Quick Reference

Skype for Business

Helpful tips for getting started with Skype for Business Mobile Application and MobileDay Application

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Get Started

Skype for Business mobile application:
Enjoy the power of communications and collaboration on your mobile phone with a familiar Skype-inspired user interface.
• Familiar Skype experience
• One-touch meeting join
• Full-screen video
• Call-forwarding and voicemail
• Multi-factor authentication

MobileDay mobile application:
Get one-touch dial into any type of conference call.
• Syncs with your smartphone calendar
• Notifies you of upcoming meetings
• Connect into any call with one touch
• Never have to dial a pin for any third party conference calls
• Secure, your information never leaves the app

You can download these applications from the app store:
• On your phone find and launch Company Portal.
• Login using your email address and network password
• Click on Apps tab
• Click on View All
• Select Skype for Business or MobileDay
• Select Install
• It may take a min or so and it should complete install
Skype for Business iOS

Skype for Business for iOS is a productivity app that brings Skype Meetings, presence, instant messaging (IM), voice, and video capabilities to your iOS mobile device. It has a new look and feel, at-a-glance view of your upcoming meetings and conversation history, simplified call controls, and other improvements.

To get Skype for Business for iOS, you need an iOS device running OS 8.0 or later.

Signing into the application

Before you start Skype for Business, make sure your device is connected to the Internet through either your cellular data plan or a Wi-Fi network.

1. Tap the Skype for Business icon to open the app.
2. Enter your sign-in address (e.g., alias@microsoft.com) and password, and then tap Sign In.
3. Enter your mobile number with country and region codes (this should pre-populate any call forwarding or simultaneous ring settings that are set up in Skype for Business for the desktop). If 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.
4. Tap Done.

Joining meetings

1. On the main screen, under Upcoming meetings, tap the meeting you want to join. You can also view a list of upcoming meetings by tapping Meetings at the top of the screen.

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

NOTE: Meetings can also be joined by using Quick Join next to a listed meeting. The Quick Join icon is not currently available on iPad.
Features

1. Use Video 🎥 to start your camera.
2. Use Mute 🎤 to mute and unmute your microphone.
3. Use Speaker 🎧 to turn the device’s speaker on and off.
4. Use Add 📌 to add new participants to the meeting.
5. Use Dialer ☎️ to call someone to join the meeting.
6. Use More ⚙️ to access additional features.
7. Use End call ☑️ to leave the meeting or end the conversation.
8. Tap Text 📨 in the upper right of the screen to type a message or read other participant’s messages.

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.

1. Type a message, and tap Send.
2. Start a video chat by tapping Video.
3. Make an audio call by tapping Call.

Join a conversation

1. 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.
2. Audio. When you get a Skype for Business call, it looks the same as any other call you get on your iOS device. The only difference is that when you get the call, the ringtone will be the default Skype for Business ringtone (this ringtone cannot be changed), and the incoming call screen will have a Skype for Business logo on the left.
Skype for Business 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 has a new look and feel, at-a-glance view of your upcoming meetings and conversation history, simplified call controls, and other improvements.

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

Signing into the application

Before you start Skype for Business, make sure your device is connected to the Internet through either your cellular data plan or a Wi-Fi network.

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

Get started

Once you download the application, you will need to create an account. This is not a client single sign-on account. Create an account with your company email and create a password.

Once you log in, you can click the more option to display the menu.

Join a meeting

Tap the “Join Online Meeting” button to connect to your online meeting with just one-tap. MobileDay interoperates with Lync, Cisco WebEx®, Citrix GoToMeeting® and Google+ Hangouts. You must have the corresponding app installed on your iPhone to use this feature, and occasionally customization and login is required (depending on your corporate setup).

If your event is a phone call with the option of an online meeting, you will click the icon below that is circled.

If your event is just an online meeting with no call information, you will click the icon below that is circled.
MobileDay FAQ

I’ve noticed that MobileDay now dials an entirely new number when entering me into my conference call. What is happening? MobileDay now moves you through our proprietary network to place you on your call because we’ve found this allows for a better quality experience. We know it might sound a little different on your end, but trust us, we will still get you onto your call with one touch.

What is a “host” and what is a “guest” in MobileDay?
If you are the organizer of a call, we refer to you as the “host.” Some conference services use other words to describe the “host,” such as “moderator,” “leader,” “chairperson,” “organizer,” “speaker,” or “presenter.”

If you join a call but are not the host or organizer, we refer to you as a “guest.” Some conference services use other words for “guest,” such as “participant” or “attendee.”

How secure is my data?
As tight as tight can be! While the MobileDay app does access your iPhone or Android Calendar, Contacts, and Location information, none of this information leaves your phone. We adhere to enterprise-grade security to ensure that your data remains completely private. We even pass Vericode’s Level 4 security scan.

Why does MobileDay need access to my Contacts, Calendar and Location?
MobileDay cannot function properly without access to your calendar, contacts, and location, so please give MobileDay access to these services when installing the app.

When your location changes, your timezone and therefore meeting start and end time(s) may also change. Also, MobileDay looks for the best dial-in number in your calendar events based on the country in which you are located. For these reasons, access to Location Services ensures that MobileDay is up to date and accurate.

When I log into MobileDay are my calendar events shared with MobileDay’s “cloud”?
No, great question. When you log into MobileDay with your email address you will have the ability to save your host conference details so those are retained from session to session without having to re-enter your meeting numbers and PINs but your actual calendar events and appointment details never leave your device.