Using Skype for Business 2016 for Windows

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To open Skype for Business:

- Locate the **Start** menu option.
- Type Skype for Business in the search bar.
- Select Skype for Business.

Sign-in to SFB Using a Computer in the CougarNet Domain

When a person is logged into a computer on CougarNet, upon launch, SFB will use the CougarNet credentials of the person logged into that computer. The sign-in to SFB is automatic as long as you enter the sign-in address as **CougarNetID@central.uh.edu**.

Sign-in to SFB at Home Using a Computer Not in the CougarNet Domain

- In the Sign-in Address field, enter your **CougarNetID@central.uh.edu**.
- Click **Sign In**.
- In the **User Name** field that appears, enter **CougarNetID@cougarnet.uh.edu.**
- In the Password field, enter your **Cougarnet password**.
- Click **OK**.

If someone other than you is logged into the computer you are using, Skype for Business requests your CougarNet password for verification.
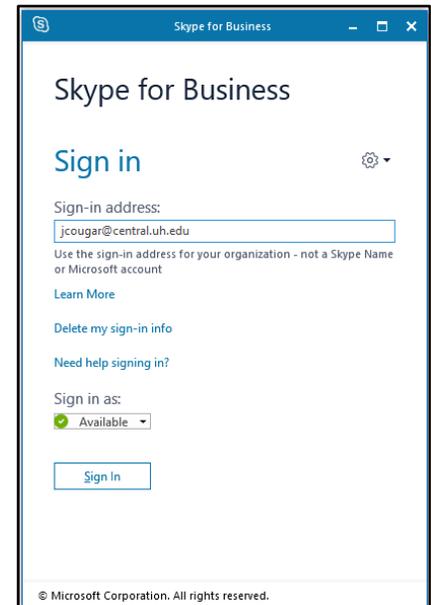
The Skype for Business Windows

The Skype for Business window is your gateway to all of the communication tools that are available.
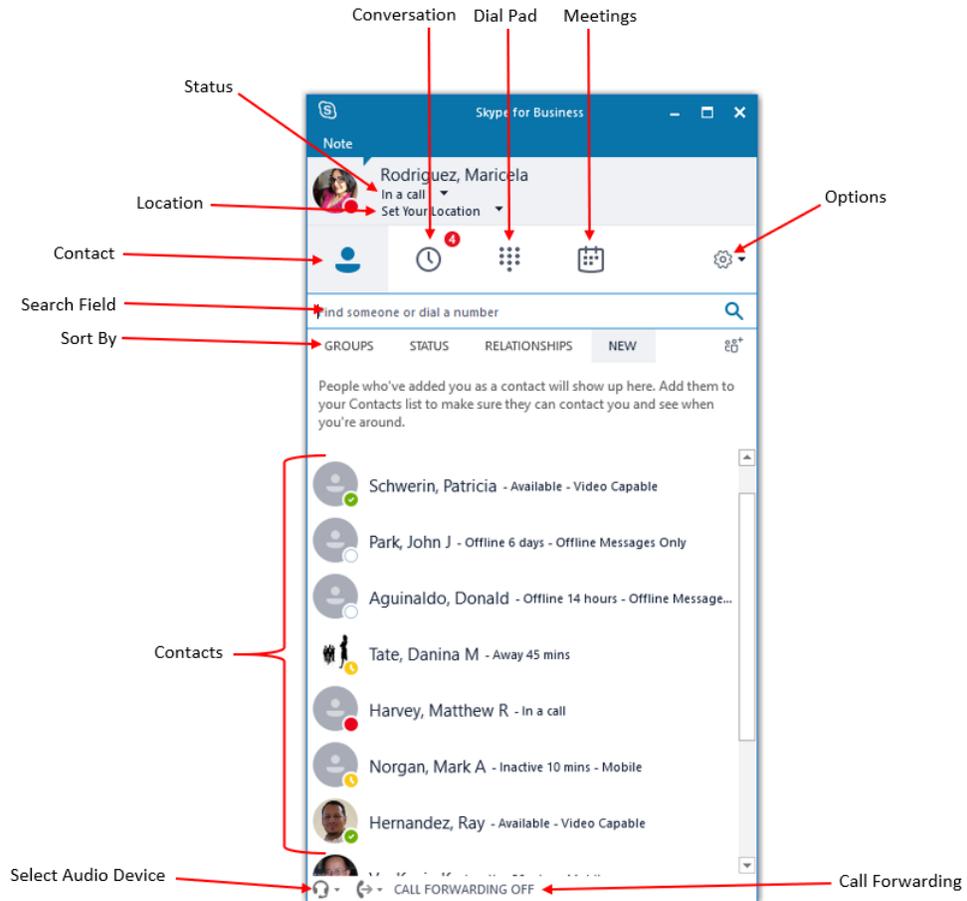
Add a Contact

Create a Contact entry for people that you communicate with often; it makes communicating easy. For example, a call can be placed to a Contact with one click of a mouse.

To add a Contact:

- Type a name in the **Search** field.

- The person's contact information appears in the area below the Search field.

- Right-click the **name of the person** you want to add as a Contact.

Using Skype for Business 2016

- From the menu that appears, select **Add to Contacts List**.

- Select the desired **Contact group**.
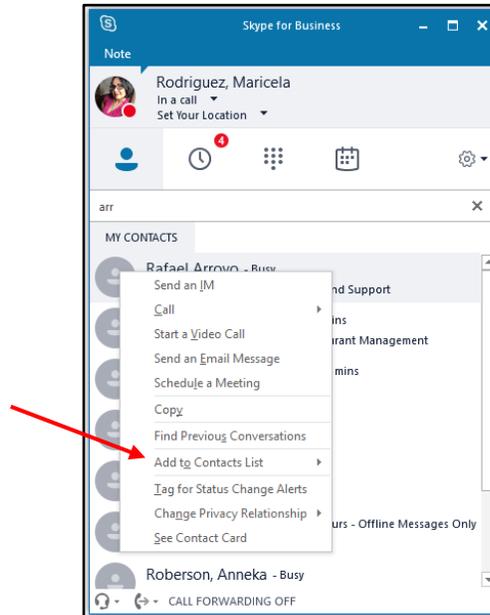
Create a Contact Group

Create groups to help you organize your Contacts. Create as many groups as you need for college, department, project team, students, family or friends.

To create a Contact Group:

- Click the **Add a Contact** icon.

- From the menu that appears, select Create a New Group**.**

- A New Group heading appears at the bottom of the window.

- Click on **New Group** then type the **desired name** for the new group.
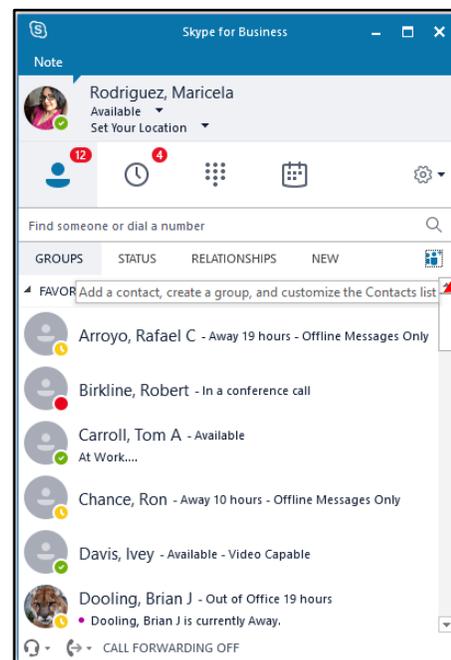
To move or copy a Contact to a group:

- From the menu that appears, right-click a **Contact** and select **Move** or **Copy**.

One-Click Calling

To call a Contact with one click:

- Hover your mouse over a Contact's picture.
- Click the Handset button that appears.

Answer a Call

When you receive a phone call, a Call Invitation alert appears in the lower right corner of your screen.

Choose an answering option:

- Click the left **Phone** icon to answer the call.
- Click the middle **Phone** icon to send the call to voice mail or to set the status to Set to Do Not Disturb.
- Click the right **Phone** icon to send the call directly to voice mail.
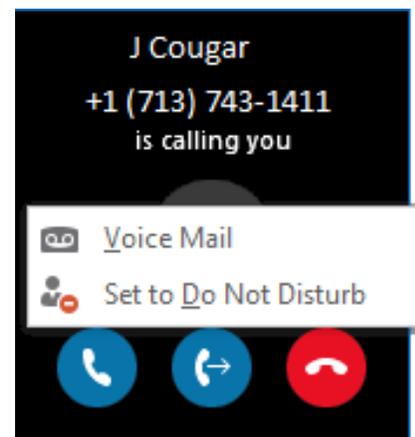
Send an Instant Message

To send an Instant Message (IM):

- Hover your mouse over a Contact's **picture**.
- Click the **IM** button that appears.
- Enter the **desired message** in the message input area of the IM window that appears.
- Press **<ENTER>** to send the message.

- Click the **More Options** icon below the message input area to change the font style, size or color. Click the emoticon (smiley face) to choose from an array of emoticons that accurately conveys your emotional state.
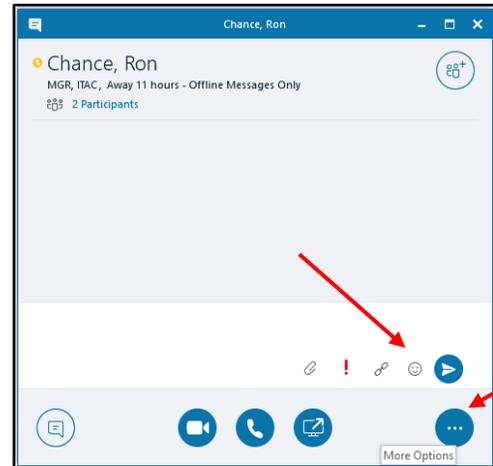
## Set-up Voice Mail

To set-up voice mail:

- Click the **Keypad** icon.
- Click the **Voice Mail** options icon.
- Select **Set Up Voice Mail** from the menu that appears.

Note: The first time you call the Voice Mail system, you will be asked to create a Voice Mail PIN.
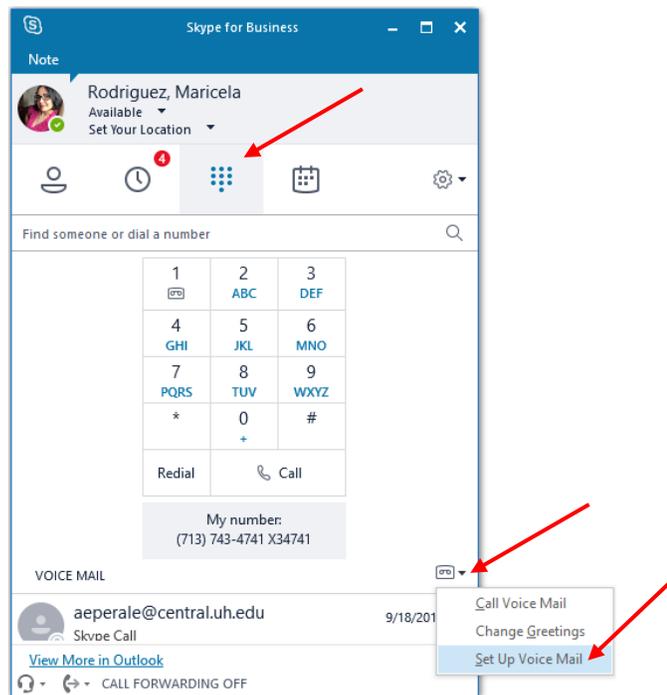
Listen to Voice Mail in Outlook

When you receive a voicemail, the message the appears in your Outlook inbox

To listen to your voice mail in Outlook:

- Go to your Outlook **Inbox**.
- Open any **email** with Voice Mail in the subject.
- Click the blue **play button** to listen to a message.

Listen to Voice Mail in Skype for Business

To listen to voice mail in Skype for Business, choose one of two options:

- Click the **Dial Pad**. Your voice mail appears at the bottom of the window. Hover your mouse over the **picture** of the person who recorded the message. Click the **Play** button.

- Type **713-743-6200** in the Search field, press **<ENTER>**. Skype for Business dials the Voice Mail system. Follow the prompts.
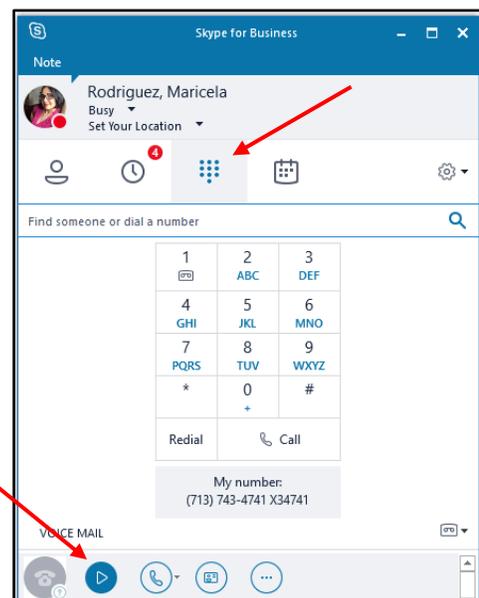
View Missed Calls in Outlook

When you have a missed call, a missed call notification appears in your Outlook Inbox.

To view missed calls in Outlook:

- Go to your Outlook **Inbox**.

- Open any **email** with
  Missed Call in the subject.
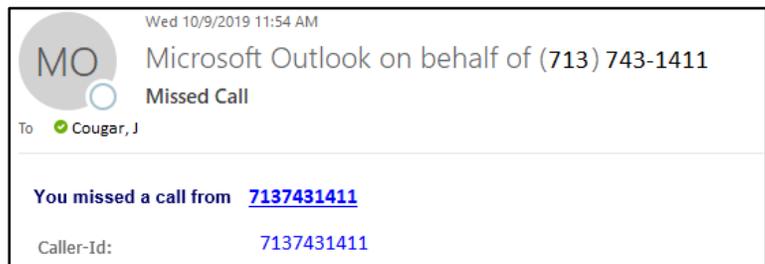
View Missed Calls in Skype for Business

To view missed calls in Skype for Business:

- Click the **Conversations** icon.
- Click **Calls**.
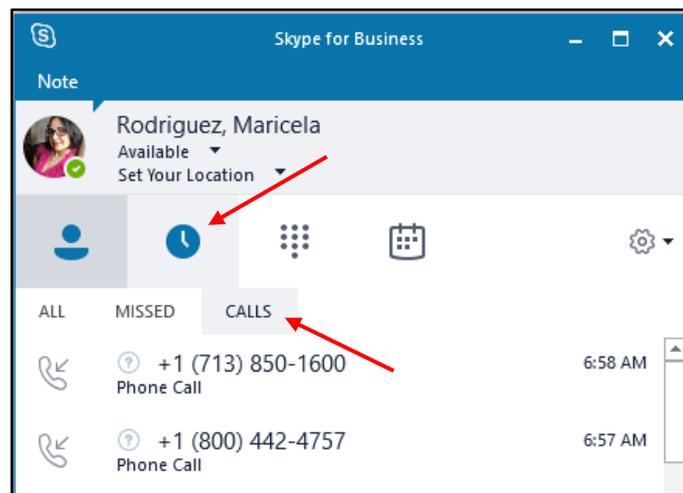
Information for Skype for Business Meetings and Conference Calls

There are four classifications for meeting participants:

Organizer – the person who schedules a meeting or conference call.

Leader – the first person to dial-in to a conference call from a Skype for Business phone.

Presenter – can invite others to an active meeting or conference call. During a meeting, a Presenter can change the classification of other Presenters to an Attendee. Only a Presenter can record a meeting, distribute files and share items, such as the desktop, a program, whiteboard and conduct a poll. By default, all faculty and staff members are a Presenter. If desired, the meeting Organizer can change the permissions level of any participant from Presenter to Attendee before the Meeting Invitation is sent. This is done using Meeting Options. For information on accessing Meeting Options, see UIT document **Conferencing Quick Reference for Windows**.

Attendee – can initiate instant message (IM) conversations and view items that are shared.

By default, meeting participants who dial-in from a non-Skype for Business must wait in the lobby until a Leader dials-in. The first person to dial-in from a Skype for Business phone becomes the Leader and anyone waiting in the lobby can be given access to the meeting.

If you want to be a Leader or need to be (for instance, if all other participants are not affiliated with UH) and you dial-in from a non-Skype for Business phone, you must enter your Dial-in PIN to become the Leader. The Dial-in PIN is identical to the Sign-in PIN for CX600 phones. If you cannot remember your Dial-in PIN or if you never received a Dial-in PIN, go to **dialin.central.uh.edu** to reset your PIN or obtain your first PIN.

Before sending a Meeting Invitation, the Organizer can change the Meeting Options. It is very important to change Meeting Options before sending the Meeting Invitation because changing the options can potentially change the meeting link and Conference ID. The Conference ID is assigned by Skype for Business and appears in a Meeting Invitation. Meeting options include:

- Everyone waits in the lobby except the Organizer
- No one waits in the lobby
- Only the Organizer is a Presenter

Schedule a Conference Call or Skype for Business Meeting in Outlook

A Skype for Business add-on is installed in Outlook that allows you to invite others to a phone conference or Skype for Business meeting. You can even invite people who are not affiliated with UH and are not a Skype for Business user.

To schedule a phone conference or Skype for Business meeting in Outlook:

- Open your Outlook Calendar.
- Click New Skype Meeting on the toolbar.
- Set the meeting date and time.
- Click Send.
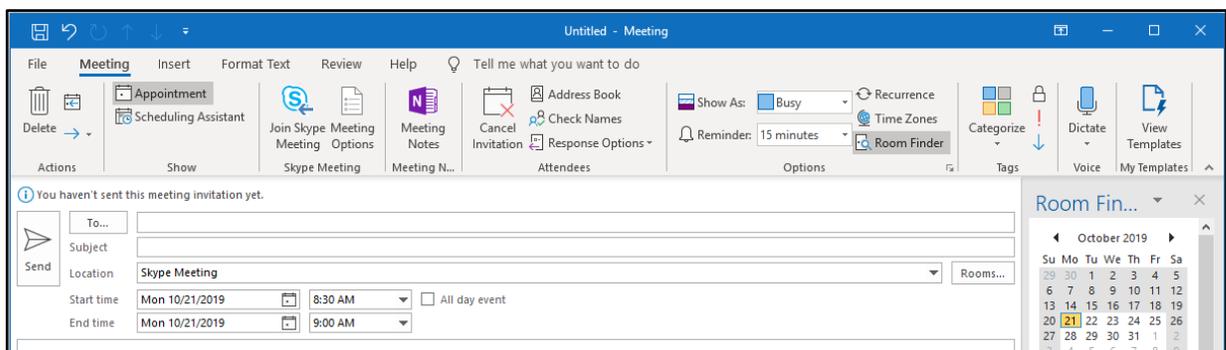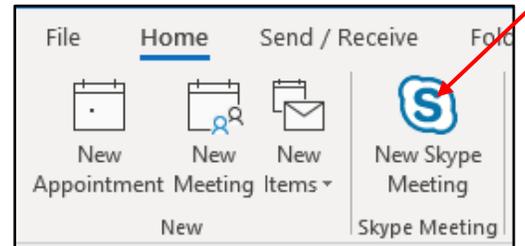
All attendees will receive a phone number to dial-in and a web address. Non-Skype for Business users may choose one of two options to join a meeting: Skype for Business Web App or Skype for Business Attendee. For more information, see UIT document Using Skype for Business Web App or Using Skype for Business Attendee.

Call Forwarding

There are three call-forwarding options. To access all three options, click the Options button then click Call Forwarding in the Options dialog box.

**Turn off call forwarding** – calls will ring in Skype for Business and your desk phone.
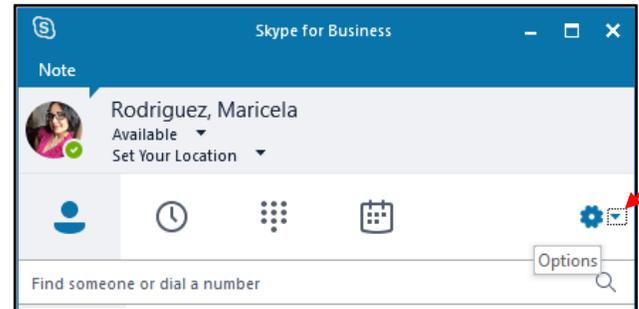
Forward my calls to – sends calls directly to voice mail, another number, a Contact, or a Delegate.

Simultaneously ring – calls will ring in Skype for Business and your desk phone, while also ringing at another location that you set. Simultaneous ring must be selected to use the Skype for Business Mobile App.
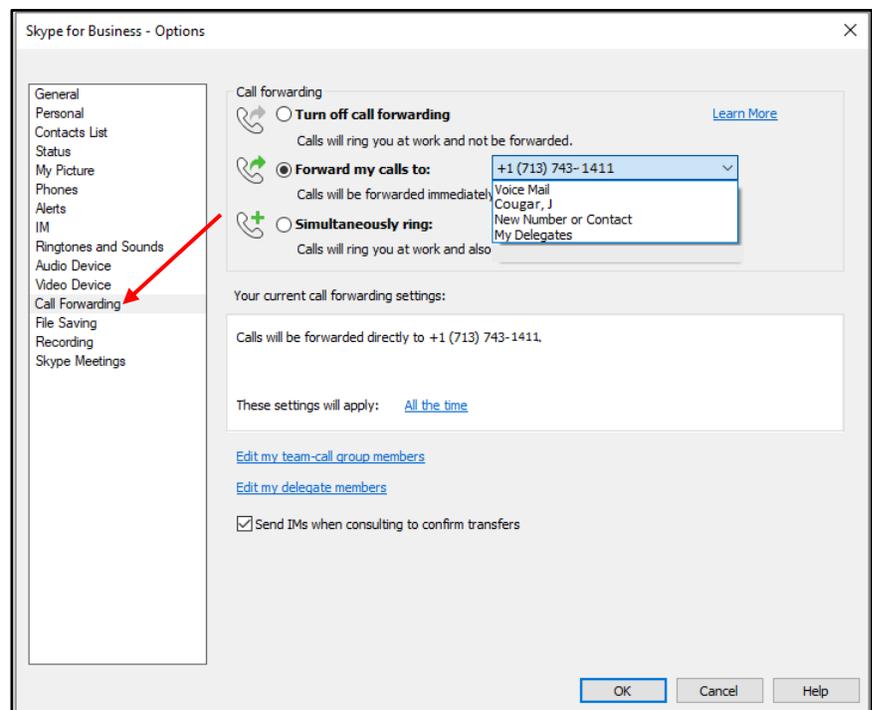
Note: All Call Forwarding options can be accessed by clicking the Call Forward button at the bottom of the Skype for Business window. Select the desired option from the menu.
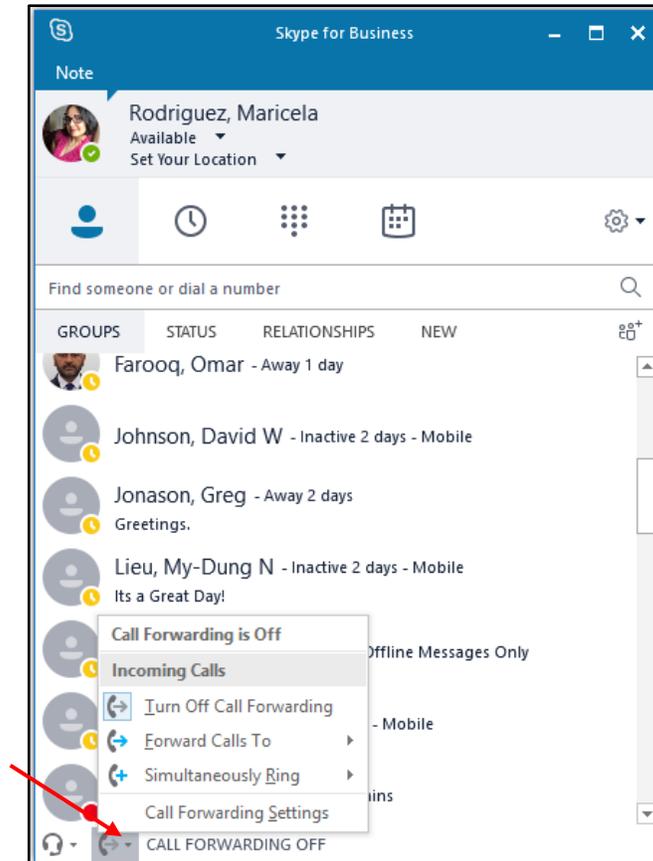
Transfer a Call

To transfer a call:

- In the Conversation Window, click the Transfer button.

- Select Another Person or Number or Park the call.

- Click Transfer Now.
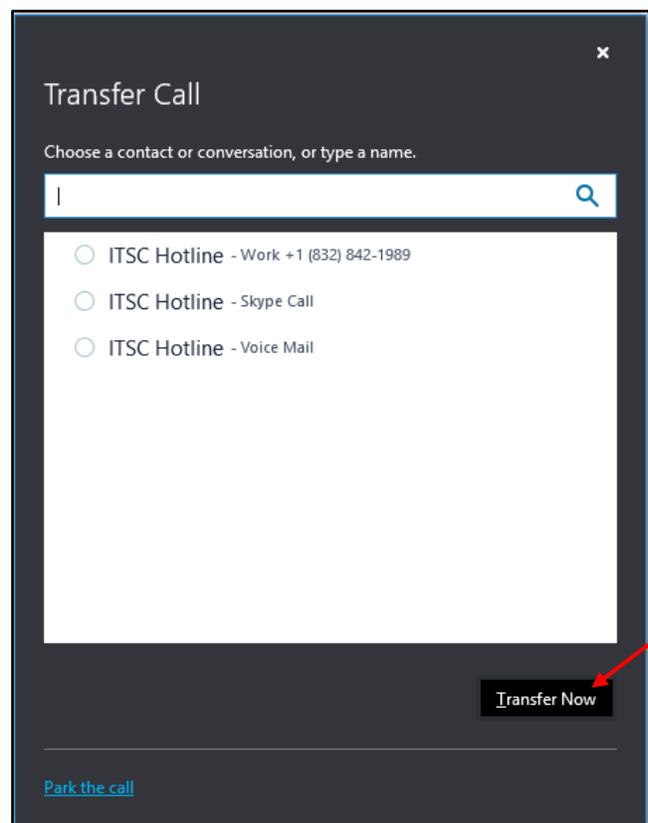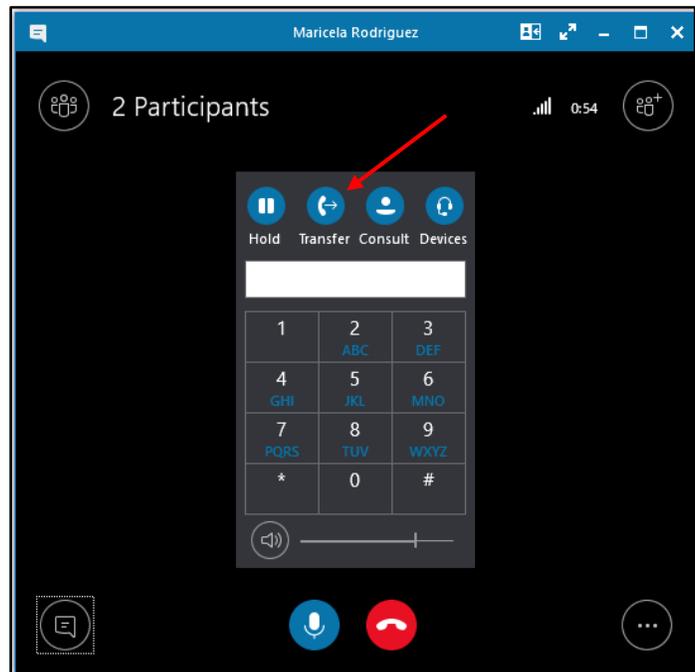
Saved Conversations

If you have a UIT Exchange account, all of your IM conversations and phone logs are stored in Outlook, in a folder named Conversation History.

To manage how your IM conversations and phone logs are stored in Outlook:

- In the main Skype for Business window, click the Options button.
- In the Skype for Business options dialog box, click Personal then select the desired settings.
- Click Ok.
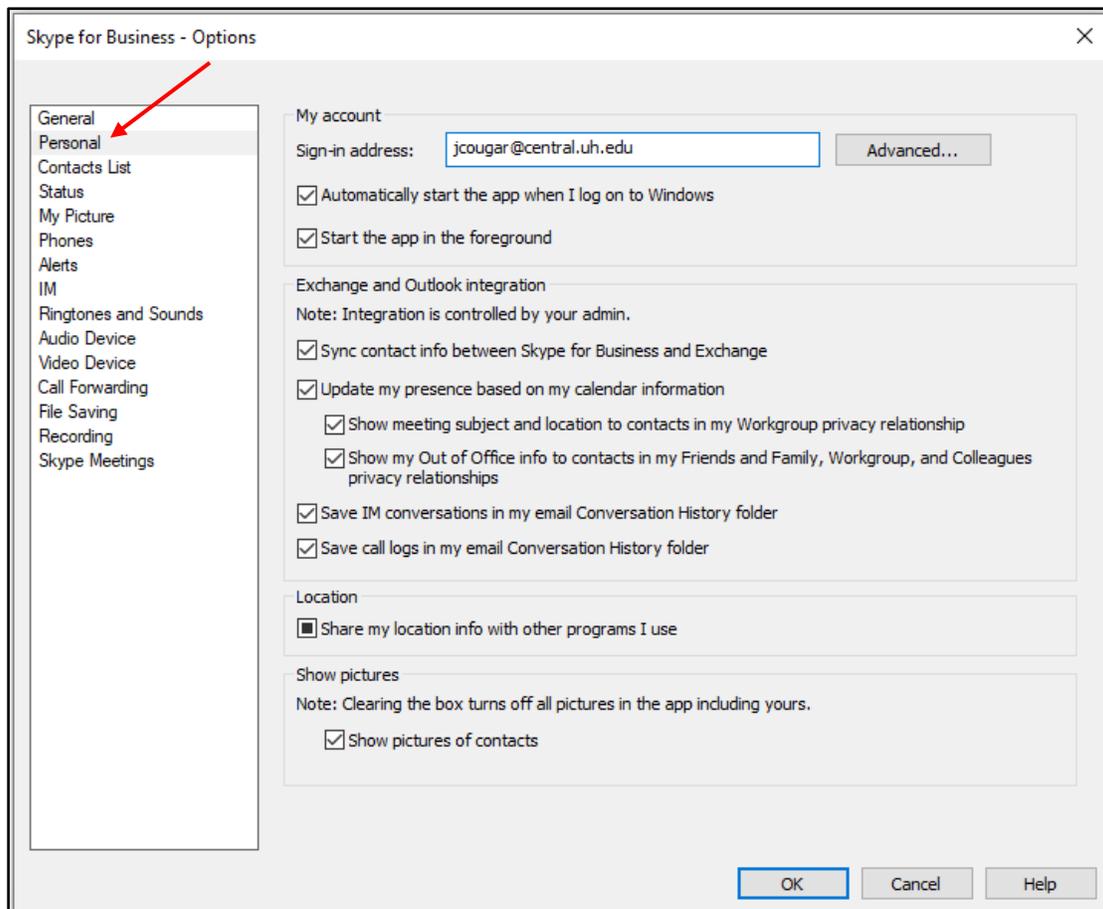
Set a Picture

Skype for Business 2016 can be used to hide a picture. To upload a picture login to Office 365.

To hide your picture:

- In the main Skype for Business window, click the Options button.
- In the Options dialog box, click My Picture.
- Select Hide my picture.
- Click Ok.
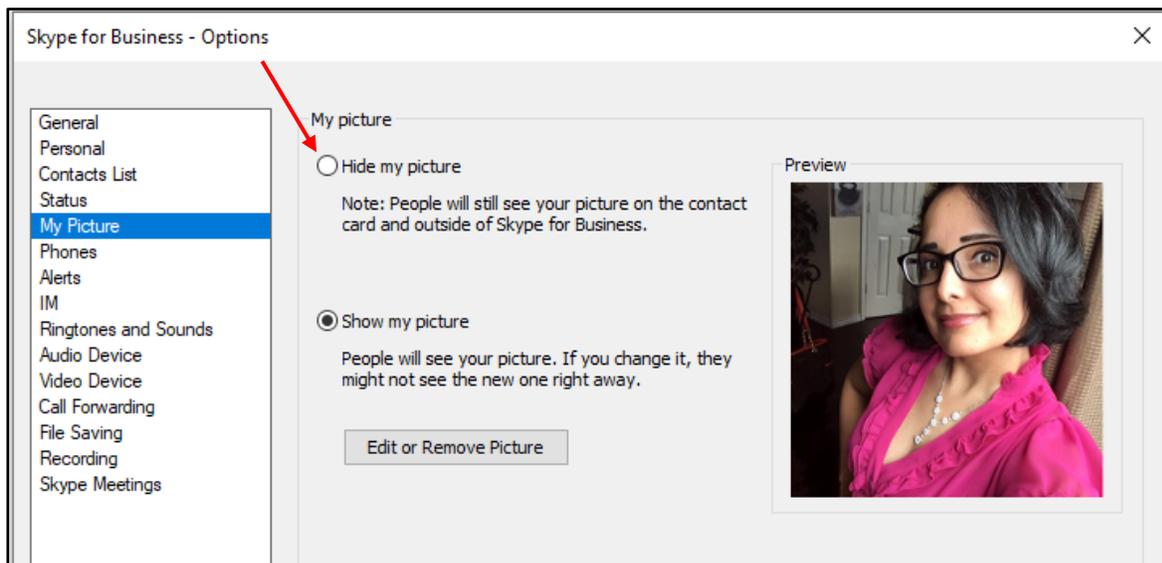
Audio/Video Device Settings

The Options dialog box is used to adjust audio/video settings and check audio

quality. To access audio/video device options:

- In the lower-left corner of the Skype for Business window, click the Select Primary Device button, and select Audio Device Settings from the menu.

- In the Options dialog box, click Audio Device or Video Device.

- Select the desired settings.

- Click Ok.
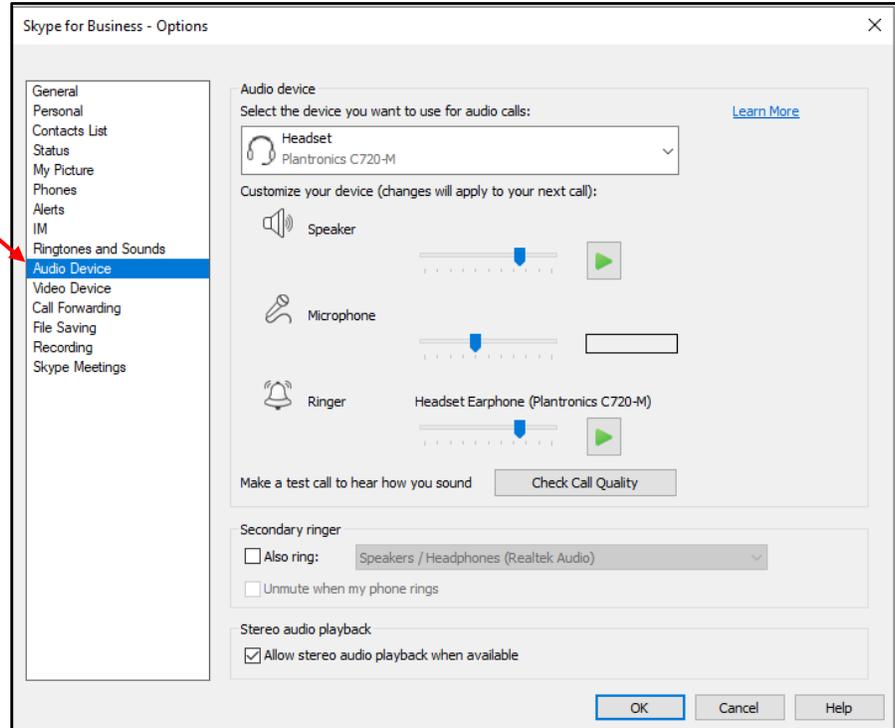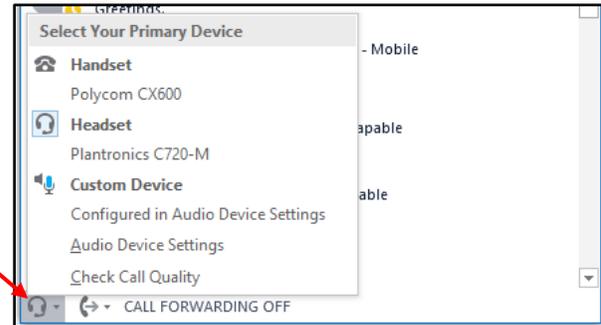
Set Your Presence

To change your status:

- Click the Status field.
- Select a Status from the menu.

To indicate your location:

- Click the Location field.
- Type your location.
- Press Enter.
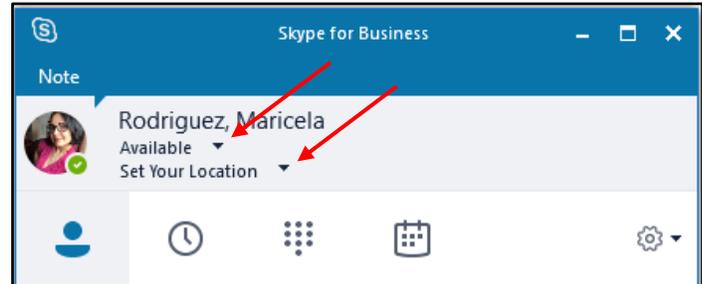
Change Your Personal Options

To change your Personal options:

- Click the Options button.

- In the Options dialog box, select the options you want to change.

- Click Ok.
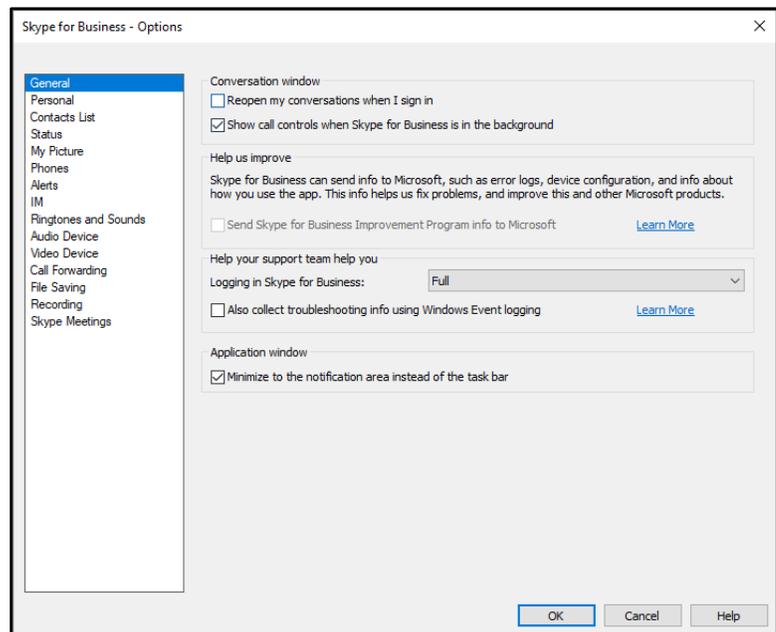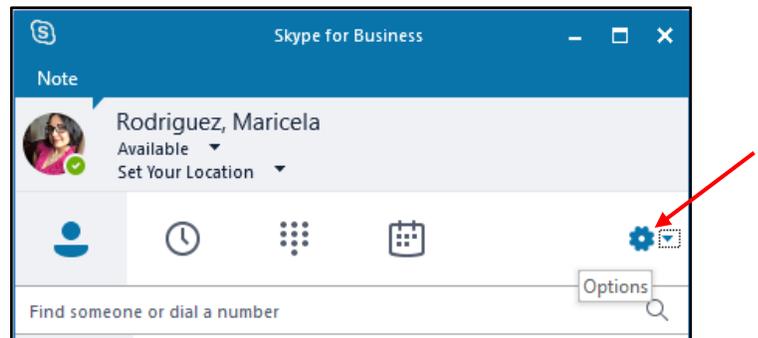
Self Help

To access Skype for Business Help:

- Click the arrow next to the Options button.
- Select Help -> Skype for Business Help from the menu.
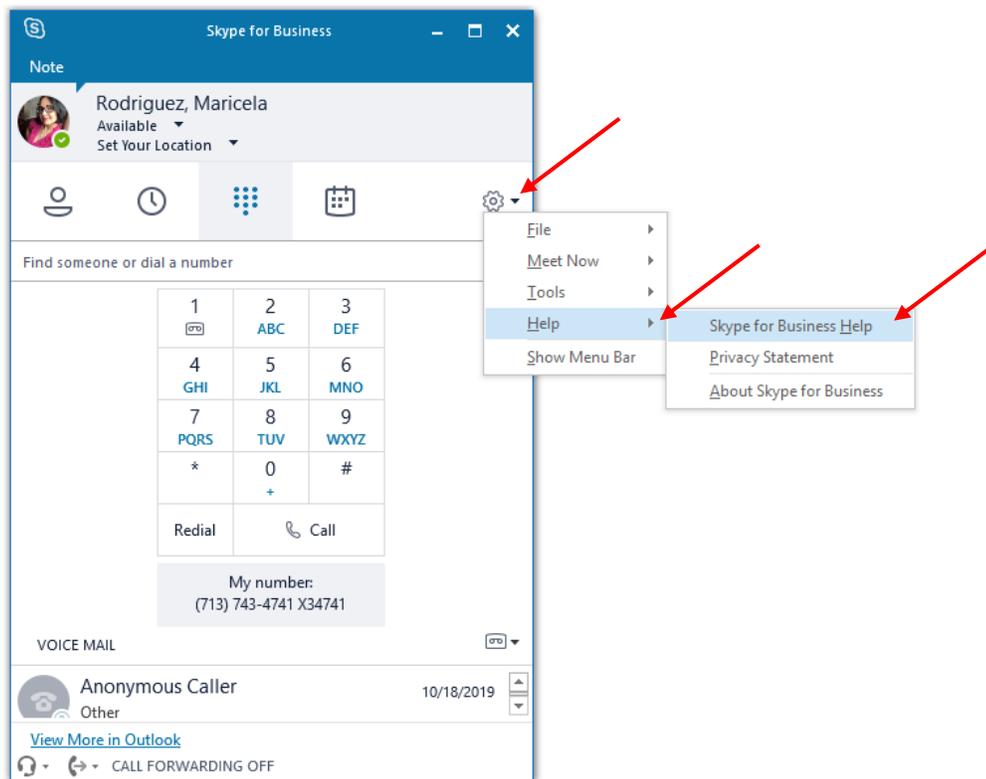
Advanced Skype for Business Features

This section covers advanced Skype for Business features. In this section, you will learn how to:

- Start a Conference Call Start a Video Call
- Share Your Desktop or a Program Transfer a File
- Record Video
- Use a Federated Contact List Assign a Delegate
- Response Group Dialing 911

If you are on a call and you decide that you need to have a conference call that includes the person to whom you are speaking and additional participants, this can be done in the Conversation window of the current call.

To escalate a call to a conference call:

- During a call, in the Conversation window, click the People button.

- In the box that appears, select Invite More People.

- In the Invite by Name or Phone Number dialog box that appears, select a Contact or enter a phone number.

- Click Ok.
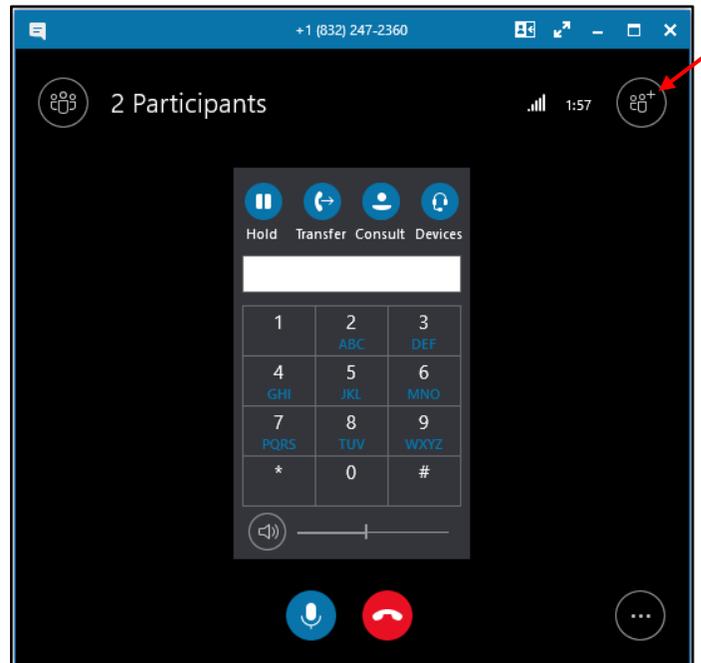
Note: Drag and drop a Contact from the Skype for Business window to the Conversation window is another way to create a conference call.
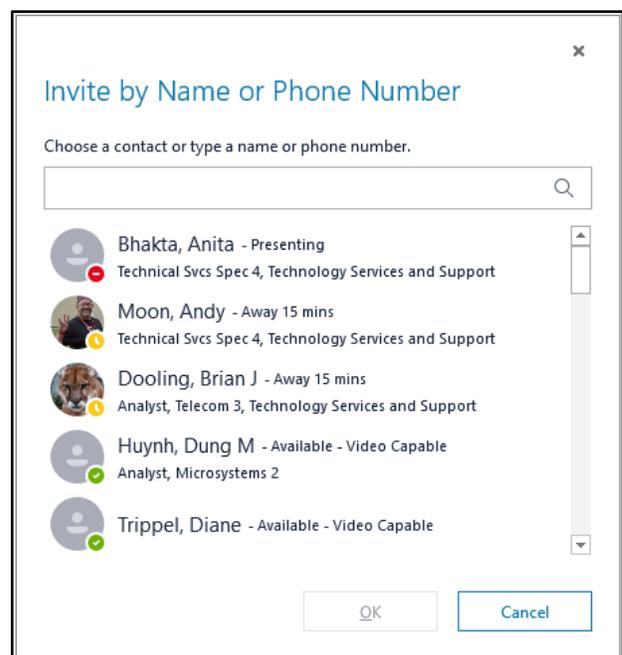
Dial a Long-Distance Number

Your long-distance authorization code must be entered using the Skype for Business keypad. To dial a long-distance number:

- In the **Search** field, using your keyboard, enter a domestic long-distance number or 011 followed by an international long-distance number.
- Press **<ENTER>.**
- In the Conversation window of the long-distance call, click the Call Options button.
- After the long-distance number is dialed, one or two beeps can be heard. After hearing the beep(s), enter your long-distance authorization code using the keypad. If you enter your long-distance code too soon, the call will fail.
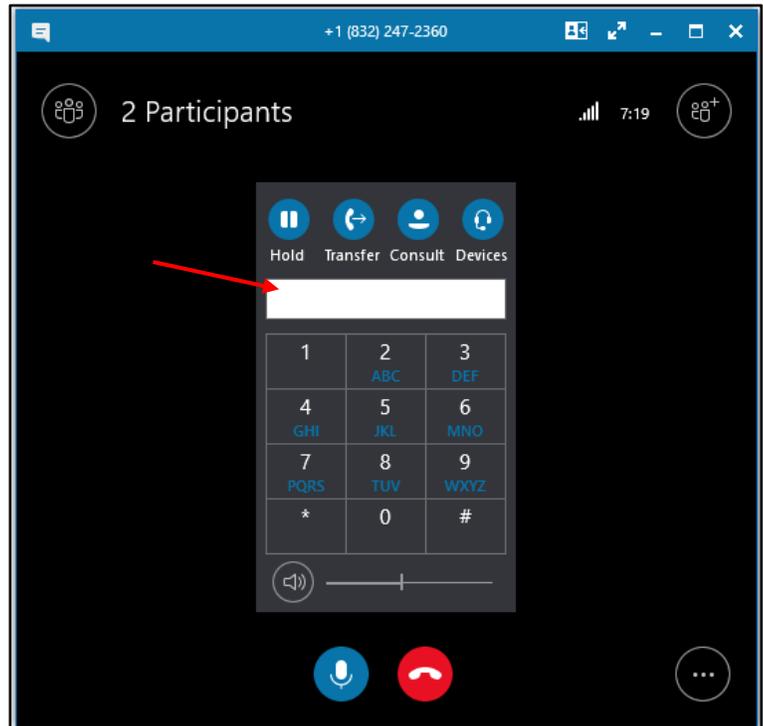
Add a Long-Distance Number to a Conference Call

Adding a person with a long-distance number to a conference call must be done by making a separate call and merging the two conversations together.

To add a long-distance number to a conference call:

- Follow the steps in the previous section to dial a long-distance number. The conference call is automatically put on hold.
- In the Conversation window of the long-distance call, click More Options (ellipsis).
- From the menu that appears, select Merge This Call Into -> the desired call.
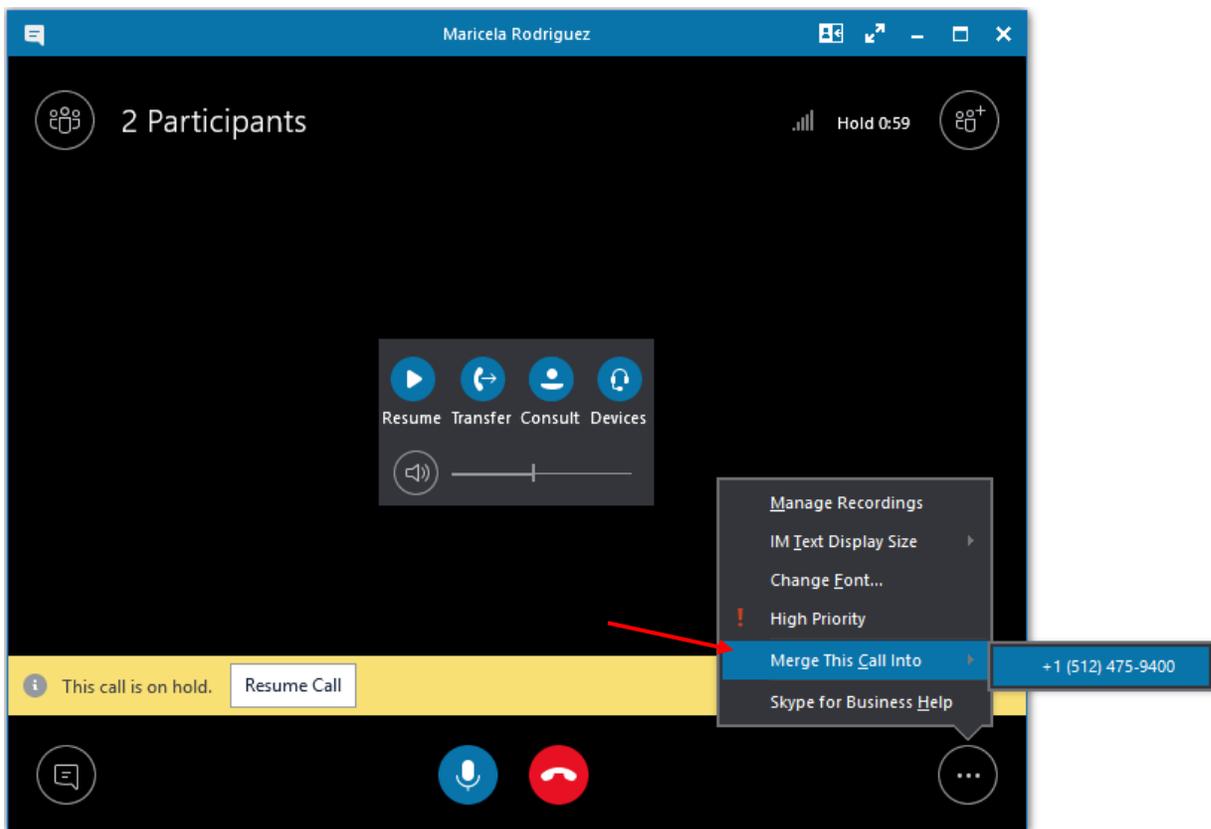
Start a Video Call

To start a video call:

- Hover over the picture of a Contact.
- From the icons that appear, click on Video.

Sharing a Desktop

To share your desktop or a specific program:

- During a call, in the Conversation window, hover over the Share button.
- From the box that appears, select Desktop.
- When you are done sharing, click Stop Presenting.
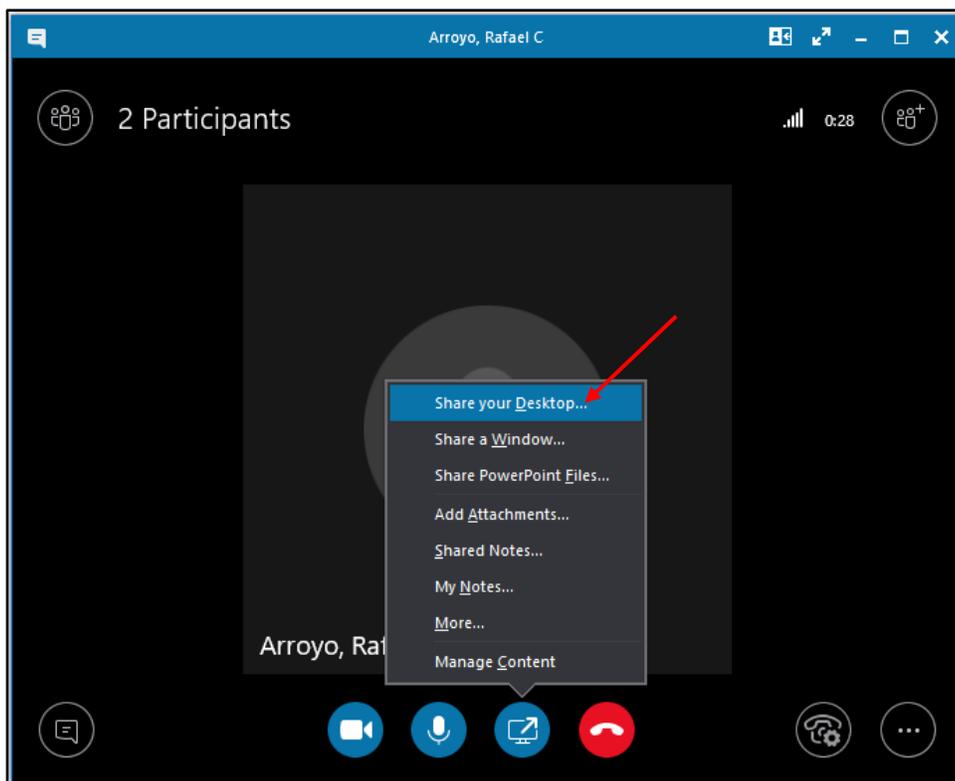
Transfering a File

To transfer a file, choose one of two options:

- Using your mouse, drag and drop a file onto the Conversation window.
- The file is sent to everyone in the conversation.
- Click the Paper Clip and select a file from your hard drive.
- Click Open.
- The file is sent to everyone in the conversation.
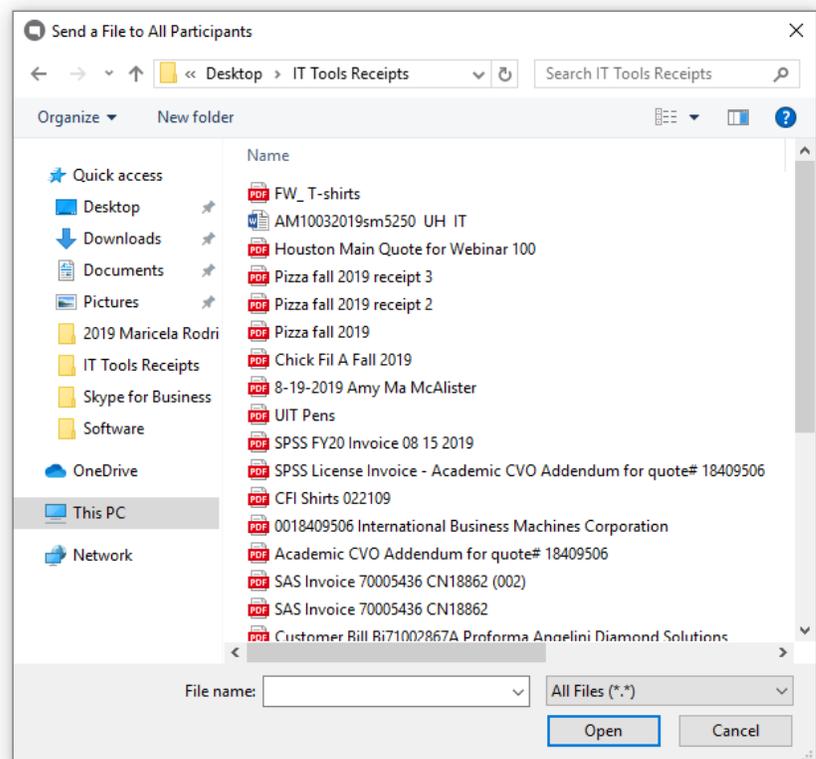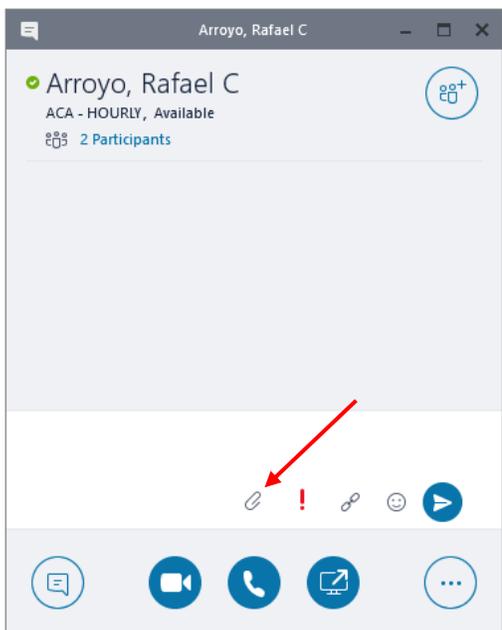
Make a Video Recording of a Meeting

Recording a Skype for Business Meeting captures audio, video, and everything that is shared. Any Presenter can record a meeting. The recording is saved to their computer.

Note: You must be a Presenter to a record meeting.
- To start recording an active meeting:
- Click More Options and select Start Recording from the menu.
- While recording, controls appear at the bottom of the window to pause, resume or stop recording
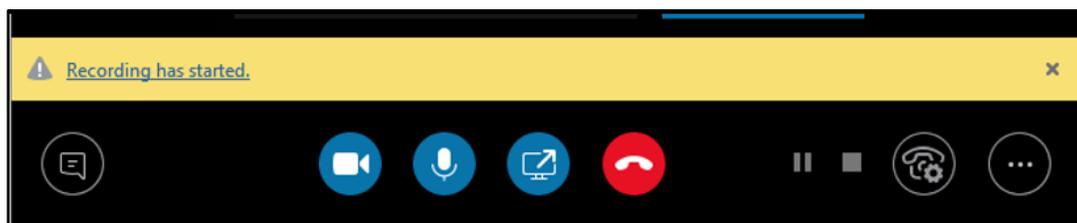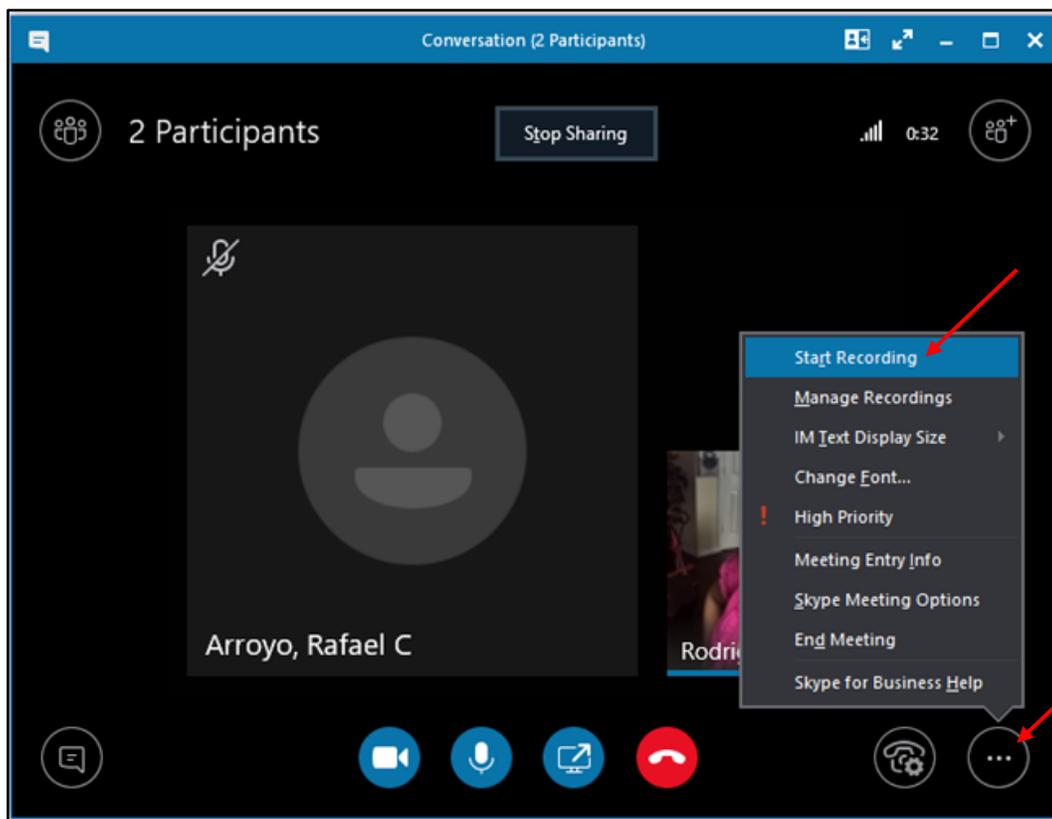
- Click the Stop button at the bottom of the window to end recording.

Skype for Business Recording Manager appears after recording ends.

Skype for Business Recording Manager is used to play your Skype for Business recordings or to publish recordings in MP4 format to share with others.
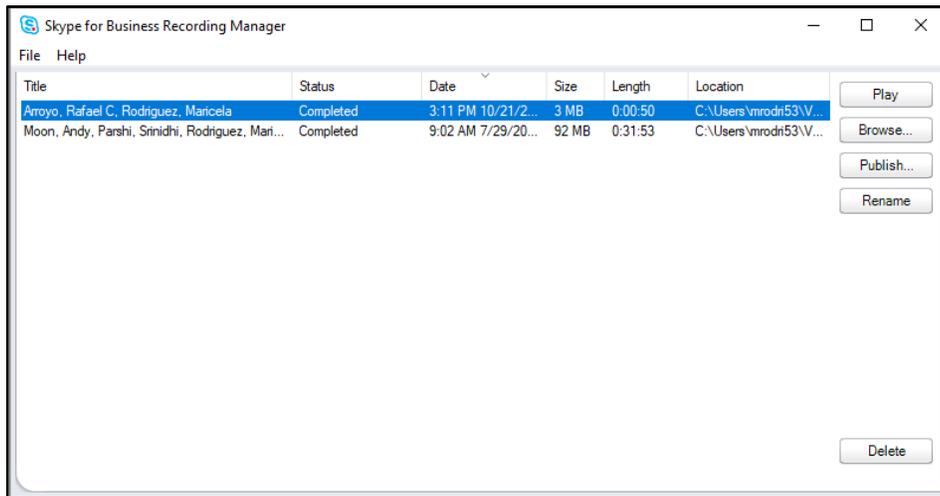
To access the Skype for Business Recording Manager at any time:

Click the arrow next to the Options button. From the menu,
- Select Tools
- Recording Manager
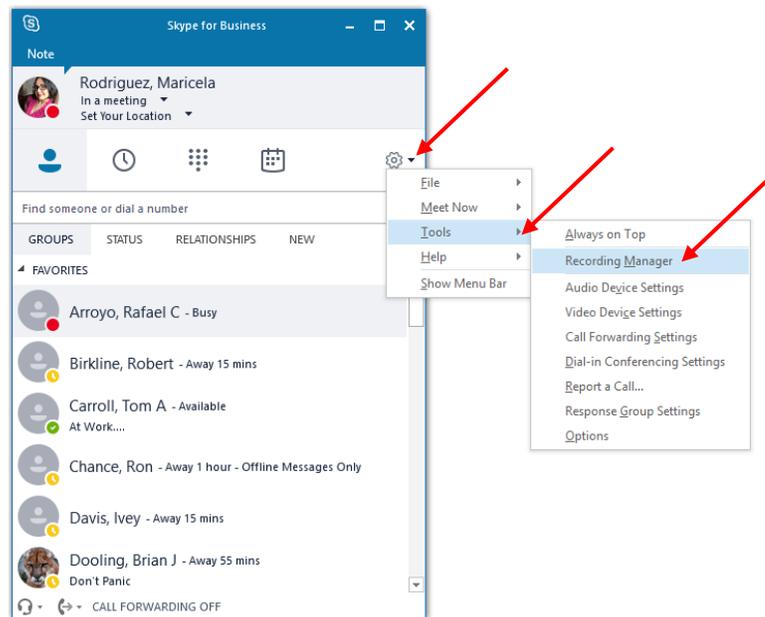
Federated Contact List

The Skype for Business federation lets you communicate faster and more effectively with those outside of the university, such as partners, suppliers, vendors or other universities.

Being federated allows you to:

- Add a user from another organization as a Skype for Business Contact.
- Send instant messages to federated contacts.
- Exchange presence information.
- Escalate person-to-person instant messages to multi-person conferences.

UH is openly federated. You can use all of Skype for Business has unified communication tools to communicate with someone who is at an openly federated organization. Skype for Business supports federation with Microsoft Messenger public instant messaging (IM). The federation makes audio calling and instant messaging possible between Skype for Business and Skype users.

Note: At the address below, you can see which organizations are federated. Almost 5,000 organizations around the world have joined.

http://windowspbx.blogspot.com/2011/09/usa-microsoft-Skype for Business - federation- directory_0

Administrative Work Group

Assign a Delegate

A Delegate is a person with permission to receive calls, messages and schedule meetings on behalf of another. Deans, directors and department heads commonly use a Delegate, as well as department phones where a back-up person is needed to answer the phone. If a phone must be answered at all times, delegation provides a solution by routing incoming calls to multiple phones. Using Outlook, Delegates can also have access to voice mail and missed call messages. For more information on delegation including how to delegate an Outlook mailbox, see UIT document Delegate Access in Skype for Business.

To set-up a Delegate:

- In the Skype for Business window, click the Options button.
- In the Options dialog box, click Call Forwarding.
- Near the bottom of the dialog box, click Edit my delegate members.
- In the Delegates dialog box, click Add.
- Select the person(s) you want to assign to be a Delegate.
- Click Ok.
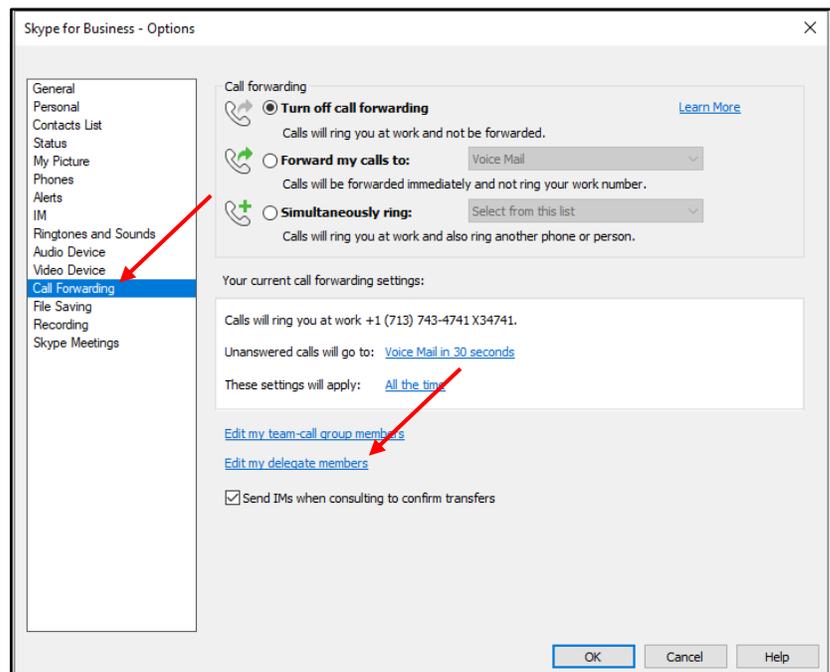
To rescind Delegate permission:

- Use the steps listed above to access the Delegates dialog box.
- Check the box next to the Delegate you no longer want to be a Delegate.
- Click Remove.
- Click Ok.
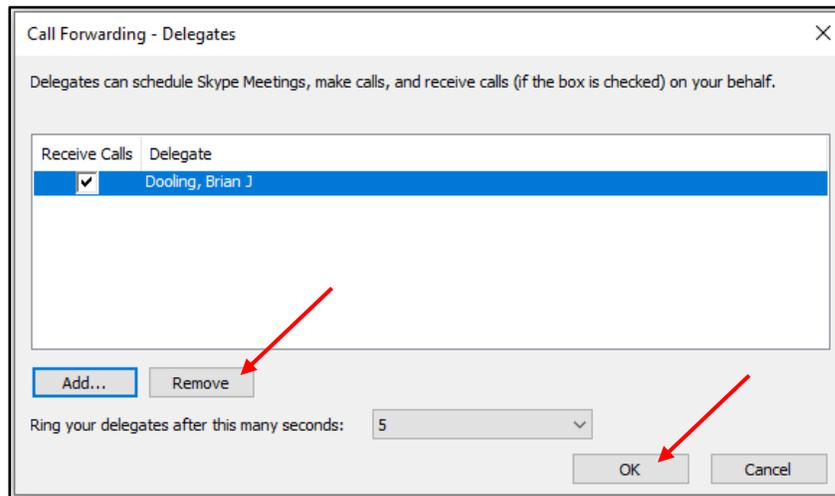
Response Group

Response Group is a unified communications application that is used to create and configure workflows. Workflows can route and queue incoming calls to designated groups. An agent group is a collection of agents who handle incoming calls from the Response Group. When an administrator creates an agent group, he or she can select the agents that are assigned to the group and specify whether the group requires agents to sign in and out. A person will be considered either an informal agent or a formal agent, depending on whether you are required to formally sign in to your agent group to begin receiving calls.

Informal agents are agents that have been assigned to an agent group that does not require them to sign in and out. Informal agents are automatically signed in to the group when they sign-in to Microsoft Office Communications Server 2007 R2. If you are an informal agent, you can receive calls routed to your group by using Microsoft Office Communicator 2007 R2 Attendant or Office Communicator 2007 R2.

Formal agents are agents that have been assigned to an agent group that requires them to sign in and out. Formal agents must be signed in to the group before they can receive calls routed to the group.

To view which Response Group, you are in:

- In the Skype for Business window, click the arrow next to the Options button.
- Select Tools
- Response Group Settings.
- Sign-in with your CougarNet username and password.
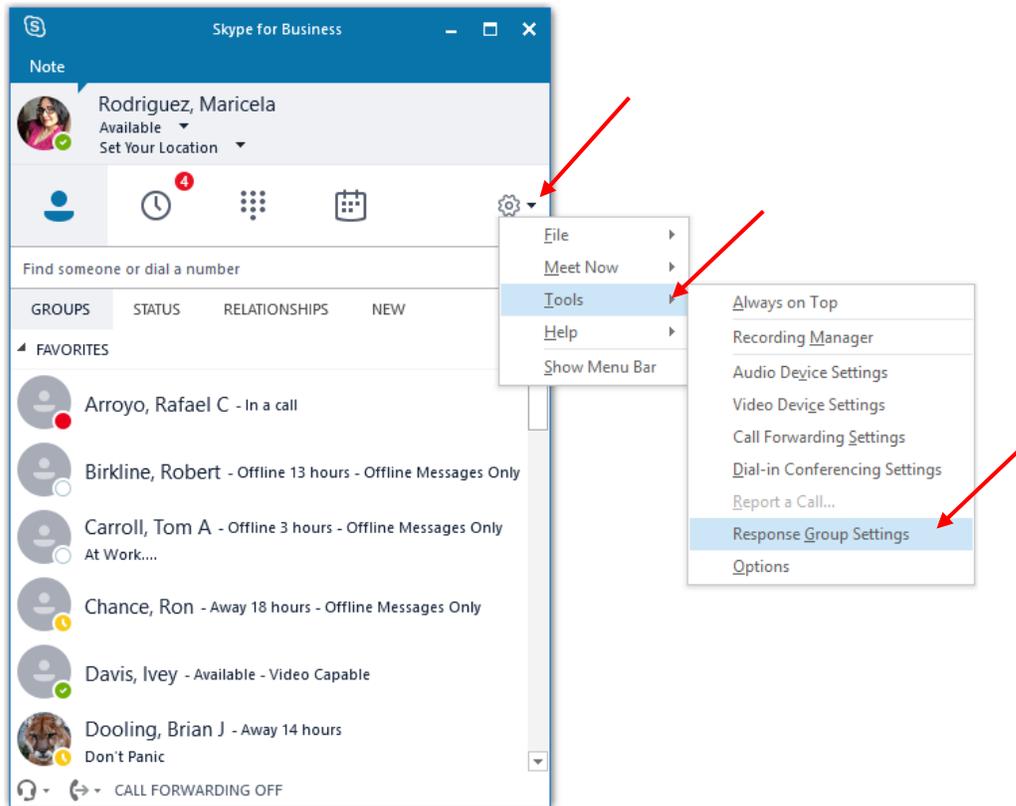
Dialing 911 With Skype for Business

Your Skype for Business hard phone and the soft phone on your computer offer an amazing amount of flexibility. One of the most powerful features of Skype for Business is the ability to make calls from any location through the internet via your laptop computer. Unfortunately, the technology of the Emergency 911 system has not kept pace with Skype for Business technology, so even though you can place work calls from home, hotels, or even a cybercafé, the 911 system will recognize the call as being placed from your office. This problem is not unique to Skype for Business. It affects Skype, Vonage, and other IP phone service providers.

Please remember, if you place a 911 call using your Skype for Business soft phone (the Skype for Business client), the 911 system will connect to the Houston emergency services and dispatch responders to your office location that is associated with your phone number. If you must place a 911 call from an off-campus location using Skype for Business, you must specifically notify the first responder of your actual location. When possible, it would be preferable in those situations to use a local phone or a cellular phone for 911 calls.