



# Skype for Business for Android

*Skype for Business for Android is a productivity app that brings Skype Meetings, presence, instant messaging, voice, and video capabilities to your Android mobile device. It gives you the ability to communicate with your Skype contacts using IM, audio call, and video call when on the move.*

To get Skype for Business on Android, you need an Android device running OS 4.0 or later.

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## Setup and getting started


First things first, to access your contacts you need to synchronize phone with the Unitec Exchange. If you have not done this, then click on the following link and follow instructions.

[Set up \*\*Android devices\*\* for email, calendar and contacts](#)

You will need the App if it's not already installed.


### Install Skype for Business on Android

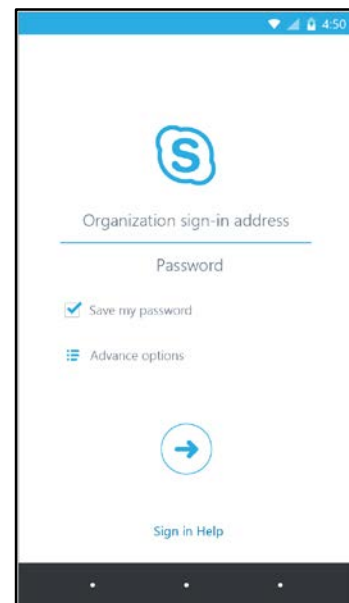
**Note:** Downloading Apps should only be done when connected to **WiFi** to avoid large data charges.

1. From your phone, click the  to go to the Google Play Store, and search for **Skype for Business**.
2. Tap **Install**.

## Signing into Skype for Business for the first time

Before you start Skype for Business, connect your device to the Internet through a Wi-Fi network.

1. Tap the **Skype for Business** icon  to open the app.
2. Enter your sign-in address (e.g., **alias@unitec.ac.nz**) and password, and then tap **Sign In**.

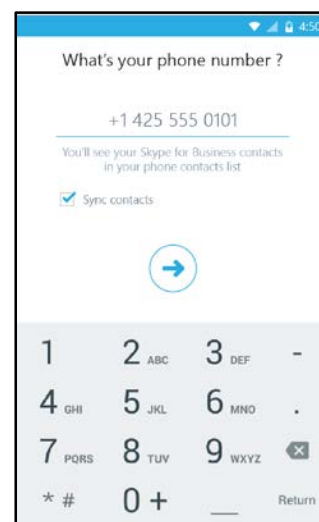


3. Enter your **mobile** number with country and region codes.

When Skype for Business can't use a Wi-Fi or 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.



(See [Set WiFi Options](#))

4. Tap **Done**.



## Set WiFi Options

**Important** – It is recommended you should only allow video and content sharing via mobile when connected to a WiFi network. Otherwise, this will result in higher data charges.




1. Open the Skype for Business App on phone
2. Tap the **picture icon**  to bring up your profile page.
3. Select **Settings** (  ) > **Voice settings** > **VoIP over Wi-Fi only**
4. Also tick '**Allow incoming cellular call when Wi-Fi is not available**'.
5. Tap < to go back to Settings
6. Check that '**Require WiFi for video calls**' option is **On**

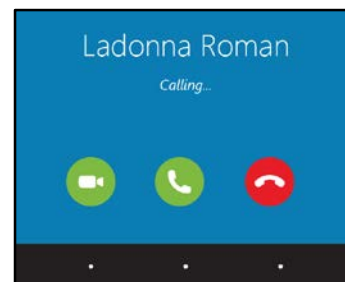
Normally, Skype for Business for Android won't show meeting content or participant video feeds during a meeting unless you have a Wi-Fi connection. (See [Require Wi-Fi for video calls](#) for more info)

**You are now set up to make and receive calls via Skype for Business to, and from, other Skype for Business users.**


## Receiving Calls

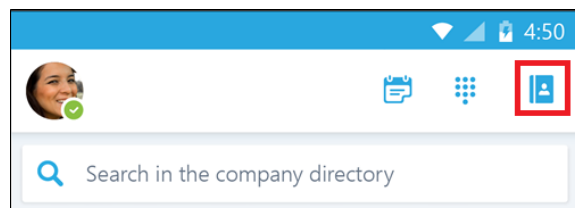
**Audio.** When you receive an incoming Skype for Business call, the ringtone will be the default Skype for Business ringtone (this ringtone cannot be changed).

- Tap **Video**  to accept an incoming audio and video call
- Tap **Audio**  to accept an audio-only call.
- Tap **End call**  to ignore or hangup



## Making a Call


1. Tap  **Search in the company directory**, and then start typing a name
2. To call a personal phone contact with this App, tap the Contacts icon and then select 'Call a phone contact'.
3. Tap to **select person**
4. Tap the Icon according to the type of conversation you wish to have (**Video, Phone or IM**)

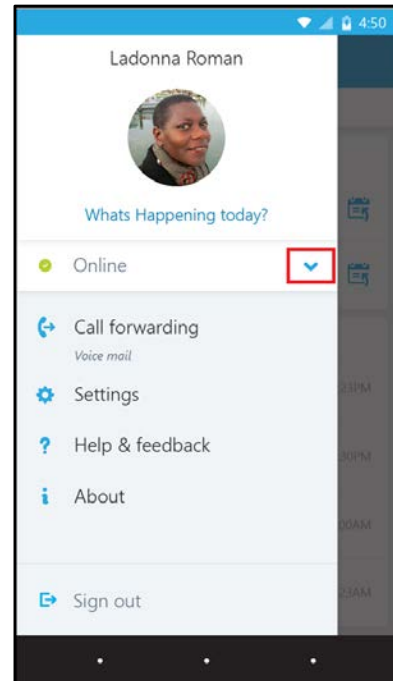
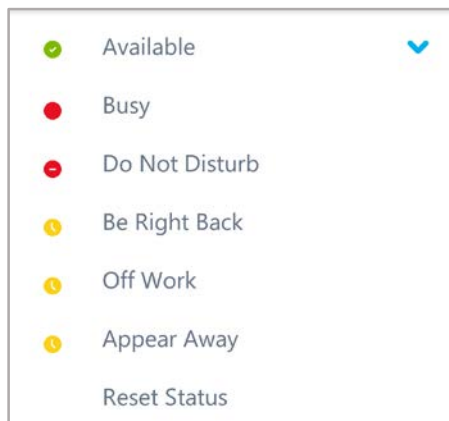


## Updating availability status

Your presence information includes availability status such as **Available** or **Away** and is represented by a colour-coded green, yellow, or red presence indicator. When you use Skype for Business on your mobile 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.
1. Tap the Status  arrow.
2. Select your status from the availability status list.



### Setting status automatically

When you sign in, you remain signed in as long as there is connectivity. If you are in a meeting or on a call, your status updates automatically. If you are not actively using the app on your mobile device or Skype for Business on your computer, your status appears as Inactive.

*NOTE: 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. '
4. The note appears with your contact card.

*NOTE: When you change **Automatic Replies** (out of office) settings in Microsoft Outlook, it automatically appears in the personal note area in Skype for Business. This note stays in Skype for Business until you cancel the note in Outlook or type a new note*

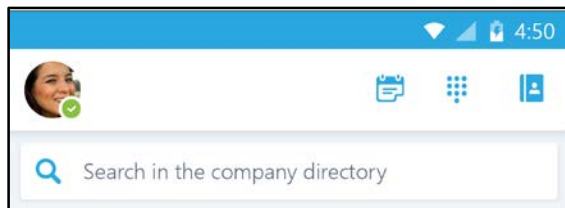
## Managing contacts

### Find a contact


See [Setup and getting started](#) as you will have needed to synch the contacts to be able to search for them in Skype for Business.

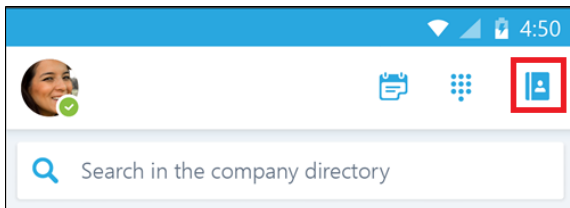
- To search for someone in the company directory, tap  **Search in the company directory**, and then start typing a name, phone number, direct extension, or email address in the search box.

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.



### View and edit your Contacts

- From the main screen, tap **Contacts**  to view your **Favorites**, **Other contacts**, and **Added by** contact lists.



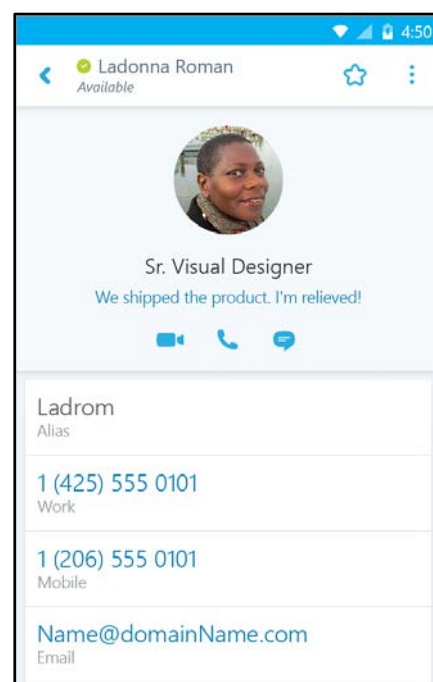
Then tap any of the groups to expand it. The Contacts list in Skype for Business on the desktop is the same as the one in the Skype for Business app. You can now add/remove contacts from the Contacts list in the mobile app.

### 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:

- Find the contact in your **Contacts** list, or start typing a person's name in the search box.
- Tap the contact's name.
- Tap **profile** to open the contact's profile screen.




You can also tap and hold a call or conversation in your **RECENTS** list to access a contact menu.



## Having conversations

### Start a conversation

From Skype for Business, you can start a chat (IM), a voice call, or a video call with a single tap on a contact's name.

- Type a message, and tap **Send** .
- Start a video chat by tapping **Video** .
- Make an audio call by tapping **Call** .



### Joining a conversation

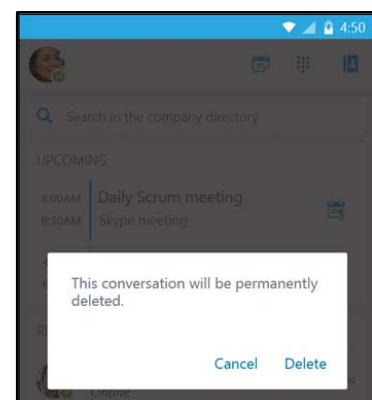
**IM.** When someone sends you an instant message and you are in Skype for Business, a notification appears at the top of the screen. To accept the invitation, tap the notification. If you receive an instant message while your device is locked or when Skype for Business is running in the background, 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.

### Find recent or missed conversations

Missed and recent conversations are listed on the main screen under the **RECENTS** heading. Tap a listed conversation to open it.

### Delete a conversation

To delete a conversation from the **RECENTS** screen, tap and hold the conversation you want to delete and tap **Delete**.




## Joining Skype meetings

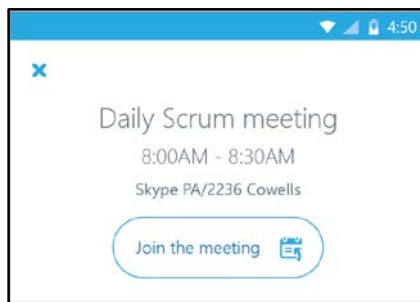
There are several ways to join a Skype Meeting using Skype for Business for Android. Once you join, you should be able to hear the meeting audio, see video of other participants, and view a participants list. The default settings allow videos only when you have a Wi-Fi connection.


*NOTE: You can also join a Skype Meeting without signing into Skype for Business or even having a Skype for Business account by using the link or toll-free number that was included in the meeting invitation.*

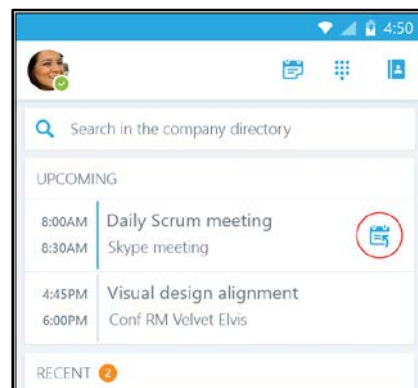
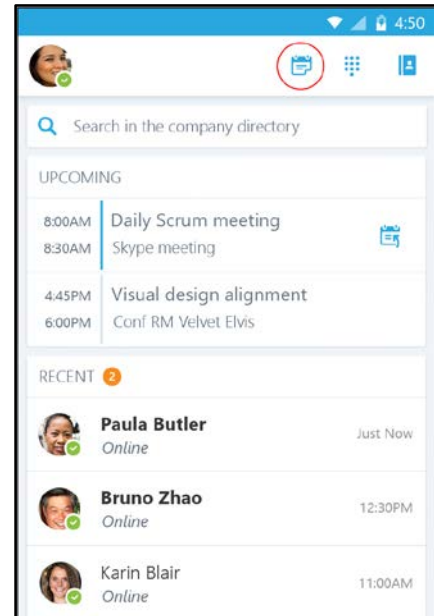
### Join a Skype Meeting

1. On the main screen, under **Upcoming meetings**, tap the meeting you want to join. You can also view the entire list of meetings for today and tomorrow by tapping **Meeting**  at the top of the screen.

2. On the **Meetings** information screen, tap **Join meeting**.



*NOTE: Meetings can also be joined by using Quick Join  next to a listed meeting.*



Depending on how you set your VoIP call options, one of the following happens:

- 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 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 isn't connected to a Wi-Fi network.

### Rejoin a Meeting

If you have to temporarily leave a Skype for Business meeting or get disconnected for any reason, you

can rejoin it by tapping **Rejoin** (  ) in the notification.






## Waiting in the meeting lobby

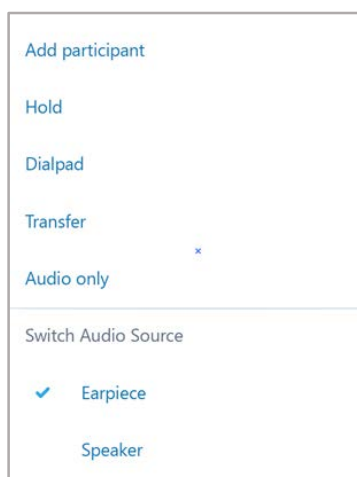
The meeting lobby is an online waiting area. The meeting leader can control access to the meeting or admit someone who doesn't have the correct meeting credentials. If the meeting leader has enabled the meeting lobby, you will need to wait until the meeting leader admits you to the meeting.



*NOTE: While you are waiting in the meeting lobby, don't move to another app. Your request to join the meeting will be cancelled if you leave.*

## 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 **Dialpad**  to select options associated with any voice prompts during a call.
- Use **More**  to expand additional menu actions.  
(See Below)






- 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.

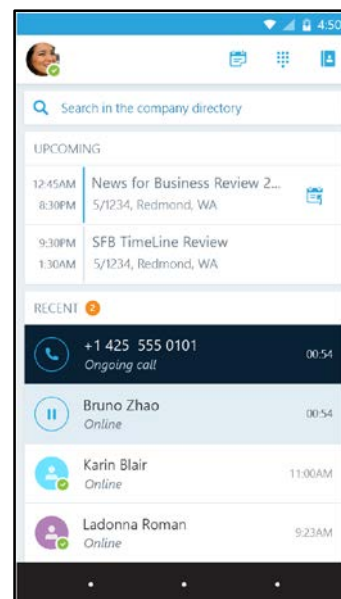
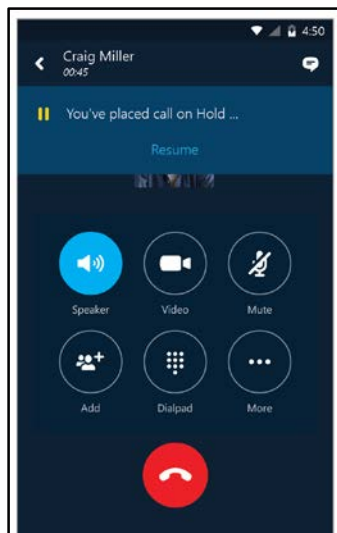


3. Tap **Answer**  to put the meeting on hold and answer the audio only call.
- Tap **Video**  to put the meeting on hold and accept an incoming audio and video call.
- Tap **End call**  to ignore the incoming call and remain in your meeting.




### 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 **RECENTS**.
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 **Resume** on the meeting call screen.

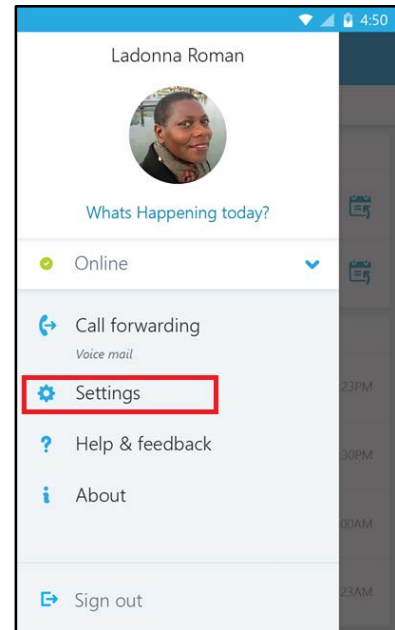
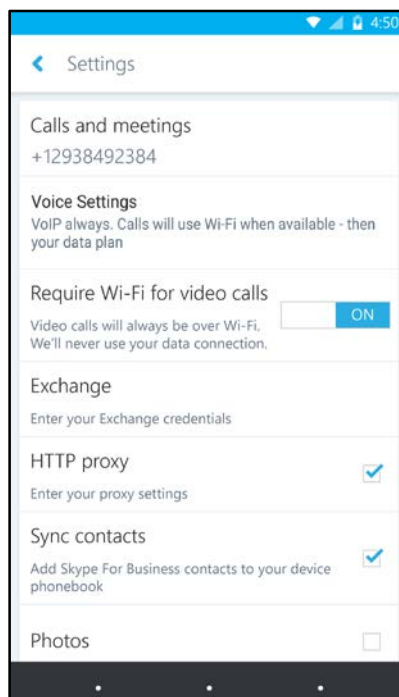


## Customizing your settings

The default settings should work for everyone, but if you want to change your preferences

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.



### Calls and meetings

Enter your Android phone number with country/region codes. This lets you make and get work calls and join meetings from Skype for Business. Also, when Skype for Business cannot use Wi-Fi or the cellular data network to make an audio or video call, you're called back at this number to connect you to the audio part of the Skype for Business call.

When you first sign in to Skype for Business for Android, you will be guided to configure your phone number. To update your phone number, on the **Settings** screen, tap **Calls and meetings**, tap **New Number**, and then enter your mobile phone number including the country/region and area code.

### Voice Settings

Normally, Skype for Business for Android won't require Wi-Fi for VoIP calls. You can change the default options so that the Skype for Business server will call you back when joining meetings or placing VoIP call. Tap **Voice Settings**, and then tap one of these options:

**VoIP Always:** Calls will use Wi-Fi when available, and then your data plan if Wi-Fi is not available.

**VoIP over Wi-Fi only:** VoIP over Wi-Fi will use Wi-Fi, not your data plan. If Wi-Fi isn't available, Skype for Business server will call you at your phone number.

**Cellular:** All calls will use cellular minutes. Skype for Business server will call you at your number when you place or receive a call or when you join a Skype for Business meeting.

### Require Wi-Fi for video calls

Normally, Skype for Business for Android won't show meeting content or participant video feeds during a meeting unless you have a Wi-Fi connection. If you turn these options off and are not connected to Wi-Fi, Skype for Business tries to use your data connection to show screen sharing and video. To change your Wi-Fi settings, on the **Settings** screen, slide the **Require Wi-Fi for video calls** switch on or off.

**Important** *Turning off this option can result in higher data charges and difficulty viewing shared content or video, or both.*

### Exchange

By default, the **Exchange** credentials option is turned on so all your meeting and voice mail information is shown on Skype for Business.

The **Exchange** setting lets you enter credentials if your Exchange credentials are separate from your Skype for Business settings. If they're the same, keep it set to **On**. You need Exchange credentials to show meetings and voice mail.

### HTTP Proxy

You need HTTP proxy settings if your organization's network has a proxy that requires credentials setup. You'll need to enter the domain, user name, and password to sign in and use the application on your organization's Wi-Fi.

### Sync contacts

You can add Skype for Business contacts to your Android device's phonebook. To do so, on the **Settings** screen, under **Sync contacts**, select the check box.

### Photos

To show or hide pictures of your contacts, select or clear the check box. When this option is turned off, pictures aren't downloaded or displayed.

### Status bar icon

To enable or disable the status bar icon for Skype for Business, select or clear the check box.

### Sound

You can turn off sound and vibrate for Skype for Business, or use your device's sound settings. On the **Settings** screen, tap **Sound**, and then select either **Use my phone setting** or **Off**.

### Vibrate

You can turn off vibrate for Skype for Business or use your device's sound settings. On the **Settings** screen, tap **Sound**, and then select either **Use my phone setting** or **Off**.

### Accessibility

Text telephone (TTY) mode is used to send text over a telephone line. A TTY device must be connected to your mobile device to interpret the modified audio. Otherwise you might experience poor audio quality. Using TTY mode in a conference call might also cause audio quality issues.

By default, TTY mode is turned off. Slide to **On** to turn it on.

### Logging

Logs are used by system administrators to collect, analyze, and save data. A system administrator might ask you to turn on the logging options to do troubleshooting. If you're not asked, you don't need to be concerned with this option. To turn on logging, slide to **On**.

To send error logs to your technical support team, tap **Send log files**, and then enter your support team's email address.

### Upload Sign-In Logs

If you receive a sign-in error message, you can send the sign-in logs to Microsoft. Tap **Upload Sign-In Logs**, and then tap one of these options:

**Always:** Always upload sign-in log on error.

**Never:** Never upload sign-in logs.

**Ask Me:** Prompt user every time there is a sign-in error to upload logs.

### About

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

## For more information

- For IMS help **call 0800 275 467 or 8484**
- [Click here](#) to join the **Unitec Yammer group for Skype for Business**
- Visit the [IMS Skype for Business](#) page on **the Nest**

To access information via the web, go to:

**For more Skype for Business training:**

<https://support.office.com/en-us/article/Skype-for-Business-training-942ad6f3-1455-40f0-927d-734de242e55b?ui=en-US&rs=en-US&ad=US>

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