

# Skype for Business

## PRODUCTIVITY TIPS

Call, conference, collaborate, share your screen, send instant messages and schedule meetings... all from one place.

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## Shortcut keys

Shortcut keys can save you heaps of time. Many of the commands in Skype for Business have a shortcut key. Here are a few of our favourites.

### WHILE IN CALL

|                      |                            |
|----------------------|----------------------------|
| Ctrl + Shift + H     | Put a call on hold         |
| Alt + Q              | End a call                 |
| Ctrl + Shift + Enter | Add/End Video              |
| Ctrl + R             | Show/Hide Participant List |

### WHILE IN A VIDEO CALL

|     |                     |
|-----|---------------------|
| F5  | View in Full Screen |
| Esc | Exit Full Screen    |

## Don't be tied to your desk

Android and iPhone have a Skype for Business app (still called Lync 2013 on Android).

This means you can still utilise much of the Skype for Business functionality while on the move and reduce mobile phone costs.

Even if you take a call at your desk but need to move somewhere else, transfer the call to your mobile and continue the conversation on the move.

## Contact Groups

Contact Management in Skype for Business allows you to quickly see the availability of those you work with. Contact Groups take this to the next level; allowing you to bring teams together to communicate.

## Collaborate

Get work done from anywhere by collaborating. Collaborate with colleagues and contacts, even if they don't have Skype for Business

### DESKTOP

Share your desktop and documents

### WHITEBOARD

Document, share and mind map ideas

### ATTACHMENTS

Circulate documents easily

### NOTES

Record and share notes by linking to OneNote

## Presence – Choosing the best way to communicate

See the Presence of your contacts and make the right decision on how to communicate with them.

You can manually change Presence – this includes “Do not Disturb” for when you are too busy to take calls or receive IMs. Once you are ready to take calls again remember to reset your status.



**Computer Coaching is delivered by Kinetics Group Ltd, an award winning IT support and solutions company providing strategic recommendations and coaching to help you achieve your business goals.**

Six time NZ winner and 2013 global winner of Microsoft's Small Business Partner of the Year award, we have won more Microsoft awards and certifications than any other IT company supporting medium sized business.

Contact us at [www.computercoaching.co.nz](http://www.computercoaching.co.nz), email [info@computercoaching.co.nz](mailto:info@computercoaching.co.nz) or call +64 9 379 8200 to discuss how we can assist with customised training!

## Your top tip

## Use Outlook for Skype for Business meetings

Meetings you create using your Outlook Calendar can include the option to join online. Once you create a meeting click the Skype Meeting icon to add the link.

Even users without Skype can join via the web app. You can set up your meeting options including who can present and whether people need to wait in the lobby. Be prepared and create your meeting content in advance including attachments and whiteboards.

## What we do

Computer Coaching is the real world approach to IT Training. We provide short, sharp programs focusing on productivity gains that users can immediately apply to their personal work. Our trainers come to your office to provide group training. One on one follow up at user's desks embeds learning, ensuring knowledge is being applied to day to day work.

Our programs are customised and designed to minimise disruption to your business (a few hours on site as opposed to a full day out of the office).

We upskill a wide range of users, whether beginners, intermediate, super users or administrators.

## What our customers say



*"You worked collaboratively with the project team to develop training material to suit the audience, delivered the training in an easy to understand format, working together post cutover to ensure that any additional questions were answered and assisted in the setup of voice mail as required."*



*"Kinetics built a custom program for Rangers stationed at Lake Waikaremoana. The program was built around business tasks and the skills the Rangers needed for their work using Microsoft Office, the feedback from the team was very positive and they learnt new skills they can apply to their work"*



*"You have been instrumental in providing EMA members and customers with the best and latest training in Microsoft Office applications. Course participants have been very complimentary of their hands-on classroom coaching approach"*



*"There is quite the banter around the office this morning from yesterday's training, people telling each other what they have done that is different on their Outlook, "I've downloaded contacts by dragging from emails like he showed us and they all updated on my phone, that is so cool", "look at my colour coded calendar", "I feel like there's so much more I can use now"! Lots of appreciation for your sense of humour and delivery style of the training too! I have already been asked when your next training is!"*

## What we train on



Phone 09 379 8200  
Email [info@computercoaching.co.nz](mailto:info@computercoaching.co.nz)  
Web [www.computercoaching.co.nz](http://www.computercoaching.co.nz)

