Skype for Business

Skype for Business is part of the Microsoft Office 2016 business suite of applications and is closely integrated with Outlook 2016. Skype for Business is Michigan Medicine’s primary non-clinical business communications tool for Instant Messaging (IM), screen sharing, audio/videoconferencing, and more on Core devices.

- **CoreImage Windows** devices still using Office 2010 have retained Lync 2010 as the IM/business tool, but it no longer has the Lync Group Chat feature. Kiosk mode workstations cannot have the full Skype for Business client installed, and should use the Outlook Web App (OWA) for instant messaging.
- **CoreMac** users must download and install Skype for Business. 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.

See this page for info and tip sheets about Skype for Business mobile

It is important to note that Skype for Business is a separate application from what many of us know as personal Skype or “consumer” Skype, which is available to anyone online. Because Skype for Business is a secure internal and enterprise communication system compliant with PHI, there is no connection between these two systems. You may have both systems installed on your workstation, but if you are logged in to one, you cannot chat with someone in the other. Conversely, those still using Lync (and Office 2010) will be able to IM with Skype for Business users.

Skype for Business offers the following secure business communication features:

- Integration with Microsoft Outlook/Exchange
- Integration with Outlook on the web
- Instant Messaging for 1-to-1 or multi-user sessions
- Presence indication – allows you to see another’s availability based on their Outlook/Exchange calendar
- Remote access – allows you to log in remotely
- Desktop and application screen sharing – similar to Remote Desktop and Remote Assistance, you can give control and enable others to access your desktop and programs remotely
- Audio/Videoconferencing – enables you to create and join web conferences hosted on an internal server. Schedule or join an online meeting and allow for multiple users to participate in a group conference.

Conversations in Skype For Business will be archived in Outlook’s Conversation History on your workstation or in Outlook on your mobile device once the conversation thread goes idle. Conversations will remain in the Conversation History folder for a maximum of 3 days.

Remember: The Conversation History folder in the Outlook email inbox on your workstation is reserved for retaining Skype for Business Instant Message (IM) conversations only. DO NOT use this folder to store emails because the contents are deleted after three days. If you wish to create a new folder in which to store and retain email messages, refer to the guide Creating a New Folder for Saving Emails.

If you miss an IM conversation, Outlook will generate an email to notify you. The notification feature is by design so that the SfB mobile app can interact with the SfB client on one’s workstation. It cannot be disabled. What users can do is create a rule in Outlook to move the emails with “Missed conversation….” in the subject line to the Deleted Items folder. See this tip sheet on Creating a Rule in Outlook for Missed Conversation Messages.
Topics

- Skype for Business - Dial-in Conferencing
- Skype for Business Mobile

Job Aids

Please refer to the following Job Aids to learn more about the features of Skype for Business:

- Skype for PC/Windows
- Skype for Mac
- Skype for Business Persistent Chat

Tip Sheets

- Creating a New Folder for Saving Emails
- Creating a Rule in Outlook for Missed Conversation Messages

Quick Start Guides provided by Microsoft

- Skype for Business: Contacts, Presence, and IM
- Skype for Business: Meetings
- Skype for Business: Video