

Skype for Business

Making a call in Skype for Business

You can use Skype for Business to call your Skype for Business contacts or to participate in online meetings.

1. Hover the mouse over a **contact's picture** in the Skype for Business window. The interaction buttons appear.



2. Click the **Phone** button. The Conversation window appears, displaying the contact's name and picture (if available). Once the contact accepts the call, a call timer appears at the top right of the conversation window.



To end the call, click the **Hang Up** button.



- You can also **right-click** a contact's name and choose **Call | Skype Call** from the shortcut menu. If you are a delegate, you will then need to click **For Myself**.
- If you want to add more people to the call, click the **Open Participant List** button to display the Participant List, then click **Invite More People**.

Making a conference call

1. Click to select a contact; press and hold the **Ctrl** key and click the other contacts you want to invite.
2. **Right-click** one of the contacts and click **Start a Conference Call** from the shortcut menu.
Note: If you are a delegate make sure to click **For Myself**.
3. Click **Skype Call**.

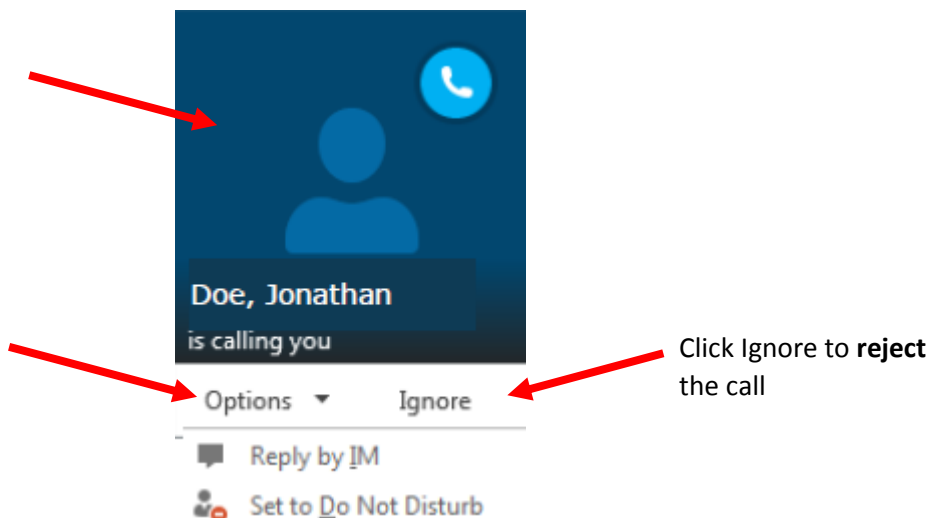
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Answering a Skype for Business Call

When you receive a call via Skype for Business, a call notification pops up on screen.

Click on the picture area to **accept** the call

Click **Options** to view further options



Click Ignore to **reject** the call

Mute your audio

Sometimes you may want to mute your audio, e.g. when you are participating in a meeting but do not want to speak.

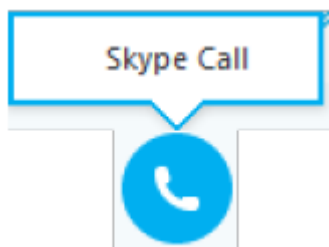
1. While in a call or meeting, click the **Mute my mic** button.
2. The button changes to display a diagonal bar to indicate that your device is muted.



Adding audio to an IM conversation

If you have started a conversation via Instant Messaging, but want to add audio:

1. In the conversation window, click the **Phone** button.
2. Click **Skype Call**. The contact receives a call notification.



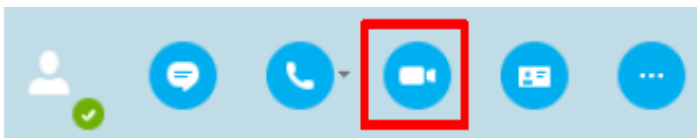
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Using video

If you and your contacts have a webcam, you can participate in video calls through Skype for Business. Remember that your network connection will have a major effect on the speed and effectiveness of any video communication. In particular, if you are using a wireless connection, you may encounter slow speeds or a lack of visibility.

Starting a video call

1. Hover the mouse over a contact's picture in the Skype for Business window. The interaction buttons appear.



2. Click the **Video** button. Your contact receives a notification that you are calling and can accept or reject the call.
3. The Conversation window displays video thumbnails for the participants.
4. When the call is complete, click the **Hang Up** button and close the meeting window.



Adding video to an existing conversation

1. In the conversation window, click the **Video** button. A preview of your video appears.
2. Click the **Start My Video** button to add video to the meeting.
3. To end your video, hover over the video button and click the **Stop My Video** button. This ends your video but keeps any other participants' video as part of the meeting. If you want to end all video input, click the **End Video** button.

Muting video

When there are multiple meeting participants using video, Skype for Business focuses on the person speaking at the time. If several participants are trying to speak, this may be distracting and you may wish to mute your own or another participant's video.

1. Click the Open Participant List button to display the Participant List. Right-click the name of the person you want to mute. A shortcut menu appears.

Mute

Lock the Video Spotlight



See Contact Card



Share Information Using Live Meeting

Skype for Business

2. Click **Mute**.

- If you want to switch off your video during a call, click the **Video** button – a diagonal bar appears across the button and your thumbnail reverts to your name and picture.
- If you want to mute the entire audience, display the Participant List. Click the **Participant Actions** button, then click the **Mute Audience** button.
- You can also use the shortcut menu shown above to lock the video to a participant so that Skype for Business keeps the focus on them rather than moving to different speakers.