

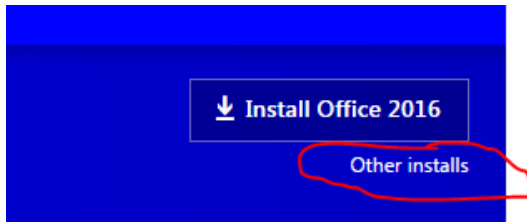
## Skype Basics:

Instant Messaging can be used as a supplemental communication method to traditional emails and phone calls. Instant Messaging (or IM) is most useful for quick communications, either for a question that has a straightforward answer, or for a conversation that may not require a great deal of details.

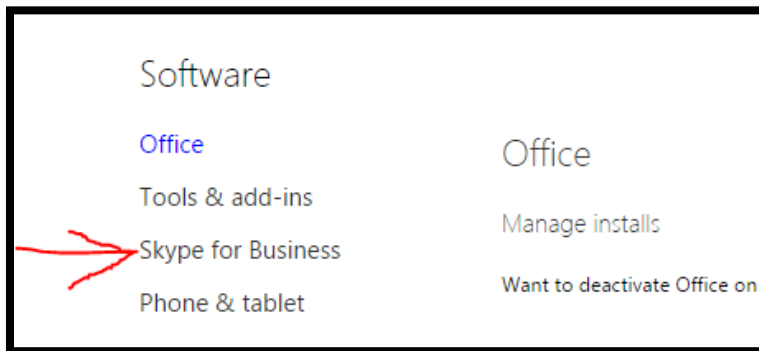
Winnefox receives Skype for Business as part of our Office365 subscription, and Winnefox staff have begun using it for IM messages; while Skype is more known for video calling, it can also send text-only messages, and has the benefit of being able to integrate with Outlook contacts, so that two separate user names do not need to be maintained.

To set up Skype, log in to Office365 in a browser, using the URL <https://portal.office.com>; it will ask for the email address and password you use to log into Windows (if you do not use an email address to log into Windows, contact Pete Hodge). In the upper-left corner, click the “Office 365” link next to the grid, to bring you to the main landing page for Office365:

On this page, go to the upper right side, to the “Install Office 365” link; beneath that, click on “Other Installs”.



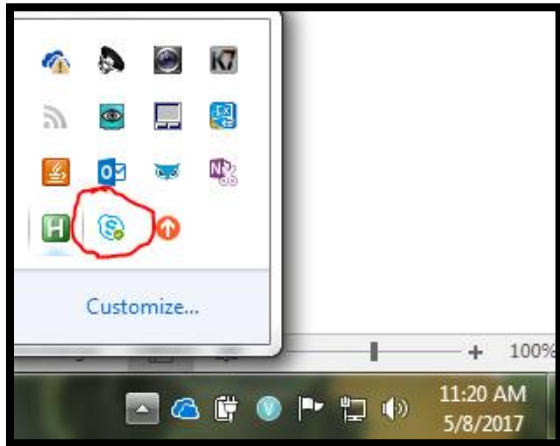
This brings up a page with all options for Office, including Skype for Business, on the left-hand side of the page.



From the Skype for Business page, choose either “Skype for Business Basic (for Office 2016)” or “Skype for Business 2015”, depending on which is the same version as the other Office products installed on your computer.

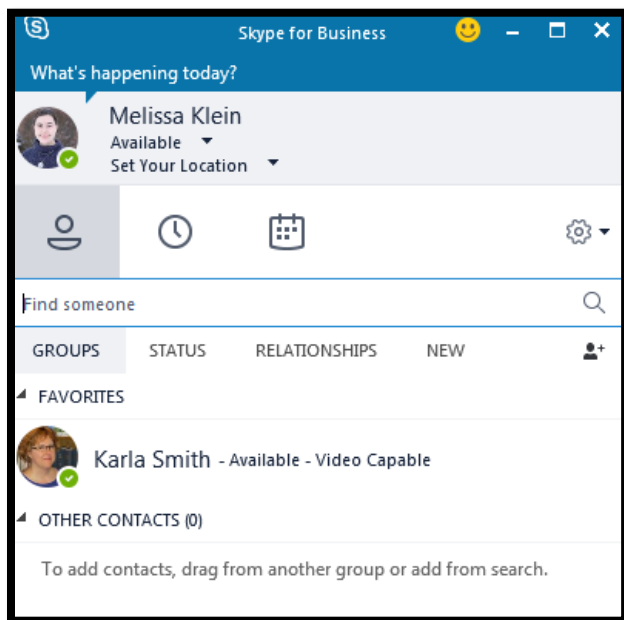
You can quickly check which version of Office you currently are on by clicking on Start and looking at the program names for Word, Excel, or PowerPoint, and then noting the year after (ie, “Word 2016”, “Excel 2015”).

Once you have Skype installed, you can quickly send a chat. Open up Skype, either by going through the Start menu, or by looking down in the menu tray on the lower right hand side of the screen (click the up arrow if you do not see the circular blue S icon for Skype).

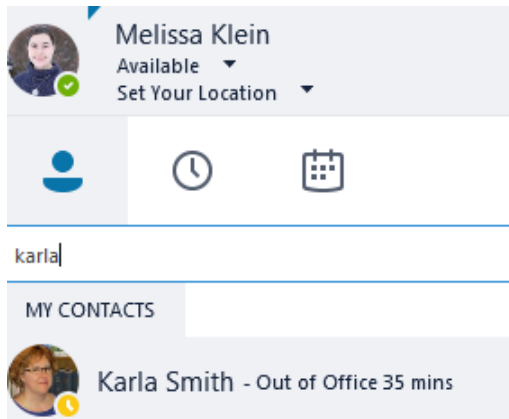


From the menu tray, click the icon, and from the menu that opens, select “Open”. Or, double-click the icon to do the same thing.

The main chat contact list opens up, usually on the left or right side of the screen, in a narrow pane. It can be moved or resized to user preference.

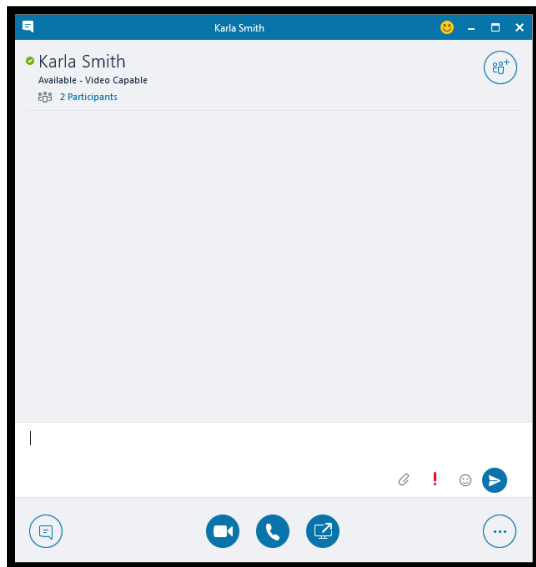


If you have not already added the person you would like to chat with, you can search for them in the “Find someone” bar either by name or by email address.



Contacts are searched against Outlook's contact list, and bring up the user with the profile picture selected.

To immediately start chatting, double-click the person's name. A chat window will open:

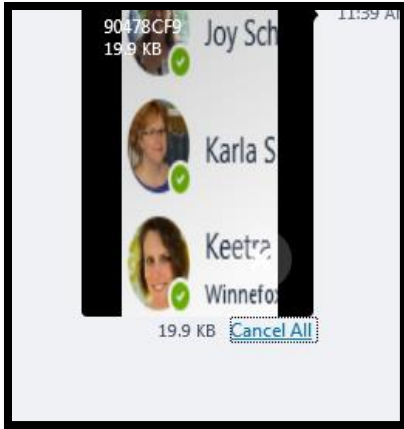


Type your message and hit Enter to send your message. (You can also type your message and click the little white arrow in a blue circle to send the message, but hitting Enter is likely quicker.)

You can minimize the chat window, and when you have a new message, its icon on the toolbar will flash orange.

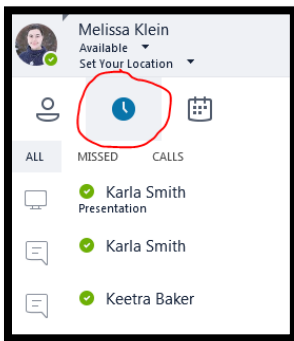
Screenshots can be sent in the chat by clicking the paperclip icon to the left of the blue circle and selecting a file or image to send. They can also be sent directly from the Snipping Tool by taking a Snip of a part of the screen, then hitting "Ctrl-V" in the text box to paste and send the Snip, without needing to first save it.

If you have sent an image accidentally, it can be canceled before it is fully sent by hitting "Cancel All", found beneath it:

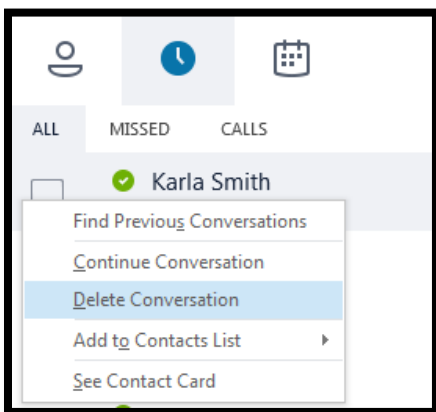


When your chat is complete, you can close the window by clicking the white X in the upper right-hand corner.

A history of your chats are saved for future referral; they can be found by clicking on the clock icon immediately below your contact information:



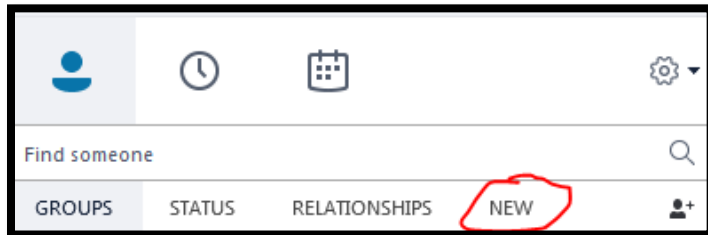
If you want to remove certain conversations from your history because they are no longer needed, you can right-click on the conversation and choose "Delete Conversation"



Right-clicking and choosing "Continue Conversation" will open up a chat window with that person with all prior messages in the window.

At any point, contacts can be added to Skype's own contact list, which serves as a shortcut to bypass needing to search for them each time you want to contact them.

Contacts can be added either by searching for them, or, if you have already chatted with this person, by looking in the "New" tab of the contact list:



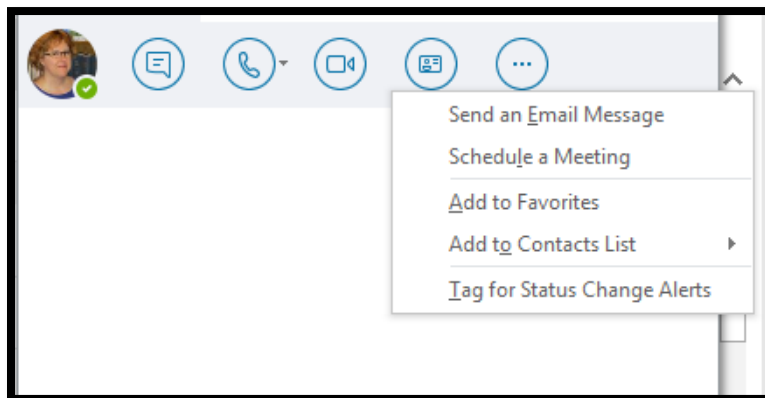
The "New" tab is an auto-created list of those you have recently chatted with, for easy referral for potential future chats.

With a person's contact information brought up either by search or the "New" tab, hover over their profile picture; a series of options scroll out over their name and availability information:



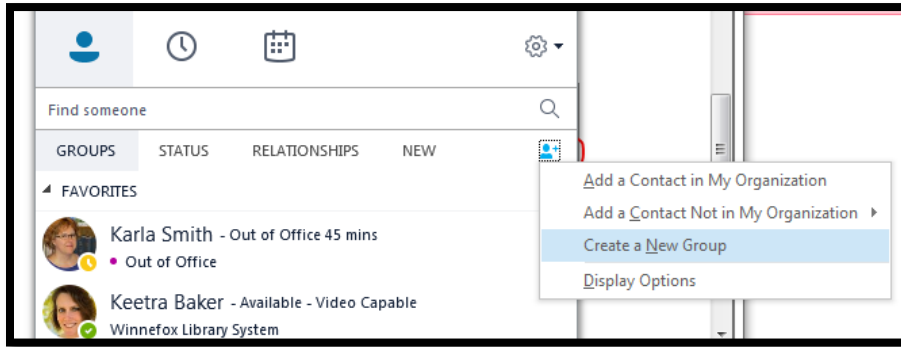
The first icon on the left is used to send an IM message; the phone icon is used to call the person using Skype; the video camera icon is to start a video chat (what Skype is known for); the card icon opens up details about the person.

Click on the icon on the right of the three dots (More Options) to see a menu dropdown:

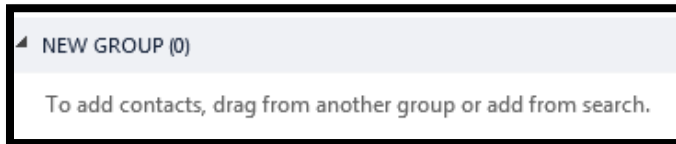


Drop down to "Add to Contact List", and choose which Group to add the contact people to. The user can also be added to the auto-created group of "Favorites", "Other Contacts", or a custom group can be created to further sort and manage lists of contacts.

A custom Group can be created by clicking on the icon of a person with a plus sign beneath the search bar, on the very right:

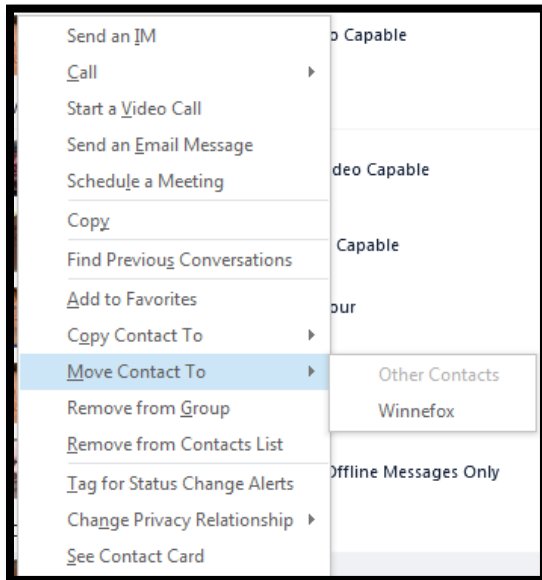


Select “Create a new Group”, and in the Groups tab of the contact list, the new group appears at the bottom:



Right-click on the Group name and select “Rename” to change its name

To move users into the Custom Group from other groups, right-click on a contact and select “Move Contact To”, and then select the Group.




Contacts can also be dragged and dropped into Groups by clicking on their name or icon, and moving them up into the Group.


Contacts can exist on more than one Group. After right-clicking the user, select “Copy Contact to” to add them to an additional Group.

Colors next to a contact's name indicate the person's status, which is also shown next to their name.




A green check mark (  ) indicates the person is Available: Skype is running on their computer, and their computer is active.




A yellow clock (  ) indicates that the person is Away: Skype is running, but their computer has not had activity with the keyboard or mouse for some time, and so they may have stepped away from their desk or be otherwise occupied.

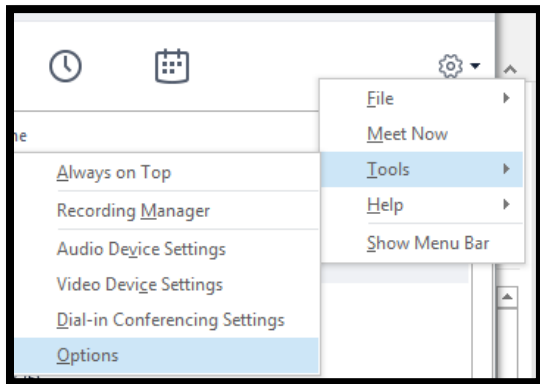


A red circle (  ) indicates a "Do Not Disturb" notice: the user should not be contacted as they cannot respond.

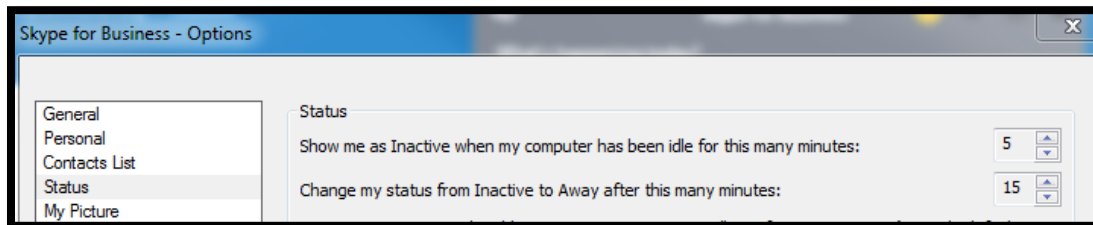


A white circle (  ) means that the person is offline. Messages can be sent to offline Skype accounts; the user will see them the next time they log in.

Availability can be automatically assigned by Skype, with changes from Available to Away and back as activity is recognized; how long before Skype is set to Away can be configured by clicking the gear icon to bring up the Options menu:



Availability options are found in "Status:"



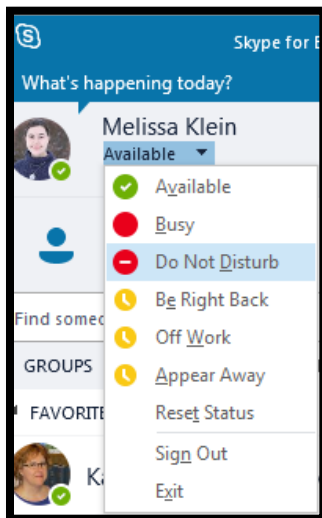
Skype can also automatically set your status to Busy, based on your Outlook calendar; when you have a meeting scheduled in an Outlook calendar, Skype will set your status to be "Busy" during that period of time.

For example, with a started webinar that had been scheduled in Outlook, Skype shows a red dot on the task bar:

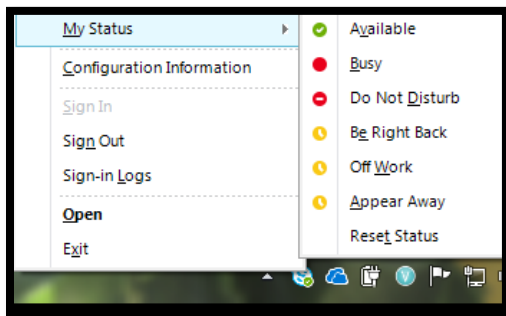


You can also manually set your Availability, when you know that you will be stepping away from your computer, or when you wish to leave Skype running, but indicate that you do not wish to receive messages at this time.

This is done at the top of Skype's contact list. Click on the down arrow beneath your name to see options for statuses:



You can also quickly set your status by right-clicking on the Skype icon in the tool tray, and sliding up the menu to "My Status" at the top:

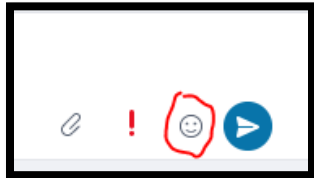


On emoticons:



In text-based chatting, emoticons can be useful tools, if used appropriately, to provide the context of tone to a message. Or, an emoticon such as a thumb's up can be used as an entire answer itself rather than typing words.

In the chat window, you can send an emoticon by clicking on the smiling face icon next to the blue "Send" circle:

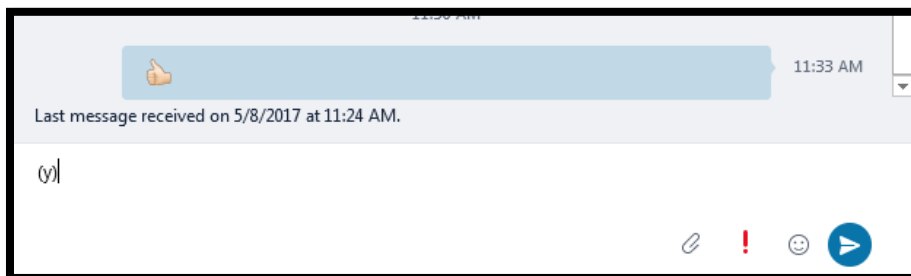


A menu of emoticons opens up:



Note in the screenshot the "(yes)" in the lower right corner; this is actually a shortcut text to insert the emoticon.

Enter (y) in the text field, and what's shown in the chat is the icon:



If you can remember the shortcut, it's much quicker than looking through the grid of emoticons.