**Microsoft**

# Skype for Business for iOS

**IT Showcase Productivity Guide**

Skype for Business for iOS is a productivity app that brings Skype Meetings, presence, instant messaging (IM), voice, and video capabilities to your iOS mobile device. It has a new look and feel, at-a-glance view of your upcoming meetings and conversation history, simplified call controls, and other improvements.

To get Skype for Business for iOS, you need an iOS device running OS 8.0 or later. If you do not have the Lync 2013 mobile app installed on your iOS device, you can download the new Skype for Business app in the App Store. If you have an iOS device running iOS 8.0 or later and currently have the Lync 2013 mobile app, the new Skype for Business app will replace your existing app automatically. (*Users of the Lync 2013 app for iPad will not receive an update. Please download the new universal (iPhone+iPad) version of the app from the App Store.*)

Topics in this guide include:

| | | |
|---|---|---|
| Signing into Skype for Business for the first time | Joining meetings | Updating availability status |
| Managing contacts | Having conversations | For more information |

## Signing into Skype for Business for the first time

Before you start Skype for Business, make sure your device is connected to the Internet through either your cellular data plan or a Wi-Fi network.

1. Tap the **Skype for Business** icon  to open the app.

2. Enter your sign-in address (**Your_Unid@umail.utah.edu**) and password, and then tap **Sign In**.
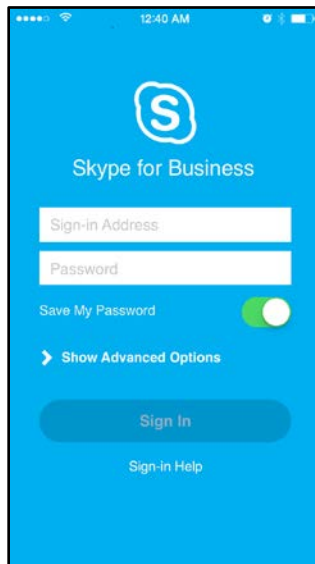


3. Enter your mobile number with country and region codes (this should pre-populate any call-forwarding or simultaneous ring settings that are set up in Skype for Business for the desktop). If you are an Enterprise Voice customer and Skype for Business can't use a Wi-Fi or cellular data network to make an audio or video call, you will be called at this number and connected to the audio portion of the call.

4. Tap **Done**.
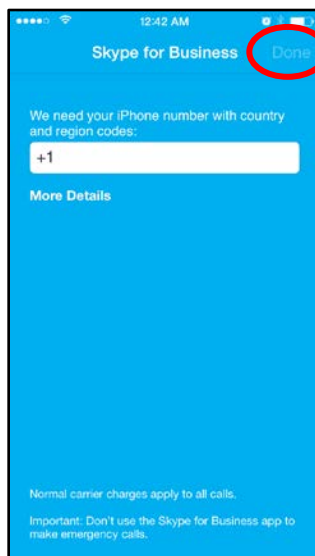
## Joining meetings

There are several ways to join a Skype Meeting using Skype for Business for iOS. Once you join, you should be able to hear the meeting audio, see video of other participants, and view meeting content that is being shared. The default settings allow videos and presented content only when you have a Wi-Fi connection.

*NOTE: You can also join a Skype Meeting without signing into Skype for Business or even having a Skype for Business account by using the link or toll-free number that was included in the meeting invitation.*

### Join a Skype Meeting

1. On the main screen, under **Upcoming meetings**, tap the meeting you want to join. You can also view a list of upcoming meetings by tapping **Meetings** at the top of the screen.
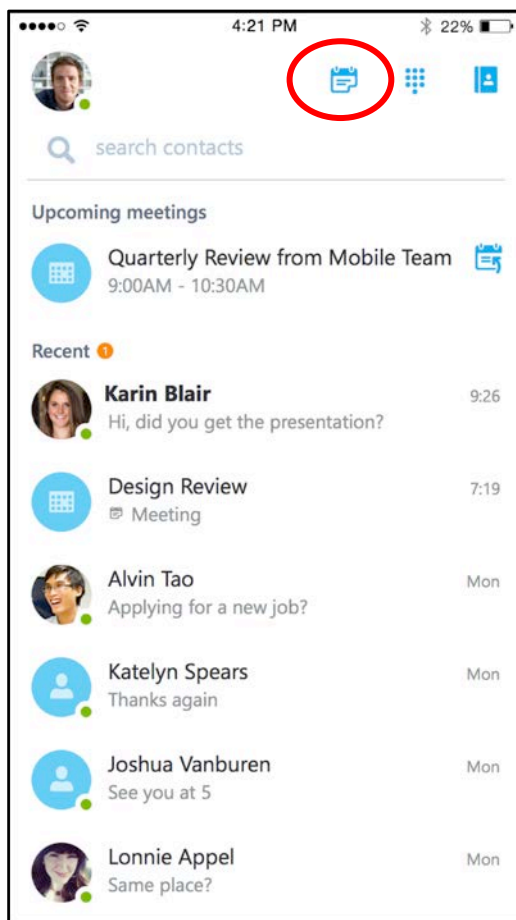
2. On the **Meetings** information screen, tap **Join meeting now**.
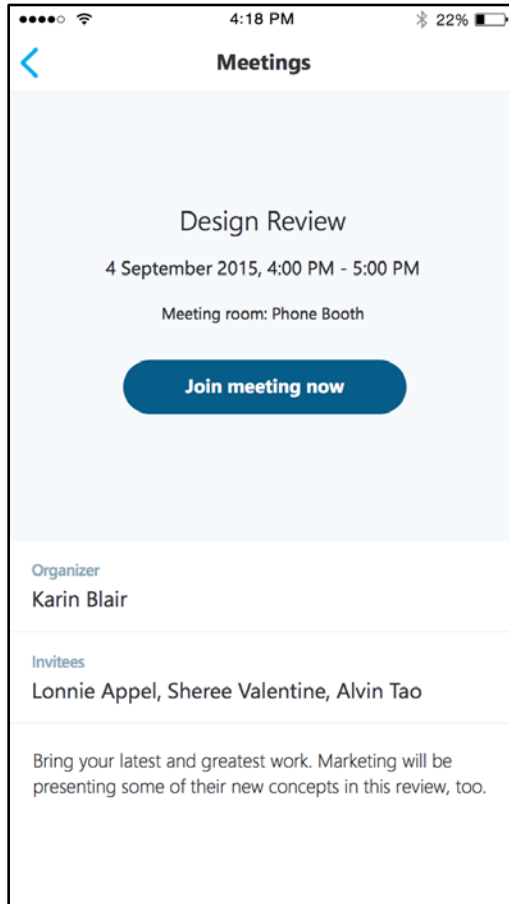
*NOTE: Meetings can also be joined by using Quick Join* 📅 *next to a listed meeting. The Quick Join icon is not currently available on iPad.*
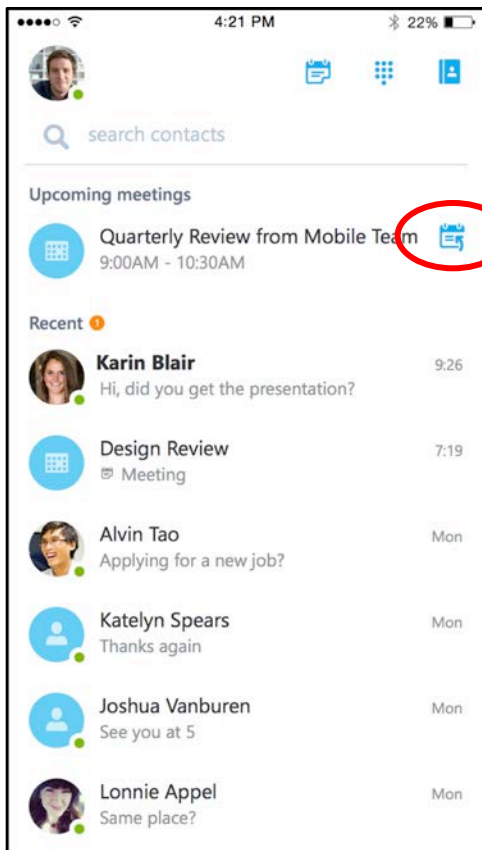


Depending on how you set your VoIP call options, one of the following happens:

- You will be connected to audio or video using VoIP either by using Wi-Fi (if you are connected to a Wi-Fi network), or your cellular data plan. Regular data usage charges will apply.

- Or, Skype for Business calls you on your device and you will accept the Skype for Business call to join the meeting. This happens only when the voice and video call options (on the Skype for Business Options page) are set to **ON** and your device isn't connected to a Wi-Fi network.

## Waiting in the meeting lobby

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

*NOTE: While you are waiting in the meeting lobby, don't move to another app. Your request to join the meeting will be cancelled if you leave.*

## What you can do in a Skype Meeting
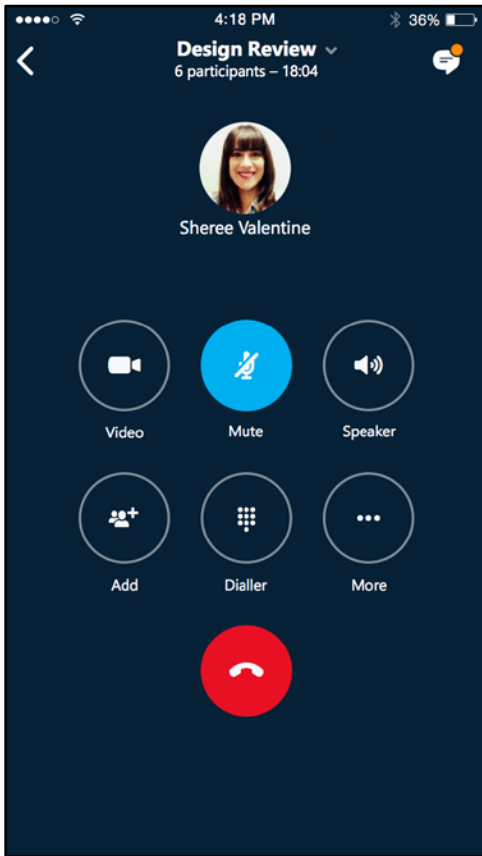


- Use **Video**  to start your camera.

- Use **Mute**  to mute and unmute your microphone.

- Use **Speaker**  to turn the device's speaker on and off.

- Use **Add**  to add new participants to the meeting.

- Use **Dialer**  to call someone to join the meeting.

- Use **More**  to access additional features.

  *NOTE: These additional features are currently in development and will be available in the next release.*

- Use **End call**  to leave the meeting or end the conversation.

- Tap **Text**  in the upper right of the screen to type a message or read other participant's messages.

## Answering a call during a meeting

If a call comes in during a meeting, you will see an incoming Skype for Business call screen.

- Tap **Answer** to put the meeting on hold and answer the call

- Tap **End call** to ignore the incoming call and remain in your meeting.

## Switch between a call and your meeting

1. Use the **back arrow** in the upper left of the call screen to return to the main screen. The meeting that is on hold will be listed under **Recent**.

2. Tap to select the meeting that is on hold to view its call screen.
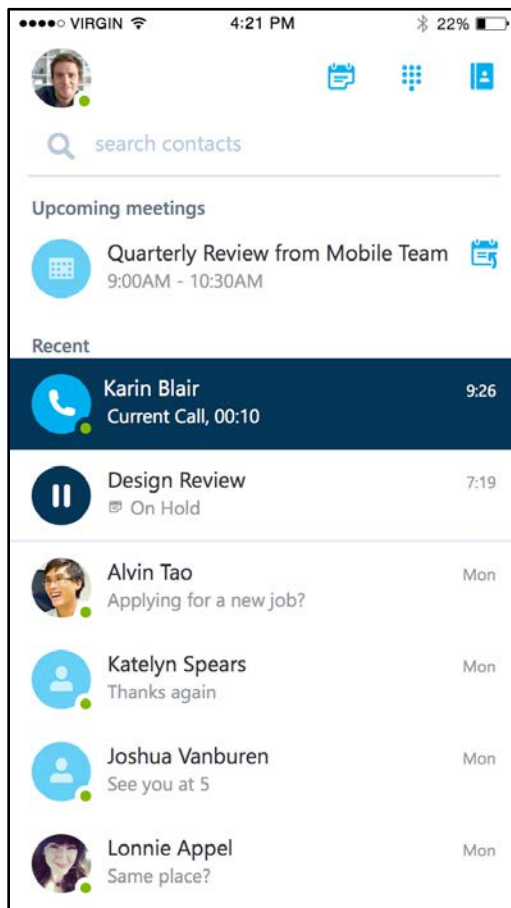
3.  You will remain on your active call until you resume the meeting by tapping **Call on hold** ⏸
    on the meeting call screen.
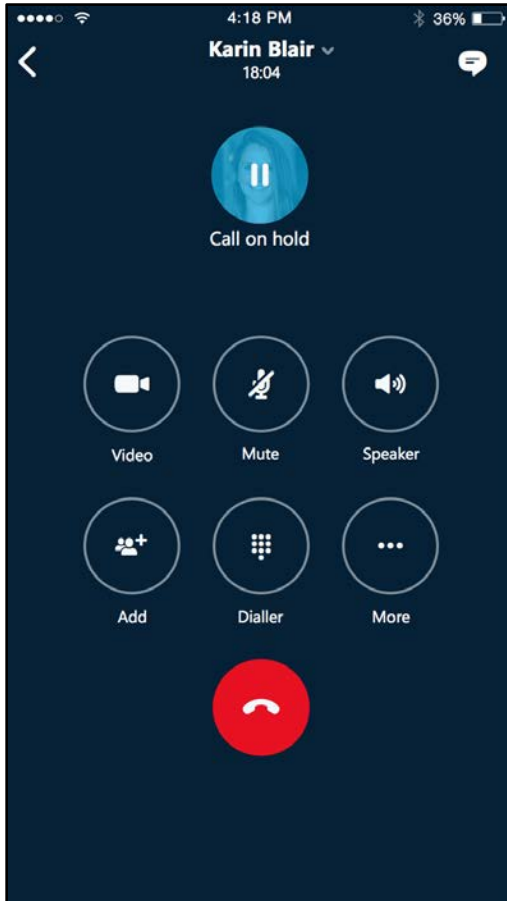
# Updating availability status

Your presence information includes availability status such as **Available** or **Away** and is represented by a color-coded green, yellow, or red presence indicator. When you use Skype for Business on your mobile device, it will let people who view your contact information know that you are using a mobile device.

## Setting your status

1.  To change your status, tap your photo with status located in the upper right corner of the main screen.

2.  Tap the **Status** arrow.
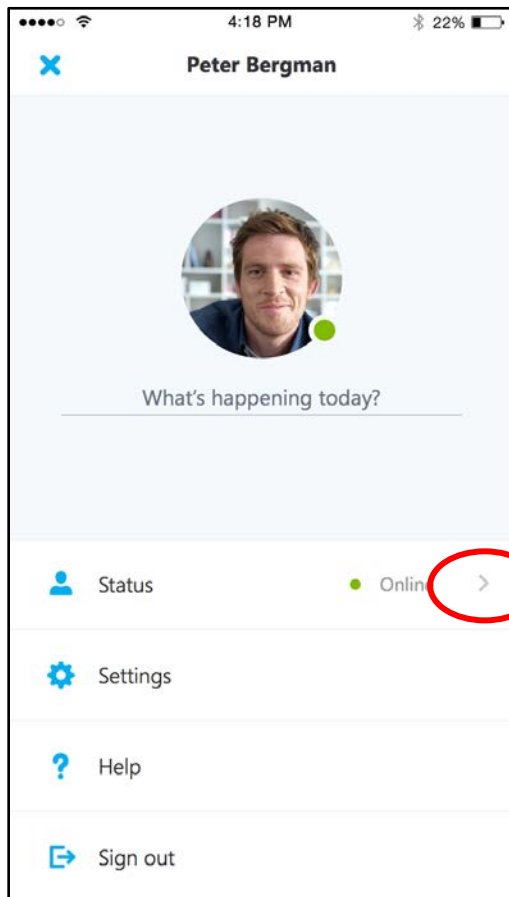
3. Select your status from the availability status list.
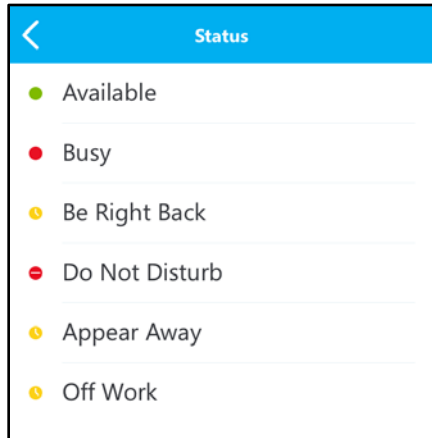


## Setting status automatically

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

## Setting a personal note

1. Tap your photo with status in the upper right corner.

2. Tap **What's happening today?**

3. In the note area, type any note you want. '

4. The note appears with your contact card.

*NOTE: When you change **Automatic Replies** (out of office) settings in Microsoft Outlook, it automatically appears in the personal note area in Skype for Business. This note stays in Skype for Business until you cancel the note in Outlook or type a new note*

# Managing contacts

## Find a contact

From the main screen, tap **search contacts** 🔍 then start typing a name, phone number, direct extension, or email address in the search box.
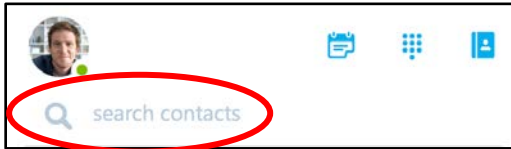
The list of contacts will start to display as soon as you begin typing, and the results will be refined as you continue to type the name you are searching for.

*NOTE: If Contacts are ON, when you search for a contact, the search results will include contacts that are on your device. To limit results to the Global Address List (GAL), you can go to your device's Settings, select Skype for Business from the apps list, and use the slider bar to turn access to your device's local contacts OFF.*
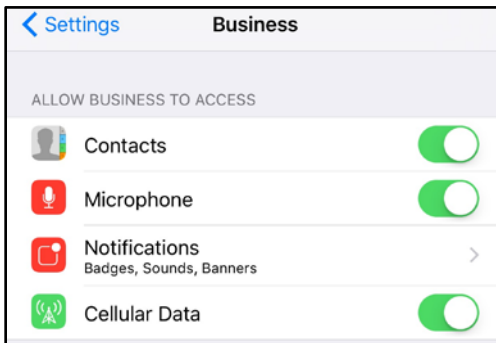
## View and edit your Contacts

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

## View someone's profile

The profile displays status, personal notes, and office locations for people, and provides several ways to communicate with them. For example, you can send an instant message (IM), start an audio or video call, or send an email message directly from someone's profile. To view a contact's profile:

1. Find the contact in your **Contacts** list, or start typing a person's name in the search box.

2. Tap the contact's name.

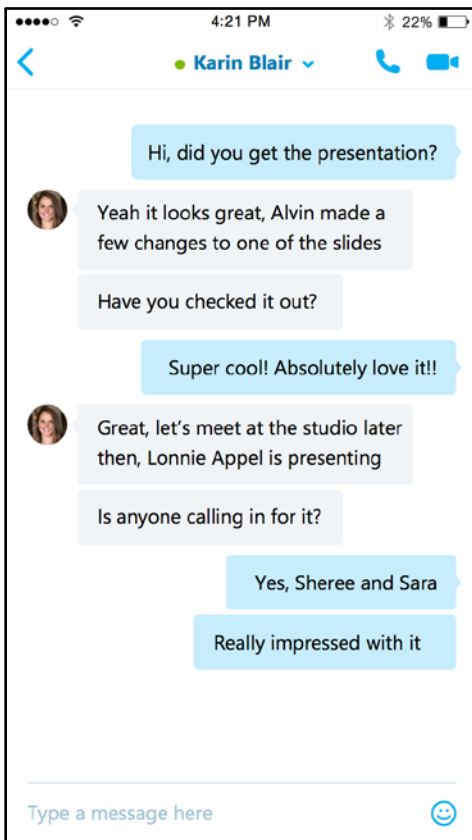3. At the top of the conversation screen, tap the down arrow next to contact's name.
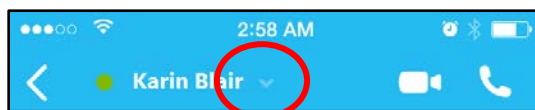
4. Tap **profile** to open the contact's profile screen.
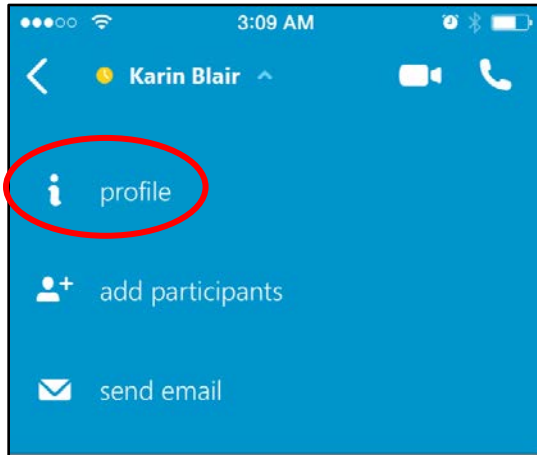


## Having conversations

### Start a conversation

From Skype for Business, you can start a chat (IM), a voice call, or a video call with a single tap on a contact's name.

To start conversations:

- Type a message, and tap **Send**  .

- Start a video chat by tapping **Video**  .

- Make an audio call by tapping **Call**  .

## Joining a conversation

**IM.** When someone sends you an instant message and you are in Skype for Business, a notification appears at the top of the screen. To accept the invitation, tap the notification. If you receive, an instant message while your device is locked or when Skype for Business is running in the background, a notification appears indicating that you have a new instant message. To accept the invitation, tap the notification. To ignore the invitation, just let the notification time out.

**Audio.** When you get a Skype for Business call, it looks the same as any other call you get on your iOS device. The only difference is that when you get the call, the ringtone will be the default Skype for Business ringtone (this ringtone cannot be changed), and the incoming call screen will have a Skype for Business logo  on the left.

**Video.** When you receive a Skype for Business video call:

- Tap **Video**  to accept an incoming audio and video call

- Tap **Audio**  to accept an audio-only call.

## Find recent or missed conversations

Missed and recent conversations are listed on the main screen under the **Recent** heading. Tap a listed conversation to open it.

## Delete a conversation

To delete a conversation from the **Recent** screen, swipe the conversation you want to delete and tap the garbage can.