Shift+C	Command+Shift+C	• Zoom for Mac uses this command to start and stop recording
<b>13. GENERAL ACTIONS</b>			
Move forward through tabs	Tab	Tab	• Windows and MAC OS native
Move back through tabs	Shift + Tab	Shift + Tab	• Windows and MAC OS native
Go back	Alt + Left arrow	Command + Left arrow	• Windows and MAC OS native
Go forward	Alt + Right arrow	Command + Right arrow	• Windows and MAC OS native
Page Up: Scroll up one page	Home or PageUp	Fn + ArrowUp	• Windows and MAC OS native
Page Down: Scroll down one page	Home or PageDown	Fn + ArrowDown	• Windows and MAC OS native
Carry out the command for the active button	Enter	Enter	• Windows and MAC OS native

# PROPOSED SHORTCUTS | Continued.

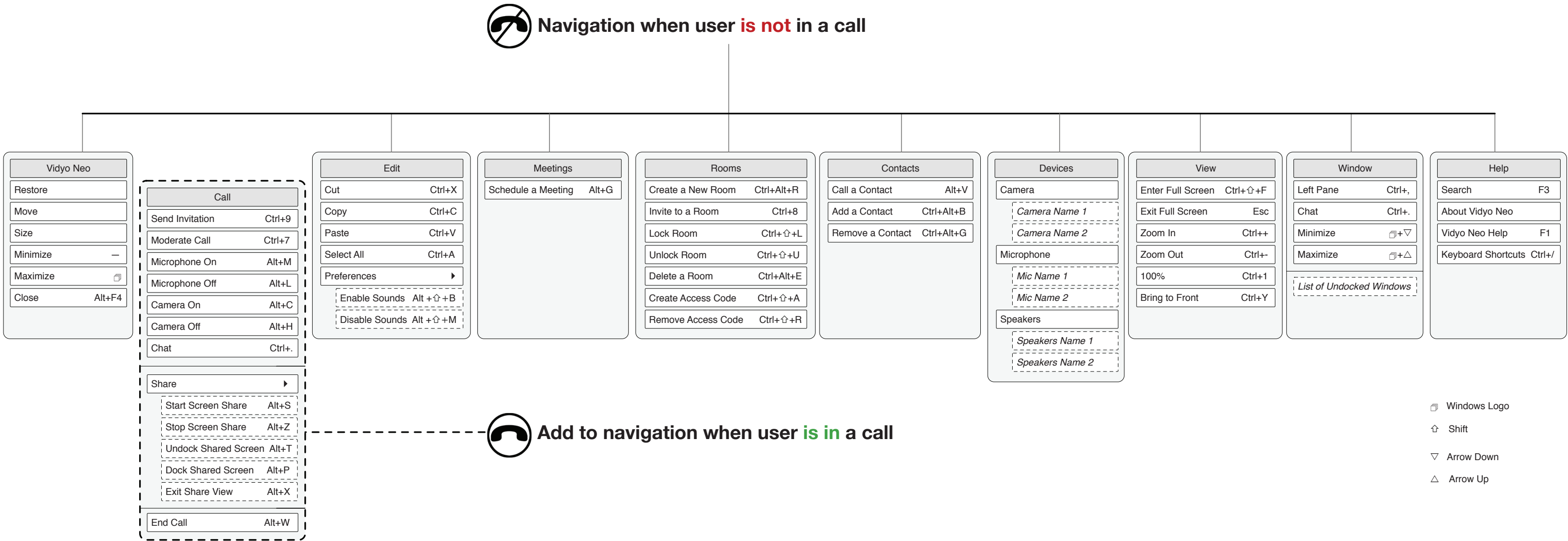
ACTIONS 	PROPOSED KEYBOARD SHORTCUTS 	PROPOSED KEYBOARD SHORTCUTS 	ALSO USED IN / SIMILAR TO / NEW TO VIDYO NEO:
Check or uncheck an option box	Spacebar	Spacebar	• Windows and MAC OS native
Enter text in an input box	Spacebar	Spacebar	• Windows and MAC OS native
<b>Open list of keyboard shortcuts</b>	Control + /	Command+ /	• Windows and MAC OS native
Navigate through between list items	ArrowUp / ArrowDown	ArrowUp / ArrowDown	• Windows and MAC OS native
Navigate through between text lines	ArrowUp / ArrowDown	ArrowUp / ArrowDown	• Windows and MAC OS native
<b>Zoom In</b>	Ctrl + +	Command + >	• Windows and MAC OS native
<b>Zoom Out</b>	Ctrl + -	Command + <	• Windows and MAC OS native
<b>100% View</b>	Ctrl+1	Command + 1	• Windows and MAC OS native
<b>14. GENERAL OS SHORTCUTS</b>			
<b>Preferences</b>	Control + K	Command + ,	• Windows and MAC OS native
<b>Hide</b>	Windows logo + D	Command + H	• Windows and MAC OS native
<b>Hide Others</b>		Option + Command + H	• Windows and MAC OS native
<b>Quit</b>	Control + Q	Command + Q	• Windows and MAC OS native
<b>Cut</b>	Control + X	Command + X	• Windows and MAC OS native
<b>Copy</b>	Control + C (or Control + Insert)	Command + C	• Windows and MAC OS native
<b>Paste</b>	Control + V (or Shift + Insert)	Command + V	• Windows and MAC OS native
<b>Select All</b>	Control + A	Command + A	• Windows and MAC OS native
<b>Start Dictation</b>		Fn Fn	• Windows and MAC OS native
<b>Emoji &amp; Symbols</b>		Shift + Control + Space	• Windows and MAC OS native
<b>Minimize</b>	Windows + ArrowDown	Command + M	• Windows and MAC OS native
<b>Maximize</b>	Windows + ArrowUp		• Windows native



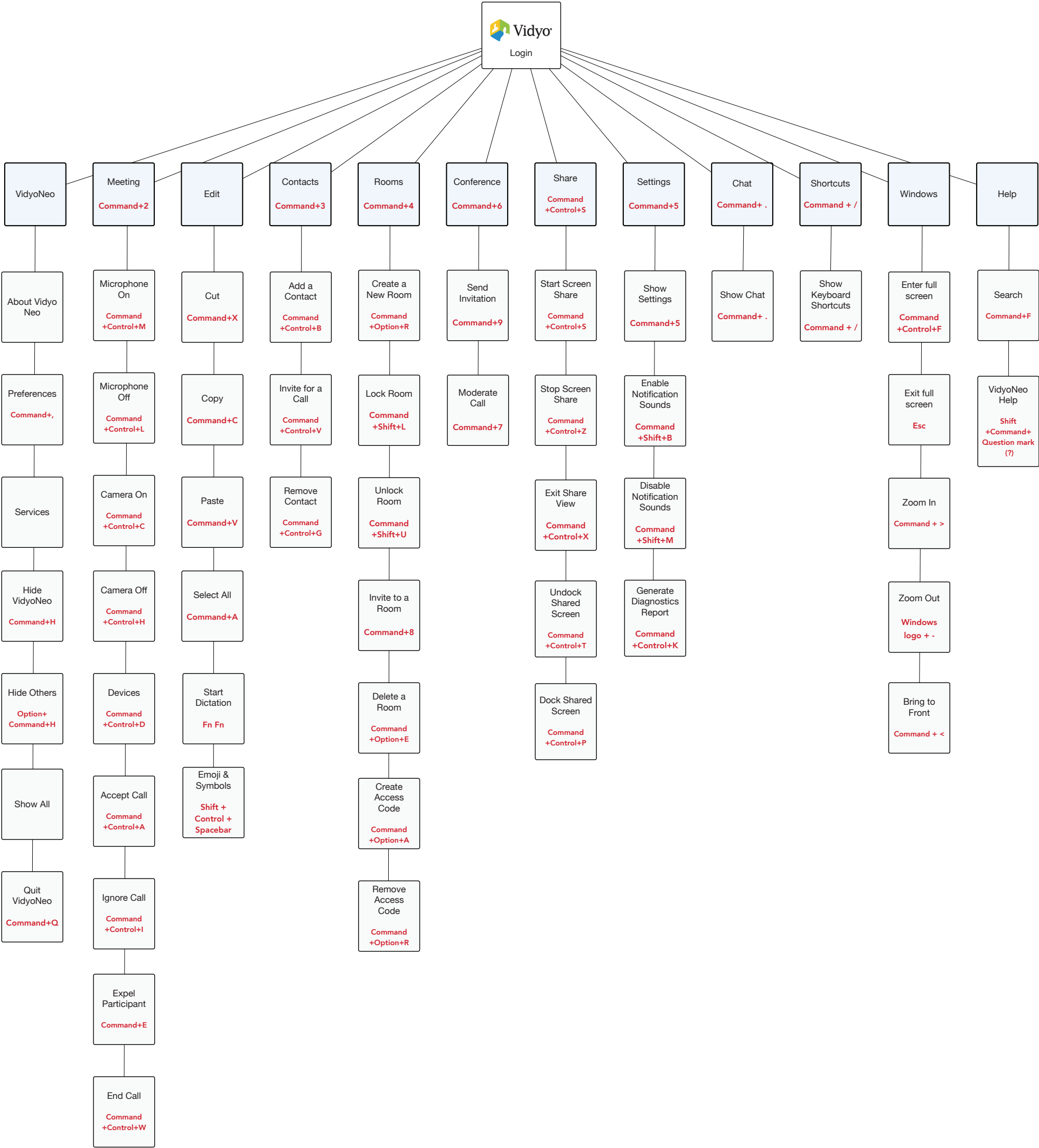


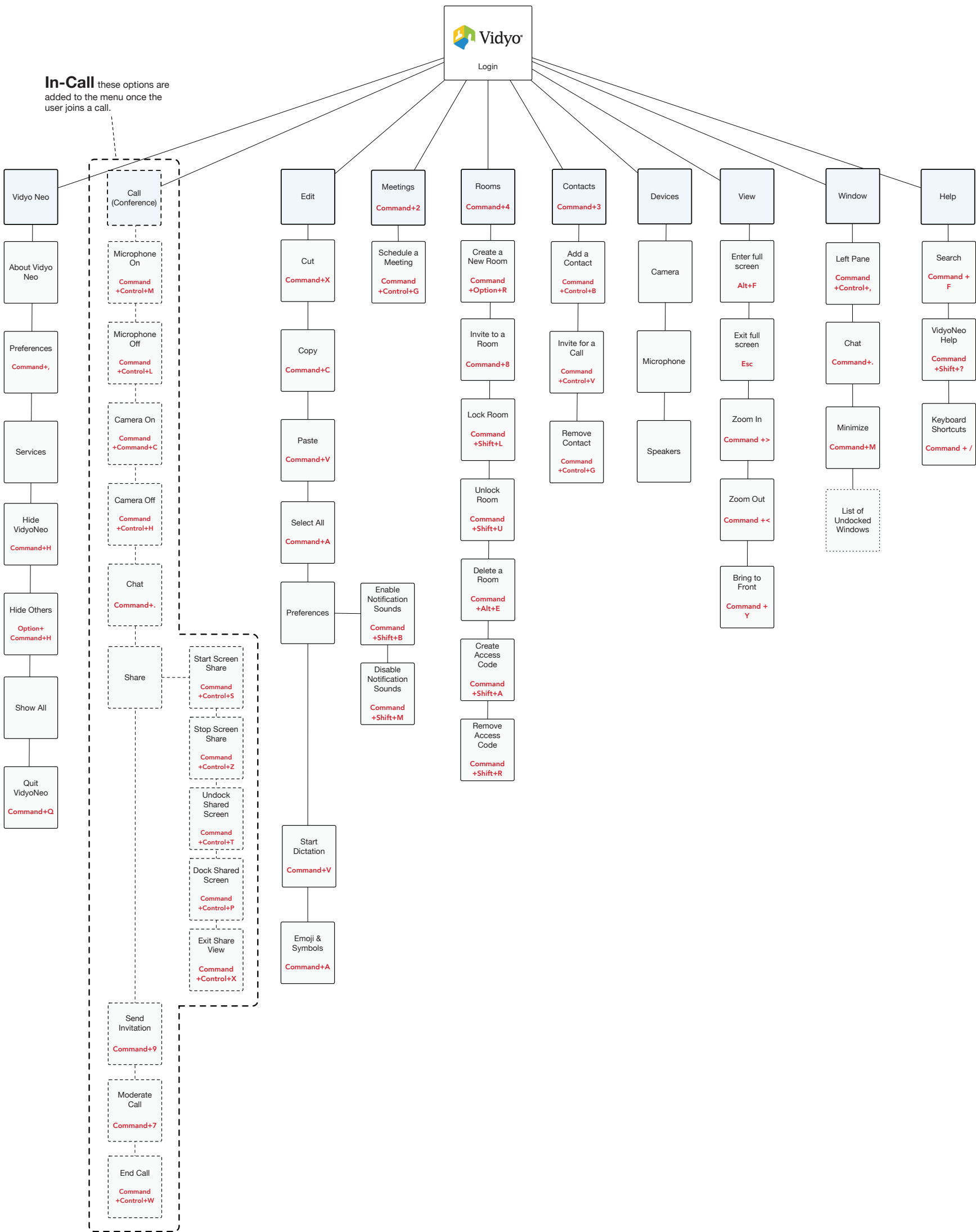
MENU PROTOTYPE FOR WINDOWS |

The diagram shows how the top nav will look once the user interacts with each top menu item.  
The Call nav should only appear on the menu if the user is in a call.



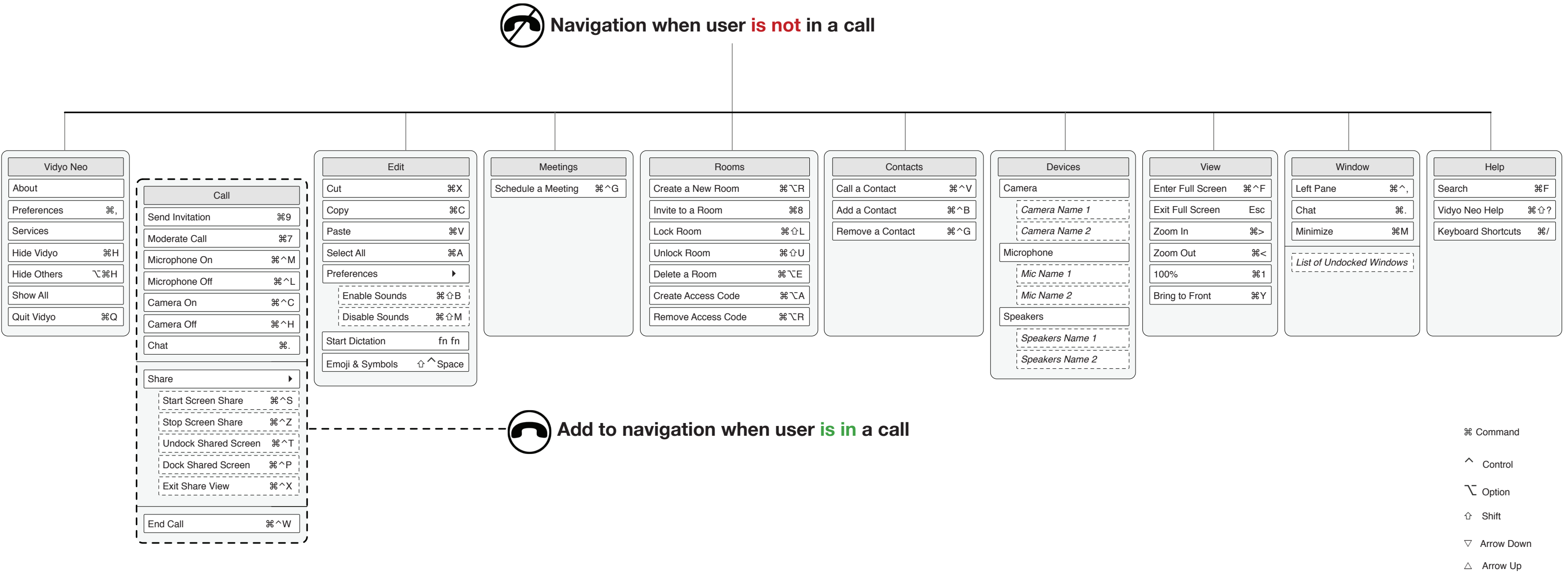






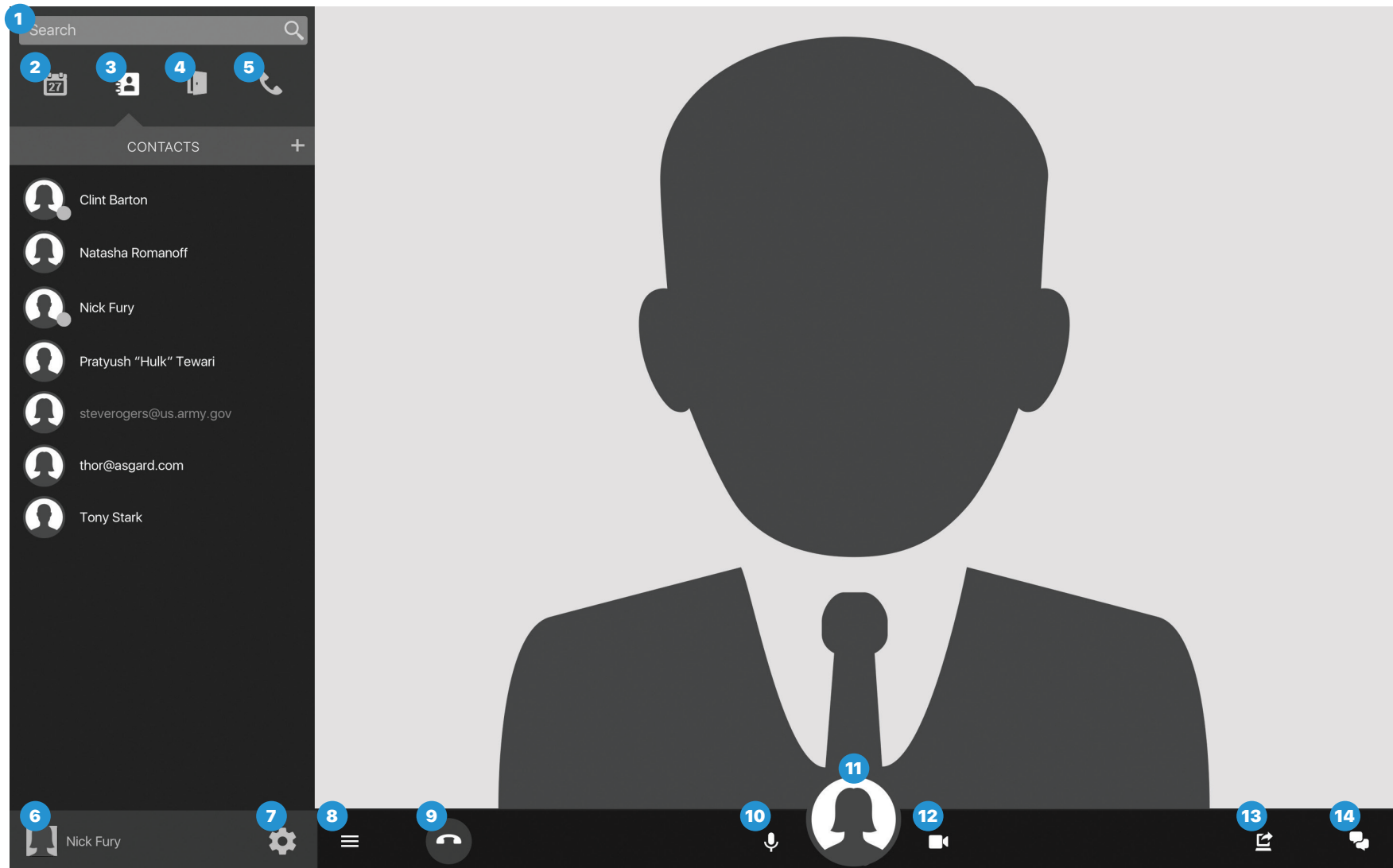
MENU PROTOTYPE FOR MAC

| The diagram shows how the top nav will look once the user interacts with each top menu item.  
The Call nav should only appear on the menu if the user is in a call.

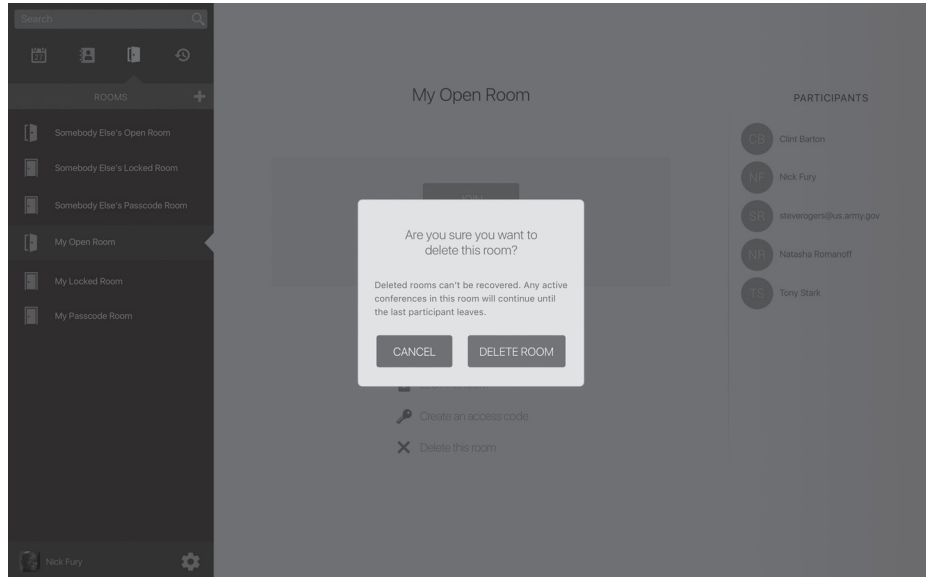


## TAB ORDER |

The diagram indicates how the user will navigate through the items on the screen while using the Tab key.

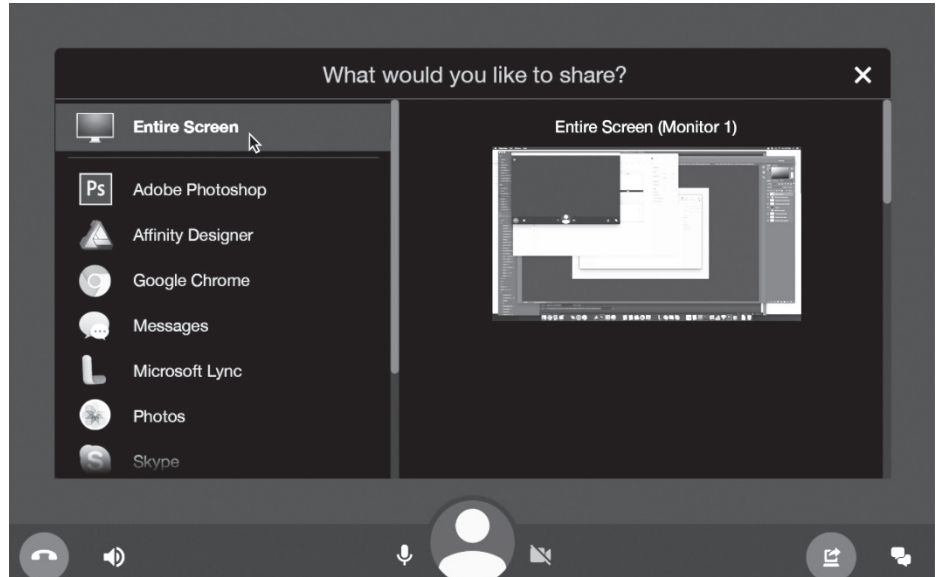


## ESC AND WINDOWS | The Esc button will close windows according to the user's focus.



ESC

Closes any overlay window and dismisses the functions that haven't been interacted with.

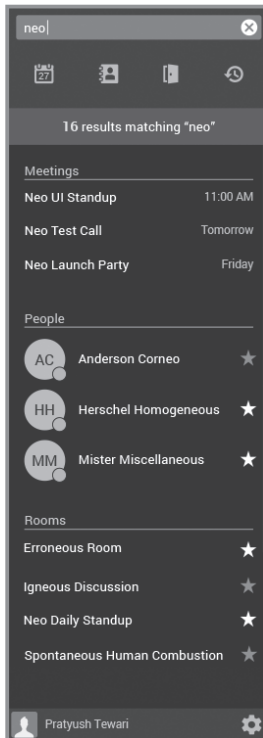


ESC

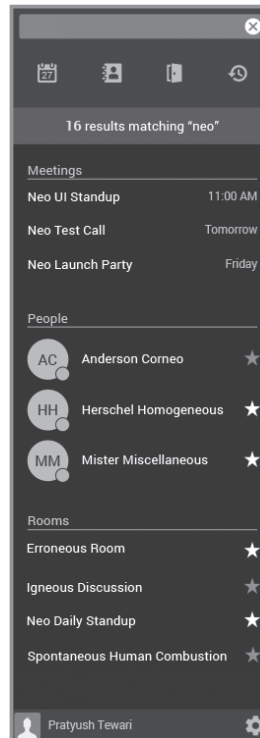
Closes the screen sharing window, if no sharing took place.

## ESC AND FORMS |

If the cursor is inside a form field and the Esc button is clicked it will clear the contents of that field.  
If the Esc button is clicked again it will remove focus from the form altogether.

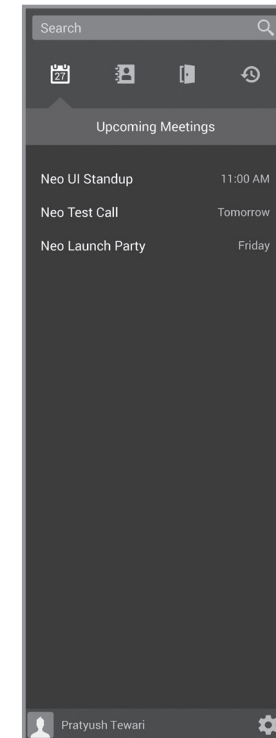


Text being typed in the form field.



ESC

Esc button clicked for the first time clears the form field.



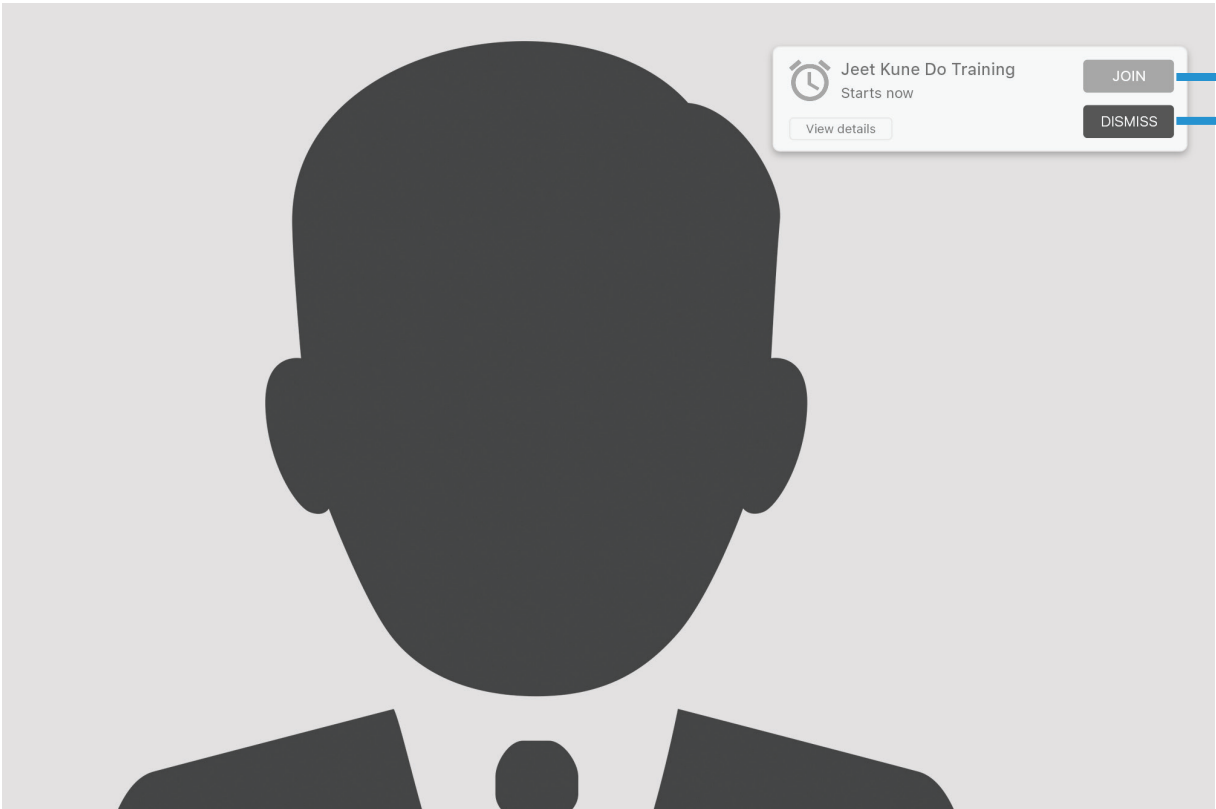
ESC



Esc button clicked the second time removes focus.

### This applies to all text / form fields:

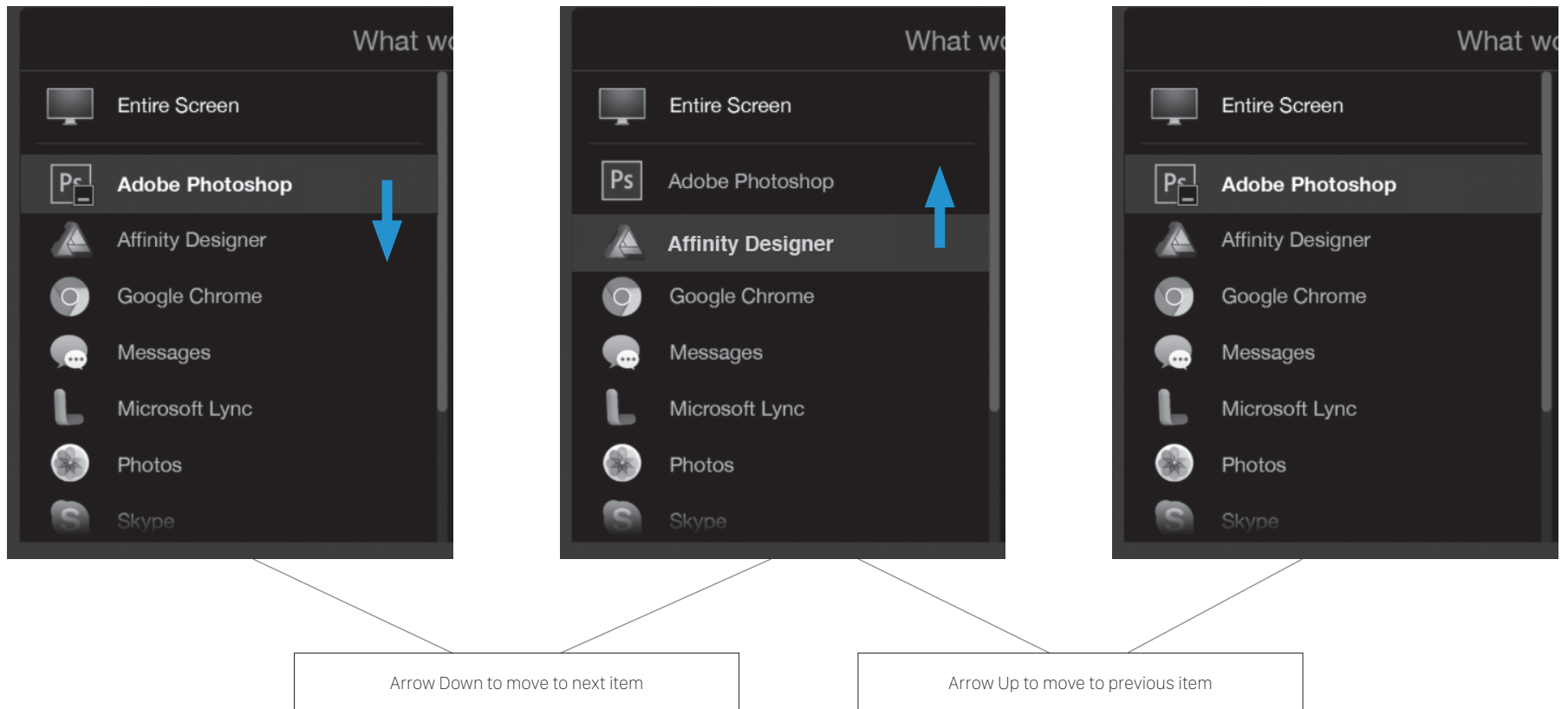
- Search
- Chat
- Room Access Code

NOTIFICATIONS | The diagram shows shortcuts for the user to interact with notifications.



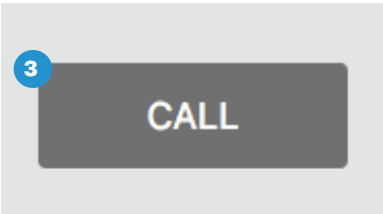
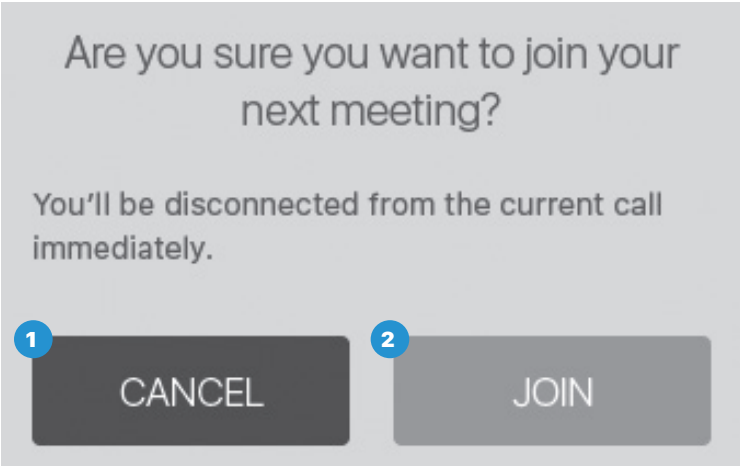
ACTION		
Accept a notification	Alt+Y	Command+Control+Y
Decline a notification	Alt+N	Command+Control+N
Close notifications	Alt+E	Command+Control+E



## ARROWS | Users can navigate through list items by using the up and down arrow keys.



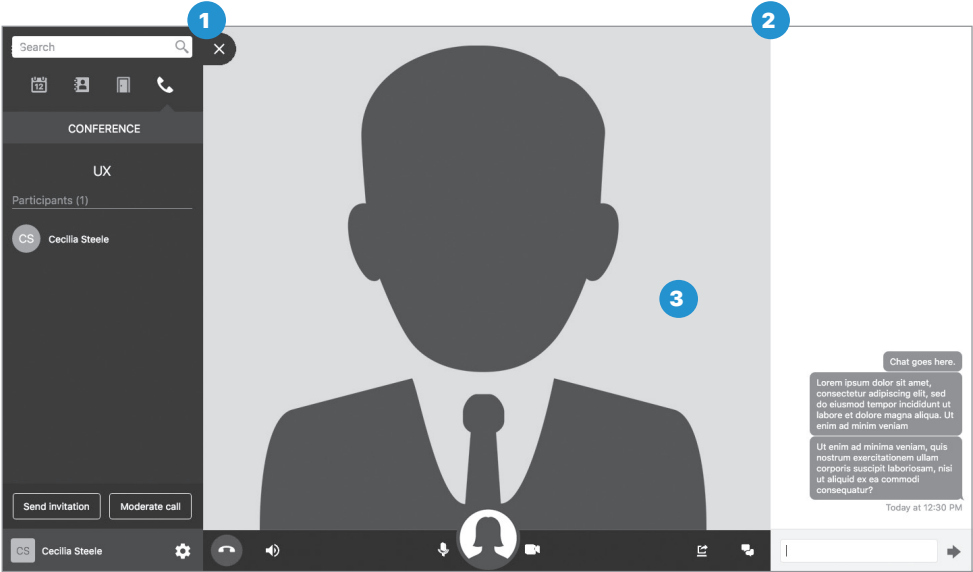




**BUTTONS** | Buttons can be interacted with via keyboard as shown in the chart below.

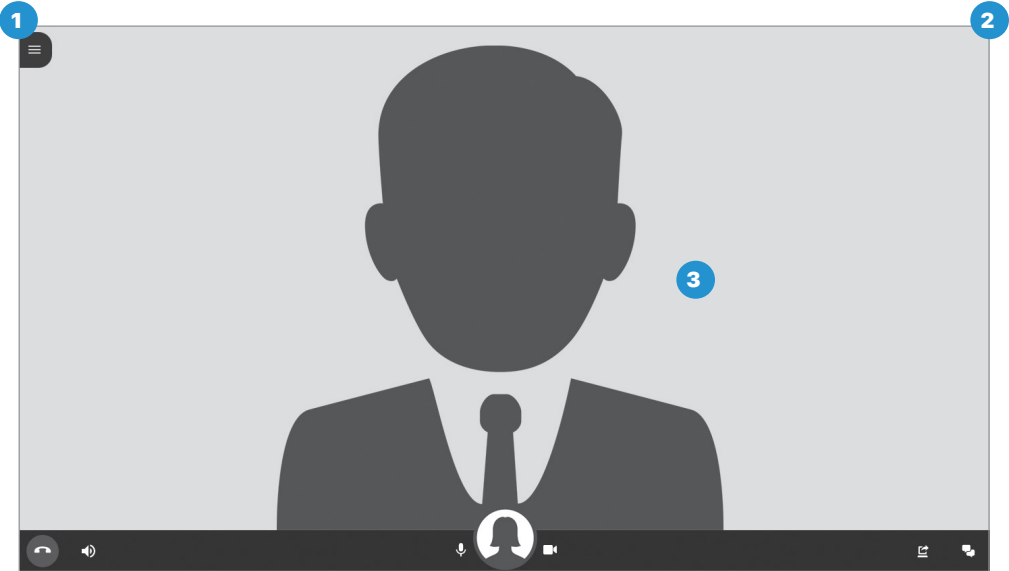


ACTION		
1. Cancel Button	Control+Shift+C	Command+Shift+C
2. Join Button	Control+Shift+J	Command+Shift+J
3. Call Button	Control+Shift+H	Command+Shift+H

PANES | The chart below shows how users can use keyboard shortcuts to customize their platform view.



ACTION		
1. Toggle: Open / Close left panel	Control+, (Comma)	Command+, (Comma)
2. Toggle: Open / Close right panel	Control+ . (Period)	Command+ . (Period)
3. Switch focus to main pane	Control+Shift+Spacebar	Control+Shift+Spacebar





Search

14

ROOMS

Bulk Calls

Testq12

UX

UX Standup

CS

Cecilia Steele

KEYBOARD SHORTCUTS

Search shortcuts

List of Shortcuts

Open list of keyboard shortcuts

Ctrl /

Login

Help

F1

Refresh

F5 or Ctrl R

Navigation

Search

Ctrl F

Meetings

Ctrl 2

Contacts

Ctrl 3



Search

14

ROOMS

Bulk Calls

Testq12

UX

UX Standup

CS

Cecilia Steele

KEYBOARD SHORTCUTS

Search shortcuts

Login

Help

F1

Refresh

F5

or

Ctrl

R

Navigation

Search

Ctrl

F

Meetings

Ctrl

2

Contacts

Ctrl

3

Rooms tab

Ctrl

4

Open Settings

Ctrl

5



Search

14

ROOMS

Bulk Calls

Testq12

UX

UX Standup

CS

Cecilia Steele

KEYBOARD SHORTCUTS

Search shortcuts

List of Shortcuts

Open list of keyboard shortcuts

Login

Help

Refresh

Navigation

Search

Meetings

Contacts



Search

14

ROOMS

Bulk Calls

Testq12

UX

UX Standup

CS Cecilia Steele

KEYBOARD SHORTCUTS

Search shortcuts

Login

Help

Refresh

Navigation

Search

Meetings

Contacts

Rooms tab

Open Settings

⌘ ?

⌘ R

⌘ F

⌘ 2

⌘ 3

⌘ 4

⌘ 5

## RESEARCH

- The research showed no patterns for shortcuts used between competitors.
- The only patterns found were in actions that use OS native shortcuts.










PROBLEM: come up with ways to make Neo more accessible. Hot Keys!


Shortcuts that could be applied to Neo are highlighted in yellow.



Actions	WIN 	WIN 	MAC 		WIN 	MAC 	WIN 		
<b>MEETINGS</b>									
Accept any of the invite notifications. These include audio, video, call, and sharing requests.	Alt+C								
Start meeting	Alt+M								
Mute all participants					Alt+M	Control+Command+M			
Unmute all participants					Alt+M	Control+Command+U			
Mute toggle on/off	Windows logo key +F4 or Control + M				Alt+A	Command+Shift+A	Shift + Control + M or U	Shift + Command + M or U	
Camera toggle on/off	Windows logo key +F5				Alt+V	Command+Shift+V			
Switch Camera device					Alt+N	Command+Shift+N			
Start/Stop Local Recording					Alt+R	Command+Shift+R			
Start/Stop Cloud Recording					Alt+C	Command+Shift+C			
End meeting	Alt+Q			Esc or Control + w					
Show recent calls									Command + 2
Add Page							Shift + Control + N	Shift + Command + N	
Clear all annotations							Control + Delete	Command + Delete	
NEW Whiteboard (within whiteboard)							Control + N	Command + N	
Synchronize for all (brings meeting screen to the front if others are open)							Control + Y	Command + Y	
Expel participant							Control + E	Command + E	
Restrict Access							Control + R	Command + R	
Switch between open documents							Control + Tab	Command + Tab	
Switch between meeting window areas							F6	F6	
Accept an incoming invite notification	Windows logo key +Shift+O								
Decline an invite notification	Windows logo key +Esc								
Decline an incoming call	Control+Alt +PageDown								
Put focus on the application sharing toolbar	Control+Shift +Spacebar								
Open the main window and put focus in the search box	Control+Alt+Shift +3								
Move to the persistent chat tab	Control+2								
Ignore any invite notifications. These include audio, video, call, and sharing requests.	Alt+I								
Rejoin audio in a meeting.	Alt+R								
Open the <b>Save As</b> dialog box for a file that was sent in the Conversation window.	Alt+S								
Send a file, or in the context of a conference, add a meeting attachment.	Control+F								
Take your own notes	Control+N								
Add video/end video	Control+Shift +Enter								
Hold or resume an ongoing audio conversation	Control+Shift+H								
Add audio/end audio	Control+Enter								
When focus is on a mode button, a default action is taken. So for audio, mute or unmute occurs, whereas for video, it starts or stops the camera.	Spacebar								
End a call	Alt+Q								
Put a call on hold.	Control+Shift+H								
Display the dial pad.	Control+Shift+D								
Exit full screen if presenting	Esc								
Lock your video for everyone in the meeting.	Control+Shift+L								
Open a file that's been received	Alt+P								
Decline a file that's been sent	Alt+D								
To get focus to your IM input area	Control+Shift+M								
Upload a file		Control + U	Command + U						
Answer a call	Alt + PageUp								
Answer a call with video	Control + Alt + PageUp								
<b>CONTACTS</b>									
Remove contact	Delete								
Show favorites									Command + 1
Show contacts									Command + 3
Move to the Contacts list tab	Control+1								
On the shortcuts menu—open the selected contact or group contacts card	Alt+Enter								
Collapse or expand the selected group	Spacebar								
Remove the selected contact from the Contacts list	Shift+Delete								





Actions	WIN 	WIN 	MAC 		WIN 	MAC 	WIN 	MAC 	
Channel info panel		Control + Shift + I	Command + Shift + I						
Team Directory		Control + Shift + E	Command + Shift + E						
<b>CHAT</b>									
Minimize a conversation				Control + m					
Minimize the conversation list				Esc or Control + w or Control + m					
Switch to the conversation list				Control + 1					
Switch to a specific conversation				Control + 2 through Control + 8					
Switch to the last conversation				Control + 9					
Switch to next conversation or conversation list				Control + , or Control + Tab or Control + Page up					
Switch to previous conversation or conversation list				Control + . OR Control + Shift + Tab OR Control + Page down					
Quick Switcher between groups or chats		Control + K or Control + T	Command + K or Command + T						
Copy text from the Chat panel							Control+A	Command +A	
Move the selected group up	Alt+Up Arrow								
Move the selected group down	Alt+Down Arrow								
Save the contents of IM history.	Control+S								
Show or hide the instant message area.	Control+W	Control + Shift + K or T	Command + Shift + K or T						
Direct message menu		Control + Shift + T	Command + Shift + T						
Open IM Help	F1								
Save the IM conversation	F12								
Recent Mentions		Control + Shift + M	Command + Shift + M						
Edit your last message (cursor in message box)		ArrowUp in message box	ArrowUp in message box						
Reprint your last slash command (cursor in message box)		Tab	Tab						
Select text to beginning of current line (cursor in message box)		Shift + ArrowUp	Shift + ArrowUp						
Select text to end of current line (cursor in message box)		Shift + ArrowDown	Shift + ArrowDown						
Create a new line in your message (cursor in message box)		Shift + Enter	Shift + Enter						
Create a new Snippet		Control + Shift + Enter	Command + Enter						
Paste your clipboard contents as a new text Snippet		Control + Shift + V	Command + Shift + V						
<b>SCREEN SHARING</b>									
Share my screen				Alt+S	Command+Shift+S	Alt + Control + K	Option + Command + K		
Take back control when sharing your screen	Control+Alt +Spacebar								
Stop sharing	Alt+T								
Manage presentable content	Control+Shift+E								
Show or hide the sharing stage	Control+Shift+Y								
<b>CUSTOMIZATION</b>									
Use Landscape									Command + R
Increase or decrease font size		Control + + or +	Command + + or +						
Font							Shift + Control + O	Shift + Command + O	
Paste and Match Style							Alt + Shift + Control + V	Option + Shift + Command + V	
Show the Meeting Controls panel in full+screen mode							Control+Alt+Shift	Command +Option +Shift	
View full screen	F5			Alt+F	Command+Shift+F	Shift + Control + F	Shift + Command + F		
View thumbnails							Shift + Control + T	Shift + Command + T	
Rotate page left							Shift + Control + L	Shift + Command + L	
Rotate page right							Shift + Control + R	Shift + Command + R	
Zoom to 100%							Control + 1	Command + 1	
Zoom to 200%							Control + 2	Command + 2	
Zoom to 400%							Control + 4	Command + 4	
Fit to viewer							Control + 0	Command + 0	
Fit to width							Alt + Control + 0	Option + Command + 0	
Mark a conversation as having high importance.	Control+Shift+I								
Show or hide the participant list	Control+R								
Show or hide the sharing stage	Control+Shift+Y								
Switch to compact view	Control+Shift+P								
Switch to content-rich view	Control+Shift+K								

Actions	WIN 	WIN 	MAC 		WIN 	MAC 	WIN 	MAC 	
Exit full+screen video.	Esc								
Pop out Gallery; Pop in Gallery.	Control+Shift+O								
Change the color of the font.	Control+Shift+F								
Force pending L1 alert into view in full screen	Control+Shift+A								
Switch to speaker view	Control+Shift+J								
Switch to gallery view	Control+Shift+I								
Tab out of the sharing region in a forward direction, and/or tab out of the sharing region in a backward direction	Control+Alt+Right Arrow or Control+Alt+Left Arrow								
Open or close right panel		Control + .	Command + .						
Starred Items		Control + Shift + S	Command + Shift + S						
All Unreads view		Control + Shift + A	Command + Shift + A						
Mark all messages in current channel or DM as read		Esc	Esc						
Mark all messages as read		Shift + Esc	Shift + Esc						
Set a message as your oldest unread message		Alt + click message	Alt + click message						
Undock/dock the selected conversation from/to the tab window.	Control+O								
<b>NAVIGATION</b>									
Move to the Conversation list tab	Control+3								
Move to the Phone tab	Control+4								
Open the System menu. Alt opens the menu bar	Alt+Spacebar								
Open the File menu	Alt+F								
Open the Tools menu	Alt+T								
Open the Help menu	Alt+H								
Open the Help home page	F1								
Exit full+screen view if present.	Esc								
Close the Conversation window	Alt+F4								
Move top of list	Home								
Move to bottom of list.	End								
Move up to the previous contact for conversation	Up Arrow	Alt + ArrowUp	Alt + ArrowUp						
Move down to the next contact for conversation	Down Arrow	Alt + ArrowDown	Alt + ArrowDown						
Previous unread channel or DM		Alt + Shift + ArrowUp	Alt + Shift + ArrowUp						
Next unread channel or DM		Alt + Shift + ArrowDown	Alt + Shift + ArrowDown						
Previous channel visited		Alt + ArrowLeft	Command + [						
Next channel visited		Alt + ArrowRight	Command + ]						
Search the current channel or conversation		Control + F	Command + F						
Switch to previous team (desktop only)		Control + Shift + [	Command + Shift + [						
Switch to next team (desktop only)		Control + Shift + ]	Command + Shift + ]						
Switch to a specific team (desktop only)		Control + team number	Command + team number						
Set focus on tab item in tabbed conversation view	Control+Shift+T								
Switch to the next tab (continuously loop through all tabs).	Control+Tab								
Switch to a specific tab number and put keyboard focus in that conversation. Control+1.	Control+1,2...9								
Close a tab	Esc								
<b>OTHER</b>									
Check or uncheck an option box							Spacebar	Spacebar	
Enter text in an input box							Spacebar	Spacebar	
Carry out the command for the active button							Enter	Enter	
Open list of keyboard shortcuts		Control + /	Command + /						
Dismiss or hide an open callout or bubble that has keyboard focus.	Esc								
Delete selected items	Delete								
Open tab window's system menu	Alt+Spacebar								



Actions	 10	
NAVIGATION		
Search for a file or folder	F3	Command + F
Display all apps on finder		F4
Dialog box keyboard shortcuts: Display the items in the active list	F4	
Display the address bar list in File Explorer	F4	
Taskbar: Open an app or quickly open another instance of an app	Shift + click a taskbar button	
Cycle through the windows of the group	Control + click a grouped taskbar button	
Move forward through tabs	Tab	Tab
Move back through tabs	Shift + Tab	Shift + Tab
Move to numbered tab	Control + number (number 1-9)	
Start Dictation		Fn Fn
Show the window menu for the app	Shift + right click a taskbar button	Control + Shift + click app in dock
Show the window menu for the group	Shift + right+click a grouped taskbar button	Control + Shift + click group app in dock
Move through the property tabs	Control+TAB/Control+SHIFT+TAB	
Open a folder one level up if a folder is selected in the Save As or Open dialog box	Backspace	Delete
Displays the Multiple Document Interface	Alt + -	
Activate the Menu bar in the active app	F10	
Cycle through items in the order in which they were opened	Alt + Esc	
Switch to the next child window of a Multiple Document Interface (MDI) program	Control+TAB	
Go back	Alt + Left arrow	Command + Left arrow
Go forward	Alt + Right arrow	Command + Right arrow
Open Start	Control + Esc	
Open Task Manager	Control + Shift + Esc	
Display the shortcut menu for the selected item	Shift + F10	
Open the next menu to the right, or open a submenu	Right arrow	Right arrow
Open the next menu to the left, or close a submenu	Left arrow	Left arrow
Switch apps	Alt + Tab or Control + Alt + Tab	Command+Tab
Switch windows		Shift+Command+Tilde (~)
Displays the main window's <b>System</b> menu	Alt + Spacebar	
Select the Desktop folder from within an Open dialog or Save dialog		Command+Shift+D
Page Up: Scroll up one page	Home or PageUp	Fn + ArrowUp
Page Down: Scroll down one page	Home or PageDown	Fn + ArrowDown
Move the cursor to the beginning of the buffer	Control + Home (Mark mode)	Command+Up Arrow
Move the cursor to the end of the buffer	Control + End (Mark mode)	Command+Down Arrow
If the command line is empty, move the viewport to the top of the buffer	Control + Home (History navigation)	
If the command line is empty, move the viewport to the command line.	Control + End (History navigation)	
Home: Scroll to the beginning of a document		Fn+Left Arrow
End: Scroll to the end of a document		Fn+Right Arrow
Go to the search field.		Option+Command+F
View the items in the Finder window as icons.		Command+1
View the items in a Finder window as a list.		Command+2
View the items in a Finder window in columns.		Command+3
View the items in a Finder window with Cover Flow.		Command+4

Actions	 10	
Go to the previous folder.		Command+Left Bracket ([)
Go to the next folder.		Command+Right Bracket (])
Find computer	Control+Windows Logo+F	
Moves focus from Start, to the Quick Launch toolbar	Control+Windows Logo+TAB	
Cycle through taskbar buttons	Windows Logo+TAB	
Move to the corresponding item	ALT+underlined letter in dialog box item	
Start Dictation		
<b>FOLDERS &amp; FILES</b>		
For folders, close the current folder plus all parent folders	SHIFT+click+Close	
Cycle through screen elements in a window or on the desktop	F6	
When a group or tile is in focus on the Start menu, move it in the direction specified	Control + Alt + Shift + arrow keys	
Select multiple individual items in a window or on the desktop	Control + arrow key	Control + arrow key
Select more than one item in a window or on the desktop, or select text in a document	Shift with any arrow key	Shift with any arrow key
Delete the selected item without moving it to the Recycle Bin first	Shift + Delete	Option + Command + Delete
Switch between multiple windows in the same program	ALT+F6	
Spotlight - preview file		Spacebar
Move: Move the files in the Clipboard from their original location to the current location.		Option+Command+V
View a Quick Look slideshow of the selected files.		Option+Command+Y
Use Quick Look to preview the selected files.		Command+Y
Open the folder that contains the current folder.		Command+Up Arrow
Open the folder that contains the current folder in a new window.		Command+Control+Up Arrow
Open the selected item.		Command+Down Arrow
Open the selected folder.		Right Arrow
Close the selected folder.		Left Arrow
Open a folder in a separate window and close the current window.		Option+double+click
Open a folder in a separate tab or window.		Command+double+click
Move the selected item to the Trash.	Delete the selected item and move it to the Recycle Bin	Command+Delete
Copy the dragged item.		Option key while dragging
Move the dragged item to another volume or location.		Command key while dragging
Make an alias of the dragged item.		Option+Command while dragging
Open all folders within the selected folder.		Option+click a disclosure triangle
See the folders that contain the current folder.		Command+click a window title
Find files or folders	Windows Logo+F	
<b>FUNCTIONALITY</b>		
Rename the selected item	F2	Select item + return
Open an app as an administrator	Control + Shift + click a taskbar button	
Perform the command (or select the option) that is used with that letter	Alt + underlined letter	
Select or clear the check box if the active option is a check box	Spacebar	Spacebar
Select a button if the active option is a group of option buttons	Arrow keys	Arrow keys
Refresh the active window	F5 or Control + R	Command + R
Show your password on the sign-in screen	Alt + F8	
Switch the keyboard layout when multiple keyboard layouts are available	Control + Shift	



Actions	 10	
Turn the Chinese input method editor (IME) on or off	Control + Spacebar	
Stop or leave the current task	Esc	Esc
Open	Control + O	Command + O
Preferences	Control + K	Command + ,
Hide	Windows logo + D	Command + H
Hide Others		Option + Command + H
Quit	Control + Q	Command + Q
Force Quit		Option Command+Esc
Undo	Control + Z	Command + Z
Redo	Control + Y	Shift + Command + Z
Cut	Control + X	Command + X
Copy	Control + C (or Control + Insert)	Command + C
Paste	Control + V (or Shift + Insert)	Command + V
Select All	Control + A	Command + A
Zoom in	Windows logo + +	Command + >
Zoom Out	Windows logo + -	Command + <
Find Again		Command + G
Lock your PC	Windows logo + L	
New	Control + N	Command + N
New Tab	Control + N	Command + N
Print	Control + P	Command + P
Save	Control + S	Command + S
Opens the Go To Folder tool	Control+G	
Closes the current window	ALT+F4	
Close	Control + W	Command + W
Spotlight		Command+Space bar
Screenshot	Alt + PrtScn	Shift+Command+3
Minimize	Windows + ArrowDown	Command + M
Enter Mark mode	Control + M	
Turn on your PC or wake your PC from sleep	Power button	Power button
Force your Mac to restart		Control+Command+Power button
Put your displays to sleep		Control+Shift+(Power button or Media Eject)
Quit all apps, then restart your Mac		Control+Command+Media Eject
Quit all apps, then shut down your Mac		Control+Option+Command+(Power button or Media Eject)
Log out of your OS X user account		Shift+Command+Q
Log out of your OS X user account immediately, without being asked to confirm		Option+Shift+Command+Q
Select Delete or Don't Save in a dialog that contains a Delete or Don't Save button		Command+Delete
Show or hide a toolbar in the app.		Option+Command+T
Show or hide the inspector window		Option+Command+I
Page setup: Display a window for selecting document settings.		Shift+Command+P
Display the Save As dialog, or duplicate the current document.		Shift+Command+S
Decrease the size of the selected item.		Shift+Command+ Minus sign (-)
Increase the size of the selected item. Command+Equal sign (=) performs the same function.		Shift+Command+ Plus sign (+)

Actions	 10	
Open the Help menu.	F1	Shift+Command+Question mark (?)
Duplicate the selected files		Command+D
Eject the selected disk or volume		Command+E
Start a Spotlight search in the Finder window		Command+F
Show the Get Info window for a selected file	Alt + Enter	Command+I
Open the Computer window		Shift+Command+C
Open the desktop folder		Shift+Command+D
Open the All My Files window		Shift+Command+F
Open a Go to Folder window		Shift+Command+G
Open the Home folder of the current OS X user account		Shift+Command+H
Open iCloud Drive		Shift+Command+I
Open the Network window		Shift+Command+K
Open the Downloads folder		Option+Command+L
Open the Documents folder		Shift+Command+O
Open the AirDrop window		Shift+Command+R
Add selected Finder item to the Dock (OS X Mountain Lion or earlier)		Shift+Command+T
Add selected Finder item to the Dock (OS X Mavericks or later)		Control+Shift+Command+T
Open the Utilities folder.		Shift+Command+U
Show or hide the Dock. This often works even when you're not in the Finder.		Option+Command+D
Add the selected item to the sidebar (OS X Mavericks or later).		Control+Command+T
Hide or show the path bar in Finder windows.		Option+Command+P
Hide or show the Sidebar in Finder windows.		Option+Command+S
Hide or show the status bar in Finder windows.		Command+Slash (/)
Show View Options.		Command+J
Open the Connect to Server window.		Command+K
Make an alias of the selected item.		Command+L
Open a new Finder window.		Command+N
Create a new folder.		Shift+Command+N
Create a new Smart Folder.		Option+Command+N
Show the original file for the selected alias		Command+R
Show or hide the tab bar when a single tab is open in the current Finder window.		Command+T
Show or hide a Finder tab.		Shift+Command+T
Show or hide the toolbar when a single tab is open in the current Finder window.		Option+Command+T
Show the desktop.		Command+Mission Control
Turn Target Display Mode on or off.		Command+Brightness Up
Empty the Trash.		Shift+Command+Delete

Actions		10	
Empty the Trash without confirmation dialog.			Option+Shift+Command+Delete
Use Quick Look to preview the files.			Command+Y
Open Displays preferences.			Option+Brightness Up
Open Mission Control preferences			Option+Mission Control
Open Sound preferences.			Option+Volume Up
<b>Start</b> menu	Windows Logo		
<b>Run</b> dialog box	Windows Logo+R		
Minimize all	Windows Logo+M		
Undo minimize all	SHIFT+Windows Logo+M		
Help	Windows Logo+F1		
<b>System Properties</b> dialog box	Windows Logo+Break		
Displays a shortcut menu for the selected item	Application key		
Log off Windows	Windows Logo+L		
Starts Print Manager	Windows Logo+P		
Opens Control Panel	Windows Logo+C		
Starts Clipboard	Windows Logo+V		
Opens <b>Keyboard Properties</b> dialog box	Windows Logo+K		
Opens <b>Mouse Properties</b> dialog box	Windows Logo+I		
Starts Accessibility Options (if installed)	Windows Logo+A		
Displays the list of Microsoft IntelliType shortcut keys	Windows Logo+SPACEBAR		
Toggles CAPS LOCK on and off	Windows Logo+S		
Windows Explorer	Windows Logo+E		
Minimizes all open windows and displays the desktop	Windows Logo+D		
Emoji & Symbols			Shift + Control + Space
<b>TEXT</b>			
Select a block of text	Control + Shift with an arrow key		Control + Shift with an arrow key
Begin selection in block mode	Alt + selection key		
Boldface the selected text, or turn boldfacing on or off	Control + B		Command+B
Italicize the selected text, or turn italics on or off	Control + I		Command+I
Underline the selected text, or turn underlining on or off	Alt + underlined letter		Command+U
Show or hide the Fonts window			Command+T
Show or hide the definition of the selected word			Control+Command+D
Display the Spelling and Grammar window			Shift-Command-Colon (:)
Find misspelled words in the document			Command+Semicolon (;)
Delete the word to the left of the insertion point			Option+Delete
Delete the character to the left of the insertion point. Or use Delete			Control+H
Delete the character to the right of the insertion point. Or use Fn+Delete.			Control+D
Forward delete on keyboards that don't have a Forward Delete key. Or use Control+D.			Fn+Delete
Delete the text between the insertion point and the end of the line or paragraph.			Control+K
Move the insertion point to the beginning of the current line			Command+Left Arrow
Move the insertion point to the end of the current line			Command+Right Arrow
Move the insertion point to the beginning of the previous word	Control + Left arrow		Option+Left Arrow
Move the insertion point to the end of the next word	Control + Right arrow		Option+Right Arrow
Move up one line in the output history	Control + Up arrow		
Move down one line in the output history	Control + Down arrow		
Select the text between the insertion point and the beginning of the document			Shift+Command+Up Arrow

Actions	 10	
Select the text between the insertion point and the end of the document		Shift+Command+Down Arrow
Select the text between the insertion point and the beginning of the current line		Shift+Command+Left Arrow
Select the text between the insertion point and the end of the current line		Shift+Command+Right Arrow
Extend text selection to the nearest character at the same horizontal location on the line above		Shift+Up Arrow
Extend text selection to the nearest character at the same horizontal location on the line below.		Shift+Down Arrow
Extend text selection one character to the left.		Shift+Left Arrow
Extend text selection one character to the right.		Shift+Right Arrow
Extend text selection to the beginning of the current paragraph, then to the beginning of the following paragraph if pressed again.		Option+Shift+Up Arrow
Extend text selection to the end of the current paragraph, then to the end of the following paragraph if pressed again.		Option+Shift+Down Arrow
Extend text selection to the beginning of the current word, then to the beginning of the following word if pressed again.		Option+Shift+Left Arrow
Extend text selection to the end of the current word, then to the end of the following word if pressed again.		Option+Shift+Right Arrow
Move to the beginning of the line or paragraph.	Control + Up arrow	Control+A
Move to the end of a line or paragraph.	Control + Down arrow	Control+E
Move one character forward.		Control+F
Move one character backward.		Control+B
Center the cursor or selection in the visible area.		Control+L
Move up one line.		Control+P
Move down one line.		Control+N
Insert a new line after the insertion point.		Control+O
Swap the character behind the insertion point with the character in front of the insertion point.		Control+T
Left align.		Command+Left Curly Bracket ({} )
Right align.		Command+Right Curly Bracket ({} )
Center align.		Shift+Command+Vertical bar ( )
Add carriage returns	Shift+Enter	Shift+Enter
Copy Style: Copy the formatting settings of the selected item to the Clipboard.		Option+Command+C
Paste Style: Apply the copied style to the selected item.		Option+Command+V
Paste and Match Style: Apply the style of the surrounding content to the item pasted within that content.		Option+Shift+Command+V
<b>ACCESSIBILITY</b>		
Toggles StickyKeys on and off	Press SHIFT five times	
Toggles FilterKeys on and off	Press down and hold the right SHIFT key for eight seconds	
Toggles ToggleKeys on and off	Press down and hold the NUM LOCK key for five seconds	
Toggles MouseKeys on and off	Left ALT+left SHIFT+NUM LOCK	
Toggles high contrast on and off	Left ALT+left SHIFT+PRINT SCREEN	
Display Accessibility Options		Option-Command-F5
Turn VoiceOver on or off <sup>1</sup>		Command-F5 or Fn-Command-F5
Open VoiceOver Utility, if VoiceOver is turned on		Control-Option-F8 or Fn-Control-Option-F8
Turn zoom on or off		Option-Command-8
Zoom in		Option-Command-Plus Sign (+)
Zoom out		Option-Command-Minus Sign (-)
Turn the Invert colors setting on or off		Control-Option-Command- 



Actions	 10	
Reduce contrast		<i>Control-Option-Command-Comma (,)</i>
Increase contrast		<i>Control-Option-Command-Period (.)</i>

## REFERENCES |

### Skype for Business

<https://support.office.com/en-us/article/Keyboard-shortcuts-for-Skype-for-Business-74eda765-5631-4fc1-8aad-cc870115347a>

[https://www.shortcutworld.com/en/win/Skype-for-Business-\(Lync\)\\_2016.html](https://www.shortcutworld.com/en/win/Skype-for-Business-(Lync)_2016.html)

### Slack

<https://get.slack.help/hc/en-us/articles/201374536-Slack-keyboard-shortcuts>

Join.me

<http://help.join.me/knowledgebase/articles/149454-participant-keypad-commands>

### Google Hangouts

<https://support.google.com/hangouts/answer/3112005?hl=en>

<https://support.google.com/hangouts/answer/6098397?hl=en>

### Webex

<https://help.webex.com/docs/DOC-2609>

### Zoom

<https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-for-Zoom>

### Blue Jeans

<https://bluejeans.com>

### Best video conferencing platforms

<http://www.pcmag.com/article2/0,2817,2388678,00.asp>

### MAC

<https://support.apple.com/en-us/HT201236>

### Windows

<https://support.microsoft.com/en-us/help/12445/windows-keyboard-shortcuts>

<https://support.microsoft.com/en-us/kb/126449>

[https://en.wikipedia.org/wiki/Table\\_of\\_keyboard\\_shortcuts](https://en.wikipedia.org/wiki/Table_of_keyboard_shortcuts)

### iOS keypad shortcut

<http://www.apple.com/accessibility/ios/>