Skype for Business

Video Conferencing Software

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4/16/2019
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Purpose
Skype for Business is an online software used to conduct meetings, provide audio, video, desktop sharing, and web conferencing on the Internet. It also has the ability to schedule a meeting in advance or impromptu. Skype for Business is currently only available for UofM staff and faculty. You will need to place a service desk ticket to gain access to Skype for Business. You’ll be contacted via email when your account has been created.

Audience
This training material is designed for University staff and faculty that will be accessing any of the UofM’s enterprise application Skype for Business.

Conversation History
Please note that all instant messages and calls made in Skype for Business are logged in the Conversation History folder in your Microsoft Outlook inbox.

Conversation History stores recent, or missed instant message conversations and statistics about your voice conversations (such as date, time, duration and caller information) in the conversation history folder of your Microsoft Outlook inbox and retrieve them via the Conversations tab in Skype for Business.
Getting Started

Skype for Business is a video conference service. It allows users to conduct live, multi-person video conferences from any video-enabled device with Internet access.

To begin using Skype for Business, launch the application and log in with your University of Memphis credentials.

Your Skype for Business Account and Password

1. From the start menu navigate to All Programs, look for the Skype for Business application, and launch the application. Skype for Business uses your University of Memphis email address (UUID@memphis.edu) and its password.
2. After launching the application, Log into the Skype for Business, sign in status may also be selected at this time by choosing the status from the Sign in as drop-down menu.

(A) Enter your UUID (complete email address i.e.: user@memphis.edu)
(B) Enter your Password for the email account
(C) Choose your availability
(D) Click **Sign in**

*Note: If you would like Skype for Business to remember your login credentials, check the box beneath (C) **Sign in as**.*
3. If you would like for Skype for Business to remember your password, make sure you place a check in the box beneath the words **Save my Password**. Next, a window will pop up asking: “Do you want us to save your Skype for Business sign-in info?” Click **Yes** if you would like your password automatically saved the next time you sign in.
When you sign in, you will see the main Skype for Business menu and window. From the main menu, you have 5 choices for managing your preferences: **File, Meet Now, Tools, Help and Show Menu Bar**. Locate the gear icon located on the right-hand side of the main window the drop-down menu for preferences to reveal.
The File menu provides additional options. They are: sign out of Skype for Business, change your sign in address, choose the status availability, view files you have recently received, view your conversation history, close Skype for Business, or close the application.
The Meet Now option is an additional method to starting a meeting. Notice this option is also on the menu bar.

There are three meeting choices from this point: (A) Use Skype for Business (full audio and video experience), (B) Choose a number for Skype for Business to call you, and (C) Choose to join a meeting without audio.
Tools

Tools allows you to choose the position of the toolbar within Skype for Business, the Recording Manager, Audio Device Settings, Video Device Settings, Dial-in Conferencing Settings, and Options contain all of the controllable settings.

Options will take you to the main preferences for Skype for Business.
General

The General option contains the preferences for the conversation window. It also allows you to choose to send Skype for business improvement suggestion by sending data and collecting troubleshooting information. Once you make these choices and selections, click OK.
Personal

The Personal option allows you to change the email address for the skype account, give access to Exchange and Outlook integration, location information sharing, and the choice of showing pictures in Skype for Business. Once you make these choices, click **OK**.
Contacts List

Contacts List allows you to make preferences on the look of your contact list.
Status

Status allows you to choose how others see you in Skype for Business.

Note: If you want everyone in the Skype for Business environment to see your presence, please select “I want everyone to be able to see my presence.”
Phones Option

The Phones option allows you to add or change numbers included on your contact card, enable phone integration, or turn on the TTY accessibility.
Alerts Option

The Alerts option allows you to choose when and where the alerts will appear. All changes are saved by selecting OK.
IM Option

The IM option allows you features like spell check, pictures, and emoticons. (A) You can change your default font for Skype for Business by clicking the change font button. (B) Once you set your preferences, click OK.
Ringtone and Sounds

Ringtones and Sounds allows you to choose the ringtones and sounds in Skype for Business. All changes are saved by selecting OK.
Audio Device

Audio Device allows you to choose which Audio device Skype for Business will use for speaker, microphone, and ringer. All changes are saved by selecting **OK**.

*Note: If you do not have a device for audio input, you will see this message in the window.*
Video Device

Video Device will allow you to select which camera to use for Skype for Business. All changes are saved by selecting **OK**.

![Image of Video Device settings in Skype for Business]

*Note: If you do not have a device for video input you will see this message in the window.*

![Image of warning message in Skype for Business]

*We didn’t detect a camera
If you have one already, try checking Windows Device Manager to make sure it’s installed and working.*
File Saving

File Saving allows you to choose where you would like Skype for Business to save files. These files will only be available in Skype for Business. All changes are saved by selecting OK.
Recording

(A) This is where you tell your system where to save the recordings made in Skype for Business.

(B) Recording allows you to choose which resolution (480p, 720p, 1080p Full HD) to record from in Skype for Business.

All changes are saved by selecting OK.
Skype Meeting Option

The Skype Meeting option allows you to choose how you are seen when you enter a meeting. All changes are saved by selecting OK.
Help

Help allows you to go directly to the online resources for Skype for Business Online Help. It is an online resource for any help or questions for Skype for Business. It also allows you to give feedback directly to Skype, get quick tips and access the privacy statement, and learn more about Skype for Business.
Show Menu Bar

Show Menu Bar turns the main menu bar on or off.
Skype for Business Icons

(A) Contacts - Takes you to a list of your contacts within Skype for Business.

(B) Conversations - Reveals a list of prior conversations saved from Skype for Business.

(C) Meetings - Takes you to a list of previously scheduled meetings.
Adding a single contact or group contact

To add a single contact

Type the uuid, or the first portion of the UofM email address, of the person you would like to add as a contact to Skype for Business in the space that says “Find Someone” then click the looking glass icon located to the far right.

Once you have added the contact, their name will appear under My Contacts.
If you right-click on a contact there are several options available to you.
Adding a group email to your contacts

To add a group email
Type the group UofM email you would like to add as a contact to Skype for Business in the space that says “Find Someone”, then click the looking glass icon located to the far right.

Once you have added the contact, their name will appear under My Contacts.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning (CTL) Website](#)
- [Search our Training and Documentation](#)