



Office 365 Series

*Faculty & Staff*

# Skype for Business

*Quick Reference Guide*



## REVISION CONTROL

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## 1.0 Skype for Business Overview

Skype for Business allows you to instant message, to conduct virtual meetings, to hold virtual office hours, to record sessions, and more. All you need is an Internet connection and the right accessories, such as camera, speakers or headphones, and microphone. With Skype for Business, you can connect with others and run effective meetings, while saving time and resources.

Skype for Business allows you to:

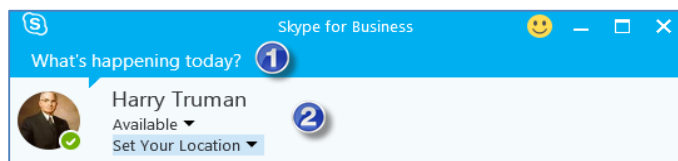
- Instant Message
- Video Chat
- Share your screen
- Host virtual meetings or office hours







Skype and Skype for Business are different products. Skype is used for home or personal use through a personal Skype account. Skype for Business is an enterprise solution for organizations, like CSU Bakersfield. The use of Skype in this document refers to Skype for Business.

### 1.1 Skype for Business Environment



The Skype for Business screen has different sections. In the top section, you can enter a contact comment **1** and set your availability and location **2**.

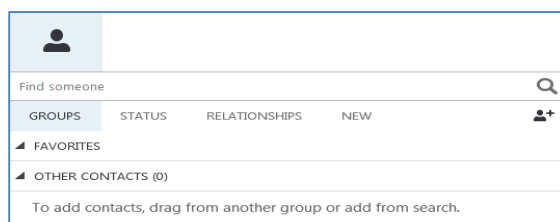


You can view your Skype for Business contacts , your conversation history , and your meetings  using the Skype for Business tabs. The  allows you to configure your settings.




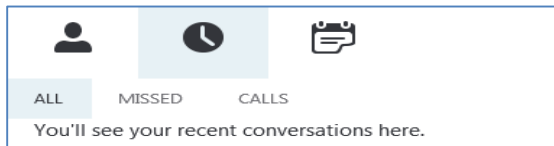
#### 1.1.1 Contacts Tab

The Contact tab  allows you to view your contacts by groups, status, relationships, and newly added. You can add people to your contact list and contact groups using the .




### 1.1.2 Conversation Tab

The Conversation tab  allows you to view your conversation history by recent conversations, missed conversations, and all calls.



### 1.1.3 Meeting Tab

The Meeting Tab  allows you to view any meetings or appointments you are scheduled on your Outlook calendar.



## 1.2 Equipment Needs

Depending on the Skype for Business features you choose to use, you may need additional equipment. The following table will assist you with determining your equipment needs.

Feature	Minimum Equipment	Recommended Equipment
<b>Instant Messaging</b>	None	None
<b>Video Chat</b>	Microphone and PC speakers  <i>The built-in speakers that come with your computer will work fine.</i>	Web camera, microphone, and PC speakers.
<b>Meeting</b>	Microphone and PC speakers  <i>The built-in speakers that come with your computer will work fine.</i>	Web camera, microphone, and PC speakers.
<b>Conference Meeting<sup>1</sup></b>	Polycom Speaker Phone <sup>3</sup>	Web camera and speaker phone. <sup>2</sup>

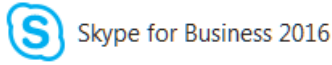
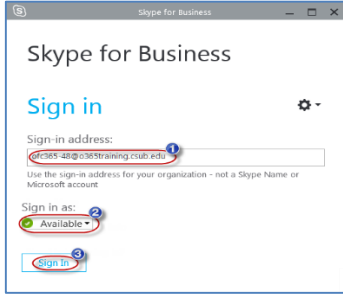
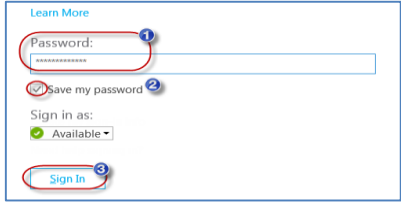
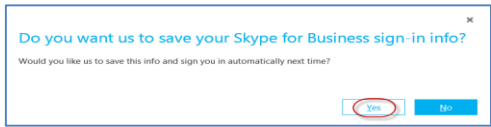
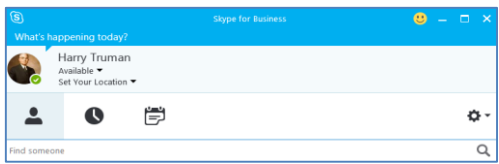
1. A conference meeting means that you are conducting the Skype for Business meeting from a conference room with multiple people in the conference room and one computer that is projecting the meeting and connecting to others via Skype for Business.
2. For more information on approved Skype for Business Accessories, please visit the Campus Hardware Standards page: <https://www.csub.edu/its/about/standards/hwstds/>
3. Some conference rooms have a Polycom speaker phone installed for handling conference calls. Your participants can use this phone to hear and talk, during your meeting.

## 2.0 Getting Started with Skype for Business

Before you begin using Skype for Business you should sign in. After signing in, you should set your availability and location. You can configure your audio and video equipment, as well. If desired, you can enter your personal status.

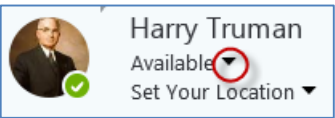
### 2.1 Signing Into Skype for Business

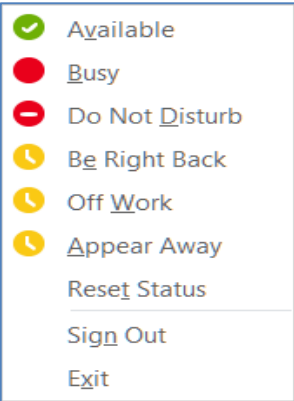
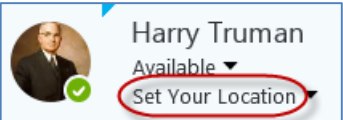
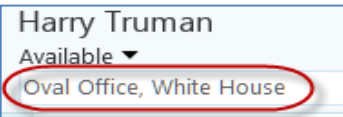

To access Skype for Business, you will need to launch the Skype for Business application and sign in using your CSUB Net ID and password. These instructions will walk you through the steps.

1. Open <b>Skype for Business</b>	
2. On the Sign In screen, <ul style="list-style-type: none"> <li>In the <b>Sign-in address</b>, enter your email address, such as <a href="mailto:netid@csb.edu">netid@csb.edu</a></li> <li>Under <b>Sign in as</b>, select your availability, such as Available</li> <li>Click <b>Sign In</b></li> </ul>	
3. After Skype checks the server, <ul style="list-style-type: none"> <li>In <b>Password</b>, enter your password</li> <li>Check <b>Save my password</b></li> <li>Click <b>Sign In</b></li> </ul>	
4. When prompted to save sign-in info, click <b>Yes</b>	
5. Skype for Business opens.	

### 2.2 Setting your Availability and Location



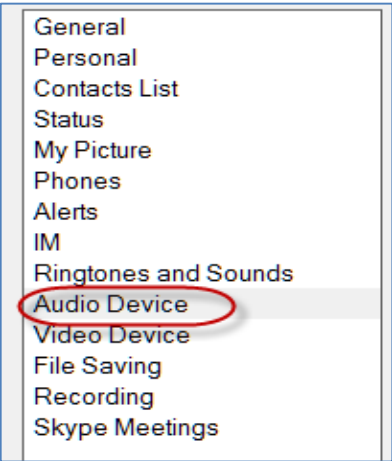
After you sign in, you should set your availability. You can specify whether to show your location to others, as well.

1. Under your Name, click the down arrow	
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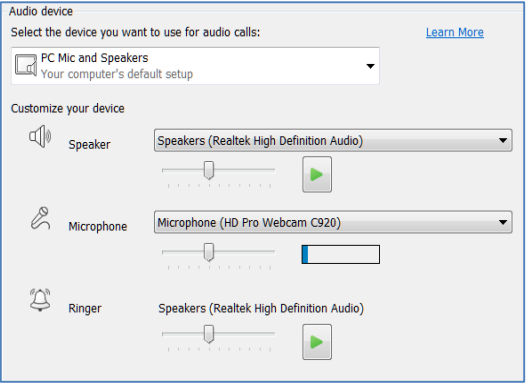
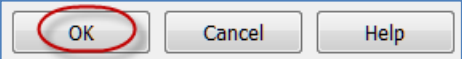
<p>2. From the menu, click desired status</p> <ul style="list-style-type: none"> <li><i>You will only receive instant messages and video calls when your status is Available.</i></li> <li><i>Your status will change automatically based on your meetings and appointments scheduled in Outlook.</i></li> <li><i>Notice you use this menu to Sign Out of Skype, as well.</i></li> </ul>	
<p>3. To set your location, click <b>Set Your Location</b></p>	
<p>4. In the box, enter your location, such as your office location</p>	
<p>5. You can check or uncheck the box, <b>Show Others My Location</b></p>	

## 2.3 Configuring Audio

Before you begin using Skype, you will need to configure your audio and video equipment. Your audio equipment refers to your microphone and speakers. These instructions will walk you through configuring your audio equipment.


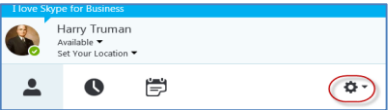
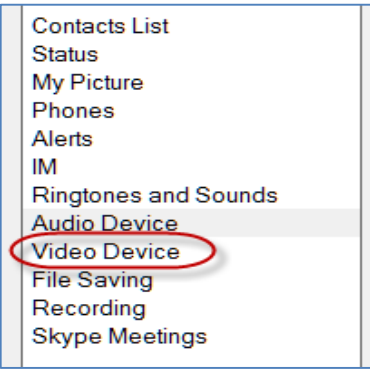
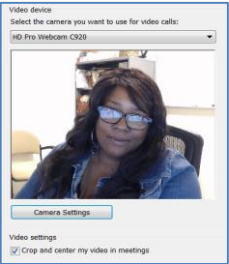
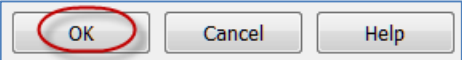
<p>1. To begin, click the Gear, </p>	
<p>2. When the Skype for Business Options appears, click <b>Audio Device</b></p>	



<p>3. On the Audio device screen, make sure</p> <ul style="list-style-type: none"> <li>• In Speaker, the desired speakers are selected</li> <li>• In Microphone, the desired microphone is selected.</li> <li>• In Ringer, your ringer volume is set</li> </ul> <p><i>If your computer has built-in microphone and speakers, these selections may be set automatically for you.</i></p>	
<p>4. Click <b>OK</b></p>	


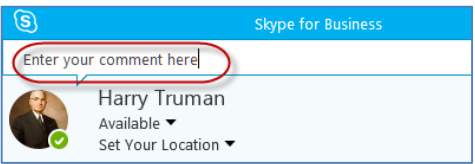
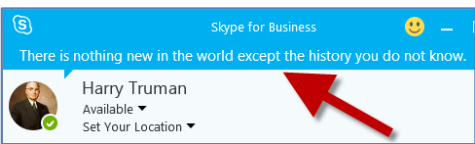
## 2.4 Configuring Video

Before you begin using Skype, you will need to configure your audio and video equipment. Your video equipment refers to your built-in camera or web camera (web cam). These instructions will walk you through configuring your video equipment.

<p>1. To begin, click the Gear, </p>	
<p>2. When the Skype for Business Options appears, click <b>Video Device</b></p>	
<p>3. On the Video device screen, make sure</p> <ul style="list-style-type: none"> <li>• Your web cam is selected</li> <li>• The <b>Crop and center my video in meetings</b> is checked</li> </ul> <p><i>You should see a preview of yourself in the center.</i></p>	
<p>4. Click <b>OK</b></p>	

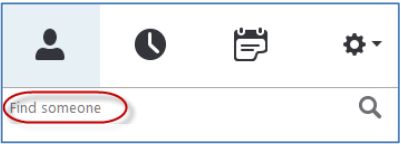
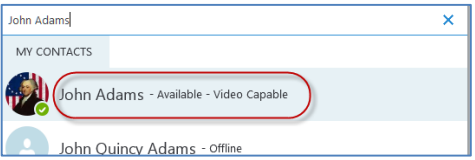
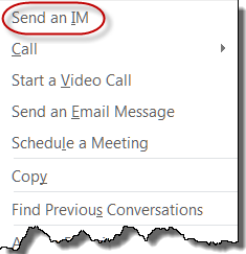

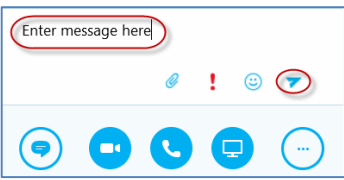
## 2.5 Personal Status

You can enter a Personal Status to show others what you are thinking or what is on your mind. This information will appear along with your name, when others view your contact information.

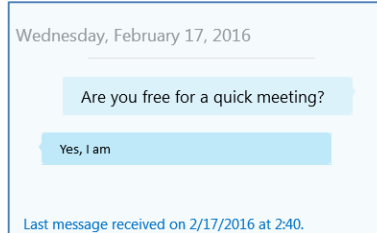
1. To enter your Personal Status, click anywhere in the comment area	
2. In the space, <ul style="list-style-type: none"> <li>• Enter your personal status</li> <li>• Press the Enter key on your keyboard</li> </ul>	
3. Your comment will appear.	

## 3.0 Instant Messaging

Instant Messaging is similar to texting. You can type your message to another person and send it immediately. It is helpful for quick communication. For Instant Messaging, you will not need any additional equipment. You can use this feature with your regular computer.

1. In the <b>Find someone</b> box, type the name or email address of the desired person	
2. Right-click the desired person from the result	
3. From the menu, click <b>Send an IM</b>	
4. The IM window opens. In the message area, <ul style="list-style-type: none"> <li>• Enter your message</li> <li>• Click <b>Send</b> </li> </ul>	

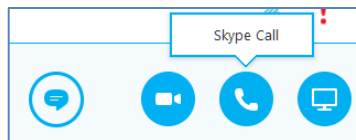
5. In the conversation area, you will see the messages you sent and the responses from the person, you selected.





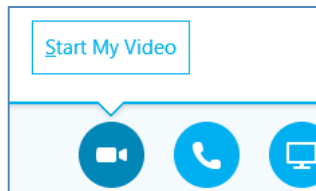
### 3.1 Convert Instant Message to Video Call


You can convert an Instant Message to a Video Call by clicking the appropriate buttons.

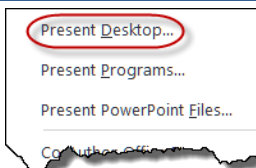
1. To add audio,
- Click 
  - Click **Skype Call** 




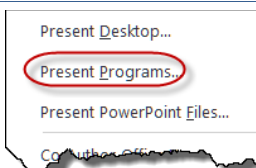
2. To add video,
- Click 
  - Click **Start My Video** 




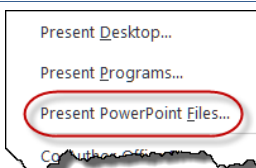
3. To share your desktop,
- Click 
  - Click **Present Desktop**
- For more information, see section 6.3 Share your Screen*



4. To share a program,
- Click **Present** 
  - Click **Present Programs**
- For more information, see section 6.4 Share your Program*



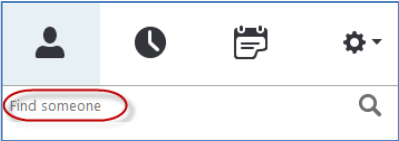
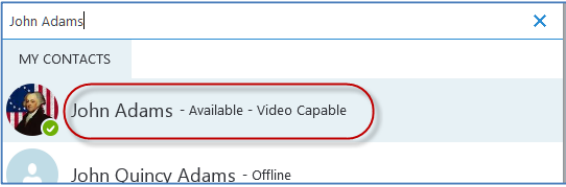
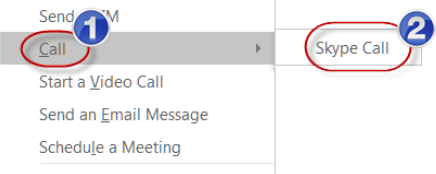




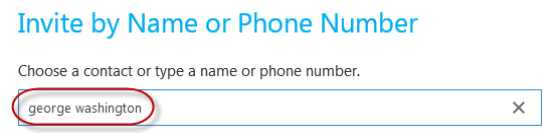
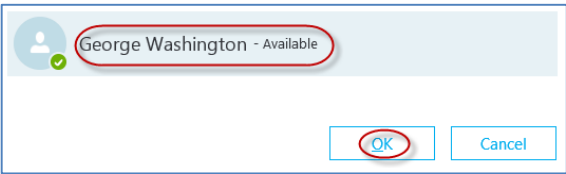
5. To upload a PowerPoint presentation,
- Click **Present** 
  - Click **Present PowerPoint File**
- For more information, see section 6.5 Upload a PowerPoint*




6. Click  button to end the call.

## 4.0 Video Chat

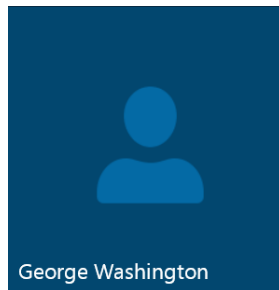
With Skype for Business, you can video chat. Video chats gives you the ability to hear and see the person, you call. The minimum equipment for video chatting is speakers, such as the ones that come with your computer, and a microphone. Obviously, a web camera would provide the best experience for video chatting.

7. In the <b>Find someone</b> box, type the name or email address of the desired person	
8. Right-click the desired person from the result	
9. From the menu, <ul style="list-style-type: none"> <li>• Click <b>Call</b></li> <li>• Click <b>Skype Call</b></li> </ul>	
10. The Video Chat window opens. <ul style="list-style-type: none"> <li>• If your camera is working, you should see yourself in a small window. If not click the  button and then click <b>Start My Video</b> to turn your camera on.</li> <li>• If you can't see the person on your call, make sure their camera is turned on.</li> </ul>	
11. Click the <b>Add People</b> button, 	
12. Enter the name or phone number of the person, you want to add to the call	
13. From the results, <ul style="list-style-type: none"> <li>• Click the person's name</li> <li>• Click <b>OK</b></li> </ul>	

14. The Video Chat window opens showing your participants
- If your camera is working, you should see yourself in a small window. If not click the  button to turn your camera on.
  - If you can't see the person you are video chatting with, they may have their camera turned off or they don't have a camera.
  - If the person's camera is turned off, you will see either their profile picture or the default photo



Profile Picture



Default Photo

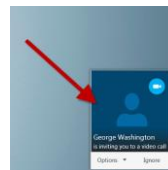


15. Click  button to end the call.

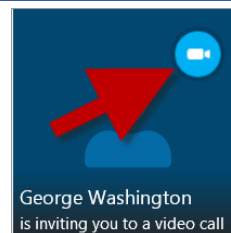
## 4.1 Answering a Video Call

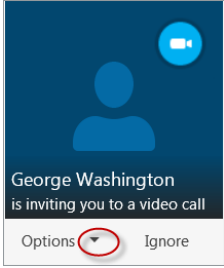
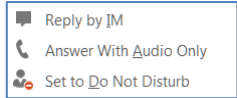
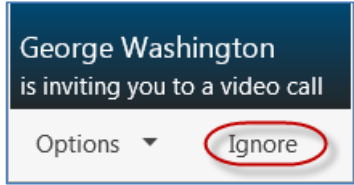



When you are invited to a video chat or conference, you will need to respond to the request. The call appears as a window in the lower right corner of your screen.

1. The call appears as a window in the lower right corner of your screen.



2. To answer the call, click the **Accept** button



3. To view the Options, click the down arrow	
4. From the menu, make your selection	
5. To ignore the call, click <b>Ignore</b>	
6. If you accept the call, the Video Chat window opens showing your participants <ul style="list-style-type: none"> <li>• If your camera is working, you should see yourself in a small window. If not click the  button to turn your camera on.</li> <li>• If you can't see the person you are video chatting with, they may have their camera turned off or they don't have a camera.</li> <li>• If the person's camera is turned off, you will see either their profile picture or the default photo</li> </ul>	
7. Click  button to end the call.	

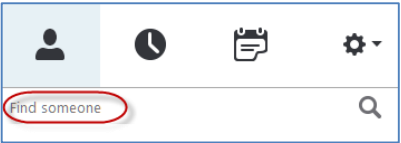
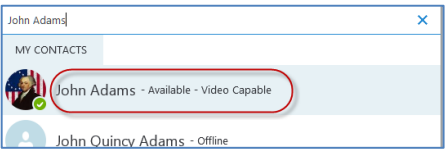
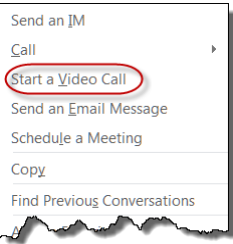


## 5.0 Skype for Business Meetings

Another powerful feature in Skype for Business is the ability to conduct meetings virtually. With virtual meetings, you can conduct adhoc conference calls, as the need arises. You can schedule virtual meetings and have people join your meeting through Skype for Business. Alternatively, you can conduct a Skype for Business meeting with people present in a conference room using conferencing equipment, such as a web camera and speaker phone. You can combine these methods, as well, and have people in a conference room and people on Skype for Business.

According to Microsoft, you can have up to 250 meeting participants. For more information, please see [Best Practices for a Skype for Business Meeting](#).

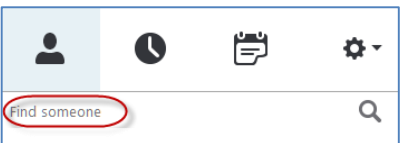
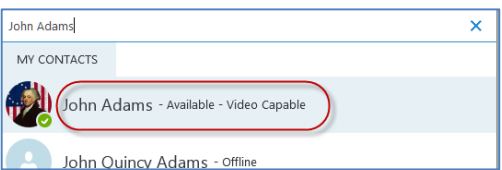
## 5.1 Adhoc Conference Calls

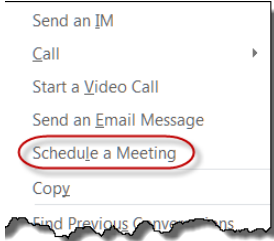
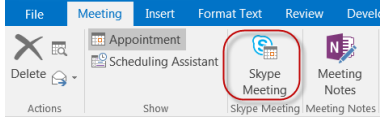
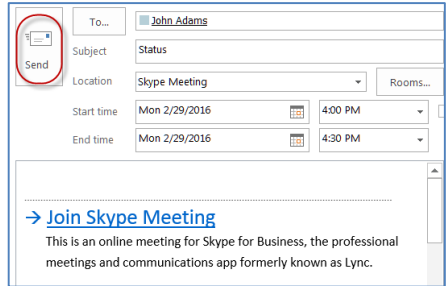
You can conduct an Adhoc Conference call with Skype for Business quickly and easily. Essentially, an Adhoc Meeting is a video chat with multiple people.

1. In the <b>Find someone</b> box, type the name or email address of the desired person	
2. Right-click the desired person from the result	
3. From the menu, click <b>Start a Video Call</b>	
4. The Video Chat window opens. <ul style="list-style-type: none"> <li>• If your camera is working, you should see yourself in a small.</li> <li>• If you can't see the person you are video chatting with, make sure their camera is working.</li> <li>• Click  button to end the call.</li> </ul>	

## 5.2 Schedule a Skype for Business Meeting

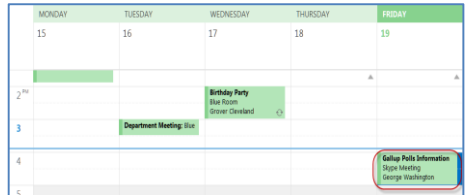
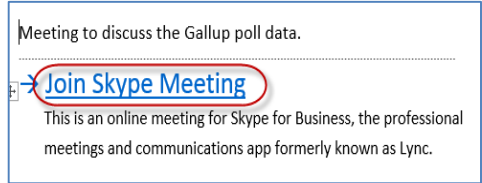
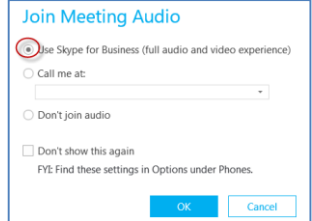
You can schedule a Skype for Business meeting, just like any other meeting. When you schedule a Skype for Business meeting, the invitees will receive a meeting invitation with the date and time information. The meeting invitation will contain a link for the invitees to use for joining the meeting. The invitees can accept, tentatively accept, and decline your meeting invitation, like other meeting invitations.

1. In the <b>Find someone</b> box, type the name or email address of the desired person	
2. Right-click the desired person from the result	

<p>3. From the menu, click <b>Schedule a Meeting</b></p>	
<p>4. Outlook will open. On the Meeting tab, click <b>Skype Meeting</b></p>	
<p>5. Complete the meeting request as usual. Click <b>Send</b>.</p> <p><i>Notice that the Location and Join Skype Meeting link are added automatically.</i></p>	

### 5.3 Join a Skype for Business Meeting

You will handle Skype for Business meeting invitation, as you would any other meeting invitation, with one exception. When the time for the meeting arrives, instead of traveling to the meeting location, you can remain in your office and click a link to join the meeting.

<p>1. To begin, open the meeting on your calendar.</p>	
<p>2. In the body of the event, click the <b>Join Skype Meeting</b> link</p>	
<p>3. When the Join Meeting Audio screen appears,</p> <ul style="list-style-type: none"> <li>Click <b>Use Skype for Business (full audio and video experience)</b></li> <li>(Optional) Check <b>Don't show this again</b></li> </ul>	



- The meeting appears in Skype for Business.

*You must be signed into Skype for Business for this to work.*



## 6.0 Conducting Skype for Business Meetings

During a Skype for Business video call or meeting, you can perform other operations. You can chat with others, which is helpful if an attendee does not have a microphone. You can share your screen, upload a presentation, record the session, and manage meeting participants. Additionally, you can mute your microphone and turn off your camera.

### 6.1 Muting your Audio

You can mute your audio, if necessary. This can be helpful, when there is background noise from others or other things.

- To mute your audio, click the **Mute my mic** button,



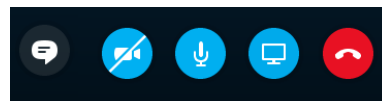
- The button will change to the **Unmute my mic** button



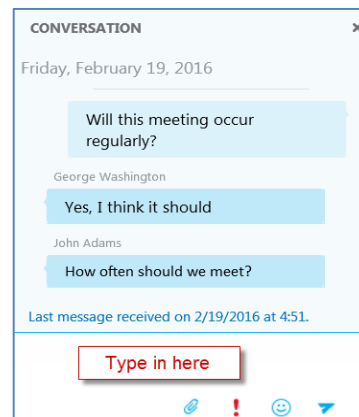
### 6.2 Using the Conversation Window

While on a conference call or in a meeting, you can use the chat window to communicate, non-verbally.

- To begin, click the **IM** button,



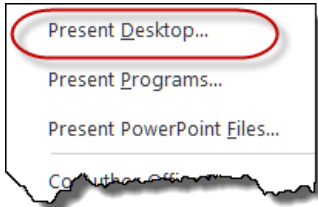
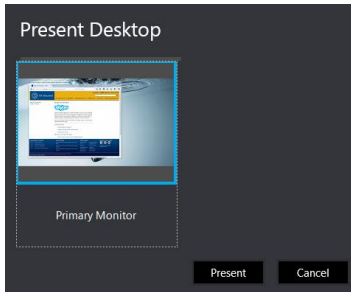
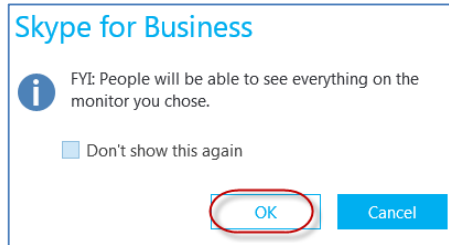
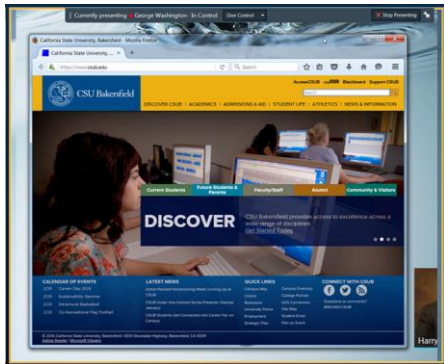



- The Conversation window opens. This window works similar to the Instant Messaging.





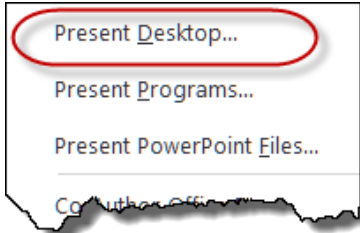
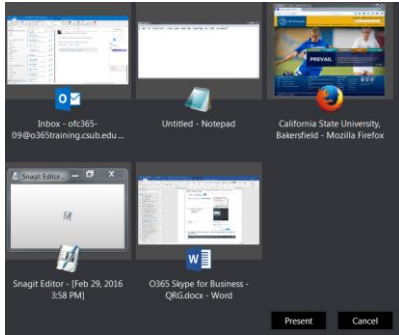
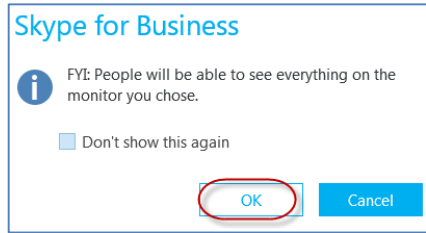

## 6.3 Share your Screen

You can share your screen, during your Skype for Business Meetings. This is helpful, when you want to demonstrate an application or illustrate some an idea. Sharing your screen allows you to switch between programs and documents.

1. To begin, click the <b>Present</b> button 	
2. From the pop-up menu, click <b>Present Desktop</b>	
3. On the Present Desktop screen, <ul style="list-style-type: none"> <li>Select your monitor</li> <li>Click <b>Present</b></li> </ul>	
4. Click <b>OK</b>	
5. When your desktop is shared, a yellow border appears around the portion of your screen that is viewable by the participants.	
6. To give control, click <b>Give Control</b> . To stop sharing, click <b>Stop Presenting</b> .	



## 6.4 Share a Program

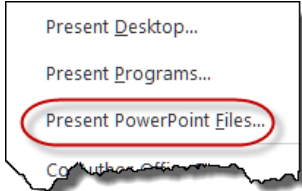
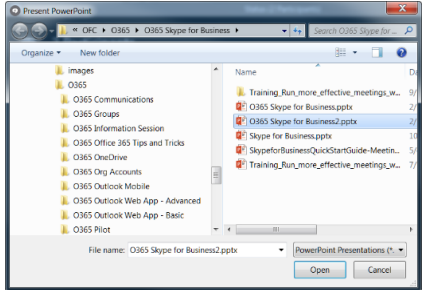

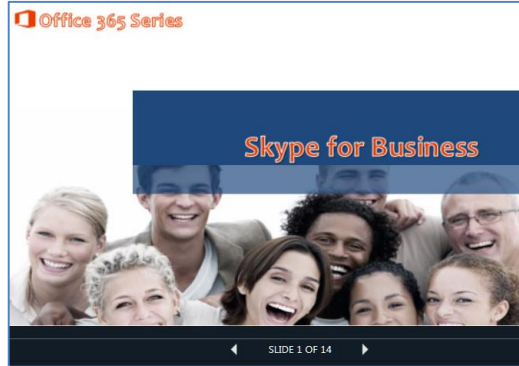

You can share a program, during your Skype for Business Meetings. This is helpful, when you want to demonstrate an application. When sharing a program, the participants see only the program and not anything else you may have open.

1. To begin, click the <b>Present</b> button 	
2. From the pop-up menu, click <b>Present Programs</b>	
3. On the Present Programs screen, <ul style="list-style-type: none"> <li>Select the desired program</li> <li>Click <b>Present</b></li> </ul>	
4. Click <b>OK</b>	
5. Your desktop is shared with the participants. To give control, click <b>Give Control</b> . To stop sharing, click <b>Stop Presenting</b> .	

## 6.5 Upload a PowerPoint


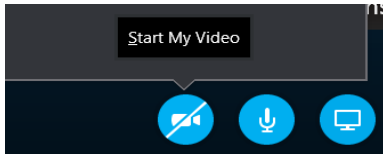


You can present a PowerPoint, during your Skype for Business meeting. The participants can review the slides as you present or flip through the slides.

1. To begin, click the <b>Present</b> button 	
--	--

<p>2. From the pop-up menu, click <b>Present Programs</b></p>	
<p>3. On the Present PowerPoint screen,</p> <ul style="list-style-type: none"> <li>• Navigate to the desired presentation</li> <li>• Select it</li> <li>• Click <b>Open</b></li> </ul>	
<p>4. The presentation will upload.</p>	
<p>5. Your PowerPoint will open in the Meeting window. You can use the arrows to move forward and backward.</p>	
<p>6. Your desktop is shared with the participants. To stop sharing, click <b>Stop Presenting</b></p>	


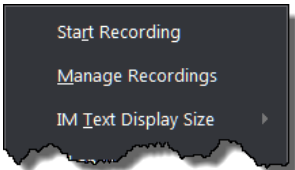


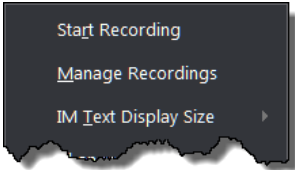
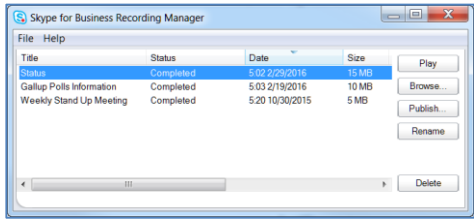
## 6.6 Use Video in your Meeting

You can turn on your video, so your audience can see you. You can turn off your video, as well. This can be helpful, if your environment is not suitable for viewing, such as you are sharing an office.

<p>1. To turn the video on,</p> <ul style="list-style-type: none"> <li>• Click the <b>Start my video</b> button, </li> <li>• Click <b>Start My Video</b></li> </ul>	
<p>2. To turn off your video, click the <b>Stop my video</b> button, </p>	

## 6.7 Record your meeting



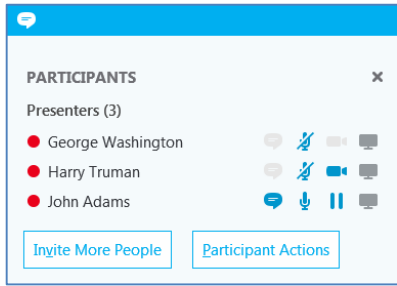
When you record your meeting, you are able to capture the audio, video, instant messaging, application sharing, PowerPoint, and whiteboard activities. These instructions will assist you with this tasks.

<p>1. To record your meeting</p> <ul style="list-style-type: none"> <li>Click the More options button </li> <li>Click <b>Start Recording</b></li> </ul>	
<p>2. You can control the recording using the Pause and Stop buttons.</p>	
<p>3. To play, rename, or delete a recording,</p> <ul style="list-style-type: none"> <li>Click the More options button </li> <li>Click <b>Manage Recordings</b></li> </ul>	
<p>4. The Skype for Business Recording Manager appears.</p> <ul style="list-style-type: none"> <li>Click the recording you wish to work with</li> <li>Click the desired button.</li> </ul>	

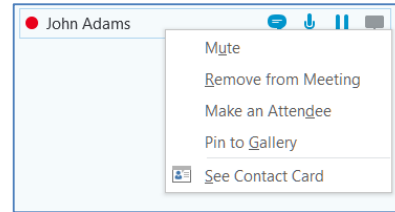
## 6.8 Manage Meeting Participants

While in a meeting, you can use the meeting tools to manage and collaborate with your participants. According to Microsoft, you can have up to 250 meeting participants. For more information, please see [Best Practices for a Skype for Business Meeting](#).

*Note: The Participant Actions button appears when you have at least three meeting participants.*

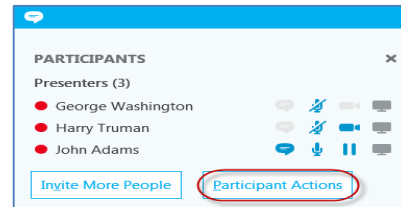
<p>1. To begin, click the People button </p>	
<p>2. The participant window opens.</p>	

3. To manage settings for a participant,
- Right-click on their name
  - Select the desired action from the menu

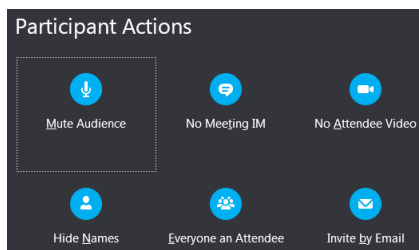


4. To manage settings for all participants, click the **Participant Actions** button

*Note: the Participant Actions button appears when you have at least three meeting participants.*

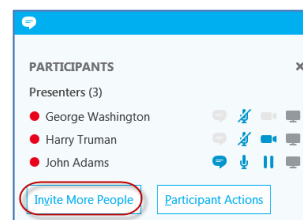


5. From the Participant Actions menu, you can perform several actions. The table below explains the effects of the different actions.



Actions	Effects
Mute Audience	Disables the audience microphones, during the meeting. It helps to eliminate background noise.
No Meeting IM	Disables Instant Messaging using the meeting Conversation window for the audience
No Attendee Video	Disables the audience from starting video, during the meeting
Hide Names	Hides the participants' names on their pictures
Everyone an Attendee	Makes all participant attendees. The organizer will be the only presenter. It prevents the audience from taking over the presentation.
Invite by email	Allows the organizer to send email invitation to additional people.

6. To invite additional people, click **Invite More People**

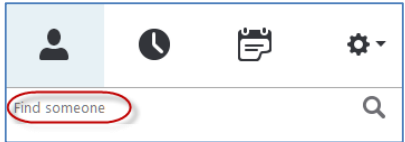
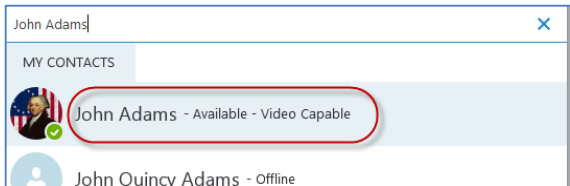
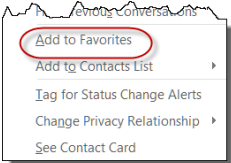
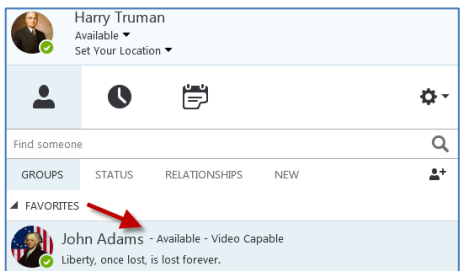


## 7.0 Favorites and Contact Groups

To make it easier to communicate with others using Skype for Business, you can add contacts to your Favorites and create contact groups.


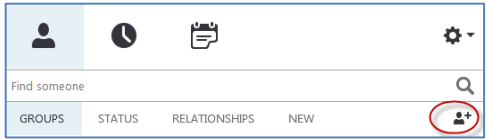
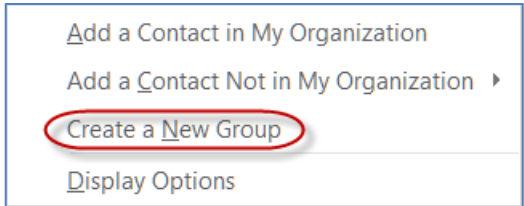
## 7.1 Add Contact to Favorites

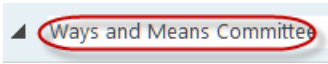
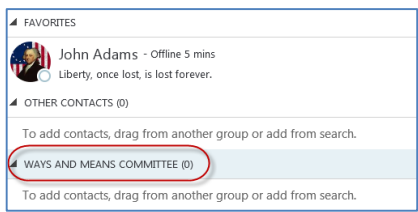
You can add a contact to your favorites. Favorites are helpful, when you find yourself communicating with the same contact on a regular basis.

1. In the <b>Find someone</b> box, type the name or email address of the desired person	
2. Right-click the desired person from the result	
3. From the menu, click <b>Add to Favorites</b>	
4. The contact is added to your <b>Favorites</b> on your Groups tab.	

## 7.2 Create a Contact Group


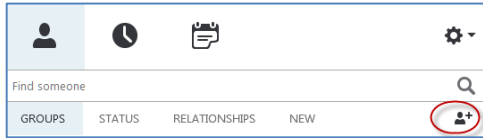
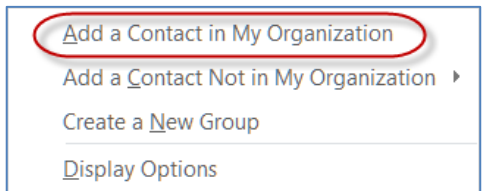
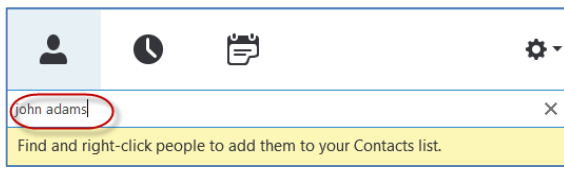
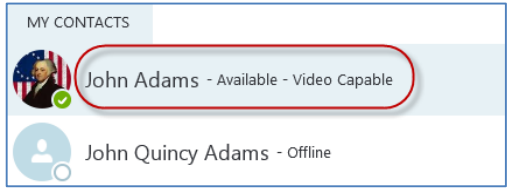
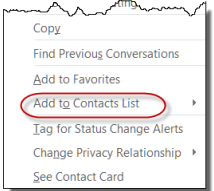
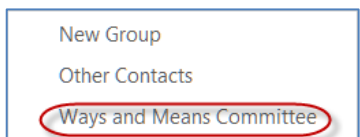
You can create groups to house your contacts. Contact Groups can be handy, when you are working as team on a project. In this case, you could create a Contact Groups for your team members.

1. From the main window, click <b>Add a Contact</b> , 	
2. From the menu, click <b>Create a New Group</b>	

3. In the box, enter a name for your group	
4. Your new group appears. You can add new members by dragging them from another group or from search.	

### 7.3 Add Contact from Inside your Organization


You can add people from your organization to a Contact Group. This is helpful, if you work with the same people on a committee or on a regular basis.

1. From the main window, click <b>Add a Contact</b> , 	
2. From the menu, click <b>Add a Contact in My Organization</b>	
3. In the search box, enter the person's name or email address	
4. Right-click the desired person from the result.	
5. From the menu, click <b>Add to Contacts List</b>	
6. Choose a group or create a new group.	



7. The contact appears under the group you selected.

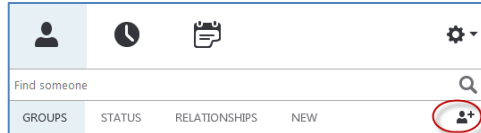
▲ WAYS AND MEANS COMMITTEE (1)

 John Adams - Available - Video Capable  
 Liberty, once lost, is lost forever.

## 7.1 Add Contact from Outside your Organization

You can add people from outside your organization to Contact Groups, as well.

1. From the main window, click **Add a Contact**, 




2. From the menu, click **Add a Contact Not in My Organization**

Add a Contact in My Organization  
**Add a Contact Not in My Organization** ▶  
 Create a New Group  
 Display Options

3. From the menu, select Other or Skype for Business

*Using Skype for Business with other companies, organizations, or Skype users with Microsoft IDs must be enabled by ITS.*

 Skype for Business  
 Other


4. When the Add Other Contact screen opens,
- In the **IM Address**, enter the contact's email address
  - In the **Add to contact group**, select the desired group
  - In the **Set privacy relationship**, select the desired relationship
  - Click **OK**

*The privacy relationship controls the amount of your presence information your contacts see. For more information, refer to section 10.1 Privacy Relationships*

### Add Other contact

Enter Other contact information or send invitation

IM Address:



Example: someone@domain.com

Add to contact group:

Set privacy relationship:



Share only my name, title, email address, company, and picture

OK

Cancel

5. The contact appears under the group you selected.

▲ WAYS AND MEANS COMMITTEE (2)



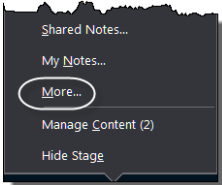

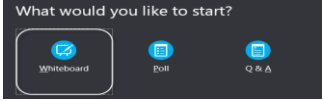
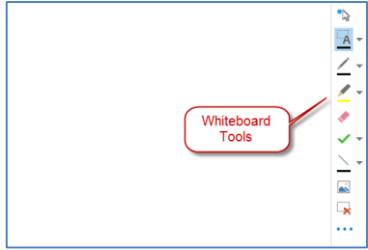
 gwasington@onmicrosoft.com - Presence unknown  
 John Adams - Offline 10 mins  
 Liberty, once lost, is lost forever.

## 8.0 Interaction Tools

To increase audience participation and engagement, you can use the interactive tools for Skype for Business. These interactive tools include the Whiteboard, Polls, and Q & A.

### 8.1 WhiteBoard App



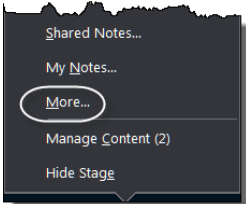
You can illustrate ideas or collaborate with others using the White Board feature.


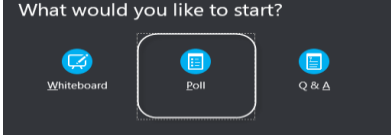
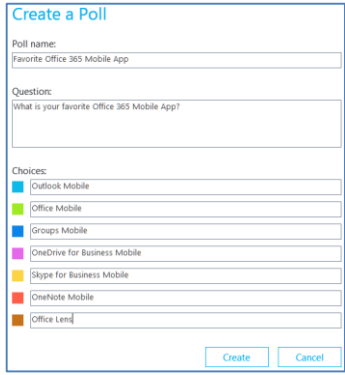
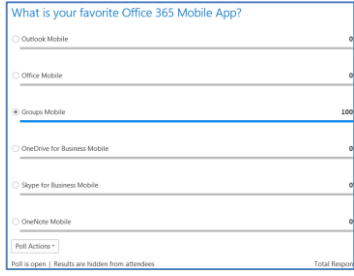
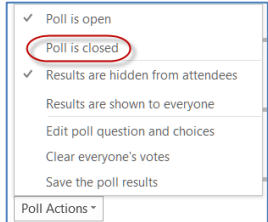
1. To begin, click <b>Present</b> 	
2. From the pop-up menu, click <b>More...</b>	
3. From the menu, click Whiteboard 	
4. The Whiteboard window opens. The tools are located on the right-hand side of the screen.	

### 8.2 Polls

You can use the Polls feature to query your audience on any subject matter. You can ask for lunch plans or for recommendations, for example.

*Note: Mac users are unable to participate in the polls, due to the technical limitations of Lync 2011 for Mac.*

1. To begin, click <b>Present</b> 	
2. From the pop-up menu, click <b>More...</b>	



<p>3. From the menu, click <b>Poll</b></p> 	
<p>4. The Create a Poll window opens.</p> <ul style="list-style-type: none"> <li>• In the <b>Poll</b> name, give your poll a name</li> <li>• In the <b>Question</b>, enter your question</li> <li>• In the <b>Choices</b>, enter the answers or options for your question</li> <li>• Click <b>Create</b></li> </ul>	
<p>5. Your poll appears. The participants can click the option they desire.</p>	
<p>6. To exit the Poll, click <b>Stop Presenting</b></p>	
<p>7. To control the poll,</p> <ul style="list-style-type: none"> <li>• Click <b>Poll Actions</b></li> <li>• From the menu, select the desired action</li> </ul>	

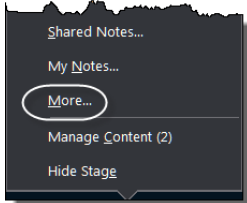

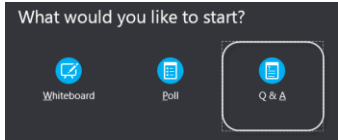
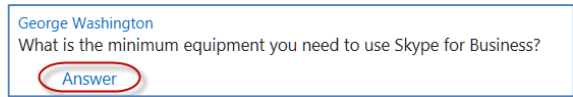
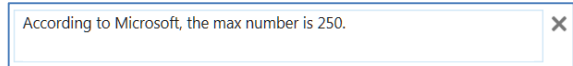
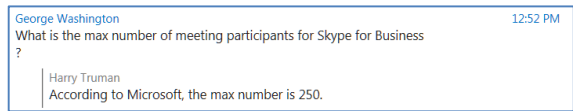
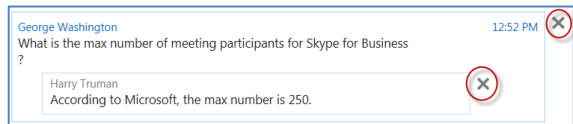
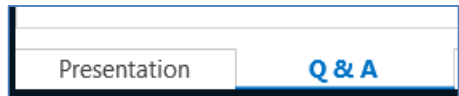
### 8.3 Q & A

The Q & A allows meeting participants to ask questions. The presenter(s) can respond to the questions. The responses are visible to all meeting participants. During the Q & A session, the Instant Messaging feature will be disabled automatically.

You can allow the Q & A to run throughout your meeting. When new questions appear, you will see a number on the Q&A tab. You can switch back and forth between your presentation and the Q& A session.

*Note: You should make everyone an attendee so you are the only one, who can answer questions.*

<p>1. To begin, click <b>Present</b></p> 	
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2. From the pop-up menu, click <b>More...</b>	
3. From the menu, click <b>Q &amp; A</b> 	
4. The Q & A window opens as a new tab. The meeting participants can type in their questions.	
5. The presenter(s) can respond to the questions by clicking the <b>Answer</b> link.	
6. In the answer box, enter your answer and press the <b>Enter</b> key on your keyboard.	
7. Your response appears to all participants.	
8. As the presenter, you can delete questions and answers. Just click the appropriate <b>X</b> .	
9. Use the tabs below to switch between your content.	

## 9.0 Getting Help

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If you are unsure or need assistance, please refer to the resources below:

- Resources on the Web

**Skype for Business**

<https://www.csub.edu/training/pgms/Skype/index.html>

- For Office 365 questions or issues

Email [office365@csub.edu](mailto:office365@csub.edu)

- For general training questions or information

Tammara Sherman, Ed.D.

Campus Training

661-654-6919

[tsherman@csub.edu](mailto:tsherman@csub.edu)

[www.csub.edu/training/index.html](http://www.csub.edu/training/index.html)

- For help with computer-related Issues

Help Desk

661-654-2307

[helpdesk@csub.edu](mailto:helpdesk@csub.edu)

## 10.0 Appendix

### 10.1 Privacy Relationships

The table below shows the presence information different privacy relationship can see. The items with an asterisk (\*) indicates that this information is defined by ITS for our organization.

	External Contacts?	Colleagues?	Workgroup?	Friends & Family?
Presence Information	Yes	Yes	Yes	Yes
Presence Status	Yes	Yes	Yes	Yes
Display Name	Yes	Yes	Yes	Yes
Email Address	Yes	Yes	Yes	Yes
Title *	Yes	Yes	Yes	Yes
Work Phone *			Yes	Yes
Mobile Phone *				Yes
Home Phone *				Yes
Other Phone	Yes	Yes	Yes	Yes
Company *	Yes	Yes	Yes	Yes
Office *	Yes	Yes	Yes	Yes
SharePoint Site *			Yes	
Meeting Location #			Yes	
Meeting Subject #		Yes	Yes	Yes
Free Busy		Yes	Yes	Yes
Working Hours		Yes	Yes	Yes
Location #		Yes	Yes	Yes
Notes (Out-of-Office Note)		Yes	Yes	Yes
Notes (Personal)		Yes	Yes	Yes
Last Active		Yes	Yes	Yes
Personal Photo Web Address (if applicable)	Yes	Yes	Yes	Yes