



Unit 6

Sending and Receiving Instant Messages (IM)

Learning Outcomes

By the end of this unit the learner will be able to:

- ✓ Send an instant message to a contact
- ✓ Respond to an instant message
- ✓ Use the spellchecker tool
- ✓ Add emoticons to a message
- ✓ Change the font used by your messages
- ✓ View conversation history

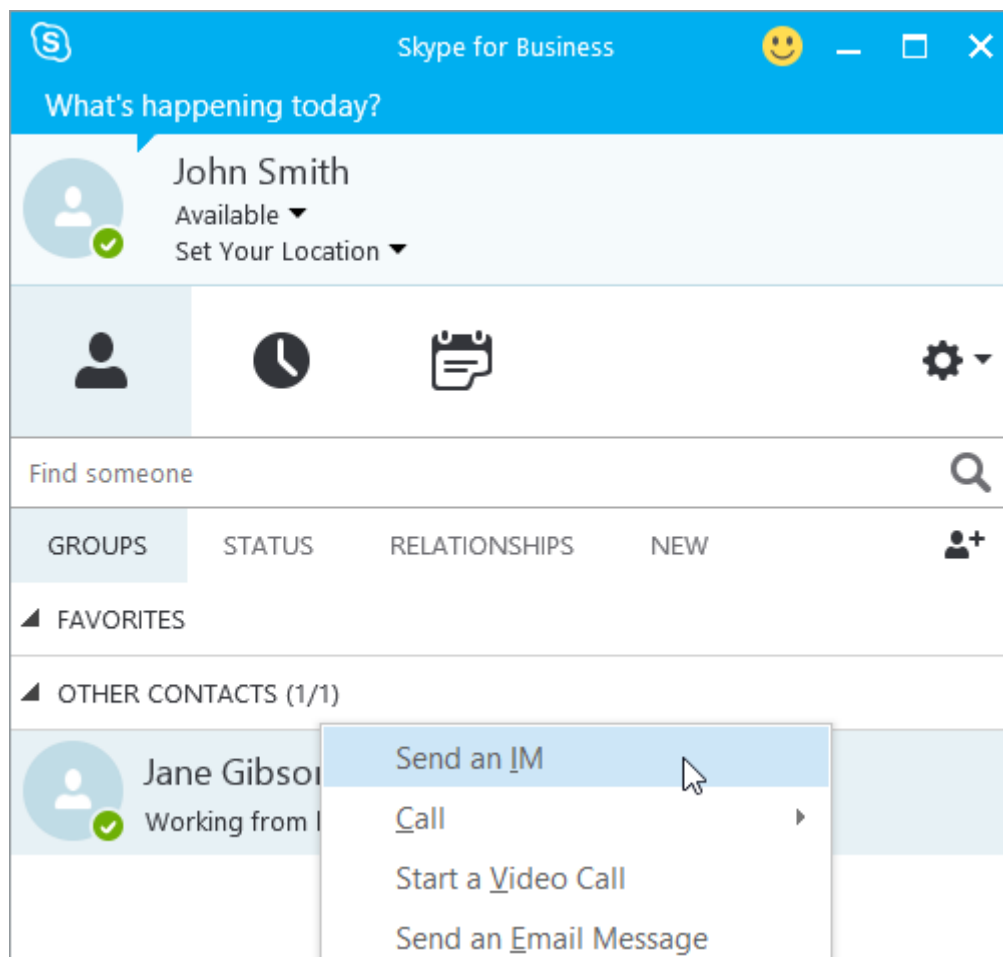
Unit 6

Sending and Receiving Instant Messages (IM)

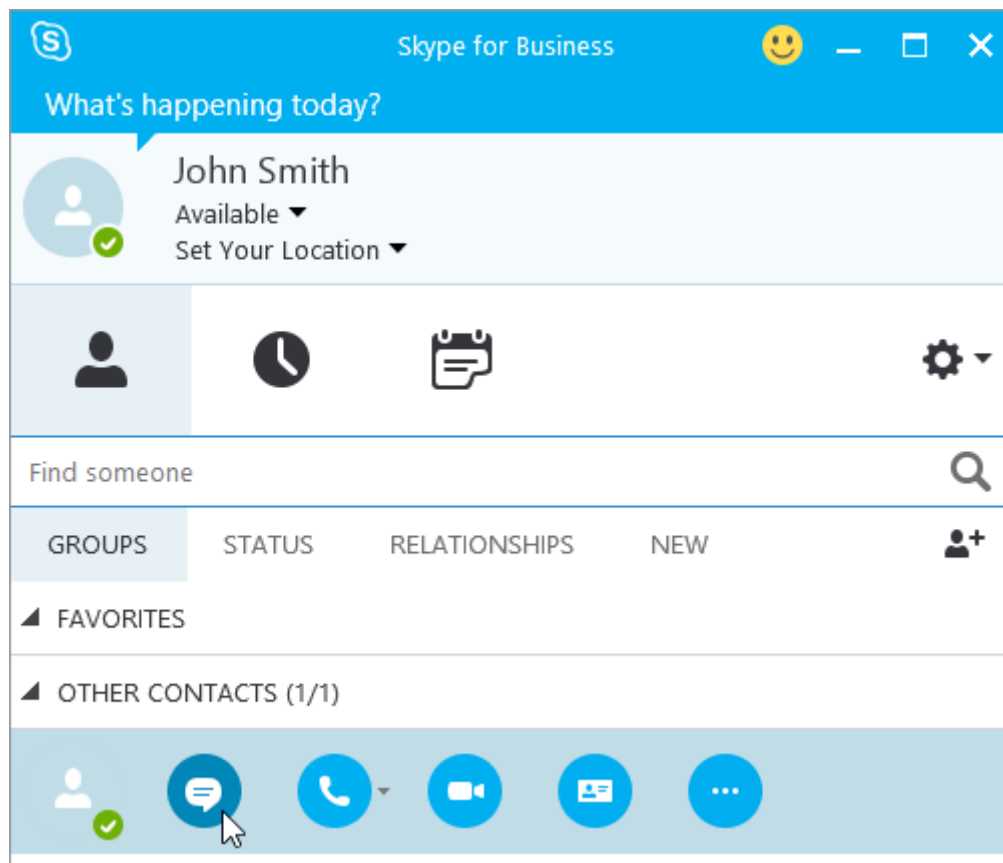
Sending an IM to a Contact

To begin, open Skype for Business and sign into your account. Ensure that you have at least one contact on your Contacts list that you are able to send instant messages to.

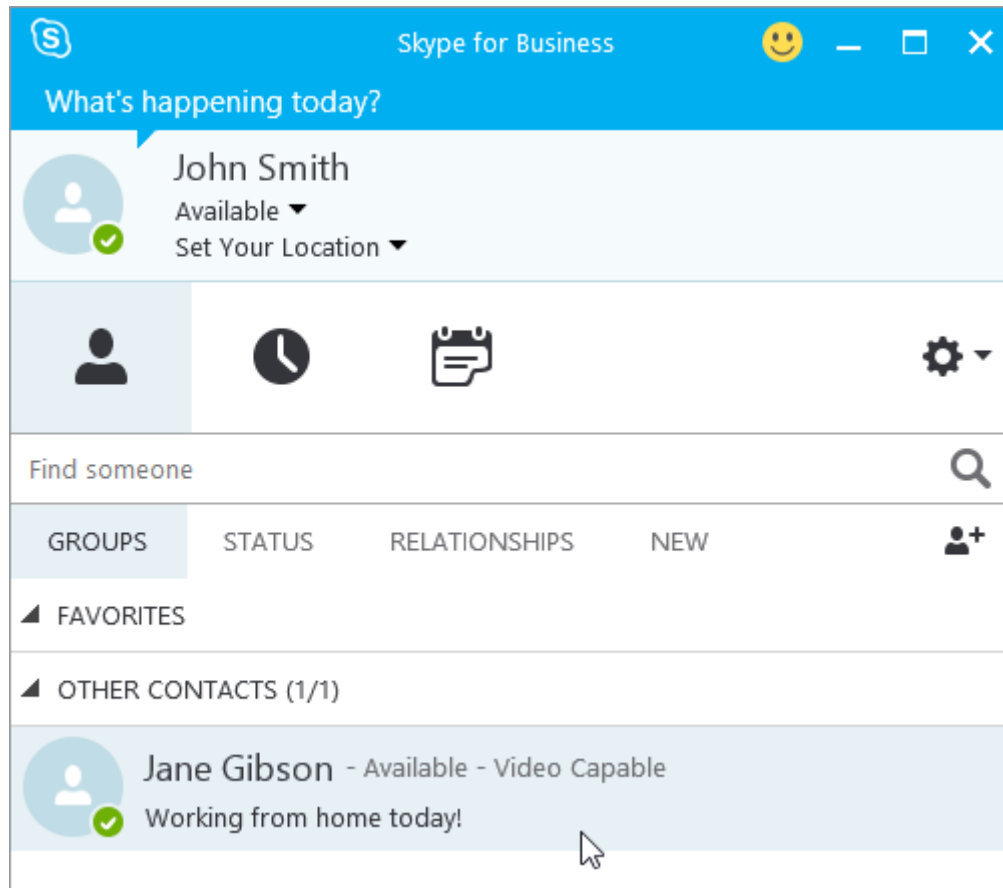
To send an instant message to one of your contacts in Skype for Business, there are a few methods that you can choose from. First, you can right-click on the contact and click “Send an IM:”



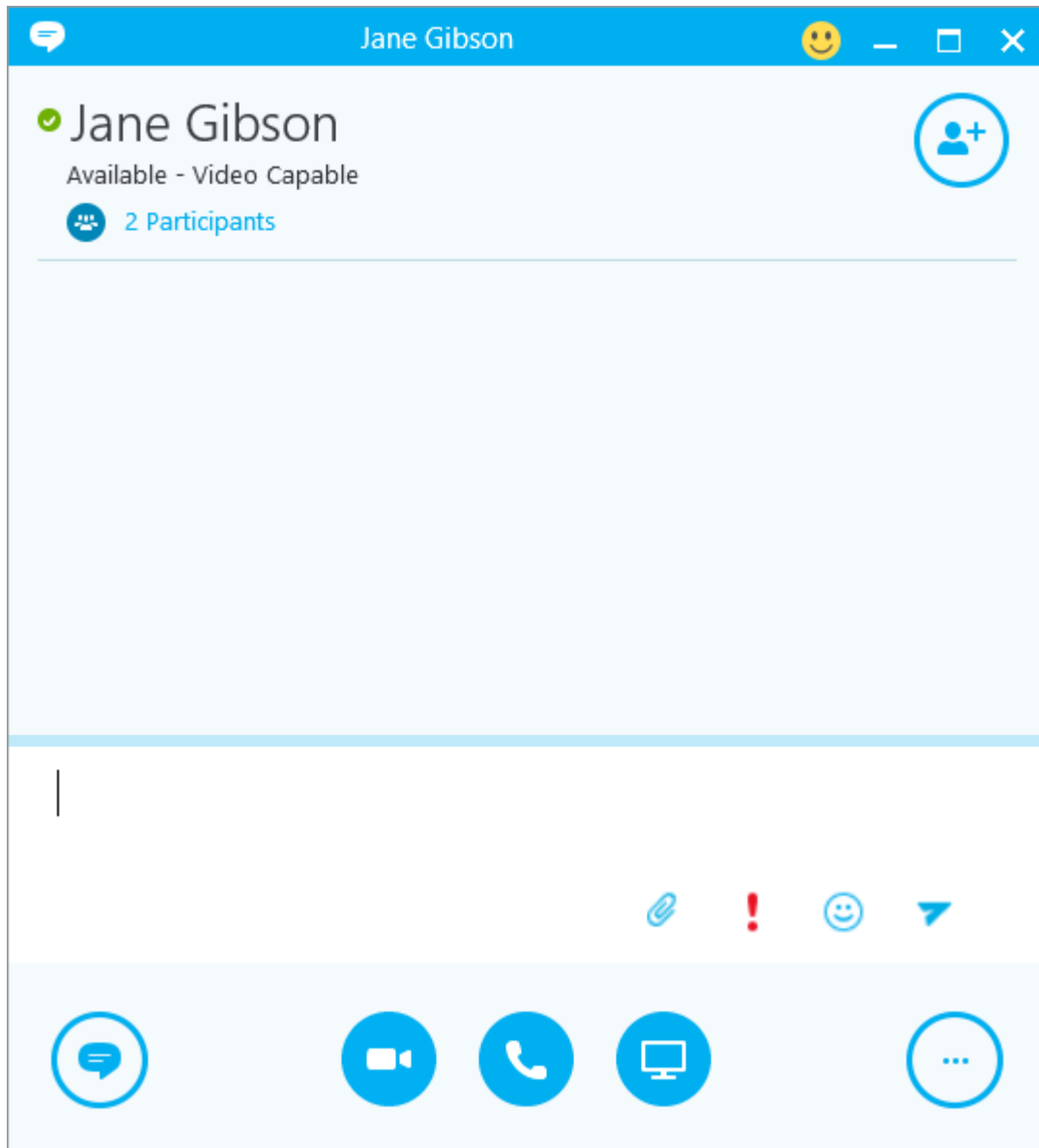
Or, you can hover your cursor over the profile picture of the contact in question and then click the IM button (🗨️) on the quick toolbar that appears:



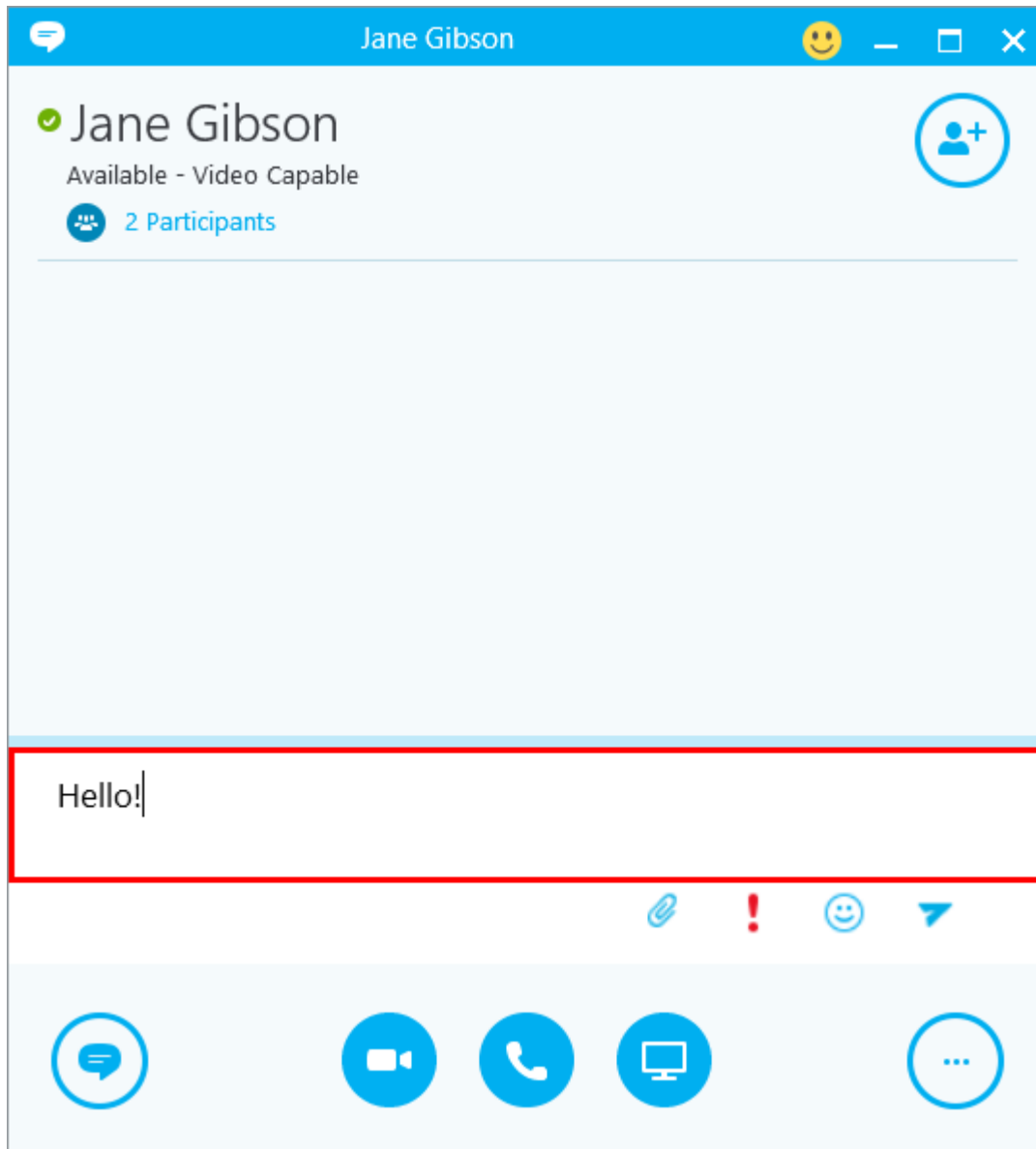
However, the simplest method is to double-click on the contact listing. For this example, double-click on the contact that you are working with:



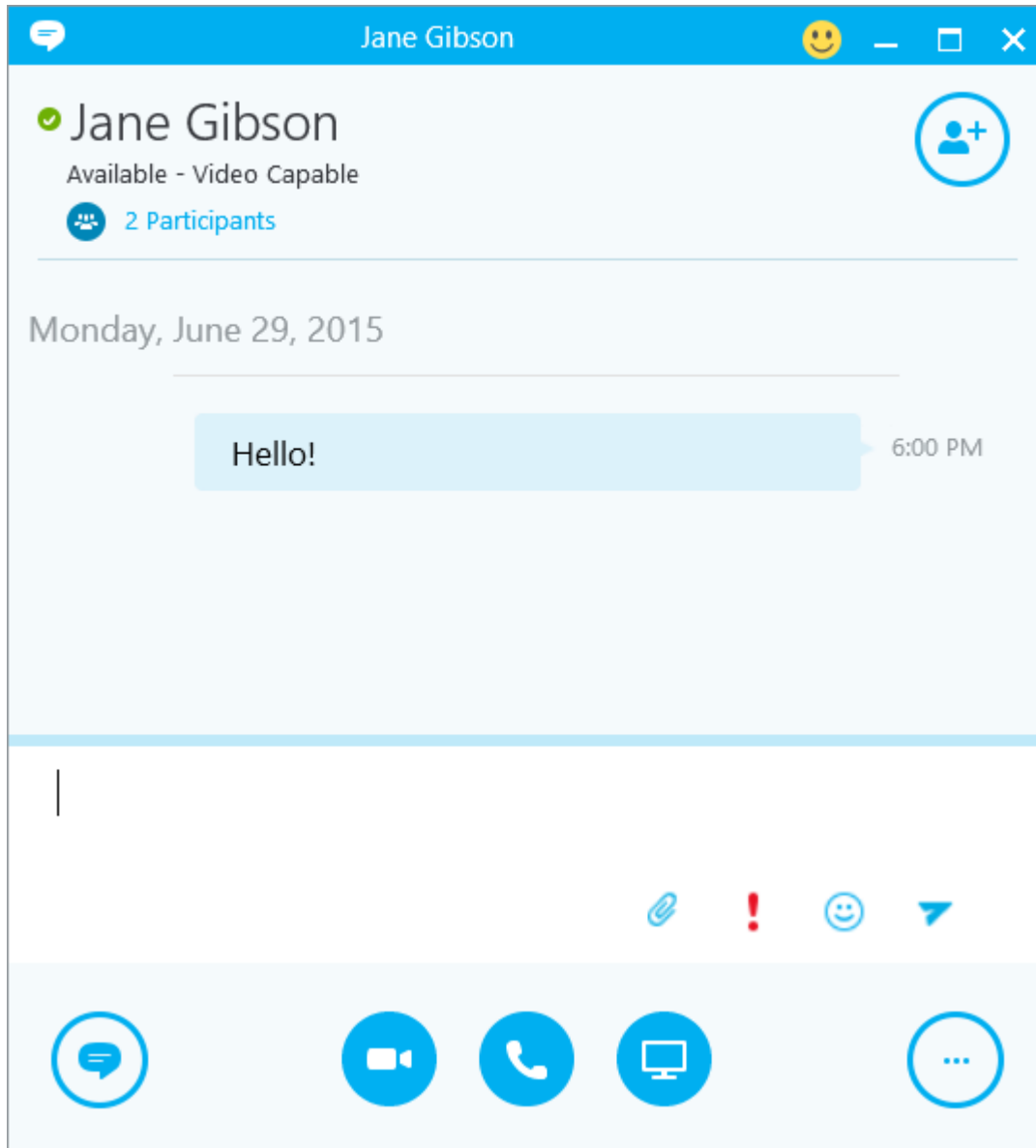
No matter which of the above methods you use, a conversation window will open separately on your desktop:



At the top of this window will be the recipient's name and status. In the provided text area at the bottom of this window, you are able to type a message. Type "Hello!" into this area:



With your cursor still in the text area, press Enter on your keyboard to send your message to the contact. The message that you typed into the text area will now appear in the primary messaging area of the window. Included will be your name, as well as the date and time this message was sent:



The recipient can then respond and their message will be shown in the same window.

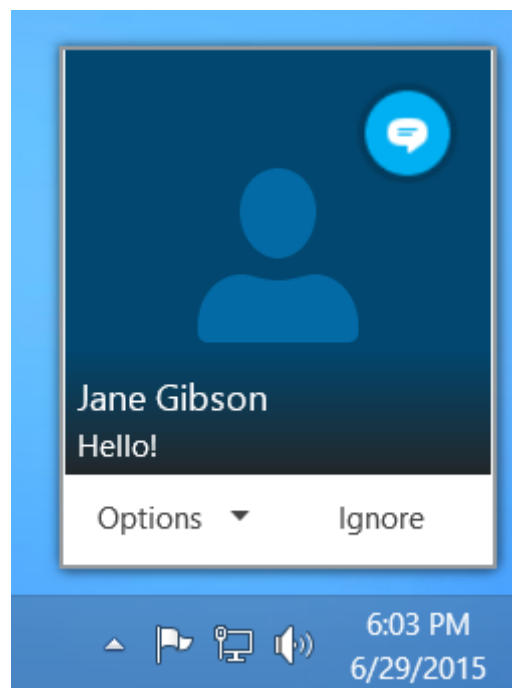
When you're done, close the conversation window by clicking the Close button in its upper right-hand corner:



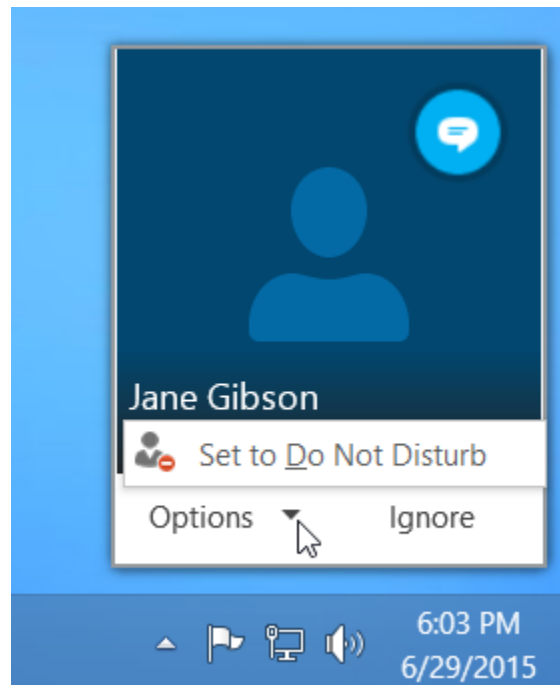
Responding to an Incoming IM

To begin, open Skype for Business and sign into your account. Pair up with a partner and send each other an instant message.

When you first receive an incoming instant message, it will be displayed as an alert:

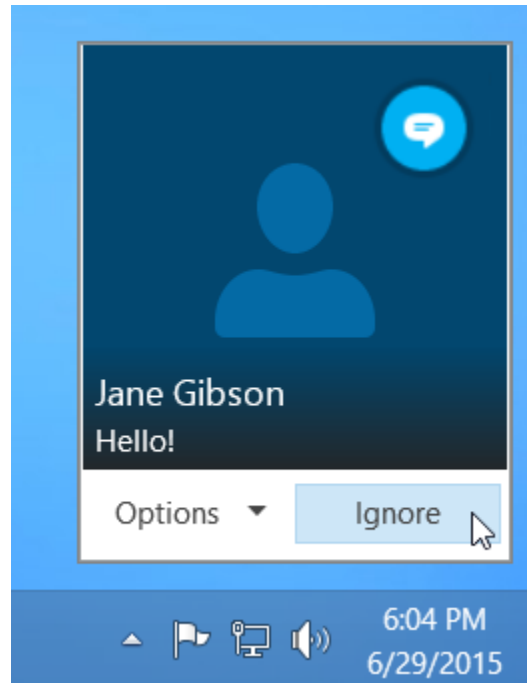


This alert provides a few options that you can use to interact with the incoming message. Clicking the Options button will present you with the option to set your current presence status to Do Not Disturb:

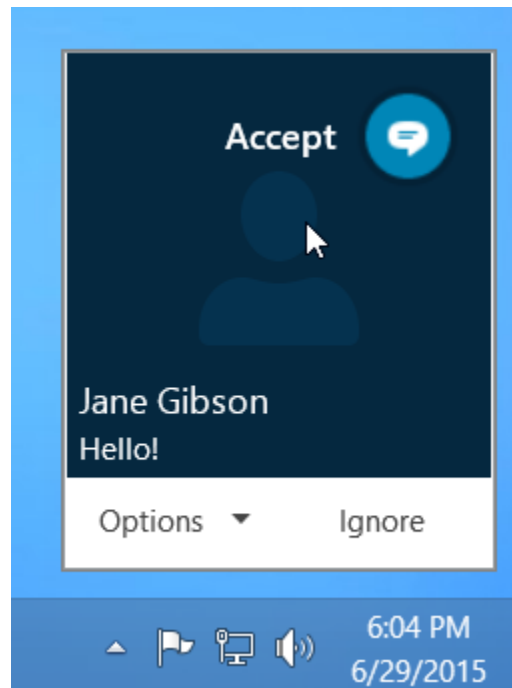


(Remember that by default, this status will block all alerts unless they are sent by someone in your own workgroup.)

The Ignore button will disregard the alert and hide it:

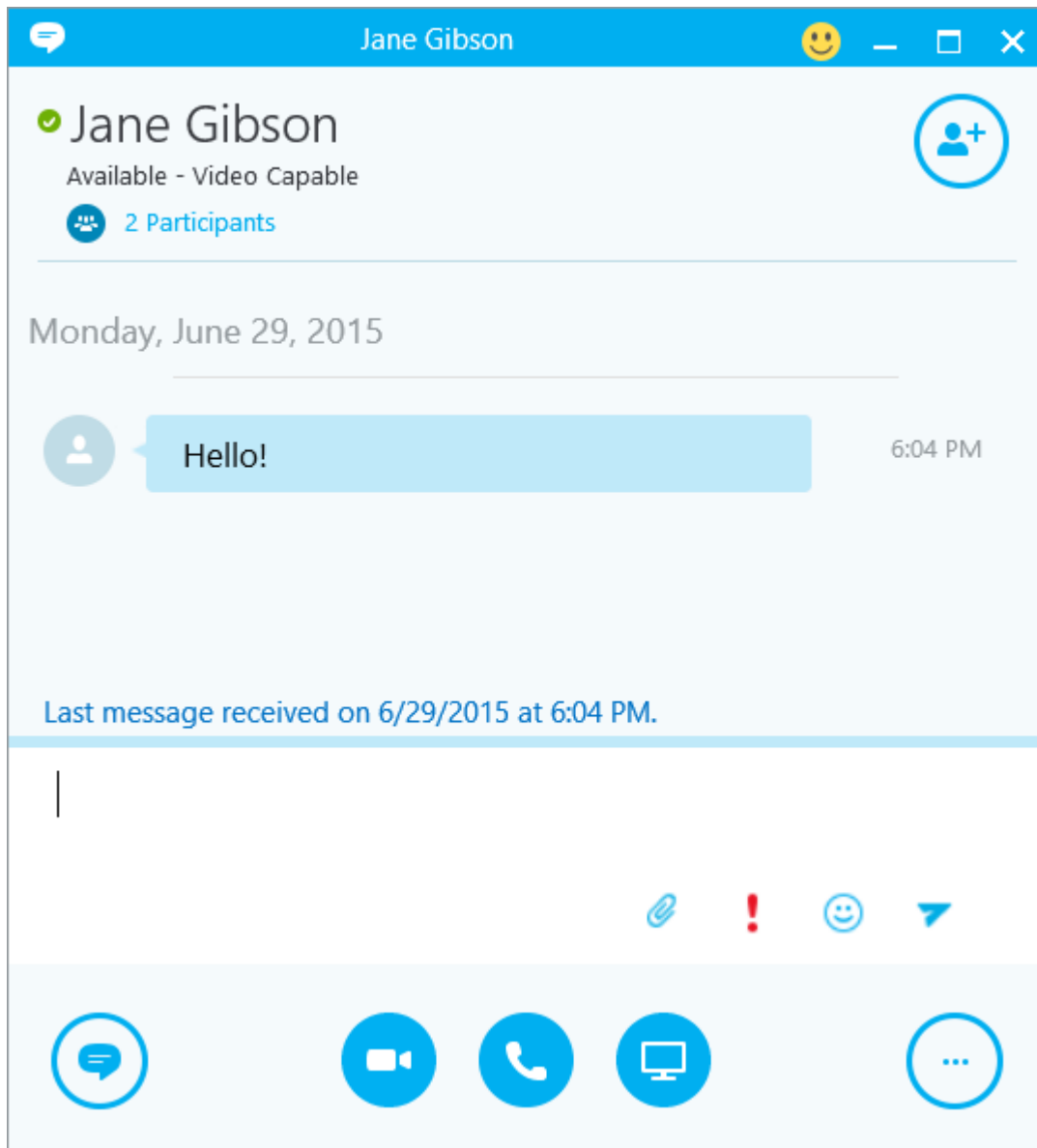


Respond to the incoming message alert by clicking on the main part of the alert:

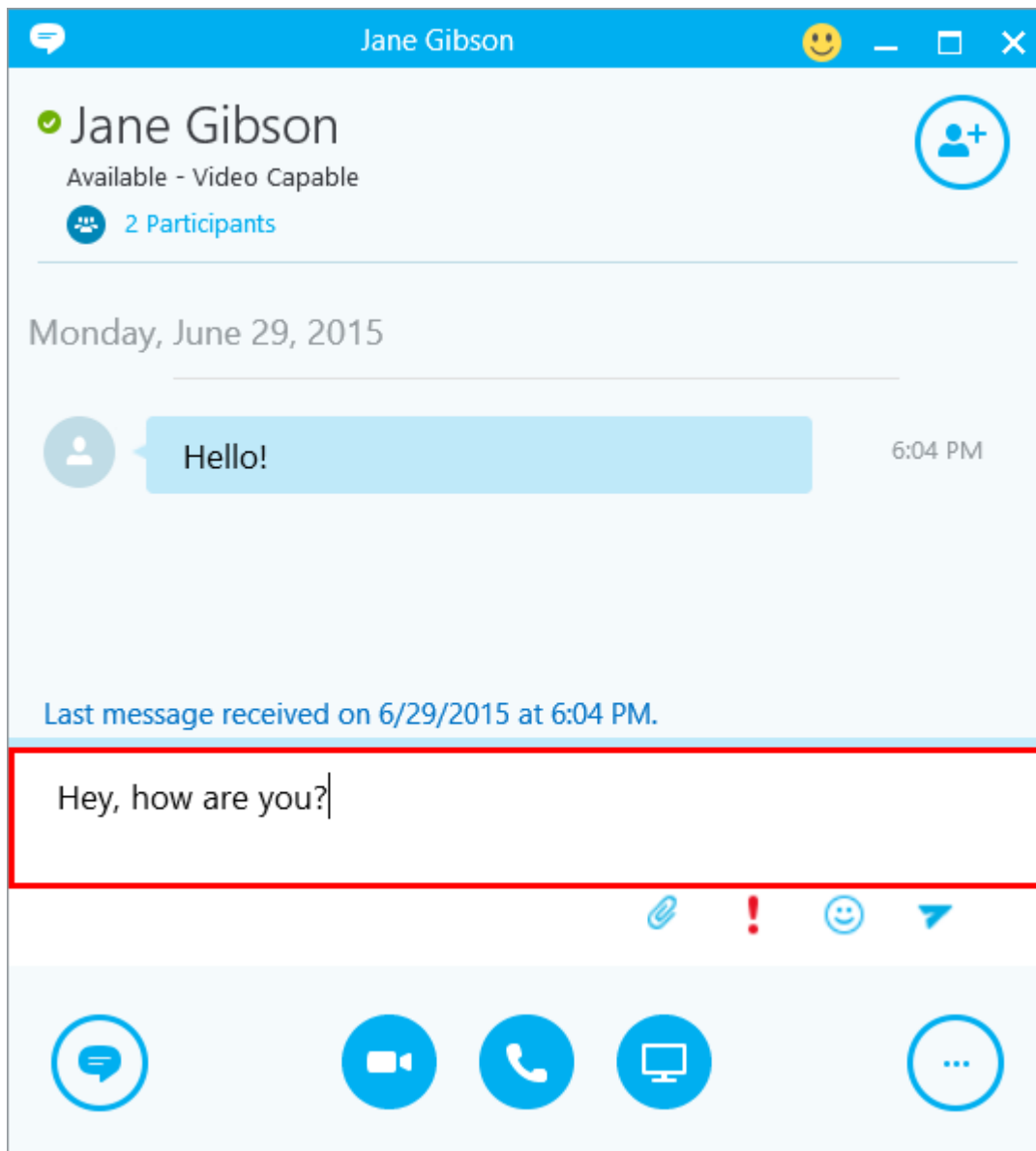


(You will see that when you move your cursor over the main part of the alert, it will appear shaded and display "Accept" near the top of it.)


The conversation window will open and display the full message that was sent to you:



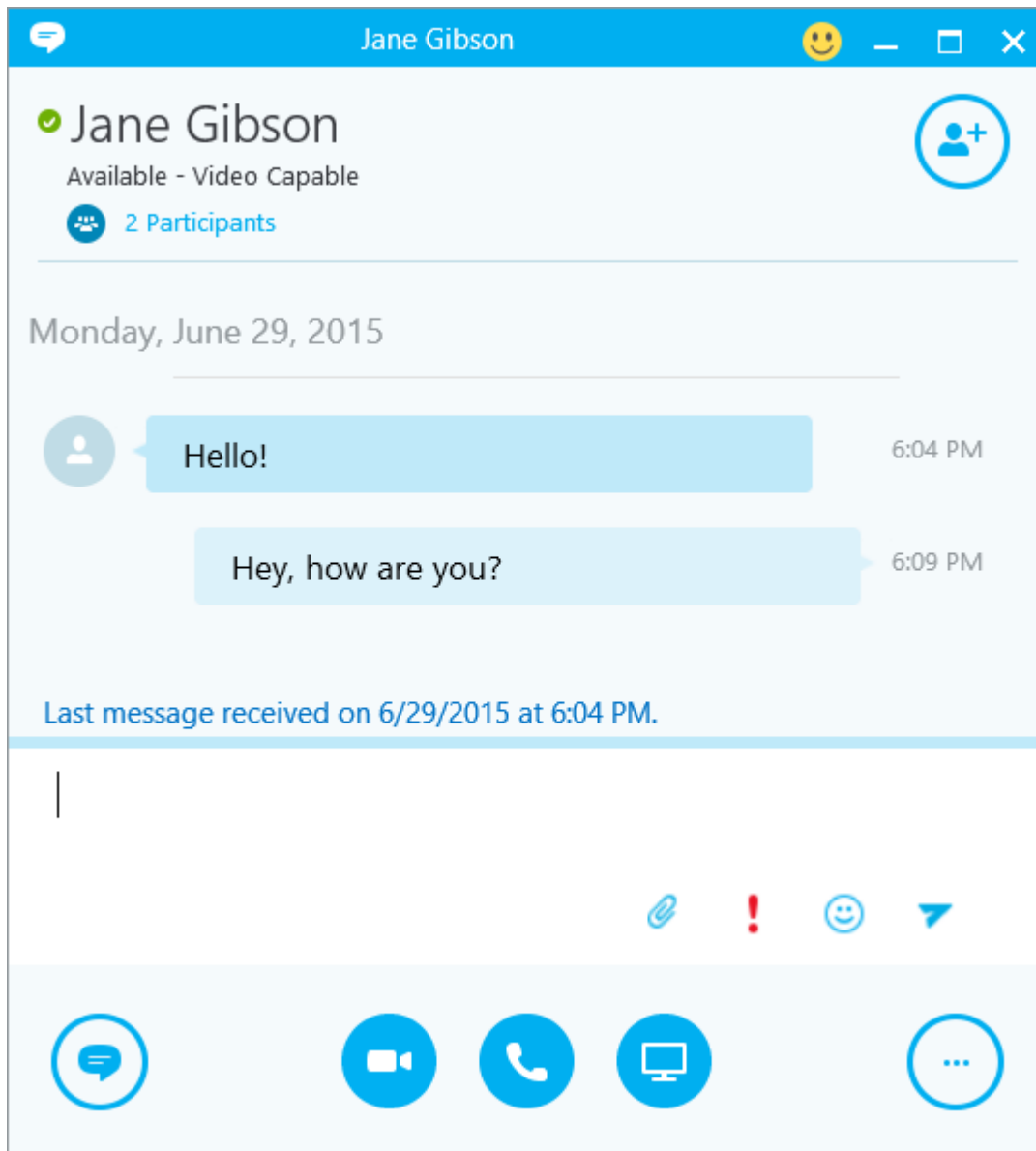
Respond to this message by typing in the provided text area at the bottom of this window. For this example, type "Hey, how are you?" into this area:



Instructor Tip: As you are typing a message, the other person(s) in the conversation will see a notice that indicates you are typing a message in the conversation window:

 John Smith is typing a message...

With your cursor still in the text area, press Enter on your keyboard to send your response. The message that you typed into the text area will now appear in the primary messaging area of the window. Included will be your name, as well as the date and time this message was sent:



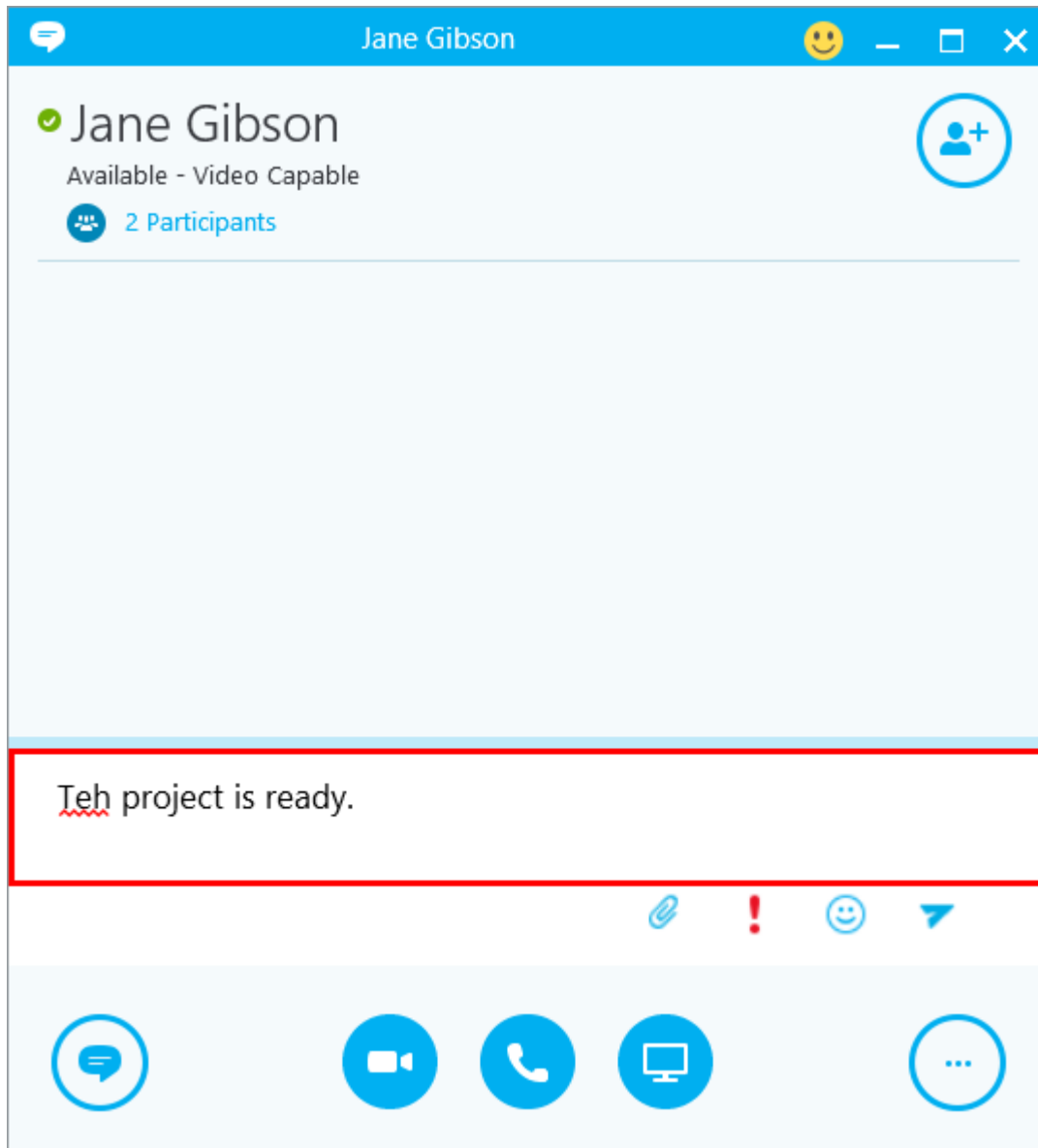
You can now carry on a conversation. When you're done, close the conversation window by clicking the Close button in the upper right-hand corner:



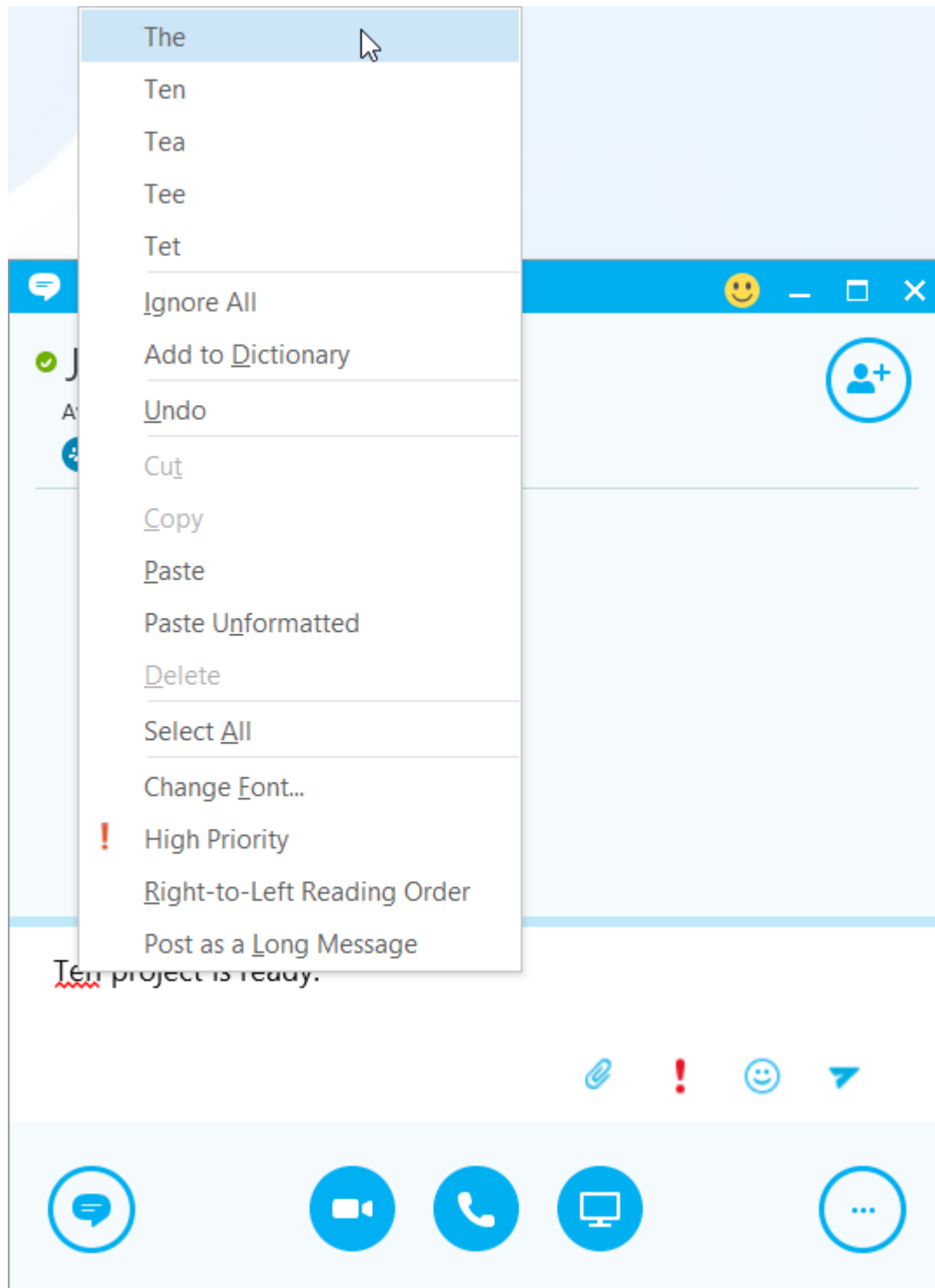
Using Spellcheck

To begin, open Skype for Business and sign into your account. Open a conversation window for any contact in your Contacts list.

Spellcheck in Skype for Business is automatically enabled and will flag any errors as you type. For example, type “Teh project is ready.” into the provided text area:

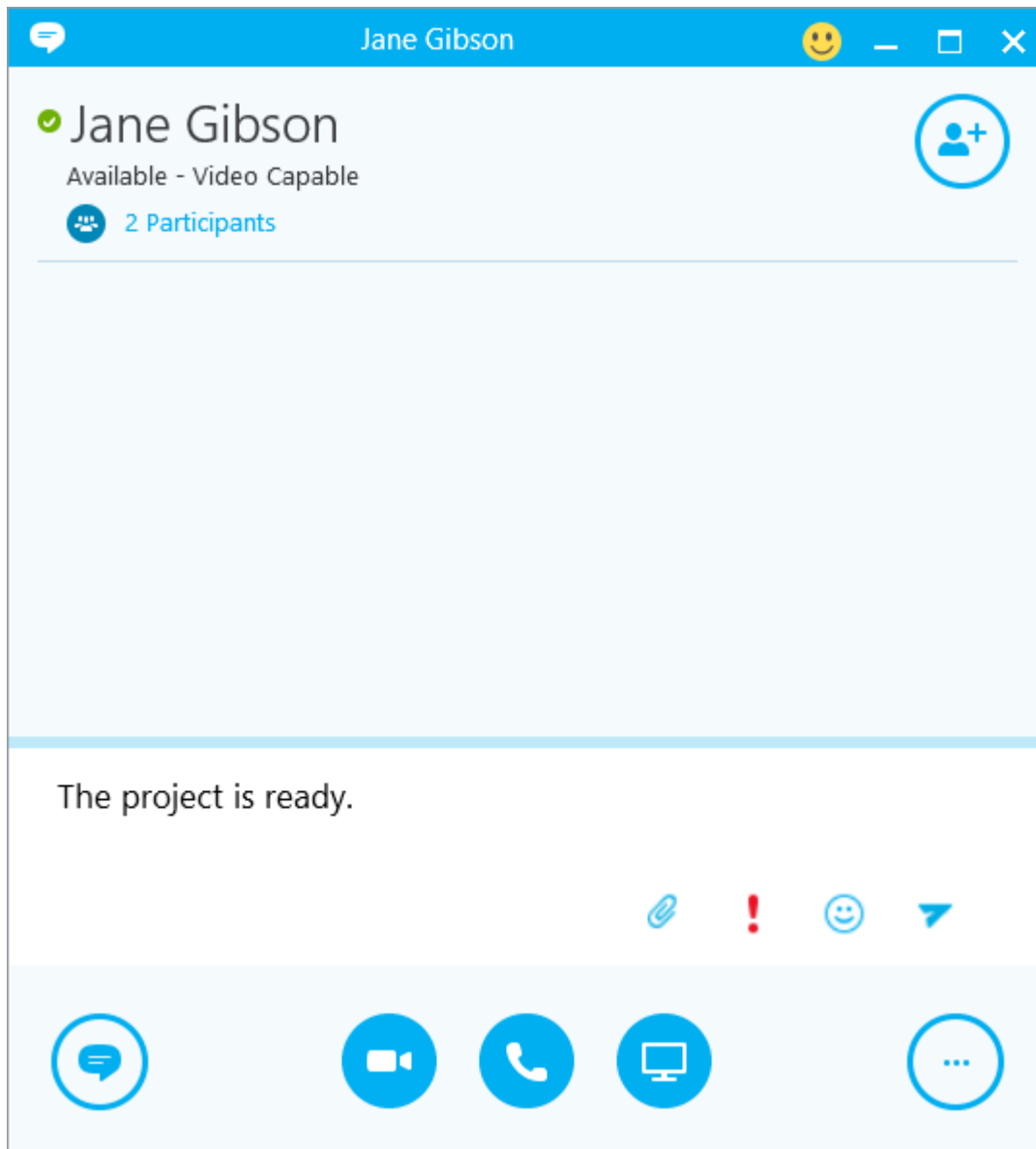


As “Teh” is obviously misspelled, it has been underlined with a red squiggly line. To fix this spelling error, right-click on the underlined text and click on one of the corrections that are provided:



Instructor Tip: Note that you have the option to add the identified word into your dictionary so that it is not flagged again in the future.

The suggested spelling that you clicked will now have replaced the text that was previously flagged:



Close the conversation window by clicking the Close button in the upper right-hand corner:

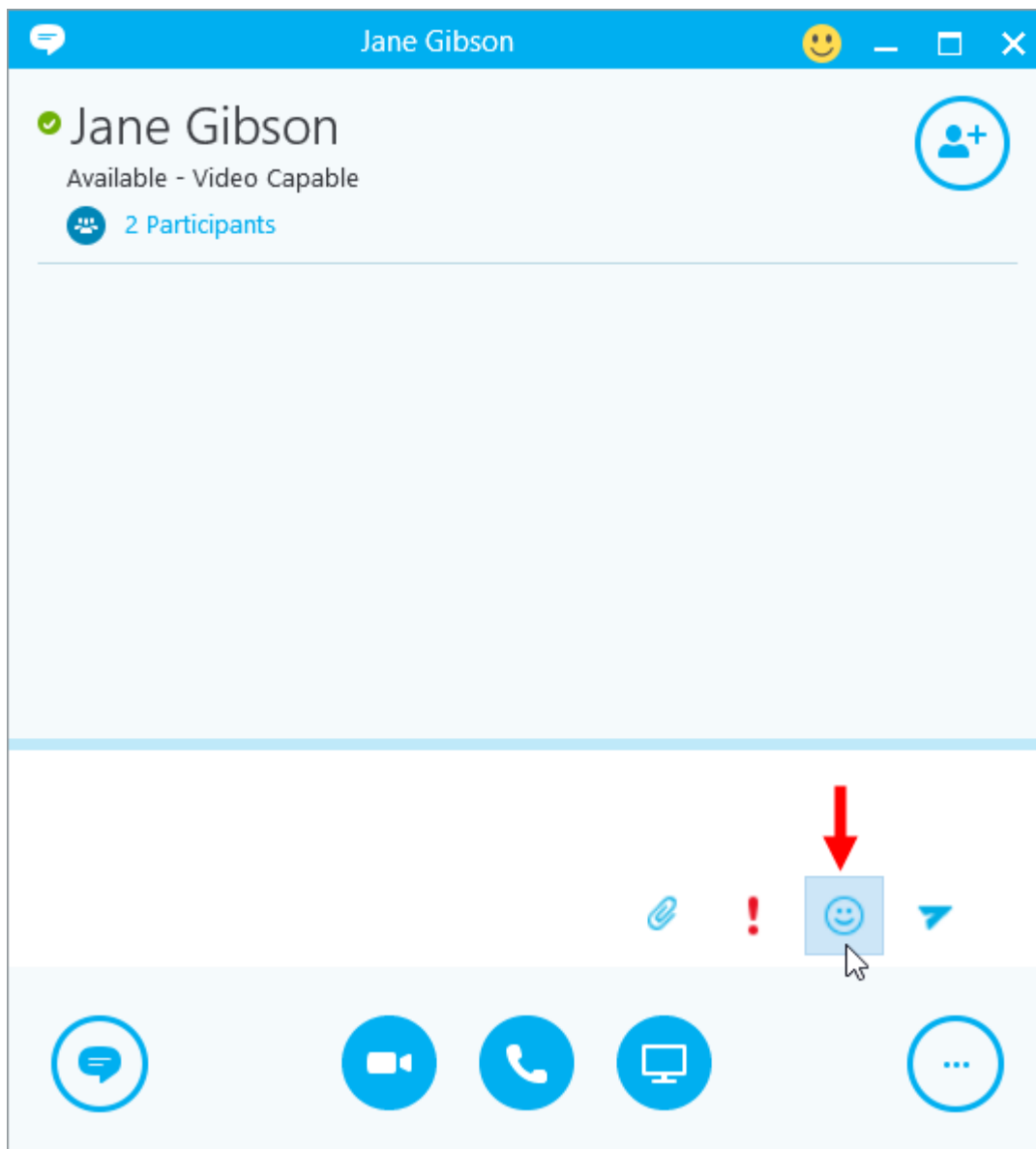


Using Emoticons

To begin, open Skype for Business and sign into your account. Open a conversation window for any contact on your Contacts list.

Emoticons (small icons that represent facial expressions, amongst other things) are a staple in many Internet communications. You have probably already sent a few yourself! Emoticons can be added to your Skype for Business messages to help add context that could otherwise be lost.

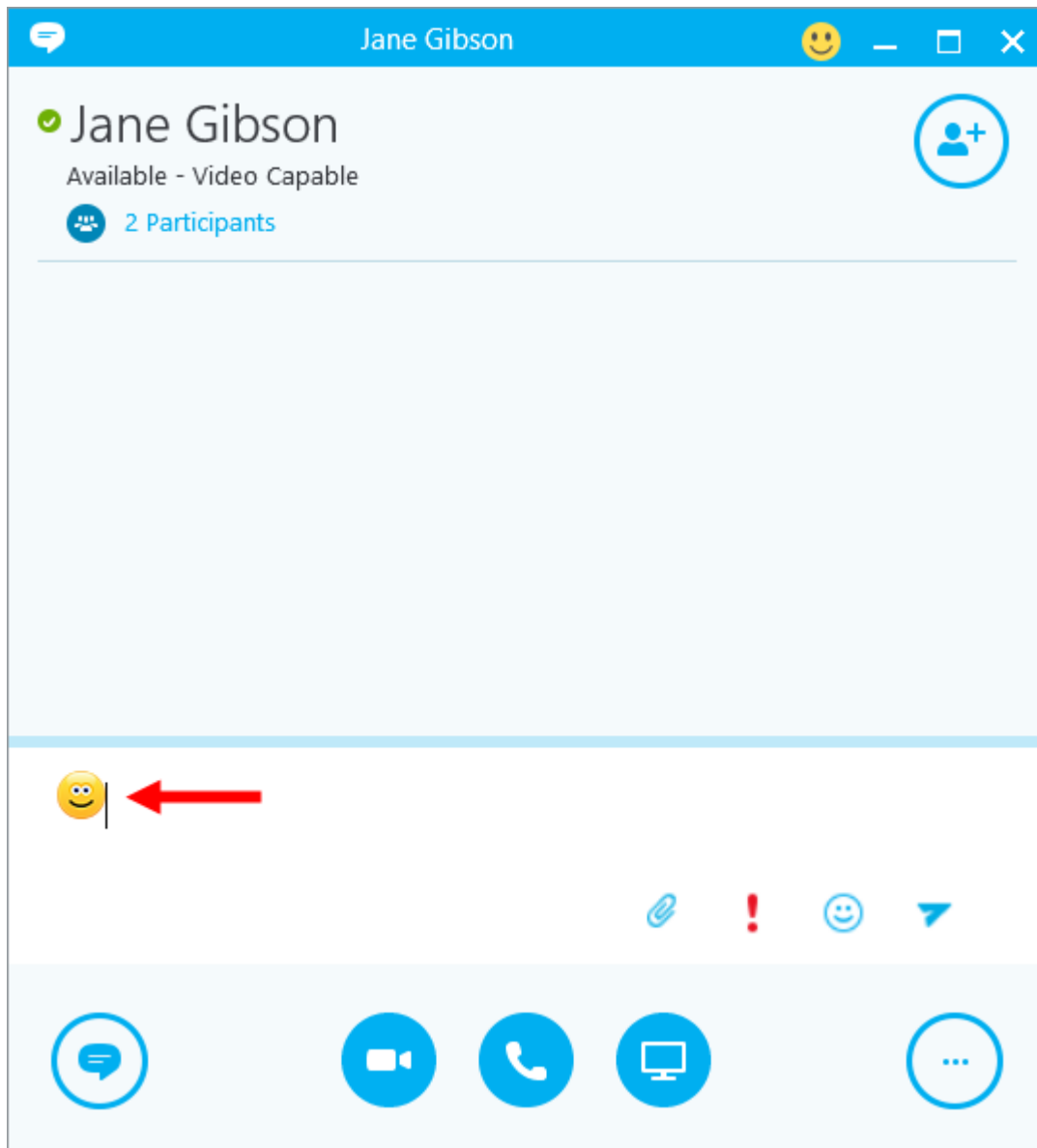
To add an emoticon to a message, click the “Choose a smiley” button that appears near the bottom right of the conversation window:



This will produce a menu that lists a variety of emoticons that you can choose from. For this example, click on the Smiley emoticon:



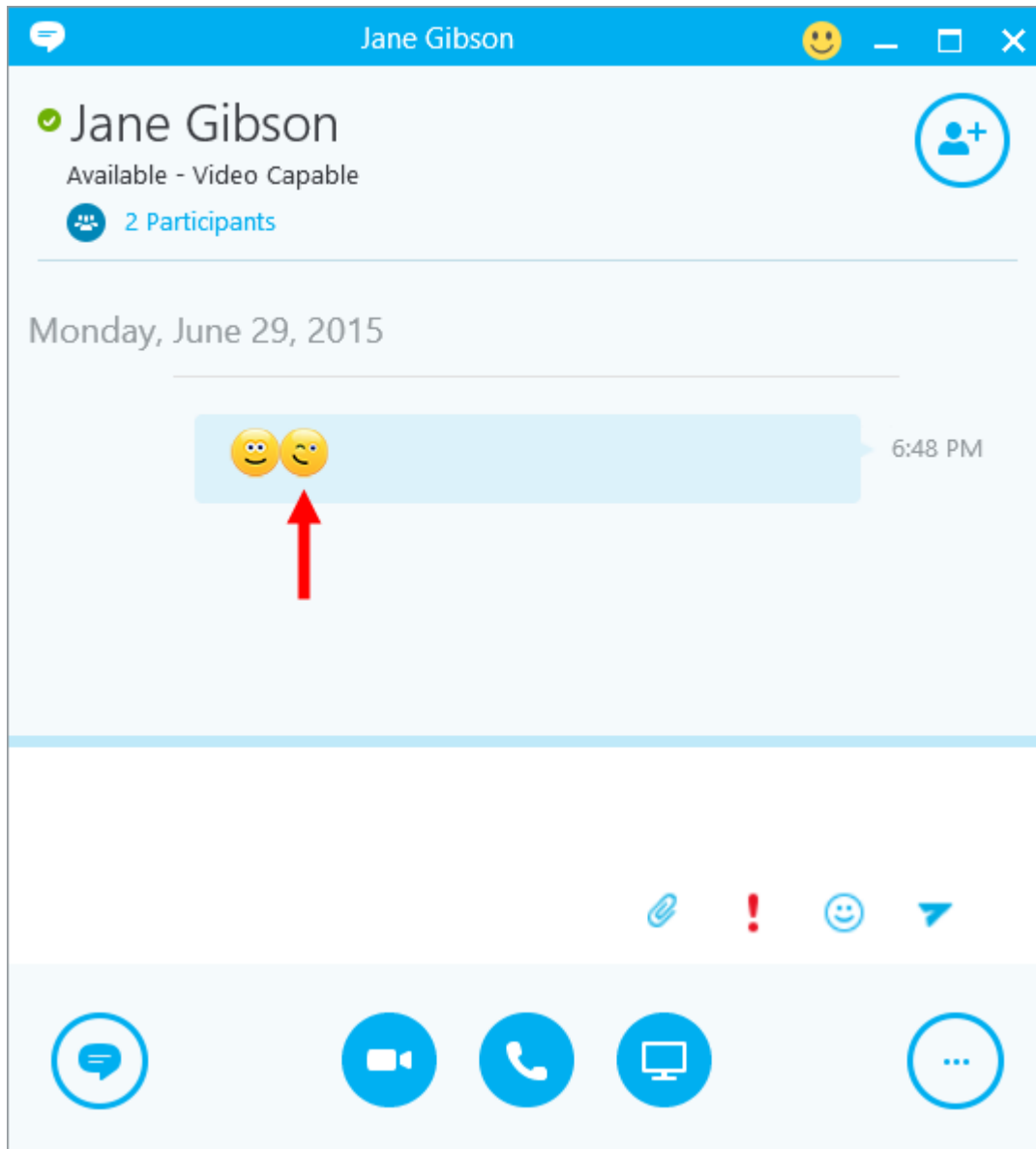
The smiley face will now appear within the text area of the conversation window:



Alternatively, you can also add emoticons by typing them out. For example, in the text area of the conversation window, type “;)” after the smiley face:



While it's only simple text characters at this point, press Enter to send the message. When the message is sent, the text will automatically have changed into an emoticon:



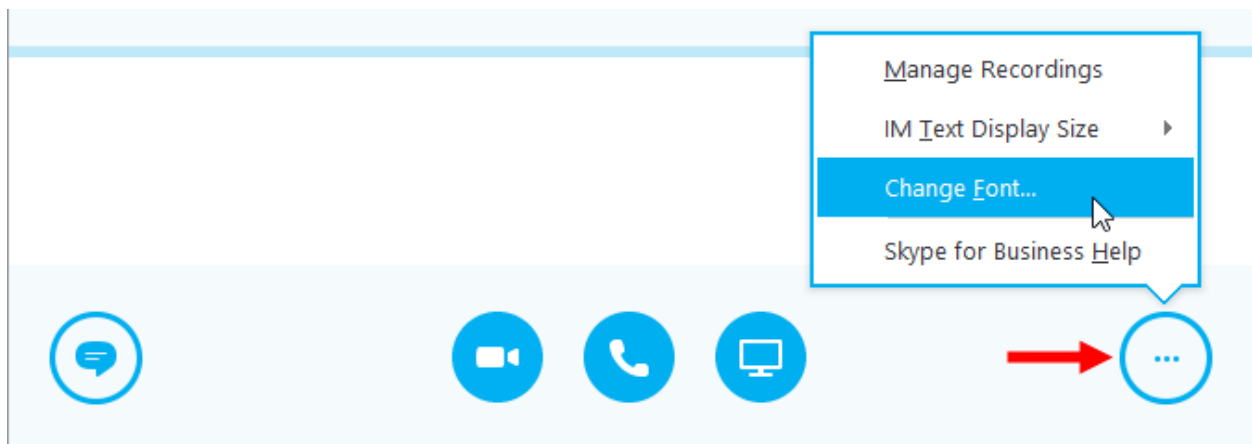
Close the conversation window by clicking the Close button in the upper right-hand corner:



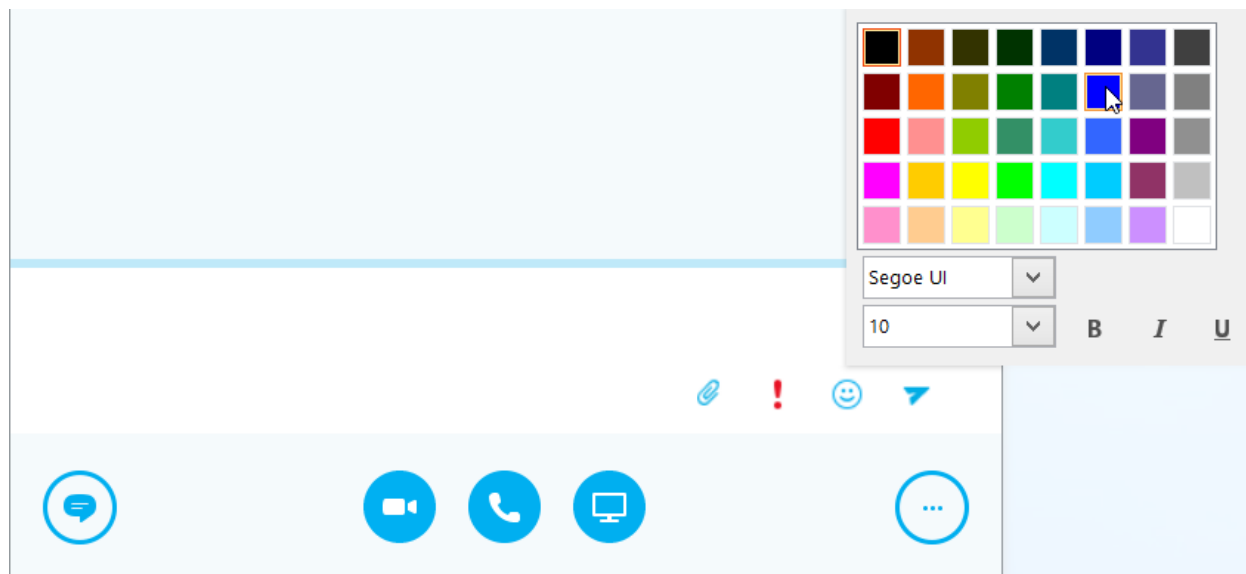
Changing the Font

To begin, open Skype for Business and sign into your account. Open a conversation window for any contact on your Contacts list.

By default, Skype for Business uses a simple black font for instant messages. To change this font face (and its other attributes), click the More Options button (⋮) that appears in the lower right-hand corner of the conversation window. On the menu of options that appear, click Change Font:



A pop-out menu will appear and offer you several choices of different colors, font types, font sizes, and even font effects. For this example, change the text color to blue by clicking on the Blue color swatch:



With the Blue color selected, click inside the text area and type your name:



As you can see, any text that you type into the conversation window will now appear blue.

Instructor Tip: While there are many font options that you can choose from, it is usually best to be conservative when selecting fonts or colors. Some text formatting combinations can make text very hard to read for both you and the recipient.

Close the conversation window by clicking the Close button in the upper right-hand corner:



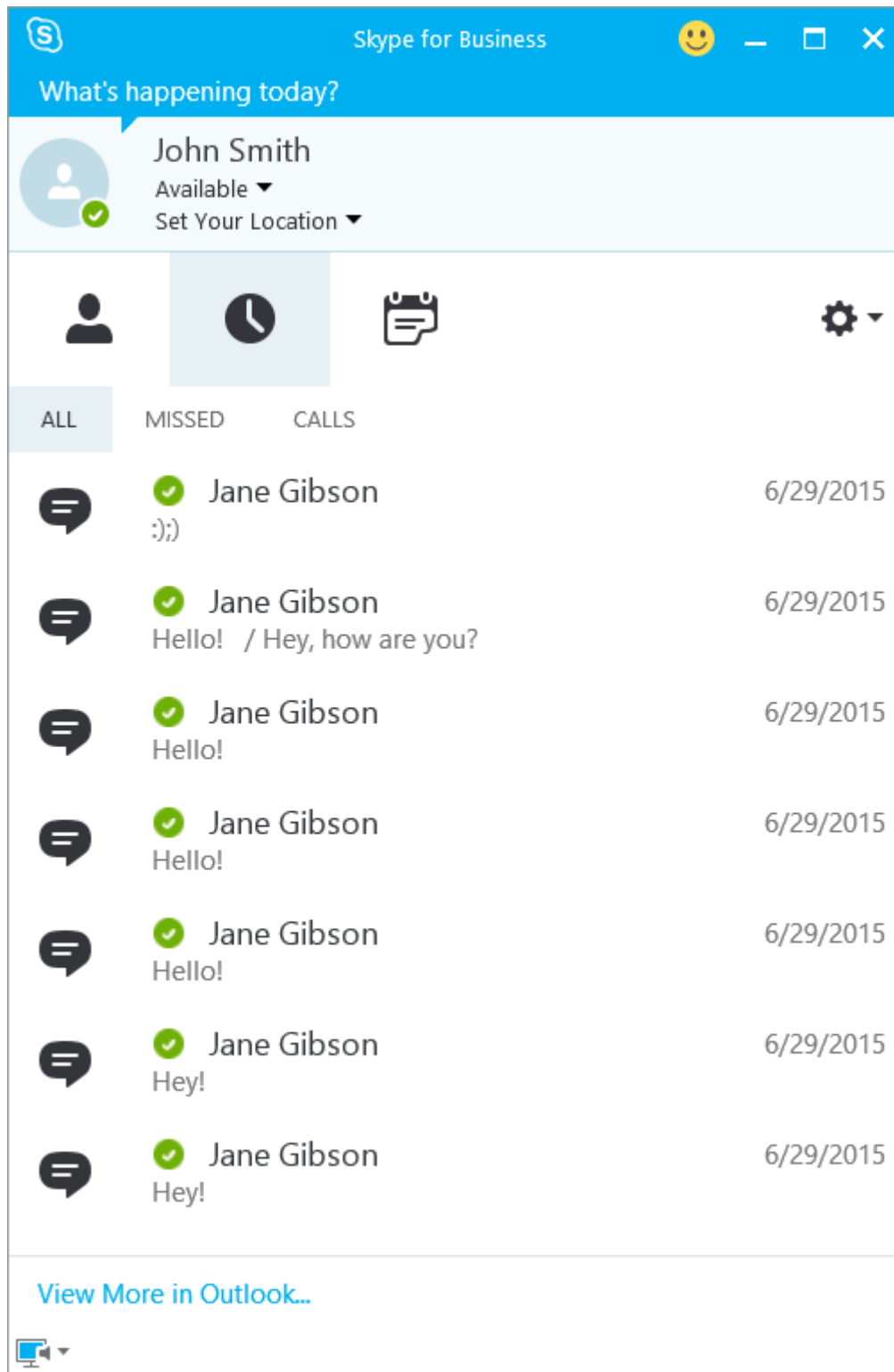
Viewing Conversation History

To begin, open Skype for Business and sign into your account.

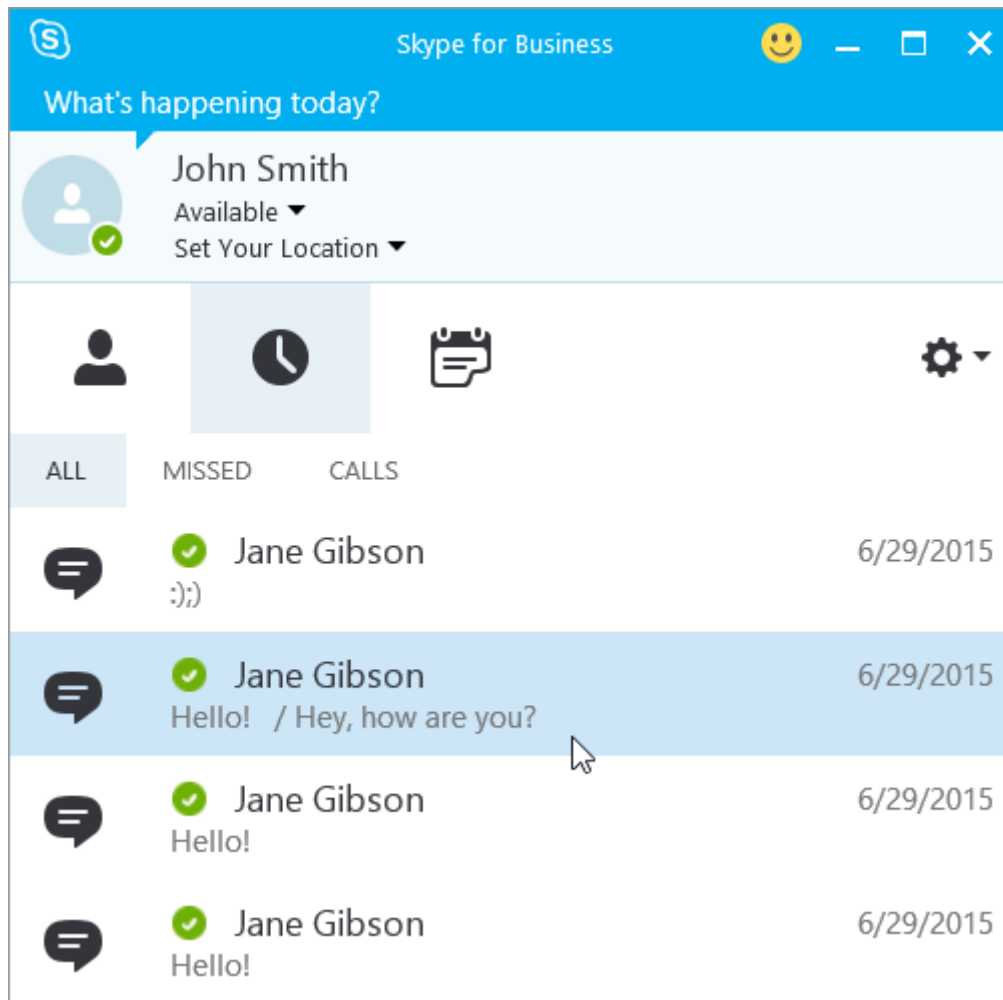
Occasionally, you may need to go back through your conversation history to look up a particular point or item that came up in a discussion. To view your conversation history, click the Conversations button (🕒) near the top of the Skype for Business window:



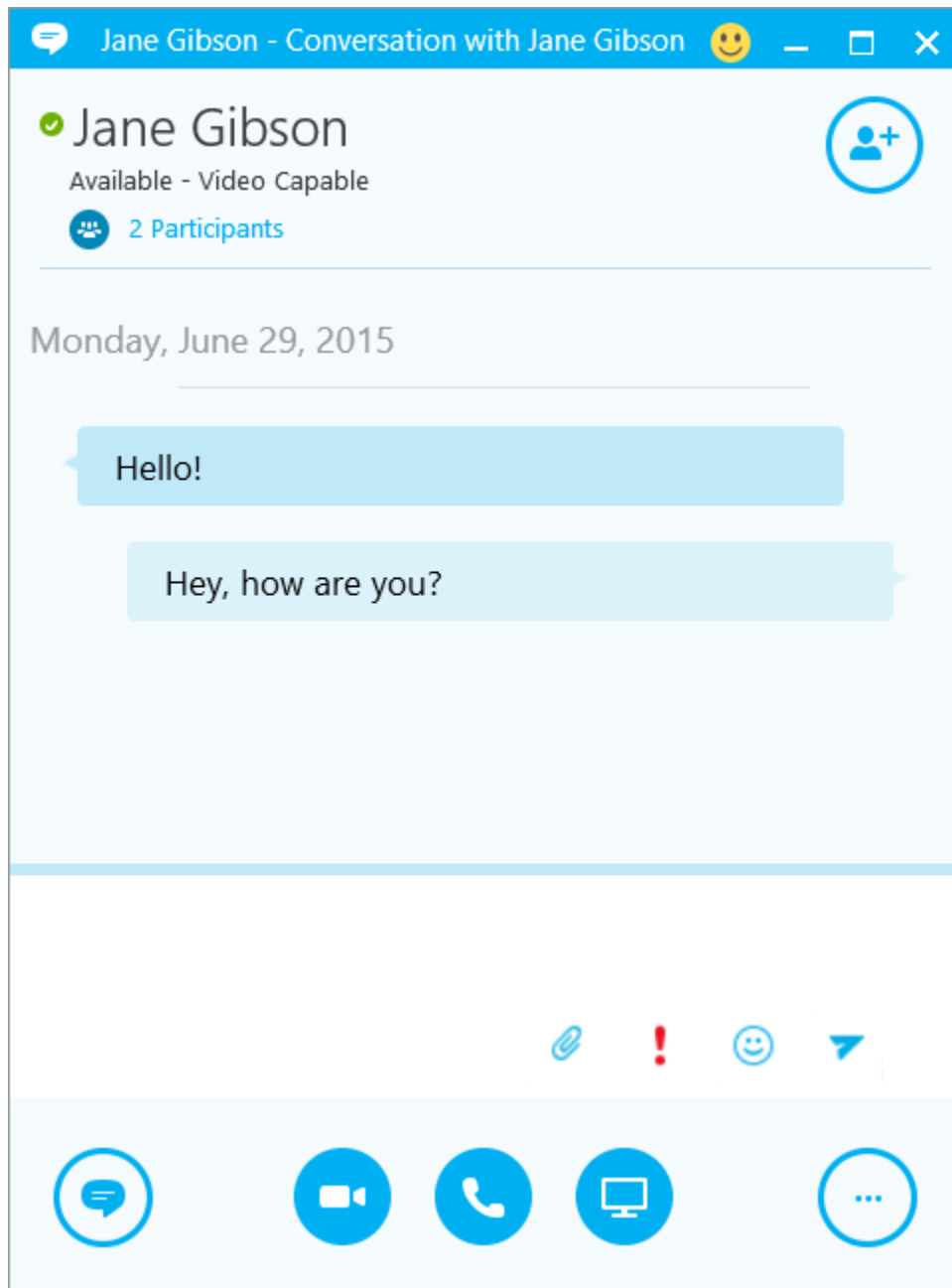
Your entire conversation history with all of your contacts will now be listed by date and time:



To view an entire conversation, double-click on one of the entries:



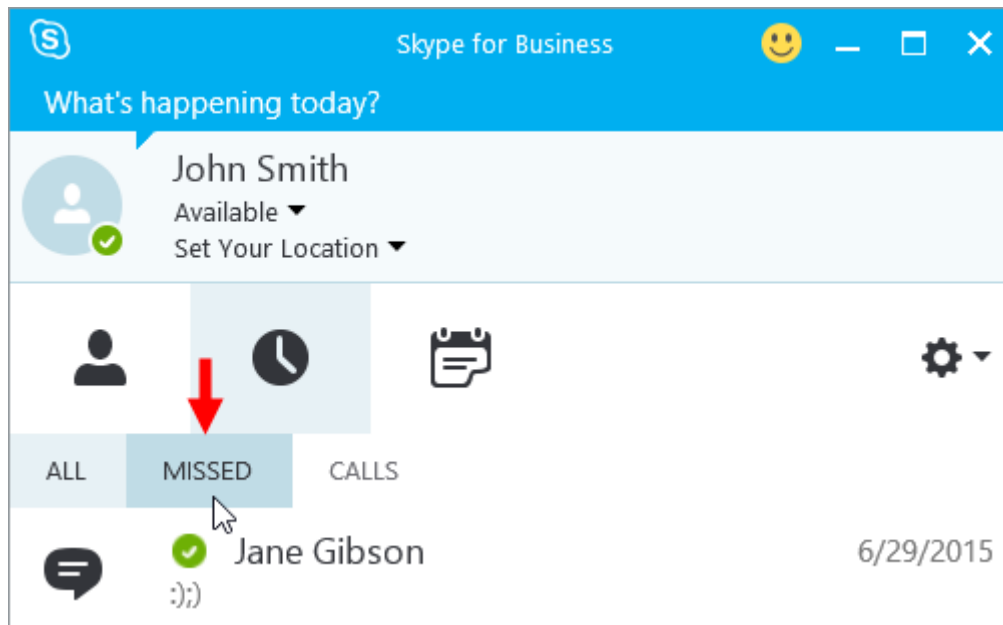
A conversation window will open and list the entire conversation that took place:



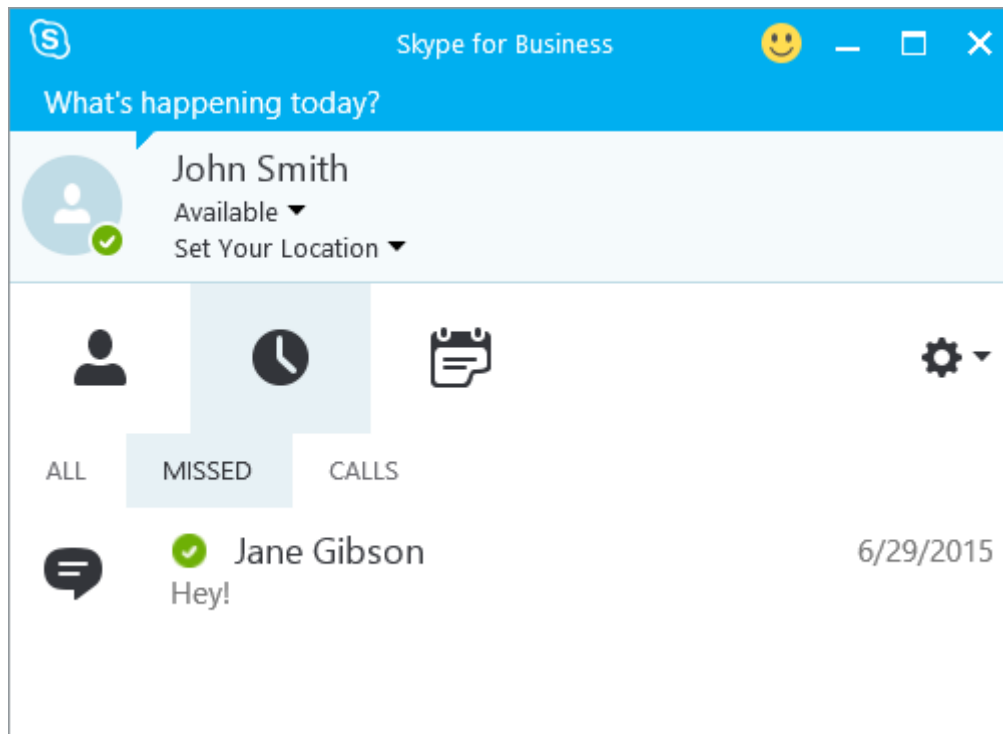
Close the conversation window by clicking the Close button in the upper right-hand corner:



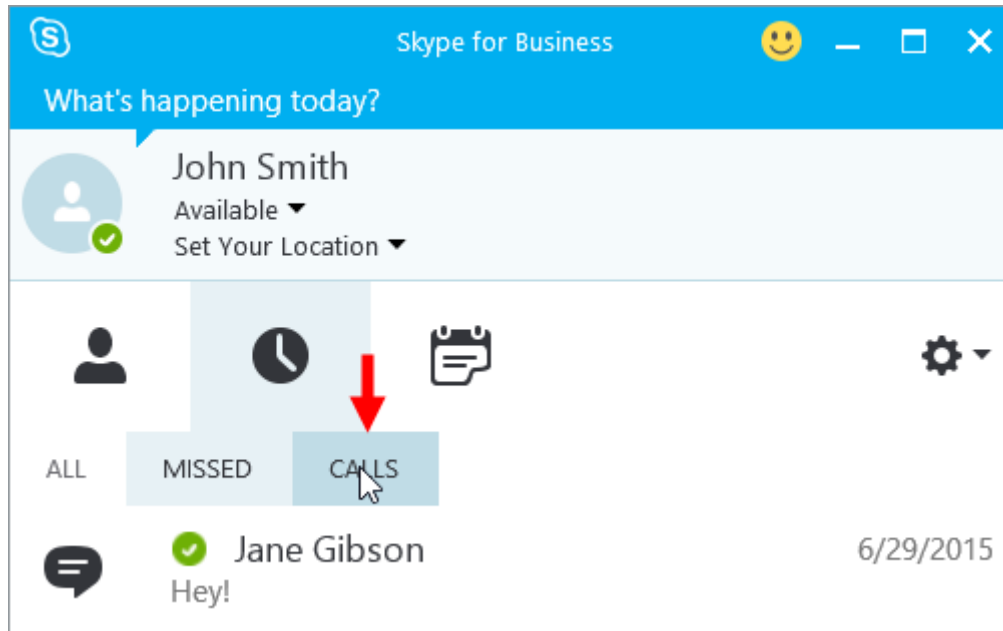
You also have the option to filter the conversation history. For example, click the Missed header:



Now only messages that you missed (or ignored) will be listed:



Click the Calls header:



Only calls (video or audio) will now be listed:

