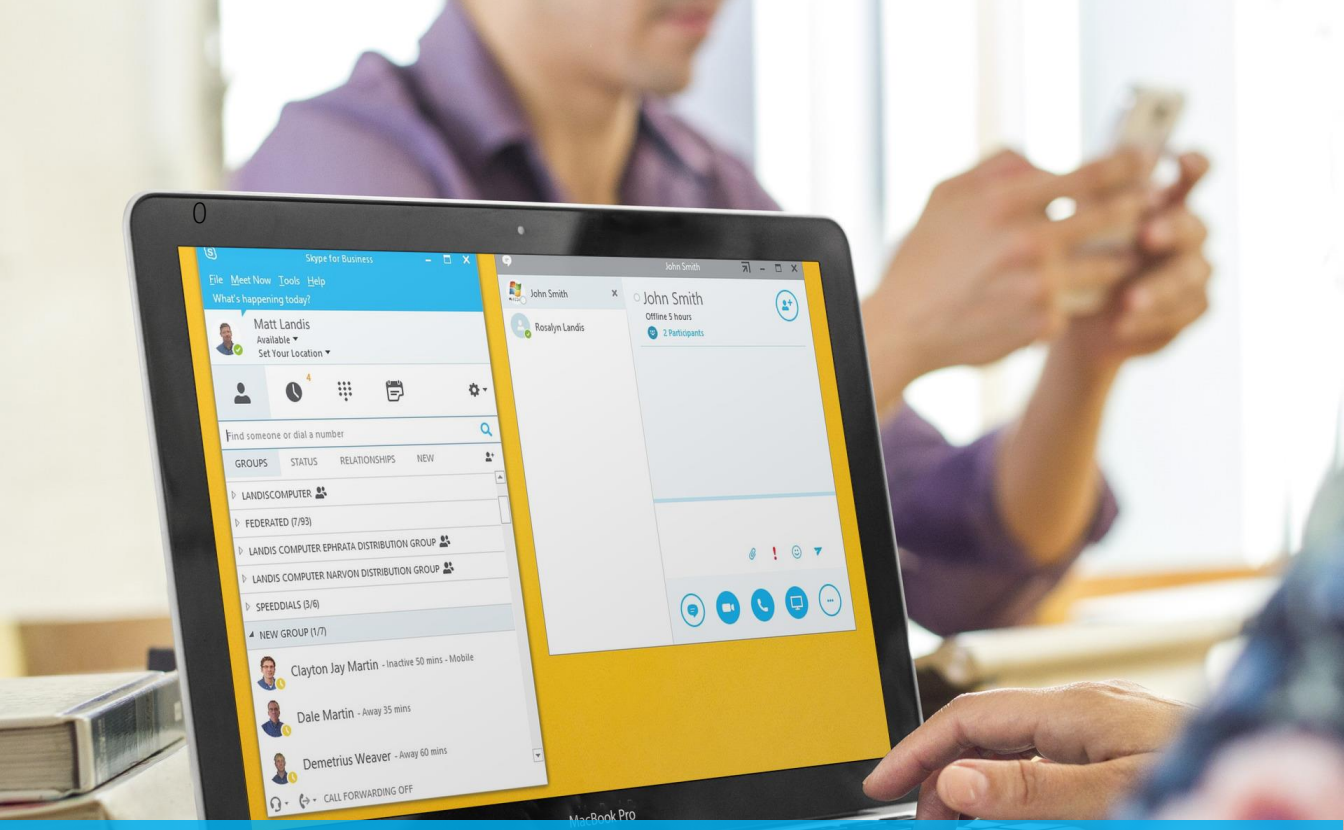


# Skype for Business

# User Tips & Tricks

## Step by Step for Anyone

Matt Landis

Skype for Business MVP

MVP
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Most Valuable
Professional

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Matt Landis started Landis Computer Technology Solutions in 1995 which is now 13 person Microsoft Partner provide solutions to organizations in over 20 countries. Matt has over 20 years of field experience implementing Windows Server, Communication/UC, and Dynamics ERP solutions in enterprise environments. Matt has various industry certifications: Microsoft Certified Systems Engineer, Microsoft Certified Database Administrator, Microsoft Office Certified Expert, Microsoft Certified Dynamics, snom Certified Engineer, Network+ and A+.

Matt has been very involved with Windows Server based communication solutions including Skype for Business, Microsoft Lync, 3CX and snom ONE. He is currently a Microsoft Skype for Business MVP (formerly known as Lync MVP), a prolific blogger at http://windowspbx.blogspot.com and has written many articles on Skype for Business (formerly known as Microsoft Lync) including "Planning, Implementing, and Using Microsoft Lync Server in Small Business Scenarios" on Microsoft Technet. He was the first 3CX Valued Professional (2008-2010) and has co-authored a book on Windows communication software "3CX IP PBX Tutorial". Matt likes giving back via community forums: he has contributed thousands of posts to various Unified Communications community forums over the years.

Matt is also a pastor at Calvary Mennonite Fellowship and when the chance affords he likes to  travel internationally with his wife Rosalyn.

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Some Thoughts by the Author

When I started scribbling my personal technical notes to myself on an unknown blog called http://windowspbx.blogspot.com I never would have anticipated that just a few short years later it would have been viewed over 3 million times. (Every now and then a really honest blog reader says how awful the blog format is…well, it is my personal notes) Wow, it still startles me. I suppose this could be a kind of solace that my internal ramblings and thought processes are not entirely worthless, but even more, it is greatly rewarding to be able to help so many known and unknown people around that globe.

When Microsoft Lync Server 2013 was released I decided to do a kind of experiment on something I called at the time "blog to book". To me the concept of "blog to book" almost seemed kind of like giving "cheating" an exotic name because what I was blatantly doing is writing down my personal notes from my mind to blog, and then blatantly copying the blog to an eBook. But once again I got a big surprise: *Microsoft Lync Server 2013 Step by Step for Anyone* started being downloaded like hotcakes, soon passing every other download on the entire Microsoft Technet Gallery …and then passing 200,000 downloads. This is largely a huge testament to the massive uptake of Microsoft Lync Server and now Skype for Business Server, but still enough to leave my head spinning a little bit.

For this book, *Skype for Business User Tips & Tricks*, I have added a couple more personal goals:

- Better picture and layout quality
- And have an Amazon printed edition as (hey, copy it one more time!)

Be advised that some of these tips are at the hacky level and are labeled as Hacker level = 5. What this means is: DON'T ROLL THIS OUT TO YOUR ENTERPRISE! Other tricks closer to level = 1 means: safe stuff.

If you have a Skype for Business User Tip or Trick that you think should be included, please let me know on twitter https://twitter.com/matthewlandis or email me at mattmlandis@gmail.com .

I'd like to thank fellow Skype for Business MVP's Stale Hansen for his chapter on Pomodoro, Eli Shlomo for the various tips he nudged me to include and many other's I've learned from over the years.

Well, that all I have to say for now. Wish you the best and God bless you!

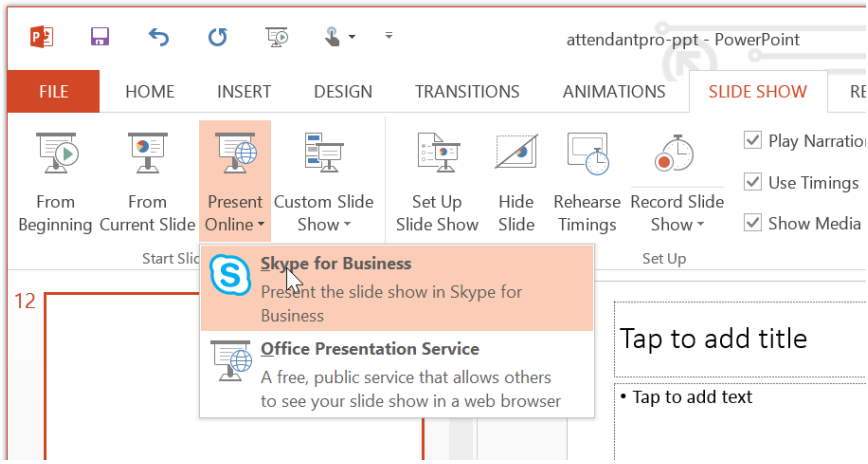
Matt Landis
May 5, 2015

# Chapter 1 Sharing a PowerPoint Presentation to a Meeting from PowerPoint (or any Office App)

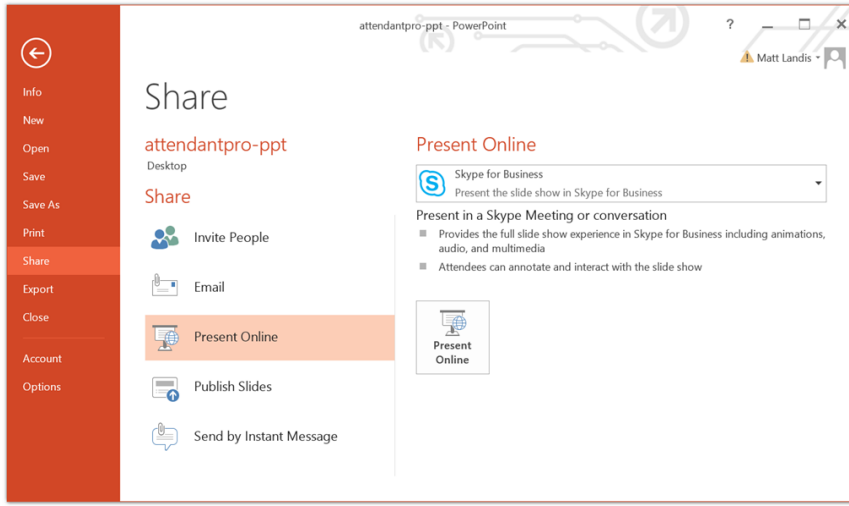
Hacker Level 1/5 – Skype for Business/Lync 2013

Did you know you share a PowerPoint to a Skype for Business Meeting that is in progress? It's pretty simple, in PowerPoint:

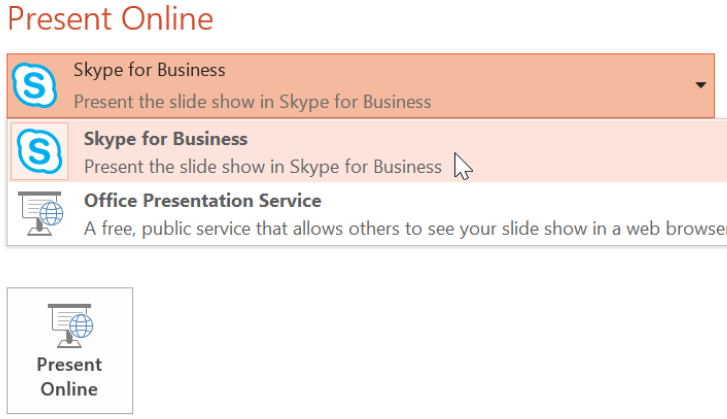
From the Slide Show Tab click Present Online!



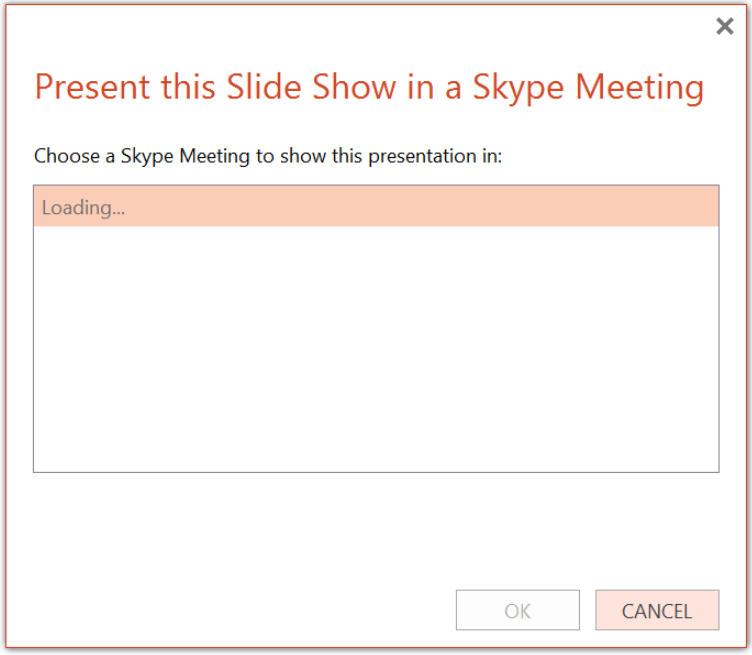

Or, File | Share | Present Online



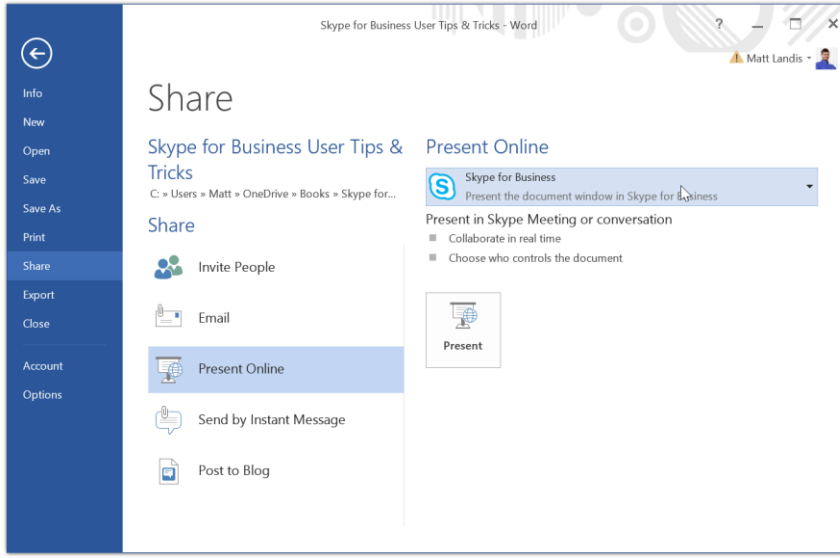

(this is the same place that you can broadcast a PowerPoint slideshow. See my previous blog click here)




Now you can choose a Skype for Business (or Lync 2013, it works with Lync 2013 as well)




You might be glad to know this trick works with all Microsoft Office apps!


Skype for Business User Tips & Tricks - Word
Matt Landis
Info
New
Open
Save
Save As
Print
Share
Export
Close
Account
Options
Share
Skype for Business User Tips & Tricks
C: » Users » Matt » OneDrive » Books » Skype for...
Share
Invite People
Email
Present Online
Send by Instant Message
Post to Blog
Present Online
Skype for Business
Present the document window in Skype for Business
Present in Skype Meeting or conversation
Collaborate in real time
Choose who controls the document
Present

# Chapter 2 PC Based Call Recording for All Calls

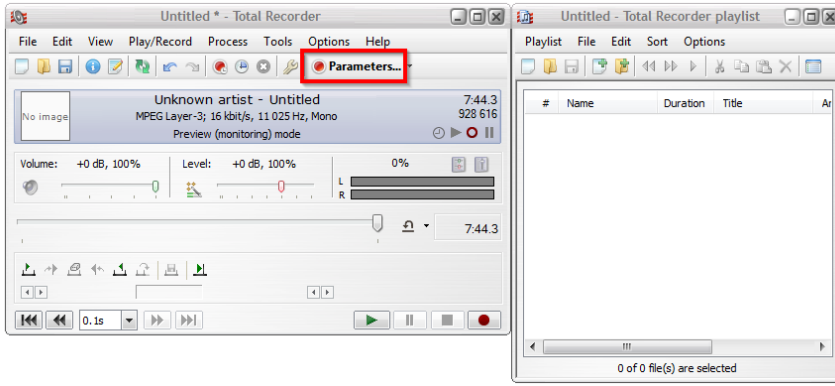
Hacker Level 5/5 – Skype for Business/Lync 2013

I've previously written an article how to use the built in Skype for Business/Lync client call recording feature to achieve on demand PSTN call recording. This solution will record all conversations on a PC from the Skype for Business or Lync user's perspective. For this we will use the "Total Recorder" product, but there are likely a lot of other apps out there that can do the same thing.

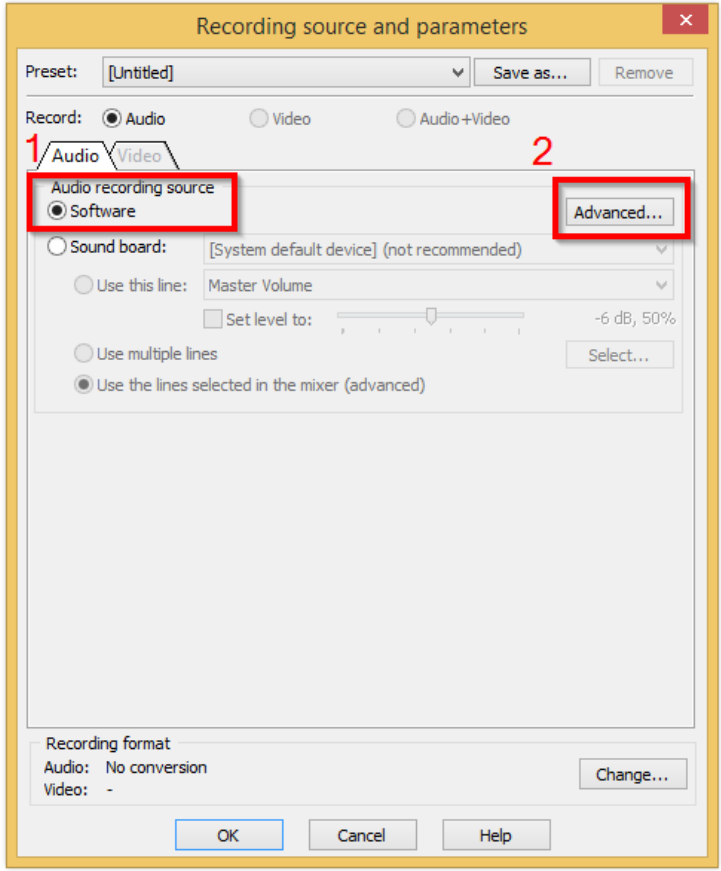
## Steps to Setup

1 - Get the "Total Recorder Standard Edition" here: http://www.totalrecorder.com/productfr_tr.htm. The link directly to the trial software is here: http://www.highcriteria.ca/download/tr85se.exe. NOTE: the trial software works fully, but every minute it puts a burst of static in the recording.

#2 – Install and restart your PC. Now run "Total Recorder"

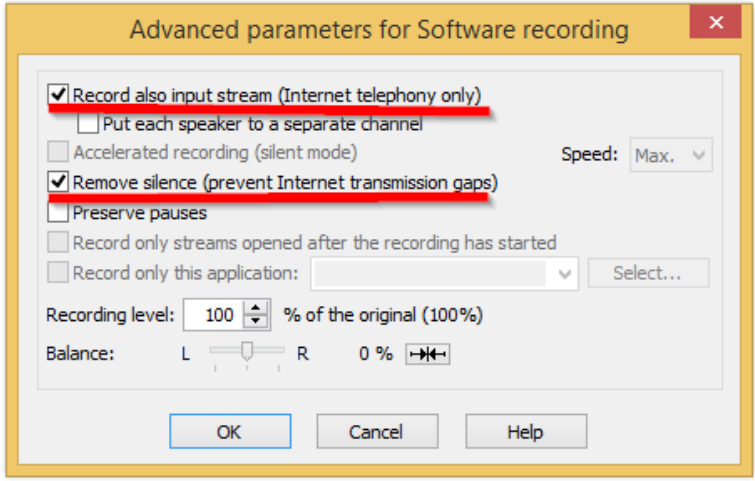



Click on Parameters" (above), then in the "Recording source and parameters" (below) select "Audio Recording source" = Software.




In "Advanced parameters for Software recording"

- Check – "Record also input stream (Internet telephony only)
- Check – "remove silence"
    - this will only record when there is a call going




Now you are ready to make calls and have them all recorded.

Notes

- Records PSTN, Skype4B/Lync peer to peer calls and conference calls. (in other words all call types)
- (With "Total Recorder") It seems when you use a Skype4B/Lync audio device that is not the default audio device, the remote caller is not recorded in some cases.

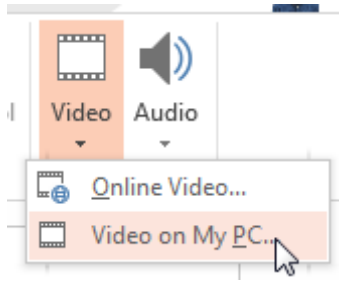
# Chapter 3 Playing Video from Skype for Business Meetings

Hacker Level 3/5 – Skype for Business/Lync 2013

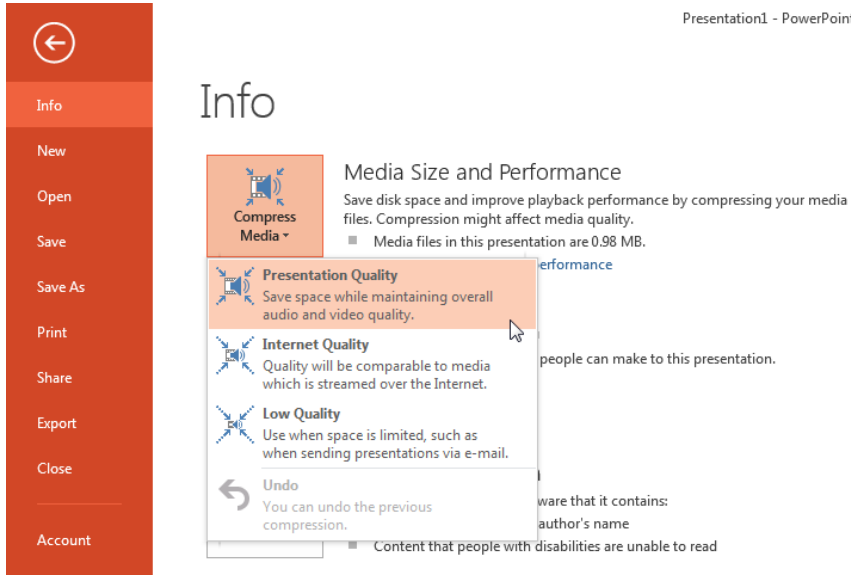
We'll take a few minutes to look at how PowerPoint videos interact with Microsoft Lync meetings. This whole post presumes a Lync 2013 implementation with Outlook Web App Server implemented to host meeting content. (Or Office 365/Lync Online)

Our first steps will be to use PowerPoint 2013 to make a presentation that contains an MP4 video. Both PowerPoint 2013 and MP4 are significant: If you don't have PowerPoint 2013 you will not be able to import a MP4 video and if you don't have an MP4 video the video will not be able to be played in an HTML5 browser without a plugin.

Our first step is to open PowerPoint 2013, create a blank slide and import a video. We can import the MP4 video into our presentation by clicking Insert | Video | Video on My PC...



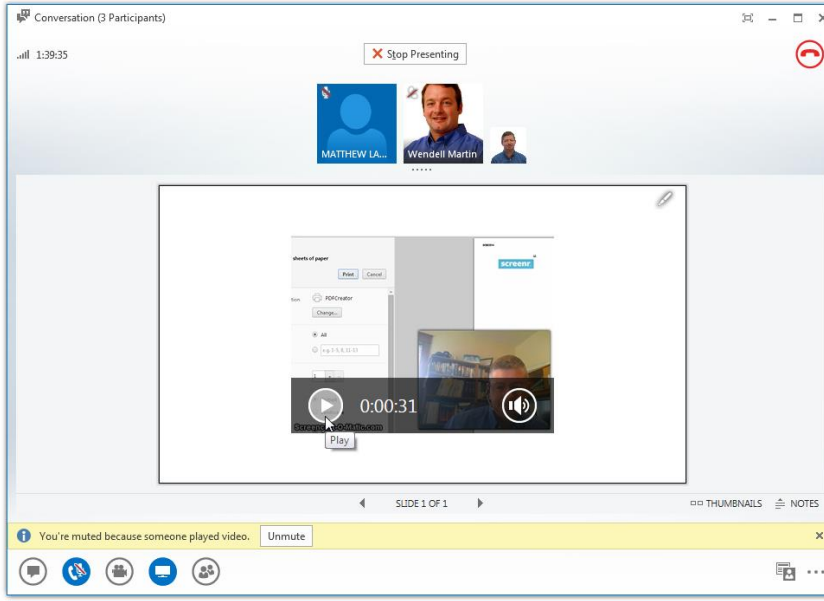
If the video you imported into your PowerPoint has some size to it you can click on File | Compress Media. In my quick test using "Internet Quality" it compressed a video from 3.9MB to 2.4MB.




Your PowerPoint is now done. This PowerPoint will now play the video in browser using PowerPoint Online that comes with OneDrive, Office365 or on premise Office Web App and of course in a Microsoft Lync meeting because Lync uses Office Web App server as the rendering engine.

Here is an example of PowerPoint Online with an embedded video: click here

Now if we start a Lync meeting and upload (do not screen share the PowerPoint application) the PowerPoint we just made it can be played to meeting attendees.




A couple things I noticed about playing videos from PowerPoint in a Lync meeting:

- The presenter will be Muted when the video is started and get a message "You're muted because someone played video"
- The presenter can pause, rewind and this will take effect on meeting attendees. (You can think of it as remote video player control?)
- Also be aware that the attendees can pause, rewind, etc. But if the presenter does something after they do (say pause, rewind) they will get sync'd up to the presenter.
- The video controls don't show for the attendees unless they hover over the video. (Don't worry that viewers will see you click Play/Pause etc.)

- The audio for video will play on the Attendee's/listener's PC speakers instead of on their headset or Lync audio device. (this might not seem like much, but wait till 4 people in a quiet office suddenly have video audio blasting over the pc speakers unexpectedly)
- Do not use auto repeat audio embedded in PowerPoint because it will repeat even after you move to the next slide and attendees will not know where to stop it. [verify]
- The visual portion of the video will display but the audio will not be recorded on the Lync meeting recording.

Some requirements to be aware of:

- Your users/attendees will need to have IE9 (HTML5 capable) browser click here
- If this is on premises Lync implementation you will need Office Web Apps Server implemented to get this PowerPoint functionality

Playing video in Lync meetings used to require quite a hack and this new functionality is a huge leap forward and well done.

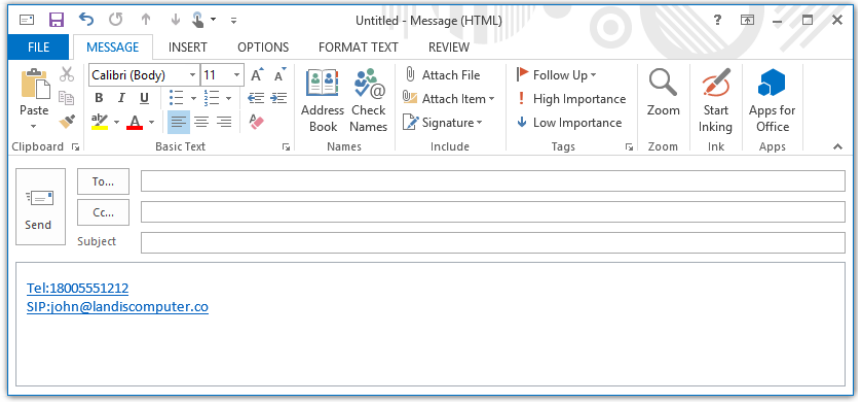
More requirement details:
http://masteringlync.com/2013/08/30/playing-videos-in-upload-powerpoint-presentations-in-lync-2013/#sthash.81U5rUP5.dpuf

Free MP4 screen capture recording: http://www.screencast-o-matic.com/

# Chapter 4 Make Outlook Signature Phone Numbers and Skype for Business Addresses Clickable

Hacker Level 1/5 – Skype for Business/Lync 2013

Want to make your Outlook signature phones and Skype for Business addresses clickable? Just prefix a phone number with TEL: and SIP URI/Lync Address with SIP: and it will become click to dial for phone numbers and click to IM for Skype for Business Addresses!




This little trick works anywhere there is HTML content in Windows.

# Chapter 5 One Button Shortcut to Instant Message or Voice Call a Contact

Hacker Level 1/5 – Skype for Business/Lync 2013

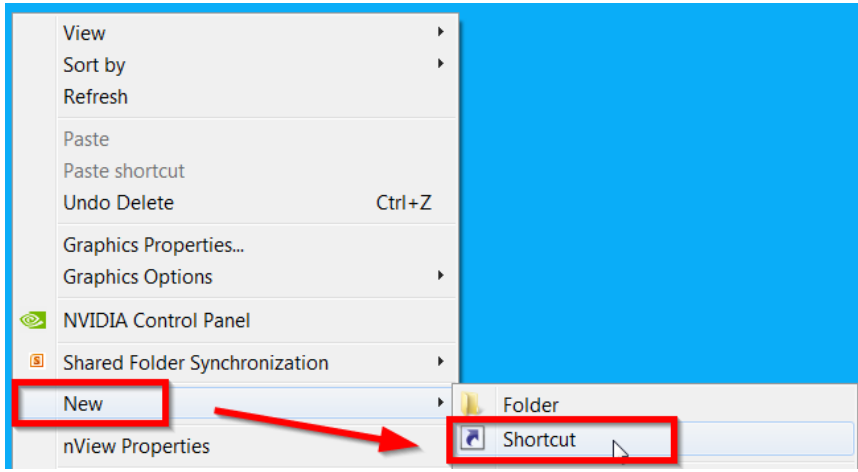
Have you ever found yourself wishing for the "good ole' days" when a button press on a desk phone could dial a specific contact? There are a couple aspects of "legacy" buttons that hard to improve on:

- There is no need to determine context: pressing the button always dials the contact
- They have a physical location, and things don't (usually) get on top of them
- One press does the job

There are a couple downsides to buttons like: there are never enough, it can be hard to find the desired contact in rows and rows of buttons…and more I'm sure, but today we will give the steps to bring back 1 Click (or 1 button press) shortcuts for dialing or IM'ing common contacts or phone numbers.

The overview of what we are going to do is: Create a simple Windows desktop shortcut that points to TEL: or SIP: URL to start a conversation with a specific contact with one shortcut key press.

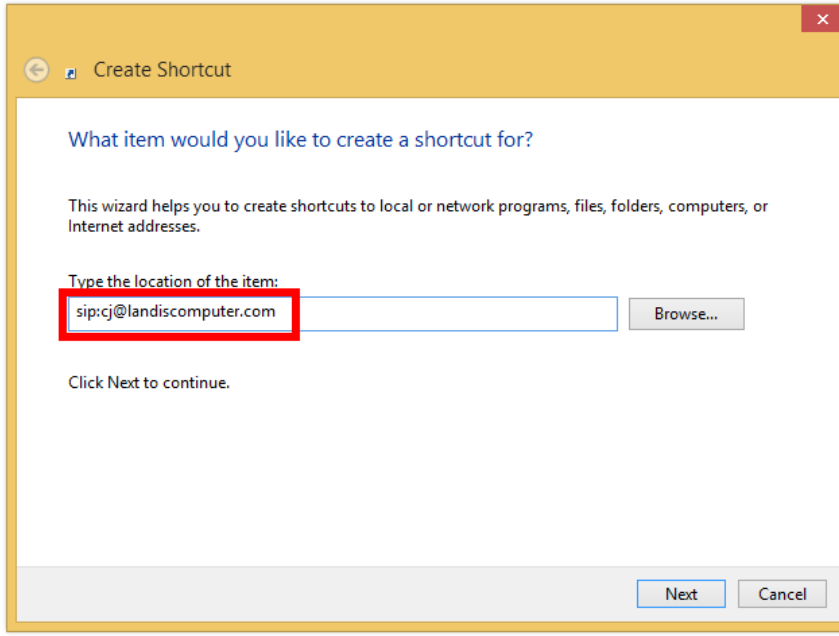
First, right click anywhere on your desktop and then click New | Shortcut.



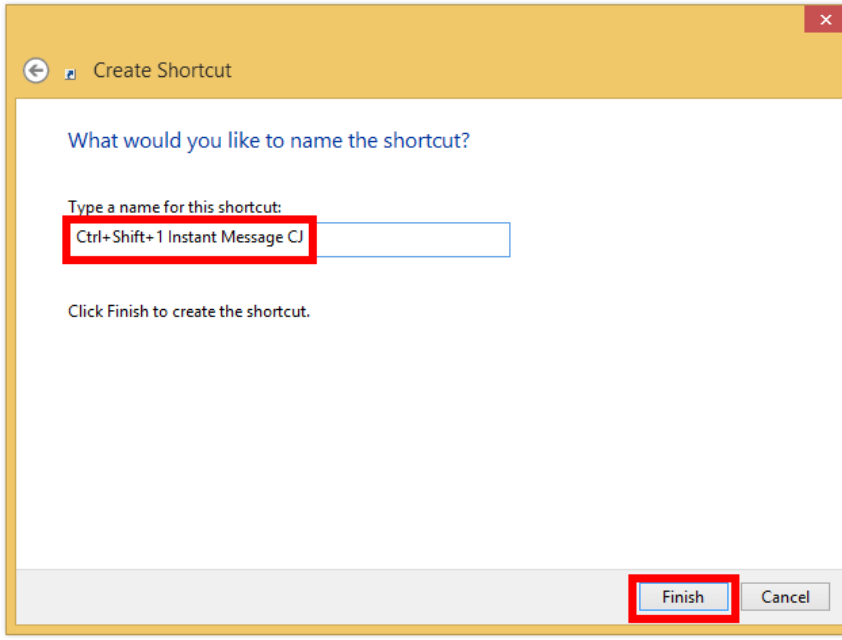

Type in SIP: or TEL: followed by the contact you want to initiate a conversation with.

- SIP: Will start a conversation with a SIP URI
- TEL: Will dial a telephone number

NOTE: Unfortunately to start a voice call with a SIP URI you will need to click "Call".

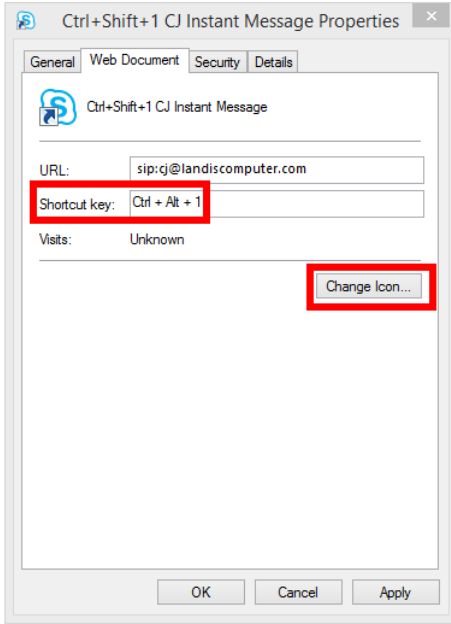


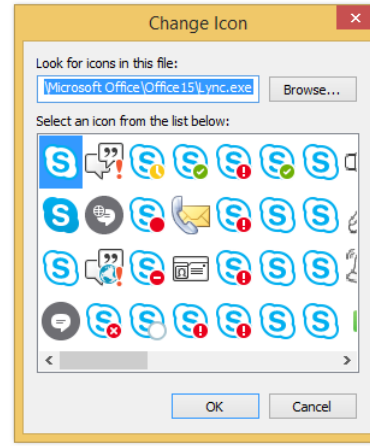

Next you can give your shortcut a Name/Description. I suggest prefixing it with the Keyboard hotkey shortcut you are planning to use. (This will be configured in a later step)




Now you have a shortcut. Click on it will start a conversation with this contact. SIP: will start an IM and TEL: will start a voice call.

Now we can further enhance our shortcut by adding a Shortcut Key and unique Icon.




Now you have a shortcut that will start and IM or initiate a Voice call using the assigned Shortcut key anywhere in Windows. Of course you can drag this shortcut onto the taskbar so it is visible and any other tricks you can think of that Windows shortcuts can do.

Another Way to make 1 Key Shortcuts is Lync HotKey Contact Dialer App on TechNet: https://gallery.technet.microsoft.com/Lync-HotKey-Contact-Dialer-bbf5b463

(Note: One benefit of the Hotkey Contact Dialer is that you can have true 1 button to start a voice call)

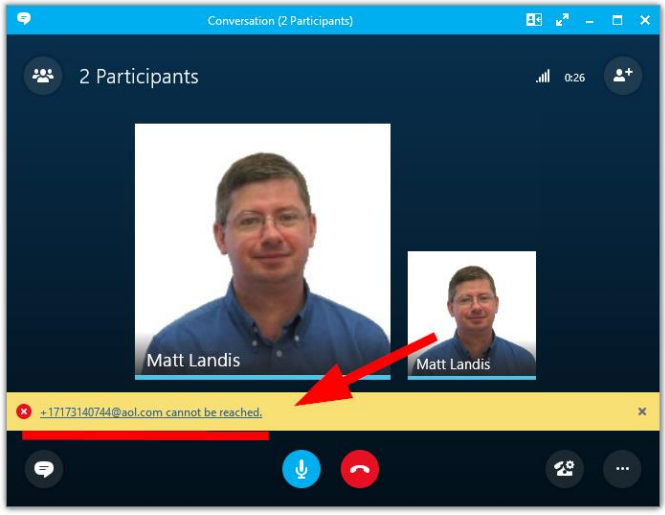
# Chapter 6 How to Record PSTN Calls with Built-In Skype for Business Recording

Hacker Level 2/5 – Skype for Business/Lync 2013

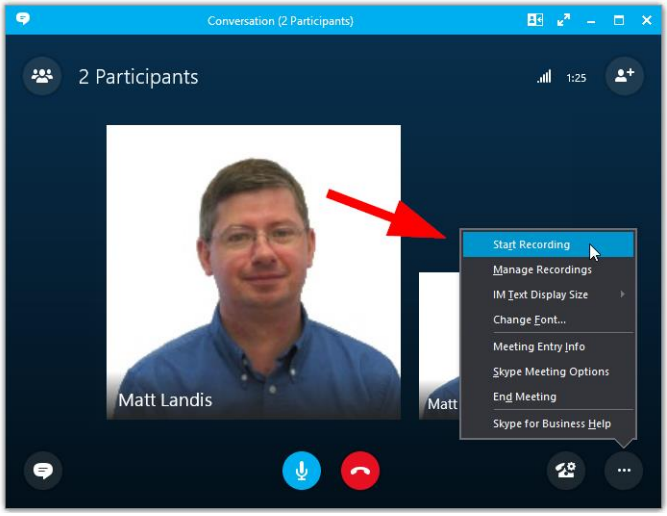
Ever want to record a Lync to PSTN call but stymied by the fact that Skype for Business does not record PSTN calls? (below) Below is a very simple work around.

The way to enable recording is to bump the PSTN call to a conference. A quick way to do this is to drag a contact that

cannot do a Conference (like a Live Messenger or even an Offline Skype for Business Contact). The contact will fail to join, but the call will then be converted to a Conference and you will be able to recording as well.




Now that the call is a conference you can Record.



If you have your admin creates a Skype for Business user name "Recording" (or something like that) that is always Offline, this will make logical sense in the CDR and Missed Call Log.

Note that your Skype for Business administrator does need to have Lync recording enabled.[1]

[1] http://ucken.blogspot.com/2010/11/lync-call-recording.html

# Chapter 7 Understanding Skype for Business to Outlook Calendar Based Presence Integration

Hacker Level 2/5 – Skype for Business/Lync 2013

One of the great things about Microsoft Lync is how it lights up hitherto hidden information. One of these items is the Outlook Busy/Free status. We find it is not uncommon for organizations/users to not be paying much attention to Outlook free/busy state until they implement Microsoft Lync …then presence starts being set by it and it is nicely visible! Outlook has been storing this information all along, but since it is somewhat "out of sight" it is not being set correctly by the user. This becomes important when Lync presence starts using that info.

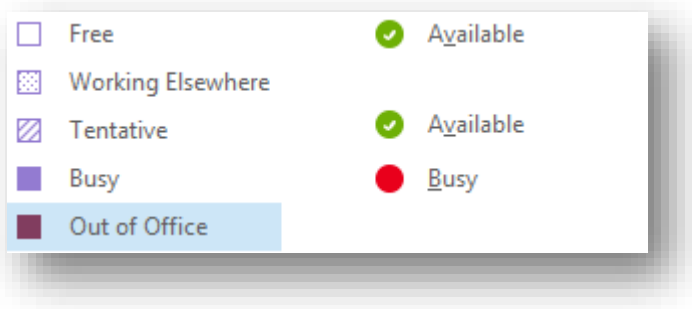
## Q. How Do I Avoid Having My Skype for Business Presence Always Busy/In Meeting?

Depending on how you setup an appointment or meeting's Free/Busy setting, will depend how Lync shows your status when that appointment is in progress.

For Appointments this is how Free/Busy Affects What Users See in Lync:

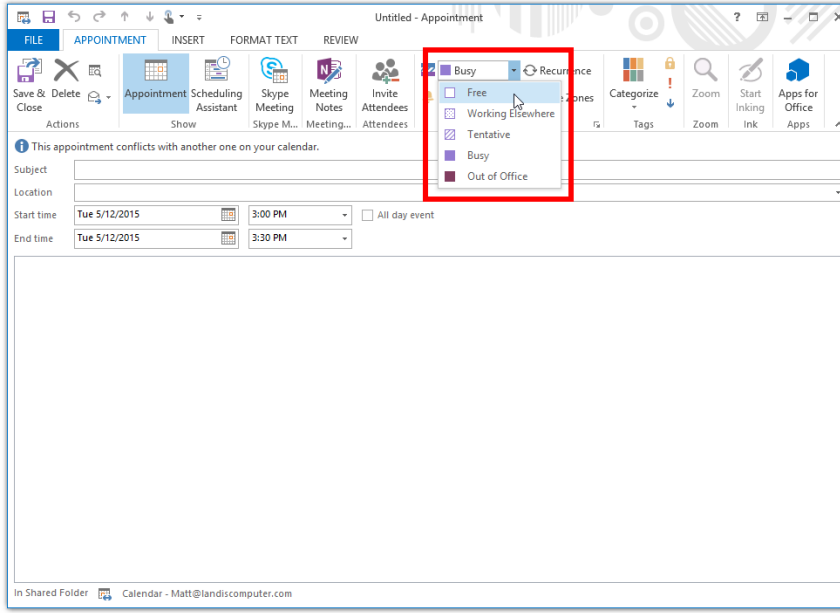
- Appointment Free = Lync will show Available (green)
- Appointment Busy = Lync will show Busy (orange)

- Appointment Tentative = Lync will show Available (green)




For Meetings this is the mapping:

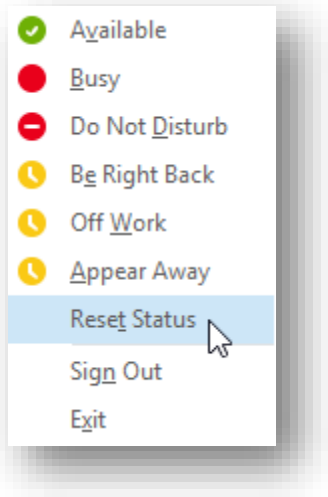
- Free = Available (green)
- Busy = In a Meeting (orange)



## Q. I Added an Appointment or Meeting for Right Now, Why Didn't my Presence Update Yet?

So what is the delay? Well, by default Lync only checks in with Exchange Web Services and changes Lync Busy/Free state every so often (by default, roughly every 30 minutes).

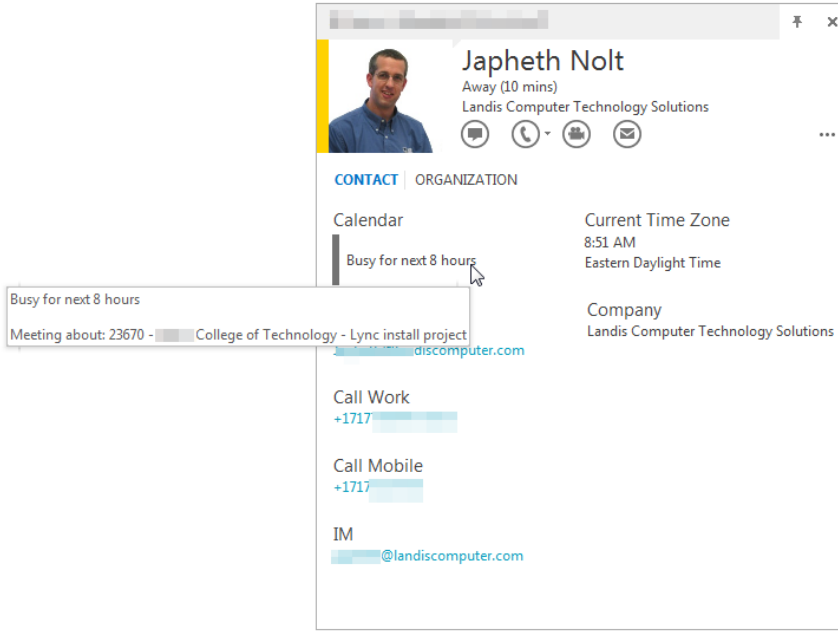
Also, some users think that if they click "Reset Status" the Lync will immediately check Outlook and set Lync to Outlook Free/Busy state. In reality Lync will takes its standard interval (mentioned above) and check at the next interval. (Default up to 30minutes, but admin[2] can set longer or shorter.) This may seems a little long, but it does optimize network traffic.



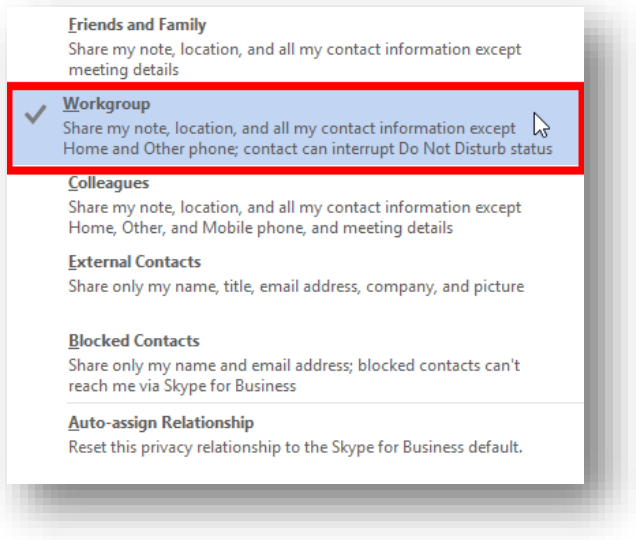

[2] This interval can be changed/shortened by your Skype for Business administrator using Justin Morris' great article below: http://www.justin-morris.net/how-does-lync-2010-use-exchange-calendar-information/

## Q. When I Hover over Calendar Field on Contact Card I can't See Appointment/Meeting Details

If a Lync contact has you set as WorkGroup Relationship you can see their Calendar Appointment/Meetings' Subject and Location as shown below. This is very cool for answering the question "Your busy, but what are you doing?".

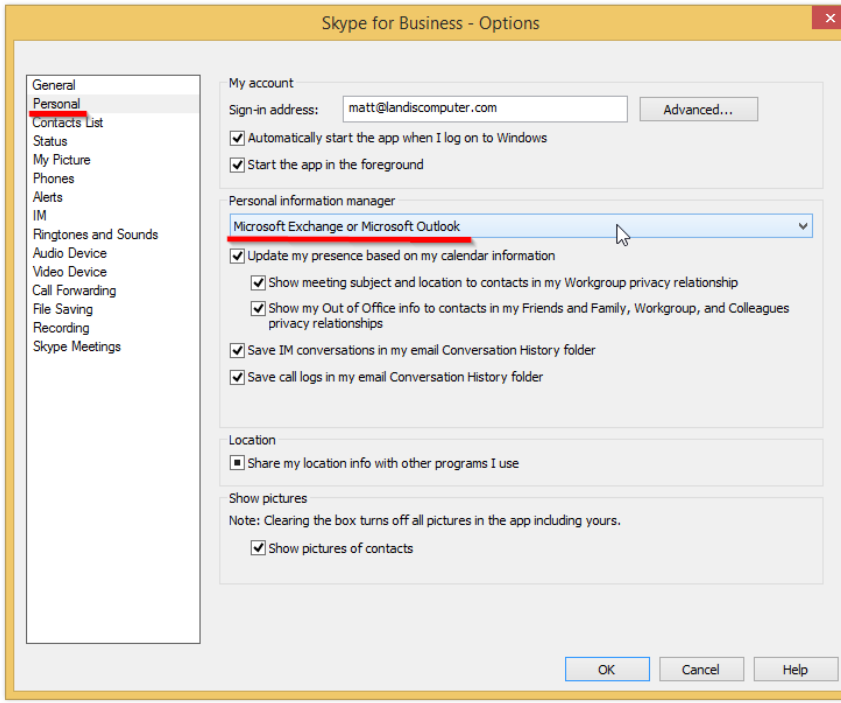



If you cannot see the details of the Calendar appointment/meeting, this means that the contact in question does not have you set as WorkGroup (or Friends and Family) in Privacy Relationship. Just ask them to do this: in their Skype for Business contact list, right click on your contact, left click on Change Privacy Relationship and set to Workgroup.




## Q. How to Turn On Lync Outlook Calendar Free/Busy Presence Integration

By default this integration is turned on, but if not: Just click on the Options button (upper right of Lync client) then click Personal as shown below.




Once you've configured this, your Lync presence will be set based on Meetings and Appointments from Outlook.

What happens if you schedule a meeting/appt that starts before now?

-It seems this works fine, Lync will check the free/busy state at the normal interval, and change it.

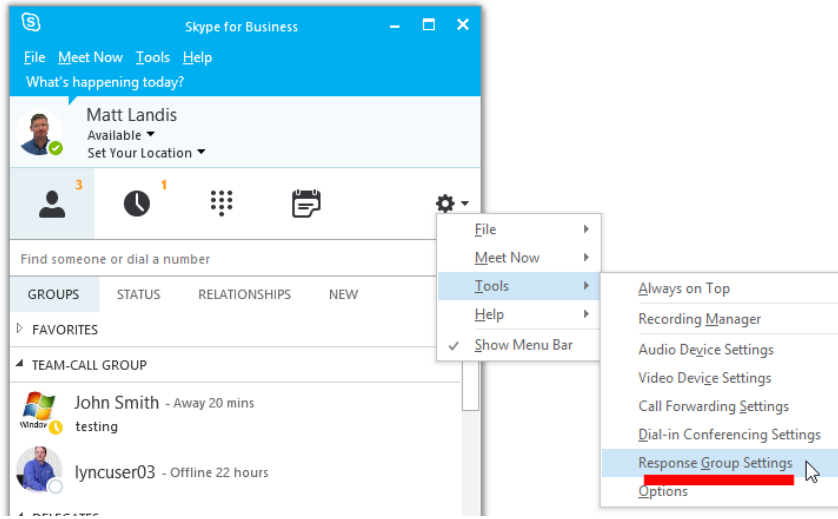
What If i change/set my presence, does Hover to see current appt/mtg still work?

-Yes, it will say set presence, but still show meeting.

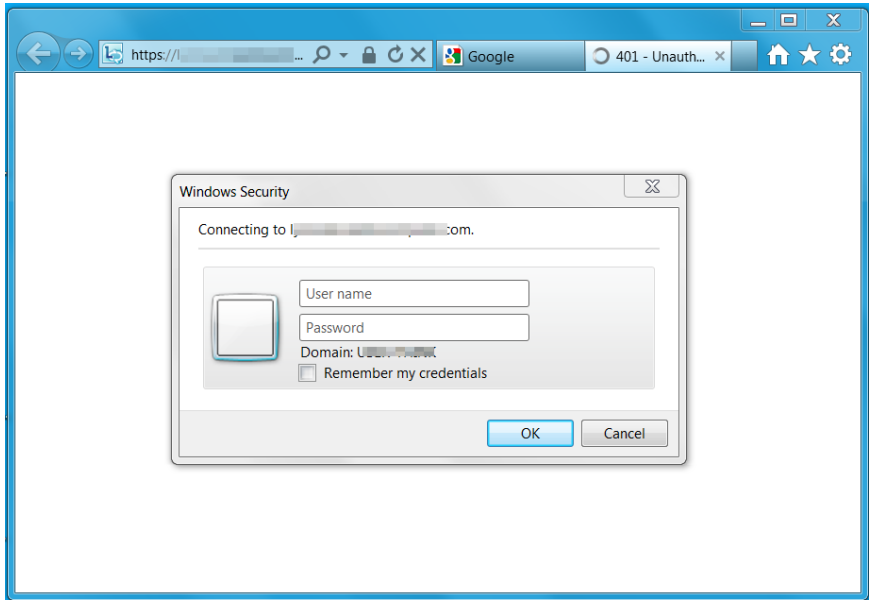
# Chapter 8 Skype for Business Web Pages Ask for Credentials: How to Avoid Credential Prompt

Hacker Level 2/5 – Skype for Business/Lync 2013

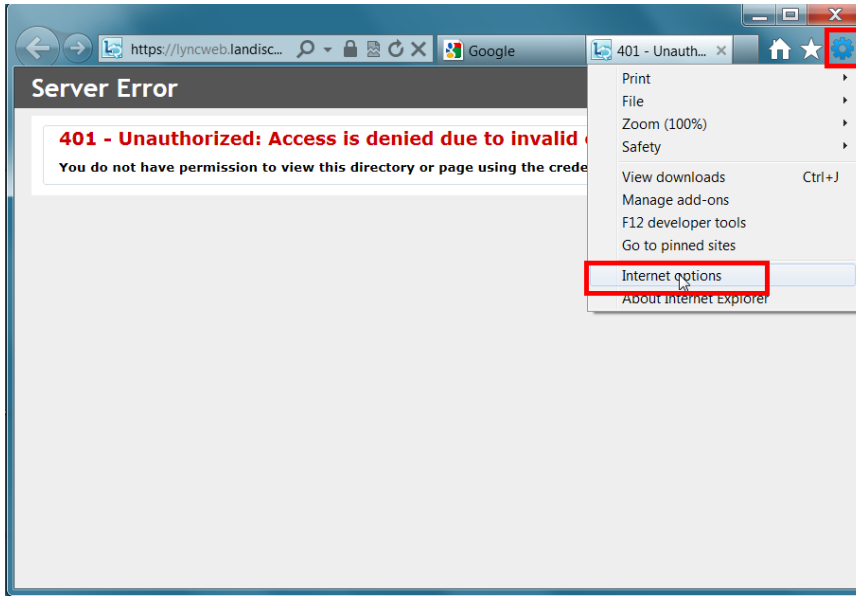
Some features in Microsoft Lync 2010 route you to webpage user interface (like Response Group Settings for logging in and out of agent groups), and by default will prompt you for your credentials (as shown below). If you add this Skype for Business URL to the Local Intranet this will save you this inconvenience.



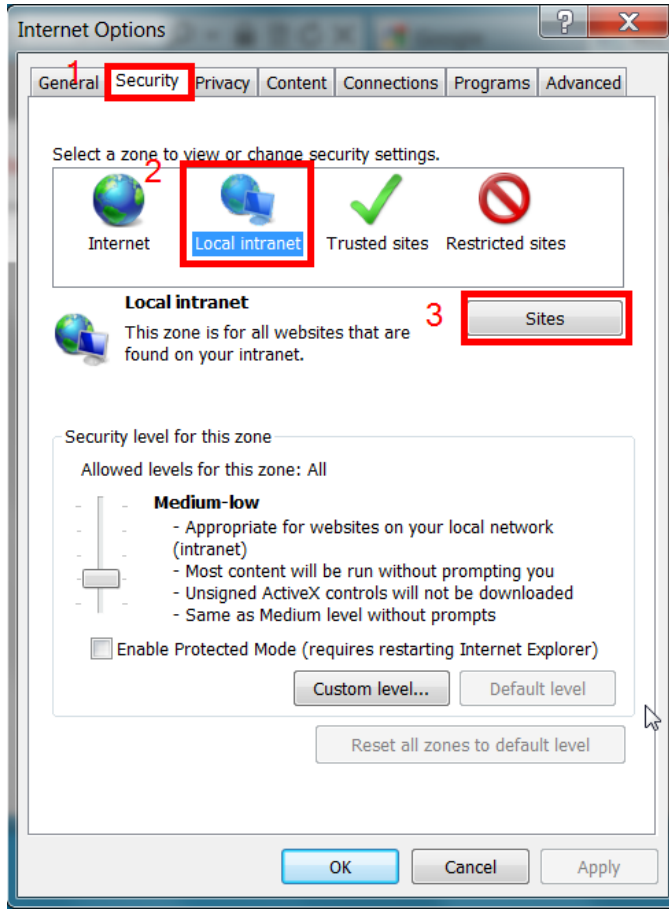
Below is the prompt for credentials we want to avoid.



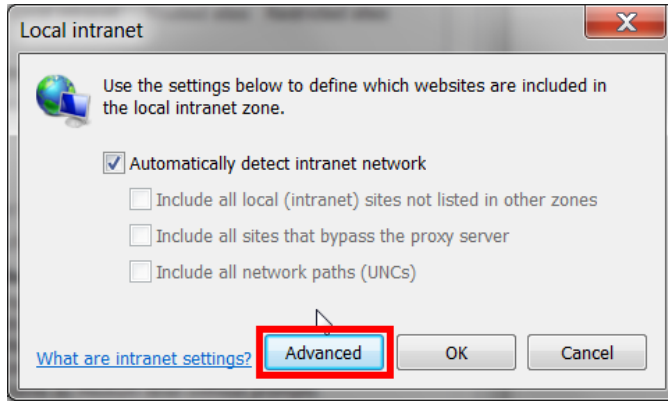

Now with the Skype for Business web page still open in Internet Explorer, open Internet Options. (Shown below using IE9. Earlier versions of IE you can go to the File menu: Tools | Internet Options.)



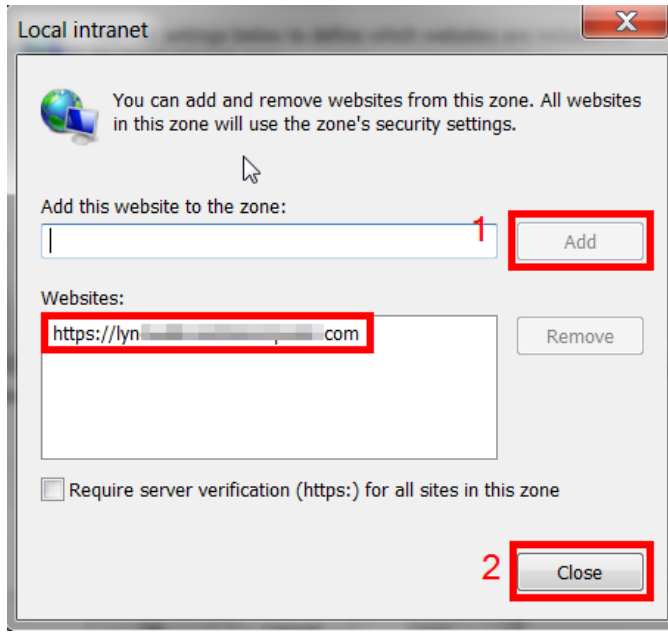

Click on "Security" tab, "Local Intranet" and then click "Sites".




Click "Advanced"




Now you will add the URL that will be under "Add this website to the zone:"



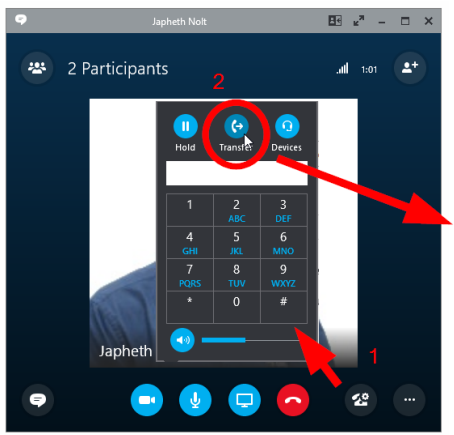

Now close all browsers and test: You should NOT be prompted for credentials now!

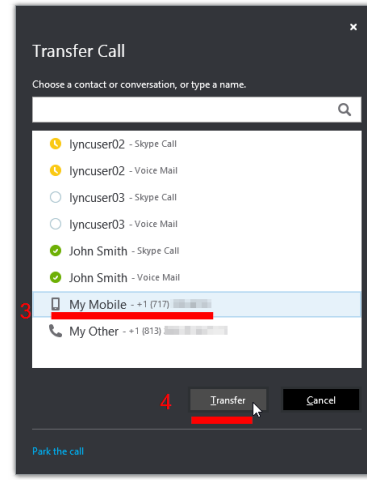
Requirements for this Tip: Domain Joined PC logging into Domain with same credentials as Skype for Business.

# Chapter 9 Move a Call to Your Mobile Phone So You Can Leave the Office and Continue the Call

Hacker Level 1/5 – Skype for Business/Lync 2013

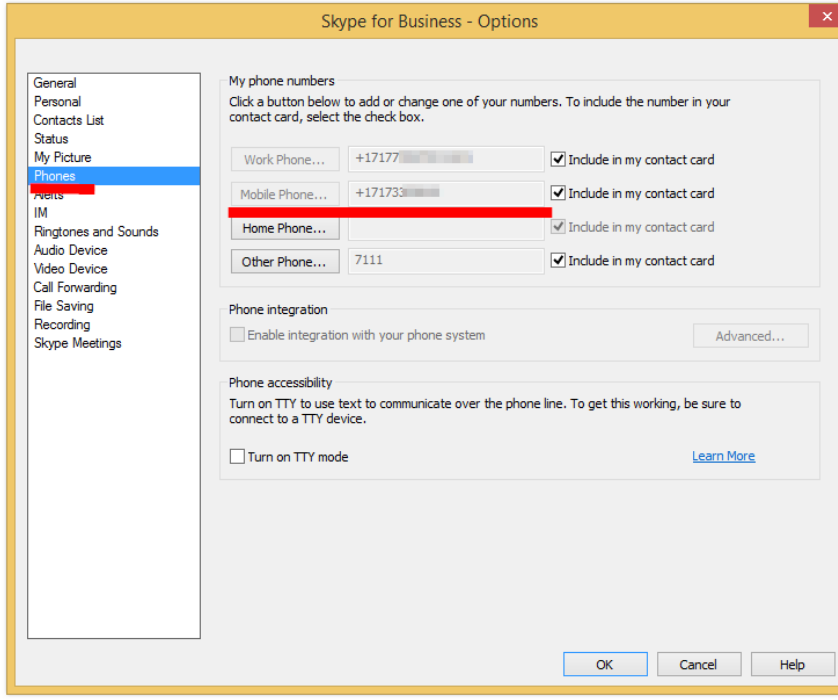
You are on a phone call at your pc and you need to leave your office or head to the great outdoors? Just transfer the call to your own mobile number using Transfer.




NOTE: At the moment there is not a way to transfer the call back to the Skype for Business client. This tip does NOT require the Skype for Business (Lync) mobile client to be installed on the mobile device.

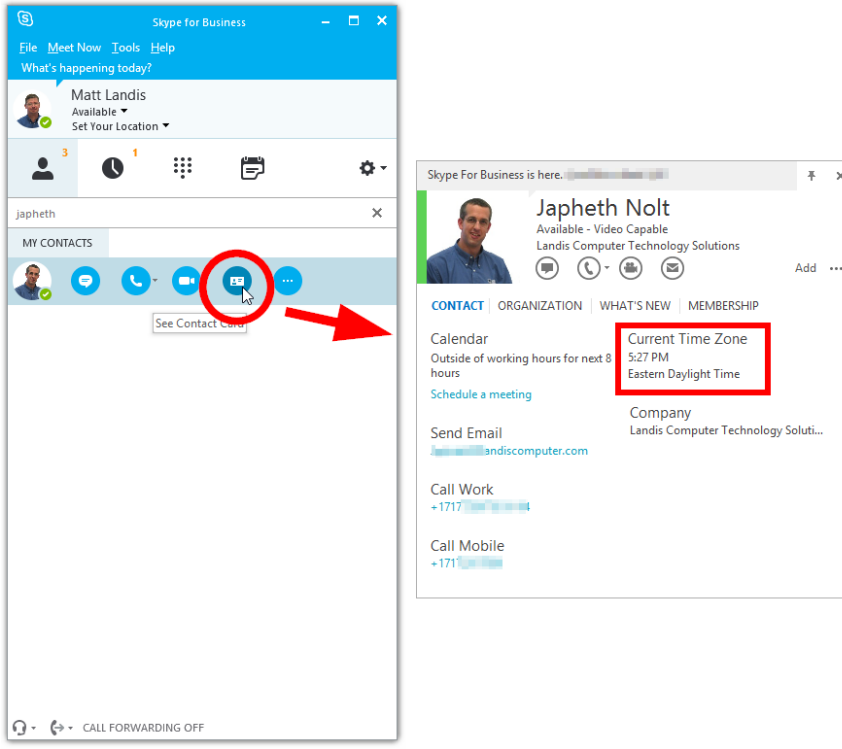
If there is no *Mobile Phone*, go to Skype for Business client | Options | Phones (below) and if there is no *Mobile Phone* you will need to add one (if editable) and if not, ask your admin to add it for you.



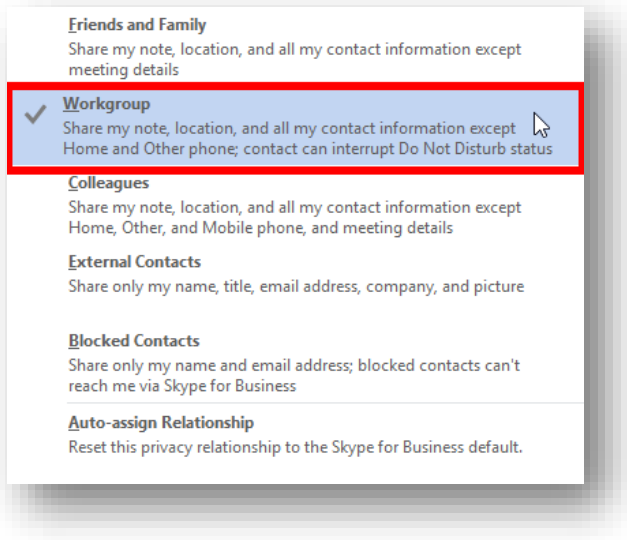
# Chapter 10 See What Time It Is For the Contact You Are Calling

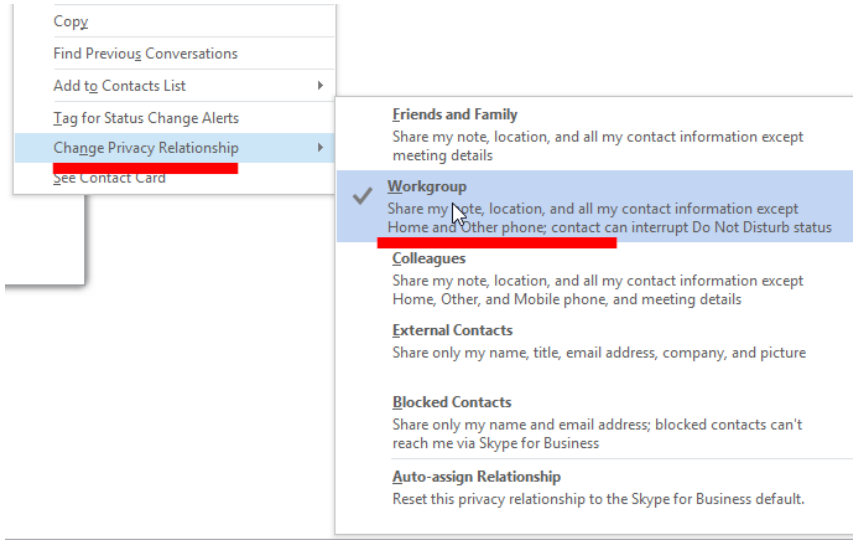
Hacker Level 1/5 – Skype for Business/Lync 2013

Ever wish you could quickly check the time zone at a customer or co-worker before you call them because they are half way around the world? Or even a couple time zones away? Well, Skype for Business can show you the time for a contact! Just click on "See Contact Card" and take a look at *Current Time Zone*.




The contact does need to have your contact in their Skype for Business set to the correct *Privacy Relationship*. Just ask them to do this: in their Skype for Business contact list, right click on your contact, left click on Change Privacy Relationship and set to Workgroup.


Friends and Family
Share my note, location, and all my contact information except meeting details
Workgroup
Share my note, location, and all my contact information except Home and Other phone; contact can interrupt Do Not Disturb status
Colleagues
Share my note, location, and all my contact information except Home, Other, and Mobile phone, and meeting details
External Contacts
Share only my name, title, email address, company, and picture
Blocked Contacts
Share only my name and email address; blocked contacts can't reach me via Skype for Business
Auto-assign Relationship
Reset this privacy relationship to the Skype for Business default.


Copy
Find Previous Conversations
Add to Contacts List
Tag for Status Change Alerts
Change Privacy Relationship
See Contact Card
Friends and Family
Share my note, location, and all my contact information except meeting details
Workgroup
Share my note, location, and all my contact information except Home and Other phone; contact can interrupt Do Not Disturb status
Colleagues
Share my note, location, and all my contact information except Home, Other, and Mobile phone, and meeting details
External Contacts
Share only my name, title, email address, company, and picture
Blocked Contacts
Share only my name and email address; blocked contacts can't reach me via Skype for Business
Auto-assign Relationship
Reset this privacy relationship to the Skype for Business default.

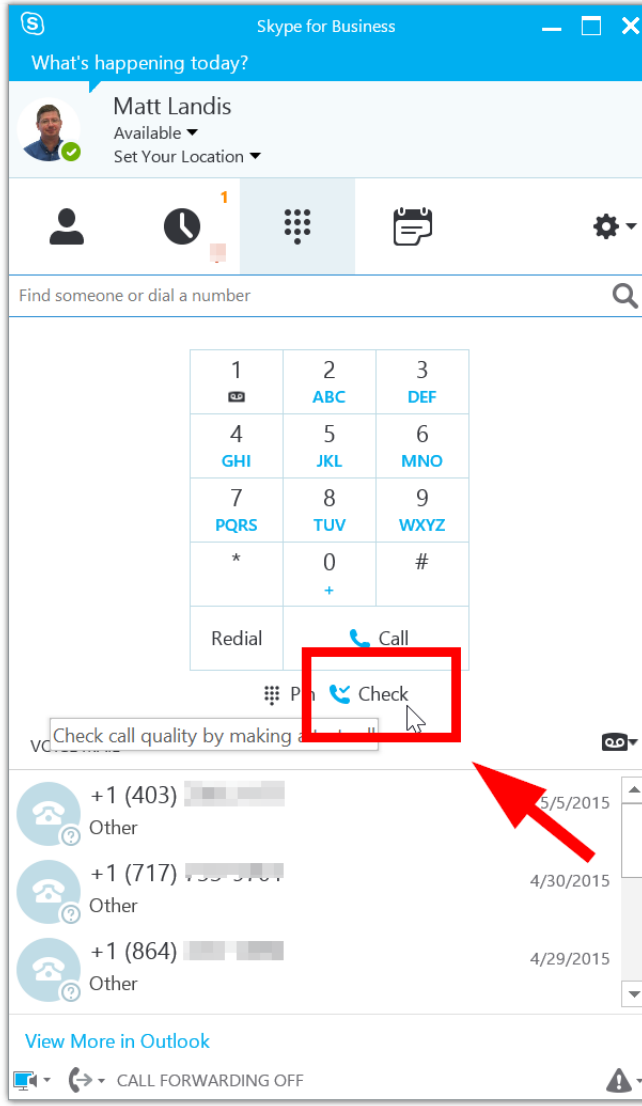
{end}

# Chapter 11 Test Voice Call Quality before the Important Call

Hacker Level 1/5 – Skype for Business/Lync 2013

So you got settled in at your hotel or comfy café and you are ready to make an important voice call using Skype for Business. You're just a little skeptical of the internet speed and you want to make sure the call quality is good—what do you do?

Of course, you click on the "Phone" tab and do a click "Check". So simple. So smart.


Skype for Business
What's happening today?
Matt Landis
Available
Set Your Location
Find someone or dial a number
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
Redial
Call
Check
Check call quality by making
+1 (403)
Other
5/5/2015
+1 (717)
Other
4/30/2015
+1 (864)
Other
4/29/2015
View More in Outlook
CALL FORWARDING OFF

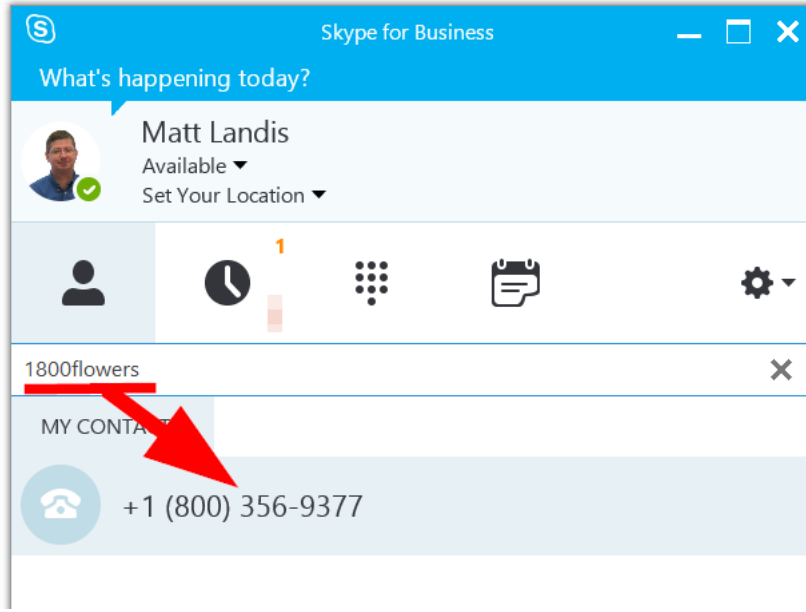
# Chapter 12 Skype for Business Makes Dialing Phone Words So Simple (example: 1800-Flowers)

Hacker Level 1/5 – Skype for Business/Lync 2013

So, you heard that 1800-FLOWERS on the radio (or 1800-BUSINESS, or 1800 whatever!) and you go home, walk up to your phone and hunt and peck that number in, thinking all the time it would be easier just to type the number? (Yeah, me too)

Well trivia time: did you what we just described is called a "Phoneword"? Do not be intimidated, I did not either…until I checked in with Wikipedia: http://en.wikipedia.org/wiki/Phoneword

What if you could just smoothly type "1800flowers" (you know, that PhoneWord) and your phone would just dial the number? Well, it is that easy with Skype for Business! Just type the Phoneword in and press ENTER and, Presto!



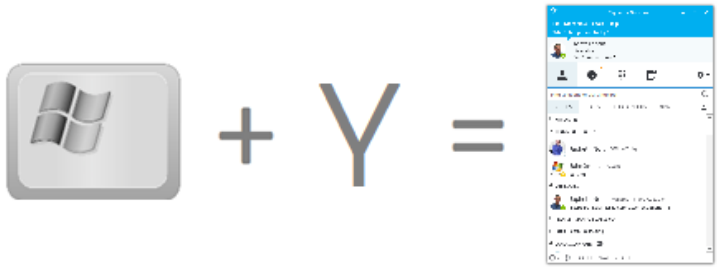

Okay, now you are all setup to go buy someone important some flowers!

# Chapter 13 Bring Skype for Business to the Foreground

Hacker Level 1/5 – Skype for Business/Lync 2013

Windows + Y

Skype for Business ever get lost in the jungle of windows on your desktop? Well, [Windows Key] + Y is the magic key to summon Skype for Business to your beck and call.



And below is a long list of Skype for Business shortcuts. Perhaps not a definitive list of shortcuts, but if not, I'm not sure I want to see one!

# Chapter 14 Keyboard Shortcuts

https://support.office.com/en-us/article/Keyboard-shortcuts-for-Skype-for-Business-Lync-74eda765-5631-4fc1-8aad-cc870115347a

# Chapter 15 Pop Up New Instant Message

Hacker Level 1/5 – Skype for Business/Lync 2013

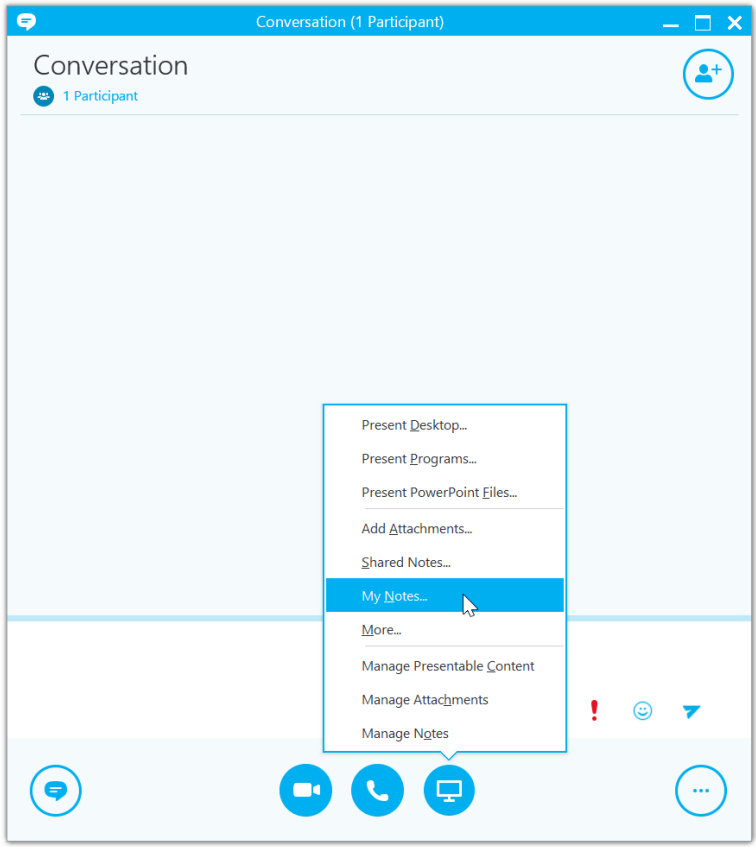
Some people love it, some hate it, but a fairly common request is for new IM's to be automatically popped open. By default in Lync they just stay at the bottom of the screen.

SuperToast by Modality Systems - Modality Systems has released an elegant tool that solves the popup issue while at the same time maintaining Lync's MPOP (multiple points of presence) feature. You can get this free add-on by https://www.modalitysystems.com/software/supertoast

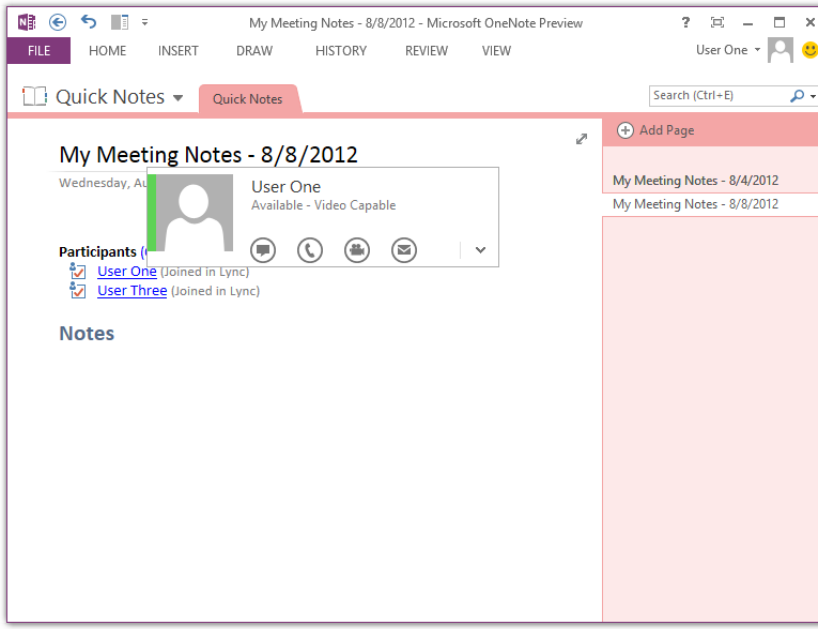
# Chapter 16 Using OneNote with Skype for Business: My Notes

Hacker Level 1/5 – Skype for Business/Lync 2013

My Notes in Lync 2013 is a quick way to start your own personal notes about this Lync Meeting. Not a super exotic feature, but handy. Hover Over/ClickOn Share | OneNote | My Notes (or CTRL+N)




A OneNote page will be opened with Date/Time and Meeting Participants inserted already. The participants are live Contact Cards to the Skype for Business users, so if you hover you will see their presence and can take action and collaborate.

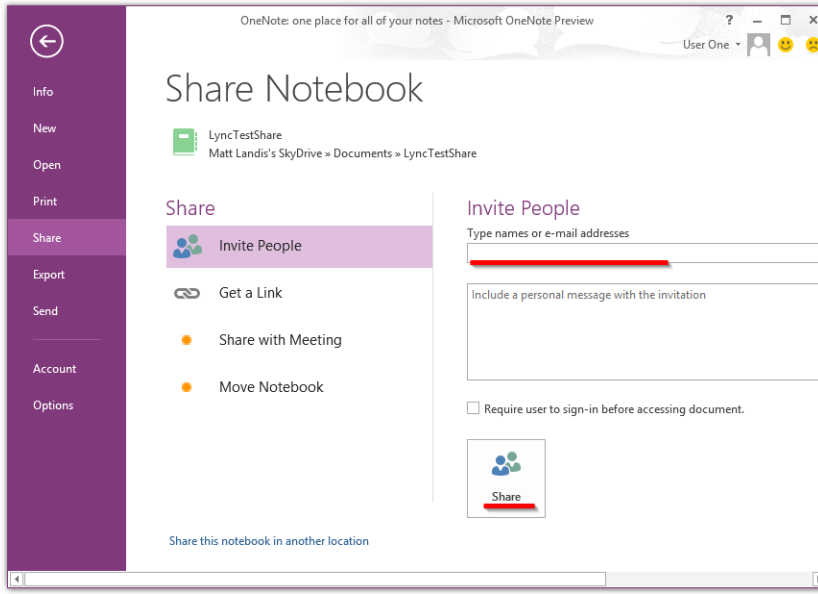

My Meeting Notes - 8/8/2012 - Microsoft OneNote Preview
FILE
HOME
INSERT
DRAW
HISTORY
REVIEW
VIEW
User One
Quick Notes
Quick Notes
Search (Ctrl+E)
Add Page
My Meeting Notes - 8/4/2012
My Meeting Notes - 8/8/2012
My Meeting Notes - 8/8/2012
Wednesday, Au
User One
Available - Video Capable
Participants
User One (Joined in Lync)
User Three (Joined in Lync)
Notes

# Chapter 17 OneNote Share Notes

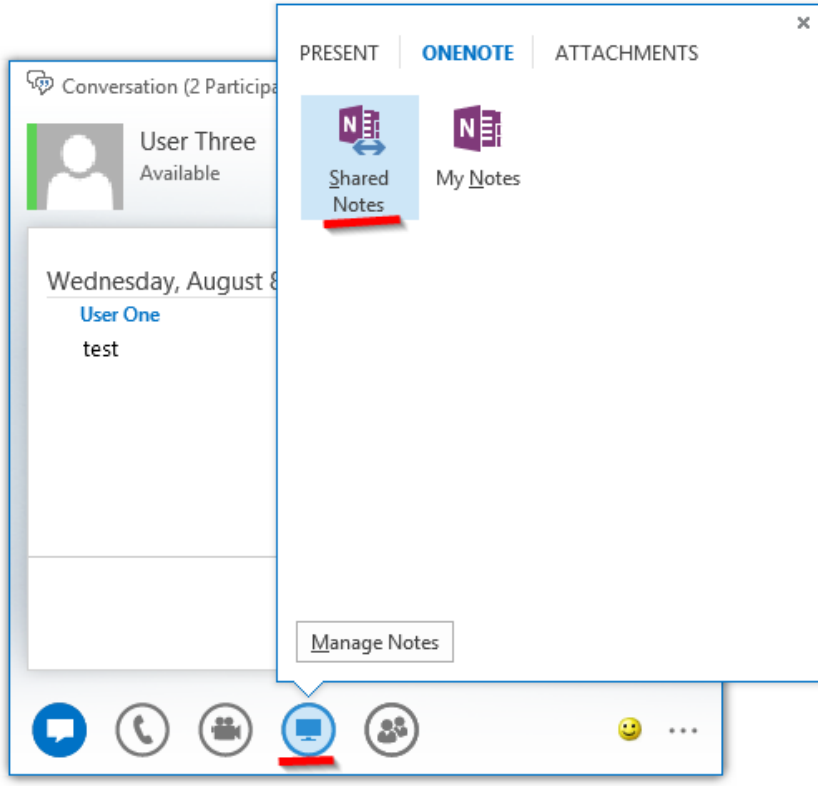
Hacker Level 1/5 – Skype for Business/Lync 2013

NOTE: With Shared Notes, The first thing to note (no pun intended) is that you will need to share your OneNote and give access to this this OneNote Notebook apart from Lync. In other words, you are sharing OneNote largely like you do if there is no Lync 2013 involved, and Lync just distributes the link to the meeting participants.

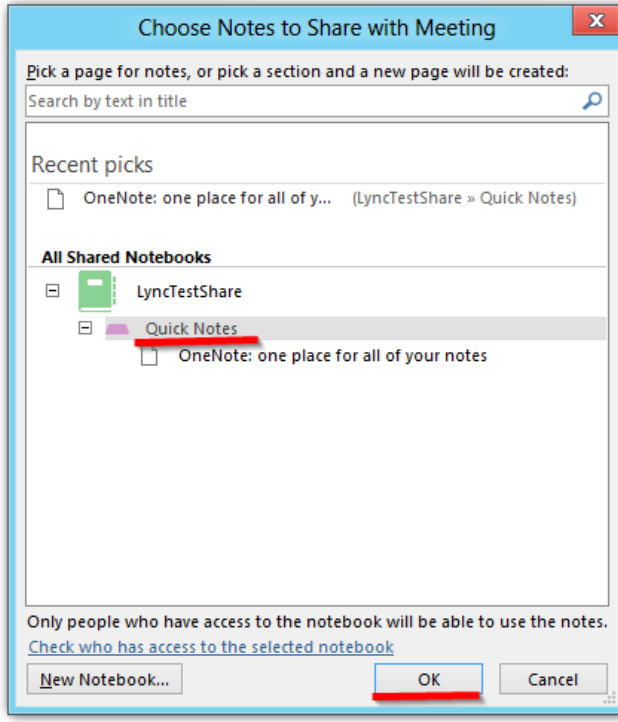
Before you do anything in Lync 2013, I suggest you open Open OneNote and Login to your Skydrive (or other online account) In OneNote click File | Share. Now click on Invite People and type in the people you want to have access to this OneNote and when done click Share.




Then in Lync conversation click Share | Share Notes.

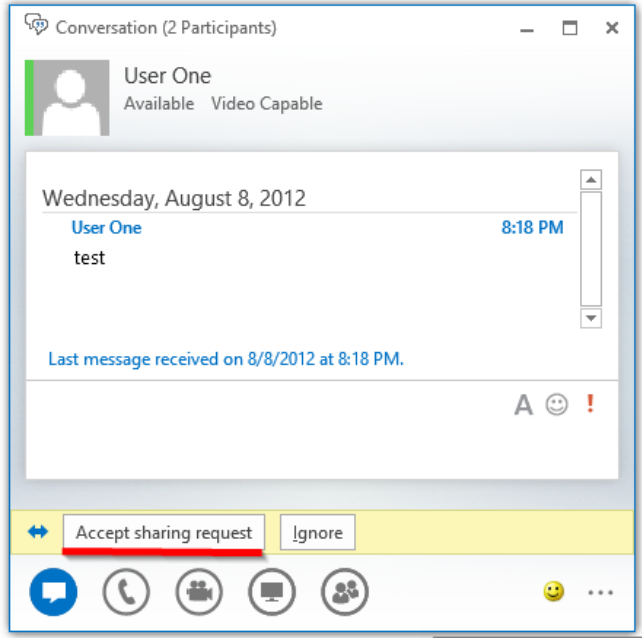



Select the shared notebook (below)

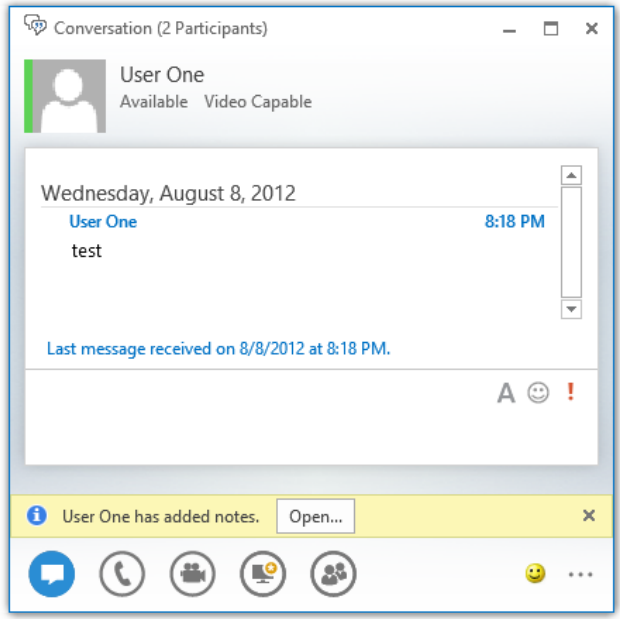



Now on a conversation Participant, you need to log OneNote into the Skydrive (or other) account you just shared this OneNote With.

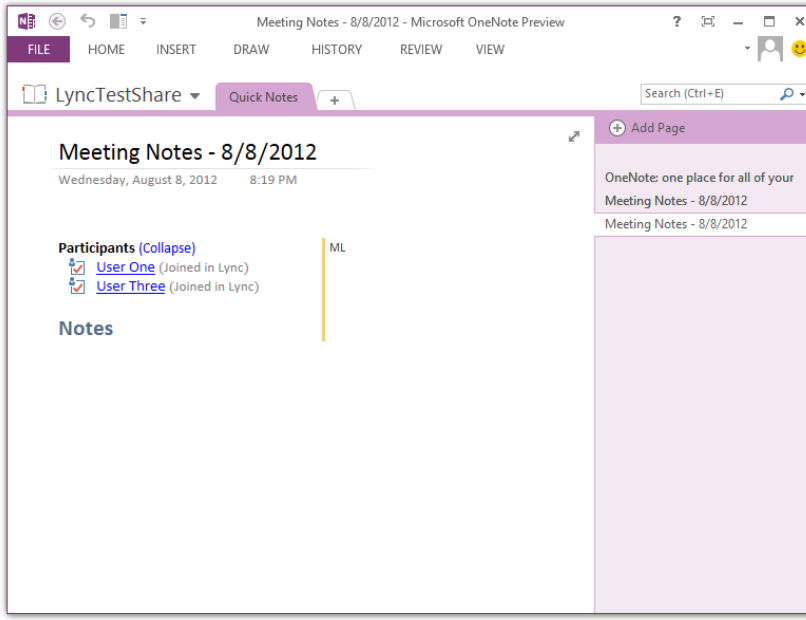
Participants in this will get a Sharing Request. They can Accept. Next they can click Share | OneNote and click on the shared OneNote. (click Yes, to the Security Notice)



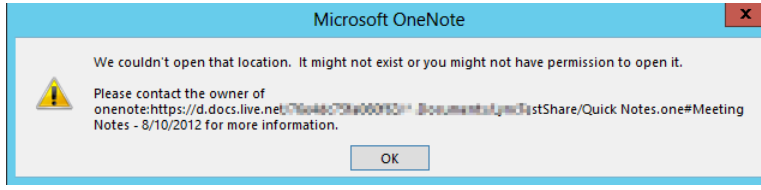

Now you will see a glyph on the Share button and a note that you can Open notes.




Now OneNote will open the Notebook and go to the Meeting Notes page shared by the Presenter. Everyone can edit the page at the same time and the changes will flow to everyone (albeit not instantly. pressing SHIFT+9 pushes/pulls updates right now)

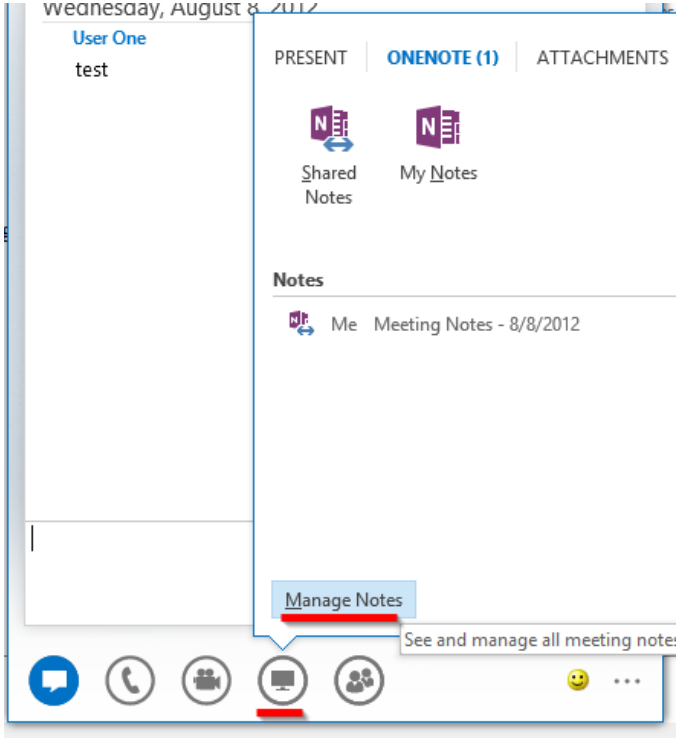



If a meeting/conversation participant has not been given access to this OneNote notebook they will get a "we couldn't open…" error as shown below:

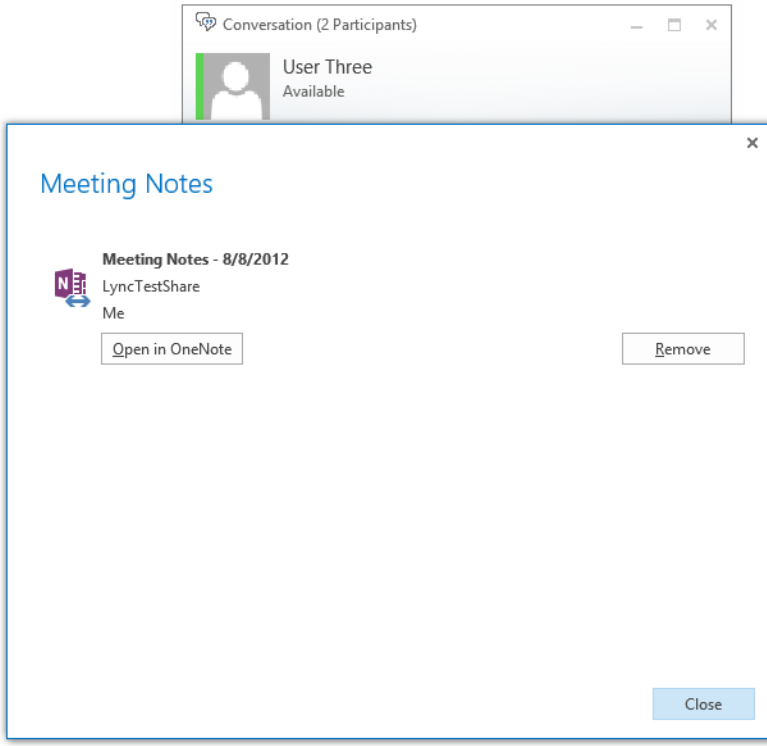



(Notes: One Lync Meeting can actually have more than one Meeting Notes PAGE shared. Actually one person can share more than one page in one meeting! Also, note that the last shared meeting is at the top of this list of meetings)

To remove Notes from a conversation or meeting, click on Share | Manage Notes




Then click Remove. (NOTE: If you are an Attendee, you cannot Share Notes, nor can you remove)




Some Notes:

- If there is a participant in the meeting who doesn't have access to the shared notebook, they will get a Lync notification that a notebook has been shared with them, but they will get an error if they try to open it.
- If you share a notebook, those you shared it with can see the WHOLE OneNote Notebook.
- If you are an Attendee, you cannot Share OneNotes, nor can you remove

- Note that SHIFT+F9 pushes/pulls updates right now. If they press SHIFT+9 they will get the changes quicker as well.
- If the presenter changes pages in the notebook, this does NOT change the page for other participants.
- if the participants open the OneNote too soon after the presenter made it, they may not land on today's meeting page if there is more than one meeting/page in the notebook
- If you rejoin a meeting from conversation history, the link to OneNote will be available.

http://windowspbx.blogspot.com/2012/08/microsoft-lync-2013-and-onenote-2013.html

# Chapter 18 [NEW] Co Authoring With Microsoft Office Online

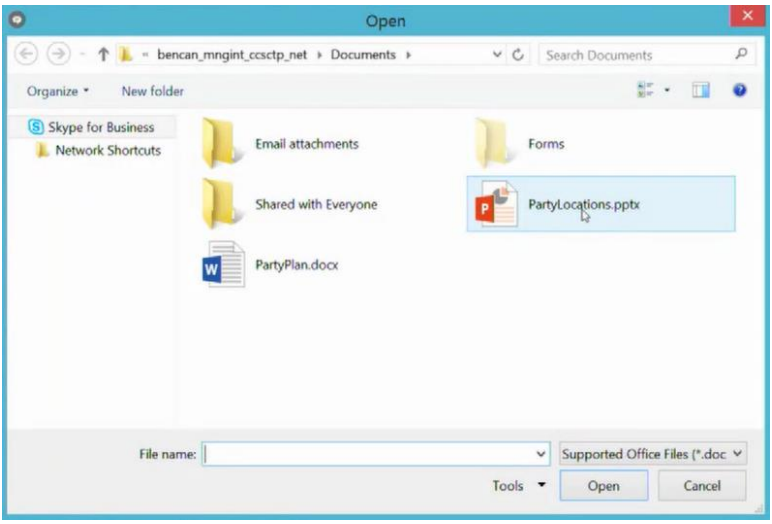
Hacker Level 1/5 – Skype for Business/Lync 2013

New for Skype for Business is a new co-authoring with Microsoft Office. This means you can can share an Office application with others in the meeting, have the permissions set so meeting attendees can open it and have open on their PC and work on it simultaneously. When in a Skype for Business meeting click on *Present* and *Start Office Co-Auth Session*.

Photos in this section courtesy of Microsoft Ignite session "Overview of Skype for Business"[3]

Now Skype for Business will open OneDrive and when the user selects a file, the Permissions will be set based on Skype for Business participants in the meeting.

[3] Video available here: https://myignite.microsoft.com/#/videos/6cf30cb9-2a91-e411-b87f-00155d5066d7



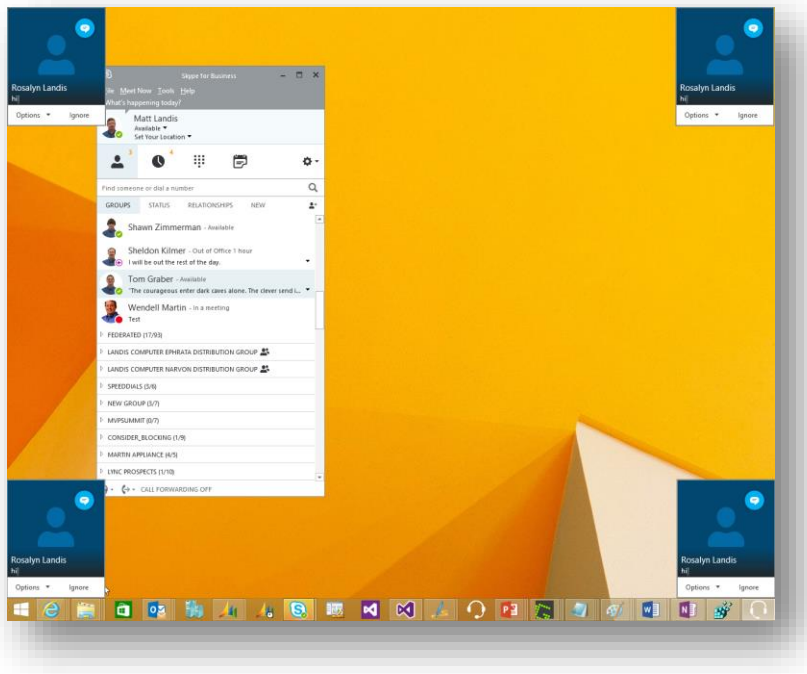

The file now loads on all the participants' machines. Also, those participating in the coauthor session will have a "Call Monitor" window with some new options like IM and a Skype4B button that lets them move and close the "Call Monitor" window. (Below)

For scheduled meetings you can attach documents that will load on user machines when they join the meeting.

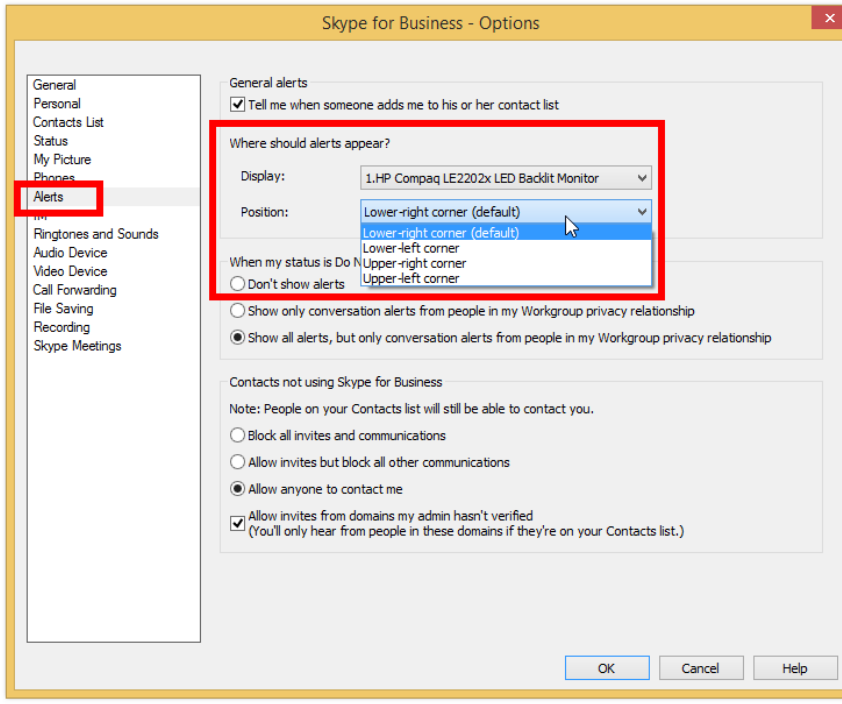
# Chapter 19 [NEW] Change Where Alerts (Call Toasts) Display

Hacker Level 1/5 – Skype for Business/Lync 2013

Did you ever wish you could change where on a monitor and on which monitor conversation toasts (alerts) displayed? With Skype for Business client you now can.




In the Skype for Business client just click on Options | Alerts and change "Where should alerts appear?"

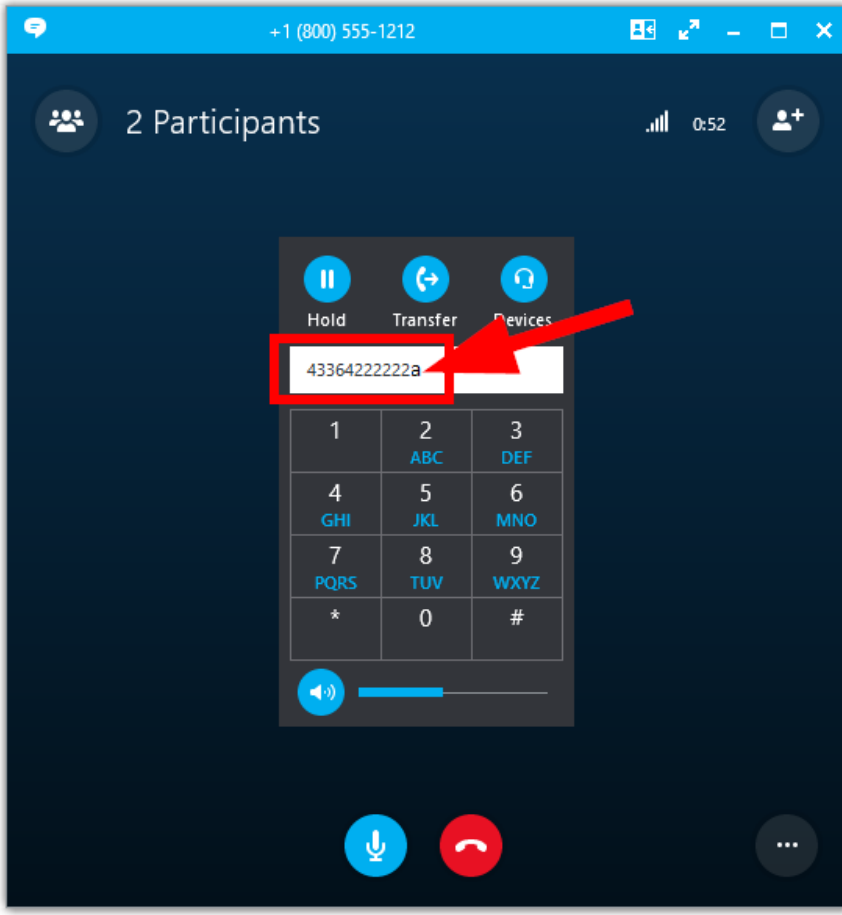

Skype for Business - Options
General
Personal
Contacts List
Status
My Picture
Phones
Alerts
Ringtones and Sounds
Audio Device
Video Device
Call Forwarding
File Saving
Recording
Skype Meetings
General alerts
Tell me when someone adds me to his or her contact list
Where should alerts appear?
Display:
1.HP Compaq LE2202x LED Backlit Monitor
Position:
Lower-right corner (default)
Lower-right corner (default)
Lower-left corner
Upper-right corner
Upper-left corner
When my status is Do N
Don't show alerts
Show only conversation alerts from people in my Workgroup privacy relationship
Show all alerts, but only conversation alerts from people in my Workgroup privacy relationship
Contacts not using Skype for Business
Note: People on your Contacts list will still be able to contact you.
Block all invites and communications
Allow invites but block all other communications
Allow anyone to contact me
Allow invites from domains my admin hasn't verified
(You'll only hear from people in these domains if they're on your Contacts list.)
OK
Cancel
Help

That's it.

# Chapter 20 Cool Trick When Entering Alpha Using Digits

Hacker Level 1/5 – Skype for Business

Did you know you can send DTMF by typing letters on the keyboard? For example: you call an auto attendant that is asking you to spell a user's name by using digits. There is no need to do the alpha to digit cross reference, just type the letters on your keyboard and Skype for Business will do the cross reference for you.




As noted in the illustration above, Skype for Business will even give a little visual cue of what it just did by momentarily showing the letter before switching it to the digit.

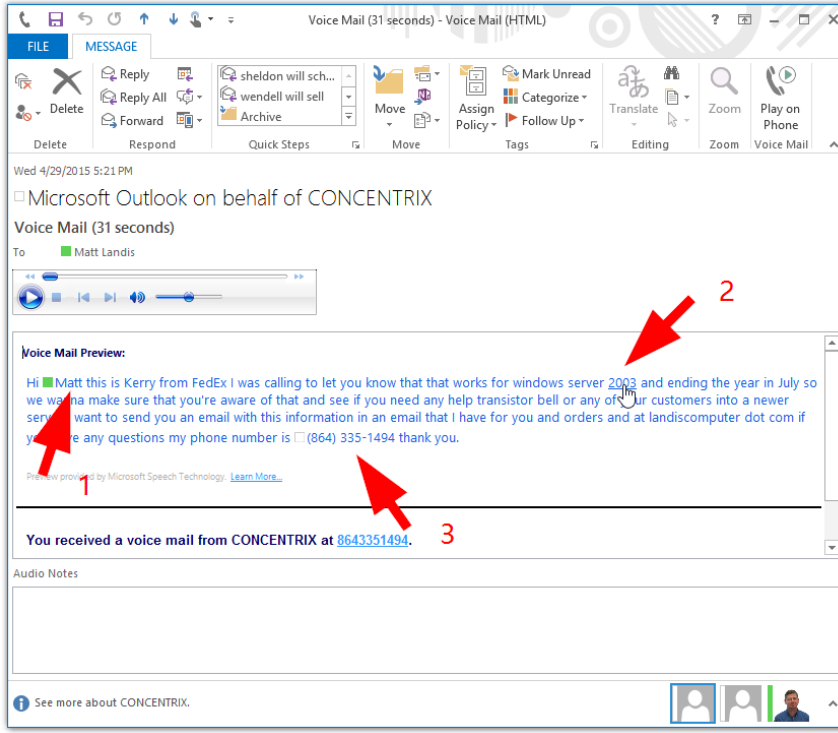
It's the small touches that count!

# Chapter 21 Making Listening to Voicemail More Efficient

Hacker Level 1/5 – Skype for Business/Lync 2013

Ability to click on a word in voicemail

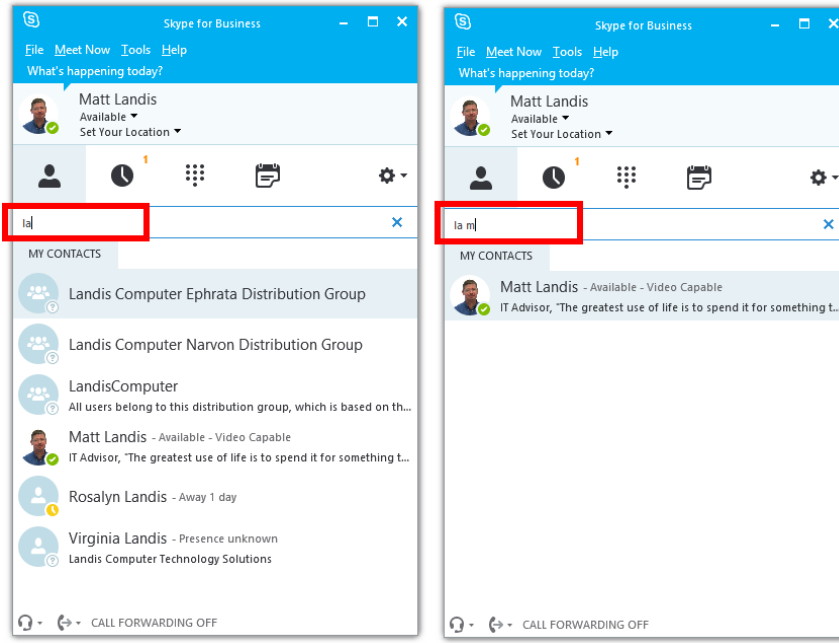
- 1 If it detects a Skype for Business contact it will show presence and be actionable
- 2 You can click on any word to start listening from that position
- 3 Of course phone numbers are actionable



# Chapter 22 Searching for Contacts Like a Pro

Hacker Level 1/5 – Skype for Business/Lync 2013

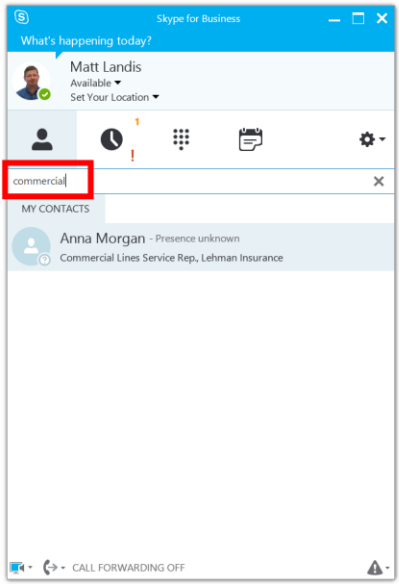
Did you know you can type the first letters of the first and last name to narrow search? Also, it doesn't matter what order.

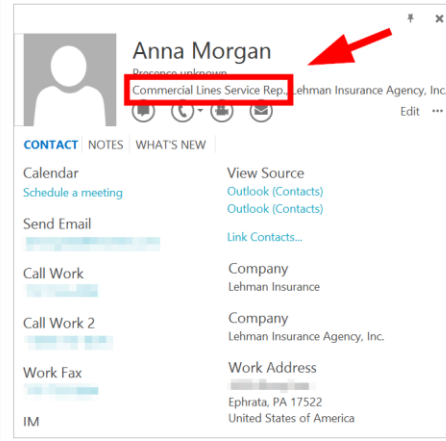



Also, another sometimes overlooked fact: you can also search by Title, Department & Company.

NOTE: Title, Department & Company will need to be entered in Active Directory which an administrator will need to do.

Let's search for a user whose position includes "Commercial". (below) Sure enough!



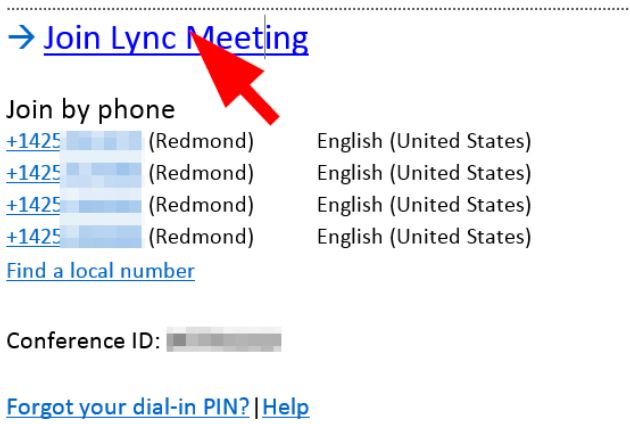




All searches are based on "Starts With" basis.

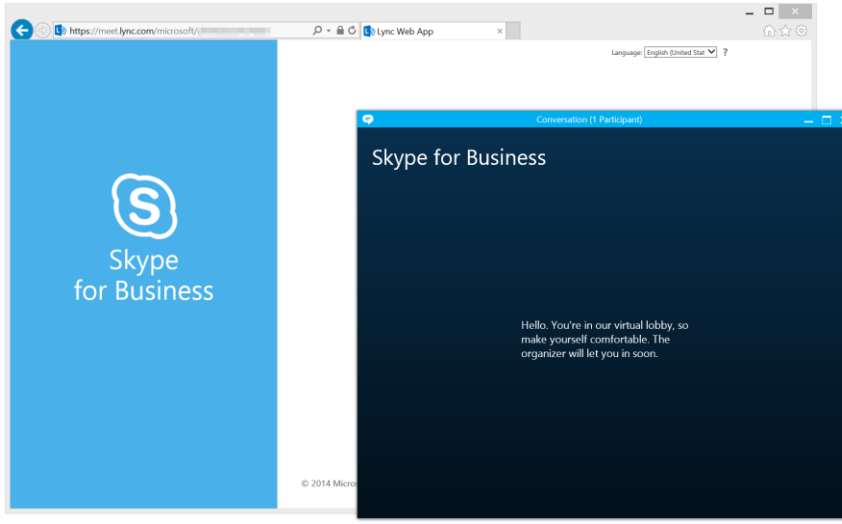
# Chapter 23 Joining Skype for Business Meetings in the Browser

Hacker Level 1/5 – Skype for Business/Lync 2013

Just add ?SL=1 to the end of the Join meeting URL.




If you have the Skype for Business client installed, a web URL will be invoked, which will in turn open a Skype for Business meeting in the client. (shown below)



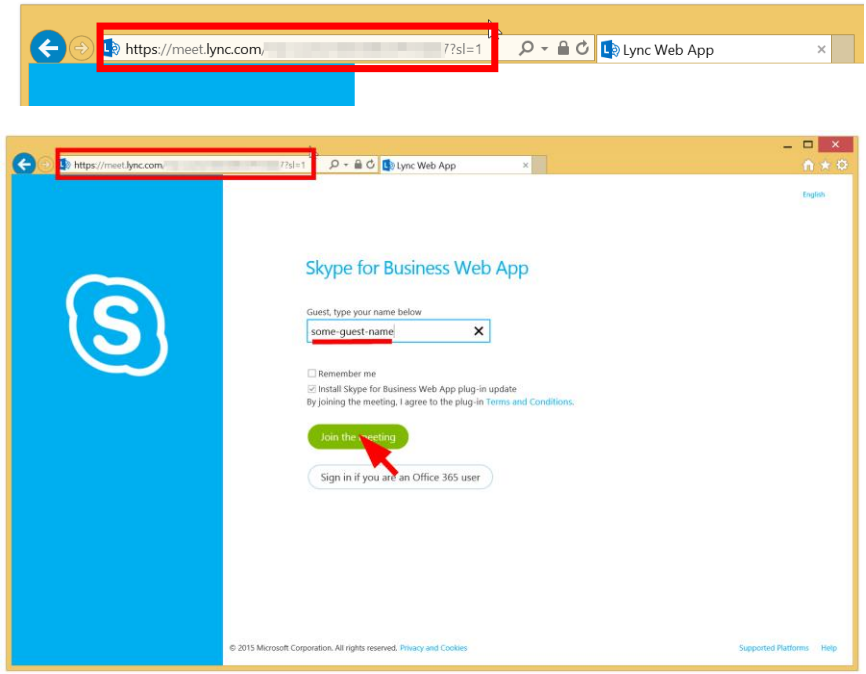

What if you want to open the meeting *in the browser*? Just add "?SL=1" at the end of the meeting URL. So if the URL that opened when you clicked Join Meeting was:

*https://meet.lync.com/microsoft/someuser/meetingid*

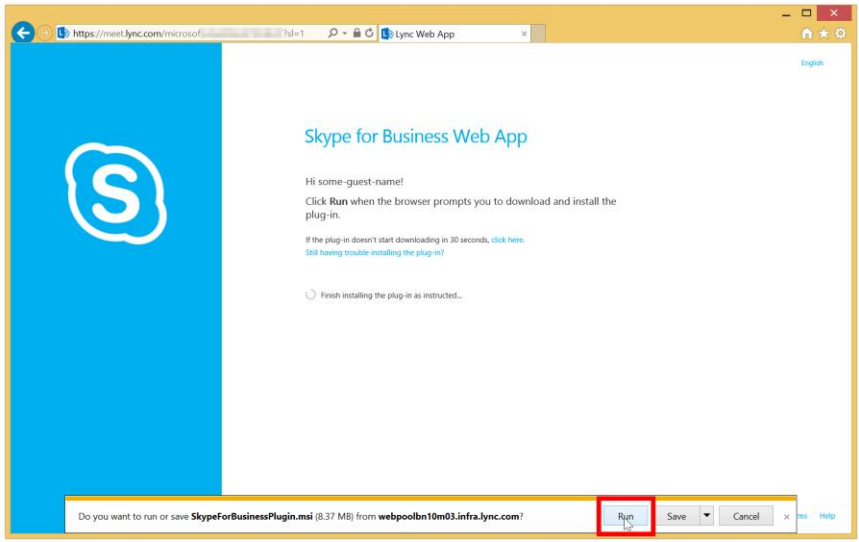
Add ?sl=1 to the end to become:

*https://meet.lync.com/microsoft/someuser/meetingid?sl=1*

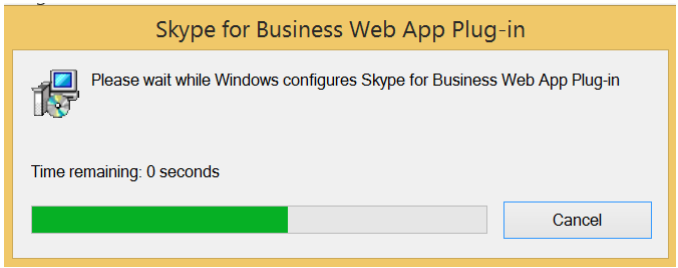
Like



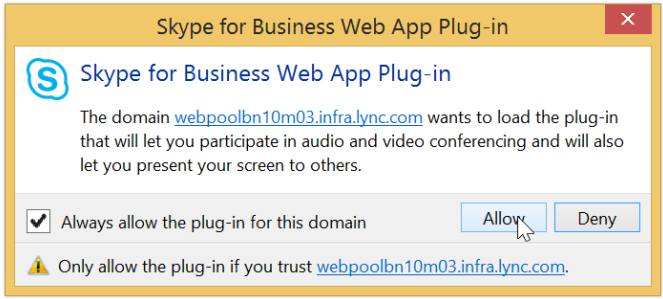

Now click *Join the meeting* and if this is the first time you are joining a Skype for Business meeting in the browser you will be asked to download and run a Skype for Business meeting plug-in. This is a small, ~8MB plug-in that will give you access to the meeting audio/video/media. We'll click Run.



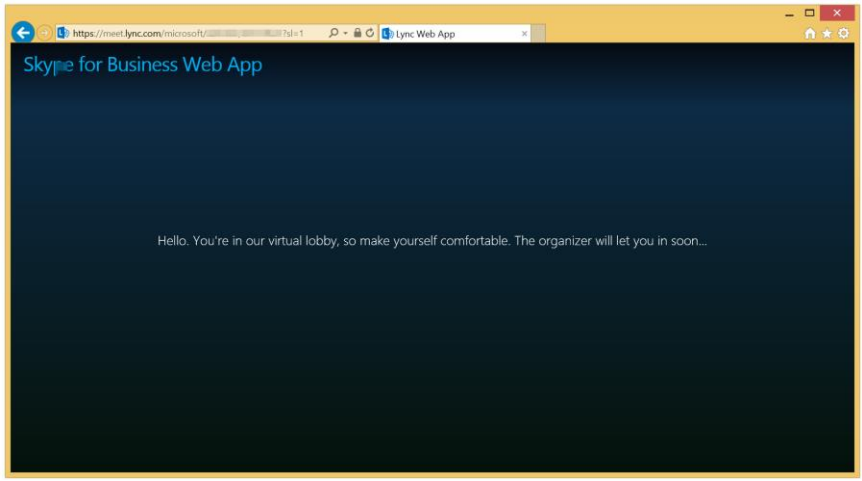

Now the Skype for Business Web App plug-in will install…




You might get the below warning and click Allow



Now we are in the Lobby!



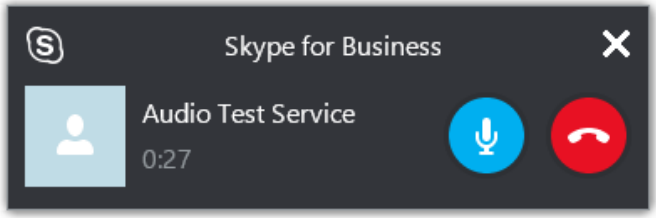

Joining a meeting in the browser can be a way to overcome the inability to join a meeting in some scenarios using the Skype for Business client.

# Chapter 24 [NEW] Everything You Need to Know About *Call Monitor*

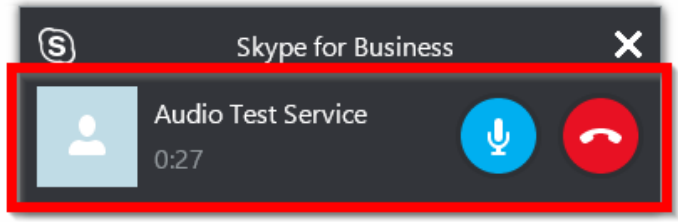
Hacker Level 1/5 – Skype for Business

Skype for Business has introduced a new feature called "Call Monitor". What is it? It is a panel that shows when the active conversation window is minimized and always shows on top so you don't lose the ability to control an active call.

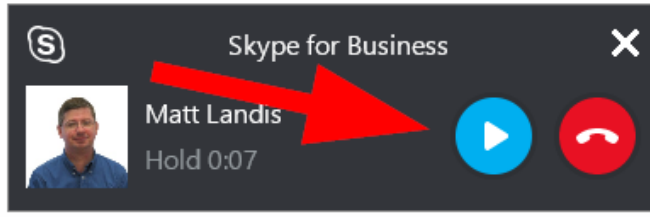
With Call Monitor you can mute and hang up a call with a click. (now you can always find Mute in time to hide a sneeze!) You can also see the name and picture of the caller and a timer of current call length. (below)




Ever "lose" the active conversation window among your many open windows? Just click anywhere (but the title bar) to bring the active call window to the front and focus. (below)

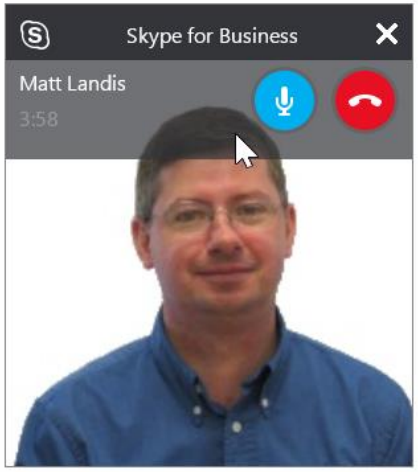



You can't place a call on Hold from the Call Monitor window, but you can Resume a call that was placed on Hold prior from the active call window. When a call is on hold the timer switches to how long this call has been on hold.




If you have a video going, the Call Monitor will show the video. The controls (name, timer, mute and hang-up) will only be shown when you mouse over the video (or picture if video has been stopped). I've noticed that if you start a video then drop to audio only, the larger/video format remains.

You cannot "mute" video from the "Call Monitor", but you can from the active conversation window. If you do the active speakers' picture will be shown.




In conference calls Call Monitor shows the active speaker.

When you have 2 calls in progress (1 active, 1 on hold), you need to find the conversation window of the call that is on

hold (Call Monitor won't help because it isn't the active call) and resume the call.

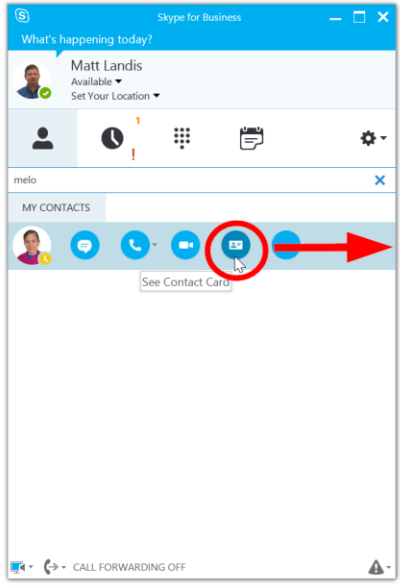
Of course, if you don't like the new "Call Monitor" feature, you can turn if off by going to Options | General and unchecking "Show call controls when Skype for Business is in the background.

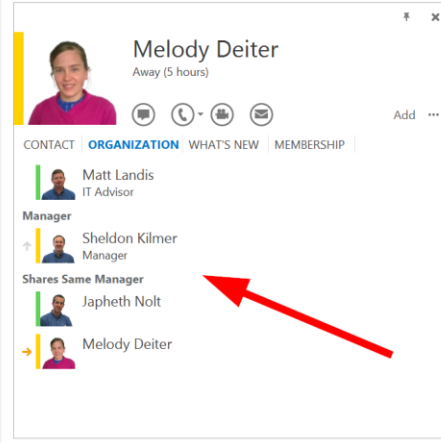
If you would like a Call Monitor that is focused on making handling voice calls even more efficient, works on Lync and Skype for Business and more features, take a look at the free Technet Gallery "Call Monitor Pro" application: https://gallery.technet.microsoft.com/office/Call-Monitor-Pro-Community-e30e71b8

# Chapter 25 Organizational Chart Right from a Skype for Business Contact

Hacker Level 1/5 – Skype for Business/Lync 2013

Have you ever wanted to see who the manager or coworkers of a certain contact are? Well, you are fortunate. Skype for Business will very easily show you this information. Just click the Contact Card on a Skype for Business Contact and then click on the Organization tab on the Contact Card and you will see the Contact's Manager and those who share the same manager.



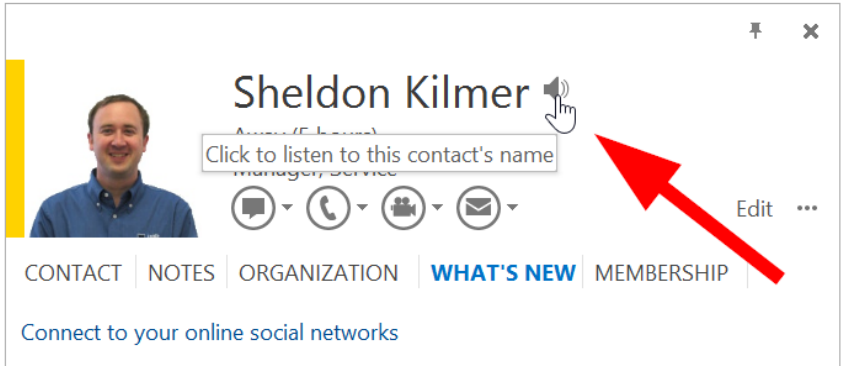



NOTE: This does require that the Active Directory *Manager* Field is setup in Active Directory. This is a setup task that your administrator will need to do.

# Chapter 26 How Do I Pronounce a Contact's Name?

Hacker Level 1/5 – Skype for Business/Lync 2013

If a contact has supplied their name to Exchange Unified Message voicemail, you can get the pronunciation by opening their Contact Card.



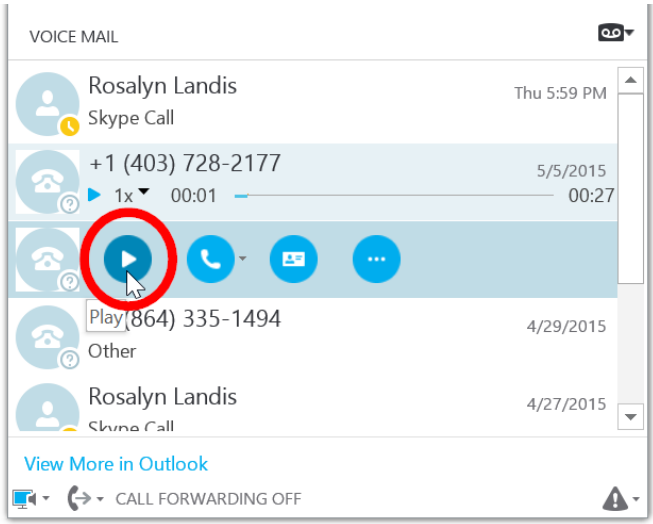

NOTE: The contact will have to have an Exchange UM account and have recorded their name.

# Chapter 27 Listening to Voicemail…Fast!

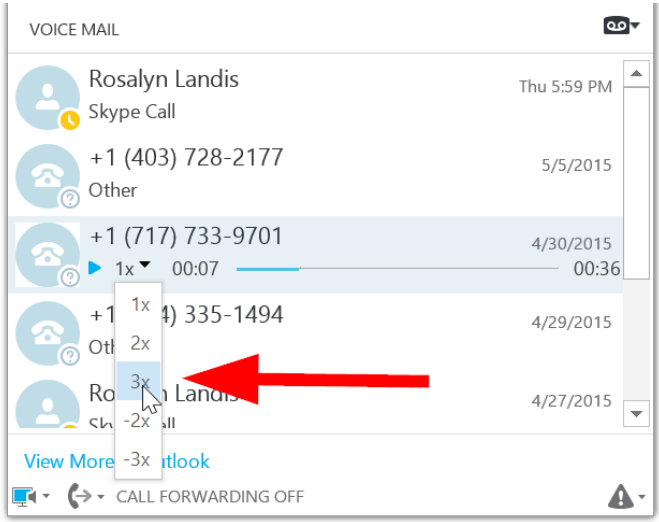
Hacker Level 1/5 – Skype for Business/Lync 2013

Ever wish you could speed up that long winded voicemail? Well, with Skype for Business combined with Exchange UM you can!

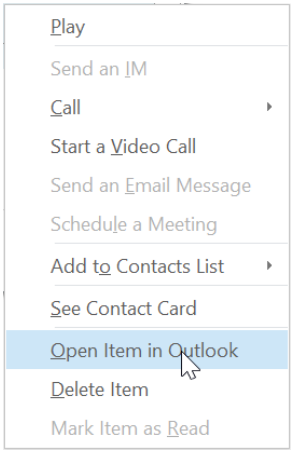
Click to play a visual voicemail




Now you need to click on another voicemail and then come back and hover over this voicemail again. Now you can speed up the voicemail (or slow it down)




Of course, you can always press enter on a visual voicemail (or right click) to jump to the voicemail in Outlook



# Chapter 28 Setting Up Your Voicemail

Hacker Level 1/5 – Skype for Business/Lync 2013

{more coming…}

# Chapter 29 Making Signing Into Skype for Business Accounts Easier with Profiles for Lync (Skype for Business)

Hacker Level 1/5 – Skype for Business/Lync 2013

The Skype for Business client does not allow you to login with multiple user accounts simultaneously. But if you need to switch between multiple accounts with Skype for Business, there is no easier way to do it than using the free *Profiles for Lync* tool by https://twitter.com/greiginsydney

You can get the tool here: https://greiginsydney.com/p4l-sticky/

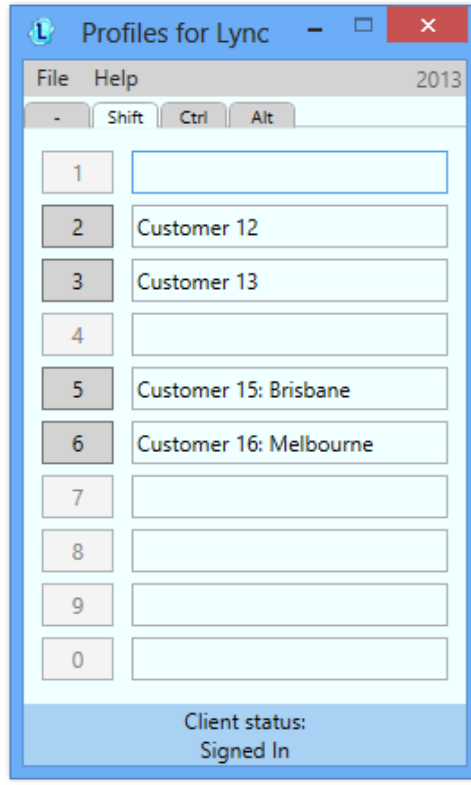



Photo courtesy of greiginsydney.com

{more coming}

# Chapter 30 Doing Pomodoro Sprints with Skype for Business & Powershell

Hacker Level 4/5 – Skype for Business/Lync 2013

NOTE: This chapter was written by Skype for Business MVP Stale Hansen. See his blog here: http://msunified.net/tag/lyncpro/

This article is for you Lync-PRO's out there who want to differentiate yourself from the average Skype for Business (Lync) user and at the same time want to reach true flow state using the Pomodoro Technique

This article discusses

- The Pomodoro Technique
- Flow state by Jason Silva
- My Skype for Business (Lync) controlling Pomodoro PowerShell Script
- The Script

## The Pomodoro Technique

Pomodoro Scott Hanselman explained the Pomodoro Technique in a great way on his PodCast[4]. Pomodoro is about splitting your productive time into intervals of about 25 minutes. During that time you should ignore E-mail, Skype for Business (Lync) , Twitter, Facebook, Instagram, LinkedIn, news, colleagues and all other elements that could distract you from your trail of thought, your deep dive focus, your flow state.

I have a busy day and it comprise of presentations, meetings, workshops, customer dialogue, support sessions and talking with colleagues. Sometimes I actually need to deep dive into a problem or produce good documentation, where I have to focus for at least 10 minutes before I reach my flowstate and I need to stay in that flow state as long as possible. My biggest problem is that I am easily distracted and that is why I need to really focus to get real work done :) When I first sit down, I try to do Pomodoro sprints where I try not to get interrupted. When the interval is finished I am available for all the Skype for Business (Lync)  IM's, mails and everything. This way I may get more quality work done in a short period of time. Read more about Pomodoro here: http://pomodorotechnique.com

## Flow State

My goal is to reach a flow state. Jason Silva, my favourite futurist, did a talk[5] on his YouTube channel Shots of Awe. Recommend to get inspired by his talk about the subject.

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4 http://www.hanselman.com/blog/HanselminutesPodcast268PersonalSystemsOfOrganizationReyBangoInterviewsScottHanselman.aspx

5 https://www.youtube.com/watch?v=AXwLsba2TOY

## My Skype for Business (Lync) Pomodoro PowerShell Script

When in a Pomodoro focus session I set do-not-disturb in Skype for Business (Lync), disable notifications in Windows 8, and close all web sites that can distract me so I can focus on the work at hand be it an e-mail, document, script or configuration task. I use PowerShell as my Pomodoro timer and with the Lync SDK I am able to start a session, set the correct custom status and know that even if I forget, I will reset my status when my focus session is over.

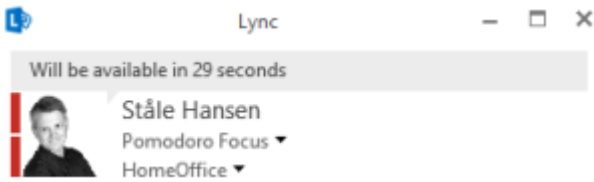
The function in the script does the following

- Set the duration of the Pomodoro sprint, usually 25 minutes
- Based on a Pomodoro function by Nathan.Run()[6]
- Import the Lync SDK into PowerShell
    - Based on great script example by MVP Jan Egil Ring[7]
- Delay is where you set the interval the script will update time remaining
- It plays a start wav file, this could be a 25 minute Pomodoro tick sound
    - I usually just find a cool start tune and then listen to my own music on Spotify or YouTube
- Then I use custom presence state in my Skype for Business (Lync) client where I have one state called Pomodoro Focus with do-not-disturb

[6] http://nathanhoneycutt.net/blog/a-pomodoro-timer-in-powershell/

[7] http://blog.powershell.no/2013/08/08/automating-microsoft-lync-using-windows-powershell/

    - See article on custom presence states by MVP Jeff Schertz[8]
- Outlook and other notifications will get suppressed using presentationsettings /start, so no notifications will popup during the sprint
- After that you have the counter that will count down the remainder of the focus session
    - I publish that in the personal note field of the Skype for Business (Lync) client, updates every minute with the time for when I will be available again :)
    - The last thirty seconds will display how many seconds are left until full availability




- At the end of the function
    - I play an alarm to notify me that the session is over
    - Reset the Skype for Business (Lync) presence state
    - Set an appropriate note in the Skype for Business (Lync) client
    - To make sure I am available again

[8] http://blog.schertz.name/2010/11/adding-custom-presence-to-lync/

## The Pomodoro Script

Prerequisites

- Download the Skype for Business (Lync) SDK[9]
- In order to avoid having to install visual studio, extract the Skype for Business (Lync) sdk86.msi from the sdk exe file using winrar or other software
    - The SDK need to match the bitness of your Skype for Business (Lync) client
- Go through the script and change the path to where you installed the SDK
    - The script checks to standard paths for Office 2013

- Running the script from a desktop? Remember to enable PresentationSettings: http://msunified.net/2013/11/25/lock-down-your-Skype for Business (Lync) -status-and-pc-notifications-using-powershell/
- I use some default wav files to start and end the Pomodoro Sprint, you can change those at the start of the script
- Now you only need some determination to get some things done using an awesome technique :)
- Get the script here[10]

[9] http://www.microsoft.com/en-us/download/details.aspx?id=36824
[10] http://msunified.net/2013/11/14/control-your-lync-presence-during-a-pomodoro-sprint-using-powershell/#more-4080

# Chapter 31 Copying Contacts

Hacker Level 1/5 – Skype for Business/Lync 2013

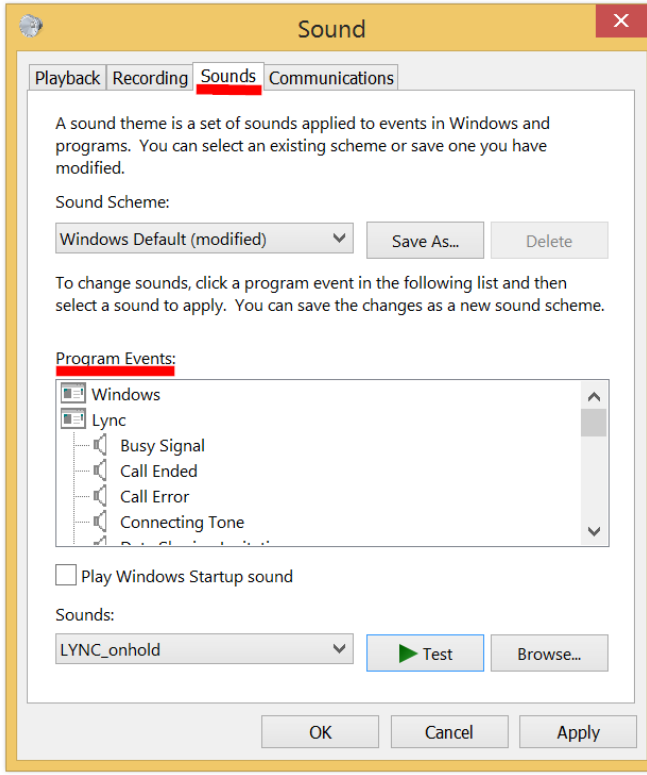
You can select a contact and then right click to copy that contact. You can also press CTRL + click on several contact to select several, which can then be copied as well.

Credits: I knew about this trick, but this blog jogged my memory: http://www.allthingsuc.co.uk/10-lync-client-tips-for-power-users/

# Chapter 32 Define the Music on Hold YOU Hear When Someone Else Puts You on Hold!

Hacker Level 3/5 – Skype for Business/Lync 2013

If UserA, using the Skype for Business client, is put on hold and the other side does not provide music on hold, the Skype for Business client will provide a default "KerChung" sound every 30 seconds. Where does this come from? It may be a little confusing & unintuitive, but it comes from the UserA's Skype for Business client. So to put it another way, if you want to change the standard "KerChung" YOU hear when someone else puts you on hold (and doesn't provide music on hold to you), go into "Change Windows Sounds" on your PC. (Sounds | Program Events | Lync | On Hold)



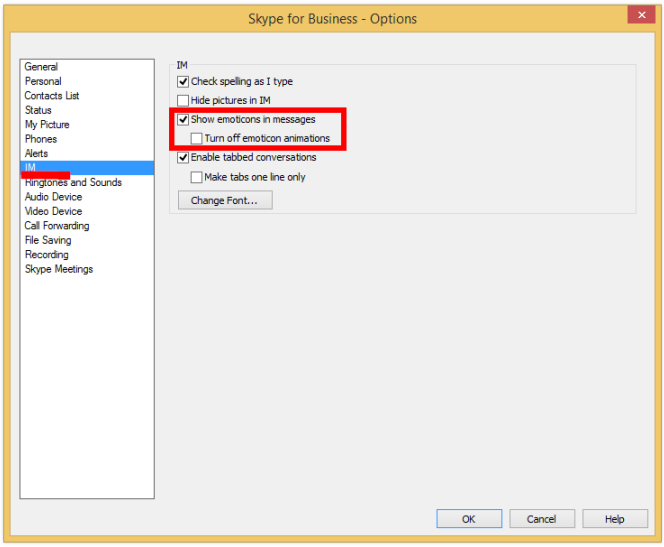

Also be aware that whatever sound you select will be played, then 30 seconds of silence, then repeated.

# Chapter 33 Control Emoticon Invasion into Your Life

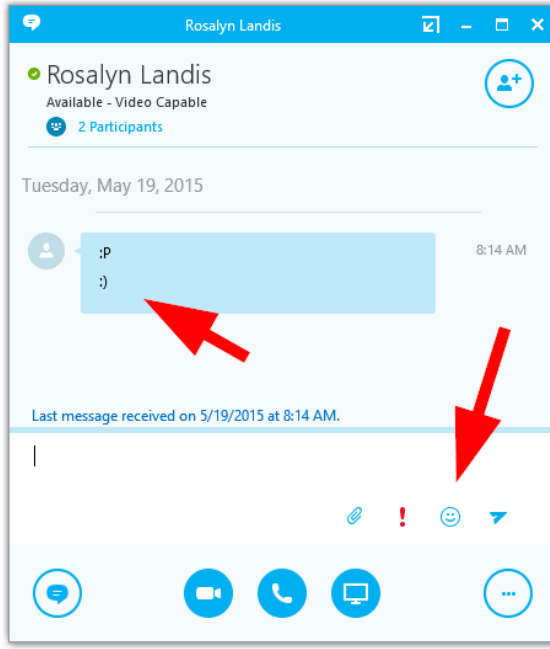
Hacker Level 1/5 – Skype for Business/Lync 2013

I've come to realize that users are highly serious about emoticons. For a short while Microsoft had switched the Skype for Business (then Lync) emoticons to a simplistic set and the almost crusading fervor that erupted on social media surprised me!

Microsoft has brought back the loved emoticons (at least most of them) and has gone beyond that to give a bit more control of them. If you are "all business" and want to crank back the bouncing and leaping and possibly distracting effects of emoticons in your instant messaging experience you can with several settings in the Skype for Business client.




If *Show emoticons in messages* is unselected you will not be able to click on the the emoticon (Choose a smiley) button and emoticons will just show as plain text. (If you switch this midstream the change take effect immediately)




If emoticons are enabled you will get the experience below.

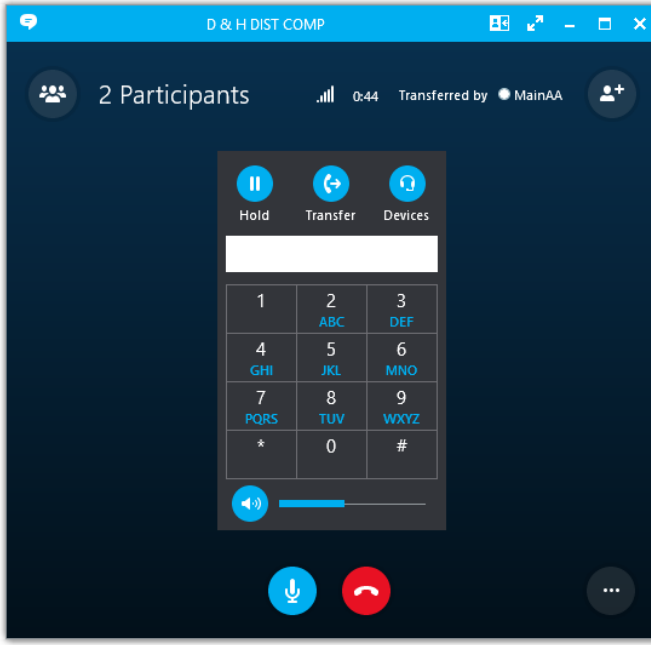
Rosalyn Landis
Rosalyn Landis
Available - Video Capable
2 Participants
Tuesday, May 19, 2015
Last message received on 5/19/2015

# Chapter 34 [NEW] Voice Call Handling: Good Bye Hover!

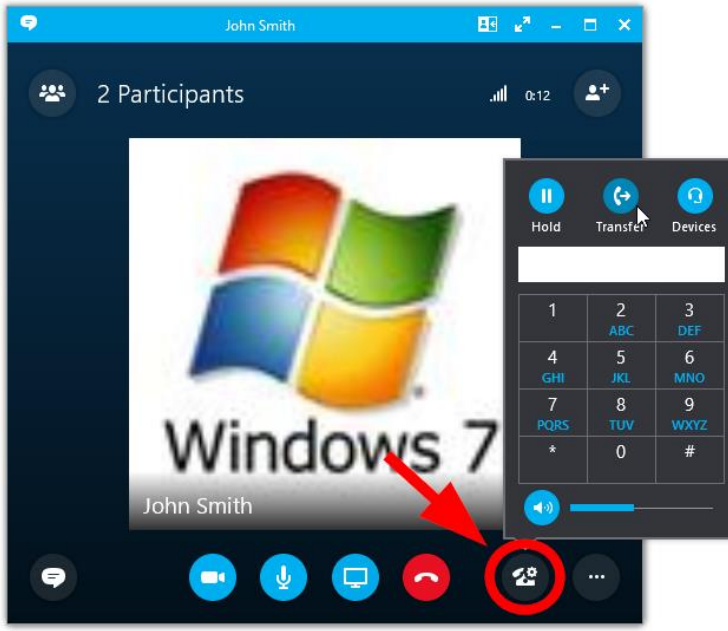
Hacker Level 1/5 – Skype for Business/Lync 2013

In Lync 2013 Microsoft introduced "the hover" (I suspect) as a way to clean up the UI and yet still make functionality discoverable. Unfortunately this was not a loved feature for many Skype for Business users and the good news is that Microsoft has not only removed the hover to access common in-call controls, but also has attempted to make the call controls available when the context calls for it.

So when you call or receive a call from PSTN, Skype for Business will detect this and assume you may want to hold, transfer or otherwise control the call and displays the call controls in the middle of the conversation window.

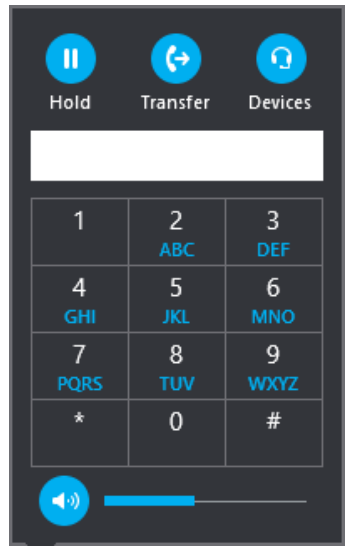



This does make access to call controls more efficient than Lync 2013. There is a scenario that makes this feature not entirely consistent and that is if the PSTN caller is in your address book the Call Controls will not be automatically displayed. Then there is just one additional click on the Call Controls button. (below)

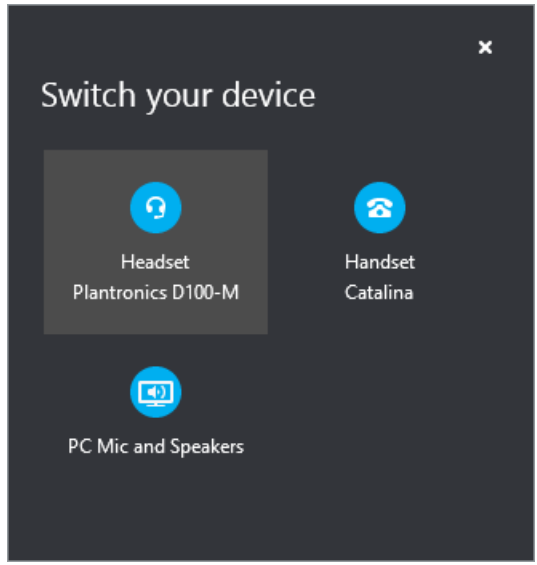



The Call Controls window (below) gives 1-click access to

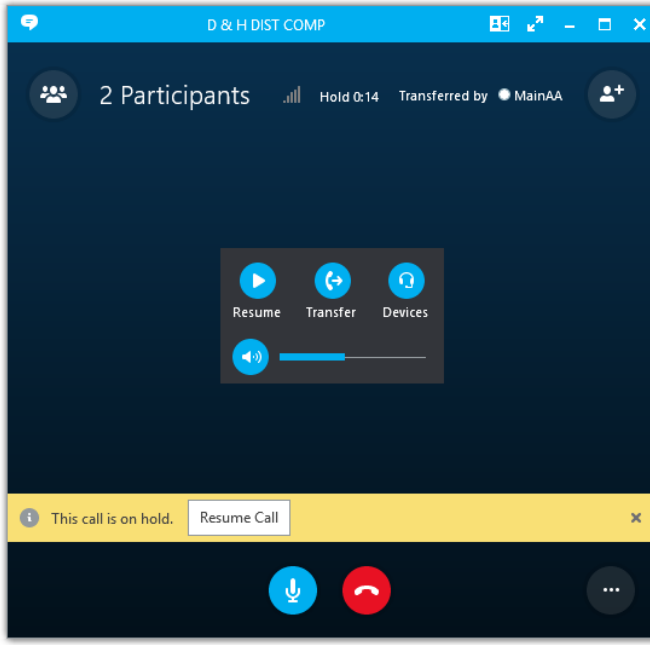
- Hold/Resume
- Transfer
- Mute Speaker
- Switch Your Device




Switch your device (below)




The calls control change when a call is on hold to just show what is valid during a hold. (DTMF and Speaker Mute/Volume isn't)


D & H DIST COMP
2 Participants
Hold 0:14
Transferred by
MainAA
Resume
Transfer
Devices
This call is on hold.
Resume Call

# Chapter 35 Skype (for Consumer) Directory Search

Hacker Level 1/5 – Skype for Business/Lync 2013

{coming}

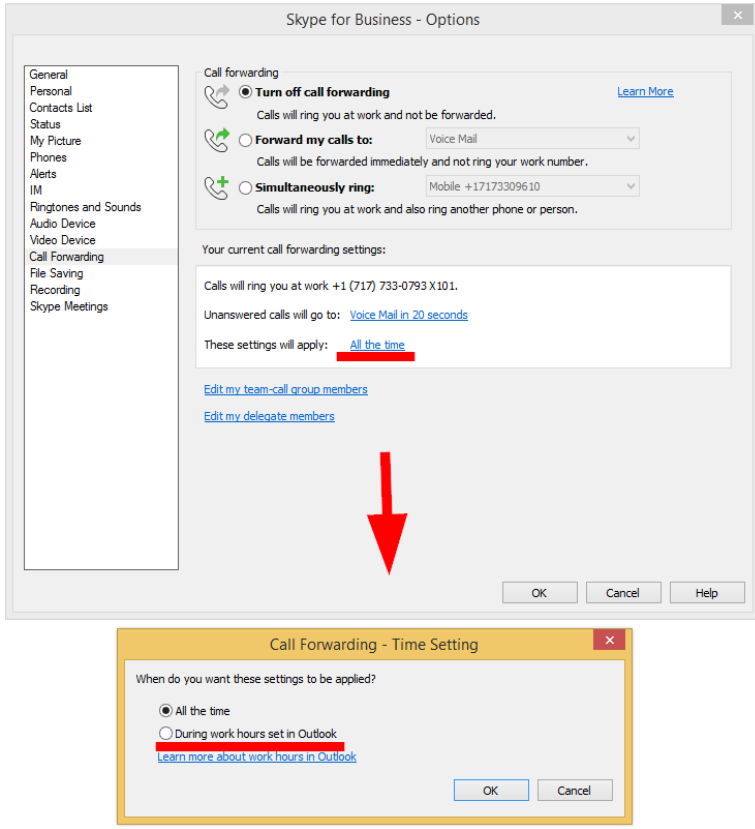
# Chapter 36 Video Call Skype (for Consumer) Users

Hacker Level 1/5 – Skype for Business/Lync 2013

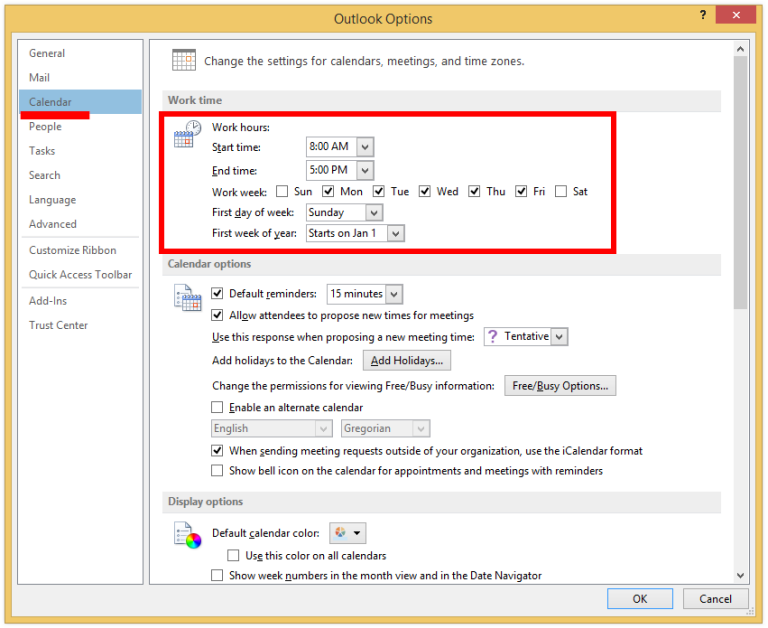
{coming}

# Chapter 37 Setting Forwarding Based on Outlook Working Hours

Hacker Level 1/5 – Skype for Business/Lync 2013




To setup working hours In Outlook, navigate to File | Options | Calendar (tab)

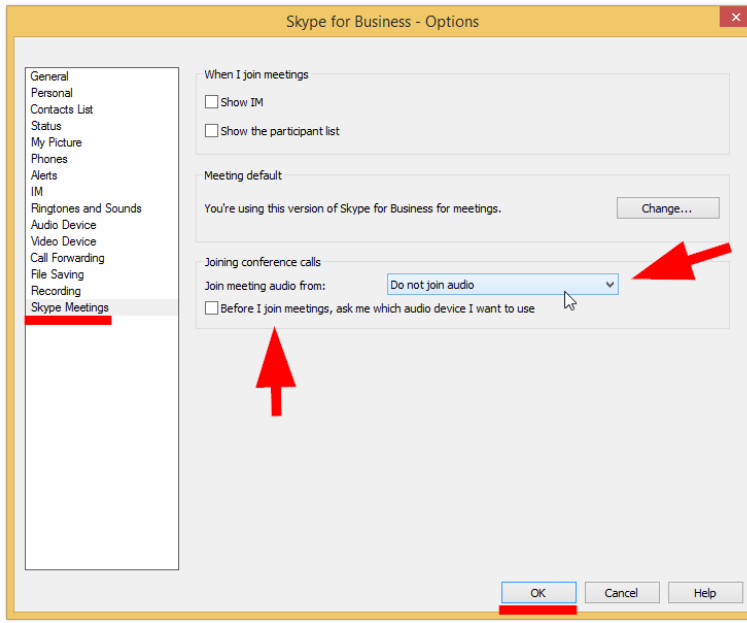

Outlook Options
General
Mail
Calendar
People
Tasks
Search
Language
Advanced
Customize Ribbon
Quick Access Toolbar
Add-Ins
Trust Center
Change the settings for calendars, meetings, and time zones.
Work time
Work hours:
Start time: 8:00 AM
End time: 5:00 PM
Work week: Sun Mon Tue Wed Thu Fri Sat
First day of week: Sunday
First week of year: Starts on Jan 1
Calendar options
Default reminders: 15 minutes
Allow attendees to propose new times for meetings
Use this response when proposing a new meeting time: Tentative
Add holidays to the Calendar: Add Holidays...
Change the permissions for viewing Free/Busy information: Free/Busy Options...
Enable an alternate calendar
English
Gregorian
When sending meeting requests outside of your organization, use the iCalendar format
Show bell icon on the calendar for appointments and meetings with reminders
Display options
Default calendar color:
Use this color on all calendars
Show week numbers in the month view and in the Date Navigator
OK
Cancel

# Chapter 38 How to Join a Meeting without Interrupting Call or Meeting in Progress

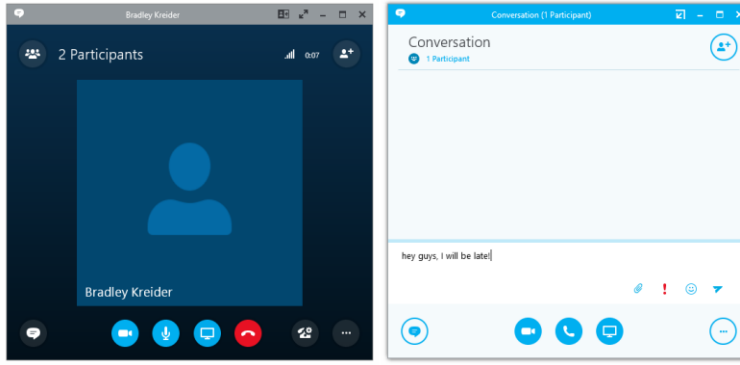
Hacker Level 1/5 – Skype for Business/Lync 2013

So you have your day scheduled full of Skype for Business meetings. You are in one phone call or meeting and another is ready to start and you are going to be late and would like to let the meeting participants of the next meeting know. How do you quickly join the next meeting with Instant Message only? Actually, it's not too hard.

In Skype for Business, click Options | Skype Meetings (tab) and now change "Join Meeting audio from:" to "Do not join audio" and click OK.



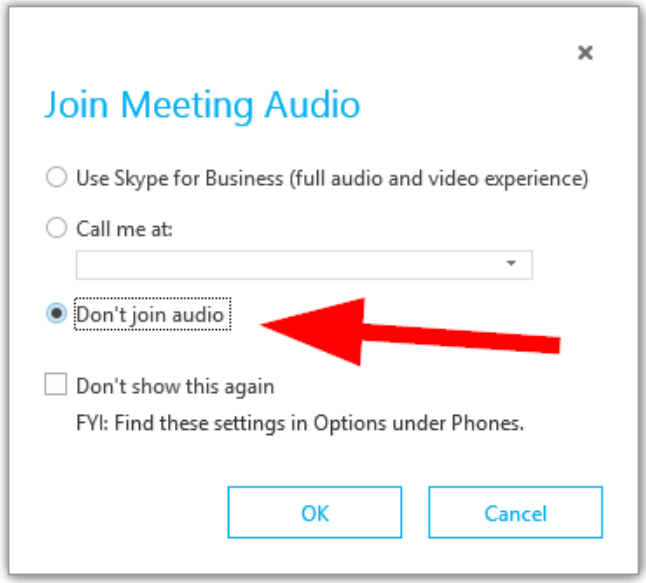

Now you can join the next meeting in Instant Message mode and the audio of the currently in progress call will not be interrupted.




Now when the first call is completed you can join the audio/video portion of this meeting by clicking Call/Video Call.

As soon as you have joined the meeting you can go back into Skype for Business Options and change this setting back.

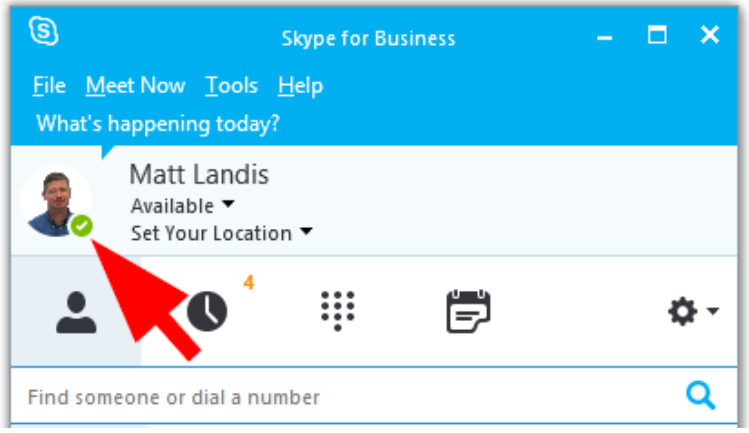
NOTE: another option is to check "Before I join meetings, ask me which audio device I want to use". This will always ask if you want audio when you join a meeting. (as shown below)



# Chapter 39 Bigger Options Click Target

Hacker Level 1/5 – Skype for Business/Lync 2013

If you are like me you open the Skype for Business Option window a lot. This little tip makes the Options button a little larger click target: Click your own picture.



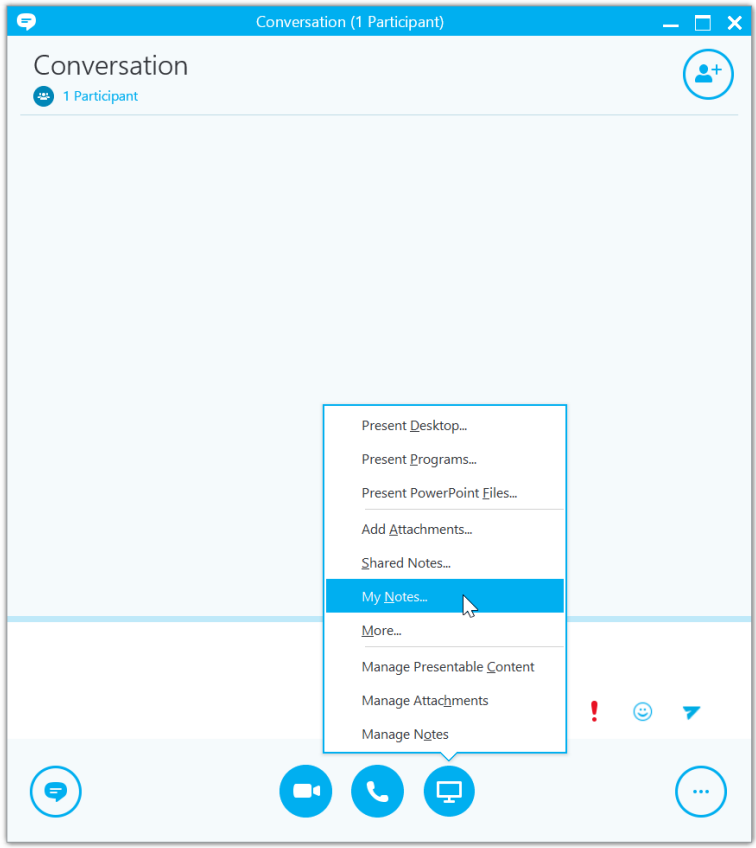

You could also using keyboard shortcuts of ALT+

Thanks https://twitter.com/greiginsydney

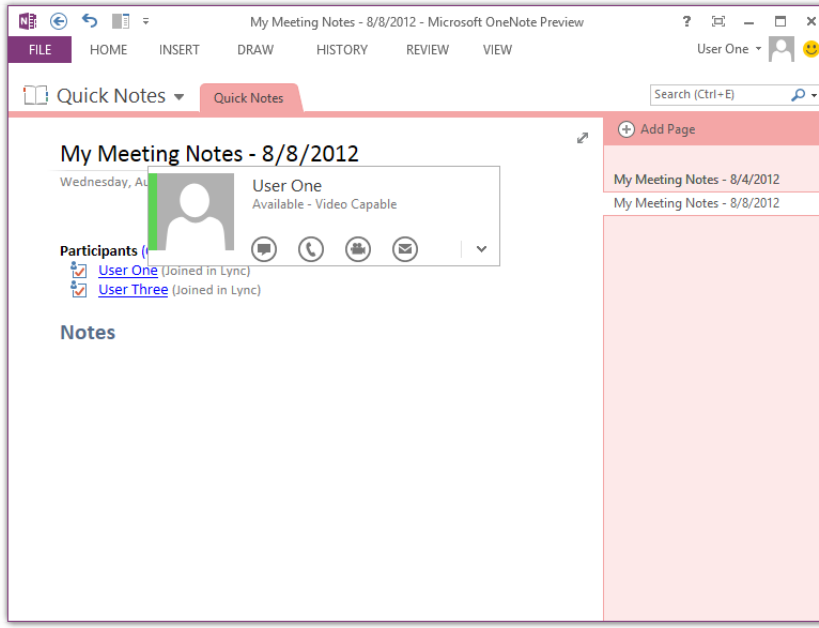
# Chapter 40 How to "Export" the List of Participants in a Meeting

Hacker Level 1/5 – Skype for Business/Lync 2013

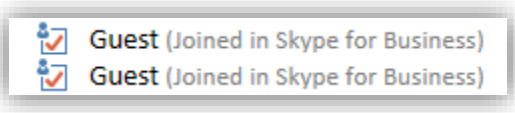
My Notes in Skype for Business is the way save a list of participants in a meeting. During the meeting: Hover Over/ClickOn Share | OneNote | My Notes (or CTRL+N)



A OneNote page will be opened with Date/Time and Meeting Participants inserted already. The participants are live Contact Cards to the Skype for Business users, so if you hover you will see their presence and can take action and collaborate.



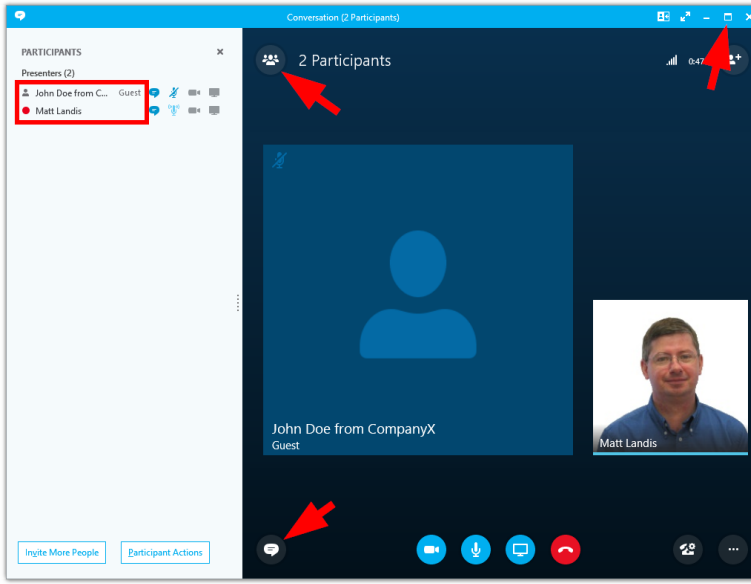

Note that Guest user names will not be exported and will just show as "Guest" as show below.



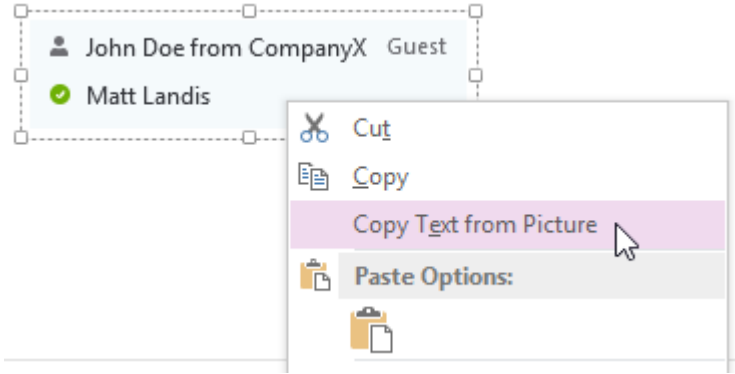

Another option that could work is to "screenshot-to-text" the participant list. (This won't work so hot if it is a large participant list, but might help with a smaller one.) To setup for this:

- Click "Open Participant List" so they are showing

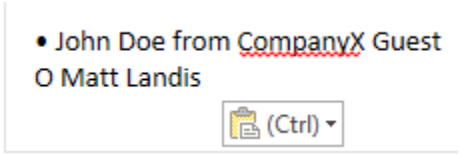
- Click “IM” so that panel is not showing (so as much room as possible for participant list.
- And, if needed, maximize the window
- Now, using OneNote, “Take Screen Clipping” of list




Paste this into OneNote and then right click on the resulting image and click “Copy Text from Picture”



And now CTRL+V or paste the text and you should have the list! (below)



S

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