SKYPE FOR BUSINESS

Guide for Faculty and Staff

INFORMATION TECHNOLOGY

THE UNIVERSITY OF TEXAS AT TYLER

CONTENTS

WHAT IS SKYPE FOR BUSINESS

Microsoft Skype for Business incorporates voice calls, video calls, Instant Messaging, online meetings (up to 250 participants), and screen sharing in one solution.

KEY FEATURES

- Instant messaging (IM), voice call or video call options
- Integration with Microsoft Outlook makes it easy to contact other UT Tyler faculty and staff
- Quickly check contact availability – presence indicator shows if they are available, in a meeting or away from their desk
- Schedule online meetings for up to 250 participants —even if they don't have Skype for Business
- Transfer and share files with simple drag and drop
- Hold impromptu video meetings started with the click of a button
- Present and share your screen i.e. PowerPoint presentation, whiteboard or your entire desktop during an online meeting

Platforms: Skype for Business can be used on PCs, tablets, smartphones and Macs (Lync)

ACCESSING SKYPE FOR BUSINESS

STARTING SKYPE FOR BUSINESS FOR THE FIRST TIME

The Skype for Business Windows client is installed by default on the university's desktops and laptops as part of the Office 2013/2016 suite.

1. Click the **Windows** start button at the bottom left of your screen
2. Select **All Programs** > **Microsoft Office 2013** > **Skype for Business 2015** or **Microsoft Office 2016** > **Skype for Business 2016**
3. Once opened for the first time, Skype for Business will automatically log you in and open the main Skype for Business window every time you start your computer

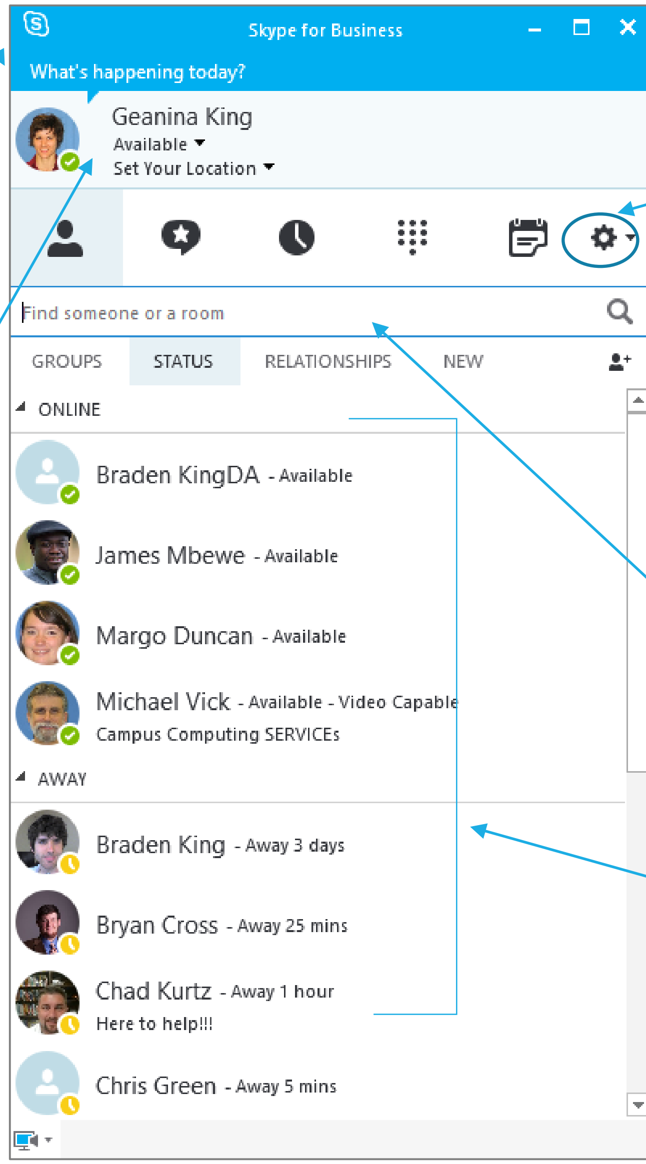
SKYPE FOR BUSINESS BASICS

THE MAIN SKYPE FOR BUSINESS WINDOW

Type your personal creed, pithy statements, etc. here for others to see when they look

YOUR STATUS INFORMATION

- If you uploaded a picture, it will appear here with the colored icon indicating your availability.
- Change your availability using drop-down menu, or add your location by selecting the text and typing



Settings

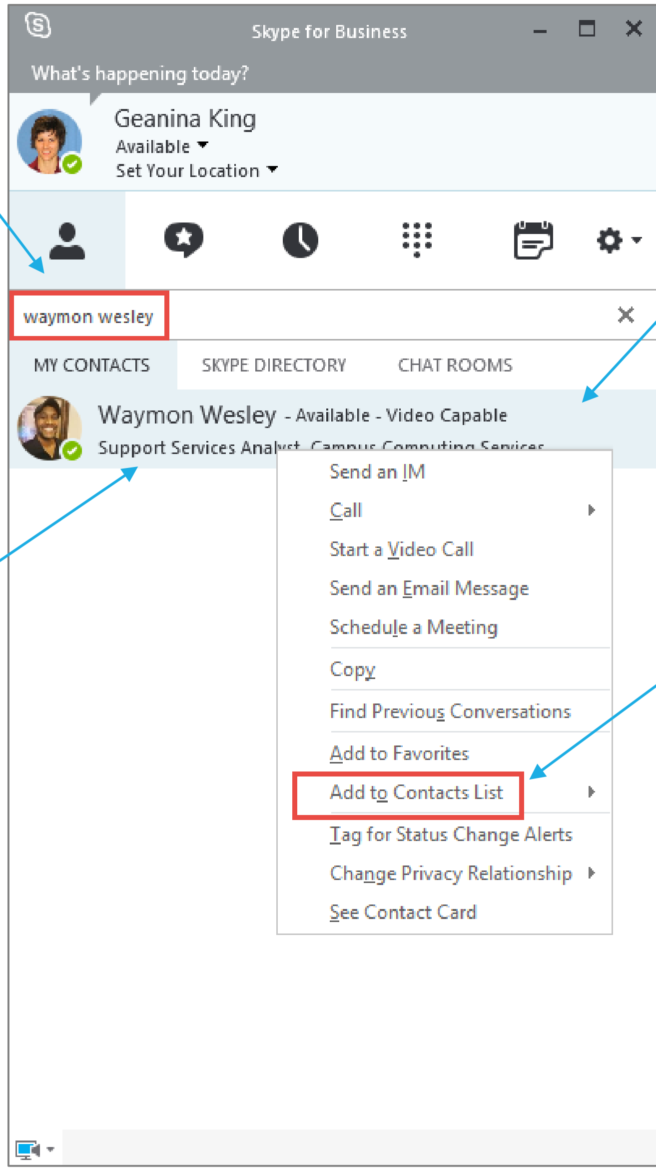
Search for another UTT employee or from another Skype federated institution

Your contacts list

CONTACTS

FINDING AND ADDING CONTACTS

In the main Skype for Business window…



STEP 1:

Start typing the contact name in the search box

STEP 2:

Right-click anywhere on the contact to display the drop-down menu

STEP 3:

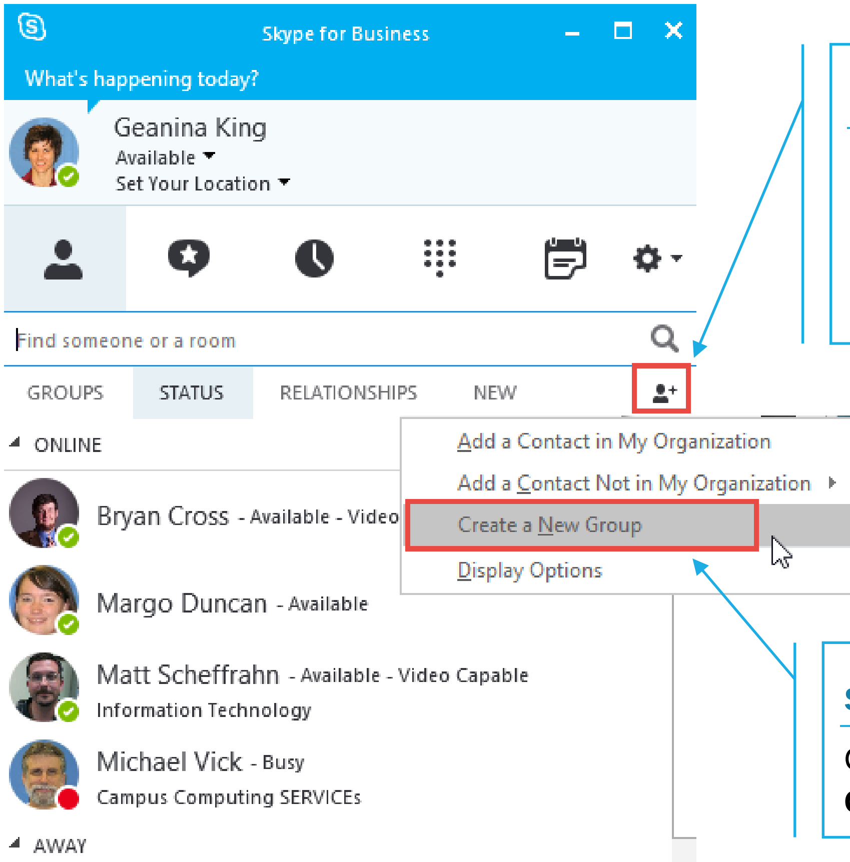
Add to Contacts List to keep the contact handy

STEP 4:

Double-click anywhere on the contact to open the conversation window and start the conversation

CREATING A GROUP

In the main Skype for Business window



STEP 1:

Click the **Add a Contact** icon to display the drop-down menu

STEP 2:

Choose **Create a Group**

Step 3: A New Group box will appear. Rename it by overwriting the text so that the new name is meaningful to you

Step 4: Your group has been created, and you can start adding contacts to it

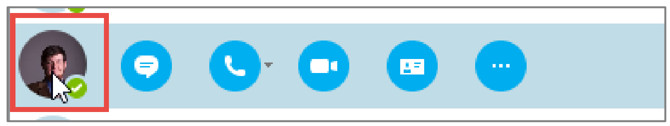
USING THE CONTACT CARD

Sometimes you need to get quick answers to urgent questions about a contact:

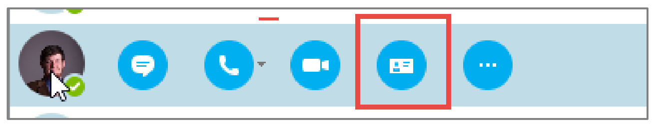
- How can I find out when they'll get out of their meeting?
- Can I block out time on their calendar now so I can talk to them as soon as they're available?
- How do I reach someone else in this person's work group?
- Who's their manager?

To open the contact card from main Skype for Business window:

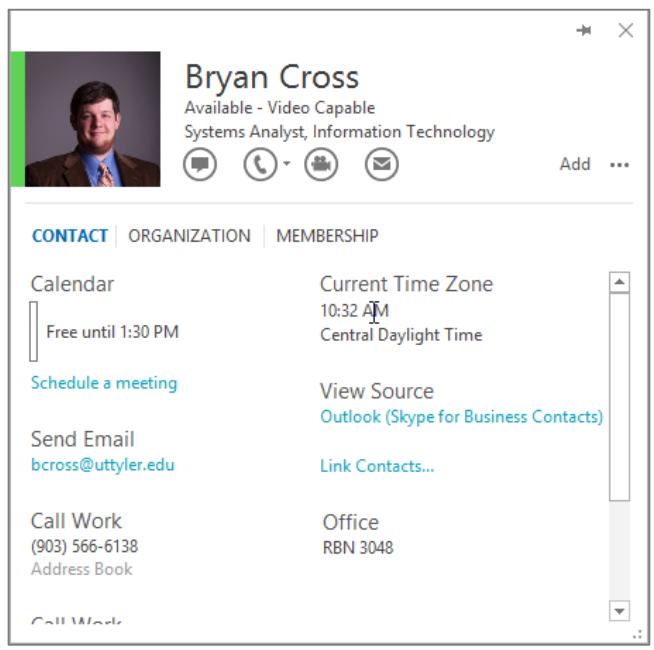
1. Find the contact in your Contacts list, then **hover over the contact's picture** (or **presence icon** if pictures aren't shown in the Contacts list) to reveal more options



2. Click on **See Contact Card** icon



3. The **Contact Card** will be displayed



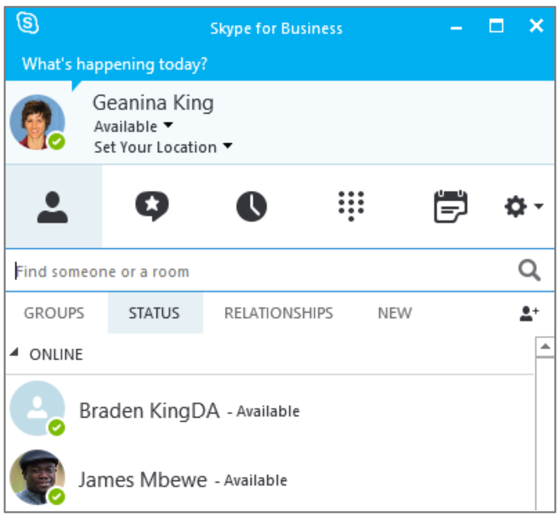
INSTANT MESSAGING (IM)

START A CONVERSATION WITH YOUR CONTACTS

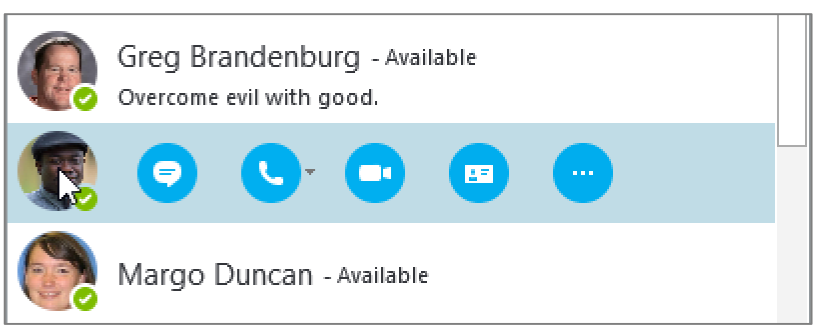
Instant messaging (IM) allows you to communicate with people in real time, and at a moment's notice. It is less formal than email, and faster than a phone call. You can have an IM conversation with one or many people, send pictures and files or add audio or video.

To communicate with a contact:

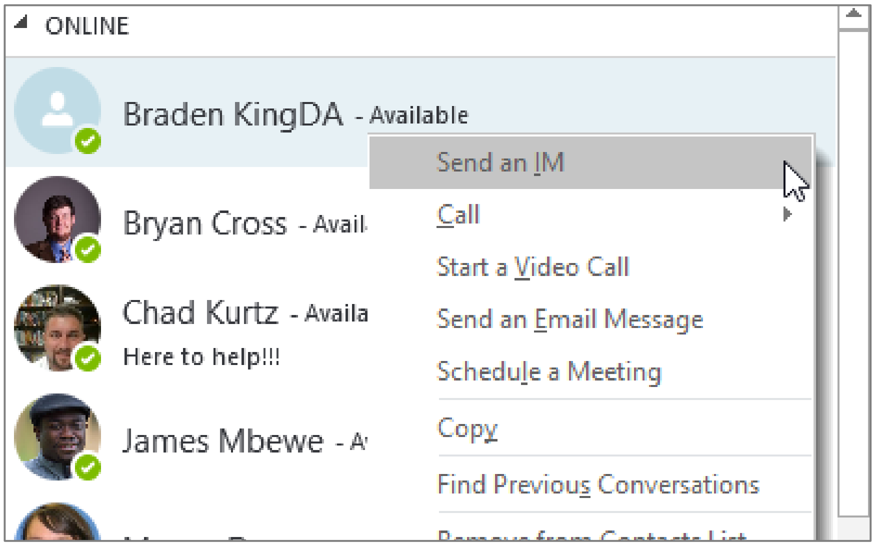
Option 1: Double-click anywhere on their contact listing



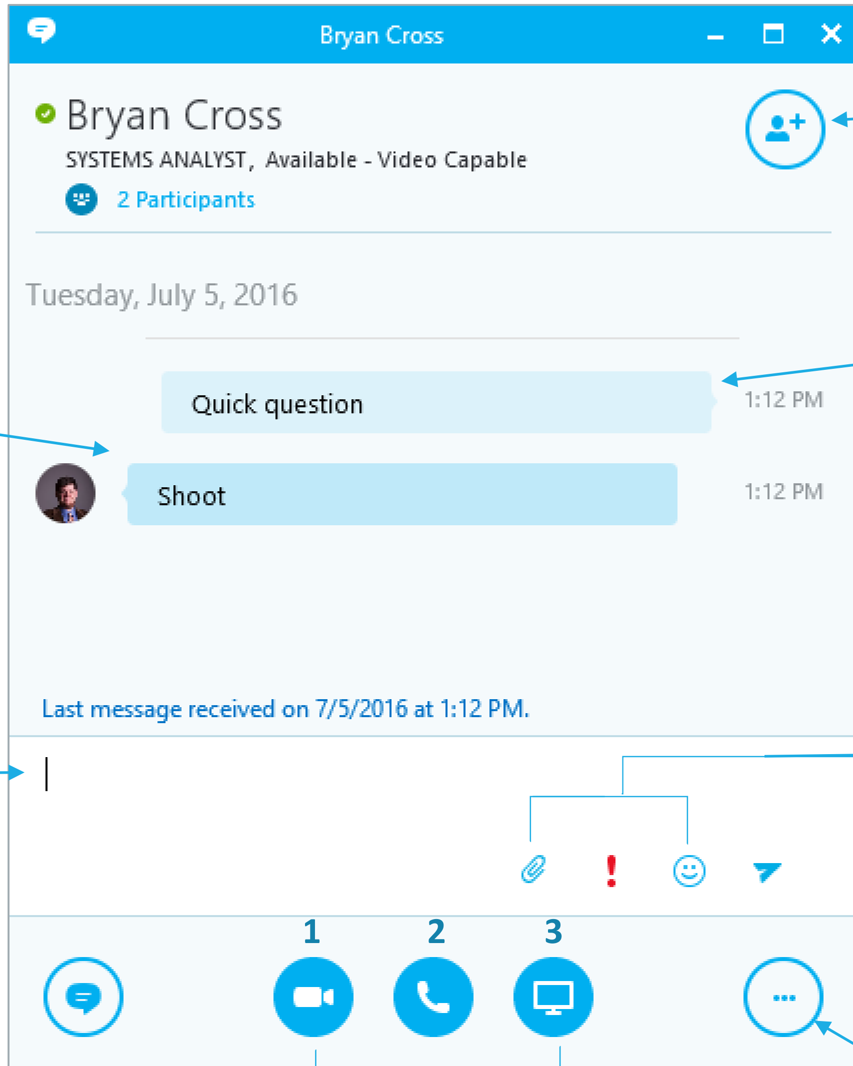
Option 2: Hover your mouse over their picture in the contacts list to see all the available options, such as basic IM, phone call, video call, checking out their Contact Card



Option 3: **Right-click** on their contact listing and choose the preferred form of communication



CONVERSATION (IM) WINDOW WITH ONE PERSON



Add another contact to this conversation

Your side of conversation

Their side of conversation

This is where you write your responses. Press **Enter** to send

- Attach a file
- Stress Importance
- Add an Emoticon

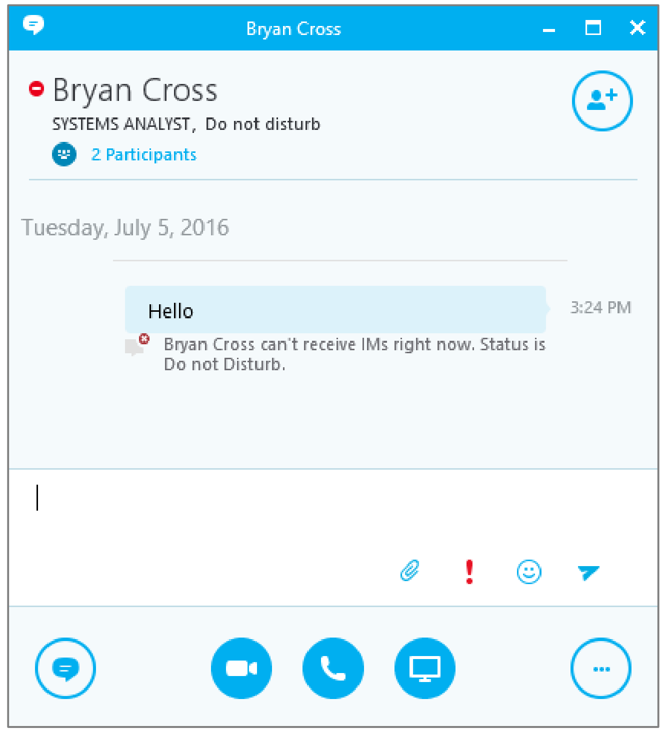
- Open the Recording manager
- Change the font, or
- Get help

1. Start a Video Call
2. Start an Audio Call
3. Present your Desktop or a Program

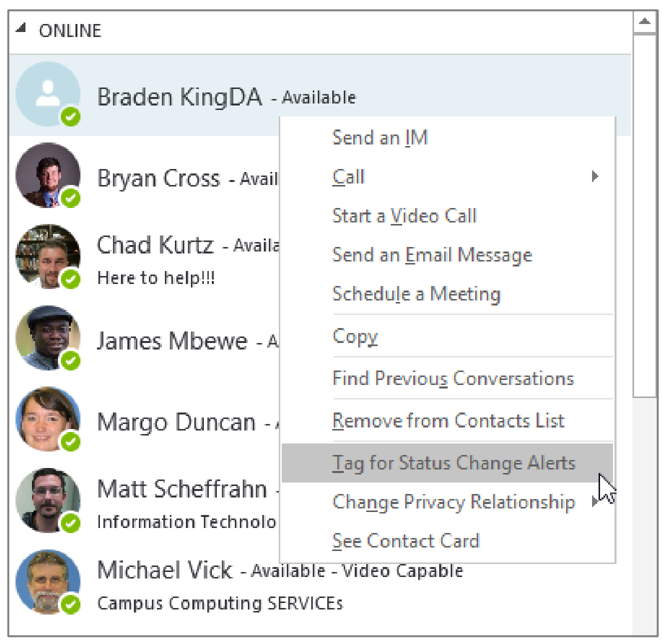
WHAT TO KNOW

- If a person's status is set to **Do Not Disturb**, your message will NOT be sent.
- After typing a message to them, you will see:

"[Contact name] can't receive IMs right now. Status is Do not Disturb."



- To get notification when someone's status returns to ***Available***, you can tag the contact (**Right-click** on their contact name and select **Tag for Status Change Alerts**). When they are next available you will get a pop-up notification on screen, allowing you the option to make contact and un-tag them.



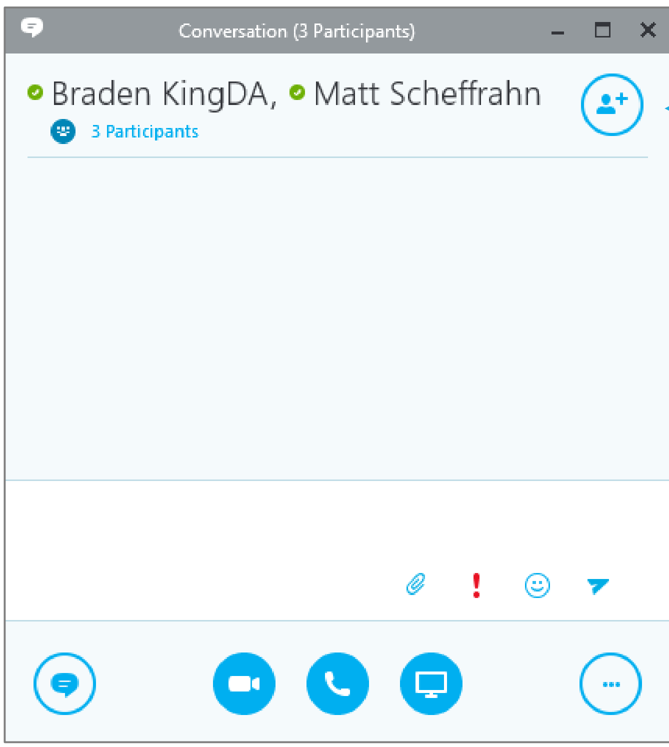
HOLDING AN IM CONVERSATION WITH MORE THAN ONE PERSON

If you have already started an IM conversation with one person, you can add others to it by

Option 1: Dragging their picture (or **presence icon** if pictures aren't shown in the Contacts list) from your **contacts list** in the main Skype for Business window into the conversation window

or, if they are not in your list,

Option 2: Clicking the **Invite More People** button at the top of the conversation window to display the directory (as shown below)



Click **Invite More People** button to display the directory and add others to the conversation

HOLDING A NEW IM CONVERSATION WITH A GROUP YOU HAVE ALREADY SET UP

1. **Right-click** the group name in your contact list
2. Click **Send an Instant Message** to start the conversation

Your message will go to all group members.

STARTING A NEW IM CONVERSATION WITH CONTACTS THAT ARE NOT IN A GROUP

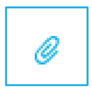
1. Go to your **Contacts** list
2. Hold the **Ctrl** key on your keyboard while you click each contact.

When you have selected all the required contacts

3. **Right-click** and select **Send an IM** to start a multi-way conversation

SENDING A FILE OR IMAGE USING IM

To send a file or image from an IM conversation, you can:

- Drag-and-drop a saved file into the text input area
- Attach it using the  attachment tool in the message window
- Copy and paste a saved file or image into the text input area

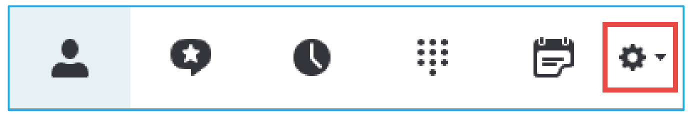
MAKING AN AUDIO OR VIDEO CALL

If you have a microphone, a headset (or speakers) and a webcam attached to your computer, you can use Skype for Business to make and receive audio and video calls.

Skype for Business automatically detects your audio and video devices, but before making an audio or video call you should check that they are set up correctly.

To do this:

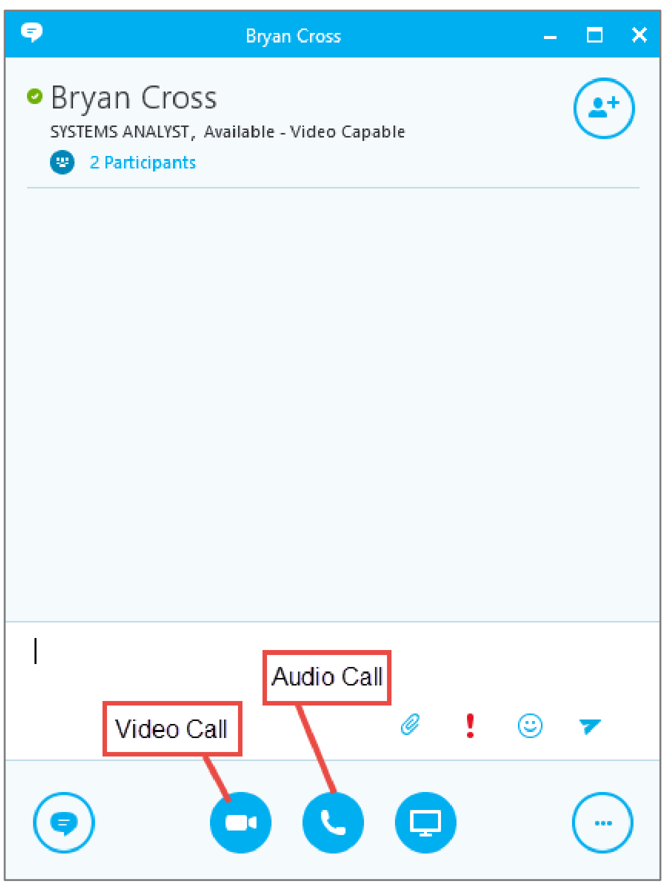
1. Click the little arrow attached to the **Options** menu (gear icon) in the main Skype for Business window



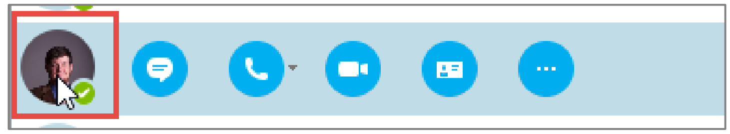
2. Choose **Tools** > **Audio** (or **Video**) **Device Settings**

To make a call or video call:

Option 1: Open a conversation window with the desired contact. Click the **Audio** or **Video** icon.



Option 2: **Hover** over the **contact's picture** (or **presence icon** if pictures aren't shown in the Contacts list) to reveal more options. Click the **Audio** or **Video** icon.

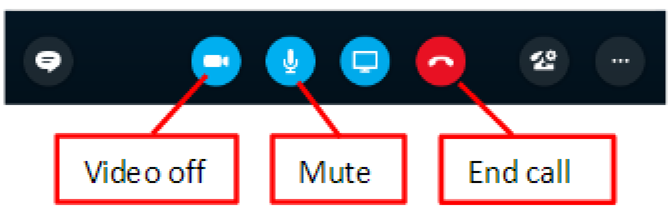


NOTE: Contacts who have a webcam setup, and so can accept video calls, have Video Capable on their contact details.

When you call a contact, an alert pops-up on their screen. To accept the call, they can click anywhere in the photo area of the pop-up (or they can choose to reject the call).

Once in progress, you can control the call by:

- putting it on hold
- muting your audio
- switching between audio devices
- changing the way the video appears on screen



To end the call, close the window or click the End call button.

SHARING YOUR DESKTOP AND OTHER CONTENT

You can share content with colleagues either from the messaging conversation window or during a meeting. This presentable content can include your computer desktop, a single program file or a PowerPoint slideshow.

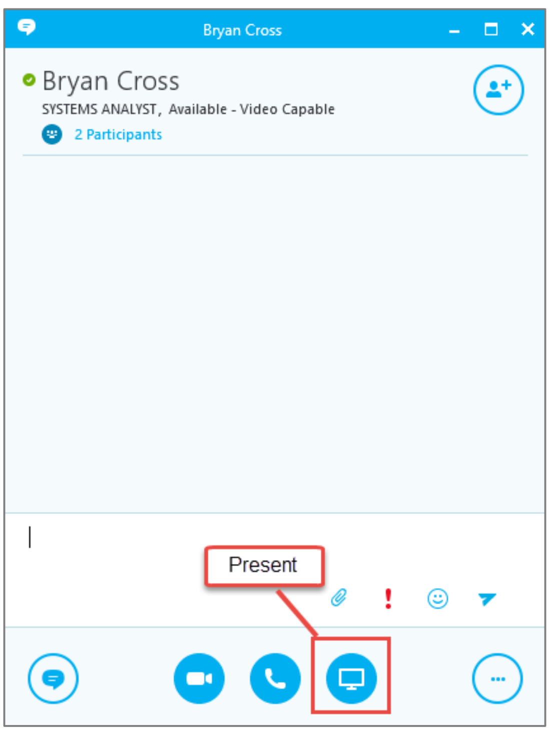
NOTE:

When you share your desktop, everyone participating can see your entire desktop including notifications. If you have confidential information or documents that you don't want people to see, close them or use program sharing instead.

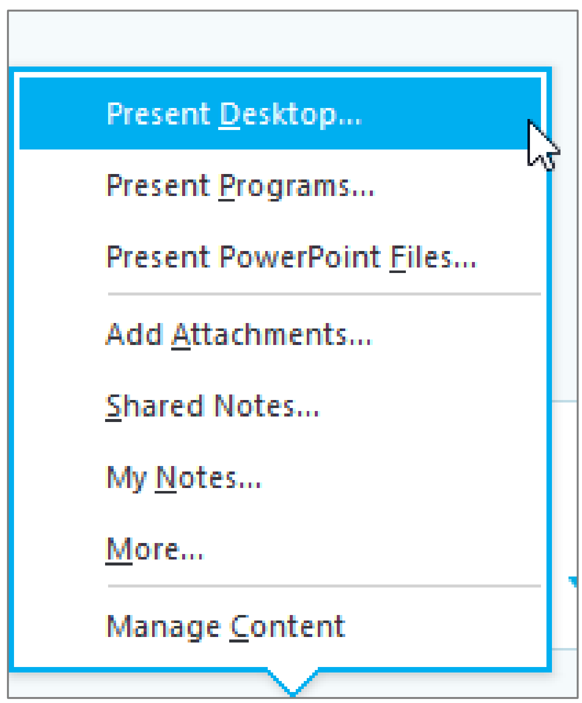
START SHARING

1. Start sharing by **first establishing a connection** to your contacts by starting an IM conversation, audio/video call or a meeting

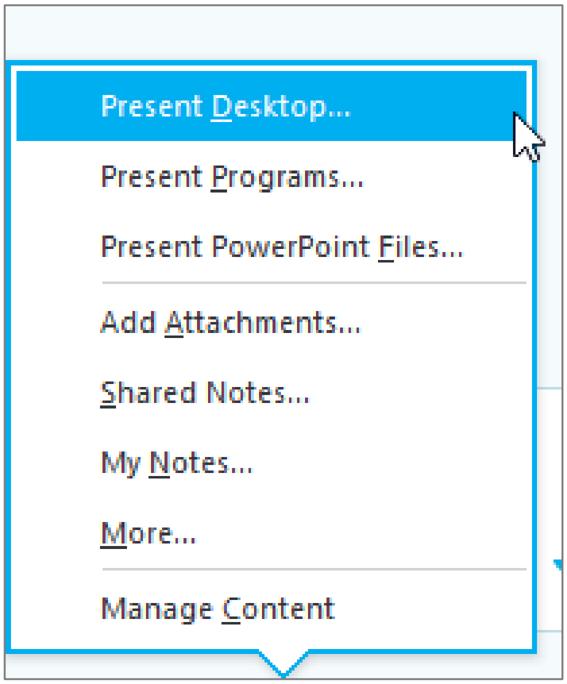
2. To share your screen, click the **Present** icon from within the conversation or meeting window



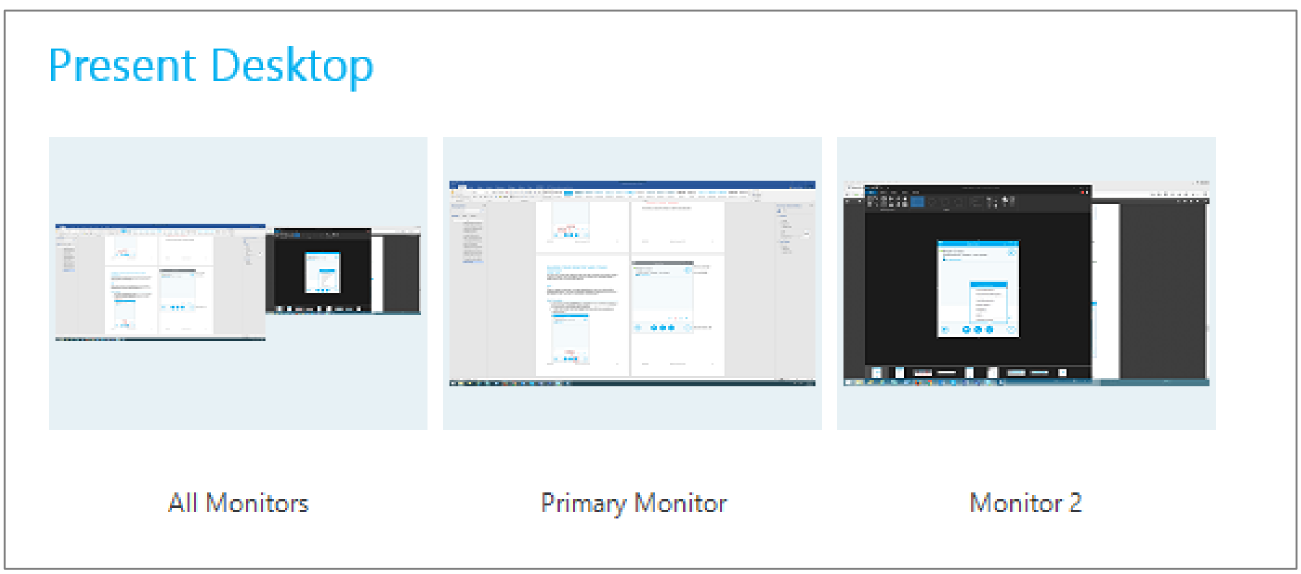
3. Once you click on the **Present** icon, from the drop-down menu you can make your selection



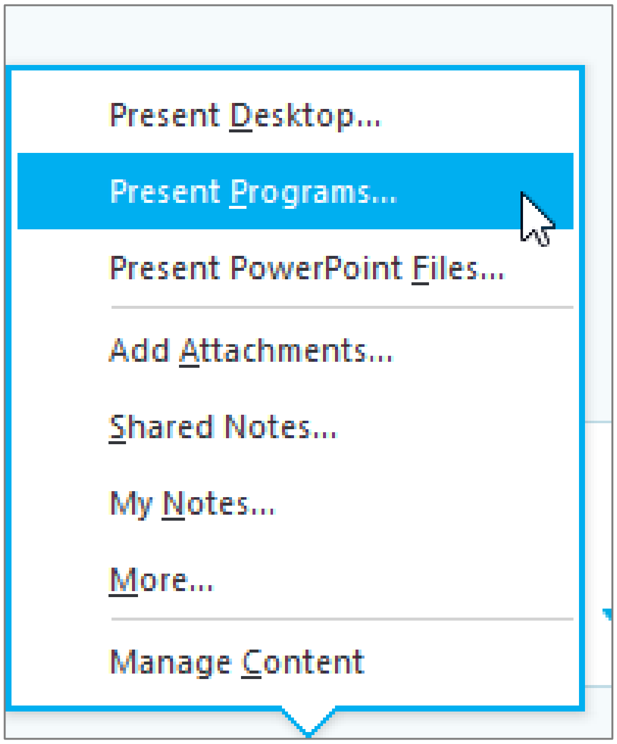
- Click **Present Desktop** to show the entire contents of your desktop



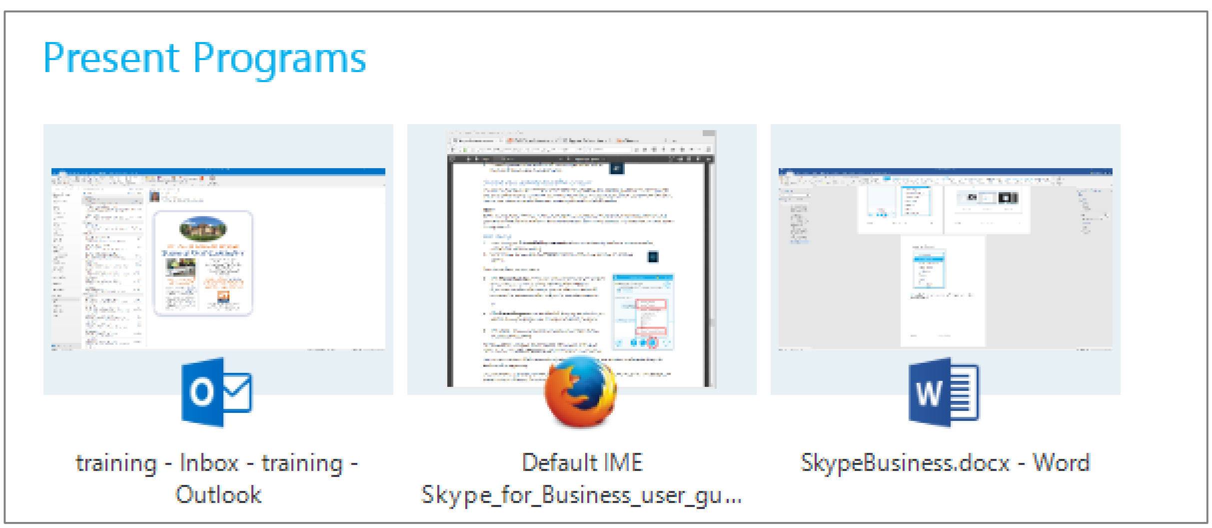
NOTE: If you have multiple monitors, you can choose to select all monitors, the primary monitor, or the secondary monitor.



- Click **Present Programs**



NOTE: **Double-click** the program window you want to share (the program for sharing must already be open).

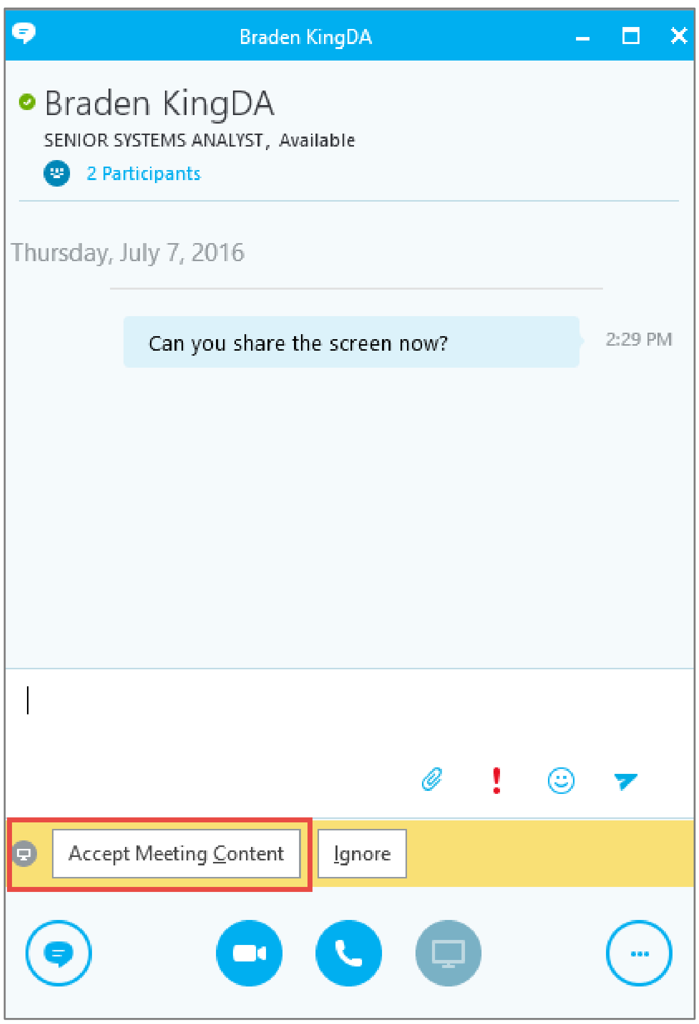


IMPORTANT NOTES:

- When you share a program file or desktop, the window will have a yellow border and a **Currently Presenting** tab will display at the very top of your monitor (as seen below).

- Your presence status will also automatically change to Presentation, and will thus restrict other Skype for Business alerts appearing.

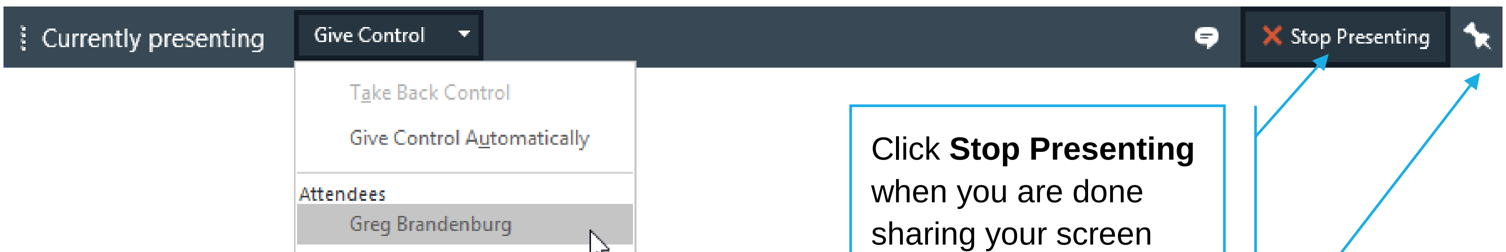
- Your participants will receive an alert to notify them that you are sharing content. Once they click ***Accept***, the shared content will appear in a window on their screen.



ALLOWING PARTICIPANTS TO CONTROL CONTENT

On the sharing toolbar at the top of the presenter's screen, use any of the following:

Click **Give Control** to share control of your desktop or programs with specific participants



Click **Stop Presenting** when you are done sharing your screen

Click the **pin** to hide the toolbar and have more space

If the attendee *requests* control, the presenter will see the following prompt in the Sharing toolbar at the top of the monitor:

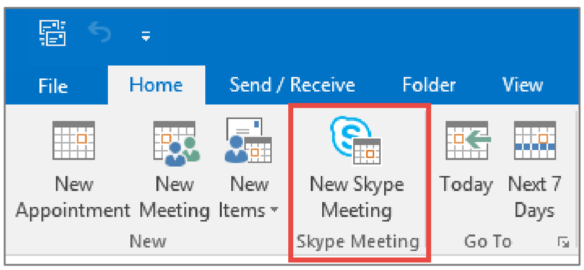
SKYPE FOR BUSINESS MEETINGS

SCHEDULING A MEETING IN OUTLOOK

From your Outlook email, you can use Skype for Business to schedule a single or recurring online meeting similar to the way you use Outlook to schedule regular meetings.

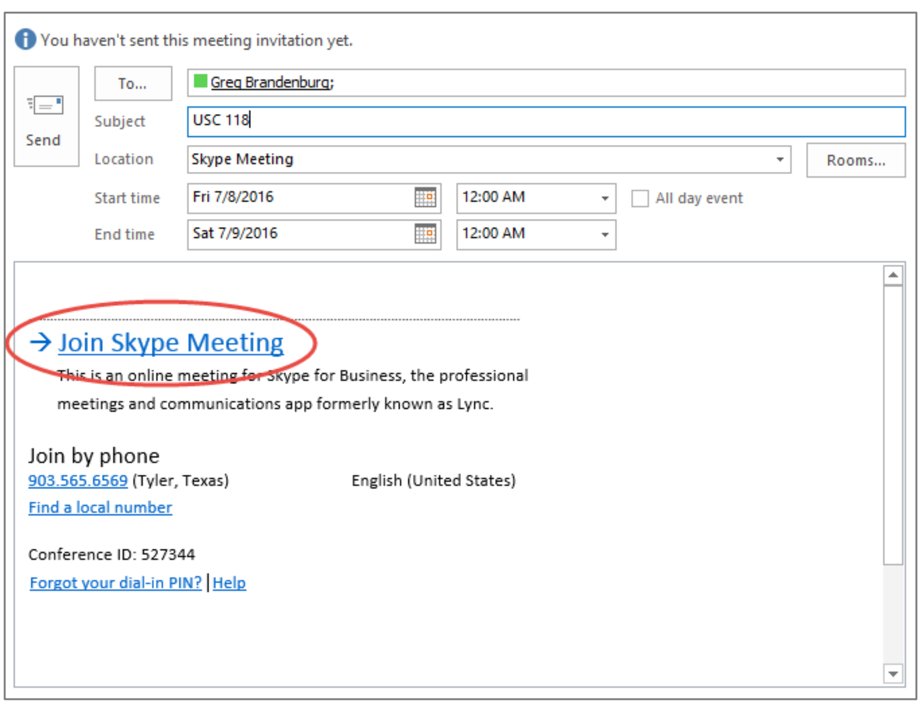
To initiate an online meeting request in Outlook

1. Start as you would normally by going to your Outlook calendar and click the **New Skype Meeting** button on the ribbon



2. In the meeting request window, enter the attendee(s) and date/time data as for a standard meeting

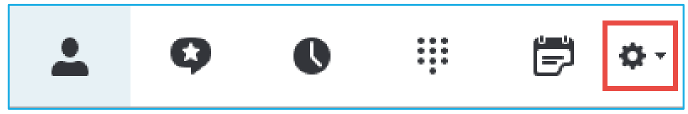
A link is automatically added to your meeting request that invitees can click to join the conversation.



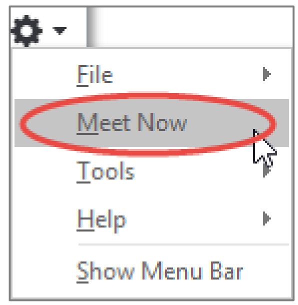
STARTING AN UNSCHEDULED MEETING IN SKYPE FOR BUSINESS

For spontaneous meetings, the **Meet Now** feature in Skype for Business allows you to hold impromptu meetings without the need to schedule in Outlook.

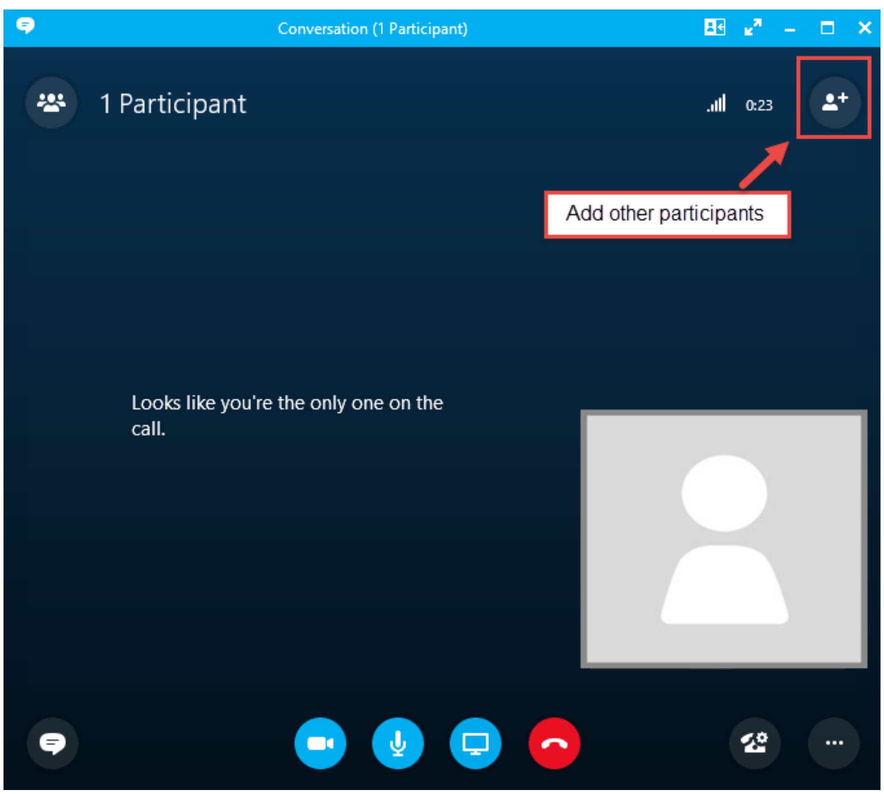
- Click the little arrow attached to the **Options** menu (gear icon) in the main Skype for Business window



- Select **Meet Now** from the drop-down menu



- A meeting conversation window will open and you will be able to invite participants using the **Invite** button

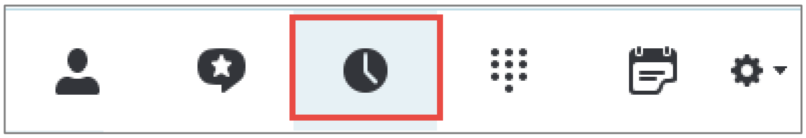


CONVERSATION HISTORY

Skype for Business conversations are saved by default.

VIEWING CONVERSATIONS

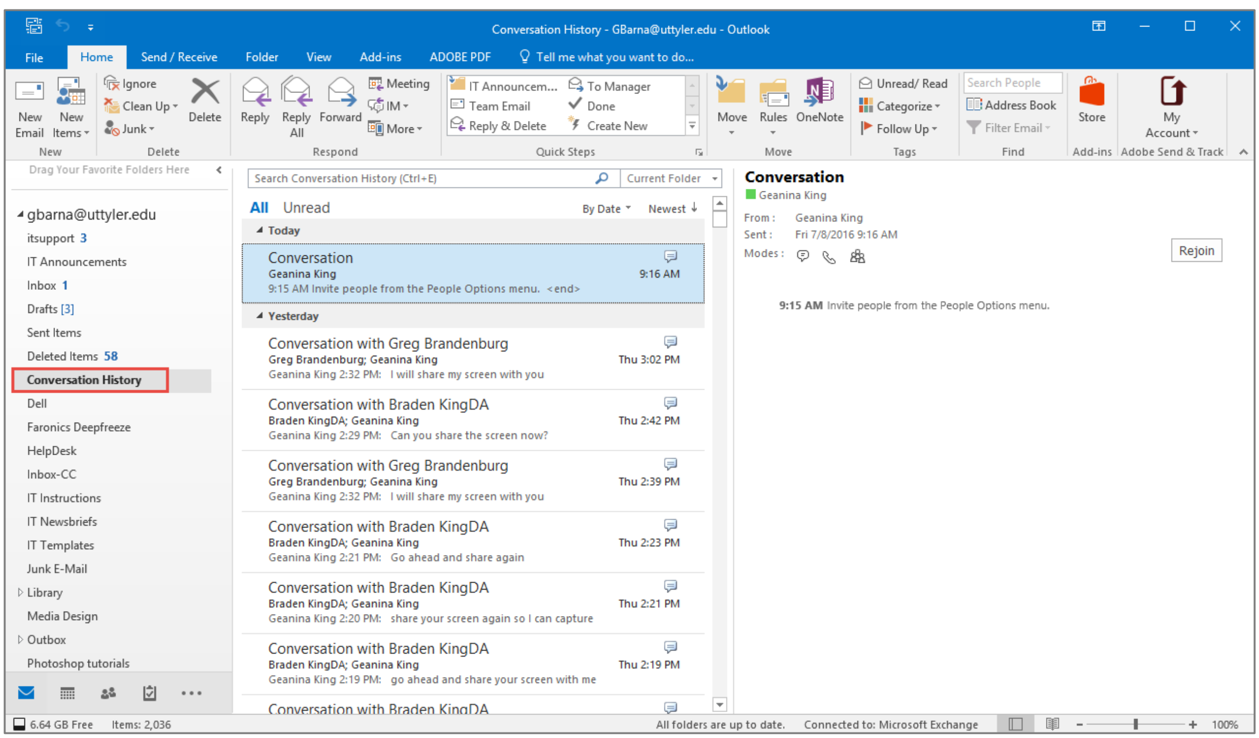
Option 1: In the main Skype for Business window, click on the Conversation tab.



All conversations will be listed with the most recent at the top; double-click on one to open and view a conversation.

OR

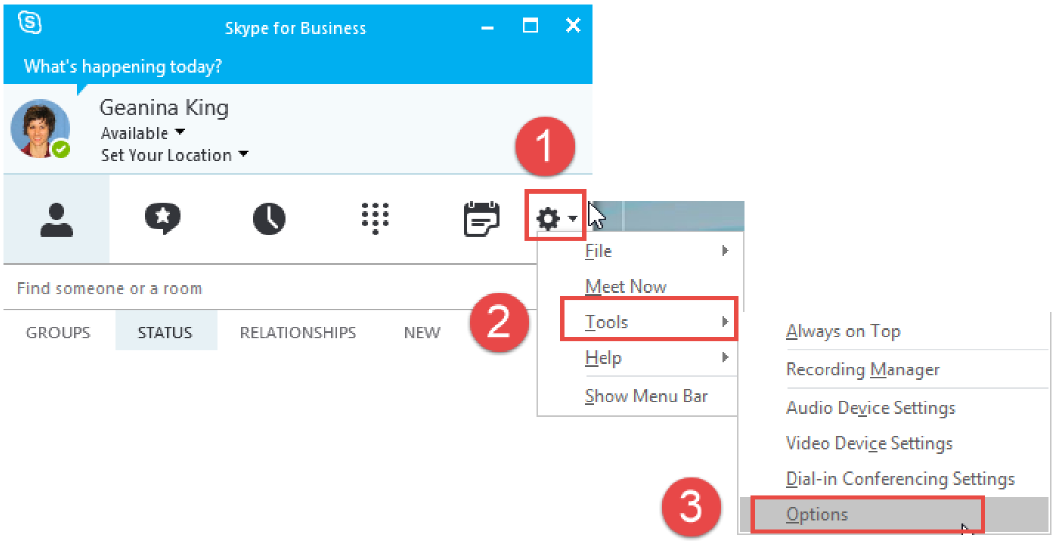
Option 2: In Outlook, Skype for Business conversations are saved in a folder labeled **Conversation History**.

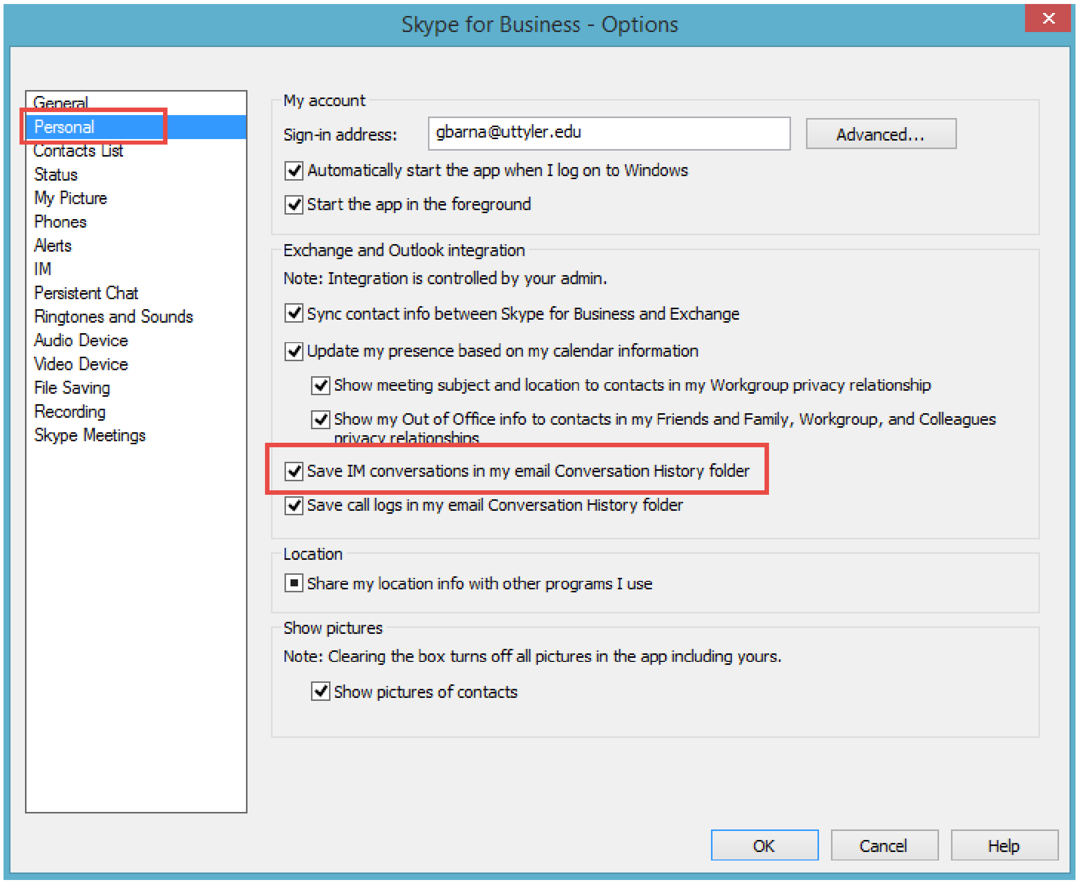


STOPPING CONVERSATIONS FROM SAVING IN OUTLOOK

You can stop saving conversations by disabling the option

- Click **Options** (gear icon) > **Tools** > **Options** > **Personal >** uncheck ***Save IM conversations in my email Conversation History folder***




Skype for Business - Options
General
Personal
Contacts List
Status
My Picture
Phones
Alerts
IM
Persistent Chat
Ringtones and Sounds
Audio Device
Video Device
File Saving
Recording
Skype Meetings
My account
Sign-in address:
gbarna@uttyler.edu
Advanced...
Automatically start the app when I log on to Windows
Start the app in the foreground
Exchange and Outlook integration
Note: Integration is controlled by your admin.
Sync contact info between Skype for Business and Exchange
Update my presence based on my calendar information
Show meeting subject and location to contacts in my Workgroup privacy relationship
Show my Out of Office info to contacts in my Friends and Family, Workgroup, and Colleagues privacy relationships
Save IM conversations in my email Conversation History folder
Save call logs in my email Conversation History folder
Location
Share my location info with other programs I use
Show pictures
Note: Clearing the box turns off all pictures in the app including yours.
Show pictures of contacts
OK
Cancel
Help

EXITING SKYPE FOR BUSINESS

When you have finished using Skype for Business, you can

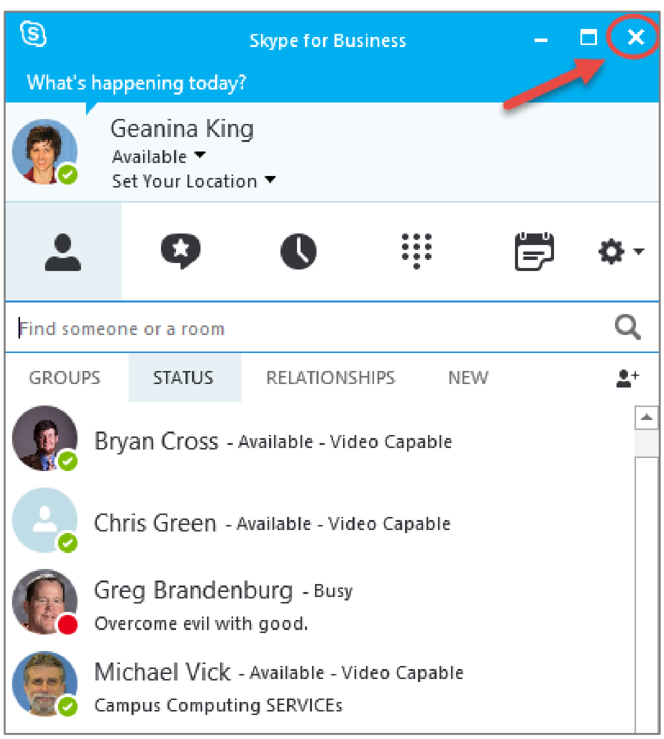
- Close Skype for Business window
- Sign out of your session
- Exit from the program

The differences among the three options:

Options	Is Skype for Business running?	Can others see your status?
Close	Yes	Yes
Sign out	Yes	No
Exit	No	No

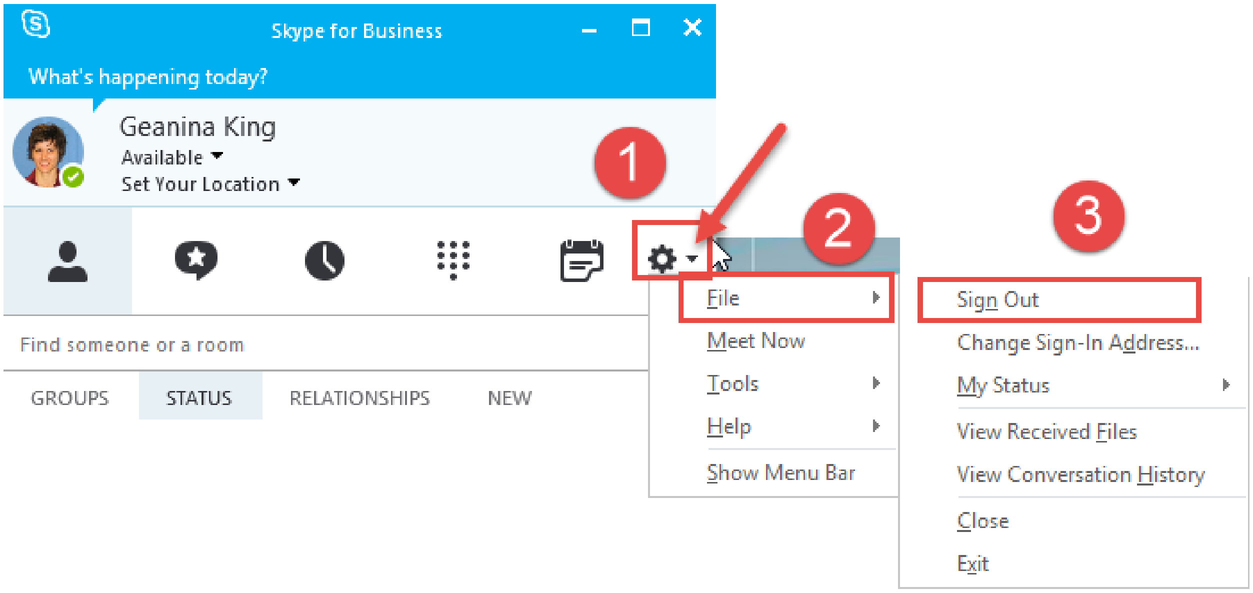
CLOSING THE SKYPE FOR BUSINESS WINDOW

You can close the Skype for Business window by clicking the X in the upper-right corner. Although the window closes, your session continues to run, so others can still see your availability status and you will receive alerts.



SIGN OUT

Sign Out closes your Skype for Business session, but continues to run Skype for Business in the background, making it easier to sign in again when you're ready.



EXIT

Exit closes your Skype for Business session and stops Skype for Business running on your computer.