GVSU Skype for Business: Quick Start Guide (using a Windows PC)

What is Skype for Business:

Skype for Business provides quick and simple ways of communicating and collaborating through a single, easy to use interface. You can 'text' with Instant Messaging and 'chat' using audio/video and web conferencing. You can work together in real time, work from any location using any device and communicate with people outside of GVSU. You can share your desktop, transfer files, and monitor your contacts' availability. Skype for Business gives you a much richer experience than Skype.
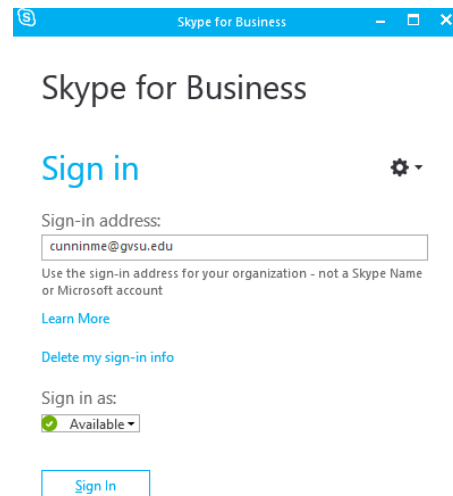
Signing in to Skype for Business

Skype for Business is usually set up to start automatically whenever you log in to your computer/laptop. Once you have logged in for the first time you will not need to sign in again.

NOTE:
Your sign in address is your username followed by @gvsu.edu

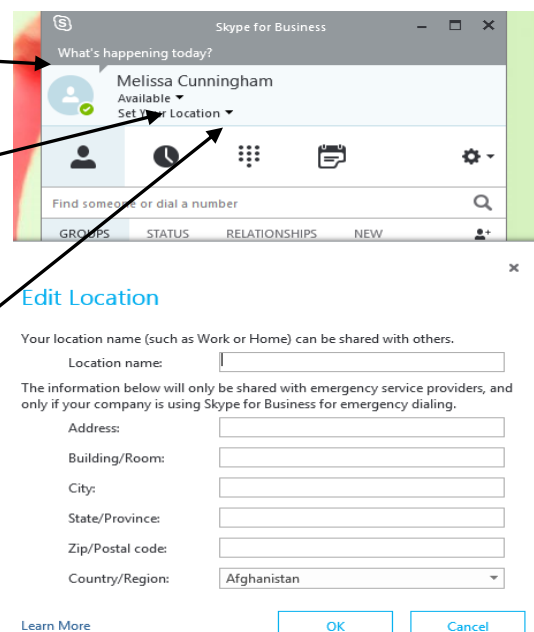Your password is the same as your network account password

Setting Status, Availability and Location

Status: Type in any note or information you wish to share in the status box. People will see this information against your name in their contacts list.

Availability: By default, the availability (presence indicator) is linked to your Outlook calendar. You can select an alternative availability status from the drop down menu

Location: **Please always enter or edit your location if you are at a new desk or location**. This will help with 911 emergency calls
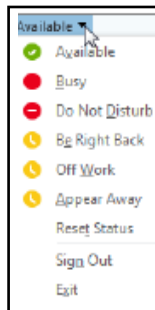
- You can click on the existing location text and type an alternative location or select from the drop down list if it is a location you have previously entered.

Skype for Business Client Tour

Presence Indicator:
Your presence indicator is linked to your Outlook calendar by default but you can select an alternative status to display from the *Availability* drop down arrow

Available ▼
- ✅ Available
- 🔴 Busy
- ⛔ Do Not Disturb
- 🟡 Be Right Back
- 🟡 Off Work
- 🟡 Appear Away
- Reset Status
- Sign Out
- Exit

Status note / Location:
Text typed in the upper box will be displayed with your Presence Indicator in other people's contact list. Click and type to update. Also click and type to update location.

Options icon:
Takes you to a list of options where you can change the setting for: your Skype for Business account, contacts list, status, alerts, audio and video devices, file saving and meetings.

Show menu icon:
Provides you with various options such as signing out, exiting, viewing any received files, accessing the recordings manager, getting help or switching on the menu bar.

Horizontal navigation buttons:
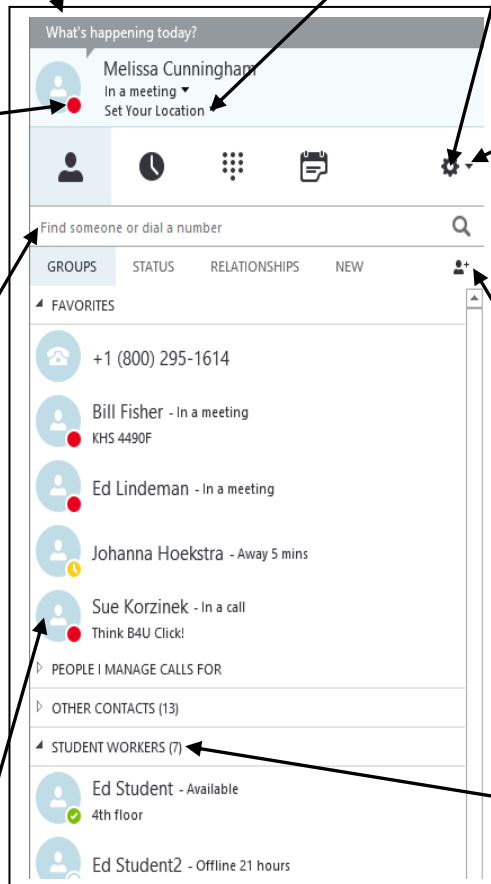See below left:

Display Options:
See below right:

Search box:
Type the name or email of the person you are searching for.
- Double click to start a conversation / meeting
- Right click and select either *Add to Favorites* or *Add to Contacts List*

What's happening today?

Melissa Cunningham
In a meeting ▼
Set Your Location

👤 🕐 ⠿ 🗓 ⚙

Find someone or dial a number 🔍

GROUPS   STATUS   RELATIONSHIPS   NEW   👤+

▲ FAVORITES

☎ +1 (800) 295-1614

Bill Fisher - In a meeting
KHS 4490F

Ed Lindeman - In a meeting

Johanna Hoekstra - Away 5 mins

Sue Korzinek - In a call
Think B4U Click!

▷ PEOPLE I MANAGE CALLS FOR
▷ OTHER CONTACTS (13)
▲ STUDENT WORKERS (7)

Ed Student - Available
4th floor

Ed Student2 - Offline 21 hours

Add a Contact icon:
Click this icon to display a drop down menu which includes options to:
- Add a contact for someone not in your organization
- Create new Groups for organizing your contacts into.

Group Name

Contacts

Horizontal navigation buttons:

👤 Contacts

🕐 Missed Calls/Conversations

⠿ Dialing Pad

🗓 Meetings – Outlook Calendar

Display options:

GROUPS   STATUS   RELATIONSHIPS   NEW

Click *GROUPS*, *STATUS* or *RELATIONSHIPS* to change the view of your Contacts.

Click *NEW* to see who's added you as a contact – you can add them to your Contacts list too.

- To move a contact to another group, click and drag it over a group name.
- To change the relationship with a Contact right click it, select *Change Privacy Relationship* and select from the list.
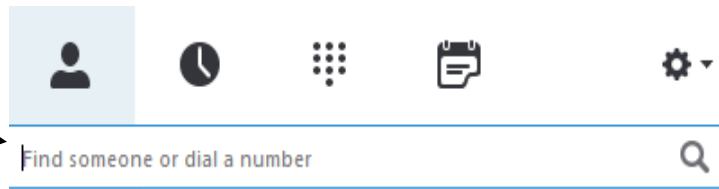
Creating a Contacts List

1. Type the person's name or email address into the *Search* box,

2. Right click the name of the contact in the results list

3. Select either *Add to Favorites* or *Add to Contacts List*

TIP: Set up contacts/favorites for your closest colleagues as soon as you can. This allows you to see everyone's availability very easily and helps you to decide who to contact at any given time.

The figure opposite shows you the *STATUS* view of the Contact List – contacts are grouped by their Presence Indicators, i.e. contacts are grouped by availability.
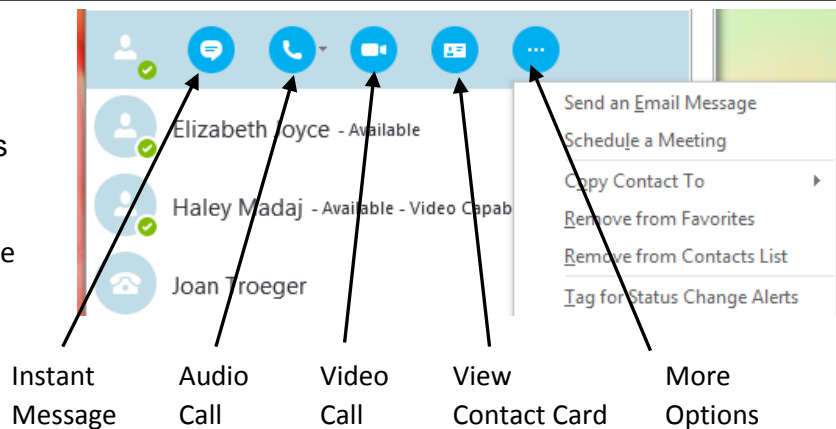
- To create a group, go via the **Add to Contact List** button
- To create a contact for a non-GVSU person go via the **Add to Contact List** button
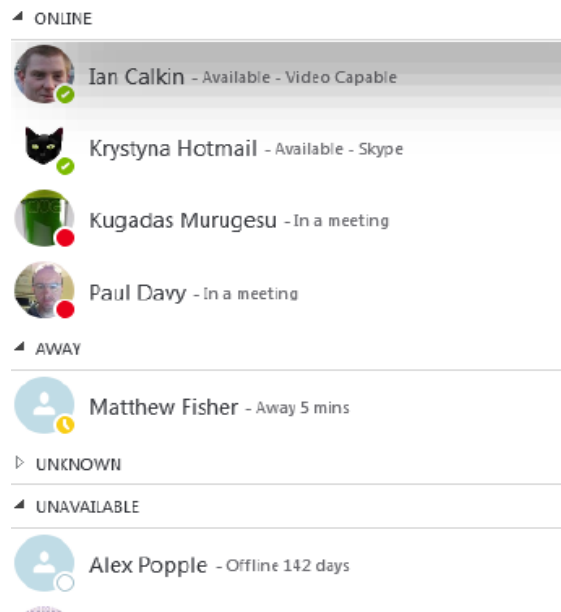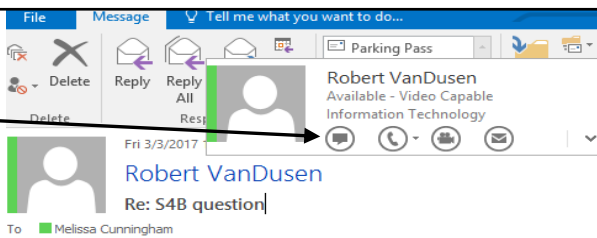
Contacting People (Multiple Ways)

1. Hover your mouse over the contact you wish to connect to (either in the contacts list or search results list). This displays the *Quick Bar*.

2. Click on the appropriate icon. See opposite:

Elizabeth Joyce - Available

Haley Madaj - Available - Video Capab

Joan Troeger

Send an Email Message
Schedule a Meeting
Copy Contact To
Remove from Favorites
Remove from Contacts List
Tag for Status Change Alerts

| Instant Message | Audio Call | Video Call | View Contact Card | More Options |

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3. Hover the name within in an email within Outlook. This displays the *Quick Bar* as well.

4. Click on the appropriate icon.

File   Message   Tell me what you want to do...

Delete   Reply   Reply All

Parking Pass

Robert VanDusen
Available - Video Capable
Information Technology

Fri 3/3/2017

Robert VanDusen
Re: S4B question
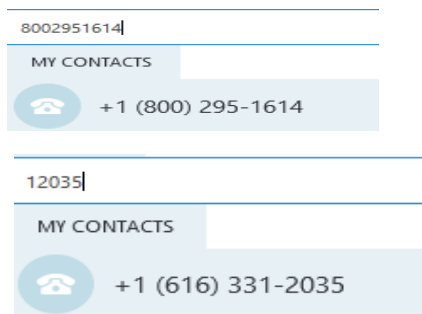
To   Melissa Cunningham

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5. Enter the number you wish to call in the search bar with the keyboard. On campus or off campus.

Off campus you do not need to use a 9 to dial.

Long distance you do not need to use 1 to dial.

6. Hit enter twice and the call will be dialed.

8002951614

MY CONTACTS

+1 (800) 295-1614
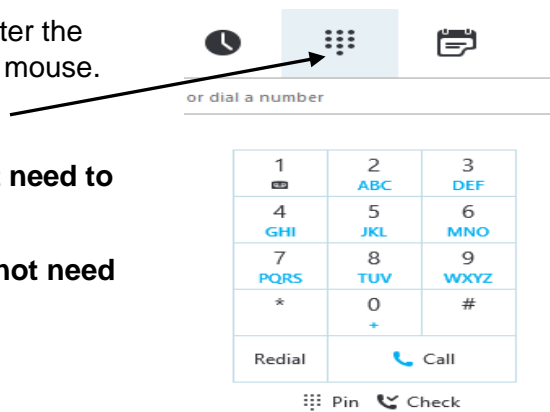
12035

MY CONTACTS

+1 (616) 331-2035

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7. Use the dial pad to enter the phone number with your mouse. On or off campus.

Off campus you do not need to use a 9 to dial.

Long distance you do not need to use 1 to dial.

8. Click on Call

or dial a number

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Redial   Call

Pin   Check

Receiving Calls

When someone tries to contact you a pop up alert will appear in the bottom right of your screen. A white/blue icon on the alert will indicate what type of call it is.
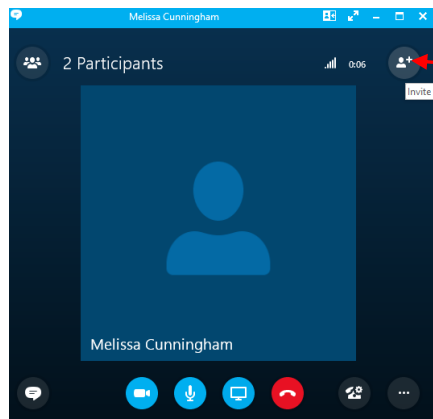
To accept the call - click on the picture, pick up the handset or push the button on your headset.

To ignore the call - click on Ignore.

- If you have voicemail, it will send the caller to voicemail.
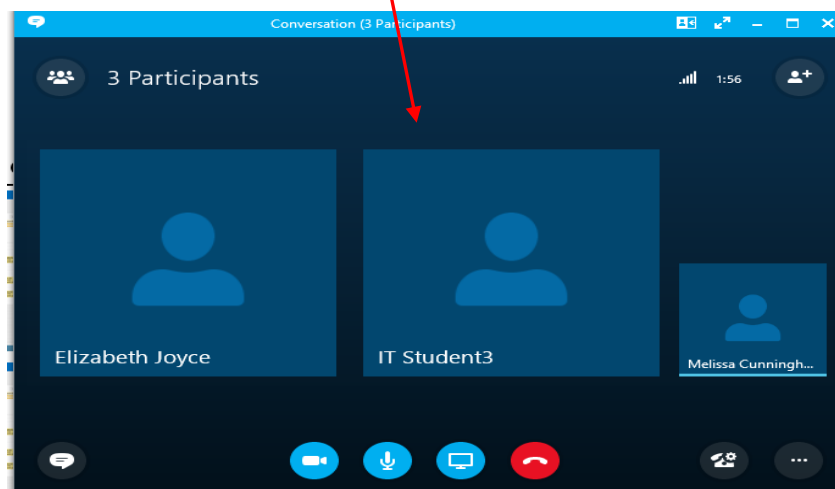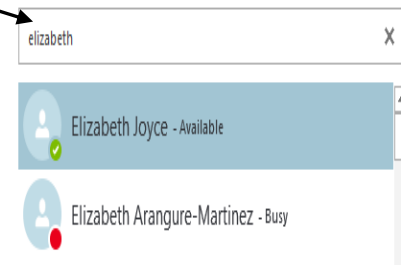- If you don't have voicemail, it ends the call.
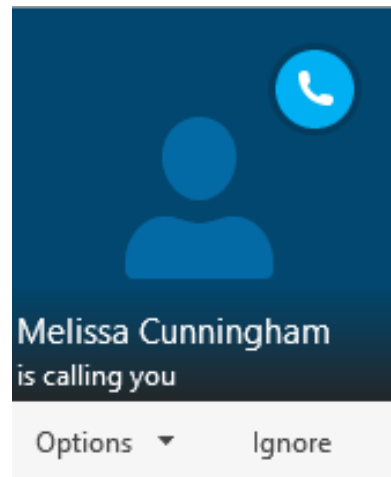
Conference Call - Adding Contacts to a Call

1. Click the invite more people icon.
2. In the new window, type the name of the person to add or type a phone number.
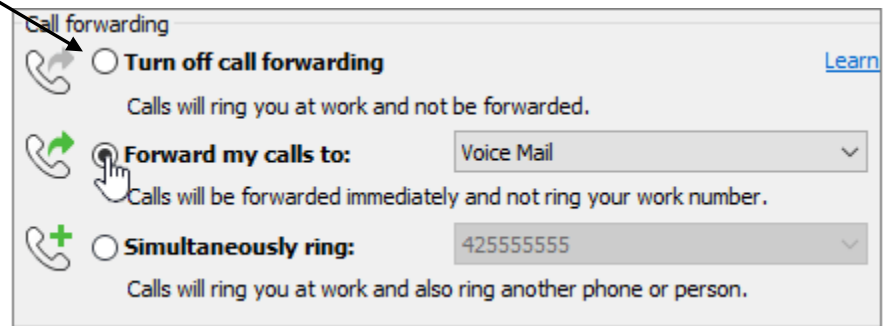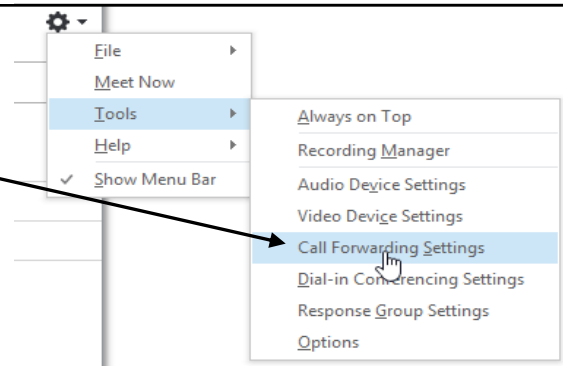3. The phone window will display the additional call.

Call Forwarding – two options

1. Click the arrow next to the options button.
2. Select tools and click on call forwarding.
3. Select forward my calls to: Enter the number.
4. To turn off call forwarding, select Turn Off Call Forwarding.
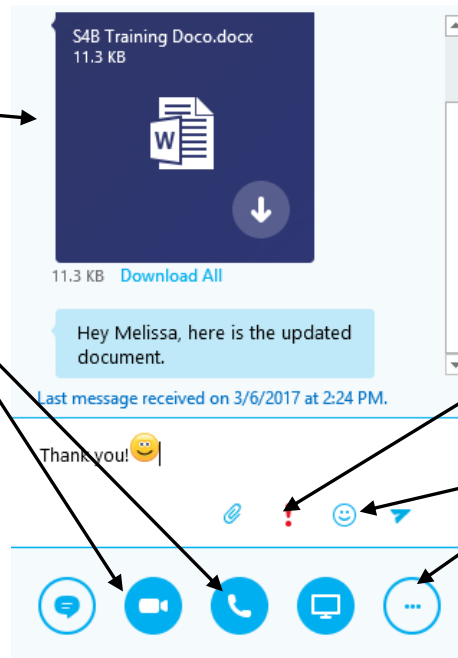

1. At the bottom of the Skype for Business main window, click Call Forwarding.
2. In the drop down menu, select Forward my Calls. Enter the number.
3. To turn off call forwarding, select Turn Off Call Forwarding.
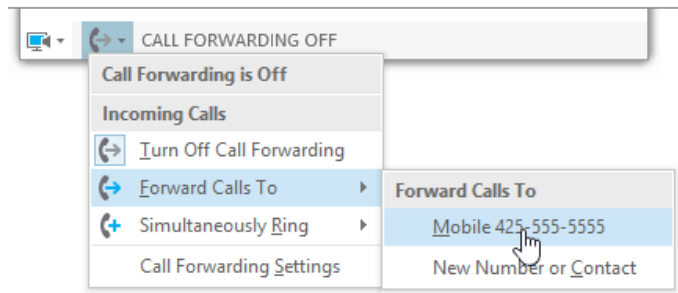
Instant Messaging/Chat

- You can transfer files by using the paperclip to attach, copy/paste or drag the file into the message area or
- You can upgrade the IM session to an audio or video call
- Press the ENTER on the keyboard to send the message or click ➤ to send

S4B Training Doco.docx
11.3 KB

11.3 KB   Download All

Hey Melissa, here is the updated document.

Last message received on 3/6/2017 at 2:24 PM.

Thank you! 😊

- You can place high importance on an IM
- You can format text (font, font size, font color) and add emotive icons
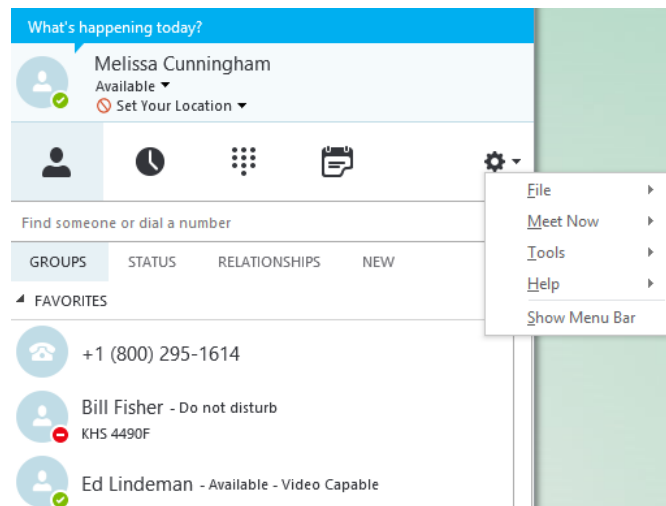
Starting a "Meet Now" Meeting

The Meet Now option will allow you to prepare the meeting, such as get all the presentation windows ready, before you invite people to join in with the meeting.

To **Start** a Meet Now meeting:

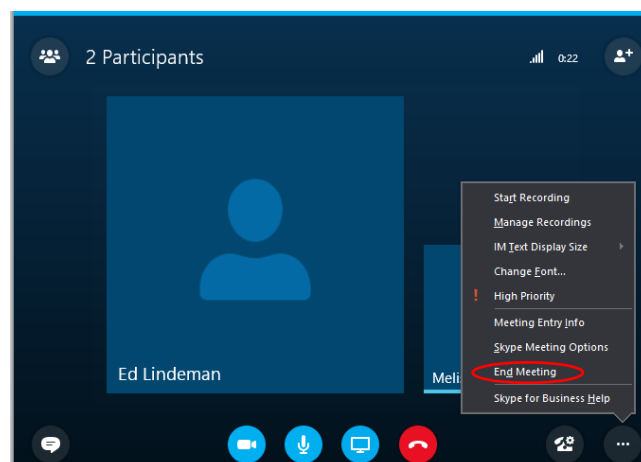1. Click on the **Show Menu** icon on the Skype for Business client

2. Select **Meet Now**
You can now prepare all White boards, PowerPoint presentations, the sharing of files etc. before you invite more people to join (use the **Invite More People** button)

What's happening today?

Melissa Cunningham
Available ▼
🚫 Set Your Location ▼

Find someone or dial a number

GROUPS   STATUS   RELATIONSHIPS   NEW

▲ FAVORITES

📞 +1 (800) 295-1614

Bill Fisher - Do not disturb
KHS 4490F

Ed Lindeman - Available - Video Capable

File ▶
Meet Now ▶
Tools ▶
Help ▶
Show Menu Bar

To **End** a Meet Now meeting:

1. Click the More button and end meeting.

2 Participants   📶 0:22

Start Recording
Manage Recordings
IM Text Display Size ▶
Change Font...
! High Priority
Meeting Entry Info
Skype Meeting Options
End Meeting
Skype for Business Help

Ed Lindeman

Schedule a Skype for Business Meeting

You can schedule a Skype for Business meeting in the same way that you schedule a calendar appointment in Outlook. You can invite people outside of GVSU organization and even those who do not have Skype for Business installed on their computer.

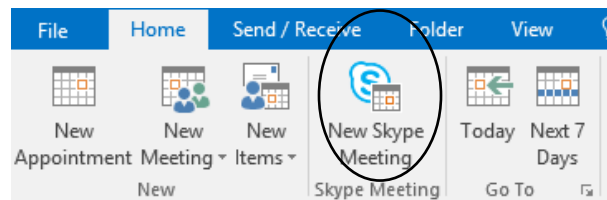Create a Skype meeting in Outlook email.

- New Items
- Meeting
- Click Skype Meeting
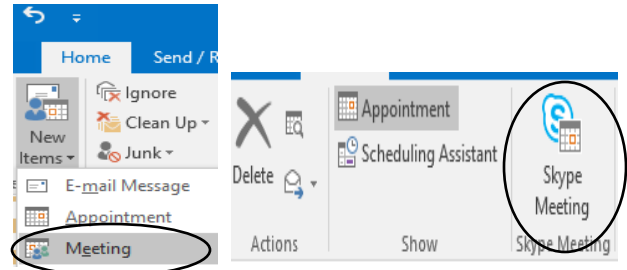
OR

Create a Skype meeting in Outlook calendar.

- From the calendar ribbon click on New Skype Meeting

Finish entering the meeting details:

- Enter the email addresses of the participants.
- Enter the meeting subject.
- Create the meeting date and time.

Notice a **Join Skype Meeting** link has been inserted in the message area.

Enter any further text in the message area and click send.

→ Join Skype Meeting

This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.

Join by phone
1-616-331-9800 (Allendale)   English (United States)
Find a local number

Joining a Meeting

People join the meeting by clicking the *Join Skype Meeting* link in the email.

If an attendee does not have Skype for Business installed on their computer or they do not have a Skype for Business account, the computer will join the meeting using **Skype for Business Web App** (assuming there is internet access). Once the attendee clicks on the link they will need to follow the instructions in the browser window to join.

Audio/Video Calling - Presenting

Summary of commands when in an audio/video call or online meeting.

Participants list:
You can have up to 250 participants

Participant Actions:
E.g. mute audience, hide names, everyone an attendee
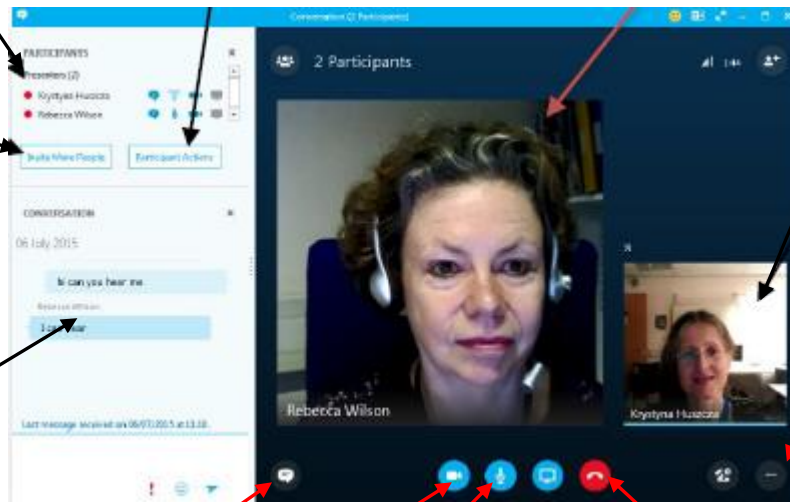
Participant video:
If more than one person is in the meeting it will be the current speakers' photo which will come up to the top.

Invite more people:
To join at any time

Your video

Instant Messaging:
Useful if you have many participants

More Options
E.g. start recording, manage recordings, IM text display size, change font (for IM text), end meeting
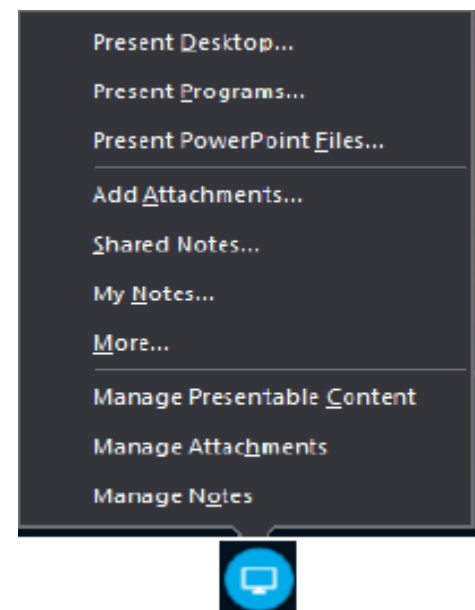
Switch on and off: Instant messaging, video, audio

Hang up (Control +Enter)

Present:

This icon allows you to select what to present. You can:

- Share your desktop, any program you have open or a PowerPoint presentation.

- Open a white board - here you can upload pictures, then ask participants to annotate the board.

- Run a poll

- Add Attachments

- The **Manage Presentable Content** option will allow you to manage all your open presentable content windows. You can select which window to present, stop presenting or remove.

- You can save any of the open presentable windows as an image file. To do this use the **Manage Presentable Content** option, then More, then Save As.

Present Desktop...

Present Programs...

Present PowerPoint Files...

Add Attachments...

Shared Notes...

My Notes...

More...

Manage Presentable Content

Manage Attachments

Manage Notes

Some Useful Settings / Options

The Options icon ⚙ will give open a menu of options which you can use to personalize your Skype for Business experience.
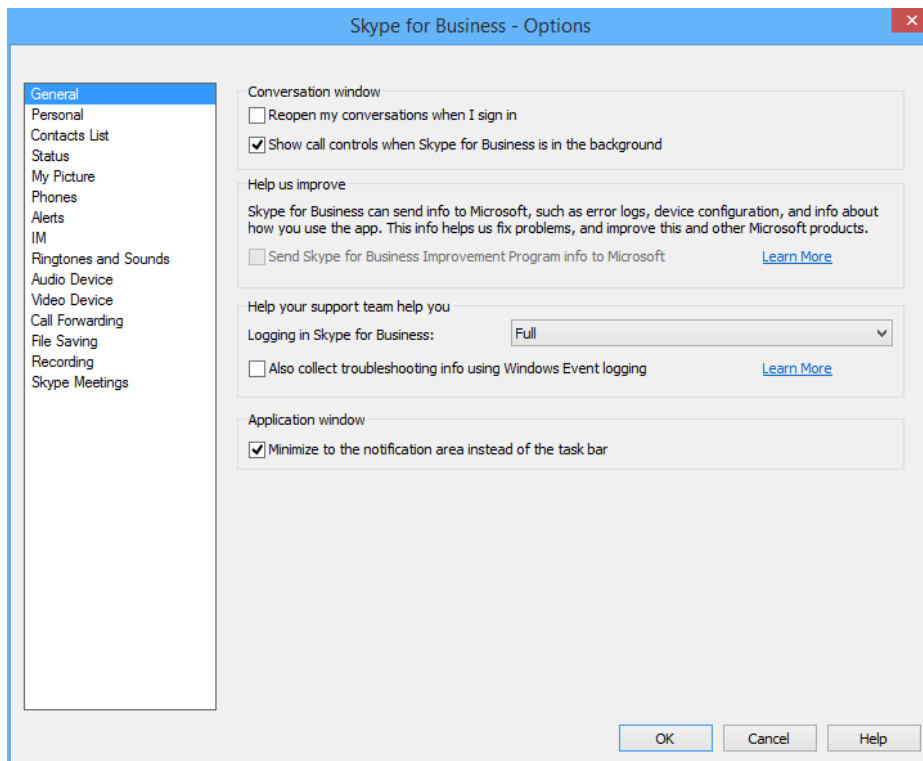
Highlights of Options

Personal	Automatically start the app when I log on to Windows. Update my presence based on calendar information. Save IM conversations in my email Conversation History.
Contacts List	Order my list by name or availability. Show favorites group
Status	Show me as inactive when my computer has been idle for this many minutes – x I want everyone to be able to see my presence. Show me as Do Not Disturb when I present
Audio Device	Select the device you want to use for audio calls. Set volume for speaker, microphone and ringer.