Skype for Business

St. Lawrence College

This is a manual that contains pertinent information about the new Skype for Business

March 3, 2017

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What Equipment do I need to get Started using Skype for Business?

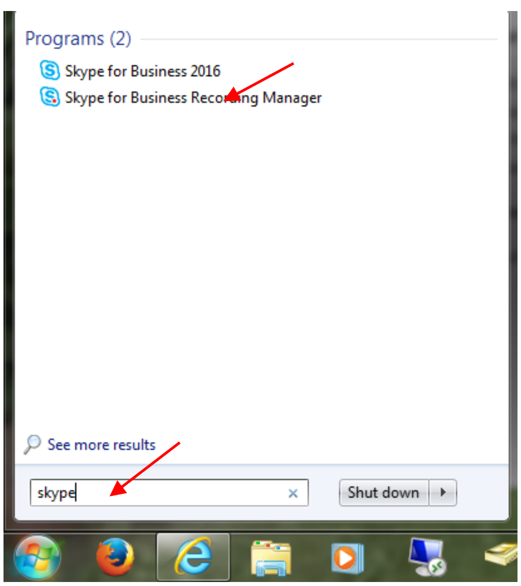
If using Skype for Business as an “Instant Messaging tool” no additional equipment is required other than your SLC computer. If you have been invited to a Skype for Business video conference call you will require speakers or headset and microphone if you want to participate in the conversation. The SLC presenter also has the option of offering the audio portion of the meeting through their audio conference number. Most mobile phones, tablets, and many laptops now have a camera and mic built in.

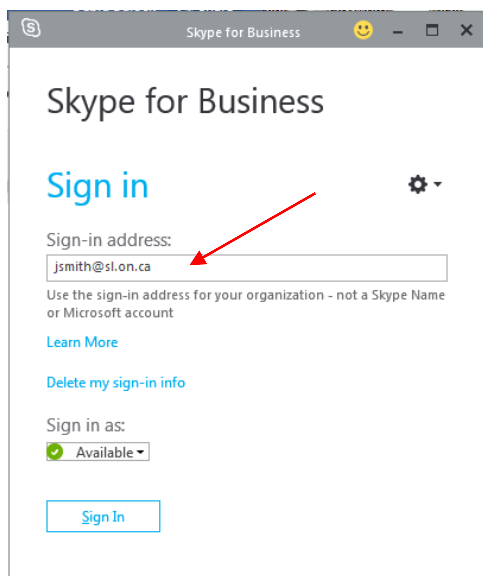
What Equipment do I need if I want to be the Presenter of a Skype Meeting?

If you want to present your own Skype Meeting you will need a Webcam and microphone. You may have your own plug and play Webcam that you can attach to your computer, your Department may cover the cost of this equipment if necessary for your job, or you can borrow a Logitech camera/mic from the IT Service Desk for a specified length of time.

How do I know if Skype is Running on my Computer?

The Skype for Business Windows client is installed by default on the College’s standard desktops as part of the Office 2016 Office Suite. Go to the Start Menu, and enter “Skype” in the search field. Click on ‘Skype for Business 2016’ that appears under the list of Programs. The ‘Skype for Business’ window will now appear. You will need to sign in with your College credentials the first time you log in, or again if you’ve signed out of Skype.





If you don’t find Skype for Business 2016 running on your computer system, please contact the IT Service Desk at its@sl.on.ca or x4357.

Subsequent Access to Skype for Business

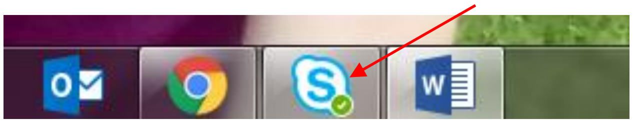
Once you have signed into Skype for the first time, it will automatically log you in and open the main Skype for Business window every time you start up your computer. If this doesn't happen, you can open Skype manually. You will find it in the main Program list: Start>All Programs>Skype for Business 2016.

Customizing Skype for Business to Start-up Automatically

You can change your default 'Skype for Business' start-up options using the 'Options' menu (the drop down menu to the right of the gear icon)  on the main screen, then choosing Tools > Options. Once the Options window opens, select 'Personal' from the left-hand panel, then make the required changes, ie. Login, Contact display, Status, Showing/hiding your picture, Audio and video devices. Select 'Automatically start the app when I log on to Windows'

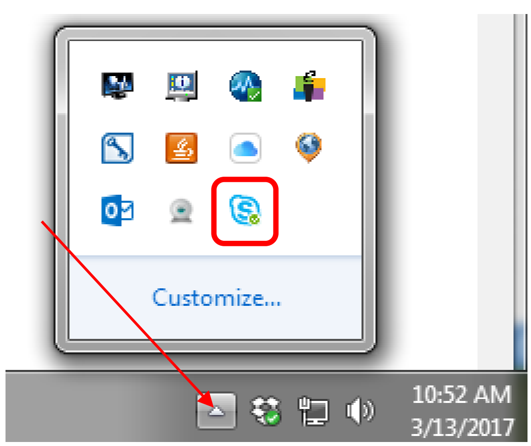
Skype for Business on the Taskbar

When Skype for Business is running, you will see a large Skype for Business icon on the Windows Taskbar. Closing the Skype for Business window does not close the application, but instead, minimizes the window, which can then be opened by clicking the large taskbar icon.



Access Skype for Business from the Icon Tray

1. Go to the bottom right-hand corner of your computer screen, and click on the pop-up arrow; a small window will appear; click on the Skype for Business icon, and click 'Open'

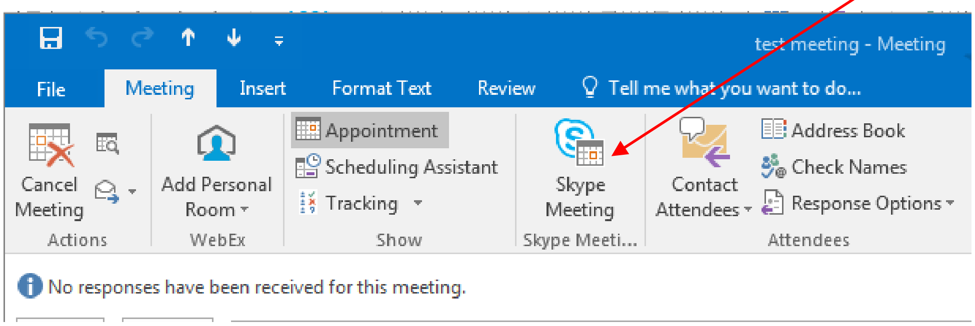


Is there a difference between 'Skype' and 'Skype for Business'?

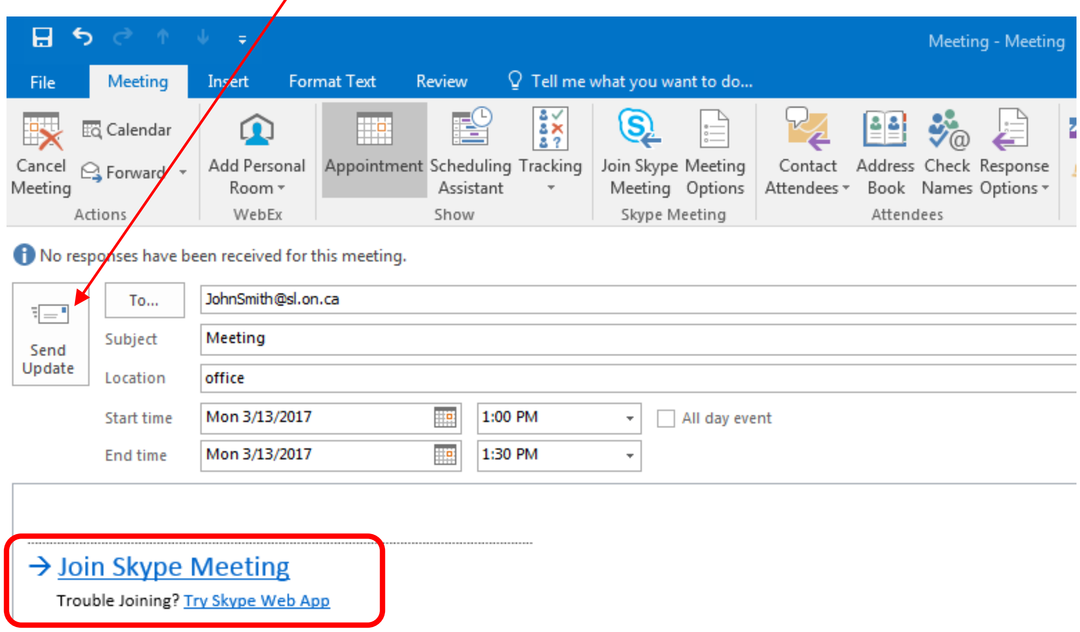
'Skype' is a free download for individuals or small businesses that allows you to connect up to 25 other Skype members on group audio calls. 'Skype for Business' will allow you to host online meetings, messaging, calls and video with up to 250 people. You can search not only for people in the St. Lawrence College directory, but for anyone in the world that has a Skype account. 'Skype for Business' supports meeting management from within your MS Outlook calendar.

Can I add a Skype meeting to an already existing meeting?

If you've scheduled a meeting in MS Outlook, you can alter an already existing meeting to add Skype later. Simply go to your Calendar view, and double-click on 'Skype Meeting';



You will notice that a 'Join Skype Meeting' link has now been added to your MS Outlook calendar. Click on 'Send Update' to send this new meeting information to your meeting attendees.



What if I have a Mac computer?

Skype for Business will need to be specially installed on your computer upon request. Please contact the IT Service Desk at its@sl.on.ca or x4357.

Can I get 'Skype for Business' on my other Devices?

Skype for Business is available online for your external devices. You can get the 'Skype for Business' app free for **iPhone**, **iPod**, or **iPad** from the 'App Store'. Get the 'Skype for Business' app free for your **Android phone** at the 'Google Play Store'. You can also go to the 'Amazon Appstore' to download the free app to your **BlackBerry**.

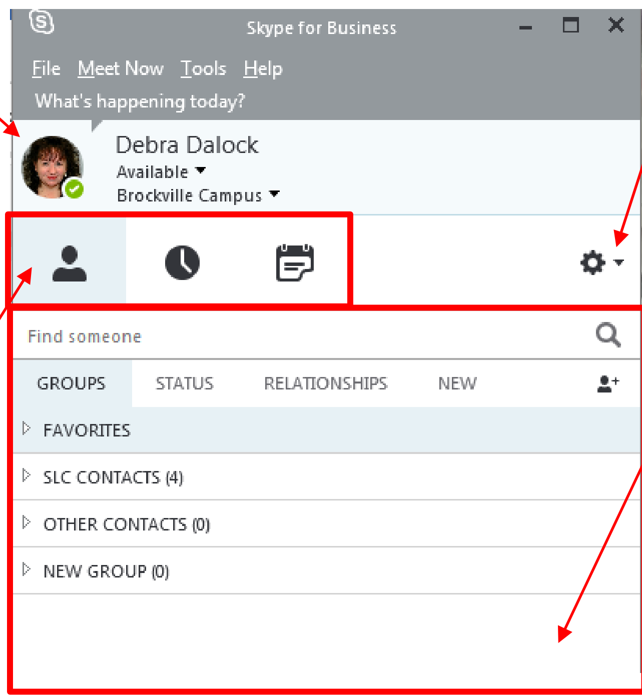
The Main 'Skype for Business' Window

When you open 'Skype for Business', the main window will appear:

Your Status Information:
Your profile picture will appear here with the coloured icon indicating your availability. Change your availability using the drop- down menu, or add your location.

Tools & Communication

1. *Contacts*
2. *Conversations*
3. *Meetings*



Options Menu:
You can sign out from here, or change settings for:

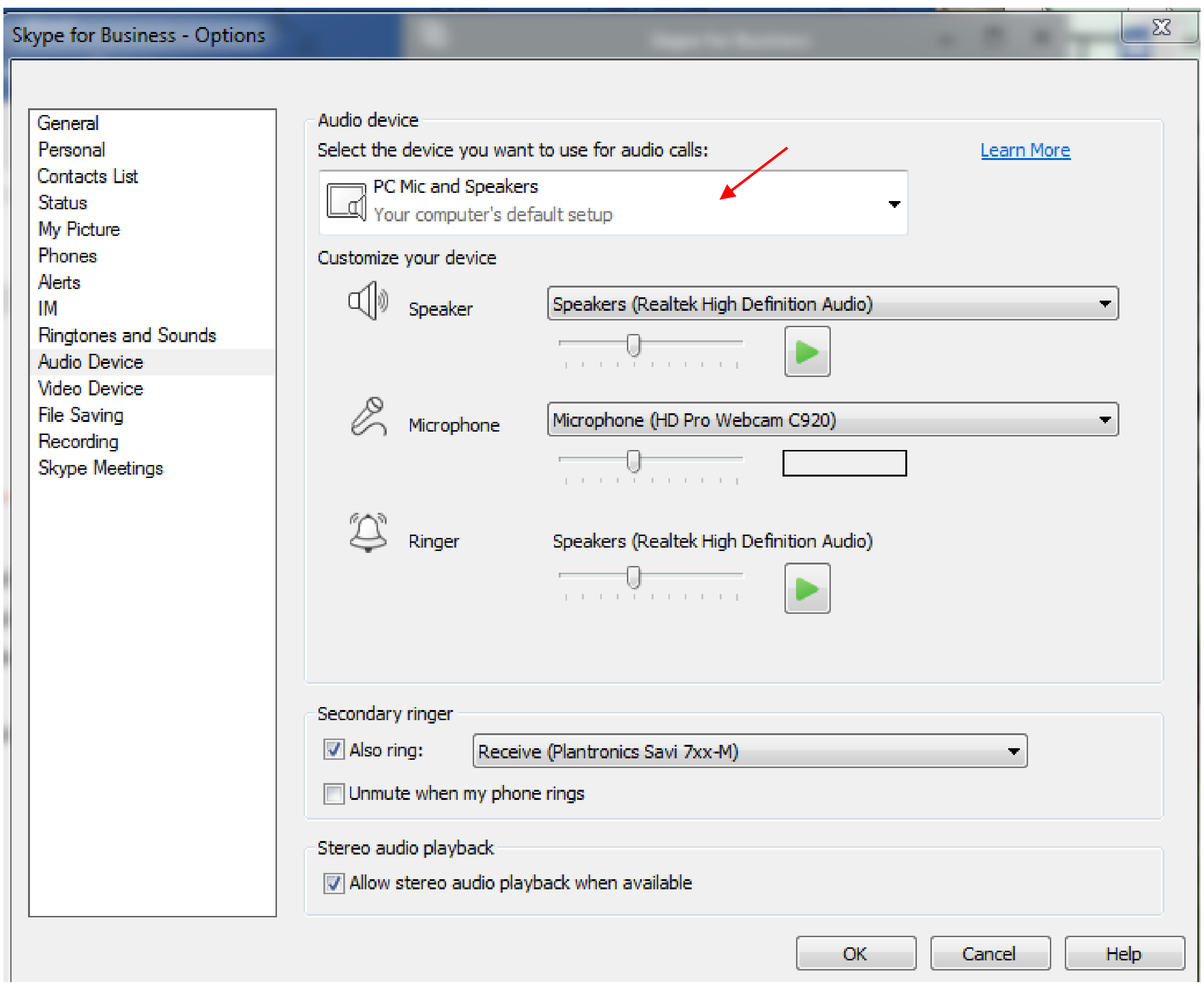
- *Login*
- *Your Status*
- *Showing/Hiding your Pic*
- *Audio & Video Devices*

Main Viewing Area
Main viewing and interaction area changes depending on the tool you are using. Contact options are displayed. Clicking on one of the Contact options will display a list of people that you have added to your Contact Groups.

Audio setup for your PC Mic& Speakers or Headset

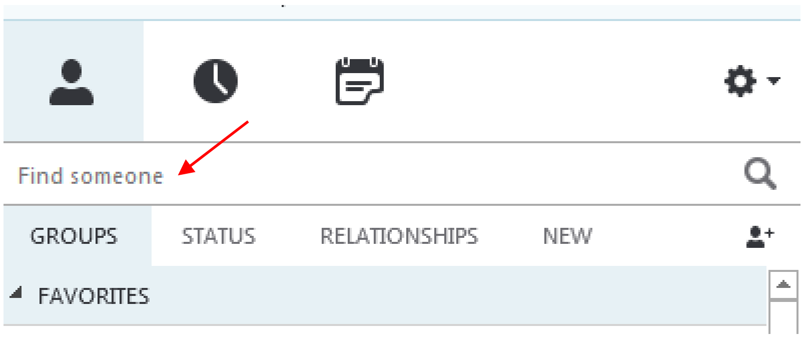
2. From your computer, go to the Start Menu, and click on “All Programs”
3. From the list of programs, select ‘Skype for Business 2016’
4. You now can set up your audio device if you have a headset, camera/mic, or microphone connected to your computer.
5. On the bottom left hand corner of the Skype window, click on the Headset icon (Select Your Primary Device)

6. Click on ‘Audio Device Settings’
7. Pick your device from the Audio device drop down menu, and adjust the speaker & mic volume.

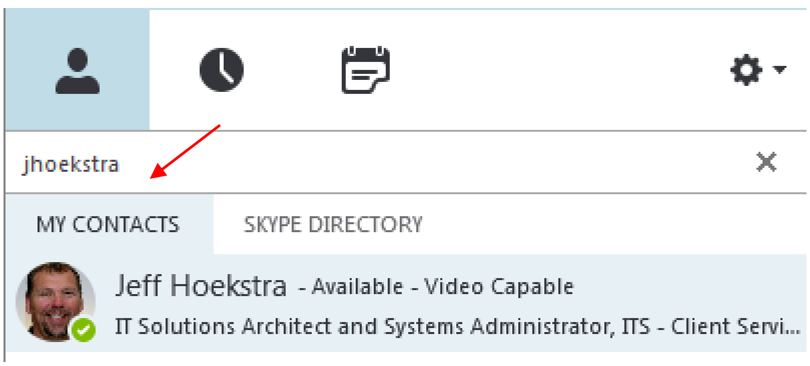


Setting up Contacts

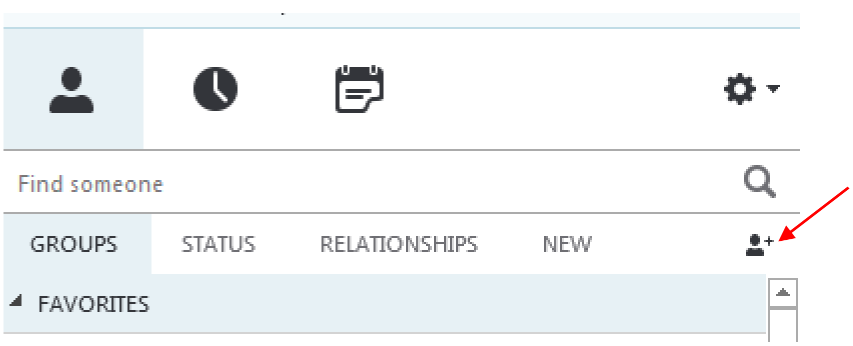
1. From your computer, go to the Start Menu, and click on “All Programs”
2. From the list of programs, select ‘Skype for Business 2016’
3. You now can set up your contact list of people you may want to phone, instant message, video call, or share your desktop with.



4. Type a name or SLC userid in the Search (Find someone) box. As soon as you do, the tabs below change from ‘Groups’ to ‘My Contacts’



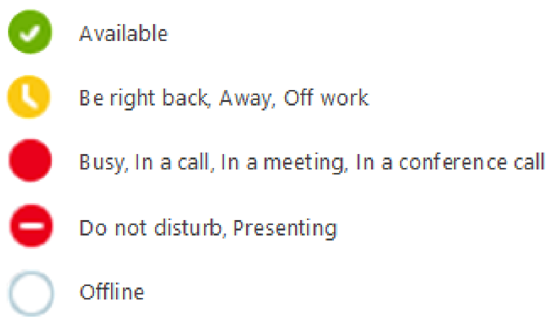
5. You can now add this person to your contact list by right clicking on their name, and selecting ‘Add to Contacts List’. Note: you cannot add a Contact if they are not online.
6. You can set up a group for each team you work with so you quickly see who’s available, or communicate with the entire team at once



7. Click the ‘Add a Contact’ button; select ‘Create a New Group’; and type in your new group name. To add contacts, you can drag from another group or add from search.

Setting your Presence

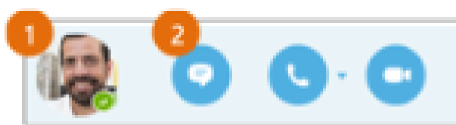
1. Your presence is automatically set based on your MS Outlook calendar, but you can change it temporarily if you want to. Presence status is a quick way for other people to see whether or not you're free. Here are some common presence settings:



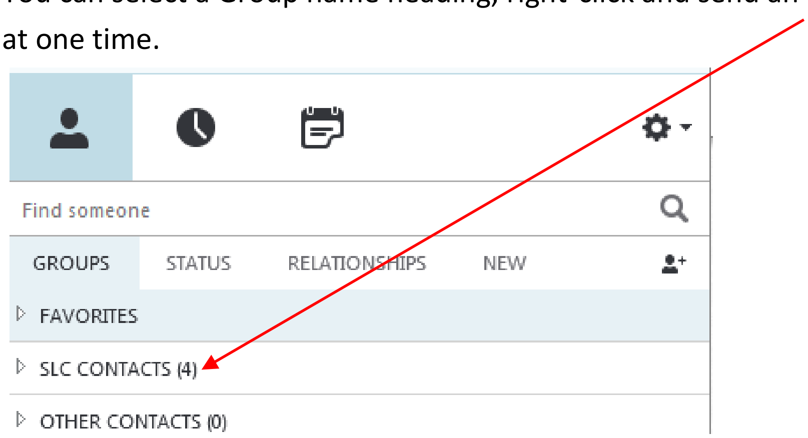
Send an Instant Message (IM)

Use instant messaging to touch base with your contacts right away.

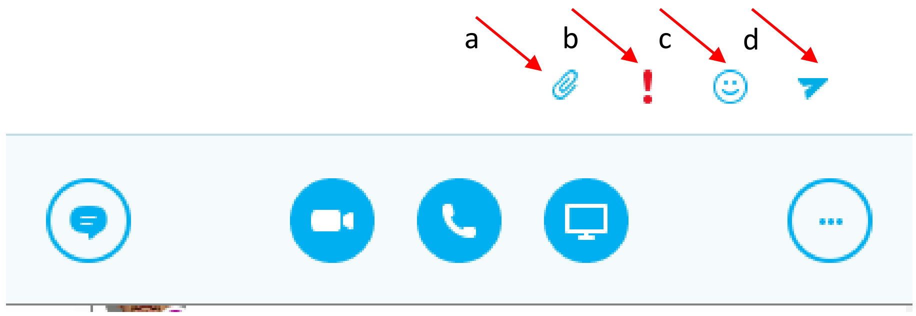
1. In your contacts list, point to the person you want to message. Hover over their picture until a fly-out window appears. If you want to IM with more than one contact, hold down the 'Crtl' key and click each contact name.
2. Click the IM button



3. Type your message and press the 'Enter' key on your keyboard - or the paper airplane
4. If you need to add someone to your instant messaging session, click on a contact's name (from the main Skype window), and drag the contact picture onto the IM window. You can continue to add participants this way if you'd like.
5. You can select a Group name heading, right-click and send an IM to the whole group at one time.

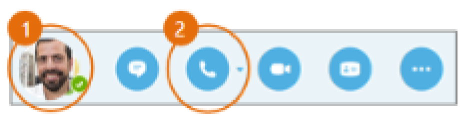


6. Instant Message Icons:
   a. Attach a file or a picture to your Instant Message
   b. Send your Instant Message as a 'High Priority'
   c. Add an emoticon to your IM
   d. Click on the paper airplane to deliver your message (or hit the enter key)

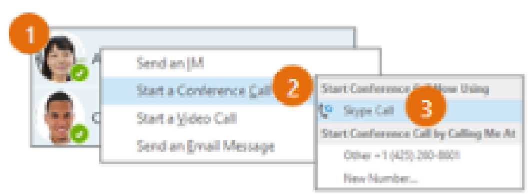


Start a Conference Call

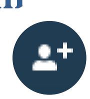
1. Hover on a contact's picture until the quick menu appears
2. Click on the Phone button



3. If you'd like to add multiple contacts to your conference call, you can select them by holding the 'Ctrl' key and click each of the names
4. Right-click any of the selected names, the click 'Start a Conference Call'
5. Click on 'Skype Call'



Invite more People to a Call

1. In the Meeting pane, click  , or in the Participants pane, click 

2. Select or multi-select (Ctrl-click) from your contacts or type someone's name in the Search field, then select them from the results. Click 'OK'. Your new invitees receive a request to join your call.

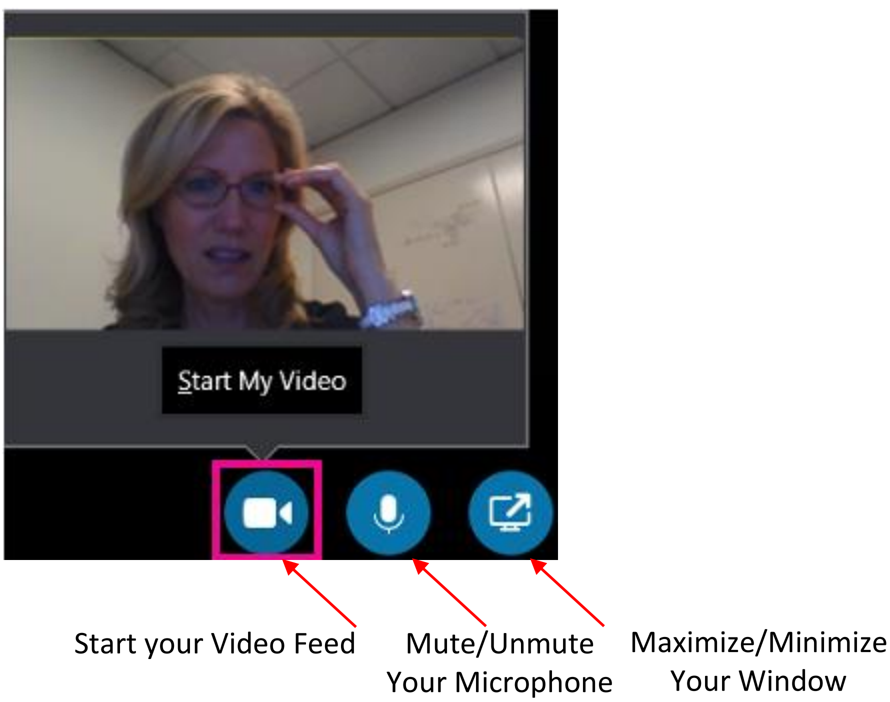
Answer a Call

When someone calls you, an alert pops up in the lower-right corner of your screen.

1. To answer the call, click anywhere on the photo area.
2. To reject the call, click Ignore.
3. To start an IM (Instant Messaging) conversation with the caller instead of an audio call, click 'Options', and the 'Reply by IM'
4. To reject the call and other calls, until you change your presence status, click 'Options' and then 'Set to Do not Disturb'.

Add your Video to a Call & Mute/Unmute your Microphone

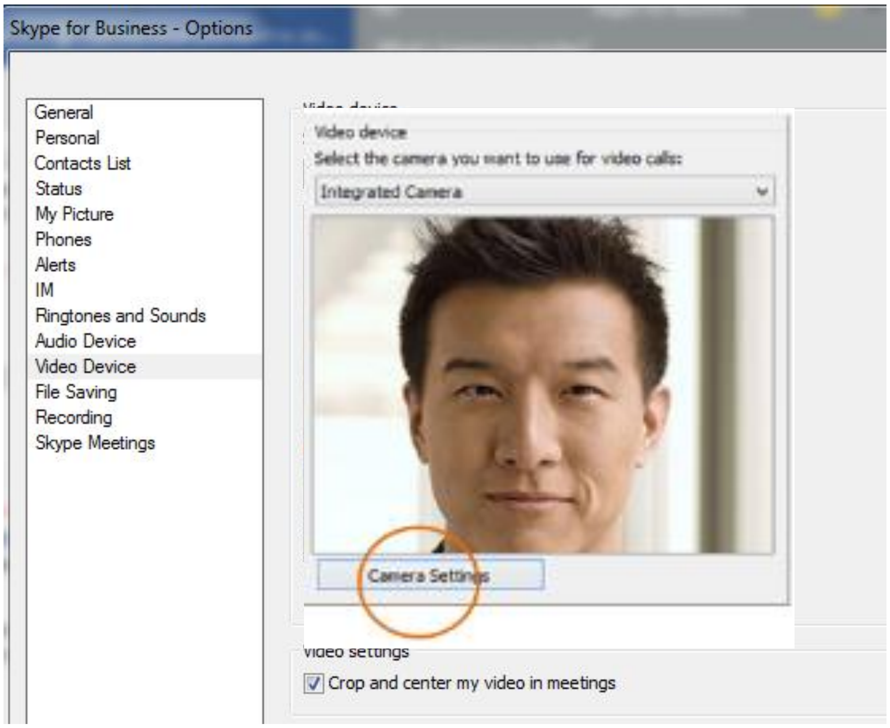
You can add your video to an existing Instant Messaging (IM) conversation, by clicking the video camera icon at the bottom of the window, and then click on 'Start My Video'. You will also be able to mute/unmute your microphone from here. It is standard protocol to make sure your mic is on mute when a Presenter is speaking to a group of attendees (this cuts down on unwanted background noise). You can click on the 'Mic' icon to mute or unmute your microphone. The icon on the right will allow you to enlarge the Video window to full screen.



Setting up Video for Skype

You need a camera to share video of yourself, but you don't need one to see someone else's video.

1. From the main Skype screen, click the Options icon; 'Tools' then 'Video Device Settings'
2. If you see yourself, you're all set to make a video call. If not, make adjustments by clicking 'Camera Settings'



Start a Video Call

1. Tap a contact's picture.
2. Tap the Video button. A message pops up on the other person's screen asking if they want to accept your call. (To stop showing video of you at any point, just click the 'Video' button again).

A toast alert pops up on your contact's screen, which they can use to accept or ignore your request. If the video call is accepted, the conversation window expands to display the video.

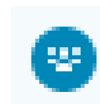
Start a Video Meeting

You can start an ad-hoc video meeting any time. If people are available you can bring them in to a meeting now instead of scheduling one for later.

1. In your Contacts list, select multiple contacts by holding the 'Ctrl' key and clicking their pictures
2. Right-click one of the selected names, and click 'Start a Video Call'. When you start a video call, you automatically use 'Skype for Business' computer audio.

Manage Meeting Participants

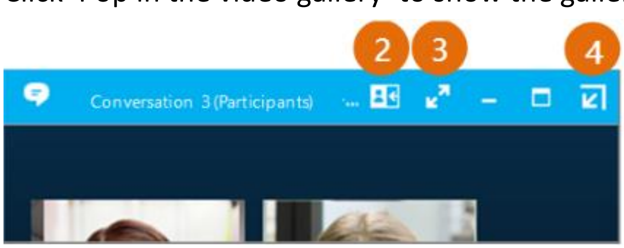
If you're the presenter, you are in control of the meeting.



1. Click the 'Participants' button to open the Participants pane so you can see a list of everyone in the meeting.
2. Click the 'Participant Actions' button.
3. Click one or multiple buttons to apply these settings to all attendees.

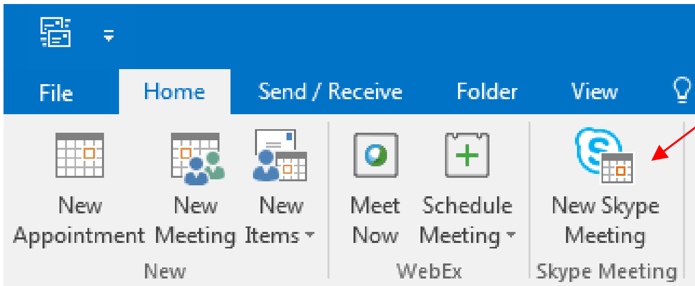
Choose your View

1. In the conversation window, click the 'Pop out video gallery arrow.
2. Click the 'Pick a layout' button and choose a view:
   - 'Gallery View' to show all participants
   - 'Speaker View' to show only the presenter
   - 'Content View to show only the meeting content
   - 'Compact View' to show pics of the participants in a compact window
3. Click 'Full Screen View' for a large view of the video stream
4. Click 'Pop in the video gallery' to show the gallery in the conversation window again.



Schedule a Skype for Business meeting from MS Outlook

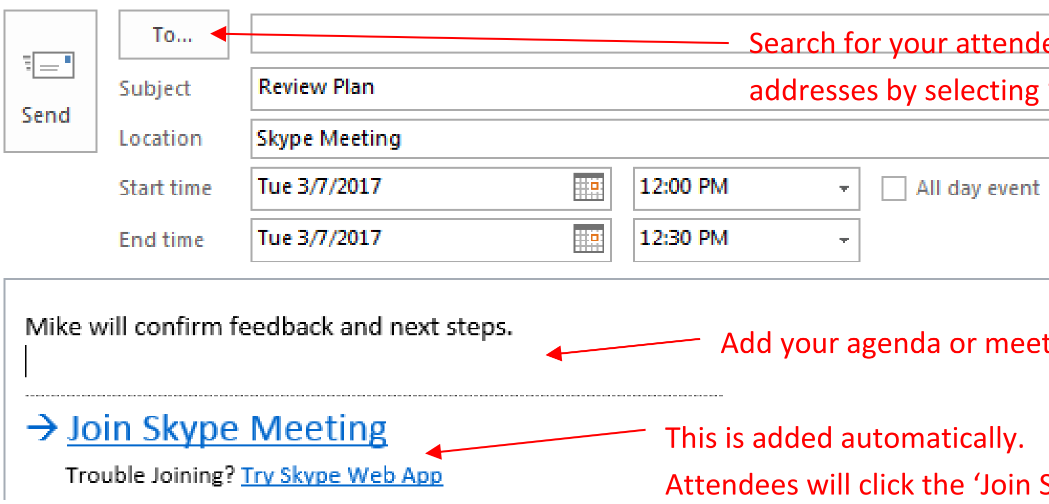
1. Open your Outlook Calendar, click the 'Home' tab, and click 'NewSkypeMeeting'



Please note that if this 'Skype Meeting' icon does not appear on your ribbon, please contact the IT Service Desk at its@sl.on.ca to have this add-on installed.

Please note that the 'WebEx' portion of this ribbon, will eventually be removed after the full launch of Skype for Business.

2. Complete the meeting request just like you normally would, and then click 'Send'



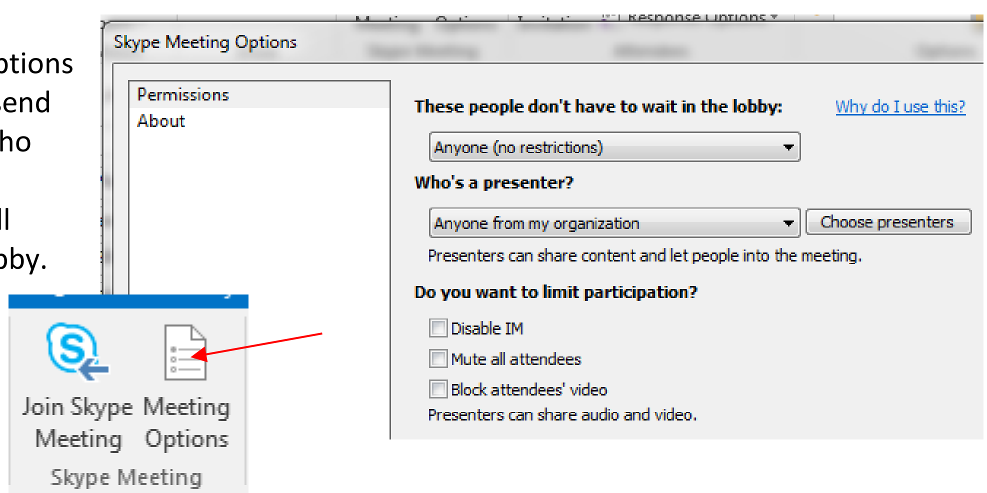
Search for your attendees email addresses by selecting 'To'

Add your agenda or meeting info.

This is added automatically. Attendees will click the 'Join Skype Meeting' link to join the meeting.

Set Meeting Options

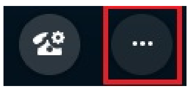
You can set some meeting options in Outlook before you even send the meeting request – like who will be able to get into the meeting directly and who will have to wait in the virtual lobby. These 'Meeting Options' are set specifically for each meeting, and your next meeting will revert back to the default settings.



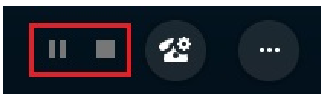
How do I Record a 'Skype for Business' session?

Regular telephone calls made in Skype for Business can't be recorded. You can, however, record an ad-hoc meeting or webinar in Skype for Business.

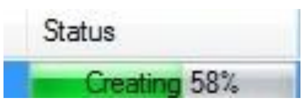
1) Start your online meeting
2) ***Advise the participants that you will be recording the meeting***
3) Record the meeting
   a) To start recording, click the 'More Options' icon and select 'Start Recording'



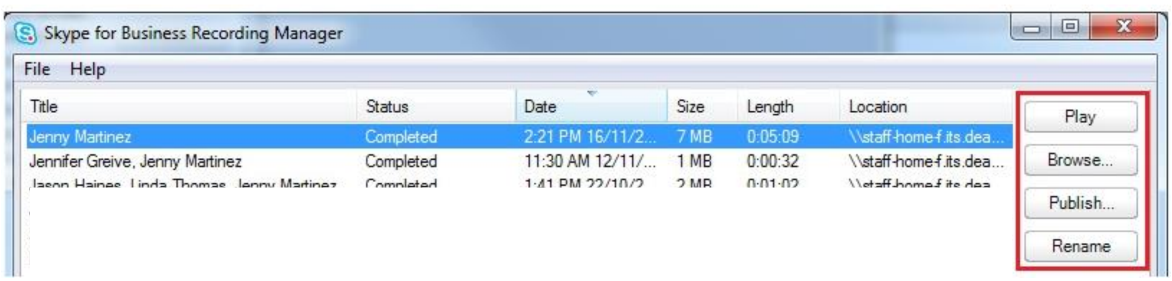
   b) Use the recording controls to 'Pause' or 'Stop' recording



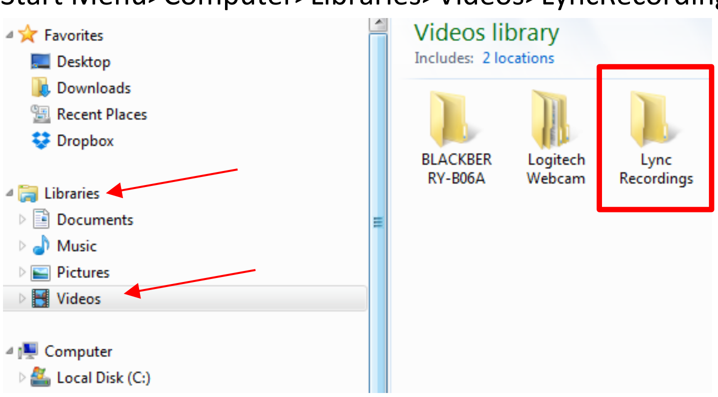
   c) When recording is complete, click the 'More Options' icon, and select 'Manage Recordings'
   d) Wait until processing of your recording is complete (100%). This can take a few minutes if the recorded meeting is long.



   e) Select the recording and use the options to 'Play' or 'Publish' (Save) the recording. Recordings are saved as MP4 files.

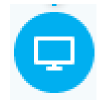


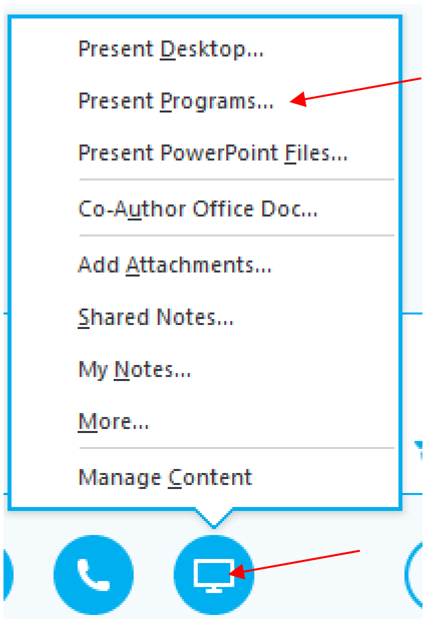
   f) You will be able to find your recorded videos by going to the following path: Start Menu>Computer>Libraries>Videos>LyncRecordings



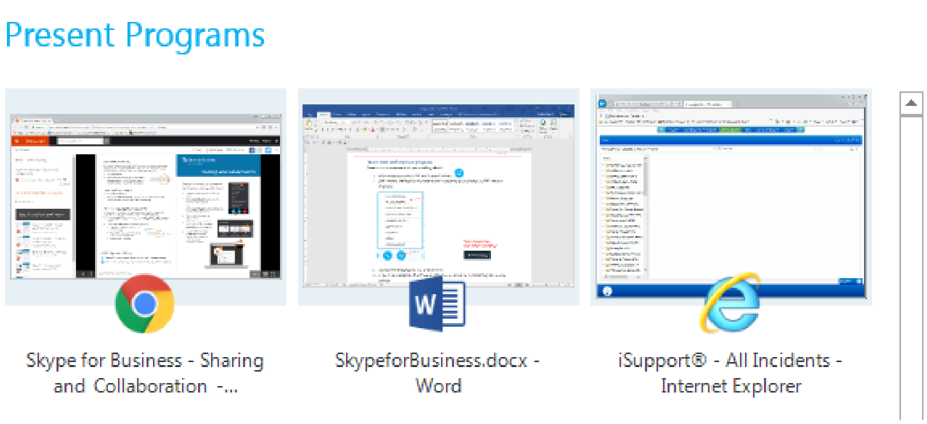
Share your Desktop or a Program

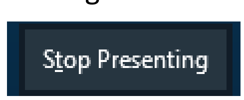
Need to show everyone what you're talking about?

1. In the meeting window, click the 'Present' button 
2. Click 'Present Desktop' to show the entire contents of your desktop, or click 'Present Programs'. Be aware that as an Attendee, you may be required to 'Accept Content' before you can see the presentation.



3. Double-click the program you want to share.

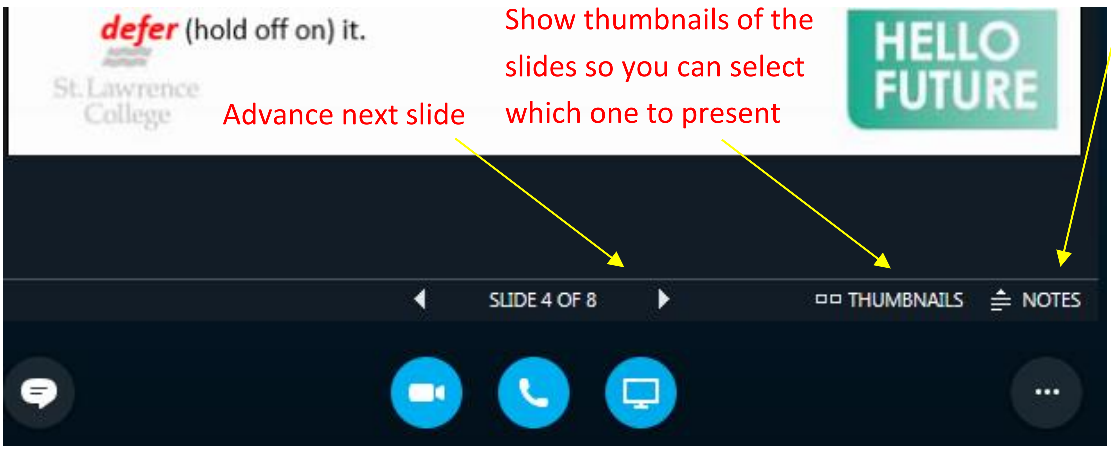


4. If you share a program, it will have a yellow border and a 'Now Presenting' tab on your desktop.
5. To stop sharing, click 'Stop Presenting' on the bar at the top of your screen, or at the top of the conversation window. 

Share a PowerPoint Presentation

1. In the meeting window, click the 'Present' button.
2. Click 'Present PowerPoint Files'
3. Browse to the file you want to present and click 'OK'.

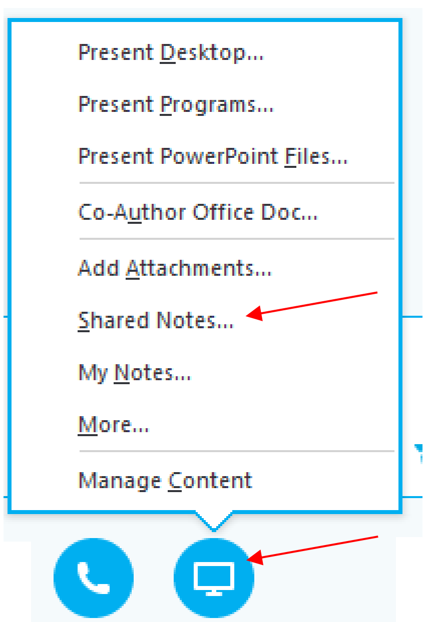
See the presenter's notes (just you – no one else can see them)



Share a File or a Picture

If this is a two-person impromptu meeting, the simplest way is to drag and drop any file– either to the IM (Instant Message) area or to a participant's name. If you're in a scheduled meeting, click the 'Present' button, then select 'Add Attachment'.

Share notes with OneNote

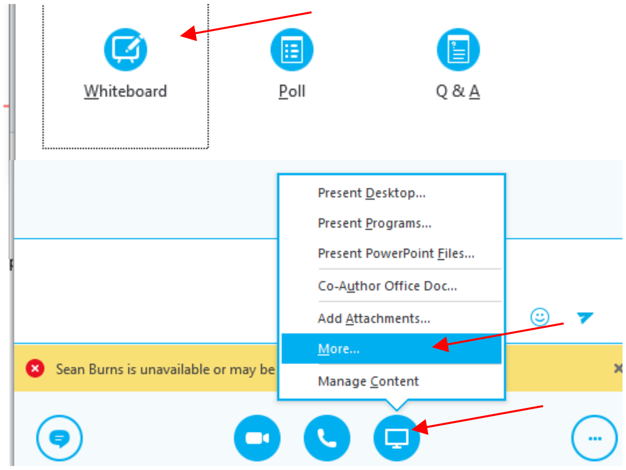


OneNote is fully integrated with Skype for Business. You, or anyone you've given permissions to before the meeting, can have access to the OneNote file and take notes.

1. In the conversation window, click the 'Present' button, and then choose 'Shared Notes'
2. Select an existing notebook, or click 'New Notebook' to create a new one. Participants who joined the meeting using Skype for Business are automatically added to an attendee list in the OneNote.

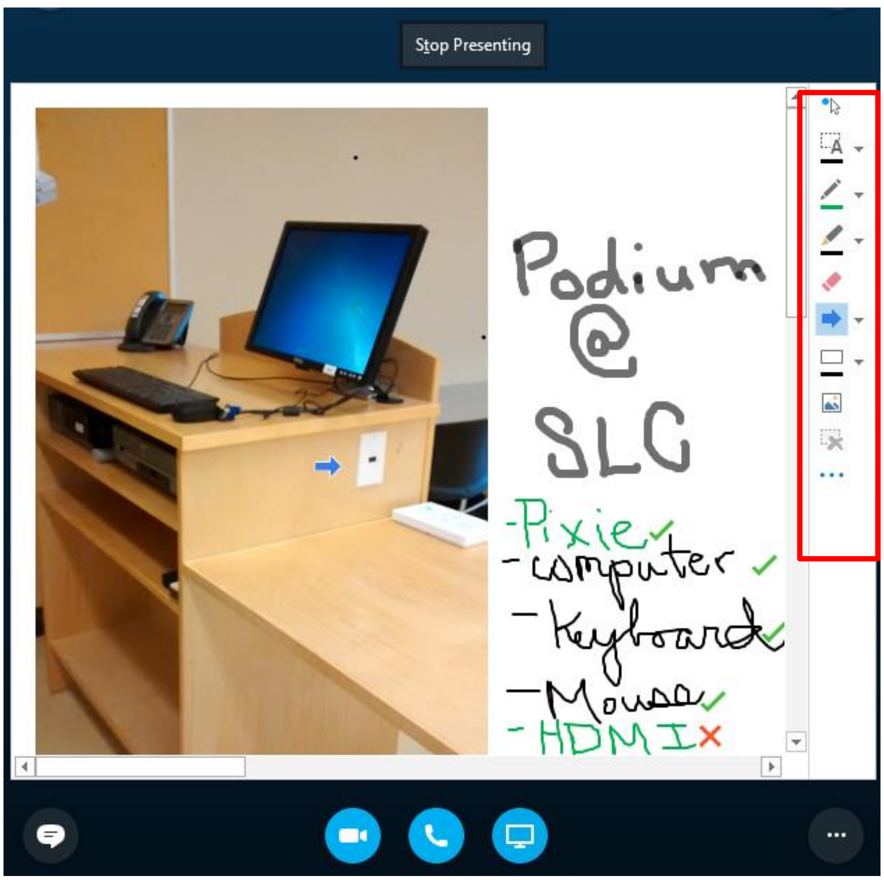
Share a Whiteboard

Need to show what you're talking about? Draw it using the Whiteboard! It's also great for brainstorming.



In the conversation window, click the 'Present' button, click 'More', and then click 'Whiteboard'.

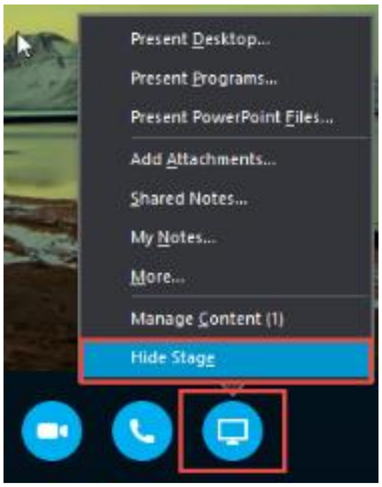
Check out the toolset on the right side of the Whiteboard. It's even got a laser pointer.



Import a picture onto the Whiteboard, annotate in real time, and use the tools from the sidebar to create and collaborate with other meeting participants.

Hide Stage

To go back to the larger view when no one is presenting, click on ‘Hide Stage’. To find this, you will have to click on the ‘Present’ icon, and then select ‘Hide Stage’. This will allow the presenter to become full screen again, instead of a tiny picture-in-picture window.



Give Control to Others…

Allow others to flip through slides, contribute information, and make changes to a whiteboard or OneNote, PowerPoint or other kind of file, or demonstrate a program with just a couple of clicks. Take back control at any time.

1. Click ‘Give Control’
2. Pick a particular person or click ‘Give Control Automatically’ to automatically give access to anyone who asks for control of your desktop.

… and, Take Back Control

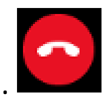
1. Click ‘Give Control’ again.
2. If ‘Give Control Automatically is selected, click it to clear it. Or to take back control from a person, click ‘Take Back Control’.

Select who can Download Shared Files

In a scheduled meeting, you can restrict who can download a copy of a file you're sharing – ie., if the information is still a draft or is confidential.

1. Click the 'Present' button, and then click the 'Manage Presentable Content' button.
2. Click the 'Permissions' button, and then select from:
    - **Organizer** – just the person who set up the meeting
    - **Presenters** – just the people who the organizer set up as presenters
    - **Anyone** – all participants

Leaving a Meeting

To leave a video call without ending it, simply click the red 'hang up button'. 
The call will continue for the other participants even after you've hung up.