

Unitec Institute of Technology

Skype for Business

To complement the Skype for Business Session provided by IMS Training

For further assistance email [IMS Trainer](mailto:imstrainer@unitec.ac.nz) (imstrainer@unitec.ac.nz)

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Terminology

This chart gives a brief introduction to Skype for Business features, detailed in this guide:

Skype for Business feature	What it does?
<i>Presence (Availability)</i>	Shows if someone is available to contact. Red shows busy, Yellow away, Green available.
<i>Status</i>	Space to write a message to clarify your availability.
<i>Skype Meeting</i>	Meeting online, people connect via Skype for Business from any location, using devices or computer. Internet or mobile data required.
<i>Contacts List</i>	Add people you plan to contact in the future. For easy access.
<i>Favourite</i>	People you contact often. Add someone as a favourite so they appear at the top, above Other Contacts.
<i>Group</i>	A list of contacts, to speed up connecting with multiple people.
<i>Privacy Relationship</i>	Restrict what information a contact sees, based on their relationship to you. Colleagues, Work Group, External Contact.
<i>Status Change Alert</i>	Tag someone so you can see when they are back.
<i>Instant Message</i>	Short quick message to give information or ask questions.
<i>Call</i>	Audio call, all applicants need a microphone plus headphone or speakers.
<i>Video Call</i>	Audio call with live video. Camera is needed by anyone who needs to show live video of themselves.
<i>Desktop Sharing</i>	Options to show your screen to those in a meeting or add interactive features like conducting a Poll or Q&A.
<i>Recording</i>	In an audio call you can record and play back or share later.
■ ■ ■	More options, list changes depending on which feature you use.
<i>Presenter</i>	The person or people presenting in a Skype for Business meeting.
<i>Participant</i>	Also known as Attendee. People not Presenters in a meeting.
<i>Call Forwarding</i>	Forward your calls to another device.
<i>Secondary Ringer</i>	Setting a ring sound, for when you do not have your headset on.
<i>Always on Top</i>	Avoid missing active conversations, by having the message window the top application.
<i>My Team Call Group</i>	Group Calls with a team of people, so calls can be answered by anyone within the team. If no one answers it goes to voicemail.
<i>My Response Group</i>	Auto call forwarding to one or more people.
<i>Delegate</i>	People you manage calls for.
<i>Conversations</i>	History record within Skype for Business. Includes Missed calls.
<i>Conversation History</i>	Folder in Outlook with history of Skype for Business.
<i>Missed Calls</i>	Search Folder in Outlook with history of Skype for Business missed calls.
<i>Missed Conversations</i>	Search Folder in Outlook with history of Skype for Business missed instant messages.
<i>Simultaneously Ring</i>	Ring in other places as well as on your computer. For example your mobile phone or another phone number.
<i>Notes</i>	Option to use private or shared meeting notes held in OneNote.

Skype for Business

Unitec is moving to Skype for Business as a communication tool for our staff and students. It is ideal for reducing emails and for assisting with questions between face to face, meetings/classes.

Outlook keeps a record of all Instant message conversations, including links and you can record audio conversations, so you can refer back to information.

Skype for Business will replace a phone for most staff at Unitec. Using Conferencing for dial in users.

Skype for Business policies and guidelines

Unitec Staff are required to view and understand the importance of etiquette and policy for electronic devices. As technology advances, these policies and guidelines will be amended. It is recommended users refresh their knowledge at regular intervals and prior to using the system initially.

The policies are kept on **The Nest**, which is available on campus and remotely by logging in, using the link on the Unitec website (Staff at the bottom of the page, then Staff Intranet).

The Nest, Policies & Forms>Policies and procedures> [Electronic Devices & Systems Policy](#)

Please also read and ensure you understand [Unitec's BYOD and Mobile Device Policy](#)

Calling and Receiving Calls Preferences

Skype for Business replaces your desk phone, any activity that you used to complete on the desk phone, can now be continued using Skype for Business 2016.

The same phone restrictions exist as with the desktop phone arrangement. Not all Staff can call mobile numbers or overseas. But everyone can now call any NZ Landline, Skype and Skype for Business user for free.

If you have a choice of which device to answer or make calls then use this as a guide:

Device	Preferred action when calling or answering
PC or Laptop	Skype Call (or if some is appearing away dial the users Mobile if listed under the call drop down) or dial any NZ landlines or use the Skype Directory.
Unitec Mobile	Use the Mobile phone as a phone. It is free to call landlines, Skype and Skype for Business. If you are joining a Skype for Business meeting, then use the Skype for Business app WIFI and audio only.
Personal Mobile	Use WIFI when available to use Skype for Business app. Costs may occur for Unitec so limit the length of calls, where possible.

Starting with Skype for Business

Click **Start**, Type **Sk** in search, select **Skype for Business 2016** Desktop app.

The sign in address is your Unitec email address, then enter your password when prompted. Tick the remember my credentials box, if it is your computer. Answer the question to proceed (either yes or no is fine), it is just statistics for Microsoft and not a Unitec requirement.

You can Skype using the desktop computers, smart phones and tablets using the apps for those devices (you can also update your status/availability while in Outlook 365).

Having a current photo, which is a head shot of yourself (without sunglasses or hats) is required. This is picked up from Outlook. This requirement is to avoid confusion on who you are contacting and help us bridge the gap to collaborate more in person and in Skype for Business.

To change your photo in Skype. Click the  select **My Picture** from the left menu.

Availability

Status

What's happening today?

In the top of the Skype screen, you can write a status. This can help explain your availability, for instance: 'I am working on an important document, but can be interrupted for urgent queries.' 'Back at 2pm'. 'Having Monday off, contact me today before 5'. You can also add hyperlinks.

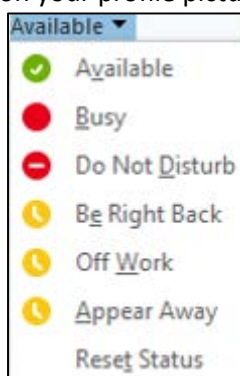
Note: It is recommended you replace your status or leave blank, as your day changes. If you forget often, place a time and date in the status message, so people know when it is valid.

Presence

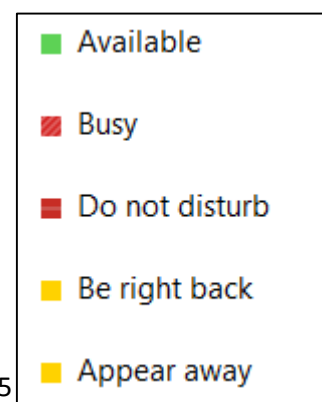
Your current Presence in Office 365 is shown in **Skype for Business** and **Outlook** beside your photo. Clear circle, means someone is not currently signed in (their presence will show how long they have been signed out*) and ? means they are no longer a user in the Unitec system (their presence will show as **Presence Unknown**).

Presence on Skype is linked to your Outlook Calendar, when signed into Outlook on your computer, so will update **automatically** to **Busy** when you are in a meeting or have tasks in your calendar. And show yellow when you lock your computer or are inactive (not using your mouse or keyboard) on a computer for 5 minutes. All other times your presence will show green (**Available**).

Using the drop-down beside **Available**, you can **manually** change your presence. In Outlook 365 click on your profile picture to change availability and click to select.



Seen in Skype for Business



Seen in Outlook 365


* This presence is also affected by logging into Outlook or Office 365, where you are automatically signed into IM (Instant Messaging). **Note: If someone is not connected to Skype or devices are turned off, then they show as Offline.** A pink spot below their name, indicates a person has Automatic Reply in Outlook activated.

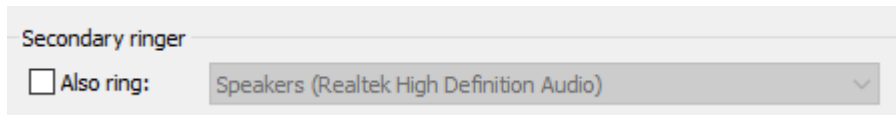


Secondary Ringer

Unlike a desk phone, the ringing sound in Skype for Business will be heard through the headset. If you are not wearing the headset then the ring will be hard to hear. The options are to use your computer sound as a secondary ringer or use your mobile phone (Simultaneously Ring).

To set a secondary ringer:


Click on the Cog  and select **Audio Device** under Secondary ringer tick the box, use the drop down to select a device, then click **OK**.



To adjust the level of the Computer Speakers, click **Start** and type **Sound**), click the **Sound** option (Control Panel), on the tab that opens select the **Speakers** option, then **Properties** button. Then click the tab **Levels** and raise the top volume to 100, then **OK**, then **OK** to close.

Simultaneously Ring your mobile

To ensure you get your calls, wherever you are, you can also have your mobile phone ring. If you do not answer on your mobile, then the caller will leave a message to your Skype for Business Voice Mail.

Click the Cog  and select **Call Forwarding**, then **Simultaneously ring** and use the drop down to select **New Number** and type in your mobile number (you do not need to worry about any additional prefix or spaces) example: 021021021.

Note: Unanswered calls will be set to go to **Voice Mail in 20 seconds**. You can also set the when this **setting will apply** (options are: All the time or During work hours set in Outlook). We recommend that you apply them **During working hours**.

Work hours are set in Outlook and picked up by Skype for Business.

Note: If you find your mobiles voicemail picks up first, then you can extend your ring time to ensure that Skype for Business voicemail picks up first. On Vodafone (Unitec provided devices) to increase to 30 seconds dial **61*0298500500*11*30#

This will set the ring seconds to the maximum of 30. If you have another mobile phone provider you will need to check with them. Or search using WIFI to locate mobile specific information.


Contacts

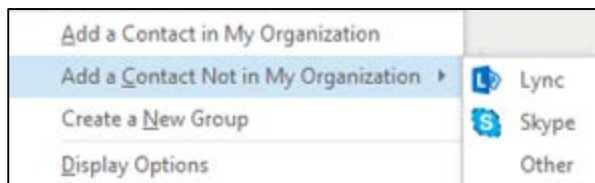
In Skype for Business you can add people and group them to help you find them easily. If you have delegate rights in Outlook these people will be added automatically under the group: People I am Delegate for.

You can add people to your contacts, by typing text into the **Find someone** field, and searching in the Unitec directory within Skype for Business. When you have found the person, right-click and add them to your contacts.



Note: Students are shown with the title **Student** followed by their Department of study. If a name has no information below, then they are not currently a student, but still appear in the system. Staff appear with their Job Title, followed by their Department (Department does not show on some devices).

You can also add people outside of Unitec by using the  button. Select **Add a Contact Not in My Organization**, then the service that they use, Lync, Skype or Other (using an IM service address they belong to). Or **Create a New Group**.



Favourite Contacts

For people you contact often, you can add them as a favourite for easy locating, at the top of your contact list. Right click a contact and select **Add to Favorites**.

Other Contacts

If you add a contact and do not add it as a favourite, they will appear under **Other Contacts** in your Contact List.

Voice Mail

When you have been switched over to Skype for Business, you will receive an email from Microsoft Outlook, this includes our Access Numbers (all Unitec users have the same numbers), Your Number and Your Pin Number and how to access the Office 365 Voice Mail settings.

Unfortunately, the email from Microsoft (which cannot be changed) has confusing, yet vital information, we cannot deliver any other way. So to clarify, see below, this is how we would send it:

Welcome to Skype for Business (Exchange Unified Messaging)

To use your phone to access your email, calendar and contacts, call the Outlook Voice Access Number and enter your PIN at the prompt.


Unitec Voicemail access numbers are: **+64 9 892 8998 or Ext. 8998**

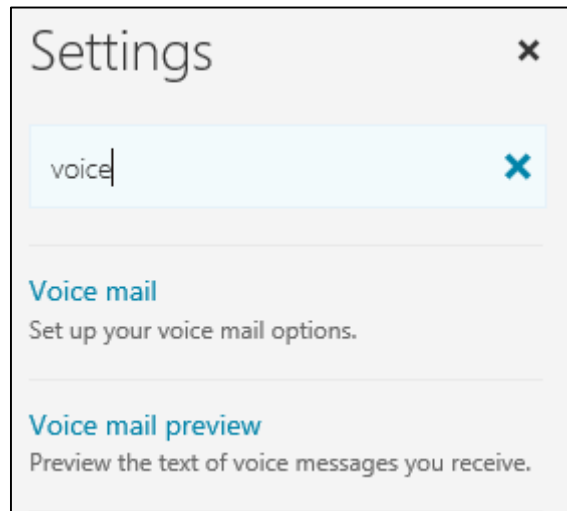
Your numbers are: **DDI 892 XXXX or Ext. XXXX**

Your Voicemail PIN is: **XXXX**



[Click here for FAQs \(which includes Setting for your Skype for Business and links to Unitec Policies\)](#)

To change your voice mail settings:

- In Outlook on the web, from the navigation bar, select  (top right).
- In the search panel, type > Voice > Voice Mail.
- Choose the voice mail option on the left you'd like to change.



By default, a message is setup with a simple message, including your full name. This is a computer generated voice on the Microsoft servers and may have a tendency to loose audio sound. So we recommend that you record a personal message.

You can record your own message within Skype for Business, click on the Phone icon  then click the Voice Mail options icon  and select an option. You can also record another message for when you are away on leave.




Check your audio by using the **Check button**, under the keypad. You can leave yourself a message to check playback volume.

Playing Back messages

Voice Mail is saved and accessible in two places. Voice messages will arrive in your Outlook Inbox and can be played directly from the email, by opening and selecting the play button.



In Skype for Business under the Phone icon, you will see Voice Mail messages listed. To play, hover over the photo and the options appear, click Play button, phone to call back, contact card or  to use further options, like sending an email, starting a video call or send an instant message. (Note: Right click also gives these options).



Contacting Others

If you have a contact in, your added contacts, the Unitec directory or global Skype directory then you can hover over the profile picture or right click and select an option or double click to Instant Message, Call, Video Call.

Instant Messaging (IM)



Double click on a contact to start an instant message. **Note:** If someone is not available (appearing away, in a meeting, busy etc) then the message will be delivered as a missed conversation in the recipients **Outlook Inbox** and in the **Missed Conversations, Search Folder**.

If someone is Offline or Presence Unknown, then send an email. They are not currently able to connect with Skype for Business. Computer turned off, signed out or exited Skype for Business. Presence Unknown shows for external contacts. **Note:** The ability to send messages to a user that is offline, is an option Microsoft will make available in the future.

The first icon (see above) is sending an instant message. Fill out the message field, use **Shift + Enter** to start a new line, *optional* use the 3 icons near the bottom of the window (to attach a file, add smiles, add importance) and press enter to send.



Click the (lower right) to change Instant Message Text Size or Change Font.

When a person is typing a response, Skype for Business shows they are typing.

You can include Hyperlinks to websites or shared documents. You can attach files or drag and drop files directly into the message field.

For the remainder a Head Set or low audio volume is essential for open plan offices:

Each Staff member is given a headset for their use, if working between campuses, then take the headset with you, to use at more locations.

Audio Call



Hover over a contacts picture and select Call, then select Skype Call. Or if in the Instant Message screen, click the phone icon to start a call. If the phone (top left) has a line through it, it means the audio is mute or not set up for that person. If they have an audio device, they can click the phone icon on their screen to activate.

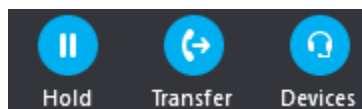
Note: If someone is not available (appearing away, in a meeting, busy etc) then the message will be delivered as a missed call in the recipients **Outlook Inbox** and in the **Missed Calls, Search Folder**.

Call Options



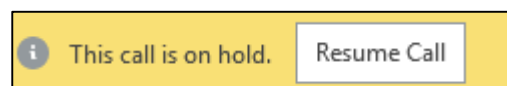
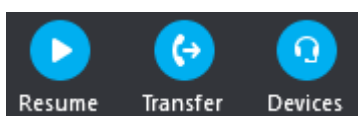
When you have an active call open, I call option window will appear, if it does not show, then click the Call Options button.

Put the Call on Hold, Transfer the Call, or (if applicable) change what device the audio is coming from. Or adjust the Call volume.



Hold

Put someone on Hold, this will mute both sides of the conversation. The **Hold button** turns into a **Resume button** or you can click **Resume Call** instead.

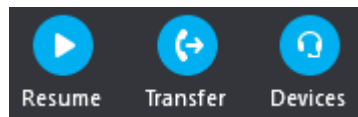


Transfer a Call

There are two ways to Transfer a call, when in a call, transfer and hang up, or Transfer and Introduce the Call.

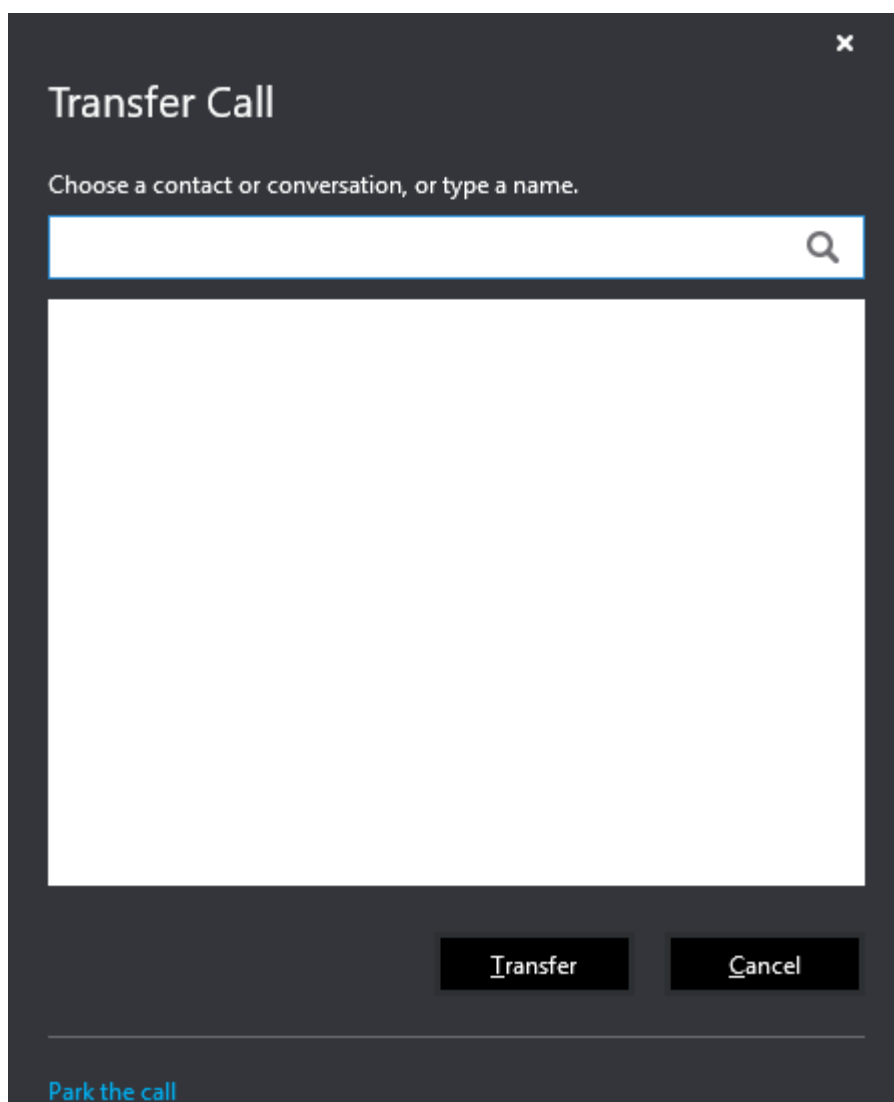
In an active call you will see the following options, if they do not show, click the **Call Options** button.

To only **Transfer a Call**, click **Transfer** option.



The **Transfer Call** box appears, type in the person you want to transfer the call to and select **Transfer** at the bottom of the window. This will close the Transfer Call box, transfer the call to that person and close the original call window. The call is now between the other two people.



Note: You cannot Transfer a group call (two or more people), if you require that option you can include another person and end your call and the call will continue with the other people.

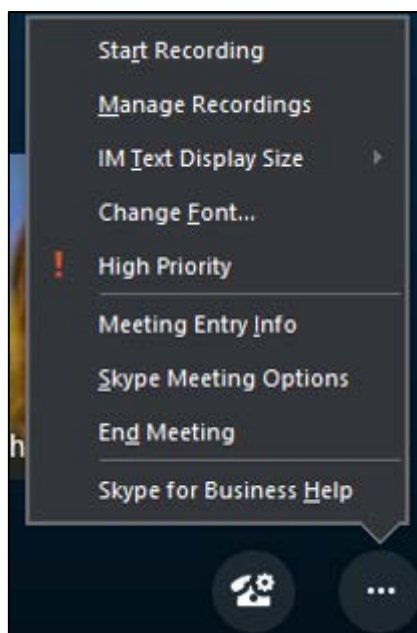
A dark-themed dialog box titled 'Transfer Call' with a close button (X) in the top right corner. Below the title is the instruction 'Choose a contact or conversation, or type a name.' followed by a search input field with a magnifying glass icon. Below the input field is a large, empty white rectangular area for displaying search results. At the bottom of the dialog are two buttons: 'Transfer' and 'Cancel'. A link labeled 'Park the call' is located at the bottom left of the dialog.

To introduce and **Transfer a Call**, click **Hold** option, on the call you want to transfer. Go to your main **Skype for Business window** and dial another person the usual way, advise them you have a call for them, then click the **Transfer** button (under Call Options) to follow through the call Transfer.

Note: If you have multiple calls on hold, then you can select which call from the list that appears.

Recording a Call (in a meeting)

In a meeting the more options icon  has an option to **Start Recording**. When you record an additional menu with pause/resume and stop buttons appears. A record symbol also appears at the top right. 



The recordings go through **Processing** and then are available for replay under **Manage Recordings**, when it reaches **Completed** stage. You can save these to OneDrive and view them.

Note: Only meetings can be recorded, not conversations between two people. In the current delivery, all media, all is recorded. This includes audio, and any screen sharing

Video Call




Click the video icon to start a call where one person or more has a camera available. Click again to turn the camera off. This changes the icon to .

If you have a camera, you can hover and see what display you will be showing, prior to starting the video call. Click **Start my video** to start.

To change a view, select **Pick a Layout** icon and choose between **Gallery View**, **Speaker View** or **Presentation View**. Right click on a participant photo or video to **Mute**, **Unmute** or **Remove** from meeting. Everyone will be shown by default in the Gallery. Unpin attendees if you only want to see the person talking.


Presenter or Attendee

By default, everyone in a meeting is a Presenter and shares control of the meeting. **Note:** The limit of participants in a meeting (including the presenter) is 250. This would increase if you have multiple people using a camera and audio setup together (for example a classroom of students).

Prior to the meeting, a presenter can go in and click on the  more options icon and select Skype Meeting options.

Control the meeting, by making all or some participants, attendees. Edit controls within the meeting or prior to the meeting starting.

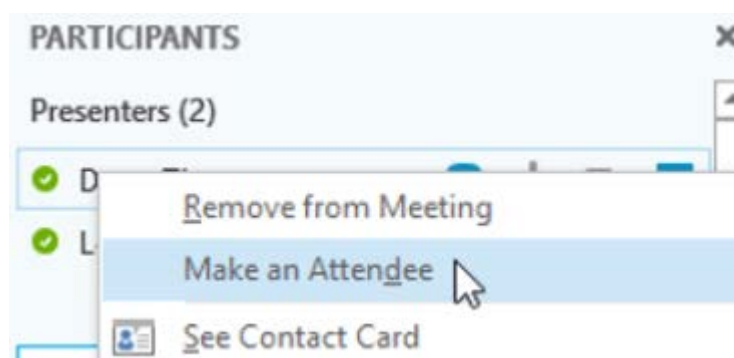
All participants as attendees

When in an active meeting use the  icon in the meeting screen, use the **Participants Actions** panel shown below, to modify all participants.




Some participants as attendees

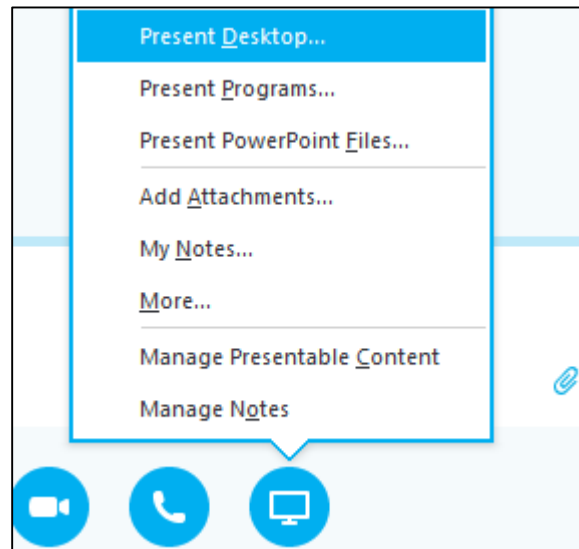
Right click on a name in the Presenters list and change to **Make an Attendee**.



Note: In Outlook when you can prepare an invite to the Skype for Business meeting, and can use the Meeting Options button to adjust setting (see topic on [Outlook and Skype for Business](#) in this guide).

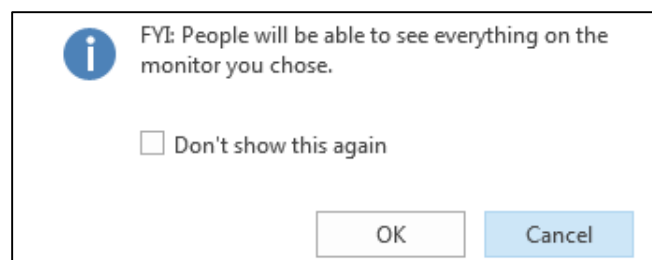
Desktop Sharing

In a video call you may want to share your screen. When in a call you can use the  icon to select an option from the choices shown:



If you choose either the Present Desktop, programs or PowerPoint Files options you first get a warning, if you need to modify what you are showing, use **Cancel** to close or hide documents, you do not want to show:

Note: Attendees can **Request Control**.



Program looks to see which programs you have open and you can select one. That just shows one screen, recipients can double click to see larger and double click to reduce screen. **Show Stage** will show you what the people you are sharing with can see.

My Notes and **Shared Notes** will enable you to link to **OneNote** notebooks, if you use OneNote.

Under **More**, you have options for Whiteboard, Poll and Q & A.

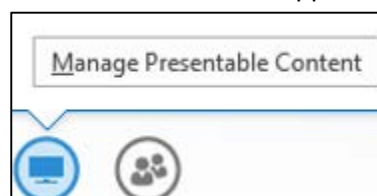
Whiteboard enables all participants to use a paint like program at the same time.


Poll enables participants to set up a Skype for Business poll. By default attendees cannot view results, but this can be modified using **Poll Actions**.

Q & A enables a question and answer session. Attendees can ask questions and answer questions. The presenter of the Q & A can reply and everyone sees the answers.

Add a PowerPoint Slide to a Skype for Business Meeting

You can show a previously saved PowerPoint Slide (or other Microsoft document) in a Skype for Business meeting, enable downloading for review after the meeting or let participants view the slides/documents privately. PowerPoint notes will appear only for the person who is sharing the PowerPoint.




1. Click the  icon (as shown above), then select **PowerPoint**.
2. Browse for your saved PowerPoint, then double-click to show in Skype for Business.
3. You can now move to another slide (or page or workbook) so others can view.

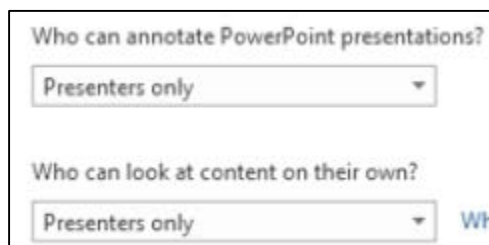
PC users can use F5 to go to full screen. And use the annotation tools to draw, stamp, highlight etc anywhere on the slide. Include hyperlinks in the presentations so people can find content.


Note: If you need to show a Word or Excel document use **Program** option.

Annotate, Private and Download options

Allow participants to use additional features, to use the annotation tools and/or look at content on their own, during or after the meeting.

Use the  to access more options. Select **Skype Meeting Options** from the list. Here you can choose who can annotate and view content without disturbing other participants.



When in the presentation, in Skype for Business, select  then **Manage Presentable Content**, here you can **Stop Presenting**, manage **Permissions** to download, or under **More**, rename, send to OneNote or Save.

Meet Now

Sometimes you need to call a meeting without delay or need to schedule a meeting for someone you are delegate to in Outlook, for this use the meet now option, within Skype for Business.

Under the cog that appears on the Skype for Business main screen, above your contacts. Select **Meet Now**. **Note:** If you have delegate rights in Outlook, then the person you are delegate for will be listed here, as well as yourself.

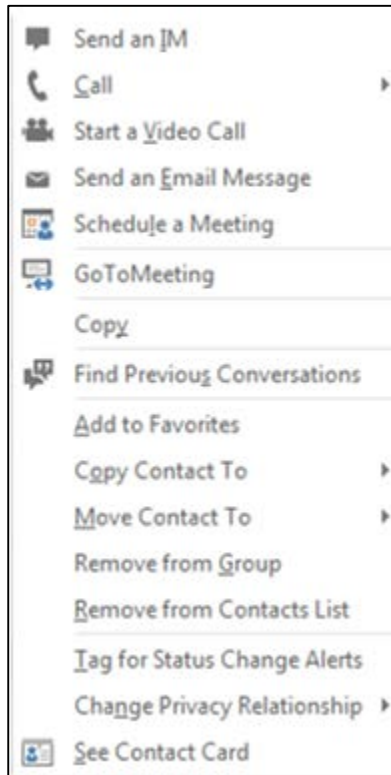
Using Outlook with Skype for Business

Sending emails from Skype for Business

Create starting in Skype for Business using **Send an Email Message**, by right clicking a person or a group name.

Alternatively, if you have an email template (Advanced Outlook) or want to forward an existing email in your Outlook, you can send by locating contacts from the address book. Where Skype for Business groups come in handy, right click the group name and choose Copy. Then in the **To: field** of the email, use (Ctrl + V) to paste.

Creating a Skype Meeting in Outlook 2016 Calendar

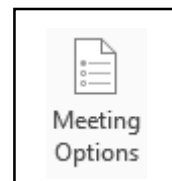


Create starting in Skype for Business using **Schedule a Meeting**, by right clicking a person. This will open your Outlook Calendar to complete.

Or start directly in Outlook Calendar.
If you get an error message see next page.



In the Outlook 2016 Calendar, select the time/date in the calendar, then click the **New Skype Meeting** button. See next section for including Meeting Notes.



You can use the **Meeting Options** button that appears, to edit the meeting before sending. This includes changing permissions (Wait in Lobby, IM, Audio and Video) and choosing presenters.

To access the permission settings and make changes, first click the top option, **A new meeting space (I control permissions)**. By default the setting is **My dedicated meeting space**.

Where do you want to meet online? [Help me decide](#)

☒ **A new meeting space (I control permissions)**
Each meeting I create is held in a new space with unique entry info. I choose who gets in and what they can do in the meeting.

☐ **My dedicated meeting space (less secure)**
All meetings I create are held in the same space with the same entry info. People from my company can get into the meeting at any time as presenters.

These people don't have to wait in the lobby: [Why do I use this?](#)

Anyone (no restrictions) ▼

Who's a presenter?

Anyone from my organization ▼ [Choose presenters](#)

Presenters can share content and let people into the meeting.

Do you want to limit participation?

☐ Disable IM

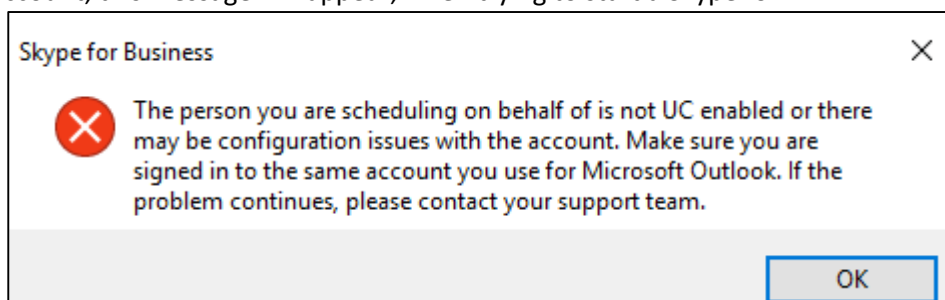
☐ Mute all attendees

☐ Block attendees' video

Presenters can share audio and video.

Remember Settings button will save preferences.

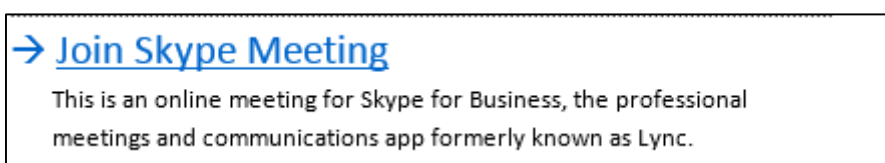
Note: If you are on a generic account, this message will appear, when trying to start a Skype for Business meeting in Outlook:




Generic accounts are not provided with a Skype for Business account, select your own calendar (or delegates if granted permission) and try again.

Joining a Skype for Business Meeting

When the meeting invite is sent, recipients receive a link to **Join Skype Meeting**. Recipients and organizer now have a link to **Join Skype Meeting** in the calendar entry in Outlook.

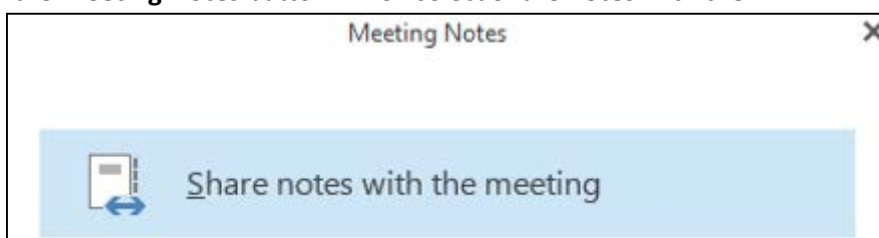
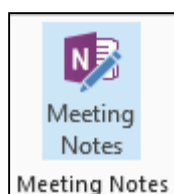


The meeting reminder pop up from Outlook also has a link to click, called **Join Online**.

Within **Skype for Business** you can click the  icon above your contacts to see a list of Skype for Business meetings coming up. Double-click a meeting on the list to join that meeting.

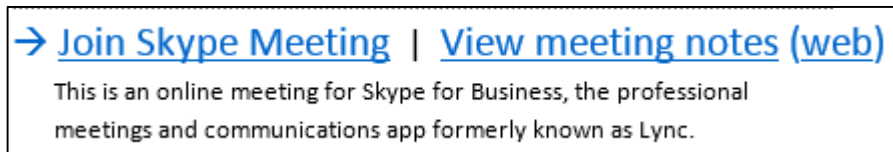
Sharing OneNote Skype Meeting notes in Outlook 2016

Within the Meeting invite, click the **Meeting Notes** button. Then select **Share notes with the meeting**.



You can use an existing OneNote notebook, or create a New OneNote notebook.

When the meeting invite is sent, recipients receive a link to **Join Skype Meeting**, plus a link to view the meeting notes (if you choose the Share notes with the meeting). **Note:** Check the permissions in OneNote for that Notebook, currently permissions do not appear to be automatic and you need to share a whole Notebook.



Note: You can also include notes (shared or your own) in other meetings, by selecting [Desktop Sharing](#) and Notes options.

Mobile Apps for Skype for Business

Download the **Skype for Business for Android** app, from either the Google Play Store (Android) or **Skype for Business** in App Store (iOS devices).

Install and set up using your login followed by **@unitec.ac.nz (staff)** and your Unitec network password.



With the app, you can instant message and connect with audio and video (video uses the camera on the device, however it uses a lot of battery and data on mobile, so audio is often best). You can also view availability of people. The best use of this app is joining Skype for Business meetings when away from a computer.

Note: If you are signed into the Skype for Business App, then settings like Simultaneously ring will not work. For this reason, we recommend exiting the app when not in use.

Important: Remember to update your password on your mobile device, when you change your Unitec network password. This needs to be updated in the individual Microsoft apps.