1 Introduction

The Acano solution lets you communicate across devices and software. As a Skype for Business user, you can communicate with Acano users without configuring or installing anything new.

You can call Acano users directly, or you can enter a space. A space is a virtual meeting room that is always available for you to collaborate with others, using video, audio communication, screen sharing and chat. Both individual users and spaces can of course be added to your contacts.

When you call Acano users directly, you can:

- Use audio
- Use video
- Share your screen
- View a shared screen
- Call additional participants during a call

When you enter a space, you can:

- Use audio
- Use video
- Share your screen
- View a shared screen
- Chat
- Call additional participants during a call
2 Calling an Acano user

As a Skype for Business user you can make a video or audio call to any Acano user if you know the video address.

2.1 Starting an audio call to an Acano user

Before making an audio call, you have to be logged in to your Skype for Business account.

To make the call:
1. Select to go to the Contacts tab.
2. In the search field, type in the video address for the Acano user you want to call and press enter.
3. Select , then select Skype Call.

4. To turn the call into a video call, select , then Start My Video.

Note: Chat is not available when you call Acano users from Skype for Business. You can type messages, but they are not sent.

2.2 Starting a video call to an Acano user

1. Select to go to the Contacts tab.
2. In the search field, type in the video address for the Acano user you want to call.
3. Select , then Start My Video.
2.3 In the call

During a call, you can mute or unmute yourself, you can call additional participants, and you can share your screen.

Use 🎤 and 🎥 to turn your camera and microphone on or off.

Select 📱 to share your screen. Available options for screen sharing are Present Desktop and Present Programs.

Use 🆕 to see who is in the call.

Note: You can only see participants who are added in Skype for Business. If you are communicating via an Acano space, you will see the name of the space instead of the names of participants.

Use 📞 to call an additional participant.

Note: Chat is not available in calls to Acano users from Skype for Business users. You may enter messages, but they are not sent.

To end the call, select 📠.

2.4 Adding contact

After the call, you can add the Acano user to your contacts.

1. Select 📎 to go to the Conversations tab.
2. Right-click the Acano user and select Add to Contacts List.
3. Select the appropriate group.
3 Entering an Acano space

As a Skype for Business user, you can enter any Acano space if you know the video address and any passcode.

3.1 Starting a call in an Acano space

1. Select 📞 to go to the Contacts tab.
2. In the search field, type in the video address for the Acano space and press enter.

3. Start the call:
   a. To start an audio call, select 📅 and then Skype Call.
   b. To start a video call, select 🌐 and then Start My Video.

4. If the space is protected with a passcode, an audio message will ask you to enter the passcode. Select to access the numeric keypad. Then type the passcode, followed by #.

Note: The call window may look as if you are already in the space, even if you have not yet been allowed to enter.
### 3.2 In the call

During a call, you can mute or unmute yourself, you can call additional participants, and you can share your screen.

Use 📹 and 🎤 to turn your camera and microphone on or off.

Select 📱 to share your screen. Available options for screen sharing are Present Desktop and Present Programs.

Use 🍼 to see who is in the call.

**Note:** You can only see participants who are added in Skype for Business. The space will be seen as a participant in the call, and individual members of the space are not displayed.

Use 📞 to call an additional participant.

Select 📫 to send or view chat messages. Note: emoticons will display as text on the Acano client.

To end the call, select 📨.

To end the chat conversation, close the chat window.

### 3.3 Starting a chat conversation in a space

1. Select 📩 to go to the Contacts tab.
2. In the search field, type in the video address for the Acano space and press enter.

![Image](image.png)

3. The chat window is now open, and you can send and view chat messages in the space.

**Note:** If the space is protected with a passcode, you have to start a call to access the keypad and enter the passcode. After that, you can stop the call and continue using the chat window.

### 3.4 Adding contact

After the call, you can add the Acano space to your contacts.

1. Select 🗡️ to go to the Conversations tab.
2. Right-click the space and select Add to Contacts List.
3. Select the appropriate group.