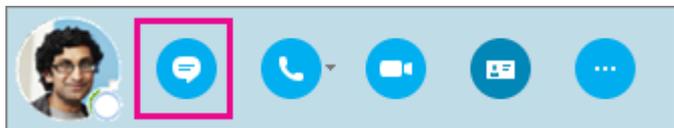


How to initiate an Instant Message Chat

Skype for Business includes the ability to send instant messages to one, or many contacts.

To begin, find the person you want to send an instant message to by searching the address book or hovering over their name in the **Contacts list** and then click the **IM** button.



You can also double-click anywhere on a person's contact listing or right-click their listing and select **Send an IM**.

1. Type your message at bottom of the conversation window
2. (Optional) To send a file or image, do one of the following:
 - Drag-and-drop a saved file into the text input area
 - Copy and paste a saved file or any image from an Office program into the text input area
 - Press PrtScn on your keyboard to capture an image directly from your screen, and then paste it into the text input area
3. (Optional) To add an emoticon, change the font, or mark the message as Important, do any of the following:
4. Add an emoticon by clicking the Emoticon 😊 icon, and then clicking the emoticon you want to add
 - Change the font or font size by clicking the **More options** (ellipsis) button
 - Mark your message high-priority by clicking the **Importance** ! icon
 - Send a file by clicking the **paperclip** and browsing to the file you want to send
5. Press **Enter** on your keyboard to send the message
6. (Optional) Add other people to the conversation by dragging their contact listing from your Contacts list into the conversation window.

Send an instant message to several people at once

To start an IM conversation with more than one of your contacts, do the following:

1. Press and hold the **Shift key** (for multiple adjacent contacts) or the **Ctrl key** (for multiple non-adjacent contacts) while you click the listing for each person. Then, right-click and select **Send an IM**, type your message at the bottom of the conversation window, and press **Enter**.

Your message will go to all the people you have selected.

How to initiate an Instant Message Chat

Send an instant message to a group

1. Right-click the group name in your Contacts list, click **Send an IM**, type your message, and then press **Enter**. Your message will go to all group members.

Respond to an incoming message alert

When someone starts a new IM conversation with you, an alert pops up on your screen. Do one of the following:

- To see the message, click anywhere on the **toast notification**.
- To write back, type in the text input area, and then hit **Enter** on your keyboard.
- To reject the message, click **Ignore**. The message goes to your Outlook inbox.