

Skype for Business at WSU

Skype for Business (SfB) is a communication tool that allows for instant messaging, persistent chat, audio, video, and dial-in conferencing. Conferencing includes features like application sharing, desktop sharing, white boarding, polls, PowerPoint presentation, and file transfers from a variety of platforms. WSU has established a SfB service for university employees. There is no charge for using this service.

Note: This service includes telephone dial-in conferencing, and is the replacement for our MeetingPlace service. The MeetingPlace service will be decommissioned in 2016.

SfB software and apps are available for Windows, Mac OS, Apple iOS devices, Windows Phone, and Android. Meetings can be easily scheduled via Outlook calendaring. Note that the exact layout and placement of icons and controls differ slightly between devices types and systems.

For the WSU SfB system, hosts and organizers must have an active WSU network ID and be part of the main WSU Exchange E-Mail system, but invitations can be sent to anyone, and attendees can participate from anywhere via SfB software, web application, or telephone.

Users are able to maintain a list of Contacts and Groups for meetings and instant messaging. Presence status and availability information can also be determined for Contacts and others who are part of the WSU system (see the link on our informational web page).

Meetings can be recorded by Presenters with the recording saved to their local computer for later playback. Recordings will capture audio, video, instant messaging (IM), screen (desktop) sharing, application sharing (such as PowerPoint slides, other applications), whiteboard activity, audience polling, and Q&A sessions.

Different Worlds: Skype versus Skype for Business

While there are similar features and functions between the general internet-oriented **Skype** application and the **SfB (formerly known as Lync)** system, and both applications have a somewhat similar look and feel, they operate in different worlds. Generally, Skype users can communicate with other Skype users, and SfB users communicate with other SfB users. Currently, Skype users cannot call SfB users nor can SfB users call Skype users. That isn't to say that non-WSU people cannot participate in SfB meetings hosted by WSU; they need either to obtain the SfB application, or use the SfB web app that allows them to join SfB meetings, or dial in by telephone (see pdf for non-users on our information web page).

Generally, the differences between the Skype and Skype for Business boil down to:

- SfB can host a much larger number of meeting participants. It also can support very large broadcast events (although we may not be supporting Broadcast initially).
- Skype uses the host's computer and network bandwidth to support multiple people in a call. SfB uses servers and the university's high-speed network to support the larger number of participants, relieving the host's computer from having to bear the burden of accepting and re-transmitting all traffic from all participants as is done with Skype.

- Sfb Meetings can be scheduled using Outlook/Calendar with a control that adds the meeting information to the meeting invitation.
- Sfb can integrate easily with Office 365 applications, and is also integrated with WSU's Active Directory.
- The WSU Sfb system supports telephone dial-in users, so they can participate in a conference by dialing in from on-campus or off.

Skype for Business Software

Sfb software is free and is available for the following devices and operating system:

- Windows (Windows 7, 8, and 10)
- Mac OS (latest version currently in Preview (for Mac OS X 10.11 El Capitan or later); can also use Mac 2011 Lync apps)
- Apple iPhone and iPad (iOS) iOS 8.0 or later
- Android (OS version 4.0 or later)
- Windows Phone (version 8.1 or later)


Note that the app software for Windows, Mac OS, and Apple iPhone/iPad allows for scheduling of Sfb meetings using Outlook/Calendar. However, the Android app currently **does not support** scheduling of meetings (but Android apps can attend meetings). For WSU users, authentication for sign-in to Sfb uses their WSU Network ID (NID) and password.

Skype for Business Web App (for non-WSU users)

Outside participants who are invited to meetings may not have the Sfb app installed on their device. If their device has Internet Explorer, Edges Firefox, Chrome or Safari they can use the Sfb web app. (The Sfb web plugin is not supported on Windows RT, Linux and Chromebooks.) When they join a meeting by clicking on the Join Skype Meeting link in the invitation (or by using a direct URL link in an E-Mail like <https://meet.wsu.edu/hostid/4QP2RZR9>) they may see a web page pop up with link to [Join Using Sfb Web App instead](#). Clicking on that link they will see:

Skype for Business Web App

To join the meeting using the Sfb Web App:

1. Download and install the [Sfb Web App plug-in \(see 'non-user' instructions pdf on our information web page\)](#)
2. After installation, click on 
3. Sfb Web App will open in a new window

(There is also an option to join using Sfb software or Lync software, which will invoke the full app if it is installed.)

This Web App is a plug-in that allows users to participate in a meeting without having to install the full Sfb App. The Sfb Web App provides HD video conferencing, IM/Chat in meetings, high-fidelity desktop, application, and presentation viewing, desktop sharing, whiteboard, lobby, and presenter

access controls. In addition, SfB Web App includes PC-based audio and video. However, it does not offer some other SfB features, such as presence or contact information.

Skype for Business System Requirements – Audio and Video

There are certain system requirements for using the various SfB app software, based on Operating System Version, RAM Memory, Disk Space, Network Connection Speeds. Beyond this, system should have some level of Audio support (speakers, microphone, headsets). A headset / microphone that is certified for use with Lync/Skype/SfB would be a good investment (good echo cancellation is a factor in making the purchase decision). A video camera is optional but is a good idea; we are seeing some value in video calls.

Keeping Skype for Business App Software Up-to-Date

Microsoft releases updated versions of the app software on a regular basis. Make it a habit to periodically check for and install new updates

SKYPE for Business Software Windows / Panels

While different SfB present slightly differently, for the most part you will be dealing with two types of windows or panels when you run the app software.

The first is the SfB main screen or panel. This is the control center for your SfB app access, and is what appears when you sign in. This can show your contacts, upcoming meetings, list of recent conversations, and other information not bound up with a particular active meeting or conversation.

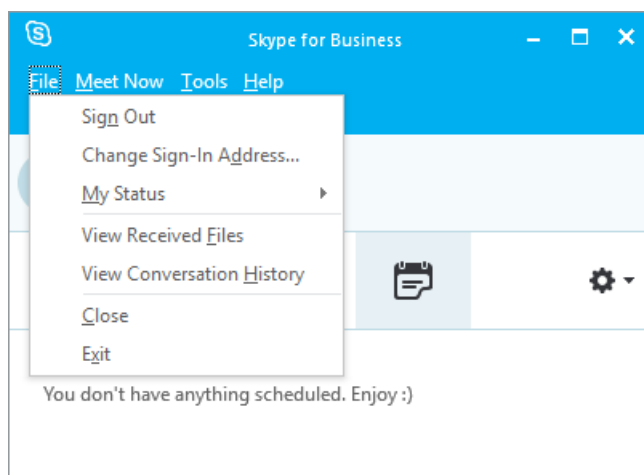
The other is the conversation/meeting window, which shows the active meeting or conversation details. During a meeting you will be mostly focused on and interacting with the conversation screen.

SFB CONTROL WINDOW

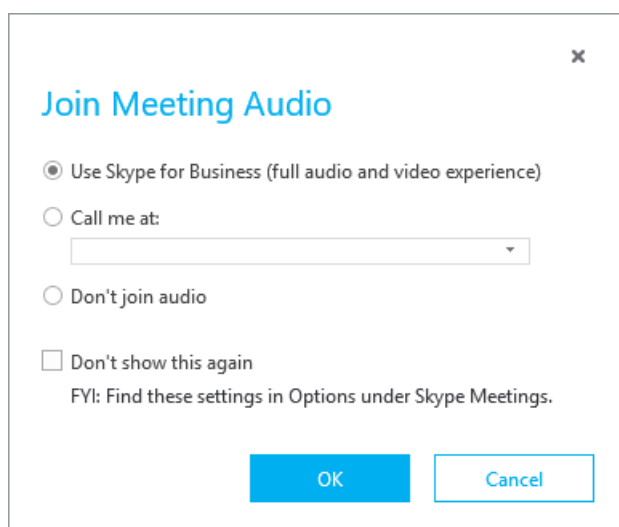
File Menu Options

You can Sign Out, Close or Exit

You can change your Status

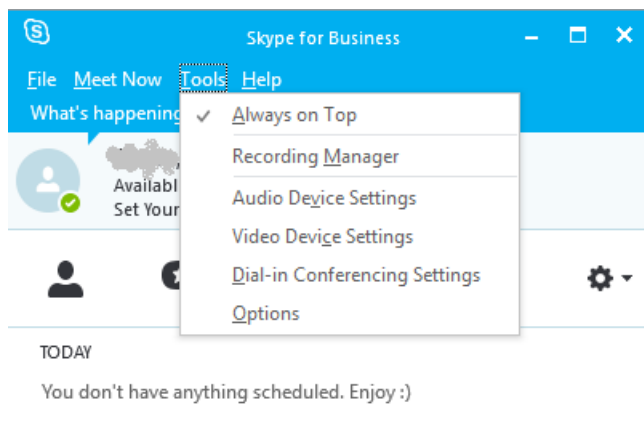


Meet Now – Generates Pop Up Window for Meeting Audio – once you select your Audio option the Conversation window will become active

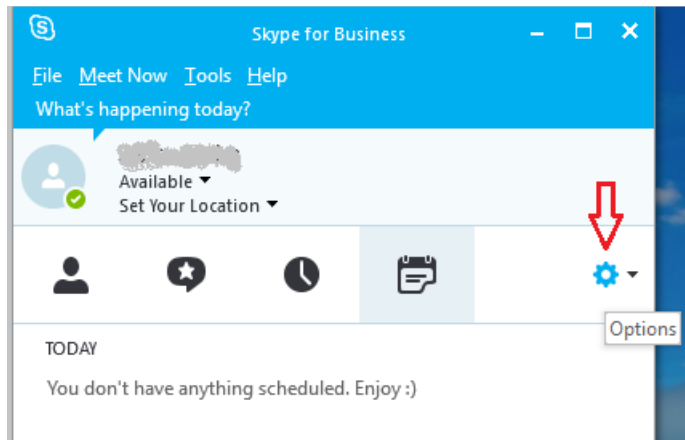


Tools Menu Options

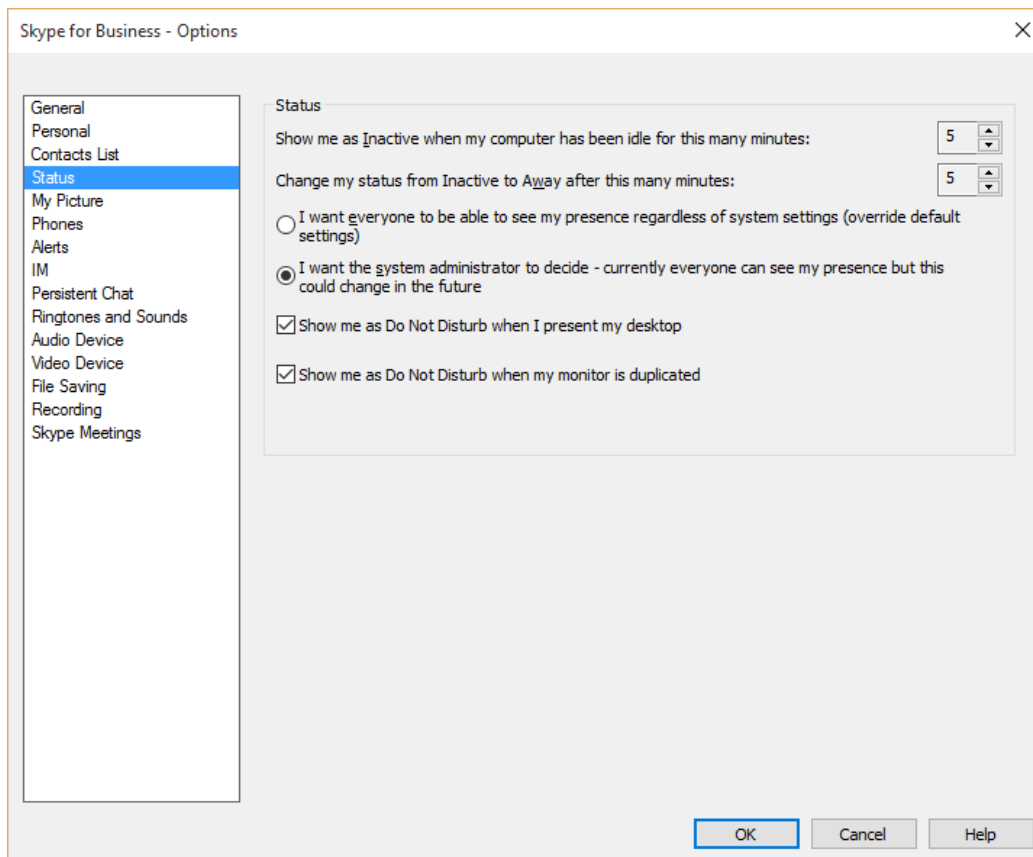
You can configure Audio, Video and other settings



Options Icon

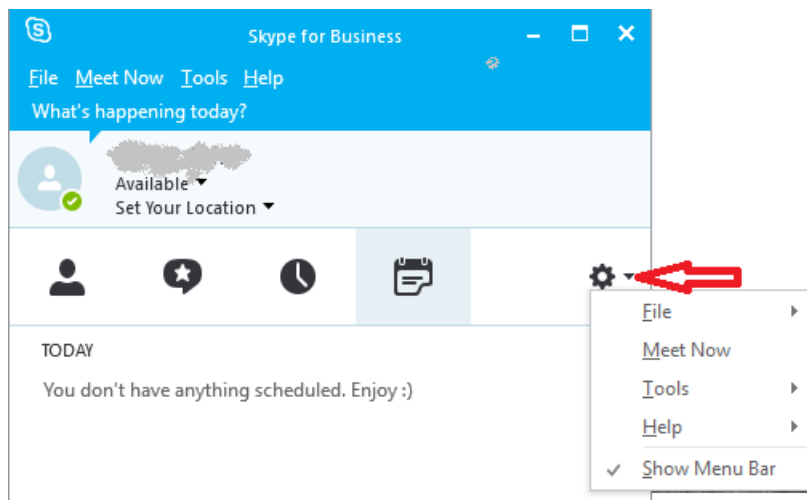


If Options is Selected– Navigate through list of options on left pane



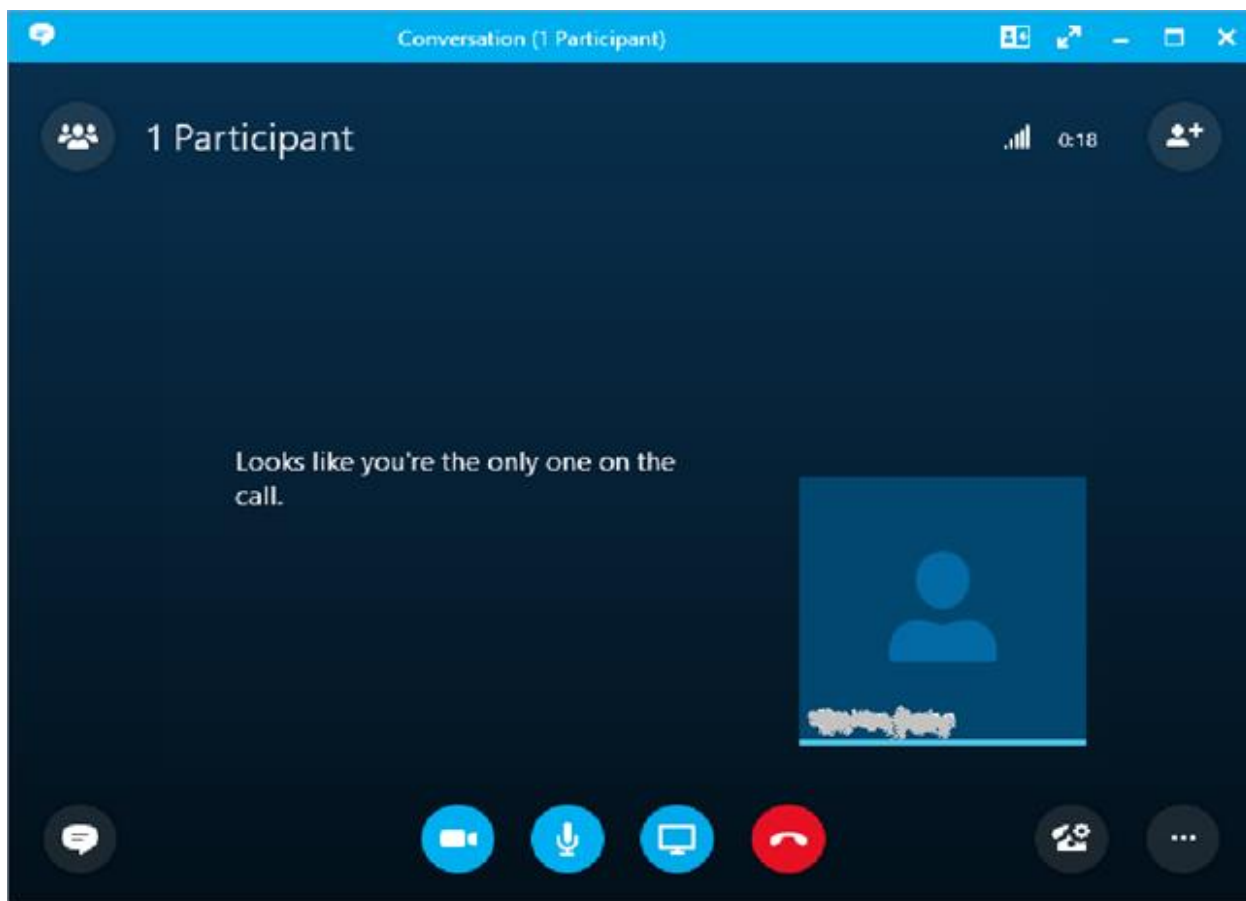
Show Menu to Right (Down arrow next to Options icon)

(Use to turn on or off the Menu Bar)



Skype for Business Conversation Window

When you are in a meeting, this window is used to control the in-meeting functionality



Within the Conversation / Meeting window, various controls can be used:

Upper Right Portion of Window:



Invite More People to the meeting



Network Connection Speed/Quality and Time in Call

Upper Left Portion of Window



Open Participant List

Lower Left Portion of Window:



IM (Instant Message /Chat)

Lower Middle Portion of Window:



Video Call



Mute/Unmute Microphone



Presenter Options



Hang Up (Exit Meeting) – does not END the meeting, just exits you from the meeting

Lower Right Portion of Window



Call Controls



More Options

Top Right of Window



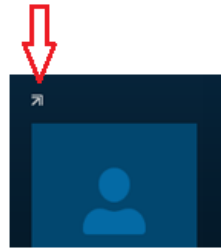
Layout Selection and Full Screen View

Top Right of Full Screen View:



Exit Full Screen View

Within Conversation Window



Pop Out the Video Gallery to separate window

Top Right of Pop-Out Gallery View



Pop In the Video Gallery

Scheduling a Meeting with Outlook

To schedule a meeting, you must have an active WSU Network ID and use the main WSU Exchange system. If you have the SfB application on your computer, you can use Outlook or Calendar (depending on system you use) to schedule a meeting. In Calendar view, click on either **New Skype Meeting** button from the top of your main Calendar screen, or from within the Meeting Request window click the **Skype Meeting** button to add the Skype meeting details to the invitations. These Invitation E-Mails will look like the following example – please note the embedded Conference ID that will be unique for each meeting.

[Join Skype Meeting](#)

This is an online meeting for SfB, the professional meetings and communications client formerly known as Lync.

Join by phone

[509-335-2277](#) (Pullman)

English (United States)

[Find a local number](#)

Conference ID: << *Note: this number will be unique for each meeting; enter as 79999#*

[Forgot your dial-in PIN?](#) | [Help](#)

Meet Now

In some SfB Control Windows, there is also a **Meet Now** feature, which will immediately start a new meeting to which you can invite others. Once you start a meeting, you can find out the Meeting Link URL and Conference ID that was assigned by clicking on the **More Options**



button and selecting Meeting Entry Info.

Meeting Options

When you schedule a meeting with Outlook, on the calendar invitation screen you can click on the **Skype Meeting Options button** to manage Permissions for things like: direct admittance to meeting (or wait in Meeting Lobby), who will be presenters, disabling IM/Chat during meeting, Mute All Attendees, Block Attendees video. This will set the initial options for the meeting start-up. During the meeting you can change these settings (see Managing Participant Actions below).

Attending a Meeting

Once you have received an invitation to a Meeting, you can join simply by clicking on the [Join Skype Meeting](#) link in the E-Mail or Calendar entry. Or you can use a direct URL link from an E-Mail like **https://meet.wsu.edu/hostid/4QP2RZR9**. You can also attend by telephone, dial the access number and enter the conference ID included in the invitation.

Meetings can be simple audio-only meetings, or richer, more in-depth meetings involving video, presentations, content sharing, etc.

For users with a SfB app installed, a conversation window will appear when you enter the meeting. For those users that don't have a SfB app installed, the system may bring up a Web Browser window so that the user can run the SfB Web App.

Some meetings will initially admit attendees to a Meeting Lobby, where you will wait until the host/organizer/presenter admits attendees to the meeting.

Presenting in a Meeting

You can allow everyone to be presenters or you can specify who are presenters for a particular meeting. Presenters can share their:

- Entire desktop (with ability to select all monitors or a particular Monitor)
- A particular running application window
- A PowerPoint file
- A OneNote notebook
- They can also send attachments that participants can download.
- They can open up a whiteboard
- Can create a poll for attendees to answer a question and tabulate results
- Can create a Q&A (chat-like) window that allows attendees to pose questions and have presenters answer for all attendees to see.


These features and controls are available using the **Presentation** icon



Also, under the Presentation icon, attendees will see if there are attachments to download, and presenters can manage Presentable Content as far as whether the content should be presented, permissions for who can download the contents, removing the content from the presentation, and whether the content should be viewed privately by the presenter (i.e. putting together a whiteboard before presenting it to the attendees).

Recording Meetings


Presenters can record meetings. The recording is saved to the presenter's local hard drive for later playback. Recordings can capture audio, video, instant messaging (IM), screen (desktop) sharing, application sharing, PowerPoint slides, OneNote sharing, whiteboard activity, audience polling, and Q&A sessions.

Presenters can **Start, Pause, Resume, and Stop recording** by clicking on the **More Options**  button and selecting the appropriate entry. When recording is turned on and off, an announcement will be made to participants advising that recording is in effect or has been turned off.


Recording can be started, paused, resumed, and stopped by presenters. When finished, the system will need time to render the recording for playback. Recordings of meetings can be managed using the SfB recording manager. The recordings are MP4 files that can be played back using Windows Media Player or other MP4 players.

Exiting a Meeting

There are multiple ways to exit a meeting.

- If you are using one of the various SfB apps, to exit a Meeting click on the Red **Hang-Up** Button  (This does not end the meeting, you are just removed from it.)
- If you are using a Telephone, to exit a Meeting simply hang up.

Ending a Meeting – Don't Just Exit

Hosts and organizers can exit a meeting without causing the meeting to end. To completely end a meeting, click on the **More Options** button  and select **End Meeting**.

When you are done using Skype for Business

When you are finished using your SfB app, you can use three options to minimize it or stop it from continuing to run:

- **Close** the SfB window
- **Sign out** of your session
- **Exit** from the program

Option	SfB running afterwards?	Can others see your status?
Close	Yes	Yes
Sign out	Yes	No
Exit	No	No

Closing the SfB window

You can close the SfB window by clicking the X in its upper-right corner. *Although the window closes, your session continues to run, so others can still see your availability status and you still receive alerts.* The SfB icons on your taskbar will appear as they do when you have the SfB window open, indicating your presence status. Re-open the SfB window at any time by clicking the large icon in the program section of the taskbar.

Sign out


Sign out closes your SfB session, but continues to run SfB in the background, making it easier to sign in again when you're ready. The Sign out option is available from your status drop-down in the main SfB window or by right-clicking the small icon in the system tray at the end of the taskbar. Once you have signed out in this way, others cannot see your status or interact with you. (When signed out, the SfB presence indicator displayed on the taskbar/system tray is a red cross.)

Exit


Exit closes your SfB session and stops SfB running on your computer. Both icons will disappear from the taskbar/system status tray at the bottom of your screen.

Instant Messaging and Conversations

SfB provides an Instant Messaging (Chat/Conversations) feature for communications both inside and outside of meetings. Inside a meeting, you can send messages to all participants or to a select few. You can use IM for sidebar or off-topic discussions, or to 'raise your hand' to ask a question. Hosts and speakers should monitor the chat window for this kind of activity.


You can start or join a conversation by clicking on the **IM** icon  in the Conversation/Meeting window.

Advanced Controls and Features - Layouts

SfB has many controls and features which participants and presenters can use to customize the layout of the meeting. There are selectable views such as **Gallery, Speaker, and Presentation** views, and depending on the software version used and the meeting type there may be other layouts shown. These view can be selected from the **Layout** control  in upper right of SfB Conversation/Meeting window.

Note that not all views and features are available on all systems.

Managing Participant Actions

For many meetings the default options should be fine. Presenters can fine-tune participant actions by clicking on the **Participants** icon  in upper left of SfB Conversation/Meeting window and choosing from among these options:

- Mute and Unmute Rest of Audience
- Allow/Disable IM During Meeting
- Allow/Disable Attendees ability to use their Cameras
- Show/Hide Attendees Name
- Force Everyone except Organizer as an Attendee
- Send an E-Mail Invitation (via Outlook) including Meeting Information

Not all options are available in all apps.

Participating in a Meeting using Audio-Only (Telephone Dial-In)

To connect to a SfB Conference using a phone:

1. Use the appropriate dial-in access phone number (From WSU phone generally can dial as 52277, from off campus dial 509-335-2277). Further details can be found in the WSU SfB Audio Conferencing pages.
2. Follow the prompts to enter the Conference ID that was sent with the meeting invitation, followed by the **#** (pound) key.
3. Follow the prompts to record your name and be admitted to the conference. For some conferences if you dial-in early you may be placed in the meeting lobby until the conference begins.
4. To exit a meeting, simply hang up.

Request a PIN for management* of meetings via your touch-tone phone by contacting CougTech@wsu.edu, or 509 335-4357, with your request and providing your desk phone number at WSU. (*not required to join a meeting)

If you are in the local Pullman area or at one of the WSU 5-digit dialing sites, you can have SfB call your phone for the audio portion. Note that these outbound callbacks will currently only work for 5-digit dialing or local Pullman numbers; long-distance calls are not allowed at this time. When connected with a SfB application, simply select the **Call me at:** option and enter either a 5-digit number or a local Pullman Number preceded by a 7, such as 51234 or 73321234:

Examples:

- 5XXXX (WSU Pullman Phone Number)
- 27XXX (WSU Tri-Cities Phone Number)
- 7332XXXX (Local Pullman Phone Number)
- 7432XXXX (Local Pullman Cell Phone Number)
- 7882XXXX (Local Moscow Phone Number)

When you enter a number and click OK, there will be a pause of short duration, then the phone whose number you entered will ring. Simply answer the phone and you will be immediately connected to the conference (there won't be any prompts – you will just be joined to the conference). You may wish to announce your arrival.

DTMF Feature

The following telephone button sequences can be used during the meeting. These are all * (star key) followed by a number:

- *6 Toggle Mute/Unmute your microphone
- *4 Toggle Audience Mute On/Off (by Presenters)
- *7 Toggle Lock/Unlock Conference (lock disables more participants from joining)
- *9 Toggle Enable/Disable announcements for participants entering/exiting meeting
- *3 Privately play the name of each participant in the conference (gives Roster)
- *1 Play a description of the available DTMF commands (lists these DTMF codes)
- *8 Admit all participants currently in the lobby to the conference (by Leaders)

Meeting Management Tips

Some tips for better meetings:

- Meeting Invitations from Outlook can include meeting agendas, handouts etc., that allow participants to get ready for the meeting.
- For small meetings, have participants announce their entry, then mute themselves unless they are speaking (Presenters can also mute all participants.)
- For large meetings, it is advisable for the host/presenter to mute the audience initially.
- Urge participants ahead of time to check for latest version of the SfB app software.
- Urge participants to make use of headsets with microphone if appropriate – these cut down on ambient noise which can distract from the meeting.

- Attendees should make use of Instant Messaging (IM) for chat for sidebar or off-topic discussions, or to 'raise your hand' to ask a question. Hosts and speakers should monitor the chat window for this kind of activity.
- Have an agenda and try to stick to it. This keeps the meeting on track and people don't get lost and start asking questions. Allow for a role call at the start, and remind callers to MUTE their mics.

Contacts

Creating Contacts and Groups can help SfB users reach out to frequently called correspondents or teams. In the SfB Control Panel, you can: Create a New Group, Add a Contact from within WSU, and Add a Contact from outside of WSU.

Presence: Status and Availability

A contact or user's current status is shown with various indicators. Your status can be set by you in the SfB Control window: under the main menu, select **File → Status**. You can select from **Available, Busy, Do Not Disturb, Be Right Back, Off- Work, and Appear Away**.

Status Types that you will see for other contacts and participants and what they will see for you are:

Presence Status

Description

How this status gets set

 Available


You're online and available to contact.

SfB sets this status when it detects you're using your computer. You can also set this status when you want others to know you're in your office even though the computer is idle.

 Busy


You're busy and don't want to be interrupted.

SfB sets this status when your Outlook Calendar shows you have an appointment. You can also select this status manually. If you manually set SfB to Busy, it will revert back to your Outlook Calendar status in 24 hours if you do not change it before then.

 In a call

You're in a SfB call (a two-way audio call) and don't want to be disturbed.

SfB sets this status when it detects that you're in a SfB call.

 In a meeting

You're in a meeting and don't want to be disturbed.

SfB sets this status when it detects that you're in a SfB Meeting or when you're scheduled to be in a meeting according to your Outlook calendar.

 In a conference call


You're in a SfB conference call (a SfB Meeting with audio) and don't want to be disturbed.

SfB sets this status when it detects that you're participating in a SfB conference call.

 Presenting

You're giving a presentation and can't be disturbed.

SfB sets this status when it detects that you're either sharing your screen or projecting.

 Do not disturb

You don't want to be disturbed and will see conversation notifications only if sent by someone in your Workgroup.

You set this status manually. If you do manually set SfB to Do Not Disturb, it will revert back to your Outlook Calendar status in 24 hours if you do not change your status before then.

 Be Right Back

You're stepping away from the computer for a few moments.

You set this status manually.

 Inactive/Away



You're logged on but your computer has been idle, or you've been away from your computer for a specified (set by you) period of time.

By default, SfB sets your status to "Inactive" when your computer's been idle for five minutes, and to "Away" when your status has been Inactive for five more minutes. To change these default values, in the SfB Control Window, under Tools, select Options, select the Status option in the Navigation pane, and specify the minutes desired next to **Show me as Inactive when my computer has been idle for this many minutes** and **Change my status from Inactive to Away after this many minutes**. There are some other Status controls you can set in this window.

 Off Work

You're not working and not available to be contacted.

You set this status manually.

 Offline	You're not signed in. You'll appear as Offline to people whom you've blocked from seeing your presence.	SfB sets this status when you log off your computer.
 Unknown	Your presence isn't known.	This status may appear to contacts who are not using SfB as their instant messaging program.

Note: If you use Outlook and you turn on the Out-of-Office Notification, the note you write in Outlook displays in SfB and a red star or asterisk (*) appears next to your presence status at the bottom of your picture display area.

Tip: The presence statuses are pre-set in SfB, which means you can't create a custom status, but you can give your contacts more details about where you are or what you're doing by adding a personal note.

To add a personal note


- In the SfB main window, click the note box above your name that usually shows the default message: 'What's happening today?' and then type a note, such as 'Working from home' or 'Working on a deadline, please IM instead of stopping by'.

To remove your personal note

- Click the note box above your name, select the note text and press the **backspace key** to clear it, then press **Enter**. The text in the box reverts to the default message, 'What's happening today?'

Adding People to a Conference

If you need to add more people to your conference call, you can drag their names into the meeting from your contacts list. Or you can use the Invite option below:

1. In the conversation window participants pane, click on the **Invite More People** icon . in upper right.
2. Select someone from the list, or enter a name or phone number and then click **OK**. SfB calls the person for you and adds them to the meeting.


Video Calls

You can use SfB to make a video call if both you and the other party have the SfB app on a device with a camera.

1. Open SfB, and either find a contact in your contacts list or type a name in the search box to find the person you're looking for.
2. Point to the contact's picture, and click the **Video** icon.




This will cause an alert to pop up on your contact's screen, which they can use to accept or ignore your request.

1. If the video call is accepted, the conversation window expands to display the video. Use the views and controls, such as mute/unmute, as needed. For details about controls and views, see the following section.
2. At any time, you can do any of the following:
 - To end the call, close the window, or click the hang up button 
 - To stop showing your video, point to the camera icon, and click **End Video**. The audio will continue.

You can also add video to an existing instant messaging (IM) conversation. Simply click the camera icon in the window to start your video.



Video controls and views


In the conversation window, choose a view by clicking **Pick a Layout**  in upper right and then clicking any of the following:

- **Gallery View** to show all of the participants' videos (if you have more than two people).
- **Speaker View** to show the presenter's video or photo at the lower-right corner of the meeting window, plus meeting content.
- **Content View** to show only the meeting content.
- **Compact view** to show the tiles of the participants' photos in a compact window.

To control call participants, in the conversation window, right-click someone's video or photo, and then click any of the following:

- **Mute, Unmute,** or **Remove** to mute, unmute, or remove that person from the call.
- **Lock the Video Spotlight** to turn off video/photo of everyone other than the person who is talking.

To see videos or photos in a separate window, click **Pop out the video gallery arrow** above video. From there you can click either:

- **Full Screen View**  for a large view of the videos or photos.
- **Pop in video gallery** to go back to normal view.

Receiving a Video call

When someone calls you, a toast alert pops up on your screen. Do one of the following:

- To answer the call, click anywhere on the picture area.
- To reject the call, click **Ignore**.
- Click **Options**, and then select the appropriate selection to do any of the following:
 - Reply with an instant message instead of with audio or video
 - Answer the call with audio only
 - Set your status to Do not Disturb to reject the call and avoid other calls


Audio SfB Calls

SfB automatically detects your devices, such as a headset, mic, speakers and cameras. Before you make a call make sure that you have an audio device connected to your computer. We strongly recommend that you check your audio and video devices before joining a meeting or making a call, to make sure you're all set.


To call a contact using SfB, select the contact and select the phone button. Select from list of options for making the call:


After the call connects, use the **Microphone Mute/Unmute** button  at the bottom of the window to mute/unmute yourself.

Use the Red **Hang Up** button  to end the call.

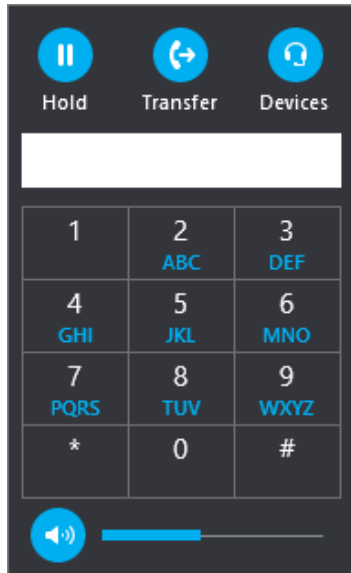
Select the **IM** button  to add instant messaging to a SfB call.

Select the **Video** button  to add video to a SfB call.

Select the **Participants** button  to invite other contacts to join the call or manage Participant Actions.

Select the **Call Controls** button  for the following options:

- **Hold**
- **Transfer** to another number or person.
- **Devices** to switch to a different device.
- **Dial pad** to interact with an automated phone system, such as entering a code, when you call your voicemail, or make a selection when you call an office reception desk.
- **Speaker volume** to adjust the sound. Slide the pointer up and down for volume, or select the speaker icon at the top of the volume control to mute your speaker.



Receiving a SfB call

When a contact calls you, a notification displays on your screen. To answer the call, select the notification.

If you don't want to accept the call, select **Decline** to dismiss the call.