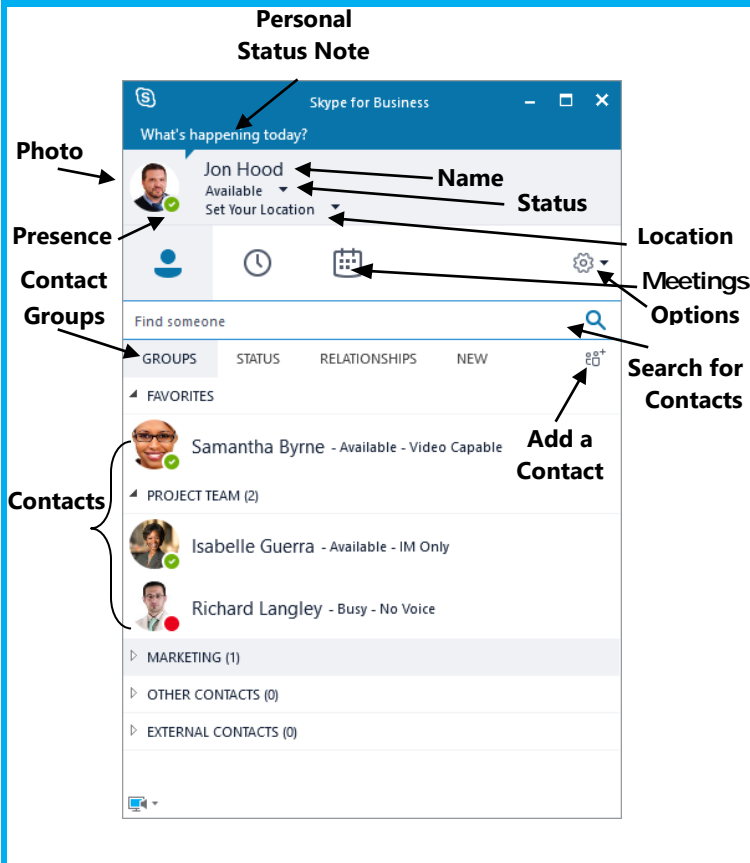


The Skype Interface



The Basics

To Reset Your Presence Status: Click the **Availability** menu and select your presence status. Select **Reset Status** to let sync set it according to your activity or Outlook Calendar.

To Let People Know What's Happening In Your Day: Click the note box above your name and type a note, such as "Meeting with a client on location" or "Working from home".

To Set Your Location: Skype displays a location related to the network to which you're connected. Rename this location to make it more meaningful, such as "Work" or "Home".

To Add a Contact: Type the person's name or email address in the **Find someone** search field. Right-click the person and select **Add to Contacts List** and select the group to which you want to add the contact.

To Add a Contact to a Group: Click and drag a contact into the group or right-click the contact, select **Add to Contacts List** and select the group to which you want to add the contact.

To Add a New Contact Group: Right-click any group name and select **Create New Group**.

To Start an IM (Instant Message) Conversation: Double-click the contact in the **Contacts List** or hover the cursor over their photo and click on the **IM button**. Type a message and press **Enter**.

To Accept an Instant Message: Click the alert that appears.

To Ignore an Instant Message: Click the **Ignore** button in the alert. The contact will not receive an indication that you have declined the message and will not get a response.

To Begin an Instant Message Conversation with a Group: Right-click the **Contact Group** and select **Send an Instant Message**. Type a message and press **Enter**.

To Begin an Instant Message with Several People: Press and hold the **Ctrl** key as you click the contacts to include in the IM.

To Invite Additional People to an Existing IM Conversation: Click and drag a contact name from the **Contact List** into the conversation window or click the **People Options Button** in the conversation window and select **Invite More People**.

Presence Status

- Available
- Busy
- Do Not Disturb
- Be Right Back
- Off Work
- Appear Away
- Reset Status
- Sign Out
- Exit

Available

Online and available to be contacted

Busy

In a Skype call or in a meeting

Do Not Disturb

Conversation alerts appear only when sent by a Workgroup Contact

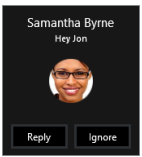
Be Right Back

Stepping away for a moment

Appear Away

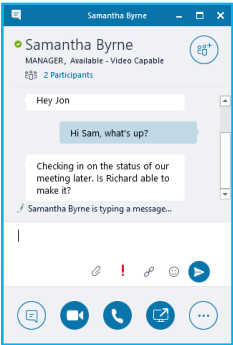
Computer has been in idle

IM Conversations



To Set a Contact as a Workgroup

Contact: Right-click the contact and select **Change Privacy Relationship** then select **Workgroup**. You will receive conversation notifications from these contacts, even when your status is Do Not Disturb.



To Block Instant Message

Conversations: Click the **Availability** menu and select **Do Not Disturb**. To turn off notifications from everyone when status is Do Not Disturb, click the **Options** button, select **Alerts** and then select **Don't show alerts**.

To Share a File: Drag and drop a file in the Conversation Window.

To End a Conversation: Click the **Close** button in the Conversation window.

To View a Saved Conversation: Click the **Conversations** button in the main Skype window. Double-click a conversation to review it.

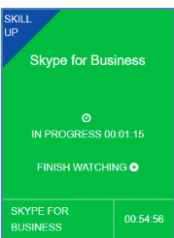
To Disable Saving Conversations: Select **Options** > **Personal** from the menu in the main Skype window. Clear the Save instant message conversations in my email Conversation History folder check box.

To Share an Image: Drag and drop an image file in the Conversation Window.

To Change Font Type, Size or Color: Click the **Font** button and select the color, font type or size.

To Change the Default Text Format: Click the **Options** button. Click **General**. Click the **Change Font** button and select the font options you wish to choose. Then click **OK**.

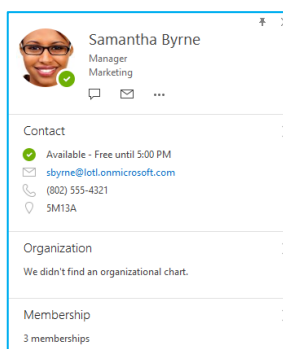
To Insert an Emoticon: Click the **Emoticon** button and select the emoticon you wish to use.



The State of Vermont has arranged for all state employees to have a KnowledgeWave membership, allowing you to access Microsoft Office training, as needed. Please contact KnowledgeWave at education@knowledgewave.com or 800-831-8449.

Once you've set up your account, please follow: members.knowledgewave.com

Contacts

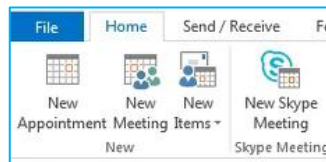


If you would like to learn more about your contacts, right click on the contact and choose **See Contact Card**. You will see information about that contact.

To View a Contact Card: Select the **See Contact Card** button.

Search for Contacts: Click in the **Find someone** field and type their name or email address. Right click to add them.

Meetings



To Schedule a Meeting in Outlook:

Open the Calendar and click the **New Skype Meeting** button.

To Schedule a Meeting in Skype:

Select the contacts you want to invite

in the **Contacts List**. Right-click and select **Schedule a Meeting**, hover over their photo and click the **View more options menu** and select **Schedule a meeting**.

To Start an Unscheduled Meeting: In the main window, click the **Options** button list arrow and select **Meet Now**. Click the **People Options** button and select **Invite by Name** or **Phone Number** and choose participants from your Contacts List, select the contacts by holding down the **Ctrl** key. Right-click the contacts and select the type of meeting you wish to start.

Calls and Video

Computers with voice-over-internet-protocol (VOIP) capability are ready to make Skype calls. To make video calls, you must also have a webcam. A webcam is not required to receive voice calls.

To Make a Call: Point to a contact and click the **Call** button that appears. To call a group, click the call button for that group.

To Make a Video Call: Right-click a contact and select **Start a Video Call** or open the contact's card and click **Start a Video Call**.

To Accept a Video Call: Click anywhere inside the video call notification. The conversation window opens and shows the caller's video stream. To begin your video, click **Start My Video**.

To Answer a Call: Click anywhere inside the call notification.

To Answer a Call with an Instant Message: Click **Redirect** in the incoming call alert and select **Reply with Instant Message**.

To End Call: Click the **End Call** button.

To End a Meeting: Click on the ellipses and then **End Meeting**.

To Add Video or a Call to an Existing Instant Messaging Conversation: Click the **Call** or **Video** button in the conversation window.


Skype for Business Audio Conferencing

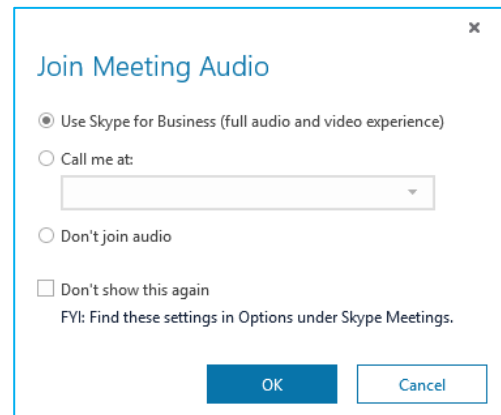
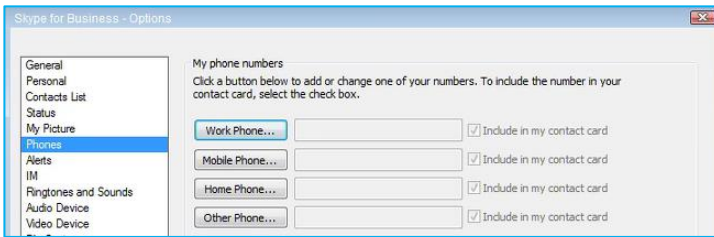
Sometimes, people at State of Vermont will need to use a phone to call into a meeting. The leader and/or attendees may be on the road or in their office and want to use their phone to call in.

Using the downloadable app on your tablet or other mobile device is a great option. If you are using an iPad, be sure to turn on cellular data.

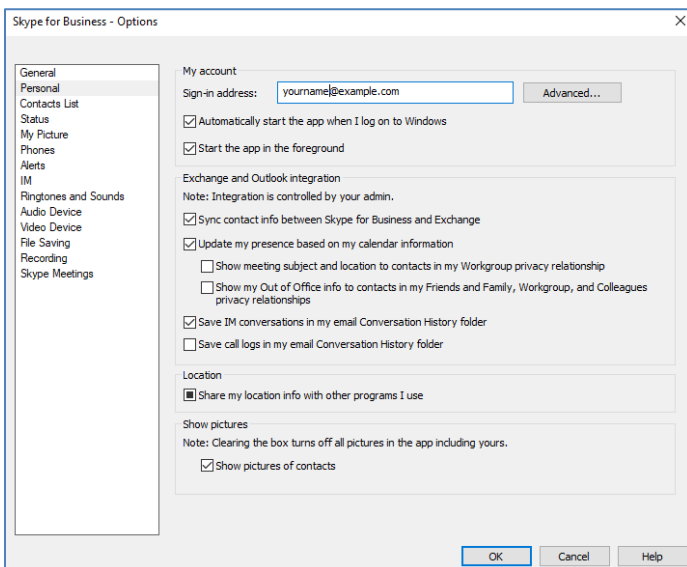
It is possible to use only Skype for the audio conferencing feature. You only need to set up audio conferencing for people who plan to schedule or lead meetings. Meeting attendees who dial-in don't need any PIN assigned to them or other setup.

- Call number
- Enter conference ID
- If starting the meeting, enter PIN

When setting up Skype for Business phone options, click on the options button  and the **Phones** tab. This is where your phone numbers are stored when you are asked what type of audio you would like to use for your meeting.



Use a Kiosk Computer in a Conference Room

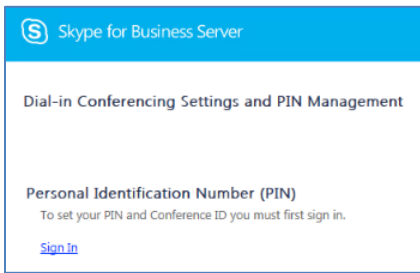


Option 1: Log in with your email and password on Skype on the computer. You may not have access to Outlook. Click on the Meetings tab in the Skype client, and click JOIN to join your Skype meeting.

Option 2: Log in to the kiosk machine as yourself. To do this, hold down the **Shift** key, while still holding it down, click on the **Start** button and **Log off**.

Managing your PIN

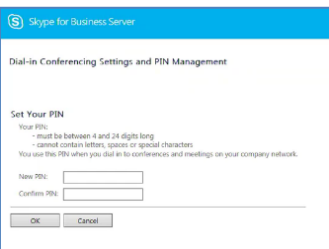
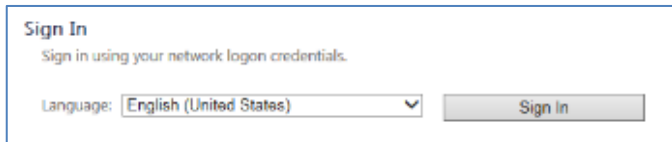
Your PIN is waiting to be created and this is the first thing that you'll need to do as the owner or leader of a meeting.



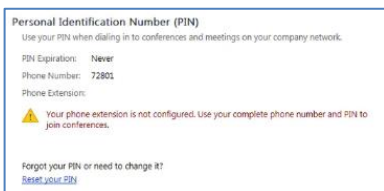
If you create a new Skype Meeting, you will see a link **Forgot your dial-in PIN?** Click it.

Click **Sign In** and follow the prompts to sign in. It may

appear that your phone is not configured. Sign in again and set your PIN. Confirm it and click **Ok**.



A PIN is required for a meeting owner or leader who will be starting the scheduled conference call via phone. A PIN is **NOT** required if the **Join Skype Meeting** link is clicked.



Need Help or Support?

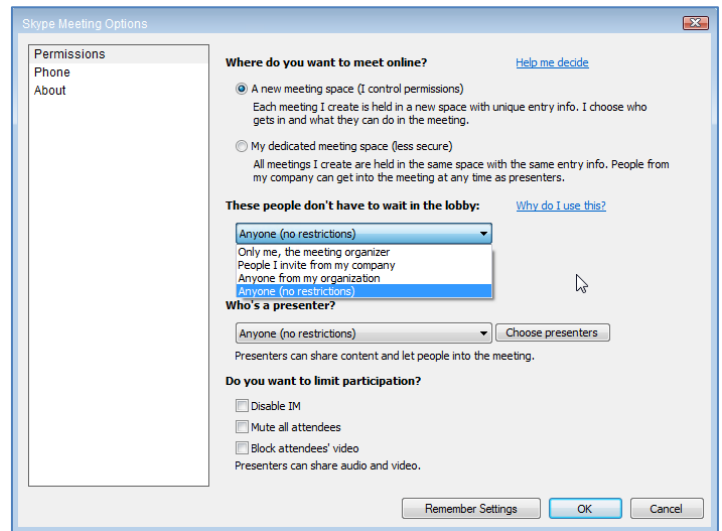
Have questions on Skype for Business? Email us at support@knowledgewave.com. Type in your question, and we will provide you with help and support.

Meeting Options



When scheduling a Skype meeting, click on the **Meeting Options** button on the ribbon. Where do you want to meet online? These options will allow you to choose who doesn't have to wait in the lobby, who is a presenter, and participation limits.

A new meeting space where you can control permissions?
A dedicated meeting space which is less secure.



Scheduling for Others

If the Staff Assistant schedules the meeting on their own calendar, the Staff Assistant is the owner/leader of the meeting.

If the Staff Assistant, as a delegate, schedules the meeting on a Staff Member's calendar, that staff member is the owner or leader of the meeting.

The owner/leader of the meeting is the only person who can open/start, **by phone**, a phone-based Skype call.

Anyone can open (start) a Skype Audio or Audio/Video meeting from the **Join Skype Meeting** link on the Meeting invitation.