Army Enterprise Service Desk (AESD)
Skype for Business Helpdesk
Troubleshooting Guide

Version 4

February 22, 2020

Table of Contents

Back to Table of Contents

Revision History

Revision Number	Date	Description
Draft A	2/22/18	First draft
Draft B	4/17/18	Updated Section 3.8 to include using conferencing numbers. Added Section 3.13 Persistent Chat
Version 1	6/7/18	Changed status from Draft to Version 1
Version 2	6/14/18	Added Appendices and Table of Figures. Updated content with suggestions from feedback of course. Added in Section 3 Polling, Q&A, and Whiteboard
Version 2.1	10/10/18	Update page 10 to use sign-in address for new users of SfB in welcome letter/email. Noted to set SfB to start automatically and referenced 2.2 Personal section to verify.
Version 2.1.1	1/1/19	Minor font corrections
Version 2.2	1/1/19	PSTN section added for the European Theater
Version 3	2/28/19	Small structural modifications to document for European theater and SIPR.
Version 3.1	3/12/19	Updated SIP sign in address
Version 3.2	4/1/19	Added activating PIV certificate instructions and adding exceptions site list in JAVA.
Version 3.3	6/13/19	Changed enter password to CAC PIN on slides 13 & 15
Version 3.4	10/30/19	Changed PSTN section to CONUS and European Theater
Version 3.4.1	1/15/20	Updated section 3.3 to include call dialing prefix for PSTN and Call Forward Options.
Version 3.4.2	2/4/20	Format corrections and verbiage.
Version 4	2/24/20	Added Section 1.6 – 1.10 for SfB Client System Remediation

Send document corrections, additions, and suggestions to ArmyUC@att.com.

Back to Table of Contents

Forward

This guide supports the Army Enterprise Service Desk (AESD) helpdesk to troubleshoot and diagnose problems that users may have with Skype for Business Online or Client. This guide offers recommended practices as a strategy to resolve the user's problems. This document supports the mission of "The Service Desk to provide a strategic central point of contact between the Army IT users and the Army IT services being provided."

Some of the content in this document was retrieved from the Microsoft support website for Skype for Business 2015 at https://support.office.com/en-us/skype-for-business. Utilization of the Skype for Business application is considered a government information system and as such, is subject to monitoring and recording per AR 25-2 and DoDI 8500.01.

Back to Table of Contents

Section 1 - Signing into Skype for Business

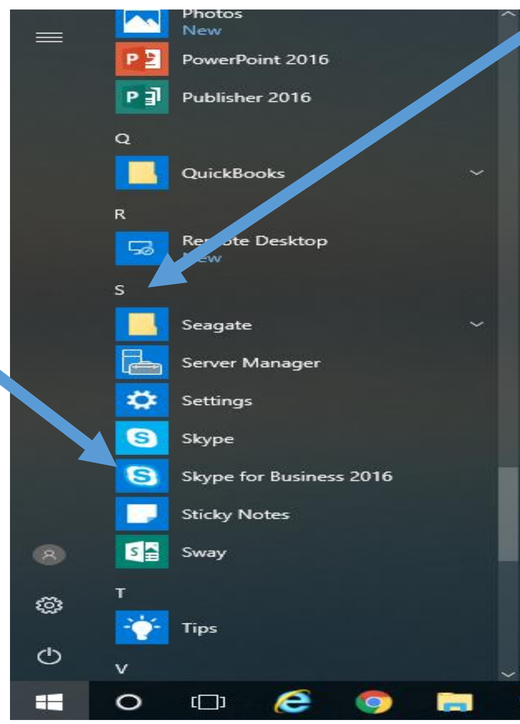
1.1 Sign into Local or Telework Personal Computer (PC)

The Army Enterprise Service Desk (AESD) uses the Single Sign-On (SSO) of the user to log into local desktop PCs or remote teleworking PC's. If you are unable to login with your SSO, please contact AESD for assistance.

1.2 Verify installation of Skype for Business on PC

1. Navigate to **Windows Symbol** on Task Bar located on the bottom (most cases), left, right, or top of the screen.

2. Click on  to show Programs and Applications. Scroll down with mouse to **"S"** category to find **Skype for Business**. If missing, contact your PC support team to install it.



1.3 Adding Exception Site List in JAVA

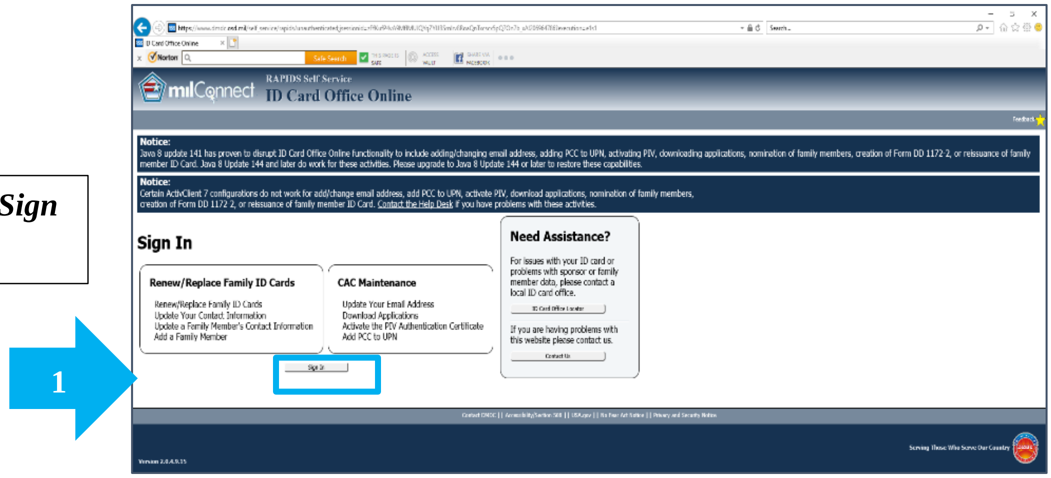
1. Open the "Control Panel" on your computer and then double-click the Java icon to open the Java Control Panel or Programs and Click on JAVA → Configure JAVA.
2. Once in the JAVA Control Panel, select Security Tab
3. Add the 3 sites below to the Exception Site List
   a. https://www.dmdc.osd.mil
   b. https://pki.dmdc.osd.mil
   c. https://idco.dmdc.osd.mil
4. Click Apply/OK

Back to Table of Contents

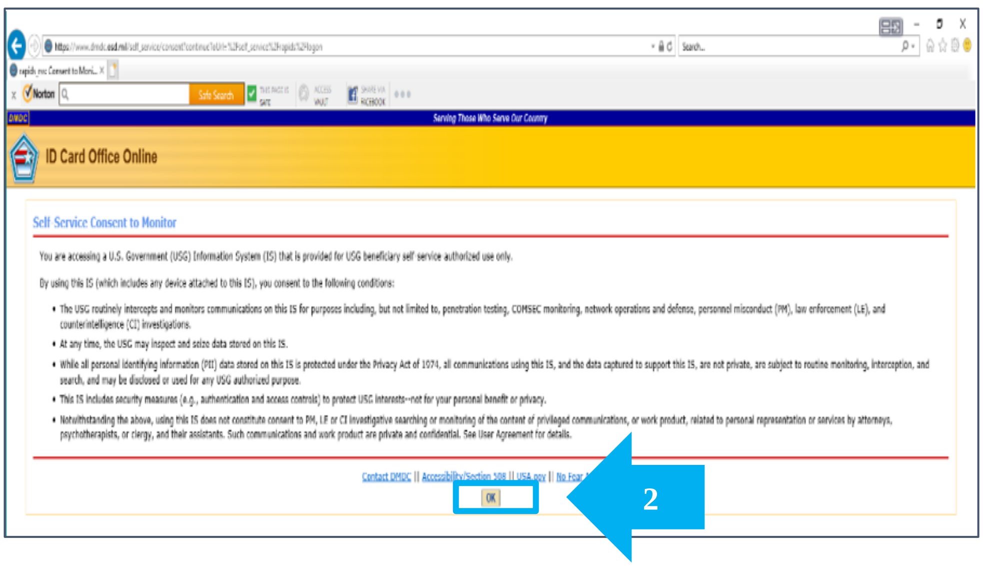
1.4 Activating your PIV Certificate

1. Before accessing Skype for Business, you must first download your PIV certificate.
Go to: https://www.dmdc.osd.mil/self_service/

1. Click ***Sign in***



2. Click ***OK***

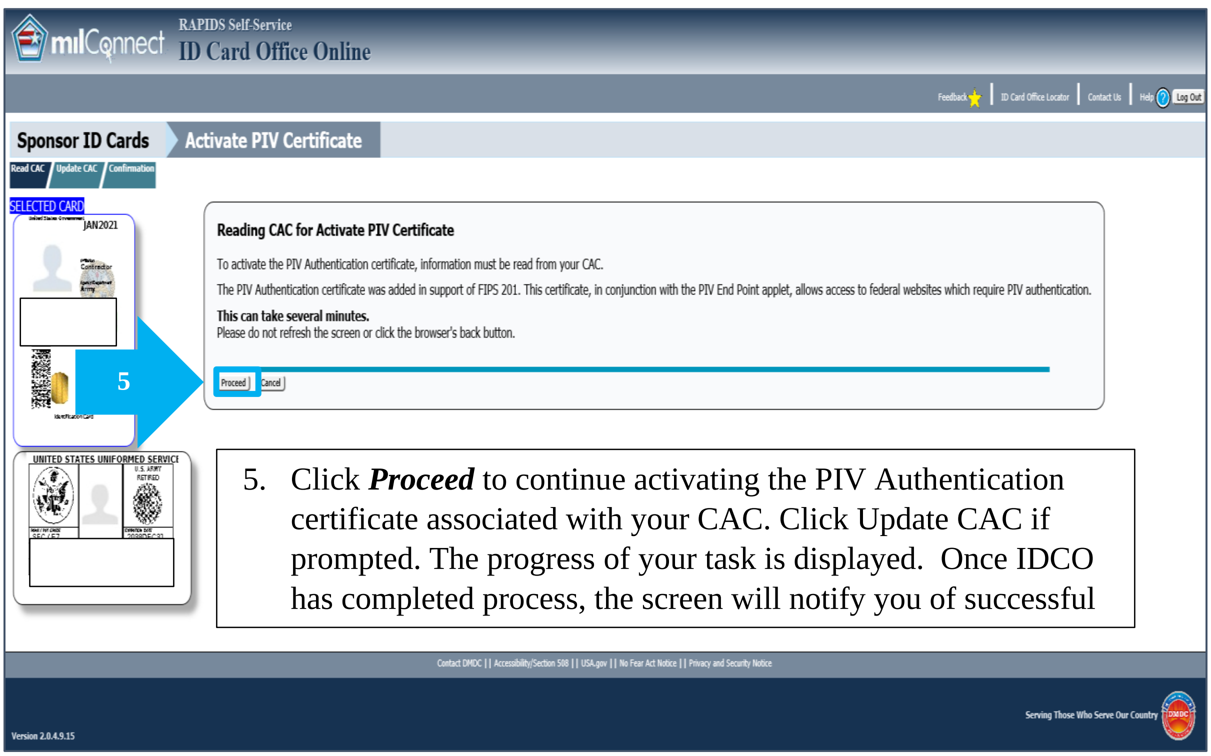


3. Select ***CAC Login*** and follow

Back to Table of Contents

4. From the “Home” page, click ***Activate PIV Certificate***

   Note that if you have more than one CAC (i.e. Civil Service and Reserve), multiple CAC information boxes will display. Click the action in the box associate with the CAC that you want to update.



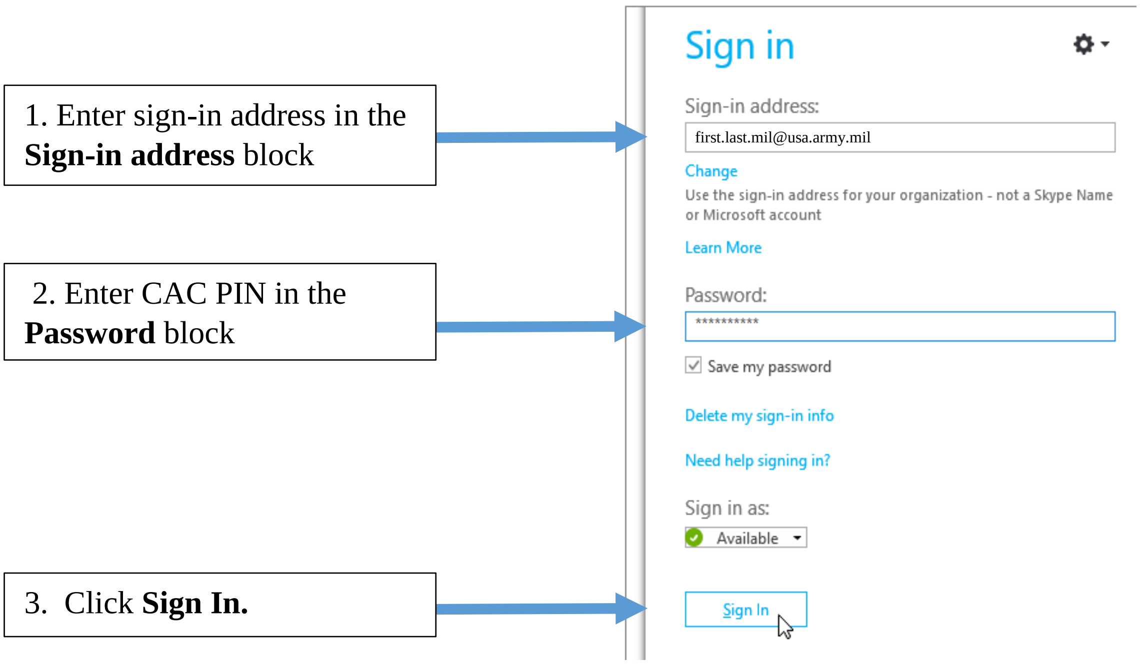
5. Click ***Proceed*** to continue activating the PIV Authentication certificate associated with your CAC. Click Update CAC if prompted. The progress of your task is displayed. Once IDCO has completed process, the screen will notify you of successful

Back to Table of Contents

1.5 Signing into Skype for Business

Enter the email address from the Welcome letter/email for a new user of SfB in the proper format. It should look something like **first.last.mil@usa.army.mil**. Be sure to use your organization credentials, not your personal Skype Name or Microsoft account. Enter it in the Sign-in address block.

> **Note: If you are signing into Skype for Business for the first time, enter your sign-in address, click Sign In, enter your CAC PIN, and click Sign In again. <u>Make sure that SfB starts automatically when you log on to Windows (see 2.2 Personal to verify).</u>**



<u>Make sure that SfB starts automatically when you log on to Windows (see 2.2 Personal to verify).</u>

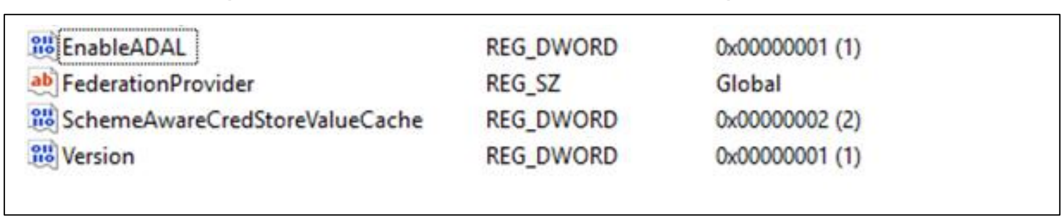
1.6 Verify Entries in Registry

Check for the following two registry keys entries on the user's equipment.

REG ADD HKCU\SOFTWARE\Microsoft\Office\15.0\Common\Identity /v EnableADAL /t REG_DWORD /d 1

REG ADD HKCU\SOFTWARE\Microsoft\Office\15.0\Common\Identity /v Version /t REG_DWORD /d 1

If the entries are missing, use PowerShell to enter the following commands and then reboot.



EnableADAL	REG_DWORD	0x00000001 (1)
FederationProvider	REG_SZ	Global
SchemeAwareCredStoreValueCache	REG_DWORD	0x00000002 (2)
Version	REG_DWORD	0x00000001 (1)

Back to Table of Contents

1.7 Check DLL File Version

The client version of Skype for Business requires DLL versions 15.0.4771.1001 and above for Modern Auth. This applies to MSO.DLL, CSI.DLL, Lynce.exe, and ADAL.DLL requires version 1.0.2016.624 and above.

The DLL files are located in the following.

MSO.DLL
C:\ Program Files <(x86) or (x64)>\Common Files\Microsoft Shared\OFFICE15 \MSO. DLL

CSI.DLL
C:\ Program Files <(x86) or (x64)>\Common Files\Microsoft Shared\OFFICE15\CSI.DLL

ADAL.DLL
C:\ Program Files <(x86) or (x64)> \Common Files\Microsoft Shared \OFFICE15\ADAL. DLL

Lync.exe
C:\Program Files <(x86) or (x64)>\Microsoft Office\Office15\lync.exe

- You can verify the version numbers of each file using Windows Explorer and hovering your mouse over the file to display file details or by right-clicking the file, selecting "properties" and then going to the "details" tab.
- If your file versions are above the minimal requirement, please consult your designated IT Support Staff.
- If the file versions ARE NOT above the minimum requirement, your designated IT Support Staff will need to push updated .DLL versions to the PC.
- You must reboot the equipment when the.DLL files are updated.

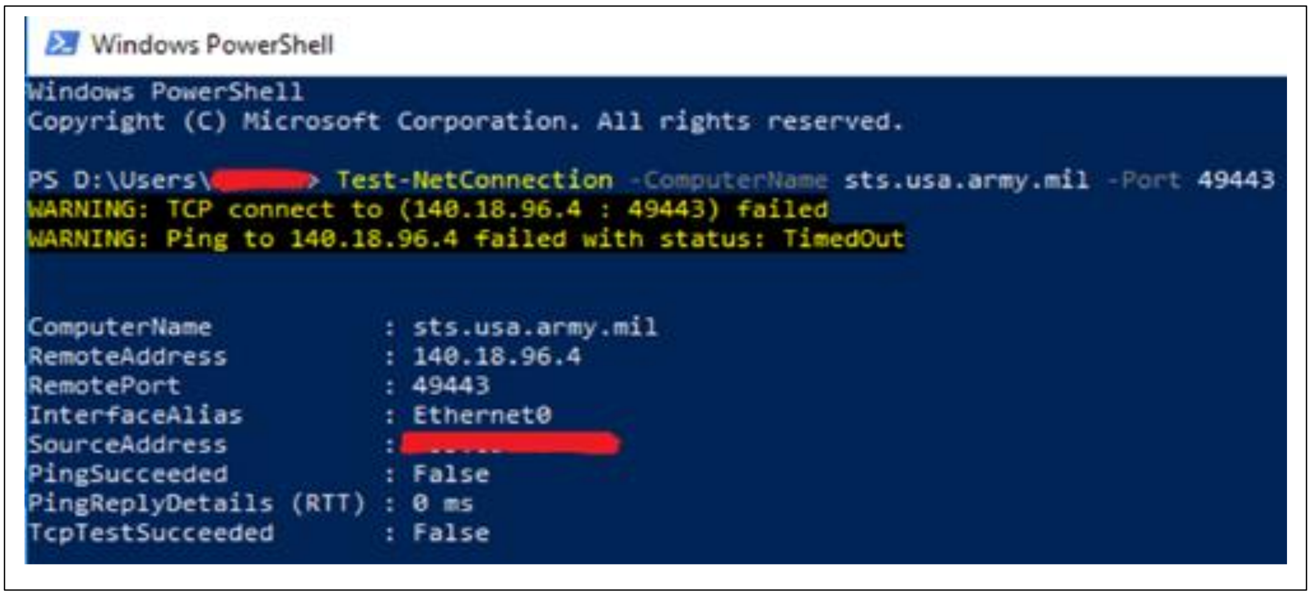
1.8 Running Repair on an Installed Copy of Skype

- Your IT Support staff must log in to equipment as an admin to complete this task.
- Open Control Panel and select "Programs and Features."
- Select the Skype program and select "Repair."
- Once completed, reboot the equipment.

Back to Table of Contents

1.9 Check Communication with Port 49443

- Open Windows PowerShell and run the following command to check port 49443.
- Test-NetConnection -ComputerName sts.usa.army.mil -Port 49443
- You want to get a return of TRUE for "PingSucceeded" if you get a reply of FALSE, this needs to be reported to AESD or your local NEC and they will act accordingly.
- Once AESD or your local NEC reports this issue is remediated, please go to section 1 and try to sign back into skype.



1.10 Resetting the Sign in password

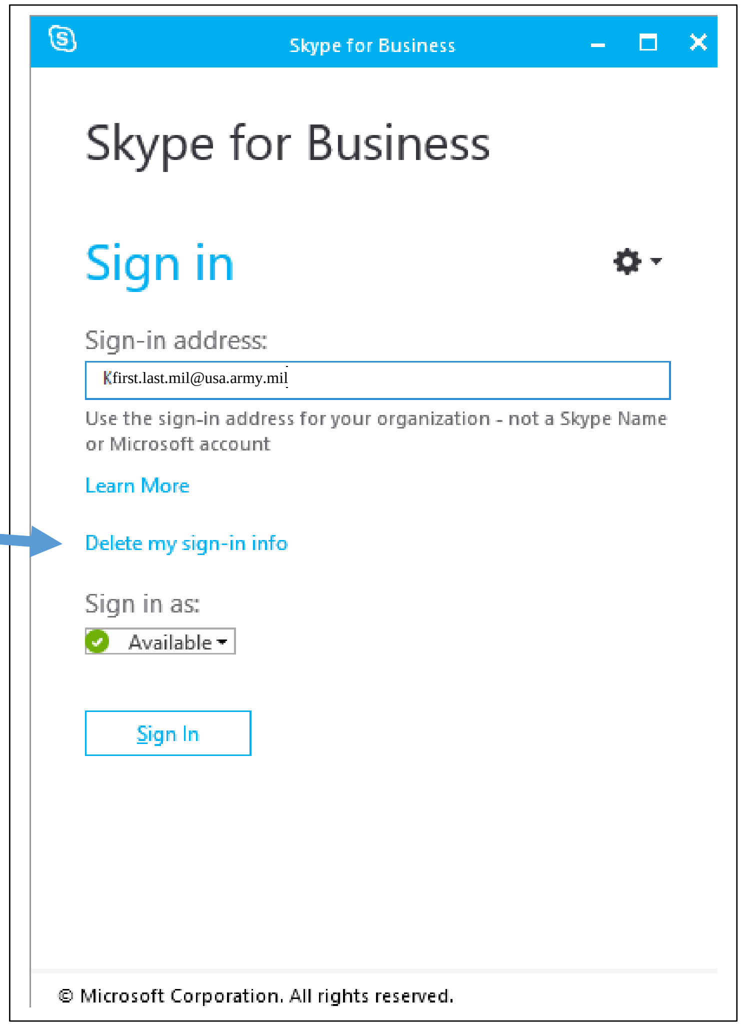
If you recently changed your CAC PIN, you will need to enter your new CAC PIN in Skype for Business. As a standard requirement for companies, employees must change passwords periodically for security purposes.

1. Open the Skype for Business sign in screen.

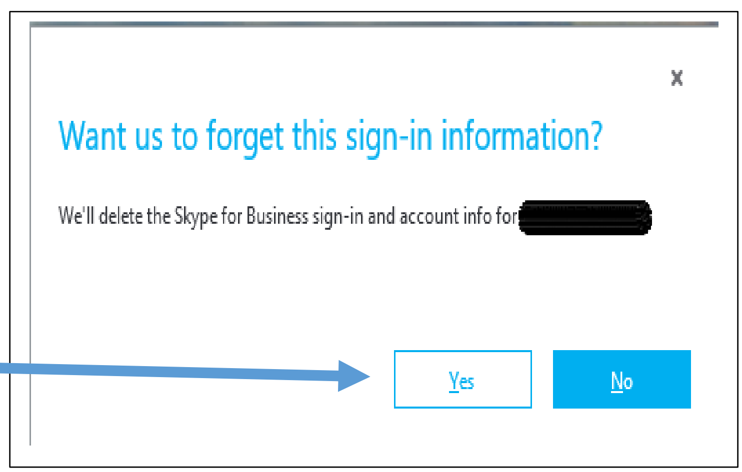
Note: If you are stuck at "Contacting server and signing in," click Cancel Sign-In.

Back to Table of Contents

2. Click on **Delete my sign-in info**

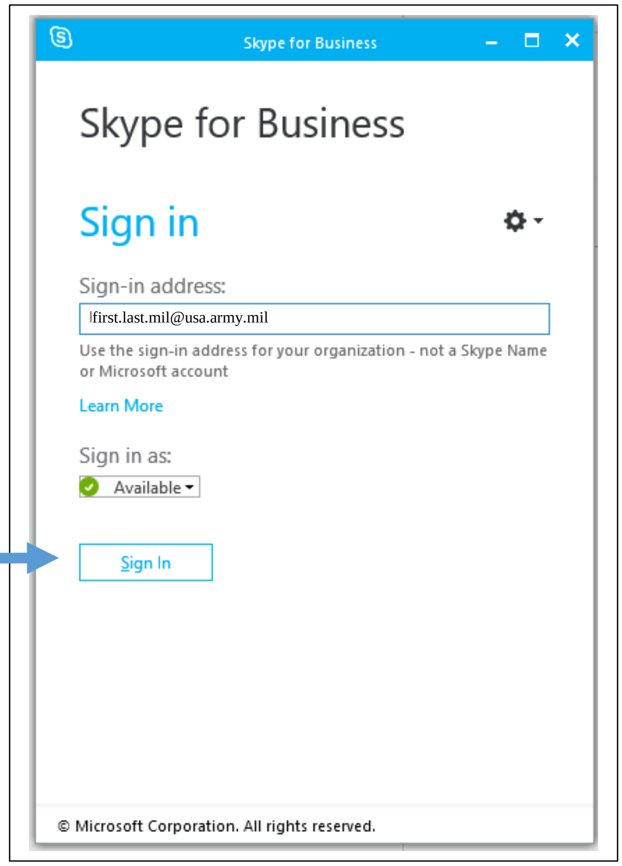


3. In the window that appears, click **Yes**.



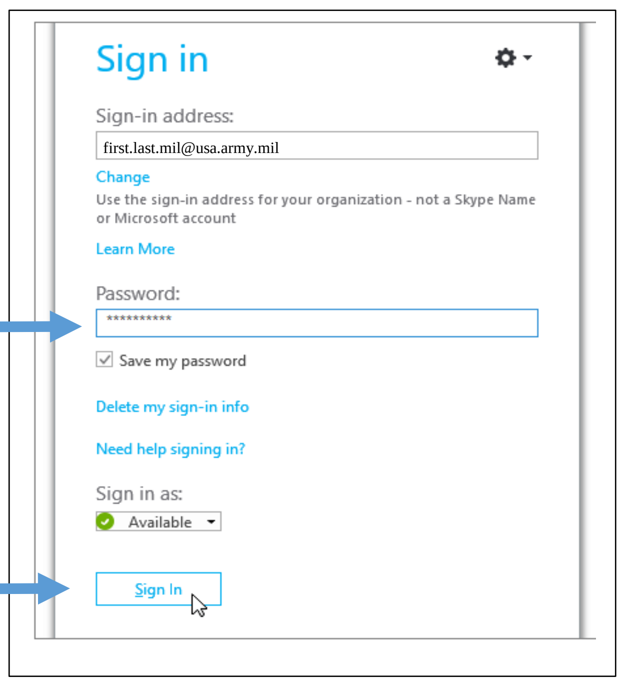
Back to Table of Contents

4. Click **Sign In**.



5. Under **Password**, enter your CAC PIN.

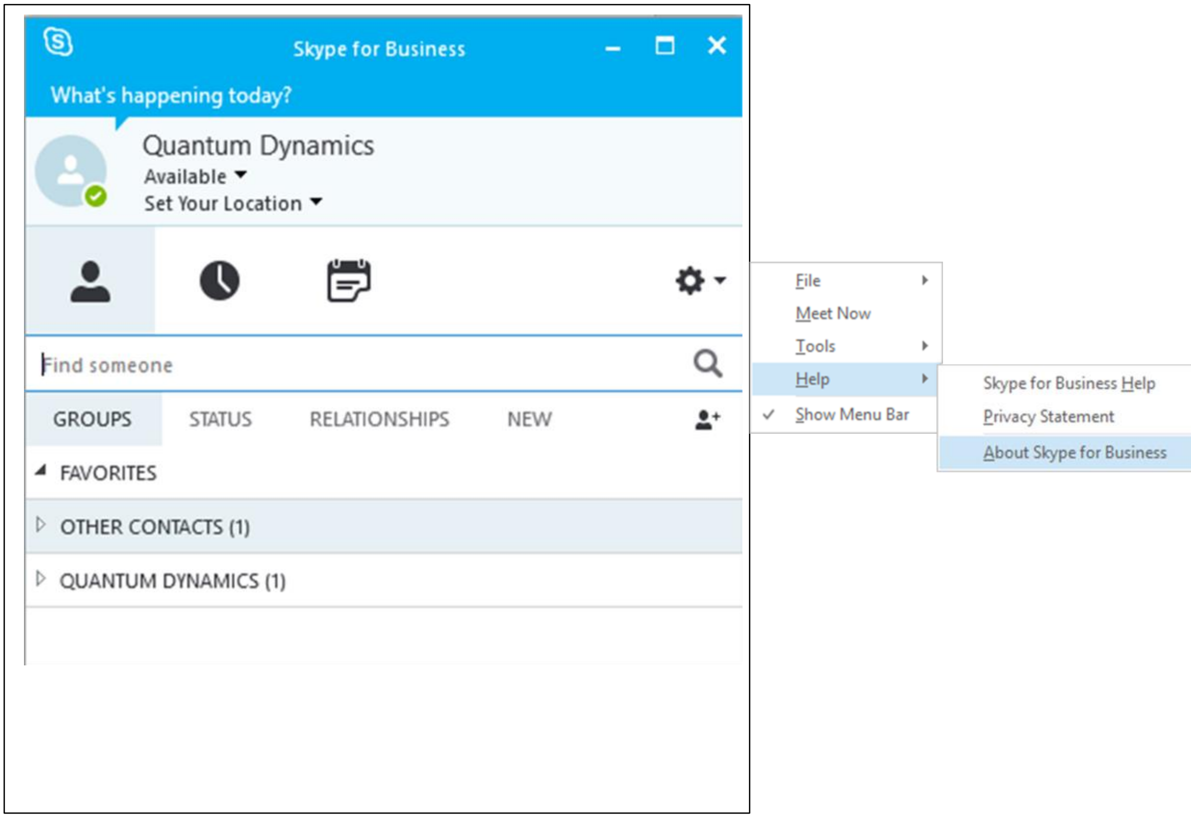
6. Click **Sign In**.



Back to Table of Contents

1.11 Checking Installed Version of Skype for Business

1. Open the Skype for Business main window, click the **Options** button and select **Help**, then **About Skype for Business**.



Back to Table of Contents

Section 2 - Checking Skype for Business Settings

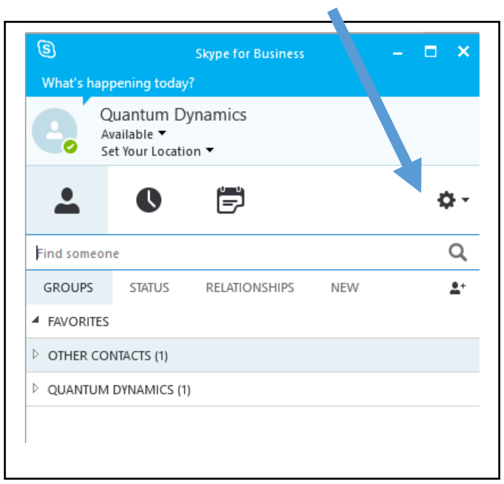
2.1 General

In General options, the window allows setting up formatting for instant messages, help Microsoft improve Skype for Business, help your support staff troubleshoot issues, and set where Skype for Business is available from when closed.

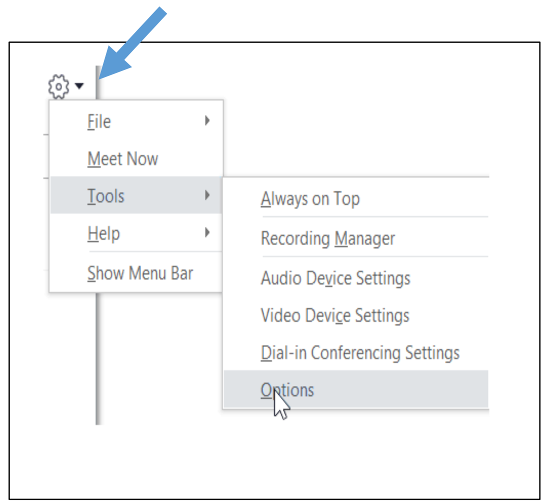
Accessing the General options window:

1. In the Skype for Business main window, click the **Options** button and select **General**.

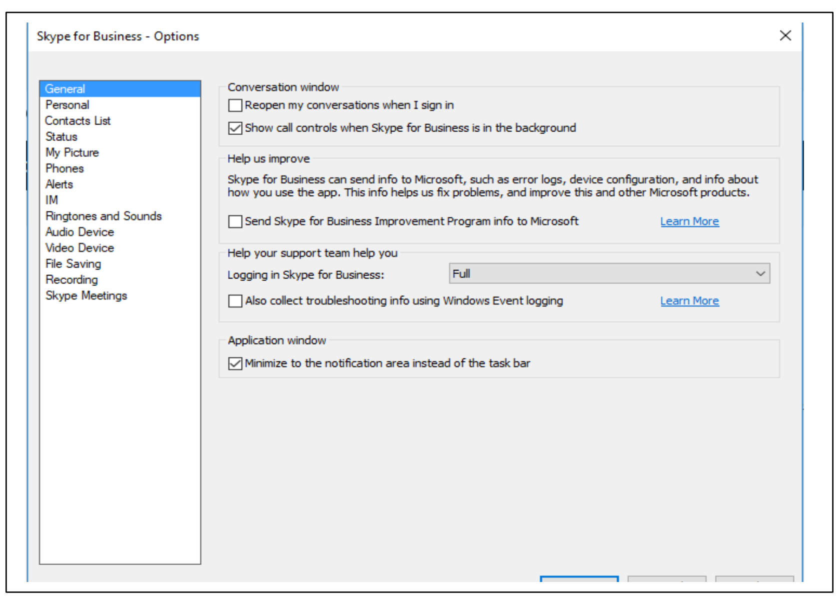
Or click the arrow next to the **Options** button on the right and select **Tools > Options**.



Or



2. On the **Options** page, select **General**.



Back to Table of Contents

Conversation window preferences

The conversation window selections determine whether Skype for Business preserves your conversation display between sessions and what happens when Skype for Business moves to the background during an active conversation.

- If you want Skype for Business to remember which conversations are in the tabbed display whenever you sign out and automatically redisplay those conversations the next time you sign in, select **Reopen my conversations when I sign in**.

- To display shortcut call controls if your active Skype for Business meeting is moved to the background, select **Show call controls when Skype for Business is in the background**.

Help improve Skype for Business

Selecting this option automatically sends error information to Microsoft specifically about Skype for Business, such as error logs, device configuration, and info about how the application is used. This information can help fix problems and improve the product.

- To contribute Skype for Business error information, select **Send Skype for Business Improvement Program info to Microsoft**.

Set logging options to help your support team

System logs help to analyze problems. The organization's technical support team might occasionally ask you to collect logs to help with troubleshooting. If they want you to collect log information about Skype for Business, the **Help your support team help you** section is where you can initiate log collections.

- To change the logging level, in the **Logging in Skype for Business** list, select **Full** creates a log file that contains detailed information, **Light** (default) records summary information and gathers info about specific errors, or **Off**. Ask your technical support person which to choose.

- Sometimes Windows event logs can provide clues to issues with Skype for Business. To turn Windows Event logging on, select **Also collect troubleshooting info using Windows Event logging**.

Back to Table of Contents

Set Application window

In Skype for Business, when you click the **Close** (**X**) button in the upper right corner of the main window, Skype for Business keeps running so that you can receive alerts of incoming calls or messages. By default, clicking the **Close** button minimizes Skype for Business to the taskbar. However, you can choose to have the Skype for Business window minimized to the notification area (located at the far right of the taskbar) instead of the taskbar by selecting **Minimize to the notification area instead of the taskbar.**

> **Note: If you choose this option, it does not take effect until you exit and then open Skype for Business. In the Skype for Business main window, click the Options menu, click File, click Exit, and then sign back into Skype for Business.**

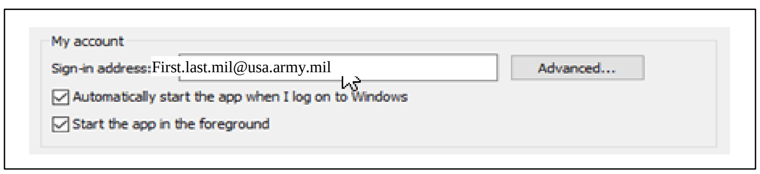
2.2 Personal

The Personal options window in Skype for Business allows you to change your sign-in settings to speed up the sign-in process, specify presence and calendar meeting information to display to others in Skype for Business and tell Skype for Business how you want it to interact with other Office programs.

1. In the Skype for Business main window, click the **Options** button and select **Personal**. **Or** click the arrow next to the **Options** button on the right and select **Tools** > **Options**.

To change the sign-in address

Under **My account**, in the **Sign-in address** box, type the name of your user account.



> **Note: If your organization uses Office 365, do not change the Advanced setting, because Office 365 requires Automatic configuration.**

To automatically sign in and start Skype for Business

Under **My account**, select the **Automatically start the app when I log on to Windows** checkbox.

Stop automatically sign-in and start Skype for Business

Under **My account**, clear the **Automatically start the app when I log on to Windows** checkbox.

Start the app in the foreground

If you want the Skype for Business main window to open in front of other open windows when it starts, select the **Start the app in the foreground** check box. If this option is not selected, the Skype for Business icon appears in the Windows notification area (system tray) when Skype for Business starts.

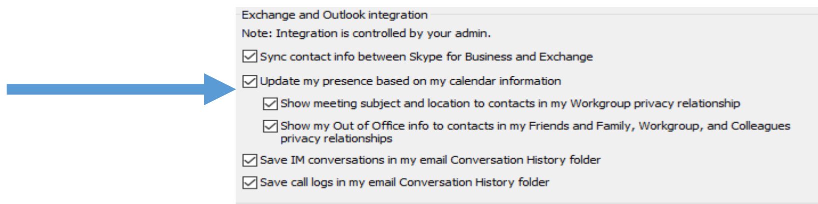
Back to Table of Contents

Exchange and Outlook integration options

Select **Sync contact info between Skype for Business and Exchange** option to engage the sync of contacts between the two applications.

Update my presence automatically show when you are in a meeting

Under **Exchange and Outlook integration**, select the **Update my presence based on my calendar information** check box. To specify who can see this information, use the following settings.



To show this information to contacts in your Workgroup

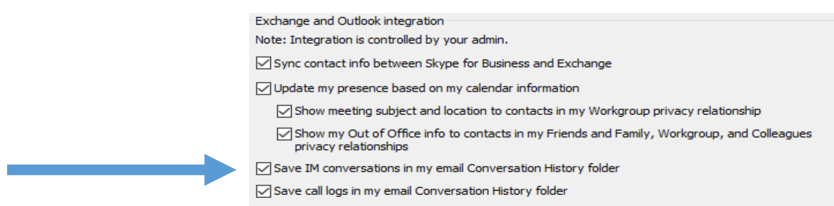
Select **the Show meeting subject and location to contacts in my Workgroup privacy relationship** checkbox.

To show your Outlook Out of Office information to contacts

Select the **Show my Out of Office information to contacts in my Friends and Family, Workgroup, and Colleagues privacy relationships** checkbox. Clear the check box to hide your Out of Office information from all your contacts.

To save your conversation history or phone call history in Outlook

Under **Exchange and Outlook integration**, select **Save IM conversations in my email Conversation History folder** checkbox allows storage of instant message history and phone call history. Clearing checkbox disables this feature.



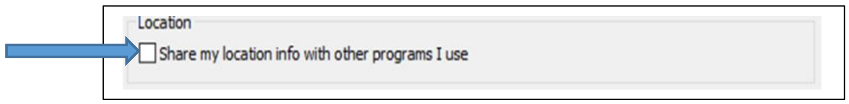
Location options

Use the options under Location to specify whether Skype for Business shares your current location on your contact card and with other Office programs.

Back to Table of Contents

Under **Location**, select the **Share my location information with other programs I use** checkbox.

Note: If you choose this setting, all contacts (other than external contacts) can see your location.

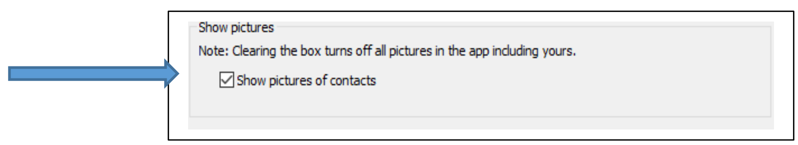


Show picture options

Use the options under **Show pictures** to specify whether you want to see other peoples' pictures.

Under **Show pictures**, select or clear the **Show pictures of contacts** check box. The default is to show pictures. Pictures take more screen real estate, so if seeing more contacts in the list is more important to you then clear this option.

Note: Clearing this box also means others cannot see pictures of you on Skype for Business and you can not see pictures of senders and receivers in IMs and group conversations.



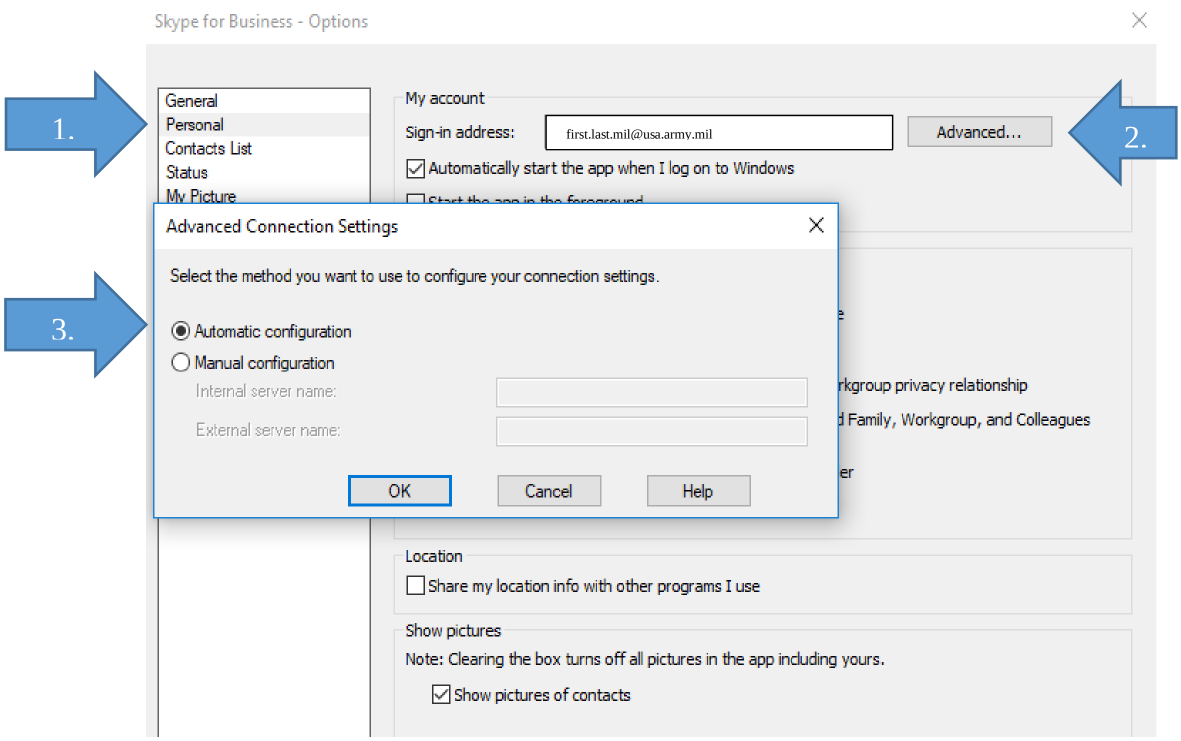
Advanced Connection Settings

The **Advanced Connection Settings** dialog box next to Sign-in address provides optional configuration settings for Skype to connect to Skype for Business servers.

Important: Normally, you do not need to change your Skype for Business sign-in settings. Do not choose manual configuration unless your support team tells you to and provides detailed guidance on the correct values to use.

Back to Table of Contents

1. In the Skype for Business main window, click Options and select **Personal**.
2. Under **My account**, select **Advanced**.
3. In the **Advanced Connection Settings** dialog box, select one of the two methods:



Automatic configuration
Skype for Business Server automatically configure your connection settings.

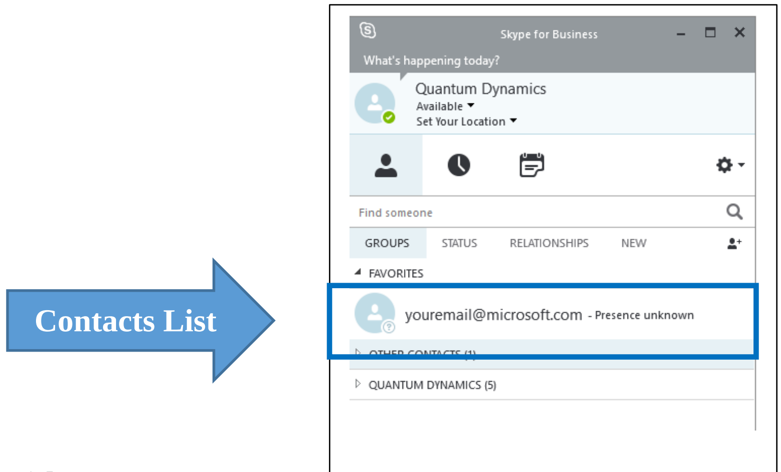
Manual configuration
Caution: choose this if instructed by the support team and only if given the server names.

- **Internal server name**
  type the FQDN (fully qualified domain name) of your Skype for Business Server.
- **External server name**
  Type the FQDN (fully qualified domain name) of your Skype for Business Server or Edge Server.

Back to Table of Contents

2.3 Contacts Lists

In the Skype for Business main window, click Options and select **Contacts List**. These options change the display of your contacts in the main window.



Display my contact with

Under **Display my contacts with,** select **Contact name and picture (two lines)** to see a display in this format or select **Contact name only (one line)** to see contact list displayed in this format.

Order my list

Under **Order my list,** select **By name** to display only the names of contacts or **By availability** to display in availability groups.

Show this information

Under **Show this information, select Contact name (instead of email address)** to display only the contacts name.

Select **Contact status** to display that status of the contact.

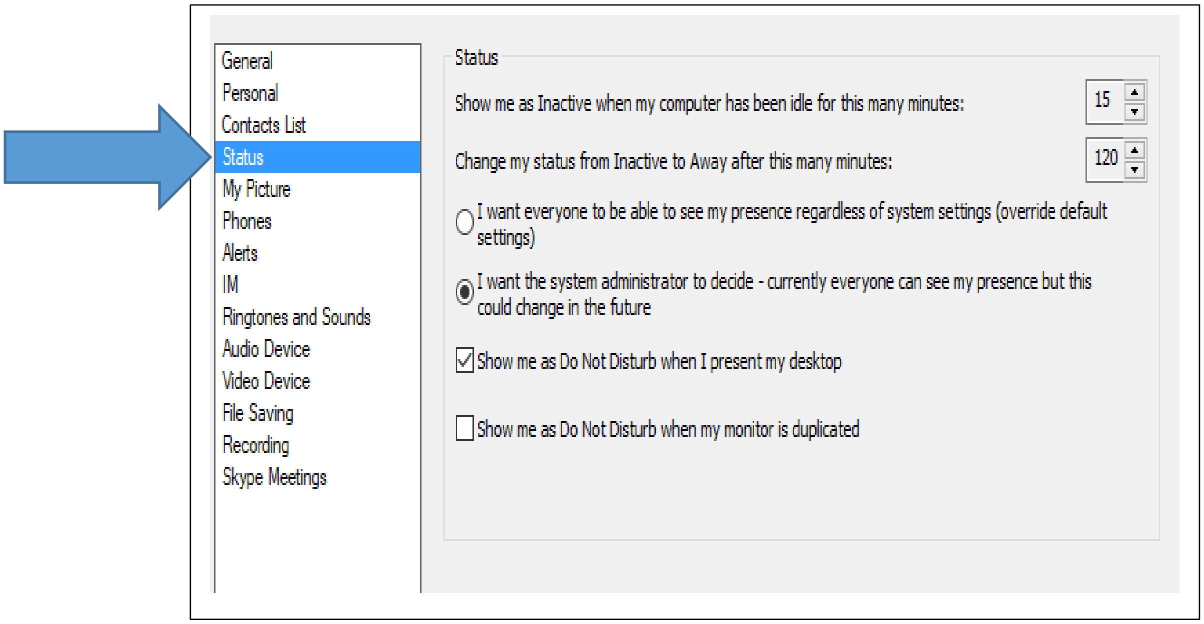
Select **Shows contacts with away, offline and unknown presences in a separate group** to display in a different group than where it usually appears.

Select **Favorites group** to display this group.

Back to Table of Contents

2.4 Status

In the Skype for Business main window, click Options and select **Status**.
These options change the display of your contacts in the main window.



Show me Inactive or change my Status

Under Status, **Show me as Inactive when my computer has been idle for the many minutes** is a time that changes yours to Inactive. To change the time, use the up or down arrow next to the number. Idle is when you have not used the mouse or struck any keys on the keyboard for a specified period.

Change my status from Inactive to Away after this many minutes is changed by using the up or down arrow next to the number.

Select I want everyone to be able to see my presence regardless of system settings (override default settings). This overrides settings by the system administrator.

Select I want the system administrator to decide – currently everyone can see my presence, but this could change in the future. The system administrator has control over your status setting.

Select **Show me as Do Not Disturb when I present my desktop**. This changes your status when actively presenting during a Skype for Business session.

Select **Show me as Do Not Disturb when my monitor is duplicated**. If during the presentation, you select to present using a monitor attached to your computer.

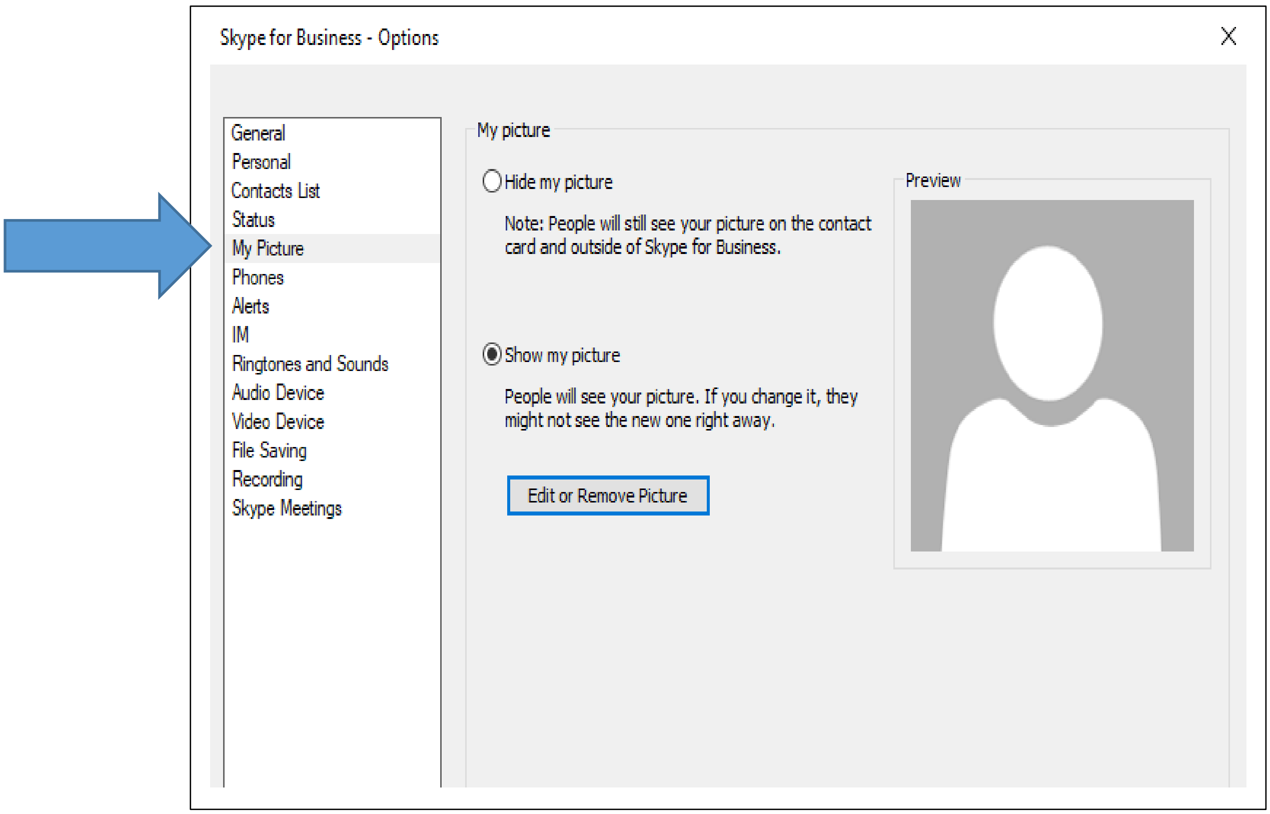
Back to Table of Contents

2.5 My picture

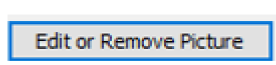
In the Skype for Business main window, click Options and select **My picture**. These options impact how your picture is displayed, adding or removing it on Skype for Business.

Show or Hide My Picture

Under **My picture**, selecting **Hide my picture** prevents your picture from showing on contact card and in the Preview window also.



Under **My picture**, selecting **Show my picture** allows people to see your picture if it is loaded and visible in Outlook or Office 365. This shows your picture in the Preview window.

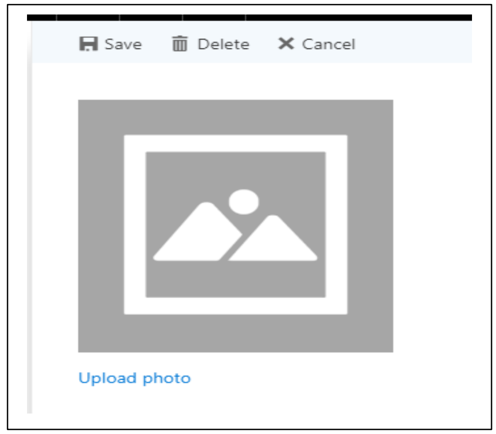
Click Edit or Remove Picture to upload a picture if 

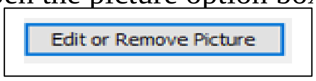
If it is greyed out the POP and IMAP settings of the email address may be incorrect. Contact the appropriate department that has the correct settings for email accounts.

Office 365 Outlook appears in a new window 

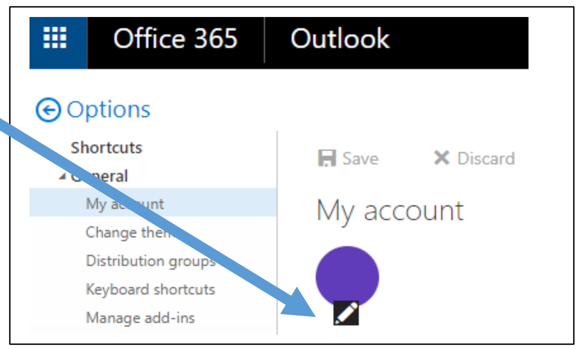
Back to Table of Contents

The picture option box to delete, change or upload a photo appears. To remove a picture in place, click **Delete**, then click **Save** to keep the current selection. To change a photo or load a photo for the first time click **Upload photo** and explore your computer files to find a photo, then click **Save** to keep the current selection. Click **Cancel** to close photo edit remove picture option box.



To reopen the picture option box, Click **Edit or Remove Picture** to change, upload, or delete a picture 

Or, from Outlook window click on the **edit pen** to reopen the picture option box



2.6 Phones

In the Skype for Business main window, click **Options**  and select **Phones**.
These options allow you to change your phone number and how it is displayed in Skype for Business.

> **IMPORTANT: If you want to change your phone number but cannot because it is grayed out, it means your admin has set it for you and is blocking you from changing it. Contact your admin (the person who gave you your account information) and ask them for permissions to change your work phone number.**

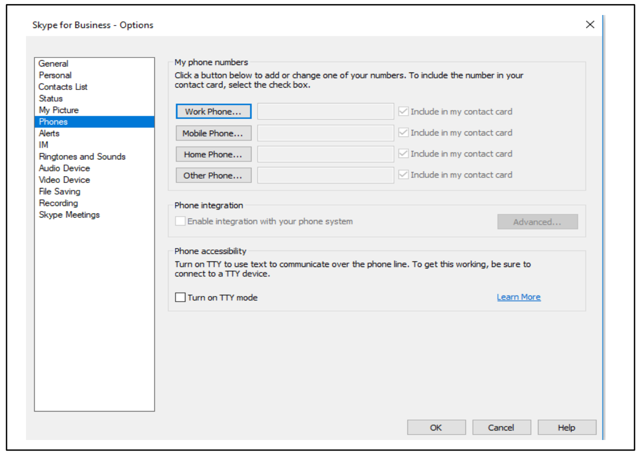
Back to Table of Contents

My phone numbers

1. Click the box for the type of number you want to add or change and enter the number.

   Use only the digits 0123456789, and no parentheses or hyphens.

   When adding international numbers, type the + sign, then the country code followed by the local number.



2. To make this number visible to contacts, select the **Include in my contact card** check box next to the number.

Who can see my phone number?

Your phone numbers show up on your contact card and are visible to your Skype for Business contacts based on the privacy relationship they have with you. Your number is visible as follows:

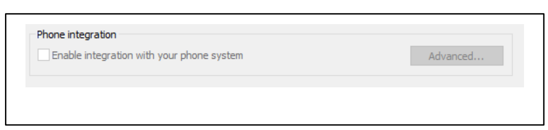
- **Work Phone** is visible to all contacts except your External Contacts and Blocked Contacts.

  Note: Some companies do not allow you to clear the Include in my contact card checkbox for your work phone.

- **Mobile Phone** is visible only to your **Workgroup**, Friends, **and Family**.
- **Home Phone** is visible only to your **Friends and Family**.
- **Other Phone** is visible only to your **Friends and Family**. Use this option to add or modify additional numbers, like for a temporary office or an alternate cell phone.

Phone Integration

This option is grayed out and set by your administrator.



Back to Table of Contents

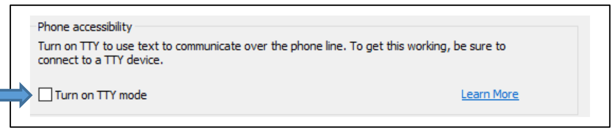
Use a text telephone (TTY) device

The Text telephone (TTY) mode is used for text communication over a telephone line. A TTY device must be connected to the computer to interpret the modified audio. Using TTY mode in a conference call may also cause audio quality issues.

TTY mode is off by default. To turn it on:

1. Connect a TTY device to your computer.

2. Under **Phone accessibility**, select **Turn on TTY mode.**

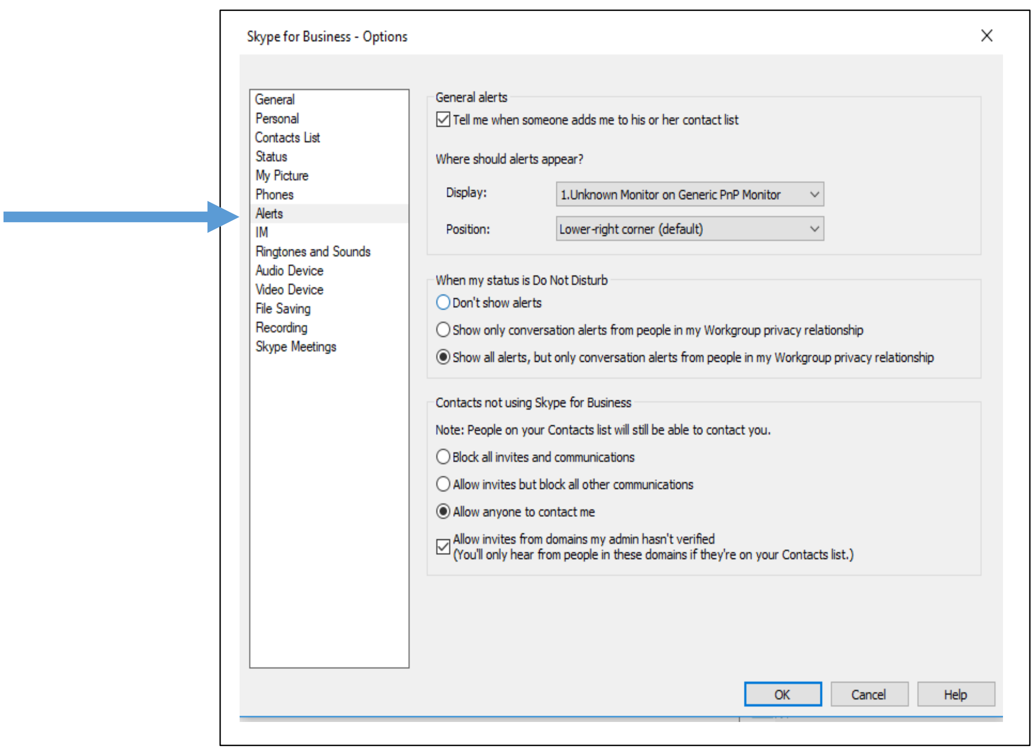


3. Sign out of Skype for Business, and then sign in again.

2.7 Alerts

Skype for Business shows alerts in several situations such as when someone adds you to their contacts list, or when someone initiates a conversation. The Skype for Business **Alerts** page lets you decide when, where, and from whom you see alerts.

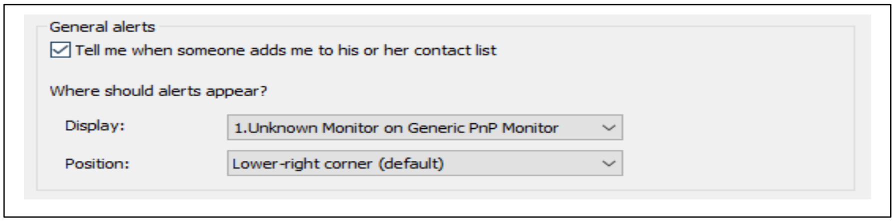
In the Skype for Business main window, click Options and select **Alerts** to display options available.



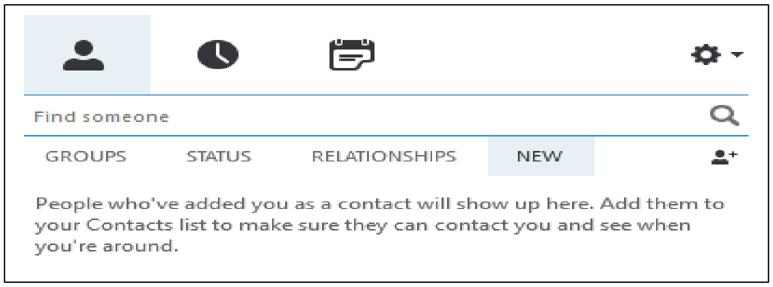
Back to Table of Contents

General alerts

Select the **Tell me when someone adds me to his or her contact list** check box. Then, from the **Display** and **Position** fields, specify on which monitor and where you want this alert to appear.



When you select this setting, and someone adds you as a contact to their contacts list, in addition to an alert, Skype for Business adds that person to a running list of people you might consider adding to your own contacts list. You can review this list by clicking the **New** tab on the **contacts view** of the Skype for Business main window. Look at the list of potential contacts, decide whom to add to your own contacts list and can assign privacy relationships to those new contacts.



Clear the **Tell me when someone adds me to his or her contact list** checkbox if you do not want an alert when someone adds you as a contact and do not want to automatically add people to your contact list if they have added you to theirs.
By selecting this option, you do not see contacts on your **New** list. Anyone who adds you to their list is automatically added to your contacts list and is assigned the same privacy relationship of a colleague.

When my status is Do Not Disturb

Setting your status to **Do Not Disturb** reduces the number of interruptions you get. However, you may still want to keep in touch with key contacts. You can make exceptions for contacts to whom you have assigned the **Workgroup** relationship (typically your closest co-workers).

Under **When my status is Do Not Disturb**, select one of the following options:

- Click **Don't show alerts** to hide all Skype for Business alerts so that you cannot be interrupted.

Back to Table of Contents

- Click **Show only conversation alerts from people in my Workgroup privacy relationship** to see only conversation requests from Workgroup members and hide all other alerts.

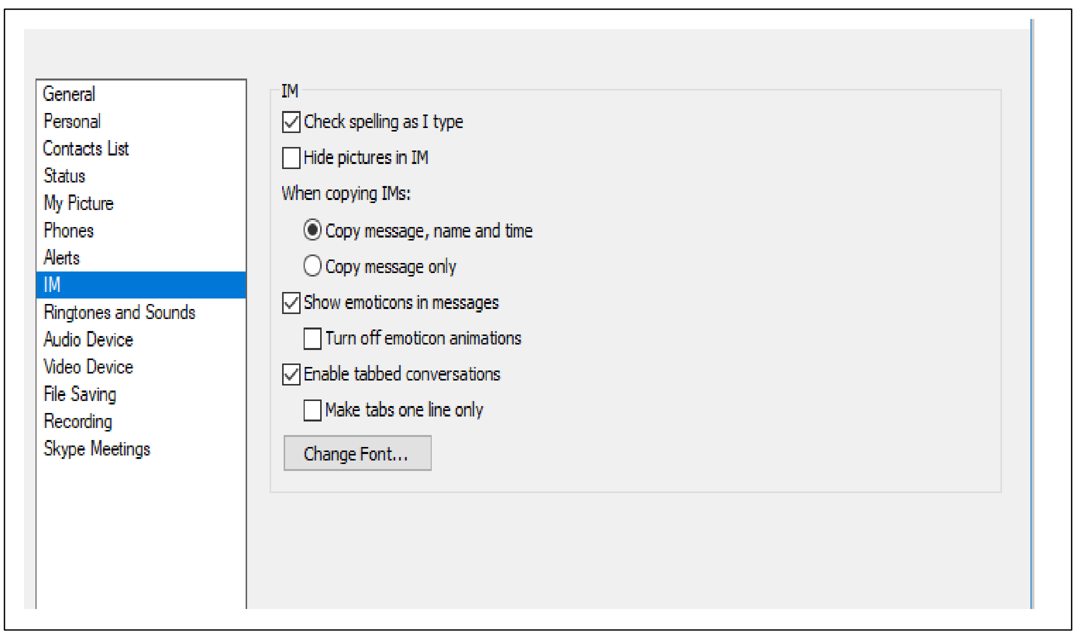
- Click **Show all alerts, but only conversation alerts from people in my Workgroup privacy relationship** to see all alerts, but limit conversation requests to those sent by Workgroup members.

Contacts not using Skype for Business

Skype for Business supports having Skype users as contacts (when the Skype user is signed in with their Microsoft account) if your company is configured to support external contacts. For details, contact your workplace technical support. To be alerted to all, some, or no Skype for Business communications from Skype contacts, select the appropriate option under **Contacts not using Skype for Business**.

2.8 IM (Instant Message)

The IM options window in Skype for Business is where you can apply settings for spell-checking, changing fonts, and showing emoticons in your instant messages.
In the Skype for Business main window, click the **Options** button  and select **IM**.



Back to Table of Contents

The IM options page allow you can choose the following options.

- **Check spelling as I type**
  Select this option if you want Skype for Business to flag misspelled words with a red squiggly underline.

- **Hide pictures in IM**
  Select this option to show only your conversation in the IM window or tabbed panes, not pictures.

- **When copying IMs**
  Choose whether you want to **copy the message, name, and time**, or to **copy the message only.**

- **Show emoticons in messages**
  Select to **show emoticons in instant messages**. To display the typographical equivalents instead of emoticons, clear the checkbox. The emoticons are animated by default. If that is distracting, you can turn them off by clicking **Turn off emoticon animations**.

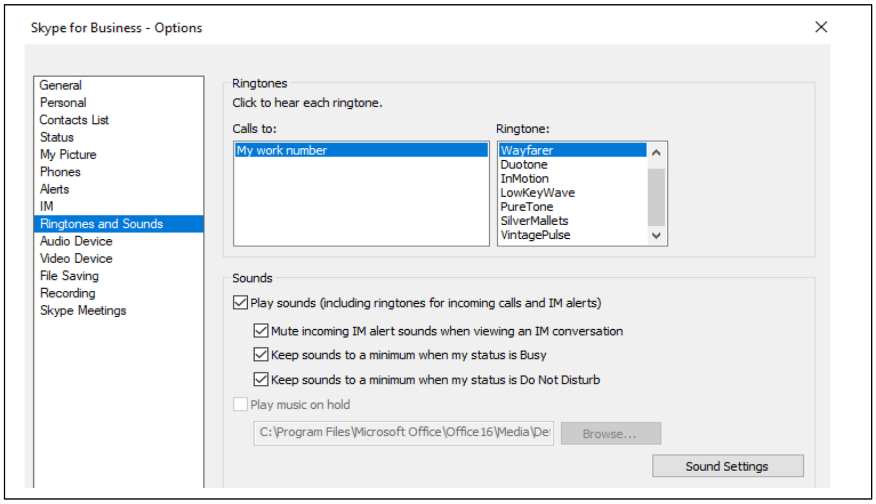
- **Enabled tabbed conversations**
  Select to **enable tabbed conversations**. This option lets you keep track of several IM conversations at the same time. When you have more than one active conversation, you see a tab for each one in the upper-left corner of the conversation window. Just click the tabs to move back and forth among conversations. To limit the display of each tabbed conversation to one line, select the **Make tabs one line only** checkbox.

- **Change Font**
  Click to change the default font size, style, and color of the instant messages you send. To apply those font preferences to the instant messages you receive, select the **Apply settings to incoming messages** check box.

Back to Table of Contents

2.9 Ringtones and Sound

In the Skype for Business main window, click the **Options** button and select **Ringtones and Sounds**. This option allows you to assign tones and sounds for different events that happen.



Ringtones

You can assign different ringtones to different groups of people if you would like.

- In the Calls to box, select **My work number**, **My team**, **People I manage calls for**, or **My Response Group calls** then select a ringtone. Make sure the volume on your speakers is up so you can listen and decide if you enjoy that ringtone. Your selections are saved when you click **OK**.

Sounds

By default, Skype for Business plays sounds with specific events. However, there may be times when you do not want to hear sounds, like when your status is **Do Not Disturb**.

- To stop all Skype for Business sounds, clear the **Play sounds in Skype for Business (including ringtones for incoming alerts and IM alerts)** check box.

- To hear Skype for Business sounds, select the **Play sounds in Skype for Business (including ringtones for incoming alerts and IM alerts)** check box, then if you would like you can mute the sounds if you are in an IM conversation, or if your status is Busy or Do Not Disturb.

- Your organization may also give you the option to listen to specific music while you are on hold during a phone call. Select **Play music on hold** if this option is available and you would like to hear music while on hold. Then click the **Browse** button to navigate to the music file you'd like to hear.

Back to Table of Contents

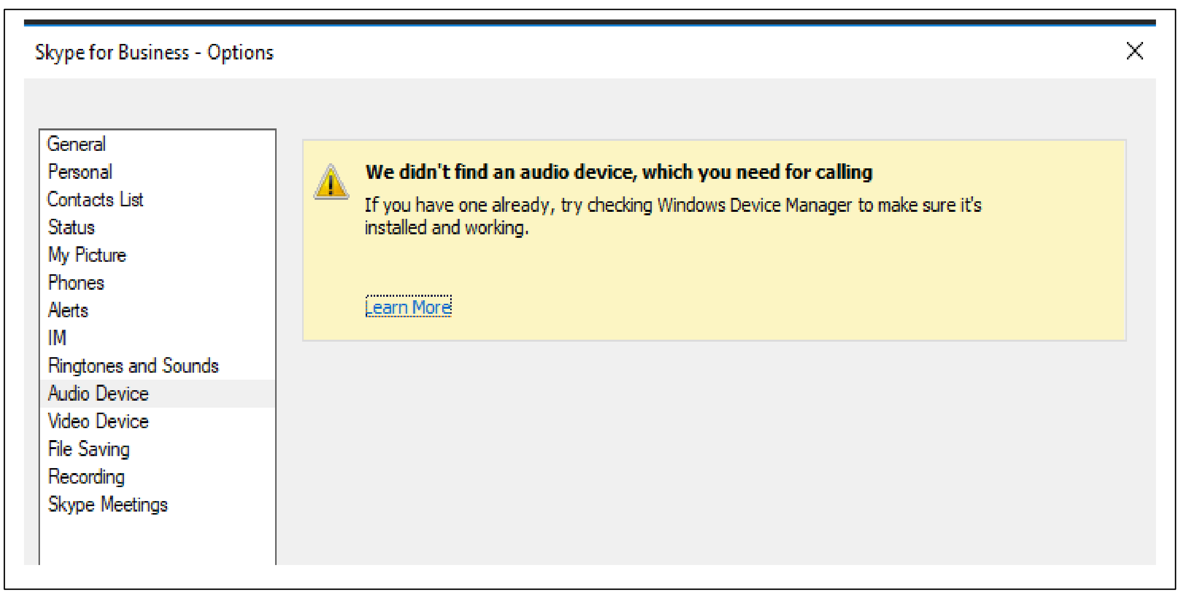
Set specific sounds

1. Click the **Sound Settings** button.
2. In the **Sound** dialog box, click the **Sounds** tab.
3. Under **Program Events**, scroll down to **Skype for Business**.
4. Click on an event (like **Call Ended**, for example).
5. In the **Sounds** list, click a sound file. To hear it, click **Test**

2.10 Audio Device

In the Skype for Business main window, click the **Options** button and select **Audio Device**. This option allows you to set up and use your computer's built-in mic and speakers, a headset, or another device for Skype for Business audio.

Important: If either the microphone or speakers are disabled, this error screen appears when selecting the Audio Device option. Follow these troubleshooting steps to resolve the problem. If you are unable to perform the following steps, contact your computer administrator to assist.

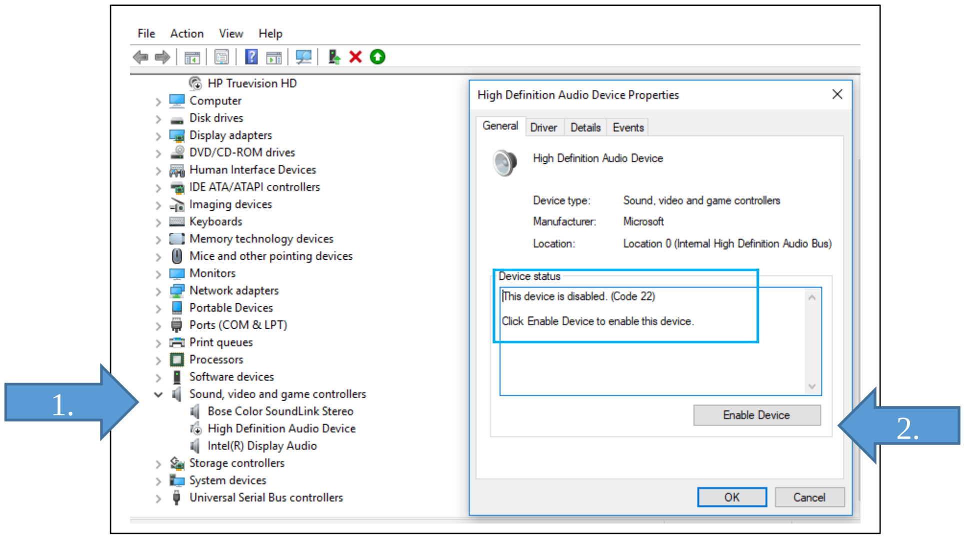


Back to Table of Contents

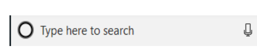
Check Device Manager

1. Open **Start** , type **Device Manager**, and select **Sound, video and game controllers**, select your sound card and open it.

2. Make sure the device is enabled. If it is not, **Enable Device**.
Each computer has a different name for audio devices such as a Basic Generic Audio Device.

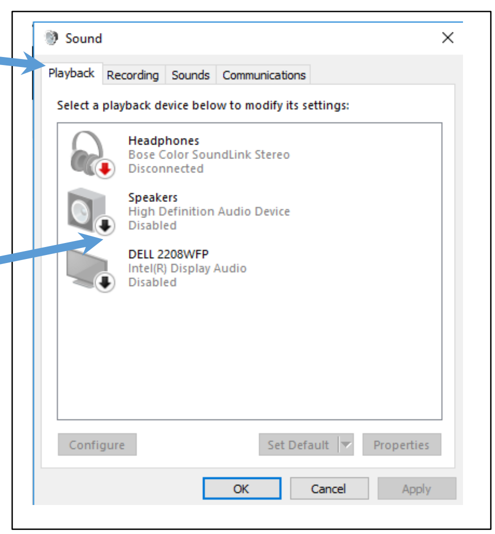


If that did not work, try this:

1. Open **Start**, then type **Sound,**  then hit Enter.

2. Select the **Playback** tab

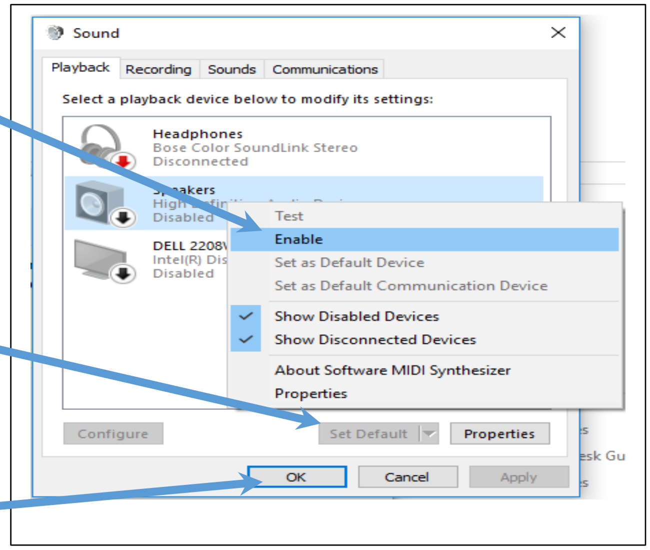
3. Select Speakers and make sure they are **Enabled**



Back to Table of Contents

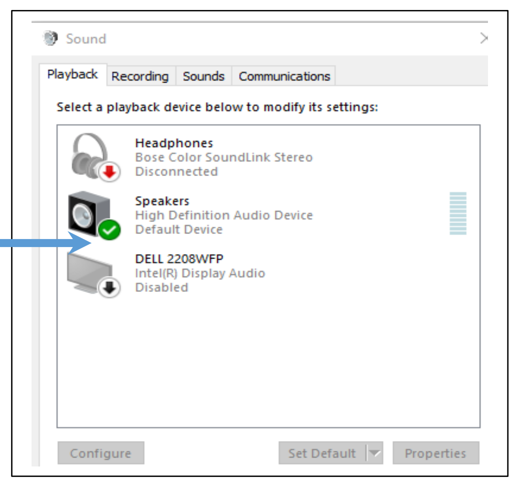
Check Sound to Enable Speakers

4. To **Enable** Speakers, highlight speakers, and right or left click to display options to **Enable**.



5. Then **Set Default** Device.

6. Then click **OK**.



7. Speakers are **Enabled** and **Set Default** as indicated by the green check in a circle.

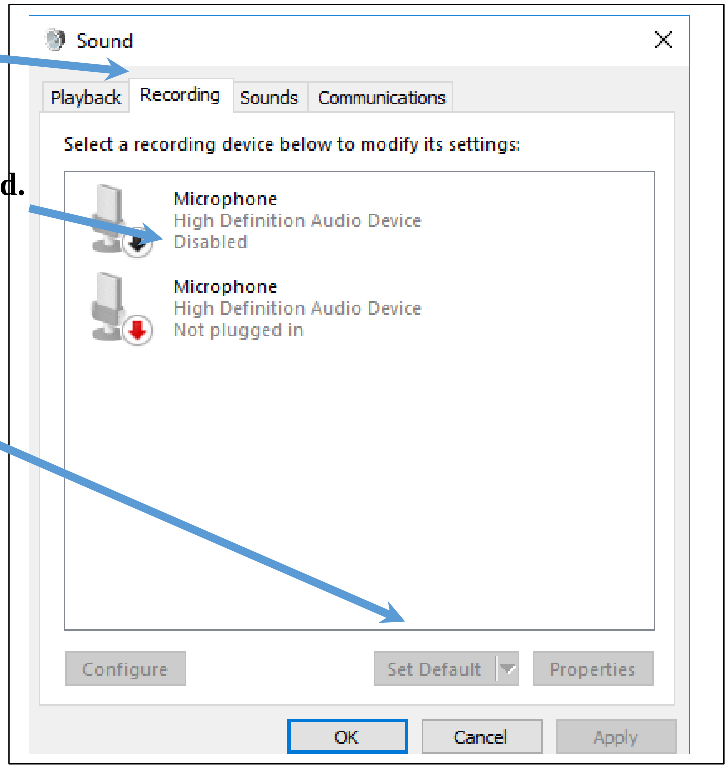
Back to Table of Contents

Check Sound to Enable Microphone

8. Select the **Recording** tab.

9. Check if the microphone is **Enabled.**

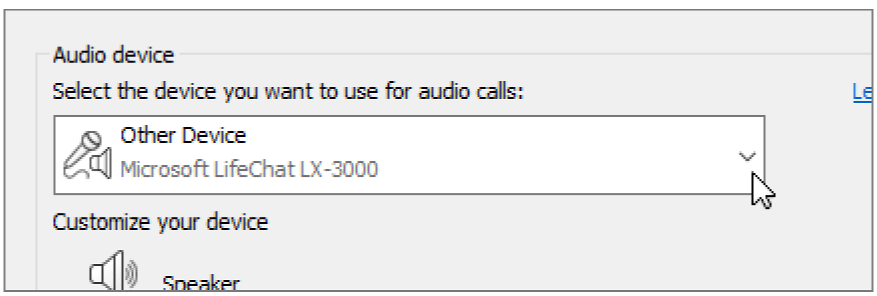
10. **Set Default.**



Skype Audio Device Options

In the Skype for Business main window, click the **Options** button and select **Audio Device**.

1. Under **Audio device**, choose the device you want.



2. Click the green arrow next to **Speaker** to hear a sample tone and drag the slider if you need to adjust the volume.

3. To test your **Microphone** volume, speak for a few seconds. The volume is optimal when the progress bar reaches the middle of the test area. Drag the slider next to Microphone to adjust the mic volume.

4. Click the green arrow button next to **Ringer** to hear a sample ring when you get a call and drag the slider to adjust the ringer volume.

Back to Table of Contents

5. If you have more than one audio device, you can choose to set both to ring when you get a call. Under **Secondary Ringer**, select **Also ring**, and then select an additional device. You can also select **Unmute when my phone rings**; automatically unmute your speakers when you receive a Skype for Business call.

6. Select **Allow stereo audio playback when available** to make sure that the best audio quality is available during a meeting.

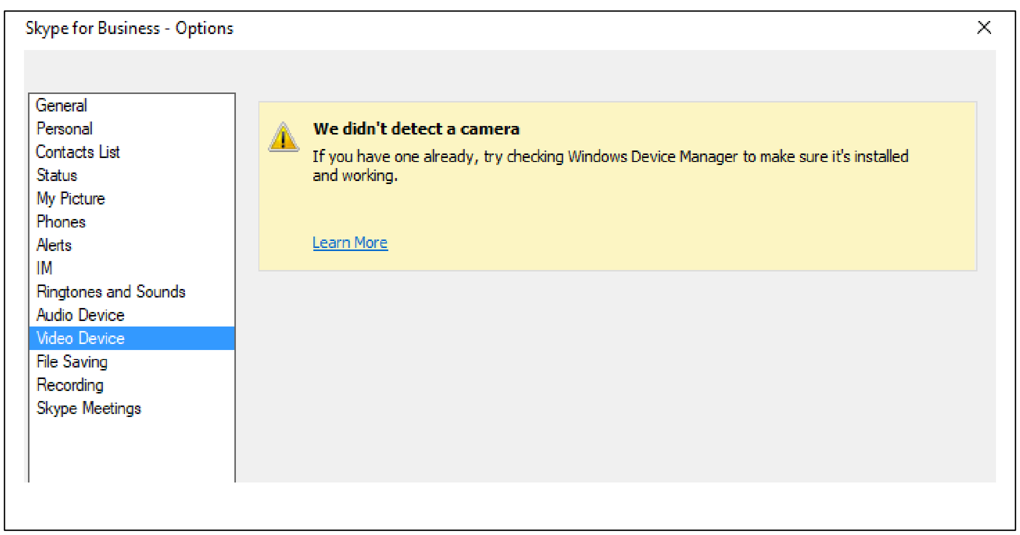
7. Click **OK**.

Tip: You can select different devices for microphone and speakers under each section. However, to avoid echoing, it is better to use the same device for both. If you must use separate devices, minimize possible echoing by lowering your speaker's volume. If you do not see your device in the list, make sure it is connected directly to your computer and follow the instructions that came with the device to install it.

2.11 Video Device

In the Skype for Business main window, click the **Options** button and select **Video Device**. This option allows you to set up and use your computer's camera to make a video call or share your video in a meeting, but you do not need one to receive a video call or see other people's videos.

Important: If the video camera is disabled, this error screen appears when selecting the Video Device option. Follow these troubleshooting steps to resolve the problem. If you cannot perform the following steps, contact your computer administrator to assist.

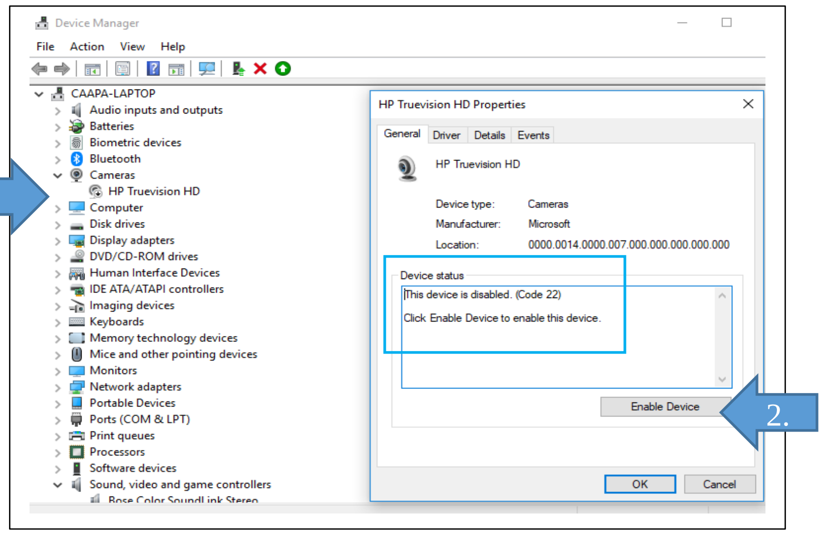


Back to Table of Contents

Check Device Manager

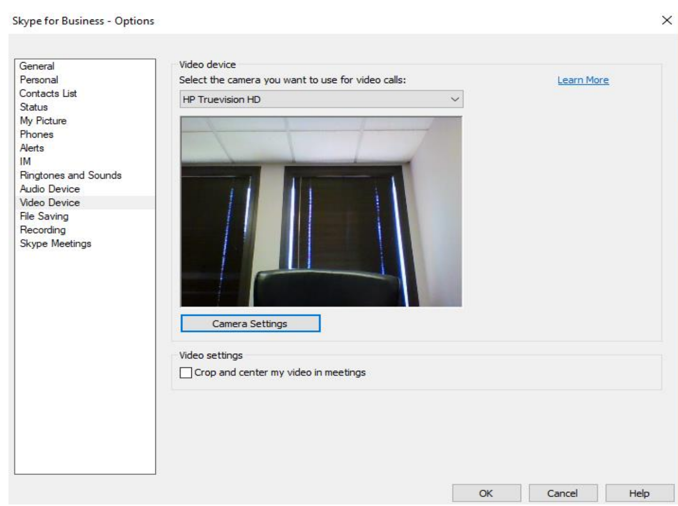
1. Open **Start**, then type **Device Manager**, and select double click on Cameras select your camera, and double-click to open options.

2. Make sure the device is enabled. Each computer has a different name for camera devices such as a Basic Generic Video Device. If not, **Enable Device**.



Skype Video Device Options

1. In the Skype for Business main window, click the **Options** button select **Video Device**. You see what your camera sees in the window.



2. If you have more than one camera and want to switch, select it from the drop-down list.

3. For advanced settings like color balance, contrast, brightness, and black-and-white mode and more click the **Camera Settings** button.

4. Click **OK** when done.

Back to Table of Contents

Video Keeps Moving Around

If your video is moving around during a meeting, Skype for Business is trying to keep you in the center of the sent video with the **Crop and center my video in meetings** feature that, by default, is turned on.

1. If you want to disable this functionality, go to **Options** > **Video Device** settings.

2. Clear the **Crop and center my video in meetings** check box.

2.12 File Saving

Sometimes, during a Skype for Business meeting--either the presenter or another participant may share a file (PowerPoint, Word, Publisher or others). You can specify a location to save these files in one convenient place.

1. In the Skype for Business main window, click the **Options** button and select **File Saving**.

2. Under **File transfer**, click **Browse** to select the folder that you want to save received files.

3. Click **OK.**

2.13 Recording

One of the neat things about Skype for Business is that you can record meetings. People who may have missed the meeting can watch the recording later and are caught up. Alternatively, an attendee can review the recording if, for example, she cannot recall one of her action items. You can specify a location to save these files. Once you have set the location, future recordings are saved to that same place.

Save your recorded meetings

1. Under **Options**, choose **Recording**, and then click Browse to select a folder that you want to store recorded meeting files.

2. You can also select the image resolution (480p, 720P HD, or 1080P Full HD) --keeping in mind that the higher the resolution, the larger the meeting recording file size will be.

Back to Table of Contents

2.14 Skype Meetings

You can use the same audio selections with all your Skype for Business meetings or set up Skype for Business to give you options every time you join. The latter is handy if you need to use a different audio connection, depending on the meeting or location you join from.

Set Skype for Business Meeting options

1. Under **When I join meetings,** select **Show IM** automatically opens the IM pane. If you want to see the participant list, select **Show the participant list**.

2. Under **Meeting default**, click the **Change** button if you want to use an app other than Skype for Business for meetings, or if you want to use a different version of Skype for meetings.

3. Under **Joining conference calls**, click the drop-down menu next to **Join meeting audio from**, and do one of the following:

    - To use computer audio and video (via your computer microphone and speakers or a headset) for the meeting, select **Skype for Business**.

    - To call into the meeting, if the meeting request includes a call-in number, select **Do not join audio**, join the meeting, and then use a phone to call in.

    - (Optional) If you join from different locations or devices and want to choose how you connect to meetings each time you join, select the **Before I join meetings, ask me which audio device I want to use** checkbox.

4. (Optional) Under **Meeting reminders**, by default, **Don't show notifications when Outlook is running** is selected. To change that, clear the checkbox.

    Note: You can have Skype for Business call you (and set up Skype for Business meetings that include call-in details) only if dial-in conferencing is enabled for your account. For more details, contact your workplace technical support.

Back to Table of Contents

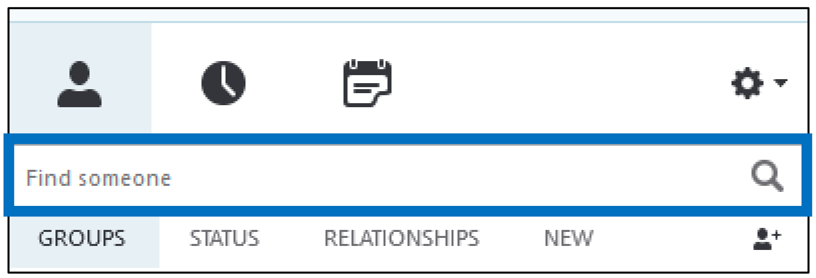
Section 3 – Using Skype for Business

3.1 Add a contact to list

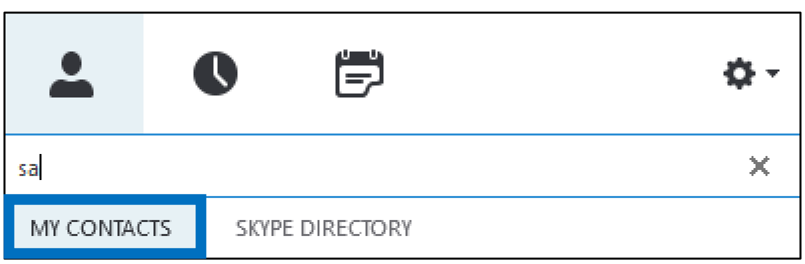
In Skype for Business, you can add people to your Contacts list so that they are just a click away. Every contact you add is assigned membership in one or more of your contact groups.

Add a contact who is in your organization

1. In the search box, type the person's name, IM address, or phone number. As you type, the view automatically changes to **My Contacts**, which lets you search your organization's address book.

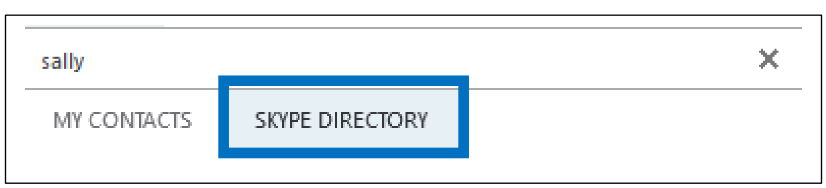


2. Right-click the person's picture
3. Click **Add to Contacts List**
4. Choose the contact group.



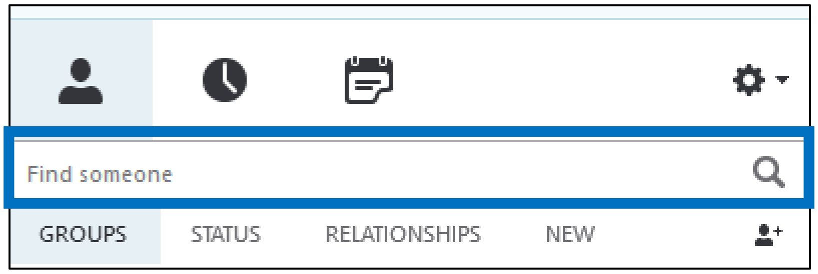
Add a contact who has a Skype account

Before adding contacts, who have Skype accounts, your administrator must enable the **Skype Directory** option to search for your organization. If you do not see a Skype Directory tab, then this option is not enabled.

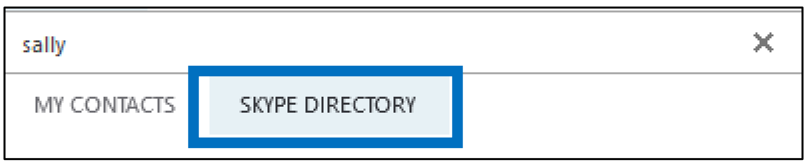


Back to Table of Contents

1. In the search box, type the person's name, email address, IM address, or Skype phone number.



2. As you type, the view changes to My Contacts. Choose **Skype Directory**.



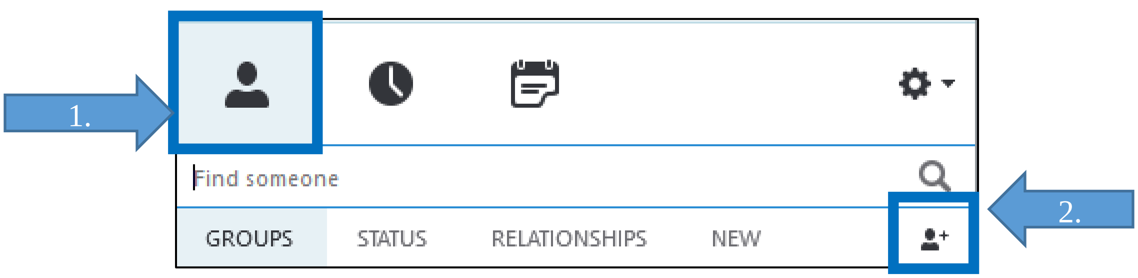
3. Right-click the person's picture > **Add to Contacts List** > choose the contact group.

> **IMPORTANT: After you add the person to your contacts list, their status is *Pending*. They are supposed to sign in to Skype and accept your request.**

4. If you sent your Skype contact a request and they never receive it, ask them to send you a request to chat. In these instances, that often establishes the connection.

Add an external contact (someone not in your organization or using Skype)

1. In Skype for Business, choose the contacts icons as shown below. Then choose **Add a contact not in my organization** > **Other**.



2. Type the person's email address. (If you do not know it, or they do not have one, you can enter a placeholder email address, such as **Your Name@army.mil**, that you can change to their real name later.)

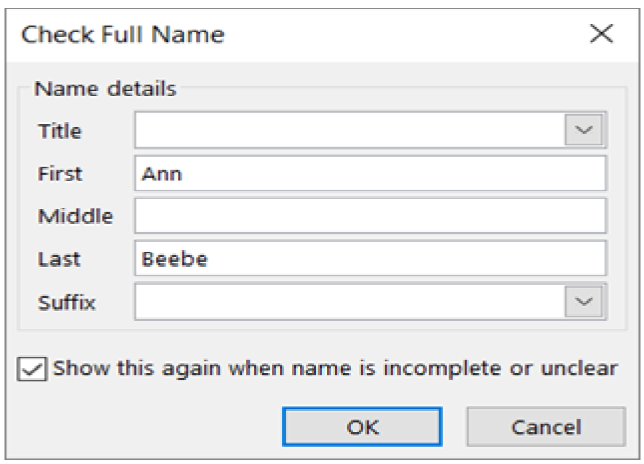
3. Right-click the contact you just added, then choose **See Contact Card**.

Back to Table of Contents

4. Choose **Add**.

5. Now you can enter additional information for the person. If you entered a placeholder email address, type the person's real name in the Name box. Choose **Save**.

IMPORTANT: If you get the Check Full Name box, choose OK. Otherwise, your changes to the Name box are not saved.



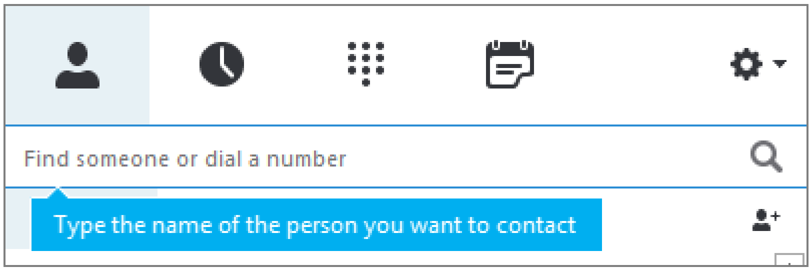
3.2 Send and respond to Instant Message (IM)

Skype for Business instant messaging (IM) is an efficient way to connect with your contacts in real time and on a moment's notice. Less formal than email, faster than a phone call. Using IM is ideal for speed, convenience, and ease of use.

Send IM to one person

Locate the person you want to send an instant message by locating them in search or your Contacts list. You can also find them in your conversation history.

1. Locate the search box on your Skype for Business contacts page, just below the **Contacts** tab.



Back to Table of Contents

2. Click in the search box and type the group name you want to search.

3. Hover over their picture in the Contacts list and click the button on the quick launch bar.

4. Type your message at the bottom of the conversation window.

5. Press Enter on your keyboard to send the message. You will see next to each instant message a picture of the person who sent it. This works for both one-to-one conversations and conferences.

6. (Optional) Add others to the conversation by dragging their contact listing from your Contacts list into the conversation window.

> **Note: Skype for Business breaks long messages into sections and provides recipients the option to read all the text at one time. This message is now called a story and allows the recipient to give it a title.**

Send an instant message to several people at once

To start an IM conversation with multiple contacts, do the following:

1. If the people you want to send the instant message to appear as adjacent contacts in your Contacts list, press and hold the **Shift key** while you click each person.

2. Then, click the button next to the last contact you select, type your message at the bottom of the conversation window, and press Enter.

3. If the people you want to send the instant message to appear in the list as contacts who are not adjacent, press and hold the **Ctrl key** while you click each contact.

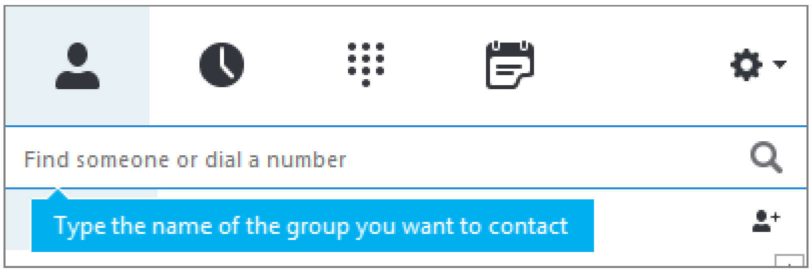
4. Then, click the button next to the last contact you select, type your message at the bottom of the conversation window, and press Enter.

Back to Table of Contents

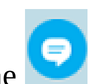
Send an instant message to a group

There are several ways to send an IM to a group. You can search the company directory for distribution lists or Office 365 Groups and send the IM to everyone in those groups. You can also send an IM to a group of contacts in your contacts list.

1. Search for a group and send the IM. Find the search box on your Skype for Business contacts page, just below the **Contacts** tab.



2. Click in the search box and type the group name you want to search.

3. Hover over the group picture in the Contacts list and click the  button on the quick launch bar.

4. Type your message at the bottom of the conversation window.

5. Press Enter on your keyboard to send the message.

Send an IM to one of your contact list groups

1. Right-click the group name in your Contacts list

2. Click **Send an IM**.

3. Type your message at the bottom of the conversation window.

4. Press Enter on your keyboard to send the message.

Respond to an incoming message alert

- When someone starts a new IM conversation with you, an alert pops up on your screen.
- To see the message, click on **Accept** in the photo area.
- To respond back, type in the conversation window, then press Enter on your keyboard.
- To reject the message, click **Ignore** in the photo area. If you use Outlook, the message goes to your Outlook conversation history inbox (see section 2.2 personal).

Back to Table of Contents

3.3 Make and receive calls

Skype for Business automatically detects your devices, such as a headset, mic, speakers, and cameras. Before you make a call, check your that you have an audio device connected to your computer. It is recommended to check your audio and video devices before joining a meeting or making a call (see section 2.10 to check audio).

Important: When your admin set up Skype for Business, they determined whom you could communicate with using Skype for Business. By default, you can communicate with other Skype for Business users in your business. However, depending on your setup, you may not be able to use Skype for Business to communicate with people in another business or other Skype users. Ask your admin if you have questions.

To make a Call

- To call a contact using Skype for Business, click on the contact's avatar/picture and select the phone button.

Note: To call CONUS/US numbers, dial the 10-digit number; to call DSN numbers, put a 94 before the 10-digit number; to call international numbers, dial 011, then country code, then the 10-digit number.

Then choose one of the following options for the call:

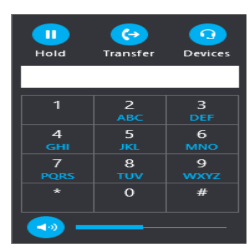
a. **Work**: to call the contact at a work number
b. **New Number:** to enter a different number to call that person Skype for Business
c. **Skype call**: to call a contact on Skype for Business
d. **Voicemail**: to call the contact's voicemail

- Select the **Video** button to add video to a Skype for Business call.
- Select the **IM** button to send an instant messaging to a Skype for Business call.
- Select the **Participants** button to invite other contacts to join the call.

After the call connects, use the mic button at the bottom of the window to mute/unmute yourself  , and the handset button to end the call  .

Use the other call controls as appropriate:

Select the **Call Controls** button  for the following options:



Hold to place a call on hold.
Transfer to another number or person.
Devices to switch to a different device.
Dial pad to interact with an automated phone system, such as entering a code when you call your voicemail or calling the office reception desk.
Speaker volume to adjust the sound. Slide the pointer up and down for volume or select the speaker icon at the top of the volume control to mute your speaker.

Back to Table of Contents

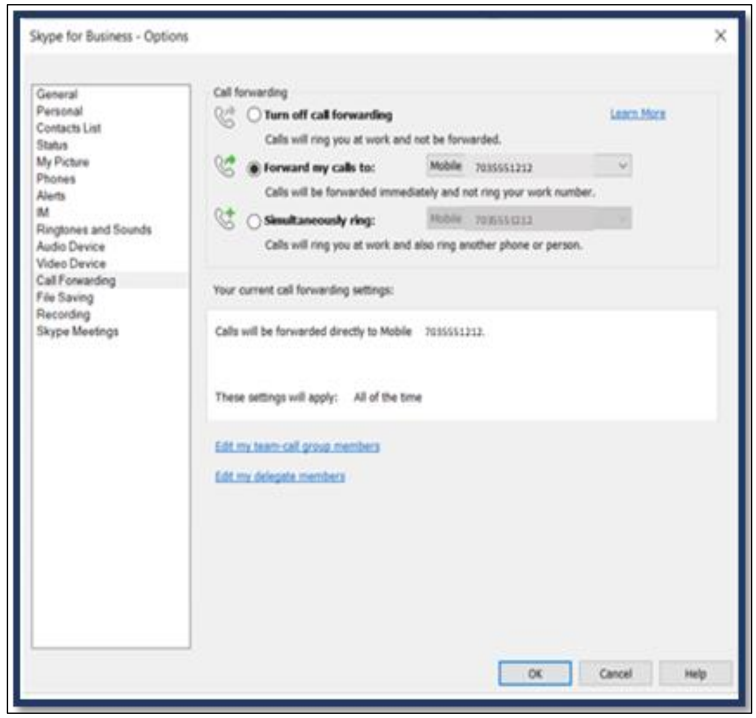
Call Forward Options

1. Open the Options window, by clicking on the gear cog in the upper right corner of the primary interface screen.

2. Select Call Forwarding.

3. Make the applicable choice of:
   a. Turn off call forwarding.
   b. Forward my calls to: (phone number).
   c. Simultaneously ring: (phone number).

4. Click OK to save.



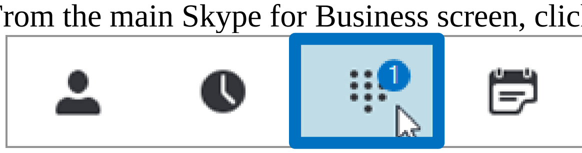
> **Note:** To forward a call, use simultaneously ring to another person, or a number that is not yours. Select, the New Number or Contact option and manually enter the number or search for the contact in the Edit Phone Number dialog box.

Use the Dial Pad

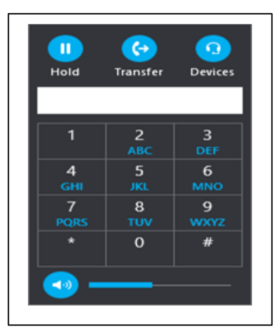
If your Skype for Business account has Enterprise Voice enabled, you can use the dial pad to call a phone number from Skype for Business.

Note: If you do not see the dial pad, your organization does not have the correct licenses. Contact your technical support team.

1. From the main Skype for Business screen, click the **Dial Pad** icon.



The Dial Pad appears just below the icon.



Back to Table of Contents

2. Enter a phone number in one of the following ways:

   - Select the number buttons on the Dial Pad.
   - Type the number on your keyboard.
   - Cut and Paste the number from the clipboard.

3. Select **Call**.

   After the call connects, use the mic button at the bottom of the window to mute/unmute yourself, and the handset button to end the call.

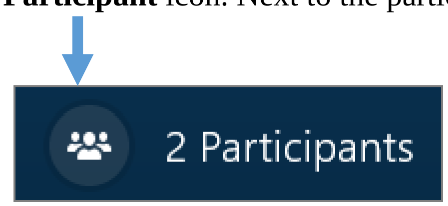
Receive a call

When a contact calls you, a notification pop up appears on your screen. To answer the call, select **Accept**.

If you do not wish to accept the call, select **Decline** to dismiss the call and send it to voicemail, if available.

3.4 Cannot see video from other participants

Choose the **Participant** icon. Next to the participants sending video, there is a blue camera icon.



If an icon is shaded, (meaning it is unavailable), that participant cannot send video, or if two vertical bars are shown, then there is video capability, but the participant is not using it.

Note: If an audio-only call, all camera icons are shaded until one participant starts sending video.

Back to Table of Contents

Other participants cannot see my video

In the Skype for Business main window, click the **Options** button and select **Video Device**. This option allows you to set up and use your computer's camera to make a video call or share your video in a meeting, but you do not need one to receive a video call or see other people's videos. Refer to section 2.11 video device to diagnose the problem.

3.5 Cannot Hear Participants

If you cannot hear the other participant at all, or cannot hear them very well, there might be something wrong with your playback device (speakers or headphones) or settings.

In the Skype for Business main window, click the **Options** button and select **Audio Device**. This option allows you to set up and use your computer's built-in mic and speakers, a headset, or another device with Skype for Business. Refer to section 2.10 audio device to diagnose the problem**.**

Background noise

If you hear background noise in a conference call, choose the **Participants** button, and then look at the microphone icon for each participant.

The icons indicate activity, and if the background noise matches a non-presenter, then ask that participant to mute their microphone. If you are a presenter, you can mute the participant yourself.

3.6 Connection Problems

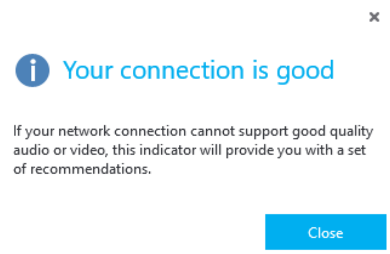
Troubleshoot connection issues in Skype for Business

Are you having problems with your Skype for Business calls? An Internet connection is the most likely culprit. A poor Internet connection can cause low-quality audio and video, delays, and dropped calls. During a call, the **signal strength indicator** is displayed.

Back to Table of Contents

Depending on the severity of the problem, the icon can be white (good quality), yellow (quality is satisfactory but could be better), or red (quality is weak).

Clicking on the indicator  provides additional information.



If you have a slow connection, the following tips might help.

- **Improve your signal.**

  If possible, use an Ethernet cable to plug in your computer directly into the modem or router. If you are using a Wi-Fi connection, try moving closer to the router to get a better signal.

- **Close other programs.**

  File-sharing applications, streaming audio or video or even just having a web browser open are all things that eat up bandwidth. Closing them frees up bandwidth so that Skype for Business can use it. If you are using Windows 7 or a newer release of Windows, you can use the Task Manager to see everything that is running on your PC and the percent of usage of CPU, Memory, Disk, and Network for each program.

- **Check your speed.**

  For a high-quality video call, both you and the other participant need to have enough bandwidth. Do a speed test online (type *speed test* into your search engine and pick the top few) or ask your Internet Service Provider (ISP) to test your download and upload speed for you. Check the result against the speed your ISP is supposed to be providing. If you often have a slow Internet connection, ask your ISP to take care of it.

- **Update your hardware.**

  If your computer, modem, or router is old, then everything seems to be running slow even with a fast connection. It might be worth upgrading your hardware if all else fails.

- **Check with the other participant.**

  Remember, even if everything is okay at your end, the other participant might have a problem with their connection.

Back to Table of Contents

3.7 Attach a File

Sometimes you need to provide a handout or file to your meeting participants, such as a copy of the presentation you are sharing or a document that they need to review.

Attach a file while in the meeting

1. Pause on the presentation (monitor) icon and click **Add Attachments**.
2. Browse to the file you want to make available for download and click **Open**.
3. Click **Manage Attachments** > **Permissions** to choose who can download the file or remove it.
4. Meeting participants can then download the file from the presentation menu on the **Manage Attachments**> **More** option.

Preload attachments for a Skype for Business meeting

Preloading your meeting attachments in advance gives you time to focus on your meeting when your participants join.

1. Set up a Skype for a meeting in Outlook, as you typically would do.
2. On the **Insert** tab, in the **Include** section, click **Attach File** or **Outlook Item**, and then select the attachments you want to add.

3. A response message shows that the meeting files are attached to the meeting invitation.

4. You can also attach a file that is in the cloud, such as in OneDrive for Business. However, the file is not loaded from the cloud location until the meeting starts.

Back to Table of Contents

Note: At this time, you cannot present a PowerPoint file from the cloud. You can open the file and then share your screen.

5. That is it. Just double-check the information and click **Send**.

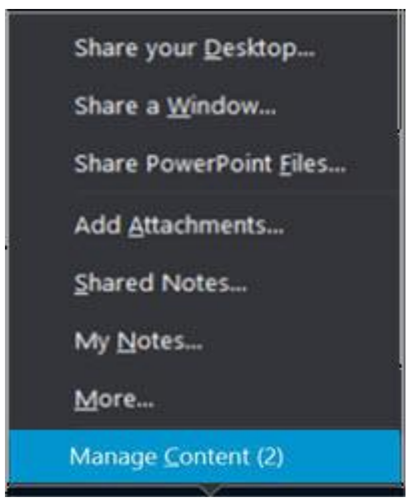
Note: You can add meeting attachments any time before the meeting by updating the original meeting invitation and sending the update.

View the attachments in the meeting

The attachments you included in your Skype for Business meeting invitation show up in the meeting window automatically when the first participant joins the meeting.

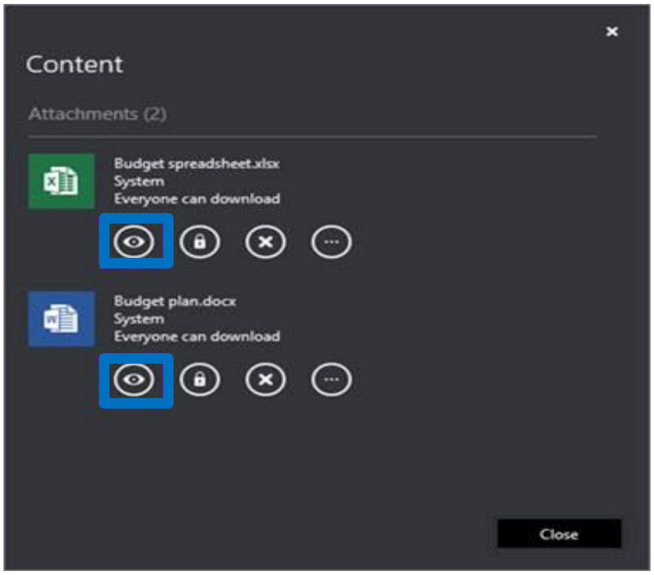
1. In the meeting window, people can see there are meeting attachments by the notification in the yellow band and by the orange dot next to the **Present** button.

2. To retrieve the meeting attachments, click the **Present** button, and then select **Manage Content**.

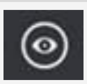
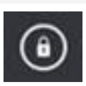
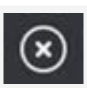
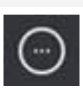


3. To view the meeting files, click the **Open the file** button.

Back to Table of Contents



You can also do other things with the attachments on this page.

Click this	To do this
	Download the meeting attachment.
	Change who can download the meeting attachment (everyone, presenters, organizer). By default, only the organizer and presenters have automatic access to the content. If you have participants outside of your organization, make sure to change this to everyone.
	Remove the meeting attachment from the meeting.
	More options, such as save as and rename the meeting attachment. **Note: You cannot save as or rename cloud attachments. Renaming a file is temporary and does not change the calendar attachment file name. Also, if the meeting restarts after renaming a file, it is not retained, and the original name is restored.**

Back to Table of Contents

3.8 Setup Skype Meeting in Outlook

You can use Outlook or Office 365 Web App to schedule a Skype for Business meeting. If your account is configured for **dial-in conferencing**, the Skype for Business meeting request automatically includes the call-in information (phone number and conference ID).

Schedule a Skype for Business meeting using Outlook

1. Open Outlook and go to your calendar.

2. On the **Home** tab, select **New Skype Meeting**. If you do not see this option, then refer to section **1.2 Verify installation of Skype for Business on PC.**

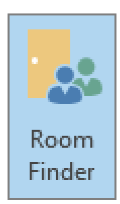
3. Set up the meeting as you typically would:

    - In the **To** box, type the email address of each person you are inviting, separated by semicolons. Alternatively, click on **To** for global distribution list and more.

    - In the **Subject** box, type a name for the meeting.

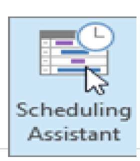
    - If your organizations have designated rooms for meeting, select **Room Finder**, in the **Options** section on the **Meeting** tab, and then find a room, or in the **Location** box, type in a meeting location (a conference room number).

Note: Rooms are set up by your systems administrator.



- Select a start time and end time.

4. To look at a time that works for everyone, select **Scheduling Assistant**, in the Show section on the Meeting tab.



5. In the meeting body area, type in an agenda or any other message. Be careful not to change any of the Skype for Business meeting information. The body area will contain a link to **Join Skype Meeting,** and if assigned by the administrator, a **Join by Phone** number will appear with **Conference ID** to dial in to hear just the audio of the meeting.

6. In the **Skype Meeting** section on the **Meeting** tab, select **Meeting Options**, and then select the appropriate options. If you have a meeting with people outside your company, or you are scheduling a huge event, change the meeting options before sending the invites to your meeting.

7. (Optional) Preload your meeting attachments from Insert tab.

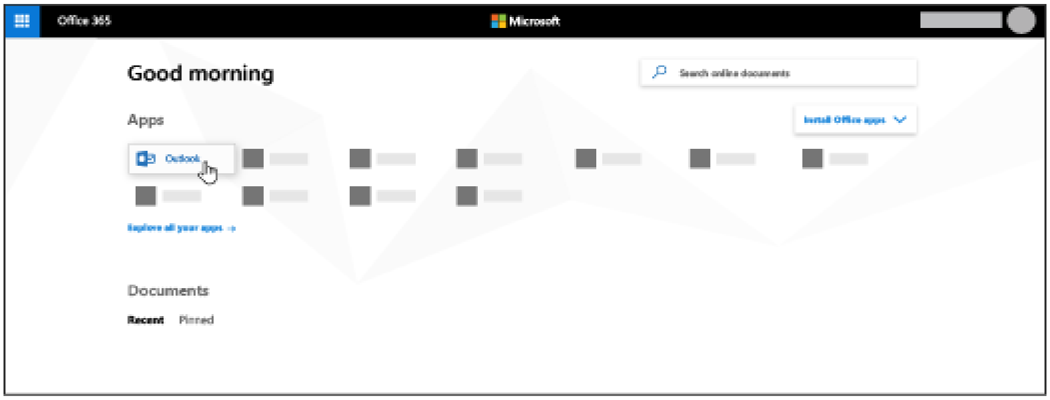
8. Double-check the information before selecting **Send**.

Set up an online meeting using Office 365

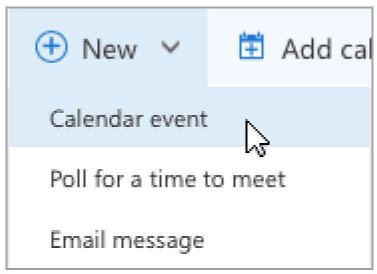
1. Use a browser that supports the full version of Office 365 Web App.

2. Have a username and a password from an organization that has a business or enterprise subscription to Office 365.

3. In the Office 365 portal, select **Outlook** to open the Calendar app.

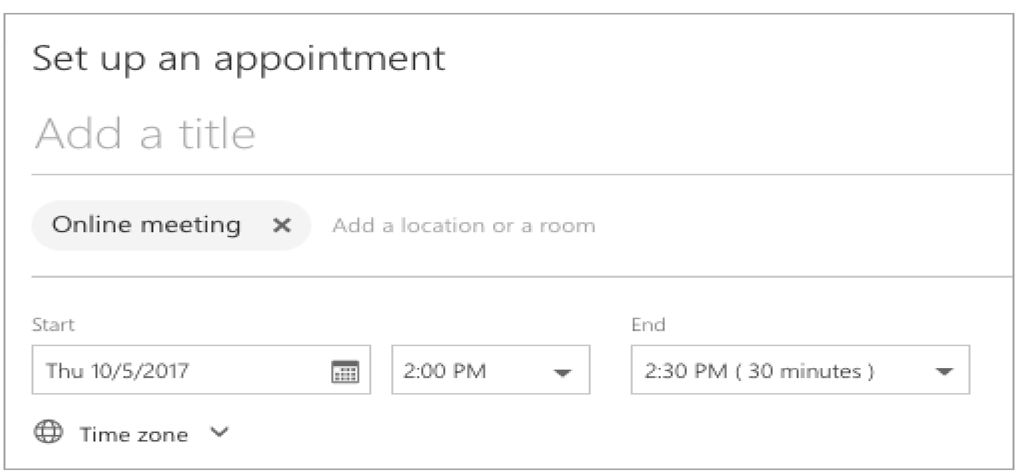


4. On the calendar page, select **New** > **Calendar event**.



5. On the **Set up an appointment** page, select **Add Skype meeting**.

6. Fill in the meeting title, location (if you have in-person attendees), and the start and end times.



Back to Table of Contents

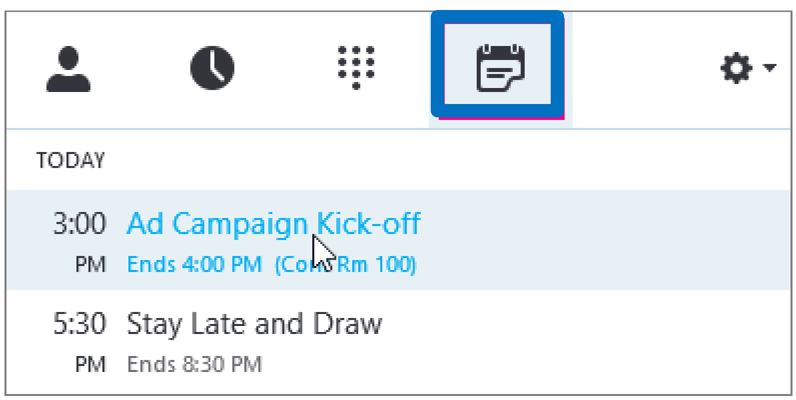
7. Choose the people to attend, add the agenda or other meeting information, add attachments, and then select **Send**.

3.9 Join Skype for Business Meeting

Join a Skype for Business meeting from a Windows PC

1. In your meeting request, click **Join Skype Meeting**.

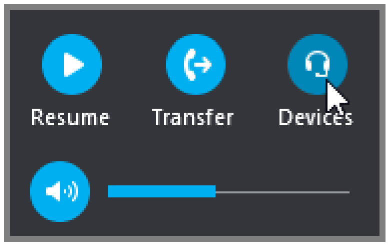
2. The **Meetings** tab allow viewing of current, future and joining meetings. To join a meeting, click on the **Meetings** tab, and then right-click a Skype meeting to join.



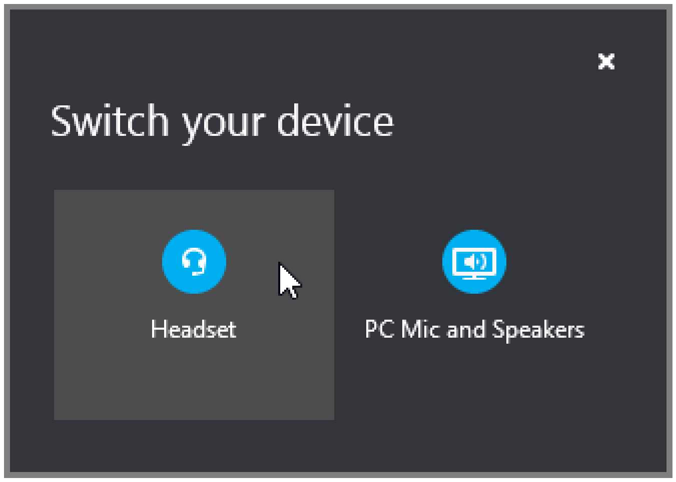
3. The microphone automatically mutes when joining a meeting. To unmute your mic, find the mic button,  and click it. When it looks like this , people in the meeting can hear you. Unmute your speakers also.

4. If you need to switch to a different audio device, click the Call Controls button , and then click Devices.

Back to Table of Contents



5. The Switch Devices box shows your available audio devices, with the current one selected. Choose a different one if you would like.



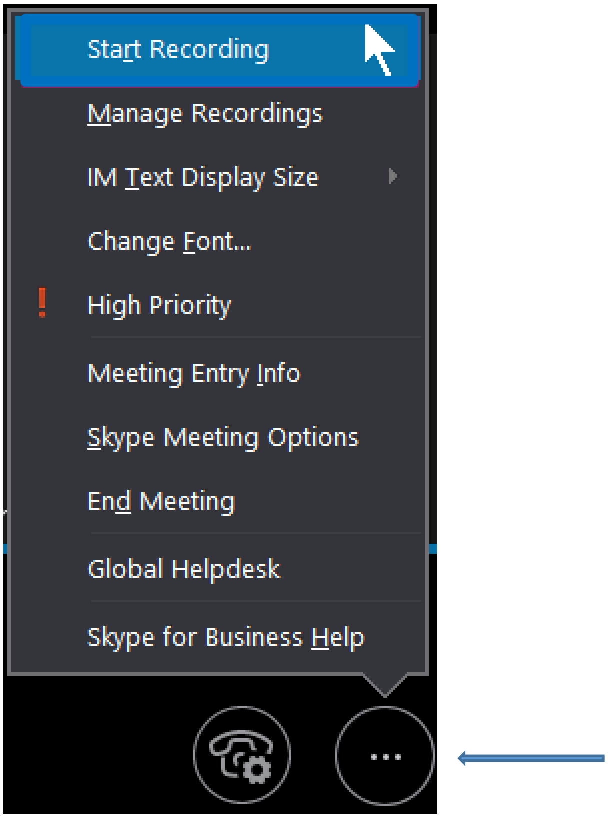
Audio quality depends on the network and the devices used.
Best quality - Use a **wired network** connection and switch off wireless on your computer.
If you must use a **wireless connection**, make sure you have a strong signal and use a high-quality headset for better audio.

Back to Table of Contents

3.10 Record and Playback a Skype for Business Meeting

When you record a Skype for Business meeting, you capture audio, video, instant messaging (IM), screen sharing, PowerPoint slides, whiteboard activity, and polling. Any of the **presenters** can record a meeting and save it on their computers.

1. Click the **More Options** button and choose **Start Recording**. If the recording option is dimmed, your audio might not be connected. Click the microphone icon to connect audio, and then try again. If still having problems refer to section 2.10 Audio Devices.



2. Use the controls at the bottom of the meeting to pause, resume, or stop the recording.

3. To see if others are recording, point to the red recording button.

Back to Table of Contents

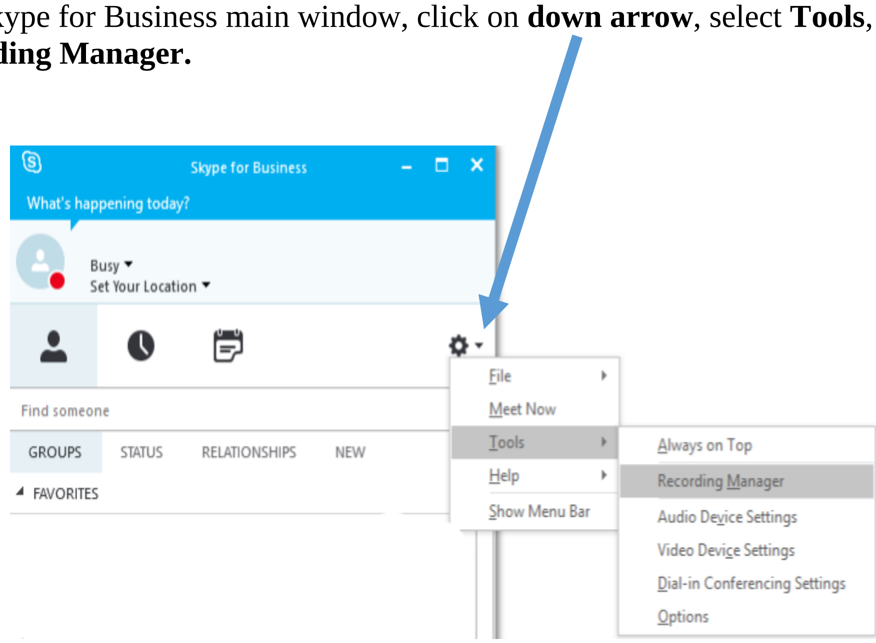
4. When done, click **Stop Recording**.

5. Skype for Business automatically saves the recording in an MP4 format that plays in Windows Media Player. You can exit the meeting while processing the recording.

Play and share a recording

After a recording process has completed, you can access it to play or send to others. Skype for Business displays a message when the recording is ready.

- Click on the alert to open the **Recording Manager** or**,**
- Open the **Recording Manager** while in a meeting or,
- From the Skype for Business main window, click on **down arrow**, select **Tools**, then **Recording Manager.**



In the **Recording Manager**

1. Click to highlight a recording, and then click **Play** on the right side of the window.
2. Renaming or deleting of recording are done here.

Back to Table of Contents

3. To share your recording, click **Browse** to locate it, and then copy the file. Paste on a shared location, such as OneDrive or an internal SharePoint site. If you cannot post the recording, check to make sure you have enough space on the page.

3.11 Present Your Screen

You can show your entire desktop or just a program to everyone in a Skype for Business meeting, call, or instant messaging (IM) conversation. You must be a **presenter** on a Skype for Business meeting to share your screen. If the option is **grayed out**, ask one of the presenters to give you control.

Present Desktop

Click on **Present Desktop** to switch between multiple programs or work on multiple files from various programs.

Caution: Sharing your desktop allows everyone in the meeting to see all programs, files, and notifications on the desktop. If you have any **confidential information** that you do not want people to see, close those windows or use Present Programs instead.

Present Programs

It is used to present specific programs or files only on your computer. To share one or more programs or files, click **Present Programs**, and then select the specific program or file to share.

Share your screen or program

1. At the bottom of the conversation window, click the **Present** (monitor) utton.

2. Choose one of the following:

   To share the content on your desktop, click **Present Desktop**.

3. On the sharing toolbar, on top of the screen, use any of these options:

- Click **Stop Presenting** when done sharing your screen.
- Click **Give Control** to share control of your desktop or program with the participants.
- Click the pin to **hide the toolbar** and have more space. To **un-hide the toolbar**, move your mouse to the top of the screen. When the sharing toolbar appears, use any of the controls you need or click the pin again to keep the toolbar visible.

Back to Table of Contents

Note: While presenting in Skype for Business, the status changes to Presenting (⛔), and you do not receive instant messages or calls. You can change this setting in the Status options window.

If you want a meeting attendee to share their screen, give them **presenter access** so that they can use the controls.

Share primary, secondary or all monitors

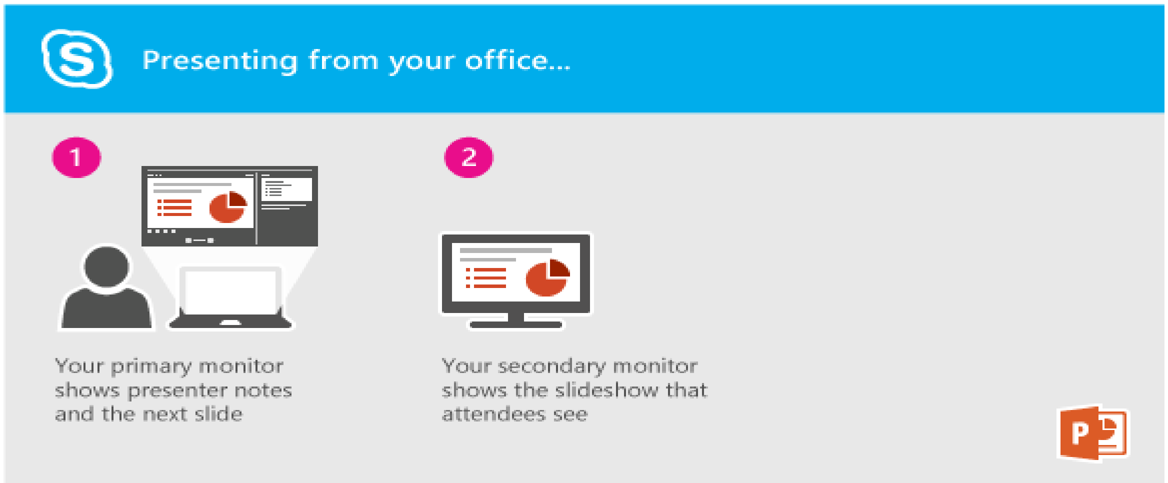
If you **have more than one monitor**, they all display on the **Present Desktop** tab, and you can choose which one to share. When sharing **All Monitors**, the sharing toolbar opens on the primary monitor only. If you **have only one monitor**, the **Present Desktop** tab does not appear.

Presenting a PowerPoint slide show in a multiple monitors scenario

This feature allows you to take advantage of multiple monitors while presenting a PowerPoint slideshow. Or **if you are in a conference room** and want to display the slideshow using a projector or a large screen device, then present to the secondary monitor. Your PowerPoint slideshow appears on the big screen for the people in the room and on the presentation stage for the people on Skype for Business. Also, on your laptop, you see the presenter view that shows the current slide, your presenter notes, and a preview of the next slide--visible to only you.

If you are presenting a PowerPoint slideshow from your office, and you have multiple monitors, you can present to your secondary monitor and still see your presenter notes view on your primary monitor.

Back to Table of Contents



The instructions are the same for both scenarios:

1. Outside of Skype for Business, open your PowerPoint deck on your primary monitor (or laptop if you are in a conference room).

2. Choose the Slideshow tab, and then click **From Beginning**. The attendee view of your deck appears on your secondary monitor (or the projector if you are in a conference room). Your presenter view appears on your primary monitor.

3. From Skype for Business, click the **Present** icon, then choose **Present Desktop**.

4. In the Present Desktop dialog, click the secondary monitor—or whichever monitor is displaying the attendee view of your PowerPoint deck.

Give and take control of a presentation

If you want another meeting participant to change a file, help you present, or demonstrate something, you can grant control to that person. You will both be in control of the sharing, and you can take back control anytime.

1. On the sharing toolbar, click **Give Control**.

2. Select the name of the person you want to give control.
   Skype for Business sends a notification to that person to let them know you are sharing control.

3. To take control back, click **Give Control** again, and then click **Take Back Control.**

> **Tip: You can automatically allow people to take control of your sharing session at any time, by clicking Give Control Automatically on the sharing toolbar. We recommend you choose this option only in small and casual meetings. To take back automatic permission, click Give Control, and clear the Give Control Automatically check box.**

Back to Table of Contents

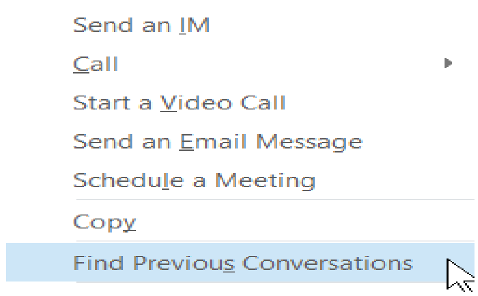
3.12 Find a Conversation Log

Skype for Business lets you find a previous conversation by browsing your conversation history or by searching for your past conversations with a specific person.

Find a previous conversation with a specific person

1. Open Skype for Business, and in your contacts list, right-click the person whose previous conversation you want to view.

2. Click **Find Previous Conversations**.



Outlook opens and displays that contact's conversations with you in the **Conversation History** folder. To track down the specific conversation, enter a term or terms that would have come up in the conversation you are looking for, in the search box at the top of the Outlook window.

Browse your conversation history

To see a complete listing of your incoming and outgoing instant messages and meetings, including ones you might have missed:
Open Skype for Business, and, above the search box, click the **Conversations** tab.

All your conversations appear in chronological order, with the most recent at the top. Phone calls you have had also appear on the conversations list.

If you want to narrow the list, click one of the other two tabs in the conversations window:

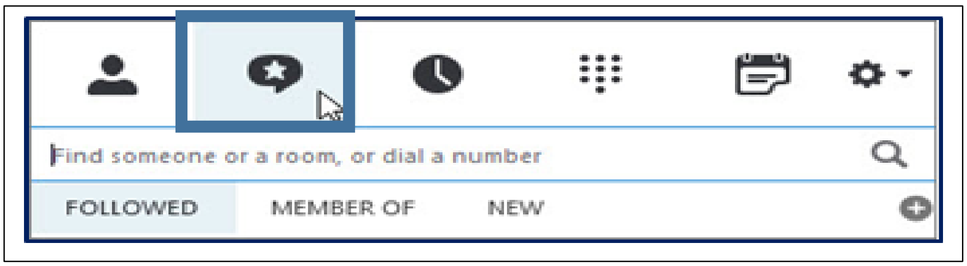
- **Missed** List your missed conversations only.

- **Calls** List your phone calls only.

Back to Table of Contents

3.13 Persistent Chat (Chat Rooms) (SIPR & European Only)

Persistent chat is the Skype for Business (SfB) version of a chat room. Persistent chat allows you to create or join a topic-specific chat room that all conversations posted are displayed when accessed. A benefit of persistent chat eliminates constant notifications for every message until you are actively in the open chat room. Also, seeing the chat room's entire conversation history eliminates the repetition of information. If you see the **Chat Rooms** tab in the Skype for Business main window, persistent chat is set up in your organization.



In a chat room, messages about a specific topic are shared with other chat room participants in real-time and saved over time. If you are authorized, you can create chat rooms, participate in chat room conversations, view and search chat room history, and monitor conversations in the rooms that interest you — all without leaving the SfB main window. The ability to have a recording of all the IM's is great for brainstorming and other communications.

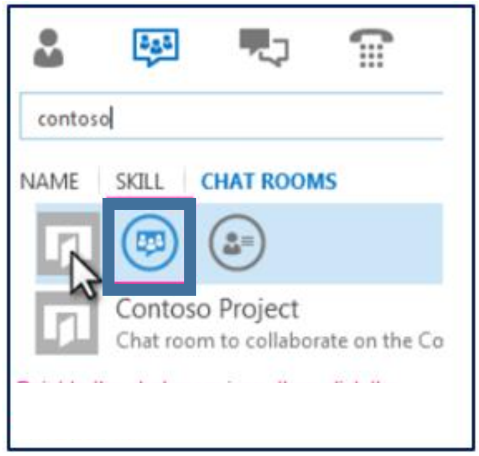
Chat Room Privacy Settings

Every chat room has a privacy setting, which determines who can participate in it:

- **Open rooms –** Anyone can find (via search), read, write in ("post to") and follow. No membership is required (or accepted).
- **Closed rooms –** Non-members can find closed rooms (via search) and see a list of members, but only members can follow, read, or post to these rooms. This is the default privacy setting.
- **Secret rooms –** Non-members can't find secret rooms, learn who has membership in them, follow, read in, or post to them.

Back to Table of Contents

Find and Enter a Chat Room



1. In the SfB main window, click the **Chat Rooms** tab.

2. In the search box, type a room name or keyword(s). Relevant rooms appear in the search results.

3. Enter the chat room by pointing to the Chat Room icon and then clicking the **Open** button.

Create a Chat Room

If you've been granted authorization to do so by your server administrator, you can create and manage your chat rooms.

1. In the SfB main window, in the chat room view, click the **Add a Room** button  then click **Create a Chat Room** on the drop-down list.

2. In the **My Rooms** dialog box, click **Create a New Room**, then type a name in the Room Name box.

3. In the Description box, explain the purpose of your chat room.

4. Select a privacy setting for your room from the three options (Open, Closed, Secret).

5. If your support team has provided access to web apps, select one or more to add in your room.

6. Type the name of anyone you want to serve as a co-manager for this room and type the names of those you want to make members of the room. (They will be notified of membership by SfB.)

7. Click **Create**.

Create a Topic Feeds to Track Activity

You can set up topic feeds to alert you when new are messages posted in the chat rooms you're following:

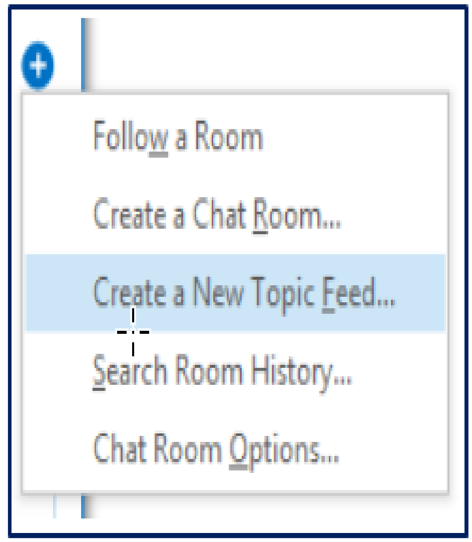
Back to Table of Contents

1. On the Chat rooms view of the SfB main window, click the Add a Room button, then click Create a New Topic Feed.

2. Give your topic feed a name.

3. Tell SfB whose posts you want to follow and provide keywords to find the discussions you want to keep track of, then click OK.

Your topic feeds appear on the Chat rooms view of the SfB main window along with the rooms you are connected with. The number next to a topic feed shows the number of new messages that include the keyword(s) you assigned to that topic feed.



See Participants in a Chat Room

Once you enter a chat room, the picture header on the chat room window gives a glimpse of participants. Each person's presence status is also shown, as a color bar. Point to a photo to bring up the Quick SfB menu. From there, you can start a conversation or display the person's contact card.

Read Chat Rooms Messages

To browse chat history

Open the chat room and read the message directly above the text input area. This is the most recent message. Scroll up to read previous messages.

Back to Table of Contents

To find messages about a specific topic

1. Open a chat room and click the **Search** icon.

2. Under **What rooms do you want to search?** Click the room name(s).

3. In the text box, type the word or words you want to search.

4. If you're searching for more than one word, click the **Options** button, and then select whether you want to search for the exact phrase.

Post a message to a chat room

Posting a message in a chat room is much like sending an instant message.
The message posts immediately. However, unlike an IM, a chat room message becomes part of the chat history for current and future participants to see.

1. Open the chat room you want to post in.

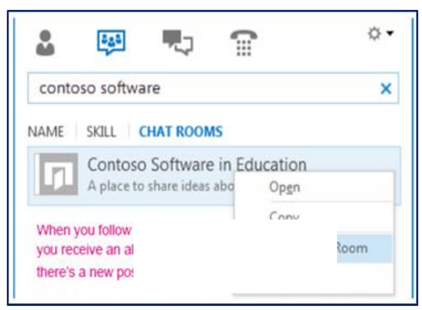
2. Type your message in the text input area in the chat room window.

3. Press the Enter key on your keyboard to send your message.

Follow a Chat Room

Following a chat room involves having SfB automatically notify you there's activity in a room you want to follow. It's a simple way to stay current on your rooms without having to check them for new messages regularly.
You can define the type of notification you get by changing the settings on the Options > Persistent Chat window.

To follow a room



1. In the SfB main window, click the **Chat Rooms** tab.

2. Type a search term to find the room you want to follow.

3. Right-click the listing for that room and click
   Follow this Room.

Back to Table of Contents

Use Custom Notifications

By default, you’ll get messages about the chat rooms you follow based on the settings in the Persistent Chat Options window. However, you can also customize the alerts for a specific room.

1. Right-click the listing for the room, and then click **Change Notification Settings**.

2. On the dialog box, select **Customize settings**.

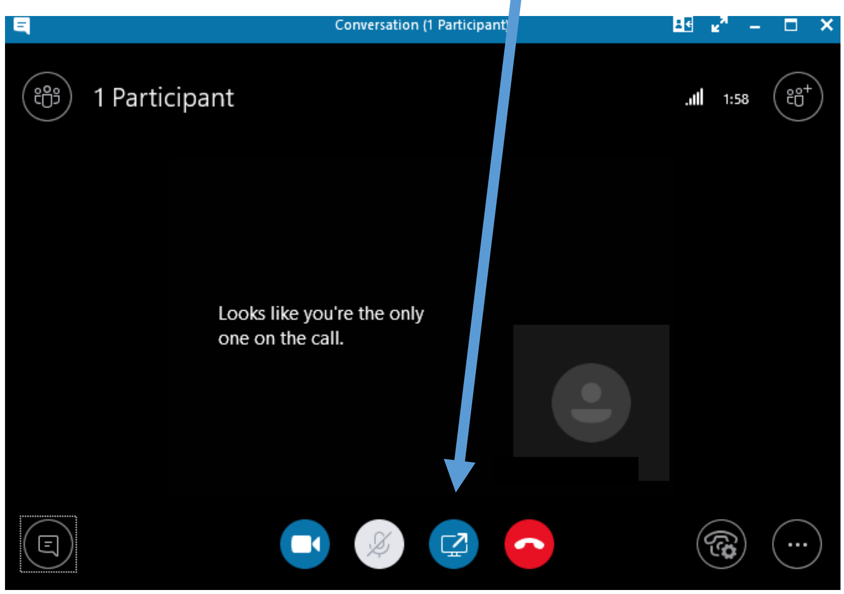
3. Choose the alert options you want, and click **OK**

3.14 Using Polling

Polling is a great way to get people involved and interacting with your Skype for Business (SfB) meeting and find out what they think about the ideas or create additional dialogue to a meeting. You can create multiple polling windows before starting a SfB meeting or create it during a meeting.

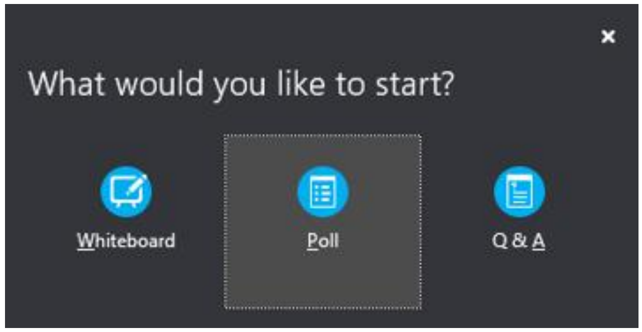
Create a Poll during a meeting

1. In the meeting window, click the **Present Content** button .

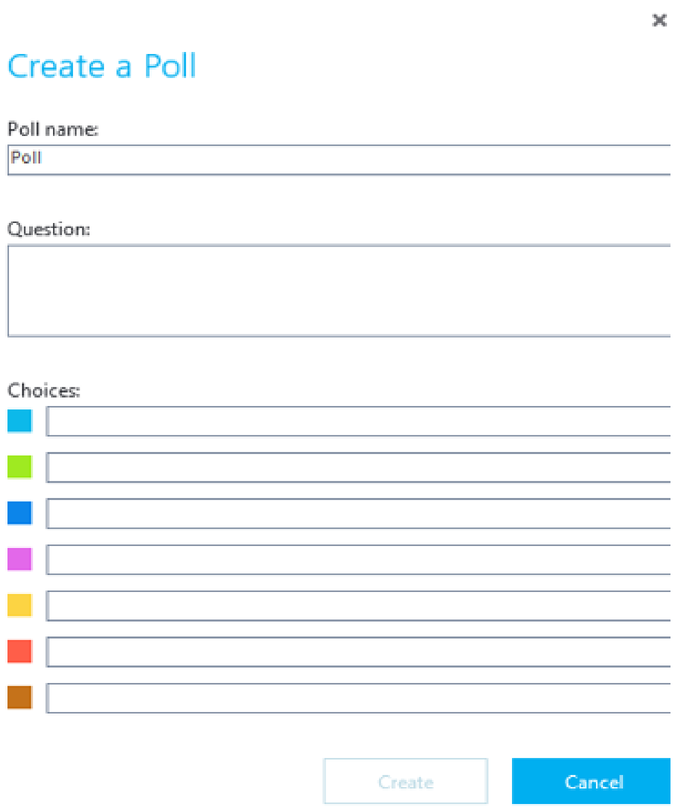


Back to Table of Contents

2. Click **More**, and then click **Poll**.

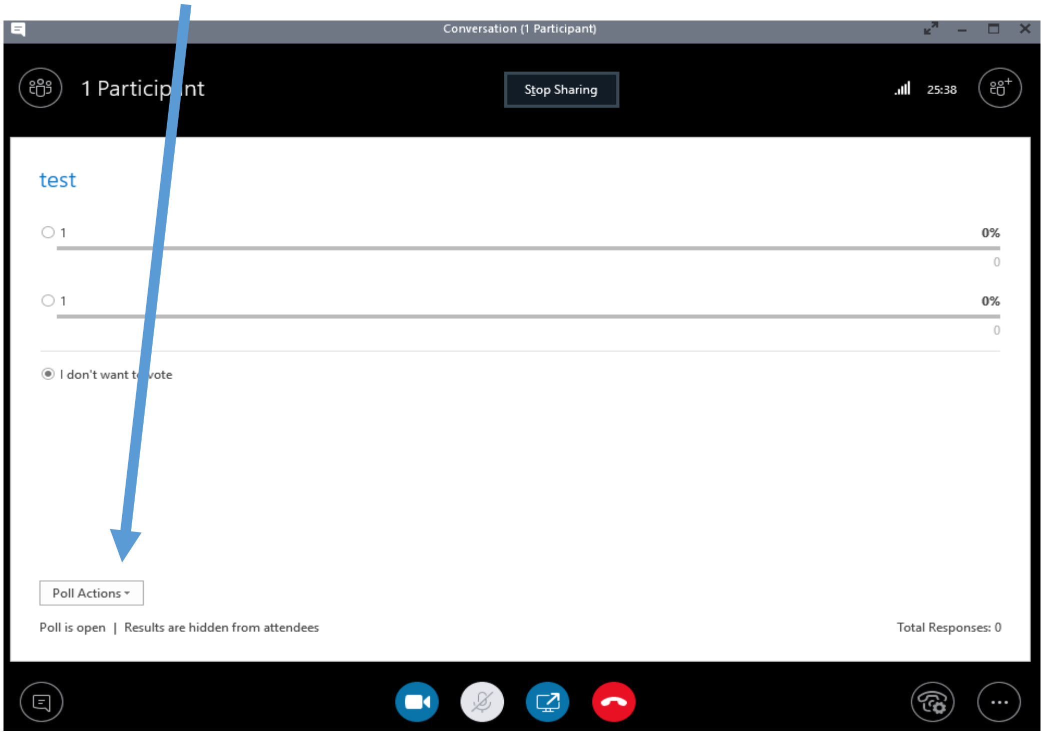


3. In the **Create a Poll** window, type your question and the answer choices and then click **Create**. The poll page opens in the meeting and results are shown to everyone as the participants select an option.



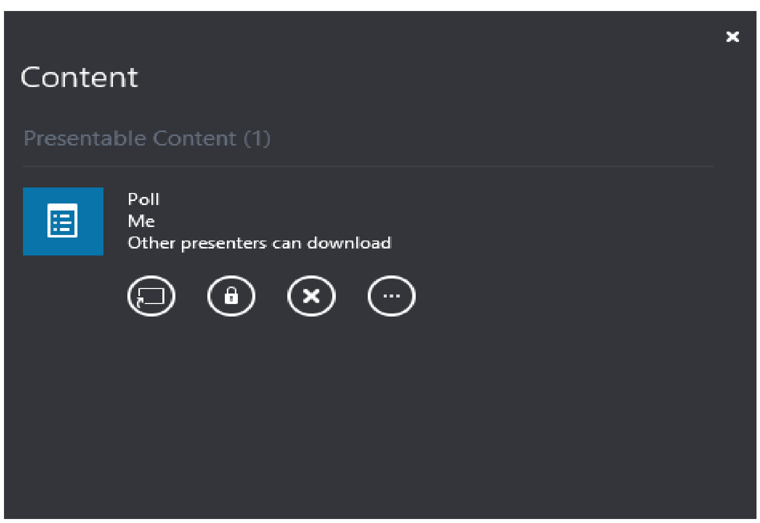
Back to Table of Contents

4. Click **Poll Actions** to manage the poll, such as open, close, edit, show, or hide results.



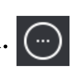
5. When you are finished, click **Stop Presenting** at the top of the meeting room.

6. To delete a poll page, click the **Present** button, click **Manage Content**, and then click to **Remove**.



7. To hide a poll page, click on the display button. 

8. To change who can download the poll, click on the lock button. 

9. To rename or see properties of a poll page, click on three dots button. 

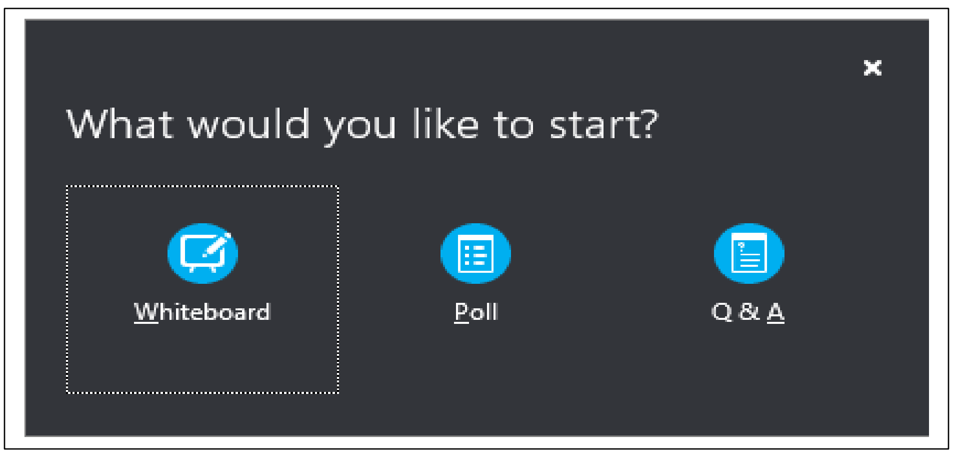
Back to Table of Contents

3.15 Using the Whiteboard

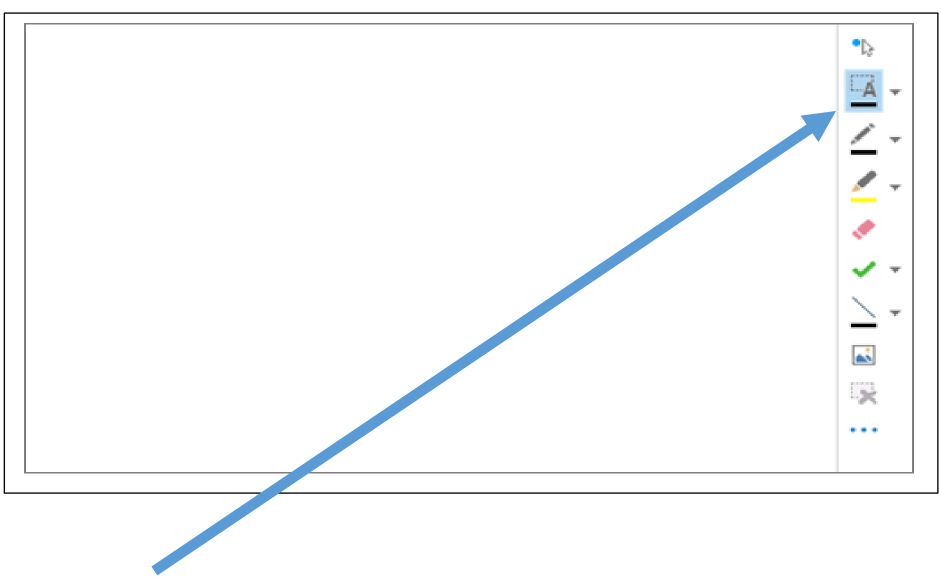
The whiteboard is a blank page that allows you and other meeting participants to type notes, draw objects, or import images. When the session is over, you have the option to save the whiteboard data from the meeting.

Using whiteboard as a presenter

1. In the meeting window, click the **Present Content** button .
2. Click **More**, and then click **Whiteboard**.



3. A blank whiteboard opens on the meeting stage on everyone's screen.



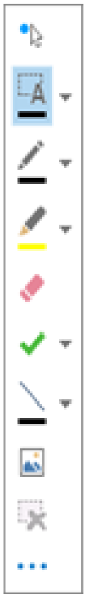
4. The **annotation toolset** opens automatically on the right side of the whiteboard.

Back to Table of Contents

5. Click any of the tools to annotate on the whiteboard, such as pointer tool, pen, highlighter, eraser, and so on. The whiteboard automatically closes if you switch to another presenting option but will be available if you want to open it later in the meeting. Just click **Present** > **Manage Content** to reaccess the whiteboard.

Use the annotation tools

Use the tools along the side of the whiteboard to visually focus on the page or brainstorm with the participants. Many people can work on the whiteboard at the same time, but each tool can be used only by one person at a time.



- **Laser Pointer** A virtual laser pointer. Click and drag the pointer across the page. A blue circle appears in the meeting indicating your name.
- **Select and Type** Selects an area to type. You can change font, size, and color by clicking the arrow next to the **Select and Type** to open the menu.
- **Pen** Draws freehand. Click and start writing or drawing in black, or click the down arrow next to the button, and then select another color.
- **Highlighter** Highlights a specific area of the current slide.
- **Eraser** Removes specific annotation you choose.
- **Stamp** Inserts a stamp on the page: Arrow, Check, or X. Choose an option from the menu, then click on the whiteboard to stamp.
- **Shape** Draws shapes such as lines, arrows, and squares. Click the down arrow next to the button to select another shape or color.
- **Insert Picture** Inserts an image on the slide from your computer.
- **Delete Selected Annotations** Removes the annotations that you've selected.
- **More Options** Provides options to select the annotation, undo, redo, copy, cut, paste, paste an image, Save As, and Send to OneNote.

Move or Delete drawings

You can select, then move or delete any of the drawings on the whiteboard.

Move objects

Click the **Select and Type** button, and then click one or multiple drawings that you want to move. A selection rectangle appears around the selected objects.

Drag the rectangle to a new position.

Note: For typed text, point to the bar at the top of the text box before you begin dragging it.

Delete an object

Click the **Select and Type** button, and then select the drawing that you want to delete.

Press Delete on your keyboard.

Back to Table of Contents

Who added or changed content?

To see who added or changed content on the whiteboard, do one of the following:

For non-text items on the whiteboard, hold the mouse pointer over the drawing to see “Created by” and “Last modified by” information.

For text, point to the text, and then hold the mouse over the solid rectangle that appears above the text when you point at it.

Manage your whiteboard

1. Click the **Present** button, and then click **Manage Content**.
2. Click the **Permissions** menu, and then choose who can download the whiteboard to their computer:
   - **Organizer** Only the person who scheduled the meeting can download.
   - **Presenters** Any of the presenters in the meeting can download.
   - **Everyone** Anyone in the meeting can download.
3. Click the **More** button, and then choose an option: Save As, Send to OneNote, or Rename.

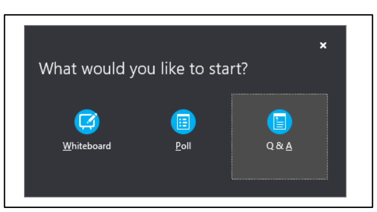
3.16 Using Question and Answer (Q&A)

The Q&A (question-and-answer) feature in Skype for Business provides a structured environment for answering questions during a meeting. This feature is especially helpful in large meetings where a presenter can answer questions, while someone else is presenting meeting content. Keep in mind that attendees can ask questions, but only presenters can answer.

Start the Q&A session as the presenter

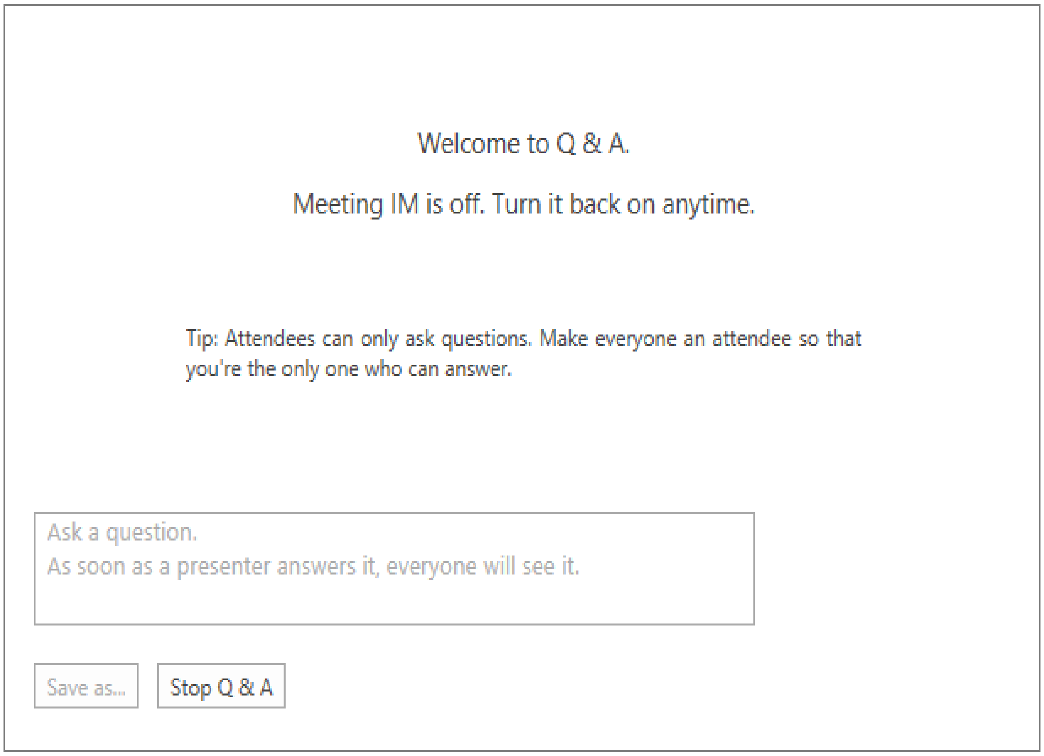
Any of the presenters in a meeting can start the Q&A session and reply to questions. If you are attending a meeting and are not a presenter.

1. In the meeting window, click the **Present Content** button .
2. Click **More**, and then click **Q&A**

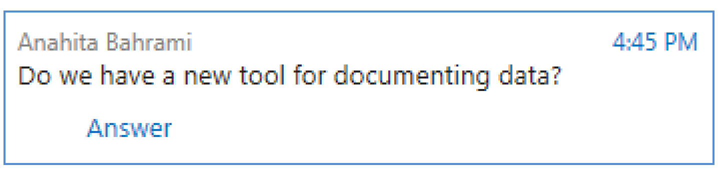


If no other content is presented, the content stage opens and displays the Q&A session for all participants. If other content is active, the **Q&A** tab displays as a new tab next to the **Presentation** tab at the bottom of the Q&A window.

The meeting IM automatically turns off until you stop the Q&A session.



3. When a question is submitted, any of the presenters can click **Answer** and type a reply. Then press Enter on the keyboard to post the answer.



If you are presenting content when a question is submitted, you will see a notification about the new question. You can click the **Q&A** tab at any time to answer the question and then go back to the **Presentation** tab to continue your presentation.

4. If you start typing an answer and change your mind, click **Cancel** and answer later, or allow another presenter to answer the question.

5. When a question has been asked, you will see an **All** tab and an **Unanswered** tab at the top of the Q&A window. Click the **Unanswered** tab to filter for the questions that have not been answered.

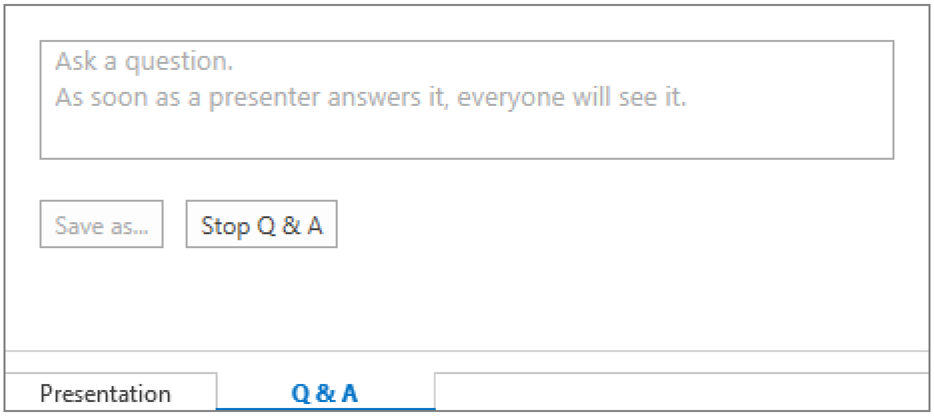
Back to Table of Contents

6. At the end of the session, click **Stop Q&A**. When Skype for Business asks if you want to enable IM, click **Allow All Meeting IM**, or click **X** on the notification if you want to keep the IM off.

7. If you want a record of the Q&A session, click **Save As**, type a name and save the file on your computer. Q&A is saved in Notepad and contains the questions, answers, time stamps and the names of attendees and presenters who participated.

Participate in the Q&A session as an attendee

When the Q&A session is shared by a presenter, all the meeting attendees can view and ask questions. Keep in mind that you can switch between the **Q&A** and **Presentation** tabs at any time during the meeting.



1. Type a question in the **Ask a question** box.

2. When the question is answered, you'll see the response below your question.

3. If you only want to see your questions, click the **My Questions** tab.

4. To have a local copy of the questions and answers, click **Save as**, and select a location on your computer.

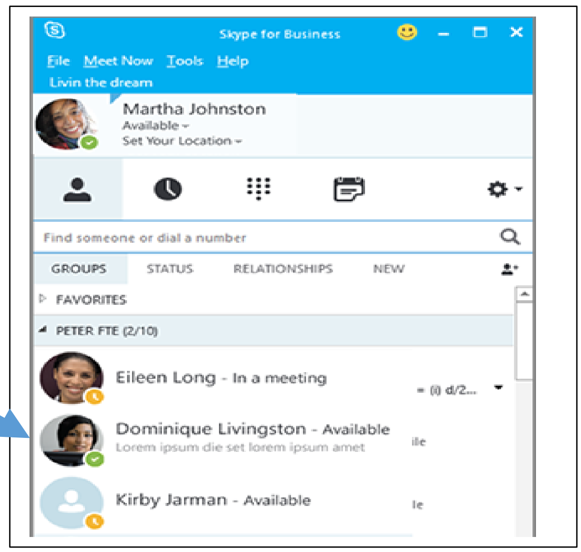
3.17 Skype for Business Conference Call

You can quickly start a group call to work on a subject that requires immediate attention. Add sharing to make it an impromptu meeting that provides all the features of a scheduled meeting, including shared PowerPoint slides, whiteboard collaboration, and desktop sharing.

Start an SfB Conference Call

Make sure your contacts are **available** by checking their present status first. Then follow the steps below to invite them to the conference call.

Contact is



1. In the Skype for Business main window, in your Contacts list, hold down the Ctrl key and click the names of your contacts to select them for your meeting.

2. Right-click the selection and click **Start a Conference Call.**

3. Click **Skype Call**.

Your contacts then receive a notification and can accept or decline your request for the conference call.

Add more people to the SfB Conference Call

If you need to add more people to your conference call, you can drag their names into the meeting from your Contacts list. Alternatively, add them by using the people menu:

1. In the conversation window, in the Participants pane, click **Invite More People**.

2. Select someone from the list, and then click **OK**. Skype for Business calls the person for you and adds them to the meeting.

Back to Table of Contents

3.18 PSTN Conferencing and Calling *(CONUS & European Theater Only)*

Public Switch Telephone Network (PSTN) Conferencing lets you dial into the meeting with your phone by calling a specific number. The **PSTN Conferencing** feature is an add-on telephone service and when combined with Skype for Business Cloud PBX, becomes your phone system. Providing a conference call number is essential if you have poor internet connections and need a clear voice for your meeting.

In **Office 365's Skype for Business Online**, PSTN Conferencing is an add-on as a per-user licensing basis. In **Skype for Business 2015 Server,** the feature is called "Dial-In Conferencing," and requires a Mediation Server and a PSTN Gateway to work. The Mediation Server is required for Enterprise Voice, and a PSTN Gateway translates signals between Enterprise Voice and a PSTN or PBX. If you want to call out, you'd need both.

PSTN calling is another feature that provides employees in your business with a primary phone number to receive and make phone calls outside of your organization. There is a difference between PSTN conferencing, a service/feature used for joining a meeting and PSTN Calling, a feature used for making/receiving a phone call like a Private Branch Exchange (PBX).

Make a PSTN Call

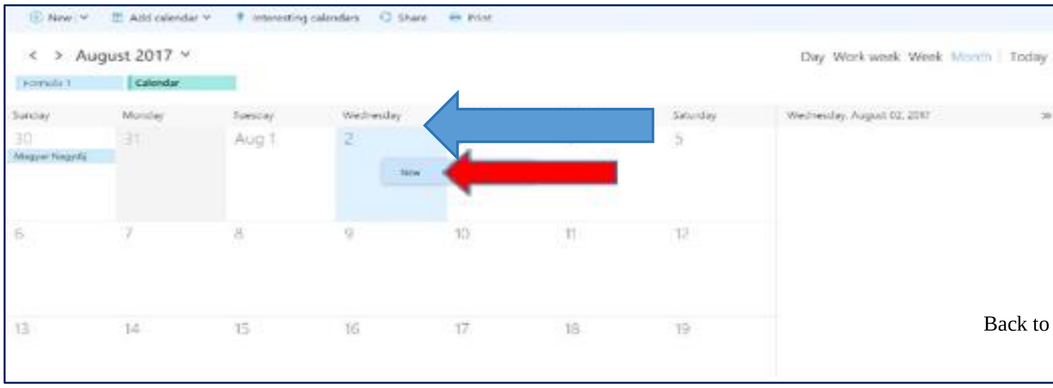
See section 3.3 make and receive calls or click on this link

Start a PSTN Conference Call

The following is a step by step process to add PSTN conferencing to a Skype meeting using Outlook Web Access (OWA) and the Outlook desktop client.

Outlook Web App Process (type outlook web app in your web browser to find)

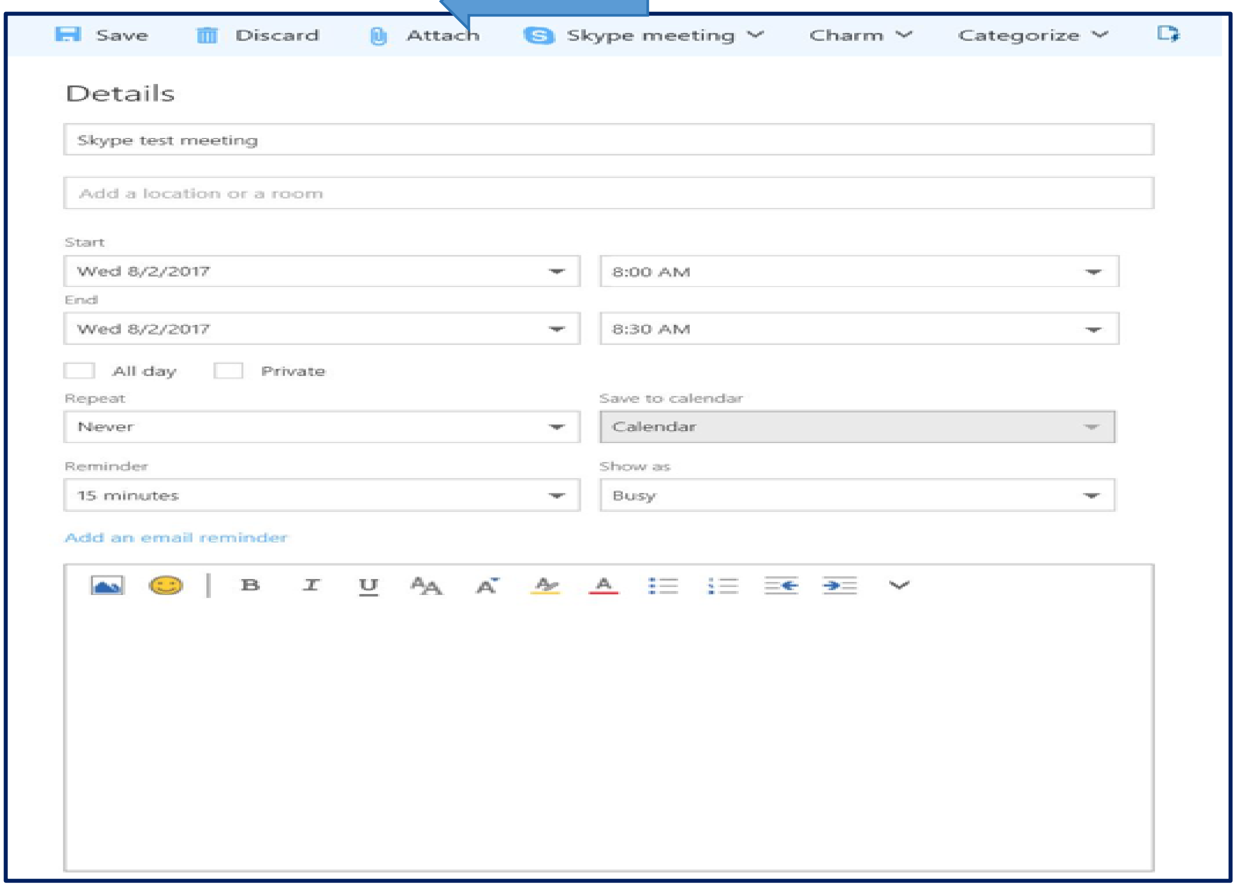
1. Open your outlook calendar and select the day from the month you would like for the Skype meeting.



Back to Table of Contents

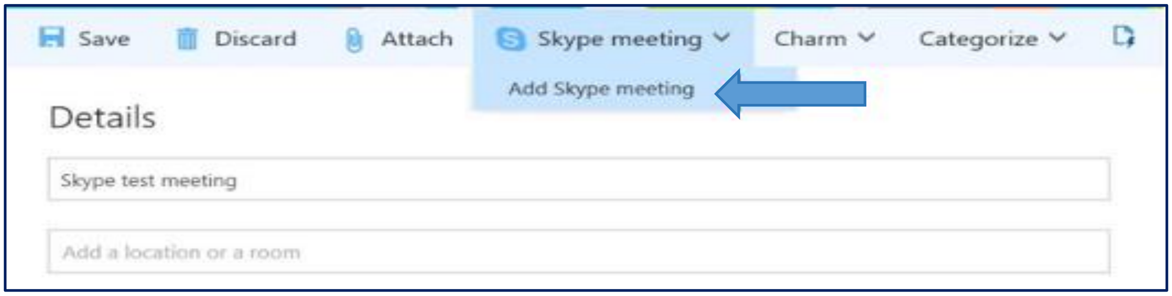
2. Right-click the day of the meeting and select "New."

3. Enter the details of the meeting including the name of the meeting, location, start date and time and meeting stop date and time. All day and Private are options as well. Other controls for the meeting can be set too like Repeats if the meeting will be a regularly scheduled meeting along with reminders for the meeting. Additional notes about the

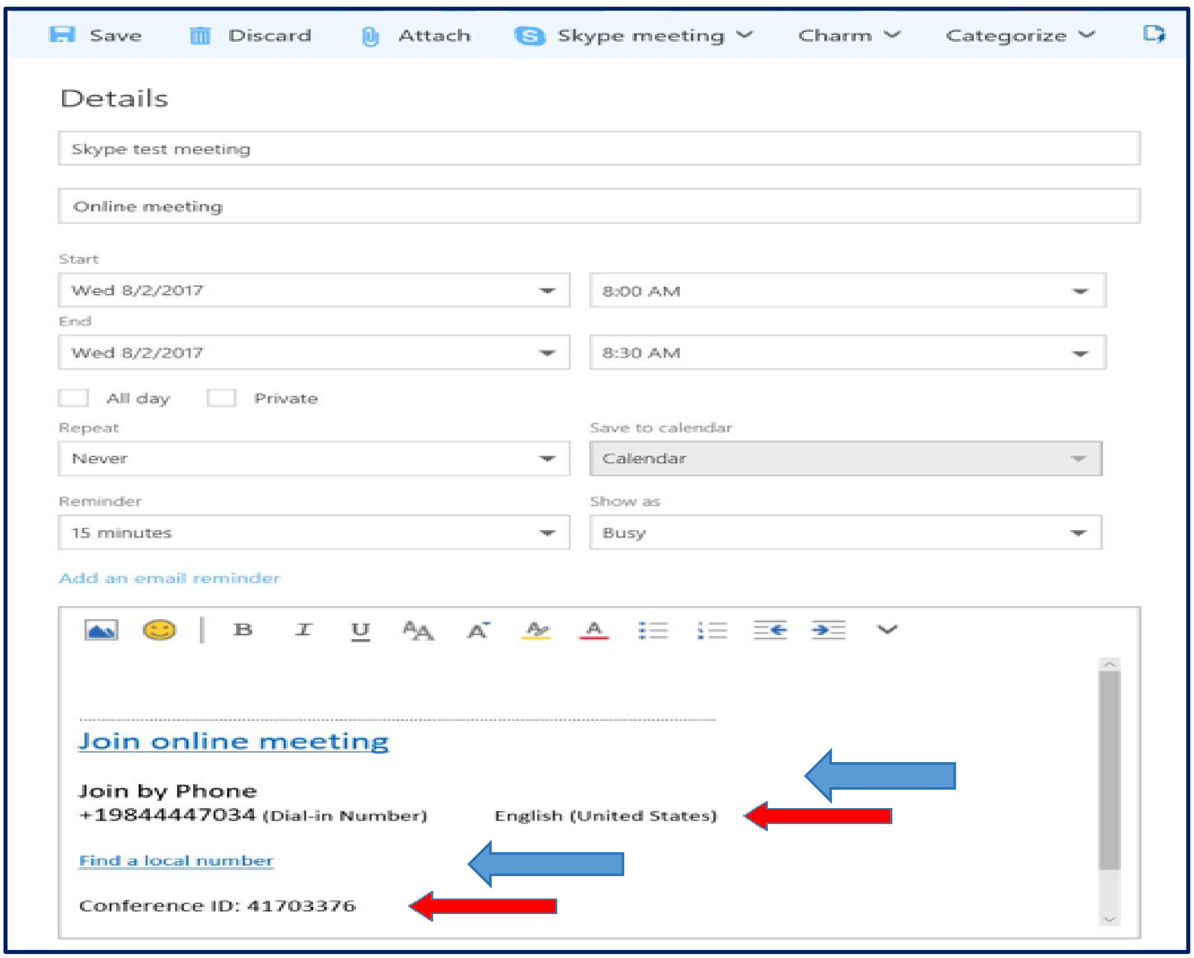


meeting can be entered into the text box below the details.

4. To Add the Skype option to the meeting click on the tab at the top labeled "Skype Meeting" and then "Add Skype Meeting."

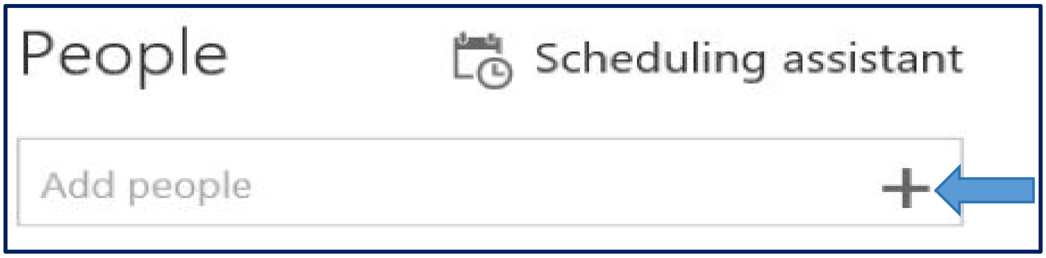


5. The Conference Phone number and the conference ID will auto-populate in the text box of Outlook. This is part of having the license. **Note:** The Conference ID will differ from meeting to meeting.

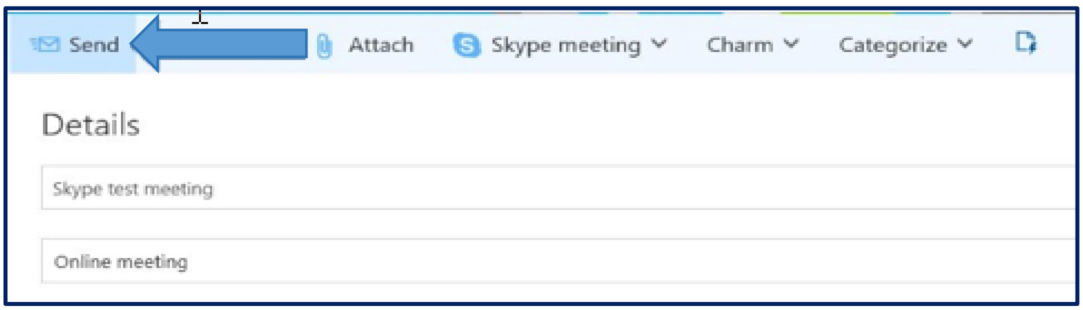


Back to Table of Contents

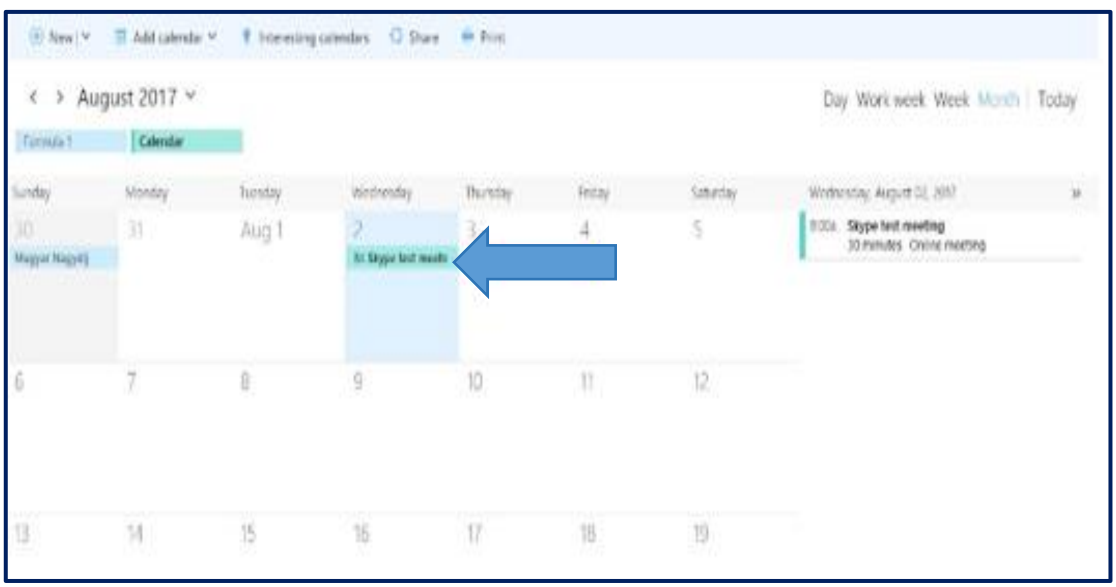
6. To add attendees to the Skype meetings easily done through the “People” field. The Attendees last name, first name, email or parts thereof will search names of attendees you want to add to the meeting.



7. Hit the “Send” button to send out the invite to the meeting.



8. Finally, we see our meeting appear in the outlook calendar.

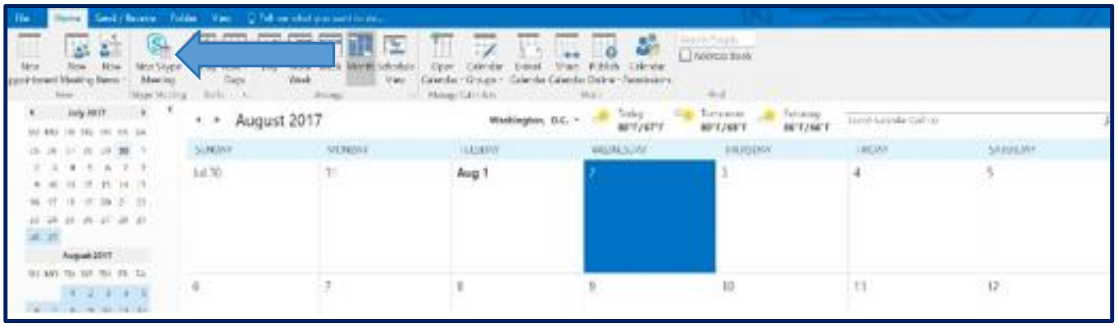


Back to Table of Contents

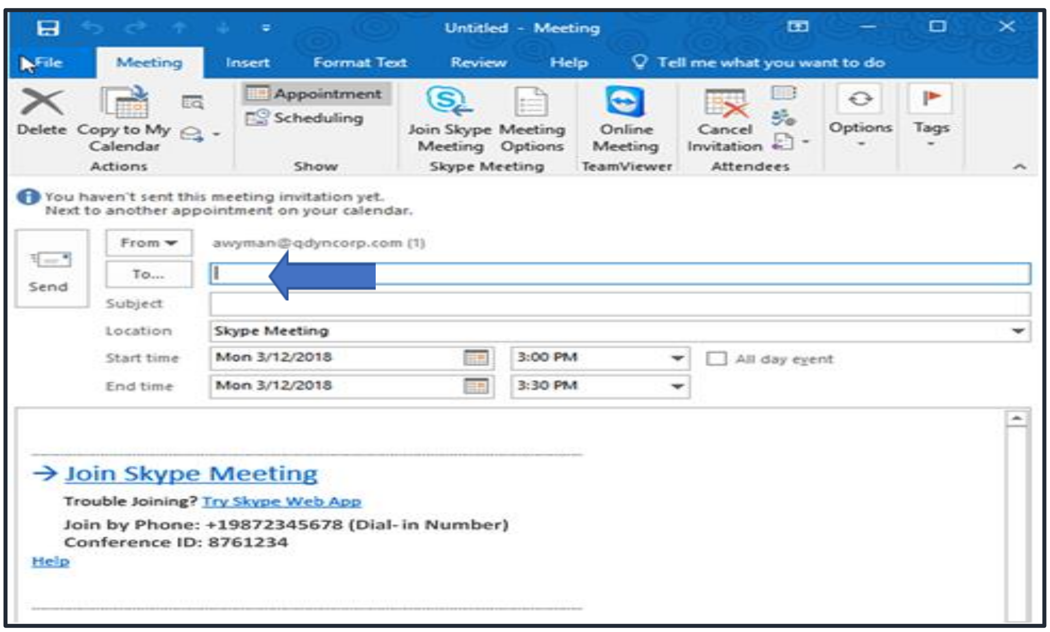
Outlook Client on the Desktop

The following will be a step by step process to add PSTN conferencing to a Skype session. The outlook client is slightly different from the web app.

1. While in the Outlook Calendar tab select the "New Skype Meeting" tab.



2. In the "To" field add the email of those you want to attend the Skype meeting. Fill in the rest of the details for date and time. The Phone number and Conference ID will auto-populate for the skype meeting. Hit the send button to complete the meeting.



Back to Table of Contents

Appendices

Appendix 1 – Abbreviations

AESD - Army Enterprise Service Desk

FQDN – Fully Qualified Domain Name

IM – Instant Message

IMAP – Internet Message Access Protocol

PC – Personal Computer

PBX – Private Branch Exchange

POP – Post Office Protocol

PSTN – Public Switch Telephone Network

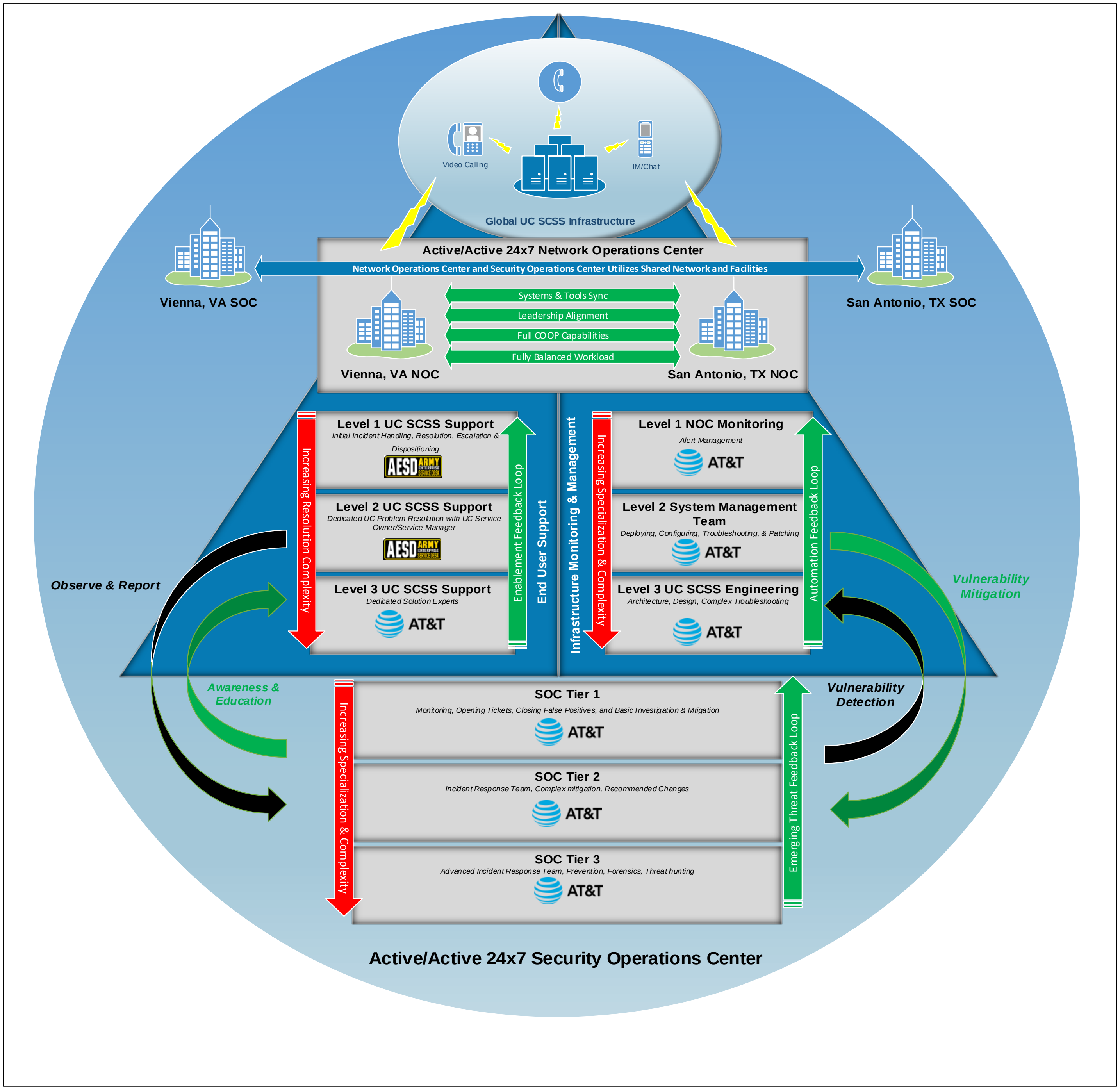
SfB – Skype for Business

SSO - Single Sign-On

US SCSS – Unified Capabilities Soft Client Subscription Service

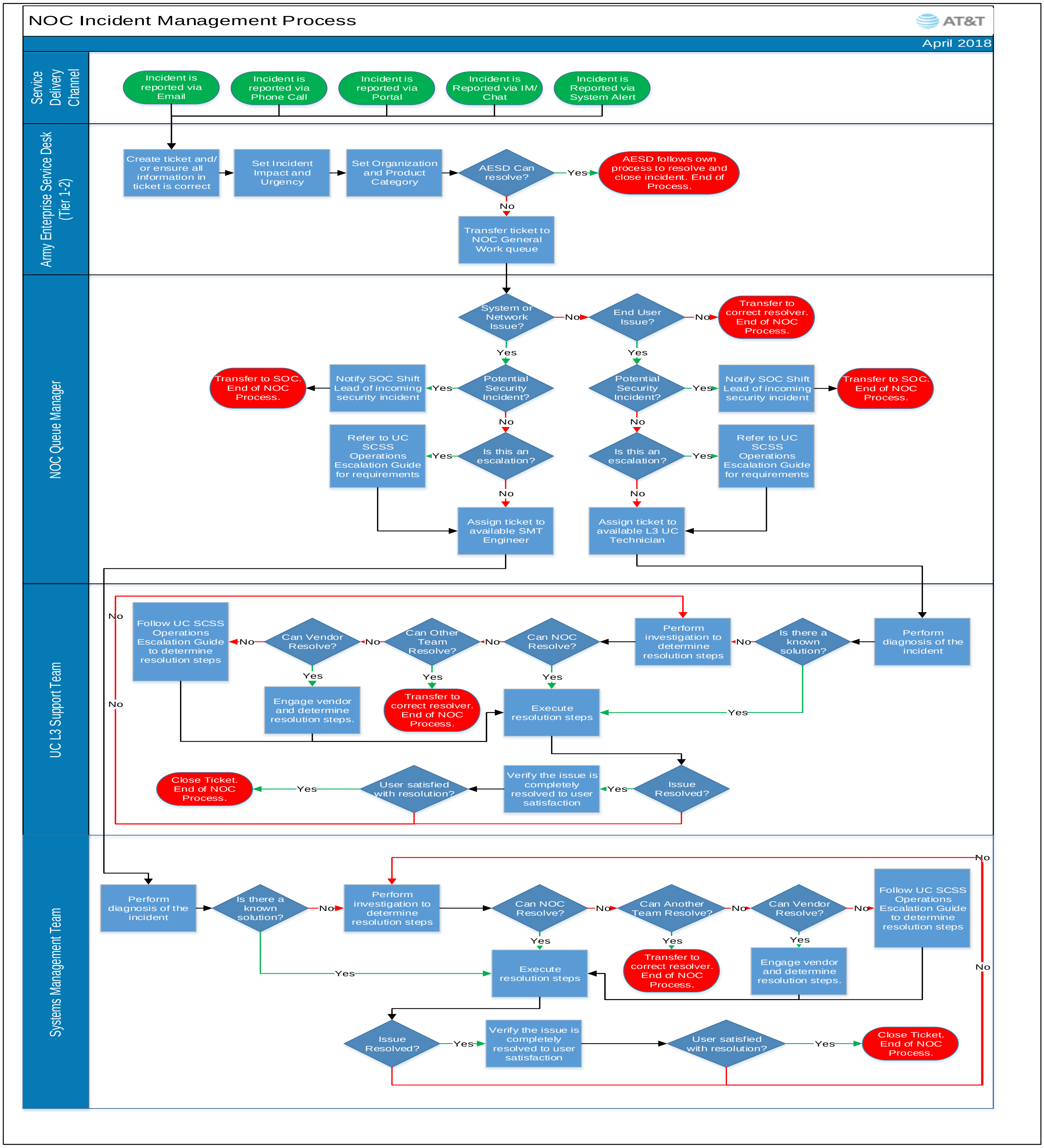
Back to Table of Contents

Appendix 2 – UC SCSS Concept of Operations



Back to Table of Contents

Appendix 3 - NOC Incident Management Process



Back to Table of Contents