Skype for Business

Frequently Asked Questions - iOS

Skype for Business for iOS is a productivity app that brings Skype for Business meetings, presence, instant messaging, voice, and video capabilities to your iPhone, iPad, or other iOS mobile device. It has a similar look and feel as the Skype for Business desktop application and provides a quick view of your upcoming meetings and conversation history, simplified call controls, and other capabilities.

To get Skype for Business on an iOS device, you need to be running iOS 8.0 or later. You can download the Skype for Business app from the App Store by searching for it or using this link from your iOS device. This app can be used on any iOS device with cellular or Wi-Fi service (smartphones, tablets, etc).

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, connect your device 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 UMass Lowell username (i.e. **first_last@uml.edu**) and password, and then tap **Sign In**.
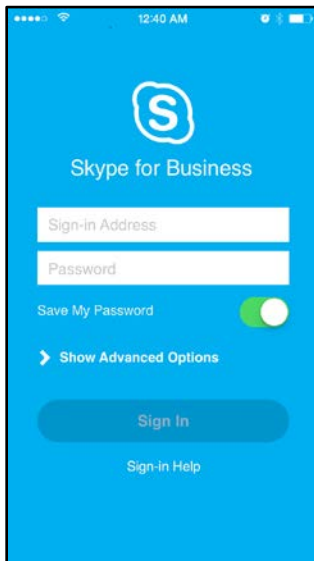
NOTE: If you choose to save your password, you will not be prompted to enter your password the next time you sign into the Skype for Business iOS app.

3. Enter your cell phone number – if Skype for Business does not have access to Wi-Fi or a 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.
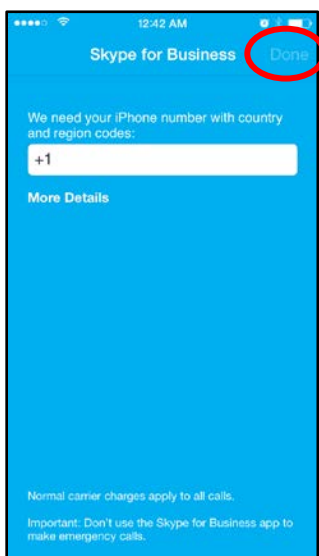
4. Tap **Done**.

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, view a participants list, and see video of other participants (if the meeting is using video). The default settings allow videos only when you have a Wi-Fi connection.

NOTE: You can also join a Skype for Business Meeting without signing into Skype for Business or even having a Skype for Business account by using the link or phone 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.
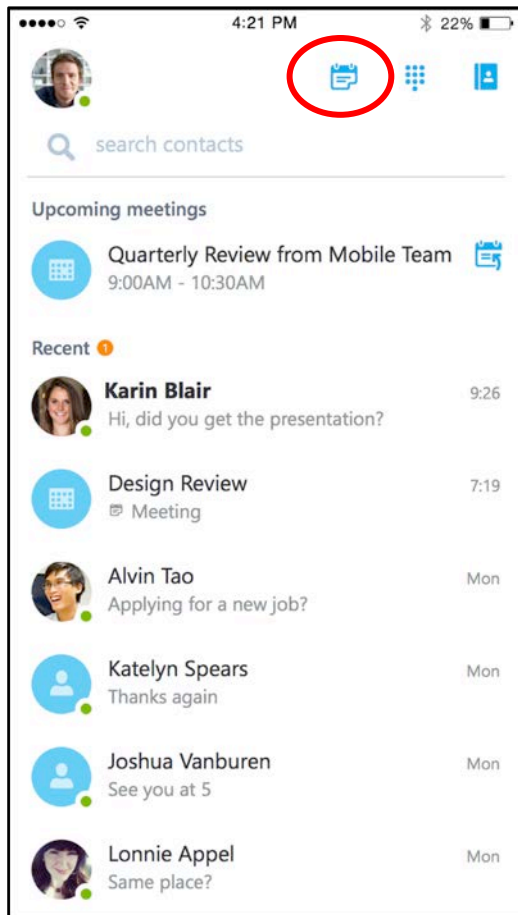
2. On the **Meetings** information screen, tap **Join meeting now**.
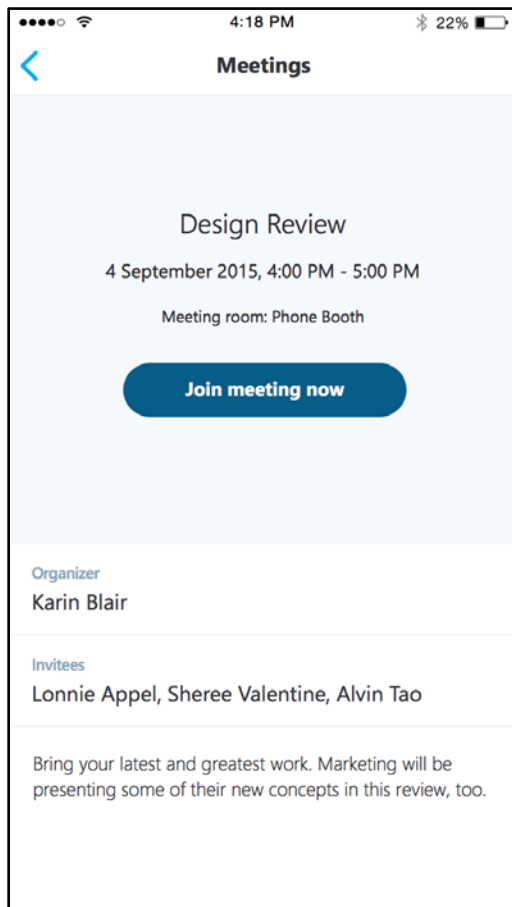
NOTE: Meetings can also be joined by using Quick Join [icon] *next to a listed meeting. The Quick Join icon is not currently available on iPad.*
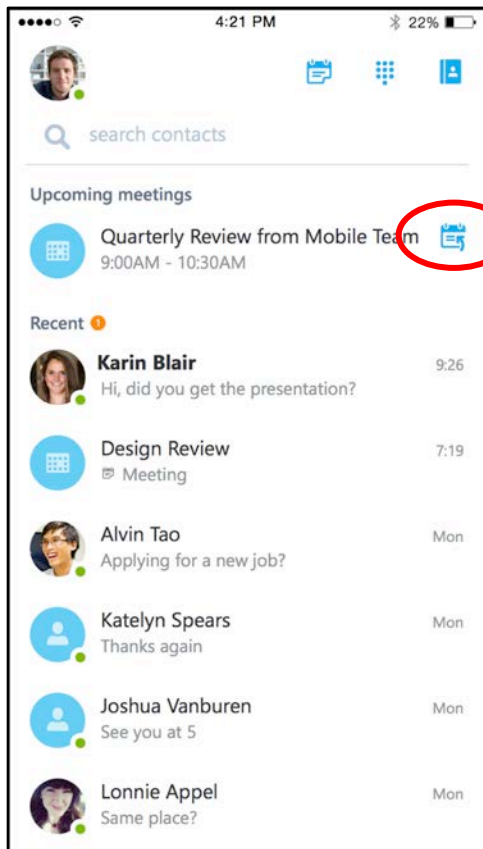
Depending on how you set up your call options, one of the following will happen:

- You will be connected to audio or video using VoIP either by Wi-Fi (if you are connected to a Wi-Fi network), or your cellular data plan (regular cellular data usage charges will apply).
- Or, Skype for Business calls you on your device and you will accept the call from Skype for Business to join the meeting. This happens only when the "Require Wi-Fi" options (on the Skype for Business Options page) are set to **ON** and your device is not 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 on your iOS device – your request to join the meeting will be cancelled if you leave and you would need to start over to join the meeting.

What you can do in a Skype Meeting
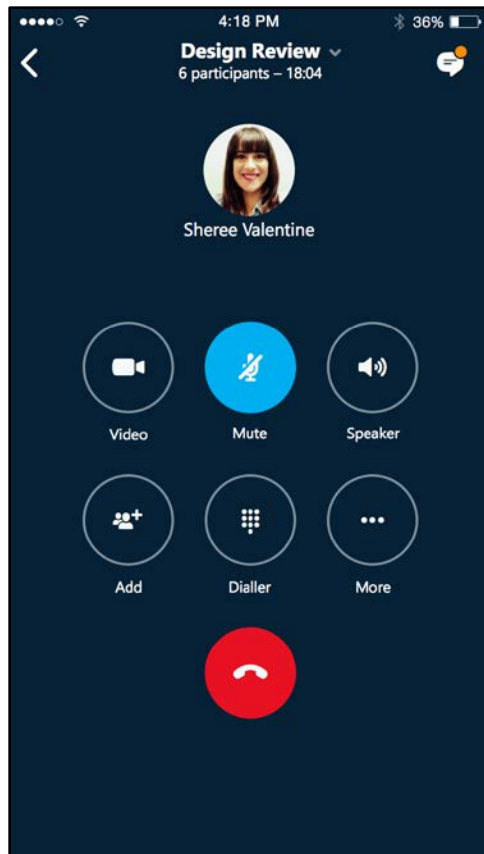
- Use **Video** to start your camera.

- 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.

- 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 current meeting on hold and answer the incoming audio 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.
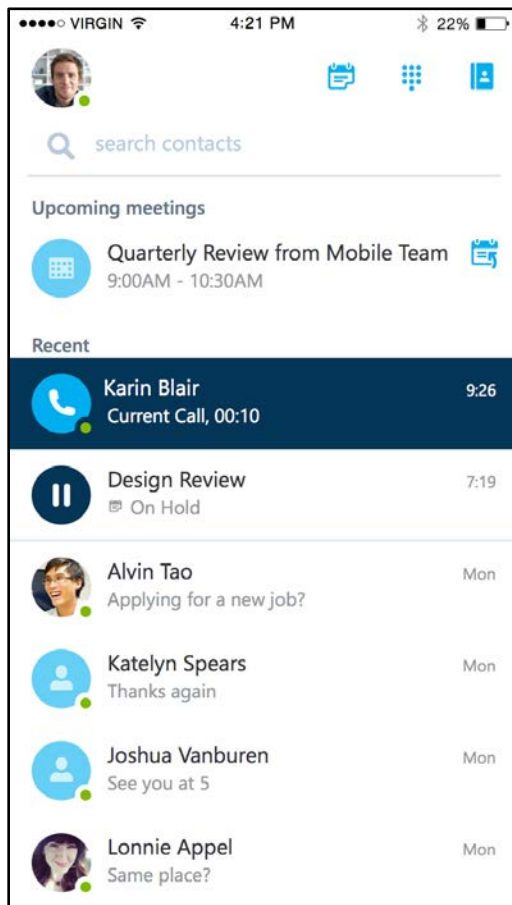
3. You will remain on your active call until you resume the meeting by tapping **Call on hold** ⏸ on the meeting call screen.
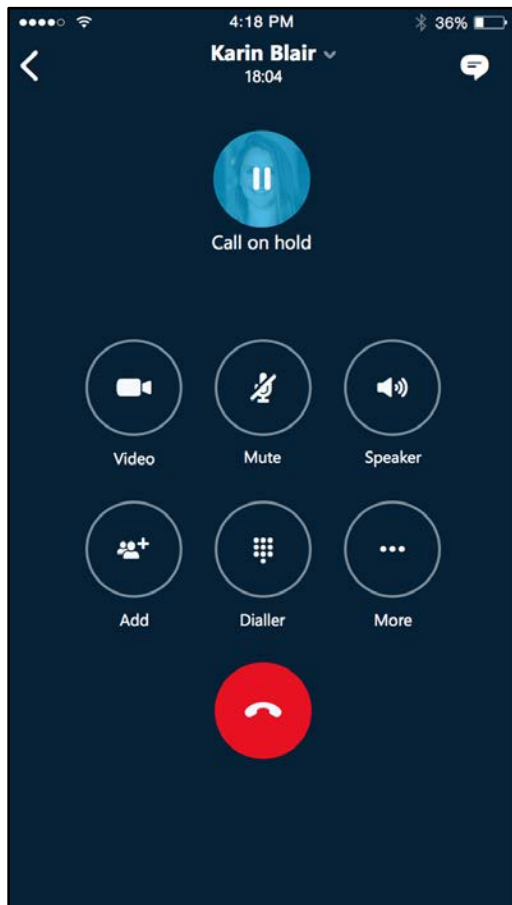
Updating availability status

Your presence information includes availability status such as **Available**, **Busy**, **Appear Away**, etc and is represented by a color-coded presence indicator. When you use Skype for Business on your iOS device, it will let people who view your contact information know if you are available.

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.
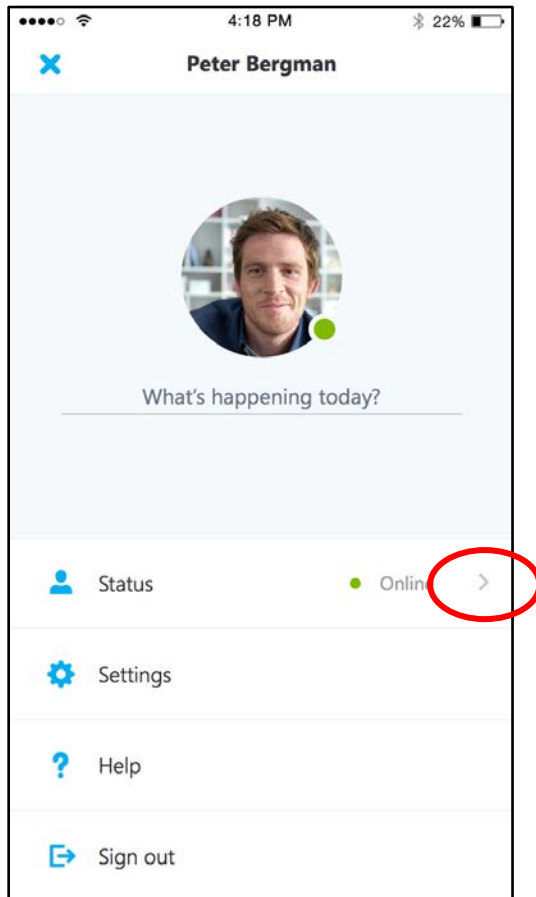
3. Select your status from the availability status list:
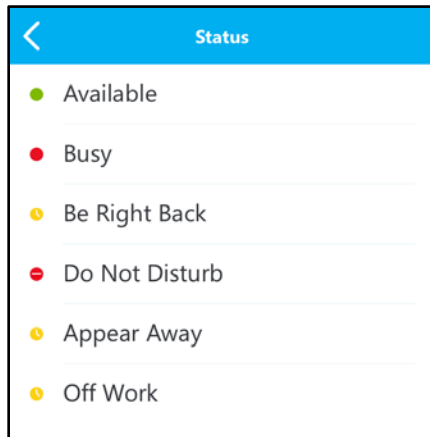
Setting status automatically

When you sign in, you will remain signed in as long as you have either a cellular or Wi-Fi connection. If you are in a meeting or on a call, your status will update automatically. If you are not actively using the app on your iOS device or Skype for Business somewhere else, your status will appear as **Inactive**. If you are connected 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 a message (i.e. **Working on a report**).

4. The note appears with your contact card.

5. *NOTE: When you set an **Automatic Reply** (out of office) message in Microsoft Outlook, that message will automatically appear in the personal note area in Skype for Business. This note stays in Skype for Business until you cancel the automatic reply in Outlook, type a new note, or remove an existing note.*

Managing contacts

Find a contact

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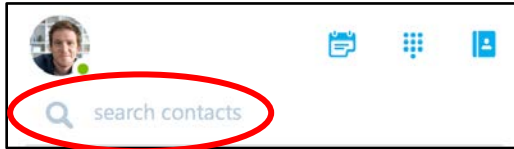
The list of contacts will start to display as soon as you begin typing, and the results will be refined as you continue to type the name you are searching for.

NOTE: If the "Sync Contacts" preference option is enabled, when you search for a contact, the search results will include contacts that are on your device. To limit results to the UMass Lowell master directory, 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.
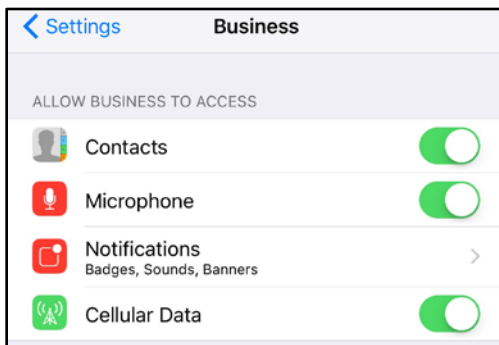

View and edit your Contacts

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 for iOS 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.

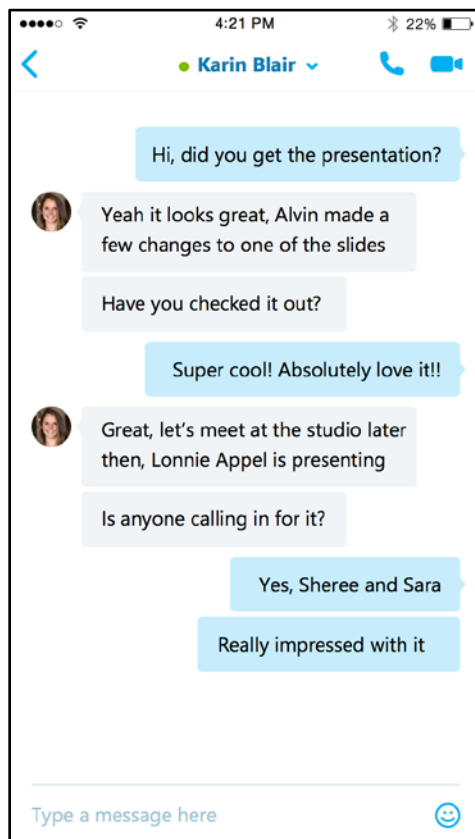3. At the top of the conversation screen, tap the down arrow next to contact's name.
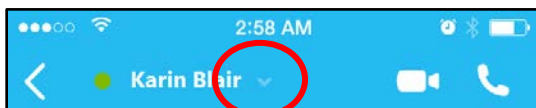
4. Tap **profile** to open the contact's profile screen.
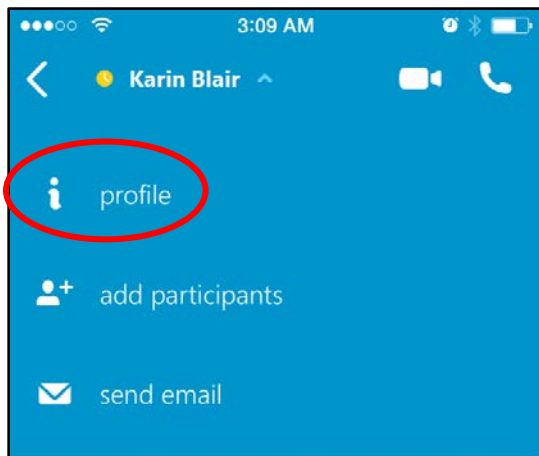
Having conversations

Start a conversation

From Skype for Business, you can start an instant message (IM), a voice call, or a video call with a single tap on a contact's name:
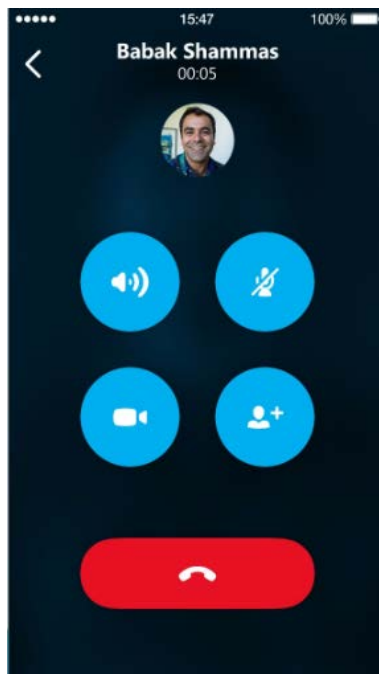
To start conversations:

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

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

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

Joining a conversation

Instant Message: 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 receive an incoming Skype for Business call, the ringtone will be the default Skype for Business ringtone (this ringtone cannot be changed).

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 trash can.
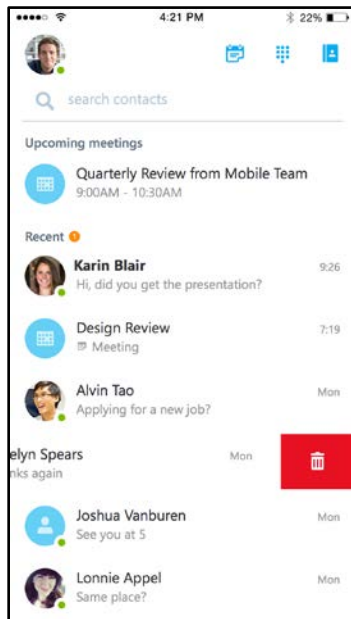
Customizing your settings

The default preferences should work for most people, but you can adjust your settings in several ways:

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

2. Tap **Settings.**
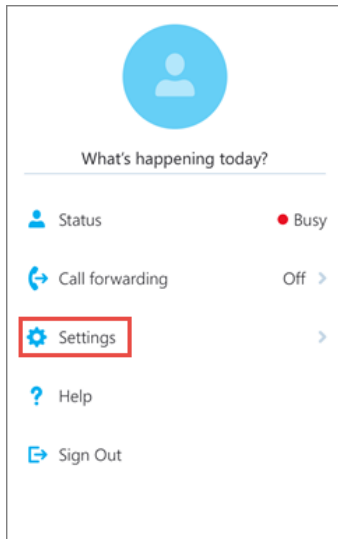
3. Use the checkboxes and toggle keys to change your preferences. Preferences are listed in the following text:

Phone Number

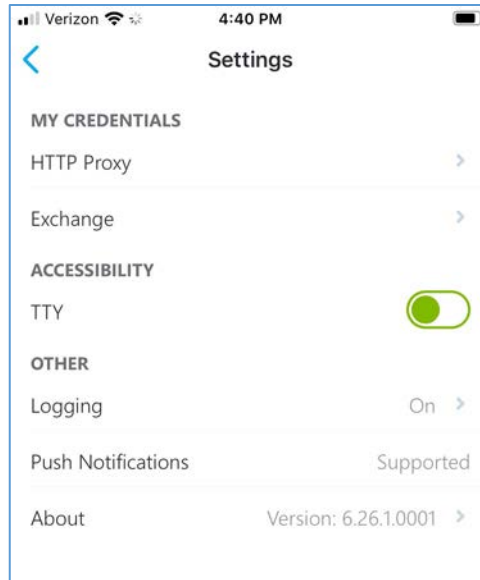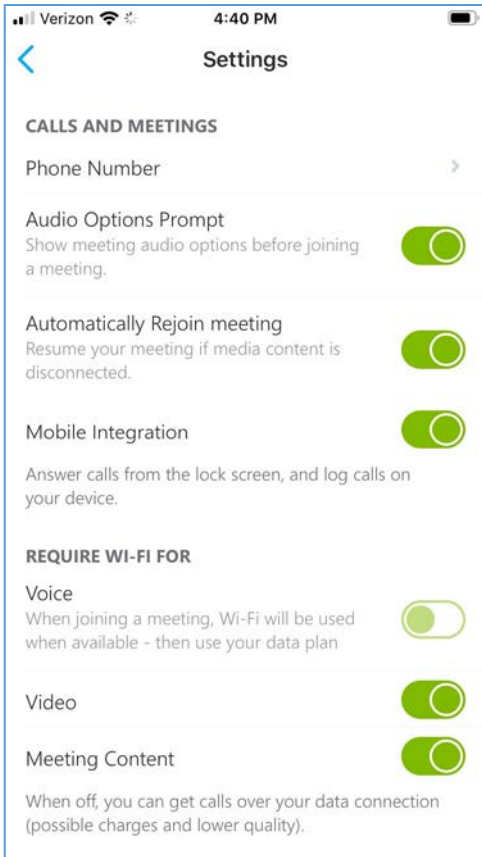Enter your iPhone's cell number. This will only be used if Skype for Business does not have access to Wi-Fi or a cellular data network to make an audio or video call. In that event, you will be called at this number and connected to the audio portion of the call.

Audio Options Prompt

Normally, Skype for Business for Android will prompt you to determine how you want to hear the audio in a meeting. If you turn this options off, the app will use your default audio settings.

Automatically Rejoin meeting

This setting will rejoin you to a meeting via audio if you lose connection to that meeting. It is recommend you enable this option.

Mobile Integration

This setting will allow you to answer calls from your device's lock screen. It is recommend you enable this option.

REQUIRE Wi-Fi FOR: Voice

Normally, Skype for Business for Android does not require Wi-Fi to make or receive an audio call. In this mode, the app will use Wi-Fi if it is available and will use your cellular data network if there is no Wi-Fi. If you turn this option on, the app will require Wi-Fi in order to make or receive an audio call.

REQUIRE Wi-Fi FOR: Video

Normally, Skype for Business for Android will not show video during a meeting unless you have a Wi-Fi connection. If you turn this options off and are not connected to Wi-Fi, the app will use your cellular data connection to show video content.

REQUIRE Wi-Fi FOR: Meeting Content

Normally, Skype for Business for Android will not show meeting content (i.e. shared application or desktop screens) during a meeting unless you have a Wi-Fi connection. If you turn this options off and are not connected to Wi-Fi, the app will use your cellular data connection to show meeting content.

Exchange

Use this section if you need to adjust your username/password settings.

About

Tap **About** to view version information, Terms of Use, Privacy Statement, and Third Party Notices.

For more information

For additional support, please contact UMass Lowell IT Tech Services at 978-934-4357 or at help@uml.edu.