Microsoft Skype for Business
Advanced Users Guide
Skype for Business 2016 for Windows

Microsoft Skype for Business is a collaboration tool that combines Instant Messaging (IM), audio chat, video conferencing, document and screen sharing, and many other features into one package for your PC, Mac, or mobile device.

Skype for Business version 2016 for Windows is fully integrated with Office 2016 and Office 365. If Office 2016 is installed on your university purchased computer, Skype for Business 2016 will most likely already be installed.

This document covers some of the advanced features of Skype for Business 2016. These features include topics geared towards using Skype for Business for conducting presentations. For an introduction to Skype for Business 2016 for Windows and getting started, please consult the “Basic Users Guide” created by UTS.

Office 365 Groups

In addition to adding people to your contact list, you can also add a list of individuals who are members of an Office 365 group.

- In the Search Bar, begin typing the group name. A list of matching names will appear.
- Right-click on any group name and select Add to Contacts List. This will automatically create a new Skype for Business group using the group’s name and populate the group with its membership.

Right-clicking on the group name provides the option to: Send an IM, Send an Email Message, Start a Conference Call, Start a Video Call, or Schedule a Meeting with the entire membership of the group.

Please note: Contacts can exist within multiple Skype for Business groups and can be organized as necessary. However, you do not have the option to add/remove contacts to/from an Office 365 group from within Skype for Business.

Sharing Content

A physically attended meeting or presentation will often involve a facilitator or presenter. Other meeting attendees may be called upon to present as well, or participate by only consuming the information being presented. For a virtual meeting to be effective, the ability to present and share meeting content is a must. Skype for Business is designed to meet this requirement by offering three options for sharing content: Present a PowerPoint Presentation, Share Computer Desktop, and Share a Program.

Before introducing these content sharing options, lets revisit the Conversation Window along with some of the controls that will assist with sharing content.
Conversation Window

1. Presentation Tools – Opens a list of presentation options
2. Sharing Content Options - Select to upload a PowerPoint presentation into Skype for Business, or share the Desktop or a program
3. Participant Roster button – Select to show/hide a sidebar with a list of meeting participants
4. Participant Roster – Sidebar displaying list of meeting participants and their participation status
5. Invite More People – Add more people to the call meeting
6. Participant Actions – Meeting participation options
7. IM Sidebar button – Select to show/hide the Instant Messaging sidebar
8. IM Sidebar – Sidebar window allowing participants to Instant Message during presentation
9. Camera button – Turn the camera on/off if one is available on your computer
10. Mute button – Use to toggle your microphone – mute/unmute
11. Call Control button – Volume controls, hold or transfer call, select audio/video controls
12. Additional Options – Opens a list of other options, including End Meeting
Present a PowerPoint Presentation

Often times meetings are conducted using a PowerPoint presentation as a guide. Skype for Business provides a means for presenting a PowerPoint slideshow while concurrently providing audio/video of the presenter to other meeting attendees – just like a presentation to a physical audience.

To start a PowerPoint presentation:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the Presentation Tools button and select Present PowerPoint Files... from the context menu.
- Navigate to the PowerPoint file to be presented and Open it. The file will be uploaded into the Skype for Business meeting and be available as content to be presented. Note: Multiple files can be uploaded into the Skype for Business meeting.

PowerPoint Presentation Window

1. PowerPoint Slides – What meeting attendees see
2. Power Point Controls – Slide advancement control, Display Thumbnails, Display Notes
3. Thumbnail / Notes window – Area displaying either PowerPoint slide thumbnails or notes
4. Annotation Tools button – Show/hide annotation tools
5. Annotation Tools – Tools for annotating PowerPoint presentation
6. Stop Presenting – Stop presentation of the PowerPoint slides to the audience
Share Computer Desktop

On occasion, a presenter may want to share their desktop with other attendees to demonstrate a program, process, or feature. Once shared, control of the desktop can be given to other attendees to allow their input.

Please note: When sharing your desktop, all participants can see the entire desktop including alerts and notifications. It is strongly advised to close any programs or documents that may contain or provide confidential information before allowing others to view your desktop.

If you have multiple monitors, you will be provided an option to share the contents of all monitors, or just a single monitor.

To share a desktop:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the Presentation Tools button and select Present Desktop... from the context menu.
- Respond to all dialogs and then select Present when provided the option to begin presenting.

An orange band will appear around the screen while it is being shared. In addition, a toolbar will appear at the top of the screen. This toolbar can be pinned or hidden from view. The toolbar provides the option to Stop Presenting, or Give Control of the desktop to another meeting participant via a pull-down menu.

Other participants viewing your shared desktop will be provided the additional options to Request Control of the desktop or to view the desktop’s Actual Size, or Fit to Window.

When requesting control, the person currently controlling the desktop can choose to allow or deny the request.
Share a Program

Sharing a program works similarly to sharing the entire desktop, but just allows access to an individual program or document that is open on the presenter’s computer.

To share a program:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the Presentation Tools button and select Present Programs... from the context menu.
- You will be provided with list of all programs and documents that are currently open on the presenter’s computer. Select the program that you wish to share and then click on the Present button.

An orange band will appear around the window of the program while it is being shared. In addition, a toolbar will appear at the top of the screen. This toolbar can be pinned or hidden from view. The toolbar provides the option to Stop Presenting, or give the option to control the program to another meeting participant via a pull-down menu (See screenshots in the “Share Computer Desktop” section above).

Conversation Window vs Meeting Stage

When sharing or presenting content, you may have noticed that the Conversation Window changes. This is to provide space to display the content being shared and is known as the “Meeting Stage”. The Conversation Window automatically switches to the Meeting Stage whenever meeting content is shared.

To Hide or display the Meeting Stage:

- In the Meeting Stage, click on the Presentation Tools button and select Hide Stage from the context menu. This will display the Conversation Window.
- Once in the Conversation Window, you can conversely click on the Presentation Tools button and select Show Stage from the context menu.

Managing Content

Skype for Business allows for multiple files to be uploaded at the same time.

To manage this content:

- In the Conversation Window or Meeting Stage, click on the Presentation Tools button.
- Select Manage Content from the context menu. This will display the Content Window.
Content Window

1. List of files that have been uploaded and are presentable within the Skype for Business meeting
2. “Now Showing” – Indicates which file is being presented
3. Start / Stop Presenting content button – Select to choose which file to start presenting. Note: Only one file can be presented at a time.
4. Download Control button – Use to control who can download the presentation
5. Remove Content – Remove file from Skype for Business meeting
6. Additional options – Save file with annotation, Send to OneNote, etc.

Presenter Controls

Participants are divided into two categories: Presenters and Attendees. Presenters have control over meeting content and delivery. Attendees have limited control and cannot alter how other participants participate in the meeting.

Participant Actions

To display a menu of participant actions:

- Display the Participant Roster sidebar: If the Participant Roster sidebar is not already displayed, click on the Participant Roster button (See item 3 on page 2).
- Click on the Participants Action button within the Participant Roster pane. This will display a menu of participant actions (See item 6 on page 2).

Participant Actions Menu

- Mute / Unmute Audience – A presenter can mute/unmute all participant’s microphones
- No Meeting IM – A presenter can turn off the ability for participants to Instant Message during the meeting
- No Attendee Video – A presenter can turn off/on all participant’s cameras
- Hide Names – Any participant can hide all attendees names in their photo/video within the Conversation Window
- Everyone an Attendee – A presenter can demote everyone except the meeting organizer to an Attendee
- Invite by Email – Any participant can invite others to the meeting via an email
Attendee Promotion

To promote an Attendee to a Presenter:

- Display the Participant Roster sidebar: If the Participant Roster sidebar is not already displayed, click on the Participant Roster button (See item 3 on page 2).
- Right-click on any Attendees’ name within the list of participants.
- Select **Make a Presenter** from the context menu.

Edit Documents Concurrently

Skype for Business allows for documents to be shared and edited concurrently while on a Skype for Business call or Instant Message.

To concurrently edit a document during a Skype for Business session:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the **Presentation Tools** button and select **Co-Author Office Doc...** from the context menu.
- Navigate to the file to be edited and **Open** it. **NOTE**: The file must exist in your Office 365 OneDrive. The file will open on each participant’s computers and be available for editing.

Be aware of the following:

- Any Office file type can be edited. However, the file must exist in your OneDrive.
- The document will be shared to all meeting participants allowing each participant permission to edit the document, even after the Skype for Business session has closed. This permission can be updated at any time by logging into your Office 365 account and changing the file permission in OneDrive as the owner of the document.
- You may be asked to login to your Office 365 account before the file is opened for editing.

When the document is opened in Office 365, there will be an indicator on the right side of the Menu Bar displaying the names of the accounts that are currently editing the document. Each account name is color-coded. When someone makes a change to the document, a corresponding colored flag will display within the document showing who is making the changes. All changes are saved automatically.

To end the Co-Authoring session:

- In the Meeting Stage, click **End Co-Authoring Session**. **NOTE**: If someone still has the document open, they can continue editing, even if the Skype for Business session has ended.
Virtual Whiteboard

Skype for Business offers a virtual whiteboard that can be used during a Skype for Business meeting or session.

To open a Whiteboard:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the Presentation Tools button and select More... from the context menu.
- Select WhiteBoard.

Whiteboard Window

1. Presentation Control – Stop presenting Whiteboard if you are the presenter. Other participants can Take Over as Presenter using this button on their screens.
2. Annotation Controls

Multiple Whiteboards can be managed through the Manage Content controls. See page 5 for more information.

Polls

Skype for Business offers the ability to conduct Polls during a Skype for Business meeting or session.

To conduct a Poll:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the Presentation Tools button and select More... from the context menu.
- Select Poll.

Poll Creation Window

1. Poll Name – Create a name for your Poll
2. Question – Present a question for the audience to respond to
3. Choices – Create a list of all possible Poll choices
4. Create / Cancel buttons
Casting Votes and Poll Control

The Poll is presented to all participants. They can then make their choices. Afterwards, the presenter can tally the votes and share the results.

1. Response Options – Select an option or choose not to vote
2. Poll Control Menu – Open / close the poll, Hide results from attendees, and save poll results

Meeting Q & A

Skype for Business offers the ability for a Presenter to conduct a Question & Answer session during a Skype for Business meeting.

To conduct Q & A:

- Start an Instant Message, an Audio Call, or a Video call using Skype for Business.
- In the Conversation Window, click on the Presentation Tools button and select More... from the context menu.
- Select Q & A.

When Q & A starts, IM is automatically turned off and each participant is notified as such.

As stated earlier, Participants are divided into two categories: Presenters and Attendees. Attendees can only ask questions, and Presenters can only answer questions. It is recommended that the Presenter open the Participant Roster sidebar to display the list of Presenters and Attendees and then make everyone else an Attendee (see below).

Additional actions are provided by selecting the Participant Actions button on the Participant Roster sidebar. This displays a menu that will allow the Presenter to make Everyone an Attendee. Once everyone is made an Attendee, Individual Attendees can then be made Presenters by right-clicking on the Attendees name and selecting Make a Presenter from the context menu (See Attendee Promotion, page 7).

The Participant Actions menu also provides an option to turn IM back on if desired. However, an option to turn IM back on will automatically be provided when the Presenter ends the Q & A session.
The Q & A Session

All Attendees’ questions will be listed in the Meeting Stage. Any Presenter can respond by clicking on the Answer link. During the Q & A session, all participants can save the questions and answers as a text file by pressing the Save as... button. Only the Presenter can stop the Q & A session.

1. Participant Roster button – Click to display the Participant Roster sidebar
2. Participant Roster sidebar - List of meeting participants divided into Presenters and Attendees
3. Participant Actions – Displays a menu of additional actions. The Presenter can turn IM on/off or make everyone an Attendee.
4. Ask a Question box – Each Attendee is provided this area to type their question
5. Questions and Answers
6. Answer question link – Only a Presenter can respond to an Attendee question
7. Save Q & A session button – Save the Q & A session as a text file
8. Stop Q & A session button – Stop the Q & A session
Recording The Presentation

There are times when it may be useful to record the presentation for future review. When recording a presentation, all audio, video, and IM activity are recorded. If you are recording the presentation, it is good idea as a courtesy to announce to all other participants and/or the Presenter that they are being recorded.

To record a presentation:

- In the Conversation Window, click on the Additional Options button and select Start Recording from the context menu. When the recording begins, all participants will receive a notification that recordings have started.
- You can pause and resume recording via the same context menu at any time.
- To end the recording, click on the Additional Options button and select Stop Recording from the context menu. After the recording has ended, it may take several minutes (or possibly much longer depending on the length) to build the recording file.

You can manage all your recordings via the Skype for Business Recording Manager. The Recording Manager is accessed via the same Additional Options context menu (Select Manage Recordings). The Recording Manager displays the Title, Date, Size, Length, and Location of each recording that has been made. Select the recording and press the Play button to play it, or Delete button to delete it.

The file is saved as a .mp4 file. Browse to the location of the recording to open a Windows Explorer window. From there you can copy/move the file to another location if desired.