USING SKYPE FOR BUSINESS

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Engineering Computing Services
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Note that the screenshots of Skype for Business included in this document are from a Windows computer. While the Skype for Business App on Mac has a slightly different interface, all of the features included in this guide should still be easily accessible.

If you have any questions or concerns, you can contact Engineering Computing Services by visiting EN3020 or going to https://ecs.assist.com/portal and submitting a ticket.
Using Skype for Business

Managing Contacts

Adding Contacts within MUN

To add contacts who also have a Skype for Business account through MUN, simply go to the search bar, as shown below, and type their name or email address.

You should then be able to view a list of people with similar names. Once you’ve found who you’re looking for, right-click their picture, and select Add to Contacts List.

Adding External Contacts

To add contacts who are not a part of Memorial University, click the + icon located underneath the search bar. Then, select Add a Contact Not in My Organization > Other. This will open a new window, like the one shown below, where you can add the contact’s Skype address and select which contact group they are to be a part of. Select OK. Note that some external contacts may not have access to additional features available in Skype for Business.

Adding External Contacts to Microsoft Outlook

By default, all contacts within MUN will have their information such as their name, email, office location, etc. filled in on their contact card. However, some external contacts can appear as an email address. If you’d like to edit their contact information, you can do so by following the steps below.
Right-click on the contact you’d like to edit. Choose the See Contact Card option. A window should appear like the one below. Select Add, as shown circled below. This will add the contact to your Microsoft Outlook contact list, and you can edit their name, phone number, company, etc. Press Save when you are finished.

Creating Contact Groups
To create a new group to organize your contacts, click on the icon. From there, select the Create a New Group option. A group will be added and you will be given the option to name it. Right-clicking on the group title will allow you to rename it and delete it. If you’d like to start adding contacts to this group, you can drag and drop the person into that group, or you can right-click the contact you want to move, and select Move Contact To.

Searching Contacts
You can search through your contacts using the same search bar used to add them.

Presence/Availability
One of the key features of Skype for Business is the Presence feature. This allows you to let others know when you are available to chat or when you are busy or in a meeting. This feature can change automatically depending on your interactions with Skype for Business and your computer.

How to Change Your Status
You can change your availability status by opening the Skype for Business app. At the very top of the window, you will see your name and photo. Select Available underneath your name. This will show you a drop down menu of all the statuses you are able to choose from. Note that this status will be shown to all of your contacts.
Instant Messaging

Instant messaging (or IM) is a quick way to get ahold of one of your contacts, or carry on a group discussion.

Starting a Conversation

Clicking on a contact’s photo will show five blue circles, which are a quick way to access IM, Calls, etc. and is shown below.

![IM button]

is the IM button. Clicking this will open up a new window, like the one below. Or, you can simply double-click on the contact you’d like to speak to.

![Chat window]

Here, you can type a message and send it off to your contact. The paper clip icon allows you to attach files to your message, and the smiley face icon will show a list of emoticons you can add to your message. If your message is of high importance, select the red exclamation mark before you send it.
Editing Group Participants

Want to add someone else to your conversation? In the IM window, click the + icon in the IM chat window. From there, you can search and add another contact to the conversation.

Making a call

Video Call

The icon in the image above is for video calls. Use this option when you’d like to call someone and see them in a video. This requires a microphone and a camera.

Call

The icon is the call button. Use this when you want to give your contact a call. This only requires a microphone.

Present

The icon is used when you’d like to present content. This button gives you the option to share a PowerPoint presentation with someone, share what you are doing on your entire computer screen, or just what you’re doing in one program. They will be able to see what you are doing in real time as you speak to them. This button also gives you the ability to create a poll, host a Q&A, or draw on a whiteboard to further share your ideas with your colleagues. To access these extras, click the Present button, and then choose More...

The Call and Video Call options are also available to you by clicking a contact’s profile picture in the contacts list.
Scheduling a Meeting

If you’d like to schedule a Skype for Business meeting in advance, you’ll need to have access to Microsoft Outlook. Open the Outlook app, and click the **Calendar** tab in the bottom left-hand corner. Now, under the **Home** tab in the taskbar, select **New Skype Meeting**, which is circled in the image below.

This opens a new window for you to specify the details of your Skype meeting. The **To** box is where you specify the contacts you would like to join your meeting. Multiple contacts should be separated by a semicolon. You can give the meeting a name, specify the room number if some attendees are showing up in person, and select the date and time for your meeting. Click **Send** to extend the invitation to your contacts.

Joining a Meeting

**From the Skype for Business App**

In the Skype for Business app, you can join a Skype for Business meeting by selecting it in the **Meetings** tab, circled in the image below.

**From An Email**

Open your Skype for Business invite email; the email you received to join a meeting should look something like the image below.
Click on “→ Join Skype Meeting”. This will connect you to your meeting. It will open the meeting up in the Skype for Business app, or if you don’t have Skype for Business, it will open up the meeting in the Skype for Business Web App. Note that your web browser must be compatible for the Web App to work. See the section on Using the Skype for Business Web App for more information.

From a Mobile Device
One way to join a Skype for Business meeting from a mobile device is through the Skype for Business App which can be downloaded from the app store on your Apple, Windows or Android device. Note that this app uses Wi-Fi, and could also possibly use cellular data if your mobile device is not connected to Wi-Fi. Another way to join a Skype for Business meeting is by calling the conference number listed in the email you received. Detailed instructions on how to dial into a meeting are available on the following webpage:


You should also note that calling into a Skype for Business meeting will use your cellular minutes and you will not be able to see your colleagues or anything they are presenting.

Contacting Someone Within the University
You can contact someone within the University by adding their contact, as outlined in the sections above.

Contacting Someone Outside the University
You can contact someone outside of the University by adding their contact, as outlined above. Ensure that the email address you are using to add the contact is the sign in address they use for Skype for Business, otherwise you may not be able to contact them. If you’re unsure of their Skype for Business sign in address, follow the instructions in the Contacting Someone Who Does Not Have a Microsoft Exchange Account section below.
Contacting Someone Who Does Not Have a Microsoft Exchange Account

If you are trying to contact someone who is unable to log into Skype for Business, or you’re unsure of their sign in address, you can send them a link to the meeting when you are ready to meet with them by following the instructions below.

Open the Skype for Business App on your desktop. Select the arrow next to the gear icon, as shown below.

From the drop down menu, select Meet Now. This will bring up another window, where you can select what audio you’d like to use for the meeting. (In most cases, the Use Skype for Business (full audio and video experience) option is what you need to select). Press OK. You should now see a conversation window like the one below.

To get the link for your meeting, select the button highlighted in the bottom right-hand corner in the image above. Select Meeting Entry Info. You should get a window like the one on the next page. You can copy this link and send it out to your external contacts, they will be able to copy and paste this into their web browsers. They will be required to install the Skype for Business Web App Plug-In and they can select the option to join as a guest, which does not require a Microsoft Exchange account login. While you are waiting for your external contacts to join the meeting, do not exit out of your conversation window.
Using the Skype for Business Web App

Skype for Business can also be accessed from compatible web browsers, without the need to install the application. However, the Web App only allows you to join Skype for Business meetings that were previously scheduled in Microsoft Outlook, and meetings cannot be created from here. In order to use the Skype for Business Web App, you must be able to access the Skype for Business email invite you received when creating or being invited to a meeting, or you must have been given a link to a meeting created by someone else.

Web Browser Compatibility

The following web browsers can be used to access the Skype for Business Web App:

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<thead>
<tr>
<th>Windows</th>
<th>Updated Versions of:</th>
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<tbody>
<tr>
<td></td>
<td>Safari</td>
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<td>Internet Explorer</td>
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<td>Mac</td>
<td>Safari 5 or later</td>
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Using the Skype for Business Web Scheduler

For information on how to schedule and manage meetings without using the Microsoft Outlook app, visit the following link:

External Resources
The following is a short video on using Skype for Business and the types of integration you can perform with the other Office 365 apps: https://youtu.be/Qu3BkbiW3f0?t=3m39s

The above video shows you how to:

- Send an instant message
- Turn a chat into an audio/video call
- Drag and drop file attachments into IM chats
- See that file attachments have been successfully received on the other end
- Schedule a Skype for Business meeting using Outlook
- Join a Skype meeting (two ways)
- Go into Outlook calendar, click on meeting widget, and click “Join Skype Meeting”
- Open the Skype for Business client, click on the Calendar icon, and double click on the meeting.
- Share attachments in a video call (Word documents, PowerPoint presentations)
- Add a whiteboard
- Take meeting notes in OneNote
- Skype for Business will not only include the meeting information in OneNote (who, where, when), but will also automatically include any files or attachments that were shared during the meeting.
- Share your desktop screen with those in the Skype for Business meeting

If you’re looking for more information, you can visit the Skype for Business Help Page at the link below:
https://support.office.com/en-us/skype-for-business

Common Issues When External Contacts Attempt to Join Meetings
If you’re trying to meet with an external contact who already has Skype for Business installed on their computer, you may run into some issues. The external contact you are adding to your meeting must be able to join in the Skype for Business Web app. However, if they have the application installed, the links given to them may default to opening in the Skype for Business application, which won’t work for them.

The solution to this issue is when you create a meeting link for them (by selecting Meeting Entry Info in the conversation window) you must add ?SL= to the end of the link. This will force the user to use the Skype for Business Web app and they will be able to join the meeting. More information on this issue and its solution can be found at: https://blog.zubairalexander.com/allowing-external-users-to-join-your-skype-for-business-meetings/.