

Skype for Business for Windows Phone

IT Showcase Productivity Guide

March 2016

Topics in this guide include:

Participating in
Skype for Business
meetings

Setting your status
and a personal note

Working with
contacts

Working with
conversations

Using call
forwarding and
voicemail

For more
information

1. for Business will call you back at this number to connect you to the audio portion of the Skype Participating in Skype for Business meetings

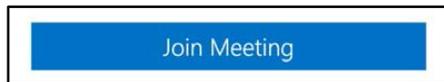
Joining a Skype for Business meeting

To join a Skype for Business meeting, from the **Meetings** screen:

1. Select the meeting you want to join.



2. Tap **Join Meeting** or the meeting hyperlink.



If you've joined a meeting from your mobile device, and you then join the same meeting from your desktop computer, you'll stay connected to the meeting audio on your mobile phone and connect to the visual part of the meeting on your desktop computer. We recommend that you connect only to the meeting audio and video on either your mobile device or your desktop computer.

Waiting in the meeting lobby

The meeting lobby is an online waiting area. The meeting leader can control access to the meeting or admit someone who doesn't have the correct meeting credentials. If the meeting leader has enabled the meeting lobby, you'll need to wait until the meeting leader admits you to the meeting.

Important: *If you're waiting in the lobby, don't switch to another screen. Your request to join the meeting will be cancelled if you do.*

What you can do in a Skype for Business meeting



When you're in a call, tap the:

- **Mute** icon to mute and unmute the call.
- **Hold** icon to put the call on hold, and then tap the Hold icon again to resume the call.
- **Speaker** icon to turn the speakerphone on and off.
- **Dial pad** icon to use the dial pad.
- **End call** icon to end the entire conversation.
- **IM** icon to view or send an instant message to people in the call, and then tap the **Phone** icon to go back to the audio conversation.
- **Video** icon to start your video.

When you're in a video call, tap the **Video** icon and then tap one of the following:

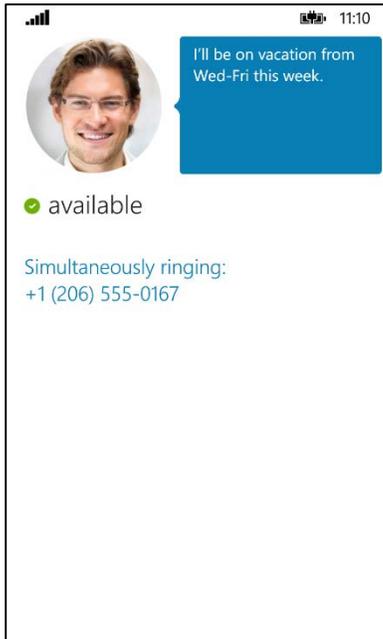
- **stop camera** to turn off your video but still see another person's video
- **switch camera** to switch from the front or back Windows Phone camera
- **leave video** to end everyone's video for you only but still have audio

At the bottom of the screen, tap the ellipsis **⋮**, then tap:

- **leave conference** to leave the meeting
- **see participants** to view the participants' list in the meeting
- **send as email** to send an email copy of your conversation to someone
- **see conversations** to view current and past conversations

Setting your status and a personal note

Your presence information includes availability status, such as Available or Away, and is also indicated by a color-coded presence indicator, such as green, yellow, or red. When you are using Skype for Business on your mobile device, your status will indicate to people who view your contact information that you are currently using a mobile device.



Setting your status

To change your status, tap your photo in the upper-right corner (a small, color-coded status indicator will be adjacent). Then, select your current status to choose one of the following presence statuses:

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

Automatic status updates

When you're signed in, you remain signed in as long as there is connectivity. If you are in a meeting or on a call, your status is updated automatically. If you're not actively using the app on your mobile device or Skype for Business on your computer, your status appears as Inactive. If you have connectivity but haven't used the app for 10 days, you're signed out and your status is Inactive.

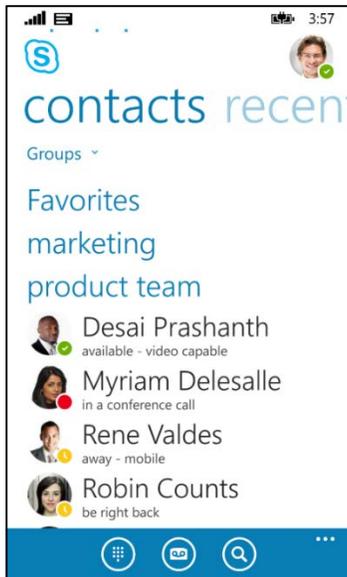
Setting a personal note

Tap your photo with status in the upper right corner. In the note area, type any text you want. The note appears with your contact card. When you change your **Automatic Replies** (Out of Office) setting in Microsoft Outlook, the note you type there also appears in the personal note area in Skype for Business. This note stays in Skype for Business until you cancel the note in Outlook or type a new note.

Working with contacts

Finding a contact

- On the **Contacts** screen, tap **Search** , and then start typing a name, phone number, direct extension, or email address in the search box.



The results are displayed below the search box. If **Phonebook Access** is set to **ON**, when you search for a contact, the search results will also find contacts on your mobile phone. You can go to **settings** and set the **Phonebook Access** setting to **on** or **off**.

Viewing and editing your Contacts list

To view your Contacts list, go to the **Contacts** screen, and then tap any of the groups to expand the group. The Contacts list in Skype for Business on the desktop is the same as the one in the Skype for Business app. You can now add and remove contacts from the Contacts list in the mobile app.

Viewing someone's contact card

The contact card displays status, a personal note, and office location about people and provides several ways to communicate with someone. For example, you can send an instant message, start an audio or video call, or send an email message directly—all from someone's contact card. Find the contact in your **Contacts** list, or start typing a person's name in the search box. When you find the contact you're looking for, tap the person's name and then tap the **Contact card** icon.

Working with conversations

Starting a conversation

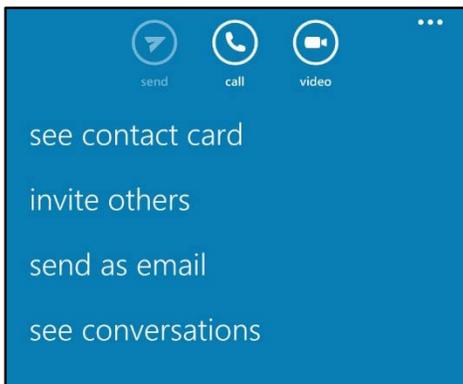
- In Skype for Business, you can start a chat (IM), a voice call, or a video call with a single tap on a contact's name.
- Type your message, and then tap the **Send** icon.
- You can also add audio or video to an existing IM conversation by tapping the **Call** or **Video** icon on the app bar.
- To call someone at their work or mobile number, tap their contact name and then tap the **Contact card** icon. Select the number you would like to call.

Joining a conversation

- **IM.** When someone sends you an instant message and you're using Skype for Business, a notification appears at the top of the screen. To accept the invitation, tap the notification. If you receive an instant message while your phone is locked or Skype for Business is running in the background, a native Windows Phone notification appears, indicating that you have a new instant message. To accept the invitation, tap the notification. To ignore the invitation, just let the notification expire.
- **Audio.** When you get a Skype for Business call, it looks the same as any other call you get on your Windows Phone. The only difference is that when you get the call, the ringtone will be the default Skype for Business ringtone (this ringtone can't be changed), and the incoming call screen will have a Skype for Business logo on the left.
- **Video.** When you receive a Skype for Business video call, tap **video** to accept an incoming audio and video call, or tap **audio** to accept an audio-only call.

Switching between conversations

To switch between conversations, at the bottom, tap the ellipsis **⋮** and then tap **See conversations**. On the **Conversations** screen, tap the conversation you want to see.



Finding recent or missed conversations

To view a missed or recent conversation, go to the **Recent** screen. A list of recent and missed conversations is displayed. Tap the conversation to reply.

Deleting a conversation

To delete a conversation from the **Recent** screen, tap and hold the conversation you want to delete. When you see the menu options, tap **delete conversation**.

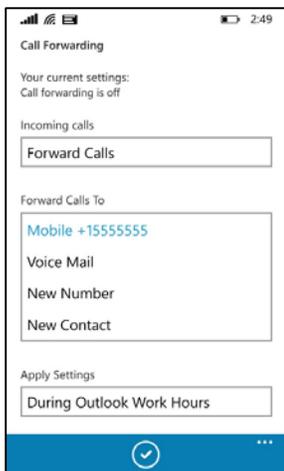
Using call forwarding and voicemail

You can set the call forwarding and simultaneously ring options so that you don't miss calls. Call forwarding is especially useful if you're traveling or working from home, because you can forward calls to your current location. If you're out of the office, you can automatically forward calls to a co-worker.

The Simultaneously Ring option is handy for people on the go. When you get a call, it rings at two phone numbers at the same time. You can set your incoming calls to simultaneously ring your phone and another number or contact in case you're busy or momentarily unavailable.

Forwarding calls

The Call Forwarding option is typically used to forward calls to voicemail or to a number other than your mobile number. When you set call forwarding settings in Skype for Business, all incoming calls are automatically forwarded to the destination you choose.



1. In **Settings**, find **Call Forwarding**. Tap **Forward Calls**, and then complete one of the tasks:
 - Tap **Voice Mail** to have the call sent to your voicemail, where you can retrieve it later.
 - Tap and select a number you've added before, such as your mobile phone.
 - Click **New Number**, and enter a new phone number.
 - Tap **New Contact**, and then search for a contact in the dialog box that appears.
2. Under **Apply Settings**, select the time period that you want this setting to apply to.
3. Tap the check mark  to save your changes.

Stopping call forwarding

To stop call forwarding, complete the following steps:

1. On the **Call Forwarding** screen, tap **Do not Forward calls**.
2. Under **Apply Settings**, select the time period that you want this setting to apply to.
3. Tap the check mark  to save your changes.

Setting up Simultaneously Ring

Unlike call forwarding, where your work phone doesn't ring, you can set your incoming calls to simultaneously ring your phone and another number or contact. This setting can help ensure that callers don't get a busy signal and you don't miss their calls. At the same time, callers won't be aware that their call was forwarded.

1. On the **Call Forwarding** screen, tap **Simultaneously Ring**, and then do one of the following:
 - Tap **New Number** and enter a new phone number.
 - Tap and select a phone number you've added before, such as your mobile phone.
2. Under **Apply Settings**, select the time period that you want this setting to apply to.
3. Tap the check mark  to save your changes.

Using voicemail

Your voicemail messages are saved in both Skype for Business and Outlook. When you have new voicemail, the **voicemail** icon at the bottom of the screen displays the number of messages. To listen to a voicemail message, tap the **voicemail** icon and then play the message. To reply to the message, tap it to open the sender's contact card and reply using IM, an audio call, or a video call.