# Table of Contents

About Microsoft Skype for Business ............................................................................. 3

Skype for Business Window ....................................................................................... 4

Audio .......................................................................................................................... 5
  Make a call ................................................................................................................. 5
  Answer a call ............................................................................................................ 5
  Listen to voicemail .................................................................................................. 5

Instant Messaging (IM), Presence, Contacts ............................................................... 6
  Send an instant message ........................................................................................ 6
  Receive an instant message ..................................................................................... 6
  Send an attachment ................................................................................................ 6
  Setting your Skype for Business presence ............................................................ 7
  Add a contact .......................................................................................................... 7
  Remove a contact .................................................................................................... 7
  View contact information ....................................................................................... 7
  Create a contact group ........................................................................................... 8
  Delete contact group ............................................................................................... 8
  Block a contact ....................................................................................................... 8

Meetings and Conferencing ....................................................................................... 8
  Overview .................................................................................................................. 8
  Schedule a phone conference or meeting .............................................................. 10
  Join a Skype for Business Meeting ....................................................................... 10
  Do I need a PIN ........................................................................................................ 11
  Change your PIN ..................................................................................................... 12
  Best practices .......................................................................................................... 12

Sharing and Collaboration......................................................................................... 12
  Share your desktop or program .............................................................................. 12
  Stop presenting ....................................................................................................... 13

Video ......................................................................................................................... 13
  Make a video call .................................................................................................... 13
  Receive a video call ................................................................................................. 14
  End a video call ....................................................................................................... 14
About Skype for Business

Skype for Business, formerly known as Microsoft Lync, provides an instant messaging and conference calling solution for University of Utah personnel who are on the University’s secure server. All University of Utah faculty, staff and students can download Skype for Business for free.

Top features of Skype for Business:

- Chat and instant messaging
- Screen sharing and presenting
- Internal and external calling
- One solution for audio, video and web conferencing
- Video calling
- Presence and location

All University of Utah faculty, staff and students can download Microsoft Skype for Business for free.

To download Skype for Business:

- Go to [http://software.utah.edu](http://software.utah.edu).
- On the right column, select **Shop for Software**.
- Search for Skype for Business.
- Choose which license applies to you.
- Select **Add**, then **Check Out**.
- Enter your uNID (e.g. u0123456) and CIS password.
- Under Delivery Method, choose **Download or No Media**.
- Select **Continue with Purchase**.
- Skype for Business will download onto your computer.
Skype for Business Window
Audio

Make a call

To make a call using your contact list:

- Select the contact from your contact list.
- Select the number to call.
- The call will then be in progress.

To make a call using the dial pad:

- Select the **Phone** tab in the main window.
- Use the dial pad to dial a phone number.
- Select **Call**.

Answer a call

To answer an incoming call:

- An alert will appear in the lower-right corner of your screen.
- You have the option to accept, decline or redirect the phone call.

Listen to voicemail

To listen to your voicemail:

- In the main window, select the **Phone** tab.
- Your voicemail will show at the bottom of the window.
- Select the **Play** icon to listen to your voicemail.
Instant Messaging, Presence and Contacts

Send an instant message

To send an instant message:

• Select a contact or type the person’s name, phone number or IM address in the Search Box in the main window.
• Select the IM icon on the Action Bar found at the bottom.

• A message window will open. Type your message, and select enter.

Shortcut:

• Hover over a contact, and select Ctrl + C on your keyboard.
• An IM window will appear.

Receive an instant message

To receive an instant message:

• When someone sends you an instant message, an alert will appear in the lower-right corner of your computer screen.
• Select the alert to receive the message.

Send an attachment:

To send an attachment in an instant message:

• Open an IM window.
• Select the paper clip icon.
• Choose an attachment, and select Send.
Setting your Skype for Business presence

Skype for Business presence lets others know if you are available to chat or call.

To set your presence:

• The presence option is located at the top of the Skype for Business main window just below your name.
• Change your presence by selecting the downward arrow and choosing which presence you would like others to see

Add a contact

To add a contact:

• Find a contact by entering the name or email of that person in the search bar.
• The contact will appear.
• Select the plus sign to add the contact to your contact list.

Remove a contact

To remove a contact:

• Find the contact you wish to remove.
• Ctrl-click the contact, and select Remove from Contacts List.
  o You may remove the contact from a group by selecting Remove from Group.
• The contact will be removed.

View contact information

To view a contact’s information:

• When you select a contact, the contact card will appear on the left.
• There will be a list of options to choose from including email, IM, call and video call.
Create a contact group

To create a contact group:

- In the Skype for Business main window, Ctrl-click one of the already existing groups.
- Select Create a New Group from the list of options.
- Enter in the name of the group, and select Enter.
- You may add contacts to this group by dragging contacts into the group or Ctrl-click the contact, and select Copy Contact To.

Delete contact group

To delete a contact group:

- Ctrl-click the group you wish to remove.
- Select Delete Group.
- A confirmation window will appear.
- Select OK.

Block a contact

To block a contact:

- Ctrl-click the contact.
- Select Block.

Meetings and Conferencing

Overview

Four classifications for meeting participants:

1. Organizer
   a. Person who schedules a meeting or conference call.
2. Leader
a. First person to dial-in to a conference call from a Skype for Business phone.

3. Presenter
   a. Can invite others to an active meeting or conference call.
   b. During a meeting, a presenter can change the classification of other presenters to an attendee.
   c. Only a presenter can record a meeting, distribute files and share items (desktop, program, whiteboard and conduct a poll)
   d. All faculty and staff members are presenters.
   e. Using meeting options, the meeting organizer can change the permissions level of any participant form presenter to attendee before the meeting invitation is sent.

4. Attendee
   a. Can initiate instant message (IM) conversations and view items that are shared.

Meeting participants who dial in from a non-Skype for Business phone must wait until a leader dials in. The leader is the first person to dial in from a Skype for Business phone and can give access to non-Skype for Business phone callers.

If you need/want to be the Leader and are calling from a non-Skype for Business phone, you must enter your dial-in PIN to become the leader. The dial-in PIN is automatically set as 123456. If you would like to change it, see Change Your Dial-In PIN on page 11.

Before sending a meeting invitation, the organizer can change the meeting options. Note: Meeting organizers should change the meeting options before sending the meeting invitation. The Conference ID is assigned by Skype for Business and appears in an Outlook Meeting Invitation.

To set meeting options:

Note: Changing the meeting options can potentially change the Conference ID for the current meeting. Make sure any changes to meeting options are made before you send the meeting invitation.

There are two main classifications of participants in a meeting:

1. The Presenter
a. All faculty and staff are designated presenters.
b. Able to share their desktop and applications, present files and manage meeting options.

2. The Attendee
   a. Anyone else attending the meeting.

To customize your meeting options:

- In the Skype for Business meeting invitation, select **Meeting Options** on the toolbar.
- Set preferred meeting options which include:
  - Designating who waits in the lobby until the organizer is present
  - Designating who is an attendee or presenter
  - Turning on entry and exit announcement
- Select **OK**.

**Schedule a phone conference or Skype for Business meeting from your Outlook Calendar**

To schedule a Skype for Business meeting:

- Open your Outlook Calendar.
- Select **Meeting**.
- In the Organizer Meeting window, select **Online Meeting**, then **Add Online Meeting**.
- Add recipients, subject, agenda and date/time.
- Select **Send**.

**Join a Skype for Business meeting**

To join a meeting through Skype for Business:

- Open your Outlook Calendar, and double click the meeting.
• Select **Join Skype Meeting**.  
OR  
• Go to the sent meeting email.  
• Select **Join Skype Meeting**.  
OR  
• Select **Join Skype Meeting** in the Outlook Meeting Reminder.

**Note: If this window opens after selecting Join Skype Meeting:**

You will need to **install the Lync Web App plug-in to join the meeting. Select the link, and follow the instructed steps.**

To join a meeting by phone:

• Dial the number found in the meeting email.  
• Enter in the Conference ID number also found in the meeting email.  
• If you are the leader, the dial-in PIN is 123456.

**Do I need a PIN?**

The University of Utah Skype for Business PIN is **123456** by default. You will need a PIN and extension if:

• You are the organizer of the meeting and are calling from a phone not connected to your account.
• You are an attendee of a secured meeting and you need to be identified.

**Change your PIN**

If preferred, you can change your sign-in PIN.

To change your PIN:

• Go to https://dialin.umail.utah.edu.
• Under Personal Identification Number (PIN), click **Sign In**.
• Select **Sign in with a different account**.
• Enter in your username and password:
  - Username: uNID@umail.utah.edu
  - Password: uNID password
• Select **Sign In**.
• Select **Reset your PIN** under Personal Identification Number (PIN).
• Enter in your new PIN, and select **OK**.
• Your new PIN is set.

**Best practices**

The following are recommended to make your audio/video conferencing on Skype for Business more efficient:

• Mute your audio when you are not speaking.
• Use one active audio device when there are several people in the same room.
• Open files you are planning on sharing before the meeting begins.

**Sharing and Collaboration**

**Share your desktop or a program**

To share your desktop screen with a contact:

• In the main window, Ctrl-click a contact.
• Select **Share Desktop** from the drop-down menu.
• Close the conversation window to stop sharing.

To share your desktop screen or PowerPoint presentation in an IM:

• In an IM window, select the Presentation icon, and select Desktop or PowerPoint Presentation.
• A green border will appear around your desktop to let you know you are sharing your desktop screen.

**Note:** You cannot give others control of the presentation with a Mac.

**Stop presenting**

To stop presenting but keep the IM window:

• Select the Currently Shared label at the top of the window.
• On the drop-down menu, hover over where you see your name, and select Stop Presenting.

To stop presenting and end the conversation:

• Close the IM window.

**Video**

**Start a video call**

To start a video call:

• Choose a contact in your contact list.
• Select the Video icon on the Action Bar at the bottom of the Skype for Business window.

• A new window will appear, and the call will be in progress.
Receive a video call

To receive a video call:

- When someone sends you a video call, an alert will appear at the lower-right corner of your computer screen.
- You will have the option to accept, ignore or redirect.

End a video call

To receive a video call:

- Select the **Phone** icon to end the video but remain in the call.

  OR

- Select the red **End Call** icon to end the call.