Welcome to Skype for Business – Windows/PC

Michigan Medicine is replacing Lync 2010 with Skype for Business. This change will automatically and seamlessly be pushed to your PC computer during the week of May 21st to May 25th. Please use the following job aid to familiarize yourself with Skype for Business.

If you have a Mac computer, please use the Mac job aid instead, which can be found here: https://wiki.med.umich.edu/x/jQBjB

NOTE: If you have a CoreMac, please note that you will have to "pull" the application from the Michigan Medicine App Store. See these step-by-step instructions for downloading Skype for Business from the Michigan Medicine App Store and installing it on a CoreMac. The App Store is located on the dock next to the trash can. CoreMac users must select Skype for Business 16.2 (not Skype) to install. CoreMac users may pull the application starting May 21.

NOTE: If Lync is already installed on a CoreMac, it will need to be removed manually. See these instructions for removing Lync.

Find Someone

Connect with people in your organization with Skype for Business.

1. Type a name in the Search field.

2. The name displays a list of potential contacts. Double-click on their name to open up a chat window.
Add a Contact

Once you find a person, you can add him/her to your MY CONTACTS list for quick access in the future.

1. Right-click the name in the search results.
2. Click Add to Contacts List.
3. Pick a group to add your new contact to.

Communicating with Others

After you have either searched for the person you wish to communicate with or found him/her in your Contacts List, hover over the person’s name to see the communication options for that individual.

A. Click to instant message the user.
B. Click to audio call the user.
C. Click to video call the user.
D. Click to view the user’s contact card.

Switch between Conversations

Skype for Business can display multiple conversations at the same time.

1. Click a name tab on the left to view the associated IM conversation or to switch between conversations.
2. To pop out the conversation, right-click on the name tab and select “Pop out conversation.”
Presence

*Presence* refers to the availability status of any Skype user—for example, Available, Be Right Back, Do Not Disturb, or Offline. Each person’s presence indicator is automatically based on his/her Outlook calendar, but you can change your own indicator temporarily, as needed. Here are the presence indicators that correspond to the old Lync statuses:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Presence</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Available</td>
<td>Online and available</td>
</tr>
<tr>
<td>📞</td>
<td>Be Right Back</td>
<td>Logged on but away from computer</td>
</tr>
<tr>
<td>🔴</td>
<td>Busy</td>
<td>Online but unavailable</td>
</tr>
<tr>
<td>🔴</td>
<td>In a call</td>
<td>Participating in a Skype for Business call (two-party call) or conference call (Skype meeting with audio)</td>
</tr>
<tr>
<td>🔴</td>
<td>In a meeting</td>
<td>In a meeting</td>
</tr>
<tr>
<td>🚫</td>
<td>Do Not Disturb</td>
<td>Do not disturb or giving a presentation. A person who displays this indicator will see instant messages, but only from Skype users in the same Workgroup.</td>
</tr>
<tr>
<td>⬅️</td>
<td>Out of the office (OOF)</td>
<td>The corresponding Outlook calendar is set to OOF</td>
</tr>
<tr>
<td>❌</td>
<td>Offline</td>
<td>Not signed in</td>
</tr>
<tr>
<td>❓</td>
<td>Unknown</td>
<td>Presence can’t be detected</td>
</tr>
</tbody>
</table>
Online Meetings
Skype for Business has several meeting options, including audio only, video and audio, and presentation.

Schedule a Skype for Business Meeting
You can schedule Skype for Business meetings via Outlook 2016.
1. Open your Outlook Calendar.
2. Click New Skype Meeting.
3. Complete the meeting request as normal.

SET MEETING OPTIONS
You can set meeting options in Outlook before sending the meeting request. Selected New Skype Meeting>Meeting Options to open the option panel.
Join a Skype Meeting
There are multiple ways to join a Skype for Business meeting.

IN THE MEETING REQUEST
1. Click the Join Skype Meeting link.

IN THE SKYPE FOR BUSINESS WINDOW
1. Click the meeting button.
2. Double-click the meeting.

IN THE MEETING REMINDER
1. Click Join Online.
Manage Your Meeting
There are many options within the meeting that can be managed by meeting organizers, presenters and attendees.

CHOOSE YOUR VIEW

1. In the conversation window, hover over and then click the Pop out video gallery arrow.

2. Click the Pick a layout button and choose a view from the drop-down menu:

   A. **Gallery View** - shows everyone's video streams
   B. **Speaker View** - shows only the presenter.
   C. **Content View** - shows only the meeting content.
   D. **Compact View** - shows silhouette of the participants in a compact window.

3. Click **Full Screen View** for a view of the video streams that stretches across your entire screen.

4. Click the **Pop-in** button in the video gallery to show the gallery in the conversation window again.
1. In the meeting window, click the **Present** button.

2. Click **Present Desktop** to show the entire contents of your desktop, or click **Present Programs** and double-click the program you want to share.

**Please note the following information about using Skype for Business (SfB):**

1. Skype for Business will work with full functionality when users are both communicating with SfB on the Windows/PC operating system (i.e., SfB Windows/PC to SfB Windows/PC).

2. **SfB–Mac to SfB–Mac** communication will not have full SfB functionality. SfB–Mac lacks the ability to grant control of the desktop when sharing the desktop with another Windows/PC or Mac (i.e., SfB–Mac to SfB–Mac and SfB–Mac to SfB–Windows/PC). The SfB–Mac Monitor Icon will only allow a View Only option. Also, users with SfB–Mac will not be able to send files using the conversation window (via the paper clip icon) or a video call.

3. Also, users with Outlook 2010 will NOT be migrated to Skype for Business and will keep Lync 2010. Lync 2010 to SfB users (both CoreMac and PC) will be able to IM, join an online meeting, and use audio and video calls. Lync 2010 users will NOT be able to share their desktop or send files through the chat room.

4. CoreMac users with Skype for Business will not have access to Persistent Chat. A workaround is available and documented in the [Skype for Business—Persistent Chat](#) job aid.

5. Outlook 2010 users will NOT have access to Lync Group Chat or Skype for Business Persistent Chat.

6. Users will not be able to add users with an external Skype for Business account to a conversation. Skype for Business is a separate application from what many of us know as personal Skype or “consumer” Skype, which is available online. Because Skype for Business is a secure internal communication system compliant with PHI, there is no connection between these two systems. You may have both on your workstation, but if you are logged in to one, you cannot chat with someone in the other. On the other hand, Lync 2010 users will be able to IM with Skype for Business users.