

Skype for Business @ SUNY Cortland

About:

Skype for Business is a powerful way to communicate with colleagues and students. It makes online communication more collaborative and engaging and you can use Skype for Business from nearly any computer or mobile device. Features of Skype for Business include:

- Instant messaging
- Audio-only calls on your computer or mobile device
- Video calls on your computer or mobile device
- Presence
- Online meetings

Skype for Business is not the same as Skype although the two do work together. Skype for Business is part of Microsoft Office 365 which is provided and managed by SUNY Cortland, whereas Skype is a consumer product available to anyone on the internet, and is not supported by the college. Also, regular Skype is for 1 to 1 calls (person to person), but Skype for Business is for 1 to 1 calls as well as 1 to many (conference calls, webinars), and it is a more robust and feature rich application.

For full Skype for Business functionality, you must download and install the appropriate Skype for Business client for your computer or mobile device, and in order to use all of the Skype for Business features you will need a computer with a webcam and microphone or headset. The Memorial Library has laptops and webcams that can be "checked out" if you do not have a computer with these resources.

IMPORTANT: All student, faculty and staff at SUNY Cortland are licensed for Skype for Business. In addition, although you must have an account to create meetings, anyone can join a Skype for Business meeting using only a Web browser. The **Skype for Business Web Scheduler** (the Create Skype Meeting button) allows you to create and update meetings in the cloud without a local Skype for Business client, and can be accessed through the Office 365 Webmail.

More [Microsoft Skype for Business resources](#)

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Getting connected:

License

All students, faculty and staff at SUNY Cortland have a Skype for Business license.

Labs and Classrooms

Skype for Business is installed on all computers in labs and classrooms on campus as part of Office 2019, and anyone with a Cortland ID can use Skype for Business on these computers with their own account.

Windows 10

All campus computers are now running Windows 10. If you want to install Skype for Business on a personal computer it must also be running Windows 10 – Windows 7 is no longer supported by Microsoft.

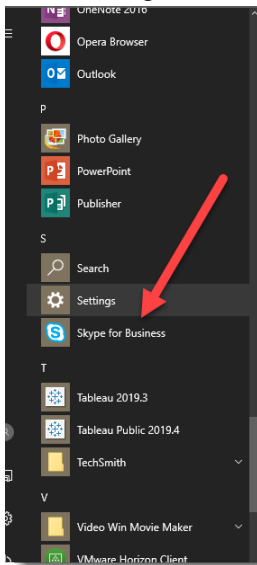
Microsoft Office 2016 and 2019 users already have Skype for Business installed on their computers.

To sign in on a Cortland owned PC:

- Click the Start button on the bottom left of your screen



- Scroll through the list of installed programs until you find Skype for Business

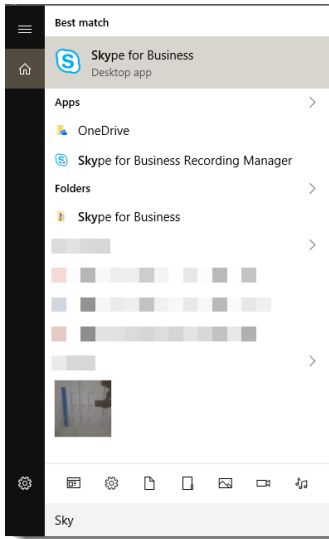


or

- Select the magnifying glass and In the search field enter 'Skype'

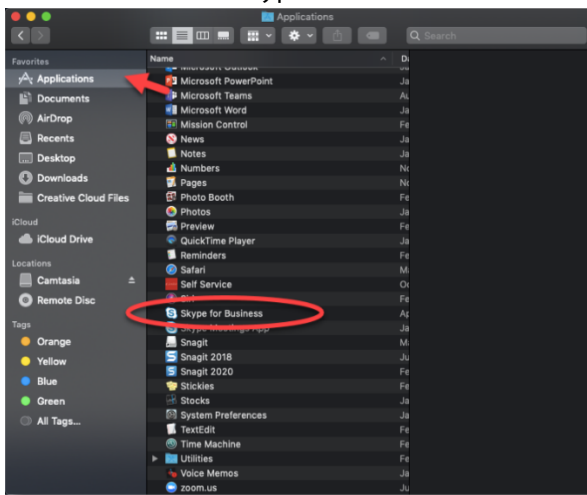


- The Best Match should be Skype for Business Desktop App



On a Cortland owned Mac:

- Open the Finder
- Select the Applications tab
- Scroll down to find Skype for Business



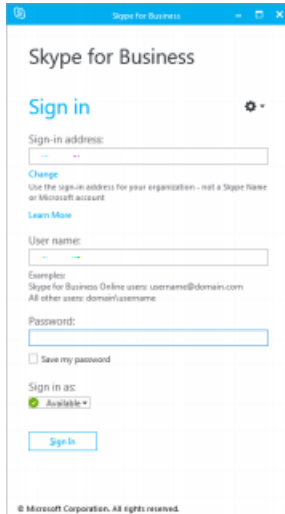
If you plan to connect with a **personal** (not Cortland owned) computer, Mac or PC, you may need to download Skype for Business to your device:

- Open MyRedDragon
- Choose the app launcher in the upper left corner of the window
- From the Office 365 dropdown select Office 365 →
- Select the Install Office button and Other Install Options
- Go to the Apps and Devices tab
- Verify the language and version of your computer and choose Install Skype
- Skype for Business will be installed on your machine

Sign In

Select the Skype for Business link.

The sign in screen will look like this:



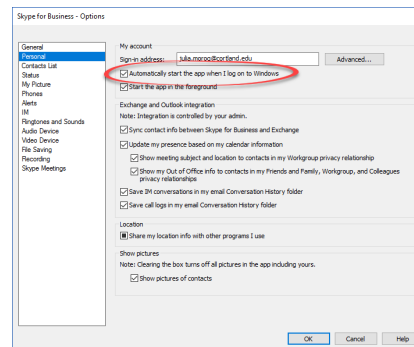
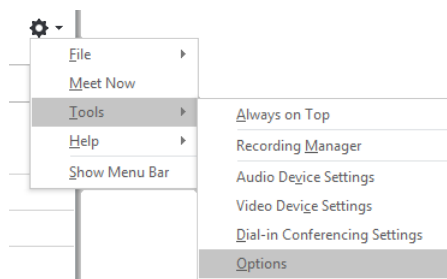
The *Sign-in address* is: firstname.lastname@cortland.edu

User name will be the same for most people. If however, you have an old username, (i.e., lastnameinitial@cortland.edu), that is what you will enter in the Username field.

Password is the same password you would use to log in to MyRedDragon.

Now each time you log in to your computer, Skype for Business will open. There is no need to sign in to the program every day. If you access Skype for Business on a lab computer, you will need to log in but your Skype account, with all its settings and contacts, will be immediately accessible.

- If you do not want Skype for Business to open automatically from the Settings button choose Tools > Options > open the Personal dialog box > deselect the checkbox in front of Automatically start the app when I log on to Windows



The Skype for Business application has features for communication and collaboration including:

- [Contacts](#)
- [Presence](#)
- [Instant messaging](#)
- [Audio-only calls on your computer or mobile device](#)
- [Video calls on your computer or mobile device](#)
- [Online meetings](#)

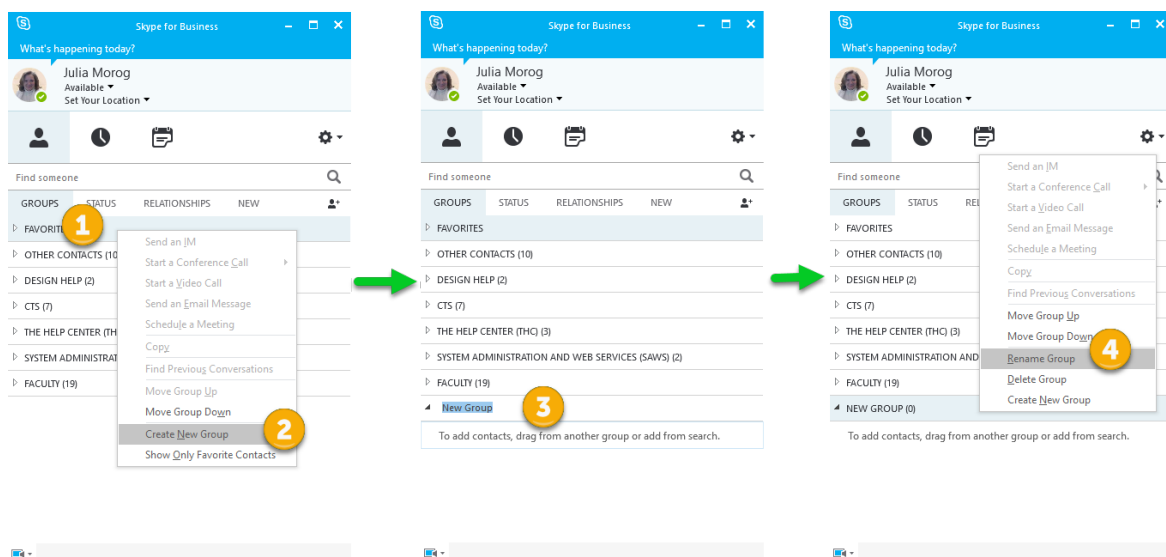
Contacts

Contacts are the online identities of people you interact with online. When you start using Skype for Business, the first thing you will do is to add the contact information of the people you frequently interact with.

Add a Contact Group (PC)

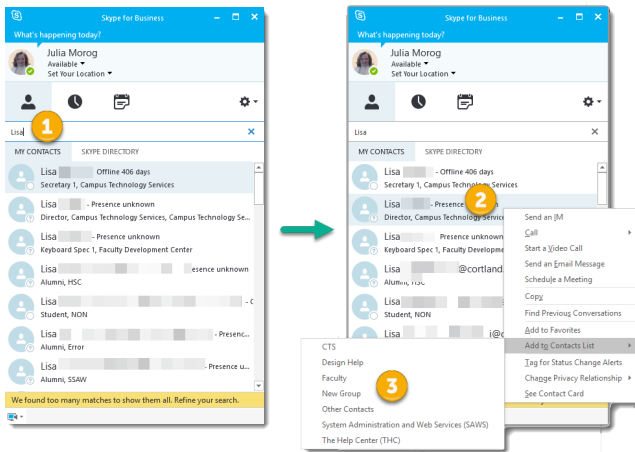
The contacts list is divided into 'Favorites' and 'Other Contacts' by default. To create another group in the contacts list

1. Right click in the area next to the word 'Favorites' or 'Other Contacts'
2. From the drop-down menu, choose 'Create New Group'
3. A new group will appear at the bottom of your contacts list with the name 'New Group' highlighted.
4. Right click the header that says New Group and choose Rename Group to enter the name for the new group.
5. Now, when you search for a contact and choose 'Contacts List', a list of all the groups you have created will be shown, so you can enter the new contact in the appropriate group.



Add a SUNY Cortland Contact (PC)

1. In the search field of the main Skype for Business window, enter the name of the person you want to add as a contact. Skype for Business will search for the characters you enter in all parts of the names in the directory, so you do not need to enter the last name first.
2. Select the contact you wish to add by *right-clicking* on their name.
3. Select 'Add to Contacts List' from the menu that drops down and choose the Contact group you would like to put the contact in

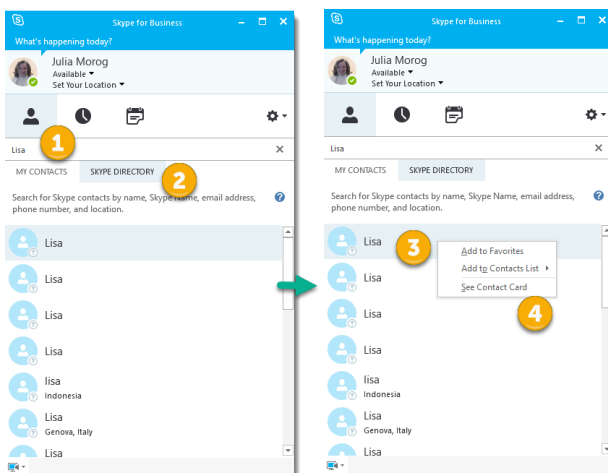


Add an outside contact (PC)


Contacts outside SUNY Cortland can be added if they have a Skype for Business or Skype account. You cannot add contacts from other IM providers such as Google Talk or AOL.

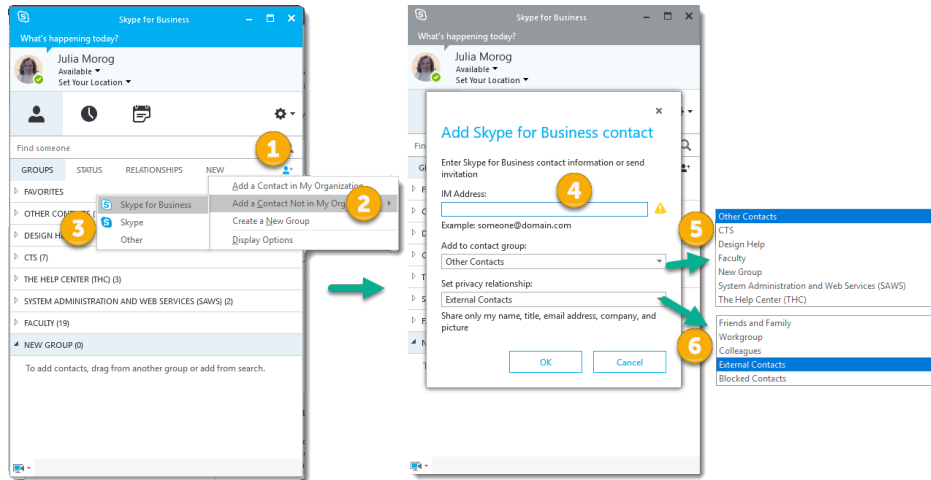
Add a Skype contact:

1. In the search field of the main Skype for Business window, enter the name of the person you want to add as a contact or their Skype ID.
2. Click on the Skype Directory tab
3. Select the contact you wish to add by right-clicking on their name.
4. If you're not sure you have found the right person, select their Contact Card for more information



Add another outside contact:

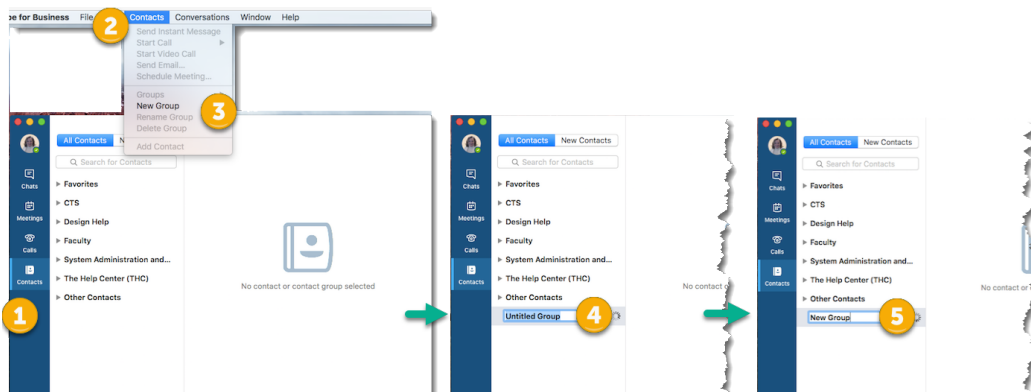
1. In the main Skype for Business window, click on the Add Contact icon 
2. Choose 'Add a Contact Not in My Organization'
3. Choose whether they have a Skype, Skype for Business or other account
4. In the 'IM Address' box enter the address of the new contact.
5. Choose a group and a privacy relationship for this contact.
6. Click 'OK'



Add a Contact Group (Mac)

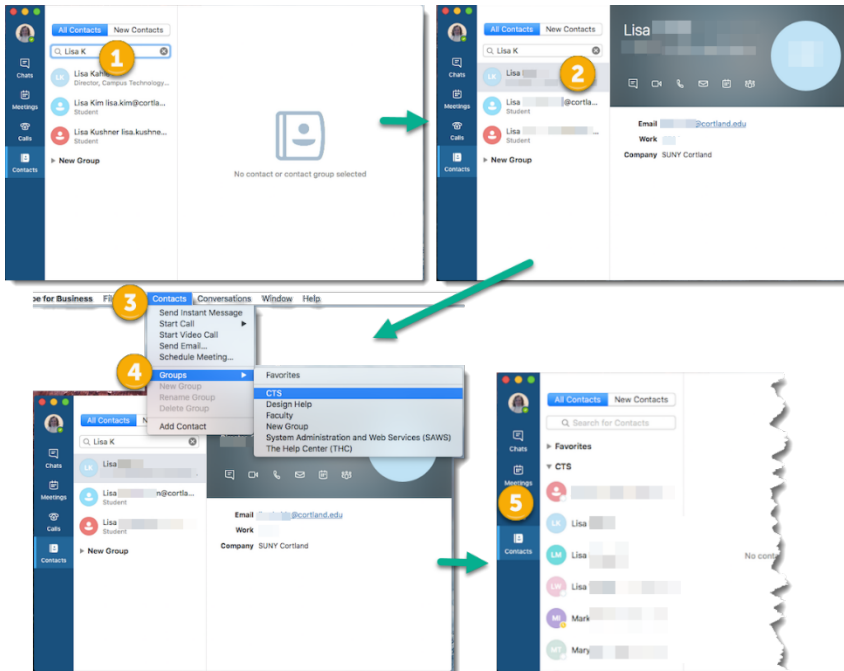
The contacts list is divided into 'Favorites' and 'Other Contacts' by default. To create another group in the contacts list

1. Select the Contacts tab in Skype for Business
2. From the menu at the top of your screen choose Contacts
3. Choose New Group from the drop down menu
4. You will see an Untitled Group in the list of groups. It is already selected.
5. Type the name of the new group



Add a SUNY Cortland Contact (Mac)

1. In the Contact tab enter the name of the contact in the search field. Enter the name in order (first name, last name). Names from the campus directory will automatically populate.
2. Select the contact you wish to add and their contact card will populate the Skype for Business window
3. On the menu at the top of your screen select *Contacts*
4. Next select *Groups* and then the group you would like to put the contact in. If you have no groups you can simply select *Add Contact*.
5. Check the group you selected to see that the contact is there



Add an outside contact (Mac)

IMPORTANT: You cannot use Skype for Business on Mac to communicate with people who are using the free Skype app or other outside messaging apps. You can only use it to find and communicate with people in your organization who are using Skype for Business.

You can however, create a Skype for Business meeting that can be joined by people on and off campus.

Other Links

Click the ink below to download the Skype for Business Quick Start Guides














[Skype for Business Quick Start Guides](#)

The guide on [Contacts, presence and IM](#) will have more information about Contacts.

Also, click for more information on [adding a contact in Skype for Business](#) and for [Microsoft Skype for Business 'Contacts' FAQs](#).

Presence

Skype for Business will sync with your Outlook calendar, letting others know when you are Offline, Available, Away for a few minutes, or Busy. Refer to the following table for the Presence Statuses and how they get set.

Presence Status	Description	How this status gets set
 Available	You're online and available to contact.	Skype for Business 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.	Skype for Business sets this status when, according to your Outlook Calendar, if you use Outlook, you have an appointment. You can also select this status from the drop-down arrow.
 In a call	You're in a Skype for Business call (a two-way audio call) and don't want to be disturbed.	Skype for Business sets this status when it detects that you're in a Skype for Business call.
 In a meeting	You're in a meeting and don't want to be disturbed.	Skype for Business sets this status when it detects that you're in a Skype for Business Meeting or when you're scheduled to be in a meeting according to your Outlook calendar, if you use Outlook.
 In a conference call	You're in a Skype for Business conference call (a Skype for Business Meeting with audio) and don't want to be disturbed.	Skype for Business sets this status when it detects that you're participating in a Skype for Business conference call.
 Presenting	You're giving a presentation and can't be disturbed.	Skype for Business 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 select this status from the drop-down arrow.
 Be Right Back	You're stepping away from the computer for a few moments.	You select this status from the drop-down arrow.
 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.	Skype for Business (Lync) 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 minutes. (To change these default values, click the Options  button, click Status , and then click the arrows next to Show me as Inactive when my status has been idle for this many minutes and Show me as Away when my status has been Inactive for this many minutes.) You can also select this status from the drop-down arrow.
 Off Work	You're not working and not available to be contacted.	You select this status from the drop-down arrow.
 Offline	You're not signed in. You'll appear as Offline to people whom you've blocked from seeing your presence.	Skype for Business 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 Skype for Business (Lync) as their instant messaging program.

Other links

The [Quick Start Guide](#) on Contacts, presence and IM will have more information on Presence

Also, click [here](#) see the Microsoft Skype for Business 'Presence and Pictures' FAQs. And [here](#) for information on manually changing your presence in Skype for Business.

Instant Messaging (IM)

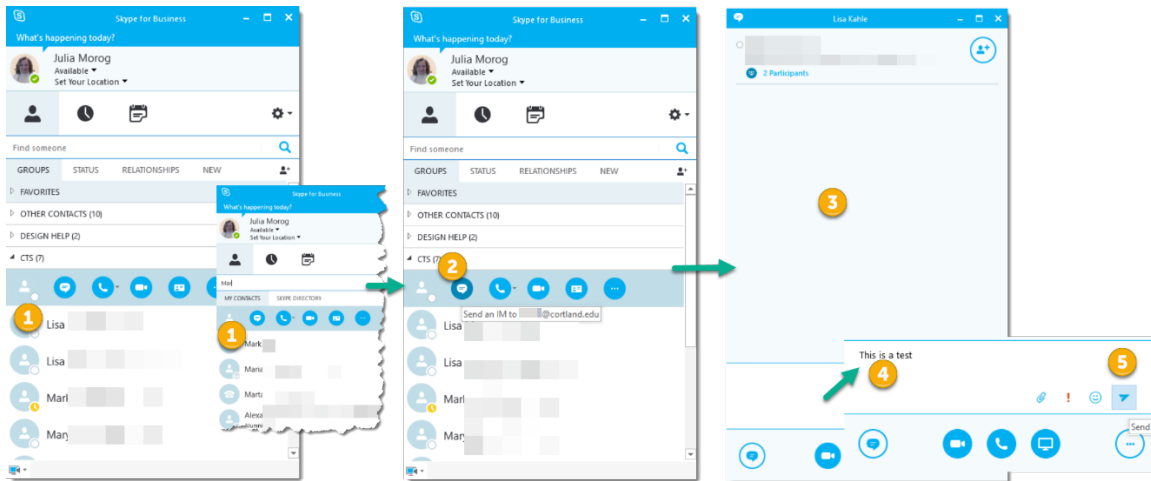
Instant messaging is a convenient way to contact colleagues, it is not as formal as email but messages are still stored and can be viewed later. IM is as fast as a phone call and you will know if your colleague is available as you can see their status next to their name.

Send an Instant Message (PC)

1. Put your cursor over the picture of the Contact you would like to IM, if the person you want to contact is not in your Contact list just search for their name and when it is populated hover over their picture.
2. You will see a menu of icons
3. Click on the IM icon

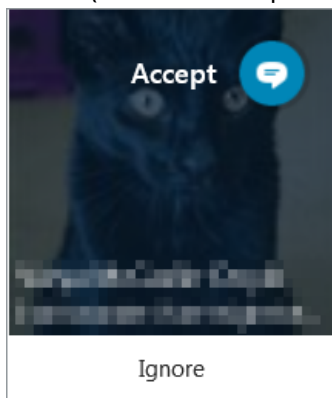


4. A blank messaging screen will pop-up
5. Type your message
6. Hit the Enter button on your keyboard or the paper airplane icon to send the message.



Receiving an Instant Message (PC)

1. You will hear a chime from your computer and see a pop-up inviting you to Ignore or Accept an IM (the word Accept will only appear when you hover over that area with your mouse)



2. Click Accept to IM with the sender.
3. An IM window will open with only the initial message from the sender.
4. Enter a reply
5. Click Enter or the paper airplane icon to send your message.

Or

6. Click Ignore
7. The invitation pop-up will go away and the message will be sent to your Outlook as an email.

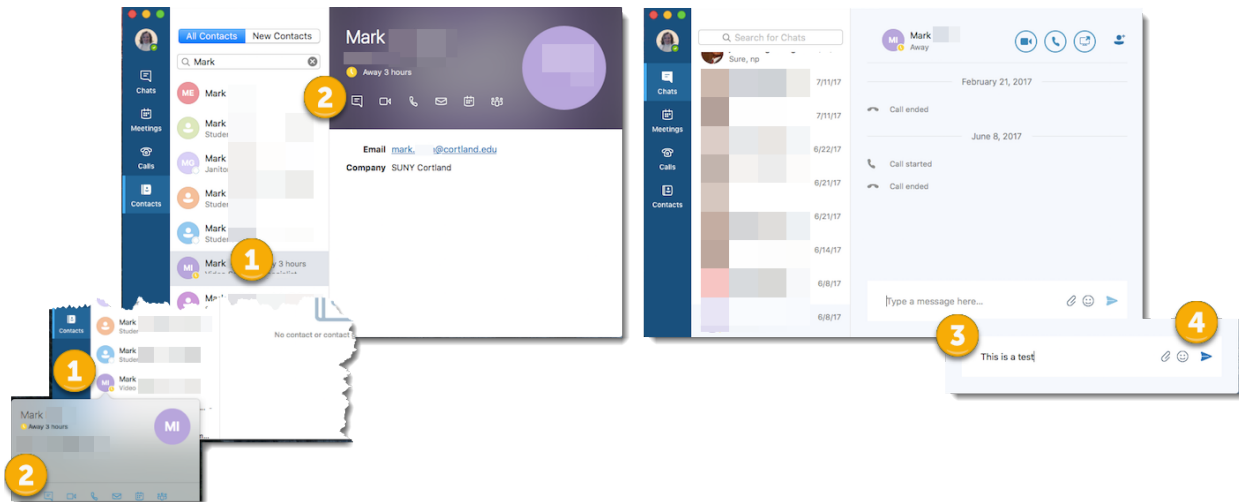
Send an Instant Message (Mac)

1. Select the Contact you would like to IM either from you contact list or from a search. You can also click either the name or the picture/initial icon. If you select the icon a small contact card will appear, if you select the name the contact card will populate the Skype for Business screen.
2. Select the IM icon to open a chat window.



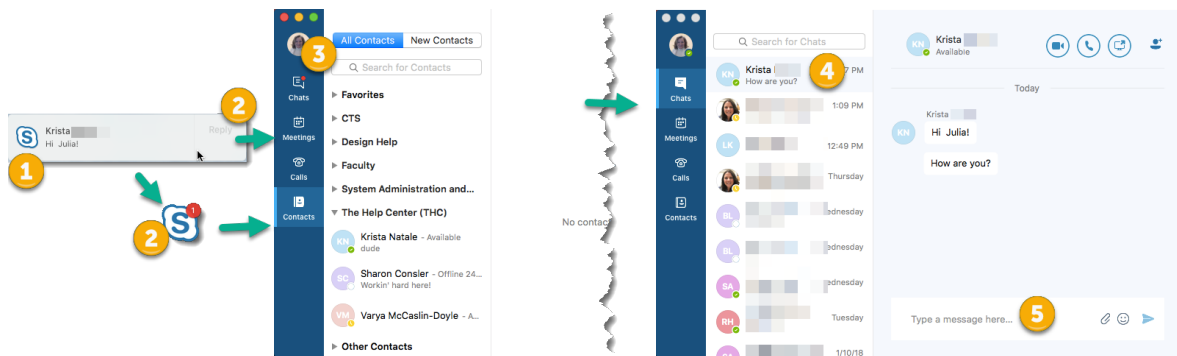
The new chat will appear below the last chat you had with this contact.

3. Enter your text in the space provided
4. Use your Enter key or the paper airplane icon to send the message.



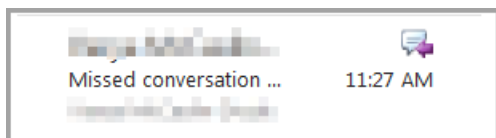
Receiving an Instant Message (Mac)

1. You will hear a chime from your computer and see a pop-up indicating the receipt of an instant message.
2. You can select Reply on the pop-up or open the Skype for Business window. The Skype for Business icon will have a notification (as above) because you received a message.
3. In the Skype for Business window select the Chats tab which will also have a red dot indicating a message
4. Scroll to the top of the Chats list and select the message in bold to open the chat screen for that message.
5. Reply in the space given



Missing or Ignoring and IM (PC and Mac)

If you are not at your desk to receive an IM or choose to Ignore an IM that is being sent to you, the message will be sent to your email with the name of the sender and the heading “Missed conversation” and an IM icon. You can respond to it as you would any other email.



Other links

The [Quick Start Guide](#) on Contacts, presence and IM will have more information on sending instant messages

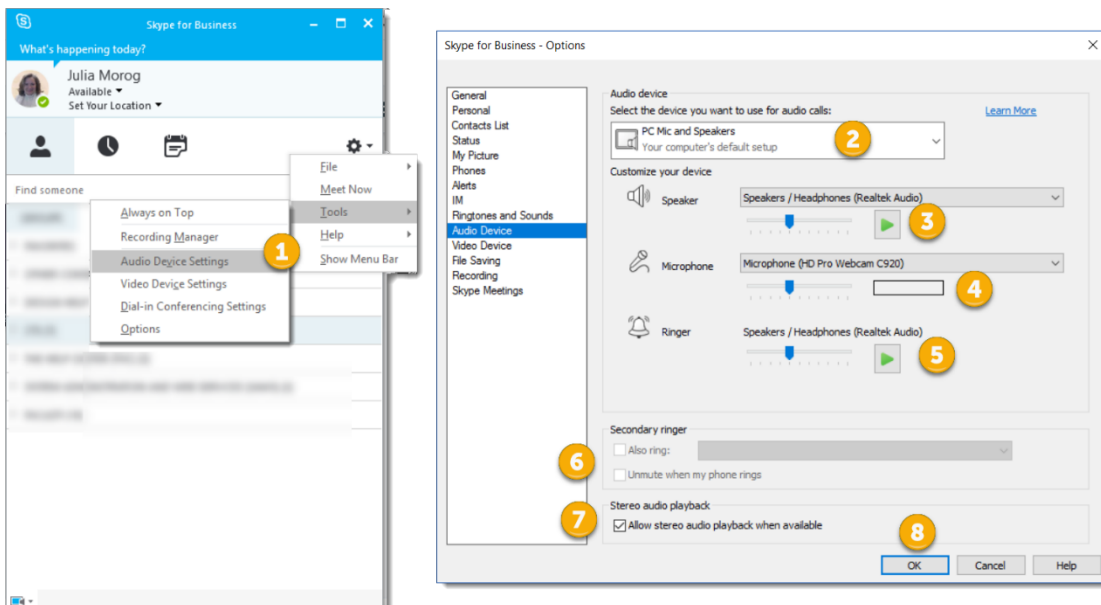
Also, click [here](#) see a video and other instructions on sending IMs using Microsoft Skype for Business.

Audio Calls

Skype for Business will automatically detect devices such as a headset, mic, speakers and cameras. Before you make a call, be sure that you have an audio device connected to your computer.

Audio Device Setup

1. From the Skype for Business Setting button, go to Tools > Options > Audio Device.
2. If you have no external audio device "PC Mic and Speakers" will be the **default** setting. Otherwise choose the external device you want to use (i.e., headset)
3. Click the green arrow next to **Speaker** to hear a sample tone, and drag the slider if you need to adjust the volume.
4. Test your **mic** volume, by speaking for a few seconds. The volume is optimal when the progress bar reaches the middle of the test area. Drag the slider next to Microphone to adjust the mic volume.
5. Click the green arrow button next to **Ringer** to hear a sample ring when you get a call, and drag the slider to adjust the ringer volume.
6. Under **Secondary Ringer**, select Also ring, and then select an additional device. If you have more than one audio device, you can choose to set both to ring when you get a call. And select **Unmute when my phone rings**, if you would like to automatically unmute your speakers when you receive a Skype for Business call.
7. Select **Allow stereo audio playback when available** to make sure that the best audio quality is available during a meeting.
8. Click **OK** when you're done.

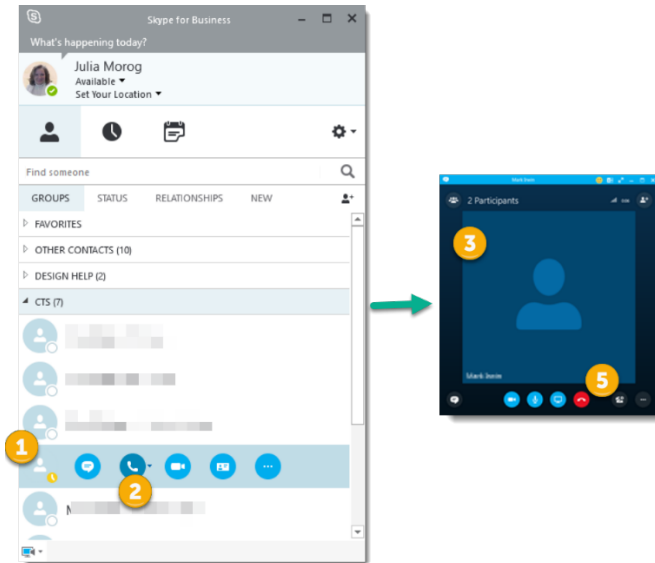


Placing an Audio Call (PC)

1. Hover over the picture of the contact you would like to call
2. Click the call icon

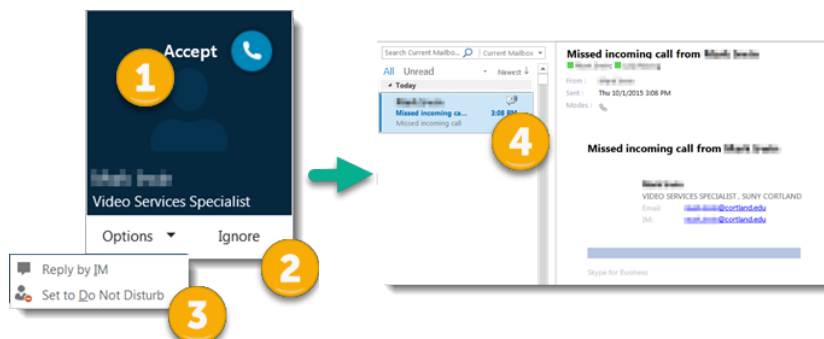


3. If the call recipient is available the screen will show the avatar as long as the call is ringing, or has been picked up (if the recipient has a picture attached to their account the picture will be shown.)
4. If the call recipient is not available, the screen will convert to a regular IM screen.
5. To end the call click the red phone icon.




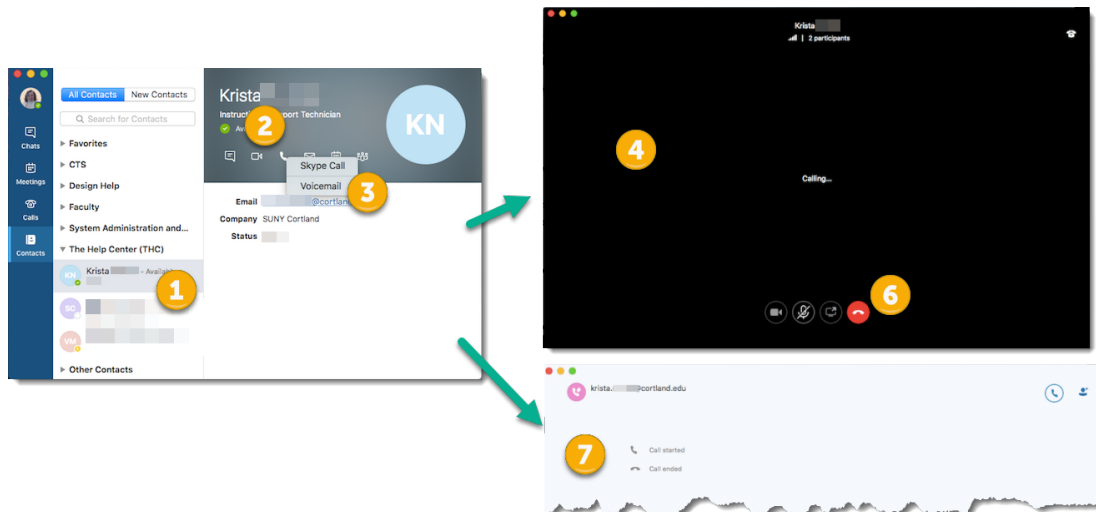
Answering an Audio Call (PC)

1. To accept a call click anywhere on the photo area of the audio call alert pop-up window.
2. If you cannot accept the call, click **Ignore**. The caller will receive a message that the call was not answered.
3. Click **Options** to reply without answering the call:
 - a. **Reply by IM** sends an IM to the person calling you
 - b. **Set to Do Not Disturb** changes your presence to Do Not Disturb.
4. If you don't answer a call you will also receive an email reminder that you missed an incoming call



Placing an Audio Call (Mac)

1. Select the contact you would like to call, either their name or the picture/initials
2. On the contact card click the call icon

3. A menu to choose either Skype Call or Voicemail will drop down
4. If Skype Call is chosen the call will ring for a short time. If the call recipient is not available, the screen will convert to a regular IM screen.
5. If the call recipient is available the screen will show the avatar when they pick up
6. To end the call click the red phone icon.
7. If Voicemail is chosen the IM screen will open and a message can be left for the contact.



Answering an Audio Call (Mac)

1. To accept a call click anywhere on the photo area of the audio call alert pop-up window.
2. If you cannot accept the call, click **Ignore**. The caller will receive a message that the call was not answered.
3. If you don't answer a call you will also receive an email reminder that you missed an incoming call

Other links

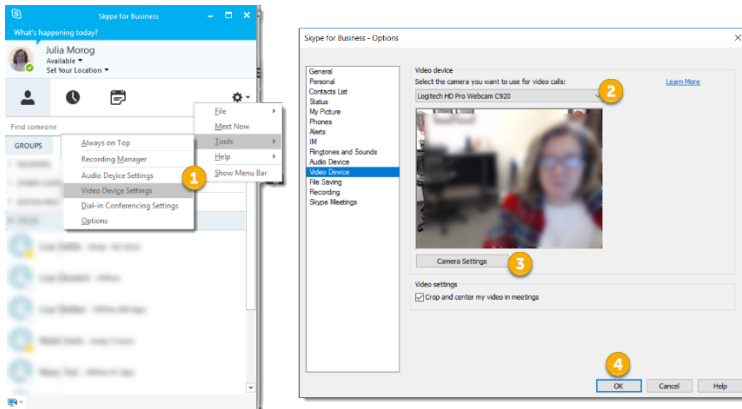
The [Quick Start Guide](#) on 'Audio setup and making calls' will have more information on placing audio calls via Skype for Business

Also, click here for more information on [Setting up an Audio Device in Skype for Business](#) and [Making and Receiving calls using Skype for Business](#).

Video Calls

Set up your video device

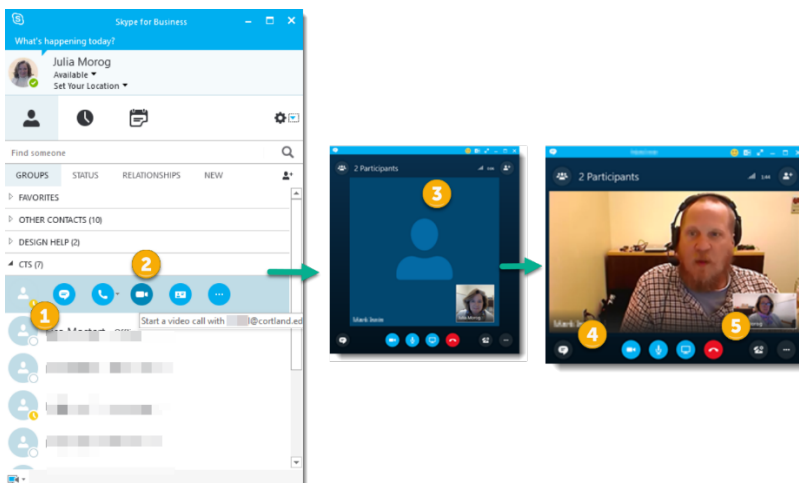
1. From the Skype for Business Settings button, go to **Tools > Video Device settings**. You'll see what your camera sees in the window.
2. If you have more than one camera and want to switch, select it from the drop-down list.
3. For advanced settings like color balance, contrast, brightness, and black-and-white mode, click the **Camera Settings** button.
4. Click **OK** when you're done.



Start a video call (PC)

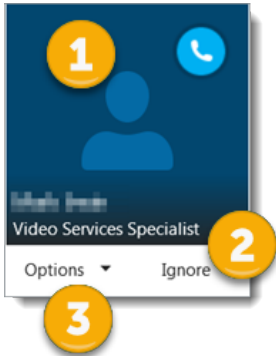
SUNY Cortland Skype for Business account are enabled for video calls, you will however need a webcam.

1. In your Contacts list hover over the picture of the contact you would like to call.
2. Click the video icon.
3. The recipient will receive an alert and they will have the opportunity to accept or decline the call.
4. If the call is accepted the conversation window will expand to display the video.
5. To end the call close the window or click the red 'End Call' button.
6. To end all video click the video icon and choose 'Stop My Video'
7. To end just your video, click the video icon and choose 'End Video'



Answering a video call (PC)

1. To answer the call click anywhere in the picture area of the video call alert window.
2. To reject the call click 'Ignore'.
3. Click Options to:
 - Reply with an instant message
 - Answer the call with audio only, or
 - Set your status to Do Not Disturb, to reject the call and avoid other calls.



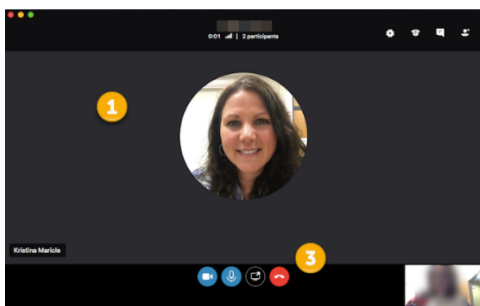
Start a video call (Mac)

SUNY Cortland Skype for Business account are enabled for video calls, you will however need a webcam.

1. In your Contacts list hover over the picture of the contact you would like to call.
2. Click the video icon.
3. The recipient will receive an alert and they will have the opportunity to accept or decline the call.
4. If the call is accepted the conversation window will expand to display the video.
5. To end the call close the window or click the red 'End Call' button.
6. To end all video click the video icon and choose 'Stop My Video'
7. To end just your video, click the video icon and choose 'End Video'

Answering a video call (Mac)

1. To answer the call click anywhere in the picture area of the video call alert window.
2. To reject the call click 'Ignore'.
3. To end the call select the red 'End Call' button



Other links

The [Quick Start Guide](#) on 'Video' will have more information on placing video calls via Skype for Business

Also, click here for more information on [Making or Receiving a Skype for Business video call](#) and [Setting Up and Troubleshooting Skype for Business Video](#).

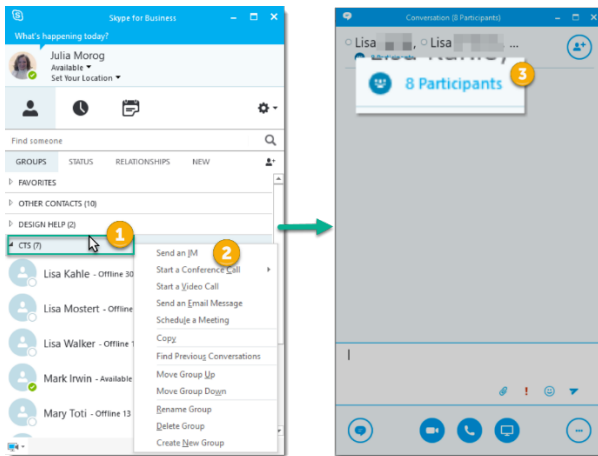
Skype for Business Meetings

A Skype for Business meeting is just a video or conference call with call with several participants. These can be either impromptu or scheduled in advance.

Group IM Conversations (PC)

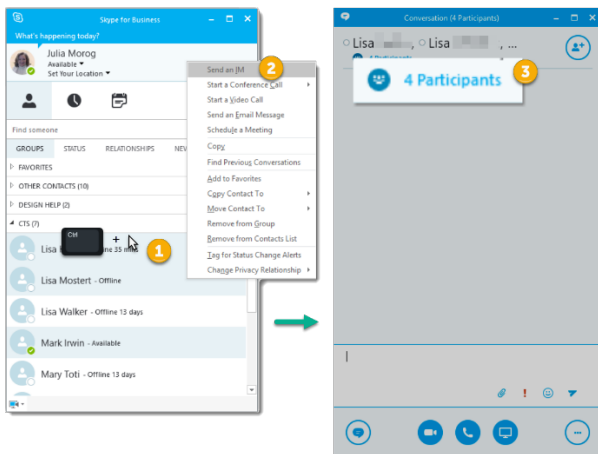
IM an entire Contact Group

1. Right click the name bar next to the name of the Contact Group
2. From the drop down list choose Send an IM
3. The IM screen will open with all the participants being members of the Contact Group



IM several Contacts

1. In your Contacts list, hold down the Ctrl key, and select the names of the contacts you would like to have on the call. The names will be highlighted after selecting
2. Right-click inside one of the selected names and choose 'Send an IM' from the menu
3. Type your message, then press the 'Enter' key to send it to all the selected contacts.



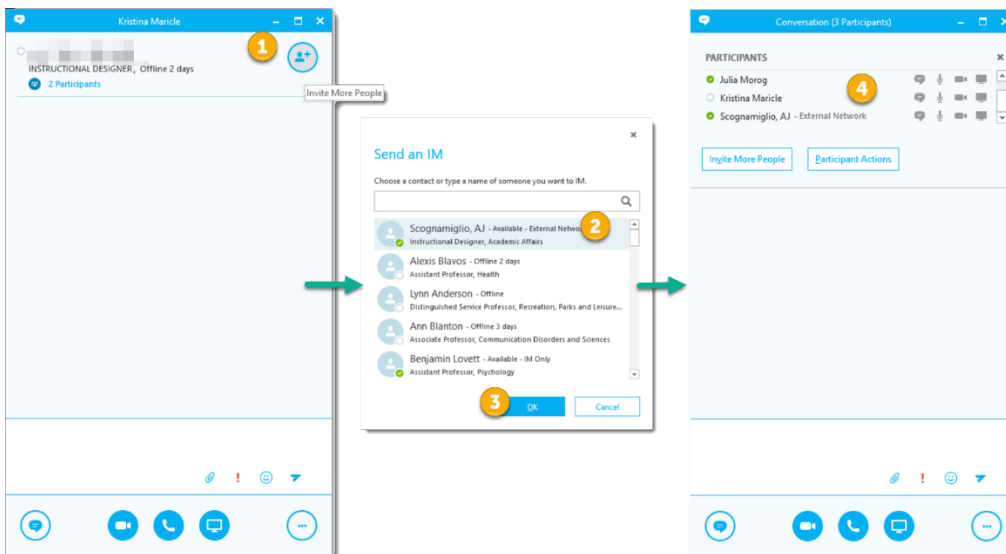
Adding a new person to your IM conversation

If you are already IM-ing with someone and would like to *add another person to the conversation*.

1. Click the 'Invite More People' button in the top right of the IM conversation window.



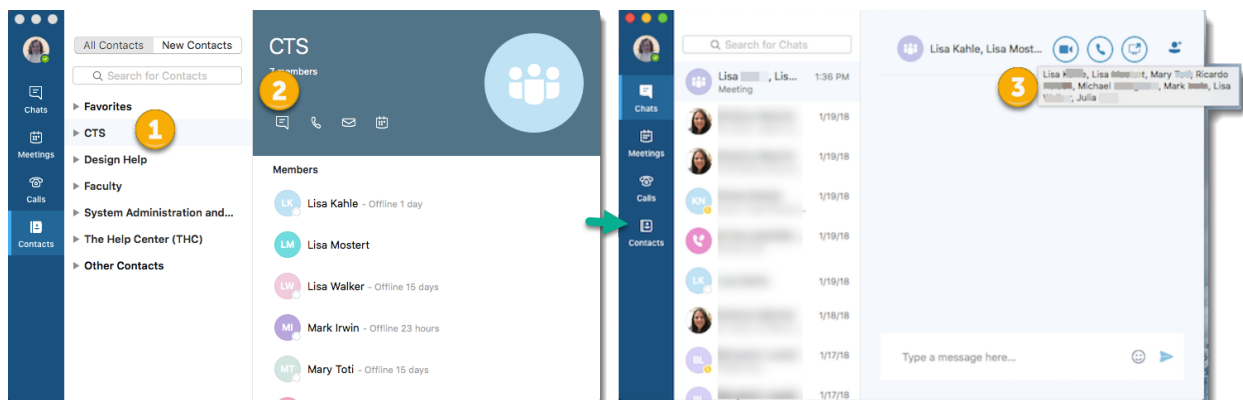
2. Choose the contact or type the name of the person you want to contact in the space provided
3. Click OK
4. The IM window will show the additional person in the conversation



Group IM Conversations (Mac)

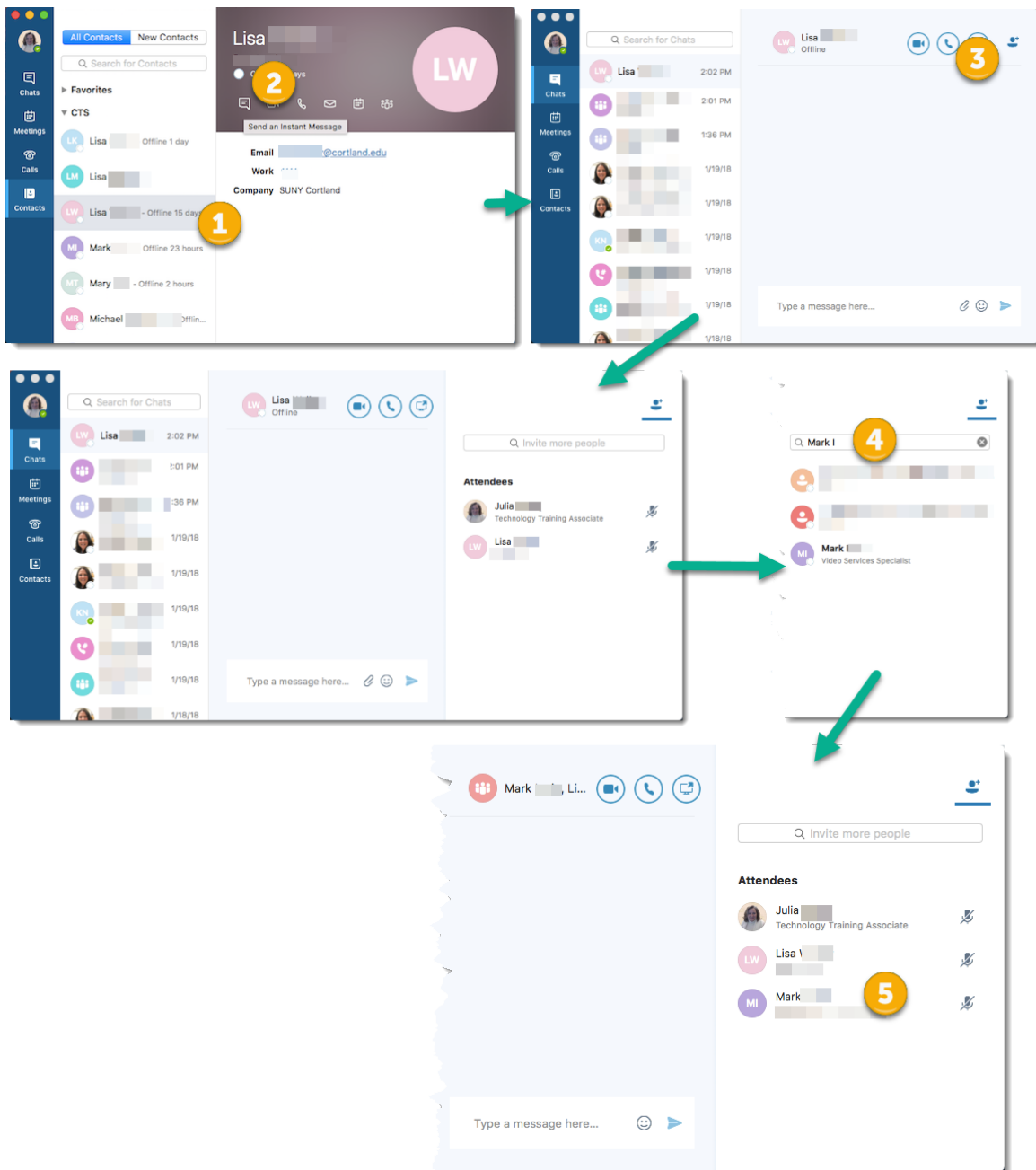
IM an entire Contact Group

1. Select name bar next to the name of the Contact Group
2. From the contact card on the right side of the screen choose Send an IM
3. The IM screen will open with all the participants being members of the Contact Group



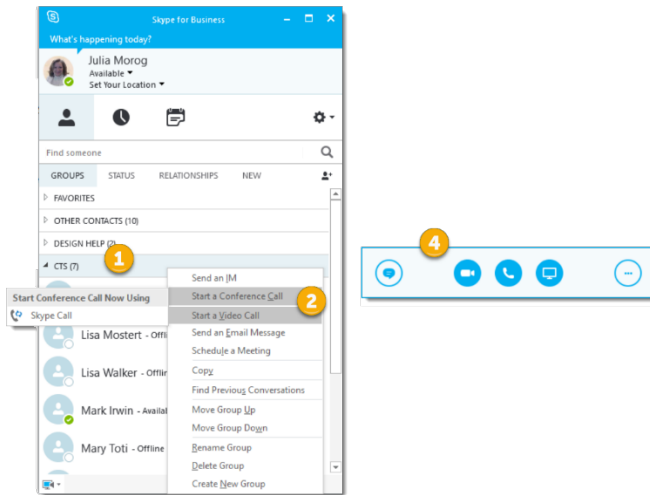
IM several Contacts

1. From your contacts list select a Contact or Contact Group
2. Choose 'Send an IM' from the menu, the IM screen will open
3. Select the Add another Contact button in the top right corner of the screen
4. In the search field now visible, enter the name of the person you would like to add to the chat.
5. When the name appears in the list, double-click to add to the chat.
6. Do this as many times as necessary



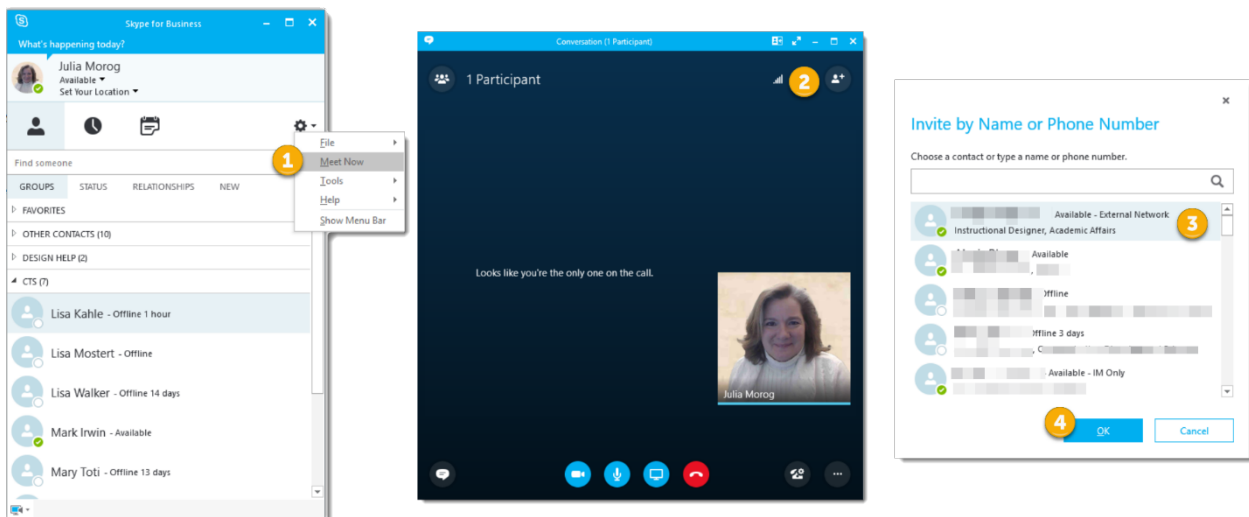
Start an unscheduled audio or video meeting (PC)

1. Select one or more contacts,
 - a. holding down the Ctrl button and clicking on contact names and right-clicking
 - b. Select an entire Contact Group by right-clicking the name bar
2. In the dropdown menu and choose 'Start a Conference Call' > 'Skype Call' for audio only or 'Start a Video Call' for audio and video.
3. Your contacts will receive a notification of the call and can accept or decline your request
4. *To add video to a conference call* click the video icon in the meeting window.



Start an unscheduled meeting using the Meet Now command (PC)

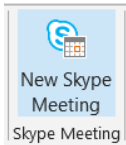
1. From the dropdown from the Setting button on the Skype for Business main screen select **Meet Now**
2. You will be the only one on the call, click the **Invite More People** button
3. Invite people from your Contacts list by selecting the contact(s) and
4. Click **OK**



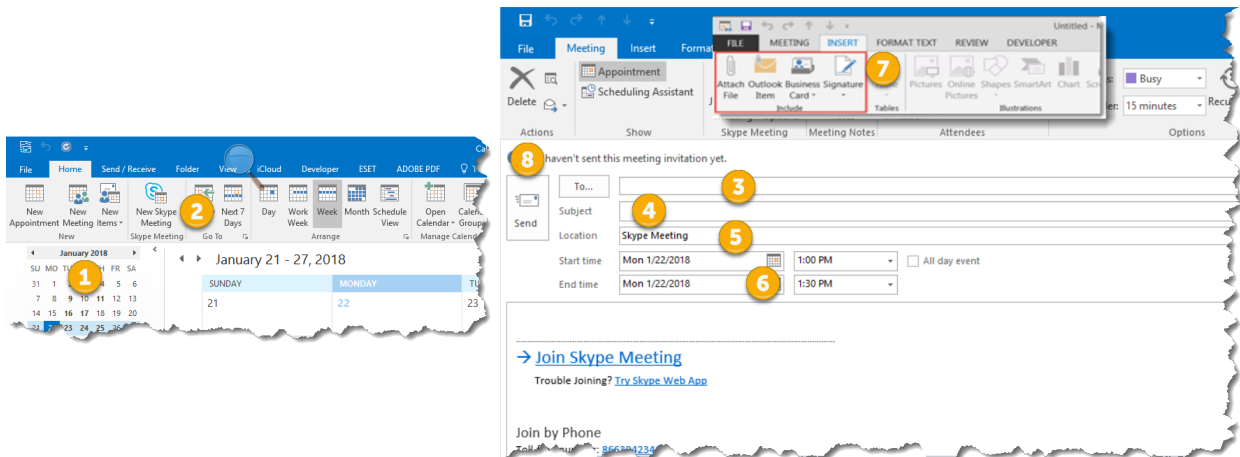
Schedule a Skype for Business meeting with your Outlook calendar (installed PC)

One of the best features of Skype for Business is its integration with Microsoft Outlook. The 'presence' capability of Skype for Business is informed by linking to your Outlook calendar, and you can schedule a Skype for Business meeting, inviting many people and sending them a dedicated link to the meeting with just one click.

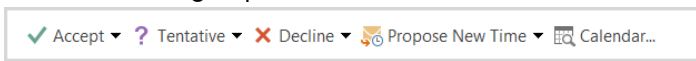
1. Open your Outlook calendar
2. On the Home tab click the **New Skype Meeting** icon



3. Enter the email addresses of the contacts you wish to invite in the **To** line
4. Enter a **Subject**
5. Change the **location** only if the Skype meeting will be held in a specific place.
6. Do not forget to change the **Date** and **Time**, these will default to the time the meeting is created, so change them to the time the meeting will be held.
7. From the Insert tab, **insert or attach** any document that might be needed prior to the meeting. If this is a first time meeting, or a meeting with someone without a SUNY Cortland email, include the document on how to join a meeting.
8. Click **Send**



9. The recipients of this meeting will be requested to respond in the same way as with a regular Outlook meeting request.

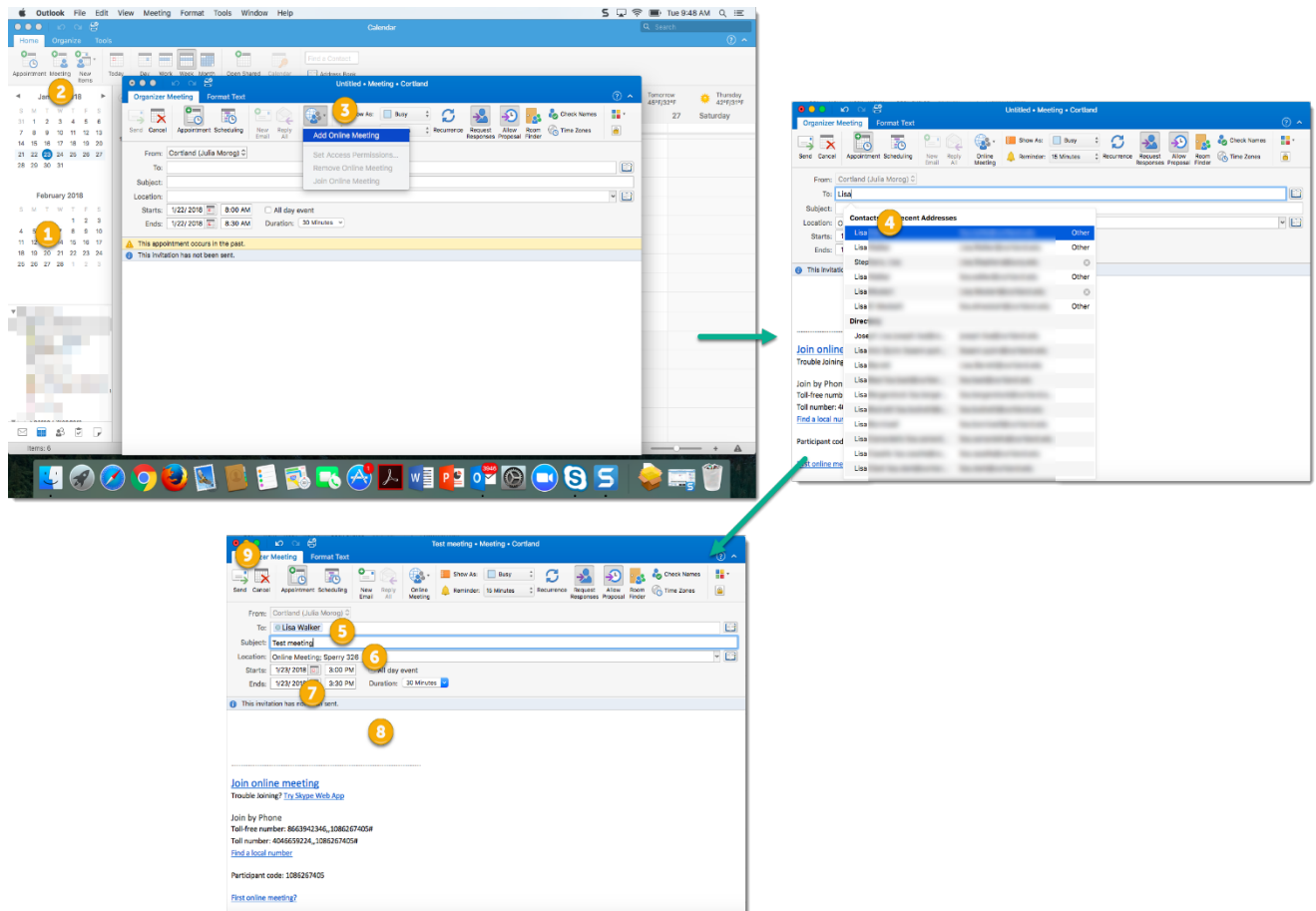


10. When the meeting is held, invitees with a SUNY Cortland email address, Skype or Skype for Business from another enterprise only have to click the Join Skype Meeting link to enter the meeting. Attendees without the credentials above will have to use the **Skype for Business Web App**.

Schedule a Skype for Business meeting with your Outlook calendar (installed Mac)

One of the best features of Skype for Business is its integration with Microsoft Outlook. The 'presence' capability of Skype for Business is informed by linking to your Outlook calendar, and you can schedule a Skype for Business meeting, inviting many people and sending them a dedicated link to the meeting with just one click.

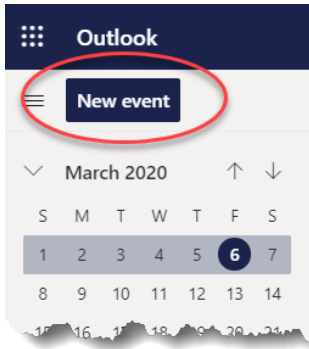
1. Open your Outlook calendar
2. On the Home tab click the **Meeting** button
3. Choose **Online Meeting > Add Online Meeting**
4. Enter the names of the people invited to the meeting
When the names are entered a list will be populated with names from the campus address book, select the names from the list.
5. Enter the Subject of the meeting
6. The Location will automatically populate with Online Meeting, add another location if necessary
7. Change the time and date of the meeting, the default will be the date and time you create the meeting.
8. Enter any message in the message area above the meeting link and attach any files that might be needed for the meeting.
9. Click **Send**



Schedule a Skype for Business meeting with your Outlook calendar (Webmail)

One of the best features of Skype for Business is its integration with Microsoft Outlook. You can schedule a Skype for Business meeting, inviting many people, both on campus and off, by sending them a dedicated link to the meeting with just one click.

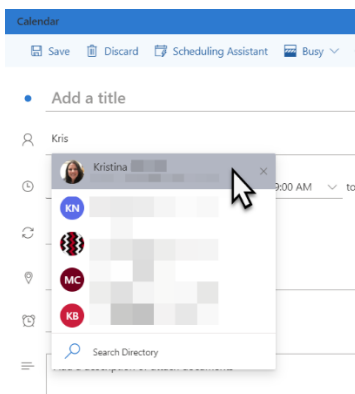
1. Open your Outlook webmail calendar
2. In the top left corner of your window choose New Event or click anywhere on the calendar



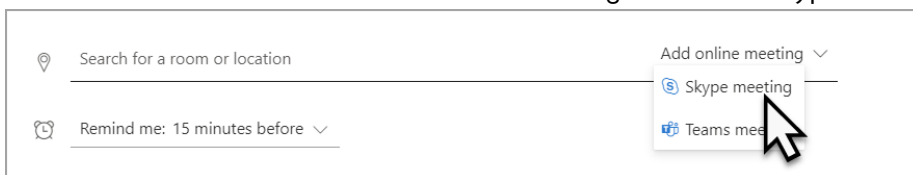
3. Enter a **Title** or **subject of the meeting**
4. In the Invite Attendees field enter the names of your invitees with cortland.edu email addresses or those in your contact list. When their listing from the directory comes up choose it from the list.

Enter the email address of anyone **WITHOUT** a SUNY Cortland email address or who is **NOT** in your contact list.

Note : You can invite up to 250 people to a Skype for Business meeting.

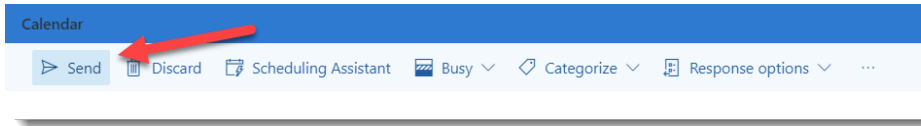


5. Enter the time and date of the meeting or check to make sure that it is correct.
The time and date will default to the time the meeting is created if using the New Event button or to the time and date that is selected on the calendar.
6. Choose the down arrow next to Add online meeting and choose Skype meeting



7. Add any message to the meeting request

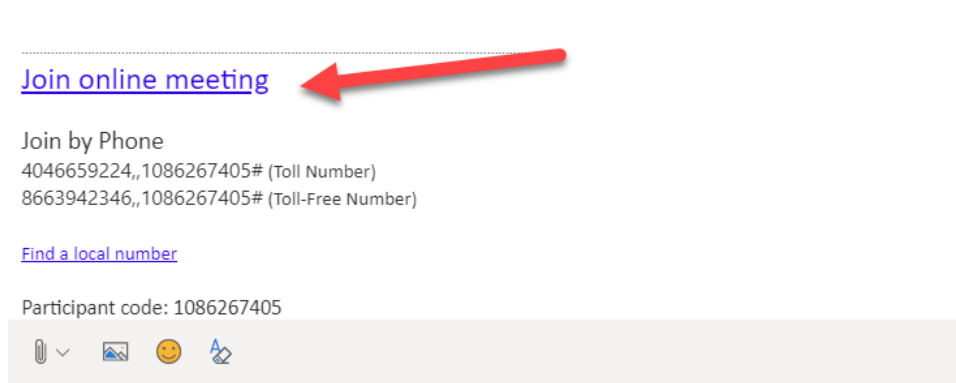
8. Attach any documents that are necessary
9. Click **Send**



Recipients of your meeting invitation will receive an email with a link to the meeting.

If they have a cortland.edu email address and Skype for Business is installed on their computer they need to sign in to Skype for Business and then select the Join Online Meeting link.

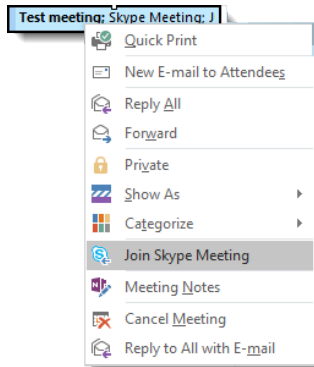
If the recipient does not have a cortland.edu email address or is not using a Cortland owned computer, they can select the Join Online Meeting link and then will be prompted to download the Skype for Business Web app for their first meeting. After the app is downloaded they can join a meeting simply by choosing the link.



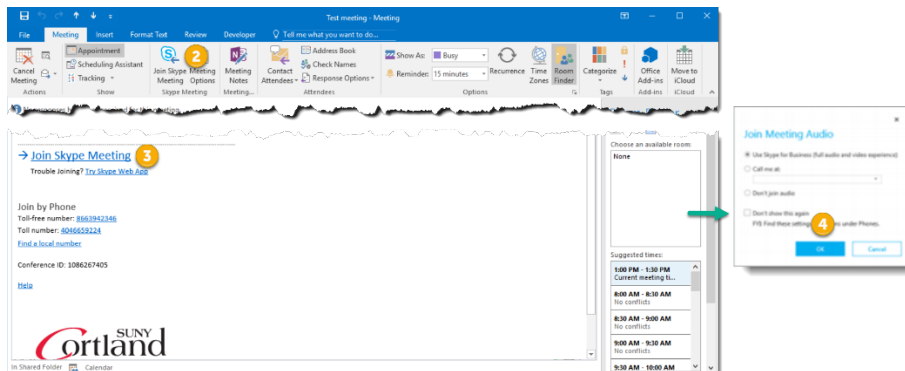
Join a scheduled Skype for Business Meeting

Outlook (Installed PC)

1. Right click the meeting on your calendar
2. Choose Join Skype Meeting from the drop down menu

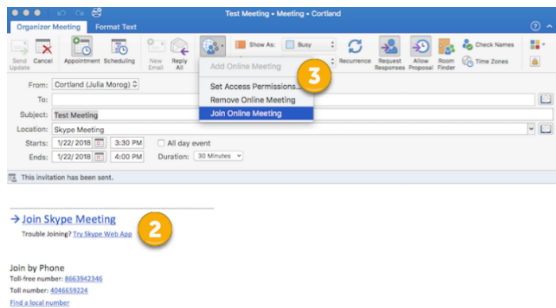


1. Double click to open the meeting
2. Select the Join Skype Meeting button on the ribbon
3. Or Select the Join Skype Meeting hyperlink in the message
4. You may see a pop-up – select Use Skype for Business (full audio and video experience) – then click OK



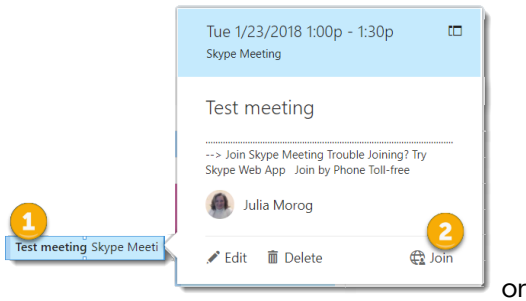
Outlook (Installed Mac)

1. From the Outlook Calendar double-click to open the meeting
2. Select either the Join Skype Meeting hyperlink in the meeting message, or
3. Select Online Meeting > Join Online Meeting from the Ribbon



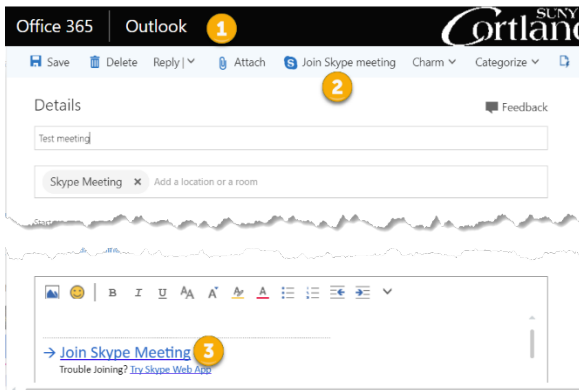
Outlook (Webmail)

1. Click the meeting on your calendar
2. Select Join from the popup



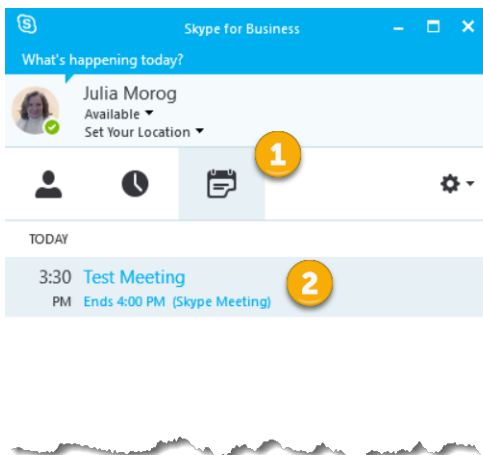
or

1. Double click the meeting to open the meeting
2. Select either the Join Skype Meeting button on the status bar or
3. Double click the Join Skype Meeting hyperlink in the message



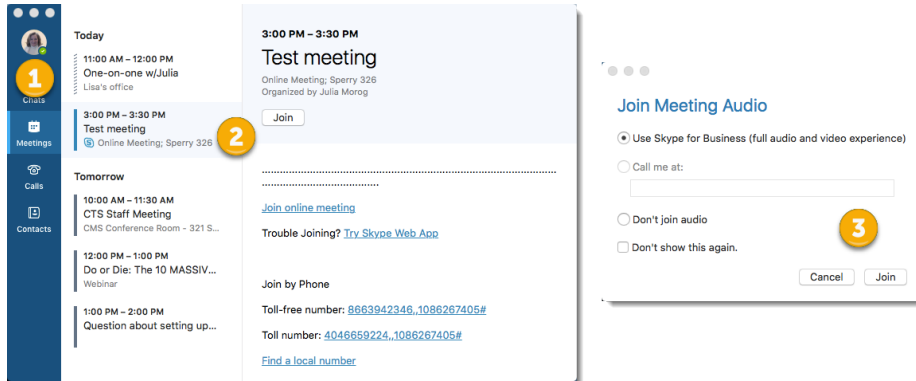
Skype for Business program (PC)

1. Select the Meeting tab in Skype for Business
2. Double click the meeting, which will be in blue, to open



Skype for Business program (Mac)

1. Select the Meeting tab in Skype for Business
2. Double click the meeting or click once and choose Join to open
3. Select the radio button for full audio and video experience and choose Join



Other Links

Click here for more information on [joining a Skype for Business meeting](#).

Join a Skype meeting with the Skype for Business Web App (PC and Mac)

If you don't have the desktop version of Skype for Business or a Skype for Business account, you can use the Skype for Business Web App to join a Skype Meeting from your browser. Before trying to install the plug-in check to make sure that your computer is running one of the [supported platforms](#).

To avoid any problems with installation, before opening the Skype meeting you may want to:

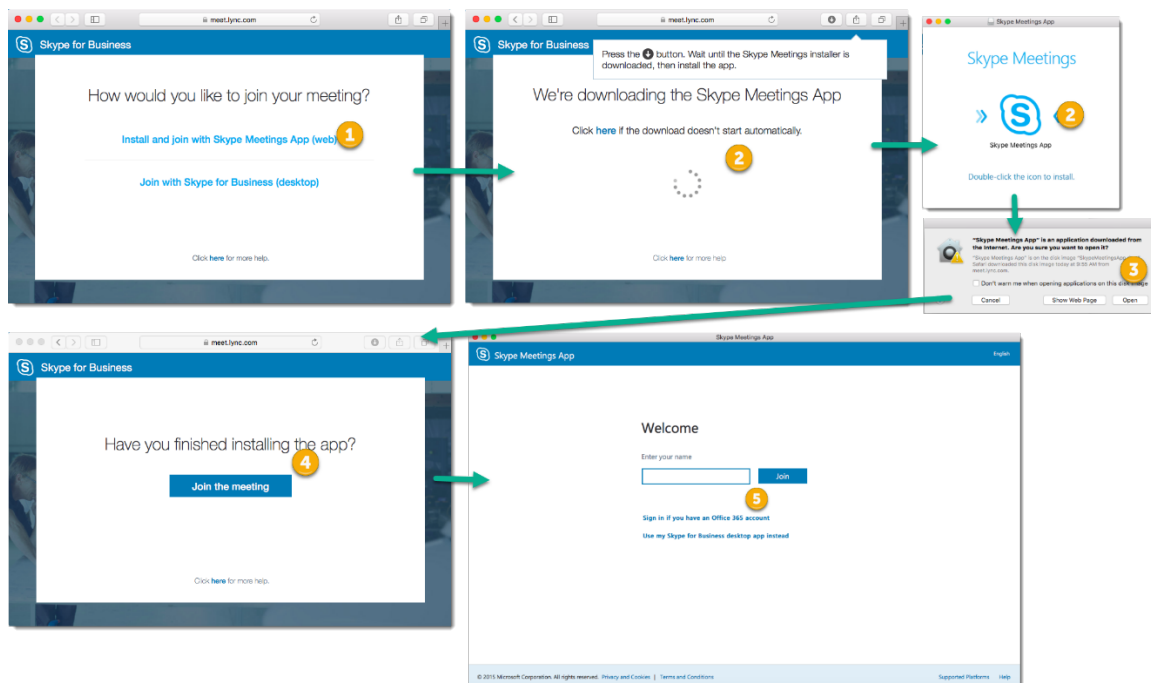
- [Clear your browser cache](#)
- Make sure that your browser [allows ActiveX controls to load and run](#),
- In **Control Panel > Programs and features**, uninstall existing versions of the plug-in, and
- Close other browser windows.

You might also want to open your browser in [Private mode](#):

- [IE In Private](#) – Ctrl + Shift + P
- [Firefox Private](#) – Ctrl + Shift + P
- [Chrome Incognito](#) - Ctrl + Shift + N
- [Safari Private](#) – Safari > Private Browsing

Basic plug-in installation

1. Join the meeting from your calendar, a Skype for Business Web App dialog box will open asking how you will join the meeting, choose the Skype Meetings App (web) option
2. Follow your browser's instructions for installing and running the Skype for Business Web App plug-in.
3. In the Skype for Business Web App plug-in security alert, select Open/Allow
4. Select Join the meeting and choose Open from the alert
5. Enter your name and choose Join. Depending on the meeting options, you'll either join the meeting immediately, or be directed to the virtual lobby



Other Links

If you are having problems installing the plug-in or it does not seem to be working correctly here is a list of [issues and errors](#).

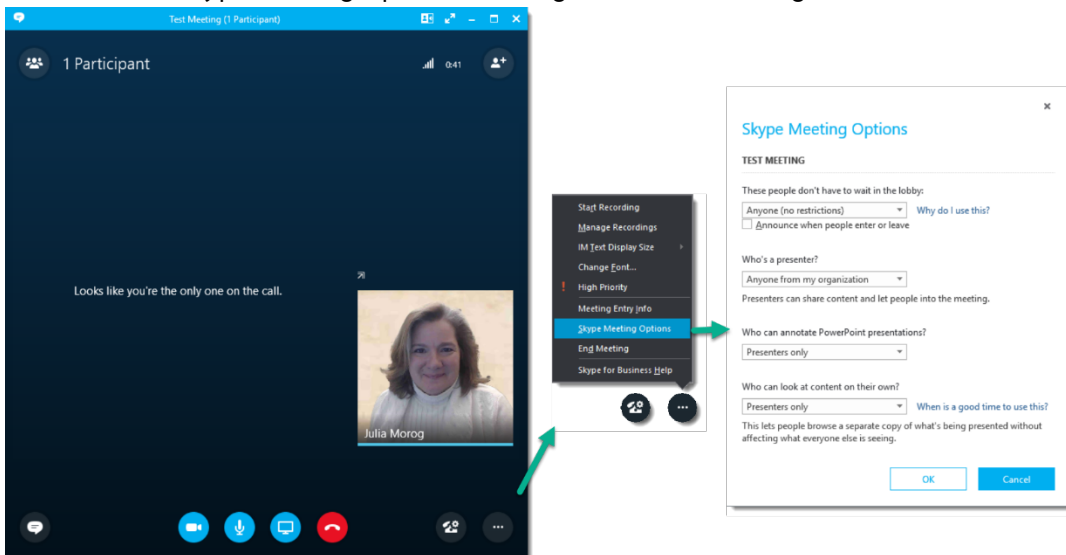
Click here for more information on [Joining a Skype Meeting with the Skype for Business Web App](#).

General information on private browsing can be found [here](#) and [Mozilla private browsing info](#), [Chrome private browsing info](#), and [Internet Explorer private browsing info](#) can be found at the links.

Conducting a Skype for Business Meeting (PC)

With Skype for Business it is easy to run a meeting or webinar.

1. Join Skype for Business Meeting
2. The meeting window will open.
3. Presenters and attendees who call in will be directly admitted to the meeting, but by default any attendees joining the meeting through the Skype for Business Web App, who sign in as a guest will wait in a *virtual lobby* until the presenter admits them.
 - a. When attendees are in the lobby a yellow bar will appear in the meeting window.
 - b. Click **Admit** to admit all attendees or **See Lobby** to admit individual attendees.
 - c. Select Skype Meeting Options to change the default settings

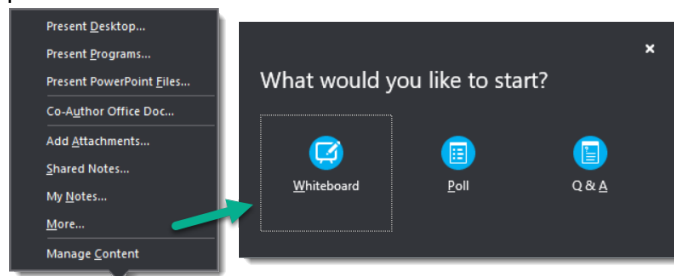


4. Use the controls at the bottom of the screen to



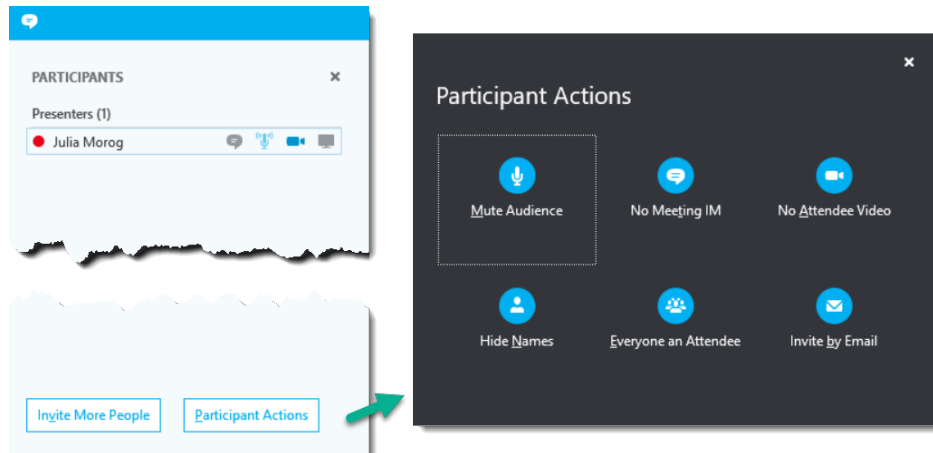
- a. Share your video with everyone
- b. Mute/unmute your mic
- c. Present

From the Presenter button you can open the menu shown below to present your desktop, a program you have open, a PowerPoint presentation and more

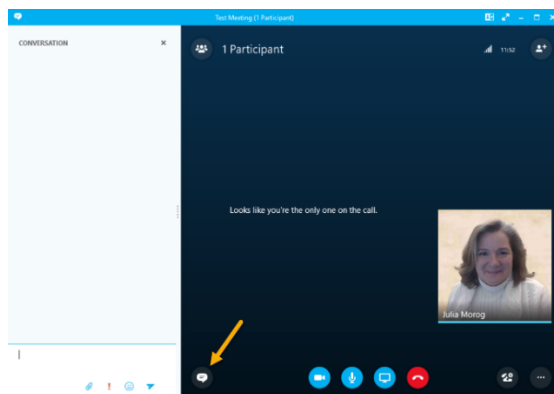


- d. Hang up/leave meeting

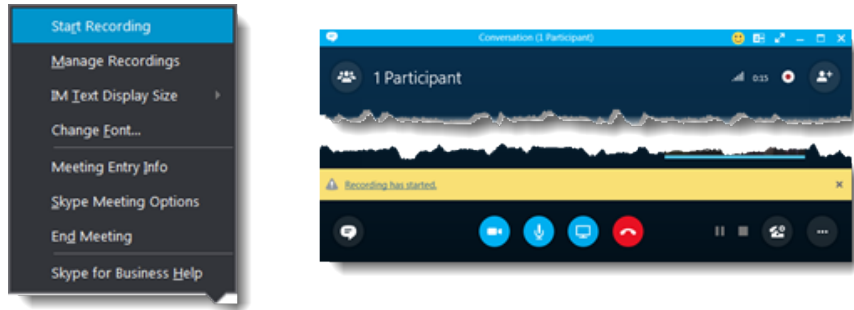
- Next to the number of participants in the top left corner of your meeting screen is the Participant Controls button which is used to manage participants individually or as a group



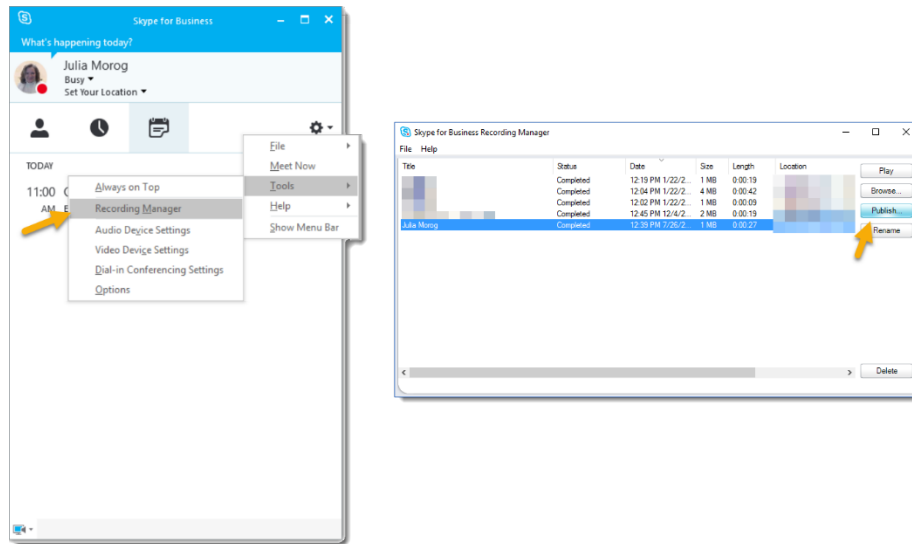
- The participant list will be shown
 - The icons to the right of attendees names will show whether they are IM-ing, speaking, in the video call or presenting
 - Click Invite More People to ask more people to join the meeting
 - Click Participant Actions to control the rights for all the attendees at once.
 - Mute Audience will eliminate background noise by muting the audience's mics
 - No Meeting IM disable instant messaging during the meeting
 - No Attendees Video will block attendees from starting their videos, but you will still see their pictures
 - Hide Names will hide the names on the pictures
 - Everyone an Attendee will take away presenter rights from all but one person
 - Invite by Email will enable you to send an email invite to additional people
- Select the Chat button at the bottom left of the screen to open the IM window. This will enable people to send IMs while the meeting is in session.



7. To record your meeting:
 - a. Click the ellipsis in the lower right corner of the meeting window
 - b. From the menu choose **Start Recording**. You will see a yellow bar on your screen that indicates recording has started.
 - c. Use the controls at the bottom to pause, resume or stop the recording.
 - d. To see who else is recording, hover over the red recording button
 - e. When you're done, click the ellipsis again and choose **Stop Recording** or click the square button at the bottom of the screen.



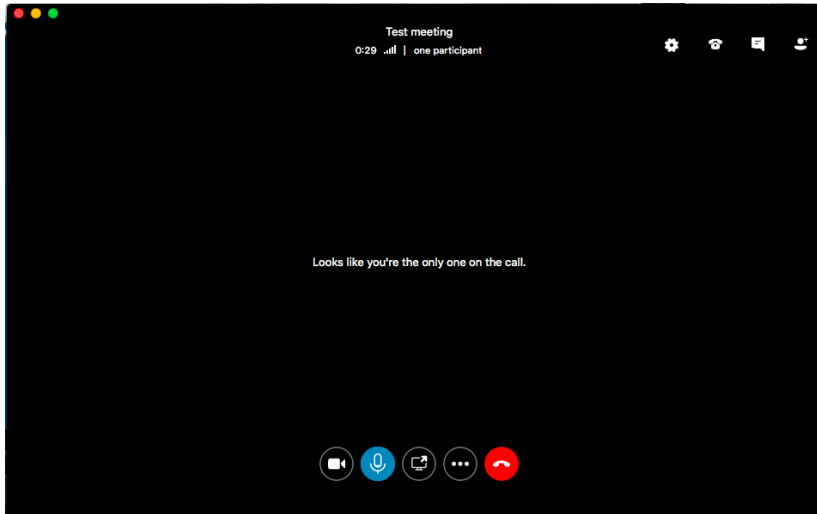
- f. The recordings are saved in the **Videos>Lync Recordings** folder. To change the storage location go to Manage Recordings, select Browse, find the folder where you want to save your recordings, select the folder and click OK. All future recording will be saved in this new location.
- g. To publish the recordings as MP4s go to Options > Tools > Manage Recordings. Select the recording and choose publish.



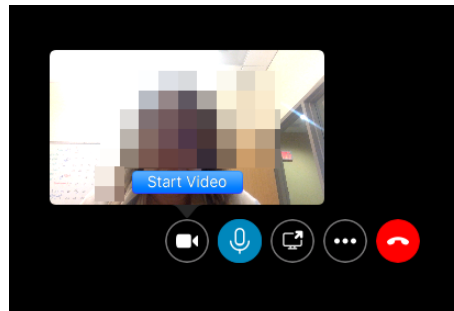
Conducting a Skype for Business Meeting (Mac)

With Skype for Business starting a meeting is the same as joining a meeting.

1. Join Skype for Business Meeting
2. The meeting window will open.

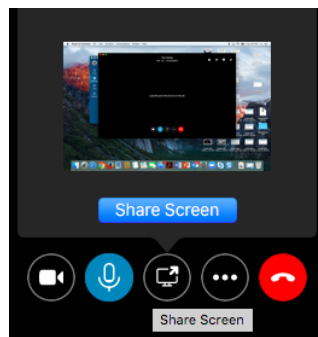


3. Use the controls at the bottom of the screen to
 - a. Share your video with everyone

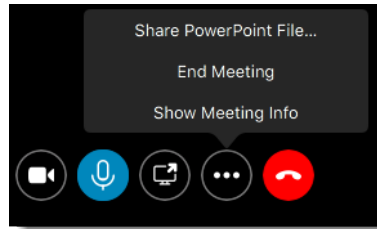


- b. Mute/unmute your mic
- c. Present

From the Presenter button you can share your screen

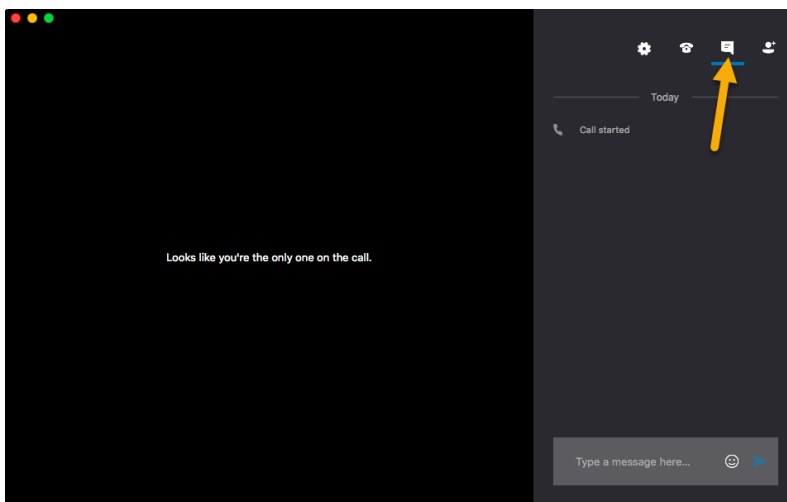


- d. Share a PowerPoint file, leave meeting or show meeting info

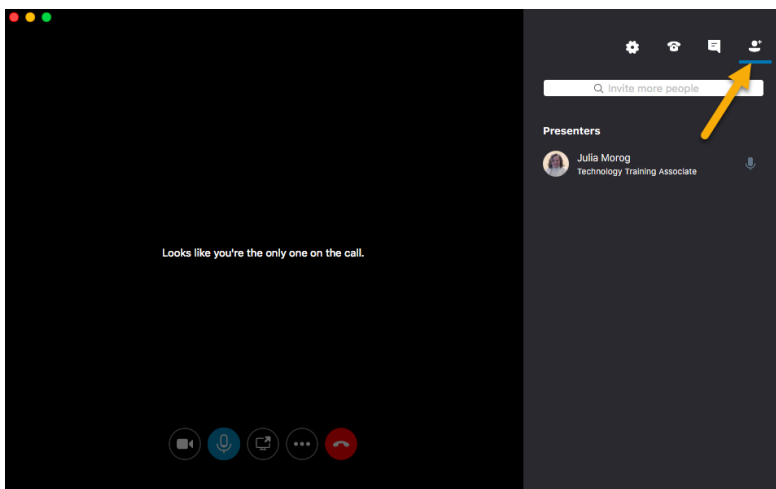


- e. Hang up/leave meeting

- 4. Select the Chat button top right corner of the screen to open the IM window. This will enable people to send IMs while the meeting is in session.



- 5. Select the Invite More People button in the top right corner of the screen to invite more people to the meeting



For more information, explore the following links:

[What is Skype for Business?](#)

[Discover](#) Skype for Business

[Add a Contact](#) in Skype for Business

[Send an IM](#) in Skype for Business

[Make and Receive calls](#) using Skype for Business

[Start a Skype for Business conference call](#)

[Share your screen](#) in Skype for Business

[Keyboard shortcuts](#) in Skype for Business