



Quick Reference Card

Getting Started

The Skype for Business Client Console

The screenshot shows the Skype for Business Client Console interface. Labels point to the following components:

- Menu Bar:** File, Meet Now, Tools, Help
- User Status Information:** Profile picture, name (Iana@exhilerate.net), status (Available), and location (Head Office)
- View Options:** Icons for contacts, status, and settings
- Search Bar:** Find someone
- Display Options Menu:** GROUPS, STATUS, RELATIONSHIPS, NEW
- Options:** Gear icon for settings
- Show Menu drop down arrow:** Arrow pointing to the settings gear
- Add a Contact:** Plus icon for adding new contacts
- Quick Actions Menu:** Row of icons for actions like chat, call, meet now, etc.
- Collapse arrow:** Arrow pointing to the expand/collapse icon in the group header
- Expand arrow:** Arrow pointing to the expand/collapse icon in the group header
- Select Primary Device (Audio Visual Settings):** Icon for selecting a device

Status (Presence)

	Available	Contact is online and available.
	Busy	Contact is on a Skype Call, or busy according to Outlook Calendar.
	Be Right Back	Contact has stepped away, but will be back shortly.
	Off Work	Contact is not in the office.
	Appear Away	Contact has stepped away for an indefinite period of time.
	Do Not Disturb	Contact is online and available, but does not want to be disturbed.
	Offline	Contact has signed out or they are blocked.
	Unknown	Contact does not have a Skype Account, or use a supported IM provider.

Popular Keyboard Shortcuts

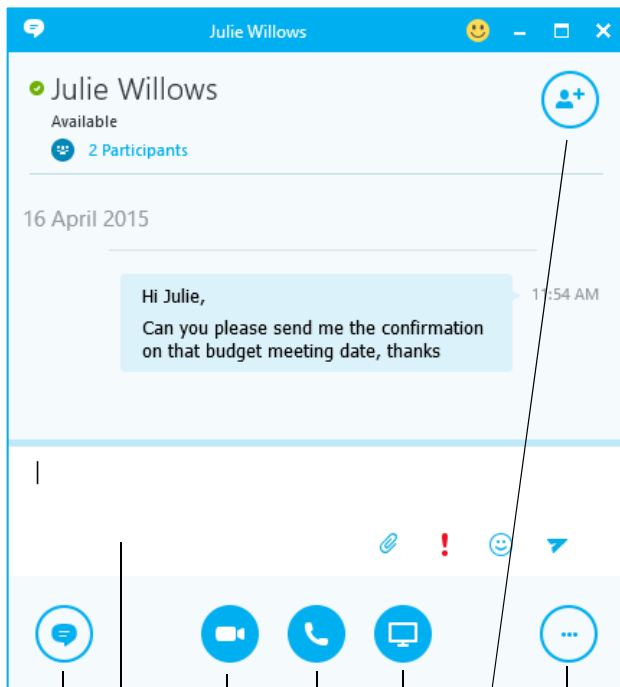
General

Ctrl + 1	View Contacts
Ctrl + 3	View Conversations
Ctrl + 5	View Meetings
Alt + F	Open the File menu
Alt + M	Meet Now
Alt + T	Open the Tools menu
Ctrl + Shift + S	Stop sharing your screen

Fundamentals

- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---|----------|------------------|---------|------------------|----------|--|----------|----------------------------|----------------------|---------------|------------------|-------------------------|------------------|----------------------------|------------------|------------------------|--------------|---------------|------|-------------------|------------|------------------------|----------|--------------------------|-----|-----------|
| <ul style="list-style-type: none"> Change your Status: click the currently displayed Status in the User Status Information area and select the required Status. Set your Location: Click Set your location, enter your location and press <Enter>. Add an Internal Contact: enter the Contact's name in the Search bar. Right-click the Contact and select Add to Favorites, or Add to Contacts List (select a specific group, if applicable.) Add an External Contact: click Add a Contact , point to Add a Contact Not in My Organization, select their IM provider, enter their details and click OK. Add a Contact to your Favorites: right-click a Contact and select Add to Favorites. Create a New Group: right-click a group name, select Create New Group, enter a name for the group and press <Enter>. | <ul style="list-style-type: none"> To Answer an IM Invitation: click the alert. To Start an IM: double-click the Contact you want to "chat" with. To Ignore an IM Invitation: click Ignore. For more Options on an IM Invitation: click Options and make an appropriate selection. To Start IM with a Group: right-click on a Group name and select Send an IM. To Start IM with several Contacts: hold down the Ctrl key while you select all the Contacts you want to "chat" with. Right-click your selection and click Send an IM. Move a Contact to another Group: right-click the Contact, click Move Contact To and select the appropriate group. To Open the Quick Actions Menu: hover your mouse over a Contact's picture or their Presence indicator and make your selection. To Find and View Conversation History: right-click a Contact and select Find Previous Conversations, or click the Show Menu drop down, click File and select View Conversation History. | <h4>Conversation Window</h4> <table border="1"> <tr> <td>Alt + F4</td> <td>Close the window</td> </tr> <tr> <td>Alt + V</td> <td>Invite a Contact</td> </tr> <tr> <td>Ctrl + F</td> <td>Send a file, or add a meeting attachment</td> </tr> <tr> <td>Ctrl + R</td> <td>Show/Hide Participant list</td> </tr> <tr> <td>Ctrl + Shift + Enter</td> <td>Add/End Video</td> </tr> <tr> <td>Ctrl + Shift + Y</td> <td>Show/Hide Sharing stage</td> </tr> <tr> <td>Ctrl + Shift + E</td> <td>Manage presentable content</td> </tr> <tr> <td>Ctrl + Shift + H</td> <td>Hold/Resume Audio Call</td> </tr> <tr> <td>Ctrl + Enter</td> <td>Add/End Audio</td> </tr> <tr> <td> + F4</td> <td>Mute/Unmute Audio</td> </tr> </table> <h4>Tabbed Conversations</h4> <table border="1"> <tr> <td>Ctrl + Tab</td> <td>Switch to the next tab</td> </tr> <tr> <td>Ctrl + O</td> <td>Dock/Undock conversation</td> </tr> <tr> <td>Esc</td> <td>Close tab</td> </tr> </table> | Alt + F4 | Close the window | Alt + V | Invite a Contact | Ctrl + F | Send a file, or add a meeting attachment | Ctrl + R | Show/Hide Participant list | Ctrl + Shift + Enter | Add/End Video | Ctrl + Shift + Y | Show/Hide Sharing stage | Ctrl + Shift + E | Manage presentable content | Ctrl + Shift + H | Hold/Resume Audio Call | Ctrl + Enter | Add/End Audio | + F4 | Mute/Unmute Audio | Ctrl + Tab | Switch to the next tab | Ctrl + O | Dock/Undock conversation | Esc | Close tab |
| Alt + F4 | Close the window | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Alt + V | Invite a Contact | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + F | Send a file, or add a meeting attachment | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + R | Show/Hide Participant list | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + Shift + Enter | Add/End Video | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + Shift + Y | Show/Hide Sharing stage | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + Shift + E | Manage presentable content | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + Shift + H | Hold/Resume Audio Call | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + Enter | Add/End Audio | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| + F4 | Mute/Unmute Audio | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + Tab | Switch to the next tab | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ctrl + O | Dock/Undock conversation | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Esc | Close tab | | | | | | | | | | | | | | | | | | | | | | | | | | | |

IM Conversations



- **To Type your message here**
- **To Invite Additional Attendees:** click **Invite More People** . Select additional contacts from the list provided and then click **OK**.
- **To Share your Desktop with a Contact:** click **Present** and select **Present Desktop....** You can also share Programs or PowerPoint presentations from here as well as access a Whiteboard for brainstorming, open a Poll for feedback, or open a Q & A session.
- **To Share or make Notes:** click **Present** and select **Shared Notes....** Pick a OneNote Page or Section to begin taking notes or click **New Notebook...** to start a new OneNote Notebook. To make your own notes (not shared with participants) click **Present** and select **My Notes....**
- **To Attach a File or Image:** click **Present** and select **Add Attachments....** Locate and select the file/image you want to insert, then click **Open**. To quickly attach files/images to your message, simply drag-and-drop files into the Conversation window.
- **To Change the Font:** click **More Options** and select **Change Font....** Adjust the font, size and color, as required.
- **Insert an Emoticon:** click **Choose a smiley** and select an emoticon.
- **To Set the Message as Important:** click the exclamation mark **!**.
- **To Change the IM Text Display Size:** click **More Options** , point to **IM Text Display Size** and select a size up to 200%.
- **To End a Conversation:** click **Close** on the conversation window.



Calls and Videos

- **To Start a Voice or Video Call:** right-click a Contact and select **Call**, or **Start a Video Call**. You can also access the **Call** or **Video** icons from a Contact's Quick Actions Menu.
- **To Answer a Voice or Video Call:** click the alert that's appears in the notification area of your desktop.
- **Other Options:** click **Options**, to mark your Status as Do Not Disturb or to Reply by IM.
- **To Add Video to a Voice Call:** click **Video Call** on the conversation window.
- **To Share Content:** click **Present** and make an appropriate selection.
- **To Manage Calls:** click the **Participants** icon or link and select **Participant Actions** to change things like: preventing the use of IM during the meeting or to invite attendees via Email.
- **To End a Call or Video:** click **Hang Up** .



Meetings

- **Start an Unscheduled Meeting:** click the **Show Menu** drop down and select **Meet Now**. You can also click **Meet Now** on the Skype for Business Menu bar.
- **To Schedule a Meeting via the Skype for Business Web Scheduler:** go to <https://sched.lync.com>. You can also log on to your Office 365 account, access your **Office 365 Settings** and select **Launch Lync Web Scheduler** from the **Lync** menu under your **software** options.
- **To Schedule a Meeting via Skype for Business:** right-click a Contact, a selection of contacts or a Group and select **Schedule a Meeting**. To include a meeting link, click **Skype Meeting** in the Skype Meeting Group on the Meeting tab (Untitled Meeting window).
- **To Schedule a Skype Meeting via Outlook:** go to your Outlook **Calendar** and click **New Skype Meeting** in the Skype Meeting group on the **Home** tab. **NOTE:** you may have to activate the Skype Add-In for Outlook, in order to use it.
- **Join a Meeting via Outlook/Skype for Business:** click the **Join Skype Meeting** link you received via email. You can also click the **Join Online** button on an Outlook Reminder. To join a meeting via Skype for Business: click **Meetings** in View Options and double-click the meeting you wish to join.
- **To Share Content:** click **Present** and make your selection as required.
- **To Leave/End a Meeting:** click **Hang Up** or click **Close** on the conversation window to leave a meeting. **To end a meeting, click More Options** and select **End Meeting**.
- **Change Meeting settings:** click **More Options** and select **Skype Meeting Options**.



Contacts

- **To View a Contact Card:** open the **Quick Actions Menu** and click **See Contact Card** . You can also right-click a Contact and select **See Contact Card**.
- **To Add a Contact to your Outlook Address Book:** open a Contact Card, click **Add**, add any additional information you require and click **Save**. Remember, you can only edit a Contact Card, once you have added the contact to your Address book.
- **To Change the way the Contact can communicate with you:** right-click the contact and select **Change Privacy Relationship**. Make an appropriate selection.
- **To Turn a Contact's Status Change Notifications Off/On:** right-click the Contact and select/deselect **Tag for Status Change Alerts**.

