

Training Guide

Skype for Business - Android User Guide



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Disclaimer

Periodically changes to business processes or updates to systems or applications result in the update of training guides and materials. It is the responsibility of the delegate to check that they have the most up-to-date guides. All guides contain a Change Control table at the front which will detail when the document was updated. If you want to check if you have the correct version please telephone 0151 317 8408 or email training@imerseyside.nhs.uk

Change Control

Document Type		Document Title		
Training Guide		Skype for Business - Android User Guide		
Version	Date	Owner	Change	Purpose
V0.1	31 March 2020	Darren Melling	Creation	New guide
V0.2	1 April 2020	Julie Regan	Proof reading suggestions for new users	Quality
V0.3	3 April 2020	Darren Melling	Changes	Quality

Document Approval

Version	Date	Approver Name	Approver Job Title
V1.0	6 April 2020	Julie Regan	Lead Trainer

Hints and Tips





	This symbol suggests a tip or a good method of working for speed and efficiency
	This symbol suggests a caution or an action to be aware of
	This symbol indicates an Information Governance warning
	This symbol indicates hints and tips that support digital optimisation

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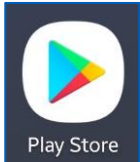
Installing Skype for Business



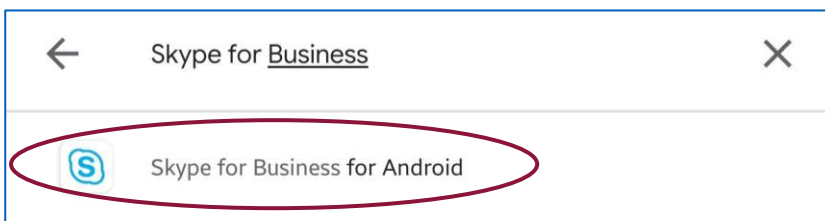
Always check to see if Skype for Business has been installed before the download and install process is started. A work device should already have Skype for Business installed.

To install Skype for Business on a personal device:

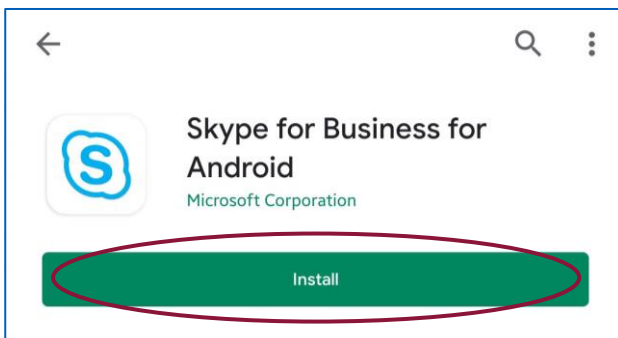
- Access the [Play Store](#).



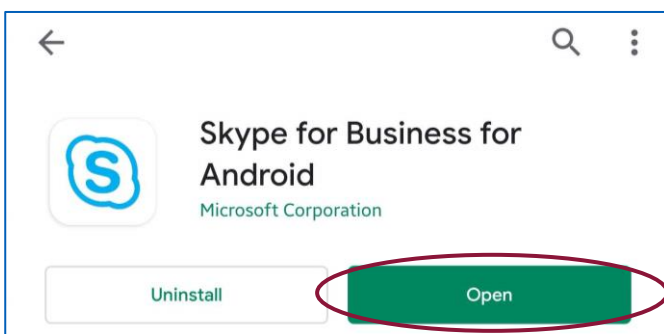
- Search for [Skype for Business](#) and click the first option.



- Click [Install](#).



- [Skype for Business](#) is now installed on the device.
- To access [Skype for Business](#) immediately, click [Open](#)



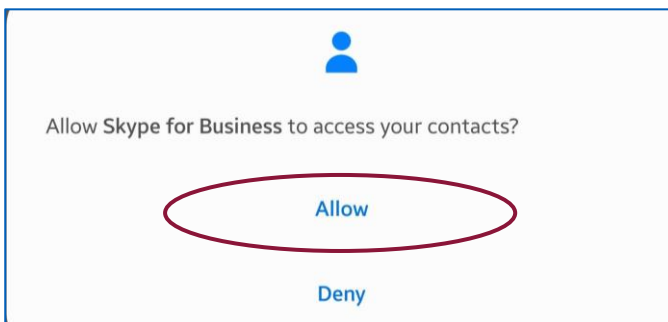
- If not, the [Play Store](#) can be closed.



First Time Log In to Skype for Business

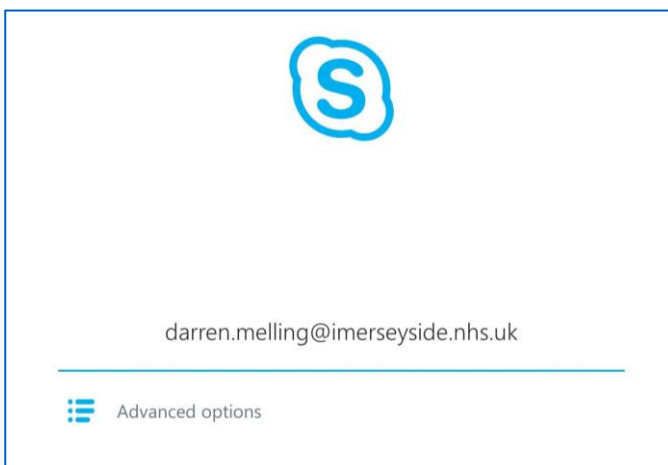
- Tap the [Skype for Business](#) App to open.



- Choose whether or not [Skype for Business](#) can access various elements of the device:



- Click  to progress to the [login](#) screen.
- Enter the user's [email address](#) and click .



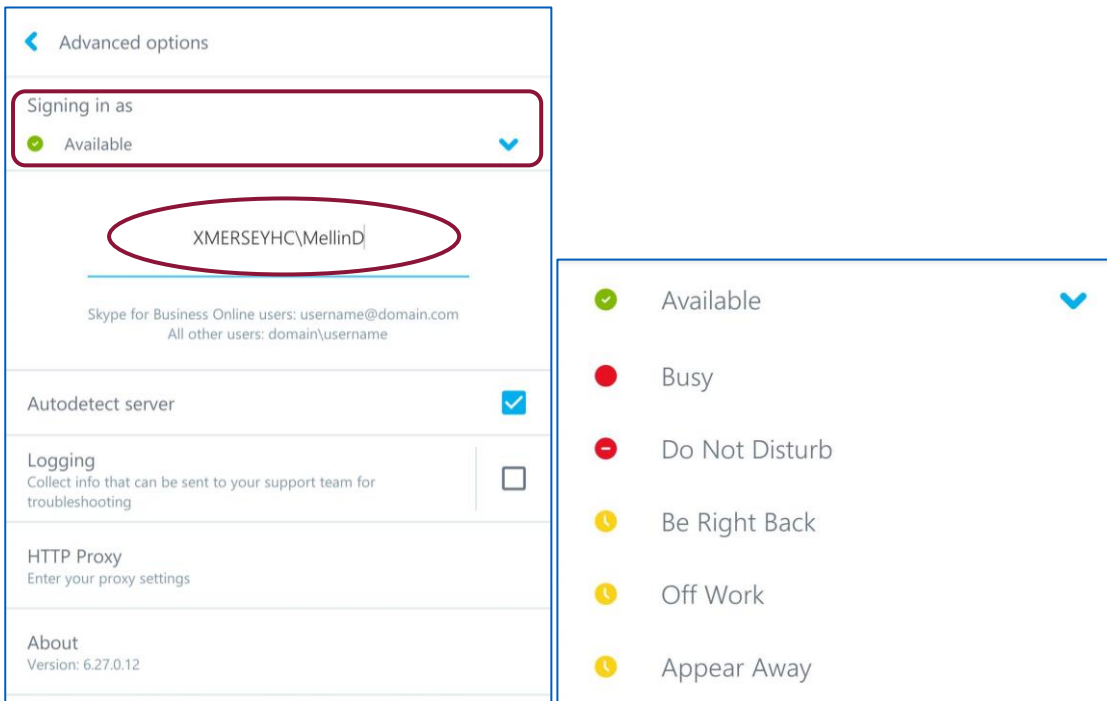
- Go into [Advanced Options](#), enter domain name




To log into the [MCTDOM](#) domain, enter [MCTDOM\Username](#): (typically anyone in Local/Secure Divisions and corporate functions within Mersey Care)

To log into the [XMERSEYHC](#) domain, enter [XMERSEYHC\Username](#): (typically Community Division for Mersey Care and other local trusts or organisations such as CCGs)

- Click  to return.

The **Signing in as** status can be changed from this screen.

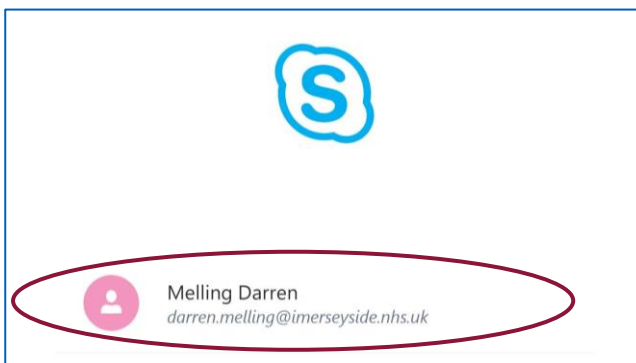


- Click  and then click  to **sign in to Skype for Business**
- Read and follow the information screens, then click 
- Enter the **Work mobile number**

Log in to Skype for Business

Once the first time login steps have been completed:

- Open **Skype for Business** → Click the email address

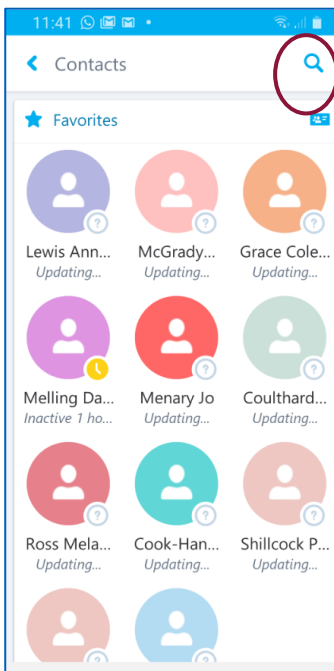
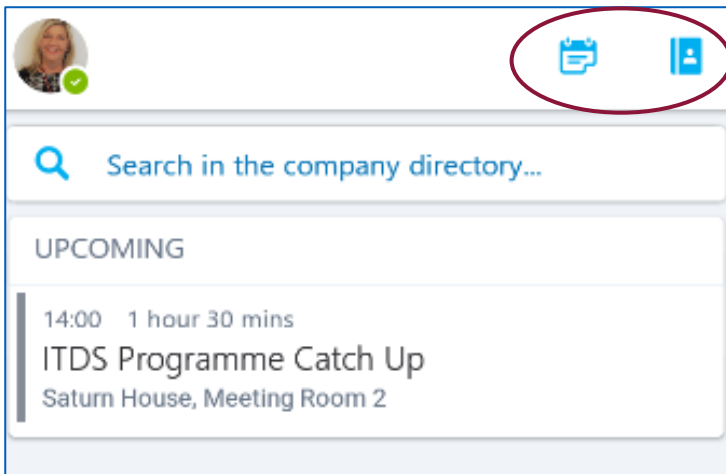


- **Contacts and Groups** from the **Skype for Business Desktop App** will be imported into the Android App.

Search for and Add a Contact to a Group

From the Contacts List

Use the icons on the top right to navigate to the [Contacts](#) list

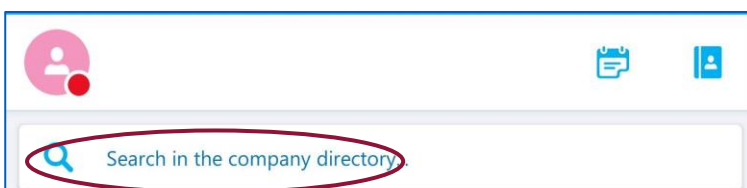


Click on the search icon to [search](#) for a contact.

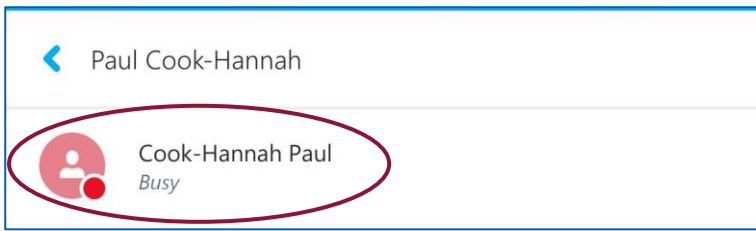
Find Contact from Home screen


The home screen will display today's calendar entries:

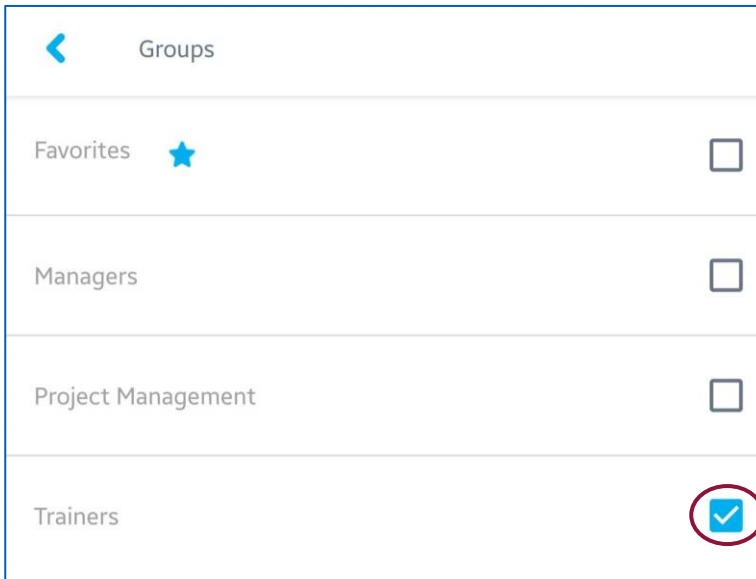
- Type the contacts surname in the Company directory [Search](#) field.




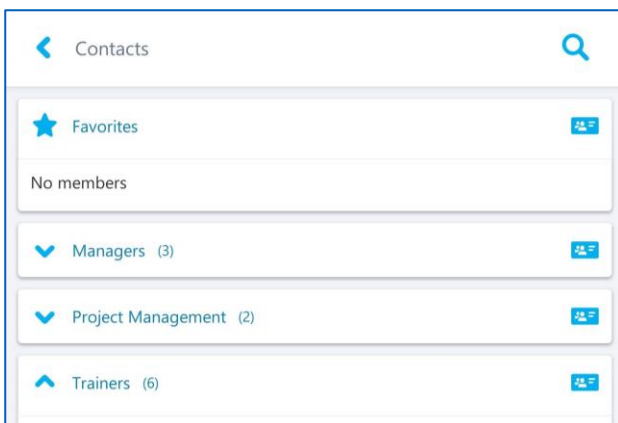
- Tap the [Contact](#) when it appears.




- Tap  at the top of the screen.
- Tick the box of the [group](#) the contact is to be added to.



- Tap  to go back to the [Contact](#) screen. The contact will appear in the selected group.



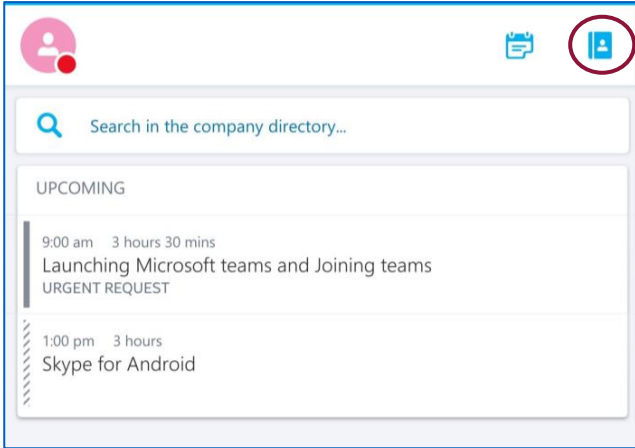
 Groups cannot be set up through the Android app. They must be set up through [Skype for Business](#) desktop application.

Send an Instant Message

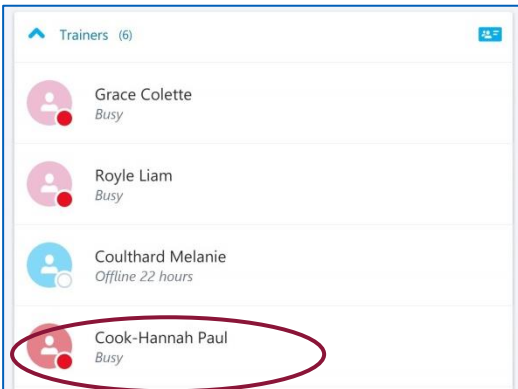


Only users with Skype are able to send **Instant Messages** also known as an 'IM'

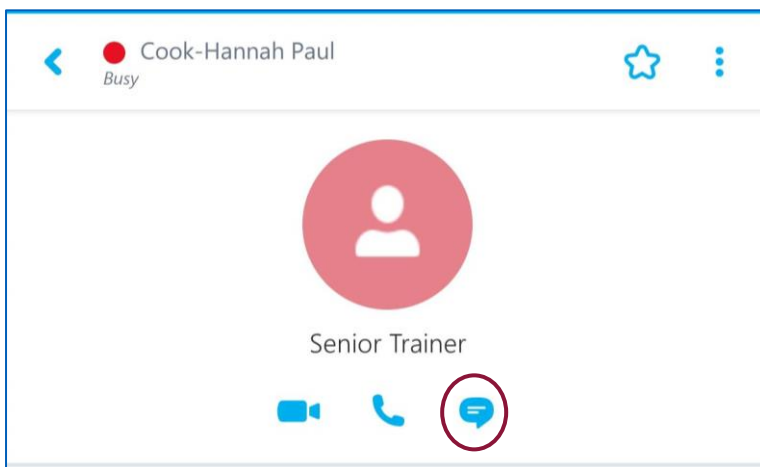
- First, locate the **Contacts** to receive an IM, click the icon at the top right of the screen.



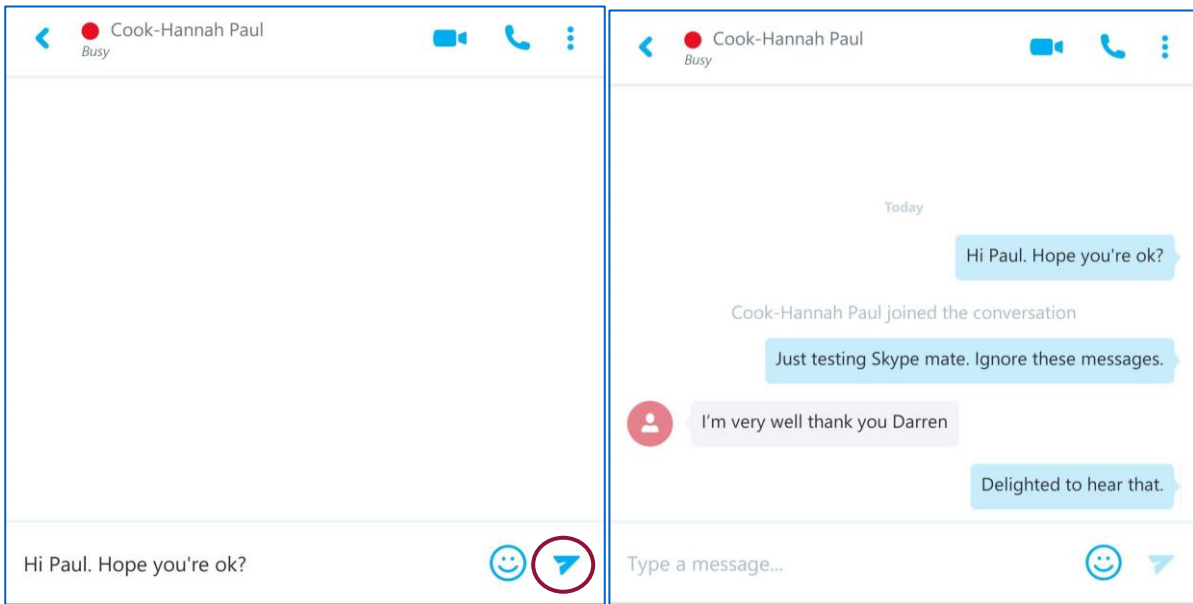
- Select a **Contact**.



- To send an Instant Message (IM), select the **speech bubble**




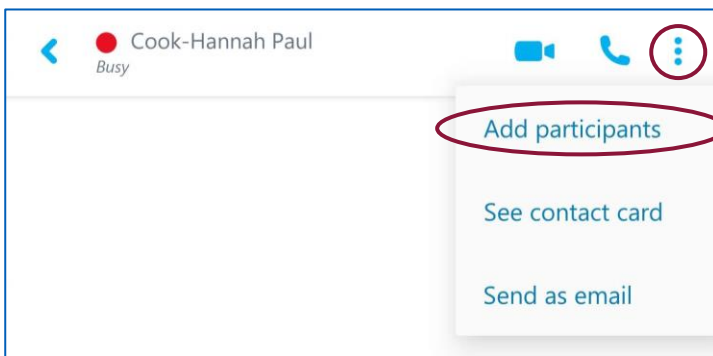
- At the bottom of the screen, type the [message](#)
- Tap the [paper plane](#) icon at the end of the message to send.



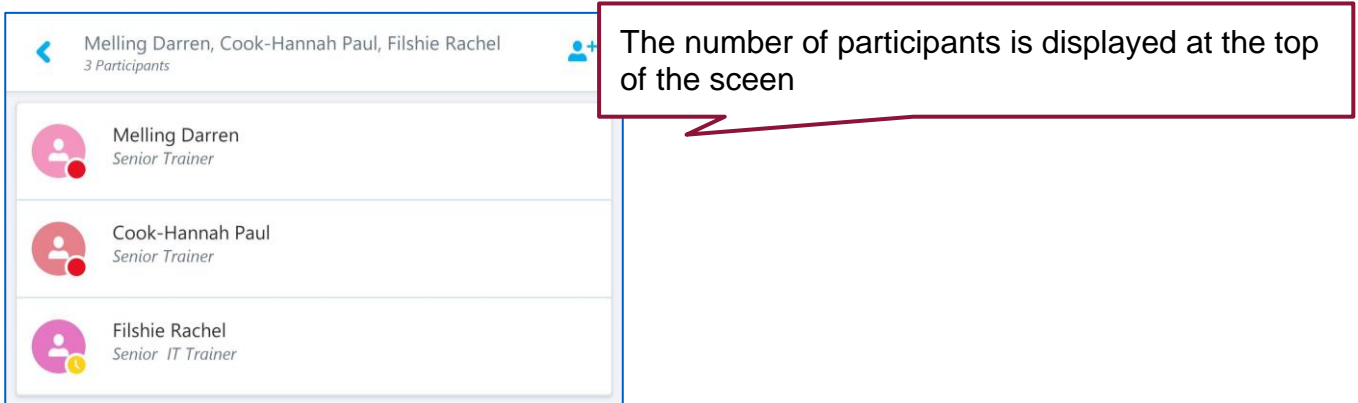
Add Participants to an IM

More than one participant can be to an IM conversation.

- Tap  → [Add participants](#)



- Type the name of the [Contact](#) to be added, tap their name and repeat the process to add more [Contacts](#).

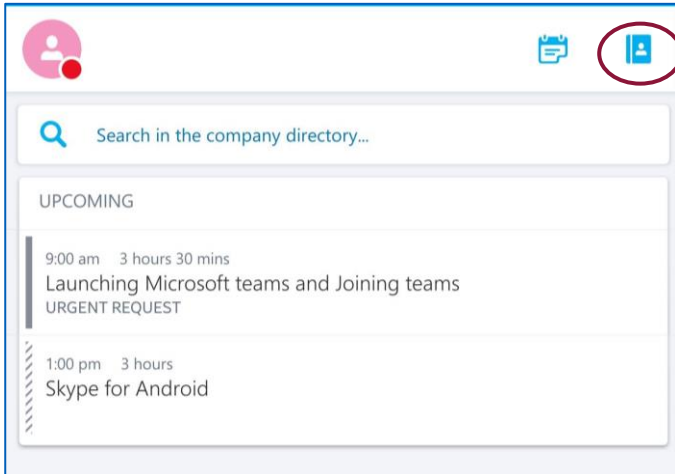


Calls and Video Calls

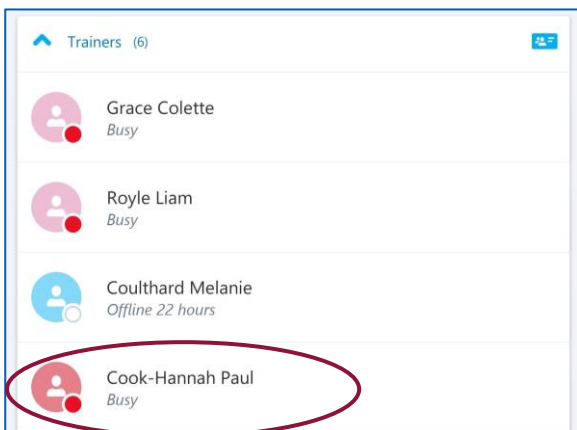
A Call or Video Call can be started from several places within the [Skype for Business](#).

Start a Call or Video Call from Contacts

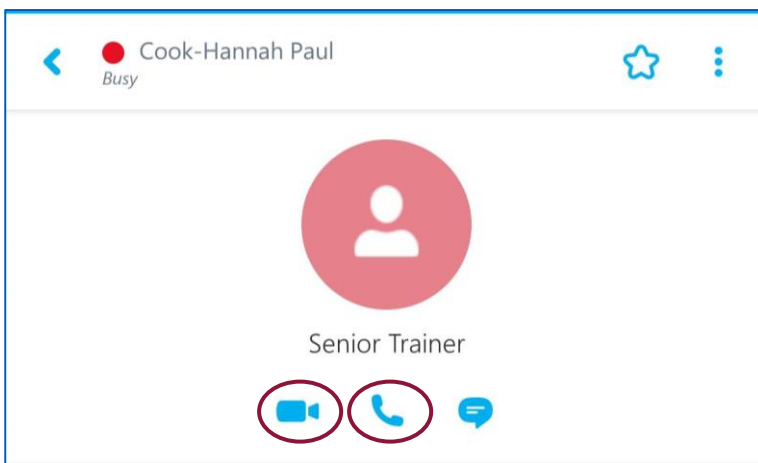
- Tap the [Contacts](#) icon at the top right of the screen.



- Tap a [Group](#) → select a [Contact](#).



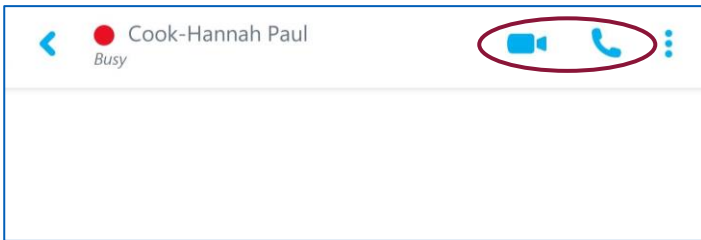
- Select the [Camera](#) for a [Video Call](#) or the [Phone](#) for a [Voice Call](#)



Start a Call or Video Call from IM

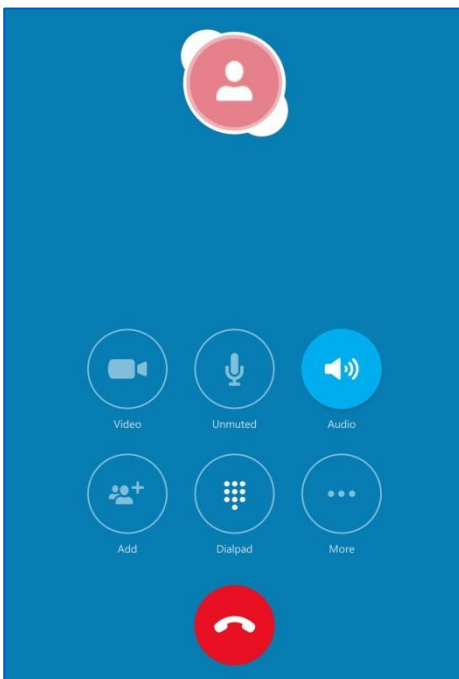
Use the icons located at the top of the screen to start a call from IM.

- Tap the [Camera](#) or [Phone](#) icon to start the call.



There are several options that can be accessed from the screen.

- [Video](#) – switch on or off
- [Microphone](#) – switch to mute.
- [Speaker](#) – switch on or off.
- [Add Participants](#) – add participants to a current call.
- [Three Dots](#) – more call options available.



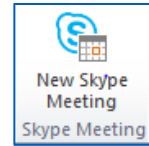
- Tap the [Red Phone](#) icon to end the call.

Skype Meetings

Skype for Business will be linked to your Outlook calendar and will sync meetings and appointments. Upcoming events will be visible in the home screen.

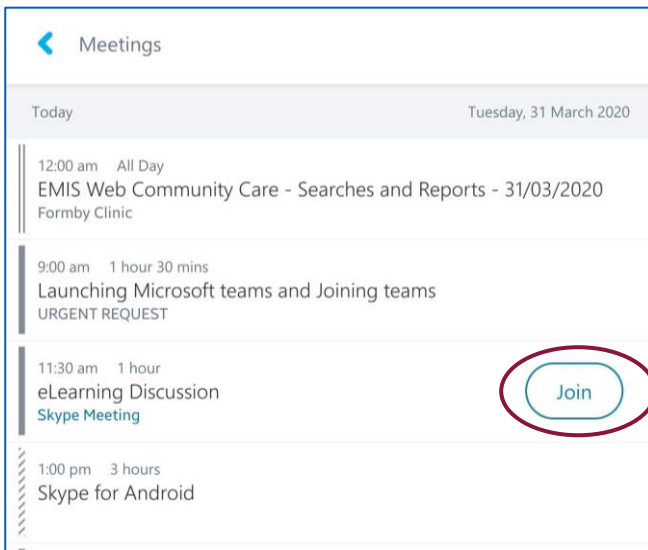


Skype Meetings **cannot** be scheduled via the Android App. They should be arranged using an Outlook add in invite using the icon on the Outlook ribbon.

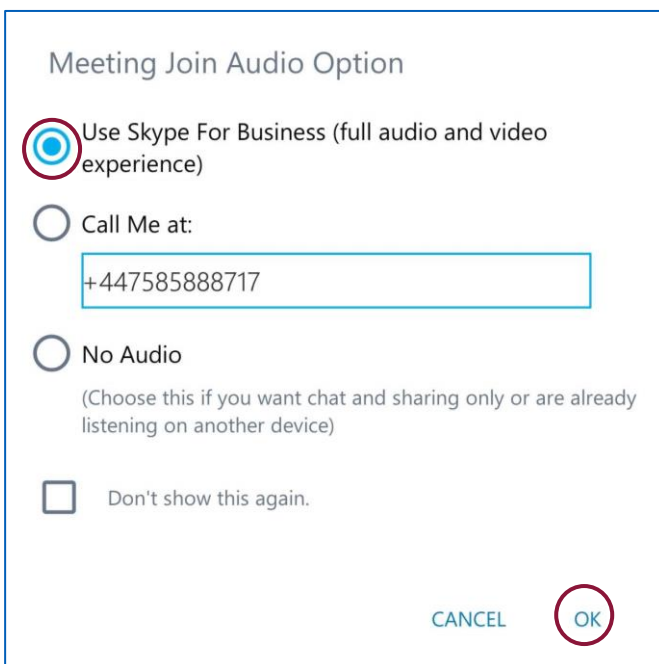


Join a Skype Meeting

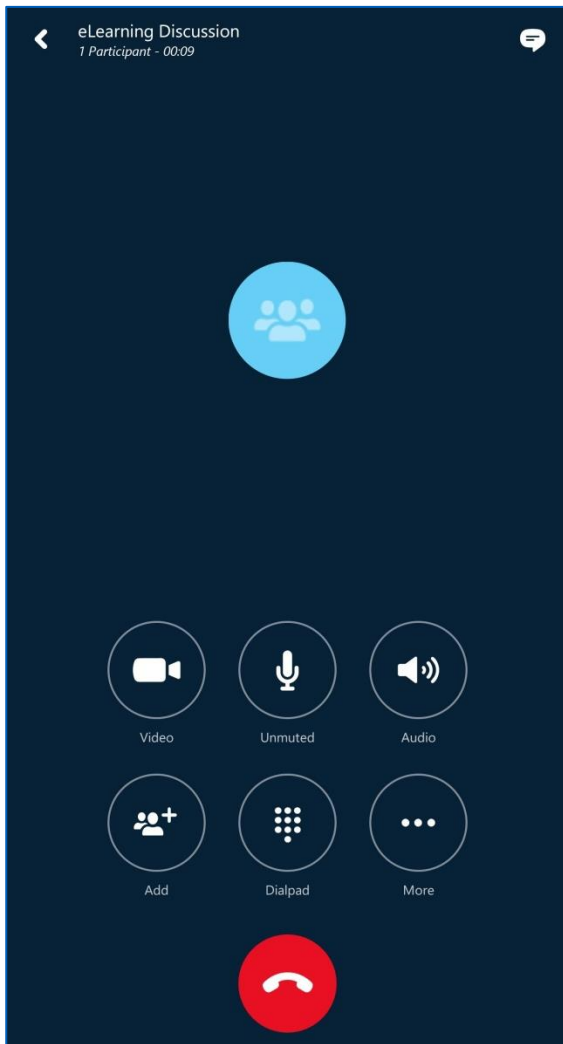
- Tap the **Meetings** icon at the top, right corner of the screen.



- Find the meeting and tap **Join**.
- Choose the **Audio Option** → tap **OK**




- The meeting will start



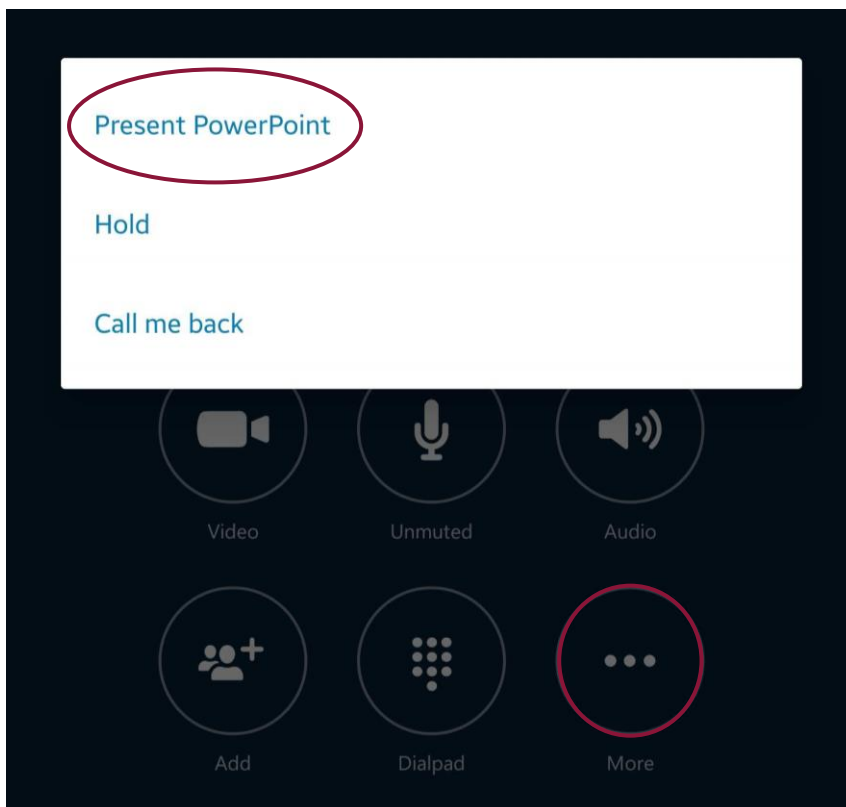
There are several options that can be accessed from the screen.


- [Video](#) – switch on or off
- [Microphone](#) – switch to mute.
- [Speaker](#) – switch on or off.
- [Add Participants](#) – add participants to a current call.
- [Three Dots](#) – more options which includes [Present PowerPoint](#).

Present Power Point in a meeting

 Users cannot present their screen using the Android App, however they are able to present using Power Point:

- Tap the [Three Dots](#) → [Present PowerPoint](#).



- [Browse](#) for the item to present.
- When the meeting is finished or the delegate wishes to leave, click 

Contact Details

System Queries	Informatics Merseyside System Support & Development Team	0151 296 7777
IT Queries	Informatics Merseyside IT Service Desk	0151 296 7777
Training Queries	Informatics Merseyside Training Service	training@imerseyside.nhs.uk 0151 317 8408