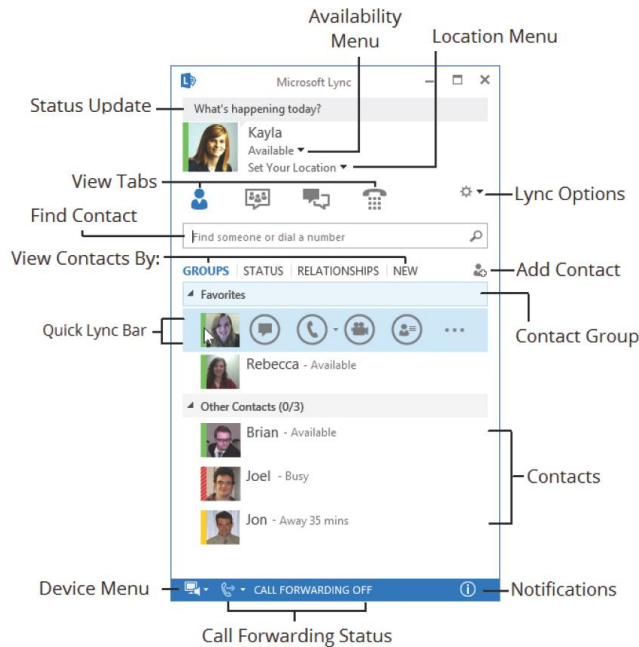




The Skype for Business Window



Keyboard Shortcuts

General

Accept Invitation	<F5> + A
Decline Invitation	<F5> + <Esc>
Contact Tab	<Ctrl> + 1
Persistent Chat Tab	<Ctrl> + 2
Conversation Tab	<Ctrl> + 3
Phone Tab	<Ctrl> + 4
Open Help	<F1>

Phone/Video

Take Back Screen	<Ctrl> + <Alt> + <Space>
Stop Sharing Screen	<Ctrl> + <Space> + S
End a Call	<Alt> + Q
Put a Call on Hold	<Ctrl> + <Shift> + H
Mute Audio	<F4>
Camera On/Off	<F5>
Transfer Call	<Ctrl> + <Shift> + T
Full Screen Video	F5
Exit Full Screen	Esc

IM Window

Send a File	<Ctrl> + F
Show/Hide IM	<Ctrl> + W
View Participants	<Ctrl> + R
Save IM Record	<Ctrl> + S
Add Carriage Return	<Shift> + <Enter>
Switch Tabs	<Ctrl> + <Tab>
Mark Important	<Ctrl> + <Shift> + I

The Fundamentals

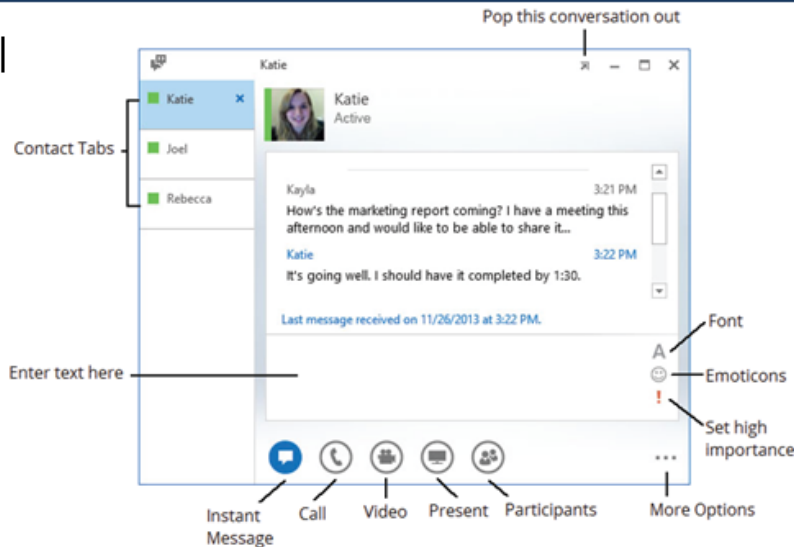
- **To Reset Your Presence Status:** Click the Availability menu and select your presence status. Or, select Reset Status to set it according to your activity and Outlook calendar.
- **To Let People Know What's Happening in Your Day:** Click the note box above your name and type a note, such as "Meeting with a client on location."
- **To Set Your Location:** Lync displays a location related to the network to which you're connected. Rename this location to make it more meaningful, such as "Work" or "Home."
- **To Add a Contact:** Type a person's name or email address in the Find a contact search field. Right-click the person, select Add to Contacts List, and select the group where you want to add the contact.
- **To Add a Contact to a Group:** Click and drag a contact into the group. Or, rightclick the contact, select Move/Copy Contact To, and select the desired group.
- **To Accept an Instant Message Invitation:** Click the alert that appears.

- **To Start an Instant Messaging Conversation:** Double-click the contact. Or, point at the contact's picture and click the IM button on the Quick Lync bar.
- **To Send an Instant Message:** Type your message in the text box, and press Enter.
- **To Ignore an Instant Message:** Click the Ignore button in the alert. The contact will not receive an indication that you declined the message.
- **To Begin an Instant Message Conversation with a Group:** Right-click the contact group and select Send an Instant Message.
- **To Begin an Instant Message with Several People:** Press and hold the Ctrl key as you click multiple contacts, then right-click and select Send an Instant Message.
- **To Invite Additional People to an Existing IM Conversation:** Click and drag a contact name from the Contact list into the conversation window. Or, click the People Options menu in the conversation window and select Invite More People from the menu.

Availability Option

- Available:** Online and able to be contacted. Automatically set for online users.
- Busy:** Would prefer not to be interrupted. Currently in a call or meeting.
- Do Not Disturb:** Don't want to be contacted or are presenting in a Lync meeting.
- Offline:** Not signed in or have blocked your presence from others.
- Be Right Back:** Stepping away from the computer for a moment.
- Away/Inactive:** Away from the computer or inactive for a certain amount of time.
- Off Work:** Not working and would prefer not to be contacted.

IM Conversations



- **To Set a Contact as a Workgroup Contact:** Right-click the contact, select **Change Privacy Relationship**, then select **Workgroup**. You will receive conversation notifications from these contacts even when your status is **Do Not Disturb**.
- **To View a Saved Conversation:** Click the **Conversations** tab in the main **Lync** window. Double-click a conversation to review it.
- **To View or Hide Participants:** Click the **Participants** menu.
- **To Change Font Type, Size, or Color:** Click the **Font** button and select the color, font type, or size you wish to use.
- **To Change the Default Text Format for All IM Conversations:** Click the **More Options** button. Click the **General** tab. Select the **Change Font** button and select the font options you wish to use. Then click **OK**.
- **To End a Conversation:** Click the **Close** button in the **Conversation** window.
- **To Insert an Emoticon:** Click the **Emoticon** button and select the emoticon you wish to use.
- **Change Conversation Saving Settings:** Select **Lync Options** and click the **Personal** tab from the menu in the main **Lync** window.
- **To Share a File:** Click the **Present** button in the **Conversation** window. Select the **Attachments** tab, click **Add Attachments**, select the file you wish to share, and select **Open**. Or, simply click and drag the file into the IM text box.
- **To Share Your Desktop or a single Program:** Click the **Present** button and select either **Desktop**, **PowerPoint**, or **Program**.

Calls and Videos

- **To Make a Call:** Point to a contact's image and click the **Call** button on the **Quick Lync** bar.
- **To Make a Video Call:** Point to a contact's image and click the **Video** button on the **Quick Lync** bar.
- **To Accept a Video Call:** Click anywhere inside the video call notification. The **conversation window** opens and shows the caller's video stream. To begin streaming for the other party, click **Start My Video**.
- **To Answer a Call:** Click anywhere inside the call notification. Or, if **Lync** is set up to use your desk phone, pick up the receiver.
- **To Add Video or Audio to an Existing Instant Messaging Conversation:** Click the **Call** or **Video** button in the **conversation** window.

Meetings

- **To Schedule a Meeting in Lync:** Select the contacts you want to invite in the **Contacts** list. Right-click and select **Schedule a Meeting**.
- **To Start an Unscheduled Meeting:** In the main window, click the **Options** list arrow and select **Meet Now**. Click the **Participants** button, select **Invite More People**, and choose participants from your **Contacts** list.
- **To Use OneNote to Take Public Meeting Notes:** Click the **Present** button, select the **OneNote** tab, and click the **MyNotes** button. **OneNote** automatically creates a shared notebook that can be updated and viewed by everyone in real time.
- **To Use Whiteboard for Collaboration:** Click the **Present** button and select **Whiteboard** on the **Present** tab.

Contacts

- **To Change Contact List Views:** Click the **Groups**, **Status**, **Relationship**, or **New** tab to sort your contacts accordingly.
- **To Create a New Contact Group:** Right-click any group name and select **Create New Group** from the shortcut menu. Give the group a name.
- **To Reorder Contact Groups:** Click and drag a group to where you would like it to appear within the list.
- **To Delete a Contact Group:** Right-click the group and select **Delete Group**.
- **To Collapse or Expand a Contact Group:** Click the group header to show or hide the contacts within that group.
- **To Email a Contact:** Point to a contact's image, select **More Options** from the **Quick Lync** bar, then select **Send an Email Message**.
- **To Use the Quick Lync bar:** Point to a contact's image so that the **Quick Lync** bar appears, then select **Instant Message**, **Call**, **Video**, **Contact Card**, or **More Options**.
- **To Hide the Quick Lync bar:** Move the mouse away from the contact's picture.
- **To View a Contact Card:** Point to a contact's image and select **Contact Card** from the **Quick Lync** Bar.

