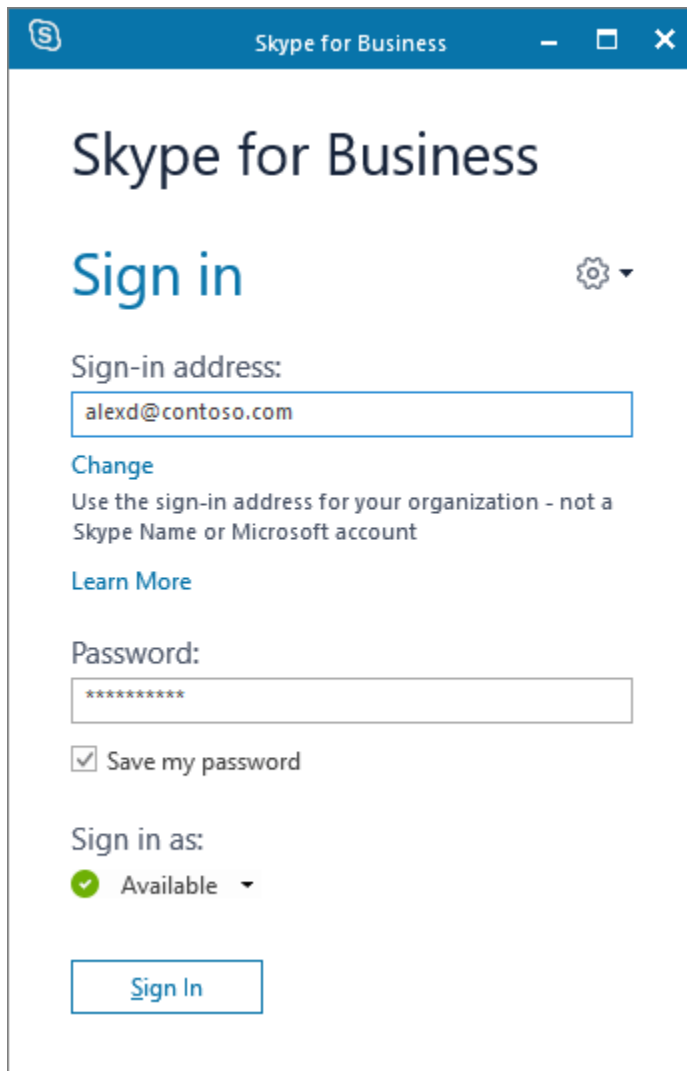


## Skype for Business Frequently Asked Questions – Basic User Functions

### How Do I Sign into Skype for Business?

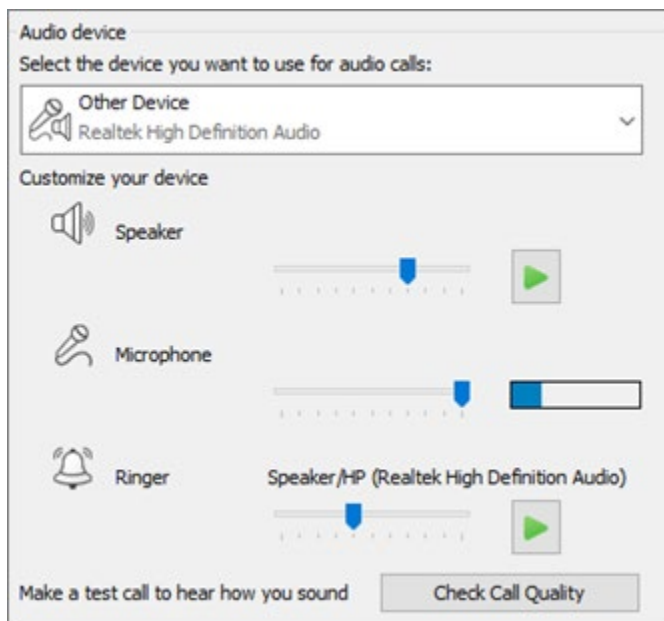
1. Enter your work account.
2. Enter your password.
3. Select the **Save my password** check box if you'd like Skype for Business to save your password, so you don't have to enter it each time you sign in.
4. Select **Sign In**.



The screenshot shows the Skype for Business sign-in interface. At the top, there is a blue header bar with the Skype logo and the text "Skype for Business". Below the header, the main content area has a white background. The title "Skype for Business" is displayed in a large, dark font. Below the title, the text "Sign in" is shown in a blue font, followed by a gear icon and a dropdown arrow. The "Sign-in address:" label is positioned above a text input field containing "alex@contoso.com". Below the input field, there is a "Change" link and a note: "Use the sign-in address for your organization - not a Skype Name or Microsoft account". A "Learn More" link is also present. The "Password:" label is above a password input field filled with asterisks. Below the password field, there is a checked checkbox labeled "Save my password". The "Sign in as:" label is above a dropdown menu showing "Available" with a green checkmark and a dropdown arrow. At the bottom, there is a blue "Sign In" button.

## How Do I Set Up My Audio Device?

1. From **Show Menu** (↘ symbol next to ⚙), select:  
**Tools > Audio Device Settings.**
2. Below **Audio device**, select the device you want and customize the settings:
  - **Speaker** - Select **Play** ▶, and drag the slider to adjust the volume.
  - **Microphone** - Speak to test the volume, and drag the slider until the progress bar reaches the middle of the test area.
  - **Ringer** - Select **Play** ▶, and drag the slider to adjust the volume.
3. Adjust the audio settings and select **OK**.

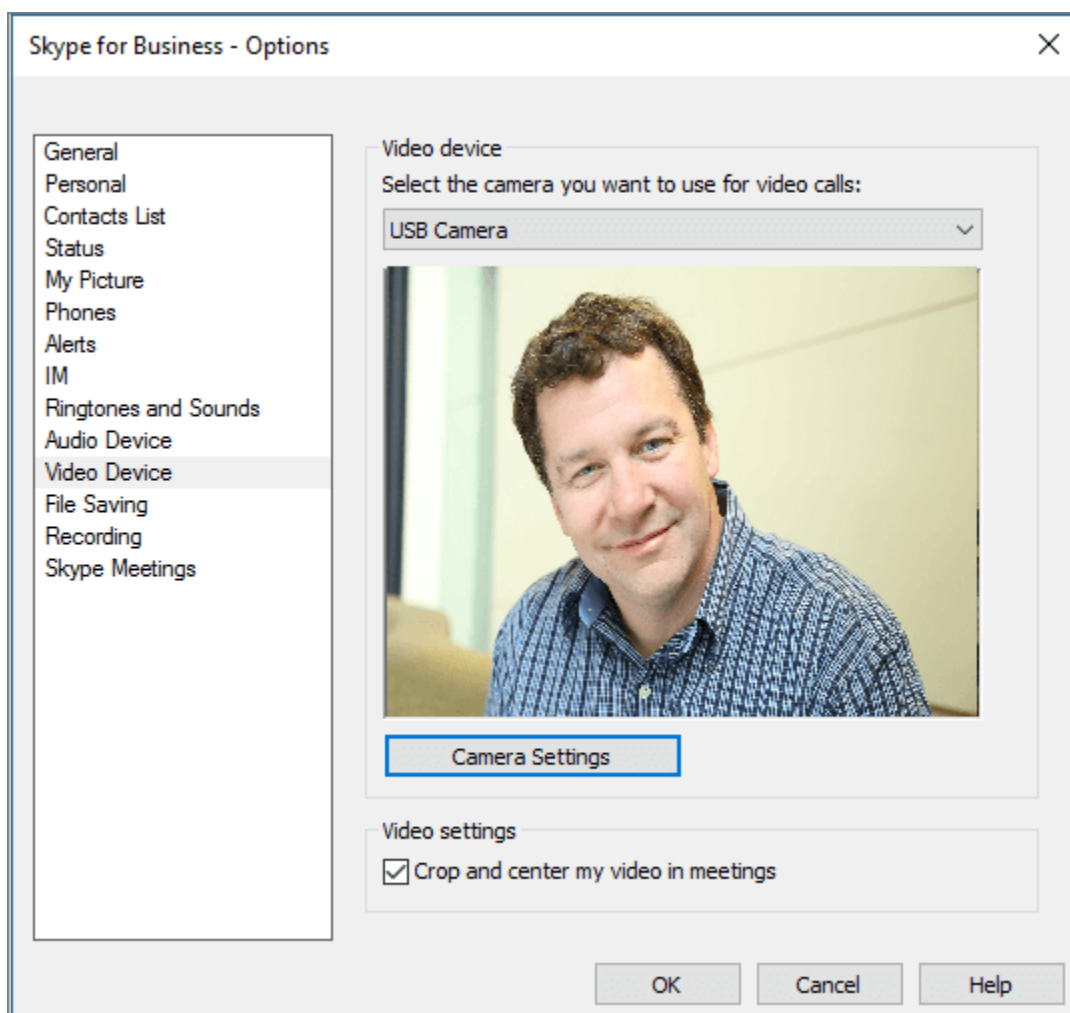


## How Do I Set Up My Video Device?

1. From **Show Menu** (↕ symbol next to ⚙), select:

**Tools > Video Device Settings.**

2. Below **Video device**, select the camera you want.
3. Adjust the camera angle to center your image in the preview pane.
4. Select **Camera Settings** if you want to adjust the video processor or camera controls.
5. Select **Crop and center my video in meetings** to focus and zoom in on your face during video conferences.
6. Select **OK**.

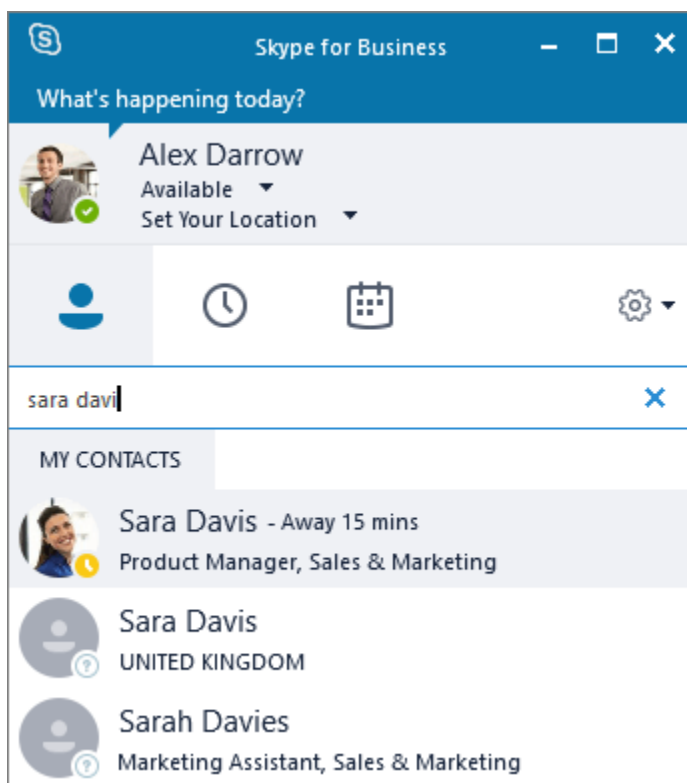


## How Do I Find and Add a Contact?


Connect with people in your organization, or with friends who have Skype accounts.

1. On the **Contacts** tab, in the **Find someone** box, type a name or email address.
2. In the search results, right-click the person you want to add, and select **Add to Contacts List**.
3. Select the contact group you want to add the person to, if you have contact groups set up.

When you add a person to your contact list, they receive a notification. External contacts must accept your invitation before you can see their availability.



## How Do I Start an Instant Message (IM)?

1. On the **Contacts** tab, point to a contact's picture, and then select **Send an IM**  .

To add others, select **Invite More People**  in the upper-right corner.





**Tip:** To IM with multiple people, you can also press Ctrl and select each contact. Then right-click and select **Send an IM**.

2. Type your message.
3. Select **Send**  or press Enter.



## How Do I Start a Voice or Video Call?

Quickly place a call to any online contact.

- Point to a contact's picture and select **Call**  or **Start a video call**  .
- To add voice or video to an existing conversation, select **Call**  or **Video Call**  .

**Note:** If you don't have a camera, the video call options are not available.



## What Can I Do When I Receive a Call?

Select an option:

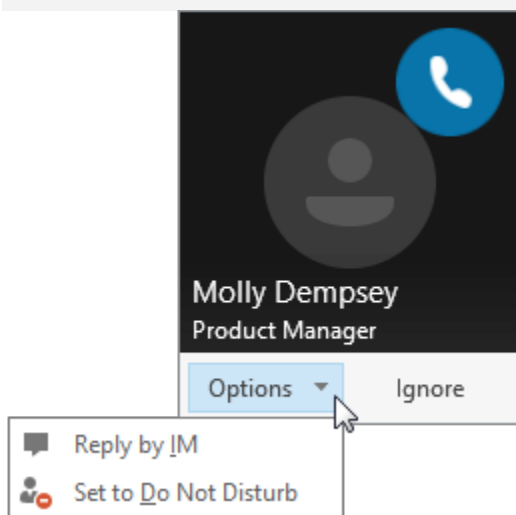
- Select **Answer** to accept the call.
- Select **Ignore** to dismiss the call and send it to voice mail, if available.
- Select **Options** and then select:

- **Reply by IM** to dismiss the call and start an instant message session with the caller.
- **Set to Do Not Disturb** to dismiss the call and change your status.
- **Answer With Audio Only** to answer a video call without sending or receiving video.

## How Do I End a Call?


Select **Hang Up**  or press Ctrl + Enter.

**Note:** To end an instant message, close the conversation window.



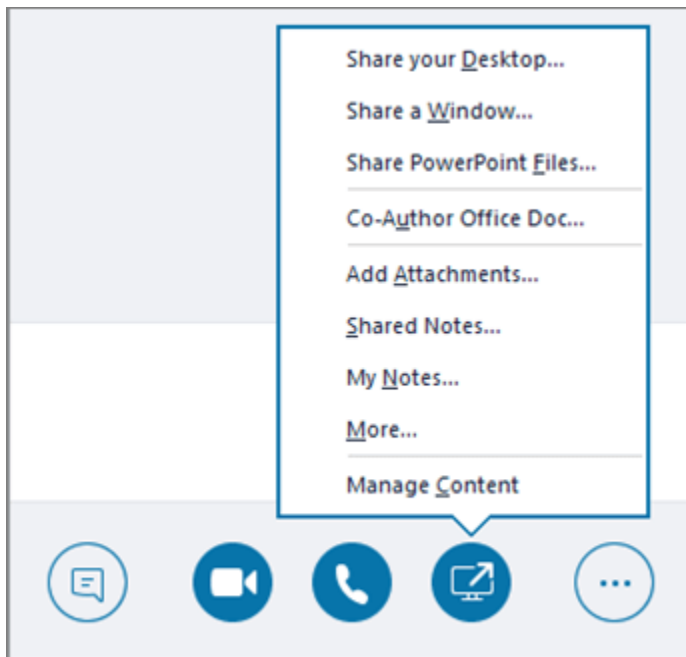
## How Do I Share My Desktop or a Program?

In a conversation window or messaging window:

1. Select **Share Content**  and select an option:
  - **Share your Desktop** to show the entire contents of your desktop.
  - **Share a Window** and double-click the program or window you want to display.

The **Currently sharing** tab and yellow border around the shared content appears.

2. Select **Stop Sharing** when you're done.



## How Do I Send a File in an IM?

- Drag the file from **File Explorer** to the conversation window, or
- Copy the file or image you want to send and paste it into the conversation window.

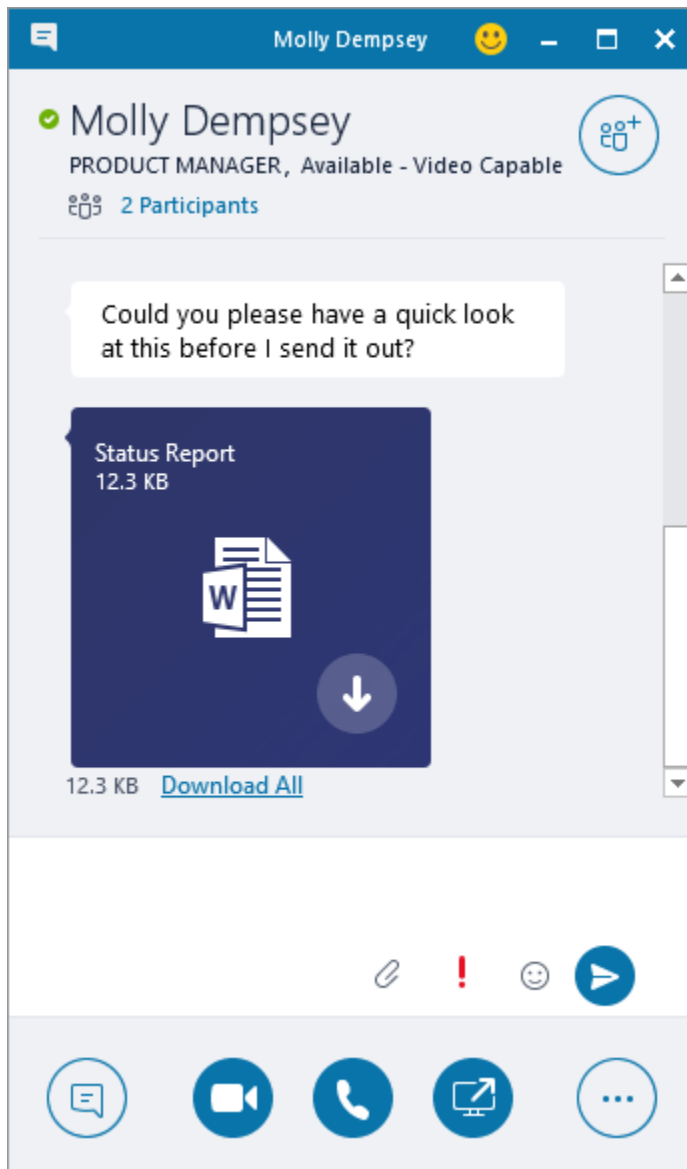
Everyone in the conversation receives a notification, which they can accept or decline.

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## How Do I Send a File When I'm Not in a Conversation?

1. Select the contacts from your contacts list.
2. Drag the file onto the selection.

The selected contacts receive a notification, which they can accept or decline.



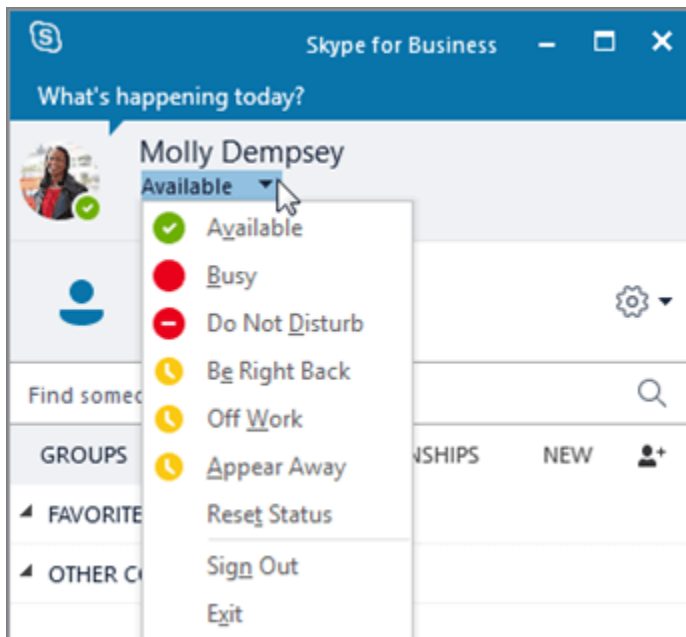


## How Do I Change My Presence Status?

Your presence status is automatically set based on your Outlook calendar. To manually change it:

- Select the status arrow below your name.
- Select the presence indicator you want to display.
- To undo, or have Skype for Business automatically update your status, select **Reset Status**.

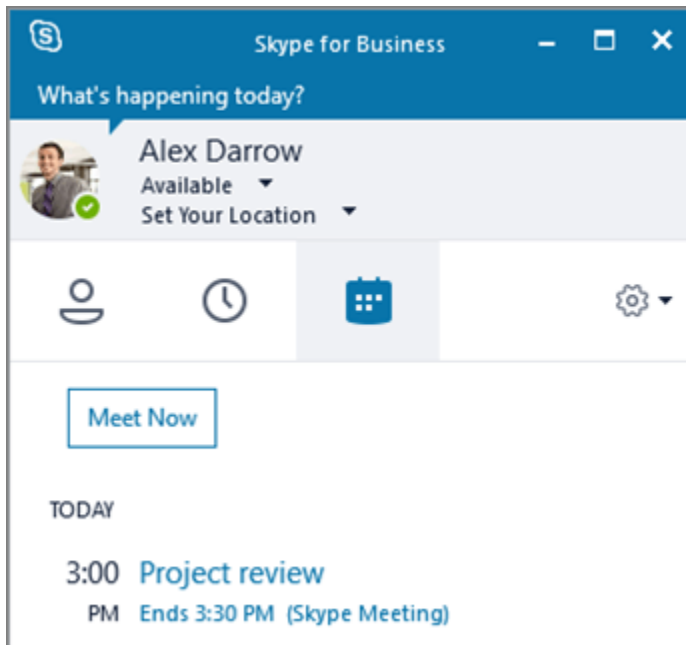
For more information, see [Change your presence status in Skype for Business](#).



## How Do I Join a Skype for Business Meeting?

There are multiple ways to join a Skype for Business meeting:

- Select the **Meetings** icon in the Skype for Business window, and then double-click the meeting to join.
- Select **Join Skype Meeting** in an Outlook meeting request.
- Select **Join Online** in an Outlook meeting reminder.



## How Do I Schedule a Skype for Business Meeting?

In Outlook or Outlook Online:

1. Open your Outlook calendar.
2. Select **Home** > **New Skype Meeting**.
3. Complete the meeting request.

**Tip:** Before you send the meeting request, set options, like who can get into the meeting directly, and who has to wait in the virtual lobby. For more, see [Set up a Skype for Business Meeting in Outlook](#).

