What Is Skype for Business

Skype for Business is a software package which allows you to communicate and collaborate easily with others. You may communicate with your colleagues here at Towson University or with people in different locations or time zones to conduct meetings, conference calls or interviews or hold office hours.

Skype for Business seamlessly integrates with your Outlook e-mail, calendar and address book and offers instant messaging (IM) capabilities, presence status based on your Outlook calendar or IM status, audio chat and desktop videoconferencing, document and screen sharing, online meetings (web conferencing), and VoIP telephone integration. You may also use it to record sessions.

<table>
<thead>
<tr>
<th>Number</th>
<th>Title</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Presence</td>
<td>Used to visually notify others of your status and ability to answer incoming Instant Messages and Calls</td>
</tr>
<tr>
<td>2</td>
<td>Find someone Window</td>
<td>Used to locate contacts in the Global Address Book and Skype Directory</td>
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<tr>
<td>3</td>
<td>Gear Icon</td>
<td>Used to change personal settings and to quickly create a Meet Now room</td>
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<td>4</td>
<td>Toolbar</td>
<td>Used to adjust audio and video settings for Skype calls</td>
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<td>5</td>
<td>Contact List</td>
<td>Shows a list of your contacts, organized into groups</td>
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<td>6</td>
<td>Status Message</td>
<td>Allows you to list a status message indicating things like current projects worked on or department mission statements</td>
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</table>
Changing your Presence

1. Click the **Presence** down arrow.
2. Choose a status from the menu by clicking on it.
3. Statuses are listed below:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>😄 Available</td>
<td>You are online and available for contact.</td>
</tr>
<tr>
<td>🔴 Busy/In a call/In a conference/In a meeting</td>
<td>You are busy and don’t want to be interrupted. Or you’re in a Skype for Business call or Skype for Business conference call and don’t want to be disturbed. Or you’re in a meeting according to Skype for Business or Outlook.</td>
</tr>
<tr>
<td>😴 Do not disturb/Presenting</td>
<td>You don’t want to be disturbed and will see conversation alerts only if they are sent by your Workgroup contacts.</td>
</tr>
<tr>
<td>🕒 Be right back</td>
<td>You are away briefly and will return shortly.</td>
</tr>
<tr>
<td>☼ Inactive/Away</td>
<td>Your computer has been idle (for 5 minutes, by default).</td>
</tr>
<tr>
<td>☢ Off Work</td>
<td>You are not working and are not available to contact.</td>
</tr>
<tr>
<td>🌅 Appear Away</td>
<td></td>
</tr>
</tbody>
</table>

### Adding Contacts

1. Click in the **Find someone** bar just above your contact list.
2. Type the last name of the person who you are trying to find.
3. If the person appears below the search bar, right click on the contact and choose **Add to Contacts List**.
4. Select the list you wish to add to.
5. The person you chose will then be added to your contacts list.

Changing Privacy Relationships

You may set privacy relationships to control how much of your presence information others may see. There are five privacy relations: Blocked Contacts, External Contacts, Colleagues, Workgroup, and Friends and Family.

1. Right-click on a contact.
2. Point to **Change Privacy Relationship**.
3. Choose the desired relationship. A definition of each relationship appears next to the listing.

### Sending an Instant Message

1. Double-click on a contact from your contact list.
2. Type your message in the input area at the bottom of the box.
3. Send the message by pressing **Enter** on your keyboard.

**Note:** You can set your message as **High Importance** by clicking the exclamation point icon.

**Note:** You can add cheerful emoticons to the text by clicking the emoticon icon and selecting an appropriate emoticon for the occasion.
Receiving an Instant Message
1. Click the notification bubble that appears in the bottom right-hand corner of your screen.
2. You can also click on Ignore to ignore the message or click Options and choose Set to Do Not Disturb.
3. To reply back, click in the input area of the message, type your response, and press Enter.

Beginning a Group Instant Message
1. Hold down the Ctrl key on your keyboard and click on each contact that you wish to include in the conversation.
2. Right-click the last contact you selected and choose Send an IM.

Sharing a Program or Application
1. While in the instant message window, click on the Present button below the input area at the bottom of the box.
2. Select what you would like to share with your contact. This will prompt your contact to accept a sharing session.
3. Once accepted, you will be sharing the program or application that you chose.

Sending an Attachment through IM
1. Create the IM by double-clicking on the contact.
2. Click the Present icon at the bottom of the box.
3. Click the Attachments tab and select Insert Files.
4. Select the correct drive, directory and file to attach and click Open. Press Enter on your keyboard.
5. The contact will then have the option to accept or decline your attachment.

Setting Up Audio and Video Devices
1. In the Skype for Business main window, click the gear icon.
2. Select Audio Device in the left navigation pane.
3. Your device may show up under Select the device you want to use for audio calls. If you have more than one device, you may also have the option of choosing a speaker and microphone from the Customize your device menu.
4. Click the down arrow beside Speaker and verify that the correct device is selected. Click the green arrow to test the speaker. If you cannot hear anything, you may have chosen the wrong device.
5. Click the down arrow beside Microphone and verify that the correct device is selected. Begin to speak into your microphone. The blue bar will begin to fill in if your mic is working.
6. Click Video Device from the left navigation pane.
7. Click the down arrow under Select the camera you want to use for video calls and verify that the correct device is selected. Click OK.

Scheduling a Meeting Using Outlook
1. In your Outlook Calendar, click the New Skype Meeting icon in the Skype Meeting group.
2. In the To: box, type the email address of each person(s) you want to invite, separated by semicolons.
3. Type a subject for the meeting.
4. Enter a Start date and time.
5. (Optional) In the body of the meeting request, above the Join Skype Meeting link, type additional meeting details. Do not modify any of the existing text in the meeting request.
6. On the **Meeting** tab, in the **Skype Meeting** group, click **Meeting Options**, and accept or change the default options as required and click **OK**.

7. Click **Send**.

**Scheduling a Meeting**

1. In the Skype for Business main window in your Contacts list, select the contact(s) or contact group you wish to invite to a meeting.
2. Right-click and then click **Schedule a Meeting**. The **Untitled - Meeting** window will appear with your contact(s) in the **To**: box.
3. In the **Subject** box, type a meeting subject.
4. Enter a **Start date** and **time**.
5. Click the **Skype Meeting** icon in the **Skype Meeting** group. Meeting details will fill in.
6. (Optional) In the body of the meeting request, above the **Join Skype Meeting** link, type additional meeting details. Do not modify any of the existing text in the meeting request.
7. On the **Meeting** tab, in the **Skype Meeting** group, click **Meeting Options**, and then change the default options as required and click **OK**.
8. Click **Send**.

**Joining an Online Conference**

1. From your Outlook 2013 Calendar or from your inbox, open the meeting you want to join.
2. From the meeting request, click the **Join Skype Meeting** link.
3. The **Join Meeting Audio** dialog box will appear. Make sure the **Use Skype for Business** (full audio and video experience) radio button is selected
4. Click **OK**.

**Creating a Meet Now Room**

A **Meet Now** room is a temporary room that will expire eight hours after creation.

1. In the **Skype for Business** main window, click the drop-down arrow next to the **gear** icon, and choose **Meet Now**; OR press the Alt key and click **Meet Now** on the menu bar that is displayed at the top of client.

2. Make sure the **Use Skype for Business** (full audio and video experience) radio button is selected.
3. Click **OK**.

4. From the **Meet Now** window:
   - You can invite participants by clicking the person + icon in the upper-right corner.
   - Options for the meeting can be set by clicking the **ellipsis** icon in the bottom-right corner.
5. A link for the **Meet Now** room can be retrieved by clicking the **ellipsis** icon and clicking **Meeting Entry Info**.

**Manage Meeting Participants**

As a presenter, you have control over participants in your meeting.

1. Click the **Participants** button to view all participants on the call.
2. Click the **Participants Action** Button.
3. Click one or more of the buttons to apply these settings to all attendees.

**Logging In to Lync 2011 on a Mac**

Anyone using Lync 2011 for Mac will need to make some changes to their settings

1. In the Lync for Mac sign-in window, type your user ID, which is now your full email address rather than just NetID and password.
2. Click **Advanced**.
3. Under **Authentication**, clear the **Use Kerberos** check box.

4. Under **Connection Settings**, click **Manual configuration**.

5. In both the **Internal Server Name** box and the **External Server Name** box, type: `sipdir.online.lync.com:443`.

6. Click **OK**.

7. In the Lync for Mac sign-in window, click **Sign In**.

### Presenting Online

During the process of presenting online, there are many options available to you. You can show your entire desktop or just a program to everyone in a Skype for Business meeting, call, or instant messaging (IM) conversation:

- **Present Desktop** when you need to switch between multiple programs, or work on files from different programs.
- **Present Programs** when you need to present specific programs or files and don’t want people to see anything else on your computer.

**Note:** You need to be a presenter in a Skype for Business meeting to share your screen. If the option is grayed out, ask one of the presenters to give you presenter access.

### Share your screen or program

1. At the bottom of the conversation window, click the **Present** icon.

2. From the menu, do one of the following:
   - To share the content on your desktop, click **Present Desktop**.
   - To share one or more programs or files, click **Present Programs**, and then select the specific program(s) or file(s).
   - To share a PowerPoint presentation, click **Present PowerPoint** files and then select the specific file to present.

3. While presenting, a sharing toolbar will appear on top of the screen. Use any of these options:
   - Click **Stop Presenting** when you are done sharing your screen.
   - Click **Give Control** and then click an attendee to share control of your desktop or program with that participant.

- Click the **pin** to hide the toolbar and have more space. To unhide the toolbar, move your mouse to the top of the screen. Click the **pin** again to keep the toolbar visible.

**Note:** While you are presenting, your Skype for Business status changes to Busy, and you won’t receive instant messages or calls.

If you want a meeting attendee to share their screen, give them presenter access, so they can use the controls. If they don’t use Skype for Business, they can still use the Skype for Business Web App to present.

### Recording

When you record a Skype for Business Meeting, you capture audio, video, instant messaging (IM), screen sharing, PowerPoint slides, whiteboard activity, and polling. Any of the presenters can record a meeting and save it on their computers.

**Recording your Skype meeting**

1. Click the **More Options** button and choose **Start Recording**.

**Note:** If the recording option is dimmed, your audio might not be connected. Click the microphone icon to connect audio, then try again.

2. Use the controls at the bottom of the meeting to pause, resume, or stop the recording.
3. To see who else is recording, point to the red recording button. When you’re done, click Stop Recording.

4. Skype for Business automatically saves the recording in MP4 format that plays in Windows Media Player. You can exit the meeting while the recording is being processed.

**Play and Share a Recording**

When your recording has been processed, you can access it to play or send to others. Skype for Business displays a message when the recording is ready. You can click the alert to open Recording Manager, or if you miss that, click Tools on the Skype for Business main window, then Recording Manager.

1. In the Recording Manager window; click your recording to highlight it, then click Play.
2. To share your recording with others, click Browse to locate it. Copy the file to a shared location, such as OneDrive or an internal SharePoint site.

**View a Contact Card**

1. Click the Contact Picture.
2. Click the Contact Card button to view details about a contact.

**Using the Web Scheduler**

Faculty/staff and students can view and setup Skype for Business meetings by using the Skype for Business Web Scheduler. The web scheduler will provide a link after creation to be distributed to participants.

2. Sign in using your Primary email address and password.
3. Complete the prompts to schedule a meeting.
4. Click Save to create the new meeting.

**Switch Between Conversations**

If you have several conversations or meetings going on at the same time, Skype for Business displays them all in one place.

1. Click a tab on the left to view a conversation.
2. Click the other tab to switch back and forth between conversations.