

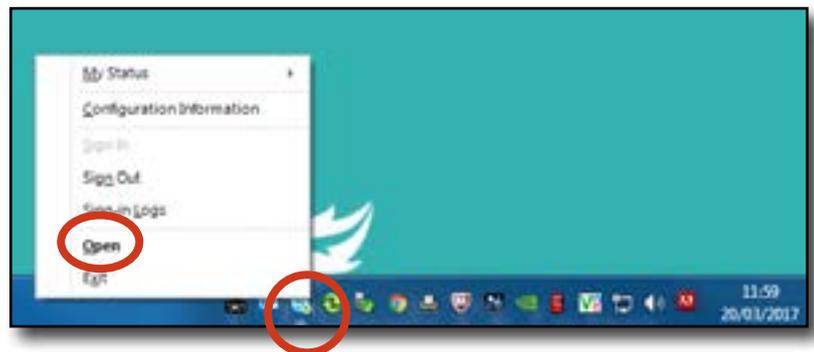
Introduction

Skype for Business (SFB) is a quick way to contact colleagues. Instant message chats can involve any number of people, audio and video chats are available and desktop sharing is possible. It is a separate product to Skype and was previously called Lync

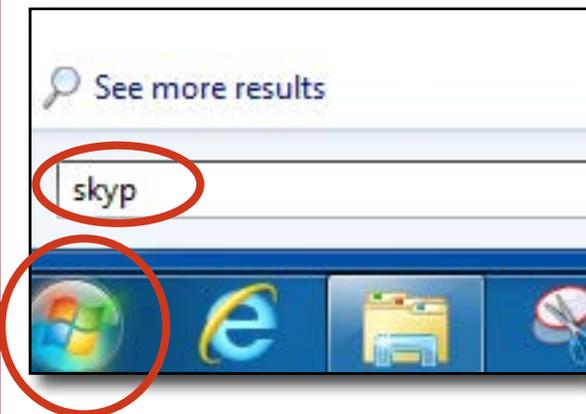
Finding Skype for Business

SFB is installed on every staff desktop and will sync in automatically when you log into the computer.

If the window is not open then it can be opened by clicking on the icon in the system tray at the bottom right of the screen and selecting **open**.



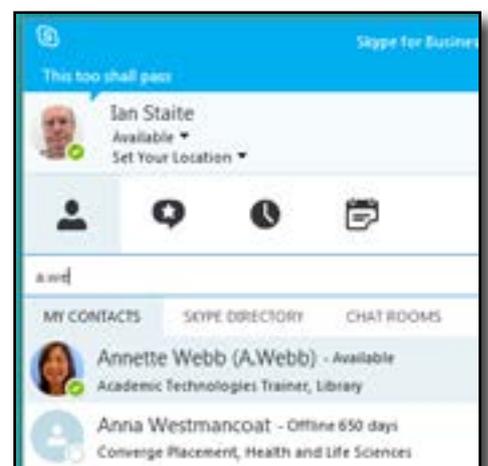
If there is no skype icon in the system tray then click on the start menu and type skype. You can then start skype for business at the top of the menu.



Basic controls

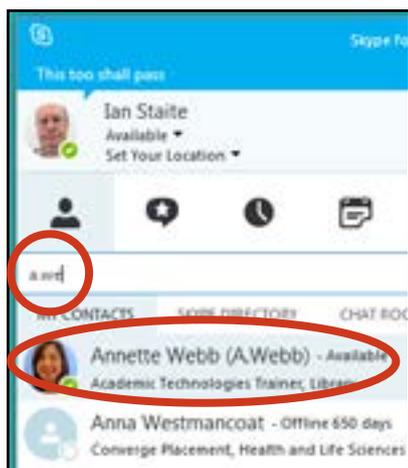
The availability is picked up from your Outlook calendar and whether you are active at the computer.

-  The contacts page is the best place to start a conversation.
-  The conversations tab holds copies of previous text conversations.



Starting a chat

SFB is linked to the York St John email directory so all staff and students are searchable. Students are not likely to be logged in to the service.

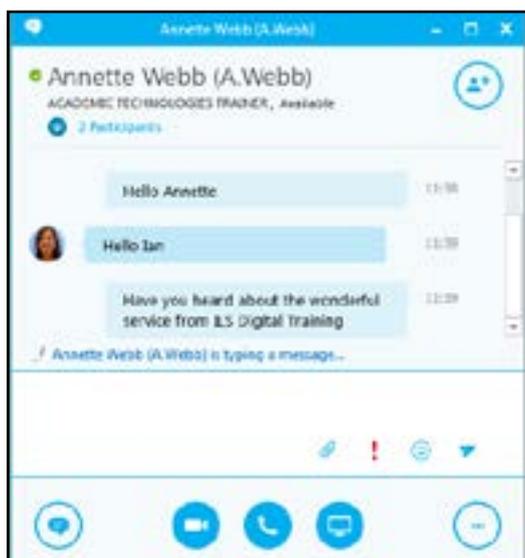
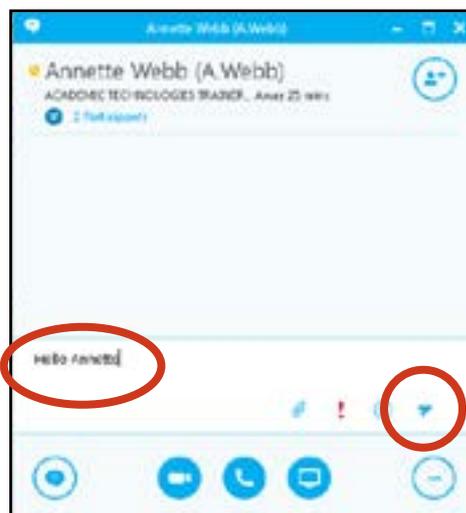


To start a conversation, type part of the contact details into the search bar. This can be the user name or any part of the name.

Double click on the correct contact to open a chat window.

Type a greeting and either press the arrow or the return key on the keyboard to send.

If there is no reply, the message will appear in the recipients email in the Conversation History folder.



If the other person responds, you can continue the conversation.

To end the conversation simply close the conversation window.



Attachments can be added using the paper clip.

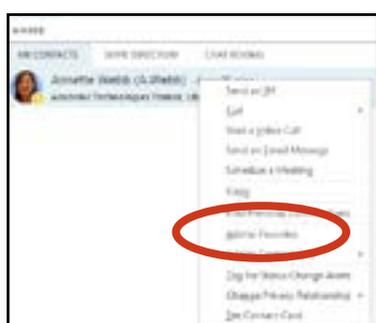
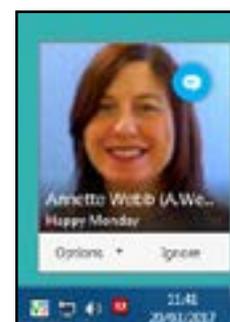


Other colleagues can be brought into the conversation by clicking the add button and then searching for them.



Accepting a chat

If someone contacts you, you need to click on the speech bubble to accept the chat. If you do not, their message will appear in your email in the Conversation History folder.



Adding contacts to favourites

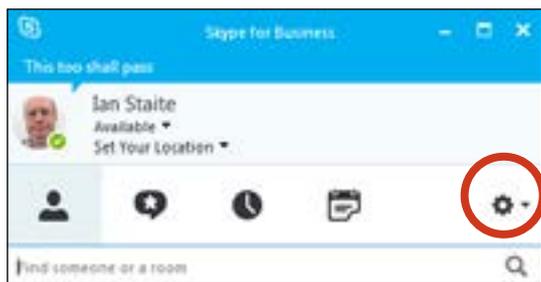
Search for a contact as above and then right-click and select Add to Favourites.

These contacts are always shown in the contacts window and can be double clicked without searching first.



Audio and video calls

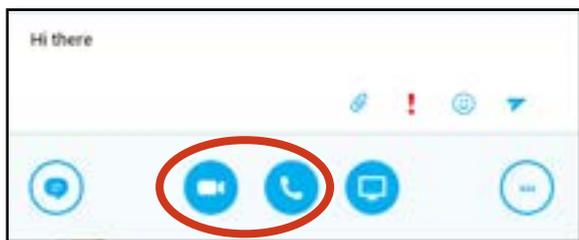
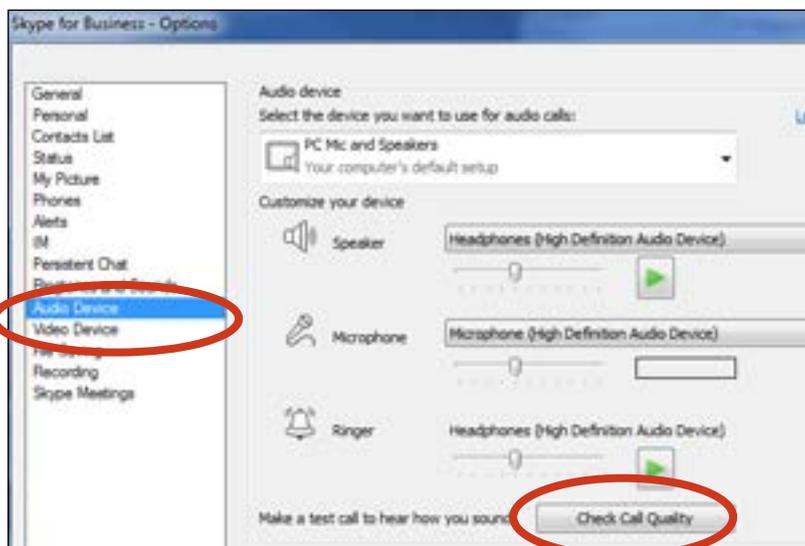
Equipment for audio and video calls is available from the IT help desk helpdesk@yorks.ac.uk. You will need a microphone and headphones or speakers for audio calls. Headsets are the most convenient. A webcam is required for video calls.



Test the equipment by clicking on the settings cog on the main SFB window.

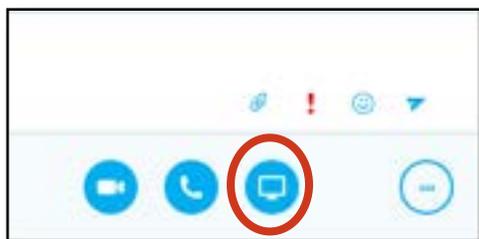
There are tests for speakers (which also works for headphones), microphones and the call ringer.

There is a useful automated call tester which lets you record a short message and listen back to check that everything is working.



It is easiest to start a text chat as detailed above and then start either video or audio.

Click on the appropriate button and then confirm with the button that appears above



Desktop sharing

You can allow colleagues to see your screen and even control your computer.

When connected, a strip at the top of the screen lets you give or take back control.

