

Skype for Business Mobile Client Comparison Guide

Introduction

Skype for Business can be used on a personal mobile device through the Skype for Business mobile application (app). The mobile app allows users to view presence information, send and receive instant messages and conduct audio and video calls.

This guide provides a detailed breakdown of the compatibility of the functions offered by Skype for Business mobile app for the following devices:

- **Windows Phone (Requires versions upwards of 8.1)**
- **iOS (Requires versions upwards of iOS 8.1)**
- **Android (Requires versions upwards of 4.0)**

For guidance on how to download the Skype for Business mobile application, refer to the [Skype for Business Mobile Device Installation Guide](#).

Feature/ Capability	Windows Phone	iOS	Android
Instant Messaging & Presence: provides peer-to-peer instant messaging capabilities.	Y	Y	Y
Audio & Video Conferencing: provides peer-to-peer audio and video calling and conferencing facilities.	Y	Y	Y
Enterprise Voice: provides voice services across public switched telephone networks (PSTN).	Y <i>(not currently in scope but can be enabled)</i>	Y <i>(not currently in scope but can be enabled)</i>	Y <i>(not currently in scope but can be enabled)</i>

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General Features and Notifications

The table below provides an overview of the mobile features relating to signing-in, push notifications and general features. Skype for Business mobile applications do not support the caching of data for multiple users on the same device and the Windows phone does not allow for the use of external keyboards.

General Features and Notifications	In Scope for NHSmail	Windows Phone	iOS	Android
Skype for Business session remains signed in	Y	Y*	Y*	Y
Support for push notifications	Y	Y	Y*	Y*
Account information for multiple users can be cached on the same device	N	N	N	N
Screen reader/ voice over	Y	Y	Y	Y
Use an external keyboard	Y	N	Y	Y
Certificate and passive authentication support for mobile clients	Y	Y	Y	Y
Microsoft Customer Experience Improvement Programme Support	Y	Y	Y	Y

*Skype for Business signs out automatically after a period of inactivity on the Window Phone as follows:

- Skype for Business signs out after 10 days of inactivity if the user has enabled push notifications
- Skype for Business signs out as soon as the user leaves the app if the user has not enable push notifications

On iOS devices, Skype for Business signs out automatically after mobile client has not contacted the service for 10 days due to a loss of network connectivity.

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Enhanced Presence Support Feature

Enhanced Presence features provide users with the ability to add information such as custom notes and to set their presence status. Basic presence features are available across all mobile devices; enabling users to set their presence as 'Available', 'Busy', 'Away' or 'Do Not Disturb'. Mobile devices will not allow users to set their location.

Enhanced Presence Support Feature	In Scope for NHSmail	Windows Phone	iOS	Android
Publish and view status	Y	Y	Y	Y
View presence based on calendar free/busy	Y	Y	Y	Y
View status notes and out of office	Y	Y	Y	Y
Add custom location	N	N	N	N
Add custom note	Y	Y	Y	Y
Set manual presence state (such as Busy, Do not disturb etc.)	Y	Y	Y	Y
Use a photo from any public site	Y	Y	Y	Y

The Skype for Business mobile app does not update a user's presence based on their free/busy calendar information on their mobile device. If a mobile client user is also signed into the Skype for Business desktop client, the desktop client updates the user's presence based on the user's free/busy calendar information.

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Contacts and Contact Group Support

This table provides an overview of the mobile features relating to managing and using contacts for Skype for Business across each mobile client.

Contacts and Contact Groups Support Features	In Scope for NHSmail	Windows Phone	iOS	Android
View Contacts list	Y	Y	Y	Y
View Contact Groups	Y	Y	Y	Y
View Frequent Contact Groups	N	N	N	N
Modify Contact Lists	Y	Y	Y	Y
Tag Contacts for Status Change Alerts	N	N	N	N
Control Privacy Relationships	N	N	N	N
Search the Corporate Address Book	Y	Y	Y	Y
Search Contact Lists	Y	Y	Y	Y
Manage Contact Groups	Y	N	N	Y
Expand Distribution Groups	Y	Y	N	Y
Search for Response Groups	Y	Y	N	Y
Display or Hide Contact Photos	Y	Y	N	Y
Pin a Contact to Your Home Page	Y	Y	N	N

The Skype for Business mobile app does not allow users to modify contact lists and to search and view contact groups. For the full contact group experience, users will need the full desktop client installed to be able to view frequently contacted groups, to use tag status changed alerts and to control their privacy relationships. Some of the additional functionality for Contacts and Contacts Groups vary dependant on mobile client type.

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Instant Messaging Support

This table provides an overview of the mobile features relating to Instant Messaging.

IM Support Features	In Scope for NHSmail	Windows Phone	iOS	Android
Initiate IM with a Contact	Y	Y	Y	Y
Participate in multiparty IM	Y	Y	Y	Y
Invite others from within the conversation window	Y	Y	Y	Y
Display current conversations	Y	Y	Y	Y
Automatically log IM conversations in Exchange	Y	Y	Y	Y
Send an IM conversation as an email message	Y	Y	Y	Y
Initiate an email to a contact	Y	Y	Y	Y
View missed IM invitations	Y	Y	Y	Y
Vibrate with incoming IM	Y	Y	Y	Y

The Skype for Business mobile app provides users with a rich IM experience by enabling users to have multiple chats ongoing. Users also received notifications when they have missed an IM.

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Voice (Telephony) Support

This table provides an overview of the features across each mobile app relating to Enterprise Voice. These features are currently out of scope for NHSmail, but could be considered in the future subject to sufficient demand.

Voice Support Features	In Scope for NHSmail	Windows Phone	iOS	Android
Tap the call icon to call a contact	N	Y	Y	Y
Transfer a call	N	Y	Y	Y
Manage call forwarding	N	Y	Y	Y
Manage team call settings	N	N	N	N
Manage Delegates	N	N	N	N
Initiate a call to a Response Group	N	N	N	N
Support emergency services	N	N	N	N
Make calls on behalf of another contact (manager/delegate scenario)	N	N	N	N
Handle another's calls if configured as a delegate	N	Y	Y	Y
Use Call via Work (Skype for Business Server places your outgoing calls so that the receiver's caller ID displays your work number instead of your mobile number)	N	Y	Y	Y
Access voice mail	N	Y	Y	Y
Use the keypad in Skype for Business	N	Y	Y	Y

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Conferencing Support

This table provides an overview of the mobile features across the different devices relating to Conferencing Support.

Conferencing Support Features	In Scope for NHSmail	Windows Phone	iOS	Android
Click a link in the meeting reminder to join a video or VoIP meeting	Y	Y	Y	Y
Participate in multiparty IM	Y	Y	Y	Y
Use dial-out conferencing (server calls the mobile device)	N	Y	Y	Y
Use dial-in audio conferencing	N	Y	Y	Y
View meeting video	Y	Y	Y	Y
View multiparty video (gallery view)	Y	N	N	N
Wait in meeting lobby	Y	Y	Y	Y
Use in-meeting presenter controls	N	N	N	N
Access detailed meeting roster for audio conferences	Y	Y	Y	Y
Access detailed meeting roster for IM conferences	Y	Y	Y	Y
Share desktop or programme	N	N	N	N
View shared desktop or programme	Y	Y	Y	N
View shared PowerPoint	Y	Y	Y	N

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Conferencing Support Continued				
User meeting tools (present Microsoft PowerPoint files, use white board, conduct polls, share files)	N	N	N	N
Navigate a list of your meetings	Y	Y	Y	Y
Join a meeting even if you don't have a Skype for Business account	Y	Y	Y	Y
View more information about meeting participants	Y	Y	Y	Y
Start an unscheduled group conversation with multiple participants directly from your client or device	Y	Y	Y	Y

All of the mobile clients provide the user with sufficient capabilities to use conferencing facilities e.g. joining conference calls, using a meeting video, viewing others' desktop sharing and viewing scheduled meetings for the day. The only features that require the full desktop application are the following: viewing multiparty video, using in-meeting controls, sharing their own desktop and using meeting tools e.g. Whiteboards/ polls.

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External User Support

This table covers features related to external user support across each of the mobile devices

External User Support Features	In Scope for NHSmail	Windows Phone	iOS	Android
Initiate IM with a public contact	Y	Y	Y	Y
Initiate IM with federated contact	Y	Y	Y	Y
Conduct two-party calls with external users	Y	Y	Y	Y
Conduct multiparty calls with external users	Y	Y	Y	Y
Use Call via Work to reach a federated contact on their mobile phone by calling their published work number	Y	Y	Y	Y

Each mobile device client supports interactions with external users.

Skype for Business to Skype for Business Audio and Video Support

This table covers features related to audio and video support.

SfB- SfB Audio and Video Features	In Scope for NHSmail	Windows Phone	iOS	Android
SfB to SfB Voice	Y	Y	Y	Y
SfB to SfB Video	Y	Y	Y	Y

Each mobile device client supports Skype for Business to Skype for Business Audio and Video features. Video on a mobile device requires Wi-Fi connections by default, but can be enabled to connect over 3/4G.